

Guide

Learn how to use various features.

Connections

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

Connection Guide

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



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

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

The connection method and available external devices may differ depending on the model.

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

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

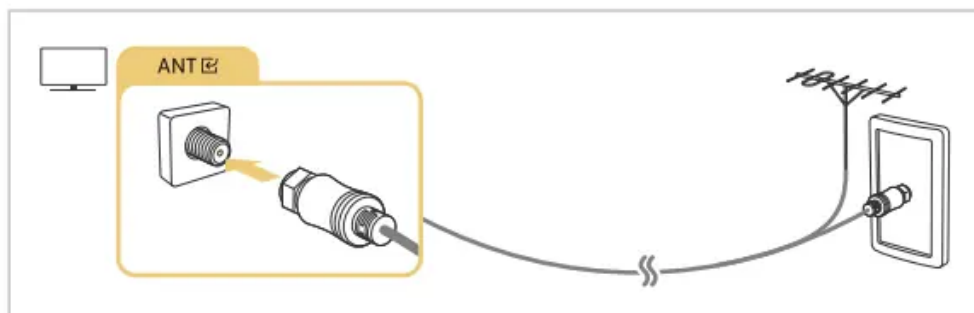


The image on your TV may differ from the image above depending on the model and geographical area.

Connecting an Antenna

You can connect a coaxial cable to your TV.

- An antenna connection is not necessary if you connect a cable box or satellite box.
- The port on your TV may differ from the following figure depending on the product model and region.



Connecting to the Internet

You can get access to the Internet through your TV.

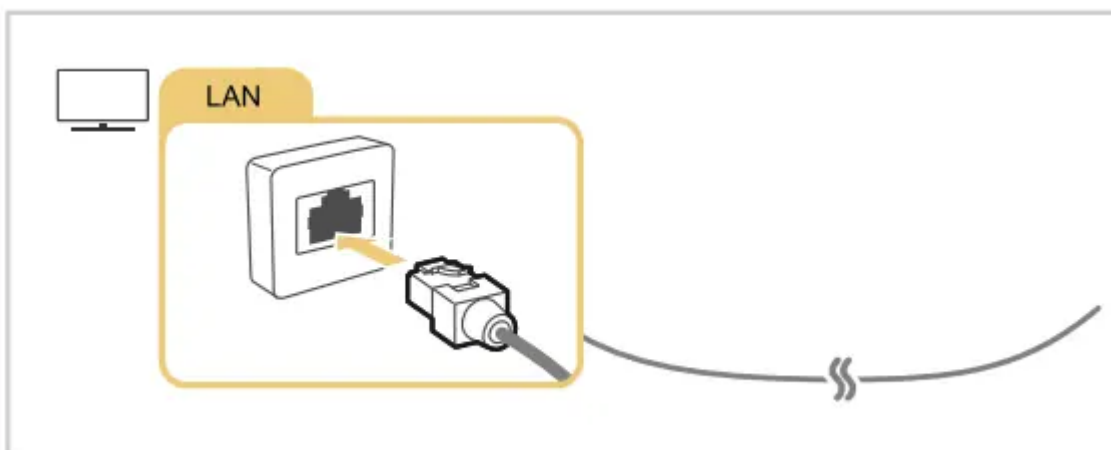
 >  **Settings > General > Network > Open Network Settings** [Try Now](#)

Configure network settings to connect to an available network.

Establishing a wired Internet connection

 >  **Settings > General > Network > Open Network Settings > Wired**

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

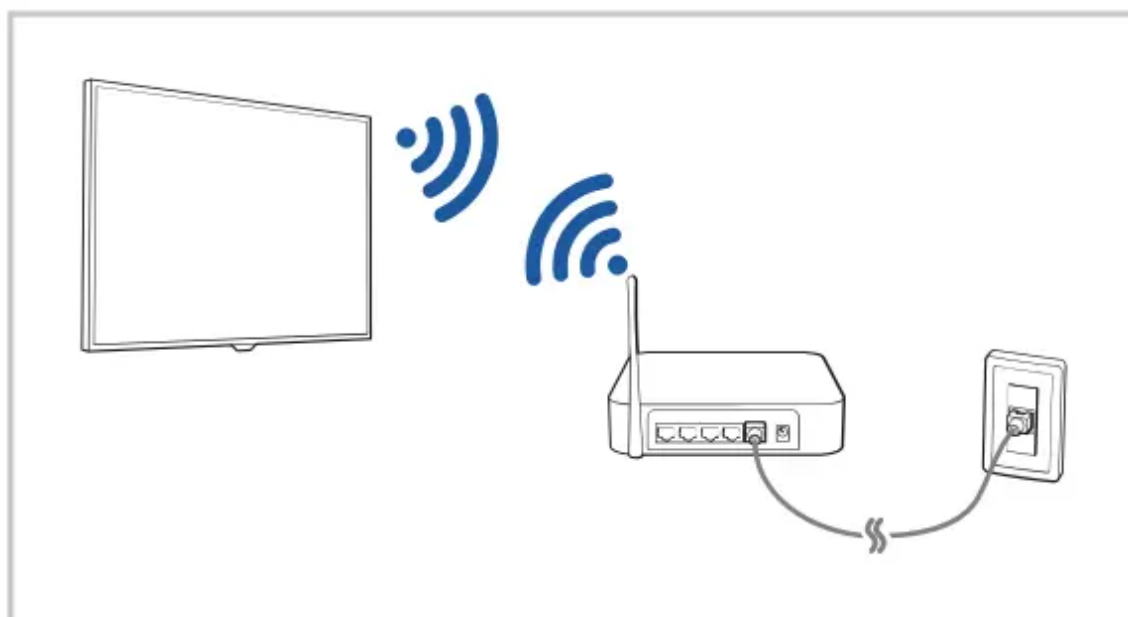


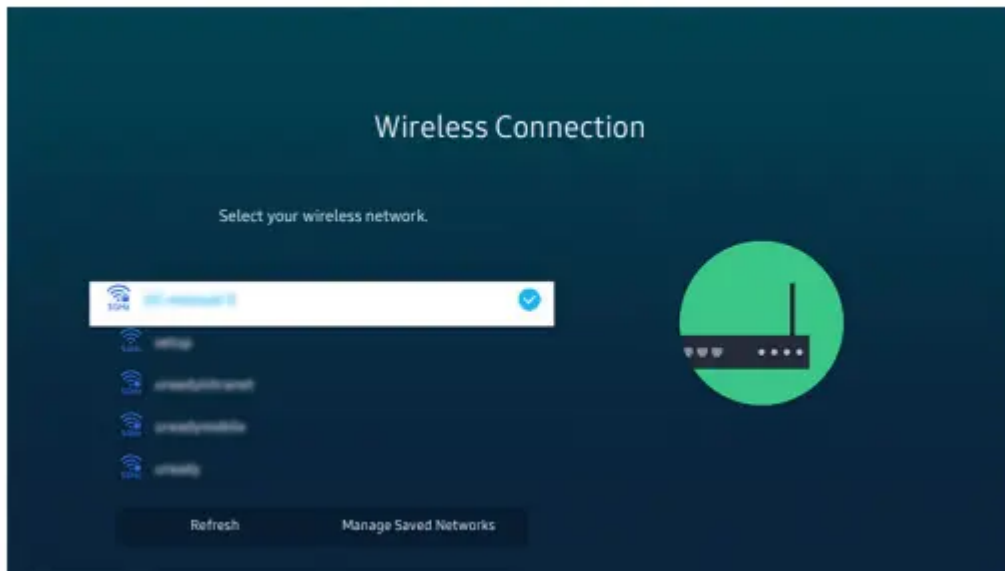
- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
- To connect a LAN cable, use a CAT 7 (*STP type) cable for the connection. (100/10 Mbps)
- Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below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

Establishing a wireless Internet connection

 >  **Settings > General > Network > Open Network Settings > Wireless**

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





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

Checking the Internet connection status

 >  **Settings > General > Network > Network Status** [Try Now](#)

View the current network and Internet status.

Resetting Your Network

 >  **Settings > General > Network > Reset Status** [Try Now](#)

Restore the network settings to the factory default.

Turning on the TV with a mobile device

 >  **Settings > General > Network > Expert Settings > Power On with Mobile**

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

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

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

Connecting an IP control device to the TV

 >  [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 authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.
- This function may not be supported depending on the model.

Allowing to connect a wireless network

 >  [Settings > General > Network > Expert Settings > Wi-Fi](#)

You can enable the connection to Wi-Fi.

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



Changing the name of the TV




 >  [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.

Screen Sharing (Smart View) with your Mobile Device

[You can watch the screen of your mobile device on the TV screen through Smart View, Tap View or Multi View.](#)

For information on how to share the screen with your mobile device, refer to  >  [Source > Connection Guide > Smartphone Screen Sharing \(Smart View\)](#).

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the  button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to  >  [Source > Connection Guide > Smartphone > Apple AirPlay](#).
- This function may not be supported depending on the model or geographical area.
- The screen sharing function (Smart View/Apple AirPlay) on your mobile device appears on Multi View of the TV or the screen on your mobile device).
- This function may not be supported depending on the model or geographical area.

Using Tap View

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

- This function may not be supported depending on the model.
- This function is available in Samsung mobile devices with Android 8.1 or higher.
- Music Wall screen is a function that allows you to enjoy music along with visual video effects that change according to the genre and beat of the music.

1. Enable [Tap View](#) on your mobile device.

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

2. Turn on the screen of your mobile device.

3. Tap your mobile device on the TV. The TV screen switches to [Multi View](#), [Music Wall](#), or mobile device's screen.

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

4. Watch [Multi View](#), [Music Wall](#), or mobile device's screen on the TV screen.

- The displayed TV screen may differ depending on the model.
- This function enables Screen/Sound Mirroring by detecting vibrations generated when you tap the mobile device on the TV.
- Be sure to tap away from the TV screen and bezel corners. It may scratch or break the TV or mobile device screen.
- We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV.

Enabling Tap View

Enable [Tap View](#) in the SmartThings app.

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

1. Launch the SmartThings app on your mobile device.

2. Select Settings (☰ > ⚙️) in SmartThings app on your mobile device.

3. Set Tap View to on.

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

Mobile Screen Viewing in Multi View

When you start screen sharing with a mobile device ([Smart View](#) / [Apple AirPlay](#) / [Tap View](#)), the TV screen switches to the [Multi View](#) or mobile device's screen. Watch multiple contents at the same time with the [Multi View](#) screen.

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

Connection Cables for External Devices

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

HDMI to HDMI



Each cable simultaneously transmits digital video and audio signals from an external device to the HDMI port on the TV.

Cables are divided into various types according to the types of input or output ports on external devices.

HDMI to MINI HDMI



HDMI to Micro HDMI



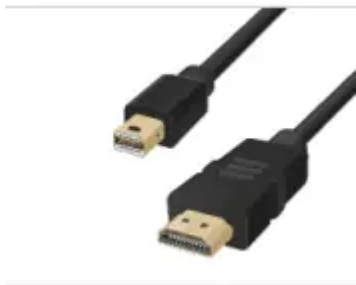
HDMI to USB Type-C



HDMI to DisplayPort



Mini DisplayPort to HDMI



DVI to HDMI



Optical



DVI to HDMI cables can transmit only digital video signals and not audio signals. We recommend that you use HDMI to HDMI cables.



Optical cables are used to transmit audio signals to external speakers with low signal loss. Optical cables can't transmit video signals.

Component



Component cables transmit analogue signals.

The video signal is separated and transmitted to the red, green, and blue terminals to provide HD (1080i) pictures. The audio signal is transmitted to the red and white terminals.

Composite



Composite cables transmit analogue signals.

The video signal is transmitted to the yellow terminal, and the audio signal is transmitted to the red and white terminals.

Switching between external devices connected to the TV

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

 >  **Source** Source

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

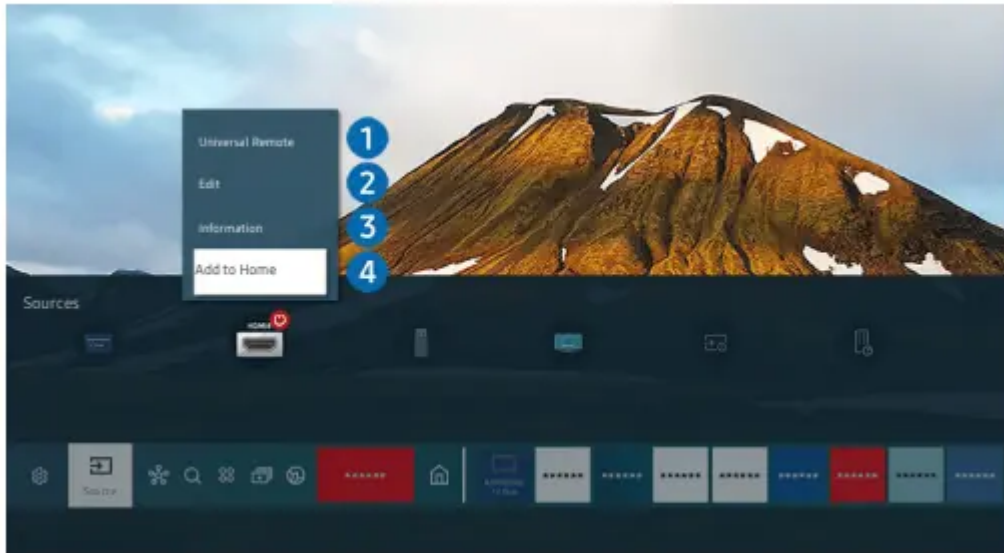
- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can configure universal remote control for the device automatically. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote.](#)"
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

- This function may not be supported depending on the device and geographical area.

Editing the name and icon of an external device

 >  **Source**

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



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

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available:
 - Available functions may differ depending on the port type.

1. Universal Remote

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

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

2. Edit

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

3. Information

You can view detailed information about an external device.

4. Add to Home

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

Using additional functions

You can use the following features on the Source screen.

- [PC on TV](#)

Use the TV to access your PC via remote PC or Screen Sharing (Wireless).

For more information, refer to "Using PC on TV."

- [Connection Guide](#)

Displays device connection instructions.

For more information, refer to "Connection Guide."

- [Remote Key Guide](#)

You can view how to use the remote control.

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

- [Universal Remote](#)

Lets you register external devices to your Samsung remote control and control them using the Remote.

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

For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

Connection Notes

When connecting an external device, note the following:

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

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.

- Using a non-certified HDMI cable may result a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.
 - This function may not be supported depending on the model.

Connection notes for audio devices

- For better audio quality, it is good to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting automatically changes to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following

This function may not be supported depending on the model.

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

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

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

Select **Optical** on the **Sound Output** menu. (Settings Sound Sound Output).

Refer to the sound bar's user manual when connecting it to the TV.

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

Connection notes for computers

- For the resolutions supported by the TV, refer to "[Read Before Connecting a Computer \(Supported Resolutions\)](#)."

- If you want to connect your PC and TV wirelessly, both of them must be connected to each other on the same network.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.









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/AU9 Series or higher/The Frame)

[Learn about the buttons on the Samsung Smart Remote.](#)



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

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









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





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

About the Samsung Smart Remote (AU8 Series)

[Learn about the buttons on the Samsung Smart Remote.](#)





Button	Description
 (Power)	Press to turn the TV on or off.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.

