



Connecting the Samsung Smart Remote to the TV

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

When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the

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



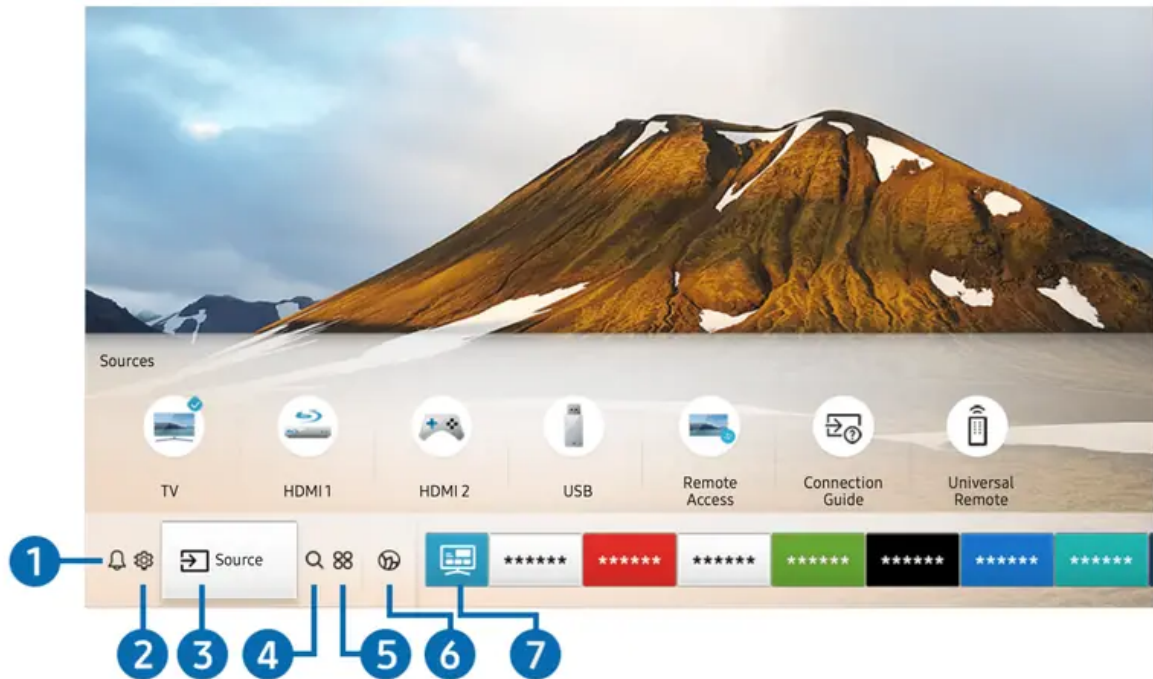
Note:

- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- For more information about the Samsung Smart Remote that comes with the QLED TV (except for Q50R model) and The Serif, refer to "About the Samsung Smart Remote (QLED TV and The Serif)."
- For more information about the Samsung Smart Remote that comes with the UHD TV, refer to "About the Samsung Smart Remote (UHD TV)."
- For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)."
- The Samsung Smart Remote may not be supported depending on the model or geographical area.


Using Smart Hub

Connect to Smart Hub for apps, games, movies, and more.

Enjoy the multiple functions provided by Smart Hub simultaneously on a single screen.



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

When you press the  button on your remote control, you can use the following functions and features.

1. Notification

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to broadcast a scheduled program or when an event occurs on a registered device.

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

2. Settings

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

3. Source

You can select an external device connected to the TV.

Note: For more information, refer to "Switching between external devices connected to the TV."

4. Search

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

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

5. APPS



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


Note:

- To use this feature, the TV must be connected to the Internet.
- For more information, refer to "Using the APPS Service."

6. Ambient Mode

You can enhance your living space with decorative content that matches the surroundings or view essential real time 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.

Note:

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is specific to QLED TV (except for Q50R model) and The Serif, it may not be supported depending on the model.
- For more information about the Ambient Mode, refer to "Using the Ambient Mode."

7. Universal Guide

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

Note:

- For more information about Universal Guide, refer to "Using the Universal Guide App."
- Images may look blurry depending on the service provider's circumstances.

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



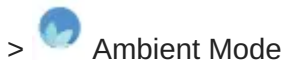
When you are not watching TV or when the TV is turned off, you can use the Art mode function to edit image content such as artworks or photos or to display the content.

Note:

- This function is supported only in The Frame.
- For more information, refer to the provided user manual.

Using the Ambient Mode



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




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

Note: Because this function is specific to QLED TV (except for Q50R model) and The Serif, it may not be supported depending on the model.

