

SAMSUNG

WAM5500/WAM3500/WAM1500/WAM1501

Wireless Audio - 360
R5/R3/R1
User Manual





imagine the possibilities

Thank you for purchasing this Samsung product.
To receive more complete service,
please register your product at
www.samsung.com/register

Safety Information

Regulatory Compliance Statements

	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>CAUTION</p> <p>RISK OF ELECTRIC SHOCK</p> <p>DO NOT OPEN</p> </div>	
<p>The lightning flash and arrowhead within the triangle is a warning sign alerting you to dangerous voltage inside the product.</p>	<p>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</p>	<p>The exclamation point within the triangle is a warning sign alerting you to important instructions accompanying the product.</p>

	<p>Class II product : This symbol indicates that a safety connection to electrical earth (ground) is not required.</p>
	<p>AC voltage : Rated voltage marked with this symbol is AC voltage</p>
	<p>DC voltage : Rated voltage marked with this symbol is DC voltage.</p>
	<p>Caution. Consult instructions for use : This symbol instructs the user to consult the user manual for further safety related information.</p>

Warning

- To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.
- Do not expose this apparatus to dripping or splashing.
Do not put objects filled with liquids, such as vases on the apparatus.
- To turn this apparatus off completely, you must pull the power plug out of the wall socket. Consequently, the power plug must be easily and readily accessible at all times.

CAUTION

TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.

- This apparatus shall always be connected to a AC outlet with a protective grounding connection.
- To disconnect the apparatus from the mains, the plug must be pulled out from the mains socket, therefore the mains plug shall be readily operable.
- Do not expose this apparatus to dripping or splashing. Do not put an object filled with liquid, such as a vase, on the apparatus.
- To turn this apparatus off completely, you must pull the power plug out of the wall socket. Consequently, the power plug must be easily and readily accessible at all times.

■ Important Safety Instructions

Read these operating instructions carefully before using the unit. Follow all the safety instructions listed below.

Keep these operating instructions handy for future reference.

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use this apparatus near water.
- 6 Clean only with a dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including AV receivers) that produce heat.
- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where it exits the apparatus.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- 13 Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Safety precautions

■ Power Supply Precautions

- Do not overload outlets or extension cords.
 - This may result in abnormal heat or fire.
- Do not plug in or unplug the power cord with wet hands.
- Do not place the product near heating equipment.
- To clean the power plug blades, remove the plug from the wall outlet and wipe the blades with a dry cloth only.
- Do not bend the power cord or pull it forcefully.
- Do not put heavy objects on the power cord.
- Do not plug the power cord into a loose or damaged outlet.
- Fully insert the power cord's plug into the the wall outlet so that the plug is firmly attached to the outlet.
 - If the connection is unstable, there is a risk of fire.

■ Installation Precautions

- Do not install the product near equipment or objects that generate heat or produce fire (candles, mosquito coils, heaters, radiators, etc.). Do not install in direct sunlight.
- When moving the product, turn off the power and disconnect all cords (include the power cord) from the unit.
 - A damaged cord may cause a fire and poses a risk of electric shock.
- Installing the product in environments with high heat or humidity, dust, or extreme cold, can lead to quality problems or cause the product to malfunction. Before you install the product in an environment that is outside the norm, please contact a Samsung service centre for additional information.
- When placing the product on a shelf, cabinet, or desk, make sure the top panel faces upwards.
- Do not place the product on an unstable surface (e.g. a shaky shelf, a tilted desk, etc.).
 - Dropping the product can cause it to malfunction and poses a risk of injury. Severe vibration or impact can also cause the product to malfunction and lead to a fire hazard.
- Install your product with enough space around it for ventilation.
 - Leave at least 10cm at the rear of the product and more than 5cm on each side of the product.
- Keep the plastic packing materials out of reach of your children.
 - Children playing with the plastic packing materials run the risk of suffocation.

■ Usage Precautions

- Using for an extended time at high volume may cause serious damage to your hearing.
 - If you are exposed to sound louder than 85db for an extended time, you may adversely affect your hearing. The louder the sound is, the more seriously damaged your hearing may become. Note that an ordinary conversation is between 50 to 60 db and road noise is approximately 80 db.
- This product contains dangerous high voltage. Do not attempt to disassemble, repair, or modify it yourself.
 - Contact a Samsung service centre when your product is in need of repair.
- Do not place any container that contains liquid on the product (e.g. a vase, beverages, cosmetics, chemicals, etc.). Do not allow any metal objects (e.g. coins, hair clips, etc.) or flammable material (e.g. paper, matches, etc.) to enter the product (through the air vents, I/O ports, etc.).
 - If any harmful material or liquid enters the product, turn off the product immediately, unplug the power cord, and then contact a Samsung service centre.
- Do not drop the product. In case of a mechanical breakdown, disconnect the power cord and contact a Samsung service centre.
 - There is a risk of fire or electric shock.
- Do not hold or pull the product by the power cord or the signal cable.
 - A damaged cable can cause the product to malfunction, cause a fire, and poses a risk of electric shock.
- Do not use or keep flammable materials near the product.
- If the product emits an abnormal sound or a burnt smell or smokes, unplug the power-cord immediately and contact a Samsung service centre.
- If you smell gas, ventilate the room immediately. Do not touch the power plug of the product. Do not turn the product off or on.
- Do not strike or subject the product to a sudden shock. Do not pierce the product with a sharp object.
- This product can be moved and placed indoors.
- This product is not waterproof or dustproof.
- Be careful when moving the product to avoid dropping it and possibly damaging it.

