BILL'S HOME TECH
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BILL'S COMPLETE MANUALS

Samsung Smart TVs

Your Samsung TV explained in plain English,
from the remote to captions, privacy and quick fixes

A plain-English guide for every Samsung TV owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Samsung smart TVs with One UI Tizen (about 2023-2026) · facts current November 2026

What's Inside

This is your Samsung TV manual. Read it in any order and at your own pace; there is no test, and you can't fall behind. Keep the remote handy and try things as you read. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. It's written for recent Samsung smart TVs running One UI Tizen. Samsung moves menus a little from year to year, so if a screen on yours looks different, look for the same words nearby. The idea is still the same.

Part 1 — Getting to Know Your Samsung TV

1 A Note from Bill
2 Which Samsung TV You Have
3 The Remote: Your Main Control
4 Charging and Pairing the Remote
5 The Home Screen, Explained

Part 2 — Setting Up

6 First-Time Setup, Step by Step
7 Getting On Your Home Wi-Fi
8 Your Samsung Account
9 Connecting a Cable Box, Antenna and Other Devices
10 Free Local Channels with an Antenna

Part 3 — Everyday Watching

11 Finding, Adding and Removing Apps
12 Signing In to Netflix, YouTube and Other Apps
13 Samsung TV Plus: Free Channels Built In
14 Talking to Your TV: Voice and AI
15 Your Phone as a Remote: SmartThings
16 Showing Phone Photos and Videos on the TV

Part 4 — Picture and Sound

17 Picture Modes: The Easiest Big Improvement
18 Picture Size and Fine-Tuning
19 Sound Settings and Clearer Dialogue
20 Headphones, Soundbars and Hearing Aids

Part 5 — Comfort and Accessibility

21 Turning On Captions
22 Bigger Text, High Contrast and Voice Guide
23 Power and Energy-Saving Settings

Part 6 — Privacy, Updates and Staying Safe

24 Stop the TV Tracking What You Watch
25 The Ads on Your Home Screen
26 Keeping Your TV Updated
27 Scams Aimed at TV Owners
28 Your TV PIN and Controls for Grandkids

Part 7 — Fixing Common Problems

29 "No Signal" or the Wrong Picture
30 The Remote Isn't Working
31 Apps Freezing, Buffering and Wi-Fi Drops
32 Reset Smart Hub and Factory Reset
33 When to Call Bill

PART 1

Getting to Know Your Samsung TV

Which Samsung you have, the remote that runs it, and the home screen you'll see every day. Start here, and the rest of the manual will feel familiar.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this manual right now, this is for **you**. Maybe a brand-new Samsung TV just went up on the wall and the screen is full of tiles you don't recognize. Maybe you've had one for a few years and you only ever use the power and volume buttons. Or maybe a family member set it up, went home, and now you're not quite sure how to get back to your shows. Wherever you're starting, you've come to the right place.

I'm Bill. I've spent more than 30 years helping people feel at home with their technology, and these days I help folks all around Portage County, Ohio. I wrote this manual the way I'd explain it if I were sitting on the couch next to you with the remote in my hand: slowly, in plain English, and with no fancy words. If I use a term you don't know, I'll stop and explain it right then.

Read it any way you like

You don't have to read these pages in order, and there's no test at the end. Start at the beginning, or jump straight to the chapter that answers today's question. It's a reference, not a race. You can't fall behind.

The big promise: you can't break it

Here's the most important thing in this whole manual. **You cannot break your Samsung TV by pressing buttons and exploring the menus.** The worst that usually happens is you land on a screen you didn't mean to. And there are two buttons that always rescue you: **Back** takes you one step back, and **Home** takes you straight to the home screen, like a front porch you can always walk back to. You'll meet both in Chapter 3. So relax your shoulders and poke around. Curiosity is how everyone learns.

WHAT THIS DOES FOR YOU

What this manual does for you

By the end, you'll know your remote, find any show, turn on captions, make voices easier to hear, keep the TV from tracking what you watch, stay away from the scams aimed at TV owners, and fix the common hiccups yourself. Most of all, you'll feel in charge of your own television again.

And you're never stuck alone

This manual will carry you a long way on your own. If you'd ever like a hand, call me at **(330) 200-8042** or book a time at **billshometech.com/book**. If I can't pick up, Sophie, my AI receptionist, will take your details so I can get back to you. There's no such thing as a silly question.

So grab the remote, get comfortable, and let's meet your Samsung TV together.

— Bill

CHAPTER 2

Which Samsung TV You Have

Samsung makes a lot of TVs, from small bedroom sets to giant living-room screens. The good news is that nearly all of them share the same software, so the menus and steps in this manual work across the range. Still, it helps to know two things: your TV's **family** and its **model year**.

The Samsung TV families, in plain terms

Family	What it means for you
Crystal UHD	Samsung's everyday, budget-friendly 4K TVs. A great picture for regular viewing.
QLED	A step up in color and brightness. The "Q" stands for quantum dots, a layer that makes colors richer.
Neo QLED	QLED with a finer, brighter backlight made of tiny "Mini LED" lights, so dark scenes look deeper.
OLED	Each tiny dot on the screen makes its own light, so black is truly black. Lovely in a dim room.
The Frame	A TV designed to look like a framed painting on the wall. When you're not watching, it can show artwork.
Micro RGB	Samsung's newest premium line, with a backlight made of tiny red, green and blue lights.

Whatever family you have, the remote, the home screen, apps, captions and settings work the same way. A pricier TV mostly adds picture quality, not new things to learn.

GOOD TO KNOW

What "smart" means

A **smart TV** is simply a TV that connects to the internet, so it can run apps like Netflix, YouTube and Samsung TV Plus without a separate box. Samsung's smart TV software is called **Tizen** (say it "TIE-zen"), and its newest look is called **One UI Tizen**. You don't need to remember either name; just know that when Samsung sends an update, it's improving that software.

Finding your model number

Your model number (Samsung calls it the **model code**) is a string like QN65Q80FAFXZA. It tells Samsung, and anyone helping you, exactly which TV you have and what year it's from.

Here's how to see it on screen:

1. Press the **Home** button on your remote (the little house).
2. Open **Settings** (the gear), then choose **All Settings**.
3. Choose **Support**, then **About This TV** (on some TVs it's called **About the TV**, or the details appear under **Contact Samsung**).
4. Read the **Model Code** and **Serial Number** on the screen. Jot them down somewhere handy.

Checked against Samsung Support on November 13, 2026.

TIP

No luck with the menu? Check the back

The model code and serial number are also printed on a sticker on the back of the TV. If the TV is on the wall, a phone photo of that sticker taken with a flashlight is often the easiest way to read it.

Why the model year matters

Samsung moves menu items around a little from year to year. A setting that lives under **General** on a 2021 TV may sit under **General & Privacy** on a 2025 TV. This manual is written for recent Samsung TVs (roughly 2023 through 2026, running One UI Tizen), and I'll point out older names when they differ. If a path doesn't match yours exactly, look for the same words one level up or down. The idea is always the same.

FROM BILL

Tell me your model code when you call

When you call for help and can read me the model code, I know right away what your menus look like. It turns a guessing game into a quick answer.

CHAPTER 3

The Remote: Your Main Control

Nearly everything you do with a Samsung TV happens through its remote. Newer Samsung TVs come with a slim remote that has only a handful of buttons. That can look confusing at first, but once you know what each one does, it's actually simpler than the old remotes with fifty buttons.

Which remote do you have?

