

# Navigating the Four Smart TV Centers

## Adding Channels to your Favorites

To add a channel to your **Favorites**:

1. From the TV, turn to the channel that you want to add.
2. Press the **[Information Panel]** button on your remote control.  
The **Information Panel** window displays.
3. Using the cursor for your remote, click on the **Add to Favorites** tab.  
A small star appears beside the channel number as confirmation that it is added.

## Removing Channels from Your Favorites

To remove a channel from the list of **Favorites**:

1. From the TV, turn to the channel that you want to remove.
2. Press the **[Information Panel]** button on your remote control.  
The **Information Panel** window displays.
3. Using the cursor for your remote, click on the **Info** tab.
4. Click on **Remove from Favorites**.  
A small star that was beside the channel number disappears as confirmation that it is removed.

## On Demand

**On Demand** enables you to find, manage and launch pre-installed **Video on Demand** applications such as Amazon Instant Video, YouTube, Netflix and other content service providers.

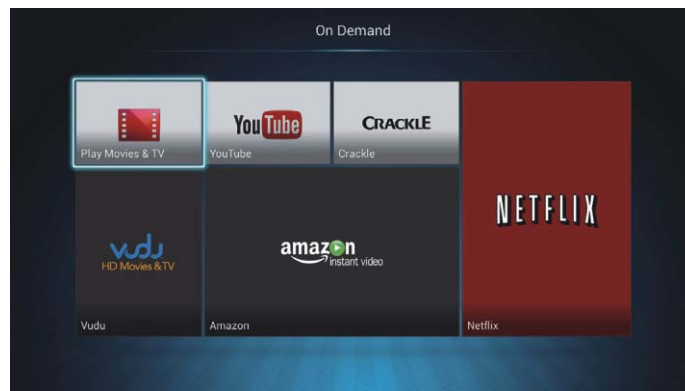


Figure 40. On Demand home page

## Overview

**On Demand** only displays and launches VOD applications through the following content providers that appear on the page:

- Play Movies & TV
- YouTube
- SnagFilms
- Vudu
- Amazon Instant Video
- Netflix

### **NOTE**

Available providers may vary in Mexico and Canada.

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## Browsing On Demand

To browse through On Demand you have two options:

Option 1.

1. Press the **[VOD]** button on your remote.
2. Use the **[Navigation]** buttons to navigate the library of available applications.

Option 2.

Press the **[Home panel]** button on your remote and select **On Demand**.

## Viewing Information about an Application

You may wish to view information about the application before you launch it.

To view information:

1. Use the **[Navigation]** buttons to select an application.
2. Press the **[Information Panel]** button on the remote.

A side panel displays and shows the version of the application and date that it was updated.

To launch an application:

1. Use the **[Navigation]** buttons on your remote to select it.
2. Press the **[Confirm]** button on the remote.  
The application launches.

### **NOTE**

You can also launch an application by using the **[Navigation]** button on your remote and then pressing the **[Information Panel]** button.

## Exiting Out of On Demand

To exit out of On Demand and switch to a different area, press the button for the item on your remote control.

## Description of Features

Feature	Description
<b>Play Movies &amp; TV</b>	This feature allows you to watch movies and TV shows that you have purchased on Google Play.
<b>YouTube</b>	Select from millions of videos and enjoy live streaming events on your TV. You can also search on your mobile device and share the content to the big screen in full HD.
<b>SnagFilms</b>	View advertising-supported documentary films on a variety of subjects.
<b>VUDU</b>	Rent, buy and watch High Definition (HD) movies and TV shows on demand.
<b>Amazon Instant Video</b>	View Amazon Prime movies and TV shows.
<b>Netflix</b>	Watch movies and TV shows streamed instantly over the Internet.

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## Media Center

The **Media Center** is a central location for you to upload and view photos, music and other types of content from the following sources:

- A personal device (For example, a USB thumb drive or USB hard drive)
- A Cloud Services application (For example, Dropbox, Skydrive or Google Drive)



Figure 41. Media Center Home Page

## Overview

When you connect your personal devices to the TV, the **Media Center** automatically detects it. A **Media Device Detected** window displays on the screen and prompts you to select the device to include in your Media Collection.

### **NOTE**

Depending on the device, it may take a moment for the **Media Center** to detect it. If a **Media Device Detected** window does not appear within a few minutes, then try connecting the device to one of the other USB ports.

For example, if you have photos on the device, the **Media Center** collects and displays information such as the Album Name (Folder Name), Folder Location, Date Created and Number of Photos.

