

## Hisense 50AE7000F

# Hisense 50AE7000F 50-inch 4K UHD Smart TV User Manual

Model: 50AE7000F

## 1. INTRODUCTION

Welcome to the user manual for your new Hisense 50AE7000F 50-inch 4K Ultra HD Smart TV. This television combines superior image quality with a sleek, frameless design. It features 4K Ultra HD resolution, advanced HDR technology (HDR10, HLG, HDR10+), and the intuitive VIDAA U 4 operating system. Enjoy seamless access to streaming services, Bluetooth connectivity, and versatile triple tuner support for DVB-C, DVB-S, DVB-S2, DVB-T, and DVB-T2.

This manual provides essential information for setting up, operating, and maintaining your TV, ensuring you get the most out of its features.

## 2. SAFETY INFORMATION

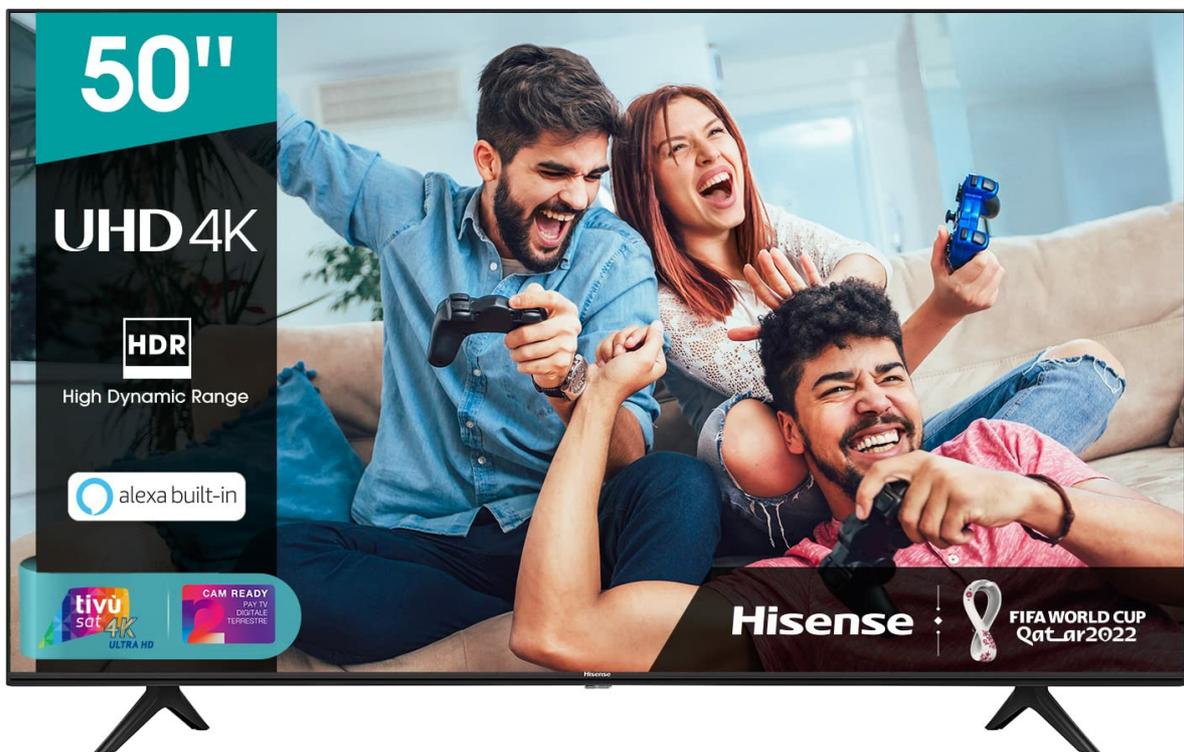
Please read all safety instructions carefully before using your TV and keep this manual for future reference. Incorrect operation may cause damage to the TV, property, or personal injury.

- **Power Supply:** Ensure the TV is connected to an AC 100-240V, 50/60Hz power supply.
- **Ventilation:** Do not block ventilation openings. Allow sufficient space around the TV for proper airflow.
- **Water and Moisture:** Do not expose the TV to rain or moisture. Do not place objects filled with liquids, such as vases, on the TV.
- **Heat Sources:** Keep the TV away from heat sources like radiators, heat registers, stoves, or other appliances that produce heat.
- **Cleaning:** Unplug the TV from the wall outlet before cleaning. Use a soft, dry cloth. Do not use liquid cleaners or aerosol cleaners.
- **Mounting:** When mounting the TV on a wall, ensure proper installation using a compatible wall mount kit and follow the instructions carefully.
- **Children:** Supervise children to ensure they do not play with the TV or remote control.

