

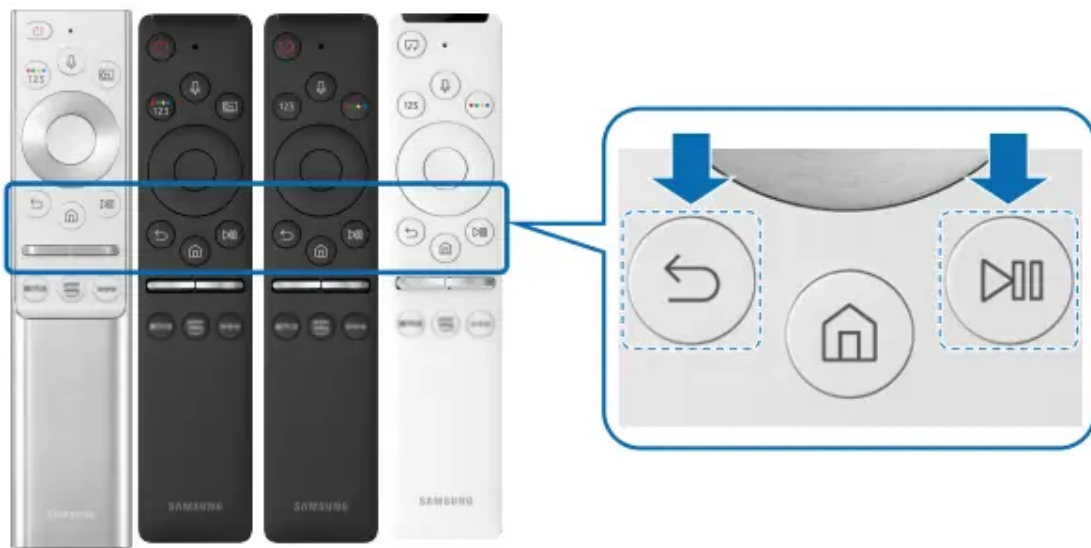



Quick Guides


Connecting the Samsung Smart Remote to the TV


Connect the Samsung Smart Remote to your TV to operate the TV.


When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.




 The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.

 For more information about the Samsung Smart Remote that comes with the QLED TV (except for Q50R model) and The Serif, refer to "About the Samsung Smart Remote (QLED TV and The Serif)."

 For more information about the Samsung Smart Remote that comes with the UHD TV, refer to "About the Samsung Smart Remote (UHD TV)."

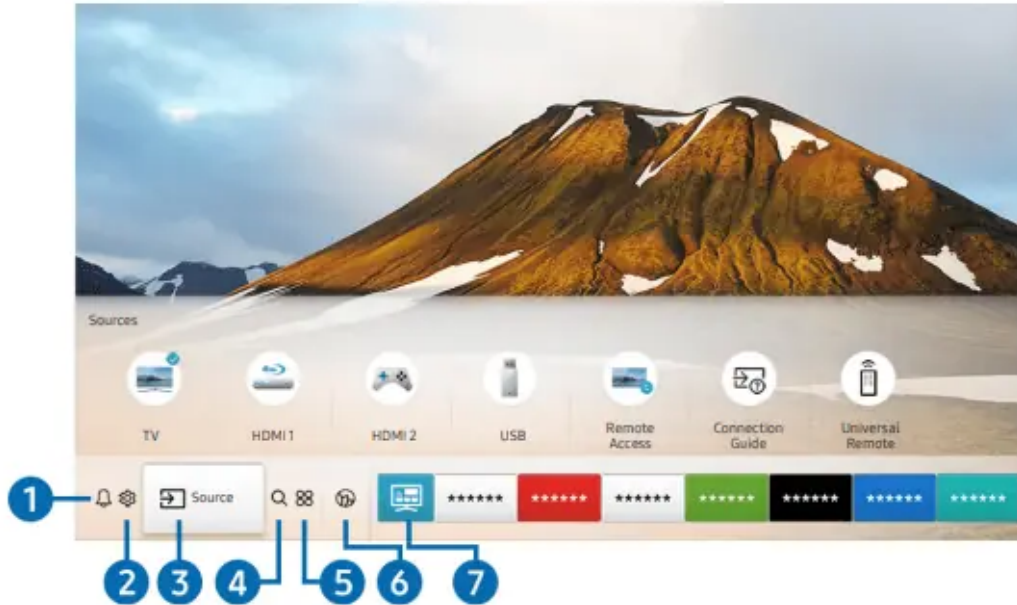
 For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)."

