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Hisense TVs

Google TV, Roku TV, Fire TV and VIDAA models — explained in plain English, one step at a time

A plain-English guide for families and grandparents

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Hisense Google TV, Roku TV, Fire TV & VIDAA models · facts current November 2026

What's Inside

This is your guide to Hisense TVs, whichever of the four kinds you have: Google TV, Roku TV, Fire TV or Hisense's own VIDAA. Start with Chapter 2 to find out which one is yours, then read in any order and at your own pace. There is no test, and you can't fall behind. Every setting comes with what it actually does *for you*, and every job comes with slow, numbered steps. Menus change a little from model to model and year to year, so where your screen differs, look for the closest match, and your TV's own e-manual has the final word.

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PART 1

Getting Started

Which kind of Hisense you have, where to find its model number, and what every button on the remote does.

CHAPTER 1

A Note from Bill

Hello, and welcome. Hisense TVs are everywhere right now: on store shelves, on holiday gift lists, and in a lot of living rooms here in Portage County. They're good TVs for the money. The one thing that trips people up is that a Hisense isn't just one kind of TV. Depending on the model, the menus inside come from Google, Roku, Amazon or Hisense's own system called VIDAA. Two Hisense TVs side by side can look completely different once you press Home.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks feel at home with theirs. I wrote this guide the way I'd explain it sitting on your couch: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Help you figure out, in about a minute, which of the four kinds of Hisense you have.
- Walk you through setup and the menus for **each** kind, so the steps match your screen.
- Get the picture looking natural (including the "soap opera look") and make voices easier to hear.
- Show you how to scan for free antenna channels, turn on captions, and use the voice remote.
- Explain the ads and viewing-data settings, so you can decide what the TV shares.
- Give you the real Hisense support number, and warn you about the fake ones.

The big promise: you can't break it

Nothing in the menus can hurt the TV. If you change a picture setting and don't like it, there's a reset. If you get lost, the **Home** button always brings you back to the start screen, and **Back** takes you one step at a time. The one step that truly erases things, a factory reset, I'll mark clearly in Chapter 23.

WHAT THIS DOES FOR YOU

Why this matters

A TV you understand is a TV you enjoy. Once the picture looks right, the voices are clear and you know which button does what, it stops being a puzzle and goes back to being the easy part of your evening.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question about a remote with 40 buttons.

Let's start by working out which Hisense is yours.

— Bill

CHAPTER 2

Which Hisense Do You Have?

Hisense builds the TV itself: the screen, the speakers, the plugs on the back. The "smart" part, meaning the start screen, the apps and most of the menus, comes from one of four systems. Knowing which one you have is the key to every other chapter in this guide.

The four editions

Edition	How it usually looks
Google TV	Made by Google. A row of big movie and show suggestions across the top, with tabs such as For you, and a remote with a Google Assistant (microphone) button and a YouTube button.
Roku TV	Made by Roku. A plain grid of app tiles on the right and a list down the left (Home, Search, Settings and so on). The remote is simple, with a star (*) button and a purple Roku logo on the box.
Fire TV	Made by Amazon. A row of app icons across the middle with a large picture banner above, and a remote with a blue Alexa button.
VIDAA	Hisense's own system. A bar of apps along the bottom of the screen, a menu button with three short lines on many remotes, and the word VIDAA on the start screen or the box.

The quickest way to tell

1. Turn the TV on and press the **Home** button (it often looks like a little house).
2. Look at the screen. A Google, Roku, Amazon Fire TV or VIDAA name or logo almost always shows up somewhere on the start screen or the welcome screen.
3. Look at the remote. A Roku logo, an Alexa button or a Google Assistant button is a strong clue.
4. Still not sure? Look at the box or the sales receipt. The box and the store listing normally name the system: "Google TV," "Roku TV," "Fire TV" or "VIDAA."

Clues in the model number

The model number (Chapter 3 shows where to find it) often has a letter for the system. On many recent models, a **G** near the end means Google TV, an **F** means Fire TV and a **V** means VIDAA, and Roku models usually have an **R** in the series name. It isn't a perfect rule, so treat it as a clue, not proof.

Hisense's 2026 U7 line is a good example. Hisense announced it in two versions that differ mainly in the system: the **U7SG** runs Google TV and the **U7SF** runs Fire TV. Which versions a store carries can vary by retailer.

GOOD TO KNOW

Hisense handles the TV, the other company handles the software

On a Roku TV or Fire TV model, Hisense is responsible for the hardware and the warranty, while Roku or Amazon writes the software and its updates. On Google TV, Google makes the system and Hisense adds its own picture and sound menus. On VIDAA, Hisense covers both.

	Google TV	Roku TV	Fire TV	VIDAA
Account needed	Google Account	Roku account (free)	Amazon account	Optional VIDAA account
Voice assistant	Google	Roku voice	Alexa	VIDAA Voice or Alexa
Settings button	Gear icon	Home, then Settings	Gear icon	Settings or menu button
Guide chapters	5	6	7	8

WHAT THIS DOES FOR YOU

What this does for you

Once you know your edition, you can skip straight to the steps that match your screen instead of hunting for a menu that your TV simply doesn't have.

CHAPTER 3

Finding Your Model Number & Software Version

The **model number** is the TV's exact name, something like 65U7SG or 55R6. You'll need it to look up the right manual, register the warranty, or call support. The **software version** tells you how up to date the TV's system is.

On the TV itself

1. Look at the back of the TV for a white or silver label. It lists the **Model** and a separate **Serial Number** (S/N).
2. If the TV is mounted close to the wall, use your phone's camera to take a picture of the label, then zoom in on the photo.
3. Write both numbers on the Cheat-Sheet in Chapter 27.

In the menus

Edition	Where to look
Google TV	**Settings** (gear) > **System** > **About**. Model and system version are listed.
Roku TV	**Home** > **Settings** > **System** > **About**.
Fire TV	**Settings** > **Device & Software** > **About**.
VIDAA	**Settings** > **Support** (on some models **System**) > look for **About** or **System Info**.

TIP

The box and receipt help too

The model number is also on the side of the box and usually on the store receipt. If you kept the receipt, keep it in an envelope with the paper quick-start guide, together with the date you bought the TV. That's your proof of purchase for the warranty.

WHAT THIS DOES FOR YOU

What this does for you

With the model number on hand, a support call takes minutes instead of a half hour of climbing behind the TV with a flashlight.

CHAPTER 4

The Remote, Button by Button

Each edition has its own remote, but most share the same core buttons. Learn these and you can get around any Hisense.

