

## USER MANUALS

### Quick Guides

You can learn quickly how to run and use the frequently used functions, such as Voice Interaction, Ambient mode, and Smart Hub.

#### Connecting the Samsung Smart Remote to the TV

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

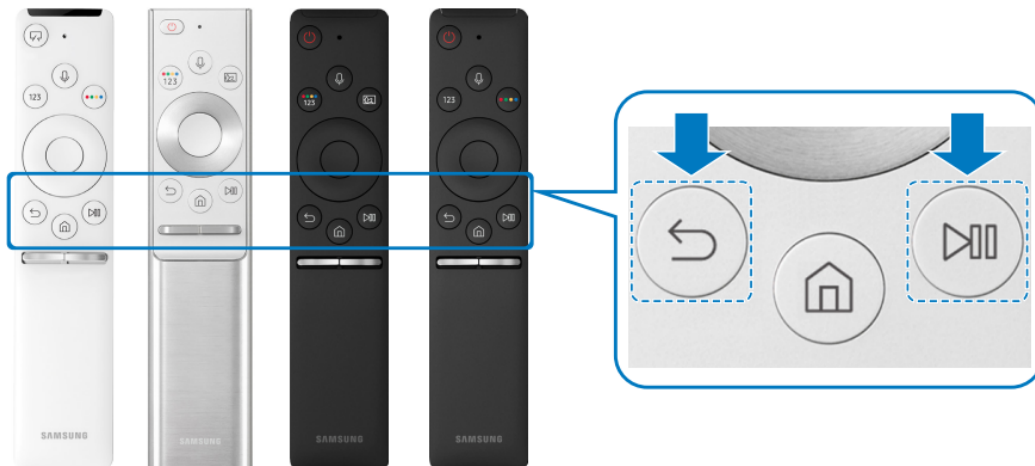
When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the remote control sensor of the TV, and then press and hold the



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.



## Noification

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 programme or when an event occurs on a registered device.

" For more information, refer to "[Displaying the Home Screen](#)".



## 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.



## Source

You can select an external device connected to the TV.

" For more information, refer to "[Switching between external devices connected to the TV](#)".



## Search

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

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



## 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](#)".



## 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](#)".



## 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.

## Using the Ambient mode

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



### Ambient mode

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" 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 Voice Interaction function is operated, the TV screen returns to 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 is ready to process voice guides and 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 process voice guides and voice commands.

- TV off state

To enter Ambient mode when the TV is turned off, press the

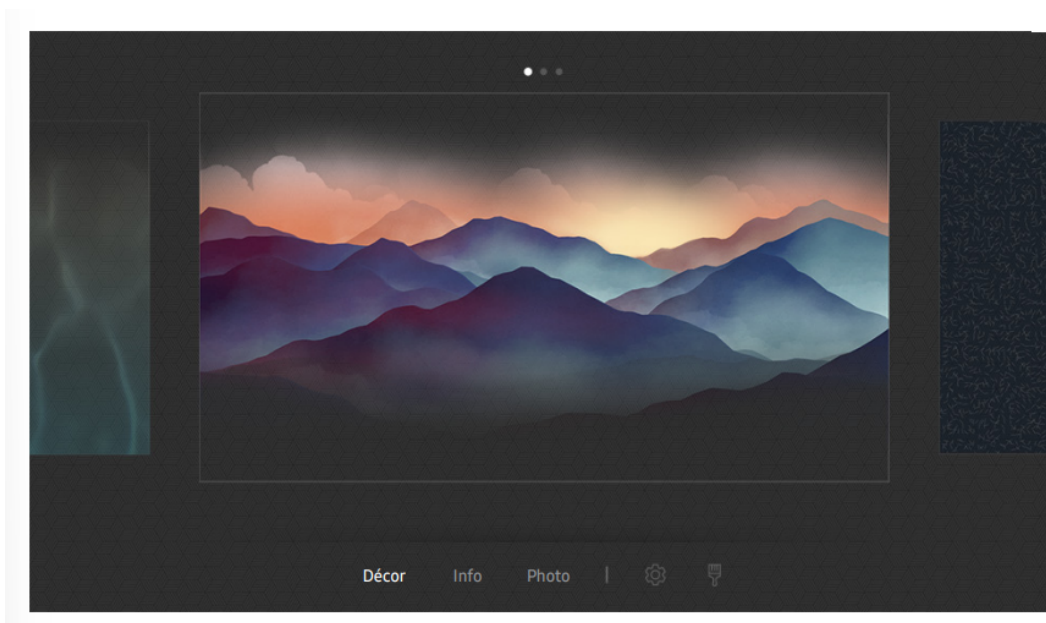


button on the remote control. To enter TV mode when the TV is turned off, press the



button. In TV mode, you can watch broadcasts or enjoy the content on the external devices connected.

