

# Hisense

Model L9Q/100L9Q/120L9Q

## LASER TV 4K



## Quick Setup Guide

Before using the Laser TV, please read this guide carefully and keep it for future reference.

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

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105 Satellite BLVD Suite I, Suwanee, GA 30024

**MEXICO**

**IMPORTER:**

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  
RFC: HME110512IY3  
TEL: (52) (55) 5531-3515

**CANADA** Hisense Canada Co., Ltd  
2550 Meadowvale Boulevard, Unit 1  
Mississauga, ON, Canada  
L5N 8C2

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Congratulations on the purchase of your new Laser TV! This Quick Setup Guide will walk you through a few easy steps to set up your Laser TV.

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## Register Your Laser TV!

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 Laser TV. Depending on the make and model of your phone, you may need to download a QR code scanning app.

**U.S.**



<http://www.hisense-usa.com/support/register>

**Mexico**



<https://hisense.com.mx/support/register>

**Canada**



<http://www.hisense-canada.com/support/productReg.asp>

## Important Safety Information



### SAFETY WARNINGS

#### **Do not look directly at the lens when this device is on!**

- This product comes with a laser module. Do not tear or modify this device in any manner; otherwise, it may result in personal injury.

RG2

As with any bright light source, DO NOT STARE INTO THE BEAM

IEC 62471-5: 2015

$\lambda = 459\text{-}471\text{nm}/519\text{-}531\text{nm}/635\text{-}651\text{nm}$

Wavelength 459-471nm/519-531nm/635-651nm

CLASS 1 LASER PRODUCT

IEC 60825-1: 2014

Caution—use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The Device Complies with 21 CFR 1040.10 and 1040.11 except for conformance as a Risk Group 2 LIP as defined in IEC 62471-5: Ed.1.0. For more information see Laser Notice No.57, dated May 8, 2019.

- If this device requires a repair, please wear laser eye protection with an optical density OD that is 4 or higher and has a wave length of 459~651 nm.
- Class I appliances must be connected to a properly grounded electrical outlet.
- Do not place any water-containing vessel on this device, such as cosmetics or liquid medicine.
- If any object or water enters this device, please unplug this device and contact the service staff of Hisense.
- Do not place any exposed fire source (e.g. burning candle) on this device. Keep away from high temperature and heat.
- Do not expose the battery to direct sunlight or candle light.
- Keep air vents on both sides clear from any objects to prevent the device from overheating inside.
- To avoid a short circuit, product damage or electric shock, do not use any sharp object or metal to touch the ports or other openings on the Laser TV.

- If this device has been in a warm environment, allow any built-up condensation to evaporate first BEFORE you switch the device on.
- Do not allow a child to stand on or climb up this device.
- Do NOT place any object above or in front of the lens because the laser light could cause the object to become flammable.
- Clean the lens periodically with a clean cloth and make sure the Laser TV is turned off before you start.

## **Low Blue light Content**

- The long-term exposure to blue light may damage your eyes, in particular the retina, causing visual fatigue or eye strain. Children are particularly vulnerable to excessive blue light and the damage to them is irreversible. The product can decrease blue light ratio to reduce blue light hazard.

## **Health recommendations**

- Avoid long time continuous use product, ensure adequate break time.
- Looking at distant objects or exercises for the eye after use product.

