

Vision Tech

Samsung TVs **Handbook**

34 free step-by-step guides in plain English

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Samsung TV will not turn on, red standby light or clicking noise

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 Samsung TV that will not switch on is usually a power or remote problem rather than a broken screen. Work through these simple checks before assuming the worst.

What the red light and clicking can mean

A small red or white light at the bottom of the TV normally means it is in standby, which is perfectly normal. If the light is on but the screen stays dark, the TV is receiving power but is not waking up.

A soft click when you press the power button is also common on many TVs and is not always a fault. A repeated clicking or ticking noise, or a red light that blinks over and over, can point to a power problem inside the TV. If that is happening, skip to the last section.

Simple checks first

1. Check the wall socket works by plugging in a lamp or phone charger.
2. Make sure the plug is pushed in fully and any extension lead is switched on.
3. Try the physical button on the TV itself, not the remote. Its position varies by model, often under the bottom edge, near the middle or at the back corner.
4. Replace the remote batteries. A weak remote is the most common reason a TV seems dead.

Do a power reset

1. Switch the TV off at the wall and unplug it.
2. Press and hold the power button on the TV for about 30 seconds while it is unplugged.
3. Leave it unplugged for at least a minute.
4. Plug it back in directly to a wall socket and try again.

When to get more help

If the TV still shows no sign of life, the red light blinks repeatedly, or you hear clicking after a power reset, it is likely a hardware fault. Check whether the TV is still under warranty and contact the shop or Samsung. Vision Tech can help you work out what to try first and what to say when you ring them.

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.

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Samsung TV keeps turning itself off or restarting

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If your Samsung TV switches off on its own, or restarts and shows the Samsung logo again, there is often a simple setting or connection causing it.

Check the sleep and power settings

Some settings are designed to switch the TV off to save energy.

- Look in **Settings** for an **Auto Power Off** or **Sleep Timer** option. The exact location differs between models and years, so if you cannot find it, search the **Settings** menu for the word "power" or check the e-Manual on the TV.
- Check the **Sleep Timer** is not set to a short time.
- Some TVs have an energy saving feature that dims or switches off after a period with no remote presses. Turn it down or off if it is annoying you.

Connected devices can cause it

HDMI devices such as soundbars, set-top boxes and games consoles can send power signals to the TV. This feature is often called Anynet+ (HDMI-CEC). If the TV turns off when you switch off a connected device, look for **Anynet+ (HDMI-CEC)** in the **Settings** menu and try turning it off. Menu names can vary, so use the Settings search if you cannot find it.

Try unplugging all HDMI cables and USB sticks except the aerial. If the problem stops, plug them back one at a time to find the culprit.

Update the software

1. Press **Home** on the remote and go to **Settings**.
2. Choose **Support**, then **Software Update**, then **Update Now**.

Samsung lists this as the standard way to update. On older models the wording may differ.

Try a power reset

Unplug the TV from the wall for at least one minute, then plug it back in. This clears many temporary glitches.

When to get more help

If the TV keeps restarting even with everything unplugged and the software up to date, it may have a hardware fault. Note how often it happens and whether the red light blinks, then speak to the shop or Samsung about warranty. Vision Tech can help you gather the details and decide the next step.

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Samsung TV has a black screen but I can hear sound

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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.

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Samsung TV says no signal or HDMI is not working

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A "No Signal" message means the TV is not receiving anything from the device you have selected. It is usually a cable, a wrong input or a device that is asleep.

Pick the right input

1. Press **Source** on your remote.
2. Select the input your device is plugged into, such as HDMI 1 or HDMI 2. The numbers match the sockets on the back or side of the TV.
3. Make sure the connected device (Sky box, console, Blu-ray player) is switched on and not in standby.

Check the cable

- Unplug the HDMI cable at both ends and push it back in firmly.
- Try a different HDMI socket on the TV.
- Try a different HDMI cable if you have one. Cables can fail, especially older ones or ones bent sharply behind the TV.
- Try the device on another TV if possible to see whether the device is the problem.

Samsung's built-in HDMI test

On recent models you can find a cable test under **Settings > Support > Device Care > Self Diagnosis > Signal Information** and an **HDMI Cable Test** option. The exact name and location may differ on older TVs, so use the e-Manual or the Settings search if you cannot see it.

Restart everything in order

1. Switch off the TV and the device, and unplug both from the wall.
2. Wait a minute.
3. Plug in and switch on the TV first, then the device.

If you see the message on live TV

If "No Signal" appears on the TV channels rather than on an HDMI input, the aerial or satellite connection is the likely cause. Check the aerial lead is firmly screwed in. Our guides on retuning Freeview and aerial problems explain this further.

When to get more help

If several cables and devices all fail on one HDMI socket but work on another TV, the socket may be faulty. If the TV shows no signal from anything, do not open it. Check your warranty and speak to the shop or Samsung, or contact Vision Tech for help narrowing it down.

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Samsung TV screen burn-in, dead pixels or vertical lines: when it is a warranty fault

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.

Lines, spots and ghost images can be upsetting, but some are normal and some are warranty faults. Here is how to tell the difference.

Run the picture test

On recent models, go to **Settings > Support > Device Care > Self Diagnosis > Picture Test**. This shows a test image on the TV itself, without any cable or box. If the problem shows here, it is on the screen. If it does not, the problem is the source, cable or settings. Menus can vary on older TVs.

Vertical or horizontal lines

If coloured or white lines appear on every input, including the Picture Test, the screen or its electronics are likely faulty. This is not repairable at home. Do not open the TV or press on the screen.

If the lines appear only on one HDMI input, try another cable, as that is usually the cause.

Dead or stuck pixels

A dead pixel is a tiny dot that stays black, white or coloured. Manufacturers usually allow a very small number of these, and policies differ. Check Samsung's terms or ask the shop. A cluster of dots, or a bright patch, is more likely to count as a fault.

Burn-in and image retention

If a logo or bar has been on screen for hours, a faint ghost image may remain. Some is temporary and fades after watching normal moving pictures. Do not leave static images, such as a game HUD or news ticker, on screen for long periods. Lower the brightness if you must show something static for a long time.

Do not try risky fixes

Avoid apps or videos that claim to repair pixels. Never rub or press on the screen. Do not try to repair the panel yourself.

Check your warranty

Take a clear photo of the problem and note your model number, which is on a sticker on the back and in the **Support** area of **Settings**. Keep your receipt.

When to get more help

If the Picture Test shows lines, patches or ghosting, contact the shop first if you bought recently, or Samsung. Vision Tech can help you check what to say.

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Samsung TV has a picture but no sound

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When the picture works but there is no sound, the cause is nearly always a setting, a connected speaker or a cable. These steps go from easiest to hardest.

