

It has come to our attention recently that customers using Extenders and Matrix Switchers with HDBaseT technologies on select Samsung TVs may not be able to display video.

## Known Products affected:

- Samsung UNxxHU8500 Series
- Samsung UNxxHU8550 Series
- Samsung UNxxHU9000 Series

SnapAV has received notification from Samsung US that they have corrected their issue with a firmware update released on 7/18/2014 (Version 2143.1). SnapAV has confirmed this solution in our test lab using the network update process on the Samsung UN65HU8500.

## Recommended Solution:

- Apply Firmware Update Version 2143.1 through the Network Update process in the Television
- Apply Firmware Update Version 2143.1 through the USB process downloaded from the Samsung Website

Samsung Website Link: <http://www.samsung.com/us/support/owners/product/UN65HU8550FXZA>



The screenshot shows a firmware update entry for Samsung TVs. The entry is titled "Upgrade File(USB type) (Firmware) (ver.2143.1)" and is for "All OS", dated "Jul 18, 2014". A red box highlights the text: "This firmware is for TV Model(s): LED HU8500/8550" and "The version is 2143.1". Below this, it states "This firmware update will improve the following:" and lists three improvements: "- Improved usability", "- Improved stability", and "- Improved usability of input devices".