

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



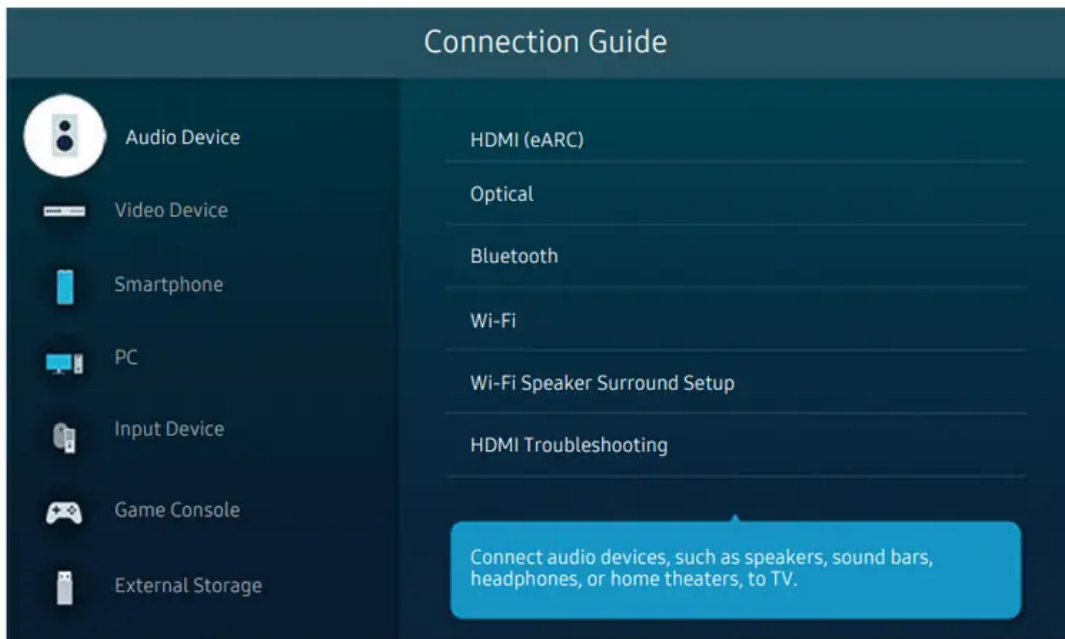
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- 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).

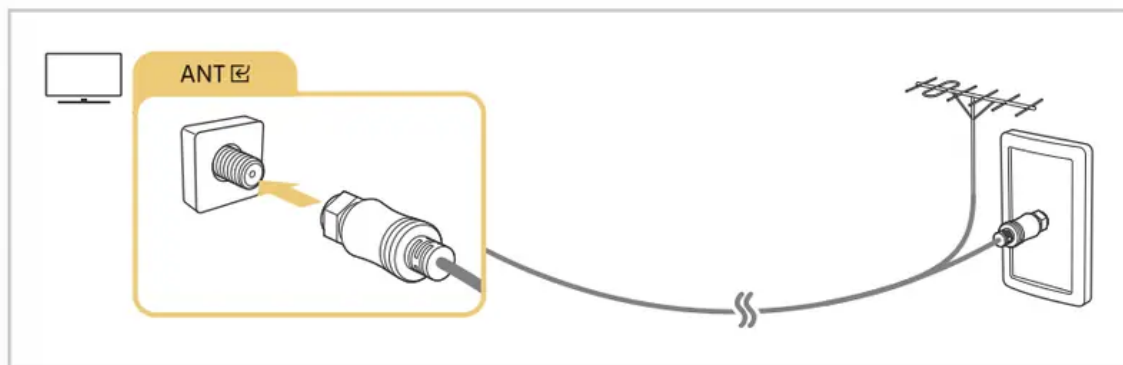


The image on your TV may differ from the image above depending on the model and geographical area

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 figure depending on the product model and region



Connecting to the Internet

You can get access to the Internet through your TV.

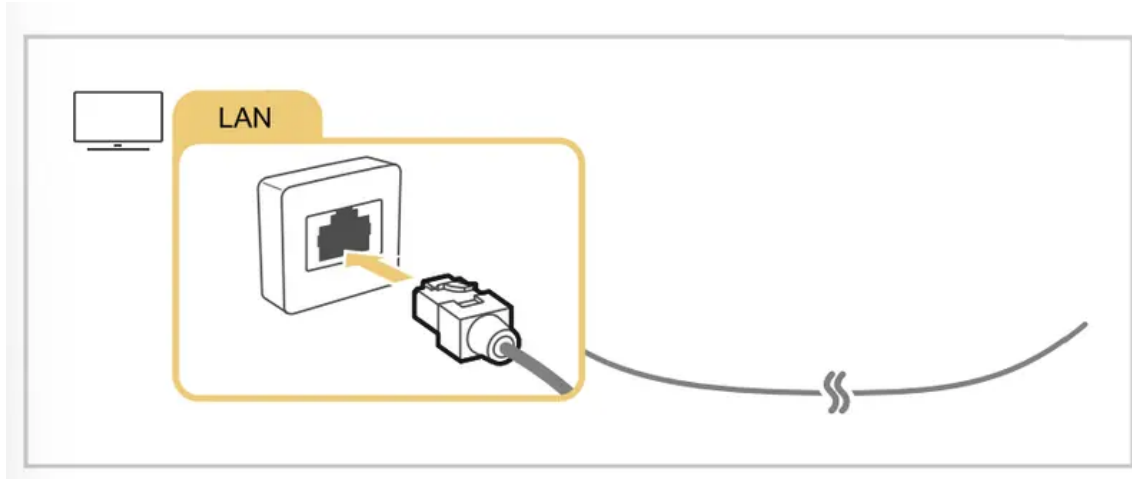


You can get access to the Internet through your TV.

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

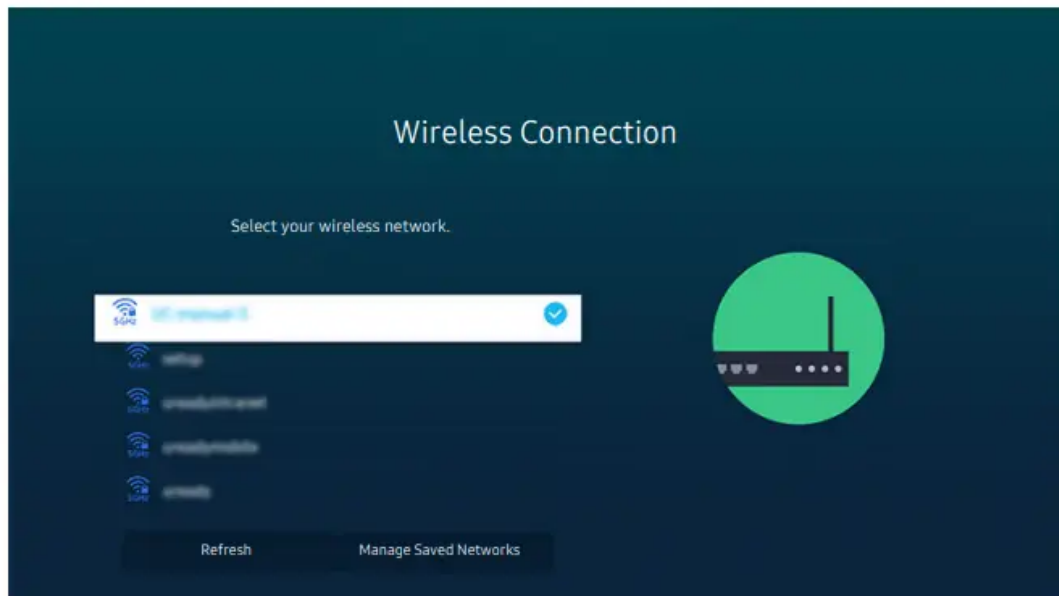
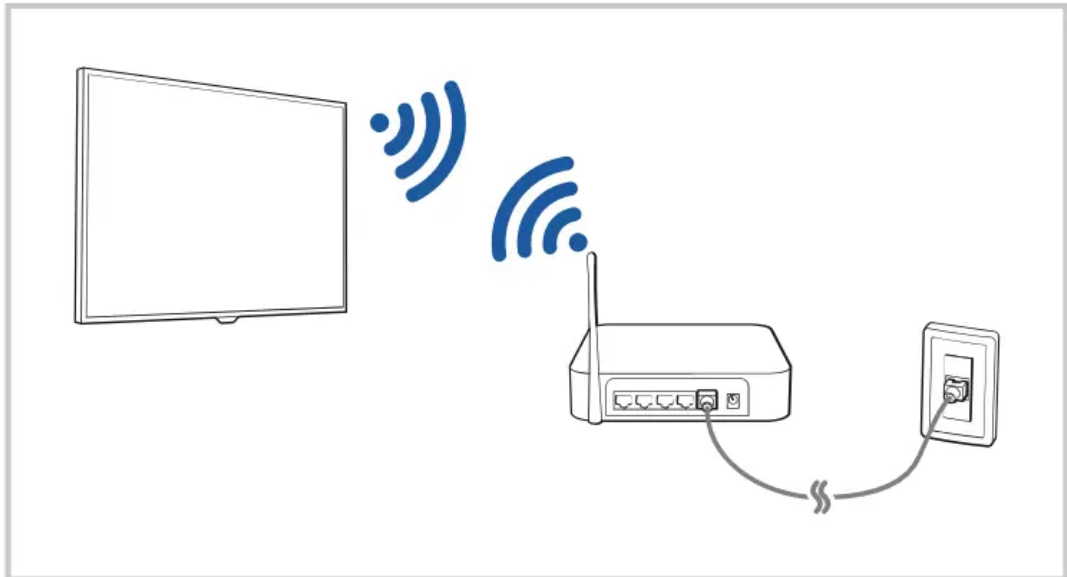
The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

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 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

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

Checking the Internet connection status

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

View the current network and Internet status.

Resetting Your Network

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

Restore the network settings to the factory default.

Turning on the TV with a mobile device

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

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** > **Wi-Fi**

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 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** > **System Manager** > **Device Name** [Try Now](#)

You can enable the connection to Wi-Fi.

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

Changing the name of the TV



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

- 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,
- 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).

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.

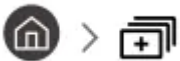
1. Launch the SmartThings app on your mobile device.



2. Select Settings ( >  Multi View) in SmartThings app on your mobile device.

3. Set Tap View to on.

Using 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 the following menus.

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



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.

Cable name	Image	Description
HDMI to HDMI		<p>Each cable simultaneously transmits digital video and audio signals from an external device to the HDMI port on the TV.</p> <p>Cables are divided into various types according to the types of input or output ports on external devices.</p>
HDMI to MINI HDMI		
HDMI to Micro HDMI		
HDMI to USB Type-C		
HDMI to DisplayPort		
Mini DisplayPort to HDMI		



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

Switching between external devices connected to the TV

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



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

To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can 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

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

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).

- Connection Guide

Displays device connection instructions.

- Remote Key Guide

You can view how to use the remote control

- Universal Remote

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

Connection Notes

When connecting an external device, note the following:

Connection notes for HDMI

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

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

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.
Sound> Sound Output).

Settings>

- 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

Button	Description
 (Power)	Press to turn the TV on or off. For The Frame model, When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV. Press and hold to turn off the TV completely.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
 (Color - Number button)	Each time you press this button, the colored buttons window and the virtual numeric pad are displayed alternately. <ul style="list-style-type: none"> • Use this button to access additional options that are specific to the feature in use. • Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc. <p> If the Color Button appears with a number strip on the screen, select the Color Button and then select a specific color by using the directional button (up, down, left, right). Use this to access additional options that are specific to the feature in use.</p>
 (Multi View)	Press the button to directly enter the Multi View function.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen. For The Frame model, Press in Art mode to switch to TV mode.

Source > Connection Guide > Smartphone > Apple AirPlay.




- 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.

Button	Description
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing. To use Game Bar, press and hold the button in Game Mode .  Game Bar may not be supported depending on the model or geographical area.
+/- (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
^/∨ (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.





Button	Description
 (Power)	Press to turn the TV on or off.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.

About the Samsung Smart Remote (AU8 Series)

Learn about the buttons on the Samsung Smart Remote.



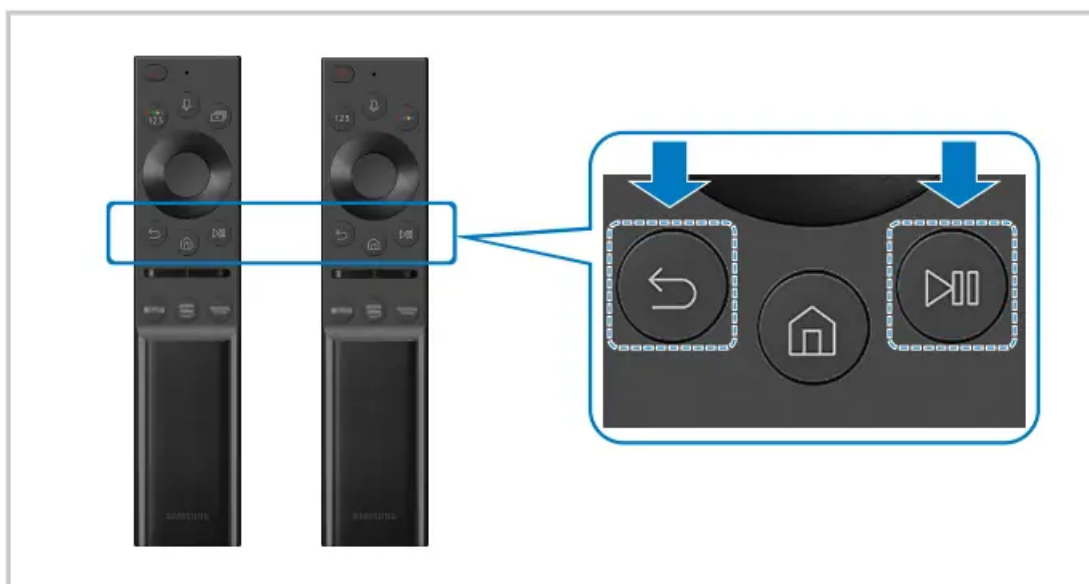
Button	Description
(Power)	Press to turn the TV on or off.
(Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
(Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
(Color button)	When pressed, colored buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.
(Directional button (up, down, left, right))	Use to navigate the menu or move the focus to highlight items on the Home Screen.
(Select)	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
(Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
(Smart Hub)	Press to return to the Home Screen.

Button	Description
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
+/- (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
^/∨ (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.

Connecting the Samsung Smart Remote to the TV

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

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



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.

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 you can access the menu of the connected device using your TV remote and control the device.

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

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](#)






Connecting a USB keyboard, mouse, or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port.

Connecting a Bluetooth keyboard, mouse, or gamepad

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

Using the keyboard and mouse

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

Setting up the input devices

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

- [Keyboard Settings](#)

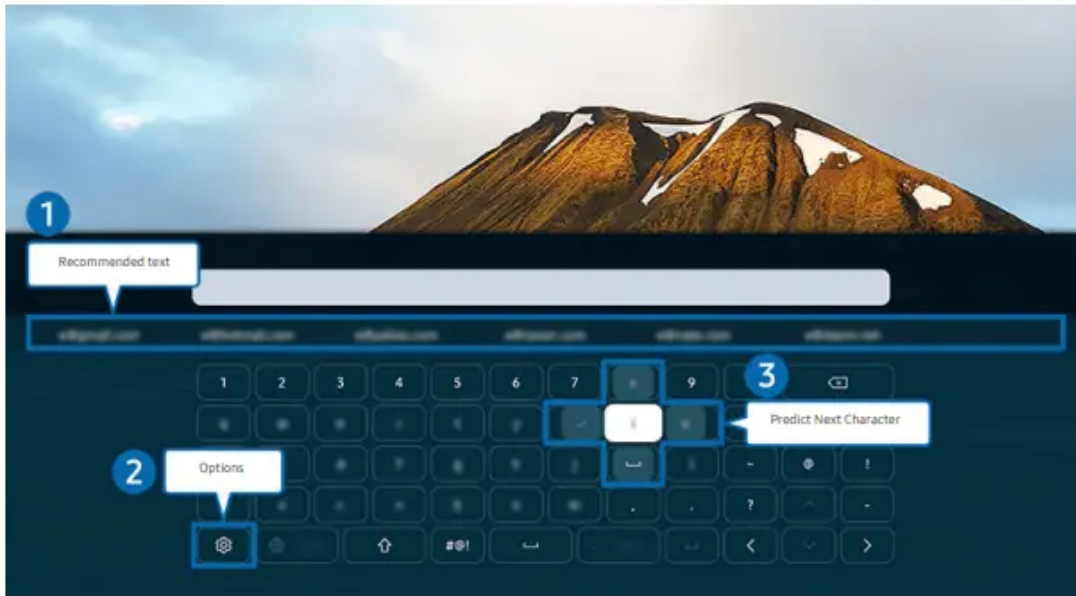
You can set up the keyboard with the Keyboard Language and Keyboard Type functions.

- [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.



Smart Features

You can enjoy various apps with Smart Hub.

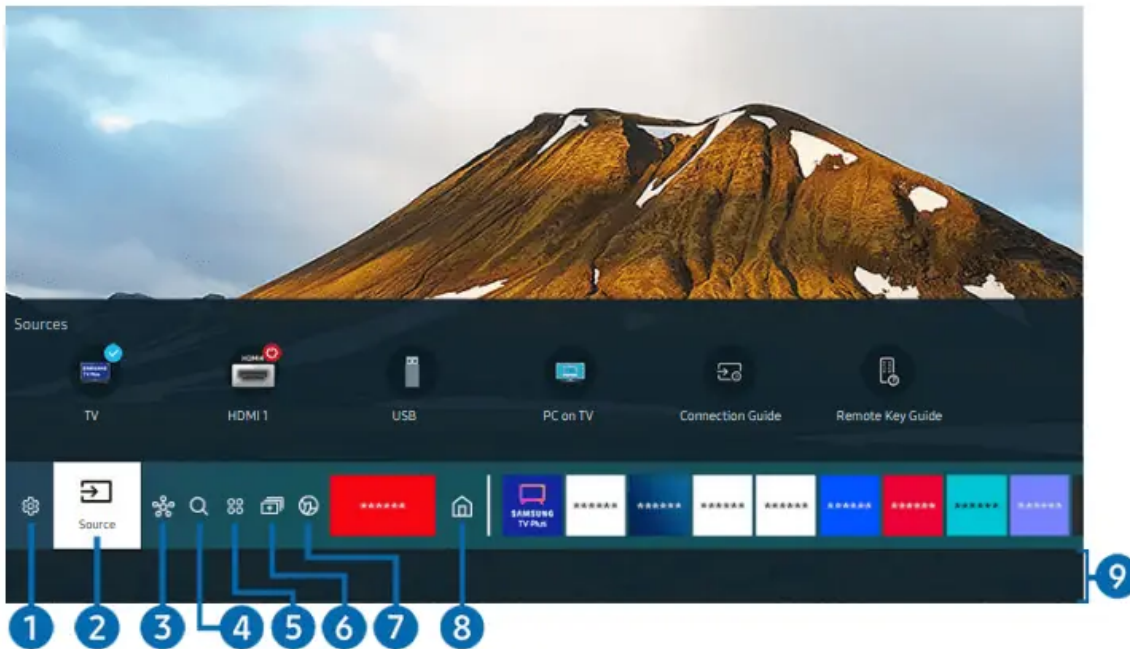
Using Smart Hub

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.

Displaying the Home Screen

Press the  button.



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.

- Picture Mode

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

- Sound Mode

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

- Sound Output

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

- 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.

- 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 time. To change the sleep time, press the Select button. To set the 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 time. On Timer is only available if the Clock has been set.

- Off Timer

You can set Off Timer to shut off the TV automatically at a 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.

2.  Source

You can select an external device connected to the TV.

3.  SmartThings

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

4.  Search


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

5.  Apps


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



6.  Multi View

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

7.  . 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. 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

8.  Home



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

- Samsung Account

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

-  Notification

You can view a list of notification for all events that occur on your TV. 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 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.

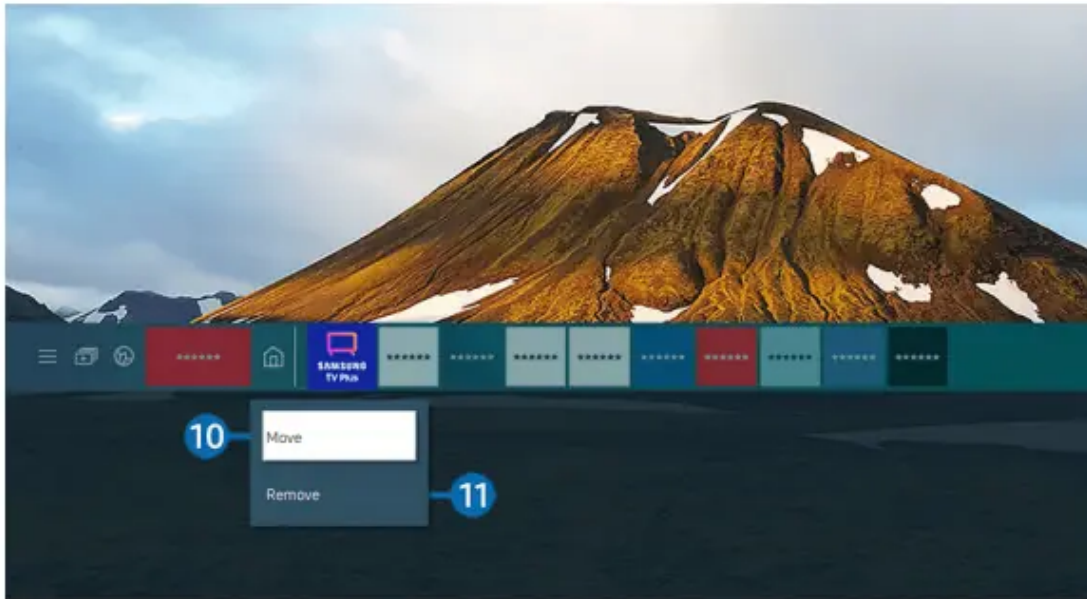
- Privacy Choices

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

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.



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.

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.

Launching Smart Hub automatically

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Smart Hub](#)

Launching the last used app automatically

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Last App](#)

Launching Samsung Business TV app automatically

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Samsung Business TV App](#)

Automatic casting in Multi View

 >  [Settings](#) > [General](#) > [Smart Features](#) > [Autorun Multi View Casting](#)

Testing Smart Hub connections

[Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Smart Hub Connection Test](#)

Resetting Smart Hub

[Home](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Reset Smart Hub](#)

Using a Samsung account

Create and manage your own Samsung account.

[Home](#) > [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#)

Signing in to a Samsung account

[Home](#) > [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [Sign In](#)

Creating a new account

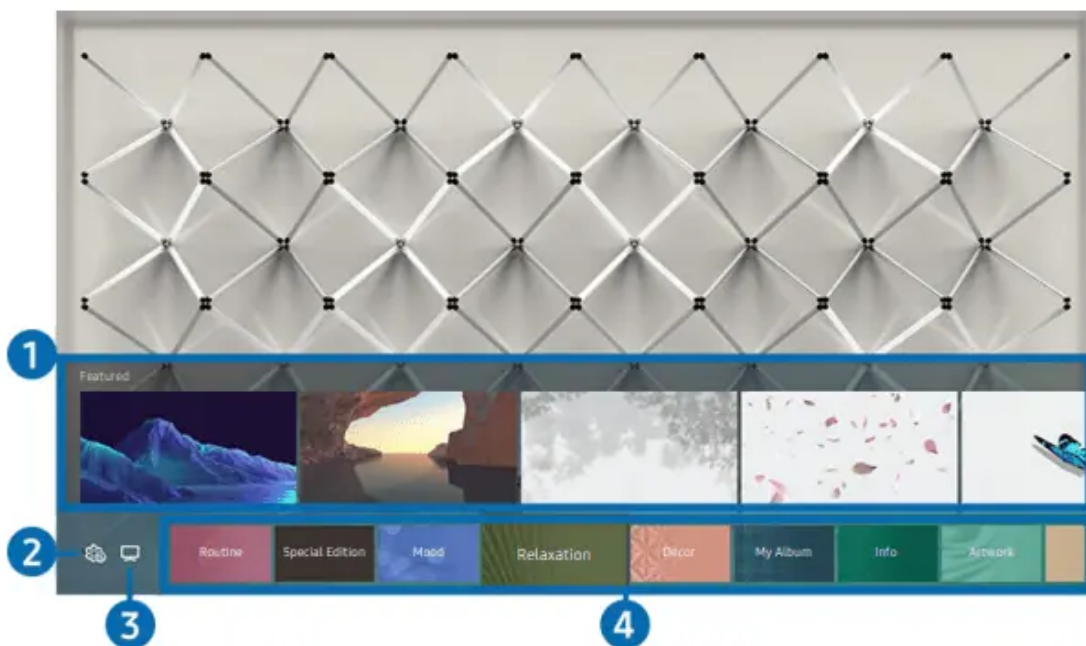
[Home](#) > [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [Create Account](#)

Managing your Samsung account


[Home](#) > [Settings](#) > [General](#) > [System Manager](#) > [Samsung Account](#) > [My Account](#)

Using Ambient Mode

Ambient Mode browser screen



1.Function and content preview

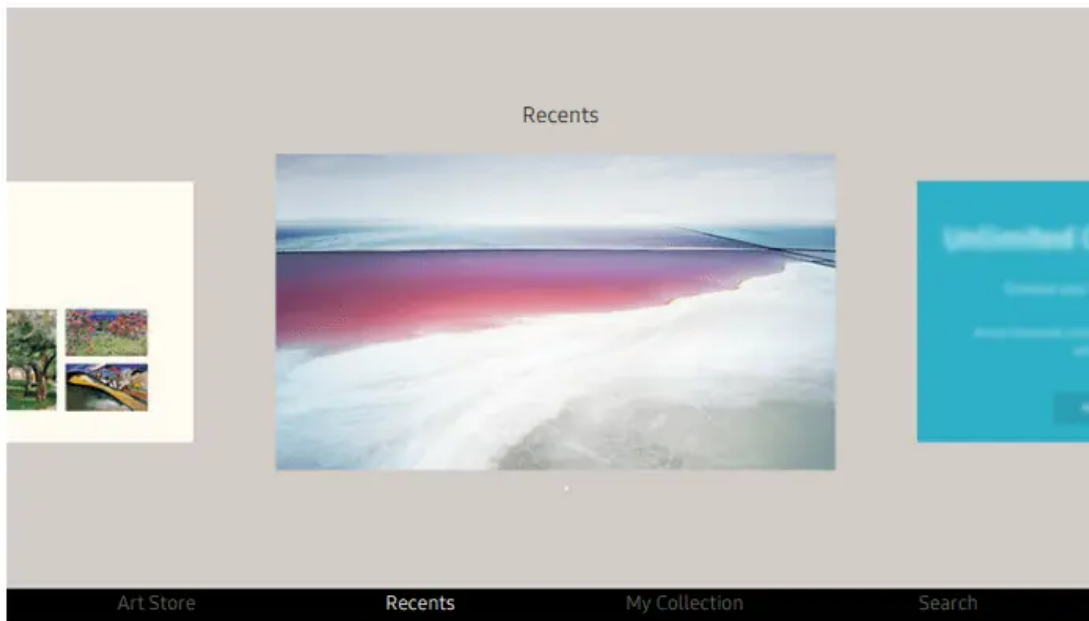
2.  Ambient Settings

3.  TV

4. Selecting a content category

Using Art Mode

Viewing images



Viewing images by time

1. Use the directional buttons on the remote control to move to My Collection.
2. Use the directional buttons to move to Favorites or My Photos. To view the images on the mobile device connected via the USB or SmartThings app, select the desired images on the connected device and then save them into My Photos.
3. Use the directional buttons on the remote control select the Start Slideshow or Start Slideshow (Random).
4. Use the directional buttons on the remote control to select the time interval at which images are to be switched, and then press the Select button.

