


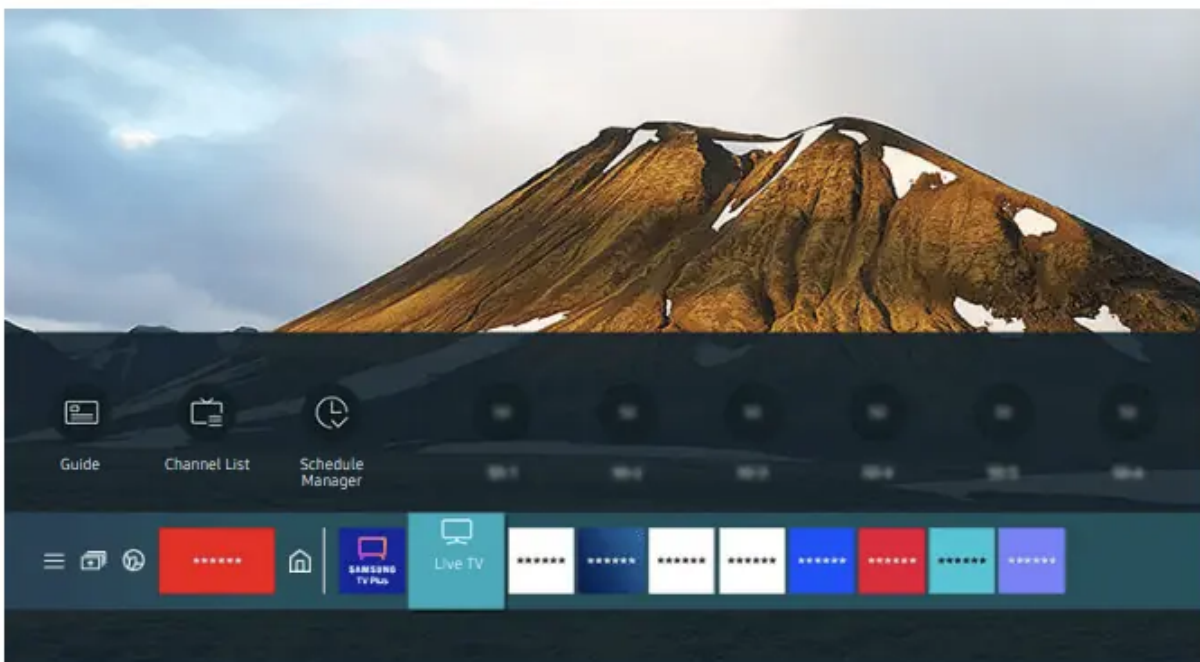
TV Viewing


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

Using the Guide


See an overview of each channel's program lineup.



 > Live TV > Guide







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

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


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

 To view the Guide while watching TV, press the  (Channel) button on the Samsung Smart Remote or Remote Control.

 To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup.


 To view the Guide, you must first set the TV's clock ( >  Settings > General > System Manager > Time > Clock).

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

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


- **Record**

You can make a recording of a current program.

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

- **Stop**

You can stop the recording function that is currently running.

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

- **Edit Recording Time**

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

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

- **Schedule Viewing**

You can schedule the viewing of a broadcast scheduled program.

- **Schedule Recording**

You can schedule recording of a broadcast scheduled program.

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

- **Cancel Scheduled Viewing**

You can cancel scheduled viewings.




- **Cancel Scheduled Recording**

You can cancel scheduled recordings.

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

- **View Details**

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

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

- **Channel Filter**

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


- **Antenna Type**

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

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


- **Schedule Manager**

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


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


Recording Programs



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



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

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

 Read all precautions before using the recording feature. Refer to "Before Using the Recording and Timeshift Functions" for more information.

 You can record only the programs that are received through an antenna.

 The  appears next to the programs and channels scheduled for recording.

 If you go to  > Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.

Using the instant and schedule recording options from the Guide screen

- **Instant Recording**



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

- **Schedule Recording**

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

Using the instant and schedule recording options while watching a program

• Instant Recording

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

• Schedule Recording

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

Scheduling a video recording after entering the date and time

 > Live TV > Recordings > Schedules > Add Recording

To schedule a recording, set the values for Antenna, Channel, Repeat, Date, Start Time, and End Time of the broadcast program to record, and then select Save.


 This function may not be supported depending on the model.

 Check the current time in  >  Settings > General > System Manager > Time > Clock.

Managing the schedule recording list

 > Live TV > Recordings > Schedules

You can change scheduled recording information or cancel scheduled recordings.

