

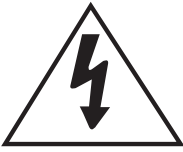

SAMSUNG
AKG





WIRELESS AUDIO
VL Series

FULL MANUAL

Safety Information

Regulatory Compliance Statements

	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>CAUTION</p> <p>RISK OF ELECTRIC SHOCK. DO NOT OPEN.</p> </div>	
<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>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>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).</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.
- Do not expose this apparatus to dripping or splashing. Do not put objects filled with liquids, such as vases on the apparatus.
- To turn this apparatus off completely, you must pull the power plug out of the wall socket. Consequently, the power plug must be easily and readily accessible at all times.

CAUTION

- TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.
- This apparatus shall always be connected to a AC outlet with a protective grounding connection.
- To disconnect the apparatus from the mains, the plug must be pulled out from the mains socket, therefore the mains plug shall be readily operable.

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 wall outlet so that the plug is firmly attached to the outlet.
 - If the connection is unstable, there is a risk of fire.
- Before connecting the AC power cord to the DC adaptor outlet, make sure the voltage designation of the DC adaptor corresponds to the local electrical supply.

■ 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 dealer or service centre for additional information.
- When placing the product on a shelf, cabinet, or desk, make sure the top panel faces upwards.
- Do not place the product on an unstable surface (e.g. a shaky shelf, a tilted desk, etc.).
 - Dropping the product can cause it to malfunction and poses a risk of injury. Severe vibration or impact can also cause the product to malfunction and lead to a fire hazard.

- Install your product with enough space around it for ventilation.
 - Leave at least 10cm at the rear of the product and more than 5cm on each side of the product.
- Keep the plastic packing materials out of reach of your children.
 - Children playing with the plastic packing materials run the risk of suffocation.

■ Usage Precautions

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

- This product can be moved and placed indoors.
- This product is not waterproof or dustproof.
- Be careful when moving the product to avoid dropping it and possibly damaging it.

■ **Cleaning Precautions**

- Never use alcohol, solvents, waxes, benzene, thinners, air freshener, or lubricants to clean the product, or spray insecticide on the product.
 - Using any of these materials can discolour 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 surface.

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Installing the Wall Mount

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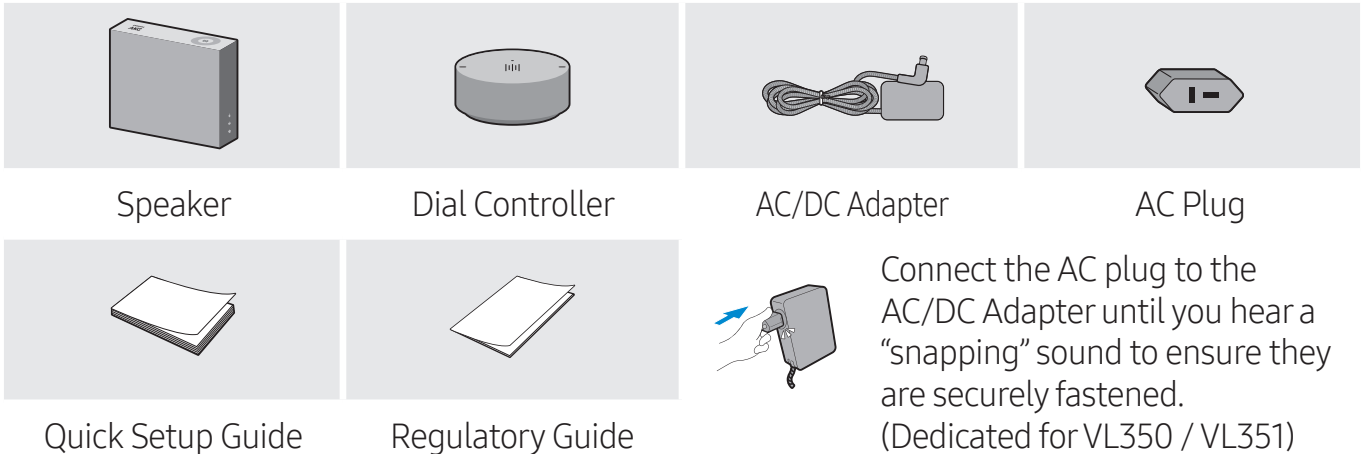
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Getting Started

Checking the Components

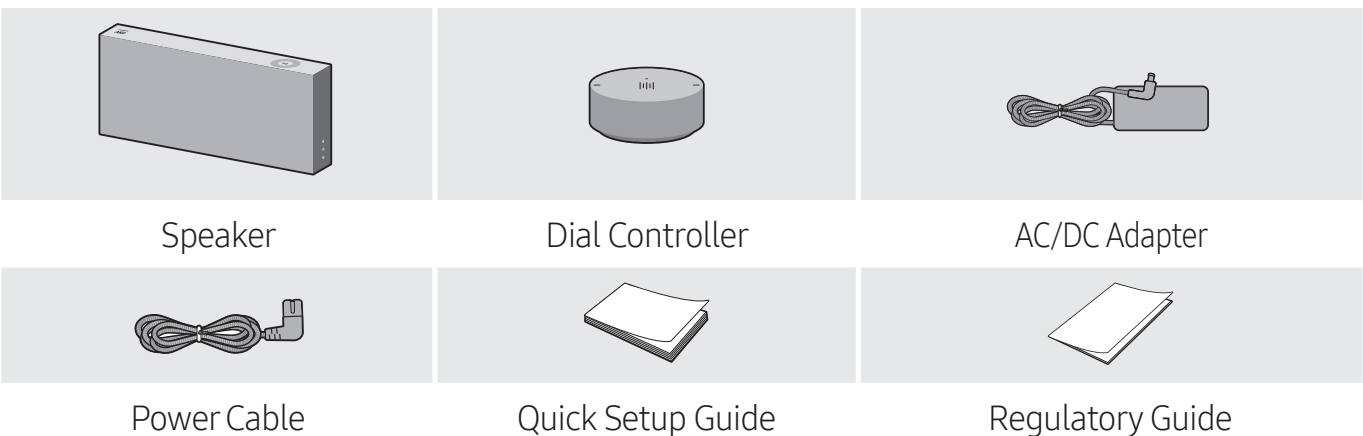
Check the components supplied with your speakers.



VL350 / VL351



-  The AC plug may look different or can be an integrated unit with the AC/DC adapter. (Dedicated for VL350 / VL351)
-  The AC plug cannot be removed after assembly. (Dedicated for VL350 / VL351)

VL550 / VL551



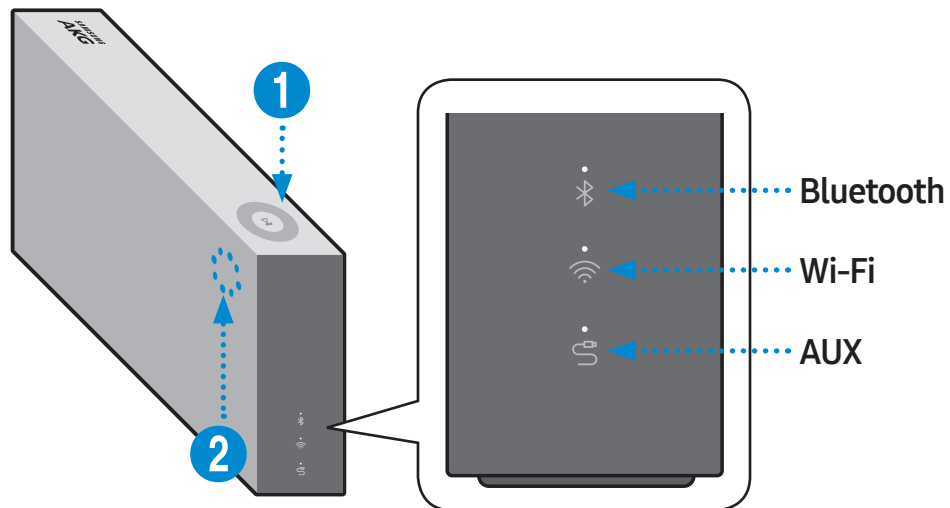
-  Make sure to rest the AC/DC Adapter flat on a table or the floor. If you place the AC/DC Adapter so that it is hanging with the AC cord input facing upwards, water or other foreign substances could enter the Adapter and cause the Adapter to malfunction.
-  To purchase additional components or optional cables, contact a Samsung Service Centre or Samsung Customer Care.

CAUTION

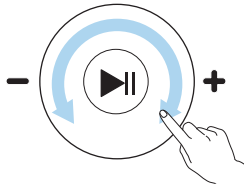
- ✓ Do not place any items on top off or sit on the main unit.
- ✓ Handle the product with care as it has sharp edges.
- ✓ See the speaker's bottom for important safety information.

