

Peripherals

Connect external devices such as a keyboard for ease of use.

Controlling External Devices with a Samsung Remote Control - Using the Universal Remote

Control the TV and connected external devices with a Samsung remote control.

> Source > 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.

You can also use the Anynet+ (HDMI-CEC) function to operate external Samsung devices with your TV's remote control without any additional setup. For more information, refer to "Using Anynet+ (HDMI-CEC)." fir external devices connected to the TV may not support the universal remote feature.

Do not place any obstacles in front of an external device and TV's logo. It may cause signals from the remote control to be transmitted improperly.

The TV memorizes both the external device and its connection port (HDMI 1, HDMI 2, etc.).

If you have difficulty controlling external devices with the Universal Remote, try adjusting the positions of the external devices.

This function may not operate properly depending on the TV installation environment and the features of external devices.

Using Anynet+ (HDMI-CEC)

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

You can use the TV's remote control to control external devices that are connected to the TV by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

Connecting an external device through Anynet+ and using their menus

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

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 device is automatically connected to the TV. After the connection process is finished, you can access the menu of the connected device using your TV remote and control the device.

The connecting process can take up to 2 minutes to complete.

Controlling the TV with a Keyboard, Mouse, or Gamepad

Connecting a keyboard, mouse, or gamepad to make it easier to control the TV.

> Settings > General > External Device Manager > Input Device Manager

You can connect a keyboard, mouse, or gamepad to control the TV easily.

Connecting a USB keyboard, mouse, or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port.

If you connect a mouse, it is available only in the Internet app and Remote Access function.

XInput USB gamepads are supported.

For more information, refer to Input Device in Connection Guide (> Source > Connection Guide > Input Device).

Connecting a Bluetooth keyboard, mouse, or gamepad

> Settings > General > External Device Manager > Input Device Manager > Bluetooth Device List

If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.

If you connect a mouse, it is available only in the Internet app.

For more information, refer to the Bluetooth device's user manual.

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

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

View descriptions of Smart Hub's basic functions.

From Smart Hub, you can use the Internet search function, install and use various apps, view photos and videos, or listen to music stored on external storage devices, and perform more functions.

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.

To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Privacy by navigating to > Settings > Terms & Privacy.

If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub (> Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub).

Launching Smart Hub automatically

> Settings > General > Smart Features > Autorun Smart Hub

When you set Autorun Smart Hub to on, the TV displays the Home Screen automatically when you turn the TV on. You can turn this function on or off. Press the Select button at the current menu.

Launching the last used app automatically

> Settings > General > Smart Features > Autorun Last App

If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu.

This function may not be supported depending on the app.

Testing Smart Hub connections

> Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test

Resetting Smart Hub

> Settings > Support > Device Care > Self Diagnosis Reset > Smart Hub

You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in

> Settings > General > System Manager > Change PIN.

Using the Internet

Surf the Internet on your TV.

> Internet

When you run Internet, you can see recently viewed websites or featured recommendations. When you select a desired website, you can get immediate access to it.

You can use the Internet function more easily after connecting a keyboard and mouse.

The web pages may differ from those on a PC.

Before using the Internet, refer to "Read Before Using the Internet Function."

The Internet app has an embedded Samsung Pass (> Internet > Internet Menu > Samsung Pass Settings). With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass Biometrics Authentication on your mobile device without entering your ID and password. However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass.

Picture and Sound

You can change the settings for the picture and the sound according to your preference.

Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

> Settings > Picture > Picture Mode

You can select the Picture Mode that provides the best viewing experience.

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.

Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video formats.

Playing games on an optimized screen

> Settings > General > External Device Manager > Game Mode

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™, Xbox™, or Nintendo Switch™.

This function may not be supported depending on the model.

The game mode is not available for normal TV viewing.

The screen may shake somewhat.

When Game Mode is enabled, Picture Mode and Sound Mode are switched to Game automatically. Sound Mode may not be automatically switched depending on the selected audio device on the Sound Output menu.

When Game Mode is set to On, some functions are not available.

To use a different external device on the same port, remove the game console connection, set Game Mode to Off, and then connect the external device to the port.

The Game Mode functions used for Nintendo Switch™ are subject to change without prior notice.

Adjusting the image quality of HDR game

> Settings > General > External Device Manager > HGiG

Set the optimal resolution based on the brightness for HDR game content.

