

## 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

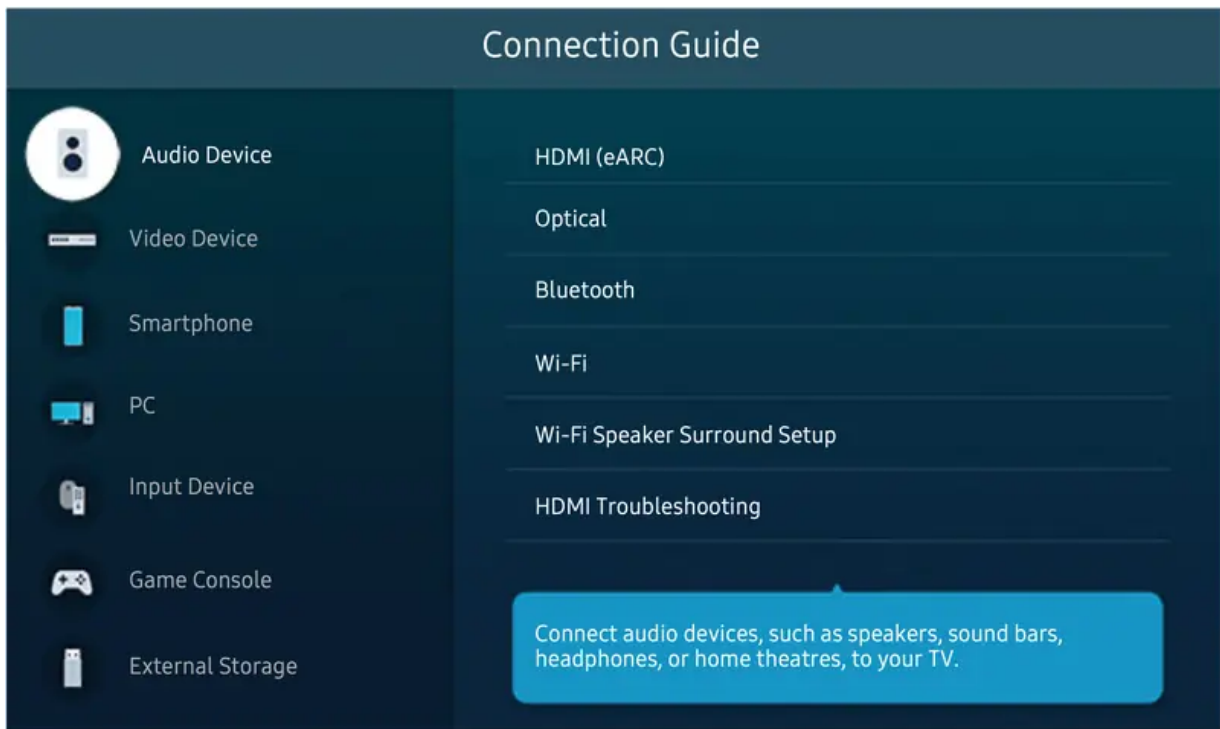
It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures.

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).

#### Note:

- 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).



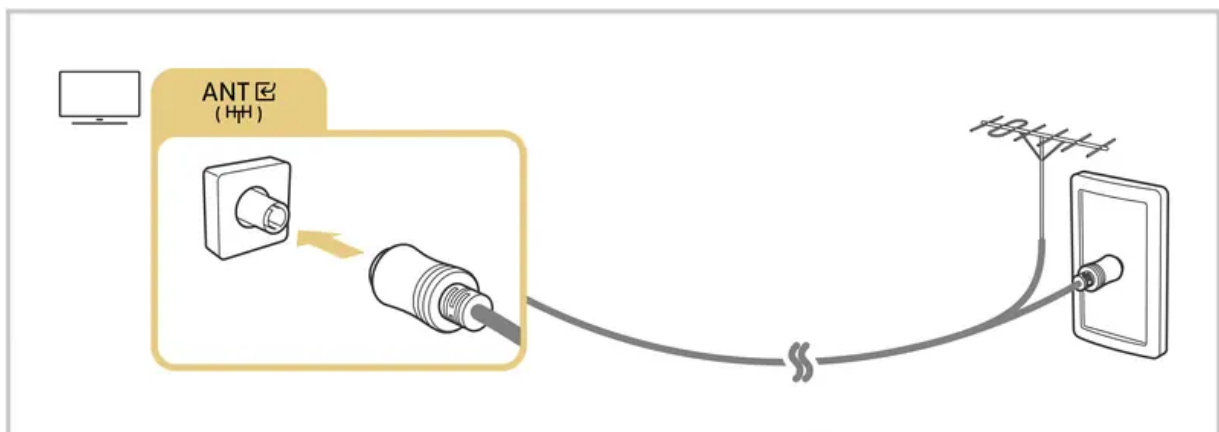
- The image on your TV may differ from the image above depending on the model and geographical area.

