


Connections

Connection Guide

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

>  >  Connected Devices > Connection Guide Try Now


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

Connecting an Antenna

You can connect an antenna cable to your TV

Connecting to the network

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 network connection

>  Menu > Settings > All Settings > Connection > Network > Open Network Settings > Wired

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

>  Menu > Settings > All Settings > Network > Open Network Settings > Wireless

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

Checking the Internet connection status

>  Menu > Settings > All Settings > Connection > Network > Network Status


View the current network and Internet status.

Resetting Your Network

>  Menu > Settings > All Settings > Connection > Network > Reset Network

Restore the network settings to the factory default.

Turning on the TV with a mobile device

>  Menu > Settings > All Settings > Connection > Network > Expert Settings > Power On with Mobile

You can turn on the TV using a mobile device connected to the same network as the TV

Connecting an IP control device to the TV

>  Menu > Settings > All Settings > Connection > Network > Expert Settings > IP Remote

You can connect an IP control device to the TV remotely to manage your IP device.

Allowing to connect a wireless network


>  Menu > Settings > All Settings > Connection > Network > Expert Settings > Wi-Fi

Allowing to connect the Wi-Fi Direct

>  Menu > Settings > All Settings > Connection > Network > Expert Settings > Wi-Fi Direct

When using Wi-Fi Direct, you can connect directly with other devices and share content without using a wireless router.

Changing the name of the TV

>  Menu > Settings > All Settings > Connection > Device Name Try Now



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

Displaying your mobile device screen on the TV


You can watch the screen of your mobile device on the TV screen through Smart View, Apple AirPlay or Tap View.

When you start screen sharing with a mobile device (Smart View / Apple AirPlay / Tap View), the TV screen switches to the Multi View or mobile device's screen. Watch multiple contents at the same time with the Multi View screen.



Using Screen Sharing (Smart View)

For information on how to share the screen with your mobile device, refer to >  Menu > 
Connected

Devices Connection Guide Smartphone Screen Sharing (Smart View). Try Now

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the  button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.

Using Apple AirPlay

Use AirPlay if you are an iPhone or iPad user. For more information, refer to >  Menu > 
Connected Devices > Connection Guide Smartphone Apple AirPlay. Try Now

Using Screen Sharing (Tap View)



By tapping the mobile device on your TV, you can watch Multi View or mobile device's screen through the TV screen.

When you tap a mobile device on your TV while running a music app on your mobile device, the TV screen switches to the Music Wall screen.

1. Enable Tap View on your mobile device.
2. Turn on the screen of your mobile device.
3. Tap your mobile device on the TV. The TV screen switches to Multi View, Music Wall, or mobile device's screen.
4. Watch Multi View, Music Wall, or mobile device's screen on the TV screen.

Enabling Tap View

Enable Tap View in the SmartThings app.





1. Launch the SmartThings app on your mobile device.
2. Select Settings ( > ) in SmartThings app on your mobile device.
3. Set Tap View to on.

Connection Cables for External Devices

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

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



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

Switching between external devices connected to the TV

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

>  Menu >  Connected Devices

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

Editing the name and icon of an external device

>  Menu >  Connected Devices

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



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

1 Universal Remote

You can control external devices connected to the TV using a Samsung remote control. Run the Universal Remote menu to register the external device.

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.

- USB and Mobile Camera

Connect a USB camera, or use the SmartThings app on your mobile phone to connect a camera. Connect a camera to use video call, home workout, and other new features.

- PC on TV

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

- Connection Guide

Displays device connection instructions.

