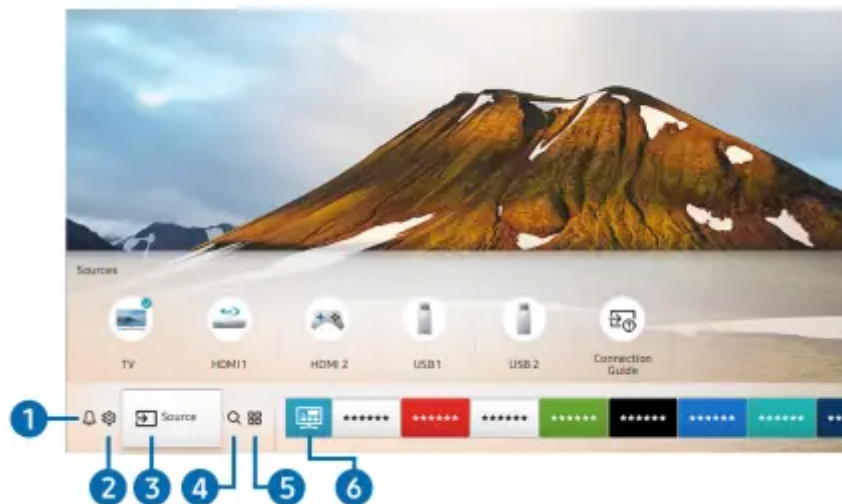









Quick Guides

Connect to 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 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.
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.  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.

Updating the TV's Software

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

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

Updating through the Internet

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

- Updating from the Internet requires an active Internet connection.

Updating through a USB device

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

After downloading the update file from the Samsung website and storing it on a USB device, connect the USB device to the TV to update.

- To update using a USB device, download the update package from Samsung.com to your computer. Then, save the update package in the USB device's top-level folder. Otherwise, the TV will not be able to locate the update package.

Updating the TV automatically



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

If the TV is connected to the Internet, you can have the TV's software update itself automatically while you are watching the TV. When the background update is completed, it is applied the next time the TV is turned on. If you agree to the Smart Hub terms and conditions, Auto Update is set to On automatically. If you want this function disabled, use the Select button to turn it off.

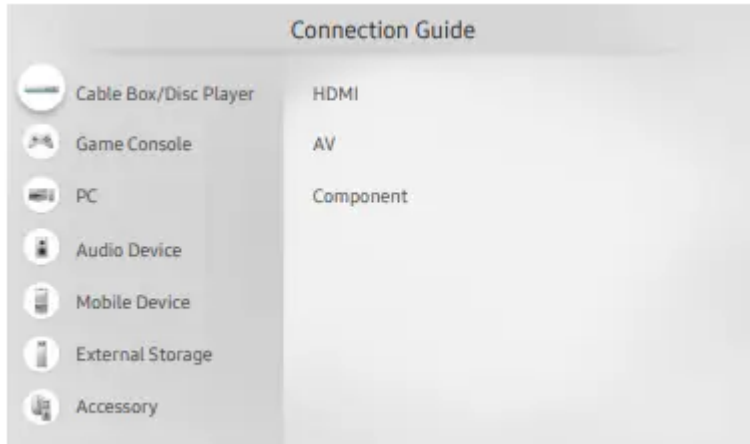
- This function may take a longer time if another network function is running concurrently.
- This function requires an Internet connection.

Connections

Connection Guide

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

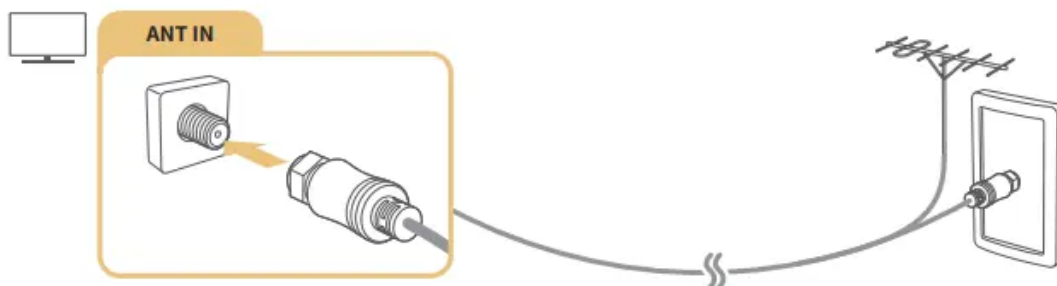
It shows you how to connect various external devices such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.