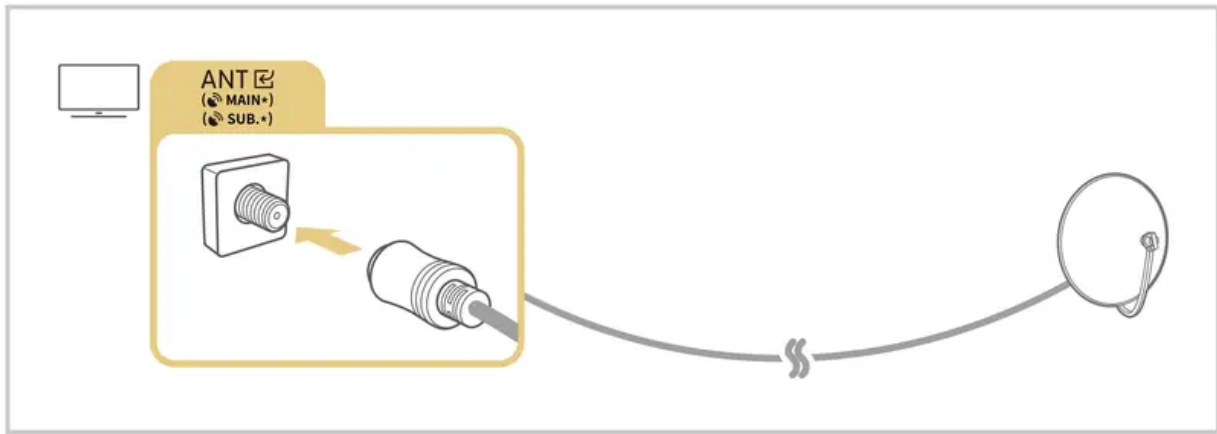
### Connecting an Antenna (Aerial)

You can connect a coaxial cable to your TV.

**Note:**

- 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 figure depending on the product model and region.





It is best to connect the both connectors using a Multi-Switch or DiSEqC Switch, etc and to set Aerial Connection Type to Dual

**NOTE:**

- A connection method may differ depending on the model or geographical area.
- The DVB-T2 system may not be supported depending on the geographical area.

**Connecting to the Internet**

You can get access to the Internet through your TV.

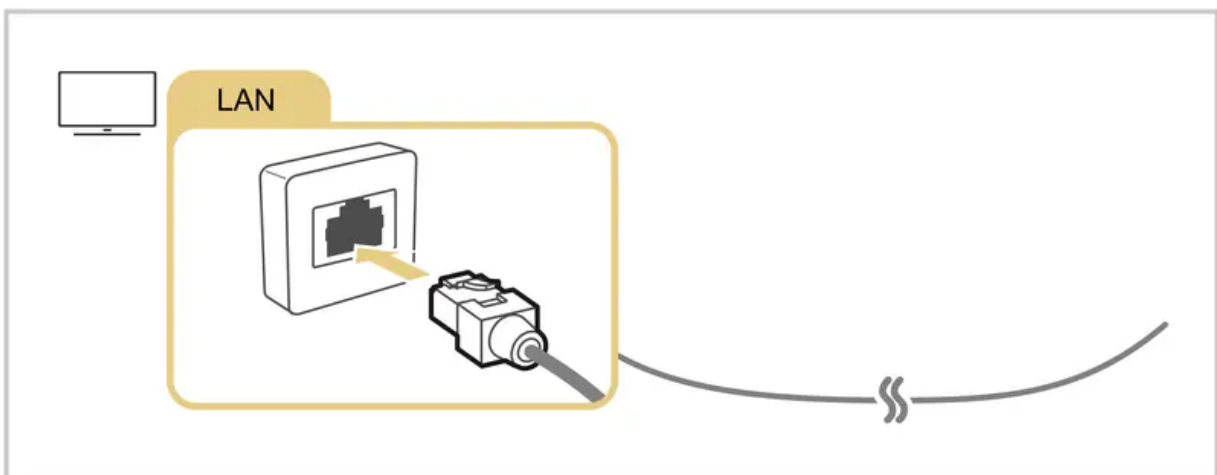
> Settings > General > Network > Open Network Settings

Configure network settings to connect to an available network.

**Establishing a wired network connection**

> Settings > General > Network > Open Network Settings > Wired

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



**Note:**

- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."

