

# Quick Guides

## 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 remote control sensor 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.
- For more information about the Samsung Smart Remote that comes with the QLED TV, 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 TV, 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.

- 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.

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

### 2 Settings

When the focus is moved to the 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.

- 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.

- 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.

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

### 6 Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

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.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, 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 and notify you of new drama series.

- For more information about the 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

Art

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

- This function is supported only in THE FRAME model.
- For more information, refer to the provided user manual.

## Using the Ambient Mode

Learn about the functions available in Ambient Mode, which is a QLED TV-specific function.

### Ambient Mode

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

- 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 e 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.

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

### Ambient Mode browser screen

- 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. 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. "

- 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. "

- 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. "

- 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 beautiful screens.

- My Album

Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen. "

- 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.

- 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. "

- 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:

- Available functions may not be supported depending on the content.
- Backgrounds

Changes the background of the content.

- 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.

- 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.

### **Using Bixby**

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

- 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 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**

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

#### **1 My Profile**

Go to the SMy 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.

- If you are signed out of your Samsung account, select My Profile to log in.

#### **2 Settings**

You can change the settings for using Bixby.

- These functions may not be supported depending on the model or geographical area.
- Language

You can change Bixby's language.

- 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.

- 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.

- This function 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.

## **Updating the TV's Software**

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

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

- Updating from the Internet requires an active Internet connection.

### **Updating through a USB device**

Settings Support Software Update Update Now

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

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

### **Updating the TV automatically**

Settings Support Software Update Auto Update

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

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

- This function may take a longer time if another network function is running concurrently.

- This function requires an Internet connection

## Connections

### Connection Guide

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 cable boxes, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

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

### Connecting an Antenna

You can connect an antenna cable to your TV.

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

### Connecting to the Internet

You can get access to the Internet through your TV.

SettingsGeneralNetworkOpen Network Settings

Configure network settings to connect to an available network.

#### Establishing a wired Internet connection

SettingsGeneralNetworkOpen Network SettingsWired

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

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

\* Shielded Twist Pair

- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

#### Establishing a wireless Internet connection

SettingsGeneral NetworkOpen Network SettingsWireless

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

- The Wireless may not appear depending on the model
- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless router is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless router has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your router within 2 minutes. The TV will connect automatically.
- 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.

- This function is available with a mobile device connected to the TV through the SmartThings app or the 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.

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

### **Changing the name of the TV on a network**

## Settings General System Manager Device Name

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

## 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.

## Switching between external devices connected to the TV

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

### Source

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

- On the standard remote control, press the SOURCE button.
- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. You can switch to the output of the device automatically or you can configure universal remote control for the device automatically. To configure the device for universal remote control automatically, point the TV's remote control at the device.
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.
- This function may not be supported depending on the device and geographical area.

## Editing the name and icon of an external device

### Source

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

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

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available.

- Available functions may differ depending on the port type.

### 1 Universal Remote

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

- This function may not be supported depending on the model or geographical area.
- For more information, refer to "Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote".

## 2 Edit

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

## 3 Information

You can view detailed information about an external device.

## 4 Add to Home

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

### **Using additional functions**

You can use the following features on the Source screen.

- Remote Access

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

- For more information, refer to "Using the Remote Access."
- Connection Guide: Displays device connection instructions.

- Universal Remote:

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

- This function may not be supported depending on the model or geographical area.
- For more information, refer to "Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote."

### **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 ports instead. If your PC does not support HDMI video out, connect your PC with an HDMI-DVI cable.
  - For One Connect supported models, 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 this power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing HDMI cable of connected device.

### **Connection notes for audio devices**

- For better audio quality, it is a good idea to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting is automatically changed to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following:
  - Use the Quick Settings screen to change to the connected device:

Use the Select button to select Audio Out/Optical on the Sound Output menu. ( Settings up directional button Sound Output).

- Use the Settings screen to change to the connected device:

Select Audio Out/Optical on the Sound Output menu. ( Settings Sound Sound Output).