- 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.



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

Connecting to the Internet

Connecting to your Internet network

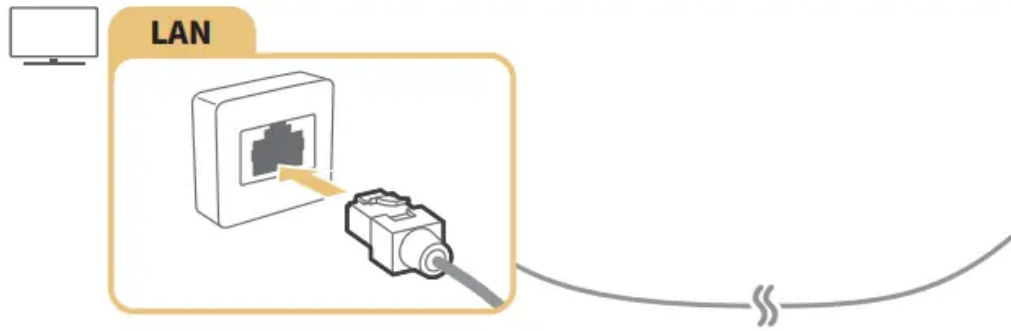
 >  Settings > General > Network > Open Network Settings

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

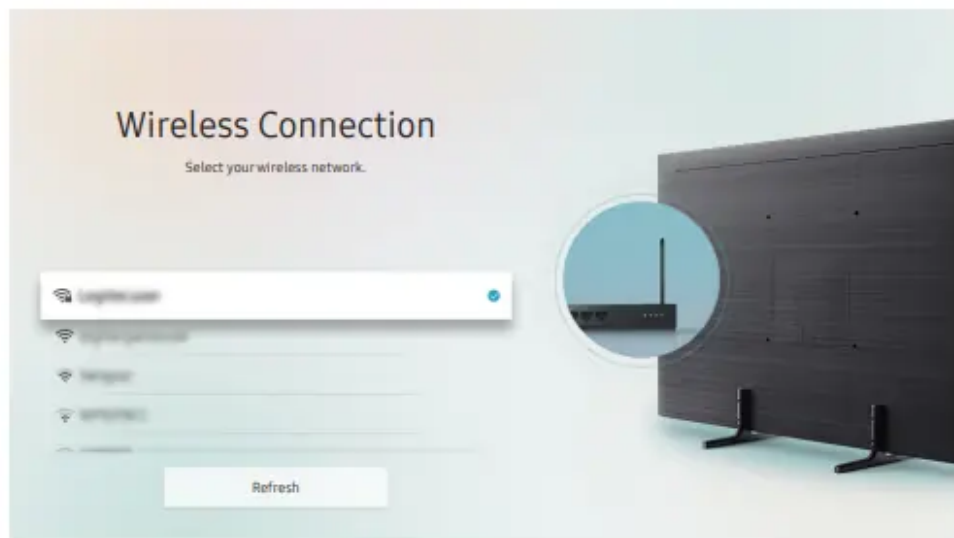
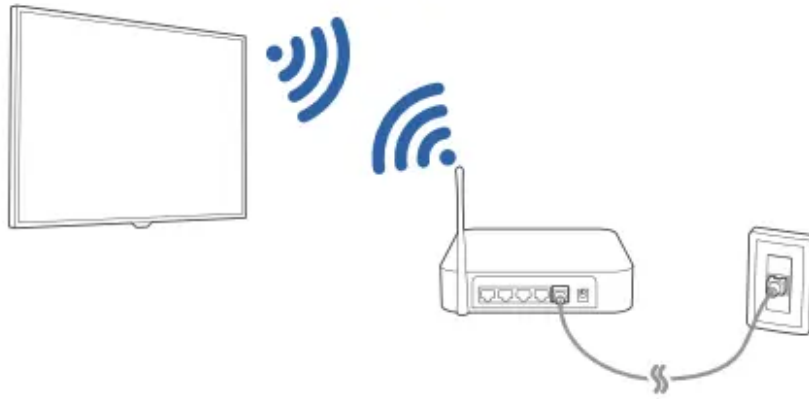


- Use a CAT 7 (*STP type) cable for the connection. (* Shielded Twist Pair)
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

Establishing a wireless Internet connection

 >  [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, and then follow the directions on the screen.



