

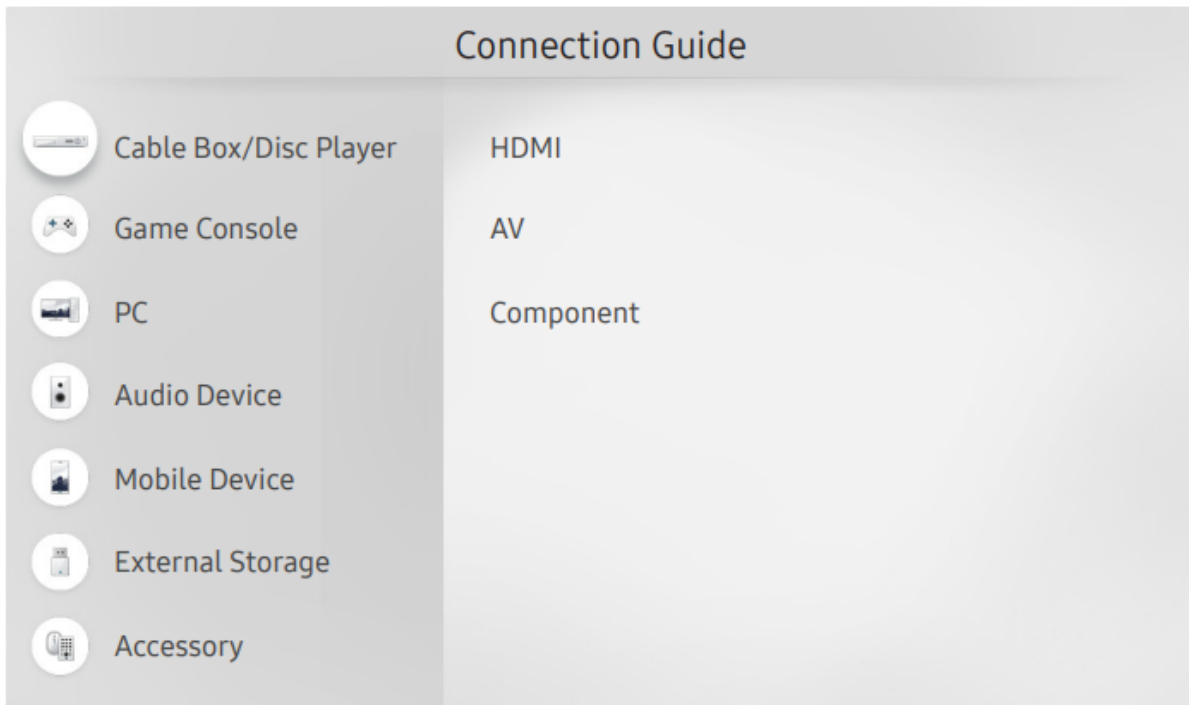
This is User Guide for Television (TV)

## CONNECTION GUIDE

You can view detailed information about external devices that can be connected to the TV.

It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures.

If you select the connection method and an external device, the connection details appear.

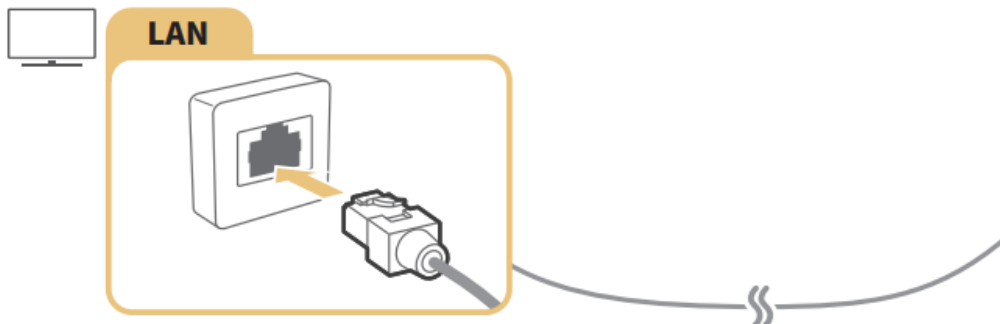


### Connecting an Antenna

### Connecting to the Internet

#### Establishing a wired Internet connection

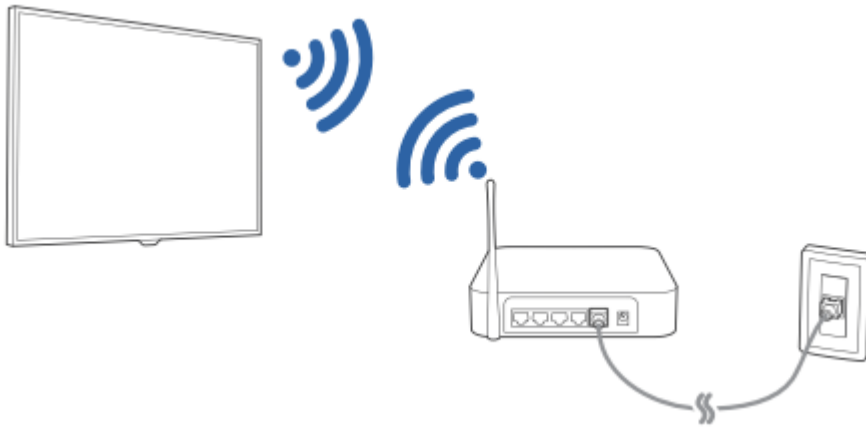
If you connect a LAN cable, the TV automatically accesses the Internet.