When HDR sources are input in Game Mode, this menu is activated.

This function may not be supported depending on the model.

System and Support

Using the Time Functions and the Timers

Set the current time and use the timer function.

> Settings > General > System Manager > Time

You can set the Clock manually or automatically. Once the Clock is set, you can view the current time on the TV anytime.

You must set the clock in the following cases:

The power cable is disconnected and then connected.

The Clock Mode is changed from Auto to Manual.

The TV is not connected to the Internet.

No broadcast signals are received.

Setting the clock automatically

> Settings > General > System Manager > Time > Clock > Clock Mode > Auto

This function works only when the TV is connected to the Internet or is receiving digital broadcasts through a connected antenna.

The accuracy of the time information received may differ with the channel and signal.

If you get your TV signal from a cable broadcast receiver/set-top box or a satellite receiver/satellite set-top box connected to an HDMI or Component port, you must set the current time manually.

Setting the clock manually

> Settings > General > System Manager > Time > Clock > Clock Mode > Manual

When Clock Mode is set to Manual, you can directly enter the current date and time. Select the Date and Time by using the directional buttons on the remote control. When power is cut off and then supplied, the settings for Date and Time are reset to deactivate the On Timer.

When their settings are assigned again, the On Timer is activated.

Using the sleep timer

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

You can use this function to automatically shut off the TV after a pre-set period of time. You can set the sleep timer for up to 180 minutes after which it will turn off the TV.

Turning off the TV using the off timer

> Settings > General > System Manager > Time > Off Timer

You can set Off Timer to shut off the TV automatically at a specific time. Off Timer is only available if the Clock has been set.

To use this function, first set the Clock (> Settings > General > System Manager > Time > Clock).

This function may not be supported in some viewing modes.

Audio and Video Functions for the Visually or Hearing Impaired

Running the accessibility functions

> Settings > General > Accessibility

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

> Settings > General > Accessibility > Voice Guide Settings

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 specified 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.

For more information about the TV Language settings, refer to "Changing the menu language."

Using Other Functions

Changing the menu language

> Settings > General > System Manager > Language

Setting up a password

> Settings > General > System Manager > Change PIN

The PIN input window appears. Enter a PIN. Enter it again to confirm it. The default PIN is "0000."

If you forget your PIN, you can reset it with your remote control. With the TV turned on, press the following buttons on the remote control in the order shown to reset the PIN to "0000."

On the Samsung Smart Remote: Press +/- (Volume) button. > Volume Up > > Volume Down > > Volume Up .

On the standard remote control: Press button. > (+) (Volume Up) > Press RETURN button. > (-) (Volume Down) > Press RETURN button. > (+) (Volume Up) > Press RETURN button.

Selecting Usage or Retail Mode

> Settings > General > System Manager > Usage Mode

You can set the TV for retail environments by setting Usage Mode to Retail Mode.

For all other uses, select Home Mode.

Use Retail Mode only in a store. With Retail Mode, some functions are disabled, and the TV settings automatically reset after a preset amount of time.

This function may not be supported depending on the model.

Precautions and Notes

You can get instructions and information that you must read after installation.

Read Before Using Apps

- Read this information before using Apps.
- If you want to download new apps using Apps, first sign in to your Samsung account.
- Due to the product characteristics featured on Samsung Smart Hub, as well as limitations in available content, certain features, applications, and services may not be available on all devices or in all territories. Services and content availability are subject to change without prior notice.
- Samsung Electronics takes no legal responsibility whatsoever for any interruption of app services caused by the service provider for any reason.
- Application services may be provided in English only and available content may differ with the geographical area.
- For more information about applications, visit the applicable service provider's website.
- An unstable Internet connection may cause delays or interruptions. In addition, applications may terminate automatically depending on the network environment. If this occurs, check your Internet connection and try again.
- Application services and updates may become unavailable.
- Application content is subject to change by the service provider without prior notice.
- Specific services may differ with the version of the application installed on the TV.
- An application's functionality may change in future versions of the application. If this occurs, run the application's tutorial or visit the service provider's website.
- Depending on the service provider's policies, certain applications may not support multitasking.

Read Before Using the Internet Function

Read this information before using the Internet function.

