

SAMSUNG

WAM7500/WAM7501/WAM6500/WAM6501

Wireless Audio - 360 R7/R6 Portable

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

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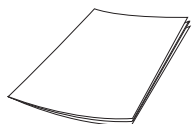
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Getting Started

Accessories

Confirm you have the supplied accessories shown below.

- **WAM7500/WAM7501**

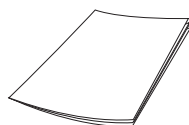


Quick Setup Guide
(AH68-02866A)

- **WAM6500/WAM6501**

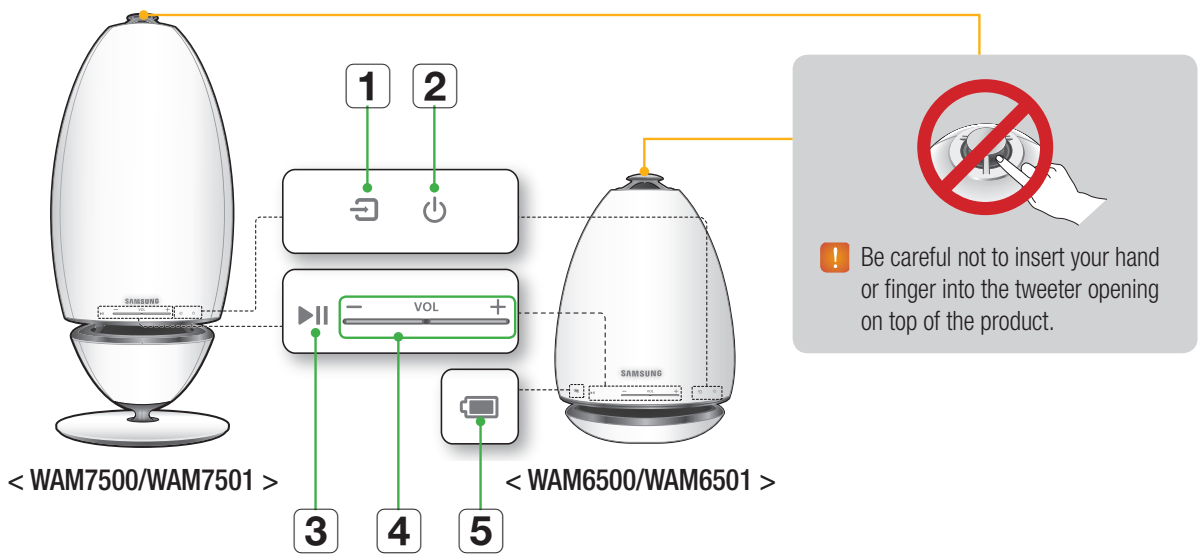



Power Adapter
(WAM6500 : BN44-00799C
/ WAM6501 : BN44-00799D)



Quick Setup Guide
(AH68-02867A)

Front Panel




1	Source button (↶)	Touch this button to switch to TV SoundConnect or Bluetooth. Touch and hold this button for more than 5 seconds to re-search TV SoundConnect.
2	Standby button (⏻)	Touch this button to switch the speaker to Standby mode. - Standby mode: This mode turns off the product's basic functions and maintains Wi-Fi connections only.  If you touch and hold this button for 5 seconds, the speaker turns off. (WAM7500, WAM7501 only)
3	Play/Pause button (▶)	Touch this button to play or pause playback. The sound is muted when TV SoundConnect function is enabled.
4	Volume Control button (— VOL +)	Controls the volume level. Touch and hold the + button to increase the volume level. Touch and hold the - button to decrease the volume level. Touch and hold both the + and - buttons simultaneously for 5 seconds to reset the product.

NOTE

✓ **Speaker LED indication**

- Blue (On): Connection established (Wi-Fi, Bluetooth, TV SoundConnect)
- Blue (Blink): Connection in progress (Wi-Fi, Bluetooth, TV SoundConnect)
- Purple (Blink at 1 sec interval and goes off): Finished updating
- Red: When turning on, or when Wi-Fi connection has failed

5





Battery Status

(WAM6500, WAM6501 Only)

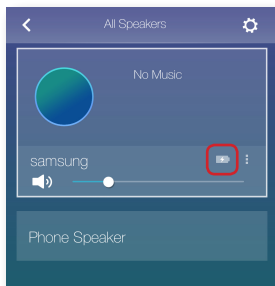
You can check speaker's battery status through the LED indicator under the battery icon.





