Amazon Alexa Support Info

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Amazon Alexa Service Support

Introduce Hisense TV with Amazon Alexa Service

You can now interact with Hisense TV in the most natural way possible -- by talking. Using just your voice, you can play video and music*, change channels, change volume, control smart homes devices*, and more. Alexa is the brain behind this, understanding and replying to questions in seconds. Alexa has infinite abilities -- we call these "skills". To explore what you can do with Alexa, visit the **Alexa Help** page on amazon.ca.

*Voice commands only work on TV models with Alexa built in.

Supported TV Models

- Hisense TV models with Alexa built in

  With the free Hisense RemoteNOW app or the Hisense Voice Remote (sold separately), you can play video and music, change channels, change volume, control smart homes devices, and more.

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  - 55", 65" H8608
  - 55", 65" H9908 Series
- TV models compatible with Alexa-enabled devices

  Control the TV, change channels, change volume, and more with a third-party Alexa-enabled device.

- 43", 49", 50", 55", 65" H7608
- 55" & 65 H9908 (Android TV)

Set up the Amazon Alexa Service on TV (H8608 & H9808 Series)

Set up with the RemoteNOW app

The RemoteNOW app is available on:

- Android 4.0 or higher

- iOS 8.0 or higher

    Go to the app store on your mobile device and search for "RemoteNOW".

1. Select the TV from the RemoteNOW app to connect.
2. Go to the **CONTROL** screen and select the **MICROPHONE** button. Next, follow the instructions on the TV screen.
3. To create a Hisense account, visit the unique sign-up webpage on the TV screen using a mobile device or a computer. If you have created an account for Alexa before, sign into your existing account.
4. Enter the code on the TV screen to add the TV to your account.
5. Choose a name for your TV from the list on the screen. Make sure the name you choose is not used by another Hisense TV whose Alexa Service has been enabled.
6. Visit **amazon.ca/code** and sign into your Amazon account. Then enter the code on the TV screen. To control your TV with both the Hisense RemoteNOW app and a non-Hisense device, make sure to sign into the same Amazon account that you are using on your non-Hisense device.
7. Download the Alexa app on your mobile device. In the app, go to the menu, and select **Skills**. Or, visit the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills.
8. Search **Hisense Smart TV**. Select it to open the Skill Detail page.
9. Select the **Enable Skill** option.
10. To ask Alexa: Open the **CONTROL** screen and select the **MICROPHONE** button. Next, press and hold the microphone icon at the center of the screen.

Set up with the Hisense Voice Remote

The Hisense Voice Remote is sold separately.

1. Press and hold the **MENU** button on the Hisense Voice Remote to pair it with the TV.

    NOTE: If you do not see the paring process start, go to **Settings > Network > Bluetooth > Bluetooth Remote**. If you do not see 'Remote' in the Bluetooth then your TV does not support Alexa.

2. Press the **MICROPHONE** button and then follow the instructions on the TV screen.
3. To create a Hisense account, visit the unique sign-up webpage on the TV screen using a mobile device or a computer. If you have created an account for Alexa before, sign into your existing account.
4. Enter the code on the TV screen to add the TV to your account.
5. Choose a name for your TV from the list on the screen. Make sure the name you choose is not used by another Hisense TV whose Alexa Service has been enabled.
6. Visit amazon.ca/code and sign into your Amazon account. Then enter the code on the TV screen. To control your TV with both the Hisense RemoteNOW app and a non-Hisense device, make sure to sign into the same Amazon account that you are using on your non-Hisense device.
7. Download the Alexa app on your mobile device. In the app, go to the menu, and select **Skills**. Or, visit the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills.
8. Search "**Hisense Smart TV**". Select it to open the skill detail page.
9. Select the **Enable Skill** option.
10. To ask Alexa: Press and hold the **MICROPHONE** button.

Set up with non-Hisense Alexa-enabled devices

Third-party Alexa-enabled devices are sold separately.

1. Go to **Settings > System > Amazon Alexa Service > Alexa Service Setup**, and follow the instructions there.

    NOTE: If you do not see 'Amazon Alexa Service' in the System settings, then your TV does not support Alexa.