Import images from an external storage device

1. Connect an external storage device that contains images to the TV.
2. Use the directional buttons on the remote control to move to My Collection, and then move to the connected external storage device.
3. Use the directional buttons on the remote control to move to an image, and then press the Select button. You can select multiple images.

4. Use the directional buttons on the remote control to move to Save to My Photos at the bottom of the screen, and then press the Select button.
5. The selected image or images are saved in My Photos.

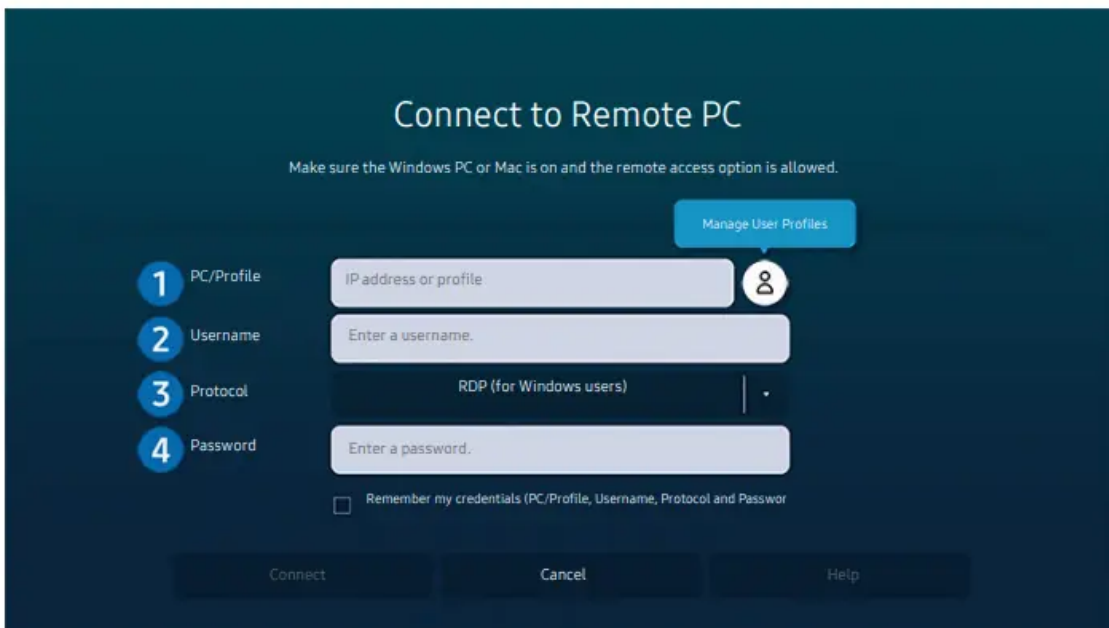
Using PC on TV

 >  Source > PC on TV

Connecting a Remote PC

 >  Source > PC on TV > Remote PC

1. Configure your computer's settings to use the PC on TV function.
2. Windows OS:
 3. Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
 4. Click Advanced System Settings. The System Properties window appears.
 5. 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.
2. Enter the required settings for connecting the computer remotely.



Connect to Remote PC

Make sure the Windows PC or Mac is on and the remote access option is allowed.

Manage User Profiles

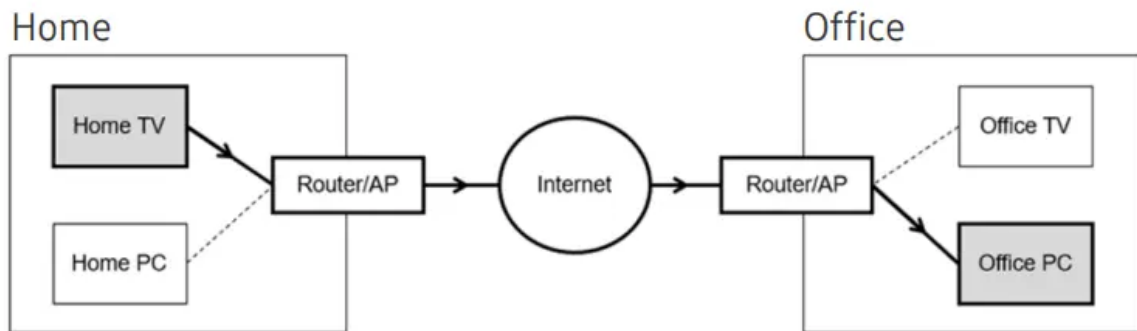
- 1 PC/Profile: IPaddress or profile
- 2 Username: Enter a username.
- 3 Protocol: RDP (for Windows users)
- 4 Password: Enter a password.

Remember my credentials (PC/Profile, Username, Protocol and Password)

Connect Cancel Help

1 PC/Profile

Settings Network and Internet View Network properties or in Start Run



2.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)

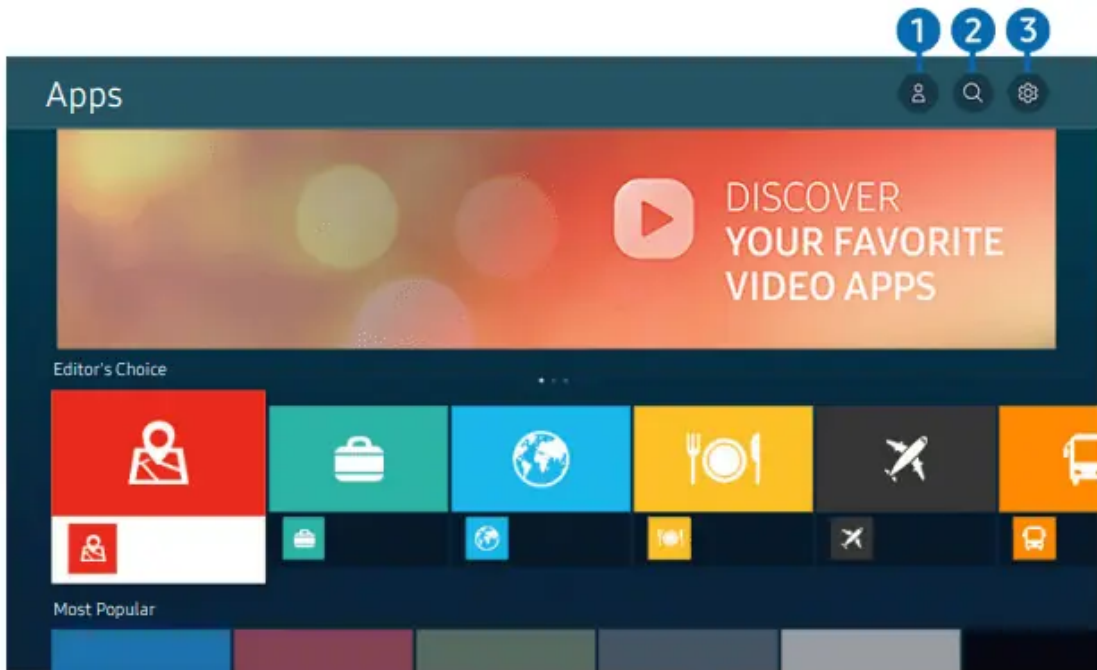
4.Password


Enter the password for the login account.

Using Cloud Service

- F1: Returns to PC on TV's Home screen
- F5: Refresh.
- F8: Mutes the sound.
- F9/F10: Adjusts the volume.
- F11: Switches between full screen or default screen.

Using the Apps Service



1.  Samsung Account

2.  App Search

3.  Settings

Using the 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.

Using SmartThings

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

Troubleshooting













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 picture you can examine for flicker or faults. The problem Try th











The problem	Try this!
<p>Flickering and Dimming</p>	<p>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.</p> <p> >  Settings > General > Power and Energy Saving > Brightness Optimization</p> <p> >  Settings > General > Power and Energy Saving > Brightness Reduction</p> <p> >  Settings > General > Power and Energy Saving > Motion Lighting</p> <p> >  Settings > Picture > Expert Settings > Contrast Enhancer</p> <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Picture Test</p>
<p>Component Connections and Screen Color</p>	<p>If the color on your TV screen is not correct or the black and white colors are off, run Picture Test.</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Picture Test</p> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <p>When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.</p>











	<p>When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.</p> <p>For more information about how to connect an external device, run Connection Guide.</p> <p> >  Source > Connection Guide</p>
<p>Screen Brightness</p>	<p>If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.</p> <p> >  Settings > Picture Expert > Settings > Reset Picture</p> <p> >  Settings > General > Power and Energy Saving > Brightness Optimization</p> <p>If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first</p> <p> >  Settings > Picture > Expert Settings > Contrast</p> <p> >  Settings > Picture > Expert Settings > Brightness</p> <p> >  Settings > Picture > Expert Settings > Sharpness</p> <p> >  Settings > Picture > Expert Settings > Color</p> <p> >  Settings > Picture > Expert Settings > Tint (G/R)</p>
<p>Blurring, or Juddering</p>	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <p> >  Settings > Picture > Expert Settings > Picture Clarity Settings</p>
<p>Unwanted Powering Off</p>	<p>If your TV appears to turn off by itself, try disabling some of the TV's energy ls functions.</p>









	<p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.</p> <p> >  Settings > General > System Manager > Time > Sleep Timer</p> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.</p> <p> >  Settings > General > Power and Energy Saving > Auto Power Off</p> <p> >  Settings > General > System Manager > Time > Off Timer</p>
<p>Problems Powering On</p>	<p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is connected.</p> <p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p> <p>In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.</p>
<p>Unable to a Channel</p>	<p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <p> >  Settings > Broadcasting > Auto Program</p> <p>When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.</p> <p> >  Source > Connection Guide</p> <p>When the symptom persists, contact your service provider.</p>
	<p>Store displays are tuned to a digital UHD channel or HD channel.</p>



<p>The TV image does not look as good as it did in the store</p>	<p>Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.</p> <p>Be sure to use an HDMI cable to enjoy high quality videos.</p> <p> >  : Source > Connection Guide > Video Device > HDMI</p> <p>To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.</p> <p>For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."</p> <p>For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN7**A series or higher."</p>
<p>The picture is distorted</p>	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.</p>
<p>The color is wrong or missing</p>	<p>If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.</p> <p>Incorrect or loose connections may cause color problems or a blank screen</p>
<p>The color is poor or the picture is not bright enough</p>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <p> >  Settings > Picture > Picture Mode</p> <p> >  Settings > Picture > Expert Settings > Brightness</p> <p> >  Settings > Picture > Expert Settings > Sharpness</p> <p> >  Settings > Picture > Expert Settings > Color</p>

	<p>See if Brightness Reduction has been enabled.</p> <p> >  Settings > General > Power and Energy Saving > Brightness Reduction</p> <p>Try resetting the picture</p> <p> >  Settings > Picture > Expert Settings > Reset Picture</p>
<p>There is a dotted line on the edge of the screen</p>	<p>Change Picture Size to 16:9 + Standard.</p> <p> >  Settings > Picture > Picture Size Settings</p> <p>Change the output resolution of your external device.</p>
<p>The picture is black and white</p>	<p>Check whether Grayscale is set to On.</p> <p> >  Settings > General > Accessibility > Grayscale</p>
<p>The picture won't display in full screen</p>	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p> <p> >  Settings > Picture > Picture Size Settings > Picture Size</p>
<p>The Caption function in the TV menu is deactivated</p>	<p>When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.</p>

<p>Captions appear on the TV screen</p>	<p>Turn off the Caption function in Caption Settings</p> <p> >  Settings > General > Accessibility > Caption Settings > Caption</p>
<p>The HDR of the connected external device turns off</p>	<p>Expand the reception range of the corresponding HDMI input signal in Input Signal Plus.</p> <p> >  Settings > General > External Device Manager > Input Signal Plus</p>
<p>The TV remains on or does not turn on automatically.</p>	<p>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.</p> <p>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.</p> <p> >  Art > Settings > Motion Detector</p>





Sound and Noise Issues









When the TV has difficulty 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.

The problem	Try this!
<p>How can I connect an audio device to the TV?</p>	<p>The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.</p> <p>For more information about how to connect an audio device, run Connection Guide.</p> <p> >  Source > Connection Guide > Audio Device</p>
<p>There is no sound or the sound is too low at maximum volume.</p>	<p>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.</p> <p>Check the cable connection between an external device and the TV and then try cable connection again.</p>
<p>The picture is good but there is no sound.</p>	<p>Set Sound Output to TV Speaker</p> <p> >  Settings > Sound > Sound Output</p> <p>If you are using an external device, check the device's audio output option.</p> <p>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.</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your TV has a headphone jack, make sure there is nothing plugged into it.</p> <p>Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p> <p>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.</p>
<p>No sound is heard.</p>	<p>Check whether Digital Output Audio Format is set to Pass-Through.</p>

	<p>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.</p> <p>It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats</p> <p> >  Settings > Sound > Expert Settings > Digital Output Audio Format > Auto</p>
<p>The speakers are making an odd sound.</p>	<p>Run Sound Test.</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Sound Test</p> <p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p> <p>For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Signal Information</p>
<p>The sound is interrupted.</p>	<p>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.</p> <p>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.</p> <p>When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.</p>
<p>Whenever a function is used on the TV or the channel is changed, the TV voices the activity.</p>	<p>Turn off the Voice Guide function in Voice Guide Settings.</p> <p> >  Settings > General > Accessibility > Voice Guide Settings > Voice Guide</p>



<p>The TV explains in voice-over the video scenes displayed on the screen.</p>	
<p>The TV audio is not being played through the AV receiver</p>	<p>Check the A/V receiver's power supply and its settings.</p> <ul style="list-style-type: none"> • 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
<p>The sound is not heard clearly.</p>	<p>Change to an appropriate sound mode.</p> <p> >  Settings > Sound > Sound Mode</p> <p>When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings</p> <p> >  Settings > General > Intelligent Mode Settings > Intelligent Mode</p> <p>To optimize the sound depending on the surroundings, select Adaptive Sound+.</p> <p> >  Settings > General > Intelligent Mode Settings > Adaptive Sound+</p>
<p>The volume of the external device cannot be adjusted.</p>	<p>Check the cable connection between the TV and the external device.</p> <p>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</p> <p> >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC) is active on your TV.</p>

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 a receiving broadcasts, these steps may help resolve the problem











The problem	Try this!
<p>"Weak or No Signal" displayed in TV mode or cannot fit channel.</p>	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p> >  Source > Sources</p> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>
<p>The TV is not receiving all channels.</p>	<p>Confirm that the coaxial cable is securely connected to the TV.</p> <p>Run Reset or Auto Program.</p> <p> >  Settings > General > Reset</p> <p> >  Settings > Broadcasting > Auto Program</p>
<p>The captions are not provided on a digital channel.</p>	<p>When watching channels with the antenna cable connected, run Caption Settings.</p> <p> >  Settings > General > Accessibility . Caption Settings</p> <p>Some channels may not have caption data.</p> <p>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.</p>
<p>Broadcasting is deactivated.</p>	<p>Broadcasting is only available when Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.</p> <p>Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>

External Device Connectivity Issues

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

The problem	Try this!
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.	<p>If you are using an HDMI connection, check the audio output setting on your PC.</p> <p>If you are using a DVI to HDMI cable, a separate audio cable is required.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>
I want to connect to a PC and mobile device via screen mirroring.	<p>To wirelessly connect the TV to your PC, read the instructions at PC > Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <p> >  Source > Connection Guide > PC . Screen Sharing (Wireless)</p> <p>Confirm that the TV and your PC are connected to the same network.</p> <p>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.</p> <p> >  Source > Connection Guide > Smartphone > Screen Sharing (Smart View)</p> <p>If the TV has a 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.</p>
No screen appears when connecting the TV to an external device	<p>For more information about how to connect an external device, run Connection Guide.</p> <p> >  Source > Connection Guide</p>



	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <p> >  Source > Sources</p> <p>Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).</p> <p> >  Source > Connection Guide . Video Device > HDMI Troubleshooting</p> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>
<p>I want to connect to a Bluetooth speaker.</p>	<p>For more information on how to connect a Bluetooth speaker, see Audio Device Bluetooth in Connection Guide.</p> <p> >  Source > Connection Guide > Audio Device > Bluetooth</p>
<p>The PC screen does not appear or it flicker</p>	<p>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.</p> <p> >  Settings > General > External Device Manager > Input Signal Plus</p> <p>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)."</p>

Network Issues

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

 >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Smart Hub Connection Test](#)







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





The problem	Try this!
Wireless network connection failed. Unable to connect to a wireless access point.	<p>Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.</p> <p>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.</p> <p>Enter the correct password if required.</p> <p>If the wireless connection fails, connect the TV to the access point via a LAN cable.</p> <p>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.</p>
Wired network connection failed.	<p>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.</p>
Auto IP configure failed. Unable to connect to the network.	<p>Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.</p> <p>If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.</p> <p>Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.</p>
Connected to a local network, but not to the Internet.	<ol style="list-style-type: none"> 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. <p> >  Settings > General > Network > Network Status > IP Settings</p>
Network setup is completed, but unable to connect to the Internet.	<p>If the problem persists, contact your Internet service provider.</p>

Anynet+ (HDMI-CEC) Issues

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











The problem	Try this!
<p>What is Anynet+?</p>	<p>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.</p>
<p>Anynet+ does not work.</p>	<p>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.</p> <p> >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)</p> <p>Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.</p> <p>If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.</p>
<p>I want to start Anynet+.</p> <p>I also want the connected devices to turn on when the TV is turned on.</p>	<p>Move the focus to the Anynet+ device at</p> <p> >  Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.</p> <p>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.</p> <p> >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)</p>

<p>I want to exit Anynet+.</p> <p>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.</p>	<p>To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <p> >  Settings > General > External Device Manager .> Anynet+ (HDMI-CEC)</p> <p>When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (eARC) port does not turn off and on together with the TV. To prevent a device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a device connected to the TV.</p>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<p>You cannot use the remote control when the TV is configuring</p> <p>Anynet+ or switching to the TV viewing screen.</p> <p>Use the remote control after the TV has completed the Anynet+ or has switched to the TV viewing screen.</p>
<p>The Anynet+ device won't play</p>	<p>You cannot use the play function when Reset is in progress.</p>
<p>The connected device is not displayed.</p>	<p>Check whether the device supports Anynet+.</p> <p>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+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p> >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)</p> <p>Scan for Anynet+ devices again.</p>

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 problem	Try this!
<p>The remote control does not work.</p>	<p>The connection between the remote control and the TV may be lost.</p> <p>Point the Samsung Smart Remote at the front of the TV,</p> <div style="text-align: center;">   </div> <p>and then press and hold the and buttons simultaneously for 3 seconds or more.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.</p> <ul style="list-style-type: none"> • Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. <p>– You can check remaining battery of Samsung Smart Remote with solar cell in</p> <div style="text-align: center;">    </div> <p>Settings > General > Power and Energy Saving > Available Remote Battery.</p> <ul style="list-style-type: none"> • If the remote control has batteries, replace them with new ones.
<p>External devices cannot be operated with the TV remote control.</p>	<p>Check the cable connection between the TV and external devices.</p> <p>When the symptom persists, set it manually in</p> <div style="text-align: center;">    </div> <p>Source > Universal Remote.</p>

Recording Issues



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

The problem	Try this!
<p>The Timeshift or recording function cannot be used.</p>	<p>Check if there is a storage device connected to the TV.</p> <p>Recording will automatically stop if the signal becomes too weak.</p> <p>Check the free space on the storage device.</p> <p>The function will not work if there isn't enough storage space on the USB device.</p> <p>Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."</p>
<p>Cannot record videos received from an external device or Samsung TV Plus.</p>	<p>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.</p>
<p>The "Format Device" message appears when the Timeshift or recording function is used.</p>	<p>To use the recording function, the storage device connected to the TV must have been already formatted.</p> <p>Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.</p>
<p>The recorded files on the TV are not played back on a PC.</p>	<p>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.</p>

Apps

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



The problem	Try this!
<p>I launched an app, but it's in a different language. How can I change the language?</p>	<p>Languages supported by an app may be different from the TV Language set in the menu.</p> <p>The ability to change the language depends on the app's provider.</p>
<p>The app does not work properly. Its image quality is poor.</p>	<p>Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.</p> <p>The services of your application are not provided by the TV but by the application service provider.</p> <p>Refer to the Help section on the application service provider's website</p>
<p>The Smart Hub home screen keeps appearing whenever you turn on the TV.</p>	<p>Turn off the Autorun Smart Hub function in Smart Features.</p> <p> >  Settings > General > Smart Features > Autorun Smart Hub</p>

Media Files










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







The problem	Try this!
<p>Some files are interrupted during playback.</p>	<p>This problem may occur with unsupported files or high-bitrate files Most files can be played back, but some file may not play smoothly.</p>
<p>Some files can't be played.</p>	<p>Some files that use an unsupported codec may not be played back.</p> <p>Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."</p>

Voice Assistant Issues

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






The problem	Try this!
<p>The voice commands do not work well.</p>	<p>Voice commands may differ depending on the Voice Assistant.</p> <p>Refer to the command examples for each Voice Assistant</p> <ul style="list-style-type: none"> •  > Explore Now •  >  > Settings > General > Voice . Amazon Alexa Settings •  >  > Settings > General . Voice > Google Assistant Settings
<p>Bixby or Alexa answers automatically.</p>	<p>The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.</p> <p>Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.</p> <p> > Explore Now >  Settings > Voice Wake-up</p>
<p>I spoke "Hi, Bixby" but Bixby does not answer.</p> <p>I spoke "Alexa" but Amazon Alexa does not answer.</p>	<p>When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.</p> <ul style="list-style-type: none"> • For best results, you need to be within 10 feet (3-4 m) of your TV. Please look at your TV screen and speak. <p>Turn on the Voice Wake-up function.</p> <p> > Explore Now >  Settings > Voice Wake-up</p>
<p>Voice recognition does not work with the Samsung Smart Remote unlike other features.</p>	<p>The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.</p>

<p>There is no response even if the voice entry button is pressed.</p>	<p>Point the Samsung Smart Remote at the front of the TV,</p> <p style="text-align: center;">   </p> <p>and then press and hold the  and  buttons simultaneously for 3 seconds or more.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.</p> <ul style="list-style-type: none"> • 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 <p style="text-align: center;">  >  </p> <p style="text-align: center;">Settings > General > Power and Energy Saving > Available Remote Battery.</p> <ul style="list-style-type: none"> • If the remote control has batteries, replace them with new ones.
<p>During voice recognition, the heavy load message appears and the function does not work.</p>	<p>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.</p>
<p>I want to see weather information of the desired area.</p>	<p>Say with the area name included.</p>

Other issues

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

The problem	Try this!
The TV is hot.	<p>Watching TV for an extended period of time causes the panel to generate heat.</p> <p>The heat from the panel is dissipated through internal vents running along the top of the TV.</p> <p>The bottom, however, may feel hot to the touch after extended use.</p> <p>Children watching TV need constant adult supervision to prevent them from touching the TV.</p> <p>This heat, however, is not a defect and does not affect the TV's functionality.</p>
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	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <p> >  Settings > General > System Manager > Usage Mode</p>
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.	<p>Change Usage Mode to Home Mode.</p> <p> >  Settings > General > System Manager > Usage Mode</p>
The TV is making a popping noise.	<p>The expansion and contraction of the TV's outer casing may cause a popping noise.</p> <p>This does not indicate a product malfunction.</p>

	The TV is safe to use.
The TV is making a humming noise.	<p>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.</p> <p>Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.</p> <p>Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</p>
The software update over the Internet has failed.	<p>Check the network connection status</p> <p> > </p> <p>Settings > General > Network > Network Status</p> <p>If the TV is not connected to a network, connect it to a network.</p> <p>The upgrade stops if you already have the latest software version.</p>
The TV narrates the screen events in voice-over.	<p>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:</p> <ul style="list-style-type: none"> • 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

The problem	Try this!
<p>Cannot select Signal Information in Self Diagnosis.</p>	<p>Verify that the current channel is a digital channel.</p> <p>Signal Information is only available for digital channels.</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Signal Information</p>
<p>Reset Smart Hub</p>	<p>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.</p> <p> >  Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub</p>
<p>Reset picture</p>	<p>Resets current picture settings to the default settings.</p> <p> >  Settings > Picture > Expert Settings > Reset Picture</p>
<p>Reset sound</p>	<p>Resets current sound settings to the default settings.</p> <p> >  Settings > Sound > Expert Settings > Reset Sound</p>

Getting Support

Get help directly from Samsung if you have a problem with your TV.

Getting support through Remote Management

> **Settings** > **Support** > **Remote Management**

After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web. You can also turn Remote Management on and off.

Finding the contact information for service

> **Settings** > **Support** > **About TV**

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

Requesting service

> **Settings** > **Support** > **Device Care** > **Request Support**

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to Next, and then press the Select button. Select Request Now Send or Schedule Appointment Request Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or your service appointment.

FAQ

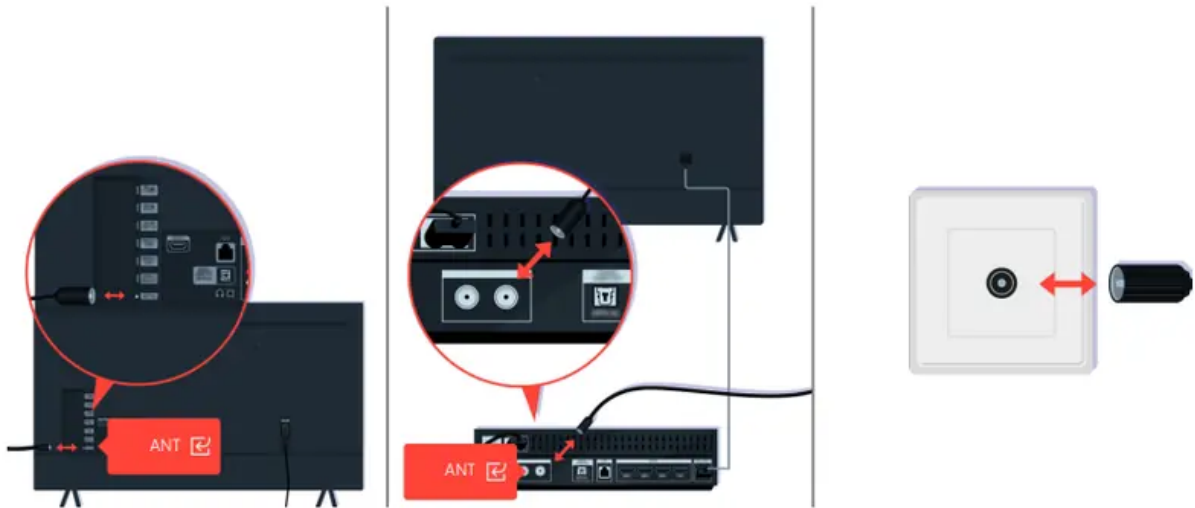
The TV Screen does not Display Properly

When the TV screen does not look right, you can check if the issue is caused by the product or the broadcasting signal and cables.

