

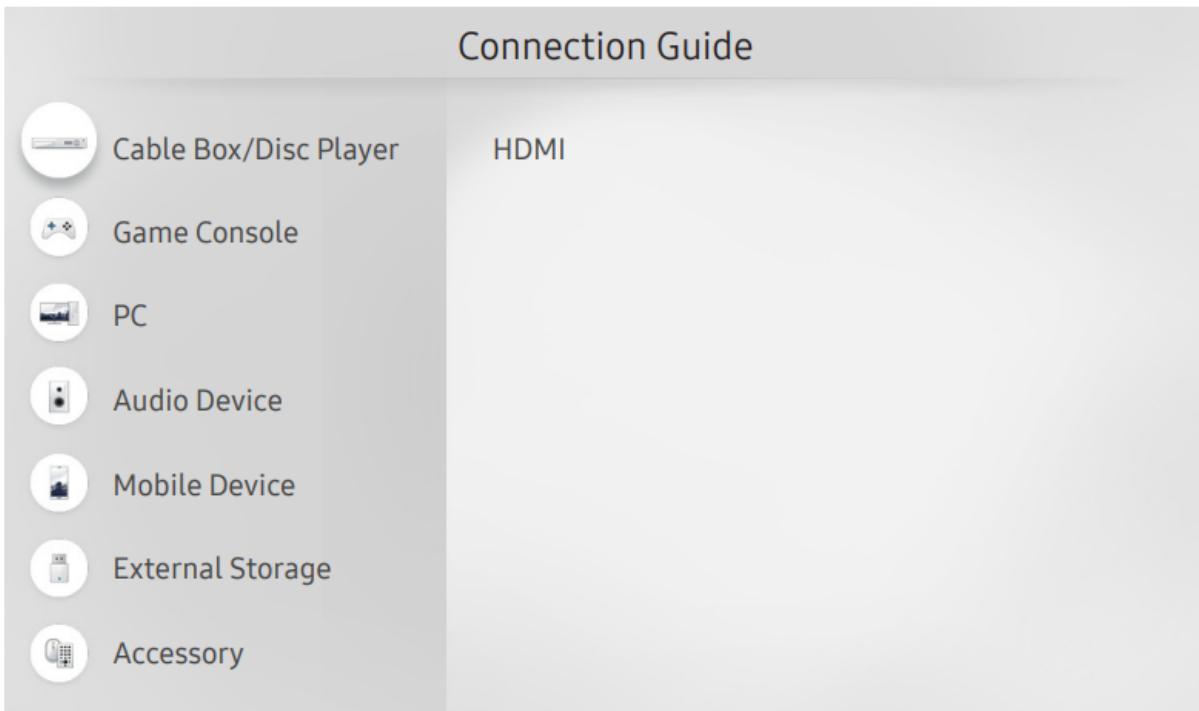
This is User Guide for Smart TV

CONNECTION GUIDE

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

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

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



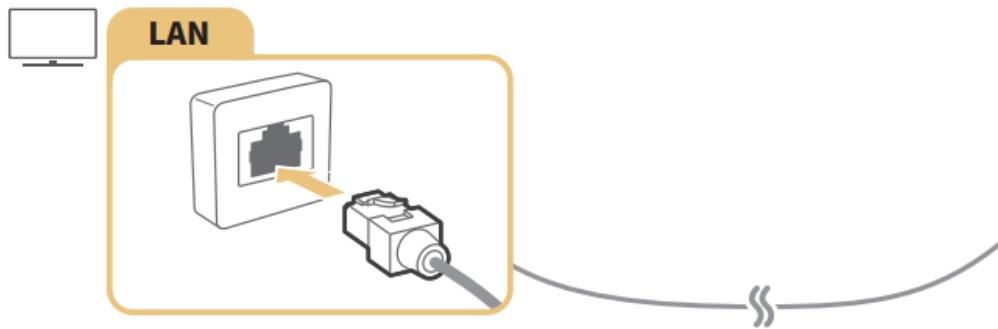
CONNECTING AN ANTENNA

CONNECTING TO THE INTERNET

 >  [Settings](#) > [General](#) > [Network](#) > [Open Network Settings](#)

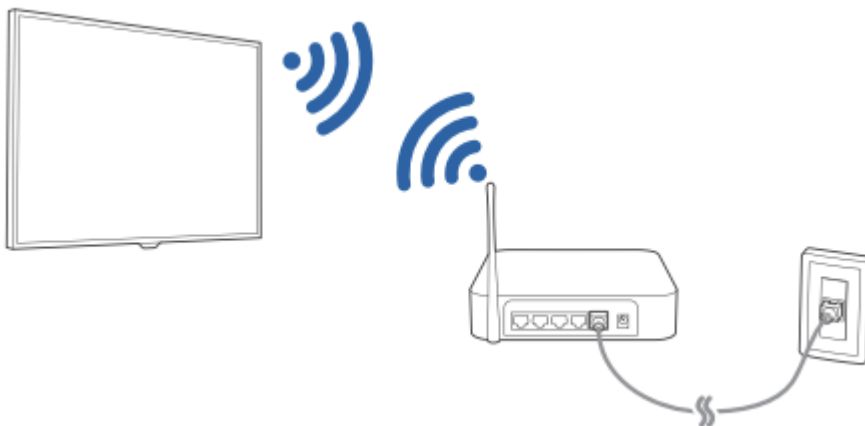
Establishing a wired Internet connection

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





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

Resetting Your Network

Changing the name of the TV on a network

 >  [Settings](#) > [General](#) > [System Manager](#) > [Device Name](#)

Setting up network IP settings according to IPv6

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IPv6](#)

Checking an Internet connection set up over IPv6

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IPv6 Status](#)

Troubleshooting Internet Connectivity Issues

Troubleshooting wired Internet connectivity issues

After reading the following content, troubleshoot the wired 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.

IP auto setting failed

1. Configure the settings in IP Settings.
2. Make sure that the DHCP server is enabled on the router, and then reset the router.

Unable to connect to the network

1. Check all IP Settings.
2. After checking the DHCP server status (must be active) on the router, remove the LAN cable, and then connect it again.

Connected to a local network, but not to the Internet

1. Make sure that the Internet LAN cable is connected to the router's external LAN port.
2. Check the DNS values in IP Settings.

Network setup is complete, but unable to connect to the Internet

If the problem persists, contact your Internet Service Provider.

Troubleshooting wireless Internet connectivity issues

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

Wireless network connection failed

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

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.

IP auto setting failed

1. Configure the settings in IP Settings.
2. Make sure that the DHCP server is enabled on the router. Then, unplug the router and plug it back in.
3. Enter the correct password if required.

