

Samsung Top Load Washer

Software Update Guide



Please check first if software update is required

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If software is not the latest version, proceed according to the instruction below

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How to check the latest software version



In Top Load Washer display

- ① Turn on the washer.
- ② Press the Temp → Spin → Rinse → Spin (or Temp → Soil → Spin → Soil) key as following sequence quickly.

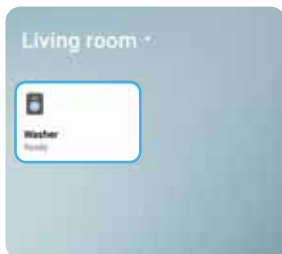
Model	Enter method	Software version
WA51A5505AC/US, WA51A5505AV/US, WA51A5505AW/US, WA52A5500AC/US, WA52A5500AV/US, WA52A5500AW/US, WA54A7305AV/US, WA55A7300AE/US	Temp → Spin → Rinse → Spin	Jt-85 (or Higher)
WA55A7700AV/US	Temp → Spin → Rinse → Spin	qn-85 (or Higher)
WA49B5205AW/US	Temp → Spin → Rinse → Spin	tU-85 (or Higher)
WA49B5105AV/US, WA49B5105AW/US WA50B5100AV/US, WA50B5100AW/US	Temp → Soil → Spin → Soil	U0-85 (or Higher)

- ③ Enter information display mode.
 - Can check software version after showing "001" about 1~2 seconds in display panel.
 - ※ Software version characters will be displayed alternately.
- ④ Turn off the washer after finishing to check software version.

In SmartThings App

1. Turn on the washer.
2. Select 'washer' and check software version.

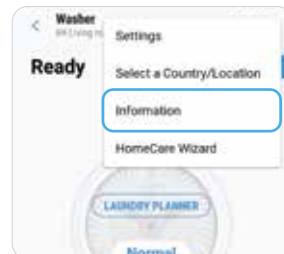
① Go to [SmartThings App > 'Device' tap > Washer]



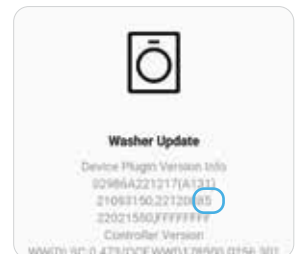
② Press the ⋮ button at the top right.



③ Press the information.



④ Check the version information. If **85 or higher**, it is latest version.



Customers who had already connected the washer to Wi-Fi



Follow the instructions below to update the washer software

Automatic update

- ① Make sure your washer is plugged in and connected to Wi-Fi network.
- ② Turn on and off the washer.
- ③ The washer will automatically start to update in about 60 minutes.

! Caution

- Do not unplug the power cord while automatic update is in progress.
- You cannot use the washer while it is in updating.

Manual update

- ① Make sure your washer is plugged in and connected to Wi-Fi network.
- ② If you have checked the software version guided in the previous page, please wait 30 minutes.
- ③ Turn on the washer.
- ④ Go to [SmartThings App > 'Device' tap > Washer]. Check the 'Update available' item.



* It may take up to 50 minutes.


- ⑤ Enter the washer control screen, check the instructions and press the 'START' button.
- ⑥ The washer will start to update and automatically turn off once it's complete.



* The update will proceed after "dn" is displayed for short time and disappeared.

* You cannot use the washer while it is updating. (Takes about 15 minutes.)

! Caution

- Do not turn off the washer or unplug the power cord while update is in progress.
- If you press "CANCEL" by mistake in the 5th step, press the  button at the top right > Information > "Update available"

Customers who haven't connected the washer to Wi-Fi (1/2)

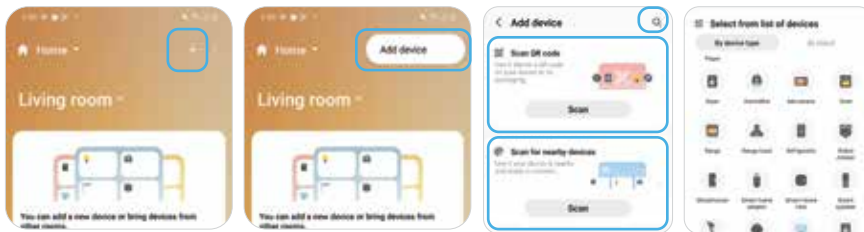


1. App installation and network check

- ① Please install the SmartThings app from the App Store and sign in to your Samsung Account.
- ② Check the Wi-Fi information.
 - * Please use **2.4GHz** for Wi-Fi.
 - * The Wi-Fi name must consist of only **English characters** and **numbers**.
 - * Check that the power cord of the connected device is plugged in.

