

SAMSUNG

USER MANUAL

LS03 SERIES

T H E
F R A M E

Thank you for purchasing this Samsung product.


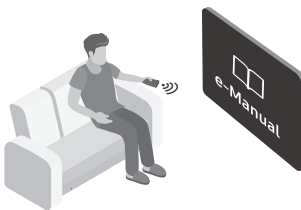


To receive more complete service, please register your product at www.samsung.com

Model _____ Serial No. _____

Before Reading This User Manual

This TV comes with this user manual and an embedded e-Manual.



Before reading this user manual, review the following:

	User Manual	Read this provided user manual to see information about product safety, installation, accessories, initial configuration, and product specifications.
	e-Manual	For more information about this TV, read the e-Manual embedded in the product. <ul style="list-style-type: none">To open the e-Manual,  >  Settings > Support > Open e-Manual



On the website, you can download the user manual and see its contents on your PC or mobile device.

Learning the e-Manual's assistance functions

- Some menu screens cannot be accessed from the e-Manual.







	Search	Select an item from the search results to load the corresponding page.
A-Z	Index	Select a keyword to navigate to the relevant page. <ul style="list-style-type: none">The menus may not appear depending on the geographical area.
	Recent pages	Select a topic from the list of recently viewed topics.

Learning the functions of the buttons that appear on e-Manual topic pages

	Try Now	Access the associated menu item and try out the feature directly.
	Link	Access an underlined topic referred to on an e-Manual page immediately.

Warning! Important Safety Instructions

Please read the Safety Instructions before using your TV.

CAUTION			Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required.
RISK OF ELECTRIC SHOCK. DO NOT OPEN.			
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL.			AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	This symbol indicates that this product has included important literature concerning operation and maintenance.		Caution. Consult instructions for use: This symbol instructs the user to consult the user manual for further safety related information.

- The slots and openings in the cabinet and in the back or bottom are provided for necessary ventilation. To ensure reliable operation of this apparatus and to protect it from overheating, these slots and openings must never be blocked or covered.
 - Do not place this apparatus in a confined space, such as a bookcase or built-in cabinet, unless proper ventilation is provided.
 - Do not place this apparatus near or over a radiator or heat register, or where it is exposed to direct sunlight.
 - Do not place vessels (vases etc.) containing water on this apparatus, as this can result in a fire or electric shock.
- Do not expose this apparatus to rain or place it near water (near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, etc.). If this apparatus accidentally gets wet, unplug it and contact an authorised dealer immediately.
- This apparatus uses batteries. In your community, there might be environmental regulations that require you to dispose of these batteries properly. Please contact your local authorities for disposal or recycling information.
- Do not overload wall outlets, extension cords, or adaptors beyond their capacity, since this can result in fire or electric shock.
- Power-supply cords should be placed so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at the plug end, at wall outlets, and at the point where they exit from the appliance.
- To protect this apparatus from a lightning storm, or when left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the set due to lightning and power line surges.

- Before connecting the AC power cord to the DC adaptor outlet, make sure that the voltage designation of the DC adaptor corresponds to the local electrical supply.
 - Never insert anything metallic into the open parts of this apparatus. This may cause a danger of electric shock.
 - To avoid electric shock, never touch the inside of this apparatus. Only a qualified technician should open this apparatus.
 - Be sure to plug in the power cord until it is firmly seated. When unplugging the power cord from a wall outlet, always pull on the power cord's plug. Never unplug it by pulling on the power cord. Do not touch the power cord with wet hands.
 - If this apparatus does not operate normally - in particular, if there are any unusual sounds or smells coming from it - unplug it immediately and contact an authorised dealer or service centre.
 - Be sure to pull the power plug out of the outlet if the TV is to remain unused or if you are to leave the house for an extended period of time (especially when children, elderly, or disabled people will be left alone in the house).
 - Accumulated dust can cause an electric shock, an electric leakage, or a fire by causing the power cord to generate sparks and heat or by causing the insulation to deteriorate.
 - Be sure to contact an authorised Samsung service centre for information if you intend to install your TV in a location with heavy dust, high or low temperatures, high humidity, chemical substances, or where it will operate 24 hours a day such as in an airport, a train station, etc. Failure to do so may lead to serious damage to your TV.
 - Use only a properly grounded plug and wall outlet.
 - An improper ground may cause electric shock or equipment damage. (Class I Equipment only.)
 - To turn off this apparatus completely, disconnect it from the wall outlet. To ensure you can unplug this apparatus quickly if necessary, make sure that the wall outlet and power plug are readily accessible.
 - Store the accessories (batteries, etc.) in a location safely out of the reach of children.
 - Do not drop or strike the product. If the product is damaged, disconnect the power cord and contact a Samsung service centre.
 - To clean this apparatus, unplug the power cord from the wall outlet and wipe the product with a soft, dry cloth. Do not use any chemicals such as wax, benzene, alcohol, thinners, insecticide, aerial fresheners, lubricants, or detergents. These chemicals can damage the appearance of the TV or erase the printing on the product.
 - Do not expose this apparatus to dripping or splashing.
 - Do not dispose of batteries in a fire.
 - Do not short-circuit, disassemble, or overheat the batteries.
 - There is danger of an explosion if you replace the batteries used in the remote with the wrong type of battery. Replace only with the same or equivalent type.
- * Figures and illustrations in this User Manual are provided for reference only and may differ from the actual product appearance. Product design and specifications may change without notice.

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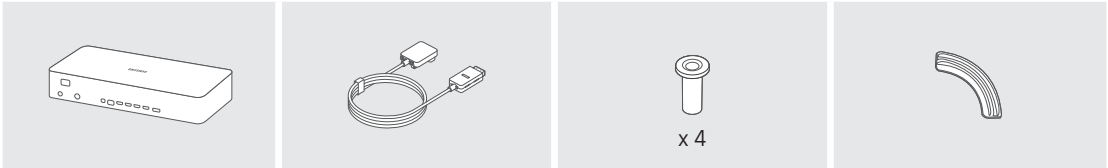
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01 What's in the Box?

Make sure the following items are included with your TV. If any items are missing, contact your dealer.

