# TCL 65Q651G

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

## Important Information

**CAUTION**
RISK OF ELECTRIC SHOCK.
DO NOT OPEN

The symbol indicates that a product incorporates double insulation between hazardous mains voltage and user accessible parts. When maintenance, use only identical replacement parts.

CAUTION: Normal viewing. Observe safe viewing distance.

Caution: To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.

This symbol indicates "Dangerous voltage" inside the product that presents a risk of electric shock or personal injury.

This symbol indicates important instructions accompanying the product.

**WARNING**
To reduce the risk of fire or electrical shock, do not expose this product to rain or moisture.
The product should not be exposed to dripping or splashing. No objects filled with liquids such as vases, should be placed on the apparatus.

**WARNING**
The TV is unstable if it is not properly attached to the base or mounted to the wall. Please follow the base or wall mount instructions provided in the User's Guide to ensure your safety.

**Warning:** The batteries should not be exposed to excessive heat such as prolonged direct sunlight, open flame, or the like of any kind. Refer to the data indicated on the back panel of your product for its proper operating voltage.

**Cable TV Installer:** This reminder is provided to call to the installer's attention Article 820-40 of the National Electrical Code (Section 64 of the Canadian Electrical Code, Part I) which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.

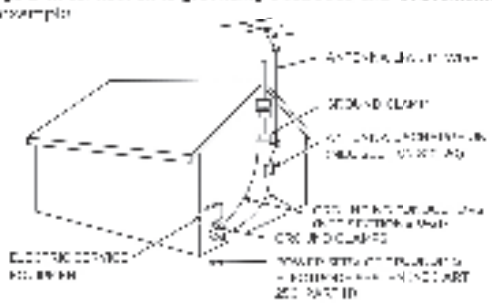
**Important:** This television is portable, wheeled and is designed to sit on a firm, flat surface. Do not place the TV on soft carpeting or on any similar surface as this may cause the ventilation openings on the bottom of the unit to be blocked and may result in reduced product lifespan from overheating. To ensure adequate ventilation for this product, maintain a spacing of nine (9) inch from the rear and side of the TV receiver and two (2) inches from the rear of the TV receiver and other surfaces.
Make sure the TV stand or base you use is of adequate size and strength to prevent the TV from being accidentally tipped over, pushed off or pulled off. This may cause personal injury and/or damage the TV.
The Power button ⏻ on this TV and your remote control puts the TV into a very low power standby mode but will not completely turn the power off. In order to completely shut the power off, you will need to disconnect the power cord from the outlet. The mains plug/appliance coupler is used to completely turn off the power. If you prefer to completely turn off the device, you should install the TV in a manner that allows you to disconnect the power cord when required.

| Input | Signal Compatibility |
|---|---|
| Antenna/Cable | 480i, 480p, 576p, 576i, 720p, 1080i, 1080p, 2160p (AVI, MPEG, MP4, H.264, H.265 and QAV formats) |
| Composite Video | 480i |
| HDMI | 480i, 480p, 576p, 720p, 60Hz, 1080i, 1080p, 1280x720p, 2160p, 24, 25, 30, 50, 60Hz |

For the best viewing experience, remove the protective film attached to the TV front panel or TV screen before use.

## Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. WARNING: Please refer the information on the rating or bottom cabinet and safety information before installing or operating the apparatus.
11. WARNING: The mains plug is used to disconnect the device and should remain readily operable.
12. When not in use, tie up the power cord with a cable tie or with something similar. It should not be near sharp edges as they cause damage of the power cord. When not in use again, please make sure the power cord is not damaged. If any damage is found, please use a replacement power cord specified by the manufacturer or the service centre to the original one.
13. No open flame sources, such as lit candles, should be placed on, under, or near the apparatus.
14. Unplug this apparatus during lightning storms or when unused for long periods of time.
15. Only attachments/accessories specified by the manufacturer.
16. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury.
17. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
18. For safe operation of the apparatus, please follow these installation requirements:
Keep at least 2 inches of ventilation space between the rear cover of the apparatus and the wall. Keep at least 2 inches of ventilation space between the apparatus and all other surfaces. Do not allow any of the apparatus' ventilation openings to be blocked by objects that might obstruct them, such as newspapers, curtains, tables, or other similar objects. Do not expose the apparatus to any external heat sources. Do not place any heat sources such as candles, lit cigarettes on the apparatus. Do not expose the device to high levels of humidity or to any possible source of moisture. When cleaning it, turn the device off and unplug it from the wall socket. Consult local regulations regarding proper disposal.
19. If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is properly installed so as to provide some protection against voltage surges and built-up static charges. Section 810 of the National Electrical Code, ANSI/NFPA No. 70-2011 (Section 54 of Canadian Electrical Code, Part I) provides information with respect to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes and requirements for the grounding electrode. See the following example.