- Use a CAT 7 (\*STP type) cable for the connection. \* Shielded Twist Pair

- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

### Establishing a wireless Internet connection



- The image on your TV may differ from the image above depending on your model and geographical area.
- If no wireless router is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless router has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your router within 2 minutes. The TV will connect automatically

### Checking the Internet connection status

#### Resetting Your Network

#### Changing the name of the TV

#### Setting up an Internet connection over IPv6

Setting up a network IP settings according to IPv6

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IPv6](#)

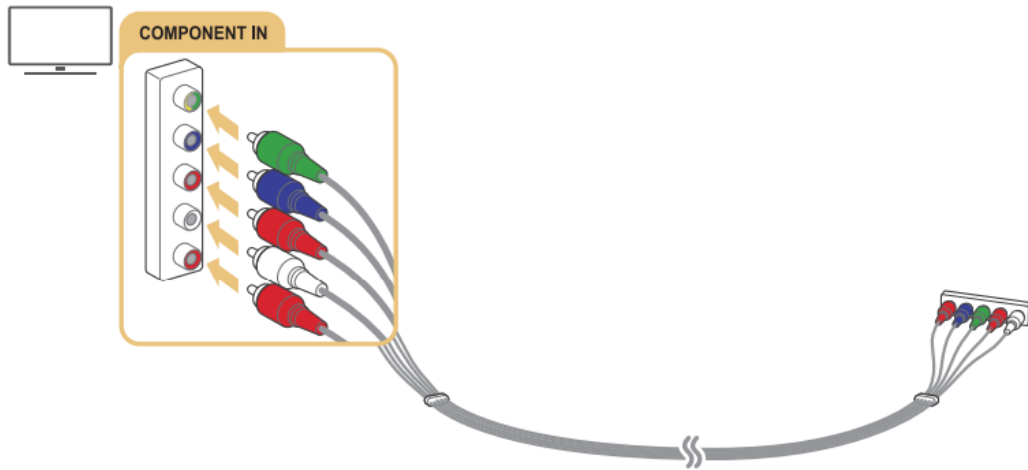
Checking an Internet connection set up over IPv6

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IPv6 Status](#)

#### Changing the name of the TV

#### Connecting with a component cable

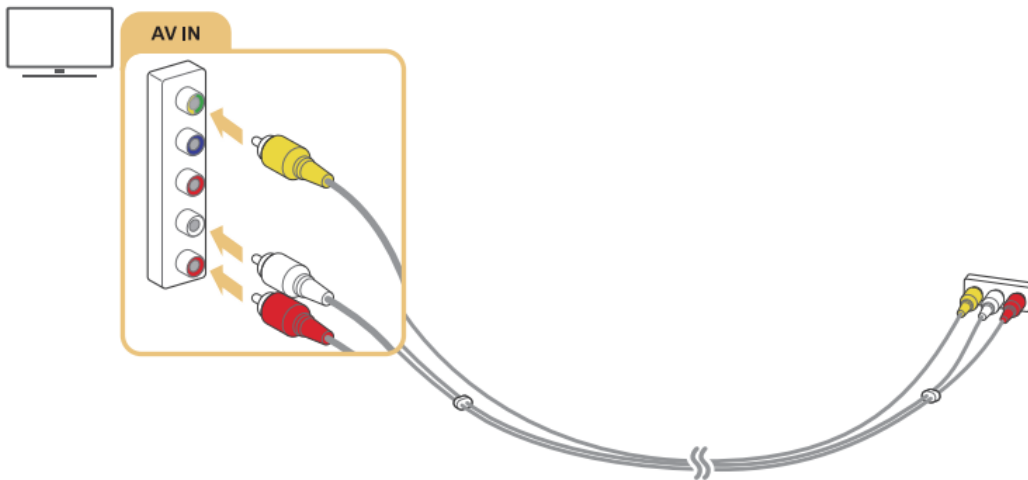
Connect the component cable to the component input connections of the TV and the component output connections of the device as shown in the image below.



**Connecting with a composite cable (Only for models with COMPONENT IN / AV IN)**

Connect the AV cable to the input connections of the TV and the AV output connections of the device as shown in the image below.

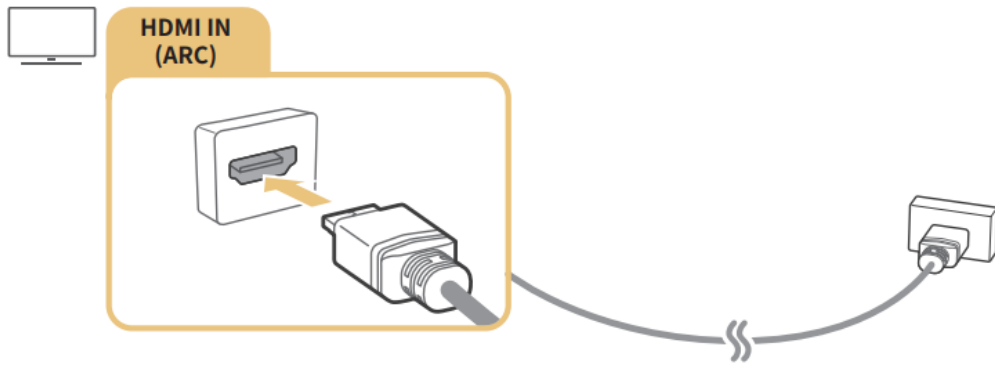
If you are using the TV's AV input connectors, connect the device's video output to the TV using a Y connector



