Software History

NOTE: Each release contains all solutions identified in the earlier version.

The latest software solves the issues below:

Q5551_0.140.47.0 (Date published: 2012-03-22)

- Added an option to disable the deletion of satellite channels in background install. (Only applicable to K-models)
- Movie stops by itself when you watch a rented movie from an online video store. (Only applicable to Net TV models)

Q5551_0.140.46.0 (Date published: 2011-12-23)

- Metallic sound can be heard via HDMI connection.
- No HD+ services present anymore after provider driven software upgrade is done.
- The movie stops by itself when you play a rented movie from an online video store.
- TV has clicking sound while watching a connected device via HDMI connection.

Q5551_0.140.44.0 (Date published: 2011-12-12)

- Intermittent sound loss and picture loss while watching analog channels.
- Intermittent sound loss or sudden volume change on the DIGITAL AUDIO OUT (S/PDIF) connection.
- Intermittent sound loss through certain set-up box connected via HDMI.
- Unable to play video files via DLNA connection.
- Picture freeze while watching HD channels.

Q5551_0.140.40.0 (Date published: 2011-09-02)

NOTE: Only applicable to Net TV models.

- “Philips server not found” error message appears onscreen when you access Net TV.

Q5551_0.140.39.0 (Date published: 2011-07-27)

- Russian OSD translation error is corrected.
- TV has no picture after start-up.
- TV does not react to remote control after wake-up from standby.
- Video delay (lipsync) observed through SCART and Component (Y Pb Pr) connection.
• Picture interference observed on digital cable (DVB-C) channels. (Only applicable to country, Germany)
• TV goes to standby by itself after 2 hours. (Only applicable to country, Norway)
• Channels loss after switching between satellite channels. (Only applicable to K-models)

**Q5551_0.140.37.0** *(Date published: 2011-06-06)*

• “Video format not supported” message appears onscreen with HDMI video format 1080i from a certain set-up box.
• Split screen with green horizontal lines appears onscreen with HDMI video format 720p from a certain set-up box.
• No picture or black screen seen on certain digital cable (DVB-C) channels. (Only applicable to country, Finland)
• TV automatically switches back to the primary audio language while watching digital channels. (Only applicable to country, Spain)
• Unable to select some Russian alphabets from the onscreen keyboard in Net TV portal. (Only applicable to Net TV models)

**Q5551_0.140.36.0** *(Date published: 2011-05-18)*

• Unable to rename device icon due to missing characters when Portuguese is selected as the menu language.
• Teletext is not working on SCART connection.
• When you access the Electronic Programme Guide (EPG), it is always default to the first channel listed in the EPG instead of the current viewed channel.
• TV has no sound and intermittently display “No video signal” while watching satellite channels through certain set-up box. (Only applicable to K-models)
• TV stops automatically after 2 hours of watching rented movie from Net TV. (Only applicable to Net TV models)
• Pinkish or greenish screen appears while browsing Net TV. (Only applicable to Net TV models)
• TV channel appear in a small screen on the upper right corner after switching from [Browse Net TV]. (Only applicable to Net TV models)
• Intermittent audio and video drop-out while watching a video file from Net TV portal. (Only applicable to Net TV models and country, Germany)

**Q5551_0.140.34.0** *(Date published: 2011-04-12)*

• Intermittent sound loss while watching TV or a connected device via HDMI.
• Macro-blocks appear on digital (DVB-T) channels with HD content. (Only applicable to country, Spain)
**Q5551_0.140.32.0 (Date published: 2011-03-04)**

- Slow in switching between digital cable (DVB-C) channels.
- Macro-blocks appear on digital (DVB-T) channels.

**Q5551_0.140.29.0 (Date published: 2011-02-17)**

- To enable the TV to accept Com Hem CAM software upgrade via OAD. (Only applicable to country, Sweden).

**Q5551_0.140.27.0 (Date published: 2011-01-11)**

- The TV is intermittently losing sound on the DIGITAL AUDIO OUT (S/PDIF) connection.
- Not all channels/services can be found during channel installation. (Only applicable to country, Switzerland)
- The TV is intermittently losing sound when you connect an external device via HDMI.
- Picture is distorted with vertical lines and micro-blocks while watching digital cable (DVB-C) channels. (Only applicable to country, Finland)
- Unable to view "France 24" service in Net TV. (Only applicable to Net TV models)