2. To create a Hisense account, visit the unique sign-up webpage on the TV screen using a mobile device or a computer. If you have created an account for Alexa before, sign into your existing account.
3. Enter the code on the TV screen to add the TV to your account.
4. Choose a name for your TV from the list on the screen. Make sure the name you choose is not used by another Hisense TV whose Alexa Service has been enabled.
5. Visit amazon.ca/code and sign into your Amazon account. Then enter the code on the TV screen. Make sure to sign into the same Amazon account that you are using on your Alexa-enabled device.
6. Download the Alexa app on your mobile device. In the app, go to the menu, and select **Skills**. Or, visit the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills.
7. Search "Hisense Smart TV". Select it to open the Skill Detail page.
8. Select the **Enable Skill** option.
9. Refer to the manual of your Alexa-enabled devices about asking Alexa.

    For issues accessing your Amazon account and using the Alexa app during setup, visit amazon.ca.

Set up the TV with Alexa (H9808 Series)

1. Go to **Settings > Devices, select Alexa Devices**, and follow the instructions there.
2. To create a Hisense account, visit the unique sign-up webpage on the TV screen using a mobile device or a computer. If you have created an account for Alexa before, sign into your existing account.
3. Enter the code on the TV screen to add the TV to your account.
4. Choose a name for your TV from the list on the screen. Make sure the name you choose is not used by another Hisense TV whose Alexa Service has been enabled.
5. Go to the Alexa app, select the menu and select **Skills**. Or, go to the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills. Search "Hisense Smart TV". Select it to open the skill detail page. Select the **Enable Skill** option, or ask Alexa to open the skill.

    You can now control Hisense TV using a third-party Alexa-enabled device.

    For issues accessing your Amazon account and using the Alexa app during setup, visit amazon.ca

Set up TV with Alexa (H7608 Series)

1. Go to **Settings > System > Amazon Alexa Service > Amazon Alexa Service Setup**, and follow the instructions there.

NOTE: If you do not see Amazon Alexa Service in the System settings, then your TV does not support Alexa.

2. To create a Hisense account, visit the unique sign-up webpage on the TV screen using a mobile device or a computer. If you have created an account for Alexa before, sign into your existing account.
3. Enter the code on the TV screen to add the TV to your account.
4. Choose a name for your TV from the list on the screen. Make sure the name you choose is not used by another Hisense TV whose Alexa Service has been activated.
5. Go to the Alexa app, select the menu and select **Skills**. Or, go to the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills. Search "Hisense Smart TV". Select it to open the skill detail page. Select the **Enable Skill** option, or ask Alexa to open the skill.

    You can now control Hisense TV using a third-party Alexa-enabled device.

    For issues accessing your Amazon account and using the Alexa app during setup, visit amazon.ca.

RemoteNOW app basics

Home Screen

The **Home** screen shows favorite broadcast channels (if applicable), apps, and inputs on your TV, and access to photo and video library on your mobile device. You can use the icon at the bottom left of the screen to switch between the Control Panel and the Home Screen.

Control Panel

Select the **Remote** icon to control your TV.

*   Direction Pad - Swipe up/down/left/right to navigate and tap to confirm selection.
*   Broadcast TV - Change channel and manage closed caption and language.
*   Media Controls - Pause, play, stop, rewind, fast forward the content running on TV, or go to the previous or next piece of content.
*   Keyboard - Input text on TV.

    Note: Keyboard is not supported in third-party apps.

*   Touchpad - Drag to navigate in the browser app on TV
*   Volume - Change volume
*   Microphone - Input voice commands

TV List

Select the TV icon to view supported Hisense TVs in your network.

Control other smart home devices with Hisense TV and Alexa

You need the RemoteNOW app or the Hisense Voice Remote to control other smart home devices with Hisense TV.

For issues setting up other smart home devices, contact the support team of the product manufacturer. Make sure your smart home device is signed in with the same Amazon account as the one on your Hisense TV.

For information about compatible devices and managing them, visit Alexa Help page on amazon.ca.