If you have videos on the device, the **Media Center** collects and displays information such as the Duration, File Size, Date Created and Number of Times Watched.

## Supported File Formats

### Videos

- MKV
- WebM

### Photos

- PNG
- GIF

### Music

- MP3
- FLAC
- OGG

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## Media Pages

The **Media Center** home page contains five tabs in the menu: **Showcase**, **Videos**, **Photos**, **Music** and **Devices**. The pages populate when scanning is enabled for at least one device.

### Showcase

The **Showcase** page provides a master view of all of your content. Each tile represents the type of media that the TV system detected and can support (in other words, Photos, Video and Music).

### Videos

The **Videos** page provides a master view of all of your video files.

### Photos

The **Photos** page provides a master view of all of your photos.

### Music

The **Music** page provides a master view of all of your music files.

### Devices

The **Devices** page provides a complete view of each connected device that the Media Center recognizes.

- **All Devices:** Select **All Devices** to view a list of all of the devices that are currently being recognized by the TV system. You can also browse your **Devices** folder and manage which devices are included in scanning.

#### **NOTE**

Devices that are in an 'offline' status (That is, not connected to the TV) also appear in the list.

- **Favorite Folders:** View content that is located in your Favorite Folders.
- **Recent Folder:** View content from the most recent folders that you have launched media.

## Scanning Content on a Personal Device

To scan your content and include it in the group collection of the Media Center:

1. Connect a **USB cable** to your device. If your content is on a thumb drive, then insert it directly into one of the USB ports on the side of the TV.
2. Connect the opposite end of the USB cable from the device to the USB port on the TV. After a moment, a window displays that reads 'Media Device Detected' and prompts you to select the device that you want it to scan.
3. Check the box beside the name of the device that you want to scan and include in your media collection.
4. Select **OK**.  
A 'Scanning Elements' message appears at the bottom left corner of the screen.
5. Navigate the menu tabs at the top of the screen to view or listen to your content.

## Scanning Content in a Cloud Account

To scan content in a Cloud account:

1. From the **Connected Devices** page, select your Cloud account.
2. Press the **[Blue]** button at the bottom of the remote.  
The **Media Center** begins scanning the content.

# Navigating the Four Smart TV Centers

## Disabling Scanning on Devices

To disable scanning on a device:

1. From the **Connected Devices** page, select the device.
2. Press the **Information Panel** key on the remote.  
The **Information Panel** window displays.
3. Select **Disable Scanning**.

## Playing Back Previous Content

To play back previous content:

1. Navigate to the menu tab that pertains to the content type.  
Different tiles display on the screen.
2. Select the individual file in the **Last Played** collection.  
The content starts to play.

## Playing Videos

1. To fast forward, pause or rewind a video, click on the directional **[Confirmation]** button.  
The panel bar displays.
2. Press **OK**.

## Hiding Content

If you have content that you do not want to appear as part of your media center collection:

1. Navigate to the appropriate menu tab for the content type. The library of items displays.
2. Select the **All Videos, All Music** or **All Photos** tile.
3. Press the **[Information panel]** button on your remote.
4. Press the **[Red]** Hide button at the bottom of the remote.  
**A Hide Content from Scanning** dialog window displays.
5. Select **OK** if you are sure that you no longer want the content to be accessible on the TV.  
The content no longer appears in your collection.

## Browsing Content

To browse through content based on the type that you wish to access:

1. Navigate to the appropriate menu tab.  
The library of items displays.
2. Browse through the library and click on the item to select it.

## Filtering Content

To filter through and quickly browse a large amount of content:

1. Navigate to the appropriate menu tab.
2. Select the **All Videos, All Music** or **All Photos** tile.  
The library of items displays.
3. Press the **[Yellow] Filter** shortcut button on the bottom of the remote.  
A **Filter** window displays. If you are filtering photo albums, then you can sort by title, filter by device and filter by availability.  
If you are filtering videos, then you can sort by Title, filter by device, filter by history and filter by availability.

# Navigating the Four Smart TV Centers

## Adding Content to Your Favorites

To add content to your Favorites:

1. Select the particular content type.
2. Select **All Albums** (if the content are photos) to view the entire collection.
3. Select the particular item from the collection that you want to add to your favorites.
4. Press the **[Blue]** button at the bottom of the remote.  
The content is flagged and added to your **Favorites**.

Option 2

1. Select the particular content type.
2. Press the **[Information Panel]** button on your remote.  
The **Information Panel** window appears.
4. Select **Add to Favorites**.  
The item is flagged and added to your **Favorites**.