Remote	How to recognize it
SolarCell Remote	A slim remote with a small solar panel on the back and a USB-C charging port at the bottom. No batteries to buy. Comes with most mid-range and premium Samsung TVs.
Samsung Smart Remote (battery)	Looks almost the same but takes two AA batteries. Common on older or lower-cost models.
Standard remote	A traditional remote with number buttons, often included with Crystal UHD and older TVs.

The buttons you'll actually use

Button	What it does
Power	Turns the TV on and off.
Microphone	Press and hold to talk to the TV (search for a show, change a setting). Covered in Chapter 14.
Direction pad (the ring)	Moves the highlight up, down, left and right on the screen.
Select (center of the ring)	Chooses whatever is highlighted. "Point with the ring, press the center."
Back	Goes back one step. Press it a few times and you'll always climb out of a menu.
Home (the little house)	Takes you straight to the home screen from anywhere.
Play/Pause	Plays or pauses most shows and apps.
Volume (VOL) rocker	Push up or down for louder or softer. Press it in to mute on remotes with no Mute key.
Channel (CH) rocker	Changes antenna or cable channels. Pressing it in may bring up the channel guide.
App buttons	Shortcut buttons such as Netflix, Prime Video or Samsung TV Plus open that app in one press.

TIP

The two rescue buttons

If you ever feel lost, press **Back** a few times, or press **Home** once. You can't hurt anything, and you'll be on familiar ground again.

Where to point it

Most Samsung remotes talk to the TV by Bluetooth, a short-range wireless connection, so you usually don't have to aim very carefully. The exception is pairing (introducing the remote to the TV), when you should point it at the bottom of the TV, where the remote sensor sits, usually at the lower right or bottom center.

GOOD TO KNOW

No number buttons? Here's how to type a channel

On the slim remotes, press the **CH** rocker or the button marked with numbers or "123" (on some models) to bring up an on-screen number pad, then choose the digits with the direction ring. If you watch a lot of antenna or cable channels and miss real number keys, a basic Samsung or universal remote can be added; your cable company's remote also works for its box.

CHAPTER 4

Charging and Pairing the Remote

If your remote stops responding, it usually either needs charging or needs to be re-introduced to the TV. Both take less than a minute once you know how.

Charging a SolarCell Remote

The SolarCell Remote charges two ways. Its solar panel on the back trickles in power from indoor lights and daylight, and you can top it up quickly with a **USB-C** cable (the same small, oval plug most newer phones use) plugged into a phone charger. Samsung recommends the USB-C port when the battery is low, because it's much faster than light.

1. Find the small USB-C port on the bottom edge of the remote.
2. Plug in a USB-C cable connected to a phone charger or a USB port on a computer.
3. Leave it plugged in until it has charged. You can keep using it while it charges.
4. Between charges, leave the remote face down on the table (solar panel up) where it gets some light.

Checked against Samsung Support on November 13, 2026.

Checking how much charge is left

On 2025 and newer TVs:

1. Press **Home**, then open **Settings** and choose **All Settings**.
2. Choose **General & Privacy**, then **Remote Control**.
3. The remaining battery level appears on screen.

On some earlier models the same reading is under **General** > **Power and Energy Saving** > **Available Remote Battery**. The menu only appears when a compatible remote is paired.

Checked against Samsung Support on November 13, 2026.

HEADS UP

Signs the remote is low

A remote that's nearly empty may stop turning the TV on, even though other buttons seem to work, and its small light may blink for a few seconds. Charge it before you assume something is broken.

Pairing the remote with the TV

"Pairing" just means introducing the remote to the TV so they recognize each other. A new TV usually pairs itself during setup, but you may need to do it again after a power outage, new batteries, or a reset.

1. Turn the TV on with the power button on the TV itself if the remote won't do it.
2. Stand within about a foot of the TV and point the remote at the remote sensor at the bottom of the TV.
3. Press and hold **Back** and **Play/Pause** at the same time for at least 3 seconds.
4. A message on the TV tells you when pairing is complete.

Checked against Samsung Support on November 13, 2026.

TIP

Battery remote? Try fresh batteries first

If your Smart Remote takes AA batteries, put in a fresh pair before anything else. Then pair it as above.

GOOD TO KNOW

Where's the power button on the TV?

Samsung hides it well. On most models it's a small button or little joystick underneath the bottom edge, near the center or on the right side as you face the screen. Pressing it once usually turns the TV on, and holding it can bring up a small menu for input and volume.

CHAPTER 5

The Home Screen, Explained

Press **Home** and you'll see Samsung's home screen. Since 2025, Samsung has used a design it calls **One UI Tizen**. It's busy at first glance, but it really has just a few areas.

The main areas

Area	What it's for
Big banner at the top	A rotating showcase of shows, movies or offers. Some of these are advertisements. You don't have to do anything with them.
Your apps row	A row of tiles for the apps you have, such as Netflix, YouTube and Samsung TV Plus. This is where you'll spend most of your time.
Recommendation rows	Rows of suggested shows from your apps and from Samsung TV Plus.
Menu on the left side	Press left on the direction ring to open it. Here you'll find Home, Search, Samsung TV Plus, Apps, your connected devices (cable box, antenna), and Settings. Exact items vary by model.

Getting around

1. Press **Home** on the remote.
2. Use the direction ring to move across your apps row. The highlighted tile gets a little bigger.
3. Press the center **Select** button to open it.
4. To leave an app and come back, press **Home** again.

Quick Settings: the shortcut you'll use most

When you open **Settings** on a newer Samsung, it first shows a short row of **quick settings**, things like picture mode and sound output. Samsung's newest software also moves the settings you use most often toward the front. For anything not listed there, choose **All Settings**, which opens the full menu. In this manual, when I say "**Settings** > **All Settings**," that's what I mean.

GOOD TO KNOW

Rearranging your apps

You can move a favorite app to the front of the row. Highlight it, press and hold **Select** (or press down), and look for **Move**. Then slide it where you want with the direction ring and press **Select** again. The wording differs a little by model year.

HEADS UP

Those big banners are often ads

Samsung, like most TV makers, earns money by showing promoted shows and apps on the home screen. Selecting one may open an app, a trailer, or a sign-up page for a paid service. Nothing is charged unless you go through a purchase or subscription screen and confirm it. Chapter 25 explains what you can turn down.

WHAT THIS DOES FOR YOU

Why the home screen matters

Once your favorite three or four apps sit at the front of the row, turning on the TV and getting to your show is just **Home**, one press right, and **Select**. That's the whole routine for most evenings.

PART 2

Setting Up

Turning it on for the first time, getting on Wi-Fi, the Samsung account, and plugging in your cable box, antenna and other gear.

CHAPTER 6

First-Time Setup, Step by Step

The first time a new Samsung TV turns on, it walks you through a series of setup screens. It takes about fifteen to twenty minutes. Have your Wi-Fi name and password nearby, and your phone if you'd like to use it to speed things along.

What the setup screens ask

1. **Language and country.** Choose English and the United States.
2. **Set up with your phone, or with the remote.** The TV may offer to finish setup through the SmartThings app on your phone. Either way works. If you're unsure, choose the remote; it's simple.
3. **Wi-Fi.** Pick your home network from the list and type the password with the on-screen keyboard (Chapter 7 has tips).
4. **Terms and privacy choices.** You'll see several agreements. Some are required for smart features; others are optional, such as **Viewing Information Services** and interest-based advertising. You can say no to the optional ones and still use your apps. Chapter 24 explains them.
5. **Samsung account.** The TV asks you to sign in or create one (Chapter 8).
6. **Connected devices.** The TV looks for a cable box, antenna or soundbar and may offer to set up the remote to control them.
7. **Apps.** You may be offered a list of popular apps to install. Pick the ones you know you'll use; you can always add more later.
8. **Software update.** If an update is waiting, let it install. The TV may restart on its own.