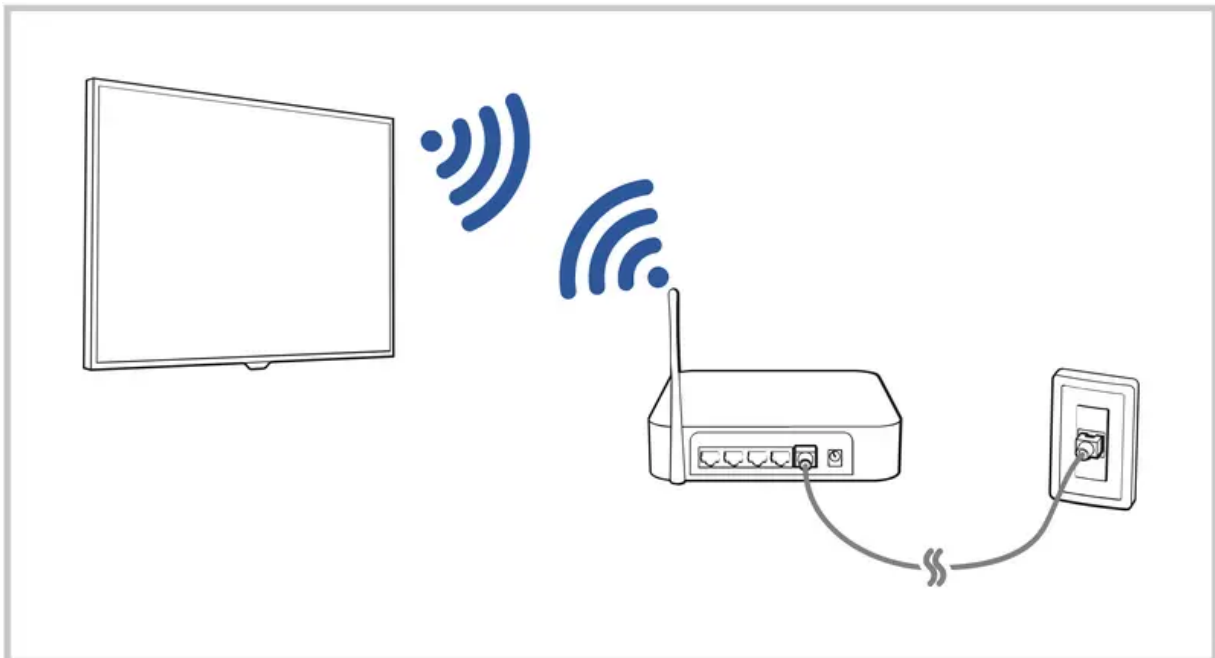


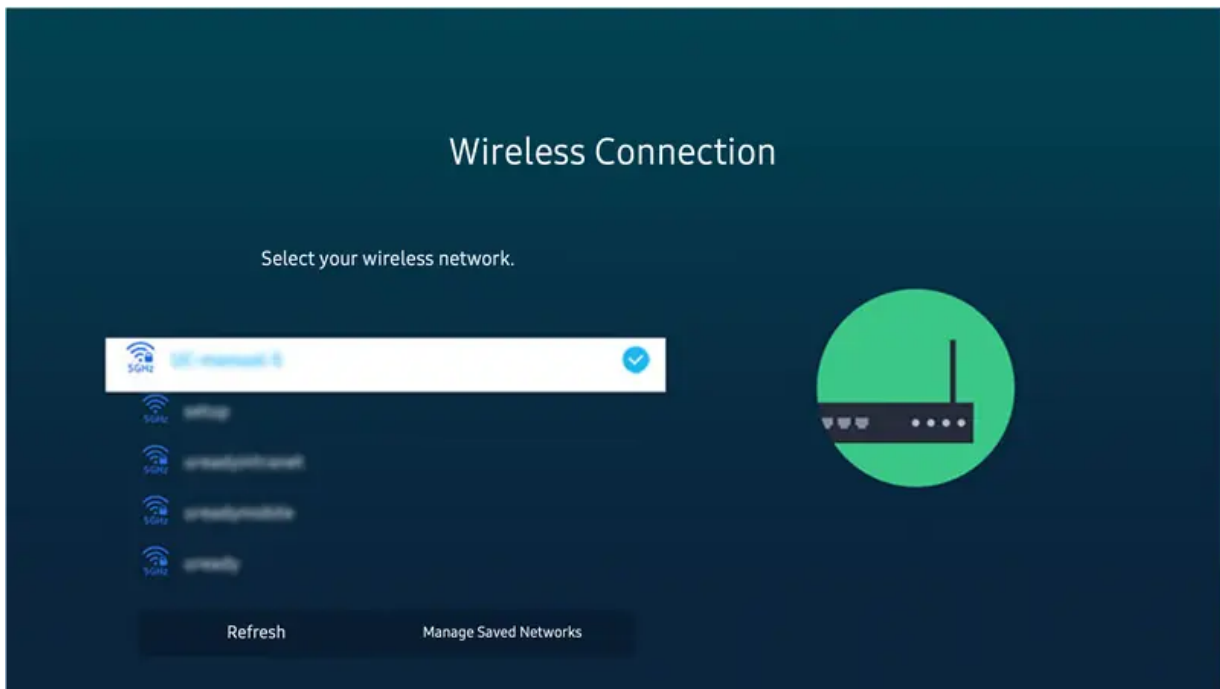
- To connect a LAN cable, use a CAT 7 (\*STP type) cable for the connection. (100/10 Mbps)
  - Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.
- This function may not be supported depending on the model.

### Establishing a wireless network 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.





**Note:**

- 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 network connection status**

> Settings > General > Network > Network Status.

View the current network and Internet status.

**Resetting Your Network**

> Settings > General > Network > Reset Network

Restore the network settings to the factory default.

**Turning on the TV with a mobile device**

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

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



**Note:**

- 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.

**Note:**

- 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 configured 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.

**Note:** 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.

**Connection Cables for External Devices**

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

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



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














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





## Remote Control and Peripherals

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

Learn about the buttons on the Samsung Smart Remote.



Button	Description
 (Power)	<p>Press to turn the TV on or off.</p> <p>For The Frame model, When watching TV, press to switch to <b>Art</b> mode. In <b>Art</b> mode, press to switch to watching TV. Press and hold to turn off the TV completely.</p>
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p> The supported Voice Assistant's languages and features may differ by geographical region.</p>
 (Colour / Number button)	<p>Each time you press this button, the coloured buttons window and the virtual numeric pad are displayed alternately.</p> <ul style="list-style-type: none"> <li>Use this button to access additional options that are specific to the feature in use.</li> <li>Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.</li> </ul> <p> When pressed for 1 second or more for a channel that supports the teletext service, the TTX menu appears on the TV screen. For more information, refer to "Teletext Feature".</p> <p> If the Colour Button appears with a number strip on the screen, select the Colour Button and then select a specific colour by using the directional button (up/down/left/right). Use this to access additional options that are specific to the feature in use.</p>
 (Multi View)	<p>Press the button to directly enter the <b>Multi View</b> function.</p> <p> When pressed for 1 second or more, the <b>Shortcuts</b> menu screen appears.</p> <p> This function may not be supported depending on the model or geographical area.</p>
 Directional button (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme 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 programme, the previous channel appears.
 (Smart Hub)	<p>Press to return to the Home Screen.</p> <p>For The Frame model, Press in <b>Art</b> mode to switch to TV mode.</p>

