

**Hisense**

# **USER MANUAL**

RSAG2.025.8717SS

***English***

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## 1. Declaration



### Declaration

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### 【Statement】

- The pictures and instructions in this user manual are for reference only, and may be different from the actual product. Please subject to the actual product. (This statement is throughout this User Manual)

## Declaration



### Important Safety Precautions



Class I product: This symbol indicates that it requires a safety connection of protective earthing (ground).

## Disposal of Used Electrical & Electronic Equipment



Packaging and electrical goods should be recycled appropriately, and not treated as household waste. Please dispose of this equipment at your applicable collection point for the recycling of electrical & electronic equipment waste. By ensuring the correct disposal of this product, you will help prevent potentially hazardous to the environment and to human health, which could otherwise be caused by unsuitable waste handling of this product. The recycling of materials will help conserve natural resources. Please do not therefore dispose of your old electrical and electronic equipment with your household waste. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

### Stability Hazard

#### Warning!

The device set may fall, causing serious personal injury or death. To prevent injury, this device set must be securely attached to the wall in accordance with the installation instructions.

Environmental conditions	Operating temperature: 0°C~40°C Operating humidity: 10%~90%RH
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## Safeguards

### Water and Moisture

Avoid dripping or splashing of liquids onto the product. Objects filled with liquids, such as vases, should not be placed on the product.

### Object and Liquid Entry

Never push objects of any kind into this device through openings as they may touch dangerous voltage points or short-out parts that could result in fire or electric shock. Never spill liquid of any kind on or into the device.







## Declaration

### Heat

The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

### Fire

The product should be situated away from naked flame sources such as lighted candle.

-  Incorrect replacement of the battery may lead to the risk, including the replacement of another similar or the same type. Do not expose batteries to heat such as sun or fire or something like that.
-  The device should not be exposed to dripping and spraying and it cannot be placed under objects filled with liquids.
-  MAIN plug on the power cord is used as the disconnect device, the disconnect device and socket-outlet shall be easily accessible.
-  Apparatus with CLASS I construction shall be connected to a MAINS socket outlet with a protective earthing connection.

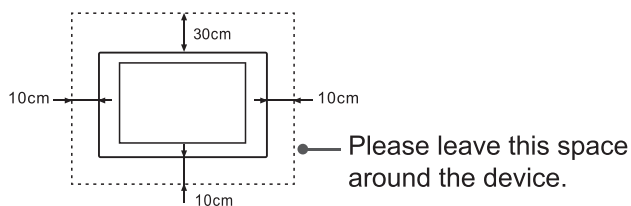


## Start Guide

### Precautions for Installation

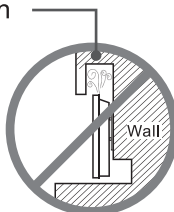
- As shown in the figure below, leave a ventilation space around the device.

When mounted on the wall:



- Do not install the device as shown below.

Hinder air circulation



**Insufficient ventilation will overheat the device and may cause damage to the device and even fire.**

## 2. Introduction

### 2.1 Package Contents



WE3FE × 1



Stylus × 2



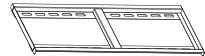
Remote Control



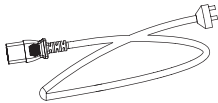
Battery × 2



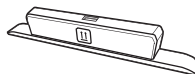
User Manual of the Device



Wall Mount Bracket



Power Cord\*4



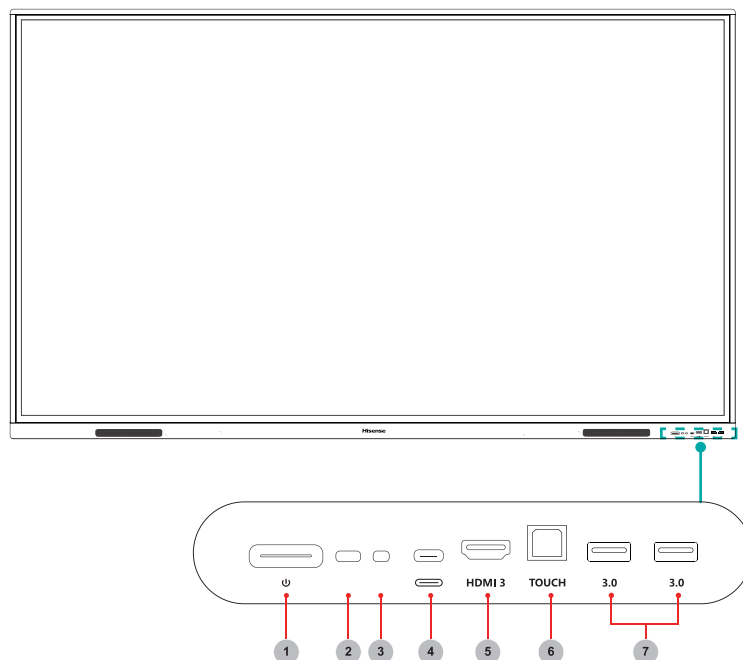
WIFI module

#### **NOTE**

- The accessories may be different from the list above due to different models, countries / regions, please refer to the actual accessory bag.