Product Overview

Top / Front / Right Side of the Speaker

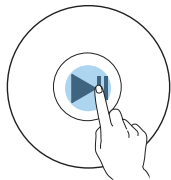


1



**Volume adjustment
(Turning the Touch-wheel)**

Touch and drag the touch wheel clockwise to increase the volume.
Touch and drag the touch wheel anticlockwise to decrease the volume.








Play / Pause

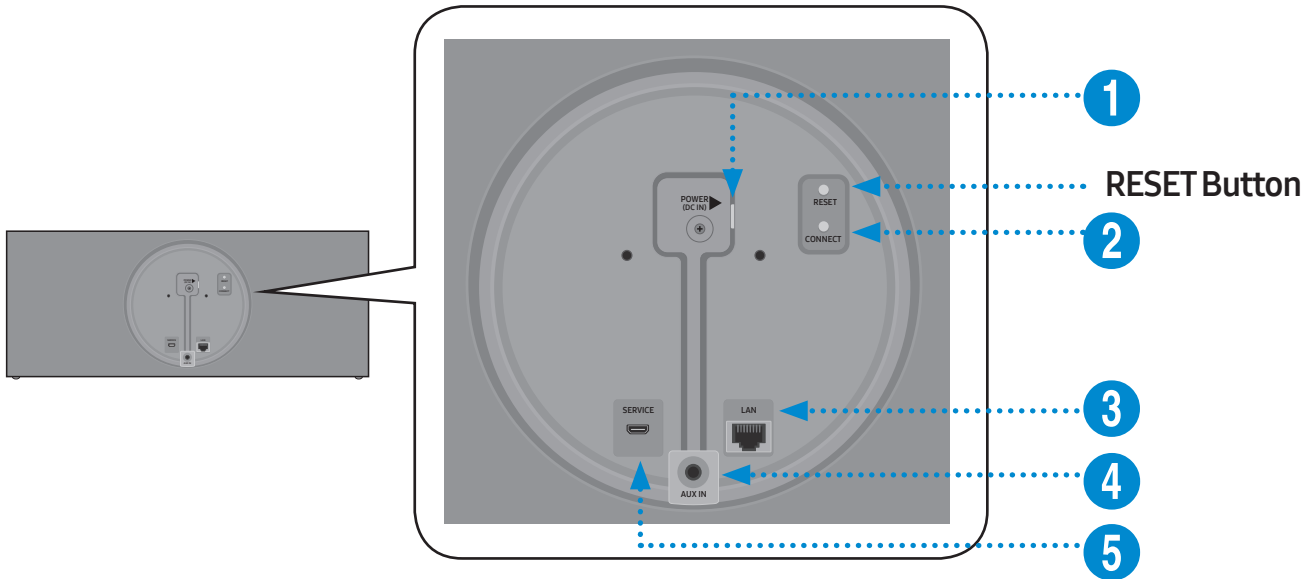
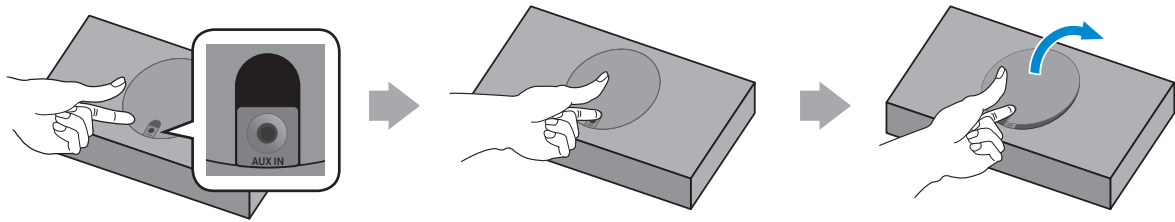
Touch ►|| to play or pause music.

2 LED Display

LED	Status	Description	
		Operation	Mode
White	On	Connected / Normal operation	-
	Blinking	Booting	-
		Ready for connecting to Dial Controller	-
		Updating the firmware	-
		Ready for Wi-Fi connection	Wi-Fi
Blue	Blinking	Waiting to connect the device	Bluetooth
Red	On	Connection error	-
Yellow	Blink once	When the volume is set to Min or Max	-
Off	Off	Power saver	-

-  If not used for more than 5 minutes, the mode is changed to Standby to decrease energy consumption.
-  The **Bluetooth** / **Wi-Fi** / **AUX** button activates one function at a time.
-  Play / Pause and Skip features are not available in **AUX** mode.
-  Press **Bluetooth** button for 5 seconds or more to set up Bluetooth connection.
-  Mute / unmute feature can be used with the **Play / Pause** button while in **AUX** mode or **Bluetooth** mode (connected to a TV).

■ Rear of the Speaker



1 POWER (DC IN) Jack

1. Connect the power cord to the AC/DC adapter. (Dedicated for VL550 / VL551)
2. Connect the AC/DC adapter output power cord (round plug) to the **POWER (DC IN)** port on the speaker.

2 CONNECT Button

- Press : To disconnect from or reconnect with the Dial Controller.
 Long press it for 5 seconds : To initiate Wi-Fi connection.

3 LAN Jack

- Used to connect the speaker to the wired network.

4 AUX IN Jack

- Connect it to the analogue output port on an external device.

5 SERVICE Jack

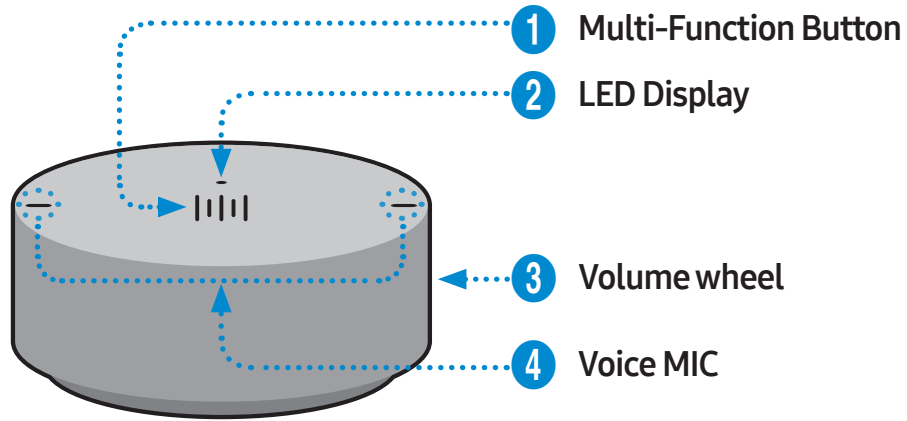
- Used to update the speaker firmware by a service engineer.

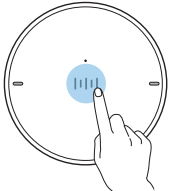






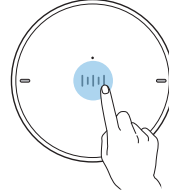



Use Cat 7 (*STP Type) cable for the connection. (* Shielded Twisted Pair)

The **RESET** button is for troubleshooting.

Using Dial Controller

Top of the Dial Controller

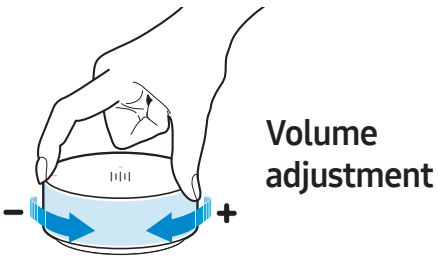


	 X1 Play / Pause	Touch  X1 to play or pause music.
	 X2 Play the next music	Touch  X2 to play the next music.
	 X3 Play the previous music	Touch  X3 to play the previous music.
	  Mobile device voice recognition	Press  for 2 seconds to activate the voice recognition service in your mobile device. <ul style="list-style-type: none"> It is available only in Bluetooth mode.