- 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

 >  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 with your mobile device when both of them are connected to the same network.

Connecting an IP control device to the TV

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

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

- To use this function, Power On with Mobile must be turned on.
- Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.
- This function may not be supported depending on the model or geographical area.

Setting up an Internet connection over IPv6

Configuring the IPv6 connection settings

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

- 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](#)

- 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

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

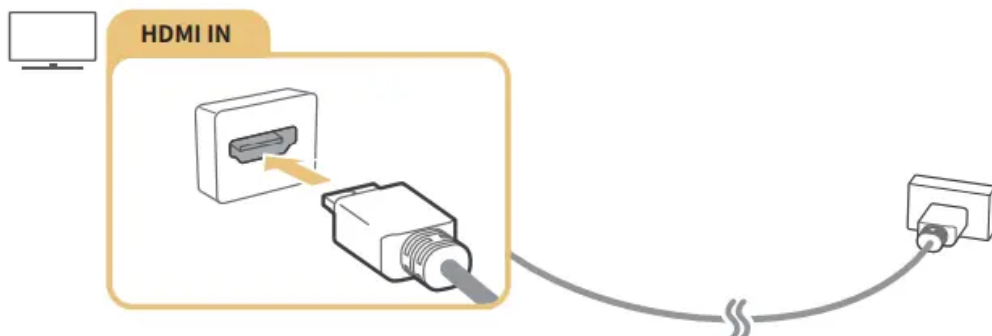
1. Make sure that the Internet LAN cable is connected to the router's external LAN port.
2. Check the DNS values in IP Settings: [🏠 > ⚙️ Settings > General > Network > Network Status > IP Settings](#)

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

If the problem persists, contact your Internet Service Provider.

