

Connections

Connection Guide

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

> 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.

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.

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

> Settings > General > System Manager > Device Names

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

Connection Cables for External Devices

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

Switching between external devices connected to the TV

You can switch between TV programs and the content of external devices.

> Source

When you select a connected external device on the Source screen, the output of the selected device is displayed on the TV's screen.

Editing the name and icon of an external device

> Source

You can change the port name for a connected external device or add it to the Home Screen

Move the focus to a connected external device.

Press the up directional button. The following functions become available.

Universal Remote

You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.

Edit

You can rename the input ports and change the device icons.

Information

You can view detailed information about an external device.

Add to Home

You can add the port of an external device to the Home Screen for quick switching.

Using additional functions

You can use the following features on the Source screen.

Remote Access

Use the TV to access your PC via remote PC or Screen Sharing (Wireless).

Connection Guide

Displays device connection instructions.

Universal Remote

Lets you register external devices to your Samsung remote control and control them using the Remote.

Connection Notes

When connecting an external device, note the following.

Connection notes for HDMI

The following types of HDMI cables are recommended:

High Speed HDMI Cable

High Speed HDMI Cable with Ethernet

Premium High Speed HDMI Cable

Premium High Speed HDMI Cable with Ethernet

Ultra High Speed HDMI Cable

Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.

Using a non-certified HDMI cable may result in a blank screen or a connection error.

Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.

This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.

Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.

Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.

When the TV is connected to an external device such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.

Connection notes for audio devices

For better audio quality, it is a good idea to use an AV receiver.

If you connect an external audio device using an optical cable, the Sound Output setting is automatically changed to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following:

Use the Quick Settings screen to change to the connected device: Use the Select button to select Optical on the Sound Output menu. (> Settings up> directional button> Sound Output).

Use the Settings screen to change to the connected device: Select Optical on the Sound Output menu. (> Settings Sound> Sound Output).

An unusual noise coming from a connected audio device while you are using it may indicate a problem with the audio device itself. If this occurs, ask for assistance from the audio device's manufacturer.

Digital audio is only available with 5.1 channel broadcasts.

Connection notes for computers

For the resolutions supported by the TV, refer to "Read Before Connecting a Computer (Supported Resolutions)."

If you want to connect your PC and TV wirelessly, both of them must be connected to each other on the same network.

When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Connection notes for mobile devices

To use the Smart View function, the mobile device must support a mirroring function such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.

To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct function, refer to the mobile device's user manual.

The mobile device and your Smart TV must be connected to each other on the same network.

The video or audio may stop intermittently, depending on network conditions.

When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Remote Control and Peripherals

You can control TV operations with your Samsung Smart Remote. Pair external devices such as a keyboard for ease of use.

About the Samsung Smart Remote (QLED TV and The Serif)

Learn about the buttons on the Samsung Smart Remote that comes with the QLED TV (except for Q50R model) and The Serif.

(Bixby)

Runs Bixby. Press and hold the button, say a command, and then release the button to run Bixby.

When you press the button, the Explore Now menu appears at the bottom of the screen. To move to the Explore Bixby screen, press the Select button.

(Color / Number button)

Each time you press this button, the colored buttons window and the virtual numeric pad are displayed alternately.

Use these colored buttons to access additional options that are specific to the feature in use.

Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.

(Ambient Mode)

In TV mode, press the button to enter Ambient Mode.

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

Directional pad (up/ down/left/right)

Moves the focus.

Select

Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.

(Return)

Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.

(Smart Hub)

Press to return to the Home Screen.

(Play/pause)

When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.

VOL (Volume)

Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears

CH (Channel)

Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.

(Launch app button)

Launch the app indicated by the button.

About the Samsung Smart Remote (UHD TV)

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

(Bixby)

Runs Bixby. Press and hold the button, say a command, and then release the button to run Bixby.

When you press the button, the Explore Now menu appears at the bottom of the screen. To move to the Explore Bixby screen, press the Select button.

(Number button)

Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values.

Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.

(Color button)

When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.

Directional pad (up/down/left/right)

Moves the focus.

Select

Selects or runs a focused item. When pressed while you are watching content, detailed program information appears

(Return)

Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.

(Smart Hub)

Press to return to the Home Screen.

(Play/pause)

When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.

VOL (Volume)

Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.

CH (Channel)

Move the button up or down to change the channel. To see the Guide screen, press the button.

Press and hold the button up or down to quickly change the channel.

(Launch app button)

Launch the app indicated by the button.

About the Samsung Smart Remote (The Frame)

Learn about the buttons on the Samsung Smart Remote that comes with the The Frame.

(Power)

When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.

(Bixby)

Runs Bixby. Press and hold the button, say a command, and then release the button to run Bixby.

When you press the button, the Explore Now menu appears at the bottom of the screen. To move to the Explore Bixby screen, press the Select button.

