

Please read this guide carefully before operating your unit and retain for future reference.

804109880

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

### What's in the box

Your Hisense TV comes with the following items:

- TV
- power cord (only for 65")
- remote control
- 2 base stands
- 4 screws (M4×12 for 50" and 55")
- 4 screws (M4×16 for 43")
- 4 screws (M5×12 for 65")

You will also need the following items (which are not included) to set up your TV:

- Wireless router (not included) for Internet connectivity
- Phillips screwdriver (not included) to secure the TV stand
- HDMI and other types of cables (not included) to connect external devices to the TV
- Wall mount bracket (not included) if you prefer to mount the TV on the wall

### Getting started

#### Step 1. Attach stand or mount

Before you start using your TV, attach your TV stand or mount it on the wall.

#### CAUTION:

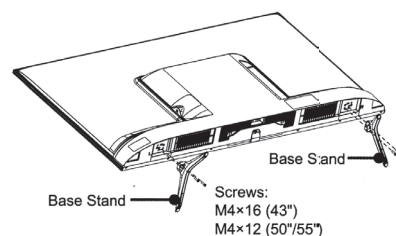
- Disconnect the A/C power cord before installing a stand or a wall mount bracket.
- The LED display on your TV is fragile. Make sure the TV screen is not scratched or damaged by hard objects or from pressure.
- After the installation is complete, make sure the TV is steady on a table or firmly attached to a wall mount, before removing all protective film, if any.

#### Attach the TV stand

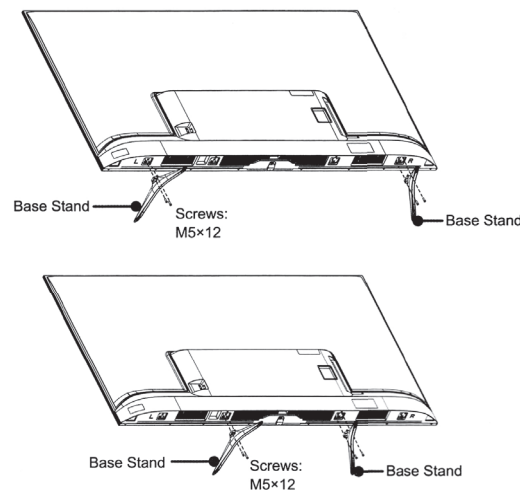
To attach the TV stand legs to your TV:

1. Carefully place your TV face down on a clean, soft and flat surface.
2. Insert the TV base stands into the bottom slots on your TV.
3. Use the screws provided to secure each leg tightly.

#### 43"/50"/55"



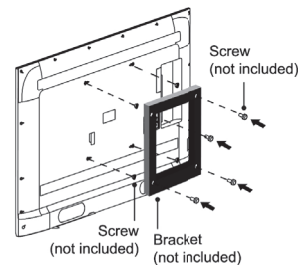
#### 65"



#### Attach the wall mount bracket (not included)

Before you begin the third-party manufacturer instructions, be sure to do the following things:

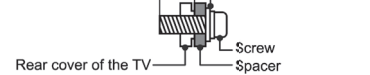
1. Place the TV face down on a clean, safe and cushioned surface.
2. Remove the TV stand if you have already attached it.
3. Place spacers (not included) in the corresponding bracket holes.



#### CAUTION:

- When you attach the mount, be sure to use spacers (provided by the third-party manufacturer) between the TV and the bracket.
- To prevent internal damage to the TV and to ensure it is mounted securely, be sure to use fixing screws (not included) that are 8.0 - 10.0 mm (for 50"/55") or 9.5 - 11.5 mm (for 43"/65") in length when measured from the attaching surface of the rear cover.

8.0 - 10.0 mm (50"/55")    9.5 - 11.5 mm (43"/65")



Wall mount hole pattern (mm)	200 × 200 (43") 200 × 300 (50"/55") 300 × 200 (65")
Wall mount screw size (mm)	M6

Follow instructions provided with the wall mount bracket.

