

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

# Hisense TV: common problems and simple fixes

**Please note:** independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Hisense TVs use several systems. Many use VIDAA, others use Google TV, Roku TV or Fire TV, depending on the model and year. The menus differ, so use the steps below as a guide and look for similar wording.

## Which system do you have?

The home screen gives it away. VIDAA shows a row of coloured app tiles. Google TV and Roku have their own recognisable layouts. If you are unsure, check the model number on the back of the TV on Hisense's UK website.

## No picture or sound

1. Press the **Input** or **Source** button and choose the right HDMI input.
2. Press **Volume up** and check that mute is off.
3. Unplug the TV, wait one minute, and plug in again.

## Apps will not load

- Check your Wi-Fi under **Settings** and **Network**.
- Close and reopen the app.
- Check the date and time are set automatically, as wrong values stop apps signing in.
- Look for a software update in the **Settings** menu, often under **Support** or **System**.

## Remote not working

Replace the batteries. If it is a Bluetooth or voice remote, the manual for your model will show how to pair it. The free Hisense **RemoteNOW** phone app works as a backup on many models, on the same Wi-Fi.

## Freeview channels missing

Use the TV's **Channel** or **Installation** settings and run an **Auto Tune** or **Auto Scan**. See our Freeview retune guide.

## Factory reset warning

**A reset removes your apps, logins and settings.** If you find a reset option in the Settings menu, only use it after trying everything above, and note down your passwords first.

## When to get more help

Get help if the TV is stuck on the Hisense logo, the screen has lines, or no input works.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.