

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

It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures.

If you select the connection method and an external device, the connection details appear.

- Audio Device: HDMI (eARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, NFC on TV, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Remote Control, Keyboard, Mouse, USB Gamepad, USB Camera, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)
 - The connection method and available external devices may differ depending on the model.
 - Some functions may not be supported depending on the model or geographical area.
 - Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).
- The image on your TV may differ from the image above depending on the model and geographical area

Connecting an Antenna

You can connect a coaxial cable to your TV

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

- The port on your TV may differ from the following figure depending on the product model and region.

Connecting to the Internet

You can get access to the Internet through your TV.

You can get access to the Internet through your TV.

SettingsGeneralNetworkOpen Network Settings

Configure network settings to connect to an available network.

Establishing a wired Internet connection

SettingsGeneralNetworkOpen Network SettingsWired

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

SettingsGeneral NetworkOpen Network SettingsWireless

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

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

Checking the Internet connection status

SettingsGeneral NetworkNetwork Status

View the current network and Internet status.

Resetting Your Network

Settings General NetworkReset Network

Restore the network settings to the factory default

Turning on the TV with a mobile device

Settings General NetworkExpert 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 NetworkExpert settings IP Remote

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

- To use this function, Power On with Mobile must be turned on.
- Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.
- This function may not be supported depending on the model.

Allowing to connect a wireless network

Settings General NetworkExpert settings Wi-Fi

You can enable the connection to Wi-Fi.

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

Changing the name of the TV

SettingsGeneral System ManagerDevice Name

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

Screen Sharing (Smart View) with your Mobile Device

You can watch the screen of your mobile device on the TV screen through Smart View, Tap View or Multi View.

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

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

Using Tap View

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

- This function may not be supported depending on the model.
- This function is available in Samsung mobile devices with Android 8.1 or higher.

1. Enable Tap View on your mobile device.

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

2. Turn on the screen of your mobile device.

3. Tap your mobile device on the TV. The TV screen switches to Multi View or mobile device's screen.

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

4. Watch Multi View or mobile device's screen on the TV screen.

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

Enabling Tap View

Enable Tap View in the SmartThings app.

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

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

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

Using Multi View

Multi View

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

You can view multiple content items through Multi View.

To start the function, select Multi View, and then select the content to add in Select content. or select a desired combination in Preset at the top of Multi View. Or run screen sharing (Smart View/ Apple AirPlay) for your mobile device.

- This function can be started or stopped by pressing the button on the Samsung Smart Remote.
- When the button is available on the Samsung Smart Remote, You can enter the Multi View function by pressing its button.
- The multiple view for 3 to 5 content items is supported with some models including QN8**A and QN9**A. When you press the button in Multi View mode, the Multi View preview screen appears above the bottom of the screen. By selecting the content in the Multi View preview screen, 2-5 contents can be displayed in Multi View mode.
- This function operates only by TV broadcasts, external devices, or apps that support Multi View.
- While running Multi View, app casting from your mobile device is run on Multi View. This function is not available in some apps.
- In some models, you can view the image on the camera connected to the SmartThings app of your mobile device.
- Q-Symphony is not supported by Multi View.
- When an external device that connects to a receiver or Soundbar is used in Multi View, sound outputs from the TV speaker, not from the receiver or Soundbar.

When Multi View is running, press the Select button to configure the following menus.

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

- (Select content.)

You can select from the content list displayed above.

- After selecting a content item, you can control the screen or change the app and source.
- Select App/Source (Content Selection Mode)

You can change the content for the selected window. To enter Content Selection Mode, press and hold the Select button on the Samsung Smart Remote.

- (Change screen size.)

Selects the desired size of Multi View.

- (Set Picture-in-Picture.)

Selects the position of a small screen on the full screen. The focusing left or right screen appears as small window.

- This function may not be supported depending on the model.
- (Listen to the sound from two screens.)

You will hear the sound of both screens at the same time by adjusting the ratio of each screens sound.

- This function may not be supported depending on the model.
- (Delete screen.)

You can delete the selected screen.

- This function may not be supported depending on the model.
- (Connect Bluetooth Speaker.)

You can hear the sound by connecting the Bluetooth speaker.

- This function may not be supported depending on the model.
- (Exit to full screen.)

Multi View is ended and then the full screen appears.

To stop Multi View, press and hold the button on the Samsung Smart Remote. A short press of the Samsung Smart Remote's button allows you to choose whether to save exit the current layout.

- Save & Exit

You can save the layout of the current Multi View before closing the function.

- The saved layout can be used after selecting it at the top of the Multi View (Multi View up directional button)

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.

Switching between external devices connected to the TV

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

Source

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

- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can configure universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.
- This function may not be supported depending on the device and geographical area.
- Editing the name and icon of an external device

Editing the name and icon of an external device

Source

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

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

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

- Available functions may differ depending on the port type.

1. Universal Remote

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

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

2. Edit

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

3. Information

You can view detailed information about an external device.

4.Add to Home

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

Using additional functions

You can use the following features on the Source screen.

- PC on TV

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

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

Displays device connection instructions.

- For more information, refer to "Connection Guide."
- Remote Key Guide

You can view how to use the remote control.

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

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

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

Connection Notes

When connecting an external device, note the following:

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

Connection notes for HDMI

- The following types of HDMI cables are recommende:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable

- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.
 - This function may not be supported depending on the model.

Connection notes for audio devices

- For better audio quality, it is good to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting automatically changes to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following
 - This function may not be supported depending on the model.
 - Use the Quick Settings screen to change to the connected device:
 - Use the Select button to select Optical on the Sound Output menu. (Settings up directional button Sound Output).
 - Use the Settings screen to change to the connected device:

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

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

Connection notes for computers

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

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

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 an NAS (Network-Attached Storage) device.

Remote Control and Peripherals

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

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

Learn about the buttons on the Samsung Smart Remote.

- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.

- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

About the Samsung Smart Remote (AU8 Series)

Learn about the buttons on the Samsung Smart Remote.

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

Connecting the Samsung Smart Remote to the TV

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

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

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

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

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

Source Universal Remote

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

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

Using Anynet+ (HDMI-CEC)

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

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

Connecting an external device through Anynet+ and using their menus

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

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

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

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

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

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI CEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and when those devices are either in standby mode or turned on.
- Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters. Anynet+ (HDMI-CEC) can control only one home theater system.
- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.
- If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control

Controlling the TV with a Keyboard, Mouse, or Gamepad

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

Settings General External Device Manager Input Device Manager

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.

Using the keyboard and mouse

- 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.

