

Samsung TVs | Easy | 2 min read

Samsung TV says no signal or HDMI is not working

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 "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.

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.