

SAMSUNG

E-MANUAL

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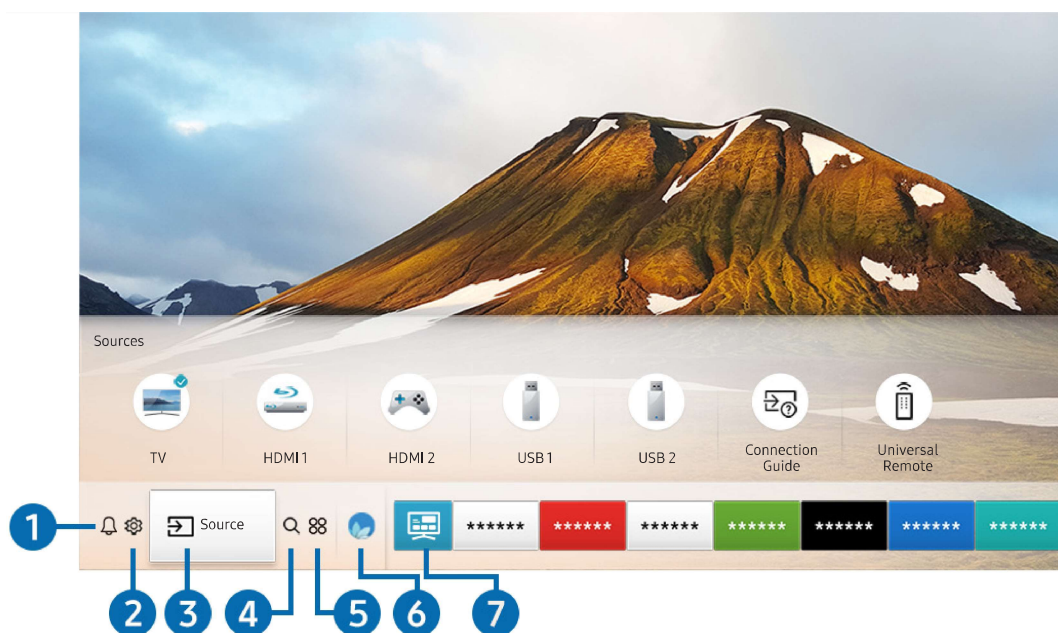
Model _____ Serial No. _____

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](#)

Using Smart Hub

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

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



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

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

1 Notification

You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to broadcast a scheduled programme or when an event occurs on a registered device.

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

2 Settings

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

3 Source

You can select an external device connected to the TV.

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

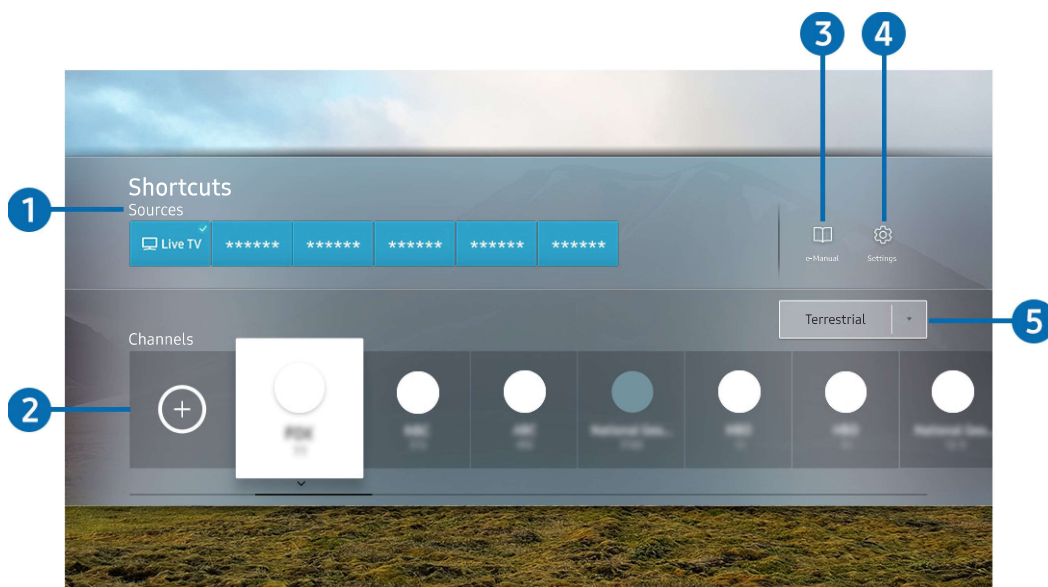
Using the Shortcuts

You can easily use the contents of Sources without running a series of commands.