### FCC Information

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.

This Class B digital apparatus complies with Canadian ICES-003.

This device includes models 43/50/55/65/75Q651G.
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.

### Battery CAUTION & Disposal Information

1. For best results, use alkaline type batteries.
2. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium or Nickel Metal Hydride) batteries.
3. Always remove exhausted batteries with low power and new batteries from the same manufacturer. Never use damaged batteries.
4. Do not use Rechargeable Nickel Cadmium or Nickel Metal Hydride Batteries.
5. Install only new batteries of the same type in your product. Therefore, do not offer or sell used batteries or batteries of different types.
6. Do not mix old and new batteries.
7. Batteries should not be exposed to excessive heat such as prolonged direct sunlight, open flame or the like.
8. Batteries should not be exposed to extremely low air pressure as it may result in an explosion or the leakage of flammable liquid or gas.
9. Batteries that are inserted in the correct polarity, as indicated in the battery compartment, may shorten the life of the batteries or cause other hazards.
10. Batteries should be recycled or disposed of in a particular way. Contact your local authorities for information on how to recycle or dispose of batteries. Do not dispose of batteries in a fire, incinerator, or mechanically crush or cut a battery, which may result in an explosion.

### ELECTRONICS & PACKAGING RECYCLING INFORMATION

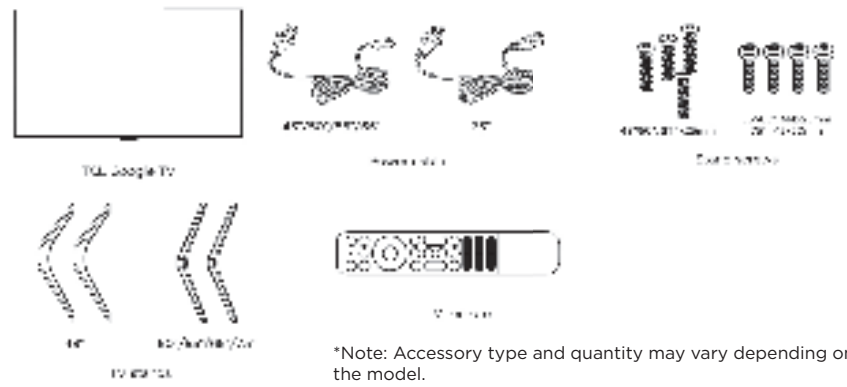
For information on recycling your old TVs, sound bars, and home comfort products and to find drop-off locations in your area, please visit the Electronics Recycling section of the TCL website at **www.tcl.com**. Click on the connected recycling map to quickly locate a solution in your community. TCL encourages consumers to always look for a recycling or reuse alternative to discarding televisions and other electronic products, and many areas have programs for consumers to drop off and recycle televisions free of charge.

Look for on-product recycle labels on the product box or while preparing your new TV packaging for recycling. These labels show how to separate, dispose of, or recycle the various types of packaging materials included with your new TV along with easy-to-understand recycling instructions.

Warning: To avoid the danger of suffocation, keep plastic packaging away from babies, children, and pets. To avoid suffocation hazards, do not use packaging bags in cribs, beds, carriages, or playpens.

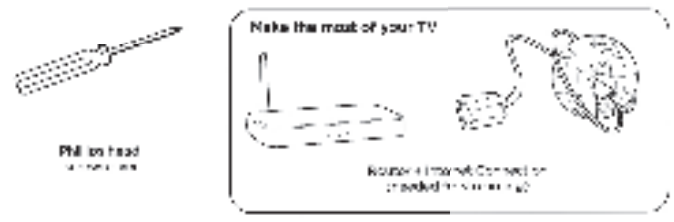
HDMI Dolby VISION·ATMOS dts X

## What's in the box




*Note: Accessory type and quantity may vary depending on the model.

## What you need (Tools not included)




## Set up your TV

Ready for the step-by-step? You're only minutes away from TV bliss!
Warning: To avoid the danger of suffocation, keep plastic packaging away from babies, children and pets. Do not use packaging bags in cribs, beds, carriages, or playpens.

