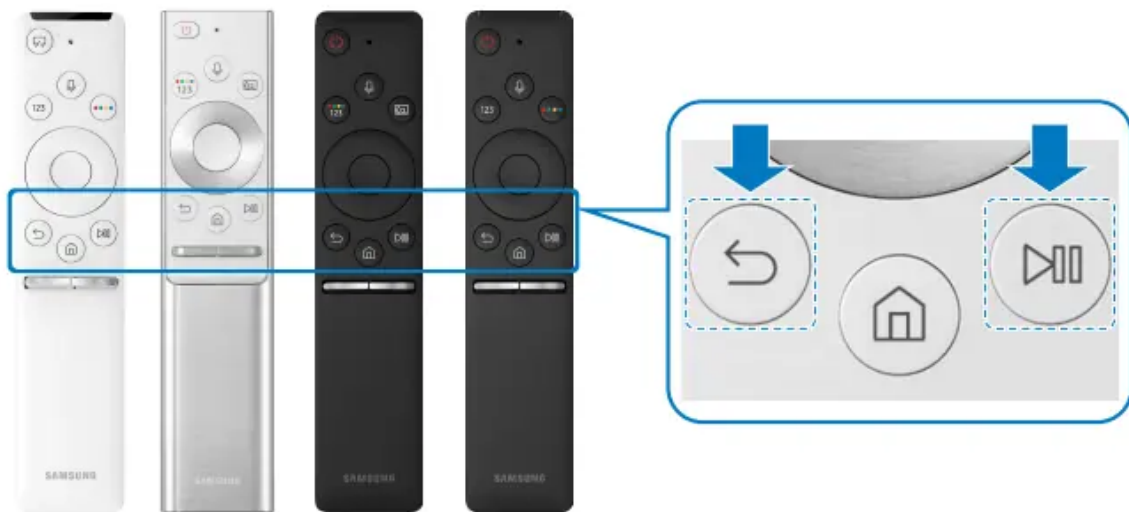


Quick Guides

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 remote control sensor of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.

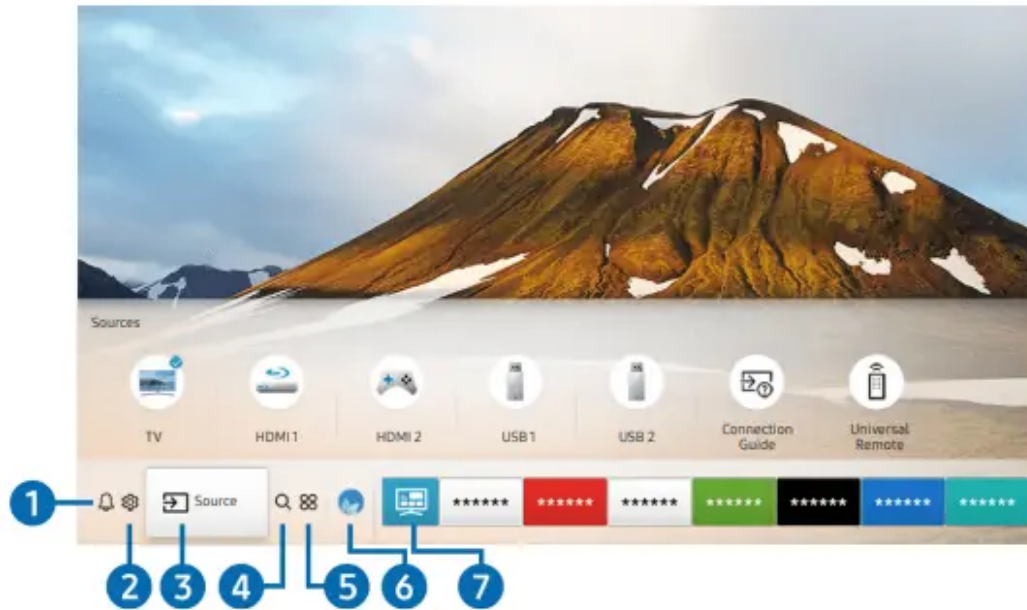


- The images, buttons, and functions of the Samsung Smart Remote may differ with the model.
- For more information about the Samsung Smart Remote that comes with the QLED TV, refer to "About the Samsung Smart Remote (QLED TV)."
- For more information about the Samsung Smart Remote that comes with the UHD TV, refer to "About the Samsung Smart Remote (UHD TV)."
- For more information about the Samsung Smart Remote that comes with THE FRAME TV, refer to "About the Samsung Smart Remote (THE FRAME)."
- The Samsung Smart Remote may not be supported depending on the model or geographical area.

Using Smart Hub

Connect to Smart Hub for apps, games, movies, and more.

Enjoy the multiple functions provided by Smart Hub simultaneously on a single screen.



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

When you press the button on your remote control, you can use the following functions and features.

1 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 broadcast a scheduled program or when an event occurs on a registered device.

- For more information, refer to "Displaying the Home Screen."

2 Settings

When the focus is moved to the icon, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

3 Source

You can select an external device connected to the TV.

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

4 Search

You can search for channels, programs, movie titles, and apps from Smart Hub.

- To use this feature, the TV must be connected to the Internet.


5 APPS


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

- To use this feature, the TV must be connected to the Internet.
- For more information, refer to "Using the APPS Service."

6 Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

To enter Ambient Mode, press the  button. To return to the TV mode, press the button. To shut off the TV, press the button.

If you press the  button when the TV is turned off, the TV turns on in Ambient Mode.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, it may not be supported depending on the model.
- For more information about the Ambient Mode, refer to "Using the Ambient Mode."

7 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 and notify you of new drama series.

- For more information about the Universal Guide, refer to "Using the Universal Guide App."
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area

8 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 or photos or to display the content.


- This function is supported only in THE FRAME model.
- For more information, refer to the provided user manual.


Using the Ambient Mode


Learn about the functions available in Ambient Mode, which is a QLED TV-specific function.

Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

To enter Ambient Mode, press the  button. To return to the TV mode, press the button. To shut off the TV, press the button.

If you press the  button when the TV is turned off, the TV turns on in Ambient Mode.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, it may not be supported depending on the model.
- To activate the and  menus, first select a content item in Ambient Mode.

Screen states related to Ambient Mode

- Ambient Mode


In Ambient Mode, you can set up and enjoy visual information and design. In this state, less power is consumed and brightness is automatically adjusted by the illuminance sensor.

- Getting dark state


In Ambient Mode, the TV screen changes automatically according to the surroundings. When the surroundings get dark, the TV screen becomes darker. When the surroundings get bright before the TV screen turns completely black or when the remote control or the Bixby function is operated, the TV screen returns to the Ambient Mode.

- You can change the auto brightness setting for Ambient Mode by using in the Ambient Mode browser screen.
- In this state, the TV can activate voice guides and process voice commands.
- Black screen state

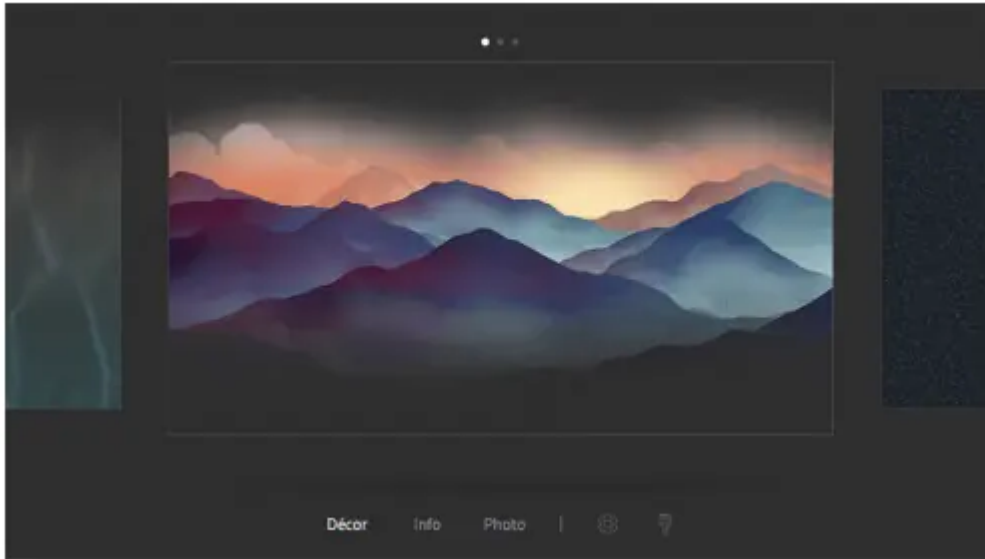
In Ambient Mode, if the surroundings get to a specific level of darkness, the TV turns soft-off.

To turn the screen back on in Ambient Mode, press the  button on the remote control.


- You can change the auto brightness setting for Ambient Mode by using in the Ambient Mode browser screen.
- In this state, the TV cannot activate voice guides and process voice commands.
- TV off state

To enter Ambient Mode when the TV is turned off, press the  button on the remote control. To enter TV mode when the TV is turned off, press the button. In TV mode, you can watch broadcasts or enjoy the content on the external connected devices.

Changing the content and settings for Ambient Mod



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

When you press the  or button in Ambient Mode, the Ambient Mode browser screen appears. In the Ambient Mode browser screen, you can select content and change the Ambient Mode settings.

Setting up the content for Ambient Mode

The Ambient Mode browser screen displays content at the top and categories at the bottom. Use the left or right directional buttons in the content list at the top to move the focus to content you want, and then press the Select button. The selected content is played in Ambient Mode.


In the future, more content that you can set up in the Ambient Mode browser will be provided.

You can select the following categories and content:


- Décor: Allows you to select beautiful screens.
- Info: Provides information such as weather, news headlines, and more.
 - This function may not be supported depending on the geographical area.
- Photo: Allows you to set a picture stored in your mobile device as the wallpaper of the Ambient Mode screen. You can configure special layouts using your photos.
 - To save photos from your mobile device to the TV and import them in Ambient Mode, use the SmartThings app on your mobile device.

Setting up the Ambient Mode details

In the Ambient Mode browser screen, move the focus to , and then press the Select button. You can change the following settings:

- **Brightness:** Adjusts the screen brightness for Ambient Mode.
- **Color Tone:** Adjusts the colors of the screen for Ambient Mode.
- **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 according to the ambient light level.
 - This function may not be supported depending on the model.
- **Ambient Off Timer:** Sets the time that the Ambient Mode screen turns off automatically.
 - If there is no remote control input for the set time, the screen goes off. To turn the screen back on in Ambient Mode, press the  button on the remote control.

Changing the background color of Ambient Mode

To change the background color of Ambient Mode, move the focus to  in the Ambient Mode browser screen, and then press the Select button. You can change the background color or pattern. Move the focus to a color or pattern you want, and then press the Select button.

- Take a picture of a wall using the SmartThings app on your mobile device to set it as the background of Ambient Mode. This function may have a delay in image transmission and optimization depending on the network conditions.

Using Bixby

Speak into the microphone on your Samsung Smart Remote to control your TV.