Check the obvious things

1. Press **Volume up** on the remote and check that the mute icon is not showing.
2. Try another channel or app. If only one has no sound, the problem is with that source.
3. If you use a soundbar or Bluetooth speaker, make sure it is switched on and turned up.

Check where the sound is going

The TV may be sending sound to the wrong place, such as a Bluetooth speaker that is now switched off.

1. Go to **Settings > Sound > Sound Output**.
2. Choose **TV Speaker**.

Menu names can vary a little between models, but Samsung's support pages list this path for recent TVs.

Run the Sound Test

On recent models, go to **Settings > Support > Device Care > Self Diagnosis > Sound Test**. The TV plays a melody through its own speakers. If you hear it, the speakers work and the problem is a setting or a connected device. If you do not, try the next steps.

Reset sound settings

Go to **Settings > Sound > Expert Settings > Reset Sound**. This only resets sound options and does not remove your apps or Wi-Fi.

Other things to try

- Unplug any HDMI or optical cable and see if sound returns.
- If the sound is missing only from a Sky box, console or Blu-ray player, check that device's own audio settings.
- Run **Software Update** under **Settings > Support**.
- Unplug the TV for a minute and plug it back in.

When to get more help

If the Sound Test plays nothing with all external devices unplugged, the speakers or sound board may be faulty. Do not open the TV. Check your warranty and contact the shop or Samsung. Vision Tech can help you work through the checks first.

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Samsung TVs | Easy | 2 min read

Samsung TV remote not working: how to re-pair the Smart Remote

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.

If your Samsung remote has stopped responding, the cause is usually flat batteries or a lost Bluetooth link with the TV. Here is how to fix both.

Check the batteries first

Samsung remotes come in two types. Some take ordinary AAA batteries. Newer ones have a solar panel on the back and a USB-C charging port. For a battery remote, replace the batteries with fresh ones. For a solar or rechargeable remote, charge it with a USB-C cable for a while, or leave the solar panel in bright light.

Test the remote with a phone camera

Point the remote at a phone camera and press a button. If you see a light flash on the phone screen, the remote is sending a signal. Not all Smart Remotes show this because they use Bluetooth, so do not worry if you see nothing.

Re-pair the Smart Remote

Samsung's support page says to:

1. Point the remote at the sensor on the TV, usually at the bottom of the screen.
2. Hold **Return** and **Play/Pause** together for at least 3 seconds.
3. Wait for the pairing message on the TV.

Restart the remote

If pairing fails, Samsung says to hold **Return** and **Enter** together for 10 seconds or more to reboot the remote. For battery remotes, take the batteries out for a minute and put them back in.

If the TV does not respond at all

Try the power button on the TV itself. If the TV works but not the remote, you may need a replacement remote. If you cannot get into the TV's menus, ask Vision Tech for help, or use the SmartThings app on your phone as a temporary remote if your TV was already set up with it.

Remember

A Smart Remote usually works with only one TV at a time, so re-pair it if you move it to another TV. Button combinations can differ on older or non-Smart remotes, so check your manual.

When to get more help

If a new remote or fresh batteries make no difference and the TV only responds to its own button, the TV's receiver may be faulty. Check your warranty and contact the shop or Samsung.

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Samsung TVs | Medium | 2 min read

How to connect a soundbar to a Samsung TV using HDMI ARC, eARC or optical

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 soundbar can make TV speech and music much clearer. Most connect with one cable, and the easiest is HDMI ARC.

Choose the right socket

Look at the back of the TV. One HDMI socket is marked **ARC** or **eARC**. Use this one, and plug the other end into the soundbar socket marked **HDMI OUT (ARC)** or **TV (ARC)**. Plugging into the wrong sockets is the most common mistake.

What is ARC and eARC

ARC sends sound from the TV back to the soundbar down the same HDMI cable. eARC is a newer version that can carry higher quality sound. You need an HDMI cable in good condition. Your TV and soundbar manuals will say whether they support eARC.

Set it up

1. Turn on the TV and the soundbar.
2. Go to **Settings > Sound > Sound Output**.
3. Choose the soundbar or **Receiver (HDMI)** if it appears.
4. If nothing happens, switch on **Anynet+ (HDMI-CEC)** in the Settings menu. The name and position can vary, so search Settings if needed.

Use an optical cable instead

If the soundbar has no HDMI ARC, use a digital optical cable. Plug it into the **Digital Audio Out (Optical)** on the TV and the **Optical** input on the soundbar. Remove the plastic caps first. Then set **Sound Output** to **Optical** if offered.

If there is no sound

- Check the soundbar is on the right input and is not muted.
- Swap to a different HDMI cable.
- Try the Sound Test under **Settings > Support > Device Care > Self Diagnosis**.
- Restart both devices by unplugging them for a minute.

Remote controls

With the right setting, the TV remote can usually control the soundbar volume. If not, use the soundbar's own remote.

When to get more help

If you have tried a new cable and different settings and there is still no sound, the HDMI socket or the soundbar may be faulty. Vision Tech can help you check.

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Samsung TVs | Medium | 2 min read

Samsung TV sound out of sync with the picture

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Lip sync problems, where speech does not match the mouth, are common with soundbars, Bluetooth speakers and some apps. They are usually fixable.

Find out where it happens

Try several things: live TV, an app such as Netflix and a Blu-ray or box. If only one source is out of sync, the fault is with that source or its settings rather than the TV.

Quick fixes

1. Switch the TV off and unplug it for a minute.
2. Do the same for any soundbar or box.
3. Check for software updates in **Settings > Support > Software Update**.

Adjust the audio delay

Many Samsung TVs let you adjust the delay. On recent models, look in **Settings > Sound > Expert Settings** for an option such as **Digital Output Audio Delay** or **Auto Sync**. Names and options vary, so look at what your TV shows. If you see a slider, move it in small steps until sound and picture line up. Check your e-Manual if you cannot find it.

Check the output type

Go to **Settings > Sound > Sound Output**. If you use a soundbar, try changing between HDMI and optical, if your set up allows. Digital sound formats, such as PCM or Dolby, can sometimes change the delay. Try them if your TV offers a choice.

Bluetooth devices

Bluetooth speakers and headphones often have a slight delay. A wired or HDMI connection is usually better for watching TV.

Turn off processing

Some picture processing and **Game Mode** settings affect timing. If picture effects are on, turning them off, or using **Movie** mode, can help. See our picture settings guide.

Sky or other boxes

Check the box's own audio settings too. A box set to output a surround format may not suit your TV or soundbar.

When to get more help

If the delay is the same on every source and no setting fixes it, it could be a software or hardware issue. Vision Tech can help you test it, or you can contact Samsung.

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Samsung TVs | Easy | 2 min read

How to connect Bluetooth headphones to 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.

Bluetooth headphones are handy for late-night viewing, or if someone is hard of hearing. Many recent Samsung TVs can pair with them, although not all models do.

