

Today 14:00

Send this message to start a conversation with Samsung

Welcome to Samsung Care. This is an Automated Assistant to help get you to the best human. This conversation may be recorded and retained. We may use the information you provide during this conversation to train our artificial intelligence algorithms and models

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samsung.com

In one sentence, how can we help you today?

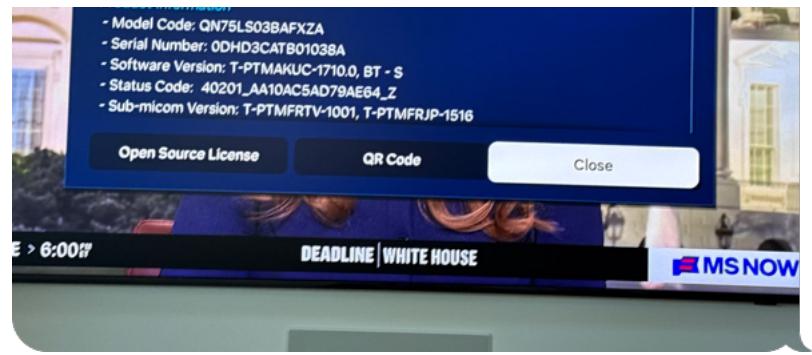
Art mode stopped working

What type of product do you need help with?

Frame tv

Ok no problem, We're routing you to a human now. To provide you with an enhanced support experience please provide your email.





No problem. We may ask for your email address later as part of the support process. You can also provide your phone number at any time.

Thank you. You are connected with John from Samsung Care.

6503800310_forman.ed@gmail.com

Hello, thank you for contacting Samsung Care. My name is John, your Samsung Care Pro today. If I may ask, how can I assist you today? I'm here to help.

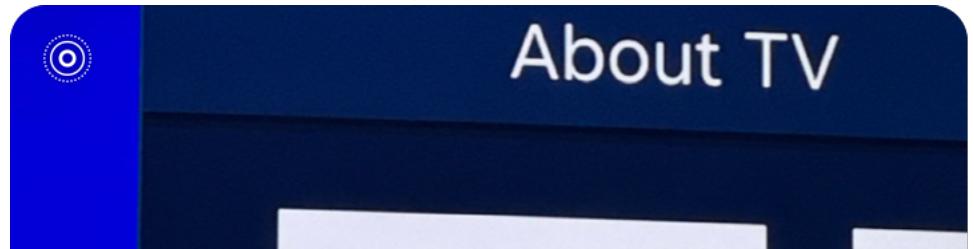
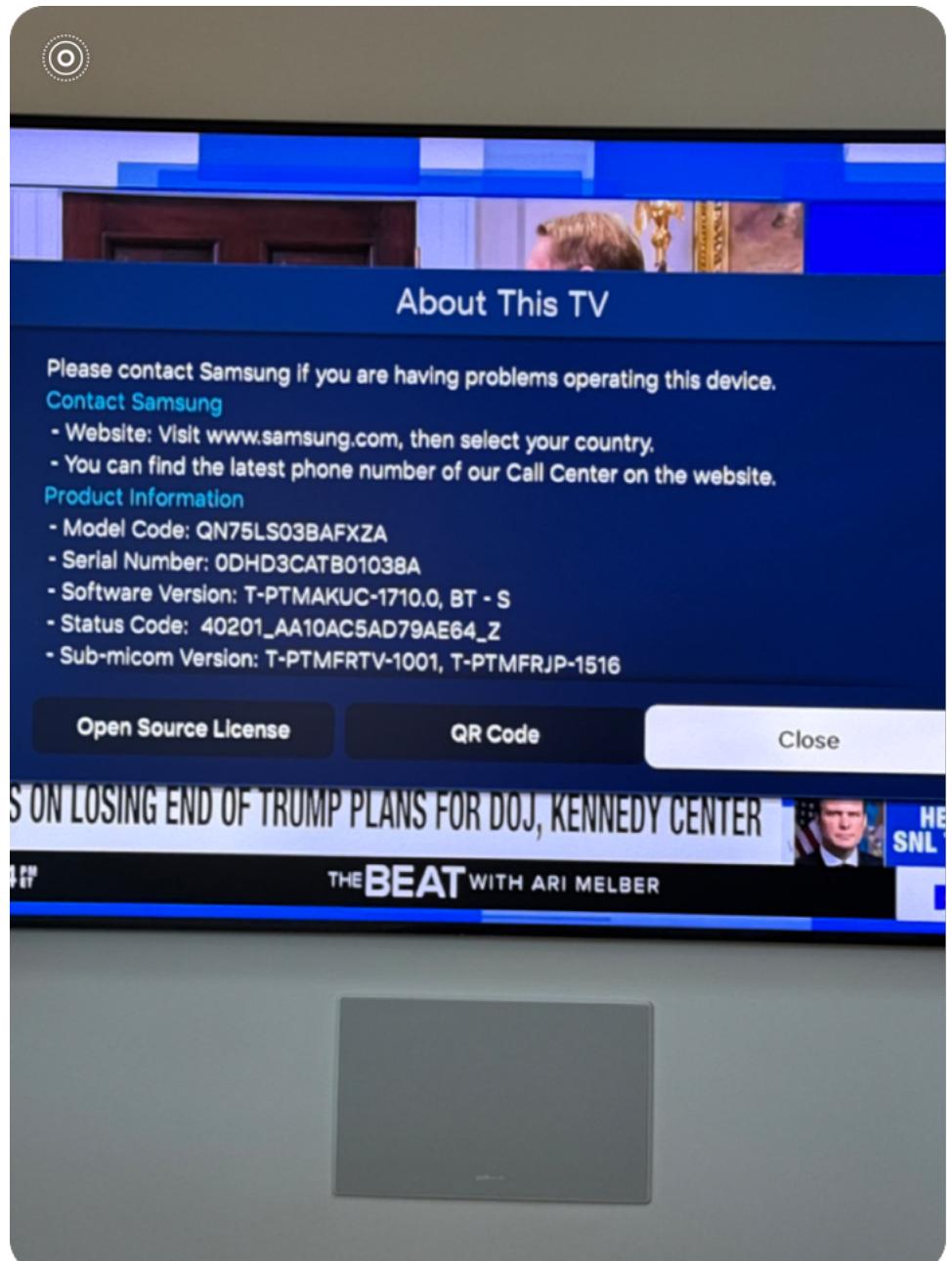
I need help getting art mode to work properly on my Samsung frame TV. When I press the power button from home or mode or from watching a program, it goes directly to power off and does not show the art.

