

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

Connecting an Antenna

You can connect a coaxial cable to your TV




- An antenna connection is not necessary if you connect a cable box or satellite box.

- The port on your TV may differ from the following figure depending on the product model and region.

Connecting to the Internet




You can get access to the Internet through your TV.

You can get access to the Internet through your TV.

 >  Menu  SettingsGeneralNetworkOpen Network Settings

Configure network settings to connect to an available network.




Establishing a wired Internet connection

 >  Menu  SettingsAll Settings ConnectionNetworkOpen Network SettingsWired

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

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

Establishing a wireless Internet connection

 >  Menu  SettingsAll SettingsConnection NetworkOpen Network SettingsWireless

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

- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.

- To disconnect Wi-Fi, select Disconnect in

 >  Menu  Settings All Settings Connection Network Network Status.

Checking the Internet connection status

 >  Menu  Settings All Settings Connection Network Network Status




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.

- This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function.

Apple AirPlay may not be supported depending on the model or geographical area

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.

- 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 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

You can enable the connection to Wi-Fi.

- To connect a wireless network, the function must be active

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.

- This function may not be supported depending on the model.
- For more information, refer to "Using Multi View."

Using Screen Sharing (Smart View)

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

- This function may not be supported depending on the model or geographical area.
- To use Apple AirPlay, make sure

 >  Menu  Settings All Settings Connection Apple AirPlay Settings is enabled.

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.

- For more information about configuration refer to 'Enabling Tap View'.

2. Turn on the screen of your mobile device.

3. Tap your mobile device on the TV. The TV screen switches to Multi View or mobile device's screen.

- When you perform Tap View in Ambient Mode feature or Art mode (only in The Frame models), only the mobile device's screen appears on the TV.

4. Watch Multi View or mobile device's screen on the TV screen.

- This function may not be supported depending on the model.
- This function is available in Samsung mobile devices with Android 8.1 or higher.
- Music Wall screen is a function that allows you to enjoy music along with visual video effects that change according to the genre and beat of the music.
- The displayed TV screen may differ depending on the model.
- This function enables Screen/Sound Mirroring by detecting vibrations generated when you tap the mobile device on the TV.
- Be sure to tap away from the TV screen and bezel corners. It may scratch or break the TV or mobile device screen.
- We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV.

Enabling Tap View

Enable Tap View in the SmartThings app.

- Depending on the SmartThings app version, you may need to register the TV with your mobile device.
- This function may not be supported depending on the model.

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.

- Upon connection for the first time, select Allow on a pop-up window of the TV1

Connection Cables for External Devices

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

- Available connection cables may differ depending on the model or geographical area.

Switching between external devices connected to the TV

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

 >  Menu  Connected Devices

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

- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can configure universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.
- This function may not be supported depending on the device and geographical area.

Editing the name and icon of an external device

 >  Menu  Connected Devices

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



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

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

- Available functions may differ depending on the port type.

1.Universal Remote

You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.

- This function may not be supported depending on the model or geographical area.
- For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

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.

Connection Notes

When connecting an external device, note the following:




- The number of connectors, and their names and locations may differ with the model.
- Refer to the external device's operating manual when connecting it to the TV. The number of external device connectors, and their names and locations may differ with the manufacturer.

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 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 cables standardized by the 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 does not support 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 mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.
 - This function may not be supported depending on the model.

Connection notes for audio devices

- For better audio quality, it is good to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting automatically changes to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following
 - This function may not be supported depending on the model.
 - Use the Quick Settings screen to change to the connected device:
 - Use the Select button to select Optical on the Sound Output menu. (
 -  >  Menu  Settings up directional button Sound Output).
 - Use the Settings screen to change to the connected device:

Select Optical on the Sound Output menu. ( >  Menu  SettingsAll Settings Sound Sound Output).


- Refer to the sound bar's user manual when connecting it to the TV.
- An unusual noise coming from a connected audio device while you are using it, may indicate a problem with the audio device itself. If this occurs, ask for assistance from the audio device's manufacturer.
- Digital audio is only available with 5.1 channel broadcasts.

Connection notes for computers

- For the resolutions supported by the TV, refer to "Read Before Connecting a Computer (Supported Resolutions)."
- 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 or 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 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz may not 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 device supports Wi-Fi Direct, 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.

- This function may not be supported depending on the model or geographical area.
- 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, if the network has an NAS (Network-Attached Storage) device.









Remote Control and Peripherals



You can control TV operations with your Samsung Smart Remote. Pair external devices, such as a keyboard, for ease of use.

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
 (Power)	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.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
 (Settings - Number - Color button)	Each time you press this button, Settings menu / virtual numeric pad / Option pad with Color buttons are displayed alternately. <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><i>✎</i> If the Color Button appears with a number strip on the screen, select the Color Button and then select a specific color by using the directional button (up, down, left, right). Use this to access additional options that are specific to the feature in use.</p>
 (Multi View)	Press the button to directly enter the Multi View function.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	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. For The Frame model, in Art mode, press to switch to the Art Home.

Button	Description
 (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 . <i>✎</i> Game Bar may not be supported depending on the model or geographical area.
+/- (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 2 seconds 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. When pressed for 1 second or more, the Channel List screen appears. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button. <i>✎</i> Available apps may differ depending on the geographical area or contents provider.




- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.




- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

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

Learn about the buttons on the Samsung Smart Remote.











Button	Description
 (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 2 seconds or more, the Accessibility Shortcuts appears.
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 (Launch app button)	Launch the app indicated by the button.  Available apps may differ depending on the geographical area or contents provider.





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 (Launch app button)	Launch the app indicated by the button.  Available apps may differ depending on the geographical area or contents provider.

- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

About the Samsung Smart Remote (The Sero)



Button	Description
 (Power)	<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 (Home) > Menu > Settings > All Settings > General & Privacy > Power and Energy Saving > Power Off Mode and change the setting.
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p>
 (Settings - Number - Color button)	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad with Color buttons 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><i>If the Color Button appears with a number strip on the screen, select the Color Button and then select a specific color by using the directional button (up, down, left, right). Use this to access additional options that are specific to the feature in use.</i></p>
 (Rotate)	<p>Press the button to rotate the screen to landscape or portrait mode.</p>
 Directional button (up, down, left, right)	<p>Use to navigate the menu or move the focus to highlight items on the Home Screen.</p>
 Select	<p>Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.</p>
 (Return)	<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)	<p>Press to switch to the Media Home. From the Ambient screen, press to switch to the Ambient Home.</p>

Button	Description
 (Play/pause)	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.</p> <p>To use Game Bar, press and hold the button in Game Mode.</p> <p><i>Game Bar may not be supported depending on the model or geographical area.</i></p>
 (Volume)	<p>Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 2 seconds or more, the Accessibility Shortcuts appears.</p>
 (Channel)	<p>Move the button up or down to change the channel. To see the Guide screen, press the button. When pressed for 1 second or more, the Channel List screen appears.</p> <p>Press and hold the button up or down to quickly change the channel.</p>
 (Launch app button)	<p>Launch the app indicated by the button.</p> <p><i>Available apps may differ depending on the geographical area or contents provider.</i></p>

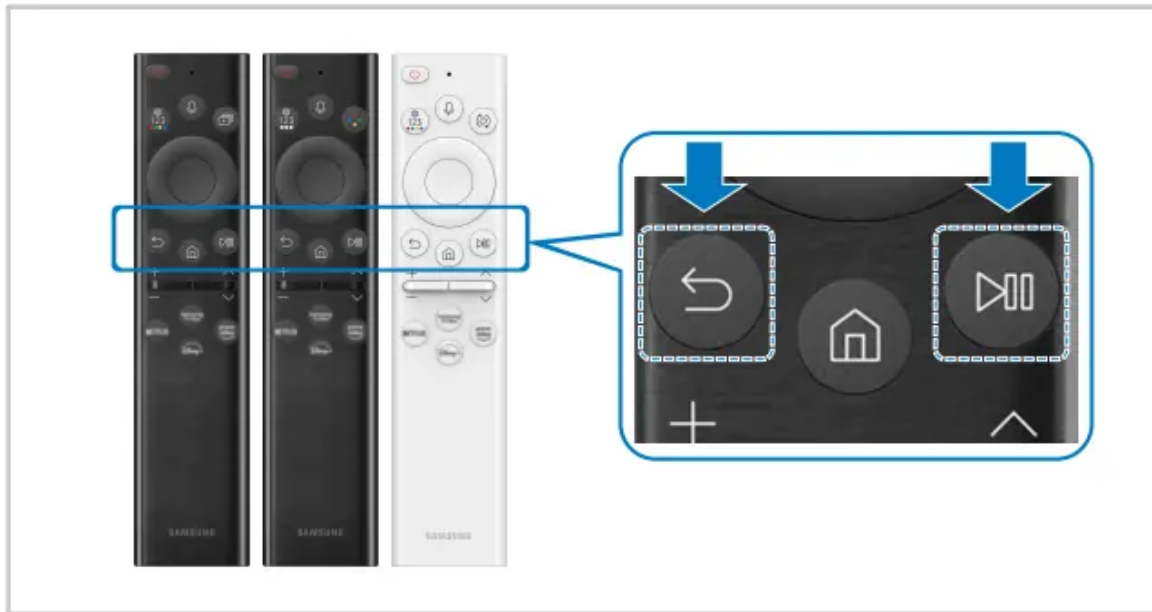
- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

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 **Return** and **Play/Pause** 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 external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.

