

METZ

Lead the future

Quick Start Guide

QLED TV

100MQE8500Z

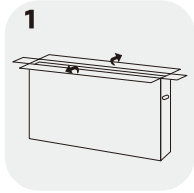
ENG

PREPARATION

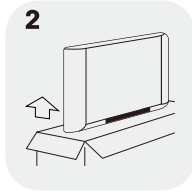
Note:

- 1). The illustrations in this QSG are only for reference.
- 2). Avoid pressing the screen to prevent screen damage.
- 3). Two or more persons are required for safe handling of a large TV to prevent any damages or injuries.

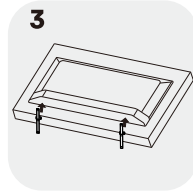
Unpacking and Installation



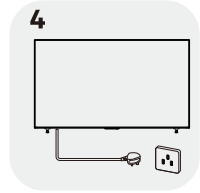
Open the package.



Take out the TV.



Install the TV stands.



Connect the power cord.

Standard Accessories



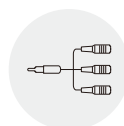
Batteries/2



Remote Control



Power Cord



AV Converting Cable



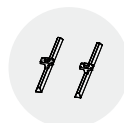
Warranty Card



Quick Start
Guide



Screws/8



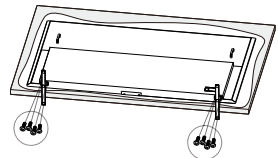
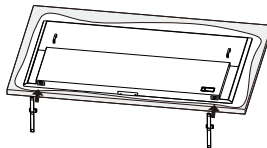
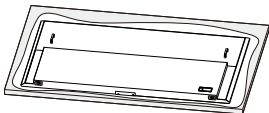
Stand Bases/2

Stand Installation

Step 1: Take out the TV and carefully put it (screen downward) on a stable and flat table with a soft cloth or cushion on it.

Step 2: Please check to make sure there is the same mark(A/B) on the TV back and the correct stand base. This step is not available for the bases without any mark on them, or not available for the TV with one stand base only.


Step 3: Fix the stand bases to the TV by fastening the matching stand screws provided in the box. The bases may vary depending on the region or model.





WARNING AND PRECAUTION

Read all of the instructions before operating the set. Keep these instructions well for later use.


Important Safety Instructions

- Read these instructions – All the safety and operating instructions should be read before this product is operated.
- Keep these instructions – The safety and operating instructions should be retained for future reference.
- Heed all warnings – All warnings on the appliance and in the operating instructions should be adhered to.
- Follow all instructions – All operating and use instructions should be followed.
- Do not use this apparatus near water – The appliance should not be used near water or moisture – for example, in a wet basement or near a swimming pool, and the like.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as direct sunlight, radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding plug. A polarized plug has two blades with one wider than the other. A grounding plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at the plugs, convenience receptacles, and at the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
-  Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart or rack is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- Unplug the apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- CAUTION: These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.
- Do not install this equipment in a confined or building-in space such as a book case or similar unit, and remain a well ventilation conditions at open site. The ventilation should not be impeded by covering the ventilation openings with items such as newspaper, table-cloths, curtains etc.
- Please refer the information on rear enclosure for electrical and safety information before installing or operating the apparatus.
- To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
- The apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus. Do not use the set near dust place.

