

SAMSUNG

USER MANUAL

QLED 8K QN65Q900TB QN75Q900TB QN82Q900TB



Thank you for purchasing this Samsung product.

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

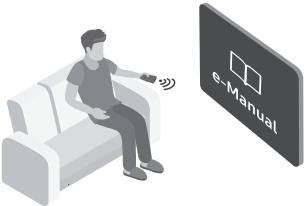
Model _____ Serial No. _____

If you have any questions, please call us at 1-800-SAMSUNG (1-800-726-7864) for assistance.

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. To open the e-Manual,  >  Settings > Support > Open e-Manual



Scan this QR code with your smart device to visit Samsung's online Customer Service Center. You can also use your PC to visit "www.samsung.com" and click Support. 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

	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.
	Recently Viewed Topics	Select a topic from the list of recently viewed topics.

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

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

	Try Now	Allows you to access the corresponding menu item and try out the feature right away.
	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.

Refer to the table below for an explanation of symbols which may be on your Samsung product.

CAUTION			Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a power cord, the product MUST have a reliable connection to protective earth (ground).
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 authorized 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 plugging in the AC power cord of the TV, make sure that the operational voltage of the TV matches the voltage of your local electrical power supply. Refer to the power specifications section of the manual and/or the power supply label on the product for voltage and amperage information.
- 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 authorized dealer or service center.
- Be sure to pull the power plug out of the outlet if the TV is to remain unused or if you are going 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 authorized Samsung service center 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 center.
- 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, air 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.
- **WARNING - TO PREVENT THE SPREAD OF FIRE, KEEP CANDLES AND OTHER ITEMS WITH OPEN FLAMES AWAY FROM THIS PRODUCT AT ALL TIMES.**
- Use care when touching the TV after it has been on for some time. Some parts can be warm to the touch.
- **State of California Proposition 65 Warning**
 **WARNING:** Cancer and Reproductive Harm - www.P65Warnings.ca.gov



Internet security

Samsung takes a number of steps to protect its Internet-compatible Smart TVs against unauthorized incursions and hacking. For example, certain sensitive communications between the TV and the Internet servers are encrypted. In addition, the TV's operating system has adopted controls to prevent the installation of unauthorized applications. Although we take steps to protect your Smart TV and personal information, no Internet-connected device or transmission is completely secure. We therefore encourage you to take additional steps to safeguard your TV, secure your Internet connection, and minimize the risk of unauthorized access. These steps are listed below:

- When Samsung releases software updates to improve the security of your TV, you should promptly install these updates. To automatically receive these updates, turn on **Auto Update** in the TV's menu (Home > Settings > Support > Software Update > Auto Update). When an update is available, a popup message appears on the TV screen. Accept the software download and update by selecting **Yes** when prompted. Take steps to secure your wireless access point and network. Your access point's manual should provide additional details about how to implement the following measures:
 - Secure your wireless access point's management settings with a unique password to prevent unauthorized changes to security related settings.
 - Implement standard encryption (e.g., WPA2 encryption) on your wireless access point to secure your wireless network signal.
 - Secure access to your wireless network with a hard-to-guess password.
 - Confirm your access point's firewall setting is enabled (if so equipped).
 - Make sure that all your Internet-connected devices are behind your network's firewall.
 - If your access point or modem has a standby mode button, use it to disconnect your home network from the Internet when it is not in use.
- Use strong passwords for all your Internet accounts (Netflix, Facebook, etc.). If your TV has a camera, recess the camera into the TV's bezel when it is not in use. Recessing the camera makes it inoperative.
- If any unexpected messages appear on your TV screen requesting permission to link a device or enable a remote session, do NOT accept.
- Do not visit suspicious web sites and do not install any suspicious programs. We recommend that users install only those authorized apps provided by Samsung through Samsung Smart Hub.

