

Guide

Learn how to use various features.

Connections

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


Connection Guide

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




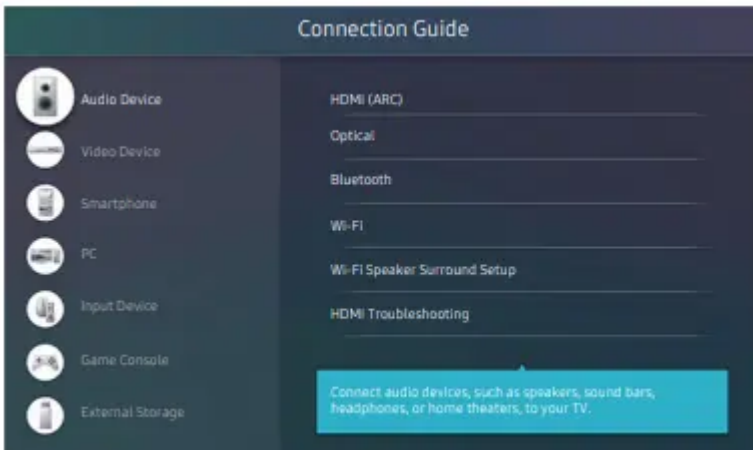
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

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

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

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

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

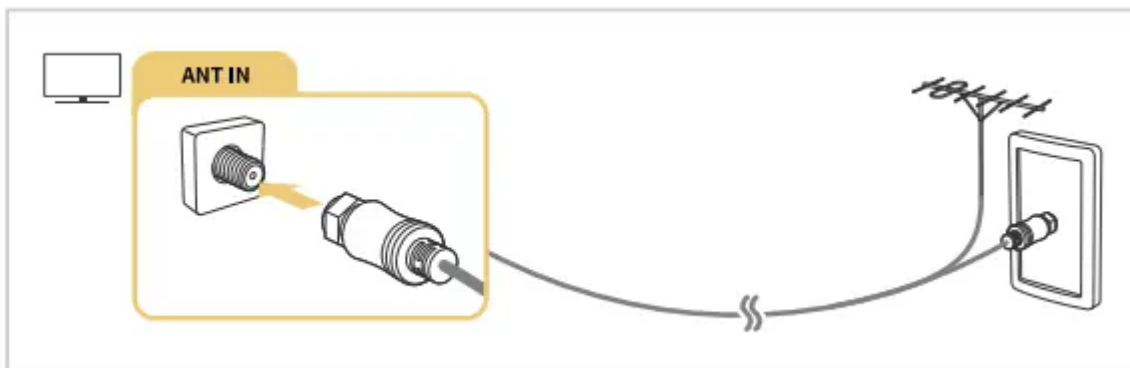


✎ The image on your TV may differ from the image above depending on the model and geographical area

Connecting an Antenna

You can connect a coaxial cable to your TV.

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



Connecting to the Internet

You can get access to the Internet through your TV.

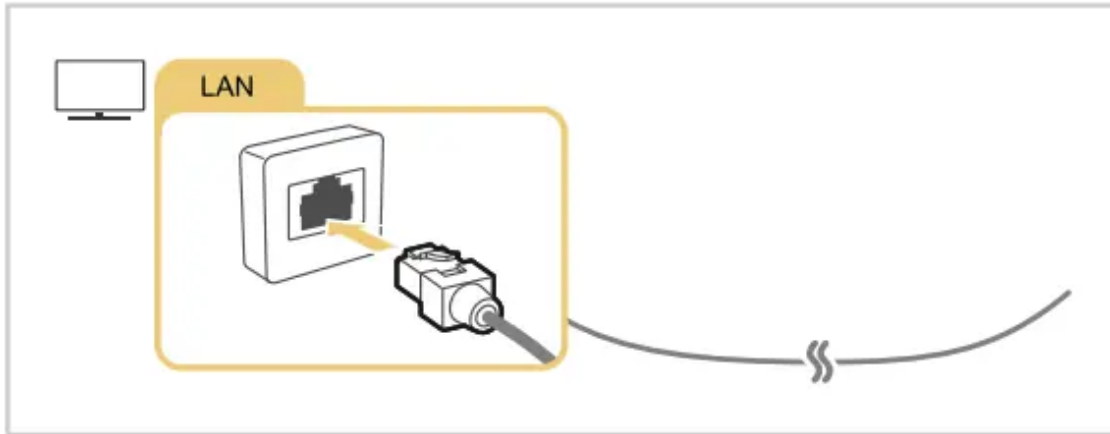
 >  **Settings** > **General** > **Network** > **Open Network Settings** [Try Now](#)

