

Hisense Vidaa Smart TV Installation and Usage Guide

The Hisense logo is displayed in a bold, teal-colored sans-serif font. It is centered within a large, light gray rectangular area that occupies the middle portion of the page.

Version: 20260310
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chowmainsoft

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Our Hisense VIDAA driver for Control4 enables seamless integration of supported Hisense VIDAA smart TVs into the Control4 ecosystem. Designed to enhance the end-user experience, the driver provides reliable IP-based control for core functions such as power, volume, input switching, transport control, channel selection and app launching (such as Netflix, YouTube, Prime Video and Disney Plus). It also supports dynamic feedback, ensuring real-time sync between the Control4 interface and the TV's actual state.

Built for professional installations, this driver delivers fast, responsive IP control. With support for a wide range of VIDAA-powered models, integrators can now offer a premium smart TV experience with full automation capability. By bridging the gap between Control4 and one of the fastest-growing smart TV platforms, this driver empowers dealers to offer clients a premium entertainment experience that's intuitive, fully automated, and tightly integrated with the rest of their smart home environment.

Features

This driver supports compatible Hisense VIDAA TV's with the following features:

- Discrete Power Control
- Discrete Volume Control
- Support for HDMI Inputs, AV inputs and TV Tuner
- Large Range of Mini Apps including Netflix, YouTube, Prime Video, Disney+, Apple TV, and more.
Custom Apps can also be added if required
- App List View for quick access to all installed apps, allowing customers quick access to apps without requiring installers to reconfigure Control4
- Support for TV Channel Selection
- Two Way feedback for Power, Volume and Input

Setup Driver

Requirements

- Control4 OS 3.3.0 or higher. OS3.4.X, X4 or later is recommended.
- Compatible Hisense VIDAA TV. Ensure firmware is up to date with the latest firmware
- Hardwired network connection is recommended for best performance.

Setup Instructions For TV

1. Turn on Hisense VIDAA TV. Configure TV Channels and settings as required.
2. Ensure the TV is accessible from the same network as the Control4 system.
3. Update the TV firmware to the latest version if necessary. This is normally found in the settings menu under Support > System Update
4. Set the TV to use a static IP address or ensure it has a reserved IP address on your router to prevent IP changes. Static IP can be set in the Settings menu under Connection > Network > Network Connection > IP Settings.
5. Remote Control must be enabled.
 1. Go to Settings > Support > Disclaimer and Privacy > Data Sharing, Privacy and EULA. Select All and press Agree
 2. Go to Settings > Connection. Highlight the TV Name Option (but do not click it). Input the number "0629" from the remote control. This should enable the Device Management menu.
 3. In Settings > Connection > Device Management, enable the "Control Remotely" option. If this menu does not show, the firmware may not be compatible with this driver
6. Enable Wake on LAN/Wireless Network in the TV Settings. This is usually found in Settings > Connection > Network > Wake on LAN/Wake On Wireless Network

Setup Instructions For Control4

1. Obtain the TV's MAC address and IP Address. This can usually be found in the Settings menu on the TV under Settings > Network > Network Connection > Internet Connection > Network Information .
2. In Composer Pro, add the Hisense VIDAA driver to your project, as per normal, and mini drivers. Bind as required
3. Set TV MAC Address to the correct MAC address of the TV
4. In Network under connections. Set the IP address of the TV
5. After a few seconds, the TV should discover Control4. Check Allow Always for Control4 in the TV settings.
6. After allowing Control4, the TV will show a PIN code. The Control4 driver will make the PIN Number property visible. Enter this PIN code into the Control4 driver to complete the setup.
7. Once the PIN code is entered, the driver will connect to the TV and you can start using it within your Control4 system.

8. Please note, if you take too long to enter the PIN code, or type the wrong one, you may need to wait 5 minutes (and on the 3rd attempt, 15 minutes) before you can try again. This is a security feature of the TV and Connection Status will show more info on the driver
9. If you fail to enter the pin code 3x, you may need to navigate to Settings > Connection > Device Management > Untrusted Device and remove Control4 from the list of untrusted devices. You can then try again.

