

Connections

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

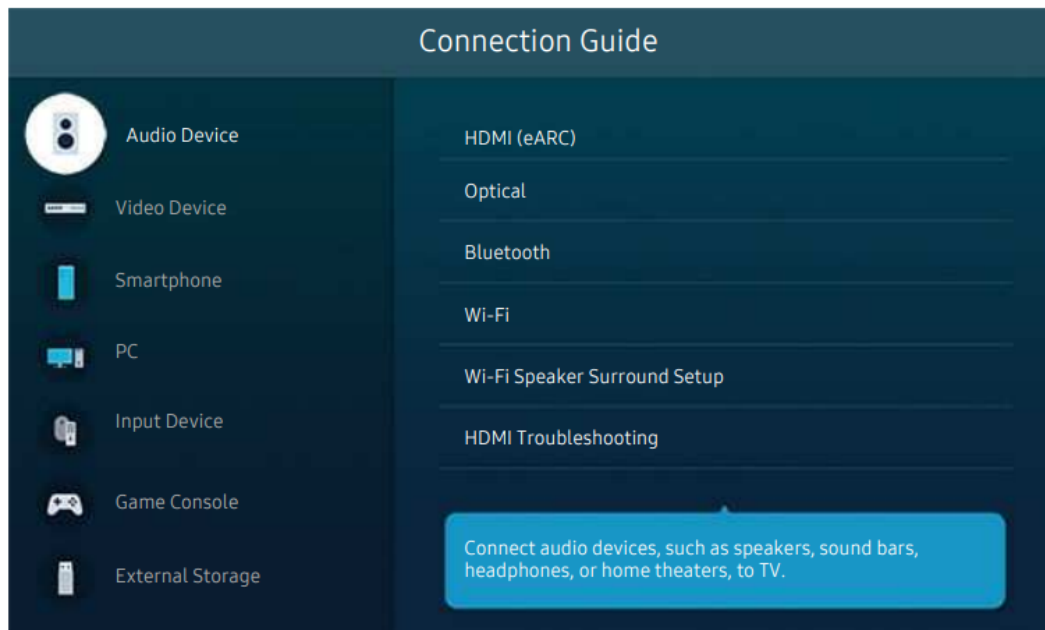
Connection Guide

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

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

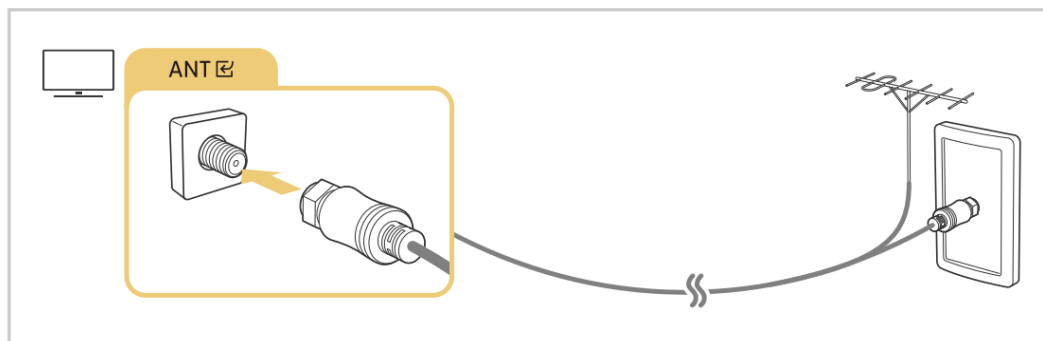
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

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



Connecting an Antenna

You can connect a coaxial cable to your TV.




Connecting to the network

You can get access to the Internet through your TV.

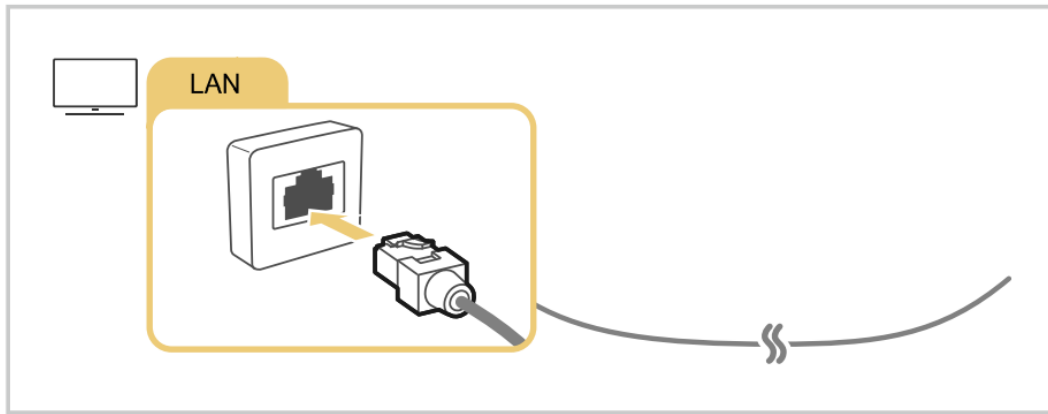
 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Network](#) > [Open Network Settings](#)

Configure network settings to connect to an available network.

Establishing a wired Internet connection

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Network](#) > [Open Network Settings](#)
> [Wired](#)

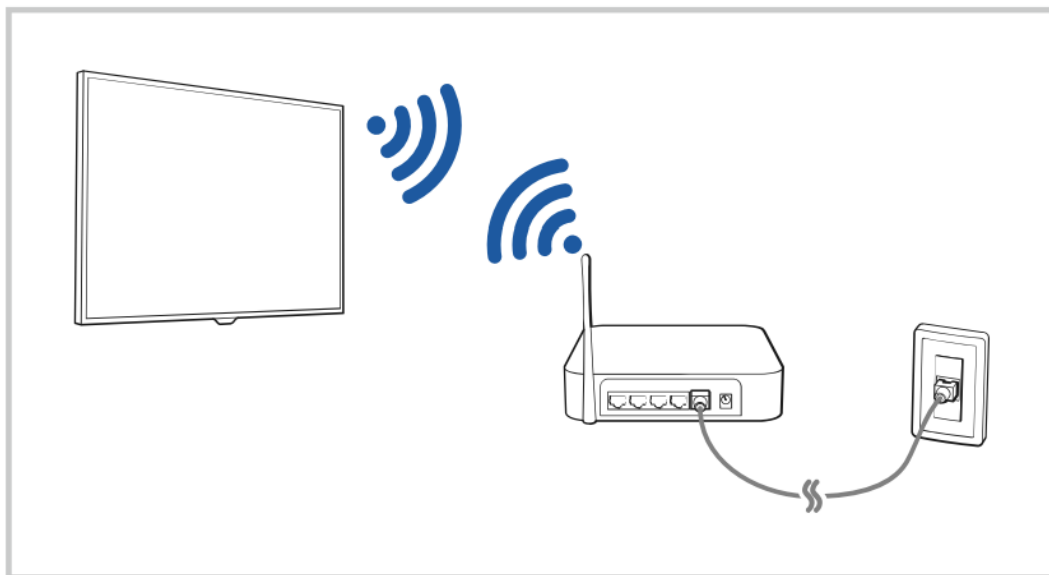
If you connect a LAN cable, the TV automatically accesses the network.

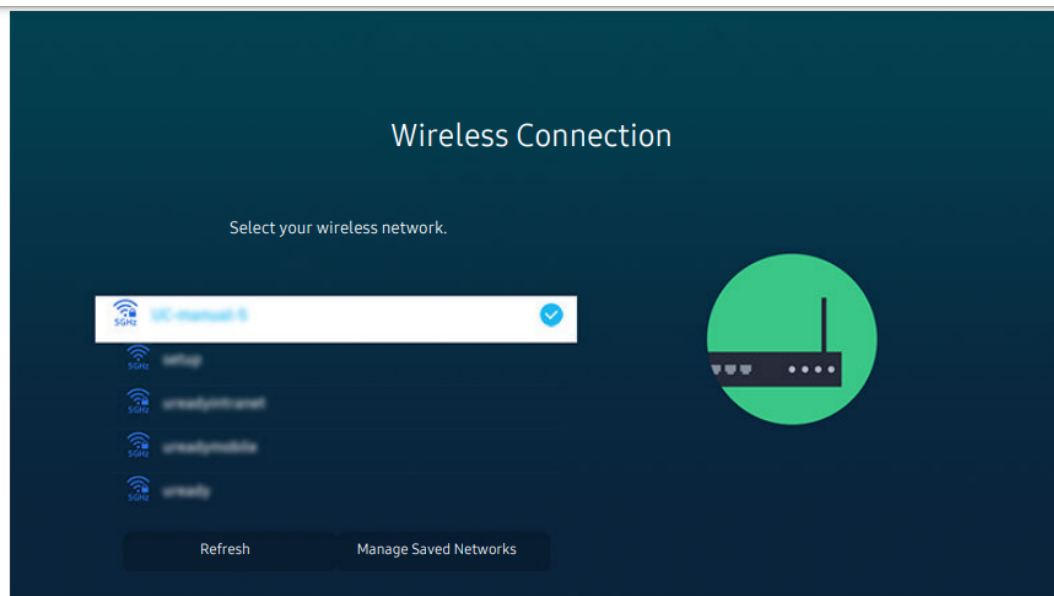


Establishing a wireless network connection

[Home](#) > [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**






View the current network and Internet status.

Resetting Your Network

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

Restore the network settings to the factory default.

Turning on the TV with a mobile device

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

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

Connecting an IP control device to the TV

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

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

Allowing to connect a wireless network

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

You can enable the connection to Wi-Fi.

Changing the name of the TV

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




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

Displaying your mobile device screen on the TV


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

Using Screen Sharing (Smart View)

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

 >  **Menu** >  **Connected Devices** > **Connection Guide** > **Smartphone** > **Screen Sharing (Smart View)**.




- To turn off Screen Sharing (Smart View), disconnect the mobile device or press

the  button on the remote control.

- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.

Using Apple AirPlay

Use AirPlay if you are an iPhone or iPad user. For more information, refer to

 >  **Menu** >  **Connected Devices** > **Connection Guide** > **Smartphone** > **Apple AirPlay**.

Using Screen Sharing (Tap View)

By tapping the mobile device on your TV, you can watch Multi View or mobile device's screen through the TV screen. When you tap a mobile device on your TV while running a music app on your mobile device, the TV screen switches to the Music Wall screen.

1. Enable Tap View on your mobile device
2. Turn on the screen of your mobile device.

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

Enabling Tap View

Enable Tap View in the SmartThings app.

1. Launch the SmartThings app on your mobile device.

2. Select Settings  in SmartThings app on your mobile device.

3. Set Tap View to on.

Connection Cables for External Devices

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

Cable name	Image	Description
HDMI to HDMI		<p>Each cable simultaneously transmits digital video and audio signals from an external device to the HDMI port on the TV. Cables are divided into various types according to the types of input or output ports on external devices.</p>
HDMI to MINI HDMI		
HDMI to Micro HDMI		
HDMI to USB Type-C		
HDMI to DisplayPort		
Mini DisplayPort to HDMI		
DVI to HDMI		<p>DVI to HDMI cables can transmit only digital video signals and not audio signals. We recommend that you use HDMI to HDMI cables.</p>
Optical		<p>Optical cables are used to transmit audio signals to external speakers with low signal loss. Optical cables can't transmit video signals.</p>
Component		<p>Component cables transmit analogue signals. The video signal is separated and transmitted to the red, green, and blue terminals to provide HD (1080i) pictures. The audio signal is transmitted to the red and white terminals.</p>
Composite		<p>Composite cables transmit analogue signals. The video signal is transmitted to the yellow terminal, and the audio signal is transmitted to the red and white terminals.</p>

Switching between external devices connected to the TV

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



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

Editing the name and icon of an external device



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



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

1.Universal Remote

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

2.Edit

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

3.Information

You can view detailed information about an external device.

4.Add to Home

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

Using additional functions

You can use the following features on the Source screen

- **USB and Mobile Camera** : Connect a USB camera, or use the SmartThings app on your mobile phone to connect a camera. Connect a camera to use video call, home workout, and other new features.
- **PC on TV** : Use the TV to access your PC via remote PC or Screen Sharing (Wireless).
- **Connection Guide** : Displays device connection instructions.
- **Universal Remote** : Lets you register external devices to your Samsung remote control and control them using the Remote.






Remote Control and Peripherals





About the Samsung Smart Remote (QLED TV/The Frame (43-inch or larger models)/The Serif/OLED TV)

Learn about the buttons on the Samsung Smart Remote.





Button	Description
 <p>(Power)</p>	<p>Press to turn the TV on or off. For The Frame model, When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.</p>
 <p>(Voice Assistant)</p>	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p>
 <p>(Settings - Number - Color button)</p>	<p>Each time you press this button, the colored buttons window and the virtual numeric pad are displayed alternately.</p> <ul style="list-style-type: none"> • Use this button to access additional options that are specific to the feature in use. • Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 <p>(Multi View)</p>	<p>Press the button to directly enter the Multi View function</p>
<p>1. Directional button (up, down, left, right)</p>	<p>Use to navigate the menu or move the focus to highlight items on the Home Screen.</p>
<p>2. Select</p>	<p>Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.</p>
 <p>(Return)</p>	<p>Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.</p>






 <p>(Smart Hub)</p>	<p>Press to switch to the Media Home. From the Ambient screen, press to switch to the Ambient Home. For The Frame model, in Art mode, press to switch to the Art Home.</p>
 <p>(Play/pause)</p>	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing. To use Game Bar, press and hold the button in Game Mode.</p>
 <p>(Volume)</p>	<p>Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears</p>
 <p>(Channel)</p>	<p>Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.</p>
<p>3. (Launch app button)</p>	<p>Launch the app indicated by the button.</p>





About the Samsung Smart Remote (The Frame (32LS03B model)/BU8 Series)

Learn about the buttons on the Samsung Smart Remote.












Button	Description
 <p>(Power)</p>	<p>Press to turn the TV on or off. For The Frame model, When watching TV, press to switch to Art mode. In Art mode, press to switch to the Media Home. Press and hold to turn off the TV completely.</p>
 <p>(Voice Assistant)</p>	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p>
 <p>((Settings - Number - Option button)</p>	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad are displayed alternately.</p> <ul style="list-style-type: none"> • Use this button to access additional options that are specific to the feature in use. • Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done or Enter Number to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 <p>(Color button)</p>	<p>When pressed, colored buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.</p>
<p>1. Directional button (up, down, left, right)</p>	<p>Use to navigate the menu or move the focus to highlight items on the Home Screen.</p>
<p>2. Select</p>	<p>Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.</p>
 <p>(Return)</p>	<p>Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.</p>






 (Smart Hub)	Press to switch to the Media Home. For The Frame model, in Art mode, press to switch to the Art Home.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
3. (Launch app button)	Launch the app indicated by the button.

About the Samsung Smart Remote (The Sero)





Button	Description
 <p>(Power)</p>	<p>Press to turn the TV on or off.</p> <ul style="list-style-type: none"> • Select whether to switch the TV to Landscape Mode or Portrait Mode before turning off or to turn off the TV without changing the orientation. To change to the desired setting, navigate to Power Off Mode ( >  Menu >  > All Settings General & Privacy > Power and Energy Saving > Power Off Mode) and change the setting.
 <p>(Voice Assistant)</p>	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p>
 <p>(Settings - Number - Option button)</p>	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad are displayed alternately.</p> <ul style="list-style-type: none"> • Use this button to access additional options that are specific to the feature in use. • Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done or Enter Number to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 <p>(Rotate)</p>	<p>Press the button to rotate the screen to landscape or portrait mode.</p>
<p>1. Directional button (up, down, left, right)</p>	<p>Use to navigate the menu or move the focus to highlight items on the Home Screen.</p>
<p>2. Select</p>	

	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to switch to the Media Home. From the Ambient screen, press to switch to the Ambient Home.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing. To use Game Bar, press and hold the button in Game Mode
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
3. (Launch app button)	Launch the app indicated by the button.

Connecting the Samsung Smart Remote to the TV

Connect the Samsung Smart Remote to your TV to operate the TV.