- Samsung Smart Remote & Batteries (AA x 2) (Not available in some locations)
- User Manual
- Warranty Card / Regulatory Guide (Not available in some locations)
- One Connect Power Cable

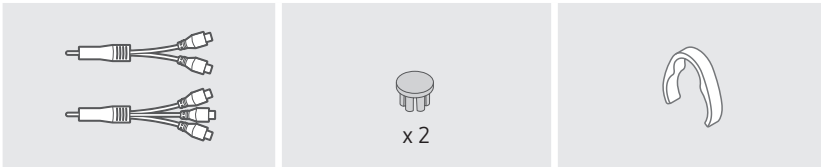


One Connect

One Invisible Connection

Wall Mount Adapter

Bending Cover



COMPONENT IN / AV IN
Adapter
(Not available in some
locations)

Cover Cap

Holder-Cable

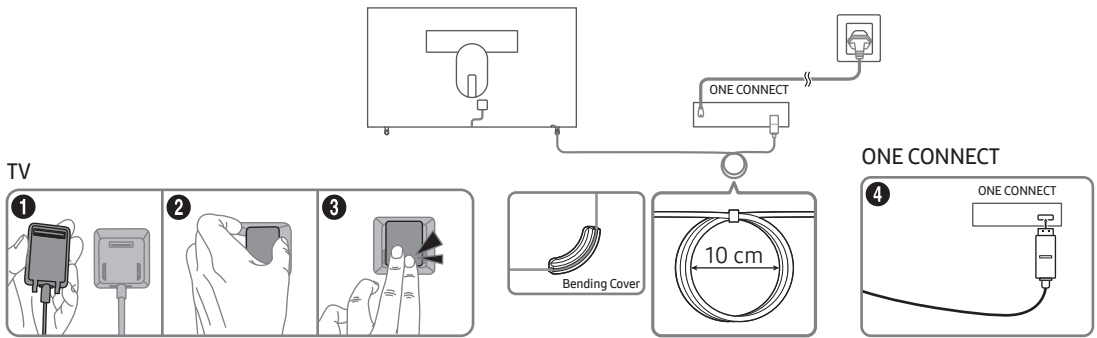
- The items' colours and shapes may vary depending on the models.
- Cables not included can be purchased separately.
- Check for any accessories hidden behind or in the packing materials when opening the box.
- 'One Invisible Connection' is communicated as 'One Clear Connection' in Australia and New Zealand.



Warning: Screens can be damaged from direct pressure when handled incorrectly. We recommend lifting the TV at the edges, as shown.



02 Connecting the TV to the One Connect



To connect the One Invisible Connection cable to the One Connect and your TV, take the following steps:

1. Connect to the TV the connector that must be connected to the TV, and then connect the connector with the (⇒) icon to the One Connect as shown in the illustration above.
2. Connect the One Connect AC power cord to the One Connect and to a power outlet as shown in the illustration above.



- When connecting the One Invisible Connection, use a Bending Cover, which prevents the cable of the One Invisible Connection from being bent at a 90 degree angle. Failure to do so may cause damage to the cable.
- When connecting the One Invisible Connection, pay attention to the shapes of its connectors so that they are connected correctly. Failure to do so may cause product malfunction.
- When connecting the One Invisible Connection, be careful not to twist the cable of the One Invisible Connection. Failure to do so may cause performance degradation to the TV or damage to the cable.
- When arranging the remaining cable, refer to the figure above for correct arrangement.
- Be careful of the actions below because the One Invisible Connection contains a power circuit.



Bending



Twisting



Pulling



Pressing on



Electric shock

CLASS 1 LASER PRODUCT

- Caution - Invisible laser radiation when open. Do not stare into beam.
 - Do not bend or cut cables excessively.
 - Do not place heavy objects on the cable.
 - Do not disassemble the connector of the cable.
- Caution - Use of controls, adjustments, or the performance of procedures other than those specified herein may result in hazardous radiation exposure.

03 TV Installation

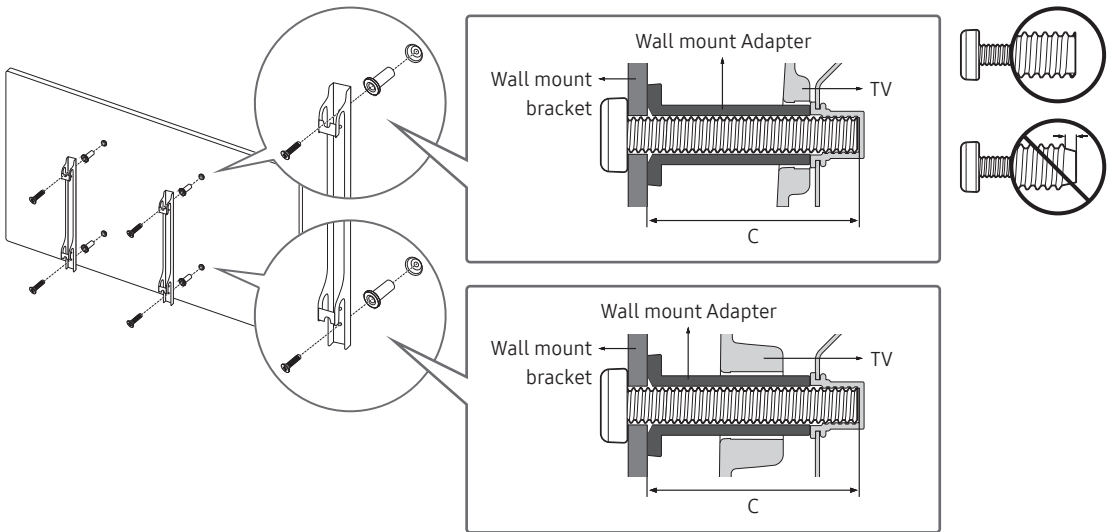
Mounting the TV on a wall



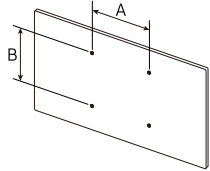
If you mount this TV on a wall, follow the instructions exactly as set out by the manufacturer. Unless it is correctly mounted, the TV may slide or fall and cause serious injury to a child or adult and serious damage to the TV.

For models providing wall mount adapters, install them as shown in the figure below before installing the wall mount kit.

- Refer to the installation manual included with the Samsung wall mount kit.



- Samsung Electronics is not responsible for any damage to the product or injury to yourself or others if you choose to install the wall mount on your own.
- You can install your wall mount on a solid wall perpendicular to the floor. Before attaching the wall mount to surfaces other than plaster board, contact your nearest dealer for additional information. If you install the TV on a ceiling or slanted wall, it may fall and result in severe personal injury.
- Standard dimensions for wall mount kits are shown in the table on the next page.
- If you are installing a third-party wall mount, note that the length of the screws you can use to attach the TV to the wall mount is shown in column C in the table on the next page.
- When installing a wall mount kit, we recommend you fasten all four VESA screws.
- If you want to install a wall mount kit that attaches to the wall using two top screws only, be sure to use a Samsung wall mount kit that supports this type of installation. (You may not be able to purchase this type of wall mount kit, depending on the geographical region.)