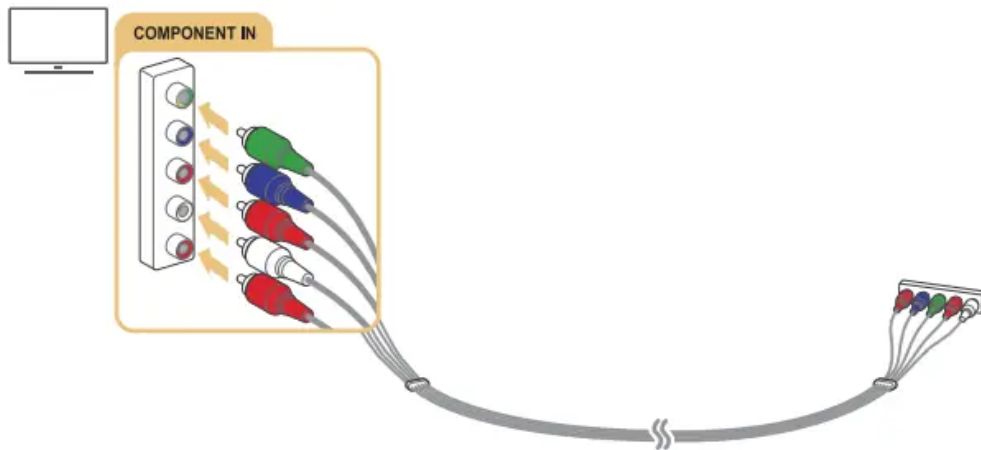
Connecting Video Devices

Connecting with an HDMI cable



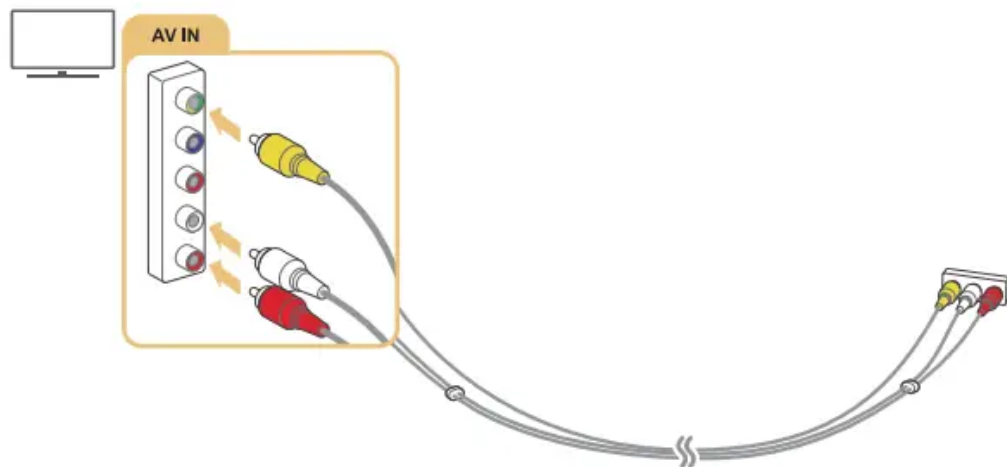
Connecting with a component cable

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



Connecting with a composite (A/V) cable

Connect the AV cable to the input connections of the TV and the AV output connections of the device as shown in the image below. If you are using the TV's AV input connectors, connect the device's video output to the TV using a Y connector.

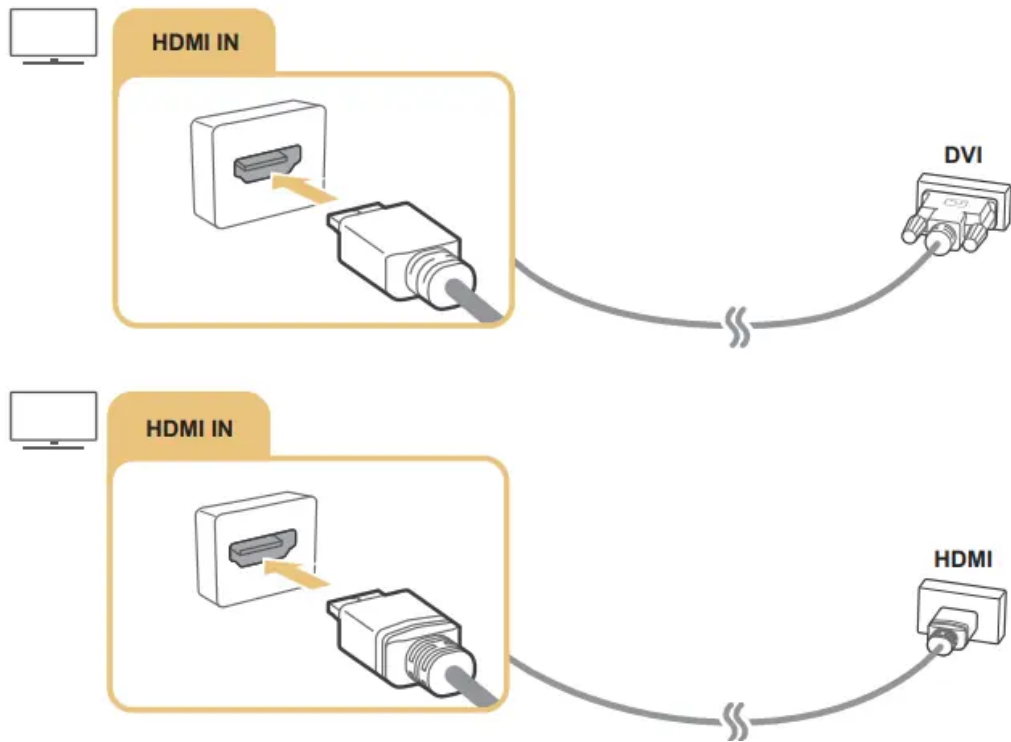




- Connect AV (composite) equipment to AV In only. Do not connect to Component In

Connecting a Computer

Use the TV as a computer monitor or connect the TV to a computer via your network and access the computer's content.

Connecting through the HDMI port — Screen sharing (HDMI)



- When you have connected a PC, go to  >  Source, and then select the PC icon from the external device icon list. For more information about the port settings, refer to "Editing the name and icon of an external device."

