

Connections

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

Connection Guide

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

 ->  Menu -> Connected Devices-> Connection Guide 

It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- Audio Device: HDMI (eARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, NFC on TV, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Remote Control, Keyboard, Mouse, USB Gamepad, USB Camera, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)

The connection method and available external devices may differ depending on the model. Some functions may not be supported depending on the model or geographical area. Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).




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


Connecting an Antenna (Aerial)

You can connect a coaxial cable to your TV

- An antenna connection is not necessary if you connect a cable box or satellite box.
- The port on your TV may differ from the following figure depending on the product model and region

Connecting to the Internet







- You can get access to the Internet through your TV.  ->  Menu ->  Settings -> All Settings -> Connection -> Network -> Open Network Settings [Try Now](#)
- Configure network settings to connect to an available network.

Establishing a wired Internet connection:  ->  Menu ->  Settings -> All Settings -> Connection -> Network -> Open Network Settings -> Wired




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

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




Establishing a wireless Internet connection

-  ->  Menu ->  Settings -> All Settings-> Connection -> Network -> Open Network Settings -> Wireless
- Make sure that you have the wireless access point's name (SSID) and password settings before attempting to connect. The network name (SSID) and security key are available on the wireless access point's configuration screen. See the wireless access point's user manual for more information.
- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.
- To disconnect Wi-Fi, select Disconnect in  ->  Menu ->  Settings -> All Settings-> Connection -> Network -> Network Status

Checking the Internet connection status

-  ->  Menu ->  Settings -> All Settings-> Connection -> Network -> Network Status [Try Now](#)
- View the current network and Internet status.

Resetting Your Network

-  ->  Menu ->  Settings -> All Settings -> Connection -> Network -> Reset Network [Try Now](#)
- Restore the network settings to the factory default.

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

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




- 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.




Displaying the Home Screen

Press the  button.


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

1. Privacy Choices From your TV, easily manage the privacy policy regarding services related to Smart Hub and verify how personal information is protected.

- To use Smart Hub, you must agree to the Smart Hub service agreement and the 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 & Privacy by navigating to  ->  Menu ->  Settings -> All Settings -> General & Privacy ->Terms & Privacy. [Try Now](#)


- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub ( ->  Menu ->  Settings -> Support -> Device Care -> Self Diagnosis -> Reset Smart Hub). Try Now

2. Search Search for channels, programs, movies, and apps offered by Smart Hub. To use the Search service, make sure the TV is connected to a network. This function may not be supported depending on the model or geographical area.




3 . Ambient Mode: Set your TV to display content you desire, such as the time or weather, when the TV is not used. To return to TV mode from Ambient Mode, press  -> the left directional button Media. Press the button to turn off the TV. This function may not be supported depending on the model or geographical area. For more information about Ambient Mode, refer to "Using Ambient Mode."

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, photos, or to display the content. This function is supported only in The Frame. For more information, refer to "Using Art Mode."




4. Media View a variety of TV programs. Install various apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV. For more information about Media, refer to "About the Media Home Screen."

5.  Menu Manage external devices connected to the TV, and configure settings for various functions available on the TV. For more information about Menu, refer to "About the Menu Home Screen."




Launching Smart Hub automatically

-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Start Screen Option -> Autorun Smart Hub Try Now
- Enabling Autorun Smart Hub automatically launches Smart Hub when the TV is turned on. Navigate to this option to enable or disable the feature.




Launching the last used app automatically

-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Start Screen Option -> Autorun Last App Try Now
- If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu. This function may not be supported depending on the app. This function may not be supported depending on the model.




Automatic casting in Multi View




-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Start Screen Option -> Autorun Multi View Casting
- Casting YouTube content from the mobile device automatically displays the content on Multi View. It is available on the screen for any broadcast, external device, or app that supports Multi View. This function may not be supported depending on the model.

Testing Smart Hub connections

-  ->  Menu ->  Settings -> Support -> Device Care -> Self Diagnosis -> Smart Hub Connection Test Try Now


Resetting Smart Hub

 ->  Menu ->  Settings > Support -> Device Care -> Self Diagnosis -> Reset Smart Hub Try Now

- 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  ->  Menu ->  Settings -> All Settings -> General & Privacy -> System Manager -> Change PIN. Try Now
- Change PIN may not be supported depending on the model or geographical area.

