

Hisense • Roku TV

Hisense • Roku TV

H4 Model Series



User Manual

This user manual contains all of the information that you need to set up, use, maintain and enjoy your TV.

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CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION:

TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

FCC Statement

NOTE:

This equipment has been tested and found to comply with the limits for a class B digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio Communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID Number WIFI Module: TC2-N1002

The WIFI Module complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.



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* Specifications subject to change without notice.

Energy Star

Your Hisense TV is ENERGY STAR[®] qualified in the "Energy Saving" mode. It meets strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and Department of Energy. ENERGY STAR is a joint program of these government agencies, designed to promote energy efficient products and practices. Changes to certain features, settings, and functionalities of this TV (i.e. TV Guide, Picture, Sound) can increase or change the power consumption. Depending upon such changed settings, the power consumption may exceed the limits required for the ENERGY STAR qualification in the "Energy Saving" mode.

NOTE

Where the MAINS plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

WARNING

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority.



CHILD SAFETY:

It Makes A Difference How and Where You Use Your Flat Panel Display

Congratulations on your purchase! As you enjoy your new product, please keep these safety tips in mind:



THE ISSUE

- The home theater entertainment experience is a growing trend and larger flat panel displays are popular purchases. However, flat panel displays are not always supported on the proper stands or installed according to the manufacturer's recommendations.
- Flat panel displays that are inappropriately situated on dressers, bookcases, shelves, desks, specklers, chests or carts may fall over and cause injury.

THIS MANUFACTURER CARES!

- The consumer electronics industry is committed to making home entertainment enjoyable and safe.



TUNE INTO SAFETY

- One size does NOT fit all. Follow the manufacturer's recommendations for the safe installation and use of your flat panel display.
- Carefully read and understand all enclosed instructions for proper use of this product.
- Don't allow children to climb on or play with furniture and television sets.
- Don't place flat panel displays on furniture that can easily be used as steps, such as a chest of drawers.
- Remember that children can become excited while watching a program, especially on a "larger than life" flat panel display. Care should be taken to place or install the display where it cannot be pushed, pulled over, or knocked down.
- Care should be taken to route all cords and cables connected to the flat panel display so that they cannot be pulled or grabbed by curious children.

WALL MOUNTING: IF YOU DECIDE TO WALL MOUNT YOUR FLAT PANEL DISPLAY, ALWAYS:

- Use a mount that has been recommended by the display manufacturer and/or listed by an independent laboratory (such as UL, CSA, ETL).
- Follow all instructions supplied by the display and wall mount manufacturers.
- If you have any doubts about your ability to safely install your flat panel display, contact your retailer about professional installation.
- Make sure that the wall where you are mounting the display is appropriate. Some wall mounts are not designed to be mounted to walls with steel studs or old cinder block construction. If you are unsure, contact a professional installer.
- A minimum of two people are required for installation. Flat panel displays can be heavy.



Important Safety Instructions



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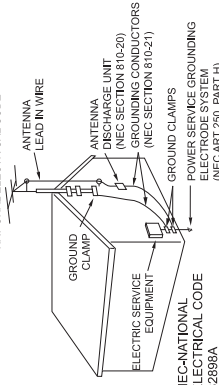
1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Apparatus should not be exposed to dripping or splashing, and objects filled with liquids, such as vases, should not be placed on the apparatus.

16. An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits, as contact with them might be fatal.
17. Do not overload wall outlets and extension cords, as this can result in a risk of fire or electric shock.
18. Do not push objects through any openings in this unit, as they may touch dangerous voltage points or short out

EXAMPLE OF ANTENNA GROUNDING AS PER THE NATIONAL ELECTRICAL CODE



parts that could result in fire or electric shock. Never spill or spray any type of liquid into the unit.

19. If an outside antenna or cable system is connected to the unit, be sure the antenna or cable system is grounded to provide some protection against voltage surges and built-up static charges. Section 810 of the National Electrical Code, ANSI/NFPA 70, provides information with respect to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna requirements for the grounding electrode.
20. When replacement parts are required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.
21. Upon completion of any service or repairs to this unit, ask the service technician to perform safety checks to determine that the unit is in proper operating condition.

Important Safety Instructions

22. When you connect the product to other equipment, turn off the power and unplug all of the equipment from the wall outlet. Failure to do so may cause an electric shock and serious personal injury. Read the owner's manual of the other equipment carefully and follow the instructions when making any connections.

23. Sudden high volume sound may cause hearing or speaker damage. When you use headphones, (if the unit is equipped with a headphone jack) keep the volume at a moderate level. If you use headphones continuously with high volume sound, it may cause hearing damage.

CONDENSATION:

Moisture will form in the operating section of the unit if the unit is brought from cool surroundings into a warm room or if the temperature of the room rises suddenly. When this happens, unit's performance will be impaired. To prevent this, let the unit stand in its new surroundings for about an hour before switching it on, or make sure that the room temperature rises gradually.

Condensation may also form during the summer if the unit is exposed to the breeze from an air conditioner. In such cases, change the location of the unit.

HOW TO HANDLE THE LCD PANEL:

- Do not press hard or jolt the LCD panel. It may cause the LCD panel glass to break and injury may occur.
 - If the LCD panel is broken, make absolutely sure that you do not touch the liquid in the panel. This may cause skin inflammation.
- If the liquid gets in your mouth, immediately gargle and consult with your doctor. Also, if the liquid gets in your eyes or touches your skin, consult with your doctor after rinsing for at least 15 minutes or longer in clean water.

Possible Adverse Effects on LCD Panel:

If a fixed (non-moving) pattern remains on the LCD Panel for long periods of time, the image can become permanently engrained in the LCD Panel and cause subtle but permanent ghost images. This type of damage is NOT COVERED BY YOUR WARRANTY. Never leave your LCD Panel on for long periods of time while it is displaying the following formats or images:

- Fixed Images, such as stock tickers, video game patterns, TV station logos, and websites.
- Special Formats that do not use the entire screen. For example, viewing letterbox style (16:9) media on a normal (4:3) display (black bars at top and bottom of screen); or viewing normal style (4:3) media on a widescreen (16:9) display (black bars on left and right sides of screen).

The following symptoms are not signs of malfunction but technical limitation. Therefore we disclaim any responsibility for these symptoms.

- LCD Panels are manufactured using an extremely high level of precision technology, however sometimes parts of the screen may be missing picture elements or have luminous spots.
- This is not a sign of a malfunction.

- Do not install the LCD Panel near electronic equipment that produces electromagnetic waves. Some equipment placed too near this unit may cause interference.
- Effect on infrared devices - There may be interference while using infrared devices such as infrared cordless headphones.

Declaration of Conformity

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference and (2) This device must accept any interference received, including interference that may cause undesired operation.

End of life directives

Your TV also contains material that can be recycled and reused. For disposal or recycling information, contact your local authorities or the Electronic Industries Alliance at www.eia.org to find a recycler in your area.

Non-active pixels

The LCD panel contains almost 3 million thin film transistors, which provide exceptionally sharp video quality. Occasionally, a few non-active pixels may appear on the screen as a fixed black (in the case of a dead pixel), blue, green, or red point. These non-active pixels do not adversely affect the performance of your TV, and are not considered defects.

Power source

TO USE AC POWER

1. The power cord is attached to the TV at the factory.
2. Connect the AC cord into an AC outlet.

WARNING

Do not connect this unit to the power using any device other than the supplied AC cord. This could cause fire, electrical shock, or damage.