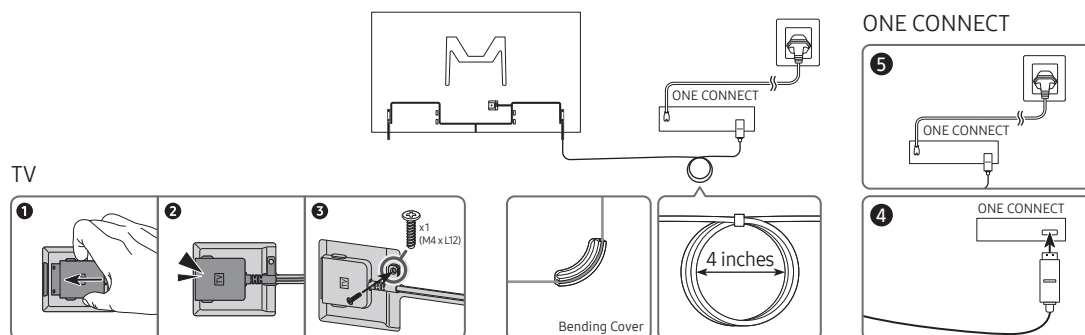
Figures and illustrations in this User Manual are provided for reference only and may differ from the actual product appearance. Product design and specifications may change without notice.

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01 TV Installation

One Invisible Connection Guide



To connect the One Invisible Connection to the One Connect and your TV, follow these steps:

- After the TV is completely set up and placed in its final position, connect the One Invisible Connection to the One Connect and the TV as shown in Steps 1 to 4 above.
WARNING: Make sure that both connectors are fully and firmly connected. If either connector is not connected properly, there is a danger of severe electric shock.
- Connect the One Connect AC power cord to the One Connect, and then connect the cord to a wall outlet as shown in Step 5 above.
WARNING: Follow the directions exactly. Be sure to connect the power cord to the wall outlet as the last step. Always disconnect the power cord from the wall outlet before disconnecting the One Invisible Connection from the back of the TV or from the One Connect.
 - See the illustrated Quick Setup Guide for more information.
- Connect your peripherals (antenna, cable box, Blu-ray player, etc.) to the One Connect box. See the Accessory Kit Guide for details.



- Do not install the One Connect upside-down or standing upright on one of its sides.
- When connecting the One Invisible Connection, use a Bending Cover to bend the cable. The Bending Cover prevents the cable of the One Invisible Connection from being bent at a 90 degree angle. Bending the cable at a 90 degree angle can damage the cable.
- When connecting the One Invisible Connection, pay attention to the shapes and sizes 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 of the TV or damage to the cable.
- When arranging the remaining cable, refer to the figure above for the correct arrangement.
- Take care not to subject the cable to any of the actions below. The One Invisible Connection contains a power circuit. You could damage the cable and subject yourself to an electric shock.
- Handle the One Connect box carefully. It is heavy.



Bending



Twisting



Pulling



Pressing on



Electric shock

CLASS1 LASER PRODUCT (One Invisible Connection)

