

## Operations

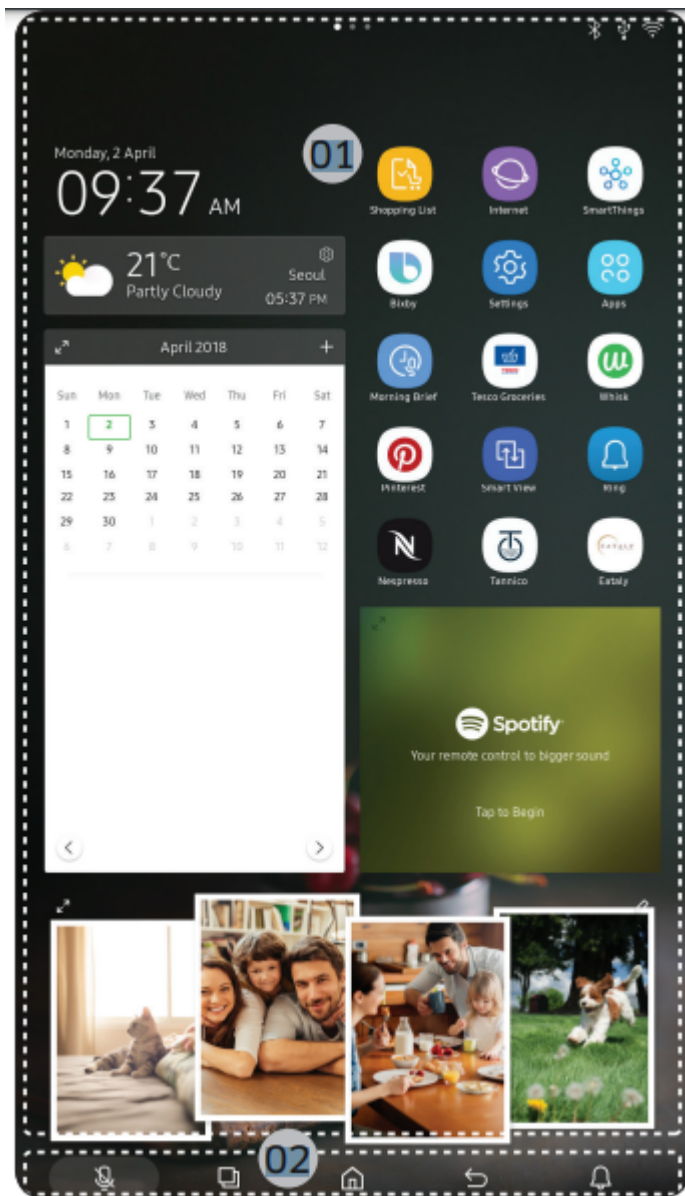
### User interface

#### NOTE

- For more information about other menus and apps available on the Refrigerator app, see the Online manual of your refrigerator.
- The content of apps and widgets, or their design is subject to change or support may be discontinued without notice, depending on the content provider's policy.
- Children's use of the refrigerator's functions, apps, and services must be supervised by adults.
- Underage transactions with the services must be supervised by adults.

01. Home screen

02. Soft buttons



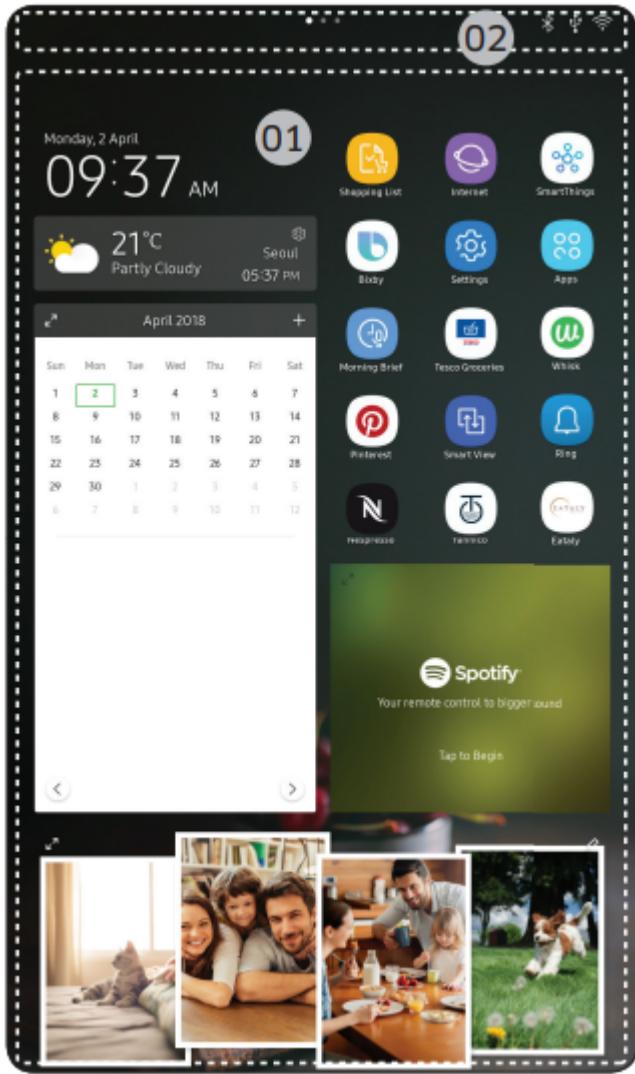
## 01 Home screen

### 01 Apps & Widgets

- Tap a desired app or widget to launch it.
- Tap and hold an app or widget to enter Edit mode. A grid appears. In Edit mode, you can drag and drop an app or widget to a new position on the grid. When you move the app or widget to a new grid location, the location turns blue if it is available. If it is not available, it turns red.
- You can add an app or widget that has been removed from the Apps list.








### 02 Status bar

- Displays the status of various functions. (Refer to the following Icon descriptions table.)



Icon descriptions



Bluetooth 	Indicates Bluetooth connection status.
USB 	Indicates USB connection status.
Remote Management 	Turns on when Remote Management is enabled and running.
Network 	Indicates network connection status in 5 levels (Off, 1-4)
Software Update 	Indicates the newest version of software has been downloaded from the server and is ready to update.
Notification 	Indicates there is a notification message.
Cloud sync 	Indicates Family Hub is receiving data from the cloud server.

## 02 Soft buttons



### 01 Microphone

- Tap to turn on or turn off the microphone function.
- The microphone icon turns red when it is turned off.

### 02 Task Manager

- Tap to open the Task Manager.

- See the Task Manager section for details.

### 03 Home

- Tap to open the Home screen.

### 04 Return

- Tap to return to the previous screen.

### 05 Notification

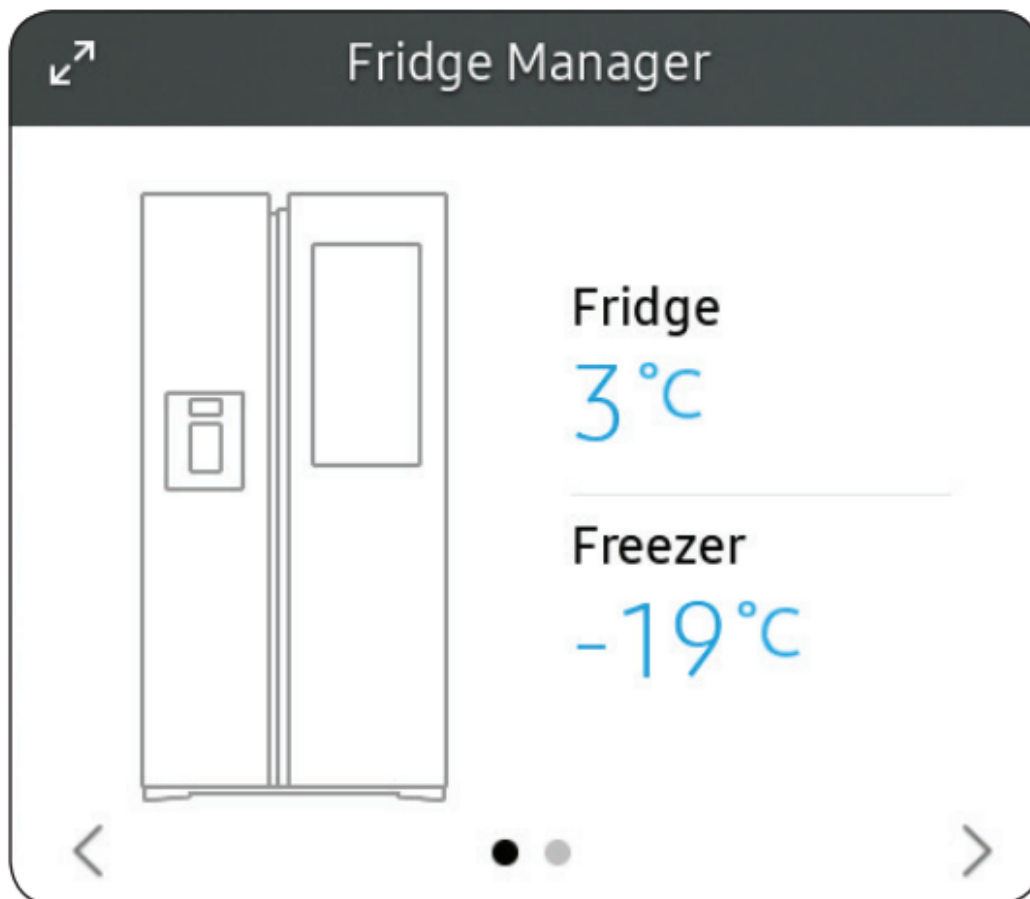
- Tap to display the Quick Panel.

### 06 Hide/Show

- Tap to hide or show Soft buttons.

- The Hide/Show button only appears when an app is active.

## Fridge Manager



To access Fridge Manager, swipe the Home screen to the left, and then tap the Fridge Manager widget

- Tap < or > on the bottom of the widget to move between pages.

- On the first page, you can check the current temperatures or modes of each compartment as well as active special functions.
- Tap the first page to open the Fridge Manager for detailed settings.
- On the second page, you can check the filter status.
- Tap the second page to open the Fridge Settings.
- Tap Buy Filter on the second page to open the website where you can purchase a water filter.

The Fridge Manager is a graphical representation of your refrigerator. The top half represents the refrigerator compartment, the bottom left the freezer compartment, and the bottom right the Cool Select+. The temperature or mode settings for each are displayed over each section.

Fridge Manager At a Glance

### **01 Temperature**

Set or change the temperatures for the fridge, freezer, and Cool Select+ with Power mode (Power Cool or Power Freeze).

- Power Cool and Power Freeze speeds up the cooling and freezing process at maximum fan speed. The fridge and the freezer keeps running at full speed for several hours, and then returns to the previous temperature.

- To freeze large amounts of food, activate Power Freeze for at least 20 hours before putting food in the freezer.

### **02 Special Features**

Special functions available on this refrigerator are listed with a brief description.

### **03 Fridge Settings**

See the next page for details.

### **04 External Conditions**

Displays the external (ambient) temperature and humidity.

Also displayed is the Ice Maker off indicator at the top, center. When the indicator displays Ice Maker off, the refrigerator's ice maker is turned off.

Ice Maker	Turns the icemaker on and off. Tap and drag the button to turn on or off. Note that if the ice bucket is full of ice, the refrigerator does not start making ice when you turn on the icemaker, but displays the Ice Full indicator on the main screen. If you hold down the dispenser lever for 5 seconds, the Ice Maker Off status changes to Making ice.
Dispenser Lock	Turn the Dispenser Lock on or off.
Door Alarm	With the Door Alarm enabled, the door being open displays an alert with a beep. With the Door Alarm disabled, the door being open displays just an alert.
Temp. Unit	Switch the scale unit between Celsius and Fahrenheit.
Water Filter	Provides a water filter replacement tutorial and lets you reset the water filter replacement indicator. Tap to open.
Self Check	Self Check is a self diagnoses function. Tap to open. Tap Start to run.

