

ES-G183756-1



# Hisense



**58H6500E  
58H6520E  
58H6530E  
58H6540E  
58H6550E  
58H6560E  
58H6570E  
58H6580E  
58H6590E**

Help Hisense improve the environment by reducing paper waste.  
For detailed instructions and feature descriptions, access the full User Manual online.  
Before using the TV, please read this guide carefully and keep it for future reference.

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# Register Your TV!

Congratulations on the purchase of your new TV! This Quick Start Guide will walk you through a few easy steps to set up your TV. For detailed instructions, access the User Manual on the support pages listed below.

Because we value your business, we want to keep you in the know of 'all things Hisense'. Using your mobile phone, scan the Registration page QR code to register your TV. Depending on the make and model of your phone, you may need to download a QR code scanning app.

Country	Customer Care Center	Hisense Support Page	REGISTER YOUR TV
U.S.A	<ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-888-935-8880</li> <li>• <b>Hours of Operation:</b> Monday - Friday: 9 AM to 9 PM EST Saturday - Sunday: 9 AM to 6 PM EST</li> <li>• <b>Service Email:</b> Service@hisense-usa.com</li> </ul>	<a href="http://www.hisense-usa.com/support/">http://www.hisense-usa.com/support/</a> 	<a href="https://www.hisense-usa.com/support/register">https://www.hisense-usa.com/support/register</a> 
CANADA	<ul style="list-style-type: none"> <li>• <b>Phone:</b> 1-855-344-7367</li> <li>• <b>Hours of Operation:</b> Monday - Friday: 8 AM to 8 PM EST</li> <li>• <b>Service Email:</b> canadasupport@hisense.com</li> </ul>	 <a href="http://www.hisense-canada.com/support/">http://www.hisense-canada.com/support/</a>	 <a href="http://www.hisense-canada.com/support/productReg.asp">http://www.hisense-canada.com/support/productReg.asp</a>
MEXICO	<ul style="list-style-type: none"> <li>• <b>Phone:</b> 01-800-008 8880</li> <li>• <b>Hours of Operation:</b> Monday - Friday 9:00-18:00</li> <li>• <b>Service Email:</b> servicio@hisense.com.mx</li> </ul>	<a href="https://hisense.com.mx/support/">https://hisense.com.mx/support/</a>  <p>*Scan to download user manual</p>	<a href="https://hisense.com.mx/product-registration/">https://hisense.com.mx/product-registration/</a> 

**Disclaimer:** This Quick Start 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.

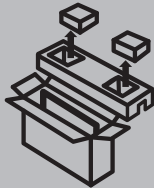
# Packaged Contents

Your package in which you purchased your new TV contains the following items:

- 2 AAA batteries
- Quick Start Guide
- 4 screws (M4×35)
- Power Cord
- A left and right leg that forms the TV stand
- Important Safety Information and Warranty Card
- Remote Control