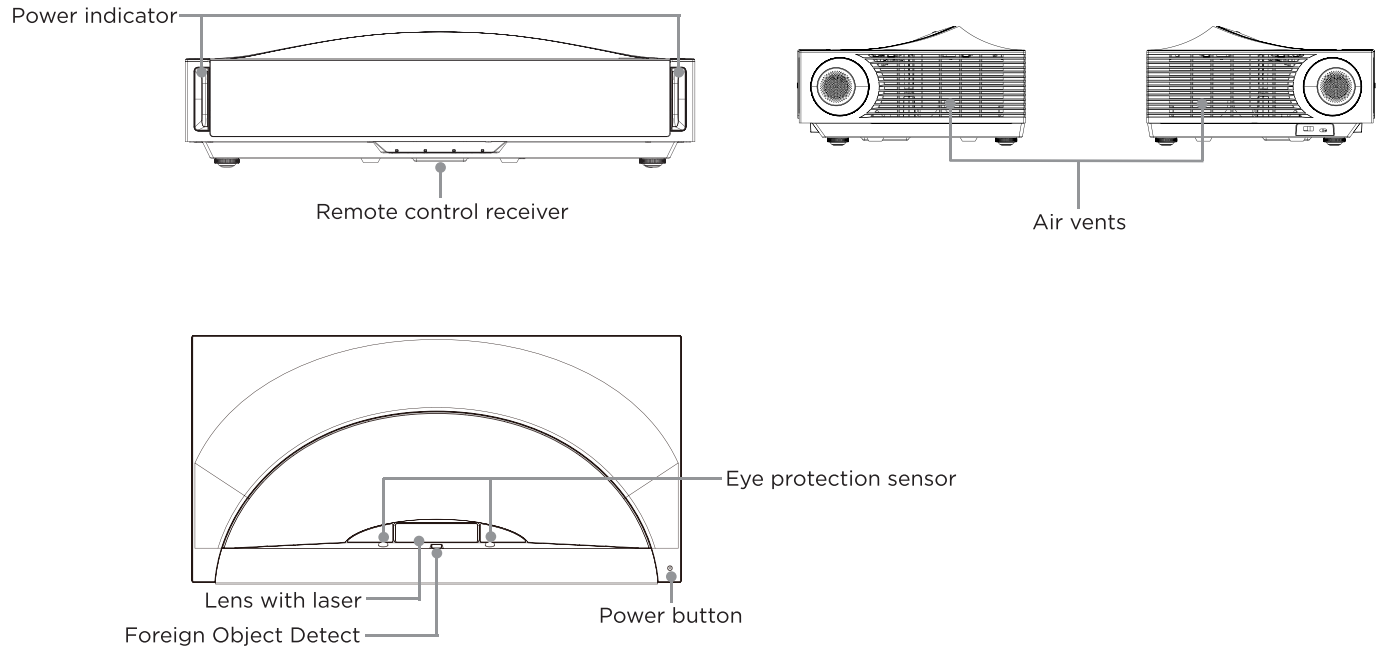
## Packaged Contents

- Laser TV
- 1 Remote control
- 2 AAA batteries
- 2 pairs of gloves for handling the Laser TV
- 1 Power Cord
- Important Safety Information & Warranty Card
- Cleaning kit for the lens
- 2 C-shaped blocks
- C-shaped Block Installing Instruction
- Hisense 4K Laser TV Quick Setup Guide

### NOTE:

- The accessories may be different from the list above due to different models, countries/regions. Please refer to the actual accessory bag.
- Screen is not included.

## Laser TV Diagram



Be sure to protect the lens when you handle this device.



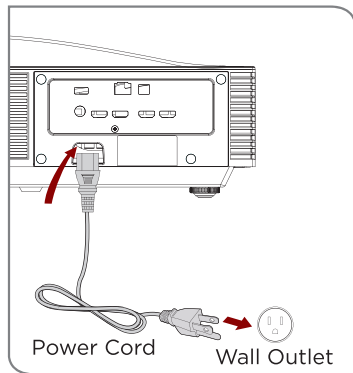
## STEP 1 Mount the Screen

If you purchased a screen from Hisense with your Laser TV, then refer to the Screen Installation Guide that's included in the package.

## STEP 2 Set up the Laser TV

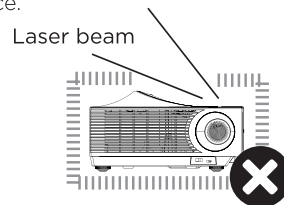
Be sure to protect the lens when you handle this device.

1. Now, to get started, we recommend that you connect all cables to the ports on the back of the Laser TV before you position it. (Audio, video, Ethernet cables and external devices are not included.)
2. Position the Laser TV so it is parallel with the screen surface.
3. Plug the power cord into a wall outlet.
4. Press the POWER button to turn on the Laser TV.