 The Samsung Smart Remote may not be supported depending on the model or geographical area.


Using Smart Hub

Connect to Smart Hub for apps, games, movies, and more.


Enjoy the multiple functions provided by Smart Hub simultaneously on a single screen



The image on your TV may differ from the image above depending on the model and geographical area.

When you press the  button on your remote control, you can use the following functions and features.


1. Notification

- You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to broadcast a scheduled program or when an event occurs on a registered device.
-  For more information, refer to "Displaying the Home Screen."

2. Settings


- When the focus is moved to Settings, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

3. Source

- You can select an external device connected to the TV.
-  For more information, refer to "Switching between external devices connected to the TV."


4. Search


You can search for channels, programs, movie titles, and apps from Smart Hub.

 To use this feature, the TV must be connected to the Internet.

5. APPS




You can enjoy a wide range of content including news, sports, weather, and games by installing the corresponding apps on your TV.


 To use this feature, the TV must be connected to the Internet.


 For more information, refer to "Using the APPS Service."


6. Ambient Mode

You can enhance your living space with decorative content that matches the surroundings or view essential real-time information such as weather, time, and news on the TV screen when you are not watching TV.

To enter Ambient Mode, press the  button. To return to the TV mode, press the  button. To shut off the TV, press the  button.

If you press the  button when the TV is turned off, the TV turns on in Ambient Mode.

 If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.


 Because this function is specific to QLED TV (except for Q50R model) and The Serif, it may not be supported depending on the model.

 For more information about the Ambient Mode, refer to "Using the Ambient Mode."

7. Universal Guide

Universal Guide is an app that allows you to search for and enjoy various content such as TV shows, dramas, and movies in one place. Universal Guide can recommend content tailored to your preferences.

 For more information about Universal Guide, refer to "Using the Universal Guide App."

 Images may look blurry depending on the service provider's circumstances.

 This function may not be supported depending on the model or geographical area.


Selecting a content category


You can select your preferred content and background for the Ambient Mode screen.

 Available content categories may differ depending on the model or geographical area.

- Special Edition
 - Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.

- Décor
 - Allows you to select content with a sensible and beautiful design.
- My Album
 - Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen.


 To import photos from your mobile device or Samsung Cloud, use the SmartThings app on your mobile device.


 For more information about how to configure the photo settings, select View Help. This function is available after you select a photo in the My Album category.

- Info
 - Allows you to select essential real-time information such as weather, temperature, time, and news.

 This function may not be supported depending on the geographical area.


- Artwork
 - Allows you to select content such as world famous photos and artwork.
- Background Theme
 - Allows you to select a background theme provided by Samsung.

 Take a picture of a wall using the SmartThings app on your mobile device to create a custom background theme. When you use this function, there may be a delay in image transmission and optimization depending on network conditions.

 You can set a background theme you created as a background of a content item. To set a background theme as the background of a content item, press the down directional button while watching the Ambient Mode screen.


Applying effects to the content

When you are enjoying content in Ambient Mode, press the down directional button to change the following settings for the content:

 Available functions may not be supported depending on the content.

- Backgrounds
 - Changes the background of the content.

 This function may not be supported depending on the content.

 You can use the SmartThings app on your mobile device to take a picture of a wall and create a custom background. For more information, select the How-To icon. This function may be a delay in image transmission and optimization depending on network conditions.

- Shadow Effects
 - Applies a shadow effect that you select to the content.


 This function may not be supported depending on the content.


- Brightness
 - Adjusts the brightness of the content.
- Saturation
 - Adjusts the saturation of the content.
- Color Tone
 - Adjusts the colors of the content.
- Red Tone / Green Tone / Blue Tone
 - Adjusts the red, green, blue contrast

Using Bixby

Speak into the microphone on your Samsung Smart Remote to control your TV.



 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 model or geographical area.

Starting Bixby using buttons on the Samsung Smart Remote

You can also have a 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.



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.

Updating the TV automatically

 >  [Settings](#) > [Support](#) > [Software Update](#) > [Auto Update](#) [Try Now](#)

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.

Getting Support




Get help directly from Samsung if you have a problem with your TV.

Getting support through Remote Management

 >  [Settings](#) > [Support](#) > [Remote Management](#) 

After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web.




You can also turn Remote Management on and off.

-  You can also start this function by pressing and holding the  button for 5 or more seconds.
-  This function requires an Internet connection.

