

The background is a teal color with a faint image of a modern building's facade on the left side. Several white circles of varying sizes are scattered across the background, some overlapping each other.

Hisense

Commercial display product
training

Hisense Commercial Display Co., Ltd.

Interactive digital board (IDB)

- Model Number
- Product Overview
- Brief explode view
- Interface Introduction
- Internal parts Introduction
- PCB Board Introduction



1. ALL Model Number of IDB

Series	Module Number	Note
65MR6DE	65MR6DE	
	65MR6DE(0002)	Dedicated for the Russia project.
75MR6DE	75MR6DE	
86MR6DE	86MR6DE	
	86MR6DE(03)	
65MR6DE-E	65MR6DE(0001)	
75MR6DE-E	75MR6DE(0001)	
86MR6DE-E	86MR6DE(0001)	
65MR61DE-E	65MR61DE-E	
75MR61DE-E	75MR61DE-E	
86MR61DE-E	86MR61DE-E	
86X1EE	86X1EE	
65WE3FE	65WE3FE	
75WE3FE	75WE3FE	
86WE3FE	86WE3FE	
65WM6FE	65WM6FE	
	65WM6FE(02)	Mexico/Indonesia/U.S. dedicated sales models; manuals will be produced separately.

Series	Module Number	Note
75WM6FE	75WM6FE	
	75WM6FE(02)	Mexico/Indonesia/U.S. dedicated sales models; manuals will be produced separately.
86WM6FE	86WM6FE	
	86WM6FE(02)	Mexico/Indonesia/U.S. dedicated sales models; manuals will be produced separately.
65WM6FE-A	65WM6FE(02)	
75WM6FE-A	75WM6FE(02)	
86WM6FE-A	86WM6FE(02)	
65WE6GE	65WE6GE(01)	Release Date:August 2026
75WE6GE	75WE6GE(01)	Release Date:August 2026
86WE6GE	86WE6GE(01)	Release Date:August 2026
100WE6GE	100WE6GE(01)	Release Date:August 2026

In the table, blue represents machines that have already been discontinued, while red represents machines that are about to be launched and will be released in August 2026.



WE6GE Series

- ✓ Driven by a powerful 8-core CPU
- ✓ AI-Enhanced Interactive Display Experience
- ✓ Android 16.0(EDLA)
- ✓ 4k Ultra HD& 4K UI
- ✓ Pluggable 4K Camera (65~86")
- ✓ NFC+AMS
- ✓ Speaker 61W & Dolby Atmos certification
- ✓ Offering anti-glare display brightness of up to 450nits (65~86")
- ✓ Palm rejection support & Quatro Sense
- ✓ 55 Points of Touch
- ✓ Optical Bonding Technology
- ✓ Google Play Store
- ✓ Energy Star 8.0
- ✓ Low Blue Light Certificate
- ✓ Built-in VisionInfo



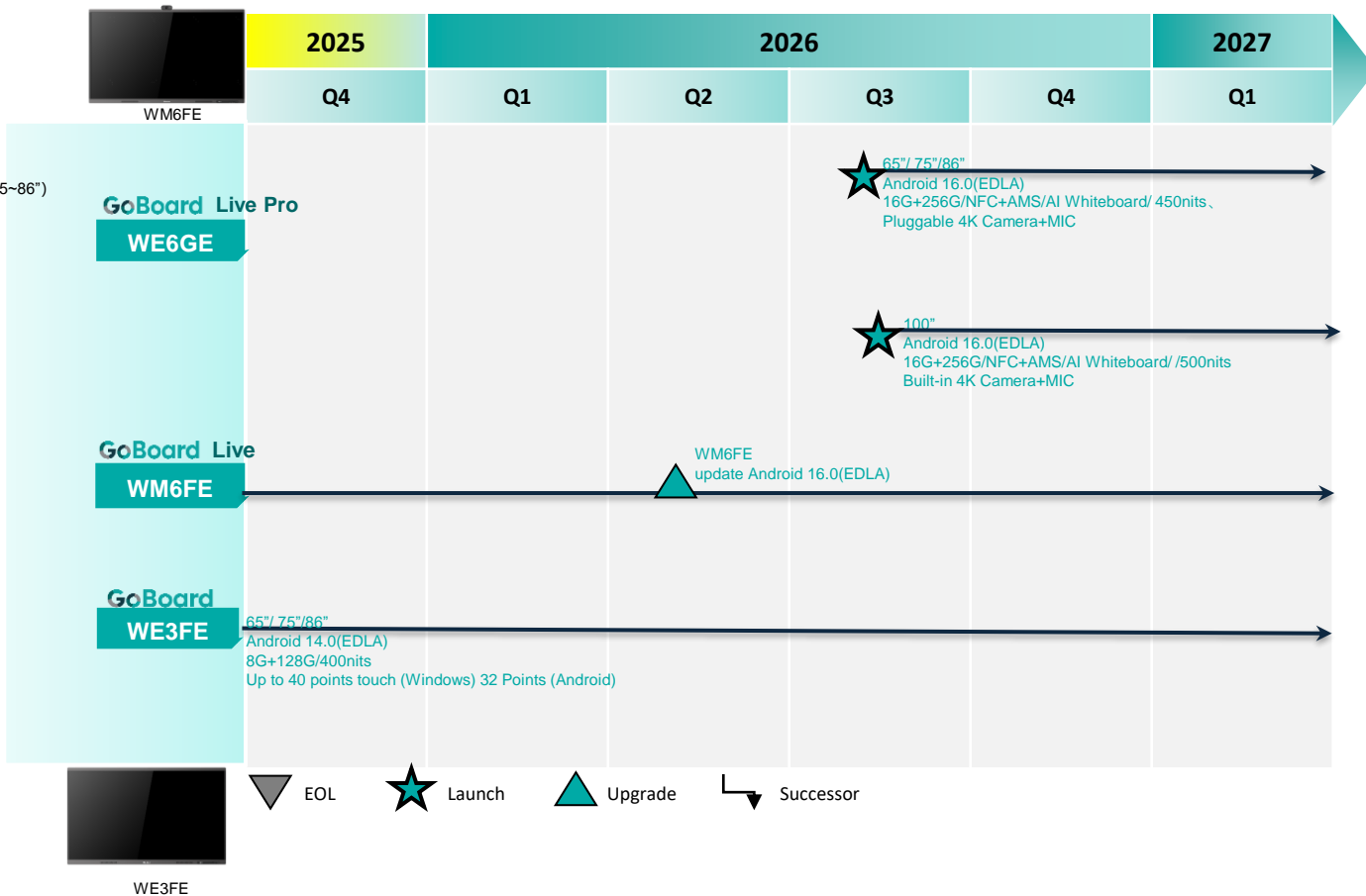
WM6FE Series

- ✓ Driven by a powerful 8-core CPU
- ✓ Android 16.0(EDLA)
- ✓ 4k Ultra HD& 4K UI
- ✓ 8 array microphones
- ✓ 4K Camera & Wide Viewing Angle
- ✓ Speaker 61W & Dolby Atmos certification
- ✓ Offering anti-glare display brightness of up to 400nits
- ✓ Palm rejection support & Quatro Sense
- ✓ 55 Points of Touch
- ✓ Optical Bonding Technology
- ✓ Google Play Store
- ✓ Energy Star 8.0
- ✓ Low Blue Light Certificate
- ✓ Built-in VisionInfo



WE3FE Series

- ✓ Android 14.0 & EDLA certified
- ✓ Pluggable WiFi Module
- ✓ UHD Display & 4K UI
- ✓ 40 Points of Touch
- ✓ Eye Protection & Wide Viewing Angle
- ✓ Touch pen & Smooth and Smart Whiteboard
- ✓ Offering anti-glare display brightness of up to 400nits
- ✓ Google Play Store
- ✓ Energy Star 8.0
- ✓ Low Blue Light Certificate
- ✓ Built-in VisionInfo



Interactive Digital Board **WE3FE**

Empower Your Educational Activity With Best-in-class Experience

- ✓ 65", 75", 86"
- ✓ Android 14.0 & EDLA certified
- ✓ Anti-Scratch, Anti-Glare Glass Faceplate
- ✓ Pluggable Wi-Fi Module
- ✓ 40-Point Touch
- ✓ Energy Star



2. Product Overview : WE3FE

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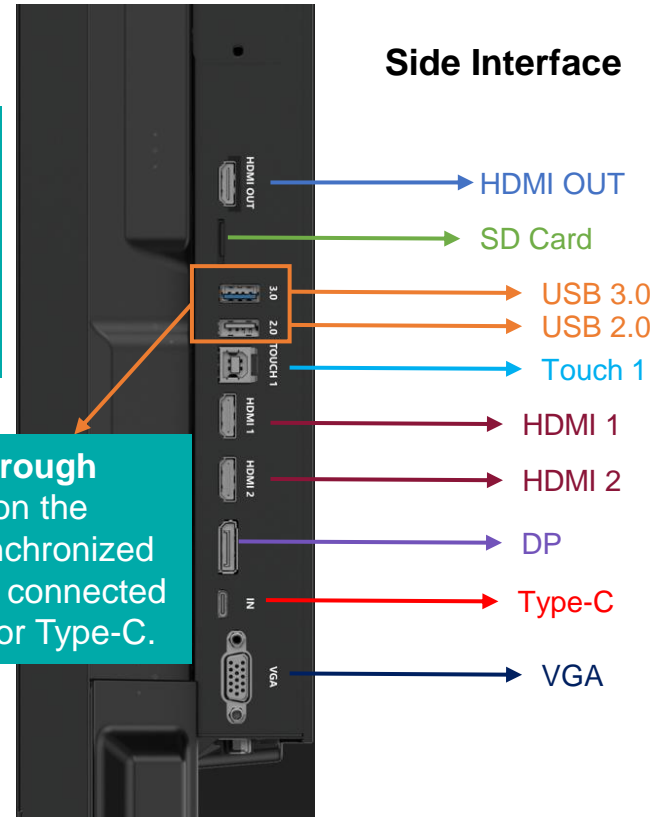
Front Interface



Bottom Interface



Side Interface



USB Pass Through
The USB inserted on the WE3FE can be synchronized to external devices connected via HDMI & Touch or Type-C.

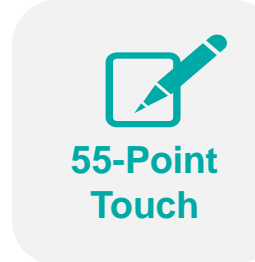
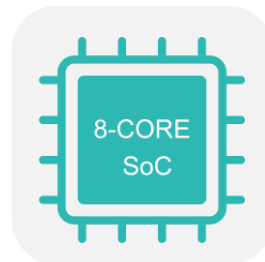
WM6FE

Advanced Interactive Digital Board

- ✓ 65", 75", 86"
- ✓ Octa-core Processor
- ✓ Upgraded Brightness: 400 nits
- ✓ Enhanced Storage: 8+128GB
- ✓ Up to 55-Point Touch
- ✓ 9H Scratch-resistant Glass

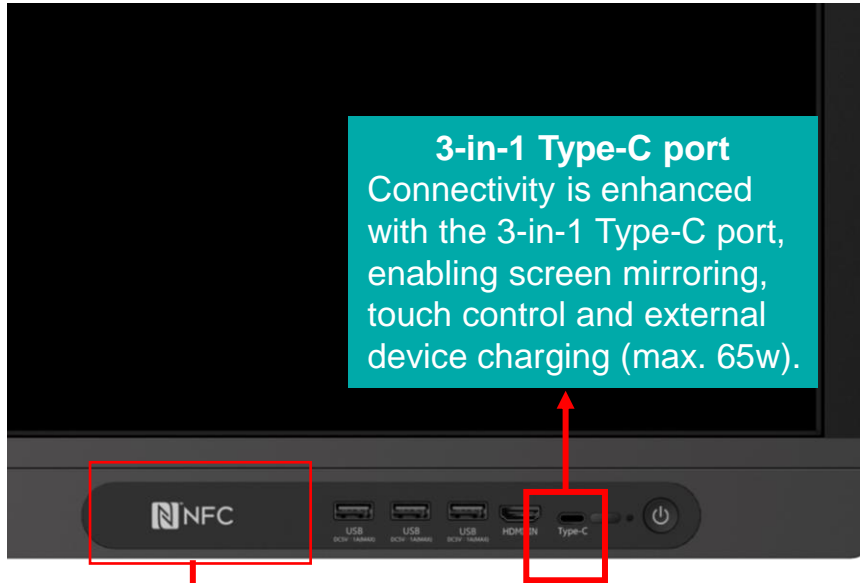


400 nits



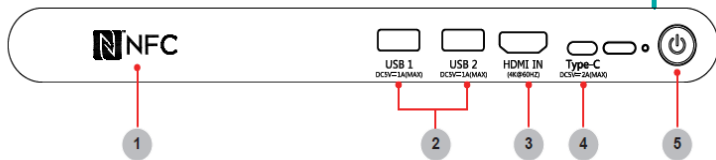
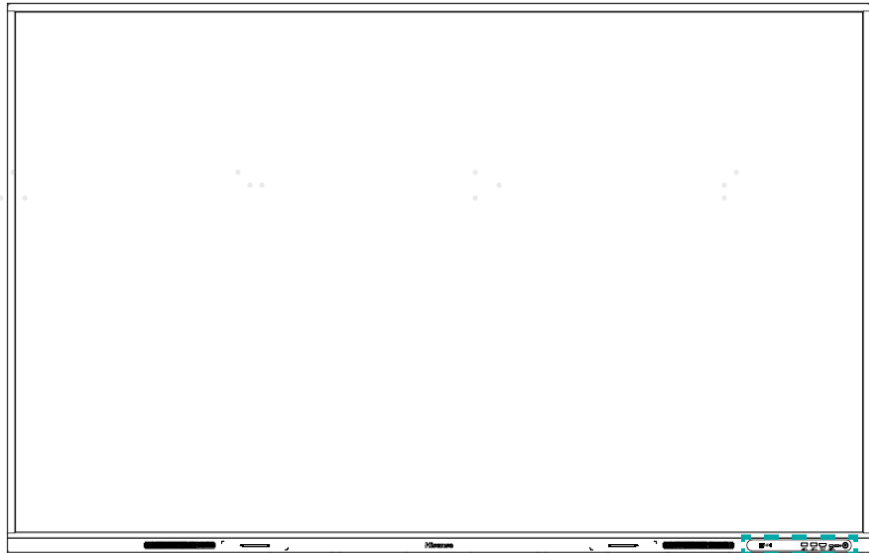
2.Product Overview : WM6FE

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This is our flagship model, featuring additional functions such as NFC. The specific interfaces will be introduced in detail on the next page.