- File download is not supported.
- The Internet function may not be able to access certain websites, including websites operated by certain companies.
- The TV does not support playback of flash videos.
- E-commerce for online purchases is not supported.
- ActiveX is not supported.
- Only a limited number of fonts are supported. Certain symbols and characters may not be displayed properly.
- The response to remote commands and the resulting on-screen display may be delayed while a web page is loading.
- Loading a web page may be delayed or suspended completely depending on the status of the participating systems.
- Copy and paste operations are not supported.
- When composing an email or a simple message, certain functions such as the font size and color selection may not be available.
- There is a limit to the number of bookmarks and the size of the log file that can be saved.
- The number of windows that can be opened concurrently is limited.
- Web browsing speed will differ with the network environment.
- Browsing history is saved from latest to oldest, with the oldest entries being overwritten first.
- Depending on the types of video/audio codecs supported, you may not be able to play certain HTML5 video and audio files.
- Video sources from PC-optimized streaming service providers may not play properly on our proprietary Internet browser.

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

> Settings Support Device Care Self Diagnosis Picture Test

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 definition picture you can examine for flaws or faults.



The problem	Try this!
Flickering and Dimming	<p>If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.</p> <p>Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.</p> <ul style="list-style-type: none"> • > Settings > General > Power and Energy Saving > Brightness Optimization • > Settings > General > Power and Energy Saving > Brightness Reduction • > Settings > General > Power and Energy Saving > Motion Lighting • > Settings > Picture > Expert Settings > Contrast Enhancer <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device.</p> <ul style="list-style-type: none"> • > Settings > Support > Device Care > Self Diagnosis > Picture Test
Component Connections and Screen Color	<p>If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.</p> <ul style="list-style-type: none"> • > Settings > Support > Device Care > Self Diagnosis > Picture Test <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <p>When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.</p> <p>When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.</p> <p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> • > Source > Connection Guide
Screen Brightness	



	<p>If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first.</p> <ul style="list-style-type: none"> • > Settings > Picture > Expert Settings > Contrast • > Settings > Picture > Expert Settings > Brightness • > Settings > Picture > Expert Settings > Sharpness • > Settings > Picture > Expert Settings > Color • > Settings > Picture > Expert Settings > Contrast
<p>Blurring, or Juddering</p>	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <ul style="list-style-type: none"> • > Settings > Picture > Expert Settings > Picture Clarity Settings
<p>Unwanted Powering Off</p>	<p>If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.</p> <ul style="list-style-type: none"> • > Settings > General > System Manager > Time > Sleep Timer <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.</p> <ul style="list-style-type: none"> • > Settings > General > Power and Energy Saving > Auto Power Off • > Settings > General > System Manager > Time > Off Timer
<p>Problems Powering On</p>	<p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is firmly connected.</p>



	<p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p> <p>In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.</p>
<p>Unable to find a Channel</p>	<p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <ul style="list-style-type: none"> • > Settings > Broadcasting > Auto Program <p>When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.</p> <ul style="list-style-type: none"> • > Source Connection > Guide <p>When the symptom persists, contact your service provider</p>
<p>The TV image does not look as good as it did in the store</p>	<p>Store displays are tuned to a digital UHD channel or HD channel.</p> <p>Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.</p> <p>Be sure to use an HDMI cable to enjoy high quality videos.</p> <p>> Source > Connection Guide > Video Device > HDMI</p> <p>To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.</p> <p>For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."</p> <p>For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN8**A series or higher."</p> <p>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.</p> <p>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.</p>



<p>The picture is distorted</p>	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.</p>
<p>The color is wrong or missing</p>	<p>If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.</p> <p>Incorrect or loose connections may cause color problems or a blank screen.</p>
<p>The color is poor or the picture is not bright enough</p>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <ul style="list-style-type: none"> • > Settings > Picture > Picture Mode • > Settings > Picture > Expert Settings > Brightness • > Settings > Picture > Expert Settings > Sharpness • > Settings > Picture Expert Settings > Color <p>See if Power Saving Mode has been enabled.</p> <ul style="list-style-type: none"> • > Settings > General > Eco Solution > Power Saving Mode <p>Try resetting the picture.</p> <ul style="list-style-type: none"> • > Settings > Picture > Expert Settings > Reset Picture
<p>There is a dotted line on the edge of the screen</p>	<p>Change Picture Size to 16:9 Standard.</p> <ul style="list-style-type: none"> • > Settings > Picture > Picture Size Settings > 16:9 Standard
<p>The picture is black and white</p>	<p>Use a composite cable when you connect AV equipment to the TV.</p> <p>If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port.</p>

