

## CONNECTION GUIDE

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

 >  **Menu** >  **Connected Devices** > **Connection Guide**

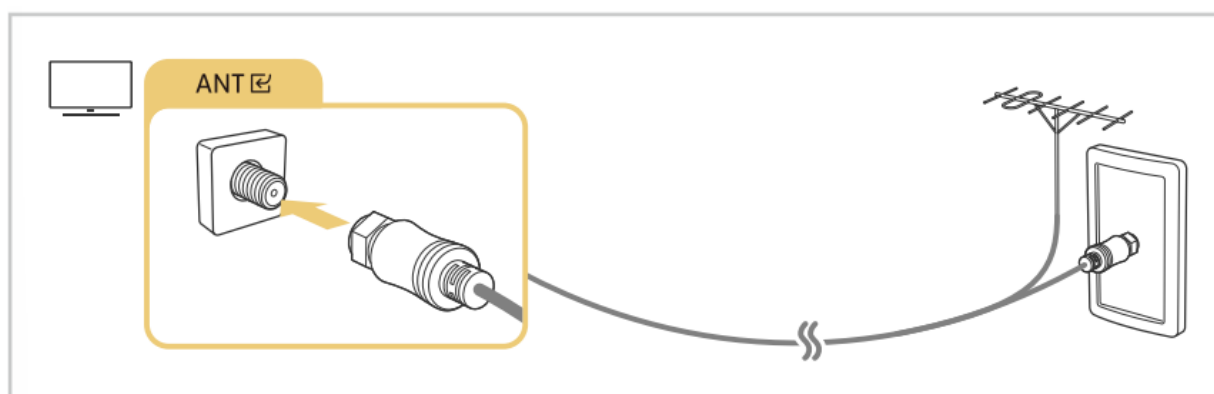
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures.

If you select the connection method and an external device, the connection details appear.

- Audio Device: HDMI (ARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Keyboard, Mouse, USB Gamepad, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)
- The connection method and available external devices may differ depending on the model.
- Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).



## CONNECTING AN ANTENNA



## CONNECTING TO THE NETWORK

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Open Network Settings**

Configure network settings to connect to an available network

### Establishing a wired Internet connection

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

- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
- Use a CAT 7 (\*STP type) cable for the connection.
  - Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.
- This function may not be supported depending on the model.

### Establishing a wireless Internet connection


 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Open Network Settings**  
> **Wireless**

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

### Checking the Internet connection status

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

## Resetting Your Network

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

## Turning on the TV with a mobile device

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

## Connecting an IP control device to the TV

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

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

## 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

## Changing the name of the TV

 >  Menu >  Settings > All Settings > Connection > Device Name

## CONNECTION NOTES

### Connection notes for HDMI

- The following types of HDMI cables are recommended:
  - High Speed HDMI Cable
  - High Speed HDMI Cable with Ethernet
  - Premium High Speed HDMI Cable
  - Premium High Speed HDMI Cable with Ethernet
  - Ultra High Speed HDMI Cable




- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result in a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync In the power sync mode, the TV continues to detect and connect external HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.

### Connection notes for computers

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

### Connection notes for mobile devices

- To use the Smart View function, the mobile device must support a mirroring function, such as Screen Mirroring Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- The Screen Sharing (Smart View) feature may not operate smoothly in a 2.4GHz environment. For better GHz is recommended. 5GHz may be available depending on the model.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile Wi-Fi Direct function, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to:

◦  >  Menu >  Connected

[Devices](#) > [Connection Guide](#) > [Smartphone](#) > [Apple AirPlay](#).



- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, NAS (Network-Attached Storage) device.

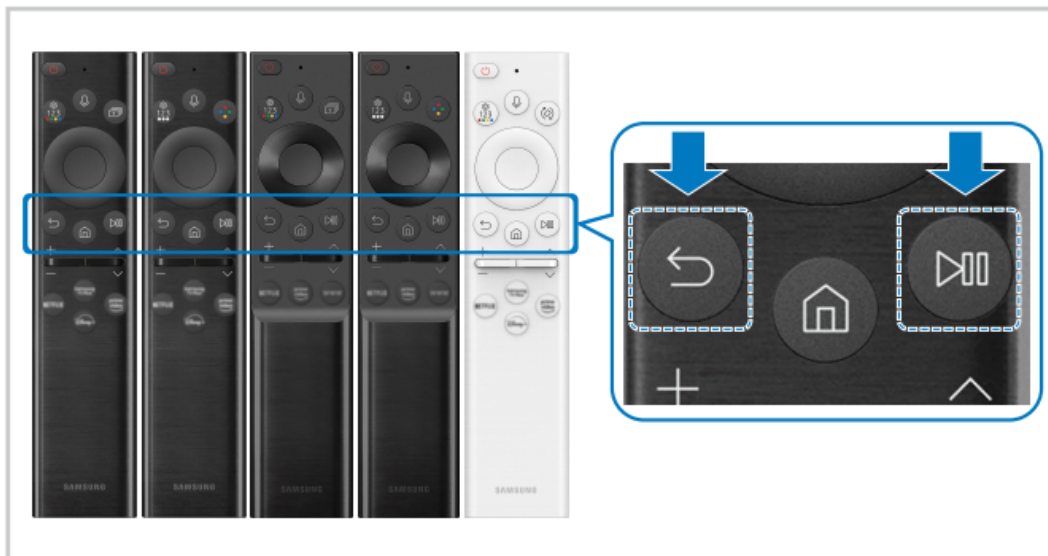
### Connection notes for Portrait Mode

- If you connect the Auto Rotating Accessory (sold separately) to the TV, you can use the TV in Portrait Mode.
- To use the computer or console, connected via HDMI to the TV, in Portrait Mode, you need to change the device setting. Change the screen to Portrait Mode from the computer or console.

## REMOTE CONTROL AND PERIPHERALS

### Connecting the Samsung Smart Remote to the TV

When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



### Controlling External Devices with a Samsung Remote Control - Using the Universal Remote

 >  Menu >  Connected Devices > Universal Remote

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

## Learn how to use Samsung Smart Remote


 >  [Menu](#) >  [Settings](#) > [Support](#) > [Remote Button Guide](#)

Find details on how to use the Samsung Smart Remote.

Press the menu to use a variety of functions of the Samsung Smart Remote.

## Using Anynet+ (HDMI-CEC)

Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Anynet+ \(HDMI-CEC\)](#) [Try Now](#)

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

The device is automatically connected to the TV. After the connection process is finished you can access the menu of the connected device using your TV remote and control the device.






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

## Connecting a Bluetooth keyboard, mouse, or gamepad




 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Device Manager](#) > [Bluetooth Device List](#)

- If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.
- If you connect a mouse, it is available only in the Internet app.
- A maximum of four gamepads can be connected, regardless of connection method (e.g., USB or Bluetooth).
  - When using two BT audio devices, it is best to use USB gamepads.
  - When using one BT audio device, up to two BT gamepads can be connected.
- For more information, refer to the Bluetooth device's user manual.
- This function may not be supported depending on the model or geographical area.

## Using the keyboard and mouse

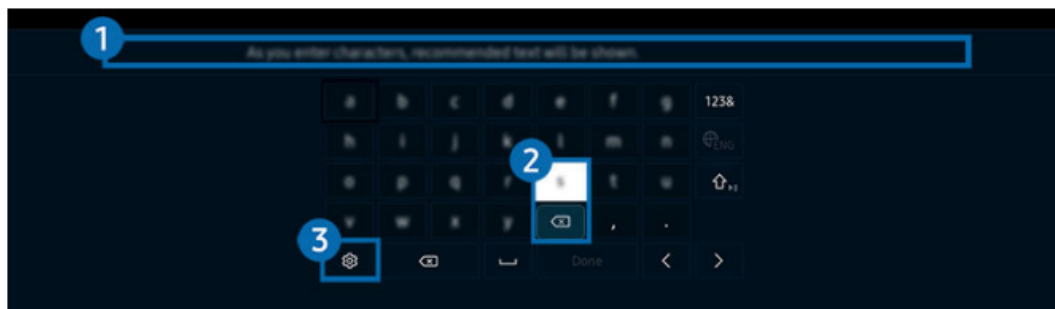
| Button                | Description   |
|-----------------------|---|
| Directional keys      | Use to navigate the menu, or move the focus to highlight items on the Home Screen.  |
| Windows key           | Displays the TV settings  |
| Enter key             | Selects or runs a focused item  |
| ESC key               | Returns to the previous screen  |
| F1 / F2 / F3 / F4 key | Color buttons —  /  /  /    |
| F5 key                | Displays the Home Screen  |
| F6 key                | Displays the <a href="#">Sources</a> screen   |
| F7 key                | Displays the <a href="#">Channel List</a>   |
| F8 key                | Mutes the sound   |
| F9 / F10 key          | Adjusts the volume  |
| F11 / F12 key         | Changes the channel   |
| Page Up / Page Down   | Scrolls a web page displayed by the <a href="#">Internet</a> app.   |
| Left-click            | Available only in the <a href="#">Internet</a> app.<br>You can click a menu or link to start a function as you do on a PC.  |
| Right-click           | Available only in the <a href="#">Internet</a> app. You can use the following functions:<br> The options displayed in the menu may differ depending on the selected item. <ul style="list-style-type: none"><li>• <a href="#">Open</a></li><li>• <a href="#">Open Link in New Tab</a></li><li>• <a href="#">Enable Scroll Mode</a></li></ul> |

## Setting up the input devices

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Device Manager](#)

- **Keyboard Settings** You can set up the keyboard with the Keyboard Language and Keyboard Type functions.
- **Mouse Settings** You can set up the mouse with the Primary Button and Pointer Speed functions.

## Entering Text using the On-Screen Virtual Keyboard



### 1. Recommended text

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


**2. Editing Buttons** By selecting any of pop-up Editing Buttons after entering characters on the virtual keyboard, you can quickly perform the editing function.

### 3. Options

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

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

## Entering Text using the remote control's microphone and the on-screen virtual keyboard

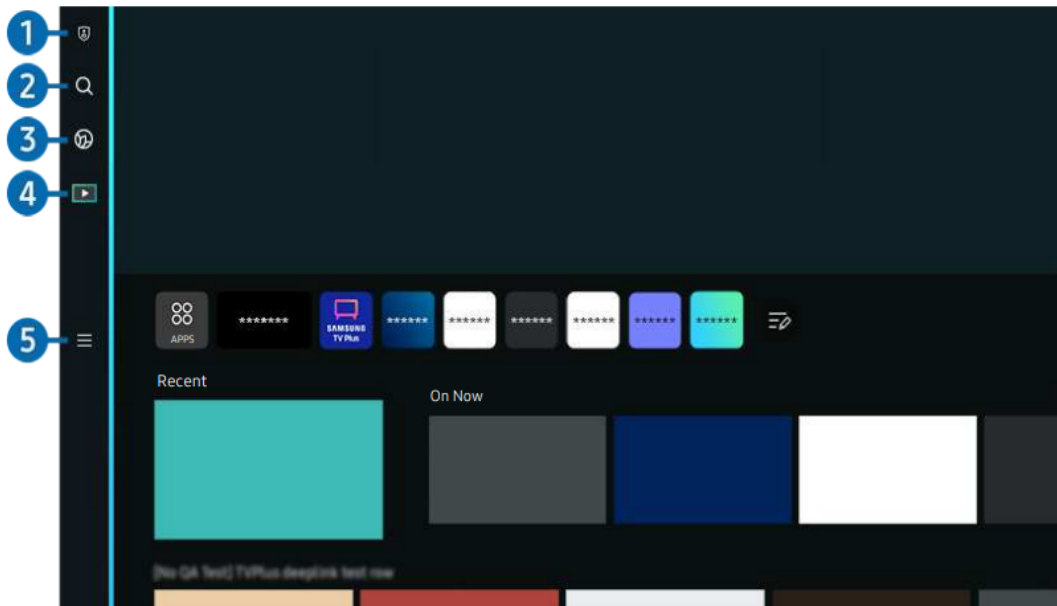
When the virtual keyboard is on the screen, press and hold the button  on the Samsung Smart Remote, speak into the microphone on the Samsung Smart Remote, and then release the button. What you say appears on the screen as text.

## SMART FEATURES

### Using Smart Hub


- From Smart Hub, you can use the Internet search function, install and use various apps, view photos and videos, or listen to music stored on external storage devices, and perform more functions.
  - Some Smart Hub services are paid services
  - To use Smart Hub, the TV must be connected to the 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 Internet service.


### Displaying the Home Screen





### 1. **Privacy Choices**


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

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

3.  **Ambient Mode:** Set your TV to display content you desire, such as the time or weather, when the TV is not used.


 **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

4.  **Media:** View a variety of TV programs. Install various apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.

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

### Launching Smart Hub automatically


Enabling Start with Smart Hub Home automatically launches Smart Hub when the TV is turned on. Navigate to this option to enable or disable the feature.

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Start Screen Option** > **Autorun Smart Hub**

### Launching the last used app automatically


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

## Launching Multi View automatically When rotating

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



## Testing Smart Hub connections

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

## Resetting Smart Hub

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

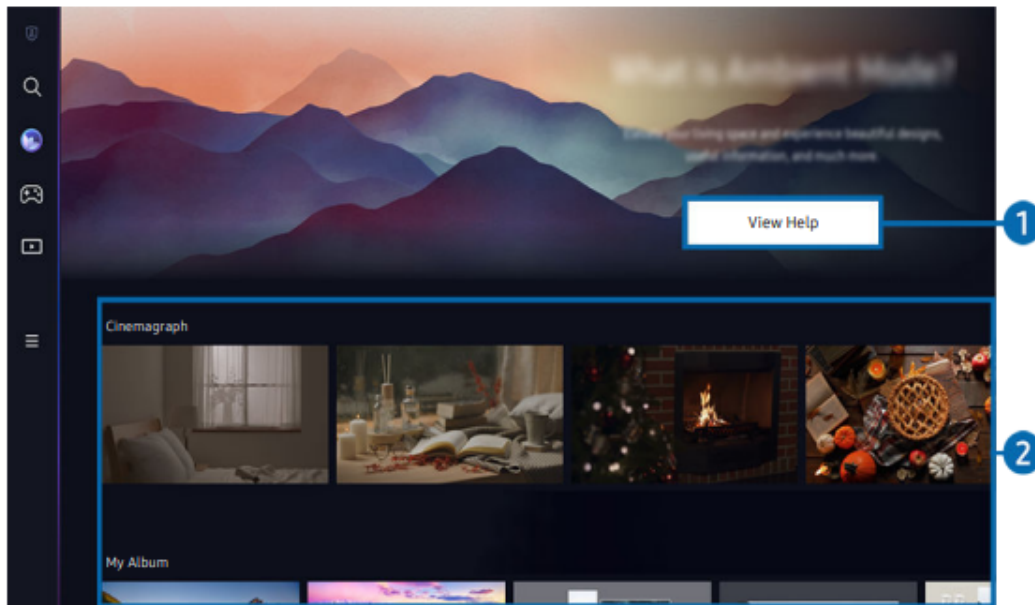
## Using the Ambient Mode

 > left directional button >  Ambient Mode

Set your TV to display a photo or content you desire when the TV is not used.

- On The Frame models, the Ambient Mode is integrated in the Art mode
- In Ambient Mode, some functions may not be supported.

## Ambient Mode browser screen



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

## 2. Function and content preview

Select a preferred content and a preferred background and set them as your Ambient Mode. While in Ambient Mode, press the Select button on the remote control to view the content details.

You can use the SmartThings app on a Mobile Device to select a desired content and change the settings. Indicates content perfectly suited for the time of the day.


- 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.

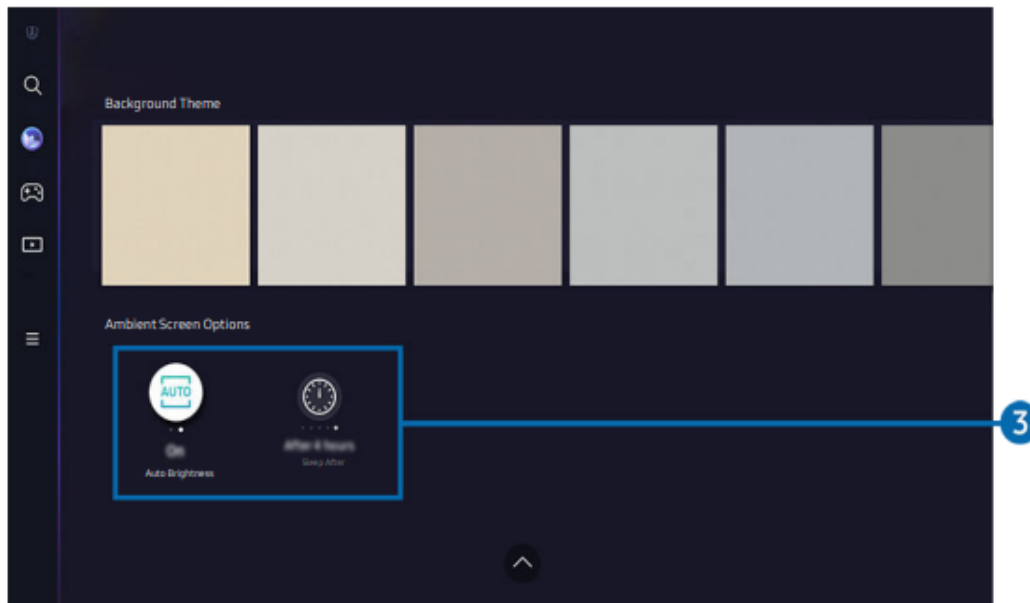
- **View Details** View detailed information about the selected image.
- **Favorite:** Add or delete images in Favorite by pressing Select on the remote control. To view items that are set as Favorites, navigate to My Page Favorite.
  - Favorite: The item is not set as favorite
  - Favorite: The item is set as favorite
- **Edit** Customize the 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** Provides eye-catching content by giving repetitive movement in part of a photo.
- **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.
  - Take a picture of a wall using the SmartThings app on your mobile device to create a custom background theme. When you use this function, there may be a delay in image transmission and optimisation depending on network conditions.
  - You can set a background theme you created as a background of a content item. To set a background theme as the background of a content item, press the down directional button while watching the Ambient Mode screen.





- **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



- Auto Brightness: Changes the auto brightness setting for Ambient Mode.
- Sleep After: Sets the time when the Ambient Mode screen turns off automatically.

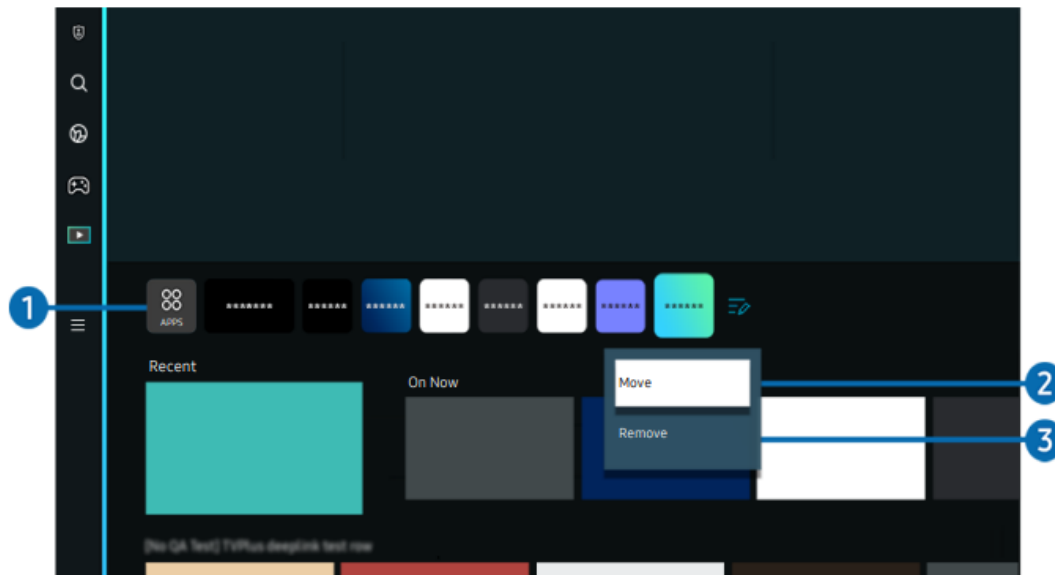
### Entering the TV viewing screen from Ambient Mode

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.


### About the Media Home Screen

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.

 > left directional button >  **Media**



🏠 > 📄 Source > Remote Access

1.  **APPS:** Install a variety of apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.

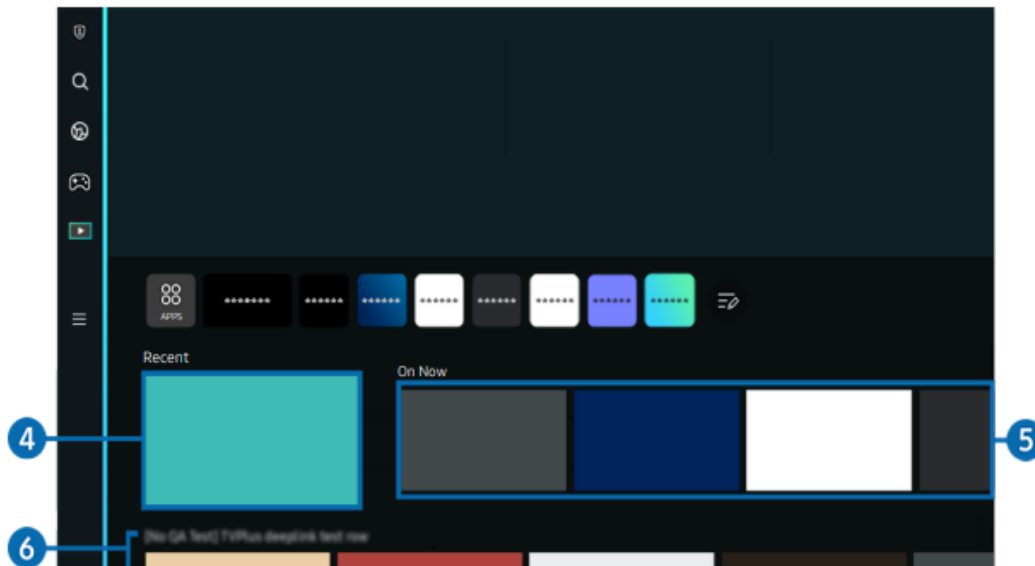
- To use APPS, make sure the TV is connected to a network.
- For more information about APPS, refer to "Using the Apps Service."

**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.
- An alternative way to move an app is to move the focus to the app to move and then press and hold the Select button.

**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 directional button on the remote control. Select Remove from the option menu. This removes the app from the Home Screen list.



**4. Recent** Access your last watched TV program or last used input source.

**5. On Now** Display a list of TV programs currently being aired.

- This function may not be supported, depending on the input signal and settings.

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

### **Media Options**

- Preferences: Select a preferred service to receive content recommendations to suit your preference.
- Continue Watching: Choose content providers or continue watching.

- Parental Lock: Redirect to the Parental Lock menu. Turn all parental control settings on or off.

## About the Menu Home Screen

 > left directional button >  **Menu**





### 1. Samsung Account

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

### 2. Notification

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to schedule viewing, schedule recording, etc.

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


-  Delete All: You can delete all your notifications.
-  Settings: You can select services you want to be notified about. When you select Allow sound, notifications are displayed with a notification sound.


### 3. Settings

- **All Settings** Displays the Settings menu for configuring specific settings.
- **Support** Displays the Support settings menu.
- **Network** Check your network connection. To check your network connection or change the connection settings, press the down directional button, and select either Network Status or Network Settings.




