



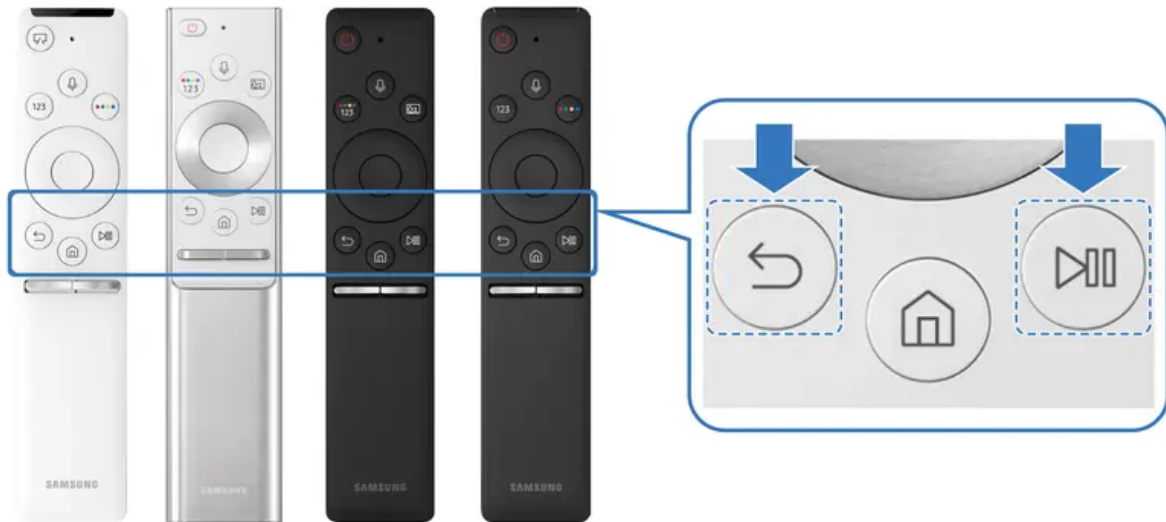
## Quick Guides

### 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

remote control sensor of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



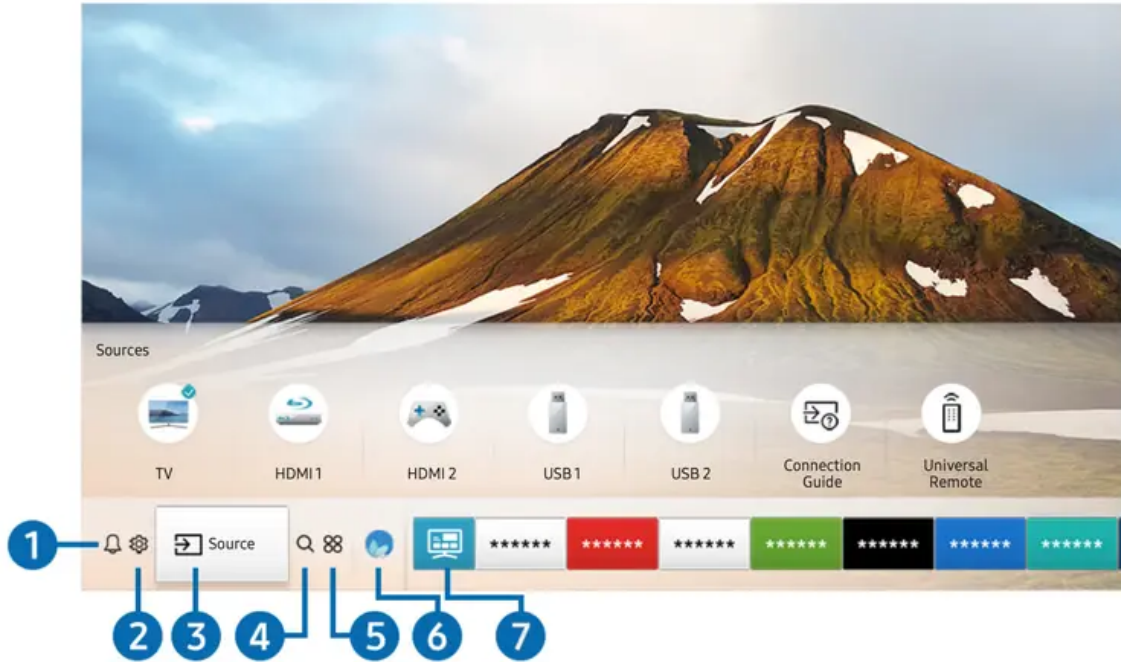
#### NOTE:

- The images, buttons, and functions of the Samsung Smart Remote may differ depending on the model.
- For more information about the Samsung Smart Remote that comes with the QLED TV, refer to "About the Samsung Smart Remote (QLED TV)."
- 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 TV, 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.



**NOTE:** 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.

**NOTE:** For more information, refer to "Displaying the Home Screen."

2.  **Settings**

When the focus is moved to the  icon, 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.

**NOTE:** 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.

5.  **APPS**




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


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

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

6.  **Ambient Mode**

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

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.

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

Because this function is a QLED TV-specific function, 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, movies, and music in one place. Universal Guide can recommend content tailored to your preferences and notify you of new drama series.

**NOTE:** For more information about the 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.

 **Art**

When you are not watching TV or when the TV is turned off, you can use the Art mode function to edit image content such as artworks or photos or to display the content.

**NOTE:**




- This function is supported only in THE FRAME model.
- For more information, refer to the provided user manual.


## Using the Ambient Mode

Learn about the functions available in Ambient Mode, which is a QLED TV-specific function.





In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

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.

**NOTE:**

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, it may not be supported depending on the model.
- To activate the  and  menus, first select a content item in Ambient Mode.


### Screen states related to Ambient Mode

- **Ambient Mode**

In Ambient Mode, you can set up and enjoy visual information and design. In this state, less power is consumed and brightness is automatically adjusted by the illuminance sensor.

- **Getting dark state**


In Ambient Mode, the TV screen changes automatically according to the surroundings. When the surroundings get dark, the TV screen becomes darker. When the surroundings get bright before the TV screen turns completely black or when the remote control or the Bixby function is operated, the TV screen returns to the Ambient Mode.


**NOTE:** You can change the auto brightness setting for Ambient Mode by using  in the Ambient Mode browser screen.

In this state, the TV can activate voice guides and process voice commands.





- **Black screen state**

In Ambient Mode, if the surroundings get to a specific level of darkness, the TV turns soft-off. To turn the screen back on in Ambient Mode, press the  button on the remote control.