TV size in inches	VESA screw hole specs (A * B) in millimetres	C (mm)	Standard Screw	Quantity	
43-49	200 x 200	43-45	M8	4	
55-65	400 x 400				

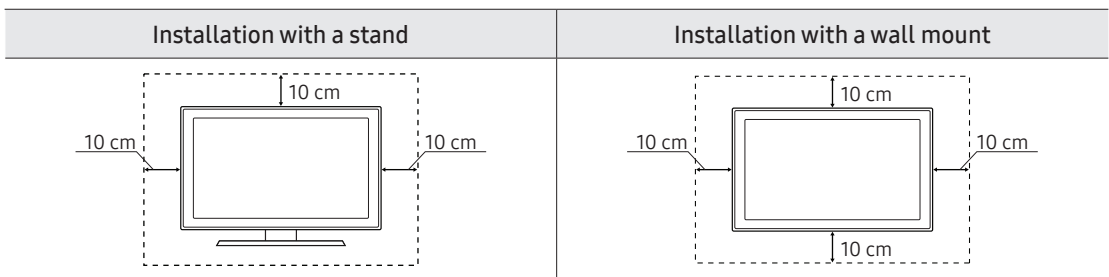


Do not install your wall mount kit while your TV is turned on. This may result in personal injury from electric shock.

- Do not use screws that are longer than the standard dimension or do not comply with the VESA standard screw specifications. Screws that are too long may cause damage to the inside of the TV set.
- For wall mounts that do not comply with the VESA standard screw specifications, the length of the screws may differ depending on the wall mount specifications.
- Do not fasten the screws too firmly. This may damage the product or cause the product to fall, leading to personal injury. Samsung is not liable for these kinds of accidents.
- Samsung is not liable for product damage or personal injury when a non-VESA or non-specified wall mount is used or when the consumer fails to follow the product installation instructions.
- Do not mount the TV at more than a 15 degree tilt.
- Always have two people mount the TV onto a wall.

Providing proper ventilation for your TV

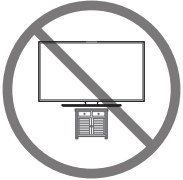
When you install your TV and One Connect, maintain a distance of at least 10 cm between the TV and One Connect with other objects (walls, cabinet sides, etc.) to ensure proper ventilation. Failing to maintain proper ventilation may result in a fire or a problem with the product caused by an increase in its internal temperature. When you install your TV with a stand or a wall mount, we strongly recommend you use parts provided by Samsung Electronics only. Using parts provided by another manufacturer may cause difficulties with the product or result in injury caused by the product falling.



Attaching the TV to the Stand

Make sure you have all the accessories shown, and that you assemble the stand following the provided assembly instructions.

Safety Precaution: Securing the TV to the wall to prevent falling



Caution: Pulling, pushing, or climbing on the TV may cause the TV to fall. In particular, ensure your children do not hang on or destabilise the TV. This action may cause the TV to tip over, causing serious injuries or death. Follow all safety precautions provided in the Safety Flyer included with your TV. For added stability and safety, you can purchase and install the anti-fall device as described on the next page.



WARNING: Never place a television set in an unstable location. The television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as

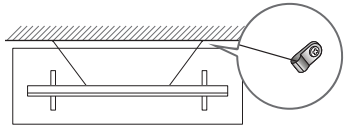
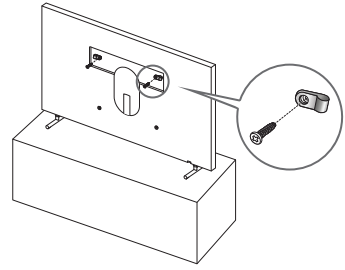
- Using cabinets or stands recommended by the manufacturer of the television set.
- Only using furniture that can safely support the television set.
- Ensuring the television set is not overhanging the edge of the supporting furniture.
- Not placing the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- Not placing the television set on cloth or other materials that may be located between the television set and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the television set or its controls.

If you are retaining and relocating the television set that you are replacing with this new set, you should apply the same precautions to the old set.

- When you have to relocate or lift the TV for replacement or cleaning, be sure not to pull out the stand.

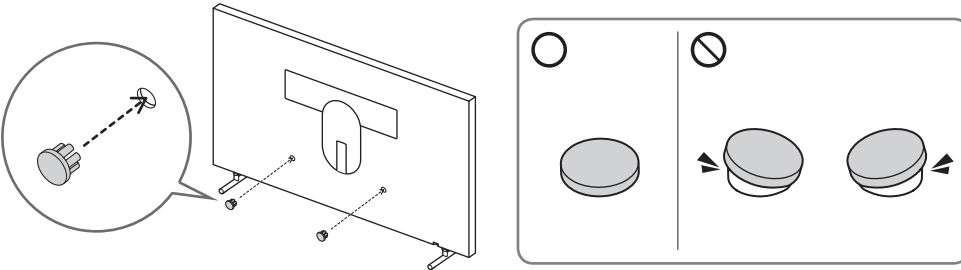
Preventing the TV from falling

1. Using the appropriate screws, firmly fasten a set of brackets to the wall. Confirm that the screws are firmly attached to the wall.
 - You may need additional material such as wall anchors depending on the type of wall.
2. Using the appropriately sized screws, firmly fasten a set of brackets to the TV.
 - For the screw specifications, refer to the standard screw part in the table under "Mounting the TV on a wall".
3. Connect the brackets fixed to the TV and the brackets fixed to the wall with a durable, heavy-duty string, and then tie the string tightly.
 - Install the TV near the wall so that it does not fall backwards.
 - Connect the string so that the brackets fixed to the wall are at the same height as or lower than the brackets fixed to the TV.



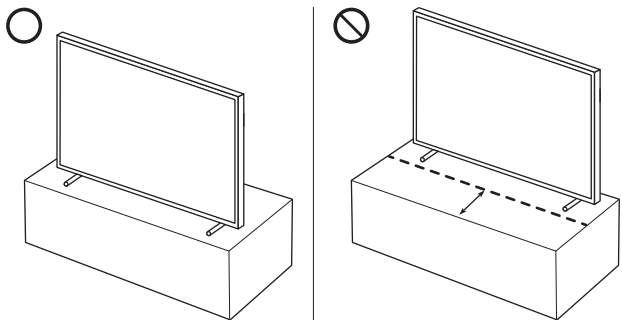
Using the Cover Cap

When you do not use the VESA wall mount, you can cover the wall mount screw holes with cover caps. See the image below.

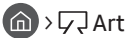


Precautions when installing the TV with a stand

When you install the TV with a stand, avoid placing the stand on the back part of the table surface. Failure to do so may cause the motion sensor at the bottom of the TV not to work properly.