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

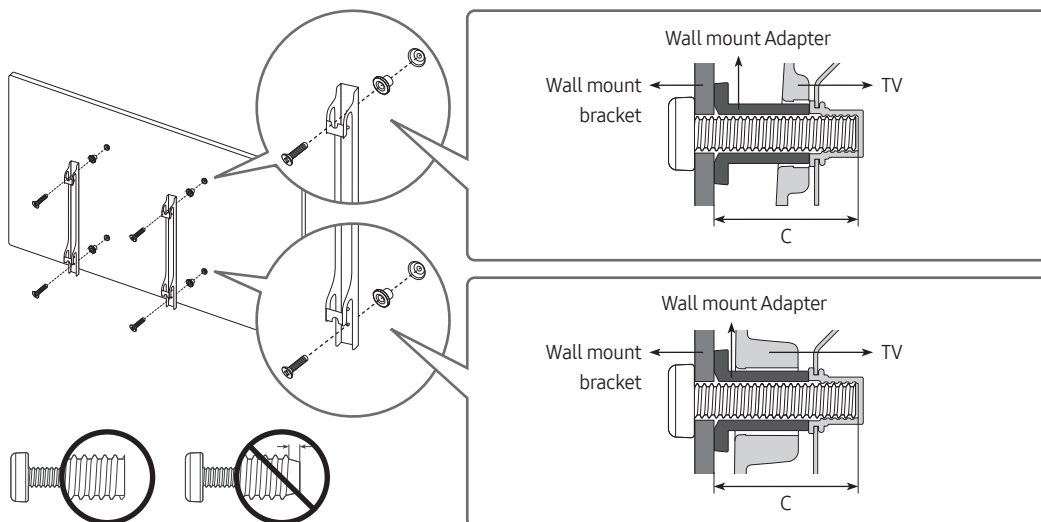
Mounting the TV on a wall



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 the adapters 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.
- To order the wall mount kit, contact Samsung Customer Care at 1-800-SAMSUNG (1-800-726-7864).
- 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.
- 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.)
- Standard dimensions for wall mount kits are shown in the table below.
- 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 below.

TV size in inches	VESA screw hole specs (A * B) in millimeters	C (mm)	Standard Screw	Pitch (mm)	Quantity	
65-75	400 x 400	19-21	M8	1.25	4	
82	600 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.
 - For 82 inch or larger models, have four 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 4 inches (10 cm) between the TV and One Connect as a whole and 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.

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 destabilize 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 below.



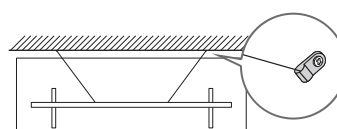
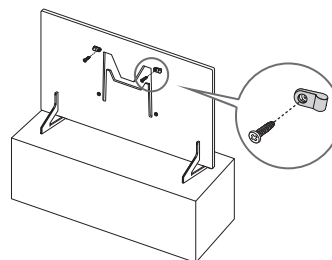
WARNING: Never place a television set in an unstable location. The television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- 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.

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 "Standard Screw" in the table on page 9.
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.

