

**SAMSUNG**

# E-MANUAL

Thank you for purchasing this Samsung product.  
To receive more complete service, please register your  
product at

[www.samsung.com](http://www.samsung.com)

Model \_\_\_\_\_ Serial No. \_\_\_\_\_

To directly go to the page that provides instructions on  
how to use the manual for visually impaired users, select  
the Menu Learning Screen link below.

"Menu Learning Screen" Link

# Contents

## Guide

### Connections

- 7 Connection Guide
- 9 Connecting an Antenna (Aerial)
- 10 Connecting to the network
- 15 Displaying your mobile device screen on the TV
- 17 Connecting to a Network via a Mobile Dongle (For India Only)
- 18 Connection Cables for External Devices
- 20 ADB (Auto Data Backup) functions (For India Only)
- 21 Switching between external devices connected to the TV
- 24 Connection Notes

### Remote Control and Peripherals

- 27 About the Samsung Smart Remote (QLED TV/The Frame (43-inch or larger models)/The Serif/OLED TV)
- 30 About the Samsung Smart Remote (The Frame (32LS03B model)/BU8 Series)
- 33 About the Samsung Smart Remote (The Sero)
- 36 Connecting the Samsung Smart Remote to the TV
- 37 Controlling External Devices with a Samsung Remote Control - Using the Universal Remote
- 37 Learn how to use Samsung Smart Remote
- 38 Using Anynet+ (HDMI-CEC)
- 39 Controlling the TV with a Keyboard, Mouse or Gamepad
- 43 Entering Text using the On-Screen Virtual Keyboard

### Smart Features

- 45 Using Smart Hub
- 50 Using Ambient Mode
- 55 Using Art Mode
- 61 About the Media Home Screen
- 64 About the Menu Home Screen
- 68 Using a Samsung account
- 70 Using Workspace

- 76 Using the Apps Service
- 80 Using the e-Manual
- 82 Using the Internet
- 83 Using SmartThings
- 87 Using the Samsung Smart Upgrade (For India Only)
- 88 Playing pictures/video/music
- 95 Using Multi View
- 97 Using Bixby
- 102 Using the Game Bar

### TV Viewing

- 107 Using the Guide
- 110 Recording Programmes
- 113 Setting Up Schedule Viewing
- 114 Using Timeshift
- 115 Buttons and functions available while recording a programme or Timeshift
- 117 Using the Channel List
- 119 Using the channel edit function
- 120 Using a Personal Favourites List
- 121 TV-Viewing Support Functions

### Picture and Sound

- 129 Using Intelligent Mode
- 131 Adjusting the Picture Quality
- 134 Picture Support Functions
- 135 Setting the Viewing Environment for External Devices
- 138 Configuring a Sound Mode and Expert Settings
- 140 Using the Sound Support Functions

### System and Support

- 142 Using the Time Functions and the Timers
- 145 Using the Power and Energy Saving Functions
- 147 Using the Panel Care Functions
- 148 Updating the TV's Software

- 149 Using the Parental Settings function
- 150 Audio and Video Functions for the Visually or Hearing Impaired
- 155 Using Voice Assistants on the TV
- 156 Using Other Functions
- 158 HbbTV
- 159 Using a TV Viewing Card ("CI or CI+ Card") (For India Only)
- 162 Teletext Feature

#### Precautions and Notes

- 166 Before Using the Recording and Timeshift Functions
- 168 Supported broadcasting audio options
- 169 Read Before Using Apps
- 170 Read Before Using the Internet Function
- 172 Read Before Playing Photo, Video or Music Files
- 186 Read After Installing the TV
- 187 Supported Resolutions for UHD Input Signals
- 188 Resolutions for Input Signals supported by 8K models (QN7\*\*B Series or higher)
- 189 Supported Resolutions for FreeSync (VRR)
- 190 Read Before Connecting a Computer (Supported Resolutions)
- 193 Supported Resolutions for Video Signals
- 195 Read Before Using Bluetooth Devices
- 196 Suffix : Parental Rating - Thailand only
- 197 Licences

## Troubleshooting

### Picture Issues

- 198 The screen is flashing or has become dark
- 199 The picture is not bright, or the picture colours do not look clear
- 199 The picture colours are black and white or do not look the way they should look
- 200 The TV automatically turns off by itself
- 200 TV (The Frame TV) cannot be turned off.
- 200 Unable to power on
- 201 The TV remains on or does not turn on automatically.
- 201 Unable to find a Channel
- 202 The TV image does not look as good as it did in the store.
- 202 Displayed video looks blurry
- 202 The picture is distorted.
- 203 There is a dotted line on the edge of the screen.
- 203 The picture won't display in full screen.
- 203 The Subtitle function in the TV menu is deactivated.
- 203 Subtitles appear on the TV screen.
- 203 The HDR of the connected external device turns off.

### Sound and Noise Issues

- 204 How can I connect an audio device to the TV?
- 204 There is no sound or the sound is too low at maximum volume.
- 204 The picture is good but there is no sound.
- 204 HDMI (eARC) is connected, and there is no sound.
- 205 The speakers are making an odd sound.
- 205 The sound is interrupted.
- 205 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.
- 205 The TV audio is not being played through the Sound bar or A/V receiver.
- 206 The sound is not heard clearly.
- 206 The volume of the external device cannot be adjusted.
- 206 I want to turn the TV and audio device off and on at the same time.

## Channel and Broadcast Issues

- 207 "Weak or No Signal" displayed in TV mode or cannot find channel.
- 207 The TV is not receiving all channels.
- 207 The subtitles are not provided on a digital channel.
- 207 Broadcasting is deactivated.

## External Device Connectivity Issues

- 208 The "Mode Not Supported" message appears.
- 208 The video is OK but there is no audio.
- 208 I want to connect to a PC and mobile device via screen mirroring.
- 209 No screen appears when connecting the TV to an external device.
- 209 I want to connect to a Bluetooth speaker.
- 209 The PC screen does not appear or it flickers.

## Network Issues

- 210 Wireless network connection failed. Unable to connect to a wireless access point. Unable to connect to the network.
- 210 Wired network connection failed.
- 210 Connected to a local network, but not to the Internet.

## Anynet+ (HDMI-CEC) Issues

- 211 What is Anynet+?
- 211 Anynet+ does not work. The connected device is not displayed.
- 211 I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on.
- 212 I want to exit Anynet+. It is inconvenient to turn on other devices because the TV also turns on. It is inconvenient because the connected devices (e.g. set-top box) turn off together.
- 212 The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.
- 212 The Anynet+ device won't play.

## Remote Control Issues

- 213 The remote control does not work.
- 213 External devices cannot be operated with the TV remote control.

## Recording Issues

- 214 The Timeshift or recording function cannot be used.
- 214 Cannot record videos received from an external device or Samsung TV Plus.
- 214 The "Format Device" message appears when the Timeshift or recording function is used.
- 214 The recorded files on the TV are not played back on a PC.

## Apps

- 215 I launched an app, but it's in a different language. How can I change the language?
- 215 The app does not work properly. Its image quality is poor.
- 215 The Smart Hub Home Screen keeps appearing whenever you turn on the TV.

## Media Files

- 216 Some files are interrupted during playback.
- 216 Some files can't be played.

## Voice Assistant Issues

- 217 The microphone is off.
- 217 The voice commands do not work well.
- 217 Bixby/Alexa answers although I did not call it.
- 217 I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer.
- 218 Voice recognition does not work with the Samsung Smart Remote unlike other features. There is no response even if the Voice Assistant button is pressed.
- 218 During voice recognition, the heavy load message appears and the function does not work.
- 218 I want to see weather information of the desired area.

## Other issues

- 219 The TV is hot.
- 219 The TV smells like plastic.
- 219 The settings are lost after 5 minutes or every time the TV is turned off.
- 219 The TV is tilted to the side.
- 219 The stand is wobbly or crooked.
- 219 A POP (TV's internal banner ad) appears on the screen.
- 220 The TV is making a popping noise.
- 220 The TV is making a humming noise.
- 220 The TV narrates the screen events in voice-over.



## Diagnosing TV operational issues

221 Self Diagnosis

221 Cannot select Signal Information in Self Diagnosis.

221 Reset Smart Hub

222 Reset picture

222 Reset sound

## Getting Support

223 Getting support through Remote Management

223 Finding the contact information for service

223 Requesting service

## FAQ

The TV Screen does not Display Properly

The TV does not Turn On

The Picture is Distorted, or No Sound Comes Out of the Sound Bar

Network Access is not Available

There is No Sound or the Speakers are Making an Odd Sound

The Remote Control does not Work

Updating the Software

# Accessibility Guidance

## Menu Learning Screen

260 Using the Remote control

262 Using the accessibility menu

266 Using the TV with Voice Guide on

268 Using the guide

271 Using Schedule Viewing

272 Using the Channel List

274 Recording

277 Using Smart Hub

279 Launching the e-Manual

280 Using Bixby

# Guide

Learn how to use various features.

## Connections

You can watch live broadcasts by connecting an antenna cable to your TV and can get access to the network by using a LAN cable or wireless access point. Using various connectors, you can also connect external devices.

## Connection Guide


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

 >  **Menu** >  **Connected Devices** > **Connection Guide** [Try Now](#)

It shows you how to connect various external devices such as video devices, game consoles and PCs using pictures. If you select the connection method and an external device, the connection details appear.

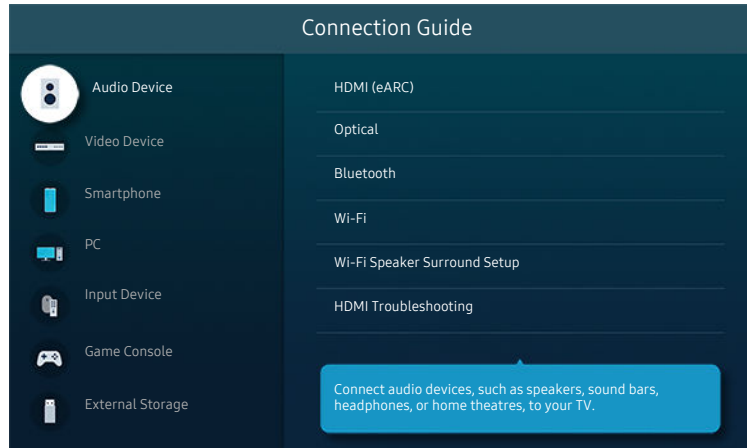
- **Audio Device:** HDMI (eARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- **Video Device:** HDMI, AV
- **Smartphone:** Screen Sharing (Smart View), Screen Sharing (Tap View), Samsung DeX, SmartThings, Camera Sharing, Apple AirPlay
- **PC:** HDMI, Screen Sharing (Wireless), Easy Connection to Screen, Apple AirPlay, NFC on TV
- **Input Device:** Remote Control, USB Keyboard, USB Mouse, USB Gamepad, USB Camera, Bluetooth Device
- **Game Console:** HDMI, AV


- **External Storage: USB Flash Drive, Hard Disk Drive (HDD)**

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

 Some functions may not be supported depending on the model or geographical area.

 The connection method and available external devices may differ depending on the model.

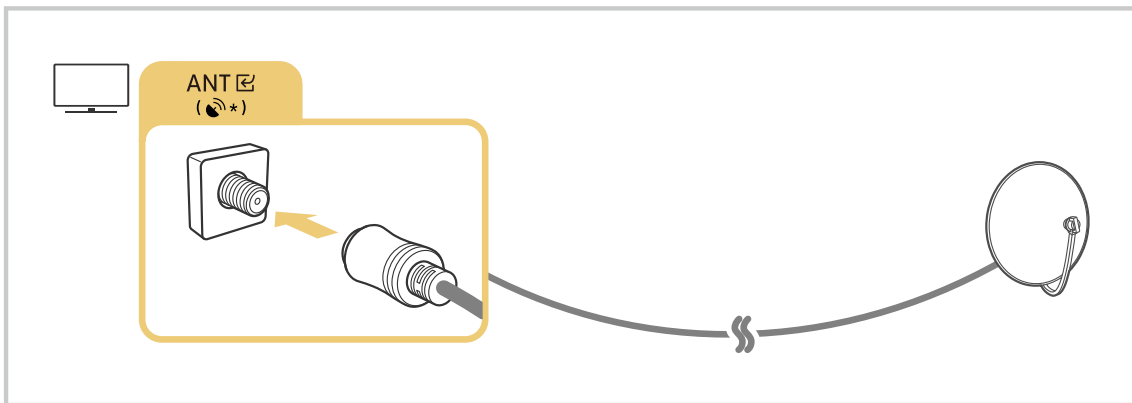
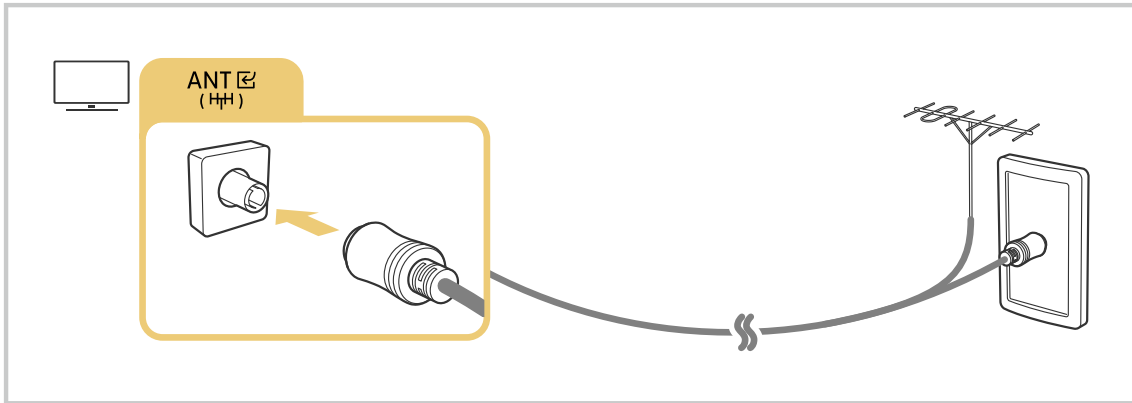


 The image on your TV may differ from the image above depending on the model and geographical area.

## Connecting an Antenna (Aerial)

You can connect an antenna cable to your TV.

- ✎ An antenna connection is not necessary if you connect a cable box or satellite box.
- ✎ The port on your TV may differ from the following figure depending on the product model and region.



- ✎ A connection method may differ depending on the model or geographical area.

## Connecting to the network




You can get access to the network through your TV.

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Open Network Settings**

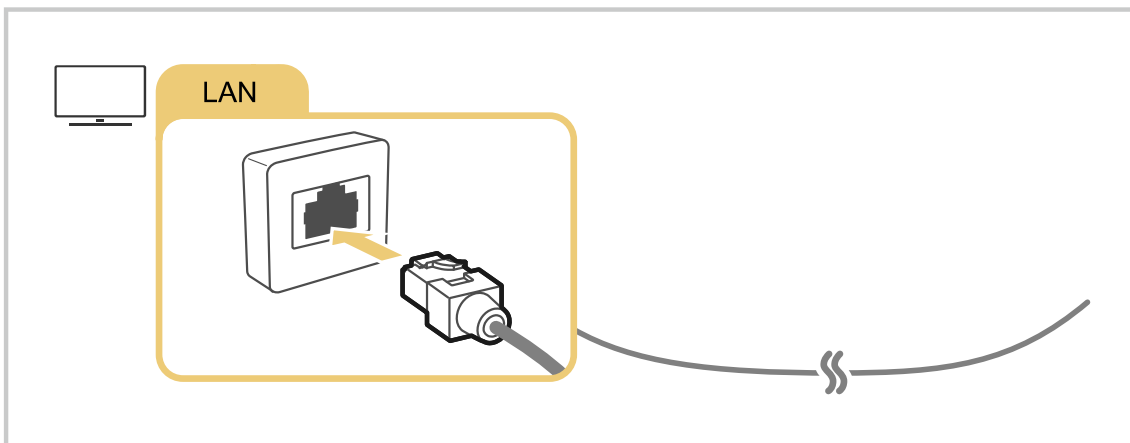
**Try Now**






Configure network settings to connect to an available network.

### Establishing a wired network connection

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Open Network Settings** > **Wired**

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

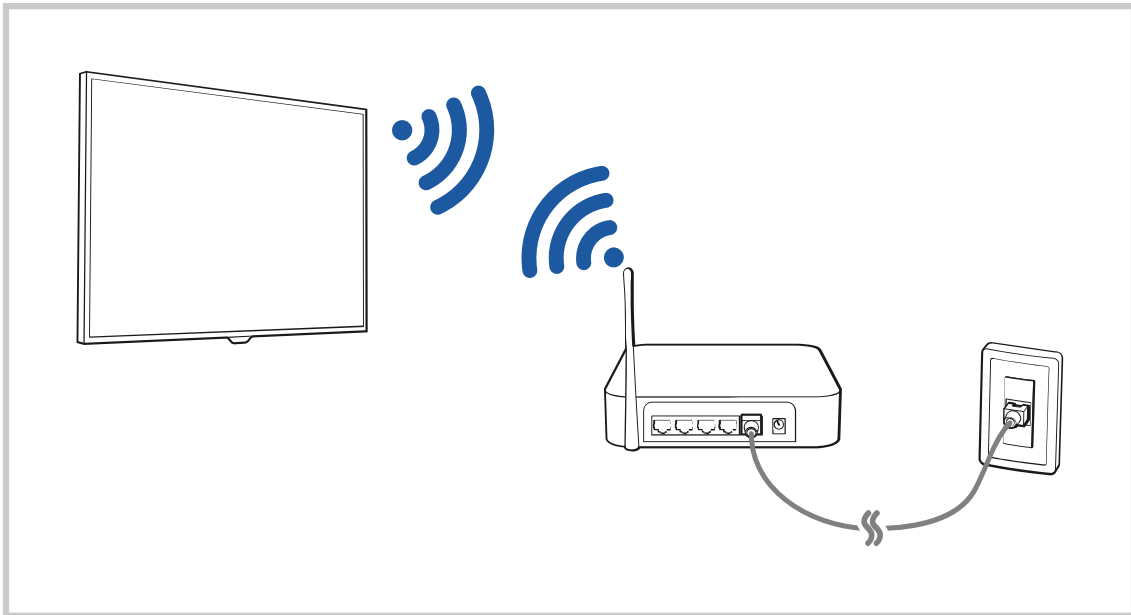


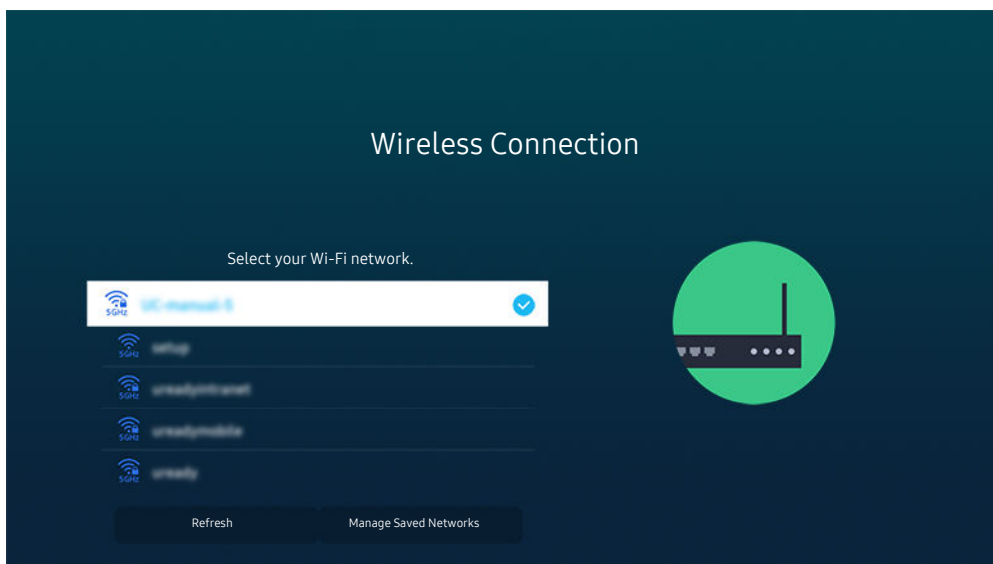
-  If the TV does not automatically connect to the network, refer to "Wired network connection failed." in "Troubleshooting".
-  To connect a LAN cable, use a CAT 7 (\*STP type) cable for the connection. (100/10 Mbps)
  - \* Shielded Twisted Pair
-  The TV will not be able to connect to the network if your network speed is below 10 Mbps.
-  This function may not be supported depending on the model.
-  Wired networks are not supported by some models.

## Establishing a wireless network connection

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Connection](#) > [Network](#) > [Open Network Settings](#) > [Wireless](#)

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





- ✎ The image on your TV may differ from the image above depending on the model and geographical area.
- ✎ If no wireless access point is found, select **Add Network** at the bottom of the list and enter the network name (SSID).
- ✎ If your wireless access point has a WPS or PBC button, select **Use WPS** at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- ✎ To view or delete previously connected network names (SSIDs), move the focus to **Manage Saved Networks**, and then press the Select button.
- ✎ To disconnect Wi-Fi, select **Disconnect** in > **Menu** > **Settings** > **All Settings** > **Connection** > **Network** > **Network Status**. [Try Now](#)

## Checking the network connection status

> **Menu** > **Settings** > **All Settings** > **Connection** > **Network** > **Network Status** [Try Now](#)

View the current network status.

## Resetting Your Network

> **Menu** > **Settings** > **All Settings** > **Connection** > **Network** > **Reset Network** [Try Now](#)


Restore the network settings to the factory default.



## Turning on the TV with a mobile device

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Expert Settings** > **Power On with Mobile** [Try Now](#)

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

 This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function.


Apple AirPlay may not be supported depending on the model or geographical area.

## Connecting an IP control device to the TV

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Expert Settings** > **IP Remote** [Try Now](#)

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 authorised third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.

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

## Allowing to connect a wireless network

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Expert Settings** > **Wi-Fi** [Try Now](#)


You can enable the connection to Wi-Fi.

 To connect a wireless network, the function must be active.

## Allowing to connect the Wi-Fi Direct

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Expert Settings** > **Wi-Fi Direct**

When using Wi-Fi Direct, you can connect directly with other devices and share content without using a wireless router.

 To maximise the network performance when a 6 GHz access point is connected, turn off the **Wi-Fi Direct** function.

 This function may not be supported depending on the model.

## Changing the name of the TV

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Device Name** 


You can change the name of the TV on the network. Select **User Input** at the bottom of the list and change the name.

# Displaying your mobile device screen on the TV




You can watch the screen of your mobile device on the TV screen through Smart View, Apple AirPlay or Tap View.


When you start screen sharing with a mobile device ([Smart View](#) / [Apple AirPlay](#) / [Tap View](#)), the TV screen switches to the [Multi View](#) or mobile device's screen. Watch multiple contents at the same time with the [Multi View](#) screen.

 This function may not be supported depending on the model.




 For more information, refer to "[Using Multi View](#)".

## Using Screen Sharing (Smart View)





For information on how to share the screen with your mobile device, refer to  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Smartphone](#) > [Screen Sharing \(Smart View\)](#). [Try Now](#)

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the  button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.

## Using Apple AirPlay

Use AirPlay if you are an iPhone or iPad user. For more information, refer to  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Smartphone](#) > [Apple AirPlay](#). [Try Now](#)

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

 To use [Apple AirPlay](#), make sure  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Apple AirPlay Settings](#) is enabled.

## Using Screen Sharing (Tap View)


Tap your mobile device on the TV, you can watch the **Multi View** or mobile device's screen through the TV screen. When you tap a mobile device on your TV while running a music app on your mobile device, the TV screen switches to the **Music Wall** screen.

1. Enable Tap View on your mobile device.

 For more information about configuration, refer to "Enabling Tap View".


2. Turn on the screen of your mobile device.


3. Tap your mobile device on the TV. The TV screen switches to **Multi View**, **Music Wall** or mobile device's screen.


 When you perform Tap View while in **Ambient Mode** or **Art** mode (only in The Frame models), only the mobile device's screen appears on the TV.

4. Watch the **Multi View**, **Music Wall** or mobile device's screen on the TV screen.


 This function may not be supported depending on the model.

 This function is available in Samsung mobile devices with Android 8.1 or higher.

 **Music Wall** screen is a function that allows you to enjoy music along with visual video effects that change according to the genre and beat of the music.

 The displayed TV screen may differ depending on the model.

 This function enables Screen/Sound Mirroring by detecting vibrations generated when you tap the mobile device on the TV.


 Be sure to tap away from the TV screen and bezel corners. It may be scratched or broken to the TV or mobile device screen.

 We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV.

## Enabling Tap View

Enable Tap View in the SmartThings app.

 This function may not be supported depending on the model.

 Depending on the SmartThings app version, you may need to register the TV with your mobile device.






1. Launch the SmartThings app on your mobile device.
2. Select Settings (☰ > ⚙️) in SmartThings app on your mobile device.
3. Set Tap View to on.

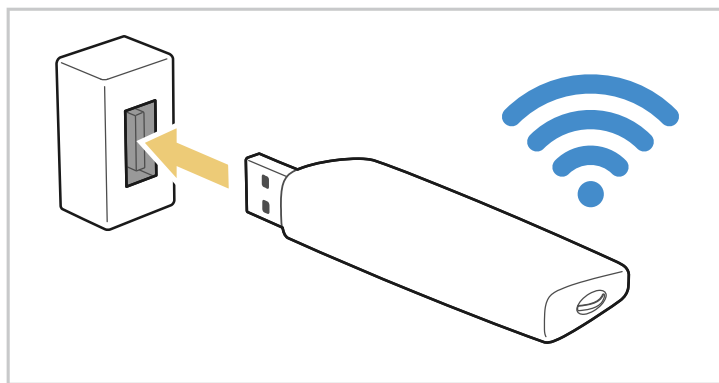
 Upon connection for the first time, select **Allow** on a pop-up window of the TV.

## Connecting to a Network via a Mobile Dongle (For India Only)

Make network connection by connecting a mobile dongle to the TV.

You can make the TV to connect to a network via a mobile device by connecting a mobile dongle to the TV. Connect the mobile dongle to the USB port that are marked as Dongle in the TV.

-  This function is not available on certain models in specific geographical areas.
-  When you use a large mobile dongle(Data Card), USB devices may not work properly due to interferences among the USB ports, or the wireless network may not work properly due to interferences from the peripherals and surroundings. In this case, use a USB extension cable to connect a large mobile dongle to a USB port.
-  When using the optical cable or 3G dongle, interference may occur due to the large size of the dongle.
-  **Channel-Bound Apps** is not available when you set up mobile network.
-  If you have any problems using online services, please contact your Internet service provider.







The mobile service providers and their devices that support this function are as follows:

- Airtel (Model No: E3276s LTE, E1731, E303C, E303U, E3131B, E3121B, E8221, E8231, E3276 LTE)
- Idea, Vodafone

## Connection Cables for External Devices

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

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

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

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

## ADB (Auto Data Backup) functions (For India Only)

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

Your mobile device comes close to the TV, the ADB (Auto Data Backup) feature backs up your mobile data such as images and videos into a pre-configured specific folder on a USB storage device or an external hard disk drive connected to the TV. You can also transfer files from the ADB (Auto Data Backup) folder to a Samsung mobile device over Wi-Fi Direct.

- Transferring data from a mobile device to the TV

Your mobile device comes close to the TV, images and videos are copied from your mobile device to a USB storage device or an external hard disk drive connected to the TV.

- Transferring data from the TV to a mobile device

You can select and transfer files from the ADB (Auto Data Backup) folder on the TV to a Samsung mobile device.

### How to Use ADB (Auto Data Backup)

#### 1 ADB (Auto Data Backup) Registration

First, register the TV using the USB Backup app, and then select a USB storage device or an external hard disk drive connected to the TV. The ADB (Auto Data Backup) folder is automatically created on the selected storage device. Then, select folders from your mobile device's gallery, set the password to open the ADB (Auto Data Backup) folder on the selected storage device connected to the TV.

#### 2 Auto File Copy

When your mobile device comes close to the TV, data are automatically copied from the selected folders on your mobile device to the selected storage device connected to the TV.

#### 3 Share files back from the ADB folder to a mobile device

You can also share file back from ADB folder to Samsung Mobile, by first connecting Samsung Mobile with TV over Wi-Fi direct & then select the files to be transferred from TV, and press "Share" option to send files to connected Mobile device.







# Switching between external devices connected to the TV

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

 >  **Menu** >  **Connected Devices**

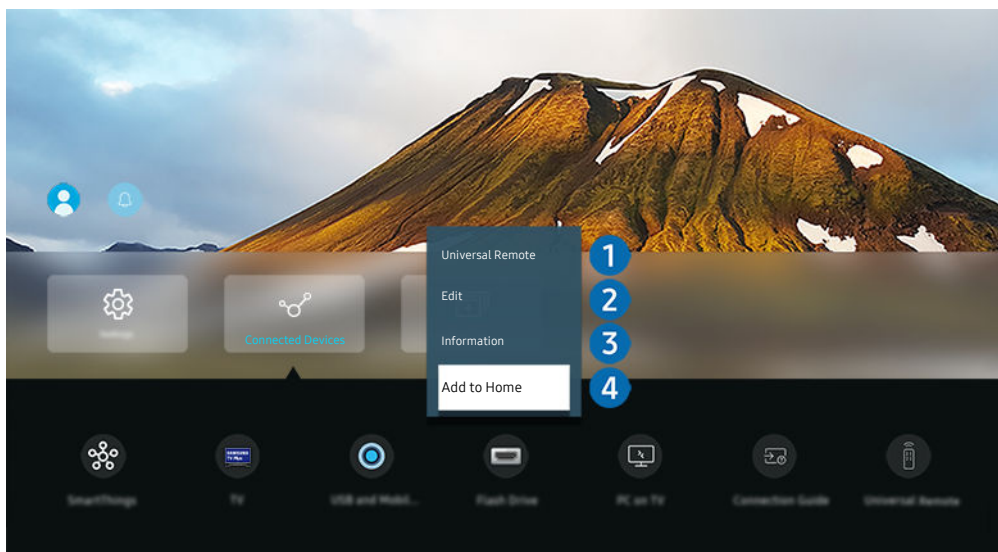
When you select a connected external device on the **Source** screen, the output of the selected device is displayed on the TV's screen.


-  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 configure 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

 >  **Menu** >  **Connected Devices**

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 down directional button. The following functions become available.

 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. Run the **Universal Remote** menu to register the external device.

 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.

## Using additional functions

You can use the following features on the [Source](#) screen.

- **USB and Mobile Camera**

Connect a USB camera, or use the SmartThings app on your mobile phone to connect a camera.

Connect a camera to use video call, home workout, and other new features.

 For details on how to connect, refer to [Camera Sharing](#) (🏠 > ≡ [Menu](#) > 📶 [Connected Devices](#) > [Connection Guide](#) > [Smartphone](#) > [Camera Sharing](#)).

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

- **Workspace**

Use the TV to access your PC via remote PC or Screen Sharing (Wireless).

 For more information, refer to "[Using Workspace](#)".

- **Connection Guide**

Displays device connection instructions.

 For more information, refer to "[Connection Guide](#)".

- **Universal Remote**



Lets you register external devices to your Samsung remote control and control them using the Remote.

 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](#)".

# 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
  - Premium High Speed HDMI Cable
  - Premium High Speed HDMI Cable with Ethernet
  - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 17 mm or less.
- Using a non-certified HDMI cable may result in 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 standardised by the IEEE.
- Use a cable shorter than 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.
- 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 the power sync mode, the TV continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.
  -  This function may not be supported depending on the model.

## Connection notes for audio devices

- To obtain better TV audio quality, connect a sound bar or A/V receiver to the TV.
- If you connect an external audio device using an optical cable, the **Sound Output** setting automatically changes to the connected device. However, to make this happen, you must turn on the external audio device before connecting the optical cable. To manually change the **Sound Output** setting, do one of the following:

 This function may not be supported depending on the model.

- Use the **Quick Settings** screen to change to the connected device:

Use the Select button to select **Optical** on the **Sound Output** menu. (🏠 > ≡ **Menu** > ⚙️ **Settings** > down directional button > **Sound Output**). [Try Now](#)

- Use the **Settings** screen to change to the connected device:

Select **Optical** on the **Sound Output** menu. (🏠 > ≡ **Menu** > ⚙️ **Settings** > **All Settings** > **Sound** > **Sound Output**). [Try Now](#)




 Refer to the sound bar's user manual when connecting it to the TV.

- An unusual noise coming from a connected audio device while you are using it, may indicate a problem with the audio device itself. If this occurs, ask for assistance from the audio device's manufacturer.
- Digital audio is only available with 5.1 channel broadcasts.

## Connection notes for computers

- For the resolutions supported by the TV, refer to "[Read Before Connecting a Computer \(Supported Resolutions\)](#)".
- If you want to connect your PC and TV wirelessly, both of them must be connected to each other on the same network.
- When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

## Connection notes for mobile devices


- To use the Smart View function, the mobile device must support a mirroring function such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- The Screen Sharing (Smart View) feature may not operate smoothly in a 2.4 GHz environment. For better experience, 5.0 GHz is recommended. 5 GHz may not be available depending on the model.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct, refer to the mobile device's user manual.
- The mobile device and your Smart TV must be connected to each other on the same network.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to  >  **Menu** >  **Connected Devices** > **Connection Guide** > **Smartphone** > **Apple AirPlay**. [Try Now](#)

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

- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

## Connection notes for Portrait Mode

- If you connect the Auto Rotating Accessory (sold separately) to the TV, you can use the TV in Portrait Mode.
- To use the computer or console, connected via HDMI to the TV, in Portrait Mode, you need to change the device setting. Change the screen to Portrait Mode from the computer or console.

 Portrait Mode is supported when a computer that uses Windows 10 or later or a console that supports Portrait Mode is connected.

 This function may not be supported depending on the model.










# 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/The Frame (43-inch or larger models)/The Serif/OLED TV)


Learn about the buttons on the Samsung Smart Remote.




Button	Description
 (Power)	<p>Press to turn the TV on or off.</p> <p>For The Frame model, When watching TV, press to switch to <b>Art</b> mode. In <b>Art</b> mode, press to switch to the <b>Media</b> Home. Press and hold to turn off the TV completely.</p>
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p> The supported Voice Assistant's languages and features may differ by geographical region.</p>
 (Settings / Number / Colour button)	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad with Colour buttons are displayed alternately.</p> <ul style="list-style-type: none"> <li>• Use this button to access additional options that are specific to the feature in use.</li> <li>• Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> or <b>Enter Number</b> to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.</li> </ul> <p> If the Colour Button appears with a number strip on the screen, select the Colour Button and then select a specific colour by using the directional button (up/down/left/right). Use this to access additional options that are specific to the feature in use.</p>
 (Multi View)	<p>Press the button to directly enter the <b>Multi View</b> function.</p> <p> This function may not be supported depending on the model or geographical area.</p>
<b>1</b> Directional button (up/down/left/right)	Moves the focus.
<b>2</b> Select	Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme information appears.
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a programme, the previous channel appears.
 (Smart Hub)	<p>Press to switch to the <b>Media</b> Home. From the <b>Ambient</b> screen, press to switch to the <b>Ambient</b> Home.</p> <p>For The Frame model, in <b>Art</b> mode, press to switch to the <b>Art</b> Home.</p>




Button	Description
 (Play/pause)	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.</p> <p>Press the button to use the recording or Timeshift function while watching the broadcast.</p> <p>To use Game Bar, press and hold the button in <a href="#">Game Mode</a>.</p> <p> Game Bar may not be supported depending on the model or geographical area.</p>
+/- (Volume)	<p>Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 2 seconds or more, the <a href="#">Accessibility Shortcuts</a> appears.</p>
^/∨ (Channel)	<p>Move the button up or down to change the channel. To see the <a href="#">Guide</a> or <a href="#">Channel List</a> screen, press the button. When pressed for 1 second or more, the <a href="#">Channel List</a> screen appears.</p> <p>Press and hold the button up or down to quickly change the channel.</p>
 (Launch app button)	<p>Launch the app indicated by the button.</p> <p> Available apps may differ depending on the geographical area or contents provider.</p> <p> This function may not be supported depending on the model or geographical area.</p>

 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 or geographical area.










 To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote](#)".





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





# About the Samsung Smart Remote (The Frame (32LS03B model)/BU8 Series)

Learn about the buttons on the Samsung Smart Remote.



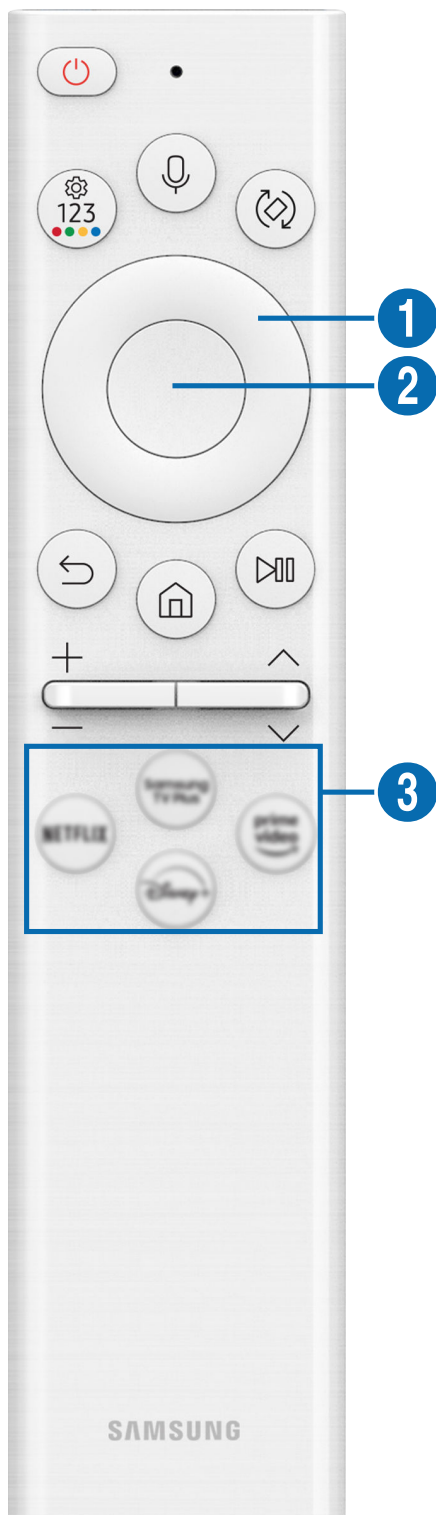
Button	Description
 (Power)	<p>Press to turn the TV on or off.</p> <p>For The Frame model, When watching TV, press to switch to <b>Art</b> mode. In <b>Art</b> mode, press to switch to the <b>Media</b> Home. Press and hold to turn off the TV completely.</p>
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p> The supported Voice Assistant's languages and features may differ by geographical region.</p>
 (Settings / Number / Option button)	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad are displayed alternately.</p> <ul style="list-style-type: none"> <li>• Use this button to access additional options that are specific to the feature in use.</li> <li>• Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> or <b>Enter Number</b> to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.</li> </ul>
 (Colour button)	<p>When pressed, coloured buttons appear on the screen. Use this button to access additional options that are specific to the feature in use.</p>
 Directional button (up/down/left/right)	<p>Moves the focus.</p>
 Select	<p>Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme information appears.</p>
 (Return)	<p>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.</p>
 (Smart Hub)	<p>Press to switch to the <b>Media</b> Home.</p> <p>For The Frame model, in <b>Art</b> mode, press to switch to the <b>Art</b> Home.</p>











Button	Description
 (Play/pause)	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.</p> <p>Press the button to use the recording or Timeshift function while watching the broadcast.</p>
+/- (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 2 seconds or more, the <a href="#">Accessibility Shortcuts</a> appears.
^/∨ (Channel)	<p>Move the button up or down to change the channel. To see the <a href="#">Guide</a> or <a href="#">Channel List</a> screen, press the button. When pressed for 1 second or more, the <a href="#">Channel List</a> screen appears.</p> <p>Press and hold the button up or down to quickly change the channel.</p>
 (Launch app button)	<p>Launch the app indicated by the button.</p> <ul style="list-style-type: none"> <li> Available apps may differ depending on the geographical area or contents provider.</li> <li> This function may not be supported depending on the model or geographical area.</li> </ul>






-  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 or geographical area.
-  To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote](#)".
-  To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the TV using an HDMI cable. For more information, refer to "[Using Anynet+ \(HDMI-CEC\)](#)".


# About the Samsung Smart Remote (The Sero)

Learn about the buttons on the Samsung Smart Remote.





Button	Description
 (Power)	<p>Press to turn the TV on or off.</p> <ul style="list-style-type: none"> <li>Select whether to switch the TV to Landscape Mode or Portrait Mode before turning off or to turn off the TV without changing the orientation. To change to the desired setting, navigate to <b>Power Off Mode</b> (🏠 &gt; ≡ <b>Menu</b> &gt; ⚙️ <b>Settings</b> &gt; <b>All Settings</b> &gt; <b>General &amp; Privacy</b> &gt; <b>Power and Energy Saving</b> &gt; <b>Power Off Mode</b>) and change the setting.</li> </ul>
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p> The supported Voice Assistant's languages and features may differ by geographical region.</p>
 (Settings / Number / Colour button)	<p>Each time you press this button, Settings menu / virtual numeric pad / Option pad with Colour buttons are displayed alternately.</p> <ul style="list-style-type: none"> <li>Use this button to access additional options that are specific to the feature in use.</li> <li>Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select <b>Done</b> or <b>Enter Number</b> to enter a numeric value. Use to change the channel, enter a PIN, ZIP code and etc.</li> </ul> <p> If the Colour Button appears with a number strip on the screen, select the Colour Button and then select a specific colour by using the directional button (up/down/left/right). Use this to access additional options that are specific to the feature in use.</p>
 (Rotate)	<p>Press the button to rotate the screen to landscape or portrait mode.</p>
 Directional button (up/down/left/right)	<p>Moves the focus.</p>
 Select	<p>Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme information appears.</p>
 (Return)	<p>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.</p>
 (Smart Hub)	<p>Press to switch to the <b>Media</b> Home. From the <b>Ambient</b> screen, press to switch to the <b>Ambient</b> Home.</p>

Button	Description
 (Play/pause)	<p>When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.</p> <p>Press the button to use the recording or Timeshift function while watching the broadcast.</p> <p>To use Game Bar, press and hold the button in <a href="#">Game Mode</a>.</p> <p> Game Bar may not be supported depending on the model or geographical area.</p>
+/- (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 2 seconds or more, the <a href="#">Accessibility Shortcuts</a> appears.
^/∨ (Channel)	Move the button up or down to change the channel. To see the <a href="#">Guide</a> or <a href="#">Channel List</a> screen, press the button. When pressed for 1 second or more, the <a href="#">Channel List</a> screen appears. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	<p>Launch the app indicated by the button.</p> <p> Available apps may differ depending on the geographical area or contents provider.</p> <p> This function may not be supported depending on the model or geographical area.</p>

 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 or geographical area.

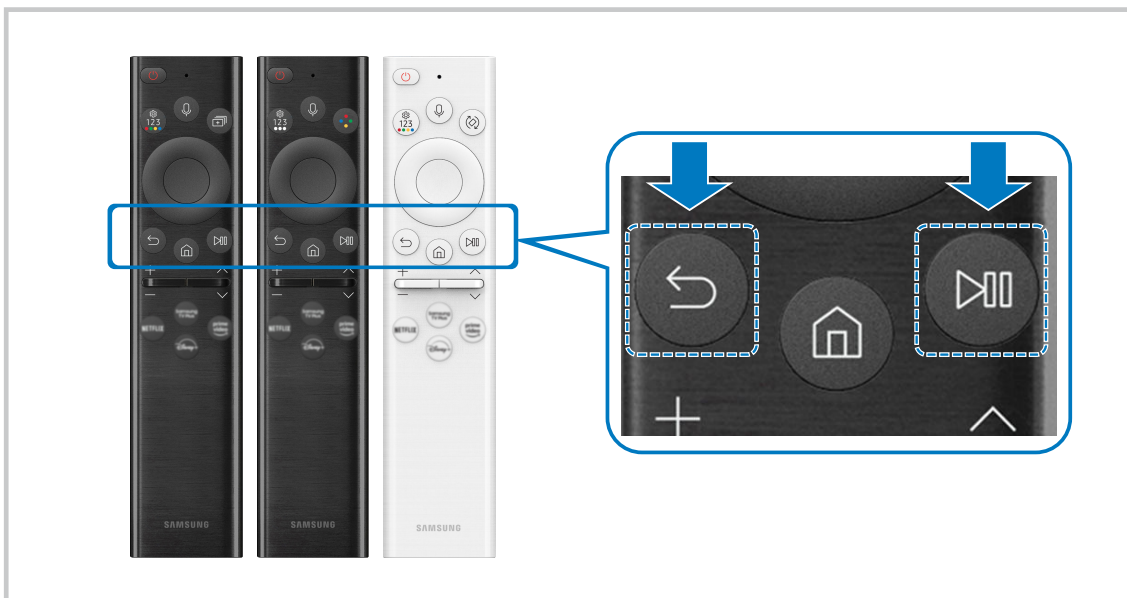
 To use the Samsung Smart Remote to control a compatible external device that does not support HDMI-CEC (Anynet+), you must configure universal remote control for the device. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote](#)".