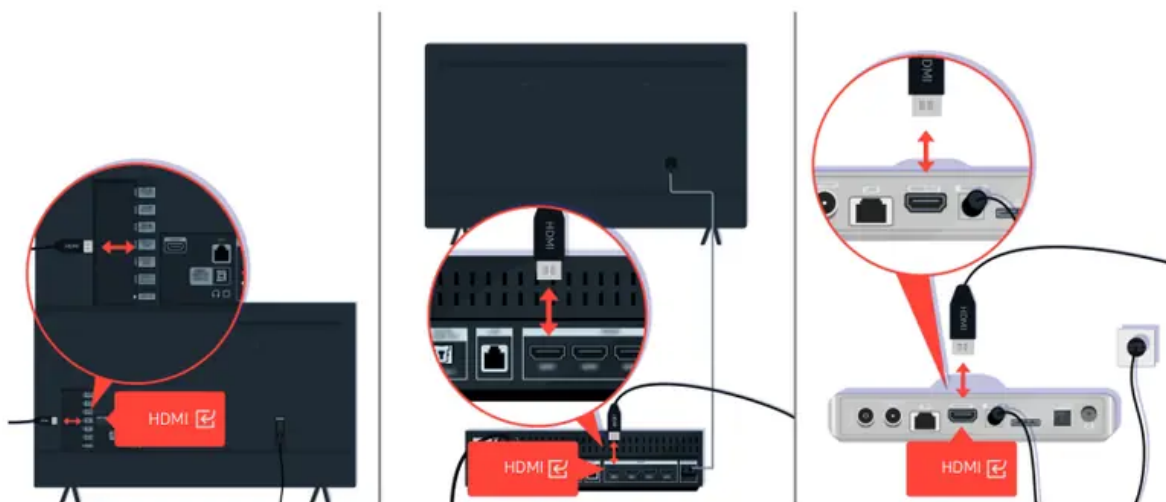
When the TV screen does not display properly



Check the antenna and input cable connections



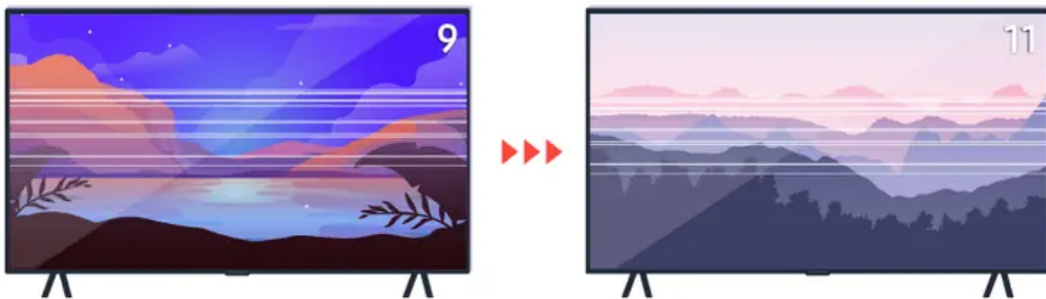
Check the antenna and input cable connections.



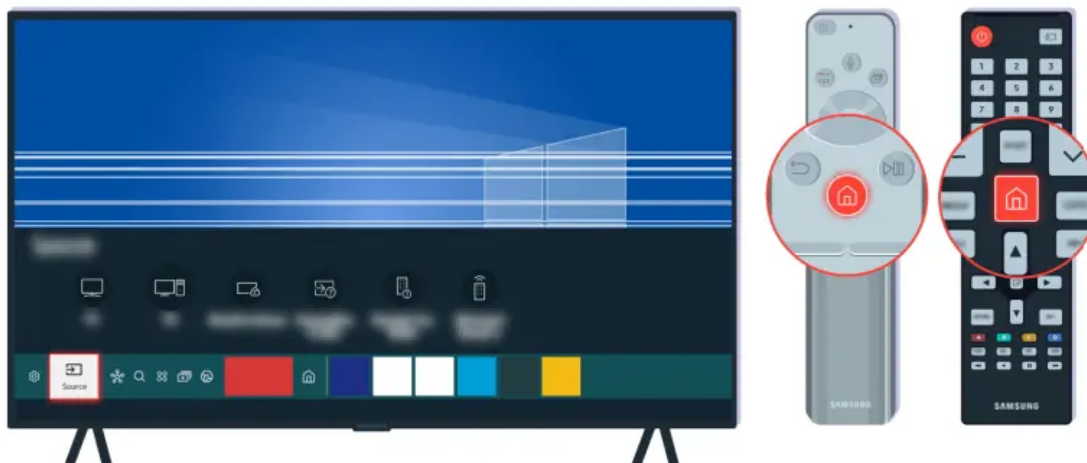
Check the antenna and HDMI cable connection




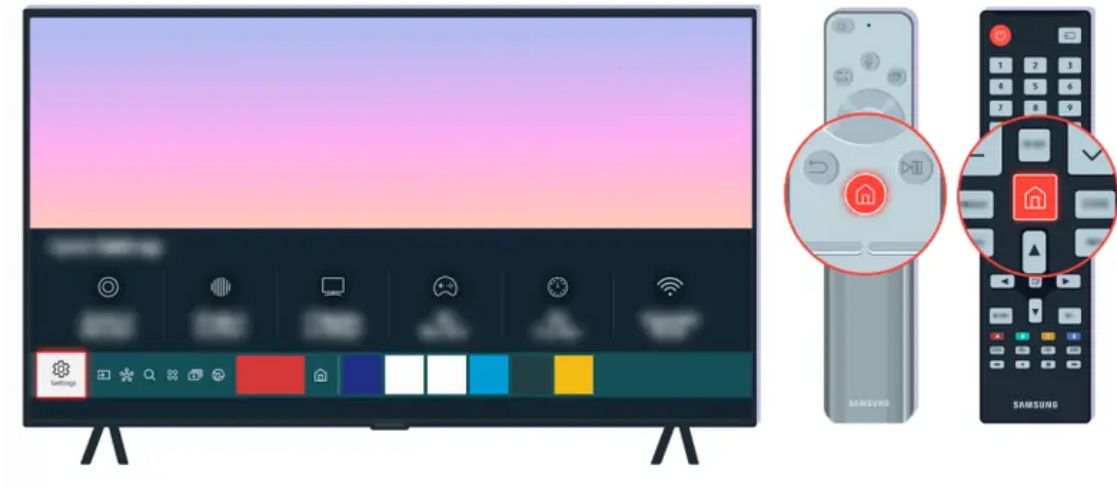
If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots, fixed horizontal, or vertical lines.



Try changing channels using the remote control.



Press  the button, select Source, choose another input source

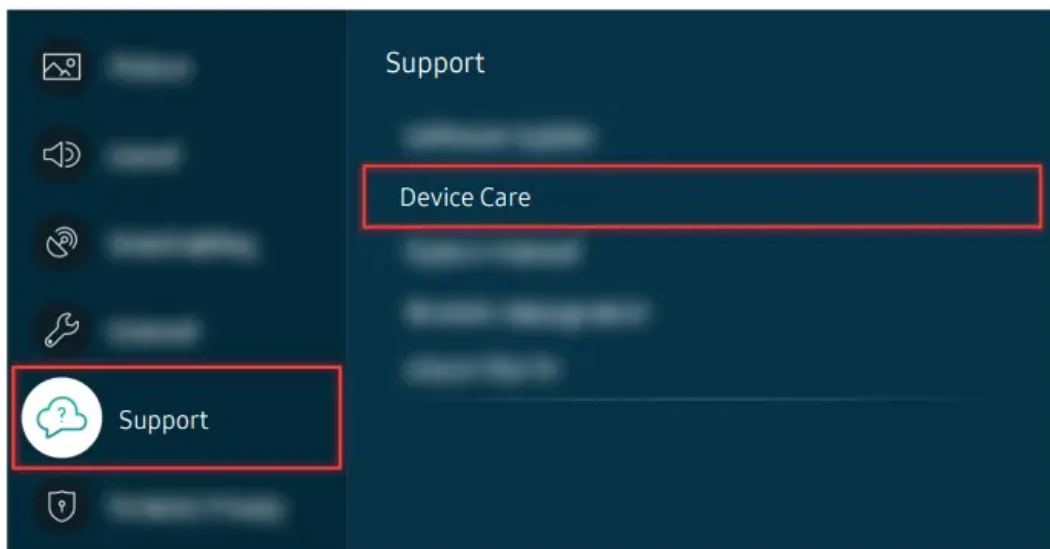


If the same problem persists, run a diagnostic test. On the remote control, press the

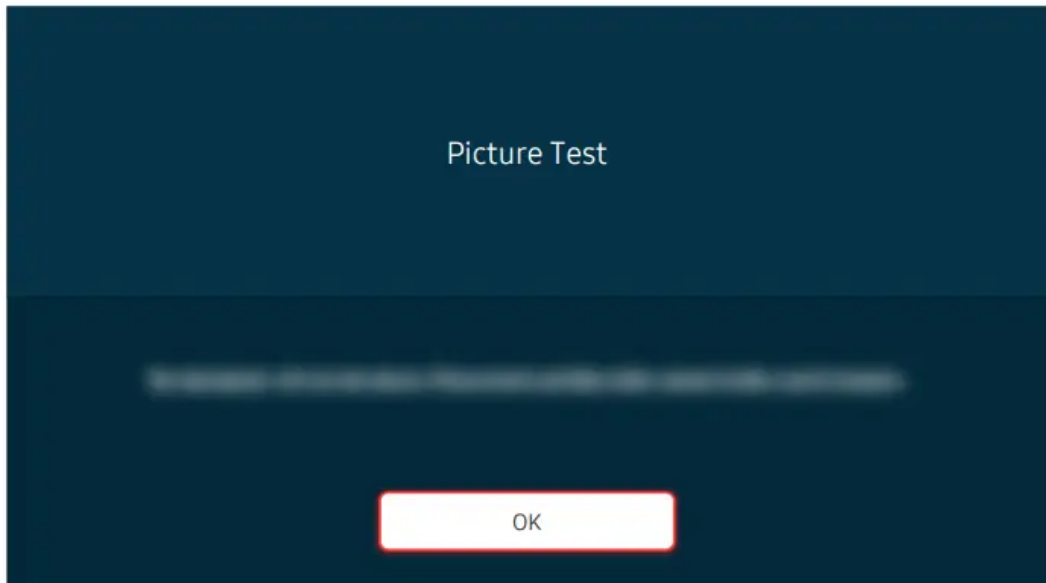
 button



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



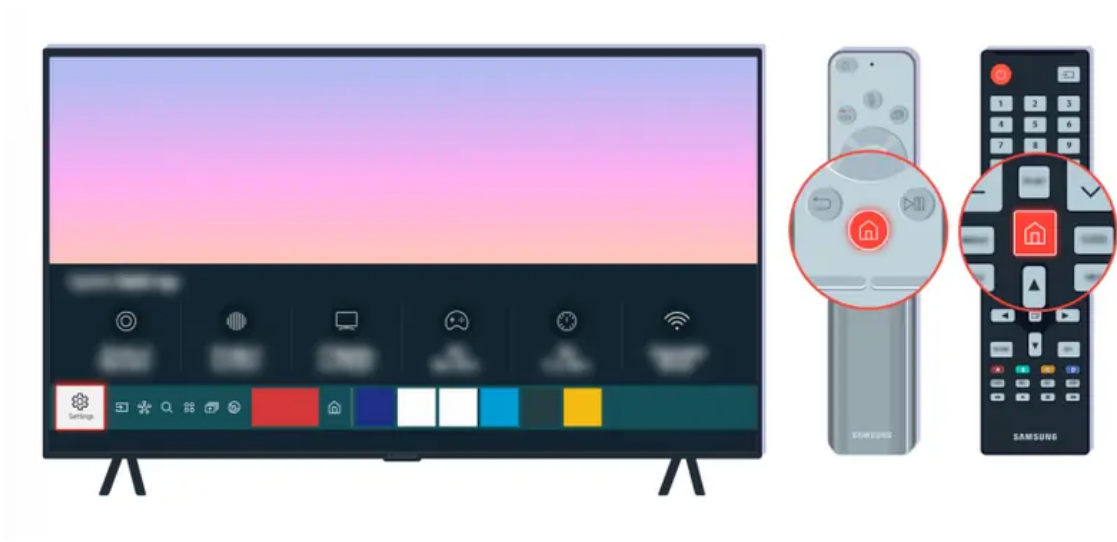
Select [Settings > Support > Device Care > Self Diagnosis > Picture Test](#).



When a message appears, select OK and follow the on-screen instructions to complete the test.



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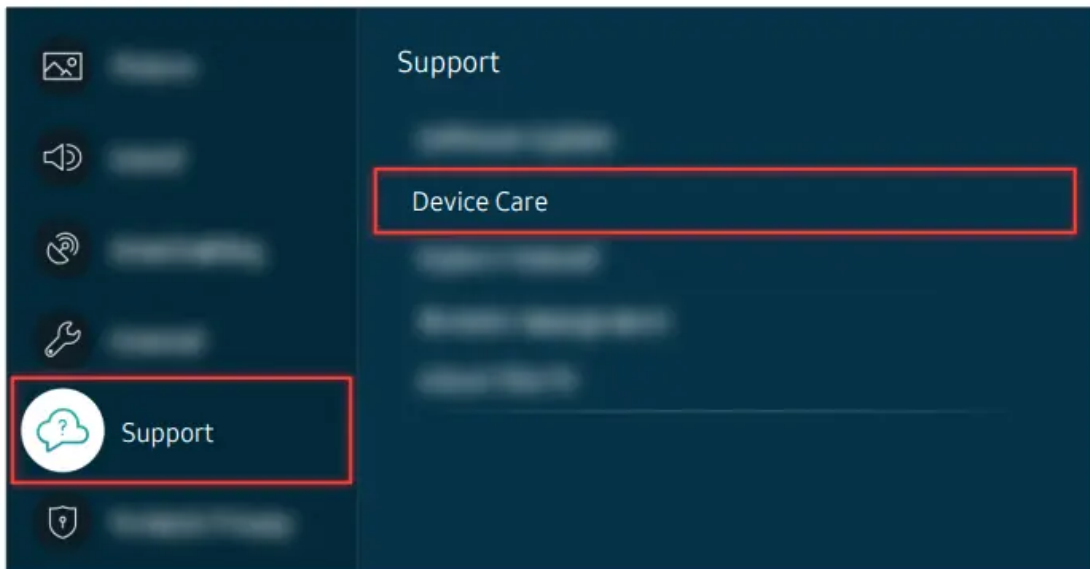




If the problem disappears during the test, check your TV signal. On the remote control, press

the  button.

 > 

Select Settings > Support > Device Care > Self Diagnosis > Signal Information to check the signal strength.



Select  >  Settings > Support > Device Care > Self Diagnosis > Signal Information to check the signal strength.



Check whether the signal strength is too weak or not

Related menu path



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

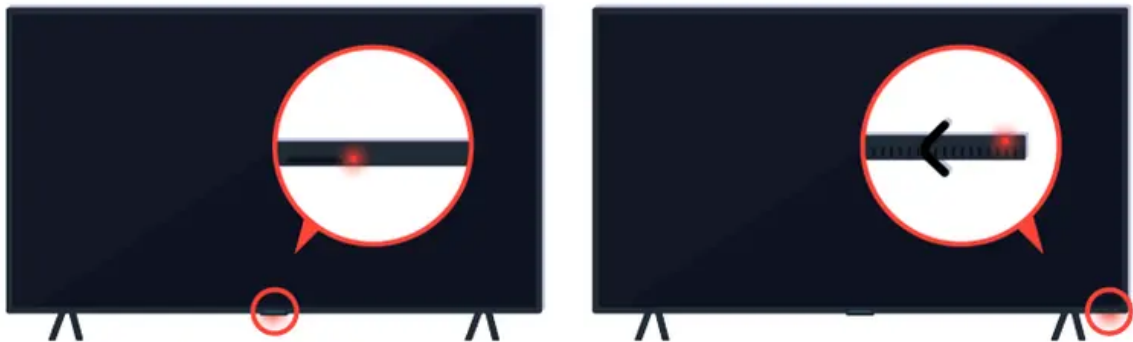


Settings > Support > Device Care > Self Diagnosis > Signal Information

The TV does not Turn On

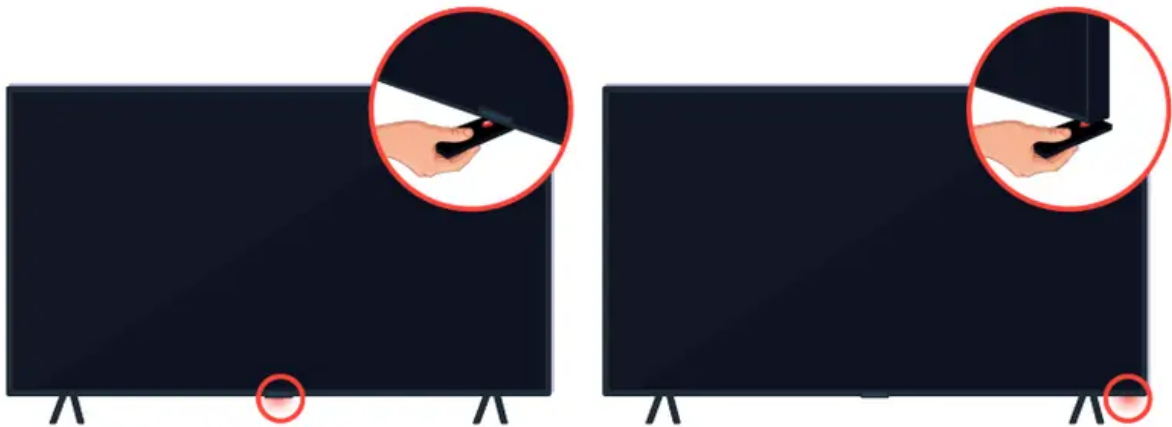
If the TV screen is black, it is generally caused by a loose power cord or the peripheral device is turned off.

When your TV does not turn on



If your TV does not turn on, check whether the remote control sensor is on

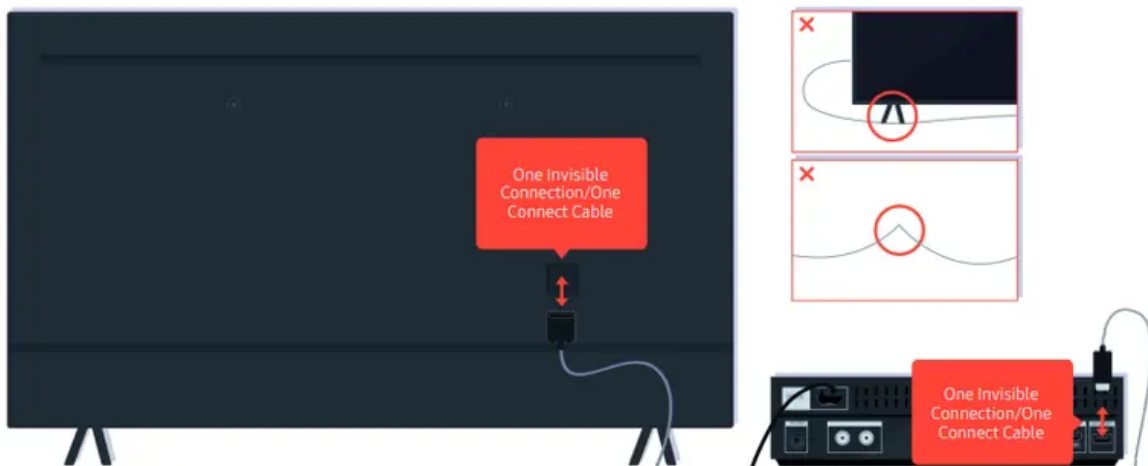




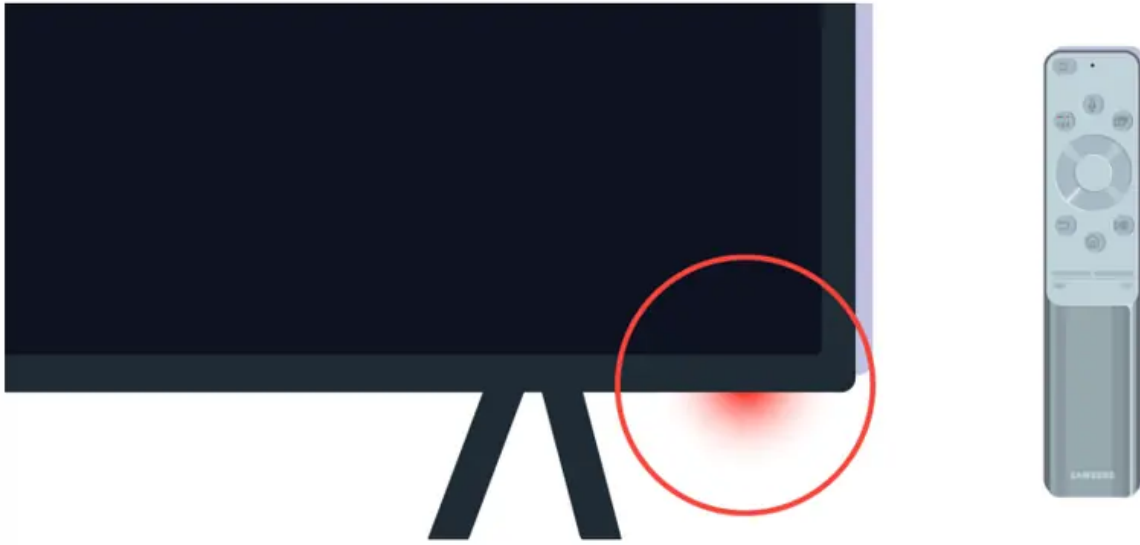
By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.



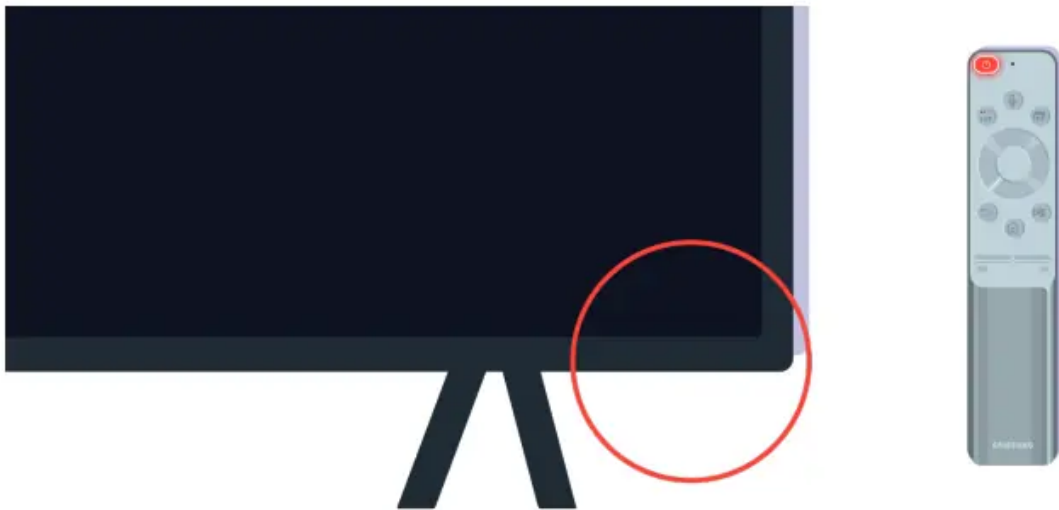
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



Disconnect and reconnect the One Invisible Connection or One Connect Cable between the TV and the One Connect Box. Make sure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



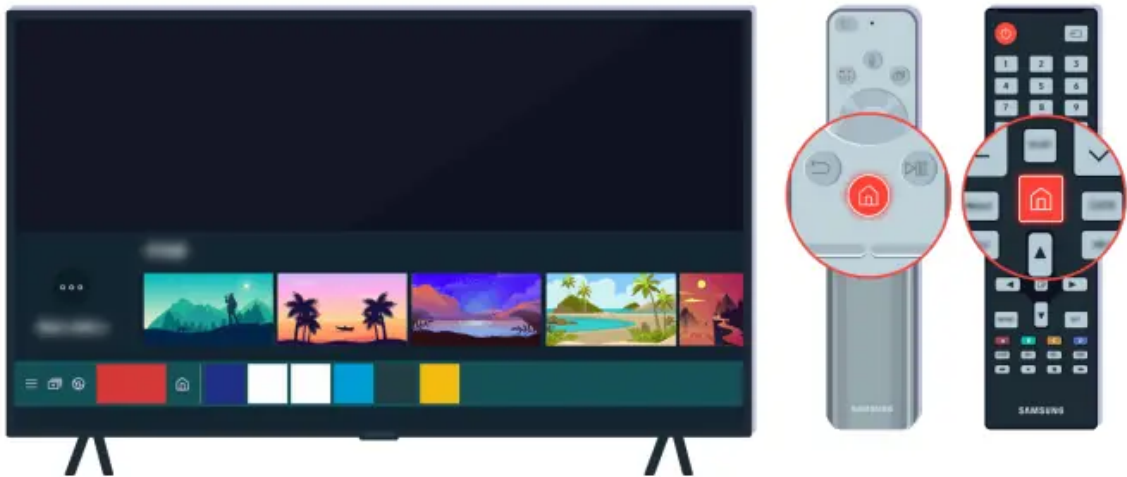
Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV




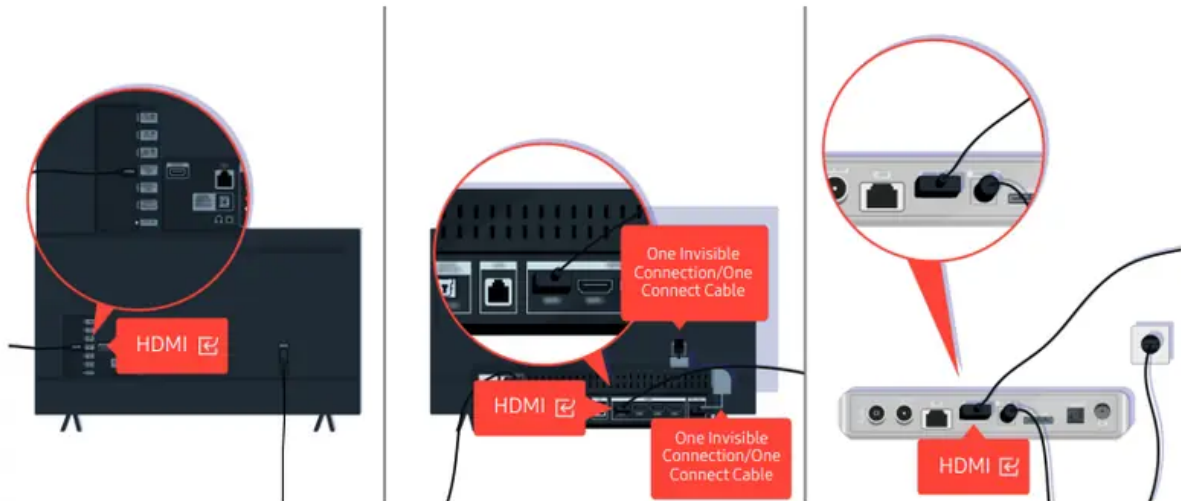
If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.



If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.



On the remote control, press the  button. When the Home Screen appears, the TV is turned on but the connected external device does not work or is not connected correctly



Check the connection of the HDMI cable to your TV or One Connect Box



Make sure that the external device is turned on.

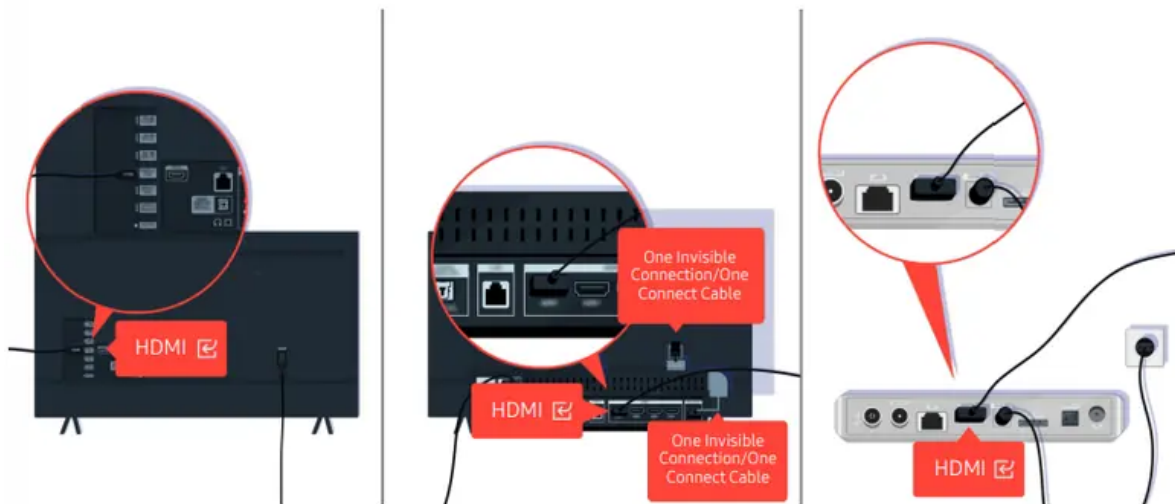


If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.

