

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.