2 LED Display The indicator blinks, lights, or changes the colour depending on the speaker status.

LED	Status	Description	
		Operation	Battery
Off	All Off	Standby	Battery discharged
White	On	Normal operation	Fully charged
	Blinking	Waiting for connection to the speaker	-
Cyan	On	Mobile voice recognition active (Dedicated for Bluetooth)	-
Red	On	Connection to the speaker failure	-
		In error	
Yellow	Blink once	When the volume is set to Min or Max	-
Pink	Blink once after key use	-	Battery less than 10 %
	On		Currently charging

3



Volume adjustment

(Turning the volume wheel)

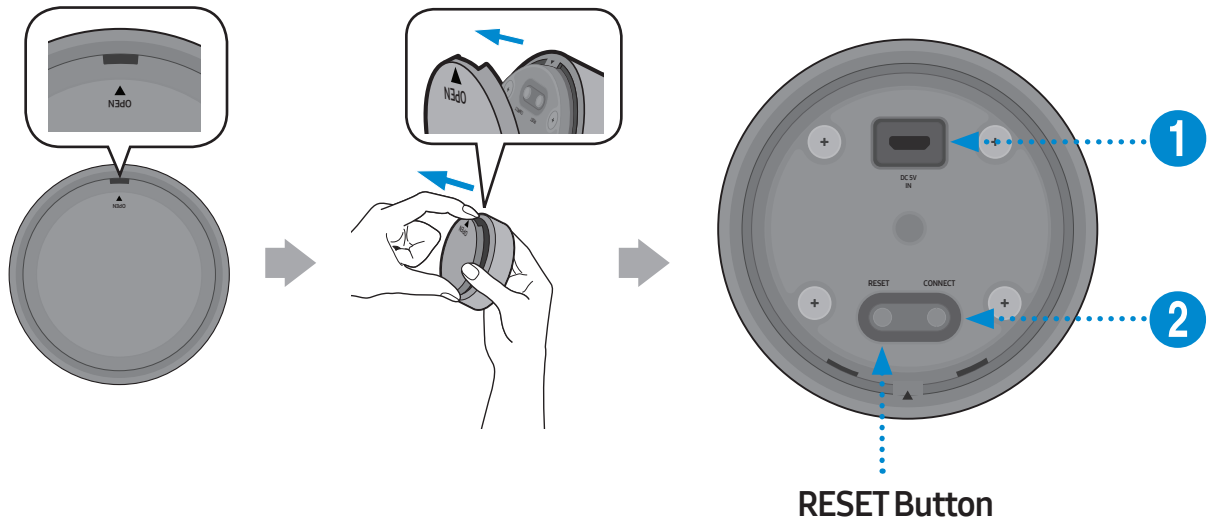
Turn the volume wheel clockwise to increase the volume.
Turn the volume wheel anticlockwise to decrease the volume.

4 Voice MIC MICs that are used for mobile device voice recognition.

 Play / Pause and Skip features are not available in **AUX** mode.

■ Bottom of the Dial Controller




- 1 Remove the cover at the bottom of Dial Controller and then turn on the power.
 - Charge your Dial Controller before turning the power on.



1 DC 5V IN Jack Connect the Micro USB cable to charge the Dial Controller.

2 CONNECT Button Try connecting to a Speaker.

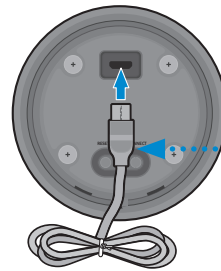
- 2 Check the LED status (blinking in pink). If the battery level is low, charge the Dial Controller by connecting the Micro USB cable. (For more information about the LED display, see page 7.)

-  It takes approximately 3 hours to fully charge the battery. Fully charged battery can last up to 90 days.
-  Battery life is subject to use conditions and environment.
-  The **RESET** button is for troubleshooting.

■ Connecting between the Dial Controller and Speaker

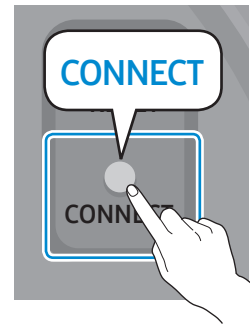
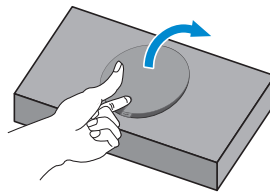
* Before use of the Dial Controller

Charge the Dial Controller until the LED lights.
(When fully charged, the LED changes to white.)

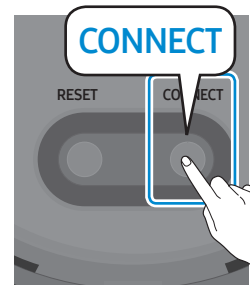
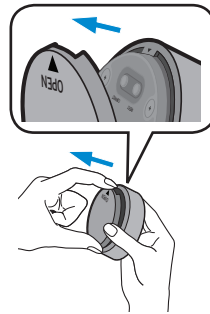


Micro USB Cable
(not supplied)

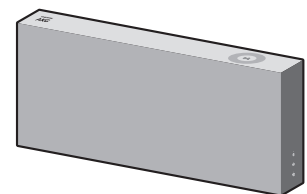
- 1 Press the **CONNECT** button on the rear of the speaker.



- 2 Press the **CONNECT** button on the bottom of the Dial Controller.



- 3 Once the Dial Controller and speaker are connected, you can hear voice message, "Pairing is complete.", from speaker.

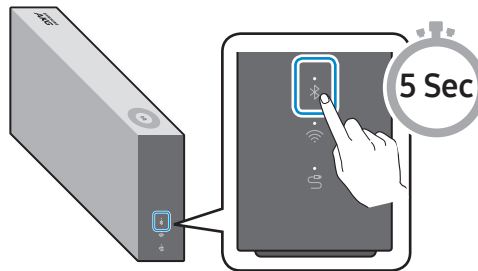


Connecting to Bluetooth

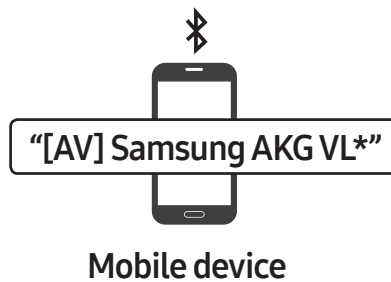
You can connect a mobile device via the Bluetooth, and then enjoy sound from the speaker.

* First time connection

- 1 Press the **Bluetooth** button on the right side of the speaker for 5 seconds or more.



- 2 Select the speaker from the Bluetooth list on your mobile device and connect it. (e.g. **[AV] Samsung AKG VL5**)



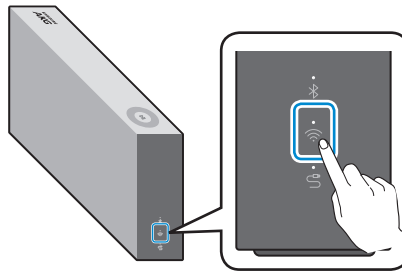
* Reconnection

Only Step 2 is required when reconnecting to mobile devices.

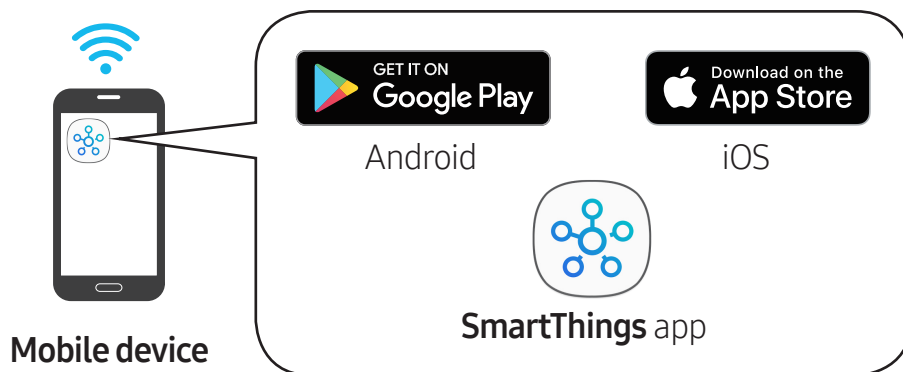
 Bluetooth connection allows you to use voice recognition service in your mobile device.

Connecting to Wi-Fi

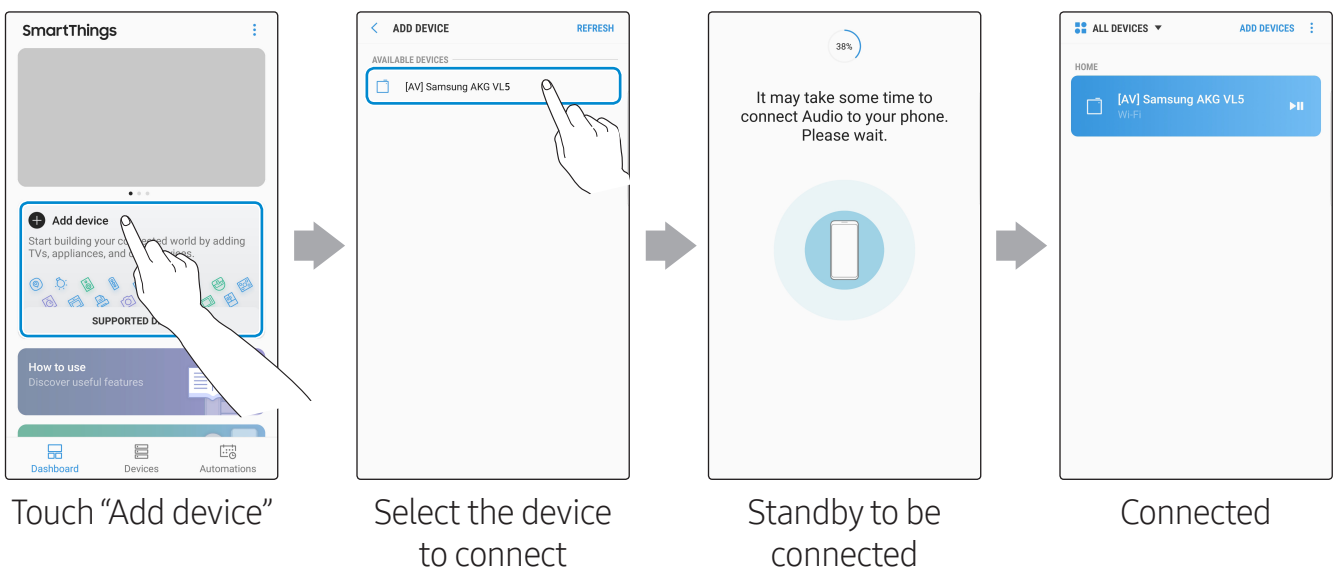
- 1 Press the **Wi-Fi** button on the right side of the speaker to switch to **Wi-Fi** mode.