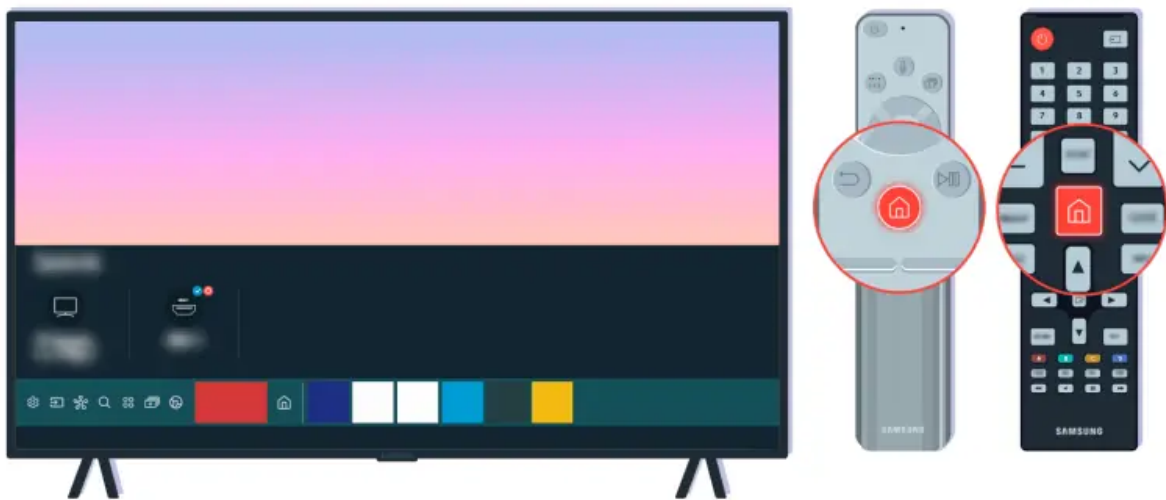


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




Check the connection of the HDMI cable to your TV or One Connect Box.



Also make sure that the correct source is selected on the Home Screen

( >  Source)



If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty

The Picture is Distorted, or No Sound Comes Out of the Sound Bar

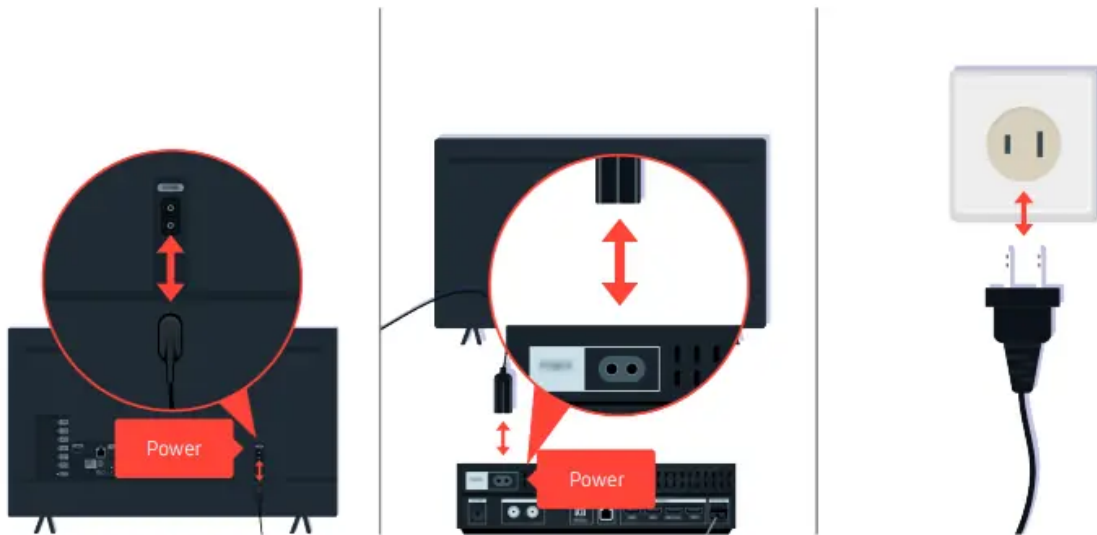
No TV sound from the soundbar, or distorted TV picture is usually caused by poor connections.

When the TV does not connect with an external device properly

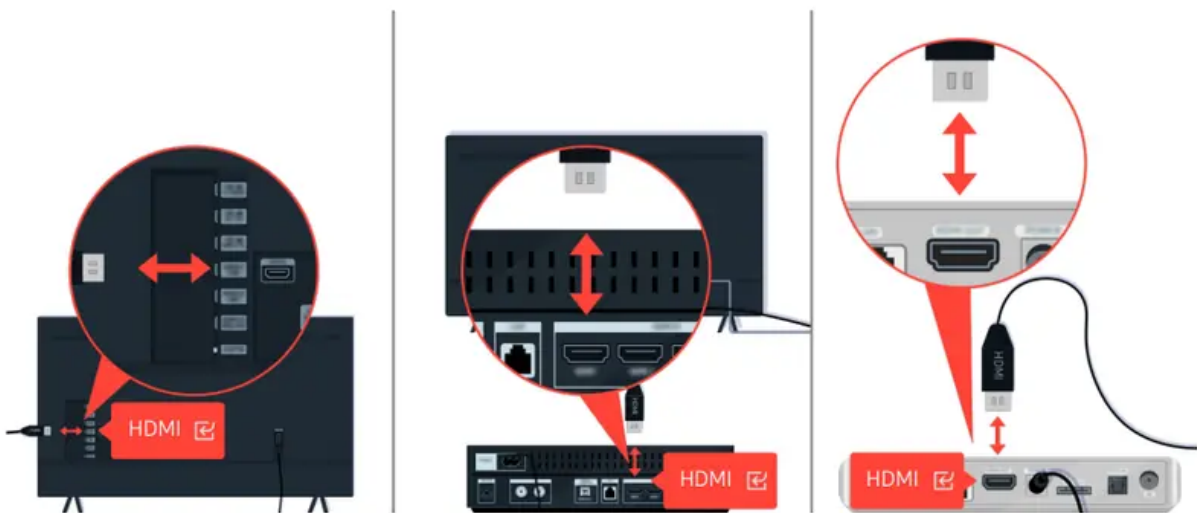


When the picture looks distorted,





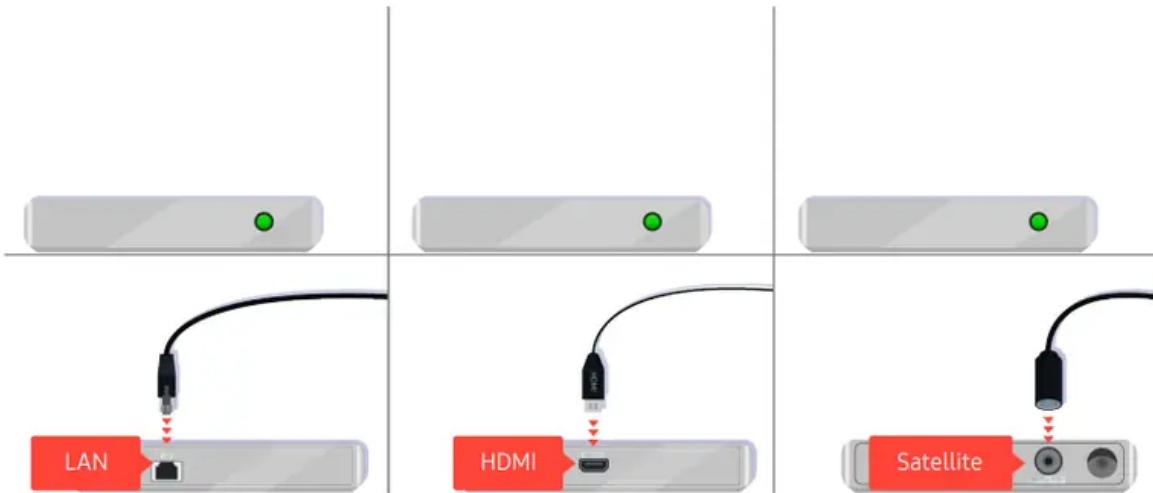
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



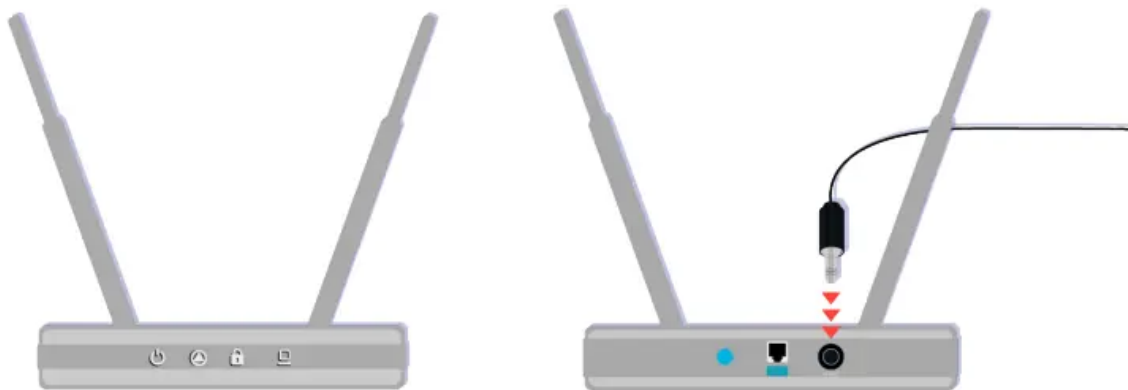
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



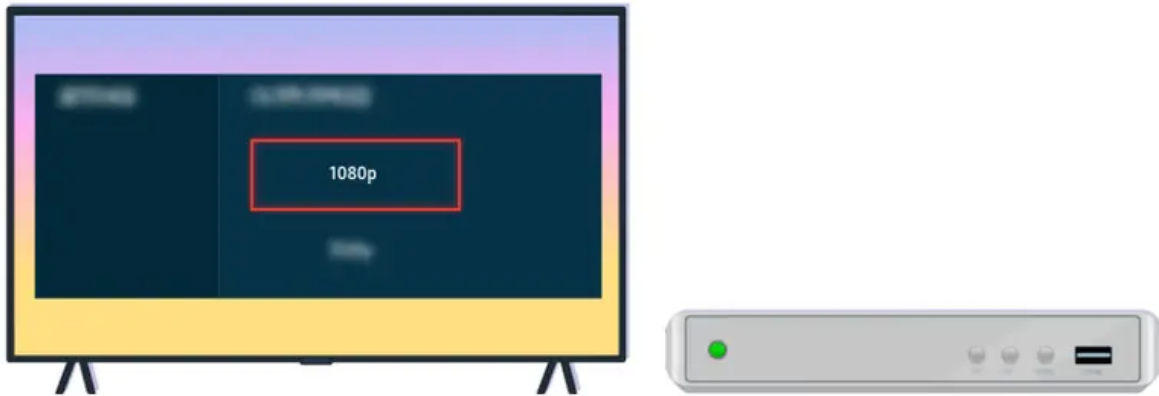
If the external device supports 4K UHD or 8K UHD videos, use a dedicated HDMI cable for each resolution.



If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of settop box.

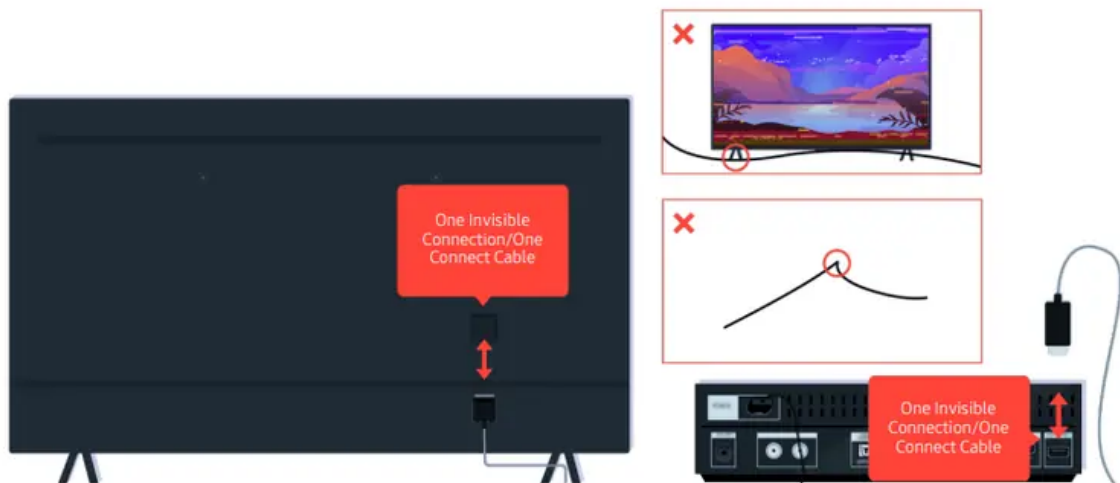


Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.

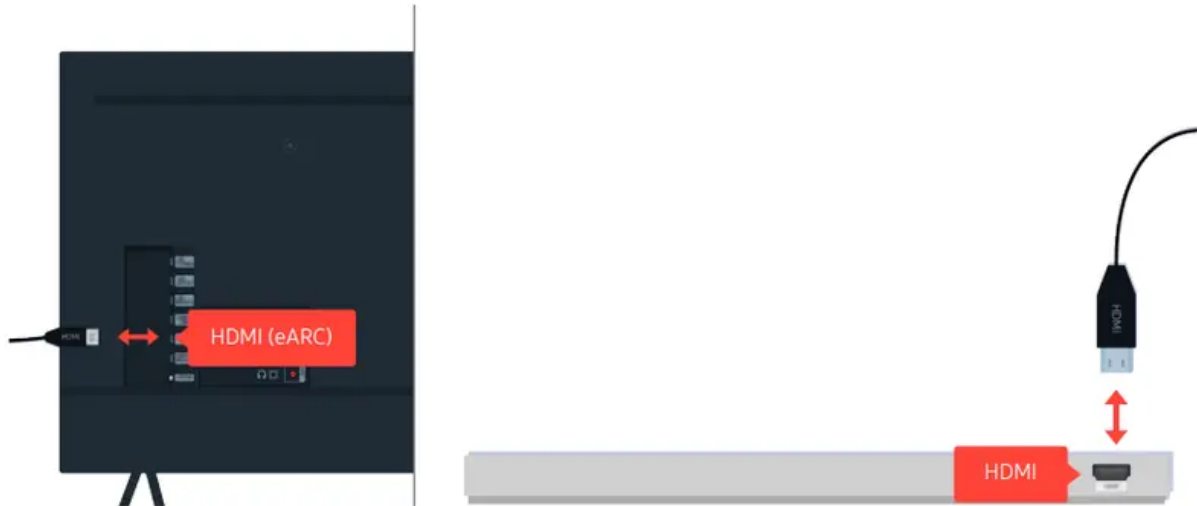


If the problem persists, check the video output settings in the settings menu of the external device, and ensure that your TV supports the video output mode.

FHD TVs support up to 1080p video output, and UHD TVs support up to 2160p video output.



If the problem persists, and if your TV uses the One Invisible Connection or One Connect Cable, disconnect and reconnect the One Invisible Connection or One Connect Cable to the TV and the One Connect Box. Ensure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



If no sound comes out of your Sound Bar, and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV.





If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV.

Internet Access is not Available



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

When the TV can't connect to the Internet



On the remote control, press the  button and move to  Settings using the directional button.



Select  >  Settings > General > Network > Network Status to check the network status.

FAQ

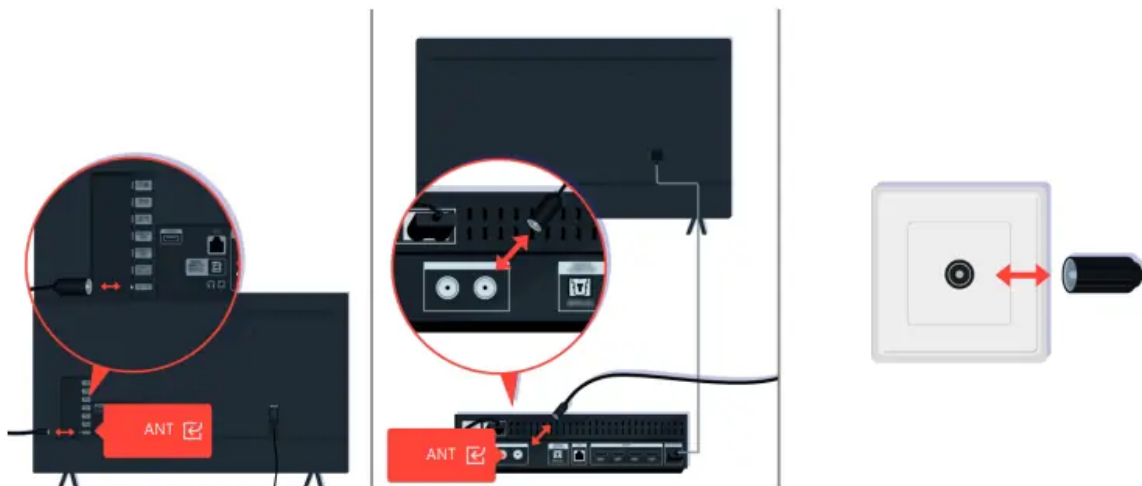
The TV Screen does not Display Properly

When the TV screen does not look right, you can check if the issue is caused by the product or the broadcasting signal and cables.

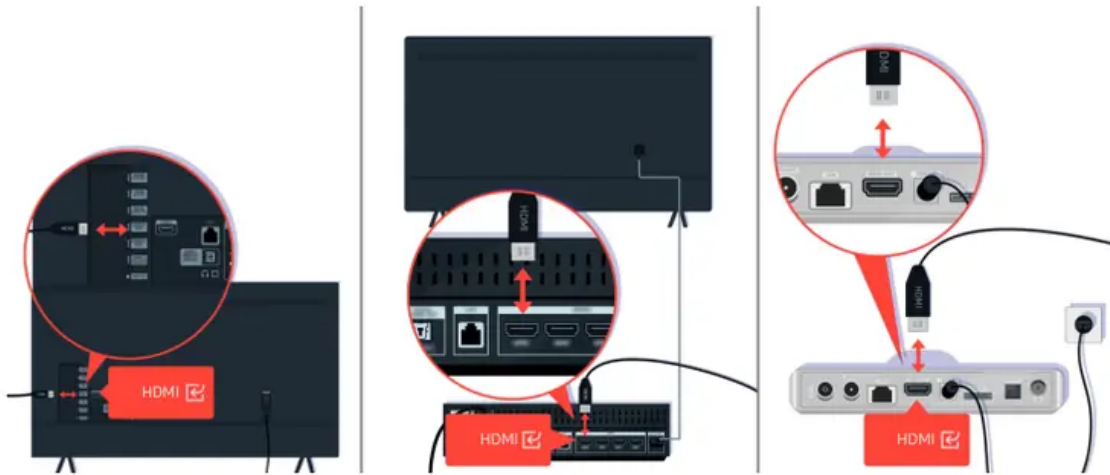
When the TV screen does not display properly



Check the antenna and input cable connections.



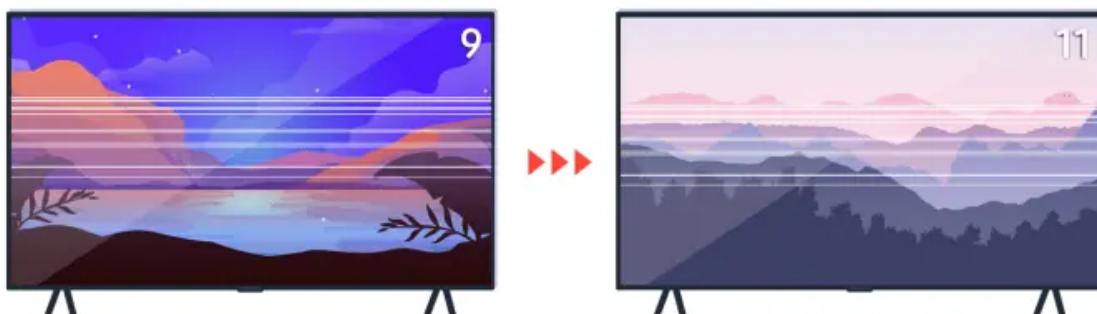
Check the antenna and input cable connections.



Check the antenna and HDMI cable connections.



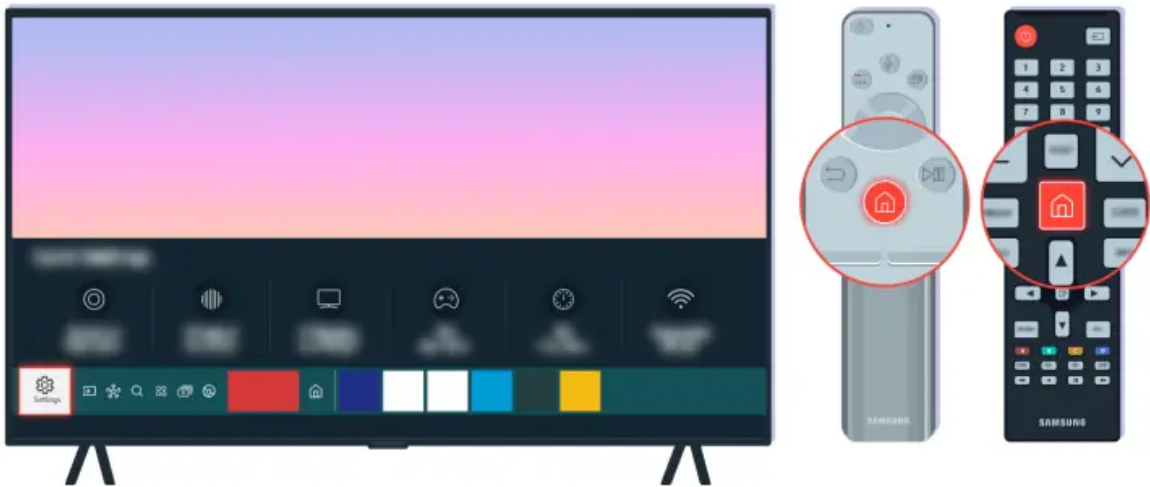
If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots, fixed horizontal, or vertical lines.



Try changing channels using the remote control.



Press the button, select Source, choose another input source

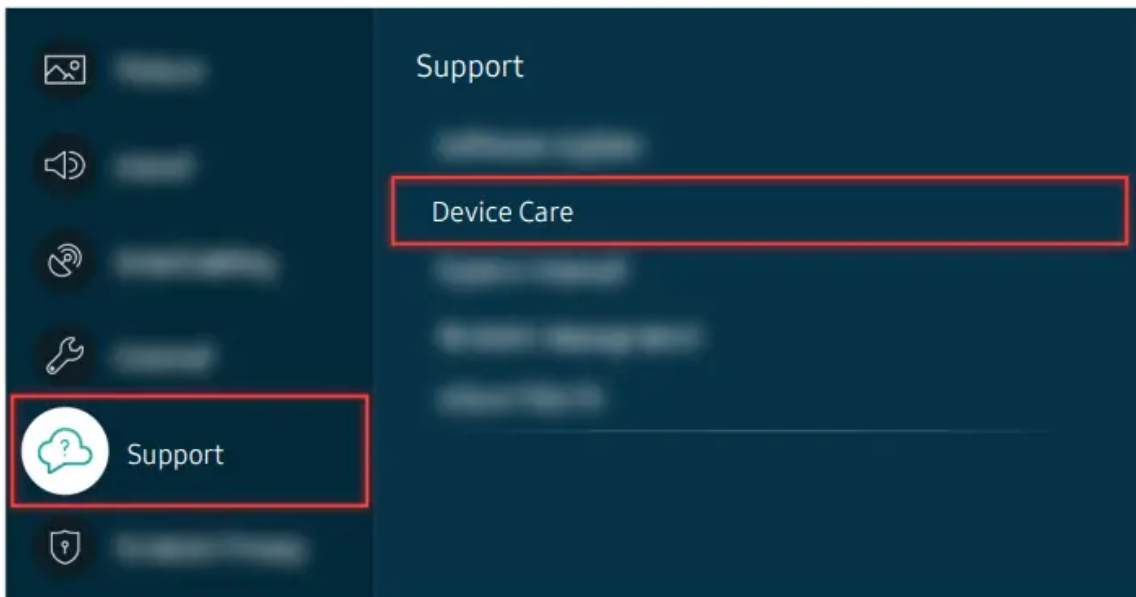


If the same problem persists, run a diagnostic test. On the remote control, press the

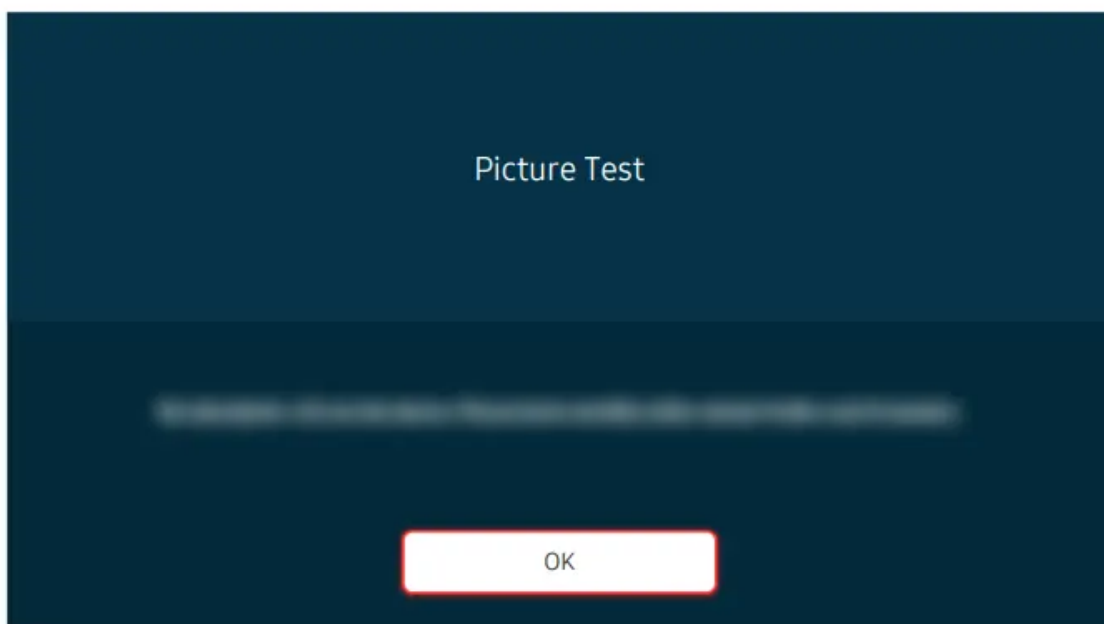


button. Select
Picture Test

Settings > Support > Device Care > Self Diagnosis >



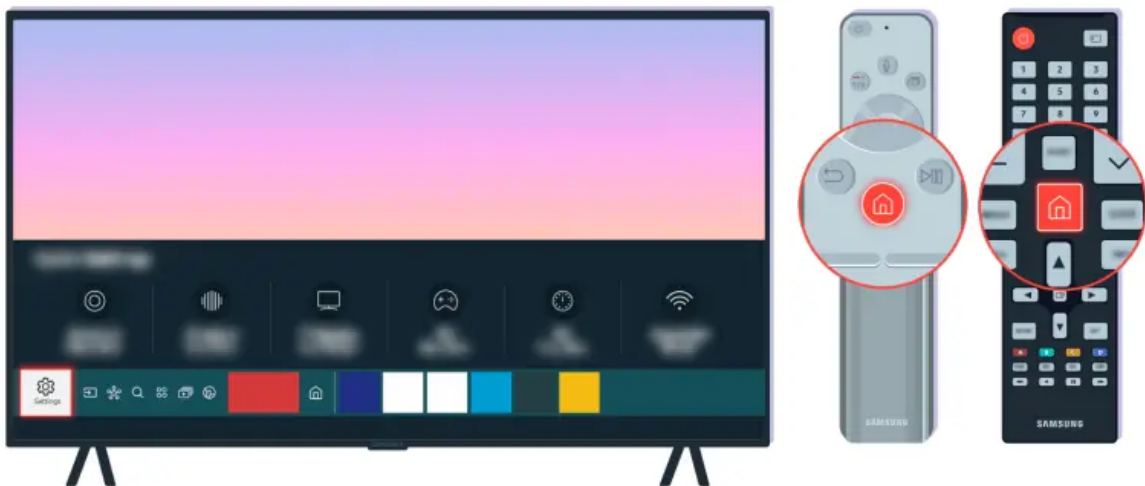
Select  >  Settings > Support > Device Care > Self Diagnosis > Picture Test.