Connecting Your Mobile Device

Connect your mobile device to the TV on the same network to control the TV with the mobile device or enjoy the content of the mobile device on the TV. Use the SmartThings app on your mobile device to quickly and easily connect to the TV and control its main settings. In addition, you can remotely check and control the statuses of various devices such as Samsung smart devices, home appliances, and speakers registered to the server.

- Make sure that your TV supports SmartThings. You can check this with the Supported Device menu in the SmartThings app.
- To use the SmartThings app, you must be signed in to your Samsung account on the TV.
- This function may not be supported depending on the TV model or mobile device.
- The supported functions may differ depending on the version of the SmartThings app.



You can install the SmartThings app from App Store or Google Play Store.

Connecting to the TV via the SmartThings app

1. Turn on the TV.
2. Start the SmartThings app on your mobile device.

3. Tap Add Device on the dashboard of the SmartThings app. Connectable TVs are searched for.
4. From the search results, select the model of your TV.
5. Enter the PIN number displayed on the TV screen.

Once the TV is registered with your Samsung account, you can use the SmartThings app to control the TV.

- *If your TV is not found on your mobile device, turn both of them off and on, and then try again.*
- *If you have more than one TV, you can easily select the TV you want by setting different TV names at  >  Settings > General > System Manager > Device Name.*

Bidirectionally mirroring your TV and mobile device using the SmartThings app

Bidirectional mirroring refers to either outputting the screen and sound of a mobile device on a TV or outputting the screen and sound of a TV on a mobile device. You can use the SmartThings app to enjoy the screen and sound of the TV on your mobile device or to play the screen and sound of your mobile device on the TV. Start the SmartThings app on your mobile device. Tap your TV from the dashboard or device. You can use the following functions:

- You can enjoy the screen and sound of the mobile device on your TV. *After you connect a mobile device that supports screen mirroring to your TV, you can use screen mirroring to enjoy the screen and sound of the mobile device on your TV wirelessly and play the video, audio, or photo files currently playing on the mobile device on your TV.*
- You can enjoy TV screen and sound on your mobile device.
- You can only listen to the TV sound on your mobile device

Managing Mobile Devices

 >  Settings > General > External Device Manager > Device Connect Manager

- Access Notification - Set whether to display a notification when a mobile device attempts to connect to the TV.
- Device List - View, edit, or remove a list of mobile devices registered to the TV.


Troubleshooting

Getting Support

Getting support through Remote Management

 >  Settings > Support > Remote Management



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

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

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, information about Smart Hub, and other information you may need to get service support from a Samsung call agent or the Samsung website.

- *You can also view information by scanning the QR code of your TV.*
- *You can also start this function by pressing and holding the  (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.*

Requesting service

 >  Settings > Support > Request Support

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, and then select [Request Now](#) or [Schedule Appointment > Send](#). Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

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

Diagnosing TV operational issues

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

 >  [Settings](#) > [Support](#) > [Self Diagnosis](#)

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

- [Start Picture Test](#)
- [Start Sound Test](#)
- [Signal Information](#)
- [Start Smart Hub Connection Test](#)
- [Reset Smart Hub](#)
- [Reset](#)

There Is a Problem with the Picture

Testing the picture  >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Start Picture Test](#)

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.

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:

- Confirm that the video input connectors are connected to the correct external device video output connectors.
- 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.

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 \(G/R\)](#)





Unwanted Powering Off

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

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

-  >  [Settings](#) > [General](#) > [System Manager](#) > [Time](#) > [Sleep Timer](#)

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

-  >  [Settings](#) > [General](#) > [Eco Solution](#) > [Auto Power Off](#)
-  >  [Settings](#) > [General](#) > [System Manager](#) > [Time](#) > [Off Timer](#)

Problems Powering On

If you are having problems powering on your TV, there are a number of things to check before

calling the service department.

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

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

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

Unable to find a Channel



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

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

The TV image does not look as good as it did in the store. Store displays are all tuned to digital, HD (high definition) channels.

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.

Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.

- Cable/Satellite Subscribers: Try HD channels from the channel lineup.
- Air/Cable Antenna Connection: Try HD channels after running the Auto Program function.
-  >  [Settings > Broadcasting > Auto Program](#)

Adjust the cable box or satellite box's video output resolution to 1080i or 720p.

The picture is distorted.

The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.

If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.

Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.



The color is wrong or missing.

If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.