## 2.2 Products View

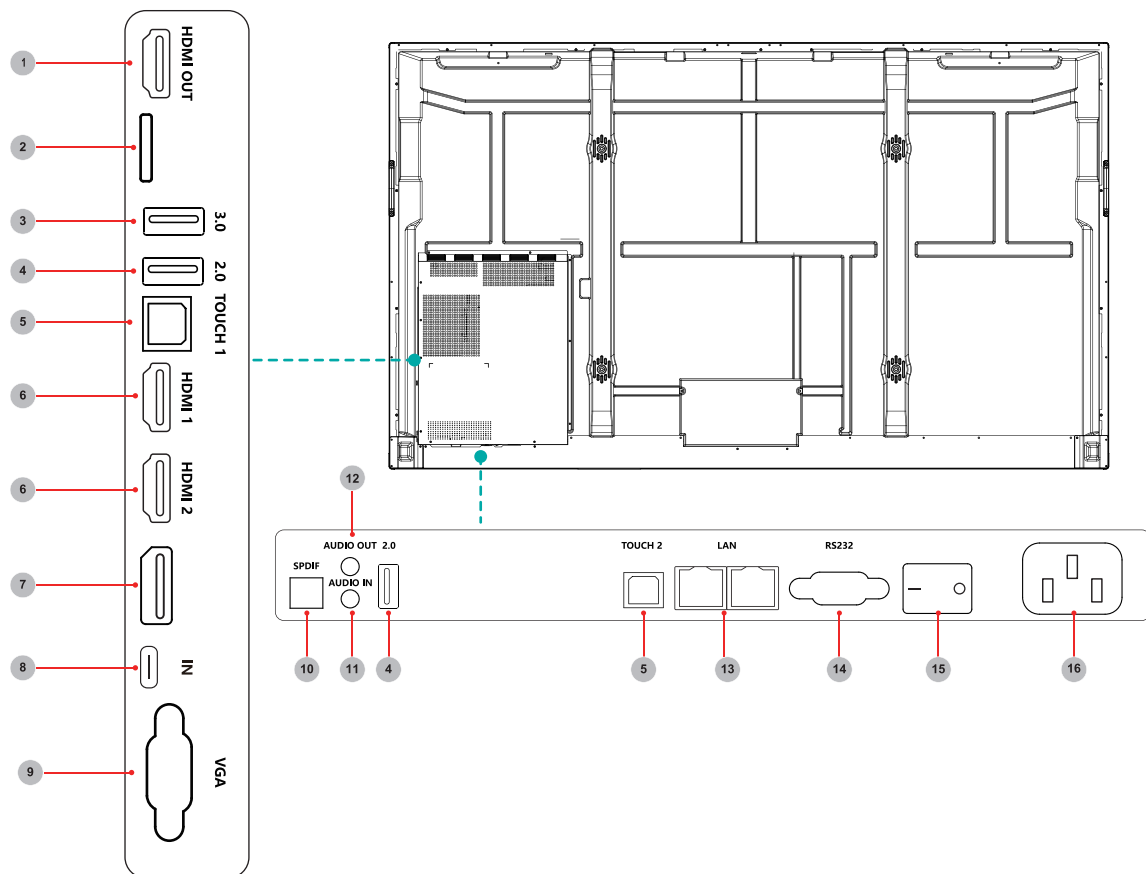
### 2.2.1 Front Panel | Control Panel



Number	Item	Description
1	Power button	Tap to enter energy saving function press at least 2 seconds to enter standby mode.
2	Remote control signal receiver	Receive the remote signal.
3	Light Sensor	Identify the brightness of ambient light.
4	USB Type-C	Support charging, data transmission, extension for audio and video output interface, etc. Note: The maximum rated power of the USB Type-C port of this product is Up to PD 65W (PD 15W when OPS is plugged in). When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the charging power of the electronic device exceeds the rated charging power of this port, please Do not directly use this port for charging.
5	HDMI 3	High-definition multimedia interface signal input, connect to devices with HDMI output interface (personal computer with HDMI output, set-top box, or another video device).
6	TOUCH	Touch signal output to the external computer.
7	3.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard and mouse, USB drives, etc.

\*When 65/75/86WE3FE does not connect OPS, 65W PD quick charge is supported; when 65/75/86WE3FE connects OPS, 65W PD quick charge is not supported.

## 2.2.2 Rear Panel | I/O Panel



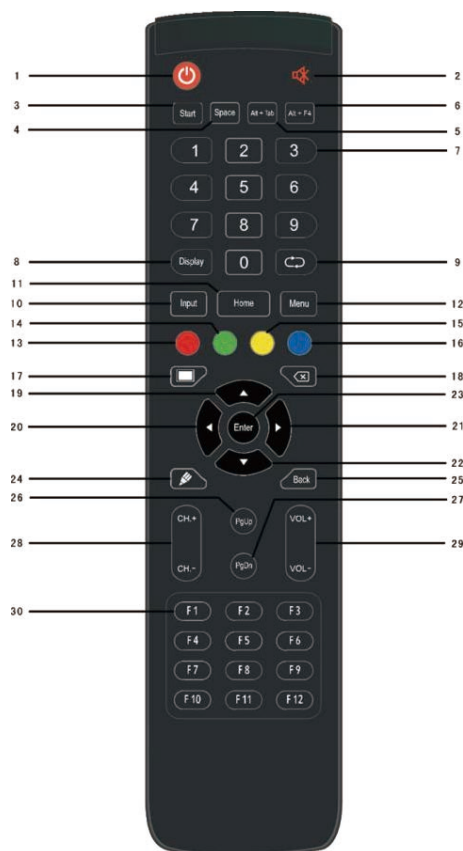
Number	Port	Description
1	HDMI OUT	Connected to the devices with HDMI input function(monitor).
2	TF Card	USB storage function only
3	3.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse, USB drives, etc.
4	2.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse,USB drives, etc.
5	TOUCH 1/2	Touch signal output to the external computer
6	HDMI1/2	High-definition multimedia interface signal input, connect to devices with HDMI output interface (personal computer with HDMI output, set-top box, or another video device).
7	DP	Connected to devices with Display Port output function.

## Introduction

Number	Port	Description
8	IN	USB Type-C: Support charging, data transmission, extension for audio and video output interface, etc. Note: The maximum rated power of the USB Type-C port of this product is 5W. When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the charging power of the electronic device exceeds the rated charging power of this port, please Do not directly use this port for charging.
9	VGA	External computer image input.
10	SPDIF	Carry multichannel sound via optical signals.
11	AUDIO IN	External audio sources input(It is generally used as the sound input of the VGA interface)
12	AUDIO OUT	Audio output to the external speaker.
13	LAN	Connected to the internet
14	RS232	Serial interface, used for mutual transfer of data between devices.
15	AC SWITCH	To open or shut down AC power supply. "I" means power on, "O" means power off.
16	AC IN	AC power input, connecting AC power supply.

# Introduction

## 2.3 Remote Control



Number	Description
1	Power on/off
2	Enter or exit mute mode
3	<b>Start</b> PC's Windows key
4	<b>Space</b> PC's Space key
5	<b>Alt+Tab</b> PC's Alt+Tab key
6	<b>Alt+F4</b> PC's Alt+F4 key
7	<b>Numeric keys</b> Numeric input
8	<b>Display</b> Display channel information
9	
10	<b>Input</b> Pop up settings menu
11	<b>Home</b> Return to Android system main screen
12	<b>Menu</b> Pop up menu
13	<b>Red</b> Enable or disable keys and Touch
14	<b>Green</b> Enable or disable keys
15	<b>Yellow</b> Enable or disable Touch
16	<b>Blue</b> Pop out or close the screen freezing tools
17	Turn off or turn on the screen backlight
18	PC's Backspace
19	Scroll Up
20	Scroll Left
21	Scroll Right
22	Scroll Down

Number	Description
23	<b>Enter</b> Confirm selection state
24	Quickly start writing software
25	<b>Back</b> Return to the last operating interface
26	<b>PgUp</b> Page Up
27	<b>PgDn</b> Page Down
28	<b>CH.+ / CH.-</b>
29	<b>VOL+ / VOL-</b> Increase/reduce the volume
30	<b>F1-F12</b> PC's F1 - F12 function keys

NOTE: All computer - related function keys are not available without a built-in computer.

### Battery replacement method

1. Disconnect the battery cover from the remote control at the battery cover buckle and open the battery cover.
2. Insert two AAA 1.5V alkaline batteries. Note that the positive (+) and negative (-) terminals of the batteries must match the positive (+) and negative (-) terminals in the battery case.
3. Close the battery cover from top to bottom until it is fully aligned with the remote control.

### Precautions

1. If the remote control is not working properly, is unstable, or can't control the device, please replace the batteries.
2. If you do not use the remote control for a long time or the battery is exhausted, remove the battery. (Waste batteries pollute the environment and must be handled properly.)
3. In order to achieve the best remote control effect, please point the black launch window on the back of the remote control at the indicator light of the device.
4. Discard batteries in a designated disposal area. Do not throw them into a fire.
5. Remove old batteries immediately to prevent them from leaking into the battery compartment.
6. 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.
7. Do not mix old and new batteries.
8. Do not mix alkaline, standard (carbon-zinc) or rechargeable (NiCd, NiMH, etc.) batteries.
9. Do not continue using the remote if it gets warm or hot.
10. If any of these issues occur, call our Support Center immediately on the support website.

