

# Guide

## 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.

> Source > Connection Guide [Try Now](#)

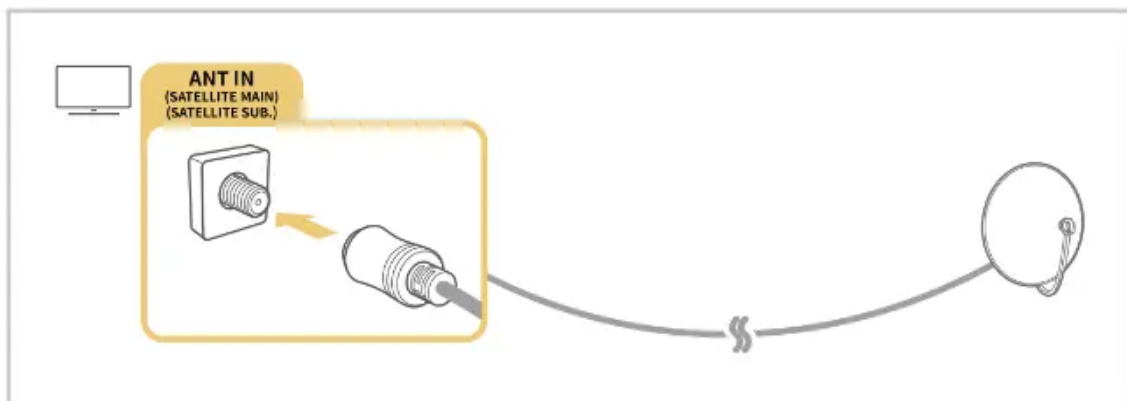
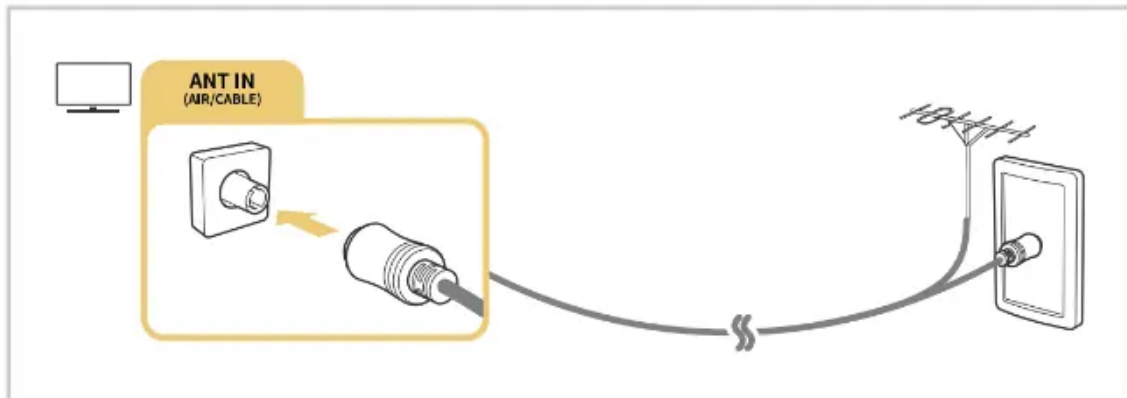
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- [Audio Device: HDMI \(ARC\), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup](#)
  - [HDMI \(ARC\)](#) is supported by some models. Check the HDMI port name of the purchased product's model.
- [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, Bluetooth Device](#)
- [Game Console: HDMI](#)
- [External Storage: USB Flash Drive, Hard Disk Drive \(HDD\)](#)
  - Using [HDMI Troubleshooting](#), you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).
  - Apple AirPlay may not be supported depending on the model or geographical area.
  - The connection method and available external devices may differ depending on the model.
- 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.



## Connecting to the Internet

You can get access to the Internet through your TV.

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

### 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."
- Use a CAT 7 (\*STP type) cable for the connection.
- 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 SSID (name) 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](#).

## Connection Cables for External Devices

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

- Available connection cables may differ depending on the model or geographical area.

## 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 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 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 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz 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 > Source > Connection Guide > Smartphone > Apple AirPlay.
  - This function may not be supported depending on the model.
- 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.

## 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) [Try Now](#)

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](#)
- [Accented Character Preview](#)
- [Predict Next Character \(when using direction buttons\)](#)
- [Language](#)

### 3. Predict Next Character

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

## Smart Features

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

- This function is supported only in QLED TV (except for Q6 series), The Frame, The Serif, The Sero, The Terrace and The Terrace for business.
- For more information about the Intelligent Mode, refer to "Using the 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 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 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 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.

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.

This function may not be supported depending on the model.

- **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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

- **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.

This function 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. 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.

## 4. 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.](#)"

## 5. 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.

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

## 6. 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.

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

- **Notification**

You can view a list of notification 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.

## 7. Universal Guide

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

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

To enjoy the content from these apps on your TV, they must be installed on the TV.

- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

## 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 the provided user manual.

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

## 7. 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.

## 8. 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.

- 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 [Try Now](#)

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 [Try Now](#)

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.

## 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.**

## Using a Samsung account

## Managing your Samsung account

> Settings > General > System Manager > Samsung Account > My 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.

To sign out of your Samsung Account ( > Settings > General > System Manager > Samsung Account), move the focus to your account's icon, and then press the Select button. When a pop-up window appears, select Sign Out.

- **Edit Profile**

You can edit your account information.

To protect personal information, enter Edit Profile and then Sign-in Method is set to Profile image selection and password entry (High security).

If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.

- **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, visit the Samsung Accounts website ([http:// account.samsung.com](http://account.samsung.com)).

- **Terms & Conditions, Privacy Policy**

You can view the user agreement and privacy policy.

For more information about the terms and conditions, privacy policy, select View Details.

## **Using Remote Access**

### **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.

For more information, refer to "[Playing pictures/video/music.](#)"

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+.

It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

When playing a video file via a remote computer, the screen or sound breaking may be encountered.

### **Using Screen Sharing (Wireless)**

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

- This function is only available for PCs that support wireless screen sharing.
- This function is supported by Windows 10.
- You can connect AirPlay in Mac.

### **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.

- This function is available only on mobile devices that support the wireless Samsung DeX.

## Using Office 365

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

- Run the browser in full-screen mode.
- URL modification is impossible in the Office 365 page

## 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 Remote Access.

- To add the cloud service, you must be signed in to your Samsung account.
- The number of cloud services that can be added to Remote Access is limited.

## Using Cloud Service

You can access the cloud service by selecting the cloud service icon added to Remote Access.

- The screen on the web page may differ from that of a computer.
- You can copy or paste any text. Some image formats are supported.
- For easy and secured login in Cloud Service, Remote Access Pass is additionally supported as well as Samsung Pass.

Setting Samsung Pass or Remote Access Pass.

Set Samsung Pass or Remote Access Pass to Use in Source Remote Access  
Run the Remote Access browser (Additionally select Office 365 or Add Cloud Service) Internet Menu Settings.

Remote Access Pass allows you to easily manage the cloud service ID and password without biometric authentication on mobile devices. For this purpose, you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV.

However, the log in to Remote Access Pass may not work depending on the site policy.

- To securely access the cloud service, you can use the browser's automatic shutdown or clear the history logs.
- Before accessing the cloud service, refer to "Read Before Using the Internet Function."

The cloud service supports the following keyboard shortcuts:

- F1: Returns to Remote Access's Home screen.
- 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.

### Apps

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

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

#### 1. Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.
- If you want to download new apps using Apps, sign in to your Samsung account.