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

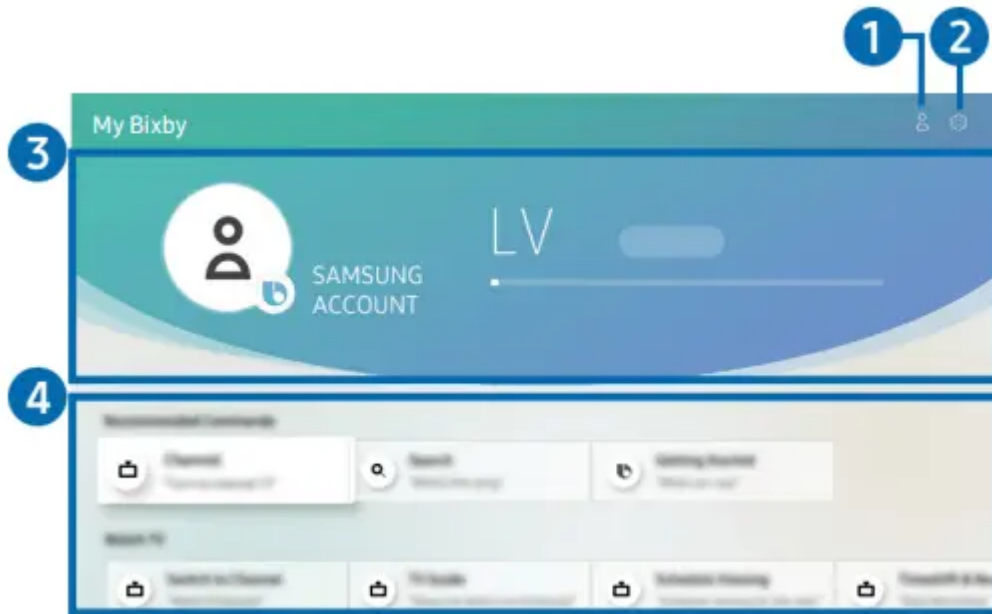
Running Bixby

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

To view the Bixby guide, press the button once:

- When you press the button for the first time, the Using Bixby button appears at the bottom of the screen. Press the Select button. The Using Bixby popup window appears and a tutorial on using Bixby is shown.
- When you press the button after the first time, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the My Bixby screen.

Learning about My Bixby



- 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 or to log in.

2 Settings

You can change the voice responses and the voice style of Bixby.

You can also select a music service provider in the Default music service provider tab.

- The Default music service provider tab may not be supported depending on the model or geographical area.

3 User information and the experience points (XP) guide

You can see user information and the experience points (XP) that you can get from using Bixby.

- You must be signed in to your Samsung account to view the user information and the experience points (XP).
- This function may not be supported depending on the model or geographical area.

4 Bixby guide

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

- To view a tutorial on Bixby, use the directional buttons to move to the bottom, and then select the View Tutorial item.

Updating the TV's Software

View your TV's software version and update it if necessary.

Settings Support Software Update

Updating the TV's software to the latest version

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

Updating through the Internet

Settings Support Software Update Update Now

- Updating from the Internet requires an active Internet connection.

Updating through a USB device

Settings Support Software Update Update Now

After downloading the update file from the Samsung website and storing it on a USB device, connect the USB device to the TV to update.

- To update using a USB flash drive, download the update package from Samsung.com to your computer. Then, save the update package in the USB device's top-level folder. Otherwise, the TV will not be able to locate the update package.

Updating the TV automatically

Settings Support Software Update Auto Update

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

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

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

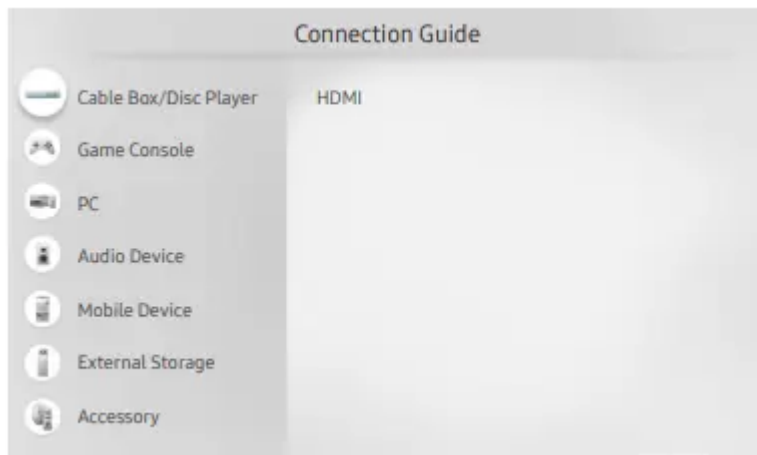
Connections

Connection Guide

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

Source Connection Guide

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

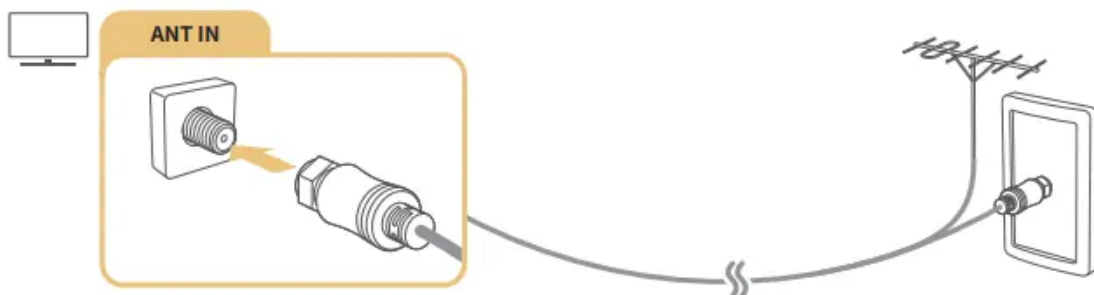


- The image on your TV may differ from the image above depending on the model and geographical area.

Connecting an Antenna

You can connect an antenna cable to your TV.

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



Connecting to the Internet

You can get access to the Internet through your TV.

Connecting to your Internet network

SettingsGeneralNetworkOpen Network Settings

Connect to an available network.

Establishing a wired Internet connection

SettingsGeneralNetworkOpen Network SettingsWired

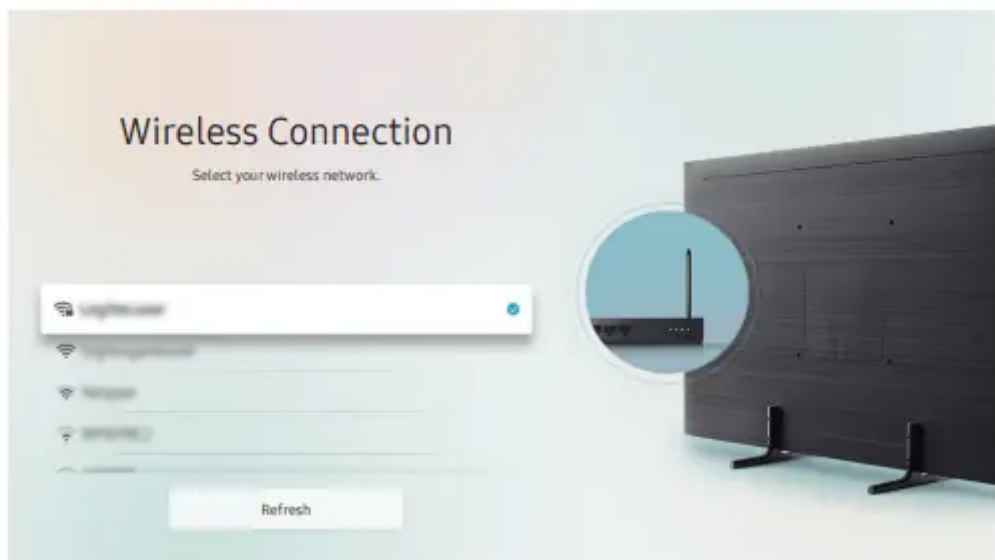
If you connect a LAN cable, the TV automatically accesses the Internet.

- Use a CAT 7 (*STP type) cable for the connection.
 - * Shielded Twist Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

Establishing a wireless Internet connection

SettingsGeneral NetworkOpen Network SettingsWireless

Make sure that you have the wireless router's SSID (name) and password settings before attempting to connect. The network name (SSID) and security key are available on the wireless router's configuration screen. See the wireless router'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 router is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless router 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 router within 2 minutes. The TV will connect automatically.

Checking the Internet connection status

SettingsGeneral NetworkNetwork Status

View the current network and Internet status.

Resetting Your Network

Settings General Network Reset Network

Restore the network settings to the factory default.

Turning on the TV with a mobile device

Settings General Network Expert settings Power On with Mobile

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

Connecting an IP control device to the TV

Settings General Network Expert settings Power On with Mobile

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 or geographical area.

Setting up an Internet connection over IPv6

Configuring the IPv6 connection settings

Settings General Network Expert Settings IPv6

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

Checking the Internet connection set up over IPv6

Settings General Network Expert Settings IPv6 Status

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

Changing the name of the TV on a network

Settings General System Manager 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.

Troubleshooting Internet Connectivity Issues

If your TV won't connect to the Internet, try the solutions below.

Troubleshooting Internet connectivity issues [Try Now](#)

After reading the following content, troubleshoot the Internet connection issue. If the problem persists, contact your Internet Service Provider.

No network cable found

Make sure that the LAN cable is plugged in on both ends. If it is plugged in, make sure that the router is turned on. If the router is on, try turning it off and then on.

Wireless network connection failed

If a selected wireless router is not found, go to Open Network Settings, and then select the correct router.

Settings General Network Open Network Settings

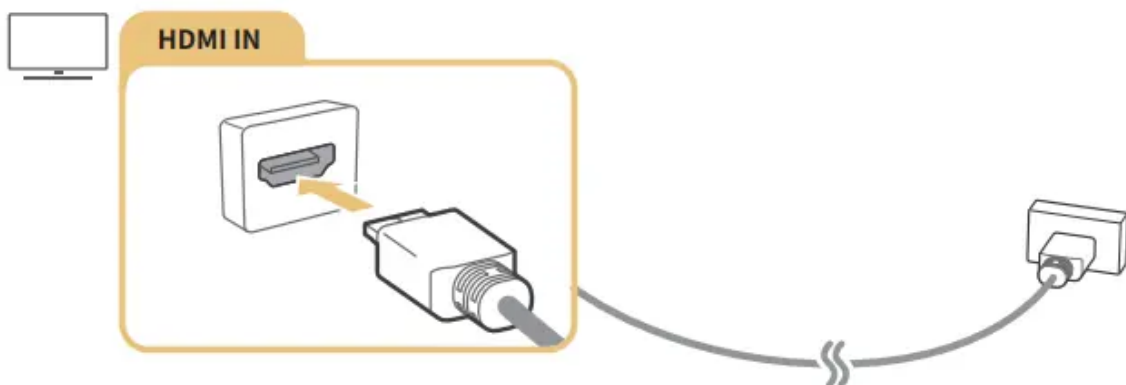
Unable to connect to a wireless router

1. Check if the router is turned on. If it is, turn it off and then on.
2. Enter the correct password if required.

Connecting Video Devices

Make the correct video connections between your TV and your external devices.

