

Hisense • Roku TV

R43B7120UK

R50B7120UK

R55B7120UK

R65B7120UK



Payment required for some channels and content.
Channels can change and vary by region.

User Manual

Help Hisense improve the environment by reducing paper waste. For detailed instructions and feature descriptions, access the full User Manual online at www.hisense.co.uk/support.

Important Notice

Paragraphs beginning with the symbol  indicate important instructions, tips or conditions for the following settings.



For your own safety and the optimal performance of your device, ensure to read the safety instructions before performing any installation.

We do not guarantee operation and performance of peripheral devices made by other manufacturers. We disclaim any liability or damage that may arise from operation and/or performance from usage of such other maker's peripheral devices.

The recording and playback of content on this or any other device may require permission from the owner of the copyright or other such rights in that content. It is your responsibility to ensure that your use of this or any other device complies with applicable copyright legislation in your country. Please refer to that legislation for more information on the relevant laws and regulations involved or contact the owner of the rights of the content you wish to record or playback.

The Index/Glossary explains certain terms used in this user manual and in the device menu.

Read these instructions

Follow all instructions

Heed all warnings

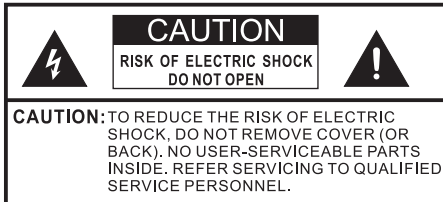
Keep these instructions

All rights reserved.



Safety Instructions

To ensure safe and correct use of this product, always comply with the following precautions to avoid dangerous situations and damage to your unit:



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.

The intended use and ambient conditions for this device

This device is intended for the rendering of video and audio signals, on a table-top, in a home or office environment. It must not be used in rooms with a high level of humidity or dust concentration. The warranty is only valid if used as intended by the manufacturer.



WARNING

High humidity and dust concentration may lead to current leaks in the device. To reduce the risk of fire or electrical shock:

- Do not expose this unit to rain, moisture, dripping or splashing water, and do not place objects filled with liquids, such as vases, cups, etc. on or over the unit.
- Do not touch the device with wet hands.
- Do not expose to direct air-conditioning and keep candles or other naked flames away from the device at all times.

If the device is moved from a cold environment to a hot environment, leave it switched off for at least an hour to avoid condensation. If used outside, make sure it is protected from moisture.

If you notice anything unusual, immediately remove the power plug.

In case of fire, use preferably a CO₂ gas or powder fire extinguisher. If such extinguishers are not accessible, try to isolate the electrical supply before using a water fire extinguisher.

WARNING

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.

If your existing television set is being retained and relocated, the same considerations as above should be applied.

■ Moving/Transportation

Before moving this TV, disconnect all cables and move in the vertical position only. Grasp the device on the upper and lower edges of the frame.

- Do not press or put stress on the front panel of the TV. It may take two or more people to carry larger TVs.

If you have to briefly lay down the TV, place the unit with its entire front surface lying flat on soft material.

The LED screen is made of glass and can break if is not handled properly. Always wear rubber gloves to carry the unit. If the LED screen is damaged, liquid crystal might leak out. In case of skin contact, immediately rinse thoroughly with water.

■ Power Supply

Incorrect voltages can damage the device. Only connect this unit to a power supply with the correct voltage and frequency noted on the type plate, using the supplied power cable.

The power plug must be easily accessible so that the device can be disconnected at all time. The unit is live, even if in standby mode, as long as the unit is connected to a power outlet.

It is recommended that this unit is placed on a dedicated circuit.

- Do not overload the power outlets by connect too many appliances to the same outlet. Overloaded wall outlets, extension cords, etc. are dangerous and can result in electric shock and fire.

After powering off, do not turn the TV back on again during the next 5 seconds. Switching the TV on and of repetitively and in

quick succession may cause it to malfunction.

■ Power plug and power cable

- Do not touch the power plug with wet hands.
- Do not place heavy objects on the power cable. Route the cable so that it is not kinked or laid over sharp edges, walked on or exposed to chemicals. A power cable with damaged insulation can cause an electrical shock and fire.
- Pull the power plug, NOT on the cable when disconnecting. The cable can become damaged and cause a short circuit if pulled on.
- Do not place the power cable near a high temperature object.
- Do not move the TV with the power cable plugged into a socket.
- Do not use a damaged or loose power cable, or a damaged socket outlet.
- Do not use any power cords other than the one supplied with this unit.

■ Set-up

Check that the location is suitable to bear the load of the TV. Place on a level, sturdy and horizontal base. Ensure that the unit does not hang over the edge of the base when placed in or on furniture. If placed on a cart, use caution when moving to avoid the unit from tipping over.

- Place the unit in a normal upright horizontal position. It must never be operated vertically, lying flat or hanging overhead from the ceiling.

- Place the unit where it is not exposed to direct sunlight or other sources of heat.

When mounting the TV on a wall, follow the instructions supplied with the wall-mount, making sure not to install the TV by hanging the power and signal cables on the back of the TV.

■ Air ventilation and high temperatures

Install your TV only where there is proper ventilation and ensure that there is at least 10 cm free space on the sides and 20 cm above the unit for air circulation. Excessive heat and obstruction of ventilation could lead to fire or early failure of some electric components.