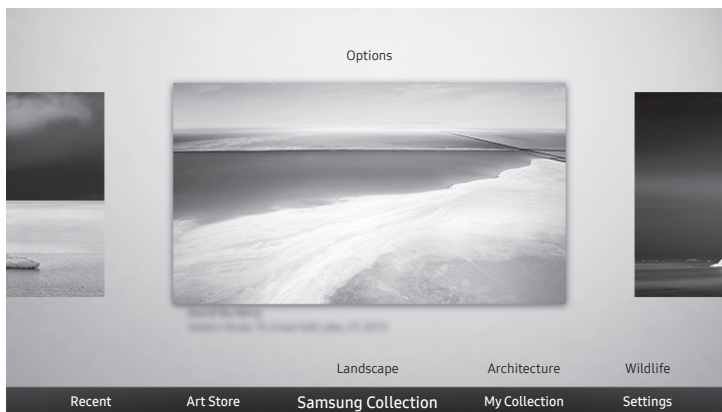
04 Using Art Mode



You can use Art mode function to display image content such as artworks or photos when you are not watching TV in full screen mode.

- Press the button on the remote control to switch to TV mode or Art mode.
- Press the button in Art mode to switch to TV mode.
- To turn off the TV completely, press and hold the button on the remote control, or press the TV Controller button at the bottom of the TV.
 - If you use a remote control other than the Samsung Smart Remote, the TV may not be turned off completely.
- In Art mode, the brightness and colour tone of your TV are automatically adjusted depending on the ambient, and the TV can be automatically turned on or off.
 - The TV is set by default so that the screen turns off automatically when the ambient light dims in Art mode.
- You can use Art mode settings (> > Settings) on the TV or SmartThings app on your mobile device to set the motion sensor settings so that the TV can detect visual changes including user movements and turn on or off automatically.
- In Art mode, you can connect your mobile device to the TV using the SmartThings app on the mobile device to view photos on the mobile device.
 - This function may not be supported depending on the TV model or mobile device.
 - Supported features may differ depending on the version of the SmartThings app.

Viewing images



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

To view an image in Art mode, select one of the menus below. To switch to the sub menu where you can select images, press the Select button, one of the four directional buttons, or button in Art mode. Then, use the directional buttons on the remote control to move to desired image, and then press the Select button. ✓ Set appears at the top of the selected image, and you can view the selected image in Art mode.

- **Recent**

You can manipulate the last selected image.

- **Art Store**

You can go to **Art Store** to purchase various images.

- The **Art Store** may not appear depending on the network connection status.

- **Samsung Collection**

You can choose images from different topics.

- **My Collection**

You can use the **Favourite** function to view a list of artworks and photos that you set as your favourites. You can also select the desired ones among the images saved on an external storage device or a mobile device and save them in **My Photos** (🏠 > ↶ Art > **My Collection** > **My Photos**).

- In order to fetch the images from your mobile device, the SmartThings app must have been installed in your mobile device.

Import images from an external storage device

1. Connect an external storage device that contains images to the TV.
 2. Use the directional buttons on the remote control to move to **My Collection**, and then move to the connected external storage device.
 3. Use the directional buttons on the remote control to move to **Options** at the top of the screen, and then select **Save**.
 4. Use the directional buttons on the remote control to move to an image, and then press the **Select** button.
 - You can select multiple images.
 5. Use the directional buttons on the remote control to move to **Save to My Photos** at the top of the screen, and then press the **Select** button.
 6. The selected image or images are saved in **My Photos** (🏠 > ↶ Art > **My Collection** > **My Photos**).
- Recommended resolutions: 3840 x 2160 (16:9)

Buying images from Art Store

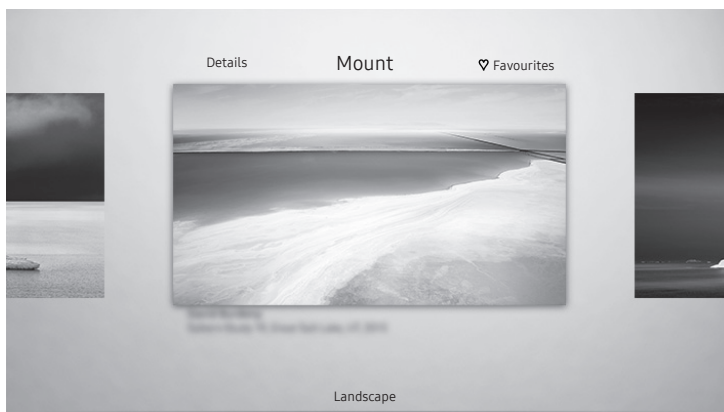
1. Use the directional buttons on the remote control to move to **Art Store**.
2. Use the directional buttons on the remote control to move to a topic, and press the **Select** button. The images corresponding to the topic appear on the screen.
3. Use the directional buttons on the remote control to move to an image, and press the **Select** button.
4. Use the directional buttons on the remote control to move to **Buy** at the top of the screen, and then press the **Select** button to buy the selected image.
5. Use the directional buttons on the remote control to select payment methods, and then press the **Select** button.
6. Follow the on-screen instructions to procedure payment.

Subscribing to Art Store Membership

When you subscribe to **Art Store Membership**, you can use **Art Store** unlimitedly and enjoy various art works by replacing them with new ones according to your preferences.



1. Use the directional buttons on the remote control to move to **Membership** (🏠 > ↶ Art > **Art Store** > **Membership**).
2. Follow the on-screen instructions to enter your membership information.

Setting the style of the selected image




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

Use the directional buttons on the remote control to move to **Options** at the top of the screen. You can use the following menus:

- **Details**
You can find more information about the image.
- **Mount**
You can apply various border styles and colours to the image according to your preferences.
- **Favourite**
You can set (or not set) an image that you prefer as a favourite item by pressing the Select button on the remote control. You can view a list of items set as your favourites in **My Collection > Favourites**.
 -  **Favourite:** Not set as a favourite.
 -  **Favourite:** Set as a favourite.

Apply a border style and a colour to an image


1. Using the directional buttons on the remote control to move to the image whose border style and colour you want to change, move to **Mount** at the top of the screen, and then press the Select button.
2. Use the directional buttons on the remote control to select the border style and colour that you want.
3. Change the border style and colour, and then press the Select button to move the focus to the image.
 - If change only the border style, change the border style and then press the Select button to save the selected border style.
4. To save the selected border style and colour, press the Select button again.
 - If you press the  button to exit, the border style and colour you changed are not saved.

Setting up Art mode

In Art mode, use the directional buttons on the remote control to move to the **Settings** menu item at the bottom. You can adjust the following functions:

- **Colour & Brightness**

Use the directional buttons on the remote control to move to **Modify** at the top, and then press the Select button. In the next screen, adjust the picture colour and brightness. After selecting the desired settings, press the Select button on the remote control.

 - To immediately set **Colour & Brightness** while enjoying Art mode, press the  button on the remote control.
- **Sleep After**

If no motion is detected around the TV for the set time, the TV turns off automatically. Use the directional buttons on the remote control to move to the top items. After selecting the desired time, press the Select button on the remote control.
- **Motion Detector**

The sensitivity of the motion sensor function can be adjusted. Use the directional buttons on the remote control to move to the top items. After selecting the desired sensitivity, press the Select button on the remote control.
- **Night Mode**

When this function is turned on, the TV turns off automatically if no light is detected around the TV. Use the directional buttons on the remote control to move to the top items, and then turn this function on or off.