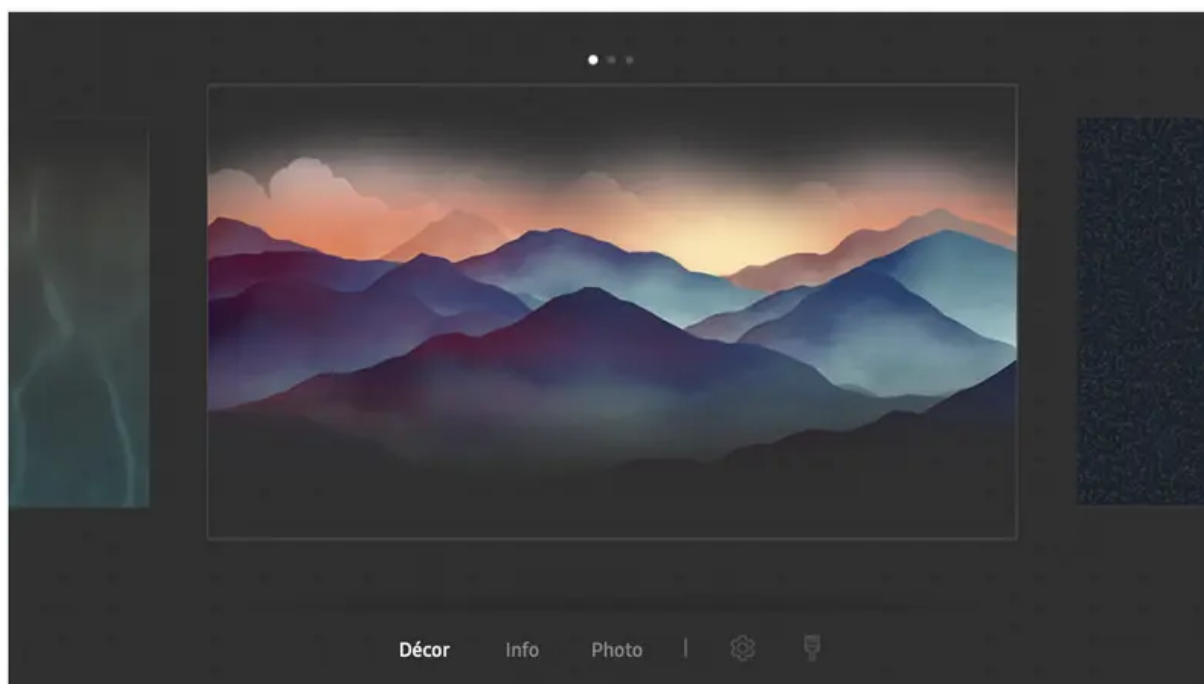
**NOTE:** You can change the auto brightness setting for Ambient Mode by using  in the Ambient Mode browser screen.

In this state, the TV cannot activate voice guides and process voice commands.



- **TV off state**

To enter Ambient Mode when the TV is turned off, press the  button on the remote control. To enter TV mode when the TV is turned off, press the  button. In TV mode, you can watch broadcasts or enjoy the content on the external connected devices.

### Changing the content and settings for Ambient Mode



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

When you press the  or  button in Ambient Mode, the Ambient Mode browser screen appears. In the Ambient Mode browser screen, you can select content and change the Ambient Mode settings.

## Setting up the content for Ambient Mode


The Ambient Mode browser screen displays content at the top and categories at the bottom. Use the left or right directional buttons in the content list at the top to move the focus to content you want, and then press the Select button. The selected content is played in Ambient Mode.

In the future, more content that you can set up in the Ambient Mode browser will be provided.


You can select the following categories and content:

- **Décor:** Allows you to select beautiful screens.
- **Info:** Provides information such as weather, news headlines, and more.  
**NOTE:** This function may not be supported depending on the geographical area.
- **Photo:** Allows you to set a picture stored in your mobile device as the wallpaper of the Ambient Mode screen. You can configure special layouts using your photos.  
**NOTE:** To save photos from your mobile device to the TV and import them in Ambient Mode, use the SmartThings app on your mobile device.


## Setting up the Ambient Mode details

In the Ambient Mode browser screen, move the focus to , and then press the Select button. You can change the following settings:

- **Brightness:** Adjusts the screen brightness for Ambient Mode.
- **Color Tone:** Adjusts the colors of the screen for Ambient Mode.
- **Auto Brightness:** Changes the auto brightness setting for Ambient Mode.  
**NOTE:** When this function is set to Off, the brightness level of the TV screen is not automatically adjusted according to the ambient light level.  
**NOTE:** This function may not be supported depending on the model.
- **Ambient Off Timer:** Sets the time that the Ambient Mode screen turns off automatically.  
**NOTE:** If there is no remote control input for the set time, the screen goes off. To turn the

screen back on in Ambient Mode, press the  button on the remote control.

## Changing the background color of Ambient Mode

To change the background color of Ambient Mode, move the focus to  in the Ambient Mode browser screen, and then press the Select button. You can change the background color or pattern. Move the focus to a color or pattern you want, and then press the Select button.

**NOTE:** Take a picture of a wall using the SmartThings app on your mobile device to set it as the background of Ambient Mode. This function may have a delay in image transmission and optimization depending on the network conditions.


