

## Guide

### Connections

You can watch live broadcasts by connecting a coaxial cable to your TV and can get access to the Internet by using a LAN cable or wireless access point. Using various connectors, you can also connect external devices.

### Connection Guide

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



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.

- Audio Device: HDMI (eARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, NFC on TV, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Remote Control, Keyboard, Mouse, USB Gamepad, USB Camera, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)
  - The connection method and available external devices may differ depending on the model.
  - Some functions may not be supported depending on the model or geographical area.
  - Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes)

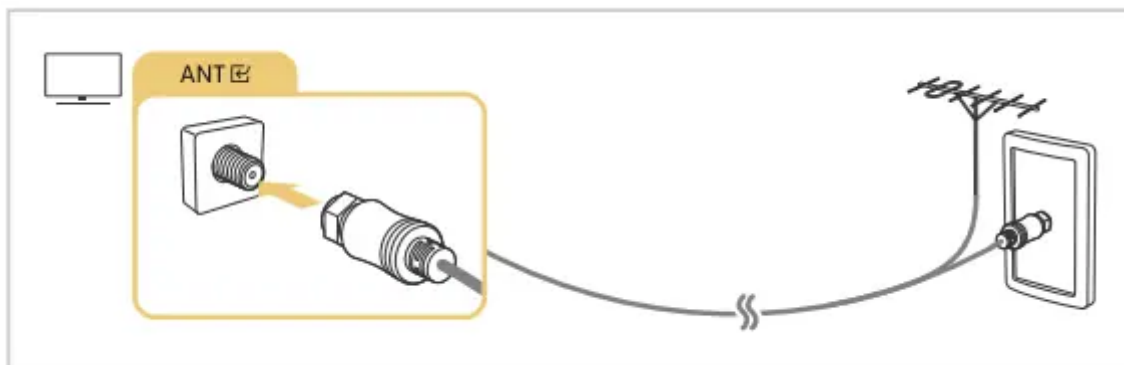


- The image on your TV may differ from the image above depending on the model and geographical area.

## Connecting an Antenna

You can connect a coaxial cable to your TV.

- An antenna connection is not necessary if you connect a cable box or satellite box.
- The port on your TV may differ from the following files depending on the product model and region.



## Connecting to the Internet

You can get access to the Internet through your TV

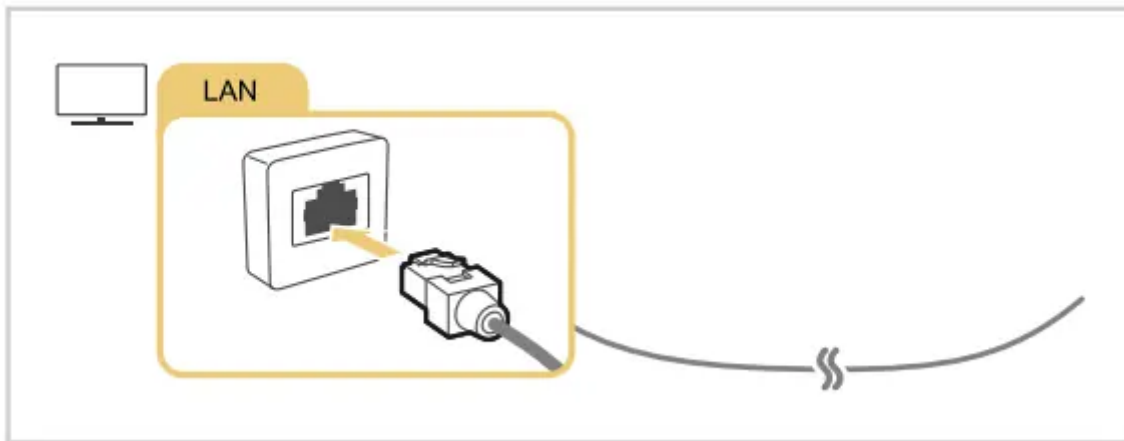
🏠 > ⚙️ Settings > General > Network > Open Network Settings

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.

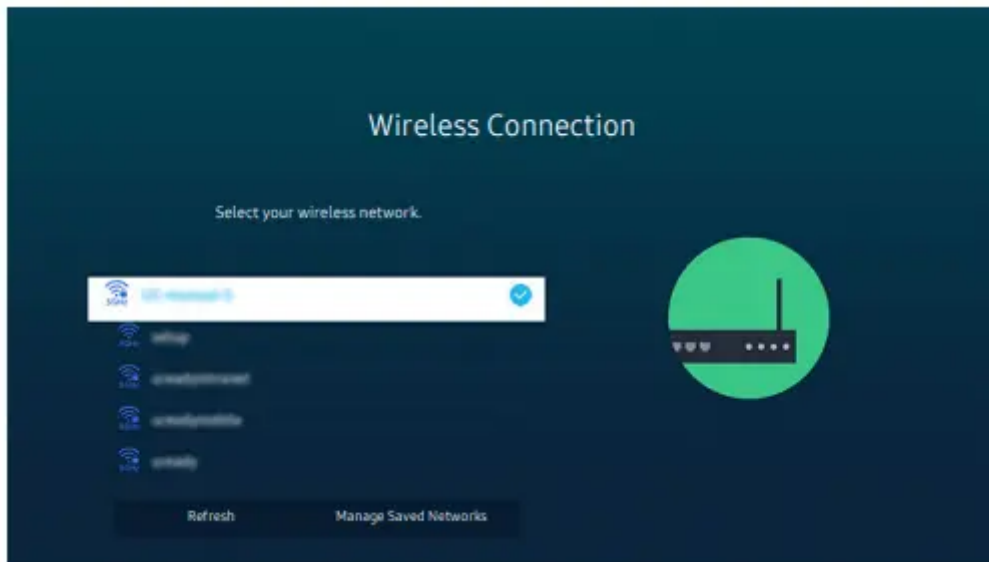
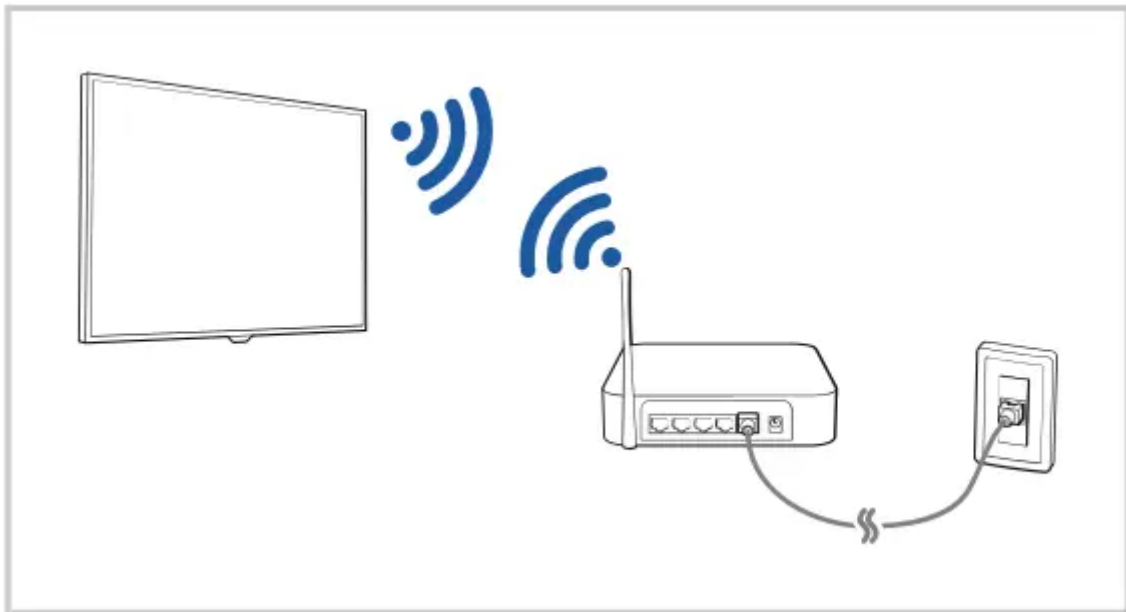




- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
  - To connect a LAN cable, use a CAT 7 (\*STP type) cable for the connection. (100/10 Mbps)
- \* Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.
  - This function may not be supported depending on the model.

### Establishing a wireless Internet connection



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

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





- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless access point is found, select **Add Network** at the bottom of the list and enter the network name (SSID).
- If your wireless access point has a WPS or PBC button, select **Use WPS** at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- To view or delete previously connected network names (SSIDs), move the focus to **Manage Saved Networks**, and then press the Select button.
- To disconnect Wi-Fi, select Disconnect in  >  Settings > General > Network > Network Status.

## Checking the Internet connection status



 >  Settings > General > Network > Network Status.

View the current network and Internet status.

## Resetting Your Network

 >  Settings > General > Network > Reset Network

## 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.

- This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function.

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

## Connecting an IP control device to the TV

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

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

- To use this function, Power On with Mobile must be turned on.
- Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and specifically for a Samsung TV and if your Wi-Fi network is password protected.
- This function may not be supported depending on the model.

## Allowing to connect a wireless network

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

You can enable the connection to Wi-Fi.

- To connect a wireless network, the function must be active.



## Changing the name of the TV




 >  Settings > General > System Manager > Device Name

You can change the name of the TV on the network. Select User Input at the bottom of the list and change the name.

## Screen Sharing (Smart View) with your Mobile Device

You can watch the screen of your mobile device on the TV screen through Smart View, Tap View or Multi View.

For information on how to share the screen with your mobile device, refer to  >  Source > Connection Guide > Smartphone > Screen Sharing (Smart View).

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the button  on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to  >  Source Connection Guide > Smartphone > Apple AirPlay.
  - This function may not be supported depending on the model or geographical area
- The screen sharing function (Smart View/Apple AirPlay) on your mobile device appears on Multi View of the TV (or the screen on your mobile device).
  - This function may not be supported depending on the model or geographical area.

## Using Tap View

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



- This function may not be supported depending on the model.
  - This function is available in Samsung mobile devices with Android 8.1 or higher.
1. Enable **Tap View** on your mobile device
    - For more information about information refer to 'Enabling Tap View'.
  2. Turn on the screen of your mobile device.
  3. Tap your mobile device on the TV. The TV screen switches to **Multi View** or mobile device's screen.
    - When you perform Tap View in **Ambient Mode** feature or **Art** mode (only in The Frame models), only the mobile device's screen appears on the TV.
  4. Watch **Multi View** or mobile device's screen on the TV screen.
    - The displayed TV screen may differ depending on the model.
    - This function enables mirroring (Smart View) by detecting vibrations generated when you tap the mobile device on the TV.

- Be sure to tap away from the TV screen and bezel corners. It may scratch or break the TV or mobile device screen.
- We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV.

### Enabling Tap View

Enable **Tap View** in the SmartThings app.

- Depending on the SmartThings app version, you may need to register the TV with your mobile device.
- This function may not be supported depending on the model.

1. Launch the SmartThings app on your mobile device.
2. Select Settings ( > ) in SmartThings app on your mobile device.
3. Set **Tap View** to on.





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




### Using Multi View

 >  | Multi View

- This function may not be supported depending on the model.

You can view multiple content items through **Multi View**.

To start the function, select  >  | **Multi View**, and then select the content to add in **Select content**. or select a desired combination in **Preset** at the top of  >  | Multi View. Or run screen sharing (**Smart View/Apple AirPlay**) for your mobile device.

- This function can be started or stopped by pressing the  button on the Samsung Smart Remote.
- When the  button is available on the Samsung Smart Remote, You can enter the **Multi View** function by pressing its button.
- The multiple view for 3 to 5 content items is supported with some models including QN8\*\*A and QN9\*\*A. When you press the  button in **Multi View** mode, the **Multi View** preview screen appears above the bottom of the screen. By selecting the content in the Multi View preview screen, 3-5 contents can be displayed in Multi View mode.
- This function operates only by TV broadcasts, external devices, or apps that support Multi View.
- While running **Multi View**, app casting from your mobile device is run on **Multi View**. This function is not available in some apps.

- In some models, you can view the image on the camera connected to the SmartThings app of your mobile device.
- Q-Symphony is not supported by **Multi View**.
- When an external device that connects to a receiver or Soundbar is used in **Multi View**, sound outputs from the TV speaker, not from the receiver or Soundbar.

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

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

-  (Select content.)

You can select from the content list displayed above.

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

- Select App/Source (**Content Selection Mode**)

You can change the content for the selected window. To enter **Content Selection Mode**, press and hold the Select button on the Samsung Smart Remote.

-  (Change screen size.)

Selects the desired size of **Multi View**.

-  (Set Picture-in-Picture.)

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

*This function may not be supported depending on the model*

-  (Listen to the sound from two screens.)

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

*This function may not be supported depending on the model.*

-  (Delete screen.)


You can delete the selected screen.

*This function may not be supported depending on the model.*



-  (Connect Bluetooth Speaker.)

You can hear the sound by connecting the Bluetooth speaker.

*This function may not be supported depending on the model.*



-  (Exit to full screen.)

**Multi View** is ended and then the full screen appears.

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

- **Save & Exit**

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

*The saved layout can be used after selecting it at the top of the Multi View  >  | **Multi View** > up directional button*

## Connection Cables for External Devices

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

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 HDMI



HDMI to MINI HDMI



HDMI to Micro HDMI



## HDMI to USB Type-C



## HDMI to DisplayPort



## 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.

Available connection cables may differ depending on the model or geographical area.