- An unusual noise coming from a connected audio device while you are using it may indicate a problem with the audio device itself. If this occurs, ask for assistance from the audio device's manufacturer.
- Digital audio is only available with 5.1 channel broadcasts.

## Connection notes for computers

- For the resolutions supported by the TV, refer to "Read Before Connecting a Computer (Supported Resolutions)."
- If you want to connect your PC and TV wirelessly, both of them must be connected to each other on the same network.
- When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

## Connection notes for mobile devices

- To use the Smart View function, the mobile device must support a mirroring function such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct function, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

## Remote Control and Peripherals

### 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.

### About the Samsung Smart Remote (UHD TV)

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

### About the Samsung Smart Remote (THE FRAME)

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

- 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)

## 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 remote control sensor of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more

## 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.

- The connecting process can take up to 2 minutes to complete

## Controlling the TV with a Keyboard, Mouse, or Gamepad

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

Settings General External Device Manager Input Device Manager

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

### **Connecting a USB keyboard, mouse, or gamepad**

Plug the keyboard or mouse cable into the USB port.

- If you connect a mouse, it is available only in the Internet app.
- XInput USB gamepads are supported.
- For more information, refer to Input Device in Connection Guide ( Source Connection Guide Input Device).

### **Connecting a Bluetooth keyboard, mouse, or gamepad**

Settings General External Device Manager Input Device Manager Bluetooth Device List

- This function may not be supported depending on the model or geographical area.
- If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.
- If you connect a mouse, it is available only in the Internet app.
- For more information about how to connect a Bluetooth device, refer to the Bluetooth device's user manual.

### **Using the keyboard and mouse**

### **Entering Text using the On-Screen Virtual Keyboard**

Use the virtual keyboard to enter text on your TV

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

#### **1 Recommended text**

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

#### **2 Options**

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

The options available may differ depending on the function running currently.

- Recommended text
- Reset Recommended Text Memory
- Predict Next Character (when using direction buttons)
- Language

#### **3 Predict Next Character**

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

## Smart Features

### Using Smart Hub

View descriptions of Smart Hub's basic functions.

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

- Some Smart Hub services are paid services.
- To use Smart Hub, the TV must be connected to the Internet.
- Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
- Smart Hub service outages can be caused by disruptions in your Internet service.
- To use Smart Hub, you must agree to the Smart Hub service agreement, and collection and use of personal information. Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Policy document by navigating to Settings Support Terms & Policy.
- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub ( SettingsSupport Self Diagnosis Reset Smart Hub).

### Displaying the Home Screen

Press the button.

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

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

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

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

- Delete All

You can delete all your notifications.

- Settings
  - You can select services you want to be notified about.
  - When you select Allow sound, notifications are displayed with a notification sound.

## 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 iconv

- e-Manual

You can open the user manual embedded in your TV.

- Intelligent Mode

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

- Because this function is specific to QLED TV (except for Q50R model), The Frame and The Serif, it may not be supported depending on the model.
- For more information about the Intelligent Mode, refer to "Using the Intelligent Mode.

- Picture Mode

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

- Sound Mode

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

- Sound Output

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

- Connecting Bluetooth speaker may not be supported depending on the model or geographical area.

- Game Mode

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

- Caption

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

- Sleep Timer

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

- Network

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

### 3 Source

You can select an external device connected to the TV.

- 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.

- 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.

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

### 6 Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

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.

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

- Because this function is a QLED TV-specific function, 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 and notify you of new drama series.

- For more information about the 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.

## Art

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

- This function is supported only in THE FRAME model.
- For more information, refer to the provided user manual.
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## 8 Moving an item on the Home Screen

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

## 9 Removing an item on the Home Screen

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

- You can add the apps you want to use often to the Home Screen using APPS. To add your favorite apps to the Home Screen, refer to "Managing purchased or installed apps."

## Launching Smart Hub automatically

Settings General Smart Features Autorun Smart Hub

When you set Autorun Smart Hub to On, the TV displays the Home Screen automatically when you turn the TV on. You can also turn this function on or off: press the Select button at the current menu.

