

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.