Custom Mini Apps

The driver supports custom mini apps.

1. To identify the correct name to use, go to the Hisense TV driver, and use the Display Mini Apps Action. The list will be shown in the lua window.
2. Add the Vidaa custom mini app to the project and bind to the TV.
3. Set the VIDAA App Property to the correct name.
4. Ensure mini app is visible in the Room Navigator settings.
5. Refresh Navigators

Settings

Actions

- Display Diagnostics: Displays diagnostics information for the driver. This is useful for troubleshooting purposes.
- Display Extended Diagnostics: Displays extended diagnostics information for the driver. These are normally not required and may take a while to operate
- Display Known Apps: Displays a list of known apps that are installed on the TV. This is useful for identifying custom apps that can be used with the custom mini app driver.
- Display Related Diagnostics: Displays Diagnostics related to all Hisense TV drivers in the project
- Force Reconnect: Forces a reconnection the TV. Generally not required.
- Submit Diagnostics: Submits diagnostics to Chowmain for troubleshooting purposes.

Properties

- Cloud Status: Indicates the status of the connection to Chowmain's licencing services
- Driver Version: The version of the driver currently installed. This is useful for ensuring you are using the latest version of the driver.
- Automatic Updates: Whether automatic updates are enabled for the driver. Please note, Chowmain Agent is required for automatic updates to work.
- Control4 MAC Address: The MAC address of the Control4 system. This is used for identification purposes.
- Debug Mode: Enables or disables debug mode for the driver. When enabled, additional debug information will be logged.

- **Debug Level:** The level of debug information to be logged. Higher levels provide more detailed information.
- **Error Reporting:** Enables or disables error reporting for the driver. When enabled, errors will be reported to Chowmain for troubleshooting purposes. By default, Chowmain drivers do not report errors to Chowmain unless running a beta.

Driver Information:

- **Connection Status:** Status of connection to the TV. This will show if the TV is connected, disconnected, or if there is an error.
- **Last Received Time:** The last time the driver received a response from the TV. This is useful for troubleshooting connectivity issues.
- **PIN Number:** The PIN number required to complete the setup of the driver. This is only displayed after the TV shows the PIN code during setup.
- **TV MAC Address:** The MAC address of the TV. This is used for Power On. If this is not set, Wake On LAN/Wireless Network will not work correctly in some circumstances
- **Reconnection Speed (ms):** The speed of reconnection attempts to the TV after a disconnection. Lower values will result in faster reconnections but may increase network traffic and cause problems on some TV's.
- **Volume Ramp Rate (ms):** Adjusts the rate of volume changes when using Volume Up and Volume Down commands.
- **TV Power On Delay (ms):** The amount of time to wait after sending a Power On command before sending any other commands. This is required for ensuring the TV is fully powered on before sending further commands.
- **Current Source:** Displays the current source/input of the TV. This is a read-only property that updates automatically when the input changes on the TV.

Troubleshooting

****For the latest troubleshooting information, please refer to our Knowledgebase:**

<https://help.chowmain.software/portal/en/kb/driver-support/control4/hisense-vidaa>******

Device Management Menu does not show

- Ensure the TV firmware is up to date. The Device Management menu may not be available on older firmware versions.
- Ensure the Setup Instructions for the TV have been followed correctly
- Incorrect IP address has been entered in the driver, or the TV is not accessible from Control4

TV does not power on consistently

- Ensure that the TV MAC Address is correct and filled in
- Ensure Wake On LAN/Wireless Network operates correctly in the driver.
- Ensure Wake on LAN/Wireless Network is enabled in the TV Settings as per Setup Instructions for TV

- Ensure CEC is disabled on the TV.

TV Turns on however does not respond to commands

- Ensure the driver is correctly authorised
- Ensure the IP is correct

TV control is erratic

- Ensure that CEC is disabled on the TV. CEC can interfere with control particularly when devices power on or off
- Check the stability of the network connection. A wired connection is recommended for best performance.

