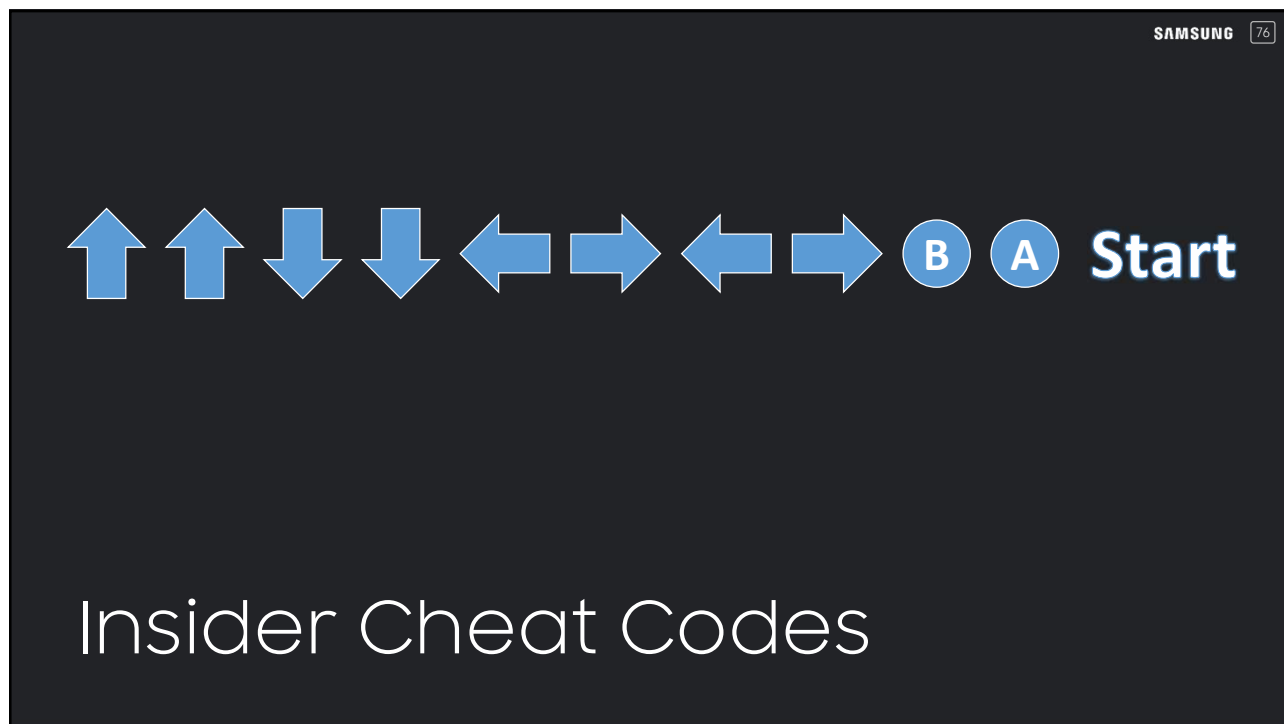
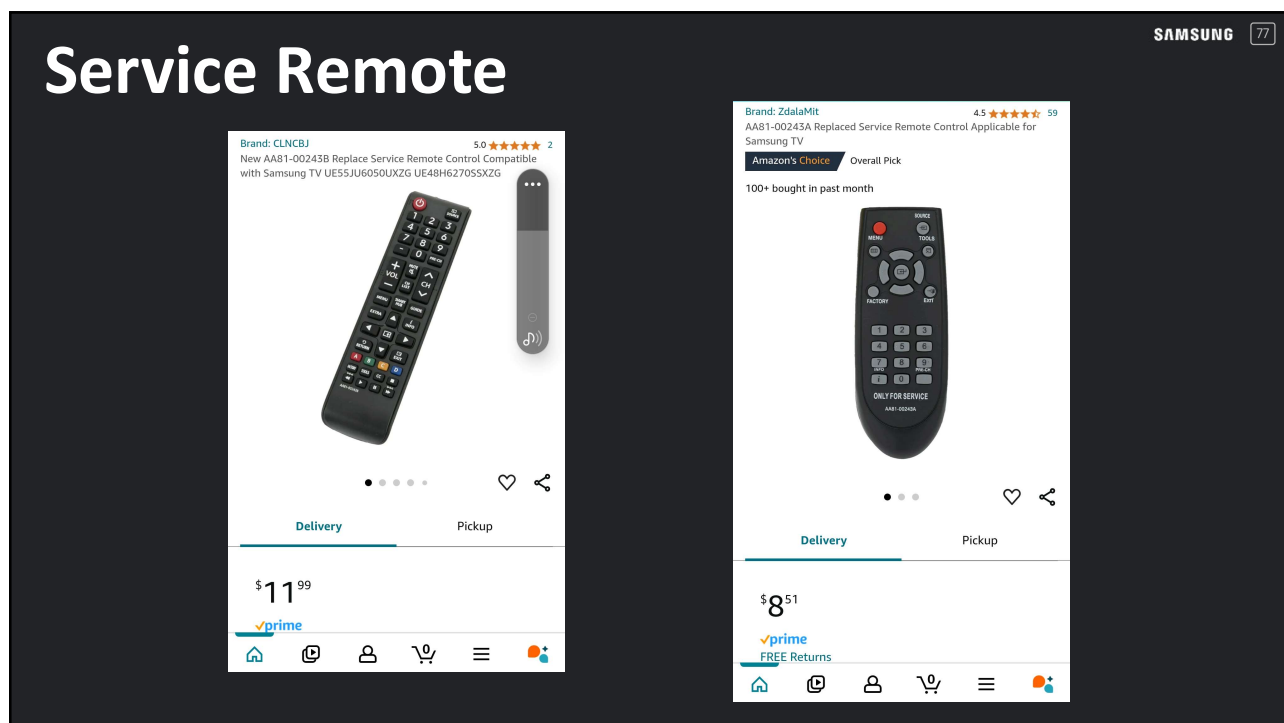




