

Connections

Connection Guide

You can view detailed information about external devices that can be connected to the TV.

> Source > Connection Guide

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.



Connecting an Antenna

You can connect an antenna cable to your TV

Connecting to the Internet

You can get access to the Internet through your TV.

> Settings > General > Network > Open Network Settings

Configure network settings to connect to an available network.

Establishing a wired Internet connection

> Settings > General Network > Open Network Settings > Wired

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

Establishing a wireless Internet connection

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

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

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

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

You can turn on the TV using a mobile device connected to the same network as the TV

Connecting an IP control device to the TV

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

You can connect an IP control device to the TV remotely to manage your IP device.

Allowing to connect a wireless network

> Settings > General> Network >Expert Settings >Wi-Fi

Changing the name of the TV on a network

> Settings > General > System Manager > Device Names

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

Using Tap View

By tapping the mobile device on your TV, you can watch Multi View or mobile device's screen through the TV screen.

1. Enable Tap View on your mobile device.
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.
4. Watch Multi View or mobile device's screen on the TV screen.

Enabling Tap View

Enable Tap View in the SmartThings app.

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.

Using Multi View



Multi View

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.

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

- (Select content.)

You can select from the content list displayed above.

- 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.

-  (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.

-  (Delete screen.)

You can delete the selected screen.

-  (Connect Bluetooth Speaker.)

You can hear the sound by connecting the Bluetooth speaker.

-  (Exit to full screen.)

Multi View is ended and then the full screen appears.

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

- Save & Exit

You can save the layout of the current Multi View before closing the function.

Connection Cables for External Devices

You can view detailed information about the connection cables for external devices that can be connected to the TV.

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

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

Switching between external devices connected to the TV

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

> Source

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

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

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available.

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.

Edit

You can rename the input ports and change the device icons.

Information

You can view detailed information about an external device.

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).

- **Connection Guide**

Displays device connection instructions.

- **Remote Key Guide**

You can view how to use the remote control.

- **Universal Remote**

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

Connection Notes

When connecting an external device, note the following.

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result in a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.

- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the TV is connected to an external device such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.

Connection notes for audio devices

- For better audio quality, it is a good idea to use an AV receiver.
- If you connect an external audio device using an optical cable, the Sound Output setting is automatically changed to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the Sound Output setting, do one of the following:
 - Use the Quick Settings screen to change to the connected device: Use the Select button to select Optical on the Sound Output menu. (> Settings up> directional button> Sound Output).
 - Use the Settings screen to change to the connected device: Select Optical on the Sound Output menu. (> Settings Sound> Sound Output).
- 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.
- 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 function, 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 > Source> Connection Guide >Smartphone >Apple AirPlay.
- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Remote Control and Peripherals

You can control TV operations with your Samsung Smart Remote. Pair external devices such as a keyboard for ease of use.

About the Samsung Smart Remote (QLED TV/AU9 Series or higher/The Frame)

Learn about the buttons on the Samsung Smart Remote.



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

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

About the Samsung Smart Remote (AU8 Series)

Learn about the buttons on the Samsung Smart Remote.



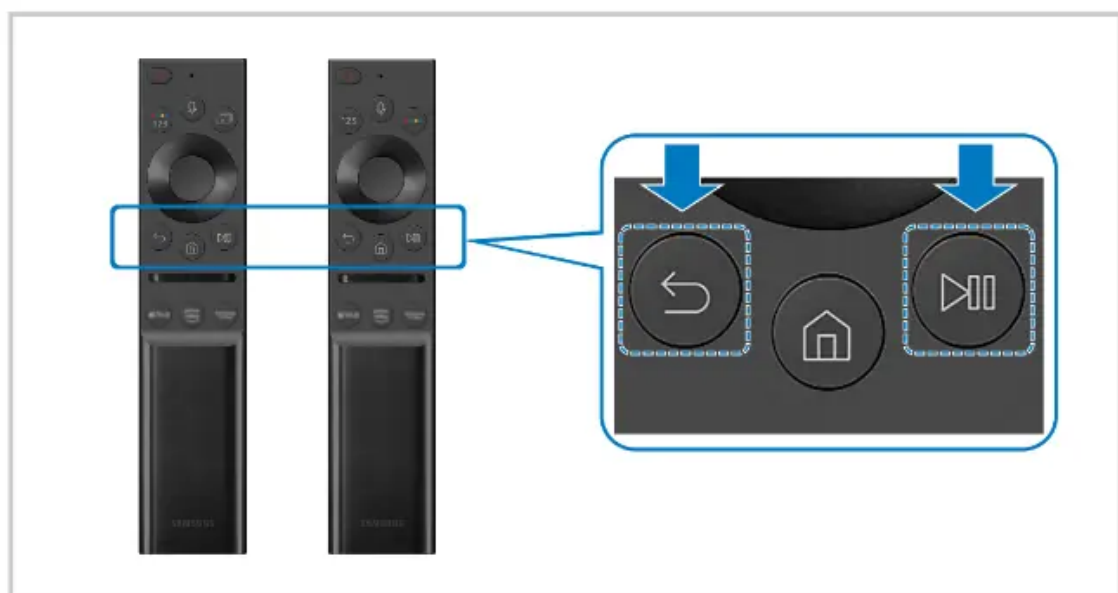
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(Launch app button)	Launch the app indicated by the button.

Connecting to the Samsung Smart Remote

Pair the TV with the Samsung Smart Remote.

When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the front of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.



Controlling External Devices with a Samsung Remote Control - Using the Universal Remote

Control the TV and connected external devices with a Samsung remote control.

> Source > Universal Remote

You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen

Using Anynet+ (HDMI-CEC)

Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.

You can use the TV's remote control to control external devices that are connected to the TV by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

Connecting an external device through Anynet+ and using their menus

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

1. Set Anynet+ (HDMI-CEC) to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device.

The device is automatically connected to the TV. After the connection process is finished, you can access the menu of the connected device using your TV remote and control the device.

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

Controlling the TV with a Keyboard, Mouse, or Gamepad

Connecting a keyboard, mouse or gamepad to make it easier to control the TV.

> Settings > General > External Device Manager > Input Device Manager

You can connect a keyboard, mouse or gamepad to make it easier to control the TV.

Connecting a USB keyboard, mouse, or gamepad

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

Connecting a Bluetooth keyboard, mouse, or gamepad

> Settings > General > External Device Manager > Input Device Manager > Bluetooth Device List

Button	Description
Directional keys	Use to navigate the menu, or move the focus to highlight items on the Home Screen.
Windows key	Displays the TV settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Color buttons
F5 key	Displays the Home Screen
F6 key	Displays the Source screen
F7 key	Displays the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions: • Open • Open Link in New Tab • Enable Scroll Mode

Setting up the input devices

> Settings > General > External Device Manager > Input Device Manager

- Keyboard Settings

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

- Mouse Settings

You can set up the mouse with the Primary Button and Pointer Speed functions.

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV

Recommended text

When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

Options

Select on the virtual keyboard screen. The following options are available:

- Recommended text
- Reset Recommended Text Memory
- Predict Next Character (when using direction buttons)
- Language

Predict Next Character

Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one

Entering Text using the remote control's microphone and the on-screen virtual keyboard

When the virtual keyboard is on the screen, press and hold the button on the Samsung Smart Remote, speak into the microphone on the Samsung Smart Remote, and then release the button. What you say appears on the screen as text.

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

View descriptions of Smart Hub's basic functions.

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

Displaying the Home Screen

Press the button

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

Settings

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

- e-Manual

You can open the user manual embedded in your TV.