Requesting service


 >  [Settings](#) > [Support](#) > [Request Support](#) 

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to Next, and then press the Select button. Select Request Now Send or Schedule Appointment Request Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

-  You must agree to the terms and conditions for the service request.
-  This function may not be supported depending on the geographical area.
-  This function requires an Internet connection.

Connecting an Antenna

You can connect a coaxial cable to your TV.

-  An antenna connection is not necessary if you connect a cable box or satellite box.

Connecting to the Internet

You can get access to the Internet through your TV.

 >  [Settings](#) > [General](#) > [Network](#) > [Open Network Settings](#) 

Configure network settings to connect to an available network.

Establishing a wired Internet connection

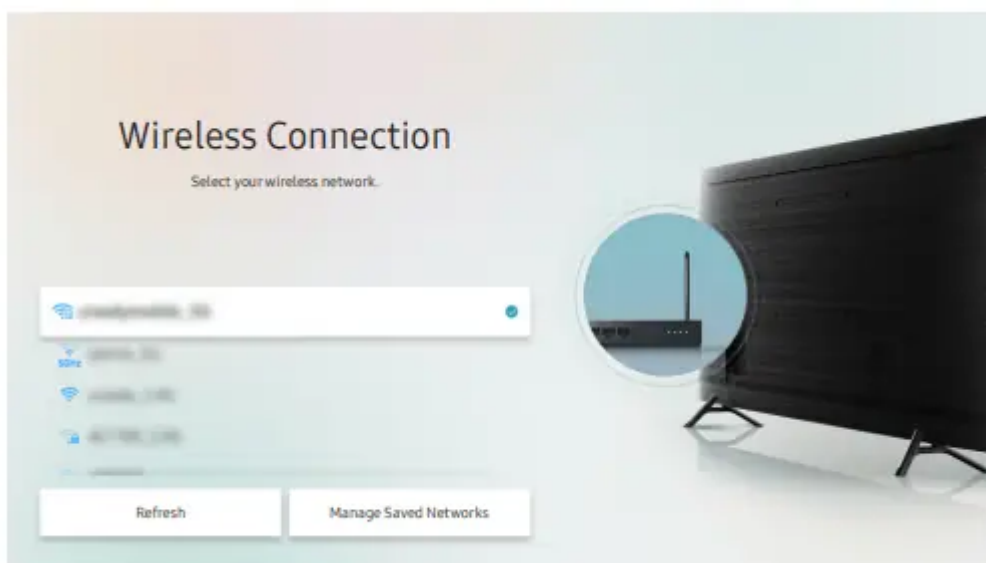
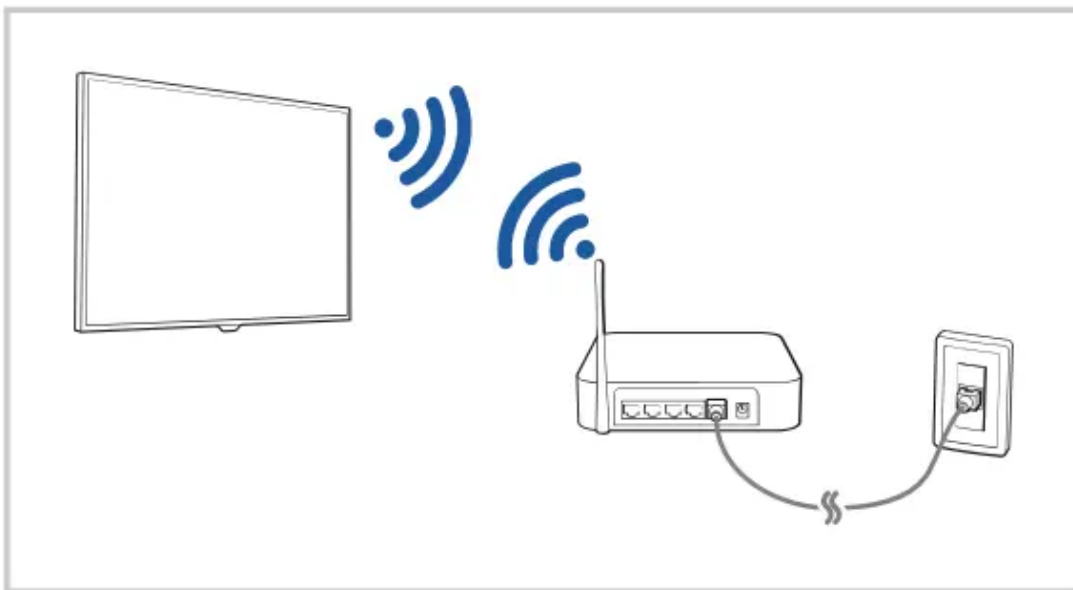
If you connect a LAN cable, the TV automatically accesses the Internet.