FROM BILL

Read each privacy screen before you press Agree

Setup screens are designed so that the big highlighted button says **Agree** or **Agree to All**. That's fine for the required terms, but for the optional ones, take a moment and choose only what you want. If you rushed through and agreed to everything, don't worry, every choice can be changed later.

TIP

Somebody else set it up?

That's perfectly fine. Nothing in this manual requires you to start over. Just make sure you know the Samsung account email and password that were used, and write them down somewhere safe.

CHAPTER 7

Getting On Your Home Wi-Fi

Your TV needs the internet for apps like Netflix and YouTube. Antenna channels and a cable box work without it, but almost everything else on a smart TV depends on Wi-Fi.

Connecting (or reconnecting) to Wi-Fi

1. Press **Home**, open **Settings**, then choose **All Settings**.
2. Choose **Connection**, then **Network**, then **Open Network Settings**.
3. Choose **Wireless**. The TV lists the networks it can see.
4. Pick your network's name and type the password with the on-screen keyboard. Capital letters matter.
5. Choose **Done**. In a moment the TV confirms it's connected.

Checked against Samsung Support on November 13, 2026.

> **TIP**
>
> **Typing a long password**
>
> The on-screen keyboard is slow. On the password screen, look for a little eye or **Show Password** option so you can see what you've typed before you press Done. One wrong letter is the most common reason Wi-Fi "won't connect."

If your network doesn't show up

- Wait a minute and look at the list again.
- If your router broadcasts two names (often one ending in "5G"), try the other one. Samsung notes some models don't support 5 GHz Wi-Fi.
- If your network is hidden, choose **Add Network** at the bottom and type its exact name.
- If the router has a **WPS** button, you can choose **Use WPS** on the TV and press the router's button within two minutes, with no password typing at all.

Checked against Samsung Support on November 13, 2026.

A wired connection is even better

If your router is near the TV, a network (Ethernet) cable from the router to the **LAN** port on the back of the TV gives the steadiest connection, with less buffering. The TV notices the cable and uses it automatically.

GOOD TO KNOW

New router or new password?

If you change your Wi-Fi password or get a new router, the TV loses its connection. Just repeat the steps above and choose the network again. Nothing else on the TV changes.

CHAPTER 8

Your Samsung Account

A **Samsung account** is a free sign-in (an email address and password) that links your TV to Samsung's services. If you have a Samsung Galaxy phone, you probably already have one, and you can use the same account on the TV.

What it's used for

- Downloading apps and getting their updates.
- Using SmartThings, so your phone can work as a remote and see the TV (Chapter 15).
- Some Samsung features, such as the AI assistant on newer models, may ask you to sign in.
- Keeping your settings and favorites if you get another Samsung TV later.

Samsung's own setup guide says that to use the smart features you need to connect to a network, agree to the terms and conditions, and sign in with a Samsung account. Antenna and cable TV work without it.

Checked against Samsung Support on November 13, 2026.

Signing in

1. Press **Home** and open **Settings**, then **All Settings**.
2. Choose **General & Privacy**, then **System Manager**, then **Samsung Account**. (On some models you'll find it by pressing left on the home screen and choosing the person icon at the top of the menu.)
3. Choose **Sign in**. Many TVs show a QR code you can scan with your phone's camera so you can type the email and password on your phone instead of with the remote.

Checked against Samsung US Support on November 13, 2026.

STAY SAFE

Keep the account to yourself

Samsung will never call you and ask for your Samsung account password or a sign-in code. If someone does, hang up. And use a password you don't use anywhere else.

TIP

Write it down once

Write the account email and password on a card and keep it with your important papers. If the TV ever needs a reset, that's the one thing you'll be asked for.

CHAPTER 9

Connecting a Cable Box, Antenna and Other Devices

Your Samsung has several plugs on the back or side. You'll mostly use two kinds: **HDMI** for boxes and players, and the round **antenna/cable** connector.

Port	What plugs in
HDMI ports	Flat, wide plugs for a cable or satellite box, a streaming stick, a Blu-ray player, a game console or a soundbar. Usually labeled HDMI 1, HDMI 2, and so on.
HDMI (eARC/ARC)	One HDMI port is marked eARC or ARC. That's the one to use for a soundbar, so the TV's remote can control the soundbar's volume.
ANT IN / RF	The round, screw-on connector for an indoor or rooftop antenna, or for a cable line without a box.
USB	For charging a streaming stick or viewing photos from a flash drive.
LAN	For a wired internet cable.

Switching to a connected device

Each thing you plug in is its own "source." To watch the cable box, you switch the TV to the HDMI port it's plugged into.

1. Press **Home**, then press left to open the menu.
2. Choose **Connected Devices** (older models call it **Source**).
3. Pick the device, such as **HDMI 1** or the name of your cable box.

> TIP
> **Give each input a name**
> In the Connected Devices list you can often highlight an input, press down or open its options, and choose **Edit** to name it "Cable Box" or "Blu-ray." It's much easier than remembering which number is which.

Anynet+: one remote for everything

Anynet+ is Samsung's name for **HDMI-CEC**, a feature that lets devices connected by HDMI talk to each other. With it on, the TV remote can often control a cable box, Blu-ray player or soundbar, and turning on a device can switch the TV to it automatically.

1. Open **Settings** > **All Settings**.
2. Choose **Connection** > **External Device Manager** (on 2025 models, look under **General & Privacy** > **External Device Manager**).
3. Turn on **Anynet+ (HDMI-CEC)**.

Checked against Samsung Support on November 13, 2026.

GOOD TO KNOW

It only works with the Samsung remote

Samsung notes that Anynet+ is set up and operated with the Samsung TV remote. The other device must support HDMI-CEC, and some HDMI cables don't carry the signal. If it acts up (the TV switching inputs by itself), you can simply turn it off again.

CHAPTER 10

Free Local Channels with an Antenna

If you live within reach of broadcast towers, an inexpensive antenna brings in your local channels, such as ABC, CBS, NBC, FOX and PBS, free and in high definition. Every Samsung TV has the tuner built in.

Scanning for channels

After you connect an antenna to the **ANT IN** connector, the TV has to search for channels. That's called a **scan**, and Samsung calls it **Auto Program**.

1. Make sure the antenna cable is screwed onto the TV.
2. Switch the TV to the antenna: press **Home**, press left, choose **Connected Devices**, then **TV** (sometimes shown as **Live TV**).
3. Open **Settings** > **All Settings** > **Broadcasting** > **Auto Program**.
4. Choose **Start**, then choose **Air** for an antenna. (**Cable** is for a cable line with no box; **Both** searches for both.)
5. Wait while it scans. It can take several minutes. When it's done, press **Close** and use the channel buttons.

Checked against Samsung US Support on November 13, 2026.

TIP

Rescan now and then

Stations sometimes change frequencies. If a channel you used to get disappears, run Auto Program again. It's also worth rescanning after you move the antenna.

GOOD TO KNOW

Where's Broadcasting?

Samsung notes that the Broadcasting menu only shows up when an antenna or cable is connected to the TV and the TV is switched to its own tuner (the **TV** source). If you don't see it, switch to TV first.

WHAT THIS DOES FOR YOU

Real savings

For many households, an antenna plus a couple of streaming apps replaces a cable bill. The existing *Cutting the Cord* manual from Bill's Home Tech walks through the whole plan.

PART 3

Everyday Watching

Adding apps, signing in to your services, free channels on Samsung TV Plus, talking to your TV, and using your phone with it.

CHAPTER 11

Finding, Adding and Removing Apps

An **app** on a TV is just like an app on a phone: Netflix, YouTube, Prime Video, Peacock and the rest are each their own app. Your Samsung came with some already installed. Adding more is free; some services charge a monthly fee once you sign in, and others are free with ads.