### Effective range

1. Remote control distance: The distance from the front of the remote control is valid within 8m.
2. Remote control angle: Remote control can work normally within the range of 30 degrees left and right from the remote-control receiver.

### 2.4 Low Blue Light Mode

The low blue light mode reduces the risk of blue light to the human body by reducing harmful blue light.

#### How to enter low blue light mode?

The homepage-> "Setting"-> "Advanced"-> "Display"-> "Eye protection mode"-> open.

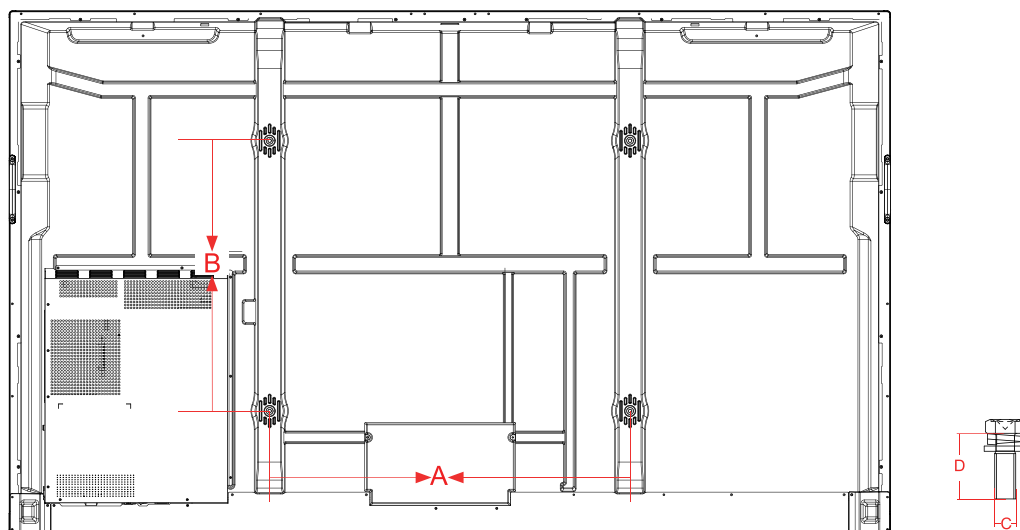
#### [Description]

- The machine can meet the requirements for low blue light certification only if the eye protection mode is turned on in the factory default state.
- Proper rest and exercise has proven to be effective in reducing eye fatigue.
- To relieve eye fatigue and protect your health, we recommend:
  - Taking breaking frequently during viewing the screen
  - Increasing outdoor activities
  - Overlooking distant objects
  - Doing eye exercises
  - The optimal viewing distance is 3 times the vertical height of the display screen



## 3. Installation Guide

### 3.1 Wall Mount Kit Specifications (VESA)



Model	VESA Spec. (A × B)	Standard Screw (C × D)	Quantity
65WE3FE	600 × 400mm	M8 × 25	4
75WE3FE	800 × 400mm	M8 × 25	4
86WE3FE	800 × 600mm	M8 × 25	4

#### NOTE

Do not use screws that are longer than the standard dimension, as they may cause damage to the inside of the display.

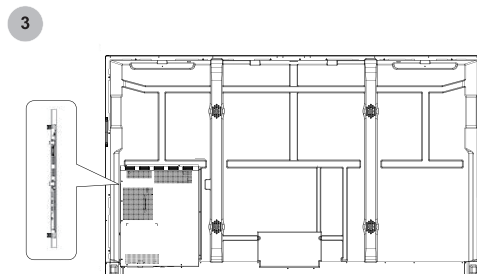
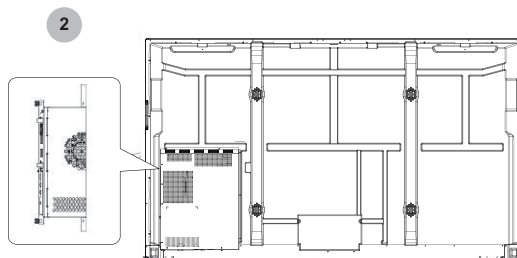
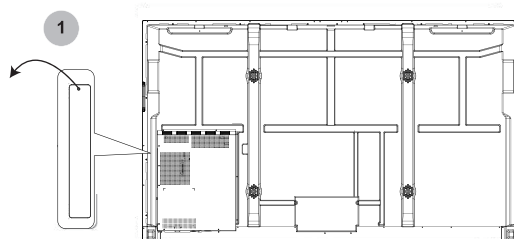
## 3.2 Installing the OPS (Optional)

Before installing and operating OPS, it is required to carefully read the instructions that come with OPS computer and this instruction manual.

\*When installing a module with an antenna, please fold the antenna to avoid damage to the antenna during installation. The installation diagram is as follows:

### Installation Sequence

1. Unscrew the screw with a screwdriver and take off the baffle;
2. Push the module into the socket as shown on the left;
3. Screw in the upper and lower hand screws to fix the OPS module.

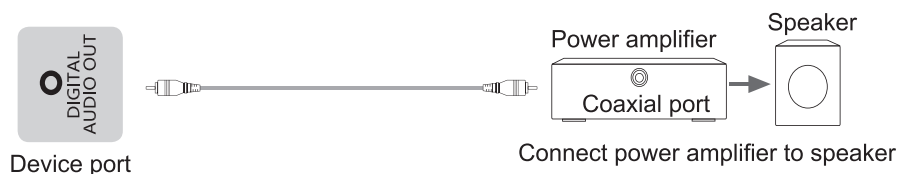


## Making Connections

### 4. Making Connections

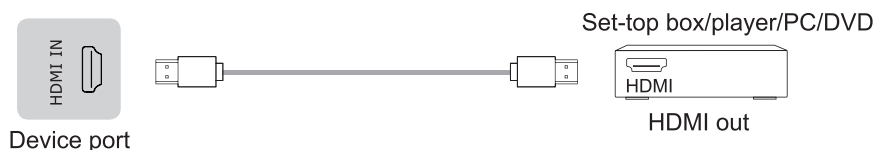
#### ► Connect to external audio device

Digital audio output: connect to power amplifier via coaxial port, then connect power amplifier to speaker.



#### ► Connect to HDMI input

Connect the HDMI input connector of the device to the HDMI output port of an external device.



#### NOTE

The supported signal formats of the HDMI port refer to Specifications.

It is recommended that HDMI2.0 4K HD wire should be used. The wire length should be less than 10m. When using other non-standard wires, malfunctions caused by signal transmission problems attributable to the wire quality problem may occur.

#### ► Connect to HDMI output

Connect the HDMI output connector of the device to the HDMI input port of an external device.



#### NOTE

When using it as a screen monitor, carefully read precautions for still image of the device.