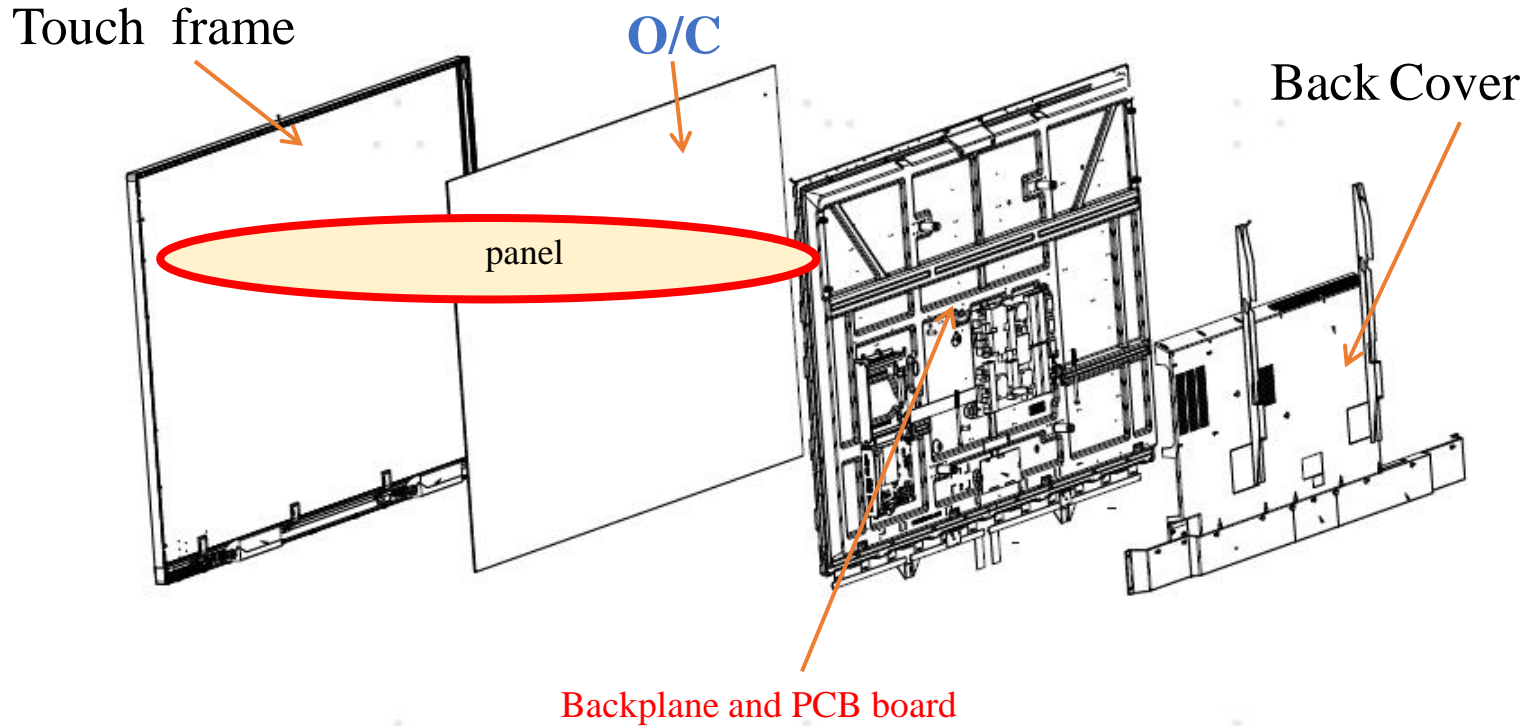
3. Interface introduction



Interface at the front of the cabinet bottom

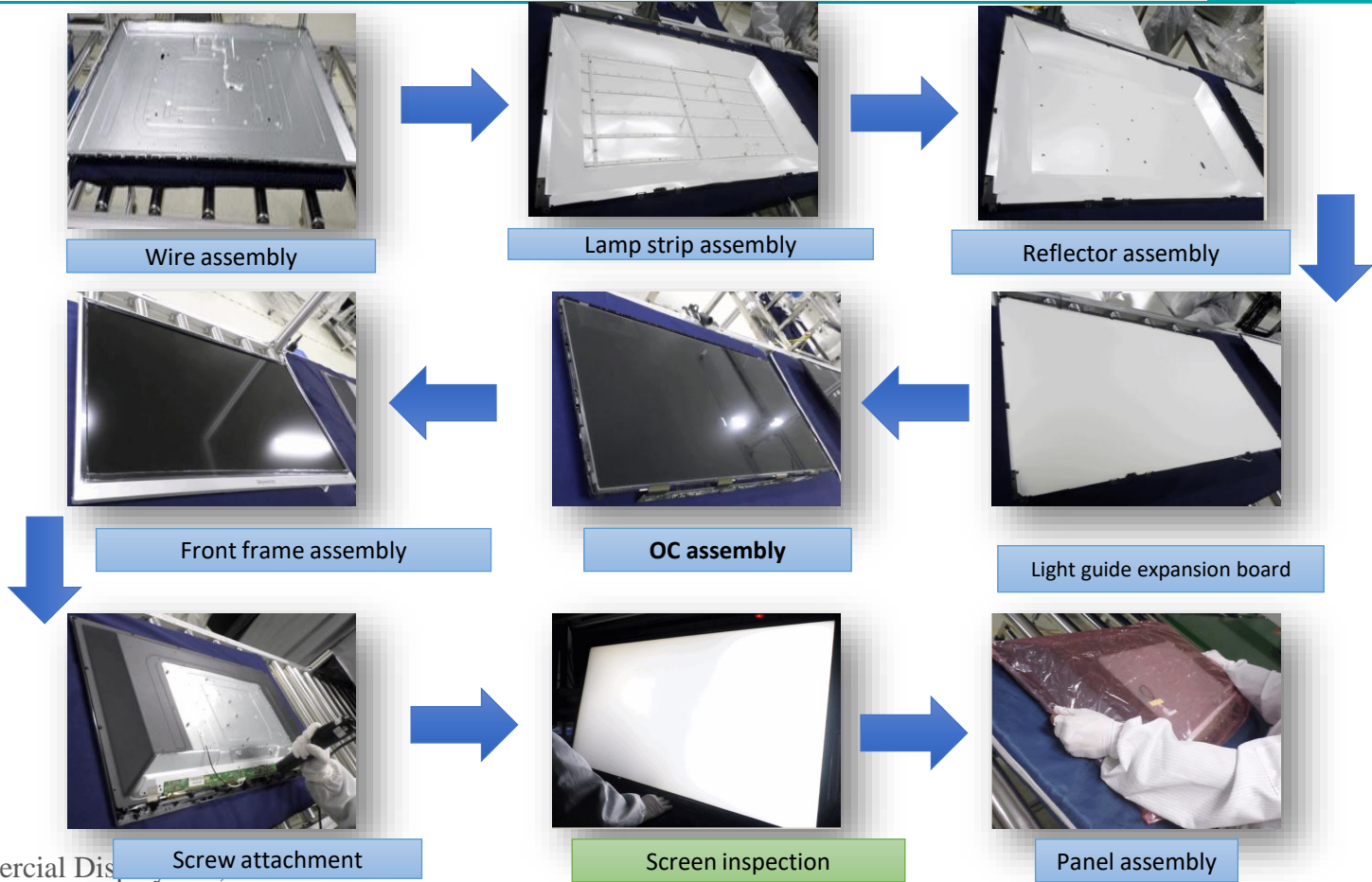
No.	Item	Description
1	NFC	When the mobile phone touch this position, screen sharing can be achieved through the phone's NFC function.
2	USB	It is a USB interface that can be used as a media playback interface for devices and as a USB interface for embedded OPS modules. It is also the USB for synchronizing USB-A dongle.
3	HDMI IN	The HDMI interface on the front panel allows digital audio and video signals to be transmitted using a single cable without compression. HDMI supports multi-channel digital audio and can be connected to external devices with HDMI ports, such as PC mainframes, set-top boxes, Blu-ray players, A/V devices, and more.
4	Type-C	It is a full-featured Type-C port that supports audio, video and file transfer.
5	Standby button	<p>When the device is on, short press the button to turn off the screen and long press the button to enter standby mode.</p> <p>When the screen is off or the device is in standby mode, press the button to start it.</p> <p>The indicator light shows the status of power on or standby:</p> <ul style="list-style-type: none"> - When the device is on, the indicator is blue. - When in standby, the indicator is red. - When the device with OPS module is on, the light is green.

4. Brief explode view for the H1DB unit



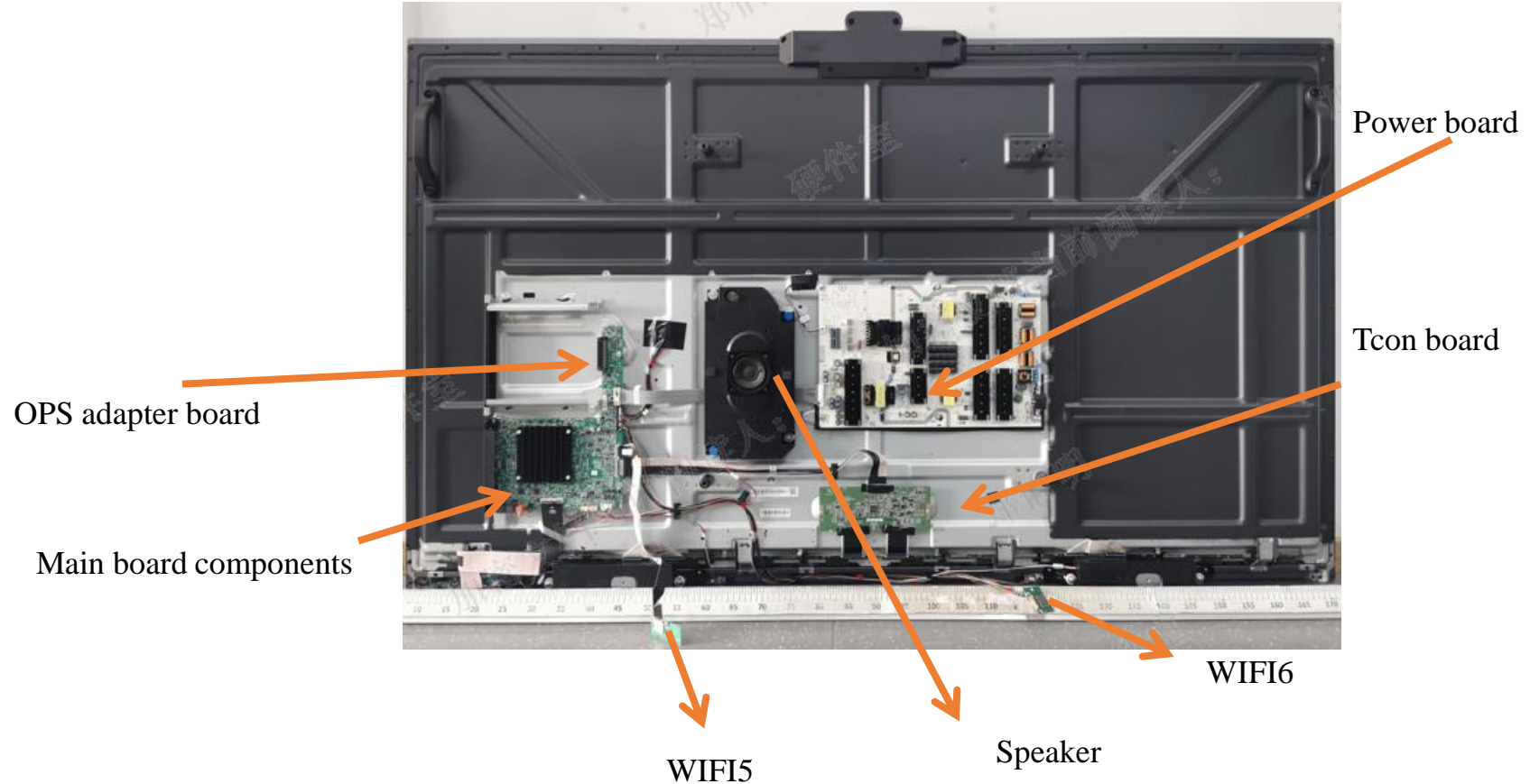
For the MR6DE series products, the composition of the panel includes: reflector, diffusion plate, Adhesive film, and liquid crystal glass. The structure is also very likely the same for other models.

4. Brief explode view for the LCD unit



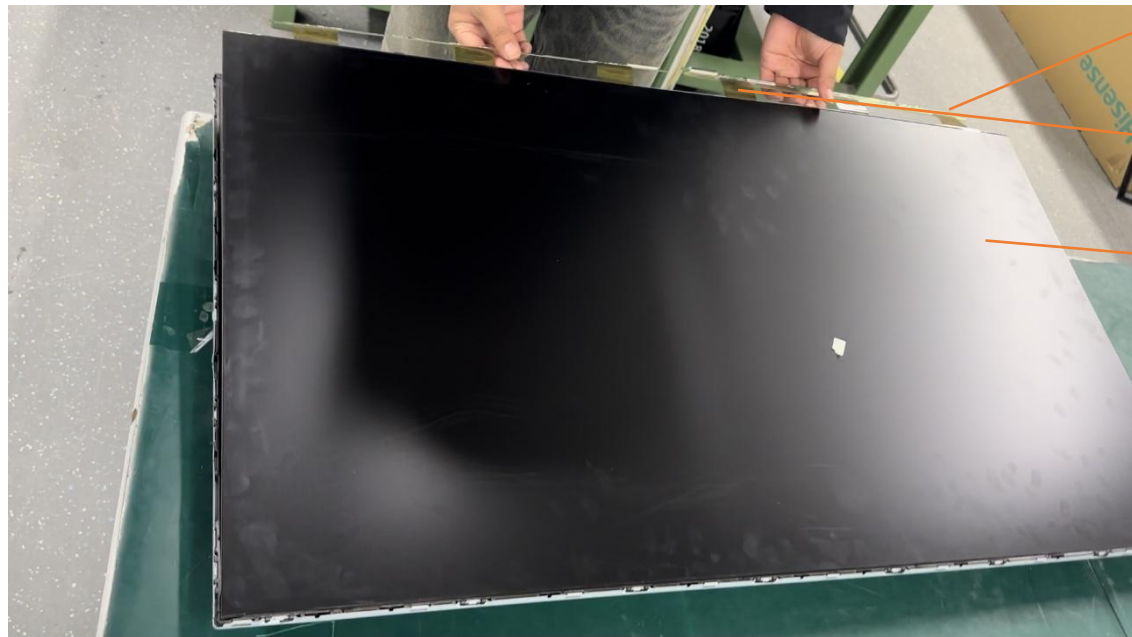
5. Internal parts (Taking the MR6DE series as an example)

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5. Internal parts (Panel introduction)

