

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 (ARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Keyboard, Mouse, USB Gamepad, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)

Connecting an Antenna

You can connect a coaxial cable to your TV.

Connecting to the Internet

You can get access to the Internet through your TV.

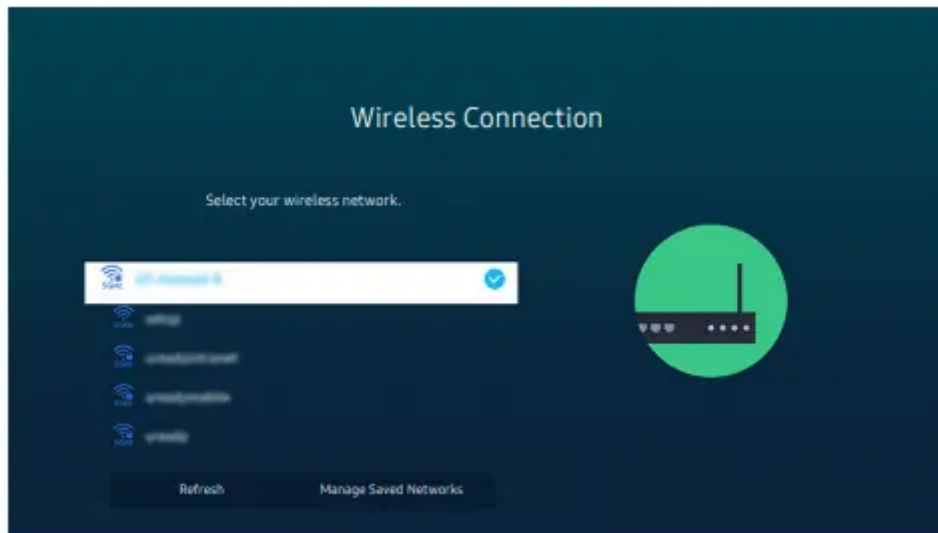
Configure network settings to connect to an available network.

Establishing a wired Internet connection

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

Establishing a wireless Internet connection

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



Checking the Internet connection status

View the current network and Internet status.

Resetting Your Network

Restore the network settings to the factory default.

Turning on the TV with a mobile device

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

Connecting an IP control device to the TV

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

Allowing to connect a wireless network

 >  **Settings** > **General** > **Network** > **Expert Settings** > **Wi-Fi**

You can enable the connection to Wi-Fi

Changing the name of the TV

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 or Tap View.

For information on how to share the screen with your mobile device, refer to

- 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
- 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).

Using the Tap View

By tapping the mobile device on your TV, you can watch mobile device's screen through the TV screen.

1. Enable Tap View on your mobile device
2. Turn on the screen of your mobile device.
3. Tap your mobile device on the TV. The TV screen switches to mobile device's screen.
4. Watch mobile device's screen on the TV screen.

Enabling the Tap View

Enable Tap View in the SmartThings app.

1. Launch the SmartThings app on your mobile device.
2. Select Settings in SmartThings app on your mobile device.
3. Set the Tap View to on

Connection Cables for External Devices

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

Switching between external devices connected to the TV

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

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

Editing the name and icon of an external device

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

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

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.

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).

- **Connection Guide**

Displays device connection instructions.

- **Remote Key Guide**

You can view how to use the remote control.

- **Universal Remote**

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

Connection Notes





When connecting an external device, note the following:

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 in a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications. This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI 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.

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

Connection notes for computers

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

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

Connection notes for mobile devices


- To use the Smart View function, the mobile device must support a mirroring function, such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- The Screen Sharing (Smart View) feature may not operate smoothly in a 2.4GHz environment. For better experience, 5.0GHz is recommended. 5GHz may be available depending on the model.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct function, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to
- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.


Remote Control and Peripherals


About the Samsung Smart Remote (QLED TV/AU9 Series or higher/The Frame

Learn about the buttons on the Samsung Smart Remote





 (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.


- 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.


 (Multi View) : Press the button to directly enter the Multi View function.


 **1** Directional button (up, down, left, right) : Use to navigate the menu or move the focus to highlight items on the Home Screen.


 **2** 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.

 (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

 (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.


 **3** (Launch app button) : Launch the app indicated by the button.


About the Samsung Smart Remote (AU8 Series)


Learn about the buttons on the Samsung Smart Remote.



 (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.


