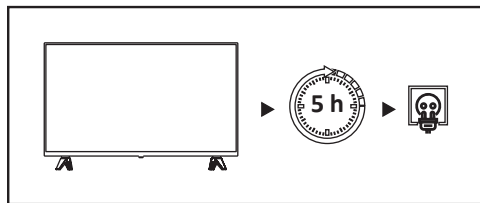


aceline

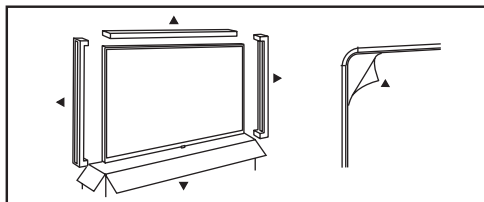
User Manual

LED TV
32HES2
32HES2W

Quick Start Guide



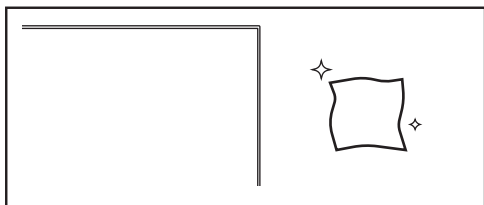
Let the TV sit indoors for at least 5 hours after transport to prevent damage caused by temperature changes.



Remove all shipping packaging (cardboard, foam, plastic bags, protective film from the TV housing) and gently wipe the housing with a dry, soft cloth to remove dust.

CAUTION!

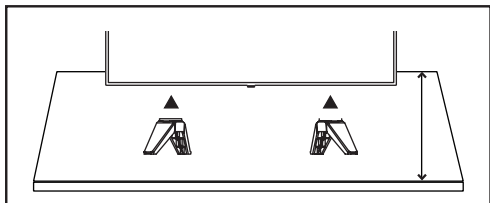
Do not remove the protective film from the screen panel until wall or stand installation is complete, if applicable.



Use only a dry, soft, lint-free cloth to clean the screen.

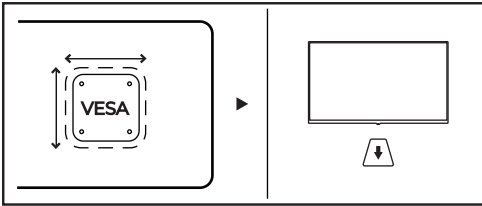
CAUTION!

Do not use liquids, sprays, or abrasive materials.



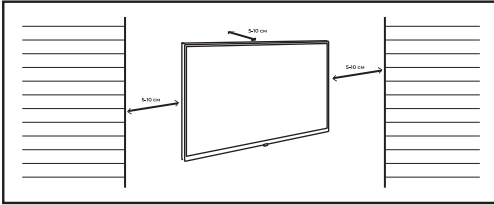
Installing on a Stand

Attach the included legs (or stand) following the instructions. Use a screwdriver to secure them firmly. Place the TV on a flat, stable, solid surface capable of supporting its weight. Make sure the stand does not extend beyond the edge of the surface.

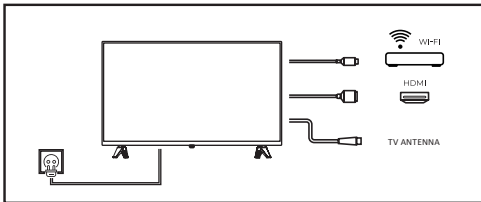


Wall Mounting

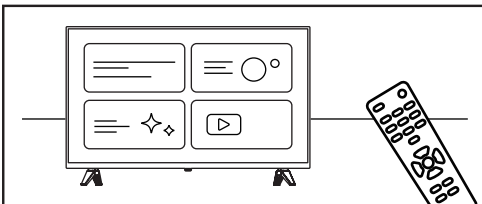
Use only a compatible VESA mount rated for your TV's weight and dimensions. Before installing the bracket, make sure the wall can support the TV's weight.



Regardless of the installation method, leave at least 5–10 cm of clearance behind and on the sides of the TV for airflow and cooling. Do not install the TV in an enclosed, unventilated recess, near heat sources (radiators, fireplaces), or in direct sunlight.



Before connecting, make sure your electrical network parameters match the TV's power specifications. Connect the power cord and, if needed, the antenna, HDMI devices (set-top box, console), or a Wi-Fi adapter.



Turn on the TV using the remote control. Complete the initial setup by following the on-screen instructions: select a language, connect to Wi-Fi, scan for channels (for antenna), and sign in to your account.

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Dear Customer,

Thank you for choosing our products.

We are pleased to offer you appliances and devices designed and manufactured to the highest standards of quality, functionality, and design. Before using the device, please read this manual carefully. It contains important information regarding your safety, as well as recommendations for the proper use and care of the product. Please keep this manual in a safe place and use it as a reference guide during future operation of the product.

Intended Use

This television is an electronic device designed to receive and display video and audio transmitted via wireless or wired connections (including television broadcasts or signals from video playback devices such as DVD/Blu-ray players, game consoles, etc.).

Due to our continuous efforts to improve our products, the technical specifications, appearance, and descriptions of certain features may differ from the information provided in this User Manual. In the event of any discrepancy between this User Manual and the actual product functions, the actual functions shall prevail.

Legal Notice

- Any content and services accessed through this device, which are intended for personal, non-commercial use, are the property of their respective third-party owners and are protected by applicable copyright, patent, trademark, and other intellectual property laws. No part of such content or services may be modified, duplicated, published, uploaded, distributed, translated, sold, or used to create derivative works without the prior written consent of the content owner or service provider.
- You acknowledge and agree that you assume all risks associated with the use of this device, including any risks related to the quality, performance, and accuracy of any content and services accessed through it. To the fullest extent permitted by applicable law, this device and all third-party content and services are provided without warranties of any kind, either express or implied.
- Any content and services provided in conjunction with this device remain the property of their respective third-party providers. Therefore, the Manufacturer makes no representations or warranties regarding their quality, timeliness, legality, or completeness, and assumes no liability for any legal consequences or damages arising from their use.
- The Manufacturer reserves the right to restrict or limit access to certain content or services. As content and services are transmitted via third-party networks and transmission facilities, the Manufacturer does not provide customer support for such third-party content and assumes no related service obligations.

Safety Precautions

	CAUTION RISK OF ELECTRIC SHOCK, DO NOT OPEN	
CAUTION TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE FRONT OR BACK COVER OF THE TV. THERE ARE NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.		

The lightning flash with arrowhead symbol within a triangle alerts the user to the presence of dangerous voltage inside the device that may be sufficient to constitute a risk of electric shock. Do not remove the cover marked with this symbol.

The exclamation point within a triangle alerts the user to the presence of important operating and maintenance (servicing) instructions.