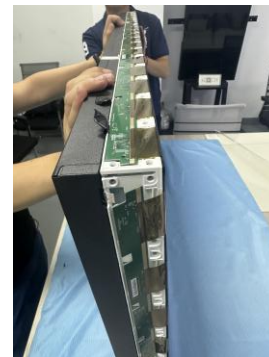
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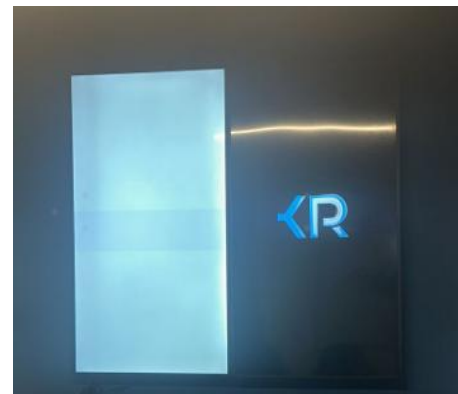
COF Flat Cable

Source board

OC

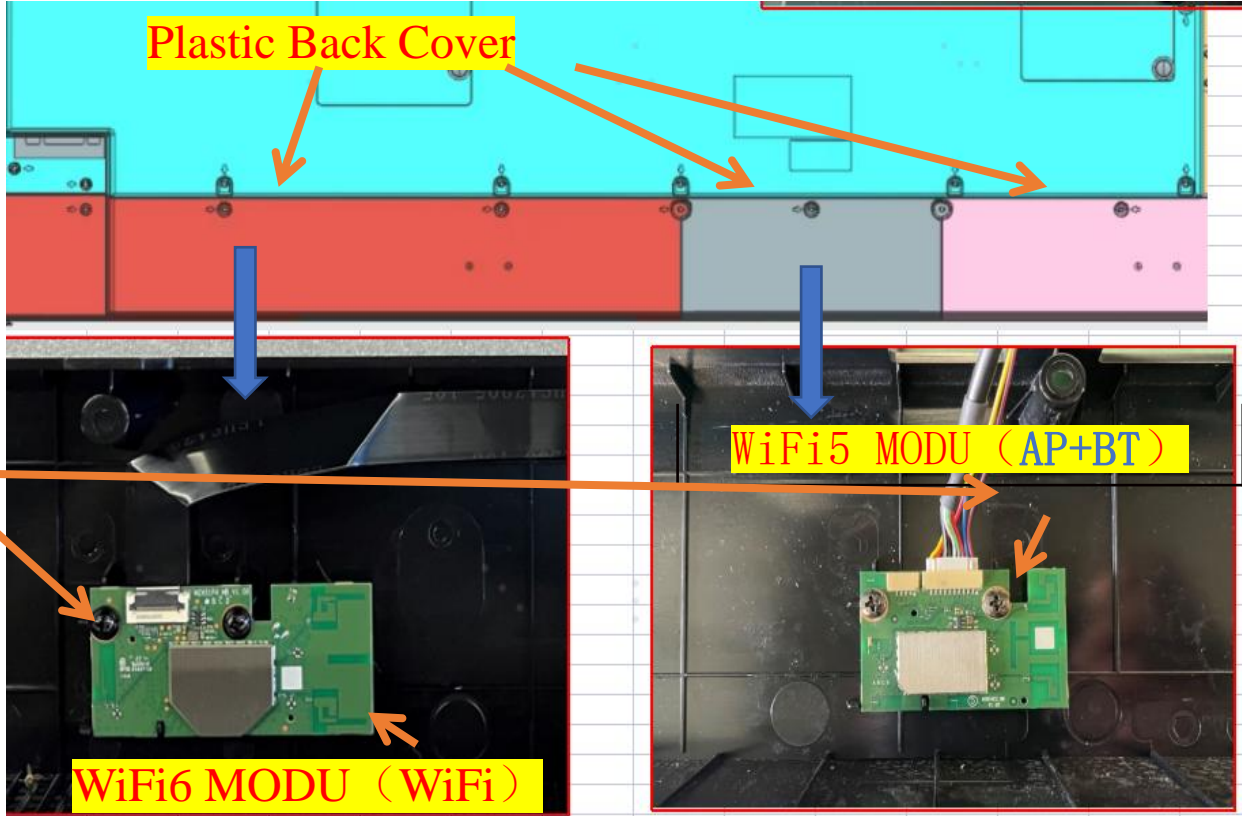
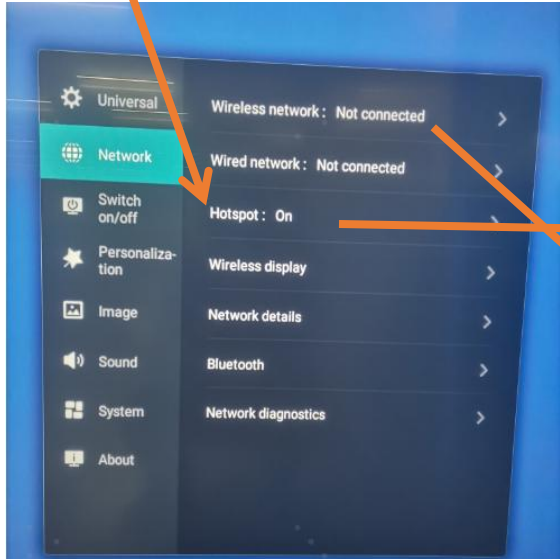


Common COF Flat Cable faults, such as dark lines:

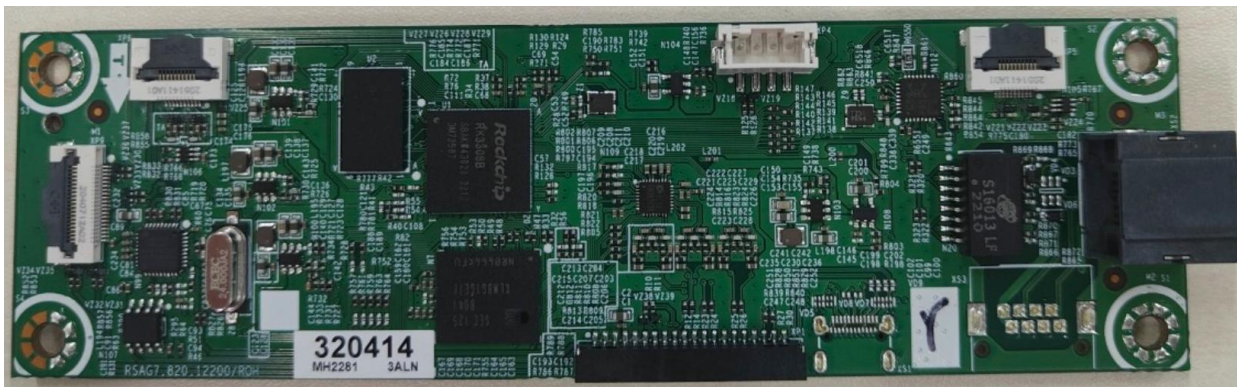


5. Internal parts Wifi module location(75WR6CE)

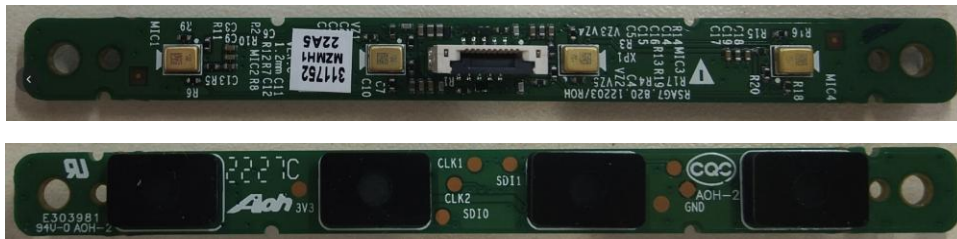
Need to open wireless hotspot when use the screen share function



1. Audio major components

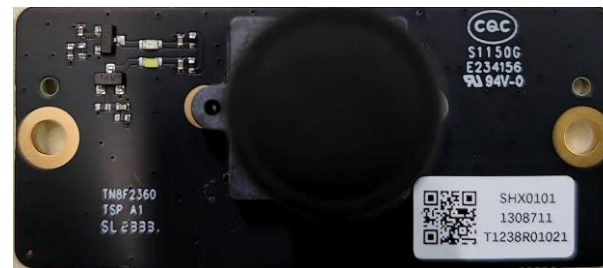


2. MIC board components



6. PCB Board Introduction

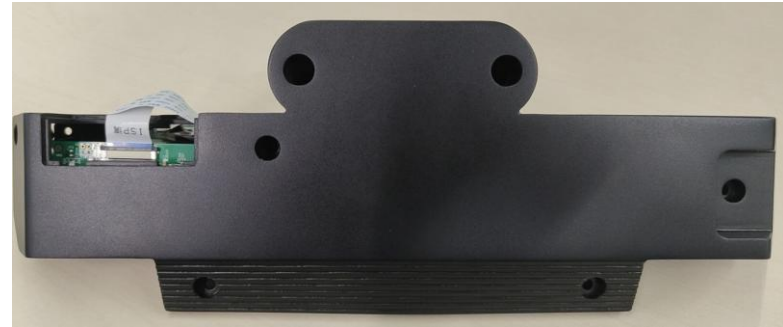
3. Camera components



6. PCB Board Introduction

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4. Internal structure diagram of audio and video module



6. PCB Board Introduction

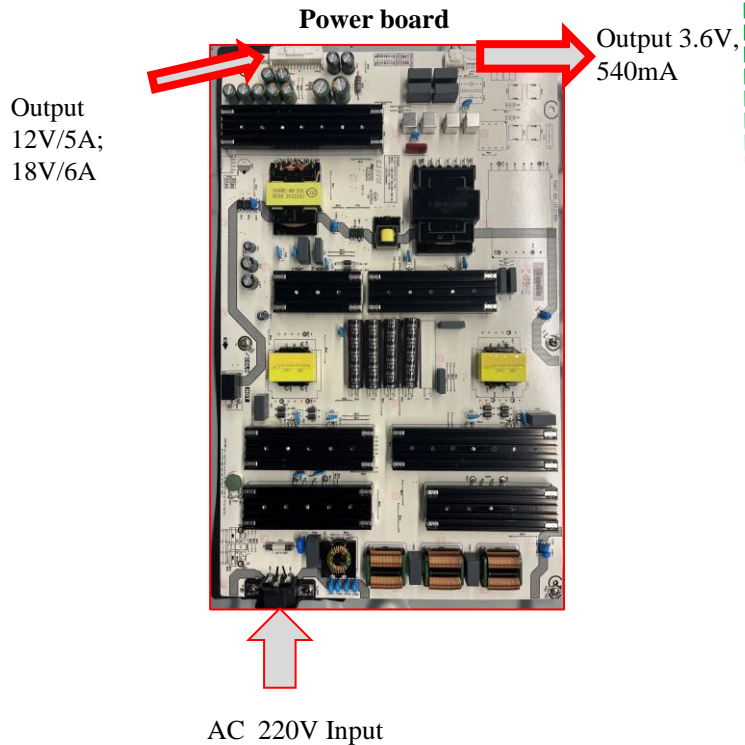
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This is a video of us disassembling and assembling the camera and microphone.

6. PCB Board Introduction

Power board structure and function



Function

Domestic voltage is generally 220V, there are many ICs on the machine, they all work at different voltages.

Therefore, the power board is needed to step down the voltage from 220V to output to the mainboard, PCB for normal operation.

The function of the power board is:
Provide various working voltages for the whole machine.

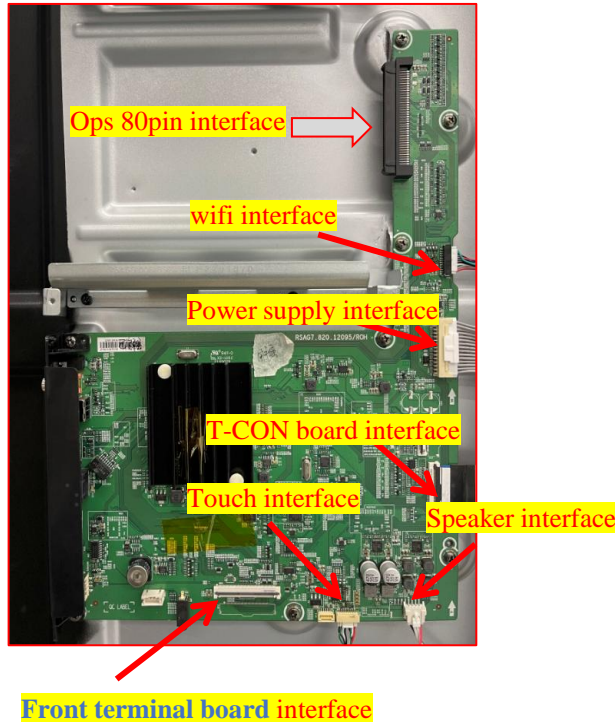
If the power board is broken, the machine may have the following phenomena

1. No power, the indicator light does not light
2. The light is on, can not turn on the machine
3. Poor 3.5V output of the power board can cause no backlight fault

6. Main Board Introduction

Main board structure and function

Mainboard



Function

The mainboard has three functions:

1. CPU computer control function.

When we use the remote control, or panel keys for operation, all the control signals will reach the CPU on the mainboard, for control.

2. Signal processing

There are many input ports on the machine (Touch; USB; HDMI, etc.) Each port input signal format is different, the chip on the mainboard is to convert a variety of signals into the screen can recognize the LVDS signal so that we can see the screen.

At the same time the image and sound signal separation, through the mainboard of the company on amplifier output audio signal to the speaker, so we can hear the sound.

3. OPS adapter board

A bridge connecting the OPS computer and the internal circuit of the all-in-one machine, which can supply power to the OPS computer through the 80pin interface, and connect the HDMI, USB, COM, power on/off, etc. of the OPS computer with the LCD drive board, speaker, touch frame, power on/off, and other components of the touch control all-in-one machine

If the main board is broken, the machine may have the following phenomena

1. The CPU part on the mainboard is defective:

Red light on, no power on

Automatic shutdown

2. Poor signal processing on the mainboard:

HDMI input without image

Bright backlight, no image

No sound

Splash screen, image trailing

3. Poor 80pin on the mainboard:

OPS does not turn on

OPS shows no signal

Poor touch control under OPS

Common fault phenomena and troubleshooting methods

- panel malfunctions
- Hardware troubleshooting
- Software issues and solutions
- Use a USB flash drive to Log Guide

A tall, modern glass skyscraper with the Hisense logo at the top. The building is partially obscured by a light blue geometric shape in the foreground. The sky is a clear, light blue.

