

SAMSUNG

FULL MANUAL

HW-S60A / S61A

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SAFETY INFORMATION









SAFETY WARNINGS

TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER (OR BACK).

NO USER-SERVICEABLE PARTS ARE INSIDE.

REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Refer to the table below for an explanation of symbols which may be on your Samsung product.

	<p style="text-align: center;">CAUTION RISK OF ELECTRIC SHOCK. DO NOT OPEN.</p>	
	<p>This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.</p>	
	<p>This symbol indicates that this product has included important literature concerning operation and maintenance.</p>	
	<p>Class II product : This symbol indicates that it does not require a safety connection to electrical earth (ground). If this symbol is not present on a product with a power cord, the product MUST have a reliable connection to protective earth (ground).</p>	
	<p>AC voltage : This symbol indicates that the rated voltage marked with the symbol is AC voltage.</p>	
	<p>DC voltage : This symbol indicates that the rated voltage marked with the 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.

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 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.

Wiring the Main Power Supply Plug (UK Only)


IMPORTANT NOTICE

The mains lead on this equipment is supplied with a moulded plug incorporating a fuse. The value of the fuse is indicated on the pin face of the plug and if it requires replacing, a fuse approved to BS1362 of the same rating must be used. Never use the plug with the fuse cover removed. If the cover is detachable and a replacement is required, it must be of the same colour as the fuse fitted in the plug. Replacement covers are available from your dealer. If the fitted plug is not suitable for the power points in your house or the cable is not long enough to reach a power point, you should obtain a suitable safety approved extension lead or consult your dealer for assistance.

However, if there is no alternative to cutting off the plug, remove the fuse and then safely dispose of the plug. Do not connect the plug to a mains socket as there is a risk of shock hazard from the bared flexible cord. Never attempt to insert bare wires directly into a mains socket. A plug and fuse must be used at all times.

IMPORTANT

The wires in the mains lead are coloured in accordance with the following code:– BLUE = NEUTRAL BROWN = LIVE As these colours may not correspond to the coloured markings identifying the terminals in your plug, proceed as follows:– The wire coloured BLUE must be connected to the terminal marked with the letter N or coloured BLUE or BLACK. The wire coloured BROWN must be connected to the terminal marked with the letter L or coloured BROWN or RED.

WARNING : DO NOT CONNECT EITHER WIRE TO THE EARTH TERMINAL WHICH IS MARKED WITH THE LETTER E OR BY THE EARTH SYMBOL , OR COLOURED GREEN OR GREEN AND YELLOW.

PRECAUTIONS

1. Ensure that the AC power supply in your house complies with the power requirements listed on the identification sticker located on the bottom of your product. Install your product horizontally, on a suitable base (furniture), with enough space around it for ventilation (7~10 cm). Make sure the ventilation slots are not covered. Do not place the unit on amplifiers or other equipment which may become hot. This unit is designed for continuous use. To fully turn off the unit, disconnect the AC plug from the wall outlet. Unplug the unit if you intend to leave it unused for a long period of time.

2. During thunderstorms, disconnect the AC plug from the wall outlet. Voltage peaks due to lightning could damage the unit.
 3. Do not expose the unit to direct sunlight or other heat sources. This could lead to overheating and cause the unit to malfunction.
 4. Protect the product from moisture (i.e. vases), and excess heat (e.g. a fireplace) or equipment creating strong magnetic or electric fields. Unplug the power cable from the AC wall socket if the unit malfunctions. Your product is not intended for industrial use. It is for personal use only. Condensation may occur if your product has been stored in cold temperatures. If transporting the unit during the winter, wait approximately 2 hours until the unit has reached room temperature before using.
 5. The battery used with this product contains chemicals that are harmful to the environment. Do not dispose of the battery in the general household trash. Do not expose the battery to excess heat, direct sunlight, or fire. Do not short circuit, disassemble, or overheat the battery.
- CAUTION :** Danger of explosion if the battery is replaced incorrectly. Replace only with the same or equivalent type.

Fabric cleaning

Remove any dirt or stain on the product surface immediately.

Removing and cleaning can be less effective for some substances or if left for a prolonged time.

CAUTION

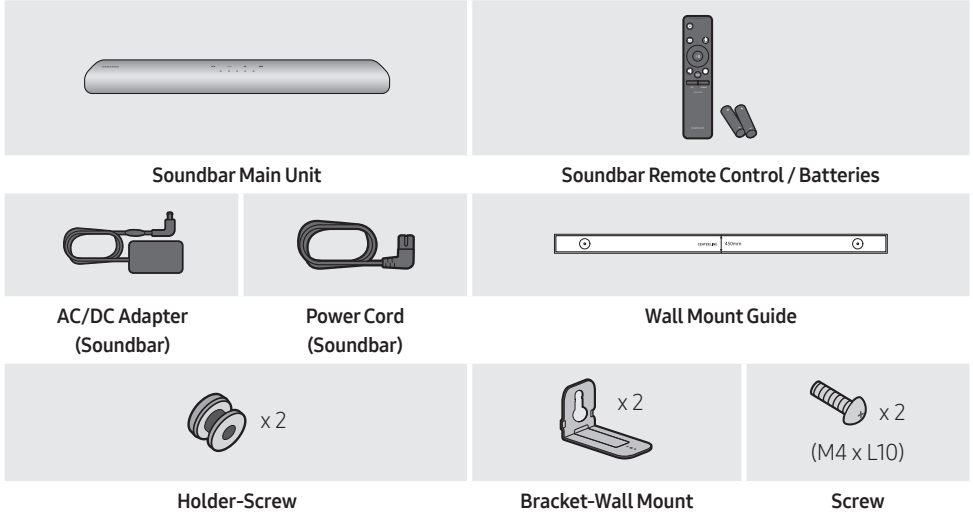
- Use a vacuum cleaner or an adhesive lint roller to remove dust, handprints, and the likes.
 - Some cleaning brushes may damage the product, depending on the materials they contain.
 - Towels and cleaning clothes may leave lint or dirt on the product.
- Do not use a nail or other tools to scratch the dirt off. It may damage the fabric.
- To remove oil or liquid stains, use a clean white cloth moist with water. If the stain persists, wipe it with a mixture of water and neutral detergent (such as dishwashing soaps) and a cloth.
 - A non-neutral detergent or cleaner may cause discolouration or fabric damage.
 - After cleaning, use a dry cloth or hairdryer to dry the area.
 - Do not use excessive force to avoid discolouration or fabric damage.

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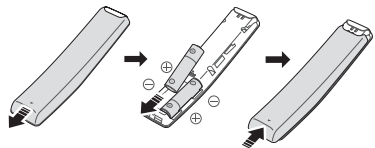
01 CHECKING THE COMPONENTS



- For more information about the power supply and power consumption, refer to the label attached to the product. (Label: Bottom of the Soundbar Main Unit)
- To purchase additional components or optional cables, contact a Samsung Service Centre or Samsung Customer Care.
- For more information about the wallmount see page 34.
- Design, specifications, and App screen are subject to change without prior notice.
- The appearance of the accessories may differ slightly from the illustrations above.

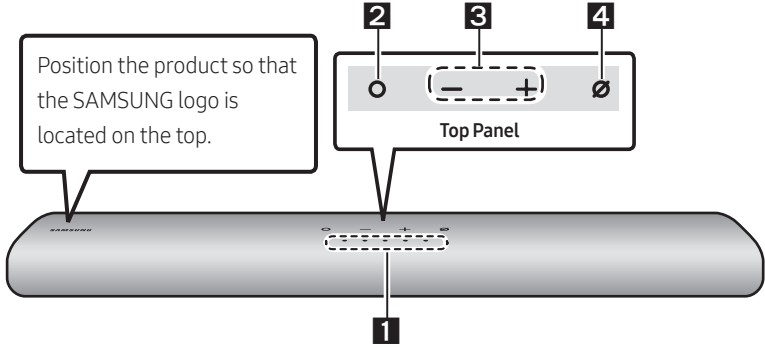
Inserting Batteries before using the Remote Control (AA batteries X 2)


















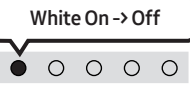
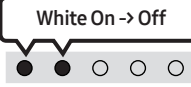


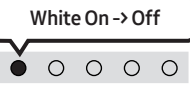
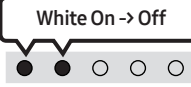


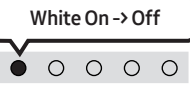
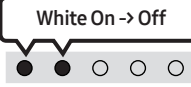




Slide the back cover in the direction of the arrow until it is completely removed. Insert 2 AA batteries (1.5V) oriented so that their polarity is correct. Slide the back cover back into position.


