I'm not a robot

Alexa is available on these Samsung TVs and smart monitors. Some TVs also allow you to speak to Alexa hands-free without using the remote. If your TV does not have Alexa built-in, you can still use the virtual assistant through another Alexa device, such as an Echo speaker, to control compatible smart home devices and some experiences on your TV. A Samsung account and internet connection is required.*The following TVs have Alexa built-in: All 2023 Neo QLED, QLED, Crystal UHD, Frame TV, and Smart Monitors. All 2022 Neo QLED , QLED, Crystal UHD, OLED, Frame TV, the Sero, the Serif, Smart Monitors, the Odyssey Ark, the Freestyle, and OLED G8 Monitor. 2020 Neo QLED TV, QLED, TU8000 and above Crystal UHD, Frame TV, The Serif, The Sero, and The Terrace. The following TVs allow you to talk to Alexa hands free:Note: When talking to Alexa, you need to be within five feet (one and a half meters) of the remote. You can also talk to Alexa using the microphone button on your remote. 2023 models: QN900C, QN800C, QN850C, QN95C(D), QN90C(D), QN85C(D), S95C(D), S90C(D), Q80C(D), Q70C(D) 2022 Models: QN900B, QN800B, QN850B, QN95B(D), QN90B(D), QN85B(D), S95B, Q80B(D), The Freestyle. 2021 models: QN900A, QN800A, QN850A, QN90A, QN9DA, QN85A, QN85DA, QN84A, Q80A, Q8DA, Q8BA, Q70A, Q7DA, MS1A 2020 models: Q950ST,Q900ST,Q800T, Q850T, Q90T, Q80T, Q8DT, Q70T, Q7DT Youll be able to select Alexa as your voice assistant when you set up your TV for the first time. To set it up at a later time, simply open the Alexa app from your TV's Home screen. Make sure you have your Amazon account information handy before starting. If you do not have an Amazon account, you can create one for free during the setup process. First, you need to sign in to your Amazon account on a connected phone. There are two ways to do this: Scan the QR code displayed on your TV with the Camera app on your phone to be taken to Amazon. From there, you can sign in. Alternatively, you can, go to the Amazon sign-in page and enter the authorization code displayed on your TV. If your TV supports the Voice wake-up option, you can enable it and talk to Alexa hands-free.Please see the previous section for more information about hands-free compatible models. You can turn off Voice wake-up at any time by navigating to Settings, selecting General, and then selecting Voice Settings.Note: On some models, you will need to navigate to Settings, select General, and then select Voice. When everything is set up, you can talk to Alexa directly on your TV! Please see the next section to learn more about using Alexa and giving voice commands. To use Alexa through another device such as an Echo speaker, download the Alexa app on your phone and enable the SmartThings skill. Now that Alexa is set up, you can begin talking and asking questions. To speak to Alexa, press and hold the Microphone button on your remote. If you have Voice wake-up enabled, just say "Alexa," and then ask a question. Alexa makes it easy to find your favorite content, control your entertainment, play music, and more.Here are some things to try: Alexa, go to [channel number/name]. Alexa, open [app name]. Alexa, search for [title/genre/actor]. "Alexa, play [genre] music." "Alexa, play the new [artist name] album." "Alexa, play [radio station name]." Alexa, volume [up/down]. Alexa, switch to HDMI [number]. For more things to try, open the Alexa app on your TV. Amazon has designed Alexa with your privacy in mind, plus multiple layers of protection. Youll have transparency and control over your Alexa experience when using your TV.When you want to talk to Alexa, youll need to alert your remote by saying the wake word, which is Alexa. Or, you can press and hold the Microphone button on your remote. Only then will your voice be recorded and transmitted to Amazon's secure cloud. All of your interactions with Alexa are encrypted in transit to Amazons cloud service where they are securely stored.Youll always be able to tell when Alexa is listening to your recording because a blue indicator bar will appear on the bottom on your TV screen.You can view, hear, and delete your voice recordings using Alexa Privacy Settings or the Alexa app on your phone. To delete a recording using your voice, just say, Alexa, delete what I just said" or "Alexa, delete everything I said today."Ever wonder why Alexa responded a certain way? Just say, "Alexa, tell me what you heard" and then Alexa will read back your most recent voice request. You can also ask, "Alexa, why did you do that?" and Alexa will provide a short explanation about the response to your last request. For more information, check out Alexa Privacy and Common Questions About Alexa Privacy. If youre experiencing issues when using Alexa on your TV, you can check out some of these helpful links. Alexa Account Preferences Additional information for downloading and using AlexaYou can also download the Alexa app on your phone or PC to pair it with SmartThings. You can create Routines, manage devices, set up Alexa-enabled devices and Alexa Skills, and edit device settings.