Battery LED indicator when power adapter is connected.	Battery LED indicator when power adapter is not connected.
<ul style="list-style-type: none"> • Red LED : Charging. • LED OFF : Fully charged. • Rapid red blinking : Not charging. 	<ul style="list-style-type: none"> • Green LED : 100% to 10% of charge remaining. • Slow red blinking : 10~0% remaining. <ul style="list-style-type: none"> - Slow red blinking indicates that the battery requires charging. Connect the power adapter. - You can play the product for 6 hours with fully charged battery. (The playback time may differ depending on music source, volume, battery status, etc.) - The sound volume may decrease and the speaker may turn off automatically when the battery is low.



NOTES

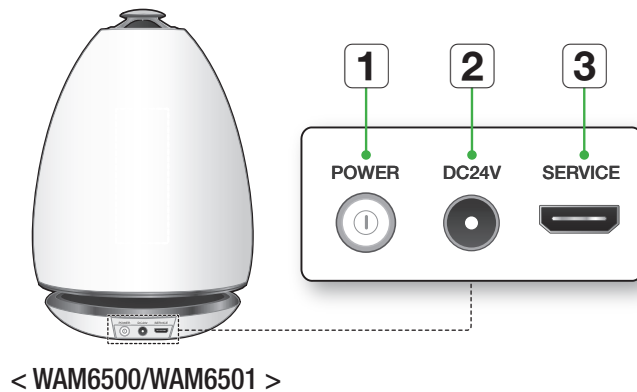
- ✓  +  **Add Speaker** : Touch and hold both buttons simultaneously for 5 seconds to use the **Add Speaker** function.
- ✓  +  **Wi-Fi Setup** : Touch and hold both buttons simultaneously for 5 seconds when connecting this speaker to your network using the **Wi-Fi Setup** method.
 - For more details, follow the instructions in the app on your smart device.
- ✓ You can check battery status connected to the product in the App. (WAM6500, WAM6501 Only)




Whole icon flashes. (flashing) 	Less than 10% of battery energy is left.
	Charging.
	If volume 25 or above. <ul style="list-style-type: none"> - Will not charge. Reduce to below volume 25 to charge.
Whole icon flashes. (flashing) 	Abnormal charge. <ul style="list-style-type: none"> - Try charging the product within the charging temperature range (5°C to 35°C).

- ✓ 1 bar represents about 30% of battery life. 3 bars represent the whole battery life. (WAM6500, WAM6501 Only) (Remaining battery display may vary depending on sound source and volume.)

Rear Panel - WAM6500/WAM6501




1	POWER	To turn the product on or off, press and hold this button for more than 2 seconds.
2	DC 24V	The connection for the speaker's power adapter.  Charging stops if the volume level reaches 25 or more. (The maximum volume level of this product is 30.)
3	SERVICE	For service only. Lets service technicians update the firmware of the product.

Standby Mode

■ In Wi-Fi / Bluetooth / TV SoundConnect mode

- The product switches to Standby mode if there is no operation (music playing, button operation, app use) for 15 minutes.


NOTES

- ✓ While playing music in the Wi-Fi, Bluetooth, or TV SoundConnect connection modes, the WAM speaker will not switch to Standby mode.
- ✓ The WAM6500 and WAM6501 models use battery power if the power adapter is disconnected and the Standby mode is activated.
(You can minimize battery consumption by pressing the  **POWER** button on the rear of the speaker and turning the speaker off.)

Connecting to the Wi-Fi network

Connecting to Bluetooth Devices

You can connect the WAM speaker to a Bluetooth device and enjoy the music stored in the device.

