

HISENSE VIDAA OS TV FOR CRESTRON HOME

Revision: 1.1

Date: 03 March 2026

SUPPORTED INSTALLATION

This is a Crestron Home driver for Crestron Home processors. This driver is only for Hisense VIDAA OS TVs with minimum software version U9.

DESCRIPTION

This is a Display driver to allow the use of Hisense VIDAA OS TVs within Crestron Home.

INSTALLATION

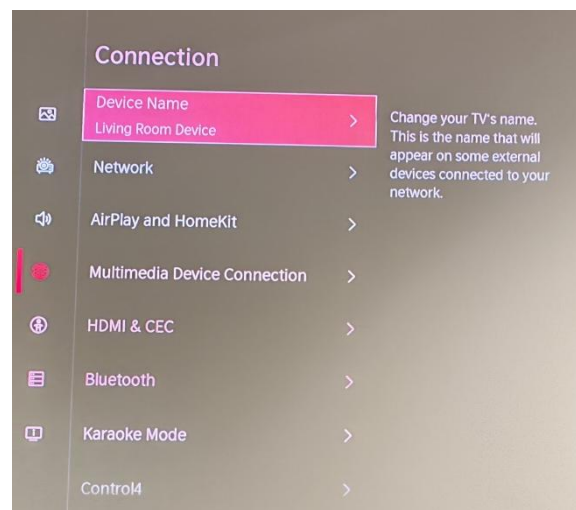
The driver can be found under:

Drivers > Display > Hisense

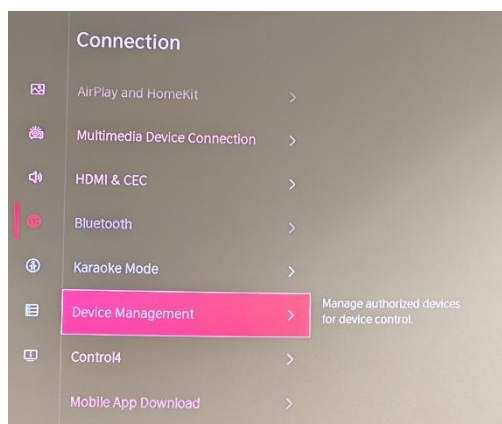
Setting up the Hisense VIDAA OS TV

To enable the connection, you need to turn on a setting after entering a code.

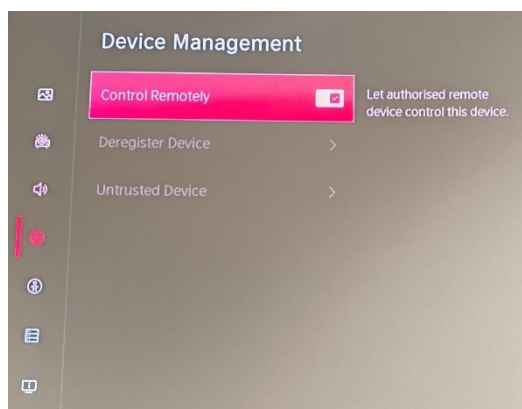
First go to Settings > Connection and then hover over '**Device Name**' so that it is selected in red.



Then using the remote type in the code **0629**. Scroll down in the Connection submenu and you will see the '**Device Management**' option.

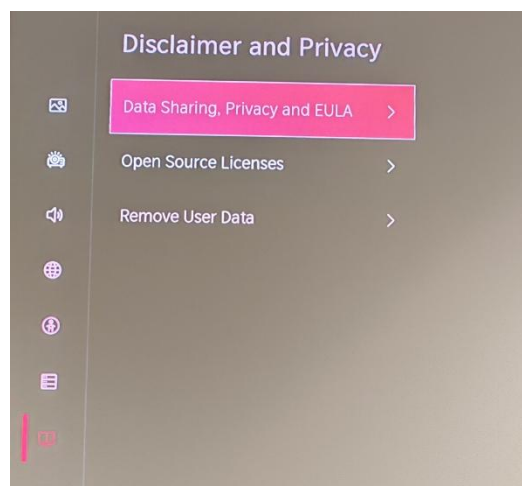


Press ok on that and then turn on the '**Control Remotely**' setting.



