

Using your mobile phone, scan the first QR code to register your product and the second QR code to access support. Depending on the make and model of your phone, you may need to download a QR Code scanning application.

50K390GW/55K390GW

PACKAGE CONTENTS

- Hisense VIDAA User Manual
- Hisense VIDAA Quick Start Guide
- **Warranty card**
- **2 Sets of batteries (AAA and AA)**
- **screws (M4 x 12mm) x 4**
- **Infrared (IR) blaster cable**
- **2 Remote controls**
- **Standard infrared (Model EN-33927A)**
- **Bluetooth® and infrared (Model ERF6C11)**

IMPORTANT: Be sure to look inside the styrofoam (within the upper and bottom parts of the box) as you remove items

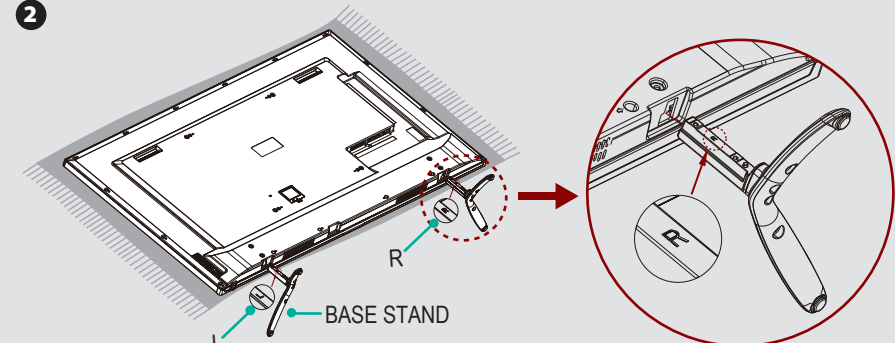
1 PROVIDE ADEQUATE VENTILATION FOR THE TV

We recommend that you maintain a distance of at least four inches between the TV and other objects (for example, walls and cabinet sides) to ensure proper ventilation. Failing to maintain proper ventilation may result in overheating or other problems with the TV that is caused by an increase in its internal temperature.

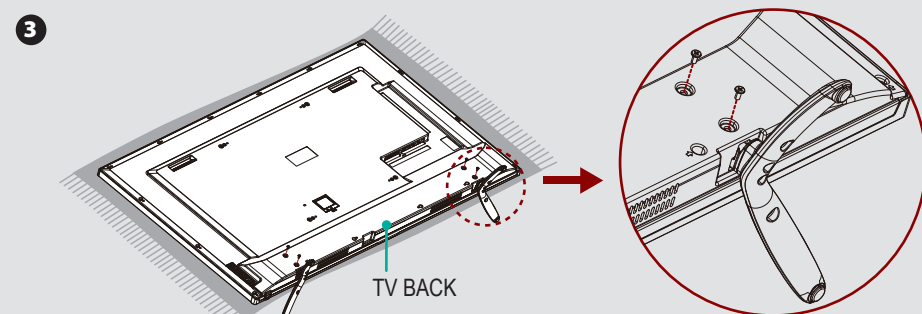
When you install your TV, we strongly recommend that you only use screws and other parts provided by Hisense. If you use parts provided by another manufacturer, Hisense is not responsible for any damage to the TV, problems with the TV or bodily injury.

2 INSTALLING THE STAND

- 1 Carefully place your TV facedown on a soft, flat surface to prevent damage to the TV or scratching to the screen.
- 2



Insert the stands into the bottom slots of the TV. Attention: The stands need to be installed according to the direction mark on the stand surface. When face toward the back of the TV, insert the base stand marked "L" into the left slot and insert the base stand marked "R" into the right slot.



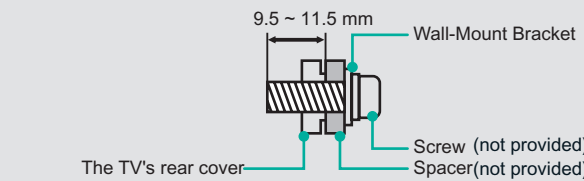
Align the BASE STAND with the screw holes on the bottom of TV BACK, secure the BASE STAND to the TV with the 4 screws M4×12 in accessory tightly.

NOTE

Product image is only for reference, actual product may vary in appearance.