#### ► Connect to TOUCH interface device

It is the touch screen interface used for an external PC as touch host. In the HDMI channel, the device is used as a touch unit by default

When connecting, USB cables not longer than 1 meter should be used to connect with the external PC.



## Making Connections

### ► Setting of the touch and audio & video return transmission function

When you need to use an external PC as the touch host, audio & video host and signal source host, setting can be achieved by the following two methods.

Method 1. Connect the main screen and PC with one full-functional Type-C wire and switch the signal source to Type-C channel.

Method 2. Use one Touch-USB (one end is type-B male connector, and the other end is type-A male connector) connecting wire and one HDMI signal wire for connection. Touch-USB wire connects the Touch port on the main screen side and the USB port of the PC. HDMI signal wire connects the HDMI port of the main screen and the PC, and the signal source is switched into the corresponding HDMI channel.

After setting, the external PC can be operated via the touch screen. The external PC can also invoke the camera and microphone of the main screen.

#### **NOTE**

It is recommended that full-functional Type-C wire certified by USB-IF Association should be used. The wire length should be less than 2m. When using other non-standard wires, malfunctions caused by signal transmission problems attributable to the wire quality problem may occur.

### ► Connect to a USB interface device

When connecting to external devices, the USB 2.0 port current should not exceed 500mA, and the USB 3.0 port current should not exceed 1000mA. The total current of all the USB output ports of the device when connected to external devices at the same time mustn't exceed 4000mA, or else the device failure caused by overcurrent isn't covered by the warranty.



Device port



External device

#### **NOTE**

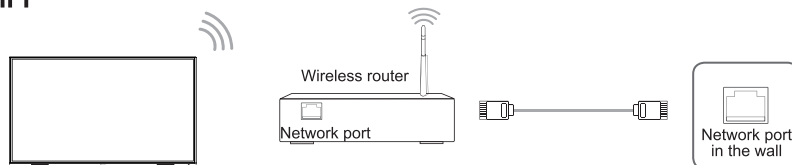
This device is connected to wireless keyboard and mouse devices. If there is any insensitivity phenomenon during use, you can try to change the wireless receiver to another USB port, or use a USB extension cord to connect the wireless receiver in order to enhance the receiving range.

## Making Connections

### ► Connect to a network

Enter the **Settings** menu and select the **Network** item.

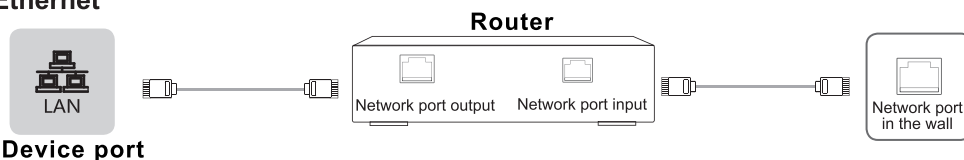
#### ● WIFI



The device can receive network signals directly through a Wireless router

- The available wireless network list is automatically displayed when WIFI is selected.
- Select an available network, enter the password, and tap Connect. If the selected network is not encrypted, you can connect directly.
- If the network you want to connect to is not displayed in the list, tap Refresh to display more networks. If the network you want is still not displayed after this operation, tap Add Network and enter the network name manually, select the corresponding encryption method according to router settings, enter the password, and tap Confirm.

#### ● Ethernet



##### • Ethernet: auto

The device automatically obtains an IP address and connects to the network. If failure, repeat the operation again or choose Ethernet:manual.

##### • Ethernet: manual

Manually enter the IP Address, Subnet Mask, DNS Server and Gateway.

### ► Connect to the OPS interface device

OPS (Open Pluggable Specification) is the interface specification developed by INTEL which is applicable to embedded computer module products. With this interface, the screen can be connected to the device in compliance with OPS interface specification, which is short for OPS module. You can buy the module and conduct secondary development in accordance with your requirements.

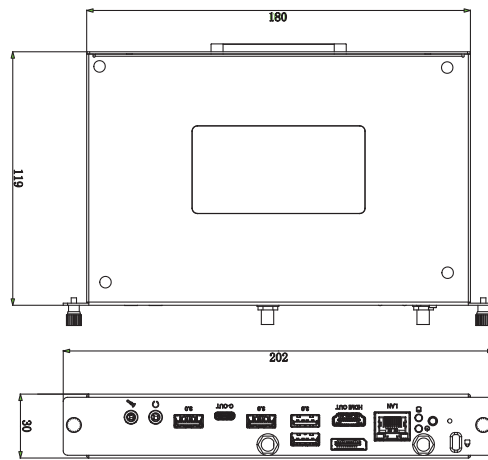
This product can provide the OPS module with 18V±0.5V (3.5A MAX) power supply.

#### 📌 NOTE

After installing OPS module, when the signal source is in computer channel, device touch screen regards OPS as the touch unit by default. After TOUCH is connected with an external computer, the external computer is used as the touch unit. At this time, the signal source should be switched to the channel of the external computer for using the touch functionality.

## Making Connections

You should purchase the OPS module which is applicable to the size of the device OPS. The size of OPS refers to the following figure:



### [Instructions]

- After installing the OPS module, when the signal source adopts the computer channel, the touch screen of the complete machine uses OPS as the touch host by default. After Touch connects the external computer, the external computer serves as the touch host, and the signal source should be switched to the display channel of the external computer for touch.
- To guarantee stable operation of the complete machine and the OPS module, please purchase the right type of OPS module. Otherwise, the OPS module cannot work normally because the failure to adapt structures and software.

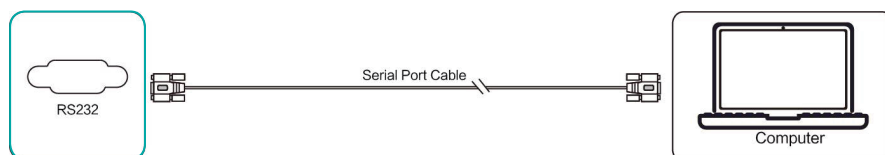
### • Switching on/off the OPS

After inserting OPS to the device, you turn on the device, change the signal source to enter OPS and stays on the OPS syetem interface. When you turn off the device, you should use the standby button to go into standby mode, the OPS module is switched off, and then you shut off the device.

## Making Connections

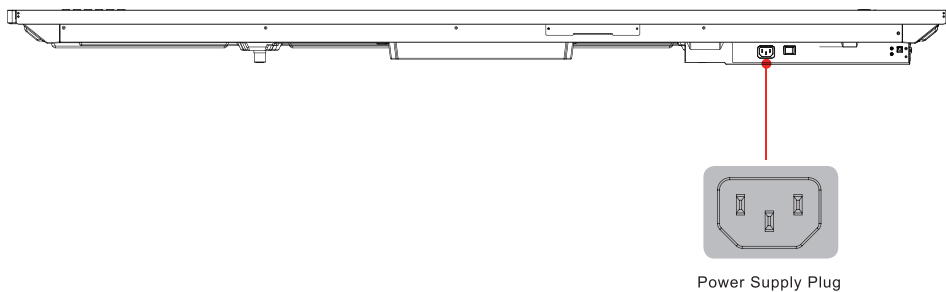
- **Connect to RS232 port**



After using serial port cable to connect central control equipment and machine, certain function of the machine can be controlled via central control equipment, such as: machine ON/OFF, and adjustment of sound volume, etc.



