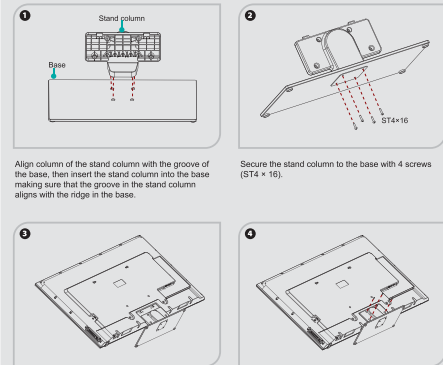# Hisense

SMART LED

K23 Series
QUICK START GUIDE

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1 PACKAGE CONTENTS

- User Manual
- Quick Start Guide
- Warranty Card
- Remote Control
- Battery × 2
- Screw (M5 × 12) × 4
- Screw (ST4 × 16) × 4
- Power Cord

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2 INSTALLING THE STAND

Follow the illustrations below to complete the installation steps.

❶

Stand column

Base

Align column of the stand column with the groove of the base, then insert the stand column into the base making sure that the groove in the stand column aligns with the ridge in the base.

❷

Screw (not provided)

ST4×16

Secure the stand column to the base with 4 screws (ST4 × 16).

❸

To install the base stand, slide in the base stand until the screw holes are aligned.

❹

Secure the base stand to the TV with 4 screws (M5×12) provided.

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

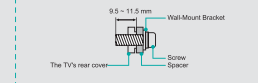
3 INSTALLING A WALL-MOUNT BRACKET

If you want to attach the TV to a wall-mount bracket (not provided), you should first remove the stand if it is pre-attached.

Make sure the TV is laid face-down on a clean, safe, and cushioned space, remove the original screws in the bracket holes on the TV back.

Screw (not provided)

Spacer (not provided)

Bracket (not provided)
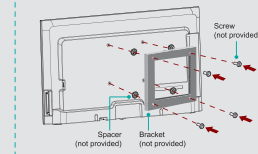
Place the spacers (not provided) in the corresponding bracket holes.
Follow the instructions provided with the wall-mount bracket to attach the bracket on the TV.

⚠ WARNING

To prevent internal damage to the TV and ensure the TV is mounted securely, be sure to use fixing screws (not provided) which are 9.5 mm to 11.5 mm in length when measured from the attaching surface of the mounting hook.
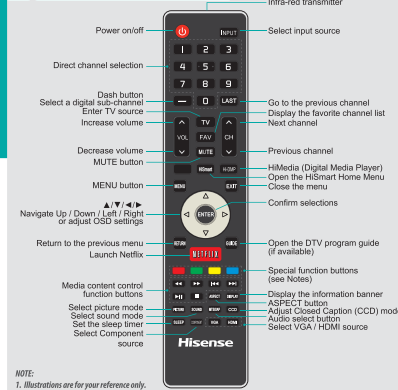
9.5 ~ 11.5 mm

Wall-Mount Bracket

The TV's rear cover

Screw
Spacer

Wall-Mount hole pattern VESA (mm)	400 × 400
Wall-Mount screw size (mm)	M6

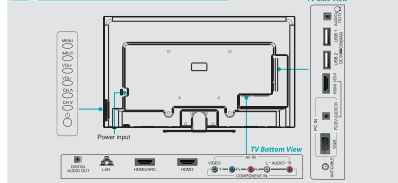Follow instructions provided with the Wall-Mount bracket.
- If you are not sure of your ability to do complete the installation, contact a professional installer or service technician for assistance. The manufacturer is not responsible for any damages or injuries that occur due to mishandling or incorrect assembly.
- The selected screws are 9.5 ~ 11.5 mm in length when measured from the attaching surface of the TV's rear cover. The diameter and length of the screws differ depending on the Wall-Mount Bracket model.