- Intelligent Mode

In Intelligent Mode, the TV recognizes and analyzes the surroundings, 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.

- 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.

- 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. To set the detailed options, press the up directional button, and then select Go to Game Mode Settings.

- Caption

You can watch TV broadcasts with captions. To activate/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 MNetwork Status or Network Settings.

- Color Tone

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

- Picture Clarity

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

- Digital Output Audio Format

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

- On Timer

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

- Off Timer

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

- Device Care

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

- All Settings

Display the Settings menu.

Source

You can select an external device connected to the TV

Digital Butler

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

Search

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

APPS

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

Multi View

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

Ambient Mode

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

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

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

Notification

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to view 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.

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.

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.

Removing an item on the Home Screen

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

Launching Smart Hub automatically

> Settings > General > Smart Features > Autorun Smart Hub (Try Now)

When you set Autorun Smart Hub to On, the TV displays the Home Screen automatically when you turn the TV on.

You can also 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 (Try Now)

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

Launching Samsung Business TV app automatically

> Settings > General > Smart Features > Autorun Samsung Business TV App

If Autorun Samsung Business TV App is set to On, Samsung Business TV app is automatically run when you turn on the TV. You can also turn this function on or off. Press the Select button at the current menu. To use the Samsung Business TV app on your TV, install the app from Google Play Store or App Store. Use the Samsung Business TV app by following the screen instructions on the mobile device.

Automatic casting in Multi View

> Settings > General > Smart Features > Autorun Multi View Casting

When you cast content on your mobile device by using YouTube, it automatically appears in Multi View. You can turn on or off the function by pressing the Select button.

Testing Smart Hub connections

> Settings > Support > Self Diagnosis > Start Smart Hub Connection Test (Try Now)

Resetting Smart Hub

> Settings > Support > Self Diagnosis > Reset Smart Hub (Try Now)

Using a Samsung account

Create and manage your own Samsung account.

> Settings > General > System Manager > Samsung Account Try Now

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

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

- Edit Profile

You can edit your account information.

- 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 ([http:// account.samsung.com](http://account.samsung.com)).

- Terms & Conditions, Privacy Policy

You can view the user agreement and privacy policy

Using Ambient Mode

Learn about the functions available in Ambient Mode.

Ambient Mode

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

Ambient Mode browser screen

When you press the button in Ambient Mode, the Ambient Mode browser screen appears at the bottom of the screen. In the Ambient Mode browser screen, you can select content and change the Ambient Mode settings.

Function and content preview

When you select a category at the bottom of the screen, a preview of available functions and content appears here.

To view detailed information about a content item, move the focus to it, and then press the up directional button.

Ambient Settings

You can configure the following Ambient Mode settings:

- Auto Brightness

Changes the auto brightness setting for Ambient Mode

- Sleep After

Sets the time when the Ambient Mode screen turns off automatically.

- Screen Settings

You can adjust the settings such as content brightness, saturation, and color tone.

– Brightness Adjusts the brightness of the content.

- Saturation Adjusts the saturation of the content.
- Color Tone Adjusts the colors of the content.
- Red Tone / Green Tone / Blue Tone

Adjusts the red, green, blue contrast

- Reset All Photos

Resets the photos imported from your mobile device or Samsung Cloud.

TV

You can enter the TV viewing screen.

Selecting a content category

You can select your preferred content and background for the Ambient Mode screen.

- Routine

Enjoy a range of routines, each displaying content to suit each part of your day or create your very own routines via the SmartThings app.

- Q Collection

Provides content that is dedicated to Samsung QLED.

- Special Edition

Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.

- Mood

Enjoy a range of options to create the right ambience to suit your mood.

- Relaxation

Relax with a selection of calming content inspired by nature to soothe your mood.

- Décor

Allows you to select content with a sensible and beautiful design.

- My Album

Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen.

- Cinemagraph

Provides eye-catching content by giving repetitive movement in part of a photo.

- Info

Allows you to select essential real-time information such as weather, temperature, time, and news.

- Artwork

Allows you to select content such as world famous photos and artwork.

- Background Theme

Allows you to select a background theme provided by Samsung.

- About Ambient Mode

You can view information about Ambient Mode.

Applying effects to the content

When you are enjoying content in Ambient Mode, press the down directional button to change the following settings for the content:

- Weather Filter

You can add a weather effect to content.

- Time Filter

You can select any background time format for content.

- Photo Filter

You can select a photo effect for content.

- Color & Theme

Changes the color or theme of the content.

- Vibes

Selects a mood that matches the content.

- Backgrounds

Changes the background of the content.

- Shadow Effects

Applies a shadow effect that you select to the content.

View detailed information about the content

When you are enjoying content in Ambient Mode, press the up directional button to view detailed information about the content.

Entering the TV viewing screen from Ambient Mode

To enter the TV viewing screen from Ambient Mode, press the button, or select TV in the Ambient Mode browser screen.

Using Art Mode

Learn about the functions available in Art Mode.

> Art

You can use Art mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

- Press the button on the remote control to switch to TV mode or Art mode.
- Press the button in Art mode to switch to TV mode.
- To turn off the TV completely, press and hold the button on the remote control, or press the TV Controller
- In Art mode, the brightness and color tone of your TV are automatically adjusted depending on the ambient, and the TV can be automatically turned off.utton at the lower right rear corner of the TV.
- You can use Art mode settings (> **Art** Settings) on the TV or SmartThings app on your mobile device to set the sensitivity of the motion detector so that the TV can detect visual changes including user movements and turn on or off automatically.
- In Art mode, you can connect your mobile device to the TV using the SmartThings app on the mobile device to view photos on the mobile device.

Viewing images

To view an image in Art mode, select one of the menus below. To switch to the sub menu where you can select images, press the Select button, one of the four directional buttons, or button in Art mode. Then, use the directional buttons on the remote control to move to desired image, and then press the Select button. Set appears at the bottom of the selected image, and you can view the selected image in Art mode.

• Art Store

You can go to Art Store to purchase various images

• Recents

You can manipulate the last selected images.

• My Collection

You can view a list of artworks and photos that you set as Favorite in Favorites. You can also select the desired ones among the images saved on an external storage device or a mobile device and save them in My Photos.

• Search

You can conveniently find the artworks by searching the artist, artwork name and etc.

- News & Events

You can find the informations about the recent news or events.

Viewing images by time

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

Import images from an external storage device

1. Connect an external storage device that contains images to the TV.
2. Use the directional buttons on the remote control to move to My Collection, and then move to the connected external storage device.
3. Use the directional buttons on the remote control to move to an image, and then press the Select button.
4. Use the directional buttons on the remote control to move to Save to My Photos at the bottom of the screen, and then press the Select button.
5. The selected image or images are saved in My Photos.

Remove images from My Collection

You can remove the saved images from My Collection.

1. Use the directional buttons on the remote control to move to My Collection.
2. Use the directional buttons on the remote control to move to Favorites or My Photos.
3. Use the directional buttons on the remote control to move to Remove, and then press the Select button.
4. Use the directional buttons on the remote control to move to an image, and then press the Select button.
5. Use the directional buttons on the remote control to move to Remove Selected at the bottom of the screen, and then press the Select button.

Buying images from Art Store

1. Use the directional buttons on the remote control to move to Art Store.

2. Use the directional buttons on the remote control to move to a topic, and press the Select button. You can select any subtopics or images on the screen.
3. Use the directional buttons on the remote control to move to an image, and press the Select button.
4. Use the directional buttons on the remote control to move to Details at the bottom of the screen, and then select Acquire Artwork.
5. Use the directional buttons on the remote control to select payment methods, and then press the Select button.
6. Follow the on-screen instructions to procedure payment.