### 5. Getting Started

#### 5.1 Power On/Off



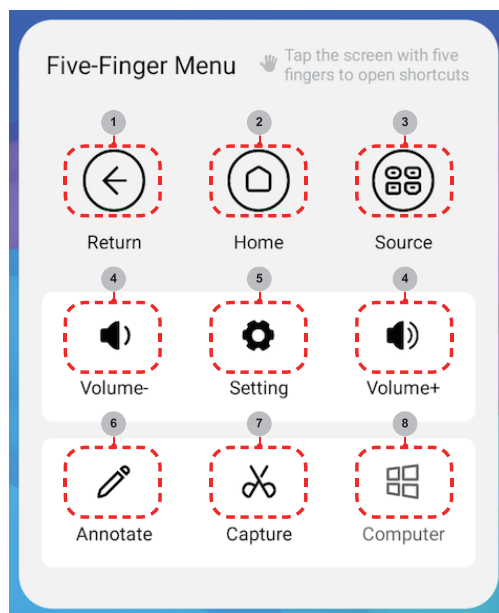
- Connect the power cord of the device to a 100V to 240V AC outlet.
- Press the standby button [  ] on the remote control in the power on state to switch the device to standby; to resume normal watch, simply press the standby button [  ] on the remote control again.

**NOTE:**

- When the AC power is turned off, wait at least 5 seconds before turning it on again in order to prevent problems of the device.



## 5.2 Five-Finger Menu



### Invoking method

Put five fingers on the screen, touch the screen and then raise all fingers (five-point touch control) to invoke the touch control menu.

### Menu introduction

Number	Function	Description
1	Return	Click it to return the last interface (Apps not tested by us may not respond to this button)
2	Home	Click it to return to the homepage
3	Source	Click it to invoke signal source switch menu and switch the signal source according to the prompt
4	Volume +, Volume -	Click it to increase or decrease the volume of the machine and invoke the volume bar
5	Setting	Click it to enter the setting interface of the complete machine
6	Annotate	Click it to initiate the all-channel notation function
7	Capture	Click it to initiate the all-channel screenshot function
8	Computer	Click it to switch to the Windows system when OPS is accessed

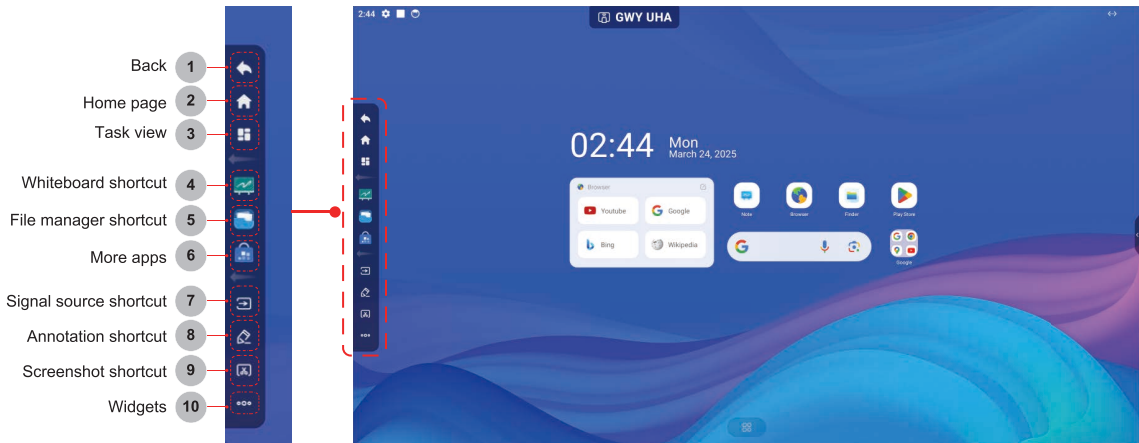
# Getting Started

## 5.3 Sidebar

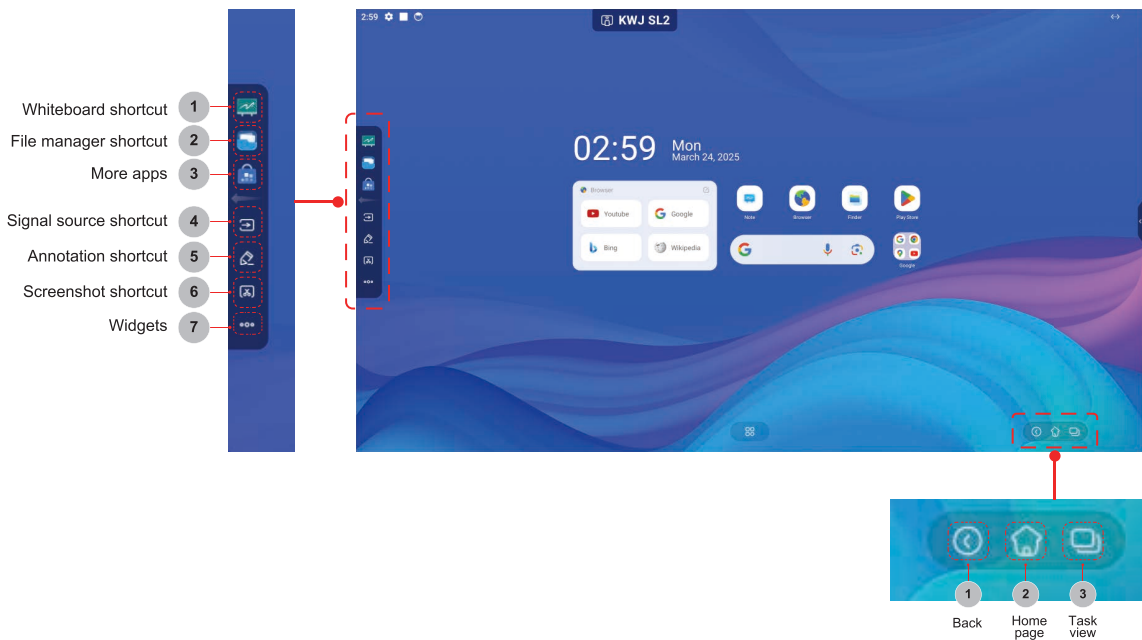
### How to set Navigation mode?

setting->system->gestures->Navigation mode

### “Gesture Navigation” & “Traditional Navigation” mode



### “3-Buttons Navigation” mode



## 6. Serial Protocol

### Serial port status

The device can receive the serial port command sent by the external controller or OPS of the device.