Using Ambient Mode

Learn about the functions available in Ambient Mode.

 -> left directional button -> Ambient Mode: Set your TV to display a photo or content you desire when the TV is not used.

- This function may not be supported depending on the model.
- In Ambient Mode, some functions may not be supported.

1. Getting to Know Ambient Mode: Press View Help to briefly view information about Ambient Mode, including functions.

2. Function and content preview: Select a preferred content and a preferred background and set them as your Ambient Mode. While in Ambient Mode, press the Select button on the remote control to view the content details. You can use the SmartThings app on a Mobile Device to select a desired content and change the settings. Indicates content perfectly suited for the time of the day. Available content categories may differ depending on the model or geographical area.

- Changing art work Change the artwork to display in Ambient mode. Press the Up button on the remote control to move the focus to an artwork. Use the left or right directional

button to move to the desired art work, and then press Select button on the remote control.


- View Details View detailed information about the selected image.
- Favorite Add or delete specific images in Favorite by pressing Select on the remote control. To view items that are set as Favorites, navigate to My Page Favorite.
 - Favorite: The item is not set as favorite
 - Favorite: The item is set as favorite
- Style & Settings Customize the style and settings to suit your preferences. Available functions may not be supported depending on the model or content.
 - Weather Filter You can add a weather effect to content.
 - Time Filter You can select any background time format for content.
 - Color Changes the color of the content.
 - Vibes Selects a mood that matches the content.
 - Backgrounds Changes the background of the content.
 - Shadow Effects Applies a shadow effect that you select to the content.
 - Filter You can select a image filter effect to content.
 - BGM Mode You can add a background music to content.
- Screen Settings You can adjust the settings such as content brightness, saturation, and color tone.
 - 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.






3. Ambient Screen Options: Following Ambient Mode options are configurable: This menu can be found at the bottom of the Ambient Mode home. To configure the option settings, scroll down to the far bottom. Available options may vary depending on the model.

- 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.

Using Art Mode

Learn about the functions available in Art Mode

 -> left directional button -> Art: This function is supported only in The Frame. You can use Art mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

- Press the  button while using the TV, the TV switches to Art mode.
- Press the  button in Art mode to enter to Media Home.
- Press the  button in Art mode to enter to Art Home
- To turn off the TV completely, press and hold the  button on the remote control, or press the TV. If you use a remote control other than the Samsung Smart Remote, the TV may not be turned off completely.
- In Art mode, the brightness and color tone of your TV are automatically adjusted depending on the ambient, and the TV can be automatically turned off. The TV is set by default so that the screen turns off automatically when the ambient light dims in Art mode.
- Configure the motion sensor settings by using Art Mode Options ( -> left directional button -> Art -> Art Mode Options) at the bottom of the Art home displayed on the TV or using the mobile SmartThings app. The TV may automatically turn on or off by detecting user motions and other visual changes. This function may not be supported depending on the model or geographical area.
- While in Art mode, use the SmartThings app on your mobile device to save photos on the device to the TV. This function may not be supported depending on the TV model or mobile device. Supported features may differ depending on the version of the SmartThings app.





Using PC on TV

Use the TV to access your PC via Screen Sharing (Wireless), Remote PC or Cloud Service.

 ->  Menu -> Connected Devices -> PC on TV

Connect a Windows PC, Mac, or mobile device to the TV to easily use the device. For easy computer use, connect a keyboard and a mouse to your TV in advance.

Using Screen Sharing (Wireless):



-  ->  Menu -> Connected Devices -> PC on TV -> Windows PC -> Screen Sharing
-  ->  Menu -> Connected Devices -> PC on TV -> Mac -> Screen Mirroring

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 may not be supported depending on the model or geographical area.
- Connection via Windows OS is available in Windows 10 and later versions only.
- Connection via Mac OS is available in AirPlay.

