

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 Product.

 ->  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 (ARC), Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), Screen Sharing (Tap View), Samsung DeX, SmartThings, Camera Sharing, Apple AirPlay
- PC: HDMI, DisplayPort, USB-C, Screen Sharing (Wireless), Easy Connection to Screen, Apple AirPlay
- Input Device: Remote Control, USB Keyboard, USB 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

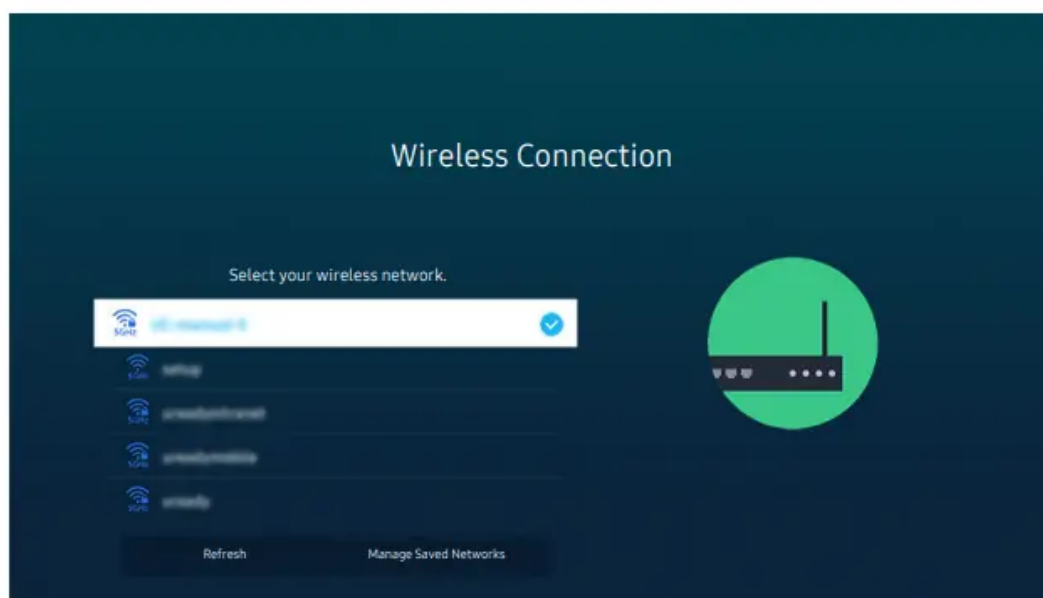
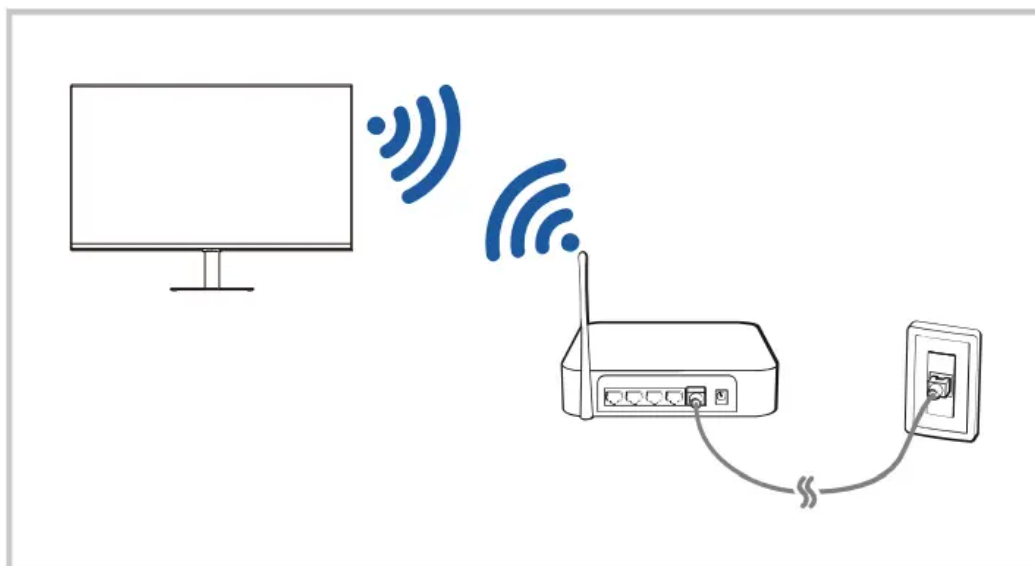
Connecting to the network




- You can get access to the network through your Product..  ->  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




The menu name may differ depending on the model.