When a message appears, select OK and follow the on-screen instructions to complete the test.





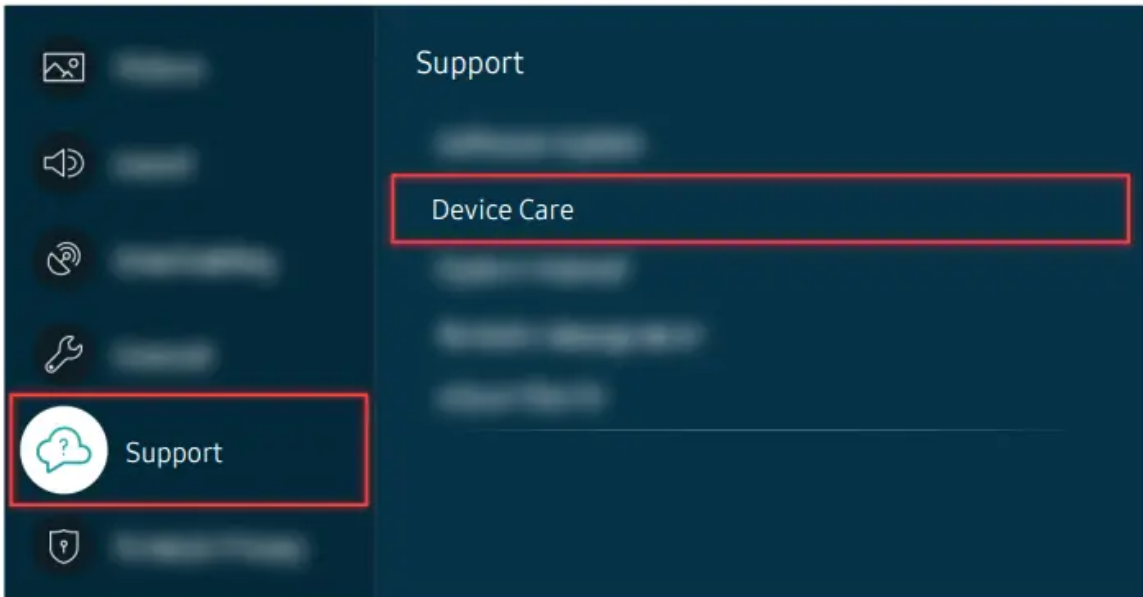
When a message appears, select OK and follow the on-screen instructions to complete the test





If the problem disappears during the test, check your TV signal. On the remote control, press

the  button.

Select  >  Settings > Support > Device Care > Self Diagnosis > Signal Information to check the signal strength.



Select  >  Settings > Support > Device Care > Self Diagnosis > Signal Information to check the signal strength.



Check whether the signal strength is too weak or not.

Related menu path

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

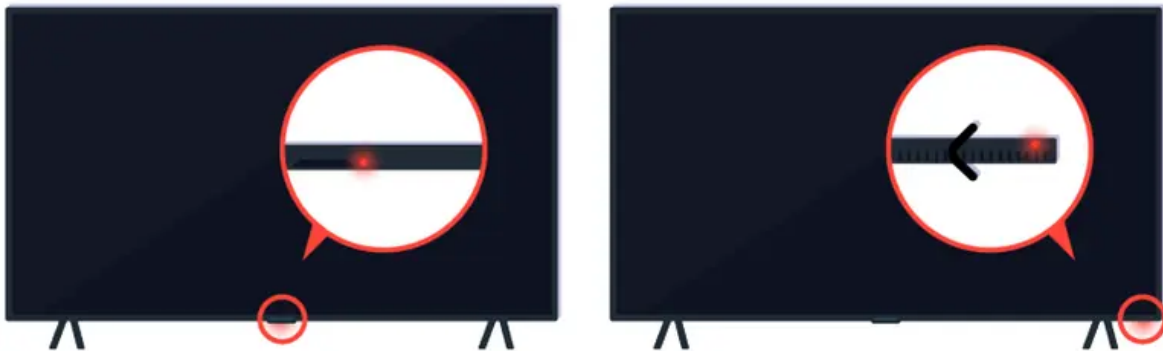


Settings > Support > Device Care > Self Diagnosis > Signal Information

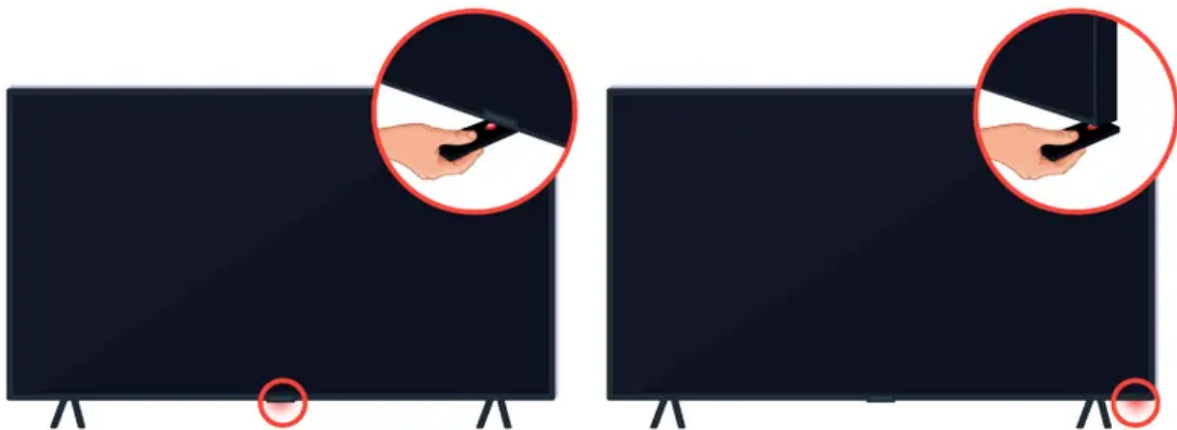
The TV does not Turn On

If the TV screen is black, it is generally caused by a loose power cord or the peripheral device is turned off.

When your TV does not turn on



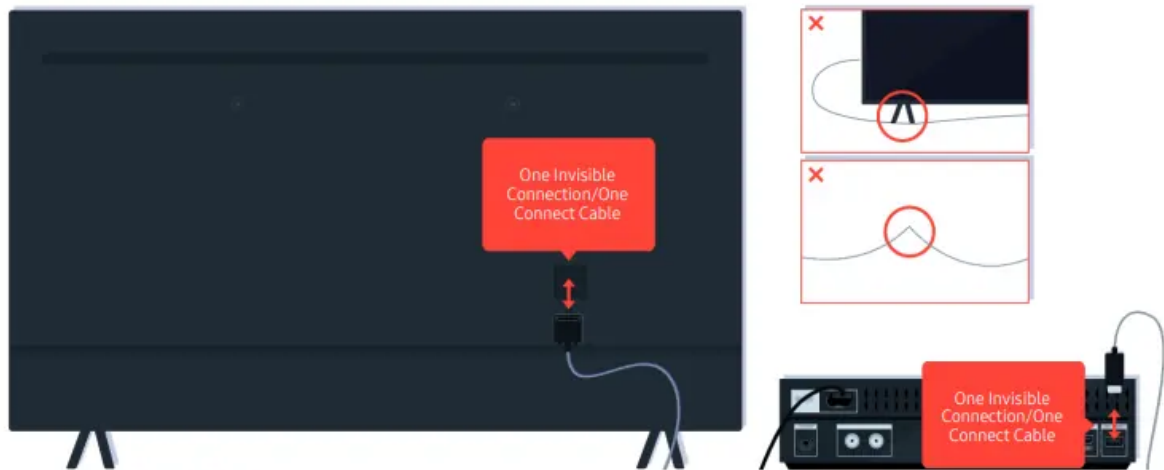
If your TV does not turn on, check whether the remote control sensor is on



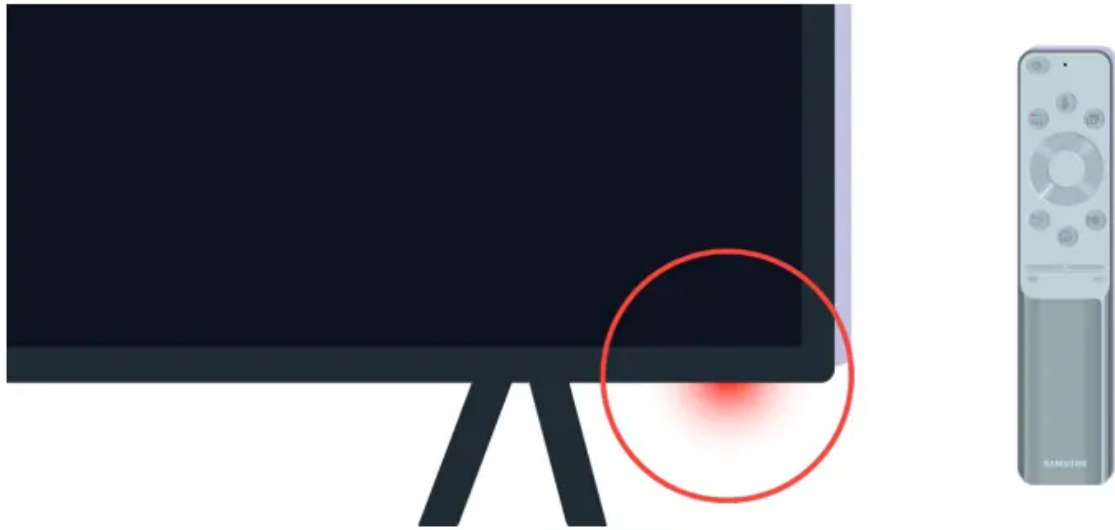
By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.



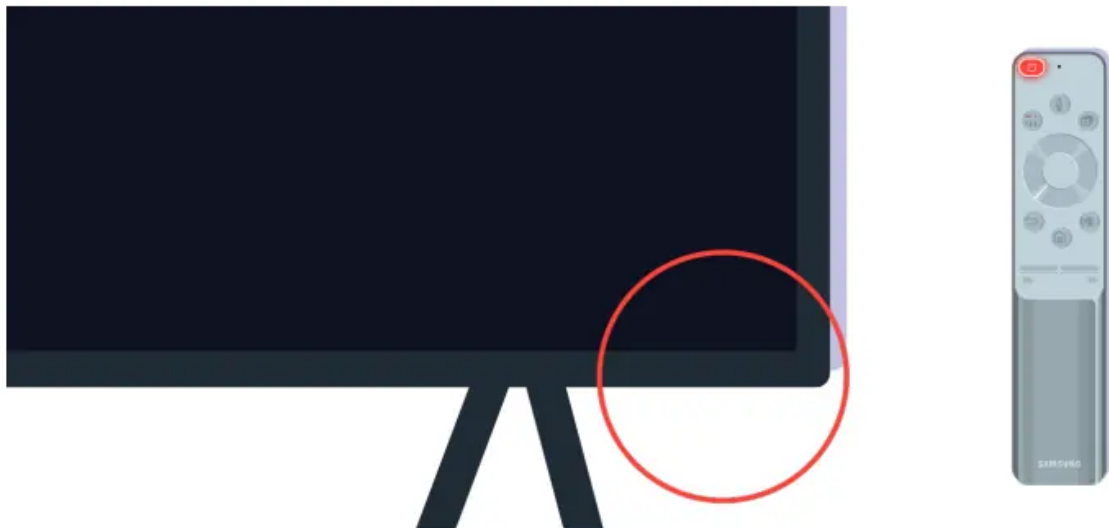
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



Disconnect and reconnect the One Invisible Connection or One Connect Cable between the TV and the One Connect Box. Make sure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



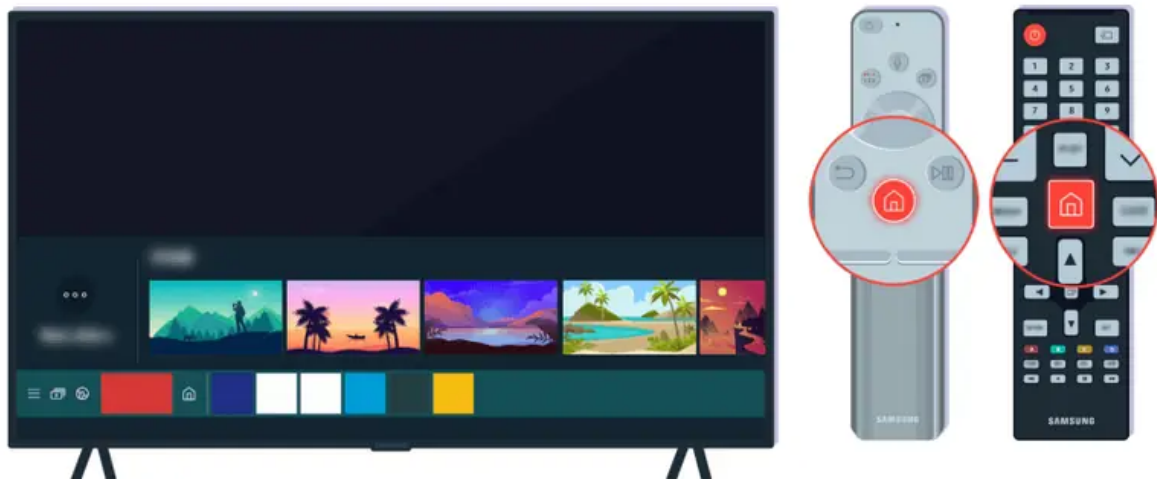
Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV




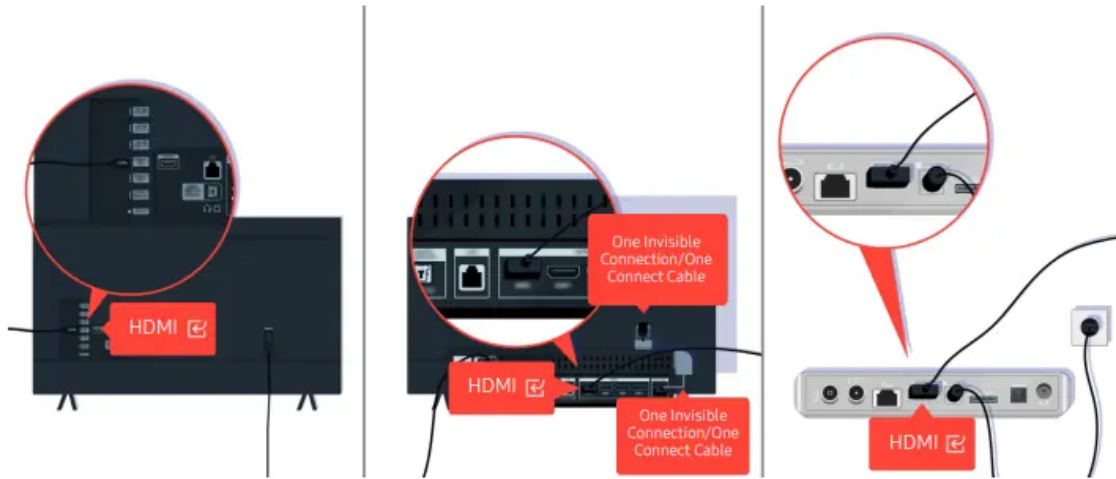
If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.



If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.



On the remote control, press the  button. When the Home Screen appears, the TV is turned on but the connected external device does not work or is not connected correctly.



Check the connection of the HDMI cable to your TV or One Connect Box



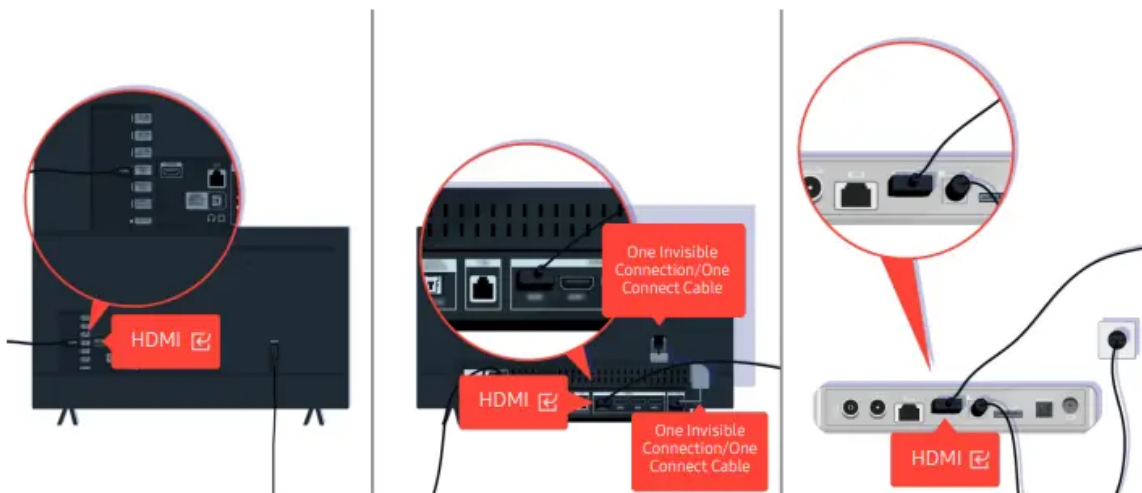
Make sure that the external device is turned on.



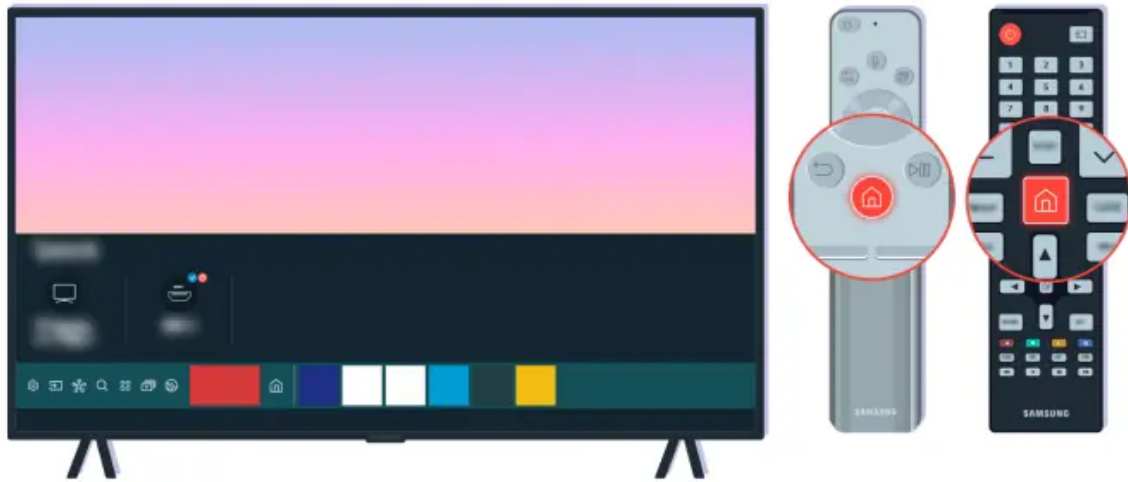
If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet



If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.



Check the connection of the HDMI cable to your TV or One Connect Box.



Also make sure that the correct source is selected on the Home Screen



If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty.

The Picture is Distorted, or No Sound Comes Out of the Sound Bar

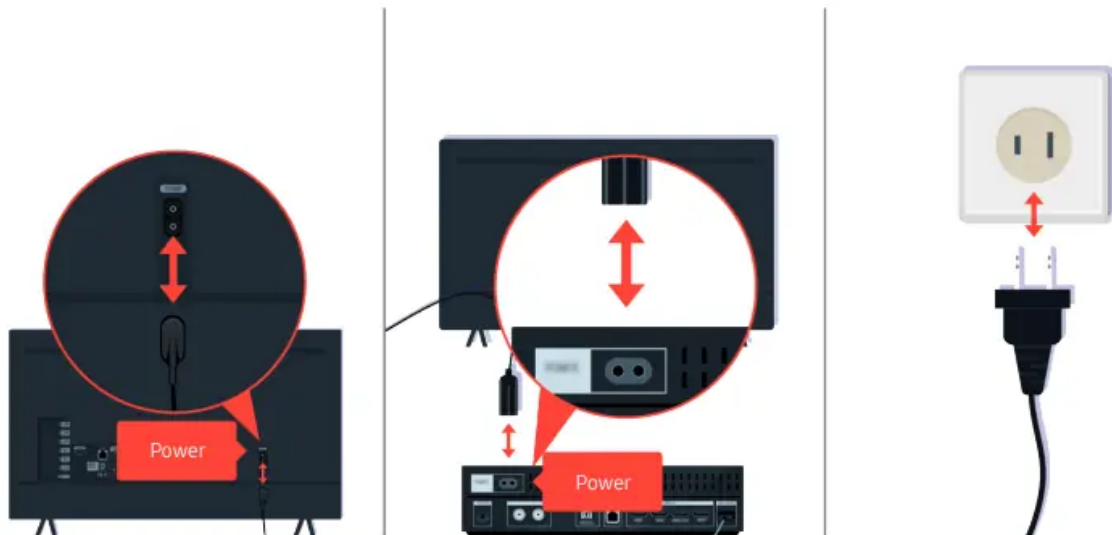
No TV sound from the soundbar, or distorted TV picture is usually caused by poor connections.

When the TV does not connect with an external device properly

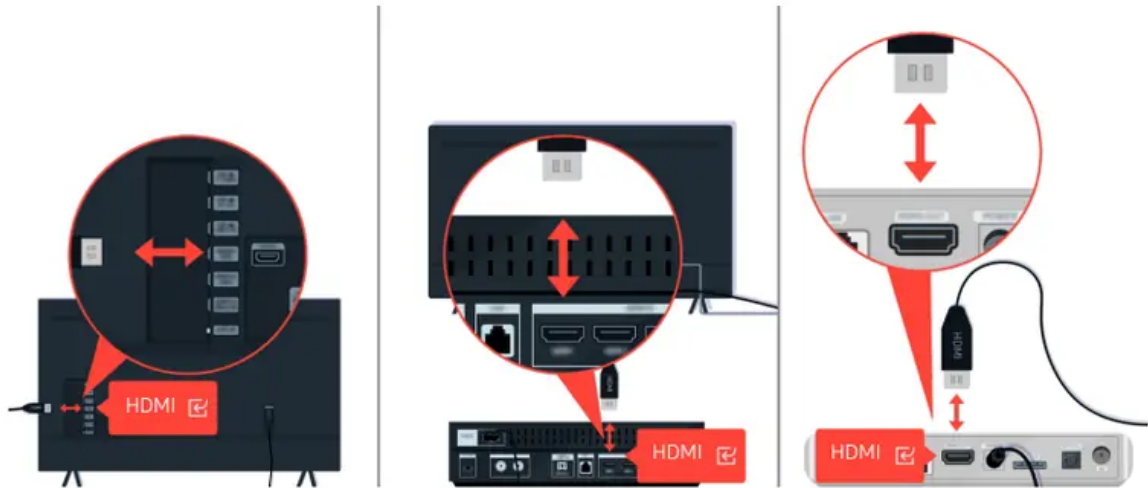




When the picture looks distorted,



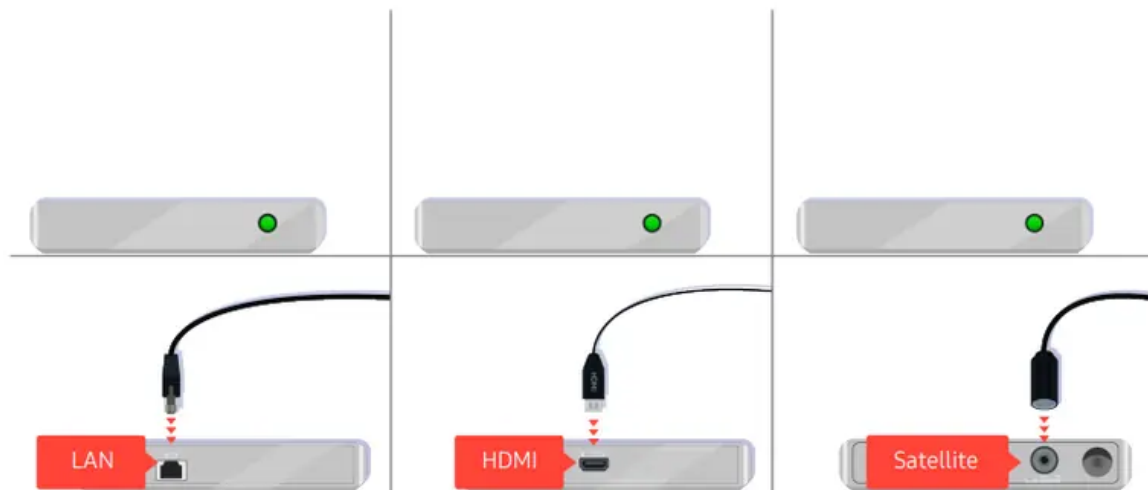
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



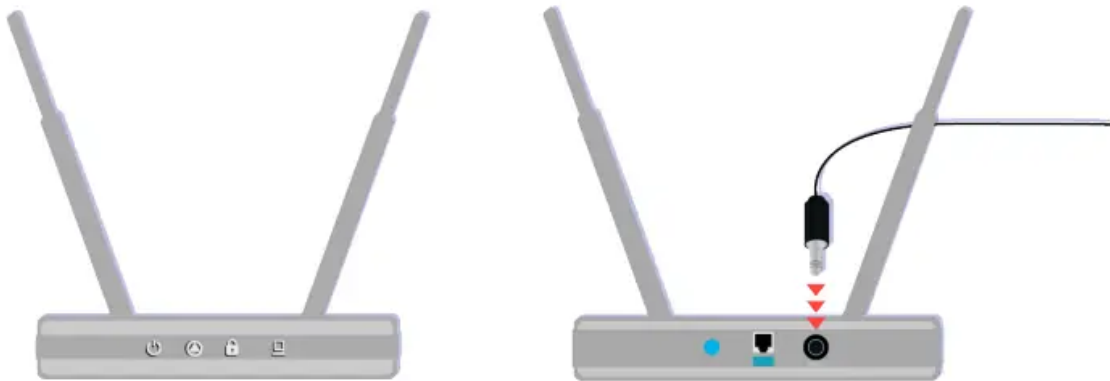
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cord and plug it back into the wall outlet.



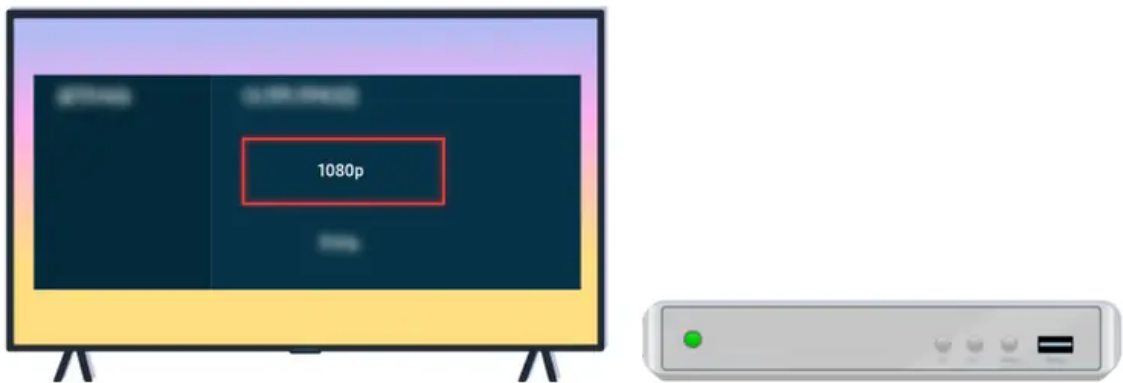
If the external device supports 4K UHD or 8K UHD videos, use a dedicated HDMI cable for each resolution.



