



Quick Guides

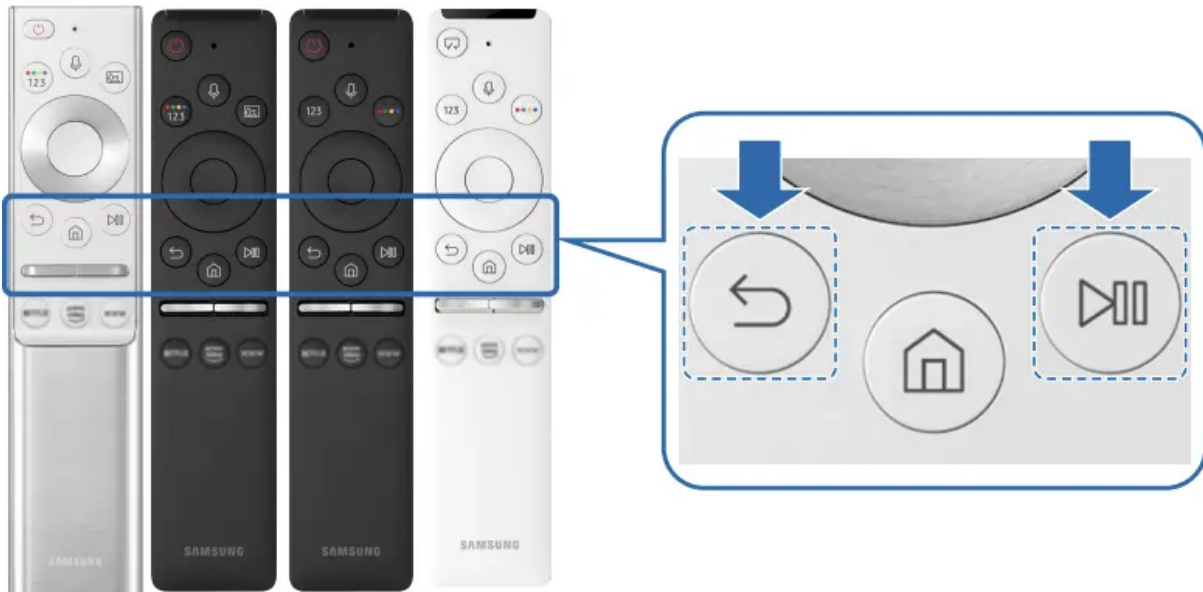
You can learn quickly how to run and use the frequently used functions, such as Bixby, Ambient Mode, and Smart Hub.


Connecting the Samsung Smart Remote to the TV


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


When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the


front of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.




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

 For more information about the Samsung Smart Remote that comes with the QLED TV (except for Q50R model) and The Serif, refer to "About the Samsung Smart Remote (QLED TV and The Serif)."

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

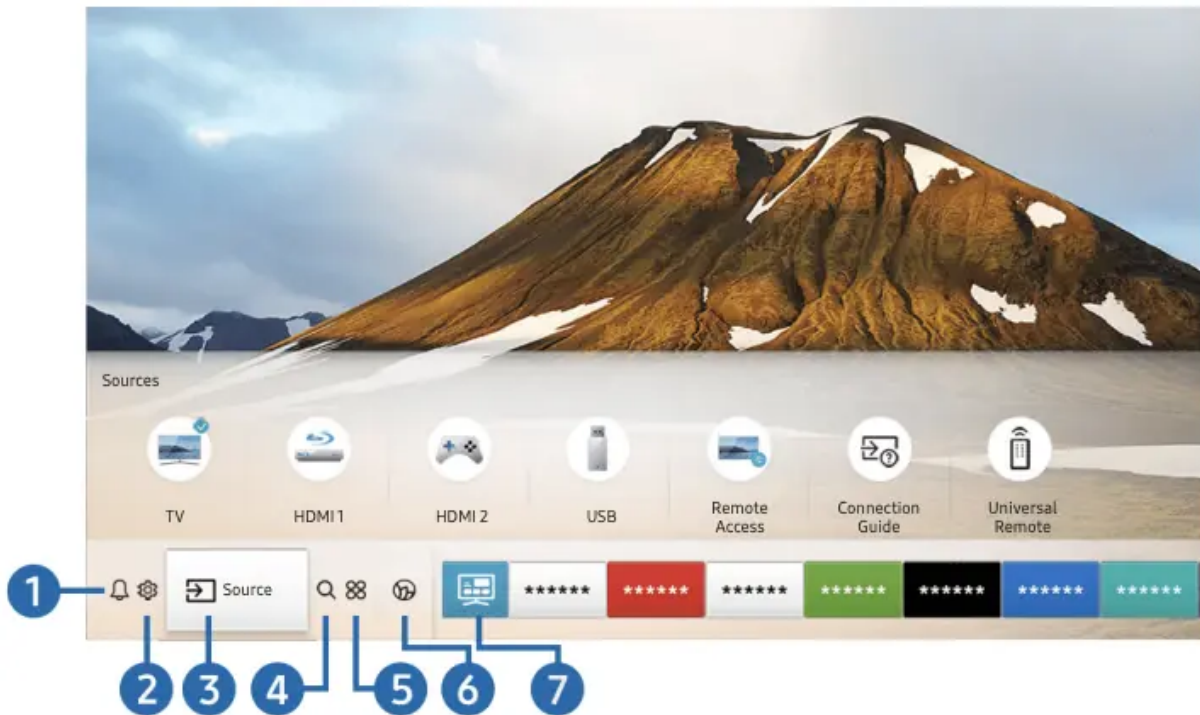
 For more information about the Samsung Smart Remote that comes with The Frame, refer to "About the Samsung Smart Remote (The Frame)."