QUICK START GUIDE

3 INSTALLING A WALL MOUNT BRACKET (not provided)



Wall-Mount hole pattern VESA (mm)	400 × 200 (50") 400 × 400 (55")
Wall-Mount screw size (mm)	M6

4 CONNECTING COMPONENTS TO THE TV

A. Use the diagram in figure [4] to establish proper connections.

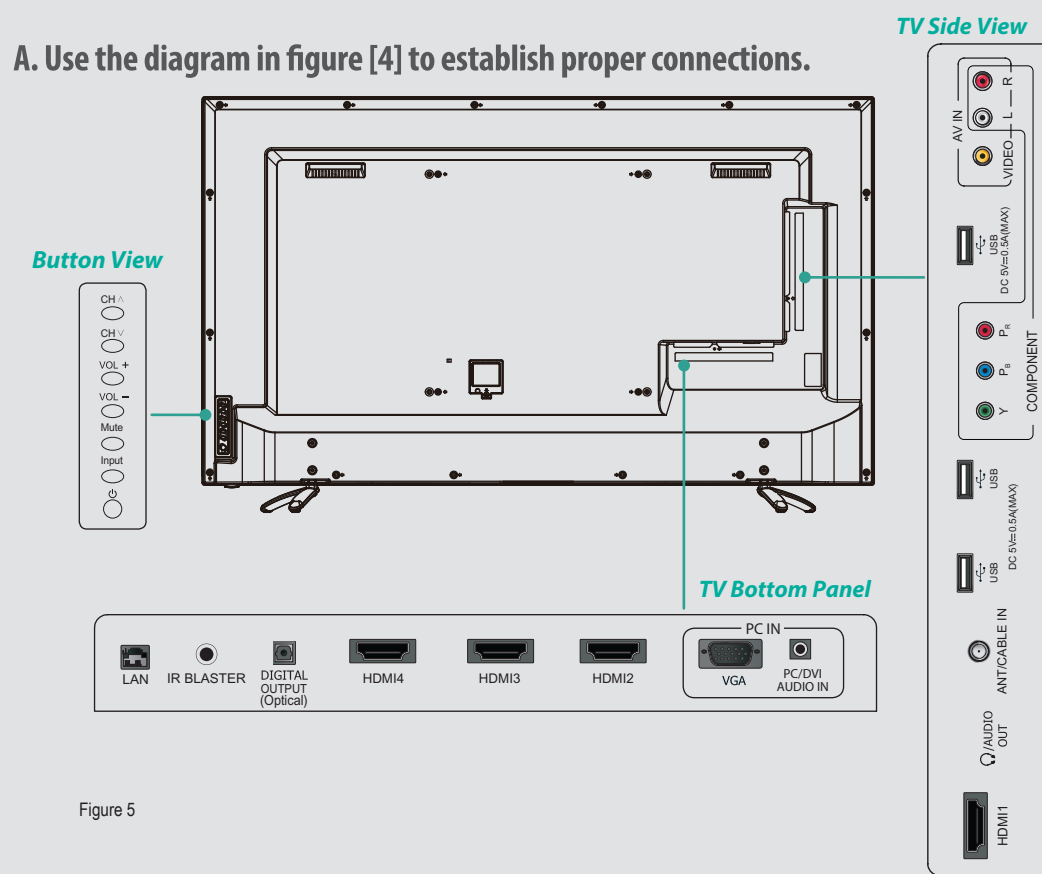
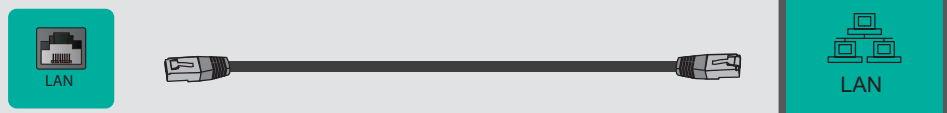


Figure 5

B. Use the diagrams shown in figure [5] below to apply the appropriate connector to your TV.

- **LAN** Connect an Ethernet cable to access a network or the Internet. The TV features wireless connectivity.