### Remove your TV from the box

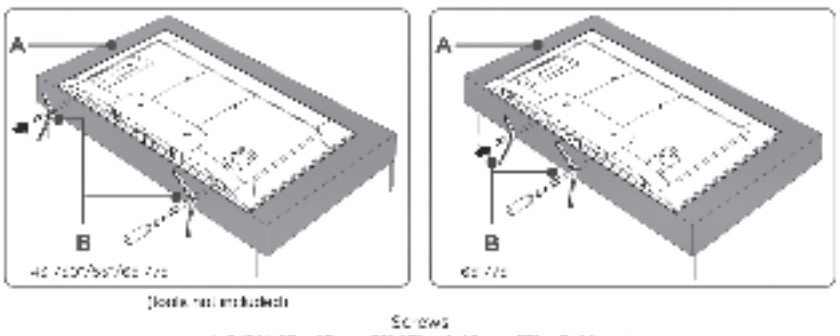
Be careful, it's heavy.

### To use the stand

A To prevent damage to the screen, carefully place your TV on a soft, cushioned surface.

B Align the stands with the screw holes located on the TV. Secure the stands to the TV with four (4) screws.

**Note: Make sure the installation direction of the stand is the same as illustrated. Please remove the protective film after installation.**




(tools not included)

Screws
(43/50/55/65/75Q651G: M4*16mm; 75Q651G: M6*16mm)

**Warning:**

Never place a television set in an unstable location. A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:
- Using cabinets or stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
  Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.
- NEVER place items that might encourage children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.

If your existing television set is being retained and relocated, the same considerations as above should be applied.

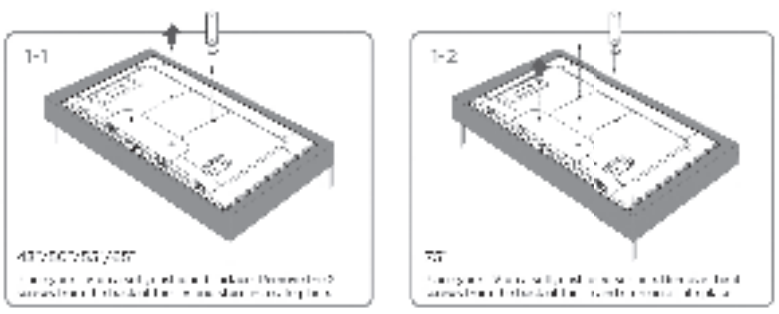
## Optional - To mount on a wall

(Wall mount hardware and accessories are not included.)

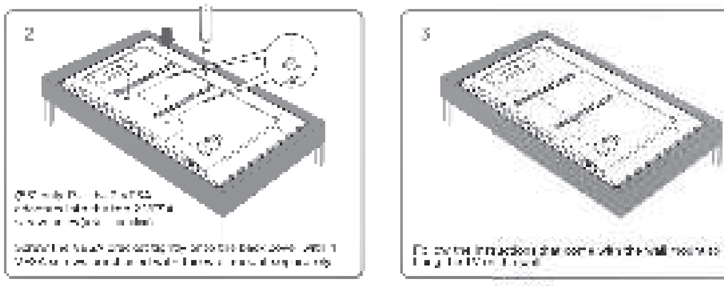
### To mount on a wall

Preparation must be done before mounting your TV on a wall.

**Note: Do not place your TV in a location exposed to direct sunlight, heat, fire, or moisture. Exposure will damage the TV.**




- Accessory type and quantity may vary depending on the model.
- The image shown here is for illustrative purposes only and may be subject to change.
- The cables mentioned in this guide is not supplied with your unit.



If you are mounting your TV to the wall, don't attach the stands.

| To mount your TV to the wall, purchase a VESA wall mount | |
|---|---|
| 43" Models | Purchase a VESA 100x200 (2 M5x15mm screws - top row) (2 M6x12mm screws - bottom row) |
| 50" Models | Purchase a VESA 300x300 (2 M5x16mm screws - top row) (2 M6x12mm screws - bottom row) |
| 55" Models | Purchase a VESA 300x200 (2 M6x30mm screws - top row) (2 M5x16mm screws - bottom row) |
| 65" Models | Purchase a VESA 400x300 (4 M6x 6mm screws) |
| 75" Models | Purchase a VESA 400x400 (4 M6x20mm screws) |