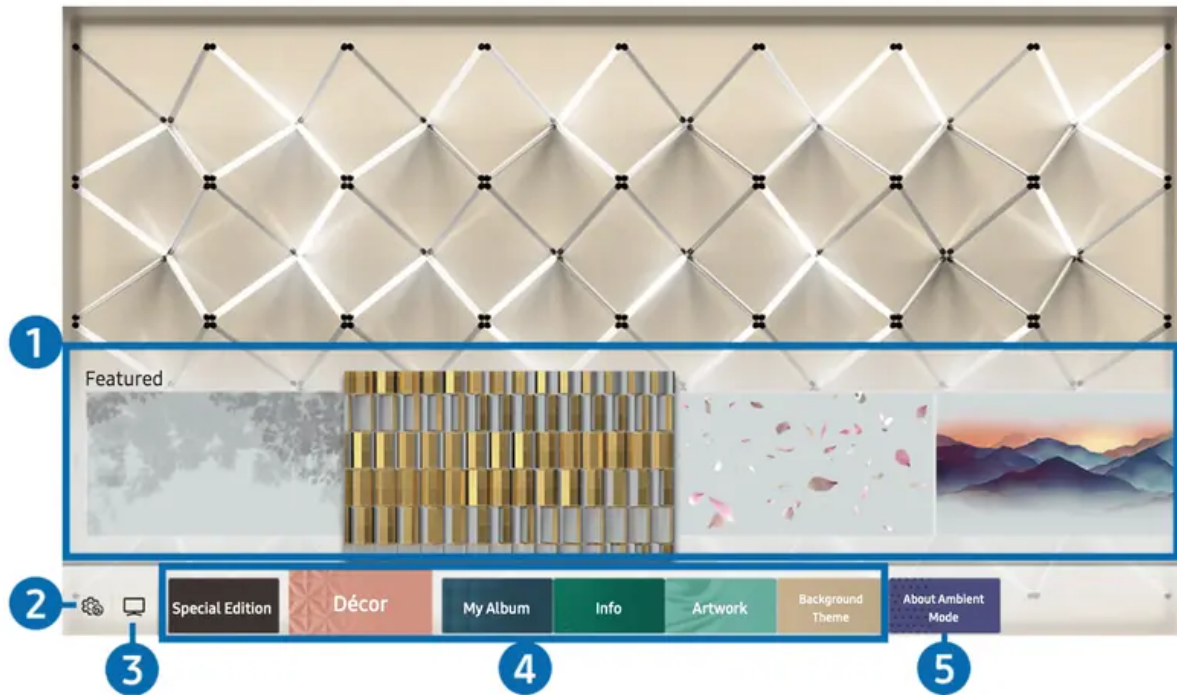
Entering Ambient Mode

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.

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

Ambient Mode browser screen



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

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

1. Function and content preview


When you select a category at the bottom of the screen, a preview of available functions and content appears here.

To view detailed information about a content item, move the focus to it, and then press the up directional button.

2. Ambient Settings

You can configure the following Ambient Mode settings:

- Auto Brightness
 - Changes the auto brightness setting for Ambient Mode.
 - **Note:** When this function is set to Off, the brightness level of the TV screen is not automatically adjusted in response to the surrounding light level.
- Sleep After
 - Sets the time when the Ambient Mode screen turns off automatically.

- **Note:** If there is no remote control input for the set time, the screen goes off. To turn the screen back on in Ambient Mode, press the  button on the remote control.

- Reset All Photos

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

3. TV

You can enter the TV viewing screen.

4. Selecting a content category

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

Note: Available content categories may differ depending on the model or geographical area.

- Special Edition
 - Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.
- Décor
 - Allows you to select content with a sensible and beautiful design.
- My Album
 - Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen.
 - **Note:**
 - To import photos from your mobile device or Samsung Cloud, use the SmartThings app on your mobile device.
 - For more information about how to configure the photo settings, select View Help. This function is available after you select a photo in the My Album category.
- Info
 - Allows you to select essential real-time information such as weather, temperature, time, and news.
 - **Note:** This function may not be supported depending on the geographical area.
- 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.

- **Note:**

- Take a picture of a wall using the SmartThings app on your mobile device to create a custom background theme.

When you use this function, there may be a delay in image transmission and optimization depending on network conditions.

- You can set a background theme you created as a background of a content item. To set a background theme as the background of a content item, press the down directional button while watching the Ambient Mode screen.

5. About Ambient Mode

You can view information about Ambient Mode.

Applying effects to the content

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

Note: Available functions may not be supported depending on the content.

- Backgrounds

- Changes the background of the content.

- **Note:**

- This function may not be supported depending on the content.

- You can use the SmartThings app on your mobile device to take a picture of a wall and create a custom background.

For more information, select the How-To icon. This function may be a delay in image transmission and optimization depending on network conditions.

- Shadow Effects

- Applies a shadow effect that you select to the content.

- **Note:** This function may not be supported depending on 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.

Note: If you press the  button when the TV is turned off, the TV viewing screen appears.

Using Bixby


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

Note:

- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the model or geographical area.

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)

Note: This function may not be supported depending on the model.