- Do not expose the TV to moisture or rain, to avoid the risk of fire or electric shock. Avoid splashing or dripping water on the device.
- Do not place any containers filled with water (vases, bottles, glasses, etc.) on the TV.
- The screen and housing may become warm during operation. This is not a malfunction.
- If the device emits smoke, an unusual noise, or an odor:
 - Immediately turn off the TV.
 - Unplug the power cord from the outlet.
 - Contact an authorized service center.
- Children and people with disabilities may not correctly assess potential risks. For this reason, children and people with disabilities should not use electrical appliances unsupervised. Batteries and other small parts pose a potential choking hazard. Such items should be stored out of reach. If choking occurs, seek medical attention immediately. Packaging materials should also be stored out of reach.
- Using headphones at high volume may cause irreversible hearing damage. Lower the volume before connecting headphones, then increase it to a comfortable level.
- This device must only be connected to a mains supply matching the specifications shown on the device's rating label.
- The power plug must always remain easily accessible, as it serves as the device's power disconnect.
- To disconnect the device from the mains, unplug the power cord by the plug. Do not pull the power cord itself to disconnect it.
- The power cord must be routed so that it is not pinched or crushed by objects placed on or against it.
- If the power cord is damaged, it must be replaced by the manufacturer, an authorized service technician, or a similarly qualified specialist to avoid hazards.
- The device must not be exposed to dripping or splashing water, moisture, or liquid.
- Do not install the device near water, such as in a bathroom or near a sink.

- Never touch the power cord with wet hands, as this may cause a short circuit or electric shock.
- To avoid fire, do not place open flame sources, such as lit candles, or heat sources, such as radiators, on or near the device.
- If the device emits smoke, an unusual odor, or a strange noise, disconnect the power cord from the mains and contact a service or repair center. Never attempt to repair the device yourself, as this may be hazardous.
- Do not attempt to open or disassemble the device, as this exposes you to dangerous voltages.
- The device's slots and openings are designed for ventilation and to ensure proper operation. To prevent overheating, these openings must not be covered in any way, such as with newspapers, tablecloths, or curtains.
- Always leave a minimum clearance of 10 cm around the device for adequate ventilation.
- Never insert any objects into the device through its openings, as they may come into contact with electrical components, which could cause electric shock or fire.
- In the event of a thunderstorm or lightning:
 - Disconnect the TV's power cord from the outlet.
 - Disconnect the antenna cable from the TV.
 - Disconnect all connected peripherals.
- Always turn off the device when not in use. If the device will not be used for an extended period, disconnect the power cord from the outlet.
- Disconnect the device from the outlet before cleaning. Do not use liquid or aerosol cleaning agents. Use a dry, soft cloth for cleaning.
- This device is intended for home and personal use only. Do not use this device for commercial, industrial, or other purposes.
- Do not subject the device to strong impacts, excessive temperatures, or prolonged direct sunlight.
- Keep the device away from magnetic objects, motors, and transformers.
- Do not use the device outdoors, regardless of weather conditions.
- Install the device only on a stand (furniture, wall) capable of supporting its weight.

CAUTION!

Never install the TV in an unstable location. The device may fall, causing serious injury or even death. Many injuries, especially to children, can be avoided by taking simple precautions, such as:

- Use furniture or stands recommended by the TV manufacturer. It is recommended to use only furniture that can support the weight of the TV.
- Make sure the device does not extend beyond the edge of the furniture it is placed on.
- Never place the device on tall furniture (such as cabinets or bookshelves) without securing both the furniture and the device to a suitable support.
- Do not place the device on an unstable cart or stand. Do not place the device on fabric or other materials placed between its base and the furniture. The device may fall and be damaged, or cause serious injury.
- Do not use or watch the TV while driving. This is dangerous and prohibited by law in some countries.
- Explain to children the danger of climbing on furniture to reach the device or remote control.

- The same precautions must be observed if the device is moved to another location.
- It is not recommended to use the device in areas where oily smoke or steam is present, as this may damage the device's materials.
- A TV connected to a power outlet remains in standby mode. After 30 minutes of inactivity, the TV will switch to sleep mode.

Note: The images in this manual are for illustrative purposes only; refer to the actual product for accurate information.

TV Installation

Before using the device, you must attach the stand or mount the TV on a wall.

CAUTION!

- To avoid damage, securely mount the device on the wall in accordance with the installation instructions.
- For sloped surfaces, regardless of the situation, the TV panel must be installed in a vertical position. The angle between the panel and the vertical plane must not exceed 15° (this rule applies to the bezel-less TV series).
- If the TV is not placed on a flat, stable surface, it may pose a tip-over hazard.
- To avoid damage, observe the following precautions:
 - Install the TV only on flat, stable surfaces.
 - Make sure the TV does not overhang the edge of the furniture it is placed on.
 - Do not place the TV on tall furniture unless it is properly secured.
 - Do not place the TV on fabric or other materials positioned between the furniture and the TV.
 - Do not install the TV in locations subject to mechanical vibration.
 - Do not install the TV in locations where insects could enter it.
 - Do not install the TV directly opposite an air conditioner, as this may cause moisture to condense on the inner screen panel and lead to damage.
 - Do not install the TV in areas with strong magnetic fields, as this may interfere with the device's operation, and electromagnetic waves could cause it to malfunction.
 - Explain to children the danger of climbing on furniture on which the TV is installed.

Ventilation

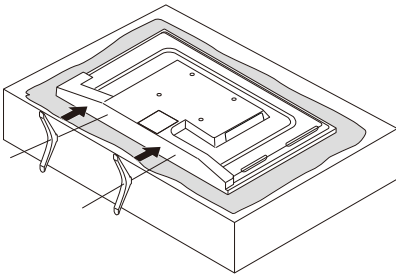
- Make sure sufficient clearance is left on all sides of the TV, as shown in the diagrams below.
- Do not block the ventilation openings or insert any objects into the housing.
- Do not place the device in an enclosed space, such as a built-in cabinet. This will restrict proper ventilation and may cause the TV to malfunction.

Stand Assembly

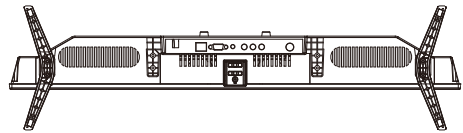
1. Before attaching or removing the stand, make sure the TV is turned off and disconnected from power.
2. Place the TV screen-down on a soft surface to prevent damage.
3. Remove the stand from the packaging. Align the screw holes on the stand with those on the TV, then insert the included screws into the stand's holes and tighten them.