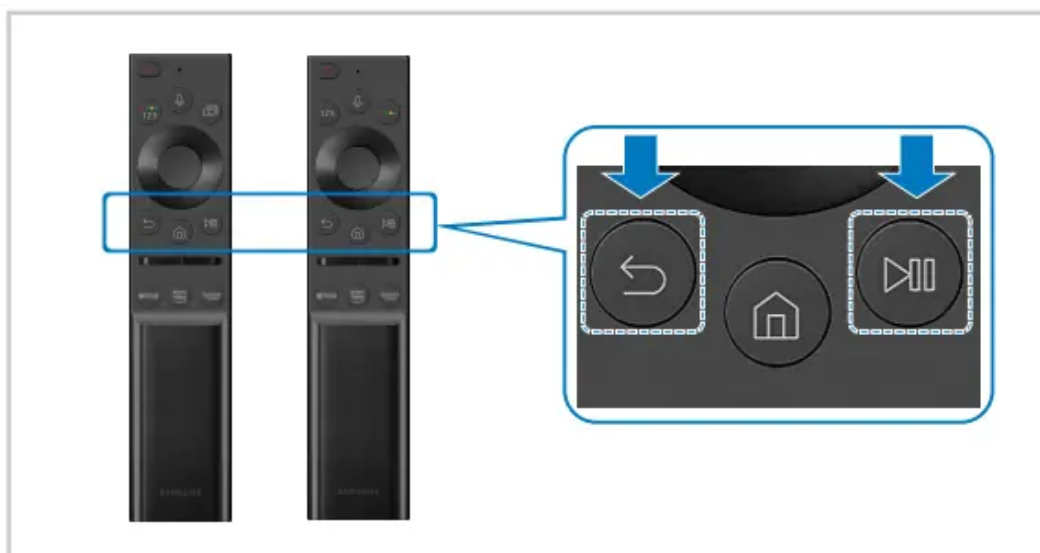
Button	Description
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.

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

Connecting the Samsung Smart Remote to the TV

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

When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the front of the TV, and then press  and  hold the and buttons simultaneously for 3 seconds or more.



- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- For more information about the Samsung Smart Remote, refer to "[About the Samsung Smart Remote \(QLED TV/AU9 Series or higher/The Frame\).](#)"
- For more information about the Samsung Smart Remote that comes with AU8 Series, refer to "[About the Samsung Smart Remote \(AU8 Series\) .](#)"

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

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

 >  [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.

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

- This function may not operate properly depending on the TV installation environment and the features of external devices.

Using Anynet+ (HDMI-CEC)

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

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

Connecting an external device through Anynet+ and using their menus

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

1. Set **Anynet+ (HDMI-CEC)** to **On**.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device.

The device is automatically connected to the TV. After the connection process is finished, you can access the menu of the connected device using your TV remote and control the device.

The connecting process can take up to 2 minutes to complete.

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

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI-CEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and when those devices are either in standby mode or turned on.
- Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters.
- Anynet+ (HDMI-CEC) can control only one home theater system.
- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.

- If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control.



Controlling the TV with a Keyboard, Mouse, or Gamepad

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

 >  [Settings > General > External Device Manager > Input Device Manager](#) [Try Now](#)

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

Connecting a USB keyboard, mouse, or gamepad

- Plug the keyboard, mouse or gamepad cable into the USB port.
- If you connect a mouse, it is available only in the Internet app and PC on TV function.
- XInput USB gamepads are supported.
- For more information, refer to Input Device in Connection Guide ( >  [Source > Connection Guide > Input Device](#)).

Connecting a Bluetooth keyboard, mouse, or gamepad

 >  [Settings > General > External > Device Manager > Input Device Manager > Bluetooth > Device List](#)

- If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.
- If you connect a mouse, it is available only in the Internet app.
- For more information, refer to the Bluetooth device's user manual.
- This function may not be supported depending on the model or geographical area.

Setting up the input devices

 >  [Settings > General > External Device Manager > Input Device Manager](#)

- [Keyboard Settings](#)

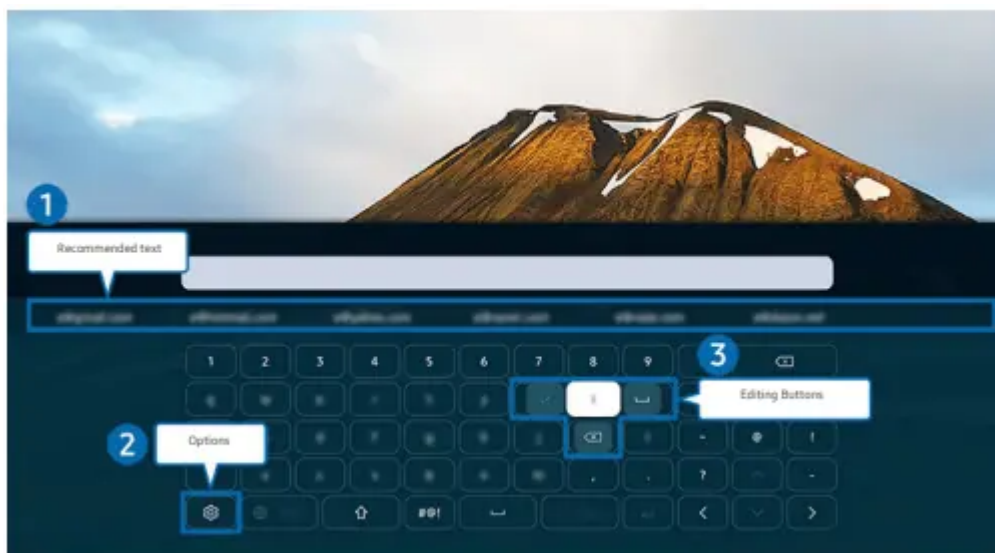
You can set up the keyboard with the Keyboard Language and Keyboard Type functions.

- [Mouse Settings](#)

You can set up the mouse with the Primary Button and Pointer Speed functions.

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV.




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

1. Recommended text

When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

2. Options

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


The options available may differ depending on the function running currently.

- Recommended text
- Reset Recommended Text Memory
- Show Editing Buttons
- Language

3. Editing Buttons

By selecting any of pop-up Editing Buttons after entering characters on the virtual keyboard, you can quickly perform the editing function.

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

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

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

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

Smart Features

You can enjoy various apps with Smart Hub.





Using Smart Hub

View descriptions of Smart Hub's basic functions.

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

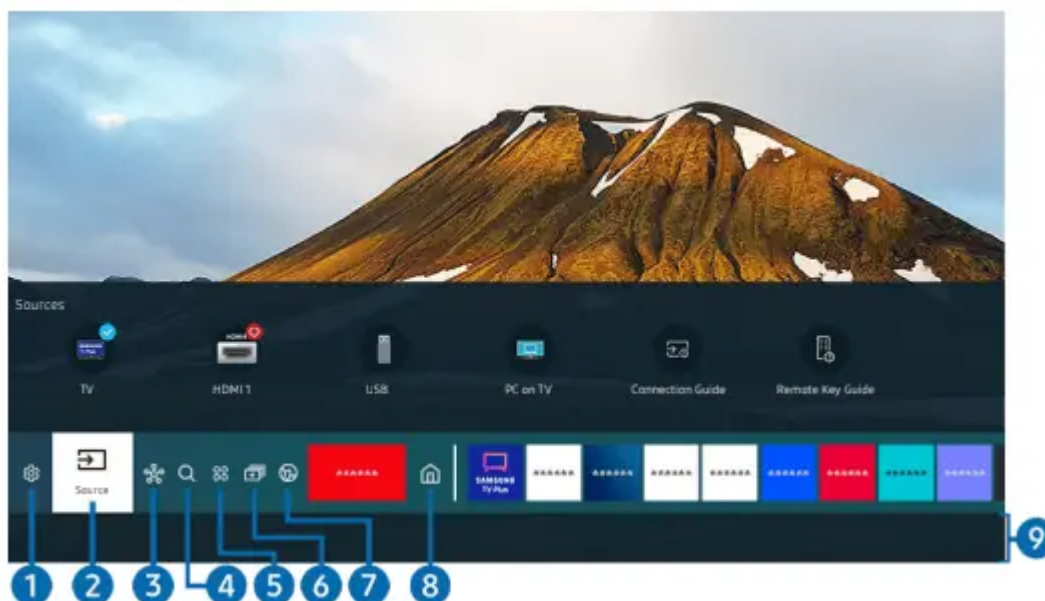
Some Smart Hub services are paid services.

To use Smart Hub, the TV must be connected to the Internet.

- Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
- Smart Hub service outages can be caused by disruptions in your Internet service.
- To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information.
- Without giving consent, you cannot use the additional features and services. You can view the entire text of the [Terms & Privacy](#) by navigating to  >  [Settings > Terms & Privacy](#). [Try Now](#)
- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select [Reset Smart Hub](#) ( >  [Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub](#)).

Displaying the Home Screen

Press the  button.



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

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

1. Settings

When the focus is moved to [Settings](#), a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

- [e-Manual](#)

You can open the user manual embedded in your TV.

- [Intelligent Mode](#)

In Intelligent Mode, the TV recognizes and analyzes the surroundings, noise, content, and usage patterns to provide the best viewing experience. To turn Intelligent Mode on or off, press the Select button. To set detailed options, press the up directional button, and then select Intelligent Mode Settings.

- This function is supported only in QLED TV (except for Q6*A/Q5*A Series) and The Frame.
- For more information, refer to "[Using Intelligent Mode.](#)"

- [Picture Mode](#)

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

- [Sound Mode](#)

You can select a sound mode to optimize your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the up directional button, and then select Equalizer Setup.

- [Sound Output](#)

You can select which speakers the TV uses for audio output. To change the audio output, press the Select button. To connect to a Bluetooth speaker, press the up directional button, and then select [Bluetooth Speaker List](#).

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

- [Game Mode](#)

You can set the [Game Mode](#) to optimize the TV screen for better gaming performance. To turn [Game Mode](#) on or off, press the Select button. To set the detailed options, press the up directional button, and then select [Go to Game Mode Settings](#).

- For more information, refer to "Setting the Viewing Environment for External Devices."
- This function is only available when an external input source is being used.

- [Caption](#)

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

- [Sleep Timer](#)

You can turn off the TV automatically at a specific time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the up directional button, and then select Set Up Off Timer.

- [Network](#)

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

- [Color Tone](#)

You can select a color tone suitable for your viewing preferences. To change to a color tone that you want, press the Select button.

- [Picture Clarity](#)

You can optimize pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the up directional button, and then select Picture Clarity Settings.

- [Digital Output Audio Format](#)

You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI eARC) for external devices that support the Dolby Digital+ format.

- [On Timer](#)

You can set On Timer to turn on the TV automatically at a specific time. On Timer is only available if the Clock has been set.

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

- [Off Timer](#)

You can set Off Timer to shut off the TV automatically at a specific time. Off Timer is only available if the Clock has been set.

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

- [Device Care](#)

You can run Device Care to diagnose and optimize your TV. Device Care can also check and optimize the TV's storage. If any problem is found, the TV needs technical support.

- [All Settings](#)

Display the [Settings](#) menu.

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

2. [Source](#)

You can select an external device connected to the TV.

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

3. [SmartThings](#)

This function allows the TV to connect and control the detected devices in the same space.

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

4. [Search](#)

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

- To use this feature, the TV must be connected to the Internet.
- This function may not be supported depending on the model.

5. [Apps](#)

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

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




6. Multi View

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

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


7. Ambient Mode

You can enhance your living space with decorative content that matches the surroundings or view essential real-time information, such as weather, time, and news, on the TV screen when you are not watching TV.

To return to the TV mode, press the  button in **Ambient Mode**. To shut off the TV, press the  button. In case of any The Frame model, press and hold the  button.

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

8. Home

This menu appears first when you press the  button. Then you can quickly access [Samsung Account](#), [Notification](#), or [Privacy Choices](#).

- The available features may differ depending on the model or geographical area.

- [Samsung Account](#)

Go to the [Samsung Account](#) screen to create a new account or sign out of your account.

- For more information, refer to "[Using a Samsung account](#)."

-  [Notification](#)

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to schedule viewing, schedule recording, or when an event occurs on a registered device.

If you move the focus to [Notification](#), and then press the Select button, a notification window appears on the right and the following functions are available:

-  [Delete All](#)

You can delete all your notifications.

-  [Settings](#)

You can select services you want to be notified about.

When you select [Allow sound](#), notifications are displayed with a notification sound.

- [Privacy Choices](#)

You can view and set the privacy policy for Smart Hub and various other services.

9. Universal Guide

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

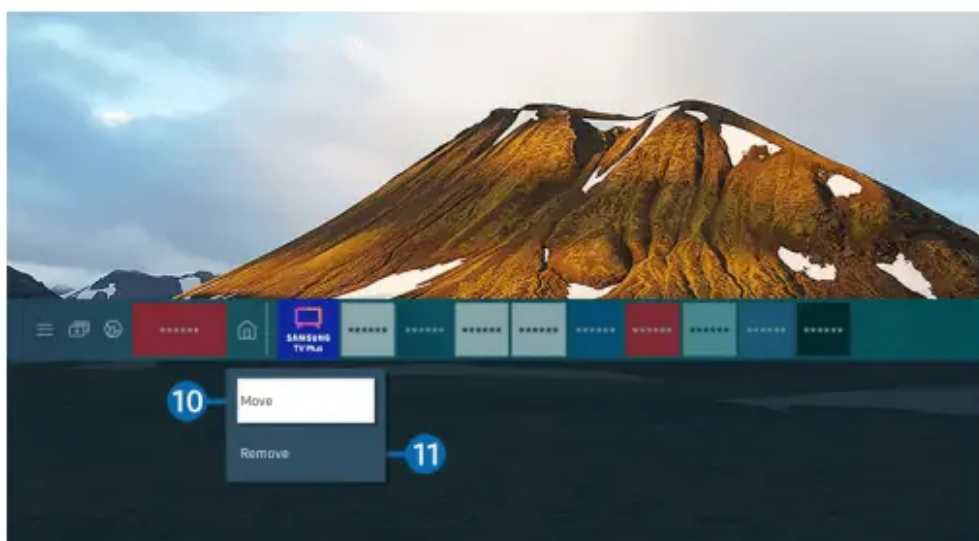
You can use this feature on your mobile device with the Samsung SmartThings app.

- To access Universal Guide, press the down directional button on the remote control in Home Screen.
- To enjoy the content from these apps on your TV, they must be installed on the TV.
- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

Art

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

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



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

10. 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.

- In the region that does not support the Universal Guide, press the down directional button on the remote control.

11. 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.

- In the region that does not support the Universal Guide, press the down directional button on the remote control.
- You can add the apps you want to use often to the Home Screen using Apps. To add your favorite apps to the Home Screen, refer to "[Managing installed apps.](#)"

Launching Smart Hub automatically

 >  **Settings > General > Smart Features > Autorun Smart Hub** 

When you set **Autorun Smart Hub** to on, the TV displays the Home Screen automatically when you turn the TV on. You can turn this function on or off. Press the Select button at the current menu.

Launching the last used app automatically

 >  **Settings > General > Smart Features > Autorun Last App** 

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

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

Launching Samsung Business TV app automatically

 >  **Settings > General > Smart Features > Autorun Samsung Business TV App**

If **Autorun Samsung Business TV App** is set to **On**, **Samsung Business TV** app is automatically run when you turn on the TV. You can also turn this function on or off. Press the Select button at the current menu. To use the **Samsung Business TV** app on your TV, install the app from Google Play Store or App Store. Use the **Samsung Business TV** app by following the screen instructions on the mobile device.

- When **Autorun Samsung Business TV App** is set to **On** while **Autorun Last App** is turned On, the Samsung Business TV app runs automatically when your TV is turned on.

- This is available in Android 6.0/iOS 9.0 or higher.
- The [Samsung Business TV](#) app on the Home Screen is installed automatically after you consent to the service agreement and the collection and use of personal information.
- This function may not be supported depending on the model or geographical area.



Automatic casting in Multi View

 >  [Settings > General > Smart Features > Autorun Multi View Casting](#)

When you cast content on your mobile device by using YouTube, it automatically appears in Multi View. You can turn on or off the function by pressing the Select button.



- It is available on the screen for any broadcast, external device, or app that supports Multi View.
- This function may not be supported depending on the model.