- **Picture Mode** Change the picture mode for the optimal viewing experience. Press the Select button to change the Picture Mode.
- **Intelligent Mode** Improves your viewing experience by recognizing your content, usage patterns and the environment around your TV.
  - This function may not be supported depending on the model or geographical area.
  - For more information, refer to "Using Intelligent Mode."
- **Picture Setup** Easily configure the screen settings: Brightness, Contrast, Sharpness, Color and Tint (G/R).
- **Sound Mode** You can select a sound mode to optimize your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the down directional button, and then select Equalizer Setup.
- **Sound Output** You can select which speakers the TV uses for audio output. To change the audio output, press the Select button.
- **Bluetooth Speaker List**
  - Connect your TV to Bluetooth speakers. This can be done by selecting Bluetooth Speaker List to automatically search for Bluetooth audio devices.
  - Connecting Bluetooth speaker may not be supported depending on the model or geographical area.
- **Game Mode** You can set the Game Mode to optimize the TV screen for better gaming performance. To turn Game Mode on or off, press the Select button. To set the detailed options, press the down directional button, and then select Go to Game Mode Settings.
  - This function is only available when an external input source is being used.
  - For more information, refer to "Setting the Viewing Environment for External Devices."
  - This function may not be supported depending on the model or geographical area.
- **Input Device Manager** Configure the connection settings for an input device connected to the TV. This can be done by selecting the Select button to display the menu that allows you to view the list of connected devices and to set options.
- **Caption** You can watch TV broadcasts with captions. To activate or deactivate the Caption function, press the Select button. To run Accessibility Shortcuts, press the down directional button, and then select Accessibility Shortcuts.
- **Sleep Timer** You can turn off the TV automatically at a certain time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the down directional button, and then select Set Up Off Timer.




- **Color Tone** You can select a color tone suitable for your viewing preferences. To change to a color tone that you want, press the Select button.
- **Picture Clarity** You can optimize pictures that contain a lot of motions. To turn this function on or off, press the Select button.
  - To set the detailed options, press the down directional button, and then select Picture Clarity Settings.
- **Digital Output Audio Format** You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI eARC) for external devices that support the Dolby Digital+ format.
- **Power and Energy Saving** Display the Power and Energy Saving menu. Reduce energy consumption by changing your power preferences and other energy-saving options.

4.  **Connected Devices** Select an external device that is connected to the TV.

5.  **Multi View** While watching the TV, you can simultaneously view multiple screens that are split.

## Connecting a Remote PC

 >  **Menu** >  **Connected Devices** > **Workspace** > **Windows PC** > **Manual Connection**

 >  **Menu** >  **Connected Devices** > **Workspace** > **Mac** > **Remote Login**

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

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

### 1. Configure computer's settings to use the Remote Access function.

- Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher

- Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.
- Windows OS:
  - Right-click the My PC icon on Desktop or Windows Explorer and then click Properties.
  - Click Advanced System Settings. The System Properties window appears.
  - Click Remote Desktop and select Activate Remote Desktop.
- Mac OS:
  - Select Menu > System > Preferences and then click Sharing.
  - Select the Screen Sharing and Remote Login check box.
  - Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.

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

## 2. Enter the required settings for connecting the computer remotely.

**a. PC/Profile:** Enter the IP address of the PC you want to connect to.

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

**b. Username:** Enter the Username of the computer. How to check the Username:

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

**c. Password:** Enter the password for the login account.

### Playing Multimedia Content on a Remote PC

When you move the mouse cursor to the top of the screen after accessing a remote computer, the top bar appears. When the sharing folder icon is clicked in the top bar, the folders shared on Windows or Mac OS appear. You can play back any media content in a folder.

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

### **Windows OS:**

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

### **Mac OS:**




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

## **Using Web Service**

You can access the cloud service by selecting the cloud service icon added to Workspace.

- The screen on the web page may differ from that of a computer.
- You can copy or paste any text. Some image formats are supported.
- For easy and secured login in Cloud Service, Workspace Pass is additionally supported as well as Samsung Pass.

Setting Samsung Pass or Workspace Pass.

Set Samsung Pass or Workspace Pass to Use in  >  **Menu** >  > Connected Devices > Workspace > Run the Workspace browser (Additionally select Office 365 or Add Cloud Service) Internet Menu Settings.

Workspace Pass allows you to easily manage the cloud service ID and password without biometric authentication on mobile devices. For this purpose, you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV.

However, the log in to Workspace Pass may not work depending on the site policy. Workspace Pass only working on Workspace.

- To securely access the web service, you can use the browser's automatic shutdown or clear the history logs.
- Before accessing the cloud service, refer to "Read Before Using the Internet Function."
- Workspace browser not share data with Internet. (Web browser outside from Workspace)

The web service supports the following keyboard shortcuts:

- F1: Returns to Workspace's Home screen.
- F5: Refresh

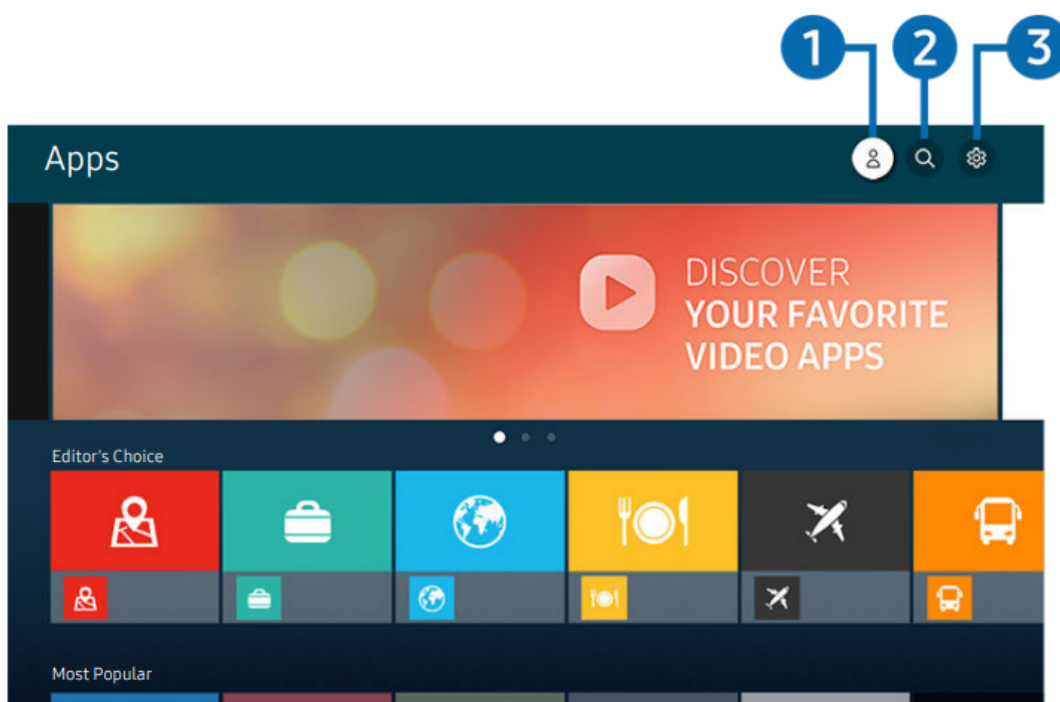
- F8: Mutes the sound.
- F9/F10: Adjusts the volume.
- F11: Switches between full screen or default screen

## Using the Apps Service



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

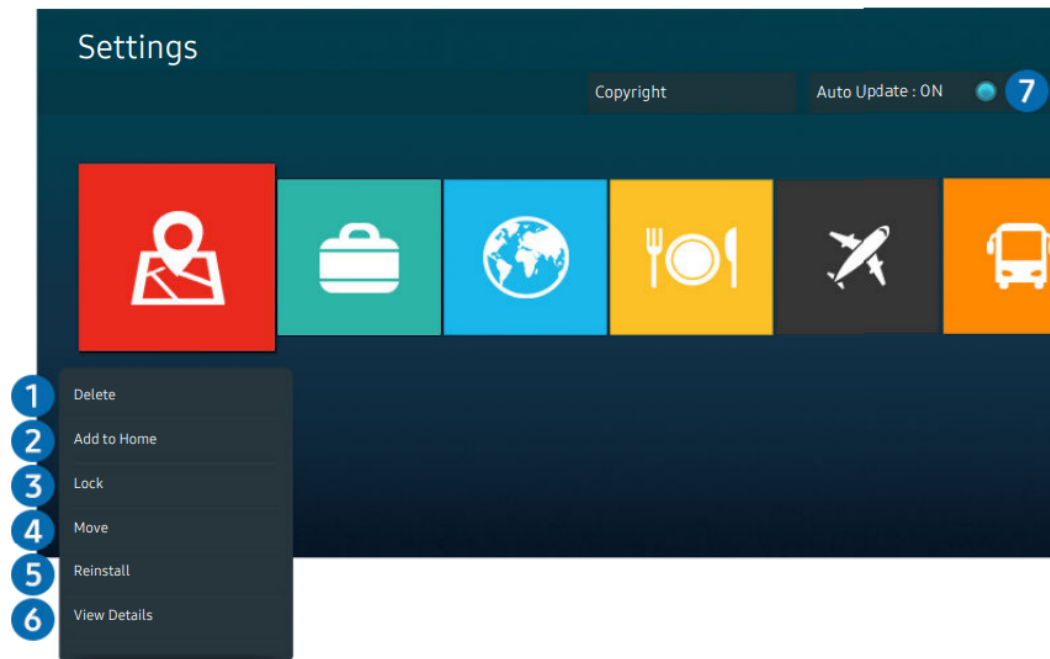
- To use this feature, the TV must be connected to the Internet.
- When Smart Hub is launched for the first time, the default apps are automatically installed. The default apps may differ depending on the geographical area.



1. **Samsung Account**
2. **App Search** You can search for available apps.
3. **Settings** You can manage the installed apps.

### Managing installed apps

Select **Settings on Apps**. You can manage installed apps.



### *Removing an app*

1. Select an app to delete.
2. Select Delete. The selected app is deleted.

### *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.

### *Locking and unlocking apps*

1. Select an app to lock or unlock.
2. Select Lock/Unlock. The selected app is locked or unlocked.

### *Moving apps*

1. Select an app to move.
2. Select Move.
3. Move the app to the desired location.
4. Press the Select button.

### *Reinstalling an app*

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

### *Checking the app information details*

1. Select the app to check.
2. Select View Details.
3. The app information screen appears.

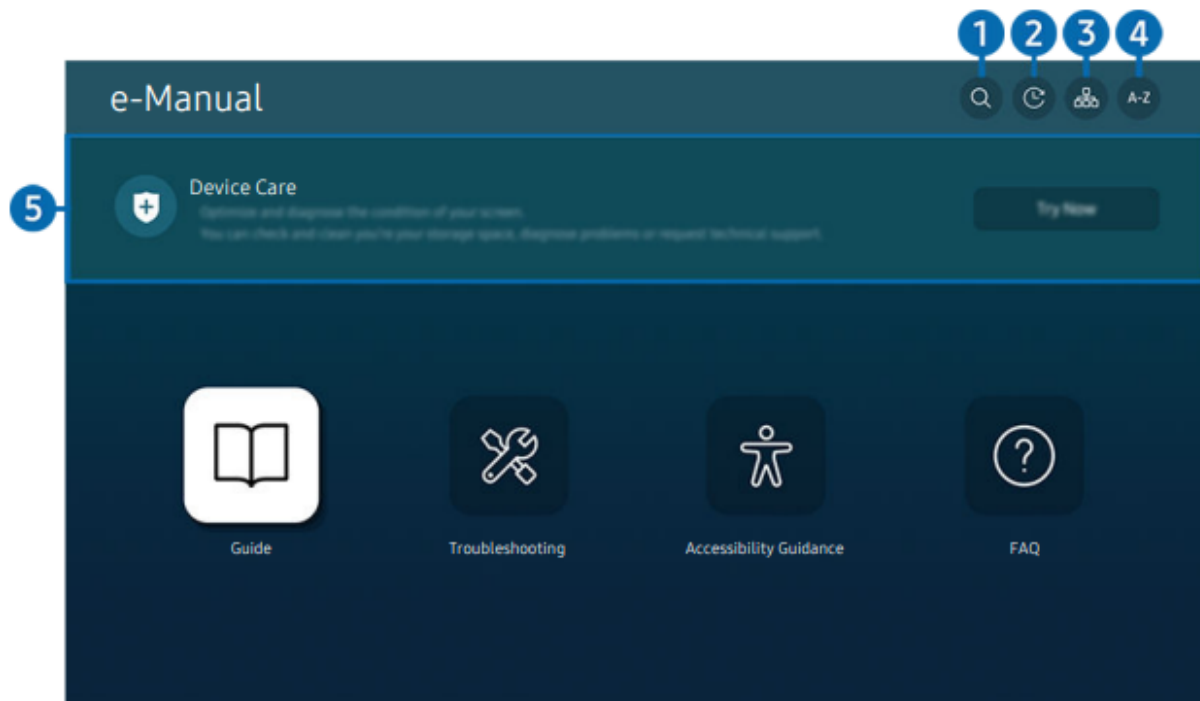
## Automatically updating apps




Installed apps can be automatically updated. If you do not want apps automatically updated, set Auto Update to OFF.

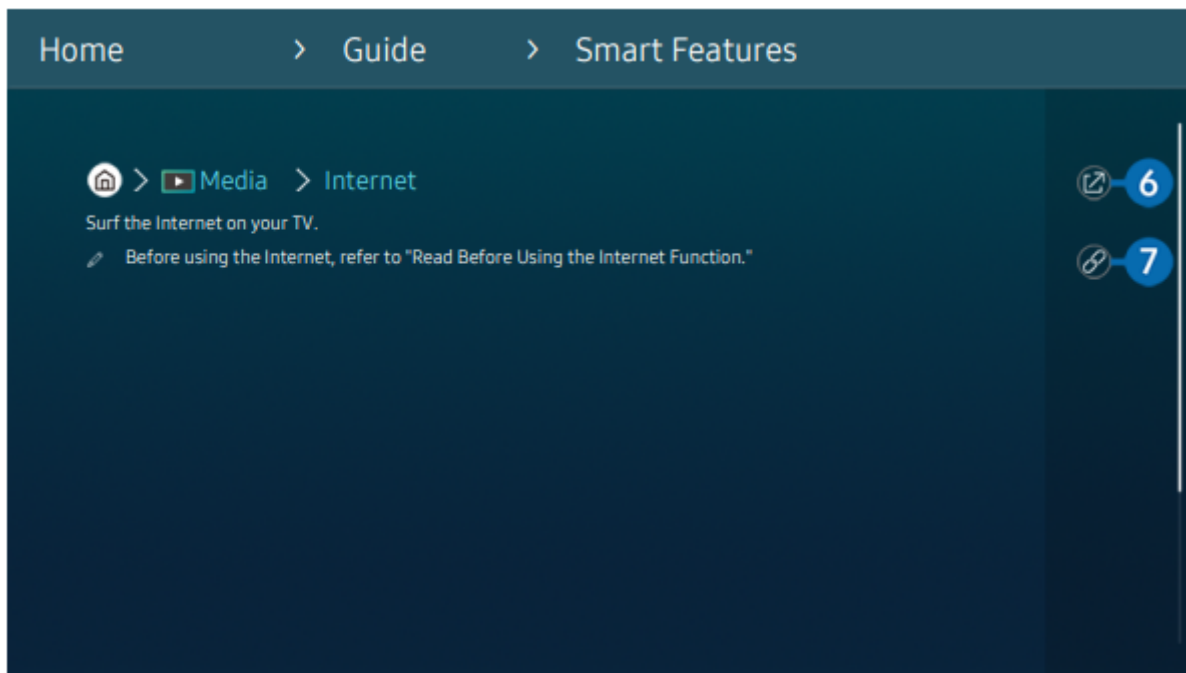
## Using the e-Manual



### Launching the e-Manual

 >  **Menu** >  **Settings** > **Support** > **Open 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): t displays the lists for each item in e-Manual
4. A-Z (Index): Select a keyword to navigate to the relevant page.
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.



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.

## Using Bixby



Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote to control your TV.


- This function is available only if Voice Assistant is set to Bixby.
  -  >  Home > Settings > General > Voice > Voice Assistant
- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the geographical area.


### Starting Bixby with voice

You can immediately start a conversation with Bixby by saying "Hi, Bixby." Say "Hi, Bixby", and the Bixby icon at the bottom of the TV screen is activated in Listen mode. Continue speaking.

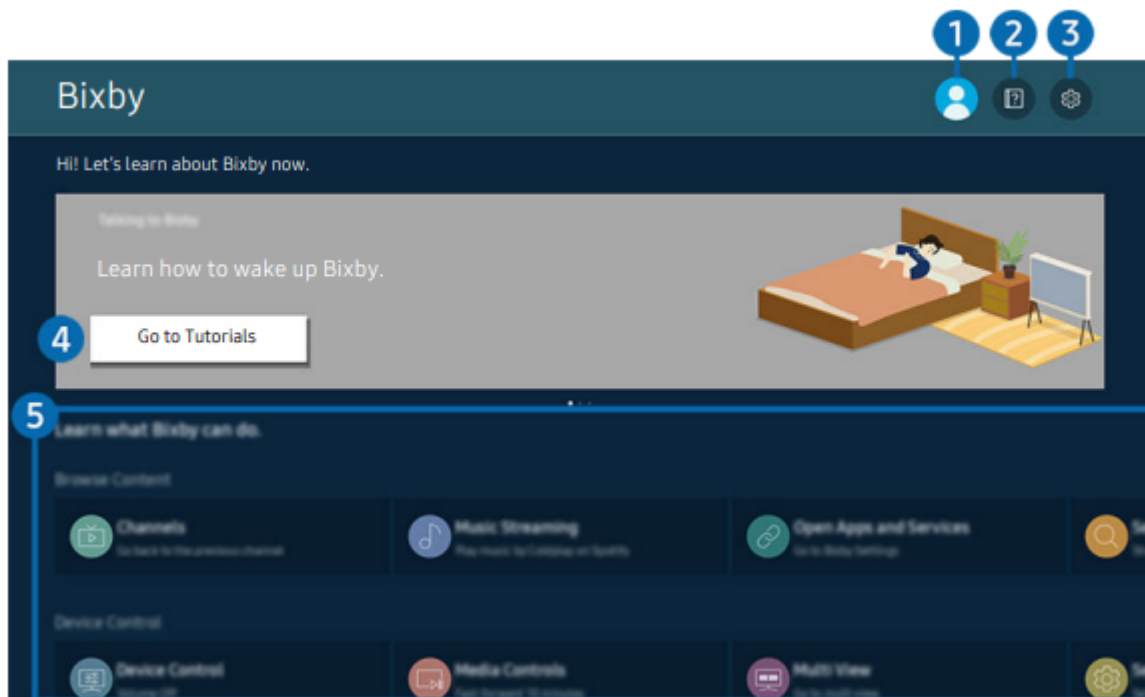
### Starting Bixby using buttons on the Samsung Smart Remote

Press and hold the  button on your Samsung Smart Remote, say a command, and then release the  button.

To view the Bixby guide, press the  button once:



- When you press the  button, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the Explore Bixby screen.


## Learning about the Explore Bixby Screen







### 1. My Profile

Go to the My Profile screen to create a new account or register a voice ID. When a voice ID is registered, you can log in with your voice and see the icon that Bixby generated for your voice.

- You can delete a voice ID after selecting  My profile. When the voice ID is deleted, its icon also disappears.
- If you are signed out of your Samsung account, select  My profile to sign in.

2.  **Tutorials:** The pop-up window on using Bixby appears.

3.  **Settings:** You can change the settings for using Bixby.

- These functions may not be supported depending on the geographical area.
- These functions can be set in Bixby Voice settings ( >  Menu >  Settings > All Settings > General & Privacy > Voice > Bixby Voice settings).

- Language: You can change Bixby's language.
  - The languages of the TV and other apps will not change.
  - Bixby only supports some languages.
- Voice response: You can change or turn off Bixby's voice: This function may not be supported depending on the language selected for Bixby.
- Voice Wake-up
  - Configure settings on how to wake up Bixby with your voice. You can configure the following settings: Use Samsung Soundbar to interact with Bixby., Bixby wake-up options, and Wake-Up Sensitivity. (🔊 > Explore Now > ⚙️ Settings > Voice Wake-up
- Sound feedback: Play a sound when Bixby starts and stops listening.
- Privacy: You can permit or prohibit Bixby from utilizing your personal information when you are using Bixby services.
- About Bixby Voice: Displays the detailed terms and conditions.

#### 4. Recommended commands

- Displays recommended commands you can use to control the TV with Bixby given the current context.
- If you do not want to see the recommended commands, set Voice Hint to Off (🏠 > ≡ Menu > ⚙️ Settings > General & Privacy > Voice > Voice Hint).



#### 5. All Services



You can learn the voice commands that let you use Bixby in various situations. Use the directional buttons to move to the desired command, and then press the Select button. You can operate the TV with various voice commands.

#### Read Before Using Bixby

The supported voice interaction languages and features may differ depending on the geographical area.

- If the language set differs from the language of your country, some features are not available.
- Bixby is available only when the TV is connected to the Internet.
- Even if the TV is connected to the Internet, there may be no response due to a Bixby server error.
- The existing functional specifications may be changed if Bixby is updated.
- Bixby is available only on TVs that support it and come with remote controls that have a microphone.

- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Find Your Service Provider. Find Your Service Provider can be set in (  > [Menu](#) >  Settings > All Settings > Broadcasting > Service Provider Info & Settings).

If the settings for the service provider are not configured yet, configure them in  > [Menu](#) >  Settings > All Settings > General & Privacy > Reset.

- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
  - Agree to Smart Hub's Terms of Use.
  - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
  - Consent to the collection and use of personal information for the voice interaction-based service.


### Provisions for using Bixby

The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).



## TV VIEWING

### Using the Guide

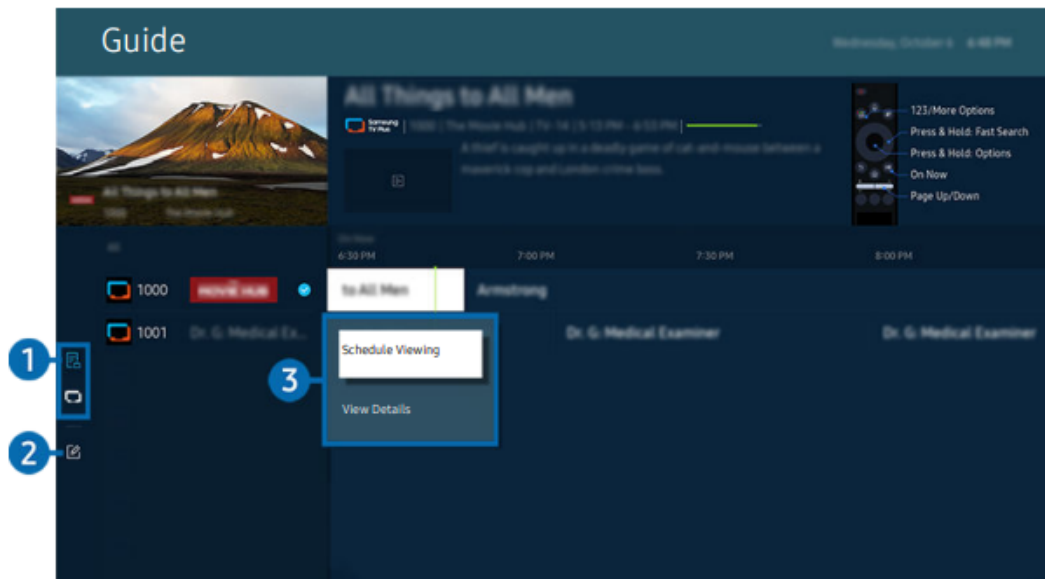
See the programming schedules of different channels on a single screen.

