Hisense

Set-Top Box

A10

User's Manual

❶ Safety Guide

This device is manufactured according to international safety standards.
Please read the following safety precautions carefully:

*Power Supply
 -Range 100~240V AC 50/60Hz

*Placement
 -Please use the Set-Top Box indoors.
 -Avoid placing the Set-Top Box on the following locations:
   nearby houseplants, exposed to lightning strikes, rain or sunshine.

*Electrical Overload
 -Avoid placing the Set-Top Box near iron walls, wires or chargers, as it
  may cause fire or elelctric shock.

*Fluids
 -Keep the Set-Top Box away from liquid.

*Cleaning
 -Before cleaning, disconnect the Set-Top Box from the electrical outlet.
 -Use a soft cloth moistened with water (no solvents) to clean the exterior
  of the Set-Top Box.

*Ventilation
 -Ensure that cool air is circulated around the Set-Top Box.
 -Never place the Set-Top Box on soft furniture or carpets.
 -Do not put the Set-Top Box under direct sunlight or high temperature.
 -Do not place other electronic devices on the Set-Top Box.
 -Place the Set-Top Box at least 30mm away from the wall.

*Attached equipment
 -Do not use any other external equipment that is not compatible with the
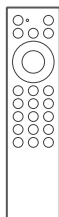 Set-Top Box, as this may cause danger or damage the device.

*Warranty service
 -Any arbitrary opening and closing of the Set-Top Box may lead to not
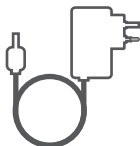 being entitled to the warranty.

❷ Packing List

* 1× Set-Top Box

* 1× Remote Control

* 1× Power Adapter
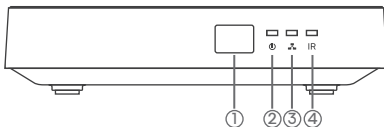

* 2× AAA Battery

* 1× HDMI Cable

* 1× LAN Cable

*For equipment, supplies, packaging and batteries, do not dispose of as household waste. Please follow local regulations on how to treat them correctly.

*This list is for reference only. Contact local provider immediately if any part is missing or damaged. Keep all packaging and available components for return purposes.
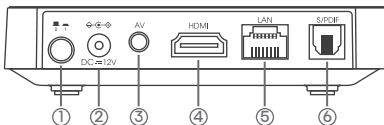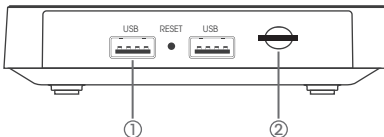
❸ Set-Top Box Interface

Top Panel

① IR Receiver   ③ Network status LED
② On/Standby status LED   ④ IR status LED

Rear Panel

① Power On/Off Switch   ④ HDMI Port
② Power Supply Port   ⑤ Ethernet Port
③ Audio/Video Port   ⑥ S/PDIF Port

Side Panel

① USB Port   ② Micro SD Port

④ Remote Control

Standby On/Off — Select signal source
Turn up the volume of STB — Turn down the volume of STB
Navigation Keys — Launch VisionInfo
Settings Menu — Enter / Confirm / OK / Play / Pause
Back/Exit — Navigate Home
Number Keys
Mute — Delete

OK

Hisense

*The appearance of remote control shown is for reference only.

*To initiate Bluetooth pairing mode, press and hold VOL+ and VOL- for 3 seconds, then follow the instructions on screen.

*The remote control works in infrared mode by default. When the Bluetooth pairing is successful, the infrared function will be deactivated.

*When the infrared function is active, point the front part of the remote control to the infrared receiving area on the STB during the operation.
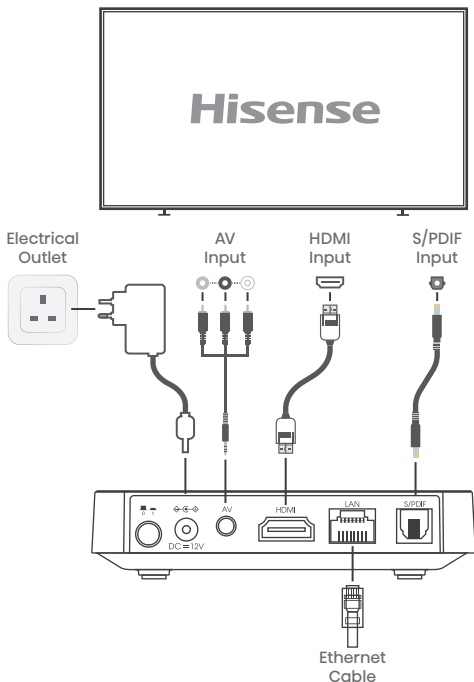
❺ Connections

Connect from the back of the Set-Top Box:

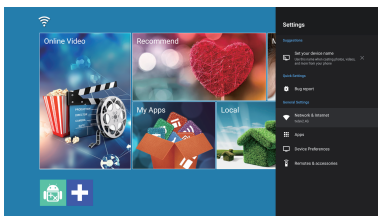Step 1: Connect the Ethernet port to router or modem to access the Internet.

Step 2: Connect the HDMI interface to the TV HDMI interface.

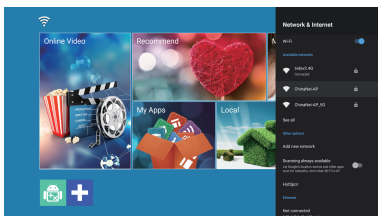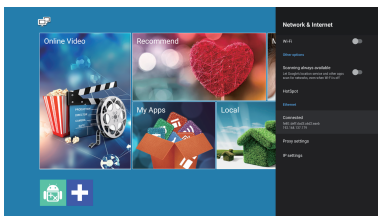Step 3: Connect the power adapter.

Hisense

| Electrical Outlet | AV Input | HDMI Input | S/PDIF Input |

DC = 12V AV HDMI LAN S/PDIF

Ethernet Cable

⑥ Network Settings

1. Press ⬛ on the remote control to access the settings menu.
2. Select Network & Internet.

3. Select and connect your Wi-Fi network.

4. Network will be connected with automatic IP by default.
   You can set up network parameters manually in Proxy settings
   and IP settings.

7 Troubleshooting

Issue	Possible cause	Solution
STB LED Indicator is not lit after switching STB on	The power adapter is not connected properly.	Check if the power adapter is connected correctly.
No image on TV screen	The STB is in standby mode.	Press ⏻ on remote control to turn on STB.
	The video cable is not properly connected.	Check if the HDMI cable or Audio cable is connected correctly.
	The video input source is not set correctly.	Check if the selected signal source is correct on TV side.
No audio on TV	The audio cable is not properly connected.	Check if the HDMI cable or Audio cable is connected correctly.
	TV or STB is mute, or volume is turned all the way down.	Press ◀× on remote control, or turn up the volume of TV or STB.
Remote control does not work	Batteries in remote control are not properly installed.	Check if the batteries are properly installed and in good contact.
	Batteries in remote control have ran out.	Replace batteries if they run out.
	Bluetooth pairing fails.	Press and hold 🔘 and 🔘 for 3 seconds to initiate Bluetooth pairing.
	TV cannot receive commands from remote control.	Use remote control closer to STB, remove any obstacles between remote control and STB, or check Bluetooth pairing of remote control.

HDMI®
HIGH-DEFINITION MULTIMEDIA INTERFACE