### Changing the content and settings for Ambient mode



" 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:

- Decor: Provides 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 with 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: Adjust the screen brightness for Ambient mode.
- Colour Tone: Adjust the colours of the screen for Ambient mode.
- Auto Brightness: Change 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: Set 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 colour of Ambient mode**

To change the background colour of Ambient mode, move the focus to



in the Ambient mode browser screen, and then press the Select button. You can change the background colour or pattern. Move the focus to a colour 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 optimisation depending on the network conditions.

### **Using Voice Interaction**

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 Voice Interaction**

Press and hold the



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



button. The TV recognises the voice command.

To view the Voice Interaction guide, press the



button once:

- When you press the

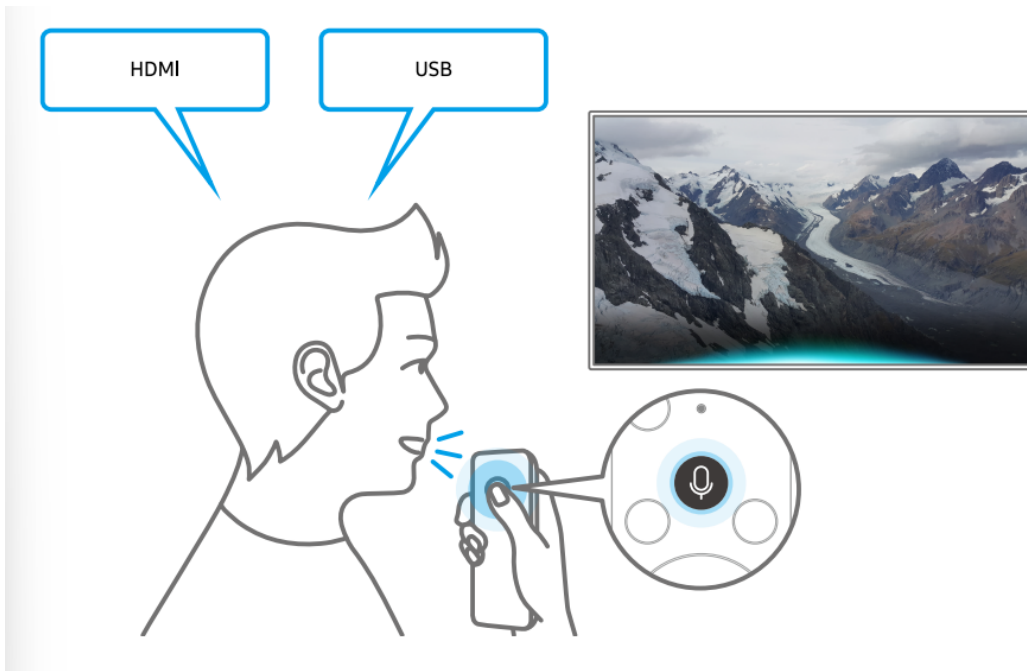


button for the first time, the Using Voice Interaction button appears at the bottom of the screen. Press the Select button. The Using Voice Interaction popup window appears and a tutorial on using Voice Interaction is shown.

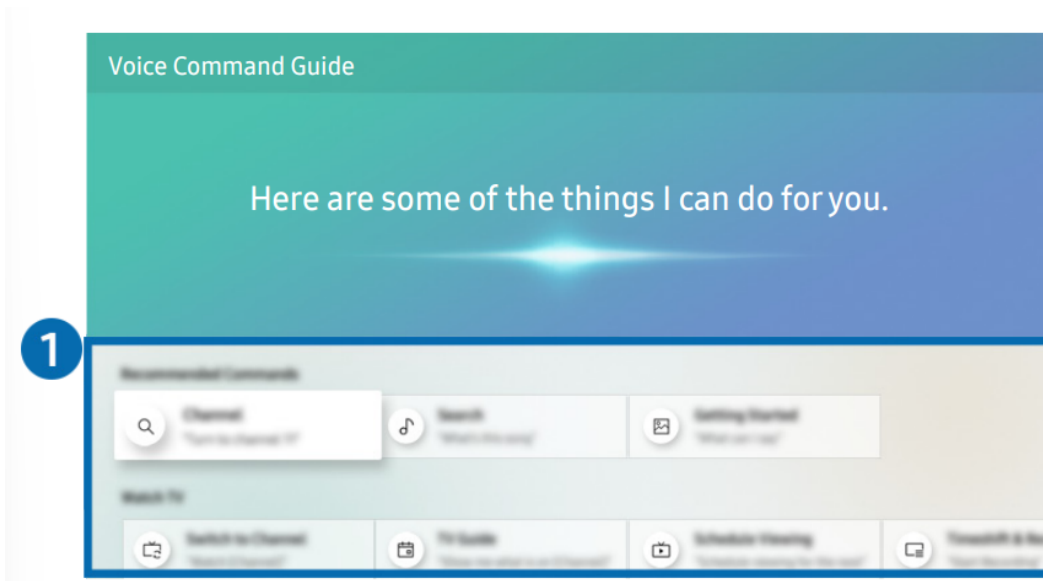
- When you press the



button, the Enter Voice Command Guide button appears at the bottom of the screen. Press the Select button to go to the Voice Command Guide screen.