Subscribing to The Art Store Membership

When you subscribe to The Art Store Membership, you can use Art Store unlimitedly and enjoy various art works by replacing them with new ones according to your preferences.

1. Use the directional buttons on the remote control to move to Art Store.
2. Use the directional buttons on the remote control to move to Membership.
3. Follow the on-screen instructions to enter your membership information.

Setting the style of the selected image

Use the directional buttons on the remote control to move to an image you want. You can use the following menus:

- Details

You can find more information about the image.

- Photo Filter

You can apply the selected filter's effect to the image according to your preferences.

- Mat

You can apply various border styles and colors to the image according to your preferences.

- Favorite

You can set (or not set) an image that you prefer as a favorite item by pressing the Select button on the remote control. You can view a list of items set as your favorites in My Collection > Favorites.

Favorite: Not set as a favorite.

Favorite: Set as a favorite.

Apply a border style and a color to an image

1. Using the directional buttons on the remote control to move to the image whose border style and color you want to change, move to Mat at the bottom of the screen, and then press the Select button.
2. Use the directional buttons on the remote control to select the border style and color that you want.
3. Change the border style and color, and then press the Select button to move the focus to the image.
4. To save the selected border style and color, press the Select button again.

Setting up Art mode

In Art mode, use the directional buttons on the remote control to move to the Settings menu item at the bottom of the screen. You can adjust the following functions:

- Brightness

Use the directional buttons on the remote control to move to Modify at the bottom of the screen, and then press the Select button. In the next screen, adjust the picture brightness. After selecting the desired settings, press the Select button on the remote control.

- Color Tone

Use the directional buttons on the remote control to move to Modify at the bottom of the screen, and then press the Select button. In the next screen, adjust the color of your displayed artwork. After selecting the desired settings, press the Select button on the remote control.

- Sleep After

If no motion is detected around the TV for the set time, the TV turns off automatically. Use the directional buttons on the remote control to move to the bottom items. After selecting the desired time, press the Select button on the remote control.

- Motion Detector

The sensitivity of the motion detector function can be adjusted. Use the directional buttons on the remote control to move to the bottom items. After selecting the desired sensitivity, press the Select button on the remote control.

- Night Mode

When this function is turned on, the TV turns off automatically if no light is detected around the TV. Use the directional buttons on the remote control to move to the bottom items, and then turn this function on or off.

Using Art mode with the SmartThings app

Once you have installed the SmartThings app on your mobile device, you can use the following functions:

You can download the SmartThings app from Google Play Store, Samsung Apps, or the App Store

- Selecting images.
- Subscribing to The Art Store Membership.
- Creating Collage: Combine multiple images into one image.
- Applying border styles and colors to images.
- Setting the brightness for Art mode.
- Setting Sleep After: When no motion is detected for the time specified in Art mode, the TV turns off automatically.
- Setting Motion Detector Sensitivity: Set the sensor sensitivity so that the TV turns on automatically when motion is detected in Art mode.
- Setting Night Mode: Set The Frame to turn off automatically if no light is detected in the room.

Precautions when using Art mode

- The motion sensor is located at the bottom of the TV. Do not block the sensor at the front of the TV. The motion sensor as well as the brightness and color tone of the screen can be affected.
- Art mode uses algorithms to minimize image burn-in that can be caused by displaying still images on the screen for long periods of time.
- The performance of the sensor may vary depending on the TV installation and operating environment.
 - The screen brightness and color tone may be affected depending on the color of the floor on which the TV stands.
 - In an environment where special light sources other than standard light sources (halogen, fluorescent) are used, the sensor's motion recognition performance may vary depending on the positions, types, and number of the light sources.
 - If the area around the TV is too dark or bright, the screen brightness may be limited or the sensor may not work normally.
 - If the TV is installed too high or too low, the sensor may not work normally.

- The motion sensor may sense motion from a flashing LED, a pet, a car moving outside the window, or other occurrence and start operating.
- Depending on the Auto Power Off function settings, the TV may turn off when there is no user input in Art mode, such as inputs from the remote control (Settings General Power and Energy Saving Auto Power Off).
- > Settings >General >System Manager >Time >Sleep Timer and Off Timer function does not work in Art mode.
- > Settings >General > Power and Energy Saving > Screen Saver function does not work in Art mode.

Using PC on TV

Use the TV to access your PC via Screen Sharing (Wireless), Remote PC or Cloud Service.

> Source > PC on TV

You can use the TV to access your PC via Screen Sharing (Wireless), Remote PC ,or Cloud Service.

Using Screen Sharing (Wireless)

Follow the instructions on the screen to adjust the PC settings and wirelessly connect the TV to the PC.

Connection via Windows OS is available in Windows 10.

Connection via Mac OS is available in AirPlay.

Using PC on TV - Easy Connection

You can easily use remote access function after installing PC on TV - Easy Connection on your PC.

Follow the instructions on the screen to download and install the PC on TV - Easy Connection PC app. Then you can easily connect a remote PC.

1. Download the PC on TV - Easy Connection PC app from smsng.co/PConTV and then install it on your PC.
2. Log in with the same Samsung Account for both TV and PC.
3. When the PC is turned on and connected via the network, PC on TV's Home screen displays the PC.

Connecting a Remote PC

> Source > PC on TV Remote PC Try Now

Provides Remote Desktop Connection (RDP) for remotely connecting to a PC running on Windows and Virtual Network Computing (VNC) for a PC running on Mac. To remotely

connect to a PC, you must enter the IP address of the remote PC or select a saved profile. Enter a correct username and password and select a correct protocol. If there is any computer that can be accessed via the same network, the found IP and protocol are displayed.

1. Configure your computer's settings to use the PC on TV function

- Windows OS:

1. Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
2. Click Advanced System Settings. The System Properties window appears.
3. Click the Remote tab and then select the Allow Remote Assistance connections to this computer.

- Mac OS:

1. Select Menu System Preferences and then click Sharing.
2. Select the Screen Sharing and Remote Login check box.
3. Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x or lower.

2. Enter the required settings for connecting the computer remotely.

Enter the IP address or profile of the PC you want to connect to.

- In case of Windows, when the computer to connect is within the same network (router/AP), run "cmd" command in Settings Network and Internet View Network properties or in Start Run, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in Settings Remote Access.
- When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.

Username

Enter the Username of the computer. How to check the Username:

- Windows OS: Control Panel User Account Control
- Mac OS: System Preferences Users & Groups

Protocol

Select the Protocol for the computer's OS. (Windows: RDP, Mac: VNC)

Password

Enter the password for the login account.

Playing Multimedia Content on a Remote PC

When you move the mouse cursor to the top of the screen after accessing a remote computer, the top bar appears.

When the sharing folder icon is clicked in the top bar, the folders shared on Windows or Mac OS appear. You can play back any media content in a folder.

To use this function, the folder sharing option on the computer to access must have been enabled as shown below:

- Windows OS:
 1. Run Windows Explorer and then move to the folder to share.
 2. Right-click the folder and then click Properties.
 3. After the Properties window appears, click the Sharing tab and then click Advanced Sharing.
 4. After the Advanced Sharing window appears, select the Share this folder check box.
- Mac OS:
 1. Select Menu System Preferences and then click Sharing.
 2. Select the File Sharing check box.
 3. To add a folder to share, click the Add+ button at the bottom.
 4. Select a folder and then click Add+.

Using Samsung DeX

Samsung DeX can be connected from the TV via wireless network.