- This function may not be supported depending on the model or geographical area.
- You can also use the Anynet+ (HDMI-CEC) function to operate external Samsung devices with your TV's remote control without any additional setup. For more information, refer to "Using Anynet+ (HDMI-CEC)."
- Specific external devices connected to the TV may not support the universal remote feature.
- Do not place any obstacles in front of an external device and TV's logo. It may cause improper transmitted signals from the remote control.
- The TV memorizes both the external device and its connection port (HDMI 1, HDMI 2, etc.).




- If you have difficulty controlling external devices with the Universal Remote, try adjusting the positions of the external devices.
- This function may not operate properly depending on the TV installation environment and the features of external devices.

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)

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



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

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI CEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and when those devices are either in standby mode or turned on.
- Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters. Anynet+ (HDMI-CEC) can control only one home theater system.

- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.
- If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control

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

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.

- If you connect a mouse, it is available only in the Internet app and PC on TV function.
- XInput USB gamepads are supported.
- For more information, refer to Input Device in Connection Guide (

 >  Menu  Connected Devices Connection Guide Input Device).

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.
- 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

- The key operation may differ depending on some apps or the keyboard.

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

Use the virtual keyboard to enter text on your TV.



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

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:

- The options available may differ depending on the function running currently.
- Recommended text
- Reset Recommended Text Memory
- Accented Character Preview
- 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.

- Entering text with your voice may not be supported for some functions.
- This function may not be supported depending on the model or geographical area.

- The Samsung Smart Remote may not be supported depending on the model or geographical area.

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

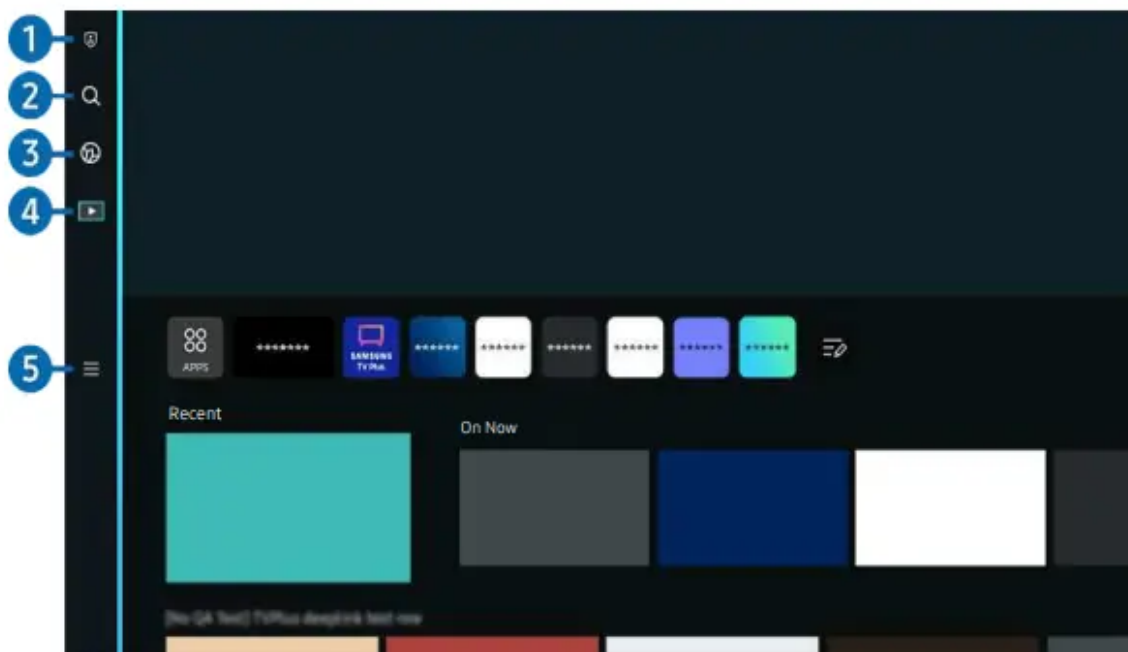
View descriptions of Smart Hub's basic functions.

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

- Some Smart Hub services are paid services.
- To use Smart Hub, the TV must be connected to the Internet.
- Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
- Smart Hub service outages can be caused by disruptions in your Internet service.

Displaying the Home Screen

Press the button.









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

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

1. Privacy Choices

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

- To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Privacy by navigating to  >  Menu >  Settings All Settings General & Privacy Terms & Privacy.
- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub ( >  Menu >  Settings Support Device Care Self Diagnosis Reset Smart Hub).

2. Search

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

- To use the Search service, make sure the TV is connected to a network.
- This function may not be supported depending on the model or geographical area.

3. Ambient Mode

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

To return to TV mode from Ambient Mode, press  > the left directional button >  Media.

Press the  button to turn off the TV.

- This function may not be supported depending on the model.
- For more information, refer to "Using Ambient Mode."

Art

When you are not watching TV or when the TV is turned off, you can use the Art mode function to edit image content, such as artworks, photos, or to display the content.

- This function is supported only in The Frame.
- For more information, refer to "Using Art Mode."

4 Media

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




- For more information about Media, refer to "About the Media Home Screen."

5 Menu

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

- For more information about Menu, refer to “About the Menu Home Screen.”




- **Launching Smart Hub automatically**

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

When you set Autorun Smart Hub to on, the TV displays the Home Screen automatically when you turn the TV on.

You can turn this function on or off. Press the Select button at the current menu.

- **Launching the last used app automatically**




 >  Menu  Settings All Settings General & Privacy Start Screen Option Autorun Last App

If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu.

This function may not be supported depending on the app.

This function may not be supported depending on the model.

Automatic 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.

- This function may not be supported depending on the model.

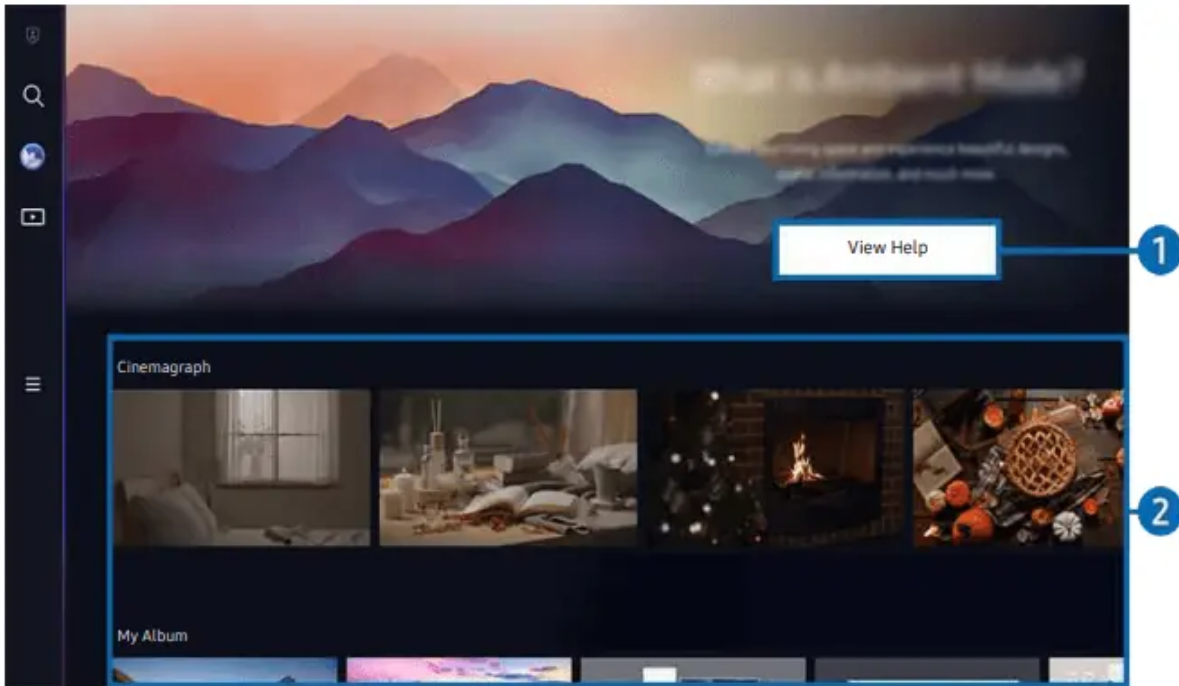
Using Ambient Mode

Learn about the functions available in Ambient Mode.

