

## 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

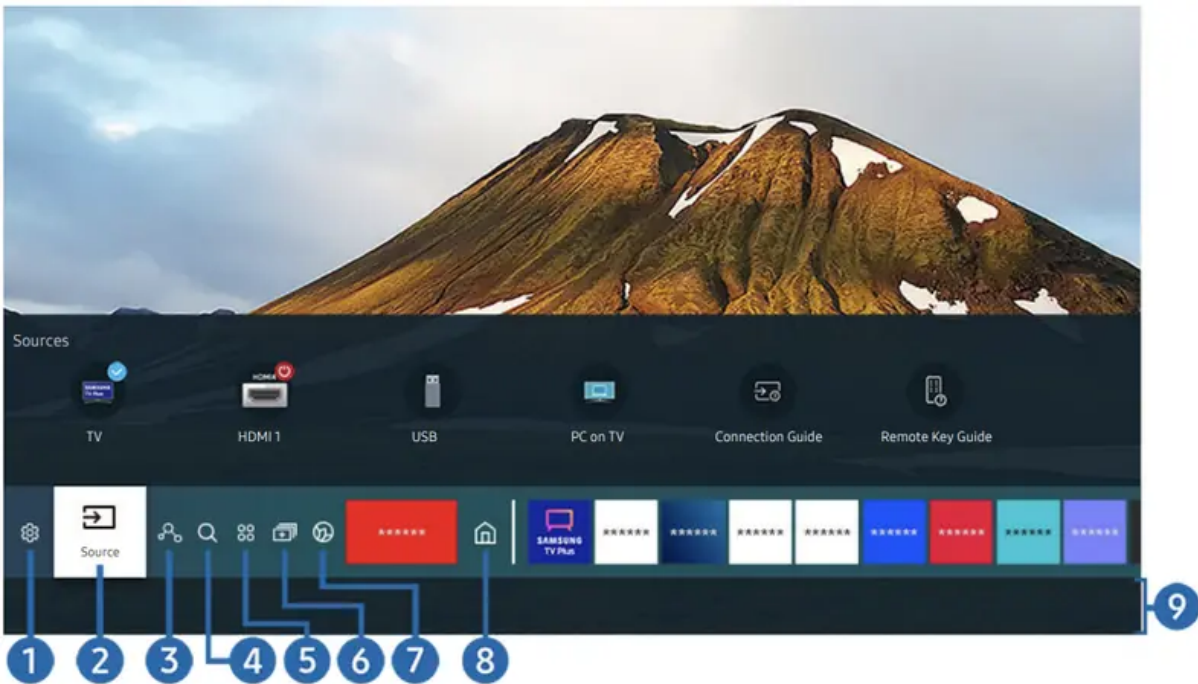
and services. You can view the entire text of the Terms & Privacy by navigating to  >  Settings > Terms & Privacy




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  $\overline{\text{fils}}$  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  $\overline{\text{fils}}$  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 Audio Format

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

- On Timer

You can set On Timer to turn on the TV automatically at a 9XlsRfir 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 9XlsRfir 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 notifications 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