(Number button)

Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values.

Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.

(Color button)

When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.

Directional pad (up/down/left/right)

Moves the focus.

Select

Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.

(Return)

Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.

(Smart Hub)

Press to return to the Home Screen.

Press in Art mode to switch to TV mode.

(Play/pause)

When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.

VOL (Volume)

Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.

CH (Channel)

Move the button up or down to change the channel. To see the Guide screen, press the button.

Press and hold the button up or down to quickly change the channel.

(Launch app button)

Launch the app indicated by the button.

Connecting to the Samsung Smart Remote

Pair the TV with the Samsung Smart Remote.

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

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

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

> Source > Universal Remote

You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen

Using Anynet+ (HDMI-CEC)

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

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

Connecting an external device through Anynet+ and using their menus

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

Set Anynet+ (HDMI-CEC) to On.

Connect an HDMI-CEC-compliant device to the TV.

Turn on the connected external device.

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

Read before connecting an Anynet+ (HDMI-CEC) device

Controlling the TV with a Keyboard, Mouse, or Gamepad

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

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

You can connect a keyboard, mouse or gamepad to make it easier to control the TV.

Connecting a USB keyboard, mouse, or gamepad

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

Connecting a Bluetooth keyboard, mouse, or gamepad

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

Using the keyboard and mouse

Directional keys

Moves the focus

Windows key

Displays the TV settings

Enter key

Selects or runs a focused item

ESC key

Returns to the previous screen

F1 / F2 / F3 / F4 key

Color buttons

F5 key

Displays the Home Screen

F6 key

Displays the Source screen

F7 key

Displays the Channel List

F8 key

Mutes the sound

F9 / F10 key

Adjusts the volume

F11 / F12 key

Changes the channel

Page Up / Page Down

Scrolls a web page displayed by the Internet app.

Left-click

Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.

Right-click

Available only in the Internet app. You can use the following functions:

Open

Open Link in New Tab

Enable Scroll Mode

Setting up the input devices

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

Keyboard Settings

You can set up the keyboard with the Keyboard Language and Keyboard Type functions.

Mouse Settings

You can set up the mouse with the Primary Button and Pointer Speed functions.

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV

Recommended text

When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

Options

Select on the virtual keyboard screen. The following options are available:

Recommended text

Reset Recommended Text Memory

Predict Next Character (when using direction buttons)

Language

Predict Next Character

Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one

Entering Text using the remote control's microphone and the on-screen virtual keyboard

When the virtual keyboard is on the screen, press and hold the button on the Samsung Smart Remote, speak into the microphone on the Samsung Smart Remote, and then release the button. What you say appears on the screen as text.

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

View descriptions of Smart Hub's basic functions.

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

Displaying the Home Screen

Press the button

On the Home Screen, you can easily run the apps you have used previously or frequently. The apps can also be moved or deleted from the screen.

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 view a scheduled program or when an event occurs on a registered device.

If you move the focus to Notification, and then press the Select button, a notification window appears on the right and the following functions are available:

Delete All

You can delete all your notifications.

Settings

You can select services you want to be notified about.

When you select Allow sound, notifications are displayed with a notification sound

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.

e-Manual

You can open the user manual embedded in your TV.

Intelligent Mode

In Intelligent Mode, the TV recognizes and analyzes the surroundings, the content, and your usage patterns to provide the best viewing experience. To turn Intelligent Mode on or off, press the Select button. To set the detailed options, press the up directional button, and then select Intelligent Mode Settings.

Picture Mode

You can select the picture mode that provides the best viewing experience. To change the picture mode, press the Select button. To make fine adjustments, press the up directional button, and then select Picture Setup.

Sound Mode

You can select a sound mode to optimize your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the up directional button, and then select Equalizer Setup.

Sound Output

You can select which speakers the TV uses for audio output. To change the audio output, press the Select button. To connect to a Bluetooth speaker, press the up directional button, and then select Bluetooth Speaker List.

Game Mode

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™, Xbox™ or Nintendo Switch™. To turn Game Mode on or off, press the Select button. To set the detailed options, press the up directional button, and then select Go to Game Mode Settings.

Caption

You can watch TV broadcasts with captions. To activate/deactivate the Caption function, press the Select button. To run Accessibility Shortcuts, press the up directional button, and then select Accessibility Shortcuts.

Sleep Timer

You can have the TV automatically turn off at a specific time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the up directional button, and then select Set Up Off Timer.

Network

You can view the current network and Internet status. Press the up directional button, and then select MNetwork Status or Network Settings.

Color Tone

You can select a color tone suitable for your viewing preferences. To change to a color tone that you want, press the Select button.

Auto Motion Plus

You can optimize pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the up directional button, and then select Auto Motion Plus Settings.

Digital Output Audio Format

You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI (ARC) for external devices that support the Dolby Digital+ format.