Notes

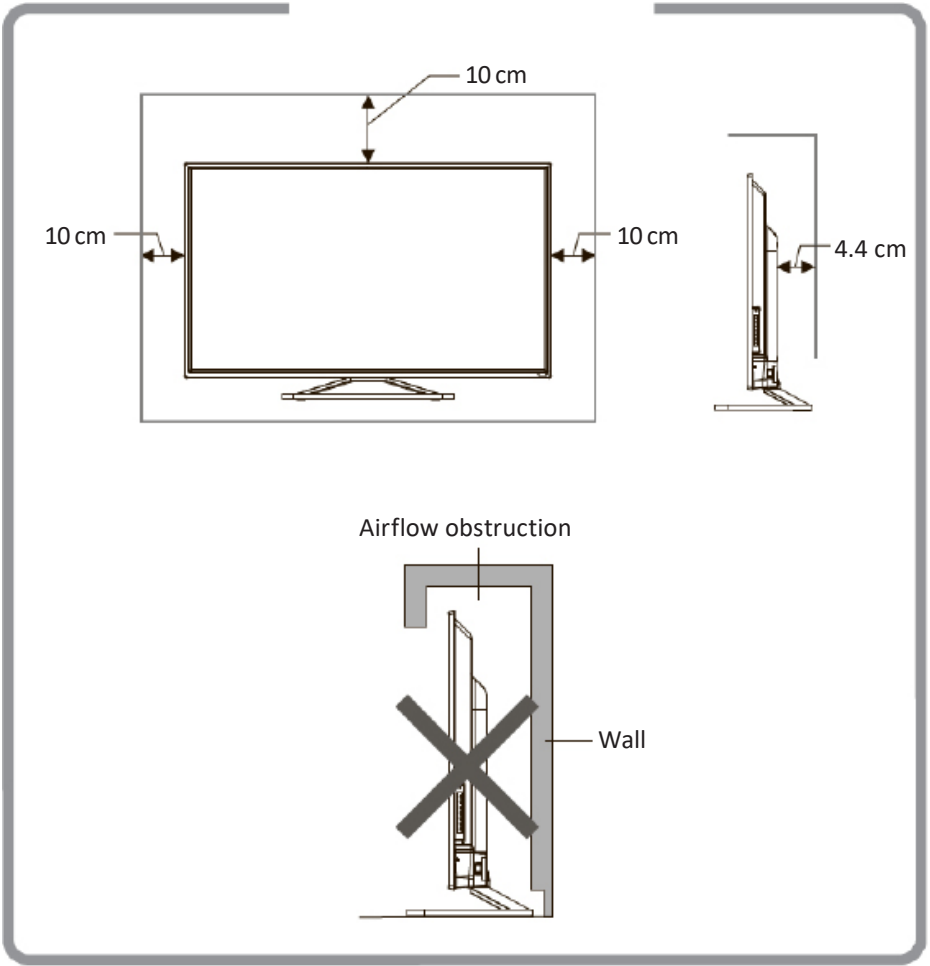
- To ensure the TV is stable, make sure all screws are securely tightened.
- On some models, the stand is equipped with a latch and can be easily snapped into place without the need for screws.
- For easier stand installation, and to avoid scratches or damage, it is recommended to use a PH2 screwdriver.



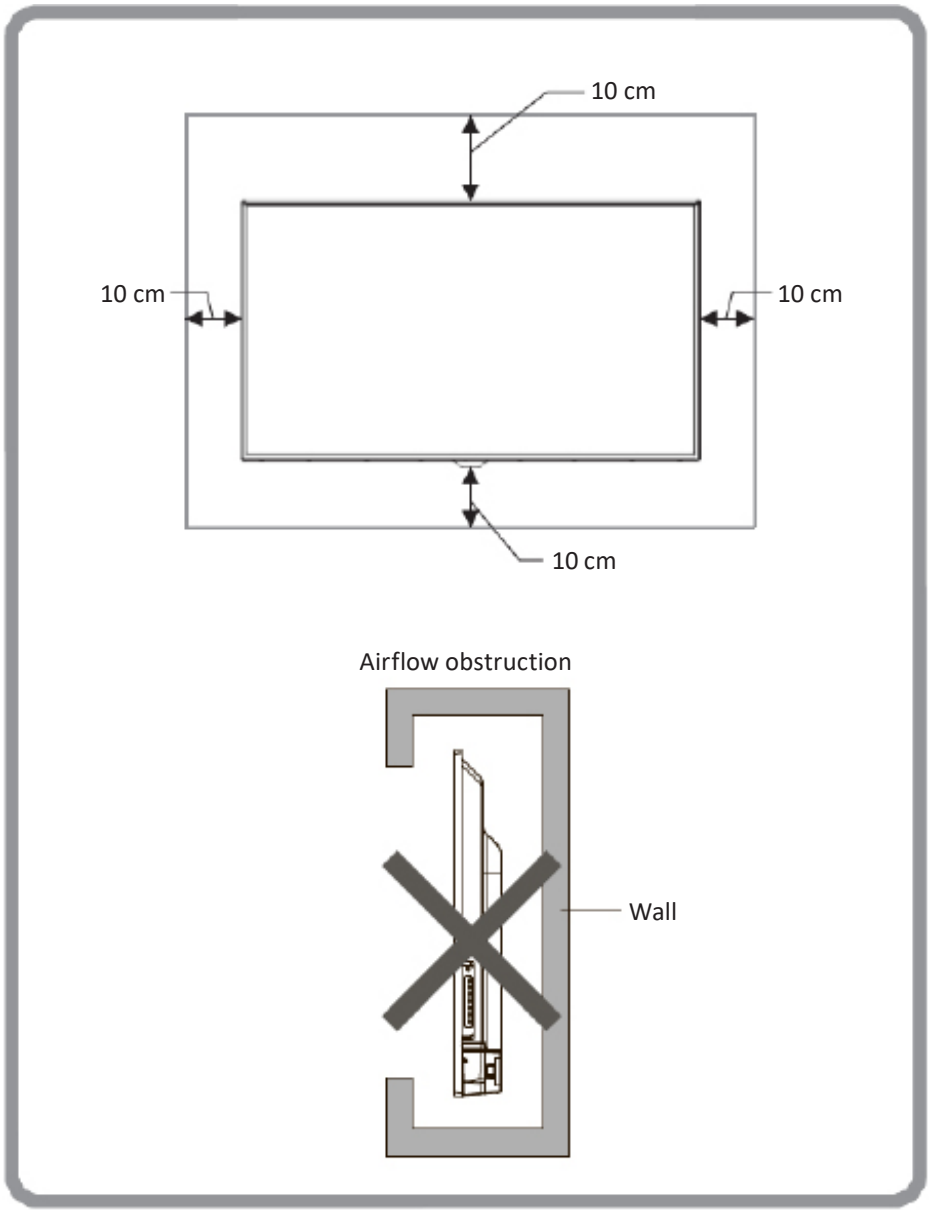
Correct stand position
(bottom view)



Clearance for Stand Mounting



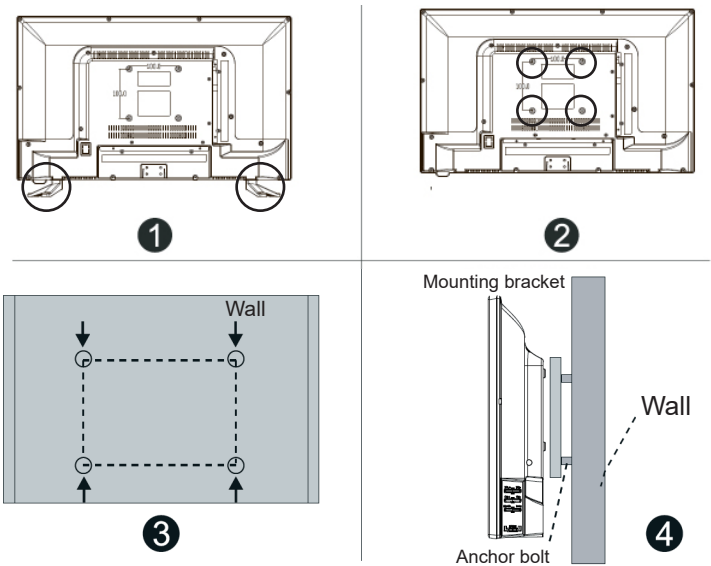
Clearance for Wall Mounting



Note: When mounting the TV on a wall, the recommended distance between the rear panel and the wall must be at least 4.4 cm.