When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically,

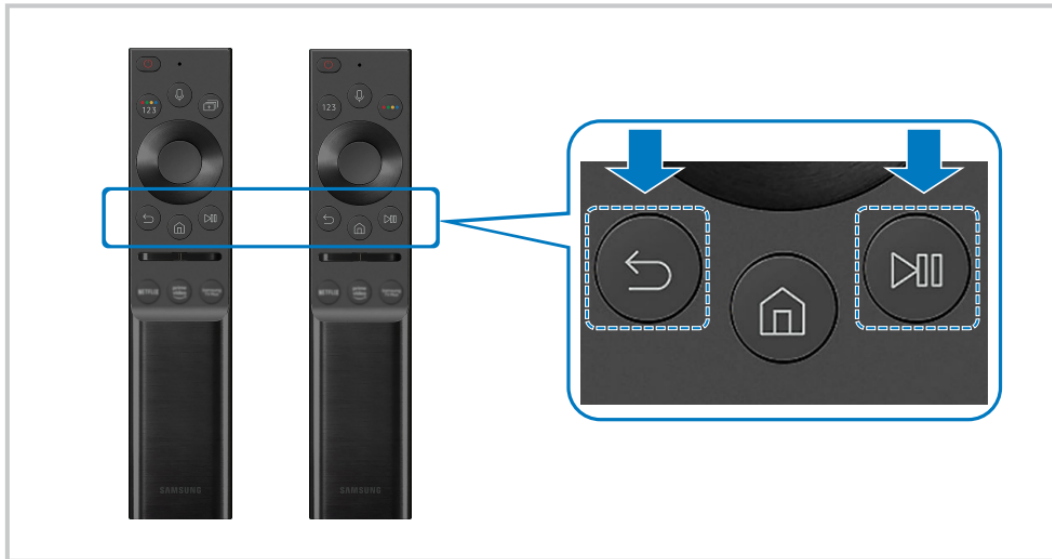
point it at the front of the TV, and then press and hold the



and



buttons simultaneously for 3 seconds or more.



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

Control the TV and connected external devices with a Samsung remote control.

 >  [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

You can 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.

You can use the TV's remote control to control external devices that are connected to the TV by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

Connecting an external device through Anynet+ and using their menus

 >  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.

Read before connecting an Anynet+ (HDMI-CEC) device

Controlling the TV with a Keyboard, Mouse, or Gamepad

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

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


You can connect a keyboard, mouse, or gamepad to control the TV easily.

Connecting a USB keyboard, mouse, or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port.

Connecting a Bluetooth keyboard, mouse, or gamepad

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 Source screen
F7 key	Displays the Channel List
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 Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	<p>Available only in the Internet app. You can use the following functions:</p> <ul style="list-style-type: none"> • Open • Open Link in New Tab • Enable Scroll Mode

Setting up the input devices

- **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


Use the virtual keyboard to enter text on your TV.



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
- Show Editing 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.




Troubleshooting




Picture Issues




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




The screen is flashing or has become dark

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.

•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Optimization

•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Reduction

•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Motion Lighting

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Contrast Enhancer




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




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

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

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


•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Reset Picture

•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Optimization




•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Reduction

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


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

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Contrast

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Brightness

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Sharpness

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Color

•  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Tint (G/R)




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

If the product's colors or absolute whites/blacks seem to be off, launch Picture Test.

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




If the test results indicate that the problem is not caused by the TV, do the following: When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors. If using a component cable, ensure that the green (Y), blue (Pb), and red (Pr) cables are connected properly. Incorrect connections may cause color problems or a blank screen.

Check whether Grayscale is set to On.




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




The TV automatically turns off by itself

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

•  >  **Menu** >  Settings > All Settings > General & Privacy > System Manager > Time > Sleep Timer

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

•  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Auto Power Off

•  >  **Menu** >  Settings > All Settings > General & Privacy > System Manager > Time > Off Timer

TV (The Frame TV) cannot be turned off.



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

Unable to power on

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




The TV remains on or does not turn on automatically.

If the surrounding area is too dark or bright, the motion sensor may not work normally. The performance of the motion sensor may be affected by the installation environment (height, tilt, obstacles). If the clothes you wear or your skin color is similar to the surrounding shading, the motion sensor may not work properly. Motion Sensor may not be supported depending on the model or geographical area. The TV responds to all visual changes around it (lights, displays, dogs, out-of-window changes, and other occurrences). You can adjust the response level by adjusting the sensitivity of the motion detector.

-  > left directional button >  Art > Art Mode Options > Motion Detector

Unable to find a Channel

If your TV is not connected to a cable box or satellite box, run Auto Program.

-  >  **Menu** >  Settings > All Settings > Broadcasting > Auto Program




When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.

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

When the symptom persists, contact your service provider.

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




Store displays are tuned to a digital UHD channel or HD channel. Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD. Be sure to use an HDMI cable to enjoy high quality videos.

-  >  **Menu** >  Connected Devices > Connection Guide > Video Device > HDMI

To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions. For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals." For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by 8K models (QN7**B series or higher)."

Displayed video looks blurry

If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.

-  >  **Menu** >  Settings > All Settings > Picture > Expert Settings > Picture Clarity Settings




The picture is distorted

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

poor, screen distortion may be visible but it is not a malfunction. Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.

There is a dotted line on the edge of the screen




Change Picture Size to 16:9 Standard.

•  >  **Menu** >  Settings > All Settings > Picture > Picture Size
Settings > Picture Size

Change the output resolution of your external device.

The picture won't display in full screen

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content. Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV. Adjust the picture size options on your external device or set the TV to full screen.




•  >  **Menu** >  Settings > All Settings > Picture > Picture Size
Settings > Picture Size

The Caption function in the TV menu is deactivated

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




Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

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

The HDR of the connected external device turns off

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

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


Sound and Noise Issues

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

How can I connect an audio device to the TV?

The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.

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


•  >  **Menu** >  Connected Devices > Connection Guide > Audio Device

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

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

The picture is good but there is no sound.




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

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

If you are using an external device, check the device's audio output option. For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable. To listen to computer sound, connect an external speaker to the computer's audio output connector. If your TV has a headphone jack, make sure there is nothing plugged into it. Reboot the connected device by disconnecting and then reconnecting the device's power cable. With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.




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

Check whether Digital Output Audio Format is set to Pass-Through. If a sound bar or A/V receiver that does not support Dolby Digital+ is used and Pass-Through is selected, there is no sound when a Dolby Digital+ source is received. It is recommended to set Digital Output Audio Format to Auto if only limited audio format is supported depending on the performance of the connected sound bar or A/V receiver.

•  >  **Menu** >  Settings > All Settings > Sound > Expert Settings > Digital Output Audio Format > Auto




The speakers are making an odd sound.

Run Sound Test.

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



Make sure that the audio cable is connected to the correct audio output connector on the external device. For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.




•  >  **Menu** >  Settings > Support > Device Care > Self Diagnosis > Signal Information

The sound is interrupted.

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

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

Turn off the Voice Guide function in Voice Guide Settings.




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

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




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

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




The sound is not heard clearly. Change to an appropriate sound mode.

•  >  **Menu** >  Settings > All Settings > Sound > Sound Mode

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




•  >  **Menu** >  Settings > All Settings > General & Privacy > Intelligent Mode Settings > Intelligent Mode

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

•  >  **Menu** >  Settings > All Settings > General & Privacy > Intelligent Mode Settings > Adaptive Sound+

The volume of the external device cannot be adjusted.

Check the cable connection between the TV and the external device. When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the

 >  **Menu** >  Settings > All Settings > Connection > External Device Manager > Anynet+ (HDMI-CEC) is active on your TV

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




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

Channel and Broadcast Issues

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

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




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




•  >  **Menu** >  Connected Devices > Sources

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

The TV is not receiving all channels.




Confirm that the coaxial cable is securely connected to the TV. Run Reset or Auto Program.

•  >  **Menu** >  Settings > All Settings > General & Privacy > Reset

•  >  **Menu** >  Settings > All Settings > Broadcasting > Auto Program

The captions are not provided on a digital channel.

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

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

Some channels may not have caption data. When watching a channel on an external device such as a set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.

Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

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

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

External Device Connectivity Issues

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

The "Mode Not Supported" message appears.




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

The video is OK but there is no audio.




If you are using an HDMI connection, check the audio output setting on your PC. If you are using a DVI to HDMI cable, a separate audio cable is required. To listen to the computer sound, connect external speakers to the audio output connection of the computer.

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

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

 >  **Menu** >  Connected Devices > Connection Guide > PC > Screen Sharing (Wireless)




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

 >  **Menu** >  Connected Devices > Connection Guide > Smartphone > Screen Sharing (Smart View)




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

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




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

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

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

.  >  **Menu** >  Connected Devices > Sources


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

.  >  **Menu** >  onnected Devices > Connection Guide > Video Device > HDMI Troubleshooting

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




I want to connect to a Bluetooth speaker.

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

.  >  **Menu** >  Connected Devices > Connection Guide > Audio Device > Bluetooth

The PC screen does not appear or it flickers.

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




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

When the set resolution is not matched, it may cause a blank or flickering screen. For the PC supported resolution, see "Read Before Connecting a Computer (Supported Resolutions)."

Network Issues

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

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

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

Ensure that the network cable is connected and the router is powered on. Connect your mobile device to the router via Wi-Fi. Turn the router off and back on again. (Requires 2 to 3 minutes) If a security key is required, make sure it has been entered correctly. Unplug the TV's power cord and plug it back in or long-press the power button for at least 3 seconds. Make sure that there is no electromagnetic wave generating device placed between the TV and router. If unable to establish a wireless internet connection, connect the TV to the wireless router via an LAN cable. If the TV is able to connect to the internet normally via the cable connection, there might be a problem with the wireless router. In this case, try using a different wireless router.




Wired network connection failed.

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

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

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

1. Check if the Internet LAN cable is connected to the access point's external LAN port.
2. Check the DNS setting in IP Settings.

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

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

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

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

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

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

Check and confirm that the device's power cable is securely plugged in.

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

I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on.

Move the focus to the Anynet+ device at Menu Connected Devices Sources, press the down directional button to move to Anynet+ (HDMI-CEC), and then press the Select button. Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.

 Settings > All Settings > Connection > External Device Manager > Anynet+ (HDMI-CEC)

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

To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.

 Settings > All Settings > Connection > External Device Manager > Anynet+ (HDMI-CEC)

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

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

You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen. Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.

The Anynet+ device won't play

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

Remote Control Issues

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

The remote control does not work.

The connection between the remote control and the TV may be lost. Point the




Samsung Smart Remote at the front of the TV, and then press and hold the



and buttons simultaneously for 3 seconds or more. Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.

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




– You can check remaining battery of Samsung Smart Remote with solar

cell in  >  **Menu** >  Settings > All Settings > General & Privacy > Power and Energy Saving > Available Remote Battery.

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

External devices cannot be operated with the TV remote control.

Check the cable connection between the TV and external devices. When the symptom

persists, set it manually in  >  **Menu** >  Connected Devices > Universal Remote.

Recording Issues

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

The Timeshift or recording function cannot be used.

Check if there is a storage device connected to the TV. Recording will automatically stop if the signal becomes too weak. Check the free space on the storage device. The function will not work if there isn't enough storage space on the USB device. Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

Cannot record videos received from an external device or Samsung TV Plus.

The recording function is only available for digital broadcast channels received by the TV. You cannot record videos received from an external device or Samsung TV Plus.

The "Format Device" message appears when the Timeshift or recording function is used.

To use the recording function, the storage device connected to the TV must have been already formatted. Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

The recorded files on the TV are not played back on a PC.

The recorded files on the TV can only be played back on the same TV. Those video files cannot be played back on a PC or other TV. Playback may not work properly if the recording file has a problem. If the problem persists, check the recording file.

Apps

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

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

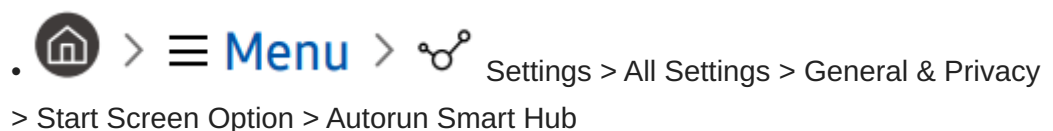
Languages supported by an app may be different from the TV Language set in the menu. The ability to change the language depends on the app's provider. Change the language from the settings menu in the app.

The app does not work properly. Its image quality is poor.

Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor. Uninstall and reinstall the app. For more information about app uninstallation, refer to "Managing installed apps." The services of your application are not provided by the TV but by the application service provider. Refer to the Help section on the application service provider's website.

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

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



Media Files

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

Some files are interrupted during playback.

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



Some files can't be played.








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

Voice Assistant Issues

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

The voice commands do not work well.

Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.

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

Bixby/Alexa answers although I did not call it.

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

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

I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer.

When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.



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

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

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


The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV. Point the Samsung Smart Remote at the front of the TV,



and then press and hold the  and  buttons simultaneously for 3 seconds or more. Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.

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

– You can check remaining battery of Samsung Smart Remote with solar

cell in  >  **Menu** >  Settings All Settings > General & Privacy > Power and Energy Saving > Available Remote Battery.

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

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

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

I want to see weather information of the desired area.

Say with the area name included.

Other issues

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

The TV is hot.




Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV. The bottom, however, may feel hot to the touch after extended use. Children watching TV need constant adult supervision to prevent them from touching the TV. This heat, however, is not a defect and does not affect the TV's functionality.

The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

•  >  **Menu** >  Settings > All Settings > General & Privacy > System Manager > Usage Mode > Home Mode

The TV is tilted to the side.

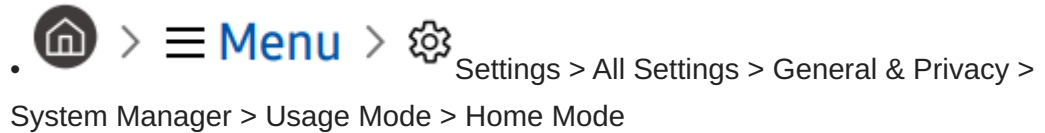
Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

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

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

Change Usage Mode to Home Mode.



The TV is making a popping noise.

The expansion and contraction of the TV's outer casing may cause a popping noise. This does not indicate a product malfunction. The TV is safe to use.

The TV is making a humming noise.

Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV. Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements. Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

The TV narrates the screen events in voice-over.

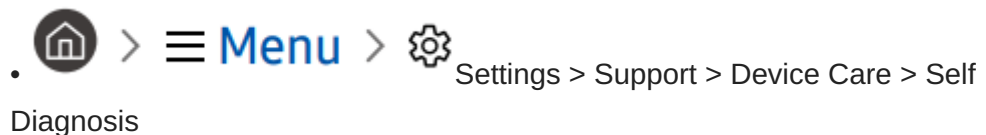
To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following:

- Press and hold the +/- (Volume) button on your Samsung Smart Remote or Remote Control.

Diagnosing TV operational issues

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

Self Diagnosis



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

- Video Test



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

Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel. Signal Information is only available for digital channels.

 >  **Menu** >  Settings > Support > Device Care > Self
 Diagnosis > Signal Information

Reset Smart Hub

Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.

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

Reset picture

Resets current picture settings to the default settings.

 >  **Menu** >  Settings > All Settings > Picture > Expert
 Settings > Reset Picture

Reset sound

Resets current sound settings to the default settings.

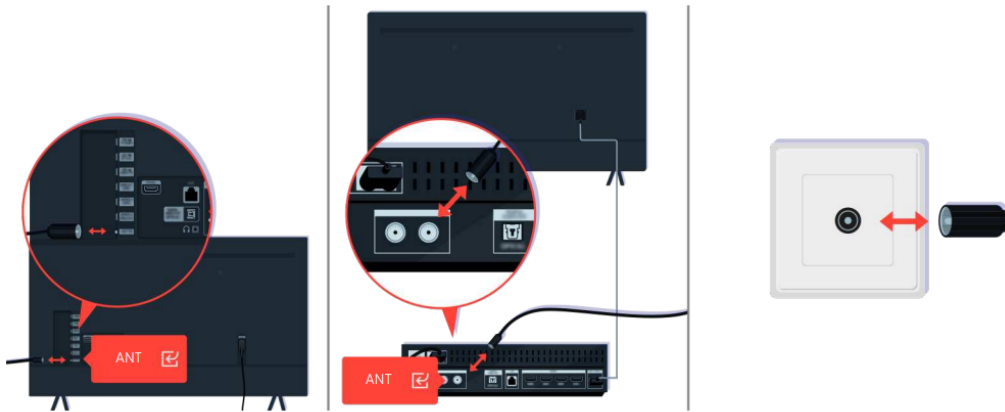
 >  **Menu** >  Settings > All Settings > Sound > Expert
 Settings > Reset Sound

FAQ

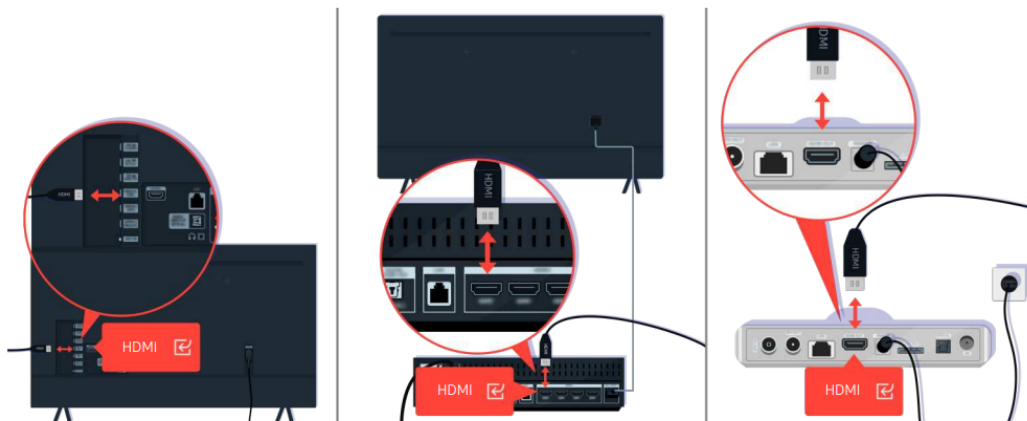
The TV Screen does not Display Properly



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, fixed horizontal, or vertical lines.







