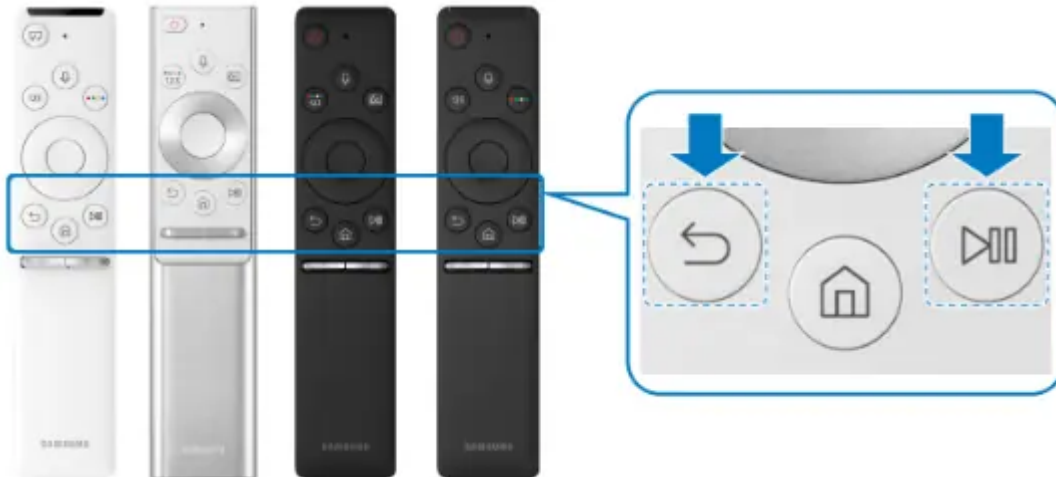


Quick Guides

Connecting the Samsung Smart Remote to the TV

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

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



The images, buttons, and functions of the Samsung Smart Remote may differ with the model.

For more information about the Samsung Smart Remote that comes with the QLED TV, refer to "About the Samsung Smart Remote (QLED TV)."

For more information about the Samsung Smart Remote that comes with the UHD TV, refer to "About the Samsung Smart Remote (UHD TV)."

For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)."

The Samsung Smart Remote may not be supported depending on the model or geographical area.

Using Smart Hub

Connect to Smart Hub for apps, games, movies, and more.

Enjoy the multiple functions provided by Smart Hub simultaneously on a single screen

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

When you press the button on your remote control, you can use the following functions and features.

1. 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 broadcast a scheduled program or when an event occurs on a registered device.
- For more information, refer to "Displaying the Home Screen."

2. 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.

3. Source

- You can select an external device connected to the TV.
- For more information, refer to "Switching between external devices connected to the TV."

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.

5. APPS

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

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

For more information, refer to "Using the APPS Service."

6. Ambient Mode

In Ambient Mode, you can view beautiful screens, various visual information, and notifications.

To enter Ambient Mode, press the button. To return to the TV mode, press the button. To shut off the TV, press the button.

If you press the button when the TV is turned off, the TV turns on in Ambient Mode.

If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.

Because this function is a QLED TV-specific function, it may not be supported depending on the model.

For more information about the Ambient Mode, refer to "Using the Ambient Mode."

7. 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.

For more information about Universal Guide, refer to "Using the Universal Guide App."

Images may look blurry depending on the service provider's circumstances.

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

Using Bixby

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

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

The supported language may differ depending on the geographical area.

Running Bixby

Press and hold the button on your Samsung Smart Remote, say a command, and then release the button.

To view the Bixby guide, press the button once:

- When you press the button for the first time, the Using Bixby button appears at the bottom of the screen.

Press the Select button. The Using Bixby popup window appears and a tutorial on using Bixby is shown.

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

Updating the TV automatically

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

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

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

This function requires an Internet connection.

Getting Support

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

Getting support through Remote Management

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

You can also turn Remote Management on and off.

You can also start this function by pressing and holding the button for 5 or more seconds.

This function requires an Internet connection.

