

Hisense

CanvasTV

QUICK
SETUP GUIDE

Disclaimer

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Find what you want

This TV is equipped with this quick setup guide and embedded E-Manual (⚙️ > Settings > System > Advanced System > E-Manual).

E-Manual support functions		
	QR Code	Scan to open the E-Manual on your mobile device.
	Search	Find the help you are looking for.

What's in the box

Your Hisense TV comes with the following items:

- TV
 - power cord
 - remote control
- 2 base stands
 - wall mount assembly
 - screws (attach the TV stand)

- NOTE:**
- The accessories may be different from the list above due to different models, countries/regions, please refer to the actual accessory bag.
 - The power cord included with this TV is not rated for in-wall use. It is designed for standard use and should not be installed within walls.

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.

Getting started

Step 1. Attach stand, mount or frame

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

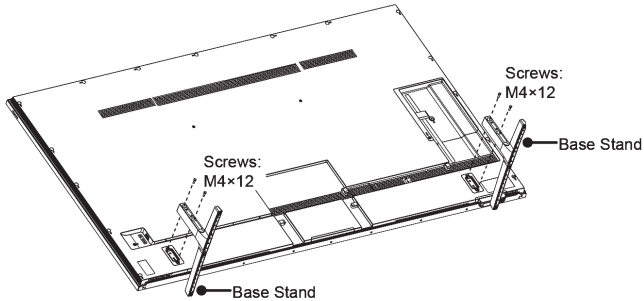
CAUTION:

- ⚠️ Disconnect the AC 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 stand or mount installation is completed, make sure the TV is steady on a table or firmly attached to a wall mount, before removing all protective film, if any. If the protective film was not removed, the installation of the frame will be affected.
- ⚠️ Before installing the frame, please install the TV stand or the wall mount.

Attach the TV stand

To attach the TV stands to your TV:

- Carefully place your TV face down on a clean, soft and flat surface.
- Insert the TV base stands into the TV back cover.
- Use the screws provided to secure each base stand tightly.**



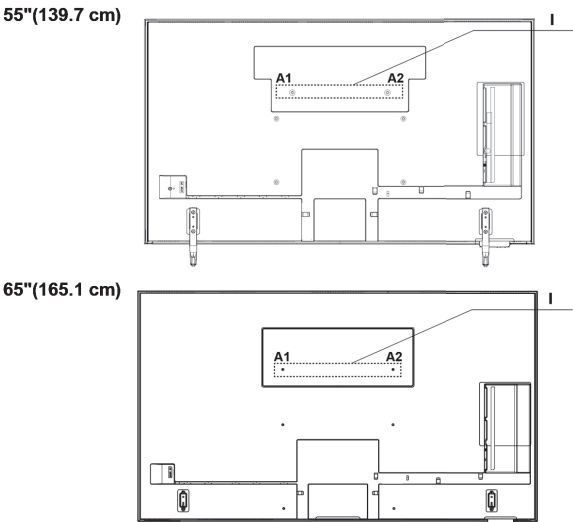
Attach the wall mount bracket (not included)

Follow instructions provided with the wall mount bracket. If it is not correctly mounted, the TV may fall and cause property damage or personal injury.

NOTE: Remove the screws from the bracket holes on the TV back cover before wall mount installing. The removed screws cannot be used for attaching the wall mount.

To attach the wall mount bracket:

Wall mounting solution I : Use bracket holes A1, A2 and use standard wall bracket. The screws and wall bracket are in the wall mount assembly.

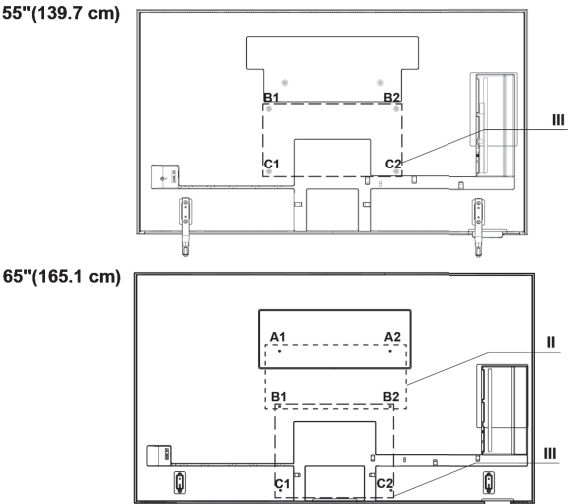


Attach the wall mount bracket (not included)

NOTE: Remove the screws from the bracket holes on the TV back cover before wall mount installing. The removed screws cannot be used for attaching the wall mount.