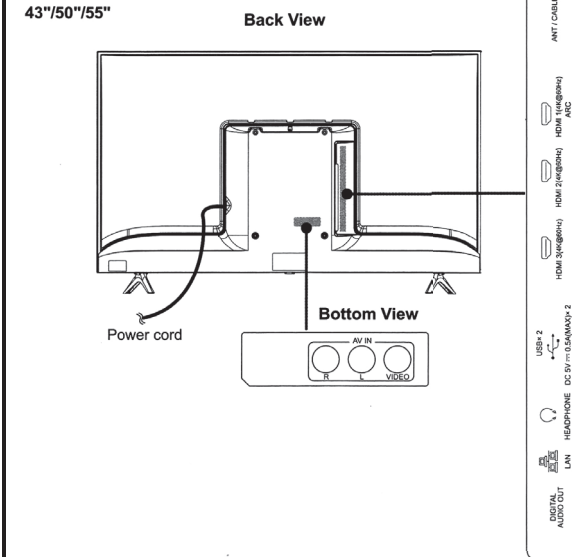
- To complete the installation, please contact the wall mount manufacturer or the retailer from which you purchased the TV.
- The selected screws are 8.0 - 10.0 mm (for 50"/55") or 9.5 - 11.5 mm (for 43"/65") in length when measured from the attaching surface of the rear cover.

**NOTE:** The diameter and length of the screws differ depending on the wall mount bracket model.

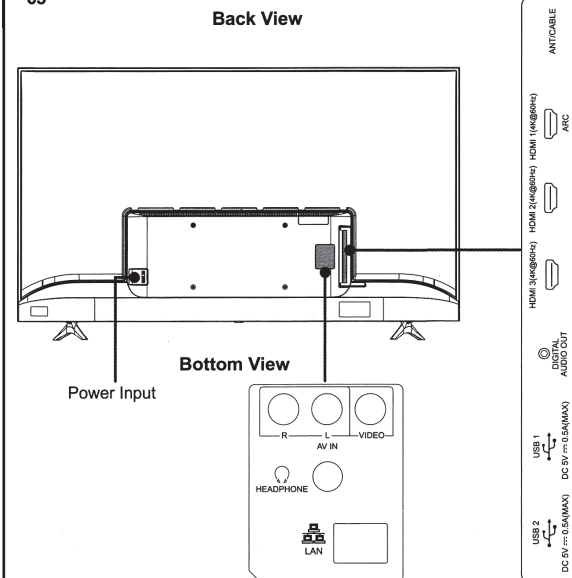
### Step 2. Connect devices to your TV

Check to ensure that you have connected right cables for right ports securely. Loose connections can affect the quality of the picture image and color.

#### 43"/50"/55"



#### 65"



Note: The image shown here is for illustrative purposes only and may be subject to change. The actual number of ports and their locations may vary depending on the model.

TV label	Port	Cable	External Equipment	Brief Description
ANT/CABLE			Antenna VHF/UHF Antenna	Connect an outdoor VHF/UHF antenna.
HDMI			VCR DVD Player/Recorder Set-top Box Satellite Receiver	Connect a High Definition Multimedia Interface (HDMI) cable from an external device.
VIDEO		Yellow	Video Camera	Connect a composite video cable and left-right audio cables from an external AV device.
AV IN	L	White		
	R	Red		
DIGITAL AUDIO OUT			Audio Amplifier Speaker	Connect an optical cable from an external digital audio system.
HEADPHONE				Connect headphones to hear audio from the TV. Headphones with microphones are not supported.
USB				Connect a USB device for browsing photos, music and movies. Hard disks with a total current consumption or impulse current consumption greater than 500mA are not supported.
LAN				Connect an Ethernet cable to access a network or the Internet. The TV also has a wireless connectivity feature.

The cables mentioned in this guide is not supplied with your unit.

### Step 3. Get your remote ready

The following table shows the buttons on your remote control and describes what they are for.

BUTTON	DESCRIPTION
Power on/off	Power on/off
(Red/Green/Yellow/Blue)	Special function buttons
INPUT	Change TV input source
Number	Enter Channels/input numbers
Google Assistant	Google Assistant of TV
CC	Turn Closed Caption On/Off and turn Closed Caption on when mute
TV	Return to the previous source
Menu	The button for the Menu
Navigation	D-pad (up/down/left/right navigation buttons)
OK	Confirmation button
Return	Return to the previous place in the menu or app
Home	Display the Home screen
+VOL -	Volume (up/down)
^ CH v	Channel (up/down)
Mute	Mute and restore sound
MTS	Set the audio language (MTS)
Media	Media content control function buttons
NRT	Choose to leave the Video description feature On or Off
APPS	Quick access to all applications
Microphone	Microphone
App	Quick access buttons to apps

BUTTON	DESCRIPTION
Sub-channel	Select a digital sub-channel

**NOTE:** Buttons listed here are for reference only. Actual remote control models may vary.

The remote control vary depend of model: The buttons on remote control may have a different name or location than the remote control shows in this manual.

#### Insert the batteries (not supplied)

1. Take off the back cover to open the battery compartment of the remote control.
2. Insert two AAA size batteries. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
3. Restore the battery compartment cover.