Using Easy Connection to Screen:





 ->  Menu -> Connected Devices -> PC on TV -> Windows PC -> Easy Connection. You can easily use remote access function after installing PC on TV - Easy Connection on your PC. Follow the instructions on the screen to download and install the PC on TV - Easy Connection PC app. Then you can easily connect a remote PC.

1. Download the PC on TV - Easy Connection PC app from smsng.co/PConTV and then install it on your PC.
2. Log in with the same Samsung Account for both TV and PC.
3. When the PC is turned on and connected via the network, PC on TV's Home Screen displays the PC.

The Easy Connection to Screen PC app is available in Windows 10 and later versions only.

Depending on the network environment including the firewall configuration, router type, and wireless signal strength, connection problems may occur, such as low speed, disconnection, or limited connection.

Connecting a Remote PC

-  ->  Menu -> Connected Devices -> PC on TV-> Windows PC -> Manual Connection
-  ->  Menu -> Connected Devices -> PC on TV -> Mac -> Remote Login

Provides Remote Desktop Connection (RDP) for remotely connecting to a PC running on Windows and Virtual Network Computing (VNC) for a PC running on Mac. To remotely connect to a PC, you must enter the IP address of the remote PC or select a saved profile. Enter a correct username and password and select a correct protocol. If there is any computer that can be accessed via the same network, the found IP and protocol are displayed.

- To register a frequently used PC, move the focus to Manage User Profiles, and then press the Select button. When a popup window appears, select Add, and then enter the PC information.
- When your PC enters in power saving mode, connection is not available. It is recommended to cancel the power saving mode.
- It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

1. Configure your computer's settings to use the PC on TV function. Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher. Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.

- Windows OS:

- 1) Right-click the My PC icon on Desktop or Windows Explorer and then click Properties.
- 2) Click Remote Desktop and select Activate Remote Desktop.

- Mac OS:

- 1) Select Menu > System > Preferences and then click Sharing.
- 2) Select the Screen Sharing and Remote Login check box.
- 3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.

If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

2. Enter the required settings for connecting the computer remotely

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

1.PC/ Profile: Enter the IP address or profile of the PC you want to connect to.

- In case of Windows, when the computer to connect is within the same network (router/ AP), run "cmd" command in Settings -> Network and Internet -> View Network properties or in Start -> Run, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in Settings -> Remote Access.
- When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.

2. Username: Enter the Username of the computer. How to check the Username:

- Windows OS: Control Panel User Account Control
- Mac OS: System Preferences Users & Groups

3. Password: Enter the password for the login account. For use of PIN, do not enter PIN but the specified password of the computer.

Playing Multimedia Content on a Remote PC

When you move the mouse cursor to the top of the screen after accessing a remote computer, the top bar appears. When the sharing folder icon is clicked in the top bar, the folders shared on

Windows or Mac OS appear. You can play back any media content in a folder. For more information, refer to "Playing pictures/video/music."

To use this function, the folder sharing option on the computer to access must have been enabled as shown below:

Windows OS:

1. Run Windows Explorer and then move to the folder to share.
2. Right-click the folder and then click Properties.
3. After the Properties window appears, click the Sharing tab and then click Advanced Sharing.
4. After the Advanced Sharing window appears, select the Share this folder check box.

Mac OS:


1. Select Menu System Preferences and then click Sharing.
2. Select the File Sharing check box.
3. To add a folder to share, click the Add+ button at the bottom.
4. Select a folder and then click Add+.

It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

When playing a video file via a remote computer, the screen or sound breaking may be encountered.

Using the Apps Service

Download and run various apps from Smart Hub.

 -> Media -> 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 model or geographical area.

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


Installing an app

1. Move to the app you want to install, and then press the Select button. The detailed information screen appears.
2. Select Install. When the installation is complete, the Open menu appears.
3. Select Open to run the app immediately.
 - You can view installed apps on the Settings screen.
 - If the TV's internal memory is insufficient, you can install some specific apps on a USB device.
 - You can run an app installed on a USB device only when the USB device is connected to the TV. If the USB device is disconnected while an app is running, the app is terminated.
 - You cannot run an app installed on a USB device on a PC or another TV.

