# Official Samsung KS8000/KS8500 Owners Thread

THE INFORMATION IN THIS DOCUMENT WAS ASSEMBLED TO MINIMIZE REPETITIVE AND PREVIOUSLY ASKED QUESTIONS WITHIN THIS FORUM SO THAT NEW AND COMPLICATED SITUATIONS WOULD BE THE FOCUS OF THE DISCUSSION.

THIS APPROACH IS INTENDED TO REDUCE 'CLUTTER' IN THE FORUM WHICH CONTAINS A VERY LARGE NUMBER OF POSTS.

THE CONTENTS OF THIS DOCUMENT ARE MERELY A CONSOLIDATION OF RECOMMENDATIONS AND ANSWERS TO QUESTIONS PROVIDED BY CONTRIBUTORS TO THIS FORUM. INFORMATION SHOULD BY NO MEANS BE TAKEN AS THE BEST OR FINAL ANSWER. IN THE END, YOU SHOULD USE YOUR TV THE WAY YOU WANT TO USE IT.

IF YOUR FORUM POST IS RELATED TO INFORMATION ALREADY DOCUMENTED HERE, YOU WILL BE SENT HERE FROM THE FORUM FOR MORE INFORMATION. DON'T BE OFFENDED, BE THANKFUL FOR THE ASSISTANCE!

The forum is easily searched both from a web browser and from mobile apps such as Tapatalk. Please use the search function to look for answers to your questions before posting!!!
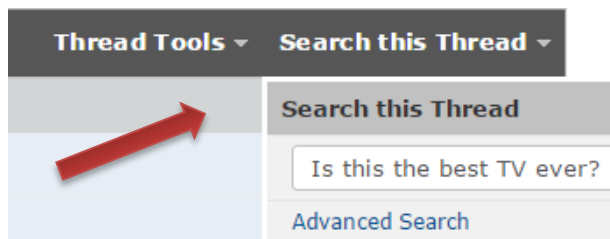
If you are looking for multiple words such as "picture settings", add a "+" between words (picture + settings)

The Information here is organized to assist you in the following areas:

Potential Owner	**Troubleshooting**
Initial Setup	**Advanced Topics**
General Usage	**Glossary**

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🤔 Potential Owner

> **As a potential owner, the information contained below was collected to help you while reducing/eliminating redundant posts in the forum.**
>
> **It is recommended that you read the rtings.com review of the KS8000 TV, as it is very detailed and thorough. The Samsung E-Manual may also be of interest.**

MODERATOR'S NOTE: This forum is exclusively for **current owners** of the listed sets. It is **not a comparison thread**. It is **not a "Help Me Choose"** thread except, perhaps between listed models. It is not a place for owners of other sets to come in and bash this set, even if you also own this set. **No "price talk"** is tolerated. The forum is for **OWNERS ONLY** and discussions of the **KS8000 and KS8500 ONLY**. If you do not own the listed set(s), it's highly advised you DO NOT POST in this thread. All posts are subject to removal and posters are subject to being banned from the forum.

Many of the owners in this forum are also subscribed to the help-me-choose threads in the AVS forums. They regularly check each section's front page and will happily field non-owner questions there. They've kindly asked for a place where they can discuss things between themselves. So, please respect their wishes here.

Q: What is the difference between the KS8000 and KS8500?
A: The KS8000 is flat and the KS8500 is curved.

Q: What is the difference between the KS8000 and KS800D?
A: They are basically the same, except the KS8000 has a chrome bezel while the KS800D has a gray bezel and is only sold at Costco. The KS850D is the Costco version of the KS8500.

Q: How wide are the stands on this TV?
A: The legs on the 55" TV are 44" apart and there is only one position. The 65" TV has two options on where to position the legs. One position is 52" apart, while the other is 39" apart (legs are 39 3/4" apart in the front and about 36" apart in the back because they don't angle outward as much as the front legs do)

Q: What is the input lag of this TV?
A: Input lag in Game mode is around 20 ms, one of the lowest lags available for a TV. PC mode lag is closer to 40 ms. Other modes have around 100 ms, although this may depend on your other settings.