2. Start connecting SmartThings * The SmartThings app screen may look different.

Start with another simple connection method

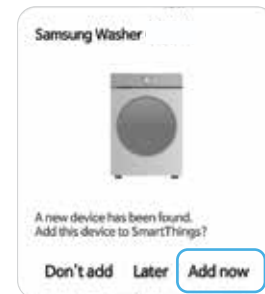


You can connect using the following method even if there is no popup.

- Search for your **model name**.
- Scan the **QR code** here.
- Find devices to connect with **Search nearby**.
- Select the **device type** from the list.

(*This method is described below as a representative example.)

Start with the "Washer discovered" popup



When you have opened the SmartThings app and a "Washer discovered" popup appears, tap **Add now**.

Device connection flow

① Connection start.



* All five methods introduced above can connect the device according to the following process.

② Press 'Start' to start the connection.



③ Select location and room.



④ Proceed through the connection steps according to the messages.



* In the Discover pop-up method, follow the button operation method guided at this stage.

* In the QR code scanning method, the corresponding step is omitted.

(only iOS)

Go to Wi-Fi in your iPhone setting, then select the washer's network.



⑤ Select the Wi-Fi network your washer will use.



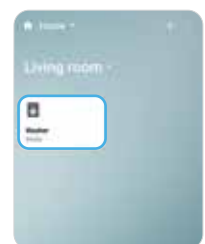
* If the Wi-Fi name is not searched in the AP list, pull down the list and refresh the search item to see the latest AP list.

* In some cases, it may need to enter a password for Wi-Fi.

⑥ Set the name and information of the connected device.



⑦ Check the added washer.



Customers who haven't connected the washer to Wi-Fi (2/2)



Follow the instructions below to update the washer software

Automatic update

- ① If you have successfully connected the washer to SmartThings through the previous steps, Please wait for about **30** minutes and [turn on and off the washer](#).
- ② The washer will automatically start to update in about **60** minutes.

! Caution

- Do not unplug the power cord while automatic update is in progress.
- You cannot use the washer while it is updating.

Manual update

- ① Make sure your washer is plugged in and connected to Wi-Fi network.
- ② If you have connected Wi-Fi with SmartThings guided in the previous page, please wait **30** minutes.
- ③ Turn on the washer.
- ④ Go to [SmartThings App > 'Device' tap > Washer]. Check the 'Update available' item.



* It may take up to 50 minutes.

- ⑤ Enter the washer control screen, check the instructions and press the 'START' button.
- ⑥ The washer will start to update and automatically turn off once it's complete.



* The update will proceed after "dn" is displayed for short time and disappeared.

* You cannot use the washer while it is updating. (Takes about **15** minutes)

! Caution

- Do not turn off the washer or unplug the power cord while update is in progress.
- If you press "CANCEL" by mistake in the 5th step, press the **:** button at the top right > Information > "Update available"

How to update software with dongle

For customers without Wi-Fi enabled washers



Please Confirm the dongle matches the image below and has not been damaged during shipping



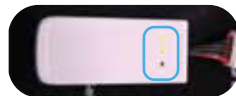
Please follow the steps below to update your washer

- ① Unplug the washer and access the rear of the unit.
- ② Open the connector cover on the back of the washer.
- ③ Connect the dongle.
- ④ Plug the washer in once again. The update will begin automatically.



* The dongle only connects in the above orientation

- ⑤ As the update begins, the buzzer will sound and the display will read "dn." While updating, the dongle will display one solid green light and one blinking green light.
- ⑥ After the update completes (about 4-5 minutes), the dongle will display two solid green lights.
- ⑦ Unplug the washer and wait about 30 seconds before continuing to the next step.
- ⑧ Remove the dongle and close the connector cover. Plug in the washer and resume normal usage.



Additional Note

During this process, if your dongle ever blinks red:

1. Remove the dongle.
2. Unplug your washer for about 30 seconds.
3. Return to Step 3 and follow remaining steps.

! Caution / Warning

- Do not unplug or operate the washer while the update is in progress.
- Do not pull on the wire portion of the power cord, instead make sure to unplug the power plug itself, when disconnecting the power plug.
- ※ More safety information can be found in the user manual.