

2020 Samsung TV F/W Upgrade Guide

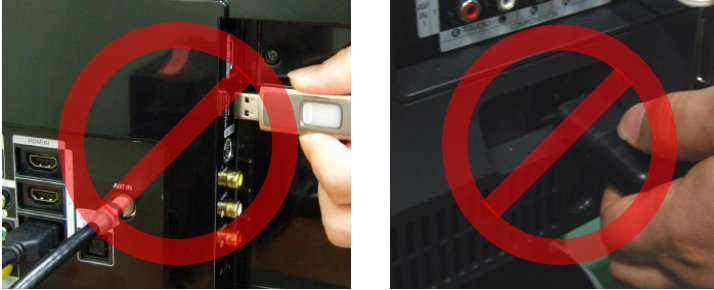
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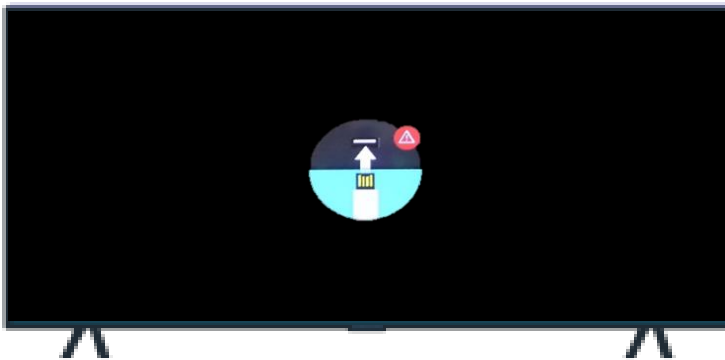
❖ Cautions

During the upgrade,

- ✓ Do not remove the USB Memory drive.
- ✓ Do not unplug the power cable.
- ✓ Do not turn off the TV.



If USB is removed or unknown error occurs during the upgrade, USB error icon will appear on the screen as below.



- ✓ Reconnect the USB containing the FW file to the TV to complete the upgrade.

※ Warning

Removing USB Memory drive out or unplugging the power cable may cause a firmware error or main board failure. These issue are not covered by Samsung warranty policy.

Step1-A. How to prepare the USB Memory Drive (All Windows)

1. Download the firmware file from Samsung.com into your computer.

File Name : T-KTSU2DEUC_XXXX.X.exe

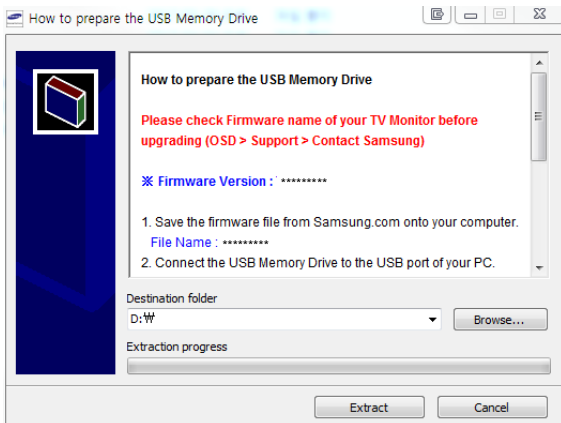
※ XXXX.X indicates the version of the firmware.

2. Connect the USB Memory Drive to the USB port of your PC.

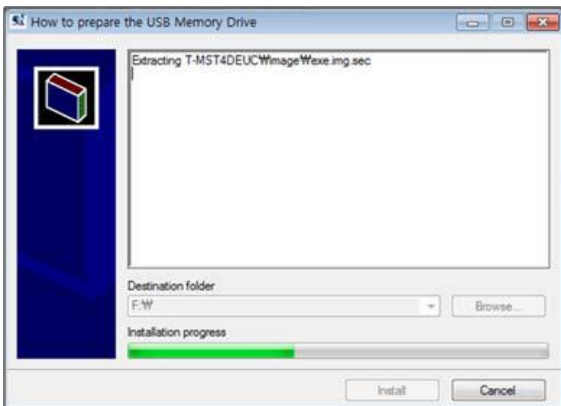
Copy the file to USB Memory Drive.