Unable to connect to the network

1. Check all IP Settings.
2. Enter the correct password if required.

Connected to a local network, but not to the Internet

1. Make sure that the Internet LAN cable is connected to the router's external LAN port.
2. Check the DNS values in IP Settings.

Network setup is complete, but unable to connect to the Internet

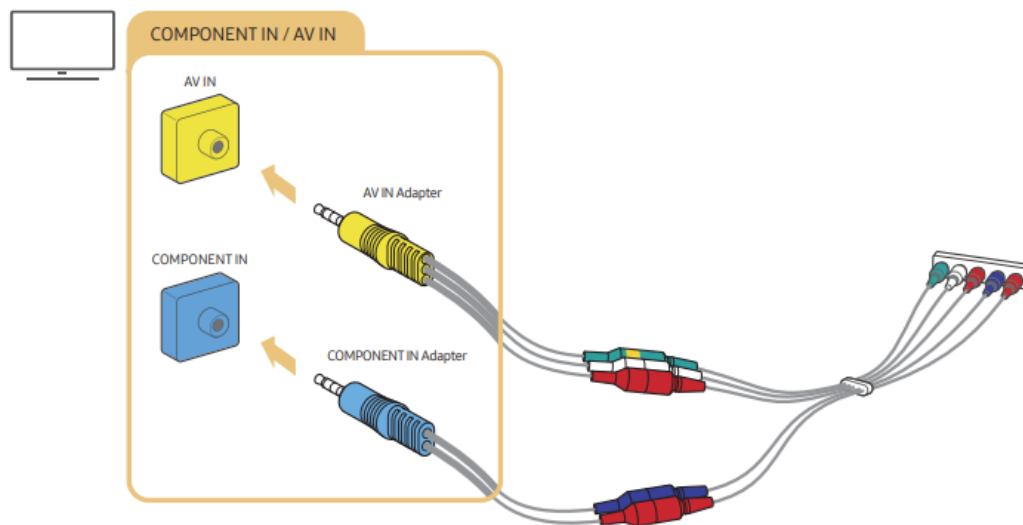
If the problem persists, contact your Internet Service Provider.

CONNECTING VIDEO DEVICES

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.

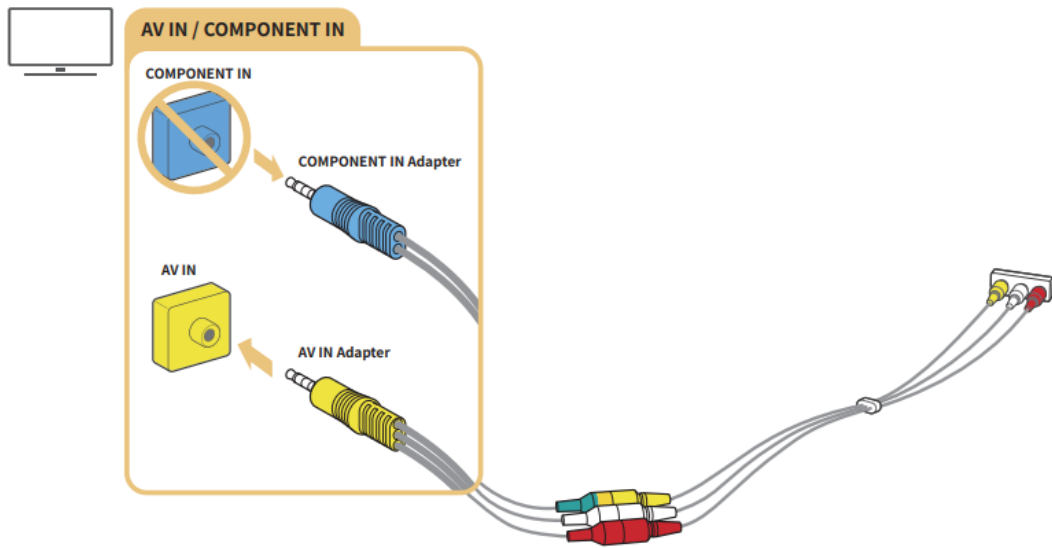
Review the illustration below, and then connect Component IN and AV IN on the TV to Component OUT on the external device by using the provided component and AV adaptors. Make sure to connect the same color connectors together. (blue to blue, yellow to yellow, etc.)



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

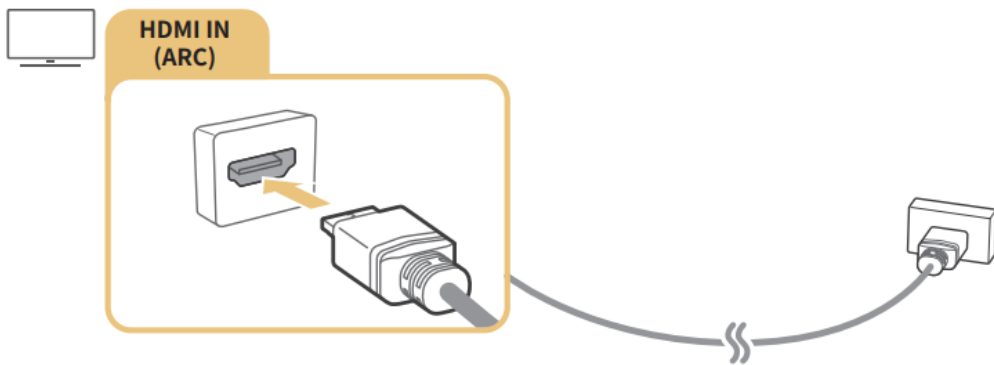
Through the AV connection, you can enjoy video resolution up to 480i.

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.