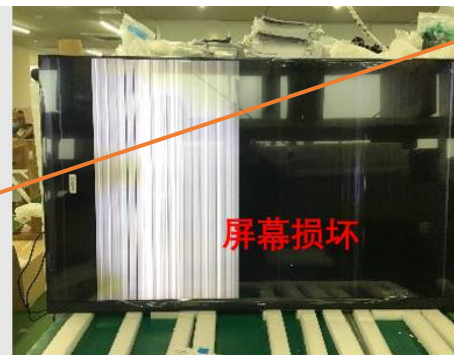
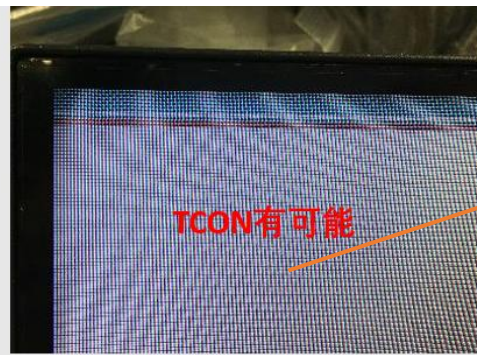
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1.Common panel malfunctions

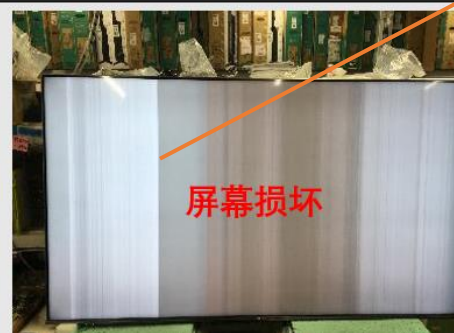
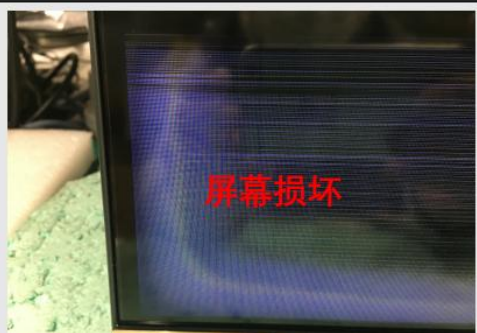
Overseas panel damage, after internal evaluation, unless the service provider has the ability to repair the defective panel, but due to cost, logistics costs, screen replacement risks, and other reasons. No panel spare parts are provided.



The second image may indicate a problem with the Tcon board, while the rest are panel issues that need to be replaced.



For cases with vertical lines all over the screen, the best solution is to replace the **Tcon board** with a spare part.



1.Common panel malfunctions

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Sometimes, due to logistics or external impacts, the machine's panel may have issues. These problems **require special handling**.

2. Hardware troubleshooting : MotherBoard

Indicator lights generally play an important role in diagnosing faults. Below, I will share some examples I have encountered in my daily life.

Phenomenon description: The screen turns black when turned on, and the blue indicator light remains on, unable to switch.



Solution: Replace the motherboard

2. Hardware troubleshooting : Backlight fault

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Phenomenon description: Black screen during startup,determine whether it is a problem with the light strip or other issues.

When there is a backlight malfunction on the screen, we can use a flashlight to illuminate the screen, and when the screen is turned on, we can see Hisense symbol.



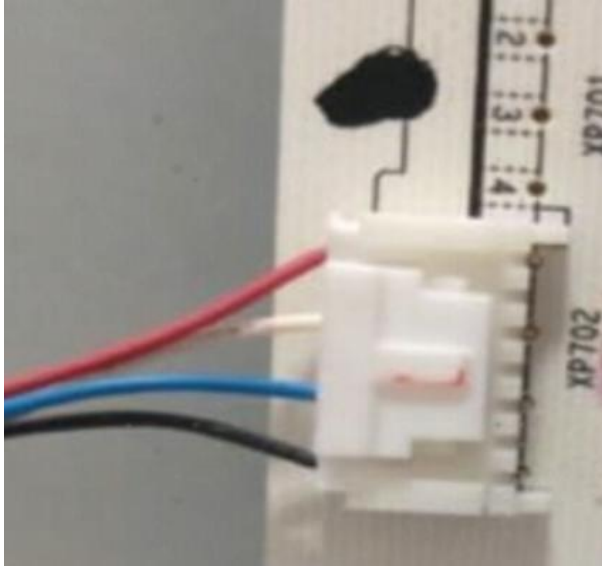
Backlight fault



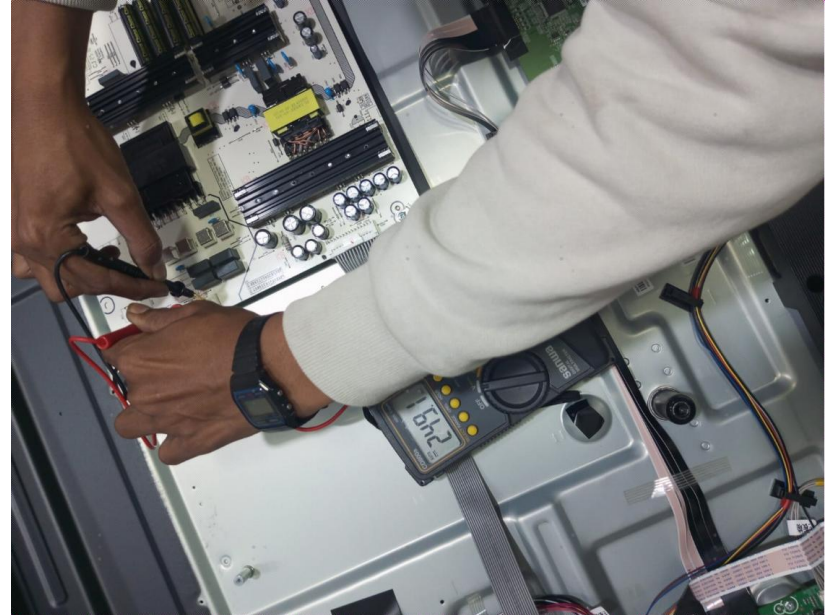
Non backlight fault

2. Hardware troubleshooting : LED Light or Power Board

There are two issues: one is the LED strip, and the other is the power supply board

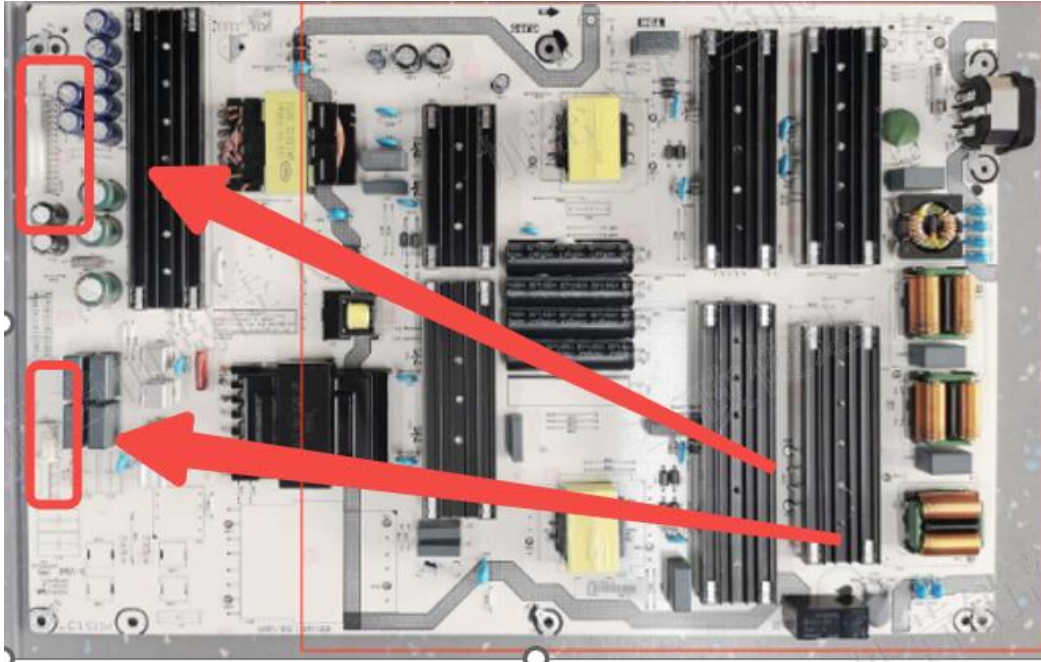


Measure these 4 pins using the DC voltage setting on a multimeter. Two pins should show 160V, or the volt should be measured from high to low.



Incorrect volt. Likely a **power board** issue. You can bring the power board for replacement.

2. Hardware troubleshooting : Power Board



Method for measuring voltage of power supply board: The tube closest to the PCB on the bottom row, the pin controls the measured voltage of the backlight at 4.9V

2. Hardware peripheral troubleshooting

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The MAC address was not written during startup, and **replacing a motherboard** can solve the problem



Enter the screen self-test mode. The screen has voltage but no signal. The possible reason is that the **signal line** from the main board is not plugged in and plugged in again. If that doesn't work, the **main board** needs to be replaced.

2. Hardware troubleshooting :the audio and video

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Type-C line tooling verification

1. Tools

Type-C connection cable that supports data transmission.

2. Usage

- ① One end of the Type-C cable is inserted into the front facing Type-C interface of the large screen, and the other end is connected to your own laptop
- ② Switch the large screen signal source to Type-C
- ③ The computer can call the commercial display large screen MIC and camera. If they are recognized and called normally, it proves that **the audio and video** module is not a problem

I will share detailed videos with you later.



2. Hardware troubleshooting :the audio and video

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Demonstration video



Connect a Type-C cable from the computer to the IDB

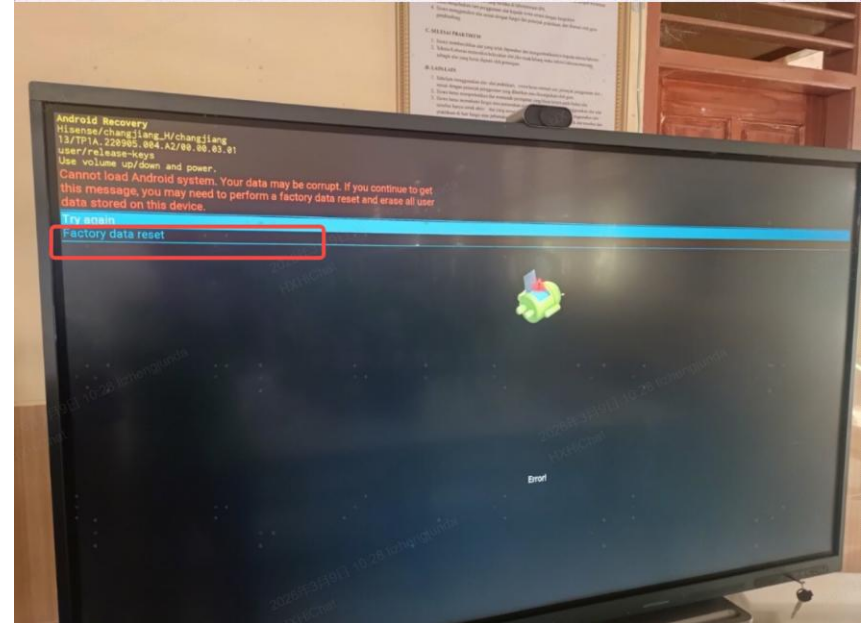
3. Software issues:

Software issues are usually faults that can be resolved by restarting the device. If you encounter relatively common issues, you can report them to HQ side.



Solution:
Use remote control Press the standby button, then restart it.

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Solution:
Click "Factory data reset" to restart the machine and restore it.

4. Software issues: Quick software flashing

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This malfunction is that the device gets stuck on the Hisense logo or the customized project logo and cannot boot normally.



There are two solutions:

One is to use the built-in quick flashing function, and the other is to use a serial port tool.

Both methods will be introduced later.

Factory Reset Guide: One-Key & Force Recovery Methods

When the product experiences software malfunctions, fails to operate normally, gets stuck on the LOGO screen during startup, or when the password is forgotten, a factory reset can be used to resolve the issue. Below are two commonly used methods:

These are the methods for regular upgrade and quick upgrade.

Another method using a serial port tool will be mentioned later.

5. Use a USB flash drive to Log Guide

Introduction

- This page provides a **guide to capture log files** from GoBoard when there is an issue encountered.
- The device supports the method of capturing logs automatically from USB flash drives.
- When a problem occurs, the logs can be captured as follows, so that R&D can locate the problem faster based on the logs.

Prerequisites

1. There is a problem with the system, but the USB flash drive can still be recognized.
2. The system has not been restarted, because the logs will be cleared after the system is restarted.

Operation steps

1. Find a U disk, create a folder in the root directory of the U disk, and name it "usblog".
2. Insert the USB flash drive into the device USB port and wait for 3 to 5 minutes.
3. Reproduce the operation when the fault occurs until the fault appears on the screen
4. A folder named in the following format will be generated in the root directory of the U disk, such as "2023-01-01-14-13-13-bug" This is the exported log. Note that it is only in the root directory of the U disk, not in the usblog folder.
5. Compress the exported log files and send them to R&D for analysis.

Precautions

Create this "usblog" folder under the USB flash drive when you want to capture a log file. Remove it when it is not used to capture a log file, Otherwise, the log file will be read every time when it is inserted, which may cause system freezes and other problems.

Tutorial for diagnosing touch issues using software

- Infrared touch assembly introduction
 - Software Tutorial
- 红外触控介绍
 - 软件问题教程



1. Infrared touch assembly introduction

1. Figure 1 shows what our touch bar looks like. If you choose to purchase the touch bar as a spare part, you will receive a complete set of spare parts, not just one.

2. Figure 2 and Figure 3 show the location of our touch bar. You can see the touch bar by simply removing the fixing block in the corner. You can complete the touch bar repair without removing the cover.)

3. FFC signal lines (Figure 4, Figure 5, signal transfer, connecting each touch panel)

4. touch line connected to the motherboard (signal transmission)

In general, when the touchpad malfunctions, it is possible that the FFC signal line of the touch box has fallen off and needs to be reconnected.

