

# Troubleshooting Guide

## Poor or Distorted Picture

Poor picture quality compared to what was seen in the store.	<ul style="list-style-type: none"> <li>- RF (Antenna) connection: Check the quality of the HD channels in the channel lineup.</li> <li>- Cable box connection or other devices.               <ul style="list-style-type: none"> <li>. Verify that the source device supports HD.</li> <li>. Use HDMI or Component cables for connection.</li> <li>. Check quality of the HD channels in the channel lineup.</li> <li>. Adjust output picture resolution setting to 720p or 1080i.</li> </ul> </li> <li>* Note: Many HD programs are upscaled from SD programs by broadcasters, reducing picture quality.</li> </ul>
Picture is distorted. (Macroblock, small block, dots, pixelization.)	<ul style="list-style-type: none"> <li>- Compression of video contents may cause picture distortion especially on fast moving pictures such as sports or action movies.</li> <li>- Low signal level can cause picture distortion. This is not a TV issue.</li> </ul>
Wrong or missing color with Component connection.	<ul style="list-style-type: none"> <li>- Make sure the component cables are connected to the correct jacks. Incorrect or loose connections may cause color problems or blank screen.</li> </ul>
Poor color or brightness.	<ul style="list-style-type: none"> <li>- Adjust the picture settings in the picture menu.</li> <li>- Adjust the Energy Saving option by going to Menu&gt;Picture&gt;Eco Solution&gt;Energy Saving. (2010 model only)</li> <li>- Try picture reset to view the default picture setting. Go to "Menu&gt;Picture&gt;Picture Reset.</li> </ul>
Dotted line on the edge of the screen.	<ul style="list-style-type: none"> <li>- If picture size is set to Screen Fit, change setting to 16:9.</li> <li>- If viewing from an external device, try changing the output video resolutions from the device.</li> </ul>
Picture is black and white with AV(Composite)input only.	<ul style="list-style-type: none"> <li>- Connect the video (yellow) cable to the green jack of the component1 input.</li> </ul>
Poor or distorted picture when changing channels with external devices.	<ul style="list-style-type: none"> <li>- Fix the output video resolution of the set-top box to 720p or 1080i for all channels. This can be done from the set-top box menu.</li> <li>- Try resetting your external device (Unplug the AC power cord, then plug it back in. This can take up to 20 minutes depending on device).</li> </ul>
Picture setting is changed after 30 minutes.	<ul style="list-style-type: none"> <li>- If TV is in the Store Demo mode, it will reset picture and sound settings every 30 minutes or whenever TV is turned off. Please change from Store Demo mode to Home Use mode in Plug &amp; Play by going to Menu&gt;Setup&gt;Plug &amp; Play.</li> </ul>

## Distorted Sound or No Sound

There is either no sound or sound is too low at maximum volume setting.	<ul style="list-style-type: none"> <li>- Check the volume setting on the external device (cable/satellite set-top box, DVD player, BD player, etc.) that is connected to the TV. Then, adjust the TV volume accordingly.</li> <li>- If there is no sound on an analog channel, try changing the MTS setting.</li> </ul>
Picture is okay, but there is no sound from the TV speakers.	<ul style="list-style-type: none"> <li>- Verify that "Speaker Select" option is set to "TV Speaker" in Menu&gt;Sound&gt;Speaker Select.</li> <li>- Make sure that the audio cables from the external device are connected to the correct audio input jacks on the TV.</li> <li>- Check connected device's audio output connection. For example, you may need to change your cable box's audio option to "HDMI" when you are using HDMI connection.</li> <li>- If using a DVI-to-HDMI cable for connection, separate audio cables are needed. DVI-to-HDMI cables do not provide audio.</li> <li>- Try rebooting the connected device by unplugging and plugging its power cable from the power socket.</li> <li>- Verify that a headphone is not connected to the TV's headphone jack.</li> <li>* Note: Headphone is not available on all models.</li> </ul>

