

**Hisense**

**32H3D1  
32H3E  
32H3E9  
32H3D5  
32DU3000  
32DU3020  
32DU3030  
32DU3040  
32DU3050  
32H3308**



## **Quick Start Guide**

Help Hisense improve the environment by reducing paper waste.  
For detailed instructions and feature descriptions, access the full User Manual online .  
Before using the TV, please read this guide thoroughly and retain it for future reference.

© 2019 Hisense Company Ltd. All Rights Reserved.

All material in this Quick Start Guide is the property of Hisense Company Ltd. and its subsidiaries, and is protected under US, CANADA, MEXICO and International copyright and/or other intellectual property laws. Reproduction or transmission of the materials, in whole or in part, in any manner, electronic, print, or otherwise, without the prior written consent of the Hisense Company Ltd. is a violation of Hisense Company Ltd. rights under the aforementioned laws.

No part of this publication may be stored, reproduced, transmitted or distributed, in whole or in part, in any manner, electronic or otherwise, whether or not for a charge or other or no consideration, without the prior written permission of Hisense Company Ltd. Requests for permission to store, reproduce, transmit or distribute materials may be made to one of the following addresses:

USA: Hisense USA Corporation  
7310 McGinnis Ferry Road  
Suwanee, GA 30024

CANADA: Hisense Canada Co., Ltd,  
2283 Argentia Road, Unit 16  
Mississauga, ON, Canada L5N 5Z2

MEXICO: Hisense Mexico S. de R.L. de C.V.  
Blvd. Miguel de Cervantes Saavedra No 301  
Torre Norte Piso 2, Col. Ampliación Granada  
Miguel Hidalgo, Ciudad de México, C.P. 11520

Hisense, and any and all other Hisense product names, logo's, slogans or marks are registered trademarks of Hisense Company Ltd. and its subsidiaries. All other trademarks are the property of their respective holders.







# Table of Contents

Welcome to the Hisense Family! .....	2
Packaged Contents .....	3
Buttons and Ports on the TV .....	4
Attach the TV Stand or Wall Mount Bracket .....	5
Connect Devices to your TV .....	7
Buttons on your TV Remote .....	9
Begin Using your Remote.....	10
Power on the TV .....	11
Complete the First-Time Setup Menu.....	12
Product Specifications .....	13
Quick Problem-Solving Tips .....	14
Certification and Compliance.....	16

# WELCOME TO THE HISENSE FAMILY!

Congratulations on the purchase of your new Hisense TV! This Quick Start Guide will walk you through a few easy steps to set up your TV. For more details about all of the features and instructions to use them, download a PDF of the *Hisense H3 Series TV User Manual* from the Hisense support website below.

Because we value your business, we want to keep you in the know of 'all things Hisense'. Using your mobile phone, scan the Registration page QR code to register your TV. Depending on the make and model of your phone, you may need to download a QR code scanning app.

Country	Customer Care Center	Hisense Support Page	REGISTER YOUR TV
U.S.A	<ul style="list-style-type: none"><li>• <b>Phone:</b> 1-888-935-8880</li><li>• <b>Hours of Operation:</b> Monday - Friday: 9 AM to 9 PM EST Saturday - Sunday: 9 AM to 6 PM EST</li><li>• <b>Service Email:</b> Service@hisense-usa.com</li></ul>	<a href="http://www.hisense-usa.com/support/">http://www.hisense-usa.com/support/</a> 	<a href="http://www.hisense-usa.com/support/productReg.asp">http://www.hisense-usa.com/support/productReg.asp</a> 
CANADA	<ul style="list-style-type: none"><li>• <b>Phone:</b> 1-855-344-7367</li><li>• <b>Hours of Operation:</b> Monday - Friday: 8 AM to 8 PM EST</li><li>• <b>Service Email:</b> canadasupport@hisense.com</li></ul>	 <a href="http://www.hisense-canada.com/support/">http://www.hisense-canada.com/support/</a>	 <a href="http://www.hisense-canada.com/support/productReg.asp">http://www.hisense-canada.com/support/productReg.asp</a>
MEXICO	<ul style="list-style-type: none"><li>• <b>Phone:</b> 01-800-008 8880</li><li>• <b>Hours of Operation:</b> Monday - Friday 9:00-18:00</li><li>• <b>Service Email:</b> servicio@hisense.com.mx</li></ul>	<a href="http://www.hisense.com.mx/support/">http://www.hisense.com.mx/support/</a>  *Scan to download user manual 	<a href="http://www.hisense.com.mx/support/productReg.asp">http://www.hisense.com.mx/support/productReg.asp</a> 

