Hisense | fire tv

Quick Setup Guide

Before using the TV, please read this guide carefully and keep it for future reference.

1415256 ES-A24460R-1

English

Congratulations on the purchase of your Hisense TV! If you would like to know 'all things Hisense', contact us using the support info:

The model and serial number of the TV is located on the back and/or on one side of the TV. We recommend that you record this if you ever need service.

Country	Customer Care Center	Hisense Support Page	Register your TV
U.S.A	• **Phone:** 1-888-935-8880 • **Hours of Operation:** Monday - Friday: 9 AM to 9 PM EST Saturday - Sunday: 9 AM to 6 PM EST • **Service Email:** Service@hisense-usa.com	http://www.hisense-usa.com/support/ For Software issues, contact www.amazon.com/deviceservices/support	http://www.hisense-usa.com/support/register

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This Quick Setup Guide supports the following models:

55U65QF / 55U65QFB / 55U65QFC / 55U65QFD
65U65QF / 65U65QFB / 65U65QFC / 65U65QFD
75U65QF / 75U65QFB / 75U65QFC / 75U65QFD
85U65QF / 85U65QFB / 85U65QFC / 85U65QFD
100U65QF / 100U65QFB / 100U65QFC / 100U65QFD

What's in the box

Your Hisense TV comes with the following items:

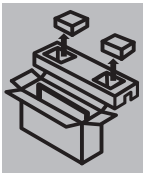
- TV
- Power cord
- Remote control
- 2 base stands
- 4 screws (55"/65"/75"/100")
- Quick Setup Guide (this document)
- 1 set of AAA batteries
- Important Safety Information and Warranty Card
- 6 screws (85")

NOTE:

The accessories may be different from the list above due to different models, countries/ regions, please refer to the actual accessory bag.

IMPORTANT:

To prevent accidentally discarding items that came with your TV, be sure to **check ALL of the foam** in the carton box.



- Please check foam for accessories before discarding.
- Veuillez vérifier la mousse pour qu'il n'y ait pas d'accessoires avant de la jeter.
- Antes de desechar la espuma, asegúrese de retirar todos los accesorios.

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 or mount

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

CAUTION:

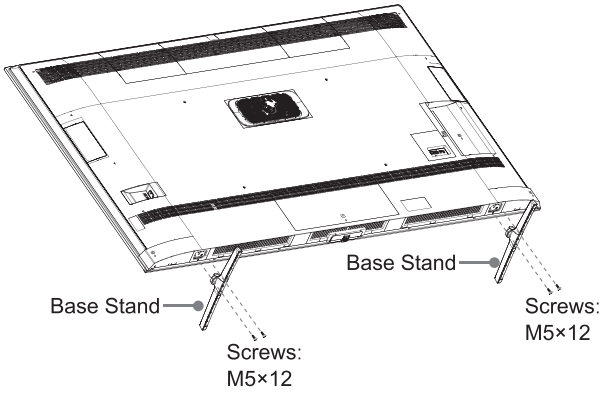
- Disconnect the AC power cord before installing a stand or a wall mount bracket.
- The display on your TV is fragile. Make sure the TV screen is not scratched or damaged by hard objects or from pressure.
- After the installation is completed, make sure the TV is steady on a table or firmly attached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

Attach the TV stand

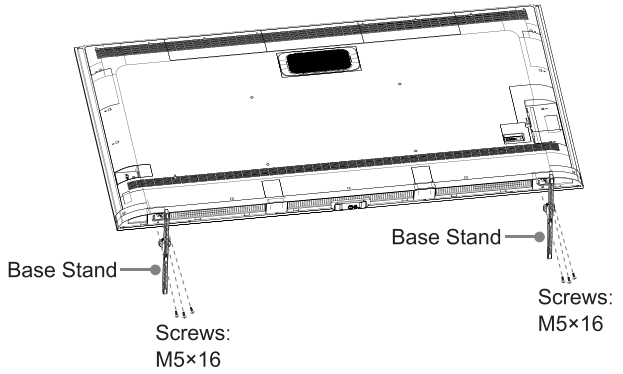
To attach the TV base stands to your TV:

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

55"/65"/75"



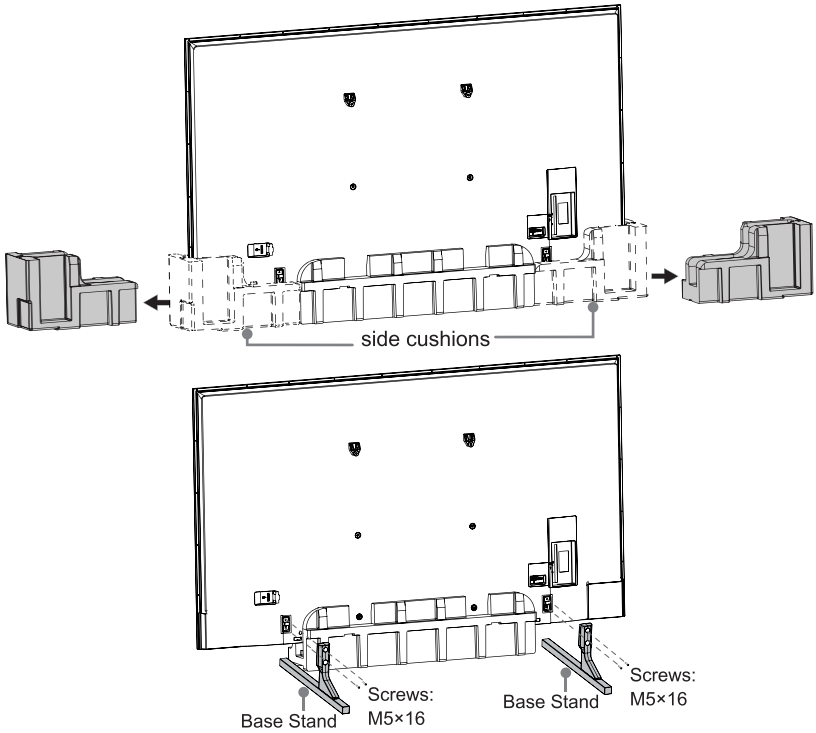
85"



100"

NOTE: Three or more persons are needed to install the TV. One person holds the TV to prevent tipping through the whole installation process.

1. One person holds the side of the TV, and the others remove the side cushions. Do not pinch the screen when hold the TV.
2. Insert the TV base stands into the bottom slots on your TV. Use the screws provided to secure each base stand tightly.
3. It takes three persons to transport the TV. The weight of TV with base stands is 140.0 lbs (63.5 kg), the furniture where the TV is placed should be tough enough to support. Please make sure the width of the furniture is above 18.9 inches (480 mm).

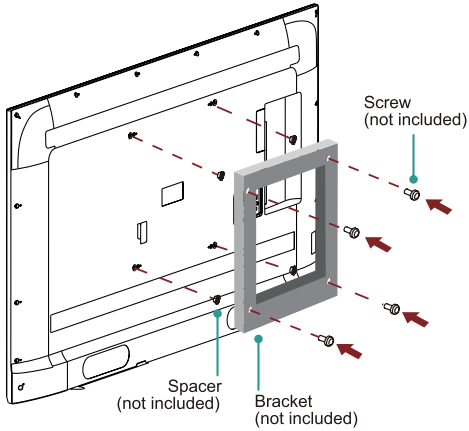


Attach the wall mount bracket (not included)

55"/65"/75"/85"

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

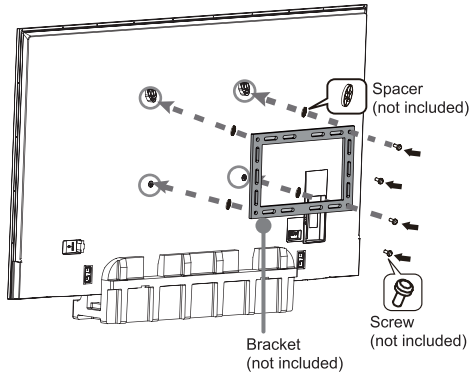
1. Place the TV on a clean, safe and cushioned surface.
2. Remove the TV stands if you have already attached them.
3. Place spacers (not included) in the corresponding bracket holes.