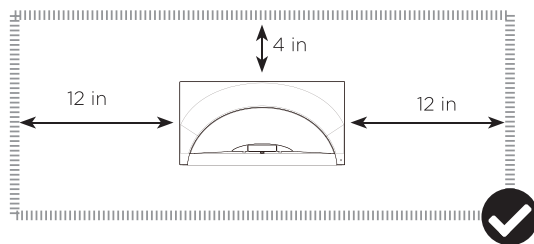


**WARNING:** Insufficient ventilation space will cause this device to overheat or become damaged.

- Do not block the air vents or place any object on this device.
- Do not place this device in any narrow, enclosed or poorly ventilated space.

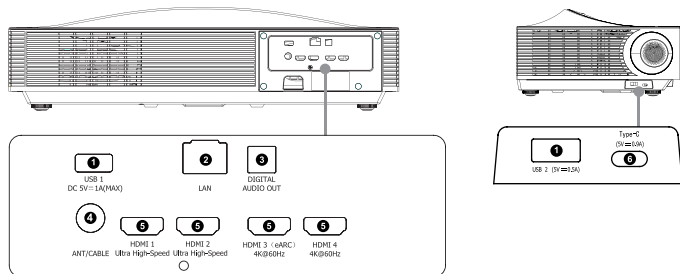


At a minimum, leave the amount of space shown in the diagram below for this device to have proper ventilation.



## Ports to connect certain cables to

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.

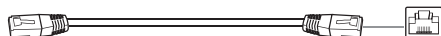


- 1 USB devices for browsing photos, music and movies.

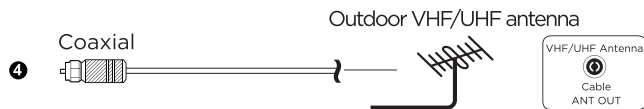
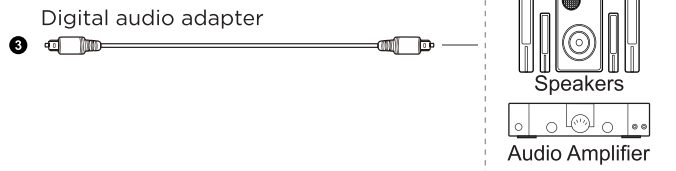
### NOTE:

- When connecting a hard disk or a USB hub, always connect the mains adapter of the connected device to the power supply. Exceeding a total current consumption may result in damage. The USB2.0 device maximum current consumption is 500mA. The USB3.0 device maximum current consumption is 1A.
- If the impulse current for an individual non-standard high-capacity mobile hard disk is greater than or equal to 1A, it may cause the Laser TV to reboot or lock.
- The USB port supports a voltage of 5V.

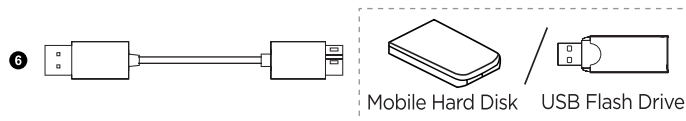
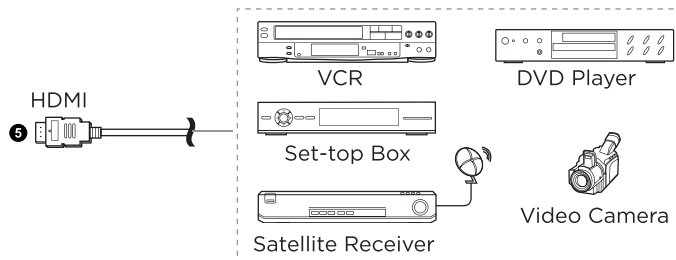
- 2 Ethernet (you will need a router for Internet connectivity)