To view and open the user manual, you will need to install Adobe® Reader® (which is FREE) to your computer. Once you arrive on the Support page of the Hisense website, enter the model number located on the back of the TV or on the outside of the box.

**Disclaimer:** This Quick Start Guide is intended as a general guideline to help you set up your Hisense TV. Images throughout this document are for illustrative purposes only and may differ from the actual product.

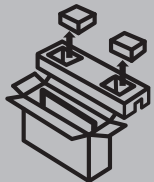
# PACKAGED CONTENTS

Your package in which you purchased your new TV contains the following items:

- TV x 1
- screws x 4
- AAA batteries x 2
- Important Safety Information and Warranty Card x 1
- basestands x 2
- Remote Control x 1
- Quick Start Guide (this document) x 1

## IMPORTANT:

To prevent accidentally discarding items that came with your TV, be sure to check ALL of the foam in the carton box.



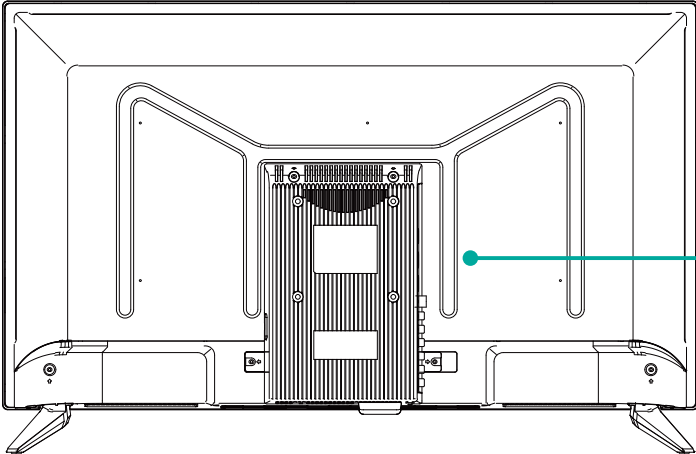
- Please check foam for accessories before discarding.
- Veuillez vérifier la mousse pour qu'il n'y ait pas d'accessoires avant de la jeter.
- Antes de desechar la espuma, asegúrese de retirar todos los accesorios.

## Required tools and devices

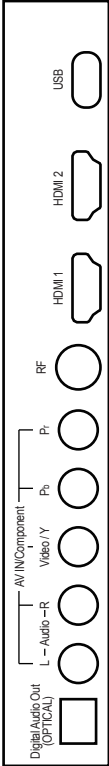
- Phillips screwdriver (not included) to secure the TV stand
- HDMI and other types of cables (not included) to connect external devices to the TV
- Wall mount bracket (not included) if you prefer to mount the TV to the wall