## Distorted Sound or No Sound

<p>Distorted noise from speakers with HDMI, Component, AV connection.</p>	<ul style="list-style-type: none"> <li>- Check cable connection. Make sure that a video cable is not connected to an audio input. For example, component cables have a red audio connection and a red video connection so make sure that the two red connections are connected to the correct A/V outputs and inputs.</li> <li>- Connect another device to the same input on your TV using the same connection cables. If there is also noise with this device, replace the cables.</li> </ul>
<p>Distorted noise from speakers with RF (Antenna) connection.</p>	<ul style="list-style-type: none"> <li>- Change to another channel. If the noise stops, the problem is caused by the broadcast, not the TV.</li> <li>- Check the signal strength and SNR of the digital channel by going to "Menu&gt;Support&gt;Self Diagnosis&gt;Signal Information". Low signal strength can cause sound distortion.(Activates at digital channel only)</li> </ul>
<p>Background audio is loud and voices are low.</p>	<ul style="list-style-type: none"> <li>- Turn off sound effects like SRS and Virtual Surround. Go to Menu&gt;Sound.</li> <li>- Try different sound modes or perform sound reset.</li> </ul>
<p>Purple/green rolling horizontal bars with a buzzing noise from the TV speakers.</p>	<ul style="list-style-type: none"> <li>- Remove the left and right audio connections from the set-top box. If buzzing noise stops, this indicates that the set-top box has a grounding issue.</li> <li>- Replace component video cable connection with HDMI cable connection.</li> </ul>

## No Picture, No Video

<p>1. TV won't turn on</p>  <p>Securely insert the power cord</p>	<ul style="list-style-type: none"> <li>. Make sure the AC power cord is plugged in securely to the wall outlet and the TV.</li> </ul>
	<ul style="list-style-type: none"> <li>. Make sure the wall outlet is working.</li> </ul>
	<ul style="list-style-type: none"> <li>. Try pressing the Power button on the TV to make sure the remote is working properly</li> <li>If the TV turns on, it may be caused by Remote Control.</li> <li>To fix the Remote problem, refer to "Remote control does not work" below</li> </ul>
<p>2. TV turns off automatically</p>	<ul style="list-style-type: none"> <li>. Check if the <b>Sleep Timer</b> is set to On in the Setup menu</li> </ul>
	<ul style="list-style-type: none"> <li>. If connected the TV to your PC, check your PC power settings</li> </ul>
	<ul style="list-style-type: none"> <li>. Make sure the AC power cord is plugged in securely to the wall outlet and the TV.</li> </ul>
	<ul style="list-style-type: none"> <li>. If there is no signal for about 10 ~ 15 minutes with Antenna/Cable connection, the TV will turn off.</li> </ul>
<p>3. No picture/Video</p>	<ul style="list-style-type: none"> <li>. Check cable connections.(remove and reconnect all cables of TV and external devices)</li> </ul>
	<ul style="list-style-type: none"> <li>. Set your external device's (Cable/Sat Box, DVD, Blu-ray etc) video output to match the connections to the TV input. For example, external device's output : HDMI , TV's input : HDMI</li> </ul>
	<ul style="list-style-type: none"> <li>. Make sure your connected device is powered on</li> </ul>
	<ul style="list-style-type: none"> <li>. Make sure to select the TV's correct source by pressing the <b>SOURCE</b> button on the TV remote</li> </ul>
	<ul style="list-style-type: none"> <li>. Reboot the connected device by reconnecting the device's power cable</li> </ul>