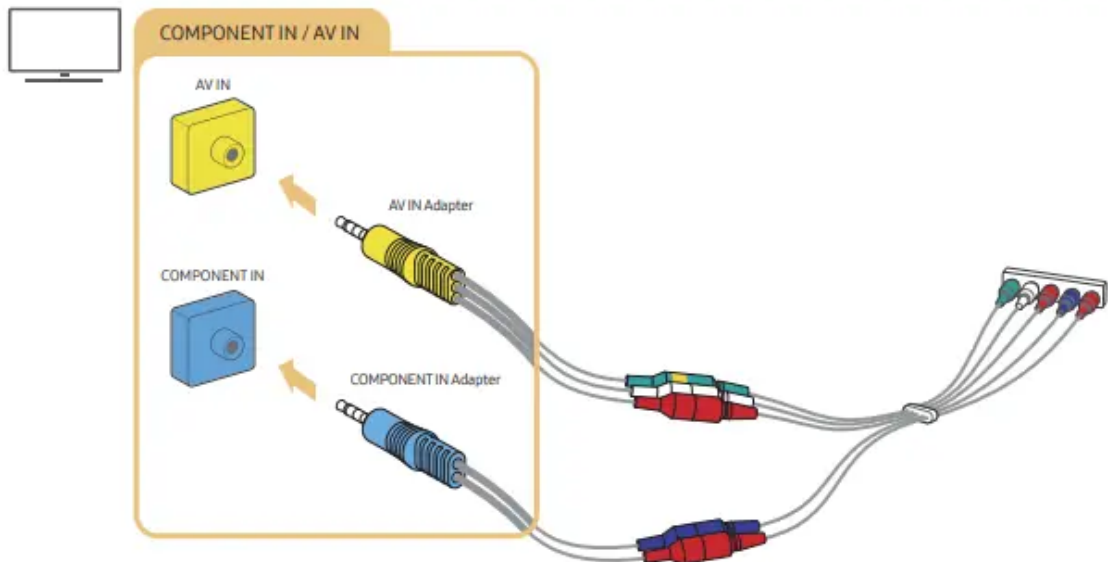
Connecting with an HDMI cable



Connecting with a component cable (Only for models with COMPONENT IN / AV IN)

A Component connection lets you enjoy video resolutions up to 1080p. To watch video from most DVD and Blu-ray players, use the Component connection.

Review the illustration below, and then connect Component IN and AV IN on the TV to Component OUT on the external device by using the provided component and AV adaptors. Make sure to connect the same color connectors together. (blue to blue, yellow to yellow, etc.)

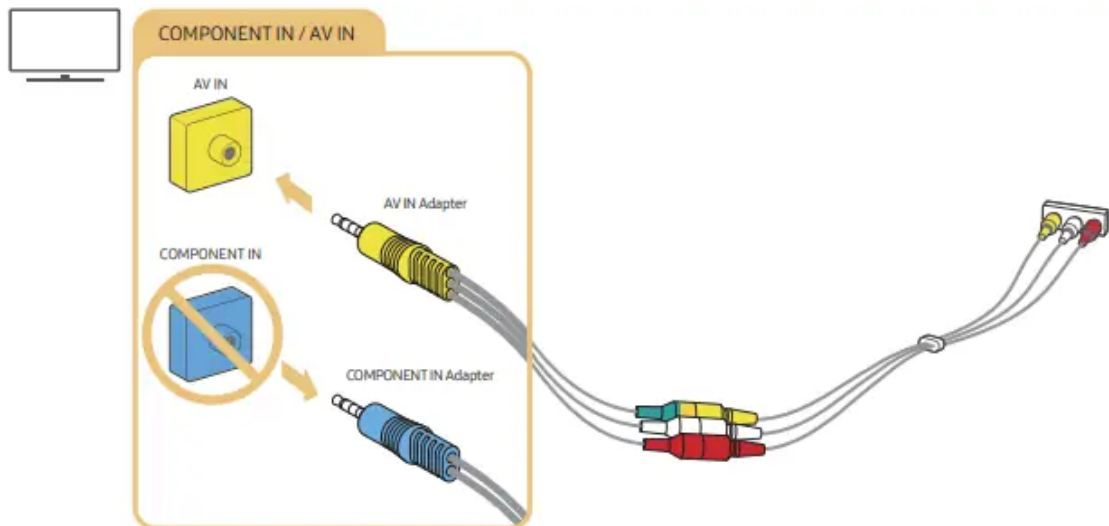


- To use component equipment, connect both the component adapter (blue) and the AV adapter (yellow)

Connecting with a composite cable (Only for models with COMPONENT IN / AV IN)

Through the AV connection, you can enjoy video resolution up to 480i.

Review the illustration below, and then connect AV IN on the TV to AV OUT on the external device by using the provided composite cable and AV adapter. When connecting the cables, be sure to match the colors of the cables to the colors of the ports



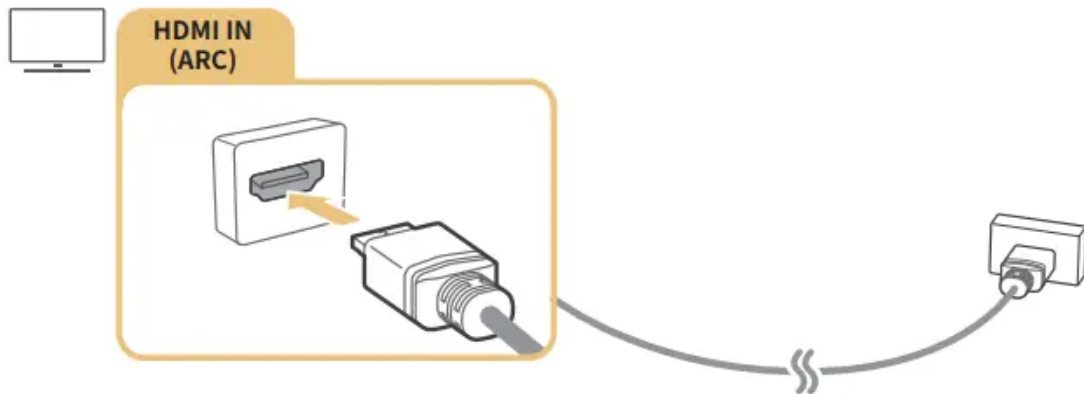
- Connect AV (composite) equipment to AV In only. Do not connect to Component In.

Audio Input and Output Connections

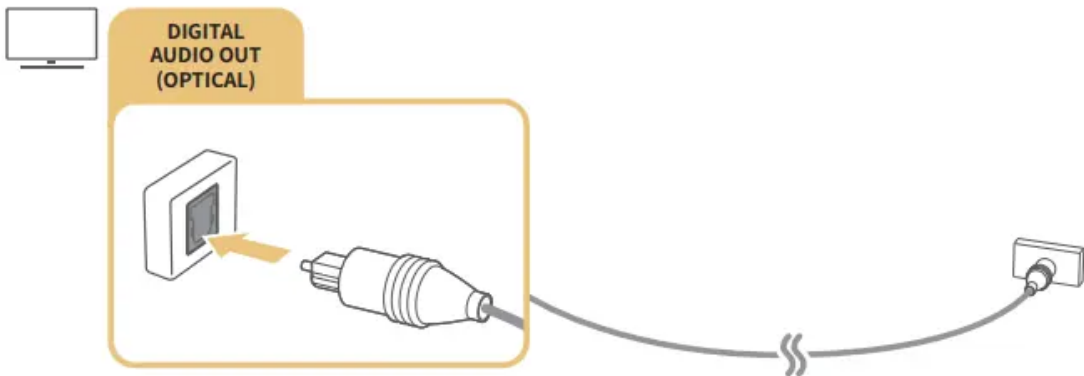
Make the correct audio connections between your TV and your external devices.

- For more information about how to select external speakers, refer to "Selecting speakers."

Connecting with an HDMI (ARC) cable



Connecting with a digital audio (optical) cable



Connecting through a wireless network

You can connect the TV to a Samsung audio device that supports the Wi-Fi function through your wireless network. The two devices must be connected to the same network. For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.

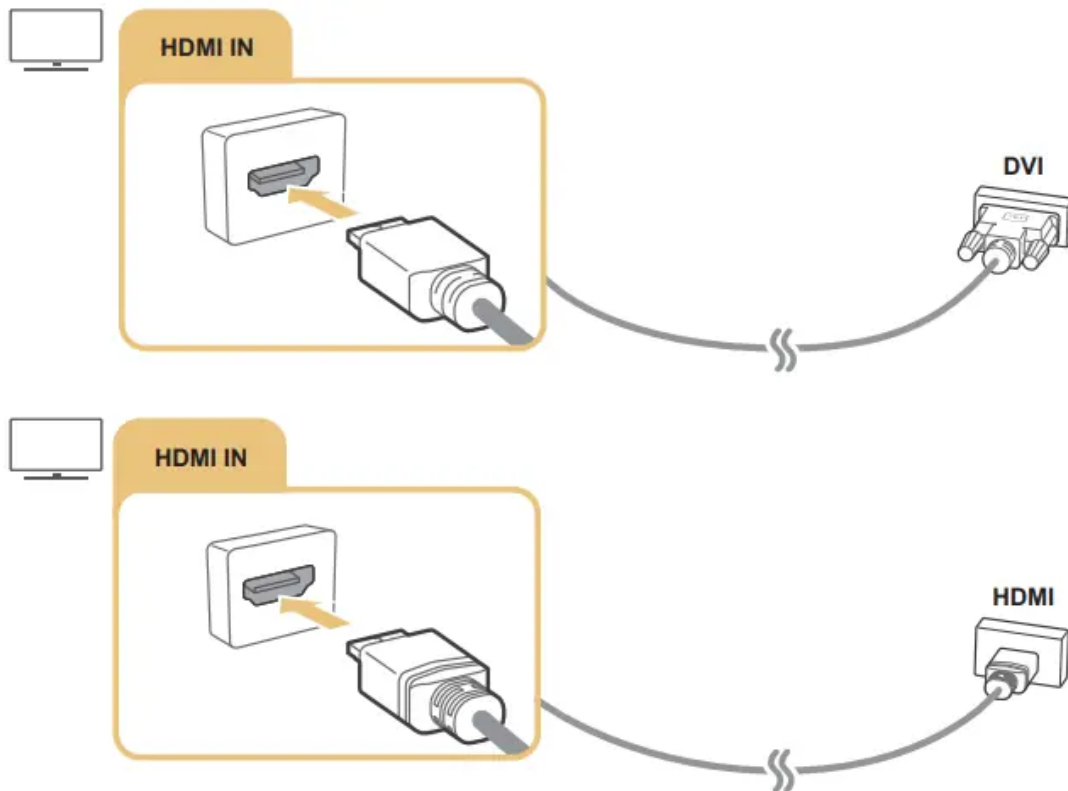
Connecting Bluetooth Devices

For more information about how to connect and use external speakers, refer to the Connection Guide (Source Connection Guide Audio Device Bluetooth) and to the speakers' user manuals.

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

Connecting a Computer

Use the TV as a computer monitor or connect the TV to a computer via your network and access the computer's content.



Connecting through the HDMI port — Screen sharing (HDMI)

Connecting Your Mobile Device

Connect your mobile device to the TV on the same network to control the TV with the mobile device or enjoy the content of the mobile device on the TV.