# BUTTONS AND PORTS ON THE TV

Back View of the TV



TV Side View

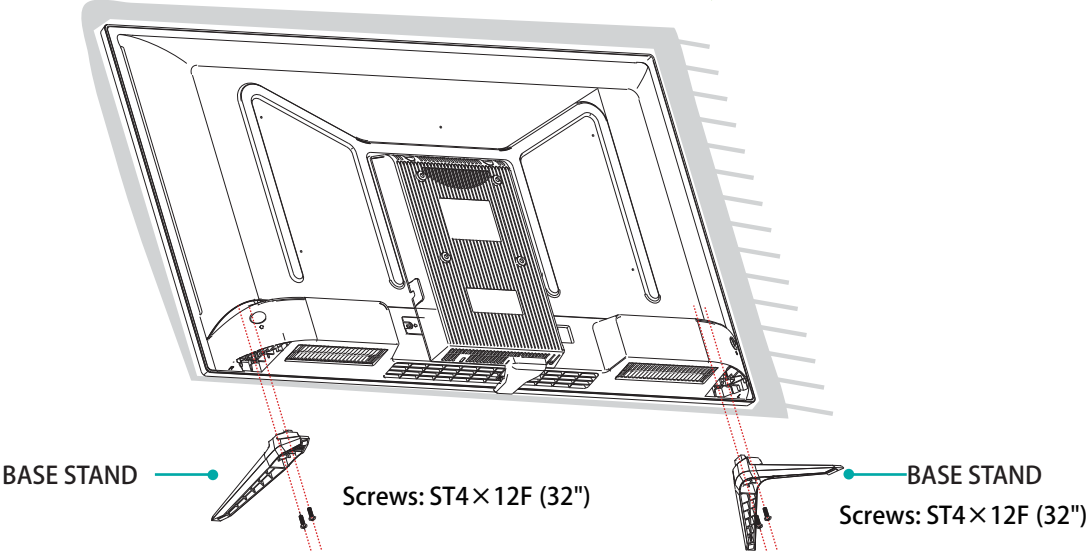


# STEP 1. Attach the TV Stand or Wall Mount Bracket

## Attach the TV Stand

Follow the illustrations and instructions below to complete the installation steps:

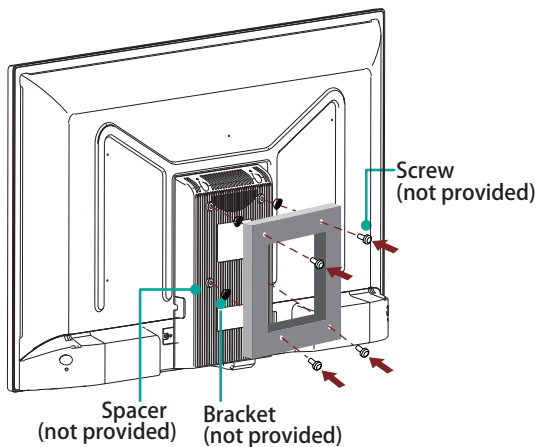
- 1. Carefully place your TV facedown on a soft, flat surface to prevent damage to the TV or scratching to the screen.
- 2. Remove the 2 stands from the foam and then insert the stands into the bottom slots of the TV.
- 3. Use the 4 screws in the accessory bag to secure the BASE STAND to the TV.



## Attach the Wall Mount Bracket (not included)

Before you begin the third-party manufacturer instructions, be sure to do the following things:

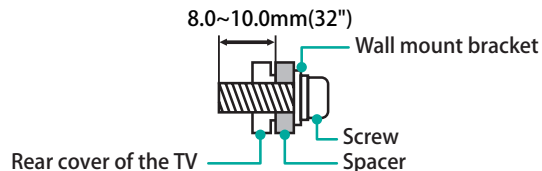
1. Place the TV face down on a clean, safe and cushioned surface.
2. Remove the TV stand if you already attached it.
3. Place the spacers (not included) in the corresponding bracket holes.



### CAUTION:

- When you attach the mount, be sure to use the spacers (provided by the third-party manufacturer) between the TV and the bracket.

- To prevent internal damage to the TV and ensure it is mounted securely, be sure to use fixing screws (not provided) that are 8 - 10 mm(32") in length when measured from the attaching surface of the mounting hook.



Wall mount hole pattern VESA (mm)	100 × 100
Wall mount screw size	M4

Follow instructions provided with the Wall mount bracket.


