


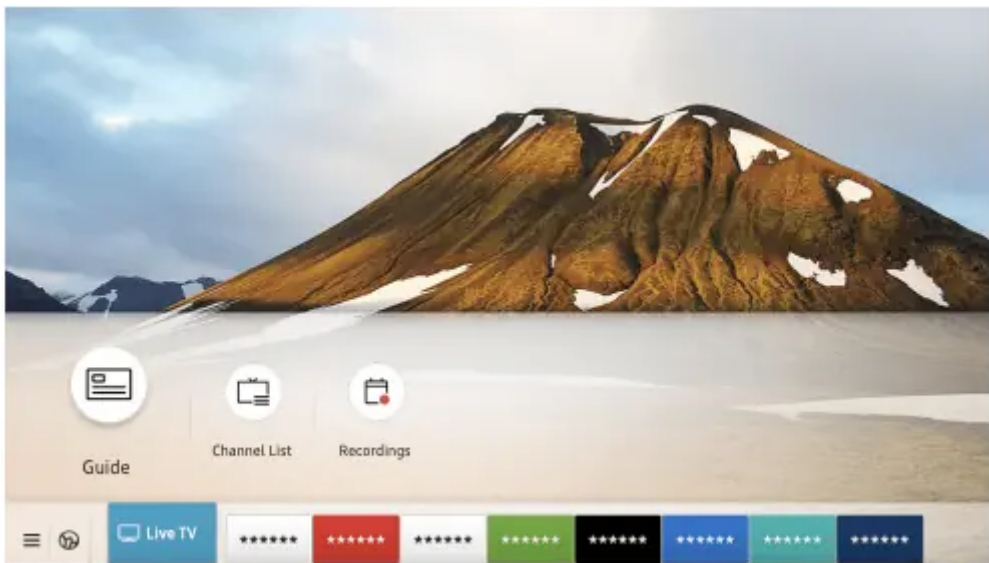
## TV Viewing


You can use convenient features while watching TV. Additionally, you can edit the channel list or create favorite channel lists.

### Using the Guide


See an overview of each channel's program lineup


 > Live TV > Guide






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

In the Guide, you can see the daily program schedules for each broadcaster, see program information, choose a program to watch, and set up a schedule viewing or recording.

 To view the Guide while watching TV, press the CH button on the Samsung Smart Remote or press the GUIDE button on the standard remote control.

 To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup.


 To view the Guide, you must first set the TV's clock ( >  Settings > General > System > Manager > Time Clock).

Move the focus to the program you want in the Guide, and then press and hold the Select button. You can use the following functions:

- Record

You can make a recording of a current program.

 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.

- Stop

You can stop the recording function that is currently running.

- Edit Recording Time

You can change the start and end times of scheduled program recordings.

 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.

- Schedule Viewing

You can schedule the viewing of a broadcast scheduled program.

- Schedule Recording

You can schedule recording of a broadcast scheduled program.

 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.




- Cancel Scheduled Viewing / Cancel Scheduled Recording

You can cancel scheduled viewings or recordings.

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

- View Details

You can see detailed information about the selected program. The information may differ or may not be provided depending on the broadcast signal.

To move to the Channel Filter or Antenna Type, Schedule Manager screen: Press the  or  button. (If the remote control button is , press it twice.)

- Channel Filter

You can view channels and programs categorized by the types defined in Channel List.


- Antenna Type

You can change the type of broadcast signals the TV receives.

 This function may not be supported depending on the incoming broadcast signal.

- Schedule Manager


You can see the Schedule Manager or Recording & Schedule Manager screen.


 These functions may not be supported in the Guide depending on the model or geographical area.


## Recording Programs



Record a current or upcoming program using a USB device instead of a video recorder.



 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.

 Read all precautions before using the recording feature. Refer to "Before Using the Recording and Timeshift Functions" for more information.

 You can record only the programs that are received through an antenna.

 The  appears next to the programs and channels scheduled for recording.

 If you go to  > Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.

## Using the instant and schedule recording options from the Guide screen

- Instant Recording



Select a live program from the Guide, press and hold the Select button, and then select Record from the popup menu to start recording immediately.

- Schedule Recording

Select a program scheduled to be broadcast, press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.

## Using the instant and schedule recording options while watching a program

- Instant Recording

If you select Record after pressing the  button twice or after pressing the  button once while watching a broadcast, recording starts.


- Schedule Recording

Press the Select button while watching a program to display the program info window. Use the left or right directional button to select a scheduled program. Press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.