Use the SmartThings app on your mobile device to quickly and easily connect to the TV and control its main settings. In addition, you can remotely check and control the statuses of various devices such as Samsung smart devices, home appliances, and speakers registered to the server.

- Make sure that your TV supports SmartThings. You can check this with the Supported Devices menu in the SmartThings app.
- To use the SmartThings app, you must be signed in to your Samsung account on the TV.
- This function may not be supported depending on the TV model or mobile device.
- The supported functions may differ depending on the version of the SmartThings app.

You can install the SmartThings app from App Store or Google Play Store.

Connecting to the TV via the SmartThings app

1. Turn on the TV.
2. Start the SmartThings app on your mobile device.

3. Tap Add Device on the dashboard of the SmartThings app. Connectable TVs are searched for.

4. From the search results, select the model of your TV.

5. Enter the PIN number displayed on the TV screen.

Once the TV is registered with your Samsung account, you can use the SmartThings app to control the TV.

- If your TV is not found on your mobile device, turn both of them off and on, and then try again.
- If you have more than one TV, you can easily select the TV you want by setting different TV names at Settings General System Manager Device Name

Bidirectionally mirroring your TV and mobile device using the SmartThings app

Bidirectional mirroring refers to either outputting the screen and sound of a mobile device on a TV or outputting the screen and sound of a TV on a mobile device. You can use the SmartThings app to enjoy the screen and sound of the TV on your mobile device or to play the screen and sound of your mobile device on the TV.

Start the SmartThings app on your mobile device. Tap your TV from the dashboard or device. You can use the following functions:

- You can enjoy the screen and sound of the mobile device on your TV.
 - After you connect a mobile device that supports screen mirroring to your TV, you can use screen mirroring to enjoy the screen and sound of the mobile device on your TV wirelessly and play the video, audio, or photo files currently playing on the mobile device on your TV.
- You can enjoy TV screen and sound on your mobile device.
- You can only listen to the TV sound on your mobile device.
 - You can add a new device through the SmartThings app on your mobile phone. Please refer to the user guide in the SmartThings app for more details.
 - This function may not be supported depending on the TV model or mobile device.
 - The supported functions may differ depending on the version of the SmartThings app.
 - If your TV is not found on your mobile device, turn both of them off and on, and then try again.
 - If you have multiple TVs, assign a different name to each TV in Settings General System Manager Device Name to make selection easy.

Managing Mobile Devices

Settings General External Device Manager Device Connect Manager

- Access Notification

Set whether to display a notification when a mobile device attempts to connect to the TV.

- Device List

View, edit, or remove a list of mobile devices registered to the TV.

Switching between external devices connected to the TV

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

Changing the input signal

Source

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

- On the standard remote control, press the SOURCE button.
- 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. You can switch to the output of the device automatically or you can configure universal remote control for the device automatically. To configure the device for universal remote control automatically, point the TV's remote control at the device.
- 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

Source

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 the Samsung Smart Remote. 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 the Samsung Smart Remote - 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.

Using additional functions

You can use the following features on the Source screen.

- Connection Guide: Displays device connection instructions.
- Universal Remote: Lets you register external devices to your Samsung Smart Remote and control them using the Remote.

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

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
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result in a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial 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 ports instead. If your PC does not support HDMI video out, connect your PC with an HDMI-DVI cable.
- For One Connect supported models, 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 this power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing HDMI cable of connected device.

Connection notes for audio devices

- For better audio quality, it is a good idea to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting is automatically changed 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:
 - Use the Quick Settings screen to change to the connected device:

Use the Select button to select Audio Out/Optical on the Sound Output menu. (Settings up directional button Sound Output).

- Use the Settings screen to change to the connected device:

Select Audio Out/Optical on the Sound Output menu. (Settings Sound Sound Output).

- 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)."
- As long as file sharing is activated, unauthorized access may occur. When you do not need to access data, disable file sharing.
- 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.
- 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 function, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- 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

About the Samsung Smart Remote (QLED TV)

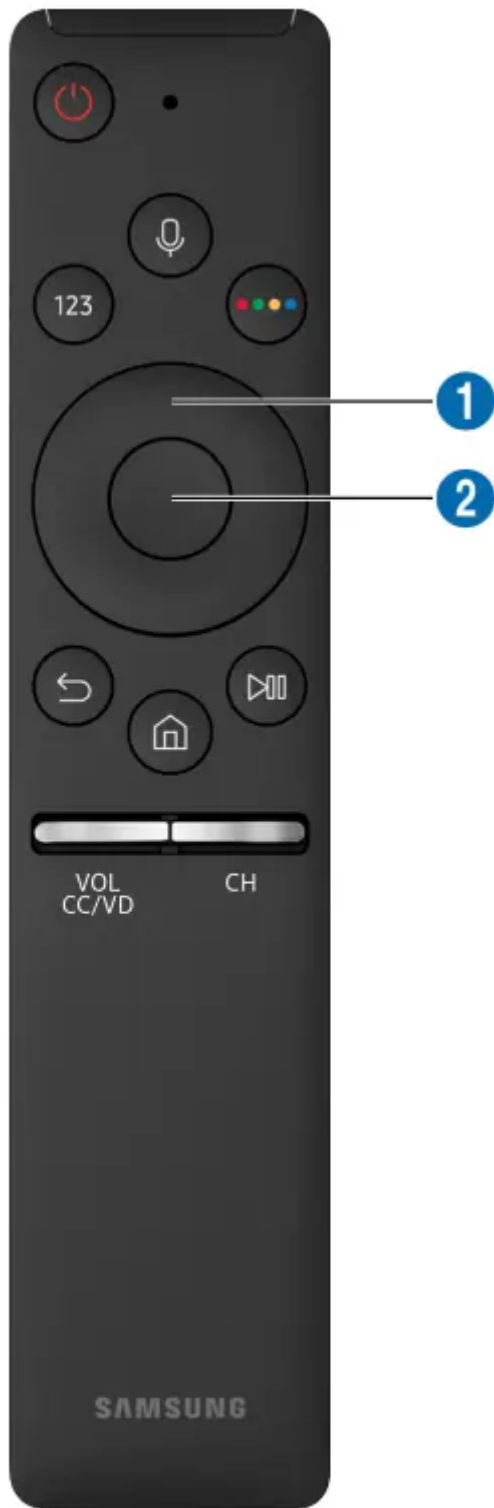
Learn about the buttons on the Samsung Smart Remote that comes with the QLED TV.












Button	Description
 (Bixby)	Runs Bixby . Press and hold the button, say a command, and then release the button to run Bixby . When you press the button, the Explore Now menu appears at the bottom of the screen.
 (Color / Number button)	Each time you press this button, the colored buttons window and the virtual numeric pad are displayed alternately. <ul style="list-style-type: none"> Use these colored buttons to access additional options that are specific to the feature in use. <p> These buttons are not available in the U.S.A. and Canada.</p> <ul style="list-style-type: none"> Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc. <p> 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 pad (up/down/left/right). Use this to access additional options that are specific to the feature in use.</p>
 (Ambient Mode)	In TV mode, press the button to enter Ambient Mode . If you press the button when the TV is turned off, the TV turns on in Ambient Mode .
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, 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 return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
CH (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.

About the Samsung Smart Remote (UHD TV)

Learn about the buttons on the Samsung Smart Remote that comes with the UHD TV















Button	Description
 (Bixby)	Runs Bixby . Press and hold the button, say a command, and then release the button to run Bixby . When you press the button, the Explore Now menu appears at the bottom of the screen.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, 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 return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
CH (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.

About the Samsung Smart Remote (THE FRAME)

Learn about the buttons on the Samsung Smart Remote that comes with THE FRAME TV.



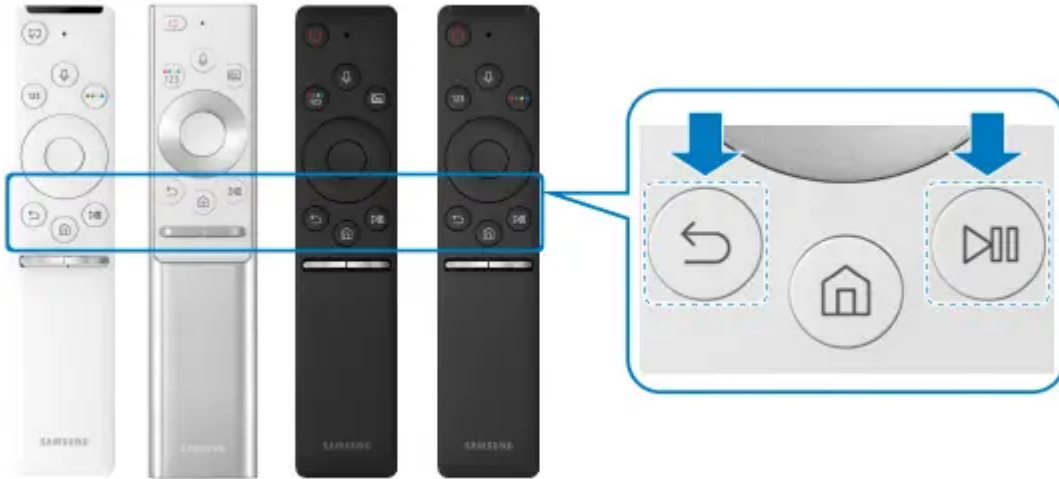
Button	Description
 (Power)	When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.  When the TV turns off and on again, display the last used mode.
 (Bixby)	Runs Bixby . Press and hold the button, say a command, and then release the button to run Bixby . When you press the button, the Explore Now menu appears at the bottom of the screen.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use these colored buttons to access additional options that are specific to the feature in use.  To immediately set Color & Brightness while enjoying Art mode, press the button.  These buttons are not available in the U.S.A. and Canada.
 Directional pad (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, 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 return to the Home Screen. Press in Art mode to switch to TV mode.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
CH (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.

Connecting to the Samsung Smart Remote

Pair the TV with the Samsung Smart Remote.

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 remote control sensor of the TV, and then press and hold the and buttons simultaneously

for 3 seconds or more.



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

Settings General 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

Controlling the TV with a Keyboard or Mouse

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

Settings General External Device Manager Input Device Manager

You can connect a keyboard or mouse to make it easier to control the TV.

Connecting a USB keyboard or mouse

Plug the keyboard or mouse cable into the USB port.





- If you connect a mouse, it is available only in the Internet app.


