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## Hisense 32H5G

# Hisense 32-inch HD VIDAA Smart TV 32H5G User Manual

Model: 32H5G | Year: 2021

## 1. INTRODUCTION

Welcome to the user manual for your new Hisense 32-inch HD VIDAA Smart TV, model 32H5G. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your television. Please read this manual thoroughly before using your TV to ensure proper and safe operation.

The Hisense 32H5G is designed to deliver a high-definition viewing experience with smart functionalities powered by the intuitive VIDAA OS. Enjoy crisp visuals, immersive audio with DTS Studio Sound, and seamless integration with smart home devices like Alexa.

## 2. PRODUCT OVERVIEW

Familiarize yourself with the components and design of your Hisense 32H5G Smart TV.



Figure 2.1: Front view of the Hisense 32H5G Smart TV, showcasing its sleek, bezel-less design and the display with vibrant colors.



**Figure 2.2:** Side profile of the Hisense 32H5G Smart TV, highlighting its slim form factor.



Figure 2.3: Rear view of the Hisense 32H5G Smart TV, showing the mounting points and connection panel area.



Figure 2.4: Diagram illustrating the physical dimensions of the Hisense 32H5G Smart TV, including width and height measurements.

### Key Features:

- **VIDAA OS:** An intuitive and fast smart operating system providing access to a wide range of streaming applications and content.
- **DTS Studio Sound:** Enhances audio quality by creating a virtual surround sound experience for clear and

immersive sound.

- **Bezel-less Design:** Maximizes screen space and provides a modern aesthetic.
- **Works with Alexa:** Allows for convenient voice control of the TV and quick access to entertainment through compatible Alexa devices.
- **HD Resolution (720p):** Delivers clear and detailed images for an enhanced viewing experience.

## 3. SETUP

### 3.1 Unpacking and Assembly

Carefully remove the TV from its packaging. Ensure all accessories are present:

- TV Stand
- Power Cable
- Remote Control
- Batteries (2)

To assemble the TV stand:

1. Place the TV screen-down on a soft, clean surface to prevent scratches.
2. Align the stand with the mounting holes on the bottom of the TV.
3. Secure the stand using the provided screws.

If wall-mounting, refer to your wall mount's instructions. The TV supports standard VESA mounting patterns.

### 3.2 Connecting Your TV

Connect your devices to the TV using the appropriate ports:

- **HDMI Ports:** For connecting Blu-ray players, game consoles, cable boxes, etc. (HDMI input)
- **USB 2.0 Port:** For connecting USB storage devices to play media.
- **Ethernet Port:** For a wired internet connection.
- **Antenna/Cable Input:** For connecting an antenna or cable TV.
- **Power Input:** Connect the power cable to the TV and then to a power outlet.

### 3.3 Initial Setup Wizard

Upon first power-on, the TV will guide you through the initial setup process:

1. **Language Selection:** Choose your preferred language.
2. **Network Connection:** Connect to your Wi-Fi network or use a wired Ethernet connection. Enter your Wi-Fi password if prompted.
3. **Channel Scan:** Scan for available TV channels if you have an antenna or cable connected.
4. **Time Zone and Date:** Set the correct time zone and date.
5. **VIDAA Account (Optional):** You may be prompted to create or log in to a VIDAA account for personalized features and app access.

## 4. OPERATING YOUR TV

### 4.1 Remote Control Functions

The included remote control allows you to navigate and control your TV. Insert the two provided batteries into the remote control, observing polarity.

- **Power Button:** Turns the TV on or off.
- **Input Button:** Switches between different input sources (HDMI, USB, TV).
- **Navigation Buttons (Up/Down/Left/Right):** Navigate menus and select options.
- **OK Button:** Confirms selections.
- **Back Button:** Returns to the previous screen.
- **Home Button:** Accesses the VIDAA Smart TV home screen.
- **Volume Up/Down:** Adjusts the volume.
- **Channel Up/Down:** Changes TV channels.
- **App Shortcut Buttons:** Direct access to popular streaming services (e.g., Netflix, YouTube).
- **Voice Control Button:** Activates voice commands (if supported and configured with Alexa).

### 4.2 Using VIDAA Smart OS

The VIDAA operating system provides a user-friendly interface for accessing apps, live TV, and other features.