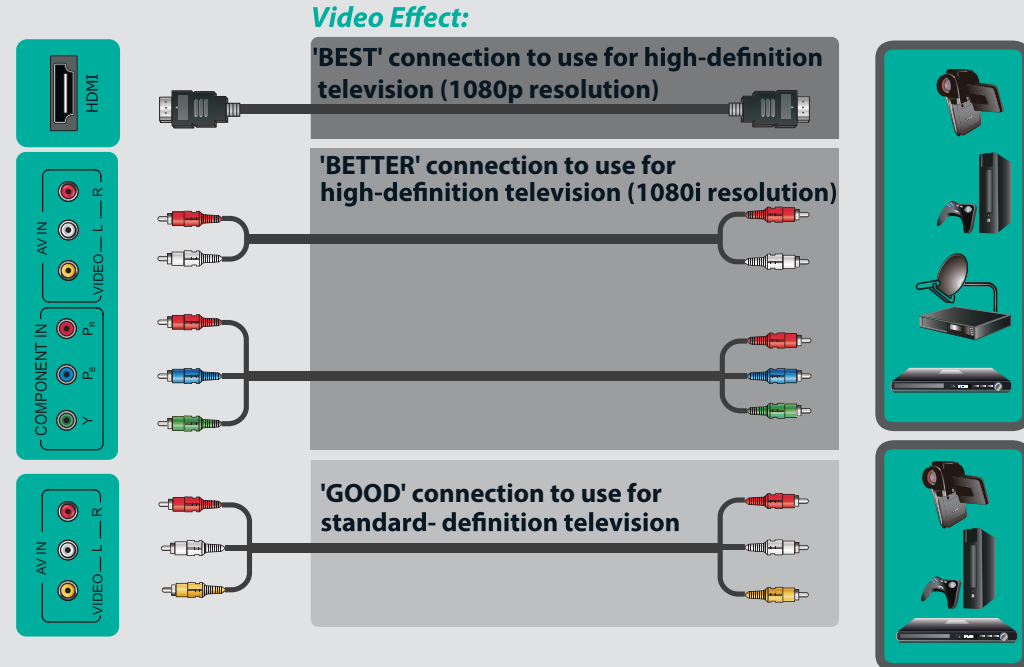
- **ANT** Connect an outdoor VHF/UHF antenna.



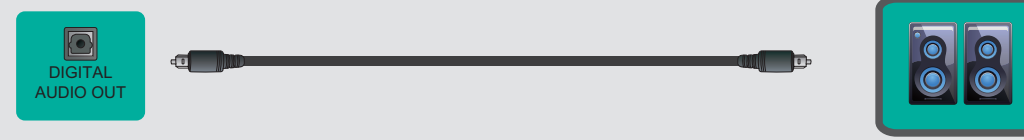
- **VGA & VGA AUDIO** Connect a VGA cable and an audio cable from the PC.



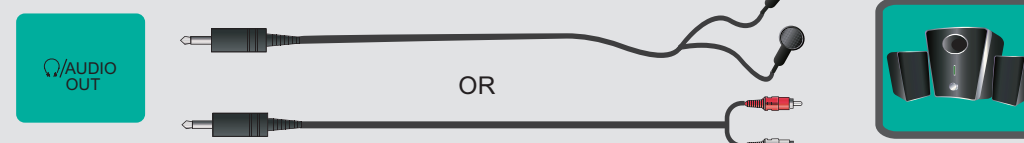
- **HDMI / COMP / AV** Connect an HDMI cable or Comp/AV Adapter from an external A/V equipment.



- **DIGITAL AUDIO OUT** Connect an optical cable to an external digital audio system.



- **HEADPHONE** Connect a headphone to hear audio from the TV.



- **USB** Connect a USB device for browsing photos, music and movies.