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

## Connecting the Samsung Smart Remote to the TV

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

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












# Controlling External Devices with a Samsung Remote Control - Using the Universal Remote

Control the TV and connected external devices with a Samsung remote control.

 >  **Menu** >  **Connected Devices** > **Universal Remote**

You can control all external devices connected to the TV using a single Samsung remote. Run the **Universal Remote** menu to register external devices.

-  This function may not be supported depending on the model or geographical area.
-  You can also use the **Anynet+ (HDMI-CEC)** function to operate external Samsung devices with your TV's remote control without any additional setup. For more information, refer to "Using Anynet+ (HDMI-CEC)".
-  Specific external devices connected to the TV may not support the universal remote feature.
-  Do not place any obstacles in front of an external device and TV's logo. It may cause improper transmitted signals from the remote control.
-  The TV memorises both the external device and its connection port (HDMI 1, HDMI 2, etc.).
-  If you have difficulty controlling external devices with the Universal Remote, try adjusting the positions of the external devices.
-  This function may not operate properly depending on the TV installation environment and the features of external devices.

## Learn how to use Samsung Smart Remote

You can learn how to use Samsung Smart Remote.

 >  **Menu** >  **Settings** > **Support** > **Remote Button Guide**

Find details on how to use the Samsung Smart Remote.

Press the menu to use a variety of functions of the Samsung Smart Remote.

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

## 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









 >  Menu >  Settings > All Settings > Connection > External Device Manager > Anynet+ (HDMI-CEC) [Try Now](#)

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 the connection process is finished, you can access the menu of the connected device using your TV remote and control the device.

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

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

-  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).
-  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. For more information, refer to "[Controlling External Devices with a Samsung Remote Control - Using the Universal Remote](#)".
-  Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
-  The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI-CEC)-enabled device again.
-  Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC and 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, Mouse or Gamepad

Connecting a keyboard, mouse or gamepad to make it easier to control the TV.

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Device Manager](#) [Try Now](#)

You can connect a keyboard, mouse or gamepad to control the TV easily.

## Connecting a USB keyboard, mouse or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port.


 If you connect a mouse, it is available only in the [Internet](#) app and [Workspace](#) function.

 XInput USB gamepads are supported.

 For more information, refer to [Input Device](#) in [Connection Guide](#) ([Home](#) > [Menu](#) > [Connected Devices](#) > [Connection Guide](#) > [Input Device](#)).

## Connecting a Bluetooth keyboard, mouse or gamepad

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Device Manager](#) > [Bluetooth Device List](#) [Try Now](#)


 If your device was not detected, position the keyboard close to the TV, and then select [Refresh](#). The TV scans for available devices again.

 If you connect a mouse, it is available only in the [Internet](#) app.

 A maximum of four gamepads can be connected, regardless of connection method (e.g., USB or Bluetooth).






- When using two BT audio devices, it is best to use USB gamepads.

- When using one BT audio device, up to two BT gamepads can be connected.

 For more information, refer to the Bluetooth device's user manual.

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

## Using the keyboard and mouse

Button	Description
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	Displays the Home Screen
F6 key	Displays the <a href="#">Sources</a> screen
F7 key	Displays the <a href="#">Channel List</a>
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel
Page Up / Page Down	Scrolls a web page displayed by the <a href="#">Internet</a> app.
Left-click	Available only in the <a href="#">Internet</a> app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the <a href="#">Internet</a> 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"><li>• <a href="#">Open</a></li><li>• <a href="#">Open Link in New Tab</a></li><li>• <a href="#">Enable Scroll Mode</a></li></ul>

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

## Using the Gamepad

Check the supported gamepads. [Try Now](#)

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

Manufacturer	Controllers	Connection	Force feedback
Microsoft	Xbox Series X/S controller	BT	O
	Xbox One S controller	BT	O
		USB	O
	Xbox 360 controller	USB	O
	Xbox Elite Wireless Controller Series 2	BT	O
	Xbox Adaptive controller	BT	-
USB		-	
Sony	Dualsense	BT	O
		USB	O
	DualShock 4	BT	O
		USB	O
Google	Stadia controller	USB	Not support
		Wi-Fi	Not support
Amazon	Luna controller	BT	O
		USB	O
		Wi-Fi	Not support
Joytron	CYVOX DX	USB	O
Logitech	F710	USB	O
	F510	USB	O
	F310	USB	-
PowerA	MOGA XP5-X Plus Bluetooth controller	BT	-
		USB	-
Nvidia	Shield controller	BT	O
		USB	Not support

 Some keys are not available on this product depending on controller.


 Force feedback :

"Not support" (This product can't support force feedback.)

"-" (Controllers don't have force feedback function.)

 Tizen TVs will support only XInput mode for the supported gamepads.




 Xbox controllers may require firmware updates.

 Controller audio output (3.5 mm port) is not available on this product.

 Other controllers may or may not work for cloud gaming.

## Using the controller

Button	Description
Left joystick and dpad	4 way navigation
Right joystick	<ul style="list-style-type: none"> <li>Up / Down : Volume control (Up / Down)</li> <li>Left / Right : Channel control (Up / Down) on TV screen</li> <li>Select (press): Mute the sound</li> </ul>
'A' button or 'X' button (Sony Only)	Enter (OK)
'B' button or 'O' button (Sony Only)	Return (Cancel)
Long pressed 'B' button or 'O' button (Sony Only)	Exit
Home button	Gaming Hub landing page (Gaming Hub supported countries) Smart Hub landing page
Long pressed Home button	(During cloud game play) Quick panel
Option button on the left	Game Bar (when Game Mode is turned on and an external source is connected)
'X' button or '□' button (Sony Only)	Numeric keys (123)
Pressing and holding the left and right joysticks simultaneously	Power off (Turning power on is not possible)

-  The key operation may differ depending on some apps or the controller.
-  If you connect controller to this product by Wi-Fi solution, you cannot use UI navigation function.
-  Gaming Hub and Cloud game may not be supported depending on the country.

## Setting up the input devices

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Device Manager](#) [Try Now](#)

- [Keyboard Settings](#) [Try Now](#)

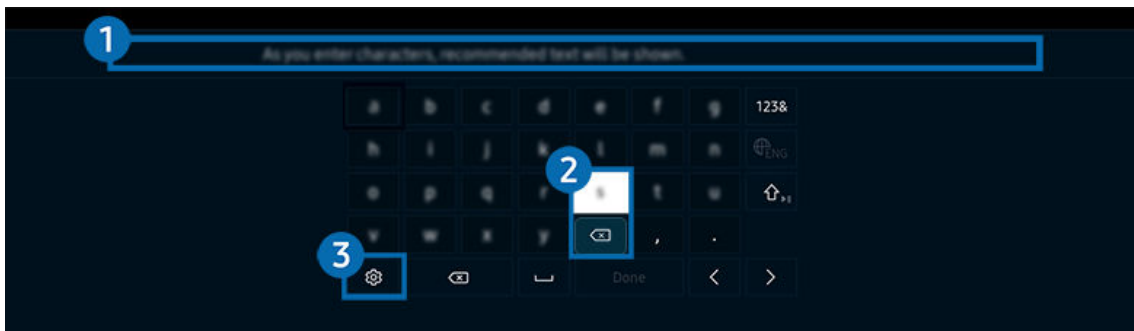
You can set up the keyboard with the [Keyboard Language](#) and [Keyboard type](#) functions.


- [Mouse Settings](#) [Try Now](#)

You can set up the mouse with the [Primary Button](#) and [Pointer Speed](#) functions.

## 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 Recommend 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 Editing Buttons


By selecting any of pop-up Editing Buttons after entering characters on the virtual keyboard, you can quickly perform the editing function.




## 3 Options

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

-  The options available may differ depending on the function running currently.
- [Recommend text](#)
- [Reset Recommended Text Memory](#)
- [Show Editing Buttons](#)
- [Language](#)

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

When the virtual 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.

-  Entering text with your voice may not be supported for some functions.
-  This function may not be supported depending on the model or geographical area.
-  The Samsung Smart Remote may not be supported depending on the model or geographical area.







# Smart Features

You can enjoy various apps with Smart Hub.

## Using Smart Hub

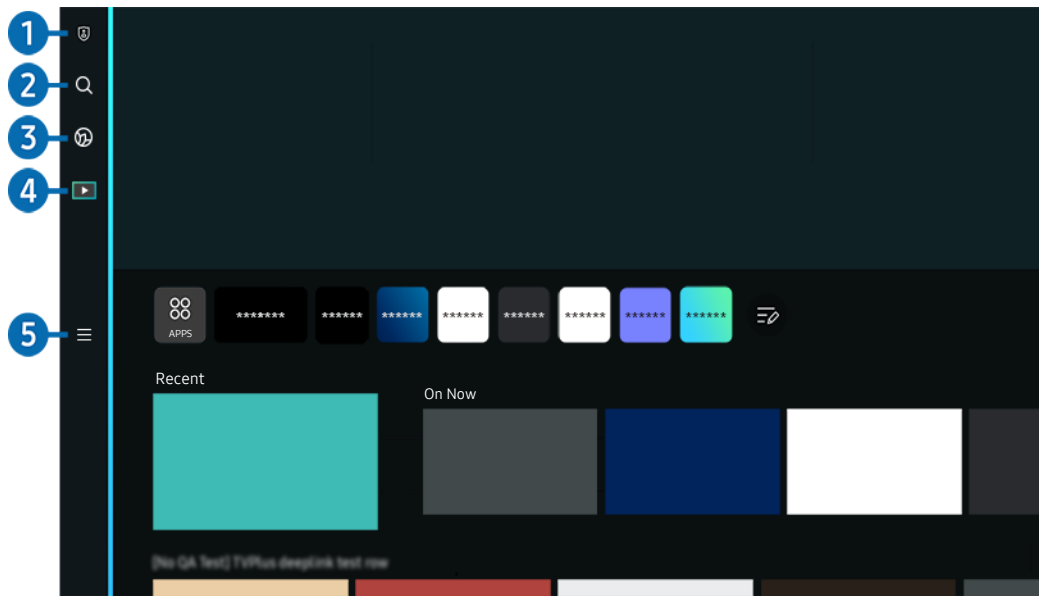
[View descriptions of Smart Hub's basic functions.](#)


From Smart Hub, you can use the Internet search function, install and use various apps, view photos and videos or listen to music stored on external storage devices, and perform more functions.

-  Some Smart Hub services are paid services.
-  To use Smart Hub, the TV must be connected to the network.
-  Some Smart Hub features may not be supported depending on the service provider, language or geographical area.
-  Smart Hub service outages can be caused by disruptions in your network service.

## Displaying the Home Screen





Press  button.






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

### 1 Privacy Choices

From your TV, easily manage the privacy policy regarding services related to Smart Hub and verify how personal information is protected.

 To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you will not be able to use the additional features and services. You can view the entire text of the  >  >  **Settings** > **All Settings** > **General & Privacy** > **Terms & Privacy**. [Try Now](#)

 In order to rescind your consent to mandatory terms and conditions related to Smart Hub, launch **Reset Smart Hub**  >  >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Reset Smart Hub**. [Try Now](#)

### 2 Search




Search for channels, programmes, movies, and apps offered by Smart Hub.

 To use the Search service, make sure the TV is connected to a network.

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

### 3 Ambient Mode

Set your TV to display content you desire, such as the time or weather, when the TV is not used.

To return to TV mode from Ambient Mode, press  > the left directional button >  **Media**. Press the  button to turn off the TV.

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

 For more information, refer to "[Using Ambient Mode](#)".

### Art

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

 This function is supported only in The Frame.

 For more information, refer to "[Using Art Mode](#)".


### 4 Media

View a variety of TV programmes. Install various apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.



 For more information, refer to "[About the Media Home Screen](#)".

### 5 Menu

Manage external devices connected to the TV, and configure settings for various functions available on the TV.





 For more information, refer to "[About the Menu Home Screen](#)".

## Launching Smart Hub automatically

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Start Screen Options** > **Start with Smart Hub Home** 

Enabling **Start with Smart Hub Home** automatically launches Smart Hub when the TV is turned on. Navigate to this option to enable or disable the feature.

## Launching the last used app automatically




 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Start Screen Options** > **Autorun Last App** 

If **Autorun Last App** is set to **On**, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu.

 This function may not be supported depending on the app.

 This function may not be supported depending on the model.





## Automatic Mirroring from Multi View

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Start Screen Options** > **Autorun Multi View Mirroring**

If you screen mirror your mobile device, the **Multi View** automatically displays the device screen. Navigate to this option to enable or disable the feature.

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

## Automatic casting in Multi View

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Start Screen Options** > **Autorun Multi View Casting** 

Casting YouTube content from the mobile device automatically displays the content on Multi View.

 It is available on the screen for any broadcast, external device, or app that supports Multi View.

 This function may not be supported depending on the model.

## Launching Multi View automatically When rotating

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Start Screen Options](#) > [Autorun Multi View When Rotating](#)

Multi View runs automatically when you rotate the screen to portrait mode.

 This function may not be supported depending on the model.


 This function is activated when the Auto Rotating Accessory (sold separately) is connected.

## Testing Smart Hub connections

[Home](#) > [Menu](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Smart Hub Connection Test](#) [Try Now](#)

## Resetting Smart Hub

[Home](#) > [Menu](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Reset Smart Hub](#) [Try Now](#)

 You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000". You can set the PIN in

[Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Change PIN](#). [Try Now](#)

 [Change PIN](#) may not be supported depending on the model or geographical area.

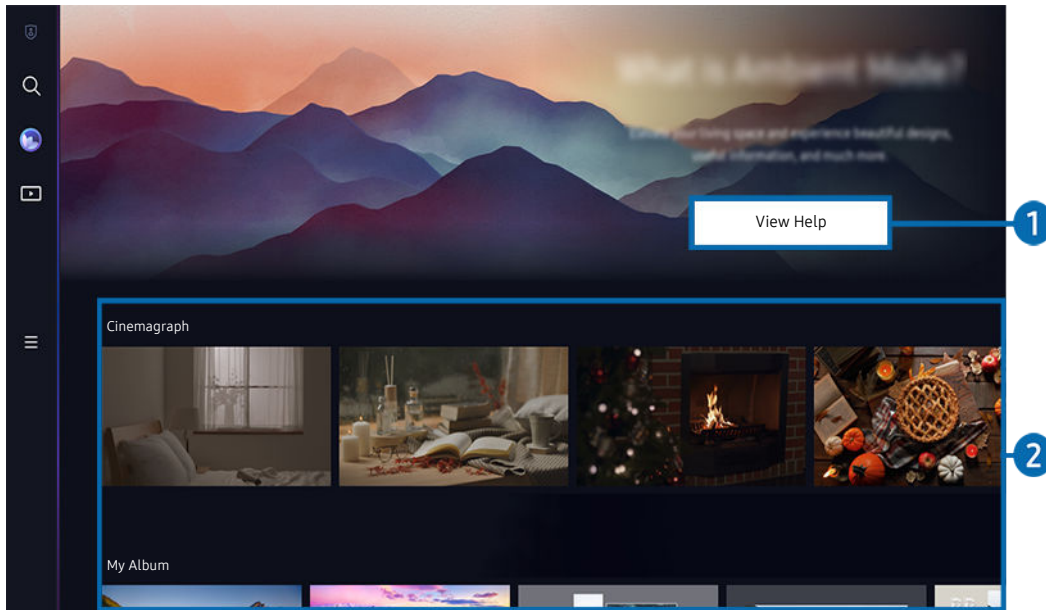
# Using Ambient Mode

Learn about the functions available in Ambient Mode.

🏠 > left directional button > 🌐 **Ambient Mode** [Try Now](#)

Set your TV to display a photo or content you desire when the TV is not used.

- ✎ On The Frame models, the **Ambient Mode** is integrated in the **Art** mode.
- ✎ This function may not be supported depending on the model.
- ✎ In **Ambient Mode**, some functions may not be supported.



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

## 1 Getting to Know Ambient Mode

Press **View Help** to briefly view information about Ambient Mode, including functions.

## 2 Function and content preview

Select a preferred content and a preferred background and set them as your **Ambient Mode**. While in **Ambient Mode**, press the Select button on the remote control to view the content details.

- ✎ You can use the SmartThings app on a Mobile Device to select a desired content and change the settings. Indicates content perfectly suited for the time of the day.
- ✎ Available content categories may differ depending on the model or geographical area.

### • Changing art work



Change the artwork to display in **Ambient Mode**. Press the Up button on the remote control to move the focus to an artwork. Use the left or right directional button to move to the desired art work, and then press Select button on the remote control.

- **View Details**

View detailed information about the selected image.

- **Favourite**

Add or delete specific images in **Favourite** by pressing Select button on the remote control. To view items that are set as **Favourites**, navigate to **My Page > Favourite**.

-  **Favourite**: The item is not set as Favourite
-  **Favourite**: The item is set as Favourite

- **Edit**

Customise the settings to suit your preferences.

 Available functions may not be supported depending on the model or content.

- **Weather Filter**

You can add a weather effect to content.

- **Time Filter**

You can select any background time format for content.

- **Colour**

Changes the colour of the content.

- **Vibes**

Selects a mood that matches the content.

- **Backgrounds**

Changes the background of the content.

- **Shadow Effects**

Applies a shadow effect that you select to the content.

- **Filter**

You can select a image filter effect to content.

- **BGM Mode**

You can add a background music to content.

- **Screen Settings**

You can adjust the settings such as content brightness, saturation, and colour tone.

- **Brightness**

Adjusts the brightness of the content.

- **Saturation**

Adjusts the saturation of the content.

- **Colour Tone**

Adjusts the colours of the content.

- **Red Tone / Green Tone / Blue Tone**

Adjusts the red, green, blue contrast.

### Selecting Content Category

- **Favourite**

While in **Ambient Mode**, press the Select button on the remote control and press ♥ **Favourite** to save the displayed content to **Favourite**.

- **Special Edition**

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


- **Cinemagraph**

Adds a looping animation to a specific part of the photo to make it more attention-grabbing.

- **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 [How to Select Photos](#).

- **Q Collection**

Provides content that is dedicated to Samsung QLED.



- **Mood**

Enjoy a range of options to create the right ambience to suit your mood.

- **Relaxation**

Relax with a selection of calming content inspired by nature to soothe your mood.

- **Décor**

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

- **Info**


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

- **Artwork**

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

- **Background Theme**

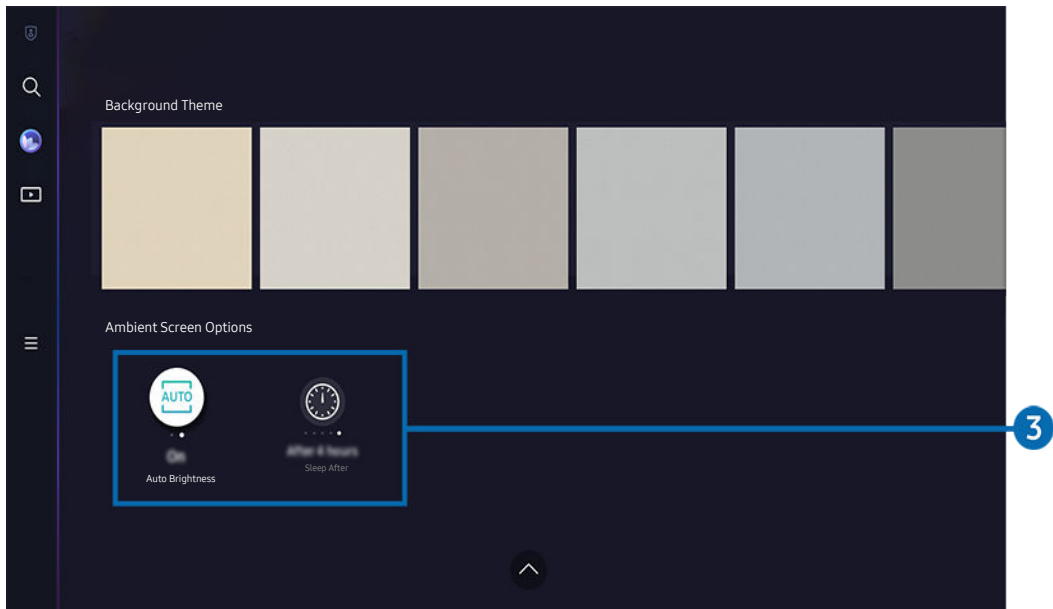
Allows you to select a background theme provided by Samsung.


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

 A created **Background Theme** can be set as the background for content. To set it as the background for content, press the Select button on the remote control while in **Ambient Mode**, and select **Edit**

- **Routine**


Enjoy a range of routines, each displaying content to suit each part of your day or create your very own routines via the SmartThings app.



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

### **3** Ambient Screen Options


Following **Ambient Mode** options are configurable:

 This menu can be found at the bottom of the **Ambient Mode** home. To configure the option settings, scroll down to the far bottom.

 Available options may vary depending on the model.

- **Auto Brightness**

Changes the auto brightness setting for **Ambient Mode**.





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

- **Sleep After**

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

 If there is no remote control input for the set time, the screen goes off.



## Entering the TV viewing screen from Ambient Mode

To access the TV screen from **Ambient Mode**, press either the  or  button to redirect to the **Ambient Mode** Home Screen, press the left directional button on the remote control, and then select either  or  **Media**.

 If the TV is off and the  button is pressed, the  **Media** Home Screen appears.





# Using Art Mode

[Learn about the functions available in Art Mode.](#)

 > left directional button >  **Art**

 This function is supported only in The Frame.



You can use **Art** mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

- Press the  button while using the TV, the TV switches to **Art** mode.
- Press the  button in **Art** mode to enter to **Media** Home.
- Press the  button in **Art** mode to enter to **Art** Home.
- To turn off the TV completely, press and hold the  button on the remote control, or press the TV Controller button of the TV.

 If you use a remote control other than the Samsung Smart Remote, the TV may not be turned off completely.

- In **Art** mode, the brightness and colour tone of your TV are automatically adjusted depending on the ambient, and the TV can be automatically turned off.

 The TV is set by default so that the screen turns off automatically when the ambient light dims in **Art** mode.

- Configure the motion sensor settings by using **Art Mode Options** ( > left directional button >  **Art** > **Art Mode Options**) at the bottom of the **Art** home displayed on the TV or using the mobile SmartThings app. The TV may automatically turn on or off by detecting user motions and other visual changes.

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

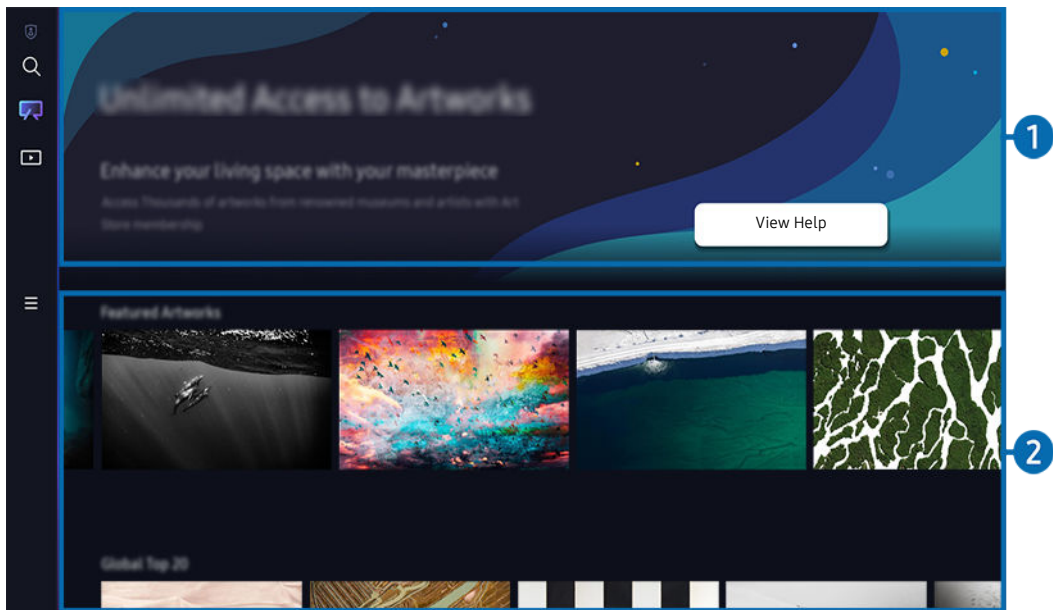
- While in **Art** mode, use the SmartThings app on your mobile device to save photos on the device to the TV.


 This function may not be supported depending on the TV model or mobile device.

 Supported features may differ depending on the version of the SmartThings app.

## About the Art Home screen

🏠 > left directional button > 🎨 Art



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

### 1 Useful Information

View information and promotions related to the [Art](#) home.

### 2 List of image categories

From the displayed list of categories, select an image and press the Select button to view details about the image. Select [Preview](#) to preview the image in full screen for 30 seconds. If you like the image, you can keep it as an artwork by purchasing it or subscribing to the [Membership](#).

If you select a saved image, the TV goes into [Art](#) mode. In [Art](#) mode, press Select button on the remote control to use the following menu options:

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

- **Changing art work**



Change the artwork to display in [Art](#) mode. Press the Up button on the remote control to move the focus to an artwork. Use the left or right directional button to move to the desired art work, and then press Select button on the remote control.

- **[View Details](#)**


View detailed information about the selected image.

- **Favourite**

Add or delete specific images in **Favourite** by pressing Select button on the remote control. To view items that are set as **Favourites**, navigate to **My Page > Favourite**.

-  **Favourite**: The item is not set as Favourite
-  **Favourite**: The item is set as Favourite

- **Mount**

Customise the border style and colour to suit your preferences. To save changes, select the desired mat style and colour, and press either the Select or  button.

 Supported border styles may differ if the image aspect ratio is not 16:9 or the image resolution is lower than the recommended resolution.

 Recommended resolution: 1920 x 1080 (for 32LS03B models) or 3840 x 2160 (for 43-inch and larger models)

- **Screen Settings**

Customise the **Art** mode screen settings to suit your preferences.

- **Brightness**

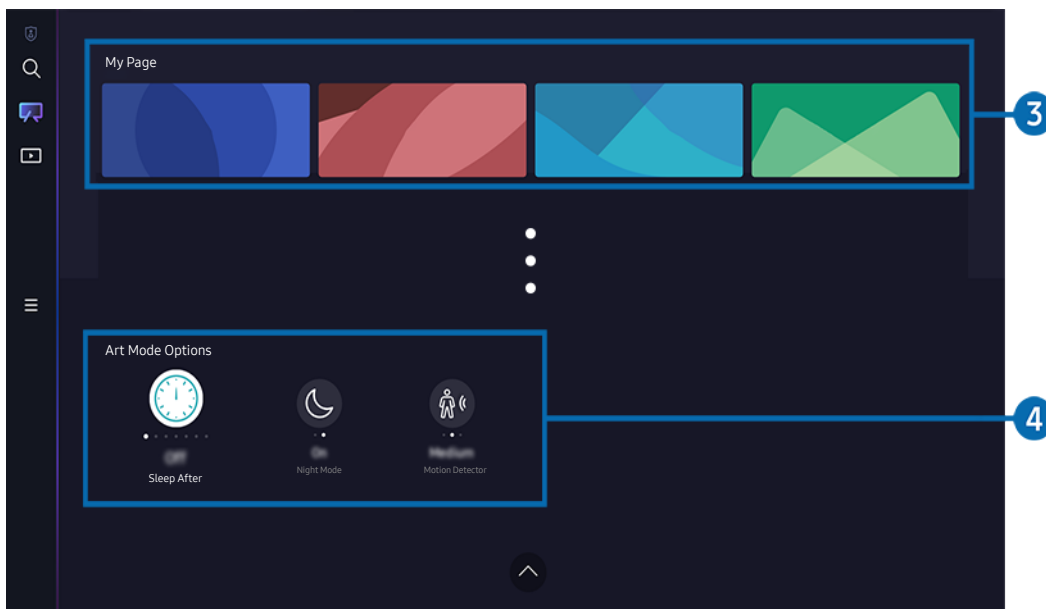
Adjust the screen brightness. Press the Select button to save the change.


- **Colour Tone**

Adjust the image colours. Press the Select button to save the change.

- **Brightness Reset**

Reset the screen brightness to the default value.



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

- **3 My Page**

- **Recent**

Manage recently displayed images.

- **Favourites**

Manage images saved in **Favourite**.

- **Slideshow**

Play images in **Favourite** as a **Slideshow**. If a **Slideshow** is playing and you want to change the slide playback mode and image transition interval, press Select button on the remote control and select **Slide Options**.

- **Delete**

Select and delete multiple images in **Favourite** simultaneously.

- **Membership**

If you sign up for **Membership**, you can use artwork without any restrictions. You can also replace it with new artwork periodically to suit your preference.

Follow the on-screen instructions to proceed with the payment.

- **Payment Info**

View artwork purchase details, and easily purchase artworks by entering required payment information.


 For details about payment information, visit Samsung Checkout (sbox.samsungcheckout.com).

- **Purchased**

Once you purchase artworks from the Art Store, you will see them here.

#### **4** **Art Mode Options**

Configure options related to the **Art** mode screen.


 This menu can be found at the bottom of the **Art** home. To configure the option settings, scroll down to the far bottom.

- **Sleep After**

The TV automatically turns off if no motion is detected around the TV for a specified period of time. Press the Select button to specify a time period.

- **Night Mode**

The TV automatically turns off if no light is detected around the TV. This mode detects lights around the TV to automatically turn on or off the TV depending on the presence of light. Press the Select button to turn the mode on or off.

 If the TV model name is 32LS03B and you turn on **Night Mode**, only auto off is supported.





- **Motion Detector**

Set the **Motion Detector** for the motion sensor. Press the Select button to set the sensitivity level.


 **Motion Detector** may not be supported depending on the model or geographical area.

## Import images from USB memory

1. Connect the USB memory device storing images to the TV.
2. The USB memory is automatically recognised, and the screen displays a list of image, music, and video files that are stored in the USB memory.

 An alternative way to run the USB memory is to navigate to  >  **Menu** >  **Connected Devices** and select the USB memory.

3. Navigate to the folder that contains the image file you want to save to the TV, and then select **Options** > **Send to Art Mode**.
4. Select the image and press **Send**. The image, stored in the USB memory, is saved under **Art** mode.

 Recommended resolutions (16:9): 1920 x 1080 (32-inch model), 3840 x 2160 (43-inch or larger models)

## Using Art mode with the SmartThings app

Once you have installed the SmartThings app on your mobile device, you can use the following functions:



You can download the SmartThings app from Google Play Store, Samsung Apps, or the App Store.

If the TV is not registered in your SmartThings app, press + (Add Device) and register the TV before using the mode.

 The features or terminology may vary depending on the version of the SmartThings app.













 On tablet devices, **Art** mode features may not be supported by the SmartThings app.

- Selecting an image under **Art** mode.
- Saving photos from a mobile device to the TV: Use the Add picture function to save photos on a mobile device to the TV.
  - **Add Picture** > select 2 to 3 images > **Create Mount**: Combine the 2 to 3 images to create a single image.
  - **My Album** > select content, such as **Dynamic Filter** or **Auto Gallery**, and then press Select Photo to set the content as mobile photos.
- Subscribing to **Art Mode Membership**.
- Applying border styles and colours to images.
- **:** (more) > **Art Mode Options**
  - Setting the brightness for **Art** mode.
  - Setting **Sleep After**: When no motion is detected for the time specified in **Art** mode, the TV turns off automatically.

- Setting **Motion Detector Sensitivity**: Set the sensor sensitivity so that the TV turns on or off automatically when motion is detected in **Art** mode.
  -  **Motion Detector Sensitivity** may not be supported depending on the model or geographical area.
- Setting **Night Mode**: This mode detects lights around the TV to automatically turn on or off the TV depending on the presence of light.
  -  If the TV model name is 32LS03B and you turn on **Night Mode**, only auto off is supported.

## Precautions when using Art mode

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

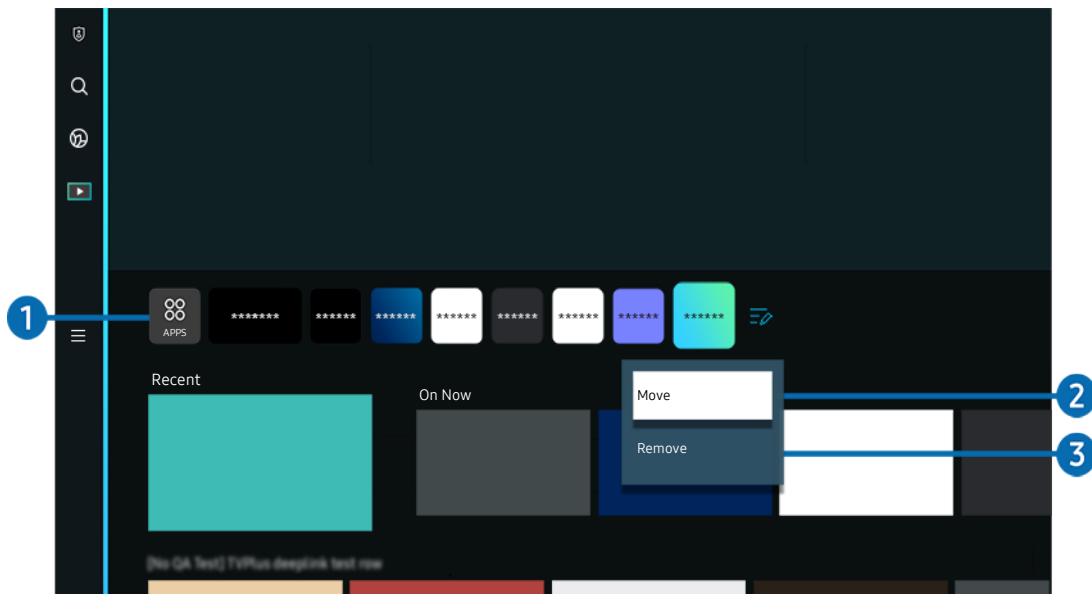
- The motion sensor is located at the bottom of the TV. Do not block the sensor at the front of the TV. The motion sensor as well as the brightness and colour tone of the screen can be affected.
- **Art** mode uses algorithms to minimise image burn-in that can be caused by displaying still images on the screen for long periods of time.
- The performance of the sensor may vary depending on the TV installation and operating environment.
  - The screen brightness and colour tone may be affected depending on the colour of the floor on which the TV stands.
  - In an environment where special light sources other than standard light sources (halogen, fluorescent) are used, the sensor's motion recognition performance may vary depending on the positions, types, and number of the light sources.
  - If the area around the TV is too dark or bright, the screen brightness may be limited or the sensor may not work normally.
  - If the TV is installed too high or too low, the sensor may not work normally.
  - The motion sensor may sense motion from a flashing LED, a pet, a car moving outside the window or other occurrence and start operating.
- Depending on the **Auto Power Off** function settings, the TV may turn off when there is no user input in **Art** mode, such as inputs from the remote control ( > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving** > **Auto Power Off**). 
- The following functions are disabled in **Art** mode.
  -  > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Sleep Timer**  

  -  > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Off Timer**  

  -  > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving** > **Screen Saver**  




# About the Media Home Screen

View a variety of TV programmes. Install various apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.

🏠 > left directional button > 📺 Media



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

## 1 📺 APPS

Install a variety of apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.

To use **APPS**, make sure the TV is connected to a network.

For more information, refer to "[Using the Apps Service](#)".

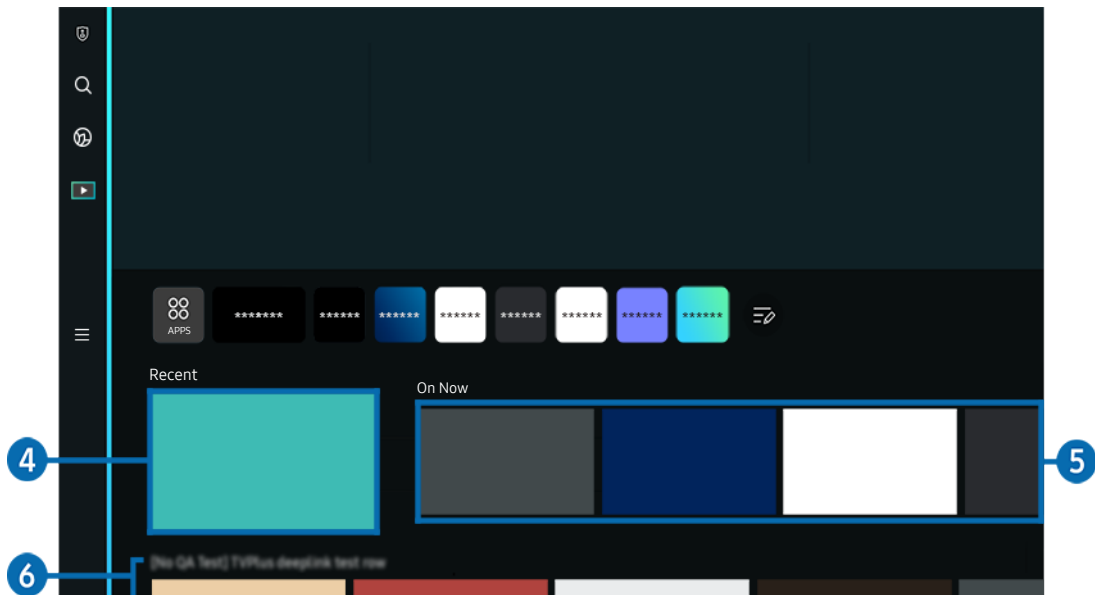
## 2 Moving an item on the Home Screen

From the end of the **APPS** list, select **Edit List**. Move the focus to the app to relocate, and press the down directional button on the remote control. Select **Move** from the option menu. Use the left or right button to reposition the app and then press Select. This repositions the app on the Home Screen.

An alternative way to move an app is to move the focus to the app to move and then press and hold the Select button.

### 3 Removing an item on the Home Screen

From the end of the **APPS** list, select **Edit List**. Move the focus to the app to uninstall, and press the down directional button on the remote control. Select **Remove** from the option menu. This removes the app from the Home Screen list.




### 4 Recent

Access your last watched TV programme or last used input source.

### 5 On Now








Display a list of TV programmes currently being aired.

 This function may not be supported, depending on the input signal and settings.



## 6 Universal Guide

**Universal Guide** is an app that allows you to search for and enjoy various content, such as TV shows, dramas, and movies, in one place. **Universal Guide** can recommend content tailored to your preferences.

You can use this feature on your mobile device with the Samsung SmartThings app.



-  To access **Universal Guide**, press the down directional button on the remote control in Home Screen.
-  To enjoy the content from these apps on your TV, they must be installed on the TV.
-  When you watch some paid content, you may need to make a payment using their associated app.
-  Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
-  Parental control is necessary when children use this service.
-  Images may look blurry depending on the service provider's circumstances.
-  This function may not be supported depending on the model or geographical area.

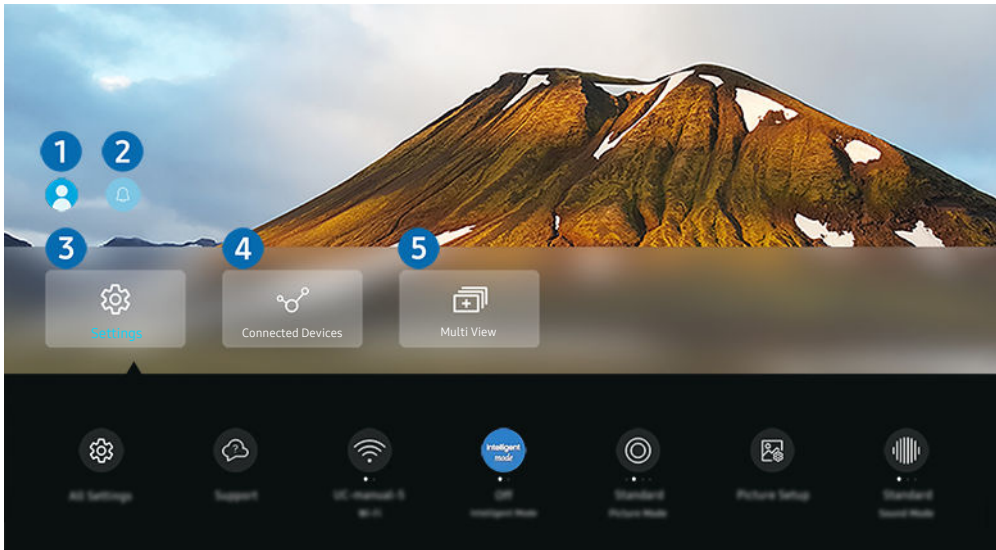
### Media Options


-  This menu can be found at the bottom of the **Media** home. To configure the option settings, scroll down to the far bottom.
-  This function may not be supported depending on the model or geographical area.
- **Preferences:** Select a preferred service to receive content recommendations to suit your preference.
- **Continue Watching:** Choose content providers for Continue Watching. You can continue watching different shows in one place from all the Continue Watching-supported content providers listed below.
- **Parental Lock:** Redirect to the Parental Lock menu. Turn all parental control settings on or off.

# About the Menu Home Screen

Manage external devices connected to the TV, and configure settings for various functions available on the TV.

 > left directional button >  **Menu**



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

## 1 Samsung Account

Go to the [Samsung Account](#) screen to create a new account or sign out of your account.

 For more information, refer to "[Using a Samsung account](#)".

## 2 Notification

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to schedule viewing, schedule recording, etc.

If you move the focus to **Notification**, and then press the Select button, a notification window appears on the right and the following functions are available:

-  **Delete All**

You can delete all your notifications.

-  **Settings**

You can select services you want to be notified about.

When you select **Allow sound**, notifications are displayed with a notification sound.

### 3 Settings

Move the focus to the **Settings** menu to display quick setting options below the menu. Quick Settings can be used to quickly configure frequently used features.

- **All Settings**

Displays the **Settings** menu for configuring specific settings.

- **Support**

Displays the **Support** settings menu.

- **Network**

Check your network connection. To check your network connection or change the connection settings, press the down directional button, and select either **Network Status** or **Network Settings**.

- **Intelligent Mode**

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

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

 For more information about the Intelligent Mode, refer to "[Using Intelligent Mode](#)".

- **Picture Mode**

Change the picture mode for the optimal viewing experience. Press the Select button to change the **Picture Mode**.

- **Picture Setup**

Easily configure the screen settings: **Brightness**, **Contrast**, **Sharpness**, **Colour** and **Tint (G/R)**.

- **Sound Mode**

You can select a sound mode to optimise your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the down directional button, and then select **Equaliser Setup**.

- **Sound Output**

You can select which speakers the TV uses for audio output. To change the audio output, press the Select button.

- **Bluetooth Speaker List**

Connect your TV to Bluetooth speakers. This can be done by selecting **Bluetooth Speaker List** to automatically search for Bluetooth audio devices.

 Connecting Bluetooth speaker may not be supported depending on the model or geographical area.

- **Game Mode**

You can set the **Game Mode** to optimise the TV screen for better gaming performance. To turn **Game Mode** on or off, press the Select button. To set the detailed options, press the down directional button, and then select **Go to Game Mode Settings**.

 This function is only available when an external input source is being used.

 For more information, refer to "[Setting the Viewing Environment for External Devices](#)".

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

- **Input Device Manager**

Configure the connection settings for an input device connected to the TV. This can be done by selecting the Select button to display the menu that allows you to view the list of connected devices and to set options.

- **Subtitle**

You can watch TV broadcasts with subtitles. To activate or deactivate the **Subtitle** function, press the Select button. To run **Accessibility Shortcuts**, press the down directional button, and then select **Accessibility Shortcuts**.

- **Audio Language**

You can change to the audio language you want to hear. To make fine adjustments, press the down directional button, and then select **Go to Audio Options**.

- **Sleep Timer**

You can turn off the TV automatically at a specific time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the down directional button, and then select **Set Up Off Timer**.

- **Colour Tone**

You can select a colour tone suitable for your viewing preferences. To change to a colour tone that you want, press the Select button.

- **Picture Clarity**

You can optimise pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the down directional button, and then select [Picture Clarity Settings](#).

- **Digital Output Audio Format**

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


- **Power and Energy Saving**

Display the **Power and Energy Saving** menu. Reduce energy consumption by changing your power preferences and other energy-saving options.

 These functions may not be supported depending on the model or geographical area.

#### **4** **Connected Devices**

Select an external device that is connected to the TV.

 For more information, refer to "[Switching between external devices connected to the TV](#)".

#### **5** **Multi View**

While watching the TV, you can simultaneously view multiple screens that are split.





 For more information, refer to "[Using Multi View](#)".

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

## Using a Samsung account

Create and manage your own Samsung account.