The buttons every remote has

Button	What it does
Power	Turns the TV on and off.
Home	Takes you to the start screen from anywhere. Your "get me out of here" button.
Back	One step back. Press it a few times to retrace your steps.
Arrows and OK	Move around the screen and choose what's highlighted. The center button is OK or Select.
Volume and Mute	Loudness. Mute silences the TV until you press it again.
Input (or Source)	Switches between TV antenna, cable box, DVD player and so on. Not on every remote; Chapter 14 explains.
Microphone	Hold it down and speak to search or give commands. Chapter 19 covers voice.
App buttons	Shortcuts printed with app names, such as Netflix or YouTube. They open that app directly.

Buttons that are special to each edition

- **Roku TV:** the **star (*)** button opens options for whatever is highlighted or playing, including picture settings and captions.
- **Fire TV:** the **Menu** button (three lines) shows options, and the blue **Alexa** button is the microphone.
- **Google TV:** the **gear** or settings button opens quick settings; the Google Assistant button is the microphone.
- **VIDAA:** a **menu** button (three short lines) or **Settings** button, and on many models a **CC** button for captions. Some VIDAA remotes have an **NRT** button for video description (Chapter 18).

When the remote stops working

1. Put in fresh batteries, matching the + and - marks.
2. Stand closer and point the remote straight at the TV.
3. Voice remotes connect by Bluetooth and sometimes need to be paired again. Look in Settings for **Remotes & Accessories** (Google TV, Fire TV) or **Remotes** (Roku TV) and choose to add or pair a remote.
4. Unplug the TV from the wall for a full minute, plug it back in, and try again.
5. Meanwhile, the small buttons on the TV itself, often underneath the screen, can turn it on and change the volume or input.

TIP

Your phone can be a spare remote

Each edition has a free phone app that works as a remote: the Google TV app, the Roku app, the Amazon Fire TV app, or Hisense's RemoteNOW app for VIDAA. The phone and TV need to be on the same Wi-Fi. The "Ways Your Hisense TV Can Make Life Easier" topic walks through RemoteNOW.

HEADS UP

Replacement remotes

If a remote is lost or broken, buy a replacement that lists your exact model number or edition. A Roku remote won't run a Fire TV model, and the reverse is true too.

WHAT THIS DOES FOR YOU

What this does for you

Knowing that Home and Back always get you out of trouble takes the fear out of pressing buttons.

PART 2

First-Time Setup, Edition by Edition

Getting a new Hisense out of the box and onto your Wi-Fi. Read the one chapter that matches your TV and skip the other three.

CHAPTER 5

Setting Up a Hisense Google TV

A Google TV model walks you through setup on the screen. The easiest way is to let your phone do the typing, using the free **Google Home** app. You'll need your Wi-Fi name and password, and the email and password for a Google Account (the same account you use for Gmail or an Android phone).

Before you start

- Put the batteries in the remote and plug the TV in where it will stay.
- Connect the antenna or cable box now, if you have one (Chapter 14).
- Have your phone nearby, charged, and on your home Wi-Fi.

The setup, step by step

1. Turn the TV on. If it asks you to pair the remote, follow the picture on screen (usually holding two buttons together for a few seconds).
2. Choose your language and country.
3. When asked how to set up, choose to set up with the **Google Home** app if you have a phone handy. The TV shows a QR code (a square barcode). Open your phone's camera, point it at the code, and follow the link to the Google Home app.
4. In the app, sign in with your Google Account and pick your Wi-Fi. The app sends the details to the TV, so you don't have to type a password with the arrow keys.
5. Back on the TV, accept the terms, and choose which streaming apps to install. You can add more later.
6. Hisense may show its own screens about picture settings, privacy and viewing information. Read each one; Chapter 21 explains what the viewing-information choices mean.
7. Let the TV finish any update it starts. Don't unplug it while the progress bar is moving.

> **TIP**
>
> **No phone? That's fine**
>
> You can also set up on the TV with the remote. It just means typing your Wi-Fi and Google passwords letter by letter with the arrow keys. Take your time; capital letters matter.

GOOD TO KNOW

Several people can share one TV

Google TV lets each family member add their own Google Account later, so suggestions and watch lists stay separate. It's optional.

WHAT THIS DOES FOR YOU

What this does for you

Letting the phone handle setup avoids the most frustrating part, typing long passwords on a TV screen, and gets you watching in a few minutes.

CHAPTER 6

Setting Up a Hisense Roku TV

A Roku TV model uses Roku's simple start screen. To add streaming apps you need a free Roku account. Here's the most important thing to know before you begin: **activating a Roku is always free**.

The setup, step by step

1. Turn the TV on and follow the screens to choose your language and connect to Wi-Fi.
2. The TV may download a software update and restart. That's normal.
3. When asked about live TV, choose to set up an antenna if you have one. You can also do this later (Chapter 16).
4. The TV shows an **activation code** and asks you to go to Roku's website on a phone or computer. Type the address shown on *your TV screen*, which is on roku.com, rather than searching for it.
5. Sign in to your Roku account, or create one, and enter the code.
6. Roku may ask for a payment method to make future rentals easier. You can skip it; the account itself costs nothing.
7. Back on the TV, your apps start appearing. Use **Streaming Store** on the left to add more.

SCAM ALERT

Roku never charges to activate

Fake "activation" websites buy search ads so they appear first when you search for the activation address. They hand you a code that doesn't work and push you to call a phone number, then ask for money or remote access to your computer. Roku says activation is free and its support will never ask for your Social Security number or your Roku password. Type the address from your TV screen yourself.

GOOD TO KNOW

Roku TV help comes from two places

For apps, the Roku account and the start screen, Roku's own help site (support.roku.com) is the right place. For the screen, the speakers or the warranty, it's Hisense (Chapter 24).

WHAT THIS DOES FOR YOU

What this does for you

Knowing the activation is free lets you set up with confidence, and keeps you away from the most common TV scam around.

CHAPTER 7

Setting Up a Hisense Fire TV

A Fire TV model runs Amazon's system and works with an Amazon account, the same one used for shopping on Amazon. If you have a Prime membership, its Prime Video shows appear automatically, but Prime isn't required.

The setup, step by step

1. Turn the TV on. Pair the remote if asked (the screen shows which buttons to hold).
2. Choose your language and connect to Wi-Fi.
3. Sign in with your Amazon account. The TV usually offers a code you can enter on your phone, so you don't have to type your password on the TV.
4. Choose whether to set up an antenna or cable for live channels (or do it later, Chapter 16).
5. Pick some apps to download. You can add more from **Find** or the **Appstore** later.
6. Go through the privacy and data-sharing screens carefully. Chapter 21 explains the choices.

