

Third-Party Integrations

Samsung TV Settings

for the care.ai® R2 Sensor

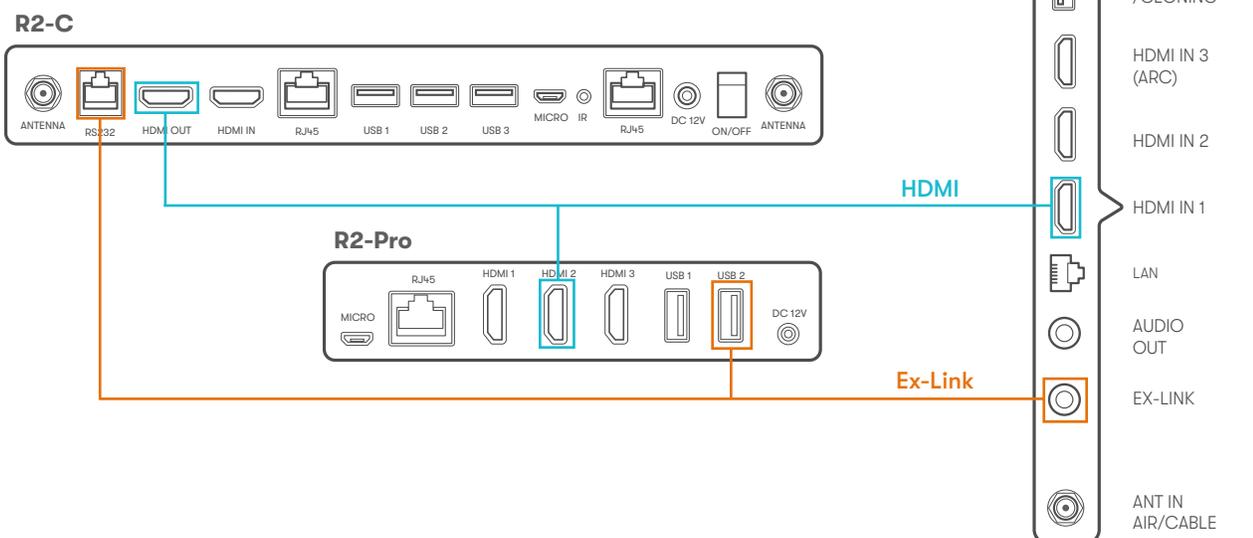
Overview

The following settings will need to be configured on **Samsung hospitality-grade televisions** in order for the **care.ai® R2 sensor** to properly communicate and manage inputs.

Cable Connections

There are **two cables** connecting the care.ai® R2 device to the Samsung TV:

- **Ex-Link** – When the proper settings are configured, the R2 sends commands to the Samsung TV through the **Ex-Link cable** to switch the input to HDMI1 and turn the Samsung TV **on** if it is in the off state
- **HDMI (High Definition Multimedia Interface)** – the R2 uses the **HDMI cable** to display the Virtual Care video interface on the Samsung TV



Determining the Samsung TV Model & Firmware

- Using a Samsung Installer Remote, press the **MENU** button.
Note: the menu displayed depends on the operating mode
- To see the firmware installed on the TV, press **Mute, 1, 1, 9**, then **Enter**
- You will see the Samsung **Factory Menu**
- Navigate to **System**
- Choose **Contact Samsung**



Hospitality Mode	Standalone
SI Vendor	SSCP
Power On	
Channel	
Menu OSD	
Clock	
External Source	
Hi Low Speaker	
Power and Energy Saving	
Cloning	
Zero Touch Configuration	
Smart Service	
Security	
DRM	
System	



Please confirm your Samsung TV model with care.ai® prior to procuring.

Leading Samsung hospitality-grade TV models include:

- **593 Series**
- **693 Series**
- **Q60A Series**
- **HCU7030 Series (Tizen 7.0 OS)**

Configuring the TV for the care.ai® Device

The most important item to determine is if the Samsung TV will support **Virtual Standby**. This is the feature that allows the care.ai® R2 sensor to ‘wake up’ the TV from Sleep Mode and switch to the **HDMI port** connected to the R2 device.

- Confirm that the TV power is **off**
- Using the Installer Remote, press **Mute, 1, 8, 2**, then **Power**
- You will see the **Factory Menu**
- Now the following settings will need to be made on the TV:

Enabling Virtual Standby

- From the **SI Vendor** sub-menu, choose **Virtual Standby**

MAIN : Option, MODE : CATV, RES : NOSIGNAL, Standalone Mode

Hospitality Mode	Standalone	LYNK Cloud
SI Vendor	SSCP	Virtual Standby
Power On		Room Number
Channel		TEP Custom App
Menu OSD		
Clock		
External Source		
Hi Low Speaker		
Power and Energy Saving		
Cloning		
Zero Touch Configuration		
Smart Service		
Security		
DRM		
System		