 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

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

To 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 specific to QLED TV (except for Q50R model) and The Serif, 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.



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

 This function is supported only in The Frame.


 For more information, refer to the provided user manual.

Using the Ambient Mode



Learn about the functions available in Ambient Mode that are specific to the QLED TV (except for Q50R model) and The Serif.




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

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


Entering Ambient Mode



To enter Ambient Mode from the TV viewing screen, press the  button, or select  Ambient Mode. 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.

Ambient Mode browser screen



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

When you press the  or  button in Ambient Mode, the Ambient Mode browser screen appears at the bottom of the screen. In the Ambient Mode browser screen, you can select content and change the Ambient Mode settings.

1 Function and content preview

When you select a category at the bottom of the screen, a preview of available functions and content appears here.


To view detailed information about a content item, move the focus to it, and then press the up directional button.

2 Ambient Settings

You can configure the following Ambient Mode settings:



- Auto Brightness

Changes the auto brightness setting for Ambient Mode.

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

- Sleep After

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

 If there is no remote control input for the set time, the screen goes off. To turn the screen back on in Ambient Mode, press the  button on the remote control.

- Reset All Photos

Resets the photos imported from your mobile device or Samsung Cloud.

TV

You can enter the TV viewing screen.

Selecting a content category

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

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

- Special Edition


Allows you to enjoy creative artwork and interior design content created by the world's finest artists and designers.


- Décor

Allows you to select content with a sensible and beautiful design.

- My Album


Allows you to set a photo stored in your mobile device or Samsung Cloud as the wallpaper of the Ambient Mode screen.

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

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

- Info

Allows you to select essential real-time information such as weather, temperature, time, and news.


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


- Artwork

Allows you to select content such as world famous photos and artwork.

- Background Theme

Allows you to select a background theme provided by Samsung.

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


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

5 About Ambient Mode

You can view information about Ambient Mode.

Applying effects to the content


When you are enjoying content in Ambient Mode, press the down directional button to change the following settings for the content:

 Available functions may not be supported depending on the content.

- Backgrounds

Changes the background of the content.

 This function may not be supported depending on the content.

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

- Shadow Effects

Applies a shadow effect that you select to the content.

 This function may not be supported depending on the content.

- Brightness

Adjusts the brightness of the content.

- Saturation

Adjusts the saturation of the content.

- Color Tone

Adjusts the colors of the content.



- Red Tone / Green Tone / Blue Tone



Adjusts the red, green, blue contrast.

View detailed information about the content

When you are enjoying content in Ambient Mode, press the up directional button to view detailed information about the content.

Entering the TV viewing screen from Ambient Mode

To enter the TV viewing screen from Ambient Mode, press the  button, or select  TV in the Ambient Mode browser screen.

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

Troubleshooting

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

Picture Issues

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

Testing the picture

[Settings](#) > [Support Self](#) > [Diagnosis](#) > [Start Picture Test](#)

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

Flickering and Dimming

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

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: When using the One Connect, 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 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.

- Settings Broadcasting Auto Program

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.