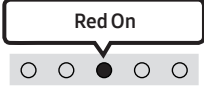




02 PRODUCT OVERVIEW

Top Panel of the Soundbar

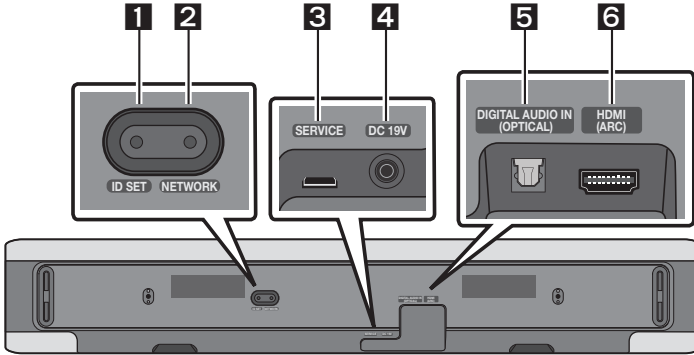


<p>1</p>	<p>LED indicator</p>	<p>The LED Indicator flashes, glows, or changes colour depending on the Soundbar's current mode or status. The colour of the LED indicator and the number of lights indicate the active mode as described below.</p> <table border="1" data-bbox="266 753 1028 834"> <tr> <td style="text-align: center;">  White LED </td> <td style="text-align: center;">  White LED </td> <td style="text-align: center;">  Multicolour LED </td> <td style="text-align: center;">  White LED </td> <td style="text-align: center;">  White LED </td> </tr> </table> <ul style="list-style-type: none"> The Multicolour LED changes to White, Cyan, Green, Red, and Blue depending on the mode or status. 	 White LED	 White LED	 Multicolour LED	 White LED	 White LED			
 White LED	 White LED	 Multicolour LED	 White LED	 White LED						
<p>2</p>	<p>Multi Function Button</p>	<ul style="list-style-type: none"> In standby mode, press the  (Multi Function) button to turn on the Soundbar. Press the  (Multi Function) button to change the mode. Each time you change the mode, the LED lights in white and then turns off. <table border="1" data-bbox="266 1026 1028 1209"> <tr> <td style="text-align: center;">LED Indicator</td> <td style="text-align: center;">  <p>White On -> Off</p> </td> <td style="text-align: center;">  <p>White On -> Off</p> </td> <td style="text-align: center;">  <p>White On -> Off</p> </td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;"> "Digital Audio In" or "TV ARC" </td> <td style="text-align: center;"> "Wi-Fi" </td> <td style="text-align: center;"> "Bluetooth" </td> </tr> </table>	LED Indicator	 <p>White On -> Off</p>	 <p>White On -> Off</p>	 <p>White On -> Off</p>		"Digital Audio In" or "TV ARC"	"Wi-Fi"	"Bluetooth"
LED Indicator	 <p>White On -> Off</p>	 <p>White On -> Off</p>	 <p>White On -> Off</p>							
	"Digital Audio In" or "TV ARC"	"Wi-Fi"	"Bluetooth"							
<p>3</p>	<p>Volume Button</p>	<p>Press the   (Volume) button to adjust the volume.</p>								

4	Mic On/Off Button	Press the  (Mic On/Off) button to turn on or off the microphone.		
		LED Indicator		
			"Mic Off"	"Mic On"

- When you plug in the AC cord, the power button will begin working in 4 to 6 seconds.
- When you turn on this unit, there will be a 4 to 5 second delay before it produces sound.
- If you hear sounds from both the TV and Soundbar, go to the **Settings** menu for the TV audio and change the TV speaker to **External Speaker**.
- You can turn on and off audio feedback by using **SmartThings** app. To learn about using the **SmartThings** app, refer to "**Method 2. Connecting via Wi-Fi (Wireless Network)**".

Bottom Panel of the Soundbar

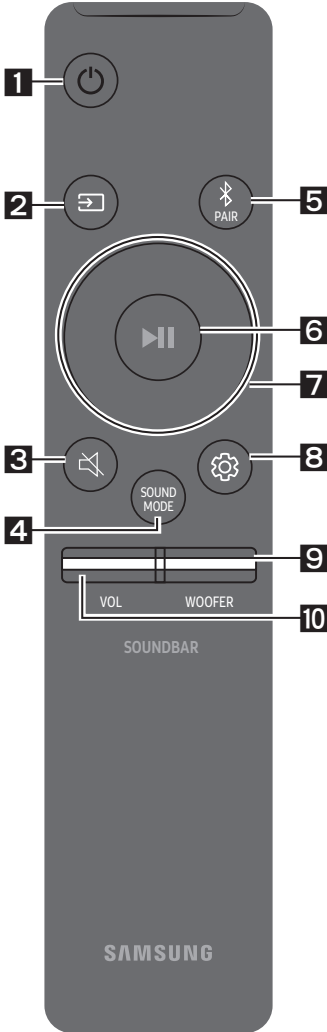


1	ID SET Press to connect the Soundbar to Surround speakers and a subwoofer wirelessly. (The surround speaker, subwoofer are sold separately.)
2	NETWORK Press to connect to a wireless network (Wi-Fi) via the SmartThings app.
3	SERVICE Connect a USB storage device to upgrade the product's software.
4	DC 19V (Power Supply In) Connect the AC/DC power adapter. (See page 16)
5	DIGITAL AUDIO IN (OPTICAL) Connect to the digital (optical) output of an external device. (See page 23)
6	HDMI (ARC) Connect to the HDMI (ARC) port on a TV. (See page 17)

- When disconnecting the power cable of the AC/DC power adapter from a wall outlet, pull the plug. Do not pull the cable.
- Do not connect this unit or other components to an AC outlet until all connections between components are complete.

03 USING THE REMOTE CONTROL

How to Use the Remote Control



1

Power

Turns the Soundbar on and off.

LED Indicator	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Cyan Blinks X1</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Red Blinks X3</div>
	<p>On</p>	<p>Off</p>

- **Auto Power Down Function**

The unit turns off automatically in the following situations:

- In "Digital Audio In" or "TV ARC" / "Wi-Fi" / "Bluetooth" mode if there is no audio signal for 18 minutes.

2

Source

Press to select a source connected to the Soundbar.

- **Audio Feedback On/Off**

You can turn on or off the Audio Feedback. Press and hold the **Source** button on the remote control for 5 seconds while the Soundbar is off (Standby mode).

LED Indicator	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Cyan Blinks X1</div>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Red Blinks X1</div>
	<p>On</p>	<p>Off</p>

3

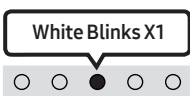

Mute

Press the **Mute** button to mute the sound. Press it again to unmute the sound.

LED Indicator	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Blinks X Repeatedly</div>

4**SOUND MODE**

By pressing the button, you can select the desired audio mode. Each time the mode changes, the Multicolour LED blinks in white.

LED Indicator	
	<p>“Standard” → “Music” → “Adaptive Sound”</p>



- **Standard**
Outputs the original sound.
- **Music**
Provides more natural and room filling sound for music content.
- **Adaptive Sound**
Analyzes the content in real time and automatically provides the optimal sound field based on the characteristics of the content.

5**Bluetooth PAIR**

Switch the Soundbar to Bluetooth pairing mode.

When you press the button, the LED display changes as shown below.

- Until pairing is complete, the Multicolour LED changes as **Red** → **Green** → **Blue** in turn.

LED Indicator	
	<p>“Ready to connect via Bluetooth.”</p>

6**▶|| (Play / Pause)**

You can also play or pause music by pressing the button.

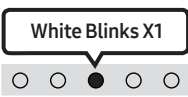

7**Up/Down/Left/Right**

Press **Up/Down/Left/Right** on the button to select or set functions.

- **Music Skip**
Press the **Right** button to select the next music file. Press the **Left** button to select the previous music file.

8**⚙️ (Sound Control)**

By pressing the button, you can select the desired audio mode. The desired item can be adjusted using the **Up/Down** buttons. Each time the mode changes, the Multicolour LED blinks in white.