	The COMPONENT IN port may not be supported depending on the model or geographical area.
The picture won't display in full screen	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (43↔) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p> <ul style="list-style-type: none"> • > 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	<p>Turn off the Caption function in Caption Settings.</p> <ul style="list-style-type: none"> • > Settings > General > Accessibility > Caption Settings > Caption
The HDR of the connected external device turns off	<p>Expand the reception range of the corresponding HDMI input signal in Input Signal Plus.</p> <ul style="list-style-type: none"> • > Settings > General > External Device Manager > Input Signal Plus

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

When the TV has difficulties with sound, these steps may help resolve the problem.

Testing the sound

> Settings > Support > Device Care > Self Diagnosis > Sound Test

If the TV plays the Sound Test melody without distortion, there may be a problem with an external device or the broadcast signal's strength.



The problem	Try this!
How can I connect an audio device to the TV?	<p>The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.</p> <p>HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.</p> <p>For more information about how to connect an audio device, run Connection Guide.</p> <ul style="list-style-type: none"> • > Source > Connection Guide > Audio Device
There is no sound or the sound is too low at maximum volume.	<p>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.</p> <p>Check the cable connection between an external device and the TV and then try cable connection again.</p>
The picture is good but there is no sound.	<p>Set Sound Output to TV Speaker.</p> <p>> Settings > Sound > Sound Output</p> <p>If you are using an external device, check the device's audio output option.</p> <p>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.</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your TV has a headphone jack, make sure there is nothing plugged into it.</p> <p>Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p> <p>With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.</p>
No sound is heard.	



	<p>Check whether Digital Output Audio Format is set to Pass-Through.</p> <p>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.</p> <p>It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.</p> <p>> Settings > Sound > Expert Settings > Digital Output Audio Format > Auto</p>
<p>The speakers are making an odd sound.</p>	<p>Run Sound Test.</p> <p>> Settings > Support > Device Care > Self Diagnosis > Sound Test</p> <p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p> <p>For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.</p> <p>> Settings > Support > Device Care > Self Diagnosis > Signal Information</p>
<p>The sound is interrupted.</p>	<p>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.</p> <p>To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.</p> <p>When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.</p> <p>HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.</p>
<p>Whenever a function is used on the TV or the</p>	<p>Turn off the Voice Guide function in Voice Guide Settings.</p>

<p>channel is changed, the TV voices the activity.</p> <p>The TV explains in voice-over the video scenes displayed on the screen.</p>	<p>> Settings > General > Accessibility > Voice Guide Settings > Voice Guide</p>
<p>The TV audio is not being played through the AV receiver.</p>	<p>Check the A/V receiver's power supply and its settings.</p> <ul style="list-style-type: none"> • 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. <p>HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.</p>
<p>The sound is not heard clearly.</p>	<p>Change to an appropriate sound mode.</p> <p>> Settings > Sound > Sound Mode</p> <p>This function may not be supported depending on the model.</p>
<p>The volume of the external device cannot be adjusted.</p>	<p>Check the cable connection between the TV and the external device.</p> <p>When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) is active on your TV.</p> <p>HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.</p>
<p>I want to turn off and on the TV and audio device at the same time.</p>	<p>When you connect the Samsung Soundbar to the TV via Bluetooth, the power turns off and on together. It may not be supported depending on the Samsung Soundbar model.</p>



When you connect an audio device that supports HDMI eARC to the HDMI (eARC) port on the TV, the power turns off and on together.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

Channel and Broadcast Issues

When the TV has difficulties receiving broadcasts, these steps may help resolve the problem.

The problem	Try this!
<p>“Weak or No Signal” displayed in TV mode or cannot find channel.</p>	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p>> Source > Sources</p> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>
<p>The TV is not receiving all channels.</p>	<p>Confirm that the coaxial cable is securely connected to the TV.</p> <p>Run Reset or Auto Program.</p> <ul style="list-style-type: none"> • > Settings > General > Reset <p>> Settings > Broadcasting > Auto Program</p>
<p>The captions are not provided on a digital channel.</p> <p>I want to turn off the captions.</p>	<p>When watching channels with the antenna cable connected, run Caption Settings.</p> <ul style="list-style-type: none"> • > Settings > General > Accessibility > Caption Settings <p>Some channels may not have caption data.</p> <p>When watching a channel on an external device such as a set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.</p>
<p>Broadcasting is deactivated.</p>	<p>Broadcasting is only available when Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.</p>

External Device Connectivity Issues

When the TV has difficulties connecting to external devices such as a PC, game console, or mobile device, these steps may help resolve the problem.