TV Device Manager

You can run TV Device Manager to view at a glance and easily optimize the CPU usage, memory usage, and the storage space of the TV.

Source

You can select an external device connected to the TV

Search

You can search for channels, programs, movie titles, and apps from Smart Hub.

APPS

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

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

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.

Art

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

Moving an item on the Home Screen

Move the focus to the app you want to move, press the down directional button on the remote control, and then select Move. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

Removing an item on the Home Screen

Move the focus to the app you want to delete, press the down directional button on the remote control, and then select Remove. The selected app is deleted.

Launching Smart Hub automatically

> Settings > General > Smart Features > Autorun Smart Hub (Try Now)

When you set Autorun Smart Hub to On, the TV displays the Home Screen automatically when you turn the TV on.

You can also turn this function on or off. Press the Select button at the current menu.

Launching the last used app automatically

> Settings > General > Smart Features > Autorun Last App (Try Now)

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

Testing Smart Hub connections

> Settings > Support > Self Diagnosis > Start Smart Hub Connection Test (Try Now)

Resetting Smart Hub

> Settings > Support > Self Diagnosis > Reset Smart Hub (Try Now)

Using a Samsung account

Create and manage your own Samsung account.

> Settings > General > System Manager > Samsung Account Try Now

Signing in to a Samsung account

> Settings > General > System Manager > Samsung Account Sign In

Creating a new account

> Settings > General > System Manager > Samsung Account > Create Account

To create a new Samsung account, follow the instructions on the screen.

Creating a Samsung account using a PayPal account

> Settings > General > System Manager > Samsung Account > Create with PayPal

Managing your Samsung account

> Settings > General > System Manager > Samsung Account > My Account

When you sign in to your Samsung account, you can use the following functions:

Sign Out

When multiple people share the TV, you can sign out of your account to prevent others from seeing it

Edit Profile

You can edit your account information.

Payment Info

You can view or manage your payment information.

Back up

You can back up the TV settings to your Samsung Cloud storage. When resetting or replacing the TV, you can also restore its settings with the backed-up settings.

Sync Internet

Once you sign in to your Samsung account and configure the Sync Internet settings, you can share the favorites and website bookmarks that you registered on other devices.

Remove Account

You can delete an account from the TV. Although you have deleted your Samsung account from the TV, you are not unsubscribed. To unsubscribe from your Samsung Account, visit the Samsung Accounts website ([http:// account.samsung.com](http://account.samsung.com)).

Terms & Conditions, Privacy Policy

You can view the user agreement and privacy policy

Using the Ambient Mode

Learn about the functions available in Ambient Mode that are specific to the QLED and SERIF TVs.

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

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.

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.

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.

TV

You can enter the TV viewing screen.

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.

Decor

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.

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 the Remote Access

Use the TV to access your PC via remote PC or Screen Sharing (Wireless).

> Source > Remote Access

You can use the TV to access your PC via remote PC or Screen Sharing (Wireless).

Remote PC

Provides the same functionality as Windows Remote Desktop Connection. Enter the IP address of the remote access PC or select a profile. To remotely connect to a PC, you must enter a correct user name and password.

Screen Sharing (Wireless)

Follow the instructions on the screen to adjust the PC settings and wirelessly connect the TV to the PC.

Using the APPS Service

Download and run various apps from Smart Hub.

> APPS

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

Samsung Account

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

App Search

You can search for available apps.

Settings

You can manage the installed apps.

Installing an app

Move to the app you want to install, and then press the Select button. The detailed information screen appears.

Select Install. When the installation is complete, the Open menu appears.

Select Open to run the app immediately

Launching an app

You can run the app desired from Downloaded App.

The icons below appear within the selected app's icon and indicate the following:

The app is installed on a USB device.

The app has a password.

The app needs to be updated.

The app supports the mirroring function.

Managing installed apps

Select Settings on APPS. You can manage installed apps.

Removing an app

Select an app to delete.

Select Delete.

The selected app is deleted.

Adding apps to the Home Screen

Select an app to add.

Select Add to Home.

After the Home screen appears, move the selected app to the desired location.

Press the Select button.

The selected app is added to the Home Screen.

Locking and unlocking apps

Select an app to lock or unlock.

Select Lock/Unlock.

The selected app is locked or unlocked

Moving apps

Select an app to move.

Select Move.

Move the app to the desired location.

Press the Select button.

The selected app is moved

Reinstalling an app

Select the app to install again.

Select Reinstall.

Reinstallation starts.

Checking the app information details

Select the app to check.

Select View Details.

The app information screen appears

Automatically updating apps

To automatically update the installed apps, set Auto Update to ON

Using the Gallery App

View photos and videos synchronized with the Samsung Cloud.

> Gallery

You can enjoy various content synchronized with a mobile device that supports the Samsung Cloud. The available content types are photos, videos, stories, and other content shared through your groups.

