

Troubleshooting Guide

Samsung AllShare Cast Wireless Hub Troubleshooting

AllShare Cast or screen mirroring is a function that simultaneously broadcasts whatever it is that's on your phone's screen to your TV. This has been proven useful when a user wants to share videos, photos, documents, or anything that may be best viewed on a larger monitor.

The three most common issues:

1. AllShare Cast Wireless Hub

Screen Mirroring Problem

Black Screen/No Picture

Let's try to look closer into these problems so we would know their possible causes and what could best troubleshooting procedures be.

2. WIRELESS HUB PROBLEM

The following are the possible causes of this problem:

Your mobile device's software (firmware) is not up to date.

The AllShare Cast Wireless Hub application has not been updated.

You have already paired the Wireless Hub with another mobile device.

The Wireless Hub has not been connected to the TV correctly.

TROUBLESHOOTING

Here's what you need to do when troubleshooting this problem:

#1. Check if there are updates available for both your phone's operating system and the AllShare Cast Wireless Hub application. If there are, update them before you attempt to troubleshoot further.

#2. If you've paired the Wireless Hub with another mobile device, unpair it first before going any further.

#3. Verify that the AllShare Cast Wireless Hub is properly connected to your HDTV, follow these steps:

Connect the charger to the power socket on the AllShare Cast Wireless Hub and wait until the status indicator turns red. It usually does after 4 to 5 seconds.

Connect an HDMI® cable to the AllShare Cast Wireless Hub and to an HDTV.

Change the source input on your HDTV to match the input port being used by the HDMI cable.

The status indicator will start to blink (this usually happens after 30 seconds after a good connection is established). You may press the Restart button; the indicator turns blue.

On the phone, go to Settings => Connections => Screen Mirroring.

Touch the slider from OFF to ON.

Select the AllShare Cast Wireless Hub from the list. The name will appear on your HDTV.

Your device will now be connected, and your screen will be shared automatically. When you have made a successful connection, AllShare Cast icon is shown at the top of the mobile device's screen in the notifications area.

3. SCREEN MIRRORING PROBLEM

The screen mirroring problem is common to owners of Samsung Smart TV and the Galaxy S4. There are only two possible causes:

Your phone needs updating.

Your Samsung Smart TV does not support screen mirroring.

TROUBLESHOOTING

The following procedure may be helpful to solve this problem:

#1. Soft reset your phone by turning it off and removing the battery for 30 seconds.

#2. Check for available firmware updates.

#3. Press the Input button on your Smart TV's remote and select Screen mirroring.

#4. On the phone, go to Settings => Connections => Screen Mirroring.

#5. Select the AllShare Cast Wireless Hub from the list. The name will appear on your HDTV.

#6. Your device will now be connected, and your screen will be shared automatically. When you have made a successful connection, AllShare Cast icon is shown at the top of the mobile device's screen in the notifications area.

4. BLACK SCREEN/NO PICTURE

These are the possible causes why the screen turns black or the TV does not display contents you want to mirror:

The TV is not set to the correct video input.

You are trying to share content protected with Digital Rights Management (DRM) copy protection.

The AllShare Cast Wireless Hub application has not been updated.

You have already paired the Wireless Hub with another mobile device.

TROUBLESHOOTING

#1. As always, check for available updates before going any further.

#2. Verify the Wireless Hub is not paired with another mobile device.

#3. Verify the connection is correct and that the TV is set to the correct video input.

#4. Verify the content you want to share is not protected with Digital Rights Management (DRM) copy protection.