 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account** [Try Now](#)

 You can view the entire text of the Terms & Policy in  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account** > **My Account** > **Terms & Conditions, Privacy Policy** after logging in to your Samsung account.

 Follow the instructions on your TV screen to create or log in to a Samsung Account.

 Samsung Account can be used on TV, mobile device and website with one ID.


## Signing in to a Samsung account

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account** > **Sign In**

## Creating a new account

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account** > **Create Account**





## Managing your Samsung account

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account** > **My Account**

When you sign in to your Samsung account, you can use the following functions:


- **Sign out**

When multiple people share the TV, you can sign out of your account to prevent others from using it.


 To sign out of your **Samsung Account** ( >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Samsung Account**), move the focus to your account's icon, and then press the Select button. When a pop-up window appears, select **Sign out**.

- **Edit profile**

You can edit your account information.

 To protect personal information, enter **Edit profile** and then **Sign-in Method** is set to **Select your ID and input password (high security)**.

 If you want the TV to log you into your account automatically whenever you turn on the TV, click **Stay Signed In**.

 When the TV is used by multiple people, turn off **Stay Signed In** to protect personal information.



- **PIN Setting**

Set or change your PIN.

- **Payment Info**

You can view or manage your payment information.

- **Back up**

You can back up the TV settings to your Cloud storage. When resetting or replacing the TV, you can also restore its settings with the backed-up settings.

- **Product Registration**

You can register the current TV or see the registered information. You can easily receive services after product registration.

 You can see the registered information or delete it at the Samsung account website (<https://account.samsung.com>).

- **Sync Internet**

Once you sign in to your Samsung account and configure the **Sync Internet** settings, you can share the favourites and website bookmarks that you registered on other devices.

- **Remove Account**

You can delete an account from the TV. Although you have deleted your Samsung account from the TV, you are not unsubscribed.

 To unsubscribe from your Samsung Account, visit the Samsung Accounts website (<https://account.samsung.com>).

- **Terms & Conditions, Privacy Policy**

You can view the user agreement and privacy policy.

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

# Using Workspace

Use the remote function to connect to and use a Windows PC, Mac, or mobile device from the TV.

 >  **Menu** >  **Connected Devices** > **Workspace** Try Now

Connect a Windows PC, Mac, or mobile device to the TV to easily use the device.

 For smooth use as in a computer, connect a keyboard and a mouse to your TV in advance.

## Using Screen Sharing (Windows PC) / AirPlay (Mac)

 >  **Menu** >  **Connected Devices** > **Workspace** > **Windows PC** > **Screen Sharing**

 >  **Menu** >  **Connected Devices** > **Workspace** > **Mac** > **Screen Mirroring**

Follow the instructions on the screen to adjust the PC settings and wirelessly connect the TV to the PC.

 This function is only available for PCs that support wireless screen sharing.

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

 Connection via Windows OS is available in Windows 10 and later versions only.

 Connection via Mac OS is available in AirPlay.

## Using Easy Connection to Screen

 >  **Menu** >  **Connected Devices** > **Workspace** > **Windows PC** > **Easy Connection**

You can easily use remote access function after installing **Easy Connection to Screen** on your PC.

Follow the instructions on the screen to download and install the **Easy Connection to Screen** PC app. Then you can easily connect a remote PC.

1. Download the **Easy Connection to Screen** PC app from <http://smsng.co/easy> and then install it on your PC.
2. Log in with the same Samsung Account for both TV and PC.
3. When the PC is turned on and connected via the network, **Workspace's** Home Screen displays the PC.

 The **Easy Connection to Screen** PC app is available in Windows 10 and later versions only.



 Depending on the network environment including the firewall configuration, router type, and wireless signal strength, connection problems may occur, such as low speed, disconnection, or limited connection.


## Connecting a Remote PC


 >  **Menu** >  **Connected Devices** > **Workspace** > **Windows PC** > **Manual Connection** Try Now

 >  **Menu** >  **Connected Devices** > **Workspace** > **Mac** > **Remote Login** Try Now

Provides **Remote Desktop Connection (RDP)** for remotely connecting to a PC running on Windows and **Virtual Network Computing (VNC)** for a PC running on Mac. To remotely connect to a PC, you must enter the IP address of the remote PC or select a saved profile. Enter a correct username and password. If there is any computer that can be accessed via the same network, the found IP is displayed.

 To register a frequently used PC, move the focus to  **Manage User Profiles**, and then press the Select button. When a pop-up window appears, select **Add**, and then enter the PC information.

 When your PC enters in power saving mode, connection is not available. It is recommended to cancel the power saving mode.

 It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

### 1. Configure your computer's settings to use the **Workspace** function.

 Connection to Windows via the RDP protocol is available in Windows 10 Professional or higher.


 Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.

- Windows OS:

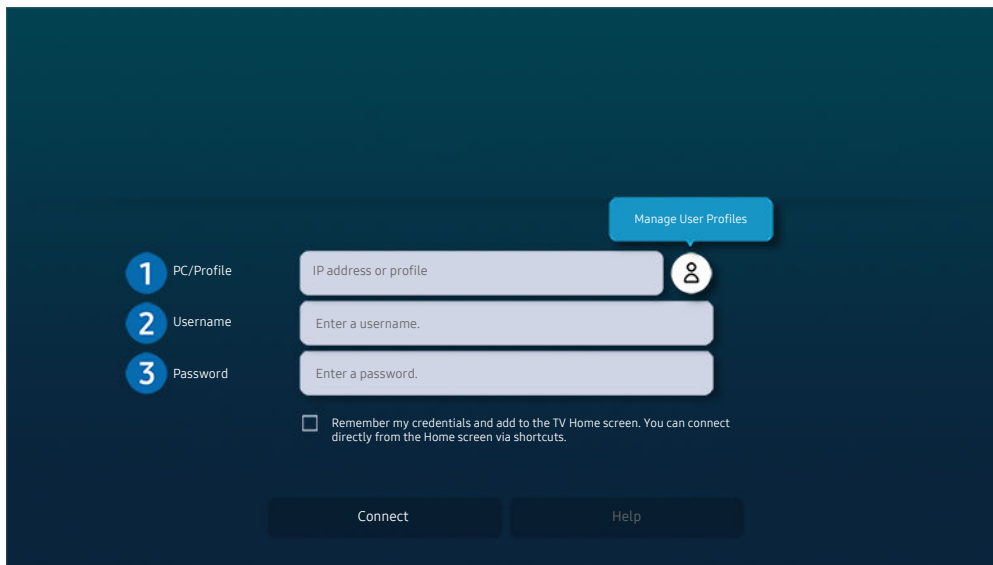
- 1) Right-click the **My PC** icon on Desktop or Windows Explorer and then click **Properties**.
- 2) Click **Remote Desktop** and select **Activate Remote Desktop**.


- Mac OS:

- 1) Select **Menu > System > Preferences** and then click **Sharing**.
- 2) Select the **Screen Sharing** and **Remote Login** check box.
- 3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.

 If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

2. Enter the required settings for connecting the computer remotely.

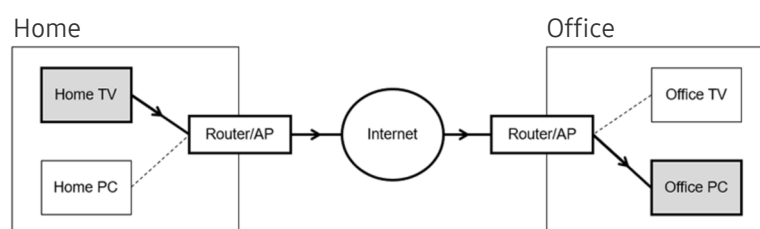


 The image on your TV may differ from the image above depending on the model and geographical area.

### 1 PC/Profile

Enter the IP address or profile of the PC you want to connect to.

- In case of Windows, when the computer to connect is within the same network (router/AP), run "cmd" command in **Settings > Network and Internet > View Network Properties** or in **Start > Run**, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in **Settings > Remote Access**.
- When the TV and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.



## 2 Username

Enter the Username of the computer. How to check the Username:

- Windows OS: Control Panel > User Account Control
- Mac OS: System Preferences > Users & Groups

## 3 Password

Enter the password for the login account.

 For use of PIN, do not enter PIN but the specified password of the computer.


## Playing Multimedia Content on a Remote PC


When you move the mouse cursor to the top of the screen after accessing a remote computer, the top bar appears. When the sharing folder icon is clicked in the top bar, the folders shared on Windows or Mac OS appear. You can play back any media content in a folder.

 For more information about playing multimedia content, refer to "[Playing pictures/video/music](#)".

To use this function, the folder sharing option on the computer to access must have been enabled as shown below:

- Windows OS:
  1. Run Windows Explorer and then move to the folder to share.
  2. Right-click the folder and then click **Properties**.
  3. After the **Properties** window appears, click the **Sharing** tab and then click **Advanced Sharing**.
  4. After the **Advanced Sharing** window appears, select the **Share this folder** check box.
- Mac OS:
  1. Select **Menu** > **System Preferences** and then click **Sharing**.
  2. Select the **File Sharing** check box.
  3. To add a folder to share, click the **Add+** button at the bottom.
  4. Select a folder and then click **Add+**.

 It is recommended to connect the wired network because the screen or sound may be interrupted depending on the network condition.

 When playing a video file via a remote computer, the screen or sound breaking may be encountered.

## Using Samsung DeX

Run [Samsung DeX](#) on your mobile device to connect the software to the TV.

Follow the on-screen instructions to connect [Samsung DeX](#). Some models may not be searched when connecting the TV from a mobile device through [Samsung DeX](#). If that is the case, follow the instructions shown on the mobile device screen to connect the software.

 This function is available only on mobile devices that support the wireless Samsung DeX.

## Using Microsoft 365


You can read or create a document after accessing the Microsoft 365 website.


 Run the site in full screen mode.

 URL modification is impossible in the Microsoft 365 page.

## Adding the Web Service

Select the [Add Web Service](#) icon. Use the bookmarking function of the [Workspace](#) browser, you can add or delete the web service link to or from [Workspace](#).




 To add the web service, you must be signed in to your Samsung account.

 The number of web services that can be added to [Workspace](#) is limited.




 [Workspace](#) browser not share data with Internet. (Web browser outside from [Workspace](#))

## Using Web Service

You can access the web service by selecting the web service icon added to [Workspace](#).

-  The screen on the web page may differ from that of a computer.
-  You can copy or paste any text. Some image formats are supported.
-  For easy and secured login in Web Service, [Workspace Pass](#) is additionally supported as well as [Samsung Pass](#).




Setting [Samsung Pass](#) or [Workspace Pass](#).

Set [Samsung Pass](#) or [Workspace Pass](#) to Use in  >  [Menu](#) >  [Connected Devices](#) > [Workspace](#) > Run the [Workspace](#) browser (Additionally select Microsoft 365 or [Add Web Service](#)) > [Internet Menu](#) > [Settings](#) > [General](#).

[Workspace Pass](#) allows you to easily manage the web service ID and password without biometric authentication on mobile devices. For this purpose, you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV.

However, the log in to [Workspace Pass](#) may not work depending on the site policy.

[Workspace Pass](#) only working on [Workspace](#).

-  To securely access the web service, you can use the [Workspace](#) browser's automatic shutdown or clear the history logs.
-  Before accessing the web service, refer to "[Read Before Using the Internet Function](#)".
-  [Workspace](#) browser not share data with Internet. (Web browser outside from [Workspace](#))

The web service supports the following keyboard shortcuts:

- F1: Returns to [Workspace](#)'s Home Screen.
- F5: Refresh.
- F8: Mutes the sound.
- F9/F10: Adjusts the volume.
- F11: Switches between full screen or default screen.

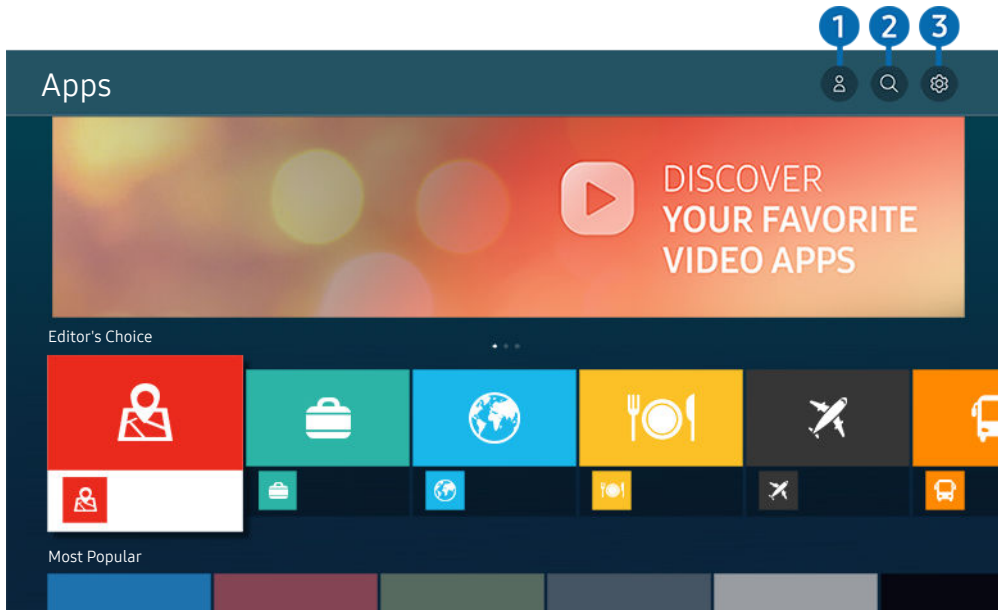
# Using the Apps Service

Download and run various apps from Smart Hub.

Home > Media > APPS

You can enjoy a wide range of content including video, music, sports and game apps by installing the corresponding apps on your TV.

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



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

## 1 Samsung Account

Go to the [Samsung Account](#) screen to create a new account or sign out of your account.

- If you are signed out of your Samsung account, select [Sign In](#) to sign in.
- If you want to download new apps using [Apps](#), first sign in to your Samsung account.

## 2 App Search

You can search for available apps.


## 3 Settings


You can manage the installed apps.





## 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, the **Open** menu appears.
3. Select **Open** to run the app immediately.

 You can view installed apps on the **Settings** screen.

 If the TV's internal memory is insufficient, you can install some specific apps 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

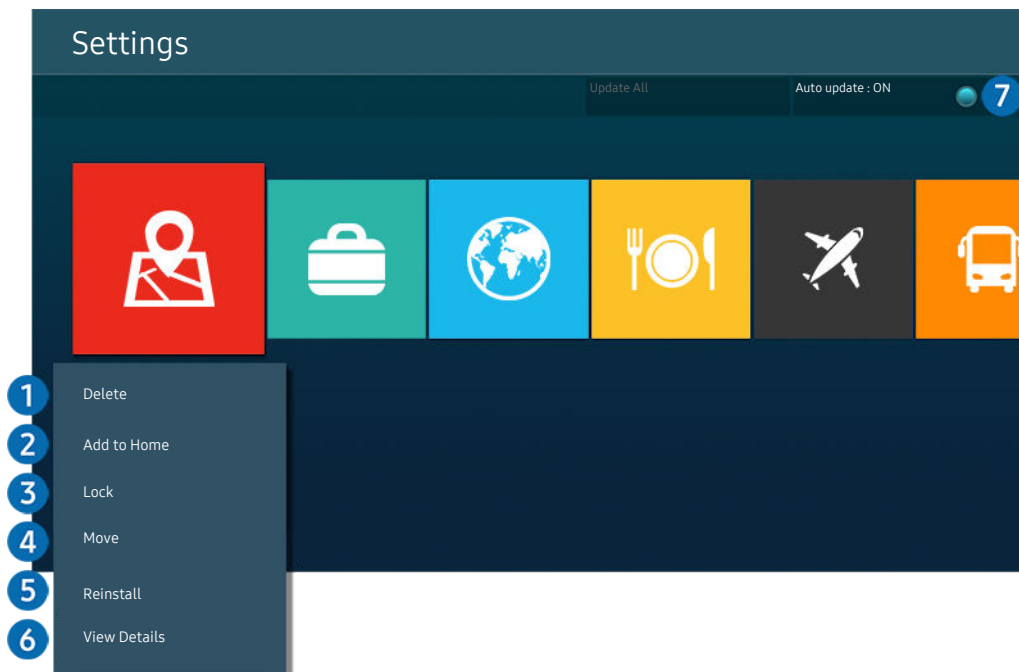
You can run the app desired from **Downloaded App**.


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 needs to be updated.
-  : The app supports the mirroring function.

## Managing installed apps

Select  **Settings** on **Apps**. You can manage installed apps.





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

### 1 Removing an app

1. Select an app to delete.
2. Select **Delete**.

The selected app is deleted.


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

 Standard apps cannot be uninstalled.

### 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.

 If the selected app is already added to the Home Screen, this function is disabled.

### 3 Locking and unlocking apps

1. Select an app to lock or unlock.
2. Select [Lock/Unlock](#).

The selected app is locked or unlocked.

 To lock or unlock an app, enter the PIN. The default PIN is "0000". You can set the PIN in  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Change PIN](#). [Try Now](#)

 [Change PIN](#) may not be supported depending on the model or geographical area.

### 4 Moving apps

1. Select an app to move.
2. Select [Move](#).
3. Move the app to the desired location.
4. Press the Select button.

The selected app is moved.

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

### 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](#).

The app information screen appears.

 You can rate an app on the [View Details](#) screen.

### 7 Automatically updating apps

To automatically update the installed apps, set [Auto update](#) to [ON](#).

 Automatic update is enabled only when the TV is connected to the network.

# Using the e-Manual

Control and read the manual embedded in your TV.

## Launching the e-Manual

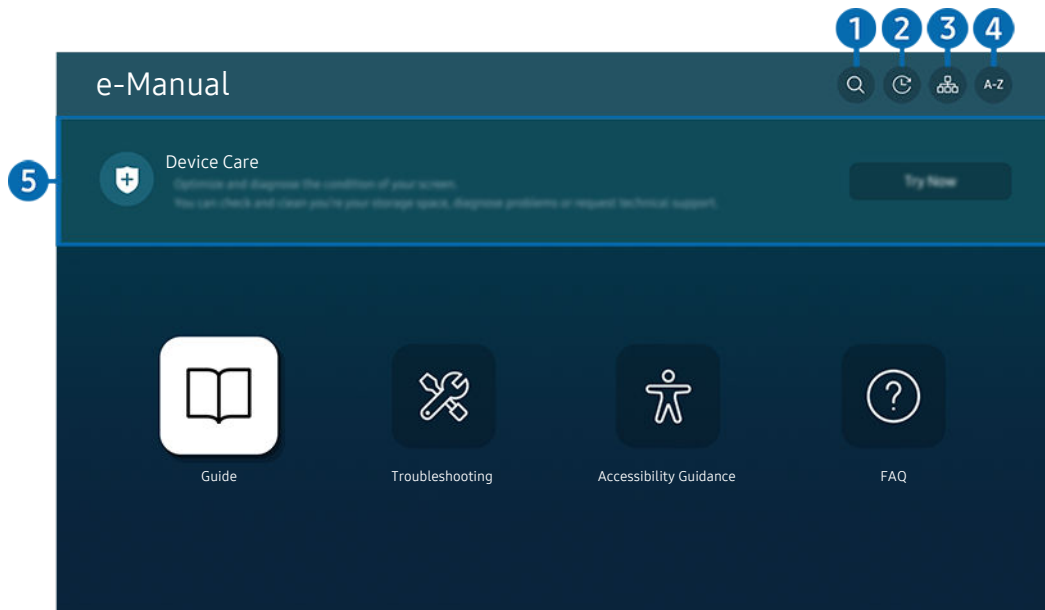
🏠 > ≡ **Menu** > ⚙️ **Settings** > **Support** > **Open e-Manual**

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

✍️ You can download a copy of the e-Manual from Samsung's website to view or print on your PC or mobile device (<https://www.samsung.com>).

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

## Using the buttons in the e-Manual



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

### 1 🔍 (Search)

Select an item from the search results to load the corresponding page.

### 2 🕒 (Recently Viewed Topics)

Select a topic from the list of recently viewed topics.

### 3 🗺️ (Site Map)

It displays the lists for each item in e-Manual.

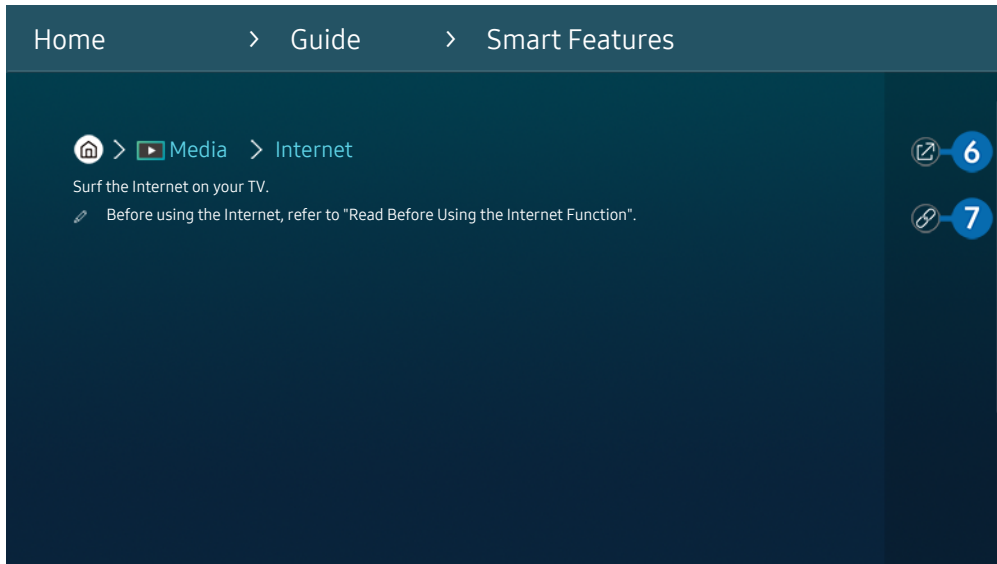
#### 4 A-Z (Index)

Select a keyword to navigate to the relevant page.


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

#### 5 Device Care

Optimise and diagnose the condition of your TV. You can check and clean your storage space, diagnose problems or request technical support.



 Words in blue (e.g., [Internet](#)) indicate a menu item.

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

#### 6 (Try Now)

Allows you to access the corresponding menu item and try out the feature right away.

#### 7 (Link)








Access an underlined topic referred to on an e-Manual page immediately.

# Using the Internet

Surf the Internet on your TV.

 >  **Media** > **Internet**

When you run **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** function more easily after connecting a keyboard and mouse.
-  You can scroll web pages with the directional button on the Samsung Smart Remote.
-  The web pages may differ from those on a PC.
-  Before using the **Internet**, refer to "Read Before Using the Internet Function".
-  The **Internet** app has an embedded **Samsung Pass Settings** ( >  **Media** > **Internet** > **Internet Menu** > **Settings** > **Samsung Pass**).

With **Samsung Pass**, you can log into the website easily and securely. When you visit the website again, you can log in with **Samsung Pass** Biometrics Authentication on your mobile device without entering your ID and password.

However, this **Samsung Pass** login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in **Samsung Pass**.

# Using SmartThings

It allows the TV to connect and control the detected various devices in the same space.

 >  **Menu** >  **Connected Devices** >  **SmartThings** [Try Now](#)

From the TV, use the remote control to control devices connected to the SmartThings cloud and devices connected directly to the TV. Depending on the TV or device position, you may not operate functions with the remote control. In this case, move the device.

 This function may not be supported depending on the connected device type.


## Registering peripheral devices of the TV

1. When there is a device detected near the TV, a registration pop-up appears on the TV screen.

 When there is no device detected, the pop-up may not appear.


 To connect a Bluetooth device, make sure that the device has been paired.

2. Select **Register** to register the device.

 To register a home appliance, make sure that it uses IR and is detectable in the area around the TV. Supported devices and options may differ depending on the model.

 Select **Close**. Then the device registration pop-up does not appear.

You can register a device in  >  **Menu** >  **Connected Devices** >  **SmartThings** > **Add Device**.

 If you select a mobile device that is registered in SmartThings on the TV, the screen switches to the **Music Wall** screen. **Music Wall** screen is a function that allows you to enjoy music along with visual video effects that change according to the genre and beat of the music. This function may not be supported depending on the model.

 A device connected via a HDMI cable or USB camera device is automatically registered.


  >  **Menu** >  **Connected Devices** >  **SmartThings**, you can see available options for each device. [Try Now](#)

Supportable options may differ depending on the device.

## Registering a TV / Smart Appliance / IoT device from the mobile app

Use the mobile SmartThings app to register your TV, smart appliances or various IoT devices. Some IoT devices can only be registered using this mobile app. In the mobile app, tap the + (Add Device) to register a device.

Connect a doorbell to your TV, to receive a notification of the doorbell video and speak with the visitor while watching TV.

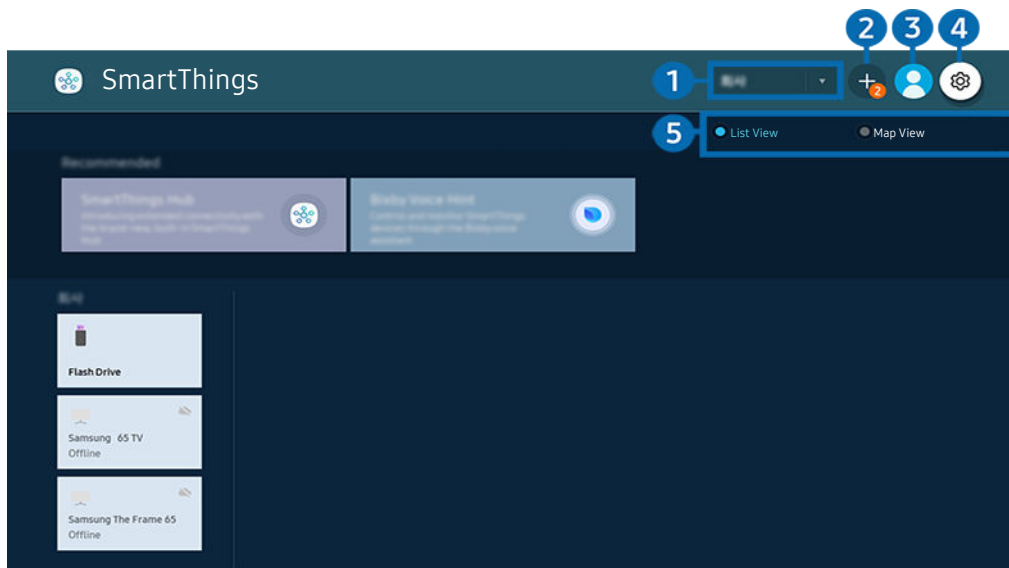
 Only WWST (Works with SmartThings) certified doorbells are supported. Supported options may vary, depending on the device.


## Controlling the TV from the mobile app

From the mobile SmartThings App, use the TV remote control functionality, such as On/Off, Channel, Volume, and four directional keys. You can also use **Search**, **APPS**, **Ambient Mode**, Mobile Cam, and other functions from the mobile app.

## SmartThings screen layout

🏠 > ☰ Menu > 📶 Connected Devices > 🏠 SmartThings [Try Now](#)



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

### 1 Device list category

 Available options may differ depending on the device.

- **Place**  
Displays all places connected via the SmartThings app.
- **Devices near TV**  
Displays all the detected devices that can be connected and controlled.  
You can run the control options after selecting a desired device.

 Available options may differ depending on the device.

### 2 Add Device

Displays the list of devices that can be registered on your TV. You can register any by selecting a device.



### 3 Samsung Account

Go to the [Samsung Account](#) screen to create a new account or sign out of your account.

 If you are signed out of your Samsung Account, select  [Sign In](#) to sign in.

### 4 Settings




Configure notification settings for devices connected via SmartThings. Turn on the SmartThings Hub feature.

### 5 [List View](#) / [Map View](#)

Displays the detected devices in a map or list.

In [Map View](#) mode, you can move the position of a device to create a custom map and check the device status.

## List of devices compatible with the TV

Type	Description Detail
Mobile devices	Galaxy Series (S6, Android 7.0 or later) iPhone Series (iOS 7.1 or later)  SmartThings app must have been installed in case of Android devices.
Devices for IR remote control (IR Sniffing)	Air conditioner, air purifier, robot vacuum cleaner, electric fan, humidifier
Bluetooth devices	Bluetooth speaker, headset, Soundbar, keyboard, mouse, game pad
SmartThings devices	For details on SmartThings devices, access <a href="https://www.smarththings.com/products">https://www.smarththings.com/products</a> .  SmartThings devices can also be controlled from the mobile app.
External devices	DVD player, Blu-ray player, home theatre system, game console, OTT box, set-top box, USB device  The devices must be connected to the HDMI or USB port.

 For a detailed list of supported devices, visit [www.samsung.com](http://www.samsung.com).


 This function may not be available depending on the external device.


## Using the SmartThings Hub function

 This function may not be supported depending on the connected device type.

Use the SmartThings Hub feature on the TV to connect IoT devices (e.g., light bulbs, plugs, or sensors) that require SmartThings Hub.





Turn on SmartThings Hub on the TV, and then use the mobile app to register IoT devices.


 Make sure to use the same Samsung Account to log in to the TV and mobile SmartThings app.

- Turning on SmartThings Hub from the TV:  >  **Menu** >  **Connected Devices** > **SmartThings** > **Settings** > **SmartThings Hub** > **Using SmartThings Hub**

To use the Zigbee protocol, purchase a SmartThings dongle (USB type) separately.


 Models that support the SmartThings dongle include QLED TV, OLED TV, BU8 series, The Serif, The Sero and The Frame, released in 2022.

 To check the dongle connection, navigate to  >  **Menu** >  **Connected Devices** > **SmartThings** > **Settings** > **SmartThings Hub**.

 If you remove the SmartThings dongle from the TV or remove the TV power cable, the devices connected via the SmartThings Hub may become disconnected. Disconnected devices require reconnection.

## Using the Samsung Smart Upgrade (For India Only)

Smart Upgrade is a one-stop finance solution on smart TV. It can help you track payments, send timely notifications and renew your smart TV hassle-free.

 It needs an internet connection for the latest information and device status. The device will get locked if the internet is not connected for a long period.

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

### Registering Smart Upgrade

When TV is purchased via Smart Upgrade scheme, You must download the application.

1. App is auto install if TV is registered via Samsung Smart Upgrade policy.
2. After Install, you can add apps to the Home Screen.

When you select the Smart Upgrade App in Home Screen, the app will be launched with full payment and purchase details pre-added.

### Using Smart Upgrade

1. Open Smart Upgrade App dashboard for detailed purchase information.
2. Scan the QR code and make payments from the payment tab in the primary navigation menu when the payment is due.

### Troubleshooting

- Payment is due

The device gets locked when the payment date is overdue. To resolve this, make the payment and click on [Refresh](#) to unlock.

- No internet connection

The device gets locked when Smart upgrade is not able to get an update on payment status due to lack of internet. To resolve this, connect the smart TV to the internet and the device will be unlocked automatically.

- Incorrect country selected

The device will be locked if the country name selected during setup does not match the country name on your invoice. To unlock, setup the Smart Hub again with "Setup Smart Hub" and change the country as per your invoice.

- Terms & Conditions not selected

The device will get locked if terms & conditions on smart upgrade are not accepted. To unlock, press on "Go to T&C Setup" and follow the steps to do complete setup.

- Low Flash Memory


The device will be locked if App is deleted manually and there is no enough flash memory to download it. To unlock, press on [Reset Smart Hub](#) to reset Smart Hub.



### 3 Options

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


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


 **Recorded** may not be supported depending on the geographical area.

### Playing multimedia content on a PC or mobile device

1. Select a device with media content in  >  **Menu** >  **Connected Devices** > Sources. The media content list in the device appears.
2. Select a media content item from the list.





The selected content is played.

 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 network communication problems. If this occurs, use a USB device.

### Playing multimedia content on a USB device

1. Connect a USB device to the USB port.
2. There is a content list browser shown directly.


 If a USB device that contains the content you want to play is already connected to the TV, select the USB device in the  >  **Menu** >  **Connected Devices** > Sources screen.

3. Select a content item to play from the list.

The selected content is played.

### Listening to your mobile device sound through the TV speaker using Sound Mirroring

Enjoy listening to music in your living space. Visualisations are generated on your TV that alter and respond to the frequency of your music.

1. Search for and connect to your TV from the  (Bluetooth) device list on your mobile device.
2. Select media content to play on your mobile device.

The selected media is played through the TV speaker.

 This function may not be supported depending on the model.

 In some models, the image of the played content may differ depending on the mode.

 If the TV and the sound bar are connected wirelessly, the operation may be restricted.

## Tune Station (MusicTV) functions

Tune Station is an all-purpose dashboard to simplify the entire musical experience when user wants to play music file from USB source.

It provides feature to user like themes, concert mode control, external speakers indicator - all from single display interface.

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

## How to use Tune Station

### Tune Station Registration

1. Search "Tune Station" from App Search and install Tune Station Launcher.
2. After Install, add to home. Now Tune Station App Icon will show on Home Screen.

When you select the Tune Station App icon in Home Screen, app will be launched in full screen and all Music files will be loaded, if USB is attached to TV.

### Launching Tune Station

You can launch Tune Station in following ways:

1. Select Music files on USB storage device or hard disk drive attached to TV. On clicking Music File Tune Station App will be launched.
2. You can manually launch Tune Station from Home Screen. On launch it shows Music files if USB storage device is attached to TV.
3. On clicking any recent played songs from Home Screen, Tune Station App will be launched.

## Buttons and functions available while playing multimedia content

Press the Select button while playing any video, photo or recorded content. The following buttons appear.

 The provided buttons and functions may not be supported depending on the model or geographical area.

 The available buttons and functions may differ with the content you are viewing or playing.

- **Pause / Play**

Pauses or plays the multimedia content.

- **Jump Backward / Jump Forward**

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

- **Move to a specific playback section, move up the focus on the playback bar, and then select one of the five thumbnails.**

 This function may not be supported depending on the file format.

- **Stop**



Stop the contents being played.

- **Previous / Next**





Displays the previous or the next multimedia content file.

If video playback time is 3 seconds or shorter and you press the  button, the video starts from the beginning.

- **Rewind / Fast Forward**








Rewinds or fast forwards the multimedia content. To increase the rewind or fast forward speed up to 3 times faster than normal, select the button repeatedly. To return to normal speed, select the  option or press the  button.

You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- **Slow Rewind or Slow Forward:** Allows you to play a video slowly backward or forward by selecting the  or  option. There are 3 playback speeds. To change the playback speed, press the option repeatedly. To return to normal speed, select the  option or press the  button.

- **360 Mode**




Provides a 360-degree view for videos and photos.











-  This function may not be supported depending on the file format.
-  Video files using the mjpeg codec do not support a 360-degree view.
-  When a video or photo does not support a 360-degree view, applying 360 rotation to it may cause the screen to look distorted.
-  Videos may be interrupted if 360 rotation is applied during double speed playback.
-  Videos that support a 360-degree view may be interrupted if 360 rotation is simultaneously applied with other functions during playback.
-  This function may not be supported for some resolutions.
-  This function may not be supported depending on the model.

- **360 Auto Rotation**


Automatically adjusts the video's viewing angle by analysing the amount of image changes during playback of a video file that provides a 360-degree view. When this function is started, the rotation starts in a short time.

When **360 Auto Rotation** is focused, press the Select button to change to the following modes:


-  General
-  Dynamic
-  Natural







-  This function is only available when **360 Mode** is selected.
-  When **360 Auto Rotation** is activated, automatic adjustment is followed. The adjustment position may differ depending on the image.
-  The video's viewing angle is manually adjusted in General mode.
-  This function may not be supported depending on the file format.
-  Video files that use the mjpeg codec do not support a 360-degree view.
-  When a video does not support a 360-degree view, applying 360 rotation to it may cause the screen to look distorted.
-  Videos may be interrupted if 360 rotation is applied during double speed playback.
-  Videos that support a 360-degree view may be interrupted if 360 rotation is simultaneously applied with other functions during playback.
-  This function may not be supported for some resolutions.
-  This function may not be supported depending on the model.



- **Repeat**  
Plays the current multimedia content repeatedly or all multimedia content files in the same folder repeatedly.
- **Shuffle**  
Plays music files in random order.
- **Picture Off**  
Plays music files with the screen off.
- **Fit to Screen**  
Fits a photo to the screen.
- **Rotate left / Rotate right**  
Rotates a photo left or right.
- **Zoom**  
Zooms in a photo.
- **Background Music**  
Pauses or resumes the background music while the TV displays photos.  
 This function is available after enabling the **Background Music** option.

- Options

 The available options may differ with the model and content.




Function	Description
Slideshow Speed	<p>Sets the slideshow speed.</p> <p> If there is only one image file in the USB device, the slide show is not played.</p>
Slideshow Effect	<p>Applies transition effects to the slide show.</p> <p> If there is only one image file in the USB device, the slide show is not played.</p>
Background Music	<p>Plays background music as you set in the pop-up window while the TV displays photos.</p> <p> The music files must be saved in the same USB device as the photo files.</p> <p> To pause the background music, select <b>Background Music</b> on the playback screen bottom.</p>
Subtitles	<p>You can set the detailed subtitle options such as the language, sync, size and colour.</p> <p> If subtitles are not displayed correctly, check the encoding setting.</p>
Rotate	<p>Rotates the video.</p>
Audio Language	<p>Changes the audio language.</p> <p> This function is only available if the video supports multi-track sound.</p>
Information	<p>Displays detailed information about the current multimedia content.</p>



# Using Multi View

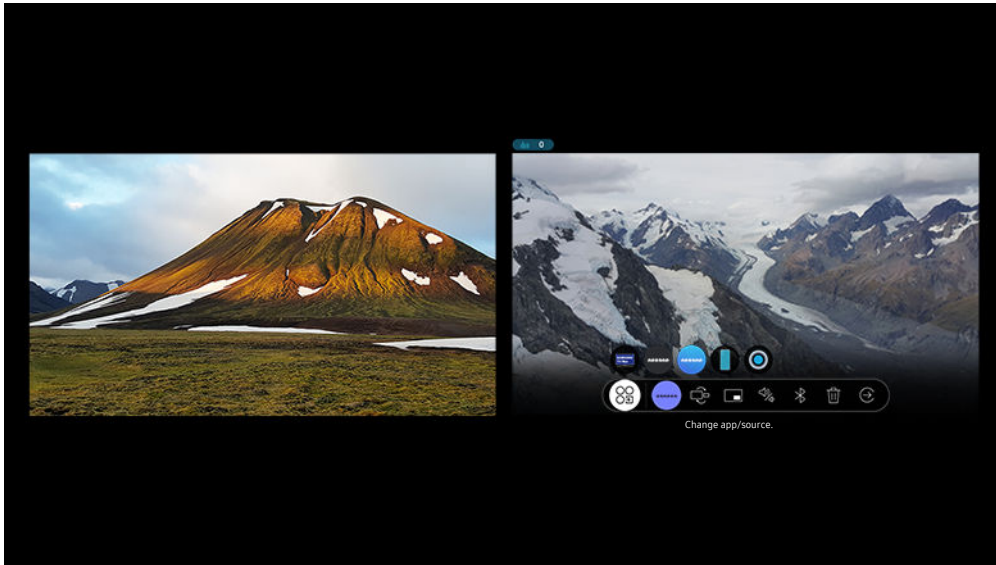
You can view multiple content items through Multi View.


 >  **Menu** >  **Multi View** [Try Now](#)

 This function may not be supported depending on the model.

To start **Multi View**, navigate to  >  **Menu** >  **Multi View**. Next, select the item you want from the Add View list. Or select **Make My Own** to configure a custom layout and screen.

 With 8K models (QN7\*\*B Series or higher), you can configure a view with 3-5 screens, and with QN1\*\*B model, you can configure a view with 3-4 screens. To add a screen, while in **Multi View** mode, select  **Add View** at the bottom right to add the screen you desire.



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


When **Multi View** is running, press the Select button to configure the following menus.

 This function and the provided options for each menu icon may not be available depending on the model and region.


- Select content from this app/source.

You can select from the content list displayed above.

 After selecting a content item, you can control the screen or change the app and source.

-  Change app/source.


You can change the content for the selected window.

-  (Change screen size.)

Selects the desired size of **Multi View**.

-  (Set Picture-in-Picture.)

Selects the position of a small screen on the full screen. The focusing left or right screen appears as small window.

-  (Listen to the sound from two screens.)


You will hear the sound of both screens at the same time by adjusting the ratio of each screens sound.

-  (Connect Bluetooth speaker.)

You can hear the sound by connecting the Bluetooth speaker.

-  (Delete screen.)



You can delete the selected screen.


-  (Exit to full screen.)


**Multi View** is ended and then the full screen appears.


To close **Multi View**, press either  or  button on the Samsung Smart Remote.


 The start and stop of this function can also be voice-controlled by pressing the  button on the Samsung Smart Remote.


 When the  button is available on the Samsung Smart Remote, you can enter the **Multi View** function by pressing its button.

 This function operates only by TV broadcasts, external devices, or apps that support **Multi View**.

 While running **Multi View**, app casting from your mobile device is run on **Multi View**. This function is not available in some apps.






 In some models, you can view the image on the camera connected to the SmartThings app of your mobile device.

 Q-Symphony is not supported by **Multi View**.

 When an external device that connects to a receiver or Soundbar is used in **Multi View**, sound outputs from the TV speaker, not from the receiver or Soundbar.



## Using Bixby

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote or TV to control your TV.



-  This function is available only if Voice Assistant is set to Bixby. (🏠) > ≡ Menu > ⚙️ Settings > All Settings > General & Privacy > Voice > Voice Assistant) [Try Now](#)
-  Bixby is available only when the TV is connected to the network.
-  To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
-  Bixby only supports some languages and the supported functions may differ depending on the geographical area.
-  Bixby may not be supported depending on the model or geographical area.


### Starting Bixby with voice


You can immediately start a conversation with Bixby by saying "Hi, Bixby". Say "Hi, Bixby", and the Bixby icon at the bottom of the TV screen is activated in Listen mode. Continue speaking.

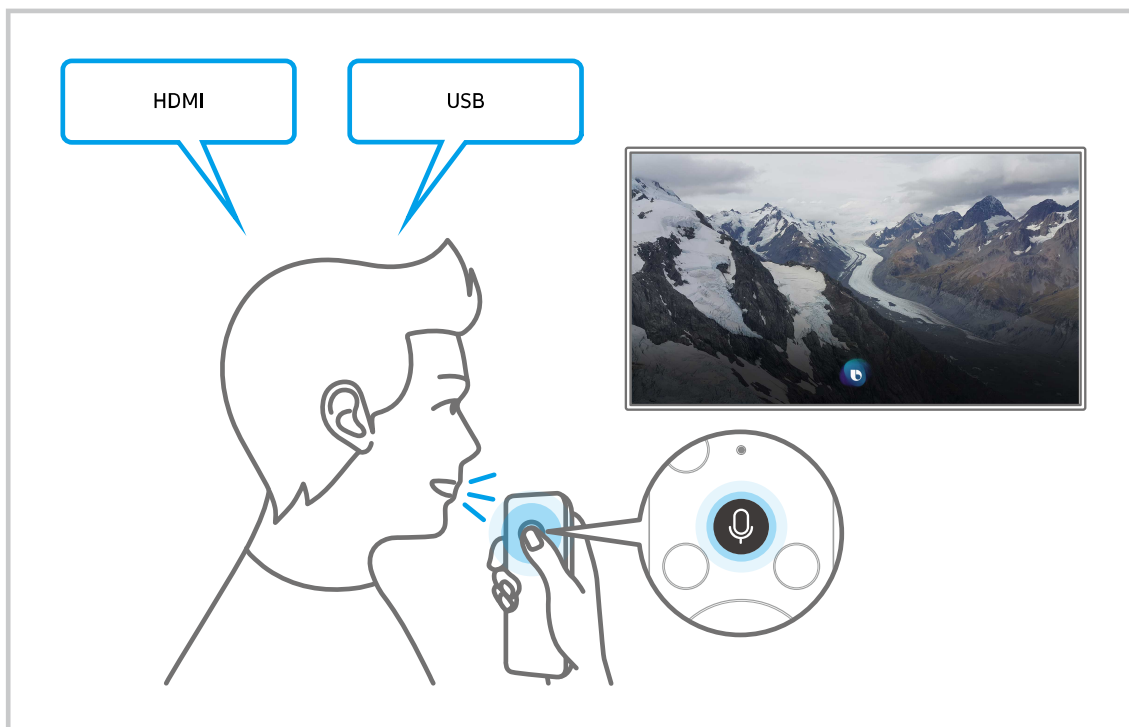
-  When the distance to the TV is within 3 to 4 m, optimal performance is provided. If Bixby does not answer, refer to "[I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer."](#) in "Troubleshooting".
-  This function may not be supported depending on the model or geographical area.