Try changing channels using the remote control.

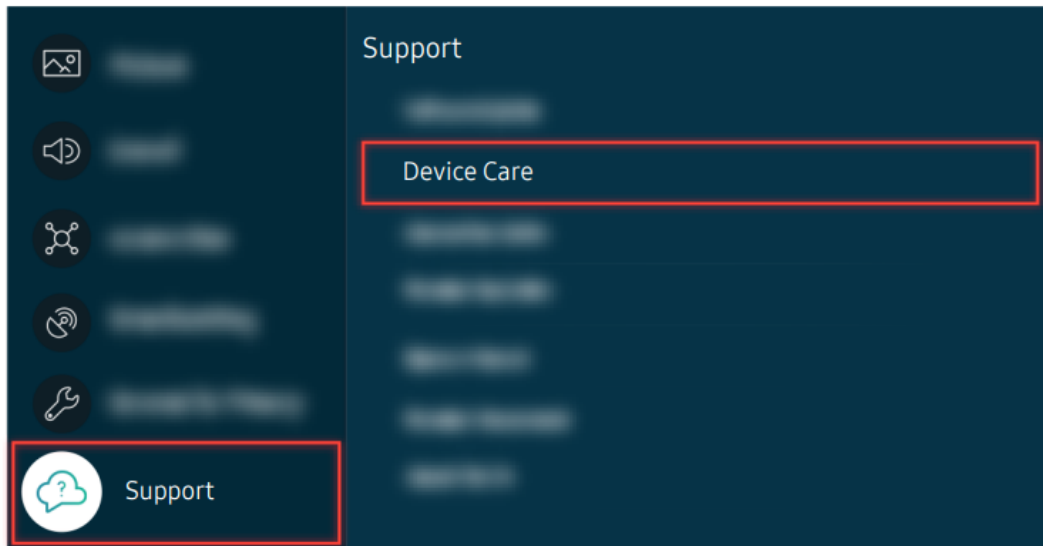


Press the  button, select Connected Devices ( >  **Menu** >  Connected Devices), choose another input source.

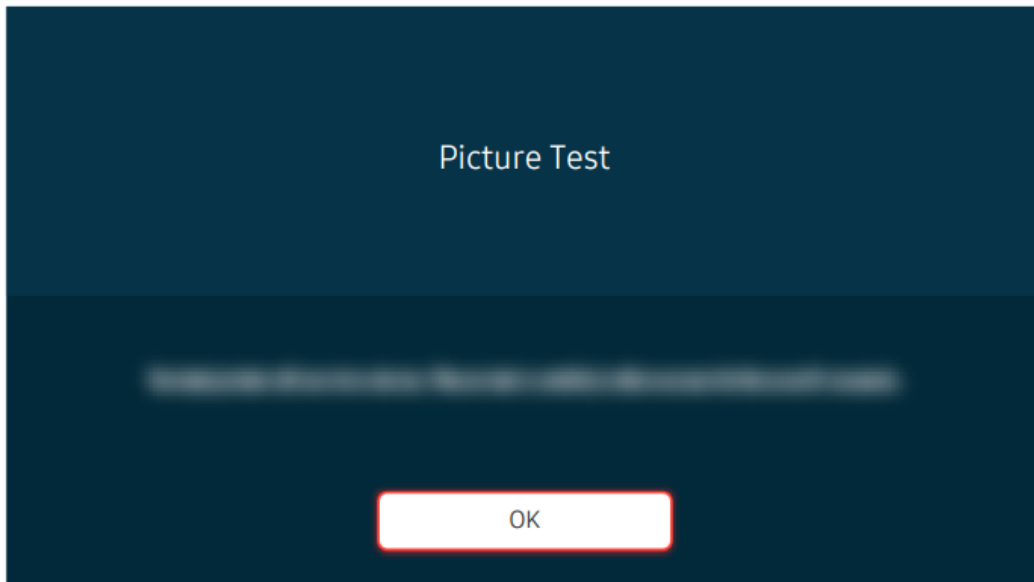


If the same problem persists, run a diagnostic test. On the remote control, press the

 button. Select  >  **Menu** >  Settings > Support > Device Care > Self Diagnosis > Picture Test.



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







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

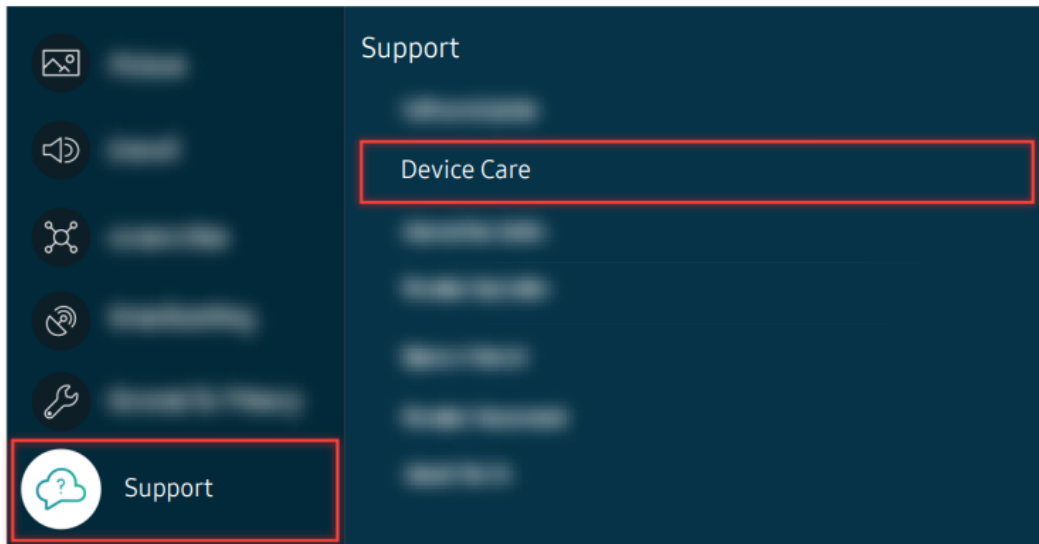



When a message appears, select OK and follow the on-screen instructions to complete the test.

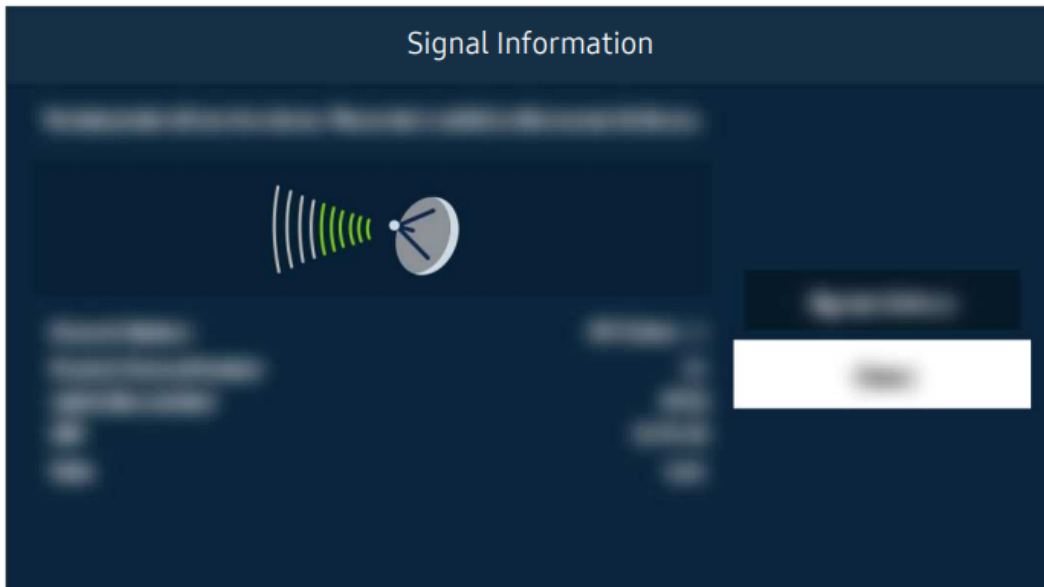


If the problem disappears during the test, check your TV signal. On the remote control,

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

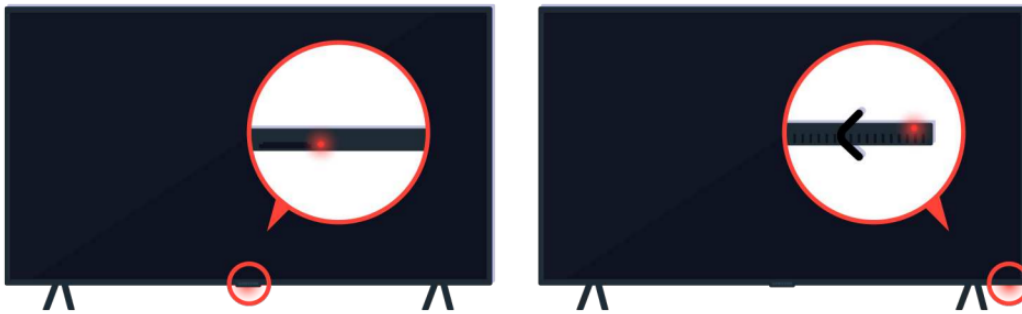


Select  >  **Menu** >  Settings Support > Device Care > Self Diagnosis Signal Information to check the signal strength

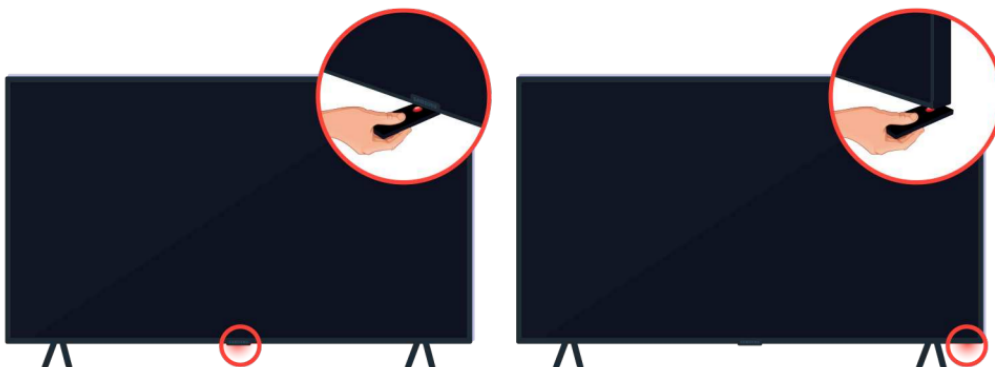


Check whether the signal strength is too weak or not.

The TV does not Turn On

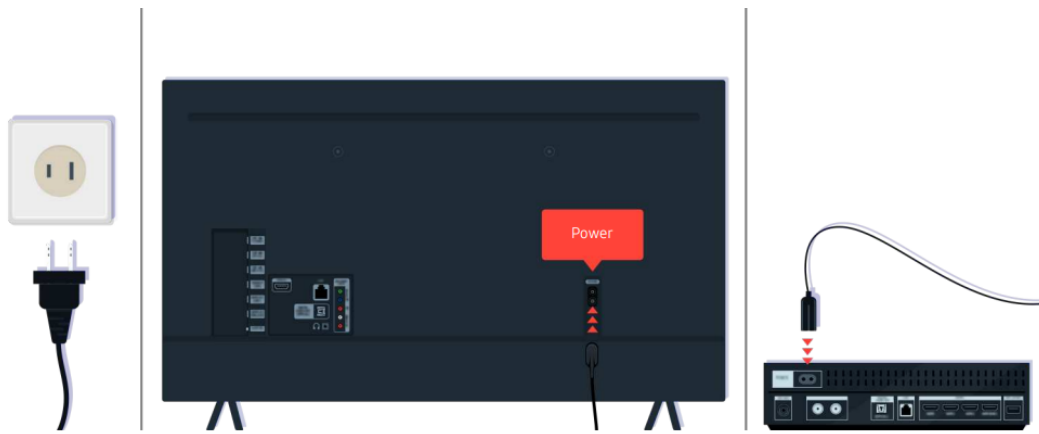


If your TV does not turn on, check whether the remote control sensor is on.

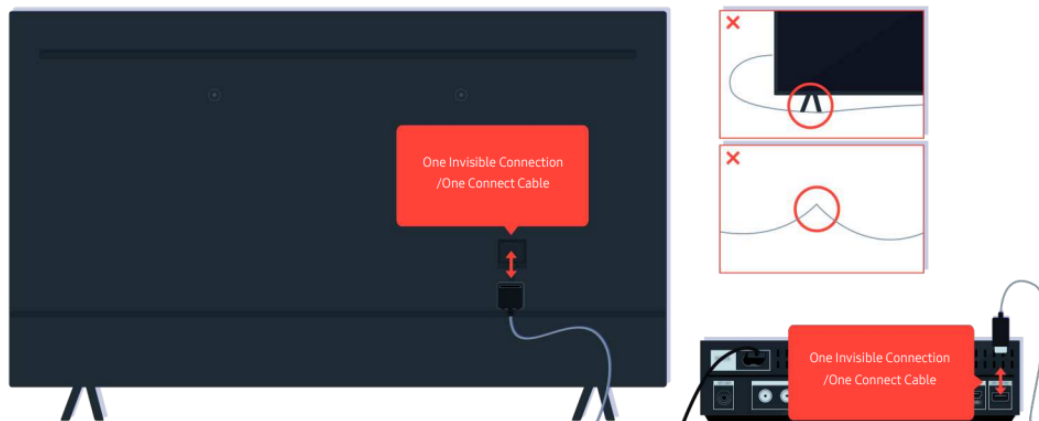


By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.