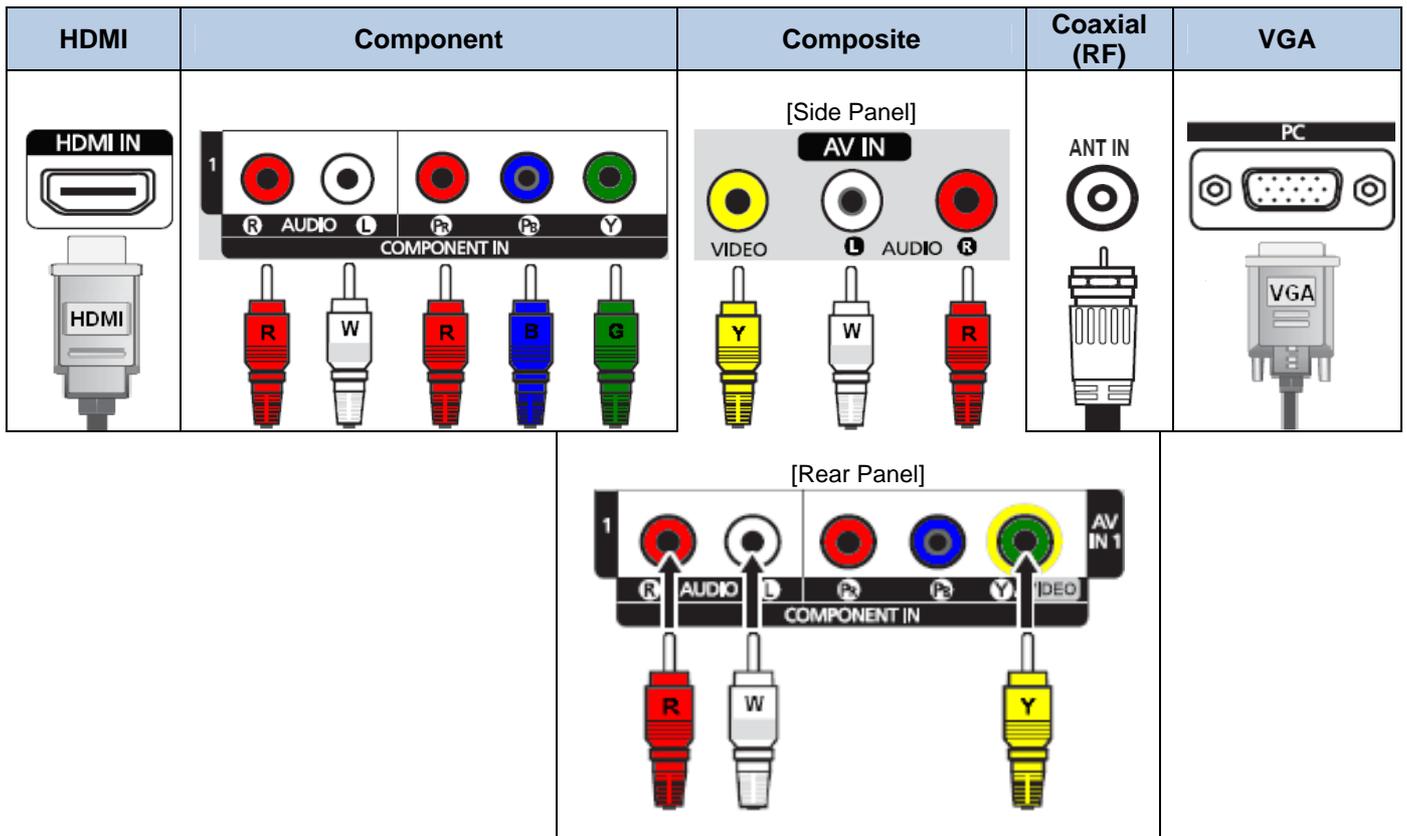
## RF(Coaxial) Connection or PC Issues

TV can not receive all channels.	<ul style="list-style-type: none"> <li>- Make sure that the antenna cable is connected securely.</li> <li>- For RF (Antenna) connection, verify that the antenna is properly positioned for optimal signal.</li> <li>- Try Auto Program to add available channels to the channel list by going to "Menu&gt;Channel&gt;Auto Program". For Cable Auto Program, select the cable system (STD, HRC, or IRC) that is used by your cable provider.</li> </ul>
No closed captions on digital channels.	<ul style="list-style-type: none"> <li>- Check closed caption settings by going to Menu&gt;Setup&gt;Caption. If there are no captions in Default mode, try CC1 and other caption modes.</li> <li>* Note: Some channels do not have any closed captions.</li> </ul>
Digital channel has intermittent loss of audio or video.	<ul style="list-style-type: none"> <li>- Check cable connections and reconnect.</li> <li>- Check the channel's signal level by going to Menu&gt;Support&gt;Self Diagnosis&gt;Signal Information. A low signal and/or SNR level can cause picture/audio distortion. This is a signal issue.</li> <li>- Make sure the cables are flexible enough for long-term use. Problems may occur using overly rigid or thick cables.</li> </ul>
Picture breaks up or freezes on a digital channel.	<ul style="list-style-type: none"> <li>- Check the channel's signal level by going to Menu&gt;Support&gt;Self Diagnosis&gt;Signal Information. A low signal and/or SNR level can cause picture distortion. This is a signal issue.</li> <li>* Note: There may be picture distortion on fast-moving pictures due to excessive video compression used by broadcasters.</li> </ul>
Picture/audio distortion on analog channels.	<ul style="list-style-type: none"> <li>- Adjust Fine Tune settings by going to Menu&gt;Channel&gt;Fine Tune.</li> <li>- If using RF (Antenna) connection, try adjusting the direction and location of the antenna.</li> </ul>
No video in PC mode.	<ul style="list-style-type: none"> <li>- Confirm correct connection from your PC to the TV. If an HDMI/DVI cable is used, make sure the cable is connected to the HDMI1 jack.</li> <li>- Confirm that the PC's output resolution is supported by the TV.</li> <li>- Confirm that the PC is not in standby or hibernation mode.</li> </ul>
PC is shown on the Source List even when it is not connected.	<ul style="list-style-type: none"> <li>- This is normal operation. PC is always shown on the Source List.</li> </ul>
Video is okay, but there is no audio when PC is connected via HDMI cable.	<ul style="list-style-type: none"> <li>- Check the audio output settings on your PC.</li> <li>- If using a DVI-to-HDMI cable for connection, separate audio cables are needed. DVI-to-HDMI cables do not provide audio.</li> </ul>