#### Important information about the remote and batteries

- Discard batteries in a designated disposal area. Do not throw them into a fire.
- Remove old batteries immediately to prevent them from leaking into the battery compartment.
- If you do not intend to use the remote control for a long time, then remove the batteries.
- Battery chemicals can cause a rash. If the batteries leak, clean the battery compartment with a cloth. If chemicals touch your skin then wash it immediately.
- Do not mix old and new batteries.
- Do not mix alkaline, standard (carbon-zinc) or rechargeable (NiCd, NiMH, etc.) batteries.
- Do not continue using the remote if it gets warm or hot.

#### Remote Control Range Information

- The remote control can work at a distance of up to 26 feet in front of the TV set.
- It can work at a 30 degree horizontal or vertical angle.

#### Program Your Universal Cable or Satellite Remote Control to Operate Your New Television (only for USA)

If you would like to program your other household remote controls to your new television, please refer to the User Manual supplied by your Cable or Satellite provider. It should include instructions on how to program their remote to your television. A list of codes for the most common Cable and Satellite providers are listed below. Use the code that is associated with your Cable or Satellite provider (if applicable).



DIRECTV.....0178, 10178, 10019, 10748, 11314, 11660, 11710, 11780, 12049, 10171, 11204, 11326, 11517, 11564, 11641, 11963, 12002, 12183

Time Warner Cable.....386, 0178, 10178, 400, 450, 461, 456, 0748, 1463, 0463, 10463

Comcast.....0178, 10178, 10463, 11463, 10748, 11314, 11660, 10171, 11204, 11326, 11517, 11641, 11780, 11785, 11892, 11963, 12002

Cox Communications.....0178, 10178, 1326, 1463


Dish Network.....505, 627, 538, 720, 659

If the code associated with your Cable or Satellite provider is not listed, does not work or you cannot locate the instructions to program your remote, call your local Cable or Satellite provider's customer service center.

#### Using Your Cable Set-top Box or Satellite Receiver Remote as a 'Universal' Remote

If you prefer to use your Cable Set-top Box or Satellite Receiver Remote as a 'Universal' Remote, then visit the Support page to view a list of the codes.

#### Pairing the remote control

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

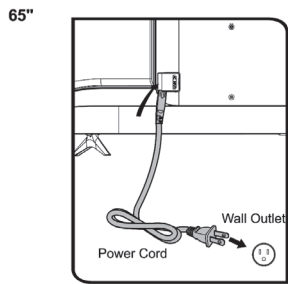
#### NOTE:

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

#### Step 4. Power on the TV

Connect your power cord to the TV and plug it into a power outlet.


Your TV will display a launch screen showing the Hisense logo.

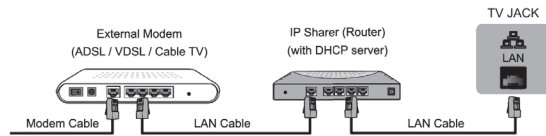


#### Step 5. Complete the first-time setup

The first time you turn on your TV, there is a guided setup to make it easy to connect your TV to the Internet and complete the setup of your TV.

#### Step 6. Establish a network connection

1. Press the **Home** button on the remote control, and select the  icon to select **Settings** to enter the Settings menu.
2. Select **Network & Internet**.



#### Establish a wired network connection

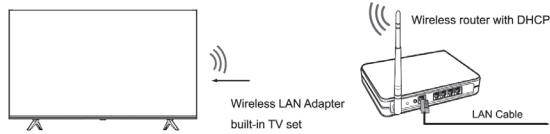
##### Automatically obtain an IP address

1. If you connect to the wired network, the TV will automatically obtain an IP address and connect to the network.  
**NOTE:** The default option of IP Settings Mode is DHCP.
2. If the connection fails, **"Not Connected"** will display for the Ethernet status. Retry or enter the **IP settings**, and select **Static** to input the information again.

##### Manually enter the IP address

1. Enter the **IP settings** to select **Static**.
2. Enter the IP address, Gateway, Network prefix length, DNS 1 and DNS 2 in the menu.

#### Establish a wireless network connection



The TV can directly receive network signals via wireless router.

1. Turn on your Wi-Fi.
2. The list of networks will display automatically.
3. Select a wireless network from the list, input the password.
4. If the network connection does not appear in the list, select **See all** to display all the list, or select **Add new network** to input a Wi-Fi name, select the type of security mode, and enter password.

#### Close the network connection

Unplug the network cable or turn off your Wi-Fi. The network connection will close.

