

Question	Answer
How Do I Connect Bluetooth Device?	Go to Settings > Bluetooth > Search for Bluetooth device
How Do I Upgrade the Firmware of HY450NTV Projector?	Go to Settings > System Update > Search for Update > Internet/USB
How Do I Get the Firmware Version of HY450NTV Projector?	Go to Settings > System Update > Current Software > Current software info
How Do I Personalize the HY450NTV Projector's Picture Settings?	Go to Settings > Picture > Personalized Picture Settings
How Do I Enter the Eye Protection Mode of HY450NTV Projector?	Go to Settings > Picture > Eye Protection Mode
How Do I Reduce the Noise of HY450NTV Projector?	Go to Settings > Picture > Noise Reduction
How Do I Personalize the HY450NTV Projector's Sound Settings?	Go to Settings > Sound
How Do I Zoom In/Out?	Go to Settings > Lens > Digital zoom (50%-100%)
How Do I Maunally Adjust the Keystone.	Go to Settings > Lens > Keystone correction > Auto Keystone Correction Off > 4-corner correction
How Do I Get the Serial Number of the HY450NTV Projector?	Go to Settings > Device Preferences > About > Device info > Serial number
How Do I Factory Reset the HY450NTV Projector?	Go to Settings > Device Preferences > Factory settings Note: This will reset the setting for Picture, Sound and CEC Switch.
How Do I Reset the HY450NTV Projector?	Go to Settings > Device Preferences > Reset Projector Note: This will reset all the settings.
How Do I Get the System Version of the HY450NTV Projector?	Go to Settings > Device Preferences > About > Device info
What Should I Do If My HY450NTV Projector Has No Sound?	Try the following steps to see if they help: 1. Hit the Volume Up/Down button on the remote control 2. Connect your HY450NTV to an external Bluetooth speaker via Settings > Network > Bluetooth > Search for Bluetooth device 3. Factory reset the HY450NTV via Settings > Device Preferences > Factory settings

What Should I Do If Manual Keystone Correction of HY450NTV Doesn't Work?	<p>Try the following steps to see if they help:</p> <ol style="list-style-type: none"> 1. Ensure the projector is properly aligned and that the lens is facing the screen directly. 2. Go to Settings > Lens > Reset keystone correction data 3. If the above steps don't resolve the issue, manually adjust the keystone correction by going to Settings > Lens > Keystone Correction > Turn Off Auto Keystone Correction > 4-Corner Correction.
What Should I Do If My App Crashes?	<ol style="list-style-type: none"> 1. Try another Wi-Fi network and update the firmware. Go to Settings > System Update > Search for Update > Internet/USB 2. Check if your time zone is accurate via Settings > Device Preferences > Date & Time 3. Clear data via Settings > App Setting > View all apps > (App Name) > Clear Cache & Clear data. 4. Reset the HY450NTV via Settings > Device Preferences > Reset Projector
What Should I Do if the HY450NTV Projector Can't Connect to Wi-Fi?	<ol style="list-style-type: none"> 1. Place the HY450NTV and your router within 16 ft / 5 m of each other. Test if other devices can connect to Wi-Fi. 2. Check if your time zone is accurate via Settings > Device Preferences > Date & Time 3. Try a different Wi-Fi network or connect to your phone's hotspot. 4. Try your router's 2.4GHz and 5GHz settings. 5. Reset the HY450NTV by going to Settings > Device Preferences > Reset Projector
What Should I Do If My HDMI Has No Signal?	<ol style="list-style-type: none"> 1. Use a different HDMI cable. 2. Connect your HY450NTV with another device with your HDMI cable. 3. Disconnect from your HY450NTV and try connecting your device with your TV via HDMI. 4. Adjust the HDMI output resolution/Hz of the connected device
What is HY450NTV Projector's Projection Distance?	<p>The distance between the projector and the projection surface must be a minimum of 0.55 m and a maximum of 2m. This ensures a projection image between 40 and 200".</p>
How Do I Adjust the Brightness of the HY450NTV Projector?	<p>Press the "Setting" button to customize your picture settings via Picture > Personalized Picture Settings > Picture Mode > User.</p>
What Should I Do If My HY450NTV is Unable to Power On?	<ol style="list-style-type: none"> 1. Check if the power indicator is on when the power cabled is plugged in 2. Try another workable power cable 3. Update the projector via USB drive

Is the projector compatible with Google smartphones?	Due to mirroring protocol issues of Motorola and Google phones, it prohibits screen mirroring directly from the projector. You need to have a Google Chromecast to connect it.
How can I access Netflix, Prime Video, and YouTube?	The HY450NTV comes with officially licensed Netflix, Prime Video, and YouTube pre-installed. No TV stick is required—simply press a button on the remote control to launch these apps quickly and easily.
Can I download other apps?	The HY450NTV runs on Whale OS, and you can download apps directly from the Appstore. If you can't find a specific app, please contact our support team for assistance.
How do I screen-mirror iOS devices to the HY450NTV?	<ol style="list-style-type: none"> 1.Go to Settings > Device Preference > Whale OS Cast > TV casting 2.Use the AirPlay feature on your iOS devices, ensuring both devices are connected to the same WiFi network 3.Copyrighted content from apps like Disney+ cannot be mirrored or cast
How do I screen-mirror Android devices to the HY450NTV?	<ol style="list-style-type: none"> 1.Go to Settings > Device Preference > Whale OS Cast > MediaCast 2.Connect your phone and the projector to the same network.Turn on wireless screencasting in the status bar of your phone. 3.Copyrighted content from apps like Disney+ cannot be mirrored or cast

<p>How Do I Cast a Windows (10 & 11) Device to the HY450NTV Projector?</p>	<p>Via HDMI Cable :</p> <ol style="list-style-type: none"> 1. Connect your PC to the projector using an HDMI cable. 2. Press the Windows logo key + P, then select one of the following options: <p>PC screen only: Displays everything on your PC screen only. (For wireless projectors, this option will show as "Disconnect.")</p> <p>Duplicate: Shows the same content on both screens.</p> <p>Extend: Expands the display across both screens, allowing you to drag items between them.</p> <p>Second screen only: Displays everything on the connected projector screen, leaving the PC screen blank.</p> <p>Via Wireless:</p> <ol style="list-style-type: none"> 1. Ensure both the projector and Windows device are connected to the same network. 2. Go to Settings > Device Preference > Whale OS Cast > MediaCast and then Click to open MediaCast. 3. Press the Windows logo key + K on your device, then select the projector. <p>Note: Content from streaming services like Disney+ and Netflix cannot be mirrored or cast due to copyright protections. To view this content, install the relevant apps directly on the projector.</p>
<p>How Do I Pair the Remote with HY450NTV Projector?</p>	<ol style="list-style-type: none"> 1. During setup, press the "left and right buttons of the remote control simultaneously to pair and connect the projector. When pairing and connecting, the Bluetooth light will flash. 2. While pairing, point the remote at the infrared receiver. 3. Or go to Settings > Bluetooth > Available devices to search and pair. <p>Note: The distance between the remote and projector should not exceed 20cm.</p>