## Other Issues

Picture is not shown in full screen.	<ul style="list-style-type: none"> <li>- Black bars on the left and right sides will be shown on HD channels when displaying upscaled SD (4:3) content.</li> <li>- Black bars on top and bottom of the screen will be shown on movies that have aspect ratios different from your TV.</li> <li>- Adjust the picture size on your external device or TV to 16:9.</li> </ul>
Remote control does not work.	<ul style="list-style-type: none"> <li>- Replace the remote control batteries with correct polarity (+ -).</li> <li>- Clean the transmission window located at the top of the remote.</li> <li>- Try pointing the remote directly at the TV from 5~6 feet away.</li> </ul>
TV can not be controlled using the cable/satellite box's remote control.	<ul style="list-style-type: none"> <li>- Program the Cable/Satellite box remote control to operate the TV. Refer to Cable/Satellite user's manual for Samsung TV code.</li> </ul>
"Mode Not Supported" message is shown.	<ul style="list-style-type: none"> <li>- Adjust the external device's output resolution to one that is supported by the TV. Refer to resolution settings in the manual.</li> <li>* Note: Sometimes channels are broadcast in unsupported resolutions.</li> </ul>

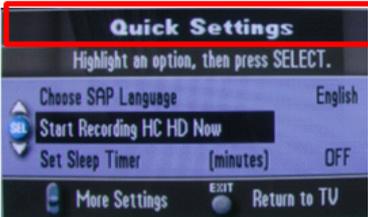
Channel menu is unavailable.	- Channel menu is only available when TV is selected as the source.
Closed Caption in TV menu is unavailable.	- Closed Caption can not be selected in the TV menu in HDMI or Component source mode. Closed Caption must be activated on the external device's menu.
Anynet+ does not work with external device.	- Verify that source device supports Anynet+ (HDMI-CEC). * Note: Anynet+ is not completely compatible with source devices from other manufacturers.
Light Effect on the front bezel can not be turned off.	- Adjust the Light Effect option by going to Menu>Setup>General>Light Effect. Options are: Off, In Standby, Watching TV and Always. * Note: Light Effect is not available on all models.
TV cannot connect to wireless network.	- Use a Samsung Wireless LAN Adapter, which is sold separately, and a wireless router. - Set Network Type to "Wireless" by going to Menu>Setup>Network>Network Type. - Set up wireless network settings by going to Menu>Setup>Network>Network Setup. - Perform Network Test by going to Menu>Setup>Network>Network Test. Network Test must pass in order to use wireless network. If it fails, please check wireless network setup or router configuration. * Note: Wireless connectivity is not available on all models.



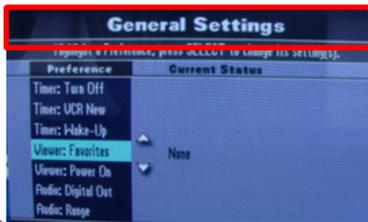
To fully enjoy your new TV, you'll need to make settings on your cable/satellite box that match your TV. \*Settings will vary depending on your Cable provider and box.