Connecting a Bluetooth keyboard or mouse

Settings General External Device Manager Input Device Manager Bluetooth Device List

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

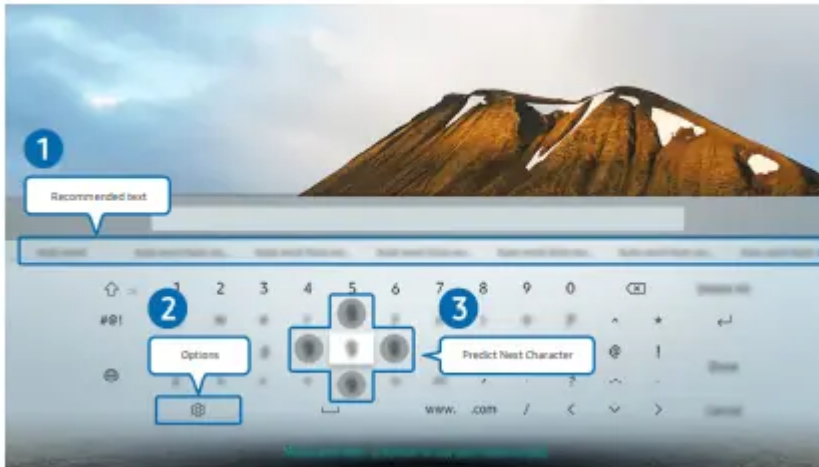
Using the keyboard and mouse

Button	Description
Directional keys	Moves the focus
Windows key	Displays the TV settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Color buttons —  /  /  / 
F5 key	Displays the Home Screen
F6 key	Displays the Source screen
F7 key	Displays the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel

Button	Description
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions: <ul style="list-style-type: none"> The options displayed in the menu may differ depending on the selected item.• Open• Open Link in New Tab• Enable Scroll Mode

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 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
- Predict Next Character (when using direction buttons)
- Language

3 Predict Next Character

Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one

Smart Features

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.

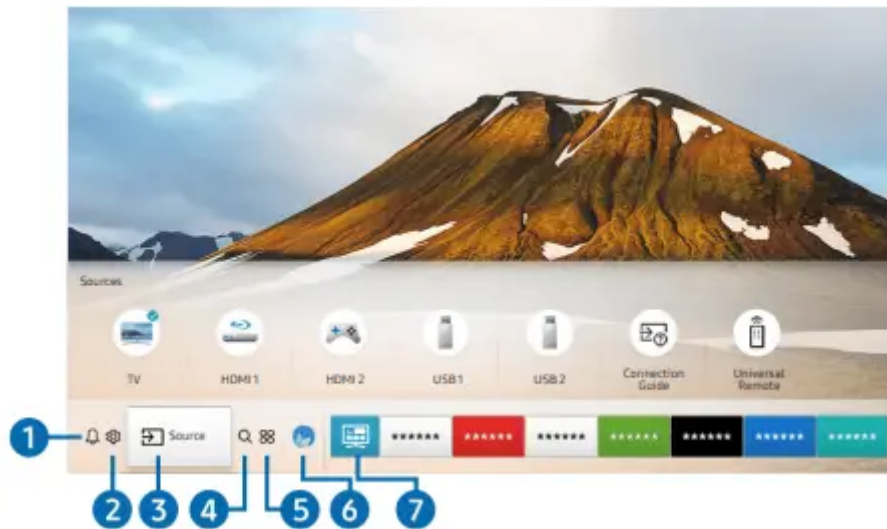
To use Smart Hub, you must agree to the Smart Hub service agreement, and collection and use of personal information.

Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Policy document by navigating to Settings Support Terms & Policy.

If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub (SettingsSupport Self Diagnosis Reset Smart Hub).

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 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 view a scheduled program or when an event occurs on a registered device.

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.

2 Settings

When the focus is moved to the icon, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

- Picture Mode

You can select the picture mode that provides the best viewing experience. To change the picture mode, press the Select button. To make fine adjustments, press the up directional button, and then select Picture Setup.

- 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 up 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. To connect to a Bluetooth speaker, press the up directional button, and then select Speaker List.

- Connecting Bluetooth speaker may not be supported depending on the model or geographical area.
- Game Mode

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™ or Xbox™. To turn Game Mode on or off, press the Select button. To set the detailed options, press the up directional button, and then select Go to Game Mode Settings.

- Caption

You can watch TV broadcasts with captions. To activate/deactivate the Caption function, press the Select button. To run Accessibility Shortcuts, press the up directional button, and then select Accessibility Shortcuts.

- Sleep Timer

You can have the TV automatically turn off 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 up directional button, and then select Set Up Off Timer.

- Network

You can view the current network and Internet status. Press the up directional button, and then select Network Status or Network Settings.

- Pressing Settings displays all setting menus available.
- This function may not be supported depending on the model or geographical area.

3 Source

You can select an external device connected to the TV.

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

4 Search

You can search for channels, programs, movie titles, and apps from Smart Hub.

- To use this feature, the TV must be connected to the Internet.


5 APPS


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

- To use this feature, the TV must be connected to the Internet.
- For more information, refer to "Using the APPS Service."

6 Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

To enter Ambient Mode, press the  button. To return to the TV mode, press the button. To shut off the TV, press the button.

If you press the  button when the TV is turned off, the TV turns on in Ambient Mode.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, it may not be supported depending on the model.
- For more information about the Ambient Mode, refer to "Using the Ambient Mode."

7 Universal Guide

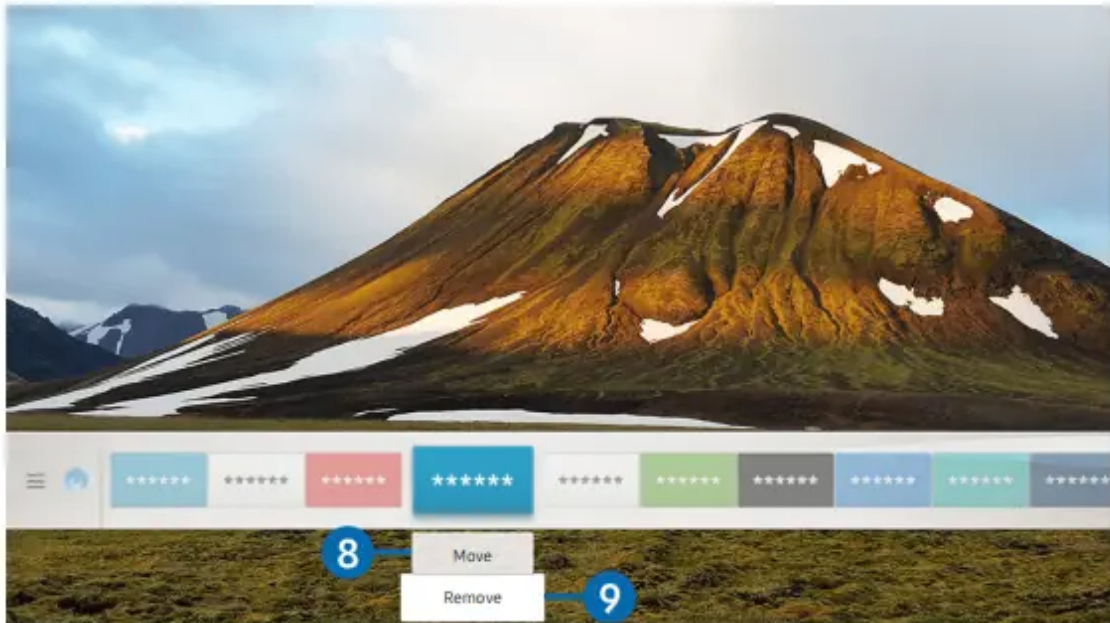
Universal Guide is an app that allows you to search for and enjoy various content such as TV shows, dramas, and movies in one place. Universal Guide can recommend content tailored to your preferences and notify you of new drama series.

- For more information about the Universal Guide, refer to "Using the Universal Guide App."
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

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 or photos or to display the content.

- This function is supported only in THE FRAME model.
- For more information, refer to the provided user manual.



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

8 Moving an item on the Home Screen

Move the focus to the app you want to move, press the down directional button on the remote control, and then select Move. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

9 Removing an item on the Home Screen

Move the focus to the app you want to delete, press the down directional button on the remote control, and then select Remove. The selected app is deleted.

- You can add the apps you want to use often to the Home Screen using APPS. To add your favorite apps to the Home Screen, refer to "Managing purchased or installed apps."

Launching Smart Hub automatically

Settings General Smart Features 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 also turn this function on or off: press the Select button at the current menu.

Launching the last used app automatically

Settings General Smart Features 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 also turn this function on or off: press the Select button at the current menu.

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

Testing Smart Hub connections

Settings Support Self Diagnosis Start Smart Hub Connection Test

Resetting Smart Hub

Settings Support Self Diagnosis Reset Smart Hub

- You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in Settings General System Manager Change PIN.

Using a Samsung account

Create and manage your own Samsung account.

Settings General System Manager Samsung Account

Creating and managing your Samsung account

- You can view the entire text of the Terms & Policy in Settings General System Manager Samsung Account My Account Terms & Conditions, Privacy Policy after logging in to your Samsung account.
- You can also create a Samsung account. Once you have an account, you can use the same ID on both the TV and the Samsung website.
- Add Account appears or not, depending on whether you are logged in to your Samsung account

Signing in to a Samsung account

Settings General System Manager Samsung Account Sign In

Changing and adding information to a Samsung account

Settings General System Manager Samsung Account My Account Edit profile

- To change the account information, you must be logged in to your Samsung account.

Managing payment information saved on the TV

Settings General System Manager Samsung Account My Account Payment Info


- To manage the payment information, you must be logged in to your Samsung account.


Using the Ambient Mode



Learn about the functions available in Ambient Mode, which is a QLED TV-specific function.

Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

To enter Ambient Mode, press the  button. To return to the TV mode, press the button. To shut off the TV, press the button.

If you press the  button when the TV is turned off, the TV turns on in Ambient Mode.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- Because this function is a QLED TV-specific function, it may not be supported depending on the model.
- To activate the  and  menus, first select a content item in Ambient Mode

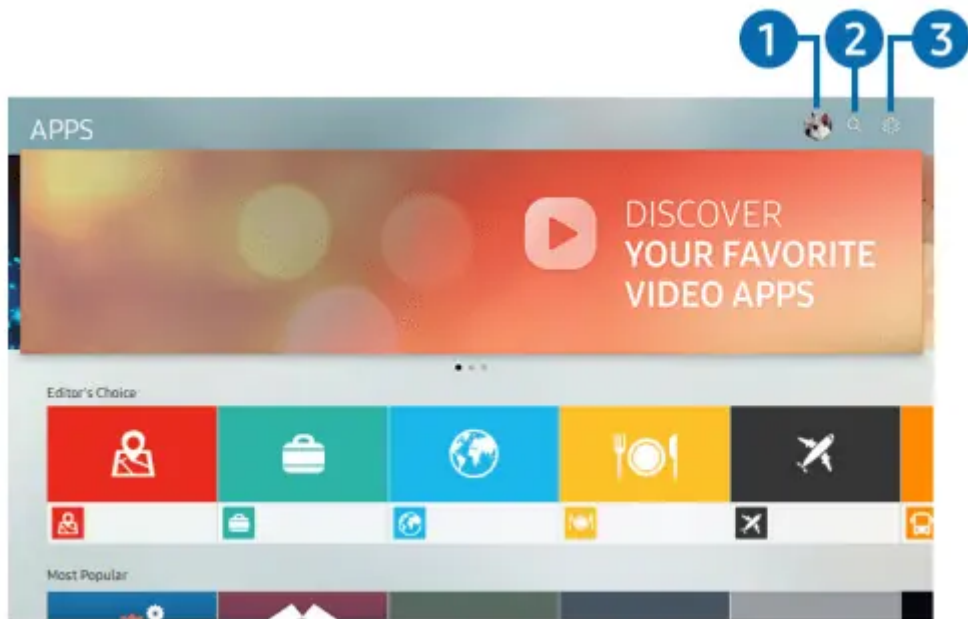
Using the APPS Service

Download and run various apps from Smart Hub.

