



## Quick Guides

### Connecting the Samsung Smart Remote to the TV

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

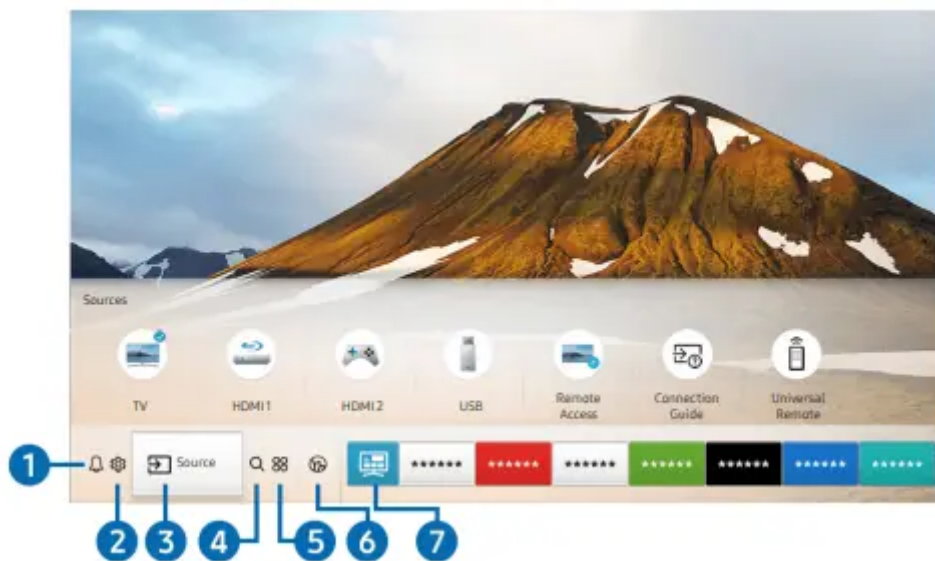
When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more




### 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.



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.

2  Settings

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

3  Source

You can select an external device connected to the TV.

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.

6  Ambient Mode

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

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

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

7  Universal Guide

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



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.

## Using the Ambient Mode

Learn about the functions available in Ambient Mode that are specific to the QLED TV (except for Q50R model) and The Serif.



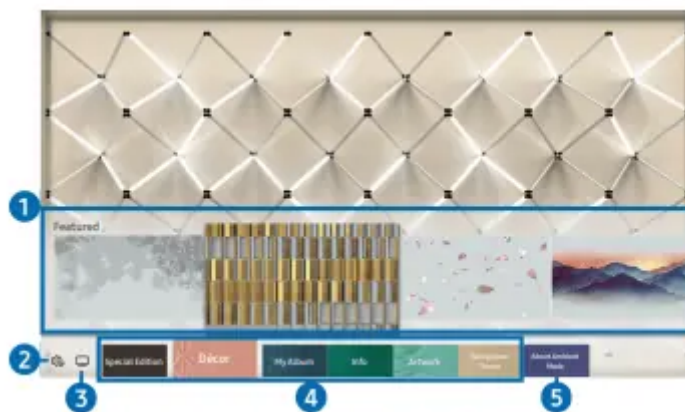
You can enhance your living space with decorative content that matches the surroundings or view essential realtime information such as weather, time, and news on the TV screen when you are not watching TV.

## Entering Ambient Mode

To enter Ambient Mode from the TV viewing screen, press the button, or select Ambient Mode.

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

## Ambient Mode browser screen



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

### 1 Function and content preview

When you select a category at the bottom of the screen, a preview of available functions and content appears here. To view detailed information about a content item, move the focus to it, and then press the up directional button.

## 2 Ambient Settings

You can configure the following Ambient Mode settings:

- **Auto Brightness**

Changes the auto brightness setting for Ambient Mode.

- **Sleep After**

Sets the time when the Ambient Mode screen turns off automatically.

- **Reset All Photos**

Resets the photos imported from your mobile device or Samsung Cloud.

