

Guide

Connections

You can watch live broadcasts by connecting an antenna 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)

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

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


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




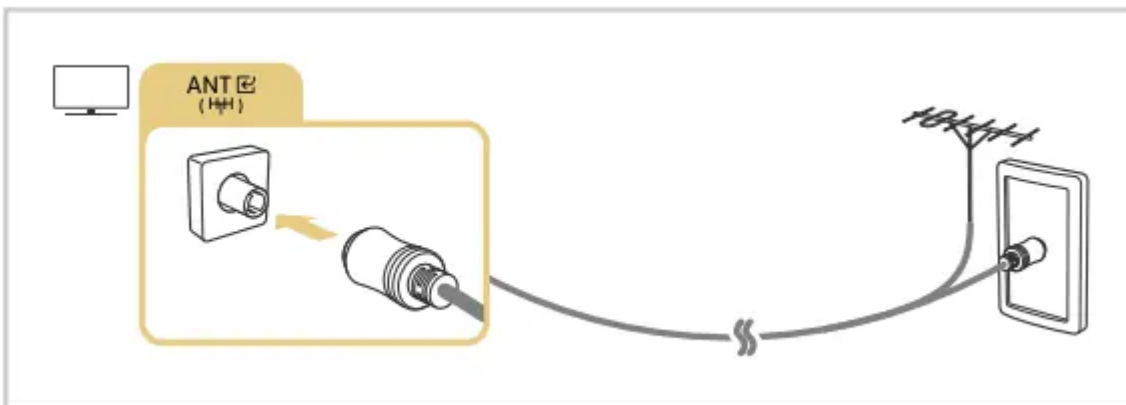
 The image on your TV may differ from the image above depending on the model and geographical area.

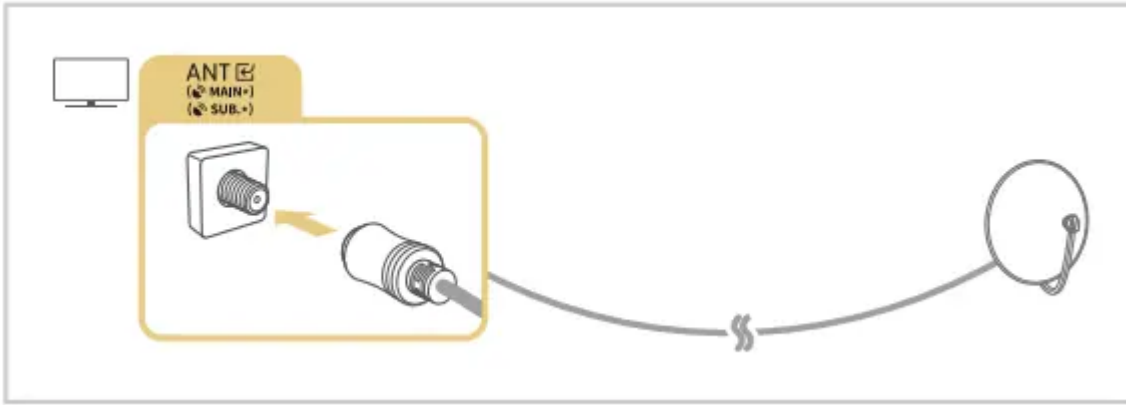
Connecting an Antenna (Aerial)

You can connect an antenna cable to your TV.

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

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





It is best to connect the both connectors using a Multi-Switch or DiSEqC Switch, etc and to set Aerial Connection Type to Dual.



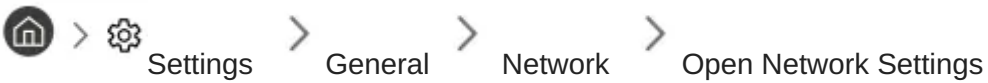
A connection method may differ depending on the model or geographical area.



The DVB-T2 system may not be supported depending on the geographical area.

Connecting to the Internet

You can get access to the Internet through your TV.

