

# Guide

## Connections

You can watch live broadcasts by connecting a coaxial 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.

- Audio Device: HDMI (ARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
  - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, NFC on TV, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Remote Control, Keyboard, Mouse, USB Gamepad, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)
  - The connection method and available external devices may differ depending on the model.
  - Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).
- The image on your TV may differ from the image above depending on the model and geographical area

### Connecting an Antenna

You can connect a coaxial cable to your TV.

- 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

### **Establishing a wired Internet connection**

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

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

- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
- Use a CAT 7 (\*STP type) cable for the connection.
- 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 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.

- 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.

### **Connection Cables for External Devices**

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

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

### **Connection Notes**

When connecting an external device, note the following:

- The number of connectors, and their names and locations may differ with the model.

- Refer to the external device's operating manual when connecting it to the TV. The number of external device connectors, and their names and locations may differ with the manufacturer.

### **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 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.

## 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

Learn about the buttons on the Samsung Smart Remote.

- 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.
- 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)."

### About the Samsung Smart Remote (The Frame)

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

- 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.
- 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)."

### About the Samsung Smart Remote (The Sero)

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

- 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.

- 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)."
- When you launch an app by pressing the button on the Samsung Smart Remote in Portrait Mode, some apps may switch to Landscape according to their app policy.

### **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.

- 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, refer to "About the Samsung Smart Remote."
- For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)."
- For more information about the Samsung Smart Remote that comes with The Sero, refer to "About the Samsung Smart Remote (The Sero)."

### **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)

1. Set Anynet+ (HDMI-CEC) to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. 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

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMICEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and only when those devices are either in standby mode or turned on. 'Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters. Anynet+ (HDMI-CEC) can control only one home theater system.
- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.
- If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control.

## Using the keyboard and mouse

- The key operation may differ depending on some apps or the keyboard.

## 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 >Picture Test

Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the TV. 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 IS efficiency features.
- Disable Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer.
  - >Settings>General >Eco Solution >Ambient Light Detection
  - >Settings>General >Eco Solution >Power Saving Mode
  - >Settings>General >Eco Solution >Motion Lighting
  - >Settings>General >Eco Solution >Contrast Enhancer
- Run Picture Test. When the tested image quality is normal, check the signal of the connected device.
  - >Settings>Support> Device Care>Self Diagnosis >Picture Test

## Component Connections and Screen Color

- If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.
  - >Settings>Support> Device Care>Self Diagnosis >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 >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 Picture Clarity Settings function to resolve the issue.
  - >Settings>Picture >Expert Settings >Picture Clarity Settings

## Unwanted Powering Off

- If your TV appears to turn off by itself, try disabling some of the TV's energy saving 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.
- In case of a model that supports One Connect, check the One Invisible Connection between the TV and One Connect.

## 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
- When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.
  - > Source >Connection Guide
- When the symptom persists, contact your service provider.

## 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.

- Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.
- Be sure to use an HDMI cable to enjoy high quality videos.
  - > Source >Connection Guide >Video Device> HDMI
- 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."
  - Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.
  - When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

#### 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.
  - The COMPONENT IN port may not be supported depending on the model or geographical area.
- 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

The HDR of the connected external device turns off

- Expand the reception range of the corresponding HDMI input signal in Input Signal Plus
  - >Settings>General >External Device Manager> Input Signal Plus

## Sound and Noise Issues

### Testing the sound

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

If the TV plays the 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, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.
- 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.
- Check the cable connection between an external device and the TV and then try cable connection again.

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.
- With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

No sound is heard.

- Check whether Digital Output Audio Format is set to Pass-Through.
- If you select the Pass-Through option to use an AV receiver that does not support Dolby Digital+, no sound is output with Dolby Digital+ content.
- It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.
  - >Settings>Sound >Expert Settings >Digital Output Audio Format >Auto

The speakers are making an odd sound.

- Run Sound Test.
  - >Settings>Support >Device Care> Self Diagnosis >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
  - >Settings>Support >Device Care> Self Diagnosis >Signal Information

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
- When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.

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.

- Check the A/V receiver's power supply and its settings.
  - When connecting the optical cable between the TV and A/V receiver, make sure that the sound output is set Optical on your TV.
  - In case of HDMI eARC connection, make sure that it is connected to the eARC dedicated HDMI port on your TV. However, the eARC can be used only when the A/V receiver supports the eARC feature.

The sound is not heard clearly.

- Change to an appropriate sound mode.
  - >Settings>Sound >Sound Mode
- When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.
  - >Settings>General >Intelligent Mode Settings> Intelligent Mode

- To optimize the sound depending on the surroundings, select Adaptive Sound+.
  - >Settings>General >Intelligent Mode Settings>Adaptive Sound+

The volume of the external device cannot be adjusted

- Check the cable connection between the TV and the external device.
- When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the >Settings>General >External Device Manager >Anynet+ (HDMI-CEC) is active on your TV.