LED Indicator	
	"Treble" → "Bass" → "Sync" → "Centre Level" → "Side Level"

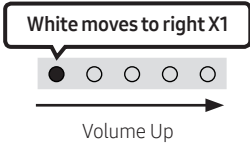
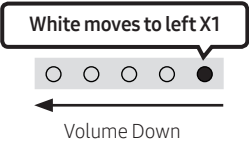
- To control the volume of the treble or bass sound, select "**Treble**" or "**Bass**" in Sound Settings, and then adjust the volume between -6~+6 by using the **Up/Down** buttons.
- Press and hold the **⚙️ (Sound Control)** button for about 5 seconds to adjust the sound for each frequency band. 150Hz, 300Hz, 600Hz, 1.2kHz, 2.5kHz, 5kHz, and 10kHz are selectable using the **Left/Right** buttons and each can be adjusted to a setting between -6 to +6 using the **Up/Down** buttons. (Make sure the Sound mode is set to "**Standard**".)
- To control the volume of the each speaker select "**Centre Level**" or "**Side Level**" in Sound Settings, and then adjust the volume between -6~+6 by using the **Up/Down** buttons.
- If the video on the TV and audio from the Soundbar are not synchronised, select "**Sync**" in Sound Control, and then set the audio delay between 0~300 milliseconds by using the **Up/Down** buttons.
- "**Sync**" is only supported for some functions.
- If Surround Speakers are connected, select "**Rear Level**" and then use the **Up/Down** buttons to adjust the volume within a -6 to +6 range.

9**WOOFER (BASS) LEVEL**



Push the button up or down to adjust the level of the woofer (bass) to -12 or between -6 to +6. To set the woofer (bass) volume level to 0 (Default), press the button.

10**VOLUME**

Push the button up or down to adjust the volume.

LED Indicator		
---------------	--	--

Using the Hidden Buttons (Buttons with more than one function)

Hidden Button		Reference page
Remote Control Button	Function	
WOOFER (Up)	TV remote control On/Off (Standby)	page 15
Up	ID SET	
 (Sound Control)	7 Band EQ	page 13
 (Source)	Audio Feedback On/Off (Standby)	page 11

Output specifications for the different sound effect modes

Effect	Input	Output	
		With Subwoofer Only	With Subwoofer & Wireless Rear Speaker Kit
Standard	2.0 ch	2.1 ch	2.1 ch
	5.1 ch	2.1 ch	5.1 ch
Music	2.0 ch	5.1 ch	7.1 ch
	5.1 ch	5.1 ch	7.1 ch
Adaptive Sound	2.0 ch	5.1 ch	7.1 ch
	5.1 ch	5.1 ch	7.1 ch

- The Samsung Wireless Rear Speaker Kit, and Subwoofer can be purchased separately. To purchase a Kit or the Subwoofer, contact the vendor you purchased the Soundbar from.

Adjusting the Soundbar volume with a TV remote control

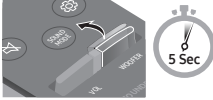

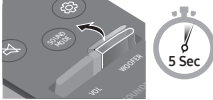

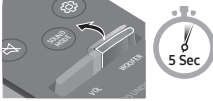

Adjust the Soundbar volume using the TV's remote control.

- This function can be used with IR remote controls only. Bluetooth remote controls (remote controls that require pairing) are not supported.
- Set the TV speaker to **External Speaker** to use this function.
- Manufacturers supporting this function:
VIZIO, LG, Sony, Sharp, PHILIPS, PANASONIC, TOSHIBA, Hisense, RCA

1. Turn Off the Soundbar.
2. Push up and hold the **WOOFER** button for 5 seconds.

Each time you push the **WOOFER** button up and hold it for 5 seconds, the mode switches in the following order: "**Off-TV Remote**" (Default mode), "**Samsung-TV Remote**", "**All-TV Remote**".

The LED indicator status changes each time the mode is changed, as shown below.

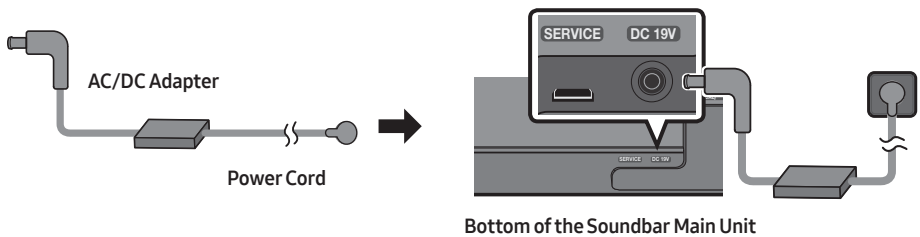
Remote Control Button	LED Indicator	Status
	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Red Blinks X1</div>  "Off-TV Remote" (Default mode)	Disable the TV remote control.
	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Cyan Blinks X1</div>  "Samsung-TV Remote"	Enable a Samsung TV's IR remote control.
	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Blue Blinks X1</div>  "All-TV Remote"	Enable a third-party TV's IR remote control.

04 CONNECTING THE SOUNDBAR

Connecting Electrical Power

Use the power components to connect the Soundbar to an electrical outlet in the following order:

- For more information about the required electrical power and power consumption, refer to the label attached to the product. (Label: Bottom of the Soundbar Main Unit)
1. First connect the power cable to the AC/DC adapter.
Connect the AC/DC adapter (with the power cable) to the Soundbar.
 2. Connect the power cord to a wall socket.



NOTES

- If you unplug and reconnect the power cord when the product is turned on, the Soundbar turns on automatically.
- 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.

Connecting an SWA-9100S (Sold Separately), SWA-W500 (Sold Separately) to your Soundbar

Expand to true wireless surround sound by connecting the Samsung Wireless Rear Speaker Kit (SWA-9100S, sold separately) and Wireless Subwoofer (SWA-W500, sold separately) to your Soundbar. For detailed information on connections, see the Samsung Wireless Rear Speaker Kit and Wireless Subwoofer manual.

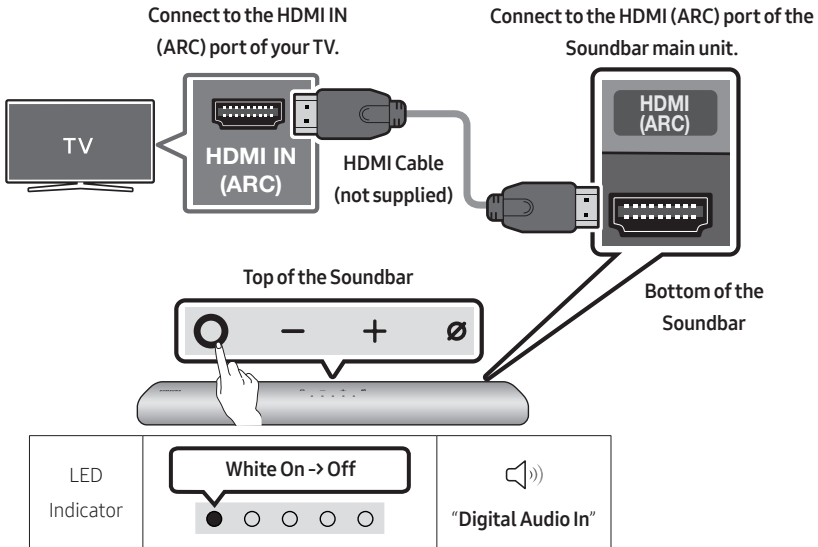
05 USING A WIRED CONNECTION TO THE TV

Method 1. Connecting with HDMI


⚠ CAUTION

- When both the HDMI cable and optical cable are connected, the HDMI signal is received first.
- To connect the HDMI cable between the TV and Soundbar, be sure to connect the terminals marked ARC. Otherwise, the TV sound may not be output.
- The recommended cable is **High Speed HDMI Cable with Ethernet**.

Connecting the TV that supports HDMI ARC (Audio Return Channel)



1. With the Soundbar and TV turned off, connect the HDMI cable (not supplied) as shown in the figure.
2. Turn on the Soundbar and TV.
3. TV sound is output from the Soundbar.

- When the TV sound is not output, press the **○ (Multi Function)** button at the top of the Soundbar or the  **(Source)** button on the remote control to select the **“Digital Audio In”** mode.
- When the sound is not output, check the HDMI Cable (not supplied) connection again.
- Use the volume buttons on the TV’s remote control to change the volume on the Soundbar.