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

When the virtual keyboard is on the screen, press and hold the button on the Samsung Smart Remote, speak into the microphone on the Samsung Smart Remote, and then release the button.

What you say appears on the screen as text.

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

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

View descriptions of Smart Hub's basic functions.

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

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

Displaying the Home Screen

Press the button.

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

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

1. Settings

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

- e-Manual

You can open the user manual embedded in your TV.

- Intelligent Mode

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

- This function is supported only in QLED TV (except for Q6*A/Q5*A Series) and The Frame.

- For more information, refer to "Using Intelligent Mode."
- Picture Mode

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

- Sound Mode

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

- Sound Output

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

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

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

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

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

- Sleep Timer

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

- Network

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

- Color Tone

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

- Picture Clarity

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

- Digital Output Audio Format

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

- On Timer

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

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

- Off Timer

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

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

- Device Care

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

- All Settings

Display the Settings menu.

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

2. Source

You can select an external device connected to the TV.

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

3. Digital Butler

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

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

4. Search

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

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

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

5. Apps

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

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

6. Multi View

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

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

7. Ambient Mode

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

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

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

8. Home

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

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

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

- For more information, refer to "Using a Samsung account."
- Notification

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

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

- Delete All

You can delete all your notifications.

- Settings

You can select services you want to be notified about.

When you select Allow sound, notifications are displayed with a notification sound.

- Privacy Choices

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

9. Universal Guide

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

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

Art

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

- This function is supported only in The Frame.
- For more information, refer to "Using Art Mode."
- The image on your TV may differ from the image above depending on the model and geographical area.

10. Moving an item on the Home Screen

Move the focus to the app you want to move, press and hold the Select button on the remote control, and then select Move in option menu. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

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

11. Removing an item on the Home Screen

Move the focus to the app you want to delete, press and hold the Select button on the remote control, and then select Remove in option menu. The selected app is deleted.

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

Launching Smart Hub automatically

Settings General Smart Features Autorun Smart Hub

When you set Autorun Smart Hub to on, the TV displays the Home Screen automatically when you turn the TV on.

You can turn this function on or off. Press the Select button at the current menu.

Launching the last used app automatically

Settings General Smart Features Autorun Last App

If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV.

You can turn this function on or off. Press the Select button at the current menu.

This function may not be supported depending on the app.

This function may not be supported depending on the model.

Launching Samsung Business TV app automatically

Settings General Smart Features Autorun Samsung Business TV App

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

To use the Samsung Business TV app on your TV, install the app from Google Play Store or App Store. Use the Samsung Business TV app by following the screen instructions on the mobile device.

- When Autorun Samsung Business TV App is set to On while Autorun Last App is turned On, the Samsung Business TV app runs automatically when your TV is turned on.
- This is available in Android 6.0/iOS 9.0 or higher.
- The Samsung Business TV app on the Home Screen is installed automatically after you consent to the service agreement and the collection and use of personal information.
- This function may not be supported depending on the model or geographical area.

Automatic casting in Multi View

Settings General Smart Features Autorun Multi View Casting

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

- It is available on the screen for any broadcast, external device, or app that supports Multi View.

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

Testing Smart Hub connections

Settings Support Device Care Self Diagnosis vSmart Hub Connection Test

Resetting Smart Hub

Settings Support Device Care Self Diagnosis Reset Smart Hub

- You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in Settings General System Manager Change PIN.
- Change PIN may not be supported depending on the model or geographical area.

Using a Samsung account

Create and manage your own Samsung account.

Settings GeneralSystem Manager Samsung Account

- You can view the entire text of the Terms & Policy in Settings General System Manager Samsung Account My Account Terms & Conditions, Privacy Policy after logging in to your Samsung account.
- Follow the instructions on your TV screen to create or log in to a Samsung Account.
- Samsung Account can be used on TV, mobile device, and website with one ID.

Signing in to a Samsung account

Settings General System Manager Samsung Account Sign In

Creating a new account

Settings General System Manager Samsung Account Create 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 using 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 Enter password when ID is selected (high security).

- If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.
- When the TV is used by multiple people, turn off Stay Signed In to protect personal information.
- Payment Info

You can view or manage your payment information.

- Back up

You can back up the TV settings to your Cloud storage. When resetting or replacing the TV, you can also restore its settings with the backed-up settings.

- TV Registration

You can register the current TV or see the registered information. You can easily receive services after product registration.

- You can see the registered information or delete it at the Samsung account website
- 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.

- 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 Ambient Mode

Learn about the functions available in Ambient Mode.

Ambient Mode

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

- This function may not be supported depending on the model.
- In Ambient Mode, some functions may not be supported.

Ambient Mode browser screen

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

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

1. Function and content preview

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

2. Ambient Settings

You can configure the following Ambient Mode settings:

- Available settings may differ depending on the model.
- Auto Brightness

Changes the auto brightness setting for Ambient Mode.

- When this function is set to Off, the brightness level of the TV screen is not automatically adjusted in response to the surrounding light level.
- Sleep After

Sets the time when the Ambient Mode screen turns off automatically.

- If there is no remote control input for the set time, the screen goes off.
- Screen Settings

You can adjust the settings such as content brightness, saturation, and color tone.

- Brightness

Adjusts the brightness of the content.

- Saturation

Adjusts the saturation of the content.

- Color Tone

Adjusts the colors of the content.

- Red Tone / Green Tone / Blue Tone

Adjusts the red, green, blue contrast.

- Reset All Photos

Resets the photos imported from your mobile device or Samsung Cloud.

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

3. TV

You can enter the TV viewing screen.

4. Selecting a content category

You can select your preferred content and background for the Ambient Mode screen.

- This function may not be supported depending on the model.
- You can use the SmartThings app on your mobile device to select the desired content and then change the settings.
- Available content categories may differ depending on the model or geographical area.
- Routine

Enjoy a range of routines, each displaying content to suit each part of your day or create your very own routines via the SmartThings app.

- Q Collection

Provides content that is dedicated to Samsung QLED.

- Special Edition

Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.

- Mood

Enjoy a range of options to create the right ambience to suit your mood.

- Relaxation

Relax with a selection of calming content inspired by nature to soothe your mood.

- Décor

Allows you to select content with a sensible and beautiful design.

- My Album

Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen.

- To import photos from your mobile device or Samsung Cloud, use the SmartThings app on your mobile device.
- For more information about how to configure the photo settings, select View Help. This function is available after you select a photo in the My Album category.
- Cinemagraph

Provides eye-catching content by giving repetitive movement in part of a photo.

- Info

Allows you to select essential real-time information, such as weather, temperature, time, and news.