Press the  (channel) button to access the Guide.

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



- To view the Guide, you must first configure Clock  > [Menu](#) >  [Settings > All settings > General & Privacy > System Manager > Time > Clock.](#)

## About the Guide screen



1. **Channel Filter** View channels and programs categorized 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  OR  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.
  - For more information about Schedule Recording, refer to "Recording Programs."
  - For more information about Schedule Viewing, refer to "Setting Up Schedule Viewing."
- **Antenna Type** You can change the type of broadcast signals the TV receives

## Recording Programmes

### 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  or  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  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.

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

Displayed menu options may vary depending on the model.

- **Recordings** Watch Recordings.
  - Buttons shown on the display will vary depending on the file being played back. For more information about playback controls, refer to "Getting to know Recording and Timeshift controls and options."
  - From the list, select a recording you wish to watch. The selected recording will start to play.
  - Move the focus to a recording to display Play, Delete, and View Details options on the right-side menu
- **Schedule Recording** Navigate to Schedules and press Schedule Recording. Add, edit, or cancel a program recording schedule.
  - Specify the Antenna, Channel, Repeat, Date, Start Time, and End Time settings and then select Save to schedule a recording of a specific program at a specific time on a specific date.
  - Up to thirty Schedule Viewing and Schedule Recording events may be created.
  - Ensure that the TV's Clock(  >  Menu >  Settings > All Settings > General & Privacy > System Manager > Time Clock) setting is correct.
    - **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 a Schedule Viewing



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

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




### Using the schedule viewing options while watching a programme

Press the Select button while watching TV. The Programme Info window appears. Select a programme 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 programme.

### 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
    - **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.

### Using Timeshift



To activate Timeshift while watching a broadcast, press either the  or  button, and then use the directional buttons on the remote control to select Timeshift or press the  button.

Save the current broadcast program you are watching to a USB device to pause at 9XlsRfir scenes, view missed scenes, or rewind to 9XlsRfir points in the timeline.

### Using the Channel List

 > [Live TV](#) > [Channel List](#)

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV. The Channel List screen contains the following icons:

- : A favorite channel
- : A locked channel.

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

- **Air or Cable** Select Air or Cable as your preferred channel method.

Press the left button while in the Channel List screen to access the following options:

- **All Channels** Displays all saved channels.

- **Samsung TV Plus** While the TV is connected to the Internet, you can watch popular programs or highlights for each theme through a virtual channel at any time. As with regular channels, the TV provides the daily program schedules for Samsung TV Plus.
- **Favorites** Displays favorite channels from Favorites 1 through Favorites 5.



## Using the channel edit function

### Accessing the channel edit screen

1. Access the Channel List or Guide.
2. Press Edit Channels to access the channel edit screen.

### Using the channel edit functions

The Edit Channels screen icons indicate the following:

- : A favorite channel
- : A locked channel


Select a channel from the Edit Channels screen to access the following options:

- Lock / Unlock: Restrict access to channels that require parental guidance. Locked channels can only be accessed by entering the PIN.
- Delete / Restore: Remove or recover a registered channel.

Once a channel is removed, it will not appear on Channel List. On the Edit Channels screen, the removed channel will appear in grey. A recovered channel will once again be visible on Channel List.

- Rename Channel: From Edit Channels, select the channel you wish to rename and then select Rename Channel.
- Save and Exit: Save the changes made under Edit Channels and exit.

## Using a Personal Favorites List

On the Edit Channels and Channel List screens, the  icon appears next to favorite channels.

1. Access the Edit Channels screen.
2. Press the left directional button on the remote control to select the desired Favorites.
3. Press the right directional button to select Add Channels.
4. Select the desired channel in the list on the screen.
5. Press Add to add the selected channel to the favorites list.

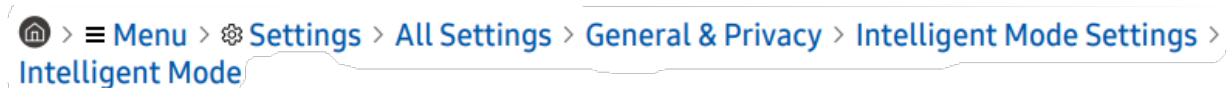
Select Favorites 1 - Favorites 5 on the Edit Channels screen and the following functions are available:

- **Add Channels** In the channel list, select one or more channels to add in the favorite list and then select Add Channels.
- **Remove** Removes one or more channels from a favorites list.
- **Change order** Changes the order of one or more channels selected in a favorites list.
- **Rename Favorites** Renames a favorites list.
- **Save and Exit** Saves and closes the Edit Channels screen

## PICTURE

### Intelligent Mode

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



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

### Adaptive Picture

- **Optimized:** Optimizes brightness and provides the best picture quality in real time, based on the lighting condition and the content you're viewing.
- **EyeComfort:** EyeComfort syncs the sunrise/sunset times and ambient light intensity. After sunset, the mode provides warmer colors and lower brightness. The sunrise and sunset times can manually be changed.

**EyeComfort Mode Settings:** This function is available only when Adaptive Picture is set to EyeComfort.

- **EyeComfort Mode Duration:** Set the sunrise and sunset time automatically. Or you can manually select the schedule.
- **Start Time:** Set the Start Time manually.
  - This function is available only when EyeComfort Mode Duration is set to Custom.
- **End Time:** Set the End Time manually.
- This function is available only when EyeComfort Mode Duration is set to Custom.
- **EyeComfort Mode Level:** Adjust the level of the EyeComfort Mode screen.

## Active Voice Amplifier

Analyses ambient noise and provides optimal sound depending on the noise.

## Adaptive Sound+

Provides optimised sound quality by analysing the viewing space and the acoustic components of the content.

## Adaptive Volume

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

## Picture Quality

 >  **Menu** >  **Settings** > **All Settings** > **Picture** > **Picture Mode**

- Dynamic
  - Makes the picture brighter and clearer in bright viewing environments.
- Standard
  - Is the default mode suitable for general viewing environments.
- Natural
  - Reduces eye strain for a comfortable viewing experience.
- Movie
  - Is suitable for watching TV or movies in a dark room.
- FILMMAKER MODE
  - You can watch the source content (e.g., movie) as it is. The image defined as FILMMAKER MODE automatically switches to FILMMAKER MODE while watching.
    - This function may not be supported depending on the model or geographical area.
    - FILMMAKER MODE may look darker than other picture modes.
    - You can change FILMMAKER MODE to a different Picture Mode. However, the changed Picture Mode will be maintained even after watching the picture defined by FILMMAKER MODE.
    - FILMMAKER MODE™ logo is a trademark of UHD Alliance, Inc.

## Advanced picture settings

 >  [Settings](#) > [Picture](#) > [Expert Settings](#)

Configure the screen settings to your taste by using the following functions: • Brightness • Contrast • Sharpness • Color • Tint (G/R) • Apply Picture Settings • Picture Clarity Settings ( When LED Clear Motion is set to On, the screen appears darker than when it is Off.) • Contrast Enhancer • Film Mode ( This function is only available when the input signal is TV, AV, Component (480i, 1080i), or HDMI (1080i).) • Color Tone • White Balance • Gamma • Shadow Detail • RGB Only Mode ( This function may not be supported depending on the model.) • Color Space Settings • Reset Picture

## Setting the Viewing Environment for External Devices

### *Playing games on an optimised screen*

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Game Mode Settings](#) > [Game Mode](#)

### *Setting the Game Mode details*

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Game Mode Settings](#)

### *Game Motion Plus Settings*

- Game Motion Plus: Turn on this function to obtain a softer and clearer picture quality when playing a role-playing game (RPG) or adventure game which involves many dynamic scenes.
- Blur Reduction: Reduce game screen blur to optimize fast-moving images.
- Judder Reduction: Remove flicker from a game video to play the game with a clearer picture quality.
- LED Clear Motion: Turn on this function to adjust the LED backlight to make dynamic scenes look clearer.
- Clear motion: Turn on this function to make dynamic scenes look clearer.

**Game HDR** In accordance with the HGiG (HDR Gaming Interest Group) standard, it sets the optimal image quality for HDR games according to the brightness information of the contents.


**HDR Tone Mapping** Configures tone mapping options for Gaming HDR technologies.

- HDR10+ GAMING: Basic mode provides the most accurate representation of the game's original creative intent. Advanced mode provides enhanced representation of game content to maximize visual impact.
- Game HDR: In accordance with the HGiG standard, optimal image quality is set for HDR games according to the content's brightness information.

### *Using Cable Box IP Remote*

 >  Menu >  Settings > All Settings > Connection > External Device Manager > Cable Box IP Remote

### Using Input Signal Plus

 >  Menu >  Settings > All Settings > Connection > External Device Manager > Input Signal Plus

### Using HDMI Black Level

 >  Menu >  Settings > All Settings > Connection > External Device Manager > HDMI Black Level

## SOUND

### Configuring a Sound Mode and Expert Settings

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

#### Choosing a sound mode

 >  Menu >  Settings > All Settings > Sound > Sound Mode

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

#### Configure advanced sound settings

 >  Menu >  Settings > All Settings > Sound > Expert Settings

- Balance
- Equalizer
  - This function is not available when the Sound Mode function is set to Adaptive Sound or Amplify.
  - The name and properties of this function may appear differently depending on the connected external device.
- HDMI-eARC Mode
  - You can connect an audio device that supports eARC via HDMI-eARC. Muting occurs temporarily during device connection.
- Digital Output Audio Format
  - Select the digital audio output format. If you select the Auto option, the audio device outputs automatically in a supported format.
  - If you select the Pass-Through option, audio data is output with no processing.

- Digital Output Audio Delay
  - This feature is only available when the external device is connected via HDMI (eARC) and SPDIF (Sony Philips Digital Interface).
  - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- Dolby Atmos Compatibility
  - Set to On if the audio device connected via the HDMI (eARC) port supports Dolby Atmos. When the option is set to On, Dolby Digital+ with Atmos stream, sent from an external device, can be received. If you change the setting when the input source is set to HDMI, the screen may flicker. If this function is on, set Digital Output Audio Format to Auto.
  - When watching TV using the embedded speakers, the virtual surround sound effect of Dolby Atmos can be turned on or off. If the TV has been installed in portrait mode by using separate accessories, the virtual surround sound effect through the TV speakers does not work.
- Auto Volume
  - Automatically adjusts the sound to a certain level when changing channels or switching to another external input.
- Sound Feedback
- Simultaneous Optical Output
  - The device connected via optical always outputs sound.
- Reset Sound

## Sound Support Functions




### Selecting speakers

 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output**

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

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

Samsung TV supports the Q-Symphony function.

- This function works synchronized with the Samsung Soundbar that supports Q-Symphony so that your TV speaker and Soundbar simultaneously output the sound for best surround effects.
- When a Samsung Soundbar that supports Q-Symphony is connected, the menu name such as "TV + Soundbar" appears under Sound Output ( >  **Menu** >  **Settings** > **All**

Settings > Sound > Sound Output). Select the menu. Example) TV + [AV] Soundbar series name (HDMI) or TV + Optical

- It works based on the Codec supported by your TV. For more information about Codec information, refer to "Read Before Playing Photo, Video, or Music Files."
- This function is supported only when connected via HDMI, optical or Wi-Fi.
- This function may not be supported depending on the TV or Soundbar model.
- Refer to the sound bar's user manual when connecting it to the TV.
- This function is unavailable when using The Frame (32LS03B, 43LS03B) vertically. To use the product horizontally, set the function again.

Your Samsung TV supports a USB sound device connection.

- USB 2.0 and higher devices are supported.
- Two USB sound devices can be connected at the same time

### Listening to the TV through Bluetooth devices

 >  Menu >  Settings > All Settings > Sound > Sound Output > Bluetooth Speaker List

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. Refer to the user manual for your audio device such as Bluetooth speaker, sound bar, and headphones for detailed connection and usage

- If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.
- When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate or deactivate the Bluetooth audio device.
- The sound quality may be affected by the condition of the Bluetooth connection.
- Before using a Bluetooth audio device, refer to "Read Before Using Bluetooth Devices."
- On some models, you can connect and use two Bluetooth devices simultaneously.
- If multiple BT audio devices and BT input devices are simultaneously connected, sound from the audio devices may be choppy or key data from the input devices may be dropped.
- The number of BT audio devices for connection can be limited to one device, for a stable game service.
- If a call comes in while you listen to TV sound with Galaxy Buds, the Buds connects to the mobile phone and the TV sound is muted for connecting to the call.

- When the call is ended, the Buds automatically connects to the TV. This feature is supported only when the TV and mobile phone are connected to the same Samsung account.
- If the Galaxy Buds is disconnected while listening to TV sound with the Buds, the TV sound is muted.

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

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Sound](#) > [Wi-Fi Speaker Surround Setup](#)

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




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

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




## SYSTEM AND SUPPORT

### Energy Saving Functions

#### Reducing the energy consumption of the TV

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#)

Reduce energy consumption by changing your power preferences and other energy-saving options.

- **Brightness Optimisation** Automatically adjust the picture brightness based on the ambient light level.
- **Minimum Brightness** When Brightness Optimisation is turned on, you can manually adjust the minimum brightness of the TV screen. This function acts only when the value is less than the setting in  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Brightness](#).

- **Brightness Reduction** Reduce power consumption by adjusting brightness settings.
- **Motion Lighting** Adjusts the brightness in response to on-screen movements to reduce power consumption.
- **Screen Saver** Activate a screensaver when your TV displays a still image for two hours or more.
- **Auto Power Off** Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.
- **Available Remote Battery** You can check the Samsung Smart Remote's remaining amount of the battery.

## Updating the TV's Software

 >  **Menu** >  **Settings** > **Support** > **Software Update**

DO NOT turn off the TV's power until the update is complete. The TV will turn off and on automatically after completing the software update. Video and audio settings may be reset to their defaults after a software update.

- through the network

 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Update Now**

- through a USB device

 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Update Now**

- automatically

 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Auto Update**

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

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

- This function may take a longer time if another network function is running concurrently.
- This function requires an Internet connection.

## Audio and Video Functions for the Visually or Hearing Impaired



### Running the accessibility functions

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility**

## Running Accessibility Shortcuts

- The Accessibility Shortcuts provide easy access to the accessibility functions. To display the Accessibility Shortcuts, press and hold the +/- (Volume) button for 2 seconds or more. You can easily turn on or turn off the functions, such as Voice Guide, Audio Description, Caption, Sign Language Zoom, Sign Language Guide, Learn TV Remote, Learn Menu Screen, Picture Off, Multi-output Audio, High Contrast, Enlarge, Grayscale, Color Inversion, Slow Button Repeat, Accessibility Settings, etc.
- Even if the Voice Guide is set to Off or muted, the voice guide for Accessibility Shortcuts is enabled.
- The shortcut menus may not appear depending on the model or geographical area.
- The menu name may differ depending on the model.

## Enabling voice guides for the visually impaired

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Voice Guide**  
**Settings**

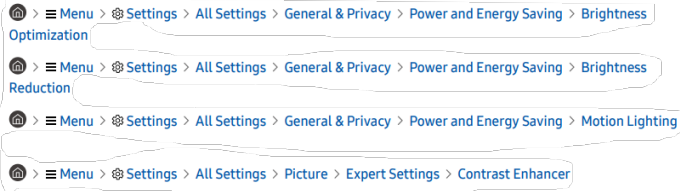
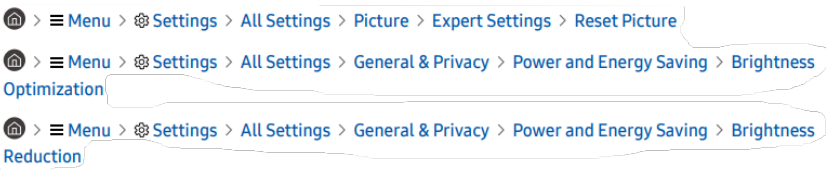
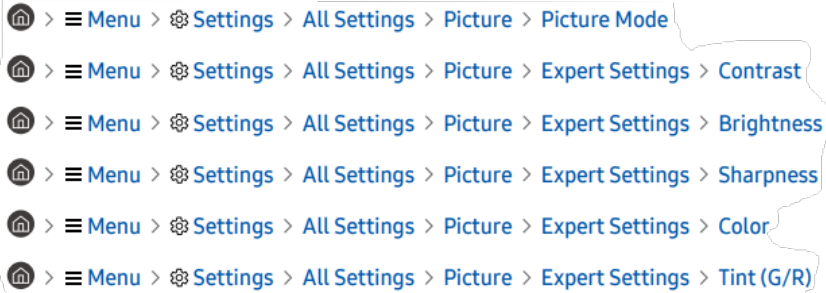
- You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set Voice Guide to On. With Voice Guide on, the TV provides voice guides for channel change, volume adjust, information on current and upcoming programs, schedule viewing, other TV functions, and various content in the Internet, and in Search
- You can go to Voice Guide, and then press the Select button to turn the function on or off.
  - The Voice Guide is provided in the language that is specified on the TV Language. However, some languages are not supported by Voice Guide even though they are listed in the TV Language. English is always supported.





## TROUBLESHOOTING









### Picture Issues













#### Testing the picture

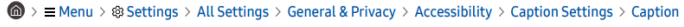

 >  **Menu** >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Picture Test**

| The problem  | The problem  |
|--|--|
| <ul style="list-style-type: none"> <li>The screen is flashing or has become dark</li> </ul>                          | <p>If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.</p> <p>Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.</p>  <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device.</p> <p><a href="#">Home</a> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Device Care</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Picture Test</a></p> |
| <ul style="list-style-type: none"> <li>The picture is not bright, or the picture colors do not look clear</li> </ul> | <p>If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization, Brightness Reduction.</p>  <p>Go to Picture and adjust the Picture Mode, Contrast, Brightness, and Sharpness settings.</p>   |
| <p>The picture colors are black and white or do not look the way they should look</p>                                | <p>If the product's colors or absolute whites/blacks seem to be off, launch Picture Test.</p> <p><a href="#">Home</a> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Device Care</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Picture Test</a></p> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p>  |

| The problem                                     | The problem  |
|---|--|
|   | <p>When using the One Connect Box, make sure that its video input connectors are connected to the correct external device video output connectors.</p> <p>If using a component cable, ensure that the green (Y), blue (Pb), and red (Pr) cables are connected properly.</p> <p>Incorrect connections may cause color problems or a blank screen.</p> <p>Check whether Grayscale is set to On.</p> <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">Accessibility</a> &gt; <a href="#">Grayscale</a></p>  |
| <p>The TV automatically turns off by itself</p> | <p>If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specific period of time.</p> <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">System Manager</a> &gt; <a href="#">Time</a> &gt; <a href="#">Sleep Timer</a></p> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.</p> <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">Power and Energy Saving</a> &gt; <a href="#">Auto Power Off</a></p> <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">System Manager</a> &gt; <a href="#">Time</a> &gt; <a href="#">Off Timer</a></p> |
| <p>TV (The Frame TV) cannot be turned off.</p>  | <p>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.</p>   |

| The problem   | The problem  |
|---|--|
| Unable to power onn                                       | <p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is firmly connected.</p> <p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p> <p>In case of a model that supports One Connect, check the One Invisible Connection between the TV and One Connect.</p>  |
| The TV remains on or does not turn on automatically.      | <p>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.</p> <p>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.</p> <p> &gt; left directional button &gt;  Art &gt; Art Mode Options &gt; Motion Detector</p>  |
| Unable to find a Channel                                  | <p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <p> &gt;  Menu &gt;  Settings &gt; All Settings &gt; Broadcasting &gt; Auto Program</p> <p>When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide</p> <p>When the symptom persists, contact your service provider.</p> |
| The TV image does not look as good as it did in the store | <p>Store displays are tuned to a digital UHD channel or HD channel.</p> <p>Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.</p> <p>Be sure to use an HDMI cable to enjoy high quality videos.</p>   |










| The problem  | The problem   |
|--|---|
|  | <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide &gt; Video Device &gt; HDMI</p> <p>To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.</p>  |
| Displayed video looks blurry                       | <p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <p> &gt;  Menu &gt;  Settings &gt; All Settings &gt; Picture &gt; Expert Settings &gt; Picture Clarity Settings</p>  |
| The picture is distorted                           | <p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.</p> <p>Remove and reconnect the power cord, and check the remote control battery.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.</p>   |
| There is a dotted line on the edge of the screen   | <p>Change Picture Size Settings to 16:9 Standard.</p> <p> &gt;  Menu &gt;  Settings &gt; All Settings &gt; Picture &gt; Picture Size Settings &gt; Picture Size</p>  |
| The picture won't display in full screen           | <p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p> <p> &gt;  Menu &gt;  Settings &gt; All Settings &gt; Picture &gt; Picture Size Settings &gt; Picture Size</p> |
| The Caption function in the TV menu is deactivated | <p>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.</p>  |
|  | <p>Turn off the Caption function in Caption Settings.</p>   |

| The problem  | The problem   |
|--|---|
| Captions appear on the TV screen                   |   |
| The HDR of the connected external device turns off | <p data-bbox="587 389 1422 510">If the Input Signal Plus feature is turned on, the range of receiving HDMI input signals is expanded, allowing you to view HDR content sent from an external device.</p>  |










## Sound and Noise Issues













### Testing the sound

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

| The problem   | Try this!  |
|---|--|
| <p>How can I connect an audio device to the TV?</p>                 | <p>The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.</p> <p>For more information about how to connect an audio device, run Connection Guide.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Connected Devices</a> &gt; <a href="#">Connection Guide</a> &gt; <a href="#">Audio Device</a></p>   |
| <p>There is no sound or the sound is too low at maximum volume.</p> | <p>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.</p> <p>Check the cable connection between an external device and the TV and then try cable connection again.</p>   |
| <p>The picture is good but there is no sound.</p>                   | <p>Set Sound Output to TV Speaker.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">Sound</a> &gt; <a href="#">Sound Output</a></p> <p>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.</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your TV has a headphone jack, make sure there is nothing plugged in.</p> <p>Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p> <p>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.</p> |
| <p>HDMI (eARC) is connected, and there is no sound.</p>             | <p>Check whether Digital Output Audio Format is set to Pass-Through.</p> <p>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.</p> <p>It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">Sound</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Digital Output Audio Format</a> &gt; <a href="#">Auto</a></p>   |















| The problem  | Try this!  |
|--|--|
| <p>The speakers are making an odd sound.</p>   | <p>Run <b>Sound Test</b>.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>Support</b> &gt; <b>Device Care</b> &gt; <b>Self Diagnosis</b> &gt; <b>Sound Test</b></p> <p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p> <p>For antenna or cable connections, check the <b>Signal Information</b>. A low signal level may cause sound distortions.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>Support</b> &gt; <b>Device Care</b> &gt; <b>Self Diagnosis</b> &gt; <b>Signal Information</b></p> |
| <p>The sound is interrupted.</p>   | <p>The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are in a straight line, and the Bluetooth speaker is placed as close as possible to the TV.</p> <p>To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency.</p> <p>When the symptom persists, it is recommended to use wired connections such as HDMI (eARC) and Optical.</p>  |
| <p>Whenever a function is used on the TV or the channel is changed, the TV voices the activity.</p> <p>The TV explains in voice-over the video scenes displayed on the screen.</p> | <p>Turn off the <b>Voice Guide</b> function in <b>Voice Guide Settings</b>.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>General &amp; Privacy</b> &gt; <b>Accessibility</b> &gt; <b>Voice Guide Settings</b> &gt; <b>Voice Guide</b></p>   |
| <p>The TV audio is not being played through the AV receiver.</p>   | <p>Check the A/V receiver's power supply and its settings.</p> <ul style="list-style-type: none"> <li>• When connecting the optical cable between the TV and A/V receiver, make sure that the sound output is set <b>Optical</b> on your TV.</li> <li>• In case of HDMI eARC connection, make sure that it is connected to the eARC dedicated HDMI port on your TV. However, the eARC can be used only when the A/V receiver supports the eARC feature.</li> </ul>   |

| The problem  | Try this!   |
|--|---|
| <p>The sound is not heard clearly.</p>                                     | <p>Change to an appropriate sound mode.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>Sound</b> &gt; <b>Sound Mode</b></p> <p>When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>General &amp; Privacy</b> &gt; <b>Intelligent Mode Settings</b> &gt; <b>Intelligent Mode</b></p> <p>To optimise the sound depending on the surroundings, select Adaptive Sound+.</p> <p> &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>General &amp; Privacy</b> &gt; <b>Intelligent Mode Settings</b> &gt; <b>Adaptive Sound+</b></p> |
| <p>The volume of the external device cannot be adjusted.</p>               | <p>Check the cable connection between the TV and the external device.</p> <p>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  &gt;  <b>Menu</b> &gt;  <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>Connection</b> &gt; <b>External Device Manager</b> &gt; <b>Anynet+ (HDMI-CEC)</b> is active on your TV.</p>  |
| <p>I want to turn off and on the TV and audio device at the same time.</p> | <p>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 Samsung Soundbar model.</p> <p>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.</p>   |