Do not use with a voltage other than the power voltage specified. This could cause fire, electrical shock, or damage.

CAUTION

When this unit is not used for a long time, (e.g., away on a trip) in the interest of safety, be sure to unplug it from the AC outlet

Do not plug/unplug the AC cord when your hands are wet. This may cause electrical shock.

Notices de sécurité importantes



MISE EN GARDE
RISQUE DE CHOC ÉLECTRIQUE
NE PAS OUVRIR

ATTENTION: AFIN DE RÉDUIRE LE RISQUE DE CHOC ÉLECTRIQUE, NE PAS ENLEVER LE COUVERCLE (OU LE DOS). CET APPAREIL NE CONTIENT AUCUNE PIÈCE RÉPARABLE PAR L'UTILISATEUR. FAIRE APPEL À UN TECHNICIEN QUALIFIÉ.



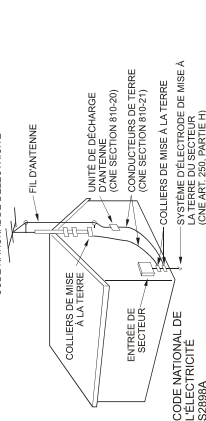
L'éclair avec symbole de flèche dans un triangle équilatéral avise l'utilisateur de la présence d'une tension dangereuse non isolée dans le boîtier du produit et qui peut être d'intensité suffisante pour présenter un risque de choc électrique.

Le point d'exclamation dans un triangle équilatéral avise l'utilisateur de la présence de directives d'utilisation et d'entretien (service) importantes dans la documentation qui accompagne l'appareil.

1. Lisez les instructions.
2. Conservez les instructions.
3. Respectez tous les avertissements.
4. Suivez toutes les directives.
5. N'utilisez pas cet appareil près de l'eau.
6. Ne le nettoyez qu'avec un linge sec.
7. Ne bloquez pas les événements. Effectuez l'installation conformément aux directives du fabricant.
8. Ne l'installez pas près d'une source de chaleur comme un radiateur, un registre, une cuisinière ou autre (y compris un amplificateur) produisant de la chaleur.
9. N'enlevez pas le dispositif de sécurité de la fiche polarisée ou avec mise à la terre. Une fiche polarisée comporte deux lamelles dont une est plus large que l'autre. Une fiche avec mise à la terre comporte deux lamelles et une broche de terre. La lamelle large et la broche de terre sont fournies pour votre sécurité. Si la fiche ne convient pas à la prise de courant, consultez un électricien et faites remplacer la prise de courant.
10. Placez le cordon d'alimentation de façon à ce qu'il ne soit pas écrasé ou pincé surtout au niveau de la fiche, des prises et au point de sortie de l'appareil.
11. N'utilisez que des périphériques/ accessoires spécifiés par le fabricant.
12. Ne l'utilisez qu'avec un chariot, un trépied, un support ou une table spécifiée par le fabricant ou vendue avec l'appareil. Si vous utilisez un chariot, soyez prudent quand vous le déplacez afin d'éviter que l'ensemble chariot/téléviseur cubite.
13. Débranchez l'appareil lors d'un orage électrique ou s'il n'est pas utilisé pendant une période prolongée.
14. Contiez le service à une personne qualifiée. Un service est requis si l'appareil est endommagé d'une façon quelconque (cordon d'alimentation ou fiche endommagée, liquide renversé ou objet échappé dans l'appareil, appareil exposé à la pluie ou à l'humidité, mauvais fonctionnement ou appareil échappé).
15. L'appareil ne devrait pas être exposé aux éclaboussures. Ne placez jamais d'objets remplis de liquide (comme un vase) sur l'appareil.
16. Une antenne extérieure ne devrait pas être située à proximité des lignes haute tension, d'un éclairage

17. Ne surchargez pas les prises murales ni les rallonges car cela présente un risque d'incendie ou de choc électrique.
18. N'insérez aucun objet dans les ouvertures de l'appareil car vous pourriez toucher un point de tension dangereux ou court-circuiter une pièce résultant en un incendie ou un choc électrique. Ne renversez ni ne pulvérisiez aucun liquide dans l'appareil.

EXEMPLE DE MISE À LA TERRE D'ANTENNE SELON LE CODE NATIONAL DE L'ÉLECTRICITÉ



19. Si une antenne ou un système de câble extérieur est branché à l'appareil, assurez-vous que l'antenne ou le système est relié à la terre afin de protéger contre la surtension ou les décharges électrostatiques. La section 810 du Code national de l'électricité, ANSI/NFPA 70, renseigne sur la mise à la terre appropriée du mât et de la structure de soutien, la mise à la terre du fil conducteur à une unité de décharge d'antenne, la taille des conducteurs de terre, l'emplacement de l'unité de décharge d'antenne, la connexion aux électrodes de terre et les exigences concernant l'électrode de terre.
20. Si des pièces de rechange sont requises, assurez-vous que le technicien n'utilise que les pièces spécifiées par le fabricant ou ayant les mêmes caractéristiques que les pièces originales. Toute substitution non autorisée peut présenter un risque d'incendie, de choc électrique ou autre.
21. Une fois l'entretien ou la réparation terminée, demandez au technicien d'effectuer une vérification de sécurité afin d'établir si l'appareil fonctionne correctement.



S3125A

Notices de sécurité importantes

22. Si vous connectez le produit à un autre appareil, éteignez-le et débranchez-le de la prise de courant. Autrement, vous risquez un choc électrique ou des blessures graves. Lisez le manuel de l'utilisateur de l'autre appareil et suivez les directives de connexion.
 23. Un soudain d'intensité élevée peut endommager l'ore ou les haut-parleurs. Si vous utilisez des écouteurs (appareil doté d'une prise d'écouteurs), tenez l'intensité sonore à un niveau moyen. L'utilisation continue d'écouteurs à intensité sonore élevée peut endommager l'ouïe.
- CONDENSATION:**
- De l'humidité peut se former dans la partie fonctionnelle de l'appareil si celui-ci passe d'un endroit frais à un endroit chaud ou si la température de la pièce s'élève subitement. Dans pareil cas, le rendement de l'appareil peut diminuer. Pour éviter une telle situation, laissez l'appareil s'ajuster au niveau milieu pendant une heure environ avant de le mettre en circuit. Encore, assurez-vous que la température de la pièce s'élève graduellement.
- Une condensation peut aussi se former en été si l'appareil est exposé au courant d'air d'un climatiseur. Dans pareil cas, changez l'emplacement de l'appareil.
- MANIPULATION DU PANNEAU ACL:**
- N'appuyez pas fort sur l'ACL et ne le secouez pas. Vous risqueriez de briser le verre de l'ACL et de vous blesser.
 - Si l'ACL est brisé, assurez-vous de ne pas toucher le liquide dans le panneau. Le liquide peut irriter la peau. Si vous avalez du liquide, gargarisez-vous immédiatement et consultez un médecin. Si le liquide entre en contact avec les yeux ou la peau, rincez-les pendant au moins 15 minutes à l'eau claire et consultez un médecin.
- Effets nocifs possibles de l'écran ACL:**
- Si un motif fixe reste à l'écran pendant une longue durée, l'image peut devenir imprégnée en permanence sur l'écran ACL et former une image fantôme subtile mais permanente. Ce type de dommage n'est PAS COUVERT PAR LA GARANTIE. Ne laissez jamais l'écran ACL allumé pendant une longue durée quand il affiche des images des types suivants:
- images fixes comme les résultats de la Bourse, les motifs de jeu vidéo, les logos de stations de télévision et les sites Web;
 - les formats spéciaux qui ne couvrent pas l'écran entier (format boîte aux lettres [16:9] sur écran normal [4:3] (barres noires dans le haut et le bas) ou vue normale [4:3] sur grand écran [16:9] (barres noires sur la gauche et la droite)).
- Les signes suivants ne proviennent pas d'un mauvais fonctionnement mais d'une limite technique. Nous ne pouvons donc pas être tenus responsables de tels signes.**
- Les écrans ACL sont fabriqués avec un niveau extrêmement élevé de précision mais certaines parties de l'écran peuvent ne pas avoir d'éléments d'image ou présenter des points lumineux.
 - Il ne s'agit pas d'un mauvais fonctionnement
 - N'installez pas l'écran ACL près d'un équipement électronique qui génère des ondes électromagnétiques car cela pourrait causer une interférence.
 - Effet sur les appareils à infrarouge – il peut y avoir interférence quand on utilise un appareil à infrarouges comme un téléphone sans fil à infrarouges.

