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Hisense 50H78G

Hisense 50H78G 50-inch Smart Ultra HD 4K Android TV

INSTRUCTION MANUAL

Product Overview

The Hisense 50H78G is a 50-inch Smart Ultra HD 4K Android TV designed to deliver a high-quality viewing experience. It features Dolby Vision HDR10 for enhanced picture quality, integrated Android TV for access to streaming services, Bluetooth connectivity, and a voice remote with Google Assistant. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your television.



Image: Front view of the Hisense 50H78G Android TV, showcasing the screen with the Hisense and Android TV logos.

Setup Instructions

1. Unpacking and Package Contents

Carefully remove all components from the packaging. Ensure all items listed below are present:

- Hisense 50H78G 50-inch 4K Android TV
- Remote Control
- AAA Batteries (2)
- TV Stand Legs (2)
- Screws for TV Stand
- Quick Setup Guide / User Manual
- Power Cord

2. Attaching the TV Stand

If placing the TV on a flat surface, attach the stand legs:

1. Place the TV screen-down on a soft, clean surface to prevent scratches.
2. Align each stand leg with the corresponding slots on the bottom of the TV.
3. Secure each leg with the provided screws. Ensure they are tightened firmly.



Image: Close-up view of a TV stand leg attached to the bottom of the television.

3. Mounting the TV (Optional)

If you plan to wall-mount your TV, refer to the instructions provided with your wall-mount kit. The VESA mounting pattern for this model is typically 300x200mm. Ensure proper ventilation around the TV.



Image: Rear view of the Hisense 50H78G television, highlighting the VESA mounting points.

4. Connecting Peripherals

Connect your external devices to the TV's input ports:

- **HDMI:** For Blu-ray players, game consoles, cable/satellite boxes. This model has 3 HDMI ports, one with ARC (Audio Return Channel).
- **USB:** For USB drives to play media or for software updates. This model has 2 USB ports.
- **RF (Antenna):** For connecting an antenna for over-the-air broadcasts.
- **Ethernet (LAN):** For a wired internet connection.
- **Optical Audio Out:** For connecting to a soundbar or audio receiver.
- **Composite (AV):** For older devices using RCA cables.
- **Headphone Jack:** For private listening.


AV IN
R
L
VIDEO
DIGITAL AUDIO OUT
LAN
HEADPHONE
USB×2
DC 5V⎓0.5A(MAX)×2
HDMI 3(4K@60Hz)
HDMI 2(4K@60Hz)
HDMI 1(4K@60Hz) ARC
ANT/CABLE

Image: Detailed view of the Hisense 50H78G's input and output ports, including HDMI, USB, RF, Ethernet, and optical audio.

5. First Time Power On

After connecting all necessary cables, plug the power cord into an electrical outlet. The TV will guide you through the initial setup process, including language selection, network connection, and Google account sign-in.

Operating Instructions

1. Remote Control Functions

Insert the two AAA batteries into the remote control, observing polarity. The remote allows you to navigate the TV's features:



Image: The Hisense Voice Remote control, featuring dedicated buttons for streaming services and the Google Assistant.

- **Power Button:** Turns the TV on or off.
- **Input Button:** Selects input sources (HDMI, AV, etc.).
- **Volume Up/Down:** Adjusts the audio level.
- **Channel Up/Down:** Changes TV channels.
- **Navigation Pad (Up/Down/Left/Right/OK):** Navigates menus and selects options.
- **Back Button:** Returns to the previous screen.
- **Home Button:** Accesses the Android TV home screen.
- **Google Assistant Button:** Activates voice commands.
- **App Shortcut Buttons:** Direct access to popular streaming services like Netflix, YouTube, Prime Video.

2. Android TV Interface

The Android TV home screen provides access to your installed apps, recommended content, and settings. Navigate using the remote's directional pad.



Image: The Hisense 50H78G TV displaying the Android TV interface with various streaming app icons.

3. Using Voice Remote with Google Assistant

Press the Google Assistant button on your remote to activate voice commands. You can search for content, control smart home devices, get information, and more.



