

Samsung TVs | Easy | 2 min read

Samsung TV has a black screen but I can hear sound

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.

Sound but no picture can look alarming, but it often turns out to be a setting, a cable or the backlight. Here is how to find out which.

First, check it is not just the source

1. Press **Home** on your remote. If the menu appears, the screen works and the problem is with the source or input.
2. Press **Source** and choose a different input, such as TV or an app.
3. If one input works but another is black, the problem is the device or cable on that input. See our guide on no signal and HDMI problems.

Try the Picture Test

Samsung TVs have a built-in test that shows whether the screen itself is working. On recent models it is under **Settings > Support > Device Care > Self Diagnosis > Picture Test** (older models may place it under Support or Self Diagnosis directly). If the test picture shows clearly, the screen is fine and the fault is outside the TV. If the test picture is also black, the screen or backlight may be faulty.

Shine a torch at the screen

In a dark room, hold a torch close to the black screen. If you can faintly see the menu or picture, the backlight has failed. That is a hardware fault and needs a repair.

Quick fixes to try

- Check **Picture Off** (audio only) is not switched on. Some Samsung TVs let you turn the picture off but keep the sound. Pressing a button on the remote usually brings it back.
- Do a power reset: unplug the TV for a minute, then plug it back in.
- Unplug HDMI cables, then plug them back firmly.
- Check for software updates under **Settings > Support > Software Update**.

When to get more help

If the Picture Test is also black, or the torch test shows a faint image, do not try to open the TV. This is a warranty or repair issue. Have your model number and receipt ready, and speak to the shop or Samsung. Vision Tech can help you check and explain the options.

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.