■ Cleaning Precautions

- Never use alcohol, solvents, waxes, benzene, thinners, air freshener, or lubricants to clean the product, or spray insecticide on the product.
 - Using any of these materials can discolor the exterior coating or cause it to split or peel off, or remove the labelling on the product.
- To clean the product, unplug the power cord, and then wipe the product with a clean, dry, soft cloth (Microfiber, cotton).
 - Avoid leaving dust on the product. Dust can scratch its the surface.

Contents

SAFETY INFORMATION

Regulatory Compliance Statements..	2
Warning	2
CAUTION.....	2
Important Safety Instructions	3
Safety precautions.....	4
Power Supply Precautions	4
Installation Precautions	4
Usage Precautions.....	5
Cleaning Precautions	5

GETTING STARTED

Accessories.....	7
Speaker Top.....	8
Operation Terminology	8
OLED Display and LED Indicator Descriptions.....	9
Speaker Bottom	10
Connecting the Power Cord.....	11
Installing on a wall	12

CONNECTING TO A WI-FI NETWORK

Connecting to Bluetooth Devices ...	13
Connecting TV to the speaker	15
Connecting to TV via bluetooth (TV SoundConnect).....	15

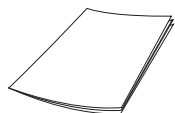
APPENDIX

Troubleshooting.....	16
Open Source Licence Notice	18
Licences.....	18
Specifications	18
Additional Information.....	19
About the Network Connection.....	19
Works with SmartThings™.....	19
Copyright	19

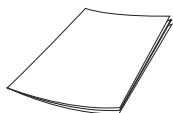
Getting Started

Accessories

Confirm you have the supplied accessories shown below.



Quick Setup Guide



Regulatory Guide

• WAM5500/WAM3500

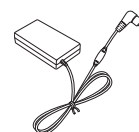


Power Cord

• WAM1500

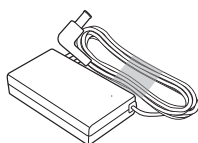


Power Cord

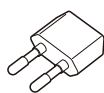


Power Adapter

• WAM1501

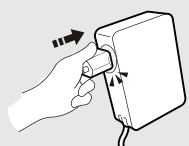


Power Adapter

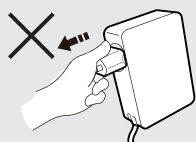


AC Plug

(Depending on the country and model)



Connect the AC plug to the adapter until you hear a "snapping" sound to ensure they are securely fastened.

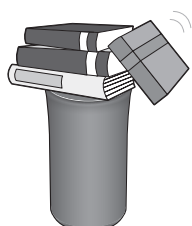


Do not detach the AC plug from the adapter (it will not be removed once it has been attached).



NOTE

✓ Depending on the region, the AC plug may vary in appearance, or it may be supplied integrated with the adapter.

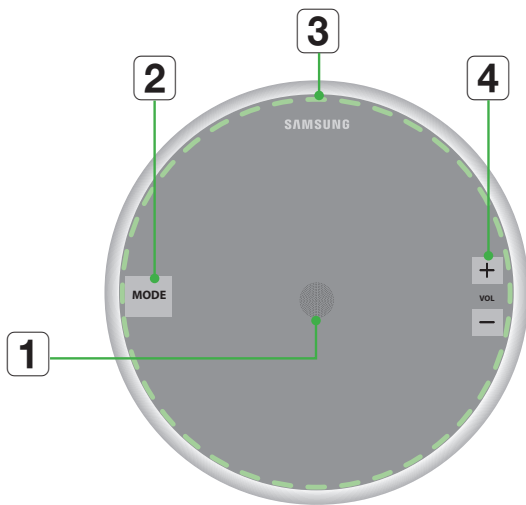
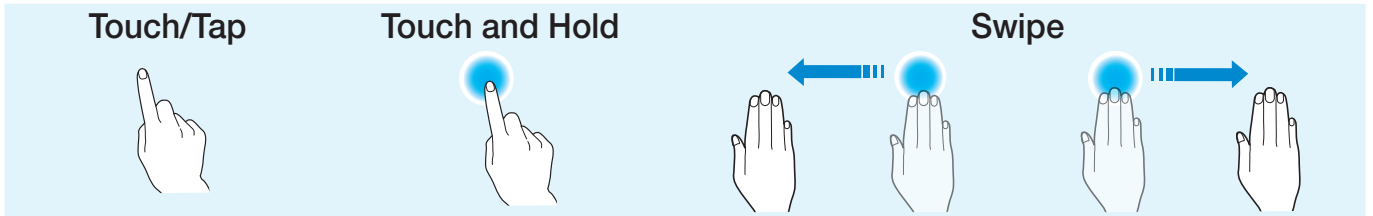


CAUTION

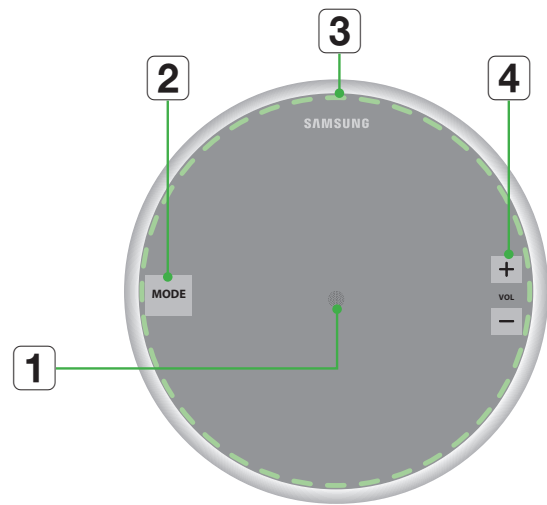
✓ Do not place any items on top of or sit on the main unit.