To display the **Shortcuts** menu screen, press and hold the  button for 1 second or more.

To return to the TV mode, press the  button.

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



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1 Sources

You can select an external device connected to the TV.

2 Channels

Press the  button to add a broadcast channel. You can move or remove added broadcast channels.

3 e-Manual

Displays the e-Manual guide.

4 Settings

Displays the main on-screen menu.

5 Terrestrial, Cable, Satellite, or Service Provider

Choose the broadcast type of the content: [Terrestrial](#), [Cable](#), [Satellite](#), or [Service Provider](#).

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

Adding channels

1. Press . You can add only the channel that you are currently watching.
2. Move to the desired location.
3. Press the Select button.
4. The target channel is added in the bookmark area.

Moving channels

1. Move the focus to the channels to move.
2. Press the down directional button.
3. Select [Move](#).
4. Move the selected channels to the desired location.
5. Press the Select button.
6. The selected channel is moved.

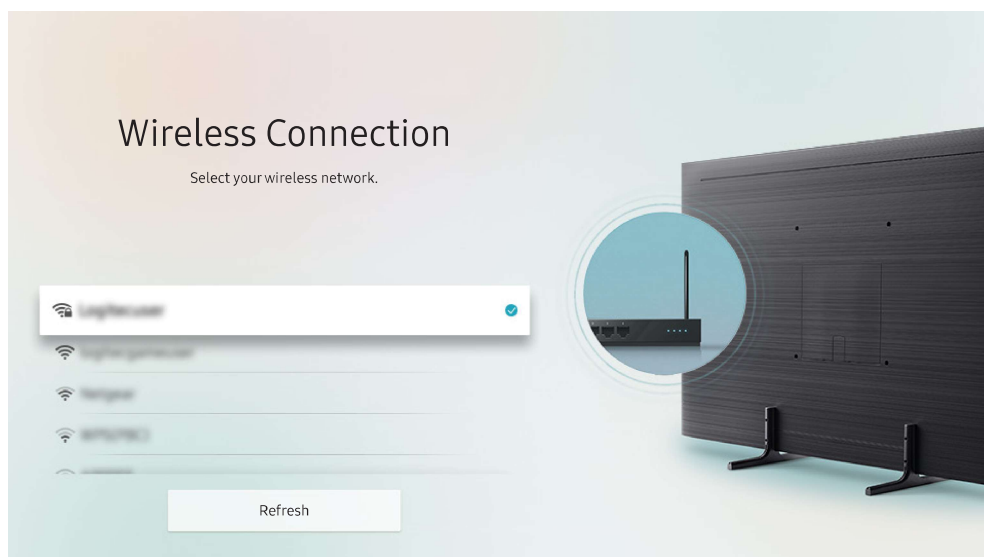
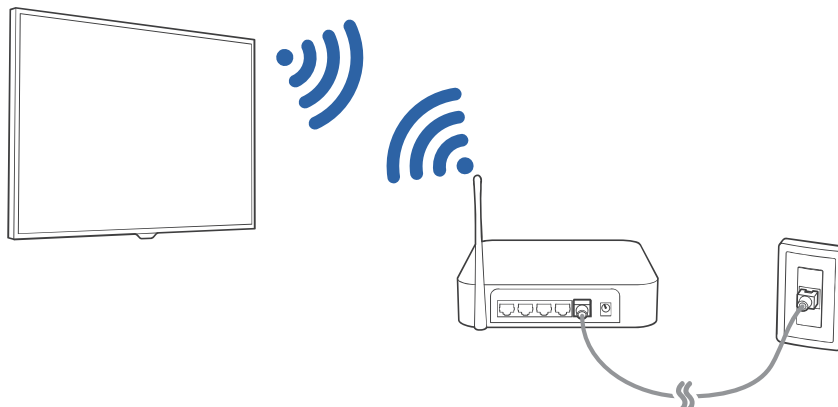
Removing a channels

1. Move the focus to the channels to remove.
2. Press the down directional button.
3. Select [Remove](#).
4. The selected channel is removed.