## Settings



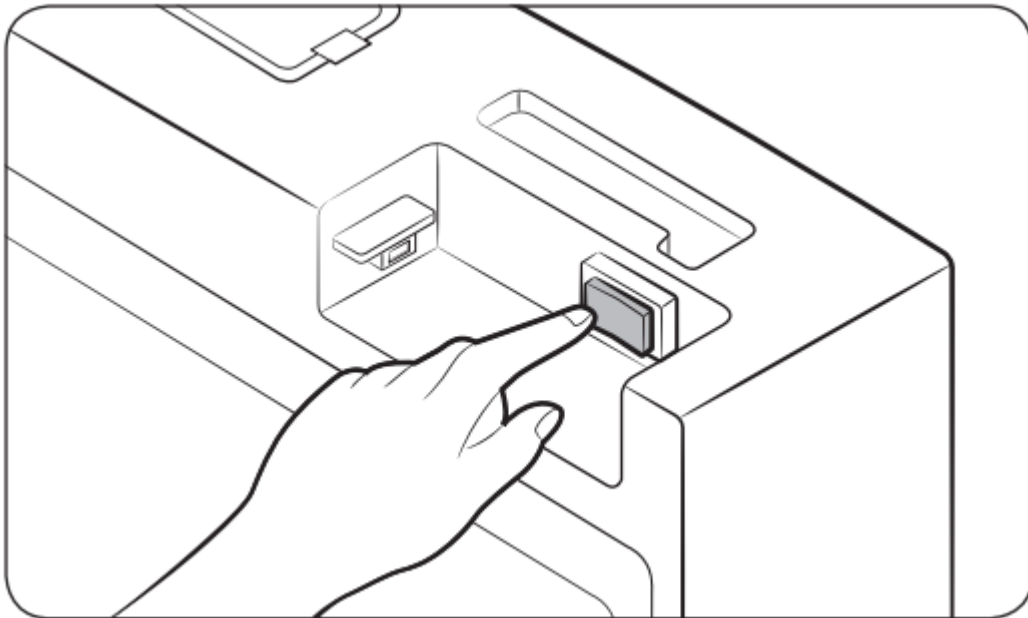
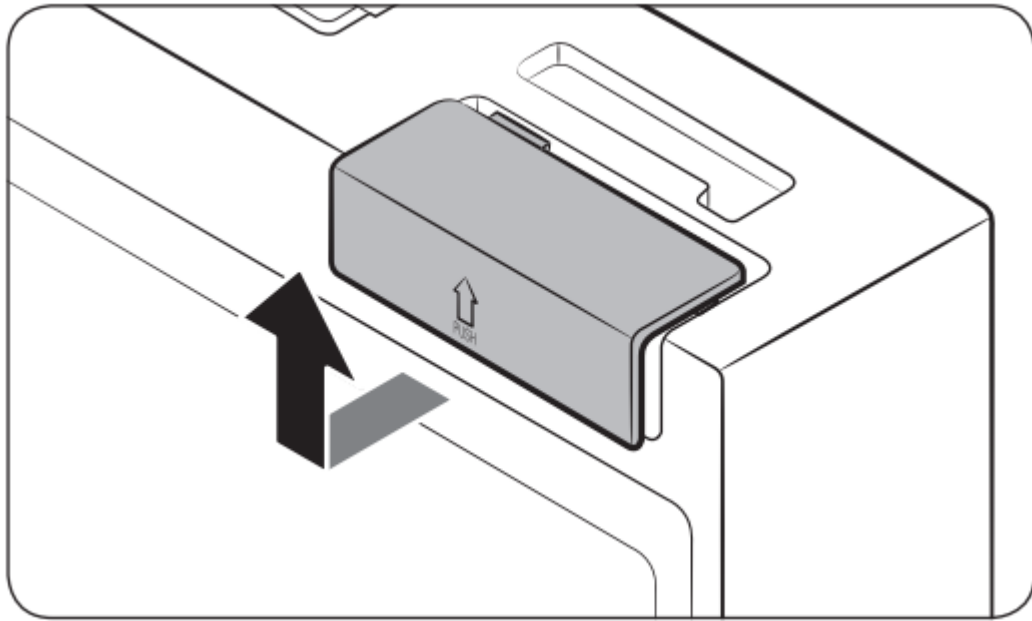
Display	<ul style="list-style-type: none"> <li>You can set the screen brightness, wallpapers, auto wake-up, motion detector, theme, screen timeout, and duration of the screen saver.</li> </ul>
Sound	<ul style="list-style-type: none"> <li>Set the volume and equalizer and turn on or turn off the touch sound.</li> </ul>
Wi-Fi	<ul style="list-style-type: none"> <li>Turn on or turn off a Wi-Fi connection. The current Wi-Fi network is listed first in the access point (AP) list.</li> </ul>
Bluetooth	<ul style="list-style-type: none"> <li>Up to 4 recently paired Bluetooth devices are listed.</li> <li>To add a new device when 4 paired devices are listed, first unpair a paired device from the device list.</li> <li>Available devices are Bluetooth-enabled headsets, headphones, and speakers.</li> </ul>
Voice	<ul style="list-style-type: none"> <li>You can check the Voice function language, turn on or turn off Voice wake-up, select Wake Word, register and manage Voice ID, and check information about Bixby.</li> </ul>
Profile	<ul style="list-style-type: none"> <li>You can add, edit, or delete a profile.</li> </ul>
Security	<ul style="list-style-type: none"> <li>Enable or disable restrictions on Family Hub features and apps.</li> </ul>
Language	<ul style="list-style-type: none"> <li>Select a preferred language. Available languages depend on the sales region.</li> </ul>
Date and Time	<ul style="list-style-type: none"> <li>Make sure the Auto update function is on with a proper Wi-Fi network connection. Open the fridge door and locate the display reset button on the inner side of the door. Press the button and press again to reset the display. Then, the date and time will be synced by the time server.</li> <li>You can change the time zone through the Time zone menu.</li> </ul>
About Device	<ul style="list-style-type: none"> <li>Make sure the Software Update function is on with a proper Wi-Fi network connection.</li> <li>When updates are available, the Update button becomes active. When updates are complete, the refrigerator restarts automatically.</li> <li>Legal information displays the Open Source License Agreement. Tap the list item to open the Open Source Announcement.</li> </ul>

Easy Connection	<ul style="list-style-type: none"> <li>• Easy Connection can be used with Samsung Smartphone apps, and allows you to connect your device to the same home Wi-Fi network that your smartphone is connected to.</li> </ul>
Clean Screen Mode	<ul style="list-style-type: none"> <li>• Turn on so you can clean the screen without activating any apps.</li> </ul>
Accessibility	<ul style="list-style-type: none"> <li>• Set to turn on or off the screen reader function for blind and lowvision users.</li> </ul>
Online Manual	<ul style="list-style-type: none"> <li>• The online manual will walk you through various menus and apps that the refrigerator provides directly on the display</li> </ul>
Factory Data Reset	<ul style="list-style-type: none"> <li>• Tap Reset to restart the refrigerator in Factory Data Reset mode. All user data will be removed permanently. Data that will be removed includes account information, memos, photos, and user settings.</li> </ul>
Remote Management	<ul style="list-style-type: none"> <li>• Use Remote Management to allow a service representative to remotely diagnose problems and provide solutions.</li> <li>• Remote Management requires a Wi-Fi connection.</li> <li>• The Remote Management menu does not appear on models that do not support Remote Management.</li> </ul>

### **Display reset (applicable models only)**

If you encounter an abnormal symptom on the display, try resetting the display. This may solve the symptom.

1. Open the right-side fridge door and locate the switch cover on the top right corner of the door.
2. Push up the cover to reveal the power switch.
3. Turn the switch off and turn it on again.
4. Reinsert the switch cover to the end until you hear a clicking sound.



## SmartThings

### Installation

Visit the Google Play Store, Galaxy Apps, or Apple App Store and search for “SmartThings”. Download and install the SmartThings app provided by Samsung Electronics to your smart device.

### Samsung account

You are required to register your Samsung account to use the app. If you don't have a Samsung account, follow the app's onscreen instructions to create a free Samsung account.

### Getting started

Turn on the device you want to connect, open the SmartThings app on your phone, and then follow the instructions below. If a pop-up appears saying that a new device has been found, tap ADD NOW. If a pop-up doesn't appear, tap the + button, and then select the device you want to connect from the list of available devices. If your device isn't in the list of available devices, tap Supported Devices, select the device type (Refrigerator), and then select the specific device model. Follow the instructions in the app to set up your device. Once setup is complete, your refrigerator will appear as a "card" on your Devices screen.

## **Refrigerator app**

### **Integrated control**

You can monitor and control your refrigerator at home and on the go.

- Tap the refrigerator icon on the SmartThings Dashboard or tap the Devices icon at the bottom of the Dashboard, and then tap the refrigerator "card" to open the Refrigerator page.
- Check the operation status or notifications related to your refrigerator, and then change options or settings if necessary.

Category	Item	Description
Monitoring	Fridge temperature	Displays the desired temperature setting of the fridge
	Freezer temperature	Displays the desired temperature setting of the freezer.
	FlexZone settings	Displays the settings of the FlexZone.
	Diagnosis	Detects abnormal operations of the refrigerator.
	Energy monitoring	Checks the accumulated power consumption of the refrigerator for the last 180 days.
Functions	Ice making	You can turn the ice making function on or off, and check the current settings of the function.
		You can also check the status and progress of ice making.
	Power Cool	You can turn Power Cool on or off, and check the current settings.
	Power Freeze	You can turn Power Freeze on or off, and check the current settings.
	Fridge temperature	You can set the desired temperature of the fridge.
	Freezer temperature	You can set the desired temperature of the freezer.
	FlexZone settings	You can set the desired FlexZone mode.
	Sabbath Mode	You can activate and deactivate the Sabbath mode.
Alarms	Abnormally high temperature	This alarm is triggered when the fridge, the freezer, or the FlexZone has abnormally high temperatures.
	Door opening	This alarm is triggered if the fridge door, the freezer drawer, or the FlexZone drawer is open for a specific time.

AutoFill Pitcher overflowing	If the AutoFill Pitcher function senses an overflow, it triggers this alarm to let you know the status of the overflow
Water filter replacement	This alarm reminds you that the water filter must be replaced.

### Recommendations for voice recognition

For the voice recognition function, there is a built-in microphone at the top of the refrigerator's display. To use the voice recognition function:

- Stand no more than 3 feet (1 meter) from the refrigerator and speak loudly and clearly towards the built-in microphone.
- Speak at a regular pace. Reduce ambient noises, such as noises from a living-room TV.

### Samsung Family Hub

#### Installation

Visit the Google Play Store, Galaxy Apps, or Apple App Store and search for "Samsung Family Hub". Download and install the Samsung Family Hub app provided by Samsung Electronics to your smart device.

#### Samsung account

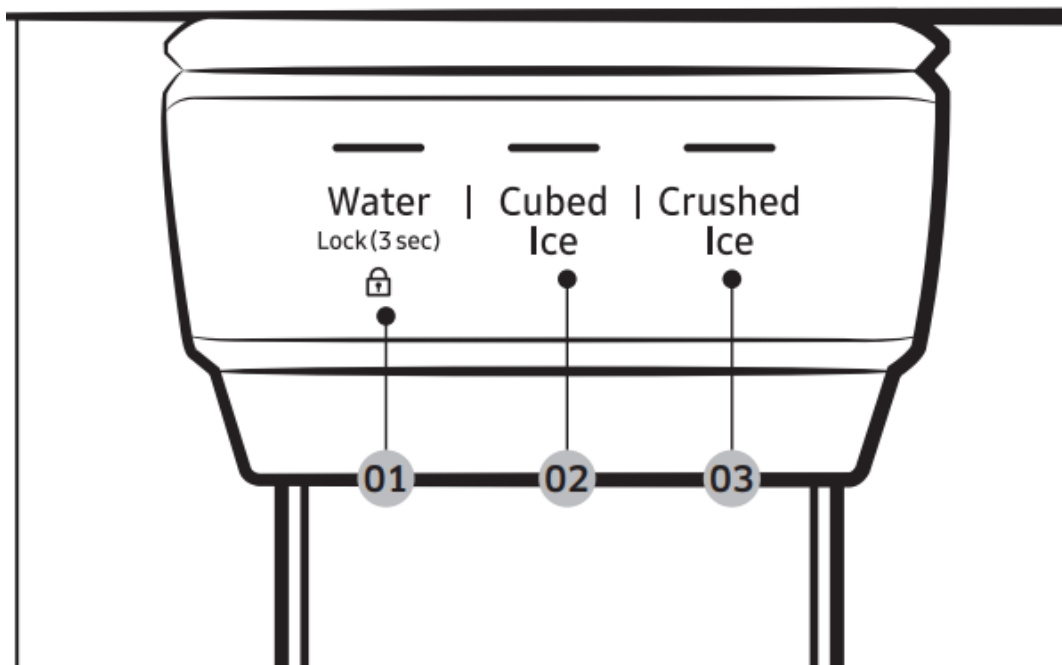
You are required to register your Samsung account to use the Samsung Family Hub app. If you don't have a Samsung account, follow the app's onscreen instructions to create a free Samsung account.