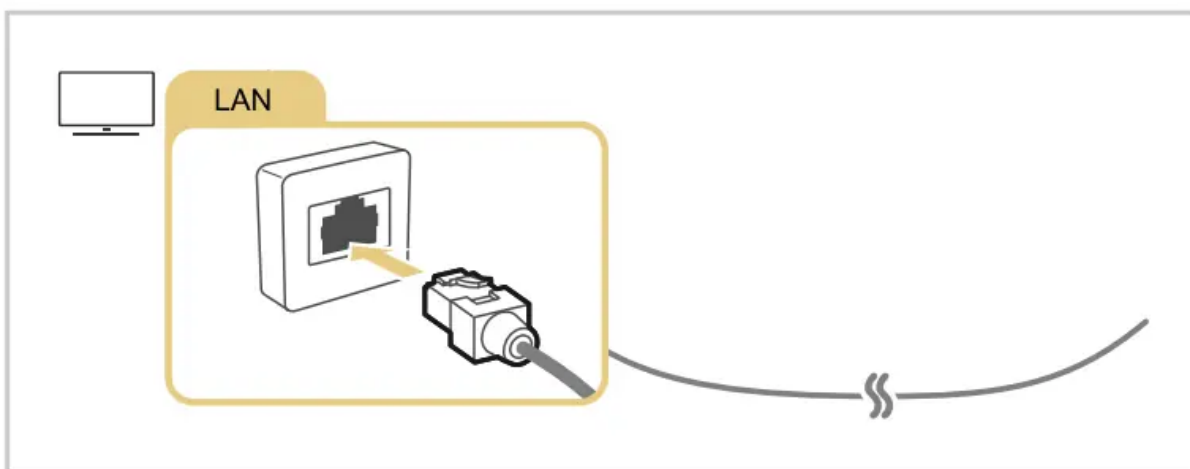



Configure network settings to connect to an available network.

Establishing a wired Internet connection




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




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



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


* Shielded Twisted Pair

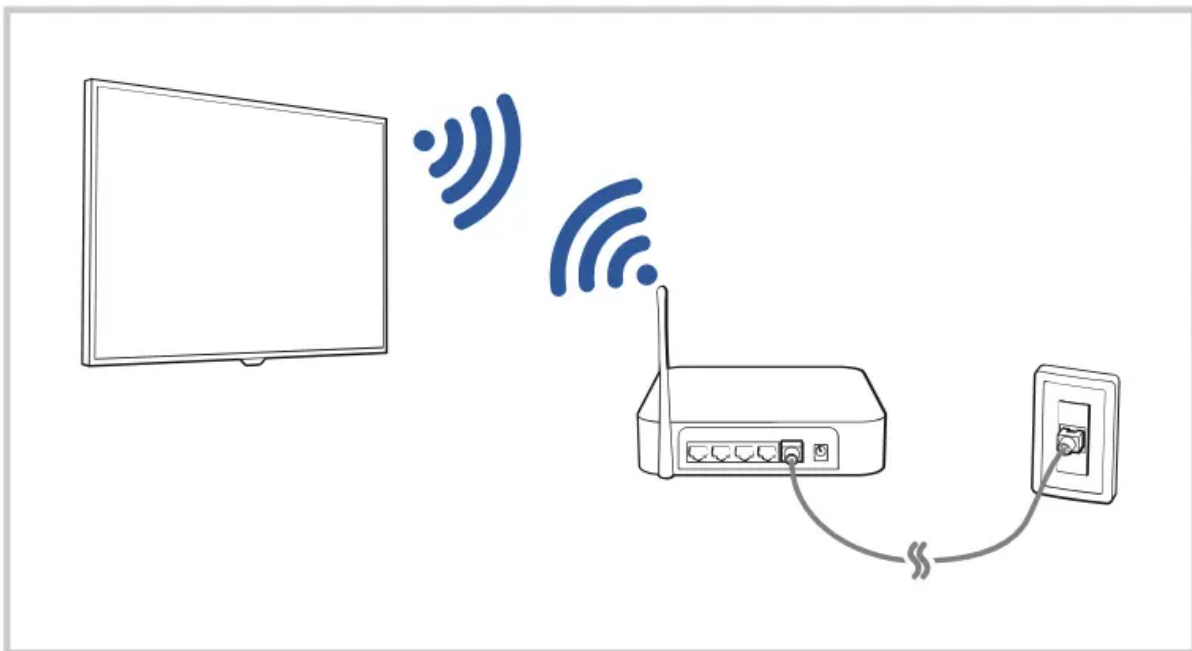
 The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