Speaker Top

Operation Terminology



< WAM5500/WAM3500 >



< WAM1500/WAM1501 >














1	Display	WAM5500/ WAM3500	Displays the current status.
	Indicator	WAM1500/ WAM1501	Flashes, glows, or changes colour depending on the speaker's status.
2	MODE Button		Toggle between the TV SoundConnect, Bluetooth and Wi-Fi modes.
3	Touch Area		<p>Tap in the Touch Area to play music or to pause playback. Tap to mute the sound if the TV SoundConnect function is enabled.</p> <ul style="list-style-type: none"> • Play/Pause : Tap the Touch Area to toggle between playback and pause. • Mute : If TV SoundConnect is enabled, tap the Touch Area to mute or unmute the sound. • Previous/Next Song : Swipe LEFT TO RIGHT to play the next song. Swipe RIGHT TO LEFT to play the previous song. • Standby mode : Touch and hold anywhere in the Touch Area for 5 seconds. Touch the touch area to wake the speaker up. • Power Off : Touch and hold anywhere in the Touch Area for 10 seconds. Touch the touch area to turn the speaker back on.
4	Volume +,- Button		To adjust the volume rapidly, touch and hold + or - key.

NOTE

- ✓ To reset the speaker, touch and hold the Volume (-,+) button at the same time for 5 seconds.

■ OLED Display and LED Indicator Descriptions

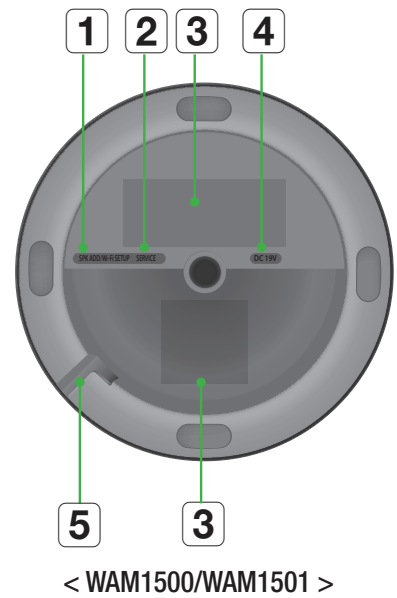
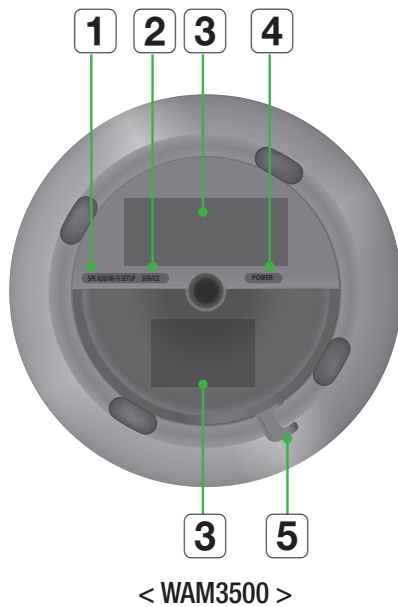
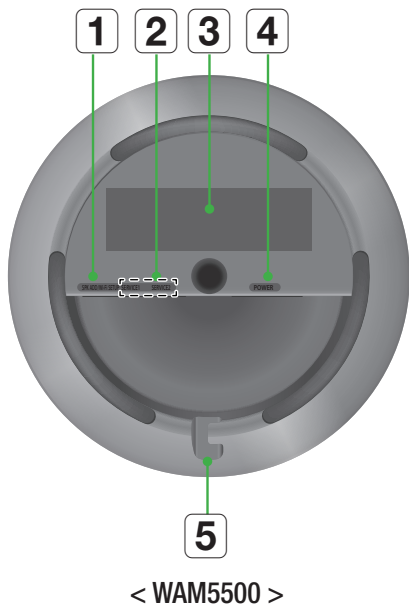
<R3/R5 OLED indicator>

OLED Display	Description	Indicated Action
	Circle size increases or decreases, then fades out	Power on / Wake-up / Power off
	Play icon	Play
	Pause icon	Pause
	Volume status	Volume up or down
	Wave moves to the right	Next song
	Wave moves to the left	Previous song
	Mute icon	Mute (from the App or by tapping in the Touch Area when TV SoundConnect is active.)
	Group icon (Two circles partially overlapped)	Group/Surround mode
	Ungroup icon (Two circles separated)	Un-Group/Release Surround mode
	Bluetooth icon (blinking)	Bluetooth Pairing
	TV icon (blinking)	TV SoundConnect Pairing
	Exclamation icon	Wireless router disconnected
	Wi-Fi Pairing	Wi-Fi mode

<R1 LED indicator>

LED Colour	Description	Indicated Action
White	ON	1) Power On 2) Volume max/min
	Flashing	1) Touch control 2) Wake up 3) Any connecting or group action 4) StandBy Mode (fade in/out repeatedly then after a few hours, auto off)
Red	Flashing (6 seconds)	Wireless router disconnected
Off	All off	Power Off

Speaker Bottom



1	SPK ADD/Wi-Fi SETUP	
2	SERVICE	
3	Label	
4	POWER	WAM5500/ WAM3500/
	DC 19V	WAM1500/ WAM1501
5	Notch for Power Cable	

- Press this button to pair your speaker with a HUB (Not Included) or add another speaker.
- Press and hold this button for more than 5 seconds when connecting the speaker to your network using the Wi-Fi Setup method. (Requires a smart device and the Samsung Multiroom app.)