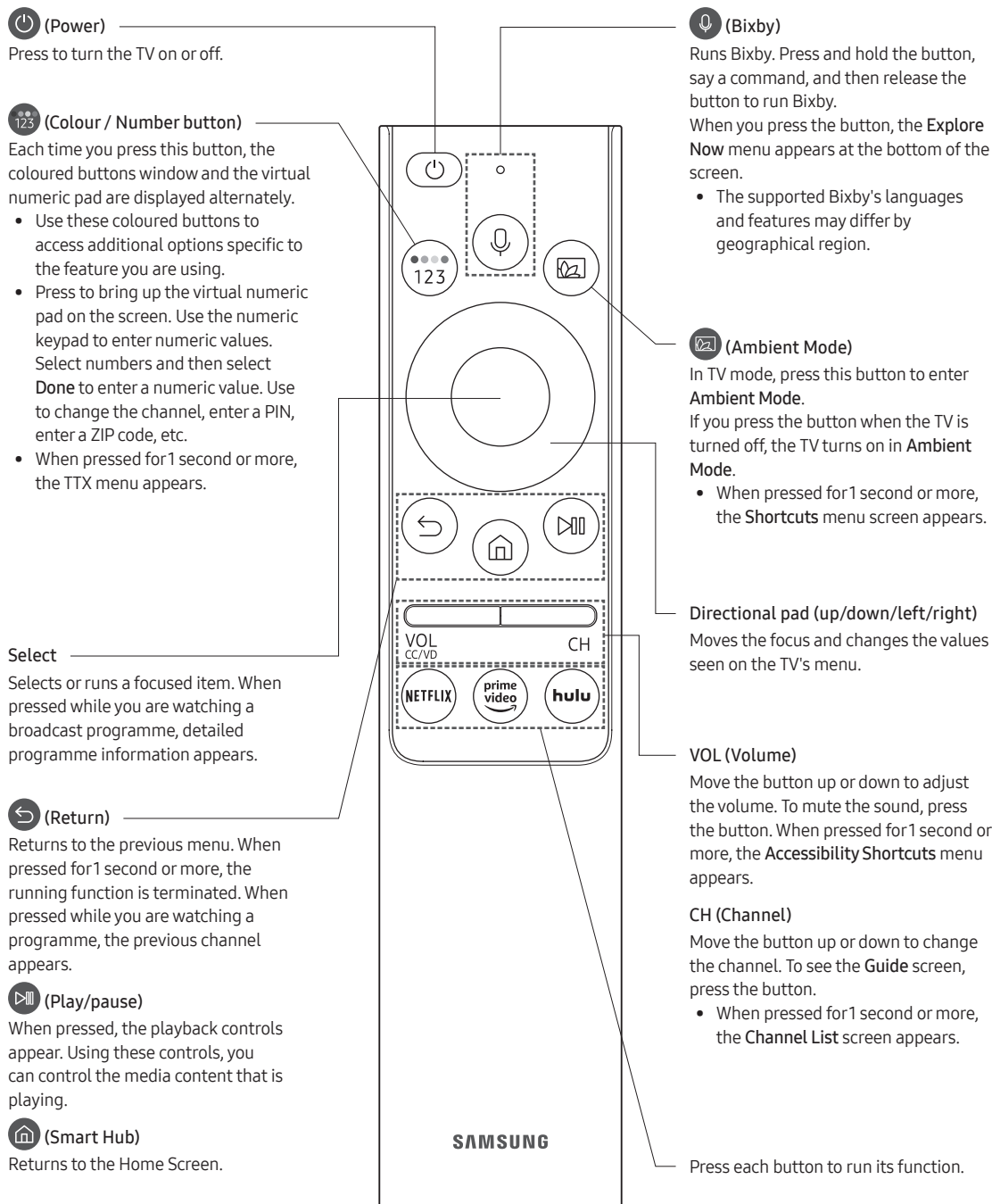


- The displayed image may differ from your TV, depending on the model.

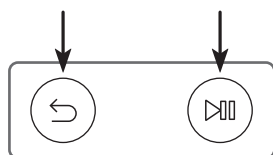
02 The Samsung Smart Remote

About the Buttons on the Samsung Smart Remote

- The images, buttons, and functions of the Samsung Smart Remote may differ depending on the model.
- The Universal Remote function operates normally only when you use the Samsung Smart Remote that comes with the TV.

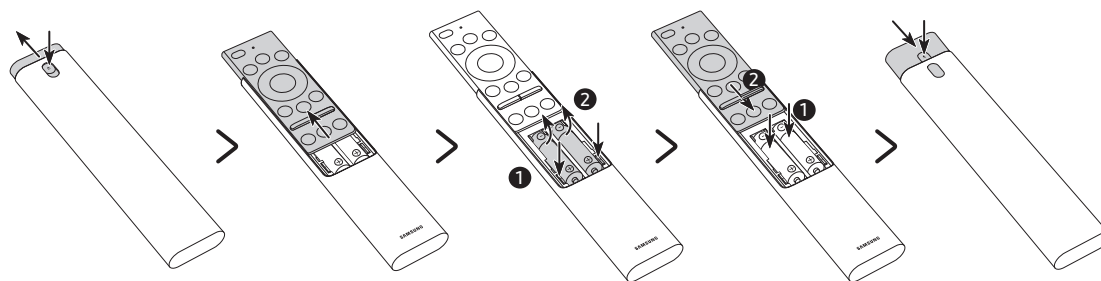


Pairing the TV to the Samsung Smart Remote



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 labeled  and  as shown in the figure on the left simultaneously for 3 seconds or more.

Installing batteries into the Samsung Smart Remote



1. Press the  button at the top rear of the Samsung Smart Remote. The body will pop out slightly from the body cover.
 2. Turn the remote over, and then slide the body of the remote upwards until the battery compartment is revealed.
 3. If there are batteries in the remote, press the  and  buttons on both sides of the battery compartment to remove the existing batteries.
 4. Insert two new batteries (1.5V AAA type) into the battery compartment making sure that the batteries' polarities (+, -) are oriented correctly. When done, slide the body of the remote until it is nearly in its original position.
 5. Turn the remote over, press and hold the  button on the top rear, and then slide the body of the remote down into place.
- Alkaline batteries are recommended for longer battery life.

- Battery: DC 3.0 V

- Temperature range: 0 °C ~ 50 °C

Declaration of conformity

We, Samsung Electronics Co., Ltd. of
Maetan dong 129, Samsung-ro, Yeongtong-gu, Suwon-si, Gyeonggi-do 16677, Korea
declare under our sole responsibility that our product.