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 network 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.

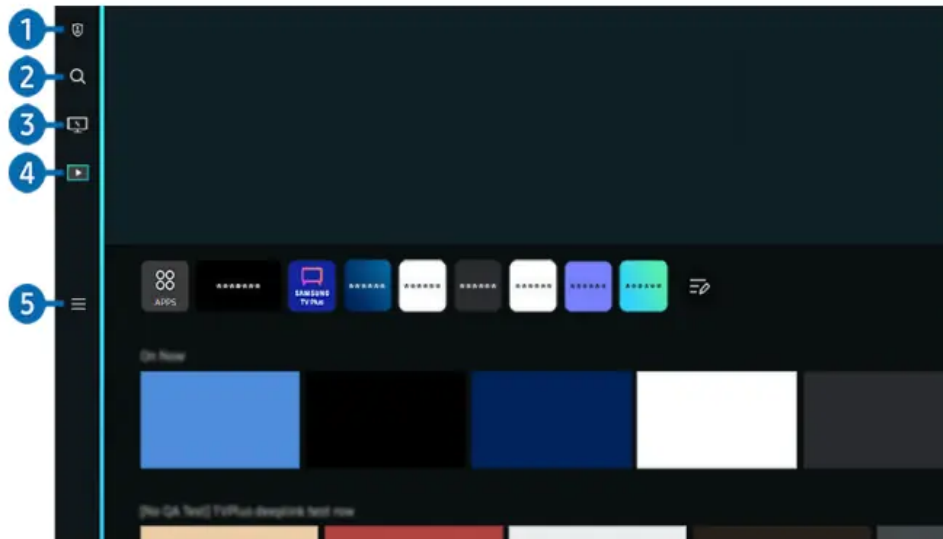
Using Smart Hub

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 Product must be connected to the network.
- 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 network service.

Displaying the Home Screen

Press the  button.



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

1. Privacy Choices: From your Product, 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 -> -> 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 (-> -> 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. Workspace: Use the Product to access your PC via remote PC or Screen Sharing (Wireless). This function may not be supported depending on the model or geographical area. For more information about Workspace, refer to "Using Workspace."




4. Media: Install various apps offered by Smart Hub, such as news, sports, weather and game apps, and use the apps from the Product. 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

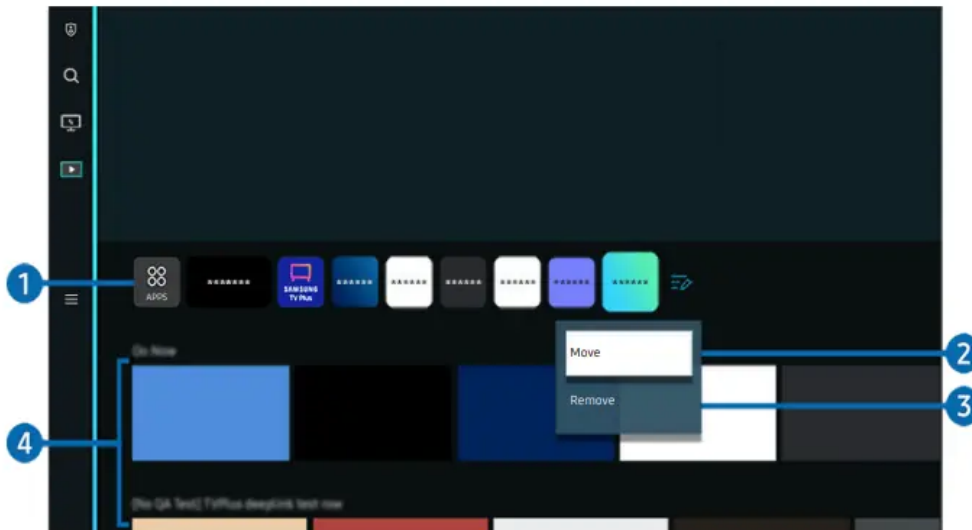
 ->  Menu ->  Settings > Support -> Device Care -> Self Diagnosis -> Reset Smart Hub Try Now


- 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.