TV Does not show pairing menu

- Firmware for TV may not be compatible with this driver. Ensure the TV firmware is up to date.
- Ensure the TV is powered on and connected to the network.
- If you fail to enter the pin code 3x, you may need to navigate to Settings > Connection > Device Management > Untrusted Device and remove Control4 from the list of untrusted devices. You can then try again.

Discrete Room Volume Control does not show correct state. But other commands work

- Discrete Room Volume Control will only show correct state when TV uses the internal speakers. If using an external soundbar or audio system, the volume state will not update correctly, and the room audio volume control should be set to the audio system instead

TV remote does not contain numeric keypad

- Some TV remotes in some regions do not contain the numeric keypad. A remote control must be purchased separately which includes the numeric keypad for setup with this driver

What are the Requirements for this driver?

- Control4 OS 3.3.0 or higher. OS3.4.0, X4.0 or later is recommended.
- Compatible Hisense VIDAA TV. Ensure firmware is up to date with the latest firmware

Which HiSense TV's are compatible

This driver has been confirmed to work with the following series of hardware and will also support future models using the same or newer firmware.

- North & South America
 - 2025: U6QV, QD7QV, QD6QV, Q6QV series
 - 2024: A65NV, A6NV series
- United Kingdom & Europe:
 - 2025: MX, UXQ, U8Q, U7Q PRO, A85Q, U7Q, E8Q, E7Q PRO, A7Q, E7Q, A6Q series
 - 2024: A85N, UXN, U8N, U7N, E7N PRO, S7N, U6N, A7N, E7N, A6N series
 - 2023: A85K, UXK, U8K, U7K, E7K PRO series
- Middle-East, Africa & Asia Pacific (Excluding China)
 - 2025: MX, UX, U8Q, U7Q PRO, U7Q, S7Q, U6Q PRO, U6Q, Q7Q, Q6Q, A7Q, E7Q, A6Q, E6Q series
 - 2024: U8N, U7N, S7N, Q7N, U6N PRO, U6N, E7N PRO, Q6N, A7N, E7N, A6N, E6N series
 - 2023: UXK, U8K, U7K series

Why is this product so exciting?

- This driver allows Control4 users to integrate and control their Hisense VIDAA TVs seamlessly within their home automation system. It provides a user-friendly interface for managing TV functions, enhancing the overall smart home experience.

What hardware will this work on?

- This driver is designed to work with compatible Hisense VIDAA TVs. Note it will not work on Hisense TVs running Android TV OS. Please check the compatibility list on our website or contact us for specific model support.

Do you offer any other cool drivers?

Control4 is a major part of our business. We develop new drivers all the time. You can see all of our drivers on our website (<https://chowmain.software>). Sign up to our newsletter to get notified when new drivers are released.

I want to try this driver out before buying it?

- All Chowmain drivers for Control4 come with a 90 day trial.

Licensing

Marketplace

To Purchase drivers

Chowmain Drivers are only available to authorized dealers. Integrators can sign up to a Chowmain account via the [Chowmain Website](#). Authorization of dealers can take up to 48 hours; however, you can trial the drivers without an account.

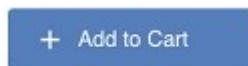
1. Navigate to the login page of Chowmain website: [Chowmain - Login](#)
2. Sign in using credentials provided after sign up request approval
3. Ensure you are logged into the website using website's header: registration and sign up buttons are replaced with cart icon and user icon



4. Navigate to the drivers page: [Chowmain - Drivers](#)
5. Alternatively, you can use the global search input in the header to find the driver



6. Search for and locate the driver you are interested. Click *Add To Cart*



7. Once you have added all drivers to your cart, navigate to the shopping cart: [Chowmain - Cart](#)
8. Click *Checkout & Pay*. Follow the directions



9. Purchase confirmation will be sent to your email, all orders can be viewed in the [Chowmain - Orders](#)
10. Once the payment is processed, the driver will be available in your account: [Chowmain - My Drivers](#)

Create Chowmain Project and obtain Project Code

Note:

- Showroom Projects contain all drivers of its Control System
- Paid licenses cannot be assigned to Showroom Projects
- Only 1 Project is required per home
- If the Project has already been created, do not create a second one
- If controller already has a Project code created by another installer, please contact the original installer for access. If the original installer is unavailable, contact [Chowmain - Support](#)