 You can schedule up to 30 recordings or viewings at once using Schedule Recording and Schedule Viewing.

 This function may not be supported depending on the model.

• Edit

You can set the start and end times for a schedule recording. You can set the start time up to 10 minutes before the program starts and the end time up to 10 minutes after the program ends.


• Delete

You can delete scheduled recordings.

• View Details


You can view detailed information about scheduled recordings.

Viewing recorded programs

 > Live TV > Recordings > Recordings


Select a file containing a recording from the list. The file is played back.

Move the focus to the recorded file, and then view Play, Delete, or View Details on the right menu.

 Buttons that appear may differ depending on the file being played. For more information about control buttons, refer to Buttons and functions available while recording a program or Timeshift."

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

Setting up a schedule recording start

 > Live TV > Recordings > Settings

 This function may not be supported depending on the model.

- **Start Recording Early**



You can set the time to start the recording earlier than the broadcast start time in the program guide.




- **Continue Recording After**

You can set the time to end the recording later than the broadcast end time in the program guide.

Setting Up Schedule Viewing

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

 The  appears next to programs that have been configured for a scheduled viewing.

 To set up a schedule viewing, you must first set the TV's clock ( >  Settings > General > System Manager > Time > Clock).

Using the schedule viewing options from the guide screen


On the Guide screen, select a program you would like to view, press and hold the Select button, and then select Schedule Viewing in the pop-up menu that appears.

Using the schedule viewing options while watching a program




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


Using schedule viewing to view programs at a specified time on a specified date

(U.S.A and Canada)  > Live TV > Schedule Manager > Add Viewing

(Other countries)  > Live TV > Schedule Manager or Recordings > Schedules > Add Viewing


To schedule a viewing, set the values for Antenna, Channel, Repeat, Date, and Start Time of the broadcast program to view, and then select Save.

 Check the current time in  >  Settings > General > System Manager > Time > Clock.

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

Setting the schedule Viewing Time


(U.S.A and Canada)  > Live TV > Schedule Manager

(Other countries)  > Live TV > Schedule Manager or Recordings > Schedules

You can change scheduled viewing information or cancel scheduled viewings.

You can set up a maximum total of 30 Schedule Viewing and Schedule Recording entries.

- **Edit**

 You can set the start time of a scheduled viewing. If you choose a program from the Guide, the Start Time can be set to up to 10 minutes before the program.

- **Delete**

You can delete scheduled viewings.




- **View Details**

You can view detailed information about scheduled viewings.

Using Timeshift




Play, pause, or rewind live TV


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


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

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

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

 When the Timeshift function is running, some functions are not available in  >  Settings > Broadcasting.


 To use Timeshift, you must connect a USB device for recording.

 Read all precautions before using the Timeshift function. For more information, refer to "Before Using the Recording and Timeshift Functions."

Buttons and functions available while recording a program or Timeshift

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

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






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


 The available buttons and functions may differ with the functions.

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

• **Pause, Play**


You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- Slow Rewind or Slow Forward: Allows you to play the video slowly (1/8, 1/4, 1/2) backward or forward by selecting the  or  option. To increase the rewind  or  forward speed in slow mode up to 3 times, select the option repeatedly. To return to normal speed, select the  option.


 When the Slow Rewind function is activated, you can view the difference between the current recording time and the current rewind time.

• **Jump Backward, Jump Forward**

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

 When the Jump Backward function is activated, you can view the difference between the current recording time and the current rewind time.

• **Rewind / Fast Forward**


 This function is not available while you are watching a program that is currently being broadcast.

- **Stop Recording / Stop Timeshift**

Ends the recording or Timeshift function.


- **Record**

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

 This function is only available when the Timeshift function is running.

- **Edit Recording Time**

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

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

- **Go to Live TV**

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

- **Info**

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

Using the Channel List

Change the channel or check programs on other digital channels.

 > Live TV > Channel List

Using the Channel List, you can change the channel or check programs on other digital channels while watching TV. The Channel List screen contains the following icons:

-  : A favorite channel

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


- **Air or Cable**

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

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

- **All Channels**

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

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

- **Favorites**

Displays Favorites 1 to Favorites 5.

 It displays only the favorites list that includes the favorite channel.