100"

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

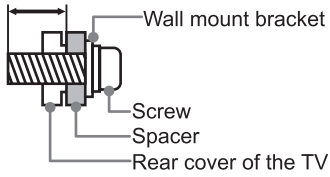
1. Keep the television vertically on the cushions. The TV weight with base stands is 140.0 lbs (63.5 kg), make sure the wall is tough enough before hanging the TV.
2. Remove the TV stands if you have already attached them.
3. Place spacers (not included) in the corresponding bracket holes.



CAUTION:

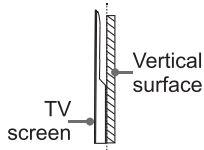
- Follow instructions provided with the wall mount bracket. If it is not correctly mounted, the TV may fall and cause property damage or personal injury.
- When you attach the mount, be sure to use spacers (provided by the third-party manufacturer) between the TV and the bracket.
- To prevent internal damage to the TV and to ensure it is mounted securely, be sure to use fixing screws (not included) that are 9.5 - 11.5 mm (55"/65"/75") / 11.0 - 13.0 mm (85"/100") in length when measured from the attaching surface of the rear cover.

9.5 - 11.5 mm (55"/65"/75")
11.0 - 13.0 mm (85"/100")



Wall mount hole pattern(mm)	400 × 200 (55") 400 × 400 (65") 600 × 400 (75"/85") 800 × 400 (100")
Wall mount screw size	M6 (55"/65"/75") M8 (85"/100")
Number of wall mount screw	4

- 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.