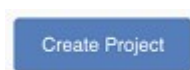
- If the controller has been replaced and the license needs to be transferred to a new controller you can do so yourself via the website

1. Ensure you are signed into the [Chowmain Website](#)

2. Navigate to [Dashboard => Projects](#)



3. Click *Create Project*:



4. Complete the details for the Project (*Project Name, Customer Name, Control System*)

5. Upon completion, take note of the **Project Code**. This is required to link the Control System to the newly created project

To Assign purchased drivers to Project

NOTE: Driver must already be purchased and a Project Code must be created as per above 'Create Chowmain Project and obtain Project Code' section

1. Navigate to [Chowmain Software - Projects](#). Click the *Project Name* you wish to assign the driver to

Project Name	Project Code	Licensed	Showroom	Platform ↑
100	XXXXXX	0	✓	
101	XXXXXX	0	✗	

Rows per page: 15 1-2 of 2 < >

2. Click the *Add License(s)*:



3. Select Drivers you wish to assign to the project, and click *Add Selected Drivers*:

×

Add Drivers to Project

Project #XXXXXX:
Project Name Example

☒

1 available

☒

1 available

☐

1 available

☐

1 available

☐

1 available

Add Selected Drivers

4. Alternatively you can add in drivers via the [Chowmain - Drivers](#)

5. The driver will be added to the project with the license status *Licensed*

	Driver Name	Version	License	Health	Autoupdate	Logging Approved	Log Level
☐ ▾			licensed	-	false	-	-
☐ ▾			licensed	-	false	-	-

Control4

To Download and install Chowmain drivers:

NOTE: Licensed Chowmain drivers come with a complimentary 90-day trial period. To license the driver, installation of the Chowmain Project Agent is required. The Project Agent is also required for automatic driver updates. Throughout the 90-day trial period, Chowmain Drivers operate without any limitations. After this period, the driver will be disabled unless properly licensed.

All Chowmain Licensed drivers require a minimum of OS 3.1.3 to operate correctly unless specified.

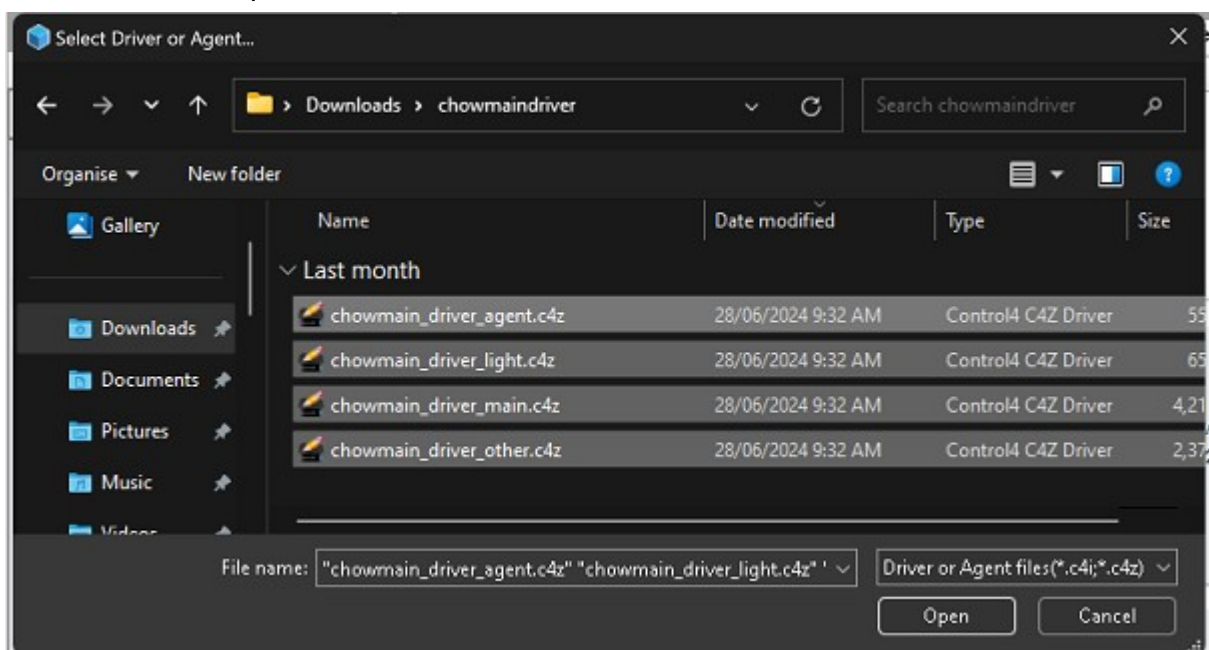
1. Visit: <https://chowmain.software>
2. Search and locate your driver, and click into the details by clicking the picture or heading.
3. Select Download. And extract the contents of the downloaded Zip file to a temporary directory