Adding an app

1. Press **Home**, then press left to open the menu and choose **Apps**.
2. Choose the **Search** magnifying glass at the top of the Apps screen and type the first few letters of the app's name, or browse the categories.
3. Select the app, then choose **Install**.
4. When it finishes, choose **Open**, or find it later in your apps row on the home screen.

> HEADS UP
>
> **Make sure it's the real app**
>
> Look for the familiar name and logo from the company you know. Be wary of look-alike apps with names such as "Free Movies HD" or "Netflix Helper." The real services are listed under their own names.

Removing an app you don't use

1. Press **Home**, open the menu on the left and choose **Apps**.
2. Choose **App Settings** (a gear on the Apps screen).
3. Highlight the app you want to remove and choose **Delete**, then confirm.

Another route is **Settings** > **All Settings** > **Support** > **Device Care** > **Manage Storage**, which lists your apps with their sizes and lets you delete them or clear their saved data. Apps that came with the TV can't always be removed; their Delete option may be gray.

Checked against Samsung Support on November 13, 2026.

GOOD TO KNOW

Deleting an app doesn't cancel the subscription

Removing Netflix from the TV does not stop Netflix from billing you. To stop paying, you cancel with the service itself, on its website or in your account settings. The existing *Streaming Services Explained* manual has steps for the big services.

CHAPTER 12

Signing In to Netflix, YouTube and Other Apps

The first time you open a streaming app, it asks you to sign in. Typing an email and password with a remote is slow, so most apps offer an easier way.

The three ways apps let you sign in

Method	How it works
A QR code	Point your phone's camera at the square code on the TV, tap the link that appears, and sign in on your phone. The TV signs in by itself a few seconds later.
A short code and a website	The TV shows a code (for example, 8 letters) and a web address. On your phone or computer, go to that exact address, sign in, and type the code.
Email and password on screen	Type them with the on-screen keyboard. Slow, but it always works.

Using a code safely

1. Open the app on the TV and choose **Sign In**.
2. Read the web address on the TV screen carefully, letter by letter.
3. Type that exact address into your phone or computer's browser. Don't search for it.
4. Sign in with your account for that service, then enter the code from the TV.
5. The TV shows your profiles within a few seconds.

SCAM ALERT

Never pay to "activate" an app

Scam websites pretend to be the activation page for Netflix, Roku, Samsung and others. They ask for a fee to "activate" your TV, or show a phone number to call for help. Real apps never charge a fee to activate on your TV, and the real activation page never asks you to call anyone. If you land on such a page, close it.

TIP

Signed in on the TV? You stay signed in

Once you sign in to an app on the TV, it remembers you, often for months or years. You won't have to repeat this unless you reset the TV, change your password, or the service signs out old devices.

CHAPTER 13

Samsung TV Plus: Free Channels Built In

Samsung TV Plus is Samsung's own free TV service. It works like old-fashioned channel surfing: hundreds of channels of news, classic shows, movies, game shows, cooking, sports talk and more, already playing, with commercials. There's nothing to pay and no subscription.

Checked against Samsung Newsroom on November 13, 2026.

Watching Samsung TV Plus

1. Press **Home**, then open **Samsung TV Plus** from your apps row or the menu on the left. Some remotes have a Samsung TV Plus button that opens it in one press.
2. A channel starts playing. Press **up** or **down** on the channel rocker to flip channels.
3. To see the whole lineup, press **Select** or the guide option on screen and scroll through the grid.
4. To leave, press **Home**.

TIP

Make a short list of favorites

In the Samsung TV Plus guide, highlight a channel you like and look for a heart or **Add to Favorites**. Your favorites then appear together, so you don't have to scroll through hundreds each time.

GOOD TO KNOW

Why the TV sometimes starts on a channel by itself

Some Samsung TVs open Samsung TV Plus automatically when they turn on. If you'd rather start on the home screen or your cable box, look in **Settings** > **All Settings** > **General & Privacy** for a **Start Screen Option** or **Autorun** setting; the exact name varies by model and year.

WHAT THIS DOES FOR YOU

Why it's worth knowing

Samsung TV Plus is already on your TV and costs nothing. For many people it covers the "something on in the background" viewing that used to require cable.

The existing *Free Streaming TV* manual from Bill's Home Tech compares Samsung TV Plus with other free services such as Tubi, Pluto TV and The Roku Channel.

CHAPTER 14

Talking to Your TV: Voice and AI

The microphone button on your Samsung remote lets you speak instead of typing. You can search for a show, open an app, or change a setting with a few words.

Using the microphone button

1. **Press and hold** the microphone button on the remote.
2. While holding it, speak clearly in a normal voice. Try: "Open YouTube," "Turn on captions," or "Find westerns."
3. Let go of the button. The TV shows what it heard and does it, or shows a list to choose from.

> **TIP**
>
> **Speak a moment after you press**
>
> Press the button, wait half a second, then talk. Starting too early can cut off your first word.

Bixby and the Vision AI Companion

Samsung's own voice assistant is called **Bixby**. On many 2025 and 2026 models, Samsung upgraded it into the **Vision AI Companion**, a more conversational helper that shows its answers on screen. You can ask it about what you're watching, ask for recommendations, or ask general questions. Samsung says it's not available on every model; it lists the Q6F, Crystal UHD and some special models as exceptions for 2025.

Checked against Samsung Newsroom on November 13, 2026.

On supported TVs, Samsung also offers separate **Microsoft Copilot** and **Perplexity** AI apps. Samsung notes these may require signing in with an account for that service, and that free and subscription versions exist.

Checked against Samsung Newsroom on November 13, 2026.

GOOD TO KNOW

Other assistants

Some Samsung models let you choose Amazon Alexa as the TV's voice assistant, and many Samsung TVs can be controlled from an Alexa or Google speaker that you already own. If your TV offers a choice, you'll see it in the TV's voice settings under **Settings** > **All Settings** > **General & Privacy**. Choose whichever one you already use around the house, or just stick with Bixby.

STAY SAFE

The microphone listens only when you ask (on the remote)

Pressing and holding the remote's microphone button is the normal way to talk to the TV. Some newer TVs also have a microphone built into the TV for hands-free voice; if you don't want that, look for **Voice Wake-up** in the voice settings and turn it off. Chapter 24 covers the related privacy choices.

CHAPTER 15

Your Phone as a Remote: SmartThings

SmartThings is Samsung's free app for iPhone and Android phones. Once your TV is added, the app works as a spare remote, and it's handy for typing with your phone's keyboard instead of the on-screen one.

Adding your TV to SmartThings

1. Install **SmartThings** from the App Store (iPhone) or Google Play (Android) and sign in with the same Samsung account as the TV.
2. Make sure the phone and the TV are on the same home Wi-Fi, and the TV is on.
3. In the app, tap the **+** (Add) button, then **Device**.
4. Tap **By brand**, choose **Samsung**, then **TV**, and tap **Start**.
5. Pick a room for the TV. If the TV shows a PIN or an Allow message, enter it on the phone or choose **Allow** with the TV remote.

Checked against Samsung Support on November 13, 2026.

Using it as a remote

Tap the TV in the SmartThings app, then tap the remote option. You'll see a touch pad or direction buttons, Home, Back, volume and channel. Swipe across the middle panel to see more buttons. Many phones also let you use the phone's own volume buttons to change the TV's volume while the app is open.

TIP

Lost the real remote?

SmartThings is the fastest way to keep watching while you hunt under the couch cushions, and it works even when the remote's battery has run down.