## Learning about Voice Command Guide



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

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## Voice Command Guide

You can learn the voice commands to use the Voice Interaction 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 Voice Interaction, use the directional buttons to move to the bottom, and then select the View Tutorial item.

## **Read Before Using Voice Interaction**

### **Precautions for Voice Interaction**

- **The supported voice interaction languages and features may differ depending on the geographical area.**
- **If the language set differs from the language of your country, some features are not available.**
- **Voice Interaction is available only when the TV is connected to the Internet.**
- **Even if the TV is connected to the Internet, there may be no response due to a Voice Interaction server error.**
- **The existing functional specifications may be changed if Voice Interaction is updated.**
- **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. If Set Up Your Service Provider is not completed, you can complete it using the following menu.**

- 
- **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 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.

## Connections

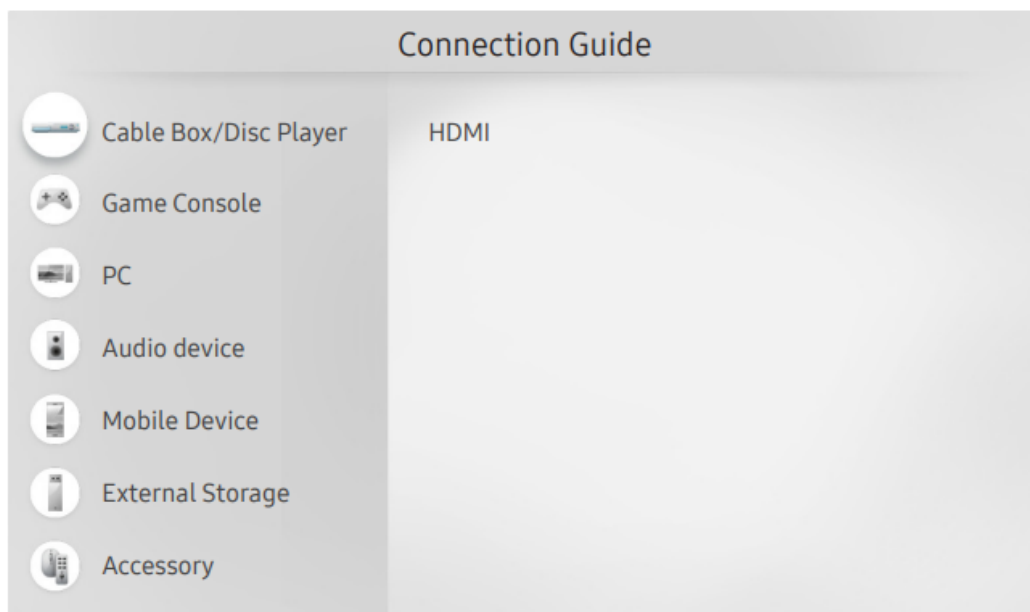
You can watch live broadcasts by connecting an antenna and antenna cable to your TV and can get access to the Internet by using a LAN cable or wireless router. Using various connectors, you can also connect external devices.

### Connection Guide

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



It guides you the way to connect various external devices such as the cable box, game console, and PC through pictures. If you select the connection method to an external device, the information details appear.