Configure network settings to connect to an available network.

Establishing a wired Internet connection

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

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



✎ If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."

✎ To connect a LAN cable, use a CAT 7 (*STP type) cable for the connection. (100/10 Mbps) * Shielded Twisted Pair

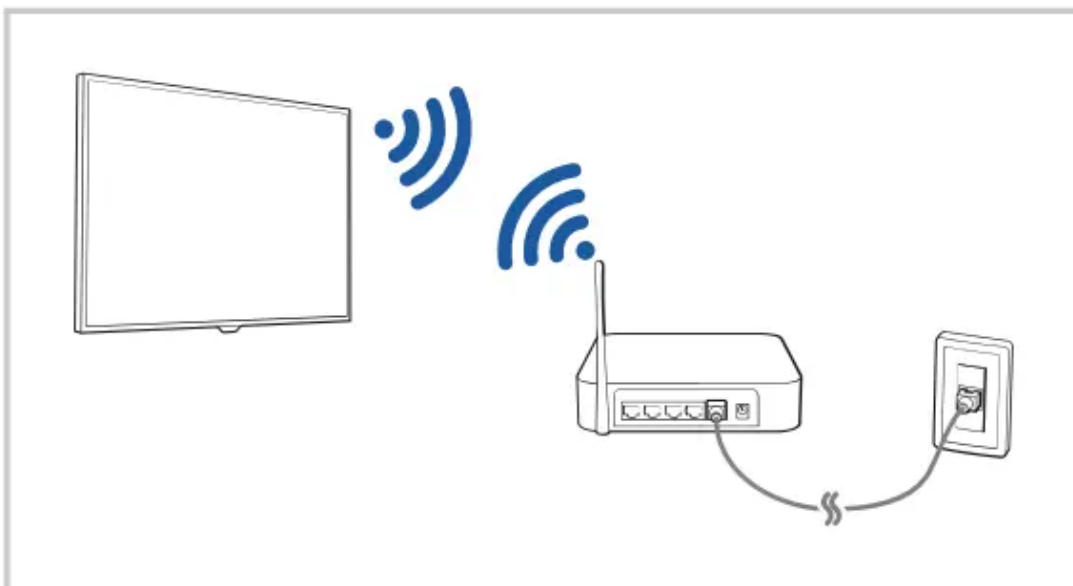
✎ The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