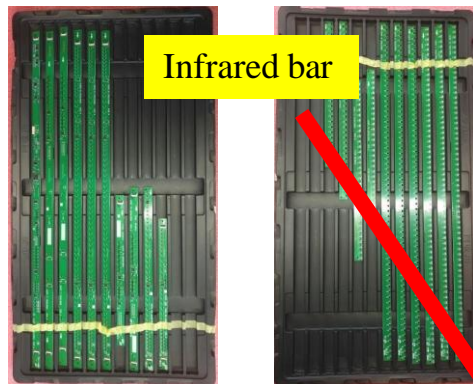


Figure 1

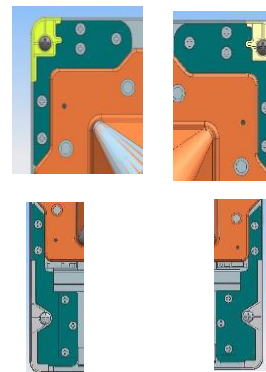


Figure 2



Figure 3



Figure 4

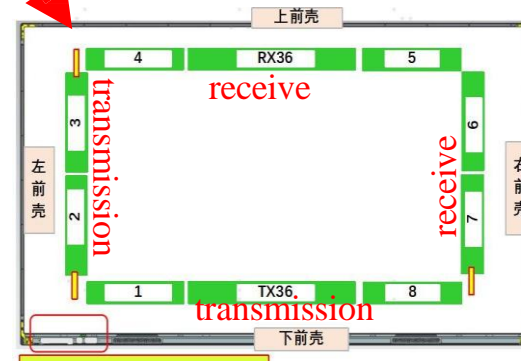


Figure 5 BEseries

1. Infrared touch assembly introduction-Touch board

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Touch board

Every time you purchase a touch board, you buy a set of components, including two FFC cables, not just one cable

1. Infrared touch assembly introduction-Touch board

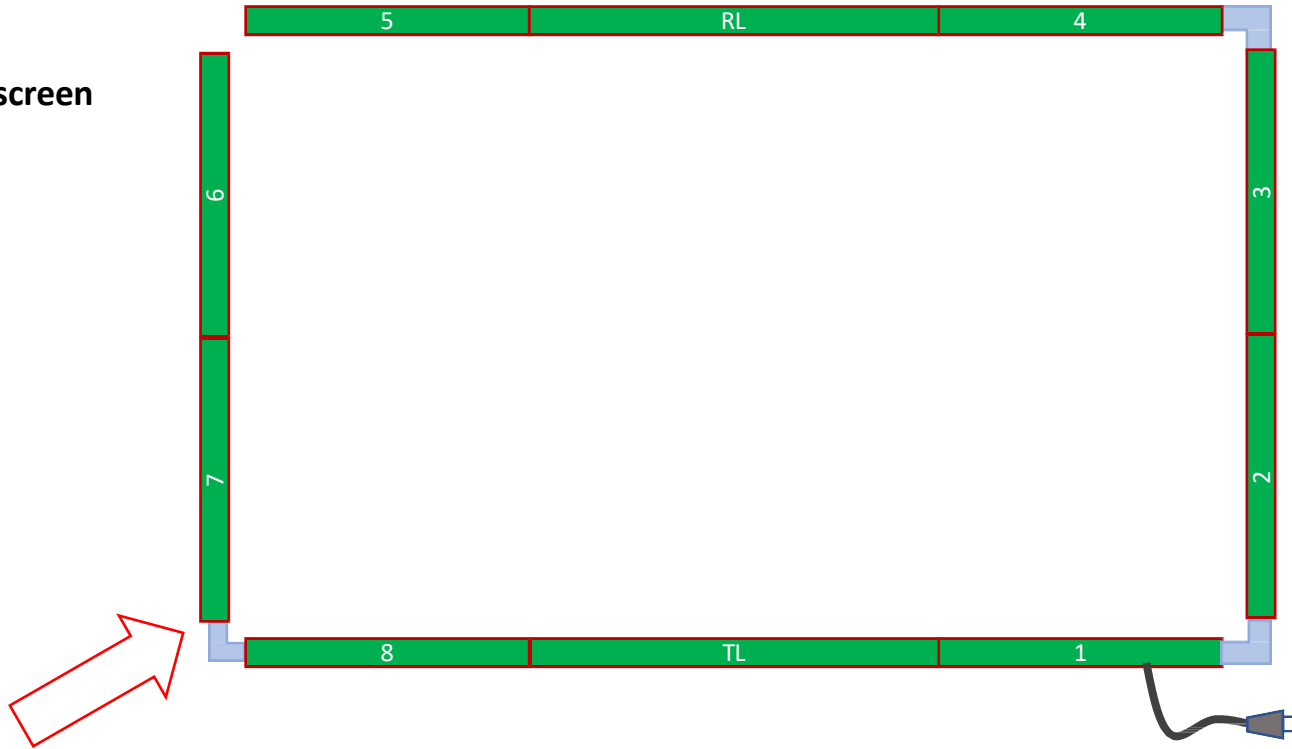


Each touchpad has a serial number, and installation and replacement should be carried out according to the serial number when replacing the touchpad.

1. Infrared touch assembly introduction-

65MR61DE-E/65WM6FE/75MR61DE-E/75WM6FE/75WM61FE

Face to screen



When replacing the touchpad, install it according to the serial number

1. Infrared touch assembly introduction

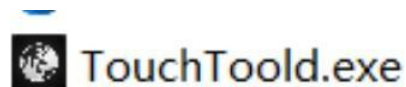
When there is a touch failure issue, first check whether the FFC cable is firmly fixed on the touch board.



2. Software Tutorial

touch detection software

名称	修改日期	类型	大小
TestDev.dll	2025/8/1 10:32	应用程序扩展	105 KB
TestDraw.dll	2025/8/1 10:32	应用程序扩展	106 KB
TestFuncx.dll	2025/8/1 10:32	应用程序扩展	192 KB
TestSDK.dll	2025/8/1 10:32	应用程序扩展	144 KB
vcruntime140.dll	2025/8/1 10:32	应用程序扩展	82 KB
Qt5Gui.dll	2025/8/1 10:32	应用程序扩展	6,266 KB
Qt5Network.dll	2025/8/1 10:32	应用程序扩展	1,769 KB
Qt5OpenGL.dll	2025/8/1 10:32	应用程序扩展	324 KB
Qt5Svg.dll	2025/8/1 10:32	应用程序扩展	351 KB
Qt5Widgets.dll	2025/8/1 10:32	应用程序扩展	6,087 KB
qwt.dll	2025/8/1 10:32	应用程序扩展	1,238 KB
TestAPI.dll	2025/8/1 10:32	应用程序扩展	112 KB
libcrypto-1_1.dll	2025/8/1 10:32	应用程序扩展	2,202 KB
libgcc_s_dw2-1.dll	2025/8/1 10:32	应用程序扩展	118 KB
libstdc++-6.dll	2025/8/1 10:32	应用程序扩展	1,505 KB
libwinpthread-1.dll	2025/8/1 10:32	应用程序扩展	78 KB
NeedNoDrv	2025/8/1 10:32	应用程序	10,674 KB
qrencode.dll	2025/8/1 10:32	应用程序扩展	36 KB
qt.conf	2025/8/1 10:32	CONF 文件	1 KB
Qt5Core.dll	2025/8/1 10:32	应用程序扩展	6,036 KB



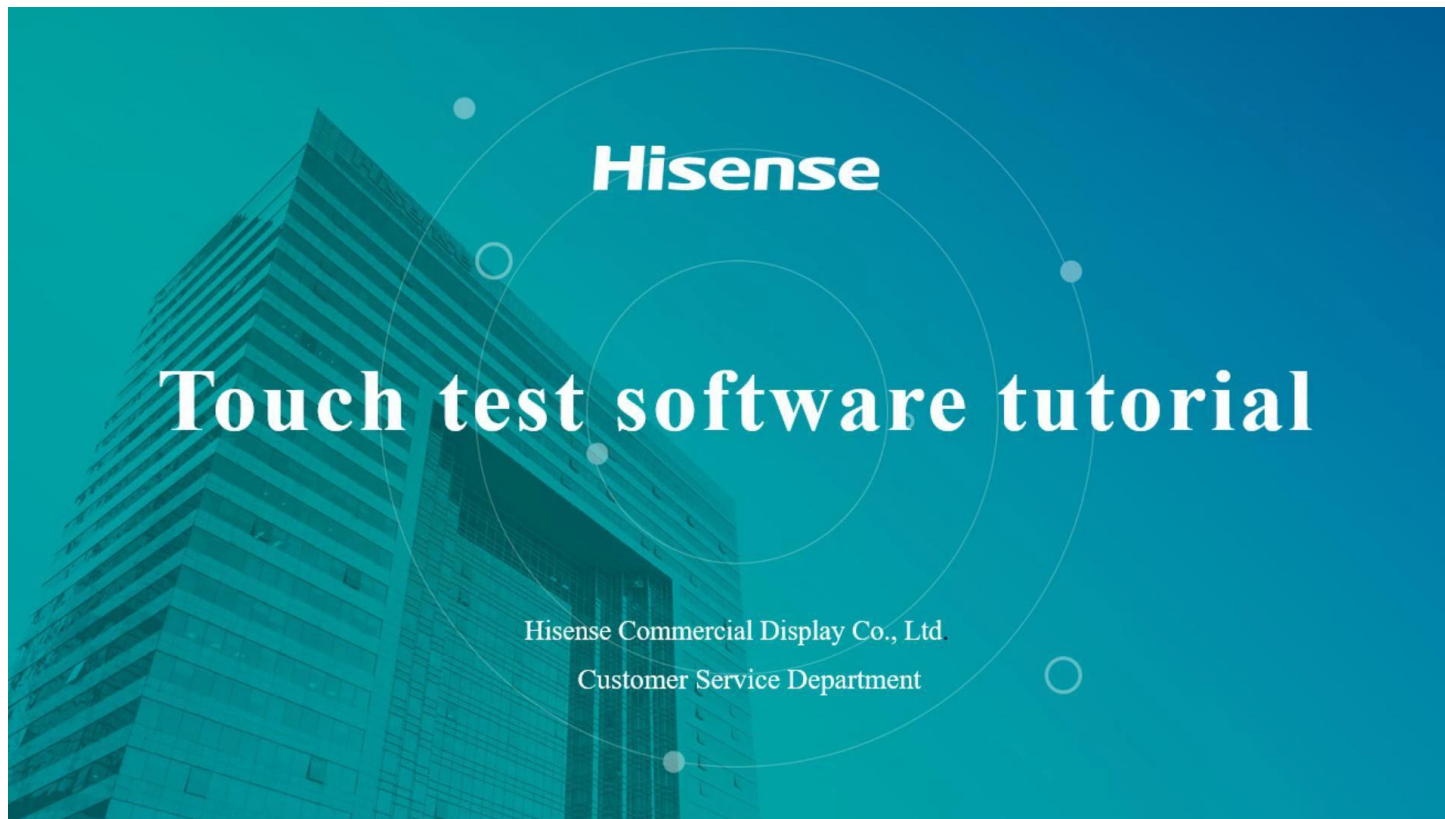
When using touch software, connect the IDB and computer using the Type-B interface.



2. Software Tutorial

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Demonstration video



2. Software Tutorial

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升级工具 硬件测试工具

硬件测试工具 V2.0.6.4.6

Recv:4 105<-86 Recv:3 85<-61 Recv:2 60<-36 Recv:1 35<-1

Send:2 39->77 Send:2 39->77

Send:1 1->38 Recv:1 1->38

Send:4 105<-86 Send:3 85<-61 Send:2 60<-36 Send:1 35<-1

机型: E5HG86N-HS-A1-HS-UPDD-55P

X轴灯管数: 105
Y轴灯管数: 77

VID: 0x1FF7
PID: 0x0F30
FWN: 0x6900
最大触摸点数: 55

Master:
Checksum: 0xA901
Firmware Version: 0x6900
BootLoader Version: 0x0100
Hardware ID: 0x0002
BootLoader CRC: 0xF4E3

2025010801:
S610030090000011000003501:
TZYESHS6_03

退出 (Esc)

Pass

屏幕键盘

保存 (Alt+S)

打印 (Alt+P)

画线 (Alt+D)

开启 (Alt+E)

初始化 (Alt+I)

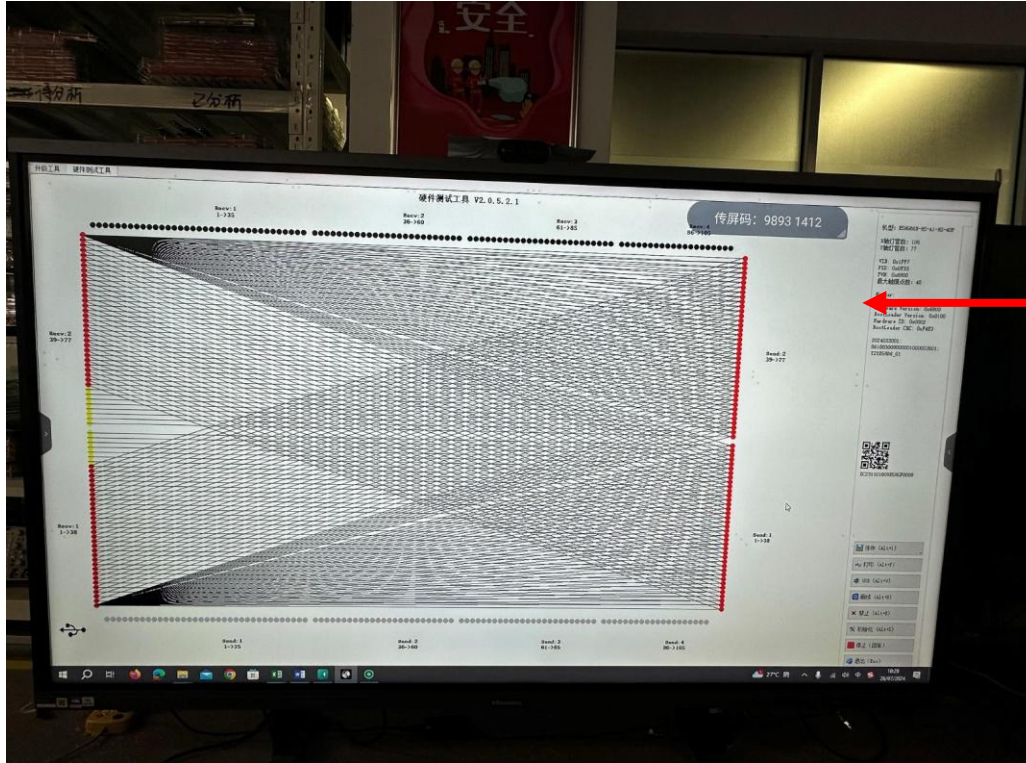
停止 (回车)

退出 (Esc)

The green indicates that there is no hardware malfunction with the touchpad.

2. Software Tutorial

Hisense



Direction of signal flow.