#### 2. App Search

You can search for available apps.

#### 3. Settings

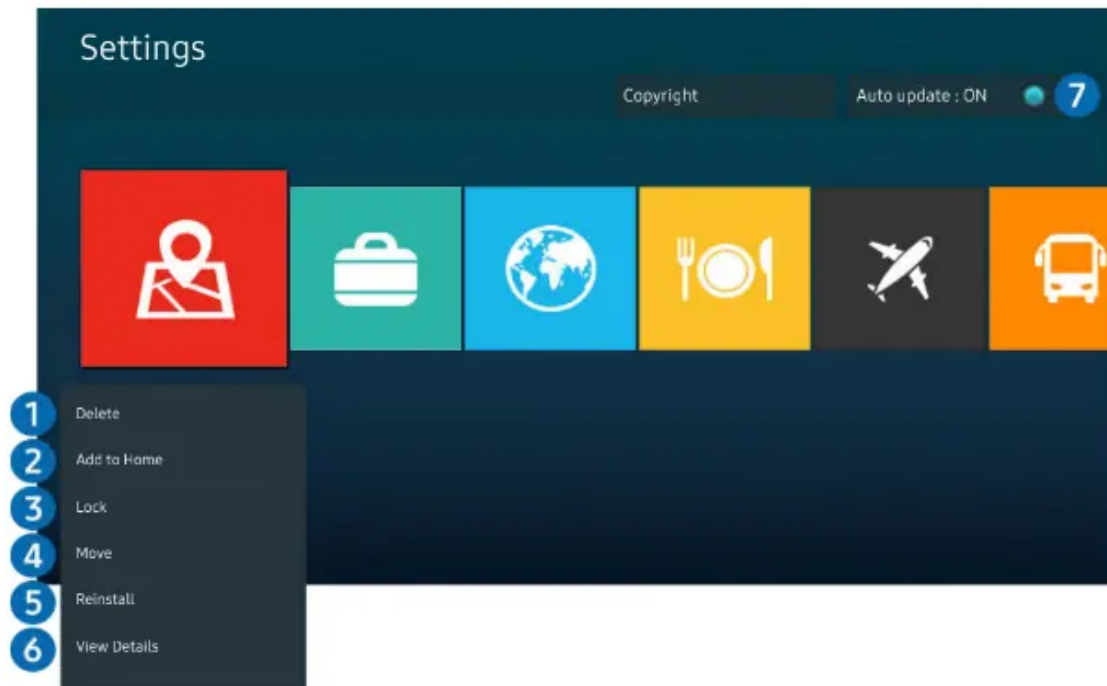
You can manage the installed apps.

#### 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.
  - You can view installed apps on the Settings screen.
  - If the TV's internal memory is <sup>full</sup> you can install some apps on a USB device.
  - You can run an app installed on a USB device only when the USB device is connected to the TV. If the USB device is disconnected while an app is running, the app is terminated.
  - You cannot run an app installed on a USB device on a PC or another TV.

#### Managing installed apps

Select Settings on Apps. You can manage installed apps.



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

### 1. Removing an app

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

The selected app is deleted.

- Ensure that the related app data is also removed when you remove an app.
- Standard apps cannot be uninstalled.

### 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.

- If the selected app is already added to the Home Screen, this function is disabled.

### 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.

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

#### 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.

- You can rate an app on the View Details screen.

#### 7. Automatically updating apps

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

- Automatic update is enabled only when the TV is connected to the Internet.

### Using the SmartThings App

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

#### > SmartThings

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

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

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

#### 1. Location selection list

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

## 2. Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.

## 3. Settings

Turn notifications on or off for the connected smart devices.

## 4. Scenes

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

## 5. Device list

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

You can add and control new devices through the SmartThings app on your mobile device. You can check and control various devices, such as speakers, smart devices (IoT devices), and home appliances registered on the server. Please refer to the user guide of the SmartThings app on your mobile device for more details.

### Controlling your TV with the mobile SmartThings app

You can register your TV and use some features of the TV through the SmartThings app on your mobile device.

## Using the e-Manual

Control and read the manual embedded in your TV.

### Launching the e-Manual

> Settings > Support > Open e-Manual

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

- You can download a copy of the e-Manual from Samsung's website to view or print on your PC or mobile device
- Some menu screens cannot be accessed from the e-Manual.

## Using the Internet

Surf the Internet on your TV.

### > Internet

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

- You can use the Internet function more easily after connecting a keyboard and mouse.

- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."
- The Internet app has an embedded Samsung Pass ( Internet Internet Menu Samsung Pass Settings). With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass Biometrics Authentication on your mobile device without entering your ID and password. However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass.

## Playing pictures/video/music

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

> Source > Connected Device Try Now

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

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

- You cannot play media content if the content or the storage device is not supported by the TV. For more information, refer to "[Read Before Playing Photo, Video, or Music Files.](#)"
- Backup important file before connecting a USB device. Samsung is not responsible for damaged or lost files

You can use the following functions on the media content list screen of a storage device.

### 1. Filter By

Filters the media content by type of media.

### 2. Sort By

Sorts the content list by Title or Date.

This function may not be supported depending on the type of external device.

### 3. Options

Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.

## Playing multimedia content on a PC or mobile device

1. Select a device with media content in > Source. The media content list in the device appears.
2. Select a media content item from the list.

The selected content is played.

- The content may not be played depending on the encoding method or file format. Furthermore, several functions may be restricted.
- Content on devices connected to the TV via your network may not play smoothly due to network communication problems. If this occurs, use a USB device.

### **Playing multimedia content on a USB device**

1. Connect a USB device to the USB port.
2. When a pop-up message appears on the screen, select Browse to easily move to the list of multimedia content stored on the device.

- If a USB device that contains the content you want to play is already connected to the TV, select the USB device in the > Source screen.

3. Select a content item to play from the list.

The selected content is played.

### **Listening to your mobile device sound through the TV speaker using Sound Mirroring**

1. Search for and connect to your TV from the (Bluetooth) device list on your mobile device.
2. Select media content to play on your mobile device.

The selected media is played through the TV speaker.

- If the TV and the sound bar are connected wirelessly, the operation may be restricted.
- This function may not be supported depending on the model or geographical area.

### **Buttons and functions available while playing multimedia content**


Press the Select button while playing any video, or photo content. The following buttons appear.

The provided buttons and functions may not be supported depending on the model or geographical area.

The available buttons and functions may differ with the content you are viewing or playing.

- **Pause, Play**

Pauses or plays the multimedia content. You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- Slow Rewind or Slow Forward: Allows you to play a video slowly backward or forward by selecting the or option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the option or  press the button.

- Jump Backward, Jump Forward

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

- Move to a specific playback section, move up the focus on the playback bar, and then select one of the five thumbnails.

This function may not be supported depending on the file format.


- **Stop**

Stop the contents being played.

- **Previous / Next**

Displays the previous or the next multimedia content file.

- **Rewind / Fast Forward**

Rewinds or fast forwards the multimedia content. To increase the rewind or fast forward speed up to 3 times faster than normal, select the button repeatedly. To return to normal speed, select the option or press the  button.

You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- **Repeat**

Plays the current multimedia content repeatedly or all multimedia content files in the same folder repeatedly.

- **Shuffle**

Plays music files in random order.

- **Picture Off**

Plays music files with the screen off.

- **Screen Fit**

Fits a photo to the screen.

- **Rotate left / Rotate right**

Rotates a photo left or right.

- **Zoom**

Zooms in a photo.