Check your TV supports it

Most TVs from the last several years have Bluetooth. If your TV does not offer Bluetooth audio, you will need a Bluetooth transmitter that plugs into the headphone or optical output. Check the e-Manual if unsure.

Pair your headphones

1. Put your headphones into pairing mode. This usually means holding the power button until a light flashes. Your headphone instructions will say how.
2. On the TV, press **Home** and go to **Settings**.
3. Go to **Sound > Sound Output** and look for **Bluetooth Speaker List** or a similar option.
4. Choose your headphones from the list and confirm.

Menu names can differ between models and years. If you cannot find it, search **Settings** for "Bluetooth".

Switching between headphones and speakers

When headphones are connected, the TV usually sends sound to them. Go back to **Sound Output** and choose **TV Speaker** to switch back. Some Samsung TVs can play sound through the speakers and headphones at once, but this depends on your model.

If they will not connect

- Make sure the headphones are charged.
- Keep them within a few metres, in line of sight.
- Remove old pairings on the headphones and TV and try again.
- Switch the headphones off from other devices such as your phone, as many remember only one device.
- Restart the TV.

Sound delay

Bluetooth can cause a small delay in sound. See our guide on sound out of sync.

Hearing aids

Some Samsung TVs support Bluetooth hearing aids. Look in the **Accessibility** area of **Settings** and check your model's manual.

When to get more help

If the TV never shows Bluetooth options, it may not support them. Vision Tech can help you choose a transmitter.

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Samsung TV voice assistant: setting up and fixing Bixby, Alexa and Google Assistant

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Many Samsung TVs let you speak to the remote or use a smart speaker to change channels, search or control volume. Which assistants you have depends on your model.

What is available

Recent Samsung TVs may support Bixby, and some also support Amazon Alexa and Google Assistant. Not every TV has all three, and the features differ between models and years. Check your TV's e-Manual for the assistants it supports.

Using the microphone button on the remote

1. Point the remote at the TV.
2. Press and hold the **microphone** button.
3. Speak clearly after the TV shows it is listening. For example, "Open Netflix" or "Turn up the volume."

If nothing happens, try re-pairing the remote by holding **Return** and **Play/Pause** together for at least 3 seconds, as described in Samsung's guide to the Smart Remote.

Set up a voice assistant

On recent TVs, look in **Settings** for a **Voice** option and choose your assistant. For Alexa or Google, you usually need to link the TV through the phone app for that assistant and sign in to the matching account. The exact steps change between models and app versions, so follow the prompts and check the e-Manual.

If it does not work

- Check the TV has internet. Voice needs a connection.
- Check the remote batteries or charge.
- Update the TV software under **Settings > Support > Software Update**.
- Check the microphone is not switched off. Some models have a mic switch or a setting for it.
- Try speaking more slowly and closer to the remote.

Privacy

Voice assistants listen and may store recordings. Check the voice and privacy options in **Settings** and switch off features you do not want. See our privacy and ads guide.

When to get more help

If the assistant is not listed in your TV's settings, the model may not support it. Vision Tech can help you set up or check what is possible.

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Samsung TVs | Medium | 2 min read

Samsung TV will not connect to Wi-Fi or keeps dropping the connection

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A Samsung TV that cannot find Wi-Fi, will not connect or keeps disconnecting is usually affected by the router, distance or a setting. Start with the simple things.

Check other devices

Check whether your phone works on the same Wi-Fi. If not, the problem is the broadband or router, not the TV. Restart the router by switching it off at the wall, waiting a minute and switching it on. Wait a few minutes for it to settle.

Reconnect on the TV

On recent Samsung TVs, Samsung's steps are:

1. Press **Home** and go to **Settings > All Settings**.
2. Choose **Connection > Network**.
3. Select **Open Network Settings**.
4. Choose **Wireless**, pick your network and enter the password.

Menus differ on older TVs, so check the e-Manual if yours looks different. Take care with capital letters and symbols in the password.

Older TVs and 5GHz

Samsung notes that some older TVs support only 2.4GHz networks and cannot see 5GHz ones. If your router combines both under one name and the TV will not connect, ask someone to check the router settings or contact your broadband provider.

Improve the signal

- Move the router closer, or the TV closer to the router, if you can.
- Keep the router away from metal, microwaves and thick walls.
- For the most reliable connection, use an ethernet cable if you can. Samsung recommends wired for faster, steadier speeds.

Reset the network settings

If it still fails, follow the same path above but choose **Reset Network** instead of **Open Network Settings**. This only forgets saved networks and is much gentler than a factory reset.

Update the software

Go to **Settings > Support > Software Update > Update Now**, if the TV can get online by cable or phone hotspot.

When to get more help

If the TV never connects but other devices do, and a wired connection also fails, the TV's network hardware may be faulty. Check the warranty. Vision Tech can also help with the router side.

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Samsung TVs | Medium | 2 min read

Samsung TV apps such as Netflix, iPlayer, ITVX, Prime Video, Disney+ or YouTube crash or will not load

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When an app on your Samsung TV freezes, closes itself or shows a spinning wheel, the cause is usually the internet connection, the app itself or old software.

Check the internet first

Try YouTube and one other app. If none work, see our guide on Wi-Fi problems. If only one app fails, the fault is more likely with that app or your login.

Samsung TVs can also test their connection. On recent models, look under **Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test**. The wording may differ on older TVs.

Update the TV software

1. Press **Home** and go to **Settings**.
2. Choose **Support**, then **Software Update**, then **Update Now**.

An out of date TV can stop apps working properly.

Restart the TV properly

Switch the TV off using the remote, unplug it for one minute, then plug back in. This clears the memory and fixes many app problems.

Delete and reinstall the app

1. Press **Home** and go to **Apps**.
2. Choose the settings cog at the top of the Apps screen.
3. Highlight the problem app and look for options such as **Reinstall** or **Delete**.

The options shown can change depending on your model, so follow what appears on screen. Reinstalling logs you out, so make sure you know your password for that service.

Check your account and device limits

Netflix, Prime Video and Disney+ limit how many devices can be signed in. Check your account on a phone or computer and sign out of devices you no longer use.

Very old Samsung TVs

Some older models stop getting app updates and may lose certain apps. If an app no longer appears at all, a streaming stick may be a more sensible fix than a new TV.

Avoid

Do not use a factory reset until you have tried the steps above. It deletes your Wi-Fi details and app logins.

When to get more help

If every app fails with a good internet connection and updated software, a reset may help, or the TV may be too old. Vision Tech can help you decide between that and adding a streaming stick.

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.

Samsung TVs | Medium | 2 min read

How to mirror an iPhone or Android phone to 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.