## Switching between external devices connected to the TV

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



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

- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can configure universal remote control for the device automatically. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote.](#)"
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.
- This function may not be supported depending on the device and geographical area.

## Editing the name and icon of an external device



You can change the port name for a connected external device or add it to the Home Screen.



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

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available:
  - Available functions may differ depending on the port type.

### 1. Universal Remote

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

- This function may not be supported depending on the model or geographical area.
- For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote.](#)"

### 2. Edit

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

### 3. Information

You can view detailed information about an external device.

### 4. Add to Home

You can add the port of an external device to the Home Screen for quick switching.

## Using additional functions

You can use the following features on the Source screen.

- PC on TV

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

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

- Connection Guide

Displays device connection instructions.

*For more information, refer to "Connection Guide."*

- Remote Key Guide

You can view how to use the remote control.

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

- Universal Remote

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

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

*For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote.](#)"*

## Connection Notes

When connecting an external device, note the following:

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

### Connection notes for HDMI

- The following types of HDMI cables are recommended:
  - High Speed HDMI Cable
  - High Speed HDMI Cable with Ethernet
  - Premium High Speed HDMI Cable
  - Premium High Speed HDMI Cable with Ethernet
  - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result a blank screen or a connection error.





- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables 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.

*This function may not be supported depending on the model.*

### **Connection notes for audio devices**

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

*This function may not be supported depending on the model.*

- Use the Quick Settings screen to change to the connected device: Use the Select button to select Optical on the Sound Output menu. (  >  Settings > up directional button > Sound Output).
- Use the Settings screen to change to the connected device: Select Optical on the Sound Output menu. (  >  Settings > Sound > Sound Output).

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



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

### **Connection notes for computers**

- For the resolutions supported by the TV, refer to "*Read Before Connecting a Computer (Supported Resolutions)*."
- If you want to connect your PC and TV wirelessly, both of them must be connected to each other on the same network.

- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

### Connection notes for mobile devices

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

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

- 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.




 (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 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.

*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.*

 (Multi View)

Press the button to directly enter the **Multi View** function.

 **1** Directional button  
(up, down, left, right)


Use to navigate the menu or move the focus to highlight items on the Home Screen.

 **2** 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**.


*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.

 **3** (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+ \(HDMI-CEC\).](#)"


### About the Samsung Smart Remote (AU8 Series)

Learn about the buttons on the Samsung Smart Remote.




 (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 available 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. 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**.

*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.

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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.

3 (Launch app button)



Launch the app indicated by the button.

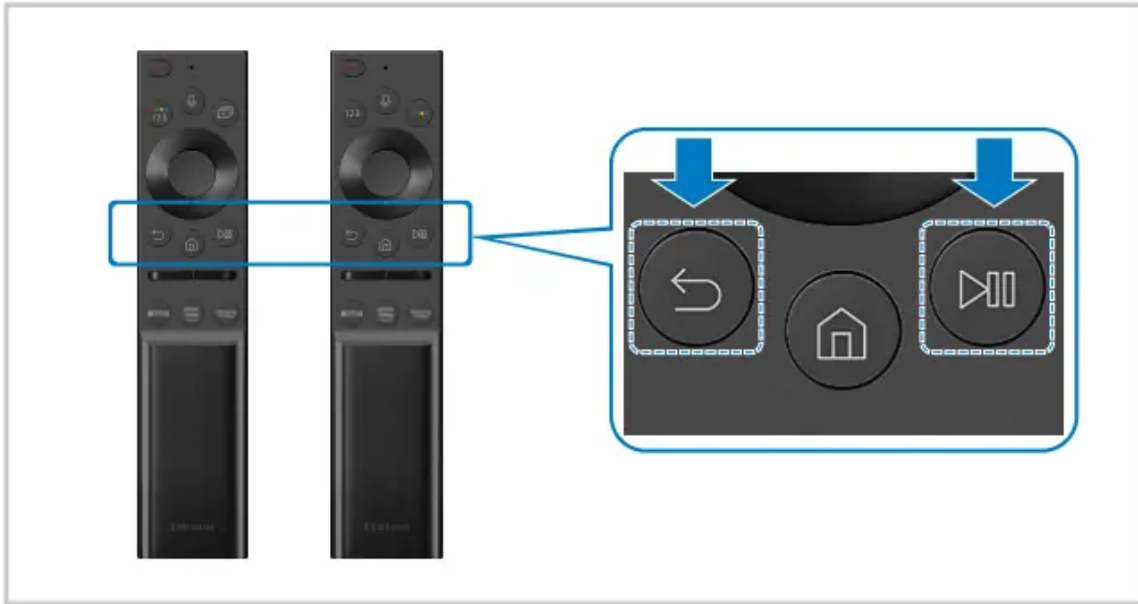
- Use the Samsung Smart Remote less than 20 feet (6 m) from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model or geographical area.
- To use the Samsung Smart Remote to control a 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

- 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.*

Open

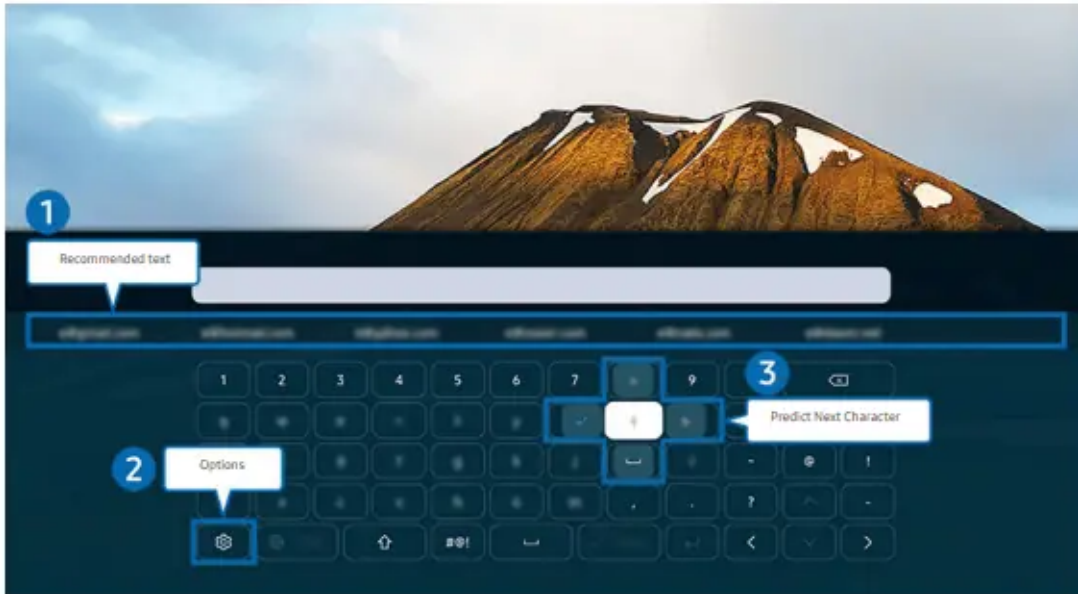
Open Link in New Tab

Enable Scroll Mode

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

## **Entering Text using the On-Screen Virtual Keyboard**

Use the virtual keyboard to enter text on your TV




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

### 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.





## Smart Features

You can enjoy various apps with Smart Hub.

### Using Smart Hub

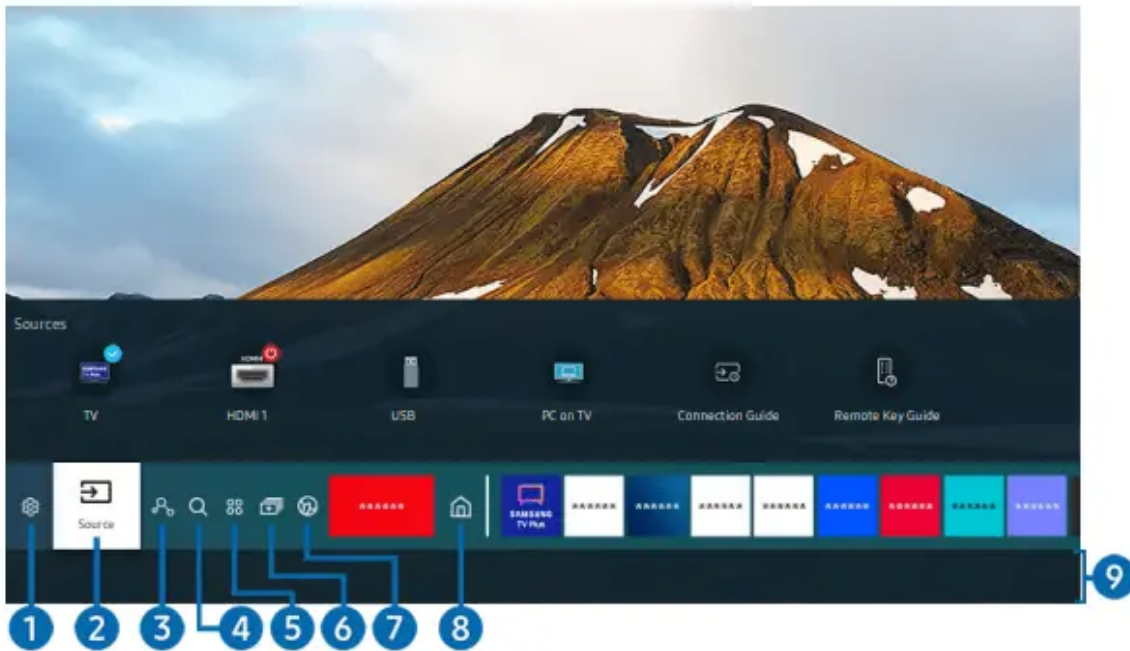
View descriptions of Smart Hub's basic functions.

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.

- Some Smart Hub services are paid services.
- To use Smart Hub, the TV must be connected to the Internet.
- Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
- Smart Hub service outages can be caused by disruptions in your Internet service.
- To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Privacy by navigating to  >  Settings > Terms & Privacy.
- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub (  >  Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub).

### Displaying the Home Screen

Press the  button.



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

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

## 1. Settings

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

- e-Manual

You can open the user manual embedded in your TV.

- Intelligent Mode

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

*This function is supported only in QLED TV (except for Q6\*A/Q5\*A Series) and The Frame.*

*For more information, refer to "[Using Intelligent Mode.](#)"*

- Picture Mode

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

- Sound Mode

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

- Sound Output

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

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

- Game Mode

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

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

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

- Caption

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

- Sleep Timer

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

- Network

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

- Color Tone

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

- Picture Clarity

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

- Digital Output AudioFormat

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.

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

- Off Timer

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

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

- 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.

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

## 2. Source

You can select an external device connected to the TV.

*For more information, refer to "[Switching between external devices connected to the TV.](#)"*

## 3. Digital Butler

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

*For more information, refer to "[Using Digital Butler.](#)"*

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

## 4. Search

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

*To use this feature, the TV must be connected to the Internet.*

*This function may not be supported depending on the model.*

## 5. Apps

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

*To use this feature, the TV must be connected to the Internet.*

For more information, refer to "[Using the Apps Service.](#)"

## 6. Multi View




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

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

For more information, refer to "[Using Multi View.](#)"

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

*This function may not be supported depending on the model.*

For more information, refer to "[Using Ambient Mode.](#)"

## 8. Home

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

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

- Samsung Account

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

For more information, refer to "[Using a Samsung account.](#)"

-  Notification

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

## 9. Universal Guide

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

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

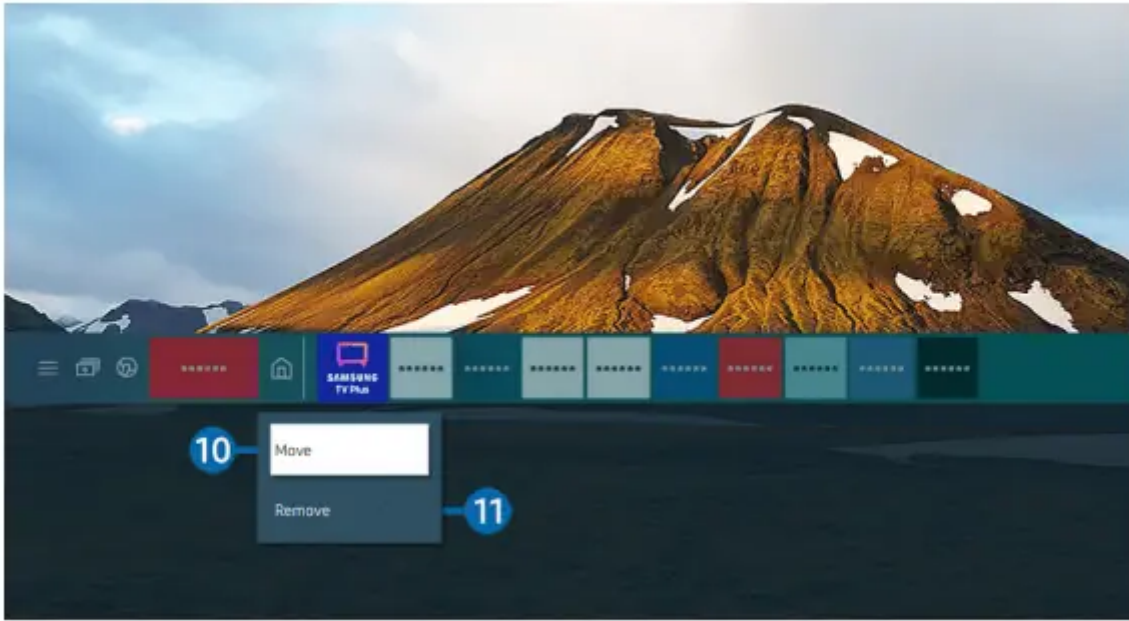
- To access Universal Guide, press the down directional button on the remote control in Home Screen.
- To enjoy the content from these apps on your TV, they must be installed on the TV.
- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.