## Starting Bixby using buttons on the Samsung Smart Remote

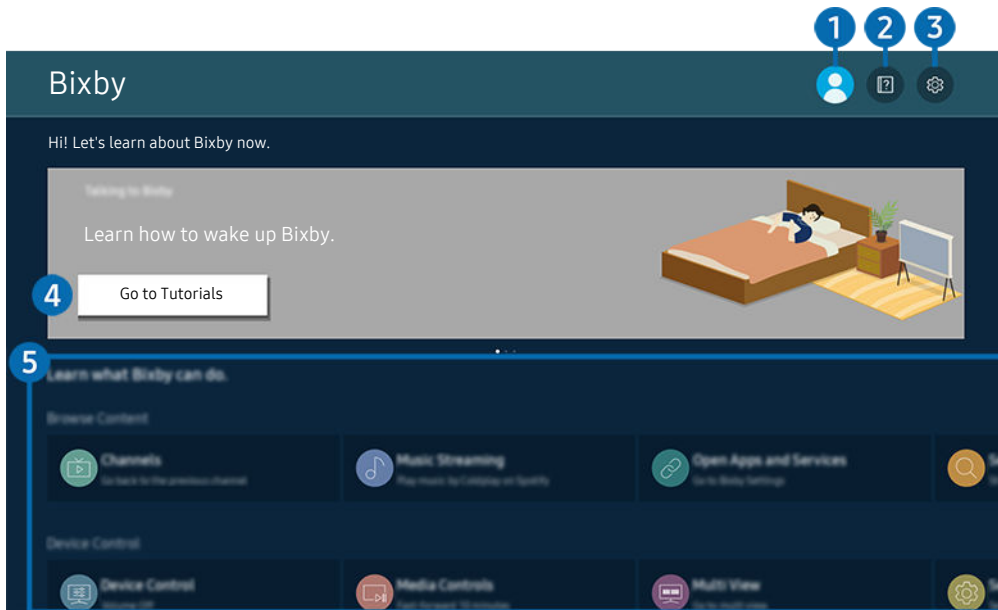
You can have conversation with Bixby using the Samsung Smart Remote buttons. Press and hold the  button on your Samsung Smart Remote, say a command, and then release the  button.


To view the Bixby guide, press the  button once:

- When you press the  button, the [Explore Now](#) button appears at the bottom of the screen. Press the Select button to go to the [Explore Bixby](#) screen.



## Learning about the Explore Bixby Screen



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

### 1 My Profile

Log out after going to the [My Profile](#) screen.

 If you are signed out of your Samsung account, select  [My Profile](#) to sign in.

### 2 Tutorials

The popup window on using Bixby appears.

### 3 Settings


You can change the settings for using Bixby.

 These functions may not be supported depending on the model or geographical area.

 These functions can be set in [Bixby Voice Settings](#) ( >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Voice](#) > [Bixby Voice Settings](#)). [Try Now](#)

- [Language](#)

You can change Bixby's language.

 The languages of the TV and other apps will not change.



 Bixby only supports some languages.

- **Voice response**

You can change or turn off Bixby's voice.


 This function may not be supported depending on the language selected for Bixby.

- **Voice Wake-up**

Configure settings on how to wake up Bixby with your voice. You can configure the following settings: [Use your Samsung Soundbar to interact with Bixby.](#), [Bixby Wake-up Options](#), and [Wake-up Sensitivity](#). ( > [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#))

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

 This function can be used only when the microphone switch at the bottom of the TV is active.

 When the distance to the TV is within 3 to 4 m, optimal performance is provided. If Bixby does not answer, refer to "I spoke "Hi, Bixby/Alexa" but Bixby/Alexa does not answer." in "Troubleshooting".

- **Sound feedback**

Play a sound when Bixby starts and stops listening.

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

- **Privacy**




You can permit or prohibit Bixby from utilising your personal information when you are using Bixby services.

- **About Bixby Voice**

Displays the detailed terms and conditions.

#### **4 Recommended commands**

Displays recommended commands you can use to control the TV with Bixby given the current context.

If you do not want to see the recommended commands, set **Voice Hint** to **Off**. ( >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Voice](#) > [Voice Hint](#)) [Try Now](#)

#### **5 All Services**


You can learn the voice commands that let you use Bixby in various situations. Use the directional buttons to move to the desired command, and then press the Select button. You can operate the TV with various voice commands.



## Read Before Using Bixby

- The supported voice interaction languages and features may differ depending on the geographical area.
- If the language set differs from the language of your country, some features are not available.
- Bixby is available only when the TV is connected to the network.
- Even if the TV is connected to the network, there may be no response due to a Bixby server error.
- The existing functional specifications may be changed if Bixby is updated.
- Bixby 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 [Find Your Service Provider](#). [Find Your Service Provider](#) can be set in [🏠](#) > [≡ Menu](#) > [⚙️ Settings](#) > [All Settings](#) > [Broadcasting](#) > [Service Provider Info & Settings](#). [Try Now](#)

If the settings for the service provider are not configured yet, configure them in [🏠](#) > [≡ Menu](#) > [⚙️ Settings](#) > [All Settings](#) > [General & Privacy](#) > [Reset](#). [Try Now](#)

 Service provider settings in initial setup may not be supported on geographical area.

- To use the voice text input function and the search function, you must consent to provisions allowing third parties to collect and use your voice data.
- To use the Bixby 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.

## Provisions for using Bixby

- The voice interaction rate differs with the volume/tone, pronunciation and ambient sound environment (TV sound and ambient noise).

# Using the Game Bar

Control the Game Settings Monitoring and Game Enhancer Settings easily by using the Game Bar.


 This function may not be supported depending on the model.

## Starting the Game Bar

When **Game Mode** (🏠) > ≡ **Menu** > ⚙️ **Settings** > **All Settings** > **Connection** > (**Game Mode Settings**) > **Game Mode**) is **On** or **Auto**, press and hold the 🎮 button on your Samsung Smart Remote to start the **Game Bar**. [Try Now](#)


## Learning about the Game Bar



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

### 1 Input Lag

Set the **Input Lag** status for playing games. If you select **Fastest**, the **Game Motion Plus** mode is turned off.



 When you increase the values for **Judder Reduction** in **Game Motion Plus Settings** (**Game Bar** > **Game Settings** > **Game Motion Plus Settings**), the input lag may increase slightly. [Try Now](#)

### 2 Game Picture Mode

Specify the **Game Picture Mode** according to the current game genre. To customise the picture quality, select **Custom**.

### 3 Screen Ratio

You can change the screen ratio from 16:9 (previous setting) to Ultra wide (21:9 or 32:9).

-  You have to set the resolution from your PC only once at first time.
-  The **Game Bar's** Screen Ratio can be changed only when the Ultra Wide resolution is supported in a game or PC. Whether or not to support the screen ratio of 21:9 and 32:9 depends on the title of the game so be sure to consult the game company.

### 4 Minimap Zoom

Use the directional buttons and Select button on the remote control to zoom in on specific areas of the game screen and adjust the zoom rate.



- For the Minimap supported resolution, refer to the table below.

Game Bar Screen Ratio	Resolution set in PC
21:9	2560 x 1080 (50/60 Hz)
	2560 x 1080 (100/120 Hz)
	2560 x 1080 (144 Hz)
	3840 x 1600 (50/60 Hz)
32:9	3840 x 1080 (50/60 Hz)
	3840 x 1080 (100/120 Hz)

## 5 Sound Output

Change the sound output device. (e.g. TV Speaker, Sound bar, Bluetooth headset, etc.)

## 6 Help guide

View details on how to use each menu item.

## 7 Game Settings

Moves the menu to [Game Mode Settings](#).


## 8 Current status display

- **FPS**: Shows the number of frames per second in real time. If **VRR** is active, the frame rate changes.
- **HDR**: Shown as **On** when an HDR game is running.
- **VRR**: Shows the variable refresh rate.

## Using FreeSync

The FreeSync feature allows you to play seamless games without video interruption or delay. To use the FreeSync feature, activate the FreeSync feature from the external device.




- Models that support FreeSync Premium Pro
  - The Frame (55-inch or larger models)
  - QLED TV (except for Q6\*B Series, 50Q80B model)
  - The Serif (55LS01B/65LS01B models)

 For resolutions at which FreeSync is supported, refer to "[Supported Resolutions for FreeSync \(VRR\)](#)".






## Setting the Super Ultra Wide Game View


Set your PC Screen resolution to match the selected Screen Ratio in the **Game Bar** before activating the **Super Ultra Wide Game**.

If the TV is connected to a computer and **Game Mode** is set to either **ON** or **Auto**, the wide screen (**21:9** or **32:9**) is activated from the **Game Bar**.

-  This function may not be supported depending on the model and geographical area.
-  Check if the game supports Ultra Wide resolution (**21:9** or **32:9**).
-  If you set the resolution on your PC for the first time, you can change the Screen Ratio through the **Game Bar** on your TV.

Game Bar Screen Ratio	Resolution set in PC
21:9	3840 x 1600 (60 Hz)
	*3840 x 1600 (120 Hz)
	2560 x 1080 (60 Hz)
	2560 x 1080 (120 Hz)
32:9	3840 x 1080 (60 Hz)
	3840 x 1080 (120 Hz)

-  \*: The resolution may not be supported depending on the model.
-  The supportable resolutions may differ depending on the model or HDMI port connected to the PC.
-  After setting the resolution, check if the PC's Window or Mac screen changes when you change the Screen Ratio on the **Game Bar** of your TV.
-  This function may not be supported depending on the OS or device.
-  If the connected external device is a gaming device, the function does not work even if you change the name of Source to "PC".

 **While you are playing a game, the screen ratio cannot be changed. Before running a game, first select the desired screen ratio on the Game Bar and then run the game.**

**For some games, you need to match the game resolution with the selected screen ratio in the Game Bar.**

## Changing the Super Ultra Wide Screen position

When playing a game at the Super Ultra Wide resolution, you can adjust the game screen position to the height of your eyes.

At the Super Ultra Wide resolution, use the  $\wedge/\vee$  (channel) buttons to move the screen position to the top, centre, or bottom.

## Configuring 144 Hz game settings

If the TV is a model that supports 144 Hz, you can play 144 Hz games.




- Models that support 144 Hz: QN95B/QN90B (50-inch and smaller models)
- Resolutions that support 144 Hz are as follows:

Game Bar Screen Ratio	Resolution set in PC
16:9	1920 x 1080p @ 144 3840 x 2160p @ 144
21:9	2560 x 1080p @ 144 3840 x 1600p @ 144
32:9	3840 x 1080p @ 144

## Troubleshooting of the game screen and audio problems

After changing the Screen Ratio on the [Game Bar](#), if the game screen and sound are not output properly, try to solve the problems as shown below.

- Check to see if the game supports Ultra Wide or your PC supports the Ultra Wide resolution.
- Restart the game after exiting it.
- Select the same resolution as that of the [Game Bar](#).
- When the Screen Ratio changes properly, the screen appears as shown below.

16:9	21:9	32:9
		

# TV Viewing






Use a variety of convenience features offered by your Samsung TV while watching TV. You can also edit your list of channels and create a list of favourite channels.

## Using the Guide

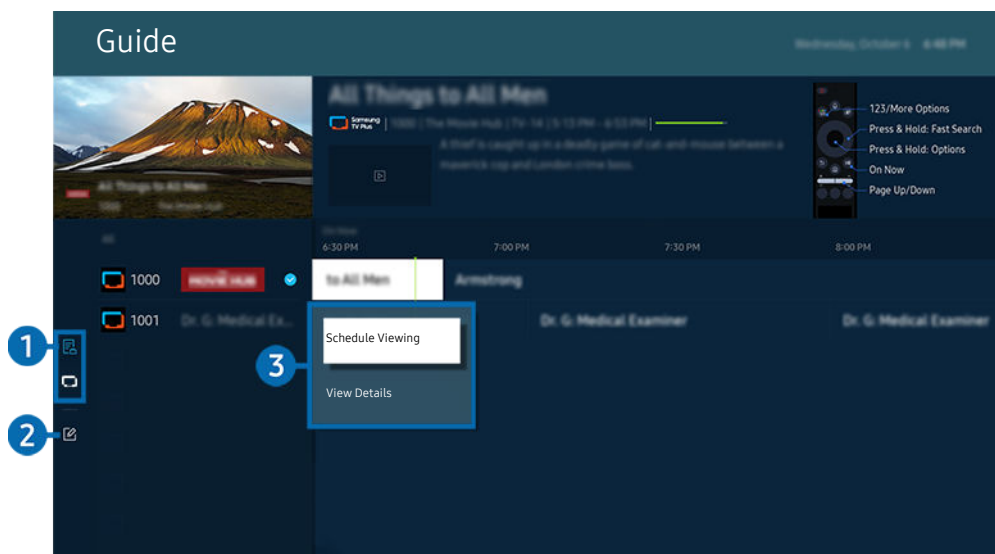
See the programming schedules of different channels on a single screen.


Press the  $\wedge/\vee$  (channel) button to access the **Guide**.

In the **Guide**, you can see the daily programme schedules for each station, see programme information, choose a programme to watch, and set up a schedule viewing or recording.

-  Service Provider settings in initial setup may not be supported on geographical area.
-  The Record function may not be supported depending on the model geographical area.
-  To access information or additional features provided in the **Guide** from analogue channels, you must set Service Provider during the initial configuration stage.
-  To view **Guide**, you must first configure **Clock** (🏠) > ≡ **Menu** > ⚙️ **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**. [Try Now](#)
-  For details on how to use the remote control, refer to the image guide at the top right.

## About the Guide screen



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

### 1 Channel Filter

View channels and programmes classified by type.

### 2 Edit Channels

Edit channels stored on the TV.

-  For more information, refer to "[Using the channel edit function](#)".

### 3 Additional options related to broadcast programmes

Navigate to the desired programme and press and hold the Select button to access the following options:

 These functions may not be supported depending on the model or geographical area.

- **Schedule Viewing**

You can schedule the viewing of a broadcast scheduled programme.

- **Cancel Scheduled Viewing**

You can cancel scheduled viewings.

- **View Details**

You can see detailed information about the selected programme. The information may differ or may not be provided depending on the broadcast signal.

- **Record**

You can make a recording of a current programme.

- **Stop**

You can stop the recording function that is currently running.

- **Edit Recording Time**

You can change the start and end times of scheduled programme recordings.

- **Schedule Recording**

You can schedule recording of a broadcast scheduled programme.

- **Cancel Scheduled Recording**

You can cancel scheduled recordings.



## Using additional features from the Guide

From the [Guide](#), press either the  or  button to use additional features.

 These functions may not be supported depending on the model or geographical area.

- **Channel Filter**

You can view channels and programmes categorised by the types defined in [Channel List](#).

- **Schedule Manager**

You can see the [Recording & Schedule Manager](#) or [Schedule Manager](#) screen.

 For more information about [Schedule Recording](#), refer to "[Recording Programmes](#)".

 For more information about [Schedule Viewing](#), refer to "[Setting Up Schedule Viewing](#)".






- **Aerial Type**

You can change the type of broadcast signals the TV receives.

 This function may not be supported depending on the incoming broadcast signal.

# Recording Programmes



Record a current or upcoming programme using a USB device instead of a video recorder.

-  This function may not be supported depending on the model or geographical area.
-  Connect a USB device to use the TV's recording features. Carefully read all related precautions before using a recording feature. For more information, refer to "[Before Using the Recording and Timeshift Functions](#)".
-  You can record only the programmes that are received through an antenna.
-  The  appears next to the programmes and channels scheduled for recording.



## The Instant and Timer Recording options from the Guide

- **Record**
  1. Select a programme that is currently being broadcast and press the Select button.
  2. Select **Record** from the pop-up menu to start recording.
- **Schedule Recording**
  1. Select a programme scheduled to be broadcast, and press the Select button.
  2. Select **Schedule Recording** from the pop-up menu to schedule recording.

## Recording while watching a broadcast

- **Record**
  1. On the Samsung Smart Remote, press the  or  button.
  2. Use the directional buttons to navigate to the control pad.
  3. Select **Record** to start recording.
- **Schedule Recording**
  1. Press the Select button while watching a broadcast to load the programme details window.
  2. Use the left or right directional button to navigate to a programme scheduled to be broadcast, and press the Select button.
  3. Select **Schedule Recording** to schedule the recording of the programme.

## Using the recording schedule management screen


1. On the Samsung Smart Remote, press the  or  button.
2. Use the directional buttons to navigate to the control pad.
3. Select either [Schedule Manager](#) or [Recordings](#) to access the [Recording & Schedule Manager](#) screen.


The following options are available on the [Recording & Schedule Manager](#) screen:

 Displayed menu options may vary depending on the model or geographical area.

- [Recordings](#)

Watch Recordings.


 Buttons shown on the display will vary depending on the file being played back. For more information about playback controls, refer to "[Buttons and functions available while recording a programme or Timeshift](#)".

 From the list, select a recording you wish to watch. The selected recording will start to play.





 Move the focus to a recording to display [Play](#), [Delete](#), and [View Details](#) options on the right-side menu.

- [Schedule Recording](#)

Navigate to [Schedules](#) and press [Schedule Recording](#). Add, edit, or cancel a programme recording schedule.

 Specify the [Aerial](#), [Channel](#), [Repeat](#), [Date](#), [Start Time](#), and [End Time](#) settings and then select [Save](#) to schedule a recording of a specific programme at a specific time on a specific date.

 Up to thirty [Schedule Viewing](#) and [Schedule Recording](#) events may be created.

 Ensure that the TV's [Clock](#) ( >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Time](#) > [Clock](#)) setting is correct. [Try Now](#).

- [Edit](#)

You can set the start and end times for a schedule recording. You can set the start time up to 10 minutes before the programme starts and the end time up to 10 minutes after the programme ends.

- [Delete](#)

Remove a scheduled recording.

- [View Details](#)

See detailed information about a scheduled recording.

- **Settings**

- **Start Recording Early**

Change this setting so that the recording starts slightly earlier than the programme start time shown in the Guide.

- **Continue Recording After**

Change this setting so that the recording ends slightly later than the programme end time shown in the Guide.



- **Symbol Information**




Provide users with the information of the symbol and the explanation about an icon used in the schedule manager.

 The menus may not appear depending on the model or geographical area.

# Setting Up Schedule Viewing

Configure the TV to show a specific channel or programme at a specific time and date.

 The  appears next to programmes that have been configured for a scheduled viewing.

 To set up a schedule viewing, you must first set the TV's clock ( > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**) and set the time. [Try Now](#)



## Using the schedule viewing options from the guide screen

On the **Guide** screen, select a programme you would like to view, press the Select button, and then select **Schedule Viewing** in the pop-up menu that appears.

## Using the schedule viewing options while watching a programme

Press the Select button while watching TV. The programme Info window appears. Select a programme that will be broadcast using the left or right directional buttons. Press the Select button, and then select **Schedule Viewing** to schedule viewing of that programme.

## Using the viewing schedule management screen




1. On the Samsung Smart Remote, press the  or  button.
2. Use the directional buttons to navigate to the control pad.
3. Select either **Schedule Manager** or **Recordings** to access the **Recording & Schedule Manager** screen.

 Displayed menu options may vary depending on the model or geographical area.

- **Schedule Viewing**

Navigate to **Schedules** and press **Schedule Viewing**. Add, edit, or cancel a programme viewing schedule.

 Up to thirty **Schedule Recording** and **Schedule Viewing** events may be created.

 Ensure that the TV's **Clock** ( > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**) setting is correct. [Try Now](#)

- **Edit**

You can set the start time of a scheduled viewing. If you choose a programme from the **Guide**, the **Start Time** can be set to up to 10 minutes before the programme.

- **Delete**




You can delete scheduled viewings.

- **View Details**





You can view detailed information about scheduled viewings.

## Using Timeshift


Watch scenes you missed and rewind to specific points of the programme using Timeshift.

To activate Timeshift while watching a broadcast, press either the  or  button, and then use the directional buttons on the remote control to select **Timeshift** or press the  button. [Try Now](#)

Save the current broadcast programme you are watching to a USB device to pause at specific scenes, view missed scenes, or rewind to specific points in the timeline.

 When the Timeshift function is running, some functions are not available in  >  **Menu** >  **Settings** > **All Settings** > **Broadcasting**.

 To use Timeshift, you must connect a USB device for recording.

 Read all precautions before using the Timeshift function. For more information, refer to "[Before Using the Recording and Timeshift Functions](#)".

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

## Buttons and functions available while recording a programme or Timeshift

These are the controls and options available while recording broadcasts and using Timeshift.




Press the down directional button to display the control pad with the following options:


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

 The available buttons and functions may differ with the functions.

- **Pause / Play**


You can use the following functions when the video is paused. Note that with the video paused, the TV does not play audio.

- **Slow Rewind** or **Slow Forward**: Use  or  button to slow rewind or slow forward. Available speeds are 1/8, 1/4 and 1/2. Press the corresponding repeatedly to quickly increase the speed in slow mode by up to 3 times. To resume playback at normal speed, select  button.

 While using **Slow Rewind**, you will be able to see the time difference between the recorded broadcast's current time and the rewind time.

- **Jump Backward / Jump Forward**

Press the up directional button to move the focus to the playback control bar, and then select the left or right directional button in the playback control bar to move backward or forward by 10 seconds in the video.

 When the Jump Backward function is activated, you can view the difference between the current recording time and the current rewind time.

- **Rewind / Fast Forward**


 This function is not available while you are watching a programme that is currently being broadcast.

- **Stop Recording / Stop Timeshift**

Ends the recording or Timeshift function.


- **Record**

You can switch from the Timeshift function to the recording function. When switching to the recording function, you can include the content recorded by the Timeshift function in the new recording.

 This function is only available when the Timeshift function is running.

- **Edit Recording Time**

You can set for what period of time the programme will be recorded.

 This function is only available when a programme is being recorded.

- **Go to Live TV**

While using Timeshift to view a previous scene, select **Go to Live TV** to return to live TV.

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

- **Info**

Loads a window containing information about the programme being recorded or Timeshift has been activated for.

- **Schedule Viewing / Schedule Recording**

Add a viewing or recording schedule.



## Using the Channel List

Change the channel or check programmes on other digital channels.

Use the **Channel List** screen to change channels or see what programmes are being broadcast on other digital channels. On Standard Remote Control, press the CH LIST button.

### Accessing the channel list

Press and hold the  $\wedge/\vee$  (Channel) button to open the **Channel List**.

### Using the functions on the channel list screen

The **Channel List** screen icons indicate the following:

- : A favourite channel.
- : A locked channel.
- : CI card required channel. (For India Only)
  -  This function may not be supported depending on the model or geographical area.

The following options are accessible from the top left of the **Channel List** screen.

- **Terrestrial, Cable** or **Satellite**

Allows you to choose between **Terrestrial, Cable** and **Satellite**.

 This function may not be supported depending on the incoming broadcast signal.

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

- **Sort**

Sorts the list by **Number** or by **Name**.

 This option is only available on digital channels and may not always be available.

Press the left directional button while in the **Channel List** screen to access the following options:

- **All**

Displays the channels that have been automatically searched.

 The channels received to the currently selected **Terrestrial, Cable** or **Satellite** are displayed.

- **Samsung TV Plus**

While the TV is connected to the Internet, you can watch popular programmes or highlights for each theme through a virtual channel at any time. As with regular channels, the TV provides the daily programme schedules for **Samsung TV Plus**.

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

- **Channel Type**

Filters the list so that it includes channels of a selected type. However, **Channel Type** can only be used channels contain the type information.

 This function may not be supported depending on the incoming broadcast signal.

- **Favourites**

Displays favourite channels from **Favourites 1** through **Favourites 5**.

 It displays only the **Favourites** that includes the Favourite channel.

# Using the channel edit function

Edit the channels stored on your TV.

## Accessing the channel edit screen

1. Access the [Channel List](#) or [Guide](#).
2. Press [Edit Channels](#) to access the channel edit screen.

## Using the channel edit functions

The [Edit Channels](#) screen icons indicate the following:

- : A favourite channel.
- : A locked channel.
- : CI card required channel. (For India Only)  
 This function may not be supported depending on the model or geographical area.

Select a channel from the [Edit Channels](#) screen to access the following options:

- [Lock / Unlock](#)

Restrict access to channels that require parental guidance. Locked channels can only be accessed by entering the PIN.

 If you want to use this function or set the password, set  >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Parental Settings](#) > [Apply Channel Lock](#) to [On](#).

 For more information on setting the PIN, refer to "[Setting up a password](#)".

- [Delete](#)

After selecting a target channel to remove in [Edit Channels](#), select [Delete](#). Removed channels are not displayed in the [Channel List](#).

- [Rename channel](#)

From [Edit Channels](#), select the channel you wish to rename and then select [Rename channel](#).

 Only one channel can be renamed at a time.

 This function is only available for analogue broadcasts.

- [Change Number](#)


After selecting a channel to change in [Edit Channels](#), select [Change Number](#) to change the channel number.

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

 When a channel number is changed, its channel information is not updated automatically.

- **Restore Samsung TV Plus**

You can restore the deleted **Samsung TV Plus** channels.

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

- **Save and Exit**

Save the changes made under **Edit Channels** and exit.

## Using a Personal Favourites List

Create frequently watched channels as favourite channels.

On the **Edit Channels** and **Channel List** screens, the ♥ icon appears next to favourite channels.

### Creating a Favourites List

1. Access the **Edit Channels** screen.

 For details on how to access the channel edit screen, refer to "[Accessing the channel edit screen.](#)"

2. Press the left directional button on the remote control to select the desired **Favourites**.

3. Press the right directional button to select **Add Channels**.

4. Select the desired channel in the list on the screen.

5. Press **Add** to add the selected channel to the favourites list.

Select **Favourites 1 - Favourites 5** on the **Edit Channels** screen and the following functions are available.

 Up to five Favourites can be created, which allows each member of the family to create their own favourites list.

- **Add Channels**

In the channel list, select one or more channels to add in the favourite list and then select **Add Channels**.

- **Remove**

Removes one or more channels from a favourites list.

- **Change order**

Changes the order of one or more channels selected in a favourites list.

- **Rename Favourites**

Renames a favourites list.

- **Save and Exit**





Saves and closes the **Edit Channels** screen.

## TV-Viewing Support Functions

Use the functions that are available while watching TV.

### Scanning for available channels



 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Auto Tuning**  
**Try Now**

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





### Selecting the cable network search option

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Cable Search Option**  
**Try Now**

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


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

## Scanning for available channels on standby mode



 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Standby Auto Tuning** 

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

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

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

## Setting the Wake-up time

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Wake-up Timer** 

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

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

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

## Setting the functions for the service provider

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Service Provider** 

Enable or disable the broadcast service provider feature.

## Viewing broadcast service provider info


 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Service Provider Info & Settings** 

Find out who the current broadcast service provider is and look up related information.

 These settings can be configured only for available Service Provider.

## Checking digital channel signal info and strength

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

 If your TV is attached to a separate, over-the-air antenna, you can use the signal strength information to adjust the antenna for increased signal strength and improved HD channel reception.

 **Signal Information** is only available for digital channels.

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




## Selecting the broadcasting audio option

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Dual Sound** [Try Now](#)

Set audio options for stereo or bilingual broadcasts. For more information, refer to "[Supported broadcasting audio options](#)".




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

## Using Programme Rating Lock

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Parental Settings** > **Programme Rating Lock** [Try Now](#)

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

This function is useful for controlling what programmes children can watch on the TV based on their ratings. **Programme Rating Lock** does not, however, block programmes originating from external sources, such as Blu-ray players, DVD players or USB files.

Every time you access **Programme Rating Lock**, you must enter the security PIN. You must also enter this PIN to watch a blocked programme. The default PIN is "0000". To change the PIN, go to  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Change PIN**. [Try Now](#)

 For more information about how to set your password, refer to "[Setting up a password](#)".

 **Change PIN** may not be supported depending on the model or geographical area.

 The **Broadcasting** is not available in HDMI or Component mode.

 **Programme Rating Lock** may not be supported depending on your input signal.

## Configuring advanced broadcasting settings

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** [Try Now](#)

## Showing common interface menu (For India Only)

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Common Interface** [Try Now](#)

You can view information about common interfaces.

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

- **CI Menu**

Show information and settings of CICAM.

- **Application Info**

Show the manufacturer of CICAM and information of CAS (Conditional Access System).

- **CICAM PIN Manager**

Manage Common Interface Common Access Module (CICAM) PIN. Save PIN or change stored PIN, and then set other PIN options.

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

- **Descramble Mode**

- **CAM video transcoding**

Configures the setting to transcode the video codec from the CAM automatically. Turn it Off if you do not want to use it.

 You must use a CAM that supports video codec transcoding.



## Tuning broadcast signals manually

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Manual Scan](#) Try Now

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

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

## Tuning digital channels

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Manual Scan](#) > [Digital Channel Tuning](#)

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

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

## Tuning analogue channels

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Manual Scan](#) > [Analogue Channel Tuning](#)

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

 This function is only available for analogue broadcasts.

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

## Channel mode

- [P](#) (programme mode)

When tuning is complete, the broadcasting stations in your area have been assigned to position numbers from P0 to P99. You can select a channel by entering the position number in this mode.

- [C](#) (aerial channel mode) / [S](#) (cable channel mode)

These two modes allow you to select a channel by entering the assigned number for each aerial broadcasting station or cable channel.

## Fine-tuning analogue broadcasts

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **Fine Tune** [Try Now](#)

 This function is only available for analogue broadcasts.

## Transferring channel list

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **Transfer Channel List** [Try Now](#)




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

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

 This function is available when USB is connected.

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




## Enabling/Disabling Edit Channel Numbers

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **Edit Channel Numbers** [Try Now](#)

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

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

## Deleting CAM operator profile

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Delete CAM Operator Profile](#) [Try Now](#)

Select the CAM operator to delete.

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

## Setting satellite system

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Satellite System](#) [Try Now](#)

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

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



## Changing teletext language

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Broadcasting](#) > [Expert Settings](#) > [Teletext Language Settings](#) > [Teletext Language](#) [Try Now](#)

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

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

## Selecting the broadcast audio language

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **Audio Options**  
[Try Now](#)

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

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

 This function may not be supported depending on the incoming broadcast signal.


- **Audio Language Settings**

You can change the audio language you want to hear.

 The available language may differ with the broadcast.


- **Audio Format**

You can change the audio format you want to hear.

 The supported audio format may differ with the broadcast programme.

 This option is only available on digital channels.

## Showing TVkey Interface menu

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **TVkey Interface**  
[Try Now](#)

You can use the following functions:

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

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

## Postcode for Emergency Broadcasts

 >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **Postcode for Emergency Broadcasts** > **Postcode** [Try Now](#)

Enter your postcode to receive emergency broadcasts for your local area.



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

# Picture and Sound

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

## Using Intelligent Mode

Let the TV analyse the surrounding and the content you are watching so that it can provide an upgraded viewing experience.

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Intelligent Mode Settings** > **Intelligent Mode** [Try Now](#)

In **Intelligent Mode**, the TV recognises and analyses the surroundings, noise, the content and your usage patterns to provide the best viewing experience. You can turn the options below on or off. Create your preferred viewing environment.

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


- **Adaptive Picture** [Try Now](#)





- **Optimised**

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

- **EyeComfort**

- EyeComfort** syncs the sunrise/sunset times and ambient light intensity. After sunset, the mode provides warmer colours and lower brightness. The sunrise and sunset times can manually be changed.

-  This function may not be supported by some models, modes or apps. (For example, **Ambient Mode**, **Art Mode** and **Game Mode**)

-  To use **EyeComfort**, first you need to set the current time. Configure the **Clock** ( >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**) setting. [Try Now](#)

-  The sunrise/sunset time sync function provided in **EyeComfort** may work differently, depending on the area and network connection.

- **EyeComfort Mode Settings**

-  This function is available only when **Adaptive Picture** is set to **EyeComfort**.

- **EyeComfort Mode Duration**

- Set the sunrise and sunset time automatically. Or you can manually select the schedule.

- **Start Time**

- Set the Start Time manually.

-  This function is available only when **EyeComfort Mode Duration** is set to **Custom**.

– **End Time**

Set the End Time manually.


 This function is available only when **EyeComfort Mode Duration** is set to **Custom**.

– **EyeComfort Mode Level**


Adjust the level of the EyeComfort Mode screen.

• **Active Voice Amplifier** [Try Now](#)

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


 This function is available only when the microphone switch at the bottom of the TV is active and the sound output is set to **TV Speaker**. The location of the microphone switch may vary depending on the model or geographical area.


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

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

• **Adaptive Sound+** [Try Now](#)

Provides optimised sound quality by analysing the viewing space and the acoustic components of the content.

 This function can be used only when the microphone switch at the bottom of the TV is active and the sound output is set to **TV Speaker**.


 This function may not be supported by some modes or apps. (For example, **Ambient Mode**, **Game Mode**, **Art Mode** and apps that control the TV sound)

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

 This function may not be supported depending on the model.


• **Adaptive Volume** [Try Now](#)


Automatically adjusts to a specific volume level while you are watching TV. The TV analyses your volume usage history by time period to automatically adjust the volume when you use an app or switch to an external input source.

 This function is only available when the sound output of the TV is set to **TV Speaker**.

 This function may not be supported by some apps or external devices.

 This function's operation affects **Auto Volume** function, but it does not work the other way around.

 This function operates based on your volume usage history and may not operate if the volume usage history by time period is insufficient.

 The amount of difference made by this function does not exceed +/- 5 levels from the current volume and this function does not change the current volume if it exceeds 40.


# Adjusting the Picture Quality

Change the [Picture Mode](#) and adjust [Expert Settings](#).

## Choosing a picture mode

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Picture](#) > [Picture Mode](#) [Try Now](#)

You can select the [Picture Mode](#) that provides the best viewing experience.

 [Entertain](#) and [Graphic](#) are supported only when you change the external device name to PC in PC mode.

- [Dynamic](#)

Makes the picture brighter and clearer in bright viewing environments.

- [Standard](#)

Is the default mode suitable for general viewing environments.


- [Movie](#)

Is suitable for watching TV or movies in a dark room.

- [FILMMAKER MODE](#)

This screen mode provides picture quality certified by UHD Alliance. The image defined as [FILMMAKER MODE](#) automatically switches to [FILMMAKER MODE](#) while watching.

 [FILMMAKER MODE](#) may look darker than other picture modes.



 You can change [FILMMAKER MODE](#) to a different [Picture Mode](#). However, the changed [Picture Mode](#) will be maintained even after watching the picture defined by [FILMMAKER MODE](#).

 [FILMMAKER MODE™](#) logo is a trademark of UHD Alliance, Inc.

## Configuring advanced picture settings

 >  **Menu** >  **Settings** > **All Settings** > **Picture** > **Expert Settings** [Try Now](#)

Configure the screen settings to your taste by using the following functions:

- **Brightness** [Try Now](#)  
Adjust the overall picture brightness. The closer to 50, the brighter the picture.
- **Contrast** [Try Now](#)  
Adjust the difference between the darkest and brightest areas between objects and their background. The closer to 50, the larger the difference.
- **Sharpness** [Try Now](#)  
Adjust the outline sharpness of objects. The closer to 20, the sharper the object outlines.
- **Colour** [Try Now](#)  
Adjust the chroma of a video. The closer to 50, the deeper the colours.
- **Tint (G/R)** [Try Now](#)  
Adjust the colour tone. The higher either value, the redder or greener the video.
- **Apply Picture Settings** [Try Now](#)  
Apply the selected picture settings to the current input source or all input sources.
- **Picture Clarity Settings** [Try Now](#)  
Optimise a video that has many dynamic scenes.  
 When **LED Clear Motion** or **Clear motion** is set to **On**, the screen appears darker than when it is **Off**.
- **Local Dimming** [Try Now](#)  
Maximise the contrast ratio by automatically adjusting brightness for each section of the picture.  
 This function may not be supported depending on the model or geographical area.
- **Contrast Enhancer** [Try Now](#)  
Automatically adjust the contrast to prevent excessive brightness differences between brighter and darker areas.



- **Film Mode** [Try Now](#)

Touch up an old video to improve the picture quality for a better viewing experience.

 This function is only available when the input signal is TV, or HDMI (1080i).

- **Colour Tone** [Try Now](#)

Select an appropriate colour tone, according to the viewing situation.

- **White Balance** [Try Now](#)

Adjust the brightness of the colours red, green and blue so that the brightest area of the picture becomes white.

- **Gamma** [Try Now](#)

Adjust the medium brightness of a video.

- **Shadow Detail** [Try Now](#)

Adjust the brightness of a dim picture. The closer to 5, the brighter the dim picture.

- **Colour Space Settings** [Try Now](#)

Select a range of colours that can be expressed on the picture.

- **Smart Calibration** [Try Now](#)

Automatically adjust the picture quality of a movie to obtain the quality intended by the movie producer.

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

To use this function, use a Smartphone that is compatible with the function. The list of compatible models is shown below.

- Galaxy models: Galaxy S, Galaxy Note, Galaxy Fold, and Galaxy Flip Series models that were released after January 2019
- iPhone models: Models with a Face ID function that were released after January 2019

 Supported models may differ depending on the situation.

- **Peak Brightness**

Adjust the maximum brightness for a brighter screen.

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

- **Reset Picture** [Try Now](#)

Reset the picture settings to the default values.

# Picture Support Functions


Configure the picture settings for your TV.

## Changing the picture size settings

 >  Menu >  Settings > All Settings > Picture > Picture Size Settings [Try Now](#)

- **Picture Size** [Try Now](#)

You can change the size of the picture displayed on the TV screen to **16:9 Standard**, **Custom** or **4:3**.

 Supported picture sizes differ with the input signal. For more information about supported picture sizes, refer to "[Picture sizes and input signals](#)".


- **Auto Wide** [Try Now](#)

Changing the picture size automatically.

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

- **4:3 Screen Size** [Try Now](#)

You can select a picture size suitable for your geographical area while you are watching TV in the **4:3** or **Fit to screen** mode. The supported screen sizes differ with the country and this function allows you to adjust the picture size in this case.

 The **4:3** mode is not available when an external device is connected to the TV via a Component connector or an HDMI connector.

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

- **Fit to screen** [Try Now](#)

Fitting the picture to the screen.

 This function may not be supported depending on the **Picture Size** setting.


 This function may not be supported depending on the broadcast signals.

- **Zoom and Position** [Try Now](#)

Adjusting the picture size and/or position.

 This function is available only if **Picture Size** is set to **Custom**.

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

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

# Setting the Viewing Environment for External Devices





You can optimise the TV for viewing specific video formats.











## Playing games on an optimised screen

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Game Mode Settings** > **Game Mode**  
**Try Now**

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Game Mode** **Try Now**

You can set the **Game Mode** to optimise the TV screen for better gaming performance.

When you connect a video game console such as PlayStation and Xbox, **Game Mode** is set to **Auto**. When you connect the other game source such as PC, set the **Game Mode** to **On** through the above path. You can also set the **Game Mode** quickly from Home Screen ( >  **Menu** >  **Settings** > down directional button > **Game Mode** .

-  The menu path may differ depending on the model or geographical area.
-  This function may not be supported depending on the model or geographical area.
-  The game mode is not available for normal TV viewing.
-  The screen may shake somewhat.
-  When you press and hold the  button on the Samsung Smart Remote for 1 second or more in **Game Mode**, the **Game Bar** appears. This function may not be supported depending on the model.
-  When **Game Mode** is enabled, **Picture Mode** and **Sound Mode** are switched to **Game** automatically. **Sound Mode** may not be automatically switched depending on the selected audio device on the **Sound Output** menu.
-  When **Game Mode** is set to **On**, some functions are not available.
-  To use a different external device on the same port, remove the game console connection, set **Game Mode** to **Off**, and then connect the external device to the port.
-  The **Game Mode** functions used for Nintendo Switch™ are subject to change without prior notice.

## Setting the Game Mode details

 >  Menu >  Settings > All Settings > Connection > Game Mode Settings [Try Now](#)

 These functions may not be supported depending on the model or geographical area.

- **Surround Sound** [Try Now](#)

You can make your games more immersive by using intense, three-dimensional sound optimised for games.

- **Dynamic Black Equalizer** [Try Now](#)

You can easily detect items or hidden enemies lurking in dark corners by improving visibility and object details in dark scenes without washing out colours and contrast in brighter scenes.

- **Game Motion Plus Settings** [Try Now](#)

You can configure the Game Motion Plus settings.

 This function may not be supported depending on the model.

- **Game Motion Plus**

Turn on this function to obtain a softer and clearer picture quality when playing a role-playing game (RPG) or adventure game which involves many dynamic scenes.

- **Blur Reduction**

Reduce game screen blur to optimise fast-moving images.

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

- **Judder Reduction**

Remove flicker from a game video to play the game with a clearer picture quality.

- **LED Clear Motion**

Turn on this function to adjust the LED backlight to make dynamic scenes look clearer.

 This function may not be supported depending on the model.

- **Clear motion**

Turn on this function to make dynamic scenes look clearer.

 This function may not be supported depending on the model.

- **Game HDR** [Try Now](#)

In accordance with the HGiG (HDR Gaming Interest Group) standard, it sets the optimal image quality for HDR games according to the brightness information of the contents.

 When HDR sources are input in Game Mode, this menu is activated.

- **HDR Tone Mapping** [Try Now](#)

Configures tone mapping options for Gaming HDR technologies.

 These functions may not be supported depending on the model or geographical area.

- **HDR10+ GAMING**

Basic mode provides the most accurate representation of the game's original creative intent. Advanced mode provides enhanced representation of game content to maximise visual impact.

- **Game HDR**


In accordance with the HGiG standard, optimal image quality is set for HDR games according to the content's brightness information.


## Using Input Signal Plus

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **External Device Manager** > **Input Signal Plus** [Try Now](#)


Expands the input signal range for HDMI connections.

 If the **Input Signal Plus** feature is turned off, HDR signals sent from an external device cannot be received.

 When you select the HDMI connector you want to use for **Input Signal Plus**, and then press the Select button to set the **Input Signal Plus** function to **On**, the TV screen may flicker.

 When you connect the TV to an external device that supports only the UHD 24 Hz or UHD 30 Hz frequency or any FHD frequency, the **Input Signal Plus** function may not be available. In this case, turn off the **Input Signal Plus** function.

 For more information about the supported UHD resolutions, refer to "[Supported Resolutions for UHD Input Signals](#)".

 For more information about the supported 8K resolutions, refer to "[Resolutions for Input Signals supported by 8K models \(QN7\\*\\*B Series or higher\)](#)".

## Using HDMI black level

 >  **Menu** >  **Settings** > **All Settings** > **Connection** > **External Device Manager** > **HDMI Black Level** [Try Now](#)

Use HDMI Black Level to adjust the black level to compensate for low black levels, low contrast or dull colours generated by external devices connected to the TV via an HDMI cable.

 This function is only available when the input signal connected to the TV via an HDMI connector is set to RGB444.

# Configuring a Sound Mode and Expert Settings

Change the Sound Mode and adjust Expert Settings.

## Choosing a sound mode

 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Mode** [Try Now](#)

You can select the available sound mode that you prefer for a content type or your listening environment.


 When an external device is connected, **Sound Mode** may change accordingly.

 This function may not be supported depending on the model.

## Configuring advanced sound settings


 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Expert Settings** [Try Now](#)

You can personalise the sound quality by adjusting the following settings.

 Supported menu options may vary depending on the **Sound Output** setting.

- **Balance** [Try Now](#)

Adjust the volumes of the left and right speakers to balance the sound levels.


 When the TV is used in portrait mode, the **Balance** function may not work properly.

- **Equaliser** [Try Now](#)

Customise the TV sound by adjusting the volume of high-pitched and low-pitched sounds.

 This function is not available when the **Adaptive Sound+** or **Active Voice Amplifier** function is turned on.

 This function is not available when the **Sound Mode** function is set to **Adaptive Sound**, **Game**, or **Amplify**.

 The name and properties of this function may appear differently depending on the connected external device.


- **HDMI-eARC Mode** [Try Now](#)

You can connect an audio device that supports eARC via HDMI-eARC. Muting occurs temporarily during device connection.

- **Digital Output Audio Format** [Try Now](#)


Select a digital audio output format. If you select Auto option, the audio output mode automatically changes to the mode supported by the connected sound bar or A/V receiver.

If you select the **Pass-through** option, audio data is output with no processing.

 This function is available when the input source is HDMI and the receiver is connected via HDMI-eARC.

- **Digital Output Audio Delay** [Try Now](#)

Adjust the output delay time for digital audio.

 This feature is only available when the external device is connected via HDMI(ARC), HDMI(eARC) and SPDIF (Sony Philips Digital Interface).

 This function may not be supported depending on the model.

- **Dolby Atmos** [Try Now](#)

Set to **On** if the audio device connected via the HDMI (eARC) port supports Dolby Atmos. When the option is set to **On**, Dolby Digital+ with Atmos stream, sent from an external device, can be received. If you change the setting when the input source is set to HDMI, the screen may flicker. If this function is on, set **Digital Output Audio Format** to **Auto**.

When watching TV using the embedded speakers, the virtual surround sound effect of Dolby Atmos can be turned on or off. If the TV has been installed in portrait mode by using separate accessories, the virtual surround sound effect through the TV speakers does not work.