Énoncé de conformité

Cet appareil est conforme à la section 15 des règlements de la FCC. Le fonctionnement est régi par deux conditions : (1) l'appareil ne peut pas causer d'interférence nuisible et (2) l'appareil doit accepter toute interférence reçue, y compris une interférence qui peut entraîner un fonctionnement indésirable.

Directives de fin de vie

Votre téléviseur contient des matériaux qui peuvent être recyclés et réutilisés. Pour l'élimination ou le recyclage, contactez les autorités locales ou l'Association du Recyclage des Produits Electronique au <http://www.eprassociation.ca> pour trouver un centre de recyclage dans votre région.

Pixels inactives

L'écran ACL compte près de 3 millions de transistors en couches minces fournissant une qualité d'image extrêmement élevée. À l'occasion, des pixels inactifs peuvent apparaître à l'écran sous forme de point fixe noir (pixel mort), bleu, vert ou rouge. Ces pixels inactifs ne nuisent pas au rendement de votre téléviseur et ne sont pas considérés un vice.

Alimentation électrique

SECTEUR

1. Le cordon d'alimentation est branché au téléviseur à l'usine.
2. Branchez le cordon dans une prise de courant.

⚠ AVERTISSEMENT

Ne branchez pas l'appareil à l'aide d'un dispositif autre que le cordon fourni car cela présenterait un risque d'incendie, de choc électrique ou de dommage. N'utilisez pas une tension autre que celle spécifiée pour l'appareil car cela présenterait un risque d'incendie, de choc électrique ou de dommage.

⚠ MISE EN GARDE

Pour des raisons de sécurité, débranchez l'appareil de la prise de courant si vous prévoyez ne pas l'utiliser pendant une période prolongée (ex. : voyage). Ne branchez/débranchez pas le cordon d'alimentation si vous avez les mains mouillées car cela pourrait provoquer un choc électrique.

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

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Register Your TV to Receive Hisense News

Thank you for choosing this **Hisense • Roku TV**. This User Manual provides information about the numerous features and easy-to-understand connect devices to your TV, attach the TV stand, complete the Guided Setup, configure your settings, stream content and much more.

Because we value your business, we want to keep you in the know of 'all things Hisense'. Using your mobile phone, scan the first QR code to register your TV and the second QR code to access the **Support** page. Depending on the make and model of your phone, you may need to download a QR code scanning application.

You can also access the **Product Registration** or **Support** page by visiting www.hisense-usa.com/support or www.hisense-usa.com/support/productreg



Figure 1. Product Registration QR Code



Figure 2. Product Support QR Code

PACKAGE CONTENTS

Your package in which you purchased this **Hisense Roku TV** contains the following items:

- **Hisense • Roku TV**
- TV stand
- TV base
- *Hisense Roku TV Quick Start Guide*
- *Important Safety Information and Warranty Card* leaflet
- 2 AAA batteries for the remote
- Power cord
- Hisense Roku TV Enhanced Remote Control
- 8 Phillips screws (total): 4 (M5x12mm); 4 (ST4x16 mm)

IMPORTANT: Look inside the styrofoam (within the upper and bottom parts of the box) to make sure that you have removed all items that come with the TV.

REQUIRED TOOLS AND DEVICES

- Phillips screwdriver (not included) to attach the TV stand
- Wi-Fi device or Wireless router (not included) for Internet connectivity

Lifting and Moving the TV

- We recommend that at least 2 people are available to lift and transport the TV.
- Before moving or lifting the TV, disconnect the power cord and all cables.
- When holding the TV, face the screen away from you to avoid damage.
- Hold the top and bottom of the TV firmly.

Installing the Stand

Follow the steps and illustrations below to install the stand.

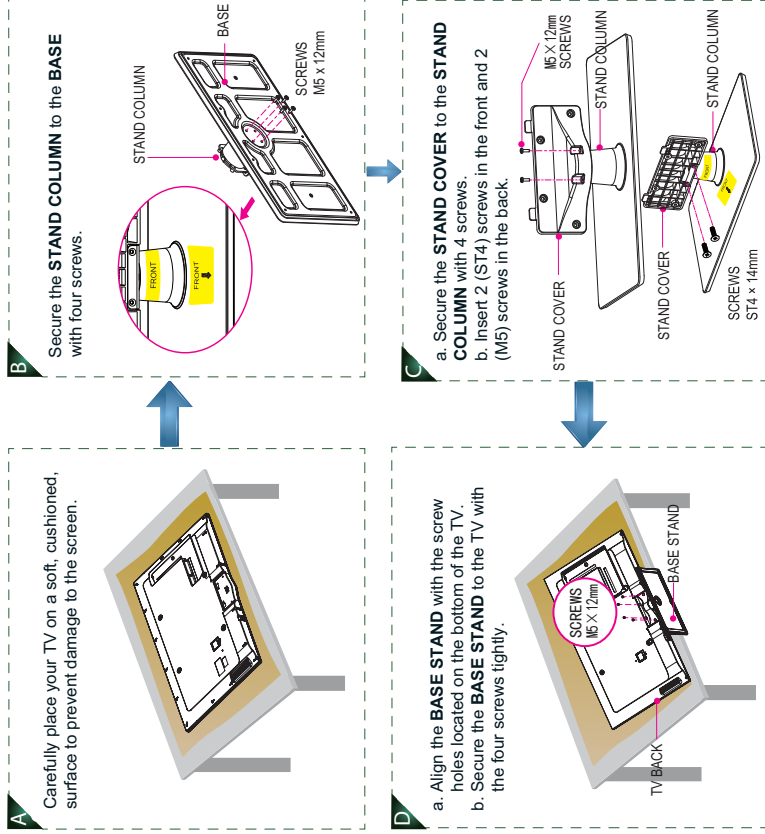


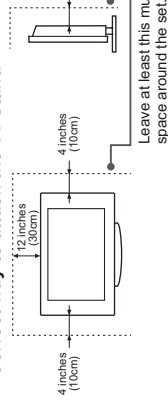
Figure 4. Stand Installation steps

Installing a Wall Mount Bracket (not included)

Your TV can be mounted on a wall using a wall mount bracket (not supplied) that can be purchased separately. Before you begin the installation instructions provided by the wall mount manufacturer, we suggest that you do the following things:

1. Remove the TV stand if you already attached it.
2. Place the TV face down on a clean, safe and cushioned surface.
3. Place the spacers (not included) in the corresponding bracket holes.