Using Art mode with the SmartThings app

Once you have installed the SmartThings app on your mobile device, you can use the following functions:

You can download the SmartThings app from Google Play Store, Samsung Apps, or the App Store.

- The features or terminology may vary depending on the version of the SmartThings app.
- On tablet devices, Art mode features may not be supported by the SmartThings app.
- **Selecting images**
- **Subscribing to Art Store Membership**
- **Creating Collage:** Combine multiple images into one image.
- **Applying border styles and colours to images**
- **Setting the colour tone and the brightness for Art mode**
- **Setting Sleep After:** When no motion is detected for the time specified in Art mode, the TV turns off automatically.
- **Setting Night Mode:** Set The Frame to turn off automatically if no light is detected in the room.
- **Setting Motion Detector:** Set the sensor sensitivity so that the TV turns on automatically when motion is detected in Art mode.

05 The Samsung Smart Remote

About the Buttons on the Samsung Smart Remote

- The images, buttons, and functions of the Samsung Smart Remote may differ depending on the model.

(Power)

When watching TV, press to switch to Art mode. In Art mode, press to switch to watching TV.

- Press and hold to turn off the TV completely.

123 (Number button)

When pressed, a number strip appears on the bottom of the screen. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.

- When you press the button and then select TTX/MIX from the pop-up list, the TTX menu appears.

Directional pad (up/down/left/right)

Moves the focus and changes the values seen on the TV's menu.

(Return)

Returns to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a programme, the previous channel appears.

(Play/pause)

When pressed, the playback controls appear. Using these controls, you can control the media content that is playing.

(Smart Hub)

Returns to the Home Screen.

- Press in Art mode to switch to TV mode.

(Voice Interaction)

Runs **Voice Interaction**. Press and hold the button, say a command, and then release the button to run **Voice Interaction**.

When you press the button, the **Enter Voice Command Guide** menu appears at the bottom of the screen.

- The supported languages and features for voice interaction may differ depending on the geographical area.

(Colour button)

When pressed, coloured buttons appear on the screen. Use these coloured buttons to access additional options specific to the feature you are using.

- To immediately set **Colour & Brightness** while enjoying Art mode, press the button.

Select

Selects or runs a focused item. When pressed while you are watching content, detailed programme information appears.

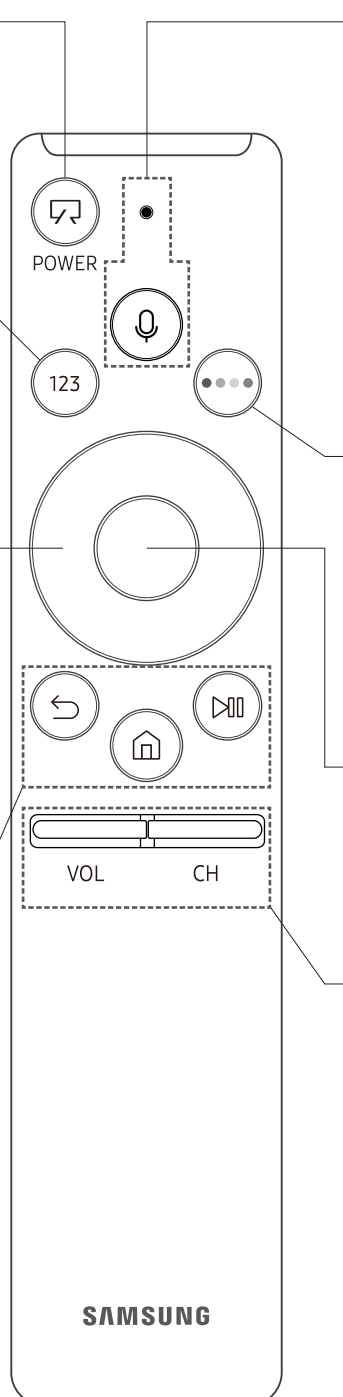
VOL (Volume)

Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the **Accessibility Shortcuts** menu appears.

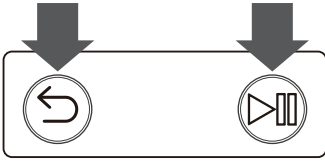
CH (Channel)



Move the button up or down to change the channel. To see the **Guide** or **Channel List** screen, press the button.

(The **Guide** or **Channel List** screen appears depending on the geographical area.)

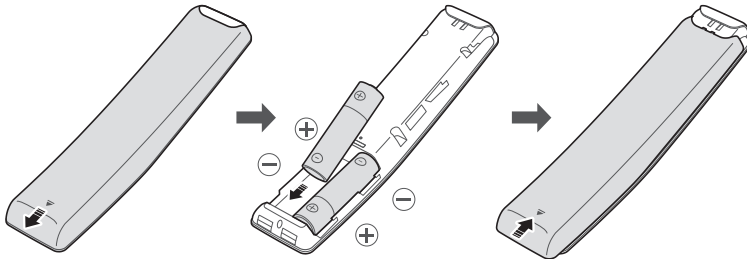


Pairing the TV to the Samsung Smart Remote



When you turn on the TV for the first time, the Samsung Smart Remote pairs to the TV automatically. If the Samsung Smart Remote does not pair to the TV automatically, point it at the remote control sensor of the TV, and then press and hold the buttons labelled  and  as shown in the figure on the left simultaneously for 3 seconds or more.

Installing batteries into the Samsung Smart Remote



To install the batteries, push the rear cover open in the direction of the arrow, and then insert the batteries as shown in the figure. Make sure that the positive and negative ends are facing in the correct direction.

- Alkaline batteries are recommended for longer battery life.

06 Running the Initial Setup

When you turn on your TV for the first time, it immediately starts the Initial Setup. The Initial Setup allows you to configure the basic settings for the TV to operate, such as broadcast reception, channel search, and network connection, at one time.