Art

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

- This function is supported only in The Frame.
- For more information, refer to "[Using Art Mode.](#)"



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

### 10. Moving an item on the Home Screen

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

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

### 11. Removing an item on the Home Screen

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

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


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

### Launching Smart Hub automatically

 >  Settings > General Smart Features > Autorun Smart Hub.

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

### Launching the last used app automatically


 >  Settings > General > Smart Features > Autorun Last App

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

*This function may not be supported depending on the app.*

*This function may not be supported depending on the model.*


### **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.

- When Autorun Samsung Business TV App is set to On while Autorun Last App is turned On, the Samsung Business TV app runs automatically when your TV is turned on.
- This is available in Android 6.0/iOS 9.0 or higher.
- The Samsung Business TV app on the Home Screen is installed automatically after you consent to the service agreement and the collection and use of personal information.
- This function may not be supported depending on the model or geographical area.


### **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.

- It is available on the screen for any broadcast, external device, or app that supports Multi View.
- This function may not be supported depending on the model.



### **Testing Smart Hub connections**

 >  Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test

### **Resetting Smart Hub**

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



*You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is*



*"0000." You can set the PIN in  >  Settings > General > System Manager > Change PIN.*

*Change PIN may not be supported depending on the model or geographical area.*

## Using a Samsung account



Create and manage your own Samsung account.

 >  Settings > General > System Manager > Samsung Account



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

Follow the instructions on your TV screen to create or log in to a Samsung Account. Samsung Account can be used on TV, mobile device, and website with one ID.



## 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 using it.

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

- Edit PProfile

You can edit your account information.

- To protect personal information, enter Edit Profile and then Sign-in Method is set to Enter password when ID is selected (high security).
- If you want the TV to log you into your account automatically whenever you turn on the TV, click Stay Signed In.
- When the TV is used by multiple people, turn off Stay Signed In to protect personal information.
- Payment Info

You can view or manage your payment information.

- Back up

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

- TV Registration

You can register the current TV or see the registered information. You can easily receive services after product registration.

- 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.

- Terms & Conditions, Privacy Policy

You can view the user agreement and privacy policy.

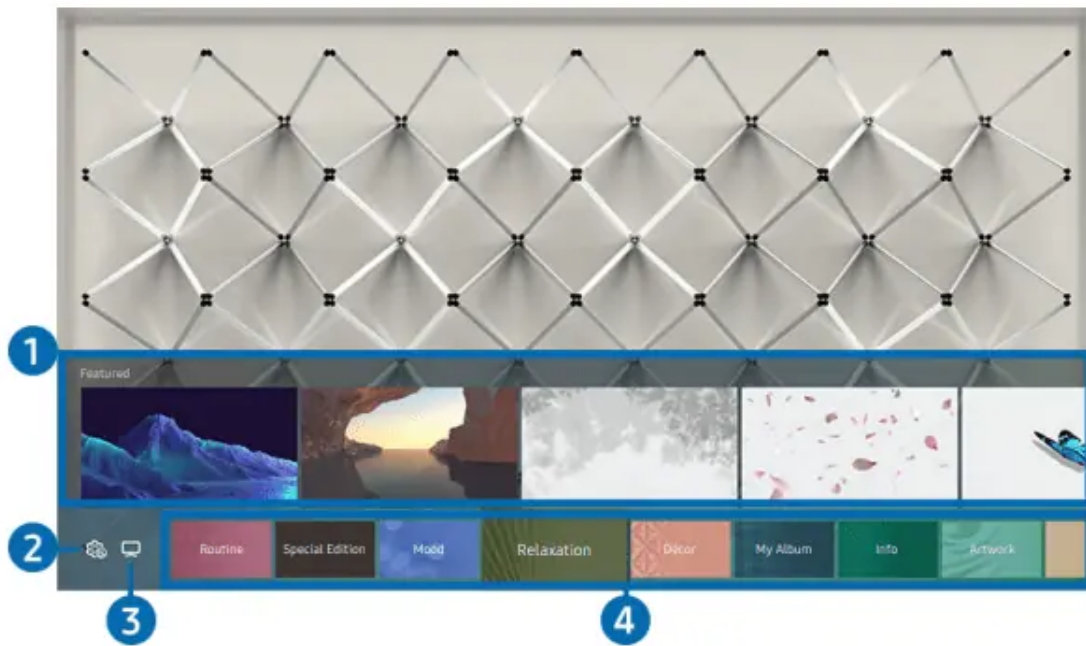
## Using Ambient Mode


### > **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.

- This function may not be supported depending on the model.
- In Ambient Mode, some functions may not be supported.

### **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.

### 1. 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.

### 2. Ambient Settings

You can configure the following Ambient Mode settings:

- Auto Brightness

Changes the auto brightness setting for Ambient Mode.

*When this function is set to Off, the brightness level of the TV screen is not automatically adjusted in response to the surrounding light level.*

- Sleep After

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

*If there is no remote control input for the set time, the screen goes off.*

- 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.

### 3. TV

You can enter the TV viewing screen.

#### 4. Selecting a content category

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

*This function may not be supported depending on the model.*

*You can use the SmartThings app on your mobile device to select the desired content and then change the settings.*

*Available content categories may differ depending on the model or geographical area.*

- 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.

*To import photos from your mobile device or Samsung Cloud, use the SmartThings app on your mobile device.*

*For more information about how to configure the photo settings, select View Help. This function is available after you select a photo in the My Album category.*

- 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.

*Take a picture of a wall using the SmartThings app on your mobile device to create a custom background theme. When you use this function, there may be a delay in image transmission and optimization depending on network conditions.*

*You can set a background theme you created as a background of a content item. To set a background theme as the background of a content item, press the down directional button while watching the Ambient Mode screen.*

- 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.

*You can use the SmartThings app on your mobile device to take a picture of a wall and create a custom background. For more information, select the How-To icon. This function may be a delay in image transmission and optimization depending on network conditions.*



- Shadow Effects


Applies a shadow effect that you select to the content

### Viewing 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.

*If you press the  button when the TV is turned off, the TV viewing screen appears.*

### Using 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 button at the lower right rear corner of the TV.

*If you use a remote control other than the Samsung Smart Remote, the TV may not be turned off completely.*

- 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.

The TV is set by default so that the screen turns off automatically when the ambient light dims in Art mode.

- 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.

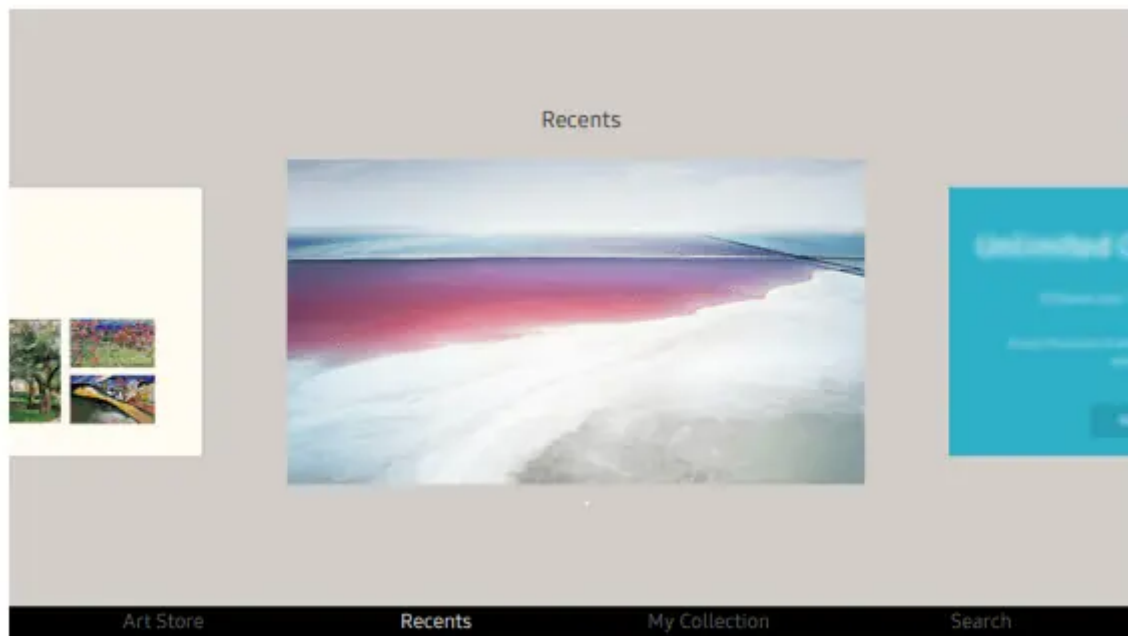
*This function may not be supported depending on the model or geographical area.*


- 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.

*This function may not be supported depending on the TV model or mobile device.*

*Supported features may differ depending on the version of the SmartThings app.*

## 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.

*While viewing images in Art Mode, you can find the detailed information about the images by pressing the down directional button on the remote control.*

- Art Store

You can go to Art Store to purchase various images


The Art Store may not appear depending on the network connection status.

To purchase or appreciate images, first log in with your Samsung Account.

- 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.

*You can select multiple images.*

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.

*Recommended resolutions: 3840 x 2160 (16:9)*

### **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. *You can select multiple images.*
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.

*The entry path may differ by each topic.*

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.

*Displays Get Trial Membership or Free Trial if you have not joined The Art Store Membership.*

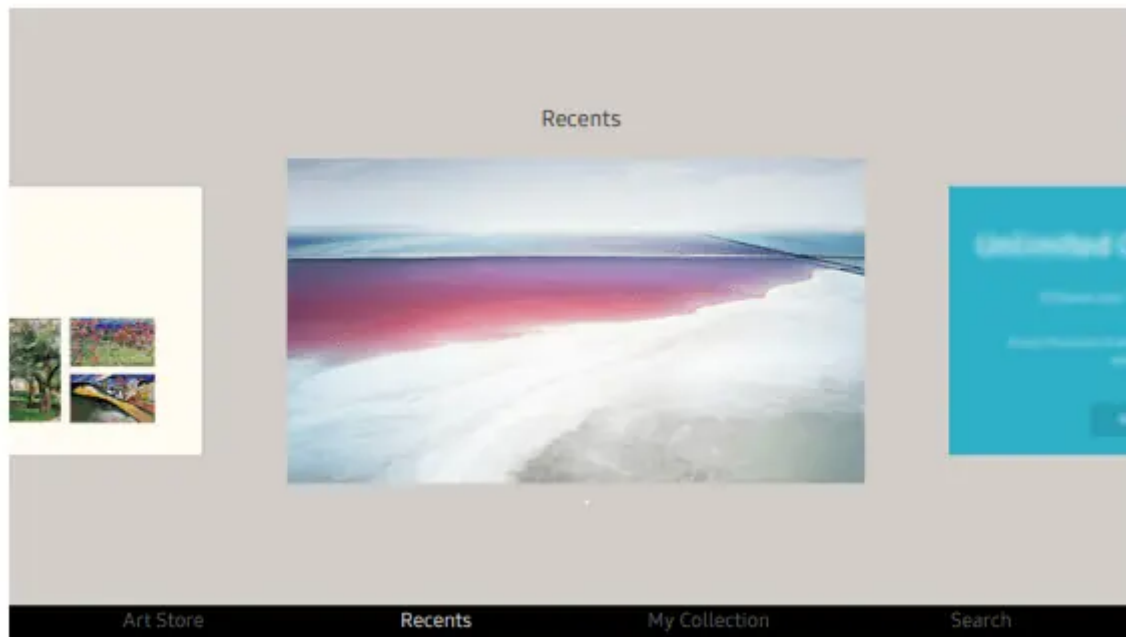
5. Use the directional buttons on the remote control to select payment methods, and then press the Select button.
6. Follow the on-screen instructions to procedure payment.

### **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. This function is only available for saved images on My Photos.

- 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.

*Depending on whether the image ratio is 19:9 or not, the border styles may differ.*

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.

*If you want to change only either the border style or the color, change it, and then press the Select button to save the changes.*

4. To save the selected border style and color, press the Select button again.

*If you press the  button to exit, the border style and color you changed are not saved.*

## **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.

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

- **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.

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

- **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.

*The features or terminology may vary depending on the version of the SmartThings app.*

*On tablet devices, Art mode features may not be supported by the SmartThings app.*

- 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.

*Sleep After may not be supported depending on the model or geographical area.*

- Setting Motion Detector Sensitivity: Set the sensor sensitivity so that the TV turns on automatically when motion is detected in Art mode.







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

- Setting Night Mode: Set The Frame to turn off automatically if no light is detected in the room.

## Precautions when using Art mode


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

- 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.

*For easy computer use, connect a keyboard and a mouse to your TV in advance.*

### Using Screen Sharing (Wireless)

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

*This function is only available for PCs that support wireless screen sharing.*

- 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](https://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


*The PC on TV - Easy Connection PC app is available in Windows 10.*

*Depending on the network environment including the firewall configuration router type, and wireless signal strength, connection problems may occur, such as low speed, disconnection, or limited connection.*

### **Connecting a Remote PC**

 >  Source > PC on TV > Remote PC

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.