✎ If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."


✎ To connect a LAN cable, use a CAT 7 (*STP type) cable for the connection. (100/10 Mbps) * Shielded Twisted Pair


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


✎ This function may not be supported depending on the model.



 The image on your TV may differ from the image above depending on the model and geographical area.

 If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).

 If your wireless access point 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 access point within 2 minutes. The TV will connect automatically.

 To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.

Checking the Internet connection status

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



View the current network and Internet status.

Resetting Your Network


 >  [Settings](#) > [General](#) > [Network](#) > [Reset Network](#) 

Restore the network settings to the factory default.

Turning on the TV with a mobile device

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [Power On with Mobile](#)

You can turn on the TV using a mobile device connected to the same network as the TV.

 This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function. Apple AirPlay may not be supported depending on the model or geographical area.

Connecting an IP control device to the TV

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IP Remote](#)

You can connect an IP control device to the TV remotely to manage your IP device.




 To use this function, Power On with Mobile must be turned on.

Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.





This function may not be supported depending on the model.


Connection Cables for External Devices

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

Cable name	Image	Description
HDMI to HDMI		Each cable simultaneously transmits digital video and audio signals from an external device to the HDMI port on the TV. Cables are divided into various types according to the types of input or output ports on external devices.
HDMI to MINI HDMI		
HDMI to Micro HDMI		

HDMI to USB Type-C	
HDMI to DisplayPort	
Mini DisplayPort to HDMI	

Cable name	Image	Description
DVI to HDMI		DVI to HDMI cables can transmit only digital video signals and not audio signals. We recommend that you use HDMI to HDMI cables.
Optical		Optical cables are used to transmit audio signals to external speakers with low signal loss. Optical cables can't transmit video signals.
Component		Component cables transmit analogue signals. The video signal is separated and transmitted to the red, green, and blue terminals to provide HD (1080i) pictures. The audio signal is transmitted to the red and white terminals.
Composite		Composite cables transmit analogue signals. The video signal is transmitted to the yellow terminal, and the audio signal is transmitted to the red and white terminals.

 Available connection cables may differ depending on the model or geographical area.

Switching between external devices connected to the TV

You can switch between TV programs and the content of external devices.



When you select a connected external device on the Source screen, the output of the selected device is displayed on the TV screen.

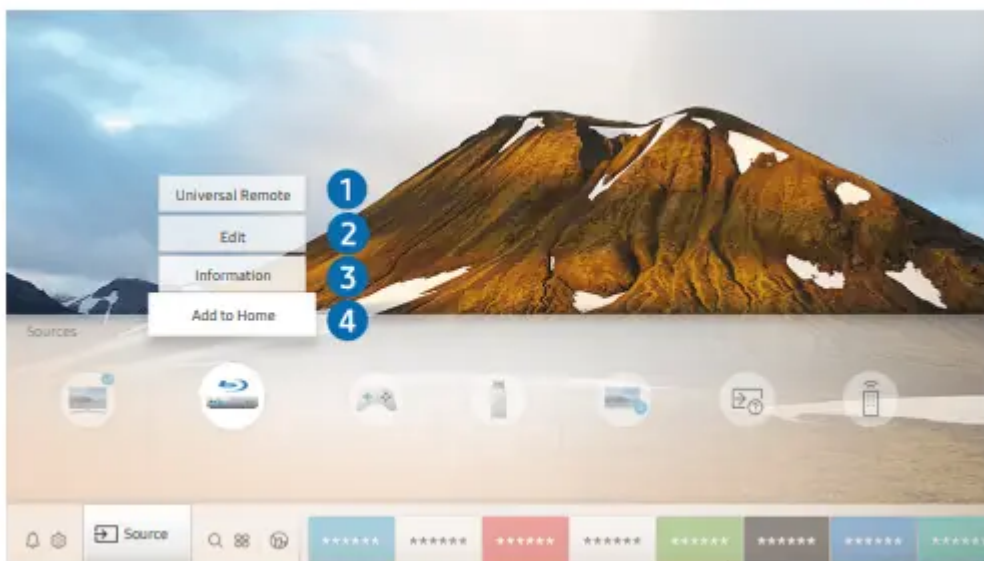
To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

This function may not be supported depending on the device and geographical area.