 This function may not be supported depending on the model.

- **Auto Volume** [Try Now](#)

Automatically adjusts the sound to a certain level when changing channels or switching to another external input.

- **Sound Feedback** [Try Now](#)

Plays the notification sound when manipulating a menu or selecting an option.


- **Simultaneous Optical Output**

The device connected via optical always outputs sound.

- **Reset Sound** [Try Now](#)

Reset changed sound settings.

 Standard audio signals are sampled at 48 kHz while HD audio signals are sampled at 96 kHz.

 Some SPDIF receivers may not be compatible with HD audio format.



# Using the Sound Support Functions

Configure the sound settings for your TV.




## Selecting speakers

 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output** [Try Now](#)






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

-  If the sound bar is connected to the TV via both HDMI and Optical, HDMI may be selected first even if you select Optical.
-  External speakers may not be controlled with the Samsung Smart Remote. When an external speaker is enabled, some sound menus are not supported.



Samsung TV supports the Q-Symphony function.

- This function works synchronised with the Samsung Soundbar that supports Q-Symphony so that your TV speaker and Soundbar simultaneously output the sound for best surround effects.
- When a Samsung Soundbar that supports Q-Symphony is connected, the menu name such as "TV + Soundbar" appears under **Sound Output** ( >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output**). Select the menu. [Try Now](#)

Menu name example) TV + [AV] Soundbar Series name (HDMI) or TV + Optical

-  It works based on the Codec supported by your TV. For more information about Codec information, refer to "[Read Before Playing Photo, Video or Music Files](#)".
-  This function is supported only when connected via HDMI, optical cable or Wi-Fi.
-  This function may not be supported depending on the TV or Soundbar model.
-  Refer to the sound bar's user manual when connecting it to the TV.
-  This function is unavailable when using The Frame (32LS03B/43LS03B) vertically. To use the product horizontally, set the function again.

Your Samsung TV supports a USB sound device connection.









- USB 2.0 and higher devices are supported.
- Two USB sound devices can be connected at the same time.
-  Make sure to connect a USB sound device directly to a USB port. (USB hubs are not supported.)
-  Some USB sound device models may not be compatible with the TV.



## Listening to the TV through Bluetooth devices

 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output** > **Bluetooth Speaker List**

You can connect Bluetooth audio devices to the TV. They must be paired using the TV's Bluetooth function. Refer to the user manual for your audio device such as Bluetooth speaker, sound bar and headphones for detailed connection and usage.





-  If the TV fails to find a Bluetooth audio device, place the device closer to the TV, and then select **Refresh**.
-  When you turn on a paired Bluetooth audio device, the TV detects it automatically, and then displays a pop-up window. Use this pop-up window to activate/deactivate the Bluetooth audio device.
-  The sound quality may be affected by the condition of the Bluetooth connection.
-  Before using a Bluetooth audio device, refer to "Read Before Using Bluetooth Devices".
-  On some models, you can connect and use two Bluetooth devices simultaneously.
-  If multiple BT audio devices and BT input devices are simultaneously connected, sound from the audio devices may be choppy or key data from the input devices may be dropped.  
  
The number of BT audio devices for connection can be limited to one device, for a stable game service.
-  If a call comes in while you listen to TV sound with Galaxy Buds, the Buds connects to the mobile phone and the TV sound is muted for connecting to the call.  
  
When the call is ended, the Buds automatically connects to the TV. This feature is supported only when the TV and mobile phone are connected to the same Samsung account.
-  If the Galaxy Buds is disconnected while listening to TV sound with the Buds, the TV sound is muted.

## Listening to the TV through a Samsung audio device that supports the Wi-Fi function

 >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Wi-Fi Speaker Surround Setup** 

If you've connected one or more Samsung wireless audio devices that support the Wi-Fi function to the TV, you can create an optimal sound set up by configuring the surround effect settings. You can select any of the surround sound configurations, with or without a sound bar.

A surround sound configuration can be used if all of the following conditions are met:

- Two or more Samsung wireless speakers of the same type must be connected to the same wireless network.
  - The Samsung audio devices that support the Wi-Fi function must be connected to the same wireless network as the TV.
-  For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual.
  -  Surround sound configurations with a sound bar may not be supported depending on the product.
  -  If you activate the Screen Mirroring function while using Samsung audio devices that support the Wi-Fi function, the Wi-Fi connection is disconnected.
  -  Mismatched video and audio lip-syncing may occur depending on the device type.

# System and Support

You can configure system and support settings such as clock, timers, energy usage and software updates.

## Using the Time Functions and the Timers

Set the current time and use the timer function.




 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** 




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

You must set the clock in the following cases:





- The power cable is disconnected and then connected.
- The **Clock Mode** is changed from **Auto** to **Manual**.
- The TV is not connected to the network.
- No broadcast signals are received.

### Setting the clock automatically

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock** > **Clock Mode** > **Auto**

-  This function works only when the TV is connected to the network or is receiving digital broadcasts through a connected antenna.
-  The accuracy of the time information received may differ with the channel and signal.
-  If you get your TV signal from a cable broadcast receiver/set-top box or a satellite receiver/satellite set-top box connected to an HDMI or Component port, you must set the current time manually.

## Adjusting the clock for DST and time zone

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**  
> **Time Zone** 

Selects your time zone.

 This function is only available when the **Clock Mode** is set to **Auto**.

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





- **GMT**

Set Greenwich Mean Time (GMT).


- **DST**

Automatically adjusts for Daylight Saving Time (DST).




## Changing the current time

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**  
> **Time Offset** 

**Time Offset** adjusts the time through a network connection.





 This function is available only when **Clock Mode** is set to **Auto**, the TV fails to receive time information through normal broadcast signals, and the TV is connected to a network.

## Setting the clock manually

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock** > **Clock Mode** > **Manual**

When **Clock Mode** is set to **Manual**, you can directly enter the current date and time. Select the **Date** and **Time** by using the directional buttons on the remote control.

## Using the sleep timer

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Sleep Timer** 

You can use this function to automatically shut off the TV after a pre-set period of time. You can set the sleep timer for up to 180 minutes after which it will turn off the TV.

 This function may not be supported in some viewing modes.

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

## Turning off the TV using the off timer

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Off Timer** 

You can set **Off Timer** to shut off the TV automatically at a specific time. **Off Timer** is only available if the **Clock** has been set.

 To use this function, first set the **Clock** ( >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**). 

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

# Using the Power and Energy Saving Functions

Reduce the TV's energy consumption.

## Reducing the energy consumption of the TV

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving** 

Reduce energy consumption by changing your power preferences and other energy-saving options.

- **Brightness Optimisation** 




Automatically adjust the picture brightness based on the ambient light level.

 This function is not available when the **Adaptive Picture** function is turned on.

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

- **Minimum Brightness** 

When **Brightness Optimisation** is turned on, you can manually adjust the minimum brightness of the TV screen.

This function acts only when the value is less than the setting in  >  **Menu** >  **Settings** > **All Settings** >

**Picture** > **Expert Settings** > **Brightness**. 

 This function is not available when the **Adaptive Picture** function is turned on.

- **Brightness Reduction** 

Reduce power consumption by adjusting brightness settings.

 This function is not available when the **Adaptive Picture** function is turned on.

- **Motion Lighting** 

Adjusts the brightness in response to on-screen movements to reduce power consumption.

 This function is not available when the **Adaptive Picture** or **Game Mode** function is turned on.

- **Power Off Mode**

Choose which screen mode you would like when the power is turned off.

 This function may not be supported depending on the model.

- **Screen Saver** 

Activate a screensaver when your TV displays a still image for two hours or more.

 This function may not be supported depending on the model.

If your OLED TV displays the same still image for 2 minutes, **Screen Saver** is automatically activated. **Screen Saver** cannot be turned off, to ensure protection of pixels.

- **Auto Power Saving** [Try Now](#)


When the TV is connected to Wi-Fi, this feature checks Wi-Fi signals and remote control usage data to determine whether the TV is used. If the TV is left idle, the feature automatically switches off the screen.

 This function may not be supported depending on the model.

 This feature may not be supported, depending on the Wi-Fi router.

- **Auto Power Off** [Try Now](#)

Automatically turns off the TV to reduce unnecessary power consumption if the TV Controller and the remote control are not used for the set period of time.

 In some regions, the **Auto Power Off** function may not be supported when **Samsung TV Plus** is operating.

- **Available Remote Battery** [Try Now](#)

You can check the Samsung Smart Remote's remaining amount of the battery.

 This function may not be supported depending on the model.

# Using the Panel Care Functions

Adjusts settings to protect the screen.


## Setting the Panel Care

 >  Menu >  Settings > All Settings > General & Privacy > Panel Care

 This function is supported on the OLED TV models only.

- **Pixel Shift**

Moves pixels at regular intervals to prevent screen issues.

 When the Pixel Shift mode is used, some of the screen edges may move outside the screen borders and may not be visible. To fix the screen at the home position, turn off the Pixel Shift mode.

 To prevent afterimage when viewing content with a lot of static images, turn on the Pixel Shift mode.

- **Adjust Logo Brightness**

Prevents screen issues by lowering the brightness of fixed images, such as logos and banners.

- **Pixel Refresh**

Adjusts pixels to provide a clearer screen. Some features, such as reservation, recording and voice recognition, do not work during Pixel Refresh.

 Run this function when there are after-images on the screen.

# Updating the TV's Software

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

**⚠ 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.**

 >  **Menu** >  **Settings** > **Support** > **Software Update** 

## Updating through the network


 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Update Now** 

 Updating from the network requires an active network connection.

## Updating through a USB device

 >  **Menu** >  **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.

 To update using a USB device, 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

 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Auto update** 

If the TV is connected to the network, 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 network connection.

## Updating through the mobile network

 >  **Menu** >  **Settings** > **Support** > **Software Update** > **Update with Mobile Network** 

Use a mobile network to update the software.

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



# Using the Parental Settings function

Configure content or app security settings.

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Parental Settings** [Try Now](#)

Restrict access to content or apps that require parental guidance. Locked content or apps can be accessed by entering the password.

- **Programme Rating Lock** [Try Now](#)

This function is useful for controlling what programmes children can watch on the TV based on their ratings.

 For more information, refer to "[Using Programme Rating Lock](#)".

- **Apply Channel Lock** [Try Now](#)

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

Lock specific channels to prevent children from watching adult content.

 To use this function, the PIN number is required.

- **Channel Lock Settings** [Try Now](#)

Set the channel to lock or unlock.

- **App Lock Settings** [Try Now](#)

Set the installed app to lock or unlock.

# Audio and Video Functions for the Visually or Hearing Impaired




You can configure the functions for the visually or hearing impaired.

## Running the accessibility functions





 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** 

## Running Accessibility Shortcuts

The **Accessibility Shortcuts** provide easy access to the accessibility functions. To display the **Accessibility Shortcuts**, press and hold the +/– (Volume) button for 2 seconds or more. You can easily turn on or turn off the functions such as **Voice Guide**, **Picture Off**, **Audio Description**, **Subtitle**, **High Contrast**, **Enlarge**, **Greyscale**, **Colour Inversion**, **Learn TV Remote**, **Menu Learning Screen**, **Multi-output Audio**, **Sign Language Zoom**, **Slow Button Repeat**, **Accessibility Settings**, etc.



-  On the Standard Remote Control, press the AD/SUBT. button or press and hold the MUTE button.
-  Even if the **Voice Guide** is set to **Off** or muted, the voice guide for **Accessibility Shortcuts** is enabled.
-  The shortcut menus may not appear depending on the model or geographical area.

## Enabling voice guides for the visually impaired

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Voice Guide Settings** 

You can activate voice guides that describe the menu options aloud to aid the visually impaired. To activate this function, set **Voice Guide** to **On**. With **Voice Guide** on, the TV provides voice guides for channel change, volume adjust, information on current and upcoming programmes, schedule viewing, other TV functions and various content in the **Internet** and in **Search**.




You can go to **Voice Guide**, and then press the Select button to turn the function on or off.

-  The **Voice Guide** is provided in the language that is specified on the TV **Language**. However, some languages are not supported by **Voice Guide** even though they are listed in the TV **Language**. **English** is always supported.
-  For more information about the TV **Language** settings, refer to "Changing the menu language".

## Changing the volume, speed, pitch and the TV background volume of the Voice Guide

You can configure the [Volume](#), [Speed](#), [Pitch](#) and the [TV Background Volume](#) of the voice guide.

### Audio Description

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Audio Description Settings](#) [Try Now](#)

You can activate an audio guide that provides an audio description of video scenes for the visually impaired. This function is only available with broadcasts that provide this service.

 This function is only available on digital channels.

- [Audio Description](#)

Turns the audio description function on or off.

- [Audio Description Volume](#)

Adjusts the audio description volume.


### The TV screen is turned off but audio continues

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Picture Off](#) [Try Now](#)

Turn off the TV screen and provide only sound to reduce overall power consumption. When you press a button on the remote control other than Volume and Power while the screen is off, the TV screen turns back on.

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

### Enlarge the screen

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Graphic Zoom](#) [Try Now](#)

Enlarge the screen to make the picture or text bigger. You can adjust the zoom level or move the zoom area.

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

### White text on black background (high contrast)

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [High Contrast](#) [Try Now](#)

You can change Smart Hub and setting menu screens to white text on a black background and change the transparent TV menus to opaque automatically so that text can be more easily read.

 If [High Contrast](#) is on, some [Accessibility](#) menus are not available.

## Setting the screen to black and white




 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Greyscale](#) [Try Now](#)

You can change the colour of the TV screen to black and white to sharpen blurred edges caused by colours.

 If [Greyscale](#) is on, some [Accessibility](#) menus are not available.

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

## Inverting the screen colour

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Colour Inversion](#) [Try Now](#)

You can invert the colours of the text and background for the setting menus displayed on the TV screen to make it easier to read them.

 If [Colour Inversion](#) is on, some [Accessibility](#) menus are not available.




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


## Enlarging the font (for the visually impaired)

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Enlarge](#) [Try Now](#)

You can enlarge the size of the font on the screen. To activate, set [Enlarge](#) to [On](#).

## Learning about the remote control (for the visually impaired)

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Learn TV Remote](#) [Try Now](#)

This function helps individuals with a visual impairment to learn the positions of the buttons on the remote control. When this function is activated, you can press a button on the remote control and the TV will tell you its name. Press the  button twice to exit [Learn TV Remote](#).

## Learning about the TV menu

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Menu Learning Screen](#) [Try Now](#)



Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select.

## Watching TV broadcasts with subtitles

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Subtitle Settings**

**Try Now**

Set **Subtitle** to **On**. Then you can watch the programme with the subtitle displayed.

-  This function may not be supported depending on the model or geographical area.
-  This function has no relationship with the features for controlling sub-titles of DVD or Blu-ray players. To control DVD or Blu-ray subtitles, use the sub-title feature of the DVD or Blu-ray player and the player's remote control.

- **Subtitle** **Try Now**

Turns on or off the subtitle.

- **Subtitle Mode** **Try Now**

Sets the subtitle mode.

- **Subtitle Language** **Try Now**

Sets the subtitle language.

- **Spoken Subtitles**

Listen to an audio version of the subtitles. Only available with broadcasts that provide this service.

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

## Selecting the broadcasting subtitle language

You can select the default subtitle language. The list may vary depending on the broadcast.




- **Primary Subtitle Language** **Try Now**

Sets the primary subtitle language.

- **Secondary Subtitle Language** **Try Now**


Sets the secondary subtitle language.

## Listening to the TV through Bluetooth devices (for the hearing impaired)

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Multi-output Audio** 

You can turn on both the TV speaker and Bluetooth headphone at the same time. When this function is active, you can set the volume of the Bluetooth headphone higher than the volume of the TV speaker.

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

 For more information about connecting Bluetooth devices to the TV, refer to "[Listening to the TV through Bluetooth devices](#)".

## Enlarging the sign language screen for the hearing impaired

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Sign Language Zoom Settings** 

You can zoom in the sign language screen when the programme you are watching provides it. First, set **Sign Language Zoom** to **On**, and then select **Edit Sign Language Zoom** to change the position and magnification of the sign language screen.





## Configure Sign Language Guide options

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Sign Language Guide Settings**

You can configure the size, speed, position, and mode of the sign language guide.

 This function may not be supported depending on the model.

## Configuring the repeat settings for remote control buttons

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Accessibility** > **Remote Button Repeat Settings** 

You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them. First, set **Slow Button Repeat** to **On**, and then adjust the operation speed in **Repeat Interval**.

## App for the Visually Impaired (SeeColors App)

You can download **SeeColors** App in  >  **Media** >  **APPS**.

This application helps colour blind people feel rich colours on TV through a simple self-check. Through self-check, colours are changed to be suitable so that each person can experience a richer view of colours.

 When the **SeeColors** App is run, specific menus are disabled.

 This function may not be supported depending on the model.





# Using Voice Assistants on the TV

You can change the settings of a Voice Assistant after selecting it.








## Select the Voice Assistant

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Voice** > **Voice Assistant** [Try Now](#)

Select which **Voice Assistant** you would like to help control your TV.

-  To use this function, the TV must be connected to the network.
-  This function and Voice Recognition Solution Partner may not be supported depending on the model or geographical area.
-  **Voice Assistant** only supports some languages, and the supported functions may differ depending on the geographical area.
-  The **Voice Wake-up** function may not be supported depending on the model, **Voice Assistant** or geographical area.


- **Bixby / Amazon Alexa / Google Assistant**

-  To use the **Voice Assistant**, follow the instructions on the TV screen to enable the selected **Voice Assistant**.
-  To change the settings for **Voice Assistant**, run the Settings menu under each **Voice Assistant** ( >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Voice** > **Voice Assistant**). [Try Now](#)
-  To enable the Settings menus for each **Voice Assistant**, log in each **Voice Assistant**.
-  For an example of Voice command, see the Settings menus for each **Voice Assistant**.




## Using Other Functions

You can view other functions.







### Changing the menu language

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Language**  
[Try Now](#)




### Setting up a password

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Change PIN**  
[Try Now](#)




The PIN input window appears. Enter a PIN. Enter it again to confirm it. The default PIN is "0000".

-  This function may not be supported depending on the model or geographical area.
-  If you forget your PIN, you can reset it with your remote control. With the TV turned on, press the following buttons on the remote control in the order shown to reset the PIN to "0000".  
On the Samsung Smart Remote: Press **+/-** (Volume) button. > **Volume Up** >  > **Volume Down** >  > **Volume Up** > .
- On the Standard Remote Control: Press  button. > **(+)** (Volume Up) > Press **RETURN** button. > **(-)** (Volume Down) > Press **RETURN** button. > **(+)** (Volume Up) > Press **RETURN** button.

### Selecting Usage or Retail Mode

 >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Usage Mode**  
[Try Now](#)

You can set the TV for retail environments by setting **Usage Mode** to **Retail Mode**.

-  For all other uses, select **Home Mode**.
-  Use **Retail Mode** only in a store. With **Retail Mode**, some functions are disabled and the TV settings automatically reset after a preset amount of time.
-  This function may not be supported depending on the model.



## Managing External Devices

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Device Connection Manager](#) [Try Now](#)

When you connect external devices such as mobile devices or tablets connected to the same network as the TV so you can share content, you can view the list of allowed devices and connected devices.

- [Access Notification](#)

Set whether to display a notification when an external device such as a mobile device or tablet attempts to connect to the TV.

- [Device List](#)

Manage a list of external devices registered to the TV.

## Using AirPlay

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [Apple AirPlay Settings](#) [Try Now](#)

You can use AirPlay to view content from your iPhone, iPad or Mac on the TV screen.


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

## Restoring the TV to the factory settings

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Reset](#) [Try Now](#)

You can restore all TV settings to the factory defaults.

1. Select [Reset](#). The security PIN entry window appears.
2. Enter the security PIN, and then select [Reset](#). All settings are then reset. The TV turns off and on again automatically and displays the Initial Setup screen.


 For more information on [Reset](#), refer to the user manual that came with the TV.




 If you skipped some steps in the initial setup, run [Set Up TV](#) ( >  [Menu](#) >  [Connected Devices](#) > TV > down directional button > [Set Up TV](#)), and then configure the settings in the steps you skipped.





# HbbTV

Access services from entertainment providers, online providers and CE manufactures through HbbTV.

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

 Some channels may not include the HbbTV service.

In some countries, HbbTV is inactive by default. In this case, HbbTV can be used by installing the HbbTV application (the HbbTV Activation Application) in  >  **Media** >  **APPS**.

To set the HbbTV automatic start to on or off, access  >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **Expert Settings** > **HbbTV Settings** and set **HbbTV** to on or off. (Depending on the geographical area.) 

You can use the following functions:




- **HbbTV**: Enable or disable data services.
- **Do Not Track**: Ask apps and services not to track your browsing activity.
- **Private Browsing**: Enable Private Browsing to stop the browser from saving your Internet history.
- **Delete Browsing Data**: Delete all saved Cookies.

If you want this function enabled or disabled, use the Select button to turn it on or off.

- HbbTV is not available when Timeshift is running or when a recorded video is being played back.
- An application on HbbTV may malfunction temporarily depending on the circumstances of the broadcast station or application provider.
- An application on HbbTV usually operates only when the TV is connected to an external network. The application may malfunction depending on the network conditions.
- When the HbbTV application is installed and the broadcasting programme supports HbbTV, a red button appears on the screen.
- It is possible to use both Digital Teletext mode and Traditional Teletext mode in several limited channels by pressing the TTX/MIX button on the Standard Remote Control in a toggling manner.
- When you press the TTX/MIX button once in HbbTV mode, Digital Teletext mode of HbbTV is activated.
- When you press the TTX/MIX button twice in HbbTV mode, Traditional Teletext mode is activated.

## Using a TV Viewing Card (“CI or CI+ Card”) (For India Only)

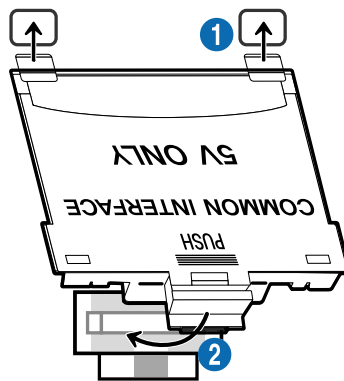
Watches paid channels by inserting your TV Viewing Card (“CI or CI+ Card”) into the COMMON INTERFACE slot.

-  The 2 CI card slots may not be supported depending on the model.
-  Turn the TV off to connect or disconnect a “CI or CI+ Card”.
-  The “CI or CI+ Card” may not supported depending on the model.


### Connecting the “CI or CI+ Card” via COMMON INTERFACE slot with the CI CARD Adapter

-  Only for models with Common interface slot.

#### Attaching the CI CARD Adapter via COMMON INTERFACE slot

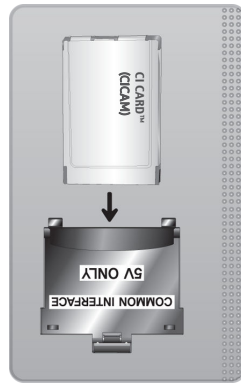


To attach the CI CARD Adapter to the TV, follow these steps:

- 1** Insert the CI CARD Adapter into the two holes on the back of TV.
  -  Please locate the two holes at the back of the TV above the COMMON INTERFACE slot.
- 2** Connect the CI CARD Adapter to the COMMON INTERFACE slot on the back of TV.

## Connecting the “CI or CI+ Card”

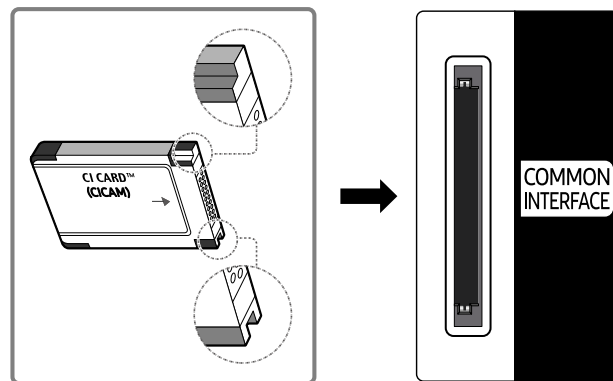
Connect the “CI or CI+ Card” to the COMMON INTERFACE slot as shown in the image below.



## Connecting the “CI or CI+ Card” via COMMON INTERFACE slot

 Only for models with Common interface slot.

Connect the “CI or CI+ Card” to the COMMON INTERFACE slot as shown in the image below.




## Using the “CI or CI+ Card”

To watch paid channels, the “CI or CI+ CARD” must be inserted.


- Samsung TV follow up CI+ 1.4 standard. When Samsung TV display the pop-up message, it may happen due to CI + 1.4 Version inconsistency. If you have a problem, please contact Samsung Service Centre.

 Your Samsung TV conforms to the CI+ 1.4 standards.

 Where a CI+ Common Interface module is incompatible with Samsung TV then please remove the module and contact the CI+ operator for assistance.


- If you don't insert the “CI or CI+ CARD”, some channels will display the pop-up message.
- The pairing information will be displayed in about 2-3 minutes. If an error message is displayed, please contact your service provider.
- When the configuration of channel information has finished, the message “Updating Completed” is displayed, indicating the channel list is updated.

 You must obtain a “CI or CI+ CARD” from a local cable service provider.

 When removing the “CI or CI+ CARD”, carefully pull it out with your hands since dropping the “CI or CI+ CARD” may cause damage to it.

 Insert the “CI or CI+ CARD” in the direction marked on the card.

 The location of the COMMON INTERFACE slot may be different depending on the model.

 “CI or CI+ CARD” is not supported in some countries and regions. Check with an authorised dealer to find out if “CI or CI+ CARD” is supported in your locality.

 If you have any problems, please contact a service provider.

 Insert the “CI or CI+ CARD” that supports the current aerial settings. If not, the screen may not look normal.

## Teletext Feature

Learn how to use Teletext and run the functions provided by Teletext Service.

 This function is available only in the channel that supports the teletext service.

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

 To enter the Teletext feature,

On the Samsung Smart Remote: Press the  or  button to move to TTX/MIX, and then press the Select button.

On the Standard Remote Control: Press the  TTX/MIX button.

 To exit from the Teletext feature,

On the Samsung Smart Remote: Press the TTX/MIX button on the pop-up list until a live TV programme appears.

On the Standard Remote Control: Press the  TTX/MIX button on the remote control until live TV appears.

The index page of the Teletext service gives you information on how to use the Service. For Teletext information to be displayed correctly, channel reception must be stable. Otherwise, information may be missing or some pages may not be displayed.

 To change the Teletext page,

On the Samsung Smart Remote: Press the numeric button on the TTX menu.












On the Standard Remote Control: Press the numeric button.

### On the Samsung Smart Remote


**TTX/MIX (Full TTX / Double TTX / Mix / Live TV):** The teletext mode is activated in the channel that is being watched. Each time you press the TTX/MIX button, the teletext mode changes in the order of **Full TTX** → **Double TTX** → **Mix** → **Live TV**.

- **Full TTX:** The teletext mode appears on the full screen.
- **Double TTX:** The teletext mode appears on the half screen along with the currently viewed channel on the other half.
- **Mix:** The teletext mode appears transparently on the currently viewed channel.
- **Live TV:** It returns to the Live TV screen.


**Colour buttons (red, green, yellow, blue):** If the FASTEXT system is used by the broadcasting company, the different topics on a Teletext page are colour-coded and can be selected by coloured buttons. Press the colour corresponding to the topic of your choice. A new colour coded page appears. Items can be selected in the same way. To display the previous or next page, select corresponding coloured button.

-  **Index:** Displays the index (contents) page at any time while you are viewing Teletext.
-  **Sub Page:** Displays the available sub-page.
-  **List/Flof:** Selects the Teletext mode. If pressed during LIST mode, switches the mode to List save mode. In List save mode, you can save a Teletext page into a list using the  (Store) button.
-  **Store:** Stores the Teletext pages.
-  **Page Up:** Displays the next Teletext page.
-  **Page Down:** Displays the previous Teletext page.
-  **Reveal/Conceal:** Displays or hides the hidden text (answers to quiz games, for example). To display the normal screen, press it again.
-  **Size:** Displays the teletext on the upper half of the screen in double-size. To move the text to the lower half of the screen, press it again. For normal display, press it once again.
-  **Hold:** Holds the display at the current page, in the case that there are several secondary pages that follow automatically. To undo, press it again.
-  **Cancel:** Shrinks the Teletext display to overlap with the current broadcast. To undo, press it again.

## On the Standard Remote Control

 On the Standard Remote Control, the Teletext function icons are printed on some remote control buttons. To run a Teletext function, find its icon printed on a remote control button, and then press the found button.

### TTX/MIX

**Full TTX / Double TTX / Mix / Live TV:** The teletext mode is activated in the channel that is being watched. Each time you press the  TTX/MIX button, the teletext mode changes in the order of **Full TTX** → **Double TTX** → **Mix** → **Live TV**.

- **Full TTX:** The teletext mode appears on the full screen.
- **Double TTX:** The teletext mode appears on the half screen along with the currently viewed channel on the other half.
- **Mix:** The teletext mode appears transparently on the currently viewed channel.
- **Live TV:** It returns to the Live TV screen.

**Colour buttons (red, green, yellow, blue):** If the FASTEXT system is used by the broadcasting company, the different topics on a Teletext page are colour-coded and can be selected by coloured buttons. Press the colour corresponding to the topic of your choice. A new colour coded page appears. Items can be selected in the same way. To display the previous or next page, select corresponding coloured button.


 SETTINGS

**Index:** Displays the index (contents) page at any time while you are viewing Teletext.

 PRE-CH



**Sub Page:** Displays the available sub-page.

 SOURCE

**List/Flof:** Selects the Teletext mode. If pressed during LIST mode, switches the mode to List save mode. In List save mode, you can save a Teletext page into a list using the  (CH LIST) button.

 CH LIST

**Store:** Stores the Teletext pages.

 CH 

**Page Up:** Displays the next Teletext page.

 CH 

**Page Down:** Displays the previous Teletext page.

 INFO

**Reveal/Conceal:** Displays or hides the hidden text (answers to quiz games, for example). To display the normal screen, press it again.



**AD/SUBT.**

 Depending on the model or geographical area.

**Size:** Displays the teletext on the upper half of the screen in double-size. To move the text to the lower half of the screen, press it again. For normal display, press it once again.

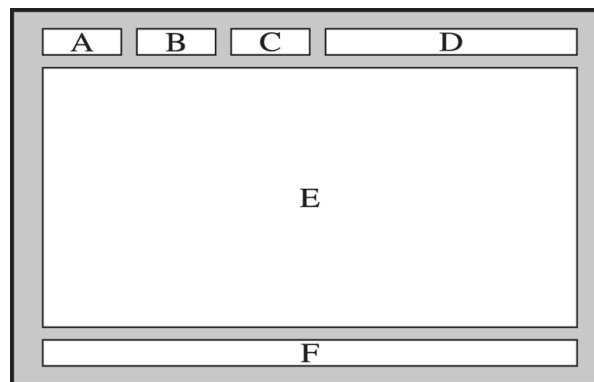
**RETURN**

**Hold:** Holds the display at the current page, in the case that there are several secondary pages that follow automatically. To undo, press it again.

**EXIT**

**Cancel:** Shrinks the Teletext display to overlap with the current broadcast. To undo, press it again.

## Typical Teletext page



Part	Contents
A	Selected page number.
B	Broadcasting channel identity.
C	Current page number or search indications.
D	Date and time.
E	Text.
F	Status information. FASTEXT information.

# Precautions and Notes

You can get instructions and information that you must read after installation.





## Before Using the Recording and Timeshift Functions


Read these instructions before using Recording and Timeshift.







### Before using the recording and schedule recording functions

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

- To schedule a recording, set **Clock Mode** to **Auto**. Set the **Clock**.

–  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**  


- You can set up a maximum total of 30 **Schedule Viewing** and **Schedule Recording** entries.
- Recordings are DRM-protected and therefore cannot be played back on a computer or on a different TV. In addition, these files cannot be played back on your TV if its video circuit has been replaced.
- For a USB device for recording, it is recommended to use the USB hard disk that supports USB 2.0 or later and 5,400 rpm or higher. However, RAID-type USB hard drives are not supported.
- USB memory is not supported.
- The total recording capacity may differ with the amount of available hard drive space and the recording quality level.
- **Schedule Recording** requires at least 100 MB of free space on the USB storage device. Recording will stop if the available storage space falls below 50 MB while recording is in progress.
- If the available storage space falls below 500 MB while both the Schedule Recording and Timeshift functions are in progress, only the recording will stop.
- The maximum recording time is 720 minutes.
- Videos are played according to the TV settings.
- If the input signal is changed while recording is in progress, the screen will go blank until the change is made. In this case, recording will resume, but  will not be available.
- When using the Record or Schedule Recording function, the actual recording may start a second or two later than the specified time.
- If the Schedule Recording function is operating while a recording is being made on an HDMI-CEC external device, the priority is given to the Schedule Recording.
- Connecting a recording device to the TV automatically deletes abnormally saved recorded files.

- If the [Sleep Timer](#) or [Auto Power Off](#) has been set, the TV will override these settings, continue to record and turn off after the recording has ended.
  -  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Time](#) > [Sleep Timer](#)  
[Try Now](#)
  -  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Auto Power Off](#)  
[Try Now](#)

## Before using the timeshift function


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

- For a USB device for recording, it is recommended to use the USB hard disk that supports USB 2.0 or later and 5,400 rpm or higher. However, RAID-type USB hard drives are not supported.
- USB memory or flash drives are not supported.
- The total recording capacity may differ with the amount of available hard drive space and the recording quality level.
- If the available storage space falls below 500 MB while both the Schedule Recording and Timeshift functions are in progress, only the recording will stop.
- The maximum amount of time available for the Timeshift function is 90 minutes.
- The Timeshift function is not available for locked channels.
- Time-shifted videos are played according to the TV settings.
- The Timeshift function may be terminated automatically once it reaches its maximum capacity.
- The Timeshift function requires at least 1.5 GB of free space available on the USB storage device.

## Supported broadcasting audio options

Check the supported broadcasting audio options.

	Audio Type	Dual Sound	Default
A2 Stereo	Mono	Mono	Automatic change
	Stereo	Stereo, Mono	Automatic change
	Dual	Dual I, Dual II	Dual I
NICAM Stereo	Mono	Mono	Automatic change
	Stereo	Mono, Stereo	Automatic change
	NICAM Dual	Mono, NICAM Dual-1, NICAM Dual-2	NICAM Dual-1

 If the **Stereo** signal is too weak and an automatic switching occurs, select **Mono**.

 Available only for the stereo signals.

 Available only when the input source is set to **TV**.


## Read Before Using Apps

Read this information before using Apps.

- If you want to download new apps using [Apps](#), first sign in to your Samsung account.
- Due to the product characteristics featured on Samsung Smart Hub, as well as limitations in available content, certain features, applications and services may not be available on all devices or in all territories. Visit <https://www.samsung.com> for more information on specific device information and content availability. Services and content availability are subject to change without prior notice.
- Samsung Electronics takes no legal responsibility whatsoever for any interruption of app services caused by the service provider for any reason.
- Application services may be provided in English only and available content may differ with the geographical area.
- For more information about applications, visit the applicable service provider's website.
- An unstable network connection may cause delays or interruptions. In addition, applications may terminate automatically depending on the network environment. If this occurs, check your network connection and try again.
- Application services and updates may become unavailable.
- Application content is subject to change by the service provider without prior notice.
- Specific services may differ with the version of the application installed on the TV.
- An application's functionality may change in future versions of the application. If this occurs, run the application's tutorial or visit the service provider's website.
- Depending on the service provider's policies, certain applications may not support multitasking.
- For details on how to subscribe or unsubscribe from an app, please contact the service provider.




# Read Before Using the Internet Function

Read this information before using the Internet function.

- File download is not supported.
- The **Internet** function may not be able to access certain websites, including websites operated by certain companies.
- The TV does not support playback of flash videos.
- E-commerce for online purchases is not supported.
- ActiveX is not supported.
- Only a limited number of fonts are supported. Certain symbols and characters may not be displayed properly.
- The response to remote commands and the resulting on-screen display may be delayed while a web page is loading.
- Loading a web page may be delayed or suspended completely depending on the status of the participating systems.
- Copy and paste operations are not supported.
- When composing an email or a simple message, certain functions such as the font size and colour selection may not be available.
- There is a limit to the number of bookmarks and the size of the log file that can be saved.
- The number of windows that can be opened concurrently is limited.
- Web browsing speed will differ with the network environment.
- Embedded videos in a web page cannot be played at the same time while the PIP (picture-in-picture) function is operating.
-  This function may not be supported depending on the model or geographical area.
- Browsing history is saved from latest to oldest, with the oldest entries being overwritten first.
- Depending on the types of video/audio codecs supported, you may not be able to play certain HTML5 video and audio files.
- Video sources from PC-optimised streaming service providers may not play properly on our proprietary **Internet** browser.

## Read before setting up a wireless network connection

### Precautions for wireless network

- This TV supports the IEEE 802.11 a /b /g /n /ac communication protocols. Video files stored on a device connected to the TV via a Home Network may not play back smoothly.
  -  Some of the IEEE 802.11 communication protocols may not be supported depending on the model or geographical area.
  -  QN9\*\*B Series supports the IEEE 802.11 a /b /g /n /ac /ax communication protocols.
  -  For models other than the QN9\*\*B Series, Samsung recommends using IEEE 802.11n.
- To use wireless network, the TV must be connected to a wireless access point or modem. If the wireless access point supports DHCP, the TV can use a DHCP or static IP address to connect to the wireless network.
- Select a channel that is not currently being used by the wireless access point. If the channel set is currently being used by the wireless access point to communicate with another device, the result is usually interference and/or a communications failure.
- Most wireless networks have an optional security system. To enable a wireless network's security system, you need to create a password using characters and numbers. This password is then needed to connect to a security-enabled access point.

### Wireless security protocols

The TV only supports the following wireless network security protocols. The TV cannot connect to non-certified wireless access point.



- Authentication Modes: WEP, WPAPSK, WPA2PSK
- Encryption Types: WEP, TKIP, AES

In compliance with the Wi-Fi certification specifications, Samsung TVs do not support WEP or TKIP security encryption in networks running in the 802.11n mode. If the wireless access point supports WPS (Wi-Fi Protected Setup), you can connect the TV to your network using PBC (Push Button Configuration) or a PIN (Personal Identification Number). WPS automatically configures the SSID and WPA key settings.

# Read Before Playing Photo, Video or Music Files

Read this information before playing media content.

## Limitations to the use of photo, video and music files Try Now

- The TV supports MSC (Mass Storage Class) USB devices only. MSC is a class designation for mass storage devices. Types of MSC devices include external hard drives, flash card readers and digital cameras. (USB hubs are not supported.) These kinds of devices must be connected directly to the USB port. The TV may not be able to recognise a USB device or read the files on the device if it is connected with a USB extension cable. Do not disconnect USB devices while they are transferring files.
- When connecting an external hard drive, use the USB (HDD 5V 1A) port. We recommend that you use an external hard drive with its own power adapter.
  -  USB (HDD 5V 1A) port is supported by some models.
- Certain digital cameras and audio devices may not be compatible with the TV.
- If there are multiple USB devices connected to the TV, the TV might not be able to recognise some or all the devices. USB devices that use high-power input should be connect to the USB (HDD 5V 1A) port.
  -  USB (HDD 5V 1A) port is supported by some models.
- The TV supports the FAT, exFAT and NTFS file systems.
- In the media contents list, the TV can display up to 1,000 files per folder. If the USB device contains more than 8,000 files and folders, however, some files and folders might not be accessible.
- Certain files, depending on how they are encoded, may not play on the TV.
- Certain files are not supported on all models.
- The DivX and DTS codecs are not supported by the Samsung TV models released in 2022.



## Supported subtitles

### Subtitle formats

Name	Format
MPEG-4 Timed text	.txt
SAMI	.smi
SubRip	.srt
SubViewer	.sub
Micro DVD	.sub or .txt
SubStation Alpha	.ssa
Advanced SubStation Alpha	.ass
SMPTE-TT Text	.xml

### Video formats with subtitles


Name	Container
Xsub	AVI
SubStation Alpha	MKV
Advanced SubStation Alpha	MKV
SubRip	MKV
VobSub	MKV
MPEG-4 Timed text	MP4
TTML in smooth streaming	MP4
SMPTE-TT TEXT	MP4
SMPTE-TT PNG	MP4

## Supported image formats and resolutions

File extension	Format	Resolution
*.jpg *.jpeg	JPEG	15360 x 9024
*.png	PNG	4096 x 4096
*.bmp	BMP	4096 x 4096
*.mpo	MPO	15360 x 8640
*.heic	HEIF	12000 x 9000

 The MPO format is supported partly.

 The HEIF format is may not be supported depending on the model or geographical area.

 HEIF supports only the single image of grid type (grid) and its minimum resolution must be at least 512 pixels in width or height.

## Supported music formats and codecs

File extension	Format	Codec	Note
*.mp3	MPEG	MPEG1 Audio Layer 3	
*.m4a *.mpa *.aac	MPEG4	AAC	
*.flac	FLAC	FLAC	Supports up to 16/24 Bit, 48/96/192 kHz, 5.1 channel
*.ogg	OGG	Vorbis	Supports up to 2 channels
*.wma	WMA	WMA	WMA is supported up to 10 Pro 5.1 channels. WMA lossless audio is not supported.
*.wav	wav	wav	
*.mid *.midi	midi	midi	Supports type 0 and type 1. Seek is not supported. Supports USB device only.
*.ape	ape	ape	
*.aif *.aiff	AIFF	AIFF	
*.m4a	ALAC	ALAC	

## Supported video codecs (QLED TV except for Q6\*B Series/The Frame (43-inch or larger models)/The Serif/The Sero/OLED TV)

 For Q6\*B Series, refer to the next section.

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs
*.avi	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	4096 x 2160	4096 x 2160: 60	60	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 G.711(A-Law, μ-Law) OPUS
*.mkv				3840 x 2160: 60		
*.asf				1920 x 1080: 120		
*.wmv		HEVC (H.265 - Main, Main10)	4096 x 2160	4096 x 2160: 60 3840 x 2160: 120	80	
*.mp4		Motion JPEG	3840 x 2160	30	80	
*.mov		MVC	1920 x 1080	60	20	
*.3gp		MPEG4 SP/ASP				
*.vro		Window Media Video v9 (VC1)				
*.mpg		MPEG2				
*.mpeg		MPEG1				
*.ts		Microsoft MPEG-4 v1, v2, v3				
*.tp		Window Media Video v7 (WMV1), v8 (WMV2)				
*.trp		H.263 Sorrenson				
*.flv		VP6				
*.vob						
*.svi						
*.m2ts						
*.mts		AV1	3840 x 2160	120	40 ** 80	
*.webm		WebM	VP8	1920 x 1080	60	
	VP9 (Profile 0, profile 2 supported)		3840 x 2160	60	80	
	AV1		3840 x 2160	120	40 ** 80	
*.rmvb	RMVB	RV8/9/10 (RV30/40)	1920 x 1080	60	20	RealAudio 6

 \*\*: Only QN1\*\*B Series

## Other restrictions

- Codecs may not function properly if there is a problem with the content.
- Video content does not play or does not play correctly if there is an error in the content or container.
- Sound or video may not work if they have standard bit rates/frame rates above the TV's compatibility ratings.
- If the Index Table is has an error, the Seek (Jump) function will not work.
- When playing video over a network connection, the video may not play smoothly because of data transmission speeds.
- Some USB/digital camera devices may not be compatible with the TV.
- HEVC codec is only available in MKV / MP4 / TS containers.

## Video decoders

- H.264 UHD is supported up to Level 5.1.
  - TV does not support FMO / ASO / RS.
  - Resolution is changed during video playback. (Up to 3840 x 2160 is supported)
- H.264 FHD is supported up to Level 4.2.
  - TV does not support FMO / ASO / RS.
- HEVC UHD is supported up to Level 5.2.
  - Resolution is changed during video playback. (Up to Level 5.1 3840 x 2160 is supported)
- HEVC FHD is supported up to Level 4.1.
- VC1 AP L4 is not supported.
- GMC 2 or above is not supported.

## Audio decoders

- WMA is supported up to 10 Pro 5.1 channels, M2 profile.
- WMA1, WMA lossless / Voice are not supported.
- QCELP and AMR NB/WB are not supported.
- Vorbis is supported for up to 5.1 channels.
- Dolby Digital+ is supported for up to 5.1 channels.
- The supported sample rates are 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, and 48 KHz, and differ with the codec.