* A Samsung Account is required for network-based smart services, including streaming apps and other smart features. A separate (connected) computer, mobile, or other device may be necessary to create/log in to a Samsung Account. Without an Account login, only external device connections (e.g., via HDMI) and terrestrial/over-the-air TV (only for TVs with tuners) are available. If you do not have a Samsung Account, you can easily create one here: its free to sign up; terms apply. Samsung UN70TU700DBXZA 70" Class TU7000 Crystal UHD 4K Smart TV (2021) - Use Manual - Use Guide PDF. Documents: Go to download! User Manual Energy Guide Specification Spec Sheet (web) - (English) Owner's Guide Smart TV Guide Connections You can watch live broadcasts by connecting a coaxial cable to your TV and can get access to the Internet 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. > Source > Connection Guide 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 Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. Video Device: HDMI Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, Tap View PC: HDMI, Screen Sharing (Wireless), Apple AirPlay Input Device: Keyboard, Mouse, USB Gamepad, Bluetooth Device Game Console: HDMI External Storage: USB Flash Drive, Hard Disk Drive (HDD) Note: The connection method and available external devices may differ depending on the model. Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes). The image on your TV may differ from the image above depending on the model and geographical area. Connecting an Antenna You can connect a coaxial cable to your TV. Note: An antenna connection is not necessary if you connect a cable box or satellite box. Connecting to the Internet You can get access to the Internet through your TV. > Settings > General > Network > Open Network Settings Configure network settings to connect to an available network. Establishing a wired network connection > Settings > General > Network > Open Network Settings > Wired If you connect a LAN cable, the TV automatically accesses the Internet. Note: If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting." Use a CAT 7 (*STP type) cable for the connection. The TV will not be able to connect to the Internet if your network speed is below 10 Mbps. This function may not be supported depending on the model. Establishing a wireless network connection > Settings > General > Network > Open Network Settings > Wireless Make sure that you have the wireless access point's SSID (name) 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. Note: 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. Checking the network connection status > Settings > General > Network > Network Status. View the current network and Internet status. Resetting Your Network > Settings > General > Network > Reset Network Restore the network settings to the factory default. Turning on the TV with a mobile device > Settings > General > Network > Expert Settings > Power On with Mobile You can turn on the TV using a mobile device connected to the same network as the TV. Note: This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function. Connecting an IP control device to the TV > Settings > General > Network > Expert Settings > IP Remote You can connect an IP control device to the TV remotely to manage your IP device. Note: To use this function, Power On with Mobile must be turned on. Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and 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. Changing the name of the TV > Settings > General > System Manager > 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. Connection Cables for External Devices You can view detailed information about the connection cables for external devices that can be connected to the TV. Note: Available connection cables may differ depending on the model or geographical area. TV Viewing You can use convenient features while watching TV. Additionally, you can edit the channel list or create favorite channel lists. Using the Guide See an overview of each channel's program lineup. > Live TV > Guide Note: The image on your TV may differ from the image above depending on the model and geographical area. In the Guide, you can see the daily program schedules for each station, see program information, choose a program to watch, and set up a schedule viewing. Note: To view the Guide while watching TV, press the (Channel) button on the Samsung Smart Remote or or press the GUIDE button on the standard remote control. To see information about analog channels and use the analog channel functions of the Guide, you must finish the service provider settings in initial setup. To view the Guide, you must first set the TV's clock (> Settings > General > System Manager > Time > Clock). Move the focus to the program you want in the Guide, and then press and hold the Select button. You can use the following functions: Schedule Viewing You can schedule the viewing of a broadcast scheduled program. Cancel Scheduled Viewing You can cancel scheduled viewings. View DetailsSee other models: UN70TU6980FXZA UN70TU6985FXZA NP950QDB-KB4US NP950QDB-KA4US NP950QDB-KB3US You can see detailed information about the selected program. The information may differ or may not be provided depending on the broadcast signal. TV-Viewing Support Functions Use the functions that are available while watching TV. Changing the broadcast signal > Live TV > Channel List Press the up directional button on your remote control, move the focus to Air or Cable, and then press the Select button. Note: You do not need to use this function if your TV is connected to a cable box or satellite box. Scanning for available channels > Settings > Broadcasting > Auto Program Note: Do not use this function if your TV is connected to a cable box or satellite box. If the TV has saved channels, Auto Program deletes the existing list, and then saves the newly scanned channels. Using Program Rating Lock > Settings > Broadcasting > Program Rating Lock Settings This function is useful for controlling what programs children can watch on the TV based on their ratings. Program Rating Lock Settings does not, however, block programs originating from external