## Channel and Broadcast Issues
















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



| The problem   | Try this!   |
|---|---|
| <p>"Weak or No Signal" displayed in TV mode or cannot find channel.</p> | <p>Make sure that the external device is connected securely and turn on. Move to Sources to switch to other input sources.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Connected Devices</a> &gt; <a href="#">Sources</a></p> <p>When using a set-top box or cable box, check the broadcast signal on the network that is connected to the external device.</p>  |
| <p>The TV is not receiving all channels.</p>                            | <p>Confirm that the coaxial cable is securely connected to the TV. Run Reset or Auto Program.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">Reset</a></p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">Broadcasting</a> &gt; <a href="#">Auto Program</a></p> |
| <p>The captions are not provided on a digital channel.</p>              | <p>When watching channels with the antenna cable connected, run Caption Settings.</p> <p> &gt;  <a href="#">Menu</a> &gt;  <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">Accessibility</a> &gt; <a href="#">Caption Settings</a></p> <p>Some channels may not have caption data.</p> <p>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.</p>  |
| <p>Broadcasting is deactivated.</p>                                     | <p>Broadcasting is only available when Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.</p> <p>Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>   |

## 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 problem   | Try this!   |
|---|---|
| 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.                            | <p>If you are using an HDMI connection, check the audio output settings on your PC.</p> <p>If you are using a DVI to HDMI cable, a separate audio cable is required.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>  |
| I want to connect to a PC and mobile device via screen mirroring. | <p>To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide &gt; PC &gt; Screen Sharing (Wireless)</p> <p>Confirm that the TV and your PC are connected to the same network.</p> <p>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.</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide &gt; Smartphone &gt; Screen Sharing (Smart View)</p> <p>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.</p>  |
| No screen appears when connecting the TV to an external device.   | <p>For more information about how to connect an external device, read the Connection Guide.</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide</p> <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Sources</p> <p>Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).</p> <p> &gt;  Menu &gt;  Connected Devices &gt; Connection Guide &gt; Video Device &gt; HDMI Troubleshooting</p> |

| The problem  | Try this!   |
|--|---|
|  | <p>When using a set-top box or cable box, check the broadcast signal and the network that is connected to the external device.</p>  |
| <p>I want to connect to a Bluetooth speaker.</p>     | <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Connected Devices</a> &gt; <a href="#">Connection Guide</a> &gt; <a href="#">Audio Device</a> &gt; <a href="#">Bluetooth</a></p>  |
| <p>The PC screen does not appear or it flickers.</p> | <p>When the PC screen does not appear or the PC is not recognised, 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.</p> <p> &gt; <a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">Connection</a> &gt; <a href="#">External Device Manager</a> &gt; <a href="#">Input Signal Plus</a></p> <p>When the set resolution is not matched, the screen may flicker. For PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'</p> |





## Network Issues

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

| The problem  | Try this!   |
|--|---|
| <p>Wireless network connection failed. Unable to connect to a wireless access point. Unable to connect to the network.</p> | <p><a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Device Care</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Smart Hub Connection Test</a></p> <p>Ensure that the network cable is connected and the router is powered on.</p> <p>Connect your mobile device to the router via Wi-Fi.</p> <p>Turn the router off and back on again. (Requires 2 to 3 minutes)</p> <p>If a security key is required, make sure it has been entered correctly.</p> <p>Unplug the TV's power cord and plug it back in or long-press the power button for at least 3 seconds.</p> <p>Make sure that there is no electromagnetic wave generating device placed between the TV and router.</p> <p>If unable to establish a wireless internet connection, connect the TV to the wireless router via an LAN cable.</p> <p>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.</p> |
| <p>Wired network connection failed.</p>  | <p>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 30 seconds, and then turn it on.</p>  |
| <p>Connected to a local network, but not to the Internet.</p>  | <ol style="list-style-type: none"> <li>1. Check if the Internet LAN cable is connected to the access point or external LAN port.</li> <li>2. Check the DNS setting in IP Settings.</li> </ol> <p><a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">Connection</a> &gt; <a href="#">Network</a> &gt; <a href="#">Network Status</a> &gt; <a href="#">IP Settings</a></p>   |

## Anynet+ (HDMI-CEC) Issues

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

| The problem  | Try this!  |
|--|--|
| <p>What is Anynet+?</p>  | <p>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 use the TV's remote control to control the connected device turn on or off when you turn the TV on or off.</p>  |
| <p>Anynet+ does not work.</p>  | <p>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 turned On.</p> <p></p> <p>Check and confirm that the device's power cable is securely plugged in.</p> <p>Check the device's HDMI cable connection.</p> <p>Anynet+ (HDMI-CEC) cannot function under the following circumstances. (When the TV is scanning channels or performing Reset)</p> <p>When connecting or disconnecting an HDMI cable, turn the TV off and wait for 30 seconds before turning it back on again.</p> |
| <p>I want to start Anynet+.</p> <p>I also want the connected devices to turn on when the TV is turned on.</p>  | <p>Move the focus to the Anynet+ device at  &gt; <b>Menu</b> &gt; <b>Connected Devices</b> &gt; <b>Sources</b>, press the down directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.</p> <p>Check if the Anynet+ device is properly connected to the TV, and then select the Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.</p> <p></p>   |
| <p>I want to exit Anynet+.</p> <p>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.</p> | <p>To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <p></p> <p>When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via 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 on the HDMI-CEC function on a specific device connected to the TV.</p>  |


| The problem   | Try this!  |
|---|--|
| The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen. | <p>You cannot use the remote control when the TV is configuring Anynet+ switching to the TV viewing screen.</p> <p>Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.</p> |
| The Anynet+ device won't play.  | You cannot use the play function when Reset is in progress.  |

## Remote Control Issues

| The problem   |
|---|
| The remote control does not work.                               |
| External devices cannot be operated with the TV remote control. |

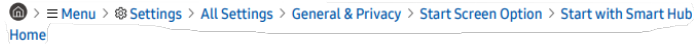


## Recording Issues

| The problem  | Try this!   |
|--|---|
| <p>The Timeshift or recording function cannot be used</p>                                    | <p>Check if there is a storage device connected to the TV.</p> <p>Recording will automatically stop if the signal becomes too weak.</p> <p>Check the free space on the storage device.</p> <p>The function will not work if there isn't enough storage space on the USB device.</p> <p>Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions".</p> |
| <p>Cannot record videos received from an external device or Samsung TV Plus.</p>             | <p>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.</p>  |
| <p>The "Format Device" message appears when the Timeshift or recording function is used.</p> | <p>To use the recording function, the storage device connected to the TV must have been already formatted.</p> <p>Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.</p>  |
| <p>The recorded files on the TV are not played back on a PC.</p>                             | <p>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.</p> <p>Playback may not work properly if the recording files has a problem. If the problem persists, check the recording files .</p>  |

## Apps

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

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

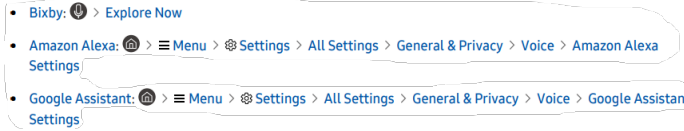


## Media Files

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

| The problem                                 | Try this!   |
|---|---|
| Some files are interrupted during playback. | <p>This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly.</p>  |
| Some files can't be played.                 | <p>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."</p> |

## Voice Assistant Issues

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

| The problem  | Try this!   |
|--|---|
| <p>The microphone is off.</p>  | <p>Turn on the microphone switch at the bottom of the TV. Each time the switch is turned on or off, the screen displays a pop-up window showing whether the microphone is turned on or off.</p>   |
| <p>The voice commands do not work well.</p>  | <p>Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.</p>  <ul style="list-style-type: none"> <li>• Bixby:  &gt; Explore Now</li> <li>• Amazon Alexa:  &gt;  &gt;  &gt; All Settings &gt; General &amp; Privacy &gt; Voice &gt; Amazon Alexa Settings</li> <li>• Google Assistant:  &gt;  &gt;  &gt; All Settings &gt; General &amp; Privacy &gt; Voice &gt; Google Assistant Settings</li> </ul>                        |
| <p>Bixby/Alexa answers although I did not call it.</p>   | <p>The TV may recognise an ambient noise or everyday conversation as a call to Voice Assistant.</p> <p>Turn off the Voice Wake-up function or set the Wake-up Sensitivity to Low.</p>   |
| <p>I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer.</p>  | <p>When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.</p> <ul style="list-style-type: none"> <li>• For best results, you need to be within 10 feet (3-4 m) of your TV. Please look at your TV screen and speak.</li> <li>• Turn on the Voice Wake-up function.</li> </ul>   |
| <p>Voice recognition does not work with the Samsung Smart Remote unlike other features.</p> <p>There is no response even if the Voice Assistant button is pressed.</p> | <p>The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.</p> <p>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.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.</p> <ul style="list-style-type: none"> <li>• Charge the remote control by using the USB port (C-type) at the bottom, or turn over the remote to expose the solar panel.</li> </ul> |

| The problem   | Try this!  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• If the remote control has batteries, replace them with new ones.</li> </ul>   |
| <p>During voice recognition, the heavy load message appears and the function does not work.</p> | <p>Unplug and then plug the TV power cable and then try again after one minute and 30 seconds. It may take a while if the voice recognition server is being inspected.</p> |
| <p>I want to see weather information of the desired area.</p>                                   | <p>Say with the area name included.</p>  |

## Other issues

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



| The problem   | Try this!  |
|---|--|
| The TV is hot.  | <p>Watching TV for an extended period of time causes the panel to generate heat.</p> <p>The heat from the panel is dissipated through internal vents running along the top of the TV.</p> <p>The bottom, however, may feel hot to the touch after extended use.</p> <p>Children watching TV need constant adult supervision to prevent them from touching the TV.</p> <p>This heat, however, is not a defect and does not affect the TV's functionality.</p> |
| 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. | <p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <p><a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">System Manager</a> &gt; <a href="#">Usage Mode</a> &gt; <a href="#">Home Mode</a></p>  |
| 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.                    | <p>Change Usage Mode to Home Mode.</p> <p><a href="#">Menu</a> &gt; <a href="#">Settings</a> &gt; <a href="#">All Settings</a> &gt; <a href="#">General &amp; Privacy</a> &gt; <a href="#">System Manager</a> &gt; <a href="#">Usage Mode</a> &gt; <a href="#">Home Mode</a></p>   |
| The TV is making a popping noise.   | <p>The expansion and contraction of the TV's outer casing may cause popping noise.</p> <p>This does not indicate a product malfunction.</p> <p>The TV is safe to use.</p>  |

| The problem                                      | Try this!  |
|--|--|
| The TV is making a humming noise.                | <p>Your TV utilizes high-speed switching circuits and high level electrical current. Depending on the TV's brightness level, the TV seem slightly noisier than a conventional TV.</p> <p>Your TV has undergone strict quality control procedures that meet demanding performance and reliability requirements.</p> <p>Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</p> |
| The TV narrates the screen events in voice-over. | <p>To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on Voice Guide. To run Accessibility Shortcuts, see the following:</p> <ul style="list-style-type: none"> <li>• Press and hold the +/- (Volume) button on your Samsung Smart Remote.</li> </ul>  |

## Diagnosing TV operational issues

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

 >  [Menu](#) >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#)

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**

| <b>The problem</b>                                  |
|---|
| Cannot select Signal Information in Self Diagnosis. |
| Reset Smart Hub                                     |
| Reset picture                                       |
| Reset sound   |

## FAQ

### **The TV Screen does not Display Properly**

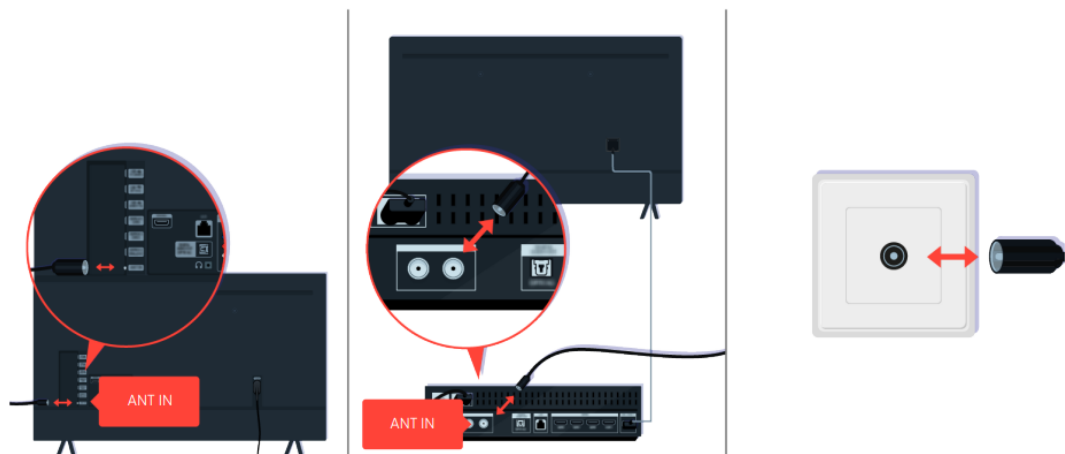
When the TV screen is bad, let's find out how to simply check whether the cause is caused by the product or the external environment by broadcasting signals and cables.



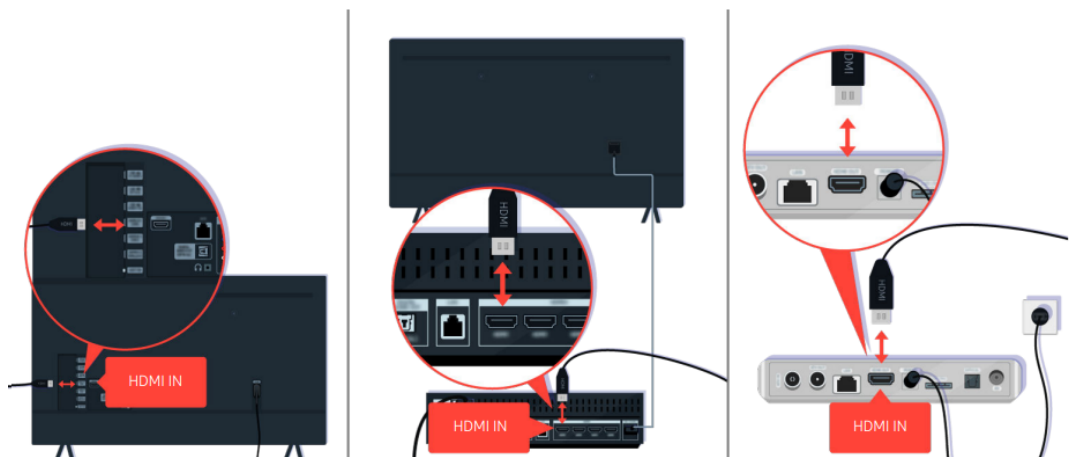
## When the TV screen does not display properly



Check the antenna and input cable connections.



Check the antenna and input cable connections.



Check the antenna and HDMI cable connections.

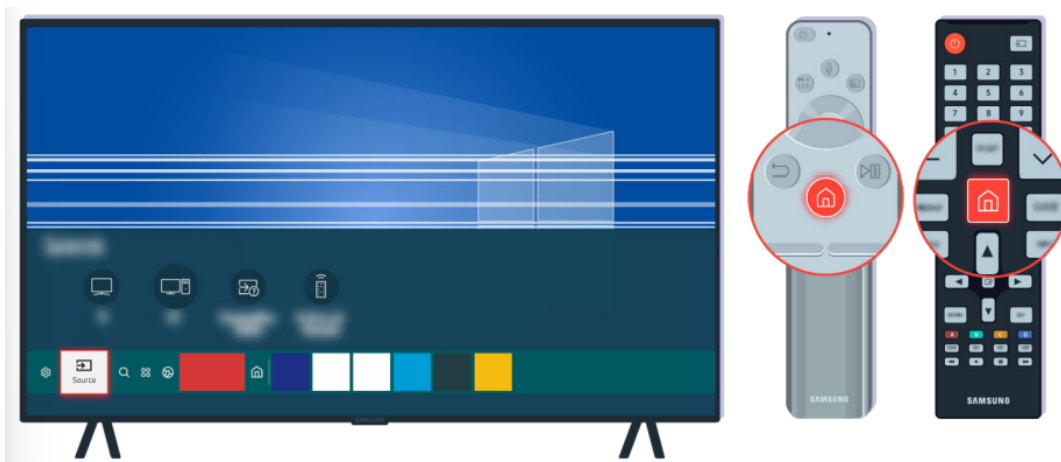




If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots or fixed horizontal or vertical lines.




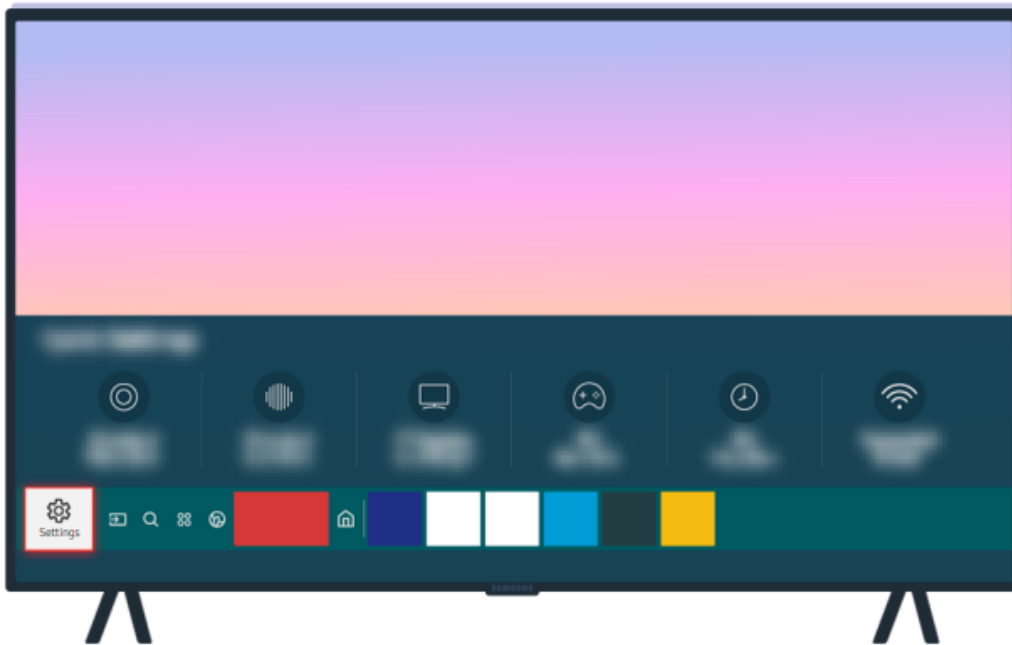
Try changing channels using the remote control.



Press the  button, select Source, choose another input source.

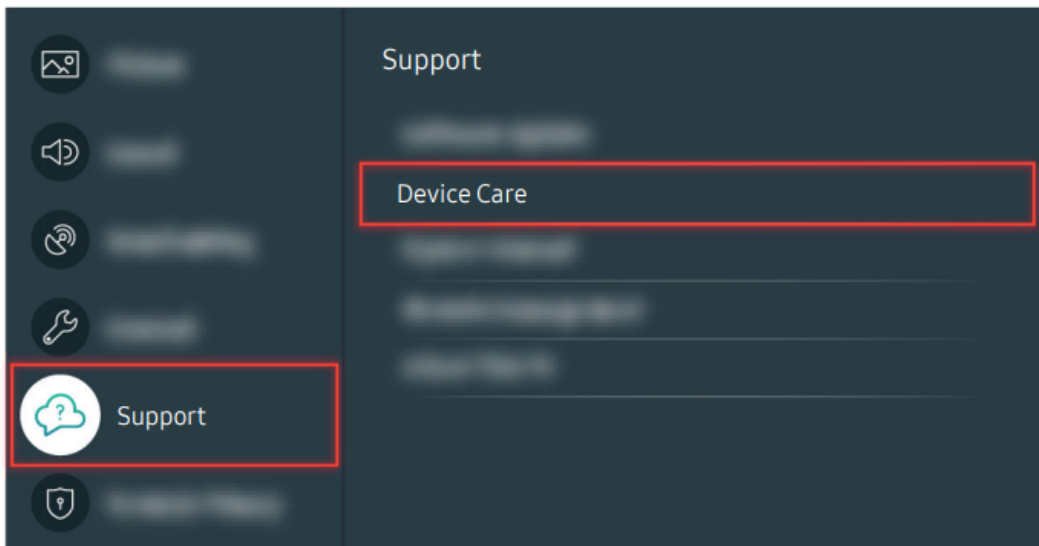


If the same problem persists, run a diagnostic test. On the remote control, press the  button.



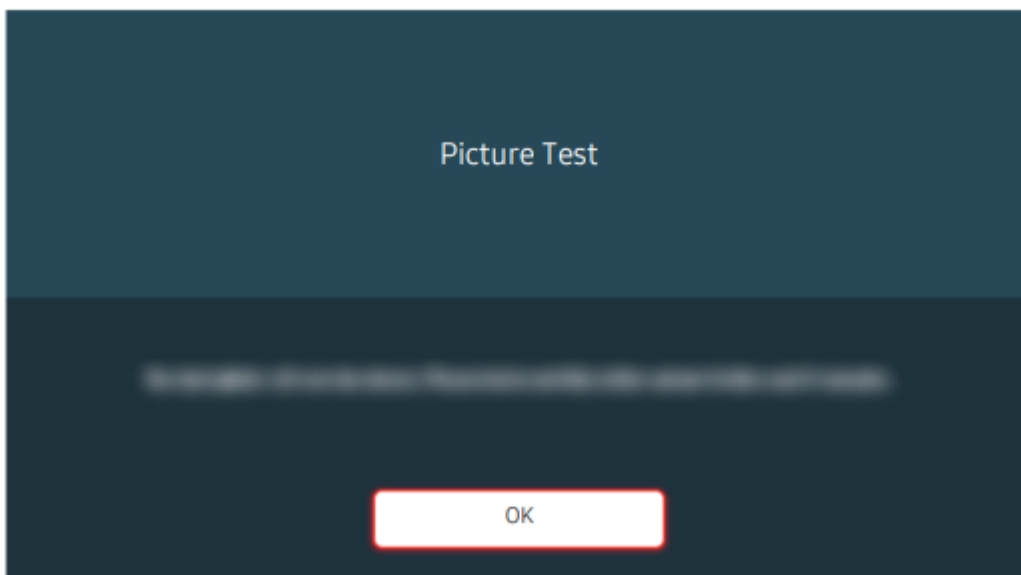
Select

 >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Picture Test**.