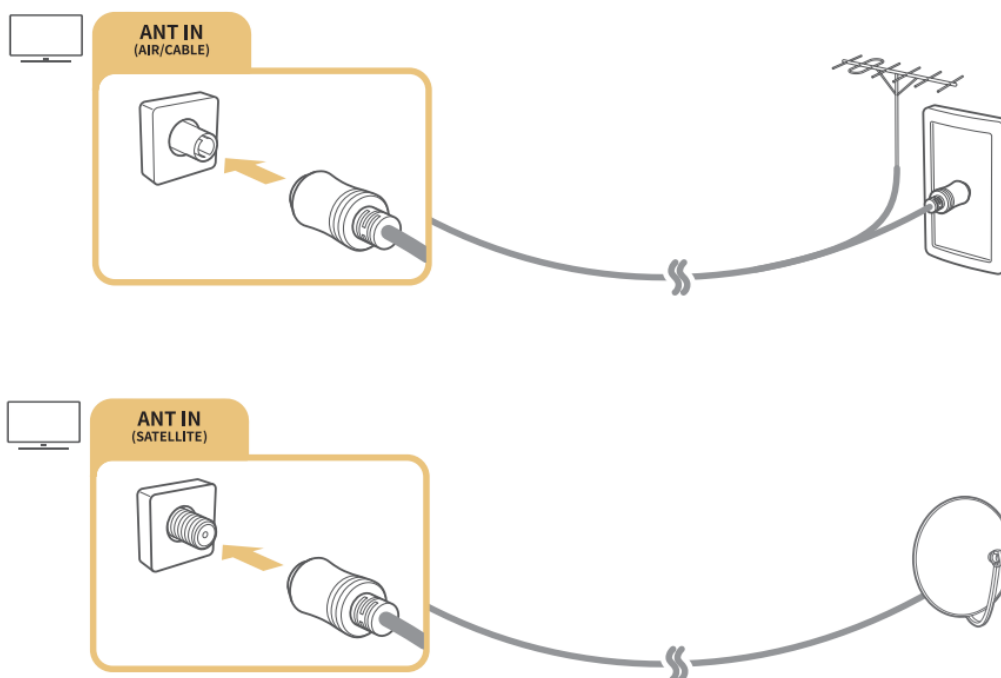


The image on your TV may differ from the image above depending on the model and geographical area.

### Connecting an Antenna (Aerial)

You can connect an antenna cable to your TV.

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

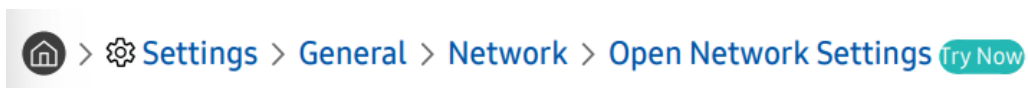


Depending on the model or geographical area.

## Connecting to the Internet

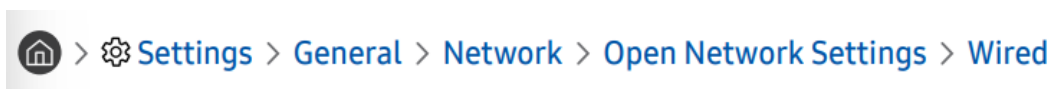
You can get access to the Internet through your TV.

### Connecting to your Internet network

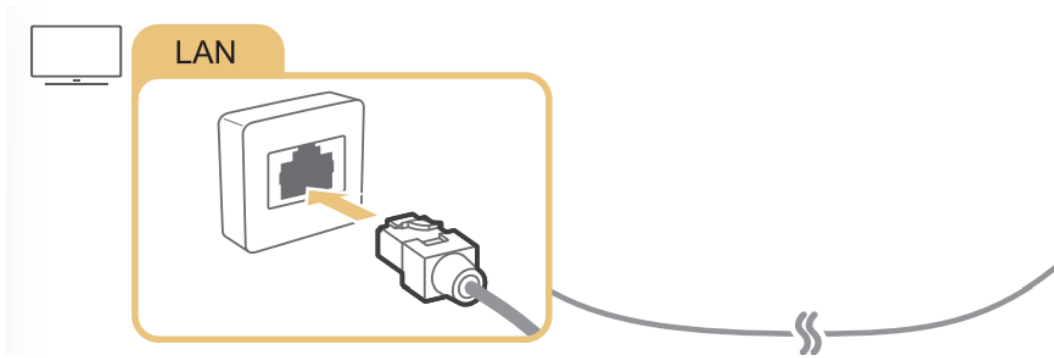


Connect to an available network.

### Establishing a wired Internet connection



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



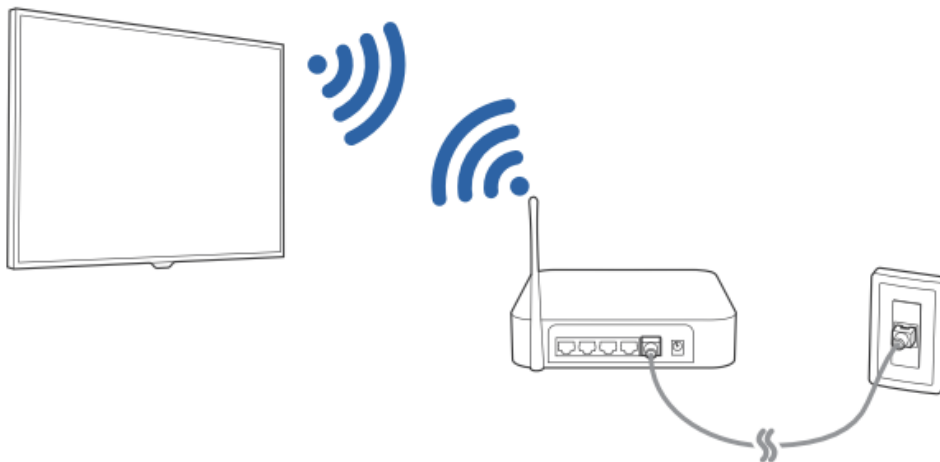
Use a CAT 7 (\*STP type) cable for the connection. \* Shielded Twist Pair