Requesting service

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


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

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

This function requires an Internet connection.

Connecting an Antenna

You can connect a coaxial cable to your TV.

 An antenna connection is not necessary if you connect a cable box or satellite box.

Connecting to the Internet

You can get access to the Internet through your TV.

Connecting to your Internet network


 >  [Settings](#) > [General](#) > [Network](#) > [Open Network Settings](#) [Try Now](#)

Connect to an available network.

Establishing a wired Internet connection

 >  [Settings](#) > [General](#) > [Network](#) > [Open Network Settings](#) > [Wired](#)

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

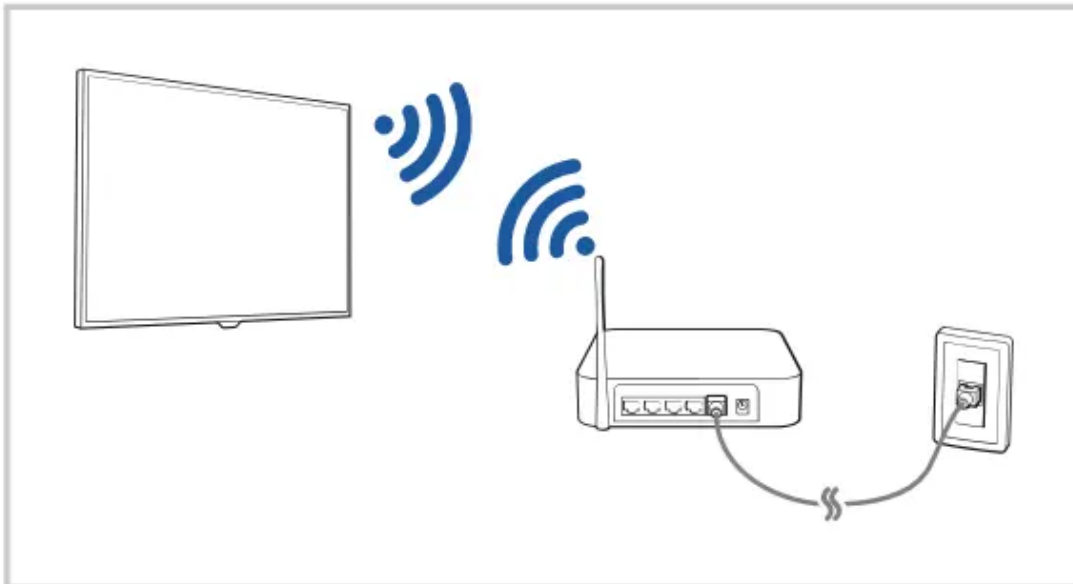
 Use a CAT 7 (*STP type) cable for the connection.

* Shielded Twist Pair

The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.

Establishing a wireless Internet connection

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



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

If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).

if your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.

Checking the Internet connection status

 >  Settings > General > Network > Network Status [Try Now](#)

View the current network and Internet status.

Resetting Your Network

 >  Settings > General > Network > Reset Network [Try Now](#)

Restore the network settings to the factory default.

Turning on the TV with a mobile device

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [Power On with Mobile](#)


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

Connecting an IP control device to the TV

 >  [Settings](#) > [General](#) > [Network](#) > [Expert Settings](#) > [IP Remote](#)

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

 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 [RFi10153 9XLSRfir24](#) for a Samsung TV and if your Wi-Fi network is password protected.

 This function may not be supported depending on the model.

Switching between external devices connected to the TV


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


Changing the input signal

 >  [Source](#)

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

 On the standard remote control, press the SOURCE button.

 To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

 When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

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

Editing the name and icon of an external device



Source

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

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

1. Move the focus to a connected external device.
2. Press the up directional button.

Available functions may differ depending on the port type.

1.Universal Remote

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

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

For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

2.Edit

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

3.Information

You can view detailed information about an external device.