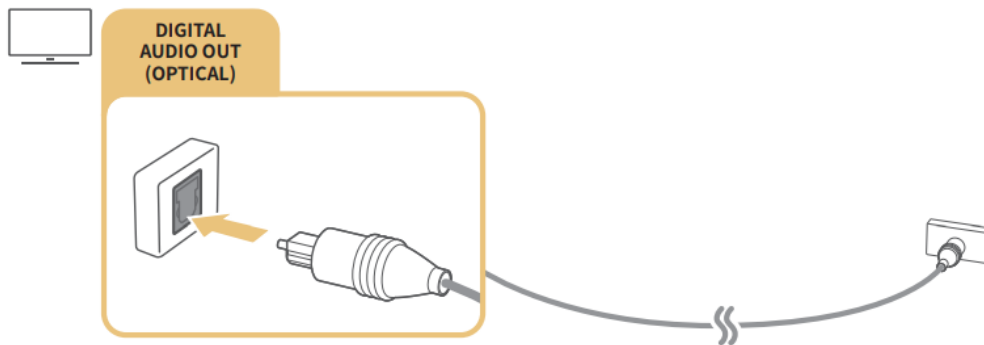
**Audio Input and Output Connections**

**Connecting with an HDMI (ARC) cable**





### Connecting with a digital audio (optical) cable

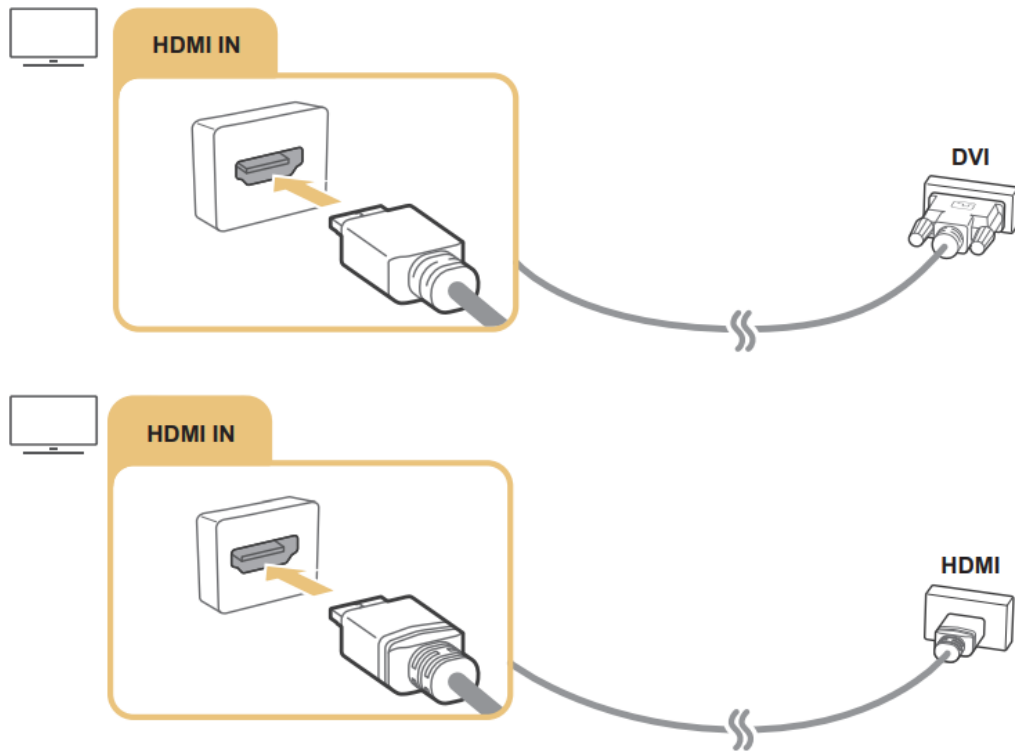


### Connecting through a wireless network

You can connect the TV to a Samsung audio device that supports the Wi-Fi function through your wireless network. The two devices must be connected to the same network. For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.

### Connecting a Computer





## Connecting a Mobile Device

View a mobile device's screen and multi-media content by connecting the mobile device to your TV or network.

After you connect a mobile device that supports screen mirroring to your TV, you can use screen mirroring to view the screen of the mobile device on your TV wirelessly and play the video, audio, or photo files currently playing on the mobile device on your TV.

## Connecting to a Network

### Connecting to the Same Wireless Network


Connect the mobile device and TV to the same wireless network.

- For more information about the wireless network connection from a mobile device, refer to its user guide.
- When a mobile device is connected to the TV using the Wi-Fi direct function, you can enjoy the photos, videos, and music stored on the mobile device through the TV.

### Viewing the screen of a mobile device on your TV (Screen Sharing)

When you run the Smart View on a mobile device, you can view the screen of the mobile device on the TV.

1. Run the Smart View (Screen Mirroring) on your mobile device. The device searches for TVs that can be connected.

2. Select the desired TV from the searched result. The TV and the mobile device are connected.
- If there is no TV found, try again after turning both off and on.
  - If you have multiple TVs, assign a different name to each TV in  > Settings > General System > Manager Device Name to make selection easy.

## CONNECTION NOTES

### Connection notes for HDMI

- The following types of HDMI cables are recommended:
  - High Speed HDMI Cable
  - High Speed HDMI Cable with Ethernet
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result in a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial IEEE.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.

### Connection notes for computers

- As long as file sharing is activated, unauthorized access may occur. When you do not need to access data, disable file sharing.
- Your PC and Smart TV must be connected to each other on the same network.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

### Connection notes for mobile devices

- To use the Smart View function, the mobile device must support a mirroring function such as AllShare Cast or Smart View. To check whether your mobile device supports the mirroring function, please visit the mobile device manufacturer's website.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. Please check if your mobile device supports Wi-Fi Direct

- The mobile device and your Smart TV must be connected to each other on the same network.
- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, NAS (Network-Attached Storage) device.

## Peripherals





### Using Anynet+ (HDMI-CEC)

Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.


1. Set Anynet+ (HDMI-CEC) to On.
  2. Connect an HDMI-CEC-compliant device to the TV.
  3. Turn on the connected external device.
- The connecting process can take up to 2 minutes to complete.

### Controlling the TV with a Keyboard

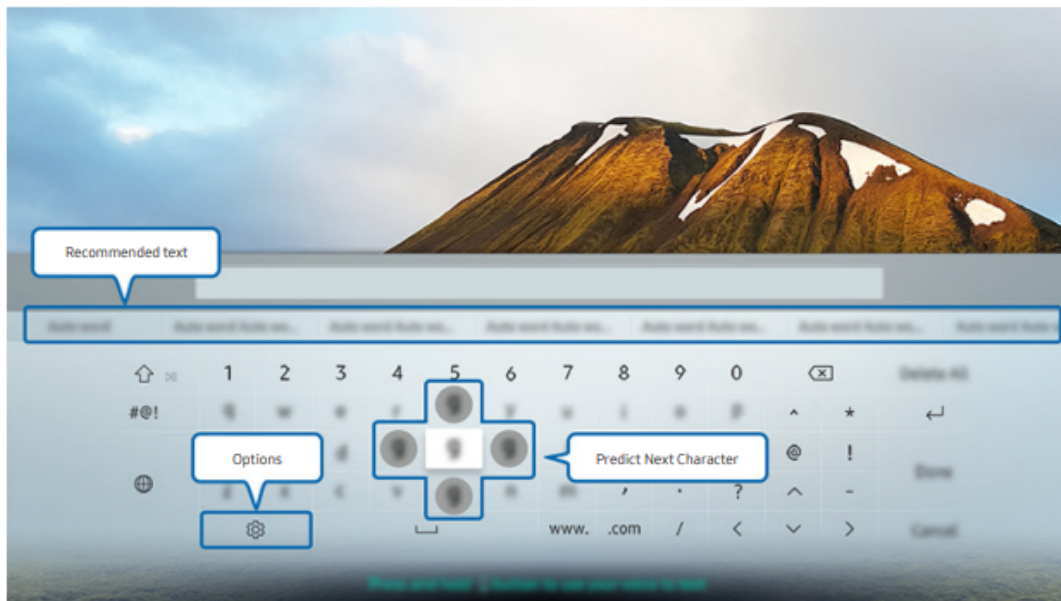
*Using the keyboard*

Button	Description
Directional keys	Moves the focus
Windows key	Displays the TV settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Color buttons —  /  /  / 
F5 key	Displays the Home Screen
F6 key	Displays the <b>Source</b> screen
F7 key	Displays the <b>Channel List</b>
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel


*Setting up the keyboard*

In  > Settings > General > External Device Manager > Keyboard Manager, you can set the following functions

### Entering Text using the On-Screen QWERTY Keyboard





### Using additional functions

Select  on the QWERTY keyboard screen. The following options are available:

- Recommended text
- Reset Recommended Text Memory
- Predict Next Character (when using direction buttons)
- Language

## SMART FEATURES

### Smart Hub

- After pressing the  button on your remote control, you can surf the web and download apps with Smart Hub.
  - Some Smart Hub services are paid services.
  - To use Smart Hub, the TV must be connected to the Internet.
  - Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
  - Smart Hub service outages can be caused by disruptions in your Internet service.
  - You can view the entire text of the Terms and Privacy Policy document by navigating to  > Settings > Support > Terms and Privacy Policy. If you want to stop using Smart Hub, you can cancel the agreement.
  - To cancel the Smart Hub service agreement though it is a required one, select Reset > Settings > General > Support > Self Diagnosis > Reset and then press

the right directional button at the Smart Hub Terms & Conditions, Privacy Policy step.

### Launching Smart Hub automatically

When you set Autorun Smart Hub to On, the TV displays the Home Screen automatically when you turn the TV on.

### Launching the last used app automatically

If Autorun Last App is set to On, the last used app is automatically run when you turn on the TV.

### Testing Smart Hub connections

### Resetting Smart Hub

## HOME SCREEN

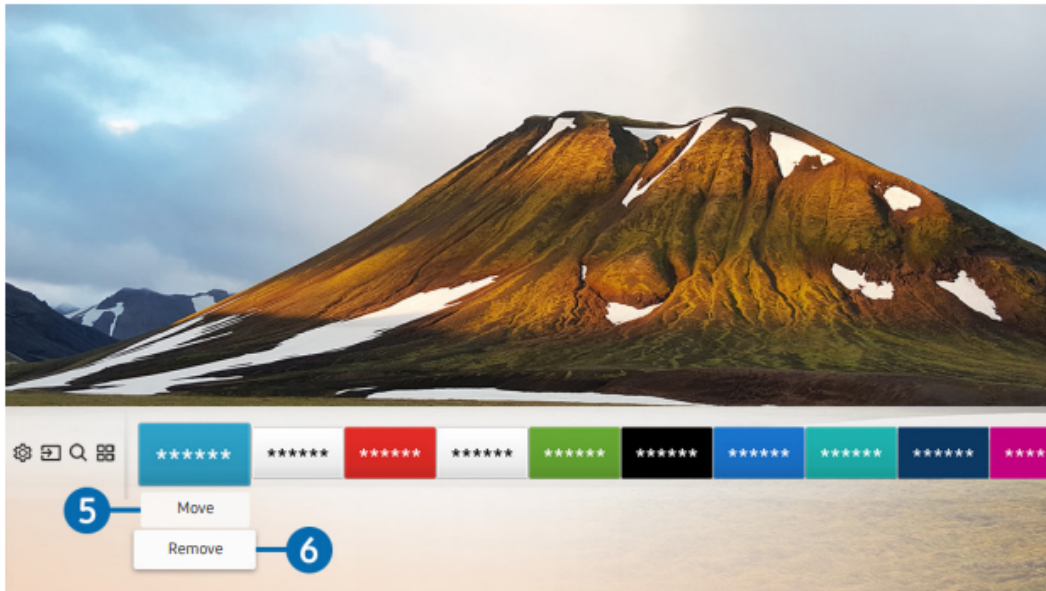
Press the  button.



#### 1. Settings

- Picture Mode: You can select the picture mode that provides the best viewing experience.
- Sound Mode: You can select a sound mode to optimize your listening experience.
- Sound Output You can select which speakers the TV uses for audio output.
- Caption You can watch TV broadcasts with captions.
- Sleep Timer You can automatically shut off the TV after a pre-set period of time.

- Network You can view the current network and Internet status.
2. Source: You can select an external device connected to the TV.
  3. Search: You can search the apps or games in Smart Hub services.
  4. Apps: You can enjoy a wide range of content including news, sports, weather, and games by installing the corresponding apps on your TV.



5. Moving an item on the Home Screen: Move the focus to the app you want to move, press the down directional button on the remote control, and then select Move. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

6. Removing an item on the Home Screen: Move the focus to the app you want to delete, press the down directional button on the remote control, and then select Remove. The selected app is deleted.

## Samsung account

 >  Settings > General > System Manager > Samsung Account

### Creating and managing your Samsung account

- You can view the entire text of the Terms & Policy in Settings General System Manager Samsung Account My Account Terms & Conditions, Privacy Policy after logging in to your Samsung account.
- You can also create a Samsung account at <http://account.samsung.com>. Once you have an account, you can use the same ID on both the TV and the Samsung website.

### Creating a new account

## REMOTE ACCESS

### Connecting a Remote PC

Provides Remote Desktop Connection (RDP) for remotely connecting to a PC running on Windows and Virtual Network Computing (VNC) for a PC running on Mac. To remotely connect to a PC, you must enter the IP address of the remote PC or select a saved profile. Enter a correct username and password and select a correct protocol. If there is any computer that can be accessed via the same network, the found IP and protocol are displayed.

- To register a frequently used PC, move the focus to Manage UserProfile, and then press the Select button. When a popup window appears, select Add, and then enter the PC information.
- When your PC enters in power saving mode, connection is not available. It is recommended to cancel the power saving mode.
- It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

#### 1. Configure computer's settings to use the Remote Access function.

- Remote connection to a PC running on Windows via the RDP protocol is only supported for Windows 7 or later. And the operating system must be a Professional or higher edition.
- Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.
- Windows OS:
  - Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
  - Click Advanced System Settings. The System Properties window appears.
  - Click the Remote tab and then select the Allow Remote Assistance connections to this computer.
- Mac OS:
  - Select Menu System Preferences and then click Sharing.
  - Select the Screen Sharing and Remote Login check box.
  - Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x or lower.

