

Guide













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. <ul style="list-style-type: none"> Use this button to access additional options that are specific to the feature in use. Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc. <p><i>✎</i> If the Color Button appears with a number strip on the screen, select the Color Button and then select a specific color by using the directional button (up, down, left, right). Use this to access additional options that are specific to the feature in use.</p>
 (Multi View)	Press the button to directly enter the Multi View function.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen. For The Frame model, Press in Art mode to switch to TV mode.
 (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 . <i>✎</i> Game Bar may not be supported depending on the model or geographical area.
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.













- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must use a universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

About the Samsung Smart Remote (AU8 Series)

Learn about the buttons on the Samsung Smart Remote.





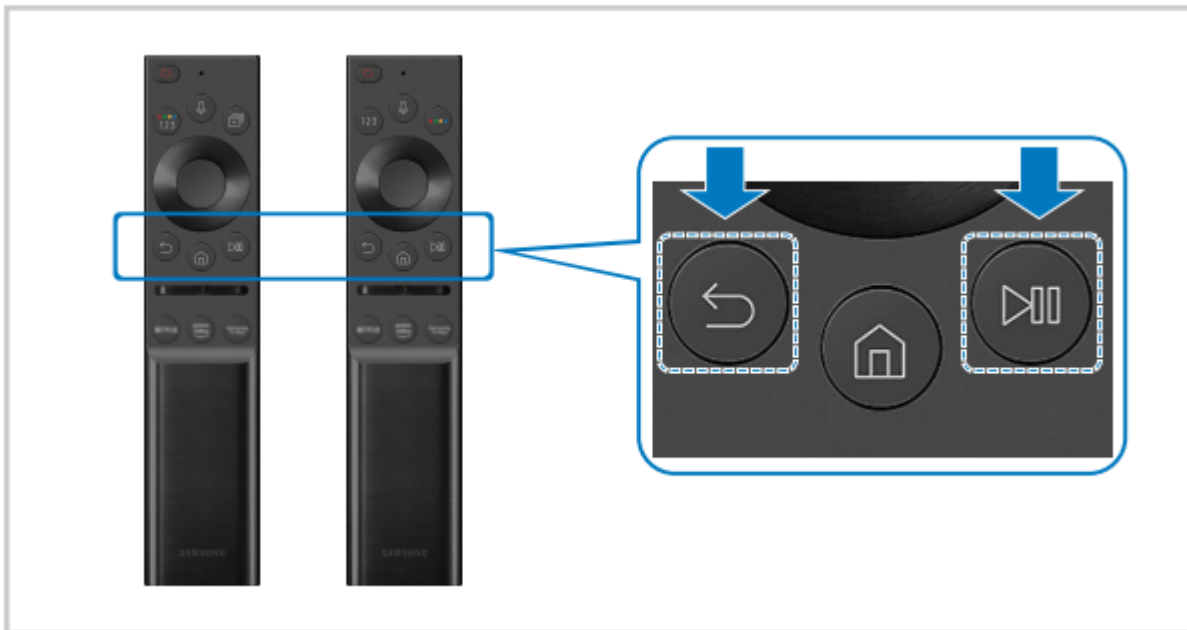
Button	Description
 (Power)	Press to turn the TV on or off.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.
 (Number button)	Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.
 (Color button)	When pressed, colored buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.
 Directional button (up, down, left, right)	Use to navigate the menu or move the focus to highlight items on the Home Screen.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast program, detailed program information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a program, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.

- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

Connecting the Samsung Smart Remote to the TV

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

When you turn on the TV for the 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.



- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- For more information about the Samsung Smart Remote, refer to "About the Samsung Smart Remote (QLED TV/AU9 Series or higher/The Frame)."
- For more information about the Samsung Smart Remote that comes with AU8 Series, refer to "About the Samsung Smart Remote (AU8 Series) ."

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.

- This function may not be supported depending on the model or geographical area.
- You can also use the **Anynet+ (HDMI-CEC)** function to operate external Samsung devices with your TV's remote control without any additional setup. For more information, refer to "Using Anynet+ (HDMI-CEC)."
- Specific external devices connected to the TV may not support the universal remote feature.
- Do not place any obstacles in front of an external device and TV's logo. It may cause improper transmitted signals from the remote control.
- The TV memorizes both the external device and its connection port (HDMI 1, HDMI 2, etc.).
- If you have difficulty controlling external devices with the Universal Remote, try adjusting the positions of the external devices.

