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How do I set up my Portal TV?

This article applies to Portal TV 

[See Portal article](#) 

Before you begin, [learn what you need to set up your Portal TV](#). If you would like to use screen reader to set up your Portal, [learn more about setting up your Portal TV using screen reader](#).

Plug in your Portal TV:

1. Plug in the HDMI cable and power adapter, then connect the power adapter to a power source. Your Portal TV will turn on automatically.
2. Plug the HDMI cable into an input on your TV. For best results use HDMI 1.
3. Turn on your TV and select the input.

Find the right place for your Portal TV:



Your Portal TV may be mounted on top of your TV or placed on a flat surface underneath. Avoid placing your Portal TV directly on top of a speaker, too close to a speaker, directly on top of a sound bar or too close to a sound bar.

Your Portal TV is equipped with Dolby Atmos® sound, which requires Dolby Atmos® encoded streaming content and a compatible audio system to use.

Mount your Portal TV on top of your TV:

1. Open the large clip.
2. Open the small clip.
3. Rest the front clip against the front of your TV frame. At the same time, press the front clip against the front of your TV frame and the back clip against the back of your TV.
4. To make sure Portal TV is secure, press the back clip firmly against the back of your TV.

Set up your remote:

1. Remove the plastic battery tab on the back of your remote control.
2. Press Select, when prompted on-screen, to begin pairing the remote to Portal TV. Learn more about [how to use your Portal TV remote](#).
3. Follow the on-screen steps to finish setup.

Your Portal remote may require updating. This can take up to 5 minutes, depending on your connection. Make sure you don't press any buttons or remove the batteries while the update is happening.

Learn more about what to do if you're [having trouble with your Portal TV remote](#).

Select your language and connect to Wi-Fi:

1. Select your language.
2. Connect to Wi-Fi by selecting your Wi-Fi network and entering your password. Select Continue to agree to download and install the latest Portal TV software. This can take about 15 minutes depending on your connection. If you have trouble connecting to your Wi-Fi, [learn how to check your Wi-Fi signal](#).
3. You may need to select **Restart Portal** to continue. If your Portal TV doesn't automatically restart, you may need to unplug and plug it back in.

Language selection will affect "Hey Portal," "Hey Facebook" and other functionality.

You can set Portal voice assistant to respond to "Hey Facebook" or "Hey Portal." Learn how to [change your voice assistant settings](#). "Hey Portal" and "Hey Facebook" availability varies. Learn

more about ["Hey Portal" and "Hey Facebook" availability](#).

Give your Portal TV a name and log in with Facebook or WhatsApp.

Follow the on-screen instructions to continue the setup process.

1. Give your Portal TV a name. Select an option from the menu or select **Custom...** to create a Custom Name.
2. Connect your Facebook or WhatsApp account:
 1. Select **Facebook** or **WhatsApp**, then select **Continue** and follow the on-screen instructions.

To finish setting up your Portal TV, follow the remaining on-screen instructions to complete setup. You can do things like [add favorite contacts](#), [see how Smart Camera works](#), [display your Facebook photos](#), [connect Alexa to your Portal TV](#) and learn more about using Portal TV.

"Hey Portal," "Hey Facebook" and other functions are affected by language selection. Some features, including "Hey Portal," "Hey Facebook," Facebook Watch, Facebook Gaming, Facebook Live and display settings aren't available when you set up your Portal with WhatsApp only or when a WhatsApp-only login exists on a shared device. See portal.facebook.com/usage for more information.

Note: If you can't log in to your Facebook account, visit the [Facebook Help Center](#).

Last updated February 25, 2021



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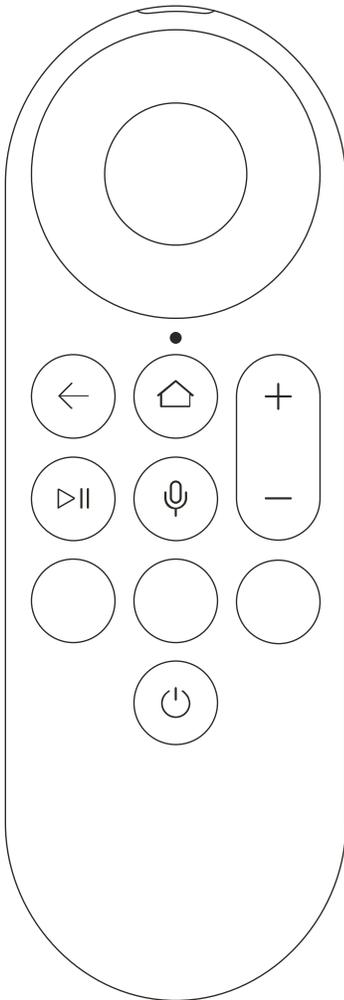


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How do I use my Portal TV remote?