If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

2. Enter the required settings for connecting the computer remotely.

- Enter the IP address of the PC you want to connect to.
  - In case of Windows, when the computer to connect is within the same network (router/AP), run "cmd" command in Settings Network and Internet View Network properties or in Start Run, and then run "ipconfig" to check the IPv4 address of the computer.
  - In case of Mac, you can check the IP address in Settings Remote Access.
  - When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.
- Enter the Username of the computer.
  - How to check the Username: Control Panel User Account Control in Windows, System Preferences Users & Groups in Mac.
- Select the Protocol for the computer's OS. (Windows: RDP, Mac: VNC)
- Enter the password for the login account.
  - For use of PIN, do not enter PIN but the specified password of the computer.

## E-MANUAL

1. (Search): Select an item from the search results to load the corresponding page.
2. (Sitemap): It displays the lists for each item in e-Manual.
3. (Index): Select a keyword to navigate to the relevant page.
4. Moving to FAQ: You can find the troubleshooting of the selected symptom.
5. (Recently Viewed Topics): Select a topic from the list of recently viewed topics.
6. (Try Now): Allows you to access the corresponding menu item and try out the feature right away.
7. (Link): Access an underlined topic referred to on an e-Manual page immediately.

## USING BIXBY

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote to control your TV.

- This function is available only if Voice Assistant is set to Bixby.
  - Home > Settings > General > Voice > Voice Assistant
- This function is supported only in The Frame.
- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the geographical area.

### Starting Bixby using buttons on the Samsung Smart Remote

You can have conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the button on your Samsung Smart Remote, say a command, and then release the button.

To view the Bixby guide, press the button once:

- When you press the button, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the Explore Bixby screen.

### Learning about the Explore Bixby Screen

#### 1. My Profile

Go to the My Profile screen to create a new account or register a voice ID. When a voice ID is registered, you can log in with your voice and see the icon that Bixby generated for your voice.

- You can delete a voice ID after selecting My tʰɪ-fɪls. When the voice ID is deleted, its icon also disappears.
- If you are signed out of your Samsung account, select My tʰɪ-fɪls to sign in.

2. Tutorials: The pop-up window on using Bixby appears.

3. Settings: You can change the settings for using Bixby.

- These functions may not be supported depending on the geographical area.
- These functions can be set in Bixby Voice settings ( Settings General Voice Bixby Voice settings).
- Language
  - You can change Bixby's language.
  - The languages of the TV and other apps will not change.

- Bixby only supports some languages.
- Voice response: You can change or turn off Bixby's voice.
  - This function may not be supported depending on the language selected for Bixby.
- Sound feedback
  - Play a sound when Bixby starts and stops listening.
- Privacy
  - You can permit or prohibit Bixby from utilizing your personal information when you are using Bixby services.

#### 4. Recommended commands

- Displays recommended commands you can use to control the TV with Bixby given the current context.
- If you do not want to see the recommended commands, set Voice Hint to Off (Settings General Voice Voice Hint).

#### 5. All Services

You can learn the voice commands that let you use Bixby in various situations. Use the directional buttons to move to the desired command, and then press the Select button. You can operate the TV with various voice commands.

#### **\*NOTE**

##### Read Before Using Bixby

- The supported voice interaction languages and features may differ depending on the geographical area.
- If the language set differs from the language of your country, some features are not available.
- Bixby is available only when the TV is connected to the Internet.
- Even if the TV is connected to the Internet, there may be no response due to a Bixby server error.
- The existing functional specifications may be changed if Bixby is updated.
- Bixby is available only on TVs that support it and come with remote controls that have a microphone.
- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains  
numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Set Up Your Service

Provider. If Set Up Your Service Provider is not completed, you can complete it using Reset (Settings General Reset).

- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
  - Agree to Smart Hub's Terms of Use.
  - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
  - Consent to the collection and use of personal information for the voice interaction-based service.

### Provisions for using Bix

- The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
- The optimal volume for voice commands is between 75 dB and 80 dB.

## CHANNEL

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV.

If you press the left directional button when viewing the Channel List screen, you can use the following functions:

- Air or Cable
  - To select Air or Cable, move the focus to Air or Cable, and then press the Select button. Air is suitable for homes equipped with separate, over-the-air antennas. Cable is suitable for homes that subscribe to a local cable service, but do not have a cable box. You do not need to use this function if your TV is connected to a cable box or satellite box.
    - *This function may not be supported depending on the incoming broadcast signal.*
- All Channels
- Displays the channels that the TV found during the Auto Program channel search.
  - *These are the channels your TV will receive either over the air if your TV is set to Air or over cable if your TV is set to Cable.*
- Favorites
  - Displays Favorites 1 to Favorites 5.
    - *It displays only the favorites list that includes the favorite channel.*

- Samsung TV Plus
  - While the TV is connected to the Internet, you can watch popular programs or highlights for each theme through a virtual channel at any time. As with regular channels, the TV provides the daily program schedules for Samsung TV Plus.
    - *This function may not be supported depending on the model or geographical area.*

## Editing Channels

On the Edit Channels screen, you can select channels and use the following functions:

- Delete / Restore
  - After selecting a target channel to remove in Edit Channels, select Delete. Removed channels are not displayed in the Channel List.
  - Select any deleted channels and then select Restore to restore the channels to the list.
- Rename Channel
  - After selecting a channel to change in Edit Channels, select Rename Channel to change the channel name.
  - You can rename only one channel at a time.
  - This function is only available for analog channels.
- Save and Exit
  - Saves and closes the Edit Channels screen.

## Personal Favorites List

1. Press the left directional button on the remote control to select the desired Favorites list.
2. Press the right directional button to select Add Channels.
3. Select the desired channel in the list on the screen.
4. Press Add Channels to add the selected channel in the Favorites list.

Select Favorites 1 - Favorites 5 on the Edit Channels screen and the following functions are available:

- Add Channels
  - In the channel list, select one or more channels to add in the favorite list and then select Add Channels.
- Remove
  - Removes one or more channels from a favorites list.

