

# Hisense

## ***USER MANUAL***

Before using the TV, please read this manual thoroughly and retain it for future reference.

ENGLISH

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FRANÇAIS

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ESPAÑOL

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**Disclaimer:**

**Images throughout this document are for illustrative purposes only and may differ from the actual product.**

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## Channel Scan

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Auto Channel Scan

 > **Settings** > **Channel** > **Auto Channel Scan**

Note:

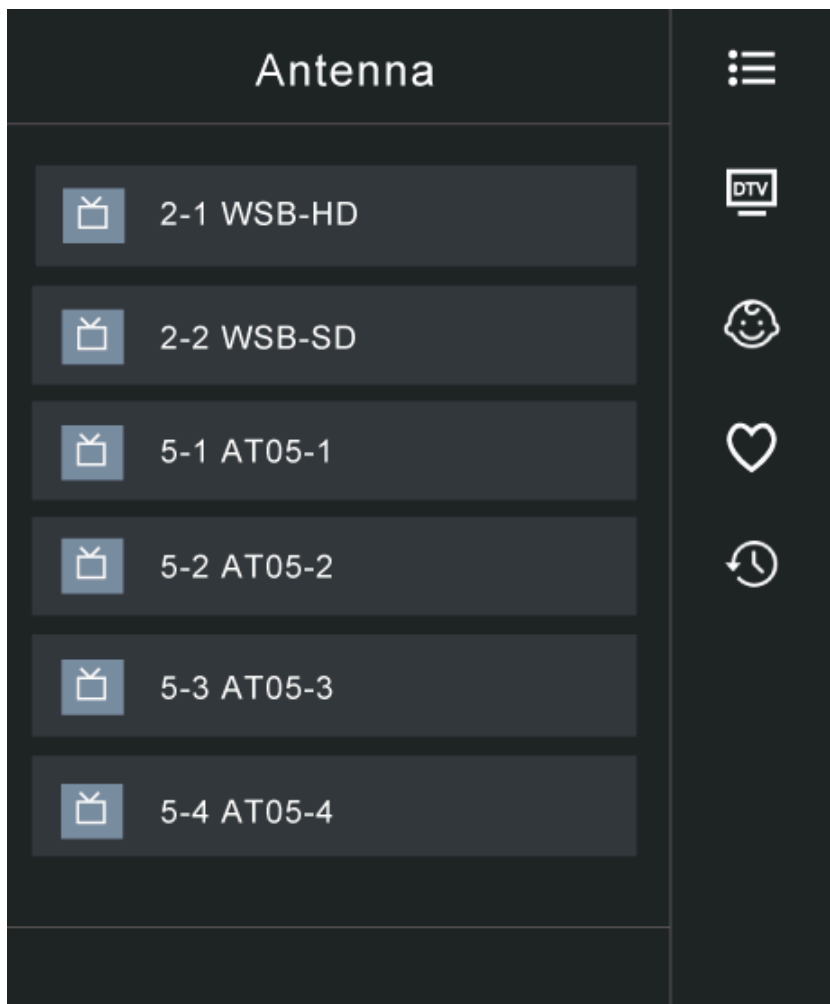
- Before you select Auto Channel Scan, you can press  > **Settings** > **Channel** > **Tuner Mode** to select Antenna or Cable.

## Channel List

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Display the channel list

In Live TV, press  button on the remote control to display the channel list menu.



## Favorite

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Adding channels to your 'Favorites' list

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## Live TV

Press **ok** button to call out the channel list, the channel list appears on the right side of the screen.

Press **Menu** > **ok** to select your favorite channel.

Press **Left Arrow** and Choose **Add to Favorite**, a heart-shaped icon will appear next to your favorite channel.