**Q5551_0.140.25.0 (Date published: 2010-11-18)**

- TV will not display the subtitles when Danish menu language is selected.
- TV has no picture after it wake-up from standby if the TV was in HDMI source before the TV is switched to standby.
- TV turns on by itself from standby.
- TV has no picture after switching between channels from ZIGGO network.
- Introduction of the new Net TV Service Portal 2.5. (Only applicable to Net TV models)

**Q5551_0.140.23.0 (Date published: 2010-10-28)**

- Unable to view Teletext and/or subtitles are missing on certain channels. (Only applicable to country, Finland)
- TV goes into standby by itself after 2 to 3 hours of operation.
- TV does not display the video in its native format through USB.
- Picture judders while watching digital channels.
- Picture judders during playback via USB.
- TV switches OFF and ON by itself while watching satellite channels. (Only applicable to K-models)
- Unable to view video in full screen for certain Net TV services. (Only applicable to Net TV models)
- Net TV portal language is default to English regardless of the country and language settings. (Only applicable to Net TV models)
Satellite channels are stored in the wrong preset/position. (Only applicable for K-models and countries, Austria and Switzerland)
Blur picture with vertical lines observed.
Improve picture performance on analog channels.
The channel display sequence in the EPG does not match with the preset list in the channel grid. (Only applicable to country, Germany)
TV switches OFF and ON by itself while watching rented movies from NetTV. (Only applicable to NetTV models)
Picture fickers after TV starts up.
Remote control signals from Philips players interfere with TV while watching satellite channels. (Only applicable for K-models)
TV has no sound while watching digital (DVB-T) channels. (Only applicable to country, Spain)
Widgets icon has been removed from Home menu. (Only applicable to Net TV models)
“Clear Net TV memory” option has been shifted from Home menu to TV menu [Setup] > [Network settings]. (Only applicable to Net TV models)

With this software your TV is ZIGGO certified.

Teletext clock on digital cable (DVB-C) channels is not updated; and an error message "No Teletext available" appears on screen even with the Teletext page displayed. (Only applicable to country, Netherlands)
Unable to display the Common Interface menu after TV receives a CAM upgrade.
No Teletext available on digital (DVB-T) channels after TV starts up from standby mode.
Unable to view rented movies from NetTV (Only applicable to NetTV models).
The first digital cable (DVB-C) channel is stored at preset 2 instead of preset 1 after channel search. (Only applicable to country, Germany)
To improve satellite reception. (Only applicable for K-models)
Improvement of the network connectivity with some routers, eg. Zyxel models. (Only applicable for NetTV models)
Video stuttering and video delay (lipsync issue) observed when you perform fast forward, fast rewind, pause, jump to previous/next frame, etc. during MPEG4 and MKV video file payback from the USB memory device.

Channels duplication observed in the channel grid after you reorder the channels. (Only applicable for DVB-S models)
- TV operation becomes extremely slow after you change the audio language in the Option menu during DVB-C reception.
- When you change between channels with different audio formats on a certain Set-Top-Boxes connected via HDMI, you will experience intermittent audio loss.
- The ‘Unhide All’ option in the Option menu does not unhide channels in the channel grid. (Only applicable to Country, Germany)

**Q5551_0.75.13.43** *(Date published: 2010-06-09)*

- The ‘Teletext’ option in the TV menu is changed to "Text".
- Random audio & video loss can be observed when you switch between pay channels/services.
- The picture files cannot be open anymore after you have open several picture files in different folders on an external hard drive.
- When you perform fast forward, fast rewind, pause, jump to previous/next frame etc, during MPEG4 video file playback from the USB memory device, the video/audio will stop working.
- The red button on the remote control does not work on MHEG channel. (Only applicable to Country, UK.)
- When you perform a fast forward on the video file stored on the USB memory device then press the OK button to resume the normal playback, the video will restart from the beginning.
- The subtitle is not displayed after you have switched channels or services even when you have initially set the subtitle to ON mode.

**Q5551_0.72.21.0** *(Date published: 2010-04-26)*

- There is slight jerking/juddering of the OSD when you switch between TV or AV channel and VGA input.

**Q5551_0.72.20.0** *(Date published: 2010-04-19)*

- Subtitle language selection is not working correctly for certain channels with teletext subtitle.
- The Electronic program guide (EPG) does not display all the scheduling programs.

**Q5551_0.72.16.0** *(Date published: 2010-04-15)*

- No picture or randomly picture loss when you playback the video content from a VHS-VCR through Scart connection.
- The analogue channels are losing sound when you switch the TV off and on rapidly with the power switch.
- HDMI audio loss after you change the video format on the source device.
- Software upgrade via USB does not start automatically.
Initial production software.