Editing the name and icon of an external device

You can change the port name for a connected external device or add it to the Home Screen




The image on your TV may differ from the image above depending on the model and geographical area.


1. Move the focus to a connected external device.
2. Press the up directional button.

The following functions become available: Available functions may differ depending on the port type.

1. Universal Remote

You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.


 This function may not be supported depending on the model or geographical area.

 For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

2. Edit

 You can rename the input ports and change the device icons.

3. Information


 You can view detailed information about an external device.


4. Add to Home

 You can add the port of an external device to the Home Screen for quick switching.

Connection Notes

When connecting an external device, note the following:

 The number of connectors, and their names and locations may differ with the model. Refer to the external device's operating manual when connecting it to the TV.

 The number of external device connectors, and their names and locations may differ with the manufacturer

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result 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 cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.

 This function may not be supported depending on the model.

Connection notes for computers

- For the resolutions supported by the TV, refer to "Read Before Connecting a Computer (Supported Resolutions)."
- If you want to connect your PC and TV wirelessly, both of them 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 Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- The Screen Sharing (Smart View) feature may not operate smoothly in a 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz may not be available depending on the model.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to Source Connection Guide Smartphone Apple AirPlay.

 This function may not be supported depending on the model or geographical area.

- The video or audio may stop intermittently, depending on network conditions.

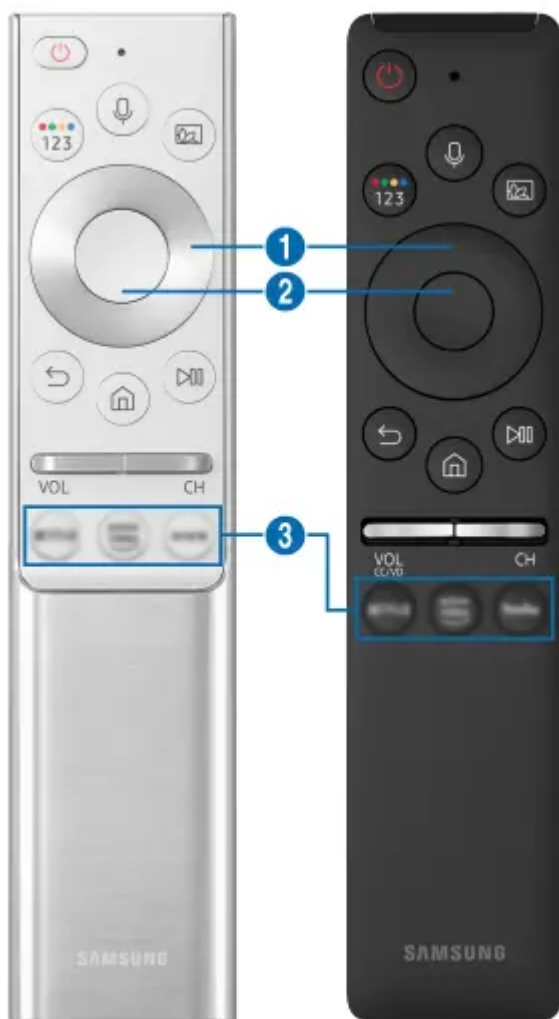
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Remote Control and Peripherals






You can control TV operations with your Samsung Smart Remote. Pair external devices such as a keyboard for ease of use.


About the Samsung Smart Remote (QLED TV and The Serif)

Learn about the buttons on the Samsung Smart Remote that comes with the QLED TV (except for Q50R model) and The Serif.



Using the keyboard and mouse

Button	Description
Directional keys	Use to navigate the menu, or move the focus to highlight items on the Home Screen.
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 Source screen
F7 key	Displays the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions:  The options displayed in the menu may differ depending on the selected item. <ul style="list-style-type: none">• Open• Open Link in New Tab• Enable Scroll Mode

 The key operation may differ depending on some apps or the keyboard.