## Using Bixby


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


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





**NOTE:** The supported language may differ depending on the geographical area.

## Running Bixby

Press and hold the  button on your Samsung Smart Remote, say a command, and then

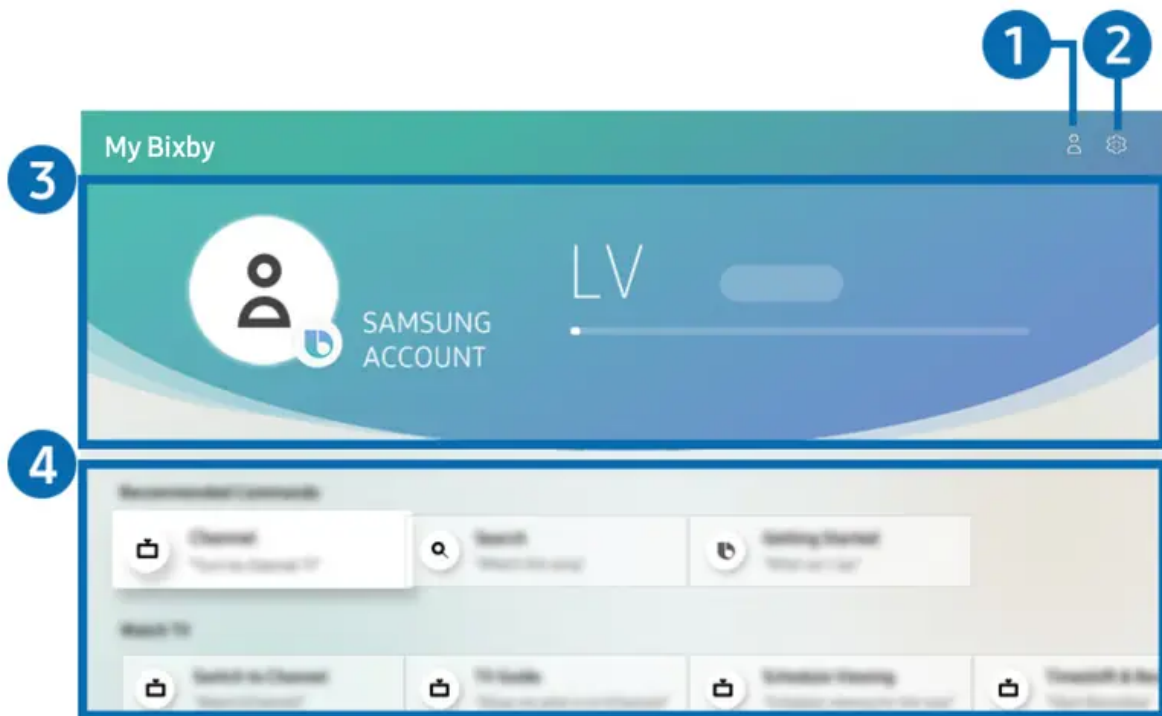
release the  button. The TV recognizes the voice command.

To view the Bixby guide, press the  button once:

-  When you press the  button for the first time, the Using Bixby button appears at the bottom of the screen. Press the Select button. The Using Bixby popup window appears and a tutorial on using Bixby is shown.
-  When you press the  button after the first time, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the My Bixby screen.




## Learning about My Bixby



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

1.  **Samsung Account**

Go to the Samsung Account screen to create a new account or sign out of your account.

**NOTE:** If you are signed out of your Samsung account, select Sign In or  to log in.

2.  **Settings**

You can change the voice responses and the voice style of Bixby.

You can also select a music service provider in the Default music service provider tab.

**NOTE:** The Default music service provider tab may not be supported depending on the model or geographical area.

3. **User information and the experience points (XP) guide**

You can see user information and the experience points (XP) that you can get from using Bixby.

**NOTE:** You must be signed in to your Samsung account to view the user information and the experience points (XP).

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

4. **Bixby guide**

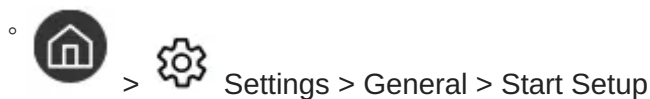
You can learn the voice commands that let you use Bixby in various situations. Use the

directional buttons to move to the desired command, and then press the Select button. You can operate the TV with various voice commands.

**NOTE:** To view a tutorial on Bixby, use the directional buttons to move to the bottom, and then select the View Tutorial item.

### Precautions for Bixby

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



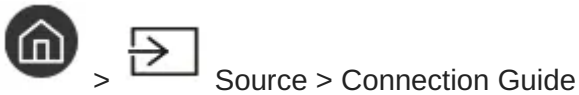
- To use the voice text input function and Smart Search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
  - Agree to Smart Hub's Terms of Use
  - Agree to a guidance regarding the collection and use of personal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

## Requirements for using Bixby

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

## Connections

### Connection Guide



It shows you how to connect various external devices such as cable boxes, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

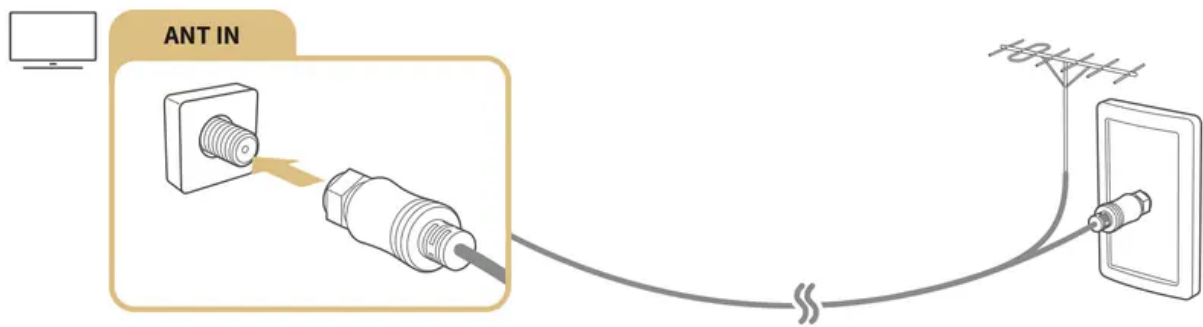


**NOTE:** The image on your TV may differ from the image above depending on the model and geographical area.

### Connecting an Antenna

You can connect an antenna cable to your TV.

**NOTE:** 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.

### Connecting to your Internet network

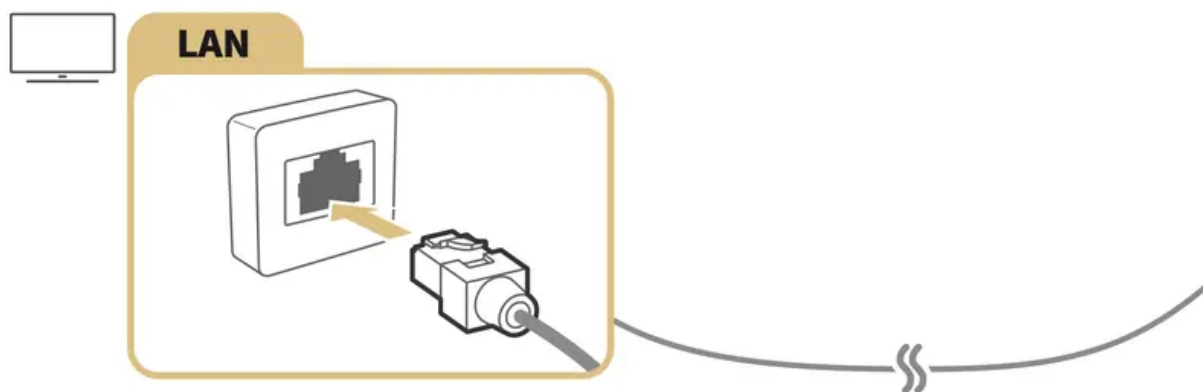
 > 
  Settings > General > Network > Open Network Settings

Connect to an available network.