*To register a frequently used PC, move the focus to  Manage User Profiles, and then press the Select button. When a popup window appears, select Add, and then enter the PC information.*

*When your PC enters in power saving mode, connection is not available.*

*It is recommended to cancel the power saving mode. It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.*

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

*Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher.*

*Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.*

- Windows OS:

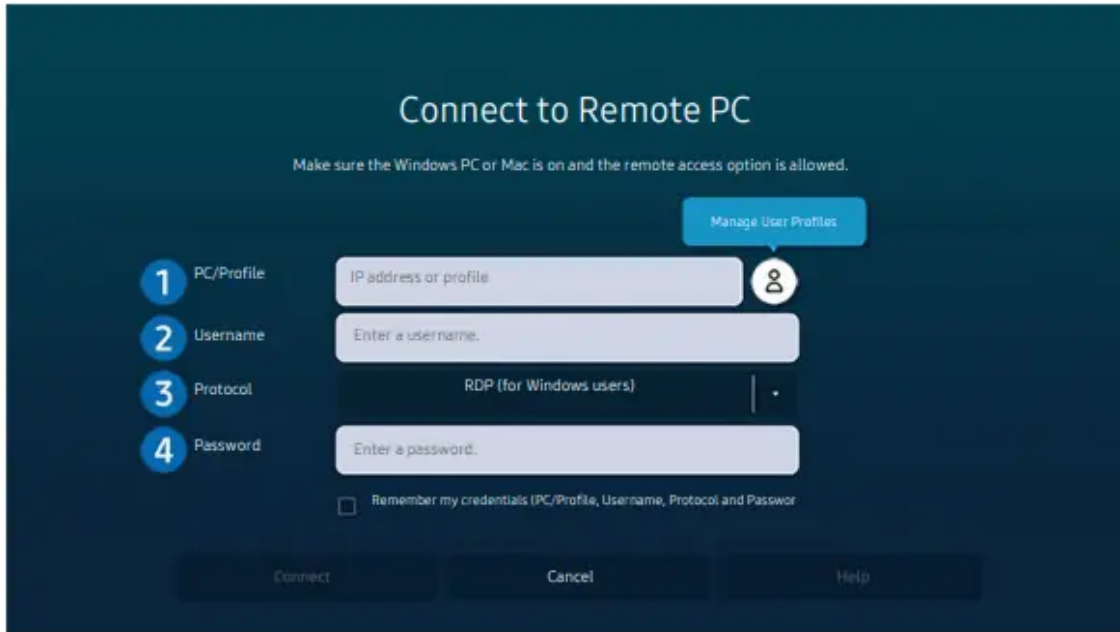
- 1) Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
- 2) Click Advanced System Settings. The System Properties window appears.
- 3) Click the Remote tab and then select the Allow Remote Assistance connections to this computer.

- 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 900 or lower.

If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

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

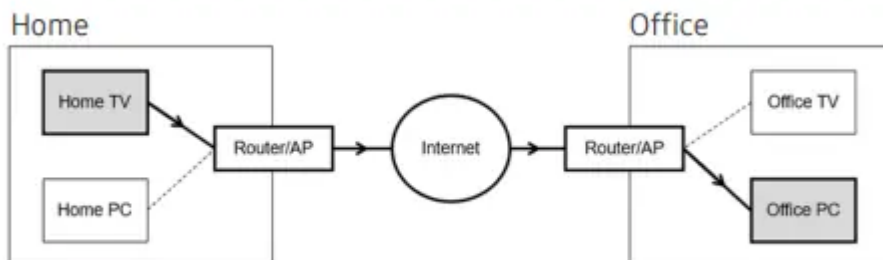


The image on your TV may differ from the image above depending on the model and geographical area.

### 1) PC/ Profile

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.



## 2) 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

## 3) Protocol

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

## 4) Password

Enter the password for the login account.

*For use of PIN, do not enter PIN but the specified password of the computer*

## 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.

*For more information, refer to "[Playing pictures/video/music.](#)"*

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+.

*It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.*

*When playing a video files via a remote computer, the screen or sound breaking may be encountered.*

## 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.

*This function is available only on mobile devices that support the wireless Samsung DeX.*

### **Using Microsoft 365**

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

*Run the browser in full-screen mode.*

*URL modification is impossible in the Microsoft 365 page.*

### **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.

*To add the cloud service, you must be signed in to your Samsung account.*

*The number of cloud services that can be added to PC on TV is limited.*



### **Using Cloud Service**

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

*The screen on the web page may differ from that of a computer.*

*You can copy or paste any text. Some image formats are supported.*

### **For easy and secured login in Cloud Service, PC on TV Pass is additionally supported as well as Samsung Pass. Setting Samsung Pass or PC on TV Pass.**

Set Samsung Pass or PC on TV Pass to Use in  >  Source > PC on TV > Run the PC on TV browser (Additionally select Microsoft 365 or Add Cloud Service) > Internet Menu Settings.

*PC on TV Pass allows you to easily manage the cloud service ID and password without biometric authentication on mobile devices. For this purpose, you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV.*

*However, the log in to PC on TV Pass may not work depending on the site policy.*

*To securely access the cloud service, you can use the browser's automatic shutdown or clear the history logs.*

*Before accessing the cloud service, refer to "[Read Before Using the Internet Function.](#)"*

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

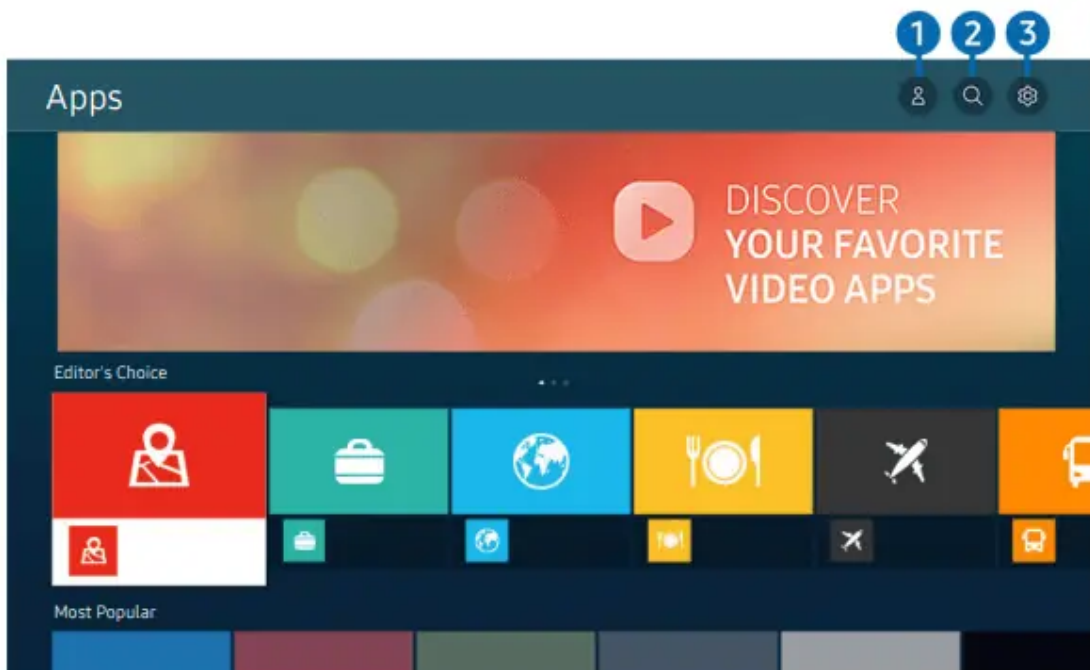
Download and run various apps from Smart Hub



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

*To use this feature, the TV must be connected to the Internet.*

*When Smart Hub is launched for the first time, the default apps are automatically installed. The default apps may differ depending on the model or geographical area.*



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

### .1. Samsung Account

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

If you are signed out of your Samsung account, select Sign In to sign in.

If you want to download new apps using Apps, sign in to your Samsung account.

## 2. App Search

You can search for available apps

## 3. 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.

*You can view installed apps on the Settings screen.*

*If the TV's internal memory is insufficient you can install some specific apps on a USB device.*





*You can run an app installed on a USB device only when the USB device is connected to the TV. If the USB device is disconnected while an app is running, the app is terminated.*

*You cannot run an app installed on a USB device on a PC or another TV.*


### **Launching an app**

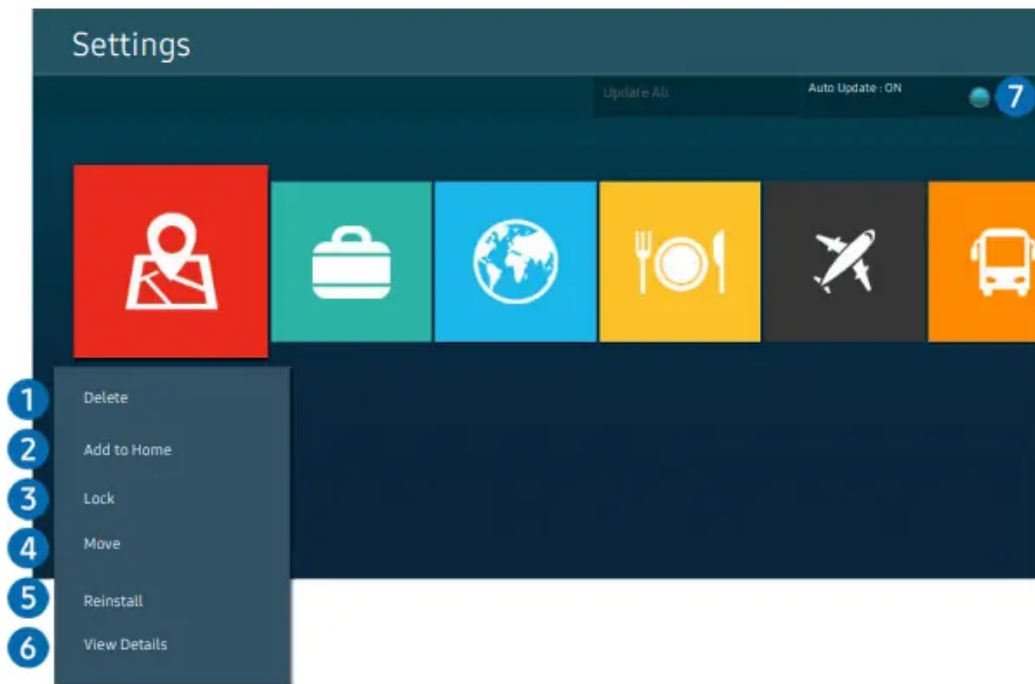
You can run the app desired from Downloaded App.

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



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

### 1. Removing an app

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

The selected app is deleted.

*Ensure that the related app data is also removed when you remove an app.*

*Standard apps cannot be uninstalled.*

### 2. 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.

*If the selected app is already added to the Home Screen, this function is disabled.*

### 3. Locking and unlocking apps

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

The selected app is locked or unlocked.

To lock or unlock an app, enter the PIN. The default PIN is "0000." You can set the PIN in  >  Settings > General > System Manager > Change PIN.

*Change PIN may not be supported depending on the model or geographical area.*

#### 4. 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.

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

#### 5. Reinstalling an app

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

Reinstallation starts

#### 6. Checking the app information details

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

The app information screen appears

*You can rate an app on the View Details screen.*

#### 7. Automatically updating apps

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

*Automatic update is enabled only when the TV is connected to the Internet.*

## Using the e-Manual

Control and read the manual embedded in your TV.

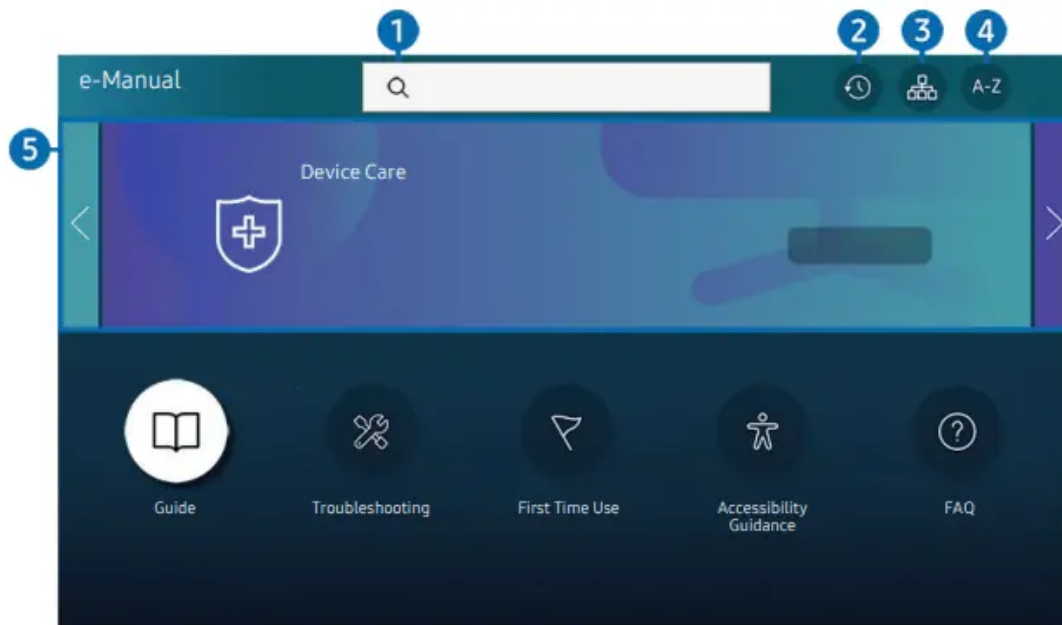
### Launching the e-Manual

 >  Settings > Support > Open e-Manual

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

*Some menu screens cannot be accessed from the e-Manual.*

### Using the buttons in the e-Manual



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

1. 