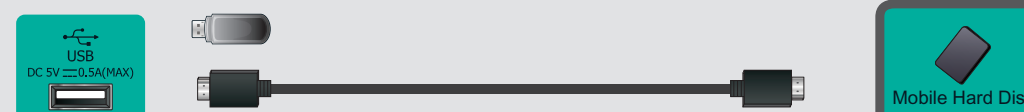
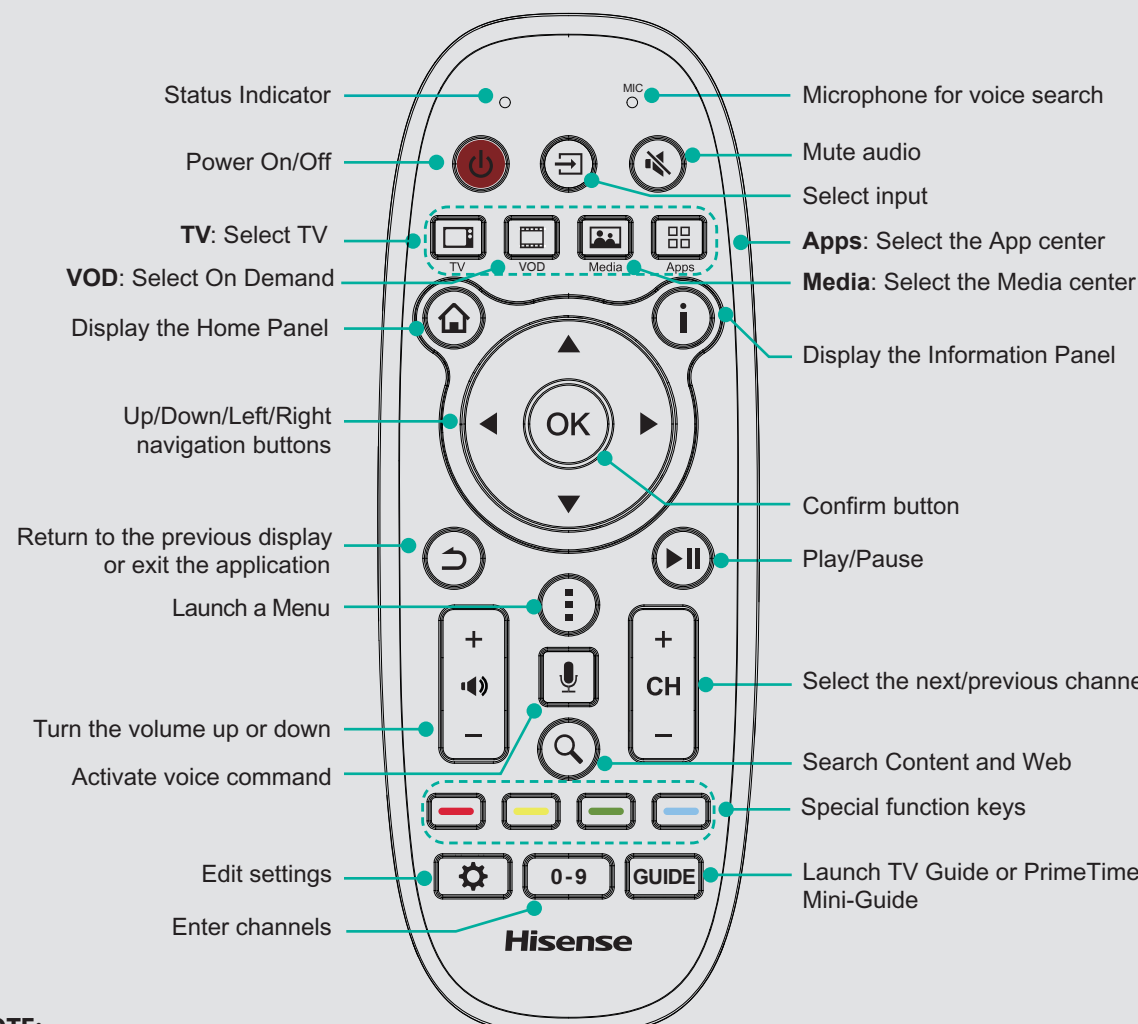


Figure 5

5 USING MERLIN™ THE REMOTE CONTROL



NOTE:

1. The Status Indicator on the remote control will blink with each key press.
2. In 'pairing' mode, the Status Indicator will light red continuously for 60 seconds.
3. When pairing is complete, the Status Indicator will flash blue 3 times.
4. The Status Indicator will blink continuously when the battery is low.
5. The remote control will automatically go into sleep mode 30 seconds after the last key press. Sleep Mode can conserve battery life. Any movement or key press will immediately wake up the remote.

6 TURNING THE TV ON FOR THE FIRST TIME

Follow the on-screen instructions to customize your TV settings.

