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Hello! Thank you for reaching out! I understand how this can be concerning with your wired connection just working. Since you are having these connection issues I would recommend using the link below to solve this issue. ... If this does not help then this will require service, depending on your warranty and when you bought it you may have a few options. - If your unit was recently purchased, you can check with your retailer on their return/exchange processes.- If you have an extended warranty you can reach out to them to have service set up. - If you're within the one year warranty, you can Private message me or one of our moderators or you can call in directly at 1-800- 726-7864 with your full model and serial number to have service setup- If you're OUT of warranty, you can use this link below to find a service center in your area. Samsung Smart TVs come with numerous features and services such as online streaming, weather information and search capabilities. However, if you have problems with your TV connection, meaning that you lose access to these features, this can become very frustrating. Read on to find out how to check your network and troubleshoot these issues. For playing games and streaming high-quality content like 4K and 8K from online platforms and apps, via gaming platforms or PC, it is important to have a sufficiently fast and stable internet connection. The recommended speeds are: 4K Content: For streaming 4K video, it's generally recommended to have an internet speed of at least 25 Mbps. This ensures that the content can be streamed without buffering and good video quality would be maintained. 8K Content: 8K video streaming requires significantly higher bandwidth compared to 4K. While there's no universal consensus, a safe estimate would be at least 50 Mbps, or ideally higher. The higher bandwidth is necessary due to the immense amount of data that needs to be transferred for 8K video. Please note: These are minimum recommendations and actual needs may vary based on several factors, including the number of devices connected to your network, other simultaneous internet usage, and the specific requirements of the streaming platform. For the best experience, especially for 8K content, having a faster internet connection than the minimum recommendation is often beneficial. Additionally, a wired connection (Ethernet) can provide more stable speeds compared to Wi-Fi, especially for high-quality video streaming. Combined usage: If you combine these activities - high-resolution gaming and 4K streaming on the TV — your network speed requirements increase. Network capability: The capability of your Wi-Fi network to handle high-speed data transmission is crucial. Modern Wi-Fi standards like Wi-Fi 5 (802.11ac) and Wi-Fi 6 (802.11ax) are better equipped for high-bandwidth activities like gaming and streaming in 4K. Please note: This article refers to Samsung smart TVs (i.e. internet-connected). Images may differ slightly depending on the model and firmware on your TV. Before starting: Check the network status If you are having trouble connecting your Smart TV to the internet, take a look at the Network Status. You can check your internet connection settings and see where the connection is failing. To check the network status: 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings and select it using your remote 3 Select All Settings 4 Select Connection 5 Select Network 6 Select Network Status There are two potential points of failure that can cause network issues. These are the connections between your TV and the router and the connection between the router and the internet. Connection failure between the TV and router: Connection failure between the router and internet: To identify if the issue is between the TV and the router, try connecting a different device to your router. If this device connects and works correctly, then the issue is with your TV. To identify if the issue is between the router and the internet provider, check your internet box. If the box is connected, then you will need to contact your internet provider to solve the issue. Step 1: Device Care Device Care works by running scans on your TV so that it can diagnose and optimise your TV, attempting to fix issues such as a blurry screen or insufficient storage space. If an issue is found this will be shown to you on a list of diagnostics. Follow the steps below to find out how to run Device Care on your TV. 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings. 4 Select Support 5 Select Device Care Step 2: Check for software updates There are two different methods to update your TV. The method outlined below takes you through how to update from the TV menu. Read our FAQ on how to update your TV software to find out how to update via a USB. Please note: The following steps may look different depending on your TV model and the version of the smart menu it uses. If you're not sure of the exact steps, follow your printed user manual or download the e-manual from Samsung Support. 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select Support 5 Select Software Update 6 Select Update Now Please note: If you have a USB stick connected for video/photo/music playback or recording, the TV will ask if it should look on the USB stick for an update file. Select No to continue updating using Wi-Fi. If there is no update available then your TV is already updated to the latest version. Step 3: Cold boot the TV Cold boot the TV (press and hold the power button on the remote while the TV is ON, until it switches off and back on) - this may resolve any temporary glitches. Step 4: Check the date and time settings Incorrect date and time on your Samsung TV can lead to Wi-Fi issues. Make sure the date and time are correct or the Clock Mode is set to Auto. 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select General & Privacy 5 Select System Manager 6 Select Time 7 Select Clock Step 7: Reset Network Sometimes, resetting the network and reconnecting can resolve connectivity issues. Select Reset when asked if you want to reset your network settings. Once the network is restored, go to Network Settings to establish the connection again. 