- Artwork

Allows you to select content such as world famous photos and artwork.

- Background Theme

Allows you to select a background theme provided by Samsung.

- Take a picture of a wall using the SmartThings app on your mobile device to create a custom background theme. When you use this function, there may be a delay in image transmission and optimization depending on network conditions.
- You can set a background theme you created as a background of a content item. To set a background theme as the background of a content item, press the down directional button while watching the Ambient Mode screen.
- About Ambient Mode

You can view information about Ambient Mode

Using Art Mode

Learn about the functions available in Art Mode.

Art

- This function is supported only in The Frame.

You can use Art mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

- Press the button on the remote control to switch to TV mode or Art mode.
- Press the button in Art mode to switch to TV mode.
- To turn off the TV completely, press and hold the button on the remote control, or press the TV Controller button at the lower right rear corner of the TV.
 - If you use a remote control other than the Samsung Smart Remote, the TV may not be turned off completely.
- In Art mode, the brightness and color tone of your TV are automatically adjusted depending on the ambient, and the TV can be automatically turned off.
 - The TV is set by default so that the screen turns off automatically when the ambient light dims in Art mode.
- You can use Art mode settings (> Art Settings) on the TV or SmartThings app on your mobile device to set the sensitivity of the motion detector so that the TV can detect visual changes including user movements and turn on or off automatically.
 - This function may not be supported depending on the model or geographical area.

- In Art mode, you can connect your mobile device to the TV using the SmartThings app on the mobile device to view photos on the mobile device.
 - This function may not be supported depending on the TV model or mobile device.
 - Supported features may differ depending on the version of the SmartThings app.

Using PC on TV

Use the TV to access your PC via Screen Sharing (Wireless), Remote PC or Cloud Service.

Source PC on TV

You can use the TV to access your PC via Screen Sharing (Wireless), Remote PC ,or Cloud Service.

- For easy computer use, connect a keyboard and a mouse to your TV in advance.

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

Using PC on TV - Easy Connection

You can easily use remote access function after installing PC on TV - Easy Connection on your PC.

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

1. Download the PC on TV - Easy Connection PC app from smsng.co/PConTV and then install it on your PC.
2. Log in with the same Samsung Account for both TV and PC.
3. When the PC is turned on and connected via the network, PC on TV's Home screen displays the PC.
 - The PC on TV - Easy Connection PC app is available in Windows 10.
 - Depending on the network environment including the firewall, configure, router type, and wireless signal strength,

Connecting a Remote PC

Source PC on TV Remote PC

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

- To register a frequently used PC, move the focus to Manage User Profiles, and then press the Select button. When a pop up 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. Configure 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 profile of the PC you want to connect to.

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

2.Username

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

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

3.Protocol

Select the Protocol for the computer's OS. (Windows: RDP, Mac: VNC)

4.Password

Enter the password for the login account.

- For use of PIN, do not enter PIN but the specific password of the computer.

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 first time, the default apps are automatically installed. The default apps may differ depending on the model or 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, first sign in to your Samsung account.

2. App Search

You can search for available apps.

3. Settings

You can manage the installed apps.

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 buttons in the e-Manual

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

1. (Search)

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

2. (Recently Viewed Topics)

Select a topic from the list of recently viewed topics.

3. (Sitemap)

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

4.A-Z (Index)

Select a keyword to navigate to the relevant page.

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

5.Device Care

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

.

- Words in blue (e.g., Internet) indicate a menu item.
- The image on your TV may differ from the image above depending on the model and geographical area.

6. (Try Now)

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

7. (Link)

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

Using the Internet

Surf the Internet on your TV.

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.
- You can scroll web pages with the directional button on the Samsung Smart Remote or Remote Control.
- 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 Settings (Internet Internet Menu Settings Samsung Pass).

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

Using Digital Butler

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

Digital Butler

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

- Depending on the TV or device position, you may not operate functions with the remote control. In this case, move the device.
- This function may not be supported depending on the model.
- This function may not be supported depending on the device type.

Registering a device

1. When there is any device detected near the TV, a registration pop-up appears on the TV screen.
 - When there is no device detected, the pop-up may not appear.
2. Select Register to register the device.
 - Select Close. Then the device registration pop-up does not appear. You can register a device in Digital Butler Add Device.
 - Any device connected via a USB device or HDMI cable is automatically registered.
 - Digital Butler, you can see available options for each device. Supportable options may differ depending on the device.

SmartThings screen layout

Digital Butler

- 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.

2. Settings

You can configure the SmartThings settings.

3. Add Device

Displays the list of devices that can be registered on your TV. You can register any by selecting a device.

4. Map / List

Displays the detected devices in a map or list.

5. Device list category

- Available options may differ depending on the device.
- Place

Displays all places connected via the SmartThings app.

- Devices near TV

Displays all the detected devices that can be connected and controlled.

You can run the control options after selecting a desired device.

- Available options may differ depending on the device.

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 files 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.

- 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.

- You can delete only the recorded content. To delete content, change the Filter By option to Recorded.
- Recorded may not be supported depending on the geographical area.

Using Bixby

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

- This function is available only if Voice Assistant is set to Bixby. (Settings General Voice Assistant)
- 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 model or geographical area.

Starting Bixby with voice

You can immediately start a conversation with Bixby by saying "Hi, Bixby." Say "Hi, Bixby", and the Bixby icon at the bottom of the TV screen is activated in Listen mode. Continue speaking.

- For best results, you need to be within 10 feet (3-4 m) of your TV. For more information, refer to "Voice Assistant Issues"
- These functions may not be supported depending on the model or geographical area.

Starting Bixby using buttons on the Samsung Smart Remote

You can have conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the button on your Samsung Smart Remote, say a command, and then release the button.

To view the Bixby guide, press the button once:

- When you 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.

Using the Game Bar

Control the Game Settings Monitoring and Game Enhancer Settings easily by using the Game Bar.

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

Starting the Game Bar

When Game Mode (Settings General External Device Manager (Game Mode Settings) Game Mode) is On or Auto, press and hold the button on your Samsung Smart Remote to start the Game Bar.

Learning about the Game Bar

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

1.Input Lag

Shows the Input Lag of the game. When Game Motion Plus is Off, the game operates with the minimum input lag.

- When you increase the values for Blur Reduction and Judder Reduction in Game Motion Plus Settings (Settings General External Device Manager Game Mode Settings Game Motion Plus Settings), the input lag increases.

2.FPS (Frames Per Second)

Shows the frame rate per second in real time. The frame rate changes when VRR is active.

3.HDR

Shown as On when HDR Game is being played.