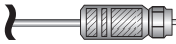
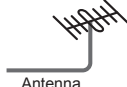
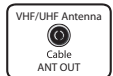







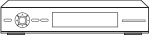





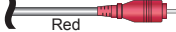










- To complete the installation, please contact the wall-mount manufacturer or the retailer from which you purchased the TV.
- The selected screws are 8-10 mm(32") in length when measured from the attaching surface of the rear cover.



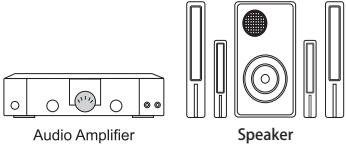



**NOTE:** The diameter and length of the screws differ depending on the wall mount bracket model.



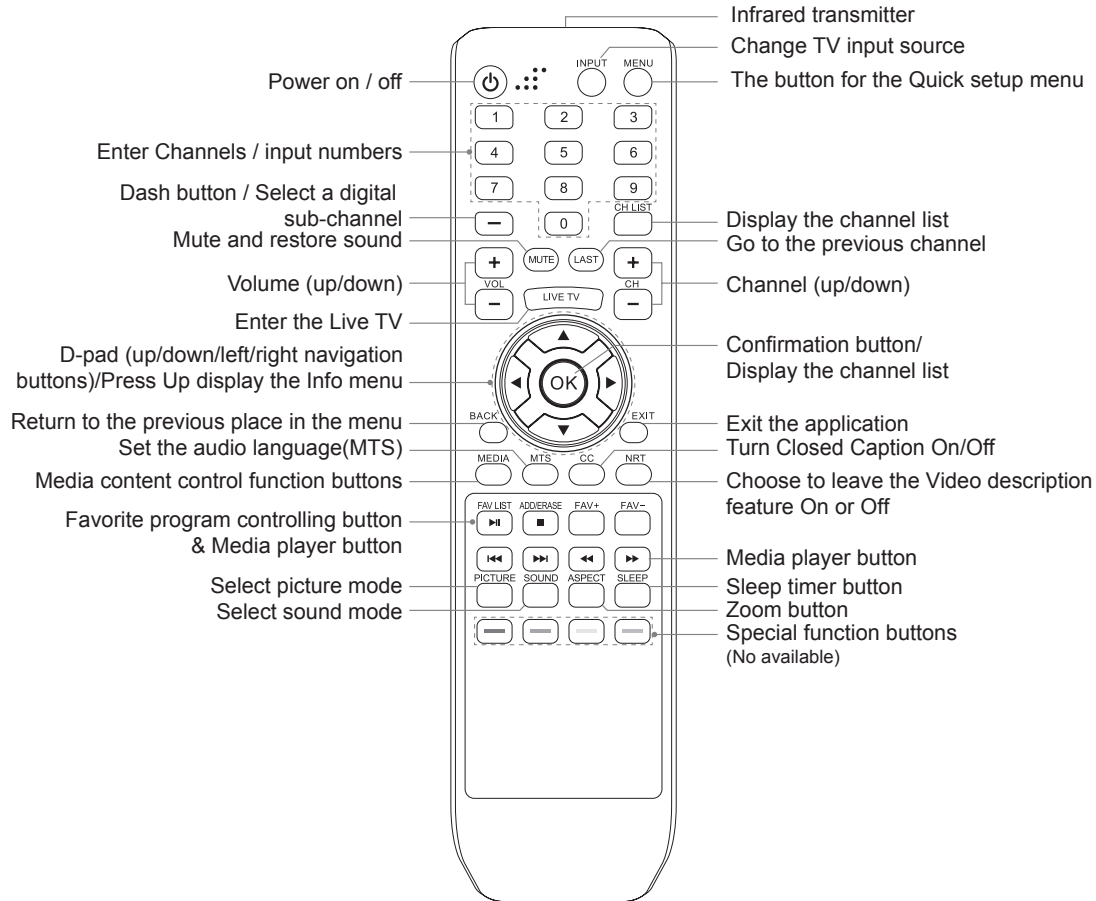
## STEP 2. Connect devices to your TV

Check to ensure that you have selected the right cables for the ports and that they are connected securely. Loose connections can affect the quality of the picture image and color.