- For the terminals marked with symbol of “⚡” may be of sufficient magnitude to constitute a risk of electric shock. The external wiring connected to the terminals requires installation by an instructed person or the use of ready-made leads or cords.
- To prevent injury, use the stand/wall-mount bracket to securely install this apparatus on the table/wall in accordance with the installation instructions.
- Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.
- The battery (battery or batteries or battery pack) shall not be exposed to excessive heat such as sunshine, fire or the like.
- Excessive sound pressure from earphones and headphones can cause hearing loss. Listening to music at high volume levels and for extended durations can damage one’s hearing. In order to reduce the risk of damage to hearing, one should lower the volume to a safe, comfortable level, and reduce the amount of time listening at high levels.
- The appliance coupler is used as disconnect device, the disconnect device shall remain readily operable.
- When not in use and during movement, please take care of the power cord set, e.g. tie up the power cord set with cable tie or something like that. It shall be free from sharp edges and the like that can cause abrasion of the power cord set. When put into use again, please make sure the power cord set being not damaged, If any damages found, please look for the service person to replace the power cord set specified by the manufacturer or have the same characteristics as the original one.
- Attention should be drawn to environmental aspects of battery disposal.
- No naked flame sources, such as lighted candles, should be placed on the apparatus. To prevent the spread of fire, keep candles or other open flames away from the apparatus at all times.
-  Protective earthing terminal. The apparatus should be connected to a mains socket outlet with a protective earthing connection.(Only for Class I appliance)
- If the apparatus doesn’t have the symbol  in its rating label and its power cord has three pins, it means protective earthing connection is needed. The apparatus should be connected to a mains socket outlet with a protective earthing connection.(Only for Class I appliance)
- Warning for Apparatus containing COIN / BUTTON CELL BATTERIES (Below instruction only used for the apparatus containing a user-replaceable coin/button cell battery)

WARNING:


Do not ingest the battery, Chemical Burn Hazard (The remote control supplied with) this product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

-  This lightning flash with arrowhead symbol within an equilateral triangle is Intended to alert the user to the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

To reduce the risk of electric shock. Do not remove cover (or back). No user serviceable parts inside. Refer to qualified service personnel.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying the appliance.

- The following information are recommended to be included as far as applicable where applicable:

~	Refer to alternating current(AC).	⏻	Refer to stand-by or power on.
—	Refer to direct current(DC).	I	Refer to power on.
	Refer to ClassII equipment.	⚡	Refer to dangerous voltage.

- Norwegian: "Apparater som er koplet til beskyttelsesjord via nettplugg og/eller via annet jordtilkoplede utstyr – og er tilkoplede et koaksialbasert kabel-TV nett, kan forårsake brannfare. For å unngå dette skal det ved tilkopling av apparater til kabel-TV nett installeres en galvanisk isolator mellom apparatet og kabel-TV nettet."
- Swedish: "Apparater som är kopplade till skyddsjord via jordat vägguttag och/eller via annan utrustning och samtidigt är kopplade till kabel-TV nät kan i vissa fall medföra risk för brand. För att undvika detta skall vid anslutning av apparaten till kabel-TV nät galvanisk isolator finnas mellan apparaten och kabel-TV nätet."

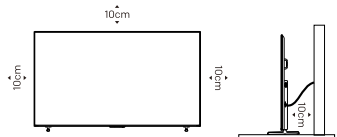
WEEE Directive



Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Positioning the TV

- Install Display on solid horizontal surface such as a table or desk. For ventilation, leave a space of at least 10cm free all around the set. To prevent any fault and unsafe situations, please do not place any objects on top of the set.
- Fix the rear of enclosure to wall (only for some countries)



Note: The picture is only for reference.

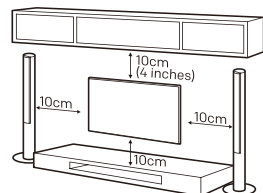
- Warning: Stability Hazard

A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

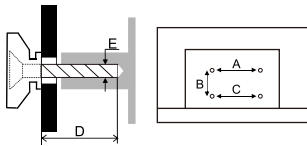
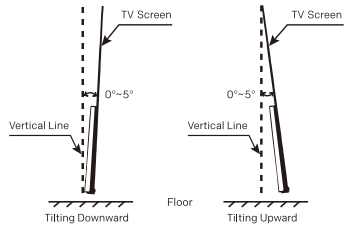
- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed. If the existing television set is being retained and relocated, the same considerations as above should be applied.

Mounting on a Wall

- An optional wall mount can be used with your television. Consult with your local dealer to purchase the recommended wall mount bracket. Carefully attach the wall mount bracket at the rear of the TV. Install the wall mount bracket on a solid wall perpendicular to the floor. If you are attaching the TV to other building materials, please contact qualified personnel to install the wall mount. Detailed instructions will be included with the wall mount. Please use a wall mount bracket where the device is adequately secured to the wall with enough space to allow connectivity to external devices.