CE

Manufacturer: Samsung Electronics Co., Ltd.
Address: Maetan dong 129, Samsung-ro, Yeongtong-gu, Suwon-si, Gyeonggi-do 16677, Korea
Contact Person: Min-Hyung, Cho / Senior Engineer
E-mail: mh719.cho@samsung.com

RF Operating Frequency: 2 402 MHz ~ 2 480 MHz

RF Output Power: 8.20 dBm

FCC Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions :

- (1) This Device may not cause harmful interface, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for CLASS B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by one or more of the following measures:

- 1.1. Reorient or relocate the receiving antenna.
- 1.2. Increase the separation between the equipment and receiver.
- 1.3. Connect the equipment into an outlet on a circuit different from that to which receiver is connected.
- 1.4. Consult the dealer or experienced radio/TV technician for help.

WARNING

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

"CAUTION : Exposure to Radio Frequency Radiation.

Antenna shall be mounted in such a manner to minimize the potential for human contact during normal operation. The antenna should not be contacted during operation to avoid the possibility of exceeding the FCC radio frequency exposure limit.

"ATTENTION: L'exposition aux rayonnements à fréquence radioélectrique.

Antenne doit être montée de telle manière à minimiser le risque de contact humain pendant l'utilisation normale. L'antenne ne doit pas être contacté pendant le fonctionnement pour éviter la possibilité de dépasser la limite de l'exposition aux fréquences radio de la FCC.

IC Information

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to The following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

03 Initial Setup

When you turn on your TV for the first time, it immediately starts the Initial Setup. Follow the instructions displayed on the screen and configure the TV's basic settings to suit your viewing environment.

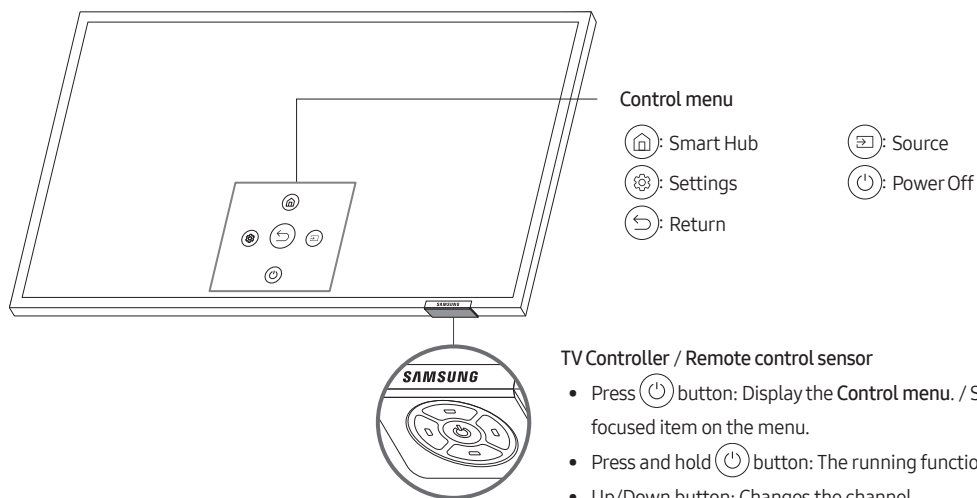
- To perform the Initial Setup using the SmartThings app, you must connect your mobile device via Wi-Fi.
- If the pop-up for setup does not appear automatically in the SmartThings app on your mobile device, manually add the TV using **Add Device** on the dashboard of the SmartThings app, and then continue with the set up process.
- The SmartThings app is available for mobile devices running Android 6.0 or higher or iOS 10 or higher.
- Noise may occur temporarily when the TV communicates with mobile devices.

Using the TV Controller

You can use the **TV Controller** on the bottom right of the TV instead of the remote control to control most of the functions of your TV. While watching TV, you can change the channel by pressing the up and down directional buttons on the **TV Controller** or adjust the volume by pressing the left and right directional buttons. Press the  button on the **TV Controller** to display the **Control menu**.

To run an item on the menu, press the directional buttons on the **TV Controller** to move the focus to the item, and then press the  button on the **TV Controller**.