APPS

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

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



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

1 Sign In

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

2 App Search

You can search for available apps.

3 Settings

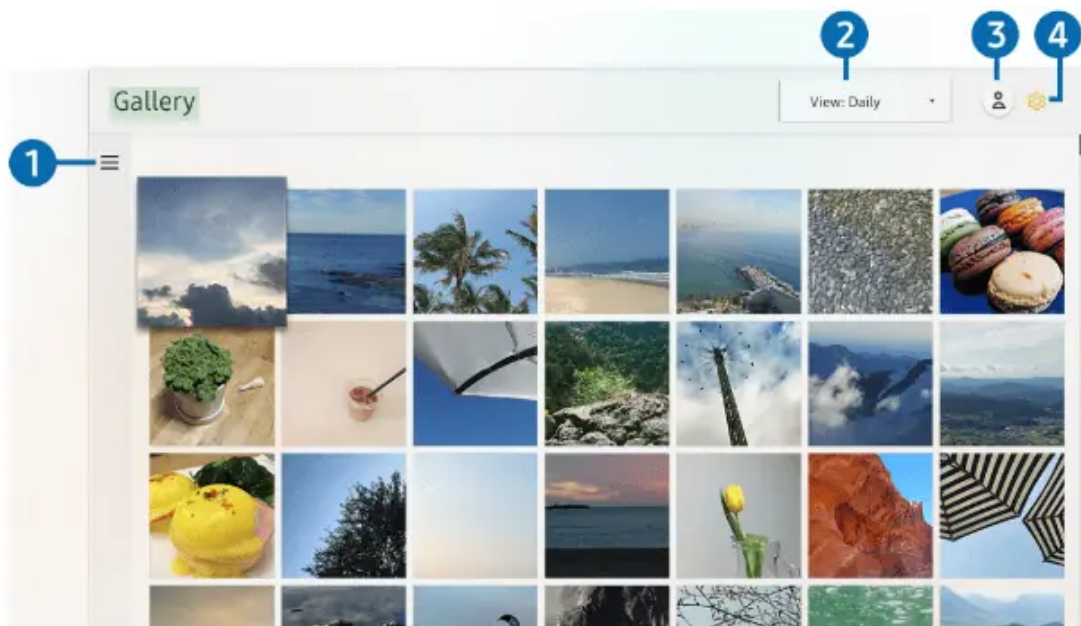
You can manage the installed apps

Using the Gallery App

View photos and videos synchronized with the Samsung Cloud.

Gallery





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

You can enjoy various content synchronized with a mobile device that supports the Samsung cloud. The available content types are photos, videos, stories, and other content shared through your groups.

If you have shared content from your groups, you can access them in notifications.

- To use the Gallery app, you must be signed in to your Samsung account.

1 Open category

Move to at the top left of the screen using the directional buttons on the remote control to view by category the content synchronized with the Samsung Cloud.

2 View: Daily / View: Monthly

Sort the content by day or month.

3 Sign In

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

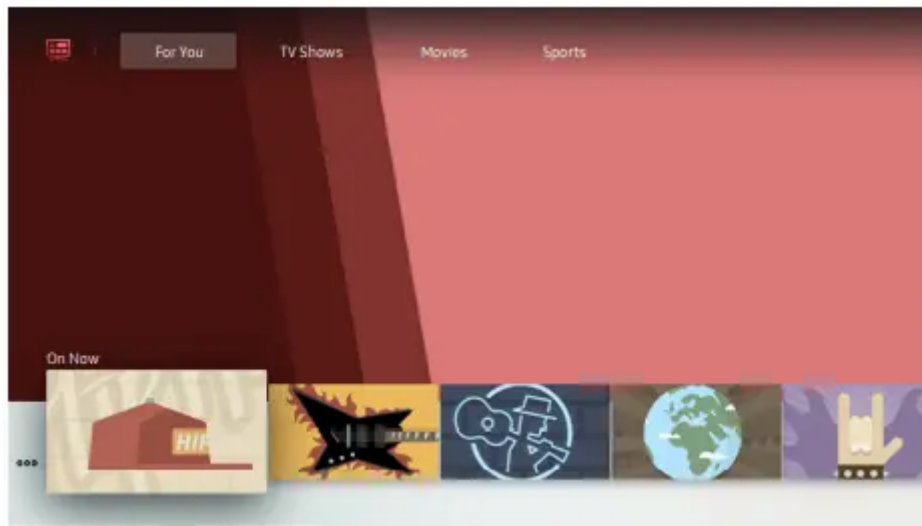
4 Gallery Settings

Restrict access to the Gallery app to protect your privacy, or view the user agreement and privacy policy.

Using the Universal Guide App

Search for and enjoy content such as TV shows, dramas, movies, and sports broadcasts.





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

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 and notify you of new drama series.

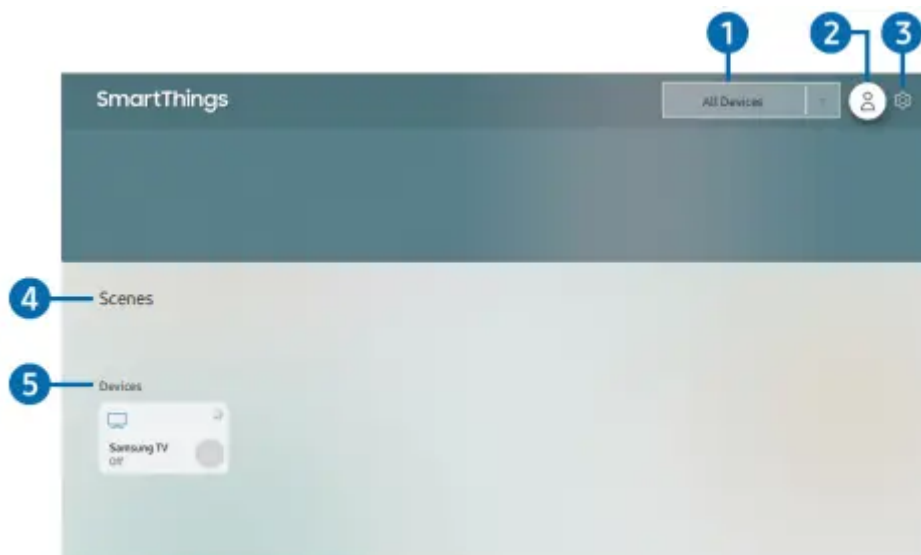
You can use this feature on your mobile with Samsung SmartThings app.

- 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.

Using the SmartThings App

Monitor and configure the smart devices you have connected to the SmartThings service.

SmartThings



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

From your TV, you can monitor and configure smart devices you connected to the SmartThings service via the SmartThings app installed on them. You can receive notifications about the statuses of your smart devices.

- To use this function, you must be logged in to your Samsung account.
- This function may not be supported depending on the model or geographical area.

1 Location selection list

Press the Select button to identify all connected devices or the devices specific to a location.

2 Sign In

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

3 Settings

Turn notifications on or off for the connected smart devices.

4 Scenes

Control multiple devices with one command after setting scenes via the SmartThings app on your mobile device.

- The Scenes function is only available on a connected smart device.

5 Device list

View a list of the connected smart devices and their statuses.

You can add a new device through the SmartThings app on your mobile device. Please refer to the user guide of the SmartThings app on your mobile device for more details

Using the e-Manual

Control and read the manual embedded in your TV

Using the buttons in the e-Manual

- (Search): Select an item from the search results to load the corresponding page.
- **A-Z (Index)**: Select a keyword to navigate to the relevant page.
- (Recently Viewed Topics): Select a topic from the list of recently viewed topics.
- (Try Now): Allows you to access the corresponding menu item and try out the feature right away.
- (Link): Access an underlined topic referred to on an e-Manual page immediately.
- Some menu screens cannot be accessed from the e-Manual.

Using the Internet

Surf the Internet on your TV.

Internet

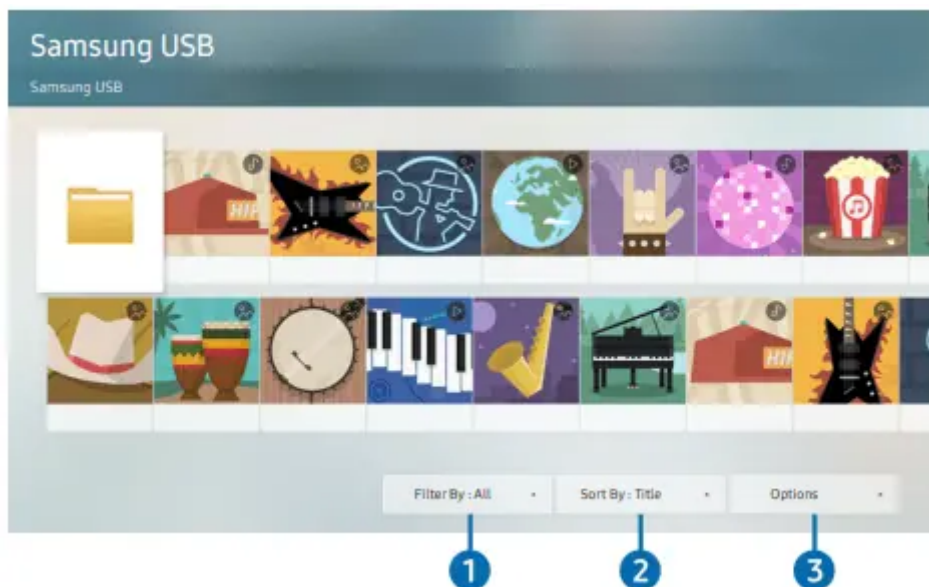
When you run Internet, you can see recently viewed web sites or featured recommendations. When you select a desired web site, you can get immediate access to it.

- You can use the Internet function more easily after connecting a keyboard and mouse.
- You can scroll web pages with the Directional Pad.
- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."

Playing pictures/video/music

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

Source Connected Device **Try Now**



- 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 by title or date.

- 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

Using Bixby

Speak into the microphone on your Samsung Smart Remote to control your TV.

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

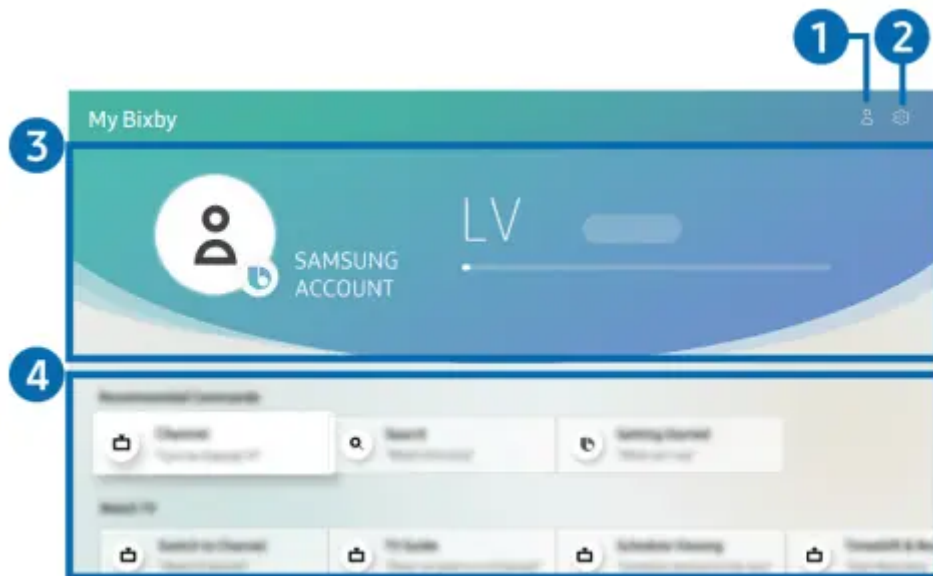
Running Bixby

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

To view the Bixby guide, press the button once:

- When you press the button for the first time, the Using Bixby button appears at the bottom of the screen. Press the Select button. The Using Bixby popup window appears and a tutorial on using Bixby is shown.
- When you press the button after the first time, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the My Bixby screen.