Image: A Hisense voice remote with Google Assistant prompts displayed on a TV screen, illustrating voice command functionality.

4. Connecting to Wi-Fi and Bluetooth

Access the Settings menu from the home screen to configure Wi-Fi and Bluetooth connections. Connect to your home Wi-Fi network for internet access and pair Bluetooth devices like headphones or speakers.

5. Accessing Apps and Streaming Services

The Android TV platform provides access to a wide range of apps through the Google Play Store. Popular services like Netflix, YouTube, Disney+, and Twitch are pre-installed or easily downloadable.

6. Picture and Sound Settings

Navigate to the Settings menu to adjust picture modes (Standard, Dynamic, Cinema, etc.), brightness, contrast, color, and sound settings (sound mode, equalizer). The TV supports Dolby Vision and HDR10 for enhanced visual quality.



Image: Explanation of Dolby Vision and HDR10 features, detailing improvements in contrast, shadows, highlights, and color depth.

7. AI Scene Recognition

The TV features AI Scene Recognition technology that automatically optimizes picture quality and sound settings based on the content being watched (e.g., sports, movies, news) for an improved viewing experience.

Care and Maintenance

1. Cleaning the Screen

To clean the screen, gently wipe it with a soft, lint-free cloth. For stubborn marks, lightly dampen the cloth with water or a specialized screen cleaner. Avoid using harsh chemicals, abrasives, or direct spraying onto the screen.

2. Cleaning the Cabinet

Wipe the TV cabinet with a soft, dry cloth. Do not use liquid cleaners or sprays directly on the cabinet.

3. Safety Precautions

- Unplug the TV from the power outlet before cleaning or performing any maintenance.
- Ensure adequate ventilation around the TV to prevent overheating.
- Keep the TV away from direct sunlight, heat sources, and moisture.
- Do not block ventilation openings.

Troubleshooting Guide

Before contacting customer support, try the following solutions for common issues:

Issue	Possible Solution

Issue	Possible Solution
TV does not power on / Red light flashes but no picture	Ensure the power cord is securely plugged into both the TV and a working electrical outlet. Try unplugging the TV for 60 seconds, then plugging it back in. Test the outlet with another device.
No picture, but sound is present	Check the input source. Press the 'Input' button on the remote to cycle through sources. Ensure all video cables are securely connected.
No sound, but picture is present	Check the volume level. Ensure the TV is not muted. If using external audio devices, check their connections and power.
Remote control not working	Replace the batteries in the remote control. Ensure there are no obstructions between the remote and the TV's IR sensor. Re-pair the Bluetooth remote if necessary (refer to the TV's on-screen instructions).
Apps are slow or unresponsive / TV freezes	Close unused applications. Clear the cache for problematic apps in the TV's settings. Disconnect from the internet and reconnect. Perform a soft reset by unplugging the TV for a few minutes. If issues persist, consider a factory reset (note: this will erase all personal data and settings).
Network connection issues (Wi-Fi/Ethernet)	Restart your router and modem. Check network cable connections for Ethernet. Re-enter Wi-Fi password. Ensure the TV is within range of your Wi-Fi router.

Technical Specifications

Feature	Specification
Model	50H78G
Screen Size	50 Inches
Display Type	LED
Resolution	3840 x 2160 (4K Ultra HD)
Refresh Rate	60 Hz
Operating System	Android TV
HDR Support	Dolby Vision, HDR10
Connectivity	Wi-Fi, Bluetooth, Ethernet
HDMI Ports	3 (1 with ARC)
USB Ports	2
Audio Output	Optical Audio Out, Headphone Jack
Dimensions (with stand)	111.51 x 22.61 x 70.87 cm (W x D x H)
Weight (with stand)	13.95 kg