## External audio devices



## External AV devices

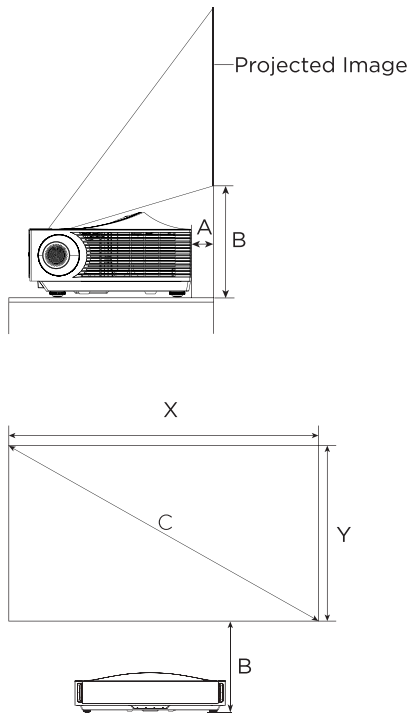


### NOTE:

- The Type-C port can connect to a Type-C USB drive or connect to a USB 3.0 drive via a Type-C dock, but does not support DP (DisplayPort) display.

Image size and projection distance

NOTE: The sizes of the projected image for each projection distance may differ depending on the actual installation environment.



C		X		Y		A		B	
(mm)	(inch)	(mm)	(inch)	(mm)	(inch)	(mm)	(inch)	(mm)	(inch)
2032	80	1770	69.7	996	39.2	57	2.2	298	11.7
2540	100	2215	87.2	1245	49.0	137	5.4	354	13.9
2794	110	2436	95.9	1369	53.9	176	6.9	382	15.0
3048	120	2657	104.6	1494	58.8	216	8.5	410	16.1
3531	139	3076	121.1	1730	68.1	292	11.5	463	18.2
3810	150	3320	130.7	1867	73.5	336	13.2	494	19.4
5080	200	4427	174.3	2492	98.1	535	21.1	634	25.0

## STEP 3 Adjust the Display Image and the Screen

Follow the steps in the order shown below, only if they apply to your situation.

**NOTE:** Before adjusting, adjust the height of the screen (if you have one) so that screen is vertically level. Rotate feet from an overlooking view, and do not look directly at the lens when this device is on because the laser light may damage your eyes.

**Step 1.** Make the laser console parallel to the screen. Make sure the bottom of the projected image is parallel to the bottom of the screen.

**Step 2.** Check the type of projected image you get and do the adjustment as the following instructions.  
The main goal of the adjustment is to make the image become a rectangle.

The top of the projected image is wider than the screen.



Lift up two front feet of the console.

The bottom of the projected image is wider than the screen.



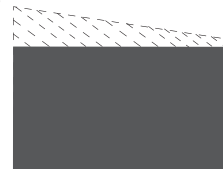
Lift up two back feet of the console.

The top of the projected image is higher on the right than the screen.



Lift up right front and back feet and then rotate the console counterclockwise.

The top of the projected image is higher on the left than the screen.