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

2. 

Select a topic from the list of recently viewed topics.

3. 

It displays the lists for each item in e-Manual.

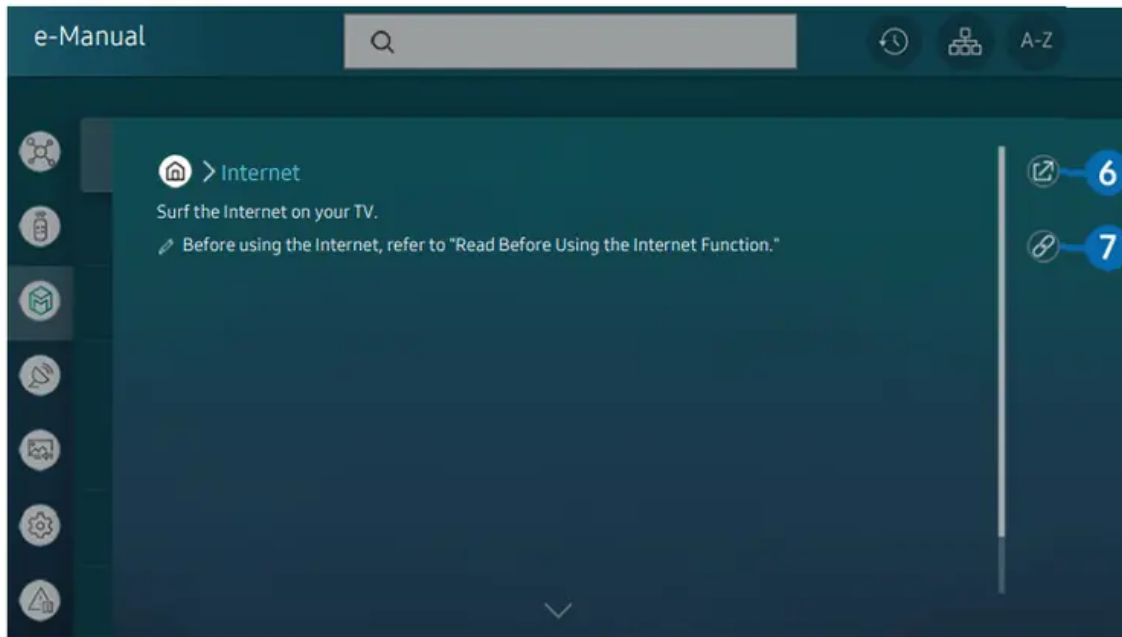
4. A-Z

Select a keyword to navigate to the relevant page

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


5. Device Care

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



Words in blue (e.g., Internet) indicate a menu item.

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

6.  (Try Now)

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

7.  (Link)


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 websites or featured recommendations. When you select a desired website, you can get immediate access to it.

- You can use the Internet function more easily after connecting a keyboard and mouse.
- You can scroll web pages with the directional pad on the Samsung Smart Remote.
- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."
- The Internet app has an embedded Samsung Pass Settings ( > Internet Internet Menu Settings Samsung Pass). With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass

*Biometrics Authentication on your mobile device without entering your ID and password. However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass.*

## 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.





- Depending on the TV or device position, you may not operate functions with the remote control. In this case, move the device.
- This function may not be supported depending on the model.
- This function may not be supported depending on the device type.

## Registering a device

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

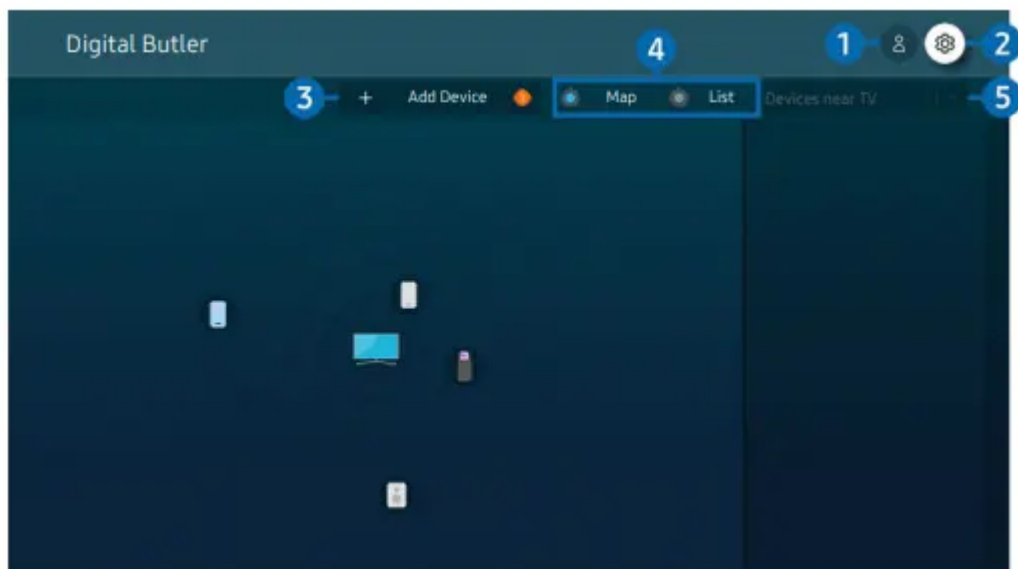
- When there is no device detected, the pop-up may not appear.

2. Select Register to register the device.

- Select Close. Then the device registration pop-up does not appear You can register a device in  >  Digital Butler > Add Device.
- Any device connected via a USB device or HDMI cable is automatically registered.
-  >  Digital Butler, you can see available options for each device. Supportable options may differ depending on the device.

## Digital Butler screen layout

 >  Digital Butler



### 1. Samsung Account

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

- If you are signed out of your Samsung Account, select Sign In to sign in.

### 2. Settings

You can configure the Digital Butler settings.

### 3. Add Device

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

### 4. Map / List

Displays the detected devices in a map or list.

### 5. Device list category Available options may differ depending on the device.

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 options may differ depending on the device.*

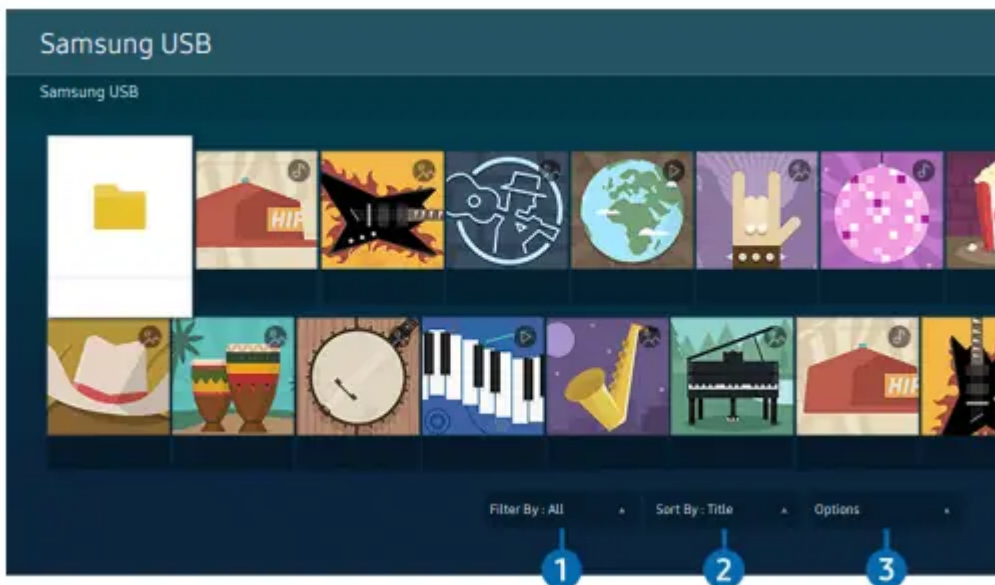
### **Available devices**

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, access <a href="https://www.smarththings.com/products">https://www.smarththings.com/products</a> .
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



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

- You cannot play media content if the content or the storage device is not supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

- *Backup important files before connecting a USB device. Samsung is not responsible for damaged or lost files.*

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

#### 1 Filter By

Filters the media content by type of media.

#### 2 Sort By

Sorts the content list by Title or Date.

*This function may not be supported depending on the type of external device.*



#### 3 Options

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

*You can delete only the recorded content. To delete content, change the Filter By option to Recorded.*

*Recorded may not be supported depending on the geographical area.*

### **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.

- *The content may not be played depending on the encoding method or file format. Furthermore, several functions may be restricted.*
- *Content on devices connected to the TV via your network may not play smoothly due to network communication problems. If this occurs, use a USB device.*

### **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.

*If a USB device that contains the content you want to play is already connected to the TV, select the USB device in the  >  Source screen.*

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

- *Some models enter Ambient Mode or Art mode automatically, and then play the selected media contents.*
- *This function may not be supported depending on the TV model.*
- *If the TV and the sound bar are connected wirelessly, the operation may be restricted.*

### **Buttons and functions available while playing multimedia content**

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

*The provided buttons and functions may not be supported depending on the model or geographical area.*

*The available buttons and functions may differ with the content you are viewing or playing.*

- 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.

*This function may not be supported depending on the file format.*



- 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.

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 a video slowly backward or forward by selecting the  or  option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the  option or press the  button

- 360 Mode

Provides a 360-degree view for videos and photos.

*This function may not be supported depending on the file format.*

*Video files using the mjpeg codec do not support a 360-degree view.*

*When a video or photo does not support a 360-degree view, applying 360 rotation to it may cause the screen to look distorted.*

*Videos may be interrupted if 360 rotation is applied during double speed playback.*

*Videos that support a 360-degree view may be interrupted if 360 rotation is simultaneously applied with other functions during playback.*

- 360 Auto Rotation

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

*This function is only available when 360 Mode is selected.*

*Even if you watch the same video file in the same 360 Auto Rotation mode, the current effect of this function may differ a little from the previous effects.*

*The video's viewing angle is not automatically adjusted in General mode.*

*This function may not be supported depending on the file format.*

*Video files that use the mjpeg codec do not support a 360-degree view.*

*When a video does not support a 360-degree view, applying 360 rotation to it may cause the screen to look distorted.*

*Videos may be interrupted if 360 rotation is applied during double speed playback.*

Videos that support a 360-degree view may be interrupted if 360 rotation is simultaneously applied with other functions during playback.

- 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

*The available options may differ with the model and content.*

Slideshow Speed

- Sets the slideshow speed.

- *If there is only one image file in the USB device, the slide show is not played*

Slideshow Effect

- Applies transition effects to the slide show.

- *If there is only one image file in the USB device, the slide show is not played.*

Background Music

- Plays background music as you set in the pop-up window while the TV displays photos.

- *The music files must be saved in the same USB device as the photo files.*

- *To pause the background music, select Background Music on the playback screen bottom.*

## Subtitles

- You can set the detailed subtitle options such as the language, sync, size, and color.
- *If subtitles are not displayed correctly, check the encoding setting.*

## Rotate

- Rotates the video.

## Audio Language

- Changes the audio language.



*This function is only available if the video supports multi-track sound.*

## Information

- Displays detailed information about the current multimedia content.

## Using Bixby

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote or TV to control your TV.