Starting Bixby using buttons on the Samsung Smart Remote

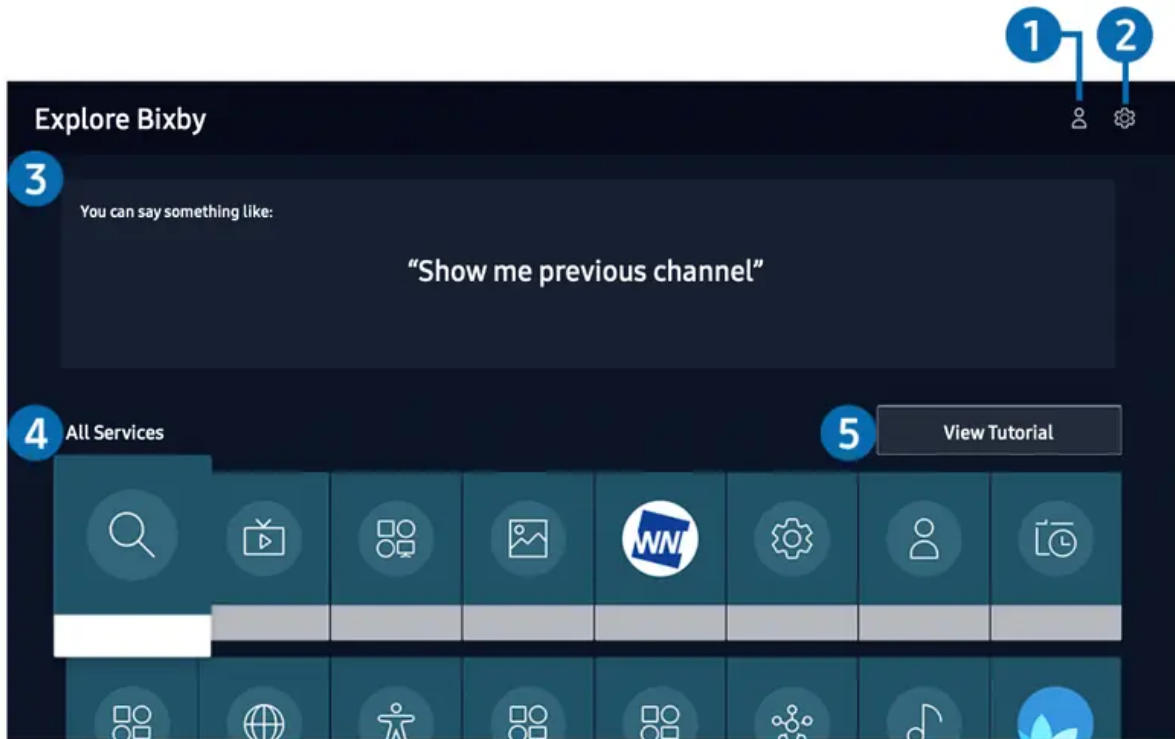
You can also have a conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the  button on your Samsung Smart Remote, say a command, and then release the  button.

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



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

1. My Profile

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

Note: If you are signed out of your Samsung account, select  My Profile to sign in.

2. Settings

You can change the settings for using Bixby.

Note: These functions may not be supported depending on the model or geographical area.

- Language
 - You can change Bixby's language.
 - **Note:**
 - The languages of the TV and other apps will not change.
 - Bixby only supports some languages.
- Voice response
 - You can change or turn off Bixby's voice.

- **Note:** This function may not be supported depending on the language selected for Bixby.
- Voice Wake-up
 - You can configure this function to make Bixby respond to your voice.
 - **Note:** These functions may not be supported depending on the model or geographical area.
- Privacy
 - You can permit or prohibit Bixby from utilizing your personal information when you are using Bixby services.

3. Recommended commands

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

4. All Services


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

5. View Tutorial

The popup window on using Bixby appears.

Read Before Using Bixby

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

- To change the current channel by saying channel names as voice commands, you must finish Set Up Your Service Provider. If Set Up Your Service Provider is not completed, you can complete it using Reset (>  Settings > General Reset).
- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
 - Agree to Smart Hub's Terms of Use
 - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
 - Consent to the collection and use of personal information for the voice interaction-based service.

Provisions for using Bixby

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


Updating the TV's Software

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

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

>  Settings > Support > Software Update

Updating through the Internet

>  Settings > Support > Software Update > Update Now

Note: Updating from the Internet requires an active Internet connection.


Updating through a USB device

>  Settings > Support > Software Update > Update Now

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

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

Updating the TV automatically

>  Settings > Support > Software Update > Auto Update

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

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

Note:


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

Connections

You can watch live broadcasts by connecting an antenna and antenna cable to your TV and can get access to the Internet by using a LAN cable or wireless access point. Using various connectors, you can also connect external devices.