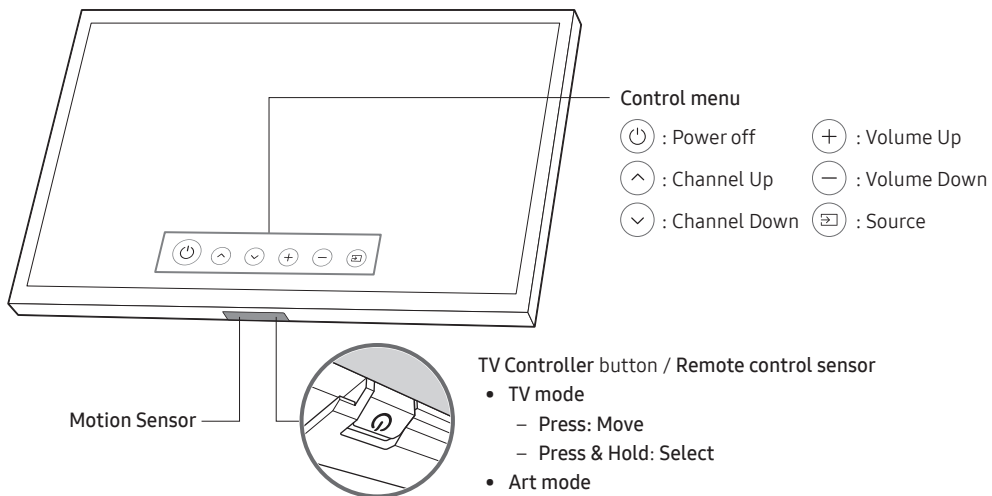
- Before starting the Initial Setup, be sure to connect external devices first.
- To use the TV's smart features, the TV must be connected to the Internet.
- Noise may occur temporarily when the TV communicates with mobile devices.
- The SmartThings app is available on mobile devices for Android 6.0 or higher and iOS 10 or higher.
- To perform initialisation by using the SmartThings app, the mobile device must have been connected via Wi-Fi.
- When the pop-up for setup does not appear automatically on the SmartThings app of your mobile device, proceed with the process after manually adding the TV using **Add Device** on the dashboard of the SmartThings app.

You can also start the Initial Setup using the TV's menu (🏠 > ⚙️ **Settings** > **General** > **Start Setup**).

Follow the instructions displayed on the Initial Setup screen and configure the TV's basic settings to suit your viewing environment.

Using the TV Control Stick

You can turn on the TV with the **TV Controller** button at the bottom of the TV, and then use the **Control Menu**. The **Control menu** appears when the **TV Controller** button is pressed while the TV is On. For more information about its usage, refer to the figure below.



TV Controller button / Remote control sensor

- **TV mode**
 - Press: Move
 - Press & Hold: Select
- **Art mode**
 - Press: Switch to the TV mode

The TV Controller is located on the bottom of the TV.

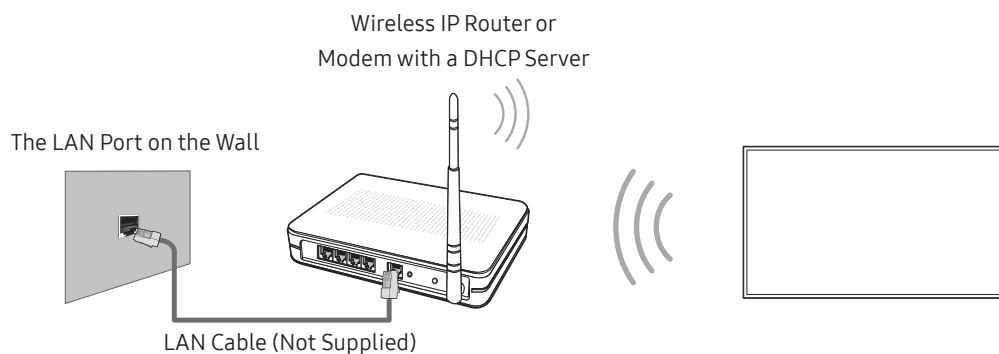
- When you press the **TV Controller** button, be careful not to press the motion sensor close to it.
- In **Art mode**, the power indicator at the bottom of the TV remains off.
- After detaching the Customizable Frame (sold separately) from the TV, push up the remote control sensor so that it returns to its original position.
 - Do not push up the remote control sensor strongly. There is a risk of damage.

07 Connecting to a Network

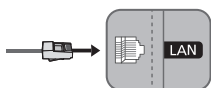
Connecting the TV to a network gives you access to online services, such as Smart Hub, as well as software updates.

Network Connection - Wireless

Connect the TV to the Internet using a standard router or modem.



Network Connection - Wired



Connect your TV to your network using a LAN cable.

- The TV does not support the network speeds less than or equal to 10 Mbps.
- Use Cat7 (*STP Type) cable for the connection.
* Shielded Twist Pair

Mobile Network

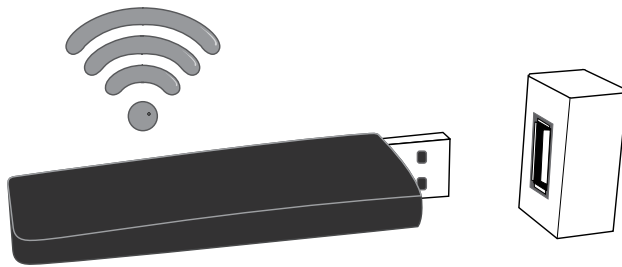
Depending on the model or geographical area.

While connecting to the mobile network, some functions might be unavailable.

Refer to the following diagram and insert the Mobile Dongle into the USB port. The Mobile Dongle must be connected to the TV in order to connect to the mobile network. However, the Mobile Dongle is sold separately and is not available from Samsung.

If you have any problems using online services, please contact your Internet service provider.

- When you use a large mobile dongle(Data Card), USB devices may not work properly due to interferences among the USB ports, or the wireless network may not work properly due to interferences from the peripherals and surroundings. In this case, use a USB extension cable to connect a large mobile dongle to a USB port.



Supported Telecom and Model Name

For more information, refer to the e-Manual.

08 Troubleshooting and Maintenance

Troubleshooting

If the TV seems to have a problem, first review this list of possible problems and solutions. Alternatively, review the Troubleshooting Section in the e-Manual. If none of these troubleshooting tips apply, please visit “www.samsung.com” and click on Support, or contact the call centre listed on the back cover of this manual.

- This TFT LED panel is made up of sub pixels which require sophisticated technology to produce. There may be, however, a few bright or dark pixels on the screen. These pixels will have no impact on the performance of the product.
- To keep your TV in optimum condition, upgrade to the latest software. Use the **Update Now** or **Auto update** functions on the TV's menu (🏠 > ⚙️ **Settings** > **Support** > **Software Update** > **Update Now** or **Auto update**).

The TV won't turn on.

- Make sure that the AC power cord is securely plugged in to the TV and the wall outlet.
- Make sure that the wall outlet is working and the power indicator at the bottom of the TV is lit and glowing a solid red.
- Try pressing the Power (⏻) button at the bottom of the TV to make sure that the problem is not with the remote control. If the TV turns on, refer to “Remote control does not work”.

There is no picture/video/sound, or a distorted picture/video/sound from an external device, or “Weak or No Signal” is displayed on the TV, or you cannot find a channel.