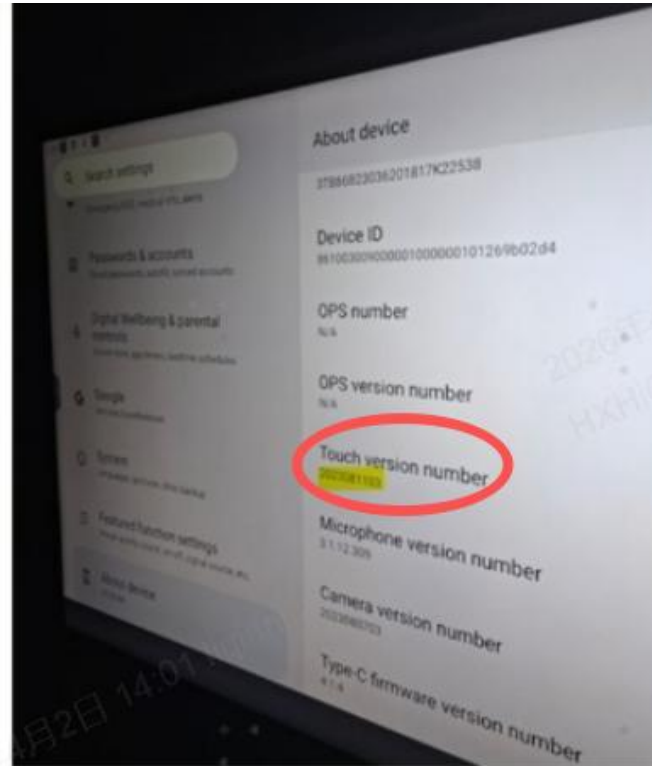
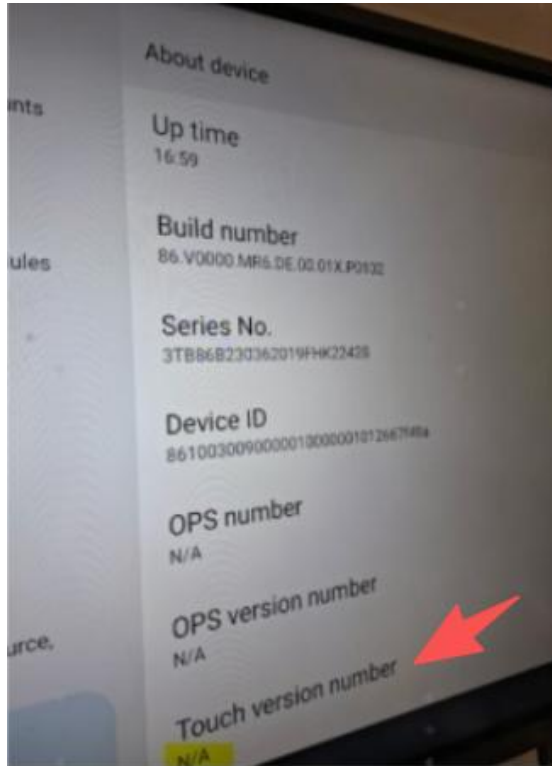
A red light indicates a problem, and when a malfunction occurs, it is usually in the opposite direction, making it impossible to detect unidirectional fault lights.

The red arrow indicates the location of the fault.

Direction of signal flow.

2. Touch issues :

We can see that the affected display is missing the **Touch Version** number.



The reason is that the main board of the machine is malfunctioning, unable to recognize the touchpad. If it occurs, replacing the mainboard can solve the issues.

Corresponding accessory Introduction

- **ALL Model Number**
 - **OPS-related**
 - **Common Operation Methods**
- 配件名称介绍
 - OPS相关内容
 - 常见操作方法





Accessories

WH3315

- ✓ Available size: 65", 75", 86"
- ✓ Available size: 50", 55", 65", 75", 86"; (DS)
- ✓ Dimensions (L*W*H): 1170*770*1760mm



HT008E



- ✓ Type-C;
- ✓ Fast connection;



HBT55E (for 6GE)

- ✓ Type-C;
- ✓ Fast connection;



WT13M (for 3FE)



- ✓ Type-C+Type-A 2 in 1;
- ✓ Fast connection;

OPS725

- ✓ 12 Gen Intel desktop Core™ i5
- ✓ Supports 8G RAM, 256G SSD
- ✓ Win11-Pro OS

OPS727

- ✓ 12 Gen Intel desktop Core™ i7
- ✓ Supports 16G RAM, 512G SSD
- ✓ Win11-Pro OS



OPS72M

- ✓ 12 Gen Intel desktop Core™ i5
- ✓ Supports 8G RAM, 256G SSD
- ✓ Chrome OS



WH3315



Mobile Bracket

HT007E



HT008E



HBT55E



WT13M

Wireless Cast

OPS725

OPS(i5/8G/256G/Win11-Pro)

OPS727

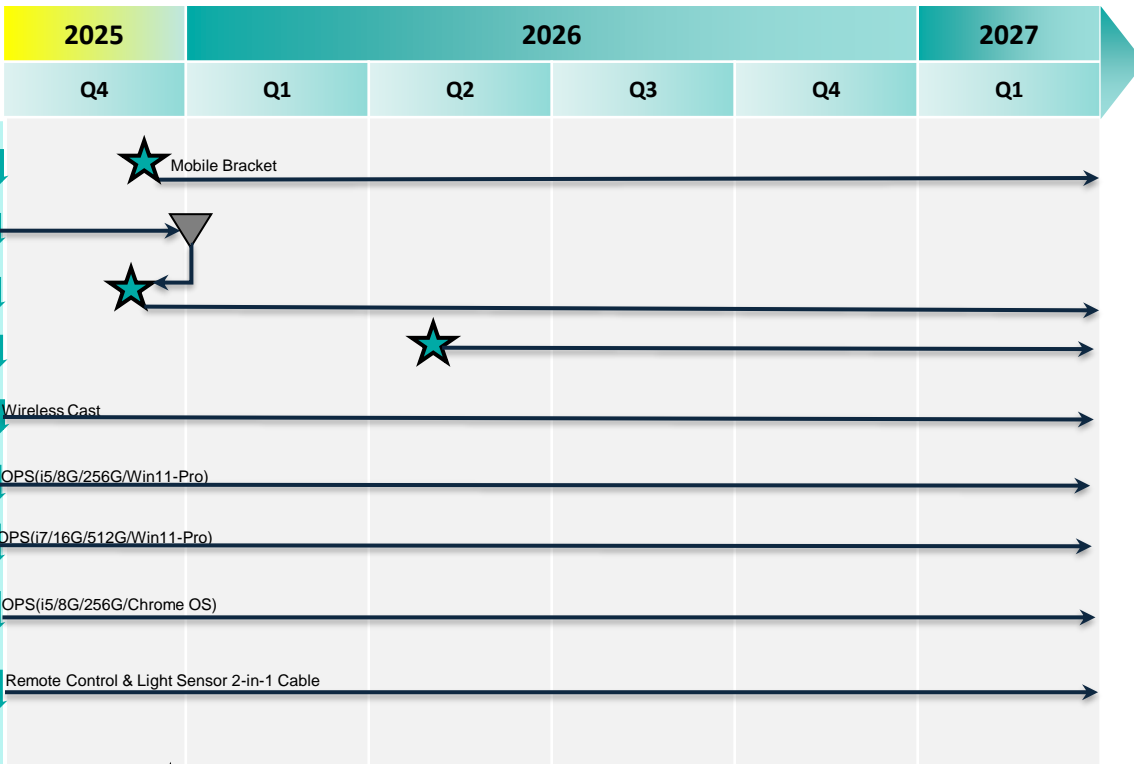
OPS(i7/16G/512G/Win11-Pro)

OPS72M

OPS(i5/8G/256G/Chrome OS)

HE-GT55W

Remote Control & Light Sensor 2-in-1 Cable



EOL



Launch



Upgrade



Successor

1. ALL Model Number of accessory

OPS (big)	S02EMS5CA21B	S02EMS5CA21B
	S02EMS7CA51B	S02EMS7CA51B
	S02EMS5CA21N	S02EMS5CA21N
	S02EMS7CA51N	S02EMS7CA51N
	S02EMS5C821C	S02EMS5C821C
	S02EMS5C821N	S02EMS5C821N
OPS (small)	OPS725	OPS725
	OPS727	OPS725(01)
	OPS72M	OPS727
		OPS72M
Dongle	HT007E	HT007E
	HT008E	HT008E(01)
	WT13M	WT13M
	HBT55E	HBT55E(01)
Mobile cart	WH3309-LK	WH3309-LK
	WH3309-SK	WH3309-SK
	WH3325	WH3325(01)
	WH3315	WH3315(05)
		WH3315(06)
119-project Mobile cart	WH3309-LK	WH3309-LK(01)
		WH3309-LK(02)
	WH3309	WH3309-LK(03)

In the table, blue represents machines that have already been discontinued.

We usually provide a one-year warranty for dongles and OPS.

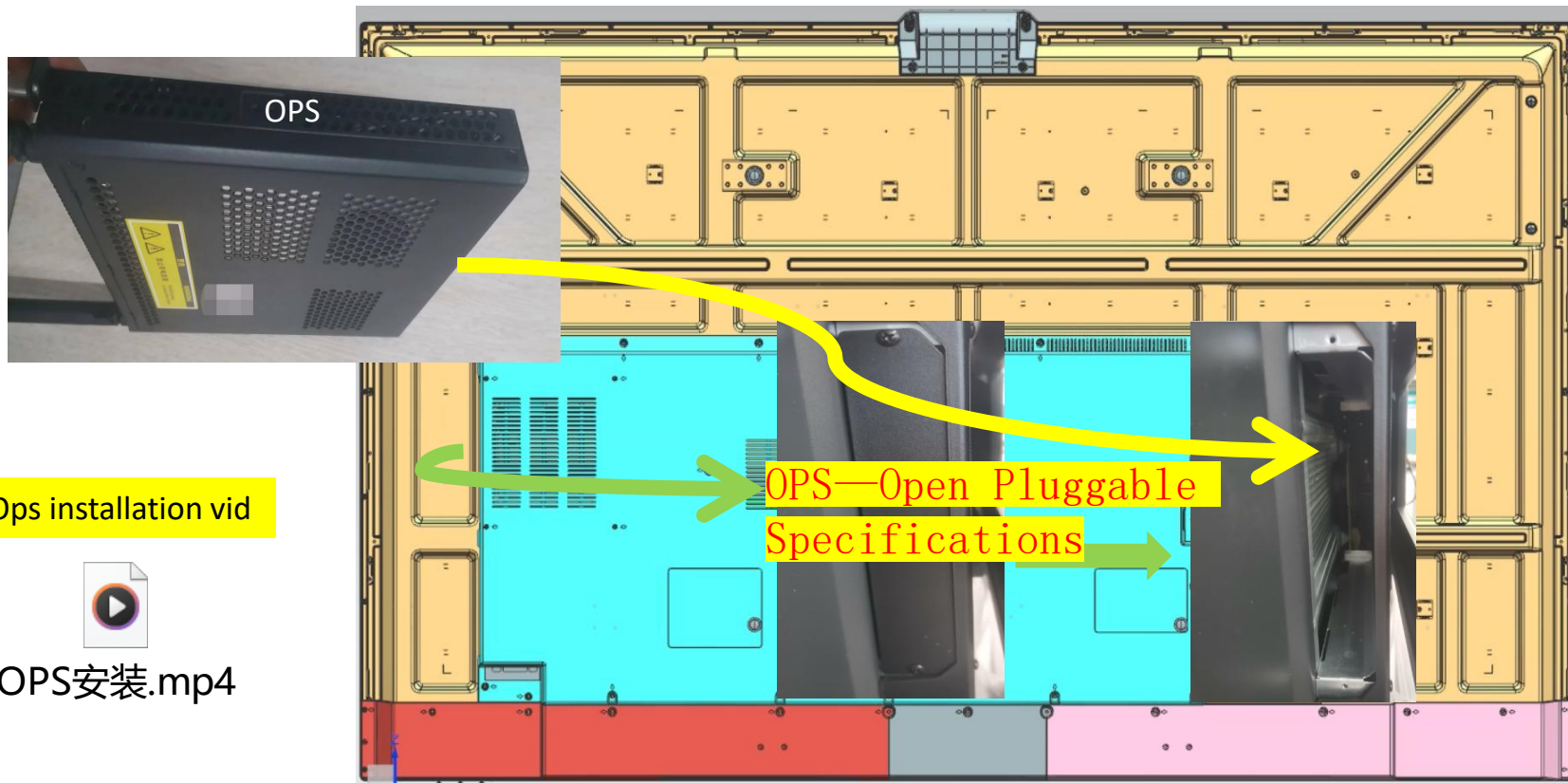
2.OPS internal parts

External power supply, we recommend 12-19V



2.OPS installation

Hisense



Ops installation vid



OPS安装.mp4

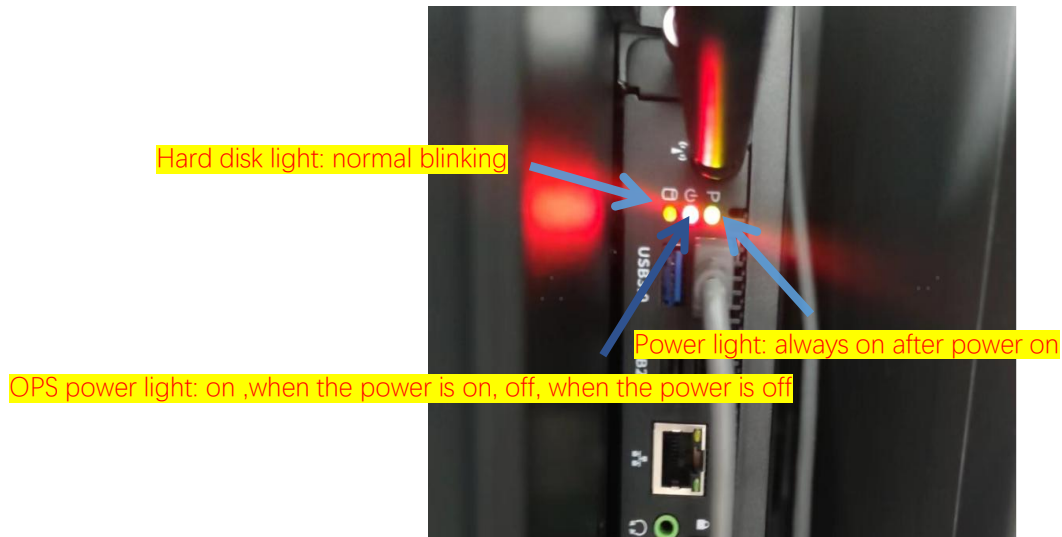
2.OPS indicator

Determine whether it is a fault with OPS or IDB through the indicator light of OPS.

Under normal Situation, the power light indicator light and ops power light are always on, and the hard disk light is constantly flashing.

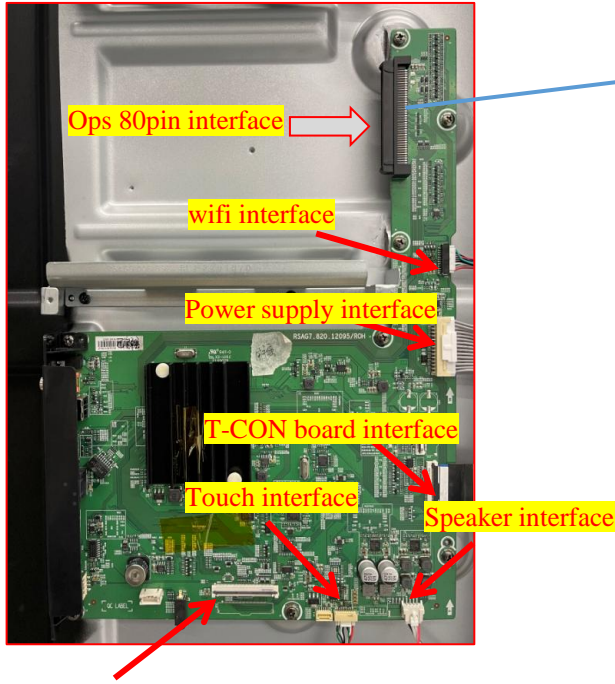
When we operate on the Windows interface, the hard disk light is constantly flashing.