### **Scheduling a video recording after entering the date and time**

 > Live TV > Recordings > Schedules > Add Recording


To schedule a recording, set the values for Antenna, Channel, Repeat, Date, Start Time, and End Time of the broadcast program to record, and then select Save.

 Check the current time in Settings > General > System Manager > Time > Clock.

### **Managing the schedule recording list**

 > Live TV > Recordings > Schedules

You can change scheduled recording information or cancel scheduled recordings.

 You can schedule up to 30 recordings or viewings at once using Schedule Recording and Schedule Viewing.

- Edit

You can set the start and end times for a schedule recording. You can set the start time up to 10 minutes before the program starts and the end time up to 10 minutes after the program ends.


- Delete

You can delete scheduled recordings.

- View Details


You can view detailed information about scheduled recordings.

### **Viewing recorded programs**

 > Live TV > Recordings > Recordings

Select a file containing a recording from the list. The file is played back.

Move the focus to the recorded file, and then view Play, Delete or View Details on the right menu.

 Buttons that appear may differ depending on the file being played. For more information about control buttons, refer to Buttons and functions available while recording a program or Timeshift."

### **Setting up a schedule recording start**

 > Live TV > Recordings > Settings

- Start Recording Early



You can set the time to start the recording earlier than the broadcast start time in the program guide.




- Continue Recording After

You can set the time to end the recording later than the broadcast end time in the program guide

## Setting Up a Schedule Viewing

Configure the TV to show a specific channel or program at a specific time and date.

 The  appears next to programs that have been configured for a scheduled viewing.

 To set up a schedule viewing, you must first set the TV's clock (  >  Settings > General > System Manager > Time > Clock).


### Using the schedule viewing options from the guide screen

On the Guide screen, select a program you would like to view, press and hold the Select button, and then select Schedule Viewing in the pop-up menu that appears.

### Using the schedule viewing options while watching a program

Press the Select button while watching TV. The Program Info window appears. Select a program that will be broadcast using the left or right directional buttons. Press the Select button, and then select Schedule Viewing to schedule viewing of that program.

### Using schedule viewing to view programs at a specified time on a specified date

(U.S.A and Canada)  > Live TV > Schedule Manager > Add Viewing

(Other countries)  > Live TV > Schedule Manager or Recordings Schedules > Add Viewing


To schedule a viewing, set the values for Antenna, Channel, Repeat, Date, and Start Time of the broadcast program to view, and then select Save.

 Check the current time in  >  Settings > General > System Manager > Time > Clock.


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

Setting the schedule Viewing Time

(U.S.A and Canada)  > Live TV > Schedule Manager

(Other countries)  > Live TV > Schedule Manager or Recordings > Schedules

You can change scheduled viewing information or cancel scheduled viewings.

 You can set up a maximum total of 30 Schedule Viewing and Schedule Recording entries.

- Edit

You can set the start time of a scheduled viewing. If you choose a program from the Guide, the Start Time can be set to up to 10 minutes before the program.

- Delete

You can delete scheduled viewings.




- View Details

You can view detailed information about scheduled viewings.

## Using Timeshift




Play, pause, or rewind live TV.


You can pause and rewind live TV by using Timeshift. Activating this function disables the Broadcasting function.


To activate the Timeshift function while watching TV, press the  button twice or press the  button and then select Timeshift, or press the  button.

 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.

 When the Timeshift function is running, some functions are not available in  >  Settings > Broadcasting.

 To use Timeshift, you must connect a USB device for recording.

 Read all precautions before using the Timeshift function. For more information, refer to "Before Using the Recording and Timeshift Functions."

## Buttons and functions available while recording a program or Timeshift

Review available buttons and functions of how they are used while recording a program or Timeshift.

 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.


 The available buttons and functions may differ with the functions.

When you press the down directional button, the control bar appears and the following options are available:

- Pause / Play


You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- Slow Rewind or Slow Forward: Allows you to play the video slowly (1/8, 1/4, 1/2) backward or forward by selecting the or option. To increase the rewind  or  forward speed in slow mode up to 3 times, select the option repeatedly. To return to normal speed, select the  option.


 When the Slow Rewind function is activated, you can view the difference between the current recording time and the current rewind time.

- Jump Backward / Jump Forward

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

 When the Jump Backward function is activated, you can view the difference between the current recording time and the current rewind time.

- Rewind / Fast Forward

 This function is not available while you are watching a program that is currently being broadcast.

- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.


- Record

You can switch from the Timeshift function to the recording function. When switching to the recording function, you can include the content recorded by the Timeshift function in the new recording.