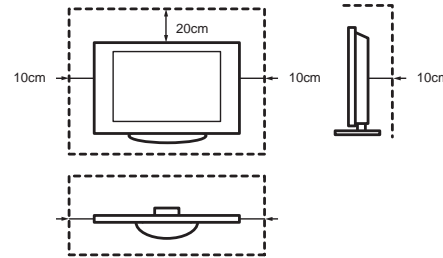
- Do not block any ventilation openings with newspapers, tablecloths, curtains, etc.
- Do not dry clothing etc. on top of the unit.
- Take care not to touch the ventilation openings since they may become hot.
- Do not insert foreign objects into the TV through the vents.

■ The Stand

- Do not use any stand other than the one supplied with this unit.
- Do not modify or use the stand if it becomes warped or physically damaged.
- During setup, make sure that all the screws are securely tightened.
- Ensure that the TV does not suffer any impact during the

attachment of the stand.

- Ensure that children do not climb onto the stand.
- Attach or remove the stand with at least two people.



Prevent small items from getting into the interior of the device through the ventilation slots. Such objects may cause short circuits, which may cause fire.

If something should get inside the unit, immediately unplug the power plug of the device and contact service support.

■ The LED screen

Despite thorough care when manufacturing this display, it cannot be 100% guaranteed that no sub-pixel defects will occur due to technical reasons. These cannot be considered as a device defect in terms of the guarantee. They will not affect the performance and reliability of the TV.

To prevent “image burn”, avoid displaying still images for long periods of time, there is a possibility that a copy of the image may remain. If the aspect ratio is set to 4:3 for a long period of

time, image burn may occur on the black areas. Image burn is not covered by the warranty.

- Do not apply strong force or impact on the display panel.

Avoid touching the LED screen or touching it for long periods of time. Doing so may produce some temporary distortion effects on the screen.

■ Radio waves

- Do not use the TV in any medical institutions or locations with medical equipment. Radio waves may interfere with medical equipment and cause malfunction.
- Do not use the TV near any automatic control equipment such as automatic doors or fire alarms. Radio waves may interfere with automatic control equipment and cause malfunction.

If you have a cardiac pacemaker, keep a distance of at least 22 cm from the TV. Radio waves may interfere with the operation of a pacemaker.

■ Built-in wireless LAN

- Do not connect to wireless networks that you do not have the usage rights for. Data transmitted and received over radio waves may be intercepted and monitored.

The built-in wireless LAN uses 2.4 GHz and 5 GHz frequency bands. To avoid malfunctions or slow response caused by radio wave interference, keep the TV away from devices such as other wireless LAN devices, microwaves, mobile phones, and other devices that use 2.4 GHz and 5 GHz signals.

■ Warning about off-gassing

New furniture, carpet, paint, building materials and electronics can release chemicals into the air through evaporation. After you set your TV up and turn it on for the first time, you may notice a slight smell within a couple of hours. This is because some components of TV are heating up for the first time. The materials that we use fully meet the environmental requirements and regulations. Your TV is working just fine and the fumes from the off-gassing will diminish eventually.

■ Supervision

- Do not let children play unsupervised close to the TV. It could tip over, be pushed off or pulled down from the stand surface and cause injury.
- Do not allow a switched-on TV to run unattended.

■ Volume

Loud music and noises can lead to irreversible damage to your ears. Avoid extreme volume, especially over long periods and when using headphones.

If you hear a drumming noise in your ears, turn down the volume or temporarily stop using headphones.

■ Thunder Storms

Pull out the power plug and all connected antenna cables from the TV during a thunderstorm. Overvoltage caused by lightning

strikes can damage the TV via the antenna system, as well as the wall socket.

■ Long periods of absence

As long as the power plug is connected to a live socket outlet, the TV will consume power even in standby mode. The power plug and all connected antenna cables should be disconnected out during long periods of absence.

■ Cleaning and care

CAUTION:

Unplug the power cord prior to cleaning the TV.

Clean the TV, the screen, and the remote control with a soft, moist, clean and colour-natural cloth only. Do not use any chemicals.

- Do not subject the surfaces to insect repellent, solvent, thinner or other volatile substances. This may degrade the surface quality.
- Do not spray water or other liquids directly on the TV. Liquid inside the TV could lead to product failure.
- The surface of the display panel is treated and may be easily damaged. Take care not to scratch it with fingernails or other hard objects.
- Also wipe the power plug with a dry cloth at regular intervals.

■ Service/Repair

Never remove the cover/back of the TV; there are no user serviceable parts inside. Refer all service to qualified service personnel.

■ Packaging

Keep the anti-moisture materials and plastic bags out of reach of children.

Plastic bags can cause suffocation and the anti-moisture material is harmful if swallowed. If swallowed by mistake, force the patient to vomit and visit the nearest hospital.

■ Modification

Do not attempt to modify this product in any way. Unauthorized modification could void the warranty of this unit, cause electric shock and fires.

■ Remote Control batteries

- Incorrect installation may cause battery leakage, corrosion and explosion.
- Replace only with the same or equivalent type.
- Do not mix old and new batteries.
- Do not mix different battery types.
- Do not use rechargeable batteries.
- Do not burn or break up batteries.

- Be sure to dispose of batteries correctly.
- Do not expose batteries to excessive heat such as sunshine, fire or the like.