Select

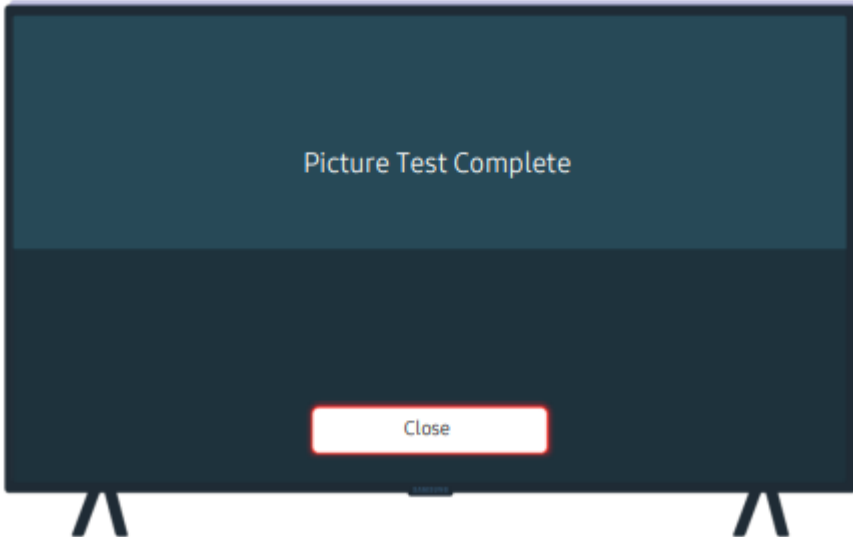
 >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Picture Test**.



When a message appears, select OK and follow the on-screen instructions to complete the test.




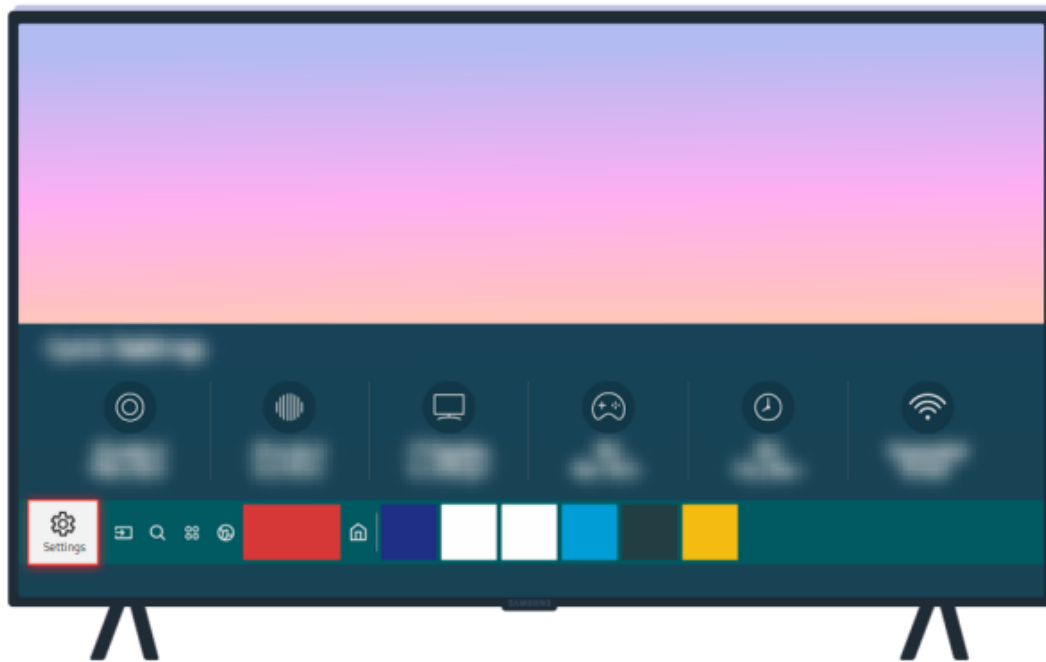
When a message appears, select OK and follow the on-screen instructions to complete the test.




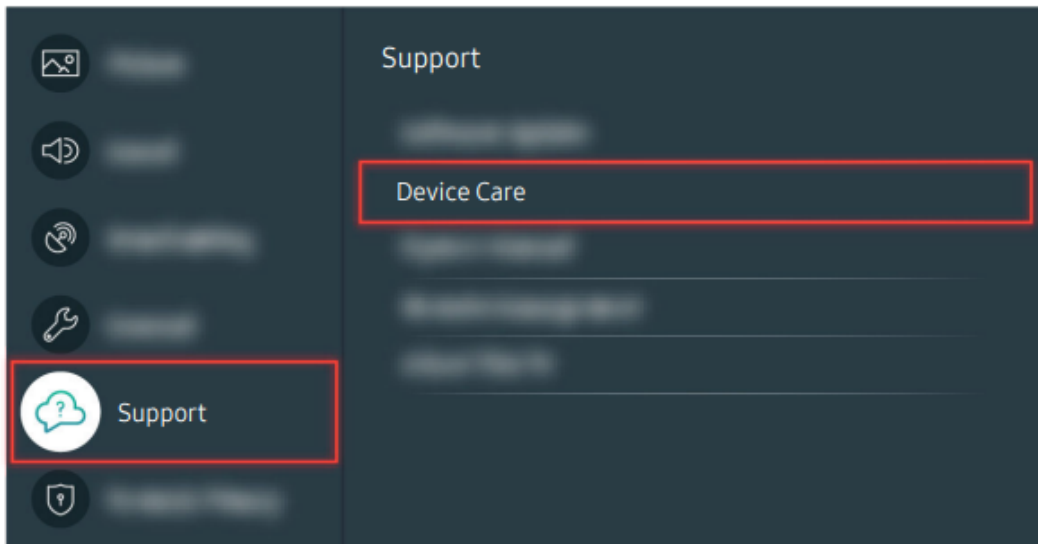
When a message appears, select Close and follow the on-screen instructions to complete the test.





If the problem disappears during the test, check your TV signal. On the remote control, press the  button.

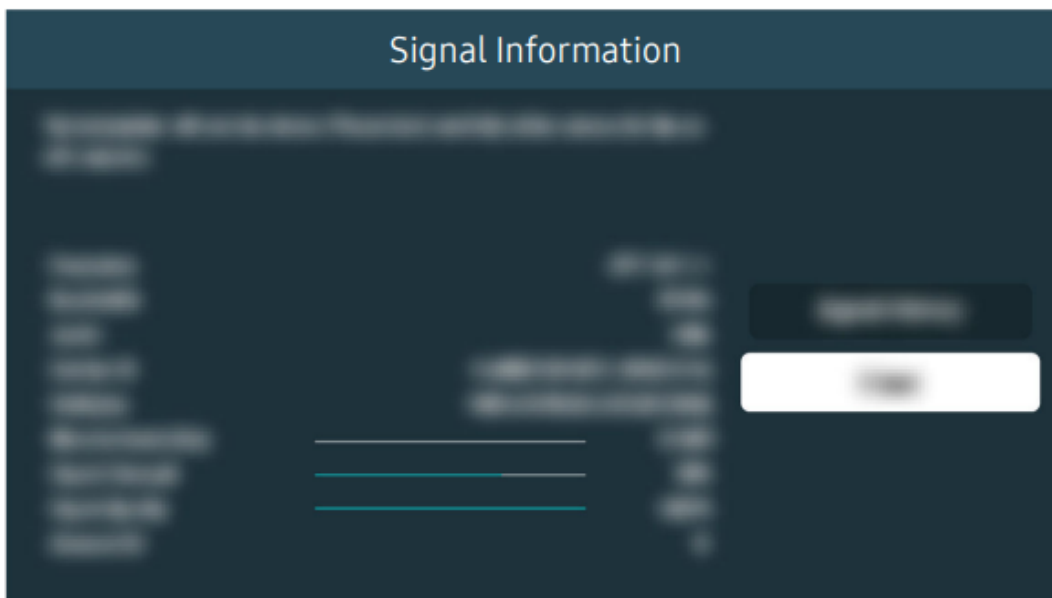


Select  >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Signal Information** to check the signal strength.







Select

 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#) to check the signal strength.



Check whether the signal strength is too weak or not.

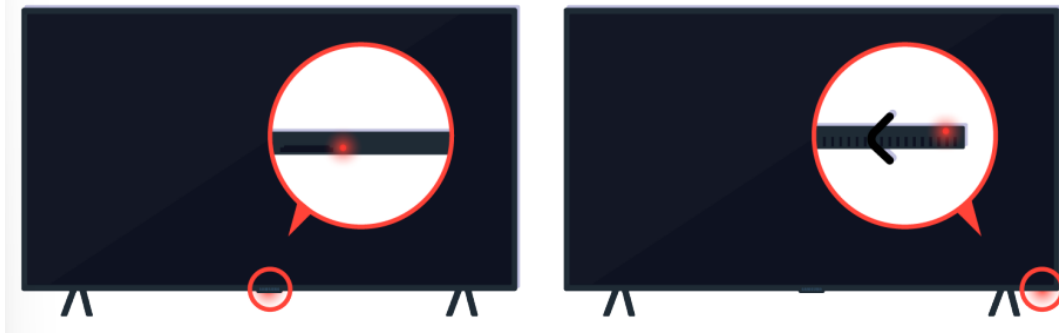
#### Related menu path

 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#)  
 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#)

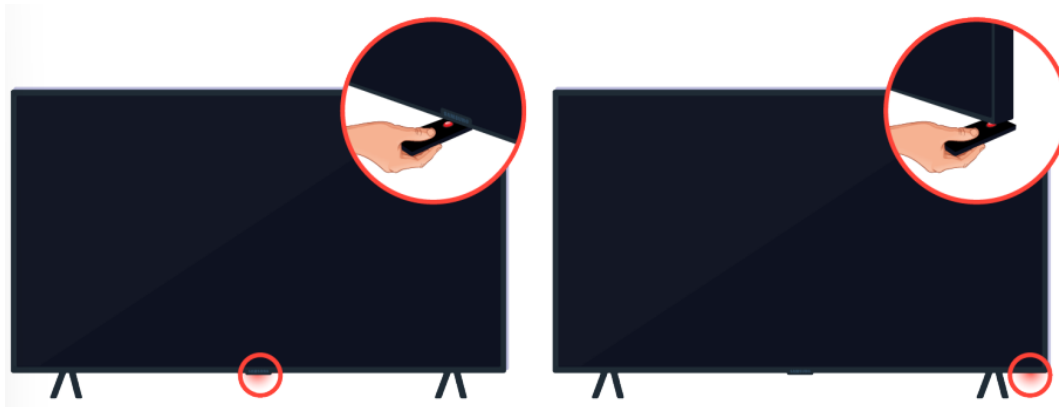
#### The TV does not Turn On

If there is no screen on the TV, it often occurs when the contact point of the power cable is loose or the peripheral device is turned off.

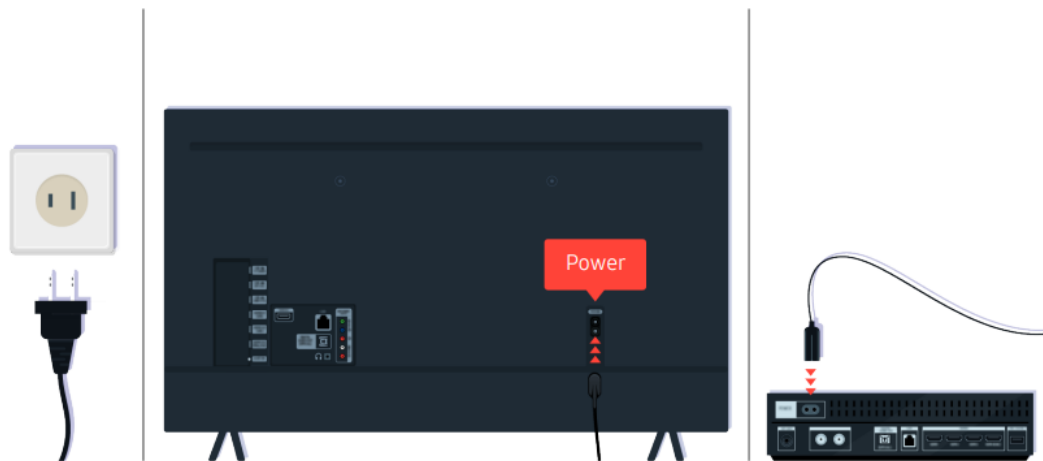
### When your TV does not turn on



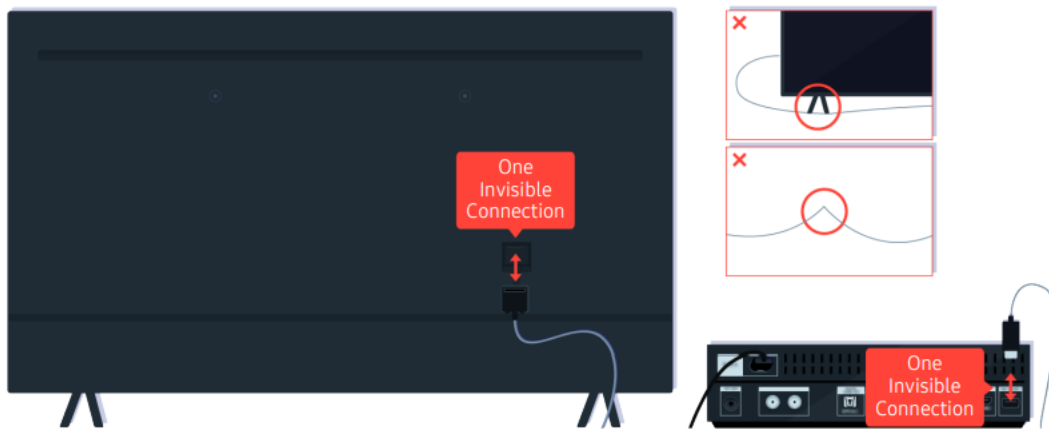
If your TV does not turn on, check whether the remote control sensor is on.



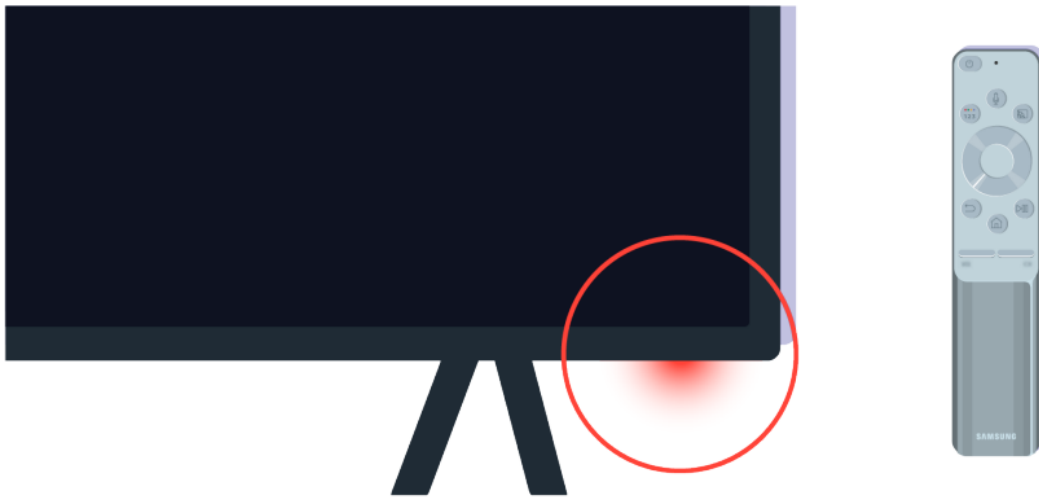
By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.



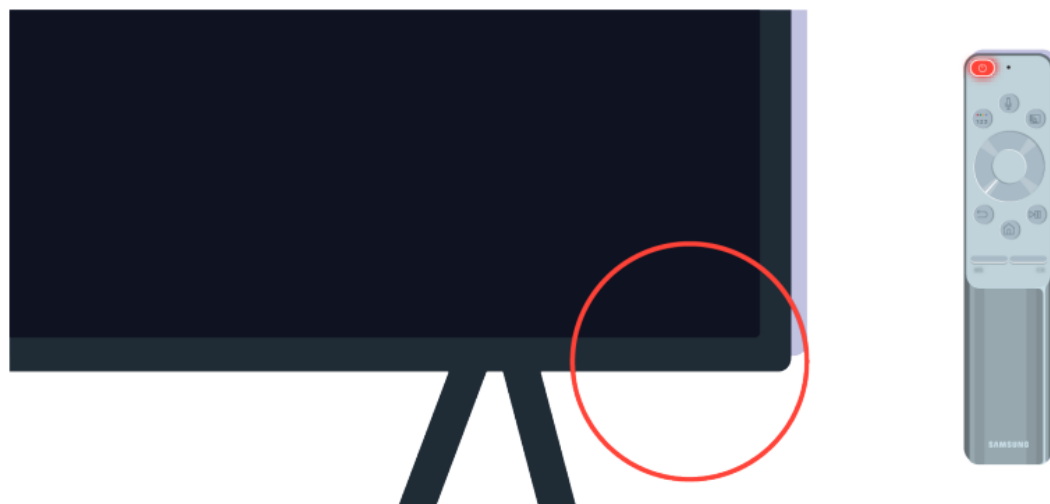
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



Disconnect and reconnect the One Invisible Connection cable between the TV and the One Connect (OC) Box. Make sure that the One Invisible Connection cable is not pinched or bent sharply.



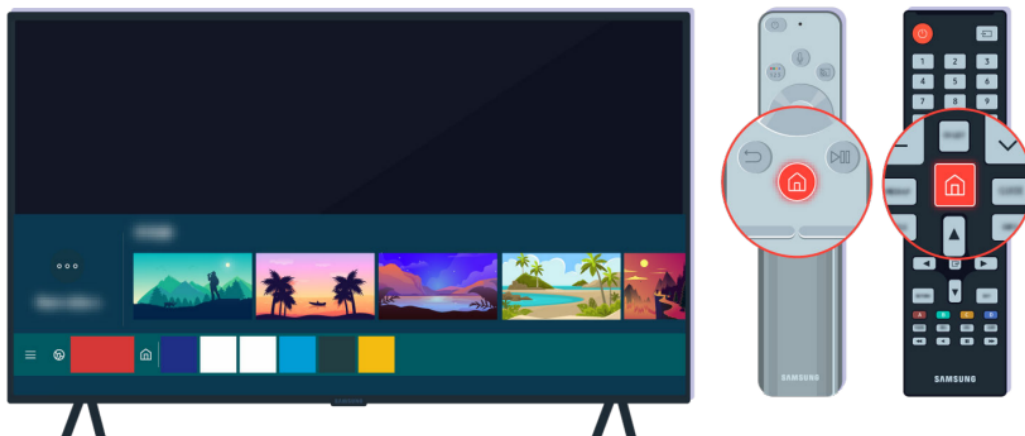
Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV.




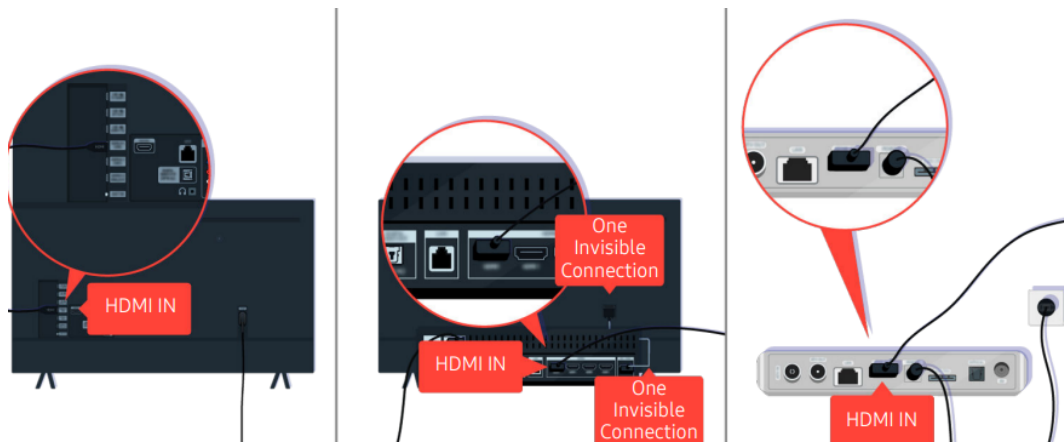
If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.



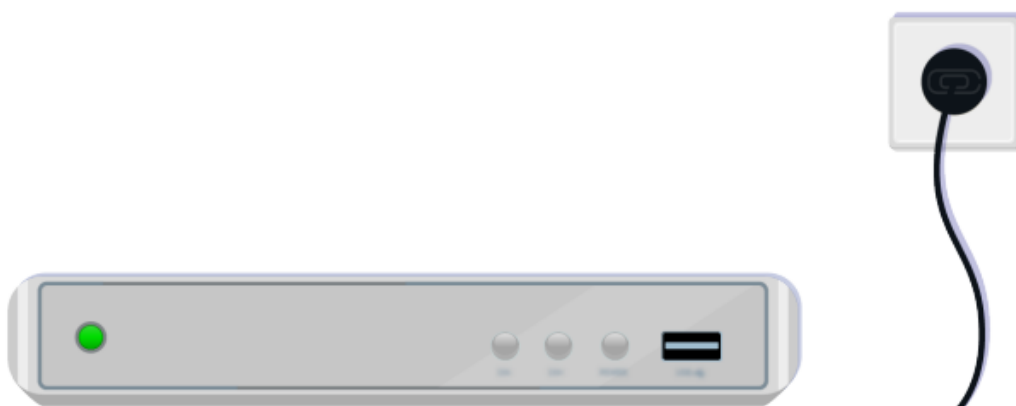
If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.



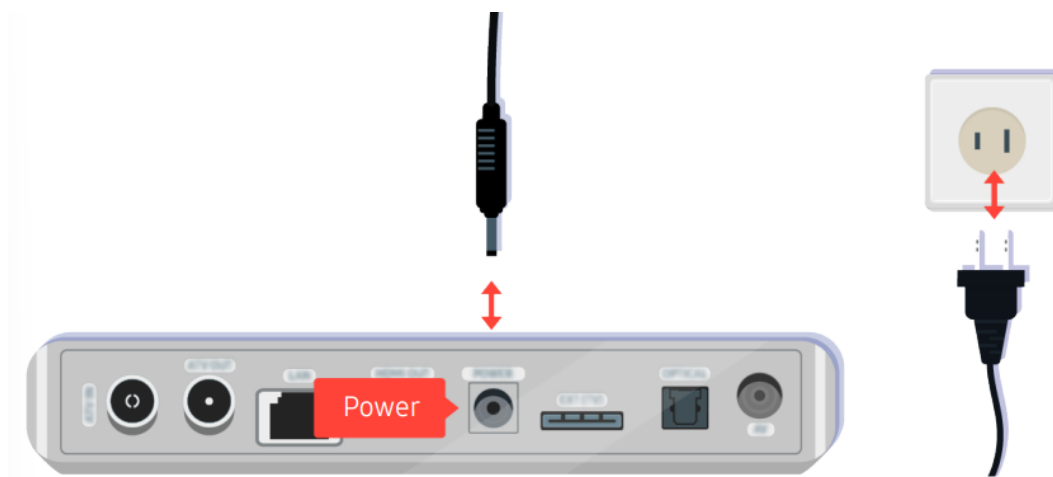
On the remote control, press the  button. When the Home Screen appears, the TV is turned on but the connected external device does not work or any connection problem occurs.