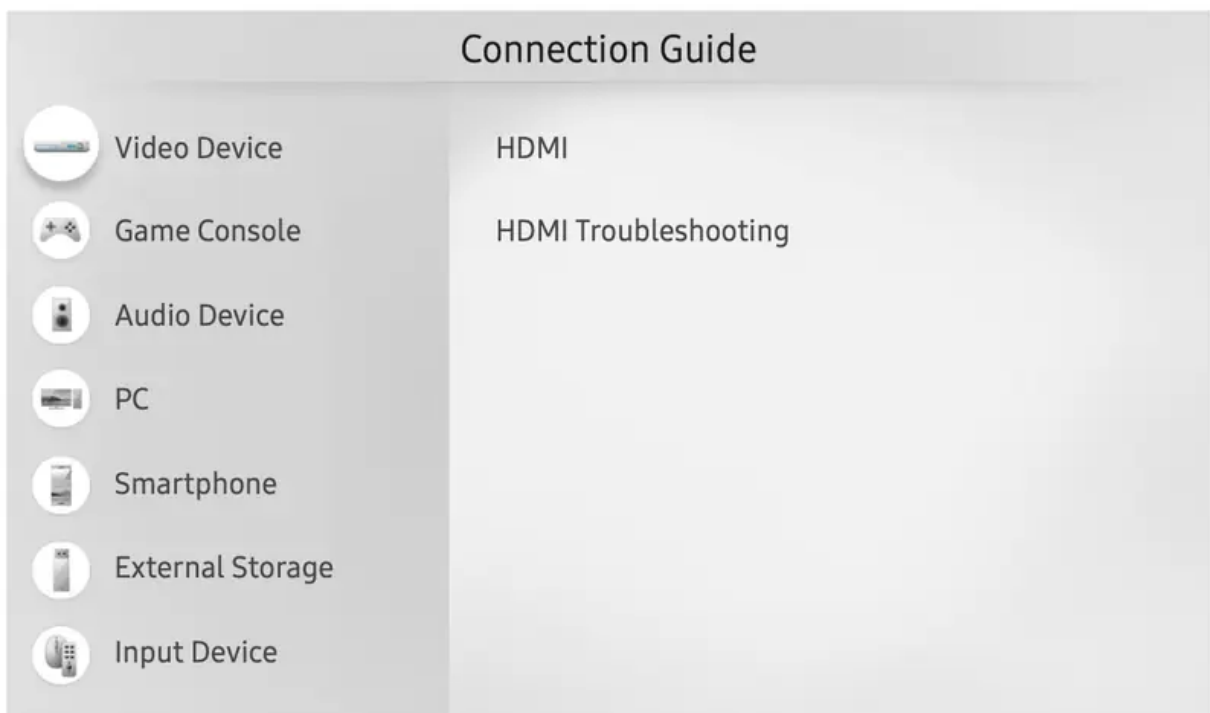
Connection Guide

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.

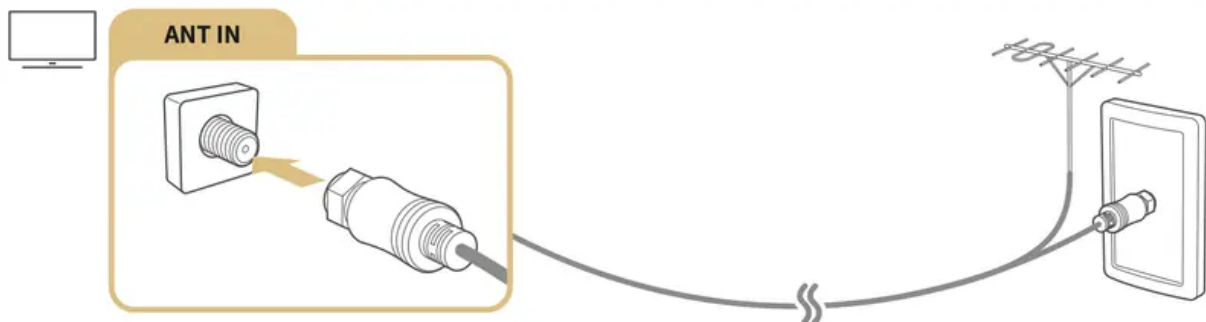


Note: The image on your TV may differ from the image above depending on the model and geographical area.

Connecting an Antenna

You can connect an antenna cable to your TV.

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



Connecting to the Internet

You can get access to the Internet through your TV.

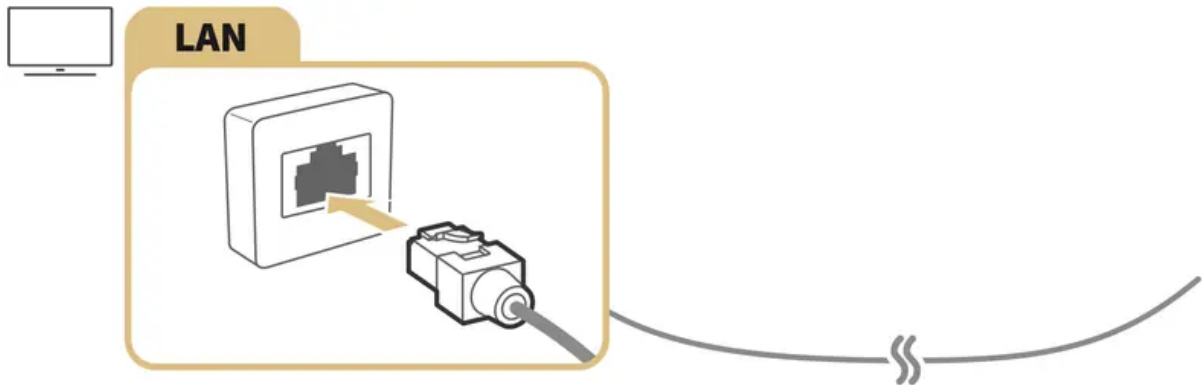
> Settings > General > Network > Open Network Settings

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.