Establishing a wireless Internet connection

 >  **Settings** > **General** > **Network** > **Open Network Settings** > **Wireless**

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

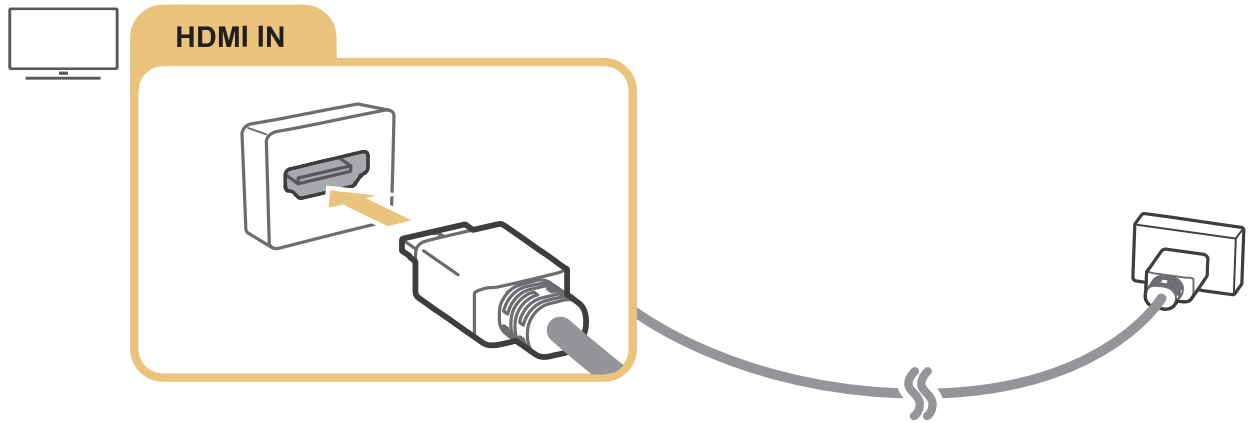


-  The image on your TV may differ from the image above depending on the model and geographical area.
-  If no wireless router is found, select **Add Network** at the bottom of the list and enter the network name (SSID).
-  If your wireless router has a WPS or PBC button, select **Use WPS** at the bottom of the list, and then push the WPS or PBC button on your router within 2 minutes. The TV will connect automatically.

Connecting Video Devices

Make the correct video connections between your TV and your external devices.

Connecting with an HDMI cable



Connecting Bluetooth Devices

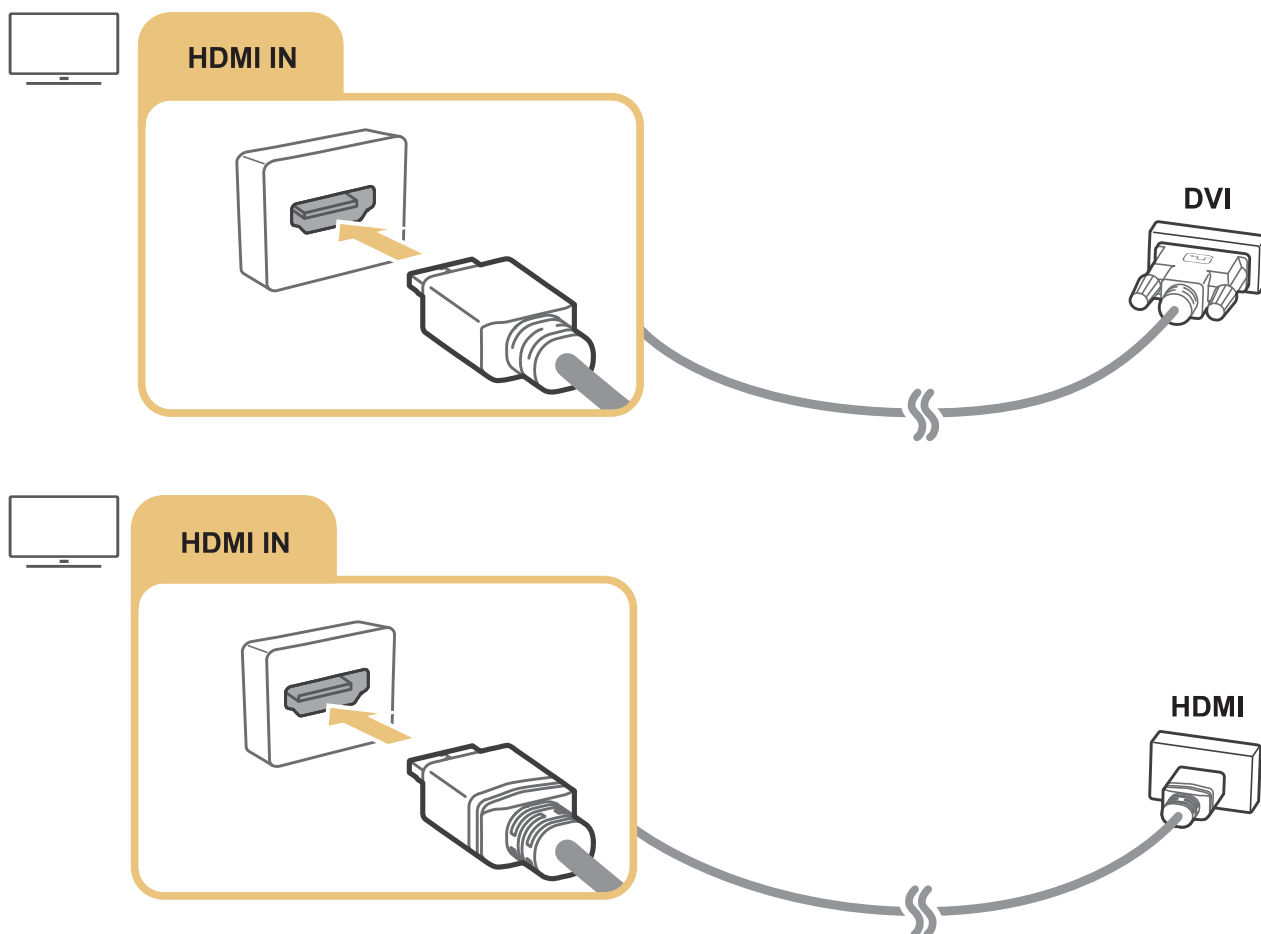
For more information about how to connect and use external speakers, refer to the [Connection Guide](#) (🏠 > ➡️ [Source](#) > [Connection Guide](#) > [Audio device](#) > [Bluetooth](#)) and their user manuals.