- **Background Music**

Pauses or resumes the background music while the TV displays photos.

This function is available after enabling the Background Music option.

- **Options**

The available options may differ with the model and content.

## Using Bixby

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote to control your TV.

- This function is available only if Voice Assistant is set to Bixby. ( >> Settings > General > Voice > Voice Assistant)
- This function is supported only in The Frame.
- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the geographical area.

## Picture and Sound

You can change the settings for the picture and the sound according to your preference.

### Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

>> Settings > Picture > Picture Mode Try Now

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

- **Dynamic**

Makes the picture brighter and clearer in bright viewing environments.

- **Standard**

Is the default mode suitable for general viewing environments.

- **Natural**

Reduces eye strain for a comfortable viewing experience.

- **Movie**

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

- **FILMMAKER MODE**

You can watch the source content (e.g., movie) as it is. The image defined as FILMMAKER MODE automatically switches to FILMMAKER MODE while watching.

- FILMMAKER MODE may look darker than other picture modes.
- You can change FILMMAKER MODE to a different Picture Mode. However, the changed Picture Mode will be maintained even after watching the picture defined by FILMMAKER MODE.
- FILMMAKER MODE™ logo is a trademark of UHD Alliance, Inc.

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

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

>> Settings > Sound > Wi-Fi Speaker Surround Setup Try Now

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

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

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

### **Using Voice Assistants on TV**

You can change the settings of a Voice Assistant after selecting it

#### **Select the Voice Assistant**

>> Settings > General > Voice > Voice Assistant

Select which Voice Assistant you would like to help control your TV.

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

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

Voice Wake-up may not be available depending on the Voice Assistant and language.

- **Bixby / Amazon Alexa / Google Assistant**

To use the Voice Assistant, follow the instructions on the TV screen to enable the selected Voice Assistant.

To change the settings for Voice Assistant, run the Settings menu under each Voice Assistant ( >> Settings > General > Voice > Voice Assistant).

To enable the Settings menus for each Voice Assistant, log in each Voice Assistant.

For an example of Voice command, see the Settings menus for each Voice Assistant.

## **Precautions and Notes**

You can get instructions and information that you must read after installation.

### **Read Before Using Apps**

Read this information before using Apps.

- If you want to download new apps using Apps, first sign in to your Samsung account.
- Due to the product characteristics featured on Samsung Smart Hub, as well as limitations in available content, certain features, applications, and services may not be available on all devices or in all territories. Services and content availability are subject to change without prior notice.
- Samsung Electronics takes no legal responsibility whatsoever for any interruption of app services caused by the service provider for any reason.
- Application services may be provided in English only and available content may differ with the geographical area.
- For more information about applications, visit the applicable service provider's website.
- An unstable Internet connection may cause delays or interruptions. In addition, applications may terminate automatically depending on the network environment. If this occurs, check your Internet connection and try again.
- Application services and updates may become unavailable.
- Application content is subject to change by the service provider without prior notice.
- Specific services may differ with the version of the application installed on the TV.
- An application's functionality may change in future versions of the application. If this occurs, run the application's tutorial or visit the service provider's website.
- Depending on the service provider's policies, certain applications may not support multitasking.

## Read Before Playing Photo, Video, or Music Files

Read this information before playing media content.

Limitations to the use of photo, video, and music Try Now

- The TV supports Mass Storage Class (MSC) USB devices only. MSC is a class designation for mass storage devices. Types of MSC devices include external hard drives, flash card readers, and digital cameras. (USB hubs are not supported.) These kinds of devices must be connected directly to the USB port. The TV may not be able to recognize a USB device or read the files on the device if it is connected with a USB extension cable. Do not disconnect USB devices while they are transferring files.
- When connecting an external hard drive, use the USB (HDD 5V 1A) port. We recommend that you use an external hard drive with its own power adapter.
- Certain digital cameras and audio devices may not be compatible with the TV.
- If there are multiple USB devices connected to the TV, the TV might not be able to recognize some or all the devices. USB devices that use high-power input should be connect to the USB (HDD 5V 1A) port.
- The TV supports the FAT, exFAT, and NTFS file systems.
- In the media contents list, the TV can display up to 1,000 files per folder. If the USB device contains more than files and folders, however, some files and folders might not be accessible.
- Certain files, depending on how they are encoded, may not play on the TV.
- Certain files are not supported on all models.
- The DivX and DTS codecs are not supported by the Samsung TV models released in 2020.

## Read Before Using Bluetooth Devices

Read this information before using a Bluetooth device.

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

### Restrictions on using Bluetooth

- You can't use Bluetooth devices and the Wi-Fi Speaker Surround Setup feature simultaneously.
- Compatibility issues may occur, depending on the Bluetooth device (A Mobile exclusive headphone may not be available, depending on the environment).
- Lip-sync errors may occur.
- The TV and Bluetooth device may disconnect, depending on the distance between them.
- A Bluetooth device may hum or malfunction:

- When a part of your body is in contact with the receiving/transmitting system of the Bluetooth device or the TV.
- When the device is subject to electrical variation from obstructions caused by a wall, corner, or office partitioning.
- When the device is exposed to electrical interference from same frequency-band devices including medical equipment, microwave ovens, and wireless LANs.
- If the problem persists, we recommend you use a wired connection.
  - DIGITAL AUDIO OUT (OPTICAL) port
  - HDMI (eARC) port

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

## 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 saving efficiency features.

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

- >Settings>General >Eco Solution >Ambient Light Detection
- >Settings>General >Eco Solution >Power Saving Mode
- >Settings>General >Eco Solution >Motion Lighting
- >Settings>General >Eco Solution >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, 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 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 saving efficiency functions.

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

- >Settings>General >System Manager >Time >Sleep Timer

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

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

In case of The Sero, check the options, such as The Sero Auto On/Off and Off Timer in the SmartThings app on your mobile device. The Sero Auto On/Off is intended to automatically turn on The Sero when your mobile device approaches and to automatically turn off it after a time when your mobile device gets far away from it.

### **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, check the One Invisible Connection between the TV and One Connect.

### **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."

- 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 Power Saving Mode has been enabled.

- >Settings>General >Eco Solution> Power Saving Mode

Try resetting the picture.

- >Settings>Picture >Expert Settings >Reset Picture

### **There is a dotted line on the edge of the screen**

Change Picture Size Settings to 16:9 Standard.

- >Settings>Picture >Picture Size Settings> 16:9 Standard

### **The picture is black and white**

Check whether Greyscale is set to On.

- > Settings > General > Accessibility > Greyscale

## **The picture won't display in full screen**

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

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

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

- >Settings>Picture >Picture Size Settings> Picture Size

## **The Subtitle 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.

## **Subtitles appear on the TV screen.**

Turn off the Subtitle function in Subtitle Settings.

>Settings > General > Accessibility > Subtitle Settings > Subtitle

## **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

If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Centre for assistance.

If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.

If the problem persists, check the Signal Information or refer to the external device's user manual.

## **Sound and Noise Issues**

### **Testing the sound**

>Settings>Support >Device Care> Self Diagnosis >Sound Test

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

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

To optimize the sound depending on the surroundings, select Adaptive Sound+.

- >Settings>General >Intelligent Mode Settings>Adaptive Sound+

### **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**

### **“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 >Source

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. I want to turn off the captions.**

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 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**

### **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 > Source

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, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

## Network Issues

>Settings>Support >Device Care> Self Diagnosis> Smart Hub Connection Test

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

### **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.

## **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 9XLSRfir device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a 9XLSRfir 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**

**The remote control does not work.**

The connection between the Samsung Smart Remote 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.

Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

**The remote control batteries run out quickly.**

The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on.

You can extend the battery life by turning off the Voice Wake-up function.

- >Explore Now>Settings>Voice Wake-up

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

### **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 Setup.

## **Recording Issues**

### **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 cannot be played back on a PC or other TV.

## **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.

### **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**

#### **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.**

The Samsung Smart Remote may not recognize your voice when it is far away from you, turned upside down, or located in an environment with loud ambient noise.

- Use the Samsung Smart Remote less than 2 feet (1.5 m) with the remote control buttons facing upward. (There is a built-in microphone on the front of the Samsung Smart Remote.)
- Do not place the Samsung Smart Remote near the TV speaker or an audio speaker.
- Turn on the Voice Wake-up function.
- >Explore Now>Settings>Voice Wake-up

**With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed.**

Try pairing the remote control with the TV.

**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.

**PIP is not available.**

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

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

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

**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.
- >Settings>General >Accessibility >Voice Guide Settings> Voice Guide

## **Diagnosing TV operational issues**

>Settings>Support> Device Care >Self Diagnosis

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

- 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 This TV

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

You can also view information by scanning the QR code of your TV.

You can also start this function by pressing and holding the button for 5 or more seconds.

For the standard remote control, press and hold the  (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

### Requesting service

>Settings>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**

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

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

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

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**

Settings > Sound > Sound Output [Try Now](#)

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

Settings > Sound > Expert Settings > Reset Sound [Try Now](#)

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

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

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.

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After your TV turns on, select Settings > Support > About TV and check the new firmware version.

### **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."

- **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."

- **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."

- **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.

- 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.](#)"

## **Portrait Mode**

When you do not use The Sero, you can rotate its screen vertically to see content such as photos, images, and time display.

- This function is supported only in The Sero.
- For more information, refer to the provided user manual.

## **Using Bixby**

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.

- 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)

## **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.
- **USER MANUAL TELEVISION**

## **Guide**

### **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.

> Source > Connection Guide [Try Now](#)

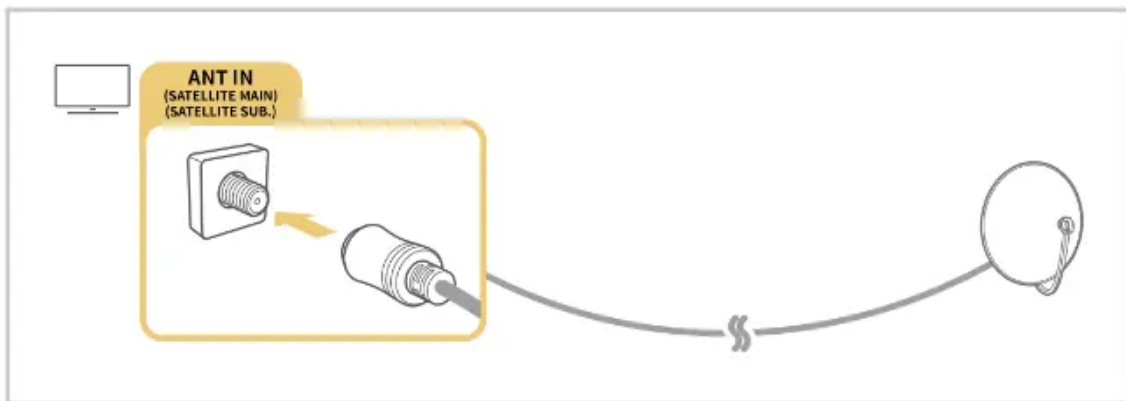
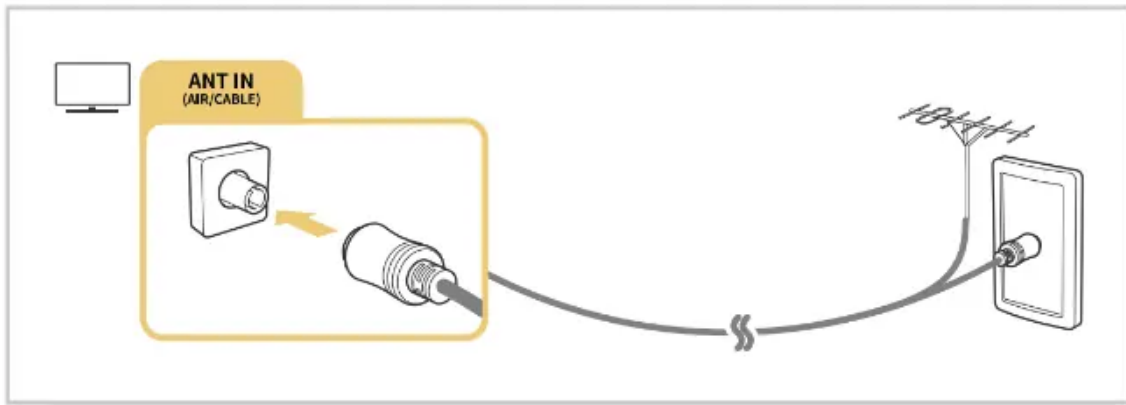
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- [Audio Device: HDMI \(ARC\), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup](#)
  - [HDMI \(ARC\)](#) is supported by some models. Check the HDMI port name of the purchased product's model.
- [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, Bluetooth Device](#)
- [Game Console: HDMI](#)
- [External Storage: USB Flash Drive, Hard Disk Drive \(HDD\)](#)
  - Using [HDMI Troubleshooting](#), you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).
  - Apple AirPlay may not be supported depending on the model or geographical area.
  - The connection method and available external devices may differ depending on the model.
- 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.



It is best to connect the both connectors using a Multi-Switch or DiSEqC Switch, etc and to set Aerial Connection Type to Dual.

- A connection method may differ depending on the model or geographical area.
- The DVB-T2 system may not be supported depending on the geographical area.

### Connecting to the Internet

You can get access to the Internet through your TV.

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

### 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."
- Use a CAT 7 (\*STP type) cable for the connection.
- 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 SSID (name) 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](#).

## Connection Cables for External Devices

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

- Available connection cables may differ depending on the model or geographical area.

## 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 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 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 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz 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.