If you have shared content from your groups, you can access them in notifications.

Open category

Move to at the top left of the screen using the directional buttons on the remote control to view by category the content synchronized with the Samsung Cloud.

View: Daily / View: Monthly

Sort the content by day or month.

Samsung Account

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

Gallery Settings

Set a PIN for screen lock to restrict access to the Gallery app, or view the terms and condition.

Using the Universal Guide App

Search for and enjoy content such as TV shows, dramas, movies, and sports broadcasts.

> 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.

You can use this feature on your mobile device with the Samsung SmartThings app

Using the SmartThings App

Monitor and configure the smart devices you have connected to the SmartThings service.

> SmartThings

From your TV, you can monitor and configure smart devices you connected to the SmartThings service via the SmartThings app installed on them. You can receive notifications about the statuses of your connected devices.

Location selection list

Press the Select button to identify all connected devices or the devices specific to a location.

Samsung Account

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

Settings

Turn notifications on or off for the connected smart devices.

Scenes

Control multiple devices with one command after setting scenes via the SmartThings app on your mobile device.

Device list

View a list of the connected smart devices and their statuses.

You can add a new device through the SmartThings app on your mobile device. Please refer to the user guide of the SmartThings app on your mobile device for more details.

Using the e-Manual

Control and read the manual embedded in your TV.

Launching the e-Manual

> Settings > Support > Open e-Manual

You can view the embedded e-Manual that contains information about your TV's key features.

Using the buttons in the e-Manual

(Search)

Select an item from the search results to load the corresponding page.

(Index)

Select a keyword to navigate to the relevant page.

(Recently Viewed Topics)

Select a topic from the list of recently viewed topics.

(Try Now)

Allows you to access the corresponding menu item and try out the feature right away.

(Link)

Access an underlined topic referred to on an e-Manual page immediately.

Using the Internet

Surf the Internet on your TV.

> Internet

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

Playing pictures/video/music

Play media content stored on your TV, USB devices, mobile devices, cameras, PCs, etc.

> Source > Connected Device Try Now

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

You can use the following functions on the media content list screen of a storage device.

Filter By

Filters the media content by type of media.

Sort By

Sorts the content list by Title or Date.

Options

Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.

Playing multimedia content on a PC or mobile device

Select a device with media content in > Source. The media content list in the device appears.

Select a media content item from the list.

The selected content is played.

Playing multimedia content on a USB device

Connect a USB device to the USB port.

When a pop up message appears on the screen, select Browse to easily move to the list of multimedia content stored on the device.

Select a content item to play from the list.

The selected content is played.

Listening to your mobile device sound through the TV speaker using Sound Mirroring

Search for and connect to your TV from the (Bluetooth) device list on your mobile device.

Select media content to play on your mobile device.

The selected contents media is played through the TV speaker

Buttons and functions available while playing multimedia content

Press the Select button while playing any video, photo, or recorded content. The following buttons appear

Pause / Play

Pauses or plays the multimedia content. 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 a video slowly backward or forward by selecting the or option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the option or press the button.

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.

Move to a specific playback section, move up the focus on the playback bar, and then select one of the five thumbnails.

Stop

Stop the contents being played.

Previous / Next

Displays the previous or the next multimedia content file.

Rewind / Fast Forward

Rewinds or fast forwards the multimedia content. To increase the rewind or fast forward speed up to 3 times faster than normal, select the button repeatedly. To return to normal speed, select the option or press the button.

360Mode

Provides a 360-degree view for videos and photos.

360 Auto Rotation

Automatically adjusts the video's viewing angle by analyzing the amount of image changes during playback of a video file that provides a 360-degree view. When this function is started, the rotation starts in a short time. When 360 Auto Rotation is focused, press the Select button to change to the following modes:

- General
- Dynamic
- Natural

Repeat

Plays the current multimedia content repeatedly or all multimedia content files in the same folder repeatedly.

Shuffle

Plays music files in random order.

Picture Off

Plays music files with the screen off.

Screen Fit

Fits a photo to the screen.

Rotate left / Rotate right

Rotates a photo left or right.

Zoom

Zooms in a photo.

Background Music

Pauses or resumes the background music while the TV displays photos.

Options

Slideshow Speed

Sets the slideshow speed.

Slideshow Effect

Applies transition effects to the slide show

Background Music

Plays background music as you set in the pop-up window while the TV displays photos.

Subtitles

You can set the detailed subtitle options such as the language, sync, size, and color

Rotate

Rotates the video

Audio Language

Changes the audio language

Information

Displays detailed information about the current multimedia content.

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

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.

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.

Recommended commands

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

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.

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 YourService Provider. If Set Up Your Service Provider is not completed, you can complete it using Reset (> Settings > General > Reset). Try Now

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.

