

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.

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.

- **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 optimize your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the up directional button, and then select Equalizer Setup.

- **Sound Output**

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

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

- **Game Mode**

You can enable game mode to optimize the TV's settings for playing video games with a gaming console, such as a PlayStation™, Xbox™, or Nintendo Switch™. To turn Game Mode on or off, press the Select button.

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

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

This function may not be supported depending on the model.

- **Caption**

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

- **Sleep Timer**

You can have the TV automatically turn off at a specific time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the up directional button, and then select Set Up Off Timer.

- **Network**

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

- **Color Tone**

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

- **Picture Clarity**

You can optimize pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the up directional button, and then select Picture Clarity Settings.

- **Digital Output Audio Format**

You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI eARC) for external devices that support the Dolby Digital+ format.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

- **Device Care**

You can run Device Care to diagnose and optimize your TV. Device Care can also check and optimize the TV's storage. If any problem is found, the TV can call for technical support.

- **All Settings**

Display the Settings menu.

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

Source

You can select an external device connected to the TV.

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

Search

You can search for channels, programs, 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.

Apps

You can enjoy a wide range of content, 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."

Home



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

- **Samsung Account**

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

For more information, 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 broadcast a scheduled program or when an event occurs on a registered device.

If you move the focus to Notification, and then press the Select button, a notification window appears on the right and the following functions are available:

- Delete All

You can delete all your notifications.

- Settings

You can select services you want to be notified about.

When you select Allow sound, notifications are displayed with a notification sound.

- **Privacy Choices**

You can view and set the privacy policy for Smart Hub and various other services.

Universal Guide

Universal Guide is an app that allows you to search for and enjoy various content, such as TV shows, dramas, and movies, in one place. Universal Guide can recommend content tailored to your preferences.

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

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, photos, or to display the content.

This function is supported only in The Frame.

For more information, refer to the provided user manual.

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

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.

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.

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

Launching Smart Hub automatically

Settings General Smart Features Autorun Smart Hub

When you set Autorun Smart Hub to on, the TV displays the Home Screen automatically when you turn the TV on. You can turn this function on or off. Press the Select button at the current menu.

Launching the last used app automatically

Settings General Smart Features Autorun Last App

If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu.

This function may not be supported depending on the app.

Testing Smart Hub connections

Settings Support Device Care Self Diagnosis Smart Hub Connection Test

Resetting Smart Hub

Settings Support Device Care Self Diagnosis Reset Smart Hub

You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in

Settings General System Manager Change PIN.

Using a Samsung account

Create and manage your own Samsung account.

Settings General System Manager Samsung Account

You can view the entire text of the Terms & Policy in Settings General System Manager Samsung Account My Account Terms & Conditions, Privacy Policy after logging in to your Samsung account.

You can create a Samsung account at samsung.com. Once you have an account, you can use the same ID on both the TV and the Samsung website.

Signing in to a Samsung account

Settings General System Manager Samsung Account Sign In

Creating a new account

Settings General System Manager Samsung Account Create Account

Sign up for a Samsung account on your mobile or PC.

Managing your Samsung account

Settings General System Manager Samsung Account My Account

When you sign in to your Samsung account, you can use the following functions:

- **Sign Out**

When multiple people share the TV, you can sign out of your account to prevent others from seeing it.

To sign out of your Samsung Account (Settings General System Manager Samsung Account), move the focus to your account's icon, and then press the Select button. When a pop-up window appears, select Sign Out.

- **Edit Profile**

You can edit your account information.

To protect personal information, enter Edit Profile and then Sign-in Method is set to Profile image selection and password entry (High security).

If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.

- **Payment Info**

You can view or manage your payment information.

- **Back up**

You can back up the TV settings to your Samsung Cloud storage. When resetting or replacing the TV, you can also restore its settings with the backed-up settings.

- **Sync Internet**

Once you sign in to your Samsung account and configure the Sync Internet settings, you can share the favorites and website bookmarks that you registered on other devices.

- **Remove Account**

You can delete an account from the TV. Although you have deleted your Samsung account from the TV, you are not unsubscribed. To unsubscribe from your Samsung Account, visit the Samsung Accounts website.

- **Terms & Conditions, Privacy Policy**

You can view the user agreement and privacy policy.

For more information about the terms and conditions, privacy policy, select View Details.

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 Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer.

- Settings General Eco Solution Ambient Light Detection
- Settings General Eco Solution Power Saving Mode
- Settings General Eco Solution 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 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.

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."

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 16:9 Standard

The picture is black and white

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

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

The COMPONENT IN port may not be supported depending on the model or geographical area.

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

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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

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.

When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

The sound is not heard clearly.

Change to an appropriate sound mode.

- Settings Sound Sound Mode

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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

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.

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.

The PC screen does not appear or it flicker

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.

When the set resolution is not matched, the screen may flicker For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

Network Issues

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

Settings Support Device Care Self Diagnosis Smart Hub Connection Test

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

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.

HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

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.

Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

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 Setup.

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.

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

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

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

With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed.

Try pairing the remote control with the TV.

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 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.

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.

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.
- Press the CC/VD button or press and hold the MUTE button on your standard remote control.
- Settings General Accessibility Voice Guide Settings Voice Guide

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.

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. For the standard remote control, press and hold the (Play) 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.