 > left directional button  Ambient Mode

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

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



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

1. Getting to Know Ambient Mode

Press View Help to briefly view information about Ambient Mode, including functions.

2 Function and content preview

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

- You can use the SmartThings app on a Mobile Device to select a desired content and change the settings. Indicates content perfectly suited for the time of the day.
- Available content categories may differ depending on the model or geographical area.
- Changing art work

Change the artwork to display in Ambient mode. Press the Up button on the remote control to move the focus to an artwork. Use the left or right directional button to move to the desired art work, and then press Select button on the remote control.

- View Details

View detailed information about the selected image.

- Favorite

Add or delete specific images in Favorite by pressing Select on the remote control. To view items that are set as Favorites, navigate to My Page Favorite.

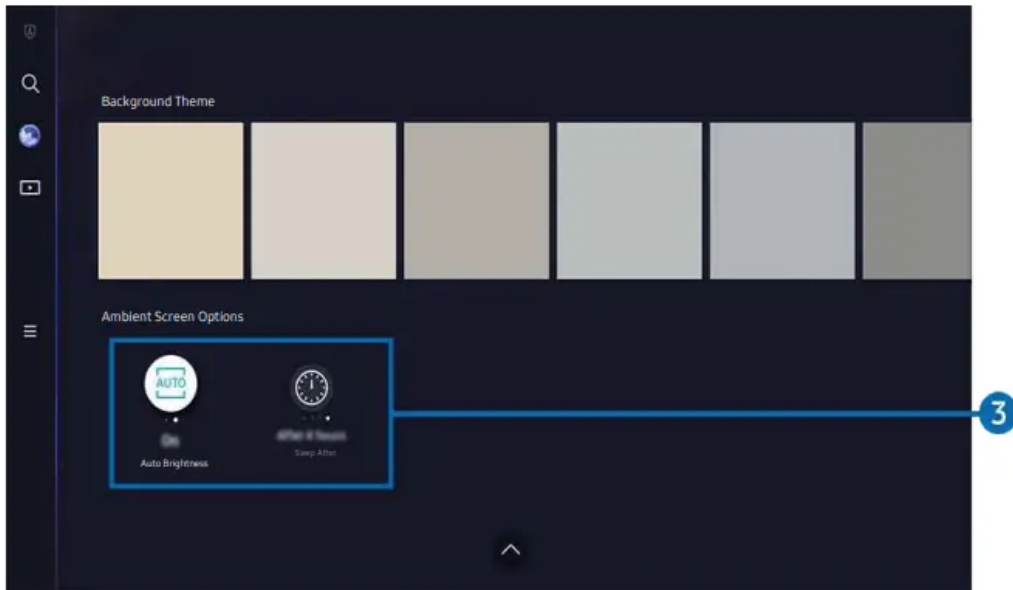
- Favorite: The item is not set as favorite

- ♥Favorite: The item is set as favorite
- Style & Settings
 - Customize the style and settings to suit your preferences.
- Available functions may not be supported depending on the model or content.
 - Weather Filter
 - You can add a weather effect to content.
 - Time Filter
 - You can select any background time format for content.
 - Color
 - Changes the color of the content.
 - Vibes
 - Selects a mood that matches the content.
 - Backgrounds
 - Changes the background of the content.
 - Shadow Effects
 - Applies a shadow effect that you select to the content.
 - Filter
 - You can select a image filter effect to content.
 - BGM Mode
 - You can add a background music to content

- Screen Settings

You can adjust the settings such as content brightness, saturation, and color tone.

- Brightness
 - Adjusts the brightness of the content.
- Saturation
 - Adjusts the saturation of the content.
- Color Tone
 - Adjusts the colors of the content.
- Red Tone / Green Tone / Blue Tone
 - Adjusts the red, green, blue contrast.



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

3.Ambient Screen Options

Following Ambient Mode options are configurable:

- This menu can be found at the bottom of the Ambient Mode home. To configure the option settings, scroll down to the far bottom.
- Available options may vary depending on the model.
- Auto Brightness

Changes the auto brightness setting for Ambient Mode.


- When this function is set to Off, the brightness level of the TV screen is not automatically adjusted in response to the surrounding light level.
- Sleep After

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

- If there is no remote control input for the set time, the screen goes off.



Using Art Mode

Learn about the functions available in Art Mode.

 > left directional button  Art



- This function is supported only in The Frame.

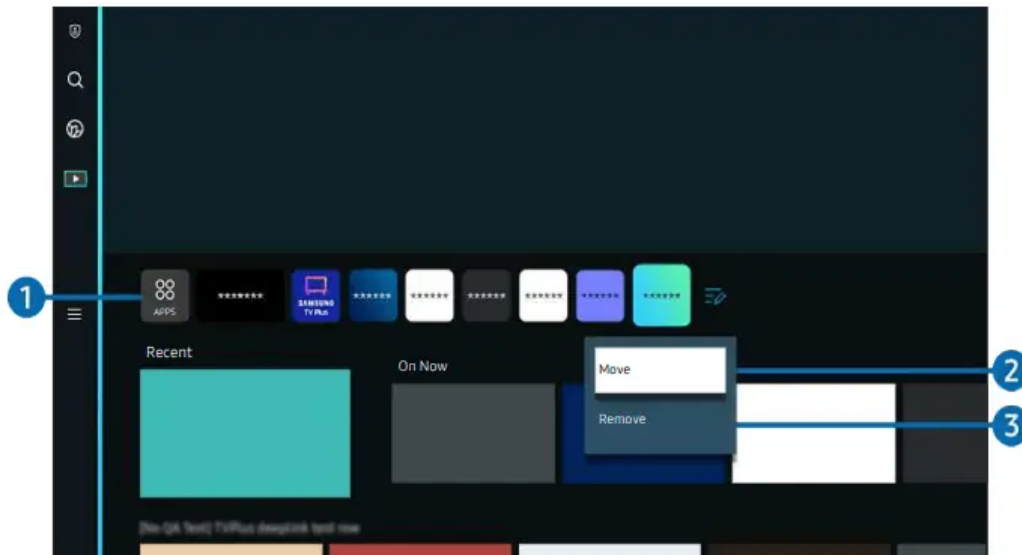
You can use Art mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

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

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



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."