- 2 Download the **SmartThings** app to your mobile device and then launch it.
 - You cannot configure the settings for the devices that are not supported by the **SmartThings** app.
 - **SmartThings** requirements : Android 6.0 or newer version / iOS 10.0 or newer version
 - To use the **SmartThings** app, a Samsung Account is required.



- 3 Follow the instructions on the **SmartThings** app screen to complete settings.



- 4 Repeat steps 1-3 to connect all speakers to the same wireless router.
 - Spotify Premium users can enjoy music by using the Spotify app.
- 5-1 Follow the instruction below to reconnect or connect to a new wireless router.

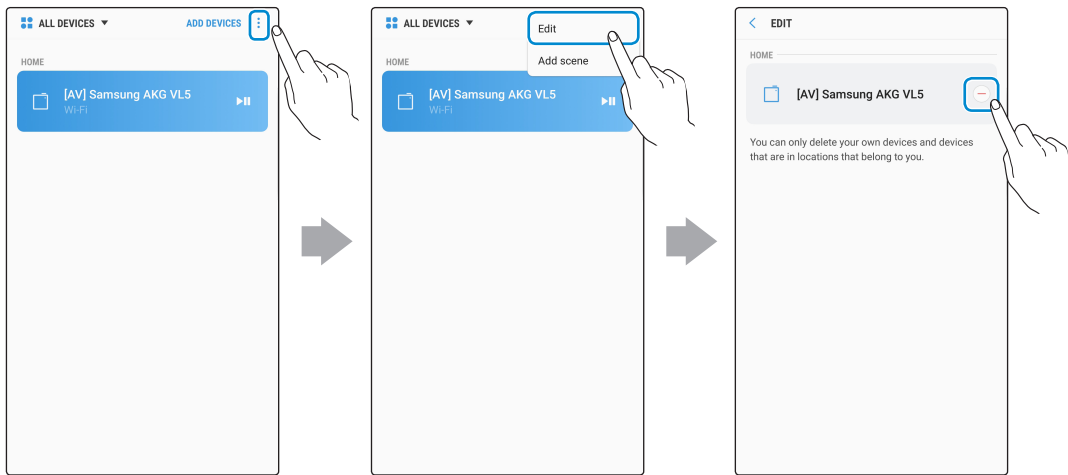



Press the **CONNECT** button for 5 seconds.

The speaker generates a voice message notifying that it is now in standby mode.


5-2 Repeat step 3.

*** Deleting a device from SmartThings app**



Touch  in the top right of the device list

Touch "Edit"

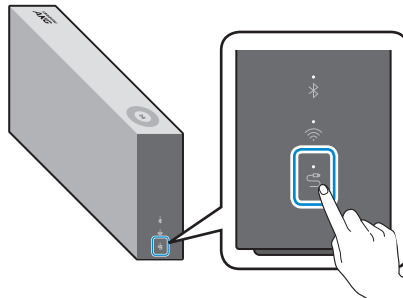
Touch  next to the device to remove

Connecting to an External Device

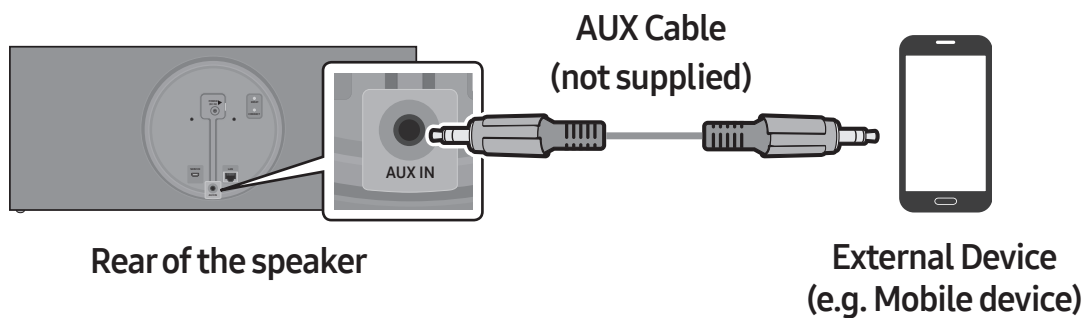
■ Connecting an external device via the AUX cable

You can connect a mobile device via the AUX cable, and then enjoy sound from the speaker.

- 1 Press the **AUX** button on the right side of the speaker to switch to **AUX** mode.



- 2 Connect the **AUX IN** port on the rear of the speaker to an external device via the AUX cable (not supplied).

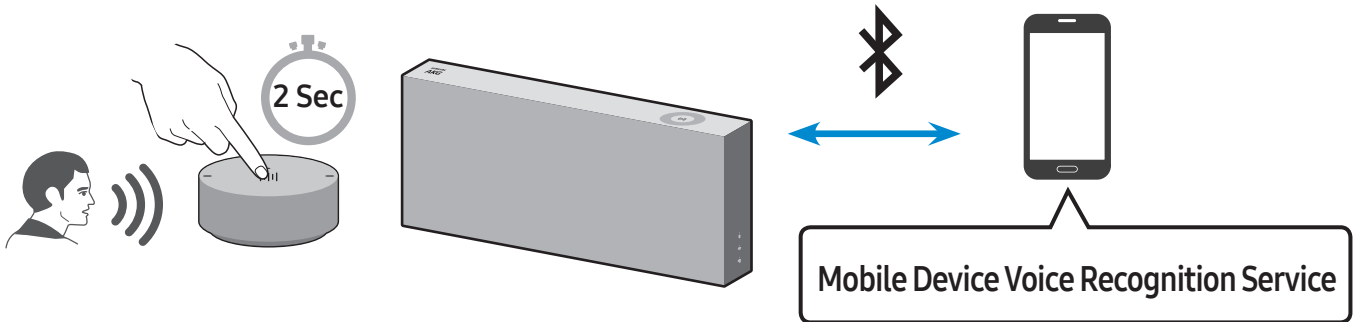


Additional Functions

Using mobile device voice recognition

Dedicated functions in Bluetooth mode

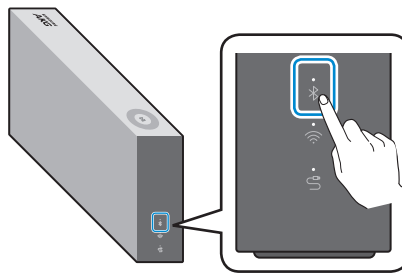
- This function can be used only when a mobile device is connected via Bluetooth.
- The operation may differ depending on the specification of the mobile device.



 Depending on the voice recognition service provided by your mobile device (e.g. Bixby, Siri, Google Assistant, etc.), its availability and usage may differ.

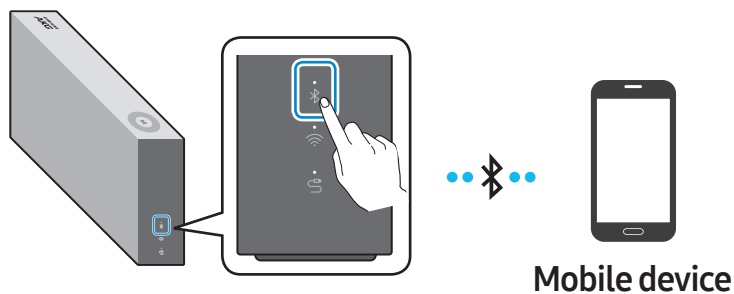
Function example	Speaking example
Listening to music	Play TOP100
Sending messages	Forward my most recent text message to mom

- 1 Press the **Bluetooth** button on the right side of the speaker to switch to **Bluetooth** mode.

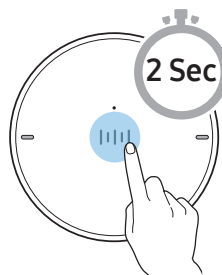


- 1-1** If you have not already, set up Bluetooth connection between the speakers and your mobile device.