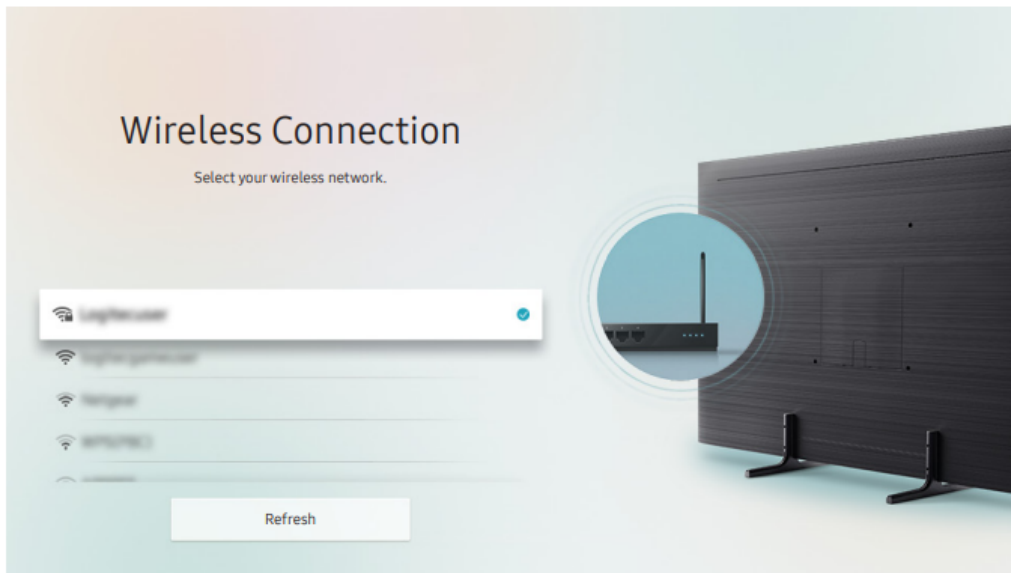
The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

### Establishing a wireless Internet connection



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.



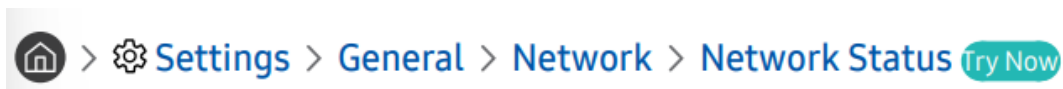


" The image on your TV may differ from the image above depending on the model and geographical area.

" 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



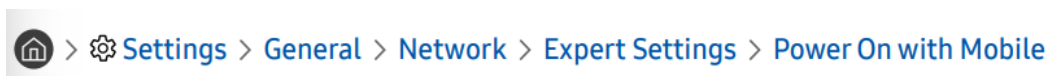
View the current network and Internet status.

### Resetting Your Network





Restore the network settings to the factory defaults.

### Turning on the TV with a Mobile Device



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](#) > [IP Remote](#)

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

" To use this function, Power On with Mobile must be turned on.

" Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorised 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 an Internet connection set up over IPv6**

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

" 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](#) [Try Now](#)

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

### **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 it 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 same screen and sound of a mobile device on a TV or outputting the same 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.

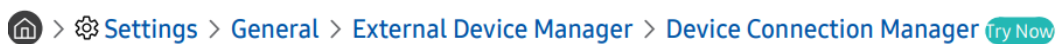
" If there is no TV found, try again after turning both off and on.

" If you have multiple TVs, assign a different name to each TV in



Settings > General > System Manager > Device Name to make selection easy.

## Managing a Mobile Device



- 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.

## ADB (Auto Data Backup) functions (For India Only)

Your mobile device comes close to the TV, the ADB (Auto Data Backup) feature backs up your mobile data such as images and videos into a pre-configured specific folder on a USB storage device or an external hard disk drive connected to the TV. You can also transfer files from the ADB (Auto Data Backup) folder to a Samsung mobile device over Wi-Fi Direct.

- Transferring data from a mobile device to the TV

Your mobile device comes close to the TV, images and videos are copied from your mobile device to a USB storage device or an external hard disk drive connected to the TV.

- Transferring data from the TV to a mobile device

You can select and transfer files from the ADB (Auto Data Backup) folder on the TV to a Samsung mobile device.

## How to Use ADB (Auto Data Backup) o ADB (Auto Data Backup) Registration

First, register the TV using the USB Backup app, and then select a USB storage device or an external hard disk drive connected to the TV. The ADB (Auto Data Backup) folder is automatically created on the selected storage device. Then, select folders from your mobile device's gallery, set the password to open the ADB (Auto Data Backup) folder on the selected storage device connected to the TV.

## 2 Auto File Copy

When your mobile device comes close to the TV, data are automatically copied from the selected folders on your mobile device to the selected storage device connected to the TV.

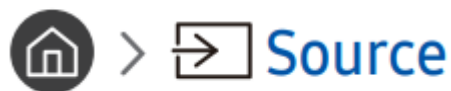
### 3 Share files back from the ADB folder to a mobile device

You can also share file back from ADB folder to Samsung Mobile, by first connecting Samsung Mobile with TV over Wi-Fi direct & then select the files to be transferred from TV, and press "Share" option to send files to connected Mobile device.