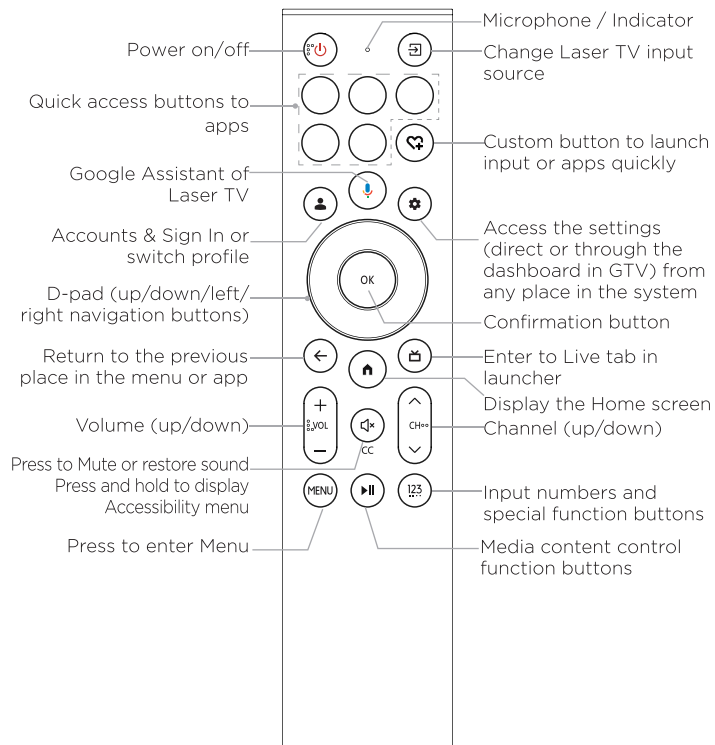


Lift up left front and back feet and then rotate the console clockwise.

**Step 3.** Move the console farther from the screen to make the projected image larger. Make sure the top, left, right side of projected image cover the border of screen.

**Step 4.** Check if the bottom of projected image covers the border of screen.  
If yes, then continue correction steps.  
If no, adjust the height of the screen by using the adjustment rods to make the bottom of projected image covers the border of screen and then continue correction steps.

## STEP 4 Use Your Remote



**NOTE:** The button descriptions are only provided as a reference. The actual appearance of your remote may differ from the buttons that are listed.

1. Press and slide the back cover 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. Restore the battery compartment.

### 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 Laser TV.

- It can work at a 30 degree horizontal or 15 degree vertical angle.( This angle is used by infrared means in an unpaired state.)

## PAIRING THE REMOTE CONTROL

1. Pair the remote to the Laser TV after you power it on. Keep the remote control within 10 feet from the Laser TV. Press and hold the [ ← ] button and the [ 🏠 ] button at the same time at least 3 seconds to start pairing.
2. If the remote paired successfully then a confirmation will display on the screen. If it did not pair successfully then an unsuccessful message will display. Repeat step 1.

### NOTE:

- If an unknown error occurred with the remote then it could have been caused by interference. Try to remove what's causing the interference and pair it again.
- If an unknown error occurred in the remote control while the battery power is normal, you can take out the batteries and press any key for 1-2 seconds, then the remote control can work normally.
- The remote cannot be paired to the Laser TV while the Laser TV is in standby mode.

## STEP 5 Proceed through the Screen Setup Menu

### PROJECTION MODE

If you need to flip the image over top-to-bottom and/or left-to-right, select the Projection Mode and press the UP/DOWN buttons.

### AUTO KEYSTONE CORRECTION

There are 2 ways to enter auto keystone correction:

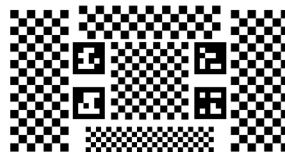
- Through the first-time use guide.
- **Menu > Laser Settings > Auto Keystone Correction**

**Step 1.** Adjust the Laser TV position by using the levelling feet as needed, and ensure the frame of the screen is located inside the rectangular border.



**Step 2.** Click Next to continue.

**Step 3.** An auto-correction pattern will be displayed below, and the correction process will complete automatically.



**Step 4.** If the auto-correction results are unsatisfactory, use manual correction for fine-tuning.

#### NOTE:

- Obstacles between the host device and the screen, foreign objects on the screen surface, dark-colored walls, and strong ambient lighting may interfere with the automatic screen alignment. Ensure all obstacles and foreign objects are removed, use a lighter-colored wall, and minimize ambient light before initiating automatic screen alignment.
- This function is available only for screen of 100" and 120".
- Since screen type significantly impacts the performance of auto screen correction, we strongly recommend using the Hisense Ambient-Resisting Screen for optimal results.
- Manual correction may be required for fine-tuning if auto correction is unsatisfactory.

#### MANUAL KEYSTONE CORRECTION

There are 2 ways to enter manual keystone correction:

- Through the first-time use guide.
- **Menu > Laser Settings > Manual Keystone Correction**

**Step 1.** Adjust the position of the laser console and the height of the screen to ensure the frame of screen is located inside the projected image. Click **Next** to continue.

**Step 2.** Move the four points of projected image to align the screen by using your remote control. Press [↖/↗/↘/↙] button to change control points.