### Establishing a wired Internet connection

 > 
  Settings > General > Network > Open Network Settings > Wired

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



#### NOTE:

- Use a CAT 7 (\*STP type) cable for the connection.  
\* Shielded Twist Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

### Establishing a wireless Internet connection

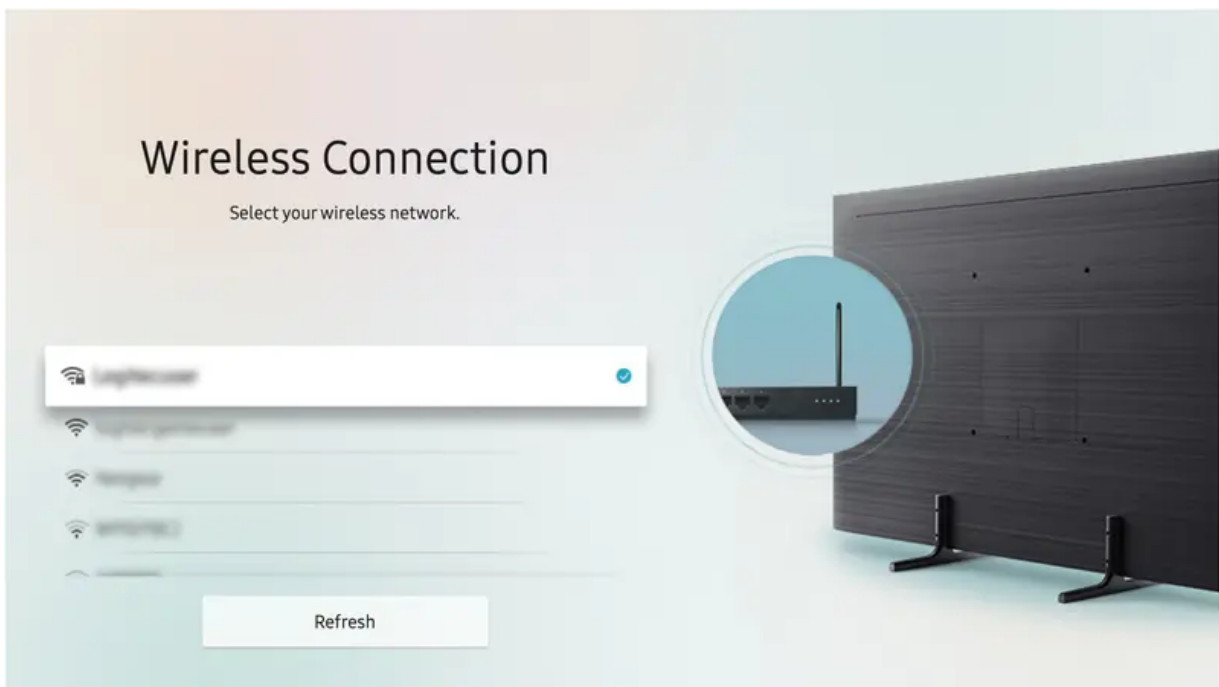
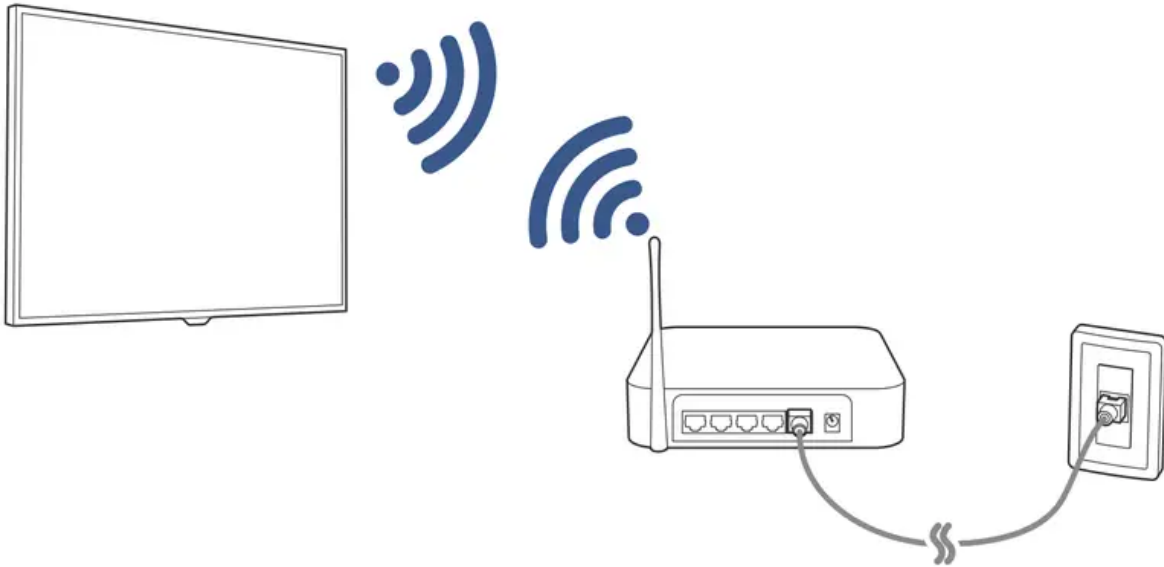


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Settings > General > Network > Open Network Settings > Wireless

Make sure that you have the wireless router's SSID (name) and password settings before attempting to connect. The network name (SSID) and security key are available on the wireless router's configuration screen. See the wireless router's user manual for more information.

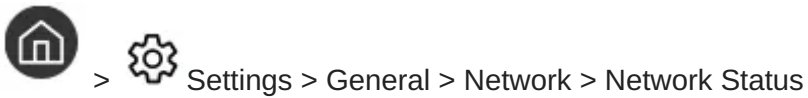


**NOTE:**

- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless router is found, select Add Network at the bottom of the list and enter the network name (SSID).

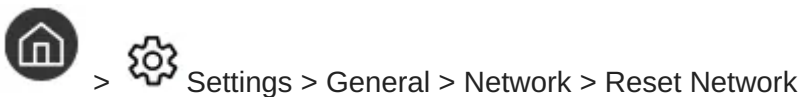
- If your wireless router has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your router within 2 minutes. The TV will connect automatically.