#### NOTE

To connect your smartphone and the refrigerator, register your Samsung account in Settings → Profile.

Item	Description
Calendar	You can share your schedule with your family.
To Do	You can create and edit a to-do list.
Memo	You can bring a Memo from your refrigerator to your smartphone or send a Memo from your smartphone to your refrigerator.
White Board	You can bring a White Board message from your refrigerator to your smartphone or send a White Board message from your smartphone to your refrigerator.
Photo	You can send photos from your smartphone to the refrigerator.
View Inside	You can check the inner view of the refrigerator, use different labels to register item-specific storage periods, and keep track of them to ensure you use items by their use-by dates.
Shopping List	You can create and edit shopping lists.

**Dispenser panel (applicable models only)**



**01 Water / Lock (3 sec)**



Water	To dispense chilled water, press Water. The corresponding indicator turns on.
Lock (Dispenser panel / Dispenser lever)	To prevent use of the dispenser panel buttons and the dispenser lever, press and hold Water for more than 3 seconds. If you press and hold the button again for more than 3 seconds, the dispenser lock will be deactivated.

## 02 Cubed Ice

Cubed Ice	Press Cubed Ice to dispense cubed ice. The corresponding indicator turns on.
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## 03 Crushed Ice

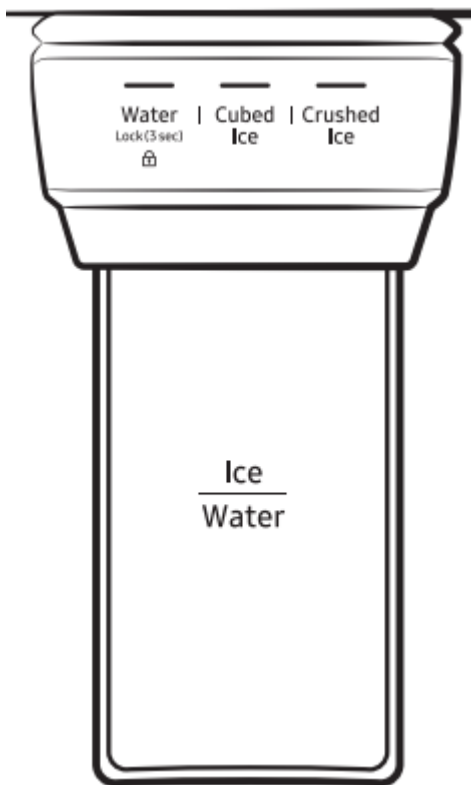
Crushed Ice	Press Crushed Ice to dispense crushed ice. The corresponding indicator turns on.
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## Special features

### Water/Ice dispenser (AutoFill Pitcher) (applicable models only)

Using the dispenser, you can dispense water with or without ice. The water dispenser offers 3 options: chilled water, cubed ice, and crushed ice. To dispense chilled water, press Water on the dispenser panel. Put a water glass under the dispenser, and then push the dispenser lever.

To dispense water with ice



1. With the Ice Maker enabled, press Cubed Ice or Crushed Ice to select the ice type.
2. Put a water glass under the dispenser, and then push the dispenser lever with the glass. Ice will be dispensed from the dispenser.
3. Press Water to select water.
4. Push the dispenser lever with the glass. Water will be dispensed from the dispenser.

#### Ice maker (applicable models only)

The refrigerator has a built-in ice maker that automatically dispenses ice so that you can enjoy filtered water with cubed or crushed ice.

#### Ice making

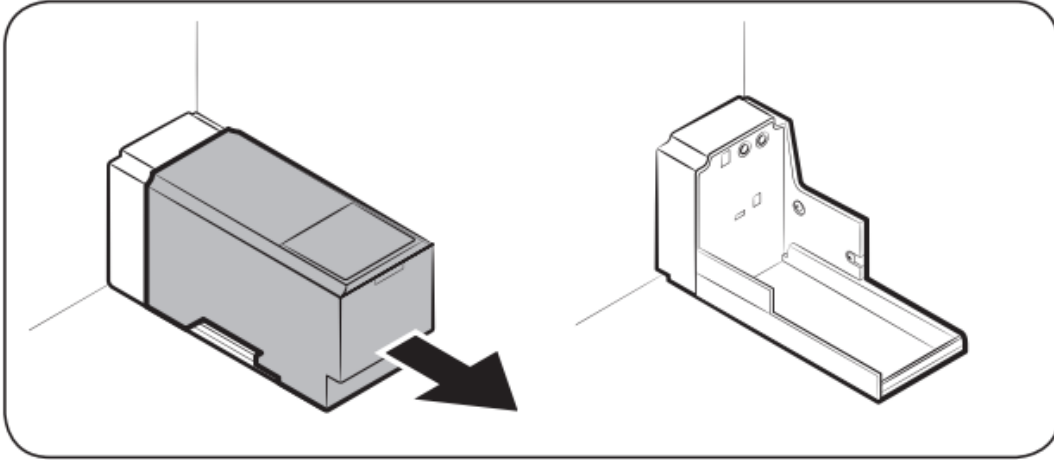
After you have installed your refrigerator and plugged it in, follow these instructions to ensure proper ice making and to keep the ice bucket full of ice:

1. Let the refrigerator operate for at least 24 hours to ensure optimal performance.
2. Dispense the first 4 to 6 ice cubes into a glass.
3. Wait another 8 hours and dispense another 4 to 6 ice cubes.
4. Then, wait another 16 hours and dispense the first glass-full of ice.

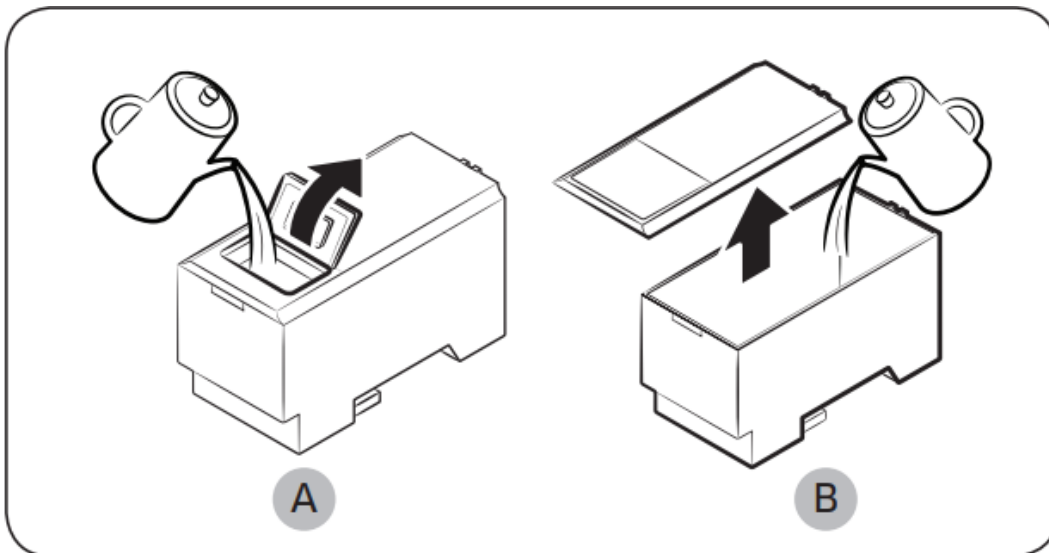
#### To fill the water tank (applicable models only)

For first-time use, clean the inner side of the water tank and dry well.

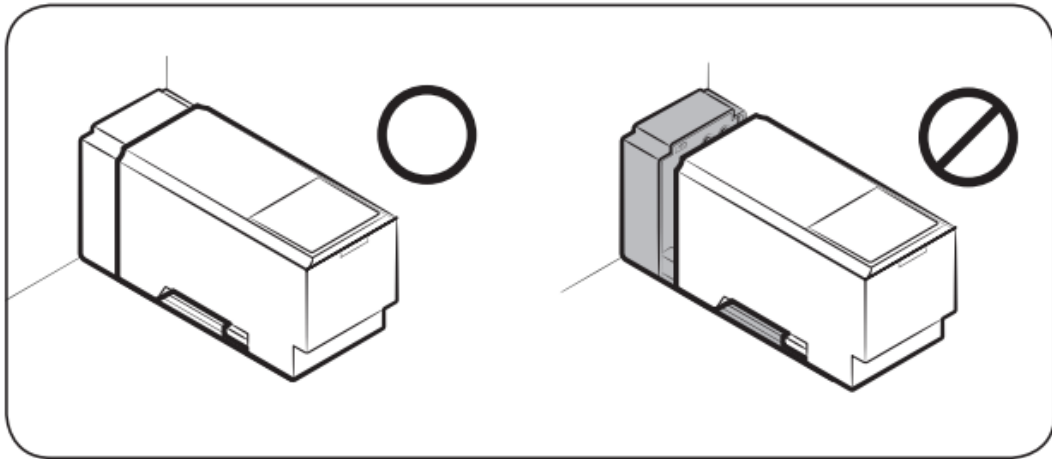
1. Hold both handgrips on the front of the tank, and slide out as shown.



2. Open the front lid (A) of the cover or the entire cover (B) and fill the tank with a max of 5 litres water.



3. Reinsert the water tank and fit into the dispenser mechanism. Make sure the front side (with the front lid) of the tank faces to the front.