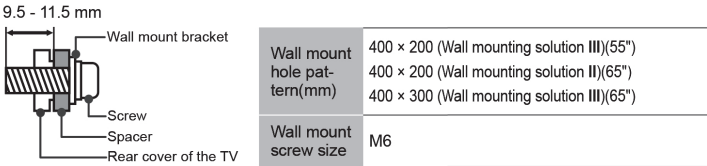
Wall mounting solution II (only for 65"(165.1 cm)) : Use bracket holes A1, A2, B1, B2. Place spacers (not included) in the bracket holes(A1, A2). This solution requires that the upper two spacers(A1, A2) are parallel with the lower two holes(B1, B2). It is compatible with 400×200 VESA wall mount, M6 screws, the screw length is 9.5 - 11.5 mm.

Wall mounting solution III : Use bracket holes B1, B2, C1, C2. It is compatible with 400×200(55"(139.7 cm))/400×300(65"(165.1 cm))VESA wall mount, M6 screws, the screw length is 9.5 - 11.5 mm.



CAUTION:

- Follow instructions provided with the wall mount bracket. If it is not correctly mounted, the TV may fall and cause property damage or personal injury.
- To prevent internal damage to the TV and to ensure it is mounted securely, be sure to use fixing screws (not included) that are 9.5 - 11.5 mm in length when measured from the attaching surface of the rear cover.



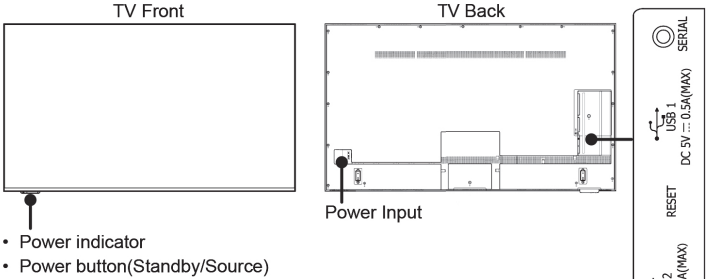
- We do not recommend hanging the TV on a slanted wall, and when wall mounting make sure your television remains parallel to the wall and does not lean forward.

NOTE:

- If installed on a ceiling or slanted wall, or the television installed is not parallel to the wall, the television may fall and result in property damage or severe personal injury.
- If you have additional questions, please contact the wall mount manufacturer or the retailer from which you purchased the TV.
- 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.



CAUTION:

- Do not block the sensor which is located at the left bottom of the TV, otherwise the motion sensor and the brightness can be affected.

Power indicator	The light is white in standby mode.
Power button (Standby/Source)	When the TV is in standby mode, quick press the power button, and TV will be turned on. When the TV is on, quick press the power button to call up the menu: - Quick press to change the selection. - Long press to confirm your selection.
ANT/CABLE	Connect an outdoor VHF/UHF antenna.
HDMI	Connect a High Definition Multimedia Interface (HDMI) cable from an external device.
RESET	Power off / restart (quick press) Reset your TV back to the factory setting (long press for 5 seconds)
SERIAL	Connect the serial cable to PC. You can input serial command on PC to control the TV, such as turn on/off the TV, select an input source or adjust the OSD menu, etc.
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.
DIGITAL AUDIO OUT	Connect an optical cable from an external digital audio system.

The actual descriptions of control panel and their locations may vary depending on the model.

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 / Enter art mode / Power off when the TV in art mode
	Microphone / Indicator
	Change TV input source
	Google Assistant of TV
	Accounts & Sign In or switch profile
	Access the settings (direct or through the dashboard in GTV) from any place in the system
	D-pad (up/down/left/right navigation buttons)
OK	Confirmation button
	Return to the previous place in the menu or app
	Press to display the Home screen
	Enter to Live tab in launcher/Display the Electronic Program Guide(if support)/Return to Live TV*
+ VOL –	Volume (up/down)
^ CH v	Channel (up/down)
	Press to mute or restore sound Press and hold to display Accessibility menu
MENU	Press to enter Menu
	Media content control function buttons
	Enter Channels/input numbers and special function buttons
App	Quick access buttons to applications
	Custom button to launch input or apps quickly
	Press to enter art mode

NOTE

- Buttons listed here are for reference only. Actual remote control may vary depending on model, country/region.
- * Pressing the button in different scenarios will have different responses.

The remote control vary depend of model: The buttons on the remote control may have a different name or location than the remote control shows in this manual. **(Batteries Not Included)**

Accessory type and quantity may vary depending on the model.

The images shown here are for illustrative purposes only and may be subject to change.”

Insert the batteries (Batteries Not Included)

- Take off the back cover to open the battery compartment of the remote control.
- Insert two AA or AAA (1.5Vcc) size batteries. Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
- 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 (792.5 cm) in front of the TV set.
- The remote control angle: taking the remote sensor as an apex, 6 meters away, its controlled horizontal angle is within ±30°, while the vertical angle is within ±15°.