## Launching the last used app automatically

Settings General Smart Features Autorun Last App

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

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

### **Testing Smart Hub connections**

Settings Support Self Diagnosis Start Smart Hub Connection Test

### **Resetting Smart Hub**

Settings Support Self Diagnosis Reset Smart Hub

- You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in Settings General System Manager Change PIN.

### **Using a Samsung account**

Create and manage your own Samsung account.

Settings General System Manager Samsung Account

- You can view the entire text of the Terms & Policy in Settings General System Manager Samsung Account My Account Terms & Conditions, Privacy Policy after logging in to your Samsung account.

### **Signing in to a Samsung account**

Settings General System Manager Samsung Account Sign In

### **Creating a new account**

Settings General System Manager Samsung Account My Account Create Account

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

- For more information about the terms and conditions, privacy policy, select View Details.
- To protect personal information, select Profile image selection and password entry (High security) in the field below the password entry bar.
- If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.

### **Creating a Samsung account using a PayPal account**

Settings General System Manager Samsung Account Create with PayPal

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

### **Using the Ambient Mode**

Learn about the functions available in Ambient Mode, which is a QLED TV-specific function.

## Ambient Mode

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

- 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.

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

## Using the Remote Access

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

### Source Remote Access

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

- Before running this function, connect your keyboard and mouse to the TV.
- Remote PC

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

- To register a frequently used PC, move the focus to Manage User Profiles, and then press the Select button. When a pop-up window appears, select Add, and then enter the PC information.
- To use this function, you must select Allow remote connections to this computer in advance on the Windows PC you want the TV to connect to.
- This function is only supported by a Professional or higher edition of Windows 7 or higher.
- Screen Sharing (Wireless)

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

- This function is only available for PCs that support wireless screen sharing.
- This function is supported by Windows 10.

## Using the APPS Service

Download and run various apps from Smart Hub.

### APPS

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

- To use this feature, the TV must be connected to the Internet.
- When Smart Hub is launched for the first time, the default apps are automatically installed. The default apps may differ depending on the geographical area
- The image on your TV may differ from the image above depending on the model and geographical area.

#### 1 Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.
- If you want to download new apps using APPS, first sign in to your Samsung account.

#### 2 App Search

You can search for available apps.

#### 3 Settings

You can manage the installed apps

## Using the Gallery App

View photos and videos synchronized with the Samsung Cloud.

### Gallery

- The image on your TV may differ from the image above depending on the model and geographical are

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

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

- To use the Gallery app, you must be signed in to your Samsung account that uses the Samsung Cloud.

#### 1 Open category

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

2 View: Daily / View: Monthly

Sort the content by day or month.

3 Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.

4 Gallery Settings

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

## Using the Universal Guide App

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

Universal Guide

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

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

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

- To enjoy the content from these apps on your TV, they must be installed on the TV.
- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

## Using the SmartThings App

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

SmartThings

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

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

- To use this function, you must be logged in to your Samsung account.
- This function may not be supported depending on the model or geographical area.

#### 1 Location selection list

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

#### 2 Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.

#### 3 Settings

Turn notifications on or off for the connected smart devices.

#### 4 Scenes

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

#### 5 Device list

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

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

## Using the e-Manual

Control and read the manual embedded in your TV

### Using the buttons in the e-Manual

1 (Search): Select an item from the search results to load the corresponding page.

2 **A-Z** (Index): Select a keyword to navigate to the relevant page.

3 (Recently Viewed Topics): Select a topic from the list of recently viewed topics.

- Words in blue (e.g., Internet) indicate a menu item.
- The image on your TV may differ from the image above depending on the model and geographical area.

4 (Try Now): Allows you to access the corresponding menu item and try out the feature right away.

8 (Link): Access an underlined topic referred to on an e-Manual page immediately.

## Using the Internet

Surf the Internet on your TV.

Internet

When you run Internet, you can see recently viewed web sites or featured recommendations.

When you select a desired web site, you can get immediate access to it.

- You can use the Internet function more easily after connecting a keyboard and mouse.
- You can scroll web pages with the Directional Pad.
- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."