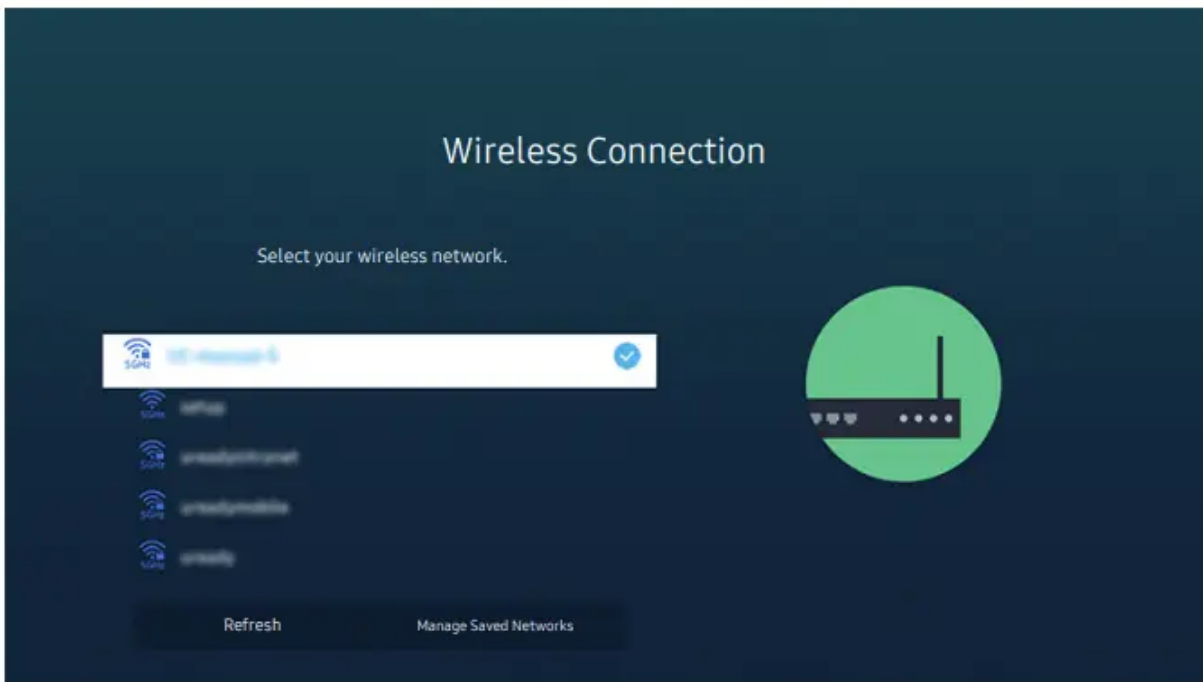
 This function may not be supported depending on the model.


Establishing a wireless Internet connection

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


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






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






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

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

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






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

Checking the Internet connection status

 >  Settings >  General >  Network >  Network Status

View the current network and Internet status.

Resetting Your Network

 >  Settings >  General >  Network >  Reset Network

Restore the network settings to the factory default.

Turning on the TV with a mobile device




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



 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 authorised third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.

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

Allowing to connect a wireless network



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, refer to

Source > Connection > Guide > Smartphone Screen Sharing (Smart View).

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the  button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to

 >  Source > Connection > Guide > Smartphone Apple AirPlay.



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

- The screen sharing function (Smart View/Apple AirPlay) on your mobile device appears on Multi View of the TV (or the screen on your mobile device).



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

Using Tap View

Tap your mobile device on the TV, you can watch the 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 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 while in Ambient Mode or Art mode, only the mobile device's screen appears on the TV.

4. Watch the 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 be scratched or broken to the TV or mobile device screen.



We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV

Enabling Tap View

Enable Tap View in the SmartThings app.



Depending on the SmartThings app version, you may need to register the TV with your mobile device.



This function may not be supported depending on the model.

1. Launch the SmartThings app on your mobile device.

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

3. Set Tap View to on.



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

Using Multi View







Multi View






This function may not be supported depending on the model.



You can view multiple content items through Multi View.