Learning about My Bixby



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 or to log in.

2 Settings

You can change the voice responses and the voice style of Bixby.

You can also select a music service provider in the Default music service provider tab.

- The Default music service provider tab may not be supported depending on the model or geographical area

.3 User information and the experience points (XP) guide

You can see user information and the experience points (XP) that you can get from using Bixby.

- You must be signed in to your Samsung account to view the user information and the experience points (XP).
- This function may not be supported depending on the model or geographical area.

4 Bixby guide

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

- To view a tutorial on Bixby, use the directional buttons to move to the bottom, and then select the View Tutorial item

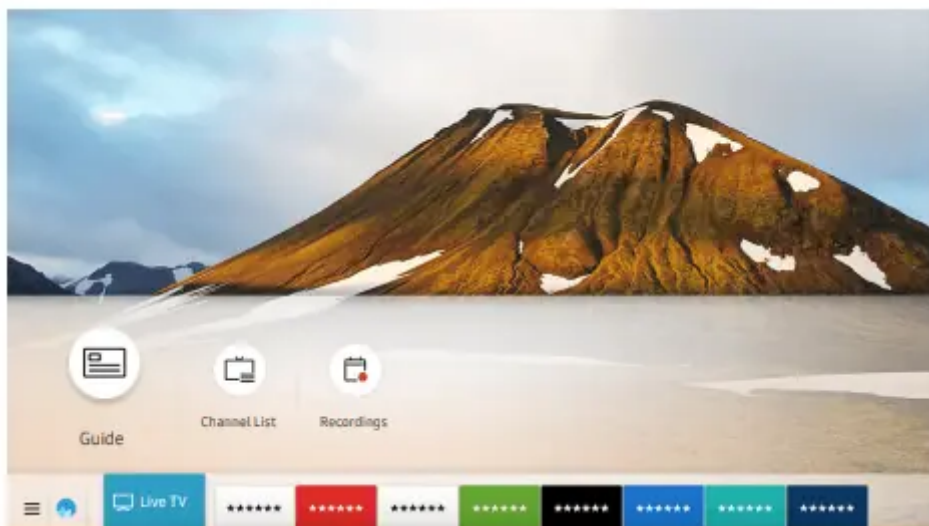
TV Viewing

Viewing Broadcast Information at a Glance

See an overview of each channel's program lineup.

Using the guide

Live TV Guide [Try Now](#)



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

In the Guide, you can see only the TV programs scheduled after the current time.

- The Guide also appears when you press the CH button while watching TV.

- On the standard remote control, press the GUIDE button.
- To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup.
- To view the Guide, you must first set the TV's clock (Settings General System Manager Time Clock).

To start schedule viewing, schedule recording and other function for a program listed in the Guide, first move the cursor to it and then press and hold Select button on the remote control to use follows functions:

- Record: You can make a recording of a current program.
 - 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.
- Schedule Viewing: You can schedule viewing of a broadcast scheduled program.
 - For more information about Schedule Viewing, refer to "Setting Up a Schedule Viewing."
- Schedule Recording: You can schedule recording of a broadcast scheduled program.
 - 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.
 - For more information about recording or Schedule Recording, refer to "Recording Programs."
- Edit Recording Time: You can change the start and end times of scheduled program recordings.
 - 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.
- Stop: You can stop the recording function that is currently running.
- Cancel Scheduled Viewing / Cancel Scheduled Recording: You can cancel scheduled viewings or recordings.
 - This function may not be supported depending on the model or geographical area.
- View Details: You can see detailed information about the selected program. The information may differ with the broadcast signal. If information is not provided with the program, nothing appears.

To move to the Channel Filter or Antenna Type, Schedule Manager screen: Press the or button. (If the remote control button is , press it twice.)

- Channel Filter: You can view channels and programs categorized by the types defined in Channel List.
- Antenna Type: You can change the type of broadcast signals to receive.
 - This function may not be supported depending on the incoming broadcast signal.
- Schedule Manager: You can see the Schedule Manager or Recording & Schedule Manager screen.
 - This function may not be supported depending on the model or geographical area

Recording Programs

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

- 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.
- Read all precautions before using the recording feature. Refer to "Before Using the Recording and Timeshift Functions" for more information.
- You can record only the programs that are received through an antenna.
- The appears next to the programs and channels scheduled for recording.
- If you go to Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.

Recording programs

Using the instant and schedule recording options from the guide screen

- Instant Recording

Select a live program from the Guide, press and hold the Select button, and then select Record from the popup menu to start recording immediately.

- Schedule Recording

Select a program scheduled to be broadcast, press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.

Using the instant and schedule recording options while watching a program

- Instant Recording

If you select Record after pressing the or button while watching a broadcast, recording starts.

- **Schedule Recording**

Press the Select button while watching a program to display the program info window. Use the left or right directional button to select a scheduled program. Press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.

Scheduling a video recording after entering the date and time

Live TV Recordings Schedules Add Recording

To schedule a recording, set the values for Antenna, Channel, Repeat, Date, Start Time, and End Time of the broadcast program to record, and then select Save.

- Check the current time in Settings General System Manager Time Clock

Setting Up a 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 configured for a scheduled viewing.
- To set up a schedule viewing, you must first set the TV's clock (Settings General System Manager Time Clock).

Setting up a schedule viewing for a channel

Using the schedule viewing options from the guide screen

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

Using the schedule viewing options in the program info window

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 schedule viewing to view programs at a specified time on a specified date

(U.S.A and Canada) Live TV Schedule Manager Add Viewing

(Other countries) Live TV Schedule Manager or Recordings Schedules Add Viewing

To schedule a viewing, set the values for Antenna, Channel, Repeat, Date and Start Time of the broadcast program to view, and then select Save.

- Check the current time in Settings General System Manager Time Clock.
- This function may not be supported depending on the model or geographical area.



Using Timeshift

Play, pause, or rewind live TV.

You can pause and rewind live TV by using Timeshift. Activating this function disables the Broadcasting function. [Try Now](#)

To activate the Timeshift function while watching TV, press the **or** button and then select Timeshift, or press the button.

- 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.
- When the Timeshift function is running, some functions are not available in 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."

Buttons and functions available while recording a program or Timeshift

Review available buttons and functions of how they are used while recording a program or Timeshift.

- 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.
- The available buttons and functions may differ with the functions.

When you press the down directional button, the control bar appears and the following options are available:

- 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.
- 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.
- Go to Live TV

Select to return to the current scenes of the program when the recording or Timeshift function is playing its past scenes.

- Stop Recording / Stop Timeshift




Ends the recording or Timeshift function.

- Info

Displays the program info window of the program you are recording or time-shifting.

- 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.

- When the Slow Rewind function is activated, you can view the difference between the current recording time and the current 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.



Using the Channel List

Change the channel or check programs on other digital channels.

Live TV Channel List

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV.

The Channel List screen contains the following icons:

-  :A favorite channel
-  :A locked channel.

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

- All Channels

Displays the channels that the TV found during the Auto Program channel search.

- Favorites

Displays Favorites 1 to Favorites 5.

- Air or Cable

To allow you to select Air or Cable as the DTV mode, move the focus to Air or Cable, and then press the Select button. Air is suitable for homes equipped with separate, over-the-air antennas. Cable is suitable for homes that subscribe to a local cable-service. You do not need to use this function if your TV is connected to a cable box or satellite box.

- This function may not be supported depending on the incoming broadcast signal.
- 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 TV PLUS.

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

Picture and Sound

Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

Settings Picture Picture Mode

You can select the Picture Mode that provides the best viewing experience.

- Dynamic

Makes the picture brighter and clearer in bright viewing environments.

- Standard

Is the default mode suitable for general viewing environments.

- Natural

Reduces eye strain for a comfortable viewing experience.

- Movie

Is suitable for watching TV or movies in a dark room.

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

Configuring advanced picture settings

Settings Picture Expert Settings

Configure the screen settings to your taste by using the following functions:

- Backlight
- Brightness
- Contrast
- Sharpness
- Color
- Tint (G/R)
- Apply Picture Settings
- Digital Clean View
- Auto Motion Plus Settings
- When LED Clear Motion is set to On, the screen appears darker than when it is Off.
- Local Dimming
- This function may not be supported depending on the model or geographical area.
- Contrast Enhancer
- HDR+ Mode

Automatically provide an optimal HDR effect based on the video source.

The HDR (High Dynamic Range) technology implements video images that are very similar to the images seen through human eyes by finely adjusting the contrast of the source.

- This function may not be supported depending on the model or geographical area.
- Film Mode
- This function is only available when the input signal is TV, AV, Component (480i, 1080i), or HDMI (1080i).
- Color Tone
- White Balance
- Gamma
- RGB Only Mode
- Color Space Settings
- Reset Picture

Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video formats.

Playing games on an optimized screen

Settings General External Device Manager (Game Mode Settings) Game Mode

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™ or Xbox™.

- The Game Mode Settings may not appear depending on the model.
- The game mode is not available for normal TV viewing.
- The screen may shake somewhat.
- When Game Mode is enabled, Picture Mode and Sound Mode are switched to Game automatically.
- To use a different external device on the same port, remove the game console connection, set Game Mode to Off, and then connect the external device to the port.

Configuring game mode details

Configuring Game Motion Plus

Settings General External Device Manager Game Mode Settings Game Motion Plus Settings

You can configure the Game Motion Plus settings.

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

Setting the FreeSync function

Settings General External Device Manager Game Mode Settings FreeSync

You can play your gaming experience more pleasantly by eliminating screen tearing and stuttering.

- Be sure to set this function for only the external devices that support the FreeSync feature of AMD Radeon.
- For an optimized game environment, set the resolution of the external device to 1080p at 120 Hz. For more information, refer to "Supported Resolutions for FreeSync."
 - If the resolution is not supported, the operation may not be smooth.
 - When the FreeSync options are set or the FreeSync function is operated for an external device, the screen may flicker.
 - Slight brightness changes may occur during FreeSync operation due to frequency variation of the external device.
 - Before playing a game, set FreeSync to Basic or Ultimate.
 - This function may not be supported depending on the model or geographical area.

Changing the Picture Size and Position

Change the picture size and position for your TV.

Changing the picture size

Settings Picture Picture Size Settings Picture Size

You can change the size of the picture displayed on the TV screen.

- Standard
- Custom
- 4:3
- Supported picture sizes differ with the input signal. For more information about supported picture sizes, refer to "Picture sizes and input signals."