4. **Please note: For many drivers, it is no longer recommended to copy the contents of most modern drivers directly to your Control4/drivers directory.** The recommended method of updating drivers or installing drivers is in Composer Pro, navigate to the Driver=>Add Or Update Driver Or Agent menu item.



5. Locate the temporary directory containing your C4Z files. You can select and install/update all drivers simultaneously by selecting one and using Ctrl+A. Alternatively, click the top driver+shift+click the bottom. Click the open button. You will be alerted when drivers are installed



6. Install drivers as per normal. Please note, some drivers may be agents, and you must use the Agents tab in Control4 to install the driver. Composer Express does not support Agents, and Composer pro is recommended for all installers.

Install Chowmain Agent

Installation of the Chowmain Agent is required to licence drivers

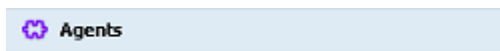
1. Download Chowmain Project Agent From the [Chowmain Project Agent Page](#)
2. Open Project In Composer Pro. Composer Express does not Support Agents and cannot be used
3. Navigate to the *Driver=>Add Or Update Driver Or Agent* menu item



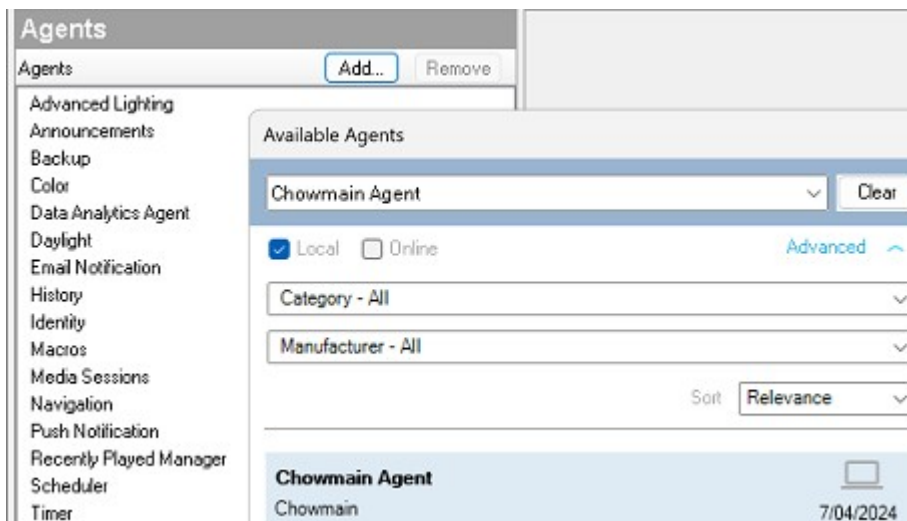
4. Add the *agent_chowmain.c4z* file



5. Navigate to the Agents View in Composer Pro



6. If *Chowmain Agent* is not already added to project, select the *Add* button in Agents and add the *Chowmain Agent* to Project

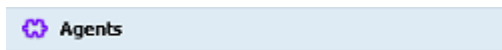


7. *Chowmain Agent* should be listed in the project.