- Make sure the connection to the device is correct and that all cables are fully inserted.
- Remove and reconnect all cables connected to the TV and the external devices. Try new cables if possible.
- Confirm that the correct input source has been selected (🏠 > **Source**).
- Perform a TV self diagnosis to determine if the problem is caused by the TV or the device (🏠 > ⚙️ **Settings** > **Support** > **Self Diagnosis** > **Start Picture Test** or **Start Sound Test**).
- If the test results are normal, reboot the connected devices by unplugging each device's power cord and then plugging it in again. If the issue persists, refer to the connection guide in the user manual of the connected device.
- If you are not using a cable box or satellite box, and your TV is receiving TV signals from an antenna or a cable wall connector, run **Auto Tuning** to search for channels (🏠 > ⚙️ **Settings** > **Broadcasting** > **(Auto Tuning Settings)** > **Auto Tuning**).
 - The **Auto Tuning Settings** may not appear depending on the model or geographical area.
 - If you are using a cable box or satellite box, please refer to the cable box or satellite box manual.

The remote control does not work.

- Check if the power indicator at the bottom of the TV blinks when you press the remote's Power button. If it does not, replace the remote control's batteries.
- Make sure that the batteries are installed with their poles (+/-) in the correct direction.
- Try pointing the remote directly at the TV from 1.5 ~ 1.8 m away.
- If your TV came with a Samsung Smart Remote (Bluetooth Remote), make sure to pair the remote to the TV.

The cable box or satellite box remote control doesn't turn the TV on or off or adjust the volume.

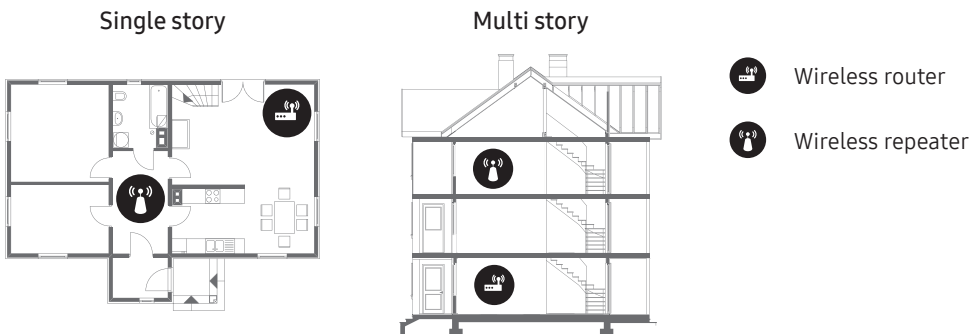
- Programme the cable box or satellite box remote control to operate the TV. Refer to the cable box or satellite box user manual for the SAMSUNG TV code.

The TV settings are lost after 5 minutes.

- The TV is in the **Retail Mode**. Change the **Usage Mode** in the **General Menu** to **Home Mode** (🏠 > ⚙️ **Settings** > **General** > **System Manager** > **Usage Mode** > **Home Mode**).





Intermittent Wi-Fi

- Make sure the TV has a network connection (🏠 > ⚙️ **Settings** > **General** > **Network** > **Network Status**).
- Make sure the Wi-Fi password is entered correctly.
- Check the distance between the TV and the Modem/Router. The distance should not exceed 15.2 m.
- Reduce interference by not using or turning off wireless devices. Also, verify that there are no obstacles between the TV and the Modem/Router. (The Wi-Fi strength can be decreased by appliances, cordless phones, stone walls/fireplaces, etc.)





- Contact your Internet Service Provider (ISP) and ask them to reset your network circuit to re-register the Mac addresses of your new Modem/Router and the TV.







Video App problems (Youtube etc)

- Change the DNS to 8.8.8.8. Select  >  Settings > General > Network > Network Status > IP Settings > DNS setting > Enter manually > DNS Server > enter 8.8.8.8 > OK.
- Reset by selecting  >  Settings > Support > Self Diagnosis > Reset Smart Hub.

The TV remains on or does not turn on automatically.

- If the surrounding area is too dark or bright, the motion sensor may not work normally. The performance of the motion sensor may be affected by the installation environment (height, tilt, obstacles). If the clothes you wear or your skin colour is similar to the surrounding shading, the motion sensor may not work properly.
- The TV responds to all visual changes around it (lights, displays, dogs, out-of-window changes, and other occurrences). You can adjust the response level by adjusting the motion detection sensitivity.
( >  Art > Settings > Motion Detector)

Precautions when using Art mode

- The motion sensor is located at the bottom of the TV. Do not block the sensor at the front of the TV. The motion sensor as well as the brightness and colour tone of the screen can be affected.
- Art mode uses algorithms to minimise image burn-in that can be caused by displaying still images on the screen for long periods of time.
- The performance of the sensor may vary depending on the TV installation and operating environment.
 - The screen brightness and colour tone may be affected depending on the colour of the floor on which the TV stands.
 - In an environment where special light sources other than standard light sources (halogen, fluorescent) are used, the sensor's motion recognition performance may vary depending on the positions, types, and number of the light sources.
 - If the area around the TV is too dark or bright, the screen brightness may be limited or the sensor may not work normally.
 - If the TV is installed too high or too low, the sensor may not work normally.
 - The motion sensor may sense motion from a flashing LED, a pet, a car moving outside the window, or other occurrence and start operating.
- Depending on the Auto Power Off ( >  Settings > General > Eco Solution > Auto Power Off) function settings, the TV may turn off when there is no user input in Art mode, such as inputs from the remote control.
-  >  Settings > General > System Manager > Time > Sleep Timer and Off Timer function does not work in Art mode.
-  >  Settings > General > System Manager > Auto Protection Time function does not work in Art mode.

What is Remote Support?

Samsung Remote Support service offers you one-on-one support with a Samsung Technician who can remotely:

- Diagnose your TV
- Adjust the TV settings for you
- Perform a factory reset on your TV
- Install recommended firmware updates

How does Remote Support work?

You can easily get Samsung Remote Support service for your TV:

1. Call the Samsung Contact Centre and ask for remote support.
2. Open the menu on your TV and go to the **Support** section. (🏠 > ⚙️ **Settings** > **Support**)
3. Select **Remote Management**, then read and agree to the service agreements. When the PIN screen appears, provide the PIN number to the technician.
4. The technician will then access your TV.

Eco Sensor and screen brightness

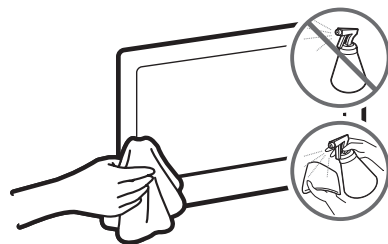


Eco Sensor adjusts the brightness of the TV automatically. This feature measures the light in your room and optimises the brightness of the TV automatically to reduce power consumption. If you want to turn this off, go to 🏠 > ⚙️ **Settings** > **General** > **Eco Solution** > **Ambient Light Detection**.