- This function is available only if Voice Assistant is set to Bixby  >  Settings > Voice > Voice Assistant
- *Bixby is available only when the TV is connected to the Internet.*
- *To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.*
- *Bixby only supports some languages, and the supported functions may differ depending on the geographical area.*
- *Bixby may not be supported depending on the model or geographical area.*


## 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.

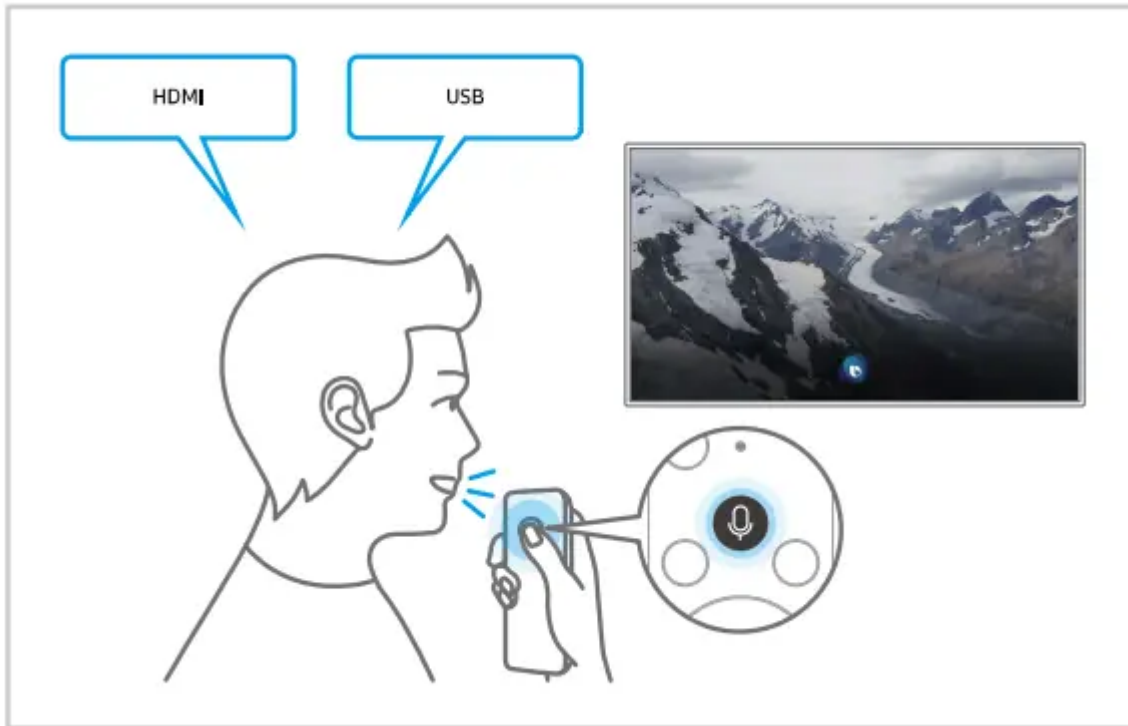
- *For best results, you need to be within 10 feet (3-4 m) of your TV.*
- *For more information, refer to "Voice Assistant Issues" These functions may not be supported depending on the model or geographical area.*

## Starting Bixby using buttons on the Samsung Smart Remote

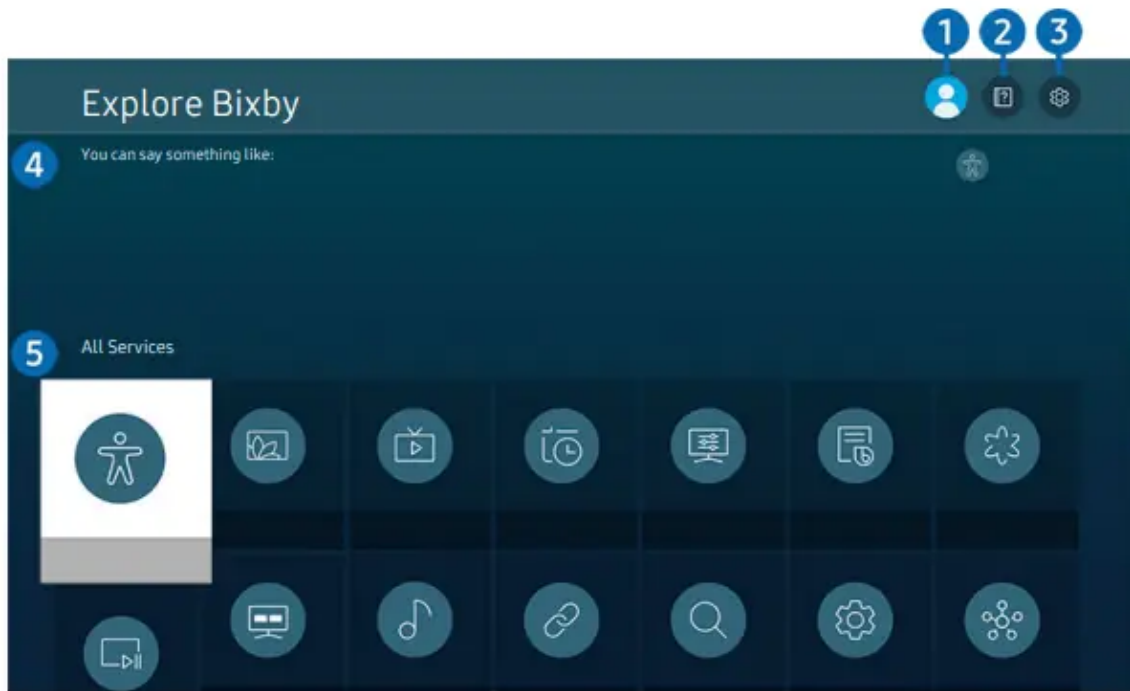
You can also have a conversation with Bixby using the Samsung Smart Remote buttons. Press and hold  the button on your Samsung Smart Remote, say a command, and then release the  button


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



1  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.

If you are signed out of your Samsung account, select  My Profile to sign in.



## 2. Tutorials

The pop-up window on using Bixby appears

## 3 Settings

You can change the settings for using Bixby.

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

These functions can be set in Bixby Voice Settings (  >  Settings > General > Voice > Bixby Voice Settings).

- Language

You can change Bixby's language.

*The languages of the TV and other apps will not change.*



*Bixby only supports some languages.*

- Voice response

You can change or turn off Bixby's voice.

*This function may not be supported depending on the language selected for Bixby.*

- Voice Wake-up

You can configure this function to make Bixby 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)

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

*For best results, you need to be within 10 feet (3-4 m) of your TV. For more information, refer to "Voice Assistant Issues"*

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

- Sound feedback

Play a sound when Bixby starts and stops listening.

*This function may not be supported depending on the model.*

- 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.

### 3 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).

### 4 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.

### 5. 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 Set Up Your Service Provider is not completed, you can complete it using Reset (  >  Settings > General > Reset)
- 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



### 1. Input Lag

Shows the Input Lag of the game.

When Game Motion Plus is Off, the game operates with the minimum input lag. When you increase the values for Blur Reduction and Judder Reduction in Game Motion Plus Settings (

 >  Settings > General > External Device Manager > Game Mode Settings > Game Motion Plus Settings ), the input lag increases.

### 2. FPS (Frames Per Second)

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

### 3. HDR

Shown as On when HDR Game is being played.

### 4. VRR (Variable Refresh Rate)

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

- ON, OFF, FreeSync Premium, FreeSync Premium pro

### 5. Sound Output

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

### 6. Screen Ratio

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

*You have to set the resolution from your PC only once at first time.*

The Game Bar's Screen Ratio can be changed only when the Ultra Wide resolution is supported in a game or PC. Whether or not to support the screen ratio of 21:9 or 32:9 depends on the title of the game so be sure to consult the game company.

## 7.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.

## 8.Game Mode Settings

Moves the menu to Game Mode Settings.

## 9.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.

Check if the game supports Ultra Wide resolution (21:9 or 32:9)

If you set the resolution on your PC for the first time, you can change the Screen Ratio through the Game Bar on your TV

Game Bar Screen Ratio	Resolution set in PC
21:9	3840 x 1600 (60 Hz)
	2560 x 1080 (60 Hz)
	2560 x 1080 (120 Hz)
32:9	3840 x 1080 (60 Hz)
	3840 x 1080 (120 Hz)

The supportable resolutions may differ depending on the model or HDMI port connected to the PC.

After setting the resolution, check if the PC's Window or Mac screen changes when you change the Screen Ratio on the Game Bar of your TV.

This function may not be supported depending on the OS or device.

**While you are playing a game, the screen ratio cannot be changed. Before running a game, first select the desired screen ratio on the Game Bar.**

### 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.

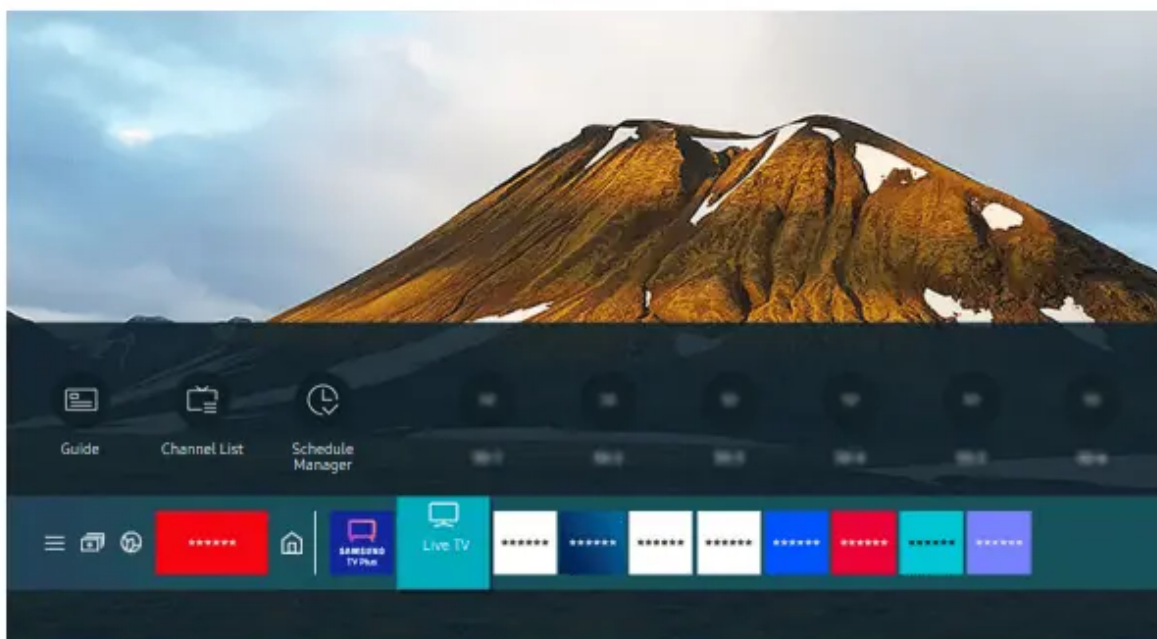


## TV Viewing

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

### Using the Guide

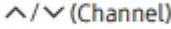
 > Live TV > Guide





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

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

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

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

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

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

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

- Record

You can make a recording of a current program.

*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.*

- 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.

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

- Schedule Viewing

You can schedule the viewing of a broadcast scheduled program.

- Schedule Recording

You can schedule recording of a broadcast scheduled program.

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

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

- Cancel Scheduled Viewing / Cancel Scheduled Recording



You can cancel scheduled viewings or recordings.

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

- 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.)

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

- Channel Filter

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

- Antenna Type

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

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



- Schedule Manager

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

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

## Recording Programs

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

- *This function is not available in the U.S.A. and Canada.*
- *This function may not be supported depending on the model or geographical area.*
- *Read all precautions before using the recording feature. Refer to*
- *Before Using the Recording and Timeshift Functions" for more information.*
- *You can record only the programs that are received through an antenna.*
- *The  appears next to the programs and channels scheduled for recording.*
- *If you go to  > Live TV while no USB device is connected, the Schedule Manager screen appears in place of the Recordings screen.*

## Using the instant and schedule recording options 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.

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

### Managing the schedule recording list

 > Live TV > Recordings > Schedules

You can change scheduled recording information or cancel scheduled recordings.

- Edit

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


- Delete

You can delete scheduled recordings.

- View Details

You can view detailed information about scheduled recordings.

### Viewing recorded programs

 > Live TV > Recordings > Recordings

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

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

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

### 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.

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

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


## Using the schedule viewing options from the guide screen


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

## Using the schedule viewing options while watching a program



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

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

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

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


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

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

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

## Setting the schedule Viewing Time

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

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

You can change scheduled viewing information or cancel scheduled viewings.

- Edit

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

- Delete

You can delete scheduled viewings.


- View Details



You can view detailed information about scheduled viewings.

## Using Timeshift

Play, pause, or rewind live TV.

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

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

- *This function is not available in the U.S.A. and Canada.*
- *This function may not be supported depending on the model or geographical area.*
- *When the Timeshift function is running, some functions are not available in  >  Settings > Broadcasting.*
- *To use Timeshift, you must connect a USB device for recording.*
- *Read all precautions before using the Timeshift function. For more information, refer to "Before Using the Recording and Timeshift Functions."*

## **Buttons and functions available while recording a program or Timeshift**




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

- *This function is not available in the U.S.A. and Canada*
- *This function may not be supported depending on the model or geographical area.*
- *The available buttons and functions may differ with the functions.*

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

- Pause / Play

Pauses or plays the multimedia content. 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 a video slowly (1/8, 1/4, 1/2) backward or forward by selecting the  or  option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the  option.

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

- Jump Backward / Jump Forward

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

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

- Rewind / Fast Forward

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

- Stop Recording / Stop Timeshift

Ends the recording or Timeshift function.

- Record

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

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

- Edit Recording Time

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

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

- Go to Live TV


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

- Info

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

## Using the Channel List

Change the channel or check programs on other digital channels.

 > Live TV > Channel List

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

 : A favorite channel

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

- Air or Cable

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

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

- All Channels

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

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

- Favorites

Displays Favorites 1 to Favorites 5.

- Samsung TV Plus

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

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

## Editing channels

Edit the channels stored on your TV.

 > Live TV > Channel List > Edit Channels

The Channel List 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.

*You can rename only one channel at a time.*


*This function is only available for analog channels.*

- 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.

## Viewing and selecting channels on favorites list only

 > Live TV > Channel List

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



*You do not need to use this function if your TV is connected to a cable box or satellite box.*

### Scanning for available channels



 >  Settings > Broadcasting > Auto Program Try

- *Do not use this function if your TV is connected to a cable box or satellite box.*
- *If the TV has saved channels, Auto Program deletes the existing list, and then saves the newly scanned channels.*

## Using Program Rating Lock

 >  Settings > Broadcasting > Program Rating Lock Settings

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.



- *Program Rating Lock Settings may not be supported depending on your input signal.*
- *For more information about how to set your password, refer to "Setting up a password."*
- *Change PIN may not be supported depending on the model or geographical area.*
- *For more information about the rating system of different countries, refer to "Blocking programs based on their TV Rating."*

## 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.

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

*Some channels may not include the 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.