Launching an app: You can run the app desired from Downloaded App. The icons below appear within the selected app's icon and indicate the following:

- : The app is installed on a USB device.
- : The app has a password.
- : The app needs to be updated.
- : The app supports the mirroring function.

Managing installed apps

Select  Settings on Apps. You can manage installed apps.

1. Removing an app




1. Select an app to delete.
2. Select Delete. The selected app is deleted. Ensure that the related app data is also removed when you remove an app. Standard apps cannot be uninstalled.

2. Adding apps to the Home Screen

1. Select an app to add.
2. Select Add to Home.
3. After the Home Screen appears, move the selected app to the desired location.
4. Press the Select button. The selected app is added to the Home Screen. If the selected app is already added to the Home Screen, this function is disabled.

3. Locking and unlocking apps

1. Select an app to lock or unlock.

2. Select Lock/Unlock. The selected app is locked or unlocked. To lock or unlock an app, enter the PIN. The default PIN is "0000." You can set the PIN in  ->  Menu ->  Settings -> All settings -> General & Privacy -> System Manager -> Change PIN. Change PIN may not be supported depending on the model or geographical area.

4. Moving apps

1. Select an app to move.
2. Select Move.
3. Move the app to the desired location.
4. Press the Select button. The selected app is moved. This function may not be supported depending on the model or geographical area.

5. Reinstalling an app

1. Select the app to install again.
2. Select Reinstall. Reinstallation starts.

6. Checking the app information details

1. Select the app to check.
2. Select View Details. The app information screen appears. You can rate an app on the View Details screen.

7. Automatically updating apps

- To automatically update the installed apps, set Auto Update to ON. Automatic update is enabled only when the TV is connected to the Internet.

Using the e-Manual

Control and read the manual embedded in your TV.



Launching the e-Manual


 ->  Settings -> Support -> Open e-Manual

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

- You can download a copy of the e-Manual from Samsung's website to view or print on your PC or mobile device
- Some menu screens cannot be accessed from the e-Manual.

Using the buttons in the e-Manual

1.  (Search): Select an item from the search results to load the corresponding page.
2.  (Recently Viewed Topics): Select a topic from the list of recently viewed topics.

3.  (Sitemap): It displays the lists for each item in e-Manual.

4. A- Z (Index) Select a keyword to navigate to the relevant page. This function may not be supported depending on the model or geographical area.

5. Device Care: Optimize and diagnose the condition of your TV. You can check and clean your storage space, diagnose problems or request technical support.

Words in blue (e.g., Internet) indicate a menu item.

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

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

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

TV Viewing and Recording

Use a variety of convenience features offered by your Samsung TV while watching TV. You can also edit your list of channels and create a list of favorite channels


Using the Guide

- See the programming schedules of different channels on a single screen.
- Press the / (channel) button to access the Guide.
- In the Guide, you can see the daily program schedules for each station, see program information, choose a program to watch, and set up a schedule viewing or recording.
 - The Record function may not be supported depending on the model geographical area.
 - To access information or additional features provided in the Guide from analog channels, you must set Service Provider during the initial configuration stage.
 - To view Guide, you must first configure Clock ( ->  Menu ->  Settings -> All Settings-> General & Privacy -> System Manager -> Time -> Clock). Try Now
 - For details on how to use the remote control, refer to the image guide at the top right.

About the Guide screen

Recording Programs

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

- Connect a USB device to use the TV's recording features. Carefully read all related precautions before using a recording feature. For more information, refer to "Before Using the Recording and Timeshift Functions."
- You can record only the programs that are received through an antenna.
- The  appears next to the programs and channels scheduled for recording.
- This function may not be supported depending on the model or geographical area.

The Instant and Timer Recording options from the Guide

- Record
 1. Select a program that is currently being broadcast and press the Select button.
 2. Select Record from the pop-up menu to start recording.
- Schedule Recording
 1. Select a program scheduled to be broadcast, and press the Select button.
 2. Select Schedule Recording from the pop-up menu to schedule recording.

Troubleshooting

The following are troubleshooting solutions for each problem.