## Supported video codecs (Q6\*B Series)

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs	
*.avi	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	4096 x 2160	60	60	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 G.711(A-Law, $\mu$ -Law) OPUS	
*.mkv		HEVC (H.265 - Main, Main10)	4096 x 2160	60	80		
*.asf		Motion JPEG	3840 x 2160	30	80		
*.wmv		MVC	1920 x 1080	60	20		
*.mp4		MPEG4 SP/ASP					
*.mov		Window Media Video v9 (VC1)					
*.3gp		MPEG2					
*.vro		MPEG1					
*.mpg		Microsoft MPEG-4 v1, v2, v3					
*.mpeg		Window Media Video v7 (WMV1), v8 (WMV2)					
*.ts		H.263 Sorrenson					
*.flv		VP6					
*.vob							
*.svi							
*.m2ts			AV1	3840 x 2160	60		40
*.mts							
*.webm		WebM	VP8	1920 x 1080	60		20
	VP9 (Profile 0, profile 2 supported)		3840 x 2160	60	80		
	AV1		3840 x 2160	60	40		
*.rmvb	RMVB	RV8/9/10 (RV30/40)	1920 x 1080	60	20	RealAudio 6	

## Supported video codecs (BU8 Series)

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs
*.avi	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	3840 x 2160	3840 x 2160: 30	50	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 G.711(A-Law, $\mu$ -Law) OPUS
*.mkv				1920 x 1080: 60		
*.asf		HEVC (H.265 - Main, Main10)		60	50	
*.wmv		Motion JPEG	1920 x 1080	60	20	
*.mp4		MVC				
*.mov		MPEG4 SP/ASP				
*.3gp		Window Media Video v9 (VC1)				
*.vro		MPEG2				
*.mpg		MPEG1				
*.mpeg		Microsoft MPEG-4 v1, v2, v3				
*.ts		Window Media Video v7 (WMV1), v8 (WMV2)				
*.trp		H.263 Sorrenson				
*.flv		VP6				
*.vob						
*.svi						
*.m2ts			AV1	3840 x 2160	60	
*.mts						
*.webm	WebM	VP8	1920 x 1080	60	20	Vorbis
		VP9 (Profile 0, profile 2 supported)	3840 x 2160	60	50	
		AV1	3840 x 2160	60	40	
*.rmvb	RMVB	RV8/9/10 (RV30/40)	1920 x 1080	60	20	RealAudio 6

## Other restrictions

- Codecs may not function properly if there is a problem with the content.
- Video content does not play or does not play correctly if there is an error in the content or container.
- Sound or video may not work if they have standard bit rates/frame rates above the TV's compatibility ratings.
- If the Index Table is has an error, the Seek (Jump) function will not work.
- When playing video over a network connection, the video may not play smoothly because of data transmission speeds.
- Some USB/digital camera devices may not be compatible with the TV.
- HEVC codec is only available in MKV / MP4 / TS containers.

## Video decoders

- H.264 UHD is supported up to Level 5.1.
  - TV does not support FMO / ASO / RS.
  - Resolution is changed during video playback. (Up to 3840 x 2160 is supported) (except for BU8 Series)
- H.264 FHD is supported up to Level 4.2.
  - TV does not support FMO / ASO / RS.
- HEVC UHD is supported up to Level 5.1.
  - Resolution is changed during video playback. (Up to 3840 x 2160 is supported) (except for BU8 Series)
- HEVC FHD is supported up to Level 4.1.
- VC1 AP L4 is not supported.
- GMC 2 or above is not supported.

## Audio decoders

- WMA is supported up to 10 Pro 5.1 channels, M2 profile.
- WMA1, WMA lossless / Voice are not supported.
- QCELP and AMR NB/WB are not supported.
- Vorbis is supported for up to 5.1 channels.
- Dolby Digital+ is supported for up to 5.1 channels.
- The supported sample rates are 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, and 48 KHz, and differ with the codec.

## Supported video codecs (The Frame (32LS03B model))

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs
*.avi	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	1920 x 1080	60	50	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 OPUS G.711(A-Law, $\mu$ -Law)
*.mkv		HEVC (H.265 - Main, Main10)		60	50	
*.asf		Motion JPEG		60	20	
*.wmv		MVC				
*.mp4		MPEG4 SP/ASP				
*.mov		Window Media Video v9 (VC1)				
*.3gp		MPEG2				
*.vro		MPEG1				
*.mpg		Microsoft MPEG-4 v1, v2, v3				
*.mpeg		Window Media Video v7 (WMV1), v8 (WMV2)				
*.ts		H.263 Sorrenson				
*.flv		VP6				
*.vob		AV1		60	40	
*.svi						
*.m2ts						
*.mts						
*.webm	WebM	VP8	60	20	Vorbis	
		VP9 (Profile 0, profile 2 supported)	60	50		
		AV1	60	40		
*.rmvb	RMVB	RV8/9/10 (RV30/40)	60	20	RealAudio 6	



## Other restrictions

- Codecs may not function properly if there is a problem with the content.
- Video content does not play or does not play correctly if there is an error in the content or container.
- Sound or video may not work if they have standard bit rates/frame rates above the TV's compatibility ratings.
- If the Index Table is has an error, the Seek (Jump) function will not work.
- When playing video over a network connection, the video may not play smoothly because of data transmission speeds.
- Some USB/digital camera devices may not be compatible with the TV.
- HEVC codec is only available in MKV / MP4 / TS containers.

## Video decoders


- H.264 FHD is supported up to Level 4.2. (TV does not support FMO / ASO / RS)
- HEVC FHD is supported up to Level 4.1.
- VC1 AP L4 is not supported.
- GMC 2 or above is not supported.

## Audio decoders

- WMA is supported up to 10 Pro 5.1 channels, M2 profile.
- WMA1, WMA lossless / Voice are not supported.
- QCELP and AMR NB/WB are not supported.
- Vorbis is supported for up to 5.1 channels.
- Dolby Digital+ is supported for up to 5.1 channels.
- The supported sample rates are 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, and 48 KHz, and differ with the codec.

## Supported video codecs (QN7\*\*B Series)

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs		
*.avi *.mkv	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	3840 x 2160	3840 x 2160: 60 1920 x 1080: 120	60	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 G.711(A-Law, μ-Law) OPUS		
*.asf *.wmv		HEVC (H.265 - Main, Main10)	7680 x 4320	7680 x 4320: 60 3840 x 2160: 120	100			
*.mp4 *.mov		Motion JPEG	1920 x 1080	60	20			
*.3gp *.vro		MVC	1920 x 1080	60	20			
*.mpg *.mpeg		MPEG4 SP/ASP						
*.ts *.tp		Window Media Video v9 (VC1)						
*.trp *.flv		MPEG2						
*.vob *.svi		MPEG1						
*.m2ts *.mts		Microsoft MPEG-4 v1, v2, v3						
		Window Media Video v7 (WMV1), v8 (WMV2)						
		H.263 Sorrenson						
		VP6						
		AV1					7680 x 4320	7680 x 4320: 60 3840 x 2160: 120
*.webm		WebM	VP8	1920 x 1080	60		20	Vorbis
			VP9 (Profile 0, profile 2 supported)	3840 x 2160	60		80	
			AV1	7680 x 4320	7680 x 4320: 60 3840 x 2160: 120		80	
*.rmvb	RMVB	RV8/9/10 (RV30/40)	1920 x 1080	60	20	RealAudio 6		

 Because the specifications are based on the current 8K connectivity and decoding standards, future connectivity, broadcasting, and decoding standards may not be supported. Upgrading for meeting future standards may require purchase of additional devices.

 Some 3rd party standards may not be supported.

## Other restrictions

- Codecs may not function properly if there is a problem with the content.
- Video content does not play or does not play correctly if there is an error in the content or container.
- Sound or video may not work if they have standard bit rates/frame rates above the TV's compatibility ratings.
- If the Index Table is has an error, the Seek (Jump) function will not work.
- When playing video over a network connection, the video may not play smoothly because of data transmission speeds.
- Some USB/digital camera devices may not be compatible with the TV.
- HEVC codec is only available in MKV / MP4 / TS containers.

## Video decoders


- H.264 UHD is supported up to Level 5.1, and H.264 FHD is supported up to Level 4.2. (TV does not support FMO / ASO / RS)
- HEVC UHD is supported up to Level 5.2, and HEVC FHD is supported up to Level 4.1.
- HEVC 8K is supported up to Level 6.1.
- VC1 AP L4 is not supported.
- GMC 2 or above is not supported.

## Audio decoders

- WMA is supported up to 10 Pro 5.1 channels, M2 profile.
- WMA1, WMA lossless / Voice are not supported.
- QCELP and AMR NB/WB are not supported.
- Vorbis is supported for up to 5.1 channels.
- Dolby Digital+ is supported for up to 5.1 channels.
- The supported sample rates are 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, and 48 KHz, and differ with the codec.

## Supported video codecs (QN8\*\*B Series or higher)

File format	Container	Video codecs	Resolution	Frame rate (fps)	Bitrate (Mbps)	Audio codecs		
*.avi *.mkv	AVI MKV ASF MP4 3GP MOV FLV VRO VOB PS TS	H.264 BP/MP/HP	4096 x 2160	4096 x 2160: 60 1920 x 1080: 120	60	Dolby Digital LPCM ADPCM(IMA, MS) AAC HE-AAC WMA Dolby Digital+ MPEG(MP3) AC-4 G.711(A-Law, μ-Law) OPUS		
*.asf *.wmv		HEVC (H.265 - Main, Main10)	7680 x 4320	7680 x 4320: 60 3840 x 2160: 120	100			
*.mp4 *.mov		Motion JPEG	3840 x 2160	30	80			
*.3gp *.vro		MVC	1920 x 1080	60	20			
*.mpg *.mpeg		MPEG4 SP/ASP						
*.ts		Window Media Video v9 (VC1)						
*.tp		MPEG2						
*.trp		MPEG1						
*.flv		Microsoft MPEG-4 v1, v2, v3						
*.vob		Window Media Video v7 (WMV1), v8 (WMV2)						
*.svi		H.263 Sorrenson						
*.m2ts *.mts		VP6						
		AV1					7680 x 4320	7680 x 4320: 60 3840 x 2160: 120
*.webm		WebM	VP8	1920 x 1080	60		20	Vorbis
			VP9 (Profile 0, profile 2 supported)	3840 x 2160	60		80	
			AV1	7680 x 4320	7680 x 4320: 60 3840 x 2160: 120		80	
*.rmvb	RMVB	RV8/9/10 (RV30/40)	1920 x 1080	60	20	RealAudio 6		

 Because the specifications are based on the current 8K connectivity and decoding standards, future connectivity, broadcasting, and decoding standards may not be supported. Upgrading for meeting future standards may require purchase of additional devices.

 Some 3rd party standards may not be supported.

## Other restrictions

- Codecs may not function properly if there is a problem with the content.
- Video content does not play or does not play correctly if there is an error in the content or container.
- Sound or video may not work if they have standard bit rates/frame rates above the TV's compatibility ratings.
- If the Index Table is has an error, the Seek (Jump) function will not work.
- When playing video over a network connection, the video may not play smoothly because of data transmission speeds.
- Some USB/digital camera devices may not be compatible with the TV.
- HEVC codec is only available in MKV / MP4 / TS containers.

## Video decoders

- H.264 UHD is supported up to Level 5.1.
  - TV does not support FMO / ASO / RS.
  - Resolution is changed during video playback. (Up to 3840 x 2160 is supported)
- H.264 FHD is supported up to Level 4.2.
  - TV does not support FMO / ASO / RS.
- HEVC UHD is supported up to Level 5.2.
  - Resolution is changed during video playback. (Up to Level 5.1 3840 x 2160 is supported)
- HEVC 8K is supported up to Level 6.1.
- HEVC FHD is supported up to Level 4.1.
- VC1 AP L4 is not supported.
- GMC 2 or above is not supported.

## Audio decoders

- WMA is supported up to 10 Pro 5.1 channels, M2 profile.
- WMA1, WMA lossless / Voice are not supported.
- QCELP and AMR NB/WB are not supported.
- Vorbis is supported for up to 5.1 channels.
- Dolby Digital+ is supported for up to 5.1 channels.
- The supported sample rates are 8, 11.025, 12, 16, 22.05, 24, 32, 44.1, and 48 KHz, and differ with the codec.

# Read After Installing the TV

Read this information after installing the TV.

## Picture sizes and input signals


The **Picture Size** is applied to the current source. The applied **Picture Size** will remain in effect whenever you select that source unless you change them.

Input signal	Picture size
Component	16:9 Standard, Custom, 4:3
Digital channel (720p)	16:9 Standard, Custom, 4:3
Digital channel (1080i, 1080p)	16:9 Standard, Custom, 4:3
*Digital channel (3840 x 2160p @ 24/30 Hz)	16:9 Standard, Custom
*Digital channel (3840 x 2160p @ 50/60 Hz)	16:9 Standard, Custom
*Digital channel (4096 x 2160p)	16:9 Standard, Custom
HDMI (720p)	16:9 Standard, Custom, 4:3
*HDMI (1080i, 1080p)	16:9 Standard, Custom, 4:3
*HDMI (3840 x 2160p)	16:9 Standard, Custom
*HDMI (4096 x 2160p)	16:9 Standard, Custom
*HDMI (7680 x 4320p)	16:9 Standard, Custom
USB (720p)	16:9 Standard, Custom, 4:3
USB (1080i/p @ 60 Hz)	16:9 Standard, Custom, 4:3
*USB (3840 x 2160p @ 24/30 Hz)	16:9 Standard, Custom
*USB (3840 x 2160p @ 60 Hz)	16:9 Standard, Custom
*USB (4096 x 2160p @ 24/30/60 Hz)	
*USB (7680 x 4320p @ 24/30/60 Hz)	16:9 Standard, Custom

 \*: This input signal may differ depending on the model and geographical area.

 The input ports for external devices may differ depending on the model and geographical area.

## Installing an anti-theft lock

An anti-theft lock is a physical device that can be used to protect the TV against theft. Look for the lock slot on the back of the TV. The slot has a  icon next to it. To use the lock, wrap the lock cable around an object that is too heavy to carry and then thread it through the TV's lock slot. The lock is sold separately. The method of using an anti-theft lock may differ for each model. Refer to the lock's user manual for more information.

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

## Supported Resolutions for UHD Input Signals

Check the supported resolution for UHD input signals.

- Resolution: 3840 x 2160p, 4096 x 2160p

 This function may not be supported depending on the model.

### If Input Signal Plus is set to Off

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
50 / 60	8 bit	-	-	-	0

### If Input Signal Plus is set to On

- All models for Q6\*B/BU Series, Q8\*B Series (50-inch and smaller models)
- The Serif (43LS01B model)/The Frame (32LS03B model)/The Sero

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
50 / 60	8 bit	0	0	0	0
	10 bit	-	-	0	0

- QLED TV (except for Q6\*B/Q8\*B (50-inch and smaller models) Series)
- The Serif (50LS01B/55LS01B/65LS01B)/The Frame (43-inch or larger models)
- OLED TV

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
50 / 60	8 bit	0	0	0	0
	10 bit	0	0	0	0
120	8 bit	0	0	0	0
	10 bit	0	0	0	0

## Resolutions for Input Signals supported by 8K models (QN7\*\*B Series or higher)

Check the resolutions for input signals supported by 8K models (QN7\*\*B Series or higher).

### If Input Signal Plus is set to Off

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
50 / 60	8 bit	-	-	-	0

### If Input Signal Plus is set to On

- Resolution: 3840 x 2160p, 4096 x 2160p

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
50 / 60	8 bit	0	0	0	0
	10 bit	0	0	0	0
120	8 bit	0	0	0	0
	10 bit	0	0	0	0

- Resolution: 7680 x 4320p

Frame rate (fps)	Colour Depth / Chroma Sampling	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
24 / 30 / 50 / 60	8 bit	0	0	0	0
	10 bit	0	0	0	0



## Supported Resolutions for FreeSync (VRR)

Check the supported resolutions for the FreeSync (VRR) signal.

When **Game Mode** is set to **On** or **Auto**, the FreeSync (VRR) function is activated.

 FreeSync (VRR) is only available in select models. For models that support FreeSync (VRR), refer to "[Using FreeSync](#)".

 This function may not be supported depending on the model.

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	SCAN
1920 x 1080	120 Hz	135.000	120	297.000	progressive
** 1920 x 1080	144 Hz	166.587	144	346.500	progressive
2560 x 1080	120 Hz	150.000	120	495.000	progressive
** 2560 x 1080	144 Hz	172.339	144	470.830	progressive
2560 x 1440	120 Hz	150.000	120	495.000	progressive
3840 x 2160	120 Hz	270.000	120	1188.000	progressive
** 3840 x 2160	144 Hz	323.677	144	1424.180	progressive
3840 x 1080	120 Hz	137.250	120	549.000	progressive
** 3840 x 1080	144 Hz	166.607	144	653.100	progressive
3840 x 1600	120 Hz	99.419	120	521.750	progressive
** 3840 x 1600	144 Hz	246.569	144	1035.590	progressive
4096 x 2160	120 Hz	270.000	120	1188.000	progressive
*7680 x 4320	60 Hz	264.000	60	2376.000	progressive


 \*: The resolution may not be supported depending on the model.

 \*\*: Only models that support 144 Hz are supported.

## Read Before Connecting a Computer (Supported Resolutions)

Check the resolutions supported for PC input signals.

When you connect your TV to a computer, set the computer's video card to one of the standard resolutions listed in the tables below. The TV will automatically adjust to the resolution you choose. Note that the optimal and recommended resolutions are 3840 x 2160 @ 60 Hz (UHD models) and 7680 x 4320 @ 60 Hz (QN7\*\*B Series or higher). Choosing a resolution not included in the tables can result in a blank or flickering screen or can turn on only the receiver of the remote control. Refer to the user manual of your graphics card for compatible resolutions.

 The native resolutions are 3840 x 2160 @ 60 Hz (UHD models) and 7680 x 4320 @ 60 Hz (QN7\*\*B Series or higher) with the **Input Signal Plus** set to **On**. The native resolution is 3840 x 2160 @ 30 Hz with the **Input Signal Plus** set to **Off**.

### IBM

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
720 x 400	70 Hz	31.469	70.087	28.322	- / +

### MAC

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
640 x 480	67 Hz	35.000	66.667	30.240	- / -
832 x 624	75 Hz	49.726	74.551	57.284	- / -
1152 x 870	75 Hz	68.681	75.062	100.000	- / -


## VESA DMT

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
640 x 480	60 Hz	31.469	59.940	25.175	- / -
640 x 480	72 Hz	37.861	72.809	31.500	- / -
640 x 480	75 Hz	37.500	75.000	31.500	- / -
800 x 600	60 Hz	37.879	60.317	40.000	+ / +
800 x 600	72 Hz	48.077	72.188	50.000	+ / +
800 x 600	75 Hz	46.875	75.000	49.500	+ / +
1024 x 768	60 Hz	48.363	60.004	65.000	- / -
1024 x 768	70 Hz	56.476	70.069	75.000	- / -
1024 x 768	75 Hz	60.023	75.029	78.750	+ / +
1152 x 864	75 Hz	67.500	75.000	108.000	+ / +
1280 x 720	60 Hz	45.000	60.000	74.250	+ / +
1280 x 800	60 Hz	49.702	59.810	83.500	- / +
1280 x 1024	60 Hz	63.981	60.020	108.000	+ / +
1280 x 1024	75 Hz	79.976	75.025	135.000	+ / +
1440 x 900	60 Hz	55.935	59.887	106.500	- / +
1600 x 900	60 Hz	60.000	60.000	108.000	+ / +
1680 x 1050	60 Hz	65.290	59.954	146.250	- / +
1920 x 1080	60 Hz	67.500	60.000	148.500	+ / +

## VESA CVT

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
2560 x 1440	60 Hz	88.787	59.951	241.500	+ / -
2560 x 1440	120 Hz	192.996	119.998	497.750	+ / -

 The resolution may not be supported depending on the model.

 2560 x 1440 @ 60 Hz resolution is not supported in [Game Mode](#).

## CTA-861

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
1920 x 1080i	50 Hz	28.125	50.000	74.250	+ / +
1920 x 1080i	60 Hz	33.750	60.000	74.250	+ / +
*1920 x 1080	100 Hz	112.500	100.000	297.000	+ / +
*1920 x 1080	120 Hz	135.000	120.003	297.000	+ / +
3840 x 2160	30 Hz	67.500	30.000	297.000	- / -
*3840 x 2160	60 Hz	135.000	60.000	594.000	- / -
*3840 x 2160	100 Hz	225.000	100.000	1188.000	+ / +
*3840 x 2160	120 Hz	270.000	120.000	1188.000	+ / +
4096 x 2160	24 Hz	54.000	24.000	297.000	+ / +
4096 x 2160	30 Hz	67.500	30.000	297.000	+ / +
*4096 x 2160	50 Hz	112.500	50.000	594.000	+ / +
*4096 x 2160	60 Hz	135.000	60.000	594.000	+ / +
*4096 x 2160	100 Hz	225.000	100.000	1188.000	+ / +
*4096 x 2160	120 Hz	270.000	120.000	1188.000	+ / +
*7680 x 4320	24 Hz	108.000	24.000	1188.000	+ / +
*7680 x 4320	30 Hz	132.000	30.000	1188.000	+ / +
*7680 x 4320	50 Hz	220.000	50.000	2376.000	+ / +
*7680 x 4320	60 Hz	264.000	60.000	2376.000	+ / +

 \*: The resolution may not be supported depending on the model.

## Supported Resolutions for Video Signals

Check the resolutions supported for video signals.

### CTA-861

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
720 (1440) x 576i	50 Hz	15.625	50.000	27.000	- / -
720 (1440) x 480i	60 Hz	15.734	59.940	27.000	- / -
720 x 576	50 Hz	31.250	50.000	27.000	- / -
720 x 480	60 Hz	31.469	59.940	27.000	- / -
1280 x 720	50 Hz	37.500	50.000	74.250	+ / +
1280 x 720	60 Hz	45.000	60.000	74.250	+ / +
1920 x 1080i	50 Hz	28.125	50.000	74.250	+ / +
1920 x 1080i	60 Hz	33.750	60.000	74.250	+ / +
1920 x 1080	24 Hz	27.000	24.000	74.250	+ / +
1920 x 1080	25 Hz	28.125	25.000	74.250	+ / +
1920 x 1080	30 Hz	33.750	30.000	74.250	+ / +
1920 x 1080	50 Hz	56.250	50.000	148.500	+ / +
1920 x 1080	60 Hz	67.500	60.000	148.500	+ / +
*1920 x 1080	100 Hz	112.500	100.000	297.000	+ / +
*1920 x 1080	120 Hz	135.000	120.003	297.000	+ / +
3840 x 2160	24 Hz	54.000	24.000	297.000	+ / +
3840 x 2160	25 Hz	56.250	25.000	297.000	+ / +
3840 x 2160	30 Hz	67.500	30.000	297.000	+ / +
*3840 x 2160	50 Hz	112.500	50.000	594.000	+ / +
*3840 x 2160	60 Hz	135.000	60.000	594.000	+ / +
*3840 x 2160	100 Hz	225.000	100.000	1188.000	+ / +
*3840 x 2160	120 Hz	270.000	120.000	1188.000	+ / +

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
4096 x 2160	24 Hz	54.000	24.000	297.000	+ / +
4096 x 2160	30 Hz	67.500	30.000	297.000	+ / +
*4096 x 2160	50 Hz	112.500	50.000	594.000	+ / +
*4096 x 2160	60 Hz	135.000	60.000	594.000	+ / +
*4096 x 2160	100 Hz	225.000	100.000	1188.000	+ / +
*4096 x 2160	120 Hz	270.000	120.000	1188.000	+ / +
*7680 x 4320	24 Hz	108.000	24.000	1188.000	+ / +
*7680 x 4320	30 Hz	132.000	30.000	1188.000	+ / +
*7680 x 4320	50 Hz	220.000	50.000	2376.000	+ / +
*7680 x 4320	60 Hz	264.000	60.000	2376.000	+ / +

 \*: The resolution may not be supported depending on the model.

## VESA CVT

Resolution (Dots x lines)	Display format	Horizontal frequency (KHz)	Vertical frequency (Hz)	Clock frequency (MHz)	Polarity (horizontal / vertical)
2560 x 1440	60 Hz	88.787	59.951	241.500	+ / -
2560 x 1440	120 Hz	192.996	119.998	497.750	+ / -

 The resolution may not be supported depending on the model.

# Read Before Using Bluetooth Devices







Read this information before using a Bluetooth device.

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

## Restrictions on using Bluetooth

- You can't use Bluetooth devices and the [Wi-Fi Speaker Surround Setup](#) feature simultaneously.
- Compatibility issues may occur, depending on the Bluetooth device. (A Mobile exclusive headphone may not be available, depending on the environment.)
- Lip-sync errors may occur.
- The TV and Bluetooth device may disconnect, depending on the distance between them.
- A Bluetooth device may hum or malfunction:
  - When a part of your body is in contact with the receiving/transmitting system of the Bluetooth device or the TV.
  - When the device is subject to electrical variation from obstructions caused by a wall, corner or office partitioning.
  - When the device is exposed to electrical interference from same frequency-band devices including medical equipment, microwave ovens and wireless LANs.
- If the problem persists, we recommend you use a wired connection.
  - DIGITAL AUDIO OUT (OPTICAL) port
  - HDMI (eARC) port

## Suffix : Parental Rating - Thailand only

Alphabet	Icon	Description
Allow All		The broadcasted rating value is not classified
Preschool		Content suitable for preschool aged children 3-5 years old
Children		Content suitable for children between 6–12 years old
General		Content suitable for general audiences
PG 13 (PG-13)		Content suitable for people aged 13 and above, but can be watched by those who are under the recommended age if parental guidance is provided
PG 18 (PG-18)		Content suitable for people aged 18 and above, but can be watched by those who are under the recommended age if parental guidance is provided
Adults		Content unsuitable for children and youngsters



## Licences

[Check the licence information and trademarks applied in your TV.](#)

### Dolby Audio

Dolby, Dolby Atmos, Dolby Audio and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright © 2012-2021 Dolby Laboratories. All rights reserved.

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



The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.

### Open Source License Notice

Open Source used in this product can be found on the following webpage. (<https://opensource.samsung.com>)



POWERED BY



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

# Troubleshooting

The following are troubleshooting solutions for each problem.

## Picture Issues

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

### The screen is flashing or has become dark

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.

Disable [Brightness Optimisation](#), [Brightness Reduction](#), [Motion Lighting](#) or [Contrast Enhancer](#).

- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Brightness Optimisation](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Brightness Reduction](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Motion Lighting](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Contrast Enhancer](#) [Try Now](#)

Run [Picture Test](#). When the tested image quality is normal, check the signal of the connected device.

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

## The picture is not bright, or the picture colours do not look clear

If the screen appears too dim, try changing the settings under [Reset Picture](#) or disabling [Brightness Optimisation](#), [Brightness Reduction](#).

- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Reset Picture](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Brightness Optimisation](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Brightness Reduction](#) [Try Now](#)

Go to [Picture](#) and adjust the [Picture Mode](#), [Contrast](#), [Brightness](#), and [Sharpness](#) settings.

- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Picture Mode](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Contrast](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Brightness](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Sharpness](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Colour](#) [Try Now](#)
- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Tint \(G/R\)](#) [Try Now](#)

## The picture colours are black and white or do not look the way they should look

If the product's colours or absolute whites/blacks seem to be off, launch [Picture Test](#).

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

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

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

If using a component cable, ensure that the green (Y), blue (Pb), and red (Pr) cables are connected properly. Incorrect connections may cause colour problems or a blank screen.

 Component port may not be supported depending on the model.




Check whether [Greyscale](#) is set to [On](#).

- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Greyscale](#) [Try Now](#)







## The TV automatically turns off by itself

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.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Time](#) > [Sleep Timer](#)  
[Try Now](#)

If the [Sleep Timer](#) has not been enabled, see if [Auto Power Off](#) or [Off Timer](#) has been enabled and disable it.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Power and Energy Saving](#) > [Auto Power Off](#)  
[Try Now](#)
-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Time](#) > [Off Timer](#)  
[Try Now](#)

## TV (The Frame TV) cannot be turned off.

If your TV is The Frame model, you can turn off the TV by long-pressing the Power button. To switch from [Art](#) mode to TV mode or vice versa, short-press the Power button when the TV is on.

## Unable to power 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 cable is connected correctly at both ends and that the remote control is operating normally.

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

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

In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.


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

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

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

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

-  > left directional button >  **Art** > **Art Mode Options** > **Motion Detector**


 **Art Mode Options** can be found at the bottom of the **Art** home. To configure the option settings, scroll down to the far bottom.

 **Motion Detector** may not be supported depending on the model or geographical area.

## Unable to find a Channel

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

-  >  **Menu** >  **Settings** > **All Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Auto Tuning** 

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

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

-  >  **Menu** >  **Connected Devices** > **Connection Guide** 

When the symptom persists, contact your service provider.

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

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

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



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

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Video Device](#) > [HDMI](#)

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

For more information about the supported UHD resolutions, refer to "[Supported Resolutions for UHD Input Signals](#)".

For more information about the supported 8K resolutions, refer to "[Resolutions for Input Signals supported by 8K models \(QN7\\*\\*B Series or higher\)](#)".

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

## Displayed video looks blurry

If you notice blurring or juddering on the screen, use the [Picture Clarity Settings](#) function to resolve the issue.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Picture](#) > [Expert Settings](#) > [Picture Clarity Settings](#) [Try Now](#)

## The picture is distorted.

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

Remove and reconnect the power cable, and check the remote control battery.

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 1 m) may cause noise on analogue and digital channels.

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

Change [Picture Size](#) to [16:9 Standard](#).

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Picture](#) > [Picture Size Settings](#) > [Picture Size](#) [Try Now](#)

Change the output resolution of your external device.

## 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.




-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Picture](#) > [Picture Size Settings](#) > [Picture Size](#) [Try Now](#)

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

When an external device is connected with an HDMI or Component cable, the [Subtitle](#) function is unavailable. Adjust the subtitle setting on the external device.

## Subtitles appear on the TV screen.

Turn off the [Subtitle](#) function in [Subtitle Settings](#).

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Subtitle Settings](#) > [Subtitle](#) [Try Now](#)

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

If the [Input Signal Plus](#) feature is turned on, the range of receiving HDMI input signals is expanded, allowing you to view HDR content sent from an external device.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Signal Plus](#) [Try Now](#)

# Sound and Noise Issues

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

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

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

For more information about how to connect an audio device, run [Connection Guide](#).

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Audio Device](#)

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

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

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

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

Check the [Sound Output](#) setting. If it is set to [TV Speaker](#), check the volume setting.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Sound](#) > [Sound Output](#) [Try Now](#)

If you are using an external device, check the device's audio output option.

For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.

To listen to computer sound, connect an external speaker to the computer's audio output connector.

If your TV has a headphone jack, make sure there is nothing plugged into it.

Reboot the connected device by disconnecting and then reconnecting the device's power cable.

With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

## HDMI (eARC) is connected, and there is no sound.

Check whether [Digital Output Audio Format](#) is set to [Pass-through](#).

If a sound bar or A/V receiver that does not support [Dolby Digital+](#) is used and [Pass-through](#) is selected, there is no sound when a [Dolby Digital+](#) source is received.

It is recommended to set [Digital Output Audio Format](#) to [Auto](#) if only limited audio format is supported depending on the performance of the connected sound bar or A/V receiver.

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Sound](#) > [Expert Settings](#) > [Digital Output Audio Format](#) > [Auto](#)



## The speakers are making an odd sound.

Run [Sound Test](#).

- [Home](#) > [Menu](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Sound Test](#) [Try Now](#)

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.

- [Home](#) > [Menu](#) > [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Signal Information](#) [Try Now](#)

## The sound is interrupted.

Sound quality may become affected if the wireless router is close to the Bluetooth speaker. Place the Bluetooth speaker as close as possible to the TV without obstacle between them. Do not place the wireless router close to the Bluetooth speaker body.

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

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

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

Turn off the [Voice Guide](#) function in [Voice Guide Settings](#).

- [Home](#) > [Menu](#) > [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) > [Voice Guide Settings](#) > [Voice Guide](#) [Try Now](#)

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

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




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

## The sound is not heard clearly.

Change to an appropriate sound mode.

-  >  Menu >  Settings > All Settings > Sound > Sound Mode [Try Now](#)

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

-  >  Menu >  Settings > All Settings > General & Privacy > Intelligent Mode Settings > Intelligent Mode [Try Now](#)

 This function may not be supported depending on the model.




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

-  >  Menu >  Settings > All Settings > General & Privacy > Intelligent Mode Settings > Adaptive Sound+ [Try Now](#)

 This function may not be supported depending on the model.

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

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

When connecting an external speaker such as home theatre via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the  >  Menu >  Settings > All Settings > Connection > External Device Manager > Anynet+ (HDMI-CEC) is active on your TV. [Try Now](#)

 If a device is connected via Optical, volume control may not be possible, depending on the device.

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

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

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

# Channel and Broadcast Issues

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

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

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







-  >  Menu >  Connected Devices > Sources

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

## The TV is not receiving all channels.

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

Run [Reset](#) or [Auto Tuning](#).

-  >  Menu >  Settings > All Settings > General & Privacy > [Reset](#) [Try Now](#)
-  >  Menu >  Settings > All Settings > Broadcasting > (Auto Tuning Settings) > [Auto Tuning](#) [Try Now](#)

 The [Auto Tuning Settings](#) may not appear depending on the model or geographical area.

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

When watching channels with the antenna cable connected, run [Subtitle Settings](#).

-  >  Menu >  Settings > All Settings > General & Privacy > Accessibility > [Subtitle Settings](#) [Try Now](#)

Some channels may not have subtitle data.

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

## Broadcasting is deactivated.

[Broadcasting](#) is only available when [Source](#) is set to [TV](#).

[Broadcasting](#) cannot be accessed while you watch TV using a cable box or satellite box.

[Broadcasting](#) cannot be accessed while a recording is in progress or the Timeshift function is running.

# External Device Connectivity Issues

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

## The "Mode Not Supported" message appears.

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

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

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

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

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

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

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

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [PC](#) > [Screen Sharing \(Wireless\)](#)

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

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

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Smartphone](#) > [Screen Sharing \(Smart View\)](#)  
[Try Now](#)

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](#).

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) [Try Now](#)

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

-  >  [Menu](#) >  [Connected Devices](#) > Sources

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

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Video Device](#) > [HDMI Troubleshooting](#)

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




## I want to connect to a Bluetooth speaker.

For more information on how to connect a Bluetooth speaker, see [Audio Device](#) > [Bluetooth](#) in [Connection Guide](#).

-  >  [Menu](#) >  [Connected Devices](#) > [Connection Guide](#) > [Audio Device](#) > [Bluetooth](#)

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

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

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Input Signal Plus](#) [Try Now](#)

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

# Network Issues

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

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

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

Ensure that the network cable is connected and the router is powered on.

Connect your mobile device to the router via Wi-Fi.

Turn the router off and back on again. (Requires 2 to 3 minutes)


If a security key is required, make sure it has been entered correctly.

Unplug the TV's power cable and plug it back in or long-press the power button for at least 3 seconds.

Make sure that there is no electromagnetic wave generating device placed between the TV and router.

If unable to establish a wireless internet connection, connect the TV to the wireless router via an LAN cable.

If the TV is able to connect to the internet normally via the cable connection, there might be a problem with the wireless router. In this case, try using a different wireless router.

 Wired networks are not supported by some models.

## 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.

 Wired networks are not supported by some models.

## 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**.

–  >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Network Status** > **IP Settings**

 Wired networks are not supported by some models.

# Anynet+ (HDMI-CEC) Issues

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




## What is Anynet+?

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

## Anynet+ does not work. The connected device is not displayed.

Make sure the device is an [Anynet+ \(HDMI-CEC\)](#) device. From the settings menu on the device, check and confirm that the HDMI-CEC option is enabled.

From the TV, check and confirm that the [Anynet+ \(HDMI-CEC\)](#) feature is set to **On**.

-  >  **Menu** >  **Settings** > **All Settings** > **Connection** > **External Device Manager** > **Anynet+ (HDMI-CEC)**  
[Try Now](#)




Check and confirm that the device's power cable is securely plugged in.

Check the device's HDMI cable connection.

[Anynet+ \(HDMI-CEC\)](#) cannot function under specific circumstances. (when the TV is scanning channels or performing [Reset](#))

When connecting or disconnecting an HDMI cable, turn the TV off and then back on again.

## 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  >  **Menu** >  **Connected Devices** > Sources, press the down 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**.

-  >  **Menu** >  **Settings** > **All Settings** > **Connection** > **External Device Manager** > **Anynet+ (HDMI-CEC)**  
[Try Now](#)

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

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

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [Connection](#) > [External Device Manager](#) > [Anynet+ \(HDMI-CEC\)](#)  
[Try Now](#)

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

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

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

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

## The Anynet+ device won't play.

You cannot use the play function when [Reset](#) is in progress.





# Remote Control Issues




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

## The remote control does not work.

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



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

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

- Charge the remote control by using the USB port (C-type) on the bottom, or turn over the remote to expose the solar cell.
  - You can check remaining battery of Samsung Smart Remote with solar cell in  > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving** > **Available Remote Battery**. [Try Now](#)
  -  This function may not be supported depending on the model.
- If the remote control has batteries, replace them with new ones.

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

Check the cable connection between the TV and external devices.

When the symptom persists, set it manually in  > **Menu** >  **Connected Devices** > **Universal Remote**.

# Recording Issues

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

## The Timeshift or recording function cannot be used.

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

Recording will automatically stop if the signal becomes too weak.

Check the free space on the storage device.

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

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

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

## 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](#).

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

## 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.

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

## 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.

 Playback may not work properly if the recording file has a problem. If the problem persists, check the recording file.

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

# Apps

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

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

Languages supported by an app may be different from the TV [Language](#) set in the menu.

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

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

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

Uninstall and reinstall the app. For more information about app uninstallation, refer to "[Managing installed apps](#)".

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

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

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

Turn off the [Start with Smart Hub Home](#) function in [Start Screen Options](#).

-  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Start Screen Options](#) > [Start with Smart Hub Home](#) [Try Now](#)

# 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 Assistant Issues

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

## The microphone is off.








Turn on the microphone switch at the bottom of the TV. Each time the switch is turned on or off, the screen displays a pop-up window showing whether the microphone is turned on or off.


-  If the microphone is turned off, all voice recognition features and some sound features involving the microphone do not work.
-  The position and appearance of the microphone switch may differ depending on the model.

## The voice commands do not work well.

Voice commands may differ depending on the [Voice Assistant](#).

Refer to the command examples for each [Voice Assistant](#).

- [Bixby](#):  > [Explore Now](#)
- [Amazon Alexa](#):  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Voice](#) > [Amazon Alexa Settings](#) [Try Now](#)
- [Google Assistant](#):  >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Voice](#) > [Google Assistant Settings](#) [Try Now](#)


 This function and Voice Recognition Solution Partner may not be supported depending on the model or geographical area.

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

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

Turn off the [Voice Wake-up](#) function or set the [Wake-up Sensitivity](#) to [Low](#).

-  > [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#)

 This function and Voice Recognition Solution Partner may not be supported depending on the model or geographical area.


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

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

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



Turn on the [Voice Wake-up](#) function.

-  > [Explore Now](#) >  [Settings](#) > [Voice Wake-up](#)





 This function and Voice Recognition Solution Partner may not be supported depending on the model or geographical area.

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

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

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

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

- Charge the remote control by using the USB port (C-type) on the bottom, or turn over the remote to expose the solar cell.
  - You can check remaining battery of Samsung Smart Remote with solar cell in  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving** > **Available Remote Battery**. [Try Now](#)
-  This function may not be supported depending on the model.
- If the remote control has batteries, replace them with new ones.

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

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

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

Say with the area name included.

## Other issues

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

### The TV is hot.

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

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

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

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

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

### The TV smells like plastic.

This smell is normal and will dissipate over time.

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

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

Change **Usage Mode** to **Home Mode**.

-  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Usage Mode** > **Home Mode**

### The TV is tilted to the side.

Remove the base stand from the TV and reassemble it.

### The stand is wobbly or crooked.

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

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

Change **Usage Mode** to **Home Mode**.

-  >  **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Usage Mode** > **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 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.

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 TV narrates the screen events in voice-over.

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

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








# Diagnosing TV operational issues

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

## Self Diagnosis

 >  **Menu** >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** 

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

- [Video Test](#)
- [Picture Test](#) 
- [Sound Test](#) 
- [HDMI Troubleshooting](#)
- [Signal Information](#) 
- [Smart Hub Connection Test](#) 
- [Reset Smart Hub](#) 

## Cannot select Signal Information in Self Diagnosis.

Verify that the current channel is a digital channel.

**Signal Information** is only available for digital channels.

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

## Reset Smart Hub

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

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

## Reset picture

Resets current picture settings to the default settings.

-  >  Menu >  Settings > All Settings > Picture > Expert Settings > Reset Picture [Try Now](#)

## Reset sound

Resets current sound settings to the default settings.

-  >  Menu >  Settings > All Settings > Sound > Expert Settings > Reset Sound [Try Now](#)

# Getting Support

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

## Getting support through Remote Management

 >  **Menu** >  **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.




 This function requires an network connection.

## Finding the contact information for service

 >  **Menu** >  **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 License and other information you may need to get service support from a Samsung Service Centre 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

 >  **Menu** >  **Settings** > **Support** > **Device Care** > **Request Support** 

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to **Next**, and then press the Select button. Select **Request Now** > **Send** or **Schedule Appointment** > **Request** > **Send**. Your service request will be registered. The Samsung Contact Centre 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 network connection.

# FAQ

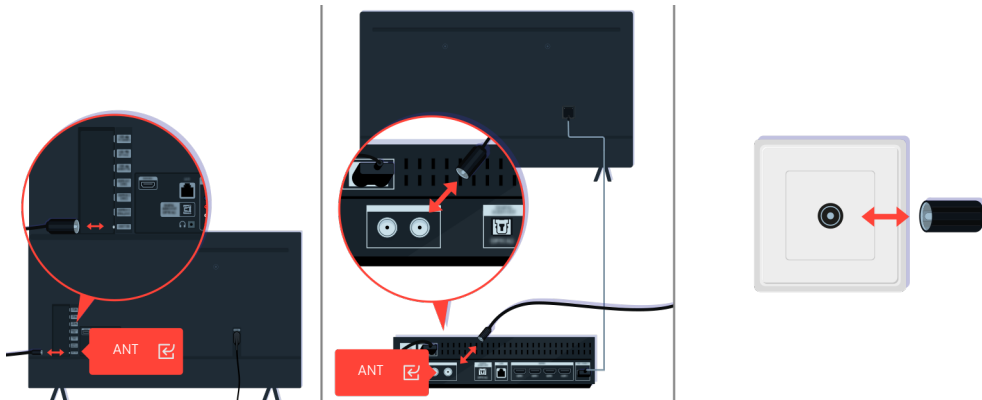
In this section, you'll find the answers to the e-Manual questions we get asked about most often.

## The TV Screen does not Display Properly

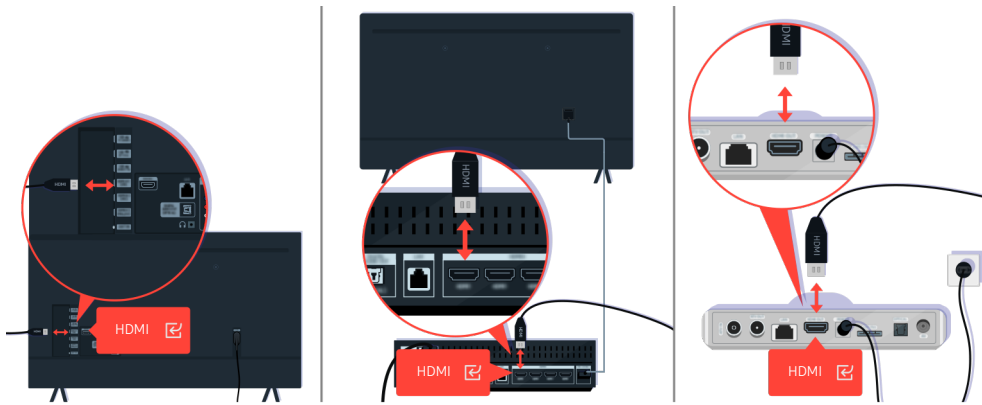
- ✎ The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.



Check the antenna and input cable connections.



Check the antenna and input cable connections.



Check the antenna and HDMI cable connections.







If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots or fixed horizontal or vertical lines.




Try changing channels using the remote control.

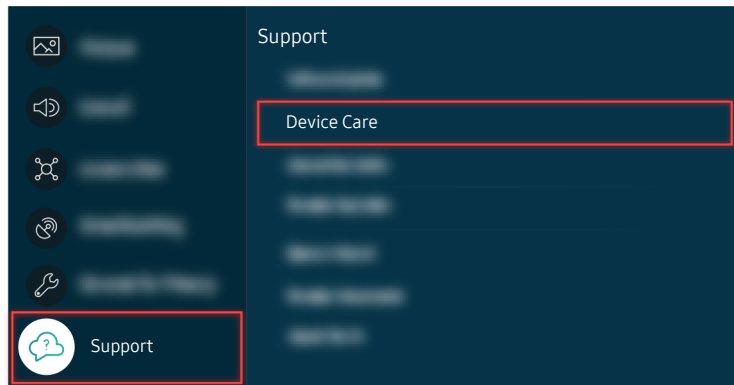


Press the  button, select **Connected Devices** ( >  **Menu** >  **Connected Devices**), choose another input source.