1 Directional button (up, down, left, right) : Use to navigate the menu or move the focus to highlight items on the Home Screen.


2 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.

 (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.

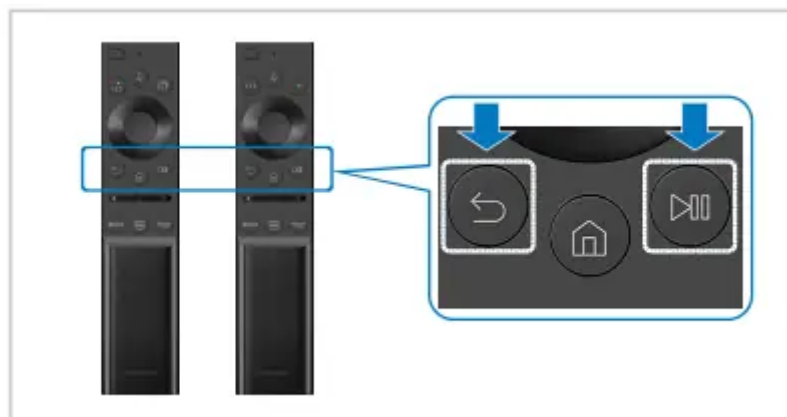
 (Launch app button) : Launch the app indicated by the button.

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.



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

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

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.

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

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.

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

Controlling the TV with a Keyboard, Mouse, or Gamepad

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

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

Connecting a USB keyboard, mouse, or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port

Connecting a Bluetooth keyboard, mouse, or gamepad

Using the keyboard and mouse

Setting up the input devices

- 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.

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:

- Recommended text
- Reset Recommended Text Memory
- Accented Character Preview
- Predict Next Character (when using direction 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.

Smart Features

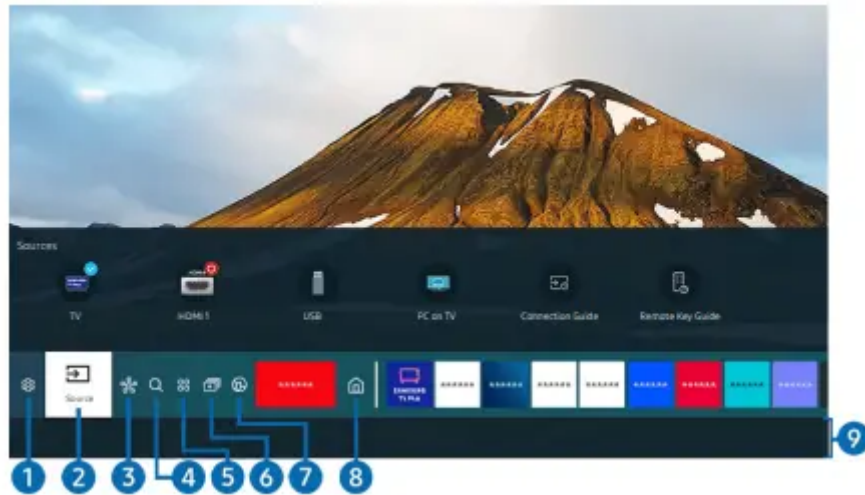
Using Smart Hub

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.

Displaying the Home Screen

Press the button



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.

- **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.

- **Game Mode**

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™, Xbox™, or Nintendo Switch™. To turn Game Mode on or off, press the Select button.

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

- **Network**

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

- **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.

- **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.

- **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 can call for technical support.

- **All Settings**

Display the Settings menu.

2. Source

You can select an external device connected to the TV.

3. SmartThings

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

4. Search

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

5. Apps


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


6. Multi View

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

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.

8. Home

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

- **Samsung Account**

Go to the Samsung Account screen to create a new account or sign out of your 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 broadcast a scheduled program or when an event occurs on a registered device.

If you move the focus to notification, and then press the Select button, a notification window appears on the right and the following functions are available:

- **Delete All**

You can delete all your notifications.

- **Settings**

You can select services you want to be notified about. When you select Allow sound, notifications are displayed with a notification sound.

