Hisense

LASER TV

USER GUIDE

Read the manual carefully and ensure you have fully understood
its contents before operating this device for the first time.

ES-A1824M1

English

▌*Welcome*

Thank you for purchasing the TV.
This device lives up to the highest standards, innovative technology and high user comfort.

Contents

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

Turning your TV on or off

To turn your TV on or off :

1. Plug the AC power cord into a socket outlet of AC power supply.

2. When the TV is powered on, press the [⏻] button to turn on your TV.

To turn your TV off, press the [⏻] button on the remote.

⊞ NOTES

· When your TV is in standby mode, it is still consuming power. To completely disconnect power, please remove the mains plug from the mains socket.

· If your TV does not receive an input signal for several minutes, it automatically goes into standby mode.

Selecting the Input Source

Select the Input Source depending on the video device you have connected to your TV.

To select the input source:

1. Turn on your TV, then press the [⇥] button on the remote, the list of Source appears. (If the remote control does not have [⇥] button, press the **[⌂]** button to select Inputs, the list of Source appears.)

2. Press the [**UP / DOWN / LEFT / RIGHT**] buttons to select the input source.

3. Press the [**OK**] button to confirm your selection.

How to use the Settings Menu

1. You can press the [☰] button to access the Menu, press the [**Down**] button to select **Settings**, and then press [**OK**] button to enter the Settings Menu.
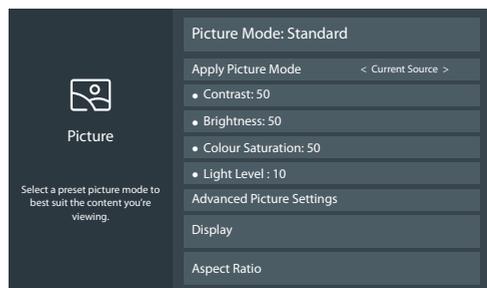
   The **Settings Menu** consists of the following settings:

   • **Picture**

   • **Sound**

   • **Network**

   • **Channel**

   • **System**

   • **About TV**

2. In each menu, you can:

   ○ Press the [**UP / DOWN**] buttons to select an item,

   ○ Press the [**OK**] button to enter the sub-menu or to set on or off,

   ○ Press the [**LEFT / RIGHT**] buttons to adjust the value,

   ○ Press the [↩] button to return to the previous menu.

Using the Picture Menu

Picture Mode: Standard	
Apply Picture Mode	< Current Source >
● Contrast: 50	
● Brightness: 50	
● Colour Saturation: 50	
● Light Level : 10	
Advanced Picture Settings	
Display	
Aspect Ratio	

Picture

Select a preset picture mode to best suit the content you're viewing.

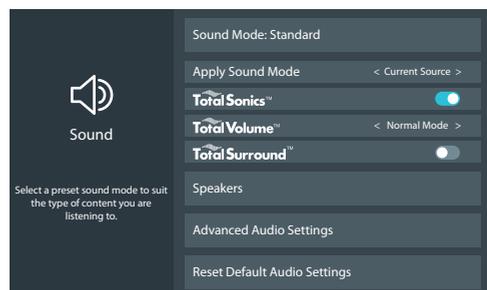|	
Picture Mode	Select a preset picture mode to best suit the content you're viewing.
Apply Picture Mode	Adjust current picture mode to apply to all sources or just current source.
Contrast	Adjust the Contrast level to increase or decrease how bright images appear.
Brightness	Adjust the Brightness level to generate lighter or darker images.
Colour Saturation	Adjust the colour intensity of the picture for a more vibrant image.
Light Level	Adjust how bright you want images to appear. Lower settings create darker images.

Advanced Picture Settings	Adjust advanced picture settings based on your viewing preference.
	• **Overscan:** Change the video size settings to slightly crop the edges of the displayed image.
	• **Sharpness:** Adjust how sharp or soft edges of images appear.
	• **Adaptive Contrast:** Automatically darken dark areas and lighten light areas of images to see more details.
	• **Colour Temperature:** Adjust how warm(red) or cool(blue) the white areas of an image appears.
	• **Ultra Smooth Motion:** Reduce seeing afterimages that are left on the screen when viewing fast-moving objects.
	• **Judder Reduction:** To enhance picture fluency, try to reduce picture judder. However, in some cases this may cause picture blur.
	• **Blur Reduction:** To avoid loosing picture detail, try reducing the screen blur. This may however, cause screen judder.
	• **Noise Reduction:** Improve how clear the picture appears by reducing noise.
	• **MPEG Noise Reduction:** Reduce picture noise, such as mosquito noise and/or block noise, in compressed videos.
	• **Expert Settings:**
	  • Colour Tuner: Adjust the Hue, Saturation and Brightness of colour settings.
	  • White Balance: Adjust the intensity of lights to view the true colours of all images in the picture.
	  • Black Level: Adjust the HDMI signal range to be more suitable for the content.
	  • Gamma Adjustment: Adjust the Gamma to choose how the TV will respond to the content grayscale. In a dark room choose a Higher number like 2.4. In a brighter area select a Lower number like 2.0. In general, 2.2 is normally recommended.
	