You can show photos, videos and your whole phone screen on a Samsung TV. The method depends on your phone. Both the phone and TV must be on the same Wi-Fi network.

iPhone and iPad using AirPlay

Samsung says AirPlay 2 works on Samsung Smart TVs from 2018 onwards, so your TV must be a supported model.

1. On the TV, check AirPlay is switched on. Samsung gives the route as **Settings > All Settings > Connection > Apple AirPlay Settings**. On other models it may be under **General**. Check the e-Manual if you cannot find it.
2. On your iPhone, open the photo or video you want to show.
3. Tap the **Share** icon, then **AirPlay**, and choose your Samsung TV.
4. For the whole screen, open **Control Centre** and tap **Screen Mirroring**.
5. If a code appears on the TV, type it into the iPhone.

Samsung Galaxy phones using Smart View

1. Swipe down with two fingers from the top of the screen to open **Quick Settings**.
2. Tap **Smart View**.
3. Choose your TV, and accept any message on the TV.

If it fails, Samsung points to **Settings > General & Privacy > External Device Manager > Device Connect Manager > Access Notification** on the TV. Menus vary by model.

Other Android phones

Many other Android phones have a **Cast** or **Smart View** option in Quick Settings. Some Samsung TVs also support Google Cast for certain apps, but support varies by model, so check yours.

If it will not connect

- Check both devices use the same Wi-Fi network, not a guest network.
- Restart the phone, TV and router.
- Update the TV software under **Settings > Support**.
- Some streaming apps block mirroring because of copyright protection.

When to get more help

If AirPlay or Smart View never lists your TV, it may not support it or a router setting may be blocking it. Vision Tech can help you check.

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.

Samsung TVs | Medium | 2 min read

How to set up SmartThings with a Samsung TV and use your phone as a remote

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.

The SmartThings app lets you add your Samsung TV to your phone and use it as a remote control. It is also handy if your remote breaks.

What you need

- A Samsung TV that supports SmartThings, usually Smart TVs from recent years
- The free SmartThings app on your phone, from the App Store or Google Play
- A Samsung account
- Your phone and TV on the same Wi-Fi

Add your TV

1. Install and open SmartThings, then sign in with your Samsung account.
2. Tap the + icon and choose **Add device**.
3. Select **TV** or look for your Samsung TV in the list of nearby devices.
4. Enter the PIN or code shown on the TV screen.
5. Follow the prompts until the TV appears in the app.

Screens vary between app versions. Follow what the app and TV show, and check Samsung's support page for the latest steps.

Use your phone as a remote

Open SmartThings, tap your TV and look for the **Remote** option. A virtual remote appears with the main buttons. Many phones also let you type with the phone keyboard, which is much easier than the on-screen keyboard.

If your TV will not appear

- Make sure the TV is switched on.
- Check both devices are on the same Wi-Fi, not a guest network.
- Update the TV software under **Settings > Support > Software Update**.
- Restart the TV and phone.
- Check you are using the same Samsung account on both.

If the physical remote is dead

The app can help only if the TV was already set up with SmartThings or can be paired. If the TV is not on Wi-Fi and the remote is broken, you may need a replacement remote.

When to get more help

If the TV still will not connect, your router or the TV model may be the cause. Vision Tech can help you set it up.

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.

Samsung TVs | Easy | 2 min read

How to connect a laptop or PC to 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.

You can use your TV as a big second screen for a laptop or PC, either with a cable or wirelessly. A cable is more reliable.

Using an HDMI cable

1. Plug an HDMI cable into the TV and the laptop. Some laptops need an adapter, for example USB-C to HDMI.
2. Press **Source** on the TV remote and choose the matching HDMI input.
3. On Windows, press the **Windows key** and **P** together and choose **Duplicate** or **Extend**.
4. On a Mac, open **System Settings > Displays** to arrange the screen.

If the picture looks wrong

- If the edges are cut off, look in the TV's **Picture** settings for **Picture Size** and choose **Screen Fit** or **Fit to screen**. The names can differ between models.
- If the text looks fuzzy, check the laptop is set to the TV's best resolution, such as 1920 x 1080 or 3840 x 2160.
- Samsung advises turning Game Mode on manually for a PC. It can make text look sharper and respond faster. See our Game Mode guide.

No sound through the TV

On Windows, right click the speaker icon and choose the TV as the output. On a Mac, use **System Settings > Sound**. Also check the TV is not muted.

Connect wirelessly

For Windows laptops, Samsung TVs may support wireless projection, depending on the model. Press **Windows key** and **K** and see if your TV appears. For Macs, use AirPlay if your TV supports it, as in our mirroring guide. Wireless can lag, so it suits slides more than games.

If the TV says no signal

See our guide on no signal and HDMI problems. Try another cable or socket.

Keep it safe

Do not leave a static image on screen for long periods, as this can cause image retention. Use a screen saver or let the laptop sleep.

When to get more help

If your laptop will not detect the TV on any cable, the laptop port may be the problem. Vision Tech can help.

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.

Samsung TVs | Easy | 2 min read

Samsung TV picture settings explained: Movie mode, Game mode, Eco mode and motion smoothing

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.

Samsung TVs come with several picture modes and extras. This guide explains the main ones in plain words so you can choose what suits you.

Where to find them

Press **Home**, then **Settings**. Look for **Picture** (on some models inside **All Settings**). Menu layouts change between years, so if yours looks different, use the e-Manual or Settings search.

Picture modes

- **Standard** is a general setting, usually fine for everyday viewing.
- **Dynamic** is very bright and colourful. It can look harsh, but helps in a bright room.
- **Natural** is softer and easier on the eyes.
- **Movie** (sometimes called **Filmmaker Mode** on some models) aims to match what the film makers intended. It is warmer and darker, so it suits films in a dim room.

Not every model has all of these.

Game Mode

Game Mode reduces delay between pressing a button and seeing the result. It is useful for consoles and PCs. Many recent TVs switch to it automatically when they detect a console. See our Game Mode guide.

Eco and energy saving

Some TVs have settings such as **Energy Saving** or **Ambient Light Detection**, which dim the picture to save power or match the room. They can make the picture look dull. If the picture is too dark, try turning these off. Names and places vary.

Motion smoothing

Settings such as **Picture Clarity** or **Auto Motion Plus** make movement look smoother. Many people dislike the "soap opera" effect it gives films. If films look oddly fast or fake, turn it down or off. It can be better for sport.

Reset if you get lost

If you have changed too much, go to **Settings > Picture > Expert Settings** and look for **Reset Picture**. This only resets picture options and does not touch your apps or Wi-Fi. Menu names vary slightly.

Change one thing at a time

Adjust one setting, watch for a minute, then decide. Do not change everything at once.

When to get more help

If no setting improves the picture, try the Picture Test under **Settings > Support > Device Care > Self Diagnosis**. If that shows a fault, see our guides on lines and dead pixels. Vision Tech can help you check.

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.