76



77

HDMI Auto Detect

SAMSUNG 78

- If you are using an HDMI switch or you're using a receiver as an HDMI switch you may want to turn off HDMI auto-detect. Do not expect an acknowledgement from the TV. Turning this on and off is a toggle. If you do it twice, you turned it back on.
- Using the smart remote: While the TV is on the TV tuner input, press the following buttons in order (just press and release): Mute (press straight down on the volume rocker) – Vol Down – Ch Down – Mute
- Using an IR Remote: Mute – 7 – 2 – 9 – Exit

78

Hospitality Mode – Power On to a Specific Input

SAMSUNG 79

- Using an IR remote: While the TV is on, press the following buttons:
Mute – 1 – 1 – 9 – Enter
- Select Hospitality Mode On
- Select Power On Source: (select input)
- To exit the menu, power cycle the TV

79

Sonos Integration

SAMSUNG 80

- Turn off E-ARC and use regular ARC.
- Settings – All Settings – Sound – Expert Settings – HDMI-eARC Mode – Off

80

Sonos Integration

SAMSUNG 81

Make a Samsung Smart Remote send volume commands via IR

- • Press the Home button, navigate to "Connected Devices" on the far left
- ○ Connected Devices → Universal Remote → Start → Home Theater → Search → 'Sonos'
- → choose 'Optical'
- ○ At the Power Test screen, do the power test, respond 'no' to the "Did it work?" question
- ○ Run the power test a second time, respond 'yes' to the "Did it Work?" question

81

AppleTV – Best Practice

SAMSUNG 82

To avoid a black screen, flickering, or “No Signal” response from the TV when integrating an Apple TV, do the following:

- 1) On the AppleTV interface...go to ‘Settings’ -> ‘Video and Audio’ -> ‘Format’
- Select 4K SDR (NOT HDR!)

Don’t worry, the next step will ensure the TV still receives HDR signals...

- 2) On the AppleTV interface...go to ‘Settings’ -> ‘Video and Audio’ -> ‘Match Content’
- Turn ON ‘Match Dynamic Range’
- Turn ON ‘Match Frame Rate’

Note: Ensure you verify ‘Input Signal Plus’ is toggled ON for the HDMI port the AppleTV is connected to.

82

Minimize Smart Screen

SAMSUNG 83

- General – Start Screen Option – Turn everything off to minimize Smart Hub

83

Show TV Model, Software and FULL 15-Digit Serial Number

With the Smart remote:

Press and hold the **Play/Pause button** until the window pops up (usually 5-10 seconds).



84

Reset a Smart Remote

- Press the Select and Return buttons
- simultaneously for 10 seconds.



85

IP Control: Low Power Mode (2024+)

SAMSUNG 86

- Settings
 - Select 'Connection'
 - Select 'Network'
 - Select 'Expert Settings'
 - Power On with Mobile should be on.
 - Select 'IP Remote' and Enable
 - Select 'OK'
 - Ensure that Wi-Fi is also enabled.
-
- This will enable Low Power Mode while in Standby which keeps the network board on – reduces disconnects.

86

Input Signal Plus

SAMSUNG 87

- **What Does It Do?**
 - Allows FULL HDMI bandwidth and ability for TV to switch from SDR to HDR (EOTF and Color Gamut)
 - This feature is AUTOMATIC **UNLESS** you turn Auto-Input Detection OFF.
 - If you toggle Auto-Input Detection Off, you **must** manually toggle this on for HDR sources.
- Connection – External Device Manager – Input Signal Plus: this should be toggled on for any 4K HDR capable source.

87

Apps Buffering? TV Sluggish?