### Checking the Internet connection status



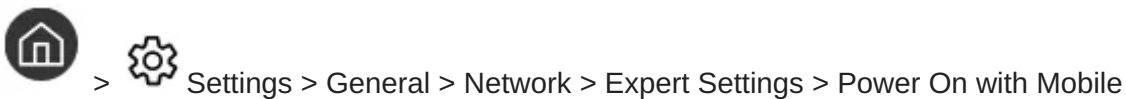
View the current network and Internet status.

### Resetting Your Network



Restore the network settings to the factory default.

### Turning on the TV with a mobile device



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

### Connecting an IP control device to the TV



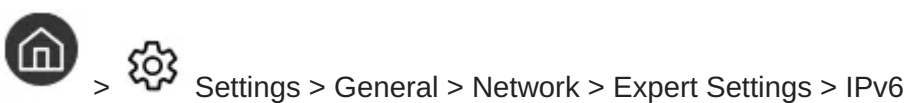
You can connect an IP control device to the TV remotely to manage your IP device.

#### NOTE:

- 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 or geographical area.


### Setting up an Internet connection over IPv6

#### Configuring the IPv6 connection settings





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

#### Checking the Internet connection set up over IPv6

 >  Settings > General > Network > Expert Settings > IPv6 Status

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

### Changing the name of the TV on a network

 >  Settings > General > System Manager > Device Name

You can change the name of the TV on the network. Select User Input at the bottom of the list and change the name.

## Troubleshooting Internet Connectivity Issues

If your TV won't connect to the Internet, try the solutions below.

### Troubleshooting Internet connectivity issues


After reading the following content, troubleshoot the Internet connection issue. If the problem persists, contact your Internet Service Provider.

#### No network cable found

Make sure that the LAN cable is plugged in on both ends. If it is plugged in, make sure that the router is turned on. If the router is on, try turning it off and then on.

#### Wireless network connection failed

If a selected wireless router is not found, go to Open Network Settings, and then select the correct router.

 >  Settings > General > Network > Open Network Settings

#### Unable to connect to a wireless router

1. Check if the router is turned on. If it is, turn it off and then on.
2. Enter the correct password if required.

#### IP auto setting failed

1. Configure the settings in IP Settings.

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

2. Make sure that the DHCP server is enabled on the router, and then unplug the router and plug it back in.
3. Reset the router if required.  
For wireless connection, enter the correct password if required.

### Unable to connect to the network

1. Check all IP Settings.



>



Settings > General > Network > Network Status > IP Settings

2. After checking the DHCP server status (must be active) on the router, remove the LAN cable, and then connect it again.

For wireless connection, enter the correct password if required.

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

1. Make sure that the Internet LAN cable is connected to the router's external LAN port.
2. Check the DNS values in IP Settings.



>



Settings > General > Network > Network Status > IP Settings

### Network setup is complete, but unable to connect to the Internet

If the problem persists, contact your Internet Service Provider.

## Remote Control and Peripherals











### About the Samsung Smart Remote (QLED TV)

Learn about the buttons on the Samsung Smart Remote that comes with the QLED TV.



1  
2



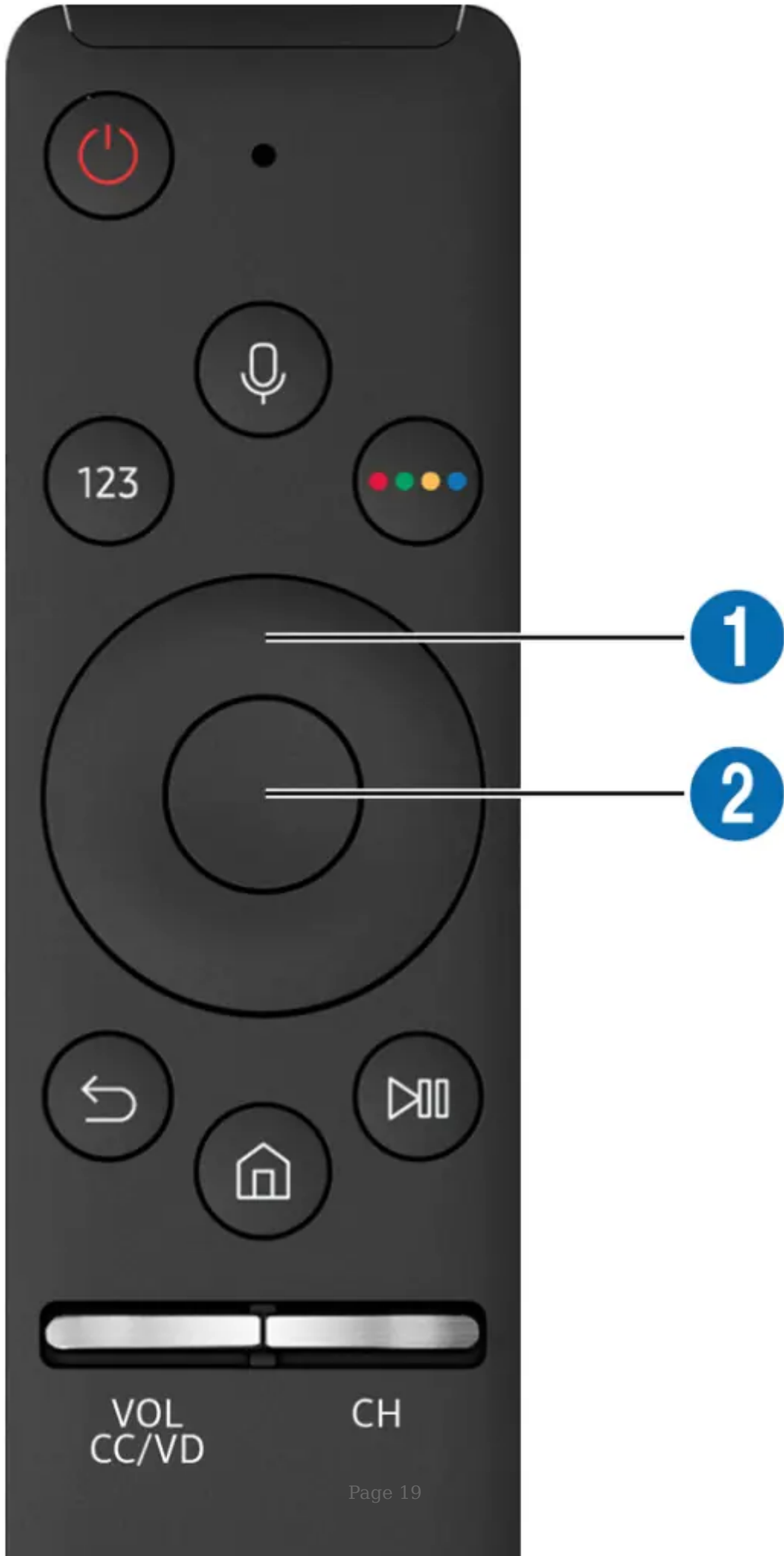
Button	Description
 (Bixby)	Runs <b>Bixby</b> . Press and hold the button, say a command, and then release the button to run <b>Bixby</b> . When you press the button, the <b>Explore Now</b> menu appears at the bottom of the screen.
 (Color / Number button)	Each time you press this button, the colored buttons window and the virtual numeric pad are displayed alternately. <ul style="list-style-type: none"> <li>Use these colored buttons to access additional options that are specific to the feature in use.</li> </ul> <p> These buttons are not available in the U.S.A. and Canada.</p> <ul style="list-style-type: none"> <li>Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.</li> </ul> <p> If the <b>Color Button</b> appears with a number strip on the screen, select the <b>Color Button</b> and then select a specific color by using the directional pad (up/down/left/right). Use this to access additional options that are specific to the feature in use.</p>
 (Ambient Mode)	In TV mode, press the button to enter <b>Ambient Mode</b> . If you press the button when the TV is turned off, the TV turns on in <b>Ambient Mode</b> .
 1 Directional pad (up/down/left/right)	Moves the focus.
 2 Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the <b>Accessibility Shortcuts</b> appears.
CH (Channel)	Move the button up or down to change the channel. To see the <b>Guide</b> screen, press the button. Press and hold the button up or down to quickly change the channel.