- To connect a mobile device, please see [\[Connecting to Bluetooth\]](#) [Click here.](#)



- 2 Press and hold the **Multi-Function** button on Dial Controller until LED shows cyan.
(for 2 seconds or more)



- 3 LED colour turns cyan, indicating the device's voice recognition is activated.
Speak directly to Dial Controller to use voice recognition service.

 In case of S voice on Samsung Galaxy, be sure to release the lock pattern for use of the function.





 **CAUTION**

- ✓ Maintain at least 1.5 cm distance between your face and Dial Controller when using voice recognition service.

Using via Wi-Fi connection

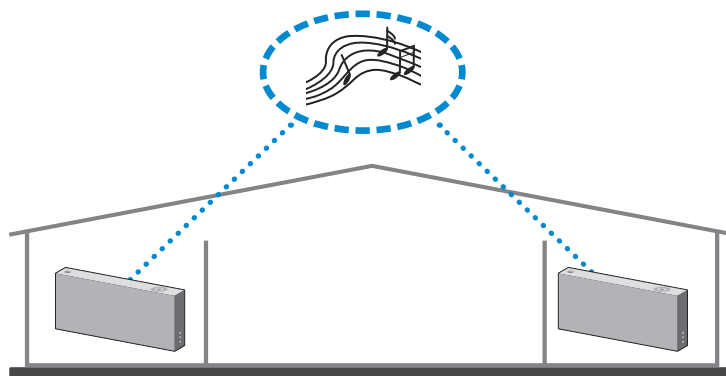
Functions upon Wi-Fi connection

- Using 2 units - Audio Group
- Using 2 units - Stereo (Dedicated for VL350 / VL351)
- Connecting with a Samsung Smart TV
- Connecting an Amazon product

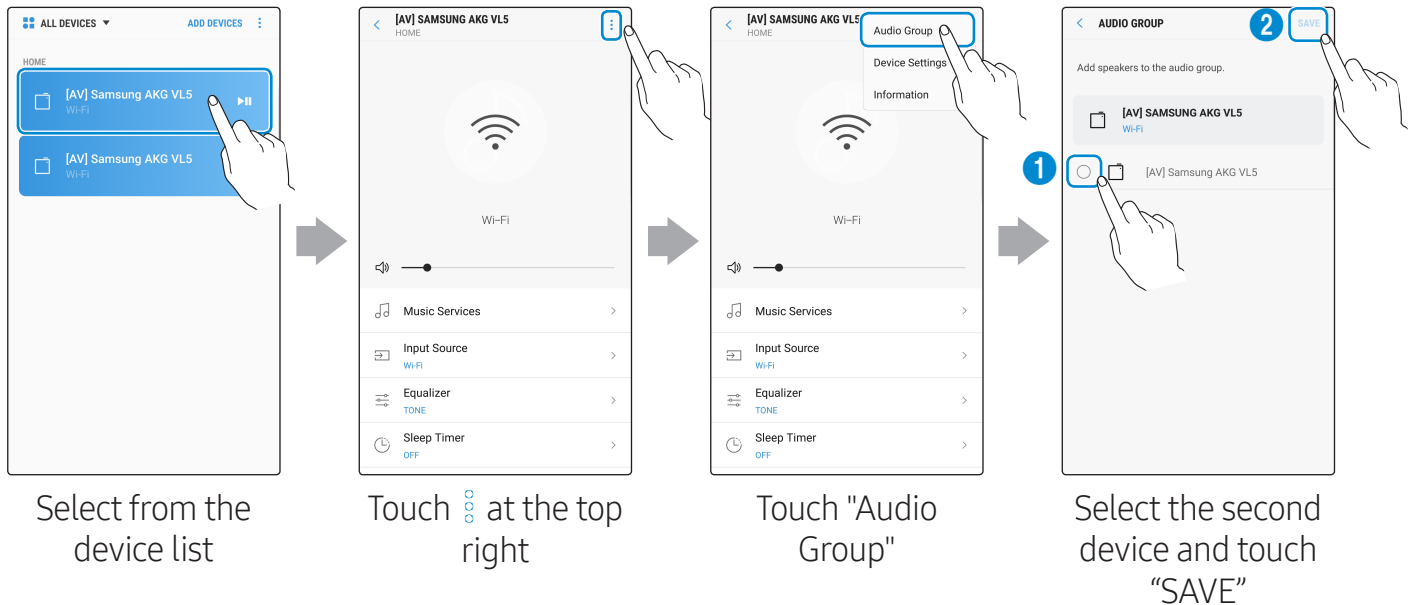
-  Speakers should be all connected to the same wireless router.
-  5 GHz wireless connection is recommended when using two devices.
-  When using two devices, a time difference between the video output of the connected equipment and its audio output may occur.
-  On rare occasions, there can be choppy audio or interruption of connection due to wireless interference when used in some conditions.

Using 2 units - Audio Group

- 1 Use **SmartThings** app to connect and enjoy 2 speakers as a **Audio Group**.
 - To use **Audio Group**, all speakers must be connected to the same wireless router.

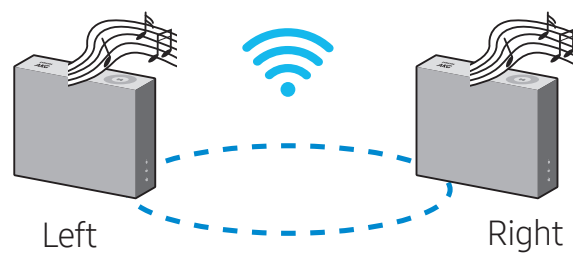


2 Select **Audio Group** in **SmartThings** app.

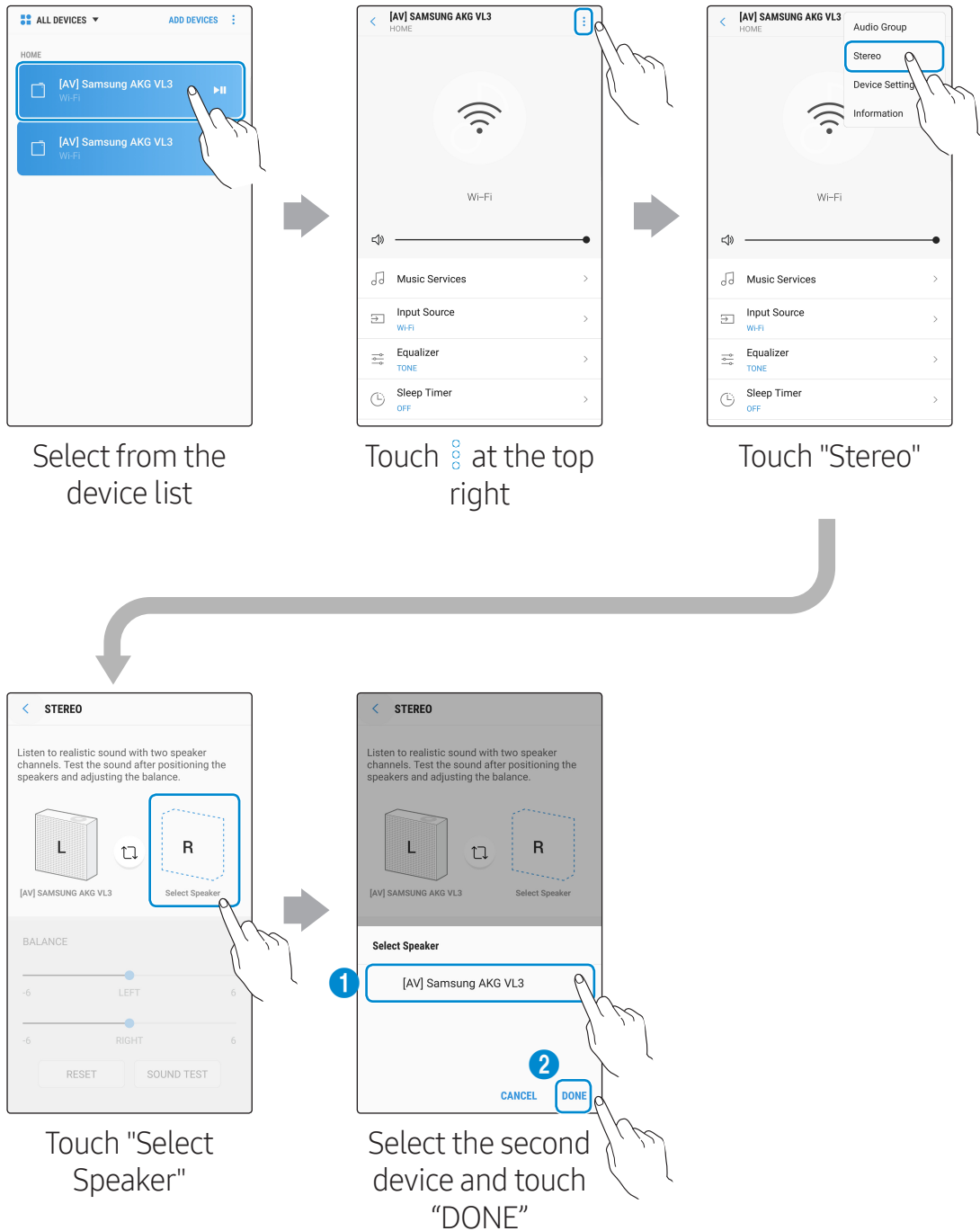


■ Using 2 units - Stereo (Dedicated for VL350 / VL351)

- 1 Use **SmartThings** app to connect and enjoy two speakers as a **Stereo**.
 - To use **Stereo**, all speakers must be connected to the same wireless router.