GOOD TO KNOW

Alexa+ on Fire TV

Amazon began offering its newer Alexa+ assistant at no extra cost on compatible Fire TV devices in the U.S. in August 2026, and its announcement named Hisense TVs with Alexa+ among them. It arrives automatically on TVs that qualify. Chapter 19 covers using it.

HEADS UP

Your Amazon account can buy things

Because the TV is signed in to Amazon, it can rent movies and make purchases. If grandchildren use the TV, look in the Fire TV settings for **Parental Controls** and set a PIN for purchases.

WHAT THIS DOES FOR YOU

What this does for you

One sign-in brings your Prime Video library, your Alexa voice assistant and your apps together on the big screen.

CHAPTER 8

Setting Up a Hisense VIDAA TV

VIDAA is Hisense's own system. It's quick and simple, with a row of apps along the bottom of the start screen. You don't need a Google, Roku or Amazon account to use it, although some features ask you to create a free **VIDAA account**.

The setup, step by step

1. Turn the TV on and choose your language and country (or region).
2. Connect to your Wi-Fi network and type the password with the on-screen keyboard. You can also plug in a network cable if your router is close by.
3. Read and accept the terms. VIDAA also shows privacy choices, including viewing-information services (Chapter 21). You can say no and still use the TV.
4. Choose whether to scan for antenna or cable channels now. You can always do it later (Chapter 16).
5. Let the TV check for a software update, then you'll land on the start screen.
6. If you want voice control, open **Settings** > **System** > **Voice Service** and choose VIDAA Voice or Alexa (Chapter 19).

GOOD TO KNOW

Fewer apps than the others

VIDAA has the big names, but its app store is smaller than Google's, Roku's or Amazon's. If an app you need isn't there, a streaming stick plugged into an HDMI port solves it for a modest price.

TIP

Menus vary by year

Hisense has changed VIDAA's menus from year to year, so a setting may sit in a slightly different place on your model. The **Search** or the **Support** section of Settings, and the e-manual on your model's page at hisense-usa.com, help you find it.

WHAT THIS DOES FOR YOU

What this does for you

VIDAA keeps things light: fewer accounts, fewer screens, and a TV that's ready to watch quickly.

PART 3

Getting the Picture Right

Picture modes in plain words, how to turn off the "soap opera look," and quick fixes for a picture that's too dark, too bright or just odd.

CHAPTER 9

Picture Modes Explained

A **picture mode** is a ready-made bundle of settings: brightness, color, sharpness and more, all chosen for a purpose. Picking the right mode does about 90 percent of the work. You don't need to touch the individual sliders unless you want to.

The modes on most Hisense TVs

Mode	What it's for
Filmmaker Mode	Shows movies and shows the way the people who made them intended, and switches off extra processing such as motion smoothing. A good choice for movies and dramas.
Theater Day / Theater Night	Natural, accurate color. Day is brighter for a sunny room; Night is dimmer for evening viewing.
Standard	An all-round middle setting.
Vivid	Very bright with strong colors. Fine for a store, often tiring at home.
Sports	Brighter, with motion processing turned up for fast action.
Game	Cuts delay for video game consoles.
Energy Saving	Dimmer to save power. New TVs often start in this mode, which is why many people find a new Hisense looks dull.

The list varies by model, so yours may show a few more or a few less. Roku TV models use Roku's own list of modes, such as Roku Smart Picture, and Fire TV models may name them slightly differently.

Changing the mode on Google TV and VIDAA

1. While a show is playing, press the **Settings** (gear) button.
2. On Google TV, choose **Display & Sound** > **Picture** > **Picture Mode**. On newer models it may sit under **Picture** > **General**. On VIDAA, choose **Picture** > **Picture Mode**.
3. Move up and down through the modes. The picture changes as you go, so you can compare.
4. Press **OK** on the one you like, then **Back** until the menu closes.

Changing the mode on Roku TV

1. While something is playing, press the **star (*)** button.
2. Choose **Picture settings**, then **Picture mode**.
3. Try the choices. Roku recommends **Roku Smart Picture**, which adjusts itself to what's playing.
4. Each input (antenna, cable box, apps) remembers its own mode, so set it once for each.

TIP

Bill's starting point

For most living rooms, start with **Filmmaker Mode** or **Theater Day** in the daytime and **Theater Night** in the evening. If the picture feels too dim, that's the next chapter's job, not a reason to go back to Vivid.

GOOD TO KNOW

Each input has its own setting

On most Hisense TVs the picture mode is remembered separately for each source. If the cable box looks great but Netflix looks dark, check the mode while Netflix is playing.

WHAT THIS DOES FOR YOU

What this does for you

Natural skin tones, faces that look like faces, and a picture that's easy on the eyes for a long evening.

CHAPTER 10

Motion Smoothing & the "Soap Opera Look"

If a movie on your new TV looks oddly smooth, almost like a home video or a daytime soap opera, the cause is **motion smoothing**. The TV invents extra in-between frames to make movement look smoother. Some people like it for sports. Many find it makes films look cheap.

What Hisense calls it

Setting	What it means
Motion Enhancement	The main motion-smoothing setting on Hisense Google TV and VIDAA models. Hisense describes it as reducing the blur left behind by fast-moving objects. Choices often include Film, Clear, Smooth and Custom, and on many models Off.
Custom	Lets you set **Blur Reduction** and **Judder Reduction** yourself. Judder is the slight stutter you can see when the camera pans slowly.
Other names	Some models have an extra blur setting nearby, and Roku TV models may use a different name altogether. Look for anything with "motion" in it.

Turning it off (Google TV and VIDAA)

1. Start a movie or show so you can see the difference.
2. Press **Settings** (gear), then go to **Picture** (on Google TV, **Display & Sound** > **Picture**).
3. Look for **Motion Enhancement**. Depending on the model it sits right in the Picture list or inside a section such as **Advanced Settings** or **Clarity**.
4. Set it to **Off** if you can, or to **Film**, which keeps movement natural with only a light touch of smoothing.
5. If your model has another motion or blur setting nearby, try it lower as well.

On Roku TV and Fire TV models

On a Roku TV, press **star (*)** while something plays, choose **Picture settings**, and look under the advanced or expert picture options for a motion-smoothing setting. On a Fire TV model, look in **Settings** for **Display & Audio** or **Picture**, then the advanced options. Names differ by model, so look for anything with "motion" in it.

TIP

The easy shortcut

Filmmaker Mode switches motion smoothing off by itself. If you choose another mode, you may need to turn motion smoothing off by hand in that mode too.

WHAT THIS DOES FOR YOU

What this does for you

Your favorite old movies look like movies again, not like they were shot on a camcorder.