■ Outdoor Antenna Grounding

If an outdoor antenna used, be sure the antenna system is protected against voltage surges and built-up static charges.

■ Disposal

Refer to the recycling section of this manual.



AC voltage: This symbol indicates that the rated voltage marked with the symbol is AC voltage.



Class II product: This symbol indicates that it does not require a safety connection of protective earthing (ground).

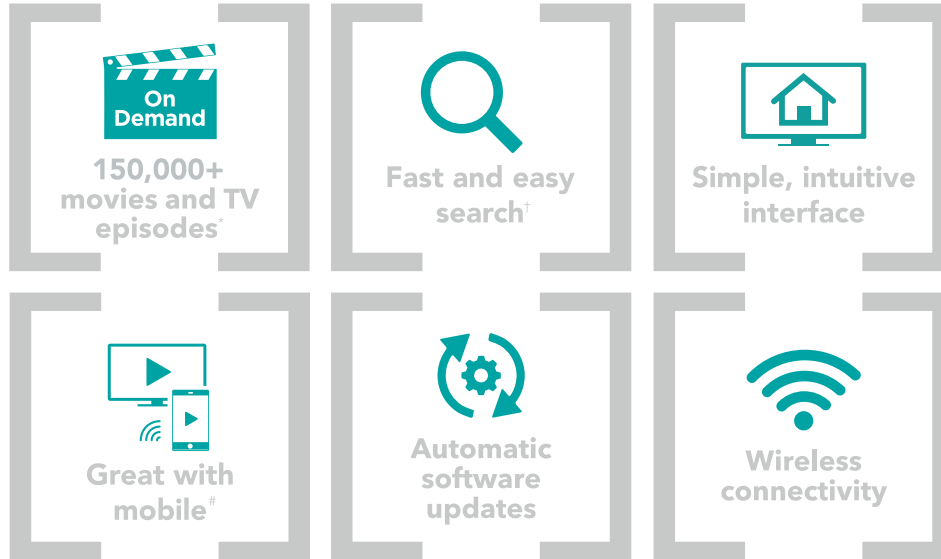
SIMPLIFIED EU DECLARATION OF CONFORMITY

Hereby, Hisense Czech s.r.o declares that the radio equipment type [R43B7120UK / R50B7120UK / R55B7120UK / R65B7120UK] is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://global.hisense.com/downloads>.

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Your easy way to endless entertainment



**Payment required for some channel content. Channels can change and vary by country.*

† Roku search is for movies and TV shows and does not work with all channels.

‡ Limitations apply to the Roku mobile app. Please see support.roku.com for device compatibility information.

WELCOME TO THE HISENSE FAMILY!

Congratulations on the purchase of your new Hisense Roku TV! This User Manual will walk you through a few easy steps to set up your TV.

Registering your product helps us provide you with a speedy service should you need assistance under warranty, and it enables you to receive the latest Hisense news and essential updates to get the most out of your product.

Country	Customer Care Centre	Hisense Support Page	REGISTER YOUR TV
UK	<ul style="list-style-type: none">• Phone: 0333 800 2200• Hours of Operation: Monday - Saturday: 9 am - 6 pm Sunday: Closed• Service Email: service@hisense.co.uk	https://hisense.co.uk/support/	Register online: https://hisense.warrantyonline.co.uk/ Register by phone: 03330 436697

Disclaimer: *This User Manual is intended as a general guideline to help you set up your Hisense Roku TV. Images throughout this document are for illustrative purposes only and may differ from the actual product.*

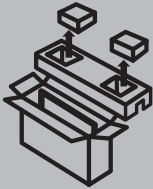
Packaged contents

Your package in which you purchased your new TV contains the following items:

- TV × 1
- Remote Control × 1
- User Manual (this document) × 1
- Legs that form the TV stand × 2
- Screws (M4×20) (50"/55") × 4
- AAA batteries × 2
- Warranty Card × 1
- Screws (M4×30) (43") × 4
- Screws (M4×25) (65") × 4

IMPORTANT:

To prevent accidentally discarding items that came with your TV, be sure to **check ALL of the foam** in the carton box.



• Please check foam for accessories before discarding.

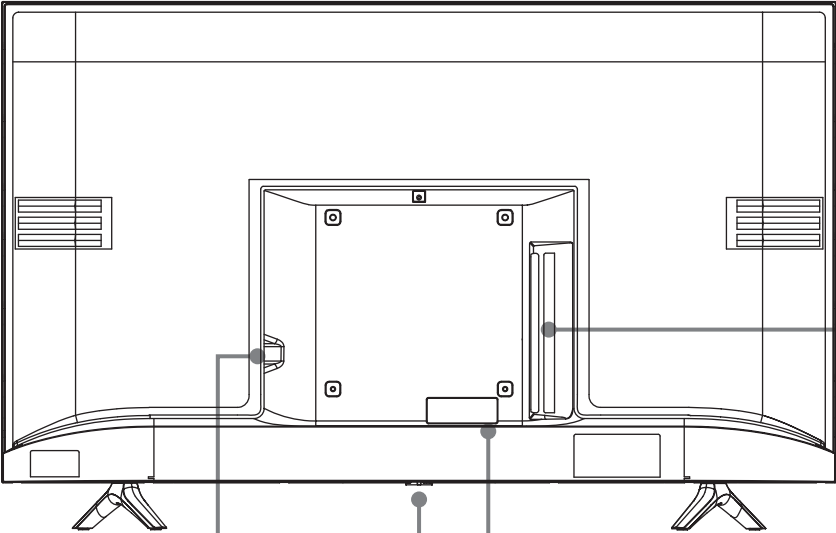
Required tools and devices

- Wireless router (not included) for Internet connectivity
- Phillips screwdriver (not included) to secure the TV stand
- HDMI and other types of cables (not included) to connect external devices to the TV