Wall Mounting (Optional)

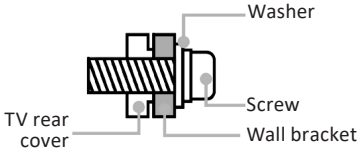
The TV can be mounted on a wall using a dedicated wall bracket*. The stand must be removed before wall mounting.



- 1. The TV can be mounted on a wall using a dedicated wall bracket. The stand must be removed before wall mounting.
- 2. Place the TV screen-down on a soft surface to prevent damage.
- 3. Using a screwdriver, remove the screws and detach the TV stand (1).
- 4. Mark the screw holes in pencil according to the bracket's dimensions (3). Drill the holes in the wall and insert 4 anchor bolts for mounting.
- 5. Tighten the screws on the back panel of the TV to secure the bracket (2), then hang the assembly on the wall (4).

Wall Mount Specification

Wall mount hole pattern (mm)	100 × 100
Wall mount bolt size	M6 × 8



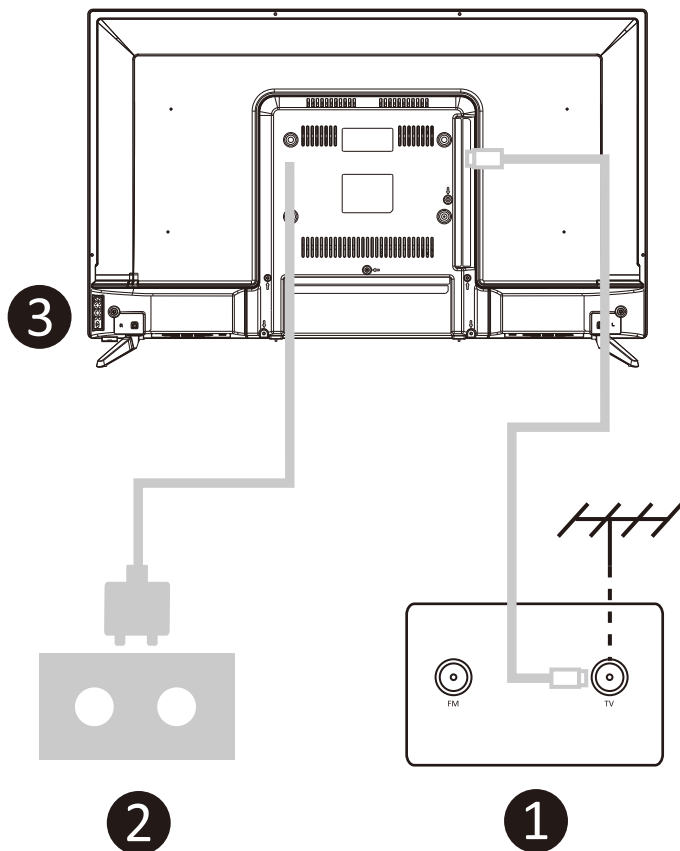
Notes

- The diagram above is provided for reference only and may differ from the actual device.
- Use a bracket that conforms to the VESA standard for mounting.

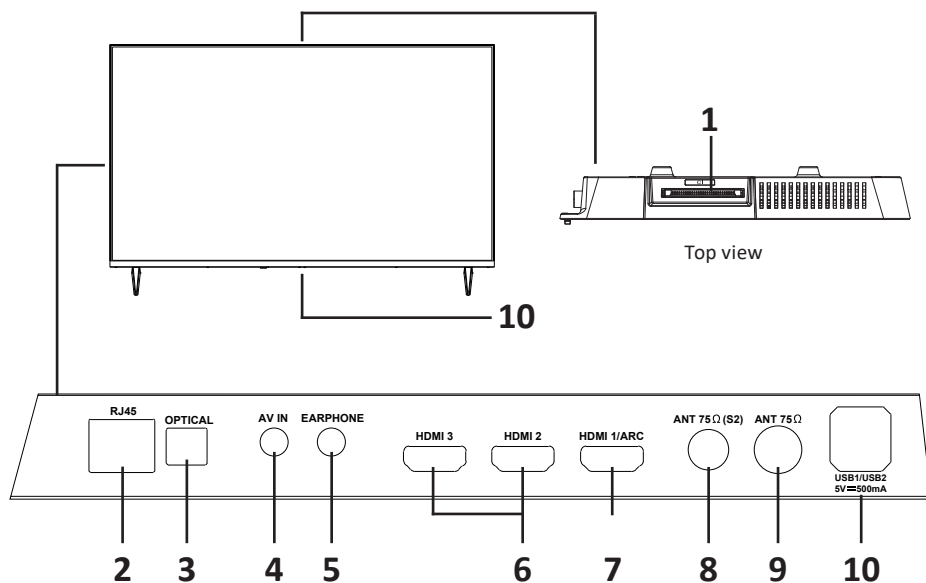
* Not included

Connecting the TV

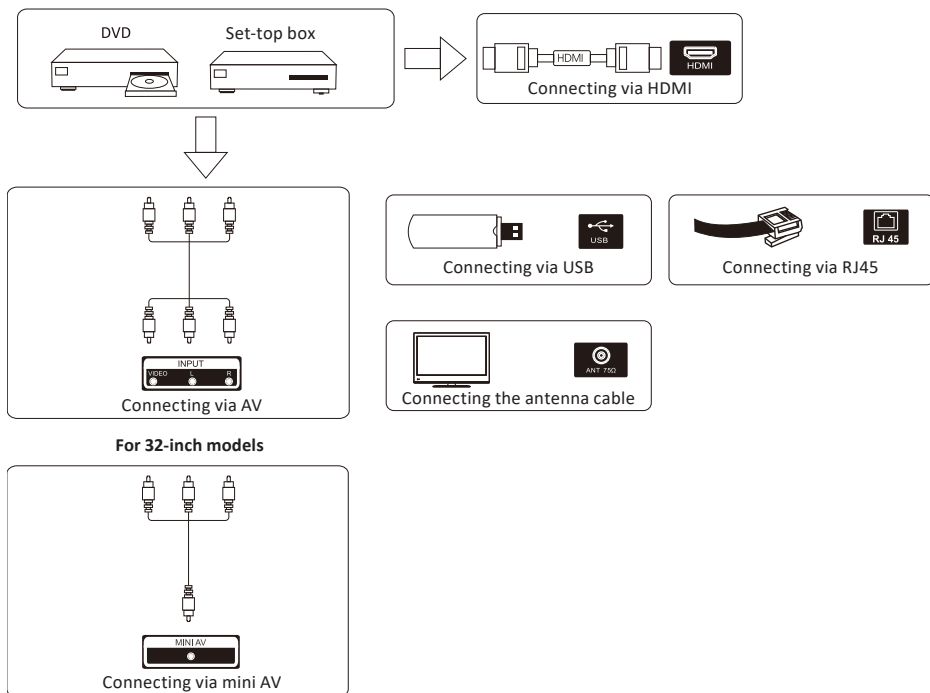
1. Connect the antenna cable and/or HDMI cable to the corresponding ports on the side panel of the TV.
2. Connect the TV to the power supply. The red indicator will light up.
3. Press the TV's power button, or the «U» button on the remote control, to turn on the TV.