## 3. PACKAGE CONTENTS

Carefully unpack your Hisense 50AE7000F TV and check that all items are present and undamaged. The package should include:

- Hisense 50AE7000F 50-inch 4K UHD Smart TV
- Remote Control (with 2 AAA batteries included)
- TV Stand (2 pieces)
- Screws for TV Stand
- Power Cable
- User Manual (this document)



*Image: Hisense 50AE7000F TV with its dimensions and included remote control.*

## 4. SETUP

### 4.1. Stand Installation

1. Place the TV face down on a soft, flat surface (e.g., a blanket or foam) to prevent screen damage.
2. Align the TV stand pieces with the corresponding slots on the bottom of the TV.
3. Secure the stand pieces using the provided screws. Ensure they are tightened firmly.

## 4.2. Connecting Peripherals

Connect your external devices to the appropriate ports on the back of the TV.



*Image: Rear view of the Hisense 50AE7000F TV, illustrating the various input and output ports available for connectivity.*

- **HDMI:** Connect Blu-ray players, game consoles, or other HDMI-enabled devices to the HDMI ports.
- **USB:** Insert USB drives for media playback or software updates into the USB ports (2 available).
- **Antenna/Cable:** Connect your antenna or cable TV signal to the appropriate RF input.
- **Ethernet (LAN):** For a stable internet connection, connect an Ethernet cable from your router to the LAN port.
- **CI+ Slot:** Insert a CI+ module for encrypted digital TV services.
- **Digital Audio Out:** Connect to an external audio system for enhanced sound.

## 4.3. Power On and First-Time Setup

1. Connect the power cable to the TV and then to a wall outlet.
2. Press the power button on the remote control or on the TV itself.
3. Follow the on-screen instructions to complete the initial setup, including language selection, network connection (Wi-Fi or Ethernet), channel scanning, and time zone settings.

## 5. OPERATING INSTRUCTIONS

### 5.1. Remote Control Functions

The remote control allows you to access all TV functions. Insert the two AAA batteries into the remote control, ensuring correct polarity.







Image: The Hisense TV remote control, featuring standard navigation buttons and dedicated quick-access buttons for popular streaming services like Prime Video, Netflix, YouTube, and Rakuten TV.

- **Power (Red Button):** Turns the TV on or off.
- **Input:** Selects the input source (HDMI, AV, Tuner, etc.).
- **Number Buttons (0-9):** Directly select TV channels.
- **Guide:** Displays the electronic program guide.
- **OK:** Confirms selections or displays the channel list.
- **Navigation Buttons (Up/Down/Left/Right):** Navigate menus and options.
- **Back:** Returns to the previous menu or screen.
- **Home:** Accesses the Smart TV home screen (VIDAA U).
- **Volume (+/-):** Adjusts the volume level.
- **Channel (CH +/-):** Changes TV channels.
- **Mute:** Mutes or unmutes the sound.
- **Dedicated App Buttons:** Quick access to Prime Video, Netflix, YouTube, and Rakuten TV.

## 5.2. Basic TV Operations

- **Channel Selection:** Use the number buttons or CH +/- to change channels.
- **Volume Adjustment:** Use the VOL +/- buttons.
- **Input Source:** Press the 'Input' button to switch between connected devices (e.g., HDMI 1, HDMI 2, TV).

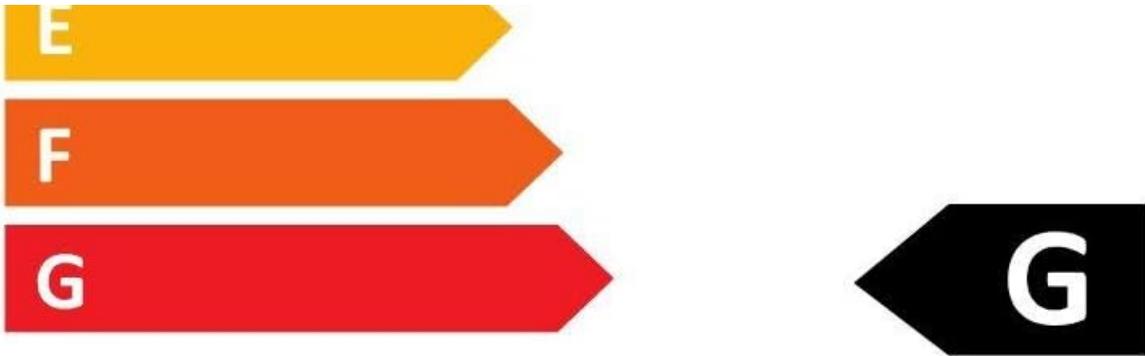
## 5.3. Smart TV Features (VIDAA U)

Your Hisense TV runs on the VIDAA U 4.0 operating system, providing a user-friendly interface for smart features.