## 3 TV

You can enter the TV viewing screen.

## 4 Selecting a content category

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

- **Special Edition**

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

- **Décor**

Allows you to select content with a sensible and beautiful design.

- **My Album**

Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen

- **Info**

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

- **Artwork**

Allows you to select content such as world famous photos and artwork.

- **Background Theme**

Allows you to select a background theme provided by Samsung.

## 5 About Ambient Mode

You can view information about Ambient Mode.

### Applying effects to the content

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

- **Backgrounds**

Changes the background of the content

- **Shadow Effects**

Applies a shadow effect that you select to the content.

- **Brightness**

Adjusts the brightness of the content.

- **Saturation**

Adjusts the saturation of the content.

- **Color Tone**

Adjusts the colors of the content.



- **Red Tone / Green Tone / Blue Tone**

Adjusts the red, green, blue contrast.

### View detailed information about the content

When you are enjoying content in Ambient Mode, press the up directional button to view detailed information about the content.

### Entering the TV viewing screen from Ambient Mode

To enter the TV viewing screen from Ambient Mode, press the  button, or select  TV in the Ambient Mode browser screen

### Using Bixby

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



### Starting Bixby with voice


You can immediately start a conversation with Bixby by saying "Hi, Bixby." Say "Hi, Bixby," and the Bixby icon at the bottom of the TV screen is activated in Listen mode. Continue speaking. If Bixby does not respond to your voice, turn


on the Voice Wake-up function, and then try again.

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

## Starting Bixby using buttons on the Samsung Smart Remote

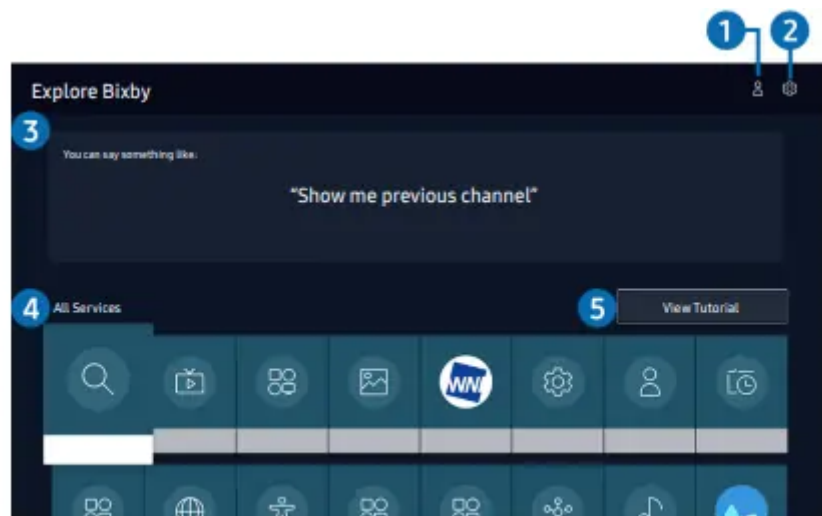
You can also have a conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the  button on your Samsung Smart Remote, say a command, and then release the  button.


To view the Bixby guide, press the  button once:

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



## Learning about the Explore Bixby Screen



1  My Profile

Go to the My Profile screen to create a new account or register a voice ID. Sign in to your account with your voice, that is, your registered voice ID.

## 2 Settings

You can change the settings for using Bixby.

- **Language**

You can change Bixby's language.

- **Voice response**

You can change or turn off Bixby's voice.

- **Voice Wake-up**

You can configure this function to make Bixby respond to your voice.

- **Privacy**

You can permit or prohibit Bixby from utilizing your personal information when you are using Bixby services.

## 3 Recommended commands

Displays recommended commands you can use to control the TV with Bixby given the current context.