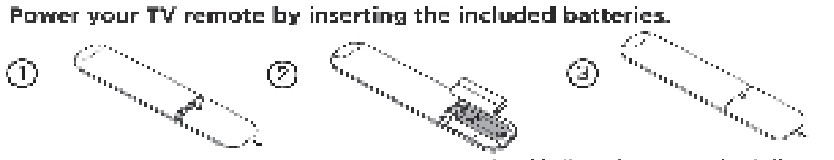
The VESA number is the horizontal and vertical measurement of the mounting holes. For example, 200X200 refers to the fact that the mounting measurements are 200mm horizontally and 200mm vertically.
Follow the instructions that come with the wall mount.
Your wall mount must be able to bear a minimum of five times the TV's net weight to avoid causing damage.
Warnings:
- This product should only be mounted by a professional installer.
- **Never install or mount** this product to the ceiling with the screen side facing down. Installing or mounting this product to the ceiling or the underside of a structure or surface is hazardous and may result in personal injury and/or property damage.

# Power up (Batteries not included)

In this step, we'll make sure all systems are a GO!

**Connect your power cable to the TV, then plug it into the wall outlet.**

**Power your TV remote by inserting the included batteries.**



Insert batteries in the correct polarity as indicated in the battery compartment.

**Power Tip!** Always replace depleted batteries with two same brand-new batteries from the same manufacturer. Never use damaged batteries.

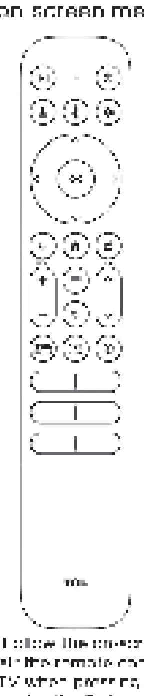
If your remote gets warm/hot during use, discontinue use and contact a service center.

Review the Battery CAUTION & Disposal information.

# Grab your remote

The TV remote should feel right at home in your hand. We designed it to be incredibly intuitive for watching TV and navigating on screen menus.

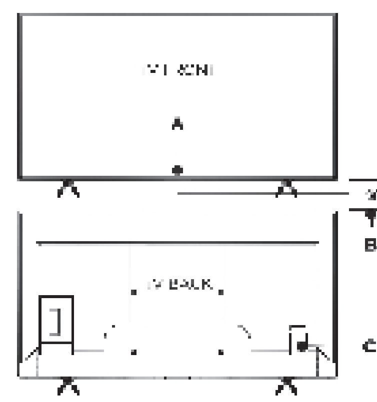
- **INPUT** To select input source and display the quick panel
- **REMOTE MICROPHONE** Talk to the remote microphone after pressing the Google Assistant button
- **POWER** Turn TV on and off
- **PROFILE SELECTOR** Switch profile
- **GOOGLE ASSISTANT BUTTON** Press to activate the remote's Google Assistant microphone. Search content through your voice by holding down the button.
- **SETTINGS** To display the dashboard menu
- **CIRCULAR D-PAD** Navigation direction buttons (Up/Down/Left/Right)
- **OK BUTTON** To confirm entries or selection
- **BACK** Return to previous screen
- **HOME** To access the TV homepage
- **LIVE GUIDE** Open the Live TV Electronic Programming Guide (EPG)
- **VOLUME** Raise and lower volume
- **CHANNEL** To change channels
- **QUICK SETTINGS** Open the quick menu
- **MUTE** Press the button to mute the sound
- **TCL HOME** Access TCL Home
- **VIRTUAL KEYBOARD** To display the on-screen keyboard
- **INFORMATION** In TV source, press to view the program information



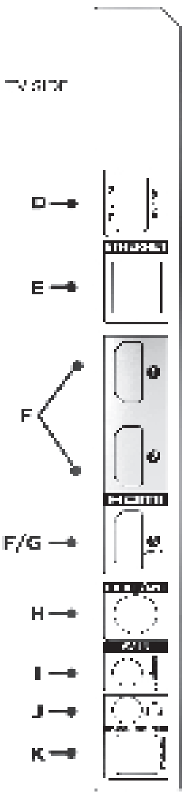
**Tip!** Follow the on-screen guide to pair the remote control with the TV when pressing the button for the first time.

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.

# Get to know your TV




- A **STATUS LIGHT** Glows when the TV is in standby
- **IR RECEIVER** Receives signal from the TV remote
- B **POWER and OPTIONS BUTTON** Press once to open the menu. Short press to change the menu and long press to select.