GOOD TO KNOW

If SmartThings can't find the TV

Check that both are on the same Wi-Fi network, update the SmartThings app, and update the TV's software (Chapter 26). Then try adding it again.

CHAPTER 16

Showing Phone Photos and Videos on the TV

Family photos and videos look wonderful on a big screen. Samsung TVs can show them straight from your phone, no cables needed.

From an iPhone or iPad: AirPlay

Most Samsung smart TVs from 2018 onward support Apple's **AirPlay**. First make sure it's on:

1. On the TV, open **Settings** > **All Settings** > **Connection** > **Apple AirPlay Settings** (on some models it's under **General**).
2. Make sure **AirPlay** is turned **On**.
3. Check that your iPhone and the TV are on the same Wi-Fi network.
4. On the iPhone, open **Photos**, tap a picture, tap the **Share** button (the square with an arrow), then tap **AirPlay** and choose your Samsung TV.
5. The first time, the TV may show a four-digit code; type it on the iPhone. Swipe on the phone to move through pictures.

Checked against Samsung Support on November 13, 2026.

TIP

Showing your whole iPhone screen

To show everything on the iPhone, open **Control Center** (swipe down from the top-right corner), tap **Screen Mirroring**, and choose the TV. Tap **Stop Mirroring** when you're done.

From a Samsung Galaxy or other Android phone

On a Galaxy phone, swipe down from the top of the screen to open the quick panel and tap **Smart View**, then choose the TV. Other Android phones call this **Screen Cast** or **Cast**. Inside the YouTube app on any phone, the small **Cast** icon (a rectangle with radio waves) sends the video to the TV.

STAY SAFE

Mirroring shows everything

When you mirror your whole screen, anything that pops up, such as a text message, appears on the TV too. If you're sharing photos with visitors, sending one picture or video at a time keeps your messages private.

PART 4

Picture and Sound

Getting a natural-looking picture, fixing a squashed or stretched image, and making voices clear, with or without headphones and soundbars.

CHAPTER 17

Picture Modes: The Easiest Big Improvement

Straight out of the box, many TVs are set to look bright and punchy for the store showroom. At home, that can look harsh, too blue, or make faces look orange. The single biggest improvement is choosing the right **picture mode**. It takes about thirty seconds.

Choosing a picture mode

1. Press **Home**, open **Settings**, and choose **All Settings**.
2. Choose **Picture**, then **Picture Mode**.
3. Pick a mode from the list. The picture changes right away, so you can compare.
4. Press **Back** to leave. The TV remembers your choice.

Checked against Samsung US Support on November 13, 2026.

Mode	What it's like
Standard	Samsung's default. Suitable for most rooms.
Dynamic	Brighter and more vivid, for a very bright room. Often too strong for evenings.
Eco	Samsung describes it as reducing eye strain for comfortable viewing. It's also gentler on power use.
Movie	Warmer, calmer colors meant for a dark room.
Filmmaker Mode	Shows movies and shows the way their makers intended, without extra processing. It may look darker than other modes.

Checked against Samsung US Support on November 13, 2026.

FROM BILL

My usual suggestion

For evening viewing, try **Movie** or **Filmmaker Mode** first. Faces look more natural and the picture is easier on the eyes. If the room is sunny during the day, **Standard** is a good compromise. There's no wrong answer; pick what looks comfortable to you.

GOOD TO KNOW

Each input can remember its own mode

Samsung TVs usually remember a picture mode for each source, so the cable box and the apps may be set differently. If one source looks off, switch to it and set the mode again.

When the TV changes the picture on its own

Newer Samsungs have **AI** or **Intelligent** picture features that adjust brightness to the room's light and to what's on screen. Most people like them. If you notice the picture dimming and brightening by itself and it bothers you, look under **Settings** > **All Settings** > **General & Privacy** > **Intelligent Mode Settings** (or a similarly named AI picture setting under Picture) and turn off the brightness options.

CHAPTER 18

Picture Size and Fine-Tuning

If people look short and wide, or the edges of the picture are cut off, the picture **size** (also called aspect ratio) is set wrong. Older shows made for square TVs look best with black bars on the sides, and that's normal.

Fixing a stretched or cut-off picture

1. Open **Settings** > **All Settings** > **Picture**.
2. Choose **Expert Settings**, then **Picture Size Settings**.
3. Under **Picture Size**, choose **16:9 Standard** for most shows. Choose **4:3** for old standard-definition shows and home videos.
4. If the edges still look cut off, turn on **Fit to Screen** (when it's offered).

Checked against Samsung US Support on November 13, 2026.

The handful of fine-tuning settings worth knowing

Under **Picture** > **Expert Settings** there's a long list. You only need a few:

Setting	What it does
Backlight / Brightness	How much light the screen gives off. Turn it down in a dark room if the picture feels glaring; up in a bright room.
Contrast	The difference between light and dark parts of the picture.
Sharpness	Edge crispness. Too high makes a picture look grainy; a low or middle setting usually looks best.
Color	How strong colors look. If faces look sunburned, turn this down a few steps.
Color Tone	The overall warmth. **Warm1** adds a gentle warm tone; **Warm2** a stronger one.
Picture Clarity Settings	Motion smoothing (Auto Motion Plus). If movies look like a home video, the "soap opera effect," turn this down or off.

Checked against Samsung US Support on November 13, 2026.

TIP

Made a mess of it? Reset

You can't ruin the picture permanently. To start fresh, go to **Settings** > **All Settings** > **Picture** > **Expert Settings** > **Reset Picture**, and choose **Yes**.

Checked against Samsung US Support on November 13, 2026.

Game Mode (only if you play video games)

Game Mode makes the TV respond faster to a game controller, at a small cost in picture polish. Samsung puts it under **Settings** > **Game Mode**, with choices of Off, Auto or On. On **Auto**, it turns itself on when a game console is connected and showing. If you don't play games, leave it alone.

Checked against Samsung US Support on November 13, 2026.

CHAPTER 19

Sound Settings and Clearer Dialogue

"I can hear the music but I can't make out what they're saying" is one of the most common TV complaints. Modern TVs are thin, and thin TVs have small speakers. A few settings make a real difference.

Choose the Amplify sound mode

1. Open **Settings** > **All Settings** > **Sound**.
2. Choose **Sound Mode**.
3. Choose **Amplify**. Samsung describes it as boosting the middle and high tones, which helps when voices are hard to understand. (Other choices include **Standard** and an automatic **Optimized** or **Adaptive** mode.)

Checked against Samsung US Support on November 13, 2026.

Turn on voice boost, if your TV has it

Many Samsungs have a setting that listens for speech and lifts it above the background noise. It's called **Active Voice Amplifier** (or **Active Voice Amplifier Pro**) on many models. On 2023 and 2024 TVs, Samsung lists it under **Settings** > **All Settings** > **General & Privacy** > **Intelligent Mode Settings**. On other years it may sit under **Sound**. Some models don't have it.

Checked against Samsung Support on November 13, 2026.

Even out loud commercials: Auto Volume

If commercials blast compared with the show, **Auto Volume** keeps the loudness more even. Find it under **Settings** > **All Settings** > **Sound** > **Expert Settings** > **Auto Volume**. It works with the TV's own speakers; if you use a soundbar, use the soundbar's night or voice mode instead.

Checked against Samsung US Support on November 13, 2026.

> **TIP**
>
> **Captions help too**
>
> Even with perfect sound settings, many people find captions make dialogue much easier to follow. Chapter 21 shows how to turn them on in seconds.

GOOD TO KNOW

Some settings gray out

When a voice boost or adaptive sound setting is on, Samsung turns off some manual controls such as the equalizer. That's normal; they would fight each other.