Setting up the input devices

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [Input Device Manager](#)

- Keyboard Settings

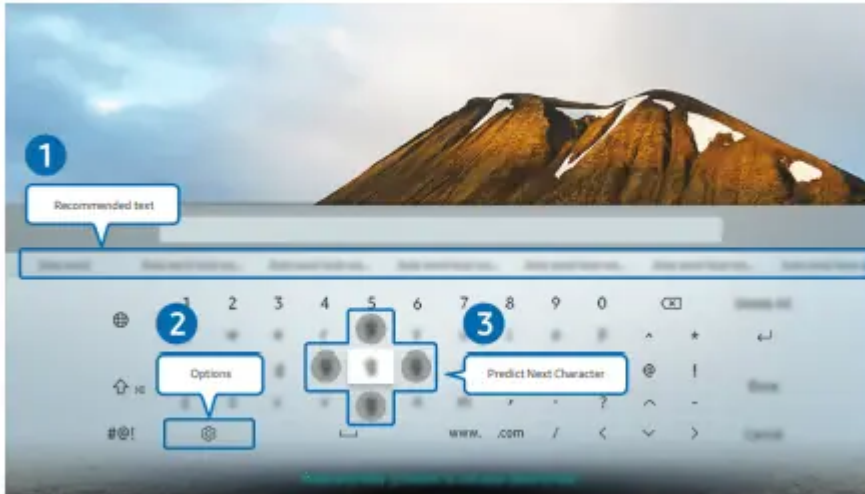
You can set up the keyboard with the Keyboard Language and Keyboard Type functions.

- Mouse Settings

You can set up the mouse with the Primary Button and Pointer Speed functions.

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV.



The image on your TV may differ from the image above depending on the model and geographical area.

1. Recommended text

When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

2. Options Select on the virtual keyboard screen. The following options are available:

The options available may differ depending on the function running currently.

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

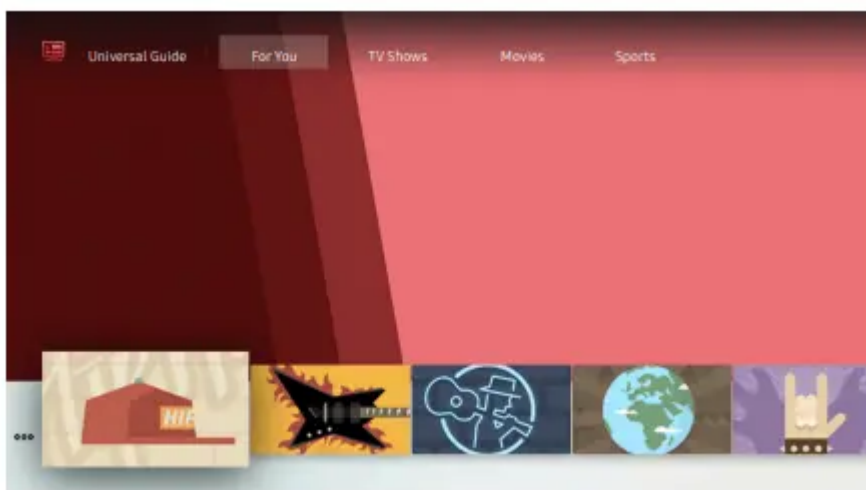
3. Predict Next Character


Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one.

Using the Universal Guide App

Search for and enjoy content such as TV shows, dramas, movies, and sports broadcasts.











 The image on your TV may differ from the image above depending on the model and geographical area.

Universal Guide is an app that allows you to search for and enjoy various content such as TV shows, dramas, and movies in one place. Universal Guide can recommend content tailored to your preferences.

You can use this feature on your mobile device with the Samsung SmartThings app.

-  To enjoy the content from these apps on your TV, they must be installed on the TV.
-  When you watch some paid content, you may need to make a payment using their associated app.
-  Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
-  Parental control is necessary when children use this service.
-  Images may look blurry depending on the service provider's circumstances.
-  This function may not be supported depending on the model or geographical area.

Troubleshooting

If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Center.

Picture Issues

When the TV has trouble with the picture, these steps may help resolve the problem.

Testing the picture

[Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#) [Try Now](#)

Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the TV. Picture Test displays a high picture you can examine for or faults.

Flickering and Dimming

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.

Disable [Ambient Light Detection](#), [Power Saving Mode](#), or [Motion Lighting](#).

- [Home](#) > [Settings](#) > [General](#) > [Eco Solution](#) > [Ambient Light Detection](#)
- [Home](#) > [Settings](#) > [General](#) > [Eco Solution](#) > [Power Saving Mode](#)
- [Home](#) > [Settings](#) > [General](#) > [Eco Solution](#) > [Motion Lighting](#)

Component Connections and Screen Color

If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.

- [Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#)

If the test results indicate that the problem is not caused by the TV, do the following:

When using the One Connect Box, that its video input connectors are connected to the correct external device video output connectors.