## 4 All Services



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

## 5 View Tutorial

The popup window on using Bixby appears

### Read Before Using Bixby

- The supported voice interaction languages and features may differ depending on the geographical area.
- If the language set differs from the language of your country, some features are not available.
- Bixby is available only when the TV is connected to the Internet.
- Even if the TV is connected to the Internet, there may be no response due to a Bixby server error
- The existing functional specifications may be changed if Bixby is updated.

- Bixby is available only on TVs that support it and come with remote controls that have a microphone.
- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish **Set Up Your Service Provider**. If **Set Up Your Service Provider** is not completed, you can complete it using [Reset](#)    
[Settings](#) > [General](#) > [Reset](#). |
- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
  - Agree to Smart Hub's Terms of Use
  - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
  - Consent to the collection and use of personal information for the voice interaction-based service.

### Provisions for using 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.

### Updating the TV's Software

View your TV's software version and update it if necessary.

 >  [Settings](#) > [Support](#) > [Software Update](#)

### Updating through the Internet

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

### Updating through a USB device

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

### Updating the TV automatically

If the TV is connected to the Internet, you can have the TV's software update itself automatically while you are watching the TV. When the background update is completed, it is applied the next time the TV is turned on.

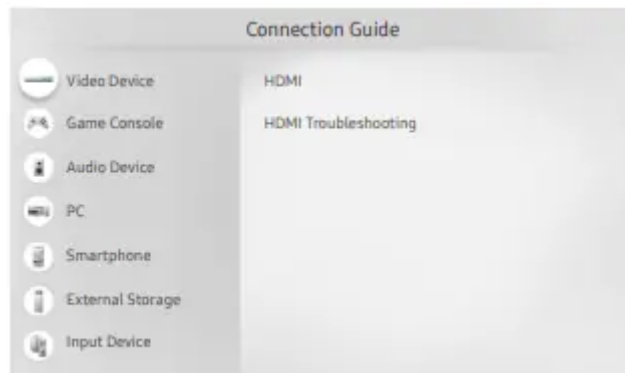
If you agree to the Smart Hub terms and conditions, Auto Update is set to On automatically. If you want this function disabled, use the Select button to turn it off.

## Connections

### Connection Guide

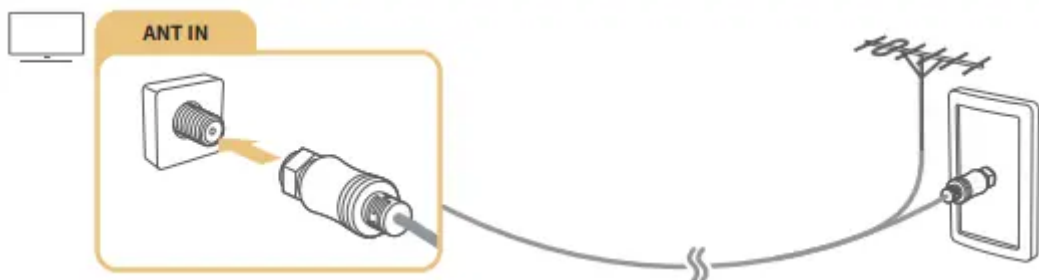
You can view detailed information about external devices that can be connected to the TV.

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



### Connecting an Antenna

You can connect an antenna cable to your TV



### Connecting to the Internet

You can get access to the Internet through your TV

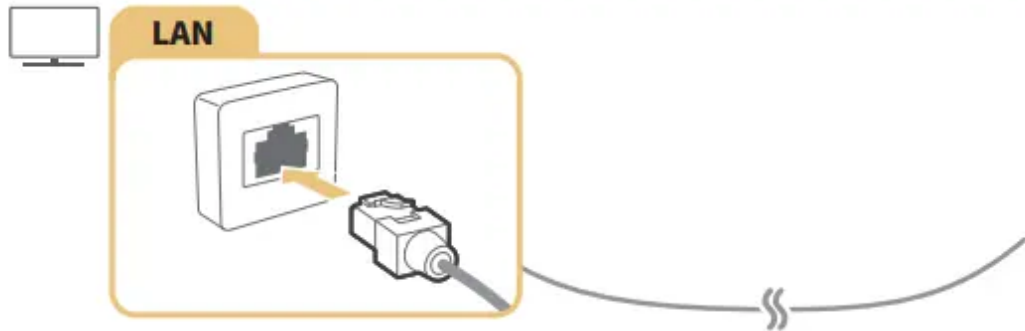
 >  Settings > General > Network > Open Network Settings

Configure network settings to connect to an available network.

