

Frequently Asked Questions

Hisense H9E Plus

1. What applications are available on the Hisense H9E Plus TV?

The following third-party applications are built into the Hisense H9E Plus TV:


- Google Play Movies
- Google Play Store
- Google Play Games
- Netflix
- Sling TV
- YouTube
- YouTube Kids
- FandangoNow
- Pluto TV
- Pandora
- Vudu
- Showtime
- TikiLive

In addition to the above built in third-party applications, you may, if you so choose, download and install additional third-party applications from the Google Play Store.


2. Is Google Cast built-in to the Hisense H9E Plus TV?

Yes! Google Cast is built in to the Hisense H9E Plus TV.

3. How do I use Google Cast?

- a. Make sure your television is connected to the same wireless network as the device casting to the television.
- b. Determine the name of your television by navigating to **Menu > Settings > About**.
- c. Using an application that supports Google Cast, select the cast icon , and select the device name for your Hisense H9E Plus TV.

4. How do I connect with the Google Assistant?

Just pair your Hisense H9E Plus TV's remote control and follow the on-screen instructions – then you're ready! Press the Google Assistant Button  and tell your Google Assistant what you want to see!

5. How do I connect with Alexa?

Instructions are provided here: <https://www.hisense-usa.com/amazon-alexa-support-info>

6. Does the Hisense H9E Plus TV support HDR10 or Dolby Vision HDR?

Both!

7. Is the Hisense H9E Plus TV Edge-Lit or Back-Lit?

The Hisense H9E Plus TV utilizes Edge-Lit Local Dimming technology for a great viewing experience.

8. What is the Refresh Rate of the Hisense H9E Plus TV?

The Hisense H9E Plus Series has a native 120 Hz Panel and has 240 Motion Rate to make action smoother and more intuitive.

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9. What network speeds should I have to stream content?

We recommend the following for a better experience:

- 3-5 Mbps for <1080P
- 6-8 Mbps for 1080P
- 15-25Mbps for 4K
- 30-50 Mbps for 4K HDR

10. How do I “Factory Reset” my Hisense H9E Plus TV?

You can factory reset the television by navigating to **Menu > Settings > Storage and Reset > Factory Data Reset**.

A full factory reset will erase any stored data and revert all settings to factory settings.

11. How do I “Power Reset” my Hisense H9E Plus TV?

You can reset the power by navigating to **Menu > Settings > About > Restart**.

A power reset will effectively power off and on the TV (compared to the Power key moving between “Standby” and “On”).

12. How can I delete applications on my Hisense H9E Plus TV?

To delete an application:

1. **Home > Settings > Apps**
2. From the Apps screen, click on the **Uninstall** icon.
3. Use the navigation buttons on your remote to select the application that you want to remove.
4. Press the **[OK]** button on your remote. A dialog message displays that asks do you want to remove this application.
5. Click on **Uninstall**. A confirmation message displays and the icon is removed from the Apps screen.

NOTE: If an application is deleted, the information related to that application is also removed. You can only delete applications that you’ve installed to the TV. Factory-installed applications cannot be deleted.

13. How can I rearrange my Home Page?

You can rearrange the icons on the home page by highlighting an icon, pressing **[OK]**, and selecting **Move**. This is done by pressing and holding **[OK]** to display the options of **Open, Move, Remove from Favorites**. Then you may follow on screen prompts to do any of the options listed.

14. How do I update the television?

You may update the television by navigating to **Settings > About > System Update > Check for Update**.

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