

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.



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

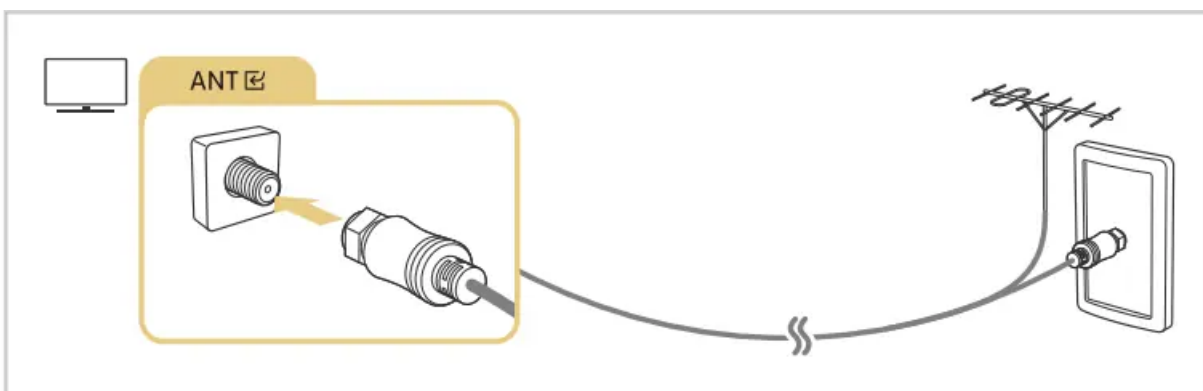
You can connect a coaxial cable to your TV.



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 figures depending on the product model and region



Connecting to the Internet



You can get access to the Internet through your TV.



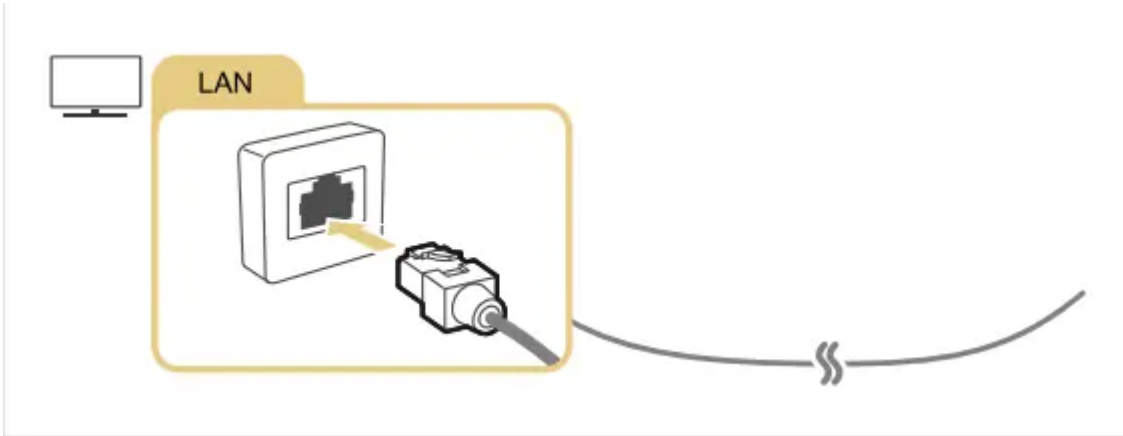
>  Settings > General > Network > Open Network Settings

Configure network settings to connect to an available network.

Establishing a wired Internet connection

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

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



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



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





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

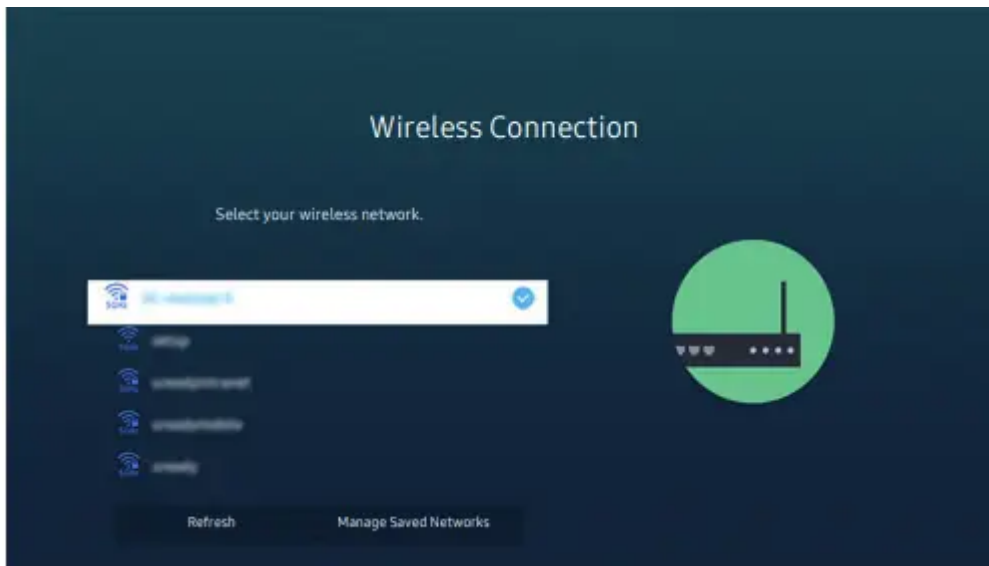
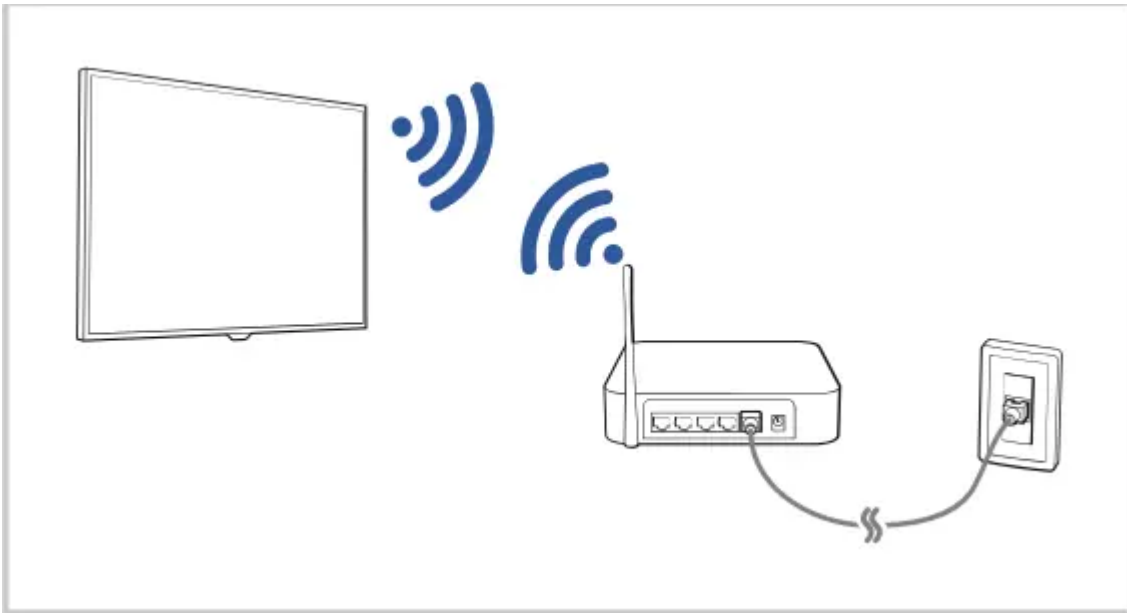