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 Try Now

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.

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

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.

Schedule Viewing

You can schedule the viewing of a broadcast scheduled program.

Schedule Recording

You can schedule recording of a broadcast scheduled program.

Cancel Scheduled Viewing / Cancel Scheduled Recording

You can cancel scheduled viewings or recordings

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.

Schedule Manager

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

Recording Programs

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

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.

Managing the schedule recording list

> Live TV > Recordings > Schedules

You can change scheduled recording information or cancel scheduled recordings

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

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.

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.

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.

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. Try Now

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

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.

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

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.

Rewind / Fast Forward

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.

Edit Recording Time

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

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.

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.

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.

Exit

Closes the Edit Channels screen.

Using a Personal Favorites List

Designate frequently watched channels as favorite channels.

Favorite channels are highlighted in the Edit Channels and Channel List screens with the symbol. You can create up to five favorites lists so that your family members can create their own personal favorites list.

Viewing and selecting channels on favorites list only

> Live TV > Channel List

Press the right directional button on your remote control.

Select Favorites.

Select the desired list among the five favorites lists on the screen.

The channels in the selected favorites list appear

Create a favorites list

> Live TV > Channel List > Favorites > Favorites 1 - Favorites 5 > Edit Favorites

(Add to Favorites)

Select one or more channels from a list of all channels to add to a favorites list.

s(Remove from Favorites)

Removes one or more channels from a favorites list.

Change order

Changes the order of one or more channels selected in a favorites list.

Rename Favorites

Renames a favorites list.

Exit

Closes the Edit Favorites screen.

TV-Viewing Support Functions

Use the functions that are available while watching TV.

Changing the broadcast signal

> Live TV > Channel List

Press the right directional button on your remote control, move the focus to Air or Cable, and then press the Select button.

Scanning for available channels

> Settings > Broadcasting > Auto Program Try Now

Using Program Rating Lock

> Settings > Broadcasting > Program Rating Lock Settings Try Now

This function is useful for controlling what programs children can watch on the TV based on their ratings. Program Rating Lock Settings does not, however, block programs originating from external sources, such as Blu-ray players, DVD players, or USB files.

Every time you access Program Rating Lock Settings, you must enter the security PIN. You must also enter this PIN to watch a blocked program. The default PIN is "0000." To change the PIN, go to > Settings General System Manager Change PIN.

Watching blocked / restricted programs

To watch a blocked program, enter the PIN when requested.

When initially showing a restricted program or movie, the screen is blank because the Program Rating Lock Settings blocks it. Enter the PIN to unblock the program when a message appears requesting the code.

Configuring advanced broadcasting audio settings

> Settings > Broadcasting > Audio Options

Audio Options functions differently for analog and digital channels.

Preferred Language

This is the language you will hear while watching TV if the language is included in the broadcast signal.

Multi-Track Sound

You can select the multi-track sound function depending on broadcasting signal.

Checking digital channel signal info and strength

> Settings > Support > Self Diagnosis > Signal Information Try Now

Picture and Sound

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

Using the Intelligent Mode

Let the TV analyze the surrounding and the content you are watching so that it can provide an upgraded viewing experience.

> Settings > General > Intelligent Mode Settings

In Intelligent Mode, the TV recognizes and analyzes the surroundings, the content, and your usage patterns to provide the best viewing experience. You can turn the options below on or off. Create your preferred viewing environment.

Intelligent Mode.

Turn Intelligent Mode on or off.

Adaptive Brightness

Automatically adjusts the backlight brightness of the screen by detecting the ambient light level using ambient light sensors.

Adaptive Sound

Provides optimized sound quality by analyzing the viewing environment and the acoustic components of the content.

- Check TV Space

Optimizes the sound by analyzing the space where the TV is installed. When the surroundings are quiet, point the Samsung Smart Remote at the front of the TV, and then start this function. This function is only available when the TV is paired with the Samsung Smart Remote.

Adaptive Volume

Automatically adjusts to a specific volume level while you are watching TV. The TV analyzes your volume usage history by time period to automatically adjust the volume when you use an app or switch to an external input source.

Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

> Settings > Picture > Picture Mode Try Now

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

Dynamic

Makes the picture brighter and clearer in bright viewing environments.

Standard

Is the default mode suitable for general viewing environments.

Natural

Reduces eye strain for a comfortable viewing experience.

Movie

Is suitable for watching TV or movies in a dark room.

Configuring advanced picture settings

> Settings > Picture > Expert Settings Try Now

Configure the screen settings to your taste by using the following functions:

Backlight Try Now

Brightness Try Now

Contrast Try Now

Sharpness Try Now

Color Try Now

Tint (G/R) Try Now

Apply Picture Settings Try Now

Digital Clean View Try Now

Auto Motion Plus Settings Try Now

Local Dimming

Contrast Enhancer Try Now

Film Mode Try Now

Color Tone Try Now

White Balance Try Now

Gamma Try Now

RGB Only Mode Try Now

Color Space Settings Try Now

Reset Picture Try Now

Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video formats.