I want to turn off and on the TV and audio device at the same time.

- When you connect the Samsung Soundbar to the TV via Bluetooth, the power turns off and on together. It may not be supported depending on the Samsung Soundbar model.
- When you connect an audio device that supports HDMI eARC to the HDMI (eARC) port on the TV, the power turns off and on together.

## Channel and Broadcast Issues

“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 >Source
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

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. I want to turn off the captions.

- When watching channels with the antenna cable connected, run Caption Settings
  - >Settings>General >Accessibility >Caption Settings
- Some channels may not have caption data.
- When watching a channel on an external device such as set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.

Broadcasting is deactivated.

- Broadcasting is only available when Source is set to TV.
- Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.
- Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

## External Device Connectivity Issues

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio.

- If you are using an HDMI connection, check the audio output setting on your PC.
- If you are using a DVI to HDMI cable, a separate audio cable is required.
- To listen to the computer sound, connect external speakers to the audio output connection of the computer.

I want to connect to a PC and mobile device via 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 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 > Source

- Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).

- > Source >Connection Guide>Video Device >HDMI Troubleshooting

- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

I want to connect to a Bluetooth speaker.

- For more information on how to connect a Bluetooth speaker, see Audio Device > Bluetooth in Connection Guide.

- > Source >Connection Guide>Audio Device >Bluetooth

The PC screen does not appear or it flickers

- When the PC screen does not appear or the PC is not recognized, check the power supply of the PC and then reconnect the HDMI cable between the PC and TV. When the symptom persists, check that the PC is in Sleep mode and then set Input Signal Plus to On.

- >Settings>General >External Device Manager> Input Signal Plus

- When the set resolution is not matched, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

## Network Issues

>Settings>Support >Device Care> Self Diagnosis> 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.

- 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.

## **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.

- 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+. It is inconvenient to turn on other devices because the TV also turns on. It is inconvenient because the connected devices (e.g. set-top box) turn off together.

- To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.

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

- When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (eARC) port does not turn off and on together with the TV. To prevent a specific device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a specific device connected to the TV.

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

- You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.
- Use the remote control after the TV has completed the Anynet+configuration or has switched to the TV viewing screen.

The Anynet+ device won't play.

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

The connected device is not displayed.

- Check whether the device supports Anynet+.
- Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.
- Check whether the HDMI cable is properly connected.
- Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On
  - >Settings>General >External Device Manager >Anynet+ (HDMI-CEC)
- Scan for Anynet+ devices again.
- If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again.

## Remote Control Issues

The remote control does not work.

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

The remote control batteries run out quickly.

- The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on.
- You can extend the battery life by turning off the Voice Wake-up function.
  - >Explore Now>Settings>Voice Wake-up
- The Voice Wake-up function may not be supported depending on the model or geographical area.

External devices cannot be operated with the TV remote control.

- Check the cable connection between the TV and external devices.
- When the symptom persists, set it manually in > Source >Universal Remote Setup.

## Recording Issues

The Timeshift or recording function cannot be used.

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

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

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

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

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

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

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

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

## **Apps**

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.

The app does not work properly. Its image quality is poor.

- Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.
- 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, refer to "Read Before Playing Photo, Video, or Music Files."

## **Voice Assistant Issues**

The voice commands do not work well.

- Voice commands may differ depending on the Voice Assistant.
- Refer to the command examples for each Voice Assistant.
  - Bixby:>Explore Now
  - Amazon Alexa: >Settings>General >Voice >Amazon Alexa Settings

- Google Assistant: >Settings>General >Voice >Google Assistant Settings

Bixby or Alexa answers automatically.

- The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.
- 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. I spoke "Alexa" but Amazon Alexa 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

With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed.

- Try pairing the remote control with the TV.

During voice recognition, the heavy load message appears and the function does not work.

- Unplug and then plug the TV power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.

I want to see weather information of the desired area.

- Say with the area name included.

## 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.
  - 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.

The TV narrates the screen events in voice-over.

- To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following:
  - Press and hold the + / – (Volume) button on your Samsung Smart Remote.
  - >Settings>General >Accessibility >Voice Guide Settings> Voice Guide

## Diagnosing TV operational issues

>Settings>Support> Device Care >Self Diagnosis

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

- Video Test
- Picture Test
- Sound Test
- HDMI Troubleshooting
- Signal Information
- 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> Device Care >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> Device Care >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.

- This function requires an Internet connection.

### Finding the contact information for service

>Settings>Support >About This TV

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

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

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

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

- This function requires an Internet connection.

**Warning**

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

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