Q: What's a good price for this TV?
A: Seriously? Did you not read the top of this page? ☺

Initial Setup

> **Once you have your new TV, there are questions you may have about setting it up.**
>
> **It is recommended that you [read the rtings.com review of the KS8000 TV](#), as it is very detailed and thorough. The [Samsung E-Manual](#) may also be of interest.**

Setting up your TV for a great experience involves a number of topics depending on your preferences: location, mounting, connections, picture, sound, network, etc.

Common Forum Searches

[Mounting](#)	[Connections](#)	[OCB](#)	[HDMI](#)	[AVR / Receiver](#)
[ARC](#)	[PC](#)	[Picture Settings](#)	[Calibration](#)	[Devices](#)

Mounting

@*[The_Donster](#)* *has written [a good post with suggestions](#). Bolts do not come with the TV. The bolts that come with mounts are generally not the correct size. Use the spacers that are provided by Samsung and install them exactly as indicated in [the Samsung manual](#) that comes with the unit. [M8-1.25 x 45mm](#) size bolts are recommended for most installations.*

The location of your TV and the related lighting (and potential glare) can affect your viewing experience. You may need to adjust your backlight setting to be higher in bright lighting and lower in low-light conditions.

Connections

When connecting your TV to external devices, there are many options and potential configurations based upon your personal preferences. Read [this post](#) about limitations of passing higher quality sound through the TV OCB.

HDMI Cables: *Make sure they are [the newest HDMI 4K 2.2 high speed cables.](#) If you use older or less capable cables, you may experience unexpected and frustrating situations.*

OneConnectBox (OCB): *The TV remembers the picture profile for each HDMI source. If you want to take advantage of this capability, you need to connect those components to the TV's One Connect Box (OCB). If you use an AVR, the AVR video output connection to the OCB HDMI port will remember only one picture setting, regardless of how many video sources are being sent from the AVR to the TV. Some people use both the OCB HDMI ports and the AVR for sources. HDMI ports 1-3 on the OCB are equivalent. HDMI 4 is for video input from and audio output to an AVR, if you enable the Audio-Return-Channel (ARC).*

AVR: *There are some things to consider if you need help deciding how to connect your various components to the TV using a receiver (AVR).*

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- *If you want to do 4K video pass-through to your TV, ensure that your AVR supports 4K resolution. If not, then you need to connect your 4K content directly to the TV.*
- *This TV OCB is able to do audio pass-through via optical or HDMI port 4 on OCB. However, audio passthrough on the KS8000 only supports up to Dolby Digital 5.1/DTS. If you require higher quality sound (e.g. Master Audio) or more channels (e.g. 7.1 or Dolby Atmos), the audio source should be connected directly to your receiver.*
- *If presented on a choice between outputting RGB or YCrCb to the TV, it is recommended that you use YCrCb.*

Chromecast/Apple TV/Nvidia Shield/Roku, etc.*: Connect these devices either directly to your TV using the OCB or to your AVR.*

Future Addition: PC, Playstation, Xbox.: [describe how to connect and setup]

Q: Why am I unable to get ARC to work?
A: Make sure you are using HDMI port 4 on the OCB to connect to your AVR. Enable ARC on your AV and AnyNet+ on the TV.

Q: I want to hook this up with an Xbox One S/Playstation 4 Pro. Will HDR work in Game mode?
A: Yes, HDTVTest confirmed that HDR works in Game mode

Q: I'm trying to connect a component that can output 4K, but it's saying I can't get HDR, 4:4:4 chroma or 60Hz. How do I get this working?
A: You need to turn on HDMI UHD Color for your specific HDMI input.

Q: Chroma what?
A: For a good explanation of what chroma subsampling is, look here: Official 4:4:4 / Chroma Subsampling Thread

Q: I've been reading about PC mode, but I can't find it. What is it and how do I enable it?
A: PC mode activates 4:4:4 chroma subsampling when you connect a computer to the TV. You can turn it on be manually setting the input type to PC (select the "input icon" on the SmartHub --> select the "up symbol" of your input --> Edit --> select "PC" --> OK). If you don't set PC mode, you may be running on 4:2:2 chroma, which will blur certain colors.