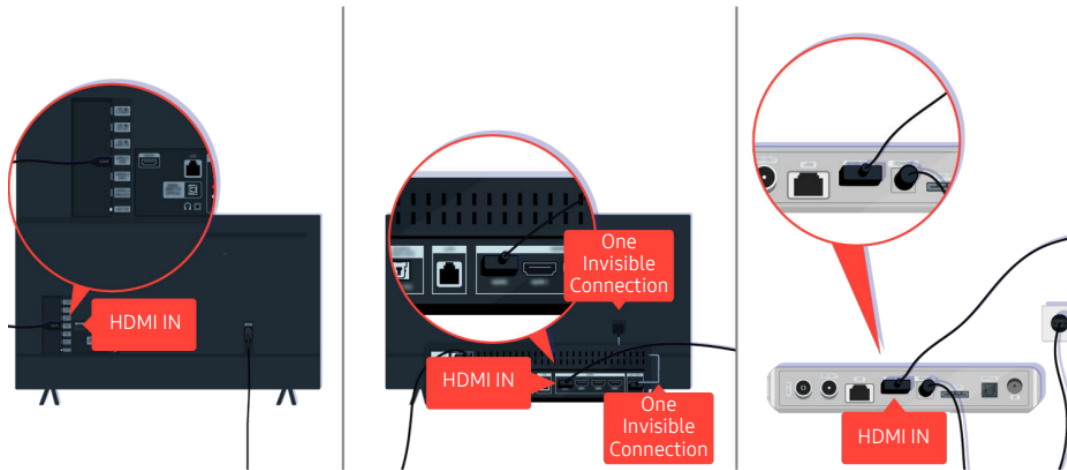
Check the connection of the HDMI cable to your TV or One Connect Box.



Make sure that the external device is turned on.



If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.



Check the connection of the HDMI cable to your TV or One Connect Box.



Also make sure that the correct source is selected on the Home Screen (🏠 > 📺 Source).



If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty.

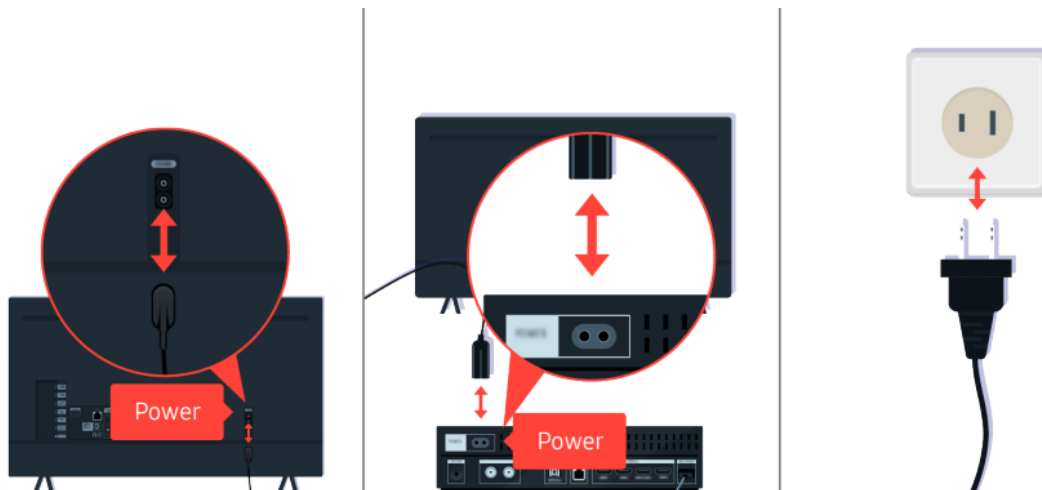
## The Picture is Distorted, or No Sound Comes Out of the Sound Bar

No TV sound from the sound bar, or distorted TV picture are often caused by loose cable connections.

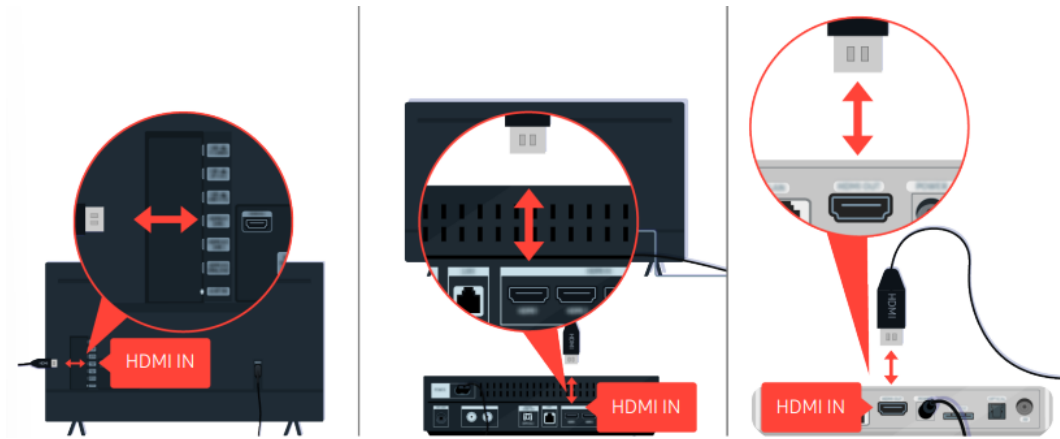
**When the TV does not connect with an external device properly**



When the picture looks distorted,



First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect (OC) Box, then unplug the power cable and plug it back into the wall outlet.



First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect (OC) Box, then unplug the power cable and plug it back into the wall outlet.



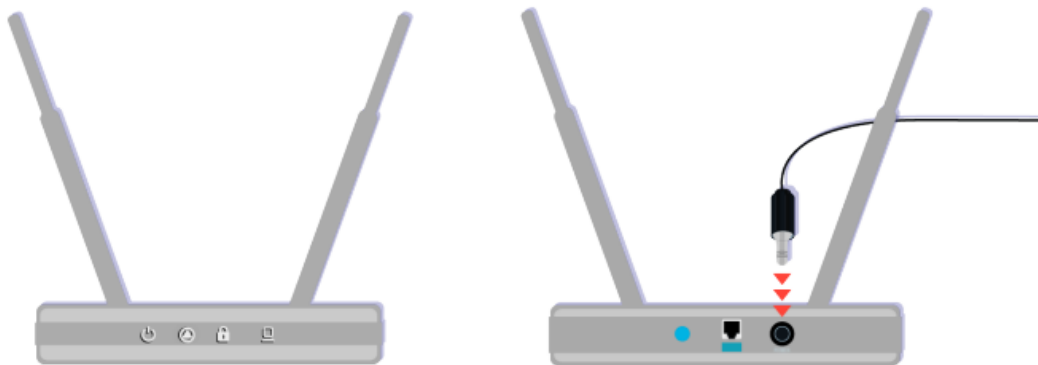
If the external device support 4K UHD or 8K UHD videos, use a dedicated HDMI cable for each resolution.



For better video quality, use an HDMI cable if your external device supports it.



If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of set-top box.

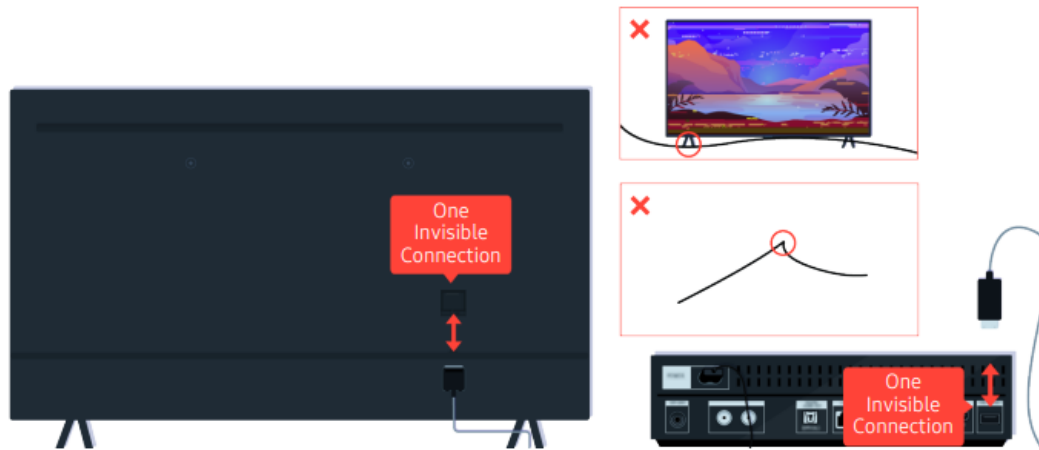


Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.

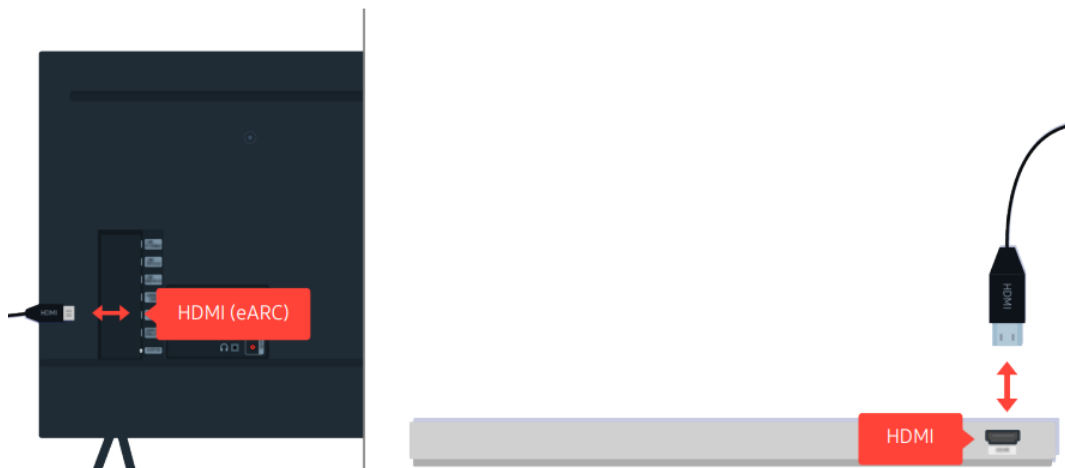


If the problem persists, check the video output settings in the settings menu of the external device and ensure that your TV supports the video output mode.

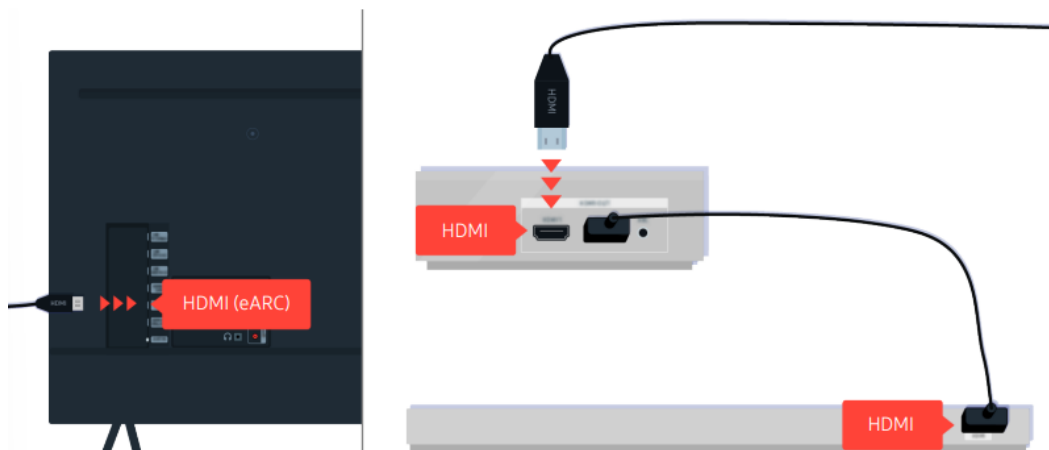
FHD TVs support up to 1080p video output and UHD TVs support up to 2160p video output.



If the problem persists and if your TV uses the One Invisible Connection, disconnect and reconnect the One Invisible Connection to the TV and the One Connect (OC) Box. Ensure that the One Invisible Connection is not pinched or bent sharply.



If no sound comes out of your Sound Bar and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV.

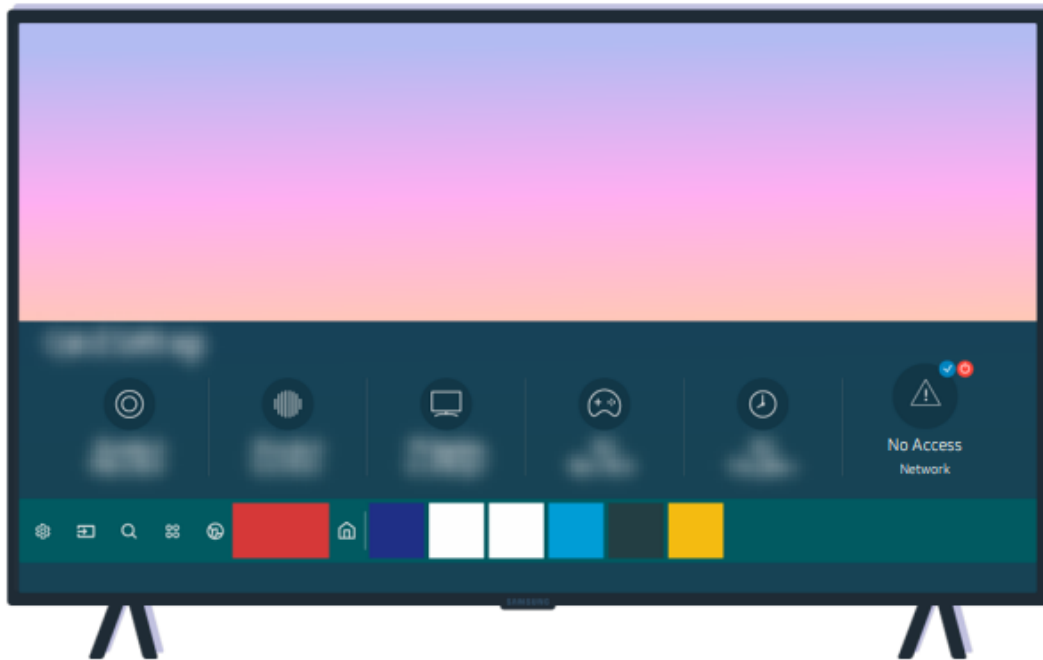


If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV

## Internet Access is not Available


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

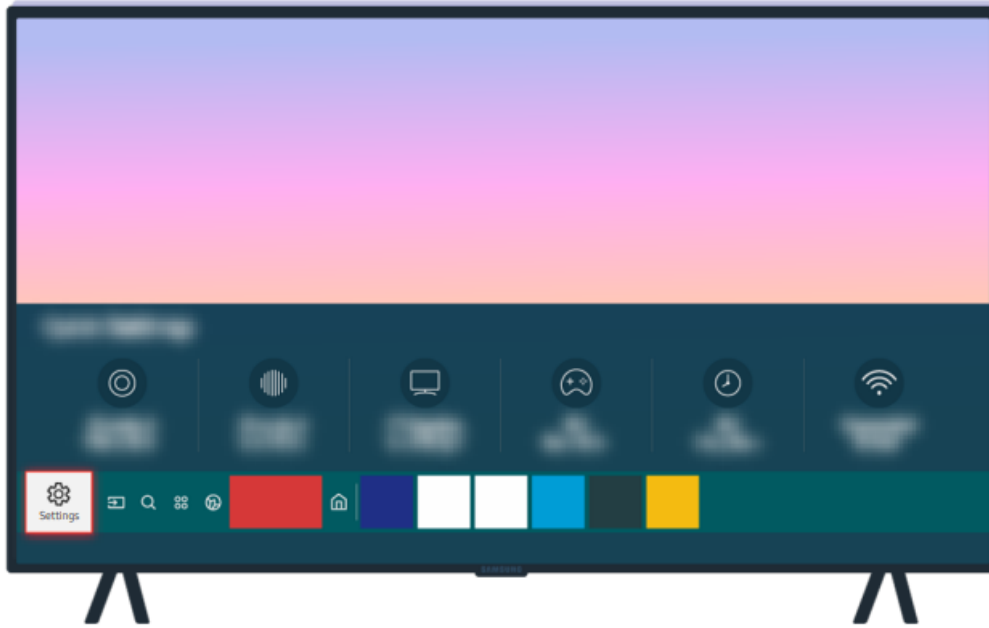
### When the TV can't connect to the Internet





If your TV is not connected to the internet, check the network and the status of your access point.

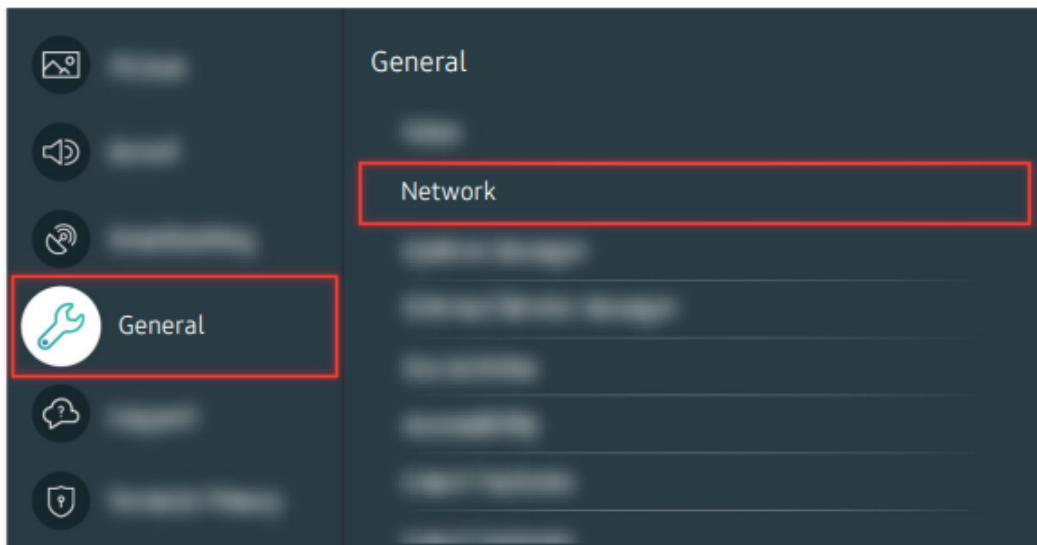


On the remote control, press the  button and move to Settings using the directional button.





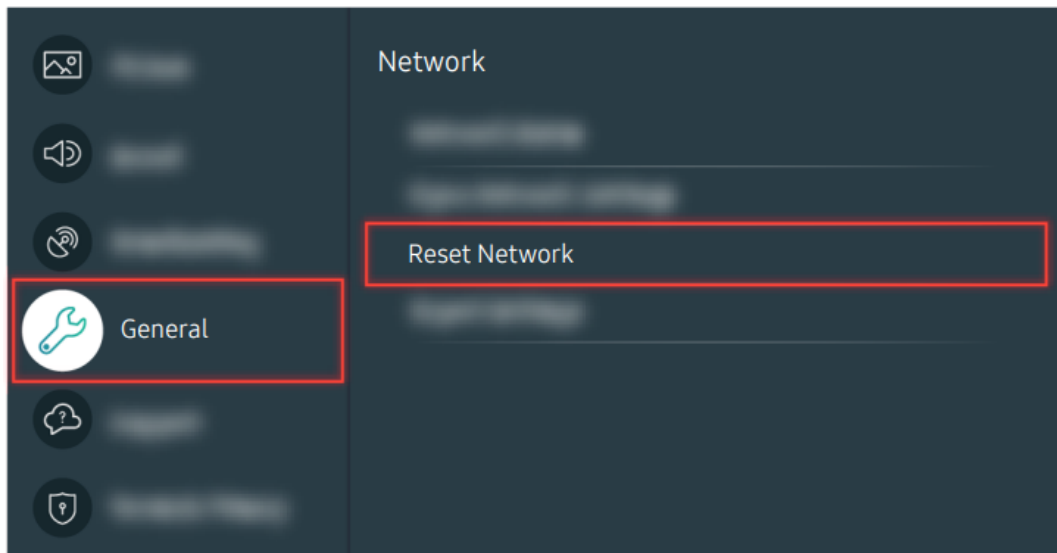
Select

 >  **Settings** > **General** > **Network** > **Network Status** to check the network status

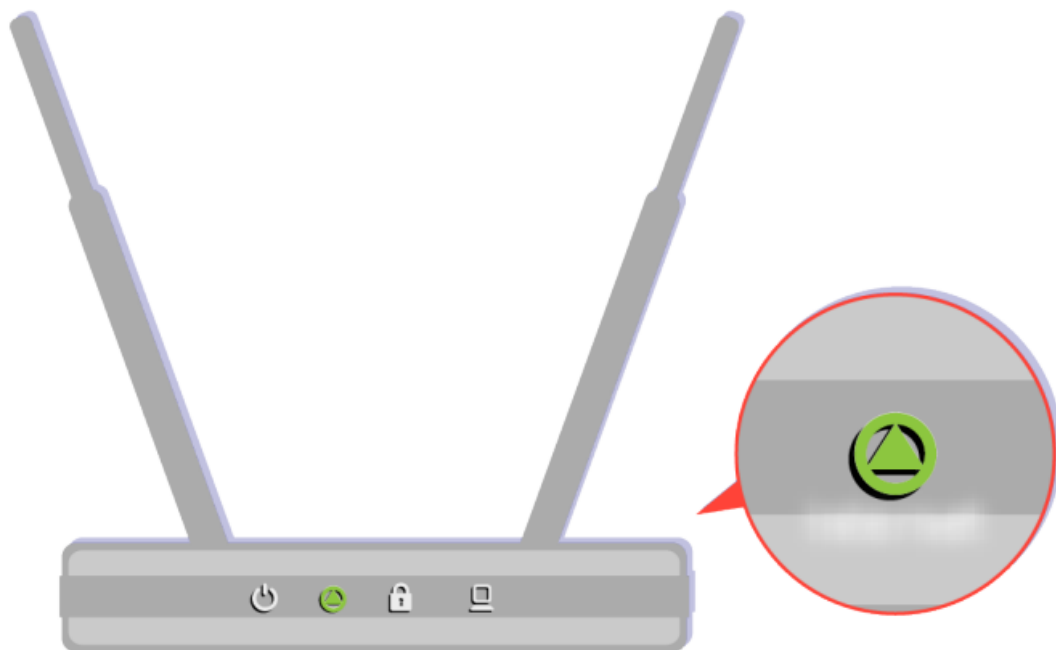


Select

 >  **Settings** > **General** > **Network** > **Network Status** to check the network status

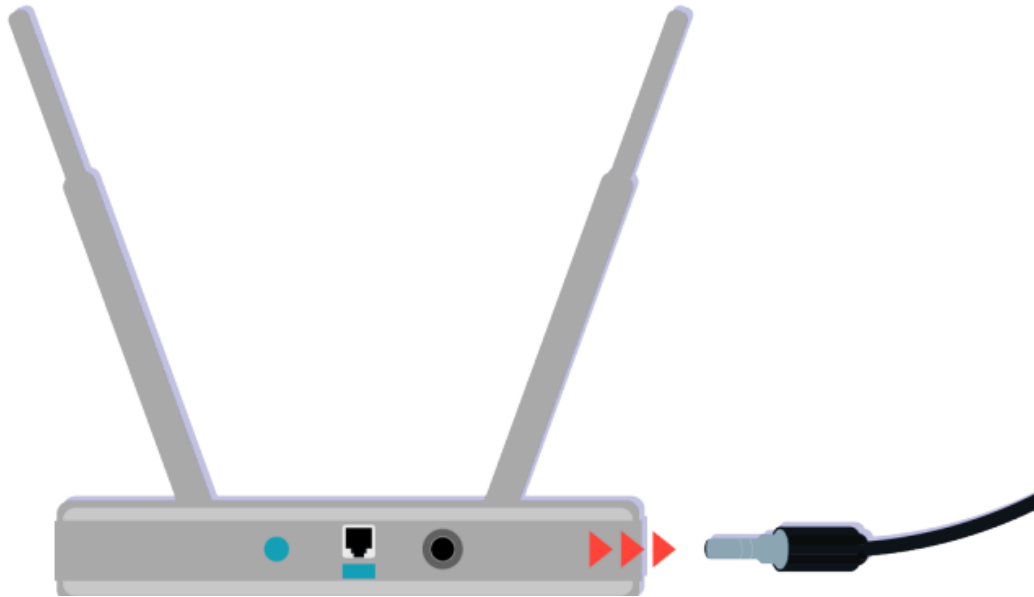


If the network isn't connected, a network reset may be required.



