

WHAT PRODUCTS ARE COMPATIBLE WITH THE NEW SHIELD CONTROLLER?

The new SHIELD controller works with SHIELD TV, including SHIELD TV (2015), and SHIELD tablet. Wireless controller support for GeForce-equipped PCs is coming later this year.

WHICH COUNTRIES SUPPORT THE AMAZON VIDEO APP?

Today, the Amazon Video app is supported in the US, UK, Germany, and Austria. Support for additional countries will be announced as they come available.

WHY DOES SHIELD REMOTE SAY LOW BATTERY OUT OF THE BOX?

A low battery warning out of the box or slow performance is a symptom of the firmware not being up to date. Update the firmware to v1.01 or later by either selecting the “Accessory Update” shown in the recommendation row on the home screen or by going to Settings > SHIELD accessories and select your remote and then select the firmware update. This should fix low battery warnings and performance issues. If you are still getting low battery warning after updating the firmware, use a pen to push on the battery tray indentation on the bottom of the remote. Pull out the battery tray and then reinsert the battery tray. You should now see full battery level.

WHAT COMES PRELOADED ON SHIELD TV?

SHIELD TV ships with Android TV™ and a suite of Google Apps, including Google Play, which provides access to thousands of apps and a wide variety of streaming content. SHIELD TV is also preloaded with:

- Netflix - Watch thousands of TV shows, movies, and Netflix original programming on your TV.
- Amazon Video - Stream thousands of popular movies and TV shows in up to 4K HDR.
- VUDU – Buy, rent, & watch UHD movies and TV shows on demand.
- PLEX – Stream your video, music, and photo collection from your PC to your TV.
- PLEX Media Server – Host your entire catalog of digital media anywhere in the world.
- NVIDIA Games - The new way to find and play amazing games on SHIELD TV, including exclusive Android games, GeForce NOW games, and NVIDIA GameStream PC games.
- NVIDIA Share - Stream and broadcast your favorite games.

WHAT DO I NEED TO SET UP SHIELD TV?

You just need a TV that supports HDMI, an Internet connection (either Ethernet or Wi-Fi), and an HDMI cable. For 4K or HDR TVs, you will need an HDMI 2.0 compatible cable.

WILL SHIELD WORK WITH MY TV?

SHIELD works with virtually any TV or display that supports HDMI. SHIELD TV can be plugged directly into your TV or receiver, depending on your preference.

Note: To output 4K Ultra HD or HDR content, your display must be capable of those features. If you are connecting your SHIELD TV to your 4K HDR TV through an AV receiver or sound bar, the AV receiver or sound bar must support HDMI 2.0 (with HDCP 2.2).

HOW DO I TURN ON SHIELD TV? DOES IT HAVE A POWER BUTTON

SHIELD TV will turn on as soon as it is connected to the power supply included and automatically sleep to save power. There is no power button.

HOW DO I UPDATE SHIELD TV?

We make it fast and easy. All software updates for SHIELD TV are directly pushed to your SHIELD by NVIDIA. You'll see a notification in the recommendation row on the home screen when an update is available. Once you confirm, the system will automatically download and apply the update. You can also manually check for a System Update by going to Settings > Device > About > System Upgrade.

WHAT ACCESSORIES ARE AVAILABLE FOR SHIELD TV?

There are three accessories available at launch— additional SHIELD controllers, the SHIELD vertical stand, and additional SHIELD remotes (including ones with a head-set jack). Note that SHIELD TV ships with one game controller and one remote.

All accessories are available for purchase from NVIDIA.

CAN THE SHIELD CONTROLLER CONNECT AS A BLUETOOTH CONTROLLER TO OTHER ANDROID DEVICES OR TO GAMING PCS?

Yes. You can connect your new SHIELD Controller as a Bluetooth game controller other Android devices. Support as an Xinput game controller for GeForce GTX-equipped PCs is coming soon.

WHAT APPS SUPPORT 4K ULTRA HD CONTENT?