Device Diagram



External Connections



- Check the position and type of each connector before making any connection. A loose connection may cause picture or color issues. Make sure all connections are secure and properly seated. Not all audio and video equipment can be connected to the TV. For more information, please refer to the connected device's user manual for compatibility and connection details.
- Before connecting external equipment, be sure to unplug both the TV and the equipment from the outlet to avoid electric shock.
- Your TV supports the ARC function on the HDMI1 port. Audio Return Channel (ARC) is a technology that allows compressed surround sound to be transmitted through an intermediate device, such as a home theater receiver, without the need for a separate optical audio cable. In other words, the same HDMI channel used to send a signal from the receiver to the TV can also carry audio in the opposite direction.

Note: The actual sequence and layout of connectors on the side panel may differ from that shown in this manual.

Remote Control



Button	Description
	Press to turn the device on/off
	Press to open the Control Center
OK	Press to confirm your selection
	Navigate the menu
	Press «+» to increase the volume. Press «-» to decrease the volume
	Press to mute/unmute the sound
	Press to return to the previous menu
	Press to launch the voice assistant
	Press to go to the home screen
ökker	Press to launch the Okko app
ИВИ	Press to launch the Ivi app
	Press to select the signal source
	Press to launch the VK Video app
KION	Press to launch the KION app
TB	Press to watch live TV

Note: The remote’s color varies depending on the model.

If You Lose the Remote

The remote has a built-in speaker. Press and hold the control button on the TV housing — the remote will emit a sound. Once you find the remote, press any button on it to stop the sound.

Installing the Batteries

1. Press the battery compartment cover at the bottom of the remote.
2. Insert two LR03/AAA 1.5V batteries into the compartment that slides out, observing correct polarity. Put the cover back in place.



Operating Instructions

Initial Setup

- The first time you turn on a new TV, initialization may take a few minutes.
- Your TV's on-screen menu may differ slightly from the images shown here.
- Available menus and settings may vary depending on the input source used or the device model.

Time Zone	Select your local time zone (available in some countries)
Antenna Type	Select one of the available TV signal reception sources. If you are using an external antenna, you must complete the initial setup to scan for channels

Turning On the TV

1. Connect the power cable to the TV first, then to the power source.
2. The TV must only be connected to an AC power source. Never connect the device to a DC power source. If the power cable is damaged, under no circumstances connect it to the power source, to avoid electric shock.
3. Connect the antenna cable to the corresponding connector on the rear panel of the TV.
4. When the TV is connected to a power source, it will either turn on immediately or automatically enter standby mode.
5. If the power indicator is lit, the TV is in standby mode. Press the «» button on the TV, or the «Power» button on the remote control, to turn it on.
6. Scan the QR code and install the mobile app on your phone to set up the TV.
7. Wait for the TV to finish booting, then follow the on-screen instructions to complete setup:
 - Connect the remote control.
 - Connect the TV to a wired or wireless internet connection.
 - Sign in to the TV using your Sber ID.



How to Control the TV

Using the Remote

You can control the TV the usual way, using the remote's buttons. But you don't have to do everything manually — it's often more convenient to ask the built-in voice assistant. The «Salute» Assistant can turn on TV channels and movies, launch music and apps, chat about any topic, and even control smart home devices.

Press the «» button on the remote and say a command — the assistant will handle it.

For example, try saying:

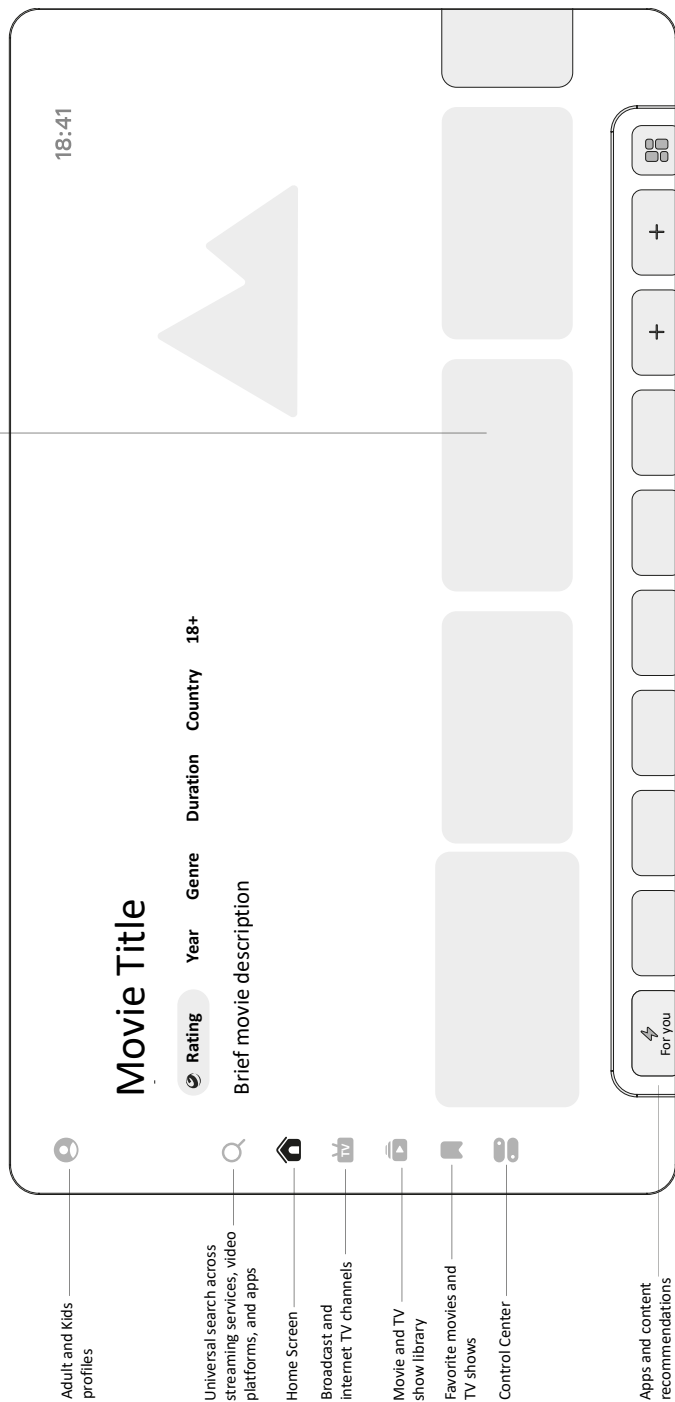
- Recommend a comedy.
- Turn it down a bit.
- What's the weather like in Sochi?

