



SAMSUNG

Consumer IP Control Worksheet



Overview

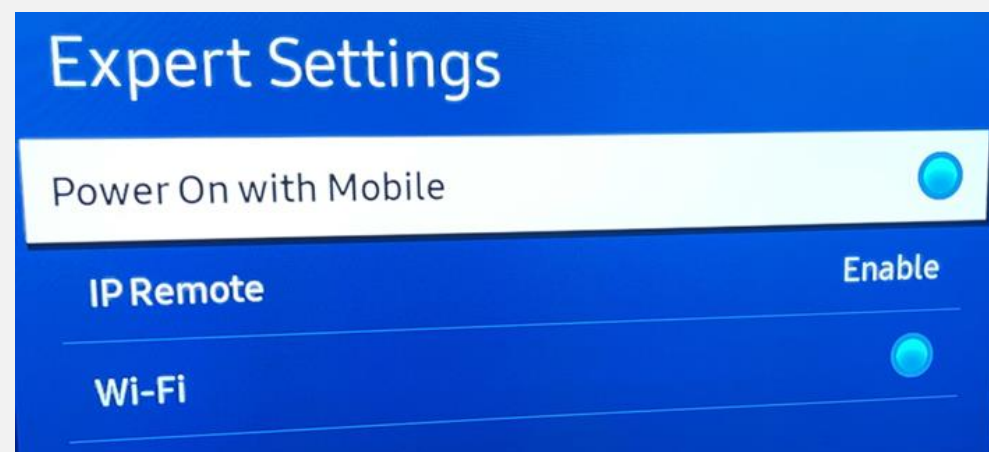
Samsung Consumer TVs have teamed up with 9 Control Partners for IP control. Although Samsung works closely with all of them, in the end each individual Control Partner is responsible for the creation and maintenance of their own drivers. Most years the control protocol has no changes, with the only difference being added commands for new model year feature(s) and/or deprecating commands that are no longer used/supported. Because of this, nearly all drivers should work across model years. One notable exception; In 2020 there was a one time “port address” change. Thus, there are two basic compatible groups (2019 and previous, and 2020 forward).



Step 1: TV Settings

Connecting an IP control device to the TV with 2 Settings.

1. Menu Settings=> All Settings=> *Connection=> Network=> Expert Settings=> **IP Remote**=> Enable
2. Menu Settings=> All Settings=> Connection=> Network=> Expert Settings=> **Power On With Mobile**=> ON



*2021 and older models the Network menu settings under: Settings=>General=>Network=>Expert Settings

***As of 2023
Guidance subject to change



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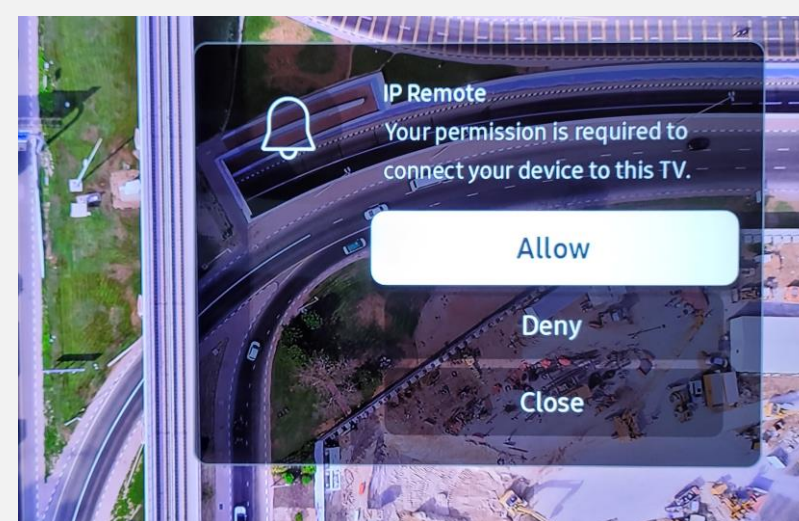


Step 2: Download the Driver and Pair the TV

Each control company will do things a little differently. Some will have one driver for all models, others may have a couple based on category and others yet may have a driver for every model and every size. The first thing you'll need to do is decide which is the correct driver for you.

Make sure the TV is On! You will also need the TV's remote available to "allow" the connection.

1. From your control software send the pairing command. This will be different depending on the Control Partner.
2. After the pairing command is sent a notification will appear on the TV screen. Choose "Allow"



Below you will find some common items that could help with the functionality and reliability of IP control with Samsung Consumer TVs.

Static IP: The preferred connection to the TV would be done via UPnP. If unavailable be sure to set a static IP through your router or in the TV's network settings.

Other TV Settings: Some of the Control Partners suggest additional setting adjustments in the TV for consistent expected behavior.

- Anynet+/CEC set to OFF is requested by some of the Control Partners. This setting can disrupt communication and prevent reliable control.
- Eco Settings may also affect timing and reliable expected behaviors from the TV. Control Companies may request specific Eco Settings be turned off for best results.
- HDMI Auto Detect. Disabling the HDMI Auto Detect may help in some cases. With the TV On + Source set "TV" ...
 - *Smart Remote:* Mute – Vol down – Ch down – Mute
 - *IR Remote:* Mute – 729 – Exit

***As of 2023

***No notifications showing a settings change will appear.
HDMI Auto Detect is a toggle, entering twice will turn back on.

Guidance subject to change

Best Practice / Tips



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Best Practice / Tips Continued...

Power On / WoL: Samsung TVs use WoL for Power On. Because of this, Power On should be looked at in two different stages.

- The TV has been powered off for LESS than 1 minute. Inside of 1 minute the TV has the potential to still have an active IP server, thus bypassing the need for WoL to power up.
- The TV has been powered off for MORE than 1 minute. After approximately 1 minute the TV will go offline and will no longer accept IP commands. During this state a WoL command must be sent to turn the TV On.

Since its difficult to know which state the TV's IP server is in after entering standby, it's suggested to send BOTH the IP Power ON and WoL command to the TV to turn it on. If the TV is not powering on after being powered off for longer than 1 minute the WoL has not been sent/accepted by the TV. Things to consider...

Check the MAC address. This is the most common reason for a failed Power On command via IP. The TVs MAC address must be entered into the controller. Find where it is entered and verify it matches what is the in TVs settings menu.

- Settings=>Support=>About This TV=> **Wired** MAC Address (or Wireless MAC Address if you are using Wifi)

Other TV Settings. Verify any additional settings the Control Partner may require for reliable behavior (ex. Anynet+ Off)

Network or Other In-Line Equipment. If the network or other equipment (switches, etc) block the WoL, the TV will not power on.

TIP:

With Samsung TVs that have Far-Field voice control you may be able to keep the IP server open, increasing reliability for the Power On function. In the Settings Menu:

- Settings=>General=>Voice=>Voice Assistant (Bixby)=>Bixby Wake-up Options (Keep Bixby in Standby).

***As of 2023

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