2 Select **Stereo** in **SmartThings** app.



 VL550 / VL551 is already a Stereo device so does not support Stereo Multiple connection, only for Audio Group function.

■ Connecting with a Samsung Smart TV

1. This feature is available only for Samsung Smart TVs released in 2014 and later.
2. TV must be connected to a wireless router.
3. Your Samsung speakers should be connected to the wireless router that is connected to your TV. (Refer to the corresponding product's user manual.)

■ Connecting 1 speaker to Samsung Smart TV 2018

Home (🏠) → Settings (⚙️) → Sound → Sound Output → [AV] Samsung AKG VL*(Wi-Fi)

■ Connecting 2 speakers to Samsung Smart TV 2018

Home (🏠) → Settings (⚙️) → Sound → Wi-Fi Speaker Surround Setup

■ Connecting 1 speaker to Samsung Smart TV 2017

Home (🏠) → Settings (⚙️) → Sound → Sound Output → [AV] Samsung AKG VL*(Wi-Fi)

■ Connecting 2 speakers to Samsung Smart TV 2017

Home (🏠) → Settings (⚙️) → Sound → Wi-Fi Speaker Surround Setup

■ Connecting 1 speaker to Samsung Smart TV 2016

Home (🏠) → Settings (⚙️) → Sound → Select Speaker → [AV] Samsung AKG VL*(Wi-Fi)

■ Connecting 2 speakers to Samsung Smart TV 2016

Home (🏠) → Settings (⚙️) → Sound → Expert Settings → Wireless Speaker Manager

■ Connecting 1 or 2 speakers to a 2015 Samsung Smart TV

Menu → Sound → Speaker List

■ Connecting 1 or 2 speakers to a 2014 Samsung Smart TV

Menu → Sound → Speaker Settings → Multiroom Link - Settings

 Because the menus may differ depending on the year of manufacture, refer to your TV manual.

■ Connecting an Amazon product

- This feature may not be available in some countries.
- This service is provided by Amazon and can be terminated at any time. Samsung does not assume responsibility for service availability.

■ Connect and use with an Amazon product (Amazon Echo)

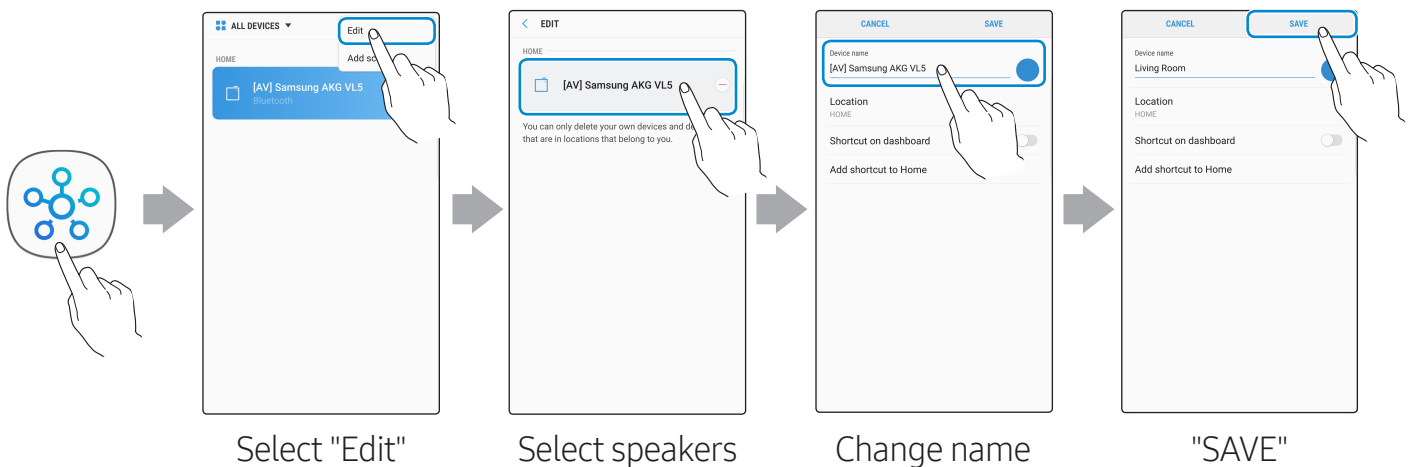
Use an Amazon Echo product to control your Speaker and enjoy music services provided by Amazon Echo.

 Check if the Speaker is connected to Wi-Fi. [\[Connecting to Wi-Fi\]](#) [Click here.](#)

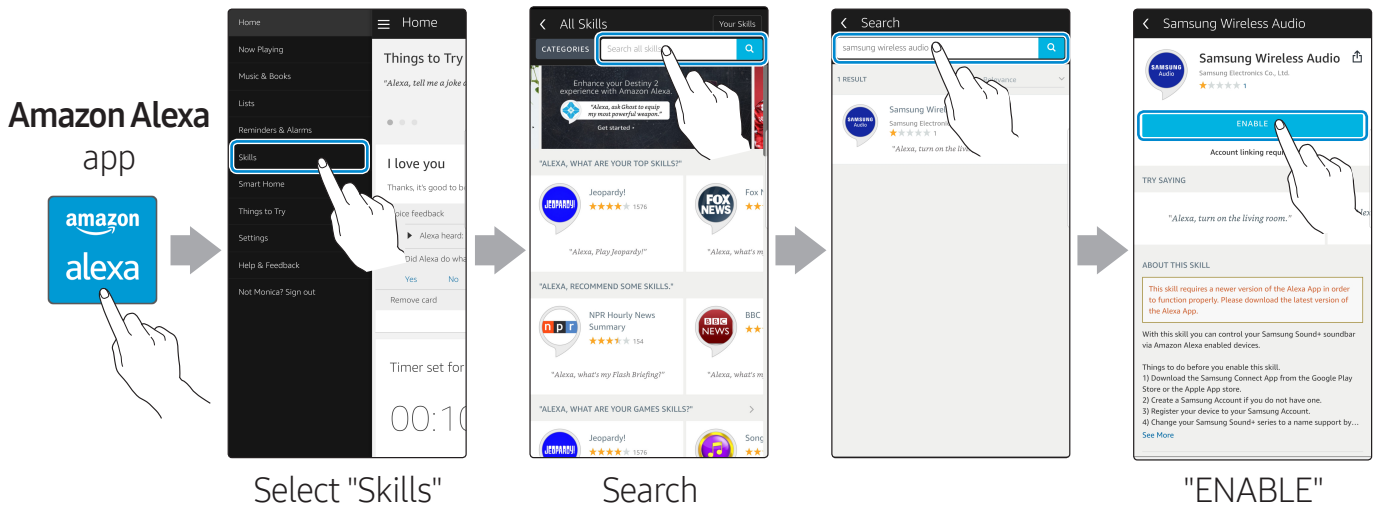
- 1 In the **SmartThings** app, change your Speaker's name to one that can be recognized by your Amazon device.
(Example: Samsung, Speaker, Living Room, Family Room, Bedroom, Office, etc.)

CAUTION

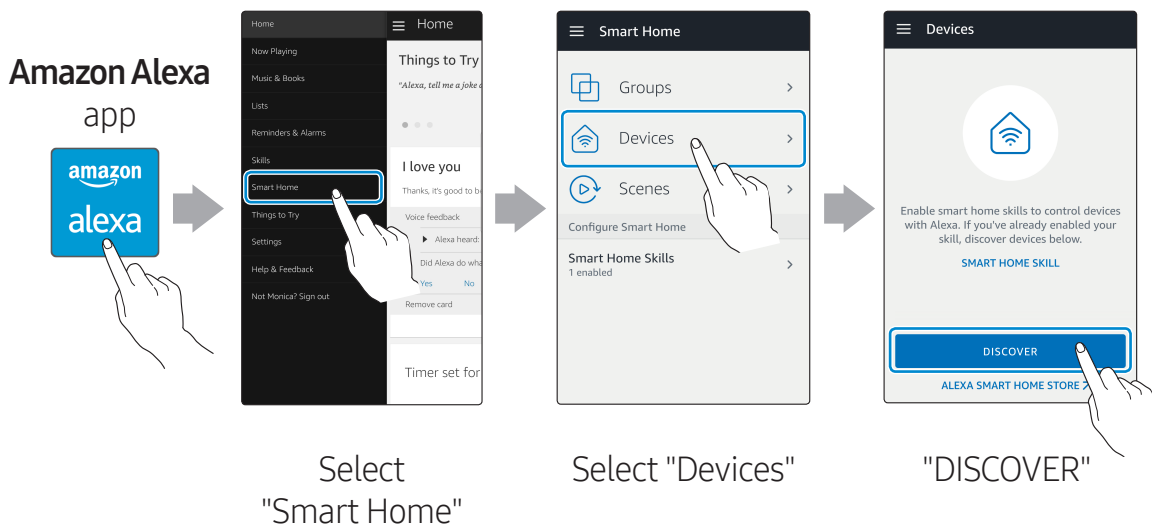
- ✓ Amazon devices may not recognize names that contain elements such as special characters.