- The screen may dim if the protective film on the SAMSUNG logo or the bottom right of the TV is not detached. Please remove the protective film.



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

04 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 the troubleshooting tips apply, please visit "www.samsung.com" and click Support or contact the call center listed on the back cover of this manual.

- For detailed information on troubleshooting, watch the troubleshooting videos at www.samsung.com/spsn.
- 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 One Connect and the wall outlet.
- Make sure that the wall outlet is working and the power indicator at the bottom right of the TV is lit and glowing a solid red.
- Try pressing the ⏻ button at the bottom right of the TV to make sure that the problem is not with the remote control. If the TV turns on, refer to "The remote control does not work" below.

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 Program** to search for channels (🏠 > ⚙️ Settings > Broadcasting > Auto Program).

The remote control does not work.

- Check if the power indicator at the bottom right 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 5 ft. to 6 ft. (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.

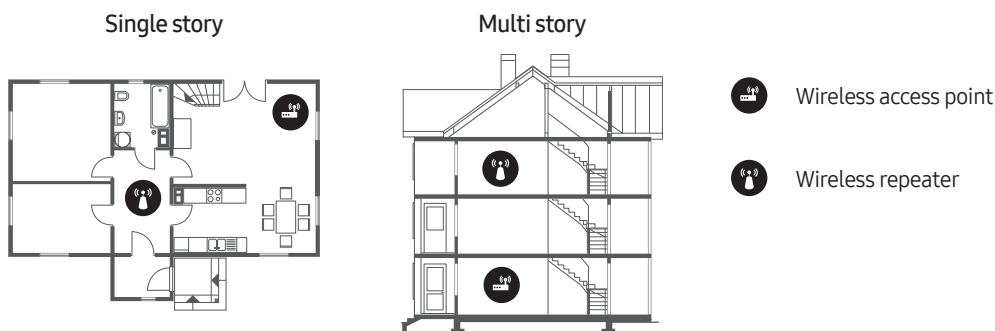
- Program the cable box or satellite box remote control to operate the TV. Refer to the cable box or satellite box user manual for the SAMSUNG TV code.

The TV settings are lost after 5 minutes.

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

Intermittent Wi-Fi

- Make sure the TV has a network connection (Home > Settings > General > Network > Network Status).
- Make sure the Wi-Fi password is entered correctly.
- Check the distance between the TV and the modem or access point. The distance should not exceed 50 ft (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 or access point. (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 or access point and the TV.

Video App problems (Youtube etc)

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

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 Center and ask for remote support.
2. Open the menu on your TV, and then go to the **Support** section. (Home > 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

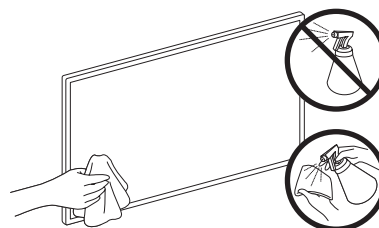


Eco Sensor adjusts the brightness of the TV automatically. This feature measures the light in your room and optimizes the brightness of the TV automatically to reduce power consumption. If you want to turn this off, go to > **Settings** > **General** > **Eco Solution** > **Ambient Light Detection**.

- 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 right 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.



05 Specifications and Other Information

Specifications

Model Name	QN65Q900TB	QN75Q900TB
Display Resolution	7680 x 4320	7680 x 4320
Screen Size Diagonal Measured Diagonally	65" Class 64.5 inches	75" Class 74.5 inches
Sound (Output)	60 W	60 W
Dimensions (W x H x D) Body With stand	57.2 x 32.9 x 1.3 inches (1452.2 x 836.4 x 34.1 mm) 57.2 x 35.4 x 12.0 inches (1452.2 x 898.2 x 304.9 mm)	66.0 x 38.0 x 1.4 inches (1677.2 x 964.6 x 34.6 mm) 66.0 x 40.4 x 13.3 inches (1677.2 x 1024.9 x 337.5 mm)
Weight Without Stand With Stand	66.6 lbs (30.2 kg) 68.8 lbs (31.2 kg)	92.8 lbs (42.1 kg) 95.5 lbs (43.3 kg)
Model Name	QN82Q900TB	
Display Resolution	7680 x 4320	
Screen Size Diagonal Measured Diagonally	82" Class 81.5 inches	
Sound (Output)	60 W	
Dimensions (W x H x D) Body With stand	72.2 x 41.6 x 1.4 inches (1835.0 x 1055.6 x 34.8 mm) 72.2 x 44 x 15.7 inches (1835.0 x 1117.0 x 398.6 mm)	
Weight Without Stand With Stand	110.2 lbs (50.0 kg) 112.9 lbs (51.2 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