### Establishing a wired Internet connection

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

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

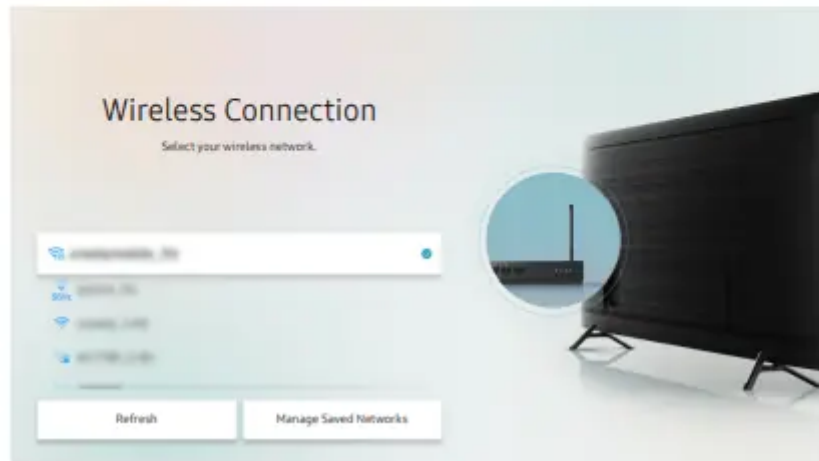


### Establishing a wireless Internet connection

 >  Settings > General > Network > Open Network Settings > Wireless

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

Note : The Wireless may not appear depending on the model.



### Checking the Internet connection status

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

View the current network and Internet status.

### Resetting Your Network

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

Restore the network settings to the factory default.

### Turning on the TV with a mobile device

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

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

### Connecting an IP control device to the TV





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

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

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

## Connection Cables for External Devices

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

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

## Troubleshooting

### Testing the picture

## Flickering and Dimming

- If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable **Ambient Light Detection**, **Power Saving Mode**, or **Motion Lighting**.

 >  Settings > General > Eco Solution > Ambient Light Detection  
 >  Settings > General > Eco Solution > Power Saving Mode  
 >  Settings > General > Eco Solution > Motion Lighting

## Component Connections/ Screen Color

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







 >  Settings > Support > Self Diagnosis > Start Picture Test

- If the test results indicate that the problem is not caused by the TV, do the following: When using the One Connect, confirm that its video input connectors are connected to the correct external device video output connectors. When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors. For more information about how to connect an external device, run Connection Guide.

 >  Source > Connection Guide

## Screen Brightness

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

 >  Settings > Picture > Expert Settings > Backlight  
 >  Settings > Picture > Expert Settings > Contrast  
 >  Settings > Picture > Expert Settings > Brightness  
 >  Settings > Picture > Expert Settings > Sharpness  
 >  Settings > Picture > Expert Settings > Color  
 >  Settings > Picture > Expert Settings > Tint (G/R)

## Blurring, or Juddering

- If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue.

 >  Settings > Picture > Expert Settings > Auto Motion Plus Settings

## Unwanted Powering Off

- If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.

See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

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

### Problems Powering On

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

Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.

Make sure that the antenna cable or cable TV cable is firmly connected.

If you have a cable box or satellite box, confirm that it is plugged in and turned on.

### Unable to find a Channel

- If your TV is not connected to a cable box or satellite box, run Auto Program.

### The TV image does not look as good as it did in the store.

- Store displays are tuned to a digital UHD channel or HD channel.

If you are using analog cable, upgrade to digital cable.

