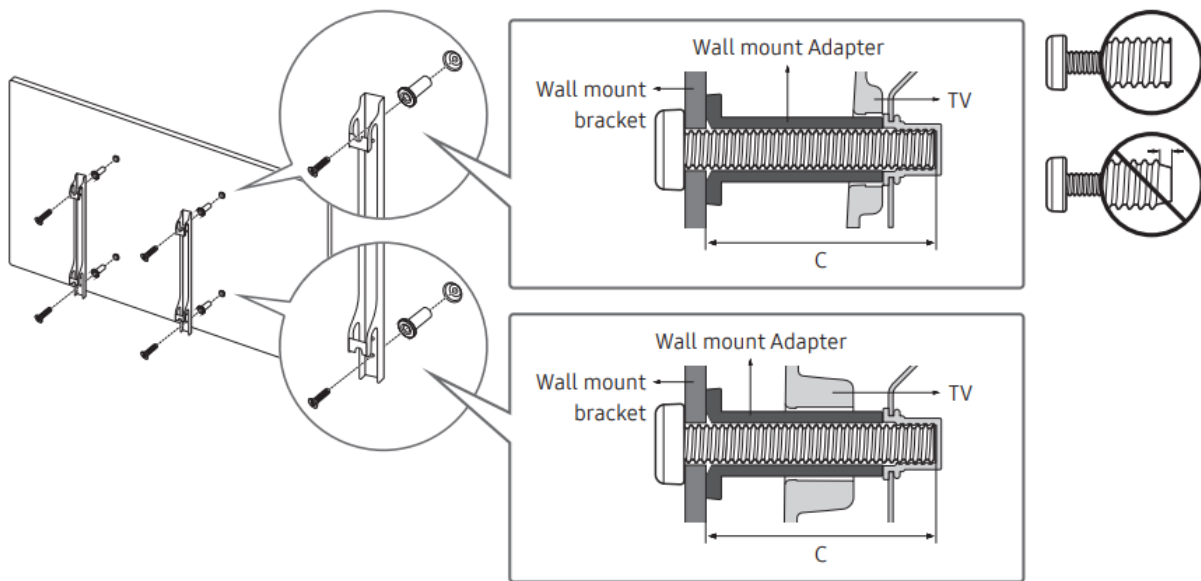


TV Installation

Mounting the TV on a wall

WARNING: If you mount this TV on a wall, follow the instructions exactly as set out by the manufacturer. Unless it is correctly mounted, the TV may slide or fall and cause serious injury to a child or adult and serious damage to the TV.

For models providing wall mount adapters, install them as shown in the figure below before installing the wall mount kit.



- Samsung Electronics is not responsible for any damage to the product or injury to yourself or others if you choose to install the wall mount on your own.
- You can install your wall mount on a solid wall perpendicular to the floor. Before attaching the wall mount to surfaces other than plaster board, contact your nearest dealer for additional information. If you install the TV on a ceiling or slanted wall, it may fall and result in severe personal injury.
- Standard dimensions for wall mount kits are shown in the table on the next page.
- If you are installing a third-party wall mount, note that the length of the screws you can use to attach the TV to the wall mount is shown in column C in the table on the next page.
- When installing a wall mount kit, we recommend you fasten all four VESA screws.
- If you want to install a wall mount kit that attaches to the wall using two top screws only, be sure to use a Samsung wall mount kit that supports this type of installation. (You may not be able to purchase this type of wall mount kit, depending on the geographical region.)

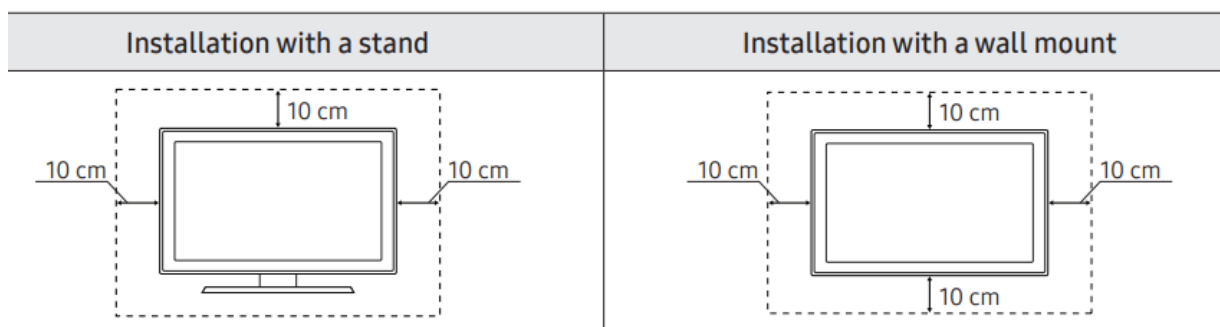
TV size in inches	VESA screw hole specs (A * B) in millimetres	C (mm)	Standard Screw	Quantity
55	200 x 200	43-45	M8	4
65-75	400 x 400			