	⊞ **NOTE**
	• Some models don't support this function.
	
	  • RGB Only Mode: View images based on default settings or choose the colour red, blue or green.

Display	Adjust advanced picture settings on curent source. (This function is only available in VGA)
Aspect Ratio	Adjust the Aspect Ratio to stretch or zoom in on your picture.
Restore Default Picture Settings	Restore all the picture settings in the current picture mode to the factory default values.

⊞ **NOTE**
• For Motion Smoothing, the input video's frame rate played by player needs to be in accordance with the frame rate of the video itself.
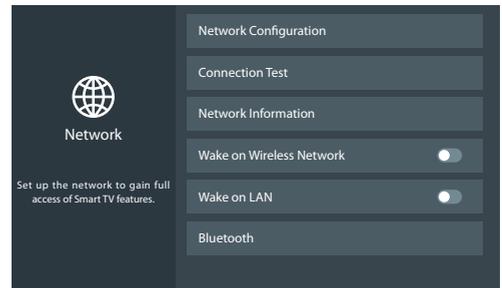
Using the Sound Menu

Sound

Sound Mode: Standard

Apply Sound Mode	< Current Source >
Total Sonics™	●
Total Volume™	< Normal Mode >
Total Surround™	●
Speakers	
Advanced Audio Settings	
Reset Default Audio Settings	

Select a preset sound mode to suit the type of content you are listening to.

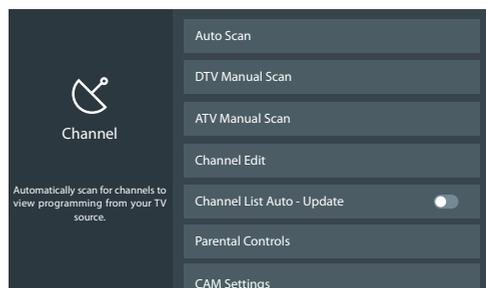|	
Sound Mode	Select a preset sound mode to suit the type of content you are listening to.
Apply Sound Mode	Adjust current sound mode to apply to all source or just current source.
Total Sonics™ **Total Sonics**	Optimizes overall sound quality by increasing bass, making dialog clear and natural, and widening the sound field.
Total Volume™ **Total Volume**	Maintains consistent loudness levels from wide dynamic range programs, too-loud commercials, and channel or input changes.
Total Surround™ **Total Surround**	Provides surround sound experience with psychoacoustic processing to place sounds beside, behind, and above the viewer. For best results use with Total Sonics.
Speakers	• **Speakers:** Select the speakers which you want to use. • **Digital Audio Out:** Select the digital audio output format that best suits the audio device type. • **Digital Audio Delay:** Adjust the digital audio output delay time to sync sound from an external speaker with the images on the TV. • **Lip Sync:** Synchronize the displayed image with the audio output.
Advanced Audio Settings	Tune the audio settings and quality of the TV. • **Balance:** Adjust the left and right speaker strength to optimize audio for a specific location. • **Equalizer:** Boost the volume at different frequencies. • **Audio Type:** Select the audio type of programs. (This function is only available in some countries.) • **Voiceover Volume:** Independently adjust the volume of voiceover. (Only available when Audio Type is Visually Impaired)
Restore Default Audio Settings	Restore all of the audio settings in current audio mode to the factory default values.

