

14 June 2017 -R

**NOTICE FOR SHARP AQUOS TV OWNERS:
TERMINATION OF YOUTUBE SERVICE AVAILABILITY (FLASH VERSION) ON 2011-
2013 MODELS**

Dear Valued Sharp Customers,

Regarding above subject, Google announced that they will terminate the Flash version support of YouTube online video sharing service scheduled on 30 June 2017*.

**schedule subject to Youtube announcement*

Our affected models are listed below:

2011 models : LC-40/46/52/60LE835M, LC-40/46/52/60LE835X

LC-70LE735M, LC-70LE735X, LC-40/46/52/60W5T, LC-70S5T

2012 models : LC-60LE640X, LC-46/52LE840X, LC-60/80LE940X,

LC-60Y7T, LC-60LE640T, LC-46/52/60/80G7T, LC-90LE740X

2013 models : LC-90Y8T, LC-60LE666T, LC-70LE777T

When accessing Youtube, display shows that the service will be terminated on 30th June 2017 or display some "Error Message" and the video will stop playing.

※Also the below contact page will be displayed.

<https://www.youtube.com/tvdevices>

These symptoms are not due to the fault in the video and audio product.

If you would like to continue watching Youtube on your TV, you may use the following methods:

1. **Using existing TV:** Attach a streaming stick/box to your TV input; or
2. **Upgrade** to a Sharp Easy Smart TV or Sharp Android TV

We appreciate your understanding and sincerely apologize for the inconvenience this may have caused.

Q&A

Q1. When starting up YouTube application, will the indication that YouTube will terminate service after 30 June 2017* appear on my TV display?

A1. Only models listed on the affected list will display this message. YouTube will not be able to use on these models from 30th June 2017 onwards.

Q2. Why does YouTube become unavailable?

A2. YouTube offers two kinds of services, Flash version and HTML5 version application. However, the service provider terminated the Flash version application service, as many new features and other improvements are not available.

Q3. Won't software update help?

A3. Regarding above models, due to software configuration, software updates will not help. We sincerely apologize for any inconvenience caused.

Q4. Can user still use YouTube service for compatible LCD/LED TV besides above affected models?

A4. It can be used, but is subject to Google support policy.

Q5. What will happen if user connects YouTube from the affected models after 30 June 2017?

A5. Service termination announcement will be displayed, and user may not be able to watch YouTube contents.

Q6. Is there any other way to watch YouTube on TV then?

A6. For YouTube viewing, please visit Youtube support page which shows other available options and explanation.

<https://www.youtube.com/tvdevices>

Q7. If I have other questions not listed above, who can I contact?

A7. You may contact our Sharp Customer Service at 1800-888-678 during office hours (Mon-Fri 8.30am-5.30pm) for any further inquiries.