



Quick Guides

Connecting the Samsung Smart Remote to the TV

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

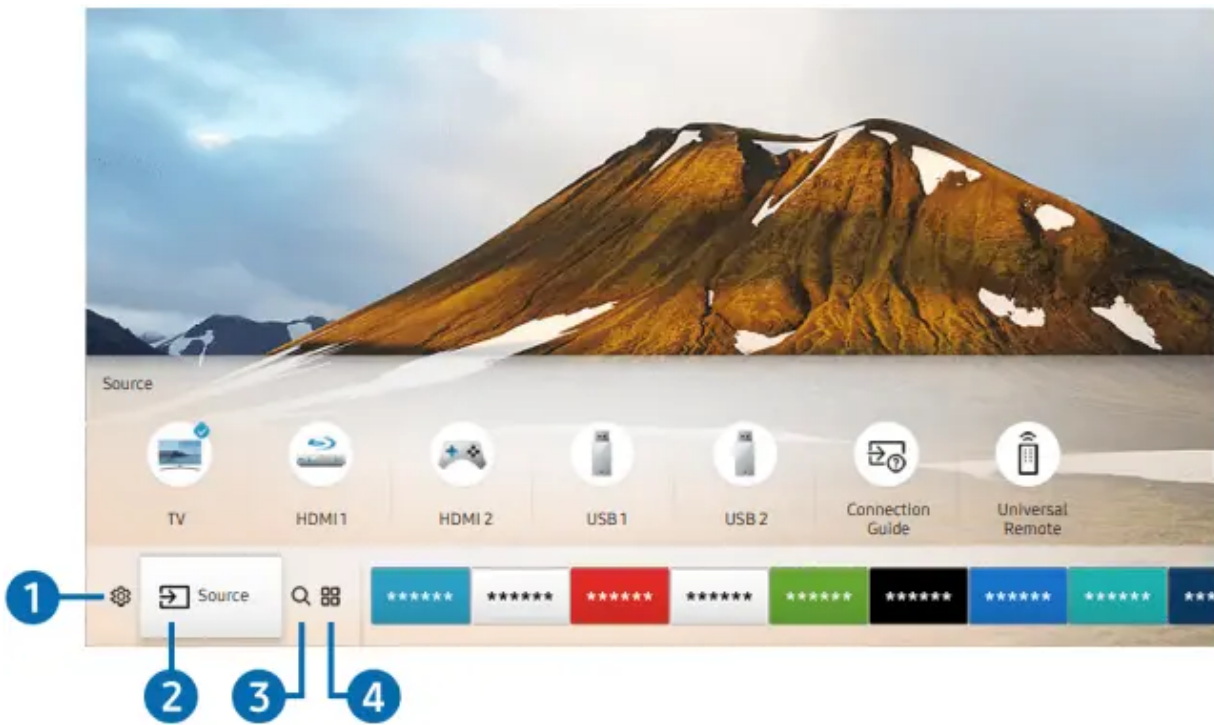
When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the remote control sensor of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.




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.




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


1.  Settings

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

2.  Source

You can select an external device connected to the TV

3.  Search You can search data for channels, programmes, movie titles, and apps from Smart Hub.



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


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

Using Voice Interaction

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


Running Voice Interaction

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

NOTE: When you press the  button once, the Help Guide is displayed. Use the Voice Interaction function as instructed in the Guide. During voice analysis, the system cannot receive voice commands.





- If you say voice commands like "Channel number 11" and "Volume 10," you can set the channel and volume.
- If you say an accessibility-related command such as "Subtitle" or "Voice Guide," the command is applied directly and you will see a notification that the function is operating.
- When playing back media content, you can execute commands such as "Play," "Pause," "Stop," "Rewind," and "Fast Forward."
- You can set the timer with the command "Sleep reservation in 30 minutes."
- To change the source, say "HDMI," "TV," or "USB."
- To change the picture mode, say "Movie Picture Mode" or "Set Picture Mode to Standard."
- To search, say "Search *****" or "Search **** in YouTube."
- To view Help, say "Help," "What can I say" or "User guide."

NOTE: The supported language may differ by geographical region. When you press the  button once, the Help Guide is displayed. Use the Voice Interaction function as instructed in the Guide.



Read Before Using Voice Interaction

Precautions for voice interaction

- To use Voice Interaction, you must have a Samsung account.
- The supported voice interaction languages and features may differ by geographical region.
- If the language set differs from the language of your country, some features are not available.
- The function is available only when the TV is connected to the Internet.
- Voice interaction is available only on TVs that support it and come with remote controls that have a microphone.
- Symbols including "-" and special characters are not supported. Consequently, if a word or sentence contains numeric values or symbols, the function may not operate properly.
- Searched results may not provide complete results.
- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Set Up Service Provider. ( >  > Settings > General > Start Setup)
- To use the voice text input function and Smart search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the interactive voice interaction function, you must.
 - Agree to Smart Hub's Terms of Use
 - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
 - Consent to the collection and use of personal information for the voice interaction-based service. Requirements for using voice interaction
 - The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
 - The optimal volume for voice commands is between 75 dB and 80 dB.

Updating the TV's Software


View your TV's software version and update it if necessary

 >  > Settings > Support > Software Update

Updating the TV's software to the latest version



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

Updating through the Internet

 >  > Settings > Support > Software Update > Update Now

NOTE: Updating from the Internet requires an active Internet connection.



Updating through a USB device

 >  > Settings > Support > Software Update > Update Now

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

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

Updating the TV automatically

 >  > Settings > Support > Software Update > Auto Update

If the TV is connected to the Internet, you can have the TV update its software 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.

NOTE: 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

 >  > 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: This function requires an Internet connection.

What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:

- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

How does Remote Support Work?

1. You can easily have a Samsung Tech service your TV remotely:
2. Call the Samsung Contact Centre and ask for remote support.
3. Open the menu on your TV and go to the Support section.
4. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the agent.
5. The agent will then access your TV.

Finding the contact information for service

 >  > Settings > Support > Support > About This TV

You can view the address of the Samsung website, the call centre phone number, your TV's model number, your TV's software version, Open Source Licence 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.

Requesting service

 >  > Settings > Support > Support > Request Support

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

NOTE: This function is not available in specific geographical areas. You must agree to the terms and conditions for the service request. This function requires an Internet connection.