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4 THE REMOTE CONTROL

Infra-red transmitter
Power on/off
Select input source
Direct channel selection
Dash button
Select a digital sub-channel
Enter TV source
Increase volume
Go to the previous channel
Display the favorite channel list
Next channel
Decrease volume
MUTE button
Previous channel
HiMedia (Digital Media Player)
MENU button
Open the HiSmart Home Menu
Close the menu
Navigate Up / Down / Left / Right
or adjust OSD settings
Confirm selections
Return to the previous menu
Launch Netflix
Open the DTV program guide (if available)
Special function buttons (see Notes)
Media content control function buttons
Display the information banner
ASPECT button
Select picture mode
Select sound mode
Set the sleep timer
Select Component source
Adjust Closed Caption (CCD) mode
Audio select button
Select VGA / HDMI source

NOTE:
1. Illustrations are for your reference only.
2. Red/Green/Yellow/Cyan buttons are available when the same color buttons shown with explanations in the on-screen display. Follow the steps shown in the OSD.
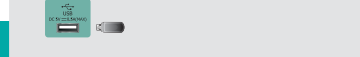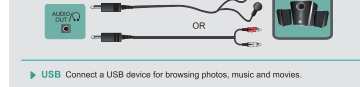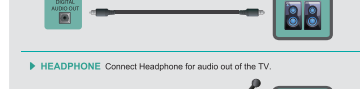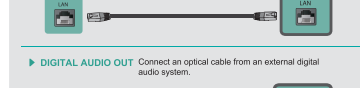
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5 MAKING CONNECTIONS

TV Side View

Power input

TV Bottom View

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6 SPECIFICATIONS

Model Name		55K23DGW	50K23DGW
Dimension (W×H×D)	Without Stand	49.09 inches (1247 mm) 29.13 inches (740 mm) 3.17 inches (80.6 mm)	44.4 inches (1129 mm) 26.3 inches (667 mm) 3.1 inches (79.9 mm)
	With Stand	49.09 inches (1247 mm) 29.8 inches (757 mm) 8.66 inches (220 mm)	44.4 inches (1129 mm) 27.1 inches (689 mm) 7.7 inches (195 mm)
Weight	Without Stand	41.89 lbs (19 kg)	33.1 lbs (15 kg)
	With Stand	47.4 lbs (21.5 kg)	37.5 lbs (17 kg)
Active Screen Size (Diagonal)		54.6 inches	49.5 inches
Screen resolution		1920 × 1080	
Audio power		10 W + 10 W	
Power supply		120 V ~ 60 Hz	
Receiving systems	Analog	NTSC	
	Digital	ATSC / QAM	
Receiving channels		VHF: 2~13 UHF: 14~69 CATV: 1 ~ 125 Digital Terrestrial Broadcast (8VSB): 2 ~ 69 Digital cable (64/256 QAM): 1 ~ 135	
Tuner type		Frequency synthesized	
Environmental conditions		Temperature: 41°F ~ 95°F (5°C ~ 35°C) Humidity: 20% ~ 80% RH Atmospheric pressure: 86 kPa ~ 106 kPa	
Component Input		480 I / 60 Hz, 480 P / 60 Hz, 720 P / 60 Hz, 1080 I / 60 Hz, 1080 P / 60 Hz	
VGA Input		VGA (640×480 / 60 Hz), SVGA (800×600 / 60 Hz), XGA (1024×768 / 60 Hz)	
HDMI Input		RGB / 60 Hz (640×480, 800×600, 1024×768) YUV / 60 Hz (480 I, 480 P, 720 P, 1080 I, 1080 P)	

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7 TV CONNECTORS

Check the jacks for position and type before making any connections. Loose connections can result in image or color problems. Make sure that all connections are tight and secure.

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

ANT / CABLE   OR   VHF/UHF Antenna
Cable
ANT OUT

▶ **HDMI / COMP / AV** Connect an HDMI cable or Comp/AV Adapter from an external AV equipment.

Video Effect:

BEST (HDMI)

BETTER (COMP)

GOOD (AV)

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

▶ **LAN** Connect an ethernet cable to access a network or the Internet. TV also features wireless connectivity.

LAN   LAN

▶ **DIGITAL AUDIO OUT** Connect an optical cable from an external digital audio system.