WARNING: Do not install your wall mount kit while your TV is turned on. This may result in personal injury from electric shock.

- Do not use screws that are longer than the standard dimension or do not comply with the VESA standard screw specifications. Screws that are too long may cause damage to the inside of the TV set.
- For wall mounts that do not comply with the VESA standard screw specifications, the length of the screws may differ depending on the wall mount specifications.
- Do not fasten the screws too firmly. This may damage the product or cause the product to fall, leading to personal injury. Samsung is not liable for these kinds of accidents.
- Samsung is not liable for product damage or personal injury when a non-VESA or non-specified wall mount is used or when the consumer fails to follow the product installation instructions.
- Do not mount the TV at more than a 15 degree tilt.
- Always have two people mount the TV onto a wall.

Providing proper ventilation for your TV

When you install your TV and One Connect, maintain a distance of at least 10 cm between the TV and One Connect with other objects (walls, cabinet sides, etc.) to ensure proper ventilation. Failing to maintain proper ventilation may result in a fire or a problem with the product caused by an increase in its internal temperature. When you install your TV with a stand or a wall mount, we strongly recommend you use parts provided by Samsung Electronics only. Using parts provided by another manufacturer may cause difficulties with the product or result in injury caused by the product falling.

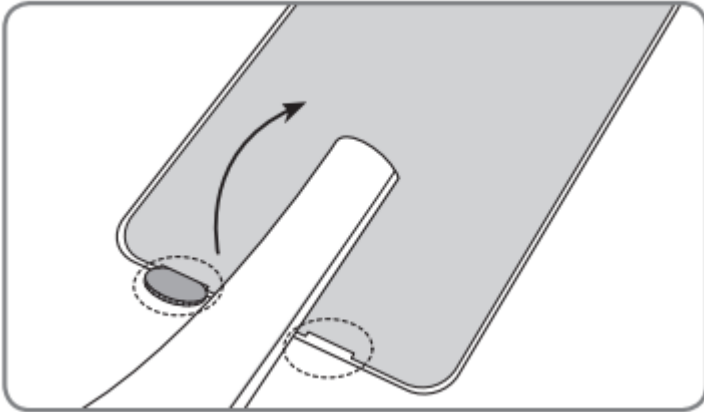


Attaching the TV to the Stand

Make sure you have all the accessories shown, and that you assemble the stand following the provided assembly instructions.