**NOTE:**

- Use the Samsung Smart Remote less than 20 feet from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMICEC)."

## About the Samsung Smart Remote (UHD TV)

Learn about the buttons on the Samsung Smart Remote that comes with the UHD TV.



Button	Description
 (Bixby)	Runs <b>Bixby</b> . Press and hold the button, say a command, and then release the button to run <b>Bixby</b> . When you press the button, the <b>Explore Now</b> menu appears at the bottom of the screen.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the <b>Accessibility Shortcuts</b> appears.
CH (Channel)	Move the button up or down to change the channel. To see the <b>Guide</b> screen, press the button. Press and hold the button up or down to quickly change the channel.

**NOTE:**

- Use the Samsung Smart Remote less than 20 feet from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model.
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- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMICEC)."

**About the Samsung Smart Remote (THE FRAME)**

Learn about the buttons on the Samsung Smart Remote that comes with THE FRAME TV.

















1

2

VOL  
CC/VD

CH



Button	Description
 (Power)	When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.  When the TV turns off and on again, display the last used mode.
 (Bixby)	Runs <a href="#">Bixby</a> . Press and hold the button, say a command, and then release the button to run <a href="#">Bixby</a> . When you press the button, the <a href="#">Explore Now</a> menu appears at the bottom of the screen.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <a href="#">Done</a> to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.  To immediately set <a href="#">Color &amp; Brightness</a> while enjoying Art mode, press the button.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen. Press in Art mode to switch to TV mode.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the <a href="#">Accessibility Shortcuts</a> appears.
CH (Channel)	Move the button up or down to change the channel. To see the <a href="#">Guide</a> screen, press the button. Press and hold the button up or down to quickly change the channel.

**NOTE:**



- Use the Samsung Smart Remote less than 20 feet from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote."

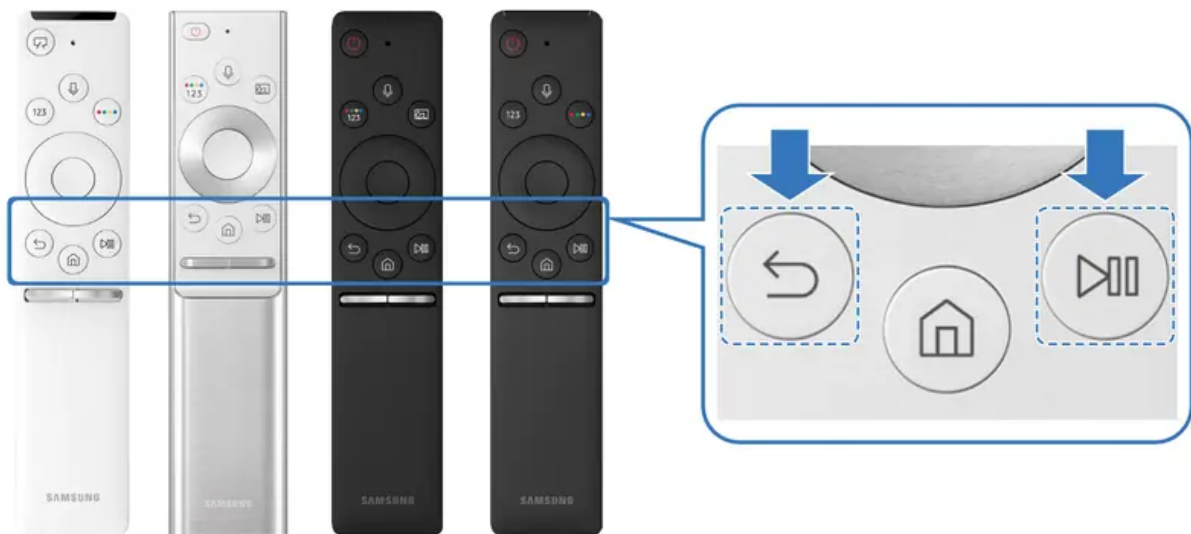
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## Connecting to the Samsung Smart Remote

Pair the TV with the Samsung Smart Remote.

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

remote control sensor of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



**NOTE:** The images, buttons, and functions of the Samsung Smart Remote may differ with the model.

**NOTE:** The Samsung Smart Remote 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, contact the Samsung Call Center.


### Getting Support

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

#### Getting support through Remote Management

 >  Settings > Support > Remote Management Try Now

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.

**NOTE:** You can also start this function by pressing and holding the  button for 5 or more seconds.

This function requires an Internet connection.



### What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:



- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

### How does Remote Support Work?

You can easily get Samsung Remote Support service for your TV:


1. Call the Samsung Contact Center and ask for remote support.
2. Open the menu on your TV and go to the Support section. (  >  Settings > Support)
3. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the technician.
4. The technician will then access your TV.