Q: How do I know if I'm running 4:4:4 or 4:2:2 chroma subsampling?
A: Here is a good guide

General Settings

There are many settings available to change (or just leave alone). Here are some of the more popular ones:

Eco Settings*: Unless you are very concerned about your electricity usage and don't mind your TV automatically adjusting its brightness and power, it is recommended that you turn off the Eco options by going to Settings, System, Eco Solution. Turn off Eco Sensor, Energy Saving Mode, and Motion Lighting.*

Samsung Logo: *You can turn off the light at the bottom of your screen by going to Settings, System, Expert Settings, Light Effect and set to Off.*

Picture Test: *You can test your TV picture with Samsung's built in feature. Go to Settings, System, Expert Settings, Support, Self Diagnosis, Start Picture Test.*

Picture Settings

Some owners are fine with the settings out of the box. Generally, the Standard picture mode is good for regular and daytime viewing while the Movie picture mode is good for low-light and movie viewing. If you want to try to improve picture quality, rtings.com has good recommendations. It is recommended that you further tune settings to your taste. See what is best for you. You can always reset the picture setting back to out-of-the-box, if needed.

There likely is a combination of settings you can change to improve your picture. @King Richard has detailed post on picture settings from Samsung's last generation TV (JS) but most of them still apply. He also provides recommendations on how to calibrate each setting. Here are the numerous picture settings and information about each:

Picture Mode: *These are high level modes that change all of the settings in the "expert settings" menu. Changing expert settings in one picture mode will not affect the settings in other picture modes. Usually, you should see 4 options here: Dynamic, Standard, Natural, and Movie. Only Standard and Movie modes can engage a special "HDR mode."*

If you only see two options (Standard and Dynamic), then you are in a special "PC mode". To exit PC mode, press Home --> Source --> (highlight your input) --> press up (to select "^") --> Edit --> select something *other than* PC under "Device Icon" --> OK. See the "Connecting a PC" section for more information.

Special Viewing Mode: *These are special modes that override the Picture Mode. Turning one of these on will disable selection of any other picture mode, regular or special. Options are Sports, Game, and HDR+. Game mode will reduce the input lag to around ~20 ms, at the cost of disabling certain settings. HDR+ mode will apply special processing to output 10 bit color. See the "HDR" section for more information.*

Expert Settings

Backlight: *This controls how bright the LED backlights are. It will control how bright your TV is. If your TV looks dark, turn this up. If your eyes feel like they are being burned off, turn this down. Light bleed will be more prominent at higher Backlight settings. There is no real recommended value here, as it highly depends on your viewing conditions (e.g. ambient light) and personal preference.*

Brightness: *This controls the black level of the display. Having this too high makes your blacks look gray or "washed out". Setting this too low will cause "clipped" blacks, where you lose detail in dark and shadow areas. Recommended values: 40-45 (rtings.com: 45)*

Contrast: *This controls the white level of the display. Having this too low gives you a dimmer, less intense picture. Traditionally, having this too high will produce "crushed" or "clipped" whites, where you lose detail in bright areas. However, most KS8000 TVs don't have this problem. Recommended values: 80-100 (rtings.com: 100)*

Sharpness: *This applies a sharpening filter to the image to bring out edges in an image. In all modes outside of PC mode, any value above 0 will apply this filter. You will likely start seeing sharpening artifacts if this value is above 20. Recommended values: 0-20 (rtings.com: 0). In PC mode, the recommended value is 50, which is the true image. Higher values will apply a sharpening filter, while lower values will apply a blurring filter.*

Color: *This controls the color saturation of your image. You probably don't need to change this. Recommended value: 50. Higher values will cause loss of definition on brighter areas, while lower values will cause the image to look dull.*

Tint (G/R): *This applies a teal or magenta tint to the image. You probably don't need to change this. Recommended value: G50/R50.*

Apply Picture Settings: *If you set this to "All Sources", any settings change will get applied to all of your input sources. If you set this to "Current Source", a change to settings will only apply to the current input source. Recommended setting: Current Source for maximum flexibility and All Sources for ease of use and consistency across sources.*

Digital Clean View: *This applies a noise reduction/smoothing algorithm to the image. If you see too much grain in your image, you can turn this to Auto, although the image might then look too smooth. Recommended setting: Off*

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Auto Motion Plus: *These settings attempt to reduce motion blur and judder. If you see too much blur in fast-moving scenes, try turning this on/higher. Higher values (or setting this to Auto) will introduce the "Soap Opera Effect" (SOE). Some people like SOE, while others don't. Recommended setting: Custom; Blur and Judder reduction: 0-3 (rtings.com: Off)*