DIGITAL AUDIO OUT

▶ **HEADPHONE** Connect Headphone for audio out of the TV.

AUDIO OUT   OR

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

USB DC 5V/500mA MAX

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8 TURNING THE TV ON FOR THE FIRST TIME

MENU	OPERATIONS
Language setting	• Please press [ENTER] to start the wizard, then press [▲/▼] button to select your language: English, Spanish or French, select [Next] to confirm enter the Welcome screen. • In the Welcome screen introduced the available input devices and interfaces.
Country setting	• Please press [▲/▼] button to select the country where you will operate the TV.
Time zone setting	• Select the local time zone according to your region. • Daylight Saving: Set the Daylight Saving time for your area.
Use Mode	• Select your Mode Setting: Home Mode or Retail Mode. • If you select Retail Mode, a message appears "Are you sure to change to retail mode?" Select "OK" to continue, or select "No" to change your selection. • Home Mode is the recommended setting which offers full functionality of the television. If you selected Retail Mode, Energy Saving is not realized.
Select Network	• The Select Network : Connect your TV to access the network. • When the Network Setting menu opens, Hisense Service Terms and Conditions will appear. Press [◀/▶] to scroll through the pages. Please read it carefully. If you want to access the internet, press the [Agree] button to set your TV's network connections. Otherwise, press the [Disagree] button to enter the Channel search menu. • You can setup the network configuration in this menu. For more information, please refer to the section titled "Network Connection" and "Network Setup" in the user manual.
Channel Search	• Press [▲/▼] to select your Tuner Mode: Antenna or Cable, press [ENTER] button to confirm. • Press [◀/▶] to set the Channel Installation: Scan or Skip Scan, press [ENTER] button to confirm. If you select "Scan", your TV automatically starts Channel Installation available in your viewing area; If you select "Skip Scan", your TV does not scan for channels; Depending on the reception condition, it may take up to 30 minutes or more to complete memorizing channels. Please allow the process to complete without interruption. • After scan, you will enter the complete interface. It will display all informations that you set just now and then you can press "Go" to exit the wizard.

Note:
If you are using a cable or satellite box and you have connected it to the TV using a Coaxial cable, you should select the cable option. Be sure the cable or satellite box is turned on before starting the channel scan. If you use a cable or satellite box connected to AV, Component or HDMI, you don't need t scan for channels.

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9 TROUBLESHOOTING TIPS

When there is something wrong with your TV, you can try turning off the TV and restarting it. You can also refer to the following chart for problem and solution tips. If the problem cannot be resolved, please contact Hisense for additional assistance.

SYMPTOMS	POSSIBLE SOLUTIONS
No sound or picture	• Confirm power cord is plugged into the AC outlet and the AC outlet is getting electricity. • Attempt to power on unit using the power button on both the TV and the Remote.
Picture is normal, but no sound	• Check the volume settings. • Check if Mute mode is set "on".
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.
Network connection fail.	• Check network physical connection, make sure connection is correct. • Enter "Menu" , "Network" , "Configuration" , make sure configuration is correct according to your network service provider. • Enter "Menu" , "Network" , "Configuration" , "Connection Test" to make sure that network connection test is successful.
Connect Netflix fail.	• Check network physical connection, make sure connection is correct. • Enter "Menu" , "Network" , "Configuration" , make sure configuration is correct according to your network service provider. • Enter "Menu", "Network", "Applications", "Netflix", "Deactivation" to reset "Netflix" account.
How do I get easy IPTV to work on my TV?	• You need a broadband (high speed) Internet service with a speed of no less than 1.5 Mbps. • Connect the TV to the internet through your router by an Ethernet Cable or wireless. If connection fails, check with your internet service provider or router manufacturer to determine if there is a firewall, content filter, or proxy settings that may block the TV from accessing the internet. • Before calling for service, check the following information for possible solutions to problems you may experience. If none of these solutions work, turn off the TV, then turn it on again. • Caution: Do not try to repair the TV yourself. Refer all servicing to qualified repair personnel.