- Universal Remote

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

Smart Features

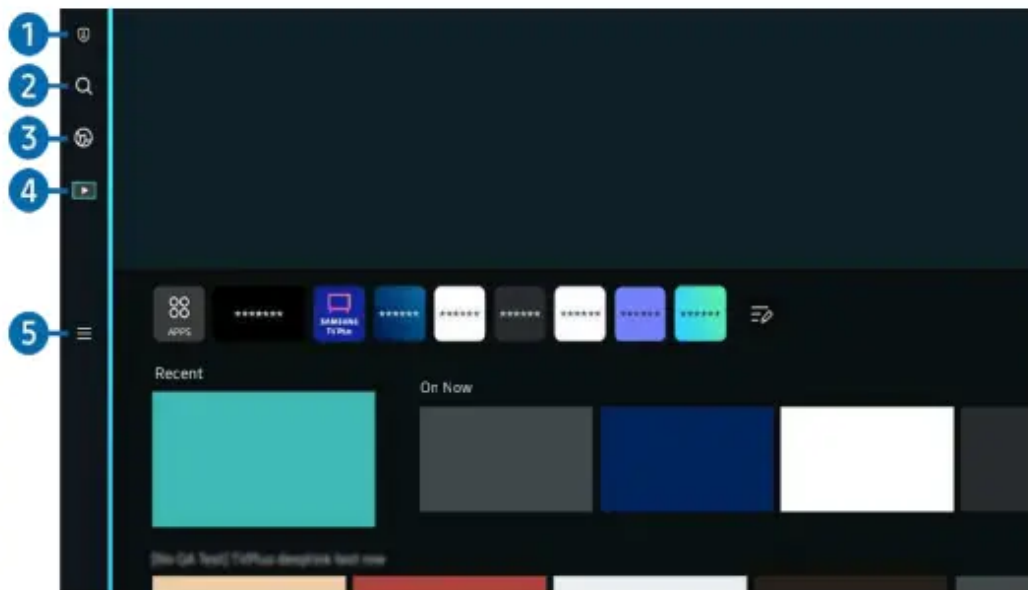
Using Smart Hub

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.

Displaying the Home Screen

Press button.



1 Privacy Choices



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

2 Search

Search for channels, programs, movies, and apps offered by Smart Hub.

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.

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.


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.

Menu

Manage external devices connected to the TV, and configure settings for various functions available on the TV.


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.

Automatic Mirroring from Multi View

>  Menu > Settings > All Settings > General & Privacy > Start Screen Option > Autorun Multi View Mirroring


If you screen mirror your mobile device, the Multi View automatically displays the device screen. Navigate to this option to enable or disable the feature.

Automatic casting in Multi View

>  Menu > Settings > All Settings > General & Privacy > Start Screen Option > Autorun Multi View Casting Try Now


Casting YouTube content from the mobile device automatically displays the content on Multi View.

Launching Multi View automatically When rotating

>  Menu > Settings > All Settings > General & Privacy > Start Screen Option > Autorun Multi View When Rotating

Multi View runs automatically when you rotate the screen to portrait mode.

Testing Smart Hub connections

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

Resetting Smart Hub

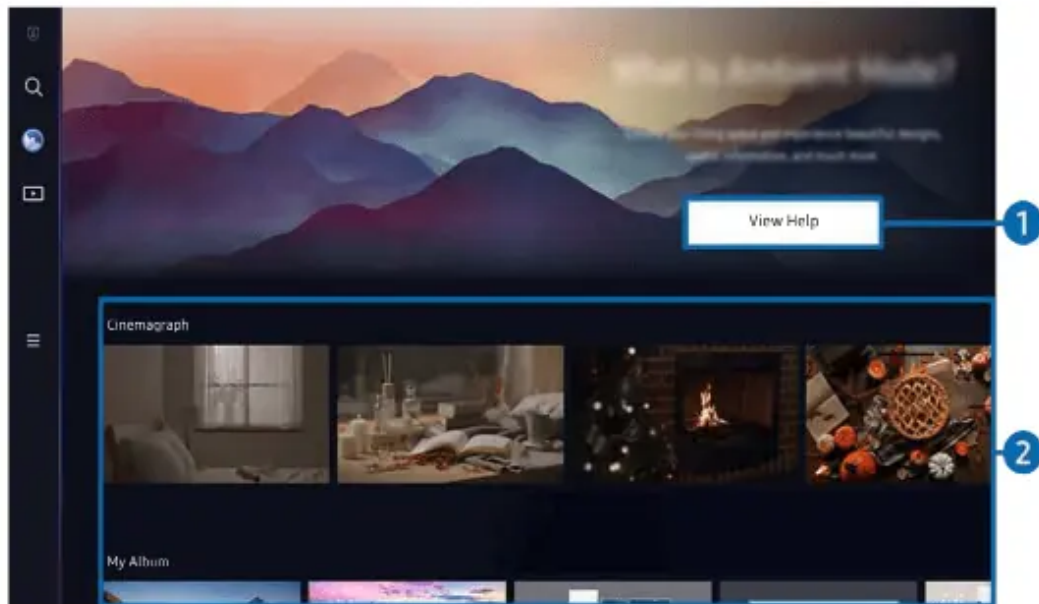
>  Menu > Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub Try Now

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.