## Playing pictures/video/music

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

Source Connected Device [Try Now](#)

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

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

- You cannot play media content if the content or the storage device is not supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."
- Backup important files before connecting a USB device. Samsung is not responsible for damaged or lost files.

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

### 1 Filter By

Filters the media content by type of media.

### 2 Sort By

Sorts the content list by title or date.

- This function may not be supported depending on the type of external device.

### 3 Options

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

- You can delete only the recorded content. To delete content, change the Filter By option to Recorded

## Using Bixby

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

- 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)

- 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 n, 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

#### 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.

- If you are signed out of your Samsung account, select Sign In or to log in.

#### 2 Settings

You can change the settings for using Bixby.

- These functions may not be supported depending on the model or geographical area.
- Language

You can change Bixby's language.

- 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.

- 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.

- This function 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.

## TV Viewing

### Viewing Broadcast Information at a Glance

See an overview of each channel's program lineup.

#### Using the guide

Live TV Guide [Try Now](#)

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

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

- To view the Guide while watching TV, press the CH button on the Samsung Smart Remote or press the GUIDE button on the standard remote control.
- To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup.

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

Move the focus to the program you want in the Guide, and then press and hold the Select button.

You can use the following functions:

- Record:

You can make a recording of a current program.

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

- Stop

You can stop the recording function that is currently running.

- Edit Recording Time

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

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

- Schedule Viewing:

You can schedule viewing of a broadcast scheduled program

- Schedule Recording:

You can schedule recording of a broadcast scheduled program.

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

- Cancel Scheduled Viewing / Cancel Scheduled Recording:

You can cancel scheduled viewings or recordings.

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

You can see detailed information about the selected program. The information may differ with the broadcast signal. If information is not provided with the program, nothing appears.

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

- Schedule Manager: You can see the Schedule Manager or Recording & Schedule Manager screen.
- These functions may not be supported in the Guide depending on the model or geographical area.

## Recording Programs

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

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- Read all precautions before using the recording feature. Refer to "Before Using the Recording and Timeshift Functions" for more information.
- You can record only the programs that are received through an antenna.
- The appears next to the programs and channels scheduled for recording.
- If you go to Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.

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

- Instant Recording

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

- Schedule Recording

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

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

- Instant Recording

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

- Schedule Recording

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

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

Live TV Recordings Schedules Add Recording

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

- Check the current time in Settings General System Manager Time Clock

### **Setting Up a Schedule Viewing**

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

- The appears next to programs that have been configured for a scheduled viewing.
- To set up a schedule viewing, you must first set the TV's clock ( Settings General System Manager Time Clock).

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

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

### **Using the schedule viewing options in the program info window**

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

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

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

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

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

- Check the current time in Settings General System Manager Time Clock.
- This function may not be supported depending on the model or geographical area.

### **Using Timeshift**

Play, pause, or rewind live TV.

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

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

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- When the Timeshift function is running, some functions are not available in Settings Broadcasting.
- To use Timeshift, you must connect a USB device for recording.

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

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

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

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

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

- Edit Recording Time

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

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

- Record

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

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

- Go to Live TV

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

- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.

- Info

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

- Pause / Play

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

- Slow Rewind or Slow Forward: Allows you to play the video slowly (1/8, 1/4, 1/2) backward or forward by selecting the or option. To increase the rewind or forward speed

in slow mode up to 3 times, select the option repeatedly. To return to normal speed, select the option.

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

- Jump Backward / Jump Forward

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

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

- Rewind / Fast Forward

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

## Using the Channel List

Change the channel or check programs on other digital channels.

### Live TV Channel List

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

The Channel List screen contains the following icons:

- :A favorite channel

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

- All Channels

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

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

- Favorites

Displays Favorites 1 to Favorites 5.

- Air or Cable

To allow you to select Air or Cable as the DTV mode, move the focus to Air or Cable, and then press the Select button. Air is suitable for homes equipped with separate, over-the-air

antennas. Cable is suitable for homes that subscribe to a local cable-service. You do not need to use this function if your TV is connected to a cable box or satellite box.