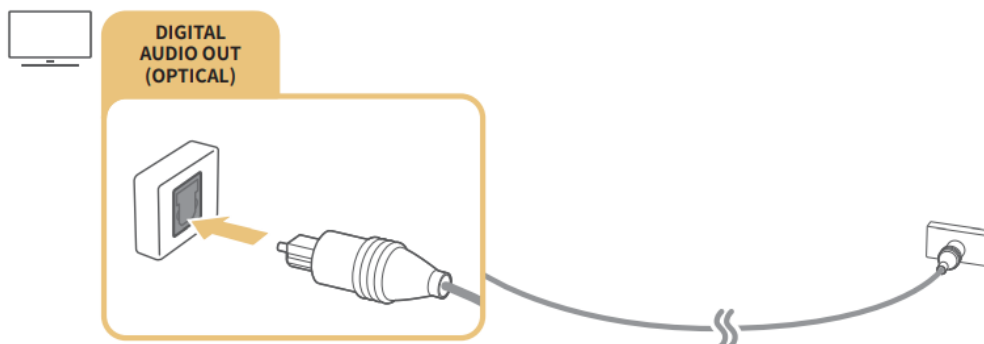


AUDIO INPUT AND OUTPUT CONNECTIONS

Connecting with an HDMI (ARC) cable



Connecting with a digital audio (optical) cable

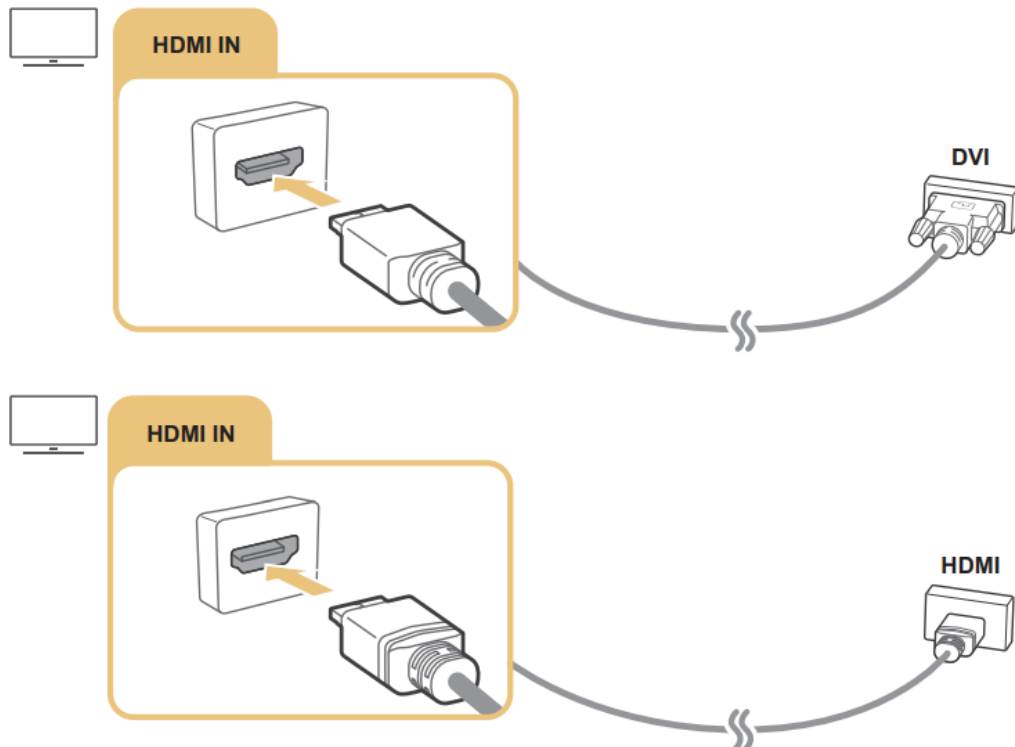


Connecting through a wireless network

You can connect the TV to a Samsung wireless audio device through your wireless network. The two devices must be connected to the same network. For more information about the connection and its use, refer to the user manual of the audio device.

CONNECTING A COMPUTER

Connecting a Computer through the HDMI port — Screen sharing (HDMI)





CONNECTING A MOBILE DEVICE

Viewing the screen of a mobile device on your TV (Screen Sharing)

When you run the Smart View on a mobile device, you can view the screen of the mobile device on the TV.

1. Run the Smart View (Screen Mirroring) on your mobile device. The device searches for TVs that can be connected.
 2. Select the desired TV from the searched result. The TV and the mobile device are connected.
- If there is no TV found, try again after turning both off and on.

- If you have multiple TVs, assign a different name to each TV in  >  Settings > General > System Manager > Device Name to make selection easy.

Sharing content through the Smart View app

When you install and then run the Samsung Smart View App on your mobile device, you can play the mobile device's multimedia content on your TV. You can download the app from Google Play Store, Samsung Apps, or the App Store.

The mobile device and your Smart TV must be connected to each other on the same network.

Managing a Mobile Device

 >  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 for the first time.
- **Device List** View and manage a list of mobile devices that have requested permission to connect to the TV.

CONNECTION NOTES





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 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.

- On the Samsung Smart Remote: VOL > (up directional button) >(left directional button) >(up directional button) > (down directional button) VOL > 
- On the standard remote control:  > (up directional button) > (left directional button) > (up directional button)> (down directional button) >  > RETURN.

Connection notes for audio devices

- For better audio quality, it is a good idea to use an AV receiver.
- Connecting a device using an optical cable does not automatically change the audio output to the device's speakers. To change the audio output to the device, 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

- As long as file sharing is activated, unauthorized access may occur. When you do not need to access data, disable file sharing.
- Your PC and Smart TV 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 AllShare Cast or Smart View. To check whether your mobile device supports the mirroring function, please visit the mobile device manufacturer's website.










- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. Please check if your mobile device supports Wi-Fi Direct.
- 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



Samsung Smart Remote

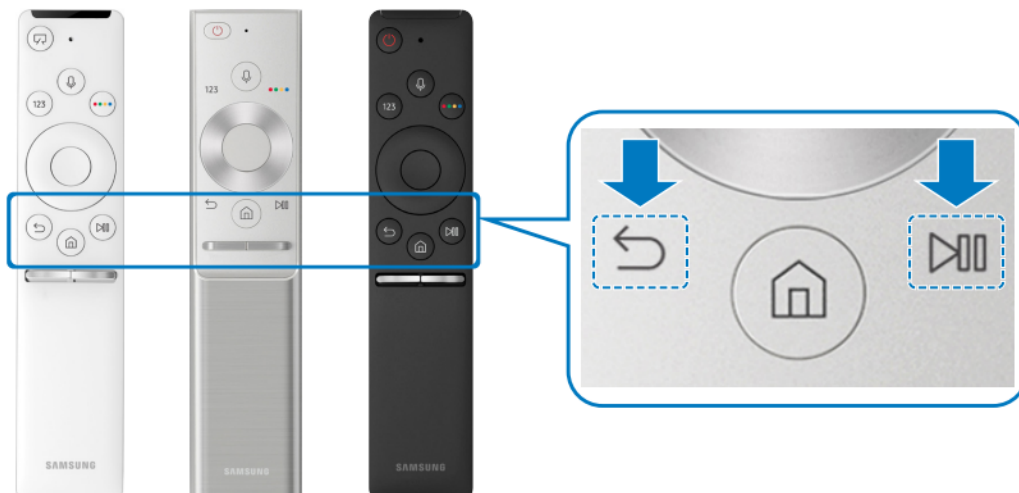
Learn about the buttons on the Samsung Smart Remote.



Button	Description
 (Voice recognition)	Runs Voice Interaction. Press the button, say a voice command, and then release the button to run Voice Interaction. When pressed once, the guide to Voice Interaction appears.
 (Virtual numeric pad)	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. 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.
 4 Color button	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.

Connecting to 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.



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

 >  [Source](#) > [Universal Remote](#)

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

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

Using Anynet+ (HDMI-CEC)



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

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.