Buttons and ports on the Hisense Roku TV

TV Side View

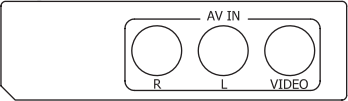
Back View of the TV (43"/50"/55")



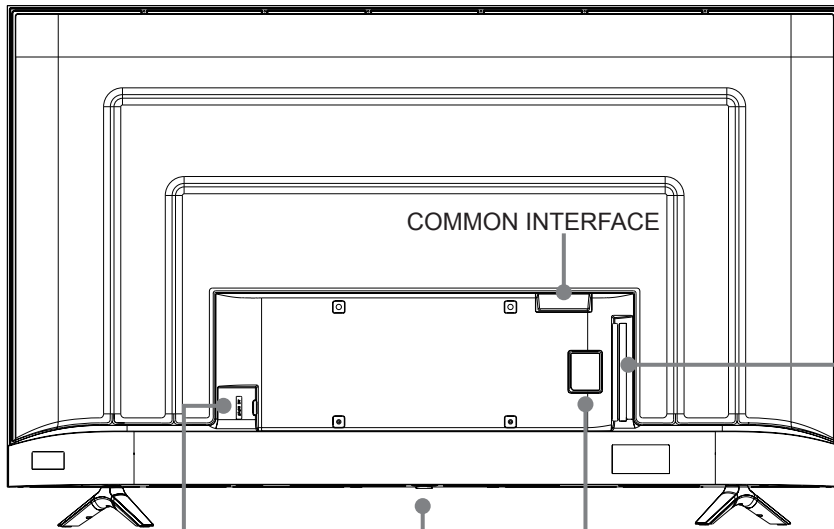
Power Input

⏻ / Input

TV Back View



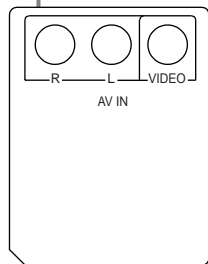
Back View of the TV (65")



TV Side View



TV Back View



STEP 1. Attach the TV stand or wall mount bracket (may not be included)

Attach the TV Stand

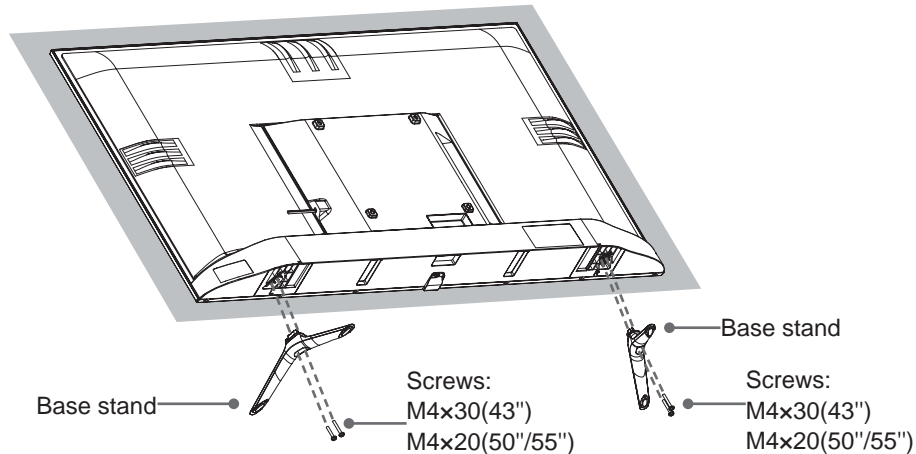
CAUTION:

- Be sure to disconnect the A/C power cord before installing a stand or wall mount brackets.
- The LED display is very fragile and must be protected at all times when installing the legs that form the stand. Be sure to protect the TV screen from getting scratched or damaged by any hard objects. In addition, DO NOT exert pressure on the front of the TV at any time because it could crack.

For 43"/50"/55"

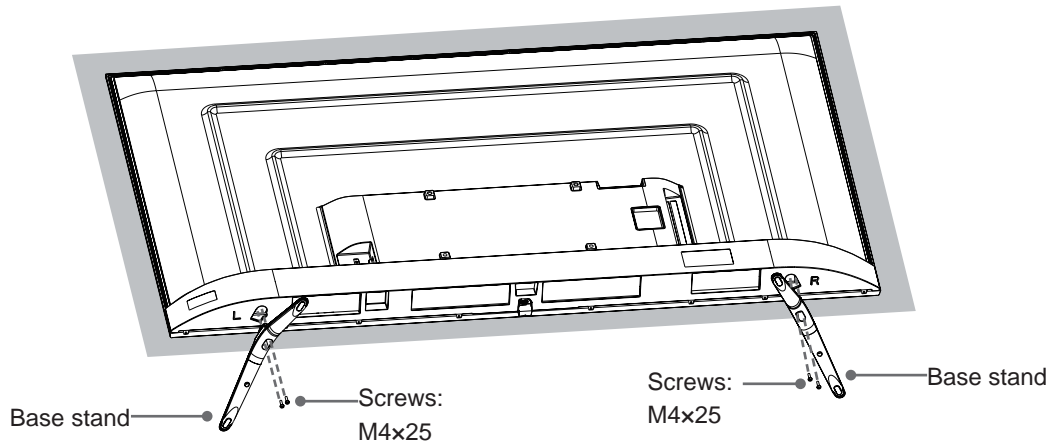
To attach the left and right leg that forms the stand:

1. Carefully place your TV face down on a soft, flat surface to prevent the TV from being damaged or the screen from getting scratched.
2. Remove the 2 legs from the foam and then insert the legs into the bottom slots of the TV.
3. Use the screws that came inside the carton with your TV to secure each leg tightly.



For 65"

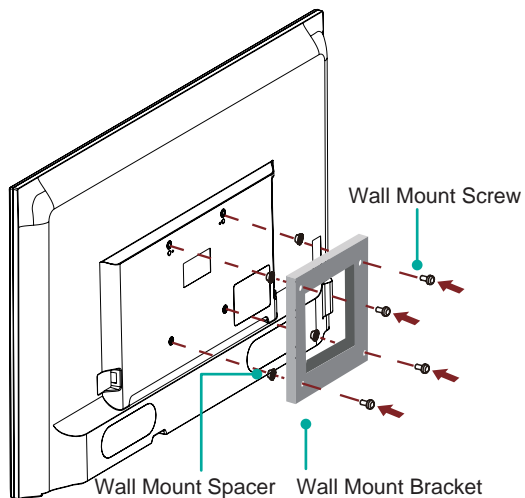
1. Carefully place your TV face down on a soft, flat surface to prevent the TV from being damaged or the screen from getting scratched.
2. Remove the 2 legs from the foam and then insert the legs into the bottom slots of the TV.
3. Use the screws that came inside the carton with your TV to secure each leg tightly.



Attach the Wall Mount Bracket (may not be included)

Before you begin the third-party manufacturer instructions, be sure to do the following things:

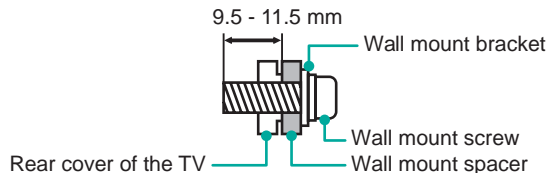
1. Place the TV face down on a flat, clean, safe and cushioned surface.
2. Remove the TV stand if you already attached it.
3. Place the wall mount spacers in the corresponding bracket holes.



CAUTION:

- When you attach the mount, be sure to use the wall mount spacers (provided by the third-party manufacturer) between the TV and the wall mount bracket.

- To prevent internal damage to the TV and ensure it is mounted securely, be sure to use fixing screws that are 9.5 - 11.5 mm in length when measured from the attaching surface of the rear cover.



Wall mount hole pattern(mm)	200 × 200 (43"/50"/55") 300 × 200 (65")
Wall mount screw size (mm)	M6

Follow instructions provided with the wall mount bracket.


















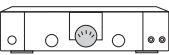
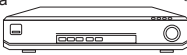
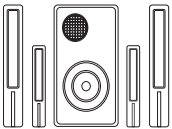
- If you have additional questions, please contact the wall-mount manufacturer or the retailer from which you purchased the TV.
- The selected screws are 9.5 - 11.5 mm in length when measured from the attaching surface of the rear cover.










NOTE:

- The diameter and length of the screws differ depending on the wall mount bracket model.
- Wall mount bracket is optional, your device may not have wall mount bracket, please refer to the actual accessories.