Playing games on an optimized screen

> Settings > General > External Device Manager > (Game Mode Settings) > Game Mode

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a

PlayStation™, Xbox™ or Nintendo Switch™

Setting the Game Mode details

> Settings General External Device Manager Game Mode Settings

Game Enhancer

You can make your games more immersive by using intense, vivid picture quality and three-dimensional sound optimized for games.

Dynamic Black Equalizer

You can easily detect items or hidden enemies lurking in dark corners by improving visibility and object details in dark scenes without washing out colors and contrast in brighter scenes.

Game Motion Plus Settings

You can configure the Game Motion Plus settings.

FreeSync

You can make your gaming experience more pleasant by eliminating screen tearing and stuttering.

Be sure to set this function only for the external devices that support the AMD Radeon FreeSync feature.

For an optimized game environment, set the resolution of the external device to 1080p at 120 Hz. For more information, refer to "Supported Resolutions for FreeSync."

Using Input Signal Plus

> Settings > General > External Device Manager > Input Signal Plus Try Now

Expands the input signal range for HDMI connections.

Using HDMI black level

> Settings > General > External Device Manager > HDMI Black Level Try Now

Use HDMI Black Level to adjust the black level to compensate for low black levels, low contrast, or dull colors generated by external devices connected to the TV via an HDMI cable.

Changing the Picture Size and Position

Change the picture size and position for your TV.

Changing the picture size

> Settings > Picture > Picture Size Settings > Picture Size Try Now

You can change the size of the picture displayed on the TV screen to 16:9 Standard, Custom, or 4:3.

Fitting the picture to the screen

> Settings > Picture > Picture Size Settings > Fit to Screen Try Now

Adjusting the picture size and/or position

> Settings > Picture > Picture Size Settings > Zoom and Position Try Now

Configuring a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

Choosing a sound mode

> Settings > Sound > Sound Mode Try Now

You can select the available sound mode - Standard or Amplify - that you prefer for a content type or your listening environment

Configuring advanced sound settings

> Settings > Sound > Expert Settings Try Now

You can personalize the sound quality by adjusting the following settings.

Balance Try Now

Equalizer Try Now

Digital Output Audio Format Try Now

To play Dolby Digital+ (with Atmos) content, select Dolby Digital+.

Digital Output Audio Delay Try Now

Dolby Atmos Compatibility Try Now

You can set the TV to allow Dolby Digital+ with Atmos streams that are inputted from external devices.

Set to On if the audio device connected via HDMI (ARC) supports Dolby Atmos. The TV screen may flicker when this function is turned on or off.

Auto Volume Try Now

Sound Feedback Try Now

Reset Sound Try Now

Using the Sound Support Functions

Configure the sound settings for your TV.

Selecting speakers

> Settings > Sound > Sound Output Try Now

You can select which speakers the TV uses for audio output.

Listening to the TV through Bluetooth devices

> Settings > Sound > Sound Output > Bluetooth Speaker List

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. For more information on pairing, refer to the Bluetooth audio device's operating manual.

Listening to the TV through a Samsung audio device that supports the Wi-Fi function

For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.

> Settings > Sound > Wi-Fi Speaker Surround Setup Try Now

If you've connected one or more Samsung wireless audio devices that support the Wi-Fi function to the TV, you can create an optimal sound set up by configuring the surround effect settings. You can select any of the surround sound configurations, with or without a sound bar.

A surround sound configuration can be used if all of the following conditions are met:

Two or more Samsung wireless speakers of the same type must be connected to the same wireless network.

The Samsung audio devices that support the Wi-Fi function must be connected to the same wireless network as the TV

System and Support

You can configure system and support settings such as clock, timers, energy usage and software updates.

Using the Time Functions and the Timers

Set the current time and use the timer function.

> Settings > General > System Manager Time Try Now

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

You must set the clock in the following cases:

The power cable is disconnected and then connected.

The Clock Mode is changed from Auto to Manual.

The TV is not connected to the Internet.

No broadcast signals are received.

Setting the clock automatically

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

Adjusting the clock for DST and time zone

> Settings > General > System Manager > Time > Clock

Sets the right time by setting Daylight Savings Time (DST) and your local time zone.

Time Zone

Selects your time zone.

DST

Automatically adjusts for Daylight Saving Time (DST).

Changing the current time

> Settings > General > System Manager > Time > Clock > Time Offset

Time Offset adjusts the time through a network connection.

Setting the clock manually

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

When Clock Mode is set to Manual, you can directly enter the current time. Select the Date and Time by using the directional buttons on the remote control.