4.VRR (Variable Refresh Rate)

Shows the corresponding value when FreeSync or VRR function is active.

- ON, OFF, FreeSync Premium, FreeSync Premium pro

5.Sound Output

Shows the audio device in which sound is being output. (e.g. TV speaker, Sound bar, Bluetooth headset, etc.)

6.Screen Ratio

You can change the screen ratio from 16:9 (previous setting) to Ultra wide (21:9 or 32:9)

- You have to set the resolution from your PC only once at first time.
- The Game Bar's Screen Ratio can be changed only when the Ultra Wide resolution is supported in a game or PC. Whether or not to support the screen ratio of 21:9 and 32:9 depends on the title of the game so be sure to consult the game company.

7.Screen Position

When setting the screen ratio to Ultra wide (21:9 or 32:9) ,(you can use theUp/Down directional button on the remote control to move the screen up or down from the middle.

- You can change the screen position immediately by moving the (Channel) button on the remote control upward or downward.

8.Game Mode Settings

Moves the menu to Game Mode Settings.

9.Troubleshooting

When any problem occurs while operating the Game Bar, see the troubleshooting guide here

TV Viewing

You can use convenient features while watching TV. Additionally, you can edit the channel list or create favorite channel lists.

Using the Guide

See an overview of each channel's program lineup.

Live TV Guide

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

In the Guide, you can see the daily program schedules for each station, see program information, choose a program to watch, and set up a schedule viewing or recording.

- Recording may not be supported depending on the model or geographical area.
- To view the Guide while watching TV, press the (Channel) button on the Samsung Smart Remote or Remote Control.
- To see information about analog channels and use the analog channel functions of the Guide, you must first be service provider settings in initial setup.
- To view the Guide, you must first set the TV's clock (Settings General System Manager Time Clock).

Move the focus to the program you want in the Guide, and then press and hold the Select button. You can use the following functions:

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

You can make a recording of a current program.

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

You can stop the recording function that is currently running.

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

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

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

You can schedule the viewing of a broadcast scheduled program.

- Schedule Recording

You can schedule recording of a broadcast scheduled program.

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

You can cancel scheduled viewings.

- Cancel Scheduled Recording

You can cancel scheduled recordings.

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

You can see detailed information about the selected program. The information may differ or may not be provided depending on the broadcast signal.

To move to the Channel Filter or Antenna Type, Schedule Manager screen: Press the or button. (If the remote control button is , press it twice.)

- Channel Filter

You can view channels and programs categorized by the types defined in Channel List.

- Antenna Type

You can change the type of broadcast signals the TV receives.

- This function may not be supported depending on the incoming broadcast signal.
- Schedule Manager

You can see the Schedule Manager or Recording & Schedule Manager screen.

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

Recording Programs

Record a current or upcoming program using a USB device instead of a video recorder.

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- Read all precautions before using the recording feature. Refer to "Before Using the Recording and Timeshift Functions" for more information.
- You can record only the programs that are received through an antenna.
- The appears next to the programs and channels scheduled for recording.
- If you go to Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.

Using the instant and schedule recording options from the Guide screen

- Instant Recording

Select a live program from the Guide, press and hold the Select button, and then select Record from the pop-up menu to start recording immediately.

- Schedule Recording

Select a program scheduled to be broadcast, press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.

Using the instant and schedule recording options while watching a program

- Instant Recording

If you select Record after pressing the button twice, and then press the Select button or after pressing the button once while watching a broadcast, recording starts.

- Schedule Recording

Press the Select button while watching a program to display the program info window. Use the left or right directional button to select a scheduled program. Press the Select button, and then select Schedule Recording to set up a scheduled recording of the scheduled program.

Setting Up Schedule Viewing

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

- The appears next to programs that have been configure for a scheduled viewing.
- To set up a schedule viewing, you must first set the TV's clock (Settings General System Manager Time Clock).

Using the schedule viewing options from the guide screen

On the Guide screen, select a program you would like to view, press and hold the Select button, and then select

Schedule Viewing in the pop-up menu that appears.

Using the schedule viewing options while watching a program

Press the Select button while watching TV. The Program Info window appears. Select a program that will be broadcast using the left or right directional buttons. Press the Select button, and then select Schedule Viewing to schedule viewing of that program

Using Timeshift

Play, pause, or rewind live TV.

You can pause and rewind live TV by using Timeshift. Activating this function disables the Broadcasting function. Try Now

To activate the Timeshift function while watching TV, press the button twice, and then press the Select button or press the button and then select Timeshift, or press the button.

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- When the Timeshift function is running, some functions are not available in Settings Broadcasting.
- To use Timeshift, you must connect a USB device for recording.
- Read all precautions before using the Timeshift function. For more information, refer to "Before Using the Recording and Timeshift Functions."

Buttons and functions available while recording a program or Timeshift

Review available buttons and functions of how they are used while recording a program or Timeshift.

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.
- The available buttons and functions may differ with the functions.

When you press the down directional button, the control bar appears and the following options are available:

- Pause, Play

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 the video slowly (1/8, 1/4, 1/2) backward or forward by selecting the or option. To increase the rewind or forward speed in slow mode up to 3 times, select the option repeatedly. To return to normal speed, select the option.
- When the Slow Rewind function is activated, you can view the difference between the current recording time and the current rewind time.
- 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.

- When the Jump Backward function is activated, you can view the difference between the current recording time and the current rewind time.
- Rewind / Fast Forward
 - This function is not available while you are watching a program that is currently being broadcast.
- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.

- Record

You can switch from the Timeshift function to the recording function. When switching to the recording function, you can include the content recorded by the Timeshift function in the new recording.

- This function is only available when the Timeshift function is running.
- Edit Recording Time

You can set for what period of time the program will be recorded.

This function is only available when a program is being recorded.

- Go to Live TV

Select to return to the current scenes of the program when the Timeshift function is playing its past scenes.

- Info

Displays the program info window of the program you are recording or time-shifting.

Using the Channel List

Change the channel or check programs on other digital channels.

Live TV Channel List

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV.

The Channel List screen contains the following icons:

- : A favorite channel

If you press the left directional button when viewing the Channel List screen, you can use the following functions:

- Air or Cable

To select Air or Cable, move the focus to Air or Cable, and then press the Select button. Air is suitable for homes equipped with separate, over-the-air antennas. Cable is suitable for homes that subscribe to a local cable service, but do not have a cable box. You do not need to use this function if your TV is connected to a cable box or satellite box.

- This function may not be supported depending on the incoming broadcast signal.
- All Channels

Displays the channels that the TV found during the Auto Program channel search.