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.

Samsung TVs | Medium | 2 min read

Samsung TV 4K or HDR not working: cables and settings

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.

If you paid for a 4K or HDR TV but the picture does not look special, the TV may not be receiving 4K or HDR. The cause is usually the cable, the source or a setting.

What you need

For 4K and HDR you need:

- A 4K Samsung TV
- A 4K source such as a streaming app with a 4K plan, a 4K Blu-ray player, a recent console or a 4K box
- A suitable HDMI cable that is certified as High Speed or Ultra High Speed (the one that came with your device is often fine)
- The content itself in 4K or HDR, as standard channels are not

Plug into the right socket

On many Samsung TVs not every HDMI socket supports the best features. Check the labels beside the sockets or the TV manual. Use the one that supports 4K at higher speeds for your console or player.

Switch on Input Signal Plus

Samsung's Game guide mentions **Input Signal Plus**, which enables the full HDR and 4K signal for an HDMI socket. On recent TVs, look in **Settings > General & Privacy** or **Settings > Connection > External Device Manager** for **Input Signal Plus**. The exact path varies by model, so check the e-Manual. Switch it on for the socket you are using.

Check the device settings

On the device, such as a console, streaming stick or Blu-ray player, look in its video settings. Make sure resolution is set to 4K, or Auto, and HDR is set to Auto or On.

Check the app and plan

Netflix and others need a 4K plan, and the show must be in 4K. A fast internet connection is needed. See our Wi-Fi guide.

Check what the TV is receiving

On recent models, **Settings > Support > Device Care > Self Diagnosis > Signal Information** may help. Names vary between models.

Cable tips

Avoid very long or old cables. If a picture flickers, sparkles or drops out in 4K, try a new cable.

When to get more help

If all settings and a good cable still do not work, there could be a fault with the socket. Vision Tech can help you test it.

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.

Samsung TVs | Medium | 2 min read

How to use Game Mode on a Samsung TV for consoles

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.

Game Mode makes a Samsung TV respond faster to your controller. It reduces the delay between pressing a button and seeing the action, which is called input lag.

Automatic Game Mode

Samsung says its TVs can detect a console such as Xbox Series X or PlayStation and switch on Game Mode by themselves. You may see a message on screen. This is controlled by **Auto Game Mode** on many recent models, which you can usually find under **Settings > General & Privacy > Game Mode Settings**. The path varies between years.

Turn Game Mode on manually

Samsung's guide says that for a PC you must switch it on yourself:

1. Press the **Settings** button on the remote, if your remote has one.
2. Open the quick settings and find **Game Mode**.
3. Choose **On**.

Samsung also describes a **Game Bar** on newer TVs. Press and hold the **Play/Pause** button to see it. It shows things such as frames per second, HDR status and the picture mode. Not all models have it.

What changes in Game Mode

The TV turns off some picture processing to be quicker. The picture may look a little less smooth or polished, but the game feels more responsive.

For smoother, sharper gaming

- Use an HDMI socket that supports high frame rates on newer TVs, and a good quality HDMI cable.
- Enable **Input Signal Plus** for that socket if your TV has it, as explained in our 4K and HDR guide.
- On the console, make sure 4K, HDR and the highest refresh rate your TV supports are set. Higher rates need an HDMI 2.1 TV and a console to match. Check your model's manual.

Switch it off for films

Game Mode can look flat for films. Switch back to **Movie** or **Standard** when you finish playing.

If lag is still bad

If you play online, check your Wi-Fi first, as that is often the cause rather than the TV.

When to get more help

If lag is still bad with Game Mode on and a good cable, or the TV will not enter Game Mode, Vision Tech can help you check the settings.

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.

Samsung TVs | Easy | 2 min read

Samsung TV Art Mode, The Frame and Ambient Mode explained

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.

Some Samsung TVs can show artwork, photos or soft backgrounds when you are not watching. Which of these your TV offers depends on the model.

The Frame and Art Mode

The Frame is a Samsung TV designed to look like a picture on the wall. It has an **Art Mode** that shows artwork or your own photos when the TV is off. Only The Frame models have Art Mode, so if you have a different Samsung TV, you will not find it.

On The Frame, Art Mode normally starts when you press the power button briefly. A long press on the power button usually switches the TV fully off. This can differ by year and model, so check your manual.

Ambient Mode

Some other Samsung TVs have **Ambient Mode** (or similar), which shows clocks, weather, photos or patterns. On models that have it, you may find it by pressing the **Ambient** button on the remote or in the **Home** menu. Availability depends on the model and year.

Show your own photos

On supporting TVs, the SmartThings app on your phone is often used to send photos to the TV. Look for an option such as **Art Mode** or **Ambient** in the app. Follow what it shows, as steps change between versions.

Settings that save energy

Art Mode and Ambient Mode use power. Look in the settings for options such as brightness, motion sensor or timer so the TV turns the display off when the room is empty or dark. Options vary by model.

If it does not work

- Update the TV software under **Settings > Support > Software Update**.
- Check the TV has internet.
- Restart by unplugging the TV for a minute.

Do not confuse it with a screen saver

Leaving a normal bright static image on a TV for hours can cause burn-in. Art Mode is designed for this use but regular models are not.

When to get more help

If your TV has no such mode in the manual, Samsung may not support it. Vision Tech can help you check your model's features.

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.

Samsung TVs | Medium | 2 min read

Samsung TV channels missing: how to retune Freeview and check your aerial

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.

If Freeview channels have vanished, or you see "No Signal" or a pixelated picture, retuning and checking the aerial usually solves it in the UK.

Retune the TV

Samsung's menu varies between models and years. On many TVs the path is:

1. Press **Home** and go to **Settings**.
2. Look for **Broadcasting** (some models call it **Channel**) and choose **Auto Tuning** or **Auto Program**.
3. Choose **Start** or **Auto Tuning** and follow the prompts. Pick **Aerial** (antenna) when asked, not cable or satellite.
4. Let the scan finish before pressing anything.

Samsung says the Broadcasting menu usually only opens while you are watching live TV, not while in an app or on an HDMI input. Press **Source** and choose **TV** first. If your menu looks different, check the e-Manual.

Make sure the TV is not in demo mode

A TV set to retail or demo mode may forget your channels. When setting up, choose **Home Use**.

When channels still go missing

Channels can move or change when the broadcaster alters the transmitter. Retune every few months. Missing channels after a retune can mean a weak signal.

Aerial problems in plain English

Your TV needs a good signal from the aerial on your roof or loft. Common problems:

- A loose or damaged lead between the aerial socket and the TV
- A faulty or old aerial, or one blown out of position by wind
- Poor weather, such as heavy rain or high pressure, which can briefly affect reception
- A signal booster or splitter that is faulty

Check the aerial lead is firmly screwed in at the TV and the wall socket. Try another lead. On recent TVs, **Settings > Support > Device Care > Self Diagnosis > Signal Information** may show signal strength.