Menu

Using the Network Menu

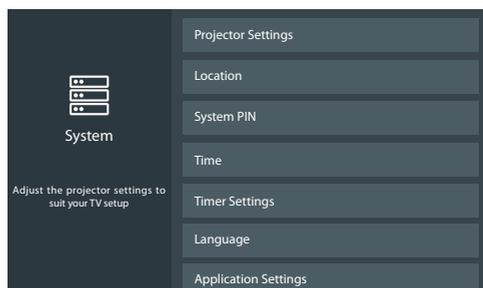|	
Network Configuration	Set up the network to gain full access of Smart TV features. • **Connection Type: Ethernet** Choose a wired network connection to access the Internet. IP Setting: Configure the IP setting for your network connection. • **Connection Type: Wireless** Choose a wireless network connection to access the Internet. Advanced Settings: Configure the advanced wireless network settings for the TV. Refresh: Refresh wireless network. Add Network: You can add wireless network. • **Connection Type: Off** Turn off the Internet connection.
Connection Test	Start a network connection test.
Network Information	View information about your network connection.
Wake on Wireless Network	Using a wireless connection, turn on your TV with a screencast feature inside an app.
Wake on LAN	Using an Ethernet connection, turn on your TV with a screencast feature inside an app.
Bluetooth	Connect to the Devices using bluetooth technology.

Using the Channel Menu

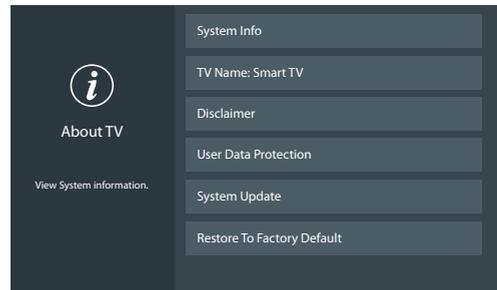| Auto Scan	Automatically scan for channels to view programming from your TV source.
DTV Manual Scan	Manually scan for DTV channels to view programming from your TV source.
ATV Manual Scan	Manually scan for ATV channels to view programming from your TV source.
Channel Edit	Manually edit the channel list order to your preference.
Channel List Auto-Update	Allows your TV to auto-update the channel list from the content provider.
Parental Controls	Turn On Parental Controls to block children from being able to view certain programs. • **Locks:** Turn the Lock system On or Off. All selected locks can be turned off for parental viewing and easily turned on again. • **Block Time:** Block certain channels and programs during certain periods of time. • **Channel Block:** Block programs by channels when you turn On the Parental Controls feature. • **Program Block:** Certain programs are blocked when you activate the parental control settings. • **Input Block :** Block content from devices that are connected to certain TV ports. • **Restore Parental Control Defaults:** Restore Parental Control back to the factory default setting.
CAM Settings	Review the Advanced Settings menu. - Common interface - CI card and PIN - CAM Profile search (Available only if inset the CAM card, otherwise grey out.)

Using the System Menu

	Projector Settings
	Location
System	System PIN
Adjust the projector settings to suit your TV setup	Time
	Timer Settings
	Language
	Application Settings

Projector Settings	Adjust the projector settings to suit your TV setup. • **Projection Mode**： Flip the image over top-to-bottom and/or left-to-right based on the positioning of your TV. • **Eye Protection**： In order to protect your eyes, keep the Eye Protection setting on. • **Screen Type**： Make sure the projected image is of optimal picture quality for your screen.
Location	Choose the location from where you will watch your TV.
System PIN	Change your PIN that you use to access Parental Controls, Auto Channel Scan and Reset To Factory Default. ▣ **NOTE** ・ If you forget your password, call the relevant customer service number for your country.
Time	Set the current time based on your location. • **Time Mode:** Set the date and time to automatically sync with internet/broadcast or manual setup by yourself. • **Time Zone:** Select your time zone. ▣ **NOTES** Some countries have only one time zone, this option does not allow adjustment. • **Daylight Savings:** Select whether to apply Daylight Savings Time to the TV. • **Date/Time:** Set the Date and Time. (Only available when Time mode is set "Manual"） • **Time Format:** Set the time to display in a 12 or 24-hour format.
Timer Settings	Adjust the timer settings to suit your preference. • **Sleep Timer:** Set the sleep timer to automatically turn the TV Off within a specified time • **Power On Timer:** Set the clock for the time you want the TV to turn On automatically. • **Power Off Timer:** Set the clock for the time you want the TV to turn Off automatically. • **Menu Timeout :** Set the amount of time that you'd like for the menu to display. • **Auto Sleep:** Set the amount of time that you'd like for TV auto power off without any activity. (This function is only available in some countries.)
Language	Adjust the default language settings for the TV.