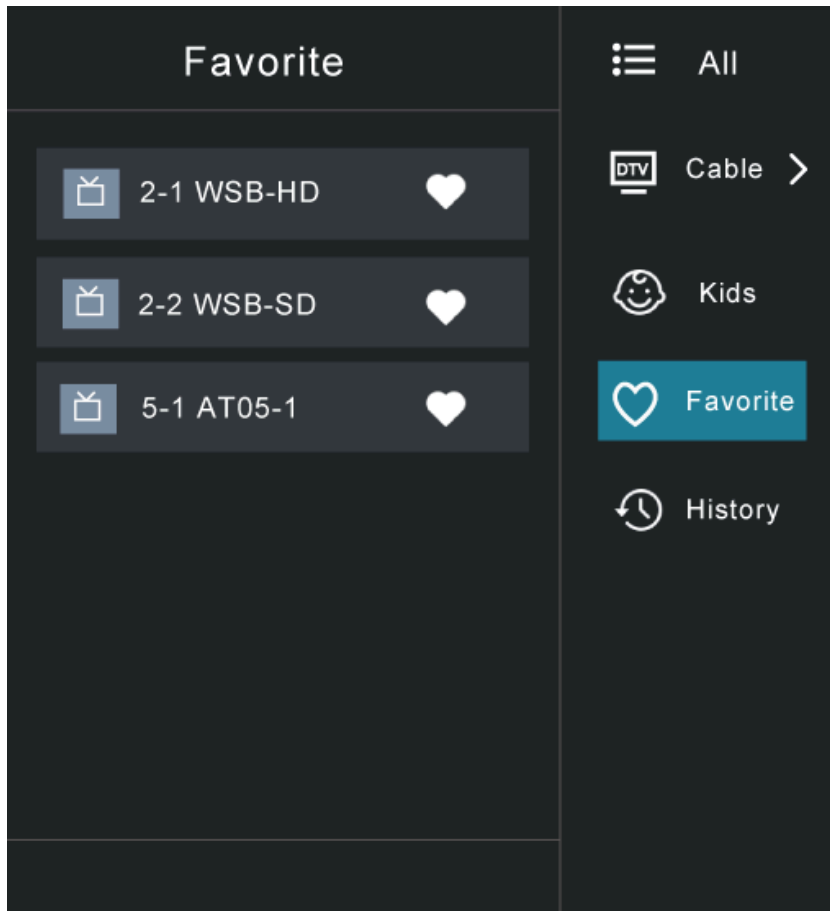


Viewing your 'Favorites' list

Press **ok** to call out the channel list, the channel list appears on the right side of the screen.

Press **Right Arrow** > **Favorite**, your favorite channel with a heart-shaped icon will appear on the favorite list.





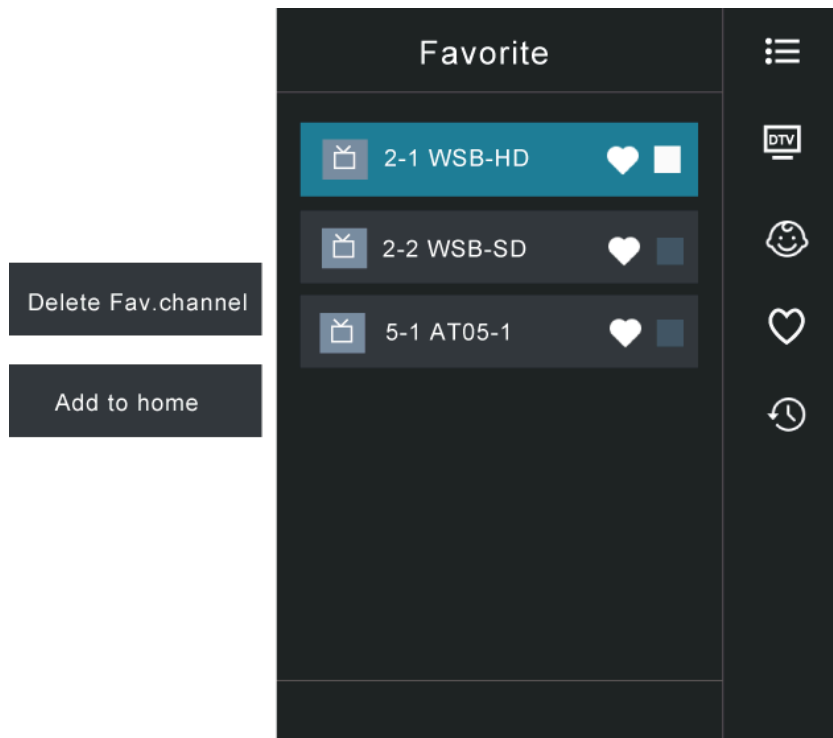
## Deleting channels from your 'Favorite' list

Press **ok** to call out the channel list, the channel list appears on the right side of the screen.