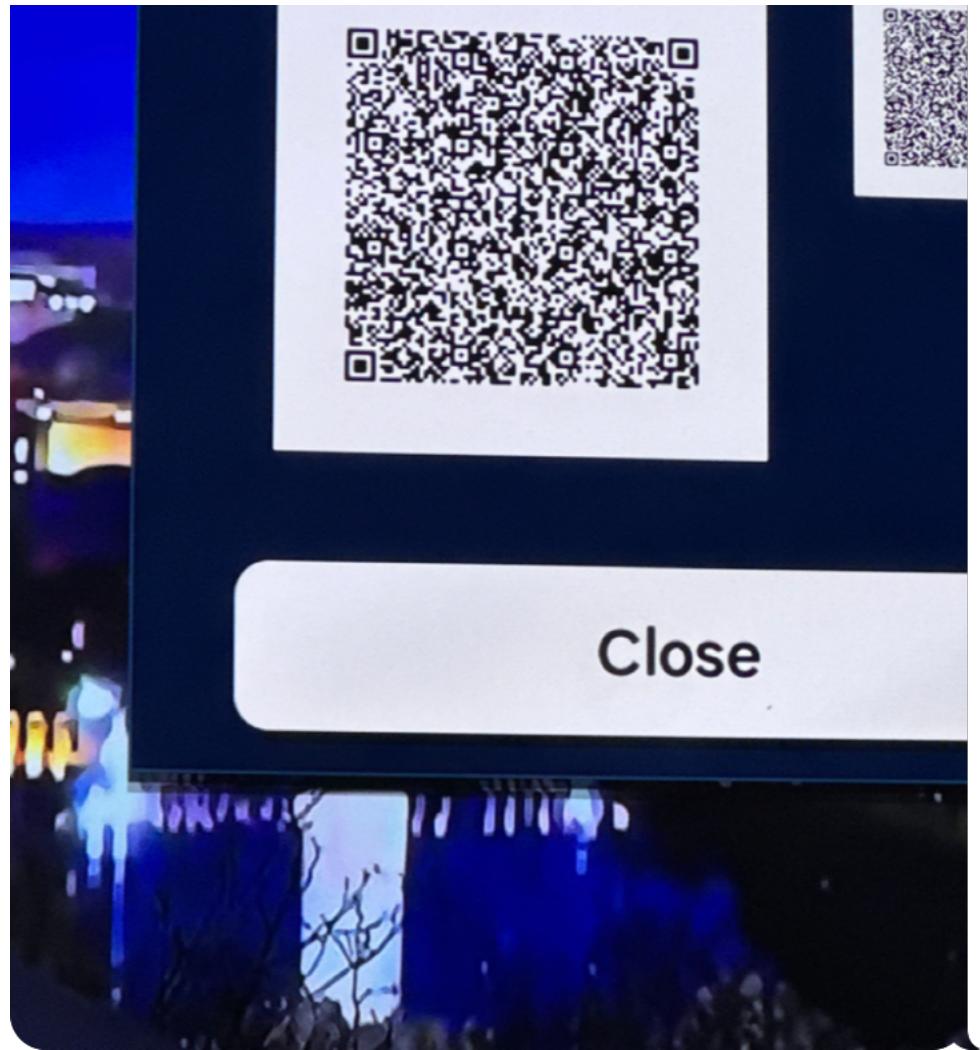
I do understand that you want to resolve this matter. Rest assured that I will help you throughout the process.

I think this happened with a new software release or something because it always worked perfectly and we haven't changed any settings

To ensure I offer you the right assistance, please help me with the model number and serial number. You can find it at the back panel of the TV or you can press Home on the TV remote > Settings > Support > About this TV or Contact Samsung.