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.

- 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.

– 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.

Selecting Content Category

- Favorite

While in Ambient Mode, press the Select button on the remote control and press ♥ Favorite to save the displayed content to Favorite.

- Special Edition

Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.

- Cinemagraph

Adds a looping animation to a specific part of the photo to make it more attention-grabbing.

- My Album

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

- Q Collection

Provides content that is dedicated to Samsung QLED.

- Mood

Enjoy a range of options to create the right ambience to suit your mood.

- Relaxation

Relax with a selection of calming content inspired by nature to soothe your mood.

- Décor

Allows you to select content with a sensible and beautiful design.

- Info

Allows you to select essential real-time information, such as weather, temperature, time, and news.

- Artwork

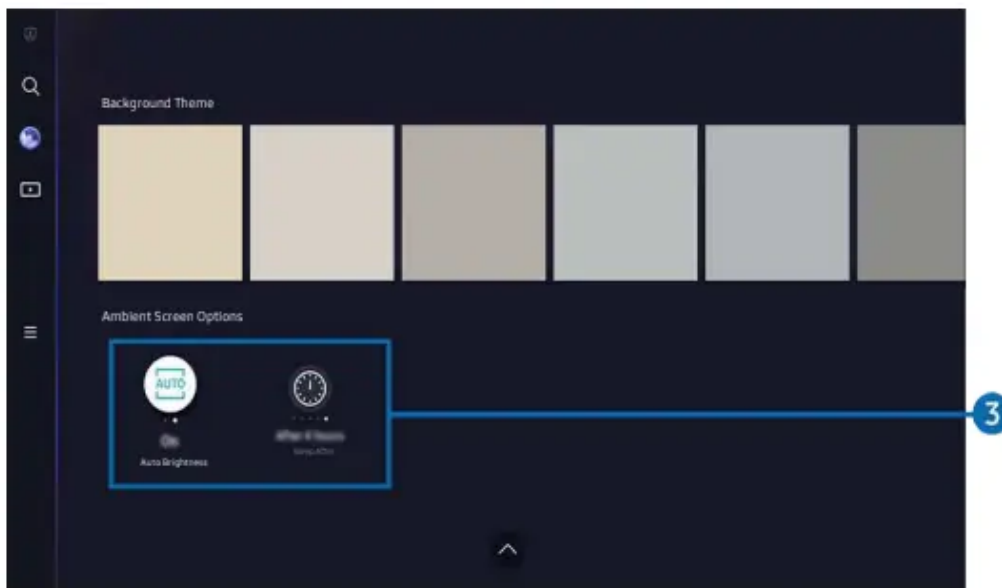
Allows you to select content such as world famous photos and artwork.

- Background Theme

Allows you to select a background theme provided by Samsung.

- Routine

Enjoy a range of routines, each displaying content to suit each part of your day or create your very own routines via the SmartThings app.



3. Ambient Screen Options

Following Ambient Mode options are configurable:





- Auto Brightness

Changes the auto brightness setting for Ambient Mode.

- Sleep After

Sets the time when the Ambient Mode screen turns off automatically.

Entering the TV viewing screen from Ambient Mode

To access the TV screen from Ambient Mode, press either the  or  button to redirect to the Ambient Mode Home Screen, press the left directional button on the remote control, and then select either  or  Media.

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.