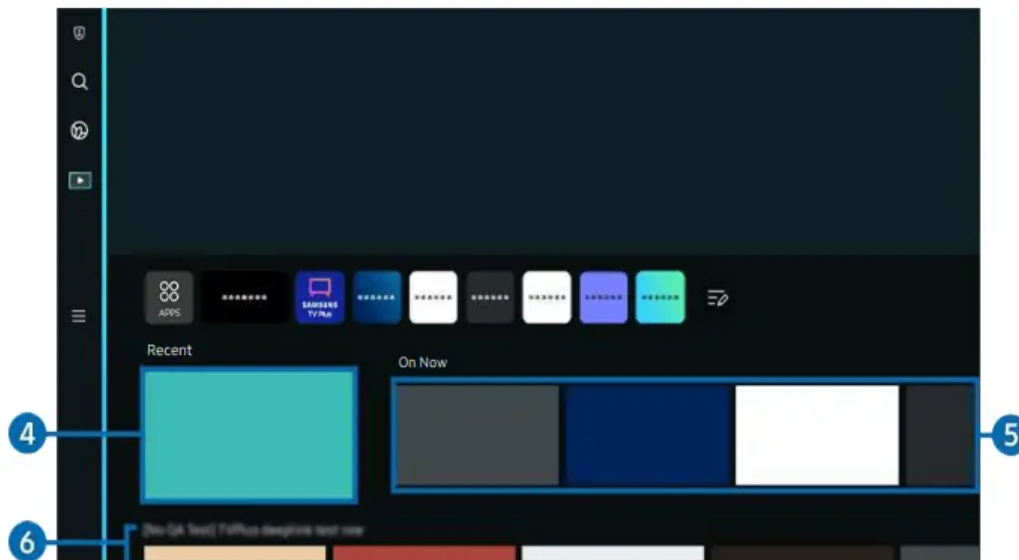
2 Moving an item on the Home Screen

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

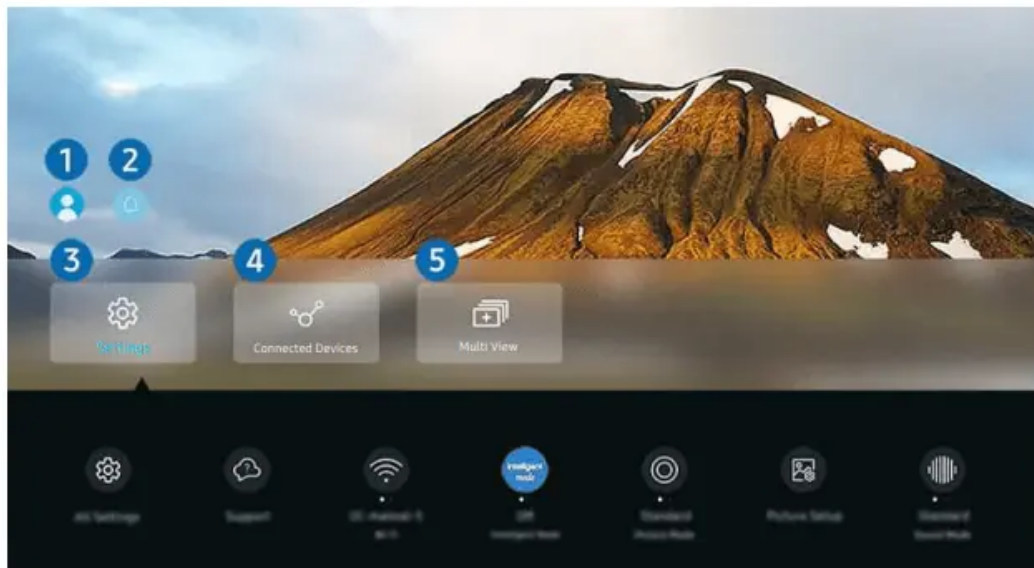
- This menu can be found at the bottom of the Media home. To configure the option settings, scroll down to the far bottom.

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

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

 > left directional button >  Menu



1 Samsung Account

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

- For more information, refer to "Using a Samsung 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

Move the focus to the Settings menu to display quick setting options below the menu. Quick Settings can be used to quickly configure frequently used features.

- 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 PictureMode.

- 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 specific 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.

- These functions may not be supported depending on the model or geographical area.

4 Connected Devices

Select an external device that is connected to the TV.

- For more information, refer to "Switching between external devices connected to the TV."

5 Multi View

While watching the TV, you can simultaneously view multiple screens that are split.

- For more information, refer to "Using Multi View."
- This function may not be supported depending on the model or geographical area.

Using PC on TV

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

 >  Menu  Connected Devices PC on TV

Connect a Windows PC, Mac, or mobile device to the TV to easily use the device.

- For easy computer use, connect a keyboard and a mouse to your TV in advance.

Using Screen Sharing (Windows PC) / AirPlay (Mac)

 >  Menu  Connected Devices PC on TV Windows PC Screen Sharing

 >  Menu  Connected Devices PC on TV Mac Screen Mirroring

Follow the instructions on the screen to adjust the PC settings and wirelessly connect the TV to the PC.

- This function is only available for PCs that support wireless screen sharing.
- This function may not be supported depending on the model or geographical area.
- Connection via Windows OS is available in Windows 10 and later versions only.
- Connection via Mac OS is available in AirPlay.

Using Easy Connection to Screen

 >  Menu  Connected Devices PC on TV Windows PC Easy Connection

You can easily use remote access function after installing PC on TV - Easy Connection on your PC.

Follow the instructions on the screen to download and install the PC on TV - Easy Connection PC app. Then you can easily connect a remote PC.


1. Download the Easy Connection to Screen PC app and then install it on your PC.
 2. Log in with the same Samsung Account for both TV and PC.
 3. When the PC is turned on and connected via the network, PC on TV's Home Screen displays the PC.
- The Easy Connection to Screen PC app is available in Windows 10 and later versions only.
 - Depending on the network environment including the firewall configuration, router type, and wireless signal strength, connection problems may occur, such as low speed, disconnection, or limited connection.

Connecting a Remote PC

 >  Menu  Connected Devices PC on TV Windows PC Manual Connection 

 >  Menu  Connected Devices PC on TV Mac Remote Login 

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

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

1. Configure your computer's settings to use the PC on TV function.

- Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher.
- Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.
- Windows OS:

1) Right-click the My PC icon on Desktop or Windows Explorer and then click Properties.

2) Click Remote Desktop and select Activate Remote Desktop.

- Mac OS:

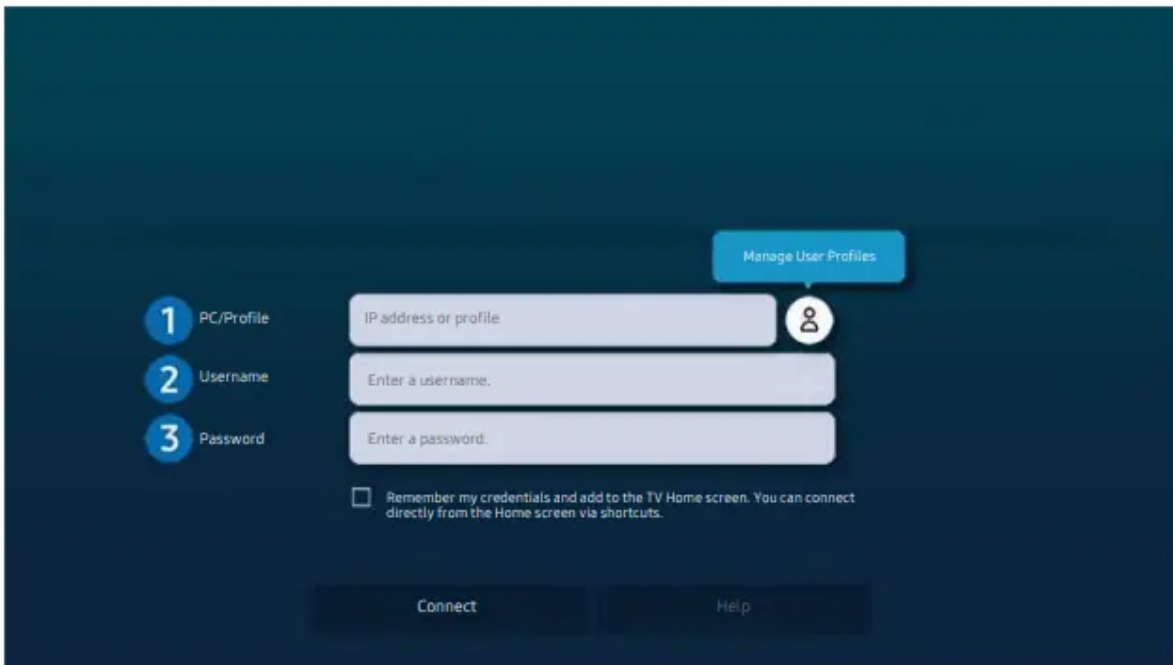
1) Select Menu System Preferences and then click Sharing.

2) Select the Screen Sharing and Remote Login check box.

3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.

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

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



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

1. PC/Profile

Enter the IP address or profile of the PC you want to connect to.

- In case of Windows, when the computer to connect is within the same network (router/ AP), run "cmd" command in Settings > Network and Internet > View Network properties or in Start > Run, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in Settings > Remote > Access.
- When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the

computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.

2.Username

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

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

3.Password

Enter the password for the login account.

- For use of PIN, do not enter PIN but the specific password of the computer.

Using the Apps Service

Download and run various apps from Smart Hub.



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

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

1. Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.
- If you want to download new apps using Apps, first sign in to your Samsung account.

2. App Search

You can search for available apps.

3. Settings

You can manage the installed apps.

Using the e-Manual

Control and read the manual embedded in your TV.