- Change order
  - Changes the order of one or more channels selected in a favorites list.
- Rename Favorites
  - Renames a favorites list.
- Save and Exit
  - Saves and closes the Edit Channels screen

## PICTURE

### Picture Quality

- Dynamic
  - Makes the picture brighter and clearer in bright viewing environments.
- Standard
  - Is the default mode suitable for general viewing environments.
- Natural
  - Reduces eye strain for a comfortable viewing experience.
- Movie
  - Is suitable for watching TV or movies in a dark room.
- FILMMAKER MODE
  - You can watch the source content (e.g., movie) as it is. The image defined as FILMMAKER MODE automatically switches to FILMMAKER MODE while watching.
    - This function may not be supported depending on the model or geographical area.
    - FILMMAKER MODE may look darker than other picture modes.
    - You can change FILMMAKER MODE to a different Picture Mode. However, the changed Picture Mode will be maintained even after watching the picture defined by FILMMAKER MODE.
    - FILMMAKER MODE™ logo is a trademark of UHD Alliance, Inc.

### Advanced picture settings

Configure the screen settings to your taste by using the following functions: • Brightness • Contrast • Sharpness • Color • Tint (G/R) • Apply Picture Settings • Picture Clarity Settings ( When LED Clear Motion is set to On, the screen appears darker than when it is Off.) • Contrast Enhancer • Film Mode ( This function is only available when the input signal is TV, AV, Component (480i,

1080i), or HDMI (1080i).) • Color Tone • White Balance • Gamma • Shadow Detail • RGB Only Mode ( This function may not be supported depending on the model.) • Color Space Settings • Reset Picture

## SOUND

You can select the available sound mode that you prefer for a content type or your listening environment.

Configure advanced sound settings

- Balance
- Equalizer
  - This function is not available when the Sound Mode function is set to Adaptive Sound or Amplify.
  - The name and properties of this function may appear differently depending on the connected external device.
- HDMI-eARC Mode
  - You can connect an audio device that supports eARC via HDMI-eARC. Muting occurs temporarily during device connection.
    - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
    - This function may not be supported depending on the model.
- Digital Output Audio Format
  - Select the digital audio output format. If you select the Auto option, the audio device outputs automatically in a supported format.
  - If you select the Pass-Through option, audio data is output with no processing.
- Digital Output Audio Delay
  - This feature is only available when the external device is connected via HDMI (eARC) and SPDIF (Sony Philips Digital Interface).
  - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- Dolby Atmos Compatibility
  - You can set the TV to allow Dolby Digital+ with Atmos streams that are input from external devices.

- Set to On if the audio device connected via HDMI (eARC) supports Dolby Atmos. The TV screen may flicker when this function is turned on or off.
  - If this function is on, set Digital Output Audio Format to Auto.
  - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- Auto Volume
  - Automatically adjusts the sound to a certain level when changing channels or switching to another external input.
- Sound Feedback
- Reset Sound

## Sound Support Functions

### Selecting speakers

- Settings > Sound > Sound Output
  - You can select which speakers the TV uses for audio output.
    - External speakers may not be controlled with the remote control. When an external speaker is enabled, some sound menus are not supported.

### Listening to the TV through Bluetooth devices

- Settings > Sound > Sound Output > Bluetooth Speaker List
  - You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. Refer to the user manual for your audio device such as Bluetooth speaker, sound bar, and headphones for detailed connection and usage.
    - If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.
    - When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate or deactivate the Bluetooth audio device.
    - The sound quality may be affected by the condition of the Bluetooth connection.
    - Before using a Bluetooth audio device, refer to "Read Before Using Bluetooth Devices."

# ENERGY SAVING FUNCTIONS

## Setting the Auto Protection Time

- Settings > General > System Manager > Auto Protection Time
  - Activate a screensaver when your TV displays a still image for 2 hours or more.

## Reducing the energy consumption of the TV

- Settings > General > Eco Solution

You can adjust the brightness level of the TV, reduce overall power consumption, and prevent overheating.

- Ambient Light Detection
  - Automatically adjusts the brightness level of the TV, according to the ambient light level, to reduce power consumption. If Ambient Light Detection has adjusted the screen brightness to a too bright or dark level, you can select Minimum Brightness to manually adjust the minimum screen brightness.
- Minimum Brightness
  - When Ambient Light Detection is turned on, you can manually adjust the minimum brightness of the TV screen.
  - This function acts only when the value is less than the setting in Settings > Picture > Expert Settings > Brightness.
- Power Saving Mode
  - Adjust the brightness settings to reduce the TV's power consumption.
- Motion Lighting
  - Adjusts the brightness in response to on-screen movements to reduce power consumption.
- Auto Power Off
  - Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.

# UPDATING

## \*NOTE

DO NOT turn off the TV's power until the update is complete. The TV will turn off and on automatically after completing the software update. Video and audio settings may be reset to their defaults after a software update.

- through the Internet: OR through a USB device
- 
- automatically
- - If the TV is connected to the Internet, you can have the TV's software update itself automatically while you are watching the TV. When the background update is completed, it is applied the next time the TV is turned on.
  - If you agree to the Smart Hub terms and conditions, Auto Update is set to On automatically. If you want this function disabled, use the Select button to turn it off.
    - This function may take a longer time if another network function is running concurrently.
    - This function requires an Internet connection.

## AUDIO AND VIDEO FUNCTIONS

### Running the accessibility functions

#### Running Accessibility Shortcuts

- The Accessibility Shortcuts provide easy access to the accessibility functions. To display the Accessibility Shortcuts, press the CC/VD button or press and hold the MUTE button for 1 second or more. You can easily turn on or turn off the functions, such as Voice Guide, Picture Off, Video Description, Caption, High Contrast, Enlarge, Learn TV
- Remote, Learn Menu Screen, Multi-output Audio, Slow Button Repeat, Accessibility Settings, etc.
  - On the Samsung Smart Remote, press and hold the (Volume) button for 1 second or more.
  - Even if the Voice Guide is set to Off or muted, the voice guide for Accessibility Shortcuts is enabled.
  - The shortcut menus may not appear depending on the model or geographical area.

#### Enabling voice guides for the visually impaired

- You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set Voice Guide to On. With Voice Guide on, the TV provides voice guides for channel change, volume adjust, information on current and

upcoming programs, schedule viewing, other TV functions, and various content in the Internet, and in Search.