- To prevent product damages or personal injuries, please make sure that the TV screen is kept upright, or tilted upward or downward within the angle range of $0^{\circ}\sim 5^{\circ}$ while mounting the TV onto the wall.
- In case of exceeding the above angle range ($0^{\circ}\sim 5^{\circ}$) of tilting downward, please purchase the auxiliary accessories from the local dealer to mount the TV for safe installation and usage. Otherwise, it will not be covered by the warranty and the user should be liable for all consequences and responsibilities.
- Disconnect the power before moving or installing the TV. Otherwise electric shock may occur.
- Remove the stand before installing the TV on a wall mount by performing the stand attachment in reverse.
- If you install the TV on a ceiling or install the TV slantly, it may fall and result in severe personal injury. Use an authorized wall mount and contact the local dealer or qualified personnel. Otherwise it is not covered by the warranty.
- Do not over tighten the screws as this may cause damage to the TV and void your warranty.
- To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
- Use the screws and wall mounts that meet the following specifications. Any damages or injuries buy misuse or using an improper accessory are not covered by the warranty.



Model Size: 100"		Top	Down
Screw	Diameter(mm) "E"	M8	M8
	Depth(mm)	Max	26
		Min	22
Quantity		2	2
A*B*C		800*400*800	

Note:

1. The pictures are only for reference.

2. For the TV sets with terminals towards the wall, in order to leave enough space to use the terminals, a plastic spacer is needed together with each screw to fix the wall mount. It is a small hollow pillar, the height of which is $\geq 30\text{mm}$.

Precautions For Using Remote Control

- Use the remote control by pointing it towards the remote sensor. The items between the remote control and the remote sensor will interfere the normal operation.
- Do not make remote control vibrate violently. Also, do not splash liquid on the remote control, also do not put the remote control in high humidity place.
- Do not place remote control under direct sunlight which will cause deformation of the unit by heat.
- When the remote sensor is under direct sunlight or strong lighting, the remote control will not work. If so please change the lighting or TV's position, or operate the remote control closer to the remote sensor.
- Before Bluetooth searching, please make sure you have turned external Bluetooth devices in the pairing mode. For the Bluetooth remote control supplied with the TV (may not be available), you can press **BACK** and **HOME** buttons together to open its pairing mode. For other Bluetooth devices, please read their own instruction manuals for opening the pairing mode.

Precautions For Using Battery

Improper using of the battery will cause leakage. So please do as the following methods and use carefully.

- Please note the batteries' polarity, to avoid short circuit.
- When the battery's voltage is insufficient which affect the use range, you should replace new battery. Remove the batteries from the remote control unit if you do not intend to use it for a long time.
- Do not use different types of batteries (for example, Manganese and Alkaline batteries) together.
- Do not put the battery into fire, and charge or decompose the battery.
- Please dispose of batteries in compliance with relevant environmental protection regulations.
- **WARNING:** The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

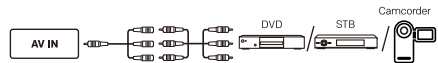
TERMINAL CONNECTION

Note:

- 1). Terminal quantities and names may vary depending on the region or model.
- 2). External equipments and cables shown herein are not supplied with the TV.
- 3). To avoid product damage or personal injury, please make sure that you have disconnected the TV power cord before connecting the external devices.

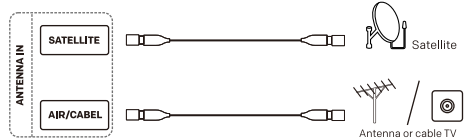
● AV IN

Receive analog audio and video signals from external AV devices.



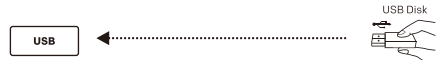
● ANTENNA IN

Connect a coaxial cable to receive signals from the antenna, cable or satellite .



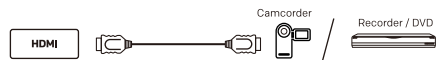
● USB

Connect a USB storage device.



● HDMI

Receive digital audio and video signals from external HDMI devices.



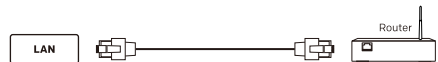
● DIGITAL AUDIO OUT

Use an optical cable to output your TV's audio signal to a compatible digital audio receiver.



● LAN

Wired network port.