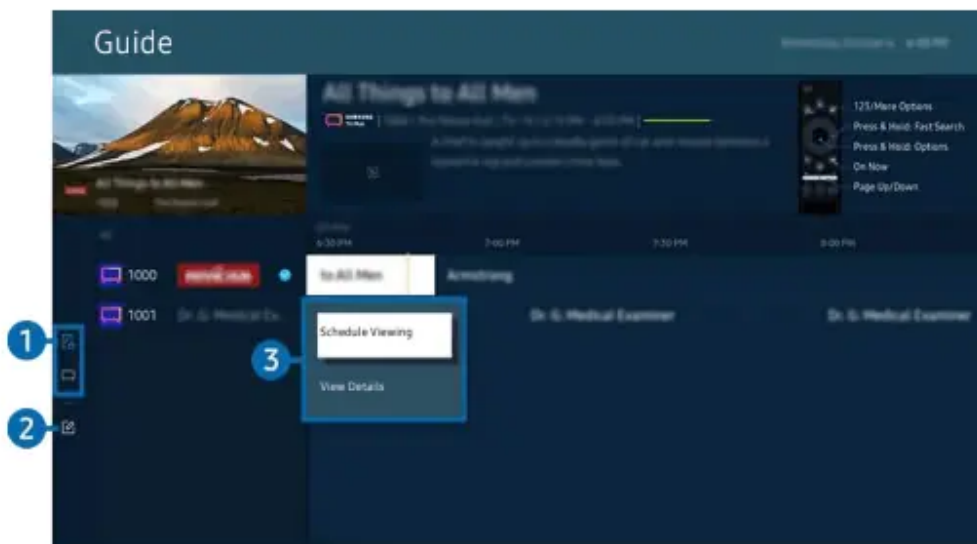
Using the Guide

See the programming schedules of different channels on a single screen.

Press the \wedge/\vee (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.

About the Guide screen



1 Channel Filter

View channels and programs classified by type.

2 Edit Channels

Edit channels stored on the TV.

3 Additional options related to broadcast programs

Navigate to the desired program and press and hold the Select button to access the following options:

- Schedule Viewing

You can schedule the viewing of a broadcast scheduled program.

- Cancel Scheduled Viewing

You can cancel scheduled viewings.

- View Details

You can see detailed information about the selected program. The information may differ or may not be

provided depending on the broadcast signal.

- Record

You can make a recording of a current program.

- Stop

You can stop the recording function that is currently running.

- Edit Recording Time

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

- Schedule Recording

You can schedule recording of a broadcast scheduled program.

- Cancel Scheduled Recording

You can cancel scheduled recordings.

Using additional features from the Guide



From the Guide, press either the button to use additional features.

- Channel Filter

You can view channels and programs categorized by the types defined in Channel List.

- Schedule Manager

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

- Antenna Type

You can change the type of broadcast signals the TV receives.

Recording Programs

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

The Instant and Timer Recording options from the Guide

- Record

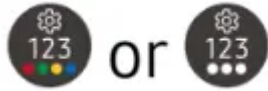
1. Select a program that is currently being broadcast and press the Select button.
2. Select Record from the pop-up menu to start recording.

- 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.

Recording while watching a broadcast

- Record



1. On the remote control, press the button.
2. Use the directional buttons to navigate to the control pad.
3. Select Record to start recording.

- Schedule Recording

1. Press the Select button while watching a broadcast to load the program details window.
2. Use the left or right directional button to navigate to a program scheduled to be broadcast, and press the Select button.
3. Select Schedule Recording to schedule the recording of the program.

Using the recording schedule management screen



1. On the remote control, press the button.
2. Use the directional buttons to navigate to the control pad.
3. Select either Schedule Manager or Recordings to access the Recording & Schedule Manager screen.

The following options are available on the Recording & Schedule Manager screen:

- Recordings

Watch Recordings.

- Schedule Recording

Navigate to Schedules and press Schedule Recording. Add, edit, or cancel a program recording schedule.

- Edit

Configure the Start Time and End Time settings of a scheduled recording. If a scheduled recording event has been created after selecting a program from Guide, Start Time and End Time can be set as up to ten minutes before and ten minutes after, respectively.

- Delete

Remove a scheduled recording.

- View Details

See detailed information about a scheduled recording.

- Settings

- Start Recording Early

Change this setting so that the recording starts slightly earlier than the program start time shown in the Guide.

- Continue Recording After

Change this setting so that the recording ends slightly later than the program end time shown in the Guide.

Setting Up Schedule Viewing

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

Using the schedule viewing options from the guide screen

On the Guide screen, select a program you would like to view, press the Select button, and then select Schedule

Viewing in the pop-up menu that appears.