Smart LED: *This controls localized dimming in your backlight. Turning this on will allow for deeper blacks when there are both dark and bright parts to the image. This setting can make light bleed more apparent on some panels. Recommended setting: High for 4K and HDR content, Low for SDR content.*

Film Mode: *This makes frame transitions smoother on interlaced sources (the i in 1080i). If you see interlace effects, turn this to Auto1.*

HDMI UHD Color: *Turning this on for your input source allows both HDR and 4K with 4:4:4/4:2:2 chroma at refresh rates higher than 30Hz (4K with 4:2:0 chroma at 50/60Hz should work with this off). If your input has HDR or is at 2160p resolution with anything higher than 30Hz, YOU MUST TURN THIS ON for that input. If you are not, then you can leave it off. Some source devices (e.g., DirecTV HR44-500 DVR) are not compatible (e.g., sound doesn't work) with this being turned on.*

HDMI Black Level: *This changes the mapping of colors when your input is RGB. It is disabled if you are receiving a signal in YCbCr. If you don't know what any of this means, you should probably just move along. If your source is outputting "RGB Limited", then you should set this to "Low"; if your source is outputting "RGB Full", then you should set this to "Normal". Setting this to "Auto" will typically not be smart enough to detect what type of RGB your source is outputting. For more information, see [King Richard 's post](#)*

Dynamic Contrast: *This applies special post-processing to increase contrast of the image. This behaves very differently when receiving SDR vs. HDR content. For SDR content, it is recommended that you set this to Off or Low, as higher values will cause loss of definition in dark/bright areas. For HDR content, Dynamic Contrast will make the image brighter. For HDR, recommend values are Low or Medium; Off will likely make the image too dark, while High may make the image too bright.*

Color Tone: *This changes the color tone or temperature of the image. Settings closer to Cool will apply more blue to the image, while settings closer to Warm2 will apply more red to the image. Warm2 is the setting that most accurately reproduces what a director intends for you to see, although this may look too red for some. Many owners prefer Warm1. For more information, see [King Richard's post.](#)*

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White Balance: *This gives you the ability to make more detailed calibration changes to your TV. However, these values are very specific to each TV, and if you don't have special calibration gear, you should probably leave these alone. Recommended values: 2 point: 0; 10 point: Off. Rtings.com publishes the calibrated values FOR THEIR SPECIFIC TEST UNIT, but they do not recommend using them.*

Gamma: *This adjusts the gamma correction for the TV. If you don't know what this is, you should probably leave this alone. Recommended value: 0*

RGB Only Mode: *Uh... I don't know why they even put this in. Leave this Off.*

Color Space: *This changes the color gamut of your picture. For SDR content, setting this to "Native" will make your colors more saturated, although this might not look good to you. For HDR content, use "Auto". For HDR+, use "Native".*

Q: Ok, I verified that I'm running PC mode. Why do things still look blurry?
A: Unlike other modes where Sharpness of 0 is the "unprocessed" setting, Sharpness of 50 is the unprocessed setting in PC mode.

Future Additions

Sound setup – TV, AVR, Bluetooth, Optical

- Expert Settings – Audio Format: PCM +Audio Delay

Network setup – wired and wireless

- DNS 8.8.8.8 (google) when connection issues

SmartHub setup

Remotes – Samsung, cable/satellite, Harmony

Keyboards

Checking for picture quality: blooming, light bleed, etc.

- Add bias lighting – recommend Luminoodle

Checking for panel quality: separation

- Fixable by owner?

When to call Samsung? Most effective ways to get resolution

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General Usage

> **Most owners are generally satisfied with their TVs. Some issues are more bothersome than others. Different people are likely to have different preferences. If you are looking for more advanced information, check out the [Advanced Topics](#) section of this document.**

Your user experience will vary depending upon the sources you use. In addition to your content provider (over the air, satellite or cable) you can also access 4K content over the internet. In order to stream content, be sure you have a fast enough internet connection! You will likely need a minimum of 20 Mbps. Your situation may vary.

Common Forum Searches

[4K / UHD](#)	[HDR / HDR+](#)	[PC Mode](#)	[SmartHub Apps](#)	[Sources](#)
[Firmware](#)	[USB](#)	[Game Mode](#)	[Bias Lighting](#)	[DLNA](#)

Satellite/Cable: Picture quality varies depending on the source channels and how well your provider sends the content to you.