This article applies to Portal TV 

Your Portal TV remote allows you to Select, navigate, go Home, go back, play, pause, “sleep,” “wake,” control the volume and control voice input.



Using your Portal TV remote:

- Press the center button to Select.
- Press up, down, right or left around the Select button to navigate.
- Press  to go back. The back button can also bring up additional functions during a call.
- Press  to go Home.
- Press  to play or pause.
- Press  for voice input, where available. Language selection will affect “Hey Portal,” “Hey Facebook” and other functionality. See portal.facebook.com/usage for more information.
- Press  to put your Portal TV in “sleep” mode or to “wake” your Portal TV. This will also turn the connected TV on or off if you have [HDMI-CEC enabled](#).
- Press  to control the volume.

Learn what to do if you’re [having trouble with your Portal TV remote](#).

Note:

- If your Portal TV is connected to your TV, the volume buttons on your Portal TV remote will control the TV volume only.
- If your Portal TV is connected to your audio/video receiver (AV/R), the volume buttons on your Portal TV remote will control the AV/R volume only.

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With Portal, you can make and receive calls to and from your Facebook friends, Messenger connections and WhatsApp contacts.



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How do I add or remove accounts on my Portal TV?

This article applies to Portal TV 

[See Portal article](#) 

You can have up to 5 accounts linked to your Portal. These accounts can be Facebook or WhatsApp accounts.

Only invite people you trust to add an account to your Portal TV. When someone adds their Facebook account on your Portal TV, their Facebook friends and Messenger connections will become contacts on your Portal TV, and you will be able to call their contacts. To add WhatsApp contacts to your Portal TV, connect your WhatsApp account to your Portal.

When someone adds an account on your Portal TV, their Facebook friends and Messenger connections will become contacts on your Portal TV. If they [add their WhatsApp account](#) to your Portal TV, their WhatsApp contacts will also become contacts on your Portal TV. You will then be able to call their contacts and they will be able to call your contacts from Portal TV.

To add an account to your Portal:

1. From **Home** on your Portal, select **Settings** .
2. Select **Accounts**.
3. Select **Add Account**.
4. Follow the on-screen instructions to confirm your Facebook or WhatsApp account.
5. Select **Next**.
6. Select **Continue**.
7. Select **Log in with Facebook** or **Log in with WhatsApp**.
8. Select **Continue**.

9. Have the person you'd like to add follow the on-screen instruction to log in with their Facebook or WhatsApp account.

When you add an account to your Portal, they'll be able to:

- See, hear, and delete all of your Portal TV voice interactions in Portal TV **Settings** or from their **Facebook Activity Log**.
- Make changes to voice interaction settings on your Portal TV, which will apply to your voice interactions.
- Use and change other settings on your Portal TV, which may apply across your Portal TV.
- Add accounts to, or remove accounts from, your Portal TV, which could include removing your account.
- View and access any information you use or access on your Portal TV, including the ability to view and call your contacts.

To remove an account from your Portal:

1. From **Home** on your Portal, select **Settings** .
2. Select **Accounts**.
3. Select the account you'd like to remove.
4. Select **Remove Account** and follow the on-screen instructions.

Notes:

- You can also remove your own account from your Portal TV from the **Security and Login** menu in your Facebook settings. If your Facebook account is deleted, deactivated or you change your Facebook password, your account will also be removed from your Portal TV.
- Anyone who uses your Portal TV, not just another owner, can view and call all contacts, manage favorites, see photos added to your Portal TV, and use third-party services connected to your Portal.
- Removing an account from your Portal TV will remove the contacts, photos and other data associated with that account, and will remove the account holder from certain connected third party apps.
- Removing all accounts that are connected to a Portal TV will automatically factory reset that Portal.
- If one of multiple account holders is removed from your Portal TV, call history on the Portal TV will remain, but it will no longer show that the removed account holder initiated a call.

Last updated March 30, 2021

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How do I connect my WhatsApp account to my Portal TV?

This article applies to Portal TV 

[See Portal article](#) 

To set up your Portal TV with a WhatsApp account:

Learn how to [set up your Portal TV using a WhatsApp account](#). Some features, including "Hey Portal," "Hey Facebook," Facebook Watch, Facebook Gaming and Facebook Live aren't available when you set up your Portal with WhatsApp only or when a WhatsApp-only login exists on a shared device.

To connect your WhatsApp account to your Portal TV:

1. From **Home**, select **Settings** .
2. Select **Accounts**.
3. Select **[Your name]**.
4. Select **Connect WhatsApp**. You may be asked to confirm your login to make changes.
5. Select the box next to **By checking, you agree to receive messages from Portal on WhatsApp**, then select **Continue**.
6. Read about how your WhatsApp info is managed on Portal, then select **Next**.
7. Follow the on-screen instructions. Make sure you have the latest version of WhatsApp downloaded to your mobile device.