When the mobile device does not appear on the screen, select Mobile Connection Guide and then follow the screen instructions. Some models may not be searched when connecting the TV from a mobile device through Samsung DeX. In this case, access the DeX Guide on the screen in which you can perform connection by following the screen instructions.

Using Microsoft 365

You can read or create a document after accessing the Microsoft 365 website.

Adding the Cloud Service

Select the Add Cloud Service icon. Use the bookmarking function of the browser, you can add or delete the cloud service link to or from PC on TV.

Using Cloud Service

You can access the cloud service by selecting the cloud service icon added to PC on TV

The cloud service supports the following keyboard shortcuts:

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

Using the APPS Service

Download and run various apps from Smart Hub.

> APPS

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

Samsung Account

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

App Search

You can search for available apps.

Settings

You can manage the installed apps.

Installing an app

1. Move to the app you want to install, and then press the Select button. The detailed information screen appears.
2. Select Install. When the installation is complete, the Open menu appears.
3. Select Open to run the app immediately

Launching an app

You can run the app desired from Downloaded App.

The icons below appear within the selected app's icon and indicate the following:

- The app is installed on a USB device.
- The app has a password.
- The app needs to be updated.

- The app supports the mirroring function.

Managing installed apps

Select Settings on APPS. You can manage installed apps.

Removing an app

1. Select an app to delete.
2. Select Delete.

The selected app is deleted.

Adding apps to the Home Screen

1. Select an app to add.
2. Select Add to Home.
3. After the Home screen appears, move the selected app to the desired location.
4. Press the Select button.

The selected app is added to the Home Screen.

Locking and unlocking apps

1. Select an app to lock or unlock.
2. Select Lock/Unlock.

The selected app is locked or unlocked

Moving apps

1. Select an app to move.
2. Select Move.
3. Move the app to the desired location.
4. Press the Select button.

The selected app is moved

Reinstalling an app

1. Select the app to install again.
2. Select Reinstall.

Reinstallation starts.

Checking the app information details

1. Select the app to check.
2. Select View Details.

The app information screen appears

Automatically updating apps

To automatically update the installed apps, set Auto Update to ON

Using the e-Manual

Control and read the manual embedded in your TV.

Launching the e-Manual

> Settings > Support > Open e-Manual

You can view the embedded e-Manual that contains information about your TV's key features.

Using the buttons in the e-Manual

Select an item from the search results to load the corresponding page.

Select a topic from the list of recently viewed topics.

It displays the lists for each item in e-Manual

Select a keyword to navigate to the relevant page.

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

Optimize and diagnose the condition of your TV. You can check and clean your storage space, diagnose problems or request technical support.

Allows you to access the corresponding menu item and try out the feature right away.

Access an underlined topic referred to on an e-Manual page immediately

Using the Internet

Surf the Internet on your TV.

> Internet

When you run Internet, you can see recently viewed web sites or featured recommendations. When you select a desired web site, you can get immediate access to it.

Using Digital Butler

It allows the TV to connect and control the detected various devices in the same space.



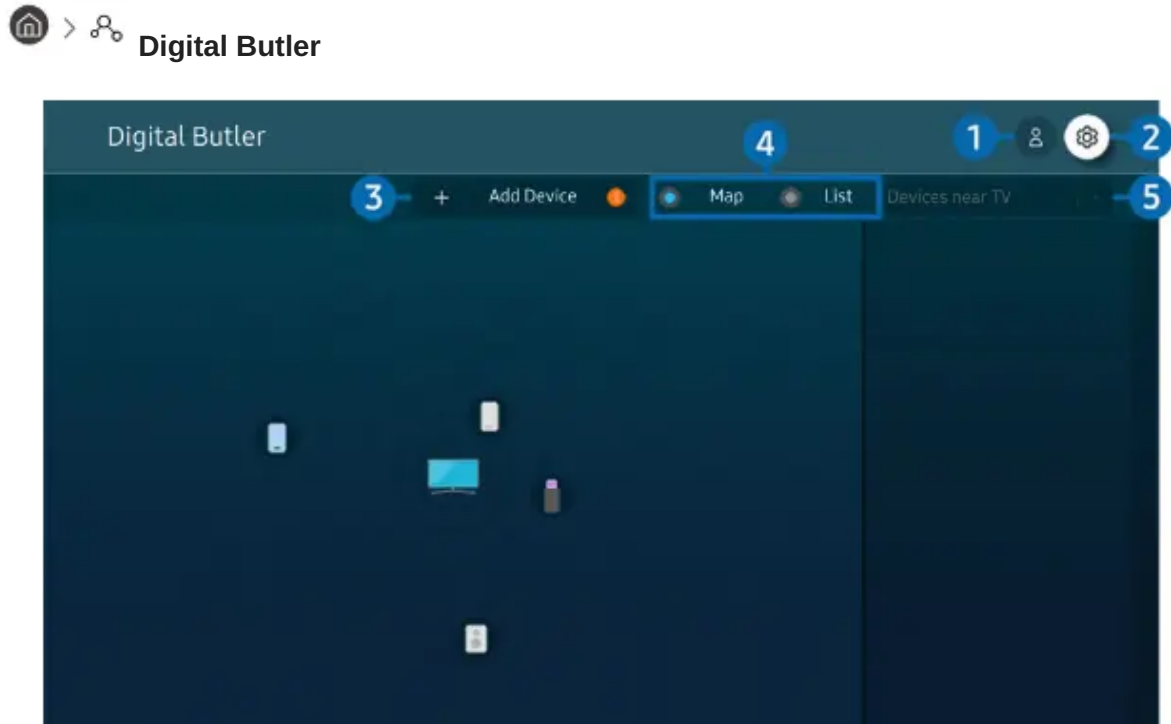
Digital Butler

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

Registering a device

1. When there is any device detected near the TV, a registration pop-up appears on the TV screen.
2. Select Register to register the device.

Digital Butler screen layout



Samsung Account

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

Settings

You can configure the SmartThings settings.

Add Device

Displays the list of devices that can be registered on your TV. You can register any by selecting a device.

List / Map

Displays the detected devices in a map or list.

Device list category

- Place

Displays all places connected via the SmartThings app.

- Devices near TV

Displays all the detected devices that can be connected and controlled.

You can run the control options after selecting a desired device.

Available devices

Type	Description Detail
Mobile devices	Galaxy Series (S6, Android 7.0 or later) iPhone Series (iOS 7.1 or later)
Devices for IR remote control (IR Sniffing)	Air conditioner, air purifier robot vacuum cleaner, electric fan, humidifier
Bluetooth devices	Bluetooth speaker, headset, Soundbar, keyboard, mouse, game pad
SmartThings devices	For details on SmartThings devices
External devices	DVD player, Blu-ray player, home theater system, game console, OTT box, set-top box, USB device

Playing pictures/video/music

Play media content stored on your TV, USB devices, mobile devices, cameras, PCs, etc.

> Source > Connected Device Try Now

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

You can use the following functions on the media content list screen of a storage device.

Filter By

Filters the media content by type of media.

Sort By

Sorts the content list by Title or Date.

Options

Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.

Playing multimedia content on a PC or mobile device

1. Select a device with media content in > Source. The media content list in the device appears.
2. Select a media content item from the list.

The selected content is played.

Playing multimedia content on a USB device

1. Connect a USB device to the USB port.
2. When a pop up message appears on the screen, select Browse to easily move to the list of multimedia content stored on the device.
3. Select a content item to play from the list.

The selected content is played.

Listening to your mobile device sound through the TV speaker using Sound Mirroring

1. Search for and connect to your TV from the (Bluetooth) device list on your mobile device.
2. Select media content to play on your mobile device.