TV doesn't respond to Alexa voice commands

1. Make sure the Alexa Service Setup is completed. Go to **Settings > System > Amazon Alexa Service > Setup Checklist**, and the follow the instructions on screen.
2. Make sure "Hisense Smart TV" skill is enabled. In the Alexa app, go to the menu, and select **Your Skills**. Or, visit https://alexa.amazon.ca/ on a computer to access the app in a browser. To enable "Hisense Smart TV" skill:
1. In the app, go to the menu, and select **Skills**. Or, visit the Alexa Skills store on the Amazon website: https://www.amazon.ca/skills.
2. Search "Hisense Smart TV". Select it to open the skill detail page.
3. Select the **Enable Skill** option, or ask Alexa to open the skill.
4. For further issues using the Alexa app, visit amazon.ca
3. Check the batteries for your Hisense Voice Remote. Try other buttons on the remote.
4. Make sure the TV is not muted. The TV should display a Mute icon if it is muted.
5. Make sure your TV is connected to the network. Go to **Settings > Network > Network Test** and check your network connection.
6. Make sure your non-Hisense device is connected with the same network as your Hisense TV. To view the network your TV is connected with, press the **Home** button and check the upper right corner.
7. If you are trying to control your TV using a non-Hisense device together with the RemoteNOW app and/or Hisense Voice Remote, make sure your non-Hisense device is signed in with the same Amazon account as the one on your Hisense TV. To view the Amazon Account, you are using on the TV, go to **Settings > System > Amazon Alexa Service > Setup Checklist**.

For further issues using your non-Hisense device, contact the support team of the product manufacturer.

Alexa doesn't understand me

You need an active Wi-Fi connection for Alexa to answer your questions or process your requests. Here are some tips if Alexa does not understand your requests.

- Say "Hi Alexa" to the TV. Does the cyan chrome on the TV screen activates, indicating that it heard you?
- Be clear

- Make sure there is no background noise when you speak to Alexa.

- Speak naturally and clearly to Alexa.

- Be specific

- Repeat your question or request.
- Rephrase your question or make it less general. For example, there are many cities around the world called "Paris." If you want to know the weather in Paris, France, say, "What's the weather like in Paris, France?"
- Make sure Alexa heard your question correctly. In the Alexa app, select Learn more at the bottom of the interaction card. You can read what Alexa heard, listen to your request, or provide feedback.

  For issues using a non-Hisense device, contact the support team of the product manufacturer.

Issues streaming music and more on the TV

An intermittent Internet connection or low available bandwidth is usually the cause of many streaming issues. To stream music and other content through Alexa, your Internet connection needs to be at least 512 Kbps (0.51 Mbps).

- If you have multiple devices on your Wi-Fi network, you may have inconsistent Wi-Fi performance.

- Turn off devices you aren't using to free up bandwidth on your network.
- Move your router and modem within 10 feet of your TV and make sure it's not blocked by an object. Or, use a wired LAN cable instead.
- Move metal objects and other sources of possible interference (such as microwave ovens or baby monitors) away from your TV.

- If you have a dual-band router, connect the TV to the less congested 5 GHz channel for better range and less interference.
- Restart your TV and network hardware:

- Turn off and unplug the power source of your router and modem, and then wait ~1 minute and plug back in.
- Turn on your modem, and then wait for it to restart.
- Note for Netgear Nighthawk users: If you're unable to set up using the Netgear Nighthawk router, then you may need to:

- Disable Access Control
- Enable the option "Allow guests to see each other and access my local network" in the "Guest Network Setup"

- Turn off and disconnect the power cable from the TV, and then wait ~1 minute and reconnect power cable back in.

  After you restart your network hardware, turn your Alexa device off and on again.

  Make sure these ports are open on your router

If you have a firewall on your network, check to see if these UDP ports are open for outgoing traffic. Alexa needs these ports open to work correctly:

- 123
- 443
- 4070
- 5353
- 40317
- 49317
- 33434

If you're not sure if you have a firewall on your network, please contact your network administrator.

- If you still can't stream any content on your TV, you may want to contact your Internet service provider, your router manufacturer, or your network administrator.