sources, such as Blu-ray players, DVD players, or USB files. Every time you access Program Rating Lock Settings, you must enter the security PIN. You must also enter this PIN to watch a blocked program. The default PIN is "0000." To change the PIN, go to > Settings > General > System Manager > Change PIN. Note: Program Rating Lock Settings may not be supported depending on your input signal. For more information about how to set your password, refer to "Setting up a password." For more information about the rating system of different countries, refer to "Blocking programs based on their TV Rating." Watching blocked / restricted programs To watch a blocked program, enter the PIN when requested. When initially showing a restricted program or movie, the screen is blank because the Program Rating Lock Settings blocks it. Enter the PIN to unblock the program when a message appears requesting the code. Enable Data Service > Settings > Broadcasting > Data Service Access services from entertainment providers, online providers, and CE manufactures through Data Service. Note: This function may not be supported depending on the model or geographical area. Some channels may not include the Data Service. You can use the following functions: Data Service 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 Data Service menu item to turn it on or off. Note: An application on broadcast channel may malfunction temporarily depending on the circumstances of the broadcast station or application provider. Configuring advanced broadcasting audio settings > Settings > Broadcasting > Audio Options Audio Options functions differently for analog and digital channels. Preferred Language This is the language you will hear while watching TV if the language is included in the broadcast signal. Multi-Track Sound You can select the multi-track sound function depending on broadcasting signal. Note: This function may not be supported depending on the model or geographical area. Checking digital channel signal info and strength > Settings > Support > Device Care > Self Diagnosis > Signal Information Note: 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. This function is only available for digital channels. This function may not be supported depending on the geographical area. Picture and Sound Using the Sound Support Functions Configure the sound settings for your TV. Selecting speakers > Settings > Sound > Sound Output You can select which speakers the TV uses for audio output. Note: Refer to the sound bar's user manual when connecting it to the TV. External speakers may not be controlled with the Samsung Smart Remote. When an external speaker is enabled, some sound menus are not supported. Listening to the TV through Bluetooth devices > 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. Note: 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 or 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." This function may not be supported depending on the model. Listening to the TV through a Samsung audio device that supports the Wi-Fi function For more information about how to connect and use a Samsung audio device that supports the Wi-Fi function, refer to its user manual. > 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. Note: 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. Troubleshooting If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Center. Picture Issues When the TV has trouble with the picture, these steps may help resolve the problem. Testing the picture > Settings > Support > Device Care > Self Diagnosis > Start Picture Test Before you review the list of problems and solutions below, use Start Picture Test to determine if the problem is caused by the TV. Picture Test displays a high definition picture you can examine for flaws or faults. Flickering and Dimming If your TV is flickering or dimming sporadically, you may need to disable some of the energy eficiency features. Disable Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer. > Settings > General > Eco Solution > Ambient Light Detection > Settings > General > Eco Solution > Power Saving Mode > Settings > General > Eco Solution > Motion Lighting > Settings > General > Eco Solution > Contrast Enhancer Run Picture Test. When the tested image quality is normal, check the signal of the connected device. > Settings > Support > Device Care > Self Diagnosis > Start Picture Test Component Connections and Screen Color If the color on your TV screen is not correct or the black and white colors are off, run Start Picture Test. > Settings > Support > Device Care >Self Diagnosis > Start Picture Test If the test results indicate that the problem is not caused by the TV, do the following: When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors. For more information about how to connect an external device, run Connection Guide. > Source > Connection Guide Screen Brightness If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first. > Settings > Picture > Expert Settings > Contrast > Settings > Picture > Expert Settings > Brightness > Settings > Picture > Expert Settings > Sharpness > Settings > Picture > Expert Settings > Color > Settings > Picture > Expert Settings > Tint (G/R) Blurring, or Juddering If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue. > Settings > Picture > Expert Settings > Picture Clarity Settings Unwanted Powering Off If your TV appears to turn off by itself, try disabling some of the TV's energy eficiency functions. See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a specified period of time. > Settings > General > System Manager > Time > Sleep Timer If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it. > Settings > General > Eco Solution > Auto Power Off > Settings > General > System Manager > Time > Off Timer Problems Powering On If you are having problems powering on your TV, there are a number of things to check before calling the service department. Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally. Make sure that the antenna cable or cable TV cable is firmly connected. If you have a cable box or satellite box, confirm that it is plugged in and turned on. Unable to find a Channel If your TV is not connected to a cable box or satellite box, run Auto Program. > Settings > Broadcasting > Auto Program When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV. > Source > 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. > Source > 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." Note: 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. The picture is distorted The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies. If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction. Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels. The color is wrong or missing If youre using a Component connection, make sure that the Component cables are connected to the correct jacks. Incorrect or loose connections may cause color problems or a blank screen. The color is poor or the picture is not bright enough Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings. > Settings > Picture > Picture Mode > Settings > Picture > Expert Settings > Brightness > Settings > Picture > Expert Settings > Sharpness > Settings > Picture > Expert Settings > Color See if Brightness Reduction has been enabled. > Settings > General > Eco Solution > Power Saving Mode Try resetting the picture. > Settings > Picture > Expert Settings > Reset Picture There is a dotted line on the edge of the screen Change Picture Size Settings to 16:9 Standard. > Settings > Picture > Picture Size Settings > 16:9 Standard The picture is black and white Use a composite cable when you connect AV equipment to the TV. If you are using the composite cable, connect the video cable (Yellow) to the VIDEO (Yellow / Green) input port. Note: The COMPONENT IN port may not be supported depending on the model or geographical area. The picture wont display in full screen HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content. Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV. Adjust the picture size options on your external device or set the TV to full screen. > Settings > Picture > Picture Size Settings > Picture Size The Caption function in the TV menu is deactivated When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device. Captions appear on the TV screen Turn off the Caption function in Caption Settings. > Settings > General > Accessibility > Caption Settings > Caption The HDR of the connected external device turns off Expand the reception range of the corresponding HDMI input signal in Input Signal Plus. > Settings > General > External Device Manager > Input Signal Plus Note: If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsungs Call Center for assistance. If the test picture is displayed properly, there may be a problem with an external device. Please check the connections. If the problem persists, check the Signal Information or refer to the external devices user manual. Sound and Noise Issues When the TV has difficulties with sound, these steps may help resolve the problem. Testing the sound > Settings > Support > Device Care > Self Diagnosis > Sound Test If the TV plays the Sound Test melody without distortion, there may be a problem with an external device or the broadcast signal's strength. How can I connect an audio device to the TV? The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. For more information about how to connect an audio device, run Connection Guide. > Source > Connection Guide > Audio Device There is no sound or the sound is too low at maximum volume. Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV. 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. Set Sound Output to TV Speaker. > Settings > Sound > Sound Output If you are using an external device, check the devices audio output option. For example, you may need to change your cable boxs 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 computers 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 devices 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. No sound is heard. Check whether Digital Output Audio Format is set to Pass-Through. If you select the Pass-Through option to use an AV receiver that does not support Dolby Digital+, no sound is output with Dolby Digital+ content. It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats. > Settings > Sound > Expert Settings > Digital Output Audio Format > Auto The speakers are making an odd sound. Run Sound Test. > Settings > Support > Device Care > Self Diagnosis > 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. > Settings > Support > Device Care > Self Diagnosis > Signal Information The sound is interrupted. The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV. To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. Whenever a function is used on the TV or the channel is changed, the TV voices the activity. The TV explains in voice-over the video scenes displayed on the screen. Turn off the Voice Guide function in Voice Guide Settings. > Settings > General > Accessibility > Voice Guide Settings > Voice Guide The TV audio is not being played through the Sound bar or A/V receiver. Check the A/V receiver's power supply and its settings. When connecting the optical cable between the TV and 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 A/V receiver supports the eARC feature. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. The sound is not heard clearly. Change to an appropriate sound mode. > Settings > Sound > Sound Mode Note: 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 theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) is active on your TV. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. I want to turn off and on the TV and audio device 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. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. 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. > Source > 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 Program. > Settings > General > Reset > Settings > Broadcasting > Auto Program The captions are not provided on a digital channel. I want to turn off the captions. When watching channels with the antenna cable connected, run Caption Settings. > Settings > General > Accessibility > Caption Settings Some channels may not have caption data. When watching a channel on an external device such as set-top box and cable box, turn on the caption 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. 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. > Source > Connection Guide > PC > Screen Sharing (Wireless) Confirm that the TV and your PC are connected to the same wireless network. To wirelessly connect the TV to your mobile device, read the instructions at Smartphone > Screen Sharing (Smart View) in Connection Guide, and then try to connect. > Source > Connection Guide > Smartphone > Screen Sharing (Smart View) If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect. No screen appears when connecting the TV to an external device. For more information about how to connect an external device, run Connection Guide. > Source > Connection Guide Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources. > Source > Sources Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes). > Source > 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. The PC screen does not appear or it flickers When the PC screen does not appear or the PC is not recognized, 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. When the set resolution is not matched, the screen may flickers For the PC supported resolution, see '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. > Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test If the TV has trouble with network connection or TV services, check the Smart Hub connection status. Wireless network connection failed. Unable to connect to a wireless access point. Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point. Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on. Enter the correct password if required. If the wireless connection fails, connect the TV to the access point via a LAN cable. If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point. Wired network connection failed. Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on. Auto IP configuration failed. Unable to connect to the network. Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on. Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds. Connected to a local network, but not to the Internet. Check if the Internet LAN cable is connected to the access point's external LAN port. Check the DNS setting in IP Settings. > Settings > General > Network > Network Status > IP Settings Network setup is completed, but unable to connect to the Internet. If the problem persists, contact your Internet service provider. Note: 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. Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only. Check if the power cord of the Anynet+ device is properly connected. Check the cable connections of the Anynet+ device. Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On. > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc. If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on. I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on. Move the focus to the Anynet+ device at > Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button. Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On. > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) I want to exit Anynet+. 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. > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) 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. Note: HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model. The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen. You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen. Use the remote control after the TV has completed the Anynet+ configuration or has switched to the TV viewing screen. The Anynet+ device won't play. You cannot use the play function when Reset is in progress. The connected device is not displayed. Check whether the device supports Anynet+. Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+. Check whether the HDMI cable is properly connected. Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On. > Settings > General > External Device Manager > Anynet+ (HDMI-CEC) Scan for Anynet+ devices again. If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again. Remote Control Issues When the remote control isn't working, these steps may help resolve the problem. The remote control does not work. The connection between the Samsung Smart Remote and the TV may be lost. Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life. 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 > Source > Universal Remote Setup. 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. 