For service only.

-

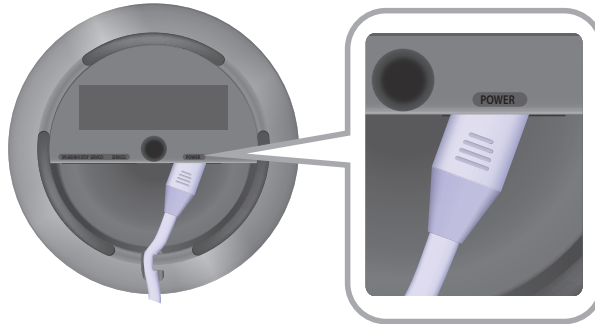
Connection for the product's power cord.

-

■ Connecting the Power Cord

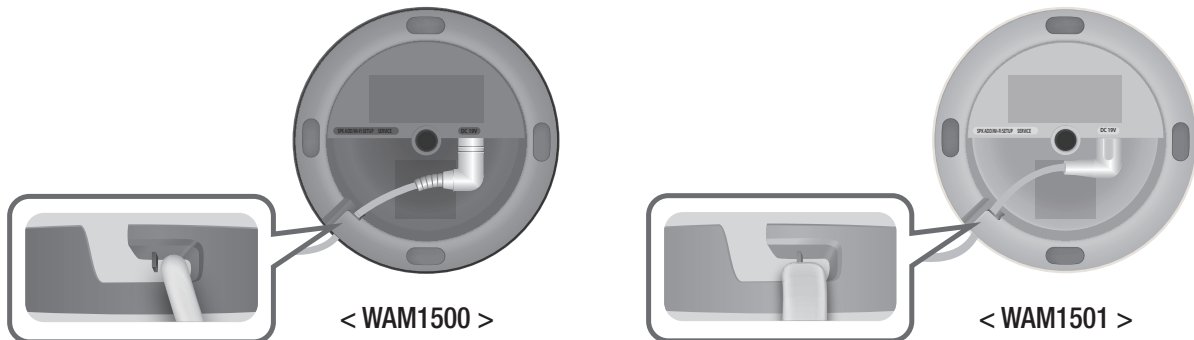
<WAM5500, WAM3500>

- 1 Connect the power cord of your speaker as shown.
- 2 Push the power cord into the notch at the edge of the speaker bottom. This lets the speaker rest flat when you stand it up.



<WAM1500, WAM1501>

- 1 Connect the adaptor's input power cord to the adaptor. (WAM1500 Only)
- 2 Connect the adaptor's output power cord to the DC 19V jack on the speaker.
- 3 Push the power cord into the notch at the edge of the speaker bottom. This lets the speaker rest flat when you stand it up.



NOTE

- ✓ Make sure to rest the AC/DC Adapter flat on a table or the floor. If you place the AC/DC Adapter so that it is hanging with the AC cord input facing upwards, water or other foreign substances could enter the Adapter and cause the Adapter to malfunction.

Installing on a wall

You can purchase a wall mount separately to install the speaker on a wall if you want.

■ Considerations for purchasing

- Endurable load : WAM5500 : Above 10.8 Kg
WAM3500 : Above 8.0 Kg
WAM1500/WAM1501 : Above 5.6 Kg
- Hole size : 1/4 - 20 threaded insert



NOTES

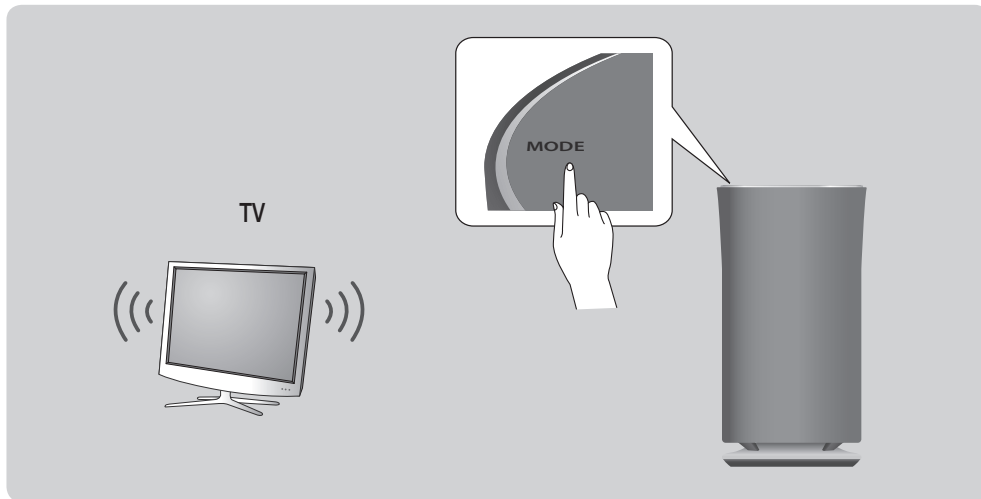
- ✓ Since Wall-mount installation is optional, you must purchase the corresponding accessories separately.
- ✓ Please have a qualified installer install the Wall Mount Bracket.
- ✓ Ask a professional installation company to mount your product on the wall.
- ✓ Check the strength of the wall before you install the Wall Mount Bracket. If the strength is insufficient, make sure to reinforce the wall before installing the Wall Mount Bracket and the speaker on the wall.
- ✓ For more information, please refer to the Wall Mount's manual.
- ✓ Samsung Electronics is not liable for any damage to the product due to the product being installed inappropriately.
- ✓ Please beware not to install the speaker being laid down or turned upside down.