## IMPORTANT:

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



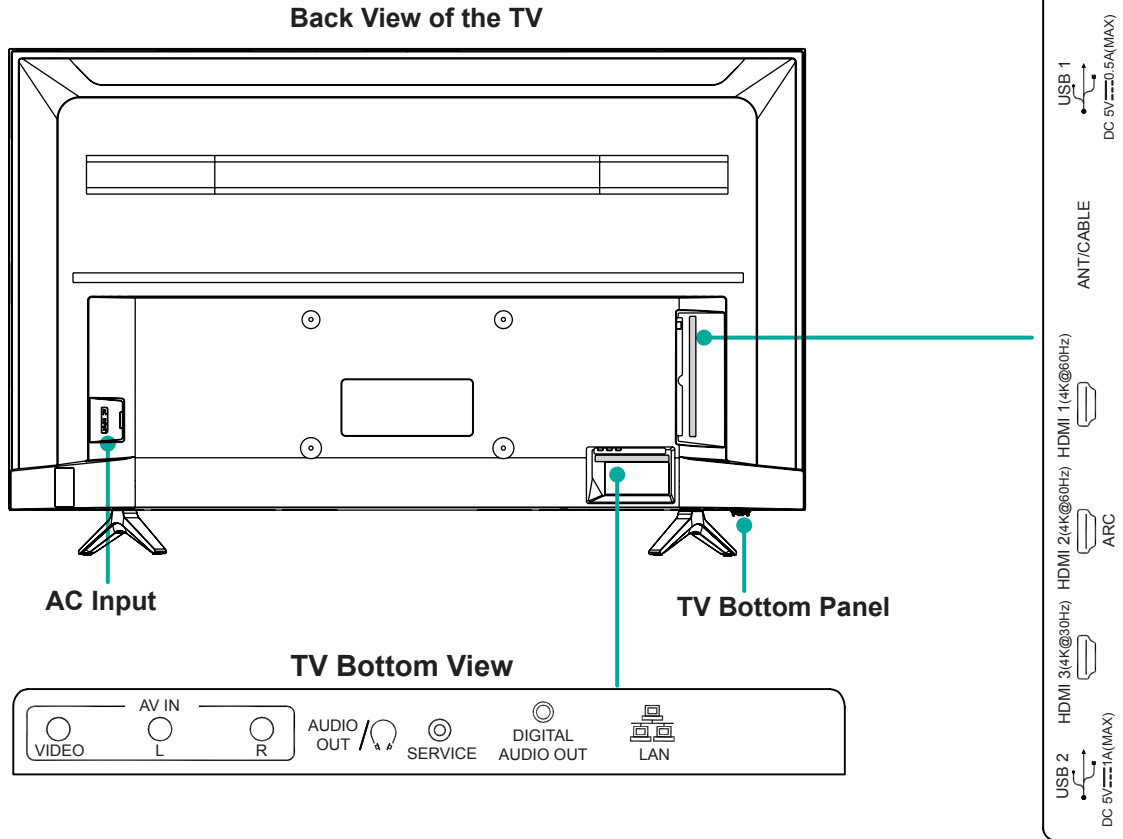
- Please check foam for accessories before discarding.
- Veuillez vérifier la mousse pour qu'il n'y ait pas d'accessoires avant de la jeter.
- Antes de desechar la espuma, asegúrese de retirar todos los accesorios.

## Required tools and devices

- 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 to the wall

# Buttons and Ports on the TV

## TV Side View



## STEP 1. Attach the TV Stand or Wall Mount Bracket (not included)

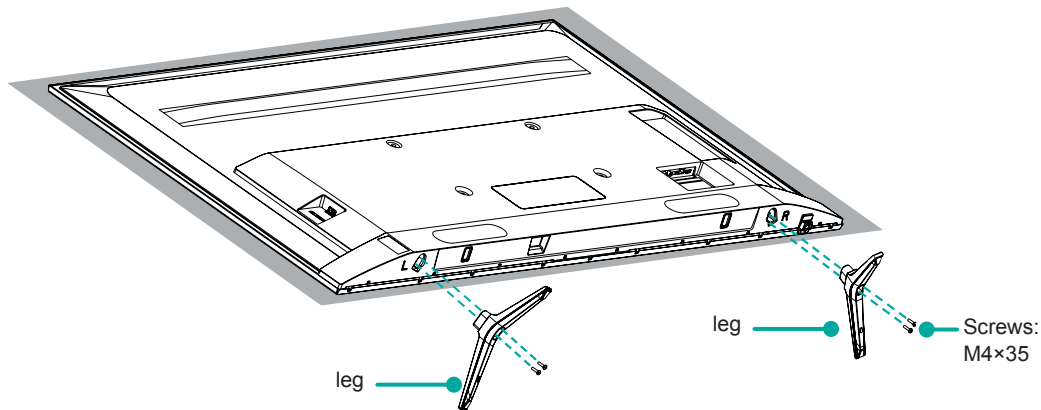
### Attach the TV Stand (For steps to attach the wall mount see page 5)

#### CAUTION:

- Be sure to disconnect the A/C power cord before installing a stand or Wall-Mount brackets.
- The LED display is very fragile and must be protected at all times when installing the legs that form the stand. Be sure to protect the TV screen from getting scratched or damaged by any hard objects. In addition, DO NOT exert pressure on the front of the TV at any time because it could crack.