### Finding the contact information for service

 >  Settings > Support > About This TV

You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's software version, Open Source License and other information you may need to get service support from a Samsung call agent or the Samsung website.

**NOTE:** You can also view information by scanning the QR code of your TV.

**NOTE:** You can also start this function by pressing and holding the  button for 5 or more seconds. For standard remote control, press and hold the [image] (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

## Requesting service



You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, and then select Request Now 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.

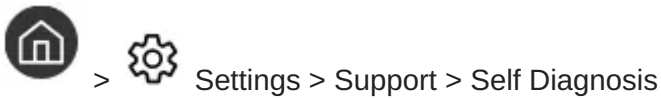
**NOTE:** You must agree to the terms and conditions for the service request.

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

**NOTE:** This function requires an Internet connection.

## Diagnosing TV operational issues

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



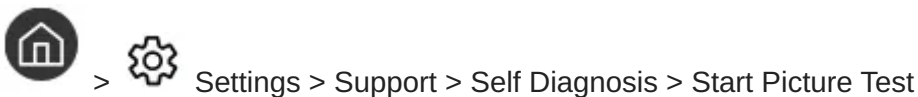
You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub Internet connection, and run the Smart Hub and TV factory reset functions.

- Start Picture Test
- Start Sound Test
- Signal Information
- Start Smart Hub Connection Test
- Reset Smart Hub
- Reset











## There Is a Problem with the Picture

















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







### Testing the picture



Before you review the list of problems and solutions below, use Start Picture Test to determine if the problem is caused by the TV. Start 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 Ambient Light Detection, Power Saving Mode, or Motion Lighting.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; General &gt; Eco Solution &gt; Ambient Light Detection</li> <li>•  &gt;  &gt; Settings &gt; General &gt; Eco Solution &gt; Power Saving Mode</li> <li>•  &gt;  &gt; Settings &gt; General &gt; Eco Solution &gt; Motion Lighting</li> </ul>
Component Connections/ Screen Color	<p>If the color on your TV screen is not correct or the black and white colors are off, run Start Picture Test.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; Support &gt; Self Diagnosis &gt; Start Picture Test</li> </ul> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <ul style="list-style-type: none"> <li>• Confirm that the video input connectors are connected to the correct external device video output connectors.</li> <li>• Check the other connections as well. If the TV is connected to an external device via a component cable, confirm that the Pb, Pr, and Y jacks are plugged into their proper connectors.</li> </ul>
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"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Backlight</li> </ul>



The problem	Try this!
	<ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Contrast</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Brightness</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Sharpness</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Color</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Tint (G/R)</li> </ul>
Blurring, or Juddering	<p>If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Auto Motion Plus Settings</li> </ul>
Unwanted Powering Off	<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"> <li>•  &gt;  &gt; Settings &gt; General &gt; System Manager &gt; Time &gt; Sleep Timer</li> </ul> <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"> <li>•  &gt;  &gt; Settings &gt; General &gt; Eco Solution &gt; Auto Power Off</li> </ul>

The problem	Try this!
	<ul style="list-style-type: none"> <li>  &gt;  &gt; Settings &gt; General &gt; System Manager &gt; Time &gt; Off Timer         </li> </ul>
Problems Powering On	<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>
Unable to find a Channel	<p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <ul style="list-style-type: none"> <li>  &gt;  &gt; Settings &gt; Broadcasting &gt; Auto Program         </li> </ul>
The TV image does not look as good as it did in the store.	<p>Store displays are tuned to a digital HD channel.</p> <p>If you have an analog cable box or satellite box, upgrade to a digital cable box or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.</p> <p>Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.</p> <ul style="list-style-type: none"> <li>• Cable/Satellite Subscribers: Try HD channels from the channel lineup.</li> <li>• Air/Cable Antenna Connection: Try HD channels after running the Auto Program function.</li> </ul> <ul style="list-style-type: none"> <li>  &gt;  &gt; Settings &gt; Broadcasting &gt; Auto Program         </li> </ul> <p>Adjust the cable box or satellite box's video output resolution to 1080i or 720p.</p>
The picture is distorted.	

The problem	Try this!
	<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>



The problem	Try this!
<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"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Picture Mode</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Brightness</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Sharpness</li> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Color</li> </ul> <p>See if Power Saving Mode has been enabled.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; General &gt; Eco Solution &gt; Power Saving Mode</li> </ul> <p>Try resetting the picture.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Expert Settings &gt; Reset Picture</li> </ul>
<p>There is a dotted line on the edge of the screen.</p>	<p>Change Picture Size Settings to 16:9 Standard.</p> <ul style="list-style-type: none"> <li>•  &gt;  &gt; Settings &gt; Picture &gt; Picture Size Settings &gt; 16:9 Standard</li> </ul>
<p>The picture is black and white.</p>	<p>If you are using AV or analog equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.</p> <p><b>NOTE:</b> The Component or AV input port may not be provided depending on the model or geographical area.</p>

The problem	Try this!
	<p>Check whether Grayscale is set to On.</p> <ul style="list-style-type: none"> <li>  &gt;  &gt; Settings &gt; General &gt; Accessibility &gt; Grayscale </li> </ul>



**NOTE:**

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

**I Can't Hear the Sound Clearly**







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

**Testing the sound**

 >  Settings > Support > Self Diagnosis > Start Sound Test

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













The problem	Try this!
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>
The picture is good but there is no sound.	<p>Set Sound Output to TV Speaker.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; Sound &gt; Sound Output         </li> </ul> <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>
No sound is heard.	<p>Check whether the Digital Output Audio Format is set to Dolby Digital+.</p> <p>If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; Sound &gt; Expert Settings &gt; Digital Output Audio Format &gt; Dolby Digital+         </li> </ul>
The speakers are making an odd sound.	<p>Run Start Sound Test.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; Support &gt; Self Diagnosis &gt; Start Sound Test         </li> </ul> <p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p>

The problem	Try this!
	For antenna or cable connections, check the signal information. A low signal level may cause sound distortions.