Refer to the following table for the specific command protocol:

1. Baud rate: 9600      2. Control section: PC → The device      3. Response section: TV → PC

			Protocol header		Length		Command code				Data	Verify	Protocol tail		Note
Signal Source Selection	PC	PC to TV	DD	FF	00	07	C1	08	00	00	01 0C	C3	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 0C	C3	CD	CD	
	HMDI 1	PC to TV	DD	FF	00	07	C1	08	00	00	01 24	EB	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 24	EB	CD	CD	
	HMDI 2	PC to TV	DD	FF	00	07	C1	08	00	00	01 25	EA	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 25	EA	CD	CD	
	HMDI 3	PC to TV	DD	FF	00	07	C1	08	00	00	01 1A	D5	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 1A	D5	CD	CD	
	DP	PC to TV	DD	FF	00	07	C1	08	00	00	01 16	D9	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 16	D9	CD	CD	
	VGA	PC to TV	DD	FF	00	07	C1	08	00	00	01 17	D8	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 17	D8	CD	CD	
	Type-C1	PC to TV	DD	FF	00	07	C1	08	00	00	01 1C	D3	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 1C	D3	CD	CD	
	Type-C2	PC to TV	DD	FF	00	07	C1	08	00	00	01 1D	D2	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 1D	D2	CD	CD	
	Android	PC to TV	DD	FF	00	07	C1	08	00	00	01 23	EC	BB	CC	
		TV to PC	AB	AB	00	07	C1	08	00	00	01 23	EC	CD	CD	

## Serial Protocol

		Protocol header		Length		Command code				Data	Verify	Protocol tail		Note
Mute Control	Off PC to TV	DD	FF	00	07	C1	26	00	00	01 00	E1	BB	CC	
	TV to PC	AB	AB	00	07	C1	26	00	00	01 00	E1	CD	CD	
	On PC to TV	DD	FF	00	07	C1	26	00	00	01 01	E0	BB	CC	
	TV to PC	AB	AB	00	07	C1	26	00	00	01 01	E0	CD	CD	
Power on/off	Off PC to TV	DD	FF	00	08	C1	15	00	00	01 AA AA	DD	BB	CC	
	TV to PC	AA	BB	00	08	C1	15	00	00	01 AA AA	DD	CD	CD	
	On PC to TV	DD	FF	00	08	C1	15	00	00	01 BB BB	DD	BB	CC	
	TV to PC	AA	BB	00	08	C1	15	00	00	01 BB BB	DD	CD	CD	
Set Volume	PC to TV	DD	FF	00	07	C1	27	00	00	01 XX	XX	BB	CC	The first XX is the volume, and the second XX is the check digit.
	TV to PC	AB	AB	00	07	C1	27	00	00	01 XX	XX	CD	CD	

### NOTE

- Verify is the exclusive OR of Length, Command code, ID and Data.
- All data are hexadecimal values.
- For all commands received by the device, the protocol header needs to be changed to AB AB and the protocol tail needs to be changed to CD CD when returning to the PC.
- Precautions for control terminal programming: For the power-on command, AB AB 00 08 C1 15 00 00 01 BB BB DD CD CD are returned after the power-on action is executed; if the command is not received, the power-on command needs to be sent again. After Android™ is turned on, the PC will receive AB AB 01 04 A1 00 00 00 CD CD again, and then the PC can send a control command to the device. If the correct command is not returned after any command is sent, the command should be sent again at least after 500ms.
- In Android standby state, the device only supports startup commands.
- Android is a trademark of Google LLC.

## 7. Appendix

### 7.1 Specification

☑ Features, appearance and specifications are subject to change without notice.

Product name		Interactive Digital Board
Model		65WE3FE
Size(mm) (W×H×D) excluding base		1491 x 898.5 x 98.8
Weight(kg) excluding base		31.4
Visual picture diagonal size (cm)		164
Power supply		100-240V ~ 50/60Hz 4A
Wireless LAN Module specifications	Frequency Range	2.4~2.4835GHz 5.15~5.85GHz
	Output Power (Max.)	2.4G 13dBm 5G 13dBm
Display resolution		3840 × 2160
Speaker power		16W*2
Environmental conditions		Operating temperature 0°C ~ 40°C Operating humidity 10% ~ 90%RH

Product name		Interactive Digital Board
Model		75WE3FE
Size(mm) (W×H×D) excluding base		1712 × 1022 × 99
Weight(kg) excluding base		41.8
Visual picture diagonal size (cm)		189.3
Power supply		100-240V ~ 50/60Hz 4A
Wireless LAN Module specifications	Frequency Range	2.4~2.4835GHz 5.15~5.85GHz
	Output Power (Max.)	2.4G 13dBm 5G 13dBm
Display resolution		3840 × 2160
Speaker power		16W*2
Environmental conditions		Operating temperature 5°C ~ 40°C Operating humidity 10% ~ 90%RH

## Appendix

Product name		Interactive Digital Board
Model		86WE3FE
Size(mm) (W×H×D) excluding base		1957 x 1159.9 x 97.1
Weight(kg) excluding base		51.0
Visual picture diagonal size (cm)		218
Power supply		100-240V ~ 50/60Hz 4.5A
Wireless LAN Module specifications	Frequency Range	2.4~2.4835GHz 5.15~5.85GHz
	Output Power (Max.)	2.4G 13dBm 5G 13dBm
Display resolution		3840 × 2160
Speaker power		16W *2
Environmental conditions		Operating temperature 0°C ~ 40°C Operating humidity 10% ~ 90%RH

The supported video formats are as follows:

Encapsulation	Video decoding				Audio decoding
	Type	Resolution(Max)	Bit rate(Max)	Frame rate(Max)	
.mkv .mp4 .mov	AV1	3840x2160	26.4Mbps	60fps	Dolby Audio, AAC MPEG1(Layer 1,2,3)
.avi .mpg .ts	MPEG2	1920x1080	40Mbps	60fps	Dolby Audio, AAC MPEG1(Layer 1,2,3)
.ts .mkv .avi. mp4 .flv	H.264	3840x2160	100Mbps	30fps	Dolby Audio, AAC MPEG1(Layer 1,2,3)
.avi .mpg .mov	MPEG4	1920x1080	40Mbps	60fps	Dolby Audio, AAC MPEG1(Layer 1,2,3)
.ts .mkv .mp4	H.265	3840x2160	97.7Mbps	60fps	Dolby Audio, AAC MPEG1(Layer 1,2,3)

Dolby Audio: Support Dolby Digital, and Dolby Digital Plus.

### **NOTE**

Formats listed above may not all supported by the device as video making tools are not unified.

## Appendix

Signal formats supported by HDMI port	
RGB/60Hz	640 × 480, 800 × 600, 1024 × 768
YUV/50Hz	576i, 576p, 720p, 1080i, 1080p, 2160p
YUV/60Hz	480i, 480p, 720p, 1080i, 1080p, 2160p
YUV/24Hz 25Hz 30Hz	3840 × 2160, 4096 × 2160
YUV420/50Hz 60Hz	3840 × 2160, 4096 × 2160
YUV444/50Hz 60Hz	3840 × 2160, 4096 × 2160
RGB444/50Hz 60Hz	3840 × 2160, 4096 × 2160

### ☒ NOTE

HDMI standard and HDMI enhance are supported by the device. HDMI enhance (side HDMI) is the default, which supports all formats listed above. HDMI standard only supports part of formats listed above. If HDMI enhance is needed, you can tab menu under HDMI Version and select HDMI enhance.