The selected contents media is played through the TV speaker

Buttons and functions available while playing multimedia content

Press the Select button while playing any video, photo, or recorded content. The following buttons appear

- Pause / Play

Pauses or plays the multimedia content.

- 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.

- Move to a specific playback section, move up the focus on the playback bar, and then select one of the five thumbnails.
- Stop

Stop the contents being played.

- Previous / Next

Displays the previous or the next multimedia content file.

- Rewind / Fast Forward

Rewinds or fast forwards the multimedia content. To increase the rewind or fast forward speed up to 3 times faster than normal, select the button repeatedly. To return to normal speed, select the option or press the button.

- 360Mode

Provides a 360-degree view for videos and photos.

- 360 Auto Rotation

Automatically adjusts the video's viewing angle by analyzing the amount of image changes during playback of a video file that provides a 360-degree view. When this function is started, the rotation starts in a short time. When 360 Auto Rotation is focused, press the Select button to change to the following modes:

- General

- Dynamic

- Natural

- Repeat

Plays the current multimedia content repeatedly or all multimedia content files in the same folder repeatedly.

- Shuffle

Plays music files in random order.

- Picture Off

Plays music files with the screen off.

- Screen Fit

Fits a photo to the screen.

- Rotate left / Rotate right

Rotates a photo left or right.

- Zoom

Zooms in a photo.

- Background Music

Pauses or resumes the background music while the TV displays photos.

- Options

Function	Description
Slideshow Speed	Sets the slideshow speed.
Slideshow Effect	Applies transition effects to the slide show.
Background Music	Plays background music as you set in the pop-up window while the TV displays photos.
Subtitles	You can set the detailed subtitle options, such as the language, sync, size, and color.
Rotate	Rotates the video.
Audio Language	Changes the audio language.
Information	Displays detailed information about the current multimedia content.

Using Bixby

Speak into the microphone on your Samsung Smart Remote to control your TV.

Starting Bixby with voice

You can immediately start a conversation with Bixby by saying "Hi, Bixby." Say "Hi, Bixby," and the Bixby icon at the bottom of the TV screen is activated in Listen mode. Continue speaking.

Starting Bixby using buttons on the Samsung Smart Remote

You can also have a conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the button on your Samsung Smart Remote, say a command, and then release the button.

To view the Bixby guide, press the button once:

When you press the button, the Explore Now button appears at the bottom of the screen. Press the Select button to go to the Explore Bixby screen.

Learning about the Explore Bixby Screen

My Profile

Go to the My Profile screen to create a new account or register a voice ID. Sign in to your account with your voice, that is, your registered voice ID.

The pop-up window on using Bixby appears.

You can change the settings for using Bixby.

- Language

You can change Bixby's language.

- Voice response

You can change or turn off Bixby's voice.

- Voice Wake-up

You can set to call Bixby to respond to your voice. If Bixby does not respond to your voice, turn on the Voice Wake-up function, and then try again (Explore Now Settings Voice Wake-up).

- Sound feedback

Play a sound when Bixby starts and stops listening.

- Privacy

You can permit or prohibit Bixby from utilizing your personal information when you are using Bixby services.

- About Bixby Voice

Displays the detailed terms and conditions.

.Recommended commands

Displays recommended commands you can use to control the TV with Bixby given the current context.

If you do not want to see the recommended commands, set Voice Hint to Off (> Settings > General > Voice >Voice Hint).

All Services

You can learn the voice commands that let you use Bixby in various situations. Use the directional buttons to move to the desired command, and then press the Select button. You can operate the TV with various voice commands.

Read Before Using Bixby

- The supported voice interaction languages and features may differ depending on the geographical area.
- If the language set differs from the language of your country, some features are not available.
- Bixby is available only when the TV is connected to the Internet.
- Even if the TV is connected to the Internet, there may be no response due to a Bixby server error.

- The existing functional specifications may be changed if Bixby is updated.
- Bixby is available only on TVs that support it and come with remote controls that have a microphone.
- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Service Provider Settings. Service Provider Settings can be set in > Settings > Broadcasting Service Provider Settings. If the settings for the service provider are not configured yet, configure them in > Settings > General > Reset. Try Now
- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby function, you must:
 - Agree to Smart Hub's Terms of Use.
 - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
 - Consent to the collection and use of personal information for the voice interaction-based service.

Provisions for using Bixby

The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).

Using the Game Bar

Control the Game Settings Monitoring and Game Enhancer Settings easily by using the Game Bar.

Starting the Game Bar

When Game Mode (> Settings > General > External Device Manager (Game Mode Settings) Game Mode) is On or Auto, press and hold the button on your Samsung Smart Remote to start the Game Bar.

Learning about the Game Bar

Input Lag

Shows the Input Lag of the game. When Game Motion Plus is Off, the game operates with the minimum input lag.

FPS (Frames Per Second)

Shows the frame rate per second in real time. The frame rate changes when VRR is active.

HDR

Shown as On when HDR Game is being played.

VRR (Variable Refresh Rate)

Shows the corresponding value when FreeSync or VRR function is active.

- ON, OFF, FreeSync Premium, FreeSync Premium pro

Sound Output

Shows the audio device in which sound is being output. (e.g. TV speaker, Sound bar, Bluetooth headset, etc.)

Screen Ratio

You can change the screen ratio from 16:9 (previous setting) to Ultra wide (21:9 or 32:9.)

Screen Position

When setting the screen ratio to Ultra wide(21:9 or 32:9.) you can use the Up/Down directional button on the remote control to move the screen up or down from the middle.

Game Mode Settings

Moves the menu to Game Mode Settings.

Troubleshooting

When any problem occurs while operating the Game Bar, see the troubleshooting guide [here](#).

Setting the Super Ultra Wide Game View

Set your PC Screen resolution to match the selected Screen Ratio in the Game Bar before activating the Super Ultra Wide Game.

Troubleshooting of the game screen and audio problems

After changing the Screen Ratio on the Game Bar, if the game screen and sound are not output properly, try to solve the problems as shown below.

- Check to see if the game supports Ultra Wide or your PC supports the Ultra Wide resolution.
- Restart the game after exiting it.
- Select the same resolution as that of the Game Bar.

- When the Screen Ratio changes properly, the screen appears as shown below.

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 Try Now

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

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:

- Record

You can make a recording of a current program

- Stop

You can stop the recording function that is currently running.

- Edit Recording Time

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

- Schedule Viewing

You can schedule the viewing of a broadcast scheduled program.

- Schedule Recording

You can schedule recording of a broadcast scheduled program.

- Cancel Scheduled Viewing / Cancel Scheduled Recording

You can cancel scheduled viewings or recordings

- 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.

- Schedule Manager

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

Recording Programs

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

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 popup 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 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.

Managing the schedule recording list

> Live TV > Recordings > Schedules

You can change scheduled recording information or cancel scheduled recordings

- 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

Setting up a schedule recording start

> Live TV > Recordings > Settings

- 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 a Schedule Viewing

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

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.

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.

- 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.

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.

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

- 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.

- Rewind / Fast Forward
- 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.

- Edit Recording Time

You can set for what period of time the program will be 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 right directional button when viewing the Channel List screen, you can use the following functions:

- All Channels

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

- Favorites

Displays Favorites 1 to Favorites 5.

- 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.

- 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.

Editing channels

Edit the channels stored on your TV.

> Live TV > Channel List > All Channels > Edit Channels

The Edit Channels screen contains the following icons:

A favorite channel

On the Edit Channels screen, you can select channels and use the following functions:

- Delete / Restore

After selecting a target channel to remove in Edit Channels, select Delete. Removed channels are not displayed in the Channel List.