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

Connecting a Computer

Use the TV as a computer monitor or connect the TV to a computer via your network and access the computer's content.

Connecting through the HDMI port — Screen Sharing (HDMI)



✎ When you have connected a PC, go to (🏠 > ➡️ [Source](#), and then select the PC icon from the external device icon list. For more information about the port settings, refer to "[Editing the name and icon of an external device](#)".

Switching between external devices connected to the TV

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

Changing the input signal

 >  **Source**

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

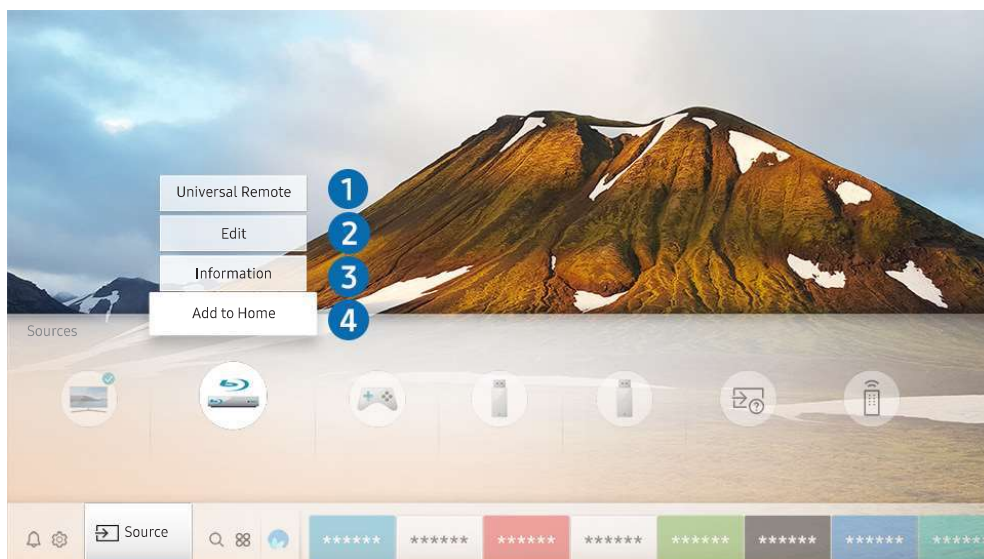
On the standard remote control, press the SOURCE button.