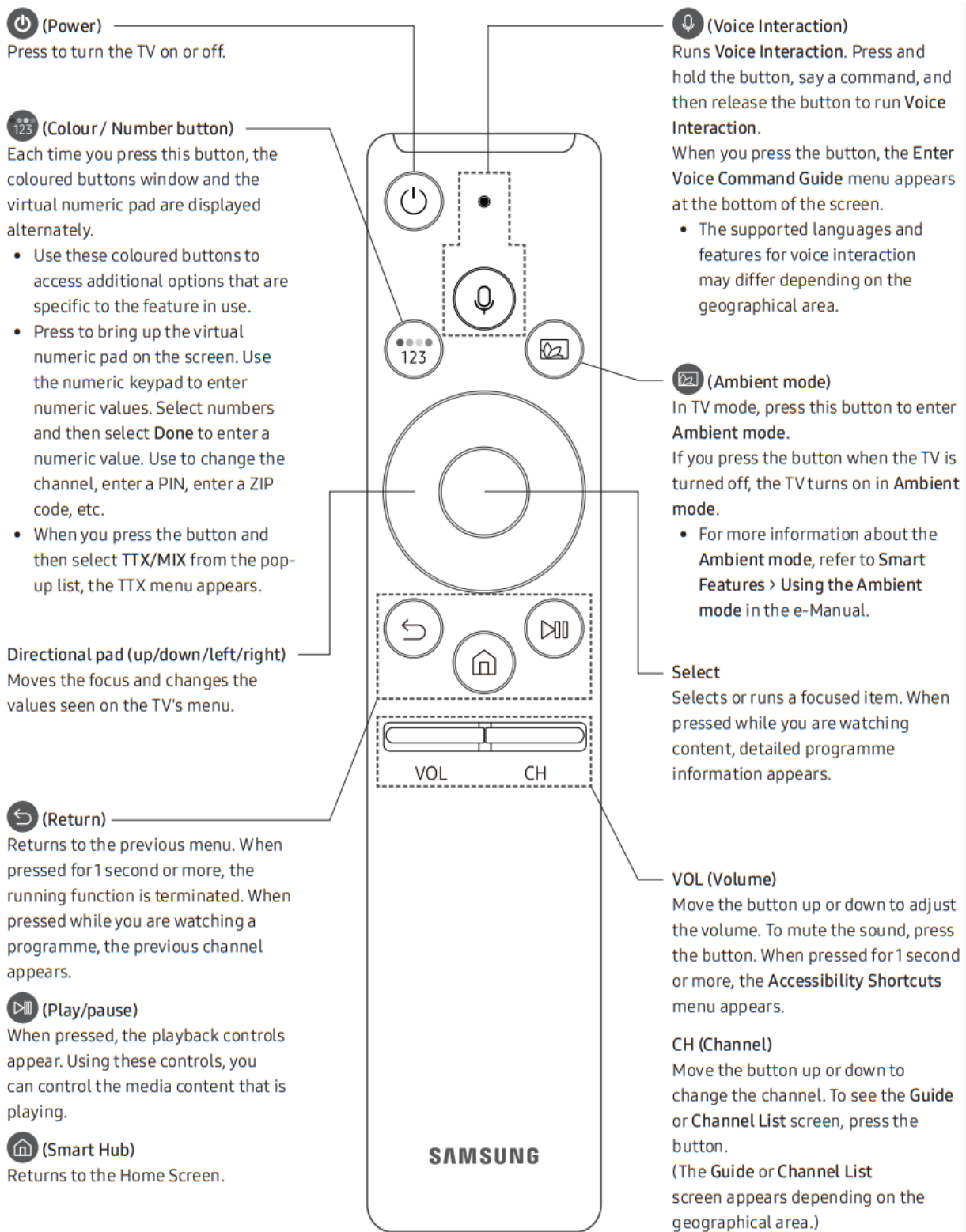
Detaching the Clean back stand cover from the TV

Refer to the following figure to detach the stand cover:





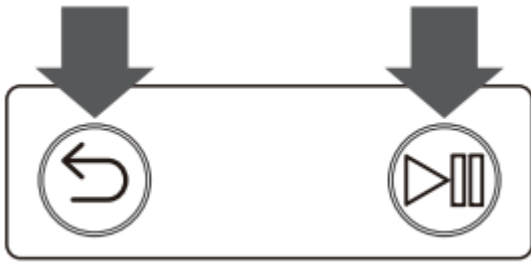
The Samsung Smart Remote

About the Buttons on the Samsung Smart Remote

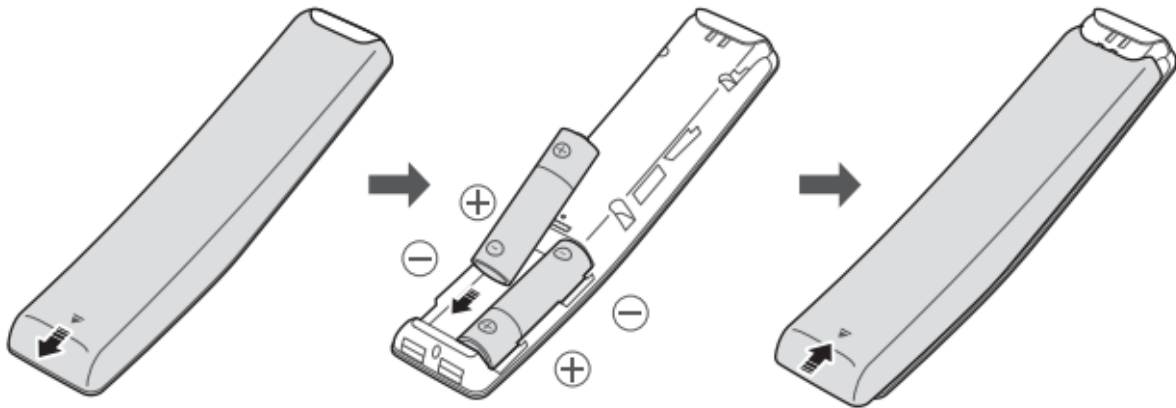


Pairing the TV to the Samsung Smart Remote

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 remote control sensor of the TV, and then press and hold the buttons labelled  and  as shown in the figure on the left simultaneously for 3 seconds or more.



Installing batteries into the Samsung Smart Remote





To install the batteries, push the rear cover open in the direction of the arrow, and then insert the batteries as shown in the figure. Make sure that the positive and negative ends are facing in the correct direction. •

Alkaline batteries are recommended for longer battery life.



Running the Initial Setup


When you turn on your TV for the first time, it immediately starts the Initial Setup. The Initial Setup allows you to configure the basic settings for the TV to operate, such as broadcast reception, channel search, and network connection, at one time.

- Before starting the Initial Setup, be sure to connect external devices first.
- To use the TV's smart features, the TV must be connected to the Internet.
- Noise may occur temporarily when the TV communicates with mobile devices.
- The SmartThings app is available on mobile devices for Android 6.0 or higher and iOS 10 or higher.
- To perform initialisation by using the SmartThings app, the mobile device must have been connected via Wi-Fi.
- When the pop-up for setup does not appear automatically on the SmartThings app of your mobile device, proceed with the process after manually adding the TV using Add Device on the dashboard of the SmartThings app.

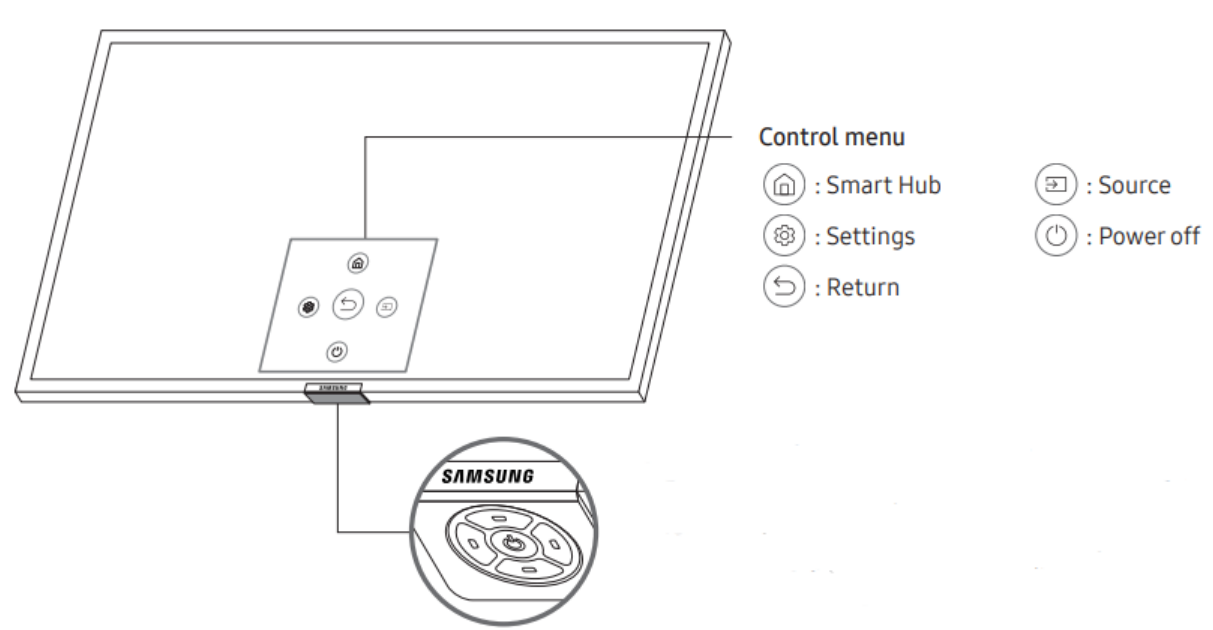
You can also start the Initial Setup using the TV's menu ( >  Settings > General > Start Setup). Follow the instructions displayed on the Initial Setup screen and configure the TV's basic settings to suit your viewing environment.