To start the function, select  >  Multi View, and then select the content to add in Select


content. or select a desired combination in Preset at the top of  >  Multi View. Or run screen sharing (Smart View/Apple AirPlay) for your mobile device.


 This function can be started or stopped by pressing the  button on the Samsung Smart Remote.


When the  button is available on the Samsung Smart Remote, you can enter the Multi View function by pressing its button.


 The multiple view for 3 to 5 content items is supported with some models including QN8**A and QN9**A. When you press the  button in Multi View mode, the Multi View preview screen appears above the bottom of the screen. By selecting the content in the Multi View preview screen, 2-5 contents can be displayed in Multi View mode.

 This function operates only by TV broadcasts, external devices, or apps that support Multi View.


 While running Multi View, app casting from your mobile device is run on Multi View. This function is not available in some apps.

 In some models, you can view the image on the camera connected to the SmartThings app of your mobile device.

 Q-Symphony is not supported by Multi View.


 When an external device that connects to a receiver or Soundbar is used in Multi View, sound outputs from the TV speaker, not from the receiver or Soundbar.

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

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

-  (Select content.)


You can select from the content list displayed above.

 After selecting a content item, you can control the screen or change the app and source.

- Select App/Source (Content Selection Mode)

You can change the content for the selected window.

To enter Content Selection Mode, press and hold the Select button on the Samsung Smart Remote.

-  (Change screen size.)


Selects the desired size of Multi View.

-  (Set Picture-in-Picture.)

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




This function may not be supported depending on the model.

-  (Listen to the sound from two screens.)

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



This function may not be supported depending on the model.

-  (Delete screen.)

You can delete the selected screen.




This function may not be supported depending on the model.

-  (Connect Bluetooth speaker.)



You can hear the sound by connecting the Bluetooth speaker.



This function may not be supported depending on the model.


-  (Exit to full screen.)

Multi View is ended and then the full screen appears.

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

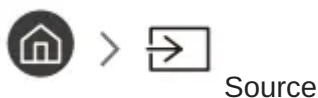
- Save and Exit

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).


Switching between external devices connected to the TV


You can switch between TV programmes 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.

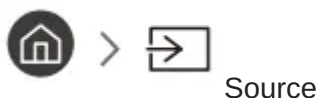
 On the Standard Remote Control, press the SOURCE button.

 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".

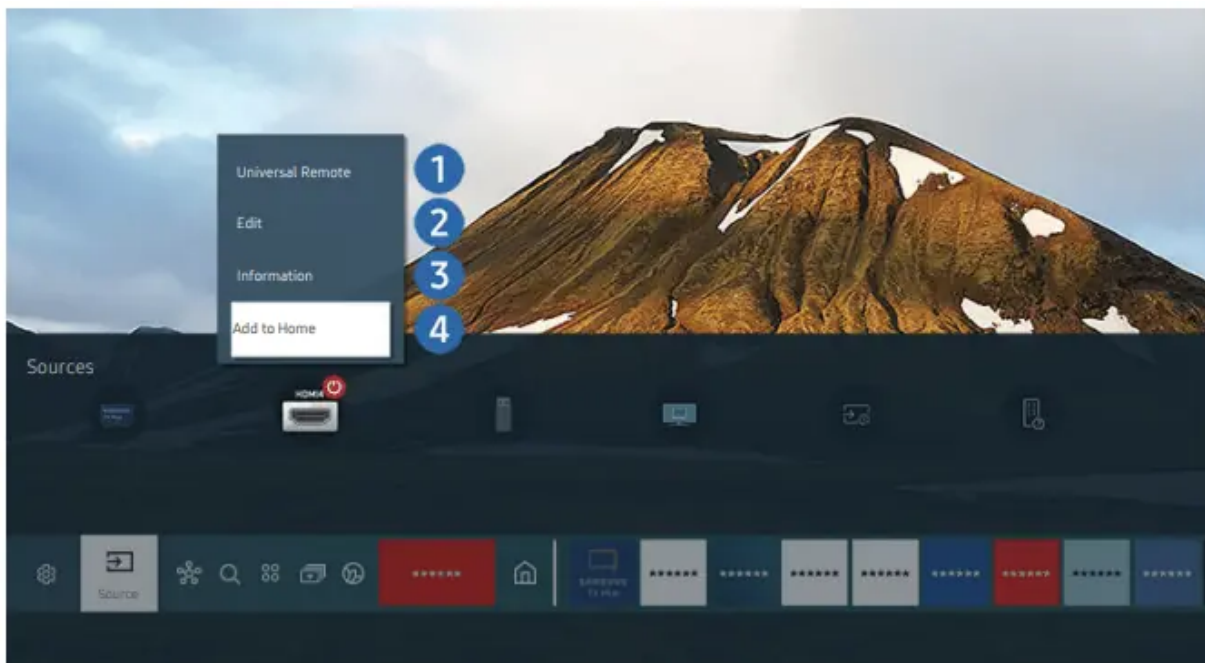
 When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.