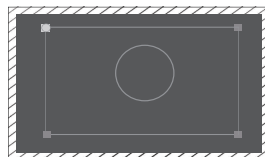
Press [OK] button to confirm the selected point.

After finishing the adjustment, press [←] button to save your setting.

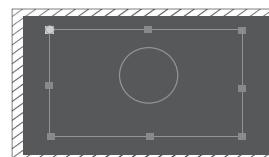
If you are not satisfied with the adjustment you made, click **Reset** to back to the initial status.

#### NOTE:

- In some special cases, there may be a bulge or depression in the middle of the image and 4-point correction can not complete the adjustment, long press [OK] button to switch to 8-point correction mode.



4-point correction



8-point correction

#### NOTE:

- To return the picture position to the default, select the **Reset** button on the screen.

#### FOCUS ADJUSTMENT

Press [MENU] button on your remote to select **Menu > Laser Settings > Focus Adjustment**.

You can adjust the focus parameters by pressing the up and down buttons on the remote. The focus effect is adjusted in real time according to the displayed background image card.

EYE PROTECTION

In order to protect your eyes, do not look into the lens. This projector is shutting down in 5 seconds, the Laser TV screen is closed immediately (this function will be unavailable temporarily during keystone correction).

3D FUNCTIONALITY

This projector features 3D capability, allowing users to enjoy immersive 3D content. A pair of DLP-Link 3D glasses (sold separately) is required for 3D viewing.

• 3D Mode Setup

Press the [ **MENU** ] button on the remote control to enter Laser Settings and select the 3D format corresponding to your content:

3D Mode	Content Format Description
Side by Side	Two images displayed horizontally
Top & Bottom	Two images stacked vertically
Frame Packing	Sequential frame-based 3D format

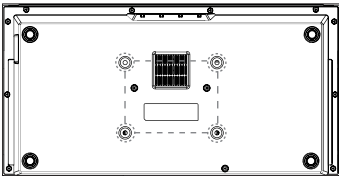
NOTE:

- Always review safety guidelines in the 3D glasses user manual before use to prevent physical discomfort or property damage.
- Certain 3D content may not be compatible due to system limitations.
- Image quality may vary depending on source content and 3D format.

Ceiling Installation

This product can be installed using a ceiling mount bracket. Please choose the ceiling mount bracket recommended by Hisense and have it installed by professionals, strictly following the instructions provided with the bracket to avoid personal injury or property damage.

1. Select a suitable ceiling mount based on the weight of the device and the pattern of the mounting holes on the back of the laser TV, as shown below.



2. Specifications for bolts used in ceiling mounting:  $\phi 6.5\text{mm}$ , compatible with M6 standard.

Begin to Enjoy Your Laser TV

Your Smart Laser TV is easy to use and brag-worthy!

After you've completed setting up the language, time and network connection, the Home screen will be your starting point for navigating the Laser TV. Gone are the days where your Laser TV only provides one way for you to be entertained. Using your remote, press the Home button to begin enjoying your Laser TV.



**Disclaimer:** Subscriptions or other payments may be required to access content through some applications. Some or all of the included or downloaded application services in this Hisense device may not function depending on the Internet connection, local limitations of included applications or other reasons outside of Hisense's control. HISENSE EXPRESSLY DISCLAIMS RESPONSIBILITY FOR ANY APPLICATION SERVICE FROM FUNCTIONING AT ANY TIME, FOR CONTENT IN ANY APPLICATION SERVICE, FOR DISRUPTIONS OF SERVICE, LOCAL OR REGIONAL LIMITATIONS, WARRANTIES OF TITLE, NO INFRINGEMENT, AND FOR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. By purchasing this device, you accept such Disclaimer without any claim on Hisense at any time.