Broadcast/Over-the-Air: [add info]

SmartHub Apps:
> ***Netflix app***: Be sure that you must be on the highest subscription tier (4 devices, 4K enabled). The Netflix app hsa a dedicated category for 4K content. Make sure you select your content from that 4K category.
> ***Amazon app***: You need to watch the UHD versions of the shows (not the regular HD versions). You can either find these shows by scrolling down (a lot, maybe 15 categories down) to the 4K/UHD sections, or you can search with the text "4K".
> ***YouTube app***: Search for keyword "4K" or "UHD". There is a dedicated HDR channel.

UHD BD/DVD: *There are several devices that can play UHD blu-rays. Examples include the Samsung UBD-K8500, Panasonic DMP-UB900, and XBox One S.*

AVR: You can play video sources that are connected to your AVR, including apps made available by the AVR.

External Drives: You can connect external hard drives or USB thumb drives to the USB ports on the OCB. *Download 4K content, copy to a USB drive, and plug the USB drive into the One Connect Box.*

PC Media Sharing: You can enable media sharing from Windows over your local network. Your PC device will show up as a source on the TV to select and use.

General Usage

Q: Where can I find online 4K and HDR content?
A: Master List of currently available 4K HDR titles, updated often. You can also download HDR content and play it from a USB drive on the OCB USB ports. There is an HDR Channel on YouTube. Use Google.

Q: How can I verify that I'm watching content in 4K and HDR?
A: This varies by source. Note that 4K content may be downgraded to lower resolution due to your connection speed!

- **Netflix**: *Press the "info" button on your remote; if using the default Samsung remote, click "123" --> select the info icon (the "i" with a circle around it). Text will appear in the upper left corner. If the second line shows "2160", then you are watching 4K content. If it says "1080" or below, you are not.*
- **Amazon**: *Press the middle button (inside the circle) on your remote; on the lower left side, "Ultra HD" should be highlighted in bold. If available in HDR, the content indicates this.*
- **YouTube**: *In the top level page, click the left arrow to bring up the menu --> Settings --> Show Video Info. This will now turn on a box with a lot of information, including the video resolution. You can now display/hide this info box by selecting "More Options" in the progress bar and choosing the gear icon. If available in HDR, the content indicates this.*
- **USB**: *You should get a message stating "A HDR video is playing" if watching HDR content through USB.*

Q: How do I watch HDR content?
A: Make sure you are in Movie, Standard or Game picture mode.
  - o *To watch HDR over HDMI, you MUST turn HDMI UHD Color to "On" for that HDMI source port.*
  - o *For Netflix and Amazon, you need to be watching the 4K/UHD versions.*
  - o *You can also watch videos from an HDR-compatible Blu-ray player (over HDMI) or from an external USB drive.*

Q: What is HDR mode, and how do I use it?
A: HDR mode is a separate mode specifically for HDR content. You cannot explicitly select the mode, but the TV switches to HDR automatically if you are in the correct picture mode.

- *You must be in Game, HDR+, Movie or Standard mode before you start playing the HDR content. The TV automatically switches to HDR mode once the content starts.*
- *As with other modes, HDR mode remembers settings The settings are remembered for each HDR-enabled mode: Movie-HDR, Standard-HDR and Game-HDR, depending on the picture mode you are in when you play the HDR content.. If you are in an HDR mode and change a setting, the TV will remember it and use it the next time you watch an HDR video in that mode.*
- *The default Backlight setting for HDR mode is 20 (max). If you change the Backlight or any other setting while in HDR mode, the TV will remember that the next time you play HDR content (e.g., it will not revert Backlight to 20 if you previously lowered it to 15).*
- *You may or may not be notified by the TV that you are in HDR mode. The notification depends on the source of the HDR. For instance, if you are watching YouTube content in HDR mode, press 'up' on the remote, the header information bar will be displayed and indicate HDR.*
- *Assuming you did not change the HDR mode Backlight setting from its default, the best way to tell if HDR mode is enabled is that your Backlight setting will change from your regular value (used in Movie or Standard) to 20.*

Provided by DrDon, King Richard, The_Donster, mrtickleuk, jconjason and TermiNader for your enjoyment   **2/26/17**

- *Alternatively, you can see how the picture changes with Dynamic Contrast settings. With SDR content, a higher Dynamic Contrast setting will often darken the image, while with HDR content a higher Dynamic Contrast setting will brighten the image.*

Q: What is HDR+ mode?