- 2 In the **Alexa** app, search “**Samsung Wireless Audio**” in **Skills**, and then select **ENABLE**.
- Skip this step if you have **Skills** set up already.



- 3 In the **Alexa** app, tap **Smart Home** → **Devices** → **DISCOVER** to complete the connection.



■ **Use voice commands to control the Speaker**

- The Amazon Echo service you can use with your Speaker 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

Use the Speaker name you changed in the SmartThings app.

[Connect and use with an Amazon product (Amazon Echo)] [Click here.](#)

Action	Voice Command
To search an audio device added to the SmartThings account connected to the Amazon Alexa account	"Alexa Discover devices"

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

Action	Voice Command
To set the volume level to 20	"Alexa Set the volume to 20 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 on	"Alexa Turn on Living room"
To turn the audio off	"Alexa Turn off Living room"
To change the input source	"Alexa Switch to Bluetooth on Living room"

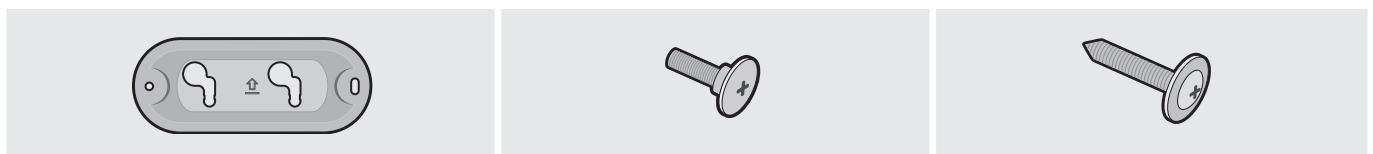
Installing the Wall Mount

Purchase wall mounting screws according to the type and thickness of the wall you want to mount the Speaker on.

- **Considerations for purchasing**

- Endurable load : VL350 / VL351 : Above 8.4 Kg
VL550 / VL551 : Above 18.0 Kg
- Hole size : M5
-  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. Install on a vertical wall only.
-  Make sure the unit is turned off and unplugged before you install it. Otherwise, it may cause an electric shock.
-  Please have a qualified installer install the Wall Mount Bracket.
-  Ask a professional installation company to mount your product on the wall.
-  Samsung Electronics is not liable for any damage to the product due to the product being installed inappropriately.
-  Please beware not to install the speaker being laid down or turned upside down.

Wall-Mount Components

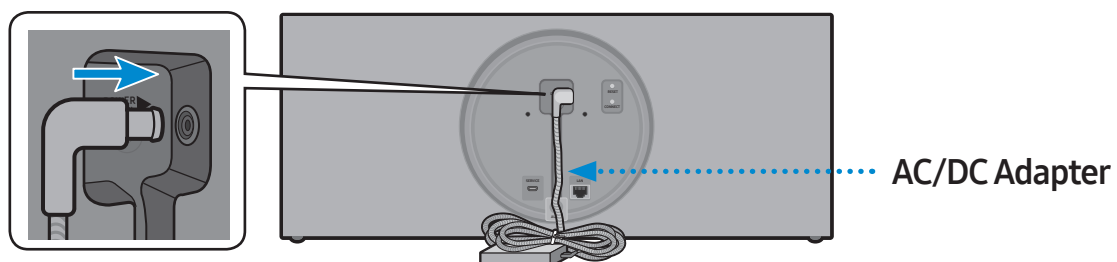


Bracket-Wall

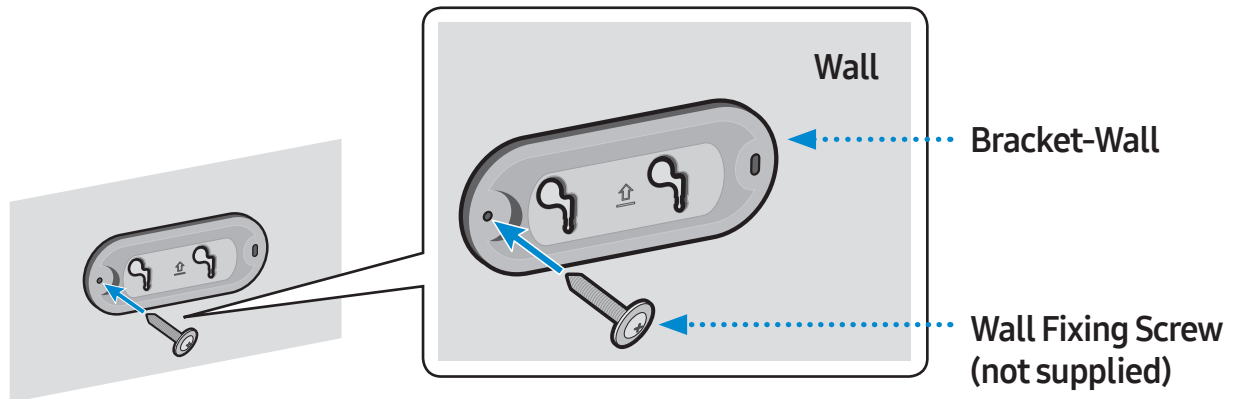
Bracket-Screw (2 EA)

Wall Fixing Screw (2 EA)
(not supplied)

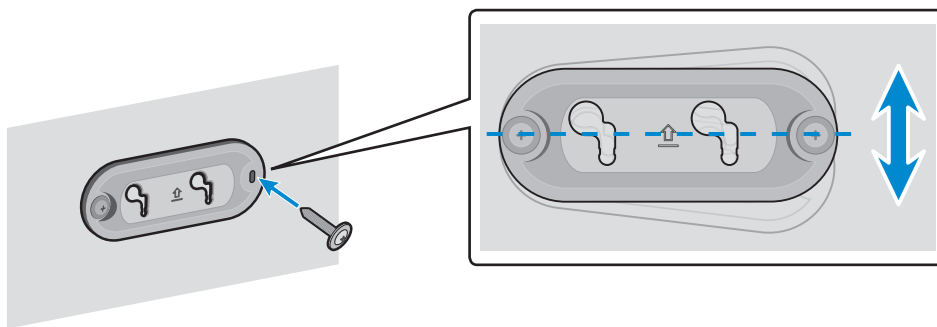
- 1 Connect the **AC/DC Adapter** on the main unit before installation of the wall mount.



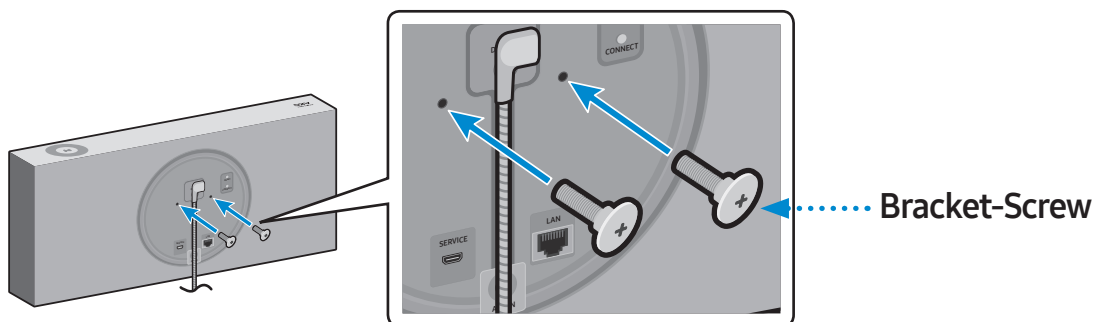
- 2 Fix the **Bracket-Wall**, and then fasten the **Wall Fixing Screw** from the left hole.