- 1** Turn on the speaker, and then press the  **Source** button on its top panel.
- 2** Turn on the Bluetooth function of your smart device, and then select **Search**.
- 3** Select **[Samsung] R7** or **[Samsung] R6 Portable**.
The Bluetooth connection between the smart device and the WAM speaker is made.




NOTES

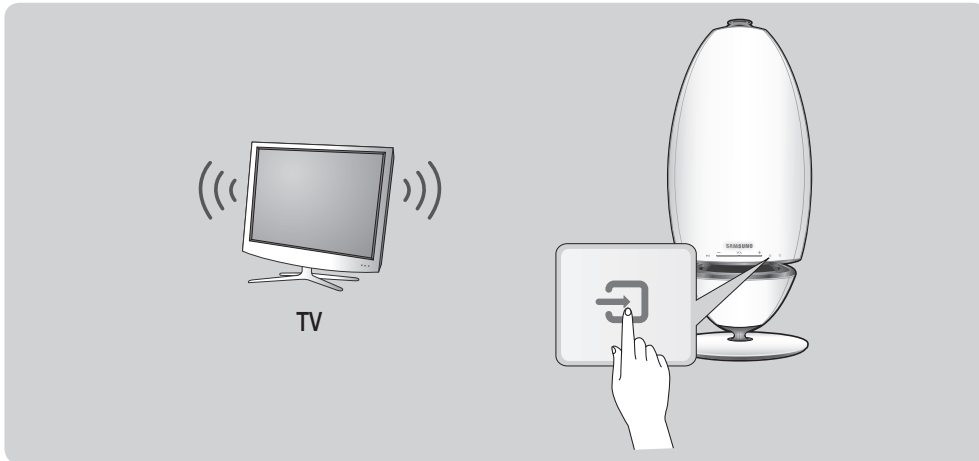
- ✓ A Bluetooth device may cause noise or malfunction, depending on usage, if:
 - A part of your body is in contact with the receiving/transmitting system of the Bluetooth device or the speaker.
 - It is subject to electrical variation from obstructions caused by a wall, corner, or by office partitioning.
 - It is exposed to electrical interference from same frequency-band devices including medical equipment, microwave ovens, and wireless LANs.
- ✓ Pair the speaker with the Bluetooth device while they are close together.
- ✓ The Bluetooth connection will be lost if the distance between the speaker and the Bluetooth device exceeds 32 feet (10 m). Even within range, the sound quality may be degraded by obstacles such as walls or doors.
- ✓ This speaker may cause electric interference during its operation.
- ✓ The speaker supports SBC data (44.1kHz, 48kHz).
- ✓ The AVRCP feature is not supported.
- ✓ 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 speaker, the Bluetooth connection is terminated. To re-establish the connection, plug the speaker into an outlet, and then reset the Bluetooth connection.

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  **Source** button on its front panel.



- 2 A message asking whether to proceed with Bluetooth pairing appears.




NOTE

- ✓ Set **Add New Device** to **On** in the TV's TV SoundConnect Settings menu. (Refer to the TV's user manual for details.)

- 3 When a message appears to check whether to establish Bluetooth pairing or not, select **Yes**. The speaker is paired to the TV.



NOTES


- ✓ Press and hold the  **Source** button for more than 5 seconds to reset the TV SoundConnect.
- ✓ Optimal pairing distance is 6.5 feet (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 reset the TV SoundConnect connection.
- ✓ When the speaker is in Standby mode, the TV SoundConnect connection is not terminated.

- ✓ Operational range of TV SoundConnect
 - Recommended pairing range: up to 6.5 feet (2 m).
 - Recommended operating range: up to 32 feet (10 m).
 - The connection may be lost or sound may stutter if the distance between the TV and the product exceeds 32 feet (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

Refer to the table below when this product does not function properly. If the problem you are experiencing is not listed below or if the instructions below do not help, turn off the product, disconnect the power cord, and contact Samsung Electronics at 1-800-SAMSUNG (1-800-726-7864).