Connecting to a Wi-Fi network

Connecting to Bluetooth Devices

You can connect the product to a Bluetooth device to enjoy the music stored in your Bluetooth device.

- 1 Touch the **MODE** button on top of the speaker one or more times until you hear “Bluetooth is ready.”



- 2 Turn on the Bluetooth function of your smart device, and then select **Search**.
- 3 Select the **[Samsung] R5**, **[Samsung] R3** or **[Samsung] R1**.
The Bluetooth connection between the smart device and the product is made.
- 4 Without connection with **Samsung Multiroom** app, you might see **Samsung Wireless Audio** on the Bluetooth device list. Select it.



NOTES

- ✓ A Bluetooth device may cause noise or malfunction, depending on usage, when:
 - A part of your body is in contact with the receiving/transmitting system of the Bluetooth device or the product.
 - It is subject to electrical variation from obstructions caused by a wall, corner, or by office partitioning.
 - It is exposed to electrical interference from same frequency-band devices including medical equipment, microwave ovens, and wireless LANs.
- ✓ Pair the product with the Bluetooth device while they are close together.
- ✓ Bluetooth connection mode, the Bluetooth connection will be lost if the distance between the product and the Bluetooth device exceeds 10 m. Even within range, the sound quality may be degraded by obstacles such as walls or doors.

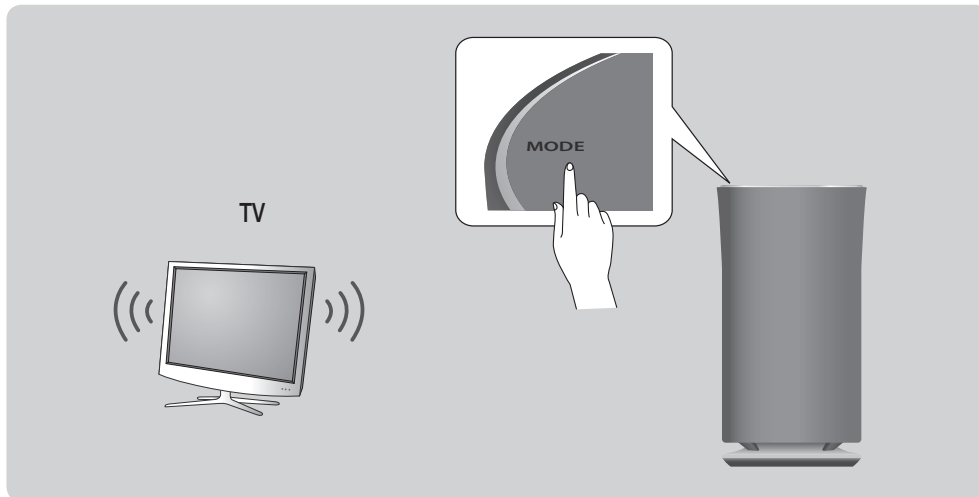
- ✓ This product may cause electric interference during its operation.
- ✓ The product supports SBC data (44.1kHz, 48kHz).
- ✓ In Bluetooth mode, the Play/Pause/Next/Prev functions are available in Bluetooth devices supporting AVRCP.
- ✓ Connect only to a Bluetooth device that supports the A2DP (AV) function.
- ✓ You cannot connect to a Bluetooth device that supports only the HF (Hands Free) function.
- ✓ Only one Bluetooth device can be paired at a time.
- ✓ If you unplug the product, the Bluetooth connection is terminated. To re-establish the connection, plug the product into an outlet, and then set the Bluetooth connection again.

Connecting TV to the speaker

Connecting to TV via bluetooth (TV SoundConnect)

TV SoundConnect function allows you to conveniently connect Samsung TV to external speaker(s) wirelessly and enjoy the TV sound.

- 1 Plug the WAM speaker into an outlet, and then touch the **MODE** button on its top one or more times until you hear “TV SoundConnect is ready.”



- 2 Touch and hold the **MODE** button for more than 5 seconds to reset TV SoundConnect.
- 3 A pop-up appears on the TV asking you to approve the connection. Approve to continue.



NOTES

- ✓ Optimal pairing distance is 2 m or less.
- ✓ If you unplug the WAM speaker, the TV SoundConnect connection is terminated. To re-establish the connection, plug the speaker into an outlet, and then touch the **MODE** button one or more times until you hear "TV SoundConnect is ready.". Then skip number 2 and 3 step. Speaker will output TV sound automatically.
- ✓ When the speaker is in Standby mode, the TV SoundConnect connection is not terminated. To connect new TV, follow above 1, 2, 3 steps.
- ✓ Operational range of TV SoundConnect
 - Recommended pairing range: up to 2 m.
 - Recommended operating range: up to 10 m.
 - The connection may be lost or sound may stutter if the distance between the TV and the product exceeds 10 m.
- ✓ The SoundConnect feature is available on some Samsung TVs released since 2012. Check whether your TV supports the SoundShare or SoundConnect function. (For further details, refer to the TV's user's manual.)
- ✓ Instability in the network environment may cause connection to be lost or sound to stutter.