- These are the channels your TV will receive either over the air if your TV is set to Air or over cable if your TV is set to Cable. See Air or Cable above.
- Favorites

Displays Favorites 1 to Favorites 5.

- It displays only the favorites list that includes the favorite channel.
- Samsung TV Plus

While the TV is connected to the Internet, you can watch popular programs or highlights for each theme through a virtual channel at any time. As with regular channels, the TV provides the daily program schedules for Samsung TV Plus.

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

Using a Personal Favorites List

Designate frequently watched channels as favorite channels.

Favorite channels are highlighted in the Edit Channels and Channel List screens with the symbol. You can create up to five favorites lists so that your family members can create their own personal favorites list.

Create a favorites list

Live TV Channel List Edit Channels

1. Press the left directional button on the remote control to select the desired Favorites list.
2. Press the right directional button to select Add Channels.
3. Select the desired channel in the list on the screen.
4. Press Add to add the selected channel in the Favorites list.

Select Favorites 1 - Favorites 5 on the Edit Channels screen and the following functions are available:

- Add Channels

In the channel list, select one or more channels to add in the favorite list and then select Add Channels.

- Remove

Removes one or more channels from a favorites list.

- Change order

Changes the order of one or more channels selected in a favorites list.

- Rename Favorites

Renames a favorites list.

- Save and Exit

Saves and closes the Edit Channels screen.

TV-Viewing Support Functions

Use the functions that are available while watching TV.

Changing the broadcast signal

Live TV Channel List

Press the up directional button on your remote control, move the focus to Air or Cable, and then press the Select button.

- You do not need to use this function if your TV is connected to a cable box or satellite box.

Scanning for available channels

Settings Broadcasting Auto Program

Do not use this function if your TV is connected to a cable box or satellite box.

If the TV has saved channels, Auto Program deletes the existing list, and then saves the newly scanned channels.

Using Program Rating Lock

Settings Broadcasting Program Rating Lock Settings

This function is useful for controlling what programs children can watch on the TV based on their ratings. Program Rating Lock Settings does not, however, block programs originating from external sources, such as Blu-ray players, DVD players, or USB files

Every time you access Program Rating Lock Settings, you must enter the security PIN. You must also enter this PIN to watch a blocked program. The default PIN is "0000." To change the PIN, go to Settings General System Manager Change PIN.

- Program Rating Lock Settings may not be supported depending on your input signal.
- For more information about how to set your password, refer to "Setting up a password."
- Change PIN may not be supported depending on the model or geographical area.
- For more information about the rating system of different countries, refer to "Blocking programs based on their TV Rating."

Watching blocked / restricted programs

To watch a blocked program, enter the PIN when requested.

When initially showing a restricted program or movie, the screen is blank because the Program Rating Lock Settings blocks it. Enter the PIN to unblock the program when a message appears requesting the code.

Picture and Sound

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

Using Intelligent Mode

Let the TV analyze the surrounding and the content you are watching so that it can provide an upgraded viewing experience.

Settings General Intelligent Mode Settings

In Intelligent Mode, the TV recognizes and analyzes the surroundings, noise, the content, and your usage patterns to provide the best viewing experience. You can turn the options below on or off.

Create your preferred viewing environment.

- This function is supported only in QLED TV (except for Q6*A/Q5*A Series) and The Frame.

- Intelligent Mode

Improves your viewing experience by recognizing your content, usage patterns, and the environment around your TV.

- Adaptive Picture

Optimizes brightness and provides the best picture quality in real time, based on the lighting condition and the content you're viewing.

- This function may not be supported by some modes or apps (e.g., Ambient Mode, Art Mode, and Game Mode).
- Active Voice Amplifier

Analyzes ambient noise and provides optimal sound depending on the noise.

- This function is available only when the sound sensor of the TV is active and the sound output is set to TV Speaker, or the Samsung Soundbar interlinked with Adaptive Picture function is connected. The location of the sound sensor may vary depending on the model or geographical area.
- While using this function, the TV does not save the data.
- This function may not be supported by some modes or apps (e.g., Game Mode).
- Adaptive Sound+

Provides optimized sound quality by analyzing the viewing space and the acoustic components of the content.

- This function can be used only when the sound sensor at the bottom of the TV is active and the sound output is set to TV Speaker.
- This function may not be supported by some modes or apps (e.g., Ambient Mode, Game Mode, Art Mode, and apps that control the TV sound).
- While using this function, the TV does not save the data.
- This function may not be supported depending on the model.
- Adaptive Volume

Automatically adjusts to a specific volume level while you are watching TV. The TV analyzes your volume usage history by time period to automatically adjust the volume when you use an app or switch to an external input source.

- This function is only available when the sound output of the TV is set to TV Speaker.
 - This function may not be supported by some apps or external devices.
 - This function's operation affects Auto Volume function, but it does not work the other way around.
 - This function operates based on your volume usage history, and may not operate if the volume usage history by time period is insufficient.

- The amount of difference made by this function does not exceed +/- 5 levels from the current volume, and this function does not change the current volume if it exceeds 40.

Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

Settings Picture Picture Mode

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

- Entertain and Graphic are supported only when you change the external device name to PC in PC mode.
- 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.

Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video **formats**.

Playing games on an optimized screen

Settings General External Device Manager (Game Mode Settings) Game Mode

You can set the Game Mode to optimize the TV screen for better gaming performance.

When you connect a video game console such as PlayStation and Xbox, Game Mode is set to Auto. When you connect the other game source such as PC, set the Game Mode to On through the above path. You can also set the Game Mode quickly from Home Screen (Settings up directional button Game Mode).

- This function may not be supported depending on the model.
- The game mode is not available for normal TV viewing.
- The screen may shake somewhat.
- When you press and hold the button on the Samsung Smart Remote for 1 second or more in Game Mode, the Game Bar appears. This function may not be supported depending on the model.
- When Game Mode is enabled, Picture Mode and Sound Mode are switched to Game automatically. Sound Mode may not be automatically switched depending on the selected audio device on the Sound Output menu.
- When Game Mode is set to On, some functions are not available.
- To use a different external device on the same port, remove the game console connection, set Game Mode to Off, and then connect the external device to the port.
- The Game Mode functions used for Nintendo Switch™ are subject to change without prior notice.

Setting the Game Mode details

Settings General External Device Manager Game Mode Settings

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

You can make your games more immersive by using intense, three-dimensional sound optimized for games.

- Dynamic Black Equalizer

You can easily detect items or hidden enemies lurking in dark corners by improving visibility and object details in dark scenes without washing out colors and contrast in brighter scenes.

- Game Motion Plus Settings

You can configure the Game Motion Plus settings.