Button	Description
 (Play/pause)	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.</p> <p>Press the button to use the recording or Timeshift function while watching the broadcast.</p> <p>To use Game Bar, press and hold the button in <a href="#">Game Mode</a>.</p> <p> Game Bar may not be supported depending on the model or geographical area.</p>
+/- (Volume)	<p>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 <a href="#">Accessibility Shortcuts</a> appears.</p>
^/∨ (Channel)	<p>Move the button up or down to change the channel. To see the <a href="#">Guide</a> screen, press the button. When pressed for 1 second or more, the <a href="#">Channel List</a> screen appears.</p> <p>Press and hold the button up or down to quickly change the channel.</p>
 (Launch app button)	<p>Launch the app indicated by the button.</p> <p> This function may not be supported depending on the model or geographical area.</p>

**Note:**











- 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.





Button	Description
 (Power)	Press to turn the TV on or off.
 (Voice Assistant)	Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.  The supported Voice Assistant's languages and features may differ by geographical region.
 (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 <b>Done</b> to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.  When pressed for 1 second or more for a channel that supports the teletext service, the TTX menu appears on the TV screen. For more information, refer to " <a href="#">Teletext Feature</a> ".
 (Colour button)	When pressed, coloured buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.
 Directional button (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme 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 programme, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.

Button	Description
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing. Press the button to use the recording or Timeshift function while watching the broadcast.
+/- (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 <a href="#">Accessibility Shortcuts</a> appears.
^/∨ (Channel)	Move the button up or down to change the channel. To see the <a href="#">Guide</a> screen, press the button. When pressed for 1 second or more, the <a href="#">Channel List</a> screen appears. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.  This function may not be supported depending on the model or geographical area.

**Note:**

- 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."

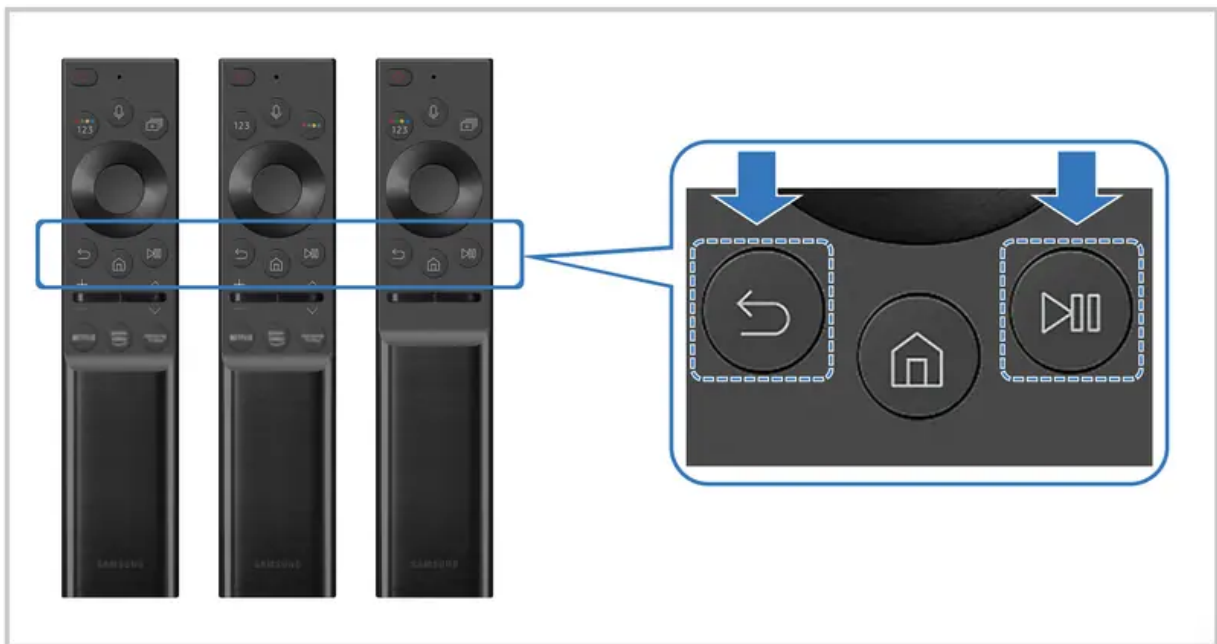


- To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "Using Anynet+ (HDMI-CEC)."

## 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.



### Note:

- 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)"