Correct way to attach the TV stand



Correct way to attach the wall mount bracket

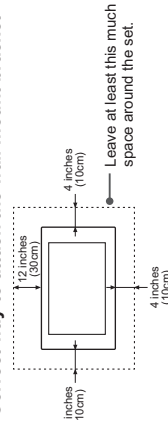


Figure 5. Correct way to attach the TV stand

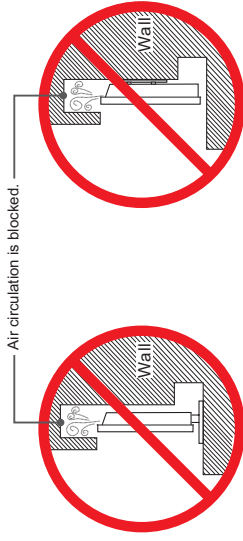
Figure 6. Correct way to attach the wall mount bracket

CAUTION

- Be sure to use the provider spacers between the TV and the bracket when attaching the mount.
- To prevent internal damage to the TV and ensure it is mounted securely, be sure to use fixing screws (not provided) that are 9.5 - 11.5 mm in length when measured from the attaching surface of the mounting hook
- When you mount your TV on the wall or place it on furniture, maintain a distance of at least 4 inches between the TV and other objects (walls, cabinet sides, and so on) to ensure proper ventilation and prevent the TV from overheating.
- Do not mount the TV at more than a 12 degree tilt.
- Do not use screws that differ from the length and diameter that we have recommended.
- Do not fasten the screws too firmly. This may damage the TV or cause it to fall, leading to personal injury. Hisense is not liable for these kinds of accidents.
- Be careful when you touch the TV. Some parts may be warm or hot.
- Do not place any type of fabric or papers underneath, on top of, or beside the TV. This can block ventilation and cause a fire.
- For detailed information about installing the wall mount bracket, see the third-party manufacturer's instructions or contact a professional installer for assistance.
- Do not operate or handle the TV with wet hands

Follow instructions provided with the Wall-Mount bracket.

- If you are not sure of your ability to complete the installation, contact a professional installer for assistance. Hisense is not responsible for any damages or injuries that occur due to mishandling or incorrect assembly.
- The screws that we recommend are 9.5-11.5 mm in length when measured from the attaching surface of the TV rear cover. The diameter and length of the screws differ depending on the Wall-Mount Bracket model.



Inadequate air circulation can make the TV overheat and cause a fire.

Locating Ports and Buttons on Your TV

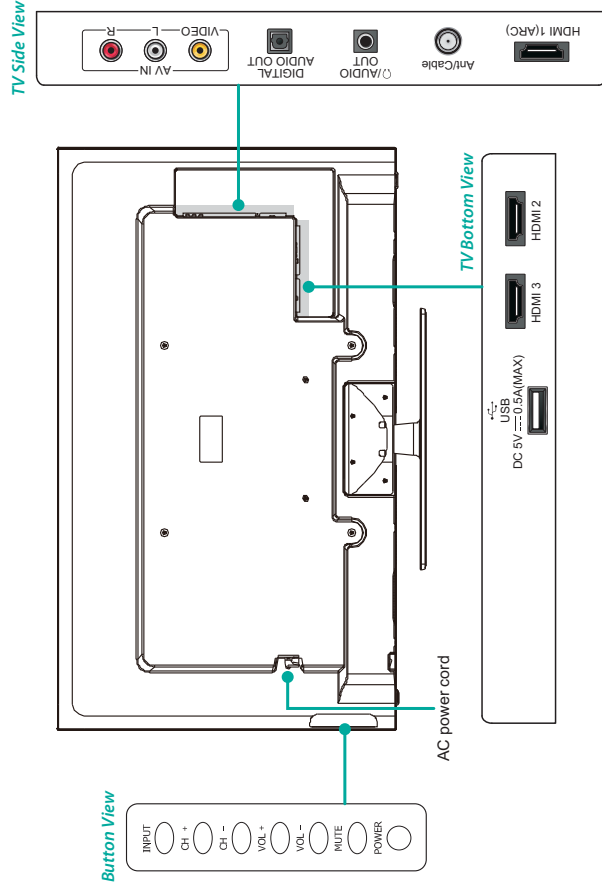


Figure 8. Side, Bottom and Button View of the Hisense Roku TV

Connecting Devices to Your TV

Connecting Devices to the TV

This section provides the steps to connect various types of devices to the TV.

Connecting an antenna, cable or satellite box

1. Connect one end of a coaxial cable (not included) to the **[RF OUT]** jack on the antenna, cable or satellite box. If you are using an antenna with twin-lead cable, you may need a 300-75 Ohm adapter (not provided) to connect it to the back of your TV. Likewise, if you are using several antennas, you may need a combiner (not provided).
2. Connect the other end of the cable to the **[ANT/CABLE IN]** jack on the side of the back panel.
3. Select **TV** as the input source using the **[INPUT]** button.

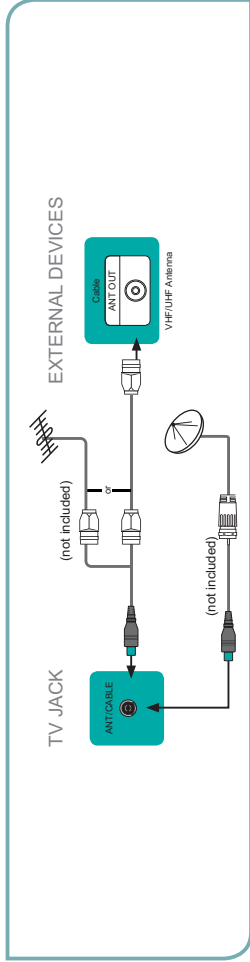


Figure 9. Connect an antenna to the TV

Connecting an Audio Visual (AV) device with a composite cable

1. Use the audio and video cables to connect the composite video/audio jacks (of the external AV device) to the **AV IN** jacks of the TV. (Video = yellow, Audio Left = white, and Audio Right = red).
2. Plug the connected devices into the main socket before switching on the TV.
3. Select **AV** as the input source using the **[INPUT]** button.

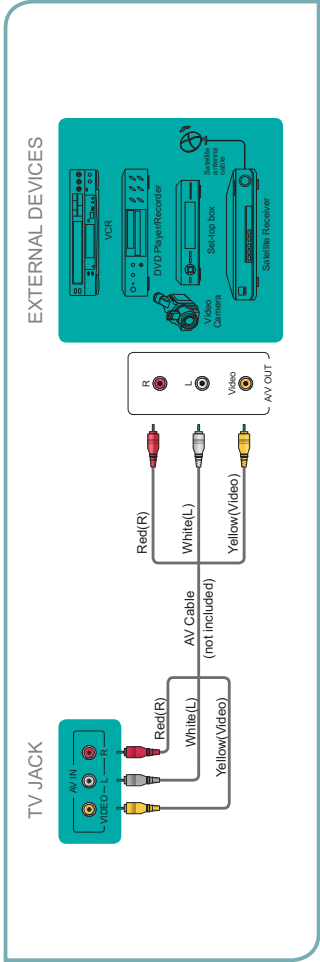


Figure 10. Connect an AV device with a composite cable

Connecting Devices to Your TV

Connecting an AV device with an HDMI cable

This type of connection supports digital connections between HDMI-enabled AV devices such as a Personal Video Recorder (PVR), DVD, Blu-Ray, AV receiver and digital devices. In addition, some devices (such as a PVR or DVD player) require an HDMI signal to be set to **Output** in the settings of the device.