*An application on broadcast channel may malfunction temporarily depending on the circumstances of the broadcast station or application provider.*

### **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.

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

### **Checking digital channel signal info and strength**

 >  Settings > Support > Self Diagnosis > Signal Information



- *If your TV is attached to a separate, over-the-air antenna, you can use the signal strength information to adjust the antenna for increased signal strength and improved HD channel reception.*
- *This function is only available for digital channels.*
- *This function may not be supported depending on the geographical area*

## **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.

Because this function is specific to QLED TV (except for Q50R model), The Frame and The Serif, it may not be supported depending on the model.

- 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.

*This function may not be supported by some modes or apps. (For example, Ambient Mode, and Game Mode)*

- Adaptive Sound

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

*This function can be used only when the sound sensor at the bottom of the TV is active and the sound output is set to TV Speaker*

*This function is only available when the sound output of the TV is set to TV Speaker.*

*While using this function, the TV does not save the data*

*This function may not be supported by some modes or apps. (For example, Ambient Mode, Game Mode, and apps that control the TV sound)*

- 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.

*This function is only available when the sound output of the TV is set to TV Speaker.*

*This function may not be supported by some apps or external devices.*

*This function's operation affects Auto Volume function, but it does not work the other way around.*

*This function operates based on your volume usage history, and may not operate if the volume usage history by time period is insufficient.*

*The amount of difference made by this function does not exceed +/- 5 levels from the current volume, and this function does not change the current volume if it exceeds 40.*

## **Adjusting the Picture Quality**

Change the Picture Mode and adjust Expert Settings.

### **Choosing a picture mode**

 >  Settings > Picture > Picture Mode

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.

*FILMMAKER MODE may look darker than other picture modes.*

*FILMMAKER MODE™ logo is a trademark of UHD Alliance, Inc.*

### **Configuring advanced picture settings**

 >  Settings > Picture > Expert Settings

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

- Backlight
- Brightness
- Contrast
- Sharpness
- Color
- Tint (G/R)
- Apply Picture Settings
- Digital Clean View
- Auto Motion Plus Settings

*When LED Clear Motion is set to On, the screen appears darker than when it is Off.*

- Local Dimming

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

- Contrast Enhancer

- Film Mode

*This function is only available when the input signal is TV, AV, Component (480i, 1080i), or HDMI (1080i).*



- Color Tone
- White Balance
- Gamma
- RGB Only Mode
- Color Space Settings
- Reset Picture


## 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]).

- *This function may not be supported depending on the model.*
- *The game mode is not available for normal TV viewing.*
- *The screen may shake somewhat.*
- *When you press and hold the  button on the Samsung Smart Remote for 1 second or more in Game Mode, the Game Bar appears. This function may not be supported depending on the model*
- *When Game Mode is enabled, Picture Mode and Sound Mode are switched to Game automatically. Sound Mode may not be automatically switched depending on the selected audio device on the Sound Output menu.*
- *When Game Mode is set to On, some functions are not available.*
- *To use a different external device on the same port, remove the game console connection, set Game Mode to Off, and then connect the external device to the port.*
- *The Game Mode functions used for Nintendo Switch™ are subject to change without prior notice.*

### Setting the Game Mode details

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

These functions may not be supported depending on the model.

- 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

*This function may not be supported depending on the model.*

- 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.

*When HDR sources are input in Game Mode, this menu is activated.*

*Game HDR entry path may be different in some models. ( Settings General External Device Manager Game HDR)*



### 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.

*This function may not be supported depending on the model.*

### Using Input Signal Plus


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

Expands the input signal range for HDMI connections.

- *When you select the HDMI connector you want to use for Input Signal Plus, and then press the Select button to set the Input Signal Plus function to On, the TV screen may flicker.*
- *When you connect the TV to an external device that supports only the UHD 24 Hz or UHD 30 Hz frequency, or any FHD frequency, the Input Signal Plus function may not be available. In this case, turn off the Input Signal Plus function.*
- *For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."*

- *For more information about the Q900RB model, refer to "Resolutions for Input Signals supported by Q900RB model."*

## Using HDMI black level



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

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

- Picture Size

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

*Supported picture sizes differ with the input signal. For more information, refer to "Picture sizes and input signals."*

- Fit to Screen

Fitting the picture to the screen.

*This function may not be supported depending on the Picture Size setting.*

*This function may not be supported depending on the broadcast signals.*

- Zoom and Position

Adjusting the picture size and/or position.


*This function is available only if Picture Size is set to Custom.*

*To change the picture position on analog channels, first enlarge the picture and then change the position.*

## Configuring a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

### Choosing a sound mode



 >  Settings > Sound > Sound Mode

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

- *When an external device is connected, Sound Mode may change accordingly.*

- *This function may not be supported depending on the model.*

## Configuring advanced sound settings

 >  Settings > Sound > Expert Settings

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

- Balance
- Equalizer

*This function is not available when the Adaptive Sound + function is turned on.*

*This function is not available when the Sound Mode function is set to Adaptive Sound, Game, or Amplify.*

*The name of this function may appear differently depending on the connected external device.*

- 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

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

*This feature is only available when the external device is connected via HDMI (ARC) and SPDIF (Sony Philips Digital Interface).*

*This function may not be supported depending on the model.*

- Dolby Atmos Compatibility

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

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

*If this function is on, set Digital Output Audio Format to Dolby Digital+.*

- Auto Volume

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

- Sound Feedback



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

- Reset Sound

## Using the Sound Support Functions

Configure the sound settings for your TV.

### Selecting speakers

 >  Settings > Sound > Sound Output



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

*External speakers may not be controlled with the Samsung Smart Remote. When an external speaker is enabled, some sound menus are not supported.*

Samsung TV supports the Q-Symphony function.

*This function may not be supported depending on the model*

*This function is unavailable when using The Frame 43LS03A vertically. To use the product horizontally, set the function again.*

- This function works synchronized with the Samsung Soundbar that supports Q-Symphony so that your TV speaker and Soundbar simultaneously output the sound for best surround effects.
- When a Samsung Soundbar that supports Q-Symphony is connected, the menu name such as "TV + Soundbar" appears under Sound Output (  >  Settings > Sound > Sound Output). Select the menu.

Example) TV + [AV] Soundbar series name (HDMI) or TV + Optical



*It works based on the Codec supported by your TV. For more information about Codec information, refer to "Read Before Playing Photo, Video, or Music Files."*

*This function is supported only when connected via HDMI or optical cable.*

*This function is available only in some Samsung TVs and Soundbars released in 2021.*

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

### 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.

- *If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select Refresh.*

- *When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate/deactivate the Bluetooth audio device.*
- *The sound quality may be affected by the condition of the Bluetooth connection.*
- *Before using a Bluetooth audio device, refer to “Read Before Using Bluetooth Devices.*

### **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

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

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

*Surround sound configurations with a sound bar may not be supported depending on the product.*

*If you activate the Screen Mirroring function while using Samsung audio devices that support the Wi-Fi function, the Wi-Fi connection is disconnected.*



*Mismatched video and audio lip-syncing may occur depending on the device type.*

## **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

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

- *This function works only when the TV is connected to the Internet or is receiving digital broadcasts through a connected antenna.*
- *The accuracy of the time information received may differ with the channel and signal.*
- *If you get your TV signal from a cable broadcast receiver/set-top box or a satellite receiver/satellite set-top box connected to an HDMI or Component port, you must set the current time manually*

### 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.

*This function is only available when the Clock Mode is set to Auto.*

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

- DST

Automatically adjusts for Daylight Saving Time (DST).

*This function is only available when the Clock Mode is set to Auto.*



### Changing the current time

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

Time Offset adjusts the time through a network connection.



*This function is available only when Clock Mode is set to Auto, the TV fails to receive time information through normal broadcast signals, and the TV is connected to the Internet through a local area network*

### 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.

*This function may not be supported in some viewing modes*



### Turning on the TV using the on timer

 >  Settings > General > System Manager > Time > On Timer



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

- *To use this function, first set the Clock (  >  Settings > General > System Manager > Time > Clock ).*
- *This function may not be supported in some viewing modes.*
- *This function may not be supported depending on the model or geographical area*

### 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.

- *To use this function, first set the Clock (  >  Settings > General > System Manager > Time > Clock ).*
- *This function may not be supported in some viewing modes.*
- *This function may not be supported depending on the model or geographical area.*

## Using the Auto Protection Time and Energy Saving Functions

Set the Auto Protection Time and reduce the TV's energy consumption.

### Reducing the energy consumption of the TV



 >  Settings > General > Power and Energy Saving

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

- Brightness Optimization

Automatically adjust the picture brightness based on the ambient light level

- Minimum Brightness

When Ambient Light Detection 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

Reduce power consumption by adjusting brightness settings.

- Motion Lighting

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

- Auto Power Off

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.

DO NOT turn off the TV's power until the update is complete. The TV will turn off and on automatically after completing the software update. Video and audio settings will be reset to their defaults after a software update.

 >  Settings > Support > Software Update

### Updating through the Internet

 >  Settings > Support > Software Update > Update Now

*Updating from the Internet requires an active Internet connection.*

### Updating through a USB device

 >  Settings > Support > Software Update > Auto Update

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

*To update using a USB device, download the update package from Samsung.com to your computer. Then, save the update package in the USB device's top-level folder. Otherwise, the TV will not be able to locate the update package.*

### Updating the TV automatically

 >  Settings > Support > Software Update > Auto Update

If the TV is connected to the Internet, you can have the TV's software update itself 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.


*This function may take a longer time if another network function is running concurrently.*

*This function requires an Internet connection.*

## 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

### 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.

- *On the standard remote control, press the CC/VD button or press and hold the MUTE button.*
- *Even if the Voice Guide is set to Off or muted, the voice guide for Accessibility Shortcuts is enabled.*
- *The shortcut menus may not appear depending on the model or geographical area.*

### Enabling voice guides for the visually impaired

 >  Settings > General > Accessibility > Voice Guide Settings

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.



- *The Voice Guide is provided in the language that is specified on the TV Language. However, some languages are not supported by Voice Guide even though they are listed in the TV Language. English is always supported.*

- For more information about the TV Language settings, refer to "Changing the menu language."

## **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

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

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.

*If High Contrast is on, some Accessibility menus are not available.*

### **Setting the screen to black and white**


 >  Settings > General > Accessibility > Grayscale

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

*If Grayscale is on, some Accessibility menus are not available.*

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



### **Inverting the screen color**

 >  Settings > General > Accessibility > Color Inversion

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



- *If Color Inversion is on, some Accessibility menus are not available.*
- *This function may not be supported depending on the model or geographical area*


### **Enlarging the font (for the visually impaired)**

 >  Settings > General > Accessibility > Enlarge

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

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.

*This function is only available when Voice Guide is enabled.*



### **Learning about the TV menu**

 >  Settings > General > Accessibility > Learn Menu Screen

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

*This function is only available when Voice Guide is enabled*

### **Showing captions**

 >  Settings > General > Accessibility > Caption Settings

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

- *Captions are not displayed by programs that do not support captions.*
- *This function has no relationship with the features for controlling sub-titles of DVD or Blu-ray players. To control DVD or Blu-ray subtitles, use the sub-title feature of the DVD or Blu-ray player and the player's remote control*

### **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.

- *The foreground and background colors and opacity settings cannot be the same.*
- *The Position function is activated only for programs that support broadcast captions.*



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

 >  Settings > General > Accessibility > Caption Settings

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



- *Captions are not displayed by programs that do not support captions.*
- *This function has no relationship with the features for controlling sub-titles of DVD or Blu-ray players. To control DVD or Blu-ray subtitles, use the sub-title feature of the DVD or Blu-ray player and the player's remote control.*

### **Enlarging the sign language screen for the hearing impaired**

 >  Settings > General > Accessibility > Sign Language Zoom Settings

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

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.



*When the SeeColors app is run, specific menus are disabled.*

*This function may not be supported depending on the model.*

### **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 > Voice Assistant

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

To use this function, the TV must be connected to the Internet.



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

Voice Assistant only supports some languages, and the supported functions may differ depending on the geographical area.

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

- Bixby / Amazon Alexa / Google Assistant

To use the Voice Assistant, follow the instructions on the TV screen to enable the selected Voice Assistant.

To change the settings for Voice Assistant, run the Settings menu under each Voice Assistant (  >  > General > Voice > Voice Assistant).



To enable the Settings menus for each Voice Assistant, log in each Voice Assistant.

For an example of Voice command, see the Settings menus for each Voice Assistant.



## Using Other Functions

You can view other functions.

### Changing the menu language

 >  Settings > General > System Manager > Language

### Setting up a password



 >  Settings > General > System Manager > Change PIN

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

If you forget your PIN, you can reset it with your remote control. With the TV turned on, press the following buttons on the remote control in the order shown to reset the PIN to "0000."

Press +/- (Volume) button. Volume Up >  Volume Down >  Volume Up > 



### Setting up the Button Lock

 >  Settings > General > System Manager > Button Lock

You can set the TV Controller button lock. If this function is On, you cannot use TV Controller button.

*This function may not be supported depending on the model.*

### Setting up the USB Lock

 >  Settings > General > System Manager > USB Lock

You can block connection to any external USB device

*This function may not be supported depending on the model.*

### Selecting Usage or Retail Mode

 >  Settings > General > System Manager > Usage Mode

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

*For all other uses, select Home Mode.*

*Use Retail Mode only in a store. With Retail Mode, some functions are disabled, and the TV settings automatically reset after a preset amount of time.*

*This function may not be supported depending on the model.*

### Managing External Devices

 >  Settings > General > External Device Manager > Device Connect Manager

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.