- You can go to Voice Guide, and then press the Select button to turn the function on or off.
  - The Voice Guide is provided in the language that is selected on the TV Language. However, some languages are not supported by Voice Guide even though they are listed in the TV Language. English is always supported.

## Showing captions

- Set Caption to On to watch programs with the captions displayed.
  - Captions are not displayed by programs that do not support captions.
  - This function has no relationship with the features for controlling subtitles of DVD or Blu-ray players. To control DVD or Blu-ray subtitles, use the subtitle feature of the DVD or Blu-ray player and the player's remote control.
- Splitting the caption
  - Settings > General > Accessibility > Caption Settings > Separate Closed Caption
  - You can display the caption in the area separated from the broadcast screen.
- Selecting the caption language
  - Settings > General Accessibility > Caption Settings > Caption Mode
  - Default / CC1 ~ CC4 / Text1 ~ Text4
    - Operates in either analog TV channel mode or when a signal is supplied from an external device to the TV.
    - Depending on the broadcast signal, the analog caption function may or may not work with digital channels.)
  - Default / Service1 ~ Service6 / CC1 ~ CC4 / Text1 ~ Text4
    - Works with digital channels. These functions may not be available in digital caption mode depending on the broadcast.
- Setting the digital caption related options
  - Settings > General > Accessibility > Caption Settings > Digital Caption Options
  - You can change the font color, background color, size settings, and position, etc.
    - The foreground and background colors and opacity settings cannot be the same.

- The Position function is activated only for programs that support broadcast captions.
- Listening to the TV through Bluetooth devices (for the hearing impaired)
  - Settings > General > Accessibility > Multi-output Audio
  - You can turn on both the TV speaker and Bluetooth headphone at the same time. When this function is active, you can set the volume of the Bluetooth headphone higher than the volume of the TV speaker.
- Configuring the repeat settings for remote control buttons
- Settings > General > Accessibility > Remote Button Repeat Settings Try Now
  - You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them. First, set Slow Button Repeat to On, and then adjust the operation speed in Repeat Interval
- Using Voice Assistants on TV
  - You can change the settings of a Voice Assistant after selecting it.
  - This function is supported only in The Frame.
- Voice Assistant
  - Settings > General > Voice > Voice Assistant
    - Select which Voice Assistant you would like to help control your TV.
    - To use this function, the TV must be connected to the Internet.
- Bixby / Amazon Alexa / Google Assistant
  - To use the Voice Assistant, follow the instructions on the TV screen to enable the selected Voice Assistant.
  - To change the settings for Voice Assistant, run the Settings menu under each Voice Assistant ( Settings General Voice Voice Assistant).
  - To enable the Settings menus for each Voice Assistant, log in each Voice Assistant.
  - For an example of Voice command, see the Settings menus for each Voice Assistant.

## TROUBLESHOOTING

### Picture Issues

- Testing the picture

- Flickering and Dimming
  - Disable Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer.
- Component Connections and Screen Color
  - When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.
- Screen Brightness
  - If the colors on your TV are correct but just a little too dark or bright, try adjusting (Contrast; Brightness; Sharpness; Color; Tint (G/R))
- Blurring, or Juddering
  - If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.
- Unwanted Powering Off
  - See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.
  - If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.
- Problems Powering On
  - Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.
  - Make sure that the antenna cable or cable TV cable is firmly connected.
  - If you have a cable box or satellite box, confirm that it is plugged in and turned on.
- Unable to find a Channel
  - If your TV is not connected to a cable box or satellite box, run Auto Program.
    - Home > Settings > Broadcasting > Auto Program
  - When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.
    - Home > Source > Connection Guide
- The TV image does not look as good as it did in the store
  - Store displays are tuned to a digital UHD channel or HD channel.
  - Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.

- Be sure to use an HDMI cable to enjoy high quality videos.
- The picture is distorted
  - The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.
  - If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.
  - Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.
- The color is wrong or missing
  - If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.
  - Incorrect or loose connections may cause color problems or a blank screen.
- The color is poor or the picture is not bright enough
  - Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.
  - See if Power Saving Mode has been enabled.
    - Home > Settings > General > Eco Solution > Power Saving Mode
  - Try resetting the picture.
- There is a dotted line on the edge of the screen
  - Change Picture Size Settings to 16:9 Standard.
    - Home > Settings > Picture > Picture Size Settings > 16:9 Standard
- The picture is black and white
  - Use a composite cable when you connect AV equipment to the TV.
  - If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port.
- The picture won't display in full screen
  - HD channels will have black bars on either side of the screen when displaying upscaled SD content.
  - Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.
  - Adjust the picture size options on your external device or set the TV to full screen.

- The Caption function in the TV menu is deactivated
  - When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.
- Captions appear on the TV screen
  - Home > Settings > General Accessibility > Caption Settings > Caption
- The HDR of the connected external device turns off
  - Home > Settings > General > External Device Manager > Input Signal Plus

**\*NOTE:**

- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the Signal Information or refer to the external device's user manual.

**Sound and Noise Issues**

- Testing the sound
- There is no sound or the sound is too low at maximum volume.
  - Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV.
  - Check the cable connection between an external device and the TV and then try cable connection again.
- The picture is good but there is no sound.
  - If you are using an external device, check the device's audio output option.
  - For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.
  - To listen to computer sound, connect an external speaker to the computer's audio output connector.
  - If your TV has a headphone jack, make sure there is nothing plugged into it.
  - Reboot the connected device by disconnecting and then reconnecting the device's power cable.
  - With a set-top box or cable box, check the cable connection and reboot the external device. W



- No sound is heard.
  - Check whether Digital Output Audio Format is set to Pass-Through.
  - If you select the Pass-Through option to use an AV receiver that does not support
  - Dolby Digital+, no sound is output with Dolby Digital+ content.
  - It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.
- The speakers are making an odd sound.
  - Run Sound Test.
  - Make sure that the audio cable is connected to the correct audio output connector on the external device.
  - For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.
- The sound is interrupted.
  - The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.
  - To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency.
  - When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.
- The TV audio is not being played through the AV receiver
  - Check the A/V receiver's power supply and its settings.
    - When connecting the optical cable between the TV and A/V receiver, make sure that the sound output is set Optical on your TV.
    - In case of HDMI eARC connection, make sure that it is connected to the eARC dedicated HDMI port on your TV. However, the eARC can be used only when the A/V receiver supports the eARC feature.
- The volume of the external device cannot be adjusted.
  - Check the cable connection between the TV and the external device.
  - When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV

## Channel and Broadcast Issues

- “Weak or No Signal” displayed in TV mode or cannot find channel.
  - Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.
  - When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.
- The TV is not receiving all channels.
  - Confirm that the coaxial cable is securely connected to the TV.
- Broadcasting is deactivated.
  - Broadcasting is only available when Source is set to TV.
  - Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.