## Maintenance

- Avoid touching the device when it is running or immediately after it is turned off, as it may be hot.
- Do not clean the device with oil-based products as they can deteriorate the exterior or damage the paint. Extended contact with rubber or ethylene products can cause stains on the device.
- If the exterior of the Laser TV becomes dirty, turn off the device and wipe it with a damp, soft cloth.
- **Lens Care:**
  - Avoid touching the lens with your hands.
  - Do not use ordinary cleaning cloths to wipe the lens.
  - Use a dust blower to remove dust from the lens.
  - For grease, dirt, and fingerprints, have a professional clean the lens using optical cleaning cloths, lens wiping paper, or professional cleaning solutions to avoid damaging the optical coating and affecting image quality.
- Always use the Power button on the remote control to turn off the device. Do not cut off the power directly while the device is operating.


## Troubleshooting

If you are having trouble with your device, first try turning it off and on again. If this does not fix the problem, check the tips in the following.

### **It takes a few seconds before the picture is displayed after the device is switched on. Is this normal?**

Yes, this is normal. The Laser TV is in the process of initialisation and searching for information on previous settings.

**No sound or no picture**

1. Check if the power cord is plugged into a working mains socket.
2. Press the  Power button on the remote control to activate the device from 'Standby' mode.
3. Check if the power indicator is lit or not. If it is, then the Laser TV is powered.

**No picture and/or sound after connection to an external source**

1. Check if the external device is turned on.
2. Check if the output connection of the external source and the input connection of the Laser TV are correct.
3. Make sure you have made the correct selection for the input mode of the incoming signal.

**Picture is normal but there is no sound**

1. Check the volume settings.
2. Check if 'Mute' mode is activated.

**Sound is normal but there is no picture or only a black and white picture**

1. If the picture is black and white, unplug the device from the power socket and re-plug it after 60 seconds.
2. Check if the Colour Saturation is set to 50 or higher.
3. Try different sources.

**Sound and/or Picture are distorted or appear wavy**

1. An electric appliance may be affecting the Laser TV. Turn off any appliances nearby and move it farther away from the Laser TV.
2. Insert the power plug of the Laser TV into another power socket.

**The sound and picture is blurry or cuts out**

1. If using an external antenna, check the direction, position and connection of the antenna.
2. Adjust the direction of your antenna or reset or fine tune the channel.

**The plastic housing is emitting a clicking sound**

Temperature changes during operation may cause the device to slightly expand or shrink, which may cause a clicking sound. This is normal and the device is in perfect working order.

### **The remote control does not work**

1. Ensure that the device is connected to the mains socket and can be operated.
2. Change the batteries in the remote control.
3. Check if the batteries are correctly installed.

### **NEED MORE HELP?**

Additional help is available online at support links. You will find answers to frequently asked questions, downloadable firmware and more. If the problem is still not resolved, then contact us at one of the phone numbers below