## Switching between external devices connected to the TV

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

### Changing the input signal

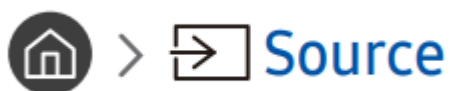


When you select a connected external device on the Source screen, the output of the selected device is displayed on the TV's screen.

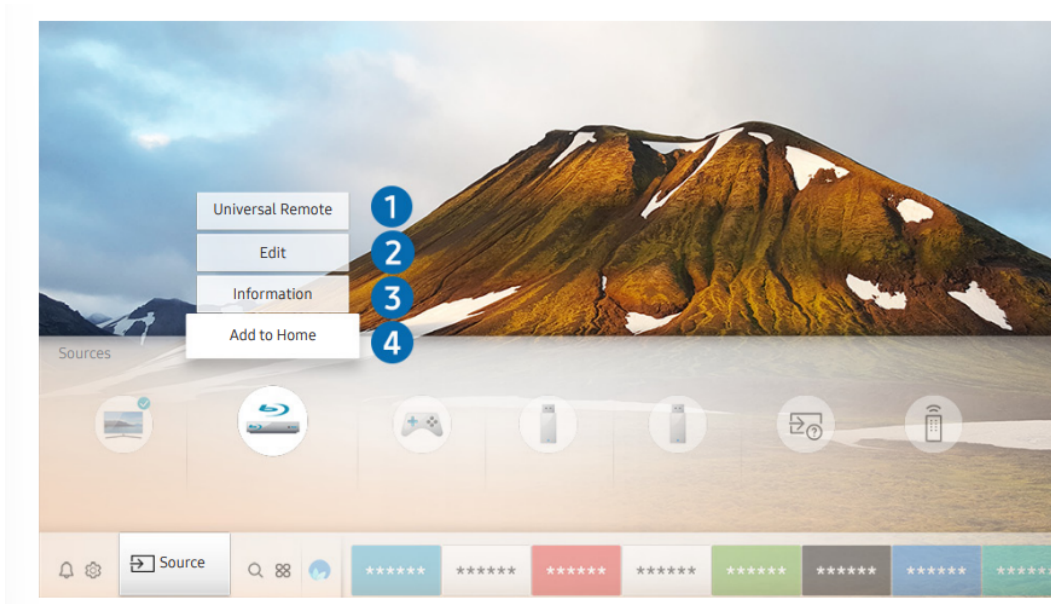
On the standard remote control, press the SOURCE button.

- 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. Lets you switch to the output of the device automatically or lets you 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



You can change the port name for a connected external device or add it to 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 the detailed information about the external devices connected to the TV.

### **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: The guide to device connections

- **Universal Remote:** The function that lets you register external devices to your Samsung Smart Remote and control them using the standard remote control.
  - 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](#)".






## **Remote Control and Peripherals**





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

### **About the Samsung Smart Remote (QLED TV)**

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



Button	Description
 (Voice Interaction)	<p>Runs Voice Interaction. Press and hold the button, say a command, and then release the button to run Voice Interaction.</p> <p>When you press the button, the Enter Voice Command Guide menu appears at the bottom of the screen.</p> <p>" The supported languages and features for voice interaction may differ depending on the geographical area.</p>
 (Colour / Number button)	<p>Each time you press this button, the coloured buttons window and the virtual numeric pad are displayed alternately.</p> <ul style="list-style-type: none"> <li>• Use these coloured buttons to access additional options that are specific to the feature in use.</li> <li>• 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.</li> </ul> <p>" When you press the</p>  <p>button and then select TTX/MIX from the pop-up list, the TTX menu appears. For more information, refer to "Teletext Feature".</p> <p>" If the colour button appears with a number strip on the screen, select the colour button and then select a specific colour 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)	<p>In TV mode, press the button to enter Ambient mode.</p> <p>If you press the button when the TV is turned off, the TV turns on in Ambient mode.</p>
	<p>Moves the focus.</p>

Directional pad (up/ down/left/ right)	
 Select	Selects or runs a focused item. When pressed while you are watching content, detailed programme 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 programme, 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 or Channel List screen, press the button.  Press and hold the button up or down to quickly change the channel.

Use the Samsung Smart Remote less than 6 m from the TV. The usable distance may vary with the wireless environmental conditions.

The images, buttons, and functions of the Samsung Smart Remote may differ with the model.

To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "[Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote](#)".

To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "[Using Anynet+ \(HDMI-CEC\)](#)".

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

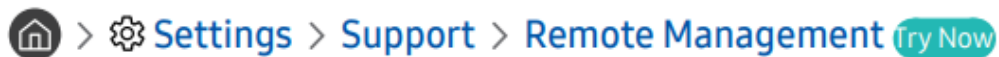
## Troubleshooting

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

## Getting Support

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

### Getting support through 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.

This function requires an Internet connection.