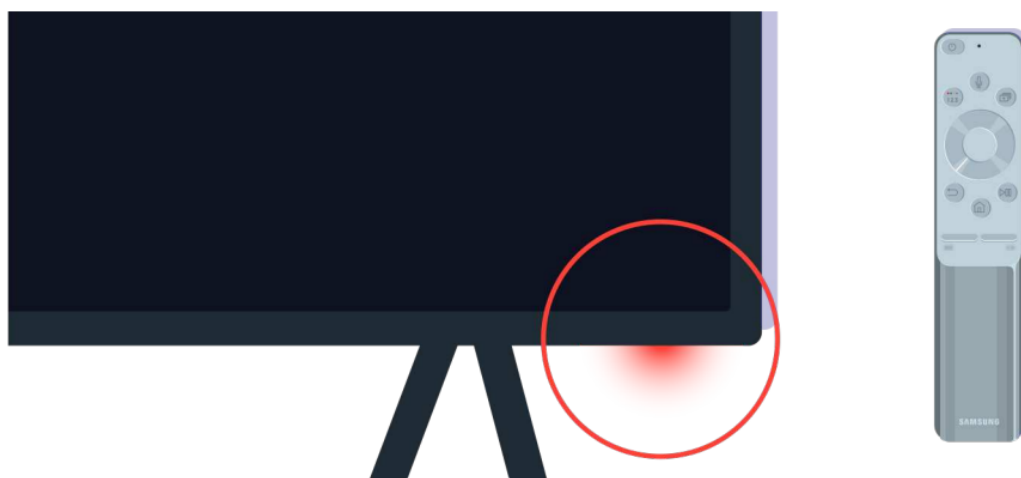




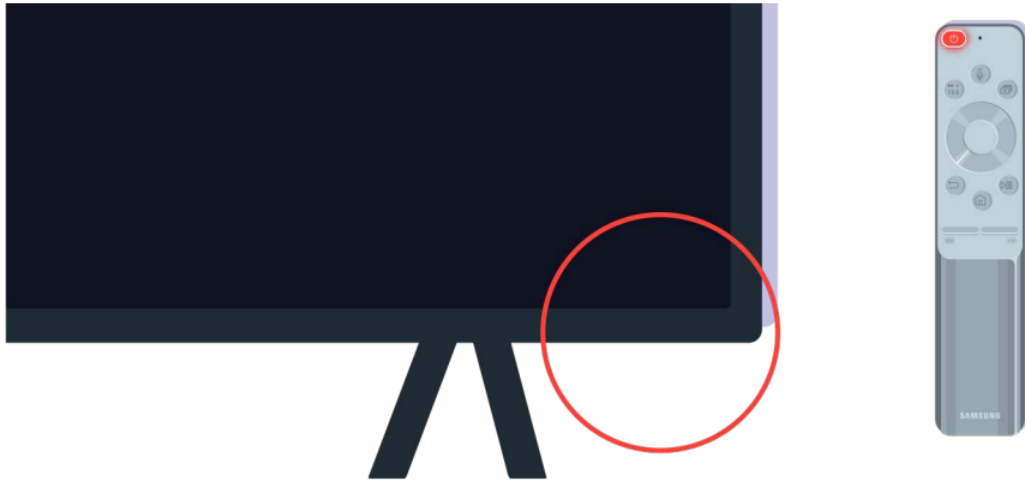
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



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



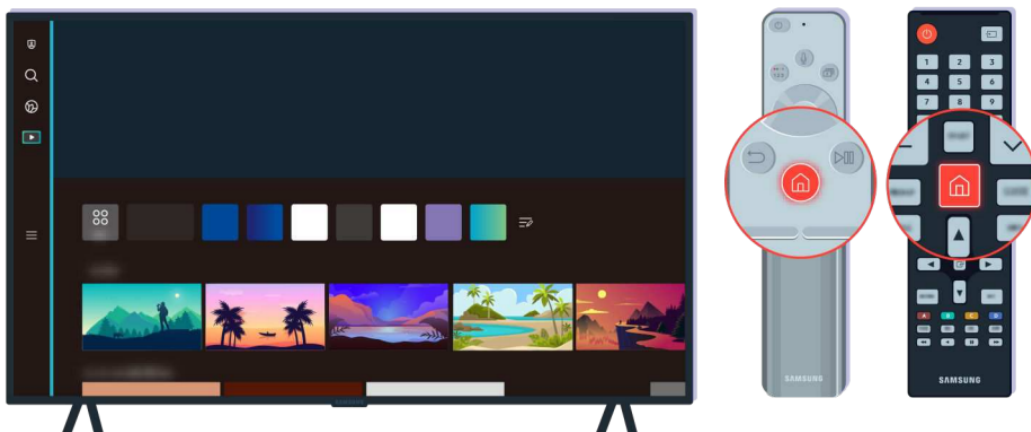
Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV.




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

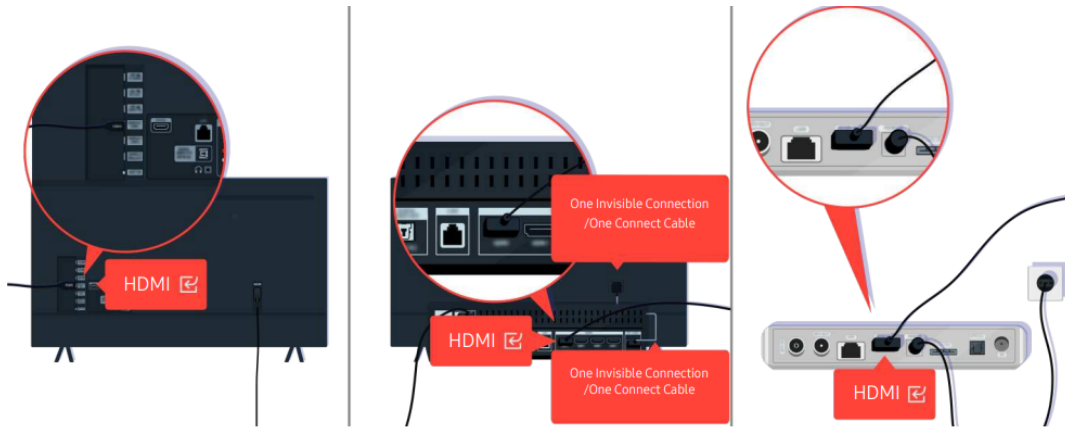


If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.





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 is not connected correctly.



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



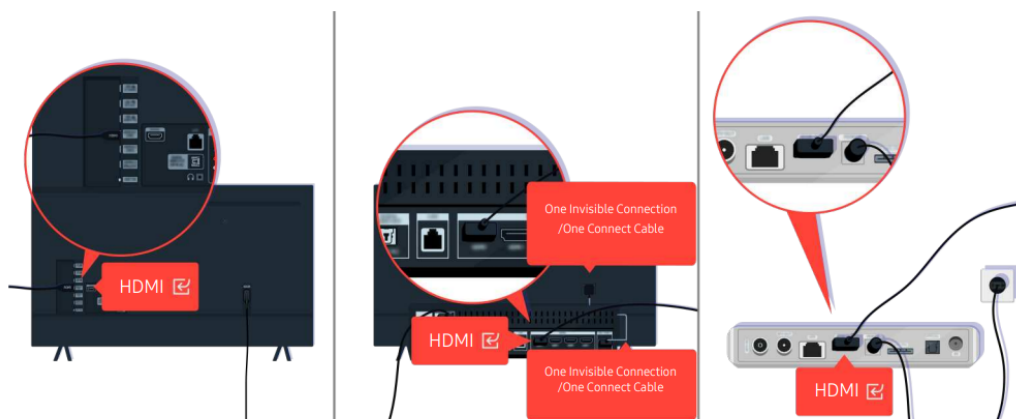
Make sure that the external device is turned on.



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



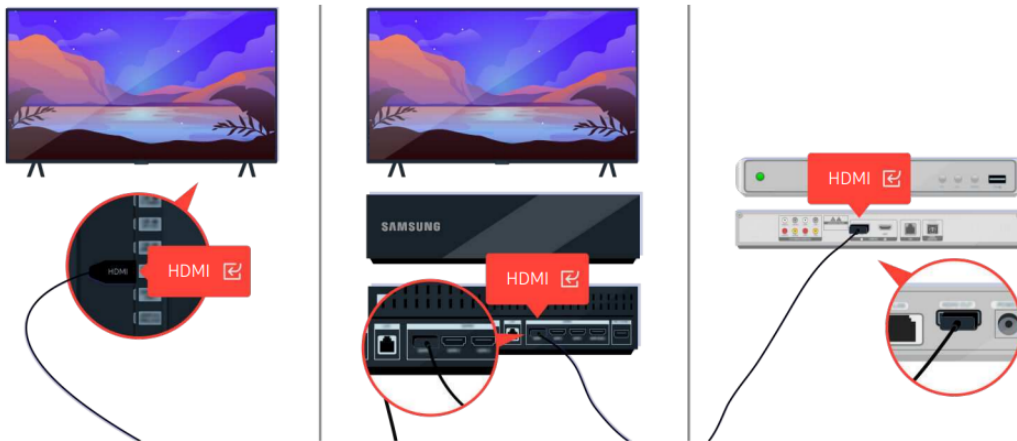
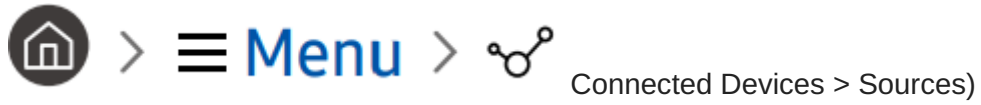
If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.



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 Connected Devices (

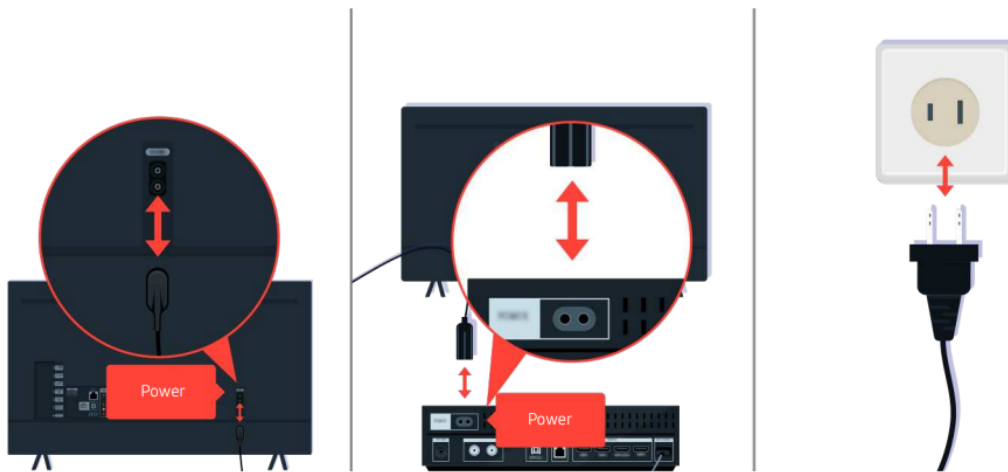


If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty

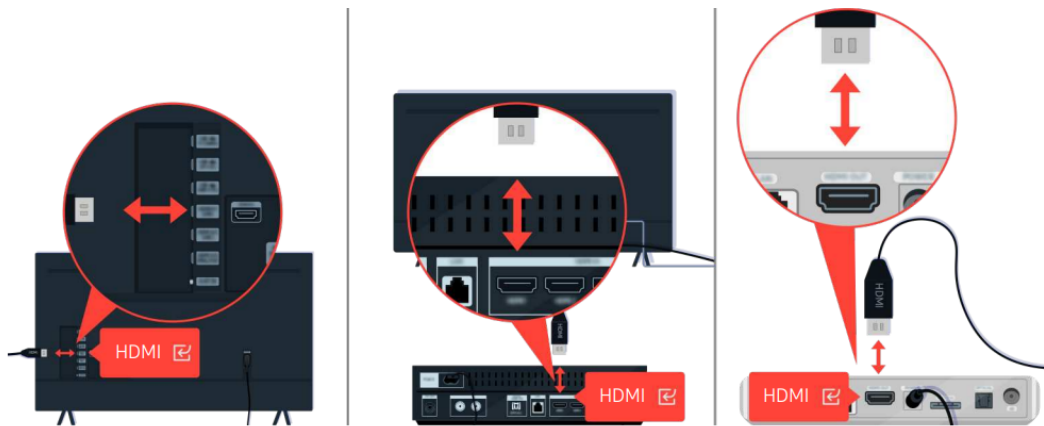
The Picture is Distorted, or No Sound Comes Out of the Sound Bar



When the picture looks distorted,



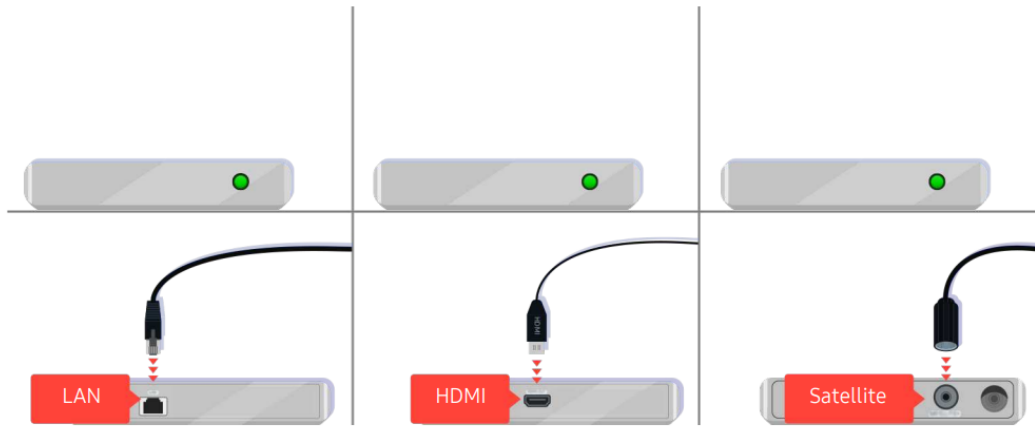
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet



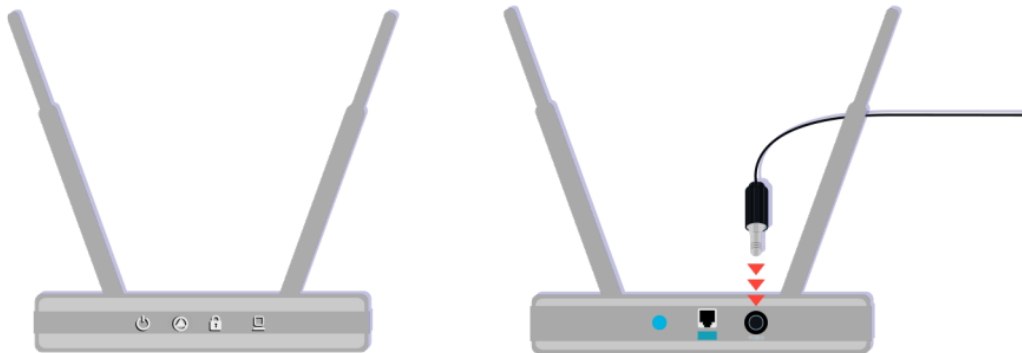
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



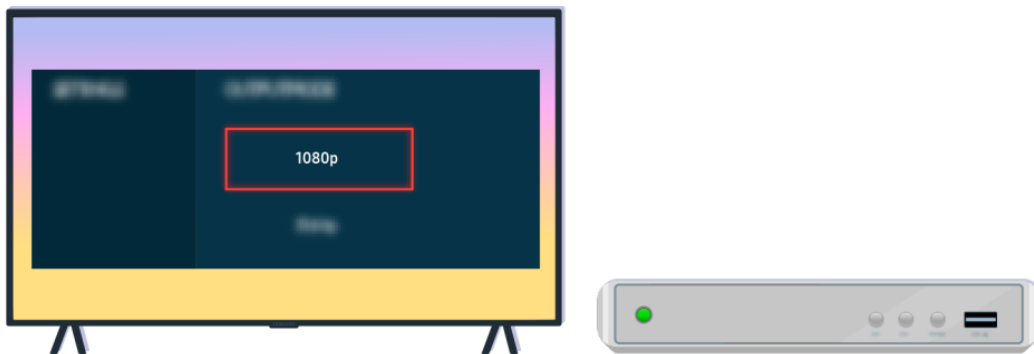
If the external device supports 4K UHD or 8K UHD videos, use a dedicated HDMI cable for each resolution.



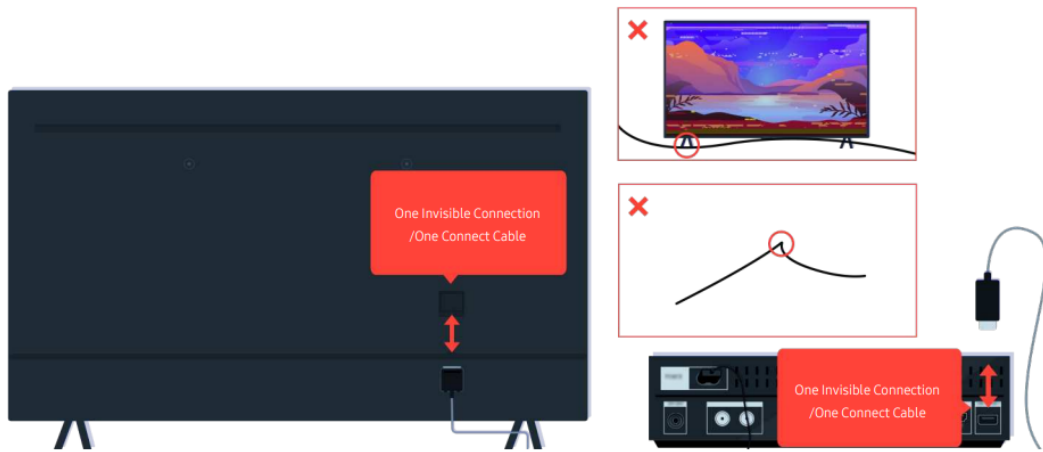
If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of set-top box.