Pairing the remote control

- Pair the remote to the TV after you power it on for the first time, there will be instructions on how to pair the remote.
- If your remote fails to pair with TV, keep the remote within 10 feet (304.8 cm) from the TV, press and hold the [←] button and [🏠] button at the same time or [MENU] button at least 3 seconds to start pairing.
- 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 2, or you can press [⚙️] button to select **Settings > Remotes & Accessories > Bluetooth to On**.

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 insert them back. 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

Plug your power cord into a power outlet.

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

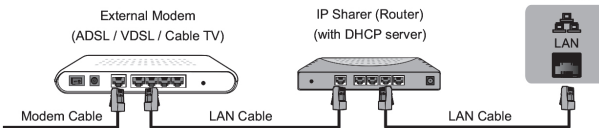
Step 5. Complete the first-time setup

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

- Press the [⚙️] button on the remote, and select **Settings** to enter the Settings menu.
- Select **Network & Internet**.

Establish a wired network connection



Establish a wireless network connection



And setup is done, congratulations!

Now that you've completed the first-time setup, enjoy your TV!

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	- Check if the power cord is plugged into a powered AC outlet. - Press the Power button on the remote control to activate the unit from 'Standby' mode. - Check to see if the LED light is on or not. If it is, then the TV is receiving power.
I have connected an external source to my TV and I get no picture and/or sound.	- Check for the correct output connection on the external source and for the correct input connection on the TV. - Make sure you have made the correct selection for the input mode for the incoming signal.
When I turn on my TV, there is a delay for a few seconds before the picture appears. Is this normal?	Yes, this is normal. The TV is initializing and searching for previous setting information.
The picture is normal but there is no sound	- Check the volume settings. - Check if 'Mute' mode is set to On.
Sound but no picture or black and white picture	- If the picture is black and white, unplug the TV from the AC outlet and replug it after 60 seconds. - Check that the Color is set to 50 or higher. - Try different TV channels.
The sound and/or picture is distorted or appears wavy	- An electric appliance may be affecting the TV. Turn off any appliances that are nearby and move it farther away from the TV. - Insert the power plug of the TV set into another power outlet.
The sound and picture is blurry or cuts out	- If using an external antenna, check the direction, position and connection of the antenna. - Adjust the direction of your antenna or reset or fine tune the channel.
A horizontal or vertical stripe appears on the picture and/or the picture is shaking	Check if there is an appliance or electric tool nearby that is causing interference.
The plastic cabinet makes a "clicking" type of sound	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.
The remote control does not work	- Confirm that TV still has power and is operational. - Change the batteries in the remote control. - Check if the batteries are correctly installed.

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

The actual descriptions of control panel and their locations may vary depending on the model.

Product specifications

Model Name		55S7N / 55S75N / 55S75NC / 55S75ND	65S7N / 65S75N / 65S75NC / 65S75ND
Dimension (W × H × D)	Without Stand	48.5 × 28.4 × 1.4 inches (1 232 × 721 × 36 mm)	57.1 × 33.2 × 1.4 inches (1 451 × 844 × 36 mm)
	With Stand	48.5 × 30.8 × 11.7 inches (1 232 × 782 × 298 mm)	57.1 × 35.2 × 15.0 inches (1 451 × 893 × 381 mm)
Dimension (W × H × D) (with frame)	Without Stand	49.4 × 28.9 × 1.5 inches (1 256 × 733 × 39 mm)	58.1 × 33.7 × 1.5 inches (1 475 × 856 × 39 mm)
	With Stand	49.4 × 31.2 × 11.7 inches (1 256 × 793 × 298 mm)	58.1 × 35.6 × 15.0 inches (1 475 × 903 × 381 mm)
Weight	Without Stand	40.1 lbs (18.2 kg)	61.7 lbs (28.0 kg)
	With Stand	40.3 lbs (18.3 kg)	62.6 lbs (28.4 kg)
Weight (with frame)	Without Stand	42.5 lbs (19.3 kg)	64.9 lbs (29.5 kg)
	With Stand	42.8 lbs (19.4 kg)	65.8 lbs (29.9 kg)
TV Stand Width(W × D)		36.7 × 11.7 inches (932 × 298 mm)	44.1 × 15.0 inches (1 120 × 381 mm)
Active Screen Size (Diagonal)		54.6 inches (138.7 cm)	64.5 inches (163.8 cm)
Audio Power		2×10W + 2×8W	2×10W + 2×8W
Power consumption		150 W	200 W
Screen Resolution		3840 × 2160	
Power Supply		100-240 V~ 50/60 Hz	
Connectivity		Built-in Wireless feature (2x2, dual band)	
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 Systems		Analog: NTSC, PAL M/N Digital: ATSC/QAM, ISDB-T	
Wireless LAN Module specifications	Frequency Range	2.4-2.4835GHz 5.15-5.85GHz	
	Output Power (Max.)	2.4-2.4835GHz 17dBm 5.15-5.25GHz 14dBm 5.25-5.35GHz(DFS Band) 14dBm 5.49-5.71GHz(DFS/TPC Band) 14dBm 5.725-5.85GHz(for Non EU) 14dBm	
Bluetooth Module specifications	Modulation Type	IEEE802.11 a/b/g/n/ac	
	Version/Profiles	Bluetooth 5.3	
	Frequency Range	2.4-2.4835GHz	
	Output Power (Max.)	2.4-2.4835GHz,Class1,6dBm	
	Modulation Type	GFSK, π/4-DQPSK and 8-DPSK	
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	