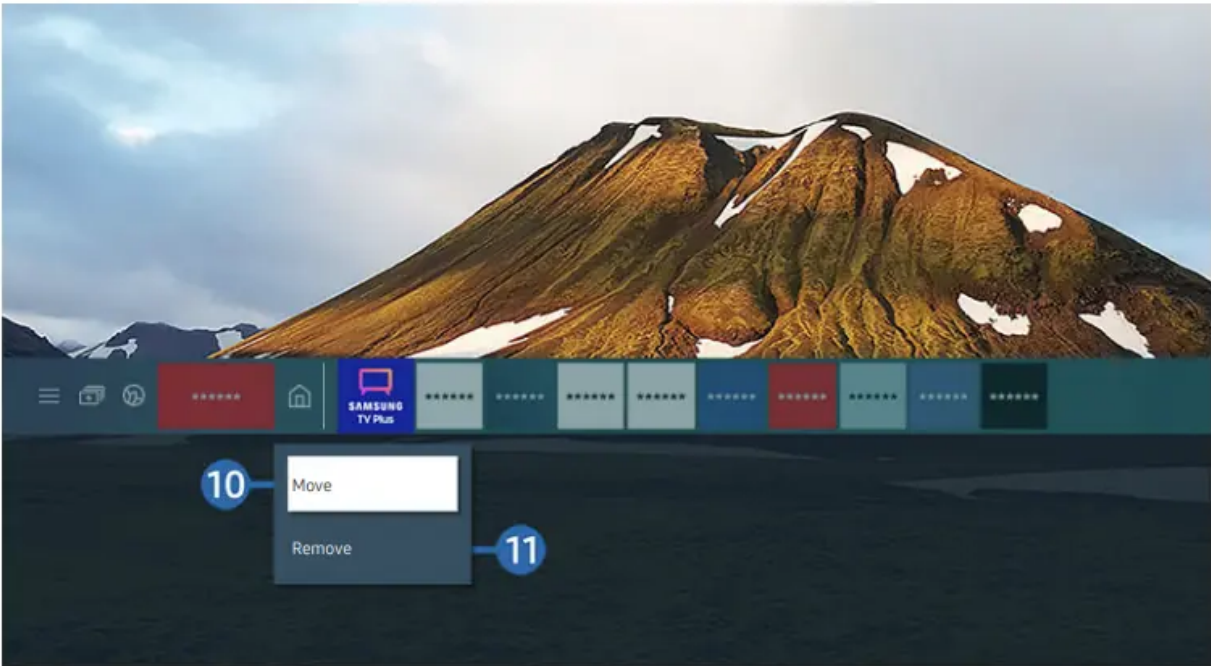
When you are not watching TV or when the TV is turned off, you can use the Art mode function to edit image content, such as artworks, photos, or to display the content.



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 Profile

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.



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

## Using Ambient Mode

Learn about the functions available in Ambient Mode.



>



Ambient Mode

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

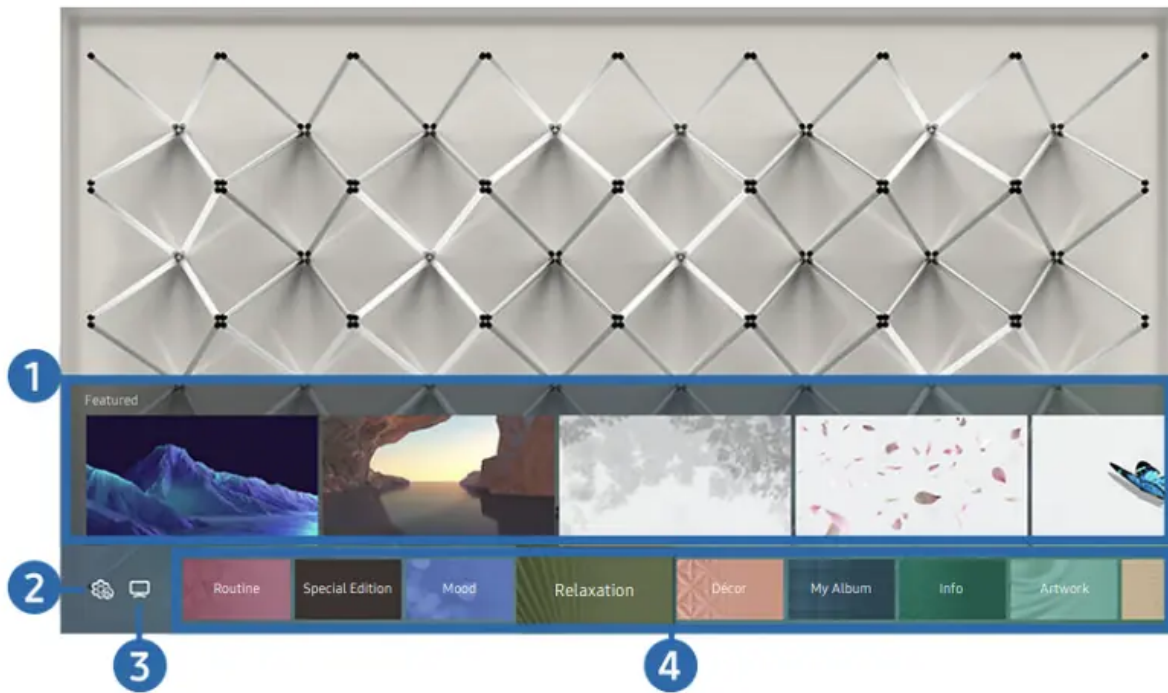



This function may not be supported depending on the model.