This function may not be supported depending on the model.

Establishing a wireless Internet connection

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

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



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



If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).





If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.




To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.



To disconnect Wi-Fi, select Disconnect in  >  Settings > General > Network > Network Status.

Checking the Internet connection status




>  Settings > General > Network > Network Status

View the current network and Internet status.

Resetting Your Network



>  Settings > General > Network > Reset Network

Restore the network settings to the factory default.

Turning on the TV with a mobile device



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

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



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

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

Connecting an IP control device to the TV



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

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



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



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



This function may not be supported depending on the model.

Allowing to connect a wireless network



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


You can enable the connection to Wi-Fi.



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

Changing the name of the TV



>  Settings > General > System Manager > Device Name

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, 3-5 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 **REFRESH** the following menus.



This function and the provided options for each menu icon may not be available depending on the model and region.

-  (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)

TV Viewing

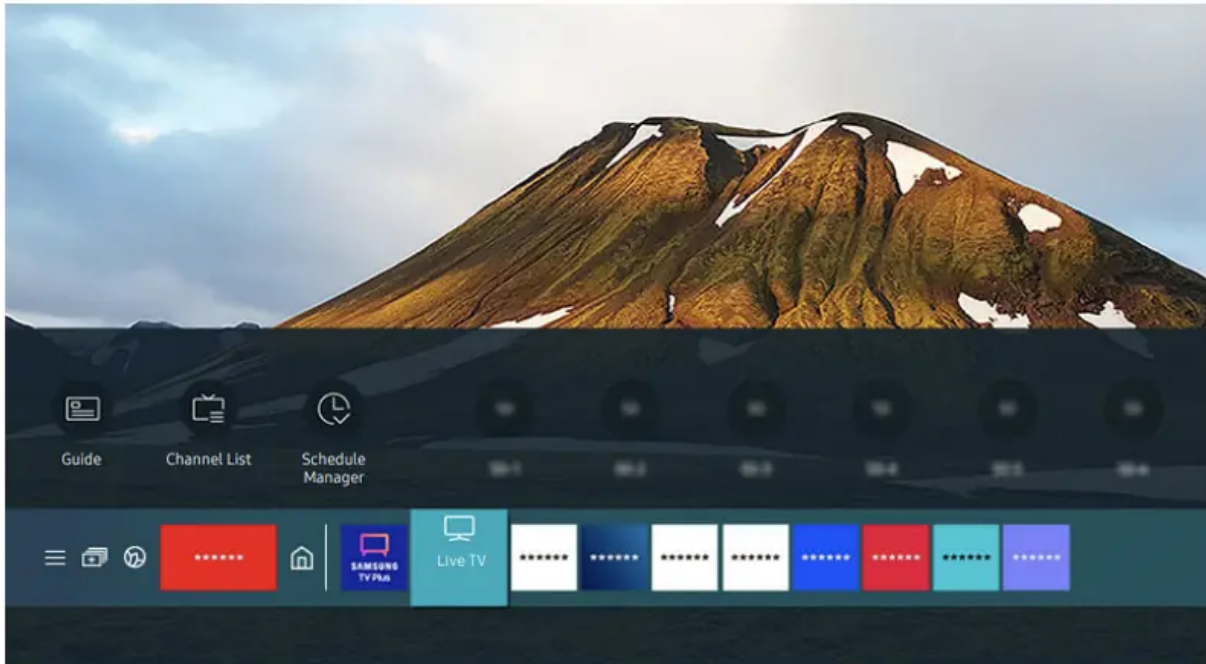
You can use convenient features while watching TV. Additionally, you can edit the channel list or create favorite channel lists.

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 set the 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.

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 flaws or faults.

The problem : [Flickering and Dimming](#)

Try this!

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 9XlsRfil3 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 QN8**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

Use a composite cable when you connect AV equipment to the TV.

If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port.

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.

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.