A: HDR+ mode is a special viewing mode. You can enable it by going to Picture, Special Viewing Mode, HDR+. When watching non-HDR content (SDR), it scales the color space to track Rec. 2020 spec to simulate higher dynamic range. When Color Space is set to Auto, it also applies a Samsung color enhancing algorithm. This algorithm also works when watching HDR content. The higher quality the source material, the better HDR+ should work.

Q: What are the recommended settings when in HDR/HDR+ modes?

A: To fully take advantage of HDR/HDR+ modes, Backlight should be at 20 (max) so that highlights are bright. When watching HDR content with HDR+ mode, Color Space should be set to Auto. It is also recommended that Dynamic Contrast be set to Low or Medium.

Q: Can I play video files from a USB drive?

A: Yes, you can connect a USB drive to the TV and play video files straight from the drive. Confirmed playable file formats include avi, mp4, and mkv.

Q: Can I play video files from my PC/laptop?

A: Yes, you can enable DLNA sharing from your PC/laptop and your PC/laptop will appear as a source in the Sources menu.

Q: What do all of these color terms even mean?

A: @King Richard has written a good post describing various color terms here: HDR misconceptions still prevail!

Q: How do I install the latest firmware version?

A: The latest version is not always the one officially on Samsung's support website. Some owners download more recent versions from the Samsung Korean website. Unless you are in a hurry or know a new firmware version will help you, it's better to wait for your TV to update automatically (if you have Auto Update on). You can also request the firmware update directly from the TV. It is not possible to revert back to a previous firmware version. You can also download firmware from the Samsung website onto a USB drive and update using the OCB USB ports. It is not possible to load incorrect firmware (from another TV model or another region). Firmware upgrades to not change the apps in any way. The apps and firmware are completely separate.

Troubleshooting

Like many electronics today, these TVs are very sophisticated. We get the chance to use many features, but they don't always work the way Samsung intended or the way we expect. This section reflects the latest, most common troubleshooting items.

There may be physical attributes of your TV that concern you. Some concerns are easily ignored or forgotten (e.g., slight light bleed, motion) while others may require your TV to be returned or repaired (e.g., panel separation).

Common Forum Searches

Panel Separation	Light Bleed	Screen Cleaning	Black Screen	App Freeze
Firmware	USB	PC Mode	Chroma	Diagnostics

Panel Separation

Some have reported that their panel is separated from the screen at one or more places. While this appears to be a commonly reported problem, it is not found on the majority of sets. You can choose to a) live with it and be satisfied with your TV, b) keep it, obsess and focus on it, and be unsatisfied with your purchase, c) keep it and fix it by pushing the panel back together (some have been successful), d) exchange it, or e) return it

Light Bleed, Panel Uniformity

While light bleed is a common problem due to the nature and design and edge-lit LEDs, you may not be satisfied with your screen quality. You can choose to a) live with it and be satisfied with your TV, b) keep it, obsess and focus on it, and be unsatisfied with your purchase, c) exchange it or d) return it.

Troubleshooting

There are also operational aspects of your TV that don't work as you expect.

There are easy ways to reset/reboot the TV that will not cause loss of any settings. It may not fix your issue, but may be worth a try before doing more extensive troubleshooting:

> ➢ While watching TV, hold down the power button on the remote until the TV turns off, restarts and displays the Samsung Logo. Then release the power button. Give the TV a few minutes to initialize before checking to see if your issue is resolved.
> ➢ You can also try removing power from the TV for 10-30 seconds and then reconnecting the power and turning the TV on.

Q: I see light bleed on my TV. Is there anything I can do to fix it?
A: All edge-lit TVs will have a bit of light bleed. For the KS8000, you should likely only see light bleed when viewing in a dark room. Turning down your Backlight setting can reduce light bleed. Your picture settings may affect this as well, especially the Smart LED level of High or Low. Alternatively, you can add some bias lighting. There are many posts on bias lighting in this thread – search for more information.