Note: Some features, including "Hey Portal" and "Hey Facebook" are not available when you log in with WhatsApp or when a WhatsApp login exists on a shared device.



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How does calling work on Portal TV?

This article applies to Portal TV 

[See Portal article](#) 

With Portal TV, you can make and receive calls to and from your Facebook friends and WhatsApp contacts. You can't call Messenger connections that don't have Facebook accounts.

Currently, Portal TV calls can only be received on Portal devices, on the Messenger app on mobile phones or tablets, on messenger.com or facebook.com, or on WhatsApp on mobile phones. Calling on messenger.com or facebook.com is only available using the browsers Chrome or Opera. In order to call a WhatsApp contact from your Portal TV, the contact must have WhatsApp open or in standby mode on their mobile phone.

Making a call

1. From **Home** on your Portal TV, select **Contacts** . You can filter your contacts by **Favorites**, **Recents**, and **Messenger**. You can also **Search**. If you've connected your WhatsApp account to your Portal TV, you can also filter by **WhatsApp**.
2. Select a contact.
3. Make a selection to start your call.

You can also use voice commands to make a call:

- For Messenger calls, say "Hey Portal, call [contact name]." For example, "Hey Portal, call John Doe."
- For WhatsApp calls, say "Hey Portal, call [contact name] on WhatsApp. For example, "Hey Portal, call John Doe on WhatsApp."

You can set Portal voice assistant to respond to "Hey Facebook" or "Hey Portal." Learn how to [change your voice assistant settings](#). "Hey Portal" and "Hey Facebook" availability varies. Learn more about ["Hey Portal" and "Hey Facebook" availability](#).

Answering a call

If you have [HDMI-CEC enabled on your TV and on Portal TV](#), when you receive an incoming call, Portal TV will not turn on your TV or switch the input until you've answered the call. If you don't have HDMI-CEC enabled or if your TV doesn't support HDMI-CEC, when you're receiving an incoming call you should first turn on your TV and switch to the correct input before answering a call.

To answer a call you can do things like:

- Select **Answer** to join the call.
- Press  on the Portal TV remote.
- Say "Hey Portal, answer."
- Press  on your Portal TV remote and say "Hey Portal, answer."

When answering a call using voice commands on a CEC unavailable/disable device, your camera will be off by default. Learn how to [turn your camera on](#).

Ending a call

To end a call:

1. Press Select to expose the call menu.
2. Select  to end the call.

To end a Messenger or WhatsApp call using voice commands say "Hey Portal, hang up."

Call features

During a call you can do things like:

- Move around and talk hands-free. Portal's Smart Camera keeps you in-frame and Smart Sound enhances the voice of whoever is speaking while minimizing unwanted background noise.
- [Turn your microphone or camera on or off](#).
- [Add more friends to the call](#).
- Use [AR Effects](#) and [Story Time](#).

Last updated April 2, 2021



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How do I pair my Portal TV remote?

This article applies to Portal TV 

To begin using your Portal TV remote, you will need to pair your remote during setup.

To pair your Portal TV remote during setup:

1. Remove the plastic battery tab on the back of your remote control.
2. Press Select, when prompted on-screen, to begin pairing the remote to Portal TV. Learn more about [how to use your Portal TV remote](#).
3. Follow the on-screen steps to finish setup.

Your Portal remote may require updating. This can take up to 5 minutes, depending on your connection. Make sure you don't press any buttons or remove the batteries while the update is happening.

To pair your Portal TV remote after performing a factory reset:

Press and hold  and  on your Portal TV remote at the same time for 3 seconds.

If you're having trouble pairing your Portal TV remote:

Learn more about what to do if you're [having trouble with your Portal TV remote](#).

Last updated August 31, 2020



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I'm having trouble with my Portal TV remote.

This article applies to Portal TV 

If you're having trouble pairing your Portal TV remote during setup:

- Press and hold both the back  and play/pause  buttons on your Portal TV remote at the same time for 10 seconds.
- Unplug your Portal TV, then plug it back in again.
- [Perform a factory reset](#) on your Portal TV and follow the on-screen instructions to pair your Portal TV remote.

If your Portal TV remote is unresponsive:

1. Make sure the remote has working batteries inserted correctly (both facing the same direction).
2. Unplug the power cord from your Portal TV, then plug it back.
3. Once it boots, Portal TV should be in pairing mode and searching for a remote (this may take a minute to launch). Press any button on the remote to reconnect when you see **Looking for remote** on your screen.
4. If a remote isn't found by the time the countdown ends, you should see on-screen instruction to pair the remote. To manually pair your remote, press and hold both the back  and play/pause  buttons for 10 seconds.