Testing Smart Hub connections

 >  [Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test](#) [Try Now](#)

Resetting Smart Hub

 >  [Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub](#) [Try Now](#)

- You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in  >  [Settings > General > System Manager > Change PIN](#).
- [Change PIN](#) 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, view the FAQ section or contact the Samsung Call Center.

Picture Issues

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

Testing the picture








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

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

Flickering and Dimming

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

Disable [Brightness Optimization](#), [Brightness Reduction](#), [Motion Lighting](#), or [Contrast Enhancer](#).

-  >  [Settings > General > Power and Energy Saving > Brightness Optimization](#)
-  >  [Settings > General > Power and Energy Saving > Brightness Reduction](#)
-  >  [Settings > General > Power and Energy Saving > Motion Lighting](#)
-  >  [Settings > Picture > Expert Settings > Contrast Enhancer](#)

Run [Picture Test](#). When the tested image quality is normal, check the signal of the connected device.

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

Component Connections and Screen Color

If the color on your TV screen is not correct or the black and white colors are off, run [Picture Test](#).

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

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

When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.





When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.

For more information about how to connect an external device, run [Connection Guide](#).

-  >  [Source > Connection Guide](#)

Screen Brightness

If the screen appears too dim, try changing the settings under [Reset Picture](#) or disabling [Brightness Optimization](#).

-  >  [Settings > Picture > Expert Settings > Reset Picture](#)
-  >  [Settings > General > Power and Energy Saving > Brightness Optimization](#)

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

-  >  [Settings > Picture > Expert Settings > Contrast](#)

-  >  [Settings > Picture > Expert Settings > Brightness](#)
-  >  [Settings > Picture > Expert Settings > Sharpness](#)
-  >  [Settings > Picture > Expert Settings > Color](#)
-  >  [Settings > Picture > Expert Settings > Tint \(G/R\)](#)

Blurring, or Juddering

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

-  >  [Settings > Picture > Expert Settings > Picture Clarity Settings](#)

Unwanted Powering Off

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

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

-  >  [Settings > General > System Manager > Time > Sleep Timer](#)

If the [Sleep Timer](#) has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.

-  >  [Settings > General > Power and Energy Saving > Auto Power Off](#)
-  >  [Settings > General > System Manager Time > Off Timer](#)

Problems Powering On

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

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

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

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

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

Unable to find a Channel

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

-  >  [Settings > Broadcasting > Auto Program](#)

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

-  >  [Source > Connection Guide](#)

When the symptom persists, contact your service provider.

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

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

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

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

-  >  [Source > Connection Guide > Video Device > HDMI](#)

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

For more information about the supported UHD resolutions, refer to "[Supported Resolutions for UHD Input Signals](#)."

For more information about the supported 8K resolutions, refer to "[Resolutions for Input Signals supported by 8K models \(QN7**A series or higher\)](#)."

Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.

When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

The picture is distorted

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

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

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

The color is wrong or missing

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

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

The color is poor or the picture is not bright enough

Go to [Picture](#) and then adjust the [Picture Mode](#), [Brightness](#), [Sharpness](#), and [Color settings](#).

-  >  [Settings > Picture > Picture Mode](#)
-  >  [Settings > Picture > Expert Settings > Brightness](#)
-  >  [Settings > Picture > Expert Settings > Sharpness](#)
-  >  [Settings > Picture > Expert Settings > Color](#)

See if [Brightness Reduction](#) has been enabled.

-  >  [Settings > General > Power and Energy Saving > Brightness Reduction](#)

Try resetting the picture.

-  >  [Settings > Picture > Expert Settings > Reset Picture](#)

There is a dotted line on the edge of the screen

Change Picture Size to 16:9 Standard.

-  >  [Settings > Picture > Picture Size Settings](#)

Change the output resolution of your external device.

The picture is black and white

Check whether Grayscale is set to On.

-  >  [Settings > General > Accessibility > Grayscale](#)

The picture won't display in full screen

HD channels will have black bars on either side of the screen when displaying upscaled SD content.

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

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

-  >  [Settings > Picture > Picture Size Settings > Picture Size](#)

The Caption function in the TV menu is deactivated

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

Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

-  >  [Settings > General > Accessibility > Caption Settings > Caption](#)

The HDR of the connected external device turns off

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

-  >  [Settings](#) > [General](#) > [External Device Manager](#) > [Input Signal Plus](#)

The TV remains on or does not turn on automatically.

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

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

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

-  >  [Art](#) > [Settings](#) > [Motion Detector](#)

[Motion Detector](#) may not be supported depending on the model or geographical area.

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 Information or refer to the external device's user manual.

Sound and Noise Issues

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

Testing the sound

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

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

How can I connect an audio device to the TV?

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

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

-  >  [Source](#) > [Connection Guide](#) > [Audio Device](#)

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

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

Check the cable connection between an external device and the TV and then try cable connection again.

The picture is good but there is no sound.

Set [Sound Output](#) to [TV Speaker](#).

-  >  [Settings > Sound > Sound Output](#)

If you are using an external device, check the device's audio output option.

For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.

To listen to computer sound, connect an external speaker to the computer's audio output connector.

If your TV has a headphone jack, make sure there is nothing plugged into it.

Reboot the connected device by disconnecting and then reconnecting the device's power cable.

With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

No sound is heard.

Check whether [Digital Output Audio Format](#) is set to [Pass-Through](#).

If you select the Pass-Through option to use an AV receiver that does not support [Dolby Digital+](#), no sound is output with Dolby Digital+ content.

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

-  >  [Settings > Sound > Expert Settings > Digital Output Audio Format > Auto](#)

The speakers are making an odd sound.

Run [Sound Test](#).

-  >  [Settings > Support > Device Care > Self Diagnosis > Sound Test](#)

Make sure that the audio cable is connected to the correct audio output connector on the external device.

For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions.

-  >  [Settings > Support > Device Care > Self Diagnosis > Signal Information](#)

The sound is interrupted.

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

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

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

Whenever a function is used on the TV or the channel is changed, the TV voices the activity.

The TV explains in voice-over the video scenes displayed on the screen.

Turn off the Voice Guide function in Voice Guide Settings.

-  >  [Settings](#) > [General](#) > [Accessibility](#) > [Voice Guide Settings](#) > [Voice Guide](#)

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

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

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

The sound is not heard clearly.

Change to an appropriate sound mode.

-  >  [Settings](#) > [Sound](#) > [Sound Mode](#)

When [Intelligent Mode](#) and [Adaptive Sound+](#) are turned on, the sound effects are automatically adjusted to the surroundings.

-  >  [Settings](#) > [General](#) > [Intelligent Mode Settings](#) > [Intelligent Mode](#)

This function may not be supported depending on the model.



To optimize the sound depending on the surroundings, select [Adaptive Sound+](#).

-  >  [Settings](#) > [General](#) > [Intelligent Mode Settings](#) > [Adaptive Sound+](#)

This function may not be supported depending on the model.

The volume of the external device cannot be adjusted.

Check the cable connection between the TV and the external device.

When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the  >  [Settings](#) > [General](#) > [External Device Manager](#) > [Anynet+ \(HDMI-CEC\)](#) is active on your TV.

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

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

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

Channel and Broadcast Issues

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

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

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



-  >  [Source](#) > [Sources](#)

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

The TV is not receiving all channels.

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

Run [Reset](#) or [Auto Program](#).

-  >  [Settings](#) > [General](#) > [Reset](#)
-  >  [Settings](#) > [Broadcasting](#) > [Auto Program](#)

The captions are not provided on a digital channel.

When watching channels with the antenna cable connected, run [Caption Settings](#).

-  >  [Settings](#) > [General](#) > [Accessibility](#) > [Caption Settings](#)

Some channels may not have caption data.

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

Broadcasting is deactivated.

[Broadcasting](#) is only available when Source is set to TV.

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

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

External Device Connectivity Issues

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

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio.

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

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

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

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

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

-  >  [Source > Connection Guide > PC > Screen Sharing \(Wireless\)](#)

Confirm that the TV and your PC are connected to the same network.

To wirelessly connect the TV to your mobile device, read the instructions at [Smartphone > Screen Sharing \(Smart View\)](#) in [Connection Guide](#), and then try to connect.

-  >  [Source > Connection Guide > Smartphone > Screen Sharing \(Smart View\)](#)

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

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

For more information about how to connect an external device, run [Connection Guide](#).

-  >  [Source > Connection Guide](#)

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

-  >  [Source > Sources](#)

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

-  >  [Source > Connection Guide > Video Device > HDMI Troubleshooting](#)

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

I want to connect to a Bluetooth speaker.

For more information on how to connect a Bluetooth speaker, see [Audio Device > Bluetooth](#) in [Connection Guide](#).

-  >  [Source > Connection Guide > Audio Device > Bluetooth](#)

The PC screen does not appear or it flickers.



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

-  >  [Settings > General > External Device Manager > Input Signal Plus](#)

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

Network Issues

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

 >  [Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test](#) [Try Now](#)

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

Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.

Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Enter the correct password if required.

If the wireless connection fails, connect the TV to the access point via a LAN cable.

If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

Wired network connection failed.

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

Auto IP configuration failed. Unable to connect to the network.

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.

If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.

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

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

-  >  [Settings > General Network > Network Status > IP Settings](#)

Network setup is completed, but unable to connect to the Internet.

If the problem persists, contact your Internet service provider.

Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

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

Anynet+ does not work.

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

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

Check the cable connections of the Anynet+ device.

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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

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

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

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

Move the focus to the Anynet+ device at Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.

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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

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

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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

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

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

You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.

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

The Anynet+ device won't play.

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

The connected device is not displayed.

Check whether the device supports Anynet+.

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

Check whether the HDMI cable is properly connected.

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

-  >  [Settings > General > External Device Manager > Anynet+ \(HDMI-CEC\)](#)

Scan for Anynet+ devices again.



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

Remote Control Issues

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



The remote control does not work.

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

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

Pairing is not available in AU7/TU7/BEA series.

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

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

External devices cannot be operated with the TV remote control.

Check the cable connection between the TV and external devices.

When the symptom persists, set it manually in  >  [Source > Universal Remote](#).

Recording Issues

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

The Timeshift or recording function cannot be used.

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

Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device.

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

Before using the recording function, be sure to read all precautions. For more information, refer to "[Before Using the Recording and Timeshift Functions.](#)"

Cannot record videos received from an external device or [Samsung TV Plus](#).

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

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

To use the recording function, the storage device connected to the TV must have been already formatted.

Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

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

The recorded files on the TV can only be played back on the same TV. Those video files cannot be played back on a PC or other TV.

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

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

Apps

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

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

Languages supported by an app may be different from the TV Language set in the menu.

The ability to change the language depends on the app's provider.

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

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

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

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

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

Turn off the Autorun Smart Hub function in Smart Features.

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

Media Files

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

Some files are interrupted during playback.

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

Some files can't be played.

Some files that use an unsupported codec may not be played back.

Make sure that the codec is supported by the TV. For more information, refer to "[Read Before Playing Photo, Video, or Music Files.](#)"

Voice Assistant Issues

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






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

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

The voice commands do not work well.

Voice commands may differ depending on the Voice Assistant.

Refer to the command examples for each Voice Assistant.

- [Bixby](#)  : [Explore Now](#)
- [Amazon Alexa](#):  >  [Settings](#) > [General](#) > [Voice](#) > [Amazon Alexa Settings](#)
- [Google Assistant](#):  >  [Settings](#) > [General](#) > [Voice](#) > [Google Assistant Settings](#)

Bixby or Alexa answers automatically.

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

Turn off the [Voice Wake-up](#) function or set the [Wake-Up Sensitivity to Low](#).

-  [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#)

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

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



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

Turn on the Voice Wake-up function.



-  [Explore Now](#) > [Settings](#) > [Voice Wake-up](#)

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

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

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

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

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

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

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

I want to see weather information of the desired area.

Say with the area name included.

Other issues

[Use these procedures to resolve other issues that may occur in relation to the product.](#)

The TV is hot.

Watching TV for an extended period of time causes the panel to generate heat.

The heat from the panel is dissipated through internal vents running along the top of the TV.

The bottom, however, may feel hot to the touch after extended use.

Children watching TV need constant adult supervision to prevent them from touching the TV.

This heat, however, is not a defect and does not affect the TV's functionality.

The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

Change [Usage Mode](#) to [Home Mode](#).

-  >  [Settings > General > System Manager > Usage Mode](#)

The TV is tilted to the side.

Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

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

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

Change [Usage Mode](#) to [Home Mode](#).

-  >  [Settings > General > System Manager > Usage Mode](#)

The TV is making a popping noise.

The expansion and contraction of the TV's outer casing may cause a popping noise.

This does not indicate a product malfunction.

The TV is safe to use.

The TV is making a humming noise.

Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV.

Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.

Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

The software update over the Internet has failed.

Check the network connection status.

-  >  [Settings > General Network > Network Status](#)

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

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

The TV narrates the screen events in voice-over.

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

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

Diagnosing TV operational issues

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

 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) [Try Now](#)

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

- [Video Test](#)
- [Picture Test](#)
- [Sound Test](#)
- [HDMI Troubleshooting](#)
- [Signal Information](#)
- [Smart Hub Connection Test](#)
- [Reset Smart Hub](#)

Cannot select [Signal Information in Self Diagnosis](#).

Verify that the current channel is a digital channel.

[Signal Information](#) is only available for digital channels.

-  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#)

Reset Smart Hub

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

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

Reset picture

Resets current picture settings to the default settings.

-  >  [Settings](#) > [Picture](#) > [Expert Settings](#) > [Reset Picture](#)

Reset sound

Resets current sound settings to the default settings.

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


Getting Support

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

Getting support through Remote Management

> [Settings](#) > [Support](#) > [Remote Management](#)


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

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

Finding the contact information for service

> [Settings](#) > [Support](#) > [About TV](#)

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

- You can also view information by scanning the QR code of your TV.
- You can also start this function by pressing and holding the  button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

Requesting service

> [Settings](#) > [Support](#) > [Device Care](#) > [Request Support](#)

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to Next, and then press the Select button. Select [Request Now > Send](#) or [Schedule Appointment > Request > Send](#). Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

- You must agree to the terms and conditions for the service request.
- This function may not be supported depending on the geographical area.
- This function requires an Internet connection.

FAQ

In this section, you'll find the answers to the e-Manual questions we get asked about most often.

The TV Screen does not Display Properly

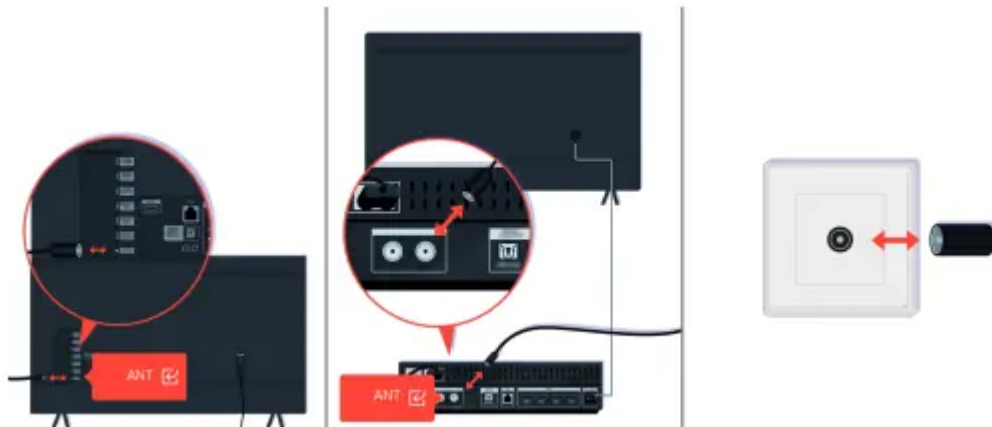
When the TV screen does not look right, you can check if the issue is caused by the product or the broadcasting signal and cables.