## Launching Cloud Services

To access content from each of your cloud accounts:

1. From the **Media Center** menu, click on **Devices**.
2. Select **All Devices**. The All Devices window displays.
3. Select **Add Cloud Storage**.  
A **Choose a provider** window appears.
4. Choose the provider from the list.
5. Follow the prompts to access your content.

### TIP

You can also access Cloud Services from the **App Center** app called **Cloud Manager**.

## Creating Playlists of Audio Content

To create a playlist of audio content:

1. From the **Media Center** menu, click on **Music**.
2. Click on **All Albums**.
3. Select the album that contains the track you want to add.
4. Select the track.
5. Press the **[Information Panel]** button on the remote.  
**The Information Panel** window displays.
6. Select **Queue**.
7. Press the **[Return]** button on the remote to go to the previous screen.
8. Click on the **Now Playing** tile.  
The selection appears in your Playlist library.
9. Repeat steps 2-8 to add the next track to your Playlist library.

## Removing Playlists

To remove an album from the playlist, press the **[Yellow]** button at the bottom of the remote.

## Viewing Photos as a Slideshow

To view photos in a slideshow:

1. Navigate to the **Photos** tab.
2. Click on **All Albums**.
3. Select the particular album from the collection and press the **[Green]** button on the bottom of the remote.  
The slideshow begins to play.

# Navigating the Four Smart TV Centers

## Playing Music During a Photo Slideshow

To play music during a photo slideshow:

1. From the **Media Center** home page, navigate to the **Music** tab.
2. Select the music file from your library and start playing it.
3. Press the **[Back]** button on your remote to return to the previous page.
4. From the menu, navigate to the **Photos** tab.
5. Press **Play** on the album that you want to view.
6. Press the **[Green]** button to start the slideshow.

## App Center

The **App Center** is where you can launch various applications that came pre-loaded on your TV and those that you choose to download from the Google Play Store.

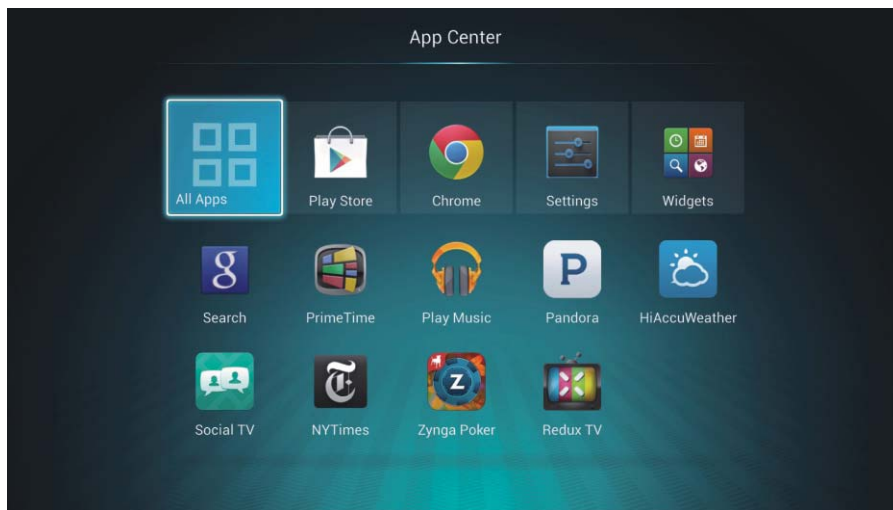


Figure 42. App Center Home Page

## Overview

The **Apps**, **Play Store**, **Chrome**, **Settings** and **Widgets** icons will always be located at the top of the **App Center** home page for quick access.

- **All Apps:** To view the icons for each of the apps, select **All Apps**.
- **Play Store:** Play your favorite apps, movies, TV shows and music instantly on your TV. You can also choose something directly from your library or browse the millions of titles for something new.
- **Chrome:** Use the Google Chrome web browser to surf quickly or bring your open tabs, bookmarks, history and other data from your computer to your Smart TV.
- **Settings:** See the '*Home Panel and Shortcuts Bar Features*' section for a detailed description.
- **Widgets:** Add, place, move or delete Android, Google TV or Hisense widgets.
- **Pre-loaded apps:** You can enjoy numerous apps for social media and other purposes that are pre-loaded on your VIDAA Smart TV.

## Managing Your Apps

The **App Center** enables you to browse through the app library, download additional apps, remove or edit them.