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.
My HUB and WAM speaker won't pair.	<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 WAM speaker. (see page 4) Click here. Unplug the WAM speaker and plug it in again. Check whether the LED indicator on the front of the WAM speaker is blinking or not.
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.
No sound.	<ul style="list-style-type: none"> Is the volume set to minimum? 	<ul style="list-style-type: none"> Connect the speaker 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 Center. Touch and hold the  Source button for more than 5 seconds to reset TV SoundConnect and connect a new TV.

Symptom	Check	Remedy
The 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 an ETHERNET SWITCH port 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 WAM speaker, try relocating the WAM speaker so that it is closer to the wireless router or HUB.
The WAM speaker 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. • Check whether the Wi-Fi router you're using had been certified for Wi-Fi. • Unplug the speaker, plug it back in, and then reconnect it to the router. • Reset the WAM speaker. (see page 4) Click here. • If used with a HUB <ul style="list-style-type: none"> - Make sure your 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 WAM speaker. - If you experience troubles with connecting the HUB and WAM speaker, try relocating the speaker so that it is closer to the wireless router or HUB.



NOTE

✓ If the problem persists, contact the Samsung Call Center for troubleshooting.

Open Source License Notice

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

Licenses

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




Specifications

- **WAM7500/WAM7501**

General	Weight	7.5 lbs
	Dimensions	7.1 (W) X 16.6 (H) X 7.1 (D) inches
	Operating Temperature Range	+41°F to +95°F
	Operating Humidity Range	10 % to 75 %
Network	Wireless LAN	Built-in
	Security	WEP (OPEN/SHARED)
		WPA-PSK (TKIP/AES)
		WPA2-PSK (TKIP/AES)



- **WAM6500/WAM6501**

General	Power Requirements	DC24V  2.5A
	Weight	4.0 lbs
	Dimensions	6.2 (W) X 9.1 (H) X 6.2 (D) inches
	Operating Temperature Range	+41°F to +95°F
	Operating Humidity Range	10 % to 75 %
Network	Wireless LAN	Built-in
	Security	WEP (OPEN/SHARED)
		WPA-PSK (TKIP/AES)
		WPA2-PSK (TKIP/AES)

- Network speeds equal to or below 10Mbps are not supported.
- Design and specifications are subject to change without prior notice.

- For power supply and power consumption information, refer to the label attached to the product.
- See product bottom for important safety information.
- Weight and dimensions are approximate.
- Dispose unwanted electronics through an approved recycler.
To find the nearest recycling location, go to our website: www.samsung.com/recyclingdirect or call, (877) 278 - 0799.
- For further details on using the product, visit www.samsung.com.

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>

Warning

- This product contains chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.
- 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.

FCC Statement: (for U.S.A)

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorienting or relocating the receiving antenna.
- Increasing the separation between the equipment and receiver.
- Connecting the equipment to an outlet that is on a different circuit than the radio or TV.
- Consulting the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For products available in the US and Canadian markets, only channels 1~11 are available. You cannot select other channels.

This device and its antennas must not be co-located or operated in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

This device operates in the 5.15~5.25GHz frequency range. It is restricted to indoor environments only.

IMPORTANT NOTE

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated so there is at least 8 inches (20cm) between the radiator and your body.

■ IC Statement: (for Canada)

CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

For products available in the US and Canadian markets, only channels 1~11 are available. You cannot select other channels.

This device and its antennas must not be co-located or operated in conjunction with any other antenna or transmitter except in accordance with IC multi-transmitter product procedures.

This device may automatically discontinue transmission if there is no information to transmit, or an operational failure. Note that this is not intended to prohibit the transmission of control or signaling information or the use of repetitive codes where required by the technology.

To reduce potential for harmful interference to co-channel mobile satellite systems, this device operates in the 5150-5250 MHz band, and is for indoor use only.

IMPORTANT NOTE:

IC Radiation Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated so there is at least 8 inches (20cm) between the radiator and your body.

■ 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 center 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 4 inches (10cm) at the rear of the product and more than 2 inches (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 center 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 center.
- Do not drop the product. In case of a mechanical breakdown, disconnect the power cord and contact a Samsung service center.
 - 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 center.
- 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.

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).

