

Samsung TVs | Easy | 2 min read

How to fix a blurry, dark or washed-out picture on a Samsung TV

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A blurry, grey or washed-out picture is often a setting or a source problem rather than a broken TV. Start with the easiest checks.

Check the source first

Is it every channel and app, or only one? Old broadcasts, some standard definition channels and low quality streams can look soft on a large screen. If only one source looks bad, the TV is probably fine. Look for an HD or 4K version of the channel or programme.

Run the Picture Test

On recent models, go to **Settings > Support > Device Care > Self Diagnosis > Picture Test**. The test image should look sharp and clear. If it does, the screen is working and the cause is the picture settings or the source. If it looks poor, see the last section.

Reset the picture settings

1. Go to **Settings > Picture > Expert Settings**.
2. Choose **Reset Picture** and confirm.

This returns picture options to normal without losing your apps. Names differ slightly between models and years.

Try a different picture mode

Try **Standard** or **Movie** in **Settings > Picture > Picture Mode**. If the picture looks washed out, check you have not set a very low contrast or brightness. Settings called **Energy Saving** or **Ambient Light Detection** can also dim the picture.

Cables and settings for HDMI devices

- Reseat the HDMI cable and try another socket.
- If a Sky box or console looks washed out, check its own picture or HDR settings.
- For 4K and HDR, you may need to enable **Input Signal Plus** for that HDMI socket. See our 4K and HDR guide.

Check the room

Reflections, bright sunlight or a lamp behind you can make a screen look washed out. Close curtains or move the lamp.

Clean the screen

Smears can cause blur. Follow our guide on cleaning the screen safely.

When to get more help

If the Picture Test image is blurry or has patches, lines or dark areas, it may be a screen fault. Check your warranty and speak to the shop or Samsung. Vision Tech can help you work out the next step.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.