Appendix

Troubleshooting

Before requesting service, please check the following.

Symptom	Check	Remedy
The unit will not turn on.	<ul style="list-style-type: none">• Is the power cord plugged into the outlet?	<ul style="list-style-type: none">• Connect the power cord to the outlet.
Hub and product is not paired.	<ul style="list-style-type: none">• When the Hub is plugged in, do the HUB's front indicators show it's operating properly?• Is the LAN cable connected to the wireless router and the HUB properly?	<ul style="list-style-type: none">• Reset the HUB. (Refer to the HUB's user manual for details.) Unplug the HUB and plug it in again. Check whether the pairing indicator on the front of the HUB is blinking or not.• Reset the product (see page 8). Click here. Unplug the product and plug it in again.
A function does not work when the button is pressed.	<ul style="list-style-type: none">• Is there static electricity in the air?	<ul style="list-style-type: none">• Disconnect the power plug and connect it again.
Sound is not produced.	<ul style="list-style-type: none">• Is the volume set to minimum?	<ul style="list-style-type: none">• Connect the product correctly.• Adjust the volume.
The TV SoundConnect (TV pairing) failed.	<ul style="list-style-type: none">• Does your TV support TV SoundConnect?• Is your TV firmware the latest version?• Does an error occur when connecting?	<ul style="list-style-type: none">• TV SoundConnect is supported by some Samsung TVs released after 2012. Check your TV to see if it supports TV SoundConnect.• Confirm TV SoundConnect is set to On in your TV's menu.• Update your TV with the latest firmware.• Contact the Samsung Call Centre.• Touch and hold the MODE button for more than 5 seconds to reset TV SoundConnect and connect a new TV.

Symptom	Check	Remedy
HUB doesn't work properly.	<ul style="list-style-type: none"> • Is the HUB plugged in? • Is the LAN cable connected to the wireless router and the HUB properly? • When the Hub is plugged in, do the HUB's front indicators show it's operating properly? 	<ul style="list-style-type: none"> • Plug in the HUB. • Connect the LAN cable to the ETHERNET SWITCH on the back of the HUB and to your wireless router. • Reset the HUB. (Refer to the HUB's user manual for details.) • If you experience troubles with connecting the HUB and product, try relocating the product so that the product is closer to the wireless router or HUB.
Product doesn't work properly.	<ul style="list-style-type: none"> • Is the product plugged in? 	<ul style="list-style-type: none"> • Plug in the product. • Unplug the product, plug it back in, and then reconnect it to the router. • Reset the product (see page 8). Click here. • If used with a HUB <ul style="list-style-type: none"> - Make sure the smart device and the HUB are connected to the same Wi-Fi network. - Make sure the HUB's indicator LED's show that it is working correctly. - If the problem persists, reset the HUB. (Refer to the HUB's user manual for details.) - Unplug, then plug in the HUB. Then, unplug and plug in the product. - If you experience troubles with connecting the HUB and product, try relocating the product so that the product is closer to the wireless router or HUB.



NOTE

✓ If the problem persists, consult the service centre for troubleshooting.

Open Source Licence Notice

- For further information on Open Sources used in this product, please visit the website: <http://opensource.samsung.com>

Licences

- The Spotify Software is subject to third party licences found here : www.spotify.com/connect/third-party-licences.
- For more information about Spotify Connect, please visit www.spotify.com/connect



Specifications

General	Weight	R5 (WAM5500)	2.7 Kg
		R3 (WAM3500)	2.0 Kg
		R1 (WAM1500/WAM1501)	1.4 Kg
	Dimensions	R5 (WAM5500)	Ø166.0 X 313.0 (H) mm
		R3 (WAM3500)	Ø144.0 X 273.0 (H) mm
		R1 (WAM1500/WAM1501)	Ø123.0 X 234.0 (H) mm
Operating Temperature Range		+5°C to +35°C	
Operating Humidity Range		10 % to 75 %	
Network	Wireless LAN		Built-in
	Security	WEP (OPEN/SHARED)	
		WPA-PSK (TKIP/AES)	
		WPA2-PSK (TKIP/AES)	
	Overall Standby Power consumption (W) (When all network ports are set to on)	R5 (WAM5500)	2.5W
		R3 (WAM3500)	3.6W
		R1 (WAM1500/WAM1501)	2.5W
Touch and hold a touch area for 10 seconds to deactivate Wi-Fi and Bluetooth and turn the power off.			

- Network speeds equal to or below 10Mbps are not supported.
- Design and specifications are subject to change without prior notice.
- For the power supply and power consumption, refer to the label attached to the product.
- See product bottom for important safety information.
- Weight and dimensions are approximate.