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



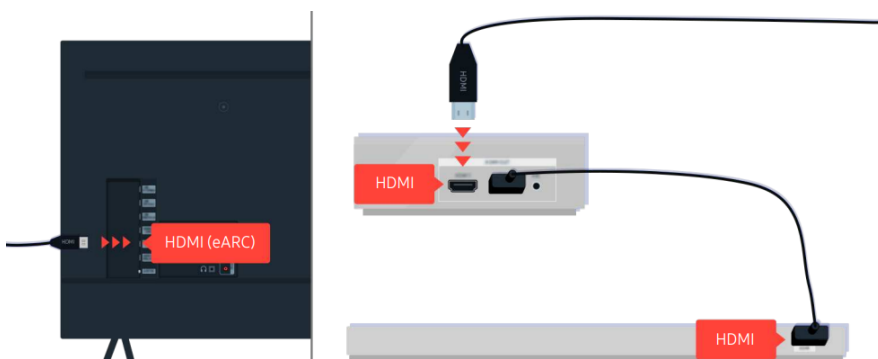
If the problem persists, check the video output settings in the settings menu of the external device, and ensure that your TV supports the video output mode. FHD TVs support up to 1080p video output, and UHD TVs support up to 2160p video output.



If the problem persists, and if your TV uses the One Invisible Connection or One Connect Cable, disconnect and reconnect the One Invisible Connection or One Connect Cable to the TV and the One Connect Box. Ensure that the One Invisible Connection or One Connect Cable 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.

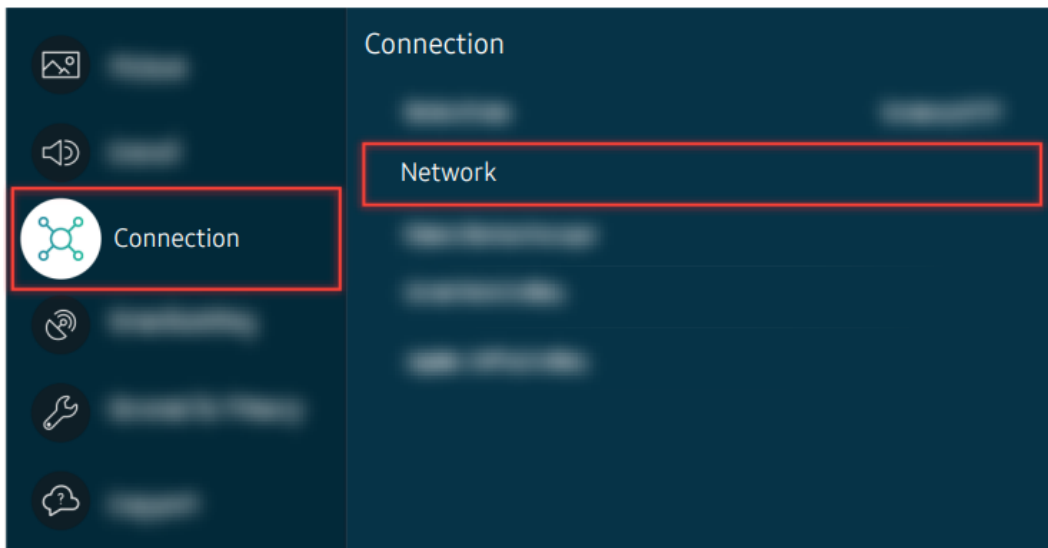
Network Access is not Available




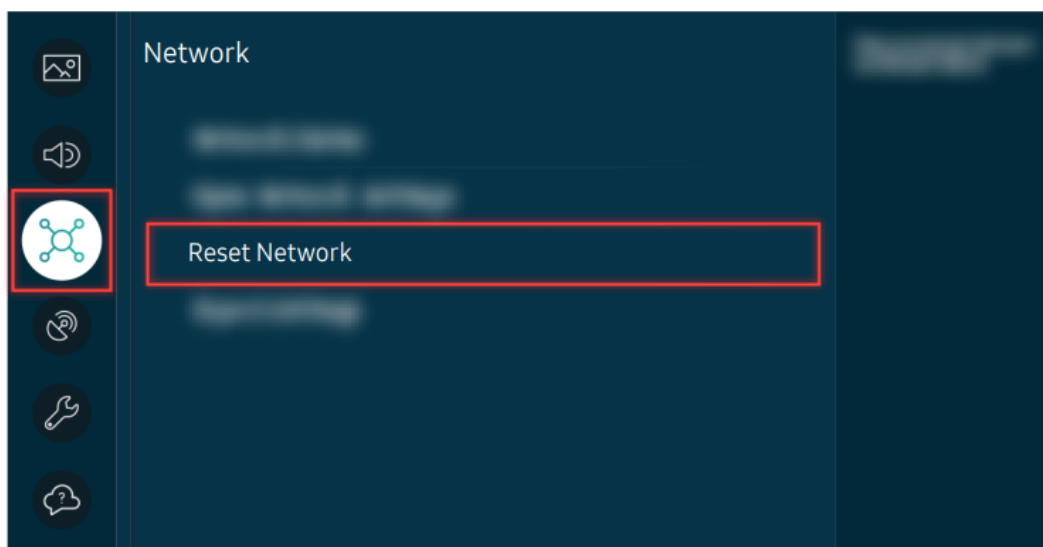
On the remote control, press the  button and move to **Menu** >  Settings > All Settings using the directional button.



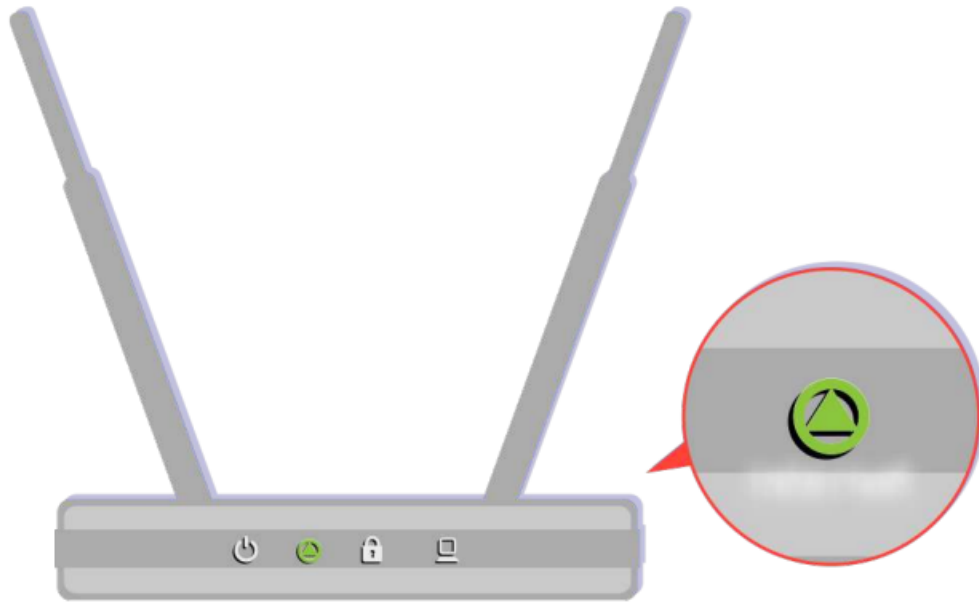
Select  > **Menu** >  Settings > All Settings > Connection > Network > Network Status to check the network status



Select  >  **Menu** >  Settings > All Settings > Connection > 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.






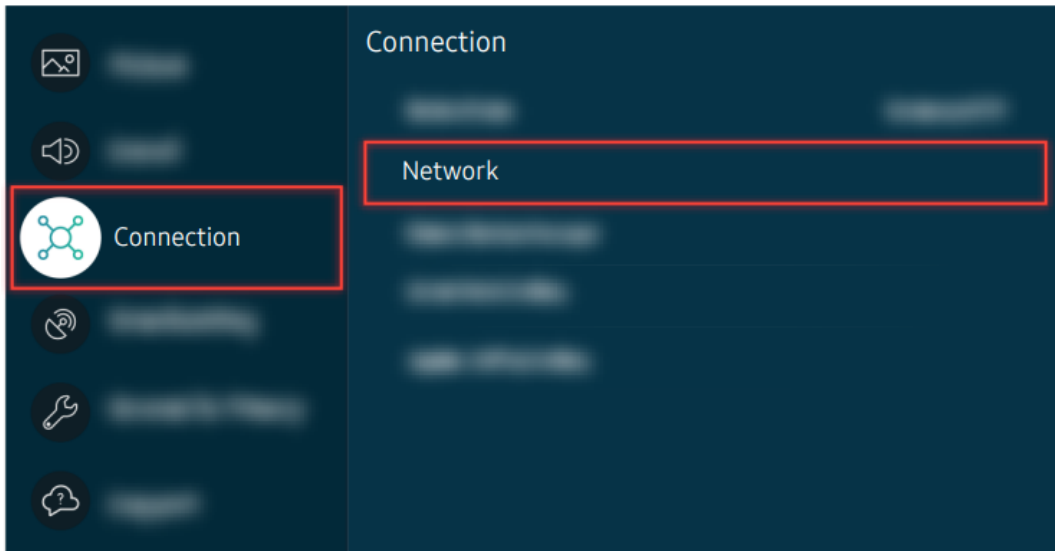
If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.






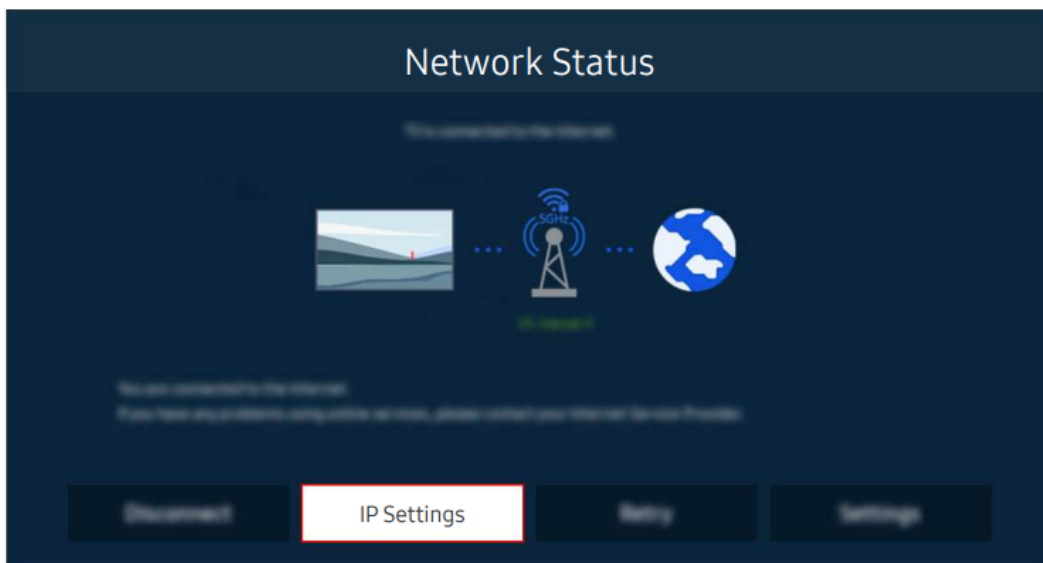
Try rebooting the access point by disconnecting and reconnecting the power connector. It may take 1 to 2 minutes until the access point comes back online after a reboot.






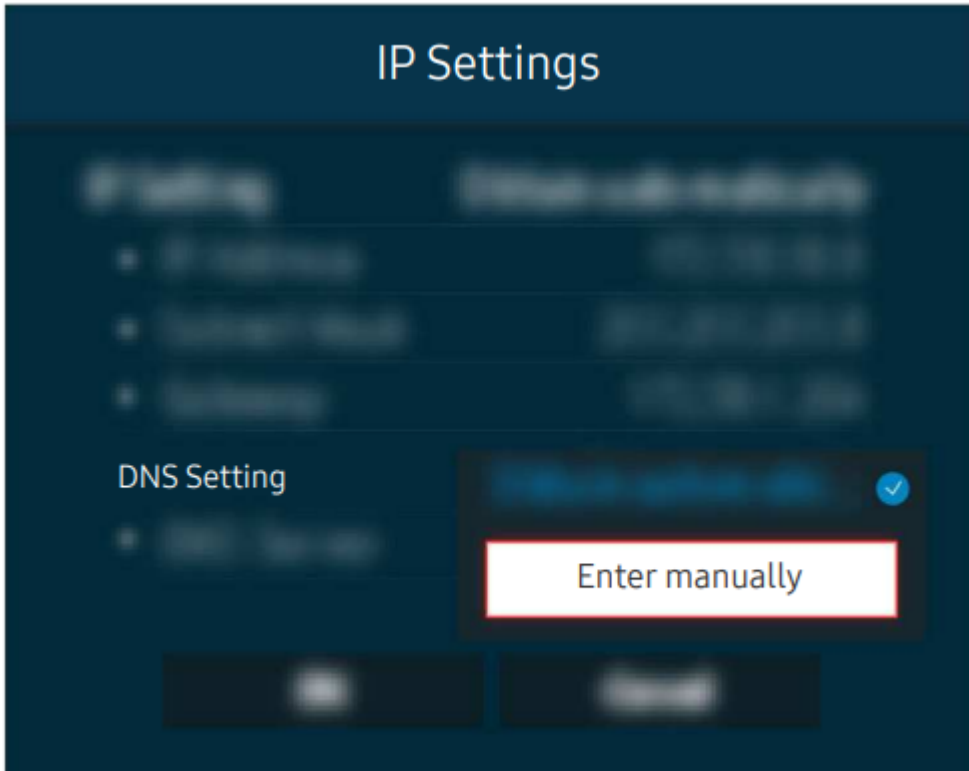
If the same problem continues, select  >  **Menu** >  Settings > All Settings > Connection > Network > Network Status > IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



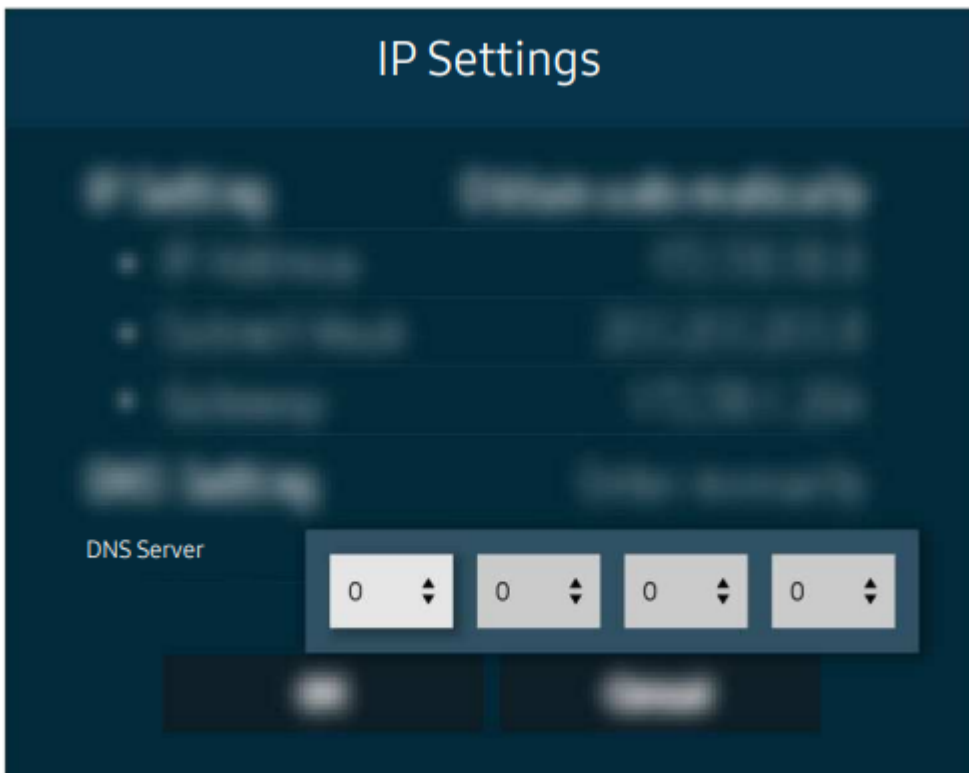
If the same problem continues, select  >  **Menu** >  Settings > All Settings > Connection > Network > Network Status > IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