SAMSUNG 88

- Solution: clear the cache.
- Settings
- Select 'Support'
- Select 'Device Care'
- Select 'Manage Storage'
- Select the app that's sluggish or buffering
- Select 'View Details'
- Select 'Clear Cache'

88

QN990F Used in 2x2 Video Walls

SAMSUNG 89



89

Mount a TV in Portrait Orientation

SAMSUNG 90



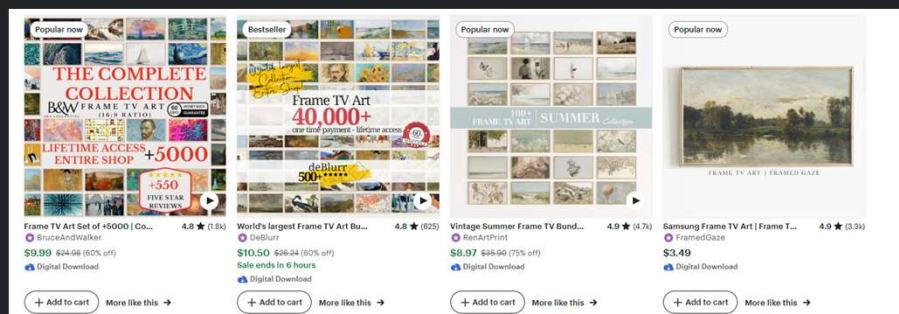
- Re-Label the input 'PC' to disable the auto screen rotation to enable a TV mounted in portrait orientation to display full screen.
- Be sure you use art that is of a portrait resolution!

90

Don't Want To Pay the Annual Art Store Subscription?

SAMSUNG 91

- Try Etsy.com
- Download the images to a thumbdrive
- Upload the images into internal Frame memory
- Images will appear in the My Photos tab.



91

Data Reset

SAMSUNG 92

- Press the Home button
- Select Settings
- Select All Settings
- Select General & Privacy
- Select Reset
- Default PIN is 0000
- Select Reset
- You'll be back to the set-up wizard and you'll have to reenter user names/passwords for any apps that are being used.

92

Hard Reset

SAMSUNG 93

- With TV on, locate the **physical power button located at the bottom of the display** (usually located where the Samsung logo is). **Press for 5-10 seconds then let go the button.**
- This will display the on-screen menu at the bottom of screen.
- While the on-screen menu is displayed, press and hold the power button **on the remote** for 5-10 seconds.
- TV will reset and reboot in initial setup
- If it did not, repeat the steps until you get timing right.
- Warning: **This deletes the demo content!**

93

Load Video Content in Retail Mode

SAMSUNG 94

- You can upload your own video content into a demo TV.
 - On the root directory of a USB drive
 - Create a folder labeled “Demo”
 - Place your video into that folder
 - Use the 1A USB port
 - Place the TV in Retail Mode
 - Settings > Retail Mode (all the way to the right) > Upload demo content

94

Auto Play Video Content from USB

SAMSUNG 95

- You can upload your own video content into a demo TV.
 - On the root directory of a USB drive
 - Create a folder labeled “Demo_Auto”
 - Place your video into that folder
 - Use the 1A USB port
 - Place the TV in Retail Mode
 - The video will automatically start when the TV is powered on.

95

Preferred Settings – OLED TVs

SAMSUNG 96

Most accurate: Movie/Filmmaker

Sharpness should be 0 for all HD/FHD and higher resolution sources

Picture Clarity Settings should be 'Custom'

- Most will want Blur Reduction at 0 and Judder Reduction at 2-4.
If you are setting up for sports/fast paced content, you may want to increase Blur Reduction to 3-4

Peak Brightness: High

Contrast Enhancer: Off

Color Tone: Warm 2

- (Warm 2 = most accurate, but if a whiter white is desired, Warm 1 can be used as well)

HDR Tone Mapping: Active

96

Preferred Settings – LCD-Based TVs

SAMSUNG 97

Most accurate: Movie/Filmmaker

Sharpness should be 0 for all HD/FHD and higher resolution sources

Picture Clarity Settings should be 'Custom'

- Blur Reduction at 0 for Movies. For fast-paced sports set to 5-8
- Judder Reduction at 1-2
- LED Clear Motion: **OFF**

Peak Brightness: High

Contrast Enhancer: Off

Color Tone: Warm 2

NOTE: Warm 2 = most accurate, but if a whiter white is desired, Warm 1 can be used as well

HDR Tone Mapping: Active

Local Dimming: High

Shadow Detail: Set ST 2084 to +1 or +2 if you notice black crush in HDR content

97

TVs *With* One Connect Boxes

SAMSUNG 98

- 8K TVs
 - QN900H/990F (wireless)
 - Frame Pro (wireless)
- 43" and 50" (43LS03D and 50LS03D) Frame Core TVs come with a 5M cable.
 - A 15M optional cable is available: VG-SOCR15/ZA.
- The 32 inch Frame comes with a 2.5M cable with no optional cable available.

98

Use a USB Extension Cable

SAMSUNG 99

- Scenario: Frame TV with OCB in backbox behind the screen
 - Use a USB Extension cable add art at a later date without taking the TV down.

99

No Apps or Updates

- When setting up the TV, do not accept the Terms & Conditions
- No apps will appear on the ribbon

100