When the TV screen does not display properly

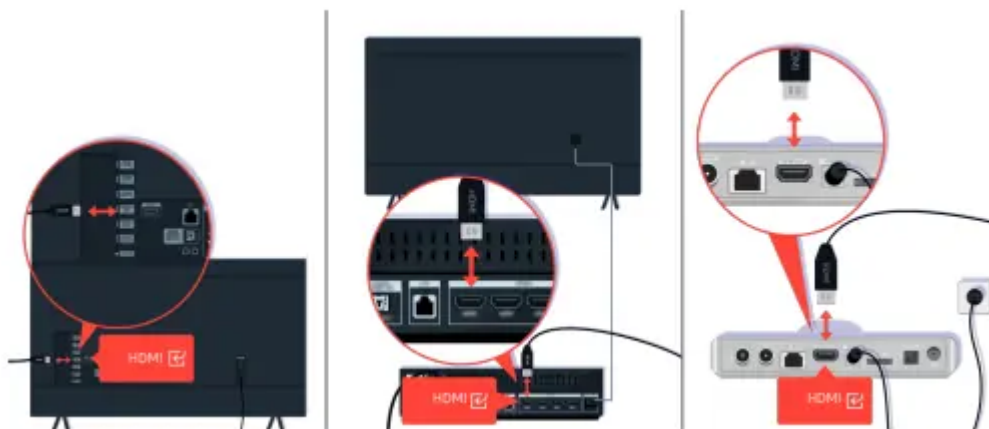
The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



Check the antenna and input cable connections.



Check the antenna and input cable connections.



Check the antenna and HDMI cable connections.



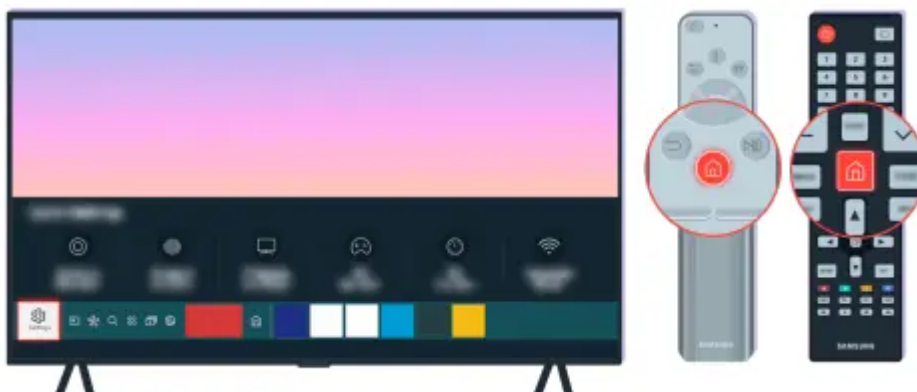
If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots, fixed horizontal, or vertical lines.




Try changing channels using the remote control.

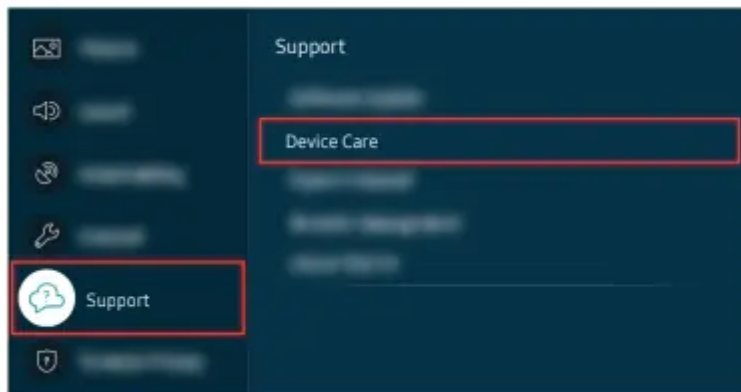


Press the  button, select **Source**, choose another input source.

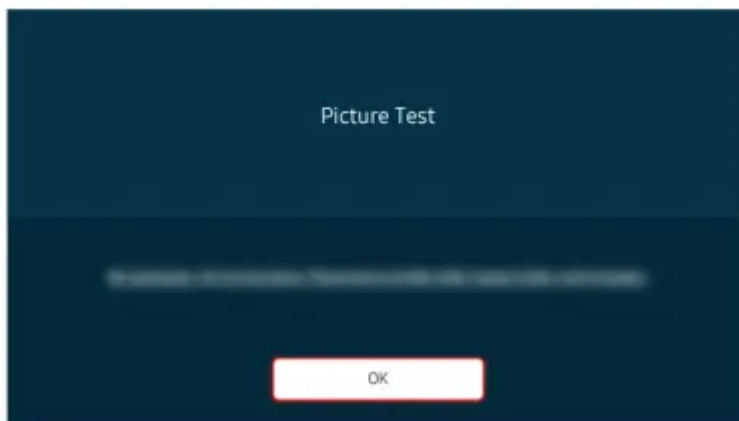


If the same problem persists, run a diagnostic test. On the remote control, press the  button.

Select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#).



Select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#).




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

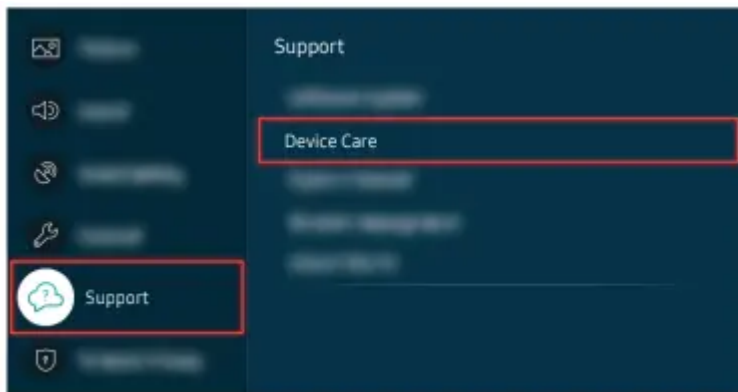


When a message appears, select **OK** and follow the on-screen instructions to complete the test.



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

Select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#) to check the signal strength.




Select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#) to check the signal strength.



Check whether the signal strength is too weak or not.

Related menu path

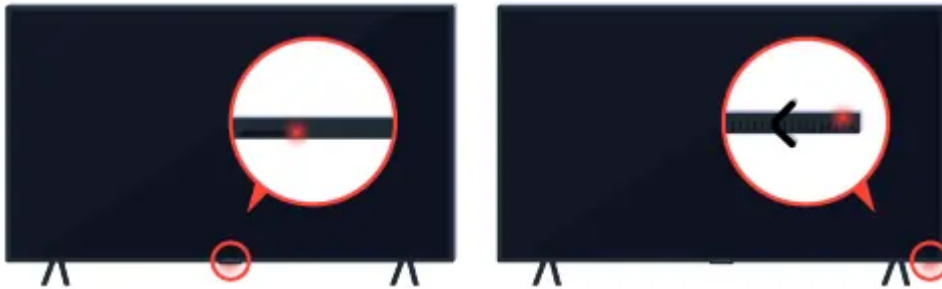
 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Picture Test](#) [Try Now](#)

The TV does not Turn On

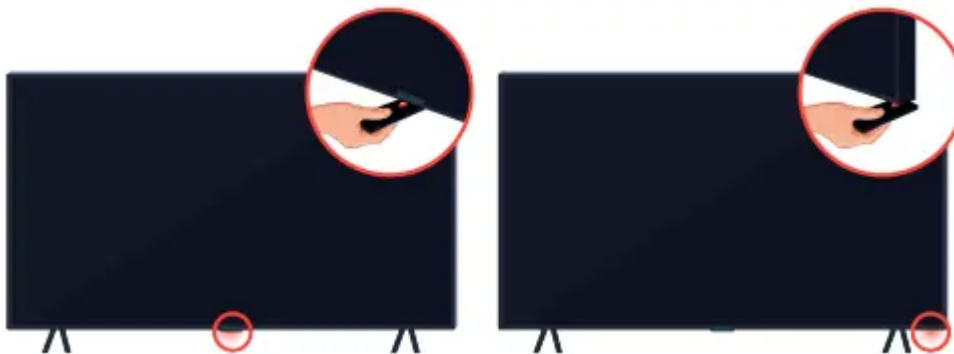
If the TV screen is black, it is generally caused by a loose power cord or the peripheral device is turned off.

When your TV does not turn on

The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



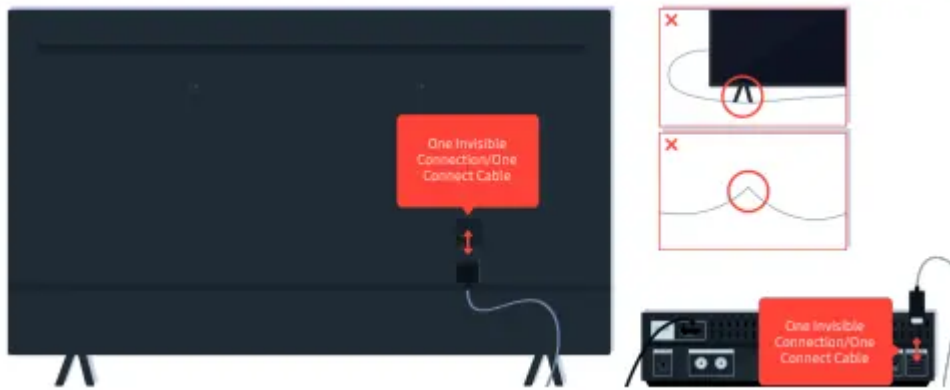
If your TV does not turn on, check whether the remote control sensor is on.



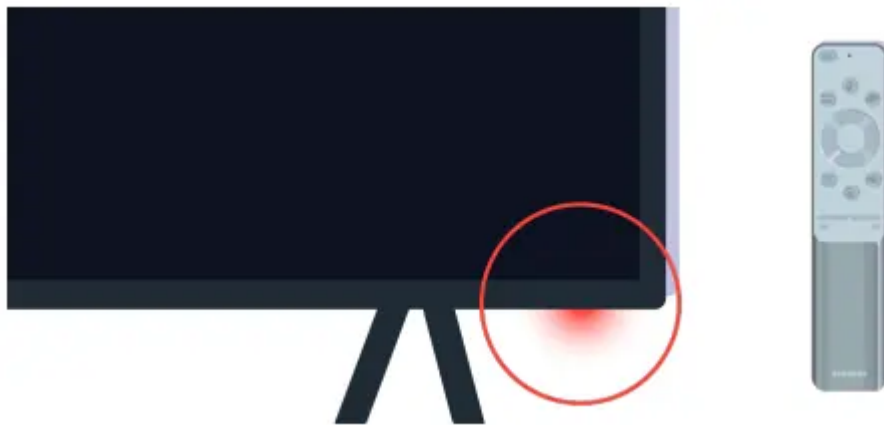
By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.



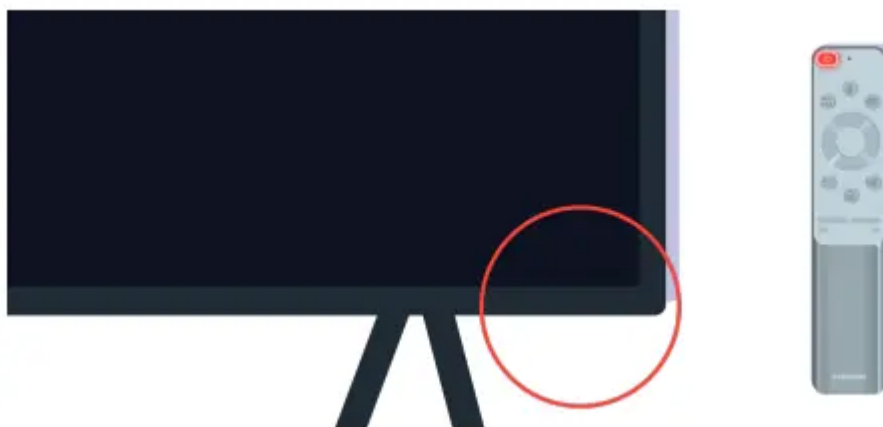
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



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



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




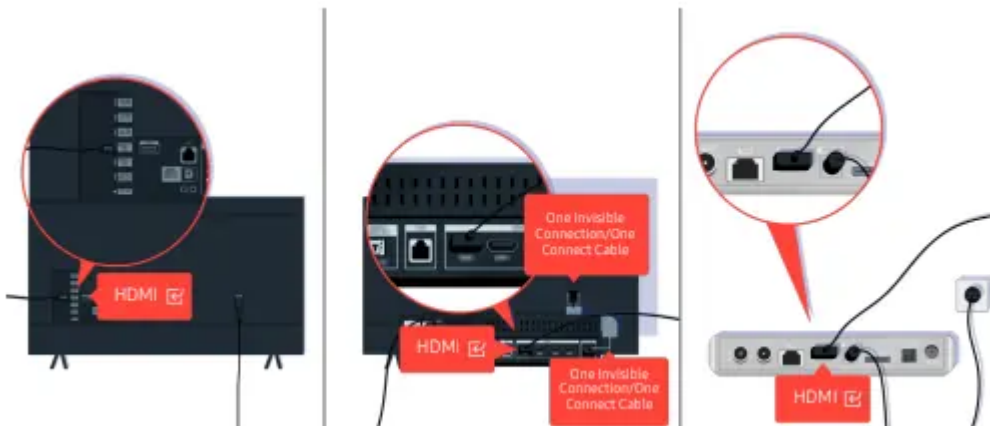
If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.



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



On the remote control, press the  button. When the Home Screen appears, the TV is turned on but the connected external device does not work or is not connected correctly.



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



Make sure that the external device is turned on.

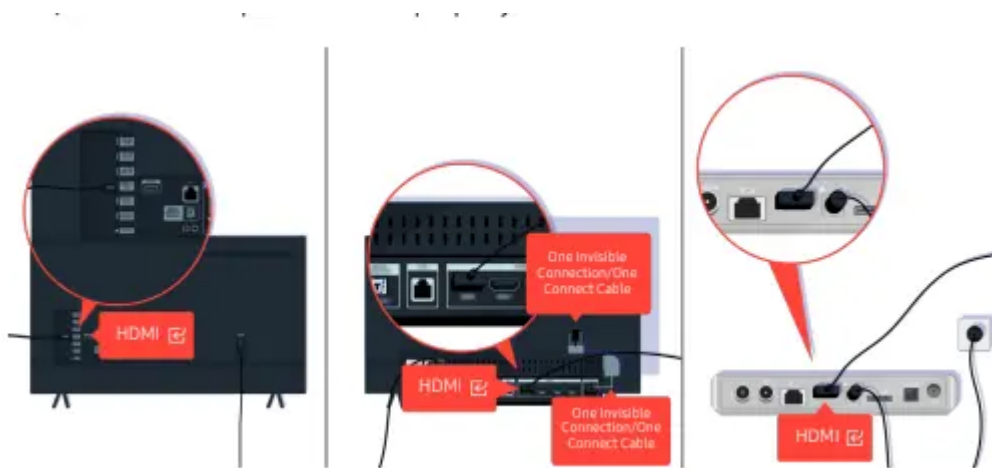


If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.