#### **U.S.A.**

<http://www.hisense-usa.com/support/>

**Phone:** 1-888-935-8880

Monday - Friday 9 AM to 9 PM EST

Saturday - Sunday 9 AM to 6 PM EST

**Email:** [Service@hisense-usa.com](mailto:Service@hisense-usa.com)

#### **MEXICO**

<http://www.hisense.com.mx/support/>

**Phone:** 800-008-8880

Monday - Friday: 9 AM to 9 PM

Saturday: 9 AM to 3 PM

**Email:** [mxservicio@hisense.com](mailto:mxservicio@hisense.com)

#### **CANADA**

<http://www.hisense-canada.com/support/>

**Phone:** 1-855-344-7367

Monday - Friday 8 AM to 8 PM EST

Saturday - Sunday 9 AM to 6 PM EST

Federal holidays excluded

**Email:** [canadasupport@hisense.com](mailto:canadasupport@hisense.com)

## Product Specifications

<b>MODEL NAME</b>	L9Q/100L9Q/120L9Q
<b>DIMENSION (L x D x H)</b>	24.6 x 12.5 x 6.5 inches (624 x 317 x 166 mm)
<b>WEIGHT</b>	28.4 lbs (12.9 kg)
<b>ACTIVE SCREEN SIZE (DIAGONAL)</b>	80 ~ 200 inches
<b>SCREEN RESOLUTION</b>	3840 x 2160
<b>SPEAKERS BUILT-IN</b>	2 x 15 W + 2 x 15 W + 2 x 10 W + 2 x 8 W + 2 x 10 W
<b>POWER CONSUMPTION</b>	350 W
<b>POWER SUPPLY</b>	120-240 V ~ 50-60 Hz
<b>CONNECTIVITY</b>	Built-in Wireless feature (2x2, three band)
<b>RECEIVING CHANNELS</b>	VHF: 2 - 13, UHF: 14 - 69, CATV: 1 - 125 Digital Terrestrial Broadcast (8VSB): 2 - 69 Digital cable (64/256 QAM): 1 - 135 Next-Gen TV (QPSK-4096QAM): 2-36
<b>TUNER TYPE</b>	Frequency synthesized
<b>RECEIVING SYSTEMS</b>	Analog: NTSC Digital: ATSC 1.0/Next-Gen TV/QAM on cable
<b>LIGHT SOURCE</b>	R+G+B Triple Laser
<b>LIFESPAN OF THE LIGHT SOURCE</b>	25,000+ Hours
<b>THROW RATIO</b>	0.18
<b>ENVIRONMENTAL CONDITIONS</b>	Temperature: 41 °F to 95 °F (5 °C to 35 °C) Humidity: 20 % to 80 % RH Atmospheric pressure: 86 kPa to 106 kPa
<b>STORAGE TEMPERATURE</b>	5 °F to 113 °F (-15 °C to 45 °C)
<b>STORAGE HUMIDITY</b>	10 % to 70 %, non-condensing

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

# 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 Laser TV 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:

- 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/Laser TV technician for help.

**NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR LASER TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.**

The Wi-Fi Module complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

## Declaration of Conformity

Trade Name: Hisense

Model: L9Q/100L9Q/120L9Q

Responsible Party: Hisense USA Corporation

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

Telephone Number: 1-888-935-8880

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.

Conform to requirements applicable to the Operation Manual as specified in Subclause 6.6.3 of IEC 62471-5:Ed.1 with the following additions:

- a. Notice is given to supervise children and to never allow them to stare into the projector beam at any distance from the projector.
- b. Notice is given to use caution when using the remote control for starting the projector while in front of the projection lens.
- c. Notice is given to the user to avoid the use of optical aids such as binoculars or telescopes inside the beam.



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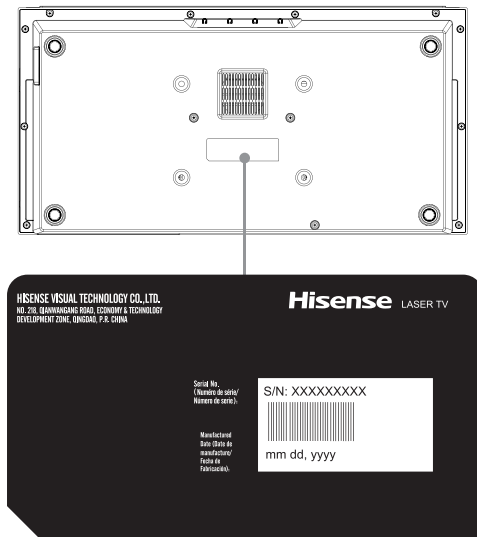


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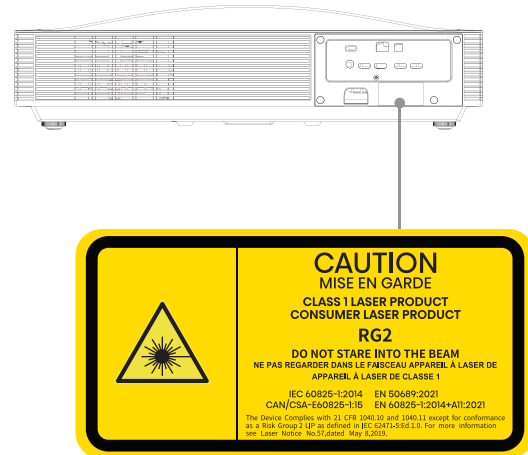


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