- This function may not operate properly depending on the TV installation environment and the features of external devices.

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.

- The connecting process can take up to 2 minutes to complete.

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

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMICEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and when those devices are either in standby mode or turned on.
- Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters. Anynet+ (HDMI-CEC) can control only one home theater system.
- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.

If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control.

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 control the TV easily.

Connecting a USB keyboard, mouse, or gamepad

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

- If you connect a mouse, it is available only in the Internet app and PC on TV function.
- XInput USB gamepads are supported.
- For more information, refer to Input Device in Connection Guide (>  **Source >Connection Guide> Input Device**).

Connecting a Bluetooth keyboard, mouse, or gamepad

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

- If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.
- If you connect a mouse, it is available only in the Internet app.
- For more information, refer to the Bluetooth device's user manual.
- This function may not be supported depending on the model or geographical area.

Using the keyboard and mouse

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

- The key operation may differ depending on some apps or the keyboard

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.



1.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.

2.Options


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

- The options available may differ depending on the function running currently.
- Recommended text
- Reset Recommended Text Memory
- Accented Character Preview
- Predict Next Character (when using direction buttons)
- Language

3.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.

- Entering text with your voice may not be supported for some functions.
- This function may not be supported depending on the model or geographical area.
- The Samsung Smart Remote may not be supported depending on the model or geographical area.

Troubleshooting

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

Picture Issues

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

Testing the picture









 >  Settings > Support > Device Care > Self Diagnosis > Picture Test [Try Now](#)

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


Flickering and Dimming

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

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



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

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


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


Component Connections and Screen Color

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



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

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

When using the One Connect Box,  that its video input connectors are connected to the correct external device video output connectors.





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

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











-  >  Source > Connection Guide

Screen Brightness

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



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

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

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

Blurring, or Juddering



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

-  >  Settings > Picture > Expert Settings > Picture Clarity Settings





Unwanted Powering Off

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

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

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

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

-  >  Settings > General > Power and Energy Saving > 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, that it is plugged in and turned on.



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

Unable to find a Channel

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

-  >  Settings > Broadcasting > Auto Program

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

-  >  Source > Connection Guide

When the symptom persists, contact your service provider.

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

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

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

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

-  >  Source > Connection Guide > Video Device > HDMI

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

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

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN8**A series or higher."

- Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider.
- When using a Samsung TV Plus channel, check the network connection. When the network speed is slow, the app may not work or the image quality may be poor.

The picture is distorted

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

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

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

The color is wrong or missing


If you're using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause color problems or a blank screen.

The color is poor or the picture is not bright enough

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

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

See if Brightness Reduction has been enabled.

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

Try resetting the picture.

-  >  Settings > Picture > Expert Settings > Reset Picture

There is a dotted line on the edge of the screen

Change Picture Size 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 problem Try this! The HDR of the connected external device turns off

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

-  >  Settings > General > External Device Manager > Input Signal Plus

The TV remains on or does not turn on automatically.

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

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

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

-  >  Art > Settings > Motion Detector

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

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



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

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

Sound and Noise Issues

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

Testing the sound



 >  Settings > Support > Device Care > Self Diagnosis > Sound Test [Try Now](#)

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

How can I connect an audio device to the TV?

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

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

-  >  Source > Connection Guide > Audio Device



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

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

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

The picture is good but there is no sound.

Set Sound Output to TV Speaker.

-  >  Settings > Sound > Sound Output

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

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

To listen to computer sound, connect an external speaker to the computer's audio output connector. If your TV has a headphone jack, make sure there is nothing plugged into it. Reboot the connected device by disconnecting and then reconnecting the device's power cable. With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

No sound is heard.

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

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

Output Audio Format to Auto when the connected receiver supports only the limited audio formats.

-  >  Settings > Sound > Expert Settings > Digital Output Audio Format > Auto

The speakers are making an odd sound.

Run Sound Test.

