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> Hisense 55E78Q QLED 4K Smart TV User Manual

Hisense 55E78Q

Hisense 55E78Q QLED 4K Smart TV User Manual

Model: 55E78Q | Brand: Hisense

INTRODUCTION

Welcome to the user manual for your new Hisense 55E78Q QLED 4K Smart TV. This guide provides essential information for setting up, operating, maintaining, and troubleshooting your television. Please read this manual thoroughly before using your TV to ensure proper and safe operation.



Image: Front view of the Hisense 55E78Q QLED 4K Smart TV.

WHAT'S IN THE BOX

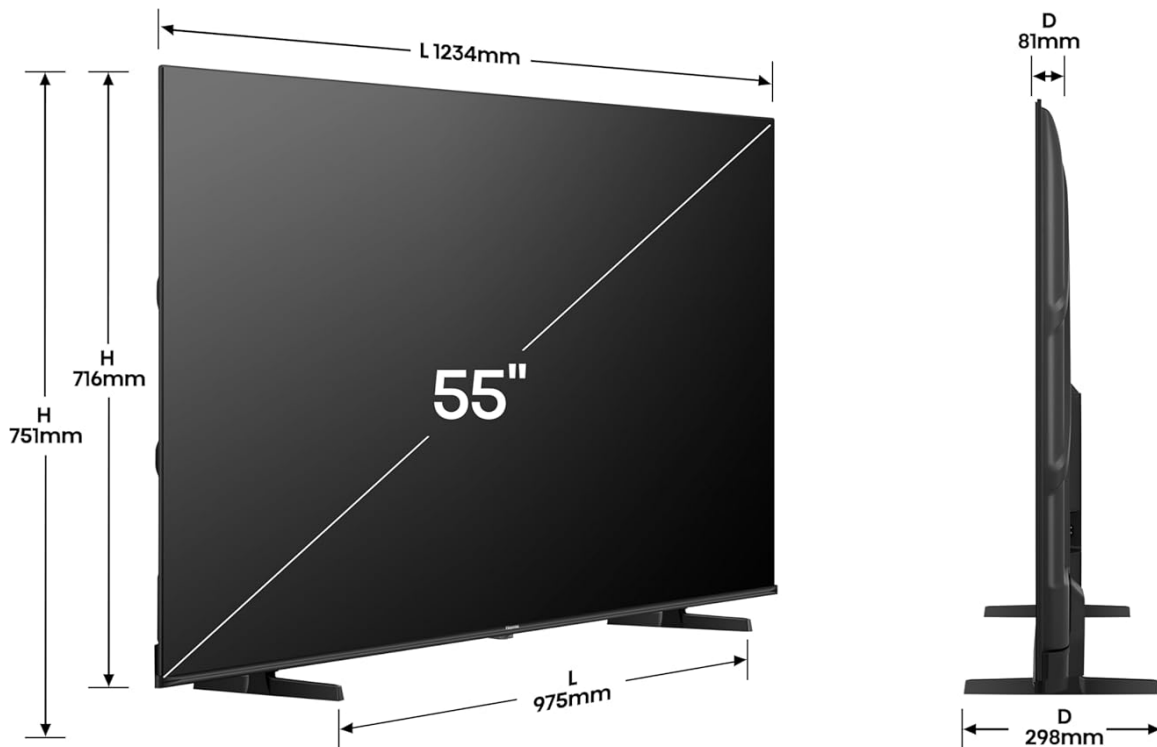
Upon unpacking your Hisense 55E78Q TV, please ensure all the following components are present:

- Hisense 55E78Q QLED 4K Smart TV
- Power Cable
- Remote Control
- User Manual (this document)
- TV Stands (if applicable, check packaging)
- Screws for TV Stands (if applicable)

SETUP

Physical Installation

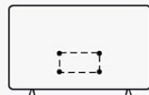
Before proceeding with the setup, ensure you have a stable surface or a compatible wall mount. Refer to the diagram below for dimensions and weight to ensure proper placement.



*L'aspetto del prodotto può variare in base alle dimensioni.

Dimensione per Staffa:

200x400mm



Peso del prodotto:

Con supporto: 11,0kg
Senza supporto: 10,9kg



Image: Technical drawing showing the dimensions (length, height, depth) and weight of the 55-inch Hisense E78 QLED TV, including stand dimensions.