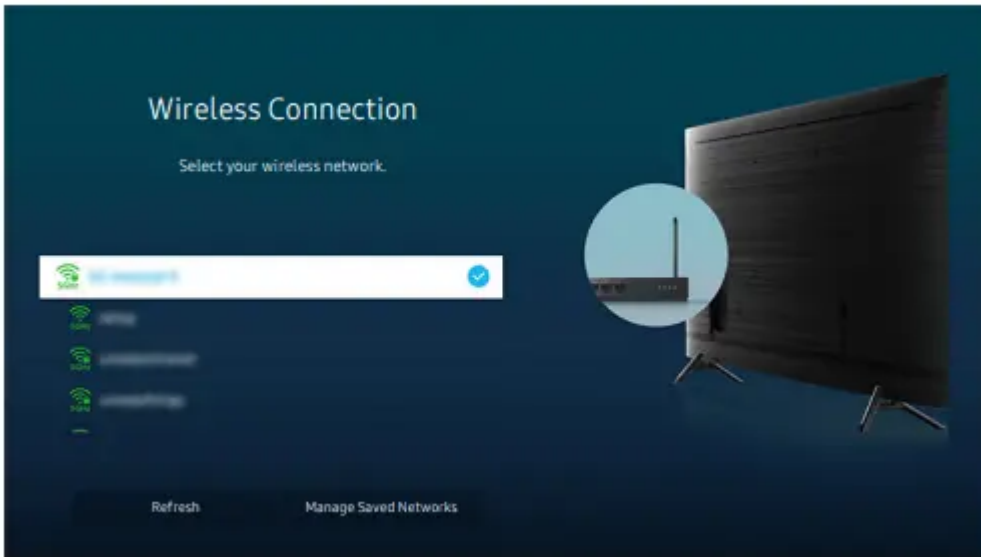
✎ This function may not be supported depending on the model.

Establishing a wireless Internet connection

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

🏠 > ⚙️ [Settings](#) > [General](#) > [Network](#) > [Open Network Settings](#) > [Wireless](#)





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.

Checking the Internet connection status

 >  **Settings** > **General** > **Network** > **Network Status** 

View the current network and Internet status.

Resetting Your Network


 >  **Settings** > **General** > **Network** > **Reset Network** 

Restore the network settings to the factory default.

Turning on the TV with a mobile device

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

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


 This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function. Apple AirPlay may not be supported depending on the model or geographical area.

Connecting an IP control device to the TV

 >  **Settings** > **General** > **Network** > **Expert Settings** > **IP Remote**

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




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

 Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.





 This function may not be supported depending on the model.

Connection Cables for External Devices

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

Cable name	Image	Description
HDMI to HDMI		Each cable simultaneously transmits digital video and audio signals from an external device to the HDMI port on the TV. Cables are divided into various types according to the types of input or output ports on external devices.
HDMI to MINI HDMI		
HDMI to Micro HDMI		

HDMI to USB Type-C	
HDMI to DisplayPort	
Mini DisplayPort to HDMI	

Cable name	Image	Description
DVI to HDMI		DVI to HDMI cables can transmit only digital video signals and not audio signals. We recommend that you use HDMI to HDMI cables.
Optical		Optical cables are used to transmit audio signals to external speakers with low signal loss. Optical cables can't transmit video signals.
Component		Component cables transmit analogue signals. The video signal is separated and transmitted to the red, green, and blue terminals to provide HD (1080i) pictures. The audio signal is transmitted to the red and white terminals.
Composite		Composite cables transmit analogue signals. The video signal is transmitted to the yellow terminal, and the audio signal is transmitted to the red and white terminals.