This function is only available when the Timeshift function is running.

- Edit Recording Time

You can set for what period of time the program will be recorded.

 This function is only available when a program is being recorded.

- Go to Live TV

Select to return to the current scenes of the program when the Timeshift function is playing its past scenes.

- Info

Displays the program info window of the program you are recording or time-shifting.

### Using the Channel List

Change the channel or check programs on other digital channels.

 > Live TV > Channel List

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV.


The Channel List screen contains the following icons:

 : A favorite channel

If you press the right directional button when viewing the Channel List screen, you can use the following functions:

- All Channels

Displays the channels that the TV found during the Auto Program channel search.

 These are the channels your TV will receive either over the air if your TV is set to Air or over cable if your TV is set to Cable. See Air or Cable below.

- Favorites

Displays Favorites 1 to Favorites 5.

- Air or Cable

To select Air or Cable, move the focus to Air or Cable, and then press the Select button. Air is suitable for homes equipped with separate, over-the-air antennas. Cable is suitable for homes that subscribe to a local cable-service, but do not have a cable box. You do not need to use this function if your TV is connected to a cable box or satellite box.

 This function may not be supported depending on the incoming broadcast signal.

- Samsung TV Plus

While the TV is connected to the Internet, you can watch popular programs or highlights for each theme through a virtual channel at any time. As with regular channels, the TV provides the daily program schedules for Samsung TV Plus.

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

### Editing channels

Edit the channels stored on your TV.

 > Live TV > Channel List > All Channels > Edit Channels

The Edit Channels screen contains the following icons:

 A favorite channel

On the Edit Channels screen, you can select channels and use the following functions:


- Delete / Restore


Removes registered channels or adds back removed channels.

Removed channels are not displayed in Channel List, but they are displayed in gray in the Edit Channels screen. If you add back a removed channel, it is displayed in Channel List again.

- Rename Channel

Renames a channel.

 You can rename only one channel at a time.

 This function is only available for analog channels.

- Exit

Closes the Edit Channels screen.

## 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.


### Picture Issues


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


#### Testing the picture

Settings Support Device Care Self Diagnosis Start Picture Test

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

 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.



## **Sound and Noise Issues**


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

### **Testing the sound**

Settings Support Device Care Self Diagnosis 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!
<p><b>How can I connect an audio device to the TV?</b></p>	<p>The connection method may differ depending on the audio device, such as HDMI eARC), Optical, Bluetooth, and Wi-Fi.</p> <p>For more information about how to connect an audio device, run Connection Guide.</p> <ul style="list-style-type: none"> <li>• Source Connection Guide Audio Device</li> </ul>
<p><b>There is no sound or the sound is too low at maximum volume.</b></p>	<p>Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV.</p>
<p><b>The picture is good but there is no sound.</b></p>	<p>Set Sound Output to TV Speaker.</p> <ul style="list-style-type: none"> <li>• Settings Sound 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>
<p><b>No sound is heard.</b></p>	<p>Check whether Digital Output Audio Format is set to Dolby Digital+.</p> <p>Set Digital Output Audio Format to Dolby Digital+ only when you play Dolby Digital+ (with Atmos) content.</p> <p>If you are using an AV receiver that does not support Dolby Digital+, 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>

<p><b>The speakers are making an odd sound.</b></p>	<p>Run Sound Test.</p> <ul style="list-style-type: none"> <li>• Settings Support Device Care Self Diagnosis 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> <p>For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.</p>
<p><b>The sound is interrupted</b></p>	<p>The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.</p> <p>To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency.</p> <p>If the problem persists, we recommend that you use a wired connection.</p>
<p><b>Whenever a function is used on the TV or the channel is changed, the TV voices the activity.</b></p> <p><b>The TV explains in voice-over the video scenes displayed on the screen.</b></p>	<p>Turn off the Voice Guide function in Voice Guide Settings.</p> <ul style="list-style-type: none"> <li>• Settings General Accessibility Voice Guide Settings Voice Guide</li> </ul>
<p><b>The TV audio is not being played through the AV receiver.</b></p>	<p>Make sure that the AV receiver is connected to the TV's HDMI (ARC) port with an HDMI cable.</p> <p>Confirm that the AV receiver is HDMI (ARC) compatible.</p> <p>If the AV receiver is not HDMI (ARC) compatible, connect the TV and the AV receiver with an optical cable.</p> <p> The HDMI (ARC) port may support eARC in some models.</p>