#### STEP 7. Enjoy your TV!


Now that you've completed the first-time setup, your Home screen is your starting point for using your TV. Your Hisense TV provides a variety of entertainment options, so you'll always find something new. Use your TV to watch live channels, access video on demand to watch movies, and much more.

Press the Home button on your remote to get started.

#### Text-to-Speech(TTS) and Video Description functionalities on TV

Text-to-Speech (TTS) and Video Description can help you to navigate the menus on the screen and hear an audio description of relevant programs. Text-to-Speech can convert written text into voice text to help visually impaired people listen to the information they are unable to read. In addition, the Video Description has an audio narration added to certain programs that will describe the main visual elements which visually impaired users may not be able to see.

Follow the steps below to enable the functions:

1. Press the [  ] button to access the Menu.
2. Next, select **Settings** to enter the **Device Preferences** menu.
3. Select **Accessibility > TalkBack** or **Video Description** to turn the Menu Audio or Video Description on or off by selecting the appropriate choice that is presented.

**NOTE:** TalkBack is enabled by selecting the checkbox. **Video Description** is enabled by selecting the Toggle button.

#### Troubleshooting

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

Issues	Possible solutions
No sound or picture	<ul style="list-style-type: none"><li>• Check if the power cord is plugged into a powered AC outlet.</li><li>• Press the Power button on the remote control to activate the unit from 'Standby' mode.</li><li>• Check to see if the LED light is on or not. If it is, then the TV is receiving power.</li></ul>
I have connected an external source to my TV and I get no picture and/or sound.	<ul style="list-style-type: none"><li>• Check for the correct output connection on the external source and for the correct input connection on the TV.</li><li>• Make sure you have made the correct selection for the input mode for the incoming signal.</li></ul>
When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?	<ul style="list-style-type: none"><li>• Yes, this is normal. The TV is initializing and searching for previous setting information.</li></ul>
The picture is normal but there is no sound	<ul style="list-style-type: none"><li>• Check the volume settings.</li><li>• Check if 'Mute' mode is set to On.</li></ul>
Sound but no picture or black and white picture	<ul style="list-style-type: none"><li>• If the picture is black and white, unplug the TV from the AC outlet and replug it after 6C seconds.</li><li>• Check that the Color is set to 50 or higher.</li><li>• Try different TV channels.</li></ul>
The sound and/or picture is distorted or appears wavy	<ul style="list-style-type: none"><li>• An electric appliance may be affecting the TV. Turn off any appliances that are nearby and move it farther away from the TV.</li><li>• Insert the power plug of the TV set into another power outlet.</li></ul>
The sound and picture is blurry or cuts out	<ul style="list-style-type: none"><li>• If using an external antenna, check the direction, position and connection of the antenna.</li><li>• Adjust the direction of your antenna or reset or fine tune the channel.</li></ul>
A horizontal or vertical stripe appears on the picture and/or the picture is shaking	<ul style="list-style-type: none"><li>• Check if there is an appliance or electric tool nearby that is causing interference.</li></ul>
The plastic cabinet makes a "clicking" type of sound	<ul style="list-style-type: none"><li>• The 'click' sound can occur when the temperature of the television changes. This change causes the television cabinet to expand or contract, which makes the sound. This is normal and the TV is OK.</li></ul>
The remote control does not work	<ul style="list-style-type: none"><li>• Confirm that TV still has power and is operational.</li><li>• Change the batteries in the remote control.</li><li>• Check if the batteries are correctly installed.</li></ul>

#### Product Specifications

Model Name	43H78G 43H6500G 43H6570G 43H6590G		50H78G 50H6500G 50H6570G 50H6590G	
	Dimension (W × H × D)	Without Stand 37.8 × 22.0 × 3.3 inches (961 × 560 × 83 mm)	With Stand 37.8 × 24.1 × 7.7 inches (961 × 613 × 196 mm)	Without Stand 43.9 × 25.5 × 3.2 inches (1 116 × 648 × 82 mm)
Weight	Without Stand 15.0 lbs (6.8 kg)	With Stand 15.2 lbs (6.9 kg)	Without Stand 21.6 lbs (9.8 kg)	With Stand 21.8 lbs (9.9 kg)
TV Stand Width(W × D)	30.5 × 7.7 inches (775 × 196 mm)		37.9 × 8.9 inches (963 × 226 mm)	
Class	43"		50"	
Active Screen Size (Diagonal)	42.5 inches		49.5 inches	
Screen Resolution	3 840 × 2 160			
Audio Power	7 W + 7 W		8 W + 8 W	
Power consumption	100 W		130 W	
Power Supply	120 V ~ 60 Hz			
Connectivity	Built-in Wireless feature (2x2 dual band)			
Ports	3 HDMI ports, 2 USB ports, 1 LAN port for Ethernet, 1 Digital Audio Output, 1 RF Input, 1 Headphone Audio Output, 1 RCA Composite Video Input, 1 left/right Audio Input for Composite			
Receiving Channels	VHF: 2 - 13, UHF: 14 - 69, CATV: 1 - 125 Digital Terrestrial Broadcast (8VSB): 2 - 69 Digital cable (64/256 QAM): 1 - 135			
Tuner Type	Frequency synthesized			
Receiving System	Analog: NTSC Digital: ATSC/QAM			
Operating Temperature	41°F - 95°F(5°C - 35°C)			
Operating Humidity	20% to 80% non-condensing			
Storage Temperature	5°F to 113°F(-15°C to 45°C)			
Storage Humidity	10% to 70%, non-condensing			