TV label		Port	Cable	External Equipment	Brief Description
RF				 Antenna  VHF/UHF Antenna Cable ANT OUT	Connect an outdoor VHF/UHF antenna.
HDMI					Connect a High Definition Multimedia Interface (HDMI) cable from an external device.
COMPO- NENT IN	Y		 Green	 VCR  DVD Player/Recorder  Video Camera  Set-top Box  Satellite Receiver  Satellite antenna cable	Connect a component video cable and left-right audio cables from an external AV device.
	P <sub>B</sub>		 Blue		
	P <sub>R</sub>		 Red		
	L		 White		
	R		 Red		
AV IN	VIDEO		 Yellow		Connect a composite video cable and left-right audio cables from an external AV device.
	L		 White		
	R		 Red		

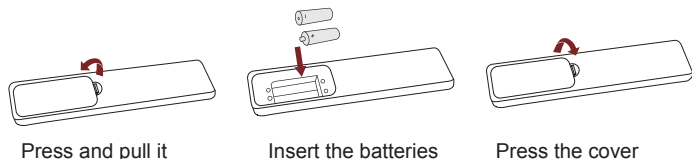
TV label	Port	Cable	External Equipment	Brief Description
DIGITAL AUDIO OUT (OPTICAL)			 <p data-bbox="730 370 839 384">Audio Amplifier</p> <p data-bbox="938 370 999 384">Speaker</p>	<p data-bbox="1075 291 1485 336">Connect an optical cable from an external digital audio system.</p>
 USB				<p data-bbox="1075 421 1517 495">Connect a USB device for browsing photos, movies and music . The unit only recognizes a USB Memory Stick.</p>

## Buttons on your TV remote



## STEP 4. Begin using your remote

1. Press the battery case cover, when the cover is unlocked, pull it backward to open the battery compartment of the remote control.



2. Insert two AAA size batteries. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
3. Replace the battery compartment cover.

### Important Information about the remote and batteries

- **Discard batteries in a designated disposal area. Do not throw them into a fire.**
- **Remove old batteries immediately to prevent them from leaking into the battery compartment.**
- **If you do not intend to use the remote control for a long time, then remove the batteries.**
- **Battery chemicals can cause a rash. If the batteries leak, clean the battery compartment with a cloth. If chemicals touch your skin then wash it immediately.**
- **Do not mix old and new batteries.**
- **Do not mix alkaline, standard (carbon-zinc) or rechargeable (NiCd, NiMH, etc.) batteries.**

- **Do not continue using the remote if it gets warm or hot. Call our Support Center immediately on the support website.**

### Remote Control Range Information

- The remote control can work at a distance of up to 26 feet in front of the TV set.
- It can work at a 30 degree horizontal or vertical angle.

### Program Your Universal Cable or Satellite Remote Control to Operate Your New Television (only for USA)

If you would like to program your other household remote controls to your new television, please refer to the User Manual supplied by your Cable or Satellite provider. It should include instructions on how to program their remote to your television. A list of codes for the most common Cable and Satellite providers are listed below. Use the code that is associated with your Cable or Satellite provider (if applicable).

**DIRECTV**.....0178, 10178, 10019, 10748, 11314, 11660, 11710, 11780, 12049, 10171, 11204, 11326, 11517, 11564, 11641, 11963, 12002, 12183

**Time Warner Cable**.....386, 0178, 10178, 400, 450, 461, 456, 0748, 1463, 0463, 10463

**Comcast.....**0178, 10178, 10463, 11463, 10748, 11314, 11660, 10171, 11204, 11326, 11517, 11641, 11780, 11785, 11892, 11963, 12002

**Cox Communications.....**0178, 10178, 1326, 1463

**Dish Network.....**505, 627, 538, 720, 659

If the code associated with your Cable or Satellite provider is not listed, does not work or you cannot locate the instructions to program your remote, call your local Cable or Satellite provider's customer service center.