STEP 2. Connect devices to your TV

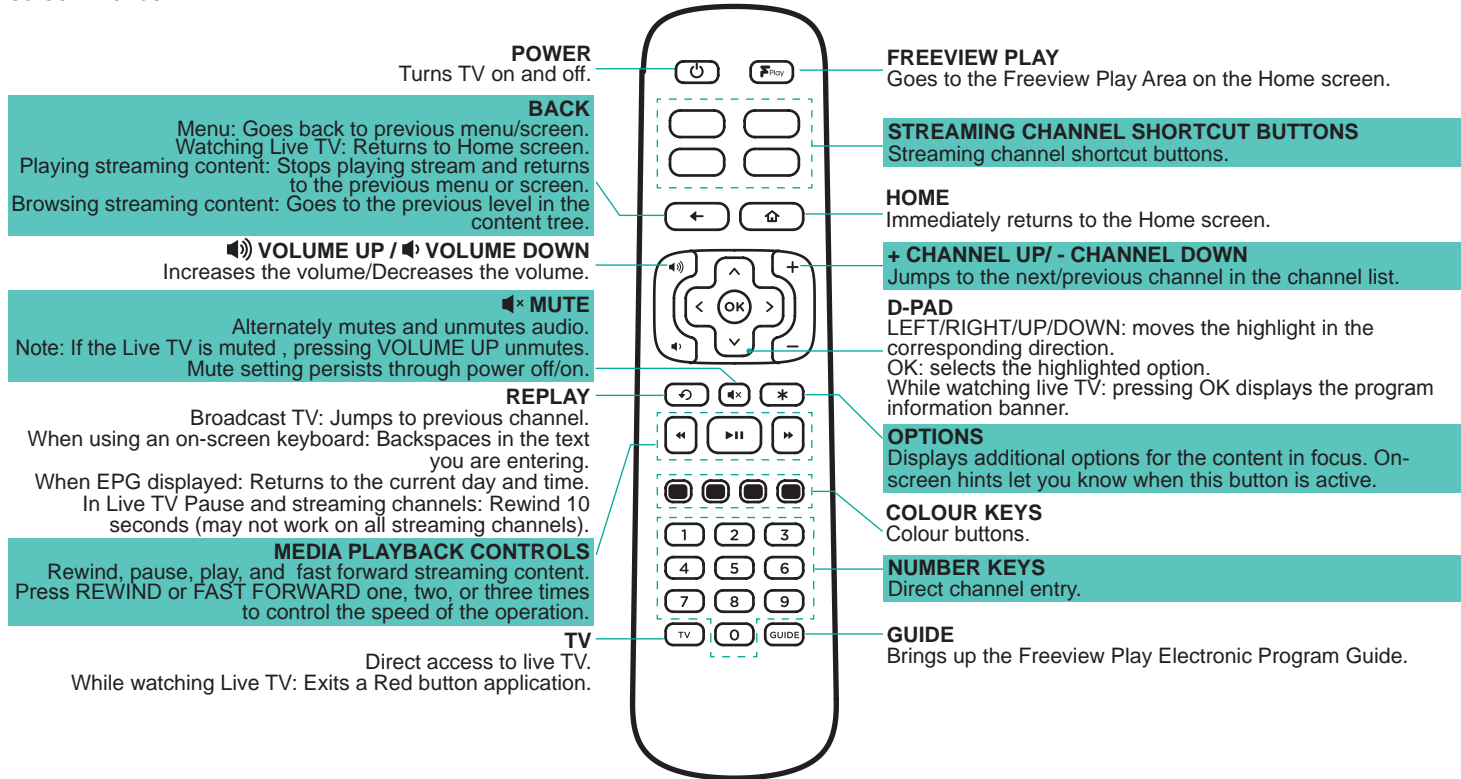
Check to ensure that you have selected the right cables for the ports and that they are connected securely. Loose connections can affect the quality of the picture image and colour. (Cables and External Equipment not included.)

TV label		Port	Cable	External Equipment	Brief Description
ANT				 Antenna	Connect an outdoor or indoor antenna.
HDMI				 VCR	Connect a High Speed HDMI® Cable from an external device.
AV IN	VIDEO		 Yellow	 DVD Player/Recorder	
	L		 White	 Video Camera	
	R		 Red	 Set-top Box	
DIGITAL AUDIO OUT				 Audio Amplifier	Connect a digital audio cable from an external digital audio system.
				 Satellite Receiver	Connect a composite video cable and left-right audio cables from an external AV device.
				 Speaker	

TV label	Port	Cable	External Equipment	Brief Description
 HEADPHONE				Connect headphone (sold separately) for audio out of the TV.
USB				Connect a USB memory stick to enjoy its photos, music, and movies, or to enable Live TV Pause. Live TV Pause is only available on the antenna input of your Hisense Roku TV and requires a dedicated USB 2.0 compatible flash drive with at least 16GB of storage. Live TV Pause requires connecting to the Roku service.
RESET		Restart or factory reset your TV.		
LAN				Connect an Ethernet cable to access a network or the Internet. The TV also has a wireless connectivity feature.

Buttons on your TV remote

The TV remote should feel right at home in your hand. We designed it to be incredibly intuitive for watching TV and navigating on-screen menus.



Disclaimer: Live TV Pause is only available on the Antenna input of your Hisense Roku TV and requires a dedicated USB 2.0 compatible flash drive with at least 16 GB of storage as well as a connection to the Roku service.

STEP 3. Begin using your remote

Power up your TV remote by inserting the included batteries.

CAUTION

- Dispose of the batteries in a designated disposal area. Do not throw them into a fire.
- Remove old batteries immediately to prevent them from leaking into the battery compartment.
- If you do not intend to use the remote control for a long time, remove the batteries.
- Incorrect use of batteries may cause corrosion or battery leakage, which could cause fire, personal injury or damage to property.
- Battery chemicals can cause a rash. If the batteries leak, clean the battery compartment. If chemicals touch your skin, wash it immediately.
- Do not mix old and new batteries.
- Do not mix alkaline, standard (carbon-zinc) or rechargeable (for example, NiCd or NiMH) batteries.
- If your remote gets warm/hot during use, discontinue use and contact customer support immediately at www.hisense.co.uk/support.

Using Your Set-top Box or Satellite Receiver Remote as a 'Universal' Remote.

If you prefer to use your Set-top Box or Satellite Receiver Remote as a 'Universal Remote', please refer to the manual that your Set-top Box or Satellite service provided. It will include instructions on how to program their remote to your television.

Turn on the TV

Connect the power cord to the power outlet.

Press the **Power** (⏻) button on the remote to turn on the TV. A startup screen appears that displays the **Hisense • Roku TV** logo.