If you are using analog cable, upgrade to digital cable.

If you use an analog cable box or satellite box, upgrade to a digital cable box or satellite box and adjust the digital cable box and satellite box's video output resolution to UHD or HD.

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

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."

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.

Use a composite cable when you connect AV equipment to the TV.

If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port.

Check whether Grayscale is set to On.

- Settings > General > Accessibility > Grayscale

The picture won't display in full screen.

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

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

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

- Settings Picture Picture Size Settings Picture Size

The Caption function in the TV menu is deactivated.

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

Captions appear on the TV screen.

Turn off the Caption function in Caption Settings.

- Settings General Accessibility Caption Settings Caption

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 Start Sound Test

If the TV plays the Start 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. 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.

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.

No sound is heard.

Check whether Digital Output Audio Format is set to Dolby Digital+.

Set Digital Output Audio Format to Dolby Digital+ only when you play Dolby Digital+ (with Atmos) content.

If you are using an AV receiver that does not support Dolby Digital+, 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 Device Care 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.

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.

If the problem persists, we recommend that you use a wired connection.

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

Turn off the Voice Guide function in Voice Guide Settings.

- Settings General Accessibility Voice Guide Settings Voice Guide

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

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.



The HDMI (ARC) port may support eARC in some models.

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/ cannot find channel.

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

- Source Sources

The TV is not receiving all channels.

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

Run Reset or Auto Program.

- Settings General Reset
- Settings Broadcasting Auto Program

There are no captions with digital channels.

Go to Caption Settings and turn on the Caption function, and then change the Caption Mode.

- Settings General Accessibility Caption Settings

Some channels may not have caption data.

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.

How can I use 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 wireless 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

Network Issues

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

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

- Settings Support Device Care Self Diagnosis Start Smart Hub Connection Test

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

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

- Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.
- Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Enter the correct password if required.
- If the wireless connection fails, connect the TV to the access point via a LAN cable.
- If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

Wired network connection failed.

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

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

- Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.
- If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.

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

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

- Settings General Network Network Status IP Settings

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

- If the problem persists, contact your Internet service provider.



Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

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

What is Anynet+?

- You can use the TV's remote control to control external devices that support Anynet+ (HDMICEC) 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+. I also do not want the connected devices to turn on and off when the TV is turned on or off.

Turn off the Anynet+ (HDMI-CEC) function.

- 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 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 Samsung Smart Remote 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. Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.

The remote control batteries run out quickly

The batteries may be consumed quickly if the remote control is used very frequently or the Voice Wake-up function is turned on.

You can extend the battery life by turning off the Voice Wake-up function.

-  > Explore Now >  Settings > Voice Wake-up

Recording Issues

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

The Timeshift or recording function cannot be used.

- Check if there is a storage device connected to the TV.
- Recording will automatically stop if the signal becomes too weak.
- Check the free space on the storage device.
- The function will not work if there isn't enough storage space on the USB device.

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

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

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

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

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

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

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



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



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

Apps

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

I launched an app, but it's in English. 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.

My application is not working.

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.

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 about the supported codecs, refer to "Read Before Playing Photo, Video, or Music Files."

Voice Recognition Issues

When the voice recognition or Bixby functions aren't working, these steps may help resolve the problem.

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

Bixby answers automatically

The TV may recognize an ambient noise or everyday conversation as a call to Bixby. Turn off the Voice Wake-up function or set the sensitivity to Low.

-  > Explore Now >  Settings > Voice Wake-up

I spoke "Hi, Bixby" but Bixby does not answer.

The Samsung Smart Remote may not recognize your voice when it is far away from you, turned upside down, or located in an environment with loud ambient noise.

- Use the Samsung Smart Remote less than 2 feet (1.5 m) with the remote control buttons facing upward. (There is a built-in microphone on the front of the Samsung Smart Remote.)
- Do not place the Samsung Smart Remote near the TV speaker or an audio speaker.

Turn on the Voice Wake-up function.

-  > Explore Now >  Settings > Voice Wake-up

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 of 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

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.



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.

Diagnosing TV operational issues

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

Settings Support Self Diagnosis

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

- Start Picture Test
- Start Sound Test
- Signal Information
- TV Device Manager
- Start 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 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 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



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



This function requires an Internet connection.

Finding the contact information for service

- Settings Support About This TV

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

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

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

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

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

This function requires an Internet connection.

Warning

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