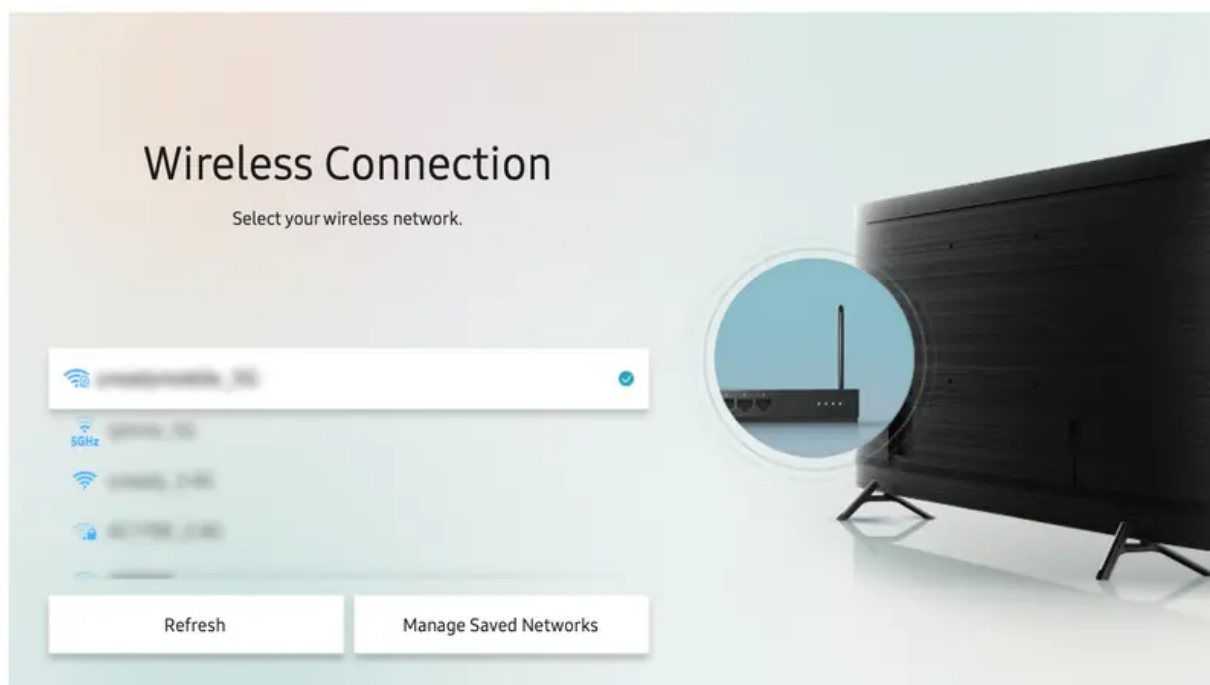
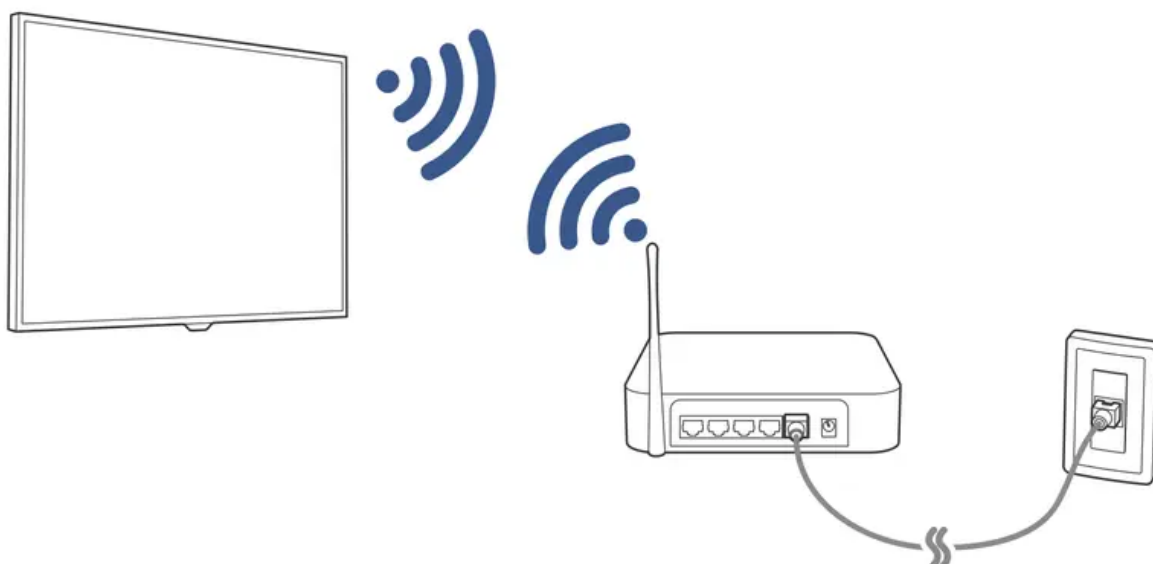
Note:

- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
- To connect a LAN cable, use a CAT 7 (*STP type) cable for the connection. (100/10 Mbps)
 - Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.
- This function may not be supported depending on the model.