- This function may not be supported depending on the incoming broadcast signal.
- Samsung TV PLUS

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

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

## Picture and Sound

### Using the Intelligent Mode

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

Settings General Intelligent Mode Settings

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

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

Turn Intelligent Mode on or off.

- Adaptive Brightness

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

- This function may not be supported by some modes or apps. (For example, Ambient Mode, and Game Mode)

- Adaptive Sound

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

- Check TV Space

Optimizes the sound by analyzing the space where the TV is installed. When the surroundings are quiet, point the Samsung Smart Remote at the front of the TV, and then

start this function. This function is only available when the TV is paired with the Samsung Smart Remote.

- This function is only available when the sound output of the TV is set to TV Speaker.
- This function may not be supported by some modes or apps. (For example, Ambient Mode, Game Mode, and apps that control the TV sound)
- Adaptive Volume

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

- This function is only available when the sound output of the TV is set to TV Speaker.
- This function may not be supported by some apps or external devices.
- This function's operation affects Auto Volume function, but it does not work the other way around.
- This function operates based on your volume usage history, and may not operate if the volume usage history by time period is insufficient.
- The amount of difference made by this function does not exceed +/- 5 levels from the current volume, and this function does not change the current volume if it exceeds 40.

## Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

### Choosing a picture mode

Settings Picture Picture Mode

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

- Dynamic

Makes the picture brighter and clearer in bright viewing environments.

- Standard

Is the default mode suitable for general viewing environments.

- Natural

Reduces eye strain for a comfortable viewing experience.

- Movie

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

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

## Configuring advanced picture settings

### Settings Picture Expert Settings

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

- Backlight
- Brightness
- Contrast
- Sharpness
- Color
- Tint (G/R)
- Apply Picture Settings
- Digital Clean View
- Auto Motion Plus Settings
  - When LED Clear Motion is set to On, the screen appears darker than when it is Off.
- Local Dimming
  - This function may not be supported depending on the model or geographical area.
- Contrast Enhancer
- Film Mode
  - This function is only available when the input signal is TV, AV, Component (480i, 1080i), or HDMI (1080i).
- Color Tone
- White Balance
- Gamma
- RGB Only Mode
- Color Space Settings
- Reset Picture

## Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video formats.

### Playing games on an optimized screen

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

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

- The Game Mode Settings may not appear depending on the model.
- The game mode is not available for normal TV viewing.
- The screen may shake somewhat.
- When Game Mode is enabled, Picture Mode and Sound Mode are switched to Game automatically.
- To use a different external device on the same port, remove the game console connection, set Game Mode to Off, and then connect the external device to the port.
- The Game Mode functions used for Nintendo Switch™ are subject to change without prior notice.

## **Changing the Picture Size and Position**

Change the picture size and position for your TV.

### **Changing the picture size**

Settings Picture Picture Size Settings Picture Size

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

- Supported picture sizes differ with the input signal. For more information about supported picture sizes, refer to "Picture sizes and input signals."

### **Fitting the picture to the screen**

Settings Picture Picture Size Settings Fit to Screen

- This function may not be supported depending on the Picture Size setting.
- This function may not be supported depending on the broadcast signals.

### **Adjusting the picture size and/or position**

Settings Picture Picture Size Settings Zoom and Position

- This function is available only if Picture Size is set to Custom.
- To change the picture position on analog channels, first enlarge the picture and then change the position.

## **Configuring a Sound Mode and Expert Settings**

Change the Sound Mode and adjust Expert Settings.

### **Choosing a sound mode**

Settings Sound Sound Mode

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

- When an external device is connected, Sound Mode may change accordingly.
- This function may not be supported depending on the model.