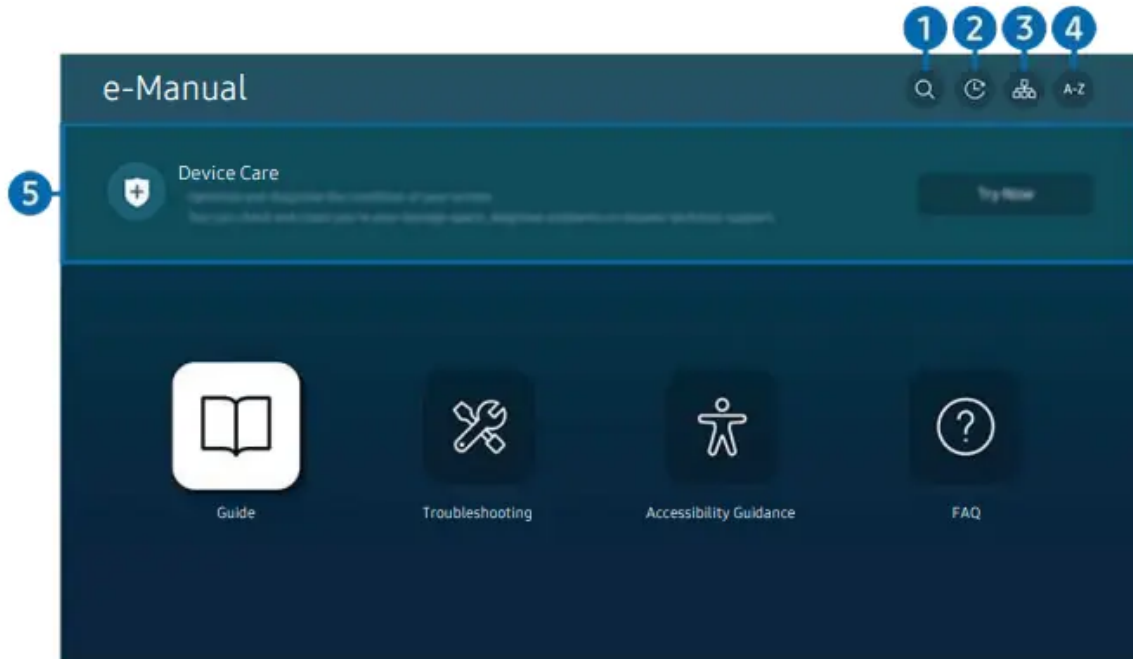
Launching the e-Manual

🏠 > ☰ Menu > ⚙️ Settings Support Open e-Manual

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

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

Using the buttons in the e-Manual



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

1. (Search)

Select an item from the search results to load the corresponding page.

2. (Recently Viewed Topics)

Select a topic from the list of recently viewed topics.

3. (Sitemap)

It displays the lists for each item in e-Manual.

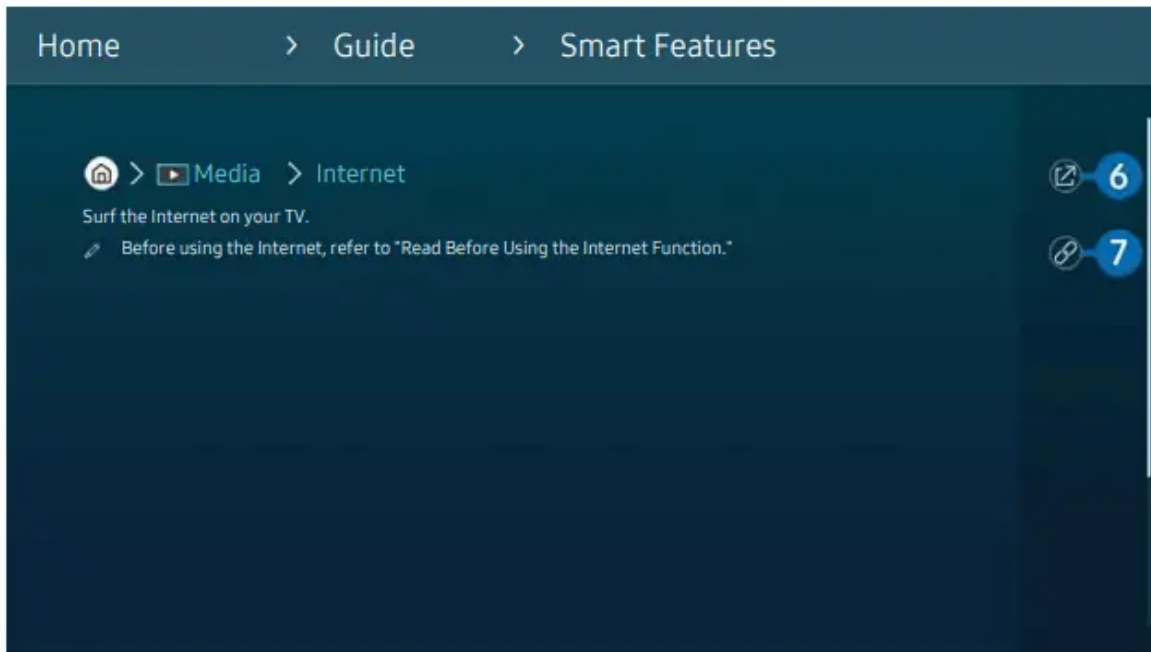
4.A-Z (Index)

Select a keyword to navigate to the relevant page.

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

5.Device Care


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



- Words in blue (e.g., Internet) indicate a menu item.
- The image on your TV may differ from the image above depending on the model and geographical area.

6.  (Try Now)

Allows you to access the corresponding menu item and try out the feature right away.

7.  (Link)



Access an underlined topic referred to on an e-Manual page immediately

Using the Internet

Surf the Internet on your TV.

 >  Media Internet

- When you run Internet, you can see recently viewed web sites or featured recommendations. When you select a desired web site, you can get immediate access to it.
- You can use the Internet function more easily after connecting a keyboard and mouse.
- You can scroll web pages with the directional button on the Samsung Smart Remote or Remote Control.
- The web pages may differ from those on a PC.





- Before using the Internet, refer to "Read Before Using the Internet Function."
- The Internet app has an embedded Samsung Pass Settings ( >  Media Internet Internet Menu Settings Samsung Pass).

With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass Biometrics Authentication on your mobile device without entering your ID and password.

However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass

Using SmartThings

It allows the TV to connect and control the detected various devices in the same space.

 >  Menu  Connected Devices  SmartThings

UFrom the TV, use the remote control to control devices connected to the SmartThings cloud and devices connected directly to the TV. Depending on the TV or device position, you may not operate functions with the remote control. In this case, move the device.





- This function may not be supported depending on the device type.





Registering peripheral devices of the TV

1. When there is a device detected near the TV, a registration pop-up appears on the TV screen.

- When there is no device detected, the pop-up may not appear.
- To connect a Bluetooth device, make sure that the device has been paired.

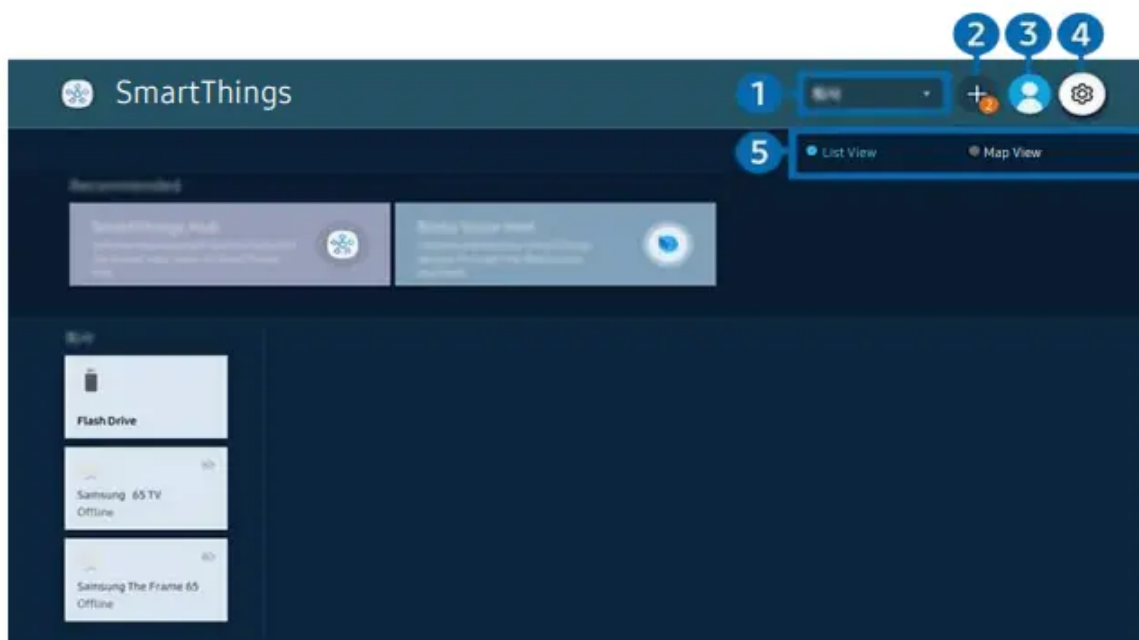
2. Select Register to register the device.