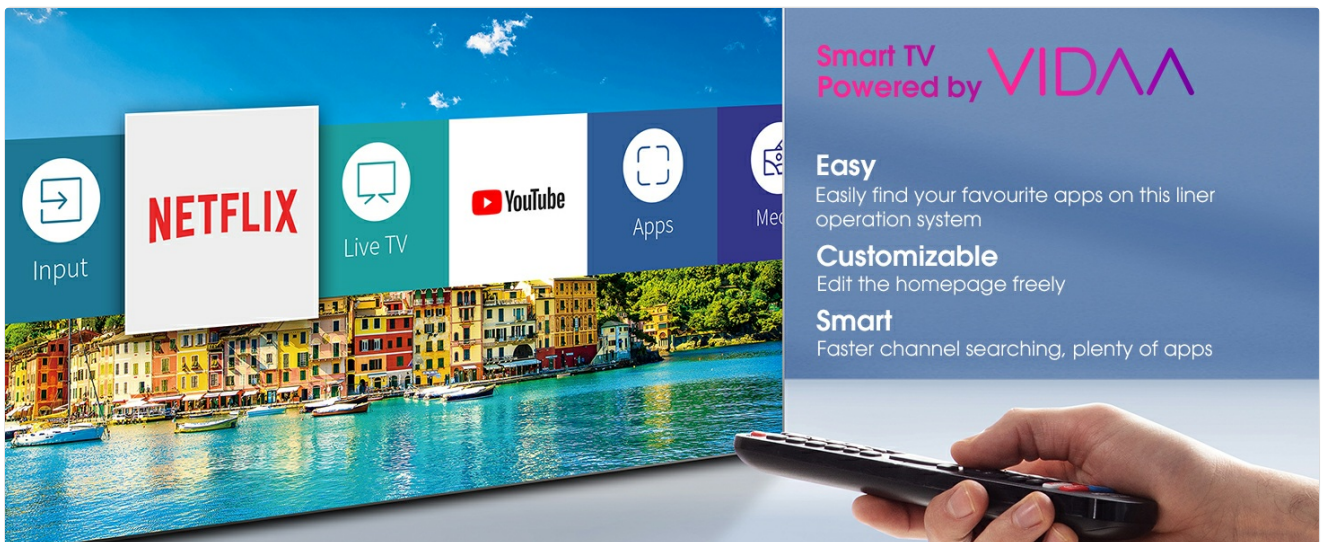


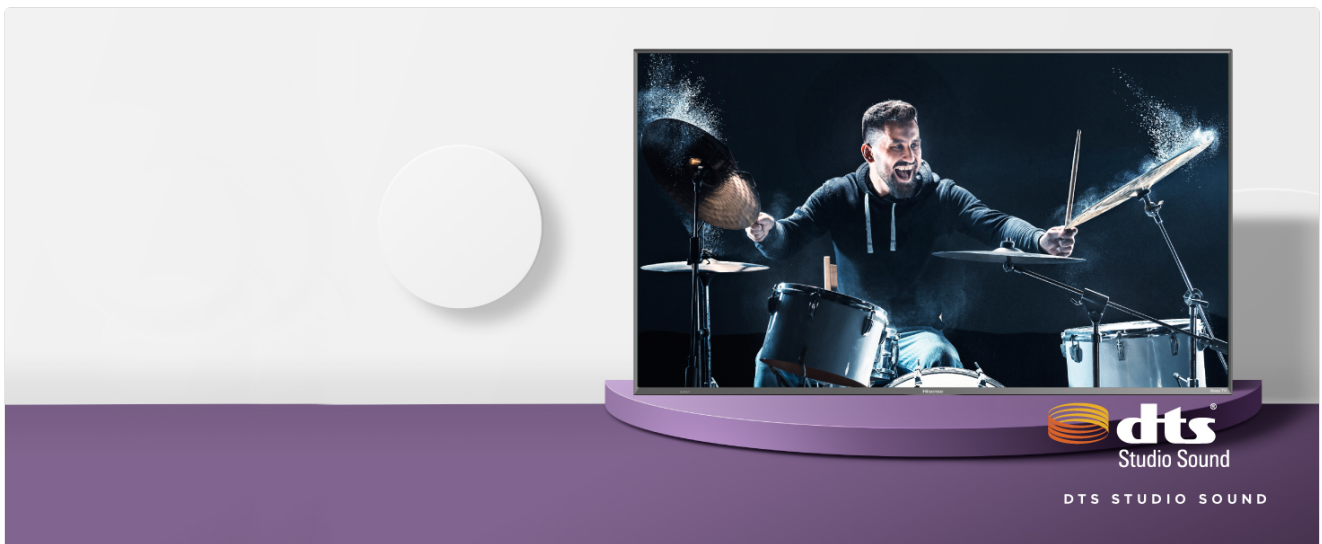
Figure 4.1: The intuitive home screen of the VIDAA Smart OS, showing easy access to various applications and inputs.

- Press the **Home** button on your remote to access the main VIDAA interface.
- Navigate through the app tiles and select your desired application (e.g., Netflix, YouTube).
- You can customize the order of apps on your home screen for quick access.

### 4.3 Audio and Visual Settings

Adjust picture and sound settings to optimize your viewing experience.