● CI

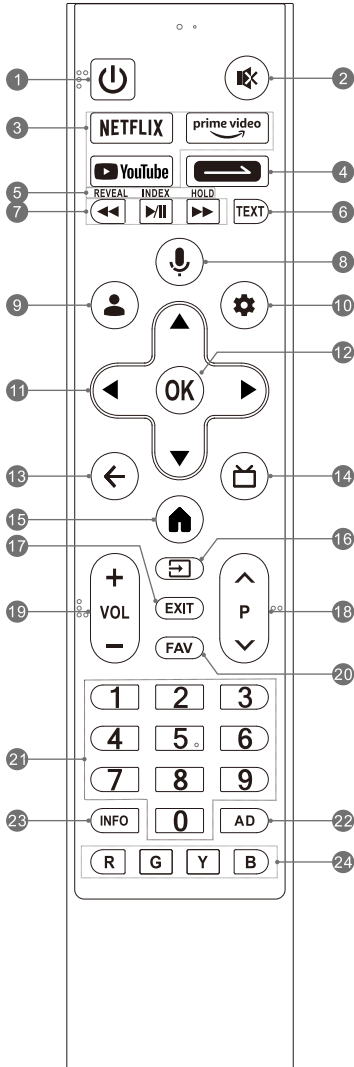
CI card port.



REMOTE CONTROL

Note:

- 1). The picture is only for reference.
- 2). The image, buttons and functions of remote control may vary depending on the region, model or source.



1. POWER (⏻): Turn on the TV, or turn the TV to fastboot / standby mode.

2. MUTE (🔇): Mute or restore the TV sound.

3. Application Buttons: Access specific applications quickly and directly.

4. Compound Button:

- Short press to set or start the function of shortcut key.
- Long press to open the virtual keyboard including number buttons, color buttons, and so on.

5 & 6. *Teletext Buttons*****

- **REVEAL:** Display or hide the concealed information.
- **INDEX:** Display index page.
- **HOLD:** Hold the teletext page on screen without updates or changes.
- **TEXT:** Access or exit the teletext menu.

7. *Media Player Buttons*****

- **Play/Pause (⏮/⏭):** Start or pause the playback.
- **Fast Backward (⏮):** Fast backward the playback.
- **Fast Forward (⏭):** Fast forward the playback.

8. MIC (🗣️): Start using the near field voice function.

- Short press MIC button to wake up the voice assistant.
- Long press MIC button to start receiving your voice command. After your speaking, release MIC button to run voice function.

9. ACCOUNT (👤): Sign in with your Google account to get the entertainment you love.

10. Dashboard (⚙️): Access the dashboard of your Google TV.

11. UP/DOWN/LEFT/RIGHT (▲/▼/◀/▶)

Navigate the menu to select the content you need.

12. OK: Confirm, enter or execute the selected item or access the channel list.

13. BACK (◀): Return to upper-level content, or exit the current screen.

14. GUIDE (📺): Quickly jump to a TV program on the DTV channel, or access the Electronic Program Guide in DTV mode.

15. HOME (🏠): Access the home screen.

16. SOURCE (📺): Access the source menu, etc.

17. EXIT: Exit the current operation.

18. Program Up/Down (P ▲ / ▼): Switch channels.

19. Volume Up/Down (VOL + / -): Adjust the sound volume.

20. FAV: Access the list of favorite channels.

21. Number Buttons (0~9):

Select the channel directly, or input a number.

22. AD: Turn on or turn off the function of audio description.

23. INFO: Access the INFO interface.

24. Color Buttons (R/G/Y/B):

Execute the prompt function in specific mode.

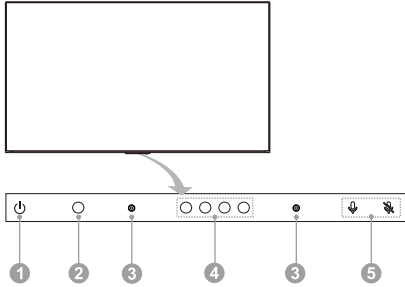
VOICE FUNCTION

Note:

1). The pictures are only for reference.

2). The voice function may not be available depending on the region, model or language.

Far Field Voice



1. TV Control Button(⏻)

* In fastboot mode, which is less energy saving, press TV control button to turn on the TV in a short time.