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

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

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

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

The sound is interrupted.

The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV. To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.

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

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

Turn off the Voice Guide function in Voice Guide Settings.

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



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

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

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

The sound is not heard clearly.

Change to an appropriate sound mode.



-  >  Settings > Sound > Sound Mode

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

-  >  Settings > General > Intelligent Mode Settings > Intelligent Mode



This function may not be supported depending on the model.

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

-  >  Settings > General > Intelligent Mode Settings > Adaptive Sound+ This function may not be supported depending on the model.

The volume of the external device cannot be adjusted.

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

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

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

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

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

Channel and Broadcast Issues

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

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

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





-  >  Source > Sources

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

The TV is not receiving all channels.



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

Run Reset or Auto Program.

-  >  Settings > General > Reset
-  >  Settings > Broadcasting > Auto Program

The captions are not provided on a digital channel.

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 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 flicker 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 > Device Care > Self Diagnosis > Smart Hub Connection Test 

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

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

Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.

Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on. Enter the correct password if required. If the wireless connection fails, connect the TV to the access point via a LAN cable.

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

Wired network connection failed.

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

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

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

Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.

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

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

–  >  Settings > General > Network > Network Status > IP Settings

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

If the problem persists, contact your Internet service provider.

- Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

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

Anynet+ does not work.

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

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

Check the cable connections of the Anynet+ device. Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.

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

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

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

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

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

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

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

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

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

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

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

The problem Try this! 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+ configuring or has switched to the TV viewing screen.

The Anynet+ device won't play.

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

The connected device is not displayed.

Check whether the device supports Anynet+.

Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+. Check whether the HDMI cable is properly connected. Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.

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



Scan for Anynet+ devices again.

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

Remote Control Issues



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

The remote control does not work.

The connection between the remote control and the TV may be lost. Point the Samsung Smart Remote at the front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



- Pairing is not available in AU7/BEA series.

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

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

External devices cannot be operated with the TV remote control.

Check the cable connection between the TV and external devices.

When the symptom persists, set it manually in  >  Sourc > Universal Remote.

Recording Issues

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

The Timeshift or recording function cannot be used.

Check if there is a storage device connected to the TV. Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device. The function will not work if there isn't enough storage space on the USB device.

Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

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

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

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

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

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

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

- This function is not available in the U.S.A. and Canada.
- This function may not be supported depending on the model or geographical area.

Apps

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

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

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

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

Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.

The services of your application are not provided by the TV but by the application service provider. Refer to the Help section on the application service provider's website.

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

Turn off the Autorun Smart Hub function in Smart Features.

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

Media Files

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

Some files are interrupted during playback.

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

Some files can't be played.

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

Voice Assistant Issues






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

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

The 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 30 seconds. It may take a while if the voice recognition server is being inspected.

I want to see weather information of the desired area.

Say with the area name included.

Other issues

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

The TV is hot.

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

The heat from the panel is dissipated through internal vents running along the top of the TV. The bottom, however, may feel hot to the touch after extended use.

Children watching TV need constant adult supervision to prevent them from touching the TV. This heat, however, is not a defect and does not affect the TV's functionality.

The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

Change Usage Mode to Home Mode.

-  >  Setting >General >System Manager >Usage Mode

The TV is tilted to the side.



Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

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

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

Change Usage Mode to Home Mode.

-  >  Settings > General > System Manager > Usage Mode

The TV is making a popping noise.

The expansion and contraction of the TV's outer casing may cause a popping noise.

This does not indicate a product malfunction.

The TV is safe to use.

The TV is making a humming noise.

Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV.

Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements. Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

The software update over the Internet has failed.

Check the network connection status.

-  >  Settings > General > Network > Network Status

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



The TV narrates the screen events in voice-over.

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

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

Diagnosing TV operational issues

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

-  >  Setting > Support > Device Care > 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.

- Video Test
- Picture Test

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



Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels.

-  >  Setting > Support > Device Care > Self Diagnosis > Signal Information

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

-  >  Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub

Reset picture

Resets current picture settings to the default settings.

-  >  Settings > Picture > Expert Settings > Reset Picture

Reset sound

Resets current sound settings to the default settings.

-  >  Setting > Sound > Expert Settings > Reset Sound

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.