CHAPTER 11

Too Dark, Too Bright & Other Picture Fixes

Most picture complaints come down to a few settings. Try these in order before you worry that something is wrong with the TV.

If the picture looks too dark or dull

1. Check the picture mode (Chapter 9). **Energy Saving** is dim on purpose.
2. Look for a **light sensor** setting (sometimes called Ambient Light Detection or Auto Brightness). It dims the screen when the room is dark; turn it off if the picture keeps dimming.
3. Raise **Backlight** (or Brightness on some models) a few steps at a time.
4. If only one app looks dark, check that app's own video quality setting and your internet speed.

If the picture is too bright or harsh

- Move from Vivid or Standard to Theater Night or Filmmaker Mode.
- Lower Backlight in the evening.
- Turn **Sharpness** down; high sharpness adds a harsh outline around people.

If the shape is wrong

Black bars at the top and bottom of a wide movie are normal: the film is wider than the TV. If people look stretched or the edges are cut off, look in the picture settings for **Aspect Ratio** or **Picture Size** and choose **Auto**.

Putting everything back

If you've changed so many settings you're not sure where you are, each edition has a reset for picture settings only. It doesn't erase your apps or accounts.

Edition	Picture reset
Google TV	**Settings** > **Display & Sound** > **Picture** > **Reset**.
Roku TV	**star (*)** > **Picture settings** > **Customize picture** > **Reset settings**.
VIDAA	In **Picture** settings, look for **Reset** or **Restore Default**.

Edition	Picture reset
Fire TV	In the picture settings, look for a reset option.

The Roku TV path is the one Roku documents; the others vary a little by model, so look for the word Reset at the bottom of the picture menu.

HEADS UP

Picture looks stuck in store mode?

If a banner advertising features keeps popping up, or the picture is blazing bright and won't stay changed, the TV may have been set to a store or demo mode. Look in Settings for a **Home** or **Store** mode choice and choose Home. If you can't find it, a factory reset (Chapter 23) will bring the setup screens back.

WHAT THIS DOES FOR YOU

What this does for you

A comfortable, natural picture without paying anyone to calibrate the TV.

PART 4

Sound You Can Actually Hear

Clearer voices, steadier volume, and how to add a soundbar or headphones without a tangle of remotes.

CHAPTER 12

Sound Modes & Clearer Dialogue

"The music is loud and I can't make out the words" is one of the most common TV complaints there is. Modern TVs are thin, so their speakers are small and often point down or backward. The good news: a few settings make a real difference, and none of them cost anything.

What a sound mode is

A **sound mode** is a ready-made bundle of sound settings, the way a picture mode is for the picture. Most Hisense TVs offer a handful, with names such as **Standard**, **Theater**, **Music**, **Sports** and, on many models, a mode meant for voices, often called **Speech** or **Dialogue**. Some models also have a **Late Night** mode that keeps voices clear while holding the loud parts down. The exact list depends on your model.

Finding the sound settings

Edition	Where to look
Google TV	**Settings** (gear) > **Display & Sound** > **Audio** (or **Sound**) > **Sound Mode**.
VIDAA	**Settings** > **Sound** (or **Audio**) > **Sound Mode**.
Roku TV	While something plays, press **star (*)** and choose **Sound settings**.
Fire TV	**Settings** > **Display & Audio** (or **Display & Sounds**) > look for **Audio** or **Sound**.

Steps for clearer voices

1. Start a show with plenty of talking, so you can hear the difference as you go.
2. Open the sound settings for your edition (the table above).
3. Try the voice-focused mode first, such as **Speech** or **Dialogue**, if your TV has one.
4. If there isn't one, try **Standard** and then lower any **bass** or **surround** effect. Booming bass and fake surround often bury voices.
5. If your TV has an equalizer, nudging up the middle and upper sliders a little can bring voices forward. Small moves are best.
6. Press **Back** to close the menu and give it a few minutes of normal viewing before you decide.

Roku TV: dialog enhancement and volume modes

On many Roku TV models, Roku offers a **dialog enhancement** setting (on some TVs called **speech clarity**) that lifts voices above the background. Roku TVs also have **volume modes**: **Leveling** evens out sudden jumps, such as loud commercials, and **Night** keeps the loud bits from waking the house. To find them, press **star (*)** while something plays, choose **Sound settings**, and look through the options. Availability varies by model and by whether you have Roku speakers connected.

TIP

Commercials suddenly louder than the show?

Look for a volume-leveling setting. Roku calls it Leveling; on other editions it may be called Auto Volume, Volume Leveling or something similar, usually in the sound or audio menu.

GOOD TO KNOW

Captions are the other half of the answer

Even the best sound setting can't fix a mumbling actor. Many people who hear well still use captions for dramas and British shows. Chapter 17 shows how to turn them on in each edition.

WHAT THIS DOES FOR YOU

What this does for you

You stop riding the volume button up and down all evening, and you hear the jokes the first time.

CHAPTER 13

Soundbars, Headphones & eARC

If the TV's own speakers still aren't enough, the next step is a soundbar (a long speaker that sits under the TV) or a pair of headphones. Either one can make a bigger difference than any setting.

Connecting a soundbar the easy way

Most soundbars connect with one HDMI cable to the TV's HDMI port marked **ARC** or **eARC**. ARC stands for Audio Return Channel. It lets sound travel *from* the TV *to* the soundbar over the same cable, and it lets your TV remote control the soundbar's volume. eARC is the newer, roomier version; it works the same way for everyday use.

1. Turn both the TV and soundbar off.
2. Find the HDMI port on the TV labeled **ARC** or **eARC**. It's usually printed right next to the port.
3. Plug one end of an HDMI cable in there and the other into the soundbar's port marked **HDMI ARC**, **eARC** or **TV**.
4. Turn the TV on, then the soundbar. Make sure HDMI-CEC is turned on (Chapter 14 explains it and where the setting lives).
5. In the TV's sound settings, look for **Audio Output** or **Speakers** and choose the ARC, eARC or external speaker option.
6. Try the TV remote's volume buttons. The soundbar's volume should change.

> TIP
>
> **No HDMI on the soundbar?**
>
> Older or simpler soundbars use an **optical** cable (a thin cable with a small square plug that glows red at the tip) or Bluetooth. Both work, but the TV remote may not control the volume.

Wireless headphones

Many Hisense TVs can connect Bluetooth headphones directly. It's handy when one person needs it louder than everyone else, or for late-night watching.

1. Put the headphones into pairing mode (their instructions explain how; often you hold the power button until a light flashes).