Q: My TV occasionally shows a black screen for a second. What's wrong?
A: Chances are you are using a bad HDMI cable, particularly if you are trying to view 4K @ 60Hz with 4:4:4 chroma and/or your cable is longer than 15 ft. Look for "Premium HDMI Certified" cables. See this thread for more details/help: [HDMI cables that support 4K@60Hz, 4:4:4 chroma, and Deep Color?](#)

Q: My devices (AVR, STB, etc.) are not being recognized by the TV or the remote doesn't control them
A: Try Universal Remote Setup for STB, AVR od BD players. Try re-running Setup to force the TV to recognize the devices.

Q: Help, my app froze! What do I do?
A: Check your internet connection by going to the Web Browser and going to speedof.me or fast.com. This will indicate if you have any connection to the internet.

- *If that's not the issue, press and hold the back button for five seconds from within the app (e.g., black screen). That should force kill most apps so they work better when you restart them.*
- *If that doesn't work, try reinstalling the app: go to App Library, highlight the app, hold the select button down until menu pops up, then choose reinstall.*
- *If that doesn't work, try holding the remote power button and letting the TV go off and them come back on with the logo and then release the remote power button (i.e., soft reset).*
- *If that doesn't work, try Settings…Diagnostics…SmartHub Diagnostic.*

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- *If that doesn't work, try unplugging the TV for about 10 seconds and powering it back on (i.e., reboot).*
- *If that doesn't work and you don't mind losing all your app logins and SmartHub apps, you can reset the SmartHub and re-add the apps and logins.*
- *If that doesn't work, you're having a bad day – try things tomorrow.*

Q: Help, my SmartHub is not responsive or very slow! What do I do?

A:Quote:Originally Posted by wxman123 I had the issue where Smarthub would not load at all sometimes. On a lark I went into expert settings in the system area and set smarthub to load when the set turns on. Worked flawlessly. After a few start ups I set the option back so that smarthub does not load on startup but now I get smarthub to load instantly on demand. Give that a shot.

Q: I selected a 4K video on Youtube, but why is it only playing HD?

A: First, some videos are falsely advertised as 4K. You can't do anything about those videos. For legitimate 4K videos, the Youtube app sometimes shows the HD version if there is an advertisement before it plays. To watch the 4K version, simply restart the video (exit out of the video and re-select it).

Q: Why are my "auto update", diagnostics and similar functions greyed out in the menu so I cannot select?

A: You cannot be in an app as a source and access these features. Change your source to a non-app and try again.

Q: Ok, I verified that I'm running PC mode. Why do things still look blurry?

A: Unlike other modes where Sharpness of 0 is the "unprocessed" setting, Sharpness of 50 is the unprocessed setting in PC mode.

Q: How do I clean my screen?

A: Very carefully! The screen is very susceptible to fingerprints and whatever else is on your fingers. First try the microfiber cloth that came with your TV. Use firm pressure to remove the smudges.

Q: Wait, that's it?? You didn't answer my question!! OMG my life is over, what do I do?

A: Relax, it's just a TV!

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Advanced Topics

> **This section is reserved for sophisticated features, owners and topics.**

Connecting with mobile phone – SmartView

Casting to TV and Chromecast

Using as a PC Monitor

DolbyVision vs. HDR10

HLG (Hybrid Log Gamma)

Samsung has committed support in a future upgrade.

[UHD HLG vs HDR-10 vs Dolby Vision: What's the difference?](#)

HDMI 2.1+

Provided by DrDon, King Richard, The_Donster, mrtickleuk, jconjason and TermiNader for your enjoyment   **2/26/17**

Glossary

4K/UHD:

ARC: Audio-Return-Channel – provides the ability for one HDMI cable (port 4 on OCB) to receive video from AVR and send audio from TV to AVR

AVR: Audio-Video Receiver – provides the ability for high quality sound, additional connections and applications

DLNA:

DSE:

HDMI:

HDR:

HDR+:

HLG:

OCB: OneConnectBox – provides connection ports (HDMI, USB, Optical) via a cable connected to the TV. This minimizes/eliminates having to connect cables directly to the TV.

PC: Personal Computer (or politically correct) or laptop or Raspberry Pi

RTFM: Read this Manual!

SDR:

SOE: Soap Opera Effect – motion processing added by the television makes motion viewing look unnaturally smooth, like a soap opera show

SUHD:

UHD:

Official Samsung KS8000/KS8500 Owners Thread