The problem	Try this!
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.	<p>If you are using an HDMI connection, check the audio output settings on your PC.</p> <p>If you are using a DVI to HDMI cable, a separate audio cable is required.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>
I want to connect to a PC and mobile device via screen mirroring.	<p>To wirelessly connect the TV to your PC, read the instructions at PC > Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> • > Source > Connection Guide > PC > Screen Sharing (Wireless) <p>Confirm that the TV and your PC are connected to the same network.</p> <p>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.</p> <ul style="list-style-type: none"> • > Source > Connection Guide > Smartphone > Screen Sharing (Smart View) <p>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.</p>



<p>No screen appears when connecting the TV to an external device.</p>	<p>For more information about how to connect an external device, see the Connection Guide.</p> <ul style="list-style-type: none"> • > Source > Connection Guide <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <ul style="list-style-type: none"> • > Source > Sources <p>Using HDMI Troubleshooting, you can check the connection to the cable and external devices (takes approximately 2 minutes).</p> <ul style="list-style-type: none"> • > Source > Connection Guide > Video Device > HDMI Troubleshooting <p>When using a set-top box or cable box, check the broadcast signal or the network that is connected to the external device.</p>
<p>The PC screen does not appear or it flickers</p>	<p>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.</p> <p>When the set resolution is not matched, the screen may flicker. For PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'</p>

Network Issues

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

> Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test

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

The problem	Try this!
<p>Wireless network connection failed.</p> <p>Unable to connect to a wireless access point.</p>	<p>Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.</p> <p>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.</p> <p>Enter the correct password if required.</p> <p>If the wireless connection fails, connect the TV to the access point using a LAN cable.</p> <p>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.</p>
<p>Wired network connection failed.</p>	<p>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.</p>
<p>Auto IP configuration failed.</p> <p>Unable to connect to the network.</p>	<p>Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.</p> <p>If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.</p> <p>Disconnect and then reconnect the power cable of the TV, or power off the TV and hold the power button for 3 seconds.</p>
<p>Connected to a local network, but not to the Internet.</p>	<ol style="list-style-type: none"> 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. <p>- > Settings > General > Network > Network Status > IP Settings</p>
<p>Network setup is completed, but unable to connect to the Internet.</p>	<p>If the problem persists, contact your Internet service provider.</p>

Anynet+ (HDMI-CEC) Issues

When Anynet+ (HDMI-CEC) isn't working, these steps may help resolve the problem.

The problem	Try this!
<p>What is Anynet+?</p>	<p>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.</p>
<p>Anynet+ does not work.</p>	<p>Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.</p> <p>Check if the power cord of the Anynet+ device is properly connected.</p> <p>Check the cable connections of the Anynet+ device.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been turned to On.</p> <ul style="list-style-type: none"> • > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) <p>Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.</p> <p>If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.</p>
<p>I want to start Anynet+.</p> <p>I also want the connected devices to turn on when the TV is turned on.</p>	<p>Move the focus to the Anynet+ device at > Source, press the up direction button to move to Anynet+ (HDMI-CEC), and then press the Select button.</p> <p>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.</p> <ul style="list-style-type: none"> • > Settings > General > External Device Manager > Anynet+ (HDMI-CEC)
<p>I want to exit Anynet+.</p> <p>It is inconvenient to turn on other devices because the TV also turns on. It is inconvenient because the connected devices (e.g. set-top box) turn off together.</p>	<p>To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <ul style="list-style-type: none"> • > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) <p>When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via HDMI (eARC) port does not turn off and on together with the TV. To prevent a specific device connected to the TV from turning off</p>



	<p>automatically, turn off the HDMI-CEC function on a specific device connected to the TV.</p> <p>HDMI (ARC) is supported by some models. Check the HDMI port name on the purchased product's model.</p>
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The problem	Try this!
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<p>You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.</p> <p>Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.</p>
<p>The Anynet+ device won't play.</p>	<p>You cannot use the play function when Reset is in progress.</p>
<p>The connected device is not displayed.</p>	<p>Check whether the device supports Anynet+.</p> <p>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+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <ul style="list-style-type: none"> • > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) <p>Scan for Anynet+ devices again.</p> <p>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.</p>

Remote Control Issues

When the remote control isn't working, these steps may help resolve the problem.