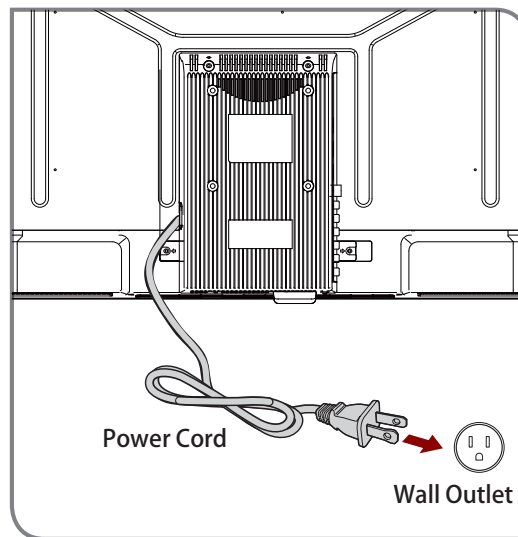
If your Cable or Satellite provider does not have a code available, please contact us at one of the phone numbers on Page 2.

### **Using Your Cable Set-top Box or Satellite Receiver Remote as a 'Universal' Remote**

If you prefer to use your Cable Set-top Box or Satellite Receiver Remote as a 'Universal Remote', then visit the Support page to view a list of the codes.

## **STEP 5. Power on the TV**

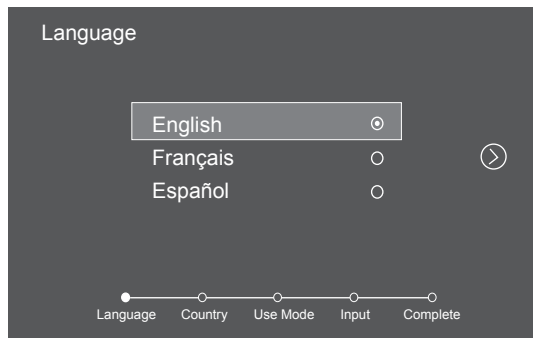
Plug the power cord into a wall outlet.



Press the **Power button** (⏻) on the remote to turn on the TV. A splash screen that shows the logo appears. Next, the First-Time Setup Menu begins by prompting you to choose your **Language, Country, Use Mode and Live TV Source**.

## STEP 6. Complete the **first-time** setup menu

After the splash screen that shows the logo appears, begin the first time setup menu.



CONGRATULATIONS! You are done with setup .

Press the OK confirmation button on your remote if you are finished with the selections that appear on the screen. Otherwise, navigate to the back arrow on the screen to change your selection.

Screen	Task
Language	<ul style="list-style-type: none"><li>Using the D-pad arrows of your remote, choose your language: English , Français or Español .</li></ul>
Country	<ul style="list-style-type: none"><li>Using the D-pad arrows of your remote, choose your country: USA, Canada or Mexico .</li></ul>
Use Mode	<ul style="list-style-type: none"><li>Select your Mode Setting: Home Mode or Store Mode .</li><li>NOTE: 'Store mode' should only be selected by Retailers who plan to demonstrate the TV.</li></ul>
Live TV Source	<p>Select how you receive your TV channels. If you have a Satellite/Cable box, choose Yes , then choose from one of the following sources below and then move to the next screen.</p> <ul style="list-style-type: none"><li>TV</li><li>AV</li><li>COMPONENT</li><li>HDMI1</li><li>HDMI2</li><li>MEDIA</li></ul> <p>TIP: You only need to scan for channels if your TV is connected to an Antenna.</p>