Select any deleted channels and then select Restore to restore the channels to the list.

- Rename Channel

After selecting a channel to change in Edit Channels, select Rename Channel to change the channel name.

- Save and Exit

Saves and closes the Edit Channels screen.

Using a Personal Favorites List

Designate frequently watched channels as favorite channels.

Favorite channels are highlighted in the Edit Channels and Channel List screens with the symbol. You can create up to five favorites lists so that your family members can create their own personal favorites list.

Create a favorites list

> Live TV > Channel List > Edit Channels

1. Press the left directional button on the remote control to select the desired Favorites list.
2. Press the right directional button to select Add Channels.
3. Select the desired channel in the list on the screen.
4. Press Add to add the selected channel in the Favorites list.

Select Favorites 1 - Favorites 5 on the Edit Channels screen and the following functions are available:

- Add Channels

In the channel list, select one or more channels to add in the favorite list and then select Add Channels.

- Remove

Removes one or more channels from a favorites list.

- Change order

Changes the order of one or more channels selected in a favorites list.

- Rename Favorites

Renames a favorites list.

- Save and Exit

Saves and closes the Edit Channels screen.

TV-Viewing Support Functions

Use the functions that are available while watching TV.

Changing the broadcast signal

> Live TV > Channel List

Press the right directional button on your remote control, move the focus to Air or Cable, and then press the Select button.

Scanning for available channels

> Settings > Broadcasting > Auto Program Try Now

Using Program Rating Lock

> Settings > Broadcasting > Program Rating Lock Settings Try Now

This function is useful for controlling what programs children can watch on the TV based on their ratings. Program Rating Lock Settings does not, however, block programs originating from external sources, such as Blu-ray players, DVD players, or USB files.

Every time you access Program Rating Lock Settings, you must enter the security PIN. You must also enter this PIN to watch a blocked program. The default PIN is "0000." To change the PIN, go to > Settings General System Manager Change PIN.

Watching blocked / restricted programs

To watch a blocked program, enter the PIN when requested.

When initially showing a restricted program or movie, the screen is blank because the Program Rating Lock Settings blocks it. Enter the PIN to unblock the program when a message appears requesting the code.

Enable Data Service

> Settings Broadcasting Data Service

Access services from entertainment providers, online providers, and CE manufactures through Data Service.

You can use the following functions:

- Data Service

Enable or disable data services.

- Do Not Track

Ask apps and services not to track your browsing activity.

- Private Browsing

Enable Private Browsing to stop the browser from saving your Internet history.

- Delete Browsing Data

Delete all saved cookies.

If you want this function enabled or disabled, use the Data Service menu item to turn it on or off.

Configuring advanced broadcasting audio settings

> Settings > Broadcasting > Audio Options

Audio Options functions differently for analog and digital channels.

- Preferred Language

This is the language you will hear while watching TV if the language is included in the broadcast signal.

- Multi-Track Sound

You can select the multi-track sound function depending on broadcasting signal.

Checking digital channel signal info and strength

> Settings > Support > Self Diagnosis > Signal Information Try Now

Picture and Sound

You can change the settings for the picture and the sound according to your preference.

Using the Intelligent Mode

Let the TV analyze the surrounding and the content you are watching so that it can provide an upgraded viewing experience.

> Settings > General > Intelligent Mode Settings

In Intelligent Mode, the TV recognizes and analyzes the surroundings, the content, and your usage patterns to provide the best viewing experience. You can turn the options below on or off. Create your preferred viewing environment.

- Intelligent Mode

Turn Intelligent Mode on or off.

- Adaptive Brightness

Automatically adjusts the backlight brightness of the screen by detecting the ambient light level using ambient light sensors.

- Adaptive Sound

Provides optimized sound quality by analyzing the viewing environment and the acoustic components of the content.

- Adaptive Volume

Automatically adjusts to a specific volume level while you are watching TV. The TV analyzes your volume usage history by time period to automatically adjust the volume when you use an app or switch to an external input source.

Adjusting the Picture Quality

Change the Picture Mode and adjust Expert Settings.

Choosing a picture mode

> Settings > Picture > Picture Mode Try Now

You can select the Picture Mode that provides the best viewing experience.

- Dynamic

Makes the picture brighter and clearer in bright viewing environments.

- Standard

Is the default mode suitable for general viewing environments.

- Natural

Reduces eye strain for a comfortable viewing experience.

- Movie

Is suitable for watching TV or movies in a dark room.

- FILMMAKER MODE

You can watch the source content (e.g., movie) as it is. The image defined as FILMMAKER MODE automatically switches to FILMMAKER MODE while watching.

Configuring advanced picture settings

> Settings > Picture > Expert Settings Try Now

Configure the screen settings to your taste by using the following functions:

- Backlight Try Now
- Brightness Try Now
- Contrast Try Now
- Sharpness Try Now
- Color Try Now
- Tint (G/R) Try Now
- Apply Picture Settings Try Now
- Digital Clean View Try Now
- Auto Motion Plus Settings Try Now
- Local Dimming
- Contrast Enhancer Try Now
- Film Mode Try Now
- Color Tone Try Now
- White Balance Try Now
- Gamma Try Now
- RGB Only Mode Try Now
- Color Space Settings Try Now
- Reset Picture Try Now

Setting the Viewing Environment for External Devices

You can optimize the TV for viewing specific video formats.

Playing games on an optimized screen

> Settings > General > External Device Manager > (Game Mode Settings) > Game Mode

You can set the Game Mode to optimize the TV screen for better gaming performance. When you connect a video game console such as PlayStation and Xbox, Game Mode is set to Auto. When you connect the other game source such as PC, set the Game Mode to On through the above path. You can also set the Game Mode quickly from Home Screen (> Settings > up directional button > Game Mode [IMAGE]).

Setting the Game Mode details

> Settings General External Device Manager Game Mode Settings

- Surround Sound

You can make your games more immersive by using intense, three-dimensional sound optimized for games.

- Dynamic Black Equalizer

You can easily detect items or hidden enemies lurking in dark corners by improving visibility and object details in dark scenes without washing out colors and contrast in brighter scenes.

- Game Motion Plus Settings

You can configure the Game Motion Plus settings.

- Game HDR

In accordance with the HGiG (HDR Gaming Interest Group) standard, it sets the optimal image quality for HDR games according to the brightness information of the contents.

Using Cable Box IP Remote

> Settings General External Device Manager Cable Box IP Remote

Set the cable box that supports IP control to be controlled with Samsung remote control.

Using Input Signal Plus

> Settings > General > External Device Manager > Input Signal Plus Try Now

Expands the input signal range for HDMI connections.

Using HDMI black level

> Settings > General > External Device Manager > HDMI Black Level Try Now

Use HDMI Black Level to adjust the black level to compensate for low black levels, low contrast, or dull colors generated by external devices connected to the TV via an HDMI cable.

Changing the Picture Size and Position

Change the picture size and position for your TV.

Changing the picture size settings

> Settings > Picture > Picture Size Settings

You can change the size of the picture displayed on the TV screen to 16:9 Standard, Custom, or 4:3.

- [Fit to Screen Try Now](#)

Fitting the picture to the screen.

- [Zoom and Position Try Now](#)

Adjusting the picture size and/or position.

Configuring a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

Choosing a sound mode

> Settings > Sound > Sound Mode Try Now

You can select the available sound mode - Standard or Amplify - that you prefer for a content type or your listening environment

Configuring advanced sound settings

> Settings > Sound > Expert Settings Try Now

You can personalize the sound quality by adjusting the following settings.