For first-time use

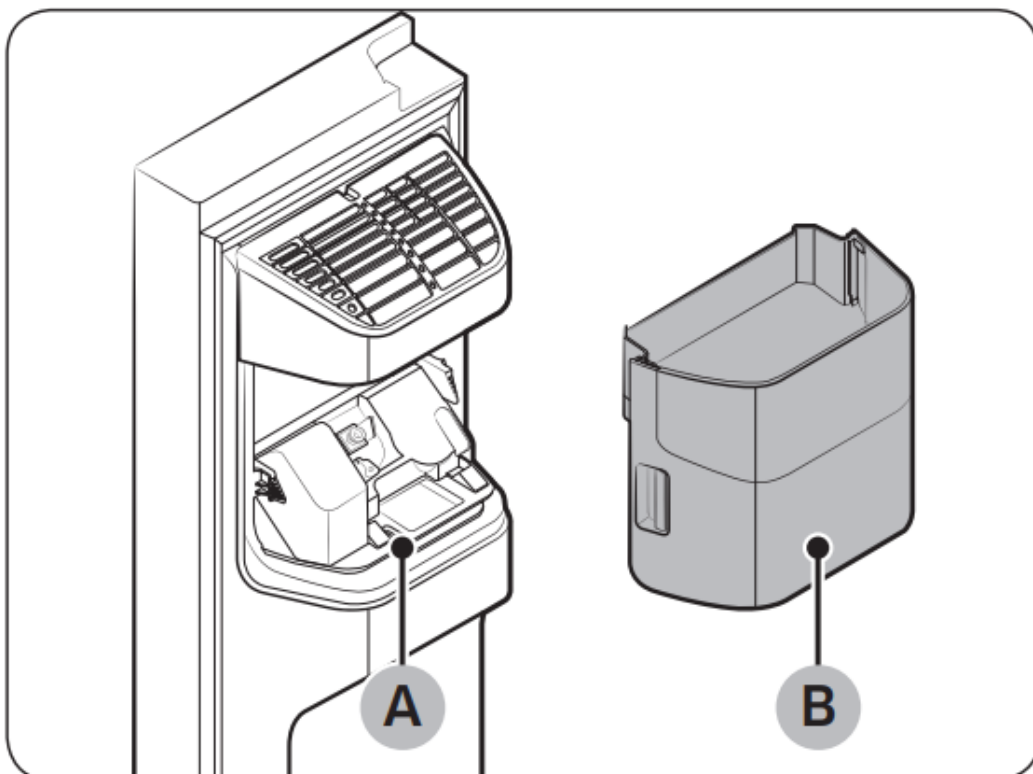
- Push the dispenser lever for 10 seconds to emit air from the hoses of the water supply system.
- Discard the first six glasses of water to remove impurities in the water supply system

#### **Ice making (applicable models only)**

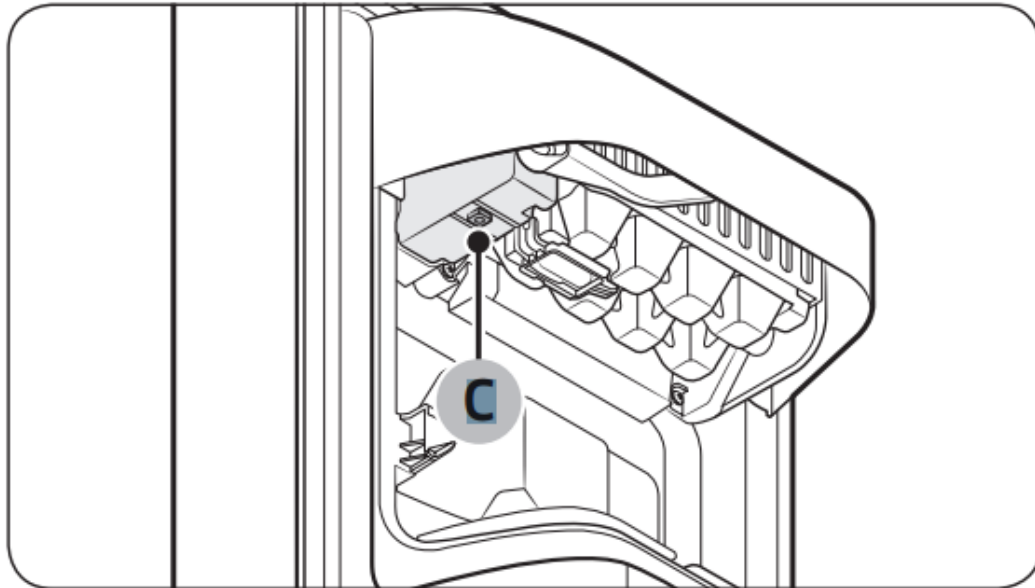
The refrigerator has a built-in ice maker that automatically dispenses ice so that you can enjoy filtered water with cubed or crushed ice to your preference.

If ice does not dispense, first check the ice maker if it makes ice properly.

To check the ice maker



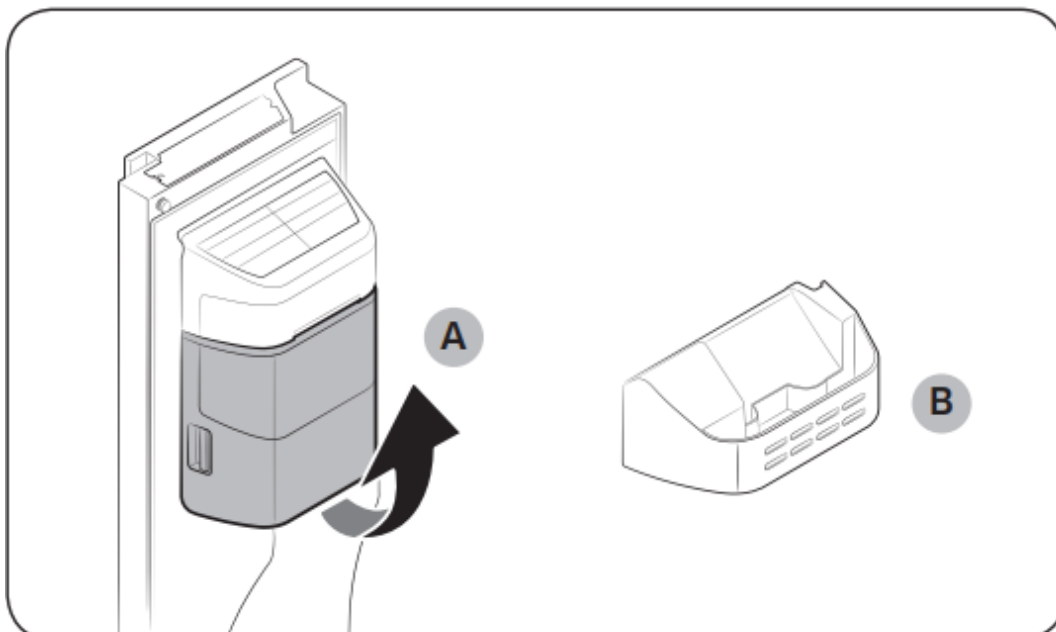
1. Gently hold the icemaker bucket (B) with both hands and remove it from the ice chute (A).
2. Check the icemaker bucket if it contains ice as appropriate.



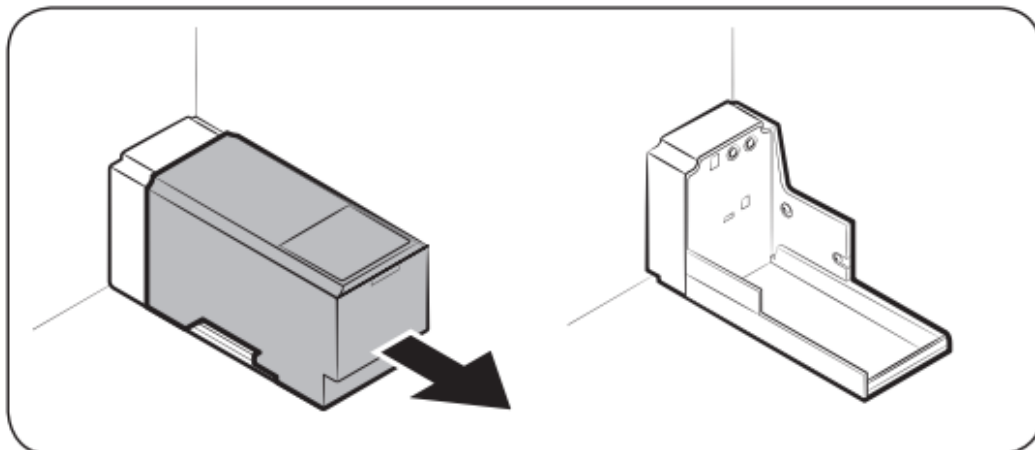
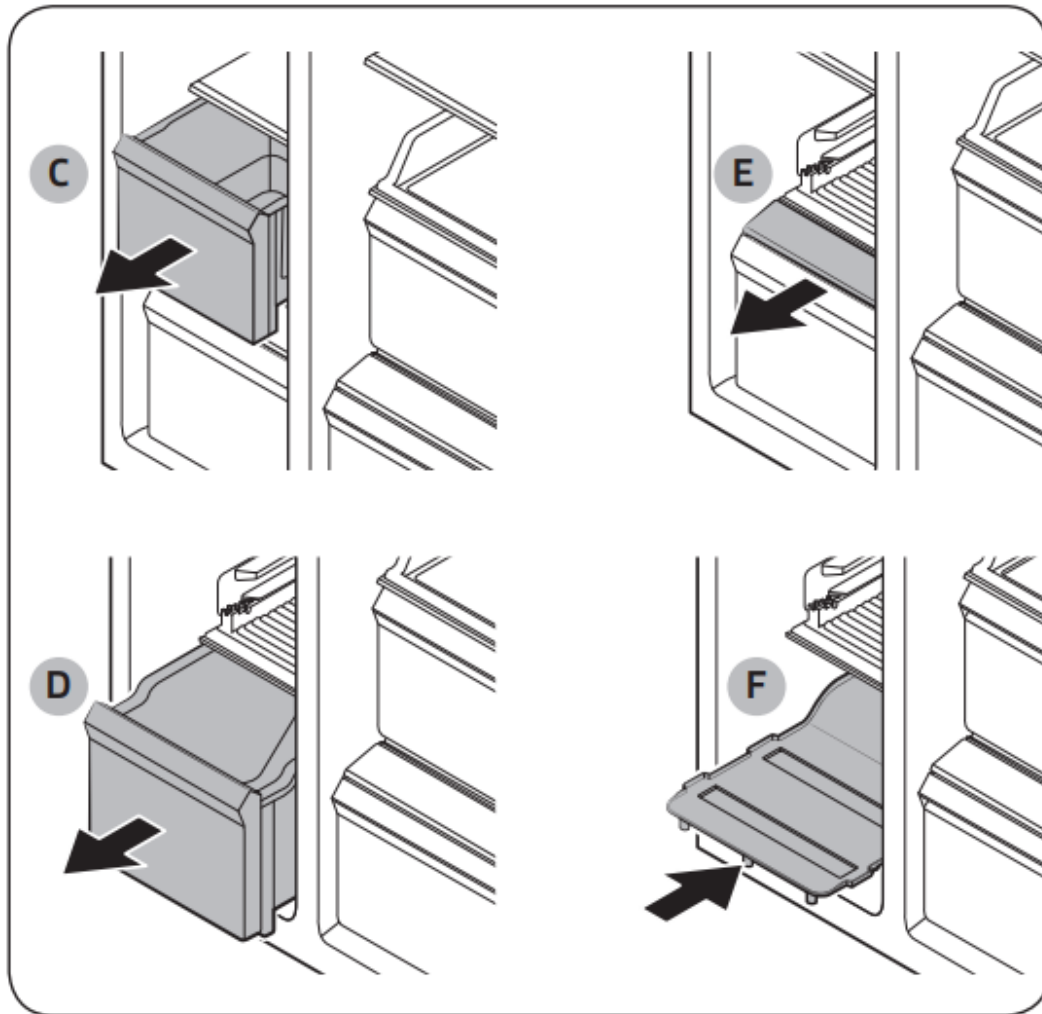
3. Press the button (C) on the bottom of the ice maker. You will hear a chime (ding-dong) at the press of the button.
4. You will hear another chime if the ice maker operates properly.

**To secure more storage space (applicable models only)**

If you do not use the ice maker and need more storage space, remove the icemaker bucket (A). Then, insert the Freezer guide (Optional) (B) into the icemaker bucket's place.



To secure more space, remove the upper drawer (C), lower drawer (D), and lower drawer cover (E). Then, insert the provided bottom shelf (F).