I uploaded photo of about tv a moment ago





Thank you for providing that information.

On your Samsung Frame TV model QN75LS03BAFXZA, the issue with Art Mode not activating when you press the power button is linked to a recent software update that has caused the TV to power off instead of displaying art. This problem is fairly common among Frame TV owners and is usually related to firmware glitches, Smart Hub synchronization errors, or conflicts with the motion sensor. To fix it, you can start by checking the Art Mode settings under Settings → General → Art Mode Settings to ensure it is enabled, then update the TV's software or reset the Smart Hub through Settings → Support → Self Diagnosis →

Reset Smart Hub. If the problem persists, make sure the TV and SmartThings app are connected to the same Wi-Fi network, and as a last resort, perform a factory reset under Settings → Support → Self Diagnosis → Reset. If none of these steps resolve the issue, Samsung support may need to clear the registration or push a patch to restore proper Art Mode functionality. In the meantime, you can still manually launch Art Mode using the SmartThings app as a workaround.

Just to heads you up, when you perform smarthub it will delete all your apps including your TV log in on your account.

I have already done these things.

I have literally spent hours on this. Very frustrated. If Samsung knew about this problem, why didn't it notify customers who have registered devices?

I totally understand where you are coming from. And this is not the experience I would like you to have since you have been a valued customer to Samsung. No worries, I always take my customers feedback when it comes to improving our Samsung product. Rest assured that I will take note of this one and relay the message to one of my supervisor.

Ok. Please fix it.

If I may ask, when and where did you purchase your TV?

I will configure after you fix. Either from Samsung directly or B&H

Should be in my records

Is this something you can do remotely?

I understand, after exhausting all of my resources to help you troubleshoot the Samsung T.V. of yours, I would like to inform you that the only option left is to file a service request ticket for your television. However, upon checking the status of the warranty for your television. As Samsung Tech Support, we are for setting up Repair or Service requests for Samsung Devices. Since the warranty status of your product has already been out-of-warranty since 01/31/2024. The service will be chargeable. Do you still wish to proceed with the service request ticket for your concern?

This is absurd. You broke my TV through pushing defective software and you expect me to pay to remedy a problem created by your pushing defective software. This is a ridiculous approach.

I completely understand how frustrating this feels, and you're right to be upset that a software update disrupted a feature you've relied on. As one of our loyal customers, we want to make this right for you. We'll cover the cost of the parts needed for the repair so you don't have to worry about that expense, and we'll only ask you to cover the

labor portion. This way, you're not bearing the full burden of a problem that wasn't caused by you. We truly value your continued trust in Samsung, and our goal is to get your Frame TV back to working the way you expect, with Art Mode functioning properly again.

This is not acceptable. I will cover neither. Samsung broke my TV. If you cannot handle this directly, connect me to the supervisor who can. On Sunday my TV was working perfectly. By Tuesday, it was not working properly and Art Mode had disappeared. Connect me with someone who focuses on making things right for customers. I have lots of Samsung appliances etc. and I will never buy or recommend Samsung unless this is resolved to my satisfaction quickly..

I think we can agree that this is 99% likely to be a software glitch so your promise means nothing. If what is required is a new connect box, just send it to me and I will plug it in.

I hear your frustration, and I truly understand how upsetting it is to have a feature you rely on stop working after a software change. As of the moment, what we are able to offer is coverage for the parts required to resolve the issue, while the labor portion would remain your responsibility. I know that may not be the resolution you were hoping for, and I want to acknowledge the loyalty you've shown by choosing Samsung across multiple appliances. Your concern is valid, and I'll make sure your feedback is escalated

so that the right team is aware of how strongly you feel about this situation. Our goal is to restore your Frame TV's Art Mode functionality as quickly as possible, and covering the parts is one way we're trying to ease that burden for you.

I will send this conversation to consumer technology reporters at major newspapers and websites by the end of the day if I haven't heard back from you yet. This is not a responsible policy for a global electronics leader.

I truly understand how strongly you feel about this situation, and I want to acknowledge the frustration of seeing a feature you relied on stop working after a software change. Your concerns are valid, and we take them seriously. To ensure this is addressed properly, I will be creating a ticket and escalating your case to our specialty teams who handle these types of issues in detail. They are best equipped to investigate the Art Mode malfunction and determine the right resolution. While I know this has been disappointing, please be assured that your case is being prioritized and moved to the team that focuses on making things right for our customers.

Please help me with these details:
To better support you please help me with the details below:
Full name:
Phone number:
Email address:

Full Address:

Preferred contact: SMS or email

Ed Forman [650-380-0310](tel:650-380-0310)
forman.ed@gmail.com. 2536 Borton Drive,
Santa Barbara, CA 93109, email. If I do not
hear back from someone with a satisfactory
solution by the end of this PST working day, I
will send off the content of this chat to
journalists.

Delivered

I totally understand you, Thank you for this information, please give me atleast 5 minutes to finish this ticket. Please stay on the chat line. Thank you.