# PRODUCT SPECIFICATIONS

Model Name		32H3D1/ 32H3E/ 32H3E9/ 32H3D5/ 32DU3000/ 32DU3020/ 32DU3030/ 32DU3040/ 32DU3050/ 32H3308
Dimension (W × H × D)	Without Stand	28.7 x 16.9 x 3.1 inches (729 x 428 x 80 mm)
	With Stand	28.7 x 18.6 x 7.1 inches (729 x 474 x 180 mm)
Weight	Without Stand	8.6 lbs (3.9kg)
	With Stand	8.8 lbs (4.0kg)
Active Screen Size (Diagonal)	31.5 inches	
Screen Resolution	1366 x 768	
Audio Power	6W + 6 W	
Power consumption	50W	
Power Supply	120 V ~ 60 Hz	
Performance and Compliance Certification	FCC	
Ports	2 HDMI ports, 1 USB port, 1 Digital Audio Output, 1 RF Input, 1 left/right Audio Input for Composite, 1 RCA Component Video Input.	
Other features	Dynamic contrast Picture, VESA standard wall mount support, Parental Control and Closed Caption	

**Disclaimer:** All product, product specifications, and data are subject to change without notice to improve reliability, function, design or otherwise.

# QUICK PROBLEM-SOLVING TIPS

When you experience an issue with your TV, turn it off and on again. If this does not resolve the problem, then refer to the tips below. If the problem is still not resolved, then contact us at one of the phone numbers on Page 2.

ISSUES	POSSIBLE SOLUTIONS
No sound or picture	<ul style="list-style-type: none"> <li>• Check if the power cord is plugged into a powered AC outlet.</li> <li>• Press the  <b>Power button</b> on the remote control to activate the unit from 'Standby' mode.</li> <li>• Check to see if the LED light is on or not. If it is, then the TV is receiving power.</li> </ul>
I have connected an external source to my TV and I get no picture and/or sound.	<ul style="list-style-type: none"> <li>• Check for the correct output connection on the external source and for the correct input connection on the TV.</li> <li>• Make sure you have made the correct selection for the input mode for the incoming signal.</li> </ul>
When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?	<ul style="list-style-type: none"> <li>• Yes, this is normal. The TV is initializing and searching for previous setting information.</li> </ul>
The picture is normal but there is no sound	<ul style="list-style-type: none"> <li>• Check the volume settings.</li> <li>• Check if 'Mute' mode is set to <b>On</b>.</li> </ul>
Sound but no picture or black and white picture	<ul style="list-style-type: none"> <li>• If the picture is black and white, unplug the TV from the AC outlet and replug it after 60 seconds.</li> <li>• Check that the Color is set to 50 or higher.</li> <li>• Try different TV channels.</li> </ul>
The sound and/or picture is distorted or appears wavy	<ul style="list-style-type: none"> <li>• An electric appliance may be affecting the TV. Turn off any appliances that are nearby and move it farther away from the TV.</li> <li>• Insert the power plug of the TV set into another power outlet.</li> </ul>
The sound and picture is blurry or cuts out	<ul style="list-style-type: none"> <li>• If using an external antenna, check the direction, position and connection of the antenna.</li> <li>• Adjust the direction of your antenna or reset or fin tune the channel.</li> </ul>
A horizontal or vertical stripe appears on the picture and/or the picture is shaking	<ul style="list-style-type: none"> <li>• Check if there is an appliance or electric tool nearby that is causing interference.</li> </ul>



The plastic cabinet makes a "clicking" type of sound

- The 'click' sound can occur when the temperature of the television changes. This change causes the television cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.

The remote control does not work

- Confirm that TV still has power and is operational.
- Change the batteries in the remote control.
- Check if the batteries are correctly installed.

## Need more help?

Additional help is available online at support links on Page 2. You will find answers to frequently asked questions, downloadable firmware and more.

# Certification and Compliance

## FCC Notice

This device has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.**

Declaration of Conformity

Trade Name: Hisense

Model: 32H3D1/32H3E/32H3E9/32H3D5/32DU3000/32DU3020/32DU3030/  
32DU3040/32DU3050/32H3308

Responsible Party: Hisense USA Corporation

Address: 7310 McGinnis Ferry Road, Suwanee, GA 30024

Telephone Number: 678-318-9060

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**HDMI** The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.



©2019. All rights reserved. Hisense and the Hisense logo are trademarks of Hisense. Other brand and product names are trademarks of their respective owners.