Using the TV Control Stick



You can use the Control Stick on the bottom of the TV instead of the remote control to control most of the functions of your TV. While watching TV, you can change the channel by pressing the up and down directional buttons  on the Control Stick or adjust the volume by pressing the left and right directional buttons. Press the  on the Control Stick to display the Control menu.

To run an item on the menu, press the directional buttons on the Control Stick to move the focus to the item, and then press the  button on the Control Stick.

The screen may dim if the protective film on the SAMSUNG logo or the bottom of the TV is not detached. Please remove the protective film.



Control Stick / Remote control sensor

- Press  button: Display the Control menu. / Select or run a focused item on the menu.
- Press and hold  button: The running function is terminated.
- Up/Down button: Changes the channel.
- Left/Right button: Changes the volume.

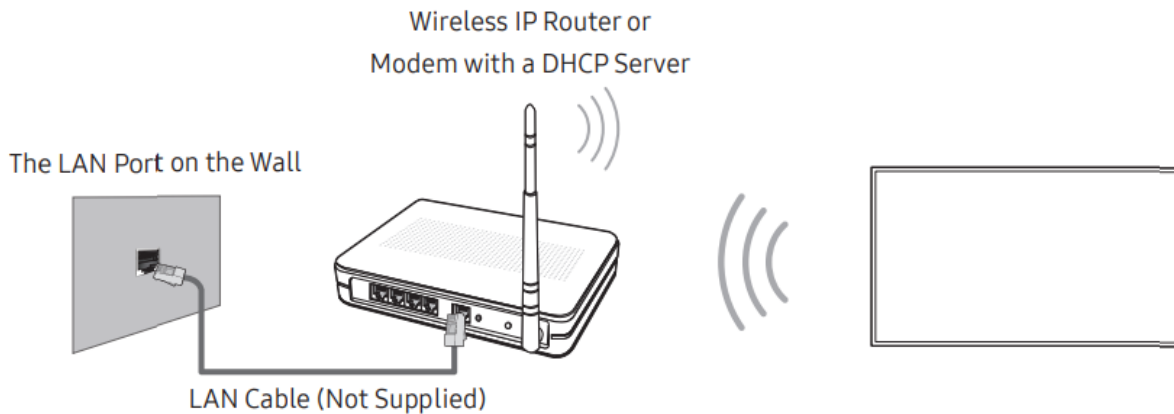
The Control Stick is located on the bottom of the TV.

Connecting to a Network

Connecting the TV to a network gives you access to online services, such as Smart Hub, as well as software updates.

Network Connection - Wireless

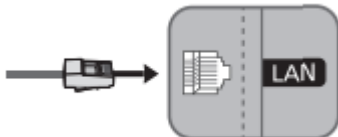
Connect the TV to the Internet using a standard router or modem.



Network Connection - Wired

Connect your TV to your network using a LAN cable.

- The TV does not support the network speeds less than or equal to 10 Mbps.
- Use Cat7 (*STP Type) cable for the connection. * Shielded Twist Pair



Mobile Network

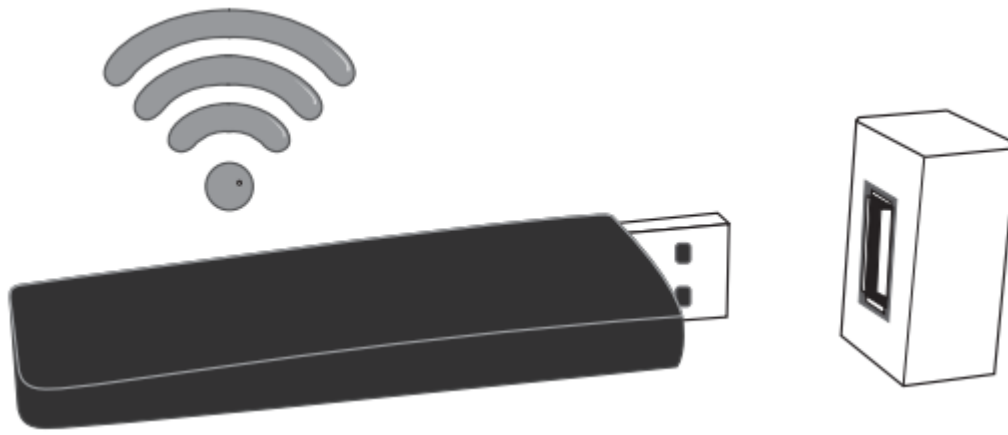
Depending on the model or geographical area.