Using the schedule viewing options while watching a program

Press the Select button while watching TV. The Program Info window appears. Select a program that will be

broadcast using the left or right directional buttons. Press the Select button, and then select Schedule Viewing to

schedule viewing of that program.

Using the viewing schedule management screen

1. On the remote control, press the  or  button.
2. Use the directional buttons to navigate to the control pad.
3. Select either Schedule Manager or Recordings to access the Recording & Schedule Manager screen.

- Schedule Viewing

Navigate to Schedules and press Schedule Viewing. Add, edit, or cancel a program viewing schedule.

- Edit

You can set the start time of a scheduled viewing. If you choose a program from the Guide, the Start Time can be set to up to 10 minutes before the program.

- Delete

You can delete scheduled viewings.

- View Details

You can view detailed information about scheduled viewings.

Getting to know Recording and Timeshift controls and options


These are the controls and options available while recording broadcasts and using Timeshift.

Press the down directional button to display the control pad with the following options:

- 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: Use  or  button to slow rewind or slow forward.

Available speeds are 1/8, 1/4 and 1/2. Press the corresponding repeatedly to quickly increase the speed in slow mode by up to 3 times. To resume playback at normal speed, select  button.

- Jump Backward / Jump Forward

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

- Rewind / Fast Forward

- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.

- Record

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

- Edit Recording Time

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

- Go to Live TV

While using Timeshift to view a previous scene, select Go to Live TV to return to live TV.

- Info

Loads a window containing information about the program being recorded or Time Shift has been activated for.

- Schedule Viewing / Schedule Recording

Add a viewing or recording schedule.

Troubleshooting

Picture Issues

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

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 efficiency features.




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




-  >  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 Reduction Try Now

-  >  Menu >  Settings> All Settings >General & Privacy Power and Energy Saving>Motion Lighting Try Now




-  >  Menu >  Settings >All Settings > Picture> Expert Settings >Contrast Enhancer Try Now
Run Picture Test. When the tested image quality is normal, check the signal of the connected device.




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

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 Reduction 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

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.

Check whether Grayscale is set to On.







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

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 > System Manager > Time > Off Timer Try Now

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.

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.

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.

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

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 Try Now

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.

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)."

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

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.

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.

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

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.

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

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.

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

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

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

Check the cable connection between an external device and the TV and then try cable connection again.

The picture is good but there is no sound.

Check the Sound Output setting. If it is set to TV Speaker, check the volume setting.

-  >  Menu >  Settings > All Settings > Sound > Sound Output Try Now

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.

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

Check whether Digital Output Audio Format is set to Pass-Through.


If a sound bar or A/V receiver that does not support Dolby Digital+ is used and Pass-Through is selected, there is no sound when a Dolby Digital+ source is received.

It is recommended to set Digital Output Audio Format to Auto if only limited audio format is supported depending on the performance of the connected sound bar or A/V receiver.

-  >  Menu >  Settings > All Settings > Sound > Expert Settings > Digital Output Audio Format > Auto




The speakers are making an odd sound.

Run Sound Test.

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

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 > Support > Device Care > Self Diagnosis > Signal Information
Try Now

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.

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 Try Now

The TV audio is not being played through the Sound bar or A/V receiver.

Check the Sound bar or A/V receiver's power supply and its settings.

- When connecting the optical cable between the TV and Sound bar or 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 Sound bar or A/V receiver supports the eARC feature.

The sound is not heard clearly.




Change to an appropriate sound mode.

-  >  Menu >  Settings > All Settings > Sound Sound Mode Try Now




When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.

-  >  Menu >  Settings > All Settings > General & Privacy Intelligent Mode Settings
Intelligent Mode Try Now

To optimize the sound depending on the surroundings, select Adaptive Sound+.

-  >  Menu >  Settings > All Settings > General & Privacy>Intelligent Mode Settings> Adaptive Sound+Try Now

The volume of the external device cannot be adjusted.

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. Try Now

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

"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 Connected Devices 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.




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 > General & Privacy > Reset Try Now
-  >  Menu >  Settings > All Settings > Broadcasting > Auto Program Try Now

The captions are not provided on a digital channel.

When watching channels with the antenna cable connected, run Caption Settings.

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

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.

Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.

Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

External Device Connectivity Issues

When the TV has difficulties connecting to external devices such as a PC, game console, or mobile device, these steps may help resolve the problem.

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio.

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

If you are using a DVI to HDMI cable, a separate audio cable is required.

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

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 > 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 > Connection Guide Smartphone Screen Sharing (Smart View) Try Now


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.

-  >  Menu >  Connected > Connection Guide Try Now

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

-  >  Menu >  Connected > Sources

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

-  >  Menu >  Connected > Connection Guide > Video Device HDMI Troubleshooting

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

I want to connect to a Bluetooth speaker.




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

-  >  Menu >  Connected > Connection Guide > Audio Device Bluetooth

The PC screen does not appear or it flickers.

When the PC screen does not appear or the PC is not recognized, check the power supply of the PC and then

reconnect the HDMI cable between the PC and TV. When the symptom persists, check that the PC is in Sleep mode and then set Input Signal Plus to On.

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

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 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.

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

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.

What is Anynet+?




You can use the TV's remote control to control external devices that support Anynet+ (HDMI-CEC) and that are connected to the TV via an HDMI cable. For example, if a connected external device supports Anynet+, you can have the connected device turn on or off when you turn the TV on or off.

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

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 > 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.

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 > Sources, press the down 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 > External Device Manager > Anynet+ (HDMI-CEC) Try Now

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) Try Now

When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (eARC) port does not turn off and on

together with the TV. To prevent a specific device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a specific device connected to the TV.

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

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

Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.

The Anynet+ device won't play.

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

Remote Control Issues

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

The remote control does not work.

The connection between the 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



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 USB port (C-type) on the bottom, or turn over the remote to expose the solar cell.

– 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. Try Now

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 > Universal Remote.

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.

Playback may not work properly if the recording file has a problem. If the problem persists, check the recording file.

Apps

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

I launched an app, but it's in a different language. How can I change the language?

Languages supported by an app may be different from the TV Language set in the menu. The ability to change the language depends on the app's provider. Change the language from the settings menu in the app.

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.

Uninstall and reinstall the app. For more information about app uninstallation, refer to "Managing installed apps."

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.

The Smart Hub Home Screen keeps appearing whenever you turn on the TV.

Turn off the Autorun Smart Hub function in Start Screen Option.

-  >  Menu >  Settings > All Settings > General & Privacy > Start Screen Option > Autorun Smart Hub Try Now

Media Files

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

Some files are interrupted during playback.

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

Some files can't be played.

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








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

Voice Assistant Issues

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

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 Try Now
- Google Assistant: •  >  Menu >  Settings > All Settings > General & Privacy > Voice > Google Assistant Settings Try Now

Bixby/Alexa answers although I did not call it.

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

-  >Explore Now >  Settings >Voice Wake-up

I spoke "Hi, Bixby/Alexa" but Bixby/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

Voice recognition does not work with the Samsung Smart Remote unlike other features. There is no response even if the Voice Assistant 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 USB port (C-type) on the bottom, or turn over the remote to expose the solar cell.

– 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. Try Now

- If the remote control has batteries, replace them with new ones.

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

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

I want to see weather information of the desired area.

Say with the area name included.

Other issues

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

The TV is hot.

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

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

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

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

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




The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

Change Usage Mode to Home Mode.

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

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 Home 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 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.

Self Diagnosis

-  >  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 network connection, and run the Smart Hub and TV factory reset functions.

- Video Test
- Picture Test Try Now
- Sound Test Try Now
- HDMI Troubleshooting
- Signal Information Try Now
- Smart Hub Connection Test Try Now
- Reset Smart Hub Try Now

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 Try Now

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 Try Now

Reset picture

Resets current picture settings to the default settings.

-  >  Menu >  Settings > All Settings > Picture Expert Settings Reset Picture Try Now

Reset sound

Resets current sound settings to the default settings.

-  >  Menu >  Settings > All Settings > Sound Expert Settings Reset Sound Try Now

Getting Support

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

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.

Finding the contact information for service

-  >  Menu >  Settings > Support > About This TV Try Now

You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's

software version, Open Source License and other information you may need to get service support from a Samsung

call agent or the Samsung website.

Requesting service

 >  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.

Warning

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

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