In Ambient Mode, some functions may not be supported.

## Ambient Mode browser screen



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

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:



Available settings may differ depending on the model.

- 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.



This function may not be supported depending on the model.

### 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 refine 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

## Picture and Sound

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

### Using 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, noise, 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.

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

- Intelligent Mode

Improves your viewing experience by recognizing your content, usage patterns, and the environment around your TV.

- Adaptive Picture

Optimizes brightness and provides the best picture quality in real time, based on the lighting condition and the content you're viewing.



This function may not be supported by some modes or apps (e.g., Ambient Mode, Art Mode, and Game Mode).

- Active Voice Amplifier

Analyzes ambient noise and provides optimal sound depending on the noise.



This function is available only when the sound sensor of the TV is active and the sound output is set to TV Speaker, or the Samsung Soundbar interlinked with Adaptive Picture function is connected. The location of the sound sensor may vary depending on the model or geographical area.



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



This function may not be supported by some modes or apps (e.g., Game Mode).

#### - Adaptive Sound+

Provides optimized sound quality by analyzing the viewing space 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 may not be supported by some modes or apps (e.g., Ambient Mode, Game Mode, Art Mode, and apps that control the TV sound).



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



This function may not be supported depending on the model.

#### - 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.

## Setting the Viewing Environment for External Devices

You can optimize the TV for viewing 4K 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 ).




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 or geographical area.

- 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.

## 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



These functions may not be available on Samsung TV Plus and some applications.

- 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.



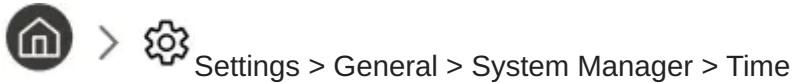
To change the picture position on analog channels, first enlarge the picture and then change the position.

## 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.

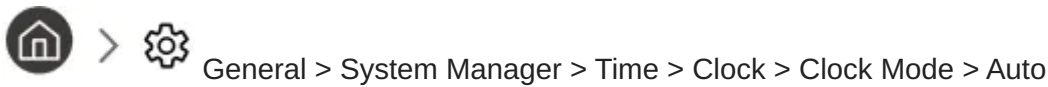


You can set the Clock manually or automatically. Once the Clock is set, you can view the current time on the TV anytime.

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



This function works only when the TV is connected to the Internet or is receiving digital broadcasts through a connected antenna.

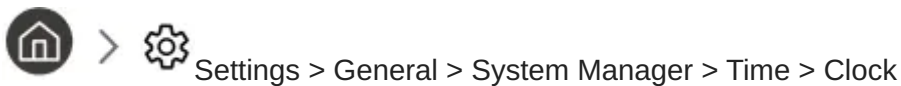


The accuracy of the time information received may differ with the channel and signal.



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



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.

## Troubleshooting

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

### Picture Issues

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

#### Testing the picture



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

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

#### Flickering and Dimming





If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.



Settings > General > Power and Energy Saving > Brightness Optimization



Settings > General > Power and Energy Saving > Brightness Reduction

-  >  Settings > General > Power and Energy Saving > Motion Lighting
-  >  Settings > Picture > Expert Settings > Contrast Enhancer Run Picture Test.

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

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

### Component Connections and Screen Color

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



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

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

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





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

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






-  >  Source Connection Guide

### Screen Brightness



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

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

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

-  >  Settings > Picture > Expert Settings > Contrast
-  >  Settings > Picture > Expert Settings > Brightness
-  >  Settings > Picture > Expert Settings > Sharpness

 >  Settings > Picture > Expert Settings > Color

 >  Settings > Picture Expert > Settings Tint (G/R)

**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.