The problem	Try this!
The remote control does not work.	<p>The connection between the remote control and the TV may be lost.</p> <p>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.</p>
External devices cannot be operated with the TV remote control.	<p>Check the cable connection between the TV and external devices.</p> <p>When the symptom persists, set it manually in > Source > Universal Remote Setup.</p>

Apps

When apps aren't working, these steps may help resolve the problem.

The problem	Try this!
I launched an app, but it's in a different language. How can I change the language?	<p>Languages supported by an app may be different from the TV Language set in the menu.</p> <p>The ability to change the language depends on the app's provider.</p>
The app does not work properly. Its image quality is poor.	<p>Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.</p> <p>The services of your application are not provided by the TV but by the application service provider.</p> <p>Refer to the Help section on the application service provider's website.</p>

Media Files

When files don't play, this may help resolve the problem.



The problem	Try this!
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, refer to "Read Before Playing Photo, Video, or Music Files."

Voice Assistant Issues

The problem	Try this!
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. <ul style="list-style-type: none"> • Bixby > Explore Now • Amazon Alexa: > Settings General Voice Amazon Alexa Settings • Google Assistant: > Settings General Voice Google Ass Settings
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 a 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

Use these procedures to resolve other issues that may occur in relation to the product.

The problem	Try this!
The TV is hot.	<p>Watching TV for an extended period of time causes the panel to generate heat.</p> <p>The heat from the panel is dissipated through internal vents running along the top of the TV.</p> <p>The bottom, however, may feel hot to the touch after extended use.</p> <p>Children watching TV need constant adult supervision to prevent them from touching the TV.</p> <p>This heat, however, is not a defect and does not affect the TV's functionality.</p>
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.	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <p>> Settings > General > System Manager > Usage Mode</p>
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.	<p>PIP is available only when an external device is connected with an HDMI or Component cable.</p> <p>Note that the function is unavailable when Smart Hub is active.</p> <p>This function may not be supported depending on the model or geographical area.</p>
A POP (TV's internal banner ad) appears on the screen.	<p>Change Usage Mode to Home Mode.</p> <p>> Settings > General > System Manager > Usage Mode</p>
The TV is making a popping noise.	<p>The expansion and contraction of the TV's outer casing may cause popping noise.</p> <p>This does not indicate a product malfunction.</p>

	The TV is safe to use.
The TV is making a humming noise.	<p>Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV seem slightly noisier than a conventional TV.</p> <p>Your TV has undergone strict quality control procedures that meet demanding performance and reliability requirements.</p> <p>Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</p>
The software update over the Internet has failed.	<p>Check the network connection status</p> <p>> Settings > General > Network > Network Status</p> <p>If the TV is not connected to a network, connect it to a network.</p> <p>The upgrade stops if you already have the latest software version</p>
The TV narrates the screen events in voice-over.	<p>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:</p> <ul style="list-style-type: none"> • 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. • > Settings > General > Accessibility > Voice Guide Settings > Voice Guide

Diagnosing TV operational issues

You can diagnose issues with your TV and Smart Hub and run reset functions.

> Settings > Support > Device Care > Self Diagnosis

You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub Internet connection, and run the Smart Hub and TV factory reset functions.

- Video Test
- Picture Test
- Sound Test
- HDMI Troubleshooting

- Signal Information
- Smart Hub Connection Test
- Reset Smart Hub

The problem	Try this!
Cannot select Signal Information in Self Diagnosis.	<p>Verify that the current channel is a digital channel.</p> <p>Signal Information is only available for digital channels.</p> <ul style="list-style-type: none"> • > Settings > Support > Device Care > Self Diagnosis > Signal Information
Reset Smart Hub	<p>Resets all Smart Hub settings to their factory defaults and deletes information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.</p> <ul style="list-style-type: none"> • > Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub
Reset picture	<p>Resets current picture settings to the default settings.</p> <ul style="list-style-type: none"> • > Settings > Picture > Expert Settings > Reset Picture
Reset sound	<p>Resets current sound settings to the default settings.</p> <ul style="list-style-type: none"> • > 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.