 This function may not be supported depending on the device and geographical area. Editing the name and icon of an external device Source You can change the port name for a connected external device or add it to the Home Screen.

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.

Using additional functions

You can use the following features on the Source screen.

- PC on TV

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



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

- Connection Guide

Displays device connection instructions.



For more information about the Connection Guide, refer to "Connection Guide".

- Remote Key Guide

You can view how to use the remote control.



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

- Universal Remote

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



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



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

Connection Notes

When connecting an external device, note the following.



The number of connectors and their names and locations may differ with the model.



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

Connection notes for HDMI

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



This function can be deactivated by removing the HDMI cable of the connected device. This function may not be supported depending on the model.



Connection notes for audio devices

- For better audio quality, it is a good to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting automatically changes to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following:



This function may not be supported depending on the model.

– Use the Quick Settings screen to change to the connected device:

Use the Select button to select Optical on the Sound Output menu. ( >  Settings > up

directional button > Sound Output).

– Use the Settings screen to change to the connected device:

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



Refer to the sound bar's user manual when connecting it to the TV.

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

Connection notes for computers

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

Connection notes for mobile devices

- To use the Smart View function, the mobile device must support a mirroring function such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- The Screen Sharing (Smart View) feature may not operate smoothly in a 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz may not be available depending on the model.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.



- Use AirPlay if you are an iPhone or iPad user. For more information, refer to

Connection Guide > Smartphone > Apple AirPlay.



This function may not be supported depending on the model.

- 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.

Smart Features

Using Smart Hub

View descriptions of Smart Hub's basic functions.

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



Some Smart Hub services are paid services.



To use Smart Hub, the TV must be connected to the Internet.



Some Smart Hub features may not be supported depending on the service provider, language or geographical area.



Smart Hub service outages can be caused by disruptions in your Internet service.



To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features

and services. You can view the entire text of the Terms & Privacy by navigating to



Settings > Terms & Privacy.