Press **>** **> Favorite**, on the favorite list screen, press **☰** **>** **ok** to select the channel that you want to delete.

Press **<** and choose **Delete Fav.channel**, the selected channel will disappear on favorite channel list.

# Live TV




## Note:


- These steps should be operated under TV inputs.
- Before you edit the fav lists, complete channel scan first.

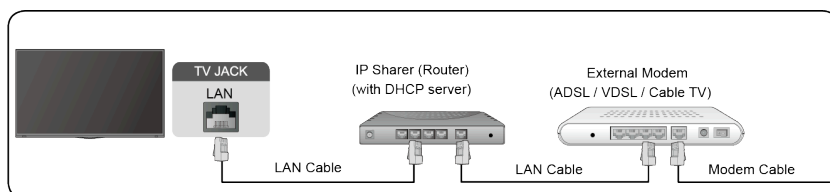
# Connection

## Wired LAN

Connecting to the Internet

 > **Settings** > **Network** > **Network Configuration**

You set the TV network by selecting Configuration and press the  button to enter the submenu.



Automatically obtain an IP address

1. If you connect to the wired network, the TV will automatically obtain an IP address and connect to the network.
2. If the connection fails, disconnected message will display for the Ethernet status. Retry or enter the IP settings, and select Manual to input the information again.

Manually enter the IP address

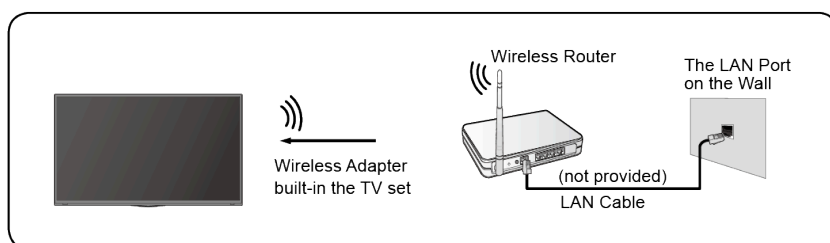
1. Enter the IP settings to select Manual.
2. Enter the IP Address, Netmask, Gateway, DNS Server 1 and DNS Server 2 in the menu.

Note:

- This section is only for 4K models.
- You get access to the Internet through your TV.
- The default option of IP Settings Mode is DHCP.

## Wireless


Connecting to the Internet




Note:

- You get access to the Internet through your TV.
- Connect to an available wireless network.
- Make sure that you have the wireless router's SSID and password before attempting to connect.

Connecting to a Wireless Network

 > **Settings** > **Network** > **Network Configuration**

## Connection

You set the TV network by selecting Configuration and press the  button to enter the submenu.

- **Connection Type**

Choose a wireless network connection to access the Internet.

- **Refresh**

Refresh wireless network.

- **Advanced Settings**

Configure the advanced wireless network settings for the TV.

- **Add**

You can add wireless network.

Note:

- If no wireless router is found, select **Add** and enter the network name in the SSID.
- If no wireless router is found, select **Refresh**.

## HDMI-CEC

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You can use your TV remote to control the external devices that are connected to the TV by HDMI cable. The external devices need to support HDMI & CEC Function (HDMI-CEC).