If you use an analog cable box or satellite box, upgrade to a digital cable box or satellite box and adjust the digital cable box and satellite box's video output resolution to UHD or HD.

Be sure to use an HDMI cable to enjoy high quality videos.

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

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

### The picture is distorted.

The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies. If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction. Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.

### The color is wrong or missing.

If you're using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause color problems or a blank screen

### **The color is poor or the picture is not bright enough.**

Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.



See if Power Saving Mode has been enabled.



Try resetting the picture.



### **There is a dotted line on the edge of the screen.**

Change Picture Size Settings to 16:9 Standard.



### **The picture is black and white.**

Use a composite cable when you connect AV equipment to the TV.

If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port.

Check whether Grayscale is set to On



### **The picture won't display in full screen.**

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.

Adjust the picture size options on your external device or set the TV to full screen.





### **The Caption function in the TV menu is deactivated.**

When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.

## Captions appear on the TV screen.

Turn off the Caption function in Caption Settings

 >  Settings > General > Accessibility > Caption Settings > Caption

## Testing the sound

### How can I connect an audio device to the TV?

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

 >  Source > Connection Guide > Audio Device

### There is no sound or the sound is too low at maximum volume.

Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV.

### The picture is good but there is no sound.

Set Sound Output to TV Speaker

 >  Settings > Sound > Sound Output

If you are using an external device, check the device's audio output option.

For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.

To listen to computer sound, connect an external speaker to the computer's audio output connector.

If your TV has a headphone jack, make sure there is nothing plugged into it.

Reboot the connected device by disconnecting and then reconnecting the device's power cable.

### No sound is heard.

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

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

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

### The speakers are making an odd sound.

Run Start Sound Test.

Make sure that the audio cable is connected to the correct audio output connector on the external device.

For antenna or cable connections, check the signal information. A low signal level may cause sound distortions.

### **The sound is interrupted.**

The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.

To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency.

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

### **Whenever a function is used on the TV or the channel is changed, the TV voices the activity. The TV explains in voice-over the video scenes displayed on the screen.**

Turn off the Voice Guide function in Voice Guide Settings.

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

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

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

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

## **Channel and Broadcast Issues**

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

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

### **The TV is not receiving all channels.**

Confirm that the coaxial cable is securely connected to the TV.

Run Reset or Auto Program.

## There are no captions with digital channels.

Go to Caption Settings and turn on the Caption function, and then change the Caption Mode



Some channels may not have caption data.

## Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.

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

## External Device Connectivity Issues

### The "Mode Not Supported" message appears.

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

### The video is OK but there is no audio.

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

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

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

## How can I use Screen Mirroring?

To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect



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

To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect.



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

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

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



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



## Network Issues

### Wireless network connection failed. Unable to connect to a wireless access point.

Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.

Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Enter the correct password if required.

If the wireless connection fails, connect the TV to the access point via a LAN cable.

If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

### Wired network connection failed.

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

### Auto IP configuration failed. Unable to connect to the network.

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.

If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Disconnect and then reconnect the power cable of the access point, or press and hold the power button for 3 seconds.

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

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

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

If the problem persists, contact your Internet service provider.

### **Anynet+ (HDMI-CEC) Issues**

#### **What is Anynet+?**

You can use the TV's remote control to control external devices that support Anynet+ (HDMICEC) and that are connected to the TV via an HDMI cable. For example, if a connected external device supports Anynet+, you can have the connected device turn on or off when you turn the TV on or off.

#### **Anynet+ does not work.**

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

Check if the power cord of the Anynet+ device is properly connected.



Check the cable connections of the Anynet+ device.

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

Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.

If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.

#### **I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on.**

Move the focus to the Anynet+ device at  >  Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.

Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMICEC) menu to see if Anynet+ (HDMI-CEC) is set to On.

#### **I want to exit Anynet+. I also do not want the connected devices to turn on and off when the TV is turned on or off.**

Turn off the Anynet+ (HDMI-CEC) function

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

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

Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.