1. **Stand Installation:** If using the included stands, carefully attach them to the designated slots at the bottom of the TV using the provided screws. Ensure they are securely fastened.
2. **Wall Mounting:** If wall-mounting, use a VESA-compatible mount (200x400mm for this model) and follow the instructions provided with your wall mount. Disconnect the power cable before mounting.
3. **Placement:** Place the TV on a flat, stable surface or mount it securely on a wall. Ensure adequate ventilation around the TV.

Connecting Peripherals

The Hisense 55E78Q TV offers various connectivity options. Refer to the port diagram for connection points:



Image: Detailed view of the Hisense 55E78Q TV's rear panel, highlighting various input and output ports including USB (x2), HDMI 2.1 (x3, one with eARC), CI Card Slot, Headphone, ANT (x2), Digital Audio Out, AV Input, and Ethernet.

- **Power:** Connect the power cable to the TV and then to a power outlet.
- **HDMI:** Use HDMI 2.1 ports for high-quality video and audio from devices like gaming consoles, Blu-ray players, or set-top boxes. HDMI 3 supports eARC for enhanced audio return channel functionality with soundbars or AV receivers.
- **USB:** Connect USB flash drives for media playback.

- **Antenna/Cable:** Connect your antenna or cable TV signal to the ANT ports (DVB-T2/C and DVB-S2).
- **Ethernet:** For a stable internet connection, connect an Ethernet cable from your router to the TV's Ethernet port.
- **Digital Audio Out:** Connect to a soundbar or home theater system for digital audio output.
- **AV Input:** For older devices using composite video and stereo audio.

Initial Power On

After connecting all necessary cables, plug the TV into a power outlet. Press the power button on the remote control or on the TV itself to turn it on. Follow the on-screen instructions for initial setup, including language selection, network connection, and channel scanning.

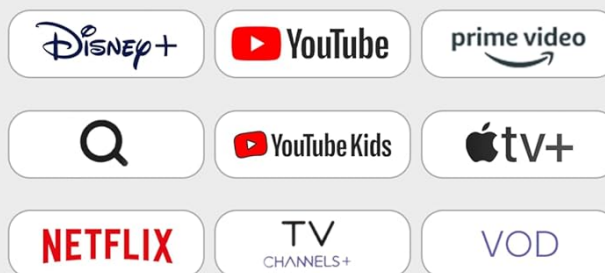
OPERATING THE TV

Remote Control

The included remote control allows you to navigate the TV's features. Insert two AAA batteries (not included) into the remote control, observing polarity.



Accesso a un clic



Telecomando vocale



*Il design del telecomando può variare a seconda della regione.

Image: The Hisense TV remote control with dedicated buttons for popular streaming services like Disney+, YouTube, Prime Video, Netflix, and a voice control button.

- **Power Button:** Turns the TV on or off.
- **Navigation Buttons:** Use the directional pad and OK button to navigate menus.
- **Volume/Channel:** Adjust volume and change channels.
- **Smart TV Buttons:** Dedicated buttons for quick access to popular streaming services.
- **Voice Control:** Press the microphone button to activate voice commands (Alexa Built-in, VIDAA Voice).

Smart TV Features (VIDAA U8)

Your Hisense 55E78Q TV runs on the VIDAA U8 Smart TV operating system, offering access to over 1000 applications.