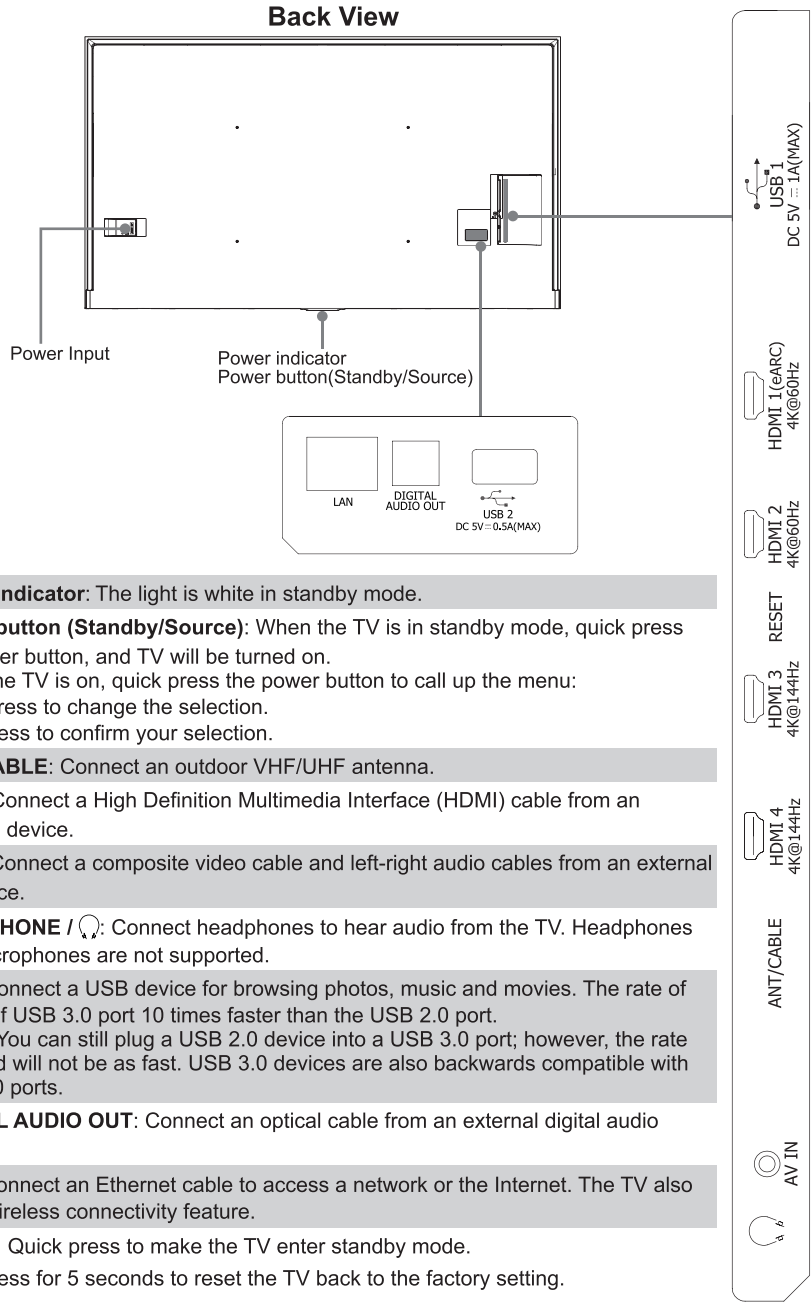


NOTE:

- 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 the right cables to the right ports securely. Loose connections can affect the quality of the picture image and color.

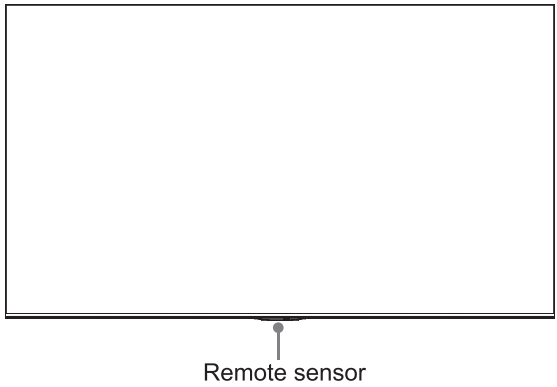


- **Power indicator**: The light is white in standby mode.
- **Power button (Standby/Source)**: When the TV is in standby mode, quick press the power button, and TV will be turned on.
  When the TV is on, quick press the power button to call up the menu:
  Quick press to change the selection.
  Long 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.
- **AV IN**: Connect a composite video cable and left-right audio cables from an external AV device.
- **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. The rate of speed of USB 3.0 port 10 times faster than the USB 2.0 port.
  NOTE: You can still plug a USB 2.0 device into a USB 3.0 port; however, the rate of speed will not be as fast. USB 3.0 devices are also backwards compatible with USB 2.0 ports.
- **DIGITAL AUDIO OUT**: Connect an optical cable from an external digital audio system.
- **LAN**: Connect an Ethernet cable to access a network or the Internet. The TV also has a wireless connectivity feature.
- **RESET**: Quick press to make the TV enter standby mode.
  Long press for 5 seconds to reset the TV back to the factory setting.