Make sure that your access point is working properly. Check the LED indicators on your access point to make sure it is operating normally.

If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.



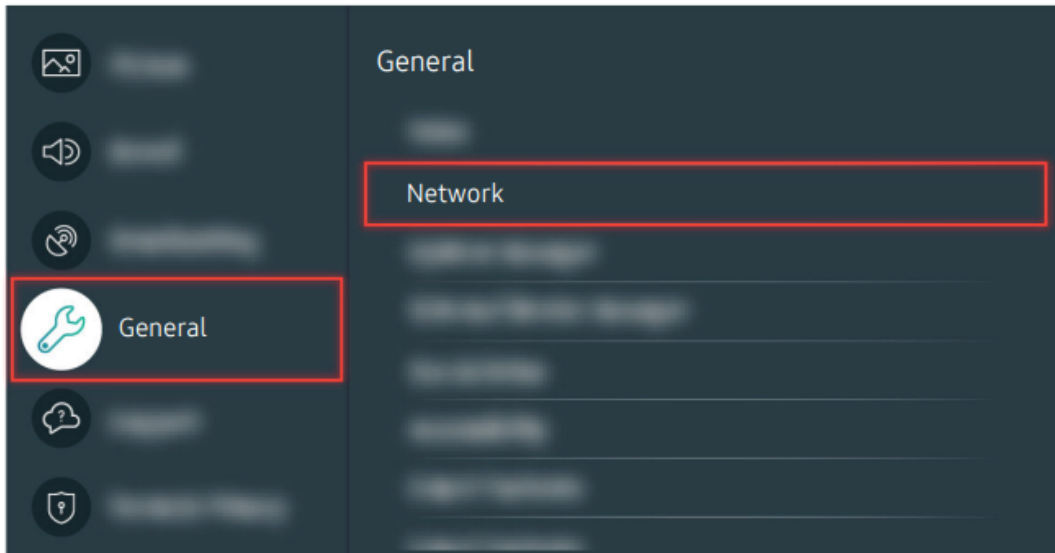
Try rebooting the access point by disconnecting and reconnecting the power connector. It may take 1 to 2 minutes until the access point comes back online after a reboot.





If the same problem continues, select

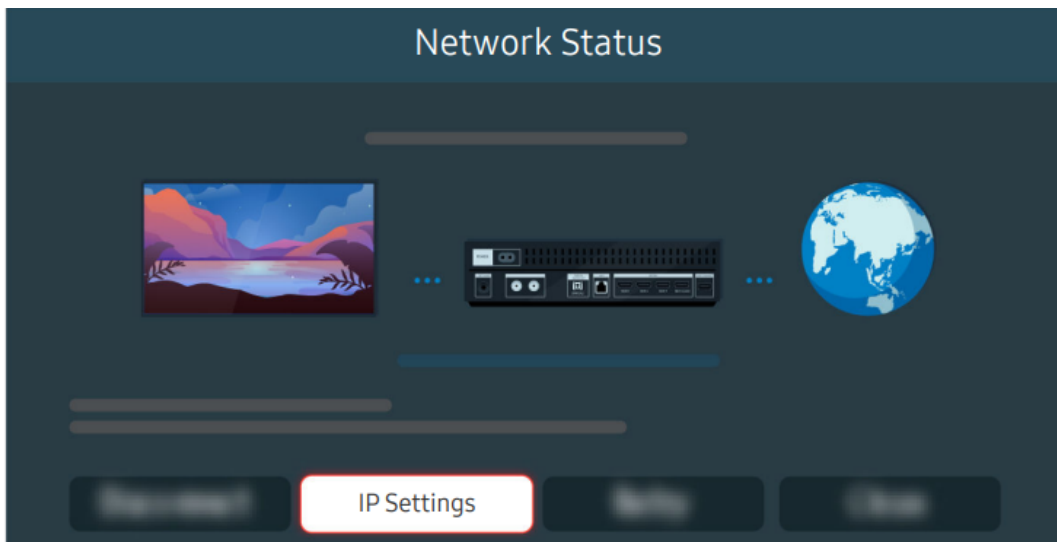
 >  **Settings** > **General** > **Network** > **Network Status** > **IP Settings** to

change to a different DNS server. If a test occurs, cancel it and select IP Settings.





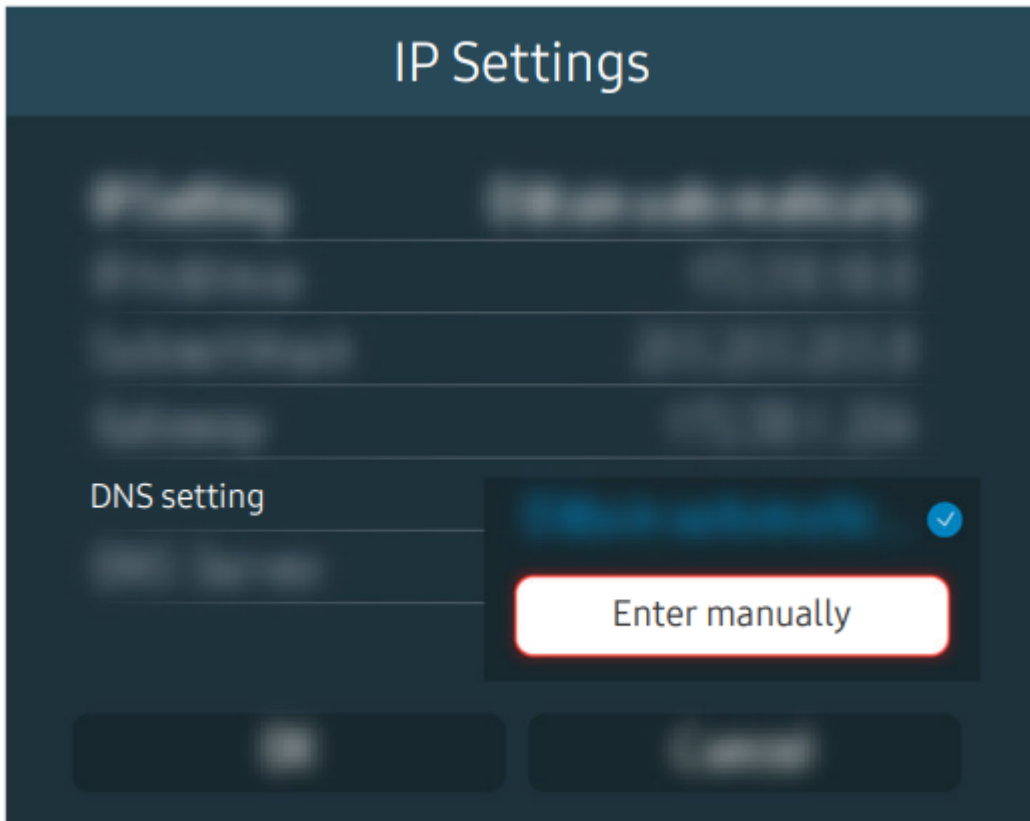
If the same problem continues, select

 >  **Settings** > **General** > **Network** > **Network Status** > **IP Settings** to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



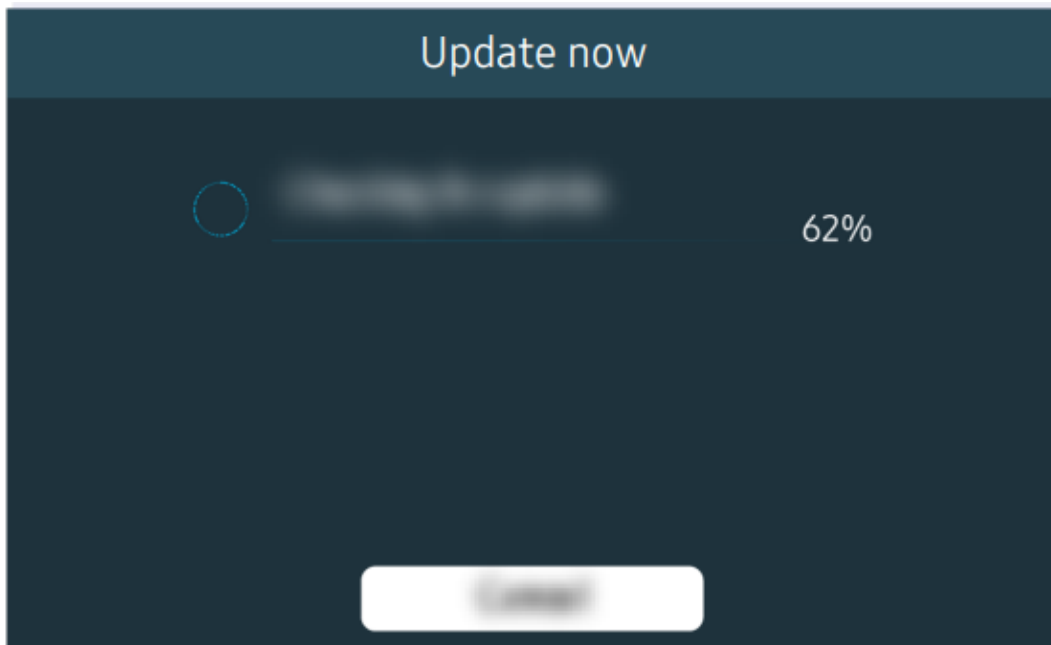
If the same problem continues, select

 >  **Settings** > **General** > **Network** > **Network Status** > **IP Settings** to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



Select DNS setting > Enter manually.

Select DNS Server, enter 8.8.8.8, then select OK.



If the same problem continues, a software update or factory reset may be required.

**Related menu path**

🏠 > ⚙️ Settings > General > Network > Network Status

🏠 > ⚙️ Settings > General > Network > Reset Network

🏠 > ⚙️ Settings > Support > Software Update

🏠 > ⚙️ Settings > General > Reset

### There is No Sound or the Speakers are Making an Odd Sound

When the sound has an issue, you can simply check if the problem is caused by the product or the broadcast signals and cables.

**When no sound comes out of the TV, or the sound is breaking up**





If your TV does not produce any sound, press the Volume + button to increase the volume.

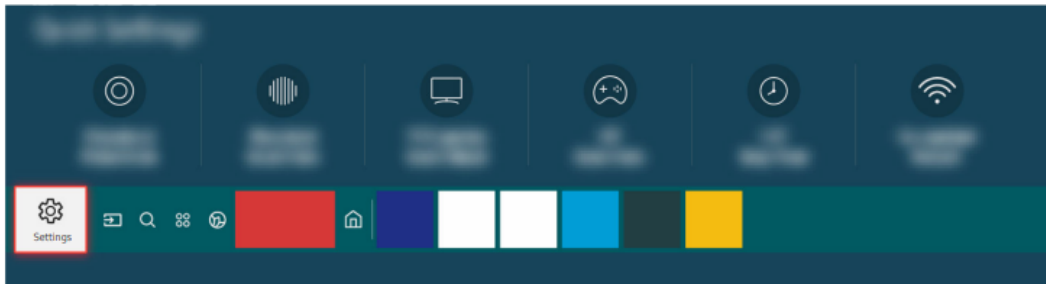


If your TV is connected to an external device, check the volume of the external device.





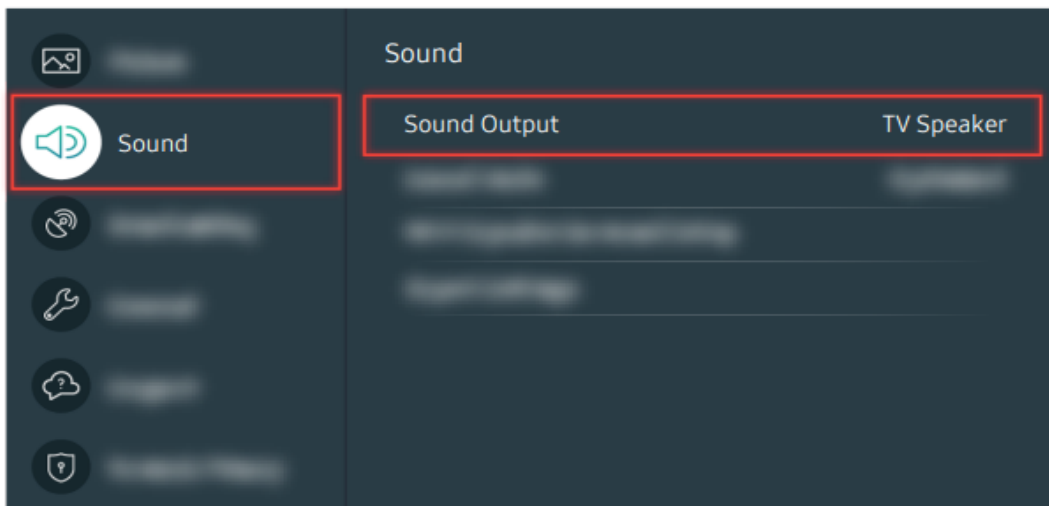
Check the volume on the screen. If a number for the TV volume is not displayed, select

 >  > Settings > Sound > Sound Output. Then, select TV Speaker.





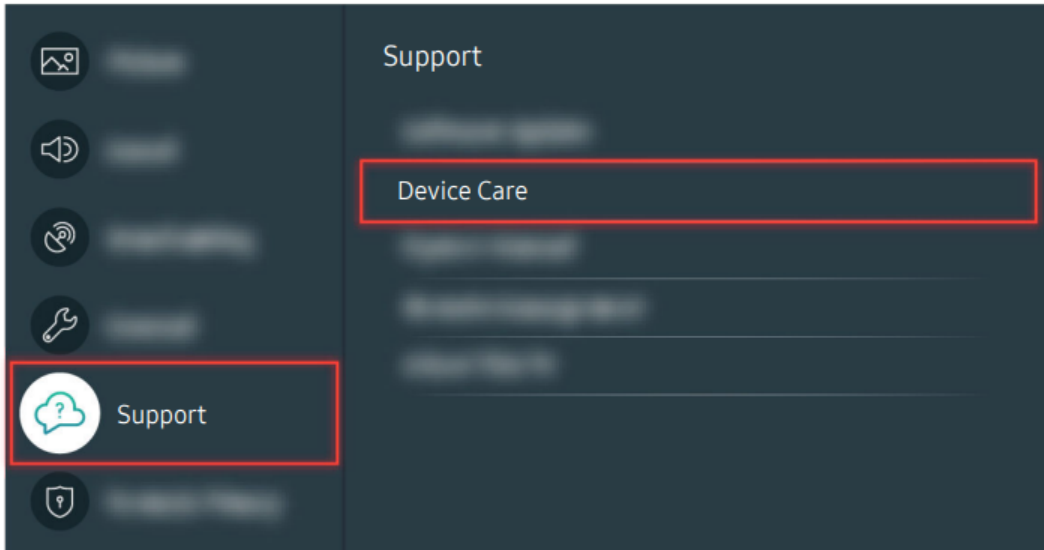
Check the volume on the screen. If a number for the TV volume is not displayed, select



 >  > Settings > Sound > Sound Output. Then, select TV Speaker.

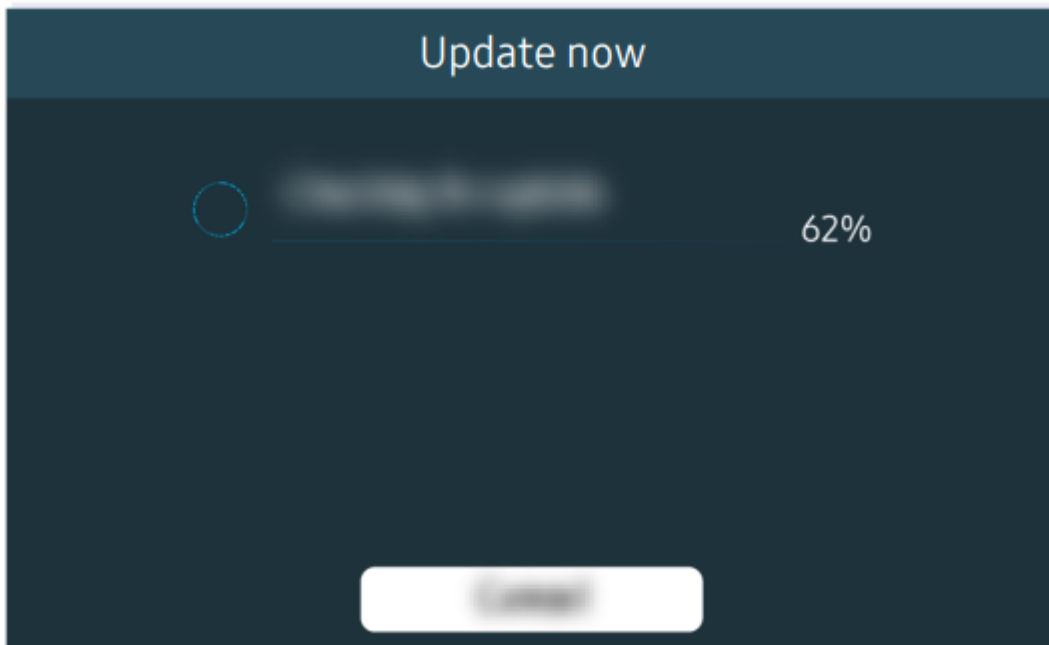


Check the volume on the screen. If a number for the TV volume is not displayed, select

 >  > Settings > Sound > Sound Output. Then, select TV Speaker.




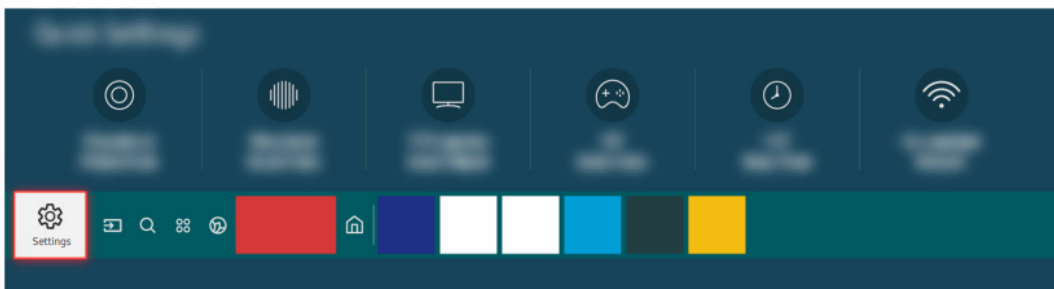
To check sound output, select  >  Settings > Support > Device Care > Self Diagnosis > Sound Test.





If the same problem continues, a software update or factory reset may be required.

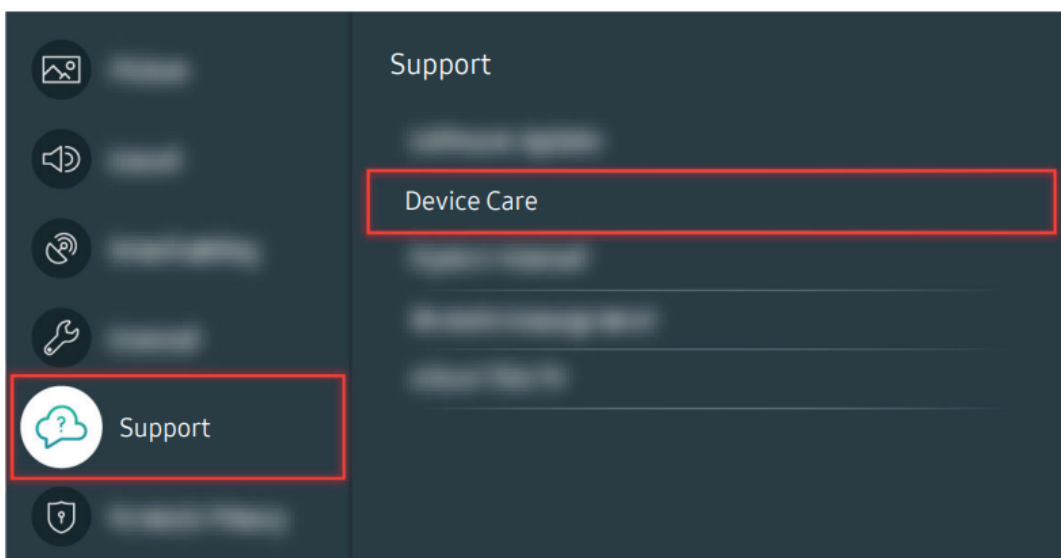


If there is sound but it is not clear, run a diagnostic test. On the remote control, press the  button.





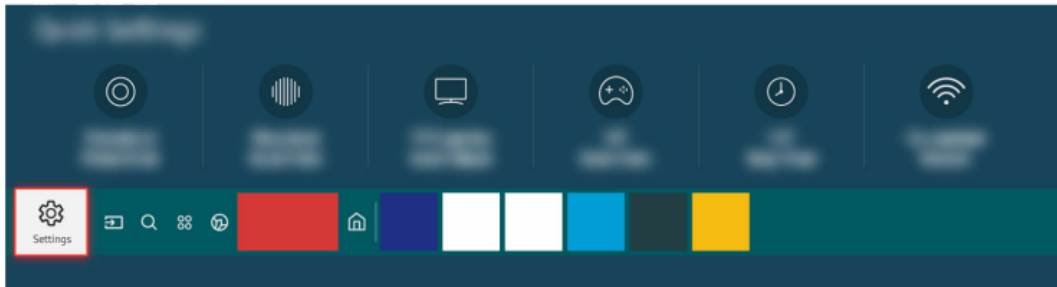
Go to

 >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Sound Test** to check the sound.



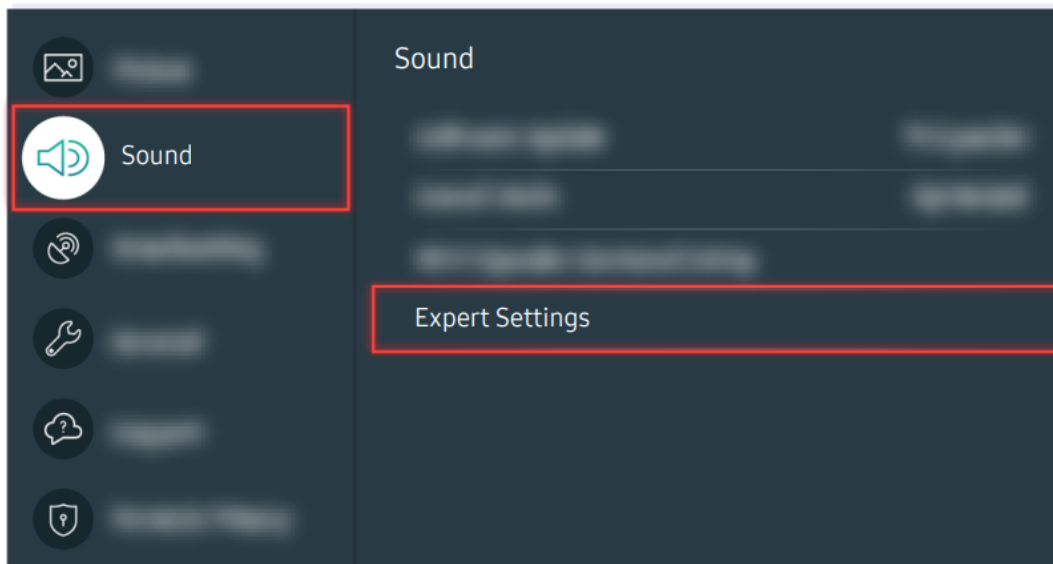
Go to

 >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Sound Test** to check the sound.