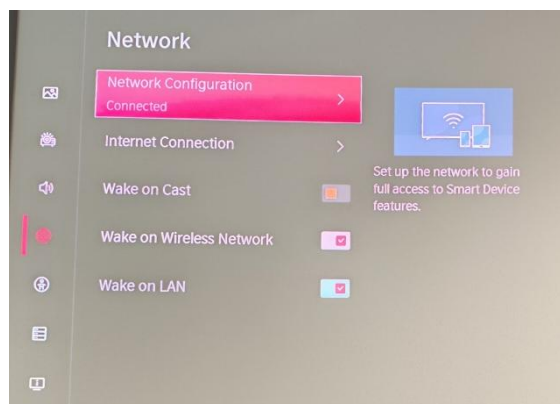
The privacy settings and EULA must also be agreed to within:

Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA



Before adding the driver, the Hisense VIDAA OS TV needs to enable Wake on LAN. This setting can be found under:

Settings > Connection > Network

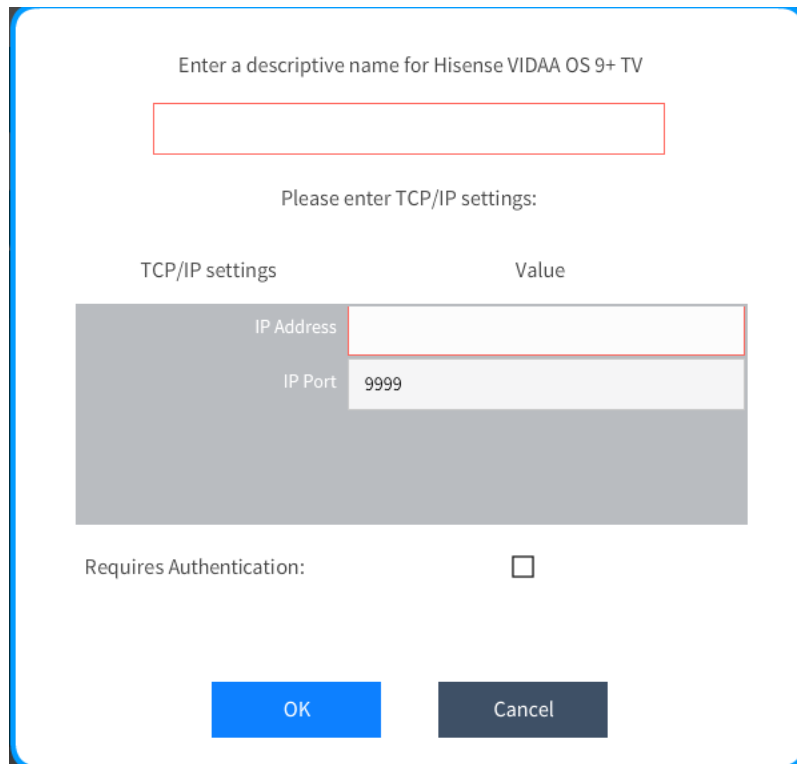


For the first time you connect to the device from each processor the TV **MUST** be on and you will need the physical remote. Upon launching the driver, a prompt will appear on the Hisense VIDAA OS TV asking you to confirm the connection. If this step fails, you will have to wait 5 minutes to try again.

Adding the Driver

Ensure a room is selected, and then click on the '+' against the appropriate device.

You will be asked to provide a descriptive name – this can be anything you wish. Provide the IP address of the Hisense VIDAA OS TV; the port will not be used so can be left at the default of 9999.



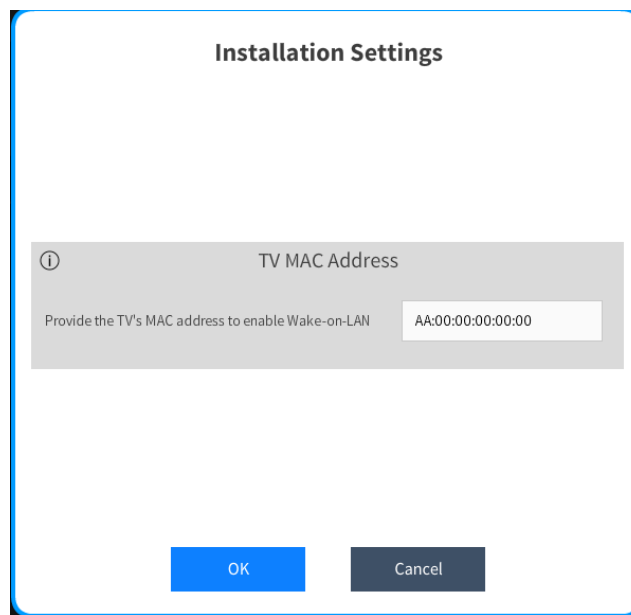
Enter a descriptive name for Hisense VIDAA OS 9+ TV