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select Connection 5 Select Network 6 Select Reset Network Step 8: Reduce router load Disconnect other devices from your network to avoid overloading the router. Limit other heavy internet usage on your network while streaming high-quality content. Step 9: Check your network speed and signal strength You can use an online speed test or a third party app to confirm your upload speed, download speed and signal strength. Please note: Remember, the actual speed can be influenced by factors such as the distance between your TV and router, the number of devices connected to your network, and potential interference from other electronic devices Step 10: Check and modify the IP address 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select Connection 5 Select Network 6 Select Network Status 7 Select IP Settings Manually setting your IP address can be used to try and troubleshoot your TV. To manually set your IP address follow the same steps to check your IP address and then continue with the following steps: 8 Once inside the IP Settings menu, change the Get Automatically option to Enter Manually 9 Go to IP Address 10 Enter the IP Address and select Done 11 Select OK Step 11: Change to LAN cable connection If you are experiencing the same issues when using a LAN cable connection, it is possible that your network doesn't meet the basic requirements for a stable connection. Please note: Consider using a wired Ethernet connection if possible, as it usually offers more stable and faster speeds than Wi-Fi. Step 12: Contact your Network provider Check your network settings with your network provider, ensure your router is correctly positioned and the speed and signal meet the minimum requirements. Step 13: Factory Reset A factory reset should only be performed if no other attempted fixes are successful. A factory reset will remove all downloaded apps and reset all user settings so that the TV is returned to same state as when it was first bought. To factory reset your TV: 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select General & Privacy 5 Select Reset 6 Using the number keys on the remote, enter your PIN code. When you enter the final digit of the PIN code, you will automatically enter the next screen. 7 Select Done 8 Select Reset Step 14: Reconnect TV to the internet After a factory reset, you will need to reconnect to the internet. There are two ways to connect your Smart TV to the internet, which are via wireless and wired connections. The connection method is as follows. 1 Press the Home button on your TV remote 2 Navigate to Menu > Settings 3 Select All Settings 4 Select Connection 5 Select Network 6 Select Open Network Settings 7 Choose the Network type, either Wireless or Wired 8 If you choose a wired connection, your TV will automatically be connected to the internet. If it is wireless, select the network that you want to connect to Please note: Make sure that the network cable is well connected to the back of your TV when trying to connect through a wired connection. Isn't it frustrating when your Wi-Fi stops working? Or even worse, you notice that the wireless network adapter is completely missing from the system. Generally, this type of issue is caused by the outdated device drivers and can be fixed by updating them. However, your adapter could be missing or not working for a completely different reason. So, let's get right into the article to learn in-depth about your issue and how to fix it. There are various reasons why your adapter is missing or not working. Here are some of the most common ones. Corrupted or outdated device drivers Faulty NIC card Hardware Wi-Fi adapter hidden in Device Manager Issues with Power Management settings Before you lose hope completely and think of replacing the Wi-Fi adapter with a new one, there are some methods that can fix this issue. Even though the Wi-Fi adapter is physically connected to your system, it's rather not showing up because it is hidden in the device manager. Here's how to find and unhide it. Press the Windows + X key. Select the Device Manager option. Under the View menu, select the Show hidden device option. Select the Network Adapter option. Go to the Action menu on the top and click on Scan for hardware changes. Expand the Network Adapters dropdown and see if your wireless adapter is listed there. Furthermore, you can right-click the device and select the Properties option. Under the General tab, you can view if the device is working properly below the Device status section. If the above fix doesn't work then you can go through fixes like updating the device drivers, resetting the network and various others as discussed in this article. The wireless adapter may be missing or not working due to an outdated device driver. Here's how you can update it to resolve the issue. Press Windows + R key and type devmgmt.msc. Scroll down to the Network Adapters. Select your wireless adapter and right-click on it. Click on Update driver. Choose Search automatically for drivers option to download and install it online and choose Browse my computer for drivers to search it on your own system. After the driver has been installed, you can select Scan for hardware changes from the Action menu at the top. Check if the Wi-Fi Adapter is now visible. Alternatively, you can try reinstalling the device driver from the device manager. Here's how you can do it. Press Windows + R key and type devmgmt.msc. Expand the Network Adapters option from the list. Right-click on your device and click on Uninstall device. Click on Uninstall to confirm. Then, the device will be removed from the system. Restart the PC. After you restart the PC, your operating system will automatically reinstall the device. You can try the Windows network troubleshooter and resolve the issue by following its instructions. Here are the steps to run the network troubleshooter. Press Windows + R key and enter control to open the control panel. Navigate to Network and Internet > Network and Sharing Center. On the left sidebar, click on Change adapter settings. Choose your wireless adapter, right-click on it and select Diagnose option. If the troubleshooter finds any problem, follow the steps according to it. You can also run the network troubleshooter for all the network devices in general. For this, navigate to Network and Internet > Network and Sharing Center and under the Change your networking settings, click on Troubleshoot problems. This method includes resetting Winsock using cmd command. Resetting WinSock will basically restore important network configurations to default which helps in