2. On the TV, open **Settings** and look for **Bluetooth**, **Remotes & Accessories** (Google TV, Fire TV) or a **Pair** option in the sound or network menu (VIDAA).
3. Choose to add or pair a device and pick your headphones from the list.
4. To go back to the TV speakers, turn the headphones off.

Roku TV: listen through your phone

Roku TV models have a feature called **private listening**: plug ordinary wired earbuds or Bluetooth headphones into your phone, open the free Roku mobile app, and tap the headphones icon. The TV's sound comes through your phone instead. The phone and TV must be on the same Wi-Fi.

GOOD TO KNOW

Everyone else can still listen

With most Bluetooth headphones the TV's own speakers go quiet. If a partner wants to hear the TV normally while you use headphones, a dedicated TV-listening headset with its own base, or Roku's private listening on some setups, is a better fit. Ask Bill which suits your room.

HEADS UP

Hearing aids

Many newer hearing aids can stream TV sound, but usually through a small TV adapter sold by the hearing-aid maker. Your audiologist is the best person to ask which one works with your aids.

WHAT THIS DOES FOR YOU

What this does for you

Voices come through clearly at a comfortable volume, and the rest of the household gets a say in how loud the TV is.

PART 5

Connecting Things

Cable boxes, DVD players, game consoles, Wi-Fi and apps, and the free local channels you can get with an antenna.

CHAPTER 14

Inputs, HDMI & HDMI-CEC

An **input** (some remotes say **Source**) is simply which plug on the back of the TV you're watching. The cable box might be on HDMI 1, a DVD player on HDMI 2 and the antenna on the round antenna plug. Switching inputs is how you move between them.

Switching inputs

Edition	How to switch
Google TV	Press the **Input** button if your remote has one. If not, press **Home**, then look for an **Inputs** icon at the top right or open **Settings** > **Channels & Inputs** > **Inputs**.
Roku TV	Each input has its own tile on the Home screen, such as **HDMI 1** or **Live TV**. Choose the tile. You can rename tiles with the **star (*)** button.
Fire TV	Press **Home** and look for an **Inputs** row or icon, or ask Alexa, for example "switch to HDMI 1."
VIDAA	Press the **Input** (or **Source**) button, or choose **Input** from the start screen.

TIP

Give inputs friendly names

Most editions let you rename an input, so the list says "Cable box" or "DVD" instead of HDMI 2. Look in the input settings for a rename or edit option. It makes life much easier for anyone who uses the TV only now and then.

What HDMI-CEC does for you

HDMI-CEC is a feature that lets the gadgets plugged into the TV talk to each other over the HDMI cable. With it on, one remote can do more: turning on the TV can turn on the soundbar, pressing play on a streaming stick can switch the TV to the right input, and the TV remote can change the soundbar's volume. Every brand has its own name for it, which is why it's hard to find.

Edition	Where to look
Google TV	Look in **Settings** > **Channels & Inputs** > **Inputs** for **HDMI control** or **CEC**.
Roku TV	**Settings** > **System** > **Control other devices (CEC)**.
Fire TV	Look in **Settings** for **Equipment Control** or **Display & Audio**, then **HDMI CEC Device Control**.

Edition	Where to look
VIDAA	Look in **Settings** under **System** or **Input** for a **CEC Function**, **HDMI & CEC** or **CEC** setting.

These are the usual spots; names shift a little by model and year. The goal in every case is to switch CEC **on**.

HEADS UP

When CEC misbehaves

Occasionally CEC causes odd behavior, such as the TV switching inputs by itself or turning on when a game console wakes up. Turning CEC off and back on, or unplugging the misbehaving device for a minute, usually settles it.

If an HDMI device shows no picture

1. Make sure you're on the right input (the number printed next to the port).
2. Push both ends of the HDMI cable in firmly.
3. Turn the device off and on.
4. Try a different HDMI port, then a different cable.
5. For a 4K streaming stick or game console, some Hisense TVs have a setting that switches an HDMI port to an enhanced or high-speed format. If the device needs it, the device's own help usually says so.

WHAT THIS DOES FOR YOU

What this does for you

Fewer remotes on the coffee table, and a TV that switches to the right thing on its own.

CHAPTER 15

Wi-Fi, Apps & Streaming

The smart part of the TV needs the internet. Once it's online, you add the apps for the services you already use: Netflix, YouTube, Prime Video, Hulu, a local news app and so on.

Getting on Wi-Fi or changing networks

Edition	Where to look
Google TV	**Settings** > **Network & Internet**, then choose your network.
Roku TV	**Settings** > **Network** > **Set up connection**.
Fire TV	**Settings** > **Network**.
VIDAA	**Settings** > **Network** (on some models **Connection**).

Adding an app

1. **Google TV:** go to the **Apps** tab, or use **Search**, type the app's name and choose **Install**.
2. **Roku TV:** choose **Streaming Store** on the left of the Home screen, find the app and choose **Add channel** (Roku sometimes calls apps channels).
3. **Fire TV:** use **Find** or the magnifying glass, type the name, choose the app and then **Get** or **Download**.
4. **VIDAA:** open the **Apps** or **App Store** icon on the start screen, choose the app and install it.
5. Open the new app and sign in. Many apps show a code or a QR code on the TV that you enter or scan on your phone, which saves typing.

GOOD TO KNOW

Apps cost what the service costs

The TV doesn't charge for apps, but most services do. Netflix, Hulu, HBO Max and others are monthly subscriptions you pay to them. Free services such as Tubi, Pluto TV and the Roku Channel show ads instead.

When an app won't load or keeps freezing

1. Check another app. If all apps fail, it's the internet; if only one fails, it's that app.
2. Close the app with **Home**, wait a few seconds and open it again.
3. Restart the TV (Chapter 23 shows the gentle restart for each edition).
4. Restart your router: unplug it for 30 seconds, plug it back in, and wait a few minutes.
5. If one app keeps failing, remove it and add it again, then sign back in.

TIP

Weak Wi-Fi?

If the router is far away, a network cable from the router to the TV's LAN port gives the steadiest connection. A mesh Wi-Fi point near the TV is the next best thing.

WHAT THIS DOES FOR YOU

What this does for you

Your favorite shows are one button away, and you know the quick fix when one won't play.

CHAPTER 16

Scanning for Free Antenna Channels

With an antenna, a Hisense TV can pick up your local broadcast stations (ABC, CBS, NBC, Fox, PBS and others) for free. The TV has to **scan** first, which means searching the airwaves and saving every channel it can find.