If it remains stationary on the Windows interface, the flashing frequency will be low.



2.OPS mainboard

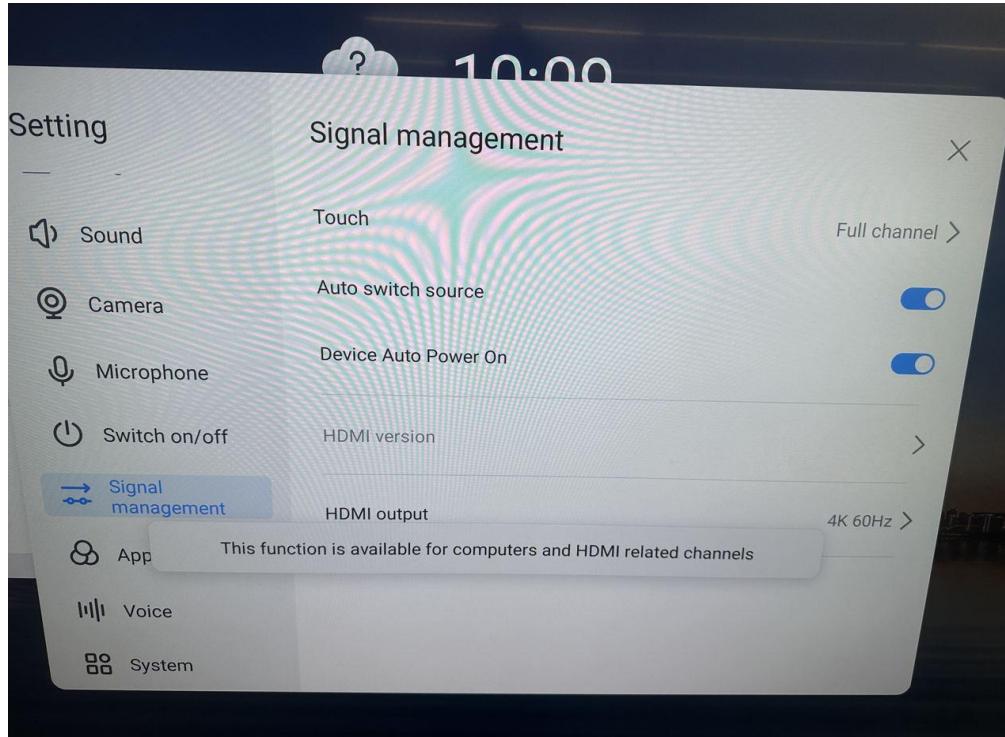
Mainboard



The 80pin interface includes functions such as power supply and signal transmission. The signal transmission channel is the HDMI channel, which can be understood as the connection between the IDB and OPS through HDMI.

2.OPS HDMI signal version

Sometimes the HDMI signal cannot be detected because the HDMI channel selection is incorrect and needs to be switched.



Switch to HDMI version.
Enhanced 2.0 Standard 1.4

HDMI 2.0: Support 4K 60HZ
HDMI 1.4: Support 4K 30HZ

2.OPS-related

Hisense

The connection between the touch and the large screen is via USB signal, and below are the devices with touch signals.



Name of touch controlled device



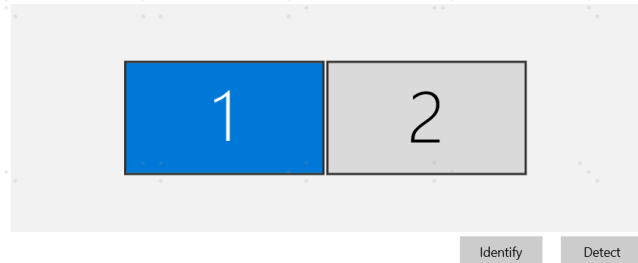
You can use a **printer cable** to detect the status of the IDB in Windows,

2.OPS-related

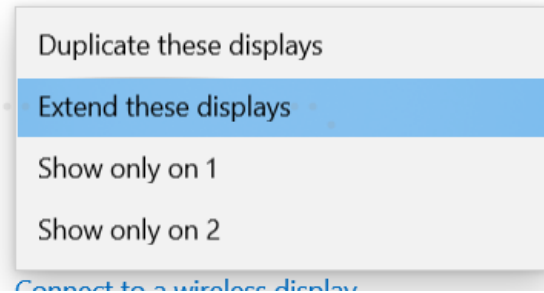
If two screens can be detected under the Windows system, then OPS faults can be basically ruled out.

Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Multiple displays



The problem with IDB is that there is a problem with the OPS adapter board.

The OPS adapter boards of DE and FE series are integrated on the motherboard, and the IDB needs to replace the motherboard to solve the problem.



2.OPS-related

- ◆ For faults with no signal from OPS, when there is only one IDB on site, an HDMI cable can be used to connect to the OPS output port and the other end to the HDMI input from the IDB. The signal source of the large screen can be switched to HDMI. When the OPS is normal, an image will appear on the large screen.



Mainboard assmb
and OPS driver



OPS driver board

Mainboard



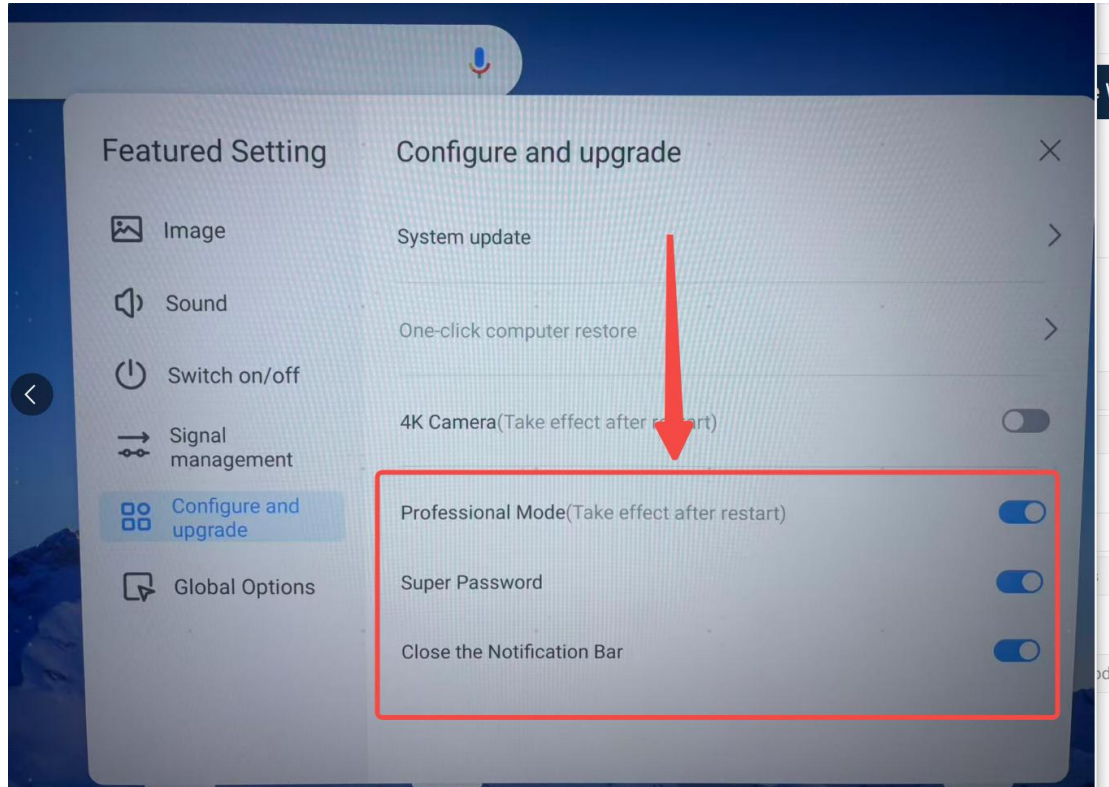
- ◆ The reason for OPS signal failure is often due to damage to the OPS motherboard.
- ◆ The machine is stuck and unable to enter the system. The general reason is that the hard drive is damaged, and there is less damage to the memory modules and CPU during actual maintenance
- ◆ The machine is noisy, usually due to fan issues. Simply replace the fan

The image shows a tall, modern building with a glass facade. The word "Hisense" is written in white, bold letters at the top of the building. The building is set against a light blue sky. The entire image is overlaid with a semi-transparent teal color.

Serial Port Tool tutorial

- Super password
- Use of Serial Port Tool-SecureCRT
- Use of Serial Port Tool
- Common tutorial and software download

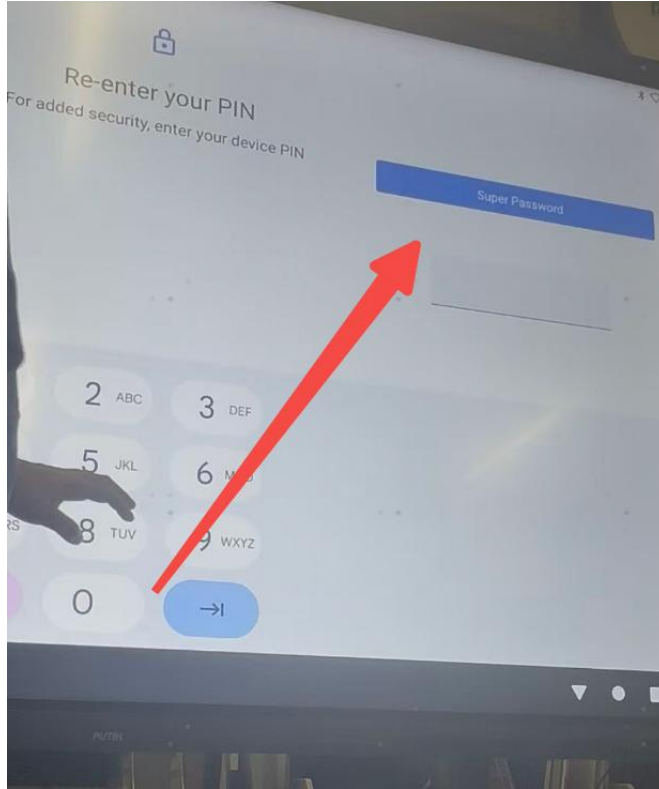
1.Super password:



After restarting in Professional Mode, the option to set a super password will appear. But this feature is disabled by default.

If the user has enabled this feature and forgotten their password, we can unlock it for them using the master password.

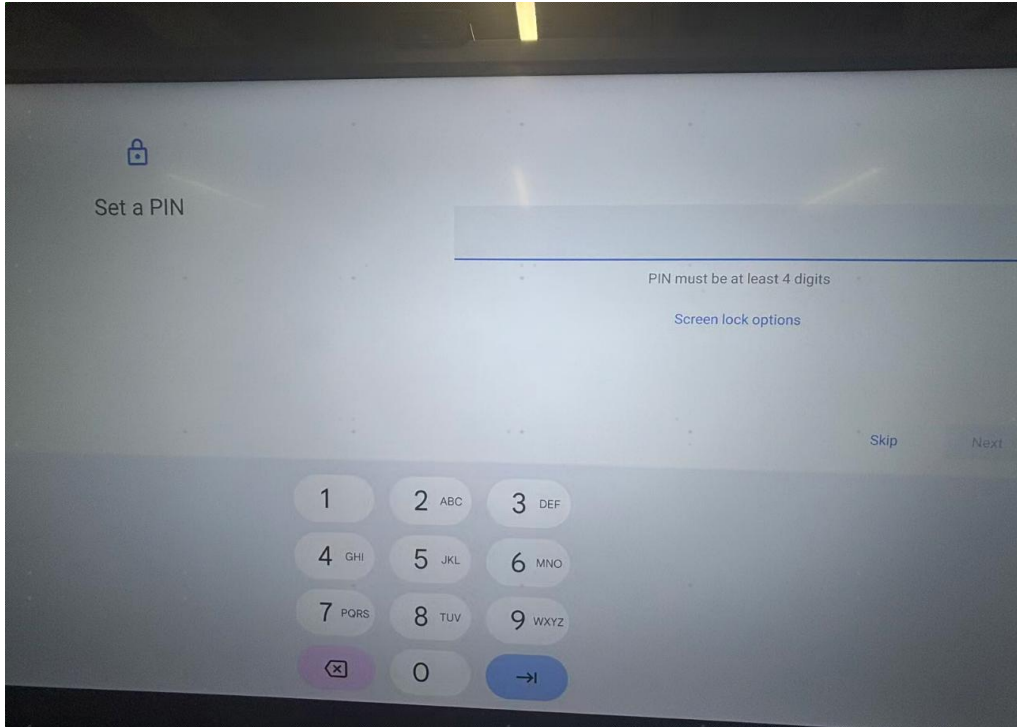
1. Super password:



After enabling this function, you should be:

1. **enter wrong PIN 5 times**
2. **wait 30s the screen to lock**
3. enter the master passcode we provided to unlock.

1.Super password:

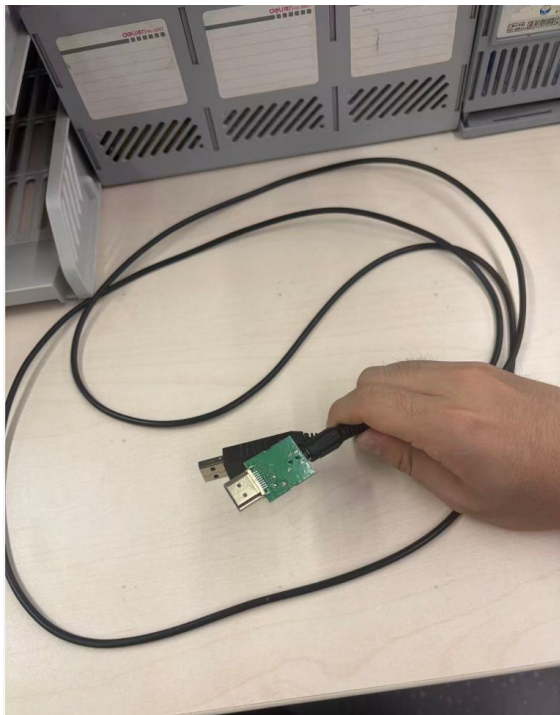


The user has not enabled the super password.

If the normal upgrade cannot be performed, we will need to use a serial port tool to update the device.