- **Samsung TV Plus**

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

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

Troubleshooting

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

Picture Issues

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

Testing the picture

Settings Support Device Care Self Diagnosis Picture Test







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

Flickering and Dimming

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

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

-  >  Settings General Power and Energy Saving Brightness Optimization

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

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

-  >  Settings Support Device Care Self Diagnosis Picture Test

Component Connections and Screen Color

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

- Settings Support Device Care Self Diagnosis Picture Test

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





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

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

- Source Connection Guide

Screen Brightness

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

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

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

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

Blurring, or Juddering

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

- Settings Picture Expert Settings Picture Clarity Settings

Unwanted Powering Off

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

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

- Settings General System Manager Time Sleep Timer

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

- Settings General Eco Solution Auto Power Off
- Settings General System Manager Time Off Timer

Problems Powering On

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

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

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

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

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

Unable to find a Channel

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

- Settings Broadcasting Auto Program

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

- Source Connection Guide

When the symptom persists, contact your service provider.

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

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

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

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

- Source Connection Guide Video Device HDMI

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

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

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by 8K models (QN7**A series or higher)."

Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.

When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

The picture is distorted

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

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

Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.

The color is wrong or missing

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

Incorrect or loose connections may cause color problems or a blank screen.

The color is poor or the picture is not bright enough

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

- Settings Picture Picture Mode
- Settings Picture Expert Settings Brightness
- Settings Picture Expert Settings Sharpness
- Settings Picture Expert Settings Color

See if Power Saving Mode has been enabled.

- Settings General Eco Solution Power Saving Mode

Try resetting the picture.

- Settings Picture Expert Settings Reset Picture

There is a dotted line on the edge of the screen

Change Picture Size Settings to 16:9 Standard.

- Settings Picture Picture Size Settings

Change the output resolution of your external device.

The picture is black and white

Check whether Grayscale is set to On.

- Settings General Accessibility Grayscale

The picture won't display in full screen

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

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

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

- Settings Picture Picture Size Settings Picture Size

The Caption function in the TV menu is deactivated

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

Captions appear on the TV screen

Turn off the Caption function in Caption Settings.

- Settings General Accessibility Caption Settings Caption

The HDR of the connected external device turns off

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

- Settings General External Device Manager Input Signal Plus

The TV remains on or does not turn on automatically.

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

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

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

-  >  Art > Settings > Motion Detector

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

If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.

If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.

If the problem persists, check the Signal Information or refer to the external device's user manual.

Sound and Noise Issues

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

Testing the sound

Settings Support Device Care Self Diagnosis Sound Test

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

How can I connect an audio device to the TV?

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

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

- Source Connection Guide Audio Device

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

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

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

The picture is good but there is no sound.

Set Sound Output to TV Speaker.

- Settings Sound Sound Output

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

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

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

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

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

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

No sound is heard.

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

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

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

- Settings Sound Expert Settings Digital Output Audio Format Auto

The speakers are making an odd sound.

Run Sound Test.

- Settings Support Device Care Self Diagnosis Sound Test

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

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

- Settings Support Device Care Self Diagnosis Signal Information

The sound is interrupted.

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

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

Turn off the Voice Guide function in Voice Guide Settings.

- Settings General Accessibility Voice Guide Settings Voice Guide

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

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

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

The sound is not heard clearly.

Change to an appropriate sound mode.

- Settings Sound Sound Mode

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

- Settings General Intelligent Mode Settings Intelligent Mode

 This function may not be supported depending on the model.

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

- Settings General Intelligent Mode Settings Adaptive Sound+

 This function may not be supported depending on the model.

The volume of the external device cannot be adjusted.

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

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

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

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

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

Channel and Broadcast Issues

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

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

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

- Source Sources

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

The TV is not receiving all channels.

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

Run Reset or Auto Program.

- Settings General Reset

- Settings Broadcasting Auto Program

The captions are not provided on a digital channel. I want to turn off the captions.

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

- Settings General Accessibility Caption Settings

Some channels may not have caption data.

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

Broadcasting is deactivated.

- Broadcasting is only available when Source is set to TV.
- Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.
- Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

External Device Connectivity Issues

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

The "Mode Not Supported" message appears.

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

The video is OK but there is no audio

- If you are using an HDMI connection, check the audio output setting on your PC.
- If you are using a DVI to HDMI cable, a separate audio cable is required.
- To listen to the computer sound, connect external speakers to the audio output connection of the computer.

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

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

- Source Connection Guide PC Screen Sharing (Wireless)

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

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

- Source Connection Guide Smartphone Screen Sharing (Smart View)

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

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

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

- Source Connection Guide

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

- Source Sources

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

- Source Connection Guide Video Device HDMI Troubleshooting

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



I want to connect to a Bluetooth speaker.

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

- Source Connection Guide Audio Device Bluetooth

The PC screen does not appear or it flickers.

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

-  >  Settings General External Device Manager Input Signal Plus

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

Network Issues

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.