Application Settings	Set settings for apps on your TV.
HDMI & CEC Function	Configure how to control CEC-enabled devices with your TV remote. • **CEC Control:** Allow HDMI devices to control each other. • **Device Auto Power Off:** Allow CEC-enabled devices to turn Off with the TV. • **TV Auto Power On:** Allow the TV to turn On with CEC-enabled devices. • **HDMI 2.0 Format:** Match the connected device output format. Select Enhanced for devices of 4K, 60Hz, 4:4:4 4:2:2 or 4:2:0, 10bit and above. • **CEC Device Lists:** Allow CEC-enabled devices to communicate with each other when connected through an HDMI cable. ⮥ **NOTES** ・ 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.
Advanced Settings	Access the Advanced Settings menu. • **PVR & Time Shift Setting:** Initialize the external USB disk to support PVR and Time-Shift. （These functions are only applicable in certain models.） • **Power Indicator:** Set the Power Indicator light to stay On or Off when standby mode. • **Input Labels:** Edit the input labels. • **HbbTV:** The global switch to enable or disable HbbTV functionality for all channels. • **Notifications:** Allow pop-up notifications to appear for useful information and events that occur with your TV. • **Setup Wizard:** Use the Setup Wizard for instructions to help you set up your TV. • **Store Mode:** Set the TV to use in Home or Store Mode. • **Live TV operating tutorial:** Live TV Tutorial shows you Live TV operations with your TV remote control.

Menu

Using the About TV Menu

System Info	View system information.
TV Name	Choose a name for your TV. The name will be shown to devices that are available for sharing data.
Disclaimer	Click to read the Disclaimer details.
User Data Protection	View data protection policy or perform user data related operations. (This function is only available in some countries.)
System Update	Set your TV to receive the latest firmware.
Restore To Factory Default	Restore your TV back to the factory default.

Guide

It provides convenience to check TV programs that will be available in the next 7 days. The information displayed by the Guide is made available by the commercial television networks for digital channels only. The Guide also provides a simple way to program the recording of your favorite programs and a reminder function which can switch channel automatically at scheduled time so that you do not miss programs of interest. (The availability and amount of programme information will vary, depending on the particular broadcaster).

Press the [☰] button on your remote, press the [**Down**] button to select **Guide**. It will display channel information on program guide list.

- **Watch**

  When a current program is selected, press the [**OK**] button to watch it in full screen mode.

- **PVR/Reminder**

  Press the [**UP / DOWN**] buttons to select the channels. Press the [**LEFT / RIGHT**] buttons to select program based on the time schedule.

  Press the [**OK**] button on the remote control to select PVR or Reminder.

  Press the [**UP / DOWN / LEFT / RIGHT**] buttons to change and set a different options.

    • Time:

    Select and set Start time/End time: Press the [**UP / DOWN**] buttons to select Start time/End time and then press the [**OK**] button to confirm. Press the [**LEFT / RIGHT**] buttons to move to hour/minute and then press the [123] buttons to input the desired numbers. (Selecting and setting End time is only available for PVR)

    • Repeat mode: You can select from Once, Daily.

  ⊞ NOTES
  - PVR/Reminder in the Guide is only available for programmes that haven't been aired yet.
  - A storage device must be attached to the television for recording purposes.
  - The TV will record the program even in standby mode.
  - The PVR function is only applicable in certain models.

- **Page Up/Down**

  Press the [**CH ∧ /CH ∨**] buttons to move programme listing page up/down.

- **Schedule**

  Press the [::] button and press the **[UP]** button to select RED colour. You can view a list of scheduled reminders and recordings.

- **Program Colour**

  Press the [::] button and press the **[LEFT]** button to select GREEN colour. You can choose colours to indicate different genres in the Guide for quick and easy viewing.

- **24−**

  Press the [::] button and press the **[DOWN]** button to select YELLOW colour. You can select the yesterday programmes.

- **24+**

  Press the [::] button and press the **[RIGHT]** button to select BLUE colour. You can select the next day programmes.

PVR/T.Shift

PVR

The PVR function allows you to easily record digital television content for later viewing. The function is available in DTV source only. The format of the storage disk must be either NTFS, FAT32, EXT4. The PVR will not function if a data storage device has not been connected.

• **Schedule recording**

Press the [☰] button on your remote, press the [**Down**] button to select **Guide**. Select the program to be played, press the [**OK**] button to set the appointment time and period, the reservation is successful.