Connecting an external device through HDMI-CEC Function

 > **Settings** > **System** > **HDMI-CEC**

1. Set **HDMI-CEC** to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote and control the device.

Note:

- HDMI cables must be used to connect HDMI CEC-compatible devices to your TV.
- The HDMI CEC feature of the connected device must be turned on.
- If you connect an HDMI device that is not HDMI CEC-compatible, all the HDMI-CEC control features do not work.
- Depending on the connected HDMI device, the HDMI-CEC Control feature may not work.
- The HDMI CEC feature are supported One Touch Play, Routing Control, System Standby, Device OSD Name Transfer, Remote Control Pass Through, Give Device Power Status, System Audio Control.

## HDMI Device

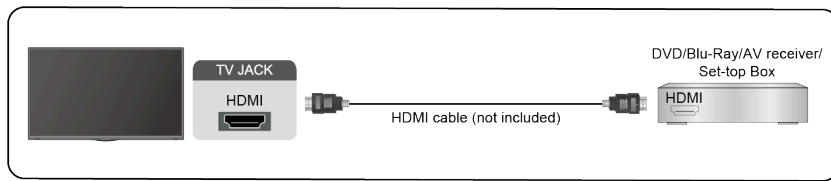
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Connect an HDMI cable from an external A/V equipment.

Some devices such as DVD player require HDMI signal to be set to output in the device's settings. Please consult your device user manual for instructions.

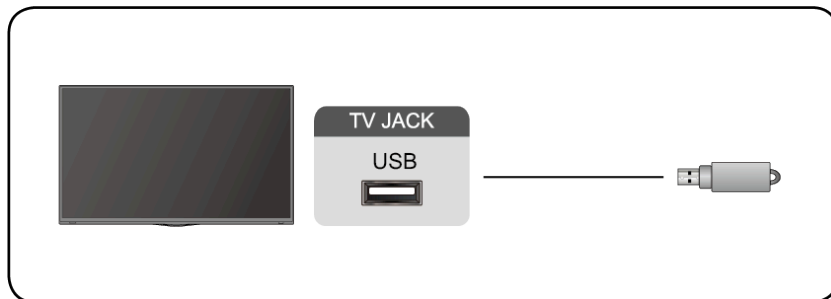
Please note that the HDMI connector provides both video and audio signals, it's not necessary to connect an audio cable.

# Connection



## USB Device

Connect the USB devices such as hard drives, USB sticks and digital cameras for browsing photos, listening to music.



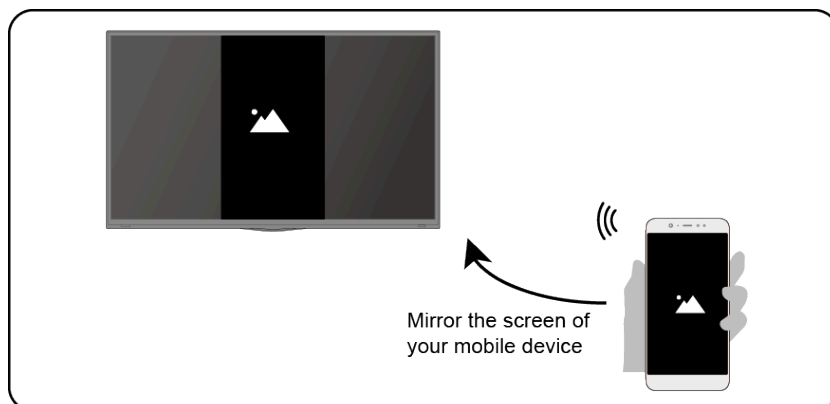
1. Support the U disk 4G, 8G, 16G, 32G, 64G, 128G and other common market sizes, 8T hard drive is currently supported.
2. Support format: NTFS, FAT32.

## Screen Sharing

Mirror content from your device to the TV.

### **INPUT** > Screen Sharing

- Turn on the casting function of your Android/Windows10 device.
- Find the TV name in the searching list of your device and select it. Wait for the connection progress to complete and the content on your device will be displayed on the TV.



Note:

- Some Android devices may not support casting.

## Content Sharing

Share media content, like videos, music or photos, from your Android/iOS/PC device to the TV screen.

Before you use this function, turn on Content Sharing at **HOME** > **Settings** > **System** > **Application Manager** > **Content Sharing**.