Controlling the TV with a Keyboard

Connecting a USB keyboard Plug the keyboard cable into the USB port.

Connecting a Bluetooth keyboard

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [Keyboard Manager](#) > [Add Bluetooth Keyboard](#)

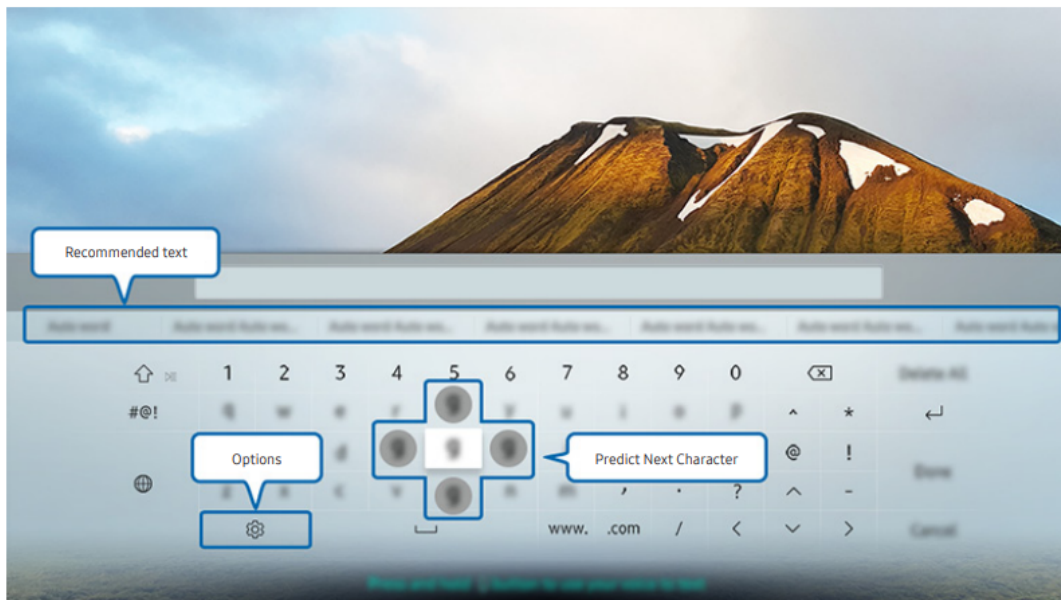
Using the keyboard

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


Setting up the keyboard

In  >  [Settings](#) > [General](#) > [External Device Manager](#) > [Keyboard Manager](#), you can set the following functions

Entering Text using the On-Screen QWERTY Keyboard




Using additional functions

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

- Recommended text
- Reset Recommended Text Memory


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





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

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

SMART FEATURES

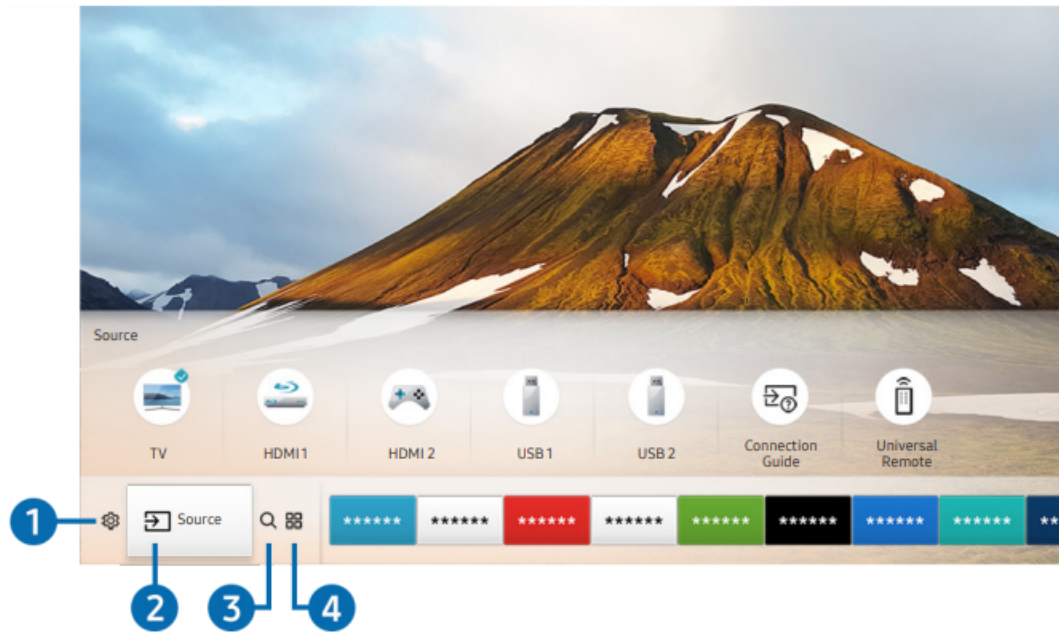
Smart Hub

After pressing the  button on your remote control, you can surf the web and download apps with Smart Hub

- 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.
- You can view the entire text of the Terms & Policy document by navigating to  Home >  Settings > Support > Terms & Privacy. . If you want to stop using Smart Hub, you can cancel the agreement.
- To cancel the Smart Hub service agreement, select Reset  Home >  Settings > General > Support > Self Diagnosis > Reset Smart Hub).

Displaying the Home Screen

Press the  button.



1. ⚙️ Settings

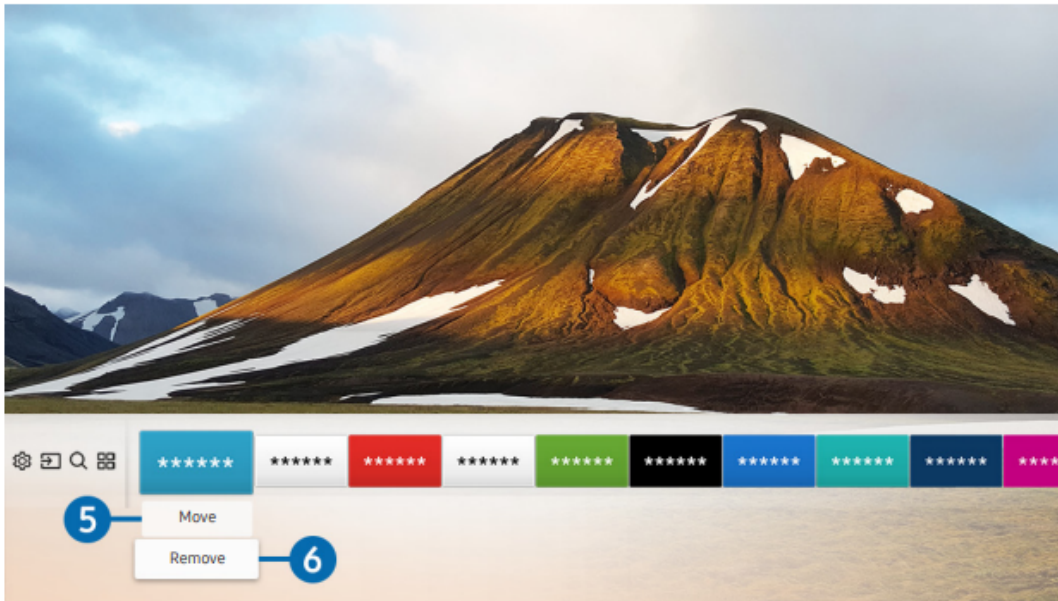
- **Picture Mode:** You can select the picture mode that provides the best viewing experience.
- **Sound Mode** You can select a sound mode to optimize your listening experience.
- **Sound Output** You can select which speakers the TV uses for audio output.
- **Caption** You can watch TV broadcasts with captions.
- **Sleep Timer** You can automatically shut off the TV after a pre-set period of time.
- **Network** You can view the current network and Internet status.