The Alexa Service Setup on the TV is undone

Check if this TV is replaced by a newer TV under your Hisense account, using the same TV Name. To view the TV Name, go to **Settings > System** > **Advanced > TV Name**. To use Alexa on multiple Hisense TVs, make sure to choose different names for each TV during the setup.

How to change the password for a Hisense account

1. Visit mytv.hisense.com and sign in to your Hisense account.
2. Select the **Change Password** tab.
3. Enter your new password and confirm the password.

How to use a different profile for Alexa Service on TV

1. Go to **Settings > System > Amazon Alexa Service > Amazon Alexa Service Setup**
2. Select **Sign Out** and confirm that you are signing out the Hisense and Amazon accounts in use.
3. Then select **Amazon Alexa Service Setup** and complete it using different Hisense and Amazon accounts.

Information about Software Updates

Software updates for the Hisense RemoteNOW app:

To check for updates, go to the app store on your mobile device and search for "RemoteNOW". If an update is available, tap the **Update** button. If you don't see the Update button, you're on the latest version of the RemoteNOW app.

- Hisense Voice Remote receive software updates automatically over Wi-Fi.

- Software updates for the Alexa app:

  To check for updates, go to the app store on your mobile device and search for "Alexa App". If an update is available, tap the **Update** button. If you don't see the Update button, you're on the latest version of the Alexa app.

- Amazon Alexa devices receive software updates automatically over Wi-Fi:

- Amazon Echo
- Echo Dot
- Echo Plus
- Echo Connect
- Echo Look
- Echo Show
- Echo Spot
- Amazon Tap

  For latest software versions, go to **Alexa Help** page on amazon.ca.

  For other Alexa-enabled devices, contact the support team of the product manufacturer.

How to turn off Alexa Service on TV

Turn off Alexa Service on H7608, H8608 & H9808 Series:

1. Go to **Settings > System > Amazon Alexa Service**
2. Turn off Amazon Alexa Service switch.

Turn off Alexa Service on H9808 Series:

3. Go to **Settings > Devices > Alexa Devices**
4. Turn off Alexa Devices switch.

How to manage TVs connected with the Hisense Account

To view TVs connected with your Hisense account, visit mytv.hisense.com and sign in. To remove a TV from your account, select the **Delete** button.

Troubleshooting Tips

TV doesn't respond to the Microphone button in the RemoteNOW app / on the Hisense Voice Remote

Make sure your TV supports Alexa. If you do not see Amazon Alexa Service in your System settings, then your TV does not support Alexa.

TV doesn't have Amazon Alexa Service under Settings

If you do not see Amazon Alexa Service in your System settings, then your TV does not support Alexa.

TV is not discovered by the RemoteNOW app

Make sure the TV and the mobile device are connected with the same network.

The RemoteNOW app and the TV doesn't connect

The Hisense Voice Remote and the TV doesn't pair

- Go to **Settings > Network**. If you don't see Bluetooth there, then your TV does not support Hisense Voice Remote.
- Set the TV away from sources of possible interference, such as microwave ovens, baby monitors, and other wireless devices.
- Make sure to pair the remote within 20 feet of the TV.

The Hisense Account sign-up web address doesn't appear during setup

- Make sure your TV is connected to the Internet. To check your home network, go to **Settings > Network > Network Test.**
- Make sure your Hisense Account screen is not expired. Select the **Refresh** button on the TV screen to get a new web address.

TV doesn't connect to the network

1. Move your router and modem within 10 feet of your TV and make sure it's not blocked by an object. Or, use a wired LAN cable instead.
2. Restart your TV and network hardware:

- Turn off and unplug the power source of your router and modem, and then wait ~1 minute and plug back in.
- Turn on your modem, and then wait for it to restart.
- Note for Netgear users: If you're unable to set up using the Netgear Nighthawk router, then you may need to:

- Disable Access Control
- Enable the option "Allow guests to see each other and access my local network" in the "Guest Network Setup"

- Turn off and disconnect the power cable from the TV, and then wait ~1 minute and reconnect power cable back in.

3. Turn Network Connection on and off on the TV.