Picture Issues




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

1. The screen is flashing or has become dark




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

Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.

-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Power and Energy Saving -> Brightness Optimization
-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Power and Energy Saving -> Brightness Reduction
-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Power and Energy Saving -> Motion Lighting










-  ->  Menu ->  Settings -> All Settings-> General & Privacy -> Picture -> Expert Settings -> Contrast Enhancer

Run Picture Test. When the tested image quality is normal, check the signal of the connected device.



















-  ->  Menu ->  Settings -> General & Privacy -> Support -> Device Care -> Self Diagnosis -> Picture Test

2. The picture is not bright, or the picture colors do not look clear




If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization, Brightness Reduction.




-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings -> Reset Picture Try Now
-  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Power and Energy Saving -> Brightness Optimization Try Now
-  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Power and Energy Saving -> Brightness Optimization Try Now

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




-  ->  Menu ->  Settings -> All Settings-> Picture -> Picture Mode Try Now
-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings-> Contrast Try Now
-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings -> Brightness Try Now
-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings -> Sharpness Try Now
-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings -> Color Try Now
-  ->  Menu ->  Settings -> All Settings-> Picture -> Expert Settings -> Tint (G/R) Try Now

3. The picture colors are black and white or do not look the way they should look







- If the product's colors or absolute whites/blacks seem to be off, launch Picture Test.  ->  Menu ->  Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test Try Now
- If the test results indicate that the problem is not caused by the TV, do the following:

- When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.
- If using a component cable, ensure that the green (Y), blue (Pb), and red (Pr) cables are connected properly. Incorrect connections may cause color problems or a blank screen. Component port may not be supported depending on the model.
- Check whether Grayscale is set to On.
 -  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Accessibility -> Grayscale Try Now

4. The TV automatically turns off by itself

- 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.
 -  ->  Menu ->  Settings -> All Settings -> General & Privacy -> System Manager -> Time -> Sleep Timer Try Now

- If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.

-  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Power and Energy Saving -> Auto Power Off Try Now
-  ->  Menu ->  Settings -> All Settings -> General & Privacy -> General & Privacy -> System Manager -> Time -> Off Timer Try Now


5. TV (The Frame TV) cannot be turned off.

- If your TV is The Frame model, you can turn off the TV by long-pressing the Power button. To switch from Art mode to TV mode or vice versa, short-press the Power button when the TV is on.






6. Unable to power on

- If you are having problems powering on your TV, there are a number of things to check before calling the service department.
- Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.
- Make sure that the antenna cable or cable TV cable is firmly connected.
- If you have a cable box or satellite box, confirm that it is plugged in and turned on.
- In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.



7. The TV remains on or does not turn on automatically.

- If the surrounding area is too dark or bright, the motion sensor may not work normally. The performance of the motion sensor may be affected by the installation environment (height, tilt, obstacles). If the clothes you wear or your skin color is similar to the surrounding shading, the motion sensor may not work properly. Motion Sensor may not be supported depending on the model or geographical area.
- The TV responds to all visual changes around it (lights, displays, dogs, out-of-window changes, and other occurrences). You can adjust the response level by adjusting the sensitivity of the motion detector.
 -  -> left directional button -> Art -> Art Mode Options -> Motion Detector
 - Art Mode Options can be found at the bottom of the Art home. To configure the option settings, scroll down to the far bottom.
 - Motion Detector may not be supported depending on the model or geographical area

8. Unable to find a Channel




- If your TV is not connected to a cable box or satellite box, run Auto Program.  -> 
Menu ->  Settings -> All Settings -> Broadcasting -> Auto Program
- When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.  ->  Menu -> Connected Devices-> Connection Guide Try Now
- When the symptom persists, contact your service provider.

8. The TV image does not look as good as it did in the store

- Store displays are tuned to a digital UHD channel or HD channel.
- Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.
- Be sure to use an HDMI cable to enjoy high quality videos
 -  ->  Menu -> Connected Devices -> Connection Guide -> Video Device -> HDMI
- To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.
- For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."

- For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by 8K models (QN7**B series or higher)
 - Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.
 - When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.