- [Balance Try Now](#)
- [Equalizer Try Now](#)
 - [HDMI-eARC Mode](#)

You can connect an audio device that supports eARC via HDMI-eARC. Muting occurs temporarily during device connection.

- [Digital Output Audio Format Try Now](#)

Select the digital audio output format. If you select the Auto option, the audio device outputs automatically in a supported format.

If you select the Pass-Through option, audio data is output with no processing.

- [Digital Output Audio Delay Try Now](#)
- [Dolby Atmos Compatibility Try Now](#)

You can set the TV to allow Dolby Digital+ with Atmos streams that are input from external devices.

Set to On if the audio device connected via HDMI (eARC) supports Dolby Atmos. The TV screen may flicker when this function is turned on or off.

- [Auto Volume Try Now](#)

Automatically adjusts the sound to a certain level when changing channels or switching to another external input.

- [Sound Feedback Try Now](#)

Plays the notification sound when manipulating a menu or selecting an option.

- [Reset Sound Try Now](#)

Using the Sound Support Functions

Configure the sound settings for your TV.

Selecting speakers

> Settings > Sound > Sound Output [Try Now](#)

You can select which speakers the TV uses for audio output.

Listening to the TV through Bluetooth devices

> Settings > Sound > Sound Output > Bluetooth Speaker List

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. For more information on pairing, refer to the Bluetooth audio device's operating manual.

Listening to the TV through a Samsung audio device that supports the Wi-Fi function

For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.

> Settings > Sound > Wi-Fi Speaker Surround Setup [Try Now](#)

If you've connected one or more Samsung wireless audio devices that support the Wi-Fi function to the TV, you can create an optimal sound set up by configuring the surround effect settings. You can select any of the surround sound configurations, with or without a sound bar.

A surround sound configuration can be used if all of the following conditions are met:

- Two or more Samsung wireless speakers of the same type must be connected to the same wireless network.
- The Samsung audio devices that support the Wi-Fi function must be connected to the same wireless network as the TV

System and Support

You can configure system and support settings such as clock, timers, energy usage and software updates.

Using the Time Functions and the Timers

Set the current time and use the timer function.

> Settings > General > System Manager Time Try Now

You can set the Clock manually or automatically. Once the Clock is set, you can view the current time on the TV anytime.

You must set the clock in the following cases:

- The power cable is disconnected and then connected.
- The Clock Mode is changed from Auto to Manual.
- The TV is not connected to the Internet.
- No broadcast signals are received.

Setting the clock automatically

> Settings > General > System Manager > Time > Clock > Clock Mode > Auto

Adjusting the clock for DST and time zone

> Settings > General > System Manager > Time > Clock

Sets the right time by setting Daylight Savings Time (DST) and your local time zone.

- Time Zone

Selects your time zone.

- DST

Automatically adjusts for Daylight Saving Time (DST).

Changing the current time

> Settings > General > System Manager > Time > Clock > Time Offset

Time Offset adjusts the time through a network connection.

Setting the clock manually

> Settings > General > System Manager > Time > Clock > Clock Mode > Manual

When Clock Mode is set to Manual, you can directly enter the current time. Select the Date and Time by using the directional buttons on the remote control.

Using the sleep timer

> Settings > General > System Manager > Time > Sleep Timer

You can use this function to automatically shut off the TV after a pre-set period of time. You can set the sleep timer for up to 180 minutes after which it will turn off the TV.

Turning off the TV using the off timer

> Settings > General > System Manager > Time > 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.

Using the Power and Energy Saving Functions

Reduce the TV's energy consumption.

Reducing the energy consumption of the TV

> Settings > General > Power and Energy Saving Try Now

Reduce energy consumption by changing your power preferences and other energy-saving options.

- **Brightness Optimization Try Now**

Automatically adjust the picture brightness based on the ambient light level.

- **Minimum Brightness Try Now**

When Brightness Optimization is turned on, you can manually adjust the minimum brightness of the TV screen. This function acts only when the value is less than the setting in Settings Picture Expert > Settings > Brightness.

- **Brightness Reduction Try Now**

Reduce power consumption by adjusting brightness settings.

- **Motion Lighting Try Now**

Adjusts the brightness in response to on-screen movements to reduce power consumption.

- **Screen Saver Try Now**

Activate a screensaver when your TV displays a still image for two hours or more.

- **Auto Power Off Try Now**

Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.

- **Available Remote Battery**

You can check the Samsung Smart Remote's remaining amount of the battery.

Updating the TV's Software

View your TV's software version and update it if necessary

> Settings > Support > Software Update Try Now

Updating through the Internet

> Settings > Support > Software Update U> pdate Now Try Now

Updating through a USB device

> Settings > Support > Software > Update Update Now

After downloading the update file from the Samsung website and storing it on a USB device, connect the USB device to the TV to update

Updating the TV automatically

> Settings > Support > Software Update > Auto Update Try Now

If the TV is connected to the Internet, you can have the TV update its software automatically while you are watching the TV. When the background update is completed, it is applied the next time the TV is turned on.

If you agree to the Smart Hub terms and conditions, Auto Update is set to On automatically. If you want this function disabled, use the Select button to turn it off.

Audio and Video Functions for the Visually or Hearing Impaired

You can configure the functions for the visually or hearing impaired.

Running the accessibility functions

> Settings > General > Accessibility Try Now

Running Accessibility Shortcuts

The Accessibility Shortcuts provide easy access to the accessibility functions. To display the Accessibility Shortcuts, press and hold the Volume button for 1 second or more. You can easily turn on or turn off the functions such as Voice Guide, Video Description, Caption, High Contrast, Enlarge, Grayscale, Color Inversion, Learn TV Remote, Learn Menu Screen, Multi-output Audio, Sign Language Zoom, Slow Button Repeat, etc.

Enabling voice guides for the visually impaired

> Settings > General > Accessibility > Voice Guide Settings Try Now

You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set Voice Guide to On. With Voice Guide on, the TV provides voice guides for channel change, volume adjust, information on current and upcoming programs, schedule viewing, other TV functions, and various content in the Internet, and in Search.

You can go to Voice Guide, and then press the Select button to turn the function on or off

Changing the volume, speed, and pitch of the Voice Guide

You can configure the volume, speed, and pitch of the voice guide.

Enabling audio for the video description function

> Settings > General > Accessibility > Video Description Try Now

You can activate an audio guide that provides an audio description of video scenes for the visually impaired. This function is only available with broadcasts that provide this service.

White text on black background (high contrast)

> Settings > General > Accessibility > High Contrast Try Now

You can change Smart Hub and setting menu screens to white text on a black background and change the transparent TV menus to opaque automatically so that text can be more easily read.

Setting the screen to black and white

> Settings > General > Accessibility > Grayscale Try Now

You can change the color of the TV screen to black and white to sharpen blurred edges caused by colors

Inverting the screen color

> Settings > General > Accessibility > Color Inversion Try Now

You can invert the colors of the text and background for the setting menus displayed on the TV screen to make it easier to read them.

Enlarging the font (for the visually impaired)

> Settings > General > Accessibility > Enlarge Try Now

You can enlarge the size of the font on the screen. To activate, set Enlarge to On.

Learning about the remote control (for the visually impaired)

> Settings > General > Accessibility > Learn TV Remote Try Now

This function helps individuals with a visual impairment to learn the positions of the buttons on the remote control. When this function is activated, you can press a button on the remote control and the TV will tell you its name. Press the button twice to exit Learn TV Remote.