3. Go to the USB Memory Drive, and select the file by double clicking it.

4. Click the “Extract” button.

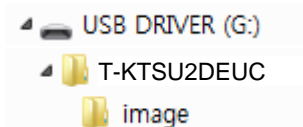


5. The file will be installed.



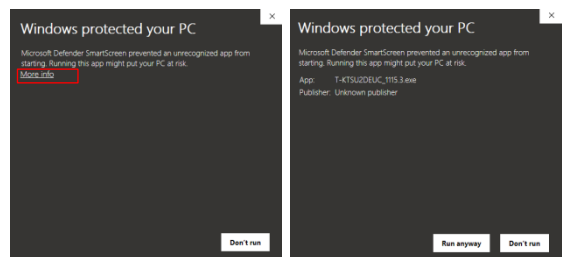
6. Confirm that a folder containing the firmware files has been added to the USB memory drive.

6-1. Make sure that USB Driver has a folder named 'T-KTSU2DEUC' in the root directory.



7. Safely disconnect the USB memory drive by clicking in 'Safely Remove' in Task Bar.

※ If Windows Defender may identifies the file as harmful, Click the “More info” and then select the “Run anyway”



Step1-B. How to prepare the USB Memory Drive (All OS)

1. Download the firmware file from Samsung.com into your computer.

File Name : T-KTSU2DEUC.zip

2. Connect the USB Memory Drive to the USB port of your PC.

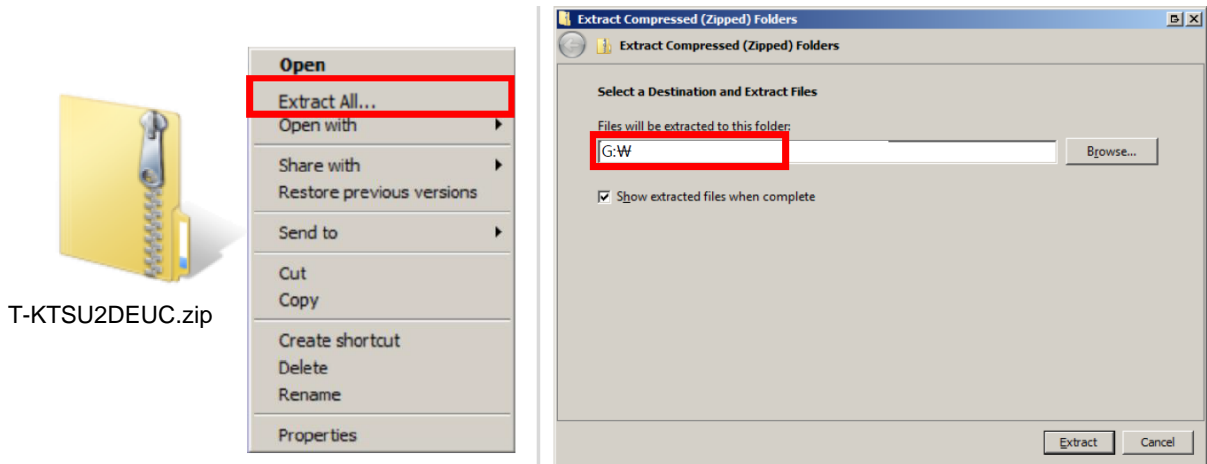
Copy the file to USB Memory Drive.

3. Follow below steps to extract the file and make a folder for firmware.

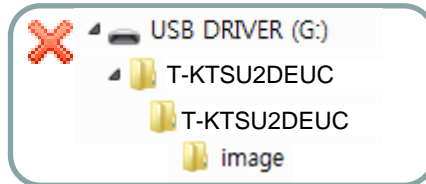
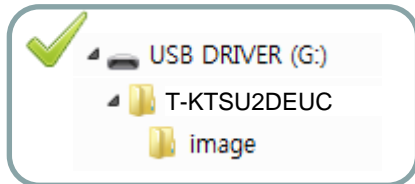
The folder should have same name with the file and exist in the root directly

※ An extracting process might be different by application in PC

3-A. Click the file and 'Extract All...'. Then select USB driver that files will be extracted.



3-B. Make sure that USB Driver has a folder named 'T-KTSU2DEUC'



4. Safely disconnect the USB memory drive by clicking in 'Safely Remove' in Task Bar.

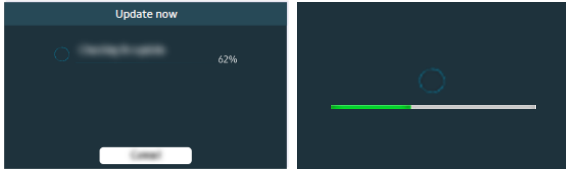
Step2. How to upgrade the Firmware by USB

1. Insert the USB Memory Drive containing the firmware into the USB port of TV.



2. Turn on the TV and wait for around 1 or 2 minutes.

3. The firmware update begins automatically.



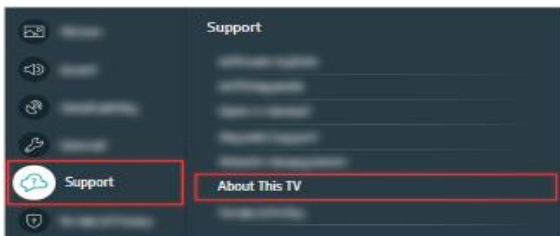
4. TV will automatically reboot twice when the firmware update is completed.