If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub

service agreement, select Reset Smart Hub (



Settings >

Support >

Device Care



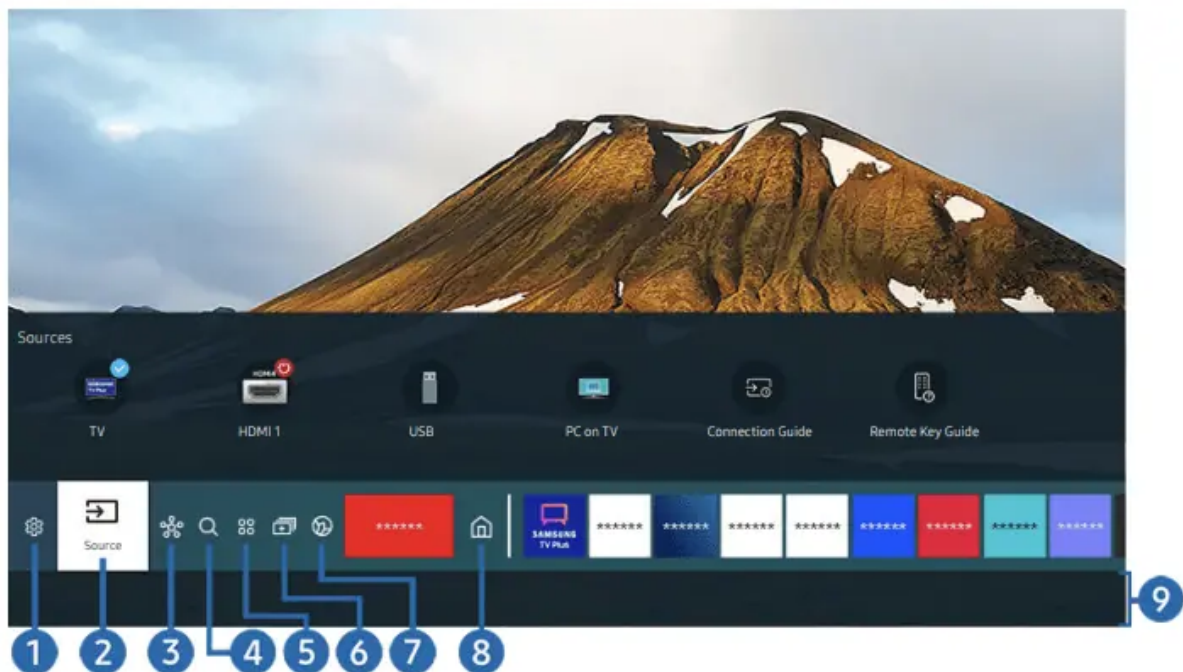
Self Diagnosis >




Reset Smart Hub)

Displaying the Home Screen

Press the  button



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

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

1. Settings


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


- *e-Manual*

You can open the user manual embedded in your TV.

- *Intelligent Mode*

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

 This function is supported only in QLED TV (except for 43Q7*A/50Q7*A model, Q6*A/Q5*A Series) and The Frame.

 For more information about the Intelligent Mode, refer to "Using Intelligent Mode".

- *Picture Mode*

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

- *Sound Mode*

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

- *Sound Output*

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



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

- *Game Mode*

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



For more information about Game Mode, refer to "Setting the Viewing Environment for External Devices".



This function is only available when an external input source is being used.

- *Subtitle*

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

- *Audio Language*

You can change to the audio language you want to hear. To make fine adjustments, press the up directional button, and then select Go to Audio Options.

- *PIP*

While using a connected external device, you can watch a TV broadcast in a small picture-in-picture (PIP) window. To make fine adjustments, press the up directional button, and then select PIP Setup.



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

- *Network*

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

- *Picture Size*

You can change to the picture size you want to view. To make fine adjustments, press the up directional button, and then select Go to Picture Size.

- *Colour Tone*

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

- *Picture Clarity*

You can optimise 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.

- *Contrast Enhancer*

You can prevent excessive differences between bright and dark areas on the TV screen. To change the Contrast Enhancer setting, press the Select button.

- *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.

- *Colour Space*

You can set the spectrum of colours on the TV screen. To change to a colour space that you want, press the Select button. To set the detailed options, press the up directional button, and then select Colour Space Settings.

- *Device Care*

You can run Device Care to diagnose and optimise your TV. Device Care can also check and optimise the TV's storage. If any trouble found, it needs for technical support.

- *On Timer*

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



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

- *Off Timer*

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



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

- *All Settings*

Display the Settings menu.



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

2 Source

You can select an external device connected to the TV.



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

3. SmartThings

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



For more information, refer to "Using SmartThings".



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

4. Search

You can search for channels, programmes, movie titles and apps from Smart Hub. To use this feature, the TV must be connected to the Internet.



This function may not be supported depending on the model.

5. Apps

You can enjoy a wide range of contents including news, sports, weather and games by installing the corresponding apps on your TV. To use this feature, the TV must be connected to the Internet.



For more information, refer to "Using the Apps Service".

6. Multi View




While watching the TV, you can simultaneously view multiple screens that are split. For more information, refer to "Using Multi View".



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

7. Ambient Mode

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

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



This function may not be supported depending on the model.



For more information about the Ambient Mode, refer to "Using Ambient Mode".

8. Home

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



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

- Samsung Account

Go to the Samsung Account screen to create a new account or sign out of your account. For more information about the Samsung Account, refer to "Using a Samsung account".

-  Notification

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

If you move the focus to Notification , and then press the Select button, 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 contents such as TV shows, dramas and movies in one place. Universal Guide can recommend content tailored to your preferences.

You can use this feature on your mobile device with the Samsung SmartThings app.