Do not climb on the roof

Never go up a ladder or on the roof to fix the aerial. Use a registered aerial installer.

When to get more help

If a new lead and retune make no difference, ask a local aerial installer to check the aerial and wiring. Vision Tech can help you tell whether the fault is the aerial or the TV.

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.

Samsung TVs | Medium | 2 min read

Samsung TV and Freesat: how to set it up and fix missing channels

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.

Freesat brings TV channels via a satellite dish instead of a rooftop aerial. Some Samsung TVs have a built in satellite tuner, and others need a separate Freesat box.

Check what your TV can do

Look at the back or side of the TV for a round satellite socket. It is marked **Satellite**, **LNB** or similar. If there is no socket, your TV has no satellite tuner and needs a Freesat box connected by HDMI. Your TV's manual or e-Manual will say whether it supports Freesat.

Set up a TV with a satellite tuner

1. Check the dish cable is screwed firmly into the satellite socket.
2. Press **Home**, then **Settings**.
3. Open **Broadcasting** (or **Channel** on some models), then the auto tuning option. Choose **Satellite** when asked.
4. Choose Freesat or the standard satellite setup if offered and follow the prompts.

Menu names differ between years and models, so use the e-Manual if you cannot find it. We cannot confirm exact Freesat options for every Samsung model.

If channels are missing

- Run the tuning again.
- Check no one has moved or knocked the dish.
- Check the cable is not loose or damaged.
- Heavy rain or snow can interrupt a satellite signal for a short time.

If you have a Freesat box

Use **Source** on the TV remote to choose the HDMI input the box is connected to. Retuning is then done on the box, using its own remote and menus. See the No Signal guide if the TV shows no picture from the box.

Freesat or Freeview

Freeview uses an aerial and is the more common choice for homes with good reception. Freesat suits areas with a weak aerial signal or where a dish is already installed.

Safety

Never climb up to adjust a dish. A satellite installer should align or replace it.

When to get more help

If the dish is fine, the lead is secure and retuning fails, the problem may be the dish alignment, the cable or the tuner. Vision Tech can help you check and decide whether you need an installer.

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.

Samsung TVs | Easy | 2 min read

What is Samsung TV Plus and how do I watch or remove it

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.

Samsung TV Plus is a free streaming service built into many Samsung TVs. It shows live channels and on-demand programmes over the internet, with adverts, and does not need a subscription.

What you get

It offers a range of free channels covering news, films, kids, music and more. The channels available can change, and some are different by country. Samsung TV Plus is not the same as Freeview, which comes through your aerial.

How to find it

Press **Home** and look for the **Samsung TV Plus** tile in the Apps or Live TV area. On some recent models it is also in the channel guide. The exact location differs between models and years.

If it does not appear

- Check the TV is connected to the internet.
- Update the TV under **Settings > Support > Software Update**.
- Samsung TV Plus is not available on every model, particularly older ones.

If channels will not play

- Restart the TV by unplugging for a minute.
- Check your internet using another app.
- Try the app again later, as a channel may be down.

Do I have to pay?

No. It is advertised as free, though you will see adverts. You still need a TV licence to watch live TV in the UK, which includes live channels streamed over the internet.

Hiding or removing it

You may not be able to uninstall it, as it can be part of the TV's built in software. Some models let you hide or remove Samsung TV Plus channels from the guide, or move the tile. Look in **Settings > Broadcasting** or on the tile's options menu, which varies by model. Check the e-Manual, as we cannot confirm one route for all TVs.

Privacy

Free services often show targeted adverts. See our guide on privacy and ads settings to limit this.

When to get more help

If the app is missing on a recent TV, crashes after updates or will not stream despite good internet, speak to Samsung support. Vision Tech can help you check settings and connections.

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.

Samsung TVs | Easy | 2 min read

Samsung TV subtitles and audio description in the UK

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.

Subtitles and audio description make TV easier to follow. Where you switch them on depends on whether you are watching live TV or an app.

Live Freeview or Freesat

During live TV, press the **Settings** or **Menu** button on the remote and look for **Subtitle** or **Caption** settings. Samsung's accessibility page lists **Settings > General > Accessibility > Caption Settings** on some models. On others it is under **Broadcasting**. Menu names vary, so use the e-Manual if you cannot find it.

Turn the option on, and in the UK choose a subtitle language of English if asked. You can usually also change the size and colour of the subtitles on some models.

Audio description

Audio description is a spoken narration of what is happening on screen. Samsung's accessibility guide calls it **Video description**. Look in **Accessibility** or in **Broadcasting > Audio Options** for it. On some TVs it is called **Audio Description**. It only works on programmes that include it.

Streaming apps have their own settings

Samsung notes that apps such as Netflix have independent caption settings, which must be enabled separately. Open the programme, then look for a speech bubble or **Subtitles & Audio** icon in the player.

Quick access to accessibility

Samsung says you can press and hold the **Mute** button on the Smart Remote, or the **Volume** button if your remote has no mute button, to open accessibility shortcuts.

Other helpful features

On recent TVs, **Accessibility** may also offer **Voice Guide**, **High Contrast**, **Enlarge** options, **Bluetooth hearing aid** support and **Picture Off**, which keeps sound but turns the picture off. Availability differs by model.

If subtitles do not appear

- Check the programme actually has subtitles.
- Try another channel.
- Retune if the problem is on live TV. See our Freeview guide.
- Update the software under **Settings > Support**.

When to get more help

If you cannot find the settings or they will not turn on, Vision Tech can help.

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.

Samsung TVs | Medium | 2 min read

Samsung TV is slow, laggy or freezing

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.

Samsung TVs get slower over time as apps build up and software ages. Most slowness can be improved without spending any money.

Restart properly

Switch the TV off, unplug it for one minute and plug back in. This clears the memory and often makes an immediate difference. Do this once a month if your TV feels sluggish.

Update the software

1. Press **Home**, then **Settings**.
2. Go to **Support > Software Update > Update Now**.

Samsung publishes updates to improve speed and fix bugs.

Clear out apps you do not use

Too many apps can slow the TV. In **Apps**, use the settings cog at the top and delete apps you never use. Menu options vary by model.

Use the TV's own care tools

Many recent Samsung TVs have a **Device Care** area under **Settings > Support**. It may offer a quick scan, or storage and memory options. The exact tools differ between models, so use only what your menu offers and follow the prompts.

Check your internet

Slow loading may be caused by slow Wi-Fi rather than the TV. Test streaming on your phone in the same room. See our Wi-Fi guide for improving the connection. A cable is usually quicker and steadier than Wi-Fi.

Turn off extras you do not need

Some TVs offer extra features such as voice listening or ambient screens. Disabling things you do not use can free up resources, but do this carefully and note what you change.