- **Privacy Choices**

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

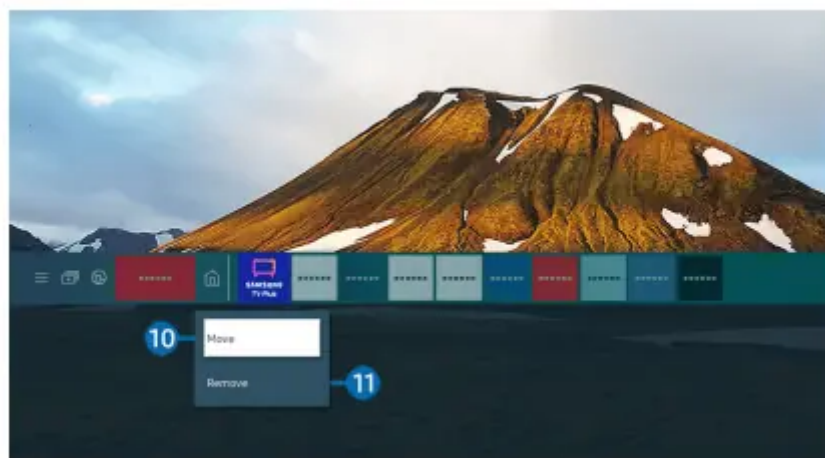
9. Universal Guide

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.

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.



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.

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.

Launching Smart Hub automatically

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

Launching the last used app automatically

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

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.

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.

Testing Smart Hub connections

Resetting Smart Hub

Using a Samsung account

Create and manage your own Samsung account

Signing in to a Samsung account

Creating a new account

Managing your Samsung account

When you sign in to your Samsung account, you can use the following functions:

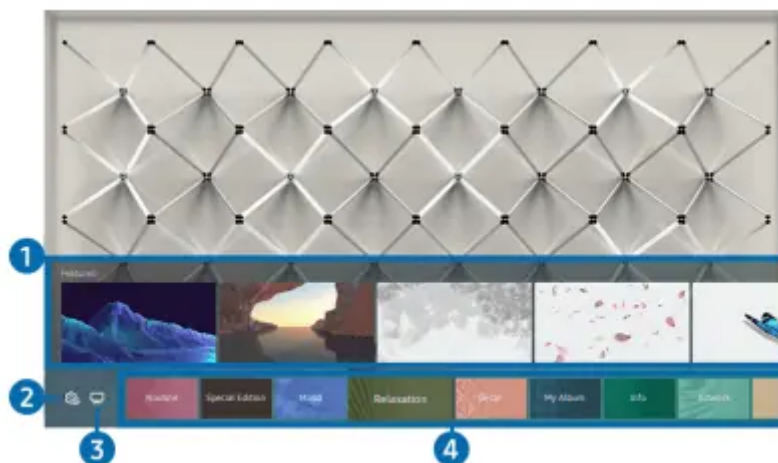
- **Sign Out** :When multiple people share the TV, you can sign out of your account to prevent others from seeing it
- **Edit Profile**: You can edit your account information
- **Payment Info** : You can view or manage your payment information.
- **Back up**: You can back up the TV settings to your Samsung Cloud storage. When resetting or replacing the TV, you can also restore its settings with the backed-up settings.
- **Sync Internet**: Once you sign in to your Samsung account and configure the Sync Internet settings, you can share the favorites and website bookmarks that you registered on other devices.
- **Remove Account**: You can delete an account from the TV. Although you have deleted your Samsung account from the TV, you are not unsubscribed. To unsubscribe from your Samsung Account
- **Terms & Conditions, Privacy Policy**: You can view the user agreement and privacy policy.


Using Ambient Mode

Learn about the functions available in Ambient Mode

 > [Ambient Mode](#)

Ambient Mode browser screen



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

1.Function and content preview

When you select a category at the bottom of the screen, a preview of available functions and content appears here. To view detailed information about a content item, move the focus to it, and then press the up directional button

2. Ambient Settings

You can configure the following Ambient Mode settings:

- **Auto Brightness** : Changes the auto brightness setting for Ambient Mode.
- **Sleep After** : Sets the time when the Ambient Mode screen turns off automatically.
- **Screen Settings** : You can adjust the settings such as content brightness, saturation, and color tone.
 - **Brightness** :Adjusts the brightness of the content.
 - **Saturation** :Adjusts the saturation of the content.
 - **Color Tone** :Adjusts the colors of the content.
 - **Red Tone / Green Tone / Blue Tone** : Adjusts the red, green, blue contrast.
- **Reset All Photos** : Resets the photos imported from your mobile device or Samsung Cloud.

3. TV : You can enter the TV viewing screen.

4.Selecting a content category : You can select your preferred content and background for the Ambient Mode screen.