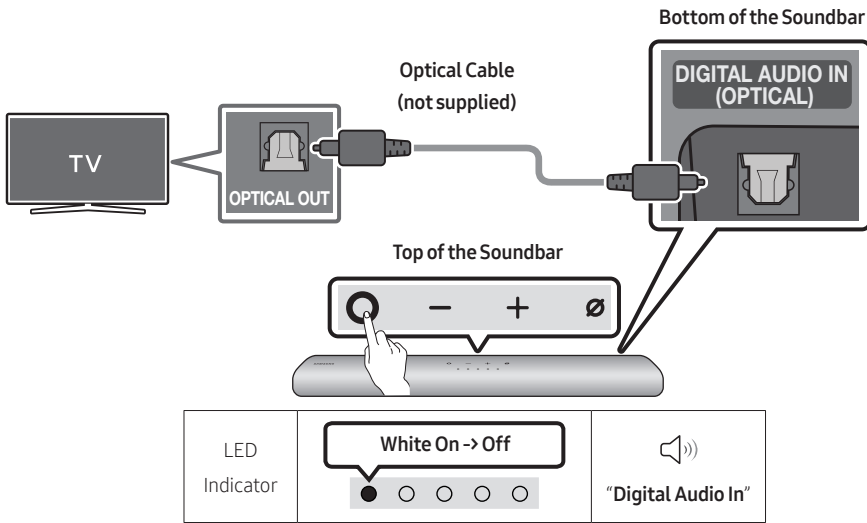
NOTES

- When you connect the TV that supports the HDMI ARC (Audio Return Channel) to the Soundbar with an HDMI cable, you can transmit the digital video and audio data without connecting a separate optical cable.
- We recommend you use a coreless HDMI cable if possible. If you use a cored HDMI cable, use one whose diameter is less than 14 mm.
- This function is not available if the HDMI cable does not support ARC.
- When the audio in a broadcast is encoded in Dolby Digital and the “Digital Output Audio Format” on your TV is set to PCM, we recommend that you change the setting to Dolby Digital. When the setting on the TV is changed, you will experience better sound quality. (The TV menu may use different words for Dolby Digital and PCM depending on the TV manufacturer.)

Method 2. Connecting using an Optical Cable

Pre-connection Checklist

- When both the HDMI cable and optical cable are connected, the HDMI signal is received first.
- When you use an optical cable and the terminals have covers, be sure to remove the covers.



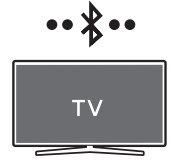
1. With the TV and Soundbar turned off, connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar and the **OPTICAL** output port on the TV with the optical cable (not supplied), as shown in the figure.
2. Turn on the Soundbar and TV.
3. Press the **○ (Multi Function)** button at the top of the Soundbar or the **📺 (Source)** button on the remote control and then select the **"Digital Audio In"** mode. Then the announcement, **"Digital Audio In"** is output.
4. The TV sound is output from the Soundbar.

06 USING A WIRELESS CONNECTION TO THE TV






Method 1. Connecting via Bluetooth

When a Samsung TV is connected using Bluetooth, you can hear stereo sound without the hassle of cabling.

- Only one Samsung TV can be connected at a time.
- Samsung TV that supports Bluetooth can be connected. Check the specifications of your TV.



The initial connection


<p>1. Bluetooth Pairing button</p>  <p>OR</p> <p>When in "Bluetooth" mode</p> 	<p>LED Indicator</p> <div data-bbox="420 582 1024 710"><p>Red → Green → Blue Blinks</p><p>Pairing</p><p>Cyan Blinks X3</p><p>Connection is complete</p></div> <ul style="list-style-type: none">• Until pairing is complete, the Multicolour LED changes as Red → Green → Blue in turn. <p> "Ready to connect via Bluetooth."</p>
---	--

2. Select Bluetooth mode on the Samsung TV.
(e.g. Home (🏠) → Settings (⚙️) → Sound → Sound Output → Bluetooth Speaker List → [AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A (Bluetooth))
3. Select **"[AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A"** from the list on TV's screen.
An available Soundbar is indicated with **"Need Pairing"** or **"Paired"** on the TV's Bluetooth device list. To connect the Samsung TV to the Soundbar, select the message, and then establish a connection.
4. You can now hear Samsung TV sound from the Soundbar.
 - If there is a connection log between the Soundbar and Samsung TV, the Soundbar is automatically connected by changing its mode to **"Bluetooth"**

If the device fails to connect

- If you have an existing Soundbar (e.g., **[AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A**) on the list of speakers on the Samsung TV, delete it.
- Then repeat steps 1 through 3.

Disconnecting the Soundbar from the Samsung TV

Press the **○ (Multi Function)** button at the top of the Soundbar or the  **(Source)** button on the remote control to select the mode other than “**Bluetooth**”.

- Disconnecting takes time because the Samsung TV must receive a response from the Soundbar. (The time required may differ, depending on the Samsung TV model.)

Notes on Bluetooth connection

- Locate a new device within 1 m to connect via Bluetooth communication.
- If asked for a PIN code when connecting a Bluetooth device, enter <0000>.
- The Soundbar automatically turns off after 18 minutes in the Ready state.
- The Soundbar may not perform Bluetooth search or connection correctly under the following circumstances:
 - If there is a strong electrical field around the Soundbar.
 - If several Bluetooth devices are simultaneously paired with the Soundbar.
 - If the Bluetooth device is turned off, not in place, or malfunctions.
- Electronic devices may cause radio interference. Devices that generate electromagnetic waves must be kept away from the Soundbar main unit - e.g., microwaves, wireless LAN devices, etc.

Method 2. Connecting via Wi-Fi

Pre-connection Checklist

- Wi-Fi connection is available only on Samsung TV.
- Check whether **the wireless router (Wi-Fi)** is turned on and the **TV is connected to the router**.
- The TV and Soundbar must be connected to the same wireless network (Wi-Fi).
- If your wireless router (Wi-Fi) uses a DFS channel, you will not be able to establish a Wi-Fi connection between the TV and Soundbar. Contact your Internet service provider for details.
- Because the menus may differ depending on the year of manufacture, refer to your TV manual.
- To connect the TV to the Soundbar via Wi-Fi, connect the Soundbar to the wireless router first. See page 27, for details on how to establish a Wi-Fi connection.

1. For more information about Wi-Fi connection to the Soundbar, see page 27, “**Method 2. Connecting via Wi-Fi (Wireless Network)**”.

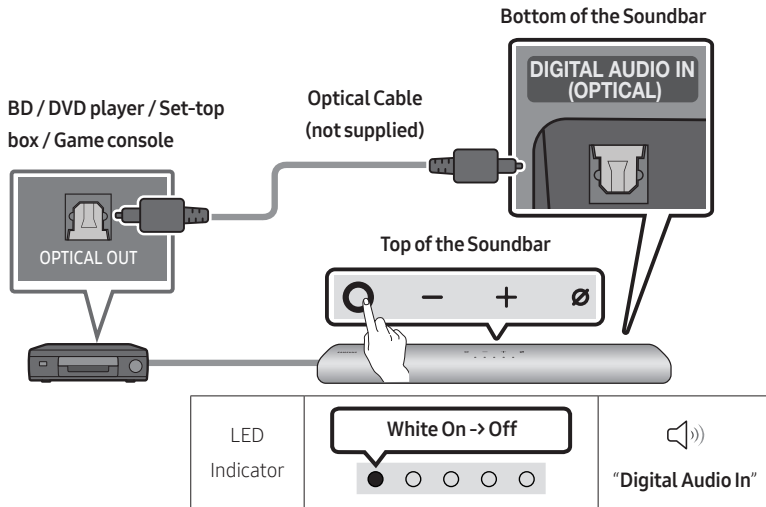
2. Change the input source of the TV by using the Audio menu to Soundbar.

- **Samsung TVs released in 2017 or later**

Home (🏠) → Settings (⚙️) → Sound → Sound Output → [AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A (Wi-Fi)

07 CONNECTING AN EXTERNAL DEVICE

Connecting using an Optical Cable



1. With the external device and Soundbar turned off, connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar and the OPTICAL output port on the external device with the optical cable (not supplied), as shown in the figure.
2. Turn on the Soundbar and external device.
3. Press the **○ (Multi Function)** button at the top of the Soundbar or the **□ (Source)** button on the remote control and then select the "**Digital Audio In**" mode. Then the announcement, "**Digital Audio In**" is output.
4. The external device sound is output from the Soundbar.

08 CONNECTING A MOBILE DEVICE

Method 1. Connecting via Bluetooth

When a mobile device is connected using Bluetooth, you can hear stereo sound without the hassle of cabling.






- When you connect a paired Bluetooth device with the Soundbar off, the Soundbar automatically turns on.



mobile device

The initial connection

- When connecting to a new Bluetooth device, make sure the device is within 1 m distance.