Remote Control and Peripherals









About the Samsung Smart Remote





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Button	Description
 (Voice recognition)	Runs Voice Interaction. Press the button, say a voice command, and then release the button to run Voice Interaction. When pressed once, the guide to Voice Interaction appears.
 Virtual numeric pad	When pressed, the virtual numeric pad appears on the screen so that you can enter a numeric value using it. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc. 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 pad (up/down/left/right). Use this to access additional options that are specific to the feature in use.
 4 Colour button	Use these coloured buttons to access additional options that are specific to the feature in use.
 Directional pad (up/ down/ left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching content, 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.
 (Play/ pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.
VOL (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
CH (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button.

Press and hold the button up or down to quickly change the channel.



NOTE:

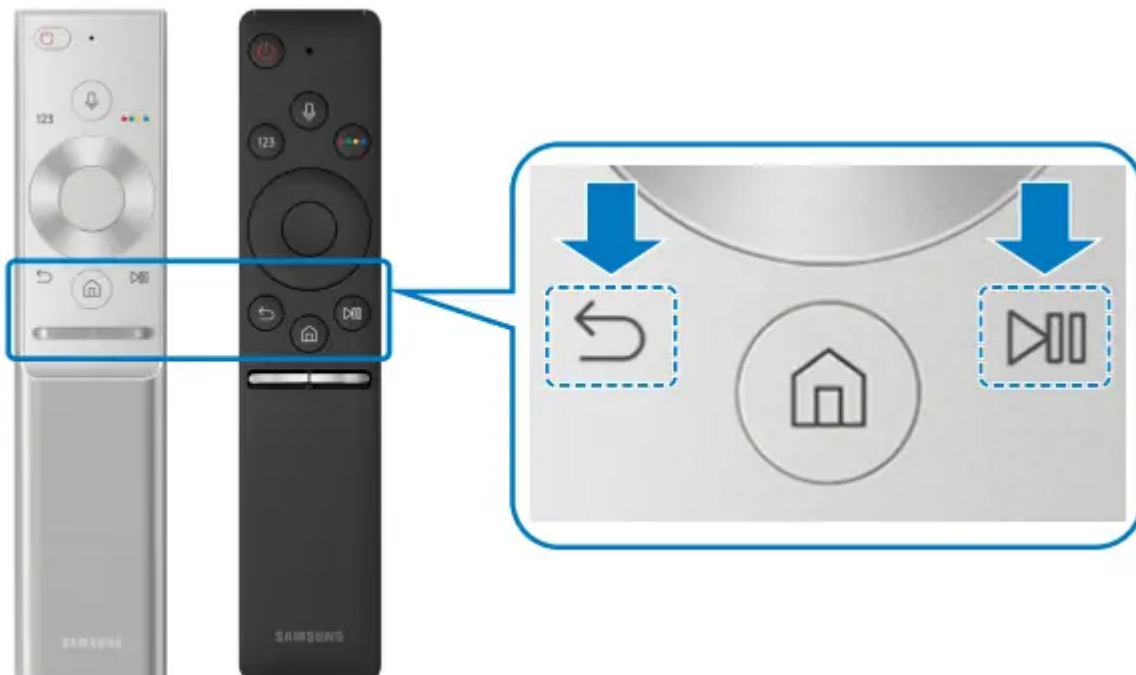
- Use the Samsung Smart Remote less than 6 m from the TV. The usable distance may vary with the wireless environmental conditions.
- The images, buttons, and functions of the Samsung Smart Remote may differ with the model.
- To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device.
- 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.
- This function may not be supported depending on the model or geographical region.

Connecting to the Samsung Smart Remote

Pair the TV with the Samsung Smart Remote.

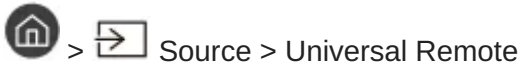
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remote control sensor of the TV, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



Controlling External Devices with the Samsung Smart Remote - Using the Universal Remote

Control the TV and connected external devices with the Samsung Smart Remote.



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

NOTE:

- Availability depends on the specific model.
- You can also use the Anynet+ (HDMI-CEC) function to operate external Samsung devices with your TV's remote control without any additional setup.
- Certain external devices connected to the TV may not support the universal remote feature.
- Do not place any obstacles in front of an external device. It may cause signals from the remote control to be transmitted improperly.
- The TV memorises both the external device and its connection port (HDMI 1, HDMI 2, etc.).

Using Anynet+ (HDMI-CEC)

Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.

You can use the TV's remote control to control external devices that are connected to the TV by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

Connecting an external device through Anynet+ and using their menus



1. Set Anynet+ (HDMI-CEC) to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device. The device is automatically connected to the TV. After connection is finished, you can access the menu of the connected device on your TV screen using your TV remote and control the device.

NOTE: The connecting process can take up to 2 minutes to complete.

Read before connecting an Anynet+ (HDMI-CEC) device

You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theatres that do not support HDMI-CEC.

Anynet+ cannot be used to control external devices that do not support HDMI-CEC.

Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).

The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMICEC)-enabled device again.

Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC and only when those devices are either in standby mode or turned on.

Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theatres. Anynet+ (HDMI-CEC) can control only one home theatre system.

To listen to 5.1-channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theatre system directly to the external device's digital audio output connector.

If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control.

Controlling the TV with a Keyboard

Connecting a keyboard makes it easier to control the TV.

Connecting a USB keyboard

Plug the keyboard cable into the USB port.





Connecting a Bluetooth keyboard




Settings > General > External Device Manager > Keyboard Manager > Add Bluetooth Keyboard

NOTE: This function is not available on certain models in specific geographical areas. If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.