There are 2 setting menus on cable box  
 → **Quick Settings** & **General Settings**



**Quick Settings**  
 menu : Press 'Settings' button on Remote **Once**



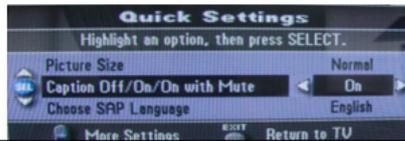
**General Settings**  
 menu: Press 'Settings' button **Twice**

### Closed Caption Setting

Closed Caption must be selected on your cable box menu when connected to the TV via HDMI or Component. To activate closed captions:

- Caption Menu is provided in **Quick Settings**
- Available options are On / Mute / Off

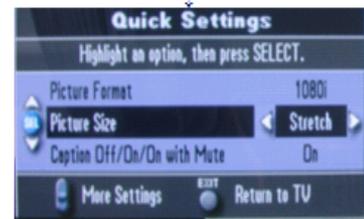
\* Default setting is Off



### Picture Size (in Quick Settings)

When a full screen picture is not displayed, select Stretch or Zoom to set the picture to fill the screen.

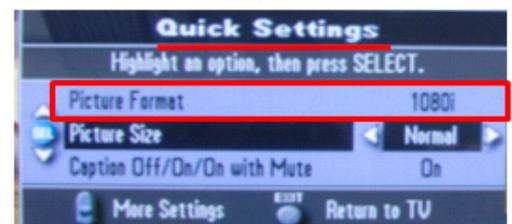
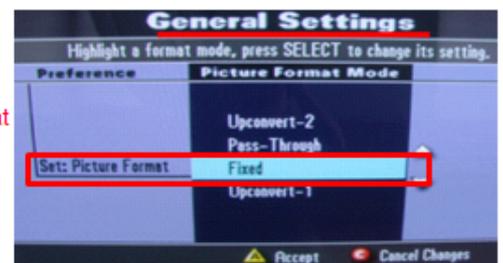
- Options are Normal / Stretch / Zoom



### Proper Video Output Resolution Setting to avoid Video/Audio issues

If you are experiencing Video blinking / flickering or Audio popping noise when changing Size channels, we recommend to select the "Fixed" setting in the Picture Format Mode (picture output resolution) in **General Settings**. Then, In order to have best picture quality, select the Picture Format menu to 1080i in **Quick Settings**.

- Picture Format options in General Settings
  - **Pass-Through/Auto DVI/HDMI (Native Mode):** Set to output video as its original resolution (May have flickering when changing channel)
  - **Fixed:** Set HD&SD video to display same output resolution.
    - ★ Output resolution can be changed to 1080i in Quick Settings / Picture Format
  - **Upconvert-1:** HD is set to 1080i and SD to 480p
  - **Upconvert-2:** HD is set to 720P and SD to 480p







<SA8300HD>



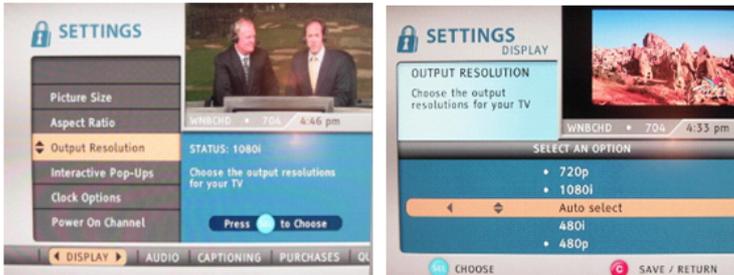
<TWC OCAP Remote>

## Video Output Resolution & Closed Caption Setting Change

### 1. Video Output Resolution Setting

If you are experiencing Video blinking / flickering or Audio popping noise when changing channels, we recommend to select only one resolution to have a fixed output resolution.

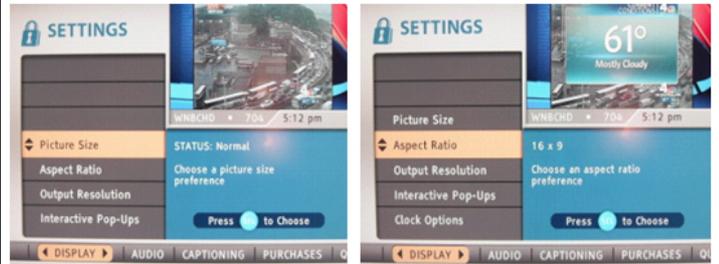
- Press Settings button → Go to Display → Select Output Resolution → Select only 1080i resolution (Do not select other resolution such as 720p,480i,480p)



### 2. Picture Size & Aspect Ratio

When the picture is not shown in full screen, try to adjust this setting to Stretch/Zoom in order to have full screen.

