Hisense

SERVICE INSTRUCTION

Televisions   5-057-1705

BASIC INFORMATION ABOUT TV SETS HISENSE

1. Info label on appliance

On back wall of the appliance near the left corner you will find white label with next marks:

You can find next marks there:

A - Production date.

B - Model name.

C - Article (id) mark of appliance. **Search the GSD for documentation based only on this number.**

 - In the case of HSSO-xxxxxxxxxx, in search box enter only number without HSSO.

 - In the case of the Axxxxxx tag, you enter the entire tag in the search box.

D - Serial number of appliance.

If sticker doesn't include Art. no. (Extra ID) mark, you will find correct documentation according the serial number.

Extract string of characters from 6. to 12. place of serial number. Enter the resulting string into GSD menu: SEARCH / DOCUMENTATION FOR PRODUCT / BATCH. Press search and system will find correct appliance and documentation.

2. Model name

Model mark of TV describes us main features. There are two types of labeling for European markets:

- model mark from 2016 and later:

Example: **H65A6500**

H - Manufacturer's mark - Hisense;

65 - Screen diagonal length in inches. The most common marks are: 32, 40, 43, 50, 55, 65, 75;

A - Model development year (Date of appliance developement). M - 2016, N - 2017, A - 2018, B - 2019, C - 2020....;

6 - Series of appliances. The higher the number, the more additional features the appliance has.

500 - Design of the appliance.

- model mark from 2018 and later:

Example: **H55U9A**

H - Manufacturer's mark - Hisense;

55 - Screen diagonal length in inches. The most common marks are: 32, 40, 43, 50, 55, 65, 75;

U - screen type. U - ULED 4k screen, O - OLED 4k screen.

9 - Series of appliances. The higher the number, the more additional features the appliance has.

A - Model development year (Date of appliance developement). A - 2018, B - 2019, C - 2020...

3. Serial number of appliance

The serial number of the appliance includes 23 signs. The description explained in the table below:

Tabel 1 - An explanation of the serial number of Hisense TV

Example: **3 XXX Y G123456 ES GDA H4 0001**

Mark	Description	Different options
3	TV product code	3 - TV for brand Hisense V - TV for other brands
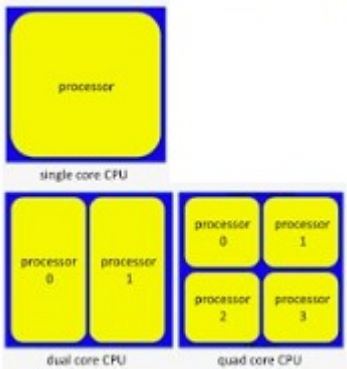
XXX	Factory code of this model. Headquarter defined mark.	000-009, 00A-ZZZ, avoid letters I, O, X
Y	Market-country code.	0 - 9, A - R
G123456	Production plan number. Headquarter defined mark.	
ES	Country code for which the TV is developed to.	DE, IT, FR, ES, UK, CZ, LV - Baltic countries
GDA	Production date code	
H4	Production line code	
0001	The serial number of the manufactured appliance.	

4. Features of the TV sets

Here is an explanation of the main features of appliance. Features can be found on product info pages: https://partners.gorenje.com/PIAdmin/

Tabel 2 - An explanation of the main features of TV

Feature	Description	Values	Scheme
Resolution	Feature of TV screen. The number of pixels (dots) on the screen. It is given in number of points in the horizontal direction * number of points in the vertical direction. More dots means a sharper picture when a high-resolution signal is available(HD). According to the pixle number there is added special mark, which describes resolution: HDready, FHD, UHD-4k. A lower resolution signal will be able to display a worse image on the UltraHD screen than on the FullHD screen. In this case, select the HD TV programs.	1366*768 - HDready 1920*1080 - FullHD - FHD 3840*2160 - UltraHD - UHD, 4k	
Viewing angle	Feature of TV screen. Angle of the viewing measured from the center of the screen towards the side edges. The maximum viewing angle of the screen is indicated, where the observer does not notice a significant color distortion in the image. The higher the value, the better the feature.	> 180º	