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

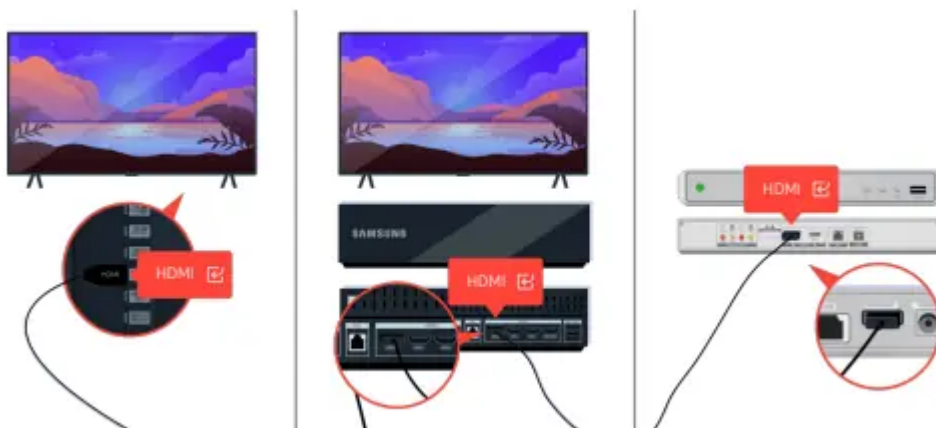




Check the connection of the HDMI cable to your TV or One Connect Box.



Also make sure that the correct source is selected on the Home Screen ( >  [Source](#)).



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

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

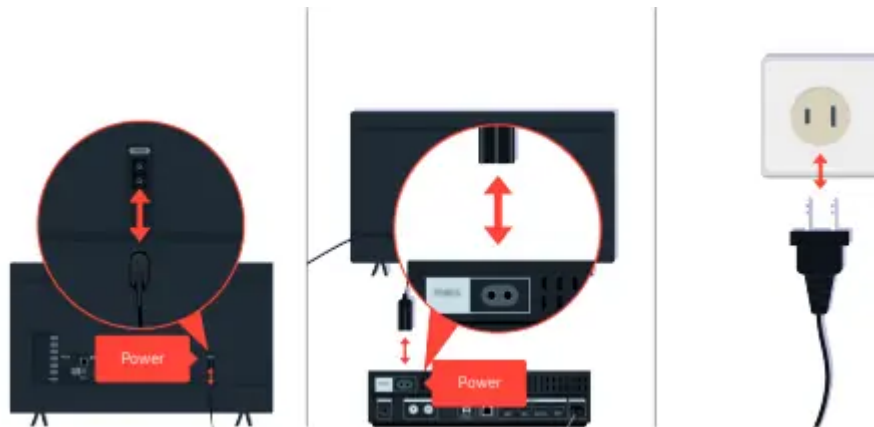
No TV sound from the soundbar, or distorted TV picture is usually caused by poor connections.

When the TV does not connect with an external device properly

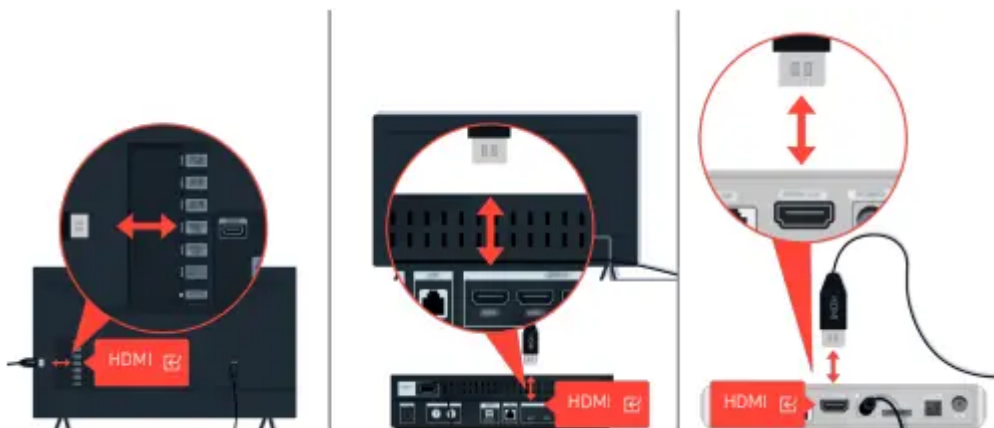
The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



When the picture looks distorted,



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



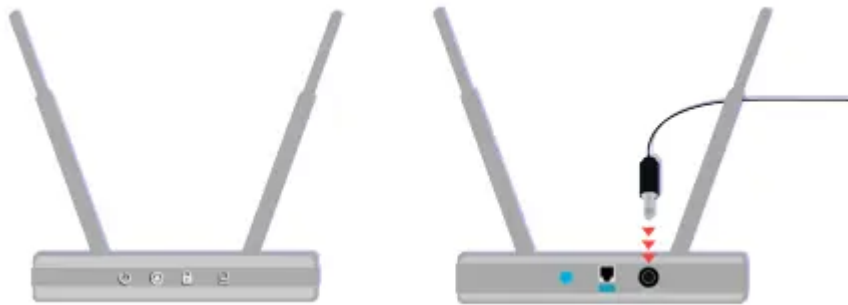
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



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



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

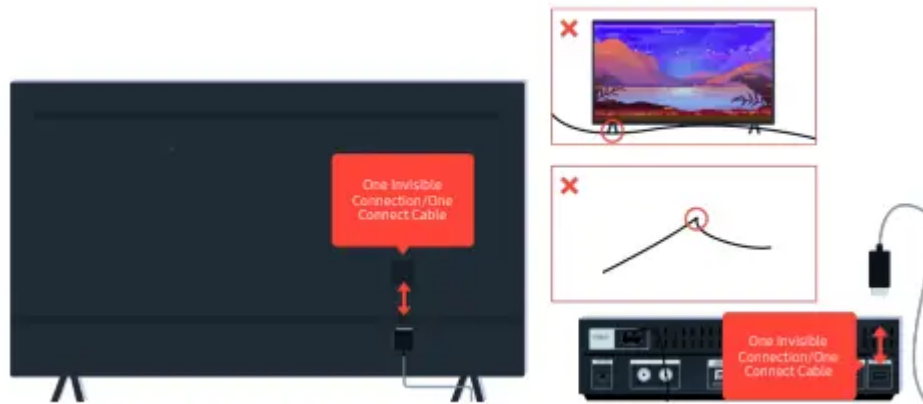


Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.

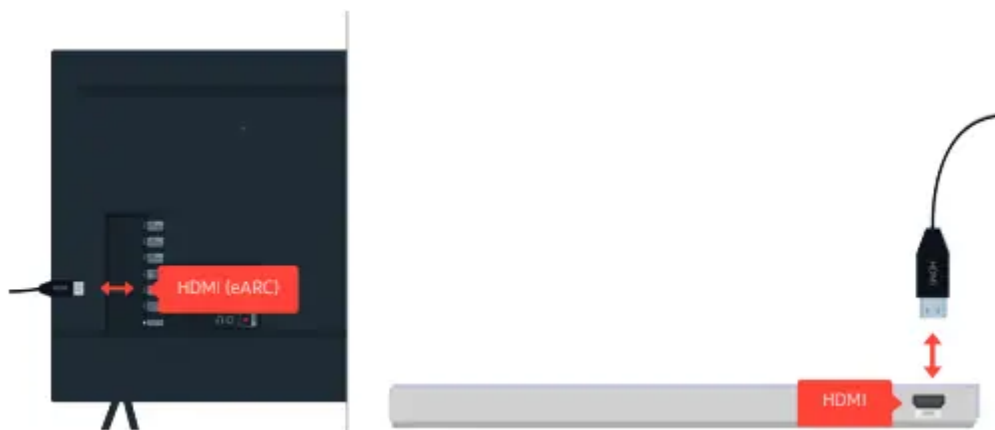


If the problem persists, check the video output settings in the settings menu of the external device, and ensure that your TV supports the video output mode.

FHD TVs support up to 1080p video output, and UHD TVs support up to 2160p video output.



If the problem persists, and if your TV uses the One Invisible Connection or One Connect Cable, disconnect and reconnect the One Invisible Connection or One Connect Cable to the TV and the One Connect Box. Ensure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



If no sound comes out of your Sound Bar, and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV.



If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV.



Internet Access is not Available

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

When the TV can't connect to the Internet

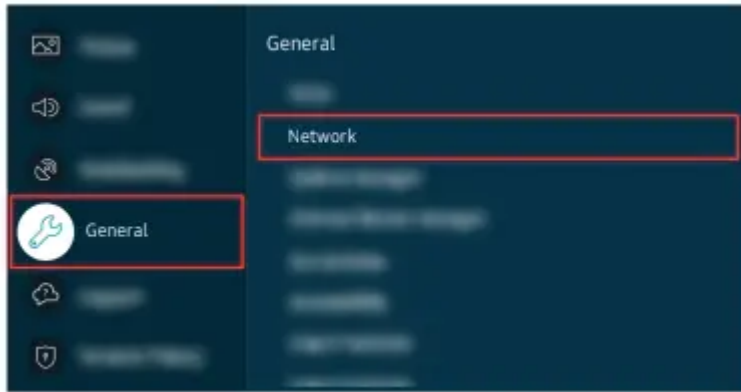
The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



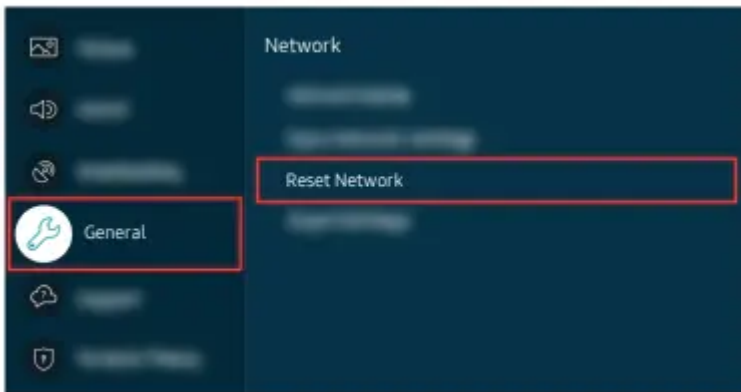
On the remote control, press the  button and move to  Settings using the directional button.



Select  >  Settings > General > Network > Network Status to check the network status.



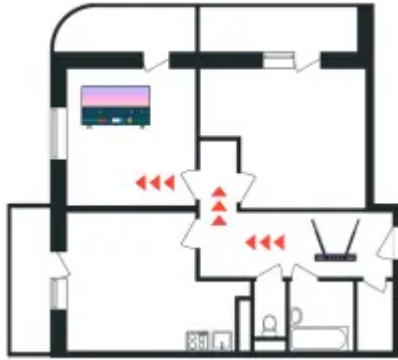
Select  >  [Settings](#) > [General](#) > [Network](#) > [Network Status](#) to check the network status.



If the network isn't connected, a network reset may be required.



Make sure that your access point is working properly. Check the LED indicators on your access point to make sure it is operating normally.





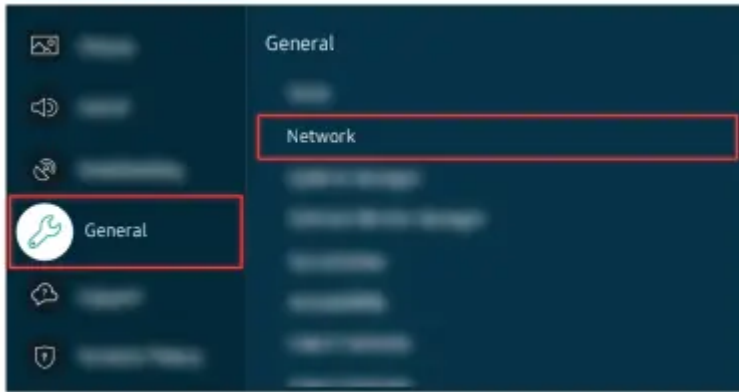
If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.





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





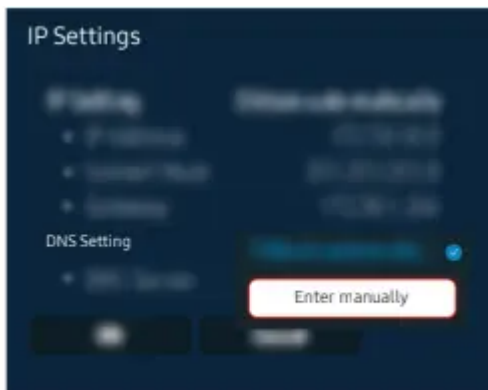
If the same problem continues, select  >  [Settings](#) > [General](#) > [Network](#) > [Network Status](#) > [IP Settings](#) to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



If the same problem continues, select  >  [Settings](#) > [General](#) > [Network](#) > [Network Status](#) > [IP Settings](#) to change to a different DNS server. If a test occurs, cancel it and select IP Settings.

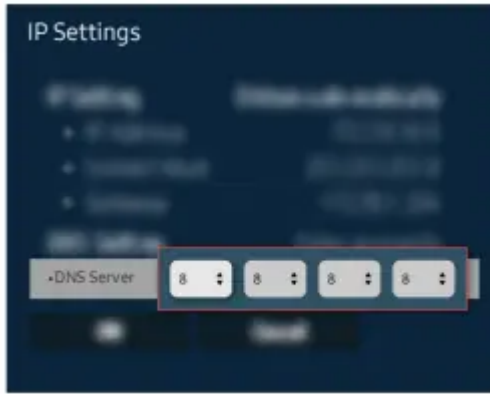


If the same problem continues, select  >  [Settings](#) > [General](#) > [Network](#) > [Network Status](#) > [IP Settings](#) to change to a different DNS server. If a test occurs, cancel it and select IP Settings.

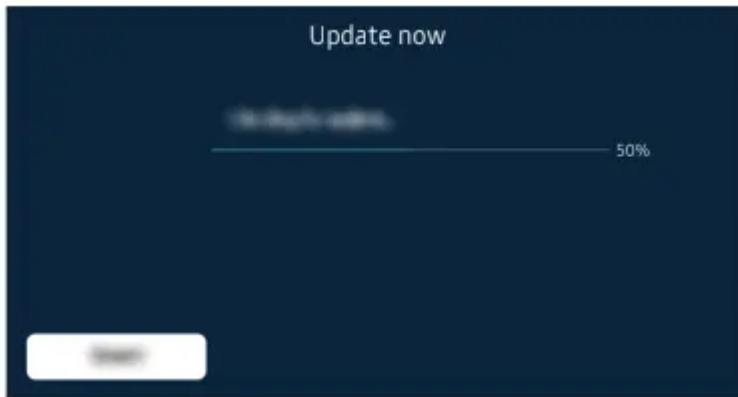


Select [DNS Setting](#) > [Enter manually](#).





Select [DNS Server](#), enter 8.8.8.8, then select [OK](#).



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

Related menu path

- [Home](#) > [Settings](#) > [General](#) > [Network](#) > [Network Status](#) [Try Now](#)
- [Home](#) > [Settings](#) > [General](#) > [Network](#) > [Reset Network](#) [Try Now](#)
- [Home](#) > [Settings](#) > [Support](#) > [Software Update](#) [Try Now](#)
- [Home](#) > [Settings](#) > [General](#) > [Reset](#) [Try Now](#)

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

When there is an issue with the sound on the TV, you can check whether the issue is caused by the product, or the broadcasting signal and cables.

When no sound comes out of the TV, or the sound is breaking up

The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.





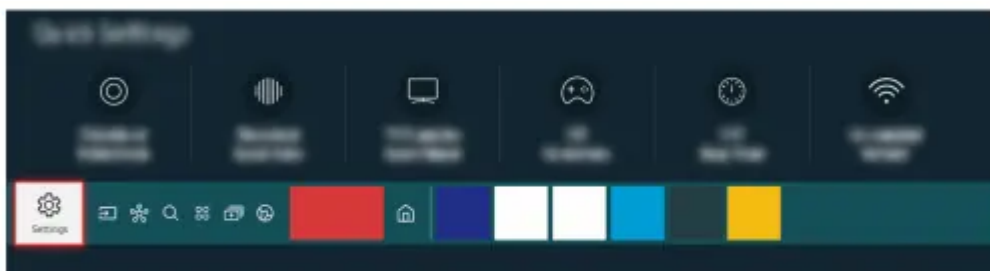
If your TV does not produce any sound, press the Volume + button to increase the volume.