Using the sleep timer

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

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

Turning off the TV using the off timer

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

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

Using the Auto Protection Time and Energy Saving Functions

Set the Auto Protection Time and reduce the TV's energy consumption.

Setting the Auto Protection Time

> Settings > General > System Manager > Auto Protection Time Try Now

Activate a screensaver when your TV displays a still image for two hours or more.

Reducing the energy consumption of the TV

> Settings General Eco Solution Try Now

You can adjust the brightness level of the TV, reduce overall power consumption, and prevent overheating.

Ambient Light Detection Try Now

Automatically adjusts the brightness level of the TV, according to the ambient light level, to reduce power consumption. If Ambient Light Detection has adjusted the screen brightness to a too bright or dark level, you can select Minimum Backlight to manually adjust the minimum screen brightness.

Minimum Backlight Try Now

When Ambient Light Detection is turned on, you can manually adjust the minimum brightness of the TV screen. This function acts only when the value is less than the setting in > Settings > Picture > Expert Settings > Backlight.

Power Saving Mode Try Now

Adjust the brightness settings to reduce the TV's power consumption.

Motion Lighting Try Now

Adjusts the brightness in response to on-screen movements to reduce power consumption.

Auto Power Off Try Now

Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.

Updating the TV's Software

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

> Settings > Support > Software Update Try Now

Updating through the Internet

> Settings > Support > Software Update Update Now Try Now

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

Updating the TV automatically

> Settings > Support > Software Update > Auto Update Try Now

If the TV is connected to the Internet, you can have the TV update its software 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.

Protecting the TV from Hacking and Malicious Code

Protect your TV from hacking attempts and malicious code.

> Settings > General > System Manager > Smart Security Try Now

You can use Smart Security to protect the TV from hacking and malicious code when it is connected to the Internet.

Scanning the TV and connected storage for malicious code

> Settings > General > System Manager > Smart Security > Scan

If malicious code is found, the results of the scan will appear on the screen. This result window displays all malicious code found. You can quarantine (isolate) the code. Quarantining prevents it from executing.

Select all the malicious code to quarantine.

Select Isolate.

The selected malicious code is relocated to the Isolated List.

Audio and Video Functions for the Visually or Hearing Impaired

You can configure the functions for the visually or hearing impaired.

Running the accessibility functions

> Settings > General > Accessibility Try Now

Running Accessibility Shortcuts

The Accessibility Shortcuts provide easy access to the accessibility functions. To display the Accessibility Shortcuts, press and hold the Volume button for 1 second or more. You can easily turn on or turn off the functions such as Voice Guide, Video Description, Caption, High Contrast, Enlarge, Grayscale, Color Inversion, Learn TV Remote, Learn Menu Screen, Multi-output Audio, Sign Language Zoom, Slow Button Repeat, etc.

Enabling voice guides for the visually impaired

> Settings > General > Accessibility > Voice Guide Settings Try Now

You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set Voice Guide to On. With Voice Guide on, the TV provides voice guides for channel change, volume adjust, information on current and upcoming programs, schedule viewing, other TV functions, and various content in the Internet, and in Search.

You can go to Voice Guide, and then press the Select button to turn the function on or off

Changing the volume, speed, and pitch of the Voice Guide

You can configure the volume, speed, and pitch of the voice guide.

Enabling audio for the video description function

> Settings > General > Accessibility > Video Description Try Now

You can activate an audio guide that provides an audio description of video scenes for the visually impaired. This function is only available with broadcasts that provide this service.

White text on black background (high contrast)

> Settings > General > Accessibility > High Contrast Try Now

You can change Smart Hub and setting menu screens to white text on a black background and change the transparent TV menus to opaque automatically so that text can be more easily read.

Setting the screen to black and white

> Settings > General > Accessibility > Grayscale Try Now

You can change the color of the TV screen to black and white to sharpen blurred edges caused by colors

Inverting the screen color

> Settings > General > Accessibility > Color Inversion Try Now

You can invert the colors of the text and background for the setting menus displayed on the TV screen to make it easier to read them.

Enlarging the font (for the visually impaired)

> Settings > General > Accessibility > Enlarge Try Now

You can enlarge the size of the font on the screen. To activate, set Enlarge to On.

Learning about the remote control (for the visually impaired)

> Settings > General > Accessibility > Learn TV Remote Try Now

This function helps individuals with a visual impairment to learn the positions of the buttons on the remote control. When this function is activated, you can press a button on the remote control and the TV will tell you its name. Press the button twice to exit Learn TV Remote.

Learning about the TV menu

> Settings > General > Accessibility > Learn Menu Screen Try Now

Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select

Showing captions

>Settings > General > Accessibility > Caption Settings Try Now

Set Caption to On to watch programs with the captions displayed.