Establishing a wireless Internet connection

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

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



Note:

- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.

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.

Note: This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function.

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.

Note:

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

Changing the name of the TV





> Settings > General > System Manager > Device Name

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

Connection Cables for External Devices

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

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

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

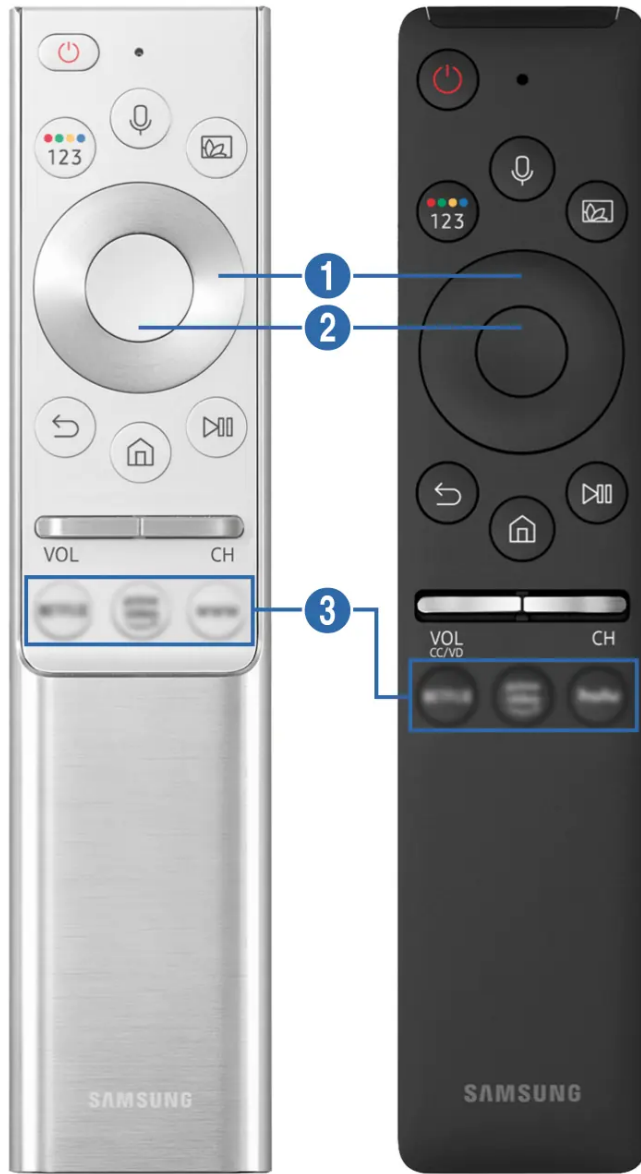
Note: Available connection cables may differ depending on the model or geographical area.










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.



Button	Description
 (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. <ul style="list-style-type: none"> Use these colored buttons to access additional options that are specific to the feature in use.  These buttons are not available in the U.S.A. and Canada. 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.  If the Color Button appears with a number strip on the screen, select the Color Button and then select a specific color by using the directional pad (up/down/left/right). Use this to access additional options that are specific to the feature in use.
 (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 .
 ① Directional pad (up/down/left/right)	Moves the focus.
 ② Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.

Button	Description
 (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.
 ③ (Launch app button)	Launch the app indicated by the button.

Note:

- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."













- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI- CEC)."
- For Q50R model, refer to "About the Samsung Smart Remote (UHD TV)."

About the Samsung Smart Remote (UHD TV)

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



Button	Description
 (Bixby)	Runs 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.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.

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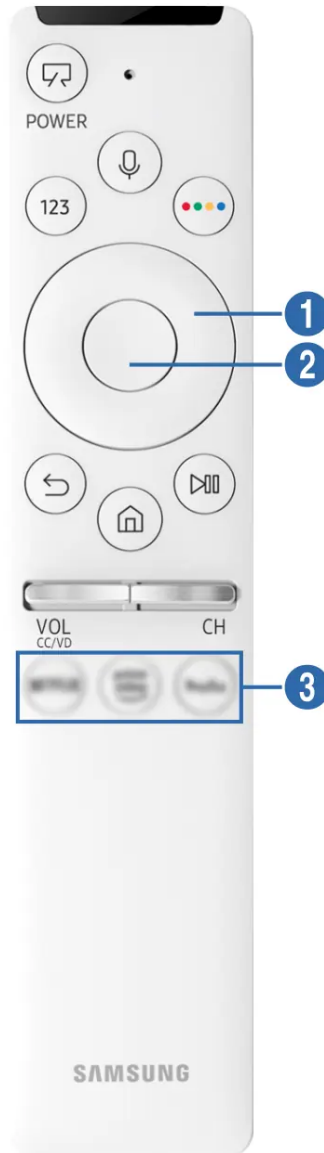
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- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI- CEC)."
















