

Samsung TVs | Medium | 2 min read

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

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.

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An out of date TV can stop apps working properly.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.