Selecting the caption language

> Settings > General > Accessibility > Caption Settings > Caption Mode

Default / CC1 ~ CC4 / Text1 ~ Text4

Analog channels only) Operates in either analog TV channel mode or when a signal is supplied from an external device to the TV. (Depending on the broadcast signal, the analog caption function may or may not work with digital channels.)

Default / Service1 ~ Service6 / CC1 ~ CC4 / Text1 ~ Text4

(Digital channels only) Works with digital channels. These functions may not be available in digital caption mode depending on the broadcast.

Setting the digital caption related options

> Settings > General > Accessibility > Caption Settings > Digital Caption Options

You can change the font color, background color, and size settings, etc.

Listening to the TV through Bluetooth devices (for the hearing impaired)

> Settings > General > Accessibility > Multi-output Audio

You can turn on both the TV speaker and Bluetooth headphone at the same time. When this function is active, you can set the volume of the Bluetooth headphone higher than the volume of the TV speaker.

Enlarging the sign language screen for the hearing impaired

> Settings > General > Accessibility > Sign Language Zoom Settings Try Now

You can zoom in the sign language screen when the program you are watching provides it. First, set Sign Language

Zoom to On, and then select Edit Sign Language Zoom to change the position and magnification of the sign language screen.

Configuring the repeat settings for remote control buttons

> Settings > General > Accessibility > Remote Button Repeat Settings Try Now

You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them. First, set Slow Button Repeat to On, and then adjust the operation speed in Repeat Interval.

Using Other Functions

You can view other functions.

Changing the menu language

>Settings > General >System Manager >Language Try Now

Setting up a password

> Settings > General > System Manager > Change PIN Try Now

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

Selecting Usage or Retail Mode

>Settings > General >System Manager >Usage Mode Try Now

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

Managing External Devices

> Settings > General > External Device Manager > Device Connect Manager Try Now

When you connect external devices such as mobile devices or tablets connected to the same network as the TV so you can share content, you can view the list of allowed devices and connected devices.

Access Notification

Set whether to display a notification when an external device such as a mobile device or tablet attempts to connect to the TV.

Device List

Manage a list of external devices registered to the TV.

Using AirPlay

> Settings > General > Apple AirPlay Settings

You can use AirPlay to view content from your iPhone, iPad, or Mac on the TV screen.

Restoring the TV to the factory settings

>Settings >General >Reset Try Now

You can restore all TV settings (excluding the Internet and network settings) to the factory defaults.

Select Reset. The security PIN entry window appears.

Enter the security PIN, and then select Yes. All settings are then reset. The TV turns off and on again automatically and displays the Initial Setup 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 >Self Diagnosis >Start Picture Test Try Now

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: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 T>int (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.

> 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 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.

> Settings > Picture > Picture Mode

> Settings > Picture > Expert Settings > Brightness

> Settings > Picture > Expert Settings > Sharpness

> Settings > Picture > Expert Settings > Color

See if Power Saving Mode has been enabled.

> Settings > General > Eco Solution > Power Saving Mode

Try resetting the picture.

> Settings > Picture > Expert Settings > Reset Picture

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

Change Picture Size Settings to 16:9 Standard.

> Settings > Picture > Picture Size Settings > 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.

> Settings > General > Accessibility > Grayscale

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 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

Sound and Noise Issues

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

Testing the sound

> Settings > Support > Self Diagnosis > Start Sound Test Try Now

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.

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.

>Settings >Support >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.

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.

> Settings >General >Accessibility >Voice Guide Settings >Voice Guide

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

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

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.

> Source >Sources

The TV is not receiving all channels.

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

Run Reset or Auto Program.

>Settings >General >Reset

> Settings >Broadcasting >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.

> Settings >General >Accessibility> Caption Settings

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

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 "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.

>Source >Connection Guide >PC >Screen Sharing (Wireless)

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.

>Source >Connection Guide >Smartphone >Screen Sharing (Smart View)

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.

>Source >Connection Guide

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

> Source >Sources

Network Issues

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

> Settings > Support > Self Diagnosis > Start Smart Hub Connection Test Try Now Try Now

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

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.

Check if the Internet LAN cable is connected to the access point's external LAN port.

Check the DNS setting in IP Settings.

- > Settings > General > Network > Network Status > 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

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

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.

> 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+. 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.

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

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.

> 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 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

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

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

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

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

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

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

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

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

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

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

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

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.

Note that the function is unavailable when Smart Hub is active

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

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

> Settings > Support > Self Diagnosis Try Now



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

TV Device Manager

Start Smart Hub Connection Test

Reset Smart Hub

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

Getting Support

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

Getting support through Remote Management

> Settings >Support >Remote Management Try Now

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

You can also turn Remote Management on and off

Finding the contact information for service

> Settings >Support >About This TV Try Now

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

Requesting service

> Settings >Support >Request Support Try Now

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.

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.