- Establishing Content Sharing connection between the TV and your device
  1. Turn on the content sharing function of your Android/iOS/PC device.
  2. Find the TV name in the searching list of your device and select it.
  3. Wait for the connection progress to complete, and select the content you want to share.
- Viewing media content of your device

Press **INPUT** button on your remote, and select a media content on the screen.



Note:

- Make sure your device and the TV are connected to the same network.

## Multi-screen

- Some devices may not support content sharing. If your device doesn't support content sharing, you can download an app that supports the function.
- If you want to mirror content from your device, go to **INPUT** > **Screen Sharing**.

## Media

Playing Media contents

 > **My Apps** > **Media**

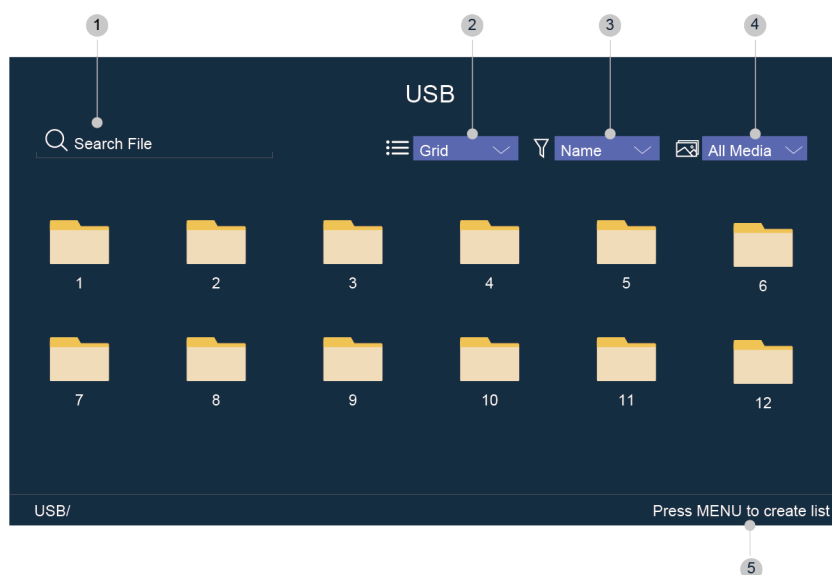
By default, there are **Content Sharing** displayed on the Media screen. If your mobile device is connected to the TV, its name also appears on the Media screen.

Note:

- For more information about Content Sharing, refer to its detailed introduction.

 > **My Apps** > **Media** > **connected device**



Select the content you want to play on the screen, like pictures, videos and music.



- 1 Input the content name you want to play.
- 2 Arrange the content list by **Grid, List**.
- 3 Arrange the content list by **Name, Date Modified, Size**.
- 4 Filter the content list by **All Media, Photo, Video, Music**.
- 5 Create a photo, music, or video playlist.

Playing background music during viewing pictures

You need to:

- Choose a picture to playback.
- Press  /  button to call out playbar.
- Select **Background Music** and choose your music to create a Music Playlist.
- Play the background music during viewing pictures.

Note:

- The TV may be support the following file formats:

Medium	File Format
Video	.AVI, .WMV, .MP4, .MOV, .3GP, .MKV, .MPG, .MPEG, .VOB, .FLV, .OGM



# Smart Functions

Medium	File Format
Picture	.jpeg, .bmp, .PNG, .GIF
Music	.mp3, .aac, .wma, .wav

- For more information about connection to PC/mobile device, refer to the detailed introduction of each part.



## Home

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Getting familiar with the Home screen

Run the TV more conveniently by selecting the corresponding sections.

Press  button.

- You can always view the current time at the top of the Home screen.
- If your TV is connected to the Internet through a wireless connection, then the icon  will be at the top right corner of the screen.
- Manage apps
  - Select the item you want to move, press  button to manage.

### Search

Search the app you want.

### Inputs

Select the input you want.

### Settings

Display the Settings menu.

### Notifications

Allow pop-up notifications to appear for useful information and events that occur with your TV.