To access Universal Guide, press the down directional button on the remote control in Home Screen.



To enjoy the content from these apps on your TV, they must be installed on the TV.



When you watch some paid content, you may need to make a payment using their associated app.



Some content may be restricted depending on your network conditions and your subscriptions to paid channels.



Parental control is necessary when children use this service.



Images may look blurry depending on the service provider's circumstances.



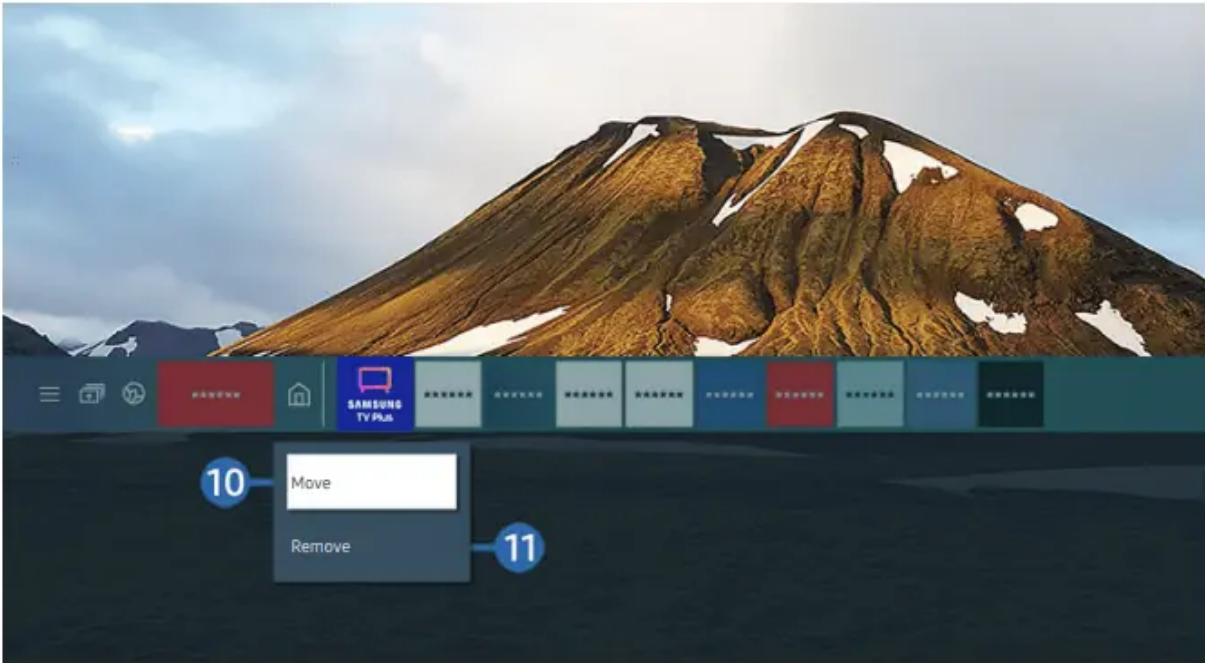
This function may not be supported depending on the model or geographical area




Art

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


This function is supported only in The Frame. For more information, refer to "Using Art Mode".



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


10. Moving an item on the Home Screen


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

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

11 .Removing an item on the Home Screen

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

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

 You can add the apps you want to use often to the Home Screen using Apps. To add your favourite apps to the Home Screen, refer to "Managing installed apps".

Troubleshooting

If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Centre.

Picture Issues

When the TV has trouble with the picture, these steps may help resolve the problem

Testing the picture



Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the TV. Picture Test displays a high definition picture you can examine for flews or faults.

Flickering and Dimming

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Brightness Optimisation, Brightness Reduction, Motion Lighting or Contrast Enhancer

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

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

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


Problems Powering On

- If you are having problems powering on your TV, there are a number of things to check before calling the service department.
- Confirm that the TV's power cable is connected correctly at both ends and that the remote control is operating normally.
- Make sure that the antenna cable or cable TV cable is firmly connected.

- If you have a cable box or satellite box, confirm that it is plugged in and turned on.
- In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.

Component Connections and Screen Colour



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

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

If the test results indicate that the problem is not caused by the TV, do the following: When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.