1. Bluetooth Pairing button	LED Indicator
 <p>OR</p> <p>When in "Bluetooth" mode</p> 	<p>Red → Green → Blue Blinks</p>  <p>Pairing</p> <p>→</p> <p>Cyan Blinks X3</p>  <p>Connection is complete</p> <ul style="list-style-type: none">• Until pairing is complete, the Multicolour LED changes as Red → Green → Blue in turn. <p> "Ready to connect via Bluetooth."</p>

2. On your device, select "[AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A" from the list that appears.
3. Play music files from the device connected via Bluetooth through the Soundbar.

If the device fails to connect

- If you have an existing Soundbar (e.g., [AV] Samsung Soundbar S60A / [AV] Samsung Soundbar S61A) on the list of speakers on the Mobile device, delete it.
- Then repeat steps 1 and 2.

Notes on Bluetooth connection

- Locate a new device within 1 m to connect via Bluetooth communication.
- If asked for a PIN code when connecting a Bluetooth device, enter <0000>.
- The Soundbar automatically turns off after 18 minutes in the Ready state.
- The Soundbar may not perform Bluetooth search or connection correctly under the following circumstances:
 - If there is a strong electrical field around the Soundbar.
 - If several Bluetooth devices are simultaneously paired with the Soundbar.
 - If the Bluetooth device is turned off, not in place, or malfunctions.
- Electronic devices may cause radio interference. Devices that generate electromagnetic waves must be kept away from the Soundbar main unit - e.g., microwaves, wireless LAN devices, etc.
- The Soundbar supports SBC data (44.1kHz, 48kHz).
- Connect only to a Bluetooth device that supports the A2DP (AV) function.
- You cannot connect the Soundbar to a Bluetooth device that supports only the HF (Hands Free) function.
- When connecting the Soundbar to a Bluetooth device, place them as close to each other as possible.
- The farther the Soundbar and Bluetooth device are from each other, the lower the sound quality will become.

The Bluetooth connection may break when the devices are out of the effective range.


- The Bluetooth connection may not function as intended in areas with poor reception.
- A Bluetooth device may experience noise or malfunction under in the following conditions:
 - When the body is in contact with the signal transceiver on the Bluetooth device or Soundbar
 - In corners or when there is an obstacle in proximity, such as a wall or partition, where electrical changes may occur.
 - When exposed to radio interferences by other products operating on the same frequency ranges, such as medical equipment, microwave ovens, and wireless LAN devices.
 - Obstacles such as doors and walls may still impact the sound quality even when the devices are within the effective range.
- Note that your Soundbar cannot be paired with other Bluetooth devices while using the Bluetooth option.
- This wireless device may cause electrical interference during operation.

Disconnecting the Bluetooth device from a Soundbar

You can disconnect a Bluetooth device from the Soundbar. For instructions, see the Bluetooth device's user manual.

- The Soundbar will be disconnected.
- If the Soundbar is disconnected from the Bluetooth device, the multicolour LED indicator on the Soundbar blinks "**Red**" three times.

Disconnecting the Soundbar from the Bluetooth device

Press the  (**Multi Function**) button at the top of the Soundbar or the  (**Source**) button on the remote control to select the mode other than "**Bluetooth**".

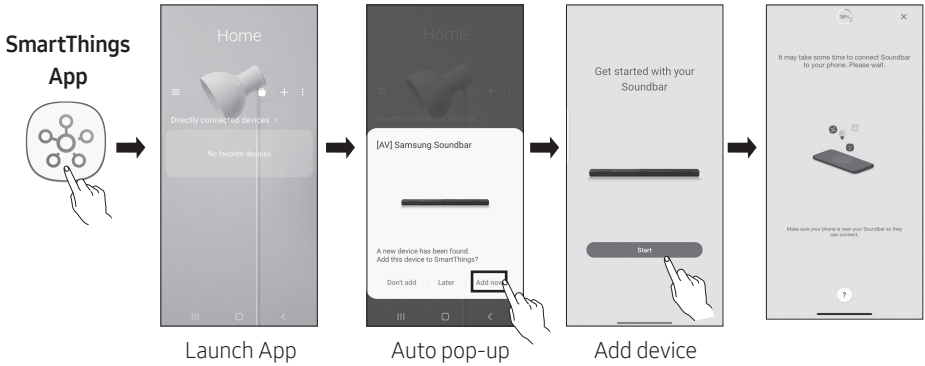
- Disconnecting takes time because the Bluetooth device must receive a response from the Soundbar. (Disconnection time may differ, depending on the Bluetooth device)
- If the Soundbar is disconnected from the Bluetooth device, the multicolour LED indicator on the Soundbar blinks "**Red**" three times.

Method 2. Connecting via Wi-Fi (Wireless Network)

To connect a Soundbar to a mobile device via a wireless network (Wi-Fi), the **SmartThings** app is required.

The initial connection

1. Install and launch the **SmartThings** app from your mobile device (smartphone or tablet).
2. On the app, follow the screen instructions to add the Soundbar.
 - The automatic pop-up (the second screenshot below) may not show on some devices. If the pop-up does not appear, press “+” on the **Home** screen. The Soundbar is added to the app.

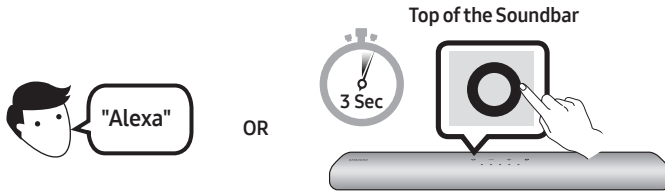


Getting Started with Amazon Alexa (Built-in Alexa)

- Amazon Alexa is a service provided by Amazon.
- **This function may not be supported depending on the model or geographical area.**
- **This function only supports some languages, and the supported functions may differ depending on the geographical area.**
- **For product specification or compatibility, refer to the Samsung website (www.samsung.com).**

Using Alexa, you can play music, listen to news, see weather forecasts, and control home appliances. To use Amazon Alexa, an Amazon account is required to connect the Soundbar over the network.

1. Install the **SmartThings** app on your mobile device and then launch it.
2. Enter the Alexa account by following the instructions on the app and then log in the service.



3. Call Alexa or press the **○ (Multi Function)** button on the Soundbar for 3 seconds to use the Alexa service.
 - Press the **○ (Multi Function)** button for 3 seconds to call Alexa. Say with the button pressed to enable voice recognition.
 - The LED indicator status on the Soundbar changes depending on the Alexa status. See page 31 for details.

Use voice commands to control the Soundbar



Trigger + Command

Things to try	Example of what to say
Volume control	"Alexa, turn up the volume."
	"Alexa, turn down the volume"
Listening to streaming content from Amazon Music	"Alexa, play some jazz music"
Playback control	"Alexa, play next song."
	"Alexa, stop the music."
	"Alexa, what is this song?"
Weather information	"Alexa, what's the weather?"
Timer scheduling	"Alexa, set a timer for 10 minutes."

Getting Started with Alexa on Amazon Product (Works with Alexa)

- This function may not be supported depending on the model or geographical area.
- This function only supports some languages, and the supported functions may differ depending on the geographical area.
- For product specification or compatibility, refer to the Samsung website (www.samsung.com).
- This service is provided by Amazon and can be terminated at any time. Samsung does not assume responsibility for service availability.
- **Amazon Alexa** app screen is subject to change without prior notice.

Connect and use with an Amazon product (Amazon Echo)

Use an Amazon Echo product to control your Soundbar and enjoy music services provided by Amazon Echo. To use Amazon Alexa, an Amazon account is required to connect the Soundbar over the network.

1. Install the **SmartThings** app on your mobile device and then launch it.
2. Enter the Alexa account by following the instructions on the app and then log in the service.

Use voice commands to control the Soundbar

- The Amazon Echo service you can use with your Soundbar is limited to music. Other services provided by Amazon Echo, such as news and weather, can only be accessed through your Amazon Echo product.