* In standby mode, which is more energy saving, press TV control button to turn on the TV in a standard time.

* In working status:

Short press TV control button to turn the TV to fastboot mode.

Long press TV control button to select if you will turn the TV to standby mode.

2. Remote Sensor & Power Indicator

* Remote sensor: Receive the signal transmitted by the remote control.

* Power Indicator: Indicate the status of the TV power.

- Unlit / Lit in green: working mode.
- Lit in red: standby mode.
- Unlit: power off.

3. Far Field Microphone

Microphones of far field voice function. It is best to keep yourself within 3 meters away from the far field microphones while using the far field voice function.

4. Far Field Indicator

Indicate the status of far field microphones and far field voice function.

* Lit in white: far field microphones are turned on, and far field voice function is being used.

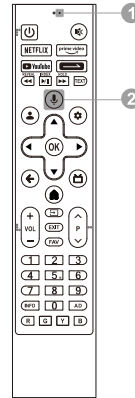
* Unlit: far field microphones are turned on, but far field voice function is not being used.

* Lit in orange: far field microphones are turned off.

5. Switch of Far Field Microphones

Turn on or turn off the microphones of far field voice function. Only after turning on the far field microphones, successfully connecting your TV to the network and signing in to your Google account, you can start to use the far field voice function by saying the hotword: "Ok Google" or "Hey Google".

Near Field Voice



1. Near Field Microphone

Microphone of near field voice function.

It is best to keep your mouth within 5 centimeters away from the near field microphone while using the near field voice function.

2. MIC Button of Near Field Voice Function

Press to start using the near field voice function.

Only after successfully connecting your TV to the network, pairing the Bluetooth remote control with your TV and signing in to your Google account, you can press MIC button to start using the near field voice function.

Pair Bluetooth remote control with your TV

For the remote control supplied with your TV, please finish pairing with your TV before using it for near field voice function. The pairing can be done by just pressing the **MIC** button on any interface, or at the first step of "Initial Settings", or in "Settings".

In settings, please refer to the following steps to pair the remote control:

1. Select <⚙> button → <🔊> icon → Remotes & accessories.

2. Press <⬆> and <⬅> buttons simultaneously until there shows the name of your Bluetooth remote control on the TV searching interface.

3. Press <OK> button to start pairing.

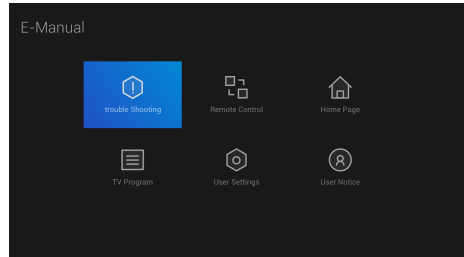
4. It will show "Paired" after Bluetooth remote control is paired with the TV successfully.

BASIC OPERATION

E-Manual

E-Manual is built into your TV and can be displayed on the screen. To learn more about your TV features, access the E-Manual by referring to the following operation. E-Manual may not be available depending on the region or model.

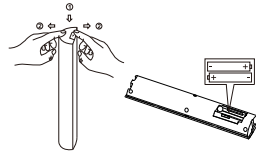
1. Press **HOME** button to access the home screen.
2. Press **▲/▼/◀/▶** and **OK** button to select and enter "E-Manual" in the app list.



Note: The picture is only for reference.

Install Remote Control Batteries

Place two AAA size batteries in the remote control's battery compartment, making sure to match the polarity markings inside the compartment.



Note: The picture is only for reference.

Flicker Free

Onscreen flicker may cause eye strain, fatigue and headaches after an extended viewing. With "Flicker Free" technology featured in this product, you will have a comfortable viewing experience. No visible and invisible flickers exist within the frequency range of 0~3000Hz, which can be certified when the central luminance is set to any luminance.

Note: "Flicker Free" technology may not be supported depending on the region or model.

TROUBLE SHOOTING

Before calling a service technician, please check the following table for a possible cause of the symptom and some solutions.

General Problem / Solution

- **Remote control does not work**

- Change the batteries.
- Check if batteries are installed correctly.
- Check if main power is connected.
- Check if there are some items between remote sensor and remote control.

- **Poor Signal**

This is usually caused by interference from electronic equipments or radio interference sources.