2. 📺 **Source:** You can select an external device connected to the TV.

3. 🔍 **Search:** You can search for channels, programs, movie titles, and apps from Smart Hub

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

🖼️ **Art** You can use the Art Mode function to edit image content such as artworks or pictures when you are not watching TV or when the TV is turned off, and then display the content in full screen mode.



5. Moving an item on the Home Screen

Move the focus to the app you want to move, press and hold the Select button on the remote control, and then select Move in option menu. 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.

6. Removing an item on the Home Screen

Move the focus to the app you want to delete, press and hold the Select button on the remote control, and then select Remove in option menu. The selected app is deleted.

Launching Smart Hub automatically

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

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Smart Hub](#)

Launching the last used app automatically

If Autorun Last App is set to On, the last used app is automatically run when you turn on the TV.

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Last App](#)

Testing Smart Hub connections

 >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Start Smart Hub Connection Test](#)

Resetting Smart Hub

 >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Reset Smart Hub](#)



Using a 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 at <http://account.samsung.com>. Once you have an account, you can use the same ID on both the TV and the Samsung website.



Creating a new account

 >  [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [\(Add Account\)](#) > [Create 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](#)

Managing payment information saved on the TV

 >  [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [My Account](#) > [Payment Info](#)

Configure the sync Internet settings

 >  [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [My Account](#) > [Sync Internet](#)

Deleting a Samsung account from the TV

Signing out of your Samsung account

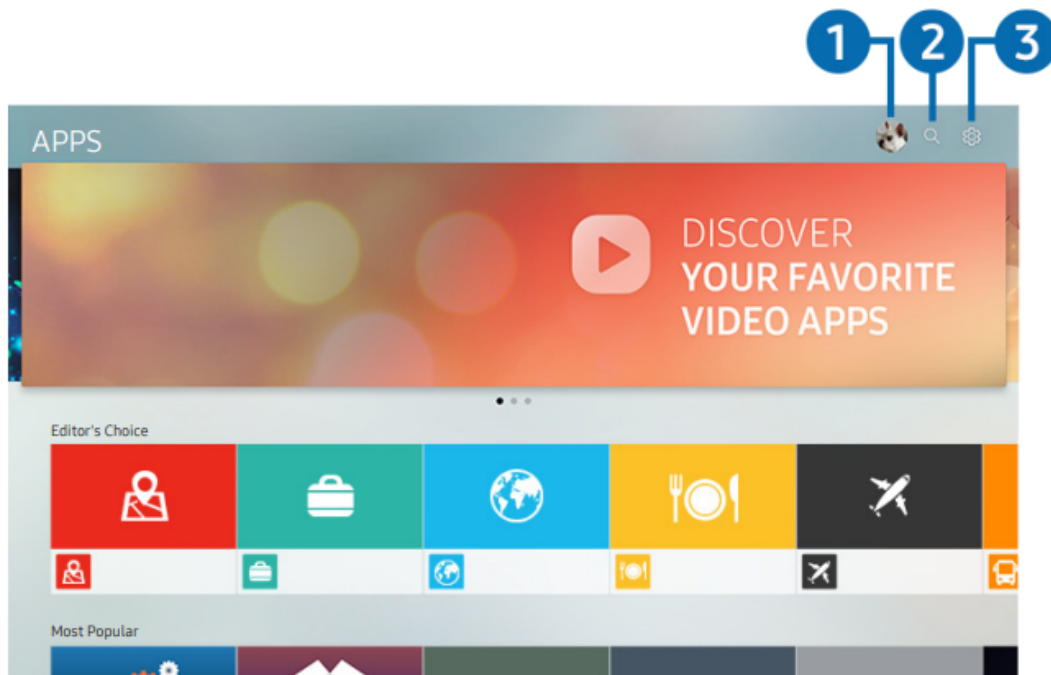
To sign out of your Samsung account, move the focus to your account at (Home>Settings> General> System Manager> Samsung Account, and then press the Select button. Or move to My Account (Home>Settings> General> System Manager> Samsung Account >My Account), and then select Sign Out.

APPS Service



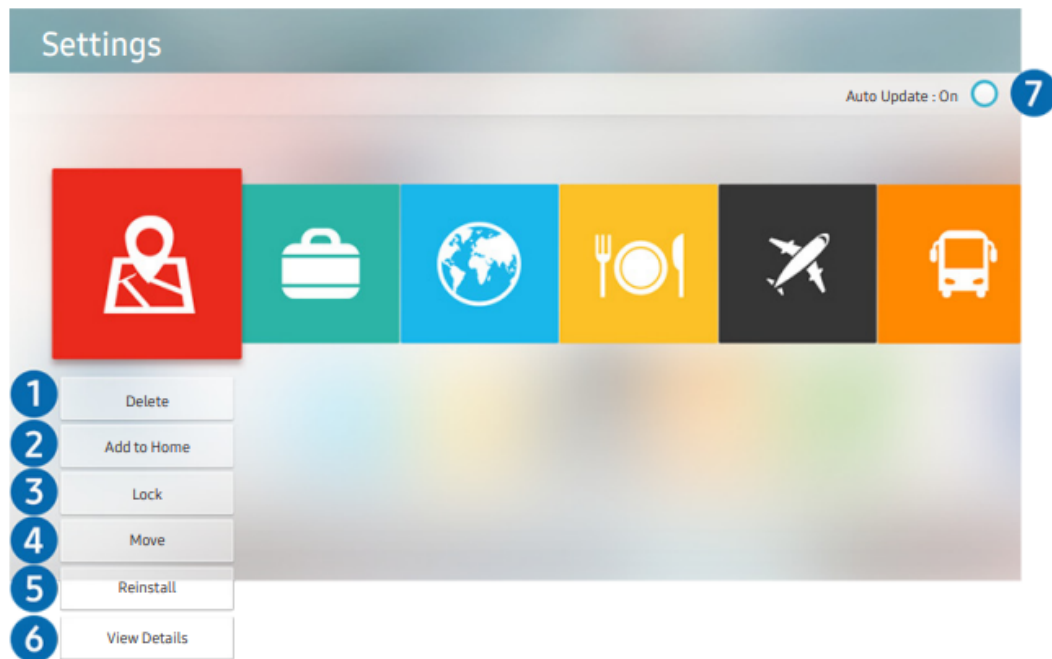
You can enjoy a wide range of content including news, sports, weather, and games by installing the corresponding apps on your TV.