## **Configuring advanced sound settings**

### Settings Sound Expert Settings

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

- Balance
- Equalizer
  - This function is not available when the Adaptive Sound function is turned on.
  - The name of this function may appear differently depending on the connected external device.
- Digital Output Audio Format

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

- The Dolby Digital+ option is only available via HDMI (ARC) for external devices that support the format.
- The HDMI (ARC) port may support eARC in some models.
- If you use a AV receiver that does not support Dolby Digital+, you will hear no sound if you select Dolby Digital+.
- Digital Output Audio Delay
  - This feature is only available when the external device is connected via HDMI (ARC) and SPDIF (Sony Philips Digital Interface).
- Dolby Atmos Compatibility

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

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

- If this function is on, set Digital Output Audio Format to Dolby Digital+.
- The HDMI (ARC) port may support eARC in some models.
- Auto Volume
- Sound Feedback
- Reset Sound

## Using the Sound Support Functions

Configure the sound settings for your TV.

### Selecting speakers

Settings Sound Sound Output

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

- External speakers may not be controlled with the Samsung Smart Remote. When an external speaker is enabled, some sound menus are not supported.

### Listening to the TV through Bluetooth devices

Settings Sound Sound Output Bluetooth Speaker List

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

- This function may not be supported depending on the model or geographical area.
- If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.
- When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate/deactivate the Bluetooth audio device.
- The sound quality may be affected by the condition of the Bluetooth connection.
- Before using a Bluetooth audio device, refer to "Read Before Using Bluetooth Devices."

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

Settings Sound Wi-Fi Speaker Surround Setup

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

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

- Two or more Samsung wireless speakers of the same type must be connected to the same wireless network.
- The Samsung audio devices that support the Wi-Fi function must be connected to the same wireless network as the TV.
  - Surround sound configurations with a sound bar may not be supported depending on the product.
  - If you activate the Screen Mirroring function while using Samsung audio devices that support the Wi-Fi function, the Wi-Fi connection is disconnected.

- Mismatched video and audio lip-syncing may occur depending on the device type

## Troubleshooting

### Picture Issues

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

#### Testing the picture

Settings Support Self Diagnosis Start Picture Test

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

#### Flickering and Dimming

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.

Disable Ambient Light Detection, Power Saving Mode, or Motion Lighting.

- Settings General Eco Solution Ambient Light Detection
- Settings General Eco Solution Power Saving Mode
- Settings General Eco Solution Motion Lighting

#### Component Connections/ Screen Color

If the color on your TV screen is not correct or the black and white colors are off, run Start Picture Test.

- Settings Support Self Diagnosis Start Picture Test

If the test results indicate that the problem is not caused by the TV, do the following:

When using the One Connect, confirm that its video input connectors are connected to the correct external device video output connectors.

When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.

For more information about how to connect an external device, run Connection Guide.

Source Connection Guide

#### Screen Brightness

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

- Settings Picture Expert Settings Backlight
- Settings Picture Expert Settings Contrast
- Settings Picture Expert Settings Brightness
- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color
- Settings Picture Expert Settings 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 HD channel.

If you have an analog cable box or satellite box, upgrade to a digital cable box or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.

If you use an analog cable box or satellite box, upgrade to a digital cable box or satellite box and adjust the digital cable box and satellite box's video output resolution to UHD or HD.

Be sure to use an HDMI cable to enjoy high quality videos.

To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.

For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."

### **The picture is distorted.**

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

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

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

### **The color is wrong or missing.**

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

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

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

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

- Settings Picture Picture Mode
- Settings Picture Expert Settings Brightness
- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color

See if Power Saving Mode has been enabled.

- Settings General Eco Solution Power Saving Mode

Try resetting the picture.

- Settings Picture Expert Settings Reset Picture

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

Change Picture Size Settings to 16:9 Standard.

- Settings Picture Picture Size Settings 16:9 Standard

### **The picture is black and white.**

If you are using AV or analog equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.

Check whether Grayscale is set to On.

- Settings General Accessibility Grayscale

### **The picture won't display in full screen.**

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.

Adjust the picture size options on your external device or set the TV to full screen.

Settings Picture Picture Size Settings Picture Size

### **The Caption function in the TV menu is deactivated.**

When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.

### **Captions appear on the TV screen.**

Turn off the Caption function in Caption Settings.