4.Add to Home

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

Connection Notes

When connecting an external device, note the following:

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

The number of external device connectors, and their names and locations may differ with the manufacturer

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result a blank screen or a connection error.
- Some HDMI cables and devices may not be compatible with the TV due to different HDMI specifications.
- This TV does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardized by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- For One Connect supported models, when the TV is connected to an external device such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In this power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing HDMI cable of connected device.


Remote Control and Peripherals

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


About the Samsung Smart Remote (QLED TV)

Learn about the buttons on the Samsung Smart Remote that comes with the QLED TV.

Using the keyboard and mouse

Button	Description
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions:  The options displayed in the menu may differ depending on the selected item. <ul style="list-style-type: none">• Open• Open Link in New Tab• Enable Scroll Mode

-  >  **Settings** > **General** > **Eco Solution** > **Ambient Light Detection**
-  >  **Settings** > **General** > **Eco Solution** > **Power Saving Mode**
-  >  **Settings** > **General** > **Eco Solution** > **Motion Lighting**

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

Setting up the input devices


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

You can set up the keyboard with the following functions:

- Keyboard Language
- Keyboard Type

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV.

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

1.Recommended text

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

2.Options

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

 The options available may differ depending on the function running currently.

- Recommended text
- Reset Recommended Text Memory

- Accented Character Preview
- Predict Next Character (when using direction buttons)
- Language

3. Predict Next Character

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

Using the Universal Guide App

Search for and enjoy content such as TV shows, dramas, movies, and sports broadcasts.

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

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 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.

Troubleshooting

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

Picture Issues

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

Testing the picture

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

Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the TV. Picture Test displays a high picture you can examine for 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 Ambient Light Detection, Power Saving Mode, or Motion Lighting.

-  >  Settings > General > Network > Network Status

Component Connections/ Screen Color

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

-  >  Settings > Support > Self Diagnosis > Start Picture Test

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

- Confirm that the video input connectors are connected to the correct external device video output connectors.
- Check the other connections as well. If the TV is connected to an external device via a component cable, confirm that the Pb, Pr, and Y jacks are plugged into their proper connectors.

Screen Brightness

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

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

Blurring, or Juddering

If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue.

-  >  Settings > Picture > Expert Settings > Auto Motion Plus Settings

Unwanted Powering Off

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

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

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

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

-  >  Settings > General > Eco Solution > Auto Power Off
-  >  Settings > General > System Manager > Time > Off Timer

Problems Powering On

If you are having problems powering on your TV, there are a number of things to check before calling the service department.

Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.

Make sure that the antenna cable or cable TV cable is firmly connected.

If you have a cable box or satellite box, confirm that it is plugged in and turned on.

Unable to find a Channel

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

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

Store displays are tuned to a digital HD channel.

If you have an analog cable box or satellite box, upgrade to a digital cable box or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.

Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.

- Cable/Satellite Subscribers: Try HD channels from the channel lineup.
- Air/Cable Antenna Connection: Try HD channels after running the Auto Program function.

-  >  Settings > Broadcasting > Auto Program

Adjust the cable box or satellite box's video output resolution to 1080i or 720p.

The picture is distorted.

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

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

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

The color is wrong or missing.

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

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

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

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

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

See if Power Saving Mode has been enabled.

-  >  Settings > General > Eco Solution > Power Saving Mode

Try resetting the picture.

-  >  Settings > Picture > Expert Settings > Reset Picture

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

Change Picture Size Settings to 16:9 Standard.

-  >  Settings > Picture > Picture Size Settings > 16:9 Standard

The picture is black and white.

If you are using AV or analog equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.

- The Component or AV input port may not be provided depending on the model or geographical area.

Check whether Grayscale is set to On.

-  >  Settings > General > Accessibility > Grayscale

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.

The picture is good but there is no sound.

-  >  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.

No sound is heard.

Check whether the Digital Output Audio Format is set to Dolby Digital+. If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+

-  >  Settings > Sound > Expert Settings > Digital Output Audio Format > Dolby Digital+

The speakers are making an odd sound.

Run Start Sound Test.