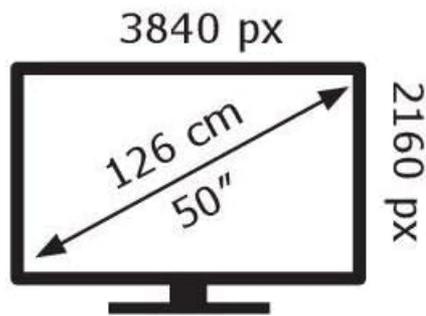
**ENERGY**

Hisense 50AE7000F

A  
B  
C  
D  
E



**76** kWh/1000h



2019/2013

Image: Front view of the Hisense 50AE7000F TV, showcasing its key features including VIDAA Smart OS, 4K HDR, built-in Alexa compatibility, and Bluetooth connectivity.

- **Home Screen:** Press the 'Home' button on the remote to access the VIDAA U home screen. Here you can find your favorite apps, inputs, and settings.
- **Apps:** Access pre-installed apps like Netflix, YouTube, Prime Video, DAZN, Maxdome, Rakuten TV, and more. You can also download additional apps from the AppStore.
- **Customization:** Arrange your favorite apps and content on the home screen for quick access.
- **Internet Browsing:** Use the built-in web browser to surf the internet.

#### 5.4. Bluetooth Connectivity

The TV supports Bluetooth for connecting various peripherals.

- **Pairing Devices:** Go to the TV's settings menu, navigate to 'Bluetooth', and enable it. Search for available devices and select the one you wish to pair (e.g., wireless headphones, keyboard, mouse).

- **Usage:** Enjoy enhanced audio with Bluetooth headphones or easier navigation with a Bluetooth keyboard/mouse.

## 5.5. Screen Mirroring (Anyview Cast)

Mirror content from your compatible tablet or smartphone directly to your TV using Anyview Cast.

- **Activation:** On your TV, select the Anyview Cast input or app. On your mobile device, enable screen mirroring/casting and select your Hisense TV from the list of available devices.

## 5.6. Triple Tuner Operation

The integrated triple tuner supports DVB-C (cable), DVB-S/S2 (satellite), and DVB-T/T2 (terrestrial) signals, eliminating the need for an external receiver.

- **Channel Scan:** During initial setup or via the settings menu, select your preferred tuner type and perform an automatic channel scan to find available channels.

# 6. MAINTENANCE

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Proper care and maintenance will extend the life of your TV.

- **Cleaning the Screen:** Gently wipe the screen with a soft, lint-free cloth. For stubborn marks, slightly dampen the cloth with water or a specialized screen cleaner (do not spray directly onto the screen).
- **Cleaning the Cabinet:** Use a soft, dry cloth to wipe the TV cabinet. Avoid using abrasive cleaners or solvents.
- **Dust Removal:** Regularly dust the ventilation slots on the back of the TV to prevent overheating.
- **Power Cord:** Periodically check the power cord for any damage. If damaged, contact Hisense service for replacement.

# 7. TROUBLESHOOTING

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If you encounter issues with your TV, refer to the following common problems and solutions. If the problem persists, contact Hisense customer support.

- **No Power:**
  - Ensure the power cable is securely plugged into both the TV and the wall outlet.
  - Check if the wall outlet is working by plugging in another device.
  - Try pressing the power button on the TV itself, not just the remote.
- **No Picture/Poor Picture Quality:**
  - Verify the correct input source is selected (e.g., HDMI 1, TV).
  - Check all cable connections (HDMI, antenna) are secure.
  - If using an antenna, try rescanning for channels.
  - Adjust picture settings (brightness, contrast, sharpness) in the TV menu.
- **No Sound/Poor Sound Quality:**
  - Ensure the volume is not muted and is turned up.
  - Check audio cable connections to external sound systems.
  - If using external speakers, ensure the TV's audio output is correctly configured.

- Check the audio settings in the TV menu (e.g., DTS Studio Sound).
- **Remote Control Not Working:**
  - Replace the batteries with new AAA batteries, ensuring correct polarity.
  - Ensure there are no obstructions between the remote and the TV's IR sensor.
  - Point the remote directly at the TV.
- **Smart TV/Network Issues:**
  - Check your internet connection (Wi-Fi or Ethernet).
  - Restart your router and modem.
  - Go to the TV's network settings and try reconnecting to your Wi-Fi network or re-establishing the Ethernet connection.
  - Ensure the TV's software is up to date.

## 8. SPECIFICATIONS

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Below are the technical specifications for the Hisense 50AE7000F TV.