Using the keyboard

Keyboard	Remote control functions
Directional keys	Moves the focus
Windows key	Displays the TV settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Colour buttons –  /  /  / 
F5 key	Launches the Home Screen
F6 key	Displays the source screen
F7 key	Launches the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel

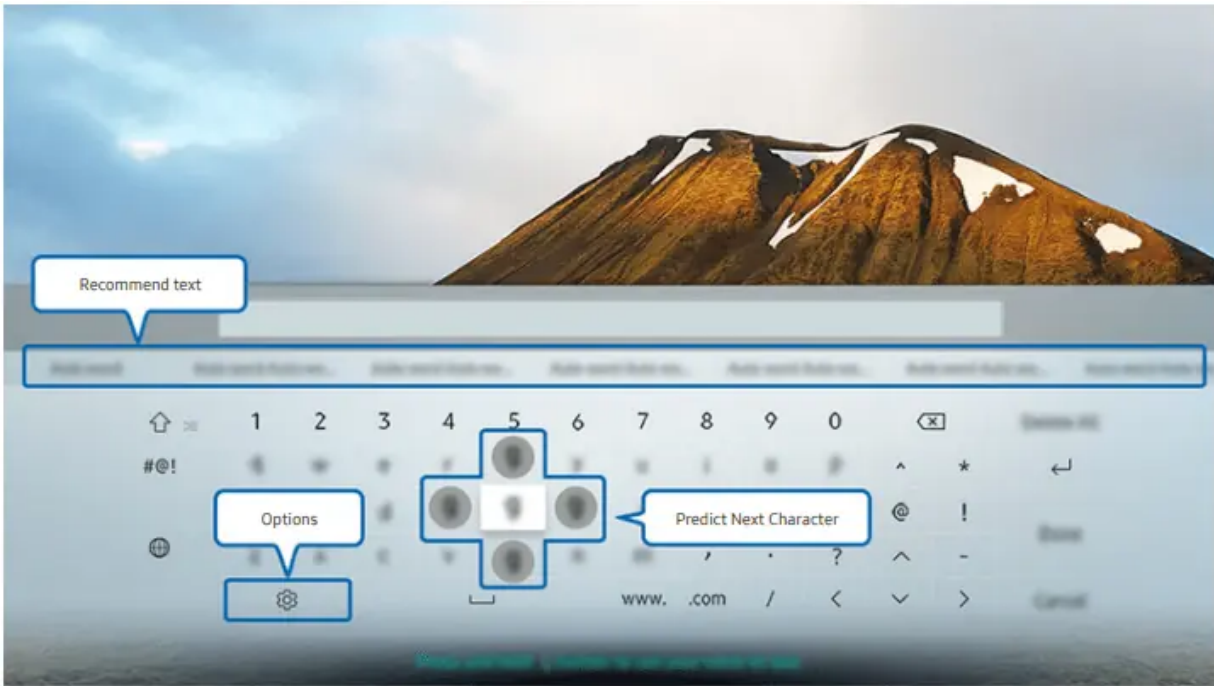
Setting up the keyboard

In  >  Settings > General > External Device Manager > Keyboard Manager, you can set the following functions.


- Keyboard Language
- Keyboard type

Entering Text using the On-Screen QWERTY Keyboard

Use the QWERTY keyboard to enter text on your TV.




Using additional functions

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

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

- Recommend text
- Reset Recommended Text Memory
- Predict Next Character (when using direction buttons)
- Language


Entering Text using the remote control's microphone and the on-screen QWERTY keyboard

When the QWERTY keyboard is on the screen, press and hold the  button on the Samsung Smart Remote, speak into the microphone on the Samsung Smart Remote, and then release the button. What you say appears on the screen as text.

NOTE: This function is not available on certain models in specific geographical areas.

Smart Features





Smart Hub

After pressing the  button on your remote control, you can surf the web and download apps with Smart Hub.

NOTE:

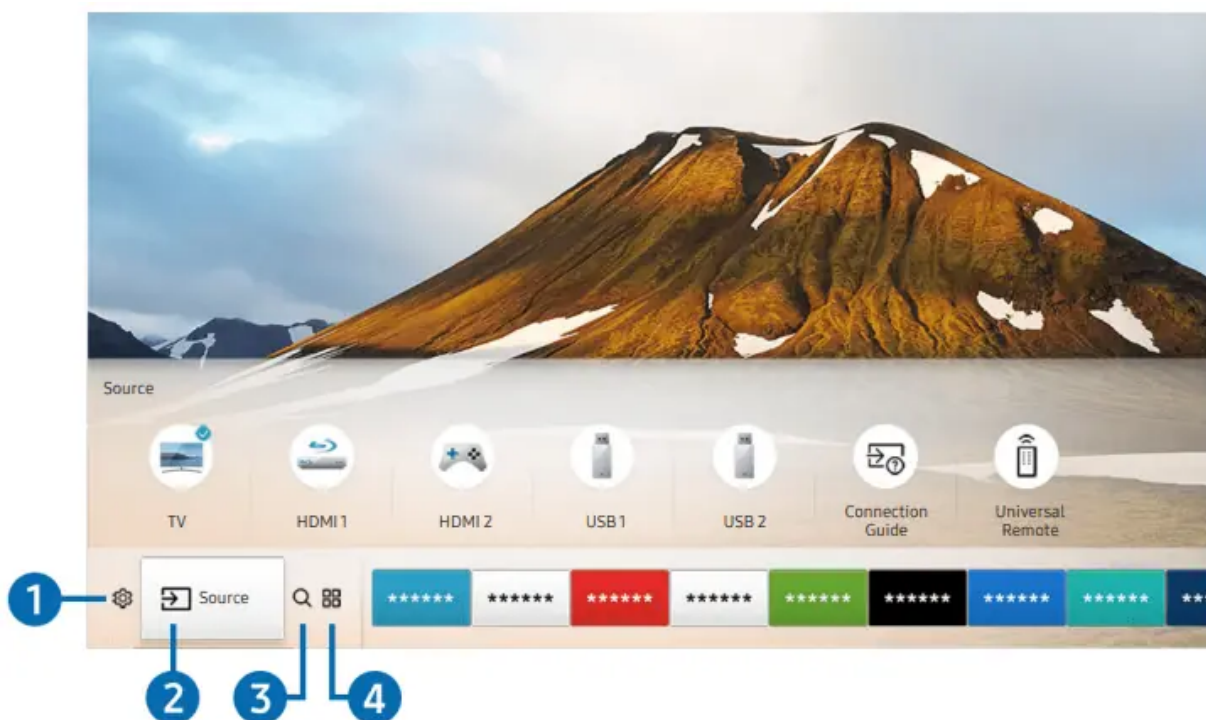
- Some of the Smart Hub services are paid services.




- To use Smart Hub, the TV must be connected to the Internet.
- Some Smart Hub features may not be available depending on the service provider, language, or region.
- Smart Hub service outages can be caused by disruptions in your Internet service.
- You can view the entire text of the Terms and Privacy Policy document by navigating to  >  Settings > Support > Terms and Privacy Policy. If you want to stop using Smart Hub, you can cancel the agreement.
- To cancel the Smart Hub service agreement though it is a required one, select Reset ( >  Settings > Support > Self Diagnosis > Reset), and then press the right directional button at the Smart Hub Terms & Conditions, Privacy Policy step.