For instructions, please refer to the User Manual for the device.

1. Use an HDMI cable to connect the **[HDMI]** output jack of the AV device to the **[HDMI]** jack on the TV.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select one of the HDMI sources as the input source using the **[INPUT]** button.

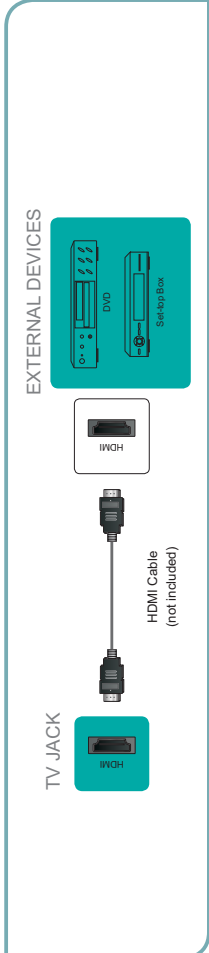


Figure 11. Connect an AV device with an HDMI cable

NOTE

The HDMI connector provides video and audio signals. It is not necessary to connect an audio cable.

Connecting a Headphone

You can connect headphones or an analog sound bar to the **[AUDIO OUT]** jack on your set. While the headphone is connected, the sound from the built-in speakers will be disabled.



Figure 12. Connecting a headphone

Connecting Devices to Your TV

Connecting an Audio Receiver with a Digital Audio Cable

1. Use an audio cable to connect the digital **[AUDIO IN]** jack of the AV device to the digital **[AUDIO OUT]** jack of the TV. Another option is to use an RCA Y-cable (1/8"-stereo mini to L/R phono - not provided) to connect analog sound system to the **[AUDIO OUT]** jack of the TV.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select the corresponding source on the audio receiver.

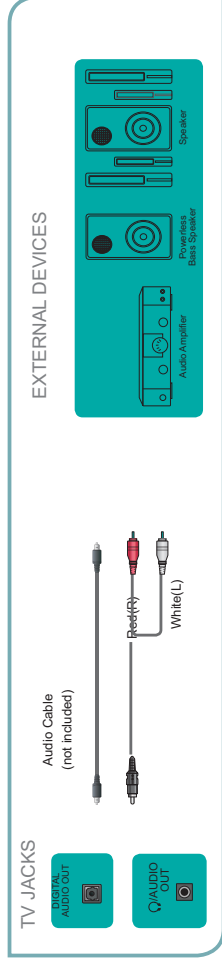


Figure 13. Connecting an audio receiver with a digital audio cable

Connecting a USB device to the USB port

1. Browse photos, music and movies by inserting your USB device into the **[USB]** port.
2. Select the **Roku Media Player** file from the Home screen.

Establishing an Internet Connection

Connecting to the Internet through a Wireless (Wi-Fi) Device

This section shows how to establish a wireless Internet connection for your TV.

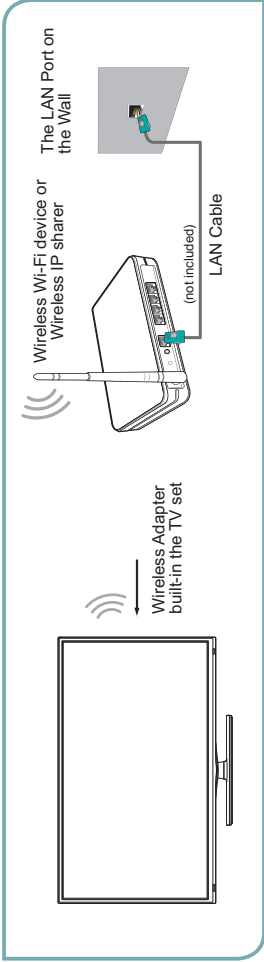


Figure 14. Connect the TV to a wireless network

Our built-in wireless LAN adapter supports the IEEE 802.11 b/g/n communication protocols and we recommend that you use an IEEE 802.11n router. When you play a video over an IEEE 802.11 b/g connection, the video may not play smoothly.

NOTE

- You must use the Hisense built-in Wireless LAN Adapter to use a wireless network because the TV does not support an external USB network adapter.
- To use a wireless network, your TV must be connected to a wireless IP sharer. If the wireless IP sharer supports Dynamic Host Configuration Protocol (DHCP), your TV can use a DHCP or static IP address to connect to the wireless network.
- Select a channel for the wireless IP sharer that is not currently being used. If the channel set for the wireless IP sharer is currently being used by another device nearby, this will result in interference and communication failure.
- If you apply a security system other than the systems listed below, it will not work with the TV.
- If Pure High-throughput (Greenfield) 802.11n mode is selected and the Encryption type is set to WEP, TKIP or TKIP-AES (WPS2 Mixed) for your Access Point (AP), then the Hisense TV will not support a connection in compliance with these Wi-Fi certification specifications.
- If your access point (AP) supports Wi-Fi Protected Setup (WPS), you can connect to the network via Push Button Configuration (PBC) or PIN (Personal Identification Number). WPS will automatically configure the SSID.

Using Your Hisense Roku TV Enhanced Remote Control

In order to ensure that there are no performance issues to control your TV, we recommend that you only use the Hisense Roku Enhanced Remote Control that came with the TV.

The remote is infrared (IR) and controls all TV and streaming functionality.

NOTE

Putting Batteries in the Remote Control

1. To open and lift off the battery cover, push the latch in the direction of the up arrow.
2. Insert two AAA size batteries.
3. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
3. Close the battery cover.

Do not expose the batteries to excessive heat (such as sunshine, fire or other sources).

Your Hisense Roku Enhanced Remote

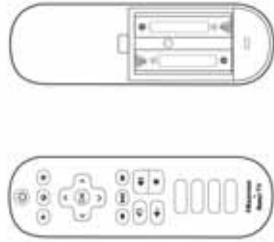


Figure 15. Hisense Roku Remote

Hisense Roku Remote Control Button Descriptions



Figure 16. Hisense Roku Remote Control button descriptions

TV LED Status Indicator Lights

Table 1 provides a status description of the TV LED lights.

TV State	TV LED action	What this means
On (you are viewing content)	Off	The screen is communicating that the TV is on.
Screensaver	Off	The screen is communicating that the TV is on.
Off (no power)	Off	The TV does not have power.
Off (active standby)	Off	The TV has power and is ready for you to enjoy.
Starting up after it has been turned off	Slow pulsing blink until it has completely started up	The TV is initializing.
On (you are receiving an update from a USB)	Slow pulsing blink until the update completes	The TV is updating.
IR received from the remote	Dims on and off once	The TV is responding to what you have pressed on the remote.
On (The TV is on but your Wi-Fi connection has disconnected)	Patterned blink	The TV has lost Wi-Fi connectivity.

Virtual Keyboard

The **Virtual Keyboard** enables you to type in text fields as you navigate throughout different areas of your TV. To type a character using the remote control, you must be on a TV screen (for example, the **Network** channel) where you are prompted to type information.

To launch the keyboard, press the **OK** button on your remote and use the left/right/up/down navigation buttons to move your cursor.