-  To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. Lets you switch to the output of the device automatically or lets you configure universal remote control for the device automatically. To configure the device for universal remote control automatically, point the TV's remote control at the device.
-  When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.
-  This function may not be supported depending on the device and geographical area.

Editing the name and icon of an external device

 >  **Source**

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



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

Requesting service

 >  [Settings](#) > [Support](#) > [Request Support](#) [Try Now](#)

You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, and then select [Request Now](#) or [Schedule Appointment](#) > [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 Internet connection.

Diagnosing TV operational issues

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

 >  [Settings](#) > [Support](#) > [Self Diagnosis](#) [Try Now](#)

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

- [Start Picture Test](#)
- [Start Sound Test](#)
- [Signal Information](#)
- [Start Smart Hub Connection Test](#)
- [Reset Smart Hub](#)
- [Reset](#)

There Is a Problem with the Picture

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

Testing the picture

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

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

The problem	Try this!
Flickering and Dimming	If your Samsung Television is flickering or dimming sporadically, you may need to disable some of the energy efficiency features. Disable Ambient Light Detection, Energy Saving Mode, or Motion Lighting. •  >  Settings > General > Eco Solution > Ambient Light Detection •  >  Settings > General > Eco Solution > Energy Saving Mode •  >  Settings > General > Eco Solution > Motion Lighting
Component Connections/ Screen Colour	If the colour on your TV screen is not correct or the black and white colours are off, run Start Picture Test. •  >  Settings > Support > Self Diagnosis > Start Picture Test If the test results indicate that the problem is not caused by the TV, do the following: • Confirm that the video input connectors are connected to the correct external device video output connectors. • Check the other connections as well. If the TV is connected to an external device via a component cable, confirm that the Pb, Pr, and Y jacks are plugged into their proper connectors.
Screen Brightness	If the colours on your Samsung TV are correct but just a little too dark or bright, try adjusting the following settings first. •  >  Settings > Picture > Expert Settings > Backlight •  >  Settings > Picture > Expert Settings > Contrast •  >  Settings > Picture > Expert Settings > Brightness •  >  Settings > Picture > Expert Settings > Sharpness •  >  Settings > Picture > Expert Settings > Colour •  >  Settings > Picture > Expert Settings > Tint (G/R)

The problem	Try this!
Blurring, or Juddering	If you notice blurring or juddering on the screen, use the Auto Motion Plus Settings function to resolve the issue. •  >  Settings > Picture > Expert Settings > Auto Motion Plus Settings
Unwanted Powering Off	If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time. •  >  Settings > General > System Manager > Time > Sleep Timer If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it. •  >  Settings > General > Eco Solution > Auto Power Off •  >  Settings > General > System Manager > Time > Off Timer
Problems Powering On	If you are having problems powering on your TV, there are a number of things to check before calling the service department. Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally. Make sure that the antenna cable or cable TV cable is firmly connected. If you have a cable box or satellite box, confirm that it is plugged in and turned on.
Unable to find a Channel	If your TV is not connected to a cable box or satellite box, run Auto Tuning. •  >  Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning  The Auto Tuning Settings may not appear depending on the model or geographical area.
The TV image does not look as good as it did in the store.	Store displays are tuned to a digital HD channel. If you have an analogue cable box or satellite box, upgrade to a digital cable box or satellite box. Use HDMI or Component cables to deliver HD (high definition) picture quality. Many HD channels are upscaled from SD (Standard Definition) content. Look for a channel that is broadcasting HD content. • Cable/Satellite Subscribers: Try HD channels from the channel lineup. • Terrestrial/Cable Antenna Connection: Try HD channels after running the Auto Tuning function. •  >  Settings > Broadcasting > (Auto Tuning Settings) > Auto Tuning  The Auto Tuning Settings may not appear depending on the model or geographical area. Adjust the cable box or satellite box's video output resolution to 1080i or 720p.

The problem	Try this!
The picture is distorted.	The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies. If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction. Mobile phones used close to the TV (within 1 m) may cause noise on analogue and digital channels.
The colour is wrong or missing.	If you're using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause colour problems or a blank screen.
The colour is poor or the picture is not bright enough.	Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Colour settings. • Home > Settings > Picture > Picture Mode • Home > Settings > Picture > Expert Settings > Brightness • Home > Settings > Picture > Expert Settings > Sharpness • Home > Settings > Picture > Expert Settings > Colour See if Energy Saving Mode has been enabled. • Home > Settings > General > Eco Solution > Energy Saving Mode Try resetting the picture. • Home > Settings > Picture > Expert Settings > Reset Picture
There is a dotted line on the edge of the screen.	Change Picture Size to 16:9 Standard. • Home > Settings > Picture > Picture Size Settings > Picture Size > 16:9 Standard
The picture is black and white.	If you are using AV or analogue equipment, disconnect the adapter from the Component (Blue) input port on the TV and connect it to the AV (Yellow) input port.  The Component or AV input port may not be provided depending on the model or geographical area. Check whether Greyscale is set to On. • Home > Settings > General > Accessibility > Greyscale

 If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Centre for assistance.