2. Use a serial port tool to Log Guide

Hisense

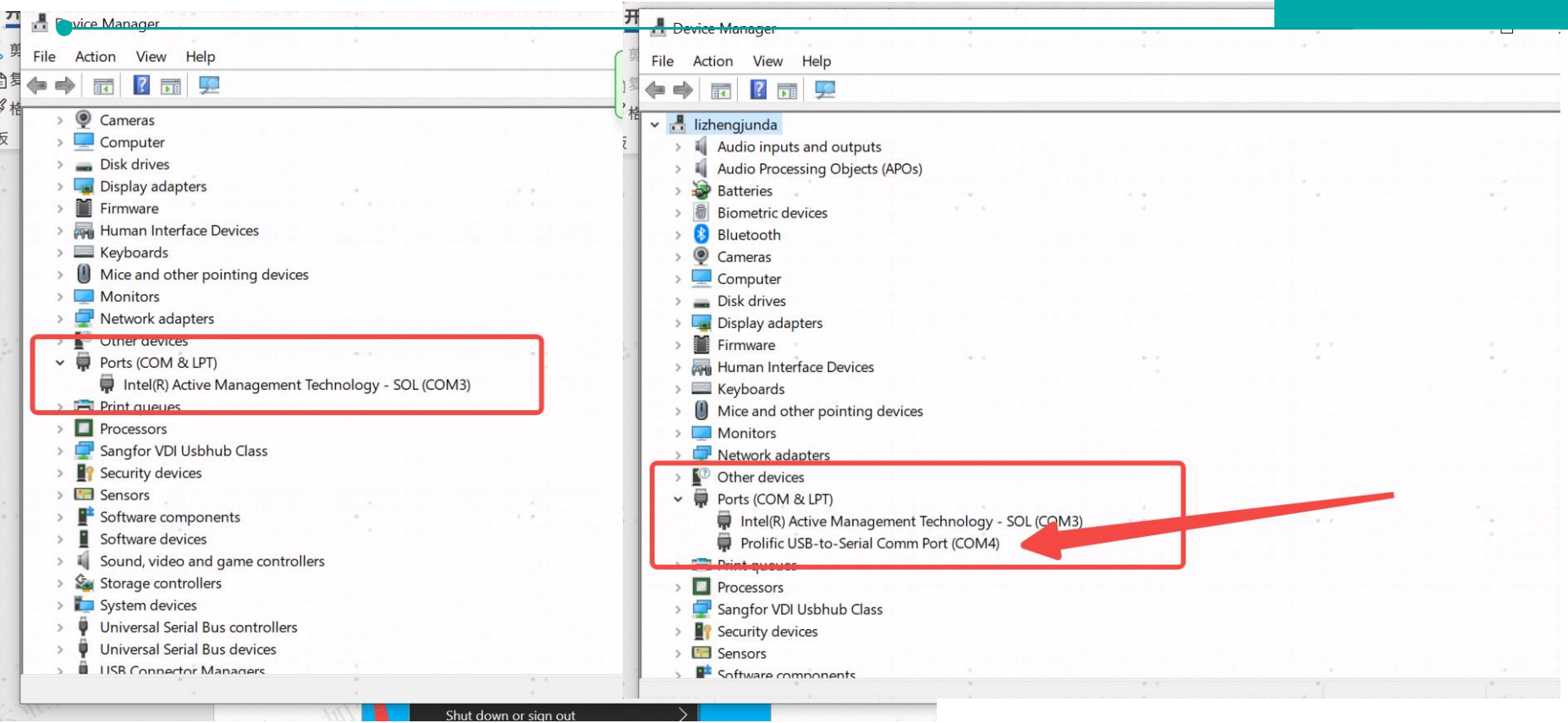


The serial port tool can be used to analyze software faults. This section mainly records the process of using the serial port tool for software upgrades. If software fault analysis is required, HQ will conduct remote joint debugging.

First, please prepare a serial port cable. Please insert into HDMI IN 2. On the side of the machine.

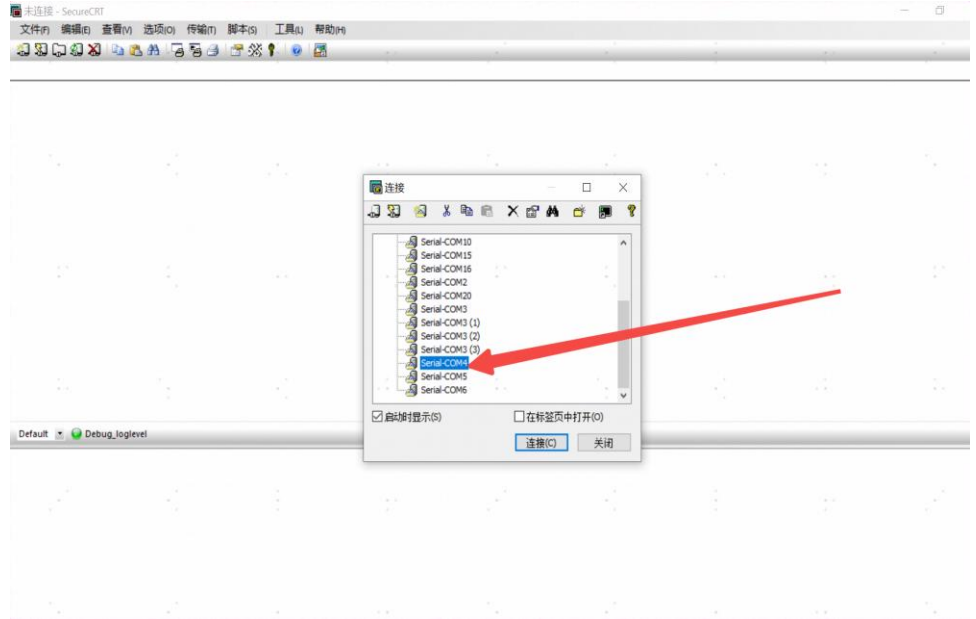
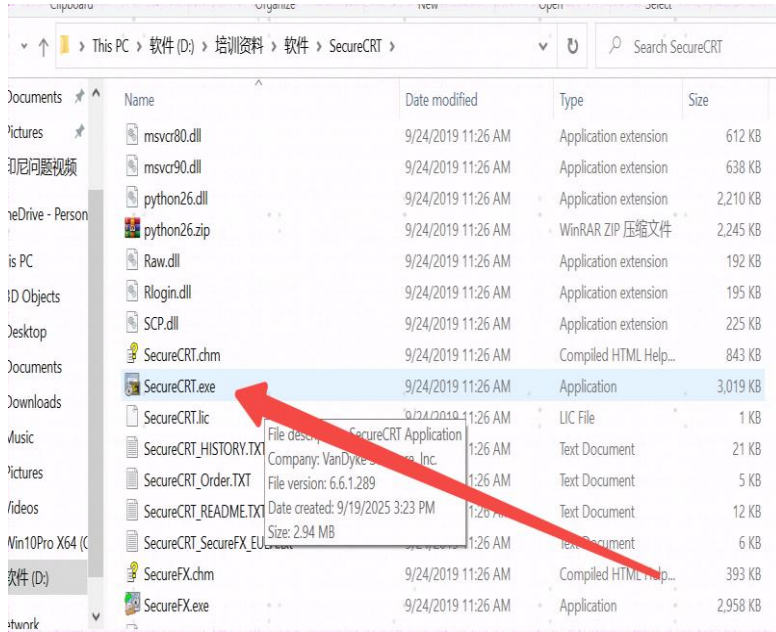
If there is no serial port tool available, HQ can provide it.

3.Use of Serial Port Tool



First, click Device Manager. Find the newly added port

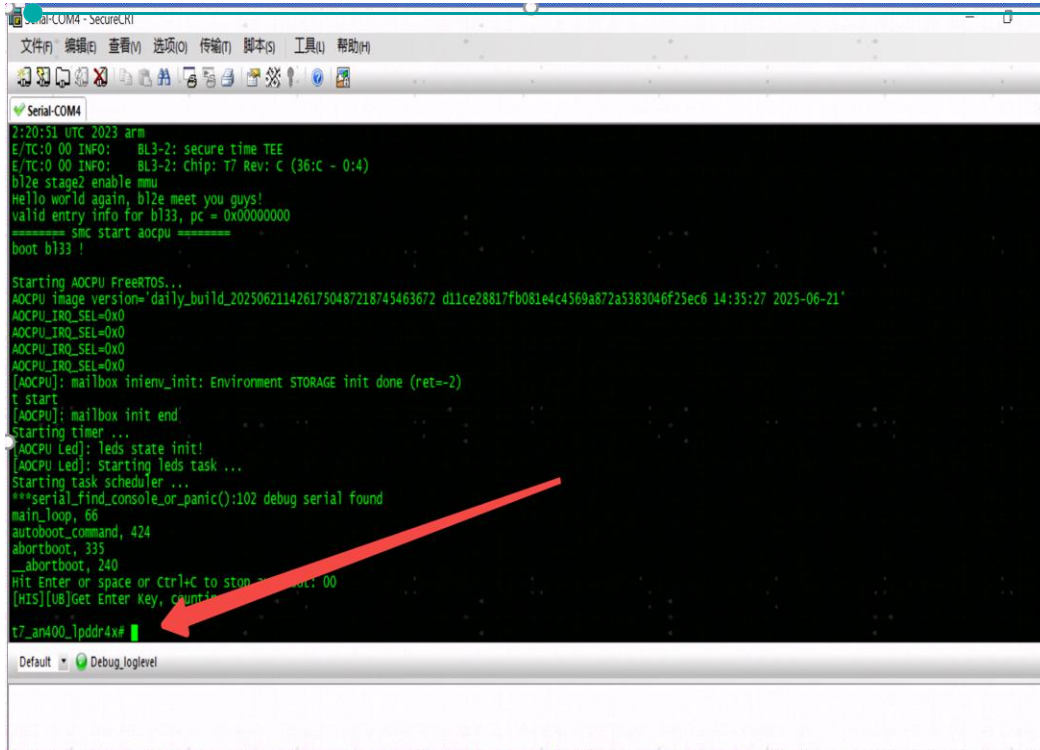
3. Use of Serial Port Tool



Open the software

Find the corresponding port to connect

3.Use of Serial Port Tool



```
Serial-COM4 - SecureLKI
文件(F) 编辑(E) 查看(V) 选项(O) 传输(T) 脚本(S) 工具(I) 帮助(H)
Serial-COM4
2:20:51 UTC 2023 arm
E/TC:0 00 INFO: BL3-2: secure time TEE
E/TC:0 00 INFO: BL3-2: Chip: T7 Rev: C (36:C - 0:4)
b12e stage2 enable mmu
Hello world again, b12e meet you guys!
valid entry info for b133, pc = 0x00000000
===== smc start aocpu =====
boot b133 !

Starting AOCPU FreeRTOS...
AOCPU image version='daily_build_2025062114261750487218745463672_d11ce28817fb081e4c4569a872a5383046f25ec6_14:35:27_2025-06-21'
AOCPU_IRQ_SEL=0x0
AOCPU_IRQ_SEL=0x0
AOCPU_IRQ_SEL=0x0
AOCPU_IRQ_SEL=0x0
[AOCPU]: mailbox inienv_init: Environment STORAGE init done (ret=-2)
E start
[AOCPU]: mailbox init end
Starting timer ...
[AOCPU Led]: leds state init!
[AOCPU Led]: starting leds task ...
Starting task scheduler ...
***serial_find_console_or_panic():102 debug serial found
main_loop, 66
autoboot_command, 424
abortboot, 335
__abortboot, 240
Hit Enter or space or Ctrl+C to stop autoboot: 00
[HIS][U8]Get Enter Key, counting...
t7_and400_1pddr4x#
```

After powering off and reconnecting Press and hold the **Enter key** to enter boot mode.

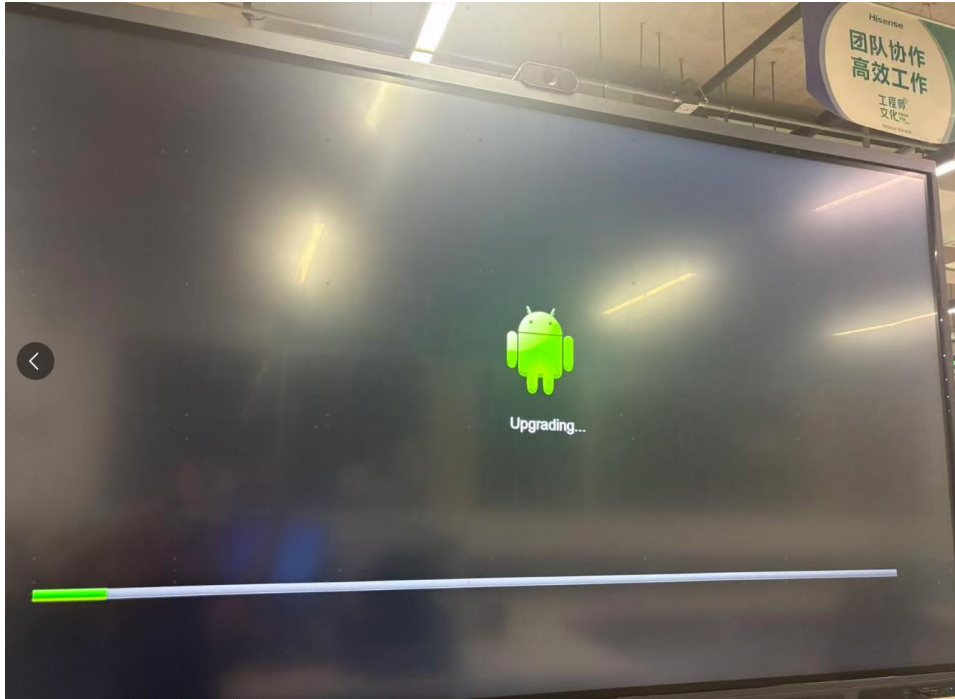
If you wish to view the download log, proceed to the second step.

```
setenv silent 0
saveenv
cu
```

No need log just Input **cu**

3. Use of Serial Port Tool

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Waiting for the software to restart and upgrade.

3.Upgrading Using a USB Flash Drive(WE6FE)

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Demonstration video



3.Updrading Using the remote control(MR6DE)

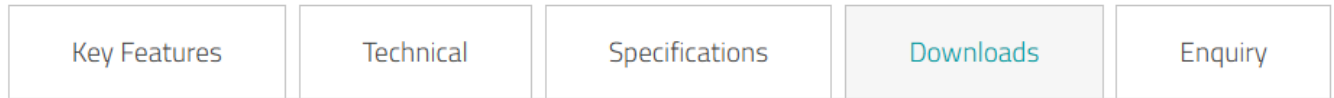
Hisense

Demonstration video



4.Common tutorial and software download

1.Product intrudctin: <https://www.hisense-b2b.com/en/65-goboard-live-pro-advanced-interactive-display>



2.We will update some common usage tutorials on this YouTube account.You may refer to it.

Access link: https://www.youtube.com/@HCD_aftersales

3.Software download: via one drive link/Google drive link



Hisense

Thank you