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

In accordance with the HGiG (HDR Gaming Interest Group) standard, it sets the optimal image quality for HDR games according to the brightness information of the contents.

- When HDR sources are input in Game Mode, this menu is activated.

- Game HDR entry path may be different in some models. (Settings General External Device Manager Game HDR)

Using Cable Box IP Remote

Settings General External Device Manager Cable Box IP Remote

Set the cable box that supports IP control to be controlled with Samsung remote control.

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

Changing the Picture Size and Position

Change the picture size and position for your TV.

Changing the picture size settings

Settings Picture Picture Size Settings

These functions may not be available on Samsung TV Plus and some applications.

- Picture Size

You can change the size of the picture displayed on the TV screen to 16:9 Standard, Custom, or 4:3.

- Supported picture sizes differ with the input signal. For more information, refer to "Picture sizes and input signals."
- Fit to Screen

Fitting the picture to the screen.

- This function may not be supported depending on the Picture Size setting.
- This function may not be supported depending on the broadcast signals.
- Zoom and Position

Adjusting the picture size and/or position.

- This function is available only if Picture Size is set to Custom.
- To change the picture position on analog channels, first enlarge the picture and then change the position.

Configure a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

Choosing a sound mode

Settings Sound Sound Mode

You can select the available sound mode that you prefer for a content type or your listening environment.

- When an external device is connected, Sound Mode may change accordingly.

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

Configuring advanced sound settings

Settings Sound Expert Settings

You can personalize the sound quality by adjusting the following settings.

- Balance
- Equalizer
 - This function is not available when the Adaptive Sound+ function is turned on.
 - This function is not available when the Sound Mode function is set to Adaptive Sound, Game, or Amplify.
 - The name and properties of this function may appear differently depending on the connected external device.
- HDMI-eARC Mode

You can connect an audio device that supports eARC via HDMI-eARC. Muting occurs temporarily during device connection.

- Digital Output Audio Format

Select the digital audio output format. If you select the Auto option, the audio device outputs automatically in a supported format.

If you select the Pass-Through option, audio data is output with no processing.

- Digital Output Audio Delay
 - This feature is only available when the external device is connected via HDMI (eARC) and SPDIF (Sony Philips Digital Interface).
 - This function may not be supported depending on the model.
- Dolby Atmos Compatibility

You can set the TV to allow Dolby Digital+ with Atmos streams that are input from external devices.

Set to On if the audio device connected via HDMI (eARC) supports Dolby Atmos. The TV screen may flicker when this function is turned on or off.

- If this function is on, set Digital Output Audio Format to Auto.
- Auto Volume

Automatically adjusts the sound to a certain level when changing channels or switching to another external input.

- Sound Feedback

Plays the notification sound when manipulating a menu or selecting an option.

- Reset Sound

Using the Sound Support Functions

Configure the sound settings for your TV.

Selecting speakers

Settings Sound Sound Output

You can select which speakers the TV uses for audio output.

- External speakers may not be controlled with the Samsung Smart Remote. When an external speaker is enabled, some sound menus are not supported.

Samsung TV supports the Q-Symphony function.

- This function may not be supported depending on the model
- This function is unavailable when using The Frame 43LS03A vertically. To use the product horizontally, set the function again.
- This function works synchronized with the Samsung Soundbar that supports Q-Symphony so that your TV speaker and Soundbar simultaneously output the sound for best surround effects.
- When a Samsung Soundbar that supports Q-Symphony is connected, the menu name such as "TV + Soundbar" appears under Sound Output (Settings Sound Sound Output). Select the menu.

Example) TV + [AV] Soundbar series name (HDMI) or TV + Optical

- It works based on the Codec supported by your TV. For more information about Codec information, refer to "Read Before Playing Photo, Video, or Music Files."
- This function is supported only when connected via HDMI or optical cable.
- This function is available only in some Samsung TVs and Soundbars released in 2021.
- Refer to the sound bar's user manual when connecting it to the TV.

Listening to the TV through Bluetooth devices

Settings Sound Sound Output Bluetooth Speaker List

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. Refer to the user manual for your audio device such as Bluetooth speaker, sound bar, and headphones for detailed connection and usage.

- If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.

- When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate or deactivate the Bluetooth audio device.
- The sound quality may be affected by the condition of the Bluetooth connection.
- Before using a Bluetooth audio device, refer to "Read Before Using Bluetooth Devices."

System and Support

You can configure system and support settings, such as clock, timers, energy usage and software updates.

Using the Time Functions and the Timers

Set the current time and use the timer function.

Settings General System Manager Time

You can set the Clock manually or automatically. Once the Clock is set, you can view the current time on the TV anytime.

You must set the clock in the following cases:

- The power cable is disconnected and then connected.
- The Clock Mode is changed from Auto to Manual.
- The TV is not connected to the Internet.
- No broadcast signals are received.

Setting the clock automatically

Settings General System Manager Time Clock Clock Mode Auto

- This function works only when the TV is connected to the Internet or is receiving digital broadcasts through a connected antenna.
- The accuracy of the time information received may differ with the channel and signal.
- If you get your TV signal from a cable broadcast receiver/set-top box or a satellite receiver/satellite set-top box connected to an HDMI or Component port, you must set the current time manually.

Adjusting the clock for DST and time zone

Settings General System Manager Time Clock

Sets the right time by setting Daylight Savings Time (DST) and your local time zone.

- Time Zone

Selects your time zone.

- This function is only available when the Clock Mode is set to Auto.

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

Automatically adjusts for Daylight Saving Time (DST).

- This function is only available when the Clock Mode is set to Auto.

Changing the current time

Settings General System Manager Time Clock Time Offset

Time Offset adjusts the time through a network connection.

- This function is available only when Clock Mode is set to Auto, the TV fails to receive time information through normal broadcast signals, and the TV is connected to the Internet through a local area network.

Setting the clock manually

Settings General System Manager Time Clock Clock Mode Manual

When Clock Mode is set to Manual, you can directly enter the current date and time. Select the Date and Time by using the directional buttons on the remote control. When power is cut off and then supplied, the settings for Date and Time are reset to deactivate the On Timer. When their settings are assigned again, the On Timer is activated.

Using the sleep timer

Settings General System Manager Time Sleep Timer

You can use this function to automatically shut off the TV after a pre-set period of time. You can set the sleep timer for up to 180 minutes after which it will turn off the TV.

- This function may not be supported in some viewing modes.

Turning on the TV using the on timer

Settings General System Manager Time On Timer

You can set On Timer to turn on the TV automatically at a specific time. On Timer is only available if the Clock has been set. It is also available when Clock Mode is set to Auto, and the network or broadcast TV tuner is connected.