# Navigating the Four Smart TV Centers

## Adding an Application

The **Play Store** on the **App Center** page is the Application Market for you to find and install new applications.

To add an app:

1. Make sure that you are logged into a Google account.
2. Click on the **Play Store** icon at the top of the **App Center** page.
3. Click on the **Apps** tab at the top of the Play Store menu.
4. Search for the app and click **Install**.  
An **App permissions** dialog window appears so it can see your network connection.
5. Click on **Accept**.  
The App begins downloading and a 'Successfully Installed' confirmation message appears.
6. Click on **Open** to begin using the App.

### **NOTE**

Click on the **All Apps** icon to locate the icon for new apps that you install.

## Removing an Application

To remove an app that you have installed:

1. Go to **All Apps**.
2. Locate the icon for the app that you want to uninstall.
3. Press the **[Information Panel]** button on the remote.  
The **Information Panel** window displays.
4. Click on **Uninstall**.

## Browsing through Applications

If you are unsure of which app you are looking for and want to browse the library:

1. From the **App Center** home page, view some of the pre-loaded applications.

### **NOTE**

You can view more information about an app by selecting it and pressing the **[Information Panel]** button on your remote.

2. To browse the complete library, click on **All Apps**.

## Widgets

Widgets are small software programs that you can embed into your **Apps Center**.

To add, remove, move or configure a widget:

1. Click on the **Widgets** icon at the top of **App Center** home page.  
The **Widgets** page displays.
2. Press the colored button on the bottom of your remote that correlates with the action you want to perform. For example, if you want to add a widget, press the **[Yellow]** button.



## Customizing Advanced Settings

Each of the features are pre-sets for the TV panel that alter color, contrast, saturation, brightness and so forth. With the exception of 'User Mode', each setting is optimized for a particular environment or scenario. The TV is already set in 'Energy Savings' mode (by default) when you purchase it.

## TV Settings

To maximize your TV experience, you can customize **Picture**, **Screen**, **Sound** and **Broadcast** settings.

### Picture

- **Image Mode:** Increase the overall brightness of an image.
- **Color Temperature:** Make the image appear 'warmer' or 'cooler'
- **Smooth Motion:** Decrease the slight blur that may appear for fast moving images on a TV program. Fast moving objects may be less detailed than those that are stationary.

Examples of when you may want to adjust this setting are if you are viewing a television program that shows players running back and forth during a sports event or cars involved in a racing competition.

Smooth Motion is known as a 120 Hz effect. The panel itself is capable of displaying 120 images a second; however, the incoming content is typically supplying 24, 30 or 60 frames per second. Use this feature to make an adjustment based on your preference and the type of content you are viewing.

- **Image Noise Reduction:** Reduce picture noise (for example, film grain, compression artifacts and pixellation) in a digital video signal. Customizing this setting based on your preference may impact the sharpness of the image.

### SCREEN

You can select the screen aspect ratio to fit your preference, based on the following types of settings:

- **Automatic:** By default, the screen aspect ratio is set to Automatic.
- **Normal:** The original 4:3 aspect ratio is preserved so that black bars are added to the left and right of the image. Standard TV broadcasts are displayed with a 4.3 aspect ratio.
- **Wide:** When watching a standard broadcast or full-frame movie in this mode, the display image is stretched proportionately to fill the TV screen.
- **Cinema:** Stretch the 4:3 aspect ratio image vertically and horizontally to fill the screen at 1:2.35 aspect ratio.
- **Panorama:** When watching a movie in this mode, the display image is wide.
- **Zoom:** Stretch the 4:3 aspect ratio image vertically and horizontally to fill the screen a 1:1.78 aspect ratio.

### SOUND

**Sound Mode:** Standard

You can customize the sound mode based on the following settings listed below.

- **Standard:** By default the sound mode is set to Standard.
- **Cinema:** Customize the sound when you view movies and listen to the sound through the TV speakers.
- **Music:** Customize the sound when you listen to music through the TV speakers.
- **News/Voice:** Customize the sound when you listen to newscasts that contain sound details (based on what is being reported) and clear speech from the reporters.
- **User Mode:** Adjust the sound to suit your taste and room situation.

# Customizing Advanced Settings for Your TV

## Sound Optimizer: Normal

Customize the sound optimizer based on how you want to position the TV.