Model Name	55H78G 55H6500G 55H6570G 55H6590G		65H78G 65H6500G 65H6570G 65H6590G	
	Dimension (W × H × D)	Without Stand 48.4 × 28.0 × 3.4 inches (1 230 × 712 × 86 mm)	With Stand 48.4 × 30.4 × 8.9 inches (1 230 × 773 × 226 mm)	Without Stand 57.0 × 32.8 × 3.2 inches (1 448 × 834 × 81 mm)
Weight	Without Stand 27.1 lbs (12.3 kg)	With Stand 27.8 lbs (12.6 kg)	Without Stand 36.8 lbs (16.7 kg)	With Stand 37.5 lbs (17.0 kg)
TV Stand Width(W × D)	40.1 × 8.9 inches (1 018 × 226 mm)		47.6 × 11.4 / 25.0 × 11.4 inches (1 208 × 290 / 635 × 290 mm)	
Class	55"		65"	
Active Screen Size (Diagonal)	54.6 inches		64.5 inches	
Screen Resolution	3 840 × 2 160			
Audio Power	8 W + 8 W			
Power consumption	135 W		160 W	
Power Supply	120 V ~ 60 Hz			
Connectivity	Built-in Wireless feature (2x2 dual band)			
Ports	3 HDMI ports, 2 USB ports, 1 LAN port for Ethernet, 1 Digital Audio Output, 1 RF Input, 1 Headphone Audio Output, 1 RCA Composite Video Input, 1 left/right Audio Input for Composite			
Receiving Channels	VHF: 2 - 13, UHF: 14 - 69, CATV: 1 - 125 Digital Terrestrial Broadcast (8VSB): 2 - 69 Digital cable (64/256 QAM): 1 - 135			
Tuner Type	Frequency synthesized			
Receiving System	Analog: NTSC Digital: ATSC/QAM			
Operating Temperature	41°F - 95°F(5°C - 35°C)			
Operating Humidity	20% to 80% non-condensing			
Storage Temperature	5°F to 113°F(-15°C to 45°C)			
Storage Humidity	10% to 70%, non-condensing			

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

#### Certification and Compliance

##### FCC Notice

This device has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:** The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

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

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

##### Declaration of Conformity

Trade Name: Hisense

Model: 43H78G / 43H6500G / 43H6570G / 43H6590G / 50H78G / 50H6500G / 50H6570G / 50H6590G / 55H78G / 55H6500G / 55H6570G / 55H6590G / 65H78G / 65H6500G / 65H6570G / 65H6590G

Responsible Party: Hisense USA Corporation

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



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The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.



##### Environmental Protection

This mark indicates that this product should not be disposed together with other domestic garbage, to avoid damage to the environment or human health due to the disposal of uncontrolled waste. Recycle it responsibly for promoting the sustainable reuse of material resources. To return your used device, please use the return systems available in your location or contact the vendor where you purchased your product they could take this product for recycling and protection of the environment.

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#### REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of NINETY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

**Refurbished Product Service Center**  
**13225 Marquardt Avenue Santa Fe Springs, CA 90670.**

#### WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to [www.ConsumerServiceRefurbish.com](http://www.ConsumerServiceRefurbish.com) or call the **Refurbished Product Service Center** at 562-946-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

**Refurbished Product Service Center,**  
**Att: Customer Service Department 13225 Marquardt Avenue**  
**Santa Fe Springs, CA 90670**

Your unit will be promptly repaired and returned to you. We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

**Owner's Information**  
(Keep for your permanent records)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

MODEL: \_\_\_\_\_ SERIAL NO.: \_\_\_\_\_

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