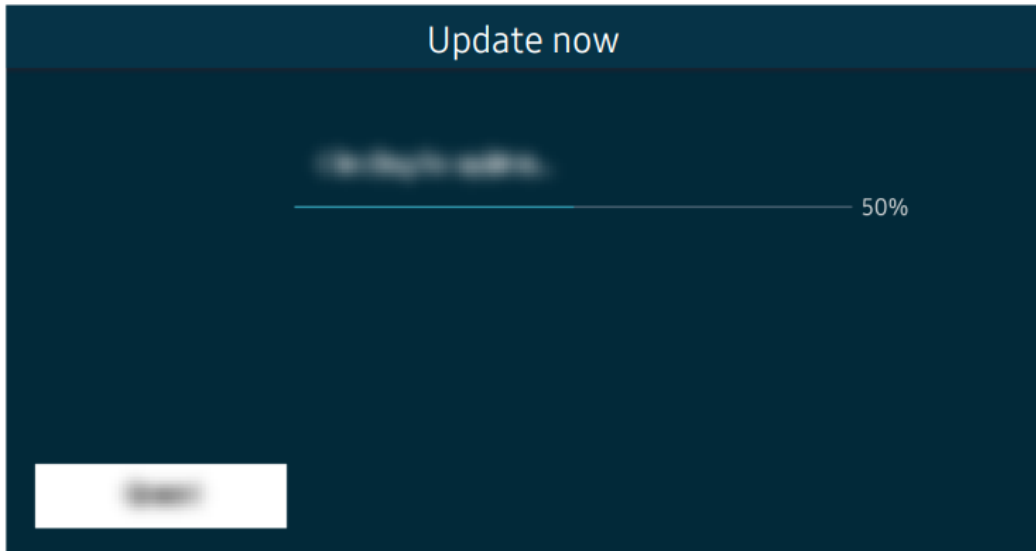
If the same problem continues, select  >  **Menu** >  Settings > All Settings > Connection > Network > Network Status > IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



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

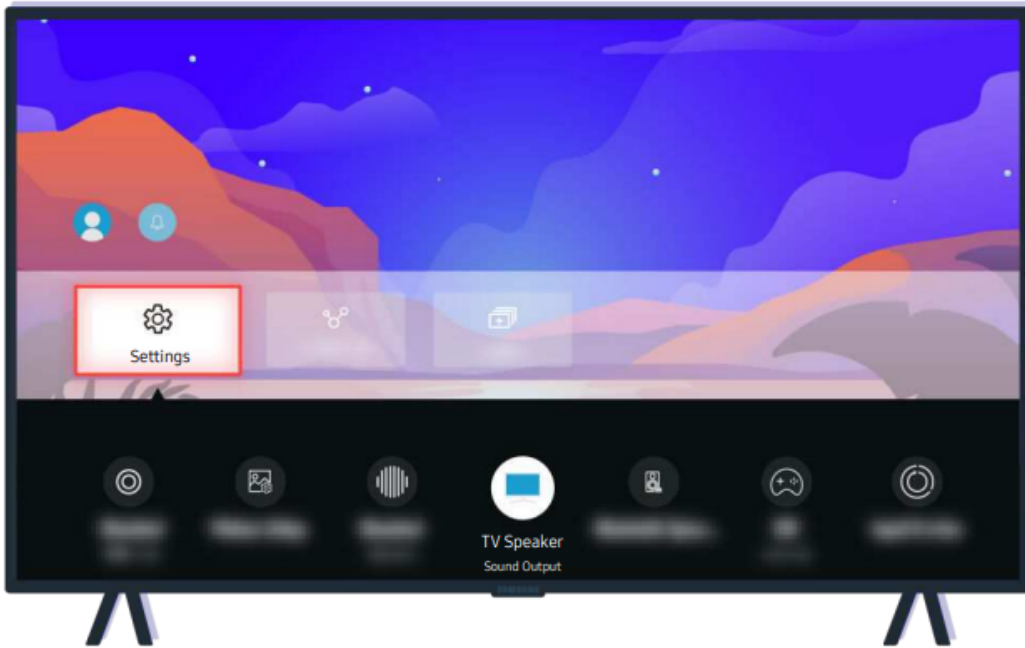
There is No Sound or the Speakers are Making an Odd Sound



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.



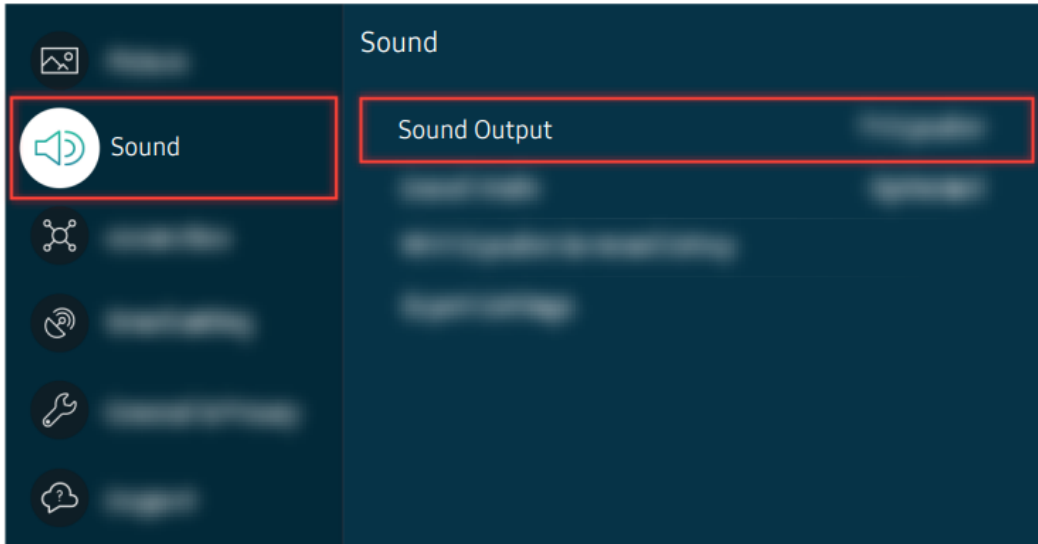
Check the volume on the screen. If a number for the TV volume is not displayed,

select  >  **Menu** >  Settings > All Settings > Sound > Sound Output. Then, select TV Speaker



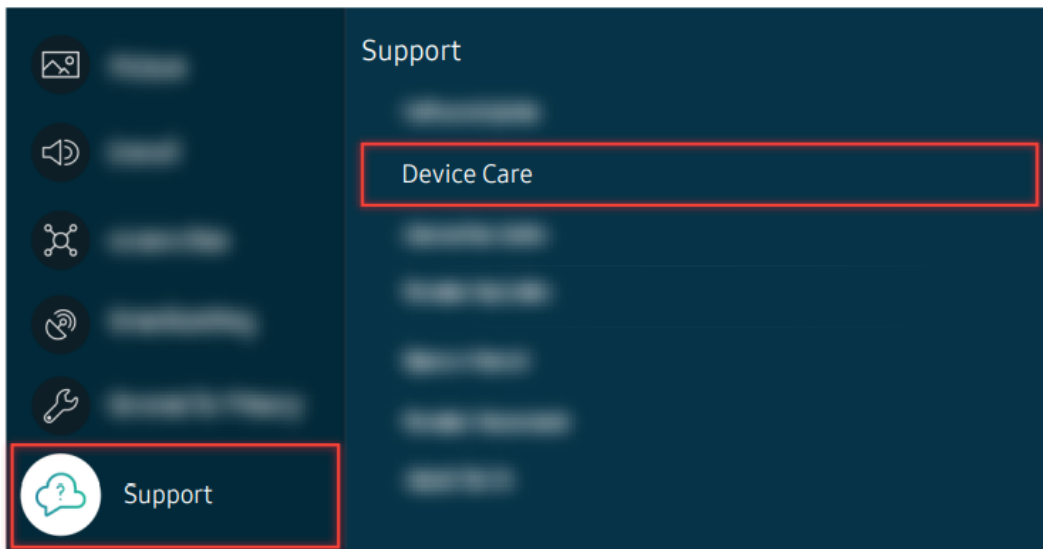
Check the volume on the screen. If a number for the TV volume is not displayed,




select  >  **Menu** >  Settings > All Settings > Sound > Sound Output. Then, select TV Speaker

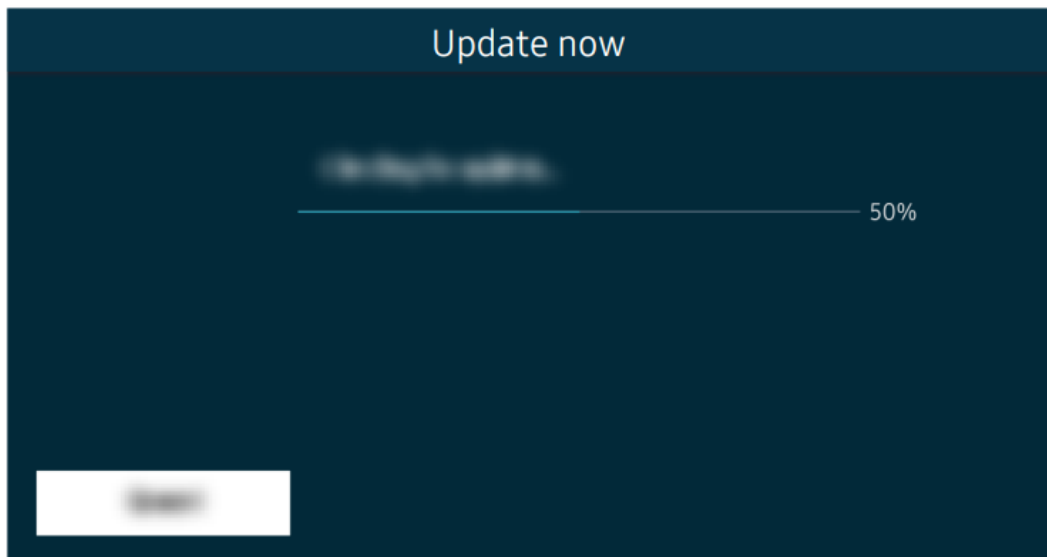


Check the volume on the screen. If a number for the TV volume is not displayed,

select  >  **Menu** >  Settings > All Settings > Sound > Sound Output. Then, select TV Speaker



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





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

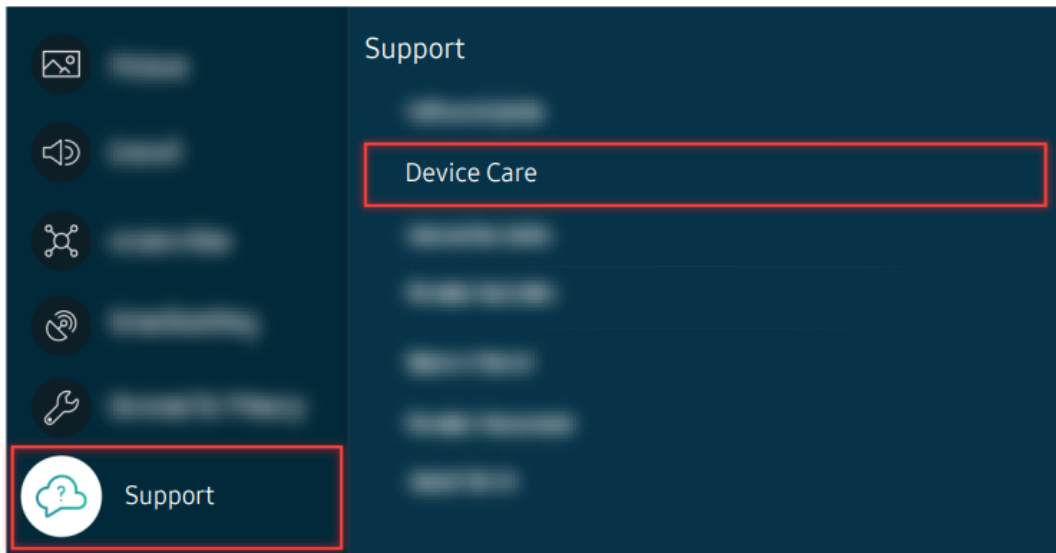





If there is sound but it is not clear, run a diagnostic test. On the remote control, press

the  button.



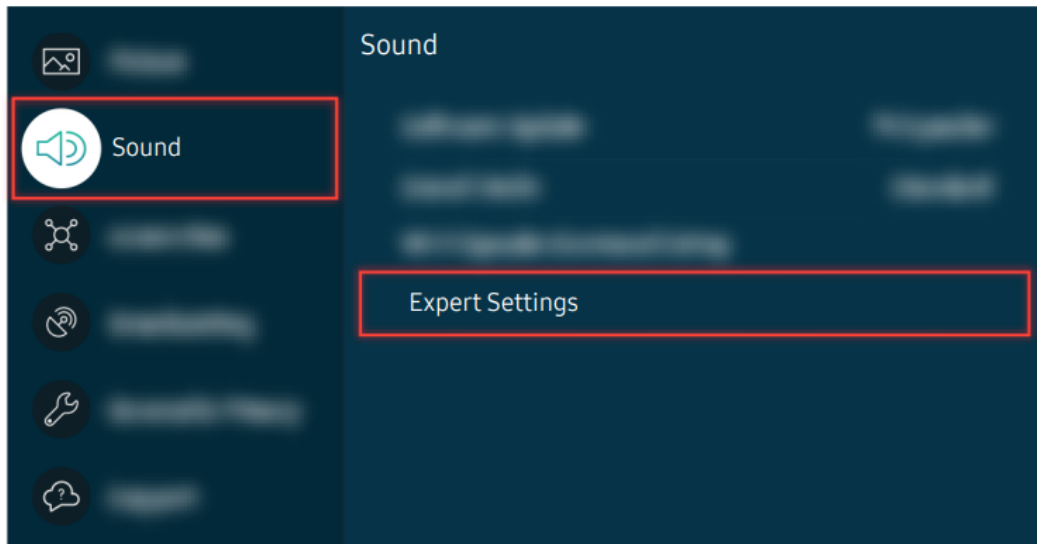
Go to  >  **Menu** >  Settings > Support > Device Care > Self Diagnosis > Sound Test to check the sound



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



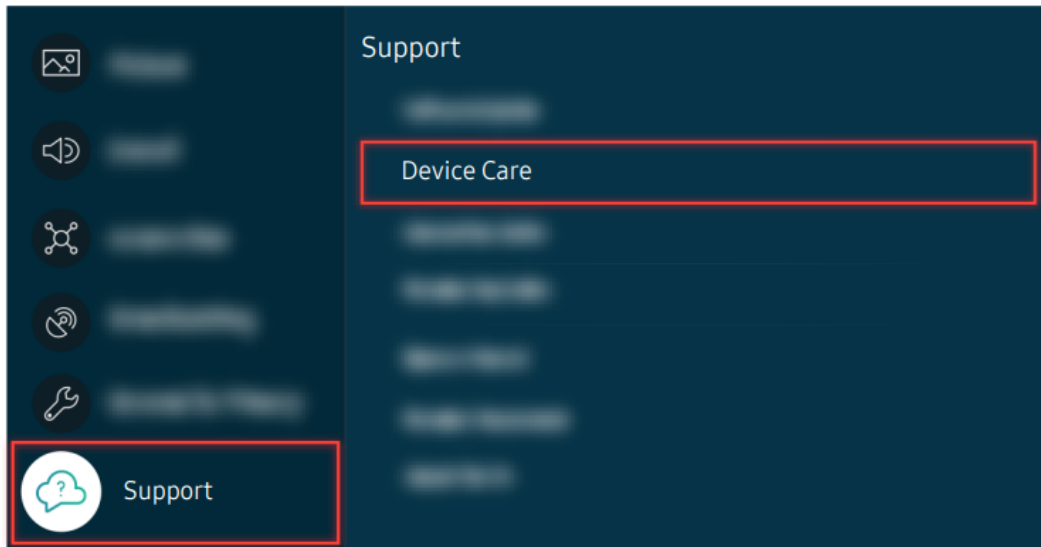
If the test reveals a problem, select  > **Menu** >  Settings > All Settings > Sound > Expert Settings > Reset Sound.



If the test reveals a problem, select  > **Menu** >  Settings > All Settings > Sound > Expert Settings > Reset Sound.