Please enter TCP/IP settings:

TCP/IP settings	Value
IP Address	
IP Port	9999

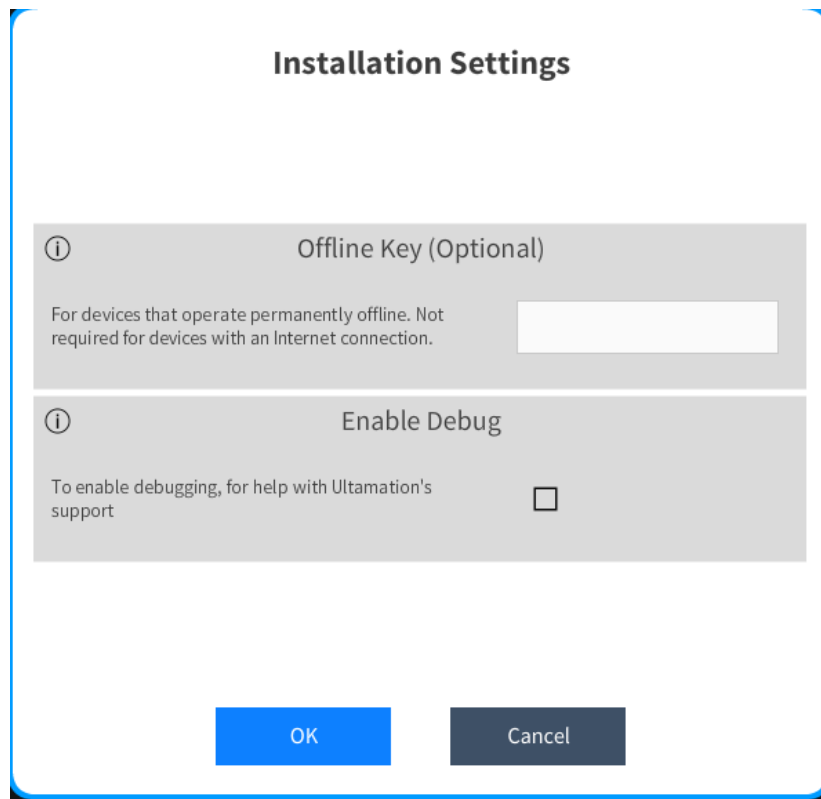
Requires Authentication:

OK Cancel



At this stage the driver requires you to enter the MAC address of the Hisense VIDAA OS TV so that Wake-On-LAN can be used.

The driver is licenced via the cloud, but an optional "offline" key can be requested under special circumstances. Please FIRST refer to the "Licensing" section below and then contact support@ultamation.com if you REQUIRE offline activation. The same offline key can be used for multiple driver instances in the same system.



The image shows a dialog box titled "Installation Settings". It contains two sections. The first section, "Offline Key (Optional)", includes a text input field and a description: "For devices that operate permanently offline. Not required for devices with an Internet connection." The second section, "Enable Debug", includes a checkbox and a description: "To enable debugging, for help with Ultamation's support". At the bottom of the dialog are two buttons: "OK" and "Cancel".

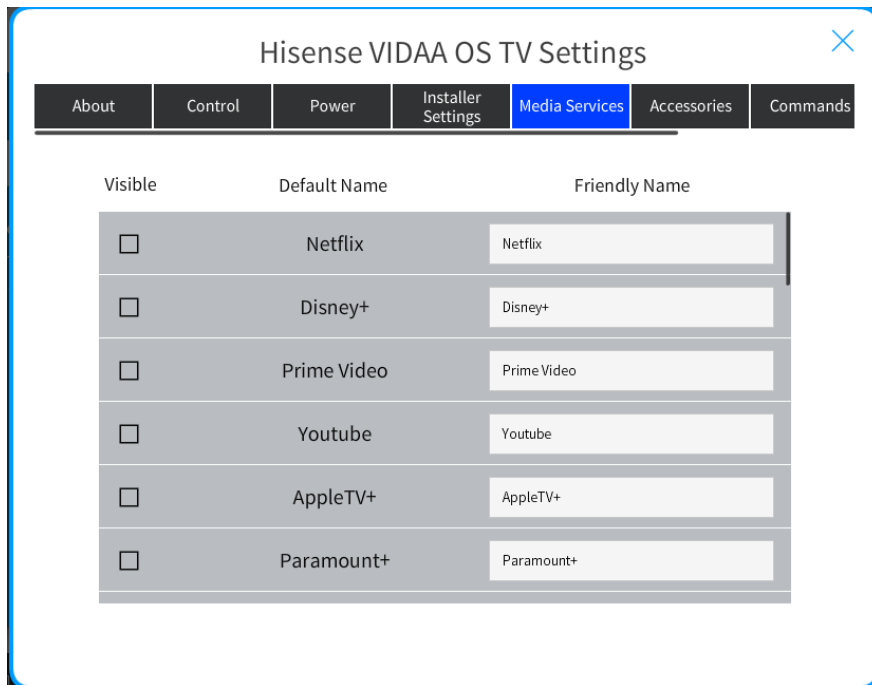
If you do not have a cloud licence and do not enter a valid offline licence key, the system will function for ONE hour and then control will be suspended. The offline licence key can be entered at any time after initial setup without having to reconfigure each tile.