Home Screen

CAUTION!

- The appearance of the home screen, section icons, and menu labels may change with TV firmware updates. Operate the TV according to its actual current appearance.
- An internet connection is required for operation. Some features may require a paid subscription.
- Some content (18+) may not be suitable for users under 18.

Select a video,
TV channel or app



Adult and Kids
profiles

Universal search across
streaming services, video
platforms, and apps

Home Screen

Broadcast and
internet TV channels

Movie and TV
show library

Favorite movies and
TV shows

Control Center

Apps and content
recommendations

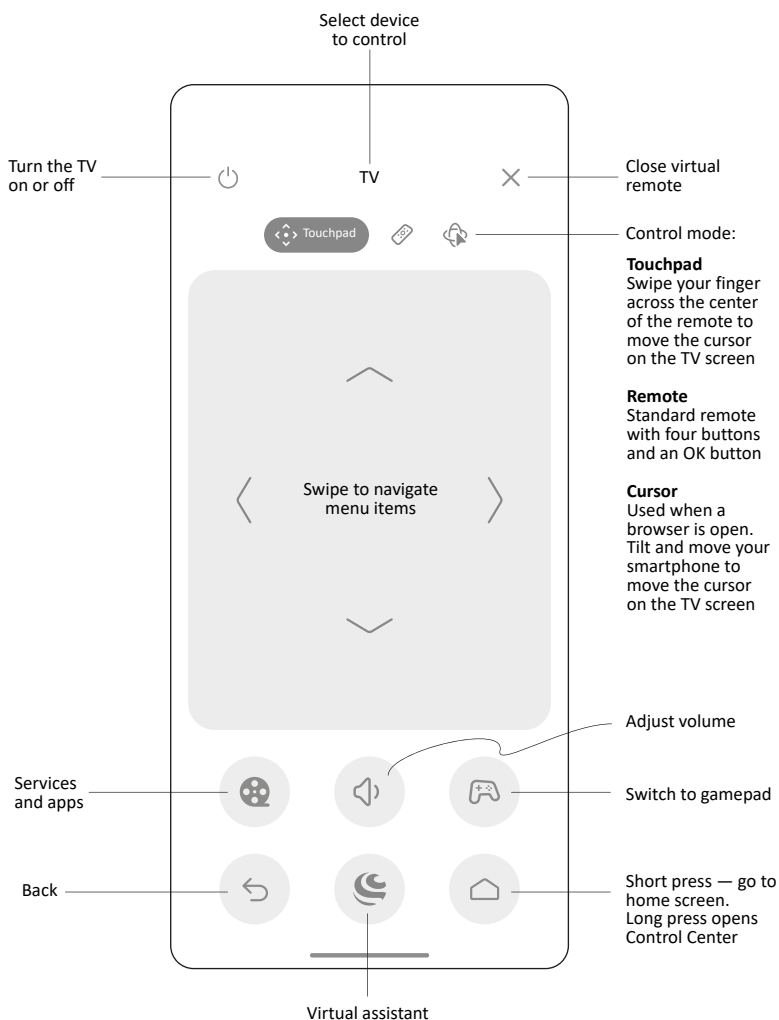
Connecting the Remote Control

The remote can control the TV either via IR or via Bluetooth. If you are unable to give voice commands through the remote, re-pair it via Bluetooth:

1. On the home screen, open «Control Center» → «My Devices» → «Bluetooth Devices» and select «Add Device».
2. Press and hold the «↵» and «☾» buttons until the indicator starts flashing red. Wait for the TV to detect the remote.

Connecting the Virtual Remote

You can also control the TV using the virtual remote in the «Salute» app on your smartphone. To open the remote, launch the app and tap «Remote» on the Home screen.



Controlling the TV via a Smart Speaker

If you have a «SberBoom» series smart speaker, you can use it as an external microphone:

1. On the home screen, open «Control Center» → «My Devices».
2. Select the speaker and press «Connect to TV». Once the speaker is connected, you can set the TV to output sound to it.

Service Subscriptions

You can subscribe to various services for access to more internet channels and a larger library of movies and TV shows. Terms of use are set by the service providers. Access to content and certain features may require payment. For more information, visit the relevant service's website.

On the home screen, open «Control Center» → «Settings» → «Subscriptions» and select a suitable option:

- The «SberPrime» combo subscription. It includes TV channels and movies from the «Okko» streaming service, and music from the «Zvuk» service.
- A subscription to a streaming service or digital TV service.

If you already have a «SberPrime» subscription, there is no need to activate it separately — it is applied automatically when the TV is activated.

To use an existing subscription to a third-party streaming service or digital TV service, open that service's app on the TV and sign in with your account.

Child Profile and Parental Controls

The TV has a child profile feature that, when enabled, displays only age-appropriate, safe content on the home screen.

To switch to the child profile, select «Kids» on the TV's home screen.

You can also configure parental control options: blocking purchases, restricting access to certain apps, and limiting TV viewing time. These settings apply both in the child profile and in normal mode.

Parental controls are managed through the «Salute» app. Launch the app and select the TV on the Home screen. Then enable parental controls and press «Set Up».

TV Channel Viewing

Searching for Channels

If the TV is connected to the internet, you already have access to internet TV channels through the pre-installed streaming services. Some channels are provided free of charge, while others require a subscription.

To watch channels via antenna or cable TV, you need to set them up:

1. Connect the cable to the corresponding connector on the TV.
2. On the home screen, open «Control Center» → «Settings» → «Channels».
3. Press «Scan Channels» and select the signal format:
 - «Digital» or «Analog» — for a signal from a terrestrial antenna.
 - «Satellite» — for a signal from a satellite dish.
 - «Cable» — for cable TV.
4. Select the scanning method. Wait for the scan to complete.

Selecting a TV Channel Source

1. On the TV's home screen, press «TV», then select the «TV» tile.
2. The first time you open TV viewing, the TV will prompt you to select a source, from which channels will open by default:
 - Press «Terrestrial TV» if you want to watch channels from an outdoor or satellite antenna, or from cable TV.
 - You can also watch internet TV channels — to do this, you need to launch the streaming service's app separately. Select one of the streaming services so that TV channel viewing always opens in that app.

The selected source will open both when launched via the remote and when using the voice assistant. To change your preferred TV channel source, go to «TV» → «Settings».

Watching Video from the Internet

1. On the home screen, open the «Search» section. Then press the Up navigation button on the remote — the on-screen keyboard will open.
2. Enter the title or a description of the video — matching videos will appear. Scroll down to see all search results.
3. Select the video you want to watch. If the movie is available on streaming services, a description will open, listing all the services where the movie is available. Choose the option that suits you.