Displaying the Home Screen

Press the  button.



On the Home Screen, you can easily run the apps you have used previously or frequently. The apps can also be moved or deleted from the screen. Pressing  Settings displays all setting menus available.

1. Settings

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

Picture Mode

You can select the picture mode that provides the best viewing experience.

Sound Mode

You can select a sound mode to optimise your listening experience.

Sound Output

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

Audio Language

You can select a audio language.

Subtitle

Turns the subtitles on or off.

NOTE: The actual name may differ with the geographical area. (Subtitle or Caption)

Sleep Timer

You can automatically shut off the TV after a pre-set period of time.

Network

You can view the current network and Internet status.

2. Source

You can select an external device connected to the TV.

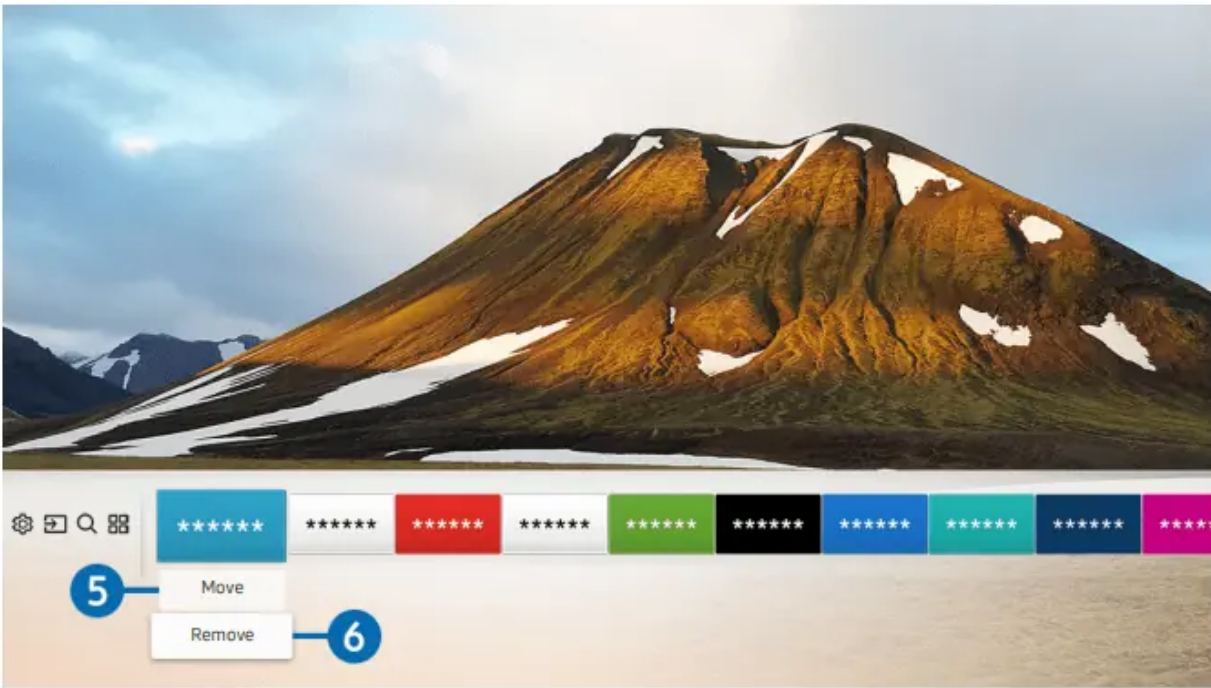
3. Search

You can search the apps or games in Smart Hub services.

4. APPS

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

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





5. Moving an item on the Home Screen

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

6. Removing an item on the Home Screen

Move the focus to the app you want to delete, press the down directional button on the remote control, and then select Remove. The selected app is deleted.

Launching Smart Hub automatically

 >  Settings > Smart Features > Autorun Smart Hub



When you set Autorun Smart Hub to On, the TV displays the Home Screen automatically when you turn the TV on.

Launching the last used app automatically

 >  Settings > General > Smart Features > Autorun Last App

If Autorun Last App is set to On, the last used app is automatically run when you turn on the TV.

Testing Smart Hub connections



 >  Settings > Support > Self Diagnosis > Start Smart Hub Connection Test

Resetting Smart Hub



 >  Settings > Support > Self Diagnosis > Reset Smart Hub

Using a Samsung account



Create and manage your own Samsung account.

 >  Settings > General > System Manager > Samsung Account

Creating and managing your Samsung account

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

Creating a new account



 >  Settings > General > System Manager > Samsung Account > (Add Account) > Create Account

To create a new Samsung account, follow the instructions on the screen.



NOTE:

- For more information about the terms, select View Details.
- To protect personal information, select Profile image selection and password entry (High security) in the field below the password entry bar.
- If you want the TV to log you into your account automatically whenever you turn on the TV, click Sign me in automatically.

Creating a Samsung account using a Facebook account



 >  Settings > General > System Manager > Samsung Account > (Add Account) > Create with Facebook

Creating a Samsung account using a PayPal account



 >  Settings > General > System Manager > Samsung Account > (Add Account) > Create with PayPal

NOTE: This function is only available on certain models in specific geographical areas.

Signing in to a Samsung account



 >  Settings > General > System Manager > Samsung Account > Sign In

Changing and adding information to a Samsung account

 >  Settings > General > System Manager > Samsung Account > My Account > Edit profile



NOTE: To change the account information, you must be logged in to your Samsung account.

Managing payment information saved on the TV

 >  Settings > General > System Manager > Samsung Account > My Account > Payment Info



NOTE: To manage the payment information, you must be logged in to your Samsung account.

Configure the sync internet settings

 >  Settings > General > System Manager > Samsung Account > My Account > Sync Internet



NOTE: To configure the sync internet settings, you must be logged in to your Samsung account

Deleting a Samsung account from the TV



 >  Settings > General > System Manager > Samsung Account > My Account > Remove Account

NOTE: To remove account information, you must be logged in to your Samsung account.

Signing out of your Samsung account

To sign out of your Samsung account, move the focus to your account at  >  Settings > General > System Manager > Samsung Account, and then press the Select button. When a pop-up message appears, select Yes.



Viewing the user agreement and privacy policy

 >  Settings > General > System Manager > Samsung Account > My Account > Samsung account Privacy Policy

NOTE: To view the user agreement and privacy policy, you must be logged in to your Samsung account.