✘ Do not turn off your TV while the firmware update is in progress

5. When TV is on, select

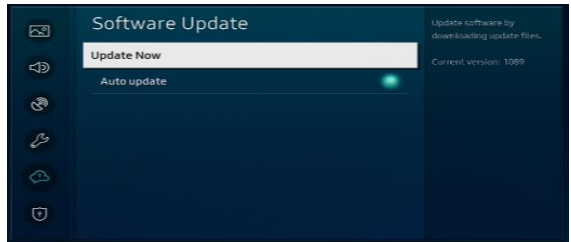
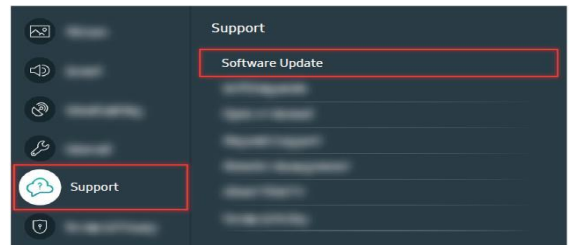
 >  **Settings** > **Support** > **About This TV**

and check the new firmware version

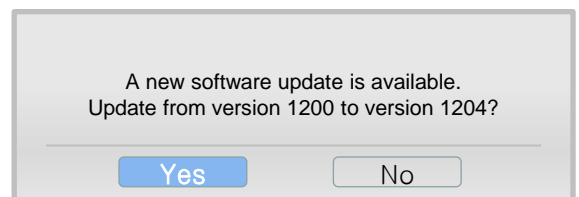


If the firmware update does not begin automatically, follow the steps below

1) Press the MENU button, select 'Support', 'Software Update', and then 'Update now'.

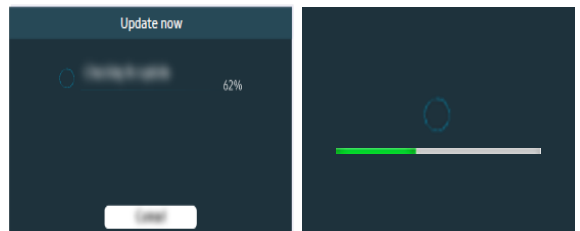


2) If the TV finds a valid firmware version, it displays the message below.



3) Press Yes, then TV starts updating.

✘ The TV is turned off and on twice.

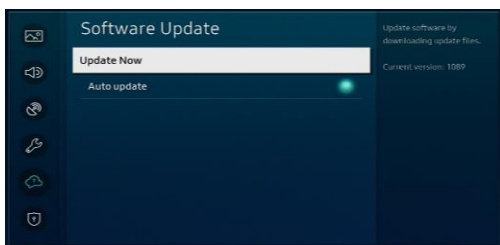
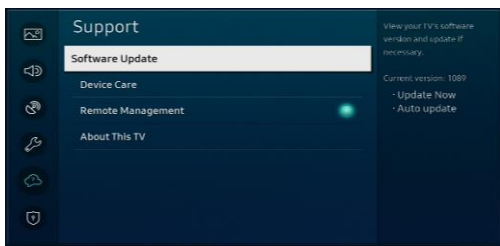


❖ How to Upgrade the Firmware by Online

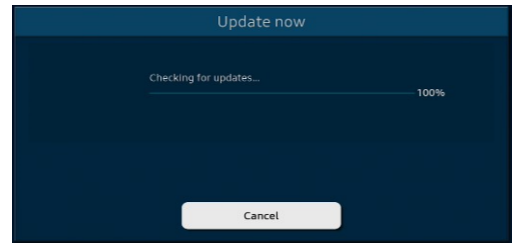
1. Turn on the TV.
2. Confirm that your TV is connected to the Network by using the Network Status test.



3. Press the MENU button, select 'Support', 'Software Update', and then 'Update now'.



4. The message "Checking for updates..." is displayed.



5. If TV finds a higher firmware version from the server, TV asks you to update new version. Press Yes.



6. It starts downloading. When the firmware upgrade is completed, the TV turns off and then back on by itself.