Fitting the picture to the screen

Settings Picture Picture Size Settings Fit to Screen

- This function may not be supported depending on the Picture Size setting.
- This function may not be supported depending on the broadcast signals.

Adjusting the picture size and/or position

Settings Picture Picture Size Settings Zoom and Position

- This function is available only if Picture Size is set to Custom.
- To change the picture position on analog channels, first enlarge the picture and then change the position.

Configuring a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

Choosing a sound mode

Settings Sound Sound Mode

You can select a favorite sound mode suitable for the content type or the listening environment.

- Standard
- Optimized
- Amplify
- When an external device is connected, Sound Mode may change accordingly.
- This function may not be supported depending on the model.

Configuring advanced sound settings

Settings Sound Expert Settings

You can personalize the sound quality by adjusting the following settings.

- Balance
- Equalizer
- HDMI Input Audio Format
- Digital Output Audio Format
- If you use a receiver that does not support Dolby Digital Plus, you will hear no sound if you select Dolby Digital+.
- The Dolby Digital+ option is only available via ARC(HDMI) for external devices that support the format.
- Audio Delay
- Auto Volume
- Sound Feedback
- Reset Sound

Using the Sound Support Functions

Configure the sound settings for your TV.

Selecting speakers

Settings Sound Sound Output

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

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

Listening to the TV through Bluetooth devices

Settings Sound Sound Output Speaker List

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. For more information on pairing, refer to the Bluetooth audio device's operating manual.

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

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

For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.

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

Using Samsung audio devices that support the Wi-Fi function to create a surround sound configuration

Settings Sound Wi-Fi Speaker Surround Setup

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

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

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

Troubleshooting

Getting Support

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

Getting support through Remote Management

Settings Support Remote Management

After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web.

You can also turn Remote Management on and off.

- You can also start this function by pressing and holding the button for 5 or more seconds.
- This function requires an Internet connection.

What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:

- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

How does Remote Support Work?


You can easily get Samsung Remote Support service for your TV:

1. Call the Samsung Contact Center and ask for remote support.
2. Open the menu on your TV and go to the Support section. (Settings Support)
3. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the technician.
4. The technician will then access your TV.

Finding the contact information for service

Settings Support About This TV

You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's software version, Open Source License and other information you may need to get service support from a Samsung call agent or the Samsung website.

- You can also view information by scanning the QR code of your TV.
- You can also start this function by pressing and holding the button for 5 or more seconds. For standard remote control, press and hold the  (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

Requesting service

Settings SupportRequest Support

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, and then select Request Now or Schedule Appointment Request Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

- You must agree to the terms and conditions for the service request.

- This function may not be supported depending on the geographical area.
- This function requires an Internet connection.

Diagnosing TV operational issues

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

Settings Support 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.
- Start Picture Test
- Start Sound Test
- Signal Information
- Start Smart Hub Connection Test
- Reset Smart Hub
- Reset

There Is a Problem with the Picture

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

Testing the picture

Settings Support Self Diagnosis Start Picture Test

Before you review the list of problems and solutions below, use Start Picture Test to determine if the problem is caused by the TV. Start Picture Test displays a high definition picture you can examine for flaws or faults.

Flickering and Dimming

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.

Disable Ambient Light Detection, Power Saving Mode, or Motion Lighting.

- Settings General Eco Solution Ambient Light Detection
- Settings General Eco Solution Power Saving Mode
- Settings General Eco Solution Motion Lighting

Component Connections/ Screen Color

If the color on your TV screen is not correct or the black and white colors are off, run Start Picture Test.

- Settings Support Self Diagnosis Start Picture Test

If the test results indicate that the problem is not caused by the TV, do the following:

- Confirm that the video input connectors are connected to the correct external device video output connectors.
- Check the other connections as well. If the TV is connected to an external device via a component cable, confirm that the Pb, Pr, and Y jacks are plugged into their proper connectors.

Screen Brightness

If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first.

- Settings Picture Expert Settings Backlight
- Settings Picture Expert Settings Contrast
- Settings Picture Expert Settings Brightness
- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color
- Settings Picture Expert Settings Tint (G/R)

Blurring, or Juddering

If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue.

- Settings Picture Expert Settings Auto Motion Plus Settings

Unwanted Powering Off

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.

- Settings General System Manager Time Sleep Timer

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

- Settings General Eco Solution Auto Power Off
- Settings General System Manager Time Off Timer

Problems Powering 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.

Unable to find a Channel

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

- Settings Broadcasting Auto Program

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

Store displays are tuned to a digital HD channel.

If you have an analog cable box or satellite box, upgrade to a digital cable box or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.

Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.

- Cable/Satellite Subscribers: Try HD channels from the channel lineup.
- Air/Cable Antenna Connection: Try HD channels after running the Auto Program function.
- Settings Broadcasting Auto Program

Adjust the cable box or satellite box's video output resolution to 1080i or 720p.

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.

The color is wrong or missing.

If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.

Incorrect or loose connections may cause color problems or a blank screen.

The color is poor or the picture is not bright enough.

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

- Settings Picture Picture Mode

- Settings Picture Expert Settings Brightness
- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color

See if Power Saving Mode has been enabled.

- Settings General Eco Solution Power Saving Mode

Try resetting the picture.

- Settings Picture Expert Settings Reset Picture

There is a dotted line on the edge of the screen.

Change Picture Size Settings to 16:9 Standard.

- Settings Picture Picture Size Settings 16:9 Standard

The picture is black and white.

If you are using AV or analog equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.

- The Component or AV input port may not be provided depending on the model or geographical area.

Check whether Grayscale is set to On.

- Settings General Accessibility Grayscale
- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the signal strength or refer to the external device's user manual.

I Can't Hear the Sound Clearly

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

Testing the sound

Settings Support Self Diagnosis Start Sound Test

If the TV plays the Start Sound Test melody without distortion, there may be a problem with an external device or the broadcast signal's strength.

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.

The picture is good but there is no sound.

Set Sound Output to TV Speaker.

- 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.

No sound is heard.

Check whether the Digital Output Audio Format is set to Dolby Digital+.

If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+.

- Settings Sound Expert Settings Digital Output Audio FormatDolby Digital+

The speakers are making an odd sound.

Run Start Sound Test.

- Settings Support Self Diagnosis Start 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.

There Is a Problem with the Broadcast

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

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

Make sure the antenna cable is connected securely to the TV.

Select Source to confirm that the correct input source has been selected.

If the TV is not connected to a cable box or satellite box, run Auto Program to search for channels.

- Settings Broadcasting Auto Program

The TV is not receiving all channels.

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

Run Start Setup or Auto Program.

- Settings General Start Setup
- Settings Broadcasting Auto Program

There are no captions with digital channels.

Go to Caption Settings and change the Caption Mode.

- Settings General Accessibility Caption Settings Caption Mode

Some channels may not have caption data.

The picture is distorted.

The compression of the video content may cause picture distortions.

This is especially true with fast moving pictures from sports programs and action movies. A weak signal can cause picture distortions. This is not a problem with the TV.

The picture quality is low.

Select high definition (HD) channels or programs.

My Computer / Game Console Won't Connect

When the TV has difficulties connecting to a PC or game console, these steps may help resolve the problem.

The "Mode Not Supported" message appears.

Set output resolution of your PC or game console so it matches 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 an HDMI-to-DVI cable, a separate audio cable is required.

Note that the HDMI-to-DVI connection is only supported by the HDMI (DVI) port and this port does not transmit audio.

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

The TV Won't Connect to the Internet

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

The TV cannot connect to your network or apps (for Internet compatible models only).

Make sure the TV has a network connection.

- Settings General Network Network Status

Contact your Internet service provider.

The wireless network connection failed.

Confirm your wireless modem/router is on and connected to the Internet.

The wireless network signal is too weak.

Position your wireless router, modem router, or access point in a central location.

Avoid putting it in a corner.

Use a wireless repeater to get an instant boost in your wireless signal strength.

Place the repeater halfway between your wireless router and your TV.

The Schedule Recording/Timeshift Function Isn't Working

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

Schedule Recording cannot be used.

Check if there is a USB device connected to the TV.

Recording will automatically stop if the signal becomes too weak.

Check the free space on the USB device.

The function will not work if there isn't enough storage space on the USB device.

- 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.

Anynet+ (HDMI-CEC) Isn't Working

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

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.

- Settings General 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+.

Move the focus to the Anynet+ device at Source, and then press the up directional button to move to Anynet+, and then press the Select button.

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

- Settings General External Device Manager Anynet+ (HDMI-CEC)

I want to exit Anynet+.

Set Anynet+ (HDMI-CEC) to Off.

- Settings General External Device Manager Anynet+ (HDMI-CEC)

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 a viewing mode.

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

The Anynet+ device won't play.

You cannot use the play function when Start Setup is in progress.

The connected device is not displayed.

Check whether the device supports Anynet+.

Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.

Check whether the HDMI cable is properly connected.

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

- Settings General External Device Manager Anynet+ (HDMI-CEC)

Scan for Anynet+ devices again.

If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again.

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

Make sure that the AV receiver is connected to the TV's HDMI (ARC) port with an HDMI cable.

Confirm that the AV receiver is HDMI (ARC) compatible.

If the AV receiver is not HDMI (ARC) compatible, connect the TV and the AV receiver with an optical cable.

I Have Trouble Launching/Using Apps

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

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

Languages supported by the app may be different from the user interface language.

The ability to change the language depends on the service provider.

My application is not working.

Check with the service provider.

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

My File Won't Play

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

Some files can't be played.

This problem may occur with high-bitrate files.

Most files can be played back, but you might experience problems with high-bitrate files.

I Want to Reset the TV

Initialize the settings to factory defaults.

Reset Settings

Settings Support Self Diagnosis Reset

Resets Picture, Sound, Broadcasting, and all other settings, except for the network settings, to the default settings.

Reset Smart Hub

SettingsSupport Self DiagnosisReset 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.

Reset Picture

SettingsPicture Expert SettingsReset Picture

Resets current picture settings to the default settings.

Reset Sound

Settings SoundExpert Settings ResetSound

Resets current sound settings to the default settings.

Other Issues

Use these procedures to resolve other issues that may occur.

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 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.

- Settings Picture Picture Size Settings Picture Size

The "Mode Not Supported" message appears.

The output resolution of the attached device is not supported by the TV.

Check the TV's supported resolutions and adjust the external device's output resolution accordingly.

The Captions item in the TV is grayed out.

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.

The TV smells of plastic.

This smell is normal and will dissipate over time.

Signal Information under Self Diagnosis isn't activated.

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels.

- Settings Support Self Diagnosis Signal Information

The TV is tilted to the side.

Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

Make sure the indicator arrows on the stand and stand holder are properly aligned.

The remote control and/or voice control does not work.

The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.

The Broadcasting function has been deactivated.

Broadcasting is only available when the 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.

PIP is not available.

PIP is available only when an external device is connected with an HDMI or Component cable.

Note that the function is unavailable when Smart Hub is active.

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

The settings are lost after 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.

- Settings General System Manager Usage Mode

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

Change Usage Mode to Home Mode.

- Settings General 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 software update over the Internet has failed.

Check the network connection status.

- Settings General Network Network Status

If the TV is not connected to a network, connect it to a network.

The upgrade stops if you already have the latest software version.

Warning

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