- To register a home appliance, make sure that it uses IR and is detectable in the area around the TV. Supported devices and options may differ depending on the model.
- Select Close. Then the device registration pop-up does not appear.
- You can register a device in  >  Menu  Connected Devices  SmartThings Add Device.
- If you select a mobile device that is registered in SmartThings on the TV, the screen switches to the Music Wall screen. Music Wall screen is a function that allows you to enjoy music along with visual video effects that change according to the genre and beat of the music. This function may not be supported depending on the model.
- A device connected via a HDMI cable or USB camera device is automatically registered.

-  >  Menu  Connected Devices  SmartThings you can see available options for each device. [Try Now](#) Supportable options may differ depending on the device

SmartThings screen layout

-  >  Menu  Connected Devices  SmartThings [Try Now](#)



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

1. Device list category

- Available options may differ depending on the device.
- Place

Displays all places connected via the SmartThings app.

- Devices near TV
- Displays all the detected devices that can be connected and controlled.
- You can run the control options after selecting a desired device.
 - Available options may differ depending on the device.

2 Add Device

Displays the list of devices that can be registered on your TV. You can register any by selecting a device

3 Samsung Account

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

- If you are signed out of your Samsung Account, select Sign In to sign in.

4 Settings

You can configure the SmartThings settings.

5.List View / Map View

Displays the detected devices in a map or list. In Map View mode, you can move the position of a device to create a custom map and check the device status.

Playing pictures/video/music

Play media content stored on your TV, USB devices, mobile devices, cameras, PCs, etc.



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

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

- You cannot play media content if the content or the storage device is not supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."
- Backup important files before connecting a USB device. Samsung is not responsible for damaged or lost files.

You can use the following functions on the media content list screen of a storage device.

1.Filter By

Filters the media content by type of media.

2.Sort By

Sorts the content list.

- This function may not be supported depending on the type of external device.

3.Options

Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.




- You can delete only the recorded content. To delete content, change the Filter By option to Recorded.
- Recorded may not be supported depending on the geographical area.


Using Multi View

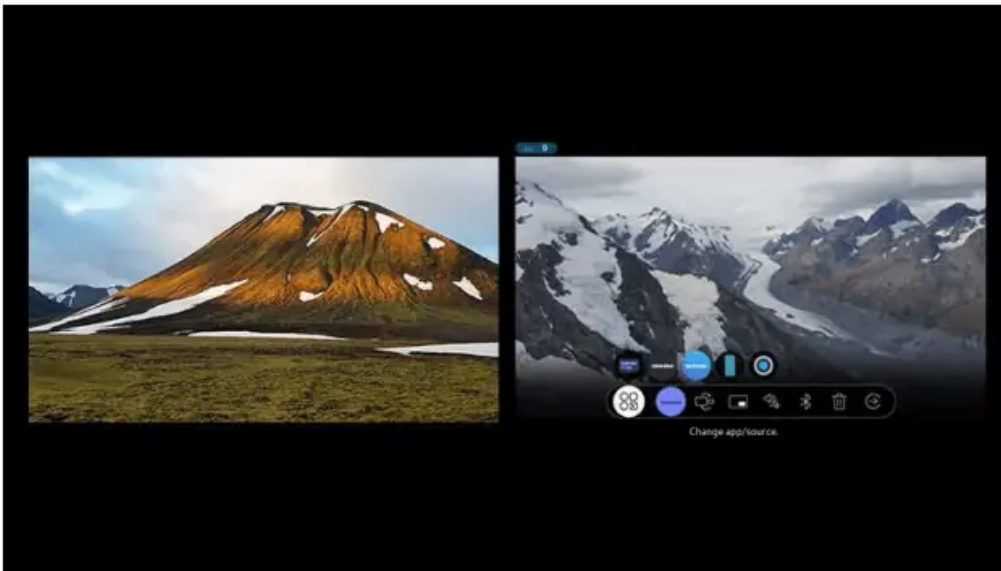
You can view multiple content items through Multi View.

 >  Menu >  Multi View Try Now

- This function may not be supported depending on the model.

To start Multi View, navigate to  >  Menu >  Multi View . Next, Select the item you want from the Add View list. Or select Make My Own to configure a custom layout and screen.

- With 8K models (QN7**B series or higher), you can configure a view with 3-5 screens. To add a screen, while in Multi View mode, select  Add View at the bottom right to add the screen you desire.




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


When Multi View is running, press the Select button to configure the following menus.

- This function and the provided options for each menu icon may not be available depending on the model and region.
- Select content from this app/source.

You can select from the content list displayed above.

- After selecting a content item, you can control the screen or change the app and source.
-  Change app/source.


You can change the content for the selected window.

-  (Change screen size.)

Selects the desired size of Multi View.

-  (Set Picture-in-Picture.)

Selects the position of a small screen on the full screen. The focusing left or right screen appears as small window.

-  (Listen to the sound from two screens.)


You will hear the sound of both screens at the same time by adjusting the ratio of each screens sound.

-  (Connect Bluetooth Speaker.)

You can hear the sound by connecting the Bluetooth speaker.



-  (Delete screen.)

You can delete the selected screen.

-  (Exit to full screen.)




Multi View is ended and then the full screen appears.

To close Multi View, press either  or  on the Samsung Smart Remote.

- This function can be started or stopped by pressing the  button on the Samsung Smart Remote.
- When the  button is available on the Samsung Smart Remote, You can enter the Multi View function by pressing its button.
- This function operates only by TV broadcasts, external devices, or apps that support Multi View.
- While running Multi View, app casting from your mobile device is run on Multi View. This function is not available in some apps.
- In some models, you can view the image on the camera connected to the SmartThings app of your mobile device.
- Q-Symphony is not supported by Multi View.
- When an external device that connects to a receiver or Soundbar is used in Multi View, sound outputs from the TV speaker, not from the receiver or Soundbar.

Using Bixby

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

- This function is available only if Voice Assistant is set to Bixby. ( >  Menu >  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 model or 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.

- For best results, you need to be within 10 feet (3-4 m) of your TV. For more information, refer to "Voice Assistant Issues"
- These functions may not be supported depending on the model or geographical area.

Starting Bixby using buttons on the Samsung Smart Remote

You can have conversation with Bixby using the Samsung Smart Remote buttons. 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.

Using the Game Bar

Control the Game Settings Monitoring and Game Enhancer Settings easily by using the Game Bar.

- This function may not be supported depending on the model.

Starting the Game Bar

When Game Mode ( >  Menu >  Settings All settings Connection (Game Mode Settings) Game Mode) is On or Auto, press and hold the button on your Samsung Smart Remote to start the Game Bar.

Learning about the Game Bar

- The image on your TV may differ from the image above depending on the model.

1. Input Lag

Shows the Input Lag of the game. When Game Motion Plus is Off, the game operates with the minimum input lag.

- When you increase the values for Blur Reduction and Judder Reduction in Game Motion Plus Settings (Game Bar Game Settings Game Motion Plus Settings), the input lag increases.

2. Game Picture Mode

Specify the Game Picture Mode according to the current game genre. To customize the picture quality, select Custom.

3. Screen Ratio You can change the screen ratio from 16:9 (previous setting) to Ultra wide (21:9 or 32:9).

- You have to set the resolution from your PC only once at first time.
- The Game Bar's Screen Ratio can be changed only when the Ultra Wide resolution is supported in a game or PC. Whether or not to support the screen ratio of 21:9 and 32:9 depends on the title of the game so be sure to consult the game company.

4. Minimap Zoom

Use the directional buttons and Select button on the remote control to zoom in on specific areas of the game screen and adjust the zoom rate.



- For the Minimap supported resolution, refer to the table below.

Game Bar Screen Ratio	Resolution set in PC
21:9	2560 x 1080 (50/60 Hz)
	2560 x 1080 (100/120 Hz)
	2560 x 1080 (144 Hz)
	3840 x 1600 (50/60 Hz)
32:9	3840 x 1080 (50/60 Hz)
	3840 x 1080 (100/120 Hz)

5. Sound Output

Change the sound output device. (e.g. TV Speaker, Sound bar, Bluetooth headset, etc.)