- If the screen is too dark while you are watching TV in a dark environment, it may be due to the **Ambient Light Detection** function.
- The eco sensor is located at the bottom of the TV. Do not block the sensor with any object. This can decrease picture brightness.

Caring for the TV

- If a sticker was attached to the TV screen, some debris can remain after you remove the sticker. Please clean the debris off before watching TV.
- The exterior and screen of the TV can get scratched during cleaning. Be sure to wipe the exterior and screen carefully using a soft cloth to prevent scratches.
- Do not spray water or any liquid directly onto the TV. Any liquid that goes into the product may cause a failure, fire, or electric shock.
- To clean the screen, turn off the TV, then gently wipe away smudges and fingerprints on the panel with a micro-fiber cloth. Clean the body or panel of the TV with a micro-fiber cloth dampened with a small amount of water. After that, remove the moisture with a dry cloth. While cleaning, do not apply strong force to the surface of the panel because it can damage the panel. Never use flammable liquids (benzene, thinner, etc.) or a cleaning agent. For stubborn smudges, spray a small amount of screen cleaner on a micro-fiber cloth, and then use the cloth to wipe away the smudges.



09 Specifications and Other Information

Specifications

Model Name	UA43LS03N	UA49LS03N
Display Resolution	3840 x 2160	3840 x 2160
Screen Size Measured Diagonally	108 cm	123 cm
Sound (Output)	20 W	20 W
Dimensions (W x H x D) Body With stand	96.66 x 55.68 x 4.25 cm 96.66 x 59.98 x 20.00 cm	109.92 x 63.14 x 4.25 cm 109.92 x 67.43 x 20.00 cm
Weight Without Stand With Stand	11.2 kg 11.7 kg	13.8 kg 14.3 kg
Model Name	UA55LS03N	UA65LS03N
Display Resolution	3840 x 2160	3840 x 2160
Screen Size Measured Diagonally	138 cm	163 cm
Sound (Output)	40 W	40 W
Dimensions (W x H x D) Body With stand	123.50 x 70.78 x 4.25 cm 123.50 x 75.07 x 20.00 cm	145.39 x 83.09 x 4.25 cm 145.39 x 87.55 x 29.40 cm
Weight Without Stand With Stand	18.6 kg 19.1 kg	25.4 kg 26.2 kg

Environmental Considerations

Operating Temperature	50°F to 104°F (10°C to 40°C)
Operating Humidity	10% to 80%, non-condensing
Storage Temperature	-4°F to 113°F (-20°C to 45°C)
Storage Humidity	5% to 95%, non-condensing

- The design and specifications are subject to change without prior notice.
- For information about the power supply, and more information about power consumption, refer to the label-rating attached to the product.
- You can see the label-rating attached to the bottom of the One Connect.
- You can see the label-rating attached to the back of the TV. (For some models, you can see the label-rating inside the cover terminal.)

Decreasing power consumption

When you shut the TV off, it enters Standby mode. In Standby mode, it continues to draw a small amount of power. To decrease power consumption, unplug the power cord when you don't intend to use the TV for a long time.

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For India only

This product is RoHS compliant.



This marking on the product, accessories or literature indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

For more information on safe disposal and recycling visit our website www.samsung.com/in or contact our Helpline numbers-1800 40 SAMSUNG(1800 40 7267864) (Toll-Free)

WARNING - TO PREVENT THE SPREAD OF FIRE, KEEP CANDLES OR OTHER ITEMS WITH OPEN FLAMES AWAY FROM THIS PRODUCT AT ALL TIMES.



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Contact SAMSUNG WORLD WIDE

If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care centre.

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SINGAPORE	1800 7267864 1800-SAMSUNG	www.samsung.com/sg/support
AUSTRALIA	1300 362 603	www.samsung.com/au/support
NEW ZEALAND	0800 726 786	www.samsung.com/nz/support
VIETNAM	1800 588 889	www.samsung.com/vn/support
THAILAND	0-2689-3232 1800-29-3232 (Toll free)	www.samsung.com/th/support
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CAMBODIA	+855-23-993232 1800-20-3232 (Toll free)	www.samsung.com/th/support
LAOS	+856-214-17333	
MALAYSIA	1800-88-9999 +603-7713 7420 (Overseas contact)	www.samsung.com/my/support
INDONESIA	021-5699-7777 0800-112-8888 (All Product, Toll Free)	www.samsung.com/id/support
PHILIPPINES	1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02- 422-2111 [Standard Landline]	www.samsung.com/ph/support
TAIWAN	0800-32-9999	www.samsung.com/tw/support
JAPAN	0120-363-905	www.galaxymobile.jp/jp/support
INDIA	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free)	www.samsung.com/in/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667	www.samsung.com/in/support
BANGLADESH	09612300300 08000300300 (Toll free)	www.samsung.com/in/support
SRI LANKA	+9411SAMSUNG (+94117267864) +94117540540 +94115900000	www.samsung.com/in/support
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ALGERIA	3004	www.samsung.com/n_africa/support
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PAKISTAN	0800-Samsung (72678)	www.samsung.com/pk/support
TUNISIA	80 100 012	www.samsung.com/n_africa/support
U.A.E	800-SAMSUNG (800 - 726 7864)	www.samsung.com/ae/support (English) www.samsung.com/ae_ar/support (Arabic)
OMAN	800-SAM CS (800-72627)	
KUWAIT	183-CALL (183-2255)	
BAHRAIN	8000-GSAM (8000-4726)	
QATAR	800-CALL (800-2255)	
TURKEY	444 77 11	www.samsung.com/tr/support
JORDAN	0800-22273 06 5777444	www.samsung.com/levant/support
SYRIA	962 5777444	
LEBANON	1299	
IRAQ	80010080	
MOROCCO	080 100 22 55	www.samsung.com/n_africa/support

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Country	Customer Care Centre ☎	Web Site
SOUTH AFRICA	0860 SAMSUNG (726 7864)	www.samsung.com/support
NAMIBIA	08197267864	
ZAMBIA	3434	
MAURITIUS	800 2550	
REUNION	0262 50 88 80	
ANGOLA	917 267 864	
ZIMBABWE	0808 0204	
MOZAMBIQUE	847267864	www.samsung.com/africa_en/support
NIGERIA	0800-726-7864	
GHANA	0800-100-077	
COTE D'IVOIRE	8000-00-77	www.samsung.com/africa_fr/support
SENEGAL	800-00-0077	
CAMEROON	67095-0077	
KENYA	0800 545 545	www.samsung.com/support
UGANDA	0800 300 300	
TANZANIA	0800 780 089	
RWANDA	9999	
BURUNDI	200	
DRC	499999	
SUDAN	1969	