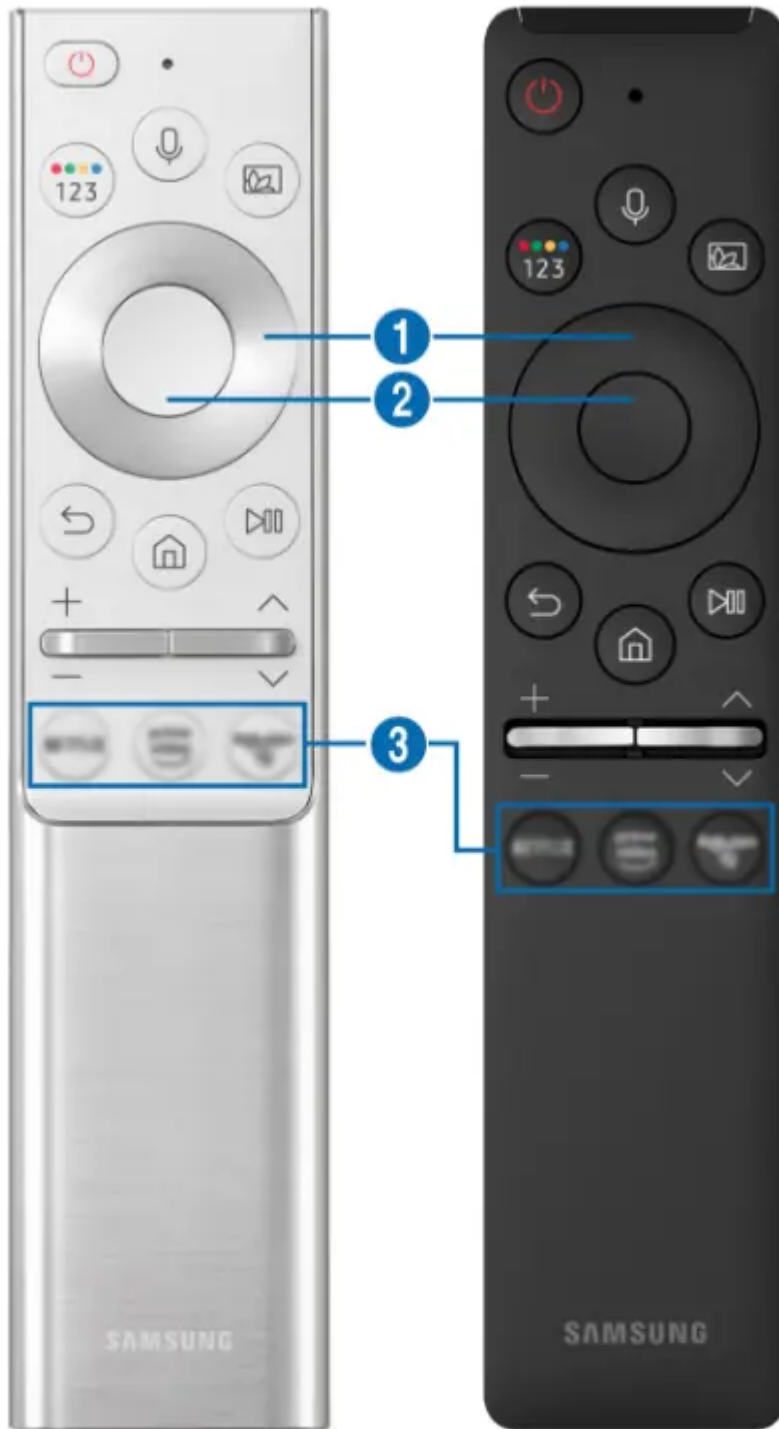
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to > Source > Connection Guide > Smartphone > Apple AirPlay.
  - This function may not be supported depending on the model.
- The video or audio may stop intermittently, depending on network conditions.
- When sharing content 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**







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**

Learn about the buttons on the Samsung Smart Remote.



 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p>The supported Voice Assistant's languages and features may differ by geographical region.</p>
 (Colour / Number button)	<p>Each time you press this button, the coloured buttons window and the virtual numeric pad are displayed alternately.</p> <ul style="list-style-type: none"> <li>• Use this button to access additional options that are specific to the feature in use.</li> <li>• Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc. <ul style="list-style-type: none"> <li>◦ When pressed for 1 second or more for a channel that supports the teletext service, the TTX menu appears on the TV screen. For more information, refer to "Teletext Feature".</li> <li>◦ If the Colour Button appears with a number strip on the screen, select the Colour Button and then select a colour by using the directional button (up/down/left/right). Use this to access additional options that are specific to the feature in use.</li> </ul> </li> </ul>
 (Ambient Mode)	<p>In TV mode, press the button to enter Ambient Mode.</p> <p>If you press the button when the TV is turned off, the TV turns on in Ambient Mode.</p> <ul style="list-style-type: none"> <li>• When pressed for 1 second or more, the Shortcuts menu screen appears.</li> <li>• This function may not be supported depending on the model or geographical area.</li> </ul>
 (Directional button up/down/left/right)	<p>Moves the focus.</p>
 Select	



	Select Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a programme, the previous channel appears.
 ( Smart Hub)	Press to return to the Home Screen.
 (Play/ pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.  Press the button to use the recording or Timeshift function while watching the broadcast.
 (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. When pressed for 1 second or more, the Channel List screen appears.  Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.  <ul style="list-style-type: none"> <li>This function may not be supported depending on the model or geographical area.</li> </ul>

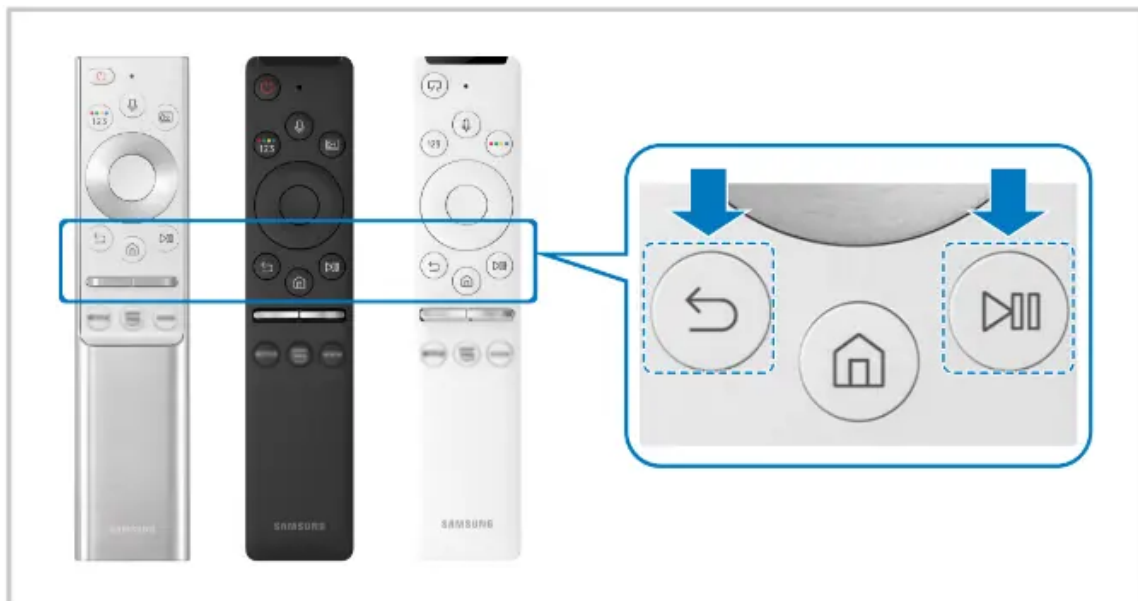
- Use the Samsung Smart Remote less than 6 m from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible 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 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".
- For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)".
- For more information about the Samsung Smart Remote that comes with The Sero, refer to "About the Samsung Smart Remote (The Sero)".

## 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)". External devices connected to the TV may not support the universal remote feature.
- Do not place any obstacles in front of an external device and TV's logo. It may cause signals from the remote control to be transmitted improperly.
- The TV memorises both the external device and its connection port (HDMI 1, HDMI 2, etc.).
- 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) [Try Now](#)

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**
- **Accented Character Preview**
- **Predict Next Character (when using direction buttons)**
- **Language**

### **3. Predict Next Character**

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

## **Smart Features**

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

- This function is supported only in QLED TV (except for Q6 series), The Frame, The Serif, The Sero, The Terrace and The Terrace for business.
- For more information about the Intelligent Mode, refer to "Using the 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 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 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 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.

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.

This function may not be supported depending on the model.

- **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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

- **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.

This function 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. 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.