### **The Anynet+ device won't play.**

You cannot use the play function when Reset is in progress.

### **The connected device is not displayed.**

Check whether the device supports Anynet+.

Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.

Check whether the HDMI cable is properly connected.

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



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

Scan for Anynet+ devices again.

If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again

## **Remote Control Issues**

### **The remote control does not work.**

The connection between the Samsung Smart Remote and the TV may be lost. Point the Samsung Smart Remote at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more. Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

### **The remote control batteries run out quickly.**

The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on. You can extend the battery life by turning off the Voice Wake-up function.

 > Explore Now >  Settings > Voice Wake-up

## Recording Issues

### **The Timeshift or recording function cannot be used.**

- Check if there is a storage device connected to the TV.
- Recording will automatically stop if the signal becomes too weak.
- Check the free space on the storage device.
- The function will not work if there isn't enough storage space on the USB device.
- Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

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

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

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

- To use the recording function, the storage device connected to the TV must have been already formatted.

Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

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

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

## Apps

### **I launched an app, but it's in English. How can I change the language?**

Languages supported by an app may be different from the TV Language set in the menu.

The ability to change the language depends on the app's provider.

### **My application is not working.**

The services of your application are not provided by the TV but by the application service provider.

Refer to the Help section on the application service provider's website.

## Media Files

### **Some files are interrupted during playback.**

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

### **Some files can't be played.**

Some files that use an unsupported codec may not be played back.

Make sure that the codec is supported by the TV. For more information about the supported codecs, refer to "**Read Before Playing Photo, Video, or Music Files.**"

## **Voice Recognition Issues**

### **Bixby answers automatically.**

The TV may recognize an ambient noise or everyday conversation as a call to Bixby.

Turn off the Voice Wake-up function or set the sensitivity to Low.

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

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

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

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

Turn on the Voice Wake-up function

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

## **Other issues**

### **The TV is hot.**

Watching TV for an extended period of time causes the panel to generate heat.

The heat from the panel is dissipated through internal vents running along the top of the TV.

The bottom, however, may feel hot to the touch after extended use.

Children watching TV need constant adult supervision to prevent them from touching the TV.

This heat, however, is not a defect and does not affect the TV's functionality.



### **The TV smells of plastic.**

This smell is normal and will dissipate over time.

### **The settings are lost after 5 minutes or every time the TV is turned off.**

If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.

Change Usage Mode to Home Mode.

 >  Settings > General > System Manager > Usage Mode

### **The TV is tilted to the side.**

Remove the base stand from the TV and reassemble it.

### **The stand is wobbly or crooked.**



Refer to the Quick setup guide and make sure that the stand is assembled correctly

### **PIP is not available.**

PIP is available only when an external device is connected with an HDMI or Component cable

### **A POP (TV's internal banner ad) appears on the screen.**

Change Usage Mode to Home Mode.

 >  Settings > General > System Manager > Usage Mode

### **The TV is making a popping noise.**

The expansion and contraction of the TV's outer casing may cause a popping noise.

This does not indicate a product malfunction.

The TV is safe to use.

### **The TV is making a humming noise.**

Your TV utilizes high-speed switching circuits and high levels of electrical current.

Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV.

Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.

Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

## The software update over the Internet has failed.

Check the network connection status.

 >  Settings > General > Network > Network Status

If the TV is not connected to a network, connect it to a network.

The upgrade stops if you already have the latest software version.

## Diagnosing TV operational issues

### Cannot select Signal Information in Self Diagnosis.

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

 >  Settings > Support > Self Diagnosis > Signal Information

### Reset Smart Hub

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

 >  Settings > Support > Self Diagnosis > Reset Smart Hub

### Reset picture

Resets current picture settings to the default settings.

 >  Settings > Picture > Expert Settings > Reset Picture

### Reset sound

Resets current sound settings to the default settings

 >  Settings > Sound > Expert Settings > Reset Sound

### Warning

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