9. Displayed video looks blurry

- If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.
 -  ->  Menu ->  Settings -> All Settings -> Picture -> Expert Settings -> Picture Clarity Settings Try Now




10. The picture is distorted

- The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.
- Remove and reconnect the power cord, and check the remote control battery.
- 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.

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

- Change Picture Size to 16:9 Standard.
 -  ->  Menu ->  Settings -> All Settings -> Picture -> Picture Size Settings -> Picture Size Try Now
- Change the output resolution of your external device.

12. 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.
 -  ->  Menu ->  Settings -> All Settings -> Picture -> Picture Size Settings -> Picture Size Try Now

13. 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.




14. Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

-  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Accessibility -> Caption Settings -> Caption Try Now

15. The HDR of the connected external device turns off



Expand the reception range of the corresponding HDMI input signal in Input Signal Plus.

-  ->  Menu ->  Settings -> All Settings -> Connection -> External Device Manager -> Input Signal Plus Try Now

Sound and Noise Issues

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




1. How can I connect an audio device to the TV?

- The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.
- For more information about how to connect an audio device, run Connection Guide. 
->  Menu -> Connected Devices -> Connection Guide -> Audio Device

2. There is no sound or the sound is too low at maximum volume




- Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV.
- Check the cable connection between an external device and the TV and then try cable connection again.

3. The picture is good but there is no sound.







- Check the Sound Output setting. If it is set to TV Speaker, check the volume setting. 
->  Menu ->  Settings -> All Settings -> Sound -> Sound Output
- If you are using an external device, check the device's audio output option.
- For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.
- To listen to computer sound, connect an external speaker to the computer's audio output connector.
- If your TV has a headphone jack, make sure there is nothing plugged into it.

- Reboot the connected device by disconnecting and then reconnecting the device's power cable.
- With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

4. HDMI (eARC) is connected, and there is no sound.

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




5. The speakers are making an odd sound.

- Run Sound Test.  ->  Menu ->  Settings -> Sound -> Support -> Device Care -> Self Diagnosis -> Sound Test
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.  ->  Menu ->  Settings -> Sound -> Support -> Device Care -> Self Diagnosis -> Signal Information

6. The sound is interrupted.

- Sound quality may become affected if the wireless router is close to the Bluetooth speaker. Place the Bluetooth speaker as close as possible to the TV without obstacle between them. Do not place the wireless router close to the Bluetooth speaker body.
- To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.
- When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.










7. 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.  ->  Menu ->  Settings -> All Settings -> General & Privacy -> Accessibility -> Voice Guide Settings -> Voice Guide




8. The TV audio is not being played through the AV receiver. Check the A/V receiver's power supply and its settings.

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

9. The sound is not heard clearly.

- Change to an appropriate sound mode.  ->  Menu ->  Settings -> All Settings -> Sound -> Sound Mode
- When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.  ->  Menu ->  Settings -> All Settings -> Sound -> General & Privacy -> Intelligent Mode Settings -> Intelligent Mode. This function may not be supported depending on the model.
- To optimize the sound depending on the surroundings, select Adaptive Sound+.  ->  Menu ->  Settings -> All Settings -> Sound -> General & Privacy-> Intelligent Mode Settings -> Adaptive Sound+. This function may not be supported depending on the model.

10. The volume of the external device cannot be adjusted.

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



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

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







Channel and Broadcast Issues

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




1. "Weak or No Signal" displayed in TV mode or cannot find channel.

- Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.  ->  Menu -> Connected Devices -> Sources
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

2. The TV is not receiving all channels.

- Confirm that the coaxial cable is securely connected to the TV.
- Run Reset or Auto Program.
 -  ->  Menu ->  Settings -> All Settings -> Sound -> General & Privacy -> Reset
 -  ->  Menu ->  Settings -> All Settings -> Sound -> General & Privacy -> Broadcasting -> Auto Program

3. The captions are not provided on a digital channel.

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

4. 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.

1. The "Mode Not Supported" message appears.





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

2. The video is OK but there is no audio.







- If you are using an HDMI connection, check the audio output setting on your PC.