• **Instant recording**

1. Press the [**DOWN**] button to select PVR

2. Select the partition, and the HDD speed will be tested(appear when using for the first time).

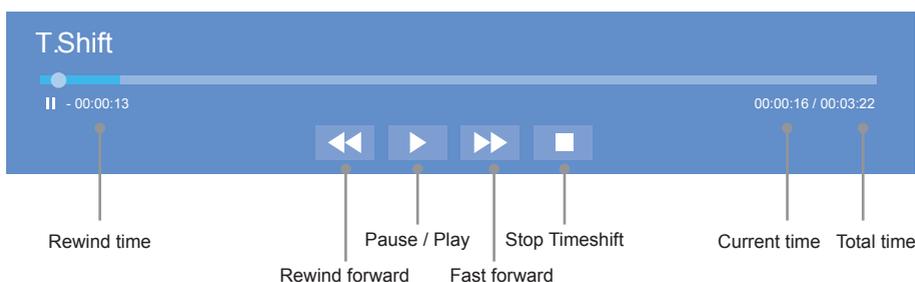3. You can choose to Manual stop or automatically match the program time.

• **Standby record**

If you press the power button during recording, TV will go into standby mode but the recording process is still going on. If you press power button again and wake up the TV, recording process will not be affected. After recording, the recorded file will be automatically saved to the disk.

T.Shift

This option allows you to pause and rewind live TV. This function operates by recording temporarily to a storage device. Please ensure your storage device is connected and there is enough free disk space. Otherwise the recording will not commence.

Press the [**DOWN**] button on the remote control to select T.Shift and then the menu will appear.

T.Shift

❙❙ - 00:00:13   00:00:16 / 00:03:22

◀◀   ▶   ▶▶   ■

Rewind time   Pause / Play   Stop Timeshift   Current time   Total time
          Rewind forward   Fast forward

⊡ NOTES

· The USB port supports a voltage of 5V.
· If the transfer rate of your hard disk is too slow, a pop-up notice will appear, in this case, you can try another one.
· The PVR and T.Shift functions doesn't support analogue channels.
· The PVR and T.Shift functions are only applicable in certain models.

Getting familiar with the Home screen

The simple design of the **Home** screen menu makes it easy to navigate. It serves as the central location to access **Notifications, FreeviewPlay** (only available in UK)**, Apps, Inputs, Media, Settings** and **Edit** on the back of the TV that you've connected external devices to.
To access the **Home** screen, press the **[⌂]** button on your remote control and use the arrows buttons to make your selection.

Indicators and Icons on the top of the Home screen

You can always view the current time at the top left corner of the **Home** screen.

If your TV is connected to the Internet through a wireless connection or an Ethernet cable, then an icon will display at the top right corner of the screen. This location makes it very convenient for you to determine if you still have Internet connectivity when you use the TV.

Names of sections that appear on the Home screen

The Home screen displays the following section names:
• **Notifications**
• **FreeviewPlay** (only available in UK)
• **Apps**
• **Inputs**
• **Media**
• **Settings**
• **Edit**

Notifications

If your TV is connected to an external device, the screen will be prompted.

App Store

App Store contains cloud-based apps optimized for your TV. The apps range from Video, Music, Social Networking, Games and News Information.

Edit

By operating this option, you can edit the home page, add a title, add an input, add an app and add a channel.

Using the [**UP / DOWN / LEFT / RIGHT**] buttons of your remote to change or remove it, also you can select **reset** to return your operation.

Media

Media is a central location for you to upload and view or listen to different types of content (for example, your photos, music and movies) through the following methods:

- A USB thumb drive or hard drive.
- Compatible mobile phone, tablet or other personal devices: You can stream movies, pictures and photos that are stored on your personal device and play or view the content on your TV.

Panels that appear on the Media screen
The **Media** screen displays five panels: **Search, All, Picture, Video** and **Music.**

File formats that may be supported
NOTE: Due to differences in programming tools and other factors, some of the file formats that are listed may or may not be supported.

Medium	File Format
Videos	TRP, M2TS, MKV
Picture	JPG, BMP, PNG, GIF
Music	MP3

Browsing Content
To browse through content based on the type that you wish to access:
1. Navigate to the appropriate menu tab on far-right top the screen and select **All, Picture, Video** or **Music.** The library of items displays on the right side of the screen.
2. Press the [**UP / DOWN / LEFT / RIGHT**] buttons to select the name of the folder that contains your content.
3. Press the [**OK**] button to enter/play the folder/content.
If you want to close out of the Media center, then press the [↰] button on your remote.

