

Samsung TVs | Medium | 2 min read

Samsung TV will not connect to Wi-Fi or keeps dropping the connection

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 Samsung TV that cannot find Wi-Fi, will not connect or keeps disconnecting is usually affected by the router, distance or a setting. Start with the simple things.

Check other devices

Check whether your phone works on the same Wi-Fi. If not, the problem is the broadband or router, not the TV. Restart the router by switching it off at the wall, waiting a minute and switching it on. Wait a few minutes for it to settle.

Reconnect on the TV

On recent Samsung TVs, Samsung's steps are:

1. Press **Home** and go to **Settings > All Settings**.
2. Choose **Connection > Network**.
3. Select **Open Network Settings**.
4. Choose **Wireless**, pick your network and enter the password.

Menus differ on older TVs, so check the e-Manual if yours looks different. Take care with capital letters and symbols in the password.

Older TVs and 5GHz

Samsung notes that some older TVs support only 2.4GHz networks and cannot see 5GHz ones. If your router combines both under one name and the TV will not connect, ask someone to check the router settings or contact your broadband provider.

Improve the signal

- Move the router closer, or the TV closer to the router, if you can.
- Keep the router away from metal, microwaves and thick walls.
- For the most reliable connection, use an ethernet cable if you can. Samsung recommends wired for faster, steadier speeds.

Reset the network settings

If it still fails, follow the same path above but choose **Reset Network** instead of **Open Network Settings**. This only forgets saved networks and is much gentler than a factory reset.

Update the software

Go to **Settings > Support > Software Update > Update Now**, if the TV can get online by cable or phone hotspot.

When to get more help

If the TV never connects but other devices do, and a wired connection also fails, the TV's network hardware may be faulty. Check the warranty. Vision Tech can also help with the router side.

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.