

NOTICE FOR SHARP AQUOS TV OWNERS

YouTube No Longer Available on Android TVs Released Between 2015–2016 After Factory Reset

Dear Valued SHARP Customers,

We wish to inform you that Google has officially ended support for **Android OS 5** and **Android OS 6** in the latest YouTube app.

As a result, **YouTube will no longer function if you perform a Factory Reset** on the following SHARP Android TV models.

We would like to explain the reason behind this and the potential impact on your TV usage.

Affected Models

For Asia:

LC-65/60/58/50UE630X, LC-80XU930X, LC-70XU830X

LC-65/58/50U3ST, LC-65/60/58/50U35MT, LC-80/70XU35T

LC-60/50/45LE580X, LC-50LE580X-BK, LC-60/50/45LE580T

Q&A

Q1. Why does a Factory Reset make the YouTube app unusable?

A1. Performing a Factory Reset restores your Android TV (running OS 5 or OS 6) to its original settings. This also resets the YouTube app. To continue using YouTube, you would need to update to the latest version — however, the current version of the YouTube app no longer

supports Android OS 5 and 6. Therefore, YouTube will no longer function on these TVs after a Factory Reset.

Q2. Can I update the TV to a newer Android OS version to solve the issue?

A2. Unfortunately, the affected models cannot be upgraded to Android OS 7 or higher due to software limitations. We sincerely apologize for the inconvenience.

Q3. Can I continue using YouTube by keeping the older version of the app?

A3. Yes. We have confirmed that YouTube app version 2.17 or earlier still works on the affected models. As long as you do not perform a Factory Reset or uninstall the YouTube app, you can continue using YouTube normally.

Q4. I have already performed a Factory Reset and now YouTube no longer starts. Can I reinstall the older YouTube version (2.17)?

A4. Unfortunately, no. The **Google Play Store** now only offers **YouTube version 2.18 or later**, which is incompatible with Android OS 5 and 6. Therefore, version 2.17 cannot be reinstalled.

Q5. Can I still use YouTube on other SHARP Android TV or Google TV models?

A5. Yes. YouTube continues to work on newer SHARP Android TVs and Google TVs. However, please note that future support depends on Google's policy and may change without prior notice.

Q6. Are there other ways to watch YouTube?

A6. Yes. You can continue enjoying YouTube through other devices such as smartphones, tablets, or laptops. For more details, please visit the official [YouTube Help Center](#).

We appreciate your kind understanding and continued support for SHARP products.