- Select **Notifications** on the Home screen, and select **Settings** then display **Advertising, New Arrivals, Warnings And Legal Statements, System Message**, from which you can choose the types of notifications you would like to receive.

### VIDAA Account

Sign in your VIDAA account.

A VIDAA account gives you all the best feature of your smart TV and always keeps it up to date.

### Voice Service Setup

Set up the Voice Service following the instruction here and enjoy controlling your smart TV, just by asking Alexa.








Voice Service availability and functions vary depending on TV models and locations.

## App Store

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 > My Apps

## Smart Functions

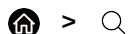
- Removing an app in **My Apps**
  1. In **My Apps** select the app you want to remove, and then press  button to select **Remove**.
  2. Select **OK**. The selected app is deleted.
- Adding an app in **VIDAA Store** to the Home screen
  1. In **VIDAA Store** select the app you want to add and then select **INSTALL**.
  2. The selected app has been added to the **My Apps**.
- Sorting apps in **My Apps**
  1. In **My Apps** select the app you want to sort, and then press  button to select **Sort**.
  2. Press  /  /  /  button to move it.
  3. Press  to store position.

Note:

- To use this function, TV must be connected to the Internet.
- Adding apps is free, but it might cost you money when using some apps.
- The default apps in **My Apps** cannot be removed.

## Search

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You can search for a title, app, person, genre and more by virtual keyboard.

## Adjusting the Picture Quality

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Adjust current picture mode to apply to all sources or just current source.

The menu is only for reference. The following modes may differ from the actual product.

Choosing a picture mode



 > **Picture Mode** or  > **Settings > Picture > Picture Mode**

You can select the Picture Mode that provides the best viewing experience.

- **Vivid**
- **Standard**
- **Energy Saving**
- **Theater**
- **Game**
- **Sports**
- **Calibrated**

Low Blue Light

**Theater** and **Calibrated** are designed to reduce the level of blue light to protect your eyes.

You can go to  > **Picture Mode** or  > **Settings > Picture > Picture Mode**, then select **Theater** or **Calibrated**.

To reduce the eye strain and protect eyes when you watch TV for a period of time, you are suggested to:

- Take regular and frequent breaks to avoid watching TV for a long period of time. Long time of watching may cause you eye fatigue. It is not recommended to watch TV for more than one hour.
- Look away from the TV screen and look at distance objects during the breaks for at least 10 minutes for eye care.
- Relax yourself during a break by doing eye exercises or outdoor activities.
- The best recommended viewing distance is 3 times the vertical height of the TV screen.

Proper breaks and exercises are proved excellent help to relieve eye strain and fatigue.

Note:

- This feature may not be applicable in some models/countries/regions. Low blue light certification may vary by model.
- Low Blue Light can only be supported when the Color Temperature is set to **Low**.

Changing the picture size


 > **Picture Size** or  > **Settings > Picture > Picture Size**

You can change the size of the picture displayed on the TV screen.

- **Auto**
- **Normal**
- **Zoom**
- **Wide**
- **Direct**
- **Dot-By-Dot**
- **Panoramic**
- **Cinema**

# Picture and Sound

Configuring advanced picture settings

 > **Settings** > **Picture** > **Picture Mode Settings**

Adjust display setting for each Picture Mode.

- **Apply Picture Settings**
- **Backlight**
- **Contrast**
- **Brightness**
- **Color**
- **Tint**
- **Sharpness**
- **Overscan**
- **Color Temperature**
- **Motion Clearness**
- **Noise Reduction**
- **Digital Noise Reduction**
- **HDMI Format**
- **HDMI Dynamic Range**
- **Active Contrast**
- **Expert Settings**
- **Reset Picture Settings**

## Adjusting the Sound Quality

---

Adjust current sound mode to apply to all sources or just current source.

The menu is only for reference. The following modes may differ from the actual product.

Choosing a sound mode

 > **Settings** > **Sound** > **Sound Mode**

You can select a favourite sound mode suitable for the content type or the listening environment.