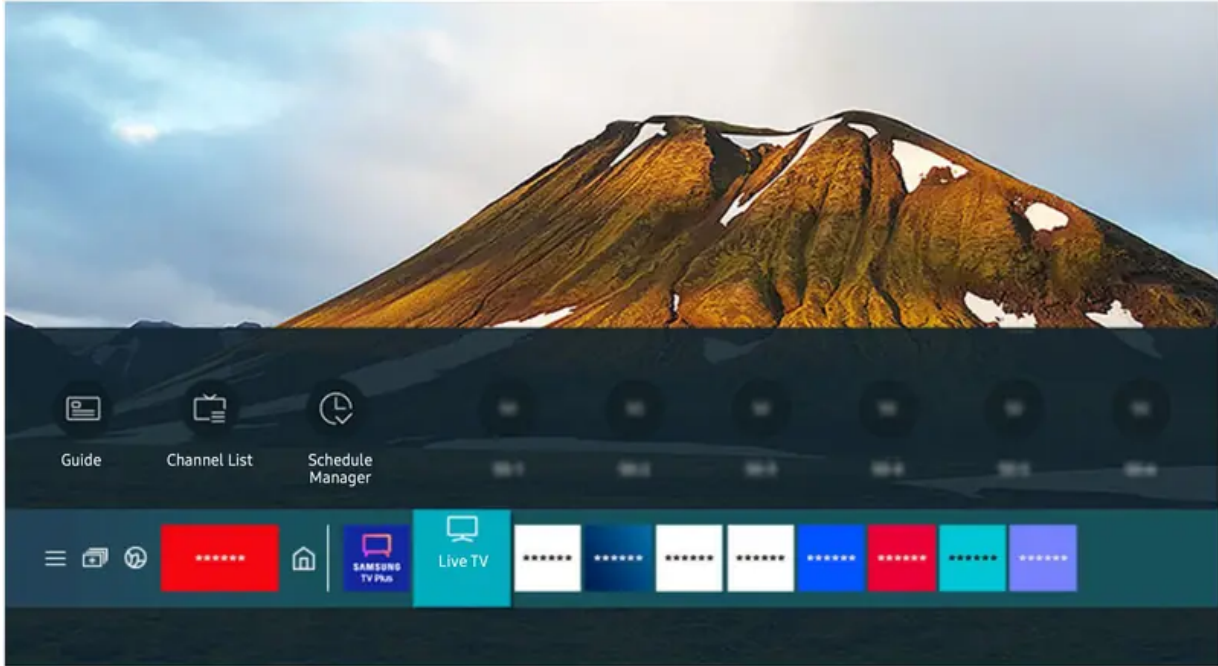
## TV Viewing

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

### Using the Guide

See an overview of each channel's program lineup.

> Live TV > Guide



**Note:** 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.

**Note:**

- 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.
- On the Standard Remote Control, press the GUIDE button.
- To see information about analog channels and use the analog channel functions of the Guide, you must finish 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).
- Service provider settings in initial setup may not be supported on geographical area.

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:

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

- Record
  - You can make a recording of a current program.

- Stop
  - You can stop the recording function that is currently running.
- Edit Recording Time
  - You can change the start and end times of scheduled program recordings.
- Schedule Viewing
  - You can schedule the viewing of a broadcast scheduled program.
- Schedule Recording
  - You can schedule recording of a broadcast scheduled program.
- Cancel Scheduled Viewing
  - You can cancel scheduled viewings.
- Cancel Scheduled Recording
  - You can cancel scheduled recordings.
- View Details
  - You can see detailed information about the selected program. The information may differ or may not be provided depending on the broadcast signal.

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

- Channel Filter
  - You can view channels and programs categorized by the types defined in Channel List.
- Antenna Type
  - You can change the type of broadcast signals the TV receives.
  - **Note:** 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.
  - **Note:** These functions may not be supported in the Guide depending on the model or geographical area.

## TV-Viewing Support Functions

Use the functions that are available while watching TV.

### Changing the broadcast signal

> Live TV > Channel List

Press the up directional button on your remote control, move the focus to Terrestrial, Cable, Satellite or Service Provider, and then press the Select button.

**Note:**

- You do not need to use this function if your TV is connected to a cable box or satellite box.
- The displayed Channel List may vary depending on the incoming broadcast signals.

**Scanning for available channels**

> Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning

**Note:**

- This function may not be supported depending on the model or geographical area.
- If the TV is connected to a cable box or satellite box, you do not need to do this.
- The DVB-T2 system may not be supported depending on the geographical area.
- The Auto Tuning Settings may not appear depending on the model or geographical area.

**Selecting the cable network search option**

> Settings > Broadcasting > (Auto Tuning Settings) > Cable Search Option

Sets additional search options such as the frequency and symbol rate for a cable network search.

**Note:**

- This function may not be supported depending on the model or geographical area.
- The Auto Tuning Settings may not appear depending on the model or geographical area.

**Scanning for available channels on standby mode**

> Settings > Broadcasting > (Auto Tuning Settings) > Standby Auto Tuning

Automatically scan for channels while your TV is in standby mode.

**Note:**

- This function may not be supported depending on the model or geographical area.
- The Auto Tuning Settings may not appear depending on the model or geographical area.

**Setting the Wake-up time**

> Settings > Broadcasting > (Auto Tuning Settings) > Wake-up Timer

Schedule timer to turn the TV on and scan channels automatically.

**Note:**

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



- The Auto Tuning Settings may not appear depending on the model or geographical area.

### **Setting the functions for the service provider**

> Settings > Broadcasting > Service Provider Settings

You can configure the service provider-related settings.

- Service Provider
  - Turns on or off the service provider function.
- About Service Provider
  - Displays the current service provider and its information detail.
- Open Service Provider Settings
  - You can set available service providers.

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

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

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

#### **Note:**

- 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.
- Signal Information is only available for digital channels.
- This function may not be supported depending on the model or geographical area.

### **Restricting Viewing to Specific Channels**

> Settings > Broadcasting > Apply Channel Lock

By selecting the menu, you can turn on or off the Apply Channel Lock function.

Lock specific channels to prevent children from watching adult content.

**Note:** To use this function, the PIN number is required.

### **Using Mark Adult Channels**

> Settings > Broadcasting > Mark Adult Channels

Enables or disables all adult services. When disabled, adult services will not be available.