# Product Information Sheet

COMMISSION DELEGATED REGULATION (EU) 2019/2013

INFORMATION		Value	Unit
1. Supplier name or trademark		Hisense	
2. Model identifier		50A7100F/50A7120F/50A7140F/50A7160F/ 50AE7000F/50AE7010F/50AE7030F/50AE7050F/ 50A7100FTUK/50A7120FTUK/50AE7000FTUK/ 50AE7010FTUK	
3. Energy Efficiency Class for standard Dynamic Range (SDR)		G	
4. On mode power demand for Standard Dynamic Range (SDR)		76.0	W
5. Energy Efficiency Class for standard Dynamic Range (HDR)		G	
6. On mode power demand in High Dynamic Range (HDR) mode		105	W
7. Off mode, power demand		0	W
8. Standby mode power demand		0.5	W
9. Networked standby mode power demand		2	W
10. Electronic display category		Television	
11. Size ratio		16 : 9	
12. Screen resolution (pixels)		3840 x 2160	pixels
13. Screen diagonal		126	cm
14. Screen diagonal		50	inches
15. Visible screen area		6754.9	cm <sup>2</sup>
16. Panel technology used		LED LCD	
17. Automatic Brightness Control (ABC) available		No	
18. Voice recognition sensor available		No	
19. Room presence sensor available		No	
20. Image refresh frequency rate		60	Hz
21. Minimum guaranteed availability of software and firmware updates (until):		31 12 2030	
22. Minimum guaranteed availability of spare parts (until)		31 12 2029	
23. Minimum guaranteed product support (until)		31 12 2030	
24. Power supply type:		Internal	
i External standardised power supply (included in the product box)	Standard name		
	Input voltage		V
	Output voltage		V
ii External standardised suitable power supply (if not included in the product box)	Standard name		
	Required output voltage		V
	Required delivered current		A
	Required current frequency		Hz

Barcode

1249336

Image: Detailed Product Information Sheet for the Hisense 50AE7000F TV, providing comprehensive technical data.

Feature

Detail

Feature	Detail
Brand	Hisense
Model Number	50AE7000F
Screen Size	50 Inches (126 cm diagonal)
Display Technology	LED LCD
Resolution	4K Ultra HD (3840 x 2160 pixels)
Refresh Rate	60 Hz
HDR Support	HDR10, HLG, HDR10+
Operating System	VIDAA U 4.0
Supported Internet Services	Netflix, YouTube, Prime Video, DAZN, Maxdome, Rakuten TV, Videociety, Plex Mediaserver, etc.
Connectivity Technology	Ethernet, HDMI, USB, WLAN (Wi-Fi)
Ports	CI+, Ethernet, HDMI (multiple), USB (2 total)
Tuners	Triple Tuner (DVB-C/S/S2/T/T2)
Special Features	Smart TV, Internet, Bluetooth, Alexa Built-in, Frameless Design, DTS Studio Sound, Anyview Cast
Aspect Ratio	16:9
Color	Black
Included Components	TV, Remote Control, User Manual
Batteries	2 AAA (included)

Modelo offline	50AE7000F
<b>ECO &amp; energía</b>	
Fuente de alimentación	100V-240V 50/60Hz
Clasificación eficiencia energética	G
Consumo Standby	0.5W
Consumo apagado	<0.5W
Consumo en uso	130W
Consumo anual	NA
Consumo (Clasificación etiqueta energética)	90W
Consumo anual (Clasificación etiqueta energética)	132kWh
Ratio luminancia	>65%
Contenido mercurio	Si - El televisor contiene mercurio únicamente en ciertas partes o componentes, en concordancia con la exención existente de las cláusulas amparadas por la directiva RoHS
Contenido plomo	Si - El televisor contiene plomo únicamente en ciertas partes o componentes, en concordancia
Unidades Embalaje (entre 0,1 y 0,5 gramos)	Bolsa de tornillos 1 pc
Unidades Embalaje (más de 0,5 gramos)	Caja 1 pc + pad 2pc (EPS) + Embalaje TV 1pc + bolsa accesorios 1pc + bolsa base TV 2pc + bolsa mando a distancia

Image: EU Energy Label for the Hisense 50AE7000F TV, indicating its energy efficiency class G for both Standard Dynamic Range (SDR) and High Dynamic Range (HDR) modes.

For detailed energy information, please refer to the [EU EPREL database](#).

## 9. WARRANTY AND SUPPORT

Hisense is committed to providing quality products and support.

- **Software and Firmware Updates:** Minimum guaranteed availability of software and firmware updates until **December 31, 2030**.
- **Spare Parts:** Minimum guaranteed availability of spare parts until **December 31, 2029**.
- **Product Support:** Minimum guaranteed product support until **December 31, 2030**.

For further assistance, technical support, or warranty claims, please contact Hisense customer service through their official website or the contact information provided with your purchase documentation.