- These specifications are applicable to the Samsung Smart Remote that comes with Q50R model.

About the Samsung Smart Remote (The Frame)

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



Button	Description
 (Power)	When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.  When the TV turns off and on again, display the last used mode.
 (Bixby)	Runs 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.  To immediately set Color & Brightness while enjoying Art mode, press the button.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen. Press in Art mode to switch to TV mode.

Button	Description
 (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.

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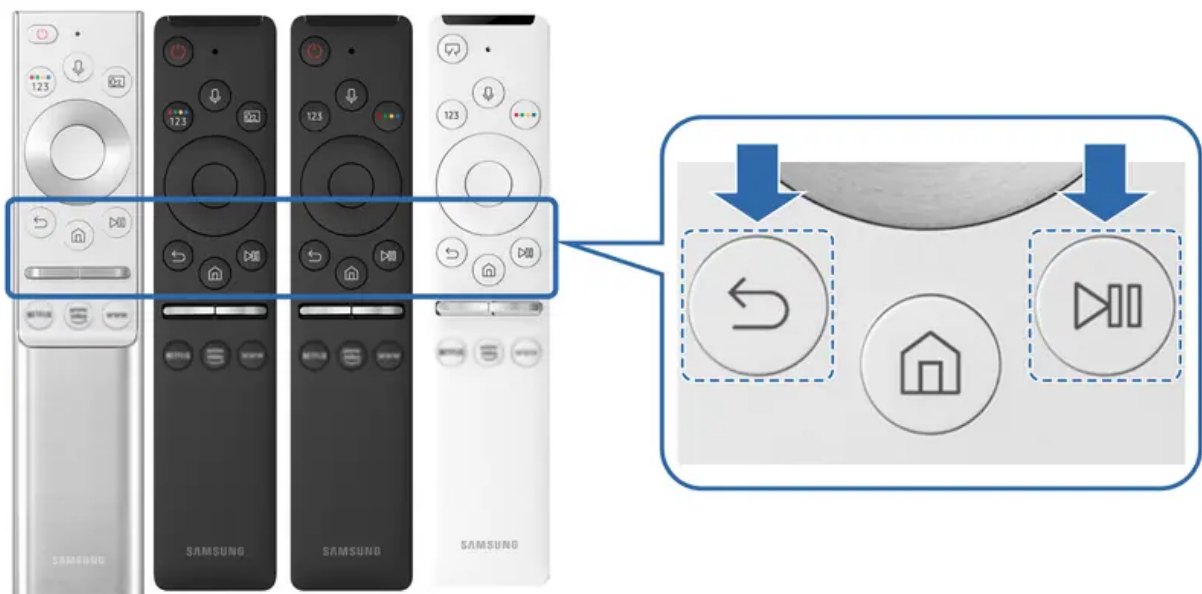
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- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.
- To use the Samsung Smart Remote to control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

- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI- CEC)."

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.



Note:

- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.

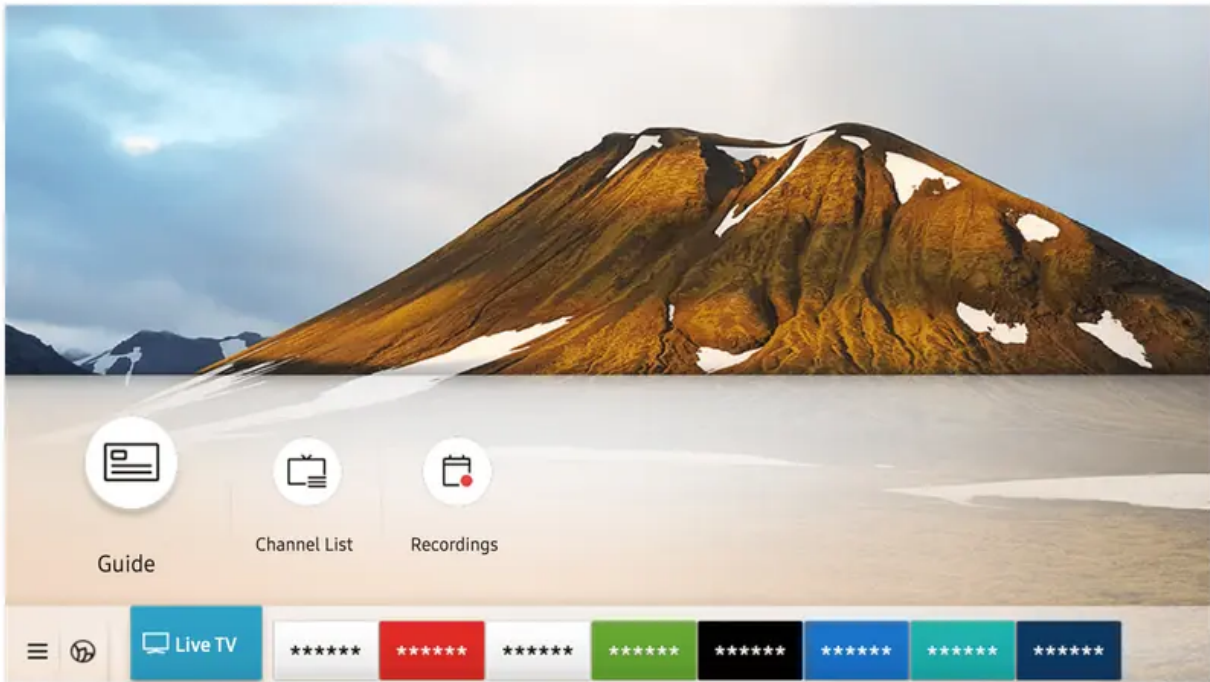
TV Viewing

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



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

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

Note:

- To view the Guide while watching TV, press the CH button on the Samsung Smart Remote or press the GUIDE button on the standard remote control.
- To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup.
- To view the Guide, you must first set the TV's clock(> Settings > General > System Manager > Time > Clock).

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

- Record
 - You can make a recording of a current program.
 - **Note:**
 - This function is not available in the U.S.A. and Canada.
 - This function may not be supported depending on the model or geographical area.
- 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.
 - **Note:**
 - This function is not available in the U.S.A. and Canada.
 - This function may not be supported depending on the model or geographical area.
- Schedule Viewing
 - You can schedule the viewing of a broadcast scheduled program.
- Schedule Recording
 - You can schedule recording of a broadcast scheduled program.
 - **Note:**
 - This function is not available in the U.S.A. and Canada.
 - This function may not be supported depending on the model or geographical area.
- Cancel Scheduled Viewing/ Cancel Scheduled Recording
 - You can cancel scheduled viewings or recordings.
 - **Note:** This function may not be supported depending on the model or geographical area.
- View Details
 - You can see detailed information about the selected program. The information may differ or may not be provided depending on the broadcast signal.

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

- Channel Filter
 - You can view channels and programs categorized by the types defined in Channel List.
- Antenna Type
 - You can change the type of broadcast signals the TV receives.
 - **Note:** This function may not be supported depending on the incoming broadcast signal.
- Schedule Manager
 - You can see the Schedule Manager or Recording & Schedule Manager screen.

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

TV-Viewing Support Functions

Use the functions that are available while watching TV.

Changing the broadcast signal

> Live TV > Channel List

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

Note: You do not need to use this function if your TV is connected to a cable box or satellite box.

Scanning for available channels

> Settings > Broadcasting > Auto Program

Note:

- Do not use this function if your TV is connected to a cable box or satellite box.
- If the TV has saved channels, Auto Program deletes the existing list, and then saves the newly scanned channels.

Using Program Rating Lock

> Settings > Broadcasting > Program Rating Lock Settings

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.

Note:

- Program Rating Lock Settings may not be supported depending on your input signal.
- For more information about how to set your password, refer to "Setting up a password."
- For more information about the rating system of different countries, refer to "Blocking programs based on their TV Rating."

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

Checking digital channel signal info and strength

> Settings > Support > Device Care > Self Diagnosis > Signal Information

Note:

- If your TV is attached to a separate, over-the-air antenna, you can use the signal strength information to adjust the antenna for increased signal strength and improved HD channel reception.
- This function is only available for digital channels.
- This function may not be supported depending on the geographical area.

Troubleshooting

If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Center.

Picture Issues

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

Testing the picture

> Settings > Support > Device Care > Self Diagnosis > Start Picture Test

Before you review the list of problems and solutions below, use Start Picture Test to determine if the problem is caused by the TV. 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 and 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 screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.

- > Settings > Picture > Expert Settings > Reset Picture
- > Settings > General > Power and Energy Saving > Brightness Optimization

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

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

Blurring, or Juddering

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

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

Unwanted Powering Off

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

- > 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 Brightness Reduction 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 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

Note:

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

Sound and Noise Issues

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

Testing the sound

> Settings > Support > Device Care > Self Diagnosis > Start Sound Test

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

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 Sound bar or A/V 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.

Note: The HDMI (ARC) port may support eARC in some models.

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 or 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

The captions are not provided on a digital channel.

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 network, these steps may help resolve the problem.

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

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. Unable to connect to the network.

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 TV, or press and hold the power button for 3 seconds.

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

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

- > 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.

Note: Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

You can use the TV's remote control to control external devices that support Anynet+ (HDMI-CEC) 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. The connected device is not displayed.

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+ (HDMI-CEC) 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.

To turn off the Anynet+ function

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

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.

Note:

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

Apps

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

I launched an app, but it's in a different language. 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 Assistant Issues

When the Voice Assistant isn't working, these steps may help resolve the problem.

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

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 Wake-Up 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 like 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.

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

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

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 network 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

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

Note:

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


Finding the contact information for service

- > Settings > Support > About This TV

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

Note:

- You can also view information by scanning the QR code of your TV.
- You can also start this function by pressing and holding the button for 5 or more seconds.

seconds. For the standard remote control, press and hold the  (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

Requesting service

- > Settings > Support > Request Support

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, 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.

Note:

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

Warning

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