If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of settop box.

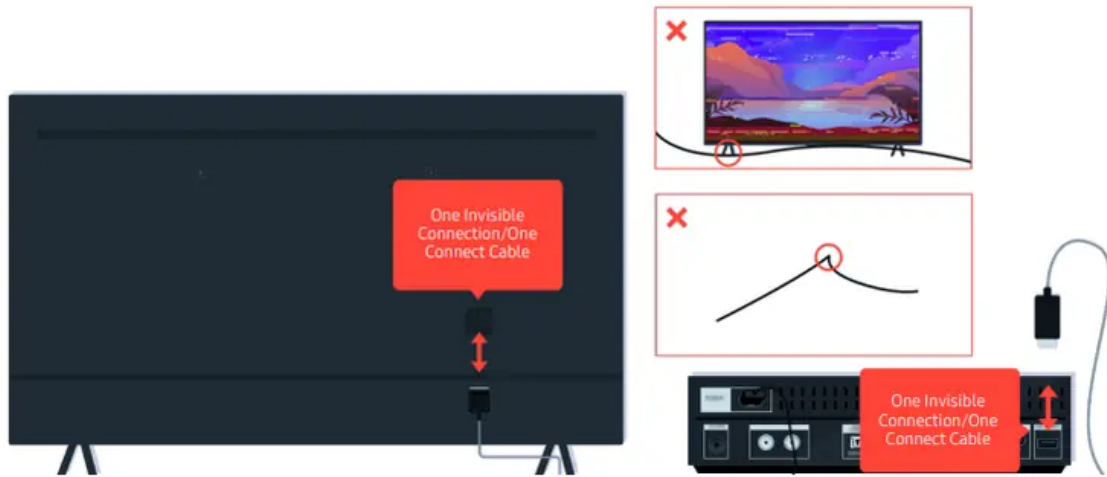


Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.

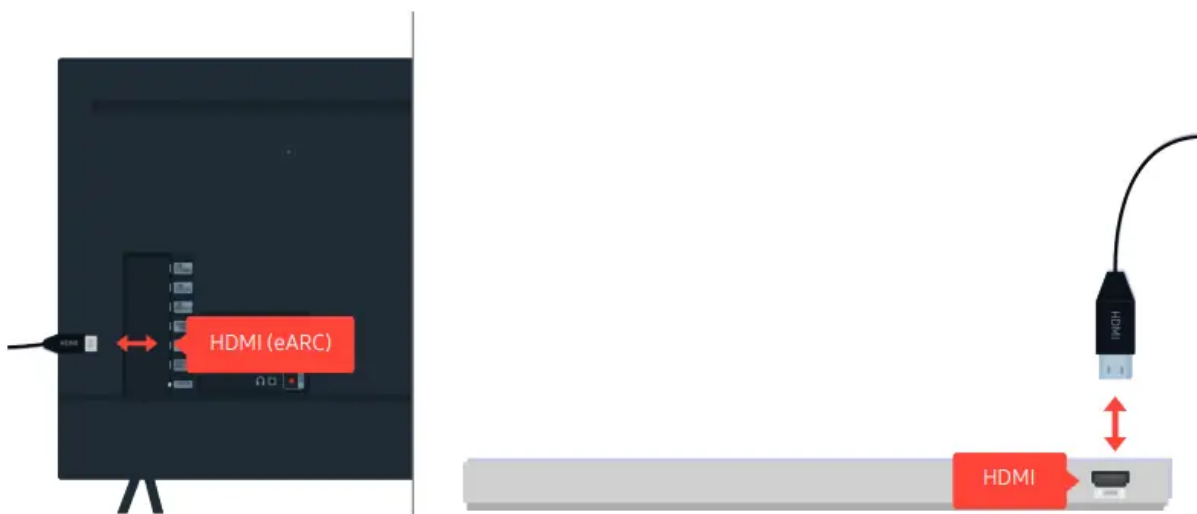


If the problem persists, check the video output settings in the settings menu of the external device, and ensure that your TV supports the video output mode.

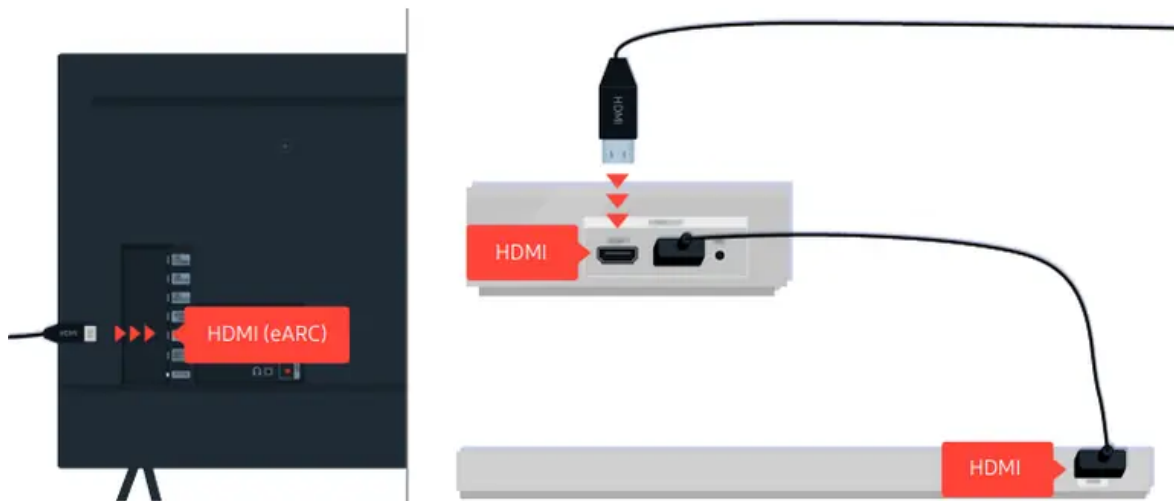
FHD TVs support up to 1080p video output, and UHD TVs support up to 2160p video output.



If the problem persists, and if your TV uses the One Invisible Connection or One Connect Cable, disconnect and reconnect the One Invisible Connection or One Connect Cable to the TV and the One Connect Box. Ensure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



If no sound comes out of your Sound Bar, and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV.



If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV.

Internet Access is not Available

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

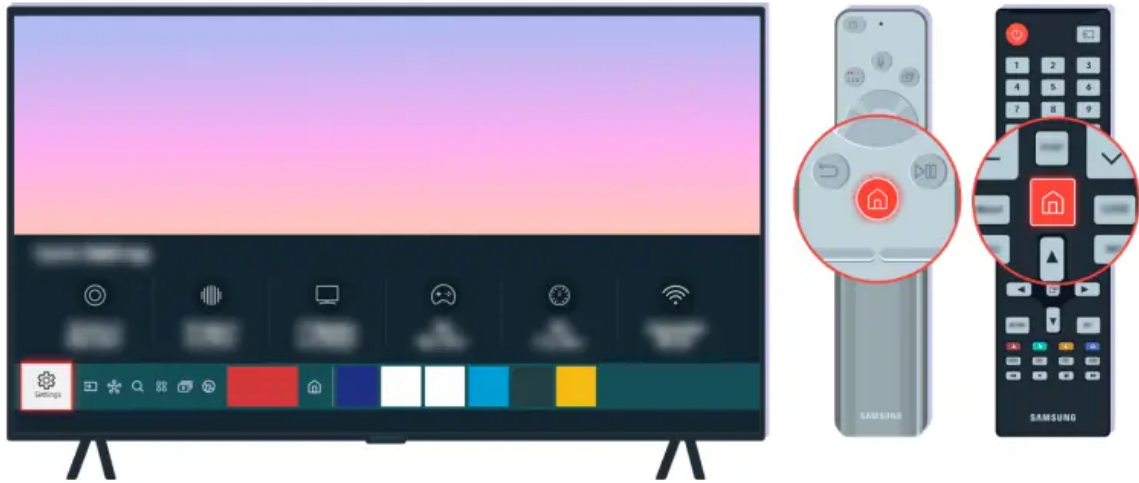
When the TV can't connect to the Internet



On the remote control, press the button and move to button



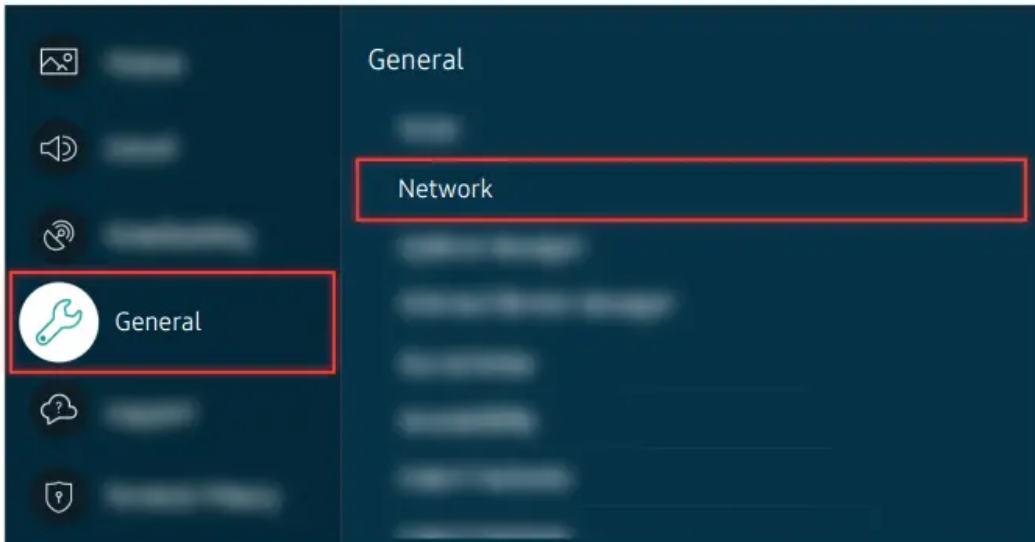
Settings using the directional button

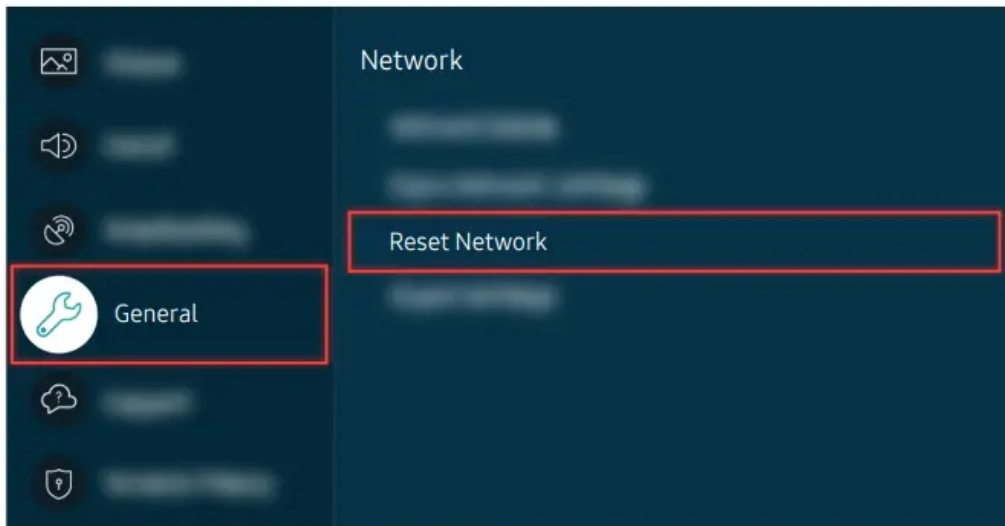


Settings > General > Network > Network Status to check the network status.



Select

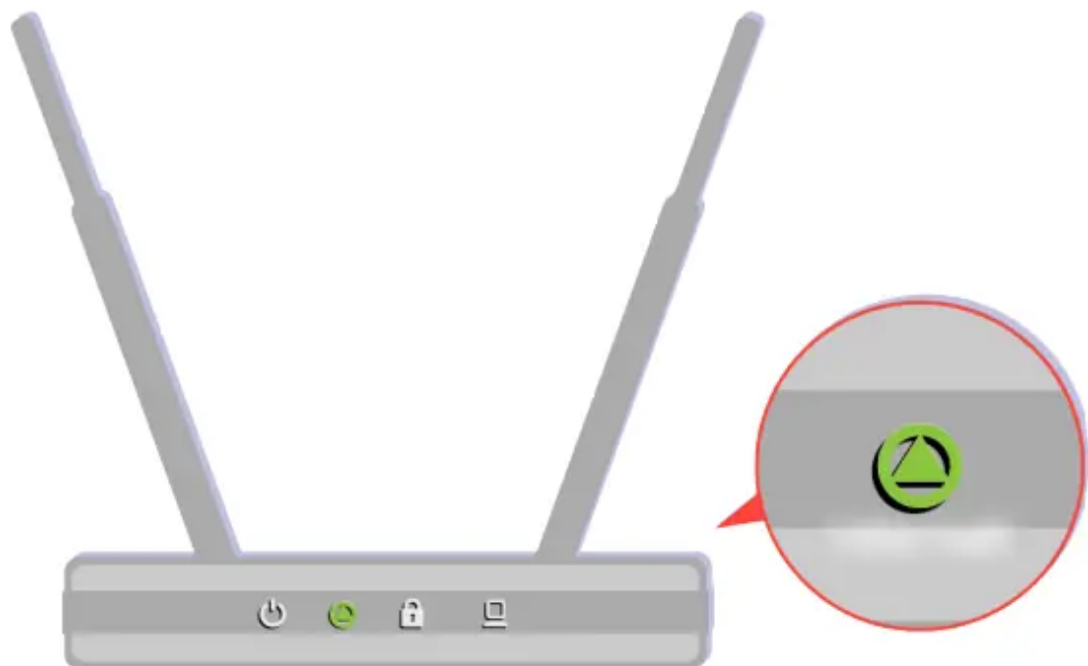




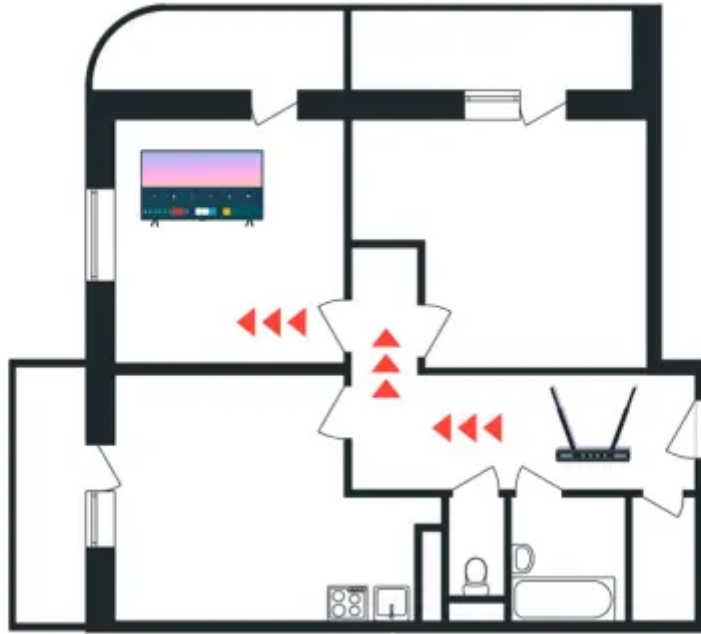
Settings > General > Network .> Network Status to check the network status.



If the network isn't connected, a network reset may be required.



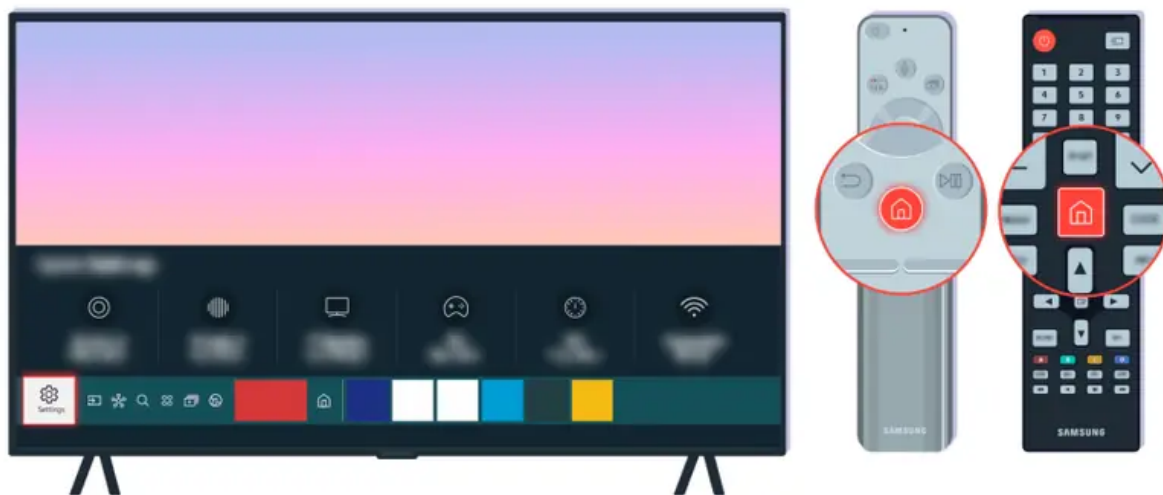
Make sure that your access point is working properly. Check the LED indicators on your access point to make sure it is operating normally.



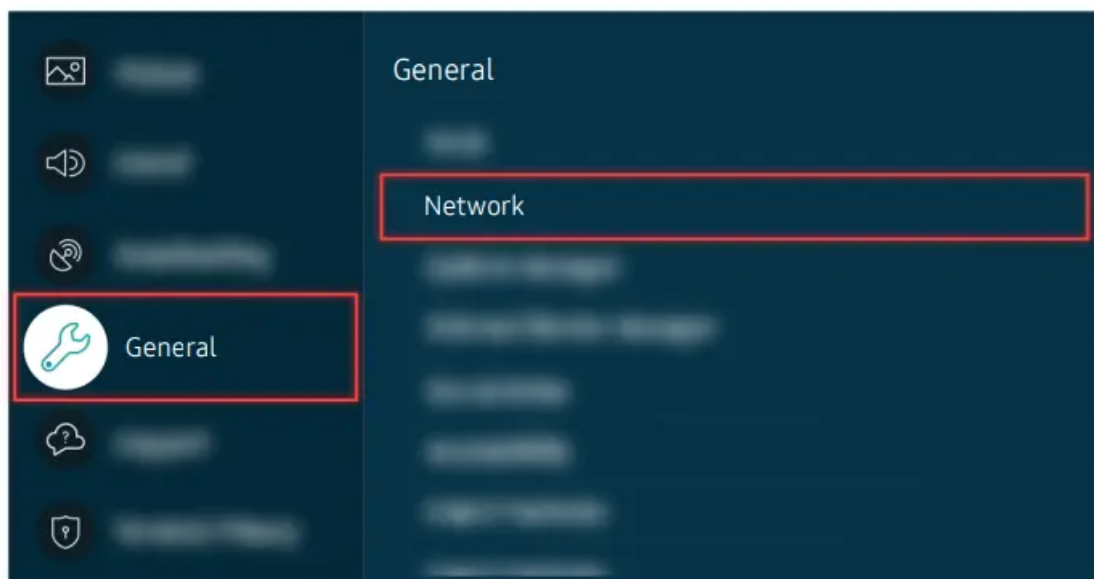
If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.



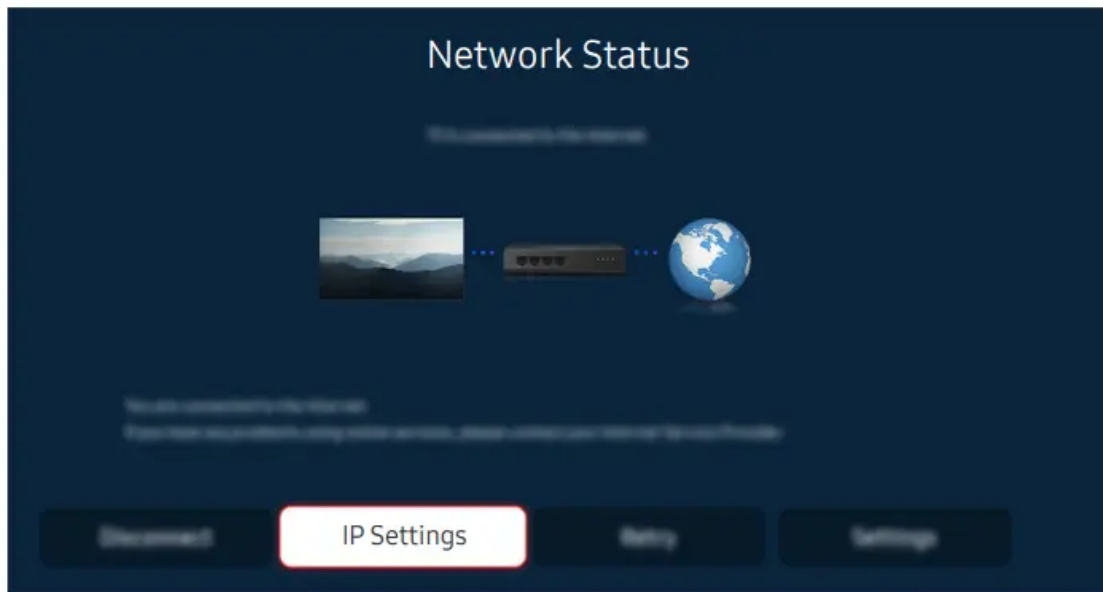
Try rebooting the access point by disconnecting and reconnecting the power connector. It may take 1 to 2 minutes until the access point comes back online after a reboot.



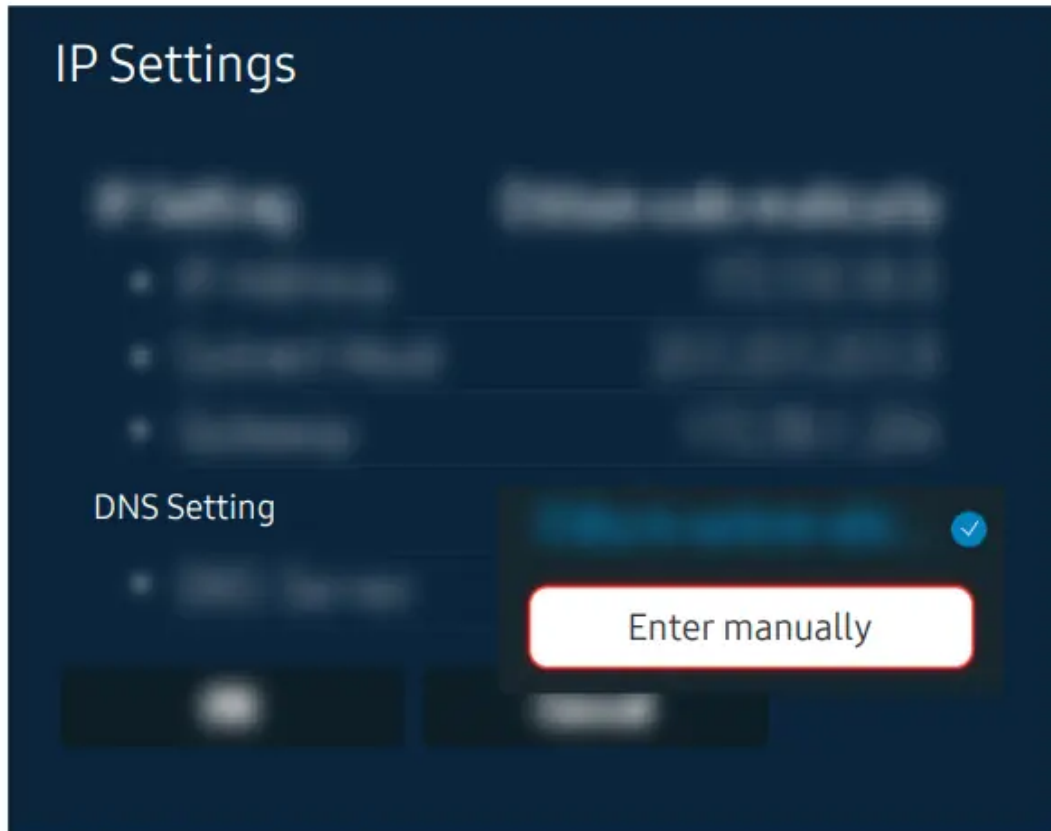
If the same problem continues, select **Settings > General > Network > Network Status IP Settings** to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



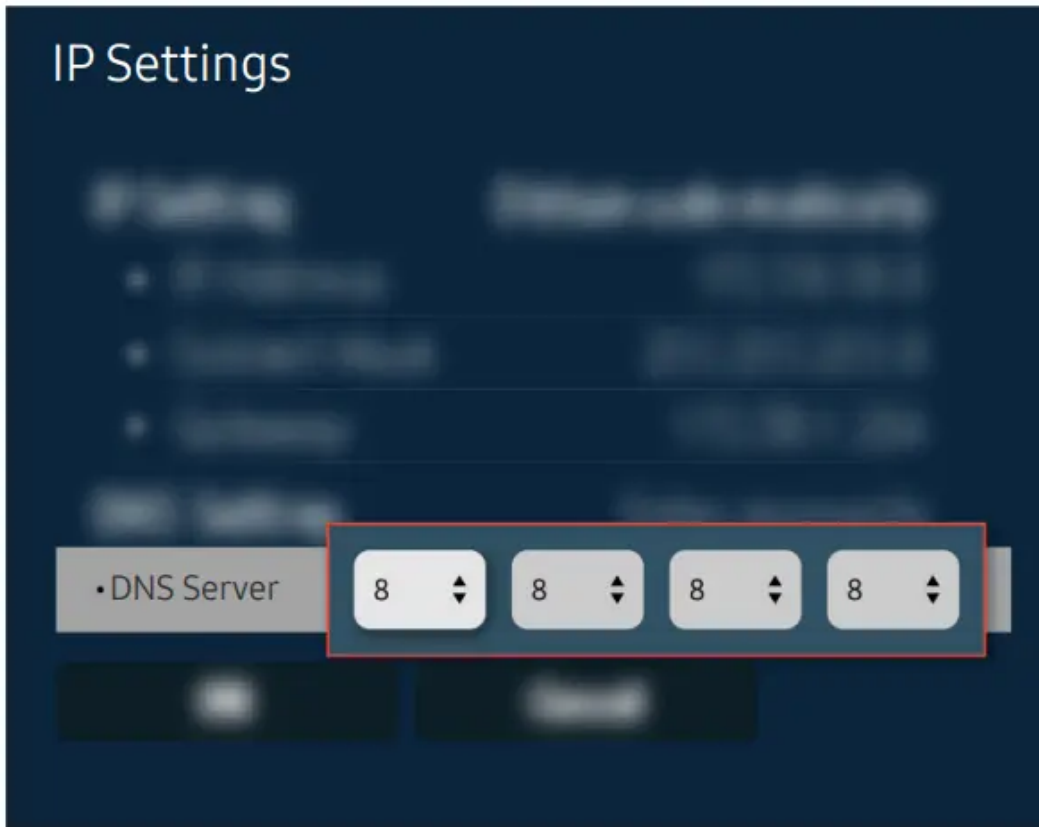
If the same problem continues, select **Settings > General > Network > Network Status IP Settings** to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



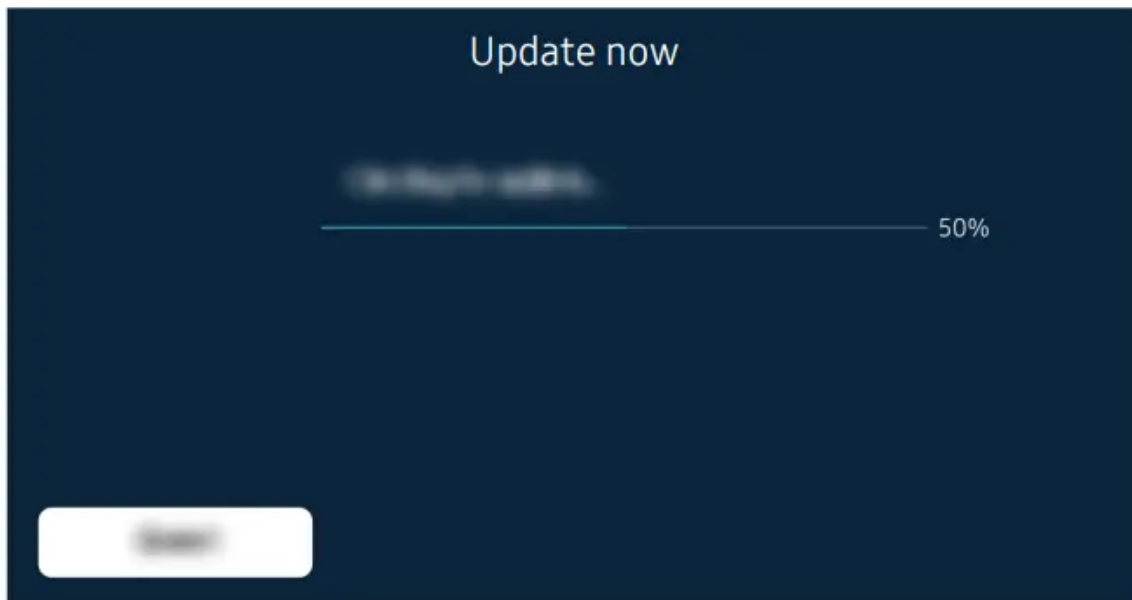
If the same problem continues, select **Settings > General > Network > Network Status IP Settings** to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



Select DNS Setting > Enter manually.