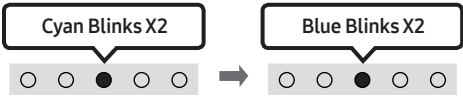
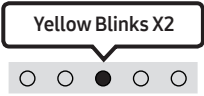
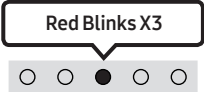
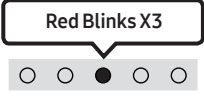
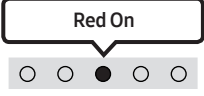
Trigger + Command + Speaker name

* To use voice commands for the Soundbar named "Living room"

Action	Voice Command
To set the volume level to 5	"Alexa Set the volume to 5 on Living room"
To increase the volume level	"Alexa Volume up on Living room"
To mute the sound	"Alexa Mute on Living room"
To listen to a radio station named KISS FM	"Alexa Play Kiss FM on Living room"
To play the next song	"Alexa Next song on Living room"
To stop the audio	"Alexa Stop on Living room"
To turn the audio off	"Alexa Turn off on Living room"

Alexa indicator status

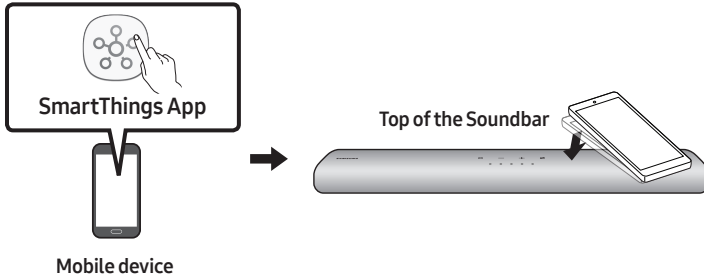
The LED indicator status on the Soundbar changes depending on the Alexa status, as shown below.

Alexa status	LED indicator on Soundbar
Idle	
Listening	
Thinking	
Speaking	
Timer Alarms and Reminders	
Notification	
Alexa service unavailable	
Network disconnected	
Mic Off	

Using the Tap Sound

Tap the Soundbar with your mobile device to play audio from the mobile device through the Soundbar.

- This function may not be supported, depending on the mobile device.
- This function is only compatible with Samsung mobile devices with Android 8.1 or later.



1. Turn on the **Tap Sound** function on your mobile device.
 - For details on how to turn on the function, refer to “**Enable the Tap Sound function**” below.
2. Tap the Soundbar with the mobile device. Select “**Start now**” in the displayed message window. A connection is established between the mobile device and Soundbar via Bluetooth.
3. Play audio from the mobile device through the Soundbar.
 - This function connects a mobile device to the Soundbar via Bluetooth by detecting vibration that occurs when the device touches the Soundbar.
 - Make sure the mobile device does not tap a sharp corner of the Soundbar. The Soundbar or mobile device may become scratched or damaged.
 - It is recommended that the mobile device be covered with a case. Lightly tap the wide area in the upper portion of the Soundbar, without using excessive force.
 - To use this function, update the **SmartThings** app to the latest version. The function may not be supported, depending on the app version.

Enable the Tap Sound function

Use the **SmartThings** app to turn on the **Tap View, Tap Sound** function.

1. On the mobile device, run the **SmartThings** app.
2. Select (☰ → ⚙️) in the **SmartThings** app screen displayed on the mobile device.
3. Set “**Tap View, Tap Sound**” to On to allow the function to work when a mobile device moves close to the Soundbar.

NOTES

- When the mobile device is in power-saving mode, the **Tap Sound** function does not work.
- The **Tap Sound** function may not work if there are devices near the Soundbar that cause radio interference such as electric devices. Make sure devices that may cause radio interference are placed at a sufficient distance away from the Soundbar.

09 CONNECTING TO APPLE AIRPLAY 2

- This feature may not be available in some countries.

Connect and use with an Apple product

- With AirPlay 2, you can control your home's audio system from your iPhone, iPad, HomePod, or Apple TV.
- This Samsung Soundbar supports AirPlay 2 and requires iOS 11.4 or later.

NOTE

- Confirm that the Soundbar is connected to Wi-Fi. (Refer to "**Method 2. Connecting via Wi-Fi (Wireless Network)**".)

10 INSTALLING THE WALL MOUNT

Installation Precautions

- Install on a vertical wall only.
- Do not install in a place with high temperature or humidity.
- Verify whether the wall is strong enough to support the product's weight. If not, reinforce the wall or choose another installation point.
- Purchase and use the fixing screws or anchors appropriate for the kind of wall you have (plaster board, iron board, wood, etc.). If possible, fix the support screws into wall studs.
- Purchase wall mounting screws according to the type and thickness of the wall you want to mount the Soundbar on.
 - Diameter: M5
 - Length: 35 mm or longer recommended.
- Connect cables from the unit to external devices before you install the Soundbar on the wall.
- Make sure the unit is turned off and unplugged from the power source before you install it. Otherwise, it may cause an electric shock.

Wallmount Components



Wall Mount Guide



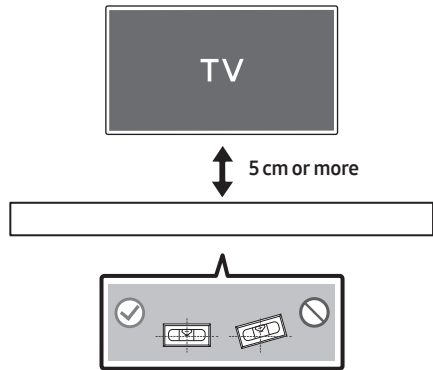
Holder-Screw

Screw



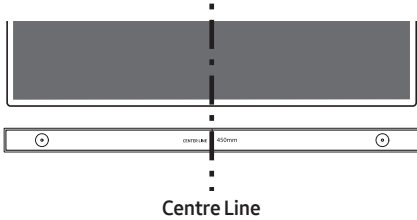
Bracket-Wall Mount

1. Place the **Wall Mount Guide** against the wall surface.
 - The **Wall Mount Guide** must be level.
 - If your TV is mounted on the wall, install the Soundbar at least 5 cm below the TV.

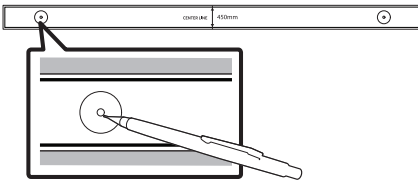


2. Align the **Wall Mount Guide's Centre Line** with the centre of your TV (if you are mounting the Soundbar below your TV), and then fix the **Wall Mount Guide** to the wall using tape.

- If you are not mounting below a TV, place the **Centre Line** in the centre of the installation area.



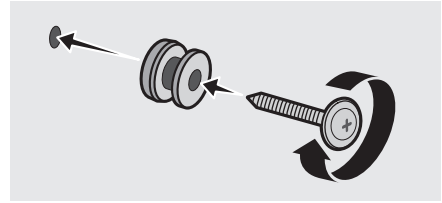
3. Use a pen to mark the positions of the holes and remove the **Wall Mount Guide**.



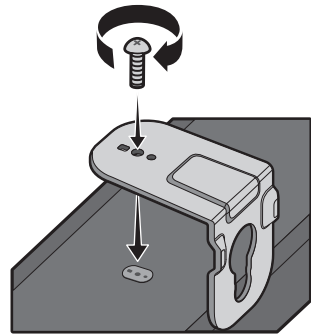
4. Using an appropriately sized drill bit, drill a hole in the wall at each marking.

- If the markings do not correspond to the positions of studs, make sure you insert appropriate anchors into the holes before you insert the support screws. If you use anchors, make sure the holes you drill are large enough for the anchors you use.

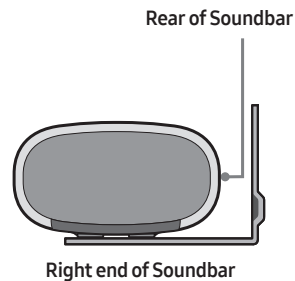
5. Push a screw (not supplied) through each **Holder-Screw**, and then screw each screw firmly into a support screw hole.



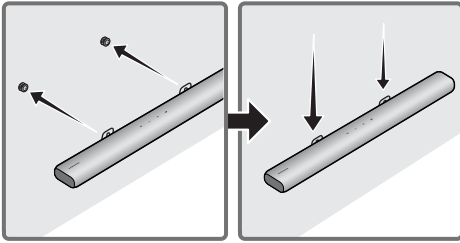
6. Install the 2 **Bracket-Wall Mounts** in the correct orientation on the bottom of the Soundbar using 2 **Screws**.



- When assembling, make sure the hanger part of the **Bracket-Wall Mounts** are located behind the rear of the Soundbar.

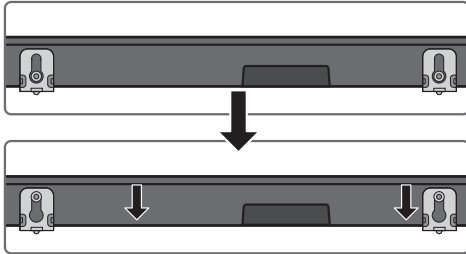


7. Install the Soundbar with the attached **Bracket-Wall Mounts** by hanging the **Bracket-Wall Mounts** on the **Holder-Screws** on the wall.