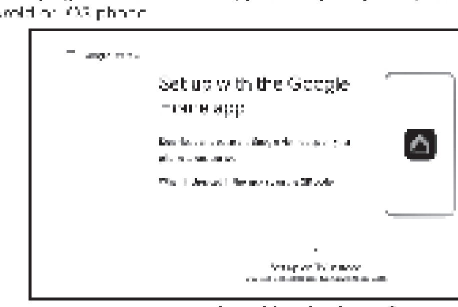

- C **POWER PORT** Connect your TV to the power source with the included power cable.
- D **USB PORT** Connect a USB device to access photos, music and movies.
- E **ETHERNET** Connect using an ethernet cable to your home network router or switch.
- F **HDMI PORT** Highest quality video/audio connection. Connect cable box, Blu-ray player, gaming console, or other devices to your TV using HDMI cables.
- G **HDMI eARC/ARC PORT** Connect HDMI eARC/ARC (audio return channel) capable audio devices like sound bars or AV receivers.
- H **ANTENNA/CABLE IN** Connect an outdoor VHF/UHF antenna or Cable TV feed.
- I **AV IN adapter** AV input (analog audio/video). The AV input can be used to connect older devices that use analog audio/video outputs. Compatible adapter (not included) connects to the RCA cable (video - yellow and audio - white and red) that you normally use to connect to that device.
- J **HEADPHONE OUT** Connect headphones or other external speakers.
- K **OPTICAL (DIGITAL AUDIO OUT)** Connect an optical cable to an external digital audio system.

# Complete guided setup

## It's the final stretch-hurray!

**Let's Connect**

Once your language has been selected, you can quickly set up the TV using the Google Home app on an Android or iOS phone.




Or you can follow the easy on-screen instructions to finish your TV. If you aren't ready to connect your TV to a wireless network, you can still use it as a regular TV.

To enjoy all smart features and services on your TCL TV with Google TV, a Google Account, a TCL account, and a reliable broadband internet connection are required.

## And setup is done... Congratulations!

Continue using the remote to personalize your Home screen, stream apps, live play, stream movies and so much more.

**Key things to know:**

A paid subscription or other payment may be required for some streaming apps. Streaming apps availability are subject to change and vary by country.

# Broadcasting & Operating Environment

| | |
|---|---|
| Broadcasting system | US System NTSC-M<br>ATSC standard (8VSB), QAM |
| Receiving Channels | VHF 2-13<br>UHF 14-69<br>CATV 14-36 (A)-(W)<br>37-59 (AA)-(WW)<br>60-85 (AAA)-(ZZZ)<br>86-94 (86)-(94)95-99 (A-5)-(A-1)<br>100-135 (100)-(135)<br>01 (4A) |
| Tuner type | Frequency synthesized |
| 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 90%, non-condensing |

# Troubleshooting

Having trouble completing the guided setup? Don't worry, it's usually an easy fix.

**Cannot connect to wireless network (WiFi)**
- Select the correct wireless network name and verify the password entered (case sensitive).
- Relocate the router from objects that interfere with performance (cordless phones, baby monitors, etc.)
- Restart the router by disconnecting the power for more than 2 minutes and reconnect.

**Problems connecting my cable box or antenna through a coax cable**
- For best performance, use the HDMI connection if available there.
- Make sure the cable connections to the TV and your cable are completely fastened.
- Select cable or antenna input.
- Select the channel scan menu and follow the on-screen instructions to perform a full channel scan.

**What is the remote code for programming my Universal or Cable box remote control?**
- Please visit: https://go.tcl.com/codes

**How to update Parental Control password**
- Select "Settings" from the home screen.
- Select "System".
- Select "Parental Controls" to set up or change your personal password.

Notes:
- You can set up your personal password anytime.
- If you forget your personal password, you can use 0423 to reset.

**How do I turn Text-to-Speech (TTS) on or off?**
- Select "Settings" from the home screen.
- Select "System".
- Select "Accessibility".
- Select "TalkBack".
- Select "Enable" and press OK to turn it on or off.
- For more information visit https://go.tcl.com/tts-tv

**How to use voice control through the remote control?**
- In Google TV mode, press and hold the "HOME" and "OK" buttons on your remote at the same time.
- Keep your remote within 2 ft of your TV during the pairing process.
- Then when the TV display shows that the Google Assistant is ready, speak towards the remote microphone by holding down the Google Assistant button to ask a question or try a suggestion.

## 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** 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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