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

### **Selecting the broadcasting audio option**

> Settings > Broadcasting > Dual Sound

Set audio options for stereo or bilingual broadcasts. For more information, refer to "Supported broadcasting audio options".

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

### 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." (for France and Italy: "1111"). To change the PIN, go to > Settings > General > System Manager > Change PIN.

#### **Note:**

- For more information about how to set your password, refer to "Setting up a password."
- The Broadcasting is not available in HDMI or Component mode.
- Change PIN may not be supported depending on the model or geographical area.
- Programme Rating Lock may not be supported depending on your input signal.

### Showing common interface menu

> Settings > Broadcasting > Common Interface

You can view information about common interfaces.

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

- CI Menu
  - Show information and settings of CICAM.
- Application Info
  - Show the manufacturer of CICAM and information of CAS (Conditional Access System).
- CICAM PIN Manager
  - Manage Common Interface Common Access Module (CICAM) PIN. Save PIN or change stored PIN, and then set other PIN options.
  - **Note:** This function may not be supported depending on the model or geographical area.
- Descramble Mode

- CAM video transcoding
  - Configures the setting to transcode the video codec from the CAM automatically. Turn it Off if you do not want to use it.
  - **Note:** You must use a CAM that supports video codec transcoding.

### **Configuring advanced broadcasting settings**

> Settings > Broadcasting > Expert Settings

#### **Tuning broadcast signals manually**

> Settings > Broadcasting > Expert Settings > Manual Scan

You can scan for all the channels manually and store the scanned channels in the TV.

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

#### **Tuning digital channels**

> Settings > Broadcasting > Expert Settings > Manual Scan > Digital Channel Tuning

Select New, and then configure Channel, Frequency and Bandwidth, and then select Search to automatically scan and store a list of digital channels in the TV.

#### **Tuning analogue channels**

> Settings > Broadcasting > Expert Settings > Manual Scan > Analogue Channel Tuning

Select New and configure Programme, Colour System, Sound System, Channel and Search to scan for analogue channels. Then, select Store to store the scanned channels in the TV.

**Note:** This function is only available for analogue broadcasts.

#### **Fine-tuning analogue broadcasts**

> Settings > Broadcasting > Expert Settings > Fine Tune

**Note:** This function is only available for analogue broadcasts.

#### **Transferring channel list**

> Settings > Broadcasting > Expert Settings > Transfer Channel List

You can import or export the channel list to a USB storage. To use this function, the PIN number is required.

- Import from USB: Imports channel list from a USB storage.
- Export to USB: Exports channel list saved in the TV to a USB storage.

#### **Note:**

- This function is available when USB is connected.
- This function may not be supported depending on the model or geographical area.

### **Enabling/Disabling Edit Channel Numbers**

> Settings > Broadcasting > Expert Settings > Edit Channel Numbers

Use this to change channel number. When channel number is changed, channel information is not updated automatically.

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

### **Deleting CAM operator profile**

> Settings > Broadcasting > Expert Settings > Delete CAM Operator Profile

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

### **Setting satellite system**

> Settings > Broadcasting > Expert Settings > Satellite System

You can configure a set of satellite dish settings before performing a channel scan.

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

### **Changing teletext language**

> Settings > Broadcasting > Expert Settings > Teletext Language Settings > Teletext Language

You can set or change the teletext language. To watch the teletext broadcast in your preferred language, select a language to use in Primary Teletext Language. If this language is not supported, you can watch the teletext broadcast in your secondary preferred language set in Secondary Teletext Language.

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

### **Selecting the broadcast audio language**

> Settings > Broadcasting > Expert Settings > Audio Options

This is the language you will hear while watching TV if the language is included in the broadcast signal. Audio Options functions differently for analogue and digital channels.

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

- Audio Language Settings
  - You can change the audio language you want to hear.
  - **Note:** The available language may differ with the broadcast.
- Audio Format
  - You can change the audio format you want to hear.
  - **Note:** The supported audio format may differ with the broadcast programme. This option is only available on digital channels.

### **Showing TVkey Interface menu**

> Settings > Broadcasting > Expert Settings > TVkey Interface

You can use the following functions:

- TVkey Menu: Show TVkey Interface menu.
- Delete TV Service: Show the TVkey operator list to delete.

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

### **Reading digital text**

> Settings > Broadcasting > Expert Settings > Digital Text (MHEG)

You can use this function when you watch a broadcast that includes both text and multimedia content.

#### **Note:**

- This function is only available in Ireland.
- Multimedia and Hypermedia Information Coding Experts Group (MHEG) is an International standard for data encoding systems used in multimedia and hypermedia. This is at a higher level than the MPEG system which includes data-linking hypermedia such as still images, character service, animation, graphic and video files as well as multimedia data. MHEG is user runtime interaction technology and is being applied to various fields including Video-On-Demand (VOD), Interactive TV (ITV), Electronic Commerce (EC), tele education, teleconferencing, digital libraries and network games.

## **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.

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

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

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

### **Blurring, or Juddering**

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

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

### **Unwanted Powering Off**

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

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

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

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

- > Settings > General > Power and Energy Saving > Auto Power Off
- > Settings > General > System Manager > Time > Off Timer

### **Problems Powering On**

- If you are having problems powering on your TV, there are a number of things to check before calling the service department.
- Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.
- Make sure that the antenna cable or cable TV cable is firmly connected.
- If you have a cable box or satellite box, confirm that it is plugged in and turned on.
- In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.

### **Unable to find a Channel**

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

- > Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning.