- To use this function, first set the Clock (Settings General System Manager Time Clock).
- This function may not be supported in some viewing modes.
- This function may not be supported depending on the model or geographical area.

Turning off the TV using the off timer

Settings General System Manager Time Off Timer

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

- To use this function, first set the Clock (Settings General System Manager Time Clock).
- This function may not be supported in some viewing modes.
- This function may not be supported depending on the model or geographical area.

Using the Power and Energy Saving Functions

Reduce the TV's energy consumption.

Reducing the energy consumption of the TV

Settings General Power and Energy Saving

Reduce energy consumption by changing your power preferences and other energy-saving options.

- Brightness Optimization

Automatically adjust the picture brightness based on the ambient light level.

- This function is not available when the Adaptive Picture function is turned on.
- Minimum Brightness

When Brightness Optimization is turned on, you can manually adjust the minimum brightness of the TV screen. This function acts only when the value is less than the setting in Settings PictureExpert Settings Brightness.

- This function is not available when the Adaptive Picture function is turned on.
- Brightness Reduction

Reduce power consumption by adjusting brightness settings.

- This function is not available when the Adaptive Picture function is turned on.
- Motion Lighting

Adjusts the brightness in response to on-screen movements to reduce power consumption.

- This function is not available when the Adaptive Picture or Game Mode function is turned on.
- Screen Saver

Activate a screensaver when your TV displays a still image for two hours or more.

- Auto Power Off

Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.

- Available Remote Battery

You can check the Samsung Smart Remote's remaining amount of the battery.

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

Updating the TV's Software

View your TV's software version and update it if necessary.

DO NOT turn off the TV's power until the update is complete. The TV will turn off and on automatically after completing the software update. Video and audio settings may be reset to their defaults after a software update.

Settings Support Software Update

Updating through the Internet

Settings Support Software Update Update Now

- Updating from the Internet requires an active Internet connection.

Updating through a USB device

Settings Support Software Update Update Now

After downloading the update file from the Samsung website and storing it on a USB device, connect the USB device to the TV to update.

- To update using a USB device, download the update package from Samsung.com to your computer. Then, save the update package in the USB device's top-level folder. Otherwise, the TV will not be able to locate the update package.

Updating the TV automatically

Settings Support Software Update Auto Update

If the TV is connected to the Internet, you can have the TV's software update itself automatically while you are watching the TV. When the background update is completed, it is applied the next time the TV is turned on.

If you agree to the Smart Hub terms and conditions, Auto Update is set to On automatically. If you want this function disabled, use the Select button to turn it off.

- This function may take a longer time if another network function is running concurrently.
- This function requires an Internet connection.

Audio and Video Functions for the Visually or Hearing Impaired

You can configure the functions for the visually or hearing impaired.

Running the accessibility functions

Settings General Accessibility

Running Accessibility Shortcuts

The Accessibility Shortcuts provide easy access to the accessibility functions. To display the Accessibility Shortcuts, press and hold the **+/-** (Volume) button for 1 second or more. You can easily turn on or turn off the functions, such as Voice Guide, Picture Off, Audio (Video) Description, Caption, High Contrast, Enlarge, Grayscale, Color Inversion, Learn TV Remote, Learn Menu Screen, Multi-output Audio, Sign Language Zoom, Slow Button Repeat, Accessibility Settings, etc.

- Even if the Voice Guide is set to Off or muted, the voice guide for Accessibility Shortcuts is enabled.
- The shortcut menus may not appear depending on the model or geographical area.
- The menu name may differ depending on the model.

Enabling voice guides for the visually impaired

Settings General Accessibility Voice Guide Settings

You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set Voice Guide to On. With Voice Guide on, the TV provides voice guides for channel change, volume adjust, information on current and upcoming programs, schedule viewing, other TV functions, and various content in the Internet, and in Search.

You can go to Voice Guide, and then press the Select button to turn the function on or off.

- The Voice Guide is provided in the language that is specified on the TV Language. However, some languages are not supported by Voice Guide even though they are listed in the TV Language. English is always supported.
- For more information about the TV Language settings, refer to "Changing the menu language."

Using Voice Assistants on the 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 Assistant only supports some languages, and the supported functions may differ depending on the geographical area.
- The Voice Wake-up function may not be supported depending on the model, Voice Assistant or geographical area.
- 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.

Using Other Functions

You can view other functions.

Changing the menu language

Settings General System Manager Language

Setting up a password

Settings General System Manager Change PIN

The PIN input window appears. Enter a PIN. Enter it again to confirm it. The default PIN is "0000."

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

If you forget your PIN, you can reset it with your remote control. With the TV turned on, press the following buttons on the remote control in the order shown to reset the PIN to "0000." Press **+/-** (Volume) button. >Volume Up > >Volume Down> >Volume Up> .

Setting up the Button Lock

Settings General System Manager Button Lock

You can set the TV Controller button lock. If this function is On, you cannot use TV Controller button.

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

Setting up the USB Lock

Settings General System Manager USB Lock

You can block connection to any external USB device.

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

Selecting Usage or Retail Mode

Settings General System Manager Usage Mode

You can set the TV for retail environments by setting Usage Mode to Retail Mode.

- For all other uses, select Home Mode.
- Use Retail Mode only in a store. With Retail Mode, some functions are disabled, and the TV settings automatically reset after a preset amount of time.
- This function may not be supported depending on the model.

Managing External Devices

Settings General External Device Manager Device Connect Manager

When you connect external devices, such as mobile devices or tablets connected to the same network as the TV so you can share content, you can view the list of allowed devices and connected devices.

- Access Notification

Set whether to display a notification when an external device such as a mobile device or tablet attempts to connect to the TV.

- Device List

Manage a list of external devices registered to the TV.

Using AirPlay

Settings General Apple AirPlay Settings

You can use AirPlay to view content from your iPhone, iPad, or Mac on the TV screen.

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

Restoring the TV to the factory settings

Settings General Reset

You can restore all TV settings to the factory defaults.

1. Select Reset. The security PIN entry window appears.
 2. Enter the security PIN, and then select Reset. All settings are then reset. The TV turns off and on again automatically and displays the Initial Setup screen.
- For more information on Reset, refer to the user manual that came with the TV.
 - If you skipped some steps in the initial setup, run Set Up TV (Source up directional button TV up directional button Set Up TV), and then configure the settings in the steps you skipped.

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

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 flicker or faults.

Flickering and Dimming

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

Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.