- **Standard**
- **Theater**
- **Music**
- **Speech**
- **Sports**
- **Late Night**

Configuring advanced sound settings

 > **Settings** > **Sound** > **Sound Mode**

- **Bass Boost**
- **Surround Sound**
- **Dialog Clarity**
- **TruVolume**
- **Auto Volume Control**

## Setting Time

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### > Settings > System > Time Settings

Set the current time based on your location.

- **Time Zone**

Select your time zone.

- **Time Format**

Set the time to display in a 12 or 24-hour format.

- **Date Format**

Set the time to display in a mm-dd-yyyy, dd-mm-yyyy or yyyy-mm-dd format.

- **Daylight Savings**

Select whether to apply Daylight Savings Time to the TV.

- **Date and Time**

Set the Date and Time. You can set the date and time to automatically sync with Internet/broadcast or manual setup by yourself.

## Using the timer

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### > Settings > System > Timers

Adjust the timer settings to suit your preference.

- **Sleep Timer**

Set the sleep timer to automatically turn the TV Off within a specified time: Off, 10 Minutes, 20Minutes, 30 Minutes, 40 Minutes, 50 Minutes, 60 Minutes, 90 Minutes and 120 Minutes.

- **Power On Timer**

Set the clock for the time you want the TV to turn on automatically. You can set the time only once or set the time in specified date weekly.

- **Power Off Timer**

Set the clock for the time you want the TV to turn off automatically. You can set the time only once or set the time in specified date weekly.

- **Menu Timeout**

Set the amount of time that you would like for the menu to display: 10s, 20s, 30s, 60s, 90s, Off .

## Notification

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### > Settings > System > Advanced Settings > Notifications Pop-ups

Allow pop-up notifications to appear for useful information and events that occur with your TV, including: Advertising, New Arrivals, Warnings And Legal Statements and System message. You can enable/disable each of these notifications.

### > Notifications

You can view the list of event messages generated by the TV.

Note:

- To delete all notifications, select **Clear All**.

## Upgrade

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### > Settings > Support > System Update

Set your TV to receive the latest firmware.

- **Auto Firmware Upgrade**

Set your TV to automatically receive the latest firmware.

- **Check Firmware Upgrade**

Check if your TV needs Firmware upgrade.

Note:

- Please ensure your TV is connected to the Internet.

- **System App Auto Upgrade**

App auto upgrade will be done in the background. May need your confirmation on new Privacy Notices to complete upgrade in the progress.

- **Upgrade From USB**

Upgrade TV software from USB device.

Note:

- Please ensure the USB flash drive insert to USB2.0 port of the TV.
- The updating files must be available in root directory.
- The format of the USB must be FAT32 and the partition table type must be MBR.

## Self Diagnosis

Diagnose issues with your TV.

 > **Settings** > **Support** > **Self Diagnosis**

Use the **Picture Test** to help diagnose picture issues and the **Sound Test** to diagnose sound issues. Use the **Network Test** to test network connection and use the **Input Connection Test** to show all related information with external connections.

## Picture Problem

When the TV has trouble with the picture, these steps may help resolve the problem.

Picture Test

 > **Settings** > **Support** > **Self Diagnosis** > **Picture Test**

Before you review the list of problems and solutions below, use **Picture Test** to determine if the problem is caused by the TV. **Picture Test** displays a high definition picture that you can examine for flaws or faults

The Problem	Possible Solutions
<b>No picture, or black and white picture.</b>	<ul style="list-style-type: none"> <li>• Unplug TV from AC outlet and re-plug after 60 seconds.</li> <li>• Check that the <b>Color</b> is set to 50 or higher.</li> <li>• Try different TV channels.</li> </ul>
<b>The picture is distorted.</b>	<ul style="list-style-type: none"> <li>• The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies.</li> <li>• If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</li> <li>• Mobile phones used close to the TV (within 1 m) may cause noise on analogue and digital channels.</li> </ul>

Note:

- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact the service company in your country.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the signal strength or refer to the external device's user manual.

## Sound Problem

When the TV has difficulties with sound, these steps may help resolve the problem.