Installing Apps

1. Press the  button and say «Find» followed by the app's name or genre. Alternatively, search manually: go to the «Search» section, press the Up navigation button on the remote, and use the on-screen keyboard.
2. Scroll down to see the search results: matching apps will appear under «Apps from the Catalog», while third-party APK files available for download from the internet will appear under «Apps from the Internet».
3. Select an app and install it.
4. To launch an installed app, go to «Home», press the Down navigation button on the remote, and select . Alternatively, press the  button and say «Launch» followed by the app's name.

Connecting External Devices

Connecting a Device via Bluetooth

You can connect most keyboards, mice, gamepads, headphones, and speakers via Bluetooth. Bluetooth headsets, smartphones, tablets, laptops, and some rare models of other devices cannot be connected to the TV.

1. Charge the device you want to connect.
2. Bring the device within 50 cm of the TV. Then switch it to pairing mode (refer to the device's own instructions).
3. On the home screen, open «Control Center» → «My Devices» → «Bluetooth Devices».
4. Press «Add Device» and wait for the TV to finish searching.
5. Select the device from the list and confirm the connection.

Connecting a USB Drive

1. Connect the drive to any USB port on the TV.
2. Go to the home screen, press the Down navigation button on the remote, and select «».
3. Open the «Files», «File Manager», or «Media Center» app — the name may vary depending on the TV model.
4. Open the desired file. To close it, press the «» button on the remote.

Screen Mirroring from a Smartphone or Tablet

On the TV's home screen, launch the «**Miracast**» app. Then, on your smartphone or tablet, enable screen mirroring and select the TV from the list of available devices. For more details on screen mirroring, refer to your smartphone's or tablet's documentation.

Connecting Smart Home Devices

A smart home consists of light bulbs, outlets, and other compatible devices that can be controlled remotely. You can add one or more devices to the TV and set up automation scenarios (based on a schedule or sensor triggers). For example:

- Open smart curtains and play upbeat music on the TV on weekdays at 7:00 AM.
- Turn off the TV and other smart devices when a motion sensor reports that no one is home.
- Open the movie library and dim the smart lights with the voice command «Movie time».

Settings

Settings can be accessed in two ways:

- On the home screen, open «Control Center».
- From any screen, press and hold the «» button on the remote control. This option lets you change any setting while continuing to use the TV.

Note: If you experience issues with the «Salute» app, go to activation.sber.ru and select «Salute TV».



Setting the Date and Time

1. On the home screen, open «Control Center» → «Settings».
2. Open the «Date & Time» section.
3. Change the settings.
 - If you want to set the date and time manually, open «Automatic Date & Time» and turn off the «Use Network Time» option. Then go back to the date and time menu and set the desired values.
 - If you want the date and time to be set automatically via the internet, open «Automatic Date & Time» and turn on the «Use Network Time» option. Make sure the displayed time is correct for your time zone. If not, go back to the date and time menu, open «Select Time Zone», and choose the correct one.

Changing Picture Settings

1. On the home screen, open «Control Center» → «Picture».
2. Open «Picture Mode» and select one of the preset modes. It is recommended to use the mode designed for the type of content you watch most often, such as sports or movies.
3. If none of the preset modes suit you, go back to the picture settings menu and manually adjust the desired parameters: backlight, brightness, contrast, saturation, tint, and others. Then turn on the channel, movie, or show you want to watch, and check that the settings look the way you like.

Changing Sound Settings

1. On the home screen, open «Control Center» → «Sound».
2. Open «Sound Style» and select one of the preset styles. It is recommended to use the sound style designed for the type of content you watch most often.
3. If none of the preset styles suit you, go back to the sound settings menu and manually adjust the desired parameters: speaker balance, bass, volume, and others. Then turn on the channel, movie, or show you want to watch, and check that the settings sound the way you like.

Reconnecting to the Internet

If the TV is connected to the internet via cable

1. Turn off the TV.
2. Disconnect the cable, then plug it back into the corresponding port and turn on the TV. The TV will connect to the internet automatically.

If you need to connect the TV to Wi-Fi

1. On the home screen, open «Control Center» → «Network & Internet».
2. In the «Available Networks» section, select the network you want to connect to.
3. Enter the password for the selected network.

Can't Connect to the Internet

- Check whether the internet itself is working: connect a computer or phone to the same Wi-Fi network as the TV and try to open sberdevices.ru. If the TV connects to the internet via cable, connect the cable to a computer and check the internet connection there.
- Unplug the TV, then plug it back in.
- Restart your router.



Factory Reset

Restoring factory settings may take 5 to 10 minutes.

1. On the home screen, open «Control Center» → «Settings».
2. Find «Reset Settings» and select it.

Firmware Update

Firmware updates happen automatically — if a new version is released, the TV will eventually download and install it on its own. For updates to work, the TV must be turned on and connected to the internet.

To check the current firmware version, follow the instructions below.

1. On the home screen, open «Control Center» → «Settings».
2. Open «About». The firmware version is shown in the «Build» field.

Questions About the TV's Operating System

- Hotline for firmware-related questions:
 - 900 — free from mobile phones in Russia.
 - +7 495 500-55-50 — from anywhere in the world, at your carrier's standard rate.
- **Firmware user guide:** sberdevices.ru/help/tv.
- **Use of the voice assistant is governed by the terms of use:** salute.sber.ru/salute_terms/.
- **Use of the «Salute» app is governed by the terms of use:** sberdevices.ru/legal/license_mobile.
- **Use of the app store is governed by the terms of use:** sberdevices.ru/legal/smartmarket_terms.

Troubleshooting Guide

If any issues occur while operating the TV, try turning it off and back on again. You can also use the table below to help resolve issues. If the problem cannot be resolved, contact an authorized service center.

Issue	Solution
The TV does not turn on	Check that the power cord is plugged into the outlet. If this does not help, unplug it and plug it back in after 60 seconds
No TV signal reception	If there are tall buildings or mountains nearby, the screen may show ghosting or double images. Adjust the picture manually, or reposition the external antenna Reception may be poor when using an indoor antenna. Reposition the antenna. If this does not help, use an external antenna
No picture	Make sure external signal sources are connected correctly Switch to a different channel to see whether the problem persists
No sound	Increase the volume Check whether the sound is muted
No picture, or the picture is very dark	Adjust the contrast and brightness
Interference affects picture and sound	Check that the antenna is connected correctly
Intermittent streaks appear on screen	Other electrical appliances (hair dryers, vacuum cleaners, etc.) may interfere with the TV. Turn off these appliances
The remote control does not work	Make sure no packaging material remains on the remote Move the remote closer to the TV Check that the batteries are inserted correctly, or replace them with new ones
No picture when connected to a PC	Check that the HDMI cable is connected correctly and is not bent
A flickering vertical line appears when connected to a PC	Adjust the screen's vertical position in the settings
A horizontal line appears on screen when connected to a PC	Adjust the screen's horizontal position in the settings
The screen is too bright or too dark when connected to a PC	Adjust the contrast and brightness
The computer does not respond	Check whether the computer's screen resolution is compatible with the TV's resolution
Streaks appear when a device is connected via the RCA port	Check the cable for damage