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



Managing purchased or installed apps





Removing an app

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

Adding apps to the Home Screen

1. Select an app to add.
2. Select Add to Home.
3. After the Home screen appears, move the selected app to the desired location.
4. Press the Select button. The selected app is added to the Home Screen.

Locking and unlocking apps

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

Moving apps

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

Reinstalling an app

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

Checking the app information details


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

Automatically updating apps

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

VOICE INTERACTION

Running Voice Interaction

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



- If you say an accessibility-related command such as caption or voice guide, the command is applied directly and you will show a notification that the function is operating.
- When playing back media content, you can execute commands such as "Play," "Pause," "Stop," "Rewind," and "Fast Forward."
- You can set the timer with the command "Sleep reservation in 30 minutes."
- To change the source, say "HDMI," "TV," or "USB."
- To change the picture mode, say "Movie Picture Mode" or "Set Picture Mode to Standard."
- To search, say "Search *****" or "Search **** in YouTube."
- To view Help, say "Help," "What can I say" or "User guide."

Read Before Using Voice Interaction

Precautions for voice interaction

- To use Voice Interaction, you must have a Samsung account. For more information, refer to "Using a Samsung account."
- The supported voice interaction languages and features may differ by geographical region.
- If the language set differs from the language of your country, some features are not available.
- The function is available only when the TV is connected to the Internet.
- Voice interaction is available only on TVs that support it and come with remote controls that have a microphone.
- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Set Up Your Service Provider. (🏠 > ⚙️ Settings > General > Start Setup)
- To use the voice text input function and Smart search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the interactive voice interaction function, you must
 - Agree to Smart Hub's Terms of Use
 - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
 - Consent to the collection and use of personal information for the voice interaction-based service.

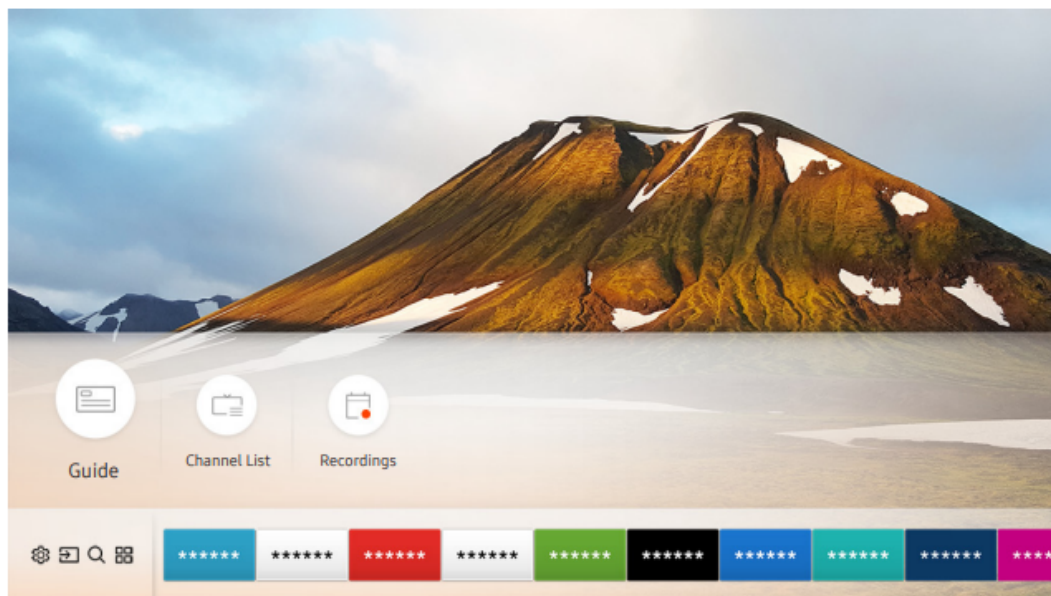
Requirements for using voice interaction

- The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
 - The optimal volume for voice commands is between 75 dB and 80 dB.
-

TV Viewing

Using the Guide



 > [Live TV](#) > [Guide](#)




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.
- 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 Scheduled viewing, Scheduled recording, and other function for a program listed in the Guide, first move the cursor to it and then operate the remote control as follows:

- For a program currently being broadcast: Press and hold the Select button.
- For a program scheduled to be broadcast: Press the Select button.
- To move to the Channel Filter or Schedule Manager screen: Press the  button.

Recording Programs

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 schedule 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 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 schedule 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

Managing the schedule recording list

 > [Live TV](#) > [Recordings](#) > [Schedules](#)

Setting the Schedule Recording Time

 > [Live TV](#) > [Recordings](#) > [Schedules](#) > [Edit](#)

You can set the start and end times for a schedule recording. You can set the start time up to 10 minutes before the program starts and the end time up to 10 minutes after the program ends.

Canceling a schedule recording

 > [Live TV](#) > [Recordings](#) > [Schedules](#) > [Delete](#)

Checking scheduled recordings



 > [Live TV](#) > [Recordings](#) > [Schedules](#) > [View Details](#)

Viewing recorded programs

Select a file containing a recording from the list. The file is played back.

Using the Channel List



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

- : A favorite channel
- : A locked channel.

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

- **All Channels** Displays all saved channels.
- **Favorites** Displays favorite channels from Favorites 1 through Favorites 5.
- **Air or Cable** Allows you to select Air or Cable as the DTV mode. 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 or satellite box.

Editing channels

- : A favorite channel
- : A locked channel.

Re-registering and deleting a channel

Removing registered channels To remove a channel, select it, and then select Delete.

Adding back removed channels You can add back removed channels from the Edit Channel list only. Removed channels are displayed in gray in the All Channels list. To display the Edit Channel list, select Live TV >Channel List >All Channels >Edit Channels. Then, to add back a removed channel, select it, and then select Restore.


Editing registered channels

Changing a channel name After selecting a channel to change in Edit Channels, select Rename Channel to change the channel name.

- This function is only available for selected channels.