### **There Is a Problem with the Broadcast**

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/ cannot find channel.</p>	<p>Select  &gt;  Source to confirm that the correct input source has been selected.</p> <p>If the TV is not connected to a cable box or satellite box, run Auto Program to search for channels.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; Auto Program</li> </ul>
<p>The TV is not receiving all channels.</p>	<p>Confirm that the coaxial cable is securely connected to the TV.</p> <p>Run Start Setup or Auto Program.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Start Setup</li> <li>•  &gt;  Settings &gt; Broadcasting &gt; Auto Program</li> </ul>
<p>There are no captions with digital channels.</p>	<p>Go to Caption Settings and change the Caption Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Caption Settings &gt; Caption Mode</li> </ul> <p>Some channels may not have caption data.</p>
<p>The picture is distorted.</p>	<p>The compression of the video content may cause picture distortions.</p> <p>This is especially true with fast moving pictures from sports programs and action movies.</p> <p>A weak signal can cause picture distortions. This is not a problem with the TV.</p>
<p>The picture quality is low.</p>	<p>Select high definition (HD) channels or programs.</p>



## My Computer / Game Console Won't Connect

When the TV has difficulties connecting to a PC or game console, these steps may help resolve the problem.

The problem	Try this!
The "Mode Not Supported" message appears.	Set output resolution of your PC or game console so it matches 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 setting on your PC.</p> <p>If you are using an HDMI-to-DVI cable, a separate audio cable is required.</p> <p>Note that the HDMI-to-DVI connection is only supported by the HDMI (DVI) port and this port does not transmit audio.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>

## The TV Won't Connect to the Internet

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

The problem	Try this!
<p>The TV cannot connect to your network or apps (for Internet compatible models only).</p>	<p>Make sure the TV has a network connection.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; Network &gt; Network Status </li> </ul> <p>Contact your Internet service provider.</p>
<p>The wireless network connection failed.</p>	<p>Confirm your wireless modem/router is on and connected to the Internet.</p>
<p>The wireless network signal is too weak.</p>	<p>Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.</p> <p>Use a wireless repeater to get an instant boost in your wireless signal strength.</p> <p>Place the repeater halfway between your wireless router and your TV.</p>

## The Schedule Recording/Timeshift Function Isn't Working

When Timeshift or Schedule recording aren't working, these steps may help resolve the problem.

The problem	Try this!
<p>Schedule Recording cannot be used.</p>	<p>Check if there is a USB device connected to the TV.</p> <p>Recording will automatically stop if the signal becomes too weak.</p> <p>Check the free space on the USB device.</p> <p>The function will not work if there isn't enough storage space on the USB device.</p>

### NOTE:



- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.

## **Anynet+ (HDMI-CEC) Isn't Working**

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



The problem	Try this!
<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 set to On.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC) </li> </ul> <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>Move the focus to the Anynet+ device at  &gt;  Source, and then press the up directional button.</p> <p>Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMICEC) menu to see if Anynet+ (HDMI-CEC) is set to On.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC) </li> </ul>
<p>I want to exit Anynet+.</p>	<p>Set Anynet+ (HDMI-CEC) to Off.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC) </li> </ul>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from</p>	<p>You cannot use the remote control when the TV is configuring Anynet+ or switching to a viewing mode.</p>

The problem	Try this!
Anynet+ device" appears on the screen.	Use the remote control after the TV has completed the Anynet+ configuration or has switched to a viewing mode.
The Anynet+ device won't play.	You cannot use the play function when Start Setup is in progress.
The connected device is not displayed.	<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"> <li>  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC) </li> </ul> <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>
The TV audio is not being played through the receiver.	<p>Make sure that the receiver is connected to the TV's HDMI (ARC) port with an HDMI cable.</p> <p>Confirm that the receiver is HDMI (ARC) compatible.</p> <p>If the receiver is not HDMI (ARC) compatible, connect the TV and receiver with an optical cable.</p>

## I Have Trouble Launching/Using Apps

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

<b>The problem</b>	<b>Try this!</b>
I launched an app, but it's in English. How can I change the language?	Languages supported by the app may be different from the user interface language. The ability to change the language depends on the service provider.
My application is not working.	Check with the service provider.  Refer to the Help section on the application service provider's website.

### **My File Won't Play**









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

<b>The problem</b>	<b>Try this!</b>
Some files can't be played.	This problem may occur with high-bitrate files.  Most files can be played back, but you might experience problems with high-bitrate files.

### **I Want to Reset the TV**


Initialize the settings to factory defaults.











Reset	Path	Description
Reset Settings	 >  Settings > Support > Self Diagnosis > Reset	Resets Picture, Sound, Broadcasting, and all other settings, except for the network settings, to the default settings.
Reset Smart Hub	 >  Settings > Support > Self Diagnosis > 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.
Reset Picture	 >  Settings > Picture > Expert Settings > Reset Picture	Resets current picture settings to the default settings.
Reset Sound	 >  Settings > Sound > Expert Settings > Reset Sound	Resets current sound settings to the default settings.

## Other Issues

Use these procedures to resolve other issues that may occur.

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. 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 picture won't display in full screen.	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) 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> <div style="text-align: center;">  <p>Settings &gt; Picture &gt; Picture Size</p> <p>Settings &gt; Picture Size</p> </div>
The "Mode Not Supported" message appears.	<p>The output resolution of the attached device is not supported by the TV.</p> <p>Check the TV's supported resolutions and adjust the external device's output resolution accordingly.</p>
The Captions item in the TV is grayed out.	<p>When an external device is connected with an HDMI or Component cable, the Caption function is unavailable.</p> <p>Adjust the caption setting on the external device.</p>
The TV smells of plastic.	<p>This smell is normal and will dissipate over time.</p>
Signal Information under Self Diagnosis isn't activated.	<p>Verify that the current channel is a digital channel.</p>

The problem	Try this!
	<p>Signal Information is only available for digital channels.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; Support &gt; Self Diagnosis &gt; Signal Information </li> </ul>
The TV is tilted to the side.	Remove the base stand from the TV and reassemble it.
The stand is wobbly or crooked.	Make sure the indicator arrows on the stand and stand holder are properly aligned.
The remote control and/or voice control does not work.	The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.
The Broadcasting function has been deactivated.	<p>Broadcasting is only available when the Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.</p> <p>Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>
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><b>NOTE:</b> This function may not be supported depending on the model or geographical area.</p>
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> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode </li> </ul>

The problem	Try this!
A POP (TV's internal banner ad) appears on the screen.	<p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode </li> </ul>
The TV is making a popping noise.	<p>The expansion and contraction of the TV's outer casing may cause a popping noise.</p> <p>This does not indicate a product malfunction.</p> <p>The TV is safe to use.</p>
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 may seem slightly noisier than a conventional TV.</p> <p>Your TV has undergone strict quality control procedures that meet our 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> <ul style="list-style-type: none"> <li>  &gt;  Settings &gt; General &gt; Network &gt; Network Status </li> </ul> <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>

**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.