- Press 'Settings' button on Remote → Go to Display → Select Picture Size/ Aspect Ratio



### 3. Closed Caption Setting

Closed Caption must be selected on your cable box menu when connected to the TV via HDMI or Component. To activate closed captions:

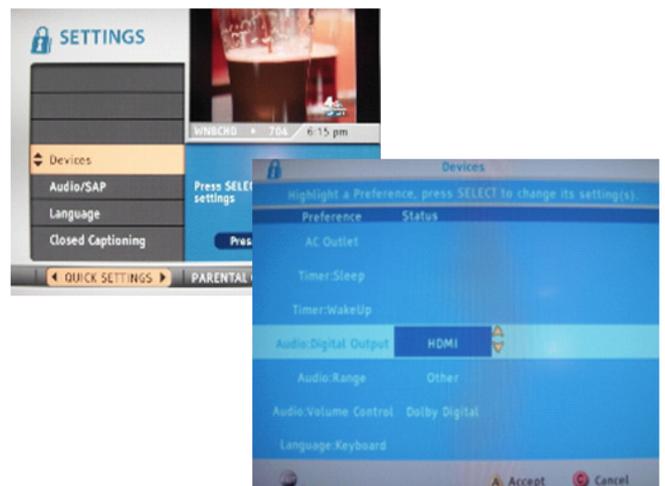
- Press Settings button → Go to Quick Settings → Select Closed Captioning



### 4. Audio Digital Output

In order to hear audio with an HDMI connection, the Audio Digital Output must be set to HDMI.

- Press Settings button → Go to Quick Settings → Go to Devices → Select Audio Digital Output → Select HDMI



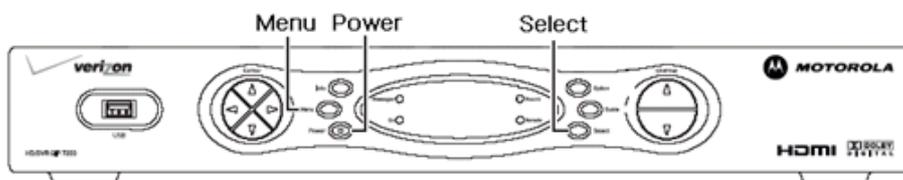


<Verizon Motorola STB>



< Most commonly used Verizon Fios Remote>

## Video Output Resolution & Closed Caption Setting Change



### • How to enter the “User Setting menu” in your cable box

1. Turn On and Off by pressing the power button on the front panel of cable box
2. Press **Select** button then press the **Menu** button on front panel, “**User Setting Status**” will be displayed on your TV.
3. Using the arrow buttons on the front panel, you can change “**4:3 OVERRIDE**” or YPbPr OUTPUT” setting

To program your cable box remote to operate your new Samsung TV, see your Cable box remote control operating guide.

\* User Setting Status



USER SETTING STATUS	
TV TYPE:	16:9
YPbPr OUTPUT	1080I
4:3 OVERRIDE	OFF
CLOSED CAPTION	DISABLED
SERVICE SELECTION	
ANALOG	CC1
DIGITAL	PRIMARY LANG
FONT SIZE	AUTO
FONT STYLE	AUTO
FONT COLOR	AUTO
FONT OPACITY	AUTO
FONT EDGE TYPE	AUTO
FONT EDGE COLOR	AUTO
BACKGROUND COLOR	AUTO
BACKGROUND OPACITY	AUTO
SETTINGS	AUTO

### 1. Video Output Resolution Setting

If you are experiencing Video blinking / flickering or Audio popping noise when changing channels, we recommend to select ‘**4:3 OVERRIDE**’ to **OFF** in User Setting Status.

YPbPr OUTPUT	1080I
4:3 OVERRIDE	OFF

- Press **Menu** button to exit “User Setting Status”

### 2. Closed Caption Setting

Closed Caption must be selected on your cable box menu when connected to the TV via HDMI or Component. To activate closed captions:

Most FiOS remote control let you turn Closed Captioning on or off by pressing the \* button.



Otherwise, you can always use the Media Guide to turn Closed Captioning on or off:

1. Press the Menu button on your remote control.
2. Select Settings.
3. Select Accessibility.
4. Select Close Captions.
5. Select either On or Off and press OK.