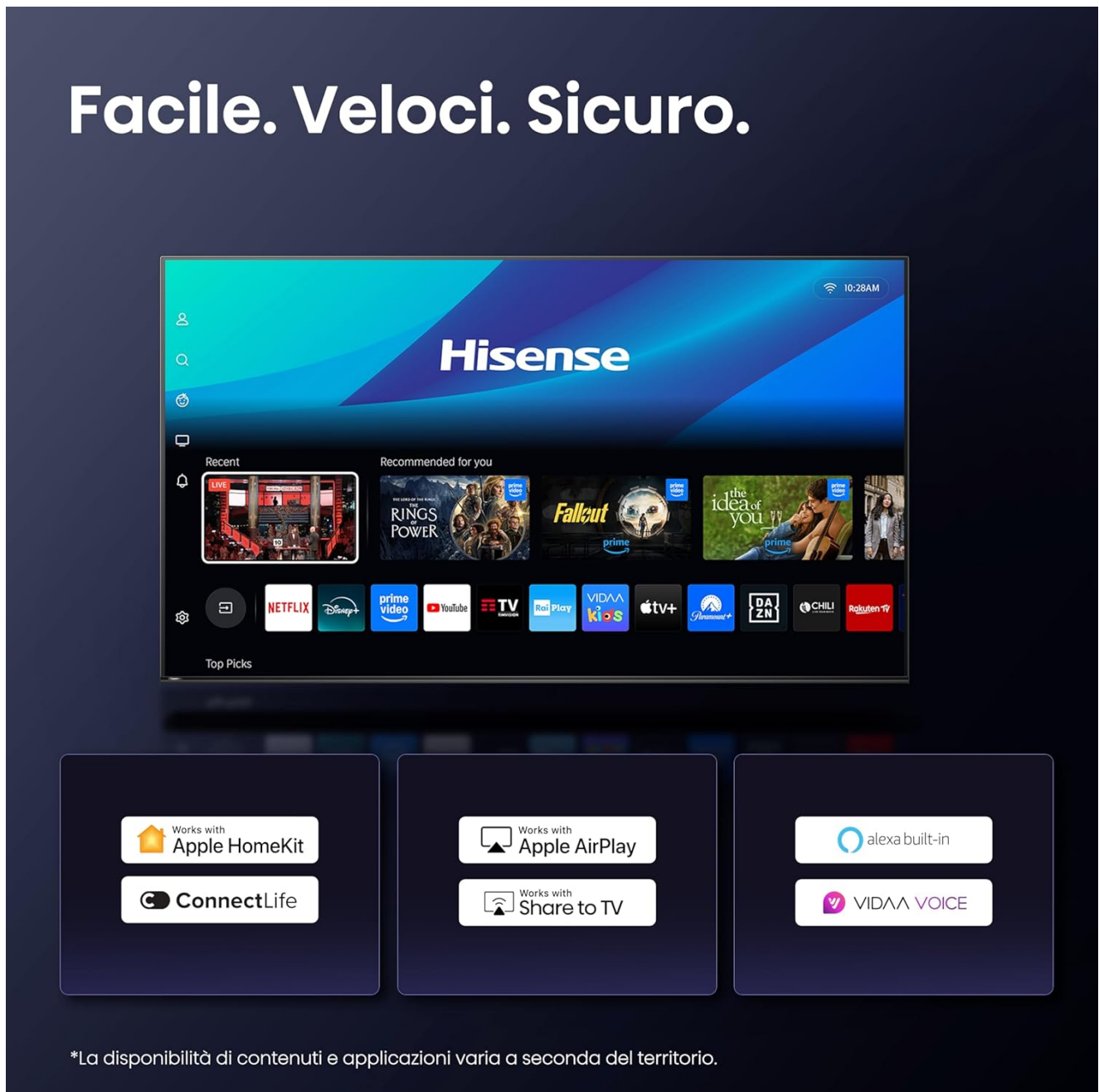


Image: Screenshot of the Hisense VIDAA Smart TV interface, showing recommended content and quick access icons for various apps like Netflix, Disney+, YouTube, and Prime Video.

- **Home Screen:** Access your favorite apps, inputs, and settings from the customizable home screen.
- **App Store:** Download and install additional applications from the VIDAA App Store.

- **Voice Control:** Utilize Alexa Built-in or VIDAA Voice for hands-free control, searching for content, or managing smart home devices.
- **Screen Sharing:** Supports AirPlay2 and Android Screen Sharing for casting content from your mobile devices.

MEDIA FEATURES

QLED Display & 4K Resolution

Experience vibrant and lifelike colors with the QLED display, capable of reproducing over a billion shades of color. The 4K resolution (3840x2160) provides exceptional detail and clarity.



Image: A vibrant image showcasing the QLED Colour technology, emphasizing the display of over a billion color shades.

AI 4K Upscaler

The AI 4K Upscaler intelligently analyzes and enhances lower-resolution content, bringing it closer to 4K quality for a sharper and more detailed viewing experience.



Image: An illustration demonstrating the AI 4K Upscaler, showing how a 2K image is upscaled to near 4K resolution, with a horse rider on a track.

Dolby Vision & Dolby Atmos

Enjoy a cinematic experience with Dolby Vision HDR for stunning visuals and Dolby Atmos for immersive, multi-dimensional audio that flows around you.



Guarda e ascolta lo spettacolo

La fusione delle immagini HDR Dolby Vision™ e dell'audio Dolby Atmos® trasforma il tuo televisore in una centrale di intrattenimento. Queste tecnologie di immagini e suoni provenienti dal cinema, ora riunite per la casa, forniscono un realismo straordinario che vedrai, ascolterai e sentirai come mai prima d'ora.