- **Routine** : Enjoy a range of routines, each displaying content to suit each part of your day or create your very own routines via the SmartThings app.
- **Q Collection** : Provides content that is dedicated to Samsung QLED.
- **Special Edition** : Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.
- **Mood** : Enjoy a range of options to create the right ambience to suit your mood.
- **Relaxation** : Relax with a selection of calming content inspired by nature to soothe your mood.
- **Décor** : Allows you to select content with a sensible and beautiful design.
- **My Album** : Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen

- **Cinemagraph** : Provides eye-catching content by giving repetitive movement in part of a photo.
- **Info** : Allows you to select essential real-time information, such as weather, temperature, time, and news.
- **Artwork** : Allows you to select content such as world famous photos and artwork.
- **Background Theme** : Allows you to select a background theme provided by Samsung.
- **About Ambient Mode** : You can view information about Ambient Mode.

Applying effects to the content

When you are enjoying content in Ambient Mode, press the down directional button to change the following settings for the content:

- **Weather Filter** : You can add a weather effect to content.
- **Time Filter** : You can select any background time format for content.
- **Photo Filter** : You can select a photo effect for content
- **Color & Theme** : Changes the color or theme of the content.
- **Vibes** : Selects a mood that matches the content.
- **Backgrounds** : Changes the background of the content
- **Shadow Effects** : Applies a shadow effect that you select to the content

Viewing detailed information about the content When you are enjoying content in Ambient Mode, press the up directional button to view detailed information about the content.

Using PC on TV

Use the TV to access your PC via Screen Sharing (Windows PC), AirPlay (Mac), Remote PC, or Easy Connection to Screen

 >  [Source](#) > [PC on TV](#) > [Windows PC](#)

 >  [Source](#) > [PC on TV](#) > [Mac](#)

You can use the TV to access your PC via Screen Sharing (Windows PC), AirPlay (Mac), Remote PC, or Easy Connection to Screen.

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

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

- Connection via Windows OS is available in Windows 10.
- Connection via Mac OS is available in AirPlay.

Using Easy Connection to Screen

You can easily use remote access function after installing Easy Connection to Screen on your PC.

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

1. Download the Easy Connection to Screen PC app from smsng.co/PConTV and then install it on your PC.
2. Log in with the same Samsung Account for both TV and PC.
3. When the PC is turned on and connected via the network, PC on TV's Home screen displays the PC.

Connecting a Remote PC



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

1. Configure your computer's settings to use the Remote Access function.
 - Windows OS:
 - 1) Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
 - 2) Click Advanced System Settings. The System Properties window appears.
 - 3) Click the Remote tab and then select the Allow Remote Assistance connections to this computer.
 - Mac OS:
 - 1) Select Menu System Preferences and then click Sharing.
 - 2) Select the Screen Sharing and Remote Login check box.
 - 3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.
2. Enter the required settings for connecting the computer remotely.

1. PC/Profile

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

- In case of Windows, when the computer to connect is within the same network (router/AP), run "cmd" command in Settings >Network and Internet >View Network properties or in Start >Run, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in Settings >Remote Access.
- When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.

2. Username

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

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

3. Password

Enter the password for the login account.

Playing Multimedia Content on a Remote PC

When you move the mouse cursor to the top of the screen after accessing a remote computer, the top bar appears. When the sharing folder icon is clicked in the top bar, the folders shared on Windows or Mac OS appear. You can play back any media content in a folder.

To use this function, the folder sharing option on the computer to access must have been enabled as shown below:

- Windows OS:
 1. Run Windows Explorer and then move to the folder to share.
 2. Right-click the folder and then click Properties.
 3. After the Properties window appears, click the Sharing tab and then click Advanced Sharing.
 4. After the Advanced Sharing window appears, select the Share this folder check box.
- Mac OS:
 1. Select Menu System Preferences and then click Sharing.

2. Select the File Sharing check box.
3. To add a folder to share, click the Add+ button at the bottom.
4. Select a folder and then click Add+..

Using Samsung DeX

Samsung DeX can be connected from the TV via wireless network. When the mobile device does not appear on the screen, select Mobile Connection Guide and then follow the screen instructions

Using Office 365

You can read or create a document after accessing the office 365 website.

Adding the Cloud Service

Select the Add Cloud Service icon. Use the bookmarking function of the browser, you can add or delete the cloud service link to or from PC on TV.