While connecting to the mobile network, some functions might be unavailable.

Refer to the following diagram and insert the Mobile Dongle into the USB port. The Mobile Dongle must be connected to the TV in order to connect to the mobile network. However, the Mobile Dongle is sold separately and is not available from Samsung.

If you have any problems using online services, please contact your Internet service provider.

When you use a large mobile dongle(Data Card), USB devices may not work properly due to interferences among the USB ports, or the wireless network may not work properly due to interferences from the peripherals and surroundings. In this case, use a USB extension cable to connect a large mobile dongle to a USB port.





Troubleshooting and Maintenance


Troubleshooting

If the TV seems to have a problem, first review this list of possible problems and solutions. Alternatively, review the Troubleshooting Section in the e-Manual. If none of these troubleshooting tips apply, please visit “www. samsung.com” and click on Support, or contact the call centre listed on the back cover of this manual.

- This TFT LED panel is made up of sub pixels which require sophisticated technology to produce. There may be, however, a few bright or dark pixels on the screen. These pixels will have no impact on the performance of the product.
- To keep your TV in optimum condition, upgrade to the latest software. Use the Update

Now or Auto update functions on the TV's menu ( >  Settings > Support > Software Update > Update Now or Auto update).






The TV won't turn on.

- Make sure that the AC power cord is securely plugged in to the TV and the wall outlet.
- Make sure that the wall outlet is working and the power indicator at the bottom of the TV is lit and glowing a solid red.
- Try pressing the Power () button at the bottom of the TV to make sure that the problem is not with the remote control. If the TV turns on, refer to “Remote control does not work”.

There is no picture/video/sound, or a distorted picture/video/sound from an external device, or “Weak or No Signal” is displayed on the TV, or you cannot find a channel.

Make sure the connection to the device is correct and that all cables are fully inserted.

- Remove and reconnect all cables connected to the TV and the external devices. Try new cables if possible.

- Confirm that the correct input source has been selected ( > Source).
- Perform a TV self diagnosis to determine if the problem is caused by the TV or the device ( >  Settings > Support > Self Diagnosis > Start Picture Test or Start Sound Test).
- If the test results are normal, reboot the connected devices by unplugging each device's power cord and then plugging it in again. If the issue persists, refer to the connection guide in the user manual of the connected device.
- If you are not using a cable box or satellite box, and your TV is receiving TV signals from an antenna or a cable wall connector, run Auto Tuning to search for channels ( >  Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning).

The Auto Tuning Settings may not appear depending on the model or geographical area.

If you are using a cable box or satellite box, please refer to the cable box or satellite box manual.

The remote control does not work.



- Check if the power indicator at the bottom of the TV blinks when you press the remote's Power button. If it does not, replace the remote control's batteries.
- Make sure that the batteries are installed with their poles (+/-) in the correct direction.
- Try pointing the remote directly at the TV from 1.5 ~ 1.8 m away.

If your TV came with a Samsung Smart Remote (Bluetooth Remote), make sure to pair the remote to the TV.



The cable box or satellite box remote control doesn't turn the TV on or off or adjust the volume.

- Programme the cable box or satellite box remote control to operate the TV. Refer to the cable box or satellite box user manual for the SAMSUNG TV code.

The TV settings are lost after 5 minutes.

- The TV is in the Retail Mode. Change the Usage Mode in the General Menu to Home Mode ( >  Settings > General > System Manager > Usage Mode > Home Mode).

Intermittent Wi-Fi



- Make sure the TV has a network connection ( >  Settings > General > Network > Network Status).
- Make sure the Wi-Fi password is entered correctly.