6.Help Guide

View details on how to use each menu item.

7.Game Settings

Moves the menu to Game Mode Settings.

8.Current status display


- FPS: Shows the number of frames per second in real time. If VRR is active, the frame rate changes.
- HDR: Shown as ON when an HDR game is running.
- VRR: Shows the variable refresh rate.

TV Viewing and Recording




You can use convenient features while watching TV. Additionally, you can edit the channel list or create favorite channel lists.

Using the Guide

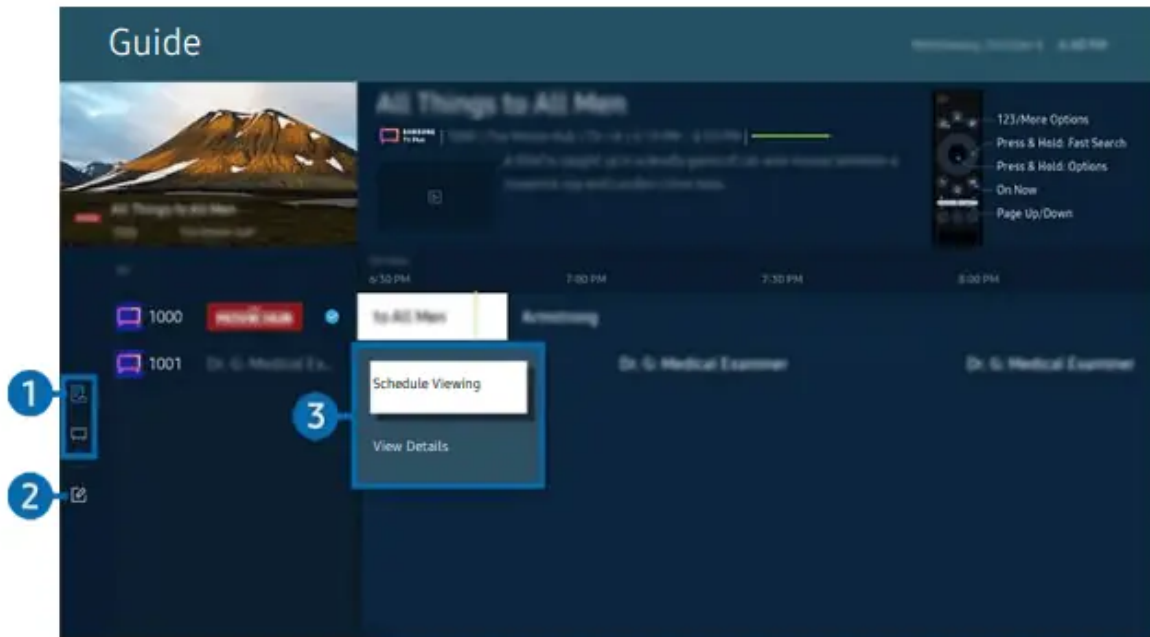
See the programming schedules of different channels on a single screen.

Press the  (channel) button to access the Guide.

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

- The Record function may not be supported depending on the model geographical area.
- To access information or additional features provided in the Guide from analog channels, you must set Service Provider during the initial configuration stage.
- To view Guide, you must first configure Clock ( >  Menu >  Settings > All Settings > General & Privacy > SystemManager > Time > Clock). Try Now
- For details on how to use the remote control, refer to the image guide at the top right.

About the Guide screen



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

1.Channel Filter

View channels and programs classified by type.

2.Edit Channels

Edit channels stored on the TV.

- For more information, refer to "Using the channel edit function."

3.Additional options related to broadcast programs

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

- These functions may not be supported depending on the model or geographical area.
- 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.

Recording Programs

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

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

The Instant and Timer Recording options from the Guide

- Record



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

- Schedule Recording

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

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.

Setting Up Schedule Viewing

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

- The appears next to programs that have been configure for a scheduled viewing.
- To set up a schedule viewing, you must first set the TV's clock ( >  Menu >  Settings All settings General & Privacy System Manager Time Clock).

Using the schedule viewing options from the guide screen




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




Using the schedule viewing options while watching a program

Press the Select button while watching TV. The Program Info window appears. Select a program that will be broadcast using the left or right directional buttons. Press the Select button, and then select Schedule Viewing to schedule viewing of that program

Using Timeshift

Watch scenes you missed and rewind to specific points of the program using Time Shift.

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 specific scenes, view missed scenes, or rewind to specific points in the timeline.
- When the Timeshift function is running, some functions are not available in  >  Menu >  Settings All settings Broadcasting.
- To use Timeshift, you must connect a USB device for recording.
- Read all precautions before using the Timeshift function. For more information, refer to "Before Using the Recording and Timeshift Functions."

Getting to know Recording and Timeshift controls and options

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

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

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

- The available buttons and functions may differ with the functions.
- Pause, Play

You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- Slow Rewind or Slow Forward: Allows you to play the video slowly (1/8, 1/4, 1/2) backward or forward by selecting the or option. To increase the rewind or forward speed in slow mode up to 3 times, select the option repeatedly. To return to normal speed, select the option.
- While using Slow Rewind, you will be able to see the time difference between the recorded broadcast's current time and the rewind time.
- Jump Backward, Jump Forward

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

- When the Jump Backward function is activated, you can view the difference between the current recording time and the current rewind time.
- Rewind / Fast Forward
 - This function is not available while you are watching a program that is currently being broadcast.
- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.

- Record

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

- This function is only available when the Timeshift function is running.
- Edit Recording Time

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

- This function is only available when a program is being recorded.
- Go to Live TV

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

- Info

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

- Schedule Viewing / Schedule Recording


Add a viewing or recording schedule.

Using the Channel List

Change the channel or check programs on other digital channels.



Use the Channel List screen to change channels or see what programs are being broadcast on other digital channels.

Accessing the channel list

Press and hold the  (Channel) button to open the Channel List.

Using the functions on the channel list screen

The Channel List screen contains the following icons:

-  : A favorite channel
-  : A locked channel.

The following options are accessible from the top left of the Channel List screen.

- Air or Cable

Select Air or Cable as your preferred channel method.

- Depending on the incoming broadcast signal, this option may not be supported.

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

- All Channels

Displays all saved channels.

- The channels received to the currently selected Air or Cable are displayed.
- 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.

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

Displays favorite channels from Favorites 1 through Favorites 5.




- It displays only the Favorites that includes the favorite channel.

Picture and Sound

You can change the settings for the picture and the sound according to your preference.

Using Intelligent Mode




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

 >  Menu >  Settings > All Settings > General & Privacy > Intelligent Mode Settings > Intelligent Mode [Try Now](#)

In Intelligent Mode, the TV recognizes and analyzes 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.

- This function may not be supported depending on the model.
- Adaptive Picture [Try Now](#)
- 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.
- This function may not be supported by some modes or apps (e.g., Ambient Mode, Art Mode, and Game Mode).
- To use EyeComfort, first you need to set the current time. Configure the Clock(
 >  Menu >  Settings > All Settings > General & Privacy > System Manager > Time > Clock) setting. [Try Now](#)
- The sunrise/sunset time sync function provided in EyeComfort may work differently, depending on the area and network connection
- 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 [Try Now](#)

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

- This function is available only when the sound sensor of the TV is active and the sound output is set to TV Speaker, or the Samsung Soundbar interlinked with Adaptive Picture function is connected. The location of the sound sensor may vary depending on the model or geographical area.
- While using this function, the TV does not save the data.
- This function may not be supported by some modes or apps (e.g., Game Mode).

- Adaptive Sound+ [Try Now](#)

Provides optimized sound quality by analyzing the viewing space and the acoustic components of the content.

- This function can be used only when the sound sensor at the bottom of the TV is active and the sound output is set to TV Speaker.
- This function may not be supported by some modes or apps (e.g., Ambient Mode, Game Mode, Art Mode, and apps that control the TV sound).
- While using this function, the TV does not save the data.
- This function may not be supported depending on the model.

- Adaptive Volume [Try Now](#)

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

- This function is only available when the sound output of the TV is set to TV Speaker.
- This function may not be supported by some apps or external devices.
- This function's operation affects Auto Volume function, but it does not work the other way around.

- This function operates based on your volume usage history, and may not operate if the volume usage history by time period is insufficient.
- The amount of difference made by this function does not exceed +/- 5 levels from the current volume, and this function does not change the current volume if it exceeds 40.

Using the Sound Support Functions

Configure the sound settings for your TV.