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



3. I want to connect to a PC and mobile device via screen mirroring.

- To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect.  ->  Menu -> Connected Devices -> Connection Guide -> PC -> Screen Sharing (Wireless)
- Confirm that the TV and your PC are connected to the same network.
- To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect.  ->  Menu -> Connected Devices -> 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.




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

- For more information about how to connect an external device, run Connection Guide.  ->  Menu -> Connected Devices -> Connection Guide
- Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.  ->  Menu -> Connected Devices -> Sources
- Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).  ->  Menu -> Connected Devices -> Connection Guide -> Video Device -> HDMI Troubleshooting
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

5. I want to connect to a Bluetooth speaker.

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

6. The PC screen does not appear or it flickers

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

External Device Manager-> Input Signal Plus When the set resolution is not matched, it may cause a blank or flickering screen. For the PC supported resolution, see "Read Before Connecting a Computer (Supported Resolutions)."

Network Issues

When the TV has difficulties connecting to the network, these steps may help resolve the problem. Wireless network connection failed. Unable to connect to a wireless access point. Unable to connect to the network.

 ->  Menu ->  Settings -> Support -> Device Care -> Self Diagnosis -> Smart Hub Connection Test Try Now Try Now

- Ensure that the network cable is connected and the router is powered on.
- Connect your mobile device to the router via Wi-Fi.
- Turn the router off and back on again. (Requires 2 to 3 minutes)
- If a security key is required, make sure it has been entered correctly.
- Unplug the TV's power cord and plug it back in or long-press the power button for at least 3 seconds.
- Make sure that there is no electromagnetic wave generating device placed between the TV and router.
- If unable to establish a wireless internet connection, connect the TV to the wireless router via an LAN cable.
- If the TV is able to connect to the internet normally via the cable connection, there might be a problem with the wireless router. In this case, try using a different wireless router. Wired networks are not supported by some models.

1 . 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.

2. 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. –  ->  Menu ->  Settings -> All Settings -> Connection-> Network -> Network Status -> IP Settings

Anynet+ (HDMI-CEC) Issues




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

1. 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.






2. Anynet+ does not work. The connected device is not displayed.

- Make sure the device is an Anynet+ (HDMI-CEC) device.
- From the settings menu on the device, check and confirm that the HDMI-CEC option is enabled. From the TV, check and confirm that the Anynet+ (HDMI-CEC) feature is set to On.




◦  ->  Menu ->  Settings -> All Settings -> Connection-> External Device Manager -> Network -> Anynet+ (HDMI-CEC) Try Now

- Check and confirm that the device's power cable is securely plugged in.
- Check the device's HDMI cable connection.
- Anynet+ (HDMI-CEC) cannot function under specific circumstances. (when the TV is scanning channels or performing Reset)
- When connecting or disconnecting an HDMI cable, turn the TV off and then back on again.

3. 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  ->  Menu -> Connected Devices -> Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.
- Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.  ->  Menu ->  Settings -> All Settings -> Connection -> Manager Anynet+ (HDMI-CEC)

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

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

5. 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+ configuring or has switched to the TV viewing screen.






6. The Anynet+ device won't play.

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



Remote Control Issues

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

1. The remote control does not work.

- The connection between the remote control and the TV may be lost.
- Point the Samsung Smart Remote at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more. Pairing is not available in AU7/BEA series.
- Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead. Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. You can check remaining battery of Samsung Smart Remote with solar cell in  ->  Menu->  Settings -> All Settings -> General & Privacy-> Power and Energy Saving -> Available Remote Battery. If the remote control has batteries, replace them with new ones.

2. External devices cannot be operated with the TV remote control.

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

Recording Issues

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




1. 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."
2. 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.
 3. 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.
 4. The recorded files on the TV are not played back on a PC.
 - The recorded files on the TV can only be played back on the same TV. Those video files cannot be played back on a PC or other TV

Apps

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

1. I launched an app, but it's in a different language. How can I change the language?
 - Languages supported by an app may be different from the TV Language set in the menu.
 - The ability to change the language depends on the app's provider.
2. The app does not work properly. Its image quality is poor.
 - Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.
 - The services of your application are not provided by the TV but by the application service provider.
 - Refer to the Help section on the application service provider's website.
3. The Smart Hub home screen keeps appearing whenever you turn on the TV.
 - Turn off the Autorun Smart Hub function in Smart Features.  ->  Menu->  Settings -> All Settings -> General & Privacy -> Smart Features -> Autorun Smart Hub

Media Files

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

1. 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 file may not play smoothly.