## 4. 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.](#)"

## 5. 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.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.

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

## 6. 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.

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

### • Notification

You can view a list of notification 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.

## 7. Universal Guide

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

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

To enjoy the content from these apps on your TV, they must be installed on the TV.

- When you watch some paid content, you may need to make a payment using their associated app.

- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

## 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 the provided user manual.



## Portrait Mode

When you do not use The Sero, you can rotate its screen vertically to see content such as photos, images, and time display.

- This function is supported only in The Sero.
- For more information, refer to the provided user manual.
- The image on your TV may differ from the image above depending on the model and geographical area.

## 8. Moving an item on the Home Screen

Move the focus to the app you want to move, press 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.

## 9. 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.

- 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 [Try Now](#)

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 [Try Now](#)

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.

## Managing your Samsung account

> Settings > General > System Manager > Samsung Account > My 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.

To sign out of your Samsung Account ( > Settings > General > System Manager > Samsung Account), move the focus to your account's icon, and then press the Select button. When a pop-up window appears, select Sign Out.

### • Edit Profile

You can edit your account information.

To protect personal information, enter Edit Profile and then Sign-in Method is set to Profile image selection and password entry (High security).

If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.

### • 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, visit the Samsung Accounts website ([http:// account.samsung.com](http://account.samsung.com)).

- **Terms & Conditions, Privacy Policy**

You can view the user agreement and privacy policy.

For more information about the terms and conditions, privacy policy, select View Details.

## **Using Remote Access**

### **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.

For more information, refer to "[Playing pictures/video/music.](#)"

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+.

It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

When playing a video file via a remote computer, the screen or sound breaking may be encountered.

### **Using Screen Sharing (Wireless)**

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

- This function is only available for PCs that support wireless screen sharing.
- This function is supported by Windows 10.
- You can connect AirPlay in Mac.

### **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.

- This function is available only on mobile devices that support the wireless Samsung DeX.

### **Using Office 365**

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

- Run the browser in full-screen mode.
- URL modification is impossible in the Office 365 page

### **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 Remote Access.

- To add the cloud service, you must be signed in to your Samsung account.
- The number of cloud services that can be added to Remote Access is limited.

### **Using Cloud Service**

You can access the cloud service by selecting the cloud service icon added to Remote Access.

- The screen on the web page may differ from that of a computer.
- You can copy or paste any text. Some image formats are supported.
- For easy and secured login in Cloud Service, Remote Access Pass is additionally supported as well as Samsung Pass.

Setting Samsung Pass or Remote Access Pass.

Set Samsung Pass or Remote Access Pass to Use in Source Remote Access  
Run the Remote Access browser (Additionally select Office 365 or Add Cloud Service) Internet Menu Settings.

Remote Access Pass allows you to easily manage the cloud service ID and password without biometric authentication on mobile devices. For this purpose,

you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV.

However, the log in to Remote Access Pass may not work depending on the site policy.

- To securely access the cloud service, you can use the browser's automatic shutdown or clear the history logs.
- Before accessing the cloud service, refer to "Read Before Using the Internet Function."

The cloud service supports the following keyboard shortcuts:

- F1: Returns to Remote Access's Home screen.
- 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.

### Apps

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

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

### 1. Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.
- If you want to download new apps using Apps, sign in to your Samsung account.

### 2. App Search

You can search for available apps.

### 3. Settings

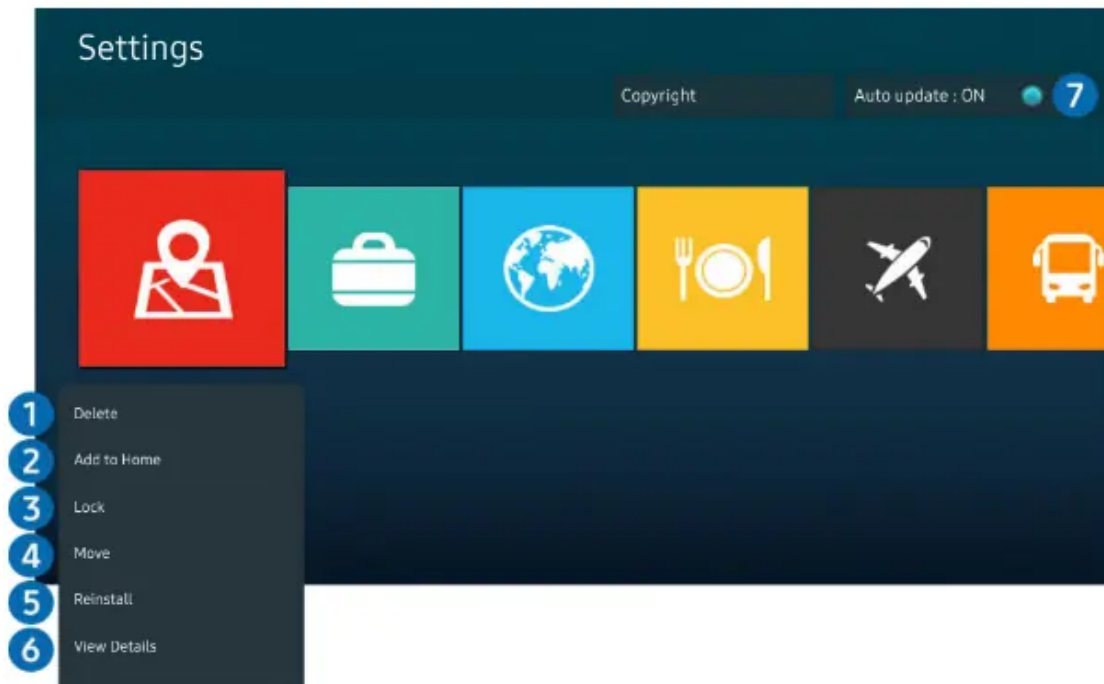
You can manage the installed apps.

## 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.
  - You can view installed apps on the Settings screen.
  - If the TV's internal memory is full you can install some apps on a USB device.
  - You can run an app installed on a USB device only when the USB device is connected to the TV. If the USB device is disconnected while an app is running, the app is terminated.
  - You cannot run an app installed on a USB device on a PC or another TV.

## Managing installed apps

Select Settings on Apps. You can manage installed apps.



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

### 1. Removing an app

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

The selected app is deleted.

- Ensure that the related app data is also removed when you remove an app.
- Standard apps cannot be uninstalled.

## **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.

- If the selected app is already added to the Home Screen, this function is disabled.

## **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.

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

## **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.

- You can rate an app on the View Details screen.

## **7. Automatically updating apps**

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

- Automatic update is enabled only when the TV is connected to the Internet.

## Using the SmartThings App

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

### > SmartThings

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

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

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

#### 1. Location selection list

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

#### 2. Samsung Account

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

- If you are signed out of your Samsung account, select Sign In to sign in.

#### 3. Settings

Turn notifications on or off for the connected smart devices.

#### 4. Scenes

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

#### 5. Device list

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

You can add and control new devices through the SmartThings app on your mobile device. You can check and control various devices, such as speakers, smart devices (IoT devices), and home appliances registered on the server. Please refer to the user guide of the SmartThings app on your mobile device for more details.

### Controlling your TV with the mobile SmartThings app

You can register your TV and use some features of the TV through the SmartThings app on your mobile device.

## Using the e-Manual

Control and read the manual embedded in your TV.

### Launching the e-Manual

> Settings > Support > Open e-Manual

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

- You can download a copy of the e-Manual from Samsung's website to view or print on your PC or mobile device
- Some menu screens cannot be accessed from the e-Manual.