- This function is available for analog channels only.
-

Using a Personal Favorites List

Favorite channels are highlighted in the Edit Channels and All Channels screens with the  symbol.



Registering channels as favorites

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

1. Press the right directional button on your remote control.
2. Select Favorites.
3. Select one of the five favorites lists.
4. Move to Edit Favorites.
5. Select a channel to add to the favorites list.
6. Select . The selected channel is registered in the favorites list.

Editing a Favorites List

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

- Adding channels to favorites list
 - Select channels to add, and then select the  icon. The selected channels are added to the favorites list.
- Removing channels from a favorites list
 - Select channels in a favorites list, and then select the  icon.
- Rearranging a favorites list
 - Select one or more channels, and then select Change order. The Change order highlight appears. Press the up/down directional buttons to indicate the new location for the channels. Press the Select button to set the channels into their new location.
- Renaming a favorites list
 - Select the favorites list you want to rename, and then select Rename Favorites. Enter a new name using the onscreen keyboard that appears, and then select Done.

PICTURE

Picture Quality

- 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.

Advanced picture 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 • Color Tone • White Balance • Gamma • RGB Only Mode • Color Space Settings • Reset Picture

Setting the Viewing Environment for External Devices

Playing games on an optimised screen

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [\(Game Mode Settings\)](#) > [Game Mode](#)

Viewing UHD videos

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [HDMI UHD Color](#)

Using HDMI Black Level

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [HDMI Black Level](#)

Registering the TV as a DivX-certified device (watching for pay DivX movies)

 >  [Settings](#) > [General](#) > [External Device Manager](#) > [DivX® Video On Demand](#)

SOUND

Choosing a sound mode

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

- Standard
- Optimized
- Amplify

Configure advanced sound settings

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

- Balance
- Equalizer
- HDMI Input Audio Format
- Digital Output Audio Format
- Audio Delay
- Sound Feedback
- Reset Sound

Sound Support Functions

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 remote control. 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. Refer to the user manual for your audio device such as Bluetooth speaker, sound bar, and headphones for detailed connection and usage

- If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.
- When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate or deactivate the Bluetooth audio device.
- The sound quality may be affected by the condition of the Bluetooth connection.

- Before using a Bluetooth audio device, refer to “Read Before Using Bluetooth Devices.”

Using the surround effect function and Multiroom speakers 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.

After you have configured the surround effect, you can hear the TV's audio through the Multiroom speaker(s).

- The Surround Setup function is only available when at least one Samsung Multiroom Link compatible speaker is connected to the TV.
- The Multiroom Link function is deactivated when you activate Smart View (Screen Mirroring).
- The audio from the secondary device(s) may lag behind the audio and video of the main device that is playing the source content.

TROUBLESHOOTING

Getting Support

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.

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 have a Samsung Tech service your TV remotely:

1. Call the Samsung Contact Center and ask for remote support.
2. Open the menu on your TV and go to the Support section.
3. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the agent.
4. The agent 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, information about Smart Hub, and other information you may need to get service support from a Samsung call agent or the Samsung website.

Requesting service

 >  [Settings](#) > [Support](#) > [Request 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 > Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

Diagnosing TV operational issues

 >  [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.

















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.

The problem	Try this!
Flickering and Dimming	<p>If your Samsung Television is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Power Saving Mode ( >  Settings > General > Eco Solution > Power Saving Mode), Ambient Light Detection ( >  > Settings > General > Eco Solution > Ambient Light Detection), or Motion Lighting ( >  > Settings > General > Eco Solution > Motion Lighting).</p>
Component Connections/ Screen Color	<p>If the color on your Samsung television screen is not correct or the black and white colors are off, run Start Picture Test ( >  > Settings > Support > Self Diagnosis > Start Picture Test).</p> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <ul style="list-style-type: none"> • 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 the proper connectors.
Screen Brightness	<p>If the colors on your Samsung TV are correct but just a little too dark or bright, adjusting the following settings first.</p> <ul style="list-style-type: none"> • Select  >  > Settings > Picture > Expert Settings and adjust the Backlight, Contrast, Brightness, Sharpness, Color, or Tint (G/R) settings.
Ghosting, Blurring, or Juddering	<p>If you notice ghosting or blurring on the screen, use the Auto Motion Plus Settings function ( >  > Settings > Picture > Expert Settings > Auto Motion Plus Settings) to resolve the issue.</p>
Unwanted Powering Off	<p>If your Samsung TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer ( >  > Settings > General > System Manager > Time > Sleep Timer) has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time. If the Sleep Timer has not been enabled, see if Auto Power Off ( >  > Settings > General > Eco Solution > Auto Power Off) has been enabled and disable it.</p>

The problem	Try this!
Problems Powering On	If you are having problems powering on your Samsung television, 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 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 or satellite box, run Auto Program ( Settings > Broadcasting > Auto Program).
The TV image does not look as good as it did in the store.	<p>Store displays are all tuned to digital, HD (high definition) channels.</p> <p>If you have an analog cable or satellite box, upgrade to a digital cable or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.</p> <p>Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.</p> <ul style="list-style-type: none"> • Cable/Satellite Subscribers: Try HD channels from the channel lineup. • Air/Cable Antenna Connection: Try HD channels after running the Auto Program function. Adjust the cable or satellite box's video output resolution to 1080i or 720p.
The picture is distorted.	<p>The compression of video content may cause picture distortions, especially in fast-moving pictures from sports programs and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.</p>
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.	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Contrast settings. See if Power Saving Mode ( >  Settings > General > Eco Solution > Power Saving Mode) has been enabled.</p> <p>Try resetting the picture. ( >  Settings > Picture > Expert Settings > Picture)</p>

The problem	Try this!
There is a dotted line on the edge of the screen.	Change Picture Size Settings to 16:9 Standard .
The picture is black and white.	If you are using AV, analog equipment, disconnect the adapter from the Component (Blue) input jack on the TV and connect it to the AV In (Yellow) input jack.

- 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.