2. Some files can't be played.








- Some files that use an unsupported codec may not be played back.
- Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

Voice Assistant Issues

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

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



1. The voice commands do not work well. Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.

- Bixby  -> Explore Now
- Amazon Alexa:  ->  Menu->  Settings -> All Settings -> General & Privacy -> Voice -> Amazon Alexa Settings
- Google Assistant:  ->  Menu->  Settings -> All Settings -> General & Privacy -> Voice -> Google Assistant Settings



2. Bixby or Alexa answers automatically. The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant. Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.




-  -> Explore Now ->  Settings -> Voice Wake-up

3. I spoke "Hi, Bixby" but Bixby does not answer. I spoke "Alexa" but Amazon Alexa does not answer. When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.

- For best results, you need to be within 10 feet (3-4 m) of your TV. Please look at your TV screen and speak.
- Turn on the Voice Wake-up function.  -> Explore Now ->  Settings -> Voice Wake-up

4. Voice recognition does not work with the Samsung Smart Remote unlike other features. There is no response even if the voice entry button is pressed.

- The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.
- 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 does not work properly or its response is very slow, the battery might be low or dead. Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. You can check remaining battery of Samsung Smart Remote with solar cell in  ->  Menu->  Settings -> All Settings -> General & Privacy->Power and Energy Saving -> Available Remote Battery. If the remote control has batteries, replace them with new ones.

5. During voice recognition, the heavy load message appears and the function does not work. Unplug and then plug the TV power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.

6. I want to see weather information of the desired area. Say with the area name included.

Other issues

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




1. 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.

2. The TV smells like plastic.

- This smell is normal and will dissipate over time.

3. 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.  ->  Menu->  Settings -> All Settings -> General & Privacy -> System Manager -> Usage Mode

4. The TV is tilted to the side.

- Remove the base stand from the TV and reassemble it.

5. The stand is wobbly or crooked.

- Refer to the Quick Setup Guide and make sure that the stand is assembled correctly.

6. A POP (TV's internal banner ad) appears on the screen.

- Change Usage Mode to Home Mode.  ->  Menu->  Settings -> All Settings -> General & Privacy-> System Manager -> Usage Mode



7. 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.

8. 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.

9. 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.

10. The TV narrates the screen events in voice-over.

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

Diagnosing TV operational issues

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




 ->  Menu->  Settings -> Support -> Device Care -> Self Diagnosis Try Now

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




- Video Test
- Picture Test

- Sound Test
- HDMI Troubleshooting
- Signal Information
- Smart Hub Connection Test
- Reset Smart Hub




1. Cannot select Signal Information in Self Diagnosis.

- Verify that the current channel is a digital channel.
- Signal Information is only available for digital channels.  ->  Menu->  Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information




2. 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.  ->  Menu->  Settings -> Support -> Device Care -> Self Diagnosis -> Reset Smart Hub

3. Reset picture

- Resets current picture settings to the default settings.  ->  Menu->  Settings -> All settings -> Picture -> Expert Settings -> Reset Picture




4. Reset sound

- Resets current sound settings to the default settings.  ->  Menu->  Settings -> All settings -> Sound -> Expert Settings -> Reset Sound




Getting Support

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


1. Getting support through Remote Management

-  ->  Menu->  Settings -> Support -> Remote Management Try Now
- After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web. You can also turn Remote Management on and off. This function requires an Internet connection.




2. Finding the contact information for service

-  ->  Menu->  Settings -> Support -> About TV Try Now
- You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's software version, Open Source License and other

information you may need to get service support from a Samsung call agent or the Samsung website. You can also view information by scanning the QR code of your TV.

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

3. Requesting service

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