Sound Test

 > **Settings** > **Support** > **Self Diagnosis** > **Sound Test**

If the TV plays the **Sound Test** melody without distortion, there may be a problem with an external device or the broadcast signal's strength.

# Troubleshooting

The Problem	Possible Solutions
There is no sound or the sound is too low at maximum volume.	Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.
Picture is normal, but no sound.	<ul style="list-style-type: none"><li>• Check the volume settings.</li><li>• Check if 'Mute' mode is set to on.</li></ul>
The speakers are making an odd sound.	<ul style="list-style-type: none"><li>• Make sure that the audio cable is connected to the correct audio output connector on the external device.</li><li>• For antenna or cable connections, check the signal information.</li><li>• A low signal level may cause sound distortions.</li></ul>

Note:

- This product does not support decoding of DTS CD bitstreams. Playback of this format may produce undesirable noise.

## Other Picture and Sound Problem

When the TV has difficulties with sound and picture, these steps may help resolve the problem.


Picture Test

 > **Settings** > **Support** > **Self Diagnosis** > **Picture Test**

Sound Test

 > **Settings** > **Support** > **Self Diagnosis** > **Sound Test**

If the **Sound Test** and **Picture Test** are normal, there may be a problem with an external device or the broadcast signal's strength.

The Problem	Possible Solutions
No sound and picture.	<ul style="list-style-type: none"><li>• Check if the power cord is plugged into a powered AC outlet.</li><li>• Press the  button in the remote control to activate the unit from Standby.</li><li>• Check to see if the LED light is on or not. If it is, then the TV is receiving power.</li></ul>
I have connected an external source to my TV but I get no picture and/or sound.	<ul style="list-style-type: none"><li>• Check the correct connection on the external source and the input connection on the TV.</li><li>• Make sure you have made the correct selection for the input mode for the incoming signal.</li></ul>
Sound and picture distorted or appear wavy.	<ul style="list-style-type: none"><li>• Some electrical appliances may affect TV set. If you turn off the appliance and the interference goes away, then move it further away from TV.</li><li>• Insert the power plug of the TV set into another power outlet.</li></ul>
Sound and picture is blurry or cuts out momentarily.	<ul style="list-style-type: none"><li>• If you use an external antenna, check the direction, position and connection of the antenna.</li><li>• Adjust the direction of your antenna or reset or fine tune the channel.</li></ul>

## Internet Problem

When the TV has difficulties connecting to the Internet, these steps may help resolve the problem.




# Troubleshooting

## Network Test

 > **Settings** > **Support** > **Self Diagnosis** > **Network Test**

If the TV network is connected, the screen will display **Connected successfully**.

The Problem	Possible Solutions
<b>The TV cannot connect to your network or apps.</b>	Make sure the TV has a network connection. <ul style="list-style-type: none"><li>• Run <b>Network Test</b> (  &gt; <b>Settings</b> &gt; <b>Support</b> &gt; <b>Self Diagnosis</b> &gt; <b>Network Test</b>).</li><li>• Contact your Internet service provider.</li></ul>
<b>The wireless network connection failed.</b>	Make sure your wireless modem/router is on and connected to the Internet.
<b>The wireless network signal is too weak.</b>	Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.

## My File Won't Play

When files aren't playing, this may help resolve the problem.

The Problem	Possible Solutions
<b>Some files can't be played.</b>	This problem may occur with high-bitrate files. Most files can be played back, but you might experience problems with high-bitrate files.

## Launching the E-Manual

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 > **Settings** > **Support** > **E-Manual** or  > **My Apps** > **E-Manual**

View the embedded E-Manual that contains information about your TV's key features.


- Words in blue (e.g., **Picture Mode**) indicate a menu item.
- The small black circle indicates the button on the remote control.

Disclaimer:

Instructions and images through this manual are only for reference and may differ from the actual product.

## Using the Buttons in the E-Manual

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- Search   
Search for the product feature information, and the E-Manual will provide all the titles and content that contains the search information.
- Link  
Allows you to access the corresponding reference page.