CHAPTER 20

Headphones, Soundbars and Hearing Aids

Sound doesn't have to come from the TV's built-in speakers. You can send it to wireless headphones, a soundbar, or on many models a Bluetooth hearing aid. That way one person can listen at a comfortable volume without the whole house hearing it.

Connecting Bluetooth headphones

1. Put your headphones in **pairing mode**. Usually you hold the power or Bluetooth button until a light flashes; check the headphones' instructions.
2. On the TV, open **Settings** > **All Settings** > **Sound** > **Sound Output**.
3. Choose **Bluetooth Speaker List**. The TV searches.
4. Select your headphones when their name appears, then choose **Pair and Connect**.
5. Sound now plays in the headphones. To switch back, return to **Sound Output** and choose **TV Speaker**.

Checked against Samsung US Support on November 13, 2026.

GOOD TO KNOW

Not every Samsung has Bluetooth audio

Most recent Samsung smart TVs do, but some budget models don't. If **Bluetooth Speaker List** isn't in the Sound Output menu, your TV doesn't support it; a wired headphone jack or a TV listening system that plugs into the TV is the alternative.

WHAT THIS DOES FOR YOU

Everyone hears comfortably

Samsung TVs also have a setting that plays sound through the TV speakers and Bluetooth headphones at the same time, so the person who needs it louder can wear headphones while everyone else listens normally. It's covered in "Ways Your Samsung TV Can Make Life Easier."

Hearing aids

Samsung's US support explains that you can connect a Bluetooth hearing aid to the TV, using the same Bluetooth steps. Many hearing aids also have their own TV streamer accessory from the hearing aid maker. Your audiologist can tell you which works best with your model.

Checked against Samsung US Support on November 13, 2026.

Soundbars

A soundbar is a long speaker that sits under the TV and makes voices much clearer than the TV's own speakers. Connect it with an HDMI cable to the TV's port marked **eARC** or **ARC**, then choose the soundbar under **Sound Output**. With Anynet+ on (Chapter 9), the TV remote's volume button controls the soundbar.

TIP

A Samsung soundbar plays nicely

Any soundbar with HDMI ARC works, but a Samsung soundbar with a Samsung TV often sets itself up and shares the TV remote with no extra steps. The existing *Soundbars and Home Audio* manual covers choosing one.

PART 5

Comfort and Accessibility

Captions, bigger text, a TV that reads the menus aloud, and power settings that save energy without getting in your way.

CHAPTER 21

Turning On Captions

Captions (also called subtitles or closed captioning) show the words being spoken at the bottom of the screen. Plenty of people with perfect hearing use them, because they make fast talkers, accents and mumbled dialogue much easier to follow.

Turning captions on for TV channels

1. Press **Home** and open **Settings**, then **All Settings**.
2. Choose **General & Privacy** (called **General** on some models), then **Accessibility**.
3. Choose **Caption Settings**.
4. Select **Caption** to turn it on. Select it again to turn it off.

Checked against Samsung US Support on November 13, 2026.

The quick way: hold the Mute button

Press and hold the **Mute** button on the Samsung remote. If your remote has no Mute button, press and hold the **Volume** button instead. A shortcut menu appears with **Caption** near the top. Select it to turn captions on or off. This same shortcut menu holds Voice Guide, High Contrast and other helpers.

Checked against Samsung US Support on November 13, 2026.

Making captions easier to read

In **Caption Settings**, choose **Digital Caption Options** to change the font style, size, color and background. A larger font with a solid black background is easiest for most eyes. **Separate Closed Caption** moves captions out of the picture area on programs that support it.

Checked against Samsung US Support on November 13, 2026.

HEADS UP

Apps have their own caption switch

Samsung notes that apps such as Netflix and HBO Max have their own caption settings, and so do cable boxes and game consoles. If captions don't show in an app, turn them on inside the app: while a show is playing, press **up** or **down** on the remote, and look for a speech-bubble or **Audio & Subtitles** option.

TIP

Cable box captions

If you watch through a cable or satellite box, the captions usually come from the box, not the TV. Use the box's remote; many have a **CC** button or a caption setting in the box's menu.

CHAPTER 22

Bigger Text, High Contrast and Voice Guide

Samsung builds in a group of accessibility features that help if menus are hard to read or you'd like the TV to read things aloud. All of them live in one place, and all of them can be turned off again just as easily.

Where to find them

Open **Settings** > **All Settings** > **General & Privacy** > **Accessibility**. Or use the shortcut: press and hold **Mute** (or **Volume**) on the remote.

Checked against Samsung US Support on November 13, 2026.

Setting	What it does
Zoom Menu and Text	Makes menu text larger. Older software calls it **Enlarge**.
High Contrast	Menus become white text on a solid black background, which many people find much easier to read.
Voice Guide	The TV speaks menu options, channel changes and volume out loud. You can adjust its volume, speed and pitch.
Video Description	A narrator describes what's happening on screen, on programs that offer it.
Grayscale / Color Inversion	Removes color, or reverses colors in menus, for some kinds of low vision.
Learn TV Remote	The TV tells you the name of each remote button as you press it. Great for learning a new remote.
Slow Button Repeat	Slows down how fast a held button repeats, so a long press doesn't skip past what you wanted.

Checked against Samsung US Support on November 13, 2026.

Making menu text bigger

1. Open **Settings**, then **General & Privacy** (or **General**), then **Accessibility**.
2. Select **Zoom Menu and Text** to turn it on. Select it again to go back to normal size.

Checked against Samsung US Support on November 13, 2026.

Turning Voice Guide on or off

1. Open **Settings**, then **General & Privacy**, then **Accessibility**.
2. Choose **Voice Guide Settings**, then select **Voice Guide** to turn it on or off.

Checked against Samsung US Support on November 13, 2026.

TIP

TV suddenly talking to you?

If your TV started announcing everything you press, someone probably turned on Voice Guide by accident (a long press of Mute does it in two clicks). Press and hold **Mute**, highlight **Voice Guide**, and press **Select** to turn it off.

WHAT THIS DOES FOR YOU

Why it matters

These settings mean a person with low vision can still choose their own shows and settings independently, without waiting for someone to read the screen.

CHAPTER 23

Power and Energy-Saving Settings

Samsung groups its power settings in one menu. Most of them save electricity quietly in the background. A couple of them can surprise you, like a TV that turns itself off while you're dozing, so it helps to know where they are.

Where they live

Open **Settings** > **All Settings** > **General & Privacy** > **Power and Energy Saving**. On 2025 models Samsung lists **Auto Power Saving**, **Auto Power Off**, **Power Off Mode**, **Sleep Timer** and **Off Timer** here.

Checked against Samsung Support on November 13, 2026.

Setting	What it does
Auto Power Off	Turns the TV off after a set time with no button presses, to avoid wasting power. If your TV shuts off during a long movie, this is usually why; set a longer time or turn it off.
Auto Power Saving	Adjusts power use automatically.
Off Timer	Turns the TV off at a set clock time every day.
Sleep Timer	Turns the TV off after a number of minutes. See "Ways Your Samsung TV Can Make Life Easier."
Brightness reduction / Eco options	Dim the screen to save power. Turn down if the picture looks too dark.

HEADS UP

"Why does my TV turn itself off?"

That's almost always **Auto Power Off** or an **Off Timer**. Check both in **Power and Energy Saving**. Samsung also notes Auto Power Off may not work the same way while Samsung TV Plus is playing in some regions.

TIP

The picture is dim and won't get brighter

Energy-saving and Eco picture options lower brightness. If the TV looks dull, check **Power and Energy Saving** for brightness-reduction settings, and try the **Standard** picture mode (Chapter 17).