resolving many network connection issues. Press Win+R and type cmd. Press Ctrl+Shift+Enter key at once open cmd as an administrator. Upon the User Account Control(UAC) prompt, click on Yes. Type the command netsh winsock reset and press Enter. Restart the computer for the effect to take place. A network reset ejects all the installed network adapters along with their settings on the system. Once the system is restarted, the adapters are re-installed and their settings are set to default. Press Windows + I key to open the Settings app. Select the Network & Internet option. On the right pane, click on Network reset. Then click on the Reset now button. This will restart the PC so make sure to save all your important works before pressing the Reset now button. This method includes cleanup for network devices. Press the Windows + R key and type cmd. Press Ctrl + Shift + Enter key at once to open cmd as an administrator. Type netcfg -d and press Enter. You may require a reboot so please save all your necessary work before running the command. Your Wi-Fi adapter could be not showing up or missing due to a background service which stopped working. You can follow the steps below to configure it properly. Press Windows + R key and enter the command services.msc. In the services windows, scroll down to the WWAN AutoConfig and open it. If the Service status shows Running then leave it as is. Otherwise, click Start. Choose the Automatic option in Startup type. Click Apply and then OK to save the changes. Restart the system and check if the adapter shows up and works now. If you are using a laptop, it could have turned off the adapter because of a configuration in Power Management. Your system does this to save power. Here's what you can do to disable the system from turning off the adapter. Press Windows + R key and enter the command devmgmt.msc. Expand the Network adapters dropdown and select your wireless adapter device. Right-click on it and click on Properties. Under the Power Management tab, uncheck the Allow the computer to turn off this device to save power option. Click on OK. Sometimes, it may be the router that is causing problem than the Wi-Fi adapter not working or missing. In this case, you can try updating the router firmware. Generally, you can find the necessary instructions to update the router firmware on its manufacturer's website. There can be instances where you applied all the fixes above but were unable to see the adapter listed in the device manager. In these cases, your NIC card hardware is likely to be damaged or faulty. So your only option now is to either repair it or replace it with a new one. Hi I have a UE40K5100 TV the manual says I need a samsung lan adapter wis12ABGNX to connect to internet got that, plugged it into the only usb port on right side of tv switched on went to menu.network.network settings tv says no samsung lan adapter connected, but it is ive made sure its in correct way and secure tried resetting tv, no difference checked lan adapter its real, can anyone help with what to do next please I just solved the wifi problem. I tried everything. I called Samsung twice and they helped me try everything again. Finally, the second gal said I have a problem that they don't know anything about and I needed to call a licensed Samsung repair facility. So I called. They said they would come out for \$109 to assess the fix and charge me possibly more to fix the TV. I said thanks but no. I found a used wifi module on Ebay. I installed it today and wifi works perfect! The first Samsung tech gal was rude and unhelpful. The second gal was more knowledgeable and helpful, but lied through her teeth when she said Samsung has no knowledge of any wifi issues. THEY SHOULD STEP UP AND GIVE EVERYONE A NEW WIFI MODULE AS SOON AS THEY CALL. THEY KNOW ABOUT THIS PROBLEM AND SEEM TO BE USING IT AS A PROFIT CENTER FOR THEIR SERVICE REPS. BS. How to use How to use Accessibility features on my Samsung Smart TV FAQ for Samsung TV audio and video. Find more about How to use Accessibility features on my Samsung Smart TV with Samsung Support. How to use [2022] How do I split my Samsung Smart TV screen with Multi View FAQ for Samsung TV audio and video. Find more about How do I split my Samsung Smart TV screen with Multi View with Samsung Support. Power My TV switches itself off Find more about 'My TV switches itself off' with Samsung Support. Media What is Screen Mirroring and how do I use it with my Samsung TV and Samsung mobile device? Screen mirroring allows you to watch your mobile's content on your TV. Learn how to use screen mirroring. How to use How should I clean my TV screen? FAQ for Samsung Television. Find more about 'How should I clean my TV screen?' with Samsung Support Audio How do I turn the menu sounds on or off on my Samsung TV? FAQ for Samsung Television. Find more about 'How do I turn the menu sounds on or off on my Samsung TV?' with Samsung Support Firmware / Software How do I update the software on my Samsung Smart TV? Find out how to update or upgrade your Samsung Smart TV software or firmware with our easy guide and instructions. Accessory My TV remote isn't working FAQ for Samsung television. Find out more about 'My TV remote isn't working' with Samsung Support. TV Others What is burn-in and how can I avoid getting it on my TV? FAQ for Samsung television. Find more about 'What is burn-in and how can I avoid getting it on my TV?' with Samsung Support. TV Others Where can I buy replacement parts for Samsung products? FAQ for Samsung products. Find more about 'Where can I buy replacement parts for Samsung products?' with Samsung Support. Network How to troubleshoot internet connectivity for Samsung TV Learn what to do if your Samsung Smart TV is not finding your Wi-Fi network or connecting to the internet with our easy guide and instructions. Installation / Connection Attaching your Samsung TV to a stand FAQ for Samsung televisions. Find out more about how to assemble your TV and attach it to the stand with Samsung Support. Audio How to set up your Samsung Soundbar FAQ for Samsung television. Find more about 'How to set up your Samsung Soundbar?' with Samsung Support. Channel How to install, watch and stream the Discovery Plus TV App on Smart TV Get the help & support you need for your Samsung TV, Projector & Sound Device with our how-to videos, installation guides, tips & much more. 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