If the above steps do not resolve the issue, you can try a factory reset on both your Portal TV and remote following these instructions:

1. Unplug your Portal TV power cord.
2. Press and hold the button on the side of your Portal TV while plugging your Portal TV power cord back in at the same time. You will see a notification and countdown on your TV screen letting you know that your Portal TV will Factory Reset in 10 seconds. Continue holding the button during countdown.

3. After your Portal restarts, reset your remote by pressing and holding both the play/pause  and volume up  buttons for 20 seconds.
4. Press and hold both the back  and play/pause  buttons for 10 seconds to pair your remote when setting up your Portal TV after the factory reset.

If you're still experiencing issues with your Portal TV remote please contact Portal Support at portal.facebook.com/help for assistance.

Last updated August 16, 2021



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Portal TV allows you to make video calls through your TV screen. The other Portals come with screens of different sizes and can be placed anywhere in your home.

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How do I connect or disconnect Alexa on my Portal TV?

This article applies to Portal TV 

[See Portal article](#) 

To use Alexa on your Portal, you must connect an Amazon Alexa account to your Portal. You can connect to Alexa during the setup of your Portal, or from **Settings**.

To connect Alexa:

1. From **Home** on your Portal TV, select **Settings** .
2. Select **Accounts**.
3. Select **Amazon Alexa** and follow the on-screen instructions to log in with your Amazon account or to disconnect Alexa.
4. Select **Continue**.
5. Select **Done**.

To deregister Alexa:

1. From **Home** on your Portal TV, select **Settings** .
2. Select **Accounts**.
3. Select **Amazon Alexa**.
4. Select **Device Options**.
5. Select **Deregister**.
6. Select **YES**.

Learn more about [using voice interactions](#) on your Portal TV.

Notes:

- The Alexa account connected to Portal isn't linked to a particular Portal account. If one of multiple Portal accounts is removed from your Portal, the Alexa app will remain connected on the device.
- You can also disconnect Alexa by using the Alexa app. Visit the [Alexa website](#) to learn more.

Last updated March 30, 2021



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How do I set up my Portal TV using screen reader?

This article applies to Portal TV 

[See Portal article](#) 

Screen reader can be enabled at the start of set up and used throughout. After set up is complete, more accessibility options can be found in **Settings** under the **Accessibility** tab.

Plug in your Portal TV:

1. Plug in the HDMI cable and power adapter, then connect the power adapter to a power source. Your Portal TV will turn on automatically.
2. Plug the HDMI cable into an input on your TV. For best results use HDMI 1.
3. Turn on your TV and select the input.

Find the right place for your Portal TV:

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Your Portal TV is equipped with Dolby Atmos® sound, which requires Dolby Atmos® encoded streaming content and a compatible audio system to use.

Mount your Portal TV on top of your TV:

1. Open the large clip.
2. Open the small clip.
3. Rest the front clip against the front of your TV frame. At the same time, press the front clip against the front of your TV frame and the back clip against the back of your TV.
4. To make sure Portal TV is secure, press the back clip firmly against the back of your TV.



Set up your remote:

1. Remove the plastic battery tab on the back of your remote control.
2. Press Select, when prompted on-screen, to begin pairing the remote to Portal TV. Learn more about [how to use your Portal TV remote.](#)
3. Follow the on-screen steps to finish setup.

Your Portal remote may require updating. This can take up to 5 minutes, depending on your connection. Make sure you don't press any buttons or remove the batteries while the update is happening.

Learn more about what to do if you're [having trouble with your Portal TV remote.](#)

Turn on screen reader:

1. Hold the Home  and Back Button  (the top left and middle buttons).
2. Keep holding until you hear "TalkBack on."

To use screen reader:

- **Explore items:** Use your remote to navigate from item to item. Items will be highlighted, framed in a green rectangle, and its type, label, status and available actions will be read aloud.
- **Open an item:** Highlight an item and press the center button on your remote.

Select your language and connect to Wi-Fi:

1. Select your language.
2. Connect to Wi-Fi by selecting your Wi-Fi network and entering your password. Select Continue to agree to download and install the latest Portal TV software. This can take about 15 minutes depending on your connection. If you have trouble connecting to your Wi-Fi, [learn how to check your Wi-Fi signal.](#)
3. You may need to select **Restart Portal** to continue. If your Portal TV doesn't automatically restart, you may need to unplug and plug it back in.

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You can set Portal voice assistant to respond to "Hey Facebook" or "Hey Portal." Learn how to [change your voice assistant settings.](#) "Hey Portal" and "Hey Facebook" availability varies. Learn more about ["Hey Portal" and "Hey Facebook" availability.](#)

Give your Portal TV a name and log in with Facebook or WhatsApp.



Follow the on-screen instructions to continue the setup process.

1. Give your Portal TV a name. Select an option from the menu or select **Custom...** to create a Custom Name.
2. Connect your Facebook or WhatsApp account:
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