Learning about the TV menu

> Settings > General > Accessibility > Learn Menu Screen Try Now

Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select

Showing captions

> Settings > General > Accessibility > Caption Settings Try Now

Set Caption to On to watch programs with the captions displayed.

Selecting the caption language

> Settings > General > Accessibility > Caption Settings > Caption Mode

- Default / CC1 ~ CC4 / Text1 ~ Text4

Analog channels only) Operates in either analog TV channel mode or when a signal is supplied from an external device to the TV. (Depending on the broadcast signal, the analog caption function may or may not work with digital channels.)

- Default / Service1 ~ Service6 / CC1 ~ CC4 / Text1 ~ Text4

(Digital channels only) Works with digital channels. These functions may not be available in digital caption mode depending on the broadcast.

Setting the digital caption related options

> Settings > General > Accessibility > Caption Settings > Digital Caption Options

You can change the font color, background color, and size settings, etc.

Listening to the TV through Bluetooth devices (for the hearing impaired)

> Settings > General > Accessibility > Multi-output Audio

You can turn on both the TV speaker and Bluetooth headphone at the same time. When this function is active, you can set the volume of the Bluetooth headphone higher than the volume of the TV speaker.

Enlarging the sign language screen for the hearing impaired

> Settings > General > Accessibility > Sign Language Zoom Settings Try Now

You can zoom in the sign language screen when the program you are watching provides it. First, set Sign Language

Zoom to On, and then select Edit Sign Language Zoom to change the position and magnification of the sign language screen.

Configuring the repeat settings for remote control buttons

> Settings > General > Accessibility > Remote Button Repeat Settings Try Now

You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them. First, set Slow Button Repeat to On, and then adjust the operation speed in Repeat Interval.

App for the Visually Impaired (SeeColors App)

You can download SeeColors app in> Apps.

This application helps color blind people feel rich colors on TV through a simple self-check. Through self-check, colors are changed to be suitable so that each person can experience a richer view of colors.

Using Voice Assistants on the TV

You can change the settings of a Voice Assistant after selecting it.

Select the Voice Assistant

> Settings > General > Voice Assistant

Select which Voice Assistant you would like to help control your TV.

- Bixby / Amazon Alexa / Google Assistant

Using Other Functions

You can view other functions.

Changing the menu language

>Settings > General >System Manager >Language Try Now

Setting up a password

> Settings > General > System Manager > Change PIN Try Now

The PIN input window appears. Enter a PIN. Enter it again to confirm it. The default PIN is "0000."

Selecting Usage or Retail Mode

>Settings > General >System Manager >Usage Mode Try Now

You can set the TV for retail environments by setting Usage Mode to Retail Mode.

Managing External Devices

> Settings > General > External Device Manager > Device Connect Manager Try Now

When you connect external devices such as mobile devices or tablets connected to the same network as the TV so you can share content, you can view the list of allowed devices and connected devices.

- Access Notification

Set whether to display a notification when an external device such as a mobile device or tablet attempts to connect to the TV.

- Device List

Manage a list of external devices registered to the TV.

Using AirPlay

> Settings > General > Apple AirPlay Settings

You can use AirPlay to view content from your iPhone, iPad, or Mac on the TV screen.

Restoring the TV to the factory settings

>Settings >General >Reset Try Now

You can restore all TV settings (excluding the Internet and network settings) to the factory defaults.

1. Select Reset. The security PIN entry window appears.
2. Enter the security PIN, and then select Yes. All settings are then reset. The TV turns off and on again automatically and displays the Initial Setup screen.

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, 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 >Self Diagnosis >Start Picture Test Try Now

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

The problem	Try this!
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, or Motion Lighting. ◦ >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 Start Picture Test. ◦ > Settings >Support >Self Diagnosis >Start Picture Test • If the test results indicate that the problem is not caused by the TV, do the following:When using the One Connect, 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 colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first. ◦ >Settings > Picture >Expert Settings >Backlight ◦ >Settings >Picture >Expert Settings >Contrast ◦ > Settings> Picture >Expert Settings >Brightness ◦ > Settings >Picture >Expert Settings >Sharpness ◦ >Settings >Picture >Expert Settings >Color

	◦ > Settings >Picture >Expert Settings T>int (G/R)
Blurring, or Juddering	• If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue. ◦ > Settings >Picture Expert >Settings Auto Motion Plus 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.
	• Store displays are tuned to a digital UHD channel or HD channel.

The TV image does not look as good as it did in the store	• If you are using analog cable, upgrade to digital cable. • If you use an analog cable box or satellite box, upgrade to a digital cable box or satellite box and adjust the digital cable box and satellite box's video output resolution 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."
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	• 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. • 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	• 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

not turn on
automatically.

clothes you wear or your skin color is similar to the surrounding shading, the motion sensor may not work properly.

- 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

Sound and Noise Issues

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

Testing the sound

> Settings >Support > Self Diagnosis >Start Sound Test Try Now

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

The problem	Try this!
How can I connect an audio device to the TV?	• The connection method may differ depending on the audio device. • 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 Dolby Digital+. • Set Digital Output Audio Format to Dolby Digital+ only when you play Dolby Digital+ (with Atmos) content. • If you are using an AV receiver that does not support Dolby Digital+, you will hear no sound when you select Dolby Digital+. ◦ >Settings >Sound >Expert Settings >Digital Output Audio Format >Dolby Digital+

The speakers are making an odd sound.	• Run Start Sound Test. ◦ >Settings >Support >Self Diagnosis >Start 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.
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 • To optimize the sound depending on the surroundings, select Adaptive Sound+. ◦ > Settings > General> Intelligent Mode Settings Adaptive Sound+
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.

The problem	Try this!
"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
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.	• 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 a 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 problem	Try this!
The "Mode Not Supported" message appears.	• Adjust the output resolution of the external device to a resolution supported by the TV.
The video is OK but there is no audio.	• 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 wireless 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

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

> Settings > Support > Self Diagnosis > Start Smart Hub Connection Test Try Now Try Now

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

The problem	Try this!
Wireless network connection failed. Unable to connect to a wireless access point.	• 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 access point, 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.

Anynet+ (HDMI-CEC) Issues

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

The problem	Try this!
What is Anynet+?	You can use the TV's remote control to control external devices that support Anynet+ (HDMICEC) 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+ (HDMICEC) 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	- To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ > Settings >General >External Device Manager >Anynet+ (HDMI-CEC) (HDMI-CEC) function of the device. - 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

because the connected devices (e.g. set-top box) turn off together.	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 problem	Try this!
The remote control does not work.	• The connection between the Samsung Smart Remote 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. • Also, if the remote control is not working or slow, the batteries 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 problem	Try this!
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.

Apps

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

The problem	Try this!
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.

The problem	Try this!
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 about the supported codecs, refer to "Read Before Playing Photo, Video, or Music Files."

Voice Recognition Issues

When the voice recognition or Bixby functions aren't working, these steps may help resolve the problem.

The problem	Try this!
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 entry 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 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 problem	Try this!
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.
	• Your TV utilizes high-speed switching circuits and high levels of electrical current.

The TV is making a humming noise.	• 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 > Self Diagnosis Try Now

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.
- Start Picture Test
- Start Sound Test
- Signal Information
- TV Device Manager
- Start Smart Hub Connection Test
- Reset Smart Hub

The problem	Try this!
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 >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 >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 Try Now

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

You can also turn Remote Management on and off

Finding the contact information for service

> Settings >Support >About This TV Try Now

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

Requesting service

> Settings >Support >Request Support Try Now

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.

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.

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