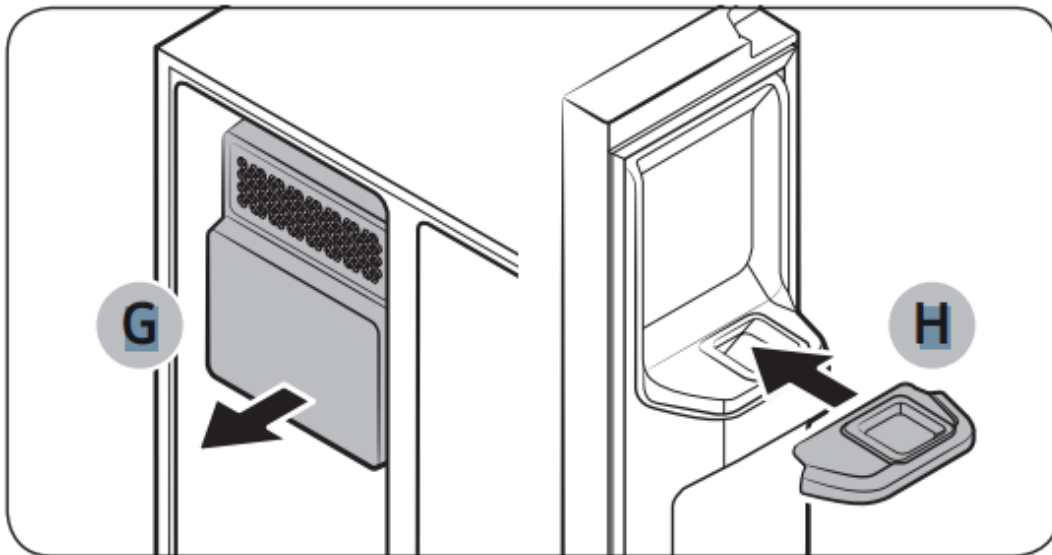
**NOTE**

- Removing the drawers does not affect the temperature or usage of the freezer.

- The declared freezer volume is measured with the bottom shelf, after removing the upper drawer, lower drawer, and lower drawer cover.

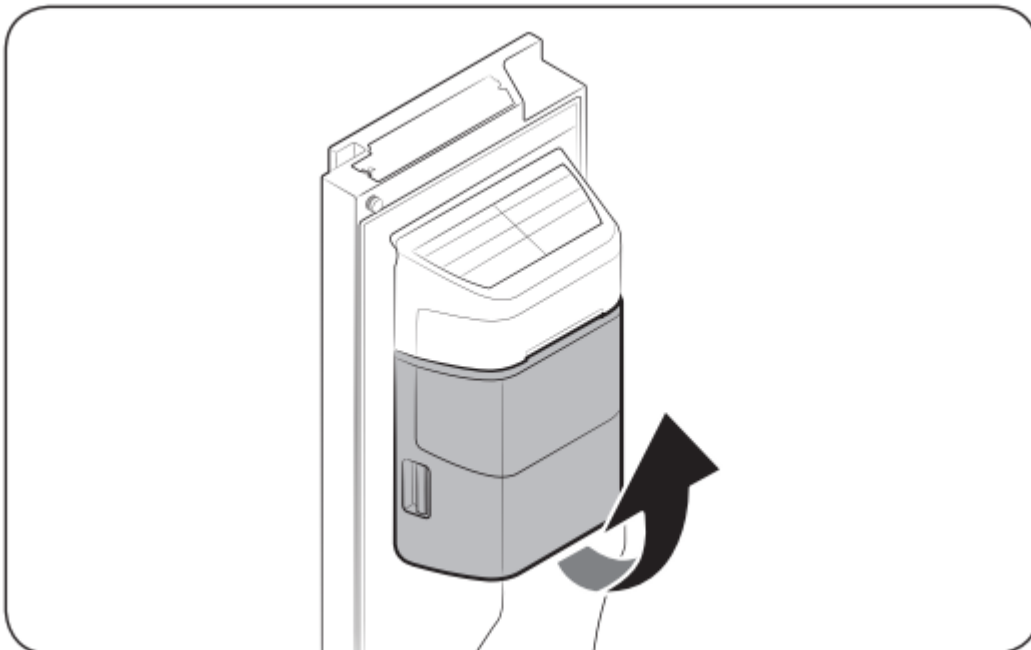
For more space, remove the water tank and use the space to store more items.

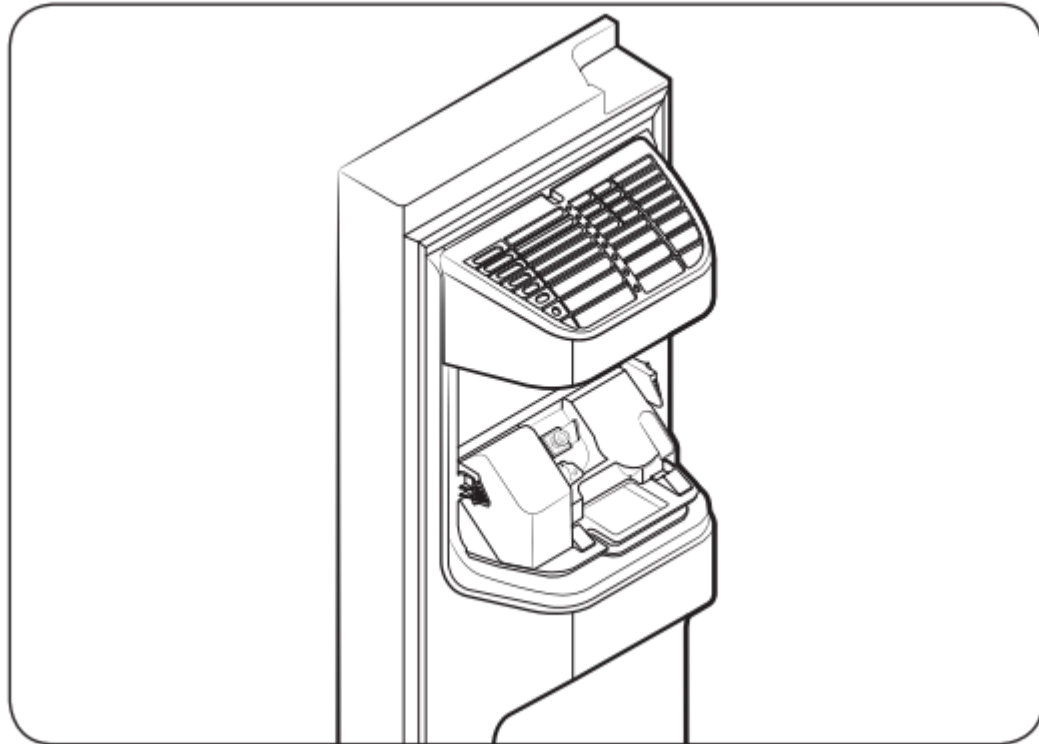
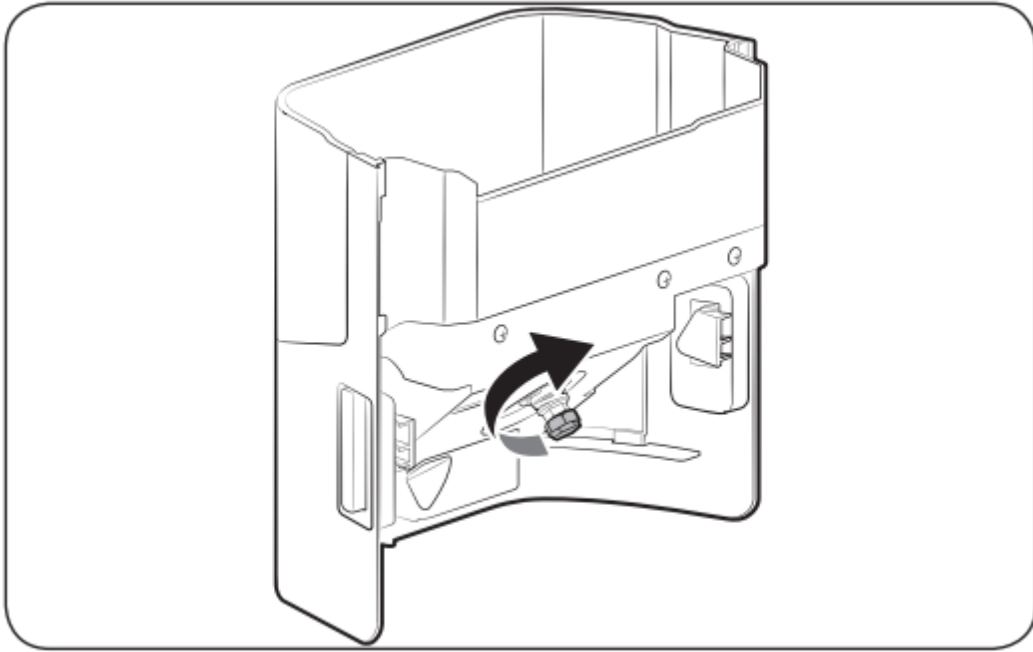
If you do not use the ice maker and need more storage space, remove the icemaker bucket (G). Then, insert the Freezer guide (Optional) (H) on the ice chute.



### Icemaker bucket

If you do not dispense ice for an extended period, ice may form clumps inside the bucket. If this happens, remove and empty the icemaker bucket.

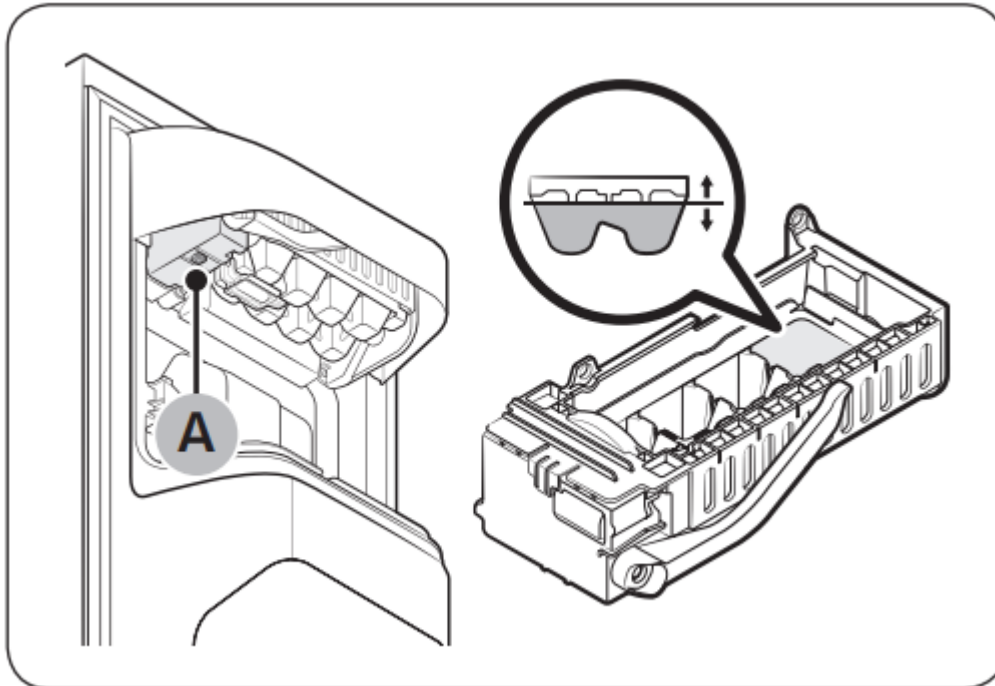




1. To remove the icemaker bucket, gently lift it up and pull out slowly while holding the handgrips with both hands.
2. Remove and empty the icemaker bucket.
3. When done, turn the gear handle on the rear of the bucket by 90°, and then put the bucket back into position. Make sure the bucket is inserted properly until you hear a clicking sound.
4. Press and hold Ice Maker for 3 seconds to reset the ice maker.

## Water pressure

If you want to check how much water flows into the ice tray, follow these steps.



1. Remove the ice bucket.
2. Press the button (A) on the bottom of the ice maker. Normally, the ice tray fills with water in a few minutes.
3. If the water level is lower than expected, check the water pressure of the water supply line from the water source. This is not a system failure.