Virtual Search Keyboard

The **Virtual Search Keyboard** enables you to search for movies, TV shows and other types of content by typing in a keyword.



Figure 17. Virtual search keyboard screenshot

Turning the TV On for the First-Time

The **Guided Setup Wizard** appears the first time you turn on the TV. It guides you step-by-step through the initial setup and configuration of your television.

Choose a mode from where you will use the TV

To get started with the setup process:

- 1. Press the red **[POWER]** button on your remote to turn on your TV. After you power on the TV, a Startup page appears that displays a **Power On** image along with the **Hisense** and **Roku** logos. Next, the boot up splash page appears that displays a themed background and **Welcome**.



Figure 18. Hisense Roku TV Welcome Page

- 2. Press **OK** to start the guided setup.
- 3. Select **Setup for home use** or (if you're a retailer that will set up the TV to display) **Setup for store use**.

Connect to the Internet

NOTE

If you chose not to connect to the Internet and create a Roku account, then you will only see tiles for each of your inputs and a limited menu of options.

- 1. Select **Connect to the Internet**.
- 2. Choose the **Wi-Fi** connection.

The TV begins to search for local Wi-Fi networks and lists the networks it finds in order, from the strongest to the weakest signal. After an Internet connection is established, the TV will attempt to determine the time zone in which it is operating. If it is unable to, then you are prompted to manually choose your time zone.

Activate your Roku Account

- 1. From your mobile phone, tablet, laptop or other Internet-connected device, go to **roku.com/link** and then enter the code that displays.

NOTE

The code displayed on the screen is only valid for a limited amount of time. If it expires before you are able to enter it on the Roku website, then another one must be generated.

- 2. Create a **Roku** account. Once you have completed creating an account, a confirmation message displays on the screen of your Internet-connected device. The TV now takes a few moments to update the **Home** screen with the set of streaming content that you purchased. Once this has completed, a confirmation message displays on the TV screen and prompts you to start streaming.

The **Hisense Roku** TV page appears and shows tiles for each of your TV inputs and apps that you have added to your **Roku** account. In addition, you will also see the full set of menu options.

Overview of the Hisense Roku TV Home Screen

The **Hisense Roku TV Home** screen is your starting point for you to view or listen to content. The menu is on the left and grid tiles are on the right. The grid tiles represent physical TV input tiles (**HDMI 1**, **HDMI 2** **HDMI 3**, **Composite**), a **TV tuner** tile, app tiles that have been factory installed or added from the Channel Store and channel tiles (for example, Netflix, Crackle and so on) that represent streaming content providers.



Figure 19. Home screen

‘Connected’ Mode versus ‘Unconnected’ Mode

In ‘Connected’ mode (that is when your TV is connected to the Internet and linked to a Roku account), the **Home** screen menu includes selections for:

- Movies
- TV Shows
- News
- Search
- Channel Store
- Settings

If you do not want to use the **Movies**, **TV Shows** and **News** features, you can hide them by turning on the **Parental controls** setting. See the ‘*Parental Controls*’ section for instructions.

In ‘Connected’ mode, your TV will also automatically receive the latest software updates.

In ‘Unconnected’ mode, (that is when you have never connected your TV to the Internet and linked it to a Roku account), you will only see a limited menu of options (**Home** and **Settings**) and tiles for your TV inputs and Roku Media Player.

You can still use the TV to view live broadcasts (not streaming content) without connecting it to the Internet and a Roku account; however, in order to maximize your TV viewing experience, we recommend that you connect to the Internet.

Types of Tiles that Appear on the Home Screen Grid

- **Physical TV input tiles:** When you select a tile that represents a **Physical TV input**, a live video and audio feed displays. When you select an input tile, the TV switches to that particular input and displays the video full screen.
- **TV tuner tile:** If you select the **TV tuner** tile, (if available and not blocked by parental control) a live video and audio feed displays from the tuner’s current channel. Selecting the TV tuner tile displays the tuner’s current video feed full-screen, or if blocked by parental controls, displays a PIN entry overlay. You must enter the correct PIN to display the channel’s audio and video signal.
- **App tiles:** When you select an **App** tile (for example, Pandora®), the application launches.
- **Channel Tiles:** When you select a **Channel Tile** (for example, Hulu Plus™ or Focus™), the content for that particular channel launches.

Navigating the Home Screen Grid

The **Home** button on your remote immediately returns you to the **Home** screen whether you are watching streaming TV, live TV or in any other area.

The **Back** button takes you the previous selection and eventually to the **Home** screen.

Use the remote control **Directional pad (D-pad)** to navigate the grid. From the **Home** screen menu, press the **D-pad** right to move into to the grid and then use the 4 D-pad directional buttons to move up, down, right or left.

The tile that is highlighted is the one that you have selected. Press the **OK** button on your remote to launch it.

Customizing the Home Screen Grid

There are several ways that you can customize the **Home** screen grid to suit your preference including moving tiles, removing tiles and adding tiles.

Moving tiles

By default, TV input tiles are located at the top of the screen grid and app and streaming provider tiles are at the bottom. If you prefer a different layout, then you can move the tiles to suit your preference.

To move tiles on the grid:

1. Using the **D-pad** buttons on your remote, select the tile that you want to move.
2. Press the **STAR (*)** button on the remote control.

A **Hisense Roku TV Media Player** menu displays.

3. Use the **D-pad** up/down buttons to select **Move channel**.
4. Press **OK** on your remote to select **Move channel**. The pop-up menu goes away and the **Home** screen grid reappears with the selected tile surrounded by a border that shows arrowheads pointing in all valid movement directions.
5. Use the **D-pad** arrow buttons to move the tile to the new location. As the tile moves, it displaces other tiles to make space for itself.
6. Press **OK** on your remote to assign the tile to its current location in the grid.

Removing tiles

You can remove any tile from the **Home** screen grid except for the offline **Roku Media Player** tile that appears if your TV has never been connected to the Internet or linked to a Roku account.

To remove a tile:

1. Using the **D-pad** buttons on your remote, select the tile that you want to remove.
2. Press the **STAR (*)** button on the remote control.
A pop-up window (that is labeled based on the name of the tile you have selected) displays.
3. Select **Remove channel**.
4. A **Confirm Channel Removal** window displays
4. Select **Remove**.
The tile is removed.

Adding tiles

The steps for you to add tiles varies based on whether you want to add streaming provider/app tiles or TV input tiles.

Adding Apps/Streaming Provider Tiles

To add an App or Streaming Provider tile to the **Home** screen grid:

1. Go to the **Channel Store**.
2. Find and select the desired channel or application.

Navigating the Home Screen

3. Add the channel/application and select any other options to complete the addition.

The channel/application is added to the end of the **Home** screen grid.

Adding Input Tiles

By default, tiles for your TV inputs and tuner appear in the **Home** screen grid. You can always remove them and add them back to the grid manually or automatically.

To manually add an input tile to the **Home** screen grid:

1. Go to **Settings > TV Inputs**.
2. Select the input you want to add.
3. Set up the input.

To automatically add an HDMI input tile to the **Home** screen grid:

1. Connect a device to any of the **HDMI input** ports.
2. Turn on the device.

The **input** and **TV tuner** tiles appear at the topmost position in the **Home** screen grid.

When possible, the TV will recognize that a device has been connected to the port and add the HDMI tile to the beginning of the **Home** screen. The system will also identify the device type and automatically change the default tile label to a device name that is more user-friendly.