- **Normal:** By default, the sound optimizer is set to Normal.
- **Wall Mount:** Optimize the sound when the TV is mounted on the wall.
- **Stand Mount:** Optimize the sound when the TV is on a stand.
- **Auto Volume Control:** Keep your volume consistent as you change channels or as the TV changes from programs that you are watching to commercials.
- **SRS Surround Sound:** Configure the Sound Retrieval System for surround sound.
- **L/R Speaker Balance:** Produce a balanced sound output by adjusting the volume from the left and right speaker.
- **Audio Output Settings:** Connect the audio on your TV to a receiver.

## BROADCAST

In the United States, closed captioning for broadcast is mandated by the Federal Communications Commission (FCC). It is provided for the hearing-impaired.

- **Closed Captioning:** Display the audio portion of a television program as text on the screen. **Standard:**
- **CC Track (Closed caption track):** Switch between different levels of closed captioning that certain stations support.
- **CC Track Digital Television (DTV):** Close caption track for digital television
- **Closed Captioning on Mute:** Turn on closed captioning automatically whenever you mute your TV.
- **Scan Channels:** Scan channels

## Receiving Software Updates

### Automatic Updates

You will receive some software updates to your TV automatically. The automatic updates will not have an effect on content that you are viewing, listening to or interacting with when they occur.

### Manual Updates

There are times when you will need to accept a software update manually. When this occurs, you will receive a notification that appears in the Alert area of the Home Panel.

To download the updates:

From any content area, go to **Settings > System > About TV**.

A **Downloading Progress** Bar displays.

## Locating the Model and Serial Numbers

All **Hisense** products have a model and serial number. To locate the model number for your Smart 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 43. Model Number Location

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

# Basic Troubleshooting Solutions

## BASIC TROUBLESHOOTING SOLUTIONS

When there is something wrong with your TV, you can try to turning it 'Off' and 'On' again. If the problem still is not resolved, then refer to the possible solutions in table 1 or call Hisense Customer Support at 1-888-935-8880. Our business hours are Monday through Friday (8 a.m. to 8 p.m.) and Saturday and Sunday (9 a.m. to 6 p.m. EST).

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

Table 1. Troubleshooting Solutions

Symptoms	Possible Solutions
<b>Can't hear sound or see a picture</b>	
No sound or picture	<ul style="list-style-type: none"> <li>Check if the power cord is plugged into the AC outlet and if it has electricity.</li> <li>Check if you have pressed the <b>[POWER]</b> button on the TV or the <b>[POWER]</b> button on the remote control.</li> <li>Check to see if the Status Light LED Indicator is on. If it is, then there is power to the TV.</li> </ul>
I have connected an external source to my TV and I get no picture or sound	<ul style="list-style-type: none"> <li>Check to ensure there is a correct output connection on the external source and a correct input connection on the TV.</li> <li>Make sure you selected the correct input mode for the incoming signal.</li> </ul>
The picture is normal but I don't hear any sound	<ul style="list-style-type: none"> <li>Check the volume settings</li> <li>Make sure 'Mute' is not 'On'.</li> <li>Check to see if you connected headphones to the TV.</li> <li>Check to see that the Audio output is set to AV receiver. If it is, then be sure the AVR is powered 'On' and set to the correct input.</li> <li>If you are using a cable or satellite Set Top Box, then check if 'Mute' is set to 'On'.</li> </ul>
<b>Channels</b>	
I cannot find a channel	From the <b>Home</b> panel, go to <b>Settings &gt; TV Settings &gt; Scan Channels</b>
<b>Remote Control</b>	
I am unable to use the Air Mouse or Voice Search feature	<ul style="list-style-type: none"> <li>Make sure that there are batteries in the remote.</li> <li>Make sure that the Bluetooth remote is paired with the TV.</li> </ul>
The Cable or Set Top Box remote control does not turn the TV on or off or adjust the volume	Program the Cable or Set Top Box remote control to operate the TV. Refer to the Cable or Set Top Box User Manual for the Hisense TV code.
<b>Parental Control</b>	
Cannot remember my password that I created for Parental Control	You have two options: <ul style="list-style-type: none"> <li>Do a 'factory reset' by pressing the <b>[HomePanel]</b> button on your remote. Next go to <b>Settings &gt; Privacy &gt; Backup and Restore &gt; Factory Reset</b> OR</li> <li>Call Hisense Customer Support.</li> </ul>
<b>Network Connection</b>	
Unable to establish a Network Connection	<ul style="list-style-type: none"> <li>Make sure the physical connections are correct.</li> <li>Make sure the configuration is correct according to your network provider</li> </ul>
<b>Screen Darkness or Brightness</b>	
The screen is too bright or dark	If the colors on your TV are too dark or bright for your preference, then adjust the <b>Picture</b> settings.