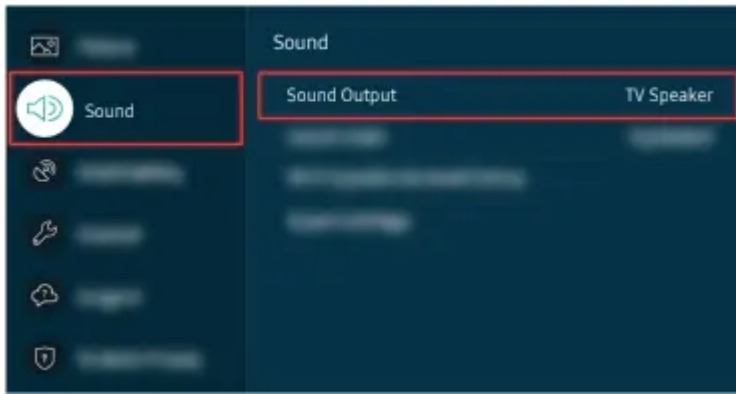
If your TV is connected to an external device, check the volume of the external device.



Check the volume on the screen. If a number for the TV volume is not displayed, select  >  [Settings](#) > [Sound](#) > [Sound Output](#). Then, select [TV Speaker](#).

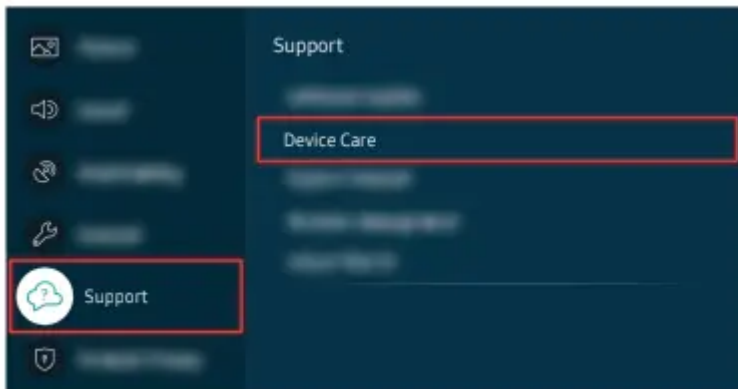


Check the volume on the screen. If a number for the TV volume is not displayed, select  >  [Settings](#) > [Sound](#) > [Sound Output](#). Then, select [TV Speaker](#).

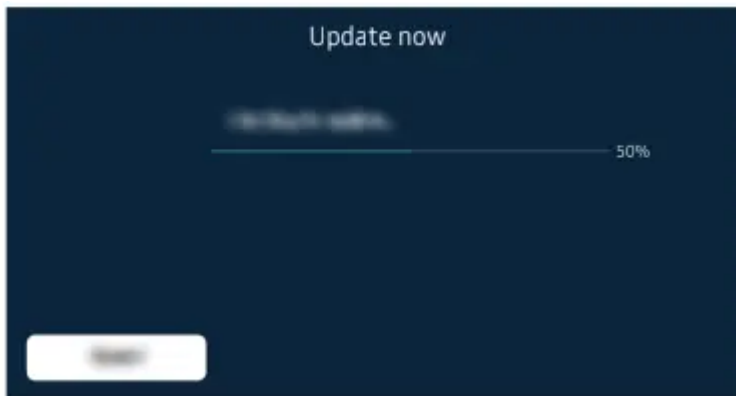


Check the volume on the screen. If a number for the TV volume is not displayed, select

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




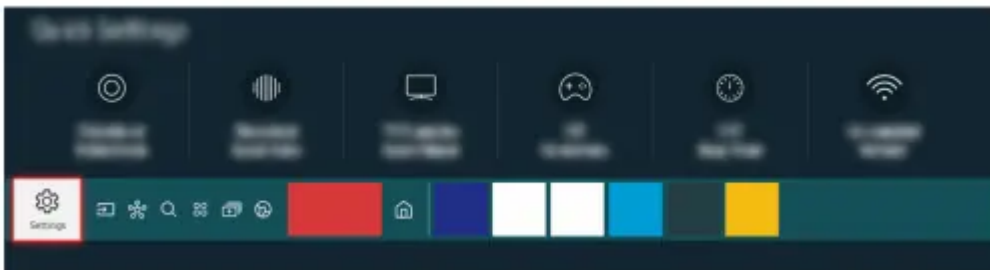
To check sound output, select Settings Support Device Care Self Diagnosis Sound Test.



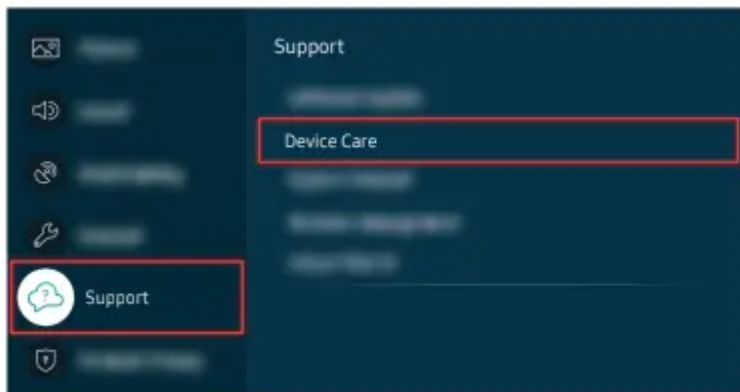
If the same problem continues, a software update or factory reset may be required.



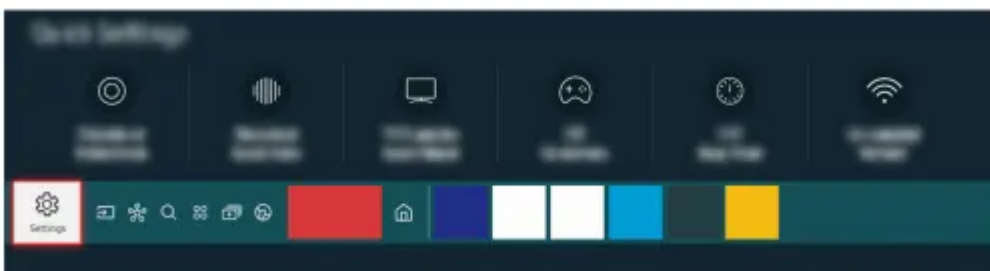
If there is sound but it is not clear, run a diagnostic test. On the remote control, press the  button.





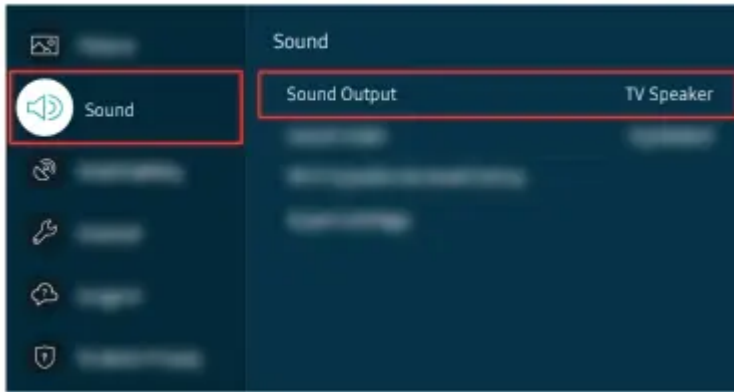
Go to  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Sound Test](#) to check the sound.





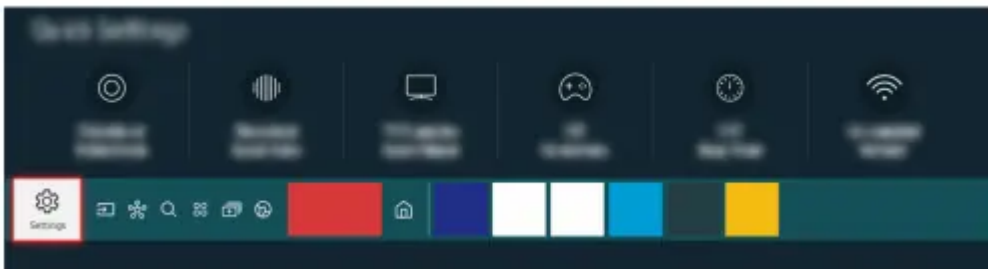
Go to  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Sound Test](#) to check the sound.



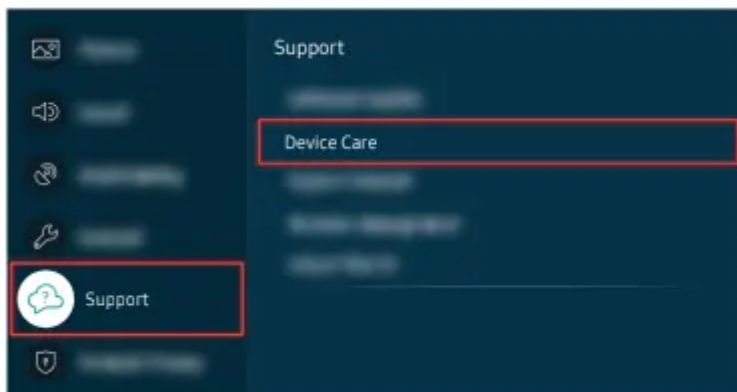
If the test reveals a problem, select  >  [Settings](#) > [Sound](#) > [Expert Settings](#) > [Reset Sound](#).



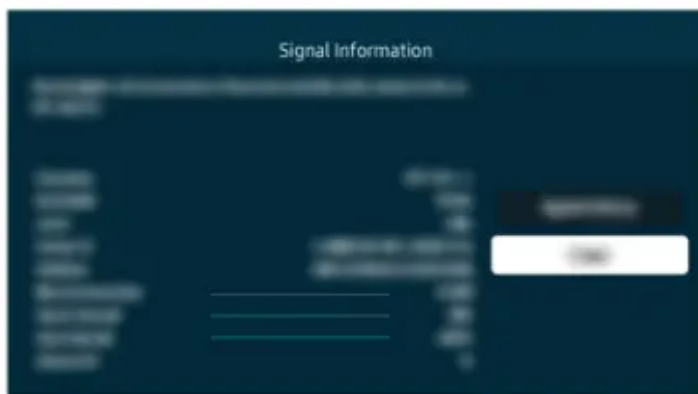
If the test reveals a problem, select  >  [Settings](#) > [Sound](#) > [Expert Settings](#) > [Reset Sound](#).



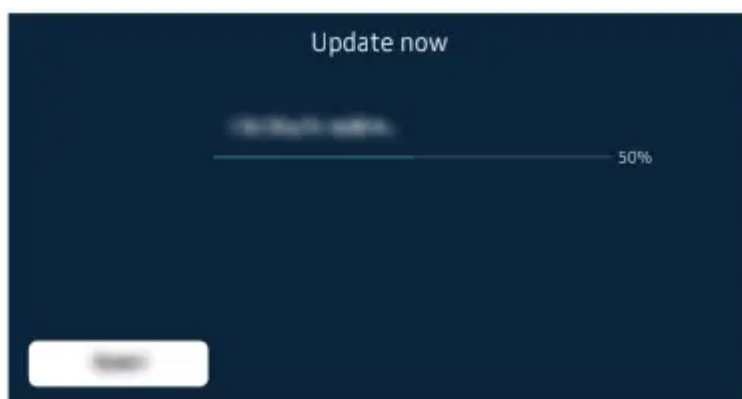
If the test shows no problems, select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#).



If the test shows no problems, select  >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#).



Check whether the signal strength is too weak or not.



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

Related menu path

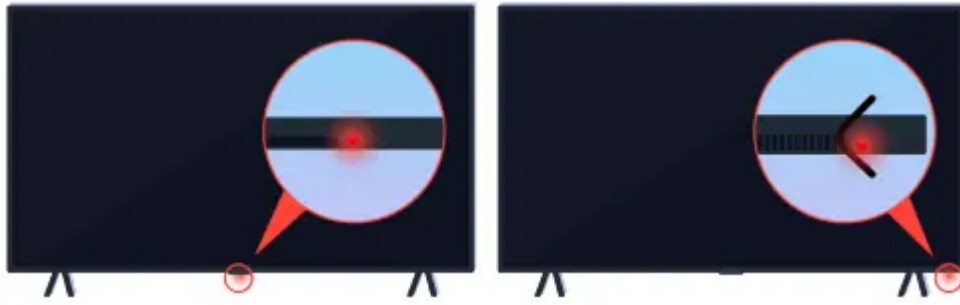
- [Home](#) > [Settings](#) > [Sound](#) > [Sound Output](#) [Try Now](#)
- [Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Sound Test](#) [Try Now](#)
- [Home](#) > [Settings](#) > [Sound](#) > [Expert Settings](#) > [Reset Sound](#) [Try Now](#)
- [Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#) [Try Now](#)
- [Home](#) > [Settings](#) > [Support](#) > [Software Update](#) [Try Now](#)
- [Home](#) > [Settings](#) > [General](#) > [Reset](#) [Try Now](#)

The Remote Control does not Work

When the remote control does not work, check whether its batteries are discharged or overused, or the Samsung Smart Remote is paired with the TV.

When the remote control does not work

The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



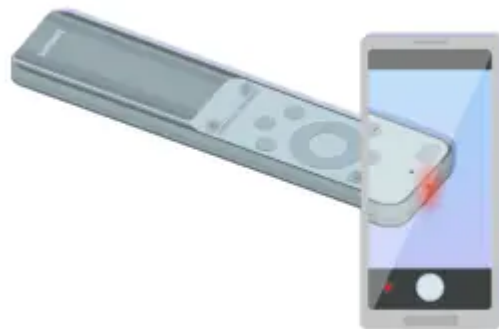
Verify that the infrared remote control signal is being transmitted and received.



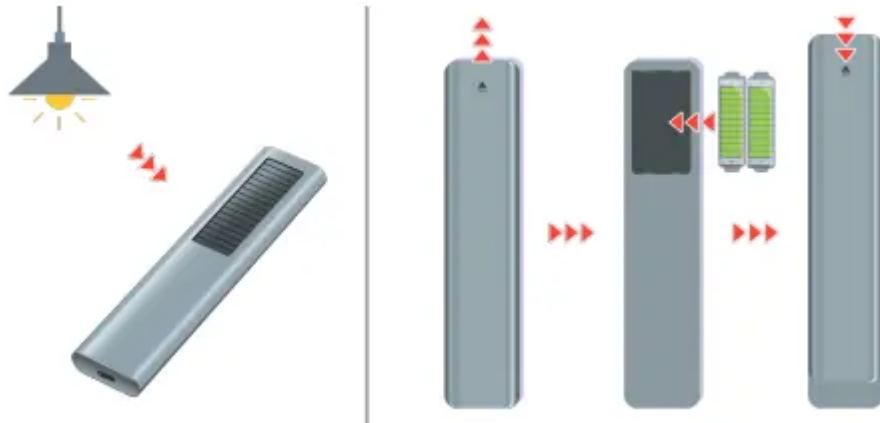
Make sure the remote control sensor on the TV is blinking.



Make sure the remote control works properly.