Using the Options menu

The **Options** feature is only available when you are viewing or listening to live TV content. To access the **Options** menu, press the **Asterisk** [] button on the remote control.

When the **Options** menu appears, selecting **Advanced Picture Settings**, displays the **Advanced Settings** menu.

The menu of options that display will differ based on whether you are viewing a live TV broadcast from the TV tuner, video content from an HDMI input, video from the composite input or watching streaming video from a content provider.

General TV Settings

- **TV brightness:** This setting adjusts the brightness of the images on the TV screen. You can adjust the TV brightness from the following options:
 - **Darker:** This option is available if you are viewing a darker picture in a dark room.
 - **Dark:** This option is available if you want a slightly dimmer picture that saves energy.
 - **Normal:** This option is for general everyday viewing.
 - **Bright:** This option provides a slightly brighter picture that will be viewed in a light room.
 - **Brighter:** This option makes pictures brighter for bright rooms.
- **Picture mode:** This setting provides the following options:
 - **Eco save:** This option enables you to save energy.
 - **Movie:** This option is available if you are going to dim the lights to watch a movie.
 - **Normal:** This option is great for general everyday viewing.
 - **Sports:** This option enables you to maximize your viewing experience while watching sports.
 - **Vivid:** This option is available if you want an intense and bright picture.
 - **Custom:** This option enables you to personalize settings for one of your physical TV inputs.
- **Audio mode:** This setting adjusts the sound quality output from your TV speakers.
 - **High treble:** This option brightens high tones.
 - **Speech:** This option is available to make the dialog clearer.
 - **Normal:** This is great for everyday use.
 - **Musical:** This option is available if you are listening to music.
 - **Theater:** This option is tuned for movies.
 - **Big Bass:** This option enables you to hear a deeper base/boom.
- **Sleep timer:** This setting allows you to program your TV to turn off automatically within different time intervals.
- **Closed captioning:** This setting provides text on the screen that describe what the speakers are saying. It can be turned 'On' or 'Off' and is for the hearing impaired. Various options are also available to customize the text style, text size, background color and more.
- **120 Hz:** You can turn this setting 'On' or 'Off' to affect the refresh rate (that is, the number of times per second moving images—such as athletic or video games—on your TV screen is refreshed).

Menu Channels

Overview of the Menu Channels

The **Home** screen menu contains 'channels' (**Movies**, **TV Shows**, **Music**, **News**) for you to select from for your entertainment or settings preferences.



Figure 20. Home screen

Movies

The **Movies** channel contains a library of numerous titles from various genres.

To view the library, select **Movies** and press the **OK** button on your remote.

You can find out more information about a particular title when you navigate to the posters that appear on the right side of the screen. Using the **D-pad** on your remote, click on a poster to select it.

The price of the movie, rating information and length appears. If you want to view the trailer for the movie, press **OK** on your remote.



Figure 21. Movies channel

A synopsis of the movie appears along with a menu of options from which to choose. You can select **'Watch trailer, Add to watchlist, or a rental amount.**

TV Shows

The **TV Shows** channel contains a library of numerous TV show titles from different genres and categories.

To view the library, select **TV Shows** and press the **OK** button on your remote. Posters for the TV shows appear to the right.

You can find out more information about a particular title when you navigate to the posters that appear on the right side of the screen. Using the **D-pad** on your remote, click on a poster to select it.

The rating, number of episodes and lead actors appears.

To read a synopsis of the show, press **OK** on your remote. You can also select the Season of the show.



Figure 22. TV Shows channel

News

The **News** channel contains a library of News programs in different categories. To view the library, select **News** and press the **OK** button on your remote.

Still images and headlines for the News programs appear to the right of the screen. You can find out more information (such as the duration of the news program) when you select the still image. Press **OK** on your remote to view that particular news program.

Search

The **Search** channel enables you to search for a movie, TV show, Actor, Channel or Game across multiple channels.

To access the virtual search keyboard, from the **Home** screen, select **Search** and use the D-pad on your remote to place your cursor in the text field. Once you have placed the cursor in the text field, begin typing.



Figure 23. Search channel

Channel Store

The **Channel Store** consists of 1000+ entertainment channels of various categories.that are free or fee-based. To access the **Channel Store**, from the **Home** menu, select **Channel Store** and navigate to the right to bring up library of categories in which to choose.

Posters (or icons) for each channel display. When you select a poster, pricing, ratings and other information appear.

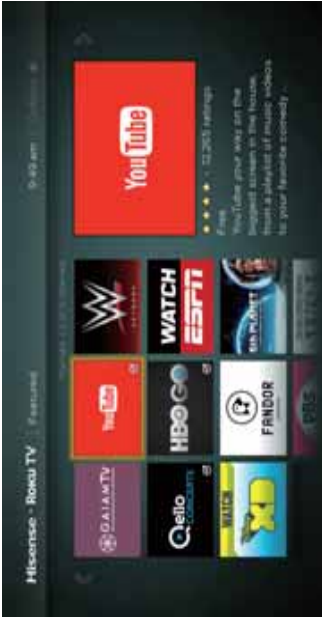


Figure 24. Channel Store

Settings

The **Settings** channel enables you to **customize** settings that only pertain to the TV.

Setting Options

Select **Network** to set up a Wi-Fi connection, view the status of your connection and other details (for example, IP address, Signal strength and so on).

Themes

Select **Themes** to configure the background for your **Welcome** page that appears when you turn on the TV.

Screensaver

Select the **Screensaver** to display when the TV is not in use and choose the type of clock that you want to appear on the screen.

Sound effects volume

Select this option to adjust the volume for sound effects.

Captions

Select the **Captions** setting when you want to change the mode to 'Off' or 'On'. You can also make other changes from the menu of options.

Time

Select the **Time** setting when you want to set your TV to turn off automatically within a certain time interval from the menu options (30 minutes, 1 hour, and so on). You can also set the time (based on your location) from this setting.

When you turn the TV 'Off' and back 'On', the Sleep Timer becomes disabled.

TV Picture Settings

Select **TV Picture Settings** when you want to set the overall brightness for the TV.

TV Inputs

Select **TV Inputs** when you want to remove or rename a TV input.

Audio

Select **Audio** when you want to turn TV speakers 'On' or 'Off', change the menu volume, audio mode or send audio from the TV back to your home theater receiver.

Parental controls

Select the **Parental Controls** feature when you want to prevent children from viewing inappropriate content. To use this feature, enter a 4-digit PIN. Once you have changed your PIN, you can show or hide the **Movies**, **TV shows** and **News** items from the main menu on the **Home** screen.

From this menu, you can also block TV tuner programs based on TV and movie ratings.

Turning ON Parental Controls

- To turn 'On' **Parental Controls**:
1. From the **Home screen** navigate to the **Settings** channel.
 2. Select **Parental Controls**.
 3. A virtual number key pad appears to the right of the menu.
 4. Using the **D-pad** on your remote, navigate to the number pad and type a 4-digit password.
 5. Confirm the password that you have created by entering it again and select **OK**.
 6. A confirmation message appears that states your PIN has been saved.
 7. Choose the type of content that you want to block by navigating to **TV ratings**, **Movie ratings**, or **Block all unrated programs** and making your selections.



Figure 25. Parental Controls

Hiding the Movies, TV Shows and News channels.