Select DNS Server, enter 8.8.8.8, then select



If the same problem continues, a software update or factory reset may be required.

Related menu path



Settings > General > Network > Network Status



Settings > General > Network > Reset Network



Settings > Support > Software Update



Settings > General > Reset

There is No Sound or the Speakers are Making an Odd Sound

When there is an issue with the sound on the TV, you can check whether the issue is caused by the product, or the broadcasting signal and cables.

When no sound comes out of the TV, or the sound is breaking up



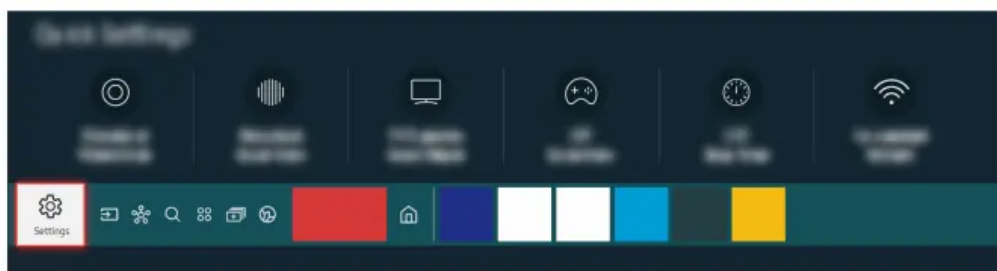
If your TV does not produce any sound, press the Volume + button to increase the volume.



If your TV is connected to an external device, check the volume of the external device.



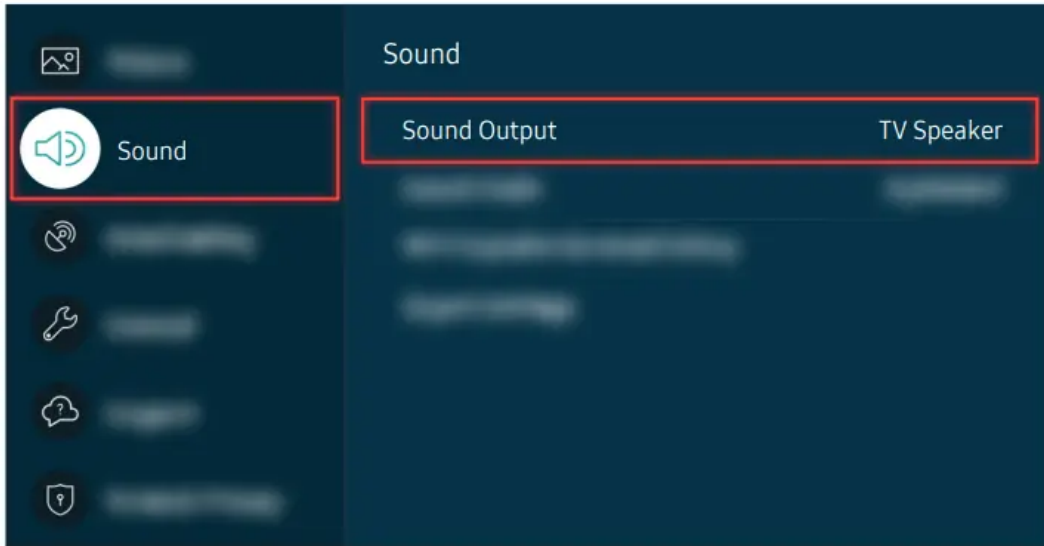
Check the volume on the screen. If a number for the TV volume is not displayed, select



Settings > Sound > Sound Output. Then, select TV Speaker.



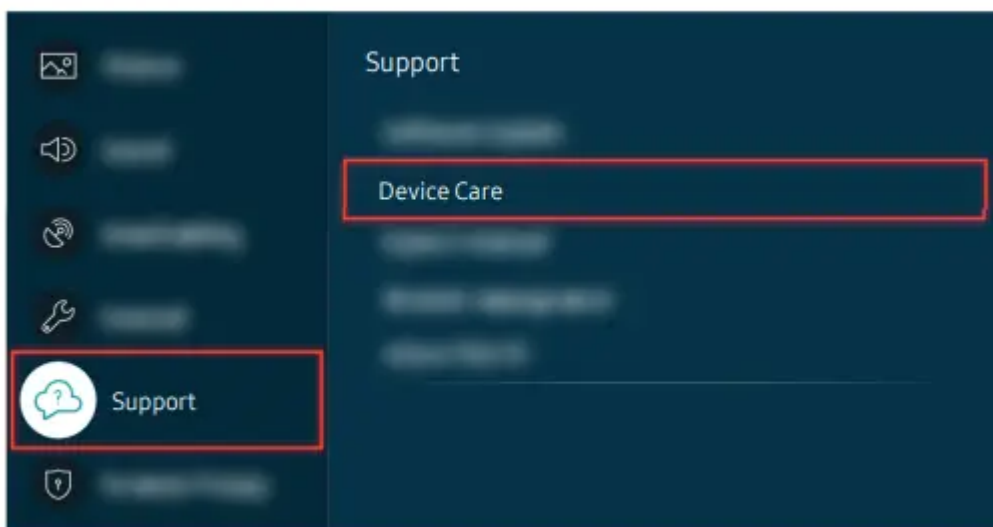
Check the volume on the screen. If a number for the TV volume is not displayed, select



Settings > Sound > Sound Output. Then, select TV Speaker.



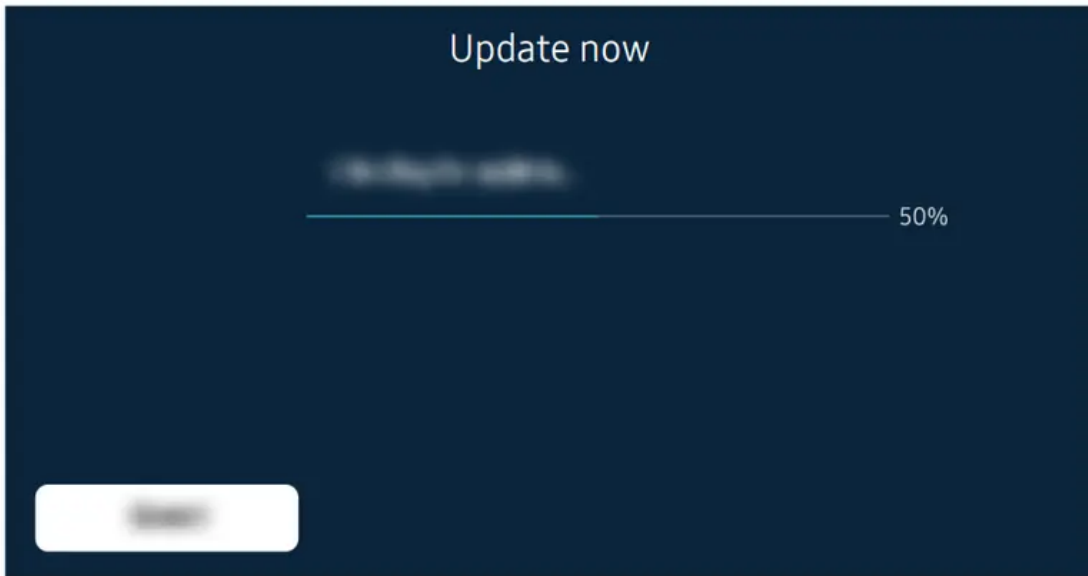
Check the volume on the screen. If a number for the TV volume is not displayed, select



Settings Sound Sound Output. Then, select TV Speaker.



To check sound output, select



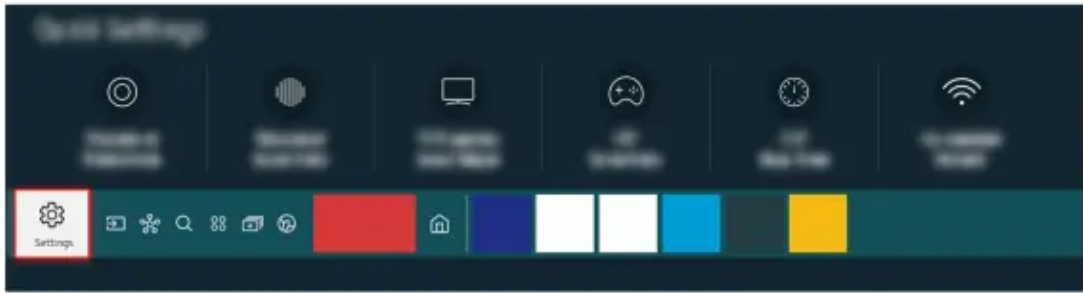
Settings > Support > Device Care > Self Diagnosis Sound Test.



If the same problem continues, a software update or factory reset may be required.



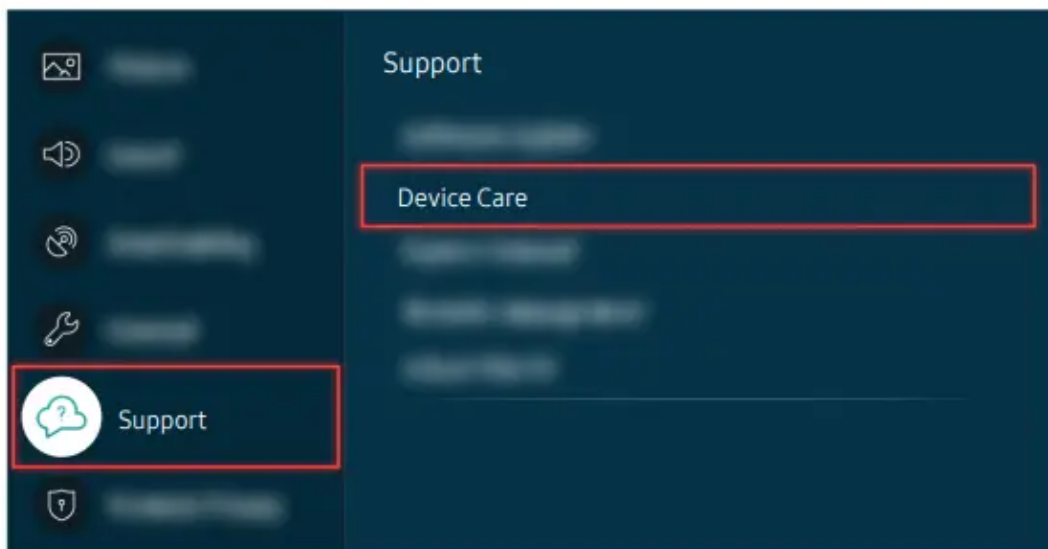
If there is sound but it is not clear, run a diagnostic test. On the remote control, press the



button.



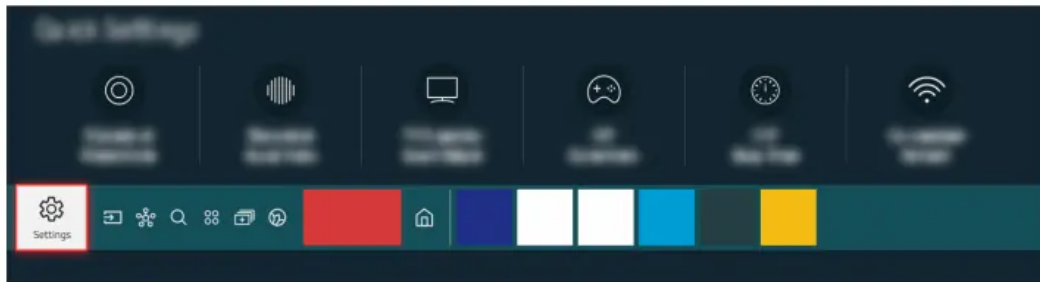
Go to



Settings > Support > Device Care > Self Diagnosis > Sound Test to check the sound.



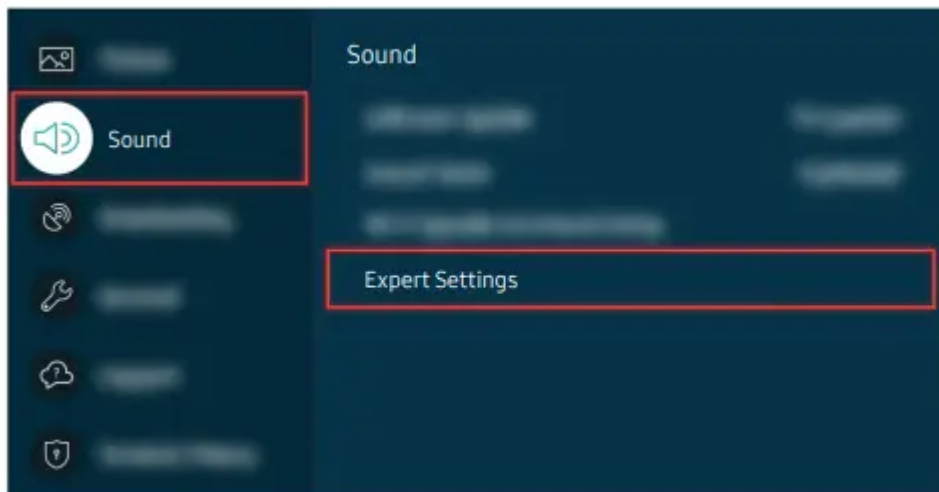
Go to



Settings > Support > Device Care > Self Diagnosis > Sound Test to check the sound.



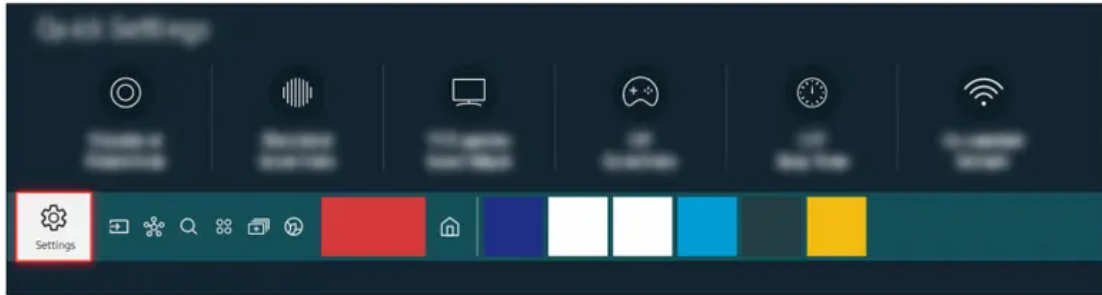
If the test reveals a problem, select



Settings > Sound > Expert Settings > Reset Sound



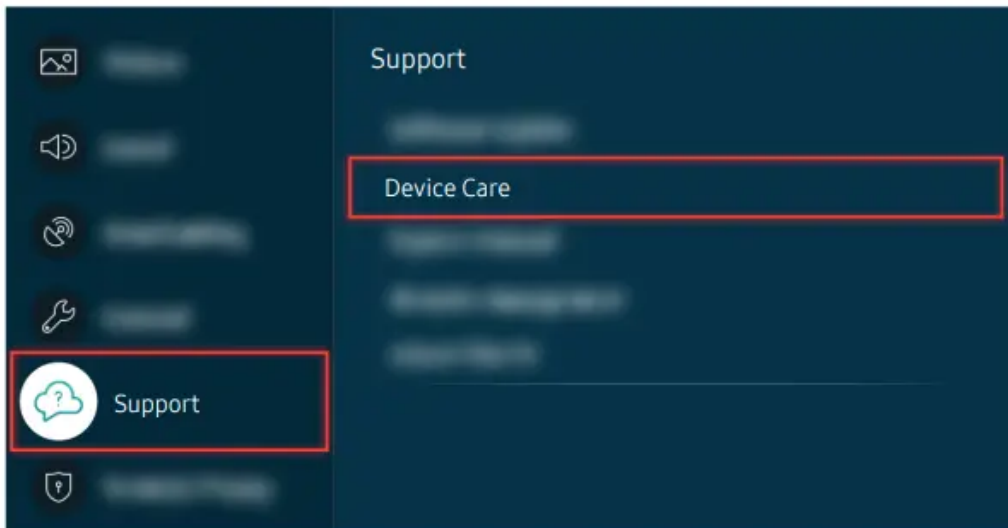
If the test reveals a problem, select



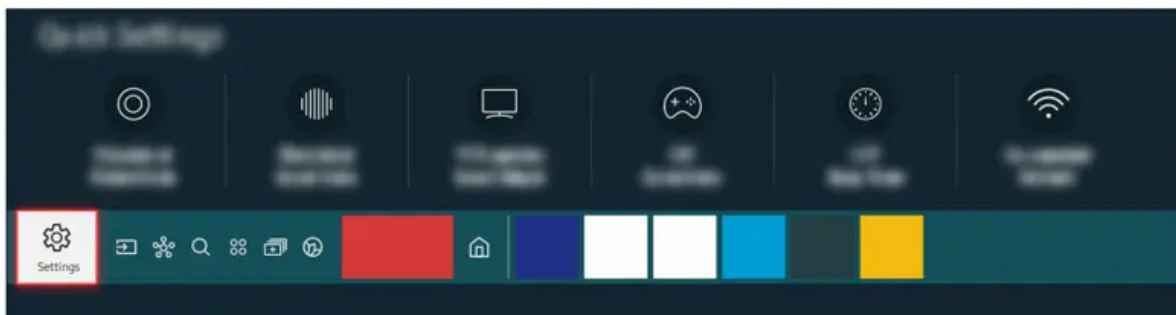
Settings > Sound > Expert Settings > Reset Sound



If the test shows no problems, select

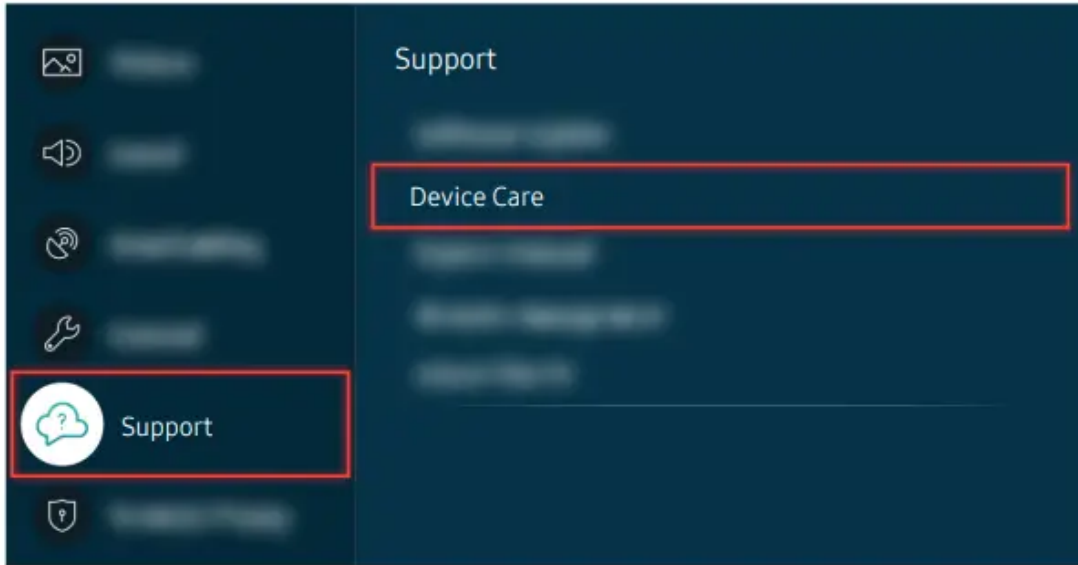


Settings > Support > Device Care > Self Diagnosis > Signal Information.



If the test shows no problems, select
Self Diagnosis > Signal Informatio

Settings > Support > Device Care >

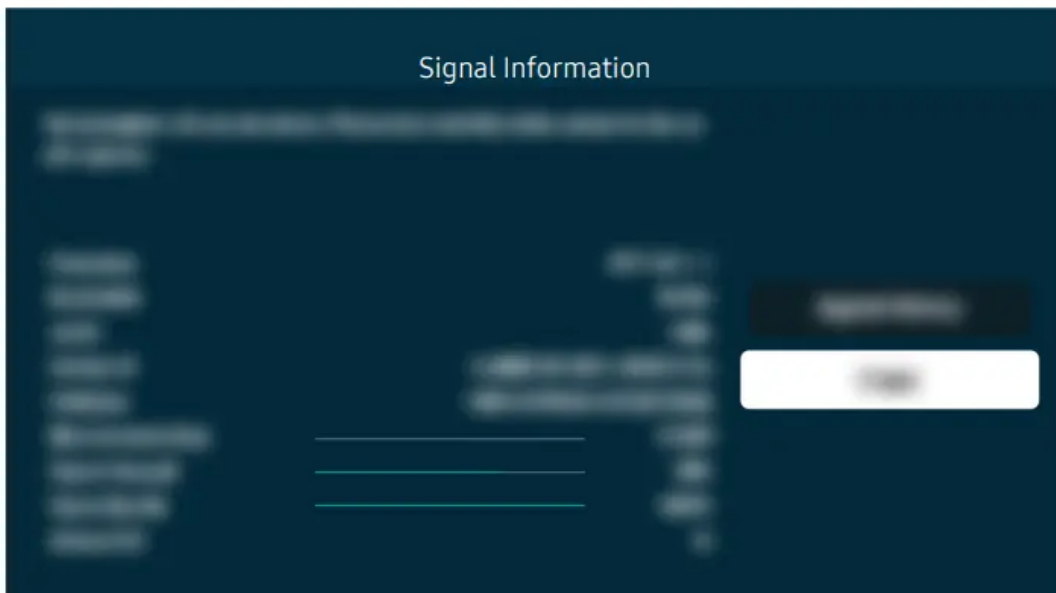


Check whether the signal strength is too weak or not.

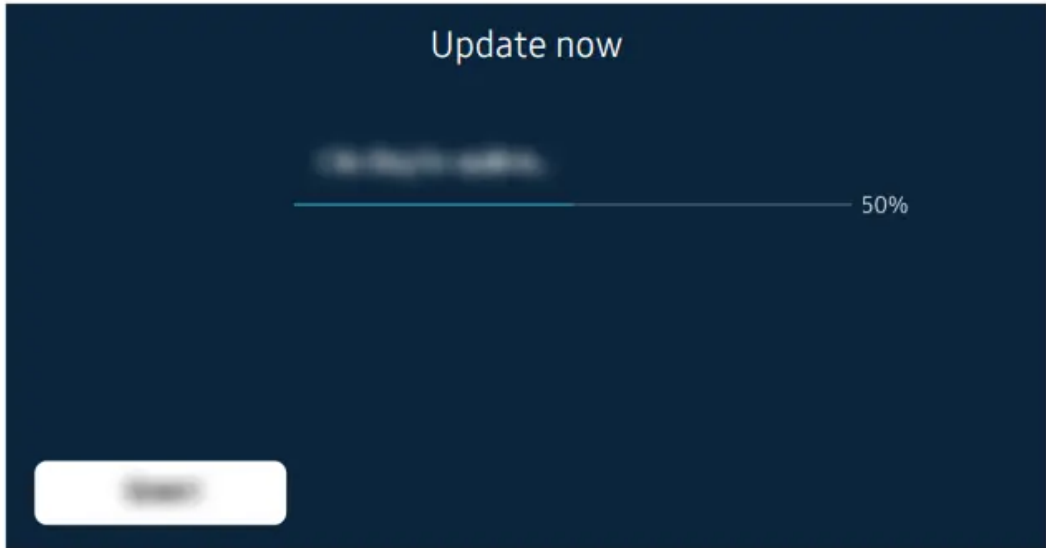


If the same problem continues, a software update or factory reset may be required.

Related menu pat



Settings > Sound > Sound Output



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



Settings > Sound > Expert Settings > Reset Sound



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



Settings > Support > Software Update



Settings . General > Reset

The Remote Control does not Work

When the remote control does not work, check whether its batteries are discharged or overused, or the Samsung Smart Remote is paired with the TV.

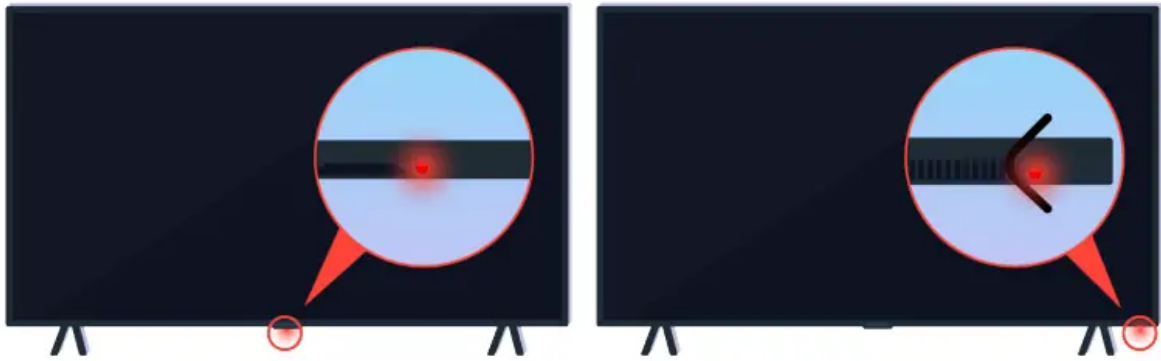
When the remote control does not work



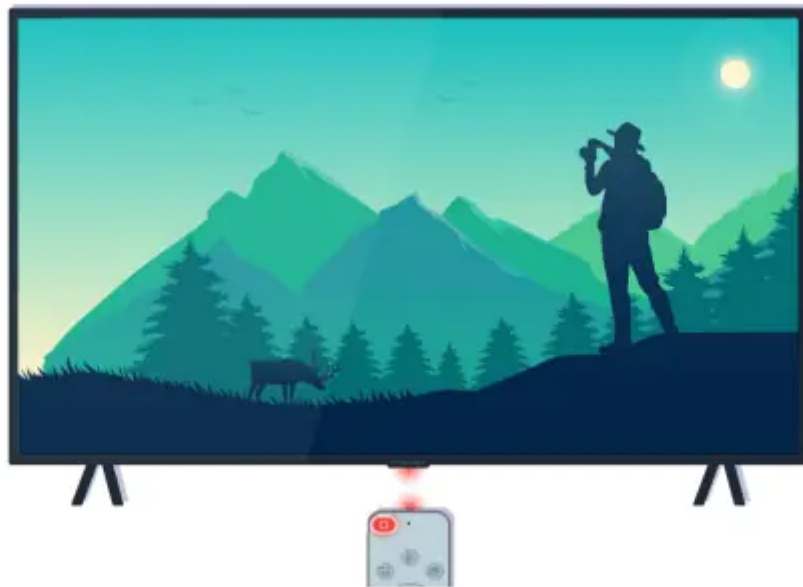
Verify that the infrared remote control signal is being transmitted and received.