To attach the left and right leg that forms the stand:

1. Carefully place your TV face down on a soft, flat surface to prevent the TV from being damaged or the screen from getting scratched.
2. Remove the 2 legs from the foam and then insert the legs into the bottom slots of the TV.
3. Use the screws that came inside the carton with your TV to secure each leg tightly.

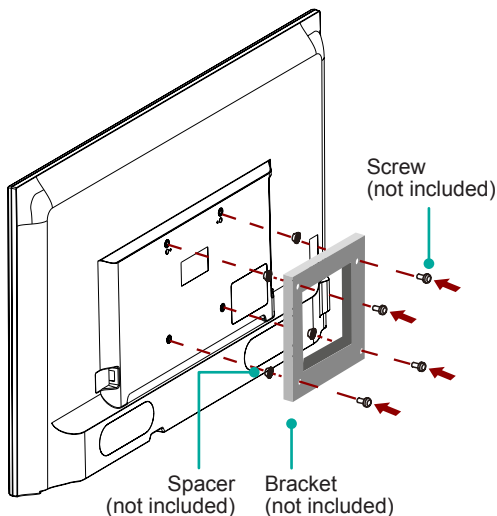




## Attach the Wall Mount Bracket (not included)

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

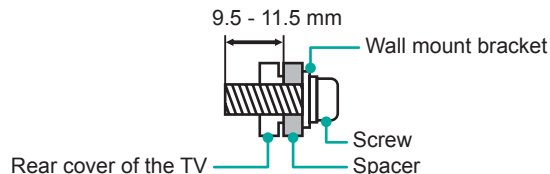
1. Place the TV face down on a clean, safe and cushioned surface.
2. Remove the TV stand if you already attached it.
3. Place the spacers (not included) in the corresponding bracket holes.



### CAUTION:

- When you attach the mount, be sure to use the spacers (provided by the third-party manufacturer) between the TV and the bracket.

- To prevent internal damage to the TV and 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 mounting hook.



Wall mount hole pattern VESA (mm)	300 × 200
Wall mount screw size (mm)	M6




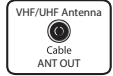




















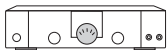

Follow instructions provided with the Wall mount bracket.





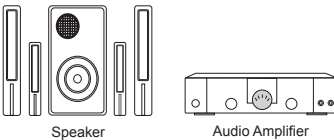







- To complete the installation, please contact the wall-mount manufacturer or the retailer from which you purchased the TV.
- The selected screws are 9.5 - 11.5 mm in length when measured from the attaching surface of the rear cover.

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

## STEP 2. Connect Devices to your TV

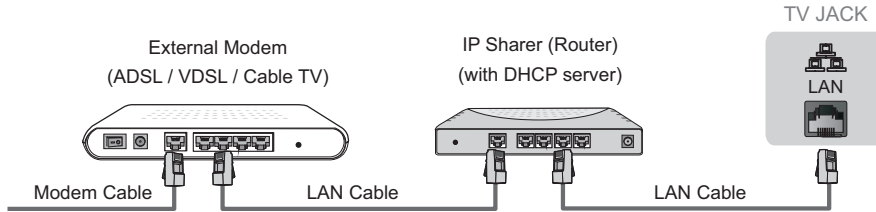
Check to ensure that you have selected the right cables for the ports and that they are connected securely. Loose connections can affect the quality of the picture image and color.

TV label		Port	Cable	External Equipment	Brief Description
ANT/CABLE				 Antenna  VHF/UHF Antenna Cable ANT OUT	Connect an outdoor VHF/UHF antenna.
HDMI				 VCR  DVD Player/Recorder  Video Camera  Set-top Box  Satellite Receiver  Satellite antenna cable	Connect a High Definition Multimedia Interface (HDMI) cable from an external device.
AV IN	VIDEO		 Yellow	 Video Camera  Set-top Box  Satellite Receiver  Satellite antenna cable	Connect a composite video cable and left-right audio cables from an external AV device.
	L		 White		
	R		 Red		
DIGITAL AUDIO OUT				 Audio Amplifier  Speaker	Connect an optical cable from an external digital audio system.