At this stage, when connecting to the TV for the first time from each processor you will be asked to confirm that you want to allow the connection on the TV. This will not happen on future connections from the same processor.

There is also the option to enable debugging for the program. This should only be used should you require any support from Ultamation; it will produce a large number of logs. If you require support, enable this and send the error log from the processor.

Adding Apps

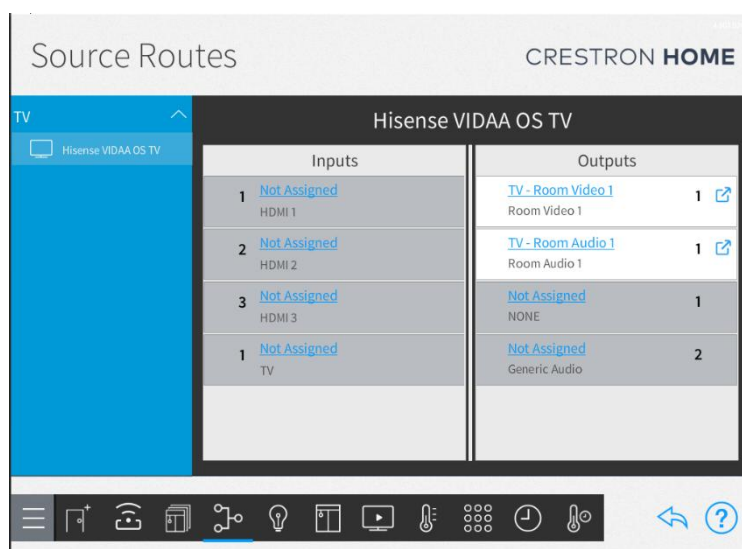
A list of apps supported by the driver has been provided and can be accessed through clicking on the settings cog in Crestron Home and then pressing the Media Services button.



Clicking on the Visible button will show them as an option on the Crestron Home tile.

Adding Source Routings

The device's source routes can be configured in the Source Routes section of Crestron home as shown below.



SUPPORT

If you have any issues with an integration solution please let us know by contacting Ultamation support on support@ultamation.com and please include as much detail about your issue as possible, such a recent processor error log.

Licence verification messages are posted to the error log, so please ensure you have checked this.

LICENCING

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licenced on a PER PROCESSOR basis.

A purchase should not be completed without correct information as refunds cannot be issued for errors or changes made to details following purchase.

This is an electronic product and there is no physical delivery.

The integration solution is provided without any warranty with respect to the reliability of the controlled device or changes to device protocol. We will endeavour, through best efforts, to maintain the integration solution's functionality and any bug fixes will be provided free-of-charge. Additional functionality may be released as a variation of this integration solution and this will be a separate, purchasable, product.

CLOUD LICENCE

This integration solution contacts Ultamation's licencing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licenced. Otherwise, the integration solution will check the offline licence key. If you purchase a licence **after** you have loaded the integration solution, please reboot the system to see changes take effect.

If you purchased a licence **before** it was migrated to the cloud service, i.e. you have a licence key already, you must enter this into the **Offline Key** user attribute. If you purchased the integration solution **after** it was migrated, and you don't have a licence key, no further action is required.

If no licence exists for the product/processor the integration solution will enter a short trial period (ONE HOUR) to allow for verification of correct control or evaluation.

To request an OFFLINE key, please contact support@ultamation.com with your order details and a brief explanation why you REQUIRE offline activation. Ultamation reserve the right to refuse offline activation.

NOTE: Once an offline key has been issued no further licence changes will be granted. Moving the integration solution to a new processor will require an additional licence purchase.