MENU	OPERATIONS
Language setting	Please press [▲/▼] button to select your language: English, Spanish or French.
Accept the Hisense License Agreement	Read the Hisense legal information. If you do not accept the agreement, Internet functions and services will not be available.
Pair the Remote Control	Pair with your TV to get the most out of your remote control.
Select the TV Environment	• Select the environment (Home or Retail) from which you are setting up your TV. • 'Home' mode default settings are recommended for in-home use. This TV is ENERGY STAR qualified. • 'Retail' mode is intended for in-store display
Select a Network Connection	Connect the TV to your network in order to access online media and apps
Enter ZIP code	Enter your zip code to receive accurate programming information
Set up TV service	Select the video input you use to connect your TV service to your TV.
Scan for channels	Scan for channels

SPECIFICATIONS

Model	50K390GW	55K390GW
Size with base (mm)	1117.8×690.7×226	1235.4×763.8×258.4
Size without base (mm)	1117.8×645.8×60	1235.4×714.1×61.8
Weight with base (kg)	16.5	21.3
Weight without base (kg)	16	20.9
Active Screen Size(Diagonal)	50 inches	55 inches
Screen Resolution	1920 × 1080	1920 × 1080
Sound Output (RMS)	10 W + 10 W	12 W + 12 W
Power Consumption	135 W	150 W
Power Supply	120V ~ 60Hz	
Receiving Systems	Analog Digital	NTSC ATSC / QAM
Receiving channels	VHF: 2~13 UHF: 14~69 CATV: 1 ~ 125 Digital Terrestrial Broadcast (8VSB): 2 ~ 69 Digital cable (64/256 QAM): 1 ~ 135	
Tuner type	Frequency synthesized	
Environmental Conditions	Temperature: 5°C - 45°C Humidity: 20% - 80% RH Atmospheric pressure: 86 kPa - 106 kPa	
Component mode	480i/60Hz, 480P/60Hz, 576i/50Hz, 576P/50Hz, 720P/50Hz, 720P/60Hz, 1080i/50Hz, 1080i/60Hz, 1080P/50Hz, 1080P/60Hz	
VGA mode	640×480, 800×600, 1024×768, 1280×1024 60Hz	
HDMI mode	480i/60Hz, 480P/60Hz, 576i/50Hz, 576P/50Hz, 720P/50Hz, 720P/60Hz, 1080i/50Hz, 1080i/60Hz, 1080P/50Hz, 1080P/60Hz 640×480, 800×600, 1024×768	

NOTE

Features, appearance and specifications are subject to change without notice.

If you encountered difficulty when setting up your TV, we suggest you refer to the Trouble Shooting tips in the User Manual.

TROUBLESHOOTING TIPS

When there is something wrong with your TV, you can try turning it off and on again. You can also refer to the chart for troubleshooting tips. If you are unable to resolve the problem, contact Hisense Customer Support at 1-888-935-8880.

Our business hours are Monday through Friday from 8-8 p.m. EST and Saturday-Sunday from 9-6 p.m. EST.

SYMPTOMS	POSSIBLE SOLUTIONS
No sound or picture	• Check if the power cord is plugged into an AC outlet and if it has electricity. • Check if you have pressed the [Power] button the TV or on the remote control. • Check to see if the Status LED indicator light is on. If it is, then there is power to the TV.
Picture is normal, but no sound	• Check the volume settings. • Check to see if the 'Mute' mode is set to On. • Check to see if headphones are connected to the TV. • Check to see if the [Audio] output is set to the AV receiver. • If using a cable / satellite set top box, check if 'Mute' is set to On .
I have connected an external source to my TV and I get no picture and/or sound.	• Check the network physical connection to make sure it is correct. • Make sure the configuration is correct according to your network service provider.
Unable to establish a network connection	• Check the network physical connection to make sure it is correct. • Make sure the configuration is correct according to your network service provider.
How do I get the applications to work on my TV?	• You need a broadband (high speed) Internet service with a speed of no less than 1.5 Mbps. • Connect the TV to the Internet through your router by an Ethernet cable or wireless connection. If the connection fails, check with your Internet service provider or router manufacturer to determine if there is a firewall, content filter, or proxy settings that may block the TV from accessing the Internet. • After connecting the TV to the Internet, press the [Apps] button on the remote to access the applications.
Unable to use the Air Mouse or Voice Search	• Check to make sure that there are batteries in the remote. • Check to make sure that the remote is paired.