-  >  Settings > Support > Self Diagnosis > Start Sound Test

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

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

“Weak or No Signal” displayed in TV mode/ cannot find channel.

Make sure the antenna cable is connected securely to the TV.

Select  >  Source to confirm that the correct input source has been selected.
If the TV is not connected to a cable box or satellite box, run **Auto Program** to search for channels.

-  >  Settings > Broadcasting > Auto Program

The TV is not receiving all channels.

Confirm that the coaxial cable is securely connected to the TV. Run Start Setup or Auto Program

-  >  Settings > General > Start Setup
-  >  Settings > Broadcasting > Auto Program

There are no captions with digital channels.

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

Some channels may not have caption data

The picture is distorted.

The compression of the video content may cause picture distortions.

This is especially true with fast moving pictures from sports programs and action movies.

A weak signal can cause picture distortions. This is not a problem with the TV.

The picture quality is low.

Select high definition (HD) channels or programs.

The "Mode Not Supported" message appears.

Set output resolution of your PC or game console so it matches 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 an HDMI-to-DVI cable, a separate audio cable is required.

Note that the HDMI-to-DVI connection is only supported by the HDMI (DVI) port and this port does not transmit audio.

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

The TV cannot connect to your network or apps (for Internet compatible models only).

Make sure the TV has a network connection

•  >  Settings > General > Network > Network Status

Contact your Internet service provider.

The wireless network connection failed.

Confirm your wireless modem/router is on and connected to the Internet.

The wireless network signal is too weak.

Position your wireless router, modem router, or access point in a central location.

Avoid putting it in a corner.

Use a wireless repeater to get an instant boost in your wireless signal strength.

Place the repeater halfway between your wireless router and your TV

Schedule Recording cannot be used.

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

Recording will automatically stop if the signal becomes too weak.

Check the free space on the USB device.

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

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+.

Move the focus to the Anynet+ device at  >  Source, and then press the up directional button to move to **Anynet+**, 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+.

Set **Anynet+ (HDMI-CEC)** to **Off**.

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

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 a viewing mode.

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

The Anynet+ device won't play.

You cannot use the play function when Start Setup 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.

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

Make sure that the AV receiver is connected to the TV's HDMI (ARC) port with an HDMI cable.

Confirm that the AV receiver is HDMI (ARC) compatible. If the AV receiver is not HDMI (ARC) compatible, connect the TV and the AV receiver with an optical cable.

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

Languages supported by the app may be different from the user interface language.

The ability to change the language depends on the service provider.

My application is not working.

Check with the service provider.

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

Some files can't be played

. This problem may occur with high-bitrate files. Most files can be played back, but you might experience problems with high-bitrate files.

Reset Settings

 >  Settings >
Support > Self Diagnosis
> Reset

- Resets Picture, Sound, Broadcasting, and all other settings, except for the network settings, to the default settings.

Reset Smart Hub

 >  Settings >
Support > Self Diagnosis
> 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.

Reset Picture

 >  Settings >
Picture > Expert Settings
> Reset Picture

- Resets current picture settings to the default settings.

Reset Sound

 >  Settings > Sound
> Expert Settings > Reset
Sound

- Resets current sound settings to the default settings.

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 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 "Mode Not Supported" message appears.

The output resolution of the attached device is not supported by the TV. Check the TV's supported resolutions and adjust the external device's output resolution accordingly.

The Captions item in the TV is grayed out.

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

The TV smells of plastic.

This smell is normal and will dissipate over time.

Signal Information under Self Diagnosis isn't activated.

Verify that the current channel is a digital channel.

Signal Information is only available for digital channels

•  >  Settings > Support > Self Diagnosis > Signal Information

The TV is tilted to the side.

Remove the base stand from the TV and reassemble it.

The stand is wobbly or crooked.

Make sure the indicator arrows on the stand and stand holder are properly aligned.

The remote control and/or voice control does not work.

The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.

The Broadcasting function has been deactivated.

Broadcasting is only available when the 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.



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.

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

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.



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

Change Usage Mode to Home 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.

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.

Warning

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

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