You can also start Remote Management function by pressing and holding the

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 Centre 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 technician.

4. The technician will then access your TV.

### Finding the contact information for service



You can view the address of the Samsung website, the call centre phone number, your TV's model number, your TV's software version, Open Source Licence 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



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 Centre 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.



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





















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!
<p>Flickering and Dimming</p>	<p>If your Samsung Television is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.</p> <p>Disable Ambient Light Detection, Energy Saving Mode, or Motion Lighting.</p> <ul style="list-style-type: none"> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">General</a> &gt; <a href="#">Eco Solution</a> &gt; <a href="#">Ambient Light Detection</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">General</a> &gt; <a href="#">Eco Solution</a> &gt; <a href="#">Energy Saving Mode</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">General</a> &gt; <a href="#">Eco Solution</a> &gt; <a href="#">Motion Lighting</a></li> </ul>
<p>Component Connections/ Screen Colour</p>	<p>If the colour on your TV screen is not correct or the black and white colours are off, run Start Picture Test.</p> <ul style="list-style-type: none"> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Start Picture Test</a></li> </ul> <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"> <li>• Confirm that the video input connectors are connected to the correct external device video output connectors.</li> <li>• 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.</li> </ul>
<p>Screen Brightness</p>	<p>If the colours on your Samsung TV are correct but just a little too dark or bright, try adjusting the following settings first.</p> <ul style="list-style-type: none"> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Backlight</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Contrast</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Brightness</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Sharpness</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Colour</a></li> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Tint (G/R)</a></li> </ul>
<p>Blurring, or Juddering</p>	<p>If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue.</p> <ul style="list-style-type: none"> <li>• <a href="#">Home</a> &gt; <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Expert Settings</a> &gt; <a href="#">Auto Motion Plus Settings</a></li> </ul>

<p>Unwanted Powering Off</p>	<p>If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Time &gt; Sleep Timer</li> </ul> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Eco Solution &gt; Auto Power Off</li> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Time &gt; Off Timer</li> </ul>
<p>Problems Powering On</p>	<p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is firmly connected.</p> <p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p>
<p>Unable to find a Channel</p>	<p>If your TV is not connected to a cable box or satellite box, run Auto Tuning.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; (Auto Tuning Settings) &gt; Auto Tuning</li> </ul> <p>" The Auto Tuning Settings may not appear depending on the model or geographical area.</p>
<p>The TV image does not look as good as it did in the store.</p>	<p>Store displays are tuned to a digital HD channel.</p> <p>If you have an analogue 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.</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"> <li>• Cable/Satellite Subscribers: Try HD channels from the channel lineup.</li> </ul>



	<ul style="list-style-type: none"> <li>• Terrestrial/Cable Antenna Connection: Try HD channels after running the Auto Tuning function. <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; (Auto Tuning Settings) &gt; Auto Tuning</li> </ul> </li> </ul> <p>" The Auto Tuning Settings may not appear depending on the model or geographical area. Adjust the cable box or satellite box's video output resolution to 1080i or 720p.</p>
<p>The picture is distorted.</p>	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes 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 1 m) may cause noise on analogue and digital channels.</p>
<p>The colour is wrong or missing.</p>	<p>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 colour problems or a blank screen.</p>
<p>The colour is poor or the picture is not bright enough.</p>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Colour settings.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Picture Mode</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Brightness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Sharpness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Colour</li> </ul> <p>Saving Mode has been enabled.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Eco Solution &gt; Energy Saving Mode</li> </ul> <p>Try resetting the picture.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Reset Picture</li> </ul>
<p>There is a dotted line on the edge of the screen.</p>	<p>Change Picture Size to 16:9 Standard.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Picture Size Settings &gt; Picture Size &gt; 16:9 Standard</li> </ul>

<p>The picture is black and white.</p>	<p>If you are using AV or analogue equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.</p> <p>" The Component or AV input port may not be provided depending on the model or geographical area.</p> <p>Check whether Greyscale is set to On.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Greyscale</li> </ul>
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If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Centre 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 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.	<p>Set Sound Output to TV Speaker.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Sound Output</li> </ul> <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+. If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Expert Settings &gt; Digital Output Audio Format &gt; Dolby Digital+</li> </ul>
The speakers are making an odd sound.	<p>Run Start Sound Test.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Support &gt; Self Diagnosis &gt; Start Sound Test</li> </ul> <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>

## 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>Make sure the antenna cable is connected securely to the TV.</p> <p>Select</p>  <p>to confirm that the correct input source has been selected.</p> <p>If the TV is not connected to a cable box or satellite box, run Auto Tuning to search for channels.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; (Auto Tuning Settings) &gt; Auto Tuning</li> </ul> <p>" The Auto Tuning Settings may not appear depending on the model or geographical area.</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 or Auto Tuning.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; (Auto Tuning Settings) &gt; Auto Tuning</li> </ul> <p>" The Auto Tuning Settings may not appear depending on the model or geographical area.</p>
<p>There are no subtitles with digital channels.</p>	<p>Go to Subtitle and change the Subtitle Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Subtitle Settings &gt; Subtitle &gt; Subtitle Mode.</li> </ul> <p>Some channels may not have subtitle 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 programmes 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 programmes.</p>



