

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.

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.