Notes

- Design and specifications are subject to change without prior notice.
- This device is a Class B digital apparatus.
- For information about the power supply, and more information about power consumption, refer to the information on the label attached to the product.
 - On One Connect models, the label is attached to the bottom of the One Connect.
 - On most models, the label is attached to the back of the TV. (On some models, the label is inside the cover terminal.)
- Your TV and its accessories may look different than the product images presented in this manual, depending on the model.
- All drawings are not necessarily to scale. Some dimensions are subject to change without prior notice. Refer to the dimensions before installing your TV. Not responsible for typographical or printed errors.
- To connect a LAN cable, use a CAT 7 (*STP type) cable for the connection.
 - * Shielded Twisted Pair

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To find the nearest recycling location, go to our website:

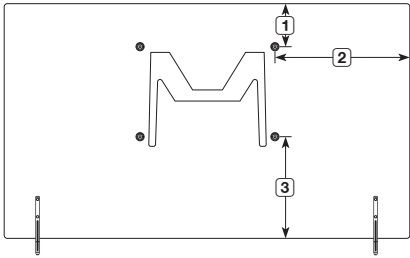
www.samsung.com/recyclingdirect or call (877) 278 - 0799

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.

Dimensions

Back panel detail / Rear view



- The displayed image may differ from your TV, depending on the model.

(Unit: inches)

Model name	1	2	3
QN65Q900TB	4.2	20.7	12.9
QN75Q900TB	4.3	25.1	18.0
QN82Q900TB	7.6	24.3	18.2

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LIMITED WARRANTY TO ORIGINAL PURCHASER

This SAMSUNG brand product, as supplied and distributed by SAMSUNG and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for period of:

Categories	Parts	Labor	Size	Service
LCD/LED TV	1 Year	1 Year	42" and Larger	Carry-In or In Home
			40" and Smaller	Carry-In

- For commercial use, the warranty is 90 Days Parts and Labor.

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures.

Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

Certain products are eligible for In-home service at Samsung's discretion. To receive in-home service, the product must be unobstructed and accessible to service personnel. If during in-home service, repair cannot be completed, it may be necessary to remove, repair and return the product. If in-home service is unavailable, SAMSUNG may elect, at our option, to provide for transportation of our choice to and from a SAMSUNG authorized service center. Otherwise, transportation to and from the SAMSUNG authorized service center is the responsibility of the purchaser.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finishes; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems; or brightness related to normal aging or any other issues if the TV is used for commercial or non-normal consumer use. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

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To obtain warranty service, please contact SAMSUNG at:

Samsung Electronics America, Inc.
85 Challenger Road
Ridgefield Park, NJ 07660-2112
1-800-SAMSUNG (726-7864) – www.samsung.com

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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 center.

Country	Customer Care Center ☎	Web Site	Address
CANADA	1-800-SAMSUNG (726-7864)	www.samsung.com/ca/support (English) www.samsung.com/ca_fr/support (French)	Samsung Electronics Canada Inc. 2050 Derry Road West Mississauga, Ontario L5N 0B9 Canada
U.S.A	1-800-SAMSUNG (726-7864)	www.samsung.com/us/support	Samsung Electronics America, Inc. 85 Challenger Road Ridgefield Park, NJ 07660

Accessibility contact information in U.S.A. : accessibility@sea.samsung.com

Scan the QR code to view our helpful how-to videos



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If you experience issues, please do not take the TV back to the store.

In the United States of America, call us at 1-800-SAMSUNG (1-800-726-7864) or visit us at www.samsung.com or www.samsung.com/spsn for support and warranty service.



For more information, see "Troubleshooting" in this manual.