About the Media Home Screen

Install various apps offered by Smart Hub, such as news, sports, weather and game apps, and use the apps from the Product

 → left directional button →  Media



1.  Apps: Install a variety of apps offered by Smart Hub, such as news, sports, weather and game apps, and use the apps from the Product.
 - To use Apps, make sure the Product is connected to a network.
 - For more information about Apps, refer to "Using the Apps Service."
2. Moving an item on the Home Screen
 - From the end of the Apps list, select List Edit. Move the focus to the app to relocate, and press the down directional button on the remote control. Select Move from the option menu. Use the left or right button to reposition the app and then press Select. This repositions the app on the Home Screen.
3. Removing an item on the Home Screen
 - From the end of the Apps list, select List Edit. Move the focus to the app to uninstall, and press the Down button on the remote control. Select Remove from the option menu. This removes the app from the Home Screen list.
4. Universal Guide
 - Universal Guide is an app that allows you to search for and enjoy various content, such as TV shows, dramas, and movies, in one place. Universal Guide can recommend content tailored to your preferences.
 - You can use this feature on your mobile device with the Samsung SmartThings app.
 - To access Universal Guide, press the down directional button on the remote control in Home Screen.
 - To enjoy the content from these apps on your Product, they must be installed on the Product.
 - When you watch some paid content, you may need to make a payment using their associated app.


- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

Media Options: This menu can be found at the bottom of the Media home. To configure the option settings, scroll down to the far bottom.

- Preferences: Select a preferred service to receive content recommendations to suit your preference.
- Continue Watching: Choose content providers for Continue Watching. You can continue watching different shows in one place from all the Continue Watching-supported content providers listed below.
- Parental Lock: Redirect to the Parental Lock menu. Turn all parental control settings on or off.

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 -> All 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

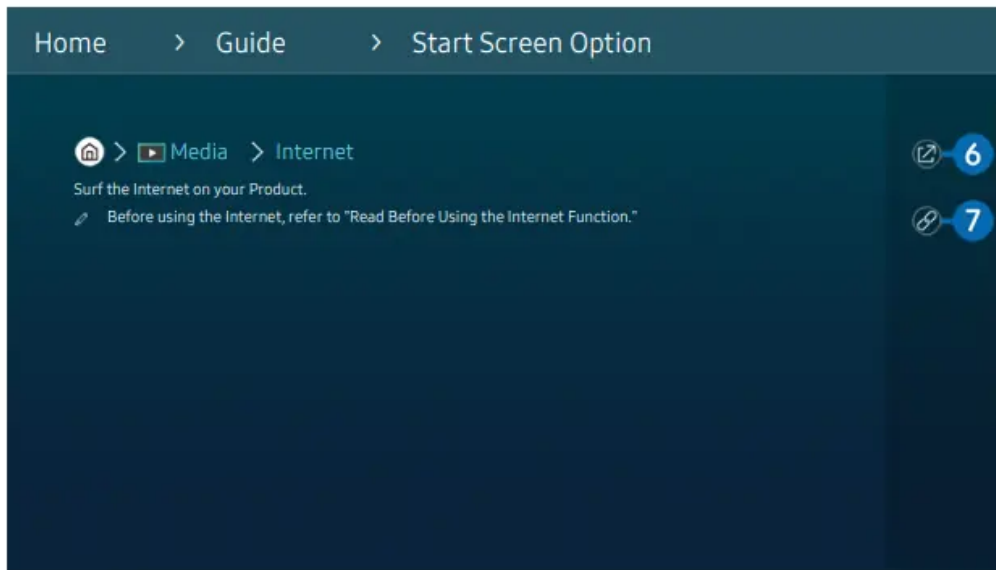
1.  (Search): Select an item from the search results to load the corresponding page.

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.

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

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.




Product Viewing

You can use convenient features while watching Product.

Product-Viewing Support Functions




Use the functions that are available while watching Product.