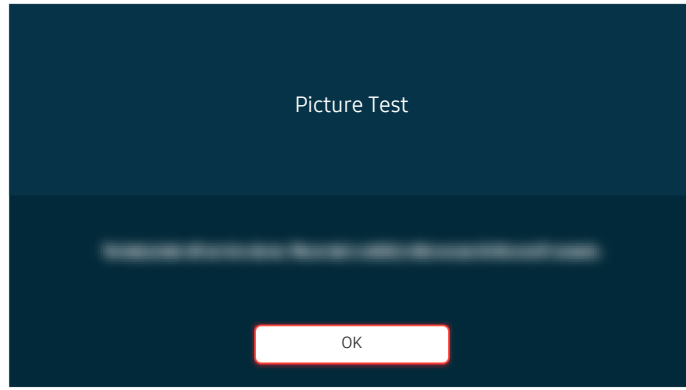


If the same problem persists, run a diagnostic test. On the remote control, press the  button.

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



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



When a message appears, select **OK** and follow the on-screen instructions to complete the test.

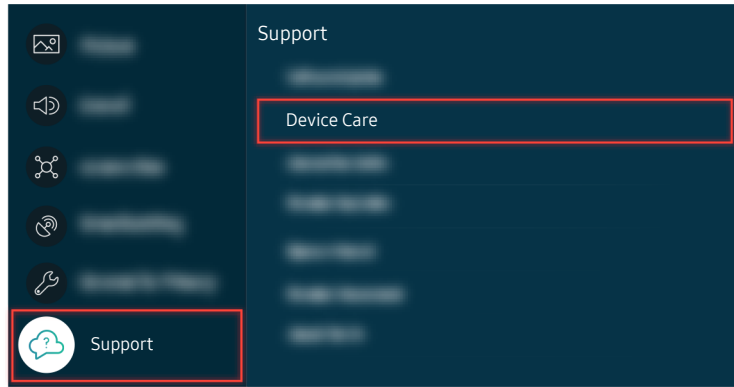


When a message appears, select **OK** and follow the on-screen instructions to complete the test.

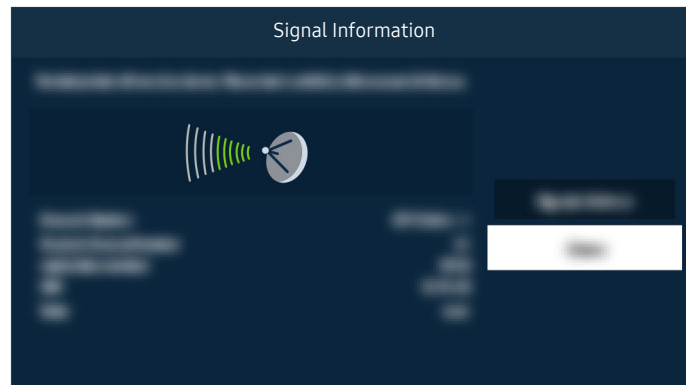


If the problem disappears during the test, check your TV signal. On the remote control, press the  button.

Select  >  **Menu** >  **Settings** > **Support** > **Device Care** > **Self Diagnosis** > **Signal Information** to check the signal strength. [Try Now](#)




Select  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Signal Information to check the signal strength. [Try Now](#)

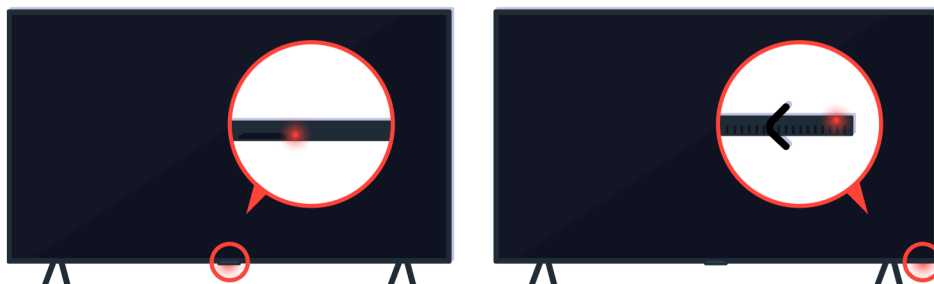


Check whether the signal strength is too weak or not.

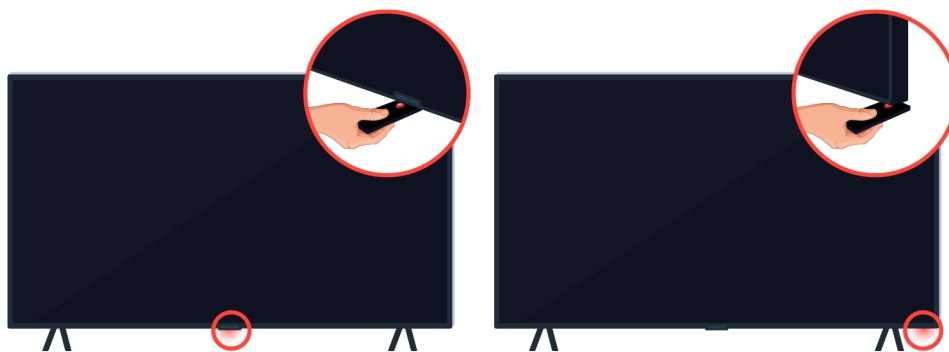


## The TV does not Turn On

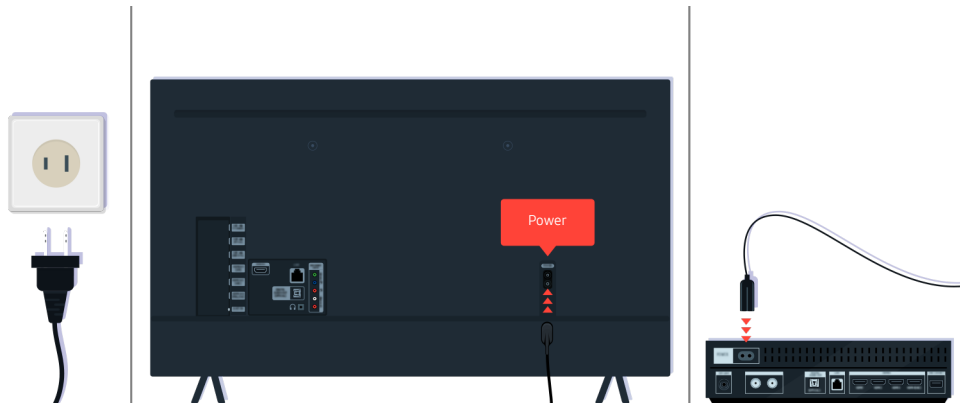
 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.



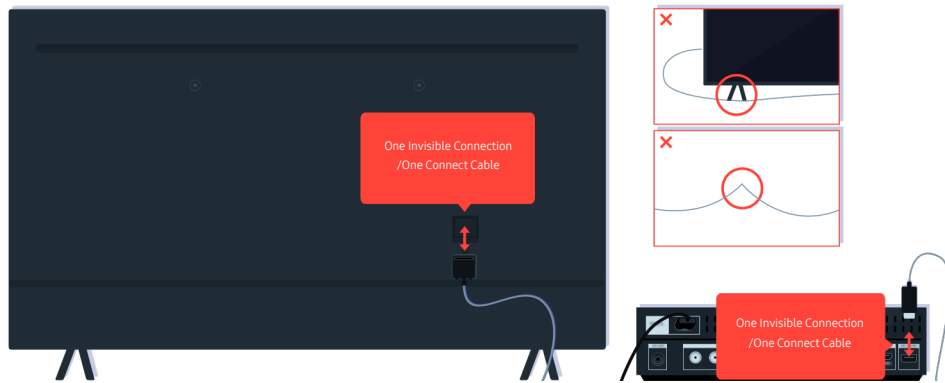
If your TV does not turn on, check whether the remote control sensor is on.



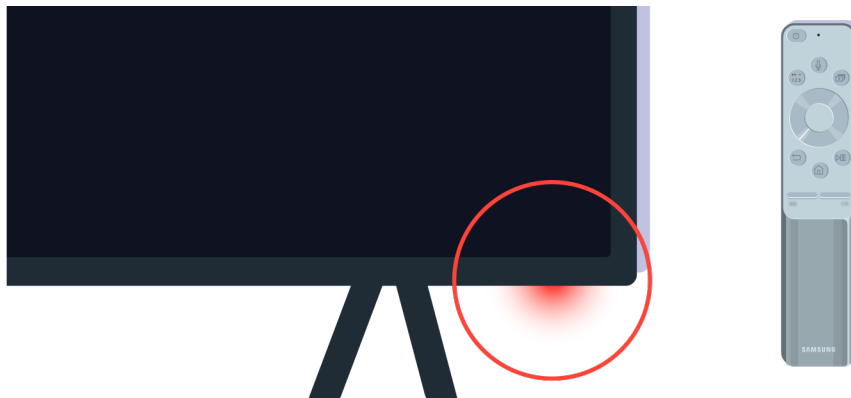
By holding a reflective object like mirror under the TV, you can easily find the remote control sensor.



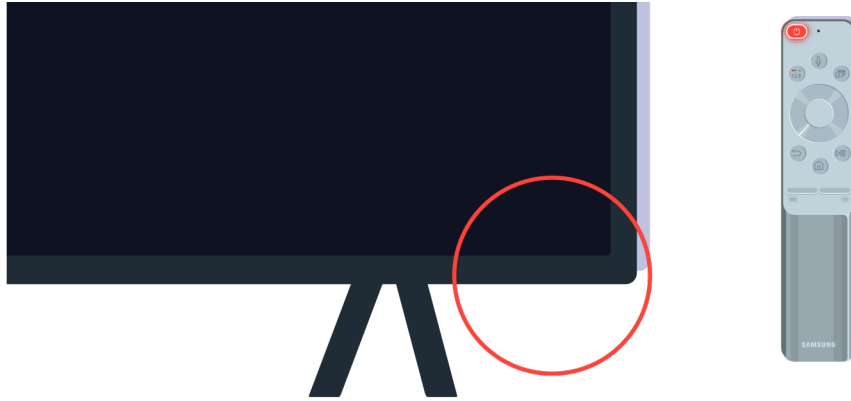
If the remote control sensor is not turned on, unplug the power cable and plug it back in.



Disconnect and reconnect the One Invisible Connection or One Connect Cable between the TV and the One Connect Box. Make sure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.



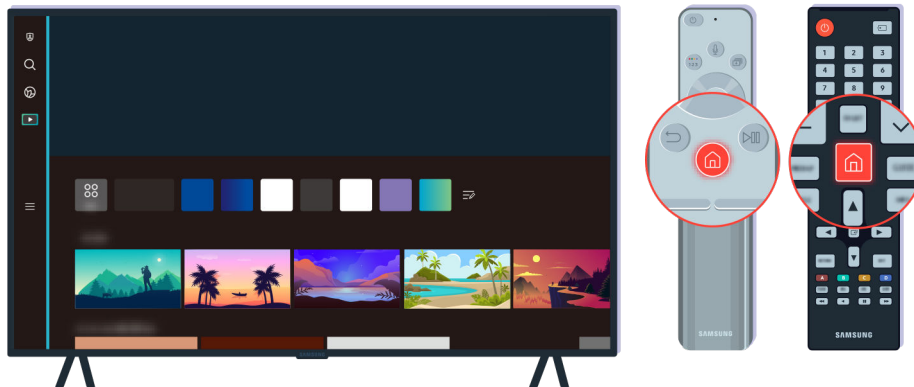
Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV.




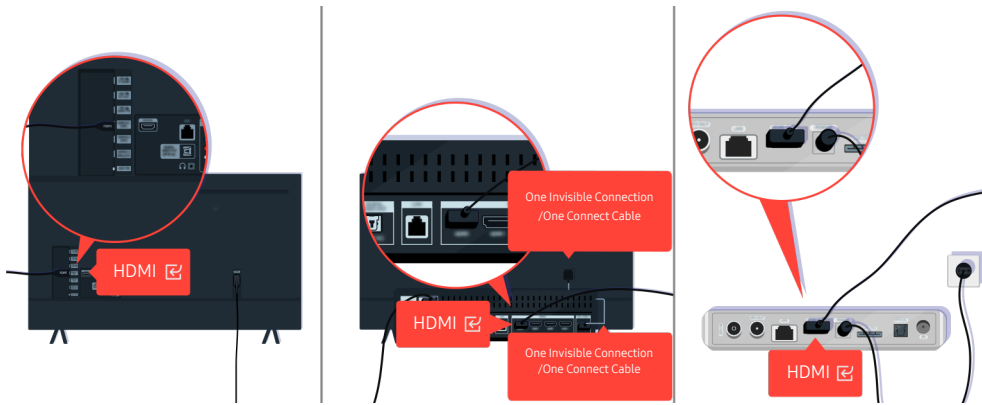
If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.



If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.



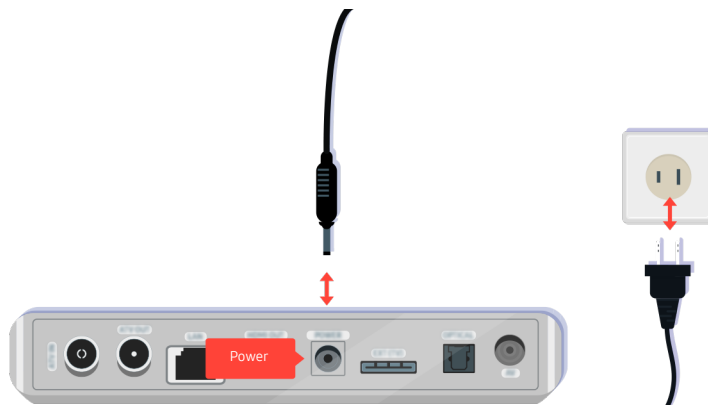
On the remote control, press the  button. When the Home Screen appears, the TV is turned on but the connected external device does not work or is not connected correctly.



Check the connection of the HDMI cable to your TV or One Connect Box.



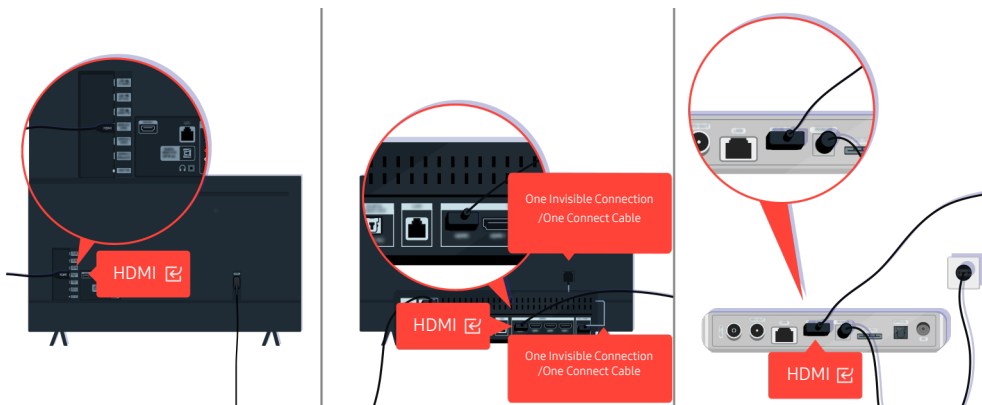
Make sure that the external device is turned on.



If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.



If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.



Check the connection of the HDMI cable to your TV or One Connect Box.




Also make sure that the correct source is selected on the **Connected Devices** (🏠) > ≡ **Menu** > 🔗 **Connected Devices** > Sources).



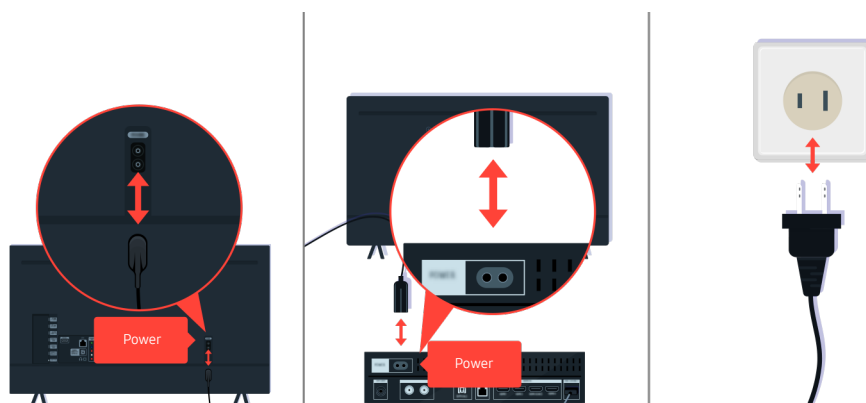
If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty.

# The Picture is Distorted, or No Sound Comes Out of the Sound Bar

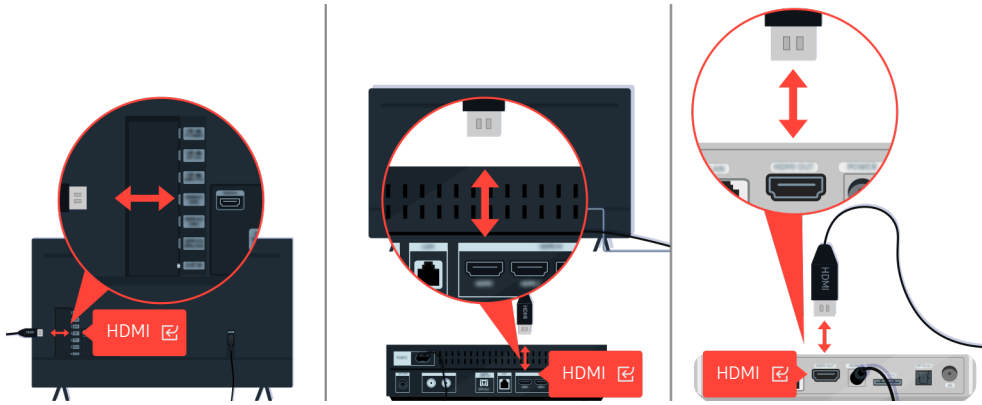
 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.



When the picture looks distorted,



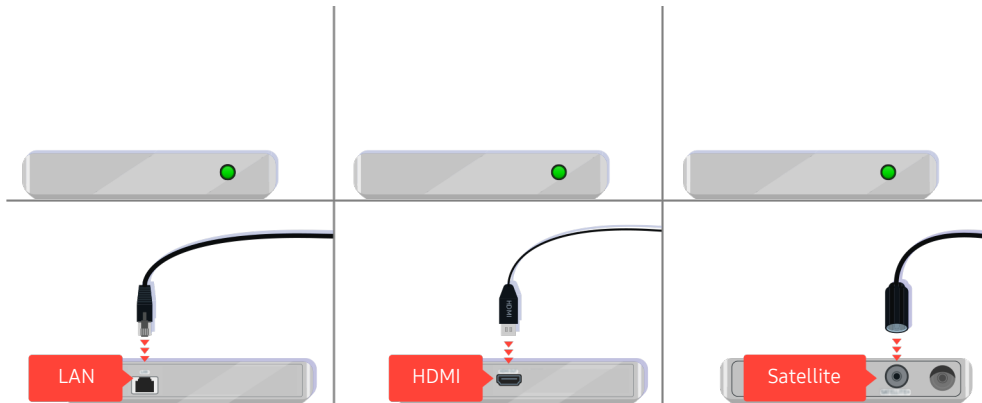
First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cable and plug it back into the wall outlet.



First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect Box, then unplug the power cable and plug it back into the wall outlet.

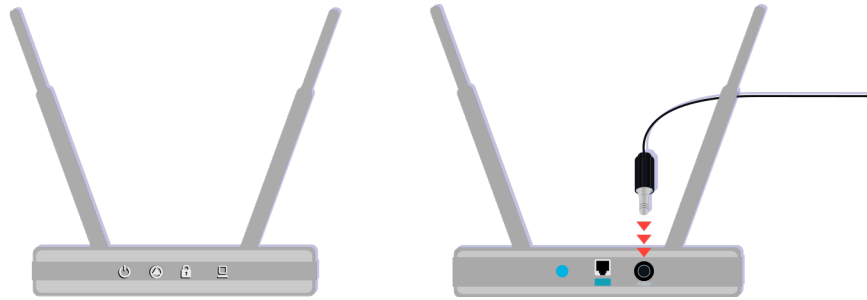


If the external device support 4K UHD or 8K UHD videos, use a dedicated HDMI cable for each resolution.

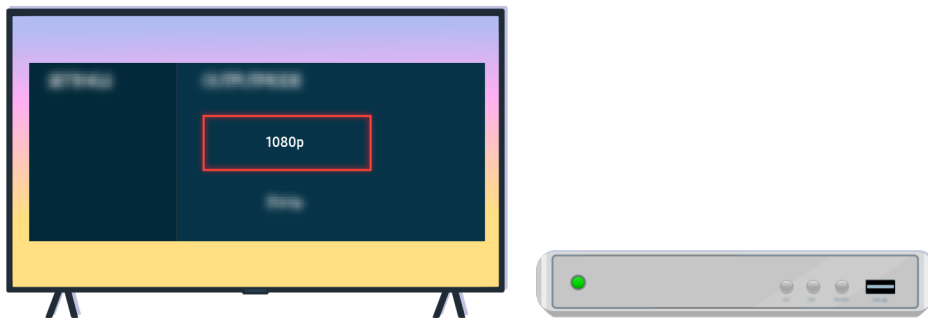


If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of set-top box.



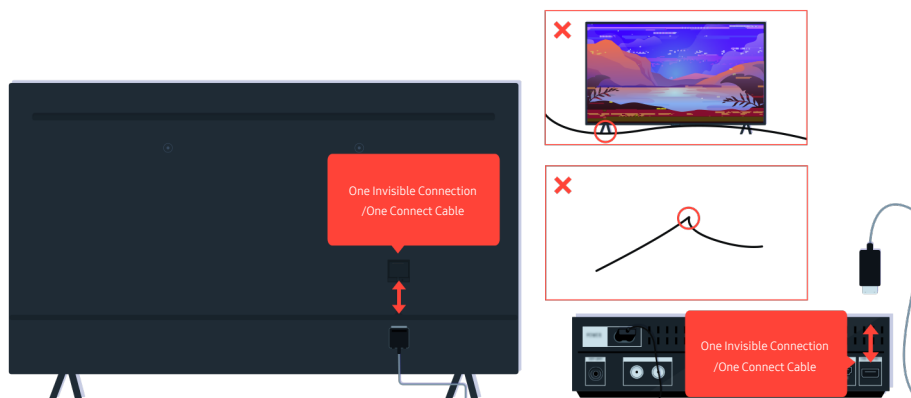


Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.

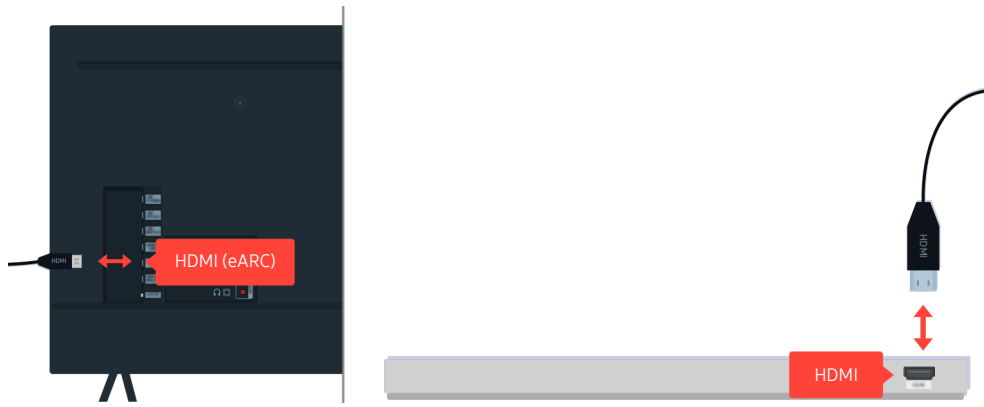


If the problem persists, check the video output settings in the settings menu of the external device and ensure that your TV supports the video output mode.

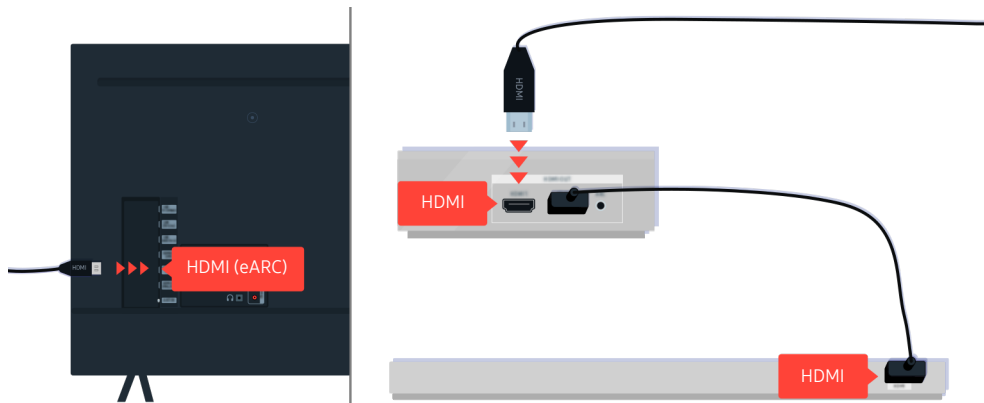
FHD TVs support up to 1080p video output and UHD TVs support up to 2160p video output.



If the problem persists and if your TV uses the One Invisible Connection or One Connect Cable, disconnect and reconnect the One Invisible Connection or One Connect Cable to the TV and the One Connect Box. Ensure that the One Invisible Connection or One Connect Cable is not pinched or bent sharply.




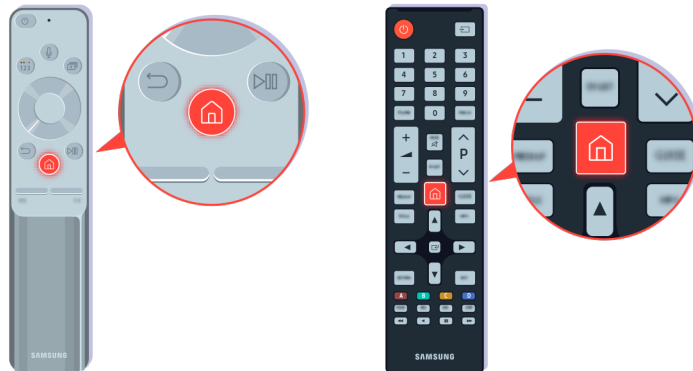
If no sound comes out of your Sound Bar and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV.






If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV.




# Network Access is not Available

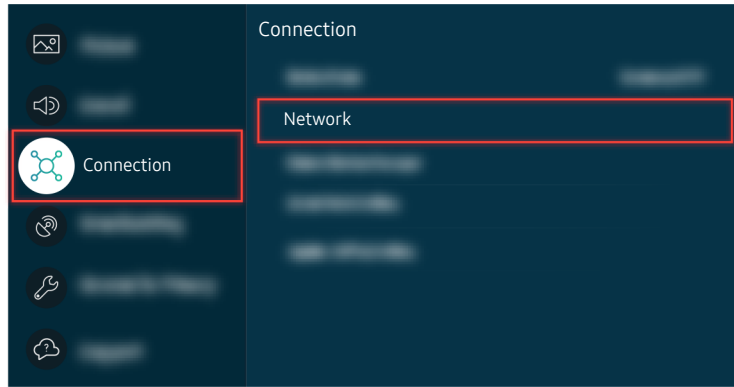
 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.






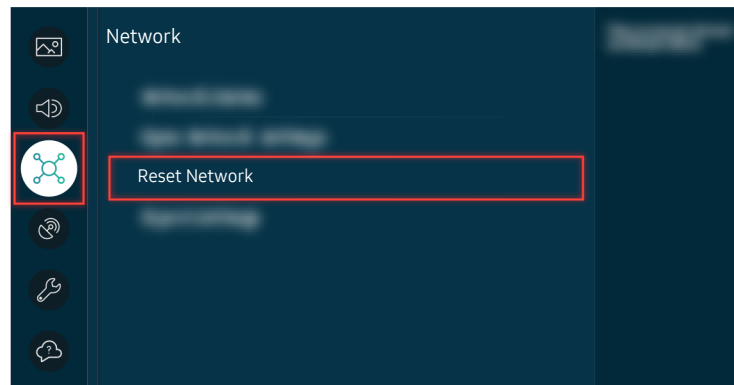
On the remote control, press the  button and move to  **Menu** >  **Settings** > **All Settings** using the directional button.



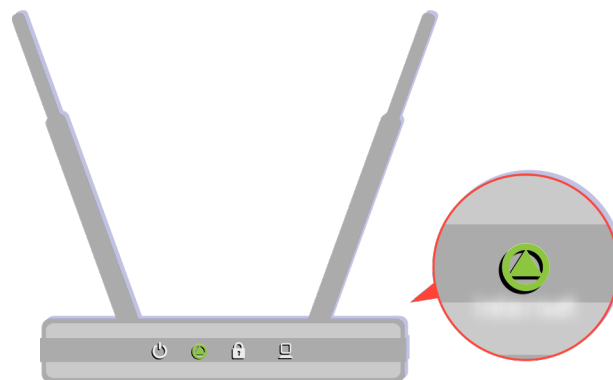
Select  >  **Menu** >  **Settings** > **All Settings** > **Connection** > **Network** > **Network Status** to check the network status. [Try Now](#)



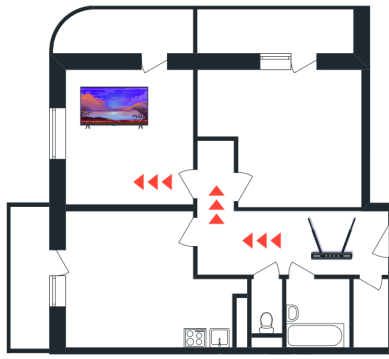
Select  >  Menu >  Settings > All Settings > Connection > Network > Network Status to check the network status. [Try Now](#)



If the network isn't connected, a network reset may be required. [Try Now](#)



Make sure that your access point is working properly. Check the LED indicators on your access point to make sure it is operating normally.



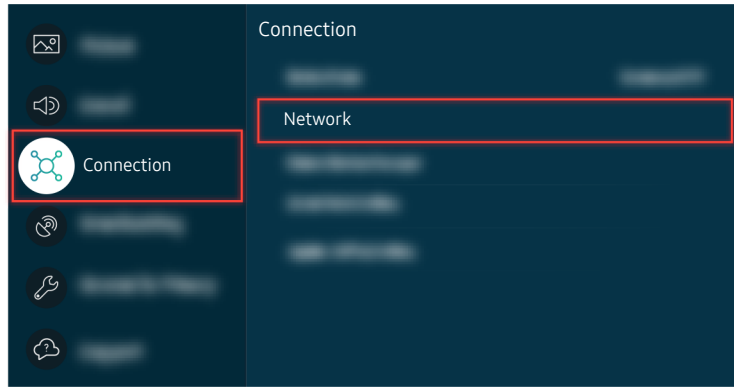
If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.






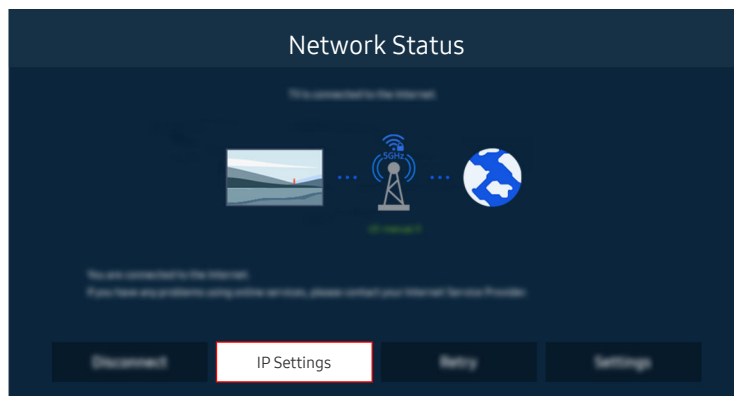
Try rebooting the access point by disconnecting and reconnecting the power connector. It may take 1 to 2 minutes until the access point comes back online after a reboot.






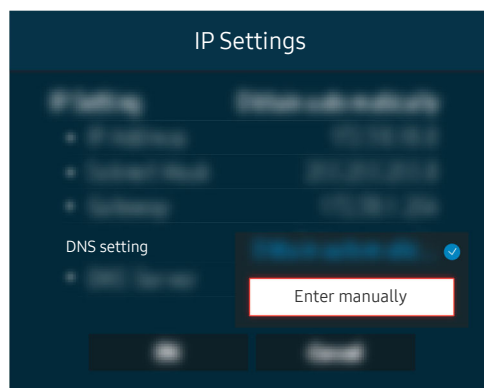
If the same problem continues, select > **Menu** > **Settings** > **All Settings** > **Connection** > **Network** > **Network Status** > **IP Settings** to change to a different DNS server. If a test occurs, cancel it and select **IP Settings**.



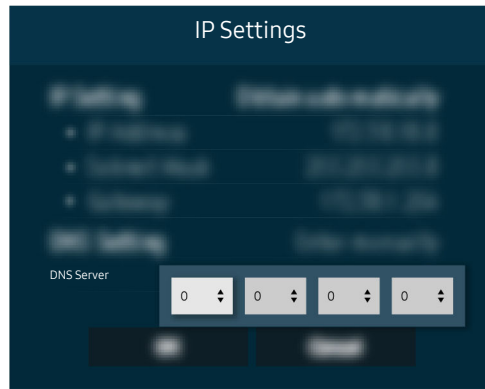
If the same problem continues, select  >  Menu >  Settings > All Settings > Connection > Network > Network Status > IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



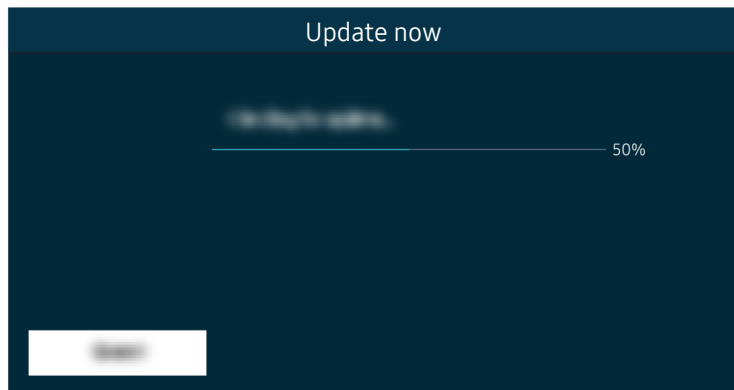
If the same problem continues, select  >  Menu >  Settings > All Settings > Connection > Network > Network Status > IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.



Select DNS setting > Enter manually.




Select [DNS Server](#), enter 8.8.8.8, then select [OK](#).



If the same problem continues, a software update or factory reset may be required. [Try Now](#)

# There is No Sound or the Speakers are Making an Odd Sound

 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.

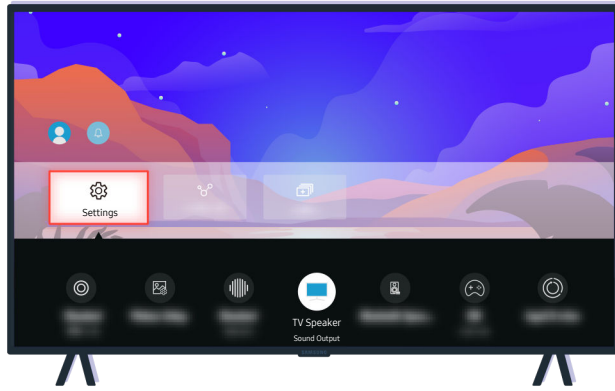





If your TV does not produce any sound, press the Volume + button to increase the volume.






If your TV is connected to an external device, check the volume of the external device.

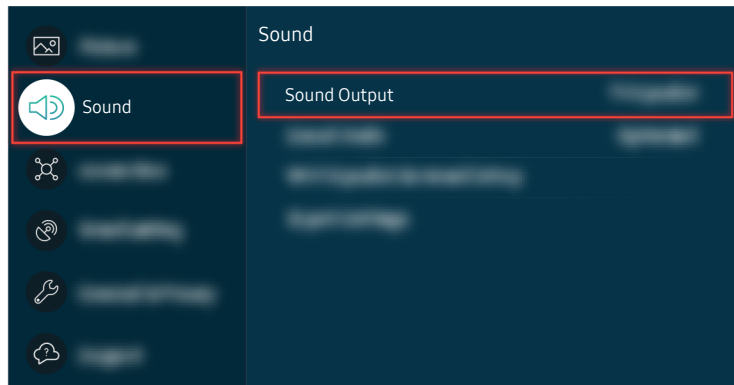







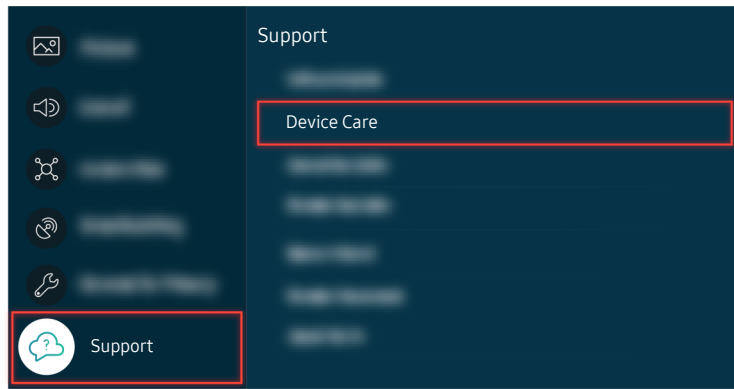
Check the volume on the screen. If a number for the TV volume is not displayed, select  >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output**. Then, select **TV Speaker**. [Try Now](#)






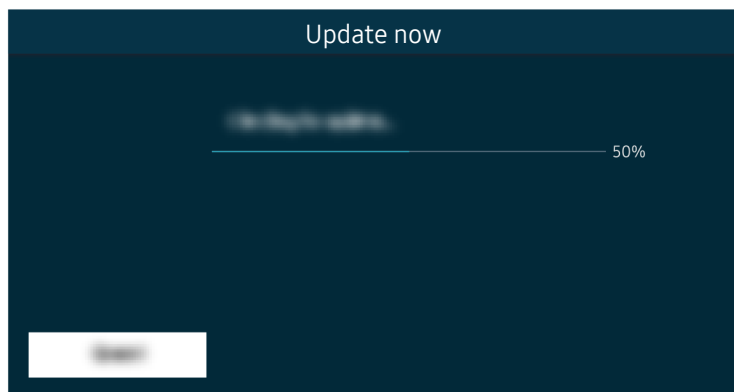
Check the volume on the screen. If a number for the TV volume is not displayed, select  >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output**. Then, select **TV Speaker**. [Try Now](#)



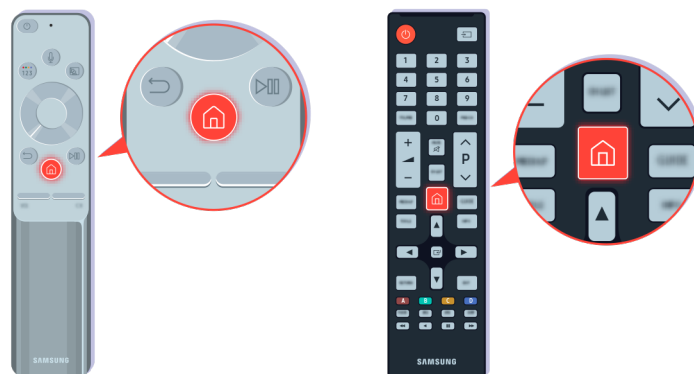
Check the volume on the screen. If a number for the TV volume is not displayed, select  >  **Menu** >  **Settings** > **All Settings** > **Sound** > **Sound Output**. Then, select **TV Speaker**. [Try Now](#)




To check sound output, select  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Sound Test. [Try Now](#)



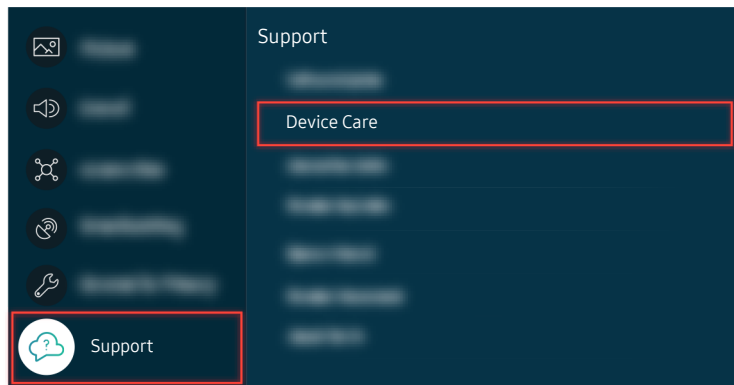
If the same problem continues, a software update or factory reset may be required. [Try Now](#)



If there is sound but it is not clear, run a diagnostic test. On the remote control, press the  button.






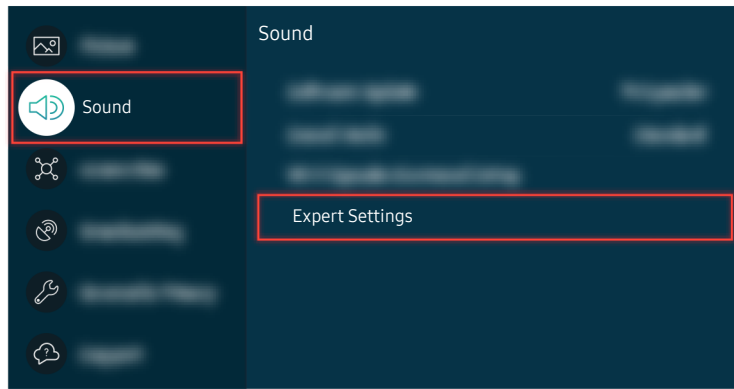
Go to  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Sound Test to check the sound.  
[Try Now](#)






Go to  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Sound Test to check the sound.  
[Try Now](#)






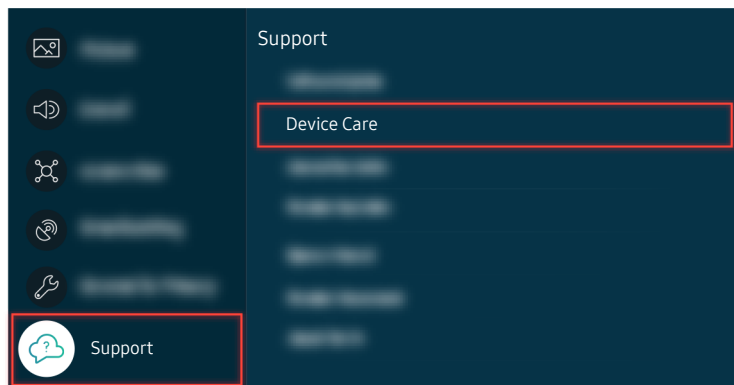
If the test reveals a problem, select  >  Menu >  Settings > All Settings > Sound > Expert Settings > Reset Sound. [Try Now](#)






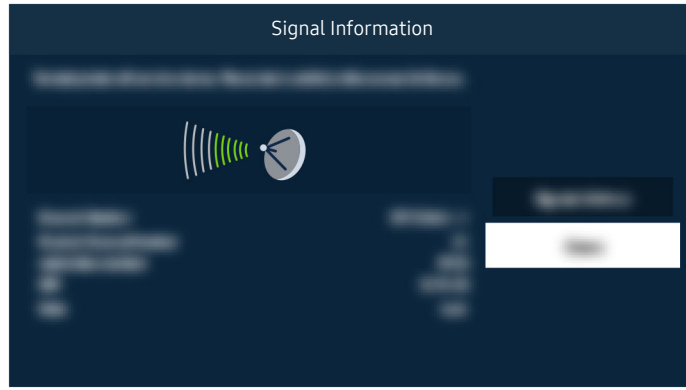
If the test reveals a problem, select  >  Menu >  Settings > All Settings > Sound > Expert Settings > Reset Sound. [Try Now](#)



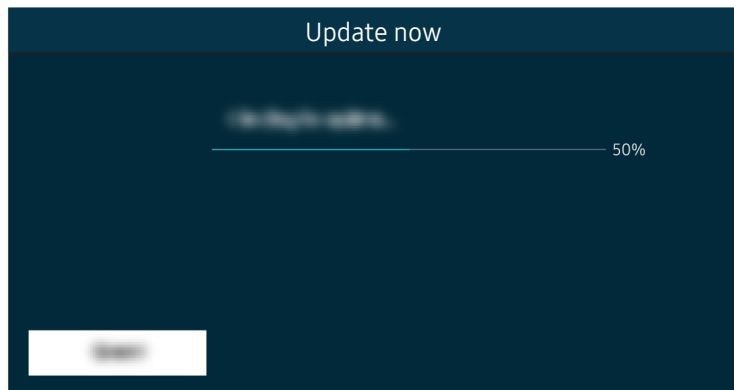
If the test shows no problems, select  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Signal Information. [Try Now](#)



If the test shows no problems, select  >  Menu >  Settings > Support > Device Care > Self Diagnosis > Signal Information. [Try Now](#)




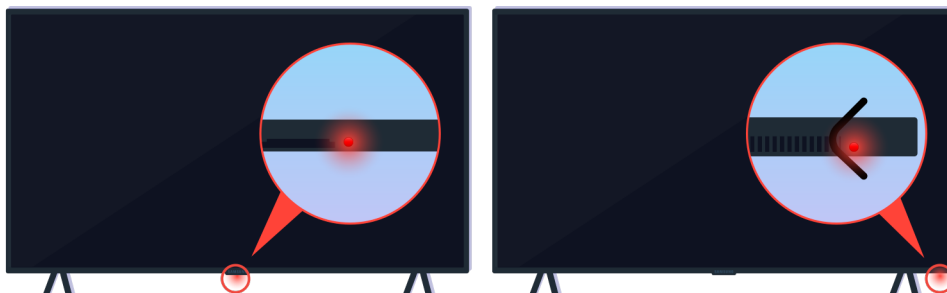
Check whether the signal strength is too weak or not.