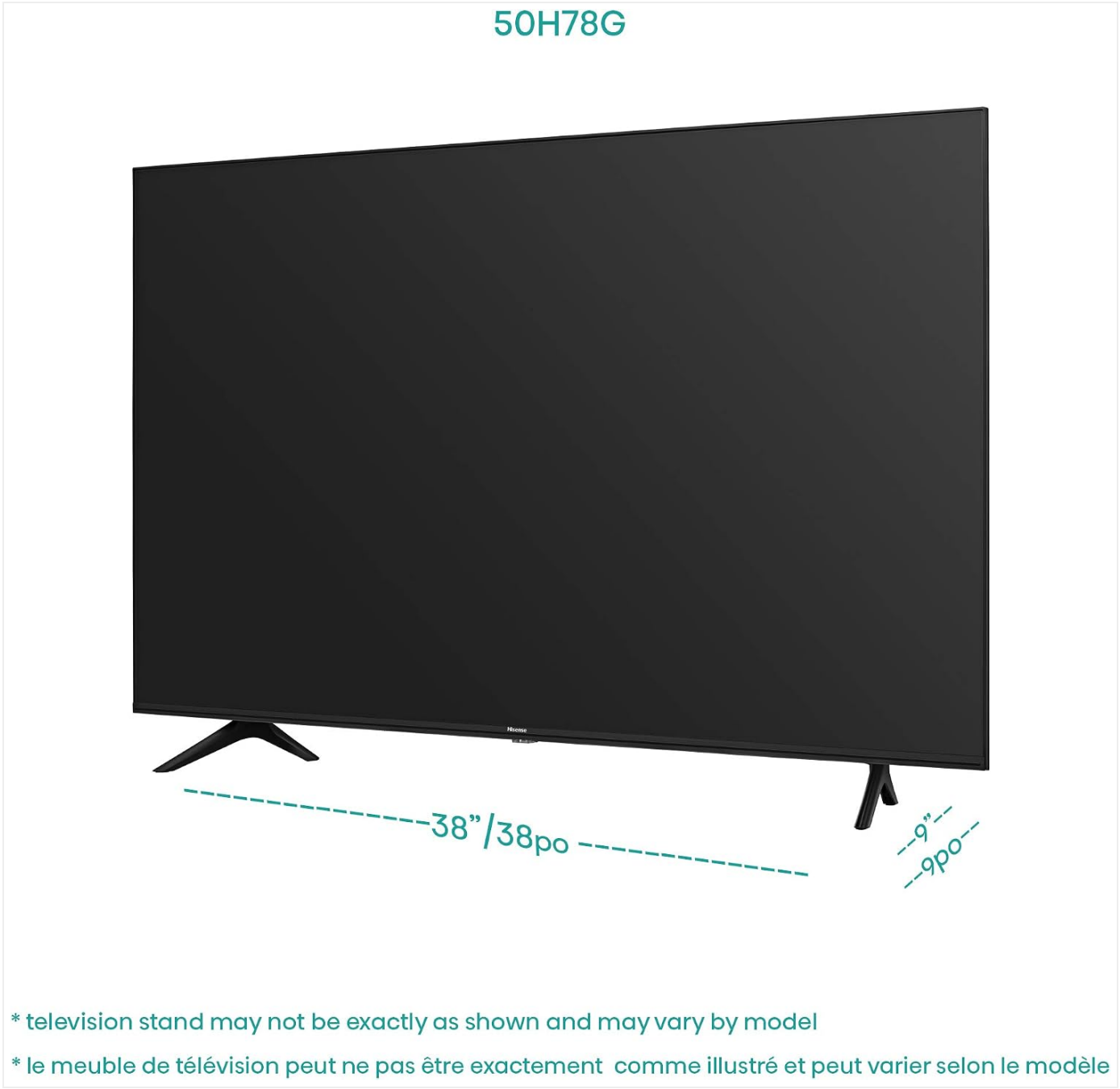


Image: Diagram illustrating the dimensions of the Hisense 50H78G television.

Warranty Information and Support

Hisense products are covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Hisense website. Keep your proof of purchase for warranty claims.

For technical support, service inquiries, or to find authorized service centers, please visit the Hisense support page or contact their customer service directly. Contact information can typically be found on the Hisense official website or in the product packaging.

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Question

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Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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