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LIMITED WARRANTY TO ORIGINAL PURCHASER

This SAMSUNG brand product, as supplied and distributed by SAMSUNG and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

One (1) Year Parts and Labor*
(*90 Days Parts and Labor for Commercial Use)

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center. Transportation of the product to and from the service center is the responsibility of the purchaser.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

SAMSUNG's obligations with respect to software products distributed by SAMSUNG under the SAMSUNG brand name are set forth in the applicable end user license agreement. Non-SAMSUNG hardware and software products, if provided, are on an "AS IS" basis.

Non-SAMSUNG manufacturers, suppliers, publishers, and service providers may provide their own warranties.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied and authorized by SAMSUNG, or which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; product removal or reinstallation; reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

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Contact SAMSUNG WORLD WIDE

If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care center listed for your country.

Country		Contact Center ☎	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	0-800-507-7267 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	1-800-10-7267 1-800-SAMSUNG (72-6786)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	EL SALVADOR	800-6225 800-0726-7864	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	GUATEMALA	1-800-299-0013 1-800-299-0033	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	HONDURAS	800-2791-9267 800-2791-9111	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
	JAMAICA	1-800-234-7267 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	800-7267 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)
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	VENEZUELA	0-800-SAMSUNG (726-7864)	www.samsung.com/ve/support
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	CHILE	800-SAMSUNG(726-7864)	www.samsung.com/cl/support
	BOLIVIA	800-10-7260	www.samsung.com/cl/support
	PERU	0800-777-08	www.samsung.com/pe/support
ARGENTINE	0800-555-SAMSUNG (0800-555-7267)	www.samsung.com/ar/support	
URUGUAY	000-405-437-33	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)	
PARAGUAY	009-800-542-0001	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)	
Europe	UK	0330 SAMSUNG (7267864)	www.samsung.com/uk/support
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	ITALIA	800-SAMSUNG (800.7267864)	www.samsung.com/it/support
	SPAIN	0034902172678	www.samsung.com/es/support
	PORTUGAL	808 20 7267	www.samsung.com/pt/support

Country	Contact Center ☎	Web Site	
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	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
	SLOVAKIA	0800 - SAMSUNG (0800-726 786)	www.samsung.com/sk/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
	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
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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
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	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/support
	UZBEKISTAN	8-10-800-500-55-500 (GSM: 7799)	www.samsung.com/support
	KYRGYZSTAN	00-800-500-55-500	www.samsung.com/kz_ru/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	(852) 3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
	MACAU	0800 333	www.samsung.com/support

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	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	+95-01-2399-888	www.samsung.com/support
	MALAYSIA	1800-88-9999 603-77137477 (Overseas contact)	www.samsung.com/my/support
	INDONESIA	021-56997777 08001128888	www.samsung.com/id/support
	PHILIPPINES	1-800-10-7267864 [PLDT] 02-4222111 [Other 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	09612300300	www.samsung.com/in/support
	SRI LANKA	94117540540	www.samsung.com/support
MENA	EGYPT	08000-7267864 16580	www.samsung.com/eg/support
	ALGERIA	021 36 11 00	www.samsung.com/n_africa/support
	IRAN	021-8255 [CE]	www.samsung.com/iran/support
	SAUDI ARABIA	8002474357	www.samsung.com/sa/support www.samsung.com/sa_en/support (English)
	PAKISTAN	0800-Samsung (72678)	www.samsung.com/pk/support
	TUNISIA	80-1000-12	www.samsung.com/n_africa/support
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	OMAN	800-SAMSUNG (800 - 726 7864)	
	KUWAIT	183-CALL (183-2255)	
	BAHRAIN	8000-GSAM (8000-4726)	
	QATAR	800-CALL (800-2255)	www.samsung.com/tr/support
	TURKEY	444 77 11	
	JORDAN	0800-22273 06 5777444	www.samsung.com/Levant/support (English)
	SYRIA	18252273	www.samsung.com/Levant/support (English)
MOROCCO	080 100 22 55	www.samsung.com/n_africa/support	
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	NAMIBIA	08 197 267 864	
	ZAMBIA	0211 350370	
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	REUNION	262508869	
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