What to do if an app in a Philips TV does not work?

Situation

● The app crashes or shows an error message.
● A black screen shows when the app is selected.
● An issue with the video or sound content playback occurs while the app is used.

Checklist

Ensure that:
● the software is up-to-date
● the app was opened from the TV's app platform, no external Smart device is used.
● other apps are functional
● an internet connection is successfully established

Answer

Follow the steps below when the app content playback is interrupted or hangs, to verify the causes of the issue. When an error message is shown, please skip to the last paragraph of the article below about error messages.

1. Restart

● Pull the TV's power plug from the power socket.
● After at least two minutes, reconnect the power plug again.
● Switch the television on from standby with the power button.
● Check if the previously faulty app is working correctly again. If yes, you are done. If not, proceed with Step 2 ("Clear the internet memory").

2. Clear the internet memory

● Press the "Home" button on the remote control of the TV and go to the "Settings" shelf:
● Select [Settings] > [Wireless and Networks] > [Wired or Wi-Fi] > [Clear Internet Memory] and press "OK" on the remote control.
● Select [OK] and press "OK" to confirm.
● Switch the TV to standby. Take out the power plug of the TV and wait one minute. Replug the power plug and start up the TV.
● Check if the previously faulty app is working correctly again. If yes, you are done. If not, proceed with Step 3 ("Update or reinstall the app").

3. Update or reinstall the app

Proceed with the following to reinstall/update the app:

 Uninstall the app

● Press the "Home" button on the remote control of the TV and go to the "Settings" shelf:
● Select [Manage apps] and press "OK" on the remote control.
● Choose the affected app from the app overview and press "OK".
● Select [Uninstall] and press "OK" on the remote control to confirm.
● Select [OK] and press "OK" to confirm.

Download/update the app

Press the "Home" button on the remote control of the TV and go to the "Apps" shelf:
● Select the Google Play store and press "OK" on the remote control.
● Search for the just uninstalled app and highlight it.
● Select "INSTALL" or "UPDATE"
● Press the "OK" button on the remote control to start the download

Enable the Auto-update function of Google Play Store apps

● Press the "Home" button on the remote control of the TV and go to the "Apps" shelf:
● Select the Google Play store and press "OK" on the remote control.
● Use the arrow down key to select: [Settings] > [Auto-update apps] > [Auto-update apps at any time]. Press "OK" on the remote control to confirm the selection.
● The Auto-update is now enabled.
● Check if the app is working again. If yes, you are done. If not, proceed with Step 4 ("Reinstall the TV").

4. Reinstall the TV

To reinstall all functions of the TV press the "Home" button on the remote of the television and select:
[Setup] > [General settings] > [Reinstall TV]

All settings and installed channels will have to be restored after this option is selected.