**Note:** The Auto Tuning Settings may not appear depending on the model or geographical area.

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

- > Source > Connection Guide

When the symptom persists, contact your service provider.

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

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

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

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

- > Source > Connection Guide > Video Device > HDMI

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

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

For more information about the supported 8K resolutions, refer to "Resolutions for Input Signals supported by QN7\*\*A series or higher."

**Note:**

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

**The picture is distorted**

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

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

Mobile phones used close to the TV (within 1m) may cause noise on analog and digital channels.

**The color is wrong or missing**

If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.

Incorrect or loose connections may cause color problems or a blank screen.

**The color is poor or the picture is not bright enough**

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

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

See if Brightness Reduction has been enabled.

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

Try resetting the picture.

- > Settings > Picture > Expert Settings > Reset Picture

**There is a dotted line on the edge of the screen**



Change Picture Size to 16:9 Standard.

- > Settings > Picture > Picture Size Settings

Change the output resolution of your external device.

### **The picture is black and white**

Check whether Grayscale is set to On.

- > Settings > General > Accessibility > Grayscale

### **The picture won't display in full screen**

HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.

Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.

Adjust the picture size options on your external device or set the TV to full screen.

- > Settings > Picture > Picture Size Settings > Picture Size

### **The Subtitle function in the TV menu is deactivated**

When an external device is connected with an HDMI or Component cable, the Subtitle function is unavailable. Adjust the caption setting on the external device.

### **Subtitles appear on the TV screen**

Turn off the Subtitle function in Subtitle Settings.

- > Settings > General > Accessibility > Subtitle Settings > Subtitle

### **The HDR of the connected external device turns off**

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

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

### **The TV remains on or does not turn on automatically.**

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

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

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

> Art > Settings > Motion Detector

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

**Note:**

- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.
- If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.
- If the problem persists, check the Signal Information or refer to the external device's user manual.

## Sound and Noise Issues

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

### Testing the sound

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

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

### How can I connect an audio device to the TV?

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

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

- > Source > Connection Guide > Audio Device

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

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

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

### The picture is good but there is no sound.

Set Sound Output to TV Speaker.

> Settings > Sound > Sound Output

- If you are using an external device, check the device's audio output option.
- For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.
- To listen to computer sound, connect an external speaker to the computer's audio output connector.
- If your TV has a headphone jack, make sure there is nothing plugged into it.

- Reboot the connected device by disconnecting and then reconnecting the device's power cable.
- With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

### **No sound is heard.**

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

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

It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.

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

### **The speakers are making an odd sound.**

Run Sound Test.

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

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

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

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

### **The sound is interrupted.**

The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line and the Bluetooth speaker is placed as close as possible to the TV.

To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.

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

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

Turn off the Voice Guide function in Voice Guide Settings.

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

### **The TV audio is not being played through the Sound bar or A/V receiver.**

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

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

### **The sound is not heard clearly.**

Change to an appropriate sound mode.

- > Settings > Sound > Sound Mode

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

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

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

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

- > Settings > General > Intelligent Mode Settings > Adaptive Sound+

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

### **The volume of the external device cannot be adjusted.**

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

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

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

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

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

## **Channel and Broadcast Issues**

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

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

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

- > Source > Sources

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

### **The TV is not receiving all channels.**

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

Run Reset or Auto Tuning.

- > Settings > General > Reset
- > Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning

**Note:** The Auto Tuning Settings may not appear depending on the model or geographical area.

### **The subtitles are not provided on a digital channel.**

When watching channels with the antenna cable connected, run Subtitle Settings.

- > Settings > General > Accessibility > Subtitle Settings.

Some channels may not have subtitle data.

When watching a channel on an external device such as a set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.

### **Broadcasting is deactivated.**

Broadcasting is only available when Source is set to TV.

Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.

Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

## **External Device Connectivity Issues**

When the TV has difficulties connecting to external devices such as a PC, game console, or mobile device, these steps may help resolve the problem.

### **The "Mode Not Supported" message appears.**

Adjust the output resolution of the external device to a resolution supported by the TV.

### **The video is OK but there is no audio.**

If you are using an HDMI connection, check the audio output setting on your PC.

If you are using a DVI to HDMI cable, a separate audio cable is required.

To listen to the computer sound, connect external speakers to the audio output connection of the computer.

### **I want to connect to a PC and mobile device via screen mirroring.**

To wirelessly connect the TV to your PC, read the instructions at PC > Screen Sharing (Wireless) in Connection Guide, and then try to connect.

- > Source > Connection Guide > PC > Screen Sharing (Wireless)

Confirm that the TV and your PC are connected to the same network.

To wirelessly connect the TV to your mobile device, read the instructions at Smartphone > Screen Sharing (Smart View) in Connection Guide, and then try to connect.

- > Source > Connection Guide > Smartphone > Screen Sharing (Smart View)

If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.

### **No screen appears when connecting the TV to an external device.**

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

- > Source > Connection Guide

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

- > Source > Sources

Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).

- > Source > Connection Guide > Video Device > HDMI Troubleshooting

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

### **I want to connect to a Bluetooth speaker.**

For more information on how to connect a Bluetooth speaker, see Audio Device > Bluetooth in Connection Guide.

- > Source > Connection Guide > Audio Device > Bluetooth

### **The PC screen does not appear or it flickers.**

When the PC screen does not appear or the PC is not recognized, check the power supply of the PC and then reconnect the HDMI cable between the PC and TV. When the symptom persists, check that the PC is in Sleep mode and then set Input Signal Plus to On.