NOTE: "Receiving Systems" may differ depending on your model/country/region.
Disclaimer: All products, product specifications, and data are subject to change without notice to improve reliability, function, design or otherwise.

Certification and compliance

NOTE: The following warnings only apply to products with such certification.

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.

Note: This equipment 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 equipment 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 equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment 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 equipment and receiver.
- Connect the equipment 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.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of [20] cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

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

This equipment complies with radio frequency exposure limits set forth by the Innovation, Science and Economic Development Canada for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the device and the user or bystanders. This device must not be co-located or operating in conjunction with any other antenna or transmitter.



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 re-furbished 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
9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

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** 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 9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

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: _____

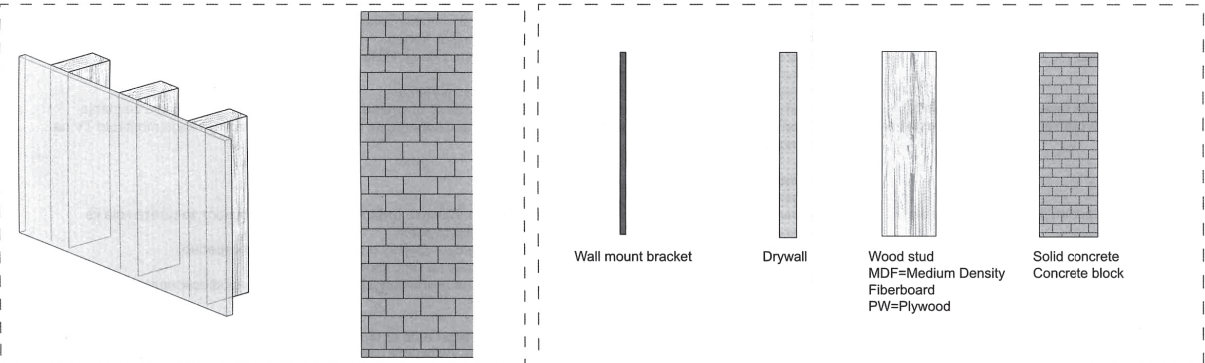
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MODEL: _____