Choose **Set up for home use** to access all TV features and maximize Eco Save.

NOTE: Only retailers that need to set up the TV for display should select **Set up for store use**.

Connect your TV to the Internet to access thousands of streaming channels.

Make any night a movie night

Access more than 150,000+* movies and TV episodes across major streaming services like Netflix, NOW TV, Google Play and more. Choose from free, rental, and subscription services.

Explore your passions

Your Hisense Roku TV offers hundreds of streaming channels to fuel your passions – including fitness, kids & family, cooking, sports, religion, travel, international programming and more.

Freeview Play

Your Hisense Roku TV gives you access to Live TV and Catch-up apps from Freeview broadcasters.



Explore free channels and free trials**

Your Hisense Roku TV has hundreds of popular free channels like BBC iPlayer, All4, My5, Pluto TV and more. From comedies, to award-winners, to cult classics and more.

**Payment may be required for some channel content. Channels can change and vary by country.*

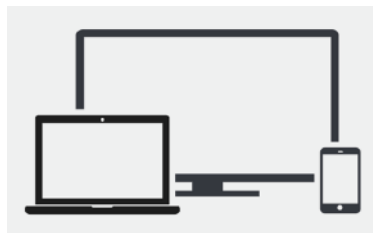
***Cancel before the end of the free trial periods to avoid reoccurring monthly subscription fees. Credit card may be required. Free trials may only be available to new subscribers and other eligibility restrictions may apply.*

STEP 4. Complete guided setup and activation

Tip: Have your wireless network name and password handy.



Follow the on-screen instructions on your Hisense Roku TV.



Activate your Hisense Roku TV using your computer, smartphone, or tablet to link to a Roku account. You need a Roku account to activate your Hisense Roku TV and access entertainment across thousands of streaming channels.

NOTE: Roku doesn't charge for activation support – **beware of scams.**

Roku accounts are free and while a valid credit card number is not required to create a Roku account, saving your credit card information makes renting, purchasing, and subscribing to entertainment from the Roku Channel Store fast and convenient.

Once connected to your account, your TV will automatically update with the latest software, and you can start streaming immediately.

If you aren't ready to connect your TV to a wireless network, you can still use it as a regular TV.

NOTE: Once you're connected, your TV will automatically update with the latest software—plus you can start streaming the entertainment you know and love. Unlike other TVs, your new Hisense Roku TV automatically receives regular software updates in the background when it's connected to the Internet. This allows it to give you a better experience. For more information on setting up and using your Hisense Roku TV features, go to <http://go.roku.com/tvmanual>.

All software, applications, services and content accessible through the Television belong to providers who are not controlled by or affiliated with Hisense, are protected by copyright, patent, trademark and/or other intellectual property laws and are the sole property of their respective owners. Software, applications, services and content accessible through the Television are at the sole discretion and control of such providers and are completely outside Hisense's control. These services and/or content may be unavailable, discontinued or suspended by such providers, temporarily or permanently, at any time, without liability and without notice to you. HISENSE AND ROKU EXPRESSLY DISCLAIM ANY AND ALL RESPONSIBILITY FOR THE AVAILABILITY, CONTINUITY OF SERVICE, OR THE CONTENT PROVIDED BY ANY OR ALL SUCH PROVIDERS.

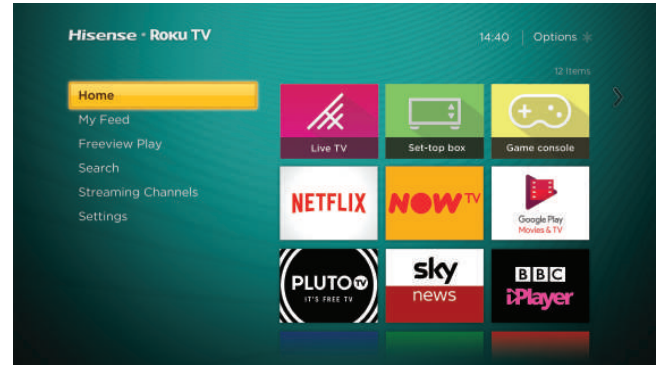
STEP 5. Personalize your Home screen

Easily switch between streaming channels and inputs.

The Home screen menu lets you access the Roku channel store, search for streaming movies and TV shows, and change your settings.

The grid of tiles on the right lets you select your favourite streaming channels and the inputs where you have attached devices such as a DVR, game console, live tv, or set top box.

You can easily rearrange the order of the tiles on the Home screen to suit your viewing preferences. Highlight the tile you wish to move and press the * button on your Roku TV remote.



Step 6. Watching Live TV (optional)

Want to watch live tv over antenna?

- 1) Connect the antenna cable to your TV.
- 2) Select the Live TV icon on the TV's home screen and follow the on-screen instructions to scan for available local channels.
- 3) Whenever you want to watch live TV, select the Live TV icon.
- 4) Connect a USB memory stick to enjoy photos, music, and movies, or to enable Live TV Pause. Live TV Pause is only available on the Live TV input of your Hisense Roku TV and requires a dedicated USB 2.0 compatible flash drive with at least 16 GB of storage and a connection to the Roku service.