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

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









-  >  Source > Connection Guide

Screen Brightness

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

-  >  Settings > Picture > Expert Settings > Reset Picture
-  >  Settings > General > Power and Energy Saving > Brightness Optimisation



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

-  >  Settings > Picture > Expert Settings > Brightness
-  >  Settings > Picture > Expert Settings > Contrast
-  >  Settings > Picture > Expert Settings > Sharpness
-  >  Settings > Picture > Expert Settings > Colour


-  >  Settings Picture > Expert Settings > Tint (G/R)

Unable to find a Channel

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

-  >  Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning

The Auto Tuning Settings may not appear depending on the model or geographical area. When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV.

-  >  Source > Connection Guide

When the symptom persists, contact your service provider.

The picture is distorted.

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

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

Mobile phones used close to the TV (within 1 m) may cause noise on analogue and digital channels.









The colour is wrong or missing.

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

Incorrect or loose connections may cause colour problems or a blank screen



The colour is poor or the picture is not bright enough.

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

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

See if Brightness Reduction has been enabled.





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

Try resetting the picture.

-  >  Settings > Picture > Expert Settings > Reset Picture

The picture is black and white.

Check whether Greyscale is set to On.

-  >  Settings > General > Accessibility > Greyscale

The picture won't display in full screen.

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

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

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

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

The Subtitle function in the TV menu is deactivated.

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

The TV remains on or does not turn on automatically.

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



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

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

-  >  Art > Settings > Motion Detector



Motion Detector may not be supported depending on the model or geographical area



The picture won't display in full screen.

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

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



The Subtitle function in the TV menu is deactivated.

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

Sound and Noise Issues

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

Testing the sound



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.

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

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

The picture is good but there is no sound.

Set Sound Output to TV Speaker.



- If you are using an external device, check the device's audio output option.
- For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.
- To listen to computer sound, connect an external speaker to the computer's audio output connector.
- If your TV has a headphone jack, make sure there is nothing plugged into it.


- Reboot the connected device by disconnecting and then reconnecting the device's power cable.
- With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

The sound is interrupted

- The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line and the Bluetooth speaker is placed as close as possible to the TV.
- To minimise interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.
- When the symptom persists, it is recommended to use wired connection such as HDMI-eARC and Optical.

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

Turn off the Voice Guide function in Voice Guide Settings.

-  Settings > General > Accessibility > Voice Guide > Settings Voice Guide

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

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

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

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.

Other issues

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

The TV is hot.

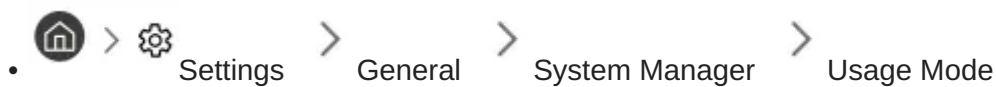
Watching TV for an extended period of time causes the panel to generate heat.

The heat from the panel is dissipated through internal vents running along the top of the TV. The bottom, however, may feel hot to the touch after extended use. Children watching TV need constant adult supervision to prevent them from touching the TV. This heat, however, is not a defect and does not affect the TV's functionality.

The TV smells like plastic.

This smell is normal and will dissipate over time

The settings are lost after 5 minutes or every time the TV is turned off. If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes. Change Usage Mode to Home Mode.



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.

The TV is making a popping noise.

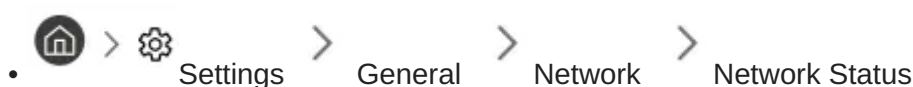
The expansion and contraction of the TV's outer casing may cause a popping noise. This does not indicate a product malfunction. The TV is safe to use.

The TV is making a humming noise.

Your TV utilises high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV. Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements. Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

The software update over the Internet has failed.

Check the network connection status.



If the TV is not connected to a network, connect it to a network. The upgrade stops if you already have the latest software version.



The TV narrates the screen events in voice-over.

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

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

PIP is not available.

PIP is available only when an external device is connected with an HDMI or Component cable.

Note that the function is unavailable when Smart Hub is active.



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

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.