## Maintenance

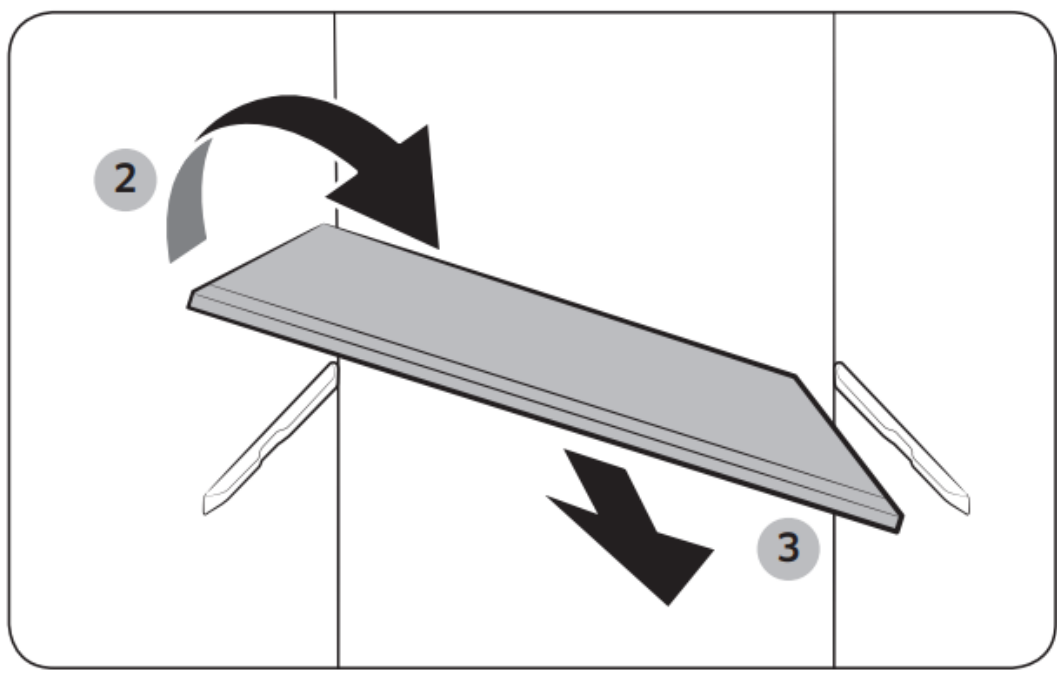
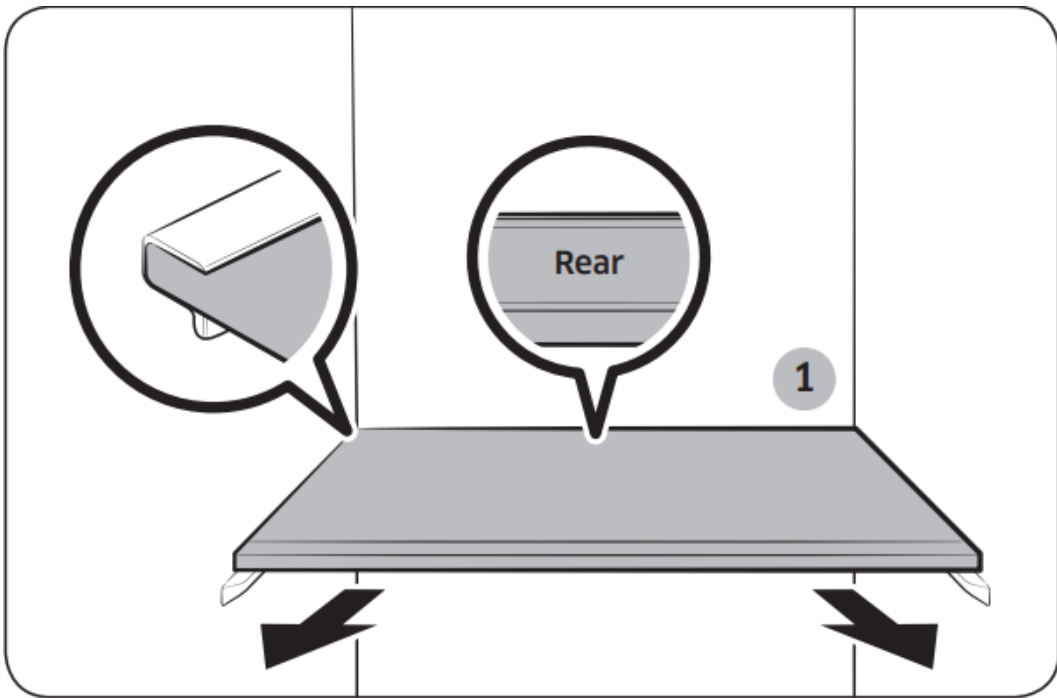
### Handling and care

#### Shelves (fridge/freezer)

- To remove a shelf, fully open the corresponding door. Hold the front of the shelf and gently lift up and slide out.
- If the door cannot fully open, slide out the shelf half way to the front and turn it over to remove.

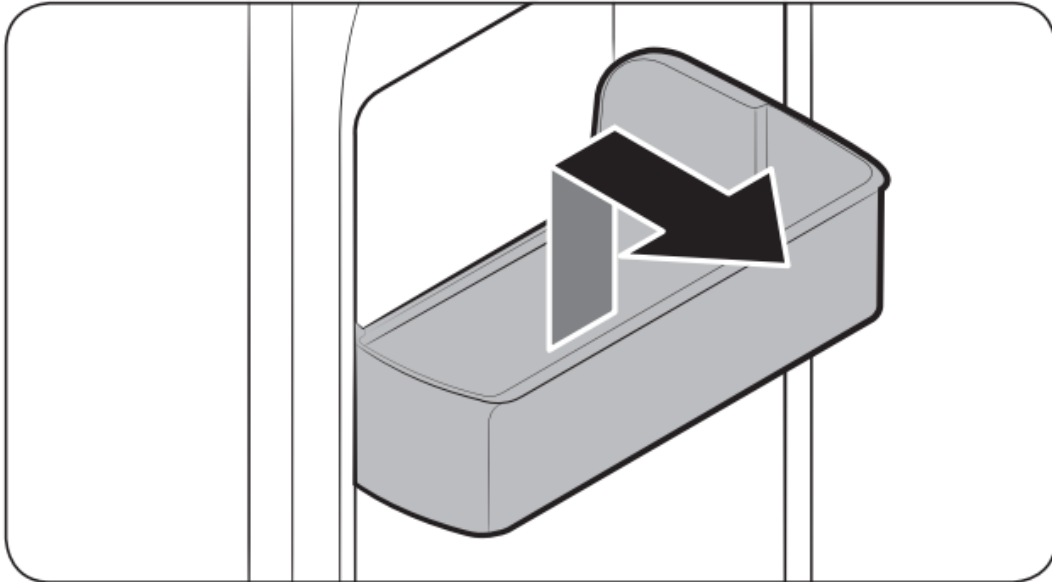
#### CAUTION

- The shelf must be inserted correctly. Do not insert upside down.
- Glass containers may scratch the surface of glass shelves.
- Do not insert a shelf in the wine rack position. This may damage the refrigerator. (applicable models only)



Door bins

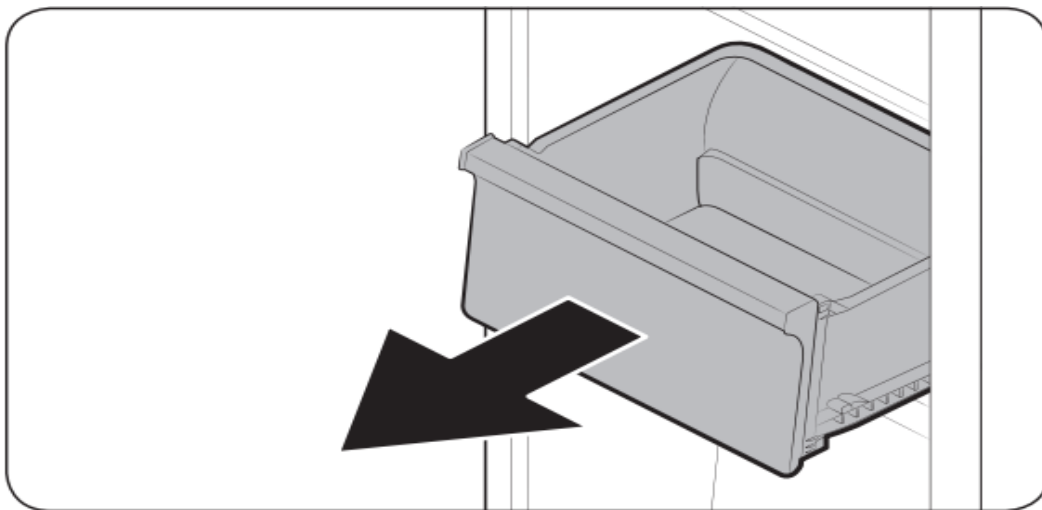




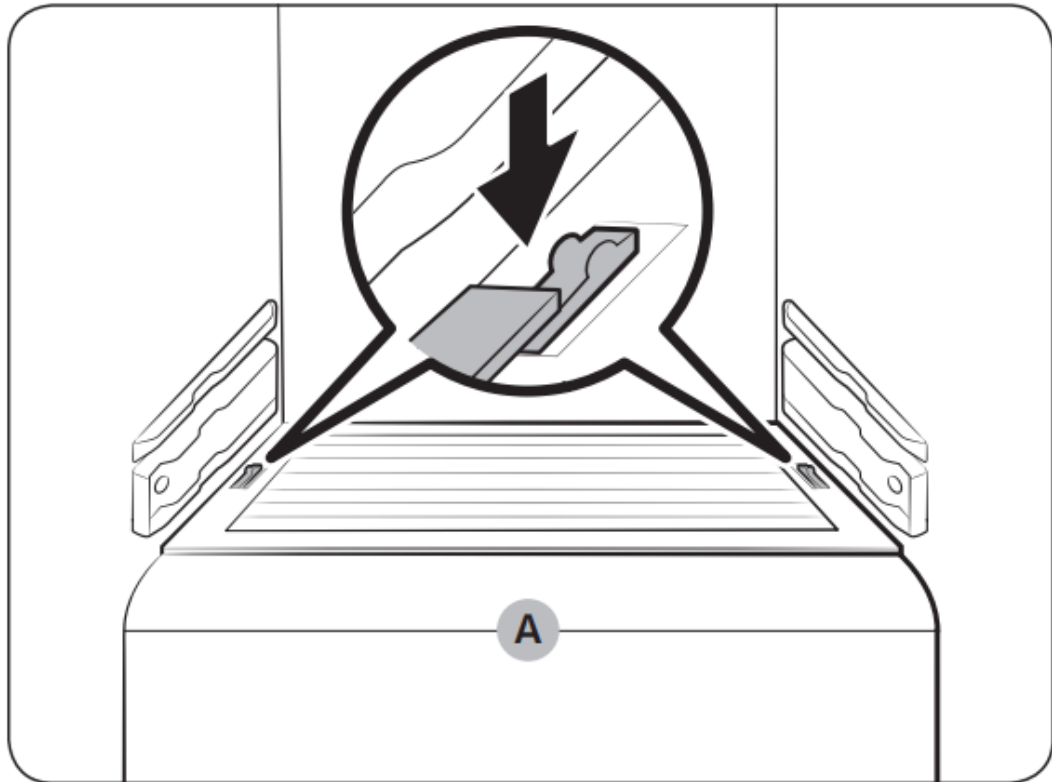
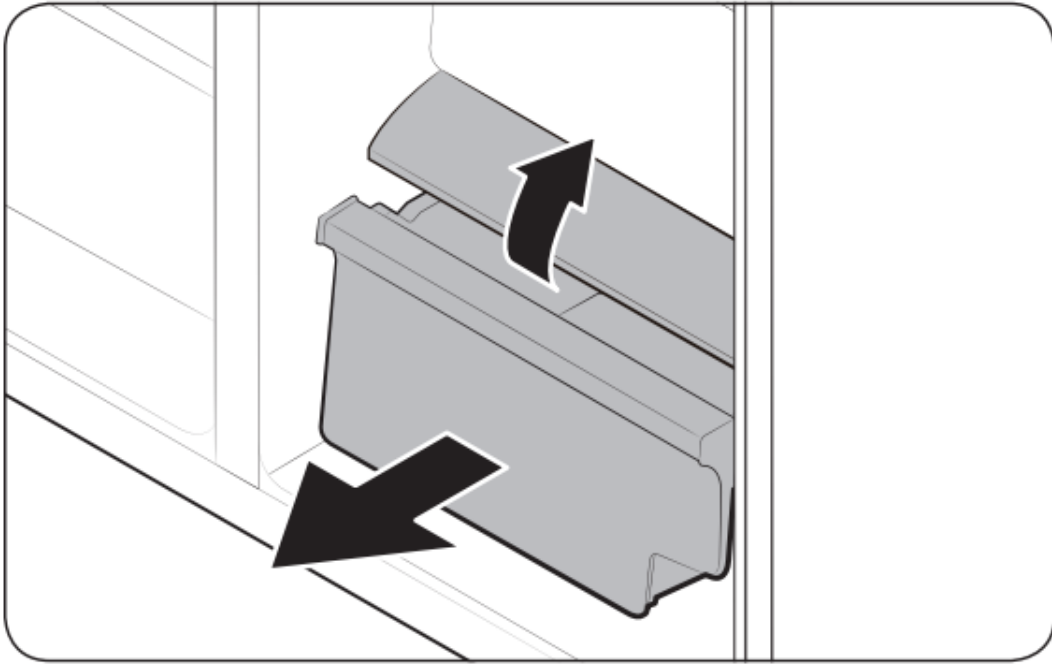
To remove a door bin, hold the front sides of the bin and gently lift up to remove

### **Drawers**

Gently lift up the front of the drawer and slide out.