PART 6

Privacy, Updates and Staying Safe

What your TV shares about your viewing and how to say no, the ads on the home screen, keeping the software current, and the scams aimed at TV owners.

CHAPTER 24

Stop the TV Tracking What You Watch

Most smart TVs, Samsung included, can recognize what's on the screen, whether it comes from an app, an antenna or a cable box, and report it back so viewing habits can be used for recommendations and advertising. The technology is called **ACR** (automatic content recognition). Samsung's name for it is **Viewing Information Services**. It's optional, and you can turn it off at any time.

What you can turn off

Choice	What it controls
Viewing Information Services	The ACR feature that recognizes what you watch. Turning it off stops that viewing history from being collected for this feature.
Interest-Based Advertising	Uses information about you to pick which ads you see. Off means ads are less targeted, not fewer.
Voice Recognition Services	Needed for voice commands with the remote's microphone. Leave it on if you use voice; turn it off if you never do.

Turning them off on a recent Samsung TV

1. Press **Home**, open **Settings**, then **All Settings**.
2. Choose **General & Privacy**, then **Terms & Privacy**.
3. Choose **Privacy Choices** (on some models you'll see the items listed right there).
4. Select **Viewing Information Services** and turn it off, or uncheck its box and confirm.
5. Do the same for **Interest-Based Advertising**, and for **Voice Recognition Services** if you don't use voice.

On older Samsung TVs (roughly 2018 to 2021), the same choices are under **Settings** > **Support** > **Terms & Policies**. Samsung moves these menus between model years, so if the names don't match, look for "Terms" or "Privacy" in General & Privacy or Support.

GOOD TO KNOW

Turning these off doesn't break anything

Your apps, channels, captions and settings all keep working. Some recommendations on the home screen may become less personal. That's the whole trade.

GOOD TO KNOW

The legal background

In 2026, news outlets reported that Samsung settled a lawsuit by the Texas Attorney General by agreeing to stop collecting this kind of viewing data from Texans without clear, informed consent and to rewrite its on-screen privacy prompts. Wherever you live, the choice to turn it off is yours, and it's in the menus above.

FROM BILL

Make these choices on day one

Going through these privacy screens takes about two minutes. If you'd like, we can do it together during a visit or over the phone, so you decide exactly what your TV shares.

CHAPTER 25

The Ads on Your Home Screen

Like nearly every smart TV, a Samsung shows advertising on its home screen: promoted shows in the big banner at the top, sponsored tiles in some rows, and suggestions for paid services. Here's what's useful to know.

- **They can't be removed completely.** They're part of how smart TVs are paid for. Turning off **Interest-Based Advertising** (Chapter 24) makes them less targeted, not gone.
- **Selecting one is safe.** It might open an app, play a trailer, or show a sign-up page. You're only charged if you complete a purchase or start a subscription and confirm it.
- **Free trials turn into paid plans.** If you sign up for a trial through an ad, write down the end date. Trials usually renew automatically at the full price unless you cancel.
- **Putting your own apps first helps.** Move your favorite apps to the front of the row (Chapter 5) so the ads matter less.

HEADS UP

Purchases on the TV

Some apps and Samsung's own stores can charge a card saved on your account. If grandchildren use the TV, consider not saving a card on your Samsung account, or ask the service to require a PIN for purchases.

TIP

A streaming stick doesn't escape ads

Roku, Fire TV and Google TV devices have home-screen ads too. If ads are the main complaint, organizing your favorite apps is a better fix than buying another box.

CHAPTER 26

Keeping Your TV Updated

Samsung regularly sends updates for its TVs. They fix bugs, close security holes, keep apps working, and sometimes add new features. Leaving automatic updates on is the easiest way to keep the TV healthy.

Checking for an update now

1. Press **Home**, open **Settings**, then **All Settings**.
2. Choose **Support**, then **Software Update**.
3. Choose **Update Now**, and choose **Yes** if asked.
4. Leave the TV on while it updates. It may turn off and back on by itself. Don't unplug it during an update.

Checked against Samsung US Support on November 13, 2026.

Turning on automatic updates

In the same **Software Update** menu, turn on **Auto Update**. The TV then downloads updates by itself, and may install them the next time it's turned on. It needs an internet connection.

Checked against Samsung US Support on November 13, 2026.

How long will my Samsung get updates?

Samsung has promised up to seven years of Tizen software upgrades starting from the release year for its 2026 TVs, and it extended a similar promise to its 2024 "AI TV" models and some 2023 models. Samsung notes the promise covers software, not the TV's hardware, and some budget models may not get every new feature.

Checked against Samsung's Vision AI TV page and reporting by BGR on November 13, 2026.

GOOD TO KNOW

Apps update themselves too

Most apps update automatically in the background. If an app ever says it needs an update, check that the TV is online and that Auto Update is on, then restart the TV (Chapter 31).

STAY SAFE

Samsung doesn't call about updates

A real Samsung update comes through the TV's own Software Update menu. No one from Samsung will phone you to "update" your TV or ask you to install remote-control software on your computer.

CHAPTER 27

Scams Aimed at TV Owners

Scammers know new TV owners search the web when something goes wrong. A handful of tricks come up again and again. Knowing them is most of the protection you need.

The fake "activation" fee

SCAM ALERT

No real app charges a fee to activate on your TV

You search for "activate Netflix on Samsung TV" and land on a site that says your TV needs a $39.95 or $199.99 "activation" or "setup" fee, or tells you to call a number. That's a scam. Real activation is free and happens on the service's own web address, typed exactly as shown on your TV screen (Chapter 12).

Fake Samsung support numbers

Search results and ads sometimes show phone numbers that look like Samsung support but connect you to people who want remote access to your computer and a payment for "repairs." Samsung's real support is reached through samsung.com/us/support, or through the phone number printed in your TV's paperwork.

SCAM ALERT

Never let a caller onto your computer

If someone claiming to be Samsung, Microsoft, Netflix or your internet company asks you to install a program so they can "see your screen," or asks for payment by gift card, wire transfer or cryptocurrency, hang up. That is always a scam.

Pop-ups and "your TV is infected" messages

A Samsung TV doesn't need antivirus software from a pop-up. If a web page or an app on the TV shows a scary warning with a phone number, press **Home** and ignore it. If it keeps coming back, delete the app that shows it (Chapter 11).

Messages about your streaming account

Emails and texts that say your Netflix, Prime Video or Disney+ account is "suspended" and need you to update your card are a classic trick. Don't use the link. Open the app on your TV or type the service's address yourself to check your account.

FROM BILL

When in doubt, stop and ask

A real company is never in such a hurry that you can't hang up and call back on a number you look up yourself. If anything feels rushed or strange, stop. You can always call me at **(330) 200-8042** to ask whether something is real before you do anything.

CHAPTER 28

Your TV PIN and Controls for Grandkids

Samsung TVs use a four-digit **PIN** to protect important actions such as resetting the TV. You'll also use it if you lock certain channels or apps.

The default PIN and how to change it

Unless someone changed it, the PIN is **0000**. To pick your own:

1. Open **Settings** > **All Settings** > **General & Privacy** > **System Manager**.
2. Choose **Change PIN**.
3. Enter the current PIN (0000 if it's never been changed), then type your new PIN twice.

Checked against Samsung Support on November 13, 2026.

TIP

Write the PIN down

Write your new PIN next to your Samsung account details. If you forget it, the TV can be hard to reset without Samsung's help.