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

Switching between external devices connected to the TV

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



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

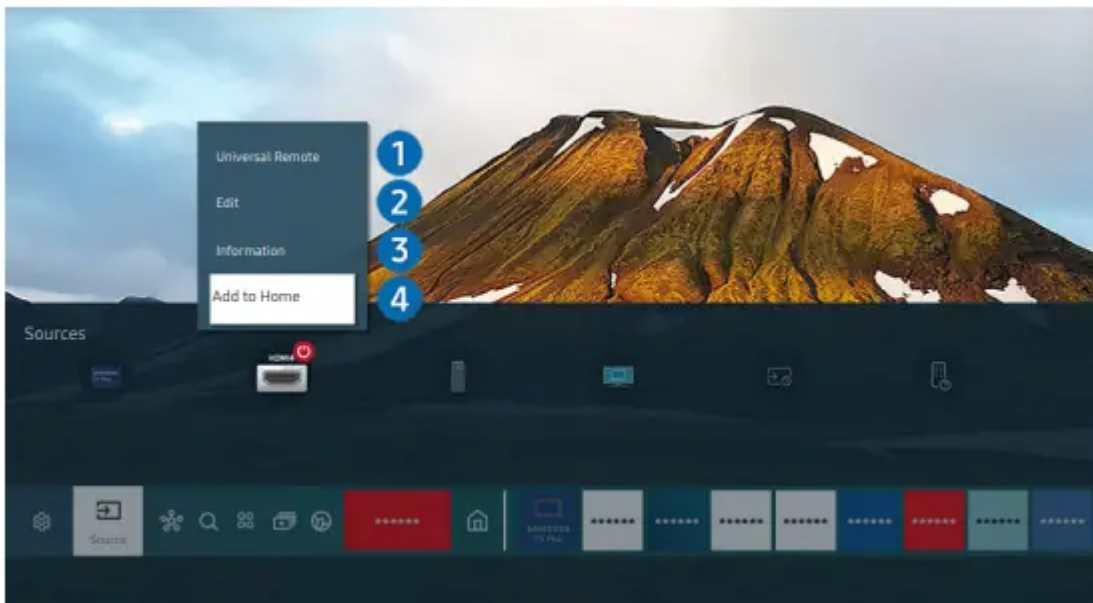
To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

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

Editing the name and icon of an external device

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




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


1. Move the focus to a connected external device.
2. Press the up directional button.

The following functions become available: Available functions may differ depending on the port type.

1. Universal Remote

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

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

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

2. Edit

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

3. Information


 You can view detailed information about an external device.


4. Add to Home

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

Connection Notes

When connecting an external device, note the following:

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

 The number of external device connectors, and their names and locations may differ with the manufacturer

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.

- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.

 This function may not be supported depending on the model.

Connection notes for 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 not 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, 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 or geographical area.

- 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 a NAS (Network-Attached Storage) device.

Using the keyboard and mouse

Button	Description
Directional keys	Use to navigate the menu, or move the focus to highlight items on the Home Screen.
Windows key	Displays the TV settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Color buttons —  /  /  / 
F5 key	Displays the Home Screen
F6 key	Displays the Source screen
F7 key	Displays the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions:  The options displayed in the menu may differ depending on the selected item. <ul style="list-style-type: none">• Open• Open Link in New Tab• Enable Scroll Mode

 The key operation may differ depending on some apps or the keyboard.

Setting up the input devices

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

- Keyboard Settings

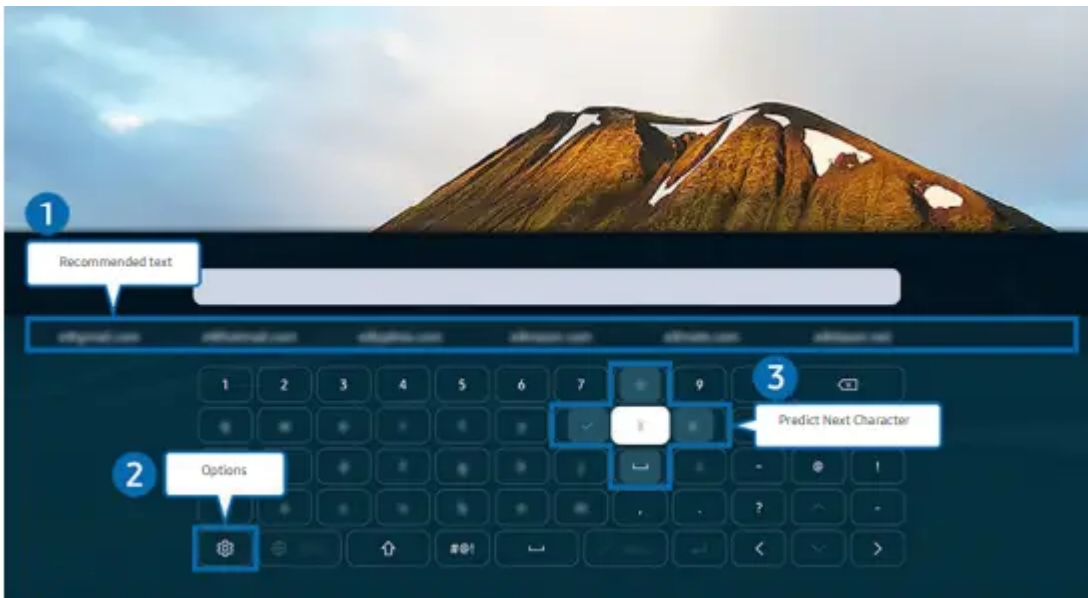
You can set up the keyboard with the Keyboard Language and Keyboard Type functions.