## External Device Connectivity Issues

- Connect to a PC and mobile device via screen mirroring.
  - To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect. Confirm that the TV and your PC are connected to the same network. To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect.
    - Home > Source > Connection Guide > PC/Smartphone > Screen Sharing (Wireless)
- No screen appears when connecting the TV to an external device.
  - Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.
  - Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.
- The PC screen does not appear or it flickers.
  - When the PC screen does not appear or the PC is not recognized, check the power supply of the PC and then reconnect the HDMI cable between the PC and TV. When the symptom persists, check that the PC is in Sleep mode.
  - When the set resolution is not matched, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

## Network Issues

When the TV has trouble connecting to the Internet, these steps may help resolve the problem.

If the TV has trouble with network connection or TV services, check the Smart Hub connection status.

- Wireless network connection failed. Unable to connect to a wireless access point.
  - Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.
  - Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
  - Enter the correct password if required.
  - If the wireless connection fails, connect the TV to the access point via a LAN cable.
  - If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.
- Wired network connection failed.
- Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Auto IP connection failed. Unable to connect to the network.
  - Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.
  - If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.
  - Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.
- Connected to a local network, but not to the Internet.
  - Check if the Internet LAN cable is connected to the access point's external LAN port.
  - Check the DNS setting in IP Settings.
- Network setup is completed, but unable to connect to the Internet.
  - If the problem persists, contact your Internet service provider.

## Anynet+ (HDMI-CEC) Issues

You can use the TV's remote control to control external devices that support Anynet+ (HDMI-CEC) and that are connected to the TV via an HDMI cable. For example, if a connected external device

supports Anynet+, you can have the connected device turn on or off when you turn the TV on or off.

- Anynet+ does not work
  - Check if the power cord of the Anynet+ device is properly connected.
  - Check the cable connections of the Anynet+ device.
  - Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.
    - Settings > General > External Device Manager > Anynet+ (HDMI-CEC)
  - Anynet+ may not function when some other functions are active, including Channel
  - Search, Smart Hub, Initial Setup, etc.
  - If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.
- Start Anynet+. I also want the connected devices to turn on when the TV is turned on.
  - Move the focus to the Anynet+ device at Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.
  - Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.
    - Settings > General > External Device Manager > Anynet+ (HDMI-CEC)
- Exit Anynet+.
  - To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.
    - Settings > General > External Device Manager > Anynet+ (HDMI-CEC)
  - When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (eARC) port does not turn off and on together with the TV. To prevent a 9XLSRfir device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a 9XLSRfir device connected to the TV.
- Screen message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears
  - You cannot use the remote control when the TV is R-fii0 Anynet+ or switching to the TV viewing screen.

- Use the remote control after the TV has completed the Anynet+ configuration and has switched to the TV viewing screen.
- The Anynet+ device won't play.
  - You cannot use the play function when Reset is in progress.
- The connected device is not displayed.
  - Check whether the device supports Anynet+. Anynet+ devices must be connected to the TV using an HDMI cable.
  - Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.
  - Check whether the HDMI cable is properly connected.
  - Scan for Anynet+ devices again.
  - If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again

### **Remote Control Issues**

- The remote control does not work.
  - The connection between the remote control and the TV may be lost.
  - Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

### **External devices cannot be operated with the TV remote control.**

- Check the cable connection between the TV and external devices.
- When the symptom persists, set it manually in
  - Source > Universal Remote Setup.

### **Voice Assistant Issues**

- The voice commands do not work well.
  - Voice commands may differ depending on the Voice Assistant.
  - Refer to the command examples for each Voice Assistant
- With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed.
  - Try pairing the remote control with the TV.

- During voice recognition, the heavy load message appears and the function does not work.
  - Unplug and then plug the TV power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.
- I want to see weather information of the desired area.
  - Say with the area name included.

## Other issues

- The TV is hot.
  - Watching TV for an extended period of time causes the panel to generate heat.
  - The heat from the panel is dissipated through internal vents running along the top of the TV.
  - The bottom, however, may feel hot to the touch after extended use.
  - Children watching TV need constant adult supervision to prevent them from touching the TV.
  - This heat, however, is not a defect and does not affect the TV's functionality.
- The TV smells like plastic.
  - This smell is normal and will dissipate over time.
- The settings are lost after 5 minutes or every time the TV is turned off.
  - If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.
  - Change Usage Mode to Home Mode.
- The TV is tilted to the side.
  - Remove the base stand from the TV and reassemble it.
- The stand is wobbly or crooked.
  - Refer to the Quick Setup Guide and make sure that the stand is assembled correctly.
- PIP is not available.
  - PIP is available only when an external device is connected with an HDMI or Component cable.
  - Note that the function is unavailable when Smart Hub is active. This function may not be supported depending on the model or geographical area.

- A POP (TV's internal banner ad) appears on the screen
  - Change Usage Mode to Home Mode.
- The TV is making a popping noise.
  - The expansion and contraction of the TV's outer casing may cause a popping noise.
  - This does not indicate a product malfunction.
  - The TV is safe to use.
- The TV is making a humming noise.
  - Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV.
  - Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.
  - Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.
- The software update over the Internet has failed.
  - Check the network connection status.
  - 
  - If the TV is not connected to a network, connect it to a network. The upgrade stops if you already have the latest software version.
- The TV narrates the screen events in voice-over.
 

To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following:

  - Press and hold the +/- (Volume) button on your Samsung Smart Remote.
  - Press the CC/VD button or press and hold the MUTE button on your standard remote control
  -

### **Diagnosing TV operational issues**

- Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel. Signal Information is only available for digital channels.

- Reset Smart Hub: Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.

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- Reset picture: Resets current picture settings to the default settings

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- Reset sound: Resets current sound settings to the default settings.

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### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.