SERIAL NO.: _____

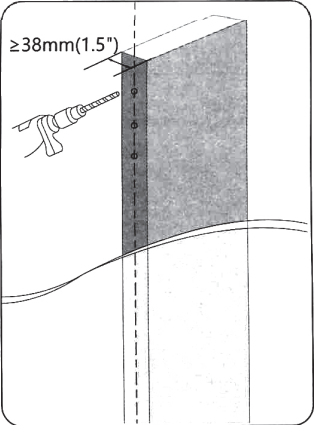
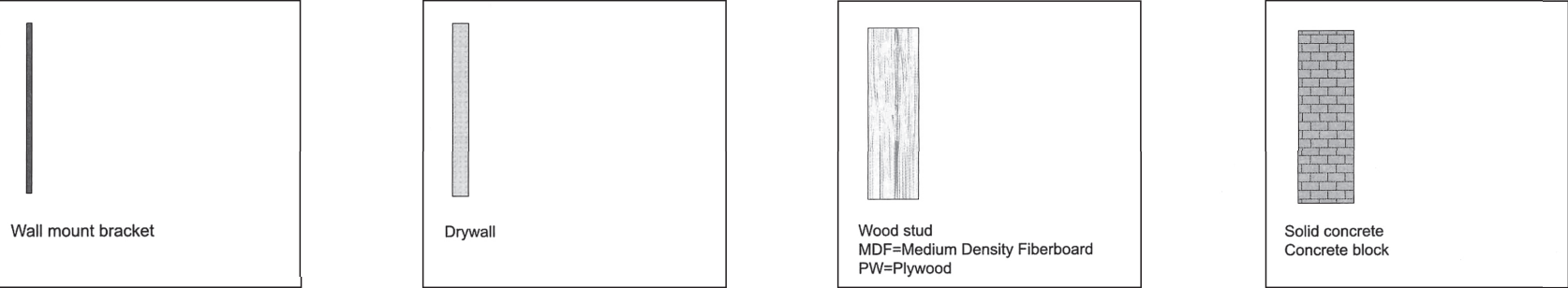
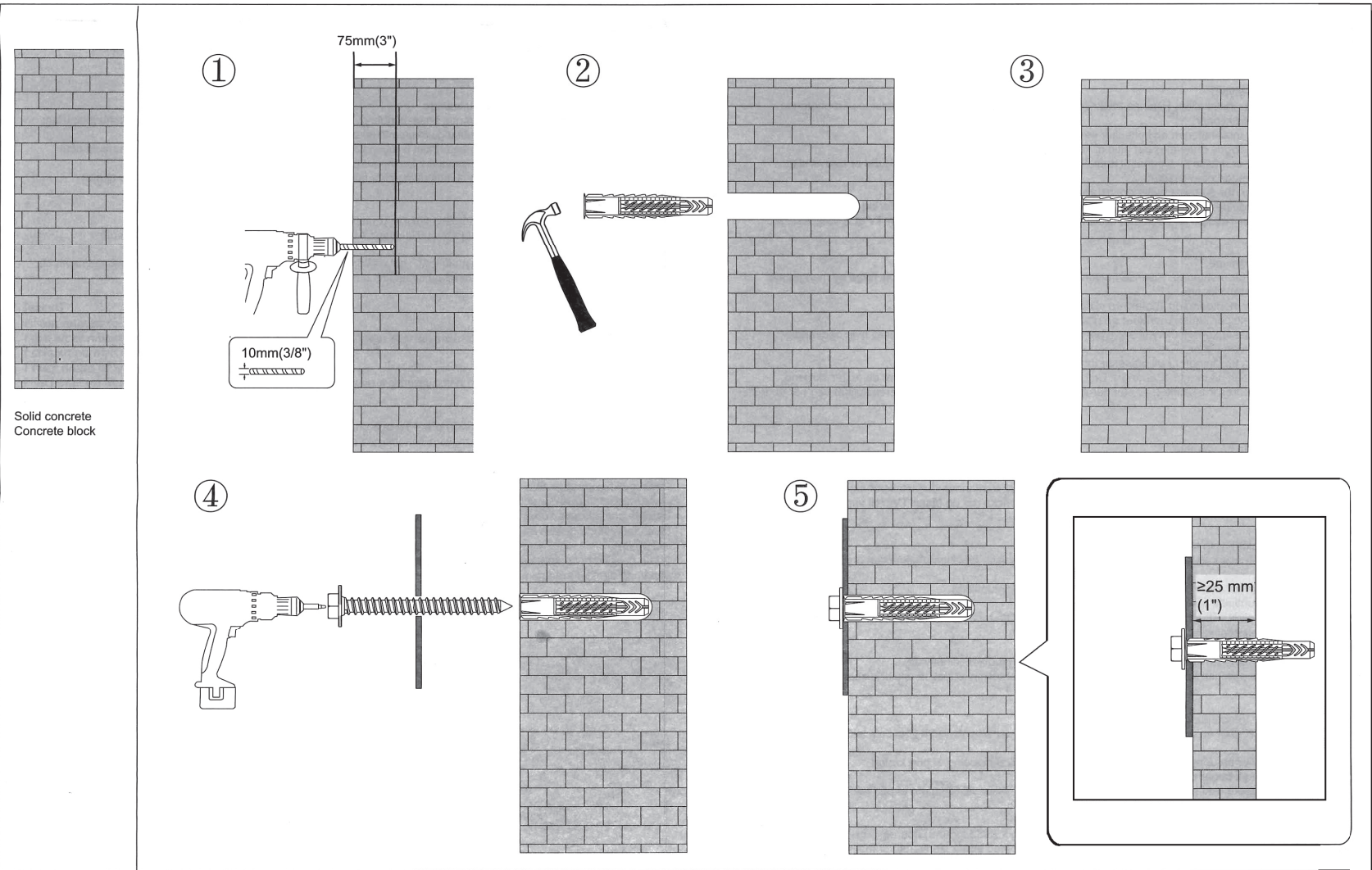
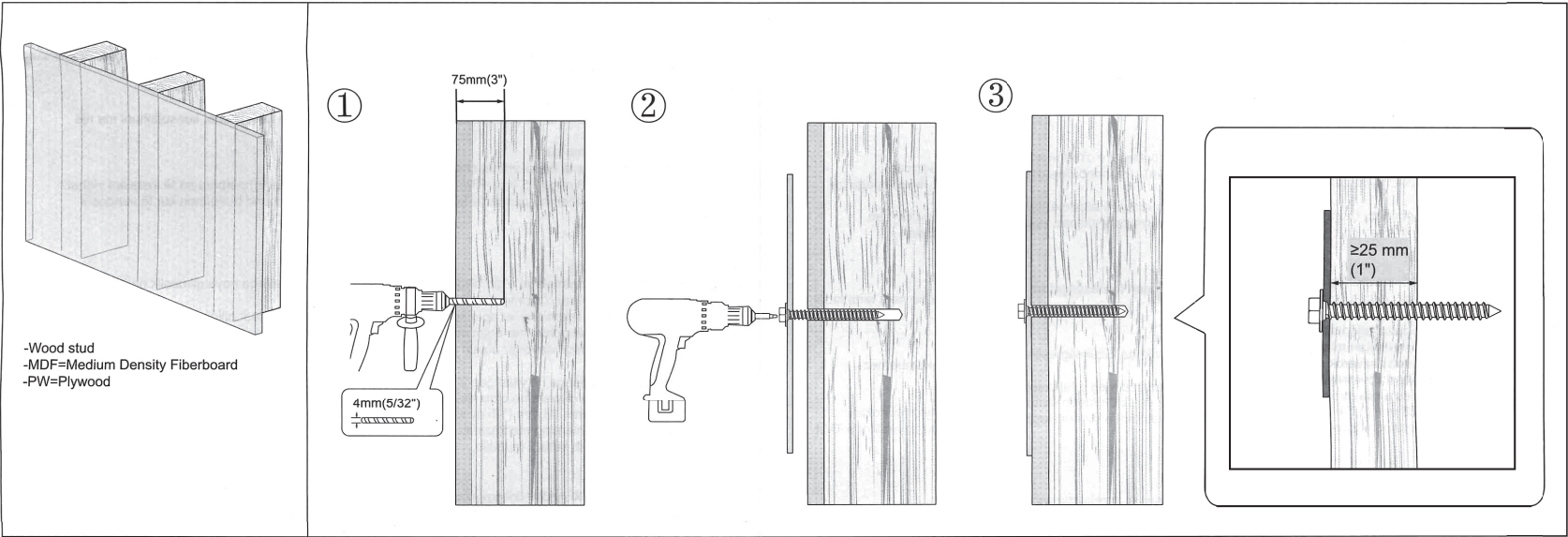