- Settings General Power and Energy Saving Brightness Optimization
- Settings General Power and Energy Saving Brightness Reduction
- Settings General Power and Energy Saving Motion Lighting
- Settings Picture Expert Settings Contrast Enhancer

Run Picture Test. When the tested image quality is normal, check the signal of the connected device.

- Settings Support Device Care Self Diagnosis Picture Test

Component Connections and Screen Color

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

- Settings Support Device Care Self Diagnosis Picture Test

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

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

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

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

- Source Connection Guide

Screen Brightness

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

- Settings Picture Expert Settings Reset Picture
- Settings General Power and Energy Saving Brightness Optimization

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

- Settings Picture Expert Settings Contrast
- Settings Picture Expert Settings Brightness

- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color
- Settings Picture Expert Settings Tint (G/R)

Blurring, or Juddering

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

- Settings Picture Expert Settings Picture Clarity Settings

Unwanted Powering Off

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

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

- Settings General System Manager Time Sleep Timer

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

- Settings General Power and Energy Saving Auto Power Off
- Settings General System Manager Time Off Timer

Problems Powering On

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

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

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

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

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

Unable to find a Channel

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

- Settings Broadcasting Auto Program

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

- Source Connection Guide

When the symptom persists, contact your service provider.

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

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

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

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

- Source Connection Guide Video Device HDMI

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

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

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by 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 (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 Caption function in the TV menu is deactivated

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

Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

- Settings General Accessibility Caption Settings Caption

The HDR of the connected external device turns off

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

- Settings General External Device Manager Input Signal Plus

The TV remains on or does not turn on automatically.

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

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

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

- Art Settings Motion Detector
- Motion Detector may not be supported depending on the model or geographical area.
- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the Signal Information or refer to the external device's user manual.

Sound and Noise Issues

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

Testing the sound

Settings Support Device Care Self Diagnosis Sound Test

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

How can I connect an audio device to the TV?

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

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

- Source Connection Guide Audio Device

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

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

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

The picture is good but there is no sound.

Set Sound Output to TV Speaker.

- Settings Sound Sound Output

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

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

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

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

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

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

No sound is heard.

Check whether Digital Output Audio Format is set to Pass-Through.

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

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

- Settings Sound Expert Settings Digital Output Audio Format Auto

The speakers are making an odd sound.

Run Sound Test.

- Settings Support Device Care Self Diagnosis Sound Test

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

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

- Settings Support Device Care Self Diagnosis Signal Information

The sound is interrupted.

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

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

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

Whenever a function is used on the TV or the channel is changed, the TV voices the activity. The TV explains in voice-over the video scenes displayed on the screen.

Turn off the Voice Guide function in Voice Guide Settings.

- Settings General Accessibility Voice Guide Settings Voice Guide

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

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

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

The sound is not heard clearly.

Change to an appropriate sound mode.

- Settings Sound Sound Mode

When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.

- Settings General Intelligent Mode Settings Intelligent Mode
- This function may not be supported depending on the model.

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

- Settings General Intelligent Mode Settings Adaptive Sound+
- This function may not be supported depending on the model.

The volume of the external device cannot be adjusted.

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

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

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

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

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

Channel and Broadcast Issues

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

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

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

- Source Sources

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

The TV is not receiving all channels.

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

Run Reset or Auto Program.

- Settings General Reset
- Settings Broadcasting Auto Program

The captions are not provided on a digital channel.

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

Settings General Accessibility Caption Settings

Some channels may not have caption data.

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

Broadcasting is deactivated.

Broadcasting is only available when Source is set to TV.

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

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

External Device Connectivity Issues

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

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio.

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

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

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

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

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

- Source Connection Guide PC Screen Sharing (Wireless)

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

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

- Source Connection Guide Smartphone Screen Sharing (Smart View)

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

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

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

- Source Connection Guide

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

- Source Sources

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

- Source Connection Guide Video Device HDMI Troubleshooting

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

I want to connect to a Bluetooth speaker.

For more information on how to connect a Bluetooth speaker, see Audio Device Bluetooth in Connection Guide.

- Source Connection Guide Audio Device Bluetooth

The PC screen does not appear or it flickers

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

Settings General External Device Manager Input Signal Plus

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

Network Issues

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

Settings Support Device Care Self Diagnosis Smart Hub Connection Test Try Now

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.

- Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

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

Anynet+ does not work.

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

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

Check the cable connections of the Anynet+ device.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The Anynet+ device won't play.

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

The connected device is not displayed.

Check whether the device supports Anynet+.

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

Check whether the HDMI cable is properly connected.

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

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

Scan for Anynet+ devices again.

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

Remote Control Issues

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

The remote control does not work.

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

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

- Pairing is not available in AU7/BEA series.

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

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

External devices cannot be operated with the TV remote control.

Check the cable connection between the TV and external devices.

When the symptom persists, set it manually in Source Universal Remote.

Recording Issues

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

The Timeshift or recording function cannot be used.

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

Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device.

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

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

Cannot record videos received from an external device or Samsung TV Plus.

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

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

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

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

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

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

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.

Apps

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

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

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

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

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

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

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

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

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

Turn off the Autorun Smart Hub function in Smart Features.

- Settings General Smart Features Autorun Smart Hub

Media Files

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

Some files are interrupted during playback.

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

Some files can't be played.

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

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

Voice Assistant Issues

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

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

The voice commands do not work well.

Voice commands may differ depending on the Voice Assistant.

Refer to the command examples for each Voice Assistant.

- Bixby: Explore Now
- Amazon Alexa: Settings General Voice Amazon Alexa Settings
- Google Assistant: Settings General Voice Google Assistant Settings

Bixby or Alexa answers automatically.

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

Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.

- Explore Now Settings Voice Wake-up

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

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

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

Turn on the Voice Wake-up function.

- Explore Now Settings Voice Wake-up

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

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

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

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

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

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

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

I want to see weather information of the desired area.

Say with the area name included.

Other issues

Use these procedures to resolve other issues that may occur in relation to the product.

The TV is hot.

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

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

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

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

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

The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

Change Usage Mode to Home Mode.

- Settings General System Manager Usage Mode

The TV is tilted to the side.

Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

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

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

Change Usage Mode to Home Mode.

- Settings General System Manager Usage Mode

The TV is making a popping noise.

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

This does not indicate a product malfunction.

The TV is safe to use.

The TV is making a humming noise.

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

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

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

The software update over the Internet has failed.

Check the network connection status.

- Settings General Network Network Status

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

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

The TV narrates the screen events in voice-over.

To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice



Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following:

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

Diagnosing TV operational issues

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

Settings Support Device Care Self Diagnosis

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

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.

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