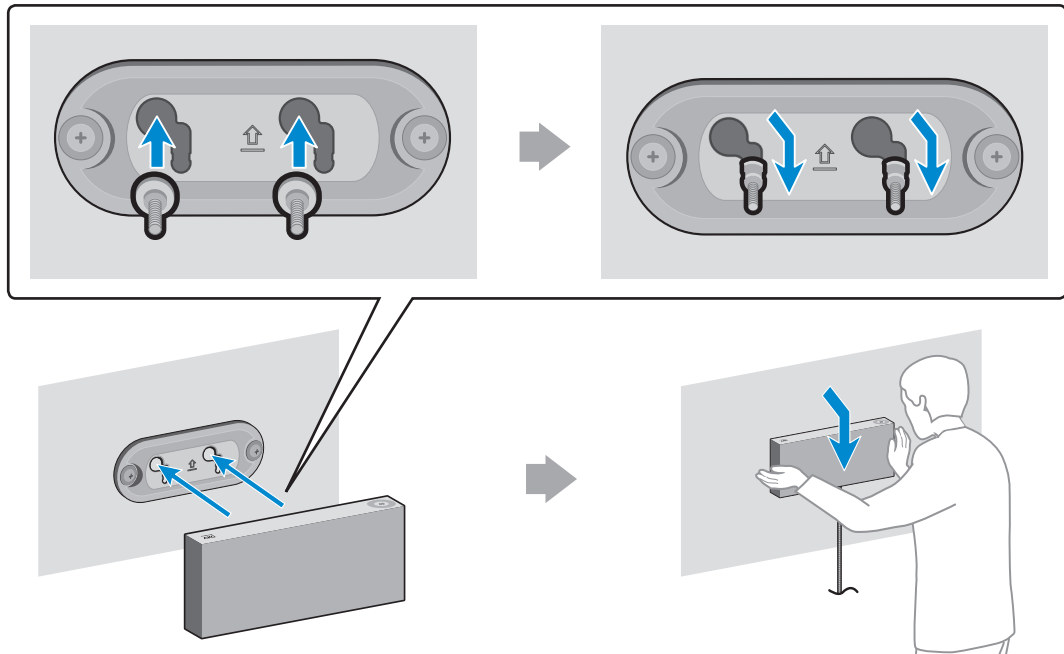
- 3 Fasten the **Wall Fixing Screw** in the right hole.
- When leveling is not made correctly, slightly unfasten the **Wall Fixing Screw** on the left and then adjust the **Bracket-Wall** up or down for leveling.



- 4 Fasten two **Bracket-Screw** into the bracket hole on the rear of the main unit.

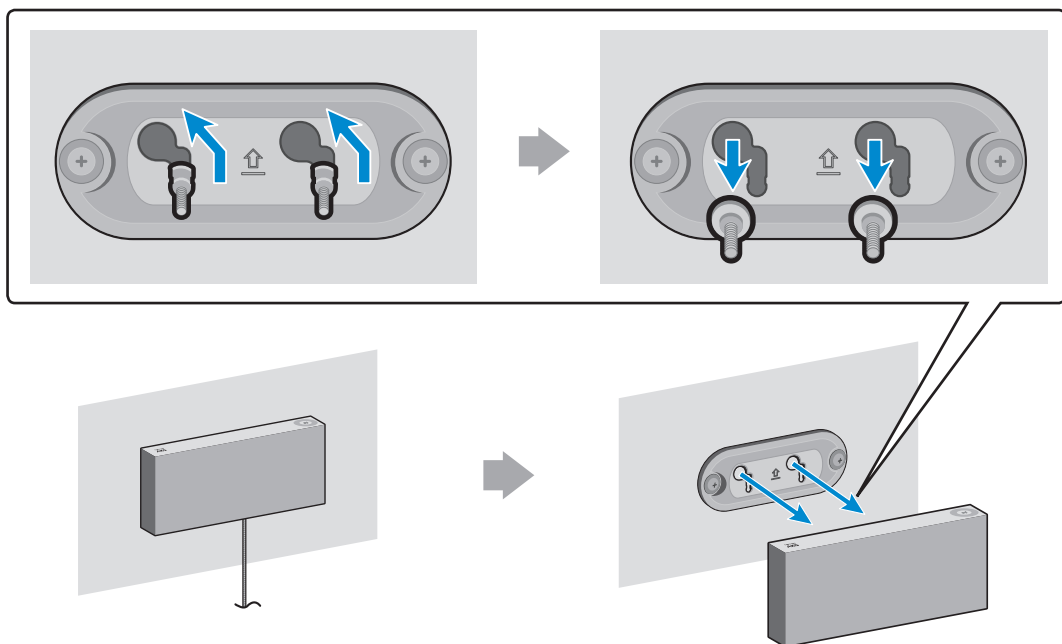


- 5 Align the **Bracket-Screw** on the main unit to fit into the large groove of **Bracket-Wall**. Slide it in the arrow direction until it is seated in the small groove.
- Be sure to slide it in the arrow direction until it is seated in the small groove of the **Bracket-Wall**.



* Removing the Wall Mount

Lift the main unit up until the **Bracket-Screw** is seated in the large groove of **Bracket-Wall** and then pull out the main unit.



Appendix

Troubleshooting

Before requesting service, please check the following.

Symptom	Check	Remedy
The speaker does not turn on.	<ul style="list-style-type: none">• Check if the power cord is properly connected.	<ul style="list-style-type: none">• Plug in the power cord.
There is no response when you press a button or touch wheel area.	<ul style="list-style-type: none">• The button or touch wheel area may be exposed to statics.	<ul style="list-style-type: none">• Remove the plug and connect it again.
There is no sound.	<ul style="list-style-type: none">• Is your speaker connected to a power source?• The volume may be set to the lowest level.	<ul style="list-style-type: none">• Check if the speaker is properly connected to the power.• Try adjusting volume.
The Dial Controller does not work.	<ul style="list-style-type: none">• The Dial Controller may not have enough battery power.• The Dial Controller may be out of operating range.• Check the connection between the Dial Controller and speaker.	<ul style="list-style-type: none">• Press the RESET button on the bottom of the Dial Controller.• Charge the battery as instructed for the Dial Controller LED version.• Bring the Dial Controller closer to the speaker.• Check “Connecting between the Dial Controller and Speaker”. (9 page) Click here.

Symptom	Check	Remedy
<p>Cannot connect the speaker to a mobile device or TV.</p>	<p>For wired connection</p> <ul style="list-style-type: none"> • Check the cable connection. • Check on the right side of the speaker and make sure that the speaker mode is set to AUX mode. 	<ul style="list-style-type: none"> • Check the name of the port and make sure that the cable is connected to the right port. • See “Connecting to an External Device”. (13 page) Click here.
	<p>For Bluetooth connection</p> <ul style="list-style-type: none"> • Check on the right side of the speaker and make sure that the speaker mode is set to Bluetooth mode. • Set the speaker to Bluetooth mode and try searching from the mobile device or TV again. 	<ul style="list-style-type: none"> • Press the Bluetooth button on the right side of the speaker for 5 seconds or longer to enter the standby mode and search for the speaker from your mobile device or TV. See “Connecting to Bluetooth”. (10 page) Click here.
	<p>For Wi-Fi connection</p> <ul style="list-style-type: none"> • Check if your TV is a supported model. • Make sure that your mobile device or TV is connected to the Wi-Fi network. • Make sure that your speaker is connected to the Wi-Fi network. • Check the DFS channel. (DFS : Dynamic Frequency Selection) 	<ul style="list-style-type: none"> • This feature supports Samsung Smart TVs released in 2014 and later. • If your TV is not connected to the Wi-Fi network, use the network menu on the TV to establish the connection. (See the user manual provided with your TV) • If the TV is already connected, the speaker should appear on SmartThings app on your mobile device (smartphones, tablets, etc.). See “Using via Wi-Fi connection”. (16 page) Click here. • Connecting the TV and speaker over Wi-Fi may not be available if your wireless router uses the DFS channel. For details, please contact your internet provider.

Symptom	Check	Remedy
The audio stutters when playing music or videos on my mobile device over Bluetooth.	<ul style="list-style-type: none"> • Check if there are any nearby devices that use radio communications or may cause interferences. • Are your mobile device or any radio communication devices are connected to 2.4 GHz Wi-Fi network? 	<ul style="list-style-type: none"> • If you have any nearby device that use radio communications or may cause interferences, please turn them off. • See “Connecting to Bluetooth”. (10 page) Click here. • If your mobile device or other radio communication devices are connected to a 2.4 GHz Wi-Fi network, this may cause interferences. Try to connect your mobile device to a 5 GHz network.
The audio stutters when the speaker is connected in Audio Group or Stereo mode over Wi-Fi.	<ul style="list-style-type: none"> • Are you using a 2.4 GHz Wi-Fi network to connect your mobile device and speaker? • Check the distance between your wireless router and speaker. • Check the distance between the speakers. 	<ul style="list-style-type: none"> • Connect your mobile device and speaker to a 5 GHz Wi-Fi network. • Make sure that your wireless router and