Using Cloud Service

You can access the cloud service by selecting the cloud service icon added to PC on TV.

The cloud service supports the following keyboard shortcuts:

- F1: Returns to Remote Access's Home screen.
- F5: Refresh
- F8: Mutes the sound.
- F9/F10: Adjusts the volume.
- F11: Switches between full screen or default screen.

Using the Apps Service

Download and run various apps from Smart Hub.

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

1. Samsung Account

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

2. App Search

You can search for available apps.

3. Settings

You can manage the installed apps.

Installing an app

1. Move to the app you want to install, and then press the Select button. The detailed information screen appears.
2. Select Install. When the installation is complete, the Open menu appears.
3. Select Open to run the app immediately.

Launching an app

You can run the app desired from Downloaded App. The icons below appear within the selected app's icon and indicate the following:

- : The app is installed on a USB device.
- : The app has a password.
- : The app needs to be updated.
- : The app supports the mirroring function

Managing installed apps

Select Settings on Apps. You can manage installed apps.

1.Removing an app

1. Select an app to delete.
2. Select Delete.

The selected app is deleted.

2.Adding apps to the Home Screen

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

The selected app is added to the Home Screen.

3.Locking and unlocking apps

1. Select an app to lock or unlock.
2. Select Lock/Unlock.

The selected app is locked or unlocked.

4.Moving apps

1. Select an app to move.

2. Select Move.
3. Move the app to the desired location.
4. Press the Select button. The selected app is moved.

5.Reinstalling an app

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

Reinstallation starts.

6.Checking the app information details

1. Select the app to check.
2. Select View Details.

The app information screen appears.

7.Automatically updating apps

To automatically update the installed apps, set Auto Update to ON.

Using the e-Manual

Control and read the manual embedded in your TV.

Launching the e-Manual

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

Using the buttons in the e-Manual

1. (Search)

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

2. (Recently Viewed Topics)

3 . (Sitemap)

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

4 . (Index)

Select a keyword to navigate to the relevant page.

4. Moving to FAQ

You can find the troubleshooting of the selected symptom.

5. Device Care

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

6. (Try Now)

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

7. (Link)

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

Using the Internet

Surf the Internet on your TV.



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

Using SmartThings

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



Using the TV, you can control devices connected via Bluetooth, BLE(Bluetooth Low Energy), or Wi-Fi by using the remote control

Registering a device

1. When there is any device detected near the TV, a registration pop-up appears on the TV screen.
2. Select Register to register the device.



Troubleshooting

Picture Issues



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



Testing the picture

Before you review the list of problems and solutions below, use 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.

The problem	Try this!
Flickering and Dimming	<p>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.</p> <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device</p>
Component Connections and Screen Color	<p>If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.</p> <p>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</p>
Screen Brightness	<p>If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization</p> <p>  > Settings > Picture > Expert Settings > Reset Picture  > Settings > General > Power and Energy Saving > Brightness Optimization </p> <p>If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first.</p>
Blurring, or Juddering	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p>
Unwanted Powering Off	<p>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.</p> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it</p>
Problems Powering On	<p>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</p>



	<p>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.</p>
Unable to find a Channel	<p>If your TV is not connected to a cable box or satellite box, run Auto Program</p> <p>When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.</p> <p>When the symptom persists, contact your service provider.</p>
The TV image does not look as good as it did in the store	<p>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</p> <p>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)."</p>
The picture is distorted	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies. 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</p>
The color is wrong or missing	<p>If you're using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause color problems or a blank screen.</p>
The color is poor or the picture is not bright enough	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <p>See if Brightness Reduction has been enabled.</p> <p> > Settings > General > Power and Energy Saving > Brightness Reduction</p> <p>Try resetting the picture.</p>
There is a dotted line on the edge of the screen	<p>Change Picture Size to 16:9 Standard</p> <p> > Settings > Picture > Picture Size Settings</p>

	Change the output resolution of your external device.
The picture is black and white	<p>Check whether Grayscale is set to On.</p> <p></p>
The picture won't display in full screen	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content. 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.</p>
The Caption function in the TV menu is deactivated	<p>When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.</p>
Captions appear on the TV screen	<p>Turn off the Caption function in Caption Settings</p>
The HDR of the connected external device turns off	<p>The HDR of the connected external device turns off</p>
The TV remains on or does not turn on automatically.	<p>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.</p> <p>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.</p> <p></p>

Sound and Noise Issues







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

Testing the sound

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.