- Settings General Accessibility Caption Settings Caption

## **Sound and Noise Issues**

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

### **Testing the sound**

Settings Support Self Diagnosis Start Sound Test

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 the Digital Output Audio Format is set to Dolby Digital+.

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

- Settings Sound Expert Settings Digital Output Audio FormatDolby Digital+

### **The speakers are making an odd sound.**

Run Start Sound Test.

- Settings Support Self Diagnosis Start Sound Test

Make sure that the audio cable is connected to the correct audio output connector on the external device.

For antenna or cable connections, check the signal information. A low signal level may cause sound distortions.

### **The sound is interrupted.**

The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.

To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency.

If the problem persists, we recommend that you use a wired connection.

### **Whenever a function is used on the TV or the channel is changed, the TV voices the activity. The TV explains in voice-over the video scenes displayed on the screen.**

Turn off the Voice Guide function in Voice Guide Settings.

- Settings General Accessibility Voice Guide Settings Voice Guide

### **The TV audio is not being played through the AV receiver.**

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

Confirm that the AV receiver is HDMI (ARC) compatible.

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

- 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/ 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 Start Setup or Auto Program.

- Settings General Start Setup
- Settings Broadcasting Auto Program

### **There are no captions with digital channels.**

Go to Caption Settings and change the Caption Mode.

- Settings General Accessibility Caption Settings

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 an HDMI-to-DVI cable, a separate audio cable is required.

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

### **How can I use Screen Mirroring?**

To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect.

- Source Connection Guide PC Screen Sharing (Wireless)

Confirm that the TV and your PC are connected to the same wireless network.

To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect.

- Source Connection Guide Smartphone Screen Sharing (Smart View)

If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.

### **No screen appears when connecting the TV to an external device.**

For more information about how to connect an external device, run Connection Guide.

- Source Connection Guide

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

- Source Sources

## **Network Issues**

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

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

Make sure the TV has a network connection.

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

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

### **Wireless network connection failed. Unable to connect to a wireless access point.**

Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.

Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Enter the correct password if required. If the wireless connection fails, connect the TV to the access point via a LAN cable.

If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

#### **Wired network connection failed.**

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

#### **Auto IP configuration failed. Unable to connect to the network.**

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.

If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Disconnect and then reconnect the power cable of the access point, or press and hold the power button for 3 seconds.

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

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, and then press the up directional button to move to Anynet+, 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.**

Set Anynet+ (HDMI-CEC) to Off.

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

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

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

### **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.

- 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 English. How can I change the language?**

Languages supported by the app may be different from the user interface language.

The ability to change the language depends on the service provider.

### **My application is not working.**

Check with the service provider.

Refer to the Help section on the application service provider's website.

## **Media Files**

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

### **Some files are interrupted during playback.**

This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly.

### **Some files can't be played.**

Some files that use an unsupported codec may not be played back.

Make sure that the codec is supported by the TV. For more information about the supported codecs, refer to "Read Before Playing Photo, Video, or Music Files."

## **Voice Recognition Issues**

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

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

### **The TV is hot.**

Watching TV for an extended period of time causes the panel to generate heat.

The heat from the panel is dissipated through internal vents running along the top of the TV.

The bottom, however, may feel hot to the touch after extended use.

Children watching TV need constant adult supervision to prevent them from touching the TV.

This heat, however, is not a defect and does not affect the TV's functionality.

### **The TV smells of plastic.**

This smell is normal and will dissipate over time.

### **The settings are lost after 5 minutes or every time the TV is turned off.**

If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.

Change Usage Mode to Home Mode.

- Settings General System Manager Usage Mode

### **The TV is tilted to the side.**

Remove the base stand from the TV and reassemble it.

### **The stand is wobbly or crooked.**

Refer to the Quick setup guide and make sure that the stand is assembled correctly.

### **PIP is not available.**

PIP is available only when an external device is connected with an HDMI or Component cable.

Note that the function is unavailable when Smart Hub is active.

- 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 Device Care Self Diagnosis

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

- Start Picture Test
- Start Sound Test
- Signal Information
- 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 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.

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

### **Finding the contact information for service**

Settings Support About This TV

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

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

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