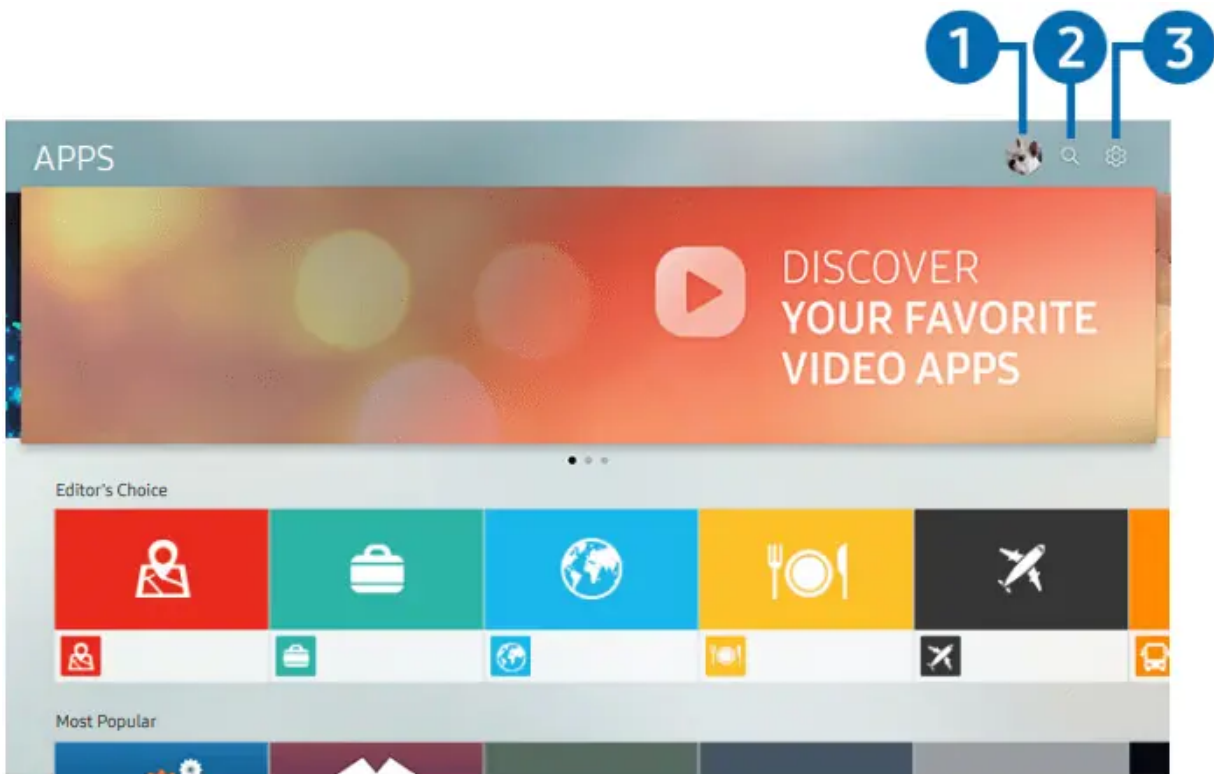
Using the Apps Service

Download and run various apps from Smart Hub.

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

NOTE:

- To use this feature, the TV must be connected to the Internet.
- When Smart Hub is launched for the first time, the default apps are automatically installed. The default apps may differ with the geographical area.



1. Sign In

Selecting Sign In displays the Samsung Account screen on which you can create a Samsung account or log in to the system.

2. App

Search You can search for available apps.

3. Settings

You can manage the installed apps.

Installing and running an app

Installing an app

1. Move to the app you want to install, and then press the Select button. The detailed information screen appears.
2. Select Install. When the installation is complete, you can run the app immediately.

NOTE:

- You can view installed apps on the Settings screen.
- When the TV's internal memory is insufficient, you can install an app on a USB device.
- You can run an app installed on a USB device only when the USB device is connected to the TV. If the USB device is disconnected while an app is running, the app is terminated.
- You cannot run an app installed on a USB device on a PC or another TV.

Launching an app

You can run the app desired from Downloaded App.

The icons below appear within the selected app's icon and indicate the following:



: The app is installed on a USB device.



: The app has a password.



: The app is installed.




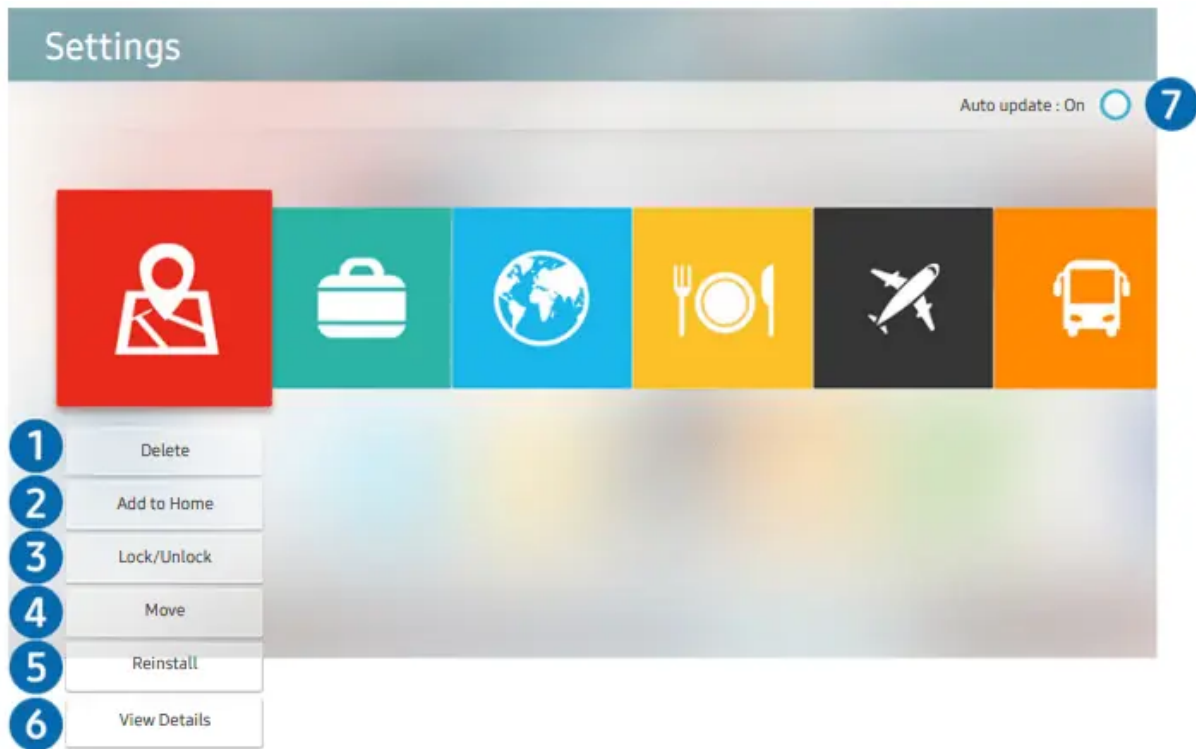
: The app needs to be updated.