Keeping some content away from young viewers

If grandchildren visit, the best protection is usually inside the streaming apps themselves. Netflix, Disney+, YouTube and others let you create a **kids profile** that only shows age-appropriate shows. Samsung TVs also have program rating locks for antenna and cable channels and can lock individual apps with the PIN; look in **Settings** > **All Settings** > **Broadcasting** for **Program Rating Lock**, and in the app's options on the Apps screen for **Lock**. The exact names vary by model year.

WHAT THIS DOES FOR YOU

Peace of mind

A kids profile in each app means the grandchildren can choose their own cartoons while you're in the kitchen, without stumbling onto something you'd rather they didn't see.

PART 7

Fixing Common Problems

No picture, a remote that won't respond, apps that freeze, and the resets that fix nearly everything else. Plus when it's time to call for help.

CHAPTER 29

"No Signal" or the Wrong Picture

A black screen that says **No Signal**, or a picture from the wrong device, almost always means the TV is switched to a different input than the one you want. The TV is fine; it's just looking at an empty plug.

Fix it in under a minute

1. Press **Home** on the Samsung remote.
2. Press left to open the menu and choose **Connected Devices** (or **Source**).
3. Choose the input your box is plugged into, such as **HDMI 1** or the name of your cable box. For antenna channels, choose **TV**.
4. If you're not sure which one, try each HDMI input in turn. You can't hurt anything.

If the right input still shows nothing

- Make sure the cable box, streaming stick or player is turned on. Many have a small light on the front.
- Check that the HDMI cable is pushed firmly into both the TV and the box. Unplug it and plug it back in.
- Turn the cable box off and on with its own power button or by unplugging it for 30 seconds.
- If you recently moved the TV, a cable may have come loose behind it.

TIP

Stop it from switching by itself

If the TV keeps jumping to a different input on its own, a connected device is probably telling it to through Anynet+ (HDMI-CEC). You can turn Anynet+ off in **External Device Manager** (Chapter 9).

GOOD TO KNOW

Black screen, but you can hear sound?

Check that **Picture Off** wasn't turned on in the accessibility shortcut (press and hold **Mute**). It turns the screen off on purpose for music listening.

CHAPTER 30

The Remote Isn't Working

Work down this list. Most remote problems are solved by the first or second step.

1. **Charge it or change the batteries.** Plug a SolarCell Remote into a USB-C charger for a few minutes, or put fresh AA batteries in a battery remote (Chapter 4).
2. **Pair it again.** Point it at the bottom of the TV and hold **Back** and **Play/Pause** together for 3 seconds.
3. **Restart the TV.** Unplug the TV from the wall for about a minute, then plug it back in.
4. **Use your phone meanwhile.** The SmartThings app works as a remote (Chapter 15).
5. **Use the TV's own button.** The control button underneath the TV can turn it on and change inputs.

Checked against Samsung Support on November 13, 2026.

GOOD TO KNOW

Resetting the remote itself

Samsung describes a remote reset that clears its pairing memory: hold **Back** and the button above and to the right of the center Select button (on most remotes) together for about 3 seconds. Afterward you must pair it with the TV again. It's a last step, not a first one.

Checked against Samsung Support on November 13, 2026.

TIP

Replacement remotes

If a remote is truly broken or lost, buy a replacement made for Samsung from Samsung or a reputable store, and check that it lists your TV's model year. A cheap universal remote is fine for basics but may not have the microphone or app buttons.

CHAPTER 31

Apps Freezing, Buffering and Wi-Fi Drops

A spinning circle, a frozen app, or a show that keeps stopping to load is called **buffering**. It's usually about the internet connection or an app that needs a fresh start, not the TV itself.

Try these in order

1. **Leave the app and reopen it.** Press **Home**, then open the app again.
2. **Restart the TV properly.** Turning it off with the remote often only puts it to sleep. Instead, unplug it from the wall for a full minute, then plug it back in.
3. **Restart your internet.** Unplug your modem and router for 30 seconds, plug them back in, and wait a few minutes for the lights to settle.
4. **Check the network.** Go to **Settings** > **All Settings** > **Connection** > **Network** > **Network Status** to see whether the TV is connected.
5. **Clear the app's data.** Go to **Settings** > **All Settings** > **Support** > **Device Care** > **Manage Storage**, select the app, choose **View Details**, then **Clear Cache**. You may need to sign in to the app again afterward.
6. **Delete and reinstall the app** (Chapter 11).

Checked against Samsung Support on November 13, 2026.

TIP

Let Samsung test it for you

Device Care under **Support** can run a quick check of the TV, and **Self Diagnosis** includes picture, sound and connection tests. If those come out fine, the problem is usually the internet or the app.

GOOD TO KNOW

Buffering in just one app?

If Netflix stutters but YouTube plays fine, the issue is that one service or app. Clearing that app's cache or reinstalling it usually helps. If everything buffers, look at your Wi-Fi; the existing *Home Wi-Fi and Routers* manual can help.

CHAPTER 32

Reset Smart Hub and Factory Reset

When apps keep misbehaving after everything else, Samsung offers two bigger resets. Try the smaller one first.

Reset Smart Hub (the apps and home screen)

This clears your apps, app sign-ins and Smart Hub settings and starts the home screen fresh. Your picture and sound settings and your antenna channels stay. You'll need to reinstall apps and sign in to them again.

1. Open **Settings** > **All Settings** > **Support**.
2. Choose **Device Care**, then **Self Diagnosis**.
3. Choose **Reset Smart Hub** and enter your PIN (0000 unless you changed it).
4. When it finishes, choose **OK**, then reopen the apps you use and sign in.

Checked against Samsung US Support on November 13, 2026.

Factory reset (everything)

A factory reset returns the TV to how it was the day it came out of the box: every setting, app and account is erased, and you'll go through first-time setup again (Chapter 6). It's the right step before you give the TV away or sell it, or as a last resort.

1. Open **Settings** > **All Settings** > **General & Privacy**.
2. Choose **Reset** and enter your PIN (0000 by default).
3. Confirm. The TV restarts and shows the first setup screen.

Checked against Samsung US Support on November 13, 2026.

HEADS UP

Before a factory reset

Have your Wi-Fi password, Samsung account details, and the passwords for your streaming apps ready. A reset erases all of them from the TV.

STAY SAFE

Giving the TV away?

Always do a factory reset first. Otherwise the next owner could open your Netflix, YouTube and other accounts, and anything charged to them.

CHAPTER 33

When to Call Bill

This manual covers a lot of ground, and you can handle most of it yourself. But some jobs are easier with a second pair of hands, and there's no prize for struggling alone.

Good reasons to call

- Setting up a new Samsung TV, mounting it on the wall, or connecting a soundbar, antenna or cable box.
- Going through the privacy screens and turning off viewing tracking together.
- Getting all your streaming apps signed in and arranged so the ones you use are first.
- Captions, Voice Guide, headphones or hearing aid connections for someone in the family.
- Wi-Fi that keeps dropping, or apps that buffer no matter what you try.
- Anything that just doesn't make sense, or a message you're not sure is real.

How Bill can help

Option	How it works
Remote help	We connect by phone, and when it helps, a secure screen-sharing session on your computer or phone, which you start and can end at any time.
In your home	I come to you in Portage County and the surrounding area, set things up, and show you how it works on your own TV.

In short: **$49 remote · $99 in your home**.

FROM BILL

How to reach me

Call **(330) 200-8042** or book online at **billshometech.com/book**. If I'm with another customer, Sophie, my AI receptionist, will answer, take your details and find a time that works. The guides and manuals are free to read; my time is billed as above.

STAY SAFE

How you'll know it's really me

I never call out of the blue about a problem with your TV or computer, and I never ask for gift cards. You reach me, not the other way around, unless we've already arranged a call.

Thank you for reading. Enjoy your TV, and remember: you can't break it by exploring.

— Bill