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



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

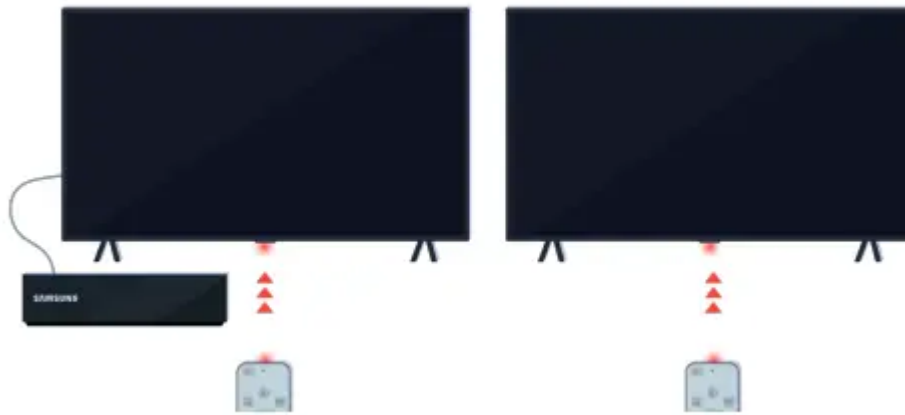
Depending on the model you purchased, the remote control provided may vary.



Press the  and  buttons simultaneously to display the pairing animation clip.



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



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



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



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



Updating the Software

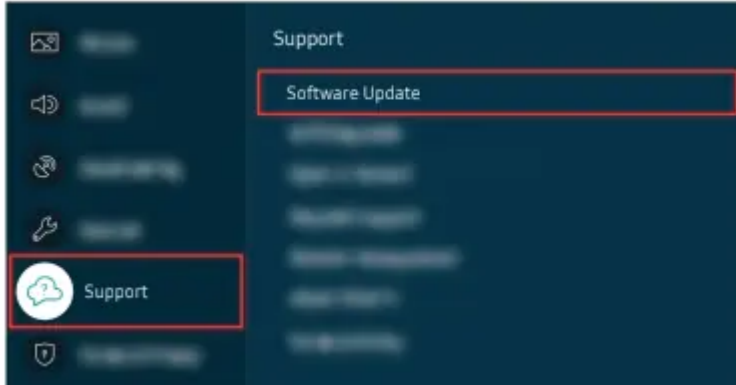
If you want to keep the TV in its best condition, or if you have an intermittent issue, please update it to the latest version.

Updating to the latest TV software

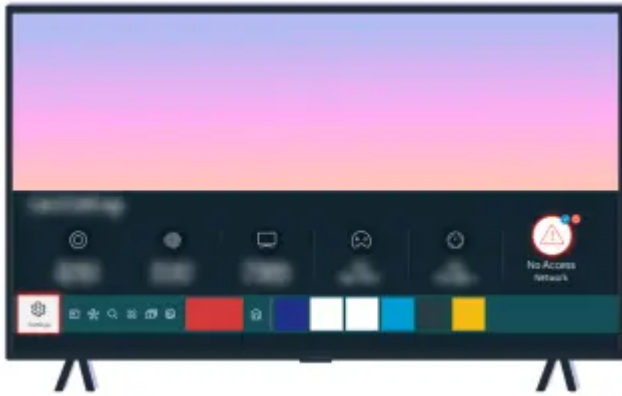
The color and design of the TV and its accessories (including the remote control) and the features may differ depending on the model or geographical area.



If your TV is connected to the Internet, you can set it to receive periodic updates automatically. On the remote control, press the  button and move to  Settings using the directional button.





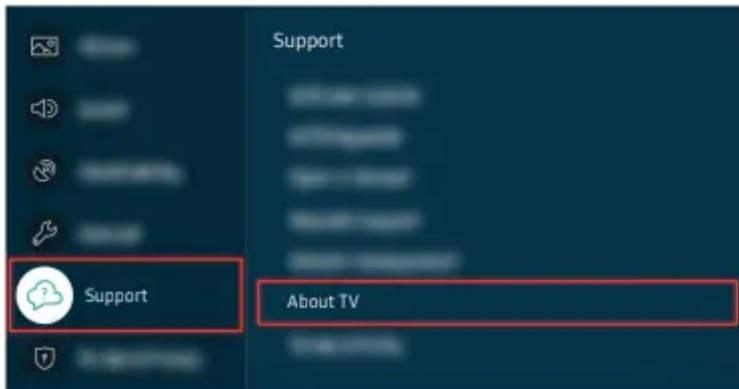
To enable automatic updates, select  >  Settings > Support > Software Update > Auto Update.




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





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



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



Select  >  [Settings > Support About TV](#) and check the model code and software version.



Using a computer, connect to web samsung



Find your TV model and download the firmware file.



Find your TV model and download the firmware file.



Click Download to download the firmware.



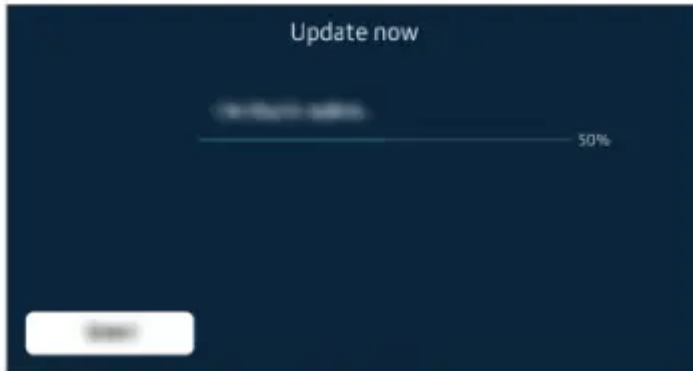
Unzip the downloaded file and store it in your USB drive top folder.



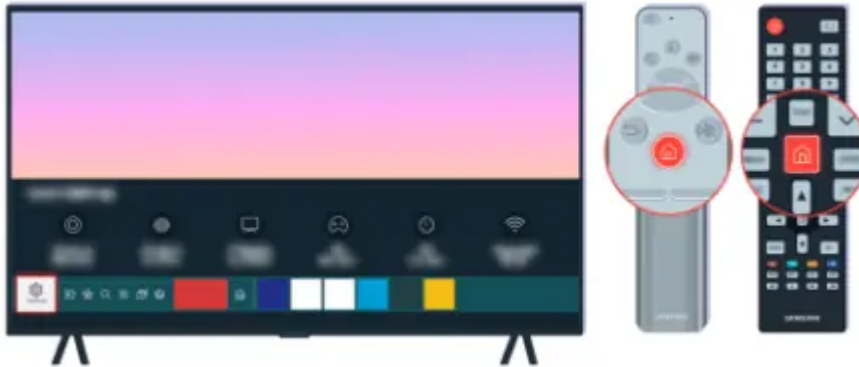
Unzip the downloaded file and store it in your USB drive top folder.



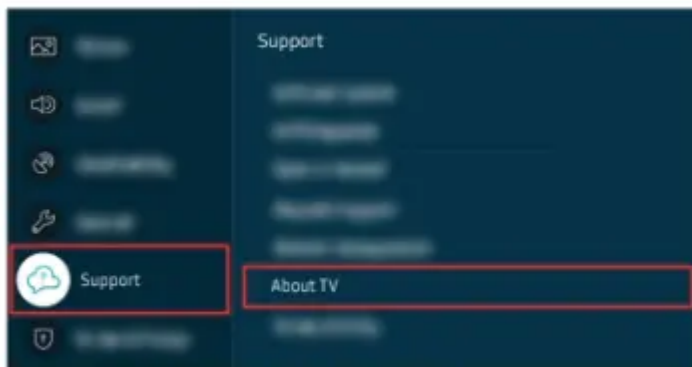
Insert the USB device into the USB slot on the back of your TV or the side of the One Connect Box.




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



After your TV turns on, select  >  [Settings](#) > [Support](#) > [About TV](#) and check the new firmware version.



After your TV turns on, select  >  [Settings](#) > [Support](#) > [About TV](#) and check the new firmware version.





After your TV turns on, select > [Settings](#) > [Support](#) > [About TV](#) and check the new firmware version.

Related menu path

> [Settings](#) > [Support](#) > [Software Update](#) > [Auto Update](#) [Try Now](#)

> [Settings](#) > [Support](#) > [About TV](#) [Try Now](#)

Accessibility Guidance

Provides a menu and a remote control guide that aid the visually impaired.

Learn the Menu Screen

[Learn the menus on the TV screen.](#) Once enabled, your TV will tell you the structure and features of the menus you select.

Using the Remote control

[You can see the description of the buttons on the Samsung Smart Remote or Remote Control.](#)

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

Orientation of the Samsung Smart Remote or Remote Control



















Hold the remote control with the buttons facing towards you. The remote is slightly thinner towards the top and thicker towards the bottom.

Description of the Samsung Smart Remote or Remote Control

The images, buttons, and functions of the remote control may differ with the model or geographical area.

From top to bottom and left to right:

- The button is at the top left.

- There is a small LED (microphone) to the right of the  button, but it cannot be felt by hand.
- For the Samsung Smart Remote, there is a round button below the LED, which is the .
- Of the 2 buttons below the  button on the Samsung Smart Remote that comes with the QLED TV, The Frame, or AU9 Series, the left one is the  button and the right one is the .
- Of the 2 buttons below the  button on the Samsung Smart Remote that comes with AU8 Series, the left one is the  button and the right one is the .
- Of the 2 buttons below the  button on the Remote Control that comes with AU7/BEA Series, the left one is the  button and the right one is the .
- If you press the  button twice, and then press the Select button or press the  button while viewing a program, the Record, Timeshift, Stop (when Record or Timeshift is running), Info, red, green, yellow, blue, and Move to the top (or Move to the bottom) options appear.
 - Record and Timeshift may not be supported depending on the model or geographical area.
 - Select the Move to the top button to move the menu to the top.
 - This function may not be supported depending on the geographical area.
 - Underneath these 2 buttons are a round button and a large outer circle button. The round button is the Select button, and the large outer circle button consists of 4 directional buttons (up / down / left / right).
 - Underneath the directional button are 3 buttons, one on the left, one on the right, and one in the center. The one on the left is the  button and the one on the right is the  button. The round button in the middle is the  button.
 - If you press the  button while watching a TV program, the screen you are watching stops and a control bar appears. You can select Rewind, Play, Pause, Fast Forward, Stop Timeshift, Record, Go to Live TV, or Info. You can press the up directional button to go to the playback screen and check the time that the actual broadcast program is running and the timeshift time.
 - You can use the Slow Rewind or Slow Forward functions when you select the Pause option.
 - To use Record or Timeshift, you must connect a USB device.
 - This function may not be supported depending on the model or geographical area.
 - Underneath the  button are 2 thin horizontal buttons. These buttons protrude higher above the surface than the other buttons on the remote control. The one on the left is the volume button and the one on the right is the channel button.

Push up from beneath or down from above to use these as rocker buttons to change the channel or volume.

- Briefly press the **+/-** (Volume) button to mute the sound.
- Press and hold the **+/-** (Volume) button to open the Accessibility Shortcuts menu.
- Briefly press the **^/∨** (Channel) button to open the Guide.

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

Using the Accessibility Menu

[View how to use the Accessibility functions and descriptions on their functions.](#)

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

Running the Accessibility Shortcuts menu

You can turn on or turn off the accessibility functions such as Voice Guide, Picture Off, Audio (Video) Description, Caption, High Contrast, Enlarge, Grayscale, Color Inversion, Learn TV Remote, Learn Menu Screen, Multi-output Audio, Sign Language Zoom, Slow Button Repeat, Accessibility Settings, and you can move to the Learn TV Remote and Learn Menu Screen pages.

The menu name may differ depending on the model.

• Samsung Smart Remote / Remote Control

On the Samsung Smart Remote or Remote Control, there are 2 thin horizontal rocker buttons next to each other located slightly below the middle of the remote. The one on the left is the volume button. Press and hold the volume button to open the Accessibility Shortcuts menu.


Even if the Voice Guide is set to Off or muted, when you press and hold the volume button, the voice guide for Accessibility Shortcuts is enabled.

Running the Accessibility menu functions using the General menu

 >  [Settings > General > Accessibility](#)

You can also go to the Accessibility menu from the TV settings menu. This provides more options, for example, to change the speed of Voice Guide.



The TV will not verbalize this menu unless Voice Guide is already turned on.

1. Press the  button.
2. Press the left directional button until you reach Settings.
3. Press the Select button to open the TV's Settings menu.
4. Press the down directional button to reach General, and then press the Select button to open this menu.

5. Use the directional buttons to go to the Accessibility menu, and then press the Select button to open this menu.
6. The menu will appear with Voice Guide Settings as the first selection. Highlight Voice Guide Settings, and then press the Select button.
7. A menu appears with the options to change Voice Guide, Volume, Speed, Pitch, and TV Background Volume.
8. Select the menu using the directional buttons, and then press the Select button.

The menus are activated when Voice Guide is on.

Running the Accessibility menu functions using Bixby

- This function is available only if Voice Assistant is set to Bixby. ( >  [Settings > General > Voice > Voice Assistant](#))

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

To use Bixby, the TV must be set up and tuned and must be connected to the Internet. You can connect the TV to the

Internet during the initial setup or do it later through the settings menu.

There are many commands you can say to control the TV. These can be used together with Voice Guide to give you voice input and voice output. You can use the Samsung Smart Remote but the TV must be connected to the Internet.


To speak a command, press and hold the button (located near the top of the Samsung Smart Remote, directly below the small LED (microphone) and above the directional button) and say the command, and then release the button. The TV will confirm the command.

For example you can:

- Turn Voice Guide on

Press the  button on the Samsung Smart Remote, and then say "Voice Guide on."

- Turn Audio (Video) Description on

Press the  button on the Samsung Smart Remote, and then say "Video Description on" or "Audio Description on."

- Turn High Contrast on

Press the  button on the Samsung Smart Remote, and then say "High Contrast on."

Learning about the Accessibility menu functions

- [Voice Guide Settings](#)

Provides voice guides to make it easier for the visually impaired to use the TV. Voice guide supports basic operations such as changing channels and adjusting the volume, provides voice descriptions about the current broadcast and the following broadcast, and offers

guidance on setting up Scheduled Viewing events. The feature also provides voice descriptions on Internet, Search, and other smart services.

Move to Voice Guide and press the Select button to enable/disable the feature.

- [Picture Off](#)

Turn off the TV screen and provide only sound to reduce overall power consumption. When you press a button on the remote control other than Volume and Power while the screen is off, the TV screen turns back on.

- [Graphic Zoom](#)

Enlarge the screen to make the picture or text bigger. You can adjust the zoom level or move the zoom area.

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

- [High Contrast](#)

To display all menus with an opaque black background and a white font, providing maximum contrast.

If High Contrast is on, some Accessibility menus are not available.

- [Grayscale](#)

You can change the color of the TV screen to black and white to sharpen blurred edges caused by colors.

- If Grayscale is on, some Accessibility menus are not available.

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

- [Color Inversion](#)

You can invert the colors of the text and background displayed on the TV screen to make it easier to read the text.


- If Color Inversion is on, some Accessibility menus are not available.

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

- [Enlarge](#)

You can enlarge important elements on the menu such as the names of programs.

- [Learn TV Remote](#)

Learn the names and functions of the buttons on remote control. On this screen, pressing the power button (top left button) will turn off the TV, but when any other button is pressed the TV will say the button name and briefly tell what that button does. This teaching mode helps you to learn the location and operation of the buttons on the remote without affecting normal TV operation. Press the  button twice to exit Learn TV Remote.

- [Learn Menu Screen](#)

Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select.

- [Caption Settings](#)

You can view the caption in programs that provide broadcast captions.

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

- [Separate Closed Caption](#)

You can see the caption separated from the broadcast image. The captions from the broadcaster are classified into *open caption and *closed caption. Two types of captions can overlap when both are used.