- For further details on using the product, visit www.samsung.com.
- **For India Only**
"This product is RoHS compliant"

Additional Information

About the Network Connection

- Depending on the wireless router used, some network operations may perform differently.
- For detailed information on networking with a wireless router or modem, refer to the router's or modem's documentation.
- Select one wireless channel that is not used currently. If the selected channel is used by another communication device nearby, radio interference may result in communication failure.
- In compliance with the newest Wi-Fi certification specifications, the HUB does not support WEP, TKIP, or TKIP-AES (WPA2 Mixed) security encryption in networks running in the 802.11n mode.
- By its nature, wireless LAN may experience radio interference depending on the environmental conditions (such as wireless router performance, distance, obstruction, interference with other wireless devices, etc.)
- WEP encryption does not work with WPS (PBC) / WPS (PIN).

Works with SmartThings™

- This product is compatible with SmartThings.
- SmartThings service varies from country to country.
- For more information, visit <http://www.smarthings.com>

Copyright

© 2016 Samsung Electronics Co.,Ltd.

All rights reserved; No part or whole of this user's manual may be reproduced or copied without the prior written permission of Samsung Electronics Co.,Ltd.

Contact SAMSUNG WORLD WIDE

If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care centre.

Country		Contact Centre ☎	Web Site
North America	U.S.A	1-800-SAMSUNG (726-7864)	www.samsung.com/us/support
	CANADA	1-800-SAMSUNG(726-7864)	www.samsung.com/ca/support (English) www.samsung.com/ca_fr/support (French)
Latin America	MEXICO	01-800-SAMSUNG(726-7864)	www.samsung.com/mx/support
	BRAZIL	0800-124-421 (Demais cidades e regiões) 4004-0000 (Capitais e grandes centros)	www.samsung.com/br/support
	COSTA RICA	00-800-1-SAMSUNG (726-7864)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	DOMINICAN REPUBLIC	1-800-751-2676	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	ECUADOR	1-800-SAMSUNG (72-6786)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	EL SALVADOR	8000-SAMSUNG (726-7864)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	GUATEMALA	1-800-299-0033	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	HONDURAS	800-2791-9111	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	JAMAICA	1-800-SAMSUNG (726-7864)	www.samsung.com/latin_en/support (English)
	NICARAGUA	001-800-5077267	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	PANAMA	800-0101	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	PUERTO RICO	1-800-682-3180	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	TRINIDAD & TOBAGO	1-800-SAMSUNG(726-7864)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	VENEZUELA	0-800-SAMSUNG (726-7864)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	COLOMBIA	Bogotá en el 600 12 72 Sin costo en todo el país 01 8000 112 112 Y desde tu celular #726	www.samsung.com/co/support
	CHILE	800-SAMSUNG(726-7864)	www.samsung.com/cl/support
	BOLIVIA	800-10-7260	www.samsung.com/cl/support
	PERU	080077708 Desde teléfonos fijos ó públicos 7116800 Desde teléfonos celulares	www.samsung.com/pe/support
	ARGENTINE	0800-555-SAMSUNG(7267)	www.samsung.com/ar
URUGUAY	0800-SAMS(7267)	www.samsung.com/uy	
PARAGUAY	0800-11-SAMS(7267)	www.samsung.com/py	
Europe	UK	0330 SAMSUNG (7267864)	www.samsung.com/uk/support
	EIRE	0818 717100	www.samsung.com/ie/support
	GERMANY	0180 6 SAMSUNG bzw. 0180 6 7267864* (*0,20 €/Anruf aus dem dt. Festnetz, aus dem Mobilfunk max. 0,60 €/Anruf)	www.samsung.com/de/support
	FRANCE	01 48 63 00 00	www.samsung.com/fr/support
	ITALIA	800-SAMSUNG (800.7267864)	www.samsung.com/it/support
	SPAIN	34902172678	www.samsung.com/es/support
	PORTUGAL	808 20 7267	www.samsung.com/pt/support