TV label	Port	Cable	External Equipment	Brief Description
AUDIO OUT 				Connect headphones to hear audio from the TV. Headphones with microphones are not supported.
			 Speaker      Audio Amplifier	Connect an audio adapter (not provided) from an external analog audio system.
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			 LAN	Connect an Ethernet cable to access a network or the Internet. The TV also has a wireless connectivity feature.
SERVICE		This port is not available for you to connect an external device. It can only be used by our factory for testing purposes.		

## STEP 3. Establish a network connection

1. Press the Home button on the remote control and then select **Settings** to enter the Settings menu.
2. Select **Network**.



### Establish a wired network connection

#### Automatically obtain an IP address

1. If you have been connected to the wired network, the TV will automatically obtain an IP address and connect to the network.

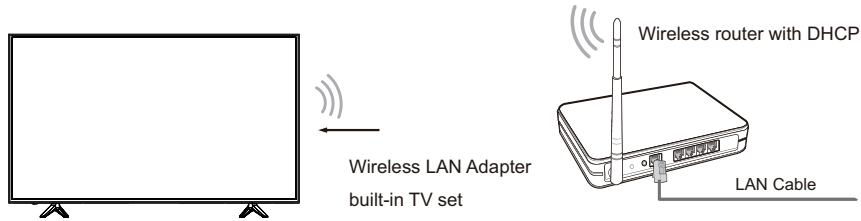
**NOTE: The default option of IP Settings Mode is DHCP.**

2. If the connection fails then "Not Connected" will display for the Ethernet status. Retry or enter the **IP settings**, 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. Select **Wi-Fi**. The list of networks will be displayed automatically.

3. Select a wireless network from the list and then enter your 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 name and then manually enter SSID and Security mode selection




**NOTE:** When you connect the WiFi, a notification will display to prompt you to unplug the network cable if a wired network is connected.

## Close the network connection

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

## Buttons on your TV remote

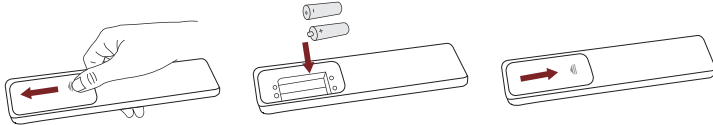
<i>BUTTON</i>	<i>DESCRIPTION</i>
	Power on / off
	Power Indicator and Microphone
	Turn on the virtual keyboard
	Google Assistant
CC	Turn Closed Caption On/Off and turn Closed Caption on when mute
TV	Return to the previous source
	The button for the Menu
	D-pad (up/down/left/right navigation buttons)
	Confirmation button
	Return to the previous place in the menu or app

<i>BUTTON</i>	<i>DESCRIPTION</i>
	Display the Home screen
+ VOL -	Volume (up/down)
^ CH v	Channel (up/down)
	Mute and restore sound
MTS	Set the audio language(MTS)
	Media content control function buttons
NRT	Choose to leave the Video description feature On or Off
APP	Quick access buttons to apps
APP/FUNC	Quick access buttons to apps or to some functions

**NOTE:** The button descriptions are only provided as a reference. The actual appearance of your remote may differ from the buttons that are listed.

## STEP 4. Begin Using your Remote

1. Slide the back cover to open the battery compartment of the remote control.



Gently push and slide

Insert the batteries

Gently push and slide

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. Replace 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.**  
**Call our Support Center immediately on the support website.**

## 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's Manual supplied by your Cable or Satellite provider. The Cable or Satellite providers' User's Manuals 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.

If your Cable or Satellite provider does not have a code available, please contact us at one of the phone numbers on Page 1.

## **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 paired successfully then a confirmation will display on the screen. If it did not pair successfully then an 'unsuccessful' message will display. Repeat step 1.