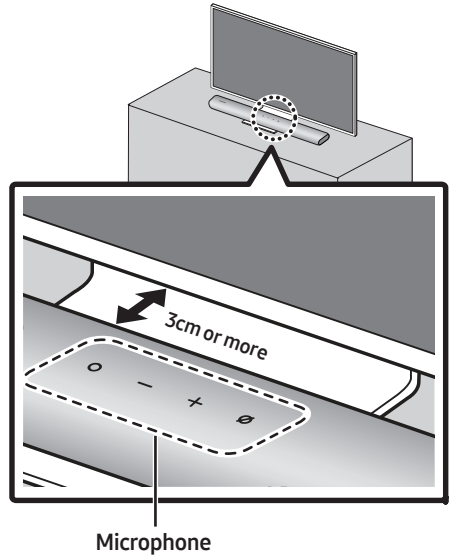


8. Slide the Soundbar down as shown below so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.

- Insert the **Holder-Screws** into the wide (bottom) part of the **Bracket-Wall Mounts**, and then slide the **Bracket-Wall Mounts** down so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.



11 INSTALLING THE SOUNDBAR IN FRONT OF TV



Installing the centre of the Soundbar to the centre of the TV as illustrated in the image. At this time, place the Soundbar at least 3cm away from the TV so that there is no interference with voice recognition.

NOTES

- Make sure the Soundbar is placed on a flat and solid surface.
- Insufficient gap from the TV may cause voice recognition and acoustic problems.

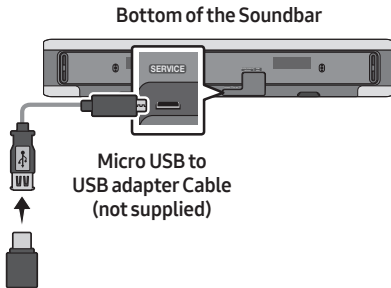
12 SOFTWARE UPDATE

Auto Update

When the Soundbar is connected to the Internet, software updates automatically occur even when the Soundbar is turned off.

- To use the Auto Update function, the Soundbar must be connected to the Internet. The Wi-Fi connection to the Soundbar will be terminated if the Soundbar's power cord is disconnected or the power is cut off. If the power is cut off, when the power comes back on or you reconnect the power cord, turn on the Soundbar, and then reconnect it to the Internet.

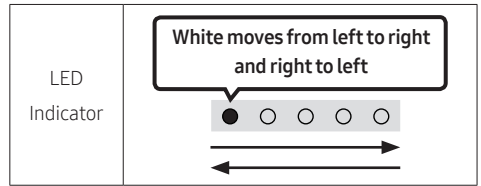
USB Update



Samsung may offer updates for the Soundbar's system firmware in the future.

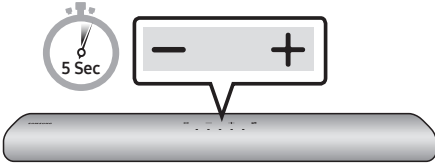
When an update is available, you can update the Soundbar by connecting the USB drive that contains the update firmware to the **SERVICE** port of the Soundbar.

1. Go to (www.samsung.com) → search for the model name from the customer support menu option.
 - For more information about update, refer to Upgrade Guide.
2. Download the upgrade file (USB type).
3. Unzip the file to create a folder with the file name.
4. Store the created folder in a USB and then connect it to the Soundbar.
5. Turn on the Soundbar. Then the product is updated within 3 minutes.

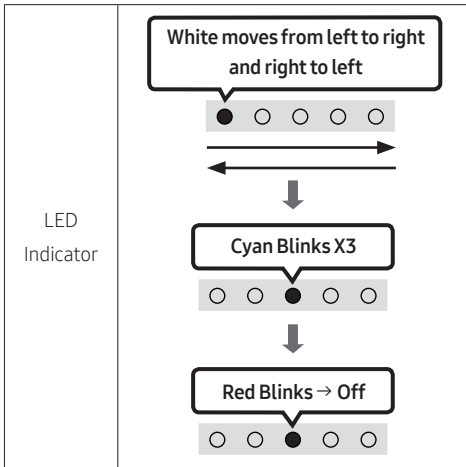


- During update, do not turn it off or remove the USB.
- If the yellow LED is on after the software update is completed, this means that an additional update is in progress. When this happens, don't turn off the power or remove the USB.
- If update does not proceed, reconnect the Soundbar power cord.
- When the latest version is installed, no update is performed.
- Depending on the USB type, update may not be supported.

Reset



With the Soundbar on, press the **- + (Volume)** buttons on the body at the same time for at least 5 seconds. The LED display changes as shown below and then the Soundbar is reset.



CAUTION

- All the settings of the Soundbar are reset. Be sure to perform this only when a reset is required.

13 TROUBLESHOOTING

Refer to the instructions below if this product does not function properly.

Soundbar does not turn on.

- Check whether the power cord of the Soundbar is correctly inserted into the outlet.

Soundbar works erratically.

- After removing the power cord, insert it again.
- Remove the power cord from the external device and try again.
- If there is no signal, the Soundbar automatically turns off after a certain period of time. Turn on the power. (See page 11.)

In case the remote control does not work.

- Point the remote directly at the Soundbar.
- Replace the batteries with new ones.

The Soundbar does not output any sound.

- The volume of the Soundbar is too low or muted. Adjust the volume.
- When any external device (STB, Bluetooth device, mobile device, etc.) is connected, adjust the volume of the external device.
- For sound output of the TV, select Soundbar. (Samsung TV: Home (🏠) → Settings (⚙️) → Sound → Sound Output → Select Soundbar)

- The cable connection to the Soundbar may not be loose. Remove the cable and connect again.
- Remove the power cord completely, reconnect, and turn the power on.
- Reset the product and try again. (See page 38.)

In case the TV is not connected via HDMI (ARC).

- Check whether the HDMI cable is correctly connected to the ARC terminal. (See page 17)
- Connection may not be possible due to the connected external device (set-top box, game console, etc.). Directly connect the Soundbar.
- HDMI-CEC may not be activated on the TV. Turn on the CEC on the TV menu. (Samsung TV: Home (🏠) → Settings (⚙️) → General → External Device Manager → Anynet+ (HDMI-CEC) ON)

There is no sound in when connecting to the TV in HDMI (ARC) mode.

- Your device is unable to play the input signal. Change the TV's audio output to PCM or Dolby Digital. (For a Samsung TV: Home (🏠) → Settings (⚙️) → Sound → Expert Settings → Digital Output Audio Format)

The Soundbar will not connect via Bluetooth.

- When connecting a new device, switch to Bluetooth Pairing for connection. (Press the **PAIR** button on the remote control or press the **Mic On/Off** button on the body for at least 5 seconds.)
- If the Soundbar is connected to another device, disconnect that device first to switch the device.
- Reconnect it after removing the Bluetooth speaker list on the device to connect. (Samsung TV: Home (🏠) → Settings (⚙️) → Sound → Sound Output → Bluetooth Speaker List)
- Remove and reconnect the power plug, then try again.
- Reset the product and try again. (See page 38.)

The sound drops out when connected via Bluetooth.

- Some devices can cause radio interference if they are located too close to the Soundbar. e. g. microwaves, wireless routers, etc.
- If your device that is connected via Bluetooth moves too far away from the Soundbar, it may cause the sound to drop out. Move the device closer to the Soundbar.
- If a part of your body is in contact with the Bluetooth transceiver or the product is installed on metal furniture, the sound may drop out. Check the installation environment and conditions for use.

Unable to connect to Wi-Fi.

- Check whether your wireless router is on.
- Turn off the router, turn it back on, and then try again.
- The Soundbar will not connect if the wireless signal is too weak. Try moving the router closer to the Soundbar, or eliminating any obstacles that are between the Soundbar and the router, if possible.
- If your wireless router is new, you will need to reconfigure the speaker's network settings.

The Soundbar does not turn on automatically with the TV.

- When you turn off the Soundbar while watching TV, power synchronization with the TV is disabled. First turn off the TV.

14 LICENCE



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15 OPEN SOURCE LICENCE NOTICE

To send inquiries and requests for questions regarding open sources, contact Samsung Open Source (<http://opensource.samsung.com>)

16 IMPORTANT NOTES ABOUT SERVICE

- Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance.
- An administration fee may be charged if either
 - (a) an engineer is called out at your request and there is no defect with the product (i.e. where the user manual has not been read).
 - (b) you bring the unit to a repair centre and there is no defect with the product (i.e. where the user manual has not been read).
- You will be informed of the administration fee amount before a technician visits.