Picture and Sound / Solution

- **No picture, no sound**

- Check the signal source.
- Plug another electrical device into the outlet to check if it is working or turned on.
- Check if power plug is in good contact with the outlet.

- **No sound, picture OK**

- If no sound, unmute the sound or increase the volume.
- Open the sound menu and adjust 'Balance'.

- **Abnormal picture**

- For no color or bad picture quality, you may:
 1. Adjust the color option in menu settings.
 2. Keep the TV at a sufficient distance from other electronic products.
 3. Try another channel.
- Bad TV signal (Display mosaic or snowflakes)
 1. Check the signal cable and adjust the antenna.
 2. Fine tune the channel.
 3. Try other channel.

Multimedia Player / Solution

- **'This file is invalid' /'Unsupported audio' appears , or audio is normal but video is abnormal, or video is normal but audio is abnormal**

- The media file maybe damaged, check if the file can be played on the PC.
- Check if video and audio codec is supported.

Network / Solution

- **Network failure**

- Check if the router works well.
- Make sure the TV has connected to the router successfully.

Browser / Solution

- **Web page can not be displayed completely**


Some third-party extensions of the current web page may not be supported, and please close the current web page.

- **Browser is forced to be shut down**

The current web page may include too many contents which cause there isn't sufficient memory and the browser is closed.

RADIO MODULE

Note: Hereby, [Metz Consumer Electronics GmbH] declares that the radio equipment type [100MQE8500Z] is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.metzblue.com.

Radio Module Specifications								
Wireless Network(WLAN)								
Frequency Band	Transmitting Power(Max.)							
2.4G: 2412 ~ 2472 MHz 2422 ~ 2462 MHz 5G: Band I: 5180~5240 MHz 5190~5230 MHz 5210 MHz (May not be available) Band II: 5260~5320 MHz 5270~5310 MHz 5290 MHz (May not be available) Band III: 5500~5700 MHz 5510~5670 MHz 5530~5610 MHz (May not be available)	<20dBm							
Bluetooth								
Frequency Band	Transmitting Power(Max.)							
2.402GHz~2.480GHz	<20dBm							
Remark: 1). The device should be positioned or operated at least 20cm away from the user. 2). Due to various sales regions, the wireless module may have different configurations which will not exceed the maximum described in this manual. 3). Restrictions or Requirements in following countries: Indoor use only within 5150-5350MHz.								
	FR	DE	UK	IT	NL	BE	LU	TR
	DK	IE	GR	ES	PT	AT	FI	LI
	SE	CY	MT	PL	HU	CZ	SK	IS
	SI	EE	LV	LT	BG	RO	HR	NO

SPECIFICATION

Note: Specifications may vary depending on the region or model.

Working voltage:	198-240V ~ 50/60 Hz
Dimensions without stand (W X H X D):	2238.6 X 1286.3 X 90.5 mm
Net weight without stand:	72 kg
RF aerial input:	75 ohm unbalanced
Language of OSD:	Multiple options
System:	DTV: DVB-C/T/T2/S/S2 ATV: PAL-B/G D/K I, SECAM-B/G D/K K L, NTSC-M
Channel coverage:	DVB-C: 48MHz ~ 859MHz DVB-T/T2: 50MHz ~ 862MHz DVB-S/S2: 950MHz ~ 2150MHz ATV: 44MHz ~ 870MHz
Environment:	Working temperature: 5°C~40°C Working humidity: 20%~80% Storage temperature: -15°C~45°C Storage humidity: 10%~90%, non-condensing

LICENSE



Google TV is the name of this device's software experience and a trademark of Google LLC. Google, YouTube, and Chromecast built-in and other related marks are trademarks of Google LLC.



The Adopted Trademarks HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.



Dolby, Dolby Vision, Dolby Atmos, and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright © 2012-2022 Dolby Laboratories. All rights reserved.



HDR10+ logo is a trademark of HDR10+ Technologies, LLC.

Note:

1. The pictures in this document are only for reference.
2. Appearances and specifications are subject to change without notice.
3. In dry environment due to static electricity, the product may restart and return to the main OSD interface, USB player interface or the previous source mode. It is normal and please continue to operate the TV as you will.