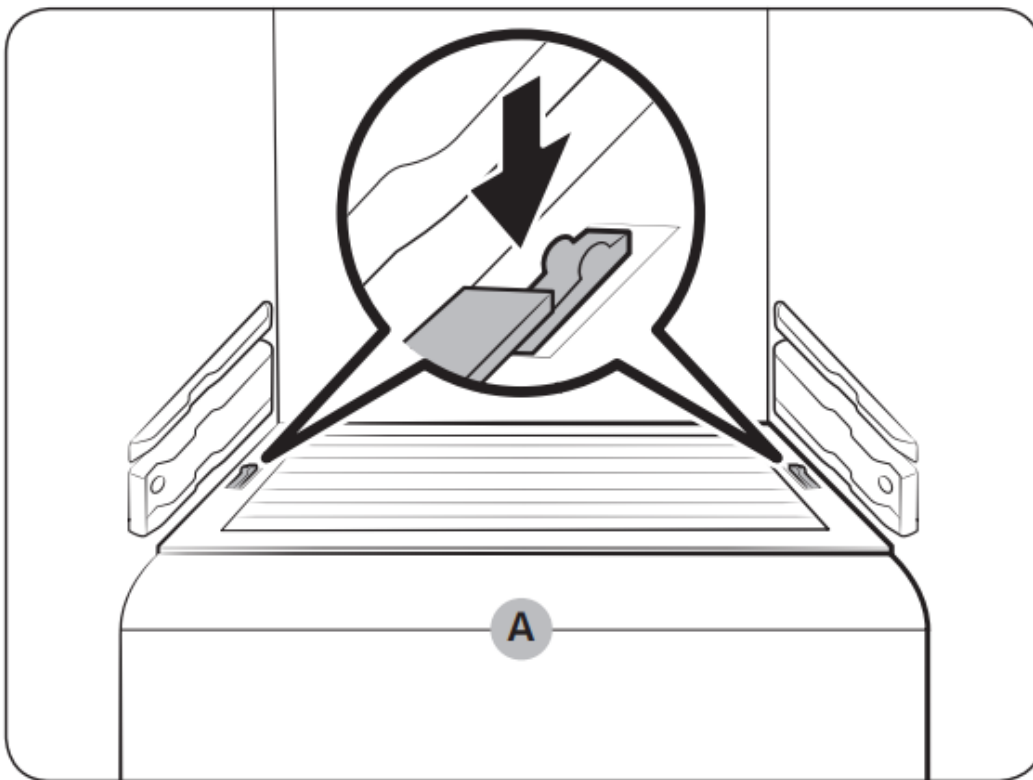
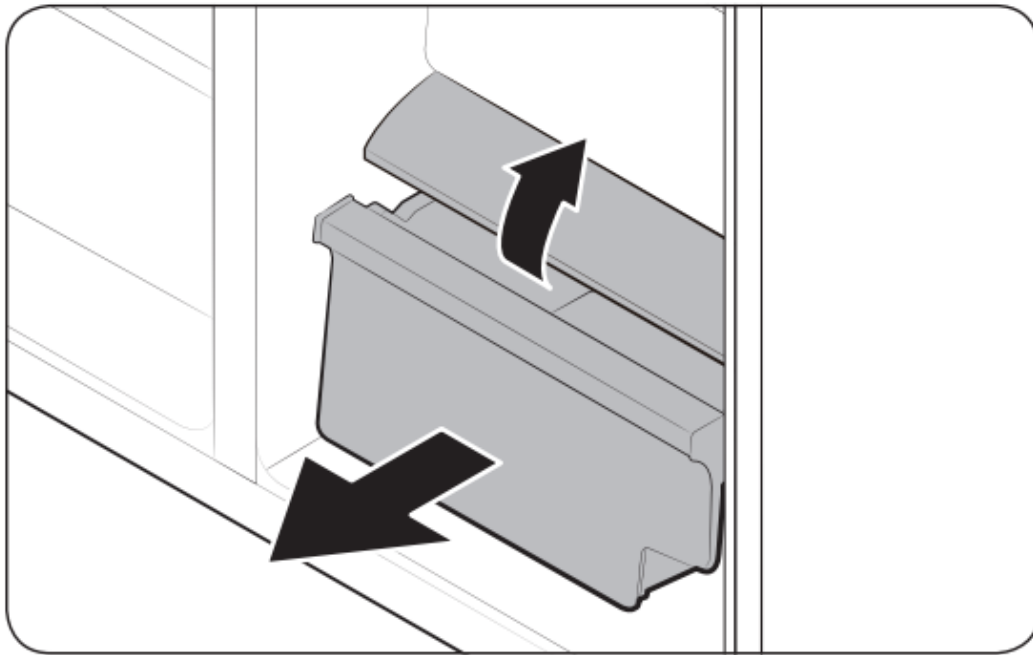
### **Vegetable / Dry drawers**



To remove the vegetable drawer from the fridge or the dry drawer from the freezer.

1. First, remove surrounding multipurpose drawers if necessary.
2. If your refrigerator is provided with a cover (A) for the vegetable/dry drawer, remove the cover. For this, slide out the cover while holding down the clips on either side of the cover.

3. Gently pull out the vegetable/dry drawer.



### **Icemaker bucket**

To remove the ice maker bucket, see the Icemaker bucket section

## **Cleaning**

### **Interior and exterior**



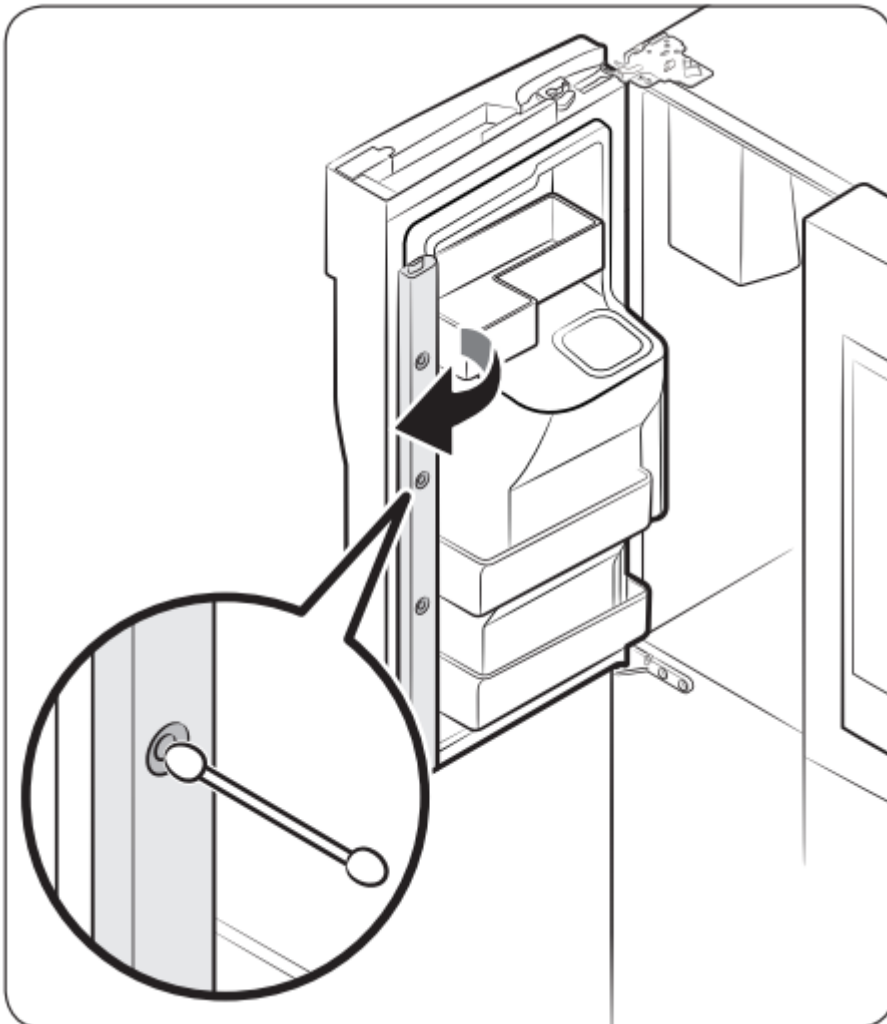
Regularly use a dry cloth to remove all foreign substances such as dust or water from the power plug terminals and contact points.

1. Unplug the power cord.
2. Use a moistened, soft, lint-free cloth or paper towel to clean the refrigerator's interior and exterior.
3. When done, use a dry cloth or paper towel to dry well.
4. Plug in the power cord.

### Inner-view camera

#### NOTE

Use a cotton swab or microfiber cloth to clean the camera on the left-side door of the fridge.



### Ice / Water dispenser (applicable models only)

#### NOTE

For hygienic purposes, frequently clean the dispenser area.

## CAUTION

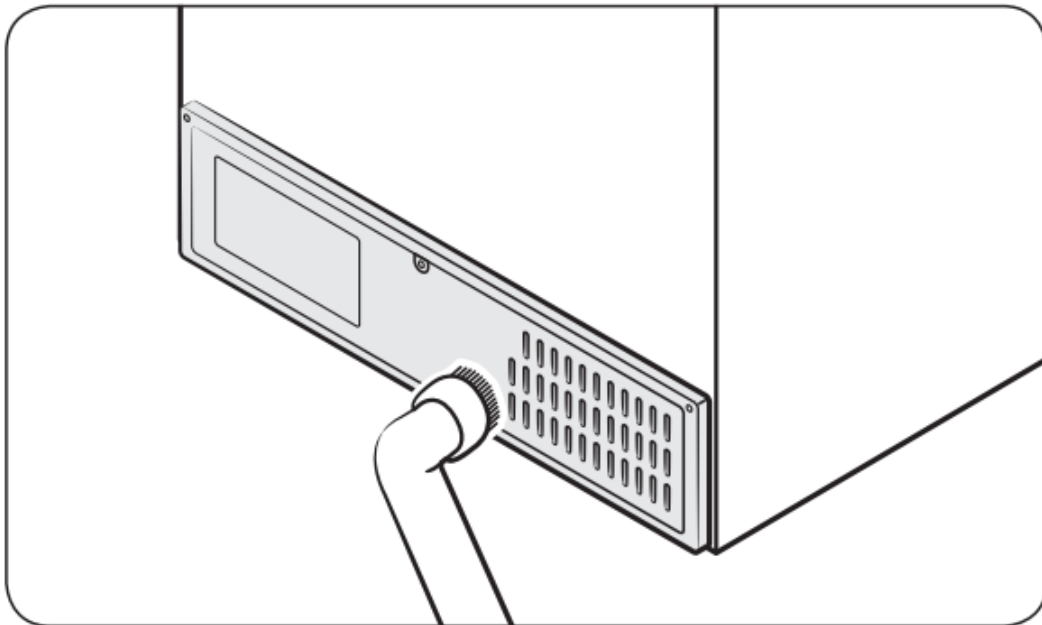
When crushed ice is selected, some residual ice chips may collect in the ice chute. To prevent this, remove the residual ice from the chute using a soft, clean cloth.