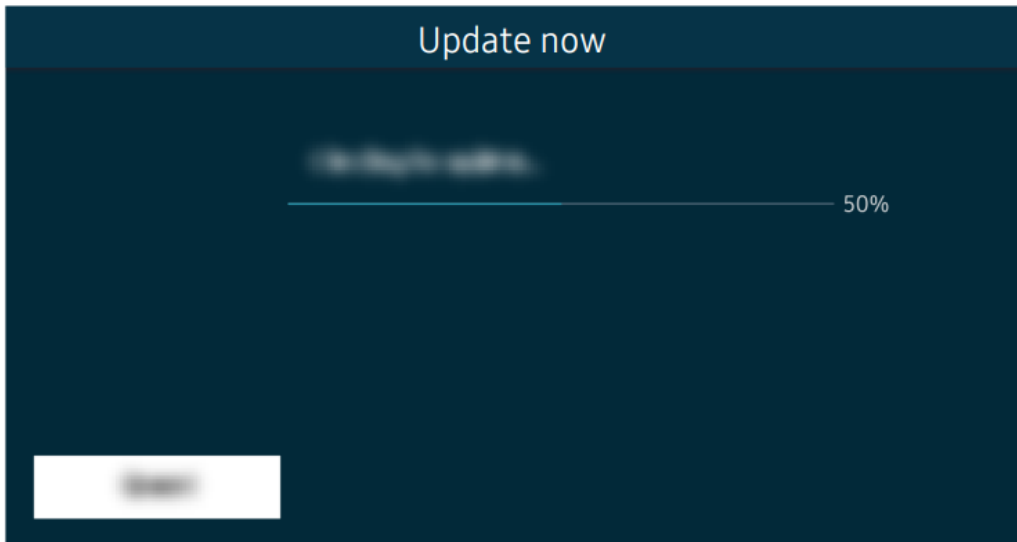
If the test shows no problems, select  >  **Menu** >  Settings
> Support > Device Care > Self Diagnosis > Signal Information



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

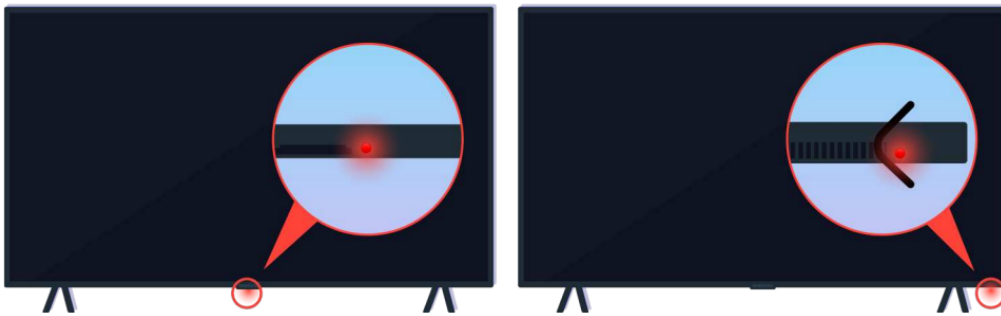


Check whether the signal strength is too weak or not.

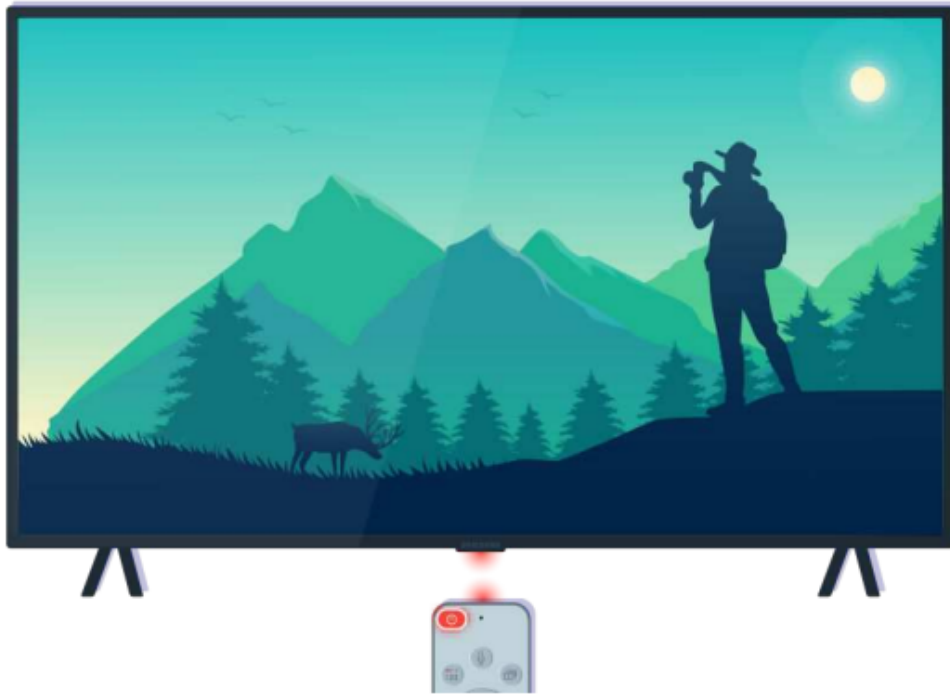


If the same problem continues, a software update or factory reset may be required

The Remote Control does not Work



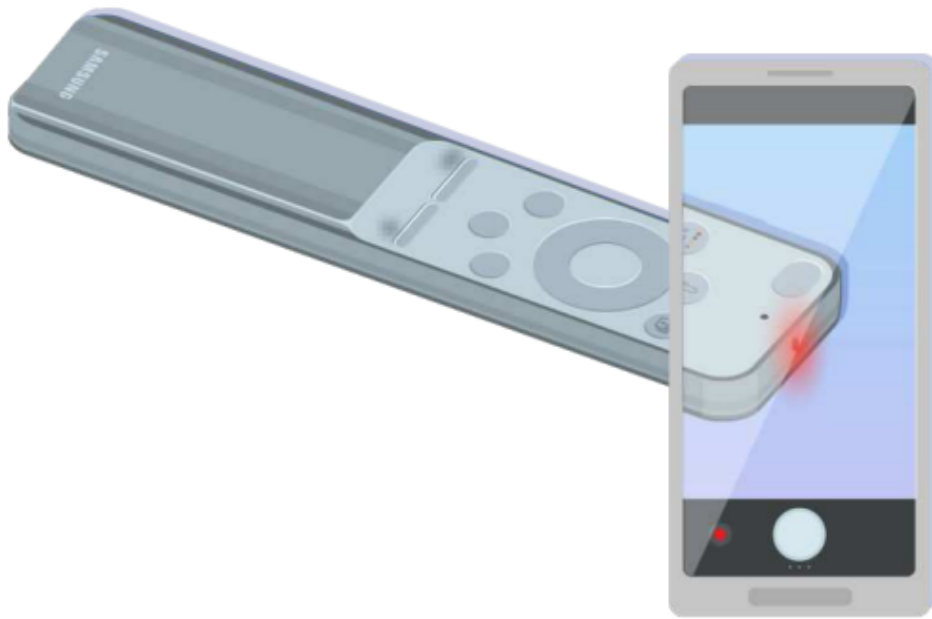
Verify that the infrared remote control signal is being transmitted and received.



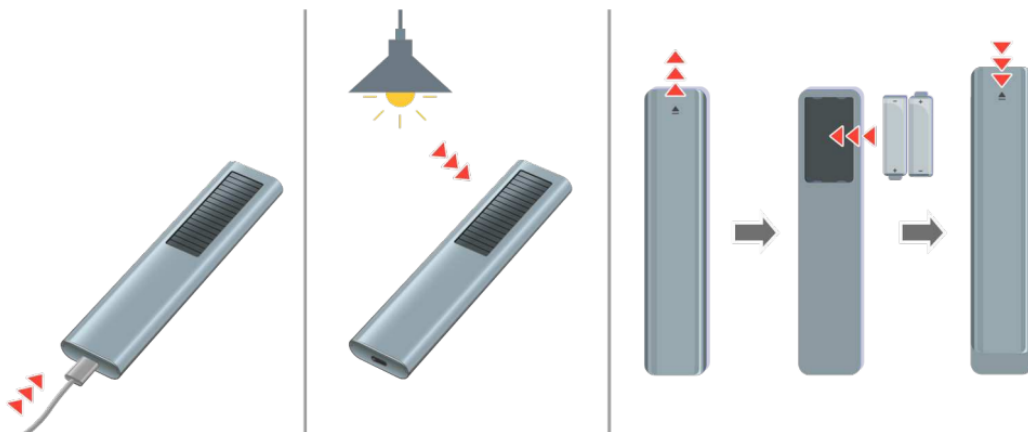
Make sure the remote control sensor on the TV is blinking.



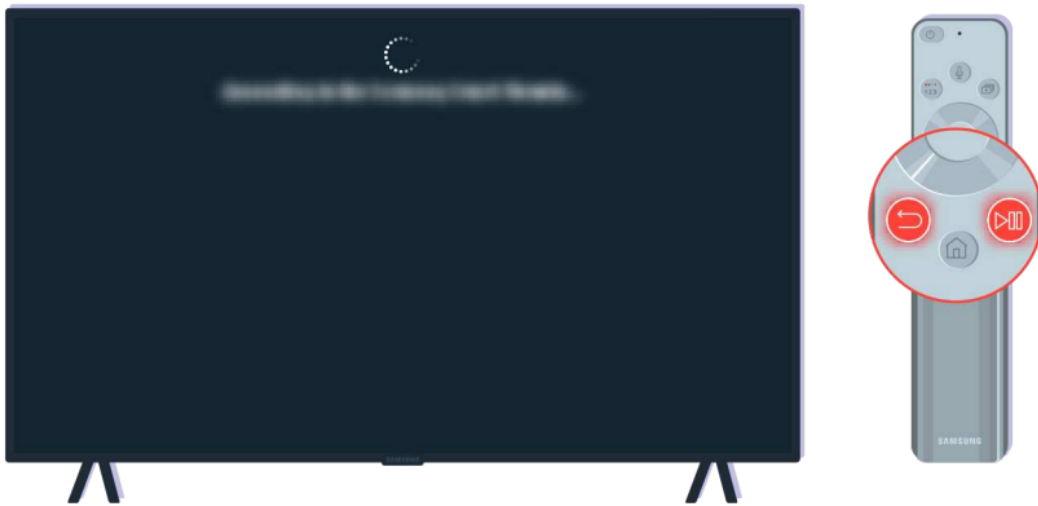
Make sure the remote control works properly.



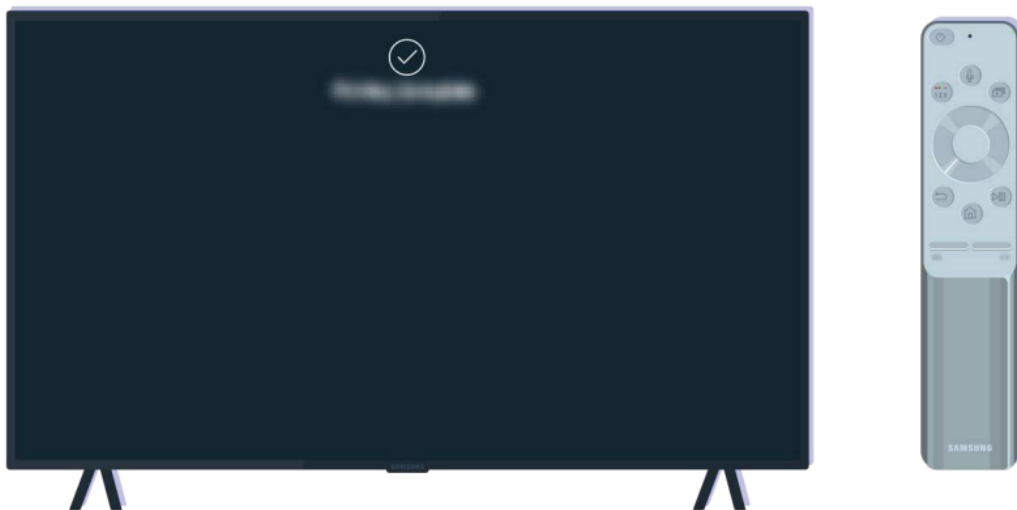
You can check whether the signal is being transmitted by pressing the power button and observing the front tip of the remote control through the camera on your smartphone.



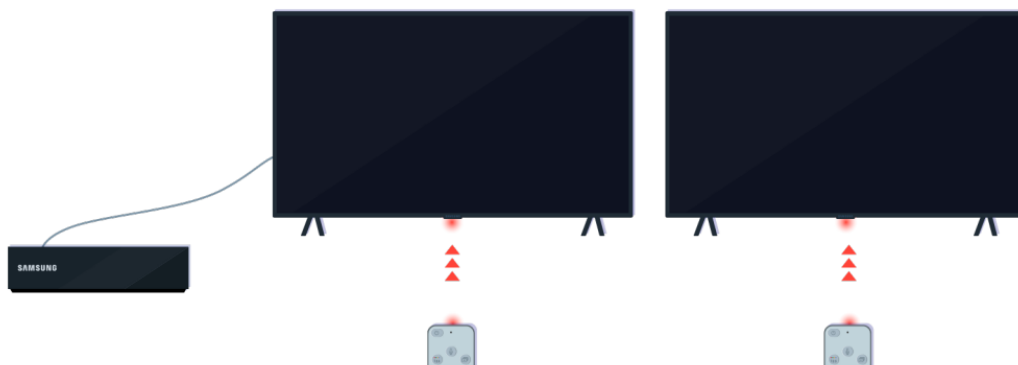
If you cannot see infrared signals, charge the remote control by using the USB port (C-type) on the bottom, or turn over the remote to expose the solar cell. If the remote control has batteries, replace them with new ones.



Press the  and  buttons simultaneously to display the pairing animation clip



Follow the on-screen instructions to proceed with the pairing.



The remote control will work more effectively if you point it at the remote control sensor.



If the same problem continues, try using the appropriate SAMSUNG remote control for your TV model.





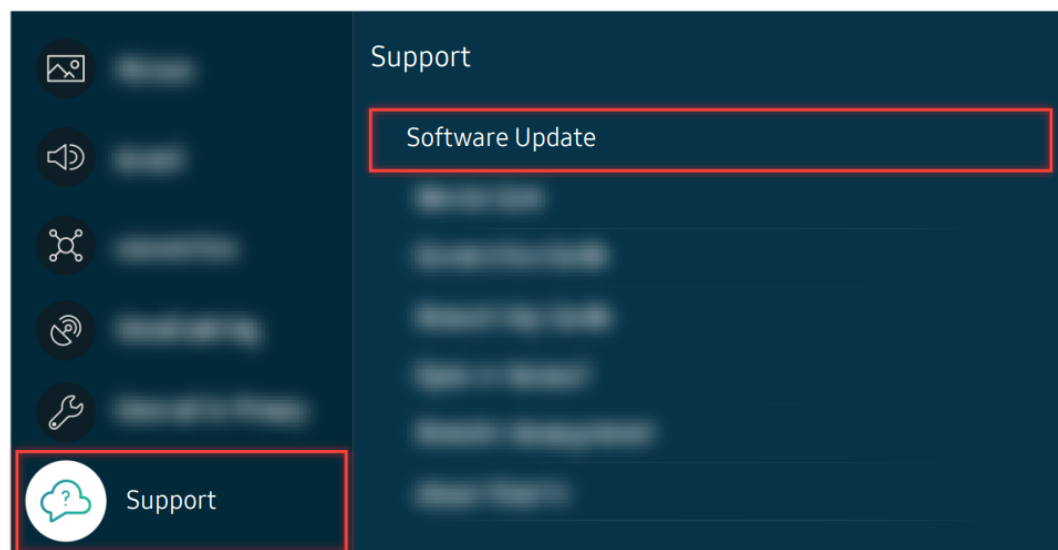
If you use an Multi-Brand Remote (MBR) or universal remote and your remote cannot operate an external device, move the external device closer to the One Connect Box.

Updating the Software

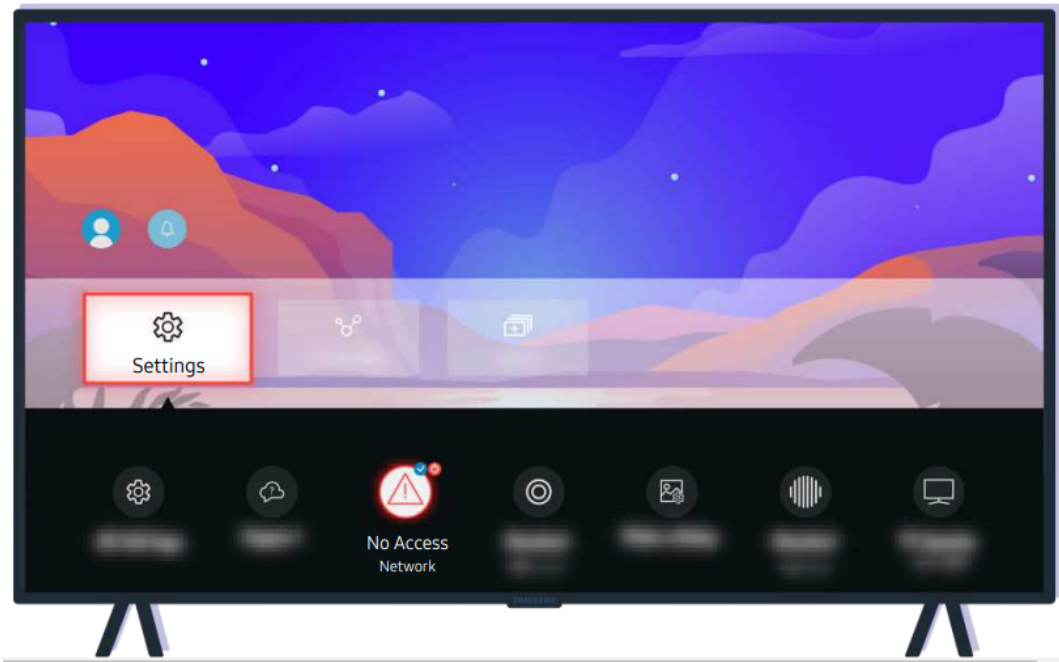


If your TV is connected to the network, you can set it to receive periodic updates

automatically. On the remote control, press the  button and move to **Menu** >  Settings > Support using the directional button.