Dolby Vision Atmos

Image: A visual representation of Dolby Vision and Atmos, showing sound waves emanating from the TV and enveloping viewers in a living room setting.

AI Smooth Motion & Game Mode Plus

The AI Smooth Motion technology ensures fluid images without blur, especially during fast-paced scenes. For gamers, Game Mode Plus with 60Hz VRR and ALLM reduces input lag and eliminates screen tearing for an ultra-smooth, lag-free gaming experience.



Image: Dynamic image illustrating AI Smooth Motion with multiple instances of soccer players, showing fluid movement without blur.



La tua voce, i tuoi comandi

Prova il Telecomando vocale di Hisense e porta il controllo del televisore a un livello di comodità superiore. Premendo su un solo pulsante si attivano i comandi vocali. Naviga facilmente tra i programmi, regola il volume o interagisci con gli assistenti virtuali.

Comando vocale

Mette in pausa il video

Alzate i volumi

Apri Netflix

Image: A red sports car speeding, representing the ultra-fluid and lag-free experience provided by Game Mode Plus with 60Hz VRR and ALLM.

MAINTENANCE

Cleaning the TV

- **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. Never spray liquid directly onto the screen.
- **Frame:** Use a soft, dry cloth to wipe the TV frame and stand.
- **Remote Control:** Clean the remote control with a soft, dry cloth.

General Care

- Avoid exposing the TV to direct sunlight or extreme temperatures.
- Do not block the ventilation openings on the back of the TV.
- Unplug the TV from the power outlet during lightning storms or when it will be left unattended for long periods.

TROUBLESHOOTING

If you encounter any issues with your TV, please refer to the following common solutions before contacting customer support.

Problem	Possible Solution
No Power	Ensure the power cable is securely connected to the TV and the power outlet. Check if the power outlet is working. Try a different outlet.
No Picture, but Sound is Present	Check the input source. Ensure external devices are powered on and connected correctly. Try restarting the TV.
No Sound, but Picture is Present	Check the volume level and ensure the TV is not muted. Verify audio settings and external audio device connections.
Remote Control Not Working	Replace the batteries. Ensure there are no obstructions between the remote and the TV's IR sensor.
Cannot Connect to Wi-Fi	Ensure your Wi-Fi router is on and working. Re-enter the Wi-Fi password. Try restarting both the TV and the router.
Smart TV Apps Not Loading	Check your internet connection. Try restarting the TV. Update the app if an update is available.

SPECIFICATIONS

Detailed technical specifications for the Hisense 55E78Q QLED 4K Smart TV.

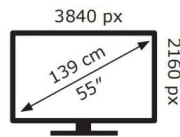


Hisense

55E78Q



64 kWh/1000h



2019/2013

Image: EU Energy Label for the Hisense 55E78Q, showing energy efficiency class E and consumption values.

Feature	Detail
Model Number	55E78Q
Screen Size	55 Inches (140 cm)
Display Technology	QLED
Resolution	4K (3840 x 2160)
Refresh Rate	60 Hz
Operating System	VIDAA U8
Audio Technology	Dolby Atmos
HDR Support	Dolby Vision, HDR10+
Special Features	Multi-voice assistance (Alexa Built-in, VIDAA Voice), Parental controls, Frameless design, Game Mode Plus (60Hz VRR, ALLM)
Connectivity	Bluetooth, Ethernet, HDMI (x3, HDMI 2.1, eARC on HDMI 3), USB (x2), Wi-Fi
Tuners	DVB-T2/S2 HEVC 10

Feature	Detail
Product Dimensions (WxDxH)	123.4 x 29.8 x 75.1 cm (with stand)
Product Weight	16.3 kg (with stand)
Energy Efficiency Class	E
SDR Energy Consumption	64 kWh/1000h
HDR Energy Consumption	100 kWh/1000h

For more detailed product information, please refer to the official EU EPREL database:

<https://eprel.ec.europa.eu/qr/2222244>

WARRANTY AND SUPPORT

Hisense products are designed for reliability and performance. For information regarding warranty coverage and customer support, please refer to the warranty card included with your product or visit the official Hisense website for your region.

Returns Policy: If you wish to return a product within 30 days of receipt because you have changed your mind, please consult the return policy of your retailer. If you have received a defective or damaged product, please consult the retailer's help page on returns. For specific information on purchases made on marketplaces, please consult their respective help pages.

Contact Hisense Support:

- **Website:** www.hisense.com
- **Customer Service:** Refer to your regional Hisense website for local contact numbers and support options.