Vsync frequency, Screen refresh rate frequency.	Speed rate of exchanging images on the screen. Unit is Hz (number of frames per second) The higher the value, the better the feature. The motion in the image is more smooth and natural.	60, 120 Hz	
Contrast ratio.	Feature of TV screen. The ratio describes us the visible light difference between the lightest and darkest point in the image. This feature is best seen in a dark room when watching dark scenes. Higher contrast ratio will result in deeper black motives, otherwise will be more grey. The higher the value, the better the feature.	1000:1 - 12000:1	
Processor type.	There is indicated the number of computing cores inside main processor. The larger the number of cores, the more responsive the menu and faster the embedded applications.	dual-core, quad core	
Digital and analog channels receiver.	DVB-T - built-in channel for receiving digital programs via an terrestrial (aerial) antenna. It also allows receiving analogue programs. It is necessary to connect the air antenna to the appropriate connector (1). DVB-C - built-in channel for receiving digital programs through the cable system. It also allows receiving analogue programs. It is necessary to connect the cable system to the appropriate connector (1). DVB-S - built-in channel for receiving digital programs via satellite dish. It also allows receiving analogue programs. It is necessary to connect the satellite	DVB-T/T2 DVB-C DVB-S/S2	

	dish to the appropriate connector (2).			

5. Connectors on the TV

On the back wall, you will find various connectors for transferring image (video) or audio (audio) between the TV and external devices. Each model can have different number of connectors and be located different.

Tabel 3 - Connector description

Connector	Mark	Description	Connector	PLUG
Connector for connecting an terestrial (aerial) antenna or cable system.	DVB-T/T2 DVB-C	Reception of analogue and digital programs.	Connector 1	

Satellite antenna connector.	DVB-S/S2	Reception of analogue and digital programs.	Connector 2	
Image and audio transfer connector. (audio and video signal)	SCART	Transfer picture and sound in analogue mode from an external device to a tv. Due to poor image quality, it is no longer used on newer TVs.		
Image and audio transfer connector. (audio and video signal)	RCA composite / cinch	Transfer picture and sound in analogue mode from an external device to a tv. Signal quality is lower so it is replaced by newer formats. Connect the plugs according to the color of the socket.		
Connector for transfering video signal. (video signal)	RCA component / cinch	Transfer an image in analogue mode from an external device to a tv. Signal quality is lower so it is replaced by newer formats. Connect the plugs according to the color of the		

		socket.		
Image transfer connector. (video signal)	VGA	Transfer an image in analogue mode from an external device to a tv. Provides high-resolution image transfer. It allows the plug to be screwed onto the socket, so need to unscrew them before unplugging.		
Image and audio transfer connector. (audio and video signal)	HDMI	Transferring image and sound in digital mode from an external device to a TV. In HDMI-ARC mode also suitable for transferring audio from a TV to an external device. Provides high-resolution image transfer.		
Audio transfer connector. (audio signal)	3,5mm jack socket	Streaming stereo audio in analogue mode from tv.		

		Supports multi-channel audio - up to 8 channels.		
Information network connector.	LAN - network	TV connection to the internet. Provides a more reliable connection than wireless.		
Connector for external input / output devices.	USB	Connect external memory, keyboard, or mouse.		
Card slot	COMMON INTERFACE, CONNAX	The card unlocks individual programs or program schemes on a DVB-T or DVB-C network. Insert the card via special adapter.		

6. Buttons on housing, IR receiver

The TV has an IR receiver with a standby light on the bottom edge of the frame. IR receiver receives commands from remote control. Behind the receiver is a built-in button for turning on and selecting operating mode.

7. Remote control

You control all the functions with the remote control. Remote control could be type IR (infrared) or IR+BT (infrared or bleetooth). The advantage of last one is to operate through visible obstacles or in direct sunlight. BT remote control is enclosed with televisions with voice commands. Depending on the model, a different remote controller may be included:

Source TV/DTV TvRadio Zoom Mute Media Sleep I/II Lang. Subtitle FAV FAV- FAV+ Menu Exit OK Info EPG Picture Sound CH VOL 1 2 3 4 5 6 7 8 9 Still 0 Recall Text Hold Index Size Reveal Subpage

Hisense
ER-22601B

INPUT 1 2 3 4 5 6 7 8 9 GUIDE 0 Subtitle TXT OK BACK EXIT VOL CH.List CH AudioOnly prime video YouTube NETFLIX Rakuten TV

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EN2BI27H

INFO INPUT 1 2 3 4 5 6 7 8 9 GUIDE 0 CH.List OK VOL CH TXT Sub. NETFLIX YouTube prime video Rakuten TV

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