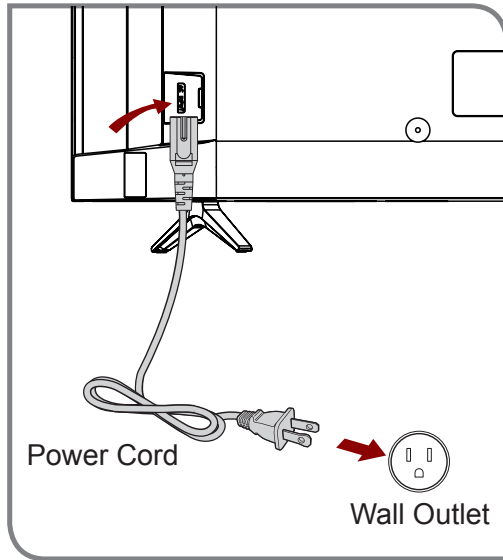
### **NOTE:**

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



## STEP 5. Power on the TV

Plug the power cord into a power outlet.



Press the **Power button** (⏻) on the remote to turn on the TV. A splash screen that shows the logo appears. Next, the Setup Wizard begins by prompting you to set up the Language, Region and Time Zone, etc. The Home screen will be your starting point for navigating the TV

## STEP 6. Complete Setup Wizard

After the splash screen that shows the logo appears, begin the setup wizard. Once you've completed the setup menu then your TV will be ready to use.

## STEP 7. Begin to Enjoy your TV

Your Smart TV is easy to use and brag-worthy!


Now that you've completed the first-time setup menu, the **Home** screen is your starting point for navigating the TV. Gone are the days where your TV only provides one way for you to be entertained. This showpiece provides you the convenience of watching a program on a live channel, accessing Video on Demand to watch a movie and many other entertainment options.

Using your remote, press the **Home** button to begin enjoying your TV.

## 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 Settings 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.

[www.hisense-usa.com/text-to-speech-hisense-android-tvs](http://www.hisense-usa.com/text-to-speech-hisense-android-tvs)



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# Product Specifications

<b>Model Name</b>		<b>58H6500E / 58H6520E / 58H6530E / 58H6540E / 58H6550E 58H6560E / 58H6570E / 58H6580E / 58H6590E</b>
Dimension (W × H × D)	Without Stand	51.2 × 30.1 × 2.9 inches (1301 × 765 × 74 mm)
	With Stand	51.2 × 32.3 × 9.6 inches (1301 × 821 × 244 mm)
Weight	Without Stand	33.1 lbs (15 kg)
	With Stand	33.7 lbs (15.3 kg)
Active Screen Size (Diagonal)		57.5 inches
Screen Resolution		3840 × 2160
Audio Power		10 W + 10 W
Power consumption		160 W 
Power Supply		120 V ~ 60 Hz
Picture Quality		Screen resolution: 3840 x 2160, UHD Upscaler
HDMI Input		RGB / 60 Hz (640×480, 800×600, 1024×768), YUV / 60 Hz (480i, 480p, 720p, 1080i, 1080p) 3840x2160/60Hz, 3840x2160/24Hz, 3840x2160/25Hz, 3840x2160/30Hz
Ports		3 HDMI ports, 2 USB ports, 1 LAN port for Ethernet, 1 Digital Audio Output, 1 RF Input, 1 Earphone 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	5°C to 35°C(41°F to 95°F)
Operating Humidity	20% to 80% non-condensing
Storage Temperature	-15°C to 45°C(5°F to 113°F)
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. HDR viewing experience will vary by model, content availability and Internet connection.

# Quick Problem-Solving Tips

When you experience an issue with your TV, turn it off and on again. If this does not resolve the problem, then refer to the tips below. If the problem is still not resolved, then contact us at one of the phone numbers on Page 1.

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 <b>Power button</b> 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 <b>On</b>.</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 60 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>

# 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.

Declaration of Conformity

Trade Name: Hisense

Model: 58H6500E/ 58H6520E/ 58H6530E/ 58H6540E/ 58H6550E/  
58H6560E/ 58H6570E/ 58H6580E/ 58H6590E

Responsible Party: Hisense USA Corporation

Address: 7310 McGinnis Ferry Road, Suwanee, GA 30024

Telephone Number: 678-318-9060

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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