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. The services of your application are not provided by the TV but by the application service provider. Refer to the Help section on the application service provider's website. Media Files When files don't play, this may help resolve the problem. Some files are interrupted during playback. This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly. Some files can't be played. Some files that use an unsupported codec may not be played back. Make sure that the codec is supported by the TV. For more information about the supported codecs, refer to "Read Before Playing Photo, Video, or Music Files." Voice Assistant Issues When the Voice Assistant isn't working, these steps may help resolve the problem. 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: > Settings > General > Voice > Amazon Alexa Settings Google Assistant: > Settings > General > Voice > Google Assistant Settings With Samsung Smart Remote, the following features are available except for voice recognition. There is no response even if the voice entry button is pressed. Try pairing the remote control with the TV. 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. > Settings > General > System Manager > Usage Mode The TV is tilted to the side. Remove the base stand from the TV and reassemble it. The stand is wobbly or crooked. Refer to the Quick Setup Guide and make sure that the stand is assembled correctly. PIP is not available. PIP is not available only when an external device is connected with an HDMI or Component cable. Note that the function is unavailable when Smart Hub is active. Note: This function may not be supported depending on the model or geographical area. A POP (TVs internal banner ad) appears on the screen. Change Usage Mode to Home Mode. > Settings > General > System Manager > Usage Mode The TV is making a popping noise. The expansion and contraction of the TV's outer casing may cause a popping noise. This does not indicate a product malfunction. The TV is safe to use. The TV is making a humming noise. Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV. Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements. Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund. The software update over the Internet has failed. Check the network connection status. > Settings > General > Network > Network Status If the TV is not connected to a network, connect it to a network. The upgrade stops if you already have the latest software version. 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 or Remote Control. Press the CC/VD button or press and hold the MUTE button on your standard remote control. > Settings > General > Accessibility > Voice Guide Settings > Voice Guide Diagnosing TV operational issues You can diagnose issues with your TV and Smart Hub and run reset functions. > Settings > Support > Self Diagnosis You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub network connection, and run the Smart Hub and TV factory reset functions. Picture Test Sound Test HDMI Troubleshooting Signal Information TV Device Manager Start Smart Hub Connection Test Reset Smart Hub Cannot select Signal Information in Self Diagnosis. Verify that the current channel is a digital channel. Signal Information is only available for digital channels. > Settings > Support > 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. > Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub Reset picture Resets current picture settings to the default settings. > Settings > Picture > Expert Settings > Reset Picture Reset sound Resets current sound settings to the default settings. > Settings > Sound > Expert Settings > Reset Sound Getting Support Get help directly from Samsung if you have a problem with your TV. Getting support through Remote Management > Settings > Support > Remote Management After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web. You can also turn Remote Management on and off. Note: This function requires an network connection. Finding the contact information for service > Settings > Support > About This TV You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's software version, Open Source License and other information you may need to get service support from a Samsung call agent or the Samsung website. Note: You can also view information by scanning the QR code of your TV. You can also start this function by pressing and holding the button for 5 or more seconds. seconds. For the standard remote control, press and hold the (Play) button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears. Requesting service > Settings > Support > 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 Center will contact you to set up or confirm your service appointment. Note: You must agree to the terms and conditions for the service request. This function may not be supported depending on the geographical area. This function requires an network connection. Your Samsung Smart TV comes with voice navigation features that will put you in control. You can use Bixby or Alexa to navigate your TV or smart monitor, ask some questions, give commands, or search for new apps to download. Multiple languages are supported as well. Visit our website to see the latest TVs and Smart Monitors we have available.Important:As of March 1st 2024, Google Assistant is no longer available on Samsung TVs. Bixby is available to answer questions and change the channel whenever you like. Once Bixby is set up, you can ask it to turn on the TV, check the weather, or play a movie. Navigate to Settings on your TV, select General, and then select