The problem	Try this!
There is no sound or the sound is too low at maximum volume.	Check the volume control of the device (cable or satellite box, DVD, Blu-ray etc.) connected to your TV.
The picture is good but there is no sound.	<p>Set  >  Settings > Sound > Sound Output to TV Speaker.</p> <p>If you are using an external device, check the device's audio output option. For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.)</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your TV has a headphone jack, make sure there is nothing plugged into it.</p> <p>Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p>
No sound is heard.	<p>Check whether the Digital Output Audio Format is set to Dolby Digital+ in >  >  Settings > Sound > Expert Settings > Digital Output Audio Format. If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+.</p>
The speakers are making an odd sound.	<p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p> <p>For antenna or cable connections, check the signal information. A low signal level may cause sound distortions.</p> <p>Run Start Sound Test ( >  Settings > Support > Self Diagnosis > Start Sound Test).</p>

There Is a Problem with the Broadcast

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

The problem	Try this!
<p>"Weak or No Signal" displayed in TV mode/ cannot find channel.</p>	<p>Select  >  Source to confirm that the correct input source has been selected.</p> <p>If the TV is not connected to a cable or satellite box, run Auto Program to search for channels ( >  Settings > Broadcasting > Auto Program).</p>
<p>The TV is not receiving all channels.</p>	<p>Confirm that the coaxial cable is securely connected to the TV.</p> <p>Run Start Setup ( >  Settings > General > Start Setup) or Auto Program ( >  Settings > Broadcasting > Auto Program).</p>
<p>There are no captions with digital channels.</p>	<p>Go to Caption Settings ( >  Settings > General > Accessibility > Caption Settings) and change the Caption Mode.</p> <p>Some channels may not have caption data.</p>
<p>The picture is distorted.</p>	<p>The compression of the video content may cause picture distortions. This is especially true with fast moving pictures from sports programs and action movies.</p> <p>A weak signal can cause picture distortions. This is not a problem with the TV.</p>
<p>The picture quality is low.</p>	<p>Select high definition (HD) channels or programs.</p>

My Computer Won't Connect





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

The problem	Try this!
The "Mode Not Supported" message appears.	Set your PC's output resolution so it matches a resolution supported by the TV.
The video is OK but there is no audio.	<p>If you are using an HDMI connection, check the audio output setting on your PC.</p> <p>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 does not transmit audio. To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>

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 problem	Try this!
<p>The TV cannot connect to your network or apps (for Internet compatible models only).</p>	<p>Make sure the TV has a network connection ( >  Settings > General > Network > Network Status).</p> <p>Contact your Internet service provider.</p>
<p>The wireless network connection failed.</p>	<p>Confirm your wireless modem/router is on and connected to the Internet.</p>
<p>The wireless network signal is too weak.</p>	<p>Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.</p> <p>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.</p> <p>The most common wireless technology, 802.11g (wireless-G), operates at a frequency of 2.4 GHz. This frequency is widely used by many cordless phones, microwave ovens, baby monitors, garage doors, and other wireless devices. Reduce interference by not using or turning off wireless devices that use the 2.4 GHz frequency. Instead, use devices that communicate via the 5.0 GHz frequency.</p>
<p>The software update over the Internet has failed.</p>	<p>Check the network connection status ( >  Settings > General > Network > Network Status).</p> <p>If the TV is not connected to a network, connect it to a network.</p> <p>The upgrade stops if you already have the latest software version.</p>

The Schedule Recording/Timeshift Function Isn't Working

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









" This function is not available in the U.S.A. and Canada.



The problem	Try this!
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 is not enough storage space on the USB device.

Anynet+ (HDMI-CEC) Isn't Working

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



The problem	Try this!
Anynet+ does not work.	<p>Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.</p> <p>Check if the power cord of the Anynet+ device is properly connected.</p> <p>Check the cable connections of the Anynet+ device.</p> <p>Go to Anynet+ (HDMI-CEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p>Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.</p> <p>If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.</p>
I want to start Anynet+.	<p>Move the focus to the Anynet+ device at  >  Source, and then press the directional button.</p> <p>Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) menu to see if Anynet+ (HDMI-CEC) is set to On.</p>
I want to exit Anynet+.	<p>Set Anynet+ (HDMI-CEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) to Off.</p>
The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.	<p>You cannot use the remote control when the TV is configuring Anynet+ 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.</p>
The Anynet+ device won't play.	<p>You cannot use the play function when Start Setup is in progress.</p>

The problem	Try this!
<p>The connected device is not displayed.</p>	<p>Check whether the device supports Anynet+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) and see if Anynet+ (HDMI-CEC) has been set On.</p> <p>Scan for Anynet+ devices again.</p> <p>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+.</p> <p>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.</p>
<p>The TV audio is not being played through the receiver.</p>	<p>Connect an optical cable to the TV and the receiver.</p> <p>ARC enables the TV to output digital sound via the HDMI (ARC) port.</p> <p>However, ARC is only available when the TV is connected to an audio receiver that supports ARC.</p>

I Have Trouble Launching/Using Apps

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

The problem	Try this!
<p>I launched an app, but it's in English. How can I change the language?</p>	<p>Languages supported by the app may be different from the user interface language.</p> <p>The ability to change the language depends on the service provider.</p>
<p>My application is not working.</p>	<p>Check with the service provider.</p> <p>Refer to the Help section on the application service provider's website.</p>





My File Won't Play

When files aren't playing, this may help resolve the problem.

The problem	Try this!
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	Path	Description
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	 >  Settings > Support > Self Diagnosis > Reset Smart Hub	Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, service accounts, Smart Hub service agreements, and Smart Hub applications.

Other Issues

Use these procedures to resolve other issues that may occur.

The problem	Try this!
The TV is hot.	<p>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 bottom 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.</p>
The picture won't display in full screen.	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p>
The "Mode Not Supported" message appears.	<p>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.</p>
The Captions item in the TV is grayed out.	<p>When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.</p>
The TV smells of plastic.	<p>This smell is normal and will dissipate over time.</p>
Signal Information under Self Diagnosis isn't activated.	<p>Verify that the current channel is a digital channel. Signal Information is only available for digital channels.</p>
The TV is tilted to the side.	<p>Remove the base stand from the TV and reassemble it.</p>
The stand is wobbly or crooked.	<p>Make sure the indicator arrows on the stand and stand holder are properly aligned.</p>
The remote control and/or voice control does not work.	<p>The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.</p>



The problem	Try this!
The Broadcasting function has been deactivated.	<p>Broadcasting is only available when the Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable or satellite box. Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>
There is an intermittent loss of audio or video.	<p>Check the cable connections and reconnect them.</p> <p>Loss of audio or video can be caused by using overly rigid or thick cables. Make sure the cables are flexible enough for long term use. If you are mounting the TV to a wall, we recommend using cables with 90-degree connectors.</p>
There are small particles on the TV's bezel.	<p>This is part of the product's design and is not a defect.</p>
PIP is not available.	<p>PIP is available only when an external device is connected with an HDMI or Component cable. Note that the function is unavailable when the Smart Hub is active.</p> <p>" This function is not available in the U.S.A. and Canada.</p>
The settings are lost after 5 minutes or every time the TV is turned off.	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode ( >  Settings > General > System Manager > Usage Mode) to Home Mode.</p>
A POP (TV's internal banner ad) appears on the screen.	<p>Change Usage Mode ( >  Settings > General > System Manager > Usage Mode) to Home Mode.</p>
The TV is making a popping noise.	<p>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.</p>



The problem	Try this!
The TV is making a humming noise.	<p>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.</p> <p>Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.</p> <p>Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</p>

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.