### 7.2 Other Information

#### Recycling/Licenses

##### WEEE (Waste Electronic Electric Equipment) European Directive 2012/19/EU



This symbol on the product or on its packaging indicates that this product must not be disposed of with your household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

#### Batteries



In accordance with the Battery Directive, used batteries should not be disposed of in the domestic waste. Dispose your batteries in the collection containers specific for this purpose in retail stores.

##### ROHS (Restriction of Hazardous Substance) European Directive 2011/65/EU



This European directive limits the use of dangerous and hazardous substances which are difficult to recycle.

This allows recycling easily the EEE and contributes to the safeguard of the environment.

Substances included in this product match to the RoHS directive.



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



ENERGY STAR qualified model only

Your Signage product is ENERGY STAR qualified in its factory default setting.

Change to certain features, settings and functionality in this product can change the power consumption, possibly beyond the limits required for ENERGY STAR qualification.

Refer to [www.energystar.gov](http://www.energystar.gov) for more information of the ENERGY STAR Program.

#### WARNING:

Operation of this equipment in a residential environment could cause radio interference.



## Appendix

**WARNING:** This set must not be opened unless by a qualified technician.

**WARNUNG:** Dieses Set darf nur von einem qualifizierten Techniker geöffnet werden.

**VAROVÁNÍ:** Toto zařízení nesmí být otevřeno, pokud není otevřeno kvalifikovanými techniky.

**VAROVANIE:** Toto zariadenie neotvárajte, pokiaľ nemáte kvalifikovaného technika.

**AVERTIZARE:** Nu deschideți acest echipament decât dacă aveți un tehnician calificat.

**OPOZORILO:** Tega kompleta ne smete odpirati, odpreti ga sme samo usposobljen tehnik.

**UPOZORENJE:** Ovaj se uređaj ne smije otvoriti ako ga nije otvorio kvalificirani tehničar.

**ΠΡΟΕΙΔΟΠΟΙΗΣΗ:** Μην ανοίγετε τη συσκευή εκτός αν το ανοίξετε από ειδικευμένο τεχνικό.

**AVERTISSEMENT :** Cet ensemble ne doit être démarré que par un technicien qualifié.

**ATTENZIONE:** Non aprire la unità a meno che non sia stato eseguito da un tecnico qualificato.

**ADVERTENCIA:** Este conjunto no debe abrirse a menos que lo haga un técnico calificado.

**AVISO:** Este conjunto não pode ser aberto a menos que por um técnico qualificado.

**ПРЕДУПРЕЖДЕНИЕ:** Това устройство не трябва да се отваря, освен ако не е отворено от квалифицирани техници.

**FIGYELEM:** Csak akkor nyissa ki ezt az eszközt, ha képzett szakemberrel rendelkezik.

**WAARSCHUWING:** Deze set mag niet worden geopend, alleen door een gekwalificeerde technicus.

**OSTRZEŻENIE:** Nie otwieraj tego urządzenia bez wykwalifikowanego technika.

Cet appareil et son boîtier conformément à la partie 15 des Règles de la FCC. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences nuisibles et
- (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de causer un fonctionnement indésirable.

### 7.3 Certification and Compliance

#### Regulatory Compliance Statements

**NOTE:** The following warnings only apply to products with such certification.

#### FCC Regulatory Compliance Statements

**Compliance Statement:** 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.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

**Caution:** 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.

#### Radiation Exposure Statement of Set

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of [20] cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### Radiation Exposure Statement of Remote Control

This equipment complies with the FCC portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

#### ISED Regulatory Compliance Statements

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Radiation Exposure Statement of Set

This equipment complies with ISSED RSS-102 radio frequency exposure limits set forth by the Innovation, Science and Economic Development Canada for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the device and the user or bystanders. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

L'appareil est conforme aux limites d'exposition aux radiofréquences du CNR - 102 d'ISDE établies par innovation, sciences et développement économique Canada pour les environnements non contrôlés. Cet appareil doit être installé et utilisé de telle sorte que la distance minimale entre l'appareil et l'utilisateur ou le spectateur soit de 20 cm. L'appareil ne doit pas coexister ou fonctionner conjointement avec une autre antenne ou un autre émetteur.

### Radiation Exposure Statement of Remote Control

This equipment complies with the ISSED portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

L'appareil est conforme aux limites d'exposition aux RF portatives d'ISDE, convient aux environnements non contrôlés et peut être utilisé en toute sécurité comme prévu dans ce manuel. Une réduction supplémentaire de l'exposition aux RF peut être obtenue si le produit peut être placé aussi loin que possible du corps de l'utilisateur, ou si une telle fonction est disponible, l'appareil peut être réglé à une puissance de sortie inférieure.

### Declaration of conformity

Trade Name: Hisense

Model: 65WE3FE

Responsible Party: Hisense USA Corporation

Service Address: 105 Satellite BLVD Suite I, Suwanee, GA 30024

Service Phone Number: 1-888-935-8880

Trade Name: Hisense

Model: 75WE3FE

Responsible Party: Hisense USA Corporation

Service Address: 105 Satellite BLVD Suite I, Suwanee, GA 30024

Service Phone Number: 1-888-935-8880

Trade Name: Hisense

Model: 86WE3FE

Responsible Party: Hisense USA Corporation

Service Address: 105 Satellite BLVD Suite I, Suwanee, GA 30024

Service Phone Number: 1-888-935-8880

## 7.4 EU Declaration of conformity (DOC)

### EU Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-001

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 65WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the radio equipment directive(2014/53/EU), Ecodesign Directive(2009/125/EC)& Regulation (EU) 2019/2021, ROHS Directive (2011/65/EU). The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 3(1)(a)): EN IEC 62311:2020

EN 62368-1:2014 + A11:2017

EMC (Art. 3(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

EN IEC 61000-3-2:2019/A1:2021

EN 61000-3-3:2013/A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 3(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.1.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

65.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

Place and date of issue (of this DoC): QingDao 2025/03/18

Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.

Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China

Title: Product manager

Name (in print): Doris Yin



### EPREL Registration Information

Model identifier	Eprel registration number
65WE3FE	2303399

## Appendix

### EU Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-002

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 75WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the radio equipment directive(2014/53/EU), Ecodesign Directive(2009/125/EC)& Regulation (EU) 2019/2021, ROHS Directive (2011/65/EU). The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 3(1)(a)): EN IEC 62311:2020

EN 62368-1:2014 + A11:2017

EMC (Art. 3(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

EN IEC 61000-3-2:2019/A1:2021

EN 61000-3-3:2013/A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 3(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.1.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

75.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

Place and date of issue (of this DoC): QingDao 2025/03/18

Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.

Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China

Title: Product manager

Name (in print): Doris Yin



### EPREL Registration Information

Model identifier	Eprel registration number
75WE3FE	2303400

## Appendix

### EU Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-003

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 86WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the radio equipment directive(2014/53/EU), Ecodesign Directive(2009/125/EC)& Regulation (EU) 2019/2021, ROHS Directive (2011/65/EU). The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 3(1)(a)): EN IEC 62311:2020

EN 62368-1:2014 + A11:2017

EMC (Art. 3(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

EN IEC 61000-3-2:2019/A1:2021

EN 61000-3-3:2013/A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 3(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.1.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

86.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

Place and date of issue (of this DoC): QingDao 2025/03/18

Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.

Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China

Title: Product manager

Name (in print): Doris Yin



### EPREL Registration Information

Model identifier	Eprel registration number
86WE3FE	2303401

## Appendix

### UK Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-005

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 65WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the Radio Equipment Regulations 2017(SI 2017/1206), The Ecodesign for Energy-related Products Regulations 2010, Ecodesign for Energy-related Products and Energy Information Regulations 2021 (with respect to Ecodesign Requirements for Electronic Displays)& The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 6(1)(a)): BS EN IEC 62311:2020

EN IEC 62368-1:2020+A11:2020

BS EN IEC 62368-1:2020+A11:2020

EMC (Art. 6(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

BS EN 55032:2015

BS EN 55032:2015+A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

BS EN 55035:2017

BS EN 55035:2017+A11:2020

EN IEC 61000-3-2:2019/A1:2021

BS EN IEC 61000-3-2:2019+A1:2021

EN 61000-3-3:2013/A2:2021

BS EN 61000-3-3:2013+A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 6(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.2.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

65.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

**Place and date of issue (of this DoC): QingDao 2025/03/18**

**Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.**

**Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China**

**Title: Product manager**

**Name (in print): Doris Yin**

UK Local Representative

Alltrade Ltd.

Sussex House Business Park,274 Old Shoreham Road,

BRIGHTON & HOVE,BN3 7EU





## Appendix

### UK Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-006

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 75WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the Radio Equipment Regulations 2017(SI 2017/1206), The Ecodesign for Energy-related Products Regulations 2010, Ecodesign for Energy-related Products and Energy Information Regulations 2021 (with respect to Ecodesign Requirements for Electronic Displays)& The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 6(1)(a)): BS EN IEC 62311:2020

EN IEC 62368-1:2020+A11:2020

BS EN IEC 62368-1:2020+A11:2020

EMC (Art. 6(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

BS EN 55032:2015

BS EN 55032:2015+A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

BS EN 55035:2017

BS EN 55035:2017+A11:2020

EN IEC 61000-3-2:2019/A1:2021

BS EN IEC 61000-3-2:2019+A1:2021

EN 61000-3-3:2013/A2:2021

BS EN 61000-3-3:2013+A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 6(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.2.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

75.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

**Place and date of issue (of this DoC): QingDao 2025/03/18**

**Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.**

**Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China**

**Title: Product manager**

**Name (in print): Doris Yin**

UK Local Representative

Alltrade Ltd.

Sussex House Business Park,274 Old Shoreham Road,

BRIGHTON & HOVE,BN3 7EU





## Appendix

### UK Declaration of conformity (DoC)

Unique identification of this DoC: HCD-DOC-20250318-004

We, Declare under our sole responsibility that the product:

Product Name: Interactive Digital Board

Trade Name: Hisense

Model: 86WE3FE

To which this declaration relates is in conformity with the essential requirements and other relevant requirements of the Radio Equipment Regulations 2017(SI 2017/1206), The Ecodesign for Energy-related Products Regulations 2010, Ecodesign for Energy-related Products and Energy Information Regulations 2021 (with respect to Ecodesign Requirements for Electronic Displays)& The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. The product is in conformity with the following standards and /or other normative documents:

Health & Safety (Art. 6(1)(a)): BS EN IEC 62311:2020

EN IEC 62368-1:2020+A11:2020

BS EN IEC 62368-1:2020+A11:2020

EMC (Art. 6(1)(b)): EN 55032:2015

EN 55032:2015/A11:2020

BS EN 55032:2015

BS EN 55032:2015+A11:2020

EN 55035:2017

EN 55035:2017/A11:2020

BS EN 55035:2017

BS EN 55035:2017+A11:2020

EN IEC 61000-3-2:2019/A1:2021

BS EN IEC 61000-3-2:2019+A1:2021

EN 61000-3-3:2013/A2:2021

BS EN 61000-3-3:2013+A2:2021

ETSI EN 301 489-1 V2.2.3(2019-11)

ETSI EN 301 489-17 V3.2.4(2024-09)

Spectrum (Art. 6(2)): ETSI EN 300 328 V2.2.2

ETSI EN 301 893 V2.1.1

ETSI EN 300 440 V2.2.1

ErP: Transitional Test Method for Ecodesign and Energy Labelling requirements for electronic displays

RoHS: IEC 63000:2018

86.V000.WE3FE.00.01M.\$0313

\*The company reserves the right to install updated Software versions to improve the performance of the appliance.

**Place and date of issue (of this DoC): QingDao 2025/03/18**

**Signed by or for the manufacturer: Hisense Commercial Display Co.,Ltd.**

**Address: No.218, Qianwangang Road, Economy& Technology Development Zone, Qingdao, China**

**Title: Product manager**

**Name (in print): Doris Yin**

UK Local Representative

Alltrade Ltd.

Sussex House Business Park,274 Old Shoreham Road,

BRIGHTON & HOVE,BN3 7EU



## 8. Troubleshooting

Before preparing for repair, check according to the table below to see if you can find the cause of the problem.

If you strictly follow the instructions but still can't resolve the problem, you can turn to professional servicemen for help.

Problem	Solution
<b>No sound or picture</b>	<ul style="list-style-type: none"> <li>• Check if the power cord is connected to the wall outlet, and if the wall outlet is energized.</li> <li>• Check if you have pressed the Power button or Standby button.</li> <li>• Check the volume.</li> </ul>
<b>Sound and picture are disturbed</b>	<ul style="list-style-type: none"> <li>• Try to find the appliance that affects the LCD monitor and keep it away.</li> <li>• Try plugging the LCD monitor's power plug into another outlet.</li> </ul>
<b>The screen cannot be powered on or the power indicator light is off.</b>	<ul style="list-style-type: none"> <li>• Check whether the power supply is connected.</li> <li>• Check whether the power supply plug is properly connected.</li> <li>• Check whether the power outlet has electricity.</li> <li>• Check whether the AC switch is enabled.</li> <li>• Press the reset switch and start the system again.</li> </ul>
<b>The unit turns off unexpectedly.</b>	<ul style="list-style-type: none"> <li>• Check whether standby mode is enabled.</li> <li>• Check if there is a power outage in your area.</li> <li>• Turn on the display and see if the problem is with the signal and control system.</li> </ul>
<b>Remote Control is not working.</b>	<ul style="list-style-type: none"> <li>• Check whether something is obstructing the display's remote control receiver.</li> <li>• Check whether the batteries in the remote control are installed correctly.</li> <li>• Check whether the batteries need to be replaced.</li> </ul>
<b>There is no sound when the HDMI in channel is used.</b>	<ul style="list-style-type: none"> <li>• Remove and insert the HDMI cable again.</li> </ul>
<b>The internal PC has no signal.</b>	<ul style="list-style-type: none"> <li>• Check whether the internal PC is properly inserted in the slot.</li> <li>• Check whether the internal PC is in shut down mode.</li> <li>• Press the power button on the internal PC, and manually start up the internal PC.</li> </ul>



Bar code