## Using the Internet

Surf the Internet on your TV.

### > Internet

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

- You can use the Internet function more easily after connecting a keyboard and mouse.
- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."
- The Internet app has an embedded Samsung Pass ( Internet Internet Menu Samsung Pass Settings). With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass Biometrics Authentication on your mobile device without entering your ID and password. However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass.

## Playing pictures/video/music

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

> Source > Connected Device Try Now

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

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

- You cannot play media content if the content or the storage device is not supported by the TV. For more information, refer to "[Read Before Playing Photo, Video, or Music Files.](#)"
- Backup important file before connecting a USB device. Samsung is not responsible for damaged or lost files

You can use the following functions on the media content list screen of a storage device.

### **1. Filter By**

Filters the media content by type of media.

### **2. Sort By**

Sorts the content list by Title or Date.

This function may not be supported depending on the type of external device.

### **3. Options**

Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.

### **Playing multimedia content on a PC or mobile device**

1. Select a device with media content in > Source. The media content list in the device appears.
2. Select a media content item from the list.

The selected content is played.

- The content may not be played depending on the encoding method or file format. Furthermore, several functions may be restricted.
- Content on devices connected to the TV via your network may not play smoothly due to network communication problems. If this occurs, use a USB device.

### **Playing multimedia content on a USB device**

1. Connect a USB device to the USB port.
2. When a pop-up message appears on the screen, select Browse to easily move to the list of multimedia content stored on the device.

- If a USB device that contains the content you want to play is already connected to the TV, select the USB device in the > Source screen.

3. Select a content item to play from the list.

The selected content is played.

### **Listening to your mobile device sound through the TV speaker using Sound Mirroring**

1. Search for and connect to your TV from the (Bluetooth) device list on your mobile device.
2. Select media content to play on your mobile device.

The selected media is played through the TV speaker.

- If the TV and the sound bar are connected wirelessly, the operation may be restricted.
- This function may not be supported depending on the model or geographical area.

## Buttons and functions available while playing multimedia content


Press the Select button while playing any video, or photo content. The following buttons appear.

The provided buttons and functions may not be supported depending on the model or geographical area.

The available buttons and functions may differ with the content you are viewing or playing.

- **Pause, Play**

Pauses or plays the multimedia content. You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- Slow Rewind or Slow Forward: Allows you to play a video slowly backward or forward by selecting the or option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the option or  press the button.

- Jump Backward, Jump Forward

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

- Move to a specific playback section, move up the focus on the playback bar, and then select one of the five thumbnails.

This function may not be supported depending on the file format.


- **Stop**

Stop the contents being played.

- **Previous / Next**

Displays the previous or the next multimedia content file.

- **Rewind / Fast Forward**

Rewinds or fast forwards the multimedia content. To increase the rewind or fast forward speed up to 3 times faster than normal, select the button repeatedly. To return to normal speed, select the option or press the  button.

You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- **Repeat**

Plays the current multimedia content repeatedly or all multimedia content files in the same folder repeatedly.

- **Shuffle**

Plays music files in random order.

- **Picture Off**

Plays music files with the screen off.

- **Screen Fit**

Fits a photo to the screen.

- **Rotate left / Rotate right**

Rotates a photo left or right.

- **Zoom**

Zooms in a photo.

- **Background Music**

Pauses or resumes the background music while the TV displays photos.

This function is available after enabling the Background Music option.

- **Options**

The available options may differ with the model and content.

## Using Bixby

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote to control your TV.

- This function is available only if Voice Assistant is set to Bixby. ( >> Settings > General > Voice > Voice Assistant)
- This function is supported only in The Frame.
- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the geographical area.

## Picture and Sound

You can change the settings for the picture and the sound according to your preference.

## Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

>> Settings > Picture > Picture Mode Try Now

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

- **Dynamic**

Makes the picture brighter and clearer in bright viewing environments.

- **Standard**

Is the default mode suitable for general viewing environments.

- **Natural**

Reduces eye strain for a comfortable viewing experience.

- **Movie**

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

- **FILMMAKER MODE**

You can watch the source content (e.g., movie) as it is. The image defined as FILMMAKER MODE automatically switches to FILMMAKER MODE while watching.

- FILMMAKER MODE may look darker than other picture modes.
- You can change FILMMAKER MODE to a different Picture Mode. However, the changed Picture Mode will be maintained even after watching the picture defined by FILMMAKER MODE.
- FILMMAKER MODE™ logo is a trademark of UHD Alliance, Inc.

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

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

>> Settings > Sound > Wi-Fi Speaker Surround Setup Try Now

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

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

- Two or more Samsung wireless speakers of the same type must be connected to the same wireless network.

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

## Using Voice Assistants on TV

You can change the settings of a Voice Assistant after selecting it

### Select the Voice Assistant

>> Settings > General > Voice > Voice Assistant

Select which Voice Assistant you would like to help control your TV.

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

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

Voice Wake-up may not be available depending on the Voice Assistant and language.

### • Bixby / Amazon Alexa / Google Assistant

To use the Voice Assistant, follow the instructions on the TV screen to enable the selected Voice Assistant.

To change the settings for Voice Assistant, run the Settings menu under each Voice Assistant ( >> Settings > General > Voice > Voice Assistant).

To enable the Settings menus for each Voice Assistant, log in each Voice Assistant.

For an example of Voice command, see the Settings menus for each Voice Assistant.

## Precautions and Notes

You can get instructions and information that you must read after installation.

### Read Before Using Apps

Read this information before using Apps.

- If you want to download new apps using Apps, first sign in to your Samsung account.
- Due to the product characteristics featured on Samsung Smart Hub, as well as limitations in available content, certain features, applications, and services may not be

available on all devices or in all territories. Services and content availability are subject to change without prior notice.

- Samsung Electronics takes no legal responsibility whatsoever for any interruption of app services caused by the service provider for any reason.
- Application services may be provided in English only and available content may differ with the geographical area.
- For more information about applications, visit the applicable service provider's website.
- An unstable Internet connection may cause delays or interruptions. In addition, applications may terminate automatically depending on the network environment. If this occurs, check your Internet connection and try again.
- Application services and updates may become unavailable.
- Application content is subject to change by the service provider without prior notice.
- Specific services may differ with the version of the application installed on the TV.
- An application's functionality may change in future versions of the application. If this occurs, run the application's tutorial or visit the service provider's website.
- Depending on the service provider's policies, certain applications may not support multitasking.

## **Read Before Playing Photo, Video, or Music Files**

Read this information before playing media content.

Limitations to the use of photo, video, and music Try Now

- The TV supports Mass Storage Class (MSC) USB devices only. MSC is a class designation for mass storage devices. Types of MSC devices include external hard drives, flash card readers, and digital cameras. (USB hubs are not supported.) These kinds of devices must be connected directly to the USB port. The TV may not be able to recognize a USB device or read the files on the device if it is connected with a USB extension cable. Do not disconnect USB devices while they are transferring files.
- When connecting an external hard drive, use the USB (HDD 5V 1A) port. We recommend that you use an external hard drive with its own power adapter.
- Certain digital cameras and audio devices may not be compatible with the TV.
- If there are multiple USB devices connected to the TV, the TV might not be able to recognize some or all the devices. USB devices that use high-power input should be connect to the USB (HDD 5V 1A) port.
- The TV supports the FAT, exFAT, and NTFS file systems.