Using Program Rating Lock

 →  Menu →  Settings → All Settings → General & Privacy → Parental Settings → Program Rating Lock Settings Try Now

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

This function is useful for controlling what programs children can watch on the Product based on their ratings. Program Rating Lock Settings does not, however, block programs originating from external sources, such as Blu-ray players, DVD players, or USB files. Every time you access Program Rating Lock Settings, you must enter the security PIN. You must also enter this PIN to




watch a blocked program. The default PIN is "0000." To change the PIN, go to  →  Menu →  Settings → All Settings → General & Privacy → System Manager → Change PIN. Try Now

- Program Rating Lock Settings may not be supported depending on your input signal.
- For more information about how to set your password, refer to "Setting up a password."
- Change PIN may not be supported depending on the model or geographical area

Watching blocked / restricted programs

- To watch a blocked program, enter the PIN when requested.
- When initially showing a restricted program or movie, the screen is blank because the Program Rating Lock Settings blocks it. Enter the PIN to unblock the program when a message appears requesting the code.

Checking digital channel signal info and strength

 →  Menu →  Settings → Support → Device Care → Self Diagnosis → Signal Information
Try Now

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

Troubleshooting

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 Product 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
 -  ->  Menu ->  Settings -> All Settings -> General & Privacy -> General & Privacy -> System Manager -> Time -> Standby Mode Timer

5. The Product 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
 - 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.




6. 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

7. 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.




8. 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.

9. 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

10. 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.




11. 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

12. 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

If an input source is connected to the USB Type-C port, the HDR function is not supported even if Input Signal Plus is selected.

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 -> 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.
- Check the Signal Information. A low signal level may cause sound distortions..  ->  Menu ->  Settings -> 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 Product or the channel is changed, the Product voices the activity. The Product 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 Product 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.
 - In case of HDMI ARC connection, make sure that it is connected to the ARC dedicated HDMI port on your Product. However, the ARC can be used only when the Sound bar or A/V receiver supports the ARC 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.

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 Try Now
- When the set resolution is not matched, it may cause a blank or flickering screen.



7. A special key on the keyboard or mouse is entered automatically.

- If the product is connected to a USB Type-C port and then a keyboard or mouse is connected to the USB port of the product, it may cause malfunction due to USB packet handling errors of the graphic card.
- If any error occurs, it is recommended to contact the graphic card manufacturer or to connect the keyboard or mouse directly to the computer's motherboard.

8. The displayed image size does not fit the screen, the image colors are blurred, or the text does not appear clear.

- Edit the name of the external device. Especially when PC is connected, check if the device name is edited to PC.  ->  Menu -> Connected Devices -> HDMI1 or HDMI2 -> down directional button -> Edit

9. A computer has been connected, but the Expert Settings option is grayed out.

- If the external device name is not set to PC, change the name to PC.  ->  Menu -> Connected Devices -> HDMI1, HDMI2 or USB-C -> down directional button -> Edit

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 Product to the wireless router via a cable.
- If the Product 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.

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 Product 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.
 - 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

3. When I turn on the product with the remote control, another device is also turned on.

- The infrared remote controls provided by Samsung are compatible each other. However, note that multiple devices can be activated at the same time. If you do not want this happening, use the SmartThings app to manipulate each product.

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.
- 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.

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.

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

Q & A

Refer to the user manual for your PC or graphics card for further instructions on adjustment.

1. How can I change the frequency?

Set the frequency on your graphics card.

- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Screen Refresh Rate under Monitor settings.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization Display → Screen Resolution → Advanced settings → Monitor, and adjust Refresh rate under Monitor settings.
- Windows 10: Go to Settings → System → Display → Advanced display settings → Display adapter properties → Monitor, and adjust Screen refresh rate under Monitor settings.

2. How can I change the resolution?

- Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Adjust Resolution.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display Adjust → Resolution, and adjust the resolution.
- Windows 10: Go to Settings → System Display → Advanced display settings, and adjust the resolution.


3. How do I set power-saving mode?

- Windows 7: Go to Control Panel → Appearance and Personalization Personalization → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC.
- Windows 10: Go to Settings → Personalization → Lock screen → Screen timeout settings → Power & sleep or BIOS SETUP on the PC.

Diagnosing TV operational issues

You can diagnose issues with your Product 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 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

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.