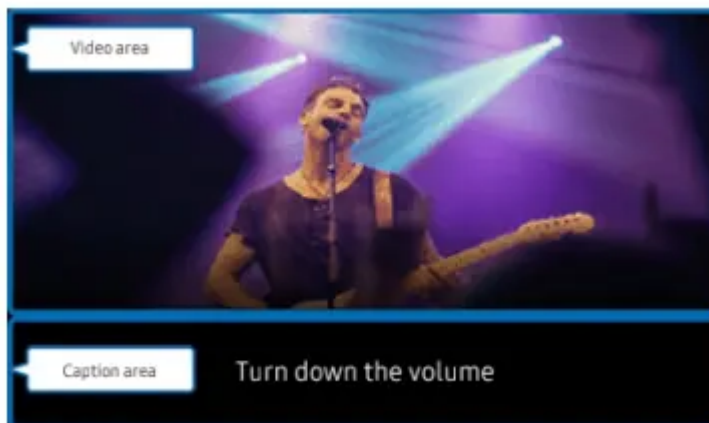
This feature is enabled when Digital Closed Caption is supported.

* open caption: Included in content. You cannot turn on or off its display.

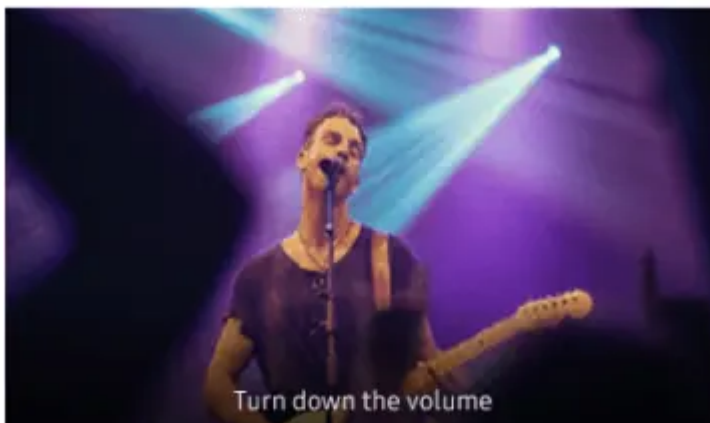
* closed caption: You can turn on or off its display.

At this time, you can use this function to separate the caption from the broadcast image, which allows you to see the closed caption without interruption.

- On: Displays the screen with a separate caption area.



- Off: Displays the caption on the screen.



- Caption Mode

You can select a desired caption mode from the list.

- Digital Caption Options

You can set the caption display details such as Size, Foreground Color, Background Color, Foreground Opacity, Background Opacity, and Position.

The Position function is available only in the programs that provide captions. Your TV supports the caption from the broadcaster. Using this function, the caption can be positioned on a desired location. It can be used by the hearing impaired for convenience.

- [Multi-output Audio](#)

You can turn on both the TV speaker and Bluetooth headphone designed for the hearing impaired at the same time. The hearing impaired can then set the volume of their Bluetooth headphone higher than the volume of the TV speaker without affecting the volume of the TV speaker, allowing both the hearing impaired and their families to listen to the TV at comfortable sound levels.

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

- [Sign Language Zoom Settings](#)

You can zoom in the sign language screen when the program you are watching provides it. Set Sign Language Zoom to On and then adjust the window's position and aspect ratio under Edit Sign Language Zoom.

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

- [Remote Button Repeat Settings](#)

You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them.


Using the TV with Voice Guide on

Turn on Voice Guide that describes the menu options aloud to aid the visually impaired.

Changing channel


There are 3 ways to change the channel. Every time you change channels, the new channel details will be announced. The ways to change the channel are below.

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



Press the  button. The Smart Hub home screen appears. Use the left or right directional buttons to move to Live TV, press the up directional button to move to the top row, press the directional button to move to Channel List, and then press the Select button. When Channel

List is displayed, use the up or down directional buttons to move to the desired channel, and then press the Select button.

-  (Channel) button



Of the 2 buttons that protrude from the center of the Samsung Smart Remote or Remote Control, the right one is the  (Channel) button. Push up or pull down the (Channel) button to change the channel.



- Number button

Use the  or  button on the Samsung Smart Remote or Remote Control to open the virtual numeric pad, enter a number, and then select Done.

Using on-screen number entry via the Samsung Smart Remote or Remote Control

Use the virtual numeric pad to enter numbers (e.g., to enter a channel number or to enter a PIN).

Press the  or  button on the Samsung Smart Remote or Remote Control and the virtual numeric pad with 2 rows appears on screen. Voice Guide speaks “virtual numeric pad, 6” which indicates that the number strip is on screen and the focus is on the number 6. This strip has the following buttons:


- The top row has one option, Done.
- Press the  button: On the bottom row: From the far left: More, 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, -, Delete, Move to the top (Move to the bottom)
- Press the  button: On the bottom row: From the far left: 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, -, Delete, Move to the top (Move to the bottom)

The options that you can select in the virtual numeric pad may vary depending on the viewing mode.

Use the left and right directional buttons to move along the row, and then press the Select button to choose the numeric pad. When you have finished selecting all the numbers you need (for example, 123), press the up directional button to move to the Done option, and then press the Select button to finish.

When entering a channel number, you can enter the number, and then select the Done option on the top row or you can enter the channel number and wait. After a short while, the channel will change and the virtual numeric pad will disappear from the screen.

Changing volume

Use the  (Volume) button on the left to change the volume. Every time you change the volume, the new volume level will be announced.


- Samsung Smart Remote / Remote Control

Of the 2 buttons that protrude from the center of the Samsung Smart Remote or Remote Control, the left one is the $+/-$ (Volume) button. Push up or pull down the $+/-$ (Volume) button to change the volume.

Using program information

When watching TV, press the Select button to view program information which then appears at the top of the screen. Voice Guide will say program subtitles or audio descriptions if they are available. To view more detailed program information, press and hold the Select button. Voice Guide will say more details such as a synopsis of the program.

Press the left or right directional button to see what you can watch next on the same channel. Press the up or down directional button to move to other channels and see which programs are currently being broadcast on them.

Press  to go back or close the program details.

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


Using the guide

[See an overview of each channel's program lineup.](#)

When you want to know the program information for each channel while watching a broadcast program, press the \wedge/\vee (Channel) button on the Samsung Smart Remote or Remote Control. Use the directional buttons to view the program information.

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

You can see the daily program schedules for each channel and program information in the Guide. You can select programs to schedule for viewing or recording.


You can also open the Guide using Bixby. Press and hold the  button on your Samsung Smart Remote, and then say "Guide."

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

- The information in the Guide is for digital channels only. Analog channels are not supported.

- If the Clock is not set, the Guide is not provided. Set the Clock first. ( >  > [Settings](#) [General](#) > [System Manager](#) > [Time Clock](#))

If you need to set the clock again, follow the steps below.




1. Press the  button to open Smart Hub.
2. Press the left directional button to move to [Settings](#).
3. Press the Select button to open the TV's Settings menu.
4. Use the up and down directional buttons to move to the [General](#) menu, and then press the Select button.

5. Use the up and down directional buttons to move to the [System Manager](#) menu, and then press the Select button.
6. Select the [Time](#) menu, and then press the Select button.
7. Select the [Clock](#) menu, and then press the Select button.
8. Select the [Clock Mode](#) menu, press the Select button, and then select Auto or Manual.

If you select Manual, you can move to the Date or Time menu below to set the time or date.

When you open the Guide, a table grid of channels and programs is displayed. The top row displays Filter By : All then the day and times. Each row has a channel name on the left and programs on that channel on the right.

In the Guide, use the up and down directional buttons to move between channels and use the left and right directional buttons to move between programs at different times within a channel.

You can also use the  or  button to enter a channel number and go to that channel directly. You can use the  button to move to the program currently broadcasting.


When you move the focus to a program, you will hear detailed information about the selected program. When you move the focus to a different channel, you will hear the channel name and number, and the program details. If you move to a different day, you will hear the day announced for the first program you reach on that day. The day is not repeated, so if you are not sure what the day is, you can move forwards and backwards 24 hours and then the day will be announced.

To view a program on now

In the Guide, move to the program currently broadcasting, and then press the Select button to go to live TV on the selected channel and program.

Other options in the guide

In the Guide, move to a broadcast scheduled program, and then press the Select button. A pop-up menu listing the functions below appears.

Use the up and down directional buttons to move within this menu, and then press the Select button to choose an item. Press  to close the menu and go back to the Guide.

For the program you are currently watching, press and hold the Select button.

- [Record](#)

You can record the program that you are currently watching or a program on another channel.

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

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

- [Stop](#)

You can stop the recording function that is currently running.

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

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

- [Edit Recording Time](#)

You can change the start and end times of scheduled program recordings.

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

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

- [Schedule Viewing](#)

You can schedule the viewing of a broadcast scheduled program.

- [Schedule Recording](#)

You can schedule recording of a broadcast scheduled program.

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

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

- For more information, refer to "Recording."

- [Cancel Scheduled Viewing](#)

You can cancel your scheduled viewings.

- [Cancel Scheduled Recording](#)

You can cancel your scheduled recordings.

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

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


- [View Details](#)



You can see the detailed information on the selected program. The information may differ with the broadcast signal. If the information is not provided with the program, nothing appears.

Press the Select button on the View Details option. This will open the details pop-up window for that program which will display a synopsis. The details pop-up window contains detailed information and the OK option. After reading the detailed information, press the Select button on the remote control to close the pop-up window.

Using Schedule Viewing

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

The  icon appears next to programs that have been configured for a schedule viewing.

To set up a schedule viewing, you must first set the TV's clock ( >  [Settings > General > System Manager > Time Clock](#)).

Setting up a schedule viewing

You can set up a schedule viewing on two screens.

- **The Guide Screen**

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


- **The Program Info Screen**

Press the Select button while watching the TV. The Program Info window appears. Select a broadcast scheduled program by using the left or right directional buttons, and then press the Select button. You can schedule a reminder to watch the program by selecting Schedule Viewing.


Cancelling a scheduled viewing

You have 2 ways to cancel a scheduled viewing.

- Cancelling a scheduled viewing from the Guide

1. In the Guide ( > [Live TV > Guide](#)), move to the program to cancel its scheduled viewing, and then press the Select button.
2. Move to Cancel Scheduled Viewing, and then press the Select button.
3. When a pop-up message asking you to cancel the selected scheduled viewing appears, select Yes. The scheduled viewing is canceled and the Guide screen appears.

- Cancelling a scheduled viewing from Smart Hub

1. Press the  button to open Smart Hub, and then press the left or right directional button to move to Live TV. Press the up directional button to move to the top row, and then press the left or right directional button to move to Schedule Manager or Recordings.
2. Press the Select button to open Schedule Manager or Recordings.
3. Use the down directional button to move to the list of programs scheduled to view.
4. Use the right directional button to move to the Delete option, and then press the Select button to delete the selected item.

Recording

Recording a program to an external hard drive connected via USB.

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- Read all precautions before using the recording feature. For more information, refer to "Before Using the Recording and Timeshift Functions."

Using the instant and schedule recording options from the guide screen:

To record a program that is on now, open the program guide, move to the program, and then press and hold the


Select button. You will get a pop-up menu. Use the up and down directional buttons to move to Record. Press the

Select button to record the program. You will be returned to the program guide. Recording automatically ends at the time when the program ends.

To stop recording, press the down directional button while the program being recorded is displayed. The control bar appears. Move the focus to Stop Recording, and then press the Select button. When a pop-up window appears, select Stop.


To record a program that is on later, move to the program in the Guide, and then press and hold the Select button.

You will get a pop-up menu. Use the up and down directional button to move within this menu. Move to the Schedule Recording, and then press and hold the Select button. You will hear a message saying the program has been set to record and then you will be returned to the program guide.

The  icon is placed visually next to the program title to show it is set to record. To find out if a program is set to record or to cancel a scheduled recording, press the Select button on the program. If it is already set to record, then the option on the menu will be Cancel Scheduled Recording. You can press the Select button to cancel the scheduled recording or just press the button to go back to the program guide without cancelling the recording.

Viewing recorded programs

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

Open Smart Hub by pressing the  button on the remote control. Use the left or right directional button to move the focus to Live TV. Press the up directional button to move to the top row, and then use the left or right directional button to move to Recordings.

To play a program, use the up and down directional buttons to move between program titles. Press the Select button to play the program or press the right directional button to move to a

list of options. Use the up and down directional buttons to move between the options in this list. You can play, remove, delete the program, or view the program details.

Select the Play option to play the program. The program will start. If you have watched part of this program before, you will get a pop-up menu on screen allowing you to Play (from start), Resume (from where you left off), or Cancel.

Use the left and right directional buttons to move to the required option, and then press the Select button.

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

Deleting a recorded program

You can delete any recorded program.

1. Go to the list of Recordings to delete a recorded program.
2. Use the up and down directional buttons to move to the recording you want to delete.
3. Press the right directional button to move to a list of 3 options.
4. Press the down directional button to move to the Delete option, and then press the Select button.
5. Press the left directional button to move to the Delete button, and then press the Select button to delete the program title.

Using the Smart Hub Home Screen

On the leftmost part of the Smart Hub home screen is the static menu listed below. You can quickly and easily use the listed menu items to access the main TV settings or external devices, search, and apps.

-  [Settings](#)

When the focus is moved to Settings, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons. You can set e-Manual, Intelligent Mode, Picture Mode, Sound Mode, Sound Output, Game Mode, Caption, Sleep Timer, Network, Color Tone, Picture Clarity, Digital Output Audio Format, Device Care, and All Settings.

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

-  [Source](#)

You can select an external device connected to the TV.

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

-  [SmartThings](#)

This function allows the TV to connect and control the detected devices in the same space.

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

-  [Search](#)

A virtual keyboard appears on the screen, and you can search for channels, programs, titles of movies, or apps provided by the Smart Hub service.

- To use this feature, the TV must be connected to the Internet.
- This function may not be supported depending on the model.

-  [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."




-  [Multi View](#)

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

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


-  [Ambient Mode](#)

You can enhance your living space with decorative content that matches the surroundings or view essential real-time information, such as weather, time, and news, on the TV screen when you are not watching TV.

To return to the TV mode, press the  button in Ambient Mode. To shut off the TV, press the  button. In case of any The Frame model, press and hold the  button.

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

-  [Home](#)

This menu appears first when you press the  button. Then you can quickly access Samsung Account, Notification, or Privacy Choices.

The available features may differ depending on the model or geographical area.

- [Samsung Account](#)

Go to the [Samsung Account](#) screen to create a new account or sign out of your account.

For more information, refer to "[Using a Samsung account.](#)"

-  [Notification](#)

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to schedule viewing, schedule recording, or when an event occurs on a registered device.

If you move the focus to Notification, and then press the Select button, a notification window appears on the right containing the following functions: Delete All and Settings.

- [Privacy Choices](#)

You can view and set the privacy policy for Smart Hub and various other services.

• **Universal Guide**

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

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

- To access Universal Guide, press the down directional button on the remote control in Home Screen.
- To enjoy the content from these apps on your TV, they must be installed on the TV.
- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

[Art](#)


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

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



Using Bixby

[Set Voice Assistant to Bixby. A guide to using Bixby to control your TV.](#)


To use Bixby, your TV must be connected to the Internet and you must use the microphone on your Samsung Smart Remote.


To use Bixby, press and hold the  button on the Samsung Smart Remote, say a command into the microphone on the remote, and then release the button to run Bixby.

- This function may not be supported depending on the model or geographical area.
- The existing functional specifications may be changed if Bixby is updated.

- This function is available only if Voice Assistant is set to Bixby. ( >  [Settings](#) > [General](#) > [Voice](#) > [Voice Assistant](#))
- The supported language may differ depending on the geographical area.

Running Bixby

Press and hold the  button on the Samsung Smart Remote. Bixby is activated in the listening mode, the Bixby icon appears at the bottom of the TV screen. Say a command, and then release the button. The TV provides feedback on how it understands the command, and then performs the commanded task.

- If the TV does not understand the command, try again with more precise pronunciation.
- This function may not be supported depending on the model or geographical area.
- You can find a detailed description of the voice commands at Explore Bixby. Press the  button. The Explore Now button appears at the bottom of the screen. Press the Select button to go to the Explore Bixby screen.

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.