## 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 problem	Try this!
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.	<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!
The TV cannot connect to your network or apps (for Internet compatible models only).	<p>Make sure the TV has a network connection.</p> <ul style="list-style-type: none"><li>•  &gt;  Settings &gt; General &gt; Network &gt; Network Status</li></ul> <p>Contact your Internet service provider.</p>
The wireless network connection failed.	Confirm your wireless modem/router is on and connected to the Internet.
The wireless network signal is too weak.	<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>

## The Schedule Recording/Timeshift Function Isn't Working

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

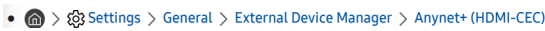

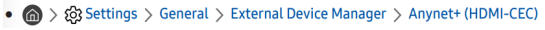
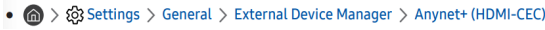
The problem	Try this!
Schedule Recording cannot be used.	Check if there is a USB device connected to the TV. Recording will automatically stop if the signal becomes too weak. Check the free space on the USB device. The function will not work if there isn't enough storage space on the USB device.

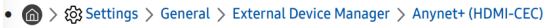
This function may not be supported depending on the model or geographical area.

## Anynet+ (HDMI-CEC) Isn't Working

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



The problem	Try this!
<p>Anynet+ does not work.</p>	<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) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p style="text-align: center;">  </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>
<p>I want to start Anynet+.</p>	<p>Move the focus to the Anynet+ device at</p> <p style="text-align: center;">  </p> <p>, press the up directional button to move to Anynet+, and then press the Select button.</p> <p>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.</p> <p style="text-align: center;">  </p>
<p>I want to exit Anynet+.</p>	<p>Set Anynet+ (HDMI-CEC) to Off.</p> <p style="text-align: center;">  </p>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<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>

<p>The Anynet+ device won't play.</p>	<p>You cannot use the play function when Start Setup is in progress.</p>
<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) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p style="text-align: center;">  </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 AV receiver.</p>	<p>Connect an optical cable to the TV and the AV 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 AV receiver that supports ARC.</p>

## I Have Trouble Launching/Using Apps

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



<b>The problem</b>	<b>Try this!</b>
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.	<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.

<b>The problem</b>	<b>Try this!</b>
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





Initialise the settings to factory defaults.

<b>Reset</b>	<b>Path</b>	<b>Description</b>
Reset Settings		Resets Picture, Sound, Broadcasting, and all other settings, except for the network settings, to the default settings.
Reset Smart Hub		Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.
Reset Picture		Resets current picture settings.
Reset Sound		Resets current sound settings.

## **Other Issues**

Use these procedures to resolve other issues that may occur.

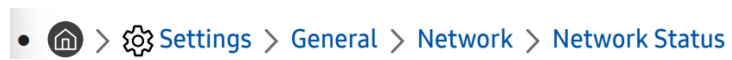
The problem	Try this!
The TV is hot.	<p>Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV. The bottom, however, may feel hot to the touch after extended use. Children watching TV need 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.</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> <ul style="list-style-type: none"> <li>•  &gt;  <a href="#">Settings</a> &gt; <a href="#">Picture</a> &gt; <a href="#">Picture Size Settings</a></li> </ul>
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 Subtitles item in the TV is greyed out.	<p>When an external device is connected with an HDMI or Component cable, the Subtitle function is unavailable. Adjust the subtitle 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.</p> <p>Signal Information is only available for digital channels.</p> <ul style="list-style-type: none"> <li>•  &gt;  <a href="#">Settings</a> &gt; <a href="#">Support</a> &gt; <a href="#">Self Diagnosis</a> &gt; <a href="#">Signal Information</a></li> </ul>
The TV is tilted to the side.	<p>Remove the base stand from the TV and reassemble it.</p>

<p>The stand is wobbly or crooked.</p>	<p>Make sure the indicator arrows on the stand and stand holder are properly aligned.</p>
<p>The remote control and/or voice control does not work.</p>	<p>The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.</p>
<p>The Broadcasting function has been deactivated.</p>	<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 box or satellite box. Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>
<p>The settings are lost after 5 minutes or every time the TV is turned off.</p>	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode</li> </ul>
<p>A POP (TV's internal banner ad) appears on the screen.</p>	<p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode</li> </ul>
<p>The TV is making a popping noise.</p>	<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>
<p>The TV is making a humming noise.</p>	<p>Your TV utilises 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>



The software update over the Internet has failed.

Check the network connection 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.