Selecting speakers

 >  Menu >  Settings > All Settings > Sound > Sound Output [Try Now](#)




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

- If the sound bar is connected to the TV via both HDMI and Optical, HDMI may be selected first even if you select Optical.
- External speakers may not be controlled with the Samsung Smart Remote. 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. [Try Now](#)

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

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.

Troubleshooting













If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Center.

Picture Issues




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

The screen is flashing or has become dark

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










-  >  Menu >  Settings > All Settings General & Privacy Power and Energy Saving
Brightness Optimization [Try Now](#)
-  >  Menu >  Settings > All Settings General & Privacy Power and Energy Saving
Brightness Reduction [Try Now](#)
-  >  Menu >  Settings > All Settings General & Privacy Power and Energy Saving
Motion Lighting [Try Now](#)
-  >  Menu >  Settings > All Settings Picture Expert Settings Contrast Enhancer
[Try Now](#)

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



















-  >  Menu >  Settings > Support Device Care > Self Diagnosis > Picture Test [Try Now](#)

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

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




-  >  Menu >  Settings > All Settings > Picture > Expert Settings > Reset Picture [Try Now](#)
-  >  Menu >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Optimization [Try Now](#)
-  >  Menu >  Settings > All Settings > General & Privacy > Power and Energy Saving > Brightness Reduction [Try Now](#)

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

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

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

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




-  >  Menu >  Settings > Support Device Care > Self Diagnosis > Picture Test [Try Now](#)

If the test results indicate that the problem is not caused by the TV, do the following: When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.

If using a component cable, ensure that the green (Y), blue (Pb), and red (Pr) cables are connected properly. Incorrect connections may cause color problems or a blank screen.

- Component port may not be supported depending on the model.




Check whether Grayscale is set to On.

-  >  Menu >  Settings > All Settings General & Privacy Accessibility Grayscale
[Try Now](#)







The TV automatically turns off by itself

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.

See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

-  >  Menu >  Settings > All Settings General & Privacy System Manager Time
Sleep Timer [Try Now](#)

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

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

TV (The Frame TV) cannot be turned off.

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

Unable to power on

If you are having problems powering on your TV, there are a number of things to check before calling the service department.

Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.

Make sure that the antenna cable or cable TV cable is firmly connected.

If you have a cable box or satellite box, confirm that it is plugged in and turned on.



In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.

The TV remains on or does not turn on automatically.

If the surrounding area is too dark or bright, the motion sensor may not work normally. The performance of the motion sensor may be affected by the installation environment (height, tilt, obstacles). If the clothes you wear or your skin color is similar to the surrounding shading, the motion sensor may not work properly.

- Motion Sensor may not be supported depending on the model or geographical area.

The TV responds to all visual changes around it (lights, displays, dogs, out-of-window changes, and other occurrences). You can adjust the response level by adjusting the sensitivity of the motion detector.

-  > left directional button >  Art > Art Mode Options > Motion Detector
 - Art Mode Options can be found at the bottom of the Art home. To configure the option settings, scroll down to the far bottom.
 - Motion Detector may not be supported depending on the model or geographical area.

Unable to find a Channel

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

-  >  Menu >  Settings > All Settings Broadcasting Auto Program [Try Now](#)

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

-  >  Menu  Connected Devices Connection Guide [Try Now](#)

When the symptom persists, contact your service provider.

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

Store displays are tuned to a digital UHD channel or HD channel.

Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.

Be sure to use an HDMI cable to enjoy high quality videos.

-  >  Menu  Connected Devices Connection Guide Video Device HDMI

To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.




For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN7**A series or higher."

- Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.
- When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

Displayed video looks blurry

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

-  >  Menu >  Settings > All Settings Picture Expert Settings Picture Clarity
Settings [Try Now](#)

The picture is distorted




The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.

If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.

Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.

There is a dotted line on the edge of the screen

Change Picture Size to 16:9 Standard.

-  >  Menu >  Settings > All Settings Picture Picture Size Settings Picture Size
[Try Now](#)




Change the output resolution of your external device.

The picture won't display in full screen

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.

Adjust the picture size options on your external device or set the TV to full screen.





-  >  Menu >  Settings > All Settings Picture Picture Size Settings Picture Size
[Try Now](#)

The Caption function in the TV menu is deactivated

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




Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

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

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.

Set Sound Output to TV Speaker.

-  >  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 you select the Pass-Through option to use an AV receiver that does not support Dolby Digital+, no sound is output with Dolby Digital+ content.

It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.

-  >  Menu >  Settings > All Settings SoundExpert 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 > Device Care Self Diagnosis Signal Information 

The sound is interrupted.




The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.

To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.

When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.

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

Turn off the Voice Guide function in Voice Guide Settings.

-  >  Menu >  Settings > All Settings General & Privacy Accessibility Voice Guide Settings Voice Guide [Try Now](#)


The TV audio is not being played through the AV receiver.

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




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

The sound is not heard clearly.

Change to an appropriate sound mode.




-  >  Menu >  Settings > All Settings Sound Sound Mode [Try Now](#)

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

-  >  Menu >  Settings > All Settings General & Privacy intelligent Mode Settings Intelligent Mode

- This function may not be supported depending on the model.

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




-  >  Menu >  Settings > All Settings General & Privacy Intelligent Mode Settings Adaptive Sound+ [Try Now](#)

- This function may not be supported depending on the model.

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 External Device Manager Anynet+ (HDMI-CEC) is active on your TV.

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

When you connect the Samsung Soundbar to the TV via Bluetooth, the power turns off and on together. It may not be supported depending on the Samsung Soundbar model.



When you connect an audio device that supports HDMI eARC to the HDMI (eARC) port on the TV, the power turns off and on together.

Channel and Broadcast Issues

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

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

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







-  >  Menu  Connected Devices Sources

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

The TV is not receiving all channels.




Confirm that the coaxial cable is securely connected to the TV.

Run Reset or Auto Program.

-  >  Menu >  Settings > All Settings General & Privacy Reset [Try Now](#)
-  >  Menu >  Settings > All Settings Broadcasting Auto Program [Try Now](#)

The captions are not provided on a digital channel.

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

-  >  Menu >  Settings > All Settings General & Privacy Accessibility Caption Settings [Try Now](#)

Some channels may not have caption data.

When watching a channel on an external device such as a set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.

Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

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

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

External Device Connectivity Issues

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

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio.



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

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

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




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

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

-  >  Menu  Connected 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 [Try Now](#)

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

-  >  Menu  Connected Devices Sources

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

-  >  Menu  Connected Devices Connection Guide Video Device HDMI Troubleshooting

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




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
[Try Now](#)

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

Network Issues

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

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

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

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.

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.

Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.

Check if the power cord of the Anynet+ device is properly connected.

Check the cable connections of the Anynet+ device.




Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.

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




Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.

If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.

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 DevicesSource, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.

Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On.

-  >  Menu >  Settings > All Settings Connection 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.

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

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

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.

- Pairing is not available in AU7/BEA series.




Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.

- Charge the remote control by using the solar cell or the USB port(C-type) on the bottom.

- You can check remaining battery of Samsung Smart Remote with solar cell in  > 
Menu >  Settings > All Settings General & Privacy Power and Energy Saving Available Remote Battery.
- If the remote control has batteries, replace them with new ones.

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.

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.

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.

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




Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.

The services of your application are not provided by the TV but by the application service provider.

Refer to the Help section on the application service provider's website.

The Smart Hub home screen keeps appearing whenever you turn on the TV.

Turn off the Autorun Smart Hub function in Smart Features.

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

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.

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




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 Settingsnt::  >  Menu >  Settings > All Settings General & Privacy Voice Google Assistant Settings

Bixby or Alexa answers automatically.

The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.

Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.

- Explore Now >  Settings Voice Wake-up

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

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

- For best results, you need to be within 10 feet (3-4 m) of your TV. Please look at your TV screen and speak.

Turn on the Voice Wake-up function.




- Explore Now >  Settings Voice Wake-up

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

The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.

Point the Samsung Smart Remote at the front of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.

Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.

- Charge the remote control by using the solar cell or the USB port(C-type) on the bottom.
- You can check remaining battery of Samsung Smart Remote with solar cell in  > 
Menu >  Settings > All Settings General & Privacy Power and Energy Saving Available Remote Battery.
- If the remote control has batteries, replace them with new ones.

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

The TV is tilted to the side.




Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

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

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

Change Usage Mode to Home Mode.

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

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.

 >  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

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 Picture Expert Settings Reset Picture

Reset sound

Resets current sound settings to the default settings.

-  >  Menu >  Settings Sound Expert Settings Reset Sound

Warning

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