Specifications

Model	32HES2	32HES2W
Trademark	Aceline	
Screen size	32" (80 cm)	
Screen resolution	1366 × 768	
Aspect ratio	16:9	
Panel technology	VA	
Backlight technology	LED	
Number of displayed colors	16.7 million	
Contrast ratio	3000:1	
Luminance	220 cd/m ²	
Refresh rate	60 Hz	
RAM	1.5 GB	
Internal Storage	64 GB	
Operating system	Salute TV	
Speaker power	2 × 10 W, 8 Ω	
TV tuner	DVB-C, DVB-S, DVB-S2, DVB-T, DVB-T2	
Power supply	220–240 V ~ 50/60 Hz	
Power consumption	56 W	
VESA mount standard	100 × 100	
Supported formats	Video: AVI, TS, MPEG, MP4, MOV, M2TS, MKV, FLV, VOB, DAT, M4V, ASF, F4V, 3GP, 3G2, TP, WEBM, RM/RMVB, VP9, IVF Audio: WMA, MP3, WAV, OGG, FLAC, APE, ALAC (codecs: WMA 7/8/9, MPEG, PCM, ADPCM, VORBIS, FLAC, APE, ALAC) Images: PNG, JPEG, BMP, GIF	
Wi-Fi	IEEE 802.11a/b/g/n/ac, 2400–2483.5 MHz, ≤ 17 dBm	
Bluetooth	2.1+EDR, 4.2, 5.1 (IEEE 802.15.1), 2402–2480 MHz, < 13 dBm	
Energy efficiency class	B	
Annual energy consumption	82 kWh/year	
Cord type	X	
Protection class	II	
IP code	IP20	
Dimensions (W × D × H)	With stand: 715.1 × 179.2 × 466.8 mm. Without stand: 715.1 × 81.6 × 422.5 mm	
Weight	With stand: 3.35 kg. Without stand: 3.25 kg	
Scope of application	Domestic	
Package contents	TV, power cord, remote control, AAA remote control batteries (2 pcs), stand (2 pcs), stand mounting screws (4 pcs), user manual	

Rules and Conditions for Installation, Storage, Transportation, Sale (Distribution), and Disposal

- The installation and mounting conditions for the device are described in the «TV Installation» section of this user manual.
- The device must be stored in its original packaging, on heated premises, both at the manufacturer's and at the consumer's sites. The ambient temperature should be between +5 °C and +40 °C, and the relative humidity should not exceed 80% (non-condensing). The storage area must be free from aggressive contaminants (e.g., acid or alkali vapors) that could cause corrosion.
- To ensure correct transportation of the device, the following requirements must be observed:
 - Remove any internal accessories from the device, if present, and pack them separately.
 - Ensure the device is properly packed to maintain its functionality and appearance (large appliances must be wrapped in polyethylene or bubble wrap, with corrugated cardboard padding in critical areas).
 - Secure the device firmly with straps to prevent any movement inside the transport vehicle.
 - To completely eliminate exposure to the environment, use only enclosed transport.
 - Exercise extreme caution when handling the packaging during loading and unloading operations.
 - Protect the device from sharp impacts and drops.
 - Avoid prolonged exposure to rain or wet snow.
 - Do not place heavy objects on the packaging.
- The device requires careful handling. Protect it from exposure to dust, dirt, impact, moisture, fire, and other hazards.
- Sale or distribution of the device must be carried out in accordance with local legislation.
- Upon expiration of the device's service life, it must not be disposed of with unsorted household waste. Instead, it must be taken to an authorized collection point for electrical and electronic equipment for subsequent recycling and disposal in accordance with federal or local legislation. By ensuring proper disposal of this product, you help conserve natural resources and prevent potential harm to the environment and human health that may result from improper handling. For more detailed information about collection and disposal points for this product, please contact your local municipal authorities or your household waste disposal service.
- Upon expiration of the service life of batteries supplied with the device, do not dispose of them with other household waste. Batteries must be disposed of in accordance with local waste recycling regulations to prevent potential environmental harm resulting from uncontrolled waste disposal.
- If a device malfunction is detected, immediately contact an authorized service center or dispose of the device.

Note: The product contains no precious metals.

Additional Information

Manufacturer: Open Joint-Stock Company «Vityaz».
Republic of Belarus, 210605, Vitebsk, 13a Petrusya Brovki Street.

Made in the Republic of Belarus.

Product specifications, information and appearance are subject to change without prior notice, for quality improvement of our products.

Warranty Information

The manufacturer guarantees the device will function properly throughout the warranty period and be free from defects in materials and assembly. The warranty period commences on the date of purchase and applies to new products only. Warranty service includes free repair or replacement of defective parts that fail during the warranty period, provided the failure is not caused by consumer misuse and the product is operated in accordance with the user manual. Repairs or part replacements shall be performed at authorized service centers.

Warranty Period: 36 months

Service Life: 48 months

For the up-to-date list of authorized service centers, please visit:

<https://www.dns-shop.ru/service-center/>

Maintenance and Service Life

Provided that the operating rules outlined in this User Manual are followed, the service life of the television is 4 years from the date of sale through the retail network. If the date of manufacture cannot be determined, the service life is calculated from the date of manufacture of the television. During this period, the manufacturer ensures the consumer's ability to use the product for its intended purpose, as well as the production and supply of spare parts to retail and repair facilities.

Operating Conditions

- Ambient temperature: 10 °C to 35 °C.
- Relative humidity: Up to 80% (at 25 °C).
- Atmospheric pressure: 86 to 106 kPa (650 to 800 mmHg).

HDMI[®]
HIGH-DEFINITION MULTIMEDIA INTERFACE



The production date is indicated on the packaging.

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Appendix to the User Manual

Certificate of conformity with the requirements of TR CU 004/2011 «On the Safety of Low-Voltage Equipment» and TR CU 020/2011 «Electromagnetic Compatibility of Technical Devices».							
The TV complies with the requirements of technical specification TU RB 300031652.051-2004.							
In terms of operational safety, the TV meets the requirements of Protection Class II under GOST IEC 60065-2013.							
The quality management system for the design, manufacturing, and servicing of home radio-electronic equipment; household electrical appliances, and information technology equipment complies with the requirements of STB ISO 9001-2015.							
This product complies with the requirements of the Eurasian Economic Union Technical Regulation TR EAEU 037/2016 «On the Limitation of the Use of Hazardous Substances in Electrical and Radio Electronics Products».							
Model	Net weight (with stand), kg	Net weight (without stand), kg	Gross weight, kg	Package size, mm (L x H x W)	Operating power density, W/cm ²	Standby power consumption, W	Off mode power consumption, W
32HES2	3.35	3.25	4.7	795 x 115 x 491	0.021	0.5	0
32HES2W							

aceline