Standard Installation Requirements by Wall Type



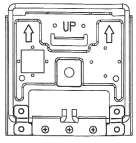
Accessory type and quantity may vary depending on the model.

The images shown in this manual are for illustrative purposes only and may be subject to change.



Installation Requirements by Wall Type:
!Read all instructions before installation. Hisense disclaims any liability for damages resulting from failure to adhere to these instructions.
!Check the wall type before installing and consult an expert if necessary.
!Always consult an expert for installing and on a drywall.
!The screws provided may not be suitable for some walls. Consult a professional if necessary.
Installation Requirements for Stud Walls.
*Find the studs in the wall before drilling holes and installing screws.
*Minimum stud width: 38mm(1.5 inches). Drill 4mm holes (5/32 inch) first before installing screws.
*Screw holes must be drilled in the center of studs: otherwise, studs can split when you attach the TV to the wall mount.

WALL MOUNT



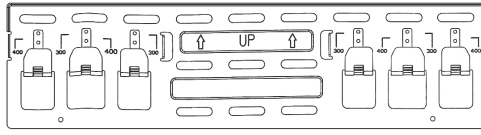
A



B



C



D



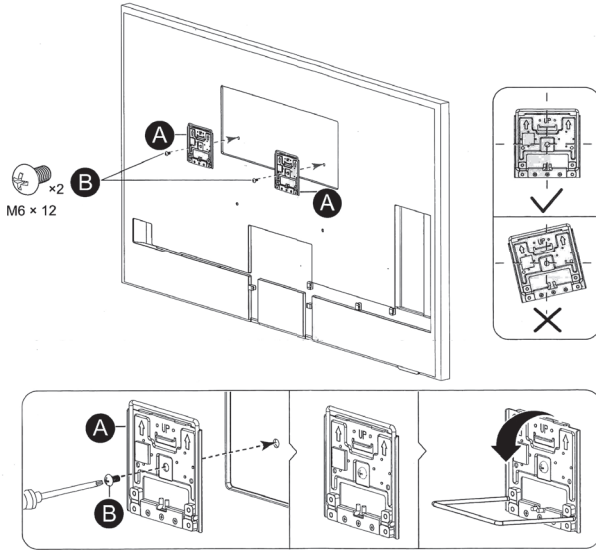
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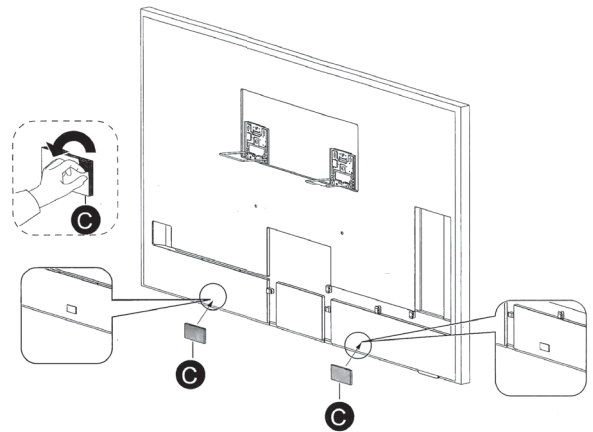
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Note: Accessories may vary depending on the model.