When using the component cable, that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.

For more information about how to connect an external device, run Connection Guide

- [Home](#) > [Source](#) > [Connection Guide](#)

Screen Brightness

If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.

- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Reset Picture](#)
- [Home](#) > [Settings](#) > [General](#) > [Power and Energy Saving](#) > [Brightness Optimization](#)

If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings

- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Contrast](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Brightness](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Sharpness](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Color](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [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.

-  >  Settings > Picture > Expert Settings > Picture Clarity Settings

Unwanted Powering Off

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

-  >  Settings > General > System Manager > Time > Sleep Timer

If the **Sleep Timer** has not been enabled, see if **Auto Power Off** or **Off Timer** has been enabled and disable it.

-  >  Settings > General > Eco Solution > Auto Power Off
-  >  Settings > General > System Manager > Time > Off Timer

Problems Powering On

If you are having problems powering on your TV, there are a number of things to check before calling the service department.

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

-  >  Settings > Broadcasting > Auto Program

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.

-  >  Source > Connection Guide > Video Device > HDMI

To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.

For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN7**A series or higher."

Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.

When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

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.

-  >  Settings > Picture > Picture Mode
-  >  Settings > Picture > Expert Settings > Brightness
-  >  Settings > Picture > Expert Settings > Sharpness
-  >  Settings > Picture > Expert Settings > Color

See if Brightness Reduction has been enabled.

-  >  Settings > General > Power and Energy Saving > Brightness Reduction

Try resetting the picture.

-  >  Settings > Picture > Expert Settings > Reset Picture

There is a dotted line on the edge of the screen

Change Picture Size to 16:9 Standard.

-  >  Settings > Picture > Picture Size Settings

Change the output resolution of your external device.

The picture is black and white

Check whether Grayscale is set to On

-  >  Settings > General > Accessibility > Grayscale

The picture won't display in full screen

HD channels will have black bars on either side of the screen when displaying upscaled SD (4) 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.

-  >  Settings > Picture > Picture Size Settings > Picture Size

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

Turn off the Caption function in Caption Settings.

-  >  Settings > General > Accessibility > Caption Settings > Caption

How can I connect an audio device to the TV?

The connection method may differ depending on the audio device. For more information about how to connect an audio device, run Connection Guide.

-  >  Source > Connection Guide > Audio Device

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.

The picture is good but there is no sound.

Set Sound Output to TV Speaker.

-  >  Settings > Sound > Sound Output

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.

No sound is heard.

Check whether Digital Output Audio Format is set to Dolby Digital+.

Set Digital Output Audio Format to Dolby Digital+ only when you play Dolby Digital+ (with Atmos) content.

If you are using an AV receiver that does not support Dolby Digital+, you will hear no sound when you select Dolby Digital+

-  >  Settings > Sound > Expert Settings > Digital Output Audio Format > Dolby Digital+

The speakers are making an odd sound

Run [Start Sound Test](#).

-  >  Settings > Support > Self Diagnosis > Start 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.

If the problem persists, we recommend that you use a wired connection.

Whenever a function is used on the TV or the channel is changed, the TV voices the activity.

The TV explains in voice-over the video scenes displayed on the screen.

Turn off the [Voice Guide](#) function in [Voice Guide Settings](#).

-  >  Settings > General > Accessibility > Voice Guide Settings > Voice Guide

The TV audio is not being played through the AV receiver.

Make sure that the AV receiver is connected to the TV's HDMI (ARC) port with an HDMI cable.

Confirm that the AV receiver is HDMI (ARC) compatible.

If the AV receiver is not HDMI (ARC) compatible, connect the TV and the AV receiver with an optical cable.

- The HDMI (ARC) port may support eARC in some models

“Weak or No Signal” displayed in TV mode/ cannot find channel.

Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources

-  >  Source > Sources

The TV is not receiving all channels.

Confirm that the coaxial cable is securely connected to the TV

Run [Reset or Auto Program](#).

-  >  [Settings](#) > [General](#) > [Reset](#)
-  >  [Settings](#) > [Broadcasting](#) > [Auto Program](#)

There are no captions with digital channels.

Go to [Caption Settings](#) and turn on the [Caption](#) function, and then change the [Caption Mode](#).

-  >  [Settings](#) > [General](#) > [Accessibility](#) > [Caption Settings](#)

Some channels may not have caption data.

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.

Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

The "Mode Not Supported" message appears.