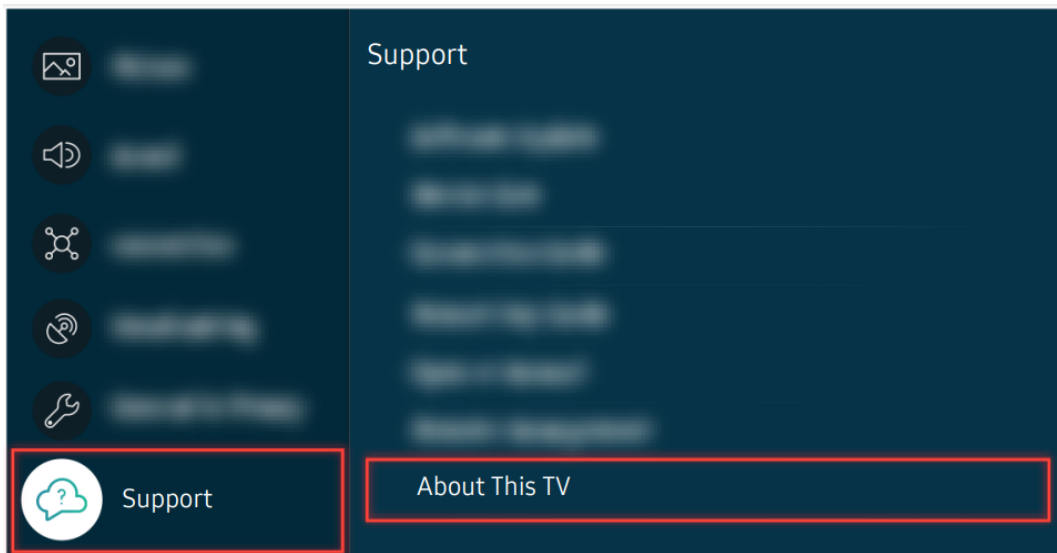
To enable automatic updates, select  > **Menu** >  Settings > Support > Software > Update Auto Update.






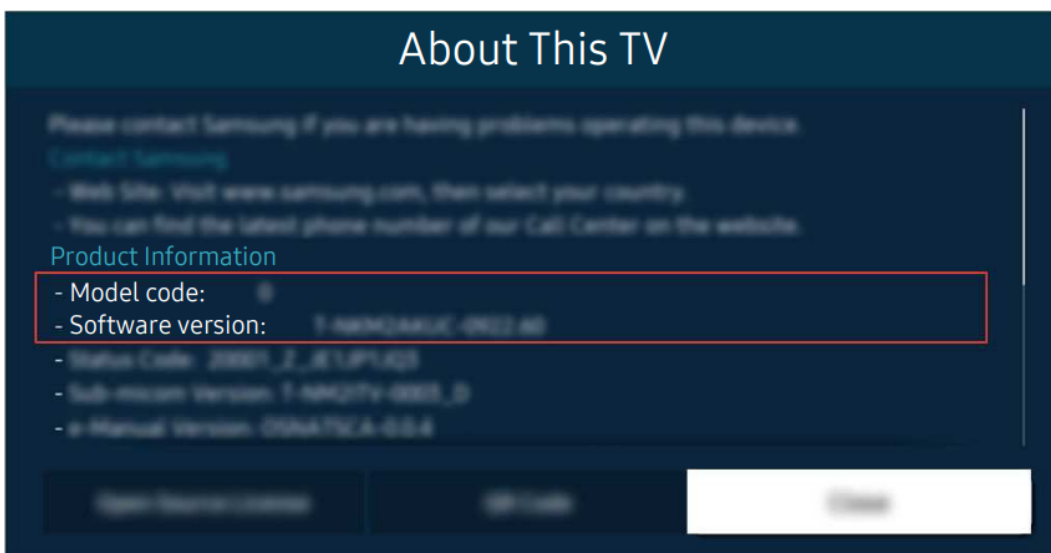
If your TV is not connected to the network, you can update the software using a USB drive






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



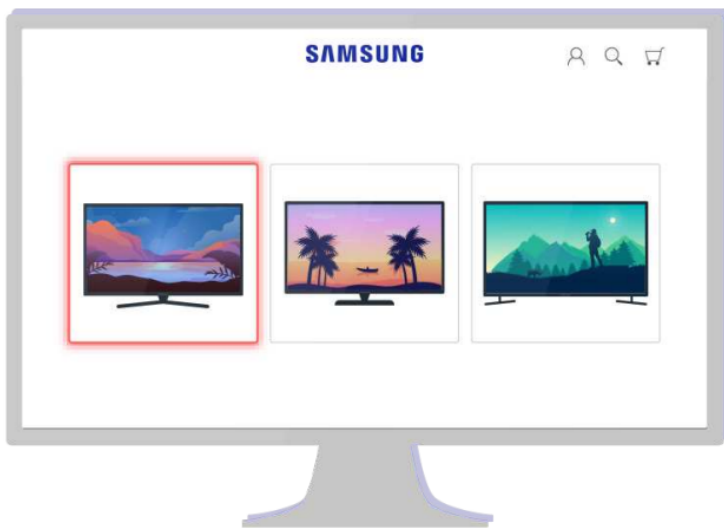
Select  >  **Menu** >  Settings > Support > About This TV and check the model code and software version.



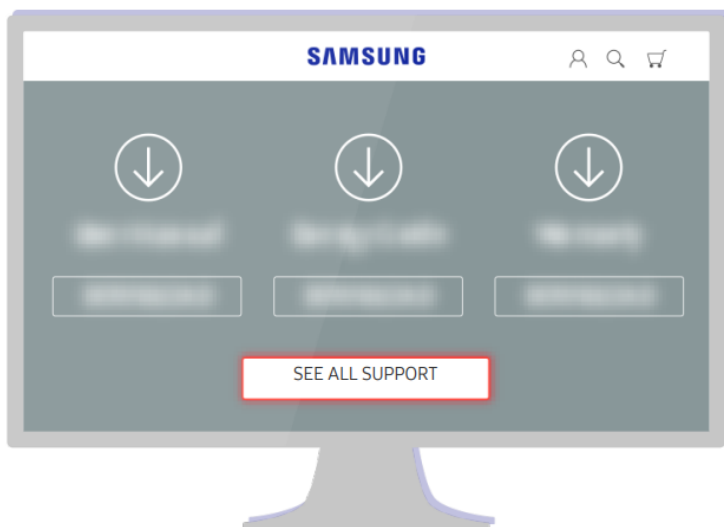
Select  >  **Menu** >  Settings > Support > About This TV and check the model code and software version.



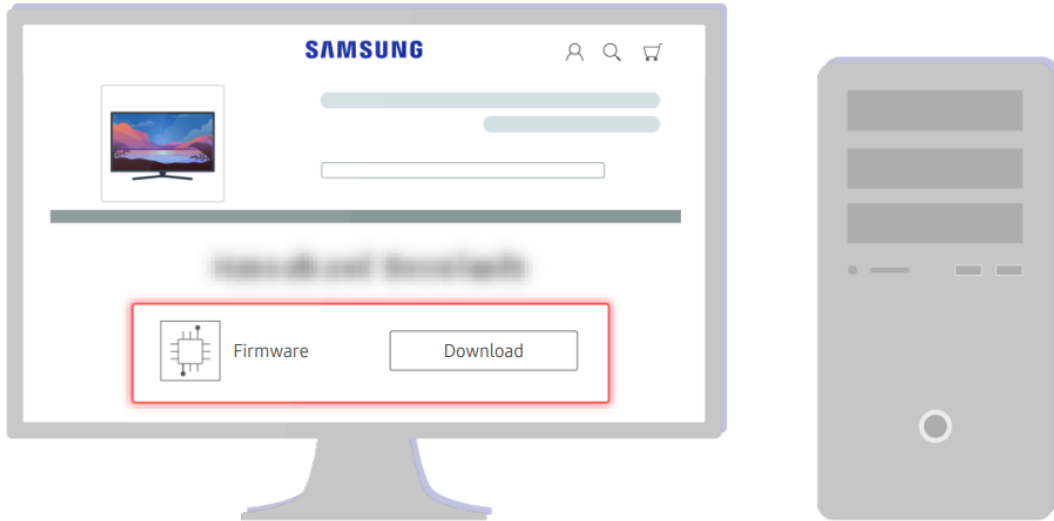
Using a computer, connect to page



Find your TV model and download the firmware file.



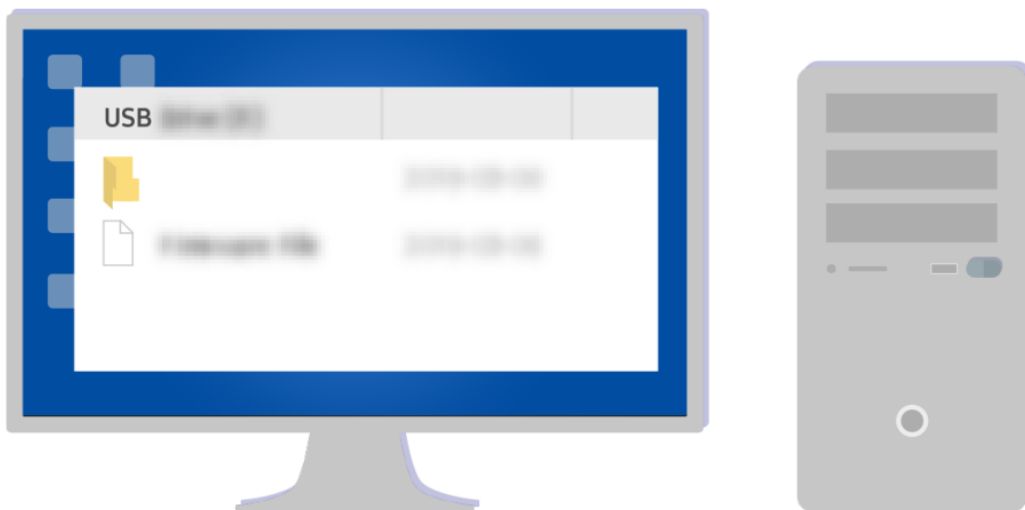
Find your TV model and download the firmware file.



Click Download to download the firmware



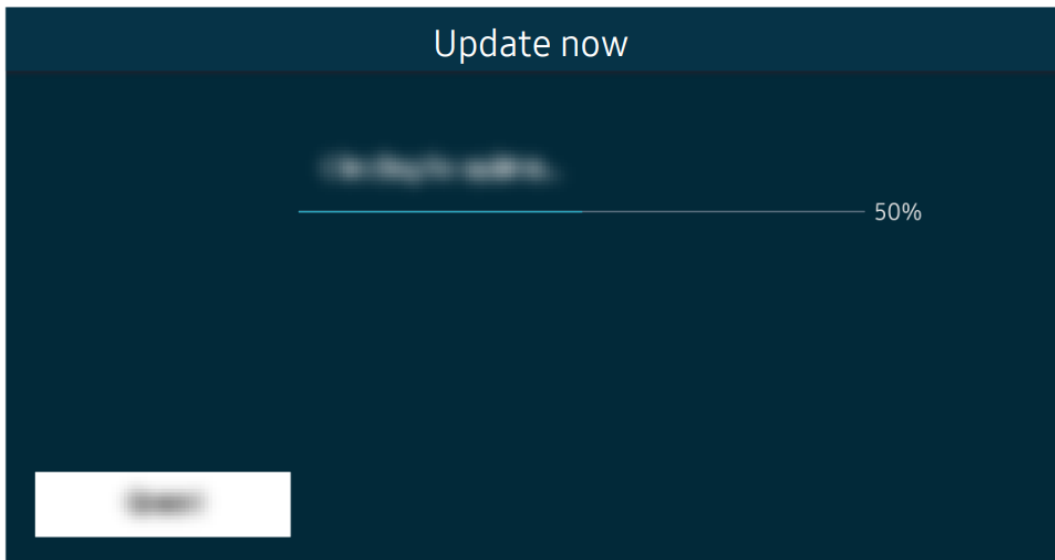
Unzip the downloaded file and store it in your USB drive top folder.



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






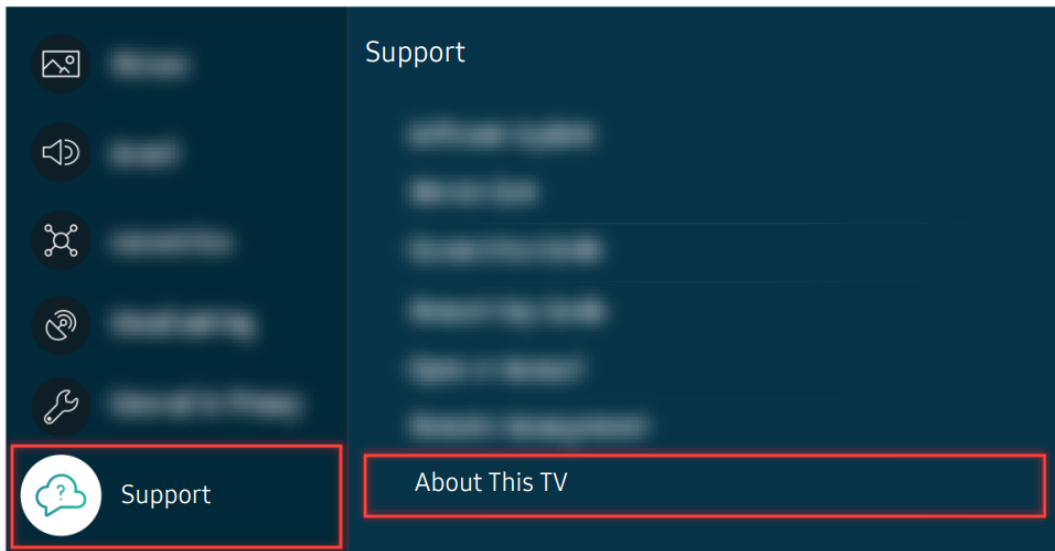
Insert the USB device into the USB slot on the back of your TV or the side of the One Connect Box






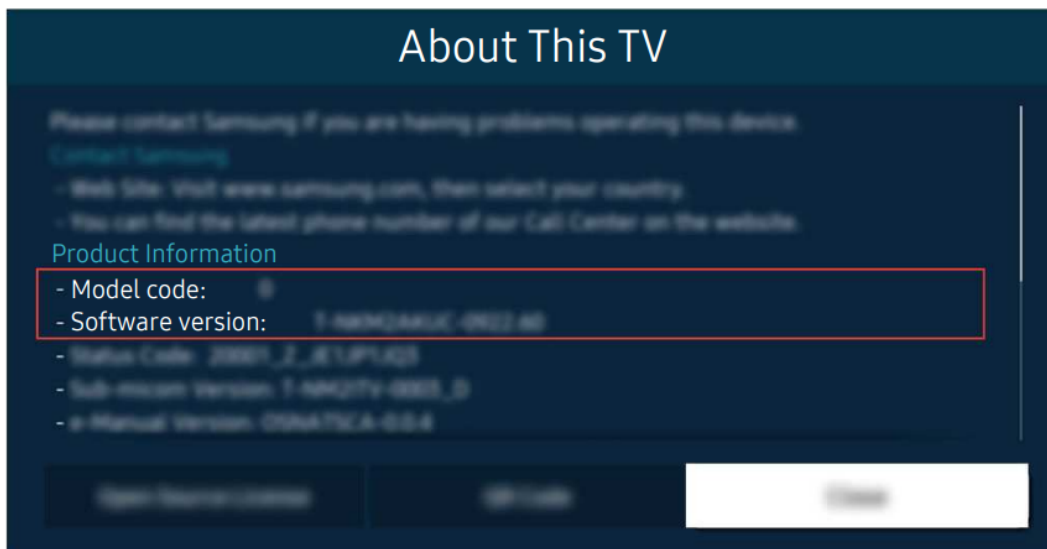
The firmware update begins automatically. Your TV will automatically reset when the firmware update is completed. Do not turn off your TV while the firmware update is in progress.



After your TV turns on, select  >  **Menu** >  Settings > Support > About This TV and check the new firmware version



After your TV turns on, select  >  **Menu** >  Settings > Support > About This TV and check the new firmware version



After your TV turns on, select  >  **Menu** >  Settings > Support > About This TV and check the new firmware version

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.