- Ensure that the **Virtual Standby Mode** is set to **ON**

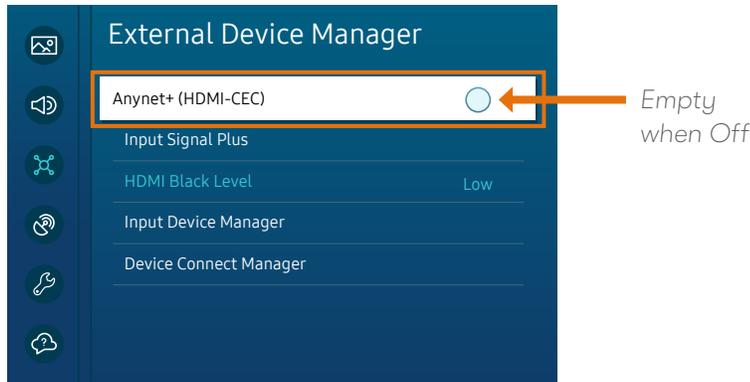
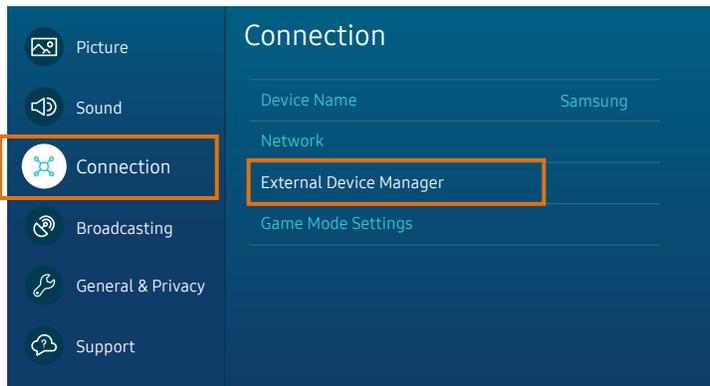
MAIN : Option, MODE : CATV, RES : NOSIGNAL, Standalone mode

Virtual Standby Mode	ON
Reboot Time	5

Disabling HDMI-CEC

In order for the care.ai® Platform to control the inputs on the TV, the built-in **HDMI-CEC** control system (i.e., Samsung Anynet+) must first be disabled:

- Using the Installer Remote, choose **Menu**
- Select **Settings**
- Select **All Settings**
- Select **Connection**
- Select **External Device Manager**



- With “Anynet+ (HDMI-CEC)” highlighted, click the **OK button** on the remote to disable it
- The radio button should be **empty** when Anynet+ (HDMI-CEC) is disabled 

Recommended New TV Setup Process

When setting up a TV for the first time or following a factory reset, care.ai® recommends following these steps to configure the Samsung TV:

- Access the **Hidden Menu** and set the **SSCP** and **Virtual Standby**
- Access Settings and **disable HDMI-CEC**
- Set up the pillow speaker
- Scan for channels

Troubleshooting Tips

If you are unable to program the Samsung TV:

- Perform a **Factory Reset** of the TV and refer to the Recommended New TV Setup Process section above for next steps

To perform a factory reset on the Samsung TV:

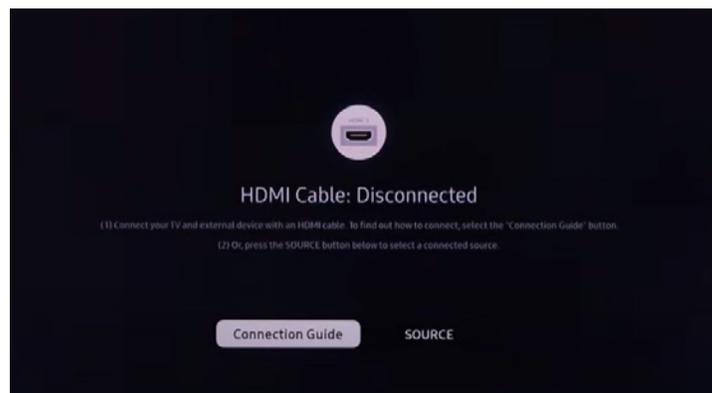
- Go to **Settings** -> **General** -> **Reset**
- **Enter 0000** and press Reset (The process will take 5–10 minutes)
- Refer to the Recommended New TV Setup Process section above for next steps

The TV is not switching to HDMI1 when a Virtual Call is placed:

- Check that the **Ex-Link cable** is firmly in the correct port on the R2 device and the **Ex-Link port** on the TV
- Verify that the Samsung TV is programmed correctly
- Power cycle the R2 device
- Unplug the TV power for 30 seconds
- Perform a **Factory Reset** of the TV (see above) and reprogram
- Contact **care.ai® Support**

Troubleshooting Tips (cont'd)

You are seeing a 'No Input Detected' or similar message when switching the TV to HDMI1:



- Verify that the HDMI cable is firmly in the **HDMI Out port** on the R2 device and firmly in the **HDMI1 port** on the TV
- Contact **care.ai® Support**