Link Project Code to Control4 Project

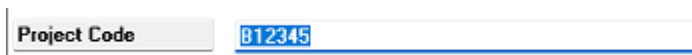
1. Ensure *Chowmain Agent* is installed on primary Control4 Controller. If not, follow the previous information
2. Navigate to the Agents View in Composer Pro



3. Select *Chowmain Agent* in the project



4. Enter the Project Code into the Project Code Property. You would have previously set this up on the Chowmain website as outlined in the Website portion of this document. If you have not set up a project you can do so via the [Chowmainsoft - Projects](#) webpage.



5. The status property will provide feedback on driver licencing status



6. **Please note:** If project code has been used previously on another controller you can revoke the licence for use again.

LICENCING FAQ

What are the Requirements for Chowmain licencing?

- Driver trials do not require Agent to be installed.
- To activate licenced drivers, *Chowmain Project Agent* must be installed.
- Composer Pro 3.1.3 or later is required to install and configure *Chowmain Project Agent*
- Internet is required during the licence registration process.
- If Internet is lost then the licence will persist the last state.
- If the Chowmain Project Agent is removed then licencing will be invalidated. Do not remove the Chowmain Project Agent once installed.

How do I know if the deployed driver is using Chowmain Licencing?

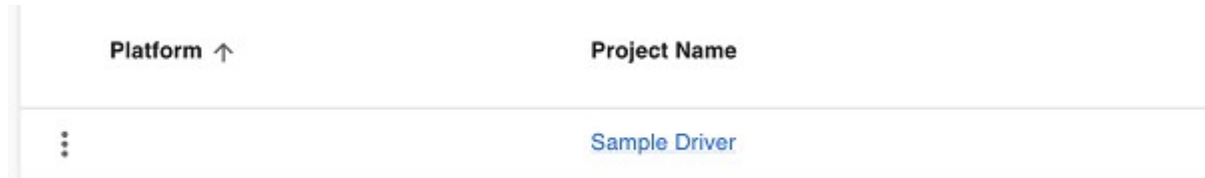
- There are multiple ways:

1. Chowmain licensed drivers have CM: in their cloud status property

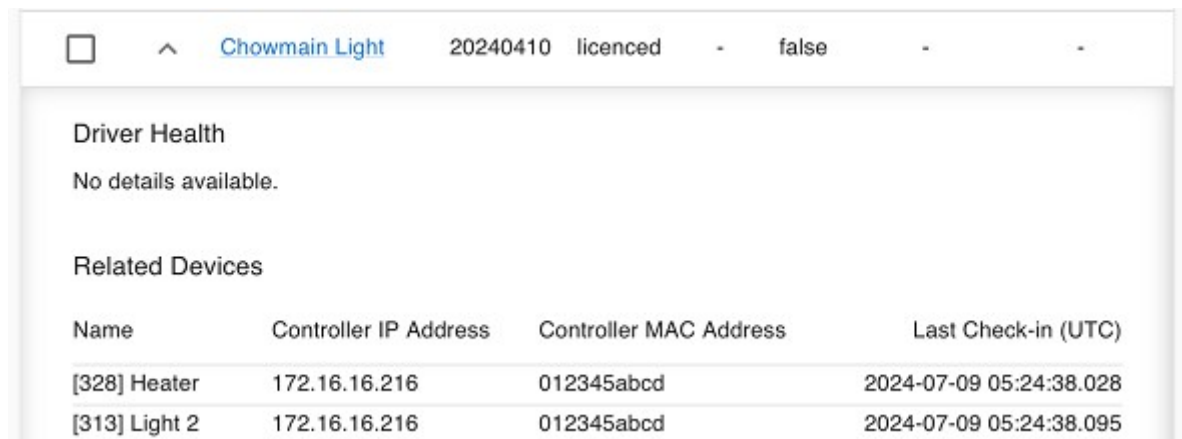


2. If the *Project Code* has been correctly entered in Chowmain Project Agent and the project is registered, you can find the list of Chowmain-licensed drivers deployed on your controller using the Chowmain website.

1. Navigate to [Chowmainsoft Website - Projects](#)
2. Select your Project Code



3. Known Chowmain Drivers will be listed, and if you select the driver, it will list which drivers in the project are known to be CM Licenced. Please note, this list may not update immediately



How does the trial period work?