Factory reset: last resort

A reset can restore speed, but it erases your Wi-Fi, app logins and settings. Only do it if nothing else works. See our factory reset guide first.

When to get more help

If an updated, restarted TV with few apps is still very slow, it may simply be too old to run current apps well. A streaming stick is often a cheaper fix than a new TV. Vision Tech can advise.

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.

Samsung TVs | Easy | 2 min read

How to update the software on your Samsung TV and what to do if the update fails

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.

Updating keeps your Samsung TV secure and can fix picture, sound and app problems. It only takes a few minutes if the TV is online.

Update over the internet

Samsung's UK support page gives these steps:

1. Press **Home** on the remote and open **Settings**.
2. Select **Support**.
3. Select **Software Update**.
4. Select **Update Now**.

If it says there is no update, your TV is already up to date. On some models you may need to go through **All Settings** first. Menus differ between years, so check the e-Manual if yours is different.

Automatic updates

Many Samsung TVs have an **Auto Update** option in the same area. If you see it, switching it on means the TV updates itself when it is idle. If your TV does not show this option, it may not support it.

Do not interrupt it

Samsung warns not to unplug the TV, remove a USB stick or switch it off during an update, because that could cause a firmware error. Wait until the TV restarts by itself, even if it takes several minutes.

If the update fails or does not show

- Check the TV is connected to the internet, for example by opening an app.
- Restart the router and try again.
- Unplug the TV for a minute, plug it in and try again.
- Wait a day and retry, as Samsung's servers may be busy.

Updating from a USB stick

If the TV cannot get online, Samsung provides a USB method. You download the update on a computer from the Samsung support site using your exact model number and put it on a USB stick. Only use files from Samsung's official site and follow their instructions carefully. Never use unofficial software.

When to get more help

If the TV stays stuck on the Samsung logo after an update, or restarts again and again, do not keep unplugging it. Contact Samsung or the shop about warranty. Vision Tech can help you check the model number and steps.

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.

Samsung TVs | Medium | 2 min read

How to factory reset a Samsung TV safely

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 factory reset puts the TV back to how it was when you bought it. It can fix stubborn problems, but it also deletes a lot, so it should be your last resort.

Read this first

Samsung warns that a reset erases all data and returns settings to their original state. You will lose:

- Your Wi-Fi details
- Logins for apps such as Netflix, iPlayer and Prime Video
- Your channel list, so you will need to retune Freeview
- Your picture, sound and other settings
- Your Samsung account sign-in

Before you start, make sure you know your Wi-Fi password and your app passwords. Take a photo of any settings you want to put back.

Try gentler options first

- Unplug the TV for one minute and plug it back in.
- Run **Software Update** under **Settings > Support**.
- Use **Reset Network** or **Reset Sound** where they apply.
- On some models there is a **Reset Smart Hub** option in **Self Diagnosis** under **Settings > Support > Device Care**.

How to reset

Samsung's UK page gives these steps for recent models:

1. Press **Home** and go to **Settings**.
2. Select **General** (on some models **General & Privacy**), then **Reset**.
3. Enter your PIN. Samsung says the default is 0000 if you have not changed it.
4. Confirm when asked.
5. The TV will switch off. Turn it on again and follow the setup screens.

The menu names differ on older models, so check the e-Manual.

If you forgot your PIN

Try 0000. If that does not work, do not search for hidden codes online. Contact Samsung support for official help.

After the reset

Set up Wi-Fi, sign in to Samsung and your apps, then retune the channels. See our Freeview guide.

When to get more help

If the TV will not complete setup or the problem returns straight after the reset, it may have a hardware fault. Check your warranty. Vision Tech can help you through setup afterwards.

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.

Samsung TVs | Easy | 2 min read

How to find your Samsung TV model number, serial number and warranty

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.

You need your model number to find the right remote, manual, software or help. You also need it for a warranty claim.

Find it on the TV screen

On recent Samsung TVs, press **Home**, then go to **Settings > Support** and choose **About This TV**. The screen shows the model code and often the serial number and software version. The exact name differs between models, so if you cannot see it, look in the **Support** area or check the e-Manual.

Find it on the TV itself

There is a sticker on the back or the side of the TV. It shows the model code, which is a mix of letters and numbers beginning with letters such as UE, and a serial number. If the TV is wall-mounted, take a photo with your phone, but do not pull the TV off the wall to look.

Find it in the box or paperwork

The original box, receipt and manual all list the model. Photograph them and keep them together. Look for a QR code or sticker on the box too.

Model number or screen size

The model number is not the same as the screen size. The number in the code usually hints at the screen size in inches, but the full code is what matters for support.

Check the warranty

Samsung TVs usually come with a manufacturer warranty, but length and terms vary. Check the paperwork. You may also have extra rights from the shop where you bought it, including under UK consumer law. If you registered the TV on a Samsung account, you may be able to see details there. We cannot confirm the exact length for your model.

What to have ready

- Model code
- Serial number
- Software version (from **Support** in **Settings**)
- Receipt or proof of purchase
- A short, clear description of the problem

When to get more help

If you cannot find the sticker or the TV will not turn on, check the box and receipt. Vision Tech can help you work out the right model and who to contact.

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.

Samsung TVs | Easy | 2 min read

How to clean a Samsung TV screen safely

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 TV screen scratches and marks easily, so gentle cleaning is best. Do this when the TV is off and cool.

What to use

- A clean, dry microfibre cloth. A glasses or camera cloth is ideal
- A second cloth lightly dampened with water, if needed

Manufacturers generally advise a soft dry cloth and no harsh products. Check your manual for details about your model, as some screens have special coatings.

Before you start

1. Switch the TV off and unplug it.
2. Wait a few minutes for it to cool down.
3. Take off any rings or watches that could scratch the screen.

How to clean

1. Wipe the screen gently from top to bottom with the dry microfibre cloth, using light pressure.
2. For stubborn marks, use the cloth lightly dampened with water only. It should not be wet or dripping.
3. Wipe again with the dry cloth.
4. Let the screen dry fully before you plug the TV in.

Things to avoid

- Do not spray liquid directly on the screen. It can run into the edges and damage the TV.
- Do not use glass cleaner, alcohol, window cleaner, cleaning wipes, kitchen paper or abrasive cloths.
- Do not press hard, especially on one spot, as this can mark the screen.
- Do not use hot water or steam.

The frame, back and vents

Wipe the frame with a soft dry or barely damp cloth. Use a dry cloth or a soft brush to remove dust from the back and vents. Do not poke anything into vents or sockets.

The remote

Wipe the remote with a dry or barely damp cloth, and avoid getting liquid into the buttons.

If a mark does not come off

Some marks, such as pressure marks or burn-in, are inside the screen and cannot be cleaned. See our guide on lines and dead pixels.