Step 3. Get to know controls

Control on the TV

Front view



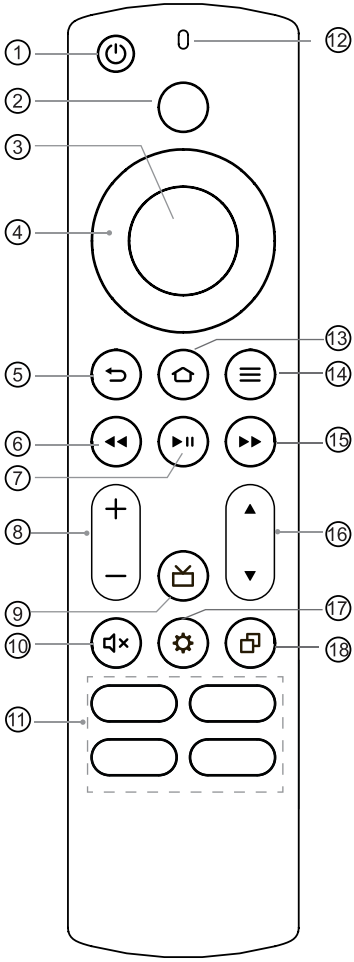
Introduction

Unlock the power of your Hisense with Fire TV built-in with the included Voice Remote with Alexa. Use your voice to watch live TV, search for titles, play music, switch inputs, control compatible smart home devices, and more. Switch inputs and go from watching your favorite TV show to the big game. You can also ask Alexa to check the weather, set timers and reminders, and more. Here are a few things that you can do with your voice on your Hisense Fire TV:

To do this on your Hisense FireTV…	Say this…
Live TV Controls For supported apps that feature live TV access, you can use Alexa to change channels. You can also use Alexa to navigate to the Channel Guide and the Live tab.	“Alexa, go to [channel / network] on [app].” “Alexa, watch [channel / network].” “Alexa, go to Channel Guide.” “Alexa, go to Live.”
Search for movies and TV shows Alexa can find movies and TV shows.	“Alexa, show me new [tv shows / movies].” “Alexa, find [title / genre].”
Alexa Requests See the responses on Hisense with Fire TV when you make an Alexa request	“Alexa, show me the weather.” “Alexa, add x to my shopping list.” “Alexa, play songs by [artist].” “Alexa, show me restaurants nearby.”

Get your remote ready

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



① **POWER**: Turn your TV on or off

② / **Voice button**: Holding down the Voice Button to activate the microphone

③ **Select**: Confirm a selection or action

④ **D-pad** (up/down/left/right navigation buttons)

⑤ **Back**: Return to the previous place in the menu or app

⑥ **REWIND**: Rewind streaming video

⑦ **PLAY/PAUSE**: Pause or resume playback. This button is also used to activate and use the Live TV pause feature

⑧ **VOLUME +** / **VOLUME -**: Increase/decrease the volume

⑨ **Guide**: Open the Live TV Channel Guide

⑩ **MUTE**: Mute or un-mute the sound

⑪ **App buttons**: Quick access buttons to apps

⑫ **Microphone**: Receive the voice

⑬ **HOME**: Display your TV's Home screen

⑭ **MENU**: The button for the Menu

⑮ **FAST FORWARD**: Fast forward streaming video

⑯ **Channel ▲** / **Channel ▼**: Switch channel

⑰ **Quick Settings**: Activate quick settings overlay

⑱ **Recents**: Open a row of recently watched content so you can easily switch between contents

NOTE:

- The picture is only for reference. Check information according to the actual remote control.

Insert the batteries

Remove the battery door and insert the two AAA batteries into your Voice Remote with Alexa.

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.**
- **Only use new 1.5v alkaline or 1.2NiMH rechargeable AAA sized batteries. Do not mix alkaline or rechargeable NiMH batteries.**
- **Do not continue using the remote if it gets warm or hot.**
- **Call our Support Center immediately on the support website.**

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.

Step 4. Power on the TV

Connect your power cord to the TV and plug it into a power outlet. Press power button of the TV or the power button on the remote to turn on the TV.
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.
Your TV will automatically pair with your new Alexa Voice Remote.

1. If there are issues with the remote pairing, you will be prompted to pair your remote by pressing and holding the **HOME** button. If you continue to have issues, try re-inserting or replacing your batteries.
2. Select your Wi-Fi network from the list of Wi-Fi networks displayed on the screen.

NOTE:

- If your Wi-Fi network is password protected, please have your Wi-Fi network password handy to connect your TV to the Internet. If your network is hidden, select the **Join Other Network**. If required, enter your network password using the on-screen keyboard.

Step 6. 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.

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. If your problem is not listed in the following table, then contact us at one of the phone numbers on Page before.