17 SPECIFICATIONS AND GUIDE

Specifications

Model Name	HW-S60A / S61A
Weight	3.0 kg
Dimensions (W x H x D)	764.0 x 68.0 x 125.0 mm
Operating Temperature Range	+5°C to +35°C
Operating Humidity Range	10 % ~ 75 %
AMPLIFIER Rated Output power	(30W x 2) + (30W x 2) + (30W x 2) + 20W
Supported play formats	LPCM 2ch, Dolby Audio™ (supporting Dolby® Digital), DTS
WIRELESS DEVICE OUTPUT POWER Wi-Fi max transmitter power	100mW at 2.4GHz – 2.4835GHz, 200mW at 5.15GHz – 5.25GHz, 100mW at 5.25GHz – 5.35GHz & 5.47GHz – 5.725GHz
WIRELESS DEVICE OUTPUT POWER BT max transmitter power	100mW at 2.4GHz – 2.4835GHz

NOTES

- Samsung Electronics Co., Ltd reserves the right to change the specifications without notice.
- Weight and dimensions are approximate.

Precaution : The Soundbar will restart automatically if you turn on/turn off Wi-Fi.

Overall Standby Power Consumption (W)	5.2W
Wi-Fi Port deactivation method	Press the ID SET button on the bottom panel of the Soundbar for 30 seconds to turn Wi-Fi On / Off.
Bluetooth Port deactivation method	Press the NETWORK button on the bottom panel of the Soundbar for 30 seconds to turn Bluetooth On / Off.

Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and the relevant UK statutory requirements.

The full text of the declaration of conformity is available at the following internet address:
<http://www.samsung.com> go to Support and enter the model name.

This equipment may be operated in all EU countries and in the UK.

The 5GHz WLAN(Wi-Fi or SRD) function of this equipment may only be operated indoors.



[Correct disposal of batteries in this product]

(Applicable in countries with separate collection systems)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.



**Correct Disposal of This Product
(Waste Electrical & Electronic Equipment)**

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

For information on Samsung's environmental commitments and product specific regulatory obligations e.g. REACH, WEEE, Batteries, visit:

www.samsung.com/uk/aboutsamsung/sustainability/environment/our-commitment/data/

COMMISSION REGULATION (EU) 2019/1782

Ecodesign requirements for external power supplies :

www.samsung.com/global/ecodesign_component



UNITED KINGDOM



EIRE

This Samsung product is warranted for the period of twelve (12) months from the original date of purchase, against defective materials and workmanship. In the event that warranty service is required, you should return the product to the retailer from whom it was purchased. However, Samsung Authorised Dealers and Authorised Service Centres in other EC Countries will comply with the warranty on the terms issued to purchasers in the country concerned. In case of difficulty, details of our Authorised Service Centres are available from:

Samsung Electronics U.K. Ltd
Samsung Customer Support Centre
Selectapost 38, Sheffield, S97 3FJ
United Kingdom

United Kingdom
Tel : 0333 000 0333
www.samsung.com/uk/support

EIRE
Tel : 0818 717100
www.samsung.com/ie/support

■ WARRANTY CONDITIONS

1. The warranty is only valid if, when warranty service is required, the warranty card is fully and properly completed and is presented with the original invoice or sales slip or confirmation, and the serial number on the product has not been defaced.
2. Samsung's obligations are limited to the repair or, at its discretion, replacement of the product or the defective part. Repaired or replaced products may include new and or refurbished components and equipment.
3. Warranty repairs must be carried out by Authorised Samsung Dealers or Authorised Service Centres. No re-imburement will be made for repairs carried out by non Samsung Dealers and, any such repair work and damage to the products caused by such repair work will not be covered by this warranty.
4. This product is not considered to be defective in materials nor workmanship by reason that it requires adaptation in order to conform to national or local technical or safety standards in force in any Country other than the one for which the product was originally designed and manufactured. This warranty will not cover, and no re-imburement will be made for such adaptation nor any damage which may result.
5. This warranty covers none of the following:
 - a) Periodic check ups, maintenance and repair or replacement of parts due to normal wear and tear.
 - b) Cost relating to transport, removal or installation of the product.
 - c) Misuse, including the failure to use this product for its normal purposes or incorrect installation.
 - d) Damage caused by Lightning, Water, Fire, Acts of God, War, Public Disturbances, incorrect mains voltage, improper ventilation or any other cause beyond the control of Samsung.
6. This warranty is valid for any person who legally acquired possession of the product during the warranty period.
7. The consumers' statutory rights in any applicable national legislation whether against the retailer arising from the purchase contract or otherwise are not affected by this warranty. Unless there is national legislation to the contrary, the rights under this warranty are the consumers' sole rights and Samsung, its subsidiaries and distributors shall not be liable for indirect or consequential loss or any damage to disc based media, removable memory or any other related equipment or material.
8. Samsung shall honour warranties for all EU specification products purchased by a consumer within the following European countries listed.
 - UK, Republic of Ireland, Germany, France, Italy, Malta, Spain, Portugal, The Netherlands, Belgium, Luxembourg, Denmark, Sweden, Finland, Poland, Hungary, Czech Republic, Slovakia, Austria, Slovenia, Croatia, Estonia, Latvia, Lithuania, Greece, Cyprus, Romania, Bulgaria, Switzerland, Norway, Lichtenstein and Iceland.

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SAMSUNG

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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 Centre.

Country	Samsung Service Centre ☎	Web Site	Country	Samsung Service Centre ☎	Web Site
Europe					
UK	0333 000 0333	www.samsung.com/uk/support	CZECH	800 - SAMSUNG (800-726786)	www.samsung.com/cz/support
IRELAND (EIRE)	0818 717100	www.samsung.com/ie/support	SLOVAKIA	0800 - SAMSUNG (0800-726 786)	www.samsung.com/sk/support
GERMANY	06196 77 555 77	www.samsung.com/de/support	CROATIA	072 726 786	www.samsung.com/hr/support
FRANCE	01 48 63 00 00	www.samsung.com/fr/support	BOSNIA	055 233 999	www.samsung.com/support
ITALIA	800-SAMSUNG (800.7267864)	www.samsung.com/it/support	NORTH MACEDONIA	023 207 777	www.samsung.com/mk/support
SPAIN	91 175 00 15	www.samsung.com/es/support	MONTENEGRO	020 405 888	www.samsung.com/support
PORTUGAL	808 207 267	www.samsung.com/pt/support	SLOVENIA	080 697 267 (brezplačna številka)	www.samsung.com/si/support
LUXEMBURG	261 03 710	www.samsung.com/be_fr/support	SERBIA	011 321 6899	www.samsung.com/rs/support
NETHERLANDS	088 90 90 100	www.samsung.com/nl/support	KOSOVO	0800 10 10 1	www.samsung.com/support
BELGIUM	02-201-24-18	www.samsung.com/be/support (Dutch) www.samsung.com/be_fr/support (French)	ALBANIA	045 620 202	www.samsung.com/al/support
NORWAY	21629099	www.samsung.com/no/support	BULGARIA	0800 111 31 - Безплатен за всички оператори *3000 - Цена на един градски разговор или според тарифата на мобилният оператор 09:00 до 18:00 - Понеделник до Петък	www.samsung.com/bg/support
DENMARK	707 019 70	www.samsung.com/dk/support	ROMANIA	0800872678 - Apel gratuit *8000 - Apel tarifat în rețea	www.samsung.com/ro/support
FINLAND	030-6227 515	www.samsung.com/fi/support	CYPRUS	8009 4000 only from landline, toll free	www.samsung.com/gr/support
SWEDEN	0771 726 786	www.samsung.com/se/support	GREECE	80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile and land line	
POLAND	801-172-678* lub +48 22 607-93-33* Specjalistyczna infolinia do obsługi zapytań dotyczących telefonów komórkowych: 801-672-678* * (opłata według taryfy operatora)	http://www.samsung.com/pl/support/	LITHUANIA	8-800-7777	www.samsung.com/lt/support
HUNGARY	0680SAMSUNG (0680-726-7864)	www.samsung.com/hu/support	LATVIA	8000-7267	www.samsung.com/lv/support
AUSTRIA	0800 72 67 864 (0800-SAMSUNG)	www.samsung.com/at/support	ESTONIA	800-7267	www.samsung.com/ee/support
SWITZERLAND	0800 726 786	www.samsung.com/ch/support (German) www.samsung.com/ch_fr/support (French)			