- To hide the **Movies** & **TV Shows** or **News** channels from the **Home** screen:
1. Turn on **Parental Controls**.
 2. Tab over to **Home Screen**.
 3. Select either **Hide 'Movies & TV Shows'** or **Hide 'News.'**
 4. Tab down to **TV Tuner**.
A menu of ratings options and descriptions (**TV ratings**, **Movie ratings**, **Block all unrated programs**) appears to the right side of the screen.
 5. Select the ratings option that you want to set controls.

Turning 'Off' Parental Controls

- To turn 'Off' **Parental Controls**:
1. From the **Home screen**, navigate to the **Settings** channel.
 2. Select **Parental Controls**.
 3. A virtual number key pad appears to the right of the menu.
 4. Using the **D-pad** on your remote, navigate to the number pad and type a 4-digit password.
 5. Confirm the password that you have created by entering it again and select **OK**.
 6. A confirmation message appears.

Resetting Parental controls

- To reset parental controls:
1. From the **Home screen**, navigate to the **Settings** channel.
 2. Select **Parental controls**.
 3. Enter your **PIN**.
 4. A submenu of options (**TV tuner**, **Change PIN** and **Reset parental controls**) appears on the right of the screen.
 5. Select **Reset parental controls**.
 6. Press the **Play/Pause** button your remote 3 times to erase all parental control settings, including the PIN.

Changing Your PIN

To change your PIN for **Parental Controls**:

1. From the **Home screen** go to **Settings > Parental controls**.
2. Enter your PIN and press **OK**.
3. A submenu of options (**TV tuner**, **Change PIN** and **Reset parental controls**) appears on the right of the screen.
4. Select **Change PIN**.
5. Enter your new 4-digit PIN twice.
6. A confirmation message appears that states your new PIN has been saved.
7. Select **OK**.

System

The **System** feature provides access for you to view information about your TV, customize your power settings and check for updates manually.

About

View general information about your **Hisense Roku TV** such as the model number, software version, IP address and other details.

Power:

Set your TV to automatically turn off under certain conditions (such as after 15 minutes of no signal or 4 hours of no interaction).

When you navigate to the right, a submenu of options appears to configure your power settings. By default, the **After 15 minutes of no signal** setting is enabled. This means that the TV will go into 'Standby' mode if no signal is detected for more than 15 minutes.

System restart

Turn the TV 'Off' and then 'On' again.

System update

Manually check for software and channel updates.

Factory reset

Reset your TV settings or your entire TV configuration.

Third party licenses

Read information about the third party license.

ADVANCED PICTURE SETTINGS

You can access the **Advanced Settings** menu from the **Options** menu. The options that appear in the **Advanced Settings** menu are based on the input you have selected.

Backlight: This setting adjusts the overall brightness of the screen.

Brightness: This setting adjusts the dark level of black areas of the picture.

Contrast: This setting adjusts the level of light areas of the picture.

Sharpness: This setting adjusts how sharp or soft the edges of objects in the picture appear.

Color: This setting adjusts the intensity of the color in the picture.

Tint: This setting adjusts the color balance from green to red to obtain accurate skin tones in the picture.

Color temperature: This setting provides the following options:

- **Cool:** This option creates a slight bluish color and is best for bright rooms.
- **Normal:** This option is the default setting and does not cause any color change is best for general viewing.
- **Warm:** This option creates a slight reddish color and is best for dark rooms.

Picture size: This setting provides the following options:

- **Direct:** Choose this option if you want to maintain the aspect ratio of the original picture and see every pixel on the screen.
- **Normal:** This option maintains the aspect ratio of the original picture.
- **Stretch:** This option stretches the picture horizontally.
- **Zoom:** This option maintains the aspect ratio of the original picture by zooming into the picture without stretching it.
- **Auto:** This is the default factory setting that automatically detects and shows the best image size for the picture.
- **Reset picture settings:** This is available if you want to reset all of your settings.

Receiving Software Updates

CAUTION Do not unplug or turn off the TV during a software update. It can result in an incomplete update and cause damage to the TV.

Automatic Updates

The Hisense Roku TV checks for software and channel updates automatically once per day. You can also manually check for updates.

To check for updates manually:

1. From the **Home** screen go to **Settings > System > System Update**.
2. Select **Check Now**.
The TV system begins to check for a new update and generates a confirmation message if you have the latest update.

Locating the Model and Serial Numbers

All **Hisense** products have a model and serial number. To locate the model number for your Hisense Roku TV look in one or all of the following places:

- The side or front of the box in which the TV was purchased
- The back of the TV monitor towards the center



Figure 26. Model and Serial Number locations

To locate the serial number for your TV, look in one or all of the following places:

- The side or front of the box in which the TV was purchased
- The side of the TV monitor towards the bottom

Quick Problem-Solving Tips

Quick Problem-Solving Tips

When you experience an issue with your TV, turn it off and on again. If this does not resolve the problem, then refer to the tips below. If the problem is still not resolved, then contact our Hisense Electronics Consumer Care Center at **1-888-935-8880** Monday through Friday from 8 A.M. to 8 P.M. EST and Saturday through Sunday from 9 A.M. to 6 P.M. EST.

Customers that are located in Canada should call 1-855-344-7367.

SOUND OR PICTURE ISSUES		POSSIBLE SOLUTIONS
You do not hear any sound or see a picture		• Check if the power cord is plugged into a powered AC outlet. • A power switch on the TV must be turned on. Press the Power (⏻) button on the remote control to activate the unit from Standby. • Check to see if the LED light is either red or blue. If it is on, then there is power to the TV.
	You have connected an external source to your TV and do not see a picture and/or hear sound	• Check for the correct output connection on the external source and for the correct input connection on the TV. • Make sure you have made the correct selection for the input mode for the incoming signal • This is normal. If you have already set up your TV, it is initializing and searching for previous setting information.
	When you turn on your TV, there is a delay for a few seconds before the picture appears	• Check the volume settings. • Check if 'Mute' mode is set to "On"
	You see a normal picture but do not hear any sound	• If the picture is black and white, first unplug the TV from the AC outlet and replug it after 60 seconds. • Check that the Color is set to 50 or higher. • Try different TV channels.
	You hear sound but do not see a picture or it is in black and white	• An electric appliance may be affecting the TV. Turn off any appliances that are nearby and move them farther away from the TV. • Insert the power plug of the TV set into another power outlet.
Your sound and picture is distorted or appears wavy	• If you are using an external antenna, check the direction, position and connection of it. • Adjust the direction of your antenna or reset or fine tune the channel.	
CONNECTIVITY ISSUES		POSSIBLE SOLUTIONS
You can not connect to my wireless home network during the guided setup		• If you are getting 3 or more signal-strength bars above your wireless network, change the location of your TV or adjust the wireless router. • Make sure there are no obstructions (for example, cement walls) between your TV and the wireless router. • Make sure you have selected the correct wireless router on the Choose wireless network screen. • If your network is secured (passwords are case sensitive) make sure that you entered the correct password. • If you have turned off SSID broadcasting on your wireless router, you can add your network by selecting Add network from the Select wireless network screen • If security is enabled on your network, temporarily disable it on your router and try connecting again

Quick Problem-Solving Tips

Quick Problem-Solving Tips (continued)

When you experience an issue with your TV, turn it off and on again. If this does not resolve the problem, then refer to the tips below. If the problem is still not resolved, then contact our Hisense Electronics Consumer Care Center at **1-888-935-8880** Monday through Friday from 8 A.M. to 8 P.M. EST and Saturday through Sunday from 9 A.M. to 6 P.M. EST.

Customers that are located in Canada should call 1-855-344-7367.

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