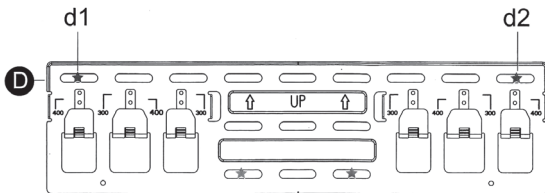
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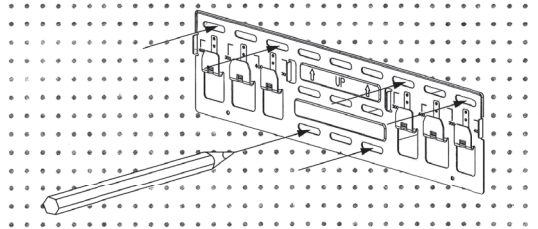
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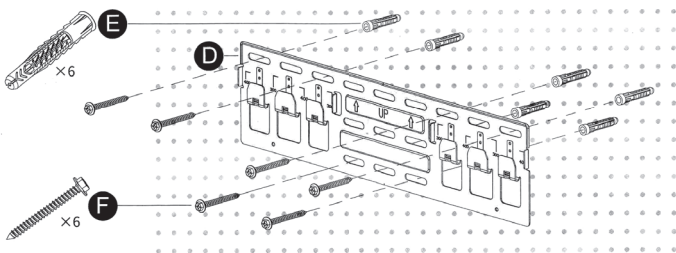
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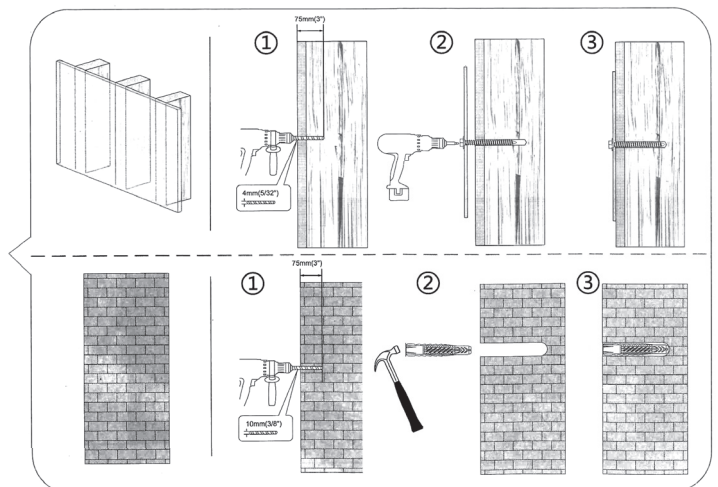
Install screws in the 4 screw holes marked with*. At the holes identified as d1 and d2, the screws must be fixed into studs or concrete wall that can support the weight of your TV. Fix the remaining 2 screws in the other unmarked holes, depending on the specific installation location.