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.

Product Specifications

Model Name		**55U65QF / 55U65QFB / 55U65QFC / 55U65QFD**	**65U65QF / 65U65QFB / 65U65QFC / 65U65QFD**
Dimension (W × H × D)	Without Stand	48.3 × 28.1 × 3.0 inches (1226 × 713 × 77 mm)	56.9 × 33.0 × 3.0 inches (1446 × 837 × 75 mm)
	With Stand	48.3 × 29.4 × 11.7 inches (1226 × 748 × 298 mm)	56.9 × 34.3 × 11.7 inches (1446 × 870 × 298 mm)
Weight	Without Stand	30.9 lbs (14.0 kg)	45.0 lbs (20.4 kg)
	With Stand	31.3 lbs (14.2 kg)	45.4 lbs (20.6 kg)
TV Stand Width(W × D)		39.6 × 11.7 inches (1007 × 298 mm)	44.6 × 11.7 inches (1132 × 298 mm)
Active Screen Size (Diagonal)		54.6 inches (138.7 cm)	64.5 inches (163.8 cm)
Screen Resolution		3840 × 2160	3840 × 2160
Audio Power		10 W × 2 + 20 W	10 W × 2 + 20 W
Model Name		**75U65QF / 75U65QFB / 75U65QFC / 75U65QFD**	**85U65QF / 85U65QFB / 85U65QFC / 85U65QFD**
Dimension (W × H × D)	Without Stand	65.7 × 37.8 × 3.0 inches (1668 × 961 × 76 mm)	74.5 × 43.0 × 3.2 inches (1892 × 1091 × 81 mm)
	With Stand	65.7 × 39.4 × 14.2 inches (1668 × 1000 × 360 mm)	74.5 × 44.7 × 16.9 inches (1892 × 1136 × 430 mm)
Weight	Without Stand	63.9 lbs (29.0 kg)	86.6 lbs (39.3 kg)
	With Stand	65.0 lbs (29.5 kg)	87.7 lbs (39.8 kg)
TV Stand Width(W × D)		49.8 × 14.2 inches (1265 × 360 mm)	62.0 × 16.9 inches (1576 × 430 mm)
Active Screen Size (Diagonal)		74.5 inches (189.3 cm)	84.5 inches (214.7 cm)
Screen Resolution		3840 × 2160	3840 × 2160
Audio Power		10 W × 2 + 20 W	15 W × 2 + 20 W
Power consumption		Please refer to the rating label.	
Power Supply		Please refer to the rating label.	
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 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.*

Product Specifications

Model Name		**100U65QF / 100U65QFB / 100U65QFC / 100U65QFD**
Dimension (W × H × D)	Without Stand	87.8 × 50.5 × 3.2 inches (2229 × 1282 × 82 mm)
	With Stand	87.8 × 51.9 × 18.9 inches (2229 × 1317 × 480 mm)
Weight	Without Stand	136.7 lbs (62.0 kg)
	With Stand	140.0 lbs (63.5 kg)
TV Stand Width(W × D)		68.3 × 18.9 inches (1735 × 480 mm)
Active Screen Size (Diagonal)		99.5 inches (252.7 cm)
Screen Resolution		3840 × 2160
Audio Power		15 W × 2 + 20 W
Power consumption		Please refer to the rating label.
Power Supply		Please refer to the rating label.
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 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

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.

Declaration of conformity

Trade Name: Hisense

Model:

55U65QF / 55U65QFB / 55U65QFC / 55U65QFD

65U65QF / 65U65QFB / 65U65QFC / 65U65QFD

75U65QF / 75U65QFB / 75U65QFC / 75U65QFD

85U65QF / 85U65QFB / 85U65QFC / 85U65QFD

100U65QF / 100U65QFB / 100U65QFC / 100U65QFD

Responsible Party: Hisense USA Corporation

Service Address: 105 Satellite BLVD Suite I, Suwanee, GA 30024

Service Phone Number: 1-888-935-8880

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