Adjust the output resolution of the external device to a resolution supported by the TV.

The video is OK but there is no audio.

If you are using an HDMI connection, check the audio output setting on your PC.

If you are using a DVI to HDMI cable, a separate audio cable is required.

To listen to the computer sound, connect external speakers to the audio output connection of the computer.



How can I use 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.

-  >  [Source](#) > [Connection Guide](#) > [PC](#) > [Screen Sharing \(Wireless\)](#)

Confirm that the TV and your PC are connected to the same wireless 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.

-  >  [Source](#) > [Connection Guide](#) > [Smartphone](#) > [Screen Sharing \(Smart View\)](#)

If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.

No screen appears when connecting the TV to an external device.

For more information about how to connect an external device, run [Connection Guide](#).

-  >  [Source](#) > [Connection Guide](#)

Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.

•  >  Source > Sources

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 configuration 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 access point, or press and hold the power button for 3 seconds

Connected to a local network, but not to the Internet.

1. Check if the Internet LAN cable is connected to the access point's external LAN port.
2. Check the DNS setting in IP Settings.

–  >  Settings > General > Network > Network Status > IP Settings

Network setup is completed, but unable to connect to the Internet.

If the problem persists, contact your Internet service provider

What is Anynet+?

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.

Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.

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.

I want to 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)**

I want to exit Anynet+.

I also do not want the connected devices to turn on and off when the TV is turned on or off.

Turn off the **Anynet+ (HDMI-CEC)** function.

-  >  **Settings** > **General** > **External Device Manager** > **Anynet+ (HDMI-CEC)**

The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.

You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.

Use the remote control after the TV has completed the Anynet+ configuration or 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.

Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.



-  >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)

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.

The remote control does not work.

The connection between the Samsung Smart Remote and the TV may be lost

Point the Samsung Smart Remote at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.

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.

The remote control batteries run out quickly.

The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on

You can extend the battery life by turning off the [Voice Wake-up](#) function.

-  > [Explore Now](#) >  Settings > [Voice Wake-up](#)

The Timeshift or recording function cannot be used.

Check if there is a storage device connected to the TV. Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device.

The function will not work if there isn't enough storage space on the USB device.

Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

Cannot record videos received from an external device or Samsung TV Plus.

The recording function is only available for digital broadcast channels received by the TV. You cannot record videos received from an external device or Samsung TV Plus.

The "Format Device" message appears when the Timeshift or recording function is used.

To use the recording function, the storage device connected to the TV must have been already formatted. Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

The recorded files on the TV are not played back on a PC.

The recorded files on the TV can only be played back on the same TV. Those video files cannot be played back on a PC or other TV.

I launched an app, but it's in English.

How can I change the language? Languages supported by an app may be different from the TV Language set in the menu. The ability to change the language depends on the app's provider.

My application is not working.

The services of your application are not provided by the TV but by the application service provider. Refer to the Help section on the application service provider's website.

Some files are interrupted during playback.

This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly.

Some files can't be played.

Some files that use an unsupported codec may not be played back. Make sure that the codec is supported by the TV. For more information about the supported codecs, refer to "Read Before Playing Photo, Video, or Music Files."

Bixby answers automatically.

The TV may recognize an ambient noise or everyday conversation as a call to Bixby. Turn off the Voice Wake-up function or set the sensitivity to Low.

Turn off the [Voice Wake-up](#) function or set the sensitivity to Low.

-  > [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#)

I spoke "Hi, Bixby" but Bixby does not answer.

The Samsung Smart Remote may not recognize your voice when it is far away from you, turned upside down, or located in an environment with loud ambient noise.

- Use the Samsung Smart Remote less than 2 feet (1.5 m) with the remote control buttons facing upward. (There is a built-in microphone on the front of the Samsung Smart Remote.)
- Do not place the Samsung Smart Remote near the TV speaker or an audio speaker. Turn on the Voice Wake-up function

-  > [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#)

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 of 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

-  >  Settings > General > System Manager > Usage 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.

-  >  Settings > General > System Manager > Usage 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.

-  >  Settings > General > Network > Network 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

Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels

-  >  Settings > Support > Self Diagnosis > Signal Information

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

-  >  Settings > Support > Self Diagnosis > Reset Smart Hub

Reset picture

Resets current picture settings to the default settings

-  >  Settings > Picture > Expert Settings > Reset Picture

Reset sound

Resets current sound settings to the default settings

-  >  Settings > Sound > Expert Settings > Reset Sound

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.