: The app supports Smart View.

Managing purchased or installed apps

Select  Settings on APPS. You can manage installed apps.



1. Removing an app

1. Select an app to delete.
2. Select Delete. The selected app is deleted.

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

2. Adding apps to the Home Screen

1. Select an app to add.
2. Select Add to Home.
3. After the Home screen appears, move the selected app to the desired location.
4. Press the Select button. The selected app is added to the Home Screen.

3. Locking and unlocking apps

1. Select an app to lock or unlock.
2. Select Lock/Unlock. The selected app is locked or unlocked.

NOTE: To lock or unlock an app, enter the PIN. The default PIN is "0000." You can set the PIN in



>  Settings > General > System Manager > Change PIN.

4. Moving apps

1. Select an app to move.
2. Select Move.
3. Press the Select button.

NOTE: This function is not available on certain models in specific geographical areas.

5. Reinstalling an app

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

6. Checking the app information details

1. Select the app to check.
2. Select View Details.
3. The app information screen appears.

NOTE: You can rate an app on the detailed information screen using the left or right directional button on the remote.

7. Automatically updating apps

Installed apps can be automatically updated. If you do not want apps automatically updated, set Auto update to Off.

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

Using the e-Manual

Launching the e-Manual



Settings > Support > Open e-Manual

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

NOTE: Alternatively, you can download a copy of the e-Manual from Samsung's website. Words in blue (e.g., Picture Mode) indicate a menu item.

Using the buttons in the e-Manual



(Search)



(Index)



(Recent pages)



(Try Now): Allows you to access the corresponding menu item and try out the feature right away.

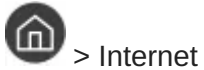


(Link): Allows you to access the corresponding reference page.


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

Using the Internet

Surf the Internet on your TV.

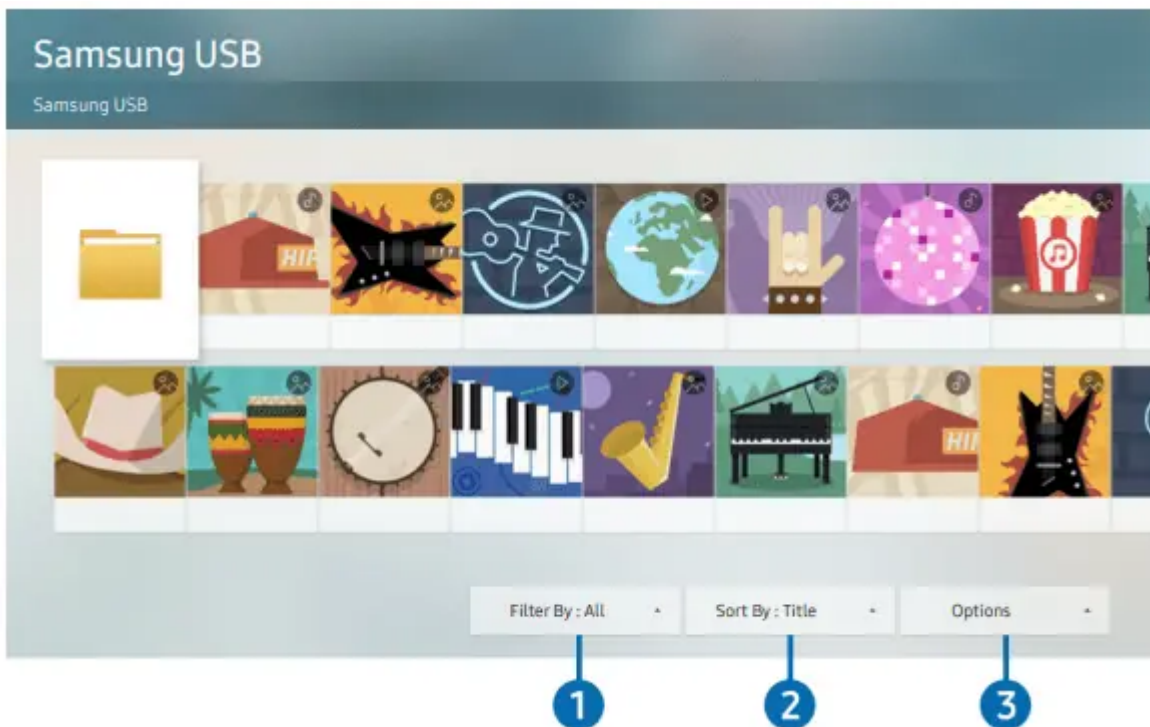
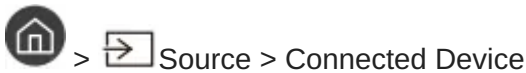


NOTE:

- When you select  > Internet, you can see recently viewed web sites or featured recommendations. When you select a desired web site, you can get immediate access to it.
- You can use the Internet more easily after connecting a keyboard and mouse.
- You can scroll web pages with the Directional pad.
- The web pages may differ from those on a PC.

Playing pictures/video/music

Play media content stored on your TV, USB devices, smartphones, cameras, PCs, etc.



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

1. Filter By

Filters the media content by type of media. (music, photo, video, recorded contents, etc.)

2. Sort By

Sorts the content list.

3. Options

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



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

Playing media content

Playing multimedia content on USB device

1. Connect a USB device to the USB port. A pop-up message appears that lets you move easily to the multimedia content list on the device.
2. Select a content item to play from the list. The content is played back.

Playing multimedia content on PC or mobile device



1. Select a device with media content in  >  Source. The media content list in the device appears.
2. Select a media content item from the list. The content is played.


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

Using Voice Interaction

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


Running Voice Interaction

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NOTE: When you press the  button once, the Help Guide is displayed. Use the Voice Interaction function as instructed in the Guide. During voice analysis, the system cannot receive voice commands.