All Chowmain drivers are free to use for 90 days. When the trial expires the driver will cease to function until you purchase a licence and apply it to the project.

What benefits does Chowmain Project Agent provide?

Chowmain Project Agent provides a number of benefits for projects

- Required for activation of driver licences. Enables the linking of Control4 Projects to Chowmain Project Codes.
- Required for Auto Updates of Chowmain Licenced drivers
- Provides local access to all Diagnostics for all known licenced Chowmain drivers on Control4 system in 1-click
- Bulk Enable and Disable of Automatic Updates of drivers
- Display local licencing information for all known driver
- Update All Drivers in 1 click to latest versions available for that driver

Where do I buy a Licence from?

- Chowmain Control4 Drivers are only available to Control4 installers. Installers can sign up to a Chowmain account using: <https://chowmain.software/signup>. If you are a home owner you should contact your automation installer for support, purchase and installation of drivers
- This driver is developed by Chowmainsoft and can be purchased from the [Chowmain Software Website](#).
- All licences are site licences. This means the one licence can be used to unlock as many instances of the same driver in the same project.

Can I upgrade old versions of drivers from other marketplaces to Chowmain?

- This process is mostly automated.
 1. Install Chowmain Project Agent, and assign a Project Agent as required
 2. Ensure all drivers are up to date, and replace obsolete drivers with updated builds.
 3. Wait 10 mins.

Developer Information



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Information stated in this document is current as of January 2026 and may change. For latest information please visit <https://www.chowmainsoft.com>

Support

Ticket / Live Chat Support

We provide ticket based support and live chat support for those who can't contact us via phone. Click the button below to visit our online helpdesk.

Support Centre	Hours of Operation	URL
Australia / New Zealand / United Kingdom	Monday - Friday - See website for hours of operation	https://chowmain.software/for-integrators/ technical-support

Phone Support

Region	Hours of Operation	Phone Number
Australia	Monday - Friday - See website for hours of operation	[+61 3 9028 6999](tel:+61 3 9028 6999)
United Kingdom	Monday - Friday - See website for hours of operation	[+44 29 2000 5551](tel:+44 29 2000 5551)
United States	Monday - Friday - See website for hours of operation	[+1 206 944 5444](tel:+1 206 944 5444)

Driver Documentation

All of our drivers come with detailed instructions on how to install and configure the driver for use in different projects. Please refer to the documentation included with the driver you downloaded, or [contact us](#) if you are unable to locate the documentation for your driver.

Change Log

Version 20260310 - 10-MAR-2026

- [Troubleshooting] Improve diagnostics
- [Misc] Improve Licencing
- [Bug] Fix Anomaly
- [Feature] Show Current Source in Properties
- [Bug] When the TV is turning off, we don't want to send any channel up/down or volume commands. Also, cancel any other commands

Version 20250910 - 10-SEP-2025

- [Improvement] Add full list of Custom Commands to execute
- [Improvement] Allow default behavior for TV to be selected
- [Improvement] Allow Authentication Speed to be adjusted
- [Bug] In some rare circumstances, if the TV sent unhandled commands, this would cause the driver to stop handling. This is now fixed

Version 20250909 - 09-SEP-2025

- [Usability] Apps selection will now turn on TV if off.
- [Performance] Speed up default reconnection to TV for faster control. Previously, there were delays of up to 5-10s. Now we reconnect every 2 seconds by default
- [Performance] Speed up switching to Apps. If TV is already on, it will switch to the app immediately. If TV is off, it will turn on the TV and switch to the app after the Power On Delay
- [Bug] Remove Unused Command
- [Feature] Allow Reconnection Speed to be customised
- [Feature] Add Events For Red/Green/Yellow/Blue button pushes. Can be used for custom actions
- [Workaround] Improve handling of TV Volume. Volume Up / Down uses discrete volumes to work around firmware on some TV's

Version 20250725 - 25-JUL-2025

- [Usability] Improve handling of volume and mute

Version 20250724 - 24-JUL-2025

- Initial Release