## Channel and Broadcast Issues

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

The problem	Try this!
<b>“Weak or No Signal” displayed in TV mode/ cannot find channel.</b>	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <ul style="list-style-type: none"> <li>• Source Sources</li> </ul>
<b>The TV is not receiving all channels.</b>	<p>Confirm that the coaxial cable is securely connected to the TV.</p> <p>Run Reset or Auto Program.</p> <ul style="list-style-type: none"> <li>• Settings General Reset</li> <li>• Settings Broadcasting Auto Program</li> </ul>
<b>There are no captions with digital channels.</b>	<p>Go to Caption Settings and turn on the Caption function, and then change the Caption Mode</p> <ul style="list-style-type: none"> <li>• Settings General Accessibility Caption Settings</li> </ul> <p>Some channels may not have caption data.</p>
<b>Broadcasting is deactivated.</b>	<ul style="list-style-type: none"> <li>• Broadcasting is only available when Source is set to TV.</li> <li>• Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.</li> <li>• Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</li> </ul>

## External Device Connectivity Issues

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

The problem	Try this!
<p><b>The "Mode Not Supported" message appears.</b></p>	<p>Adjust the output resolution of the external device to a resolution supported by the TV</p>
<p><b>The video is OK but there is no audio.</b></p>	<p>If you are using an HDMI connection, check the audio output setting on your PC.</p> <p>If you are using a DVI to HDMI cable, a separate audio cable is required.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer</p>
<p><b>How can I use Screen Mirroring?</b></p>	<p>To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> <li>• Source Connection Guide PC Screen Sharing (Wireless)</li> </ul> <p>Confirm that the TV and your PC are connected to the same network.</p> <p>To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> <li>• Source Connection Guide Smartphone Screen Sharing (Smart View)</li> </ul> <p>If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.</p>
<p><b>No screen appears when connecting the TV to an external device.</b></p>	<p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> <li>• Source Connection Guide</li> </ul> <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <ul style="list-style-type: none"> <li>• Source Sources</li> </ul>

## Network Issues


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

Settings Support Device Care Self Diagnosis Start Smart Hub Connection Test

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

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



 Wired networks are not supported by some models

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

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


The problem	Try this!
What is Anynet+?	<p>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.</p>
Anynet+ does not work.	<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>• Settings General External Device Manager 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>I also want the connected devices to turn on when the TV is turned on.</p>	<p>Move the focus to the Anynet+ device at Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.</p> <p>Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.</p> <ul style="list-style-type: none"> <li>• Settings General External Device Manager Anynet+ (HDMI-CEC)</li> </ul>
<p>I want to exit Anynet+.</p> <p>I also do not want the connected devices to turn on and off when the TV is turned on or off.</p>	<p>Turn off the Anynet+ (HDMI-CEC) function.</p> <ul style="list-style-type: none"> <li>• Settings General External Device Manager Anynet+ (HDMI-CEC)</li> </ul>



<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<p>You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.</p> <p>Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.</p>
<p>The Anynet+ device won't play.</p>	<p>You cannot use the play function when Reset is in progress.</p>
<p>The connected device is not displayed.</p>	<p>Check whether the device supports Anynet+.</p> <p>Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <ul style="list-style-type: none"> <li>• Settings General External Device Manager 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>

## Remote Control Issues

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

The problem	Try this!
<p><b>The remote control does not work.</b></p>	<p>The connection between the remote control 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.</p> <p>Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.</p>
<p><b>The remote control batteries run out quickly.</b></p>	<p>The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on.</p> <p>You can extend the battery life by turning off the Voice Wake-up function.</p> <ul style="list-style-type: none"> <li>•  &gt; Explore Now &gt; Settings &gt; Voice Wake-up</li> </ul>

## Recording Issues

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

The problem	Try this!
<p><b>The Timeshift or recording function cannot be used.</b></p>	<ul style="list-style-type: none"> <li>• Check if there is a storage device connected to the TV.</li> <li>• Recording will automatically stop if the signal becomes too weak.</li> <li>• Check the free space on the storage device.</li> <li>• The function will not work if there isn't enough storage space on the USB device.</li> <li>• Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."</li> </ul>
<p><b>Cannot record videos received from an external device or Samsung TV Plus.</b></p>	<p>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.</p>
<p><b>The "Format Device" message appears when the Timeshift or recording function is used.</b></p>	<p>To use the recording function, the storage device connected to the TV must have been already formatted.</p> <p>Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.</p>
<p><b>The recorded files on the TV are not played back on a PC.</b></p>	<p>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.</p>

 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.