When to get more help

If liquid has got into the TV or the screen has a crack, unplug it and do not turn it on. Vision Tech can help you decide the safest 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.

Samsung TVs | Easy | 2 min read

Wall-mounting a Samsung TV safely: why you should hire a professional

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 wall-mounted TV looks neat, but a falling TV can cause serious injury and damage. This guide explains what to think about and why a professional is usually the better choice.

Why it matters

Modern TVs are large and heavy. The wall, the bracket, the fixings and the way the TV is hung all matter. A mistake can lead to the TV falling, or to hidden pipes and cables being damaged.

What a professional will check

- What your wall is made of, such as brick, plasterboard or a stud wall
- Whether there are cables or pipes behind where they want to drill
- The weight and size of your TV and the bracket's limit
- The correct fixings for the wall type
- Where the power and aerial cables will run, and whether sockets are in the right place

Use the right bracket

Brackets must match your TV's screen size, weight and mounting holes, known as the VESA pattern. These details are in your manual and on Samsung's support site for your model number. Do not use a bracket that is not rated for your TV. Samsung's own wall mount is made for certain models, and other brackets may be fine too, as long as they are rated for the weight and fit the holes.

Do not do it alone

Even if the wall is simple, a large TV needs two people to lift. Never lift a TV by the screen.

Heat and space

Leave space around the TV for air to circulate. Do not mount it directly above a radiator or fire.

Cables

Do not run mains cables inside the wall unless it is done by a qualified electrician, as this may breach safety rules.

Warranty

Check your warranty. Damage caused by incorrect mounting may not be covered.

Costs

Hiring a local TV mounting service is usually inexpensive compared with the cost of a damaged TV.

When to get more help

If you are unsure about your wall, the bracket or the TV weight, stop and ask a professional installer. Vision Tech can help you work out what to look for or what to ask them.

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.

Samsung TVs | Medium | 2 min read

Samsung account sign-in problems and Samsung account versus Apple or Google

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.

Samsung TVs ask for a Samsung account for some features. It is separate from your Apple ID or Google account, which confuses many people.

What the Samsung account does

A Samsung account lets the TV save your settings and use features such as SmartThings, certain apps and Samsung services. You can use the TV for basic viewing without one on many models, but some features need it.

Samsung account is not Apple or Google

- A Samsung account is created with Samsung, using an email address and password.
- Your Apple ID is for iPhones, iPads and AirPlay on your Apple devices.
- Your Google account is for Gmail, Android phones and YouTube.

Some services let you sign in to a Samsung account using a Google or Apple login. If you used that method, you must use it again rather than typing a password you never created.

If sign-in fails

1. Check the email address is spelled correctly.
2. Check the date and time on the TV are correct. On recent TVs, look in **Settings > General & Privacy > System Manager > Time**. The path can differ by model.
3. Check Wi-Fi is working by opening an app.
4. Try signing in on a phone or computer at the Samsung account website. If it works there, the TV is the problem; if not, reset your password from the website.

Forgotten password

Use the "forgot password" link on the Samsung account sign-in page and follow the email. Never give your password to anyone who phones or messages you claiming to be Samsung.

Signing in on the TV

The sign-in option is usually in the **Settings** menu or at the top of the **Home** screen. Look for a person icon or **Sign In**. Exact placement changes between models and years.

When to get more help

If you cannot recover your account, or the TV will not sign in even though the website does, contact Samsung support. Vision Tech can guide you through the steps safely.

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.

Samsung TVs | Medium | 2 min read

Samsung TV privacy and ads settings: how to limit tracking

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.

Smart TVs can collect information about what you watch and show personalised adverts. You can usually limit this, although the options differ between models.

What may be collected

A TV can record which apps and programmes you use and may use that to show adverts. Voice features may listen for commands. You may be asked to agree when you first set up the TV.

Where to look

On recent Samsung TVs, the privacy options are normally under **Settings > All Settings > General & Privacy**. Look for **Terms & Privacy** and then options such as **Privacy Choices**. Wording and location change between models and years, and we cannot give one exact path for every TV. Use the e-Manual or Settings search for "privacy" or "advertising".

Common options to look for

- **Interest-based advertising** or personalised adverts, which you can usually turn off
- **Viewing information services**, which collect what you watch, and which may be an option to switch off
- **Voice recognition** features
- **Internet connected features** for app suggestions

Switching off these options may reduce adverts, though you will probably still see some on the Home screen.

Tips

- Read each switch carefully. Turning off a service may remove a feature.
- Do not sign in to accounts you do not need.
- Check privacy settings again after big software updates, as they can change.

Voice and cameras

If your TV has a microphone switch or a voice setting, switch it off if you do not use it. If your TV has a camera, keep it covered or switched off when not needed.

If you want to be very private

You can keep the TV offline and use a separate streaming stick. This reduces what the TV can send, but you lose smart features.

Be careful of scams

Samsung will not phone you out of the blue asking for remote access to your TV or payment. See our scam guides.

When to get more help

If you cannot find the settings or are worried about what the TV is sharing, Vision Tech can help you work through the menus safely.

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.

Samsung TVs | Easy | 2 min read

How to set up parental controls and change the PIN 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.

Samsung TVs let you lock channels, apps and age-rated programmes with a PIN. This helps keep children away from unsuitable content.

Where to find it

Samsung's guide says to go to **Settings > All Settings > General & Privacy > Parental Settings**. On older models it may be under **Broadcasting** or **General**. Check the e-Manual if your menu looks different.

What you can lock

- **Programme Rating Lock** blocks programmes above an age you choose
- **Channel Lock** blocks channels you pick
- **App Lock** lets you lock individual apps

Samsung notes that locks work on TV services only, and will not block content from other sources such as Blu-ray players, DVD players or USB files.

Your PIN

Samsung says the default PIN is 0000 unless you changed it. Change it straight away. Samsung says to go to **Settings > All Settings > General & Privacy > System Manager > Change PIN**, enter the current PIN, then choose and confirm a new one. Pick a number children cannot guess, and write it somewhere safe.

Lock a channel

1. Open **Parental Settings** and enter your PIN.
2. Choose **Channel Lock** and select the channels to lock.
3. Test it by changing to that channel. It should ask for the PIN.

Lock apps

In **Parental Settings**, look for **App Lock** and select the apps you want locked. Your options depend on your model. Also use the parental controls inside apps such as Netflix and Disney+, which are separate.

Forgotten PIN

Try the default, 0000. If it does not work, contact Samsung support. A factory reset may clear the PIN but it also erases your settings, so do not do this unless you must. See our reset guide.

Other devices

The TV's controls do not cover a games console or a streaming stick. Use the parental controls on those too.

When to get more help

If the lock will not work or you cannot find the menus, Vision Tech can guide you through them.

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.