Viewing Pictures
When viewing the picture.
- Play/pause: Press the [**OK**] button on the remote to start the automatic slideshow; re-press [OK] to stop the slideshow.
- Browse the previous/next picture: Press the [**LEFT / RIGHT**] buttons on the remote directly.
- For more functions you can access the **Settings** menu.

Playing Videos
When playing the video.
- Play/pause: Press the [**OK**] button to play/pause video.
- Fast forward/Fast rewind: Press the [**LEFT / RIGHT**] buttons to select different video forward/rewind speeds. Long press the [**LEFT / RIGHT**]] buttons to faster forward/rewind speeds.
- For more functions you can access the **Settings** menu.

Playing Music
When playing the music.
- Play/pause: Press the [**OK**] button to play/pause music.
- Play the previous/next music: Press the [**LEFT / RIGHT**]] buttons to play.
- For more functions you can access the **Settings** menu.

Advanced Features

Apps

Numerous factory-installed apps are available for you to choose from for your entertainment preferences.

Installing an App

Even though your TV has numerous factory-installed apps, there may be others that you'd like to download.

To install an app: From the Home screen, click on the **App Store** icon.

Removing an App

You can only delete apps that you've downloaded to the TV. Factory-installed apps can not be deleted.
To delete an app:

1. From the Apps screen, click on the **Delete** icon.
2. Use the navigation buttons on your remote to select the app that you want to remove.
3. Press the [**OK**] button on your remote. A dialog message displays that asks if you're sure you want to remove the app.
4. Click on **Delete**. A confirmation message displays and the icon is removed from the Apps list screen.
   ➡ **NOTE:** If an app is deleted,the information related to that app is also removed.
5. Use the navigation buttons to select the **Cancel** icon.

Live TV

Channel search guide

When switching to Live TV, the TV detects the presence of the channel list information (Channel scan must have been completed). If the scan has not yet been completed, a prompt will appear to begin scanning for channels. Press the **Begin scanning** button to enter the channel search interface.

Launch Live TV

Upon first use, the screen will display Live TV operating tips.

· Press [OK] or [CH List] to load channel list.

· Press [Up] to load info bar.

· Press [Down] to load PVR/T.Shift.

　（PVR and T.Shift functions are only applicable in certain models.)

· Press [Back] to jump to previous channel.

· Press [Menu] to load more functions.

Viewing Channel information

As you use the [CH ∧ /CH ∨] buttons on your remote to scroll through channels, an information banner appears on the top of the screen.

The information banner displays the following information:

① Channel number
② Lock status
③ Input
④ Program name
⑤ Show identification
⑥ Channel name
⑦ Current date and time
⑧ Prompt
⑨ Beginning and end time of the next program
⑩ Start/Stop time progress bar of the current program

If you are watching a particular channel, you can also press the up arrow button of your remote to view channel information.

Viewing a channel list

After you have done an automatic channel scan (if you're using an Antenna) or are receiving your channels through a cable provider, you can view your list of channels by pressing [**OK**] on your remote.

You will see the channel list display on the right side of the screen.

Creating a 'Favorites' list

To quickly access your most-watched channels, you can create a '**Favorites**' list.

To create your 'Favorites' list:

1.   Press the [☰] button on your remote.
2.   Select **Settings > Channel > Channel Edit > FAV > Edit > Add channels**
3.   Using the up/down arrows of your remote, select a channel and press [**OK**].

A heart-shaped indicator will appear beside the channel as confirmation that it has been successfully added.

Viewing your 'Favorites' list

To view channels that you've added to your Favorites list simply press [**OK**] on your remote to call out the Channel list.

The channel list appears on the right side of the screen and heart-shaped icons are shown next to the channels that make up your Favorites list.

Using Anyview Cast to mirror content from your device to the TV screen

The Anyview Cast is an app that enables you to share (or cast) a video, audio or image from your Android-based device to the TV.

From your tablet or phone

To mirror content from your tablet to the TV:

1.   Press the [☰] button on your remote, press the [**v**] button to select **Settings**, press the [**OK**] button to enter the Settings menu. Go to **Network** > **Network Configuration** and select **Wireless**.
2.   Press the [⇥] button on your remote and select the **Anyview Cast**. (If the remote control does not have [⇥] button, press the [⌂] button to select **Inputs > Anyview Cast**.)
3.   Turn on the wireless display function on your Android-based device.