- 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.

Connecting a Remote PC


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


 To register a frequently used PC, move the focus to Manage User , and then press the Select button. When a popup window appears, select Add, and then enter the PC information.

 When your PC enters in power saving mode, connection is not available.

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

1. your computer's settings to use the PC on TV function.

 Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher.

 Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.

• **Windows OS:**

1) Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.

2) Click Advanced System Settings. The System Properties window appears.


3) Click the Remote tab and then select the Allow Remote Assistance connections to this computer.

• **Mac OS:**

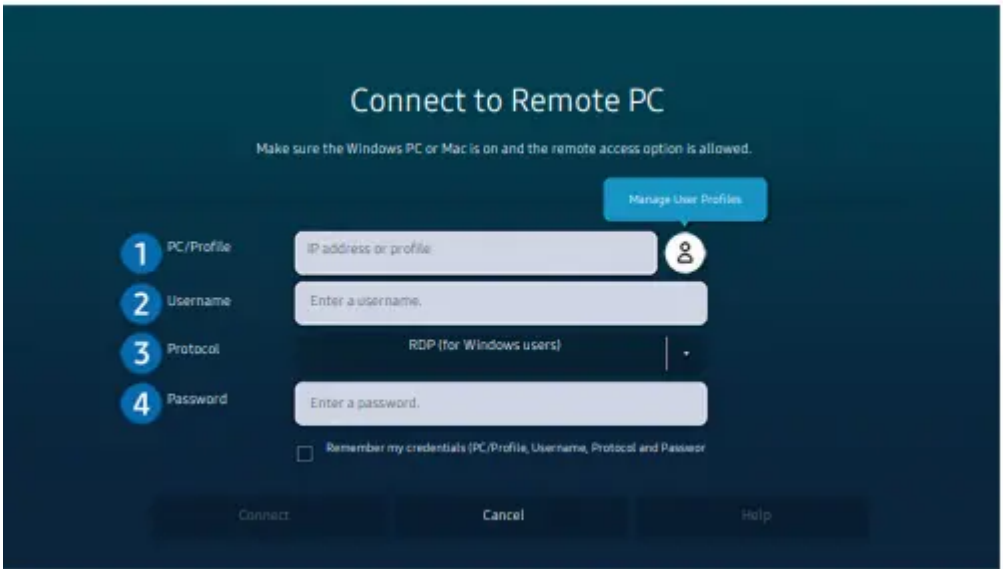
1) Select Menu System Preferences and then click Sharing.

2) Select the Screen Sharing and Remote Login check box.

3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.

 If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

2. Enter the required settings for connecting the computer remotely.

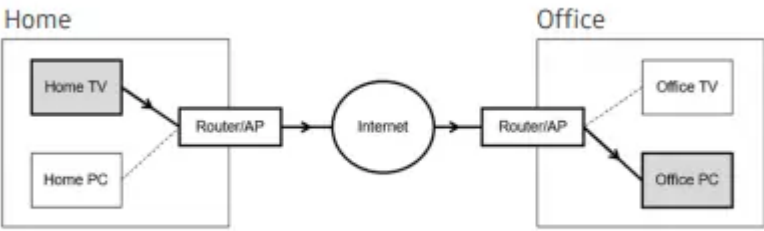


The image on your TV may differ from the image above depending on the model and geographical area.