## Apps

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

The problem	Try this
<b>I launched an app, but it's in English. How can I change the language?</b>	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.
<b>My application is not working.</b>	<p>The services of your application are not provided by the TV but by the application service provider.</p> <p>Refer to the Help section on the application service provider's website.</p>


## Media Files

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

The problem	Try this!
<b>Some files are interrupted during playback.</b>	This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly.
<b>Some files can't be played.</b>	<p>Some files that use an unsupported codec may not be played back.</p> <p>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."</p>

## Voice Recognition Issues


When the voice recognition or Bixby functions aren't working, these steps may help resolve the problem.

 The Voice Wake-up function may not be supported depending on the model or geographical area.

The problem	Try this!
<p><b>Bixby answers automatically.</b></p>	<p>The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.</p> <p>Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.</p> <ul style="list-style-type: none"> <li>• Explore Now Settings Voice Wake-up</li> </ul>
<p><b>I spoke "Hi, Bixby" but Bixby does not answer.</b></p>	<p>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.</p> <ul style="list-style-type: none"> <li>• 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.)</li> <li>• Do not place the Samsung Smart Remote near the TV speaker or an audio speaker.</li> </ul> <p>Turn on the Voice Wake-up function</p> <ul style="list-style-type: none"> <li>• Explore Now Settings Voice Wake-up</li> </ul>

## Other issues

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

The problem	Try this!
<b>The TV is hot</b>	<ul style="list-style-type: none"> <li>• Watching TV for an extended period of time causes the panel to generate heat.</li> <li>• The heat from the panel is dissipated through internal vents running along the top of the TV.</li> <li>• The bottom, however, may feel hot to the touch after extended use.</li> <li>• Children watching TV need constant adult supervision to prevent them from touching the TV.</li> <li>• This heat, however, is not a defect and does not affect the TV's functionality.</li> </ul>
<b>The TV smells of plastic</b>	This smell is normal and will dissipate over time.
<b>The settings are lost after 5 minutes or every time the TV is turned off.</b>	<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>• Settings General System Manager Usage Mode</li> </ul>
<b>The TV is tilted to the side.</b>	Remove the base stand from the TV and reassemble it
<b>The stand is wobbly or crooked.</b>	Refer to the Quick setup guide and make sure that the stand is assembled correctly.
<b>PIP is not available.</b>	<p>PIP is available only when an external device is connected with an HDMI or Component cable.</p> <p>Note that the function is unavailable when Smart Hub is active.</p> <p> This function may not be supported depending on the model or geographical area.</p>
<b>A POP (TV's internal banner ad) appears on the screen.</b>	<p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>• Settings General System Manager Usage Mode</li> </ul>
<b>The TV is making a popping noise</b>	<ul style="list-style-type: none"> <li>• The expansion and contraction of the TV's outer casing may cause a popping noise.</li> <li>• This does not indicate a product malfunction.</li> </ul>

	<ul style="list-style-type: none"> <li>• The TV is safe to use.</li> </ul>
<p><b>The TV is making a humming noise.</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.</li> <li>• Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</li> </ul>
<p><b>The software update over the Internet has failed.</b></p>	<p>Check the network connection status.</p> <ul style="list-style-type: none"> <li>• Settings General Network 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>

## Diagnosing TV operational issues

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

Settings Support Device Care Self Diagnosis

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

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

The problem	Try this!
<b>Cannot select Signal Information in Self Diagnosis.</b>	Verify that the current channel is a digital channel. Signal Information is only available for digital channels. <ul style="list-style-type: none"> <li>• Settings Support Device Care Self Diagnosis Signal Information</li> </ul>
<b>Reset Smart Hub</b>	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. <ul style="list-style-type: none"> <li>• Settings Support Device Care Self Diagnosis Reset Smart Hub</li> </ul>
<b>Reset picture</b>	Resets current picture settings to the default settings. <ul style="list-style-type: none"> <li>• Settings Picture Expert Settings Reset Picture</li> </ul>
<b>Reset sound</b>	Resets current sound settings to the default settings. <ul style="list-style-type: none"> <li>• Settings Sound Expert Settings Reset Sound</li> </ul>

## Getting Support

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

### Getting support through Remote Management

Settings Support Remote Management

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

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


This function requires an Internet connection.

### 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.

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

You can also start this function by pressing and holding the button for 5 or more seconds. Continue holding the  button until the customer information pop-up window appears.

## **Requesting service**

Settings Support Device Care Request Support

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

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

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

This function requires an Internet connection.

### **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.