- If you say voice commands like "Channel number 11" and "Volume 10," you can set the channel and volume.
- If you say an accessibility-related command such as "Subtitle" or "Voice Guide," the command is applied directly and you will see a notification that the function is operating.
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- You may be required to pay for some apps. Consequently, you may encounter a service application or contract.
- To change the current channel by saying channel names as voice commands, you must finish Set Up Service Provider. ( >  Settings > General > Start Setup)
- To use the voice text input function and Smart search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the interactive voice interaction function, you must agree.
 - Agree to Smart Hub's Terms of Use
 - Agree to a guidance regarding the collection and use of personal information for the Smart Hub service.
 - Consent to the collection and use of personal information for the voice interaction-based service.

Requirements for using voice interaction

- The voice interaction rate differs with the volume/tone, pronunciation, and ambient sound environment (TV sound and ambient noise).
- The optimal volume for voice commands is between 75 dB and 80 dB.

Troubleshooting

Getting Support

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: This function requires an Internet connection.

What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:



- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

How does Remote Support Work?


You can easily have a Samsung Tech service your TV remotely:

1. Call the Samsung Contact Centre and ask for remote support.
2. Open the menu on your TV and go to the Support section.
3. Select Remote Management, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the agent.
4. The agent will then access your TV.

Finding the contact information for service

 >  Settings > Support > About This TV

You can view the address of the Samsung website, the call centre phone number, your TV's model number, your TV's software version, Open Source Licence 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.

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, and then select Request Now or Schedule Appointment > Send. Your service request will be registered. The Samsung Contact Centre 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 is not available in specific geographical areas.
- This function requires an Internet connection.

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.

There Is a Problem with the Picture





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.

The problem	Try this!
Flickering and Dimming	<p>If your Samsung Television is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Energy Saving Mode (🏠 > ⚙️ Settings > General > Eco Solution > Energy Saving Mode), Ambient Light Detection (🏠 > ⚙️ Settings > General > Eco Solution > Ambient Light Detection), or Motion Lighting (🏠 > ⚙️ Settings General Eco Solution Motion Lighting).</p>
Component Connections/ Screen Colour	<p>If the colour on your Samsung television screen is not correct or the black and white colours are off, run Start Picture Test (🏠 > ⚙️ Settings > Support > Self Diagnosis > Start Picture Test).</p> <p>If the test results indicate that the problem is not caused by the TV, do the following:</p> <p>Confirm that the video input connectors are connected to the correct external device video output connectors.</p> <p>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.</p>
Screen Brightness	<p>If the colours on your Samsung TV are correct but just a little too dark or bright, try adjusting the following settings first.</p> <p>Select 🏠 > ⚙️ Settings > Picture > Expert Settings and adjust the Backlight, Contrast, Brightness, Sharpness, Colour, or Tint (G/R) settings.</p>
Ghosting, Blurring, or Juddering	<p>If you notice ghosting or blurring on the screen, use the Auto Motion Plus Settings function (🏠 > ⚙️ Settings Picture Expert Settings Auto Motion Plus Settings) to resolve the issue.</p>
Unwanted Powering Off	<p>If your Samsung TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer (🏠 > ⚙️ Settings > General > System Manager > Time > Sleep Timer) has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time. If the Sleep Timer has not been enabled, see if Auto Power Off (🏠 > ⚙️ Settings General Eco Solution Auto Power Off) has been enabled and disable it.</p>

The problem	Try this!
Problems Powering On	<p>If you are having problems powering on your Samsung television, 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 or satellite box, confirm that it is plugged in and turned on.</p>
Unable to find a Channel	<p>If your TV is not connected to a cable or satellite box, run Auto Tuning ( >  Settings > Broadcasting > Auto Tuning).</p> <p>NOTE: This function is only available on certain models in specific geographical areas.</p>
The TV image does not look as good as it did in the store.	<p>Store displays are all tuned to digital, HD (high definition) channels.</p> <p>If you have an analogue cable or satellite box, upgrade to a digital cable or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality.</p> <p>Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content.</p> <p>Cable/Satellite Subscribers: Try HD channels from the channel lineup.</p> <p>Terrestrial/Cable Antenna Connection: Try HD channels after running the Auto Tuning function.</p> <p>Adjust the cable or satellite box's video output resolution to 1080i or 720p</p>
The picture is distorted.	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the TV (within 1 m) may cause noise on analogue and digital channels.</p>
The colour is wrong or missing.	<p>If you're using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause colour problems or a blank screen.</p>
	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Colour settings. See if Energy Saving Mode ( >  Settings > General ></p>

The problem	Try this!
The colour is poor or the picture is not bright enough.	Eco Solution > Energy Saving Mode) has been enabled. 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.
The picture is black and white.	If you are using AV, analogue equipment, disconnect the adapter from the Component (Blue) input jack on the TV and connect it to the AV In (Yellow) input jack.

NOTE:

- If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Centre 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 strength or refer to the external device's user manual.







I Can't Hear the Sound Clearly

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

Testing the sound











🏠 > ⚙️ Settings > Support > 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.

The problem	Try this!
<p>There is no sound or the sound is too low at maximum volume.</p>	<p>Check the volume control of the device (cable or satellite box, DVD, Blu-ray, etc.) connected to your TV.</p>
<p>The picture is good but there is no sound.</p>	<p>Set  >  Settings > Sound > Sound Output to TV Speaker.</p> <p>If you are using an external device, check the device's audio output option. (For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.)</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your TV has a headphone jack, make sure there is nothing plugged into it.</p> <p>Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p>
<p>No sound is heard.</p>	<p>Check whether the Digital Output Audio Format is set to Dolby Digital+ in  >  Settings > Sound > Expert Settings > Digital Output Audio Format. If you are using a receiver that does not support Dolby Digital Plus, you will hear no sound when you select Dolby Digital+.</p>
<p>The speakers are making an odd sound.</p>	<p>Make sure that the audio cable is connected to the correct audio output connector on the external device. For antenna or cable connections, check the signal information. A low signal level may cause sound distortions. Run Start Sound Test ( >  Settings Support Self Diagnosis Start Sound Test).</p>