Wireless network connection failed. Unable to connect to a wireless access point.

- Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.
- Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Enter the correct password if required.

- If the wireless connection fails, connect the TV to the access point via a LAN cable.
- If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

Wired network connection failed.

- Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Auto IP configuration failed. Unable to connect to the network.

- Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.
- If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.

Connected to a local network, but not to the Internet.

- 1. Check if the Internet LAN cable is connected to the access point's external LAN port.
- 2. Check the DNS setting in IP Settings.

– Settings General Network Network Status IP Settings

Network setup is completed, but unable to connect to the Internet.

- If the problem persists, contact your Internet service provider.

Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

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

Anynet+ does not work.

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

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

Check the cable connections of the Anynet+ device.

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

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

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

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

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

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

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

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

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

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

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

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

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

- You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.
- Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.

The Anynet+ device won't play.

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

The connected device is not displayed.

Check whether the device supports Anynet+.

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

Check whether the HDMI cable is properly connected.

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

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

Scan for Anynet+ devices again.



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

Remote Control Issues



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

The remote control does not work.

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

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

Pairing is not available in AU7/TU7/BEA series. Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.

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

External devices cannot be operated with the TV remote control.

- Check the cable connection between the TV and external devices.
- When the symptom persists, set it manually in Source Universal Remote

Recording Issues

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

The Timeshift or recording function cannot be used.

- Check if there is a storage device connected to the TV.
- Recording will automatically stop if the signal becomes too weak.
- Check the free space on the storage device.
- The function will not work if there isn't enough storage space on the USB device.
- Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

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

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

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

- To use the recording function, the storage device connected to the TV must have been already formatted.
- Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

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

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



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



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

Apps

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

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

- Languages supported by an app may be different from the TV Language set in the menu.
- The ability to change the language depends on the app's provider.

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

- Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.
- The services of your application are not provided by the TV but by the application service provider.
- Refer to the Help section on the application service provider's website.

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

Turn off the Autorun Smart Hub function in Smart Features.

-  >  Settings > General > Smart Features > Autorun Smart Hub

Media Files

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

Some files are interrupted during playback.

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

Some files can't be played.

- Some files that use an unsupported codec may not be played back.
- Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

Voice Assistant Issues



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



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

The voice commands do not work well.

Voice commands may differ depending on the Voice Assistant.

Refer to the command examples for each Voice Assistant.

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

Bixby or Alexa answers automatically.

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

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

- Explore Now  Settings Voice Wake-up

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

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



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

Turn on the Voice Wake-up function.

- Explore Now  Settings Voice Wake-up



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

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

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

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

- Charge the remote control by using the solar cell or the USB port(C-type) on the bottom.

– You can check remaining battery of Samsung Smart Remote with solar cell in  >  Settings General Power and Energy Saving Available Remote Battery.

- If the remote control has batteries, replace them with new ones.

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

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

I want to see weather information of the desired area.

- Say with the area name included.

Other issues

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

The TV is hot.

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

The TV smells like plastic.

- This smell is normal and will dissipate over time.

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

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

Change Usage Mode to Home Mode.

- Settings General System Manager Usage Mode

The TV is tilted to the side.

- Remove the base stand from the TV and reassemble it

The stand is wobbly or crooked.

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

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

Change Usage Mode to Home Mode.

- Settings General System Manager Usage Mode

The TV is making a popping noise.

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

The TV is making a humming noise

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

The software update over the Internet has failed.

Check the network connection status.

- Settings General Network Network Status

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

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

The TV narrates the screen events in voice-over.

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

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

Diagnosing TV operational issues

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

Settings Support Device Care Self Diagnosis

You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub Internet connection, and run the Smart Hub and TV factory reset functions.

- Picture Test
- Sound Test
- HDMI Troubleshooting
- Signal Information
- Smart Hub Connection Test
- Reset Smart Hub

Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels.

- Settings Support Device Care Self Diagnosis Signal Information

Reset Smart Hub

Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.

- Settings Support Device Care Self Diagnosis Reset Smart Hub

Reset picture

Resets current picture settings to the default settings.

- Settings Picture Expert Settings Reset Picture

Reset sound

Resets current sound settings to the default settings.

- Settings Sound Expert Settings Reset Sound



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.

 You can also start this function by pressing and holding the  button for 5 or more seconds.


This function requires an Internet connection.

Finding the contact information for service

Settings Support About This 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.

You can also view information by scanning the QR code of your TV.

You can also start this function by pressing and holding the  button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

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 confirm your service appointment.

You must agree to the terms and conditions for the service request.

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

This function requires an Internet connection.

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.