- In the media contents list, the TV can display up to 1,000 files per folder. If the USB device contains more than files and folders, however, some files and folders might not be accessible.
- Certain files, depending on how they are encoded, may not play on the TV.
- Certain files are not supported on all models.
- The DivX and DTS codecs are not supported by the Samsung TV models released in 2020.

## **Read Before Using Bluetooth Devices**

Read this information before using a Bluetooth device.

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

### **Restrictions on using Bluetooth**

- You can't use Bluetooth devices and the Wi-Fi Speaker Surround Setup feature simultaneously.
- Compatibility issues may occur, depending on the Bluetooth device (A Mobile exclusive headphone may not be available, depending on the environment).
- Lip-sync errors may occur.
- The TV and Bluetooth device may disconnect, depending on the distance between them.
- A Bluetooth device may hum or malfunction:
  - When a part of your body is in contact with the receiving/transmitting system of the Bluetooth device or the TV.
  - When the device is subject to electrical variation from obstructions caused by a wall, corner, or office partitioning.
  - When the device is exposed to electrical interference from same frequency-band devices including medical equipment, microwave ovens, and wireless LANs.
- If the problem persists, we recommend you use a wired connection.
  - DIGITAL AUDIO OUT (OPTICAL) port
  - HDMI (eARC) port

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

## 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.

The problem	Try this!
<p><b>Flickering and Dimming</b></p>	<p>If your TV is flickering or dimming sporadically, you may need to disable some of the energy saving features.</p> <p>Disable Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;General &gt;Eco Solution &gt;Ambient Light Detection</li> <li>• &gt;Settings&gt;General &gt;Eco Solution &gt;Power Saving Mode</li> <li>• &gt;Settings&gt;General &gt;Eco Solution &gt;Motion Lighting</li> <li>• &gt;Settings&gt;General &gt;Eco Solution &gt;Contrast Enhancer</li> </ul> <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Support&gt; Device Care&gt;Self Diagnosis &gt;Picture Test</li> </ul>
<p><b>Component Connections and Screen Color</b></p>	<p>If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Support&gt; Device Care&gt;Self Diagnosis &gt;Picture Test</li> </ul> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <p>When using the One Connect, confirm that its video input connectors are connected to the correct external device video output connectors.</p> <p>When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.</p> <p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> <li>• &gt; Source &gt;Connection Guide</li> </ul>
<p><b>Screen Brightness</b></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> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Contrast</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Brightness</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Sharpness</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Color</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Tint (G/R)</li> </ul>
<p><b>Blurring, or Juddering</b></p>	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Picture Clarity Settings</li> </ul>
<p><b>Unwanted Powering Off</b></p>	<p>If your TV appears to turn off by itself, try disabling some of the TV's energy saving efficiency functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;General &gt;System Manager &gt;Time &gt;Sleep Timer</li> </ul> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;General &gt;Eco Solution &gt;Auto Power Off</li> <li>• &gt;Settings&gt;General &gt;System Manager&gt;Time &gt;Off Timer</li> </ul>



<p><b>Problems Powering On</b></p>	<p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is firmly connected.</p> <p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p> <p>In case of a model that supports One Connect, check the One Invisible Connection between the TV and One Connect.</p>
<p><b>Unable to find a Channel</b></p>	<p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Broadcasting&gt;Auto Program</li> </ul> <p>When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.</p> <ul style="list-style-type: none"> <li>• &gt; Source &gt;Connection Guide</li> </ul> <p>When the symptom persists, contact your service provider.</p>
<p><b>The TV image does not look as good as it did in the store</b></p>	<p>Store displays are tuned to a digital UHD channel or HD channel.</p> <p>Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.</p> <p>Be sure to use an HDMI cable to enjoy high quality videos.</p> <ul style="list-style-type: none"> <li>• &gt; Source &gt;Connection Guide &gt;Video Device&gt; HDMI</li> </ul> <p>To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.</p> <p>For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>



	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>The picture is distorted</b>	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels</p>
<b>The color is wrong or missing</b>	<p>If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.</p> <p>Incorrect or loose connections may cause color problems or a blank screen.</p>
<b>The color is poor or the picture is not bright enough</b>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Picture Mode</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Brightness</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Sharpness</li> <li>• &gt;Settings&gt;Picture &gt;Expert Settings&gt; Color</li> </ul> <p>See if Power Saving Mode has been enabled.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;General &gt;Eco Solution&gt; Power Saving Mode</li> </ul> <p>Try resetting the picture.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Expert Settings &gt;Reset Picture</li> </ul>
<b>There is a dotted line on the edge of the screen</b>	<p>Change Picture Size Settings to 16:9 Standard.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Picture Size Settings&gt; 16:9 Standard</li> </ul>
<b>The picture is black and white</b>	<p>Use a composite cable when you connect AV equipment to the TV.</p>

	<p>If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow /Green) input port.</p> <p>The COMPONENT IN port may not be supported depending on the model or geographical area.</p>
<p><b>The picture won't display in full screen</b></p>	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;Picture &gt;Picture Size Settings&gt; Picture Size</li> </ul>
<p><b>The Caption function in the TV menu is deactivated.</b></p>	<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>
<p><b>Subtitles appear on the TV screen.</b></p>	<p>Turn off the Subtitle function in Subtitle Settings.</p> <ul style="list-style-type: none"> <li>• &gt;Settings &gt; General &gt; Accessibility &gt; Subtitle Settings &gt; Subtitle</li> </ul>
<p><b>The HDR of the connected external device turns off</b></p>	<p>Expand the reception range of the corresponding HDMI input signal in Input Signal Plus</p> <ul style="list-style-type: none"> <li>• &gt;Settings&gt;General &gt;External Device Manager&gt; Input Signal Plus</li> </ul>

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

## Sound and Noise Issues

### Testing the sound

>Settings>Support >Device Care> Self Diagnosis >Sound Test

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

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

To optimize the sound depending on the surroundings, select Adaptive Sound+.

- >Settings>General >Intelligent Mode Settings>Adaptive Sound+

### **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**

### **“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 >Source

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. I want to turn off the captions.**

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 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.

## **External Device Connectivity Issues**

### **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 > Source

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.

When the set resolution is not matched, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

## **Network Issues**

>Settings>Support >Device Care> Self Diagnosis> Smart Hub Connection Test

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

### **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.

## **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 device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a 9XlsRfir 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**

### **The remote control does not work.**

The connection between the Samsung Smart Remote and the TV may be lost.

Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

### **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 Setup.

## **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.

## **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**

### **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

**With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed.**

Try pairing the remote control with the TV.

**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.

**PIP is not available.**

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

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

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

**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.
- >Settings>General >Accessibility >Voice Guide Settings > Voice Guide

## **Diagnosing TV operational issues**

>Settings>Support> Device Care >Self Diagnosis

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

- 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 This TV

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

- You can also view information by scanning the QR code of your TV.
- You can also start this function by pressing and holding the button for 5 or more seconds.

For the standard remote control, press and hold the  (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

### **Requesting service**

>Settings>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](#)

Settings > Support > Device Care > Self Diagnosis > Signal Information [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**

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

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

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

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**

Settings > Sound > Sound Output [Try Now](#)

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

Settings > Sound > Expert Settings > Reset Sound [Try Now](#)

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

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

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.

## 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."

- **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."

- **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."

- **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.

- 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.](#)"



### **Portrait Mode**

When you do not use The Sero, you can rotate its screen vertically to see content such as photos, images, and time display.

- This function is supported only in The Sero.
- For more information, refer to the provided user manual.

## **Using Bixby**

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.

- 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)

## **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.