There Is a Problem with the Broadcast

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

The problem	Try this!
<p>“Weak or No Signal” displayed in TV mode/ cannot find channel.</p>	<p>Select  >  Source to confirm that the correct input source has been selected. If the TV is not connected to a cable or satellite box, run Auto Tuning to search for channels ( >  Settings > Broadcasting > Auto Tuning).</p> <p>NOTE: This function is only available on certain models in specific geographical areas.</p>
<p>The TV is not receiving all channels.</p>	<p>Confirm that the coaxial cable is securely connected to the TV. Run Start Setup ( >  Settings > General > Start Setup) or Auto Tuning ( >  Settings > Broadcasting > Auto Tuning).</p> <p>NOTE: This function is only available on certain models in specific geographical areas.</p>
<p>There are no subtitles with digital channels.</p>	<p>Go to Subtitle ( >  Settings > General > Accessibility > Subtitle Settings Subtitle) and change the Subtitle Mode.</p> <p>Some channels may not have subtitle data.</p> <p>NOTE; The actual name may differ with the geographical area. (Subtitle or Caption)</p>
<p>The picture is distorted</p>	<p>The compression of the video content may cause picture distortions. This is especially true with fast moving pictures from sports programmes and action movies.</p> <p>A weak signal can cause picture distortions. This is not a problem with the TV.</p>
<p>The picture quality is low.</p>	<p>Select high definition (HD) channels or programmes.</p>

My Computer Won't Connect





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

The problem	Try this!
The "Mode Not Supported" message appears.	Set your PC's output resolution so it matches a resolution supported by the TV
The video is OK but there is no audio.	<p>If you are using an HDMI connection, check the audio output setting on your PC.</p> <p>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 does not transmit audio. To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>

The TV Won't Connect to the Internet

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



The problem	Try this!
<p>The TV cannot connect to your network or apps (for Internet compatible models only).</p>	<p>Make sure the TV has a network connection ( >  Settings > General > Network > Network Status).</p> <p>Contact your Internet service provider.</p>
<p>The wireless network connection failed.</p>	<p>Confirm your wireless modem/router is on and connected to the Internet.</p>
<p>The wireless network signal is too weak.</p>	<p>Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner.</p> <p>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.</p> <p>The most common wireless technology, 802.11g (wireless-G), operates at a frequency of 2.4 GHz. This frequency is widely used by many cordless phones, microwave ovens, baby monitors, garage doors, and other wireless devices. Reduce interference by not using or turning off wireless devices that use the 2.4 GHz frequency. Instead, use devices that communicate via the 5.0 GHz frequency.</p>
<p>The software update over the Internet has failed.</p>	<p>Check the network connection status ( >  Settings > General > Network > Network Status).</p> <p>If the TV is not connected to a network, connect it to a network.</p> <p>The upgrade stops if you already have the latest software version.</p>

The Schedule Recording/Timeshift Function Isn't Working



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

The problem	Try this!
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+ (HDMI-CEC) Isn't Working

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



The problem	Try this!
<p>Anynet+ does not work.</p>	<p>Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.</p> <p>Check if the power cord of the Anynet+ device is properly connected.</p> <p>Check the cable connections of the Anynet+ device.</p> <p>Go to Anynet+ (HDMI-CEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p>Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.</p> <p>If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.</p>
<p>want to start Anynet+.</p>	<p>Move the focus to the Anynet+ device at  >  Source, and then press the up directional button.</p> <p>Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMICEC) ( >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) menu to see if Anynet+ (HDMI-CEC) is set to On.</p>
<p>I want to exit Anynet+.</p>	<p>Set Anynet+ (HDMI-CEC) ( >  Settings General External Device Manager Anynet+ (HDMI-CEC)) to Off.</p>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<p>You cannot use the remote control when the TV is 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.</p>

The problem	Try this!
The Anynet+ device won't play.	You cannot use the play function when Start Setup is in progress.
The connected device is not displayed.	<p>Check whether the device supports Anynet+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) (🏠 > ⚙️ Settings > General > External Device Manager > Anynet+ (HDMI-CEC)) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p>Scan for Anynet+ devices again.</p> <p>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+.</p> <p>If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again.</p>
The TV audio is not being played through the receiver.	<p>Connect an optical cable to the TV and the receiver.</p> <p>ARC enables the TV to output digital sound via the HDMI (ARC) port.</p> <p>However, ARC is only available when the TV is connected to an audio receiver that supports ARC.</p>

I Have Trouble Launching/Using Apps

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

The problem	Try this!
I launched an app, but it's in 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.





My File Won't Play

When files aren't playing, this may help resolve the problem.

The problem	Try this!
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.

I Want to Reset the TV

Initialise the settings to factory defaults.





Reset	Path	Description
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.

Other Issues

Use these procedures to resolve other issues that may occur.

The problem	Try this!
The TV is hot	<p>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.</p>
The picture won't display in full screen.	<p>HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.</p> <p>Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.</p> <p>Adjust the picture size options on your external device or set the TV to full screen.</p>
The "Mode Not Supported" message appears.	<p>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</p>
The Subtitles item in the TV is greyed out.	<p>When an external device is connected with an HDMI or Component cable, the Subtitle function is unavailable. Adjust the subtitle setting on the external device.</p> <p>NOTE: The actual name may differ with the geographical area. (Subtitle or Caption)</p>
The TV smells of plastic.	<p>This smell is normal and will dissipate over time.</p>
Signal Information under Self Diagnosis isn't activated.	<p>Verify that the current channel is a digital channel.</p> <p>Signal Information is only available for digital channels.</p>
The TV is tilted to the side.	<p>Remove the base stand from the TV and reassemble it.</p>
The stand is wobbly or crooked.	<p>Make sure the indicator arrows on the stand and stand holder are properly aligned.</p>



The problem	Try this!
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.	<p>Broadcasting is only available when the Source is set to TV.</p> <p>Broadcasting cannot be accessed while you watch TV using a cable or satellite box.</p> <p>Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.</p>
There is an intermittent loss of audio or video.	<p>Check the cable connections and reconnect them.</p> <p>Loss of audio or video can be caused by using overly rigid or thick cables.</p> <p>Make sure the cables are flexible enough for long term use. If you are mounting the TV to a wall, we recommend using cables with 90-degree connectors.</p>
There are small particles on the TV's bezel.	This is part of the product's design and is not a defect.
The settings are lost after 5 minutes or every time the TV is turned off.	<p>If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode ( >  Settings > General > System Manager > Usage Mode) to Home Mode.</p>
A POP (TV's internal banner ad) appears on the screen.	<p>Change Usage Mode ( >  Settings > General > System Manager > Usage Mode) to Home Mode.</p>
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.	

The problem	Try this!
	<p>Your TV utilises 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.</p> <p>Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.</p> <p>Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.</p>

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.