1.PC/ Profile

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

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



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 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 Microsoft 365

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


 Run the browser in full-screen mode.

 URL modifications is impossible in the Microsoft 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 PC on TV.

 To add the cloud service, you must be signed in to your Samsung account.

 The number of cloud services that can be added to PC on TV is limited.

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 picture you can examine for or faults.

Flickering and Dimming

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

Component Connections and Screen Color

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

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

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

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

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

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

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

Screen Brightness

If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.

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

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

- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Contrast](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Brightness](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Sharpness](#)
- [Home](#) > [Settings](#) > [Picture](#) > [Expert Settings](#) > [Color](#)
- [Home](#) > [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.

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

Unwanted Powering Off

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.

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.

Unable to find a Channel

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

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.

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

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

For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN7**A series or higher."

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

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

The picture is distorted

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

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

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

The color is wrong or missing

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

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

The color is poor or the picture is not bright enough

Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.

-  >  Settings > Picture > Picture Mode
-  >  Settings > Picture > Expert Settings > Brightness
-  >  Settings > Picture > Expert Settings > Sharpness
-  >  Settings > Picture > Expert Settings > Color

See if Brightness Reduction has been enabled.

-  >  Settings > General > Power and Energy Saving > Brightness Reduction

Try resetting the picture.

-  >  Settings > Picture > Expert Settings > Reset Picture

There is a dotted line on the edge of the screen

Change Picture Size to 16:9 Standard.

-  >  Settings > Picture > Picture Size Settings

Change the output resolution of your external device.

The picture is black and white

Check whether Grayscale is set to On

-  >  Settings > General > Accessibility > Grayscale

The picture won't display in full screen

HD channels will have black bars on either side of the screen when displaying upscaled SD (43) content.

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

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

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

The Caption function in the TV menu is deactivated

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

Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

-  >  Settings > General > Accessibility > Caption Settings > Caption

The HDR of the connected external device turns off

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

-  >  Settings > General > External Device Manager > Input Signal Plus

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.

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

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 > General > Accessibility > Voice Guide Settings > Voice Guide

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.

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

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.

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.

•  >  Settings > Sound > Sound Mode

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

The sound is not heard clearly.



Change to an appropriate sound mode.

•  >  Settings > Sound > Sound Mode

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

The volume of the external device cannot be adjusted.

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

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

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

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

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

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

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

-  >  Source > Sources

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

The captions are not provided on a digital channel.

When watching channels with the antenna cable connected, run Caption Settings.

-  >  Settings > General > Accessibility > Caption Settings

Some channels may not have caption data.

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

Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

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

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

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 interference, change the frequency of the wireless access band, and then try to connect.

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

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

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

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

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

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

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

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

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 flickers For the PC supported resolution, see '[Read Before Connecting a Computer \(Supported Resolutions\)](#).'

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.

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.



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

If the problem persists, contact your Internet service provider

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.



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 exit Anynet+.

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

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

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

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

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

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 and 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

The remote control does not work.

The connection between the remote control 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.

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.

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."

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: !\[\]\(d164fc257ec0b4c381a154a8c4815146_img.jpg\) > Explore Now](#)
- [Amazon Alexa: !\[\]\(c7d76e37286f92d5f7bc6939f86adc16_img.jpg\) > !\[\]\(202d9a1342a180c60f4afc8aded0b812_img.jpg\) Settings > General > Voice > Amazon Alexa Settings](#)
- [Google Assistant: !\[\]\(6ae46326e53d42c66ca2cd78818b7881_img.jpg\) > !\[\]\(9724df64f22f878db641ae8affd43b69_img.jpg\) 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.

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.
- Press the **CC/VD** button or press and hold the **MUTE** button on your standard remote control.
-  >  Settings > General > Accessibility > Voice Guide Settings > Voice Guide

Cannot select Signal Information in Self Diagnosis

Verify that the current channel is a digital channel.

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

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.