Product specifications

MODEL NAME		R43B7120UK	R50B7120UK	R55B7120UK	R65B7120UK
Dimension (W x H x D)	Without Stand	969×564×85 mm	1127×656×86 mm	1242×721×81 mm	1459 × 841 ×87 mm
	With Stand	969×616×215 mm	1127×720×256 mm	1242×781×277 mm	1459 × 908 ×334 mm
Weight	Without Stand	7.0 kg	9.0 kg	12.5 kg	17.5 kg
	With Stand	7.1 kg	9.3 kg	13.0 kg	18.0 kg
Active Screen Size (Diagonal)		108 cm	126 cm	138 cm	163 cm
Audio Power		7W + 7W	8W + 8W	8W + 8W	10W + 10W
Screen Resolution		3840×2160			
Power Supply		Please refer to the rating label.			
Power consumption		Please refer to the rating label.			
Standby Consumption		Less than 0.5W			
Receiving systems	Digital	DVB-T/T2			
Environmental conditions		Temperature: 41°F - 95°F (5°C - 35°C) Humidity: 20% - 80% RH Atmospheric pressure: 86 kPa - 106 kPa			

Wireless LAN Module specifications	Model	WCOHR2601
	Frequency Range	2.4~2.4835GHz 5.15~5.85GHz
	Output Power (Max.)	2.4~2.4835GHz 16.5dBm 5.15~5.25GHz 14.5dBm 5.25~5.35GHz(DFS Band) 14dBm 5.49~5.71GHz(DFS/TPC Band) 14dBm 5.725~5.85GHz(for Non EU) 14dBm
HDMI Input		2160p 60Hz,24Hz,25Hz,30Hz,50Hz RGB/60Hz(640x480, 800x600, 1024x768) YUV/50Hz(576i, 576p, 720p, 1080i, 1080p) YUV/60Hz(480i, 480p, 720p, 1080i, 1080p)

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 us at one of the phone numbers on Page 2.

SOUND OR PICTURE ISSUES	POSSIBLE SOLUTIONS
You do not see a picture when turning on the TV	<ul style="list-style-type: none">• Check if the LED light is on. If it is, then there is power to the TV.• The TV may be in Standby mode. Press the Power  button on the remote control to activate the unit from Standby.• Check if the power cord is plugged into an active electrical outlet.• You can test the remote is working by pointing it at a mobile phone in camera mode and you should see the LED bulb flashing. If not, replace the batteries or the remote itself if not working.
You have connected an external source to your TV but cannot find it on the Home screen	<ul style="list-style-type: none">• Make sure your external source is turned on.• Check to see if the correct input tile is selected on the Home screen for the external source you want to view.• Check to see if the external source device connection is snug and fully inserted into the TV port.
When you turn on your TV, there is a delay for a few seconds before the picture appears	<ul style="list-style-type: none">• This is normal. If you have already set up your TV, it is initializing and searching for previous setting information.
You see a normal picture but do not hear any sound	<ul style="list-style-type: none">• Check that volume is turned up.• Check if “Mute” mode is ON. Turn off mute by pressing the Mute  button again, or pressing volume up.
You hear sound but picture colour is faded or in black and white	<ul style="list-style-type: none">• Check that the colour value is set to 50 or greater.• Check the colour on another channel or input tile.
Your sound or picture is distorted or appears wavy	<ul style="list-style-type: none">• Turn off and/or remove any electrical appliance that may be nearby the TV panel.• Insert the power plug of the TV set into another power outlet.

Quick problem-solving tips (continued)

SOUND OR PICTURE ISSUES	POSSIBLE SOLUTIONS
Your sound or picture is blurry or cuts out	<ul style="list-style-type: none">• If you are using an external antenna, check the connections for a snug and tight fit.• Adjust or reposition the antenna placement.
You see horizontal/vertical stripes on the picture, or it is shaking	<ul style="list-style-type: none">• Turn off and/or remove any electrical appliance that may be nearby the TV panel.• Insert the TV power cord into another electrical outlet.
CONNECTIVITY ISSUES	POSSIBLE SOLUTIONS
You cannot connect to your wireless network	<ul style="list-style-type: none">• From the home screen, press the Directional Keypad down arrow to Settings. Press OK on the Directional Keypad. Press OK to select Network. Press the bottom Directional Keypad arrow to Check Connection. Press OK to Check connection• For additional help, visit www.hisense.co.uk/support.
REMOTE CONTROL ISSUES	POSSIBLE SOLUTIONS
Your remote control is not responding to button presses	<ul style="list-style-type: none">• Check that the TV is still on.• Check that the batteries are in working condition and are inserted properly.• Check that there are no obstacles between the remote control and the front of the TV.• Try moving closer to the TV. If the LED on the TV flashes when you press any of the buttons on the remote control, the issue is not with the remote control.

Recycling/Licenses

WEEE (Waste Electronic Electric Equipment) European Directive 2012/19/EU



This symbol on the product or on its packaging indicates that this product must not be disposed of with your household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Batteries



In accordance with the Battery Directive, used batteries should not be disposed of in the domestic waste. Dispose your batteries in the collection containers specific for this purpose in retail stores.

ROHS (Restriction of Hazardous Substance) European Directive 2011/65/EU



This European directive limits the use of dangerous and hazardous substances which are difficult to recycle. This allows recycling easily the EEE and contributes to the safeguard of the environment. Substances included in this product match to the RoHS directive.



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