⊞ **NOTE:** Some Android-based devices may not support casting.

4.   Find your TV in the list of devices that displays and select it.
5.   Wait for the 'Creating Connection' progress bar to complete on the TV screen and the video or image will display in a moment.

Software updates for your TV

The software (also referred to as firmware) is part of what powers your TV. We will provide software updates to continuously enhance your TV and correct any issues that may impact your user experience; therefore, we recommend that you keep your TV connected to the Internet to receive updates when they are available.

You can choose to receive updates manually or check for software updates and install them manually.

Checking for the latest firmware

To manually check for the latest firmware*:*

1.   Using your remote, press the [☰] button.
2.   Go to **Settings > About TV > System Update > Check Firmware Upgrade.**

⊞ **NOTE**

This function is only applicable in certain countries.

Other Information

TroubleShooting

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 us.

ISSUES	POSSIBLE SOLUTIONS
No sound or picture	• Check if the power cord is plugged into a powered AC outlet. • Press the **[⏻]** button on the remote control to activate the unit from 'Standby' mode.
I have connected an external source to my TV and I get no picture and/or 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.
When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?	• Yes, this is normal. The TV is initializing and searching for previous setting information.
The picture is normal but there is no sound	• Check the volume settings. • Check if 'Mute' mode is set to On. • Check if the Settings-Sound-Speakers is set to the correct settings. • Check the external audio device is power on. • Check Settings-Sound-Advanced audio is set to correct format which your external audio device can support.
Sound but no picture or black and white picture	• If the picture is black and white, 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. • Check if set to Audio Only mode.
The sound and/or picture is distorted or appears wavy	• An electric appliance may be affecting the TV. Turn off any appliances that are nearby and move it farther away from the TV. • Insert the power plug of the TV set into another power outlet.
The sound and picture is blurry or cuts out	• If using an external antenna, check the direction, position and connection of the antenna. • Adjust the direction of your antenna or reset or fine tune the channel. • Check if the Oversan is set to off • Try different picture mode
A horizontal or vertical stripe appears on the picture and/or the picture is shaking	• Check if there is an appliance or electric tool nearby that is causing interference.
The plastic cabinet makes a "clicking" type of sound	• The 'click' sound can occur when the temperature of the television changes. This change causes the television cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.
The remote control does not work	• Confirm that TV still has power and is operational. • Change the batteries in the remote control. • Check if the batteries are correctly installed. • Check if the remote is paired.

Other Information

The picture is blurred or snowflake, distorted image	• In case of power off, observe whether the Lens is dirty or not. Follow the product maintenance guide to clean the lens and screen.
The picture does not fit the screen	• Check if the screen or projector is moved and move it back. • Use Settings-Screen-Geometry to adjust the picture.
TV is prompt over heat warning message.	• Check if both vent on the left and right side of the TV is clear. • Check if any heat source is close to the TV.
TV is no picture intermittently	• TV has eye protection feature, it is normal when walk close to the TV during operation. It will restore the picture automatically when motion is away from TV.
Picture is washed out or lack of color	• The TV screen can reject the ambient light from the top. Check if any light affect the screen from the bottom. Remove the light source from the lower position.

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

Other Information

Service Contact

Country	Hotline Number	Website
Austria	+43-0820420411	www.eseco.at
Belgium	+32 (0)11 281780	www.servilux.be
United Kingdom	+44 (0)333 800 2200	www.hisense.co.uk
Denmark	+45-44503039	www.elektronik-centret.dk
France	+33 (0)1 76 49 05 05	www.hisense.fr
Germany	+49 (0)800 9000 169	www.hisense.de
Hungary	+36-614772070	www.aagservice.hu
Italy	+39-800 321 999	www.hisenseitalia.it
Norway	+47-815 81 333	www.infocare.no
Spain	+34-960 468 888	www.hisense.es
Sweden	+46 911 21 14 50	www.assistkedjan.se
Switzerland	+41 (0) 900782400	www.stagicp.ch
Netherlands	+085-5000402	www.hisense-nederland.nl
Portugal	+351 707 780 368	www.hisense.pt
Czech Republic	+420 776 284 770	www.hisense.cz
Russia	+8 800 510 99 99	www.hisense.ru

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For more information, please contact the service company of Hisense in your country.