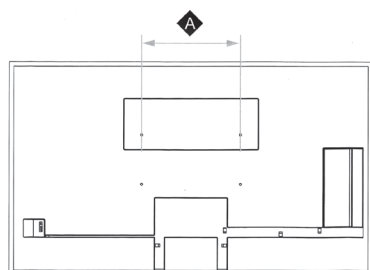
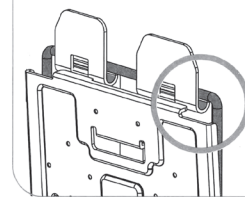
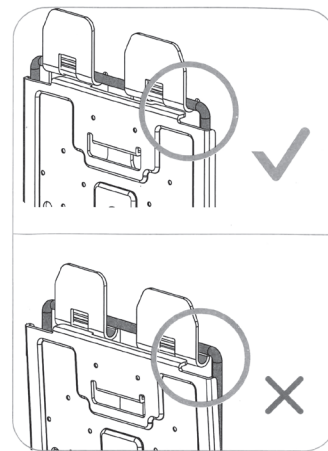
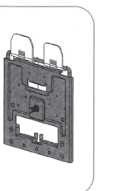
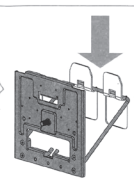
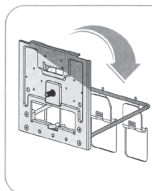
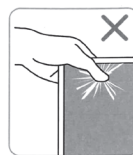
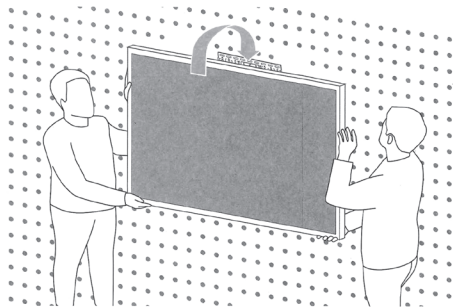
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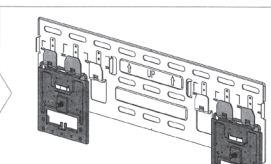
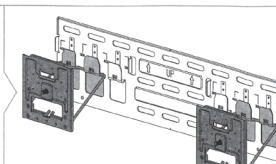
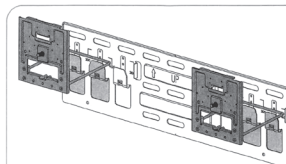
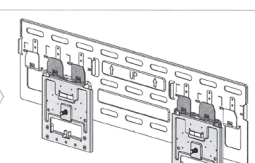
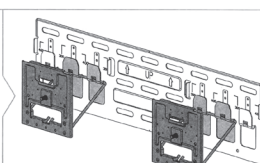
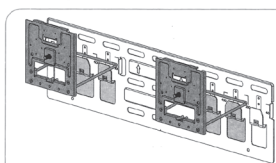
- Install your TV referring to the installation requirements specific to your wall type (detailed instructions is provided in a separate sheet)
- Do not mount it on drywall without reinforcement
- The screws provided are only suitable for use in studs, MDF (Medium Density Fiberboard),
- A standard stud spacing is supported (16", 18").



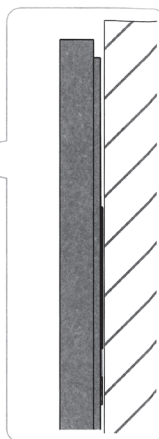
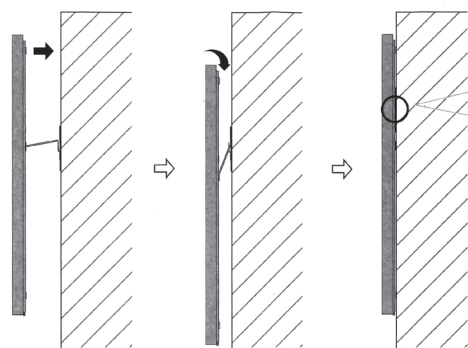
5



55"
A=300mm
(11.8")

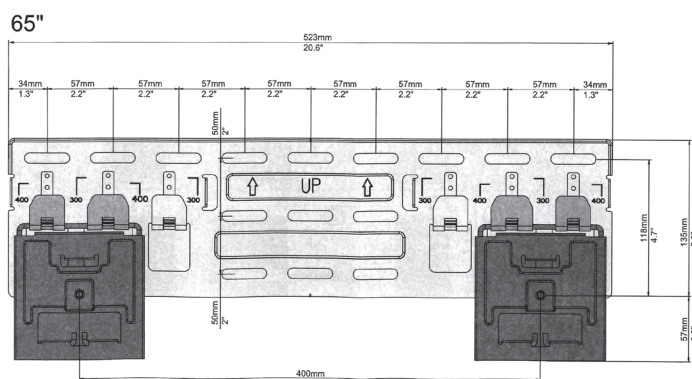
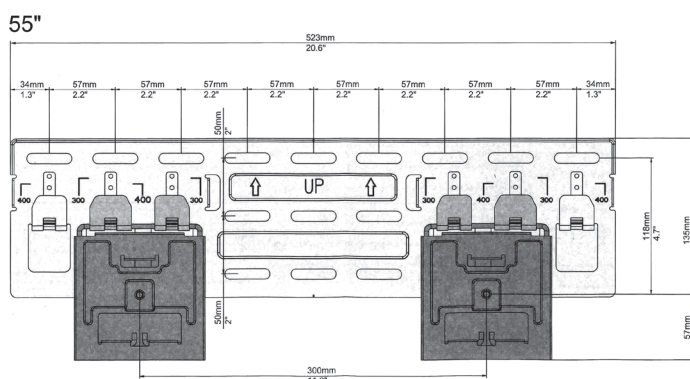


65"
A=400mm
(15.8")



Note: The image shown here is for illustrative purposes only and may be subject to change.

Note: The actual number of ports and their locations may vary depending on the model.



8 2 4 0 0 0 0 1 3



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