*This function may not be supported depending on the model*



### Restoring the TV to the factory settings

 >  Settings > General > Reset

You can restore all TV settings to the factory defaults.

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

For more information on Reset, refer to the user manual that came with the TV

If you skipped some steps in the initial setup, run Set Up TV (  >  Source > up directional button > TV > up directional button > Set Up TV), and then configure the settings in the steps you skipped.

## 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 > Device Care > Self Diagnosis > Start Picture Test

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!
<p>Flickering and Dimming</p>	<p>If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.</p> <p>Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Brightness Optimization</li> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Brightness Reduction</li> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Motion Lighting</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Contrast Enhancer</li> </ul> <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Support &gt; Device Care &gt; Self Diagnosis &gt; Picture Test</li> </ul>
<p>Component Connections and Screen Color</p>	<p>If the color on your TV screen is not correct or the black and white colors are off, run Picture Test</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Support &gt; Device Care &gt; Self Diagnosis &gt; Picture Test</li> </ul> <p>If the test results indicate that the problem is not caused by the TV, do the following: When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.</p> <p>When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.</p> <p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide</li> </ul>
<p>Screen Brightness</p>	<p>If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Reset Picture</li> </ul>

	<ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Brightness Optimization</li> </ul> <p>If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Contrast</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Brightness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Sharpness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Color</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Tint (G/R)</li> </ul>
Blurring, or Juddering	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Picture Clarity Settings</li> </ul>
Unwanted Powering Off	<p>If your TV appears to turn off by itself, try disabling some of the TV's energy saving functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Time &gt; Sleep Timer</li> </ul> <p>If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Auto Power Off</li> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Time &gt; Off Timer</li> </ul>
Problems Powering On	<p>If you are having problems powering on your TV, there are a number of things to check before calling the service department.</p> <p>Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.</p> <p>Make sure that the antenna cable or cable TV cable is properly connected.</p> <p>If you have a cable box or satellite box, confirm that it is plugged in and turned on.</p>



	<p>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.</p>
<p>Unable to find a Channel</p>	<p>If your TV is not connected to a cable box or satellite box, run Auto Program.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Broadcasting &gt; Auto Program</li> <li>•  &gt;  Source &gt; Connection Guide</li> </ul>
<p>The TV image does not look as good as it did in the store</p>	<p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; Video Device &gt; HDMI</li> </ul> <p>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."</p>
<p>The picture is distorted</p>	<p>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.</p>
<p>The color is wrong or missing</p>	<p>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</p>
<p>The color is poor or the picture is not bright enough</p>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Picture Mode</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Brightness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Sharpness</li> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Color</li> </ul>

	<p>See if Brightness Reduction has been enabled.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Brightness Reduction</li> </ul> <p>Try resetting the picture.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Reset Picture</li> </ul>
<p>There is a dotted line on the edge of the screen</p>	<p>Change Picture Size to 16:9 Standard.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Picture Size Settings</li> </ul> <p>Change the output resolution of your external device.</p>
<p>The picture is black and white</p>	<p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Grayscale</li> </ul>
<p>The picture won't display in full screen</p>	<p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Picture Size Settings &gt; Picture Size</li> </ul>
<p>The Caption function in the TV menu is deactivated</p>	<p>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.</p>
<p>Captions appear on the TV screen</p>	<p>Turn off the Caption function in Caption Settings.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Caption Settings &gt; Caption</li> </ul>
<p>The HDR of the connected external device turns off</p>	<p>Expand the reception range of the corresponding HDMI input signal in Input Signal Plus.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Input Signal Plus</li> </ul>
	<p>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</p>

The TV remains on or does not turn on automatically.

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 picture

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

The problem	Try this!
<p>How can I connect an audio device to the TV?</p>	<p>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</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; Audio Device</li> </ul>
<p>There is no sound or the sound is too low at maximum volume.</p>	<p>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.</p>
<p>The picture is good but there is no sound.</p>	<p>Set Sound Output to TV Speaker.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Sound Output</li> </ul> <p>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.</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>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.</p> <p>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.</p>
<p>No sound is heard.</p>	<p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Expert Settings &gt; Digital Output Audio Format &gt; Auto</li> </ul>









<p>The speakers are making an odd sound.</p>	<p>Run Sound Test.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt;Support &gt; Device Care &gt; Self Diagnosis &gt; Sound Test</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt;Support &gt; Device Care &gt; Self Diagnosis &gt; Signal Information</li> </ul>
<p>The sound is interrupted.</p>	<p>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.</p>
<p>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.</p>	<p>Turn off the Voice Guide function in Voice Guide Settings.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Voice Guide Settings &gt; Voice Guide</li> </ul>
<p>The TV audio is not being played through the AV receiver.</p>	<p>Check the A/V receiver's power supply and its settings.</p> <ul style="list-style-type: none"> <li>• When connecting the optical cable between the TV and A/V receiver, make sure that the sound output is set Optical on your TV.</li> <li>• 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.</li> </ul>
<p>The sound is not heard clearly.</p>	<p>Change to an appropriate sound mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Sound Mode</li> </ul>

	<p>When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Intelligent Mode Settings &gt; Adaptive Sound+</li> </ul>
<p>The volume of the external device cannot be adjusted</p>	<p>Check the cable connection between the TV and the external device</p> <p>When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV.</p> <p>Make sure that the  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC) is active on your TV</p>
<p><b>I want to turn off and on the TV and audio device at the same time.</b></p>	<p>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.</p> <p>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.</p>

### Channel and Broadcast Issues



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








The problem	Try this!	
<p>"Weak or No Signal" displayed in TV mode or cannot find channel.</p>	<p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Sources</li> </ul> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>	
<p>The TV is not receiving all channels</p>	<p>Confirm that the coaxial cable is securely connected to the TV. Run Reset or Auto Program.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Reset</li> <li>•  &gt;  Settings &gt; Broadcasting &gt; Auto Program</li> </ul>	
<p>The captions are not provided on a digital channel.</p>	<p>When watching channels with the antenna cable connected, run Caption Settings</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Accessibility &gt; Caption Settings</li> </ul> <p>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.</p>	
<p>Broadcasting is deactivated.</p>	<p>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.</p>	

## 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.	<p>To wirelessly connect the TV to your PC, read the instructions at PC &gt; Screen Sharing (Wireless) in Connection Guide, and then try to connect</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; PC &gt; Screen Sharing (Wireless)</li> </ul> <p>Make sure 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 &gt; Screen Sharing (Smart View) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; Smartphone &gt; Screen Sharing (Smart View)</li> </ul> <p>If the TV has difficulty connecting to your PC or mobile device due to surrounding radio interferences</p>
No screen appears when connecting the TV to an external device.	<p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide</li> </ul> <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Sources</li> </ul> <p>Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; Video Device &gt; HDMI Troubleshooting</li> </ul> <p>When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.</p>



<p>I want to connect to a Bluetooth speaker.</p>	<p>For more information on how to connect a Bluetooth speaker, see Audio Device &gt; Bluetooth in Connection Guide</p> <ul style="list-style-type: none"> <li>•  &gt;  Source &gt; Connection Guide &gt; Audio Device &gt; Bluetooth</li> </ul>
<p>The PC screen does not appear or it flickers </p>	<p>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</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Input Signal Plus</li> </ul> <p>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)."</p>

## Network Issues

When the TV has difficulties receiving broadcasts, 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.

The problem	Try this!
<p>Wireless network connection failed. Unable to connect to a wireless access point.</p>	<p>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.</p>
<p>Wired network connection failed.</p>	<p>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</p>
<p>Auto IP configuration failed. Unable to connect to the network</p>	<p>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.</p>
<p>Connected to a local network, but not to the Internet.</p>	<p>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</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Network &gt; Network Status &gt; IP &gt; Settings</li> </ul>
<p>Network setup is completed, but unable to connect to the Internet.</p>	<p>If the problem persists, contact your Internet service provider.</p>

## 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+?	<p>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.</p>
Anynet+ does not work.	<p>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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC)</li> </ul> <p>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</p>
I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on.	<p>Move the focus to the Anynet+ device at  &gt;  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.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC)</li> </ul>
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	<p>To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC)</li> </ul>

	<p>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 9XlsRfir device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a 9XlsRfir device connected to the TV.</p>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen</p>	<p>You cannot use the remote control when the TV is Rfi"i0" Anynet+ or switching to the TV viewing screen. Use the remote control after the TV has completed the Anynet+ Rfi"i0" or has switched to the TV viewing screen</p>
<p>The Anynet+ device won't play.</p>	<p>You cannot use the play function when Reset is in progress.</p>
<p>The connected device is not displayed.</p>	<p>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.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; External Device Manager &gt; Anynet+ (HDMI-CEC)</li> </ul> <p>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.</p>

## Remote Control Issues

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



The problem	Try this!
<p>The remote control does not work.</p>	<p>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.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead</p> <ul style="list-style-type: none"> <li>• Charge the remote control by using the solar cell or the USB port(C-type) on the bottom <ul style="list-style-type: none"> <li>◦ You can check remaining battery of Samsung Smart Remote with solar cell in  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Available Remote &gt; Battery.</li> </ul> </li> <li>• If the remote control has batteries, replace them with new ones</li> </ul>
<p>External devices cannot be operated with the TV remote control.</p>	<p>Check the cable connection between the TV and external devices.</p> <p>When the symptom persists, set it manually in  &gt;  Source &gt; Universal Remote</p>



## 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 file 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.	<p>Turn off the Autorun Smart Hub function in Smart Features.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Smart Features Autorun &gt; Smart Hub</li> </ul>











## Media Files



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

The problem	Try this!
Some file are interrupted during playback.	This problem may occur with unsupported file or high-bitrate file. Most file can be played back, but some file may not play smoothly.
Some file can't be played	Some file that use an unsupported codec may not be played back. Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

## Voice Assistant Issues







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

The problem	Try this!
<p>The voice commands do not work well</p>	<p>Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.</p> <ul style="list-style-type: none"> <li>• Bixby:  &gt; Explore Now</li> <li>• Amazon Alexa:  &gt;  Settings &gt; General &gt; Voice &gt; Amazon Alexa Settings</li> <li>• Google Assistant:  &gt;  Settings &gt; General &gt; Voice &gt; Google Assistant Settings</li> </ul>
<p>Bixby or Alexa answers automatically</p>	<p>The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.</p> <p>Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low</p> <ul style="list-style-type: none"> <li>•  &gt; Explore Now &gt;  Settings &gt; Voice Wake-up</li> </ul>
<p>I spoke "Hi, Bixby" but Bixby does not answer. I spoke "Alexa" but Amazon Alexa does not answer.</p>	<p>When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.</p> <ul style="list-style-type: none"> <li>• For best results, you need to be within 10 feet (3-4 m) of your TV. Please look at your TV screen and speak.</li> </ul> <p>Turn on the Voice Wake-up function.</p> <ul style="list-style-type: none"> <li>•  &gt; Explore Now &gt;  Settings &gt; Voice Wake-up</li> </ul>
<p>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</p>	<p>The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.</p> <p>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</p>

	<p>properly or its response is very slow, the battery might be low or dead.</p> <ul style="list-style-type: none"> <li>• Charge the remote control by using the solar cell or the USB port(C-type) on the bottom <ul style="list-style-type: none"> <li>◦ You can check remaining battery of Samsung Smart Remote with solar cell in  &gt;  Settings &gt; General &gt; Power and Energy Saving &gt; Available Remote &gt; Battery.</li> </ul> </li> <li>• If the remote control has batteries, replace them with new ones.</li> </ul>
<p>During voice recognition, the heavy load message appears and the function does not work</p>	<p>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.</p>
<p>I want to see weather information of the desired area.</p>	<p>Say with the area name included.</p>

## 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	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode</li> </ul>
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.	<p>Change Usage Mode to Home Mode.</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; System Manager &gt; Usage Mode</li> </ul>
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	<p>Check the network connection status</p> <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; General &gt; Network &gt; Network Status</li> </ul>

Internet has failed.	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.	<p>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.</p> <p>To run Accessibility Shortcuts, see the following:</p> <ul style="list-style-type: none"> <li>• Press and hold the <b>+/- (Volume)</b> button on your Samsung Smart Remote or Remote Control.</li> </ul>









## Diagnosing TV operational issues

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

 >  Settings > Support > Device Care > Self Diagnosis

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



- Video Test
- Picture Test
- Sound Test
- HDMI Troubleshooting
- Signal Information
- 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 <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Support &gt; Device Care &gt; Self Diagnosis &gt; Signal Information</li> </ul>
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 <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Support &gt; Device Care &gt; Self Diagnosis &gt; Reset Smart Hub</li> </ul>
Reset picture	Resets current picture settings to the default settings. <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Picture &gt; Expert Settings &gt; Reset Picture</li> </ul>
Reset sound	Resets current sound settings to the default settings. <ul style="list-style-type: none"> <li>•  &gt;  Settings &gt; Sound &gt; Expert Settings &gt; Reset Sound</li> </ul>


## Getting Support

Get help directly from Samsung if you have a problem with your TV.



### Getting support through Remote Management

 >  Settings > Support > Remote Management

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


*You can also start this function by pressing and holding the  button for 5 or more seconds. This function requires an Internet connection.*

### Finding the contact information for service

 >  Settings > Support > About TV

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

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

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

## **Requesting service**

 >  Settings > Support > Device Care > Request Support

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to Next, and then press the Select button. Select Request Now Send or Schedule Appointment Request Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment.

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

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

*This function requires an Internet connection.*

### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.