If the same problem continues, a software update or factory reset may be required. [Try Now](#)

# The Remote Control does not Work

 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.



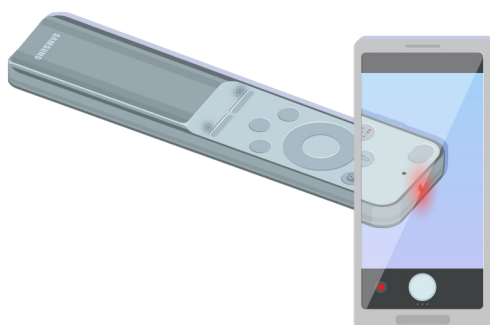
Verify that the infrared remote control signal is being transmitted and received.



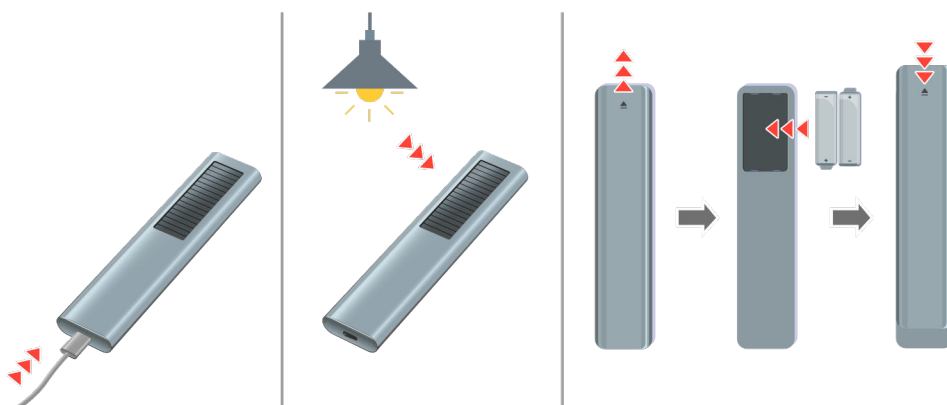
Make sure the remote control sensor on the TV is blinking.



Make sure the remote control works properly.

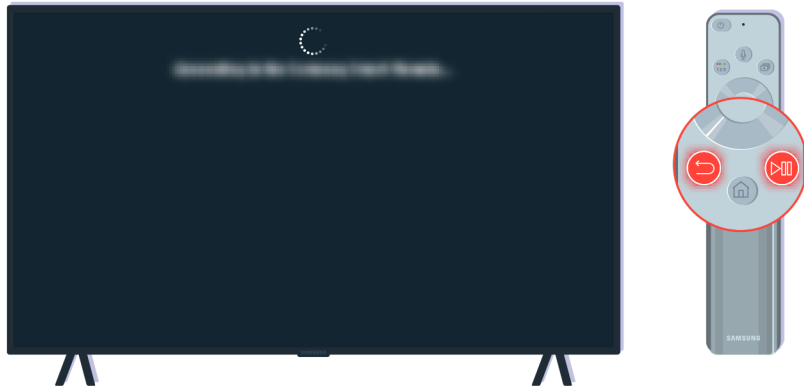




You can check whether the signal is being transmitted by pressing the power button and observing the front tip of the remote control through the camera on your smartphone.

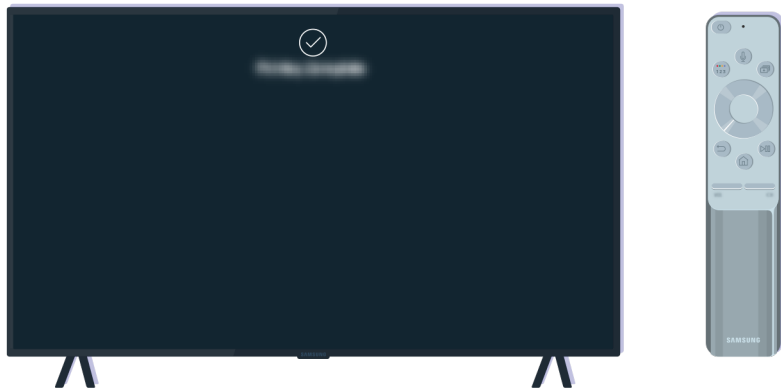


If you cannot see infrared signals, charge the remote control by using the USB port (C-type) on the bottom, or turn over the remote to expose the solar cell. If the remote control has batteries, replace them with new ones.

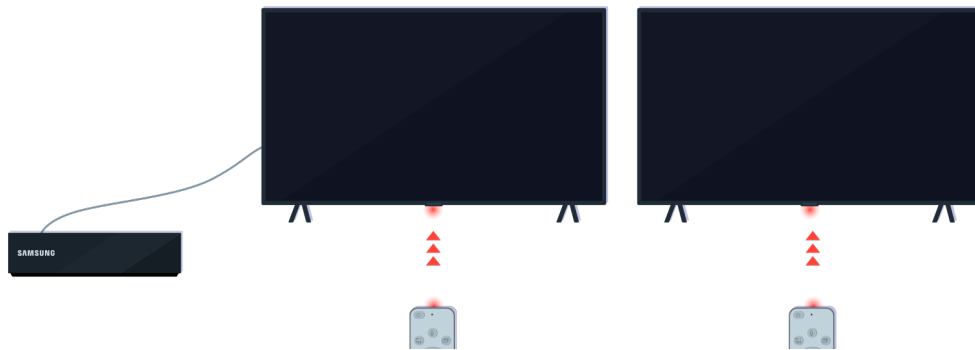
 Depending on the model you purchased, the remote control provided may vary.



Press the  and  buttons simultaneously to display the pairing animation clip.

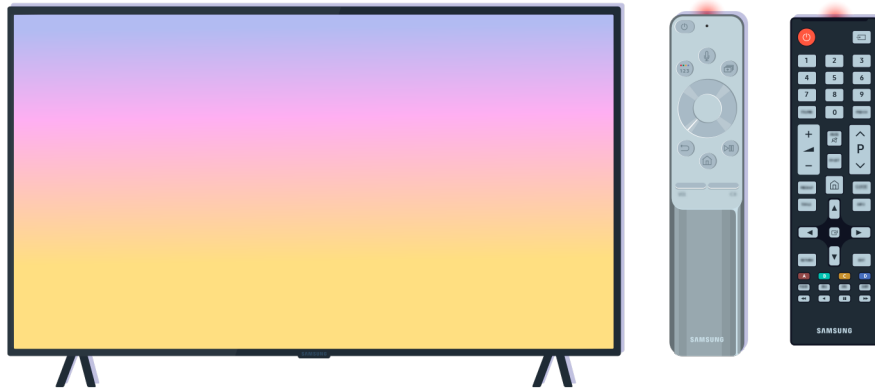


Follow the on-screen instructions to proceed with the pairing.



The remote control will work more effectively if you point it at the remote control sensor.






If the same problem continues, try using the appropriate SAMSUNG remote control for your TV model.




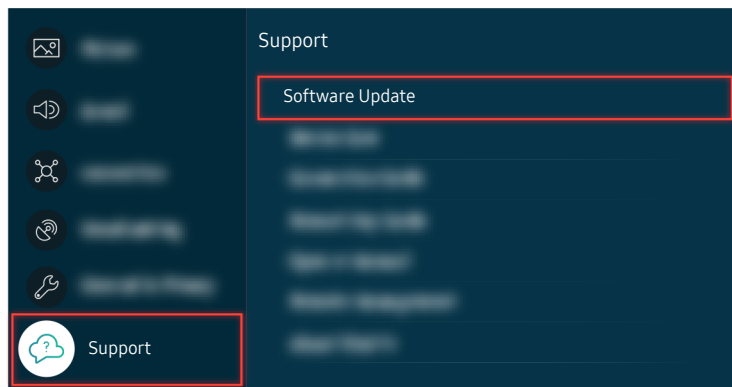
If you use an Multi-Brand Remote (MBR) or universal remote and your remote cannot operate an external device, move the external device closer to the One Connect Box.

# Updating the Software

 The TV's colour, design, accessories (including the remote control) and features may differ depending on the model or geographical area.

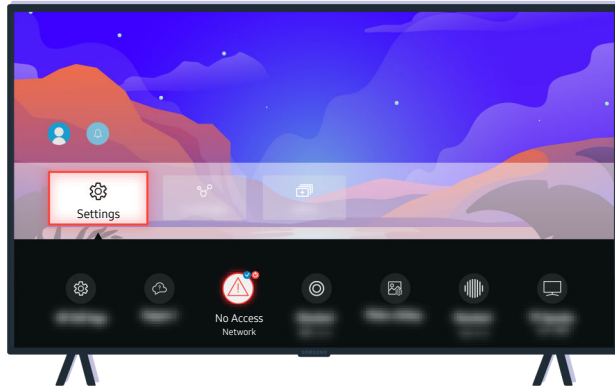


If your TV is connected to the network, you can set it to receive periodic updates automatically. On the remote control, press the  button and move to **Menu** > **Settings** > **Support** using the directional button.



To enable automatic updates, select  > **Menu** > **Settings** > **Support** > **Software Update** > **Auto update**.

[Try Now](#)

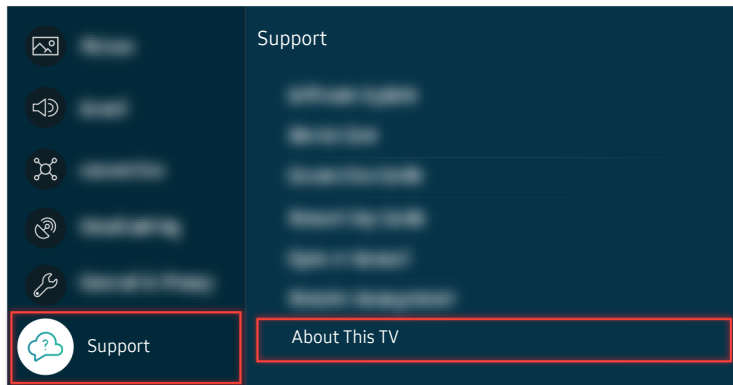


If your TV is not connected to the network, you can update the software using a USB drive.



Select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the model code and software version.

[Try Now](#)



Select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the model code and software version.

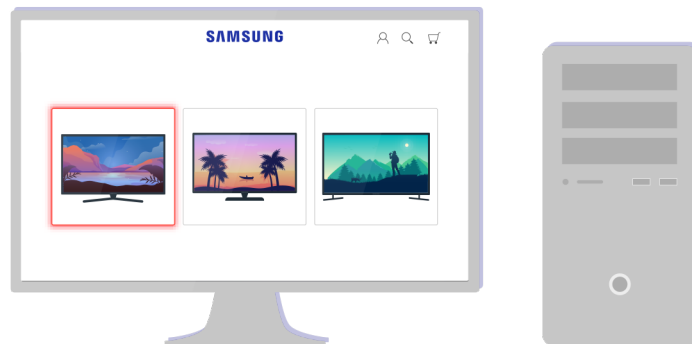
[Try Now](#)



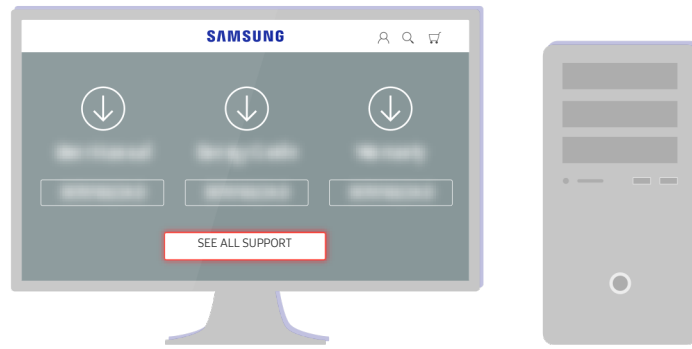
Select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the model code and software version.  
[Try Now](#)



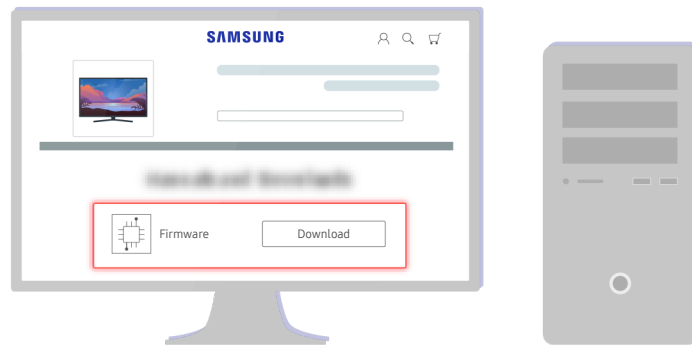
Using a computer, connect to [www.samsung.com](http://www.samsung.com).



Find your TV model and download the firmware file.



Find your TV model and download the firmware file.



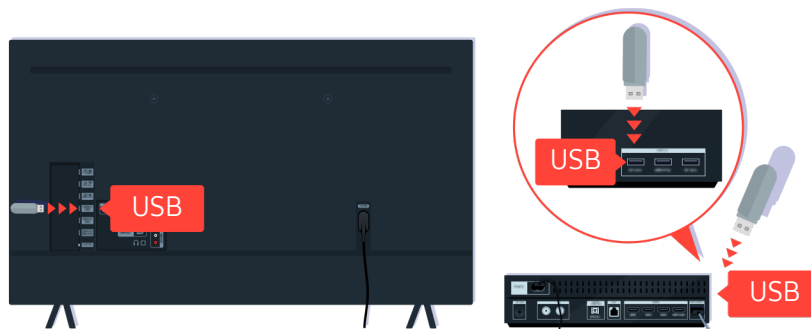
Click Download to download the firmware.



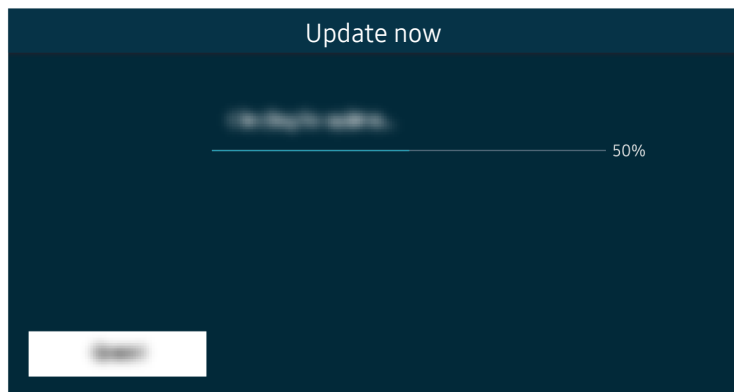
Unzip the downloaded file and store it in your USB drive top folder.



Unzip the downloaded file and store it in your USB drive top folder.



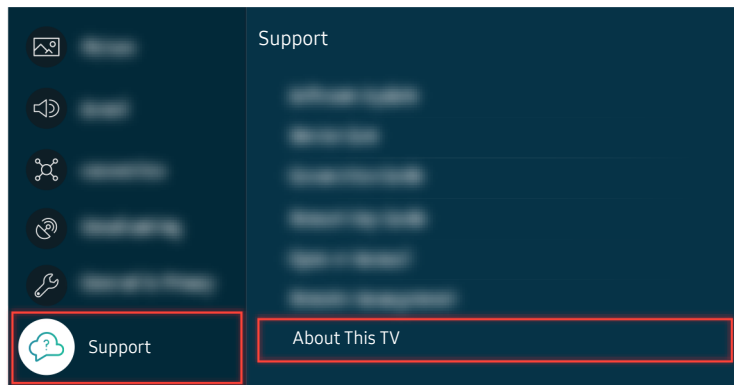
Insert the USB device into the USB slot on the back of your TV or the side of the One Connect Box.





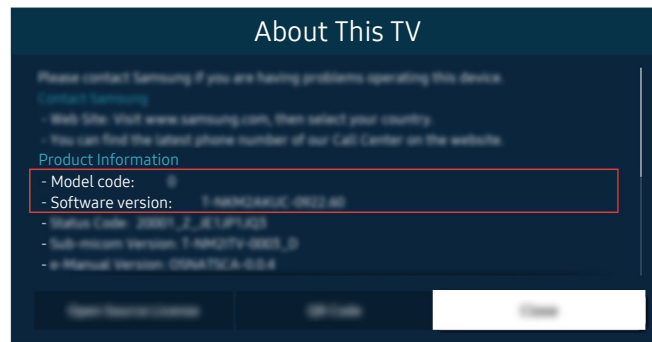
The firmware update begins automatically. Your TV will be automatically reset when the firmware update is completed. Do not turn off your TV while the firmware update is in progress.




After your TV has been reset, select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the new firmware version. [Try Now](#)



After your TV has been reset, select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the new firmware version. [Try Now](#)



After your TV has been reset, select  >  **Menu** >  **Settings** > **Support** > **About This TV** and check the new firmware version. [Try Now](#)

# Accessibility Guidance

Provides a menu and a remote control guide that aid the visually impaired.

## Menu Learning Screen

Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select.

## Using the Remote control

You can see the description of the buttons on the Samsung Smart Remote.

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













## Orientation of the Samsung Smart Remote

Hold the remote control with the buttons facing towards you. The remote is slightly thinner towards the top and thicker towards the bottom.















## Description of the Samsung Smart Remote

 The images, buttons and functions of the remote control may differ with the model or geographical area.

From top to bottom and left to right:

- The  button is at the top left.
- There is a small LED(microphone) to the right of the  button, but it cannot be felt by hand.
- For the Samsung Smart Remote, there is a round button below the LED, which is the  button.
- Of the 2 buttons below the  button on the Samsung Smart Remote that comes with the QLED TV, The Frame (43-inch or larger models), The Serif or OLED TV the left one is the  button and the right one is the  button.
- Of the 2 buttons below the  button on the Samsung Smart Remote that comes with The Sero, the left one is the  button and the right one is the  button.
- Of the 2 buttons below the  button on the Samsung Smart Remote that comes with The Frame (32LS03B model) or BU8 Series, the left one is the  button and the right one is the  button.



- If you press the  button and then press the down directional button or press the  button while viewing a programme, the [Recordings](#), [Schedule Manager](#), [Timeshift](#), [Stop](#) (when Record or Timeshift is running), [Info](#), red, green, yellow and blue options appear.
  -  [Record](#) and [Timeshift](#) may not be supported depending on the model or geographical area.
  -  Select the [Move to the top](#) button to move the menu to the top.
  -  This function may not be supported depending on the geographical area.
- Underneath these two buttons are a round button and a large outer circle button. The round button is the Select button and the large outer circle button consists of 4 directional buttons (up / down / left / right).
- Underneath the directional button are three buttons, one on the left, one on the right and one in the centre. The one on the left is the  button and the one on the right is the  button. The round button in the middle is the  button.
- If you press the  button while watching a TV programme, the screen you are watching stops and a control bar appears. You can select [Rewind](#), [Play](#), [Pause](#), [Fast Forward](#), [Stop Timeshift](#), [Record](#), [Go to Live TV](#) or [Info](#). You can press the up directional button to go to the playback screen and check the time that the actual broadcast programme is running and the timeshift time.
  -  You can use the [Slow Rewind](#) or [Slow Forward](#) functions when you select the [Pause](#) option.
  -  To use Record or Timeshift, you must connect a USB device.
  -  This function may not be supported depending on the model or geographical area.
- Underneath the  button are two thin horizontal buttons. These buttons protrude higher above the surface than the other buttons on the remote control. The one on the left is the volume button and the one on the right is the channel button. Push up from beneath or down from above to use these as rocker buttons to change the channel or volume.
  - Briefly press the  $+/-$  (Volume) button to mute the sound.
  - Press and hold the  $+/-$  (Volume) button to open the [Accessibility Shortcuts](#) menu.
  - Briefly press the  $\wedge/\vee$  (Channel) button to open the [Guide](#).
  - Press and hold the  $\wedge/\vee$  (Channel) button to open the [Channel List](#).
  -  This function may not be supported depending on the model or geographical area.

# Using the accessibility menu

[View how to use the Accessibility menu functions and description of its functions.](#)

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

## Running the Accessibility Shortcuts menu

You can turn on or turn off the accessibility functions such as [Voice Guide](#), [Audio Description](#), [Subtitle](#), [Sign Language Zoom](#), [Sign Language Guide](#), [Picture Off](#), [High Contrast](#), [Enlarge](#), [Greyscale](#), [Colour Inversion](#), [Slow Button Repeat](#) and you can move to the [Learn TV Remote](#), [Menu Learning Screen](#), [Multi-output Audio](#) and [Accessibility Settings](#) pages.

- Samsung Smart Remote

On the Samsung Smart Remote, there are two thin horizontal rocker buttons next to each other located slightly below the middle of the remote. The one on the left is the volume button. Press and hold the volume button to open the [Accessibility Shortcuts](#) menu.

Even if the [Voice Guide](#) is set to **Off** or muted, when you press and hold the volume button, the voice guide for [Accessibility Shortcuts](#) is enabled.

- Standard Remote Control




Press the AD/SUBT. button or press and hold the MUTE button to open the [Accessibility Shortcuts](#) menu.

## Running the Accessibility menu functions using the General menu

 >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Accessibility](#) [Try Now](#)

You can also go to the [Accessibility](#) menu from the TV settings menu. This provides more options, for example, to change the speed of Voice Guide.


The TV will not verbalise this menu unless [Voice Guide](#) is already turned on.

1. Press the  button.
2. Press the left directional button to navigate to  [Menu](#), and then press the right directional button to navigate to  [Settings](#).
3. Press the Select button, and press [All Settings](#) to open the menu. Press Select to load the TV's Set menu.
4. Press the down directional button to reach [General & Privacy](#), and then press the Select button to open this menu.

5. Place the focus on [Accessibility](#), and press the Select button to open the menu.
6. The menu will appear with [Voice Guide Settings](#) as the first selection. Highlight [Voice Guide Settings](#), and then press the Select button.
7. A menu appears with the options to change [Voice Guide](#) and [Volume, Speed, Pitch, TV Background Volume](#).
8. Select the menu using the directional buttons, and then press the Select button.

 The menus are activated when [Voice Guide](#) is on.



## Running the Accessibility menu functions using Bixby

 This function is available only if Voice Assistant is set to Bixby. (🏠) > ≡ [Menu](#) > ⚙️ [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Voice](#) > [Voice Assistant](#) [Try Now](#)




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

To use Bixby, the TV must be set up and tuned and must be connected to the network. You can connect the TV to the network during the initial setup or do it later through the settings menu.

There are many commands you can say to control the TV. These can be used together with [Voice Guide](#) to give you voice input and voice output. You can use the Samsung Smart Remote but the TV must be connected to the network.

To speak a command, press and hold the  button (located near the top of the Samsung Smart Remote, directly below the small LED (microphone) and above the directional button) and say the command, and then release the  button. The TV will confirm the command.

For example you can:

- Turn Voice Guide on  
Press the  button on the Samsung Smart Remote, and then say "Voice Guide on".
- Turn Audio Description on  
Press the  button on the Samsung Smart Remote, and then say "Audio Description on".
- Turn High Contrast on  
Press the  button on the Samsung Smart Remote, and then say "High Contrast on".

## Learning about the Accessibility menu functions

- [Voice Guide Settings](#)

This function works on every screen on the TV and when turned on verbally tells you what the TV's current settings are and verbally provides details about the programme you are watching. For example, it tells you the selected volume and the current channel and gives you programme information. It also reads out the programme information from the [Guide](#) screen.


- [Audio Description Settings](#)

You can activate an audio guide that provides an audio description of video scenes for the visually impaired. This function is only available with broadcasts that provide this service.

- [Subtitle Settings](#)

You can view the subtitle in programmes that provide broadcast subtitles.

 In programmes that provide broadcast subtitles, the [Position](#) function is activated so that you can change the subtitle position.

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


- [Sign Language Zoom Settings](#)

You can zoom in the sign language screen when the programme you are watching provides it.

- [Sign Language Guide Settings](#)

Provides a description of menu items with sign language.

- [Learn TV Remote](#)

Learn the names and functions of the buttons on remote control. On this screen, pressing the power button (top left button) will turn off the TV, but when any other button is pressed the TV will say the button name and briefly tell what that button does. This teaching mode helps you to learn the location and operation of the buttons on the remote without affecting normal TV operation. Press the  button twice to exit [Learn TV Remote](#).

- [Menu Learning Screen](#)


Learn the menus on the TV screen. Once enabled, your TV will tell you the structure and features of the menus you select.

- [Picture Off](#)

Turn off the TV screen and provide only sound to reduce overall power consumption. When you press a button on the remote control other than Volume and Power while the screen is off, the TV screen turns back on.

- **Graphic Zoom**

Enlarge the screen to make the picture or text bigger. You can adjust the zoom level or move the zoom area.

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

- **Multi-output Audio**

You can turn on both the TV speaker and Bluetooth headphone designed for the hearing impaired at the same time. The hearing impaired can then set the volume of their Bluetooth headphone higher than the volume of the TV speaker without affecting the volume of the TV speaker, allowing both the hearing impaired and their families to listen to the TV at comfortable sound levels.

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

- **High Contrast**

To display all menus with an opaque black background and a white font, providing maximum contrast.

 If **High Contrast** is on, some **Accessibility** menus are not available.

- **Enlarge**

You can enlarge important elements on the menu such as the names of programmes.

- **Greyscale**

You can change the colour of the TV screen to black and white to sharpen blurred edges caused by colours.

 If **Greyscale** is on, some **Accessibility** menus are not available.

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

- **Colour Inversion**

You can invert the colours of the text and background displayed on the TV screen to make it easier to read the text.

 If **Colour Inversion** is on, some **Accessibility** menus are not available.

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

- **Remote Button Repeat Settings**

You can configure the operation speed of the remote control buttons so that they slow down when you continually press and hold them.

# Using the TV with Voice Guide on

Turn on Voice Guide that describes the menu options aloud to aid the visually impaired.

## Changing channel

You can change the channel in three of ways. Every time you change channels, the new channel details will be announced. The ways to change the channel are below.



- **Channel List**

Press and hold the ^/∨ (Channel) button to open the **Channel List**. Use the up or down directional button to move to a channel and press the Select button.

- ^/∨ (Channel) button



Of the two buttons that protrude from the centre of the Samsung Smart Remote, the right one is the ^/∨ (Channel) button. Push up or pull down the ^/∨ (Channel) button to change the channel. Press the up or down of CH button on the Standard Remote Control to change the channel.

- Number button

Use the  or  button on the Samsung Smart Remote to open the virtual numeric pad, enter a number, and then select **Done**. On the Standard Remote Control, press the numeric buttons to enter a channel number.

## Using on-screen number entry via the Samsung Smart Remote

Use the virtual numeric pad to enter numbers e.g. to enter a channel number or to enter a PIN.

Press the  or  button on the Samsung Smart Remote and the virtual numeric pad with 2 rows appears on screen. Voice Guide speaks “**virtual numeric pad, 6**” which indicates that the number strip is on screen and the focus is on the number 6. This strip has the following buttons:

- In the top row, a list of Most Watched Channel is shown.
- On the bottom row: From the far left: Colour pad, TTX/MIX, **1, 2, 3, 4, 5, 6, 7, 8, 9, 0**, Delete

 The menus may not appear depending on the model or geographical area.

 The options that you can select in the virtual numeric pad may vary depending on the viewing mode.

Use the left and right directional buttons to move along the row, and then press the Select button to choose the numeric pad. When you have finished selecting all the numbers you need (for example, 123), press the directional button to move to the **Done** option, and then press the Select button to finish.

When entering a channel number, you can enter the number, and then select the **Done** option on the top row or you can enter the channel number and wait. After a short while, the channel will change and the virtual numeric pad will disappear from the screen.

## Changing volume

- Samsung Smart Remote

Use the **+/-** (Volume) button on the left to change the volume. Every time you change the volume, the new volume level will be announced.

Of the two buttons that protrude from the centre of the Samsung Smart Remote, the left one is the **+/-** (Volume) button. Push up or pull down the **+/-** (Volume) button to change the volume.


- Standard Remote Control

Press the up or down of VOL button on the Standard Remote Control to adjust the volume.

## Using programme information

When watching TV, press the Select button to view programme information which then appears at the top of the screen. Voice Guide will say programme subtitles or audio descriptions if they are available. To view more detailed programme information, press and hold the Select button. Voice Guide will say more details such as a synopsis of the programme.

Press the left or right directional button to see what you can watch next on the same channel. Press the up or down directional button to move to other channels and see which programmes are currently being broadcast on them.

Press  to go back or close the programme details.


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







## Using the guide

See an overview of each channel's programme lineup.




When you want to know the programme information for each channel while watching a broadcast programme, press the  $\wedge/\vee$  (Channel) button on the Samsung Smart Remote. Use the directional buttons to view the programme information.

You can see the daily programme schedules for each broadcaster and programme information in the [Guide](#). You can select programmes to schedule for viewing or recording.

You can also open the [Guide](#) using Bixby. Press and hold the  button on your Samsung Smart Remote, and then say "Guide".

-  This function may not be supported depending on the model or geographical area.
-  The information in the [Guide](#) is for digital channels only. Analogue channels are not supported.
-  If the [Clock](#) is not set, the Guide is not provided. Set the [Clock](#) first. ( >  [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [System Manager](#) > [Time](#) > [Clock](#)) [Try Now](#)

If you need to set the clock again, follow the instructions below.




1. Press the  button and press the left directional button on the remote control.
2. Press the down directional button to move to  [Menu](#).
3. Press the right directional button to move to  [Settings](#).
4. Use the down directional button to move to [All Settings](#).
5. Press the Select button to open the TV's [All Settings](#) menu.
6. Use the up and down directional buttons to move to the [General & Privacy](#) menu, and then press the Select button.
7. Use the up and down directional buttons to move to the [System Manager](#) menu, and then press the Select button.
8. Select the [Time](#) menu, and then press the Select button.
9. Select the [Clock](#) menu, and then press the Select button.
10. Select the [Clock Mode](#) menu, press the Select button, and then select [Auto](#) or [Manual](#).

 If you select [Manual](#), you can move to the [Date](#) or [Time](#) menu below to set the time or date.



When you open the **Guide**, a table grid of channels and programmes is displayed. In the top rows, the selected filter type and the time are shown. Each row has a channel name on the left and programmes on that channel on the right.

In the **Guide**, use the up and down directional buttons to move between channels and use the left and right directional buttons to move between programmes at different times within a channel.

You can also use the  or  button to enter a channel number and go to that channel directly. You can use the  button to move to the programme currently broadcasting.


When you move the focus to a programme, you will hear the detailed information about the selected programme. When you move the focus to a different channel, you will hear the channel name and number and the programme details. If you move to a different day, you will hear the day announced for the first programme you reach on that day. The day is not repeated, so if you are not sure what the day is, you can move forwards and backwards 24 hours and then the day will be announced.

## To view a programme on now

In the **Guide**, move to the programme currently broadcasting, and then press the Select button to go to live TV on the selected channel and programme.

## Other options in the guide

In the **Guide**, move to a broadcast scheduled programme, and then press the Select button. A pop-up menu listing the functions below appears.

Use the up and down directional buttons to move within this menu, and then press the Select button to choose an item. Press  to close the menu and go back to the **Guide**.

 For the programme you are currently watching, press the Select button.

- **Record**

You can record the programme that you are currently watching or a programme on another channel.

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

- **Stop**

You can stop the recording function that is currently running.

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

- **Edit Recording Time**

You can change the start and end times of scheduled programme recordings.

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

- **Schedule Viewing**

You can schedule the viewing of a broadcast scheduled programme.

- **Schedule Recording**

You can schedule recording of a broadcast scheduled programme.

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

 For more information on [Schedule Recording](#), refer to "[Recording](#)".

- **Cancel Scheduled Viewing**

You can cancel your scheduled viewings.

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

- **Cancel Scheduled Recording**

You can cancel your scheduled recordings.

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


- **View Details**




You can see the detailed information on the selected programme. The information may differ with the broadcast signal. If the information is not provided with the programme, nothing appears.

Press the Select button on the [View Details](#) option. This will open the details pop-up window for that programme which will display a synopsis. The details pop-up window contains detailed information and the **OK** option. After reading the detailed information, press the Select button on the remote control to close the pop-up window.

# Using Schedule Viewing

Configure the TV to show a specific channel or programme at a specific time and date.

The  icon appears next to programmes that have been configured for a schedule viewing.

 To set up a schedule viewing, you must first set the TV's clock ( > **Menu** >  **Settings** > **All Settings** > **General & Privacy** > **System Manager** > **Time** > **Clock**) and set the time. [Try Now](#)

## Setting up a schedule viewing

You can set up a schedule viewing on two screens.

- **The Guide Screen**

On the **Guide** screen, select a programme you would like to view, and then press the Select button. Select **Schedule Viewing** on the pop-up menu that appears.


- **The Programme Info Screen**

Press the Select button while watching the TV. The Programme Info window appears. Select a broadcast scheduled programme by using the left or right directional buttons, and then press the Select button. You can schedule watching the programme by selecting **Schedule Viewing**.



## Cancelling a scheduled viewing

You have two ways to cancel a scheduled viewing.

- Cancelling a scheduled viewing from the Guide

1. Press the  (Channel) button to access the Guide.
2. Move to the programme to cancel the viewing schedule, and press the Select button.
3. Move to **Cancel Scheduled Viewing**, and then press the Select button.
4. When a pop-up message asking you to cancel the selected scheduled viewing appears, select **Yes**. The scheduled viewing is cancelled and the **Guide** screen appears.

- Cancelling a scheduled viewing from Schedule Manager or Recordings

1. On the Samsung Smart Remote, press the  or  button.
2. Use the directional buttons to move to the control pad.
3. Press the Select button to open **Schedule Manager** or **Recordings**.

 If the TV supports the **Recordings** function, press the directional buttons to move to **Schedules**.

4. Press the up directional button to move to the **Schedules** option.
5. Use the down directional button to move to the list of programmes scheduled to view.
6. Use the right directional button to move to the **Delete** option, and then press the Select button to delete the selected item.


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



# Using the Channel List

See how to list the channels available on your TV.

Using **Channel List**, you can change the channel or check programmes on other digital channels while watching TV.

Press and hold the  $\wedge/\vee$  (Channel) button to open the **Channel List**.

 The focus is on the channel you are currently watching, and the name and number of the channel, along with the programme title, are displayed.

Use the up and down directional buttons to move within the channel list (or use the  $\wedge/\vee$  (Channel) button to go up and down a page at a time). You can also use the  or  button to enter a channel number and go to that channel directly.

Press the left directional button in the **Channel List** to move to the Category list. Use the up and down directional buttons to move within this list. Press the Select button to choose a category you want from the Category list. The Category list contains **All**, **Samsung TV Plus**, **Favourites** and **Channel Type**. Use the up and down directional buttons to move to a channel you want to view, and then press the Select button.

 This function may differ depending on the model or geographical area.

- **All**

Displays the channels that have been automatically searched.

 The channels received to the currently selected **Terrestrial**, **Cable** or **Satellite** are displayed.

- **Samsung TV Plus**

While the TV is connected to the network, you can watch popular programmes or highlights for each theme through a virtual channel at any time. As in a general channel, it provides the daily programme schedules of **Samsung TV Plus**.

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

- **Favourites**

Displays **Favourites 1** to **Favourites 5**. Use the up and down directional buttons to move between the lists of favourites. Highlight the one you want, and then press the Select button. The channel list will now show only the channels in this list.



- **Channel Type**

Filters the list so that it includes channels of a selected type. However, **Channel Type** can only be used channels contain the type information.

 This function may not be supported depending on the incoming broadcast signal.

# Recording

## Recording a programme to an external hard drive connected via USB.



-  This function may not be supported depending on the model or geographical area.
-  Read all precautions before using the recording feature. For more information, refer to "[Before Using the Recording and Timeshift Functions](#)".

### Using the instant and schedule recording options from the guide screen:



To record a programme that is on now, open the **Guide** by pressing the  $\wedge/\vee$  (Channel) button, move to the programme, and then press the Select button. You will get a pop-up menu. Use the up and down directional buttons to move to **Record**. Press the Select button to record the programme. You will be returned to the programme guide. Recording automatically ends at the time when the programme ends.

To stop recording, press the down directional button while the programme being recorded is displayed. The control bar appears. Move the focus to **Stop Recording**, and then press the Select button. When a popup window appears, select **Stop**.

To record a programme that is on later, move to the programme in the **Guide**, and then press the Select button. You will get a pop-up menu. Use the up and down directional button to move within this menu. Move to the **Schedule Recording**, and then press the Select button. You will hear a message saying the programme has been set to record and then you will be returned to the programme guide.

The  icon is placed visually next to the programme title to show it is set to record. To find out if a programme is set to record or to cancel a scheduled recording, press the Select button on the programme. If it is already set to record, then the option on the menu will be **Cancel Scheduled Recording**. You can press the Select button to cancel the scheduled recording or just press the  button to go back to the programme guide without cancelling the recording.

## Recording the programme you are watching

To display a menu for recording a programme or starting the Timeshift function, press the  button twice or press the  button, and then press the Select button while watching the programme. You can select the following functions on the menu:


- **Record**  
Immediately starts to record the programme you are watching.
- **Timeshift**  
Starts the Timeshift function.
- **Stop**  
Stops the recording or the Timeshift function that is running.
- **Info**  
Displays the details about the programme you are watching.

## Scheduling recording from the programme info window

Press the Select button while viewing a programme to display the programme info window. In the programme info window, use the left and right directional buttons to select a broadcast scheduled programme, and then press the Select button. To schedule a recording for the programme, select **Schedule Recording**.



## Changing the recording time

When recording a live programme you can specify how long you want to record for.

Press the down directional button to display the control bar at the bottom. Press the left or right directional buttons to move to **Edit Recording Time**, and then press the Select button. A slider scale appears and you will hear the recording time currently set. Use the left and right directional buttons to change the time, and then press the Select button. You will hear a menu that gives information about the recording time. To return to the programme you are watching, press the  button on the remote.

 The maximum recording time differs depending on the capacity of the USB device.

## Viewing recorded programmes

1. On the Samsung Smart Remote, press the  or  button.
2. Use the directional buttons to move to the control pad.
3. Select either [Schedule Manager](#) or [Recordings](#) to access the [Recording & Schedule Manager](#) screen.

To play a programme, use the up and down directional buttons to move between programme titles. Press the Select button to play the programme or press the right directional button to move to a list of options. Use the up and down directional buttons to move between the options in this list. You can play, remove or delete the programme or view the programme details.

Select the [Play](#) option to play the programme. The programme will start. If you have watched part of this programme before, you will get a pop-up menu on screen allowing you to [Play](#) (from start), [Resume](#) (from where you left off) or [Cancel](#). Use the left and right directional buttons to move to the required option, and then press the Select button.

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


## Deleting a recorded programme

You can delete any recorded programme.

1. Go to the list of [Recordings](#) to delete a recorded programme.
2. Use the up and down directional buttons to move to the recording you want to delete.
3. Press the right directional button to move to a list of 3 options.
4. Press the down directional button to move to the [Delete](#) option, and then press the Select button.

 You will be asked if you want to remove the selected item.

5. Press the left directional button to move to the [Delete](#) button, and then press the Select button to delete the programme title.

 The programme will be deleted and you will be returned to the list of [Recordings](#).








# Using Smart Hub

Learn how to use Smart Hub to access apps, games, movies and more.

## Smart Hub

Use a variety of Smart Hub content offered by your Samsung TV.

-  Some Smart Hub services are for pay services.
-  To use Smart Hub, the TV must be connected to the network.
-  Some Smart Hub features may not be supported depending on the service provider, language or geographical area.
-  Smart Hub service outages can be caused by disruptions in your Internet service.

Press the  button. You are redirected to the Home Screen of the content you are currently using. Press the left directional button, and try moving the focus to other items.

Use a variety of Smart Hub content, as follows: [Privacy Choices](#), [Search](#), [Ambient Mode](#), [Art](#), [Media](#), [Menu](#).







-  Supported Smart Hub content may vary depending on the model and geographical area.

## Using the Smart Hub Home Screen

On the leftmost part of the Smart Hub Home Screen is the static menu listed. You can quickly and easily use the listed menu items to access the main TV settings or external devices, search and apps.



-  [Privacy Choices](#)

From your TV, easily manage the privacy policy regarding services related to Smart Hub and verify how personal information is protected.

-  To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you will not be able to use the additional features and services. You can view the entire text of the  > [Menu](#) >  [Settings](#) > [All Settings](#) > [General & Privacy](#) > [Terms & Privacy](#). [Try Now](#)
-  In order to rescind your consent to mandatory terms and conditions related to Smart Hub, launch [Reset Smart Hub](#) ( > [Menu](#) >  [Settings](#) > [Support](#) > [Device Care](#) > [Self Diagnosis](#) > [Reset Smart Hub](#)). [Try Now](#)




-  [Search](#)

Search for channels, programmes, movies, and apps offered by Smart Hub.

-  To use the Search service, make sure the TV is connected to a network.
-  This function may not be supported depending on the model or geographical area.

-  **Ambient Mode**

Set your TV to display content you desire, such as the time or weather, when the TV is not used.

To return to TV mode from Ambient Mode, press  > the left directional button >  **Media**. Press the  button to turn off the TV.

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

 For more information, refer to "[Using Ambient Mode](#)".

-  **Art**

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

 This function is supported only in The Frame.

 For more information, refer to "[Using Art Mode](#)".

-  **Media**

View a variety of TV programmes. Install various apps offered by Smart Hub, such as video, music, sports and game apps, and use the apps from the TV.

 For more information, refer to "[About the Media Home Screen](#)".

-  **Menu**

Manage external devices connected to the TV, and configure settings for various functions available on the TV.


 For more information, refer to "[About the Menu Home Screen](#)".

# Launching the e-Manual

Open the user manual embedded in your TV.


 >  **Menu** >  **Settings** > **Support** > **Open e-Manual**

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

 Alternatively, you can download a copy of the e-Manual from Samsung's website (<https://www.samsung.com>).

 Words in blue (e.g., [Internet](#)) indicate a menu item.

The e-Manual's Home Screen contains 1 row of menu icons. Use the left and right directional buttons to move within a row. Press the Select button to open the section you want to read.


 You can use the directional buttons on the remote control to use the functions on the top such as [Search](#), [Site Map](#), and [Index](#).








The e-Manual contains a section called "**Learn TV Remote**" in "**Accessibility Guidance**". This is particularly useful for people who cannot easily see the buttons on the control or who are not clear what each button does. When you are viewing this section of the e-Manual, pressing the buttons on the remote control will not affect the TV.

## Using Bixby


Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote or TV to control your TV.





To use Bixby, your TV must be connected to the network and you must use the microphone on your Samsung Smart Remote.

To use Bixby, press and hold the  button on the Samsung Smart Remote, say a command into the microphone on the remote, and then release the button to run Bixby.

-  This function may not be supported depending on the model or geographical area.
-  The existing functional specifications may be changed if Bixby is updated.
-  This function is available only if Voice Assistant is set to Bixby. ( >  Menu >  Settings > All Settings > General & Privacy > Voice > Voice Assistant) [Try Now](#)
-  The supported language may differ depending on the geographical area.

## Running Bixby

Press and hold the  button on the Samsung Smart Remote. Bixby is activated in the listening mode, the Bixby icon appears at the bottom of the TV screen. Say a command, and then release the button. The TV provides feedback on how it understands the command, and then performs the commanded task.

-  If the TV does not understand the command, try again with more precise pronunciation.
-  This function may not be supported depending on the model or geographical area.
-  You can find a detailed description of the voice commands at [Explore Bixby](#). Press the  button. The [Explore Now](#) button appears at the bottom of the screen. Press the Select button to go to the [Explore Bixby](#) screen.