Incorrect or loose connections may cause color problems or a blank screen

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

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

-  >  [Settings > Picture > Picture Mode](#)
-  >  [Settings > Expert Settings > Brightness](#)

- [Home](#) > [Settings](#) > [Expert Settings](#) > [Sharpness](#)
- [Home](#) > [Settings](#) > [Expert Settings](#) > [Color](#)

See if Power Saving Mode has been enabled.

- [Home](#) > [Settings](#) > [General](#) > [Eco Solution](#) > [Power Saving Mode](#)

Try resetting the picture.

- [Home](#) > [Settings](#) > [Expert Settings](#) > [Reset Picture](#)

I Can't Hear the Sound Clearly

Testing the sound [Home](#) > [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.

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.

- [Home](#) > [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 the Digital Output Audio Format is set to Dolby Digital+.

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

- [Home](#) > [Settings](#) > [Sound](#) > [Expert Settings](#) > [Digital Output Audio Format](#) > [Dolby Digital+](#)

The speakers are making an odd sound.



Run Start Sound Test.

-  >  [Settings](#) > [Sound](#) > [Self Diagnosis](#) > [Start Sound Test](#)

Make sure that the audio cable is connected to the correct audio output connector on the external device. For antenna or cable connections, check the signal information. A low signal level may cause sound distortions.

There Is a Problem with the Broadcast





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

Select  >  Source to confirm that the correct input source has been selected. If the TV is not connected to a cable box or satellite box, run Auto Program to search for channels.

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

The TV is not receiving all channels.

Confirm that the coaxial cable is securely connected to the TV. Run Start Setup or Auto Program.

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

There are no captions with digital channels.

Go to Caption Settings and change the Caption Mode.

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

Some channels may not have caption data.

The picture is distorted.

The compression of the video content may cause picture distortions.

This is especially true with fast moving pictures from sports programs and action movies.

A weak signal can cause picture distortions. This is not a problem with the TV.

The picture quality is low.

Select high definition (HD) channels or programs.

My Computer Won't Connect

The "Mode Not Supported" message appears.

Set your PC's output resolution so it matches 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 an HDMI-to-DVI cable, a separate audio cable is required.

Note that the HDMI-to-DVI connection is only supported by the HDMI (DVI) port and this port does not transmit audio.

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

The TV Won't Connect to the Internet

The TV cannot connect to your network or apps (for Internet compatible models only).

Make sure the TV has a network connection.

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

Contact your Internet service provider.

The wireless network connection failed.

Confirm your wireless modem/router is on and connected to the Internet.

The wireless network signal is too weak.

Position your wireless router, modem router, or access point in a central location.

Avoid putting it in a corner.

Use a wireless repeater to get an instant boost in your wireless signal strength.

Place the repeater halfway between your wireless router and your TV.

Anynet+ (HDMI-CEC) Isn't Working

Anynet+ does not work.

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

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

Check the cable connections of the Anynet+ device.



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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

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

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

I want to start Anynet+

Move the focus to the Anynet+ device at  >  Source, and then press the up directional 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.

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

I want to exit Anynet+.

Set Anynet+ (HDMI-CEC) to Off.

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

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

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

Check whether the device supports Anynet+.

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

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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

Scan for Anynet+ devices again.

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

The TV audio is not being played through the receiver.

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

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

I Have Trouble Launching/Using Apps

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

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

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](#) > [Support](#) > [Self Diagnosis](#) > [Reset Picture](#)

- Resets current picture settings to the default settings.

Reset Sound  >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Reset Sound](#)

- Resets current sound settings to the default settings.

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 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.

-  >  [Settings](#) > [Picture](#) > [Picture Size Settings](#) > [Picture Size](#)

The "Mode Not Supported" message appears.

The output resolution of the attached device is not supported by the TV. Check the TV's supported resolutions and adjust the external device's output resolution accordingly.

The Captions item in the TV is grayed out.

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

The TV smells of plastic.

This smell is normal and will dissipate over time.

Signal Information under Self Diagnosis isn't activated.

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

-  >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Signal Information](#)

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.

Broadcasting is only available when the Source is set to TV. Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.

PIP is not available.

PIP is available only when an external device is connected with an HDMI or Component cable. Note that the function is unavailable when Smart Hub is active.

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

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](#)

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.

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.