### Rubber seals

If the rubber seals of a door become dirty, the door may not close properly and reducing refrigerator performance and efficiency. Use a mild detergent and damp cloth to clean the rubber seals. Then, dry well with a cloth.

### Rear panel

To keep cords and exposed parts of the rear panel free of dirt, vacuum the panel once or twice a year.



## Replacement

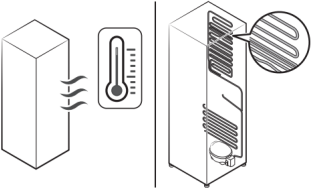
### Lamps

The lamps are not user-serviceable. To replace the lamps of the refrigerator, contact a local Samsung service center.

## Troubleshooting

### General

#### Temperature

Symptom	Possible causes	Solution
Fridge/freezer does not operate. Fridge/freezer temperature is warm.	Power cord is not plugged in properly.	Properly plug in the power cord.
	Temperature control is not set correctly.	Set the temperature lower.
	Refrigerator is located near a heat source or direct sunlight.	Keep the refrigerator away from direct sunlight or a heat source.
	Not enough clearance between refrigerator and nearby walls or cabinets.	We recommend that the gap between the refrigerator and nearby walls (or cabinets) is more than 50 mm.
	The refrigerator is overloaded. Food is blocking the refrigerator vents.	Do not overload the refrigerator. Do not allow food to block vents.
Fridge/freezer is over-cooling.	Temperature control is not set correctly.	Set the temperature higher
Interior wall is hot.	Refrigerator has heat-proof piping in the interior wall.	<p>To prevent condensation from forming, the refrigerator has heat-proof piping in the front corners. If the ambient temperature rises, this equipment may not work effectively. This is not a system failure</p> 

## Odour

<b>Symptom</b>	<b>Possible causes</b>	<b>Solution</b>
Refrigerator has odours.	Spoiled food.	Clean the refrigerator and remove any spoiled food
	Food with strong odours.	Make sure strong-smelling food is wrapped airtight.

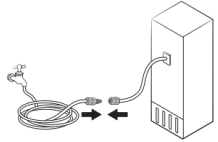
### **Frost**

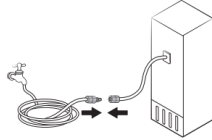
<b>Symptom</b>	<b>Possible causes</b>	<b>Solution</b>
Frost around the vents.	Food is blocking the vents.	Make sure no food blocks the refrigerator vents.
Frost on interior walls.	Door is not closed properly	Make sure food does not block the door. Clean the door gasket.

### **Condensation**

<b>Symptom</b>	<b>Possible causes</b>	<b>Solution</b>
Condensation forms on the interior walls.	If door is left open, moisture enters the refrigerator	Remove the moisture and do not leave a door open for extended periods of time
	Food with high moisture content.	Make sure food is wrapped airtight.

### **Water/ice (dispenser models only)**

Symptom	Possible causes	Solution
Water flow is weaker than normal	Water pressure is too low	Make sure the water pressure is between 20 to 120 psi.
Ice maker makes a buzzing sound.	The ice maker function is activated, but the water supply to the refrigerator has not been connected.	Turn off the Ice Maker
Ice maker does not make ice.	Ice maker has just been installed.	You must wait for 12 hours for the refrigerator to make ice.
	Freezer temperature is too high.	Set the freezer temperature below -18 °C (0 °F) or -20 °C (-4 °F) in warm ambient air.
	Dispenser panel Lock is activated.	Deactivate dispenser panel Lock.
	Ice maker is off.	Turn on the ice maker.
Ice does not dispense.	Ice may jam if the ice dispenser is not used for a long time (approx. 3 weeks)	If you won't be using the refrigerator for a long time, empty the ice bucket and turn off the ice maker.
	Ice bucket is not properly inserted.	Make sure the ice bucket is properly inserted.
	Water line is not connected properly or water supply is not on.	Check if the water line is installed correctly. Check if the water line stop cock is closed. 
Water does not dispense.	Water line is not connected properly or water supply is not on.	Check if the water line is installed correctly. Check if the water line stop cock is closed.

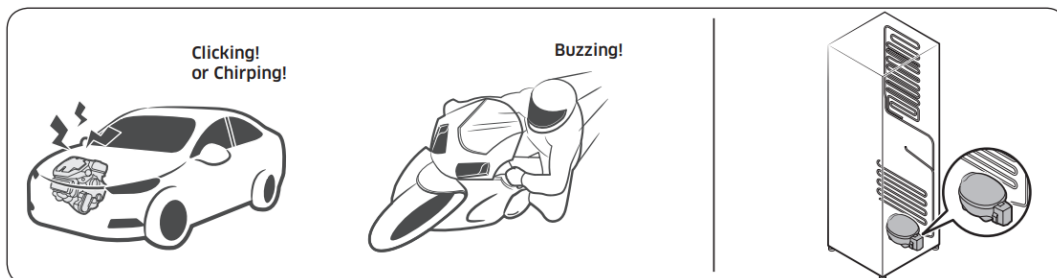
		
	Dispenser panel Lock is activated.	Deactivate dispenser panel Lock.
	A third-party water filter was installed.	<ul style="list-style-type: none"> <li>• Use only Samsung-provided or approved filters.</li> <li>• Unapproved filters may leak and damage the refrigerator.</li> </ul>

### Do you hear abnormal sounds from the refrigerator?

Before calling for service, review the checkpoints below. Any service calls related to normal sounds will be charged to the user.

#### These sounds are normal.

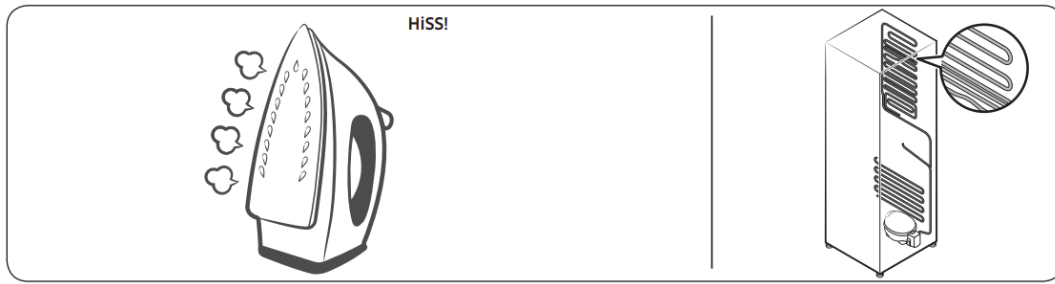
- When starting or ending an operation, the refrigerator may make sounds similar to a car engine igniting. As the operation stabilizes, the sounds will decrease.



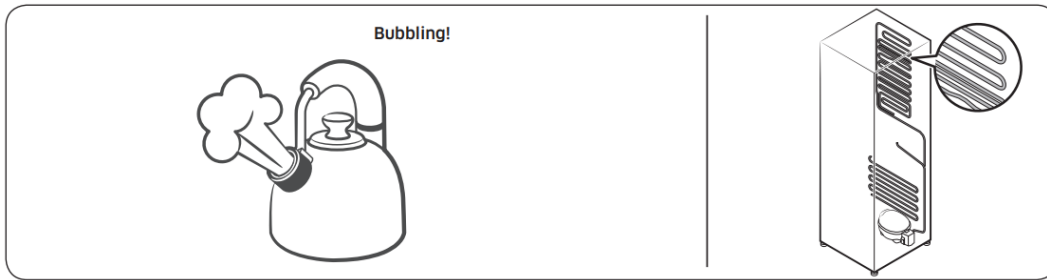
- While the fan is operating, these sounds may occur. When the refrigerator reaches the set temperature, no fan sound will occur



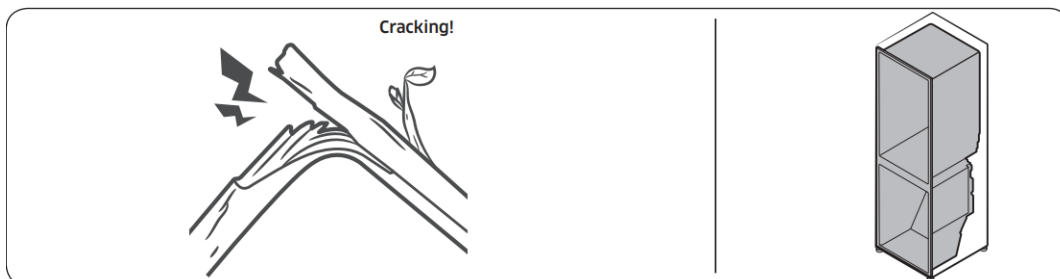
- During a defrost cycle, water may drip on the defrost heater, causing sizzling sounds



- As the refrigerator cools or freezes, refrigerant gas moves through sealed pipes, causing bubbling sounds.



- As the refrigerator temperature increases or decreases, plastic parts contract and expand, creating knocking noises. These noises occur during the defrosting cycle or when electronic parts are working.



- For ice maker models: When the water valve opens to fill the ice maker, buzzing sounds may occur
- Due to pressure equalizing when opening and closing the refrigerator door, whooshing sounds may occur.

## SmartThings

Symptom	Action
Could not find “SmartThings” in the app market.	The SmartThings app is designed for Android 6.0 (Marshmallow) or later, iOS 10.0 or later, iPhone 6 or later, and is optimized for Samsung smartphones (Galaxy S and Galaxy Note series).
The SmartThings app fails to operate.	<ul style="list-style-type: none"> <li>• The SmartThings app is available for applicable models only.</li> <li>• The old Samsung Smart Refrigerator app cannot connect with Samsung Smart Home models.</li> </ul>
The SmartThings app is installed but is not connected to my refrigerator.	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• Make sure that your router is operating normally.</li> <li>• If you have not connected your refrigerator to the SmartThings App after the app was installed, you must make the connection using the device registration function of the app.</li> </ul>
Could not log into the app.	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li> </ul>
An error message appears when I try to register my refrigerator.	Easy Connection may fail due to the distance from your access point (AP) or electrical interference from the surrounding environment. Wait a moment and try again.
The SmartThings app is successfully connected to my refrigerator but does not run.	<ul style="list-style-type: none"> <li>• Exit and restart the SmartThings app or disconnect and reconnect the router.</li> <li>• Unplug the power cord of the refrigerator, and then plug it in again after 1 minute</li> </ul>

## Samsung Family Hub



Symptom	Action
Could not find “Samsung Family Hub” in the app market.	<ul style="list-style-type: none"> <li>• The Samsung Family Hub app is available for smartphones that run Android 4.4 (KitKat) or higher, or iOS 8.0 or higher.</li> </ul>
Could not log into the app.	<ul style="list-style-type: none"> <li>• You must log into your Samsung account to use the app.</li> <li>• If you don't have a Samsung account, follow the app's onscreen instructions to create one.</li> </ul>

## LCD

Symptom	Action
Cannot connect to my TV.	<ul style="list-style-type: none"> <li>• This refrigerator can connect only with Samsung Smart TV 6400 series or higher models released since 2015. Please check the model name of your TV first.</li> <li>• Network connections may suffer temporary interruptions. Turn your TV off, and then try again</li> </ul>
The inner view picture looks bulged out or incomplete.	<ul style="list-style-type: none"> <li>• The edges of the inner view may look bulged out. The bulging is caused by the convex lens of the camera.</li> <li>• The inner view may be incomplete due to the blind spots on the left and right corners or screened depending on the layout of food items. Make sure to place food items in the front center.</li> </ul>
The displayed measurement on the Fridge Manager is not correct.	<ul style="list-style-type: none"> <li>• The displayed conditions may differ from the actual temperature and humidity.</li> </ul>

### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