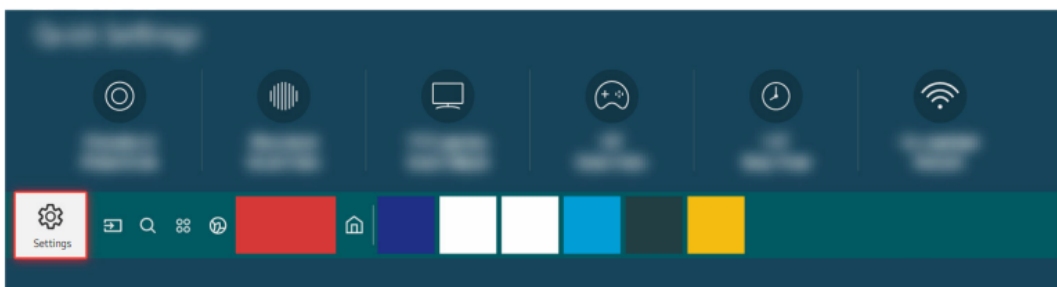
If the test reveals a problem, select

 >  **Settings** > **Sound** > **Expert Settings** > **Reset Sound**.

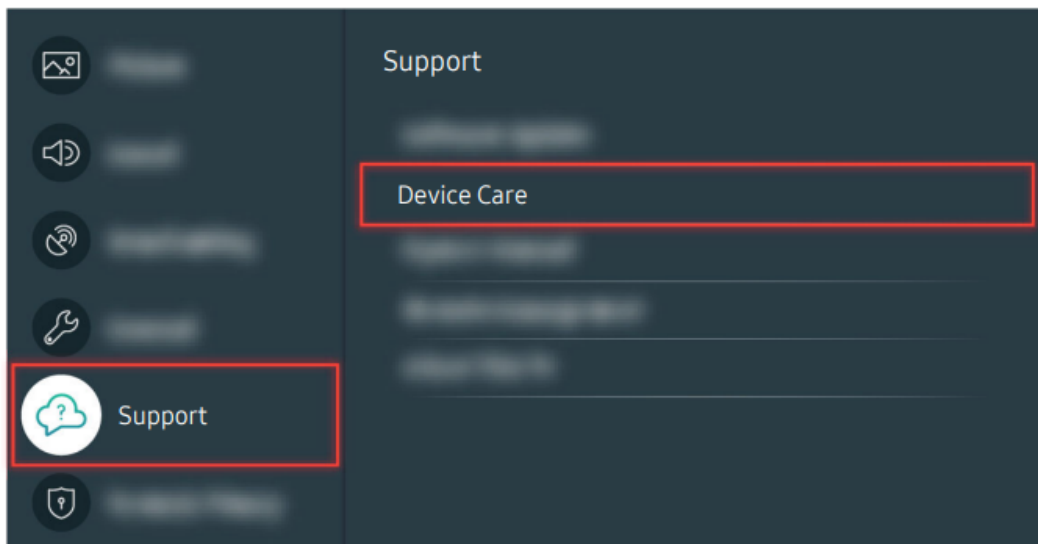


If the test reveals a problem, select

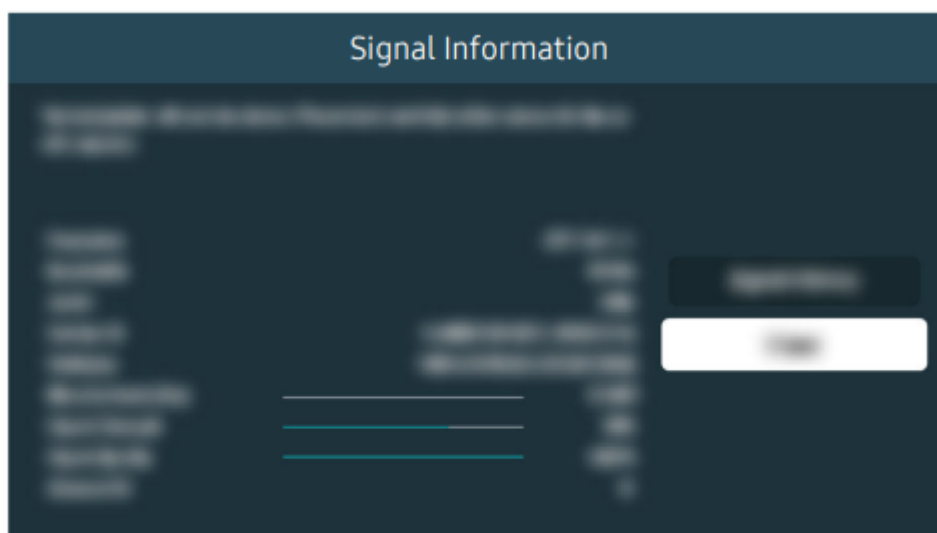
 >  **Settings** > **Sound** > **Expert Settings** > **Reset Sound**.



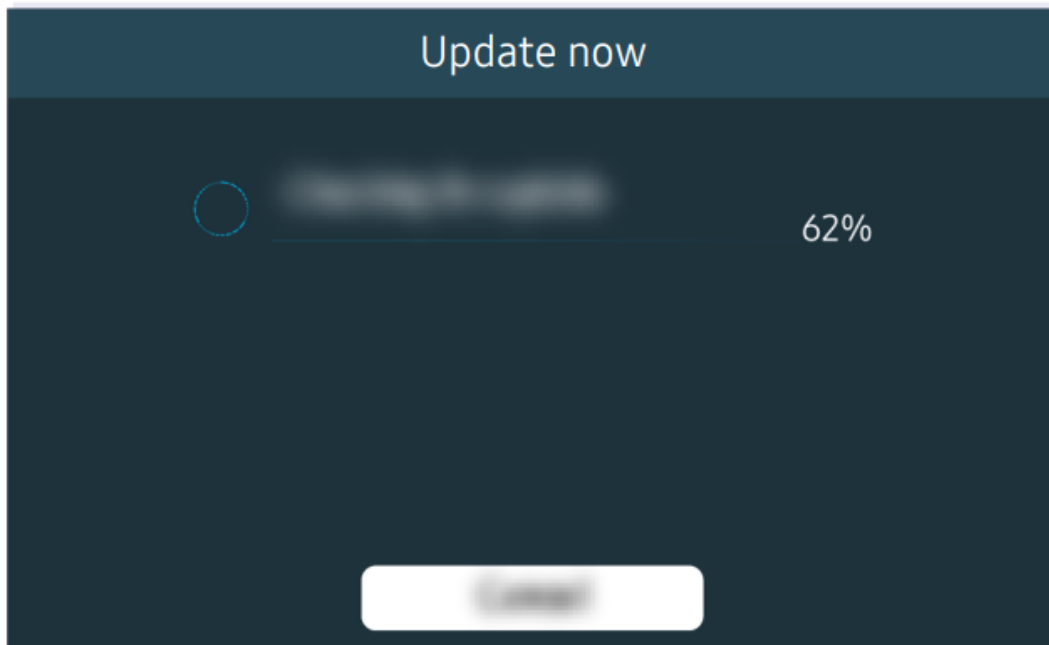
If the test shows no problems, select  >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Signal Information**



If the test shows no problems, select  >  Settings > Support > Device Care > Self Diagnosis > Signal Information



Check whether the signal strength is too weak or not.



If the same problem continues, a software update or factory reset may be required.

#### Related menu path

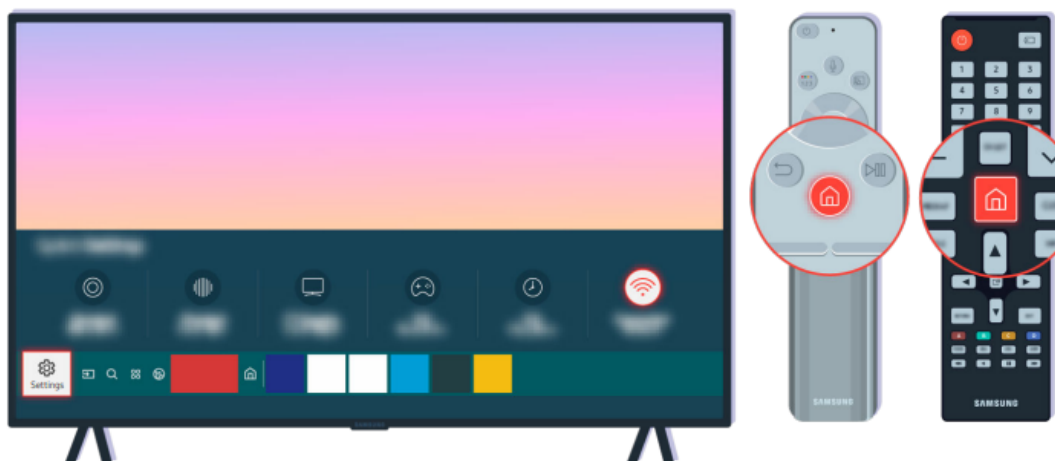
- 🏠 > ⚙️ Settings > Sound > Sound Output
- 🏠 > ⚙️ Settings > Support > Device Care > Self Diagnosis > Sound Test
- 🏠 > ⚙️ Settings > Sound > Expert Settings > Reset Sound
- 🏠 > ⚙️ Settings > Support > Device Care > Self Diagnosis > Signal Information
- 🏠 > ⚙️ Settings > Support > Software Update
- 🏠 > ⚙️ Settings > General > Reset



### Updating the Software

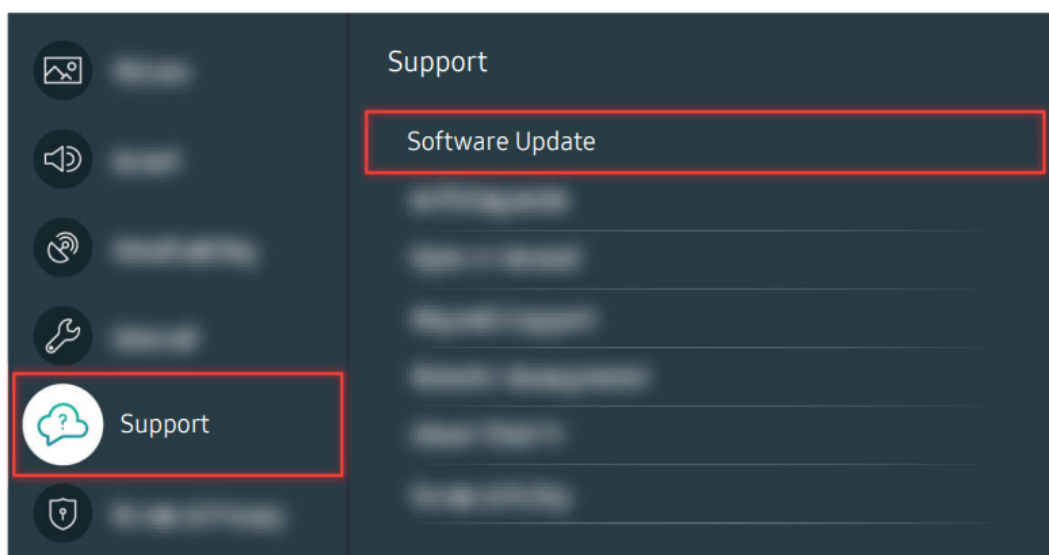
If you want to keep the TV in its best condition or if you have an intermittent issue, please update it to the latest version.

#### Updating the latest TV's software





If your TV is connected to the Internet, you can set it to receive periodic updates automatically. On the remote control, press the  button and move to  Settings using the directional button



To enable automatic updates, select

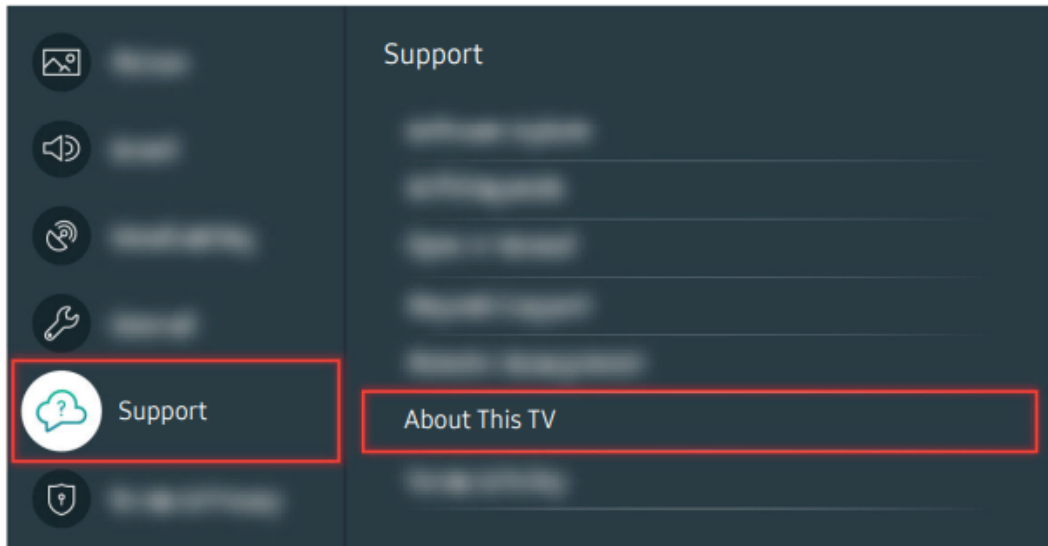
 >  **Settings** > **Support** > **Software Update** > **Auto update**



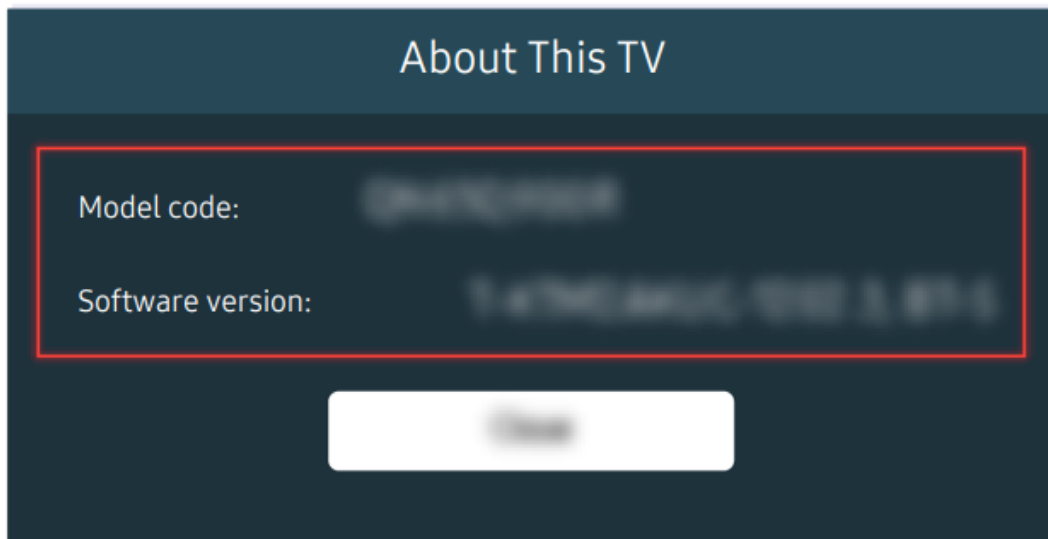
If your TV is not connected to the Internet, you can update the software using a USB drive.





Select  >  **Settings** > **Support** > **About This TV** and check the model code and software version.



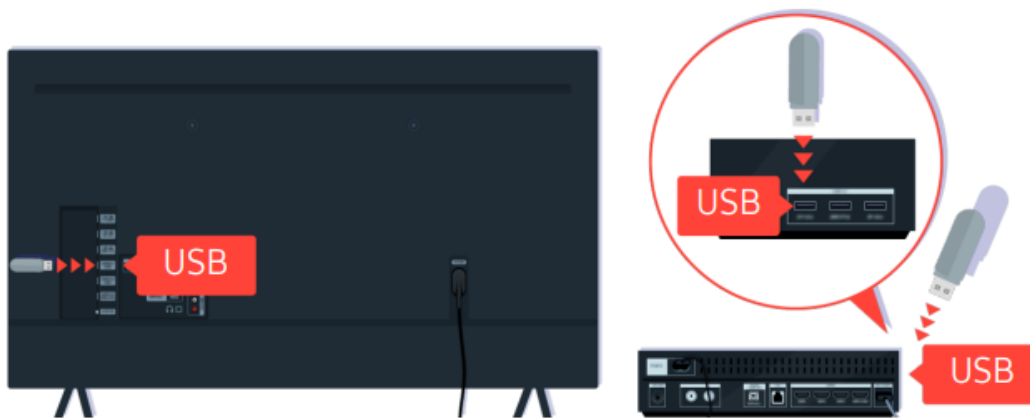
Select  >  **Settings** > **Support** > **About This TV** and check the model code and software version.



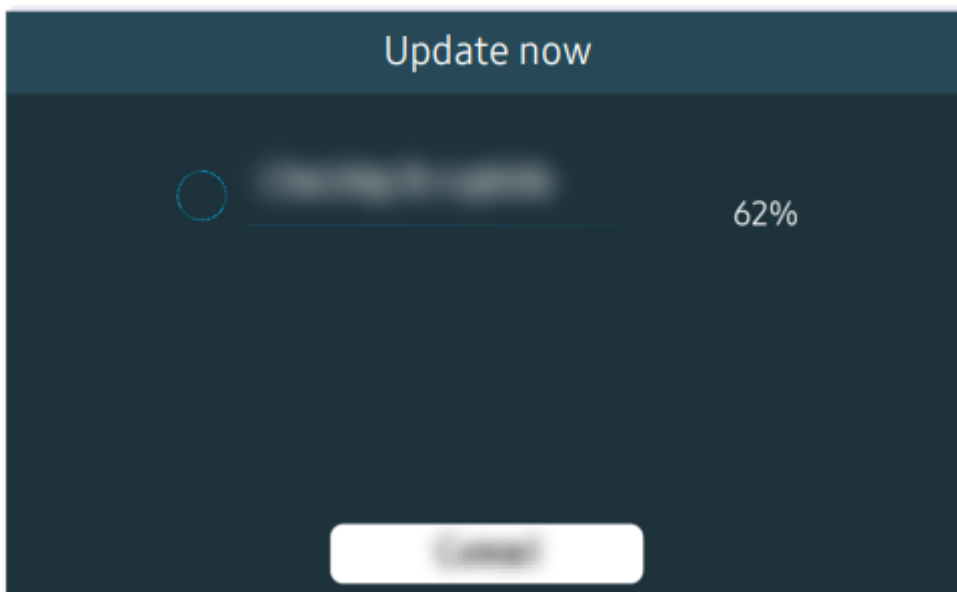
- Select  >  **Settings** > **Support** > **About This TV** and check the model code and software version.
- Using a computer, connect to [www.samsung.com](http://www.samsung.com).
- Find your TV model and download the firmware file.
- Click Download to download the firmware.



- Unzip the downloaded file and store it in your USB drive top folder.
- Unzip the downloaded file and store it in your USB drive top folder.



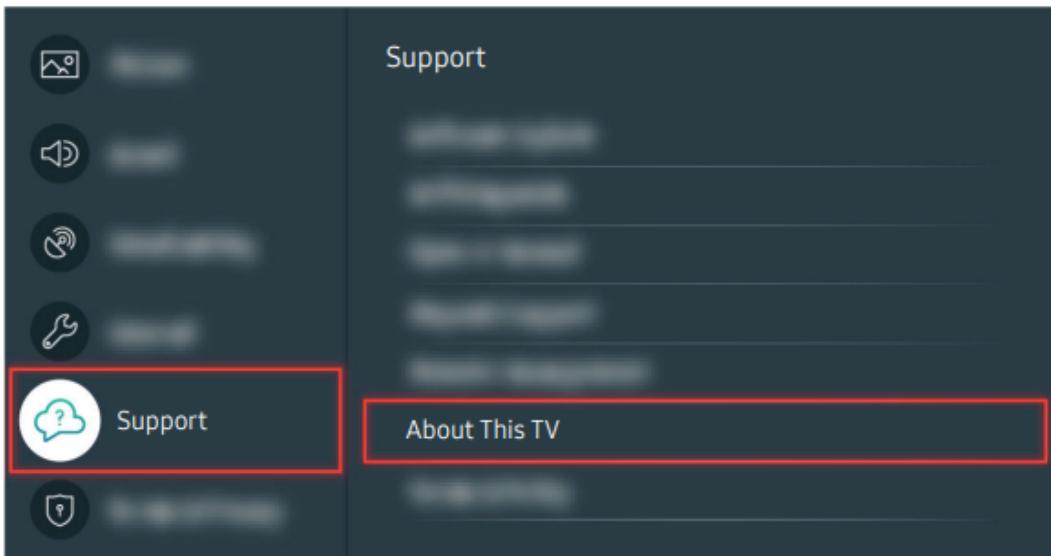
Insert the USB device into the USB slot on the back of your TV or the side of the One Connect Box.



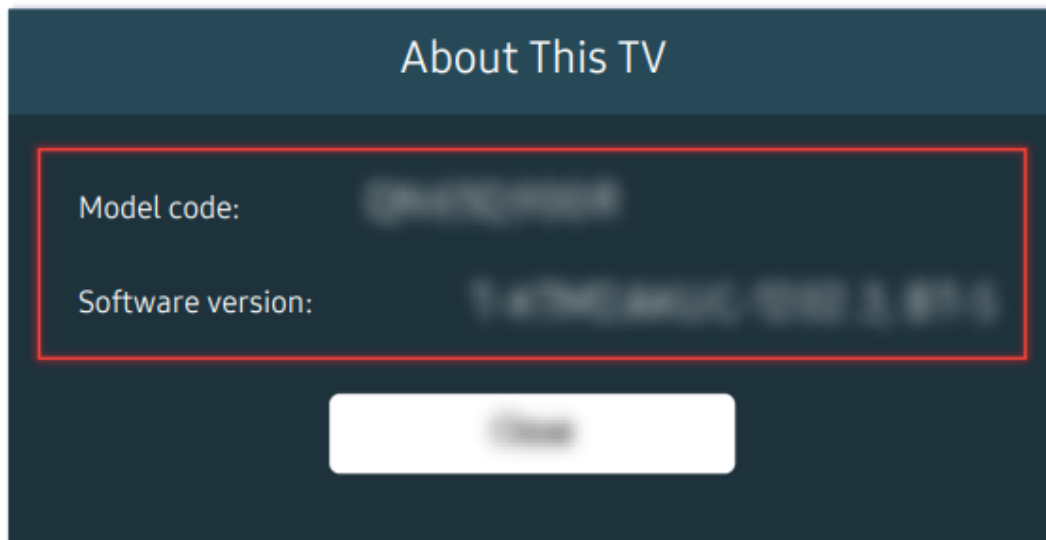
The firmware update begins automatically. Your TV will be automatically reset when the firmware update is completed. Do not turn off your TV while the firmware update is in progress.



After your TV has been reset, select  >  **Settings** > **Support** > **About This TV** and check the new firmware



After your TV has been reset, select  >  **Settings** > **Support** > **About This TV** and check the new firmware



#### Related menu path

 >  [Settings](#) > [Support](#) > [Software Update](#) > [Auto update](#)

 >  [Settings](#) > [Support](#) > [About This TV](#)

#### 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.