4K TVs are becoming very popular and 4K content is growing quickly. Here are the most popular apps that support 4K streaming:

- Netflix (shows like House of Cards, Marvel's Daredevil, Breaking Bad, Marco Polo, and more)
- Amazon Video (Shows like Grand Tour, Bosch, Goliath, and more)

- YouTube (4K movie trailers and channels like RocketJump, GoPro, Devinsupertramp, and more)
- Google Play Movies & TV (coming January 2017)
- VUDU
- Ultraflix
- Vimeo
- Toon Goggles
- Media Players like Plex, Kodi, VLC, MX Player, and the preinstalled Photos & Video app

Make sure your subscription account level support 4K streaming. For Netflix, this requires the premium account.

WHAT HDR CONTENT IS AVAILABLE TODAY?

Netflix and Amazon Video both have a large library of content that support HDR in 4K resolutions. On the TV show details page, look for the "HDR" badge. On Netflix, this badge will only show up if it detects an HDR compatible display (you must also have a premium subscription account). On Amazon Video, this badge will show up regardless of whether or not you have an HDR compatible display.

HDR gaming is also available now with NVIDIA GameStream™.

WHICH TVS SUPPORT HDR10?

Many of the latest TVs from Samsung, Sony, Vizio, and LG support HDR10, advertised as "HDR".

WHY DOES MY TV OR RECEIVER TURN ON/OFF WHEN I TURN ON/OFF SHIELD TV?

SHIELD TV is configured by default to send CEC events to wake or sleep your TV and receiver. You can enable or disable these features by going to Settings -> Display & Sound -> Power Control.

WHAT ARE ALL OF THE EXPANDABLE STORAGE OPTIONS?

The new SHIELD TV supports external USB flash drives and hard drives. To maximize speed and performance, NVIDIA recommends the drives listed below. If you have a Network Addressable Storage (NAS) you can connect your SHIELD TV over the network to access your shared content.

To expand your internal storage for apps and games, your USB drive will need to be set up as internal storage. Go to Settings -> Storage & Reset -> Select the drive name, then select the "Set up as internal storage".

HOW CAN I CONTROL THE TV OR RECEIVER VOLUME WITH MY SHIELD REMOTE OR SHIELD CONTROLLER?

You can configure the SHIELD remote to send IR commands to control your AV receiver or TV by following the IR setup process. Go to Settings-> Display & Sound -> Volume Control -> Setup IR.

DOES SHIELD SUPPORT UNIVERSAL REMOTES?

Newer models of the Logitech Harmony remotes that use the [Harmony Hub](#) can control SHIELD TV via Bluetooth. Also you can use USB IR receivers.

HOW DO I CONNECT MY PC TO SHIELD?

You can enable the USB port furthest from the HDMI port to connect to a PC using a USB type-A to USB Type-A cable. Enable this feature in Settings -> Storage & reset. Select "Using USB" under "SHIELD Storage access". Note that when this feature is enabled, you can no longer use the port for other needs.

CAN I ADJUST THE BRIGHTNESS OF THE GREEN LED ON SHIELD TV?

Yes, go to Settings -> System -> LED brightness

HOW DO I CHECK THE BATTERY LEVEL OF MY SHIELD REMOTE OR SHIELD CONTROLLER?

The battery level is shown under the "SHIELD accessories" setting/app. Just open that app from the home screen icon.

WHAT ARE THE REQUIREMENTS TO STREAM GAMES FROM MY PC AT 4K @ 60 FPS?

In order to stream games @ 4K Ultra HD @ 60 FPS, your gaming PC must meet the following minimum requirements:

GPU: GeForce® GTX™ 1080 or higher GPU

CPU: Intel Core i7

WHAT ARE THE PC REQUIREMENTS TO STREAM GAMES FROM MY PC IN HDR?

In order to stream games in HDR, your gaming PC must have a Pascal architecture or later GeForce® GTX™ 10 series GPU.

HOW DO I ENABLE THE GOOGLE ASSISTANT ON MY SHIELD?

Google Assistant will be automatically enabled by installing SHIELD Experience 6.0 then pressing the voice command button on your Remote or Controller.