The problem	Try this!
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
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.	<p>Set Sound Output to TV Speaker</p> <p>If you are using an external device, check the device's audio output option. For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable. 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.</p>
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.
The speakers are making an odd sound.	<p>Run Sound Test</p> <p>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.</p>
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
The TV audio is not being played through the AV receiver.	<p>Check the A/V receiver's power supply and its settings.</p> <ul style="list-style-type: none"> • 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.	<p>Change to an appropriate sound mode.</p> <p>When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.</p> <p> >  Settings > General > Intelligent Mode Settings > Intelligent Mode</p> <p>To optimize the sound depending on the surroundings, select Adaptive Sound+</p> <p> >  Settings > General > Intelligent Mode Settings > Adaptive Sound+</p>
The volume of the external device cannot be adjusted.	<p>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.</p>
I want to turn off and on the TV and audio	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

device at the same time.	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.

The problem	Try this!
"Weak or No Signal" displayed in TV mode or cannot find channel.	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>
The TV is not receiving all channels.	<p>Confirm that the coaxial cable is securely connected to the TV. Run Reset or Auto Program.</p>
The captions are not provided on a digital channel.	<p>When watching channels with the antenna cable connected, run Caption Settings.</p> <p>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.</p>
Broadcasting is deactivated.	<p>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.</p>

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 problem	Try this!
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	<p>To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <p>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.</p> <p>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.</p>
No screen appears when connecting the TV to an external device.	<p>For more information about how to connect an external device, run Connection Guide.</p> <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p>Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).</p> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>
I want to connect to a Bluetooth speaker.	<p>For more information on how to connect a Bluetooth speaker, see Audio Device Bluetooth in Connection Guide.</p> <p> >  Source > Connection Guide > Audio Device > Bluetooth</p>
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.

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.

If the TV has trouble with network connection or TV services, check the Smart Hub connection status.

The problem	Try this!
<p>Wireless network connection failed. Unable to connect to a wireless access point.</p>	<p>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.</p>
<p>Wired network connection failed.</p>	<p>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.</p>
<p>Auto IP configuration failed. Unable to connect to the network.</p>	<p>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.</p>
<p>Connected to a local network, but not to the Internet.</p>	<ol style="list-style-type: none"> 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.
<p>Network setup is completed, but unable to connect to the Internet.</p>	<p>If the problem persists, contact your Internet service provider.</p>

Anynet+ (HDMI-CEC) Issues

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




The problem	Try this!
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.	<p>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.</p> <p>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.</p>
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 , 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
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.	<p>To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <p>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</p>
The message "Connecting to Anynet+ device..." or "Disconnecting	You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.

from Anynet+ device" appears on the 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.	<p>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.</p> <p>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.</p>

Remote Control Issues

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

The problem	Try this!
The remote control does not work.	<p>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.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.</p> <ul style="list-style-type: none"> • Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. <p>You can check remaining battery of Samsung Smart Remote with solar cell in Settings > General > Power and Energy Saving > Available Remote Battery.</p> <ul style="list-style-type: none"> • If the remote control has batteries, replace them with new ones
External devices cannot be operated with the TV remote control.	<p>Check the cable connection between the TV and external devices. When the symptom persists, set it manually in Source > Universal Remote.</p>

Recording Issues


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

The problem	Try this!
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.

Apps

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



The problem	Try this!
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 








Media Files

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

The problem	Try this!
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.

The problem	Try this!
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 or Alexa answers automatically	<p>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.</p> <p> > Explore Now >  Settings > Voice Wake-up</p>
I spoke "Hi, Bixby" but Bixby does not answer. I spoke "Alexa" but Amazon Alexa does not answer.	<p>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.</p> <p> > Explore Now >  Settings > Voice Wake-up</p>
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.	<p>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  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.</p> <ul style="list-style-type: none"> • 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 problem	Try this!
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.
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.
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. 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

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

The problem	Try this!
Cannot select Signal Information in Self Diagnosis.	Verify that the current channel is a digital channel. Signal Information is only available for digital channels.
Reset Smart Hub	<p>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</p> <p> > Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub</p>
Reset picture	<p>Resets current picture settings to the default settings.</p> <p> > Settings > Picture > Expert Settings > Reset Picture</p>
Reset sound	Resets current sound settings to the default settings.

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.