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

When the set resolution is not matched, it may cause a blank or flickering screen. For the PC supported resolution, see "Read Before Connecting a Computer (Supported Resolutions)."

## Network Issues

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

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

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

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

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

Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

Enter the correct password if required.

If the wireless connection fails, connect the TV to the access point via a LAN cable.

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

### **Wired network connection failed.**

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

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

Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.

If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.

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

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

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

- > Settings > General > Network > Network Status > IP Settings

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

If the problem persists, contact your Internet service provider.

**Note:** Wired networks are not supported by some models.

## Anynet+ (HDMI-CEC) Issues

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

## **What is Anynet+?**

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

### **Anynet+ does not work.**

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

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

Check the cable connections of the Anynet+ device.

Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.

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

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

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

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

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

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

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

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

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

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

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

### **The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.**

You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.

Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen.

### **The Anynet+ device won't play.**

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

### **The connected device is not displayed.**

Check whether the device supports Anynet+.

Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.

Check whether the HDMI cable is properly connected.

Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.

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

Scan for Anynet+ devices again.

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

## **Remote Control Issues**

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

### **The remote control does not work.**

The connection between the remote control and the TV may be lost.

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.

**Note:** Pairing is not available in AU7/BEA series.

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

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

### **External devices cannot be operated with the TV remote control.**

Check the cable connection between the TV and external devices.

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

## Recording Issues

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

### **The Timeshift or recording function cannot be used.**

Check if there is a storage device connected to the TV.

Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device.

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

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

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

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

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

To use the recording function, the storage device connected to the TV must have been already formatted.

Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.

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

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

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

## Apps

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

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

Languages supported by an app may be different from the TV Language set in the menu.

The ability to change the language depends on the app's provider. Change the language from the settings menu in the app.

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

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

The services of your application are not provided by the TV but by the application service provider.

Refer to the Help section on the application service provider's website.

## **The Smart Hub Home Screen keeps appearing whenever you turn on the TV.**

Turn off the Autorun Smart Hub function in Smart Features.

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

## **Media Files**

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

### **Some files are interrupted during playback.**

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

### **Some files can't be played.**

Some files that use an unsupported codec may not be played back.

Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

## **Voice Assistant Issues**

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

### **Note:**

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

### **The voice commands do not work well.**

Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.

- Bixby: > Explore Now
- Amazon Alexa: > Settings > General > Voice > Amazon Alexa Settings
- Google Assistant: > Settings > General > Voice > Google Assistant Settings

### **Bixby/Alexa answers although I did not call it.**

The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.

Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.

- > Explore Now > Settings > Voice Wake-up

### **I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer.**

When the TV is far from you or the ambient noise is so loud, the TV may be unable to recognize your voice.

- When the distance to the TV is within 3 to 4 m, optimal performance is provided. Please look at your TV screen and speak.

Turn on the Voice Wake-up function.

- > Explore Now > Settings > Voice Wake-up

**Voice recognition does not work with the Samsung Smart Remote unlike other features. There is no response even if the Voice Assistant button is pressed.**

The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.

Point the Samsung Smart Remote at the front of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.

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

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

**During voice recognition, the heavy load message appears and the function does not work.**

Unplug and then plug the TV power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.

**I want to see weather information of the desired area.**

Say with the area name included.

## **Other issues**

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

### **The TV is hot.**

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

The heat from the panel is dissipated through internal vents running along the top of the TV.

The bottom, however, may feel hot to the touch after extended use.

Children watching TV need constant adult supervision to prevent them from touching the TV.

This heat, however, is not a defect and does not affect the TV's functionality.

### **The TV smells like plastic.**

This smell is normal and will dissipate over time.

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

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

Change Usage Mode to Home Mode.

- > Settings > General > System Manager > Usage Mode > Home Mode

**The TV is tilted to the side.**

Remove the base stand from the TV and reassemble it.

**The stand is wobbly or crooked.**

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

**PIP is not available.**

PIP is available only when an external device is connected with an HDMI or Component cable.

Note that the function is unavailable when Smart Hub is active.

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

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

Change Usage Mode to Home Mode.

- > Settings > General > System Manager > Usage Mode

**The TV is making a popping noise.**

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

This does not indicate a product malfunction.

The TV is safe to use.

**The TV is making a humming noise.**

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

Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.

Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

**The software update over the Internet has failed.**

Check the network connection status.

- > Settings > General > Network > Network Status

If the TV is not connected to a network, connect it to a network.

The upgrade stops if you already have the latest software version.

### **The TV narrates the screen events in voice-over.**

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

- Press and hold the (Volume) button on your Samsung Smart Remote or Remote Control.
- Press the AD/SUBT. button on the Standard Remote Control or press and hold the MUTE button.

## **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 network connection, and run the Smart Hub and TV factory reset functions.

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

### **Cannot select Signal Information in Self Diagnosis.**

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels.

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

### **Reset Smart Hub**

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

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

### **Reset picture**

Resets current picture settings to the default settings.

- > Settings > Picture > Expert Settings > Reset Picture

### **Reset sound**

Resets current sound settings to the default settings.

- > Settings > Sound > Expert Settings > Reset Sound

## **Getting Support**

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

### **Getting support through Remote Management**

> Settings > Support > Remote Management

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

#### **Note:**

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

#### **Note:**

- You can also view information by scanning the QR code of your TV.
- You can also start this function by pressing and holding the button for 5 or more seconds. For the Standard Remote Control, press and hold the (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

### **Requesting service**

> Settings > Support > Device Care > Request Support

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

**Note:**

- 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 network 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.