- Check the distance between the TV and the Modem/Router. The distance should not exceed 15.2 m.
- Reduce interference by not using or turning off wireless devices. Also, verify that there are no obstacles between the TV and the Modem/Router. (The Wi-Fi strength can be decreased by appliances, cordless phones, stone walls/fireplaces, etc.)



- Contact your Internet Service Provider (ISP) and ask them to reset your network circuit to re-register the Mac addresses of your new Modem/Router and the TV.

Video App problems (Youtube etc)

Change the DNS to 8.8.8.8. Select  >  Settings > General > Network > Network Status > IP Settings > DNS setting > Enter manually > DNS Server > enter 8.8.8.8 > OK.

Reset by selecting  >  Settings > Support > Self Diagnosis > Reset Smart Hub.



What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:

- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

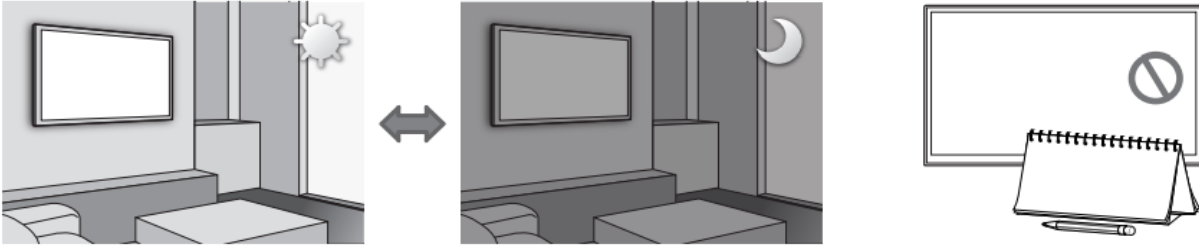
How does Remote Support work?



You can easily get Samsung Remote Support service for your TV:

1. Call the Samsung Contact Centre and ask for remote support.
2. Open the menu on your TV and go to the Support section. ( >  Settings > Support)

3. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the technician.
4. The technician will then access your TV.

Eco Sensor and screen brightness

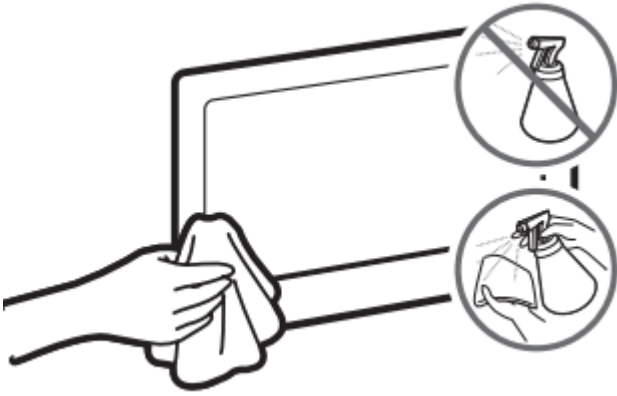


Eco Sensor adjusts the brightness of the TV automatically. This feature measures the light in your room and optimises the brightness of the TV automatically to reduce power consumption. If you want to turn this off, go to  >  Settings > General > Eco Solution > Ambient Light Detection.

- If the screen is too dark while you are watching TV in a dark environment, it may be due to the Ambient Light Detection function.
- The eco sensor is located at the bottom of the TV. Do not block the sensor with any object. This can decrease picture brightness.

Caring for the TV

- If a sticker was attached to the TV screen, some debris can remain after you remove the sticker. Please clean the debris off before watching TV.
- The exterior and screen of the TV can get scratched during cleaning. Be sure to wipe the exterior and screen carefully using a soft cloth to prevent scratches.
- Do not spray water or any liquid directly onto the TV. Any liquid that goes into the product may cause a failure, fire, or electric shock.
- To clean the screen, turn off the TV, then gently wipe away smudges and fingerprints on the panel with a micro-fiber cloth. Clean the body or panel of the TV with a micro-fiber cloth dampened with a small amount of water. After that, remove the moisture with a dry cloth. While cleaning, do not apply strong force to the surface of the panel because it can damage the panel. Never use flammable liquids (benzene, thinner, etc.) or a cleaning agent. For stubborn smudges, spray a small amount of screen cleaner on a micro-fiber cloth, and then use the cloth to wipe away the smudges.



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.