Before you scan

- Screw the antenna cable onto the round plug marked **Ant**, **Antenna** or **Cable In** on the back of the TV.
- An indoor antenna works best high up and near a window facing the broadcast towers.
- If you have a cable box plugged in by HDMI, you don't need a scan; the box does the tuning.

Running the scan

Edition	Steps
Roku TV	Open the **Live TV** tile, or go to **Settings** > **TV inputs** > **Live TV** > **Set up input** and choose **Scan for channels**. It may take several minutes.
Fire TV	**Settings** > **Live TV** > **Channel Scan**. Choose antenna and let it finish. The channels then show in the guide and the Live tab.

Edition	Usual steps
Google TV	Open the **Live TV** or **Channels** app, or go to **Settings** > **Channels & Inputs** > **Channels** and look for **Channel scan** or **Auto Channel Scan**. Choose **Antenna** as the tuner mode.
VIDAA	**Settings** > **Channel**, set **Tuner Mode** to **Antenna**, then choose **Auto Channel Scan**. On some models it's under **Settings** > **Channels**.

1. Start the scan and leave the TV alone until it reaches 100 percent. Don't turn it off part way.
2. When it finishes, choose **Done** or **Finish**, then press **Channel Up** or open the guide to see what you found.

TIP

Rescan now and then

Stations sometimes change frequencies. If a channel disappears, or after you move the antenna, run the scan again. Many people rescan every few months.

GOOD TO KNOW

Moving the antenna a foot can matter

If a station keeps breaking up, try the antenna in a different window or higher on the wall, then rescan. The free **FCC DTV Reception Maps** page shows which towers are near your address.

WHAT THIS DOES FOR YOU

What this does for you

Local news, weather and the big network shows, in sharp picture, with no monthly bill.

PART 6

Easier to See, Hear & Use

Captions, spoken menus and video description, talking to the TV with the voice remote, and keeping the software up to date.

CHAPTER 17

Turning On Captions

Closed captions put the words on the screen as they're spoken, along with sounds such as [door slams] or [laughter]. They help anyone with hearing loss, and plenty of people with perfect hearing use them for fast talkers and accents.

VIDAA and most Hisense-menu models

Hisense says captions can be turned on in **Settings** > **Accessibility**, or with the **CC** button on remotes that have one. For antenna and cable channels you can also choose which caption service to show: **CC1** is the usual one for regular broadcasts, and digital channels offer services named **CS1** to **CS6**.

Roku TV

1. While a show is playing, press **star (*)** and look for **Captions**; or
2. From Home, go to **Settings** > **Accessibility** (on some models **Captions**) > **Captions mode**.
3. Choose **On always**, or **On replay** to show them only after you press the instant-replay button.

Google TV

Go to **Settings** > **Accessibility** > **Captions** and turn on **Display**. You can also pick the caption language and style there. Google notes the setting may not apply to certain apps, which have their own caption switch.

Fire TV

While a video plays, press the **Menu** button (three lines) and choose **Subtitles**, then turn them on. The Fire TV Accessibility menu has more caption options.

TIP

Inside apps, use the app's own switch

Netflix, YouTube, Prime Video and most other apps have a speech-bubble or **CC** icon while a video plays. If the TV's captions are on but an app shows nothing, turn captions on inside the app. For a cable box on HDMI, the cable box's own caption setting is the one that counts.

WHAT THIS DOES FOR YOU

What this does for you

No more "What did he say?" and no more rewinding the same line three times.

CHAPTER 18

Spoken Menus & Video Description

Hisense TVs made after December 20, 2016 include features for people with low vision or hearing loss. Two are especially useful: **spoken menus**, where the TV reads the menus aloud, and **video description**, an extra narration track that describes what's happening on screen between the lines of dialogue.

Where to find them

Edition	Where to look
VIDAA	**Settings** > **Accessibility** > **Menu Audio** (spoken menus) or **Video Description**.
Google TV	**Settings** > **Accessibility** > **TalkBack** (spoken menus) or **Audio Description**. On older Android TV models it's under **Device Preferences**.
Roku TV	**Settings** > **Accessibility** > **Audio Guide** (spoken menus, U.S. English).

Two buttons worth knowing

- **NRT**: on many Hisense remotes, this button turns video description on and off.
- **MTS**: on antenna and cable channels, some stations carry video description as a second audio track (SAP). The MTS button switches to it.

Fire TV

Fire TV's screen reader is called **VoiceView**, and its accessibility menu also has a screen magnifier and caption options. Look in **Settings** > **Accessibility**.

TIP

Practice before you rely on it

Spoken menus change how the remote behaves a little; on some editions you press OK twice to choose something. Try it for ten minutes with a helper nearby the first time.

GOOD TO KNOW

Hisense has an accessibility contact

Hisense lists its support line, **1-888-935-8880**, and an email address, **accessibility@hisense-usa.com**, for accessibility questions.

WHAT THIS DOES FOR YOU

What this does for you

The TV stays usable as eyesight changes, and the whole family can watch the same show together.

CHAPTER 19

Voice Remotes & Assistants

Most Hisense remotes now have a microphone button. Hold it down, speak, and let go. You can search for a show, open an app or change the volume without hunting through menus. Which assistant answers depends on your edition.

What to say

Edition	Button	Try saying
Google TV	Google Assistant / microphone	"Open YouTube" or "Show me comedies"
Roku TV	Microphone (on voice remotes)	"Launch Netflix" or "Turn on captions"
Fire TV	Blue Alexa button	"Play Jeopardy" or "What's the weather?"
VIDAA	Microphone	"Open Prime Video" or "Volume up"

Fire TV: Alexa+

Amazon's newer Alexa+ began arriving at no extra cost on compatible Fire TV devices in the U.S. in August 2026, including Hisense TVs with Alexa+, whether or not you have Prime. It can handle more natural requests, such as asking for "a funny movie from the 1980s." It arrives on its own with a software update.

VIDAA: choosing VIDAA Voice or Alexa

1. Press **Settings** and go to **System** > **Voice Service**.
2. Choose **VIDAA Voice** or **Amazon Alexa Service**.
3. For Alexa, follow the on-screen steps to sign in with your Amazon account. You may be asked to sign in to a VIDAA account too.
4. Hold the microphone button on the remote and speak.

Hisense notes that the setting varies by model and region, and that if **Amazon Alexa Service** isn't listed, your TV doesn't have Alexa built in. You can still control it from an Echo speaker; the "Ways Your Hisense TV Can Make Life Easier" topic shows how.

GOOD TO KNOW

Is the TV always listening?

Voice remotes listen only while you hold the button. Some TVs and Echo-style setups offer hands-free listening; if yours does, you can turn it off in the voice or privacy settings.

WHAT THIS DOES FOR YOU

What this does for you

Saying "open Netflix" is often easier than finding it with the arrows, especially with stiff fingers or tired eyes.

CHAPTER 20

Keeping the Software Up to Date

Updates fix bugs, add features and close security holes. Most Hisense TVs update themselves overnight, as long as they're plugged in and online. It's still worth knowing how to check by hand when something seems off.

Checking for an update

Edition	Where to look
Google TV	**Settings** > **System** > **About** > **System update**.
Roku TV	**Settings** > **System** > **Software update** (older: **System update**) > **Check now**.
Edition	**Usual spot**
Fire TV	**Settings** > **Device & Software** (on some models **My Fire TV**) > **About** > **Check for Updates**.
VIDAA	**Settings** > **Support** > **System Upgrade** or **System Update** > check for a firmware upgrade.

During an update

- Leave the TV plugged in. Don't switch off the power strip while the progress bar is moving.
- The screen may go dark and restart once or twice. That's normal.
- Apps update separately, usually on their own. On Google TV, the **Google Play Store** handles app updates.

SCAM ALERT

Updates never cost money

Real TV updates come from the TV itself. No one will call you, email you or pop up a website asking for payment or remote access to "update your TV." That's a scam; hang up or close the page.

WHAT THIS DOES FOR YOU

What this does for you

Fewer glitches, apps that keep working, and a TV that stays safe to have on your home network.

PART 7

Privacy, Problems & Support

What the TV shares about your viewing and how to limit it, quick fixes, the reset buttons, the real Hisense support line, and the fake ones to avoid.

CHAPTER 21

Ads, Viewing Data & ACR

Smart TVs are sold at low prices partly because they earn money afterward, from ads on the start screen and from information about what you watch. You can't remove every ad, but you can switch off most of the tracking, and the TV keeps working just the same.

What ACR is

ACR stands for **automatic content recognition**. The TV takes tiny samples of what's on screen, even from an antenna, cable box or DVD player, and matches them against a database to work out what you're watching. That information can be used to pick the ads you see. Companies give it friendly names such as "viewing information," "smart TV experience" or "enhanced viewing."

GOOD TO KNOW

This is in the news

In December 2025, the Texas attorney general sued Hisense and four other big TV makers over ACR, saying viewers weren't clearly told about it. News reports at the time said a Texas court temporarily ordered Hisense to stop collecting that data from Texans. Wherever you live, the choice to turn it off is yours.

Turning it off, edition by edition

Roku TV

1. Go to **Settings** > **Privacy** > **Smart TV experience**.
2. Turn off **Use info from TV inputs**. This stops the TV recognizing what's on the antenna and HDMI inputs.
3. While you're in **Privacy**, look at the advertising options too, and choose to limit ad tracking.

Fire TV

1. Go to **Settings** > **Preferences** > **Privacy Settings**.
2. Turn off **Device Usage Data**, **Collect App Usage Data** and **Interest-based Ads**.
3. Some Fire TV televisions have a separate setting for data from broadcast (antenna) and HDMI inputs; if you see it, turn it off too.

Google TV and VIDAA

On these editions, Hisense adds its own agreements, which you see during setup, and they usually include an optional viewing-information service. You can say no during setup. If you agreed earlier, look in **Settings** under **Privacy**, **System** or **Support** for anything named **Viewing Information Services**, **Enhanced Viewing**, **Smart TV experience** or **Terms & Privacy**, and turn the optional items off. On Google TV, also open **Settings** > **Privacy** and review **Ads** and **Usage & diagnostics**.

TIP

Check again after big updates and resets

A factory reset brings the setup questions back, and a major update can add new choices. It takes a minute to look through the privacy menu again afterward.

GOOD TO KNOW

The start-screen ads stay

Turning off tracking makes ads less personal; it doesn't remove the banners on the start screen. That's part of the deal with every major smart TV system.

WHAT THIS DOES FOR YOU

What this does for you

You decide what the TV shares about your household, and you lose nothing you'd actually miss.

CHAPTER 22

Quick Fixes for Common Problems

Before you worry, try the fix in this table. Most TV trouble is a setting, a loose cable, or software that needs a fresh start.

If this happens	Try this first
No picture, but the light is on	Press **Input** and pick the right source. Check the cable box or streaming stick is on.
"No signal"	You're on an input with nothing plugged in, or the device is off. Switch inputs (Chapter 14).
No sound	Check **Mute**. If a soundbar is connected, the TV may be sending sound there (Chapter 13).
Voices hard to hear	Try a voice sound mode and captions (Chapters 12 and 17).
Picture looks like a soap opera	Turn motion smoothing off (Chapter 10).
Picture too dark	Leave Energy Saving mode; check the light sensor (Chapter 11).
An app won't play	Close it, restart the TV, restart the router (Chapter 15).
Remote stopped working	Batteries, then re-pair the remote (Chapter 4).
Antenna channels gone	Rescan (Chapter 16).
The TV talks over everything	Spoken menus or video description got switched on; turn them off in Accessibility, or press the NRT button (Chapter 18).
TV turns on by itself	Often HDMI-CEC waking it with another device. Try CEC off (Chapter 14).
Ads or banners pop up over the picture	The TV may be in store mode; switch to Home mode (Chapter 11).

TIP

The one-minute unplug

When in doubt, unplug the TV from the wall, wait a full minute, and plug it back in. It clears a surprising number of glitches, and it can't hurt anything.

WHAT THIS DOES FOR YOU

What this does for you

Most problems solved in five minutes, without a service call.

CHAPTER 23

Restarting & Factory Reset

There are two kinds of reset. A **restart** is gentle: like turning a computer off and on, it keeps everything. A **factory reset** erases the TV back to how it came out of the box. Always try the restart first.

A gentle restart

Edition	Restart
Any edition	Unplug from the wall for one minute, then plug back in.
Google TV	**Settings** > **System** > **Restart**.
Roku TV	**Settings** > **System** > **Power** > **System restart**.
Fire TV	**Settings** > **Device & Software** > **Restart**.

Factory reset: the last resort

HEADS UP

A factory reset erases everything

Your Wi-Fi, apps, sign-ins, picture settings and saved channels are all wiped. You'll need your Wi-Fi password and your Google, Roku or Amazon password to set it up again. Write them down first (Chapter 27).

Edition	Factory reset
Google TV	**Settings** > **System** > **About** > **Factory reset** (on some models under **Reset**). Enter your PIN if asked.
Roku TV	**Settings** > **System** > **Advanced system settings** > **Factory reset** > **Factory reset everything**, then type the code shown on screen.
Fire TV	**Settings** > **Device & Software** > **Reset to Factory Defaults**.

Edition	Usual spot
VIDAA	**Settings** > **Support** > **Reset to Factory Default** (on some models under **System**). Enter your PIN if asked; the TV restarts into setup.

TIP

Before you reset to fix a problem

Call Hisense support (Chapter 24) or Bill first. A reset fixes software trouble, but it won't fix a broken screen or a bad cable, and you'll have to set everything up again.

WHAT THIS DOES FOR YOU

What this does for you

A sure way back to a clean start, and the confidence to know when you don't need it.

PART 8

Getting Help & Your Cheat-Sheet

The real Hisense support line, the fake ones to steer clear of, an honest word about when to call Bill, and a one-page summary to keep by the TV.

CHAPTER 24

Official Hisense Support & Warranty

When something is wrong with the TV itself, such as the screen, the speakers, the power or the warranty, Hisense is the company to contact. Here's how to reach the real thing.

The real Hisense contacts

Hisense USA	
Website	**hisense-usa.com/support** (manuals, product registration, contact options)
Phone, TVs and audio	**1-888-935-8880**
Accessibility questions	**accessibility@hisense-usa.com**

Who to call for what

Problem	Who helps
Screen, speakers, power, warranty	Hisense
Roku apps, Roku account, Roku start screen	Roku (support.roku.com)
Fire TV apps, Alexa, Amazon account	Amazon (amazon.com, Help)
Google TV apps, Google Account	Google (support.google.com/googletv)
A single app, such as Netflix	That service's own help site
Internet down everywhere in the house	Your internet provider

Before you call

1. Write down the model and serial number (Chapter 3) and the date you bought the TV.
2. Have the receipt or order confirmation handy for warranty questions.
3. Note what you've already tried: restart, unplugging, a different input.
4. If there's an error message, take a photo of the screen with your phone.

TIP

Register the TV

Registering at hisense-usa.com/support gives Hisense a record of your purchase and a way to contact you. It takes about five minutes with the model and serial number in hand.

GOOD TO KNOW

Extended warranties

Stores and Hisense itself offer extended service plans. They can be worth it for a large, expensive TV; for a small one, often not. Read what's covered before you pay, and don't feel rushed at the register.

WHAT THIS DOES FOR YOU

What this does for you

One phone number on the cheat-sheet, the right company for the right problem, and no time wasted on hold with the wrong one.

CHAPTER 25

Fake Support Numbers & TV Scams

TV owners are a favorite target for scammers, because a new TV means new accounts, new codes and people searching the internet for help. A few simple rules keep you safe.

The common tricks

- **Fake support numbers** that appear at the top of a web search, paid for as ads, claiming to be "Hisense Support" or "Roku Support."
- **Fake activation sites** for Roku TVs that say activation costs money. Activating a Roku is free.
- **Pop-ups and calls** claiming your TV has a virus, needs an urgent update, or that your account will be closed.
- **Requests for gift cards**, payment apps or remote access to your computer "to fix your TV."

SCAM ALERT

Real support never asks for gift cards or remote access

Hisense, Roku, Amazon and Google do not ask you to pay with gift cards, and they don't need to take over your computer to fix a TV. Roku says its support will never ask for your Social Security number or your Roku password. If anyone asks, hang up.

How to stay safe

1. Use the phone number in Chapter 24, or the one in your TV's paper guide, rather than one from a search result.
2. Type addresses yourself, exactly as the TV screen shows them.
3. If a caller says they're from Hisense and you didn't call them, hang up and call the real number.
4. Never read out a code that arrived by text to someone who called you.
5. If you paid a scammer, call your bank or card company right away, then report it at **reportfraud.ftc.gov**.

FROM BILL

Not sure? Ask me

If a call, a pop-up or a website about your TV doesn't feel right, stop and call me at (330) 200-8042. I'd much rather take a two-minute call than have you lose money.

WHAT THIS DOES FOR YOU

What this does for you

Peace of mind: you'll know a real support contact from a fake one at a glance.

CHAPTER 26

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Setting up a new Hisense**: Wi-Fi, accounts, apps and the privacy choices, done once and done right.
- **Getting the picture and sound right** for your room and your ears, including captions and a voice-friendly sound mode.
- **Connecting a soundbar, cable box or antenna**, and making one remote do most of the work.
- **Simplifying the TV for a parent**: a tidy start screen, named inputs and a short written list of the buttons they need.
- **Turning off the viewing-data and ad tracking** on every TV in the house.
- **A call, pop-up or website you're not sure about**, before you pay anything.

What I don't do

I'm a technology helper, not a TV repair shop. If the screen is cracked, there are lines across it, or the TV won't power on at all, that's a job for Hisense's warranty service (Chapter 24).

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person, me, does the actual help.

Thank you for taking the time to learn your Hisense. Get the picture comfortable, turn on the captions if they help, and enjoy the show.

— Bill

CHAPTER 27

Your Hisense TV Cheat-Sheet

Keep just this page near the TV. The whole guide, boiled down.

The essentials

Topic	Remember
Which edition?	Press Home: Google TV, Roku TV, Fire TV or VIDAA (Chapter 2).
Lost in a menu	**Home** gets you out. **Back** goes one step.
Natural picture	Filmmaker Mode, or Theater Day / Theater Night.
Soap opera look	Motion Enhancement (or motion smoothing) Off or Film.
Clearer voices	A Speech or Dialogue sound mode, less bass, captions on.
Captions	Settings > Accessibility, the CC button, or the app's own CC icon.
Free local channels	Antenna in, then run a channel scan. Rescan if channels vanish.
One remote for everything	Turn HDMI-CEC on.
Viewing data / ACR	Look in Settings > Privacy and turn the optional items off.
Something odd	Unplug for one minute, then restart.
Hisense support	1-888-935-8880 · hisense-usa.com/support
Roku activation	Always free. Type the address from your TV screen.

Write it down once

Keep handy	
Edition (Google TV / Roku / Fire TV / VIDAA)	_____
Model number	_____
Serial number	_____
Date bought & store	_____
Wi-Fi name & password	_____
Google, Roku or Amazon account email	_____
Parental or purchase PIN	_____
What's on HDMI 1 / 2 / 3	_____

When something's wrong, in order

1. Press **Home**, then try again.
2. Check the input (Chapter 14) and that every cable is pushed in.
3. Restart the TV, or unplug it from the wall for a full minute.
4. Restart the router if apps won't load.
5. Look up the symptom in Chapter 22.
6. Call Hisense at 1-888-935-8880 for a hardware or warranty problem.
7. Still stuck? Call Bill at (330) 200-8042.