 If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.

 If the problem persists, check the signal strength or refer to the external device's user manual.

I Can't Hear the Sound Clearly

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

Testing the sound

 >  [Settings](#) > [Support](#) > [Self Diagnosis](#) > [Start Sound Test](#) [Try Now](#)

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

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

There Is a Problem with the Broadcast

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

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

My Computer / Game Console Won't Connect

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

The problem	Try this!
The "Mode Not Supported" message appears.	Set output resolution of your PC or game console so it matches a resolution supported by the TV.
The video is OK but there is no audio.	If you are using an HDMI connection, check the audio output setting on your PC. If you are using an HDMI-to-DVI cable, a separate audio cable is required. Note that the HDMI-to-DVI connection is only supported by the HDMI (DVI) port and does not transmit audio. To listen to the computer sound, connect external speakers to the audio output connection of the computer.

The TV Won't Connect to the Internet

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

The problem	Try this!
The TV cannot connect to your network or apps (for Internet compatible models only).	Make sure the TV has a network connection. •  >  Settings > General > Network > Network Status Contact your Internet service provider.
The wireless network connection failed.	Confirm your wireless modem/router is on and connected to the Internet.
The wireless network signal is too weak.	Position your wireless router, modem router, or access point in a central location. Avoid putting it in a corner. Use a wireless repeater to get an instant boost in your wireless signal strength. Place the repeater halfway between your wireless router and your TV.

Other Issues

Use these procedures to resolve other issues that may occur.

The problem	Try this!
The TV is hot.	Watching TV for an extended period of time causes the panel to generate heat. The heat from the panel is dissipated through internal vents running along the top of the TV. The bottom, however, may feel hot to the touch after extended use. Children watching TV need constant adult supervision to prevent them from touching the TV. This heat, however, is not a defect and does not affect the TV's functionality.
The picture won't display in full screen.	HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content. Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV. Adjust the picture size options on your external device or set the TV to full screen. •  >  Settings > Picture > Picture Size Settings
The "Mode Not Supported" message appears.	The output resolution of the attached device is not supported by the TV. Check the TV's supported resolutions and adjust the external device's output resolution accordingly.
The Subtitles item in the TV is greyed out.	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.
The TV smells of plastic.	This smell is normal and will dissipate over time.
Signal Information under Self Diagnosis isn't activated.	Verify that the current channel is a digital channel. Signal Information is only available for digital channels. •  >  Settings > Support > Self Diagnosis > Signal Information
The TV is tilted to the side.	Remove the base stand from the TV and reassemble it.
The stand is wobbly or crooked.	Make sure the indicator arrows on the stand and stand holder are properly aligned.
The remote control and/or voice control does not work.	The TV ships with protective stickers covering some of the sensors. Make sure all of the stickers have been removed.

The problem	Try this!
The Broadcasting function has been deactivated.	Broadcasting is only available when the Source is set to TV. Broadcasting cannot be accessed while you watch TV using a cable box or satellite box. Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.
PIP is not available.	PIP is available only when an external device is connected with an HDMI or Component cable. Note that the function is unavailable when the Smart Hub is active.
The settings are lost after 5 minutes or every time the TV is turned off.	If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes. Change Usage Mode to Home Mode. •  >  Settings > General > System Manager > Usage Mode
A POP (TV's internal banner ad) appears on the screen.	Change Usage Mode to Home Mode. •  >  Settings > General > System Manager > Usage Mode
The TV is making a popping noise.	The expansion and contraction of the TV's outer casing may cause a popping noise. This does not indicate a product malfunction. The TV is safe to use.
The TV is making a humming noise.	Your TV 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 software update over the Internet has failed.	Check the network connection status. •  >  Settings > General > Network > Network Status If the TV is not connected to a network, connect it to a network. The upgrade stops if you already have the latest software version.