Country	Contact Centre ☎	Web Site	
Europe	LUXEMBURG	261 03 710	www.samsung.com/be_fr/support
	NETHERLANDS	0900-SAMSUNG (0900-7267864) (€ 0,10/Min)	www.samsung.com/nl/support
	BELGIUM	02-201-24-18	www.samsung.com/be/support (Dutch) www.samsung.com/be_fr/support (French)
	NORWAY	815 56480	www.samsung.com/no/support
	DENMARK	70 70 19 70	www.samsung.com/dk/support
	FINLAND	030-6227 515	www.samsung.com/fi/support
	SWEDEN	0771 726 7864 (0771-SAMSUNG)	www.samsung.com/se/support
	POLAND	801-172-678* lub +48 22 607-93-33* * (koszt połączenia według taryfy operatora)	www.samsung.com/pl/support
	HUNGARY	0680SAMSUNG (0680-726-786) 0680PREMIUM (0680-773-648)	www.samsung.com/hu/support
	AUSTRIA	0800-SAMSUNG (0800-7267864) [Only for Premium HA] 0800-366661 [Only for Dealers] 0810-112233	www.samsung.com/at/support
	SWITZERLAND	0800 726 78 64 (0800-SAMSUNG)	www.samsung.com/ch/support (German) www.samsung.com/ch_fr/support (French)
	CZECH	800 - SAMSUNG (800-726786)	www.samsung.com/cz/support
	SLOVAKIA	0800 - SAMSUNG (0800-726 786)	www.samsung.com/sk/support
	CROATIA	072 726 786	www.samsung.com/hr/support
	BOSNIA	055 233 999	www.samsung.com/support
	MONTENEGRO	020 405 888	www.samsung.com/support
	SLOVENIA	080 697 267 (brezplačna številka)	www.samsung.com/si
	SERBIA	011 321 6899	www.samsung.com/rs/support
	BULGARIA	*3000 Цена в мрежата 0800 111 31 , Безплатна телефонна линия	www.samsung.com/bg/support
	ROMANIA	*8000 (apel in retea) 08008-726-78-64 (08008-SAMSUNG) Apel GRATUIT	www.samsung.com/ro/support
CYPRUS	8009 4000 only from landline, toll free		
GREECE	80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile and land line	www.samsung.com/gr/support	
LITHUANIA	8-800-77777	www.samsung.com/lt/support	
LATVIA	8000-7267	www.samsung.com/lv/support	
ESTONIA	800-7267	www.samsung.com/ee/support	
CIS	RUSSIA	8-800-555-55-55 (VIP care 8-800-555-55-88)	www.samsung.com/ru/support
	BELARUS	810-800-500-55-500	www.samsung.com/support
	GEORGIA	0-800-555-555	www.samsung.com/support
	ARMENIA	0-800-05-555	www.samsung.com/support
	AZERBAIJAN	0-88-555-55-55	www.samsung.com/support
	KAZAKHSTAN	8-10-800-500-55-500 (GSM: 7799, VIP care 7700)	www.samsung.com/kz_ru/support
	UZBEKISTAN	00-800-500-55-500 (GSM: 7799)	www.samsung.com/support
	KYRGYZSTAN	00-800-500-55-500 (GSM: 9977)	www.samsung.com/support
	TAJIKISTAN	8-10-800-500-55-500	www.samsung.com/support
	MONGOLIA	+7-495-363-17-00	www.samsung.com/support
	UKRAINE	0-800-502-000	www.samsung.com/ua/support (Ukrainian) www.samsung.com/ua_ru/support (Russian)
	MOLDOVA	0-800-614-40	www.samsung.com/support
China	CHINA	400-810-5858	www.samsung.com/cn/support
	HONG KONG	3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
	MACAU	0800 333	www.samsung.com/support

Country	Contact Centre ☎	Web Site	
S.E.A	SINGAPORE	1800-SAMSUNG(726-7864)	www.samsung.com/sg/support
	AUSTRALIA	1300 362 603	www.samsung.com/au/support
	NEW ZEALAND	0800 726 786	www.samsung.com/nz/support
	VIETNAM	1800 588 889	www.samsung.com/vn/support
	THAILAND	0-2689-3232, 1800-29-3232	www.samsung.com/th/support
	MYANMAR	+95-1-2399-888	www.samsung.com/th/support
	MALAYSIA	1800-88-9999 603-77137477 (Overseas contact)	www.samsung.com/my/support
	INDONESIA	021-56997777 08001128888	www.samsung.com/id/support
	PHILIPPINES	1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02-422-2111 [Standard Landline]	www.samsung.com/ph/support
	TAIWAN	0800-329999	www.samsung.com/tw/support
JAPAN	0120-363-905	www.samsung.com/jp/support	
S.W.A	INDIA	1800 3000 8282 - Toll Free 1800 266 8282 - Toll Free	www.samsung.com/in/support
	BANGLADESH	0961-2300300 0800-0300300 (Toll free)	www.samsung.com/in/support
	SRI LANKA	0117540540 0115900000	www.samsung.com/support
MENA	EGYPT	08000-7267864 16580	www.samsung.com/eg/support
	ALGERIA	3004	www.samsung.com/n_africa/support
	IRAN	021-8255 [CE]	www.samsung.com/iran/support
	SAUDI ARABIA	800 247 3457 (800 24/7 HELP)	www.samsung.com/sa/home www.samsung.com/sa_en
	PAKISTAN	0800-Samsung (72678)	www.samsung.com/pk/support
	TUNISIA	80 1000 12	www.samsung.com/n_africa/support
	U.A.E	800-SAMSUNG (800 - 726 7864)	www.samsung.com/ae/support (English) www.samsung.com/ae_ar/support (Arabic)
	OMAN	800-SAMSUNG (800 - 726 7864)	
	KUWAIT	183-CALL (183-2255)	
	BAHRAIN	8000-GSAM (8000-4726)	
	QATAR	800-CALL (800-2255)	
	TURKEY	444 77 11	www.samsung.com/tr/support
	JORDAN	0800-22273 06 5777444	www.samsung.com/levant
	SYRIA	962 5777444	
	LEBANON	961 1484 999	
IRAQ	964 77 261 72220 964 75 118 92525		
MOROCCO	080 100 22 55	www.samsung.com/n_africa/support	
Africa	SOUTH AFRICA	0860 SAMSUNG (726 7864)	www.samsung.com/support
	BOTSWANA	8007260000	
	NAMIBIA	08 197 267 864	
	ZAMBIA	0211 350370	
	MAURITIUS	800 2550	
	REUNION	0262 50 88 80	
	ANGOLA	917 267 864	
	MOZAMBIQUE	847267864 / 827267864	
	NIGERIA	0800-726-7864	www.samsung.com/africa_en/support
	GHANA	0800-10077 0302-200077	www.samsung.com/africa_fr/support
	Cote D'Ivoire	8000 0077	
	SENEGAL	800-00-0077	
	CAMEROON	67095-0077	
	KENYA	0800 545 545	
	UGANDA	0800 300 300	
	TANZANIA	0685 889 900	
	RWANDA	9999	
	BURUNDI	200	www.samsung.com/support
DRC	499999		
SUDAN	1969		

SAMSUNG