Make sure the remote control sensor on the TV is blinking



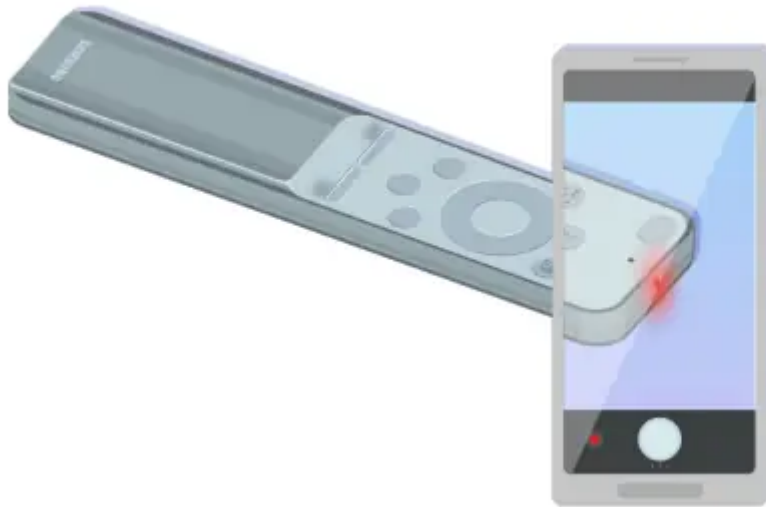
Make sure the remote control works properly.

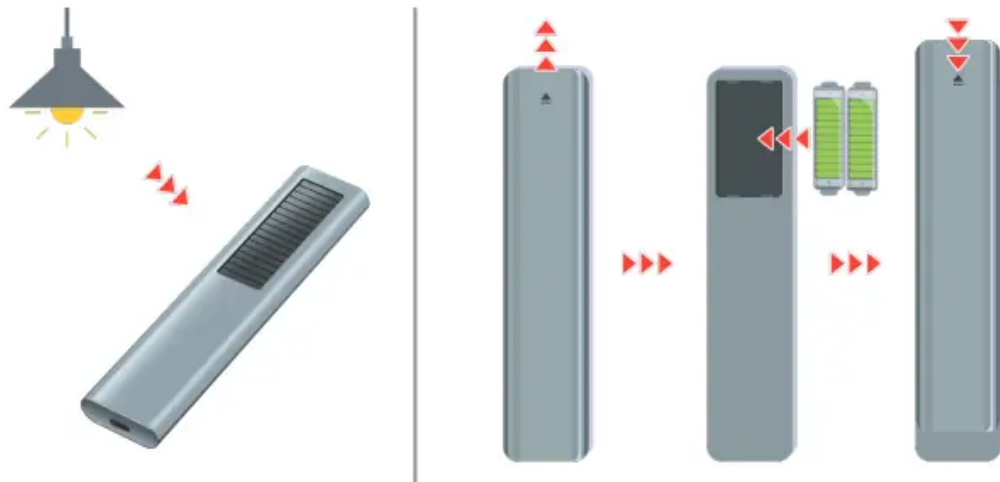




You can check whether the signal is being transmitted by pressing the power button and observing the front tip of the remote control through the camera on your smartphone.

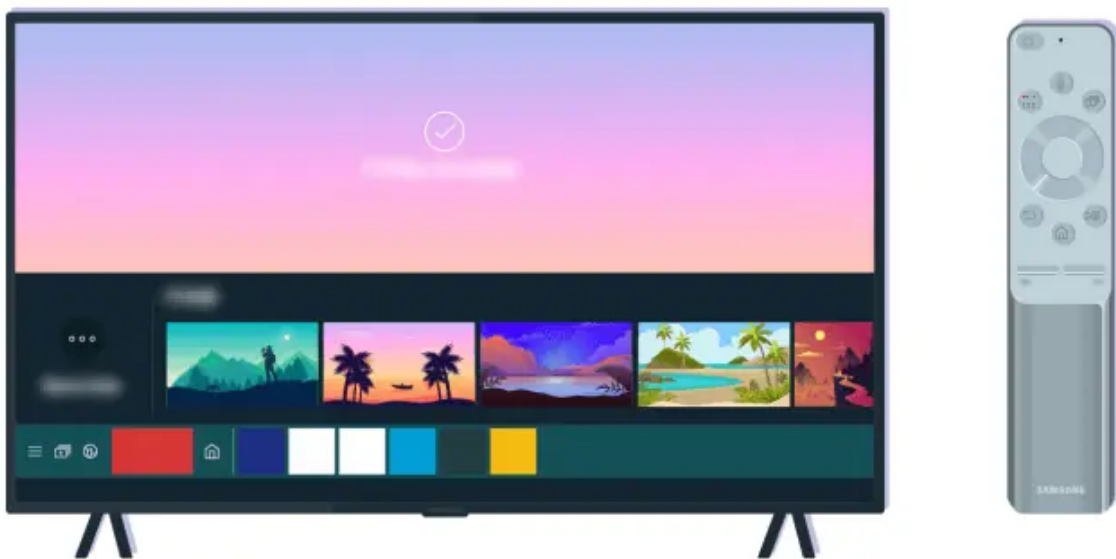


If you cannot see infrared signals, charge the remote control by using the solar cell or the USB port(C-type) on the bottom. If the remote control has batteries, replace them with new ones.

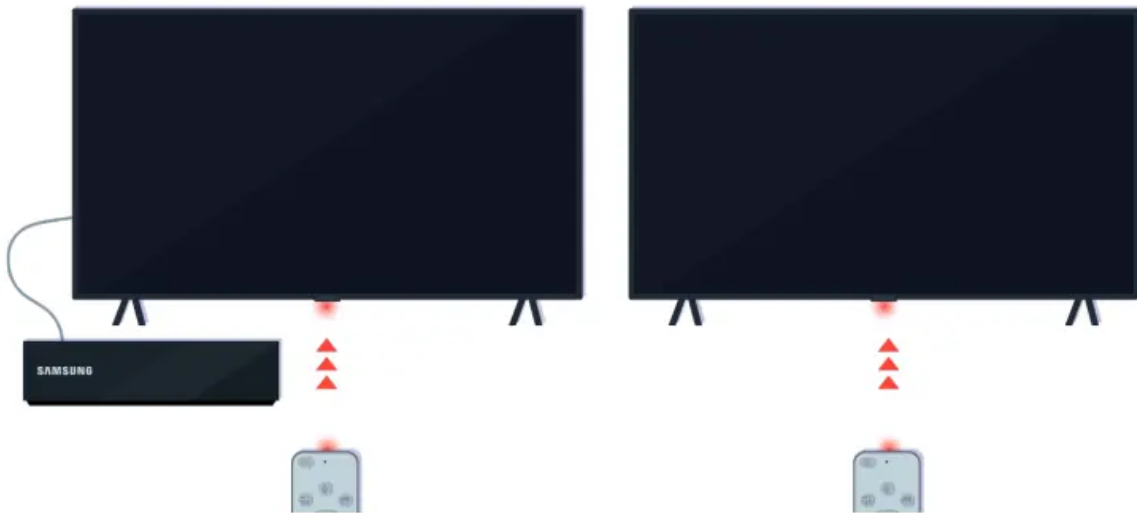




Press the  and  buttons simultaneously to display the pairing animation clip.



Follow the on-screen instructions to proceed with the pairing.



The remote control will work more effectively if you point it at the remote control sensor.



If the same problem continues, try using the appropriate SAMSUNG remote control for your TV model.



If you use an Multi-Brand Remote (MBR) or universal remote and your remote cannot operate an external device, move the external device closer to the One Connect Box.

Updating the Software

If you want to keep the TV in its best condition, or if you have an intermittent issue, please update it to the latest version.

Updating to the latest TV software



If your TV is connected to the Internet, you can set it to receive periodic updates

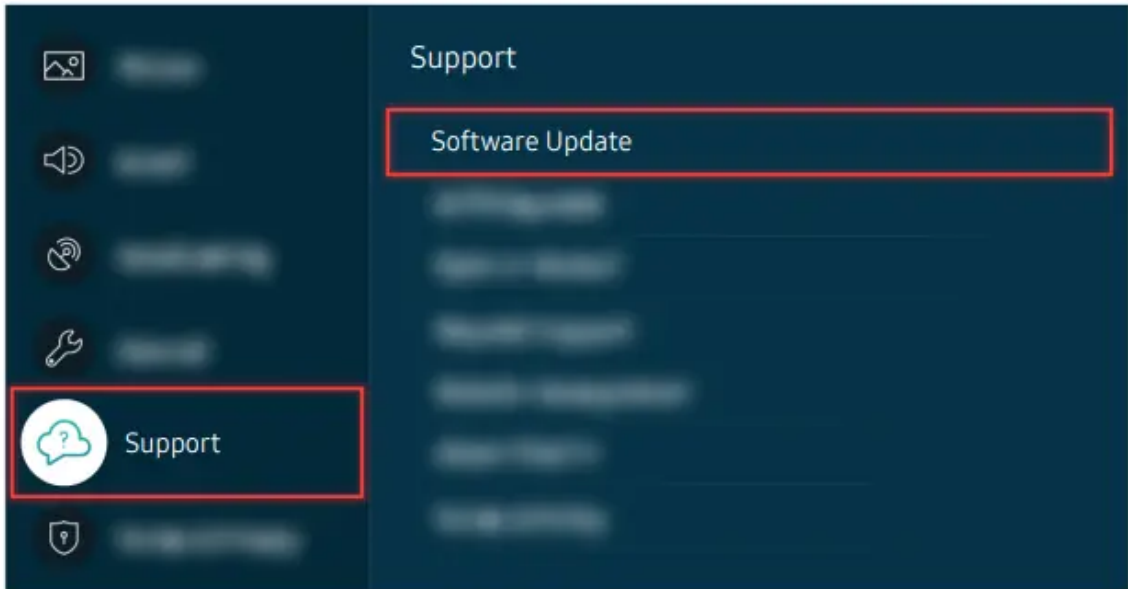
automatically. On the remote control, press the



button and move to



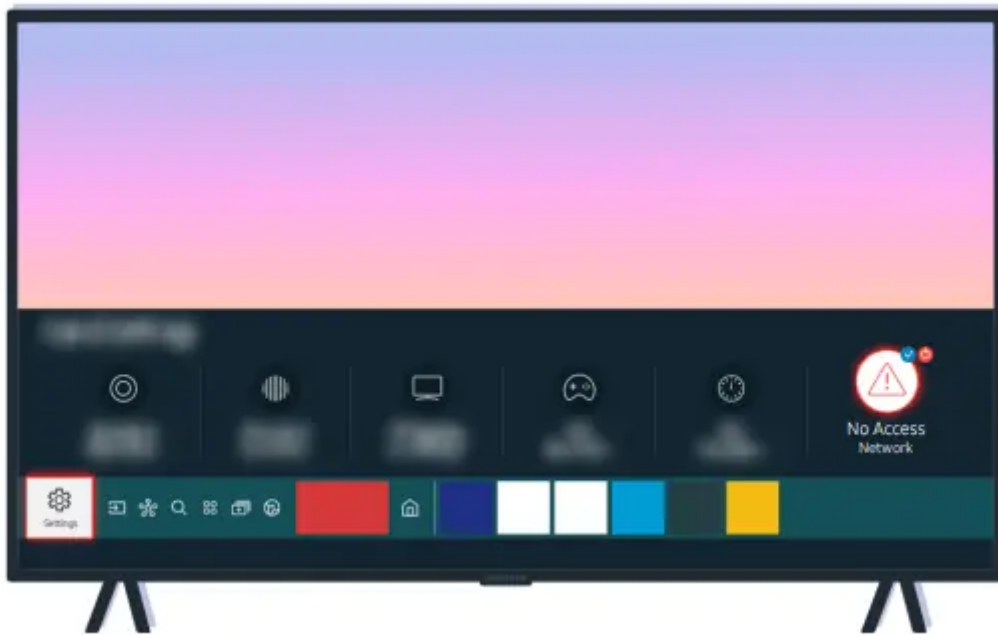
Settings using the directional button.



To enable automatic updates, select



Settings > Support > Software

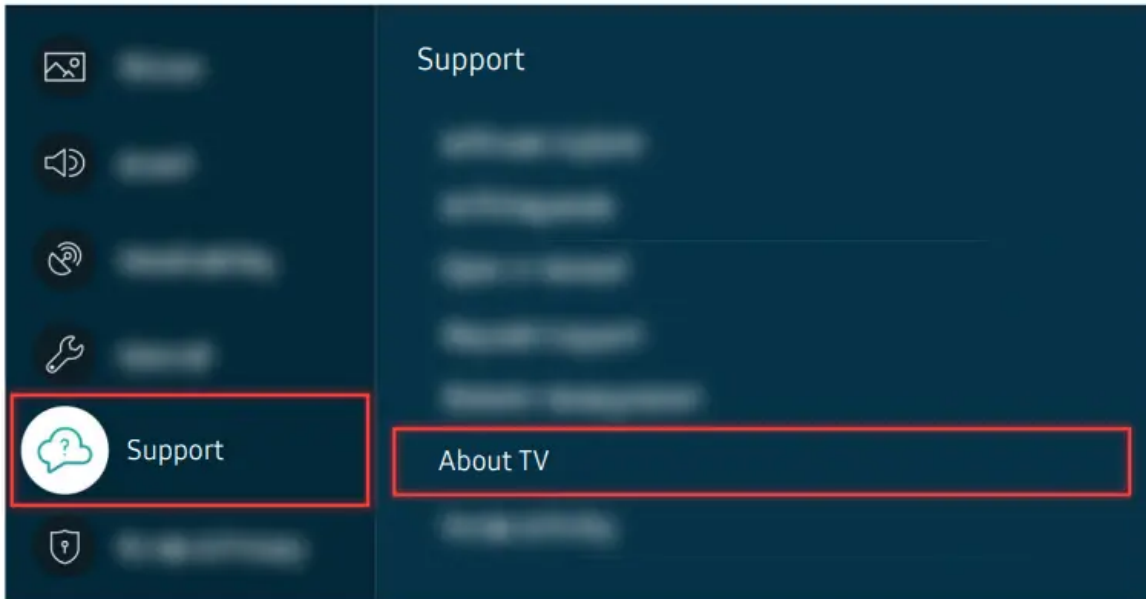
Update > Auto Update.



If your TV is not connected to the Internet, you can update the software using a USB drive.



Select  >  Settings > Support > About TV and check the model code and software version



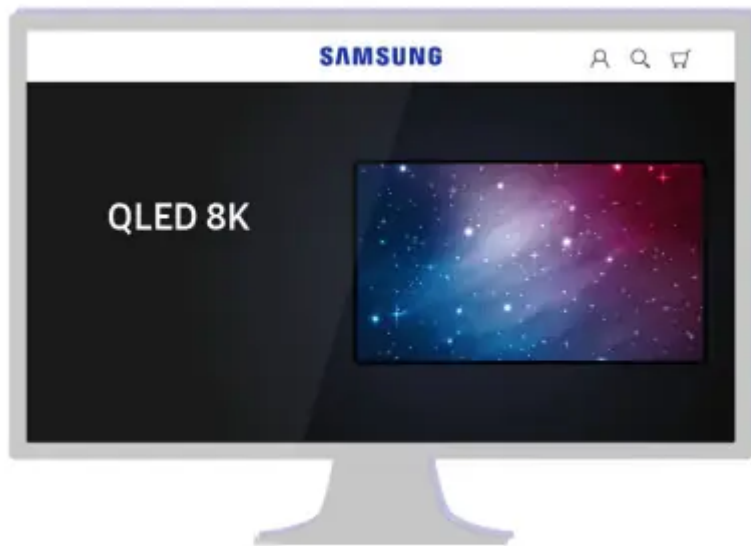
Select
software version

Settings > Support > About TV and check the model code and

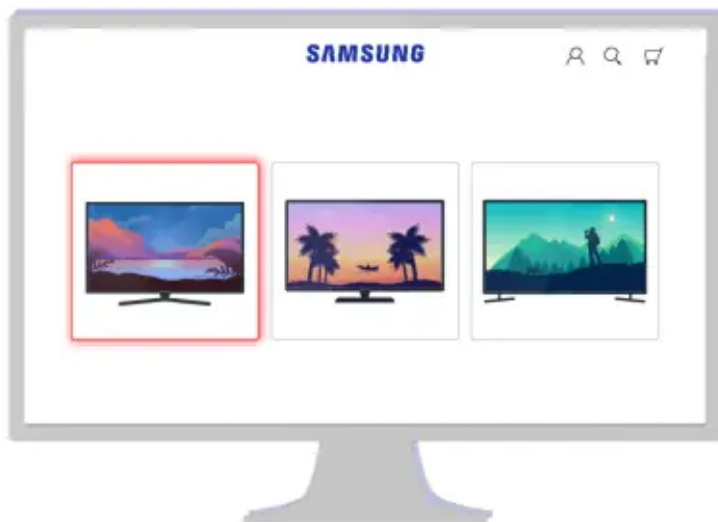


Select
software version

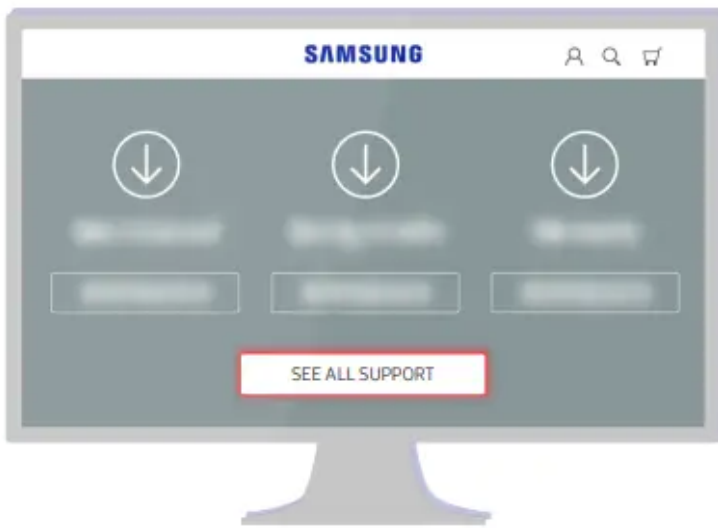
Settings > Support > About TV and check the model code and



Using a computer, connect to www.samsung.com.



Find your TV model and download the firmware file



Find your TV model and download the firmware file.



Click Download to download the firmware.



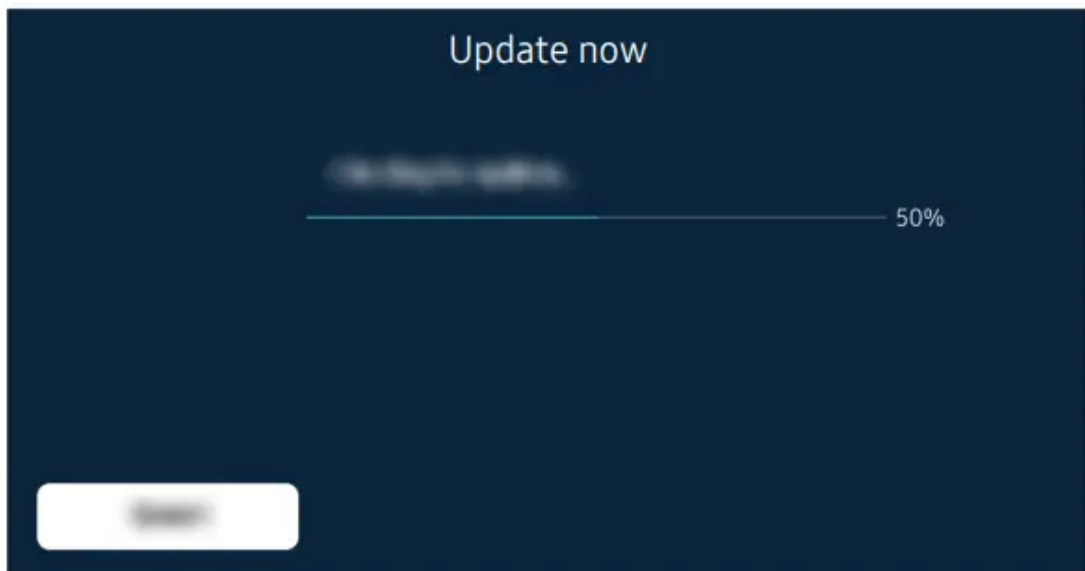
Unzip the downloaded file and store it in your USB drive top folder.



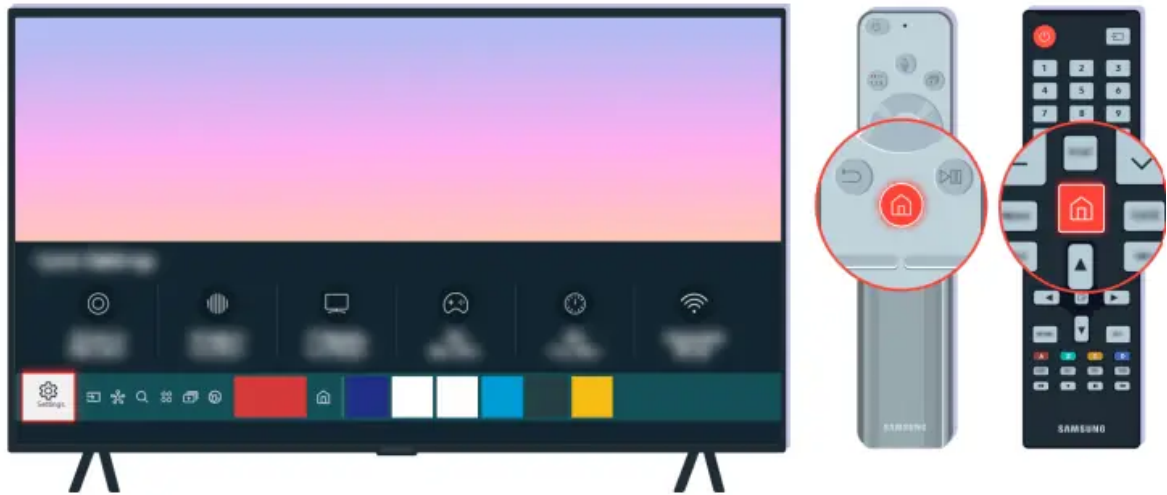
Unzip the downloaded file and store it in your USB drive top folde



Insert the USB device into the USB slot on the back of your TV or the side of the One Connect Box.

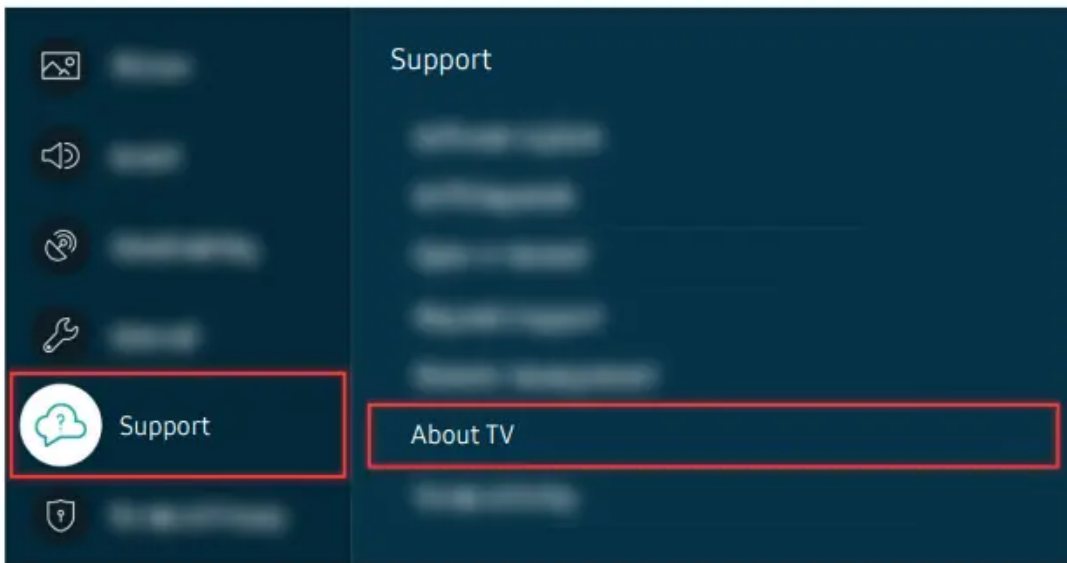


The firmware update begins automatically. Your TV will automatically reset when the firmware update is completed. Do not turn off your TV while the firmware update is in progress.



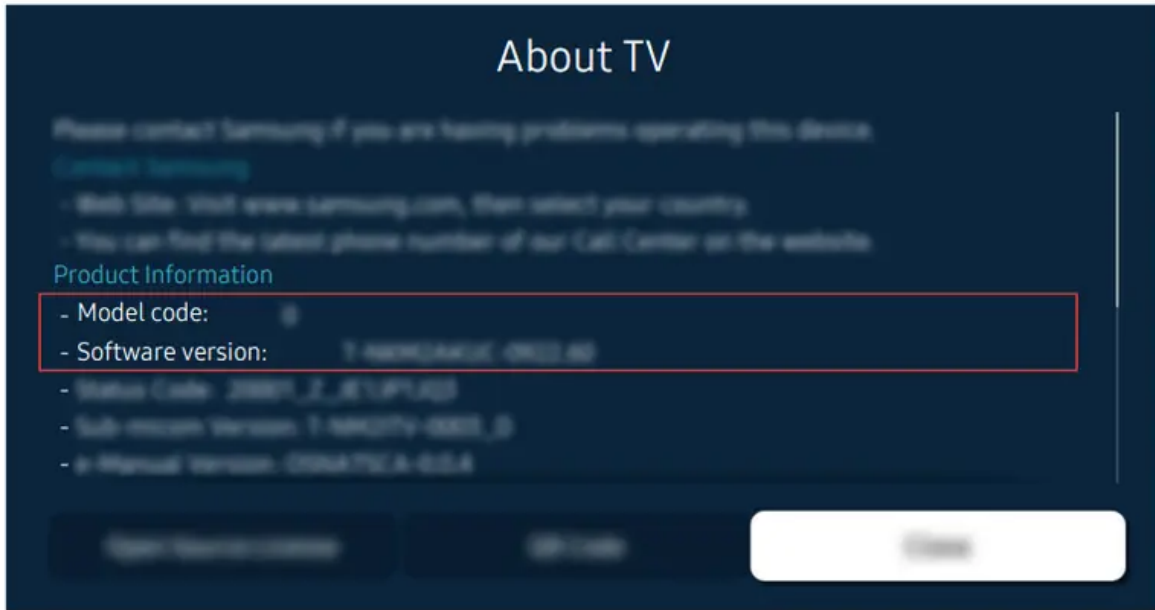
After your TV turns on, select

Settings > Support > About TV and check the new firmware version.



After your TV turns on, select

Settings > Support > About TV and check the new firmware version.



After your TV turns on, select
new firmware version.

Settings > Support > About TV and check the

Related menu path



Settings > Support > Software Update > Auto Update



Settings > Support > About TV

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.