- **Picture Modes:** Select from preset modes like Standard, Dynamic, Movie, or customize your own.
- **DTS Studio Sound:** This feature enhances audio clarity and creates a virtual surround sound effect. Access sound settings to enable or disable it, or adjust related parameters.
- **Aspect Ratio:** Adjust the screen's aspect ratio to fit the content (e.g., 16:9).



**Figure 4.2:** Visual representation of the DTS Studio Sound feature, indicating enhanced audio capabilities.

#### 4.4 Voice Control with Alexa

Your Hisense TV can be controlled using voice commands via a compatible Alexa device.



**Figure 4.3:** Illustration of the TV's compatibility with Alexa, allowing for voice commands to control functions like turning on the TV or playing music.

1. Ensure your TV is connected to the internet.
2. Link your Hisense TV to your Alexa account through the Alexa app on your smartphone or tablet.
3. Once linked, you can use voice commands such as "Alexa, turn on the TV" or "Alexa, open Netflix on Hisense TV."

#### 4.5 Product Video Overview

Watch this official product video for a visual guide on the Hisense TV's features and capabilities.

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**Video 4.1:** An official Hisense product video showcasing various features of their televisions, including smart functionalities and display quality. This video provides a dynamic overview of the product's benefits and user experience.

## 5. MAINTENANCE

### 5.1 Cleaning Your TV

- Always unplug the TV before cleaning.
- Use a soft, lint-free cloth to gently wipe the screen. For stubborn marks, slightly dampen the cloth with water or a specialized screen cleaner (never spray directly onto the screen).
- Wipe the TV frame and stand with a soft, dry cloth.
- Avoid using abrasive cleaners, waxes, or solvents as they can damage the finish.

### 5.2 Software Updates

Your TV may receive software updates to improve performance and add new features. Ensure your TV is connected to the internet to receive these updates.

- The TV may prompt you when an update is available. Follow the on-screen instructions to install it.
- You can also manually check for updates in the TV's settings menu (usually under System or About).

## 6. TROUBLESHOOTING

This section addresses common issues you might encounter with your TV. Before contacting support, try these solutions.

### Common Troubleshooting Scenarios

Problem	Possible Cause	Solution
No Power	Power cable disconnected; no power from outlet.	Ensure power cable is securely connected. Check if the outlet is working by plugging in another device.
No Picture, but Sound is Present	Incorrect input source selected; loose HDMI/AV cable.	Press the <b>Input</b> button on the remote to cycle through input sources. Check all cable connections.
No Sound, but Picture is Present	Volume muted or too low; incorrect audio output setting.	Press the <b>Volume Up</b> button. Check audio settings in the TV menu to ensure correct output (e.g., TV speakers, external audio system).
Cannot Connect to Wi-Fi	Incorrect password; router issues; TV too far from router.	Double-check Wi-Fi password. Restart your router. Move the TV closer to the router or use a wired Ethernet connection.
Remote Control Not Working	Dead batteries; obstruction between remote and TV.	Replace batteries. Ensure no objects are blocking the remote's signal to the TV's IR receiver.
Smart TV Apps Not Loading	Internet connection issues; app cache full.	Check internet connection. Restart the TV. Clear the app's cache or reinstall the app if possible (via TV settings).

If the issue persists after trying these steps, please refer to the Warranty and Support section for further assistance.

## 7. SPECIFICATIONS

### Hisense 32H5G Smart TV Specifications

Feature	Detail
Brand	Hisense
Model	32H5G
Model Year	2021
Screen Size	32 Inches (82 cm visible diagonal)
Display Technology	LED
Resolution	1280 x 720 pixels (720p HD)
Refresh Rate	60 Hz
Aspect Ratio	16:9
Operating System	VIDAA OS
Audio Technology	DTS Studio Sound (2.0 Channel)
Connectivity	Wi-Fi, USB, HDMI, Ethernet
HDMI Ports	Available
USB Ports	1 (USB 2.0)
Special Features	Smart TV, Wi-Fi, HD, Surround Sound, Works with Alexa
Mounting Type	Table Mount (Stand included)
Dimensions (W x D x H)	71.7 x 6.3 x 46.9 cm (with stand)
Weight	4.5 kg
Included Components	Stand, Power Cable, Remote Control, 2 Batteries

## 8. WARRANTY AND SUPPORT

### 8.1 Product Warranty

Your Hisense 32H5G Smart TV comes with a limited manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms, conditions, and duration of coverage. Keep your purchase receipt as proof of purchase for warranty claims.

## 8.2 Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact Hisense Customer Support:

- **Website:** Visit the official Hisense support website for FAQs, software downloads, and contact information. (e.g., [www.hisense-usa.com/support](http://www.hisense-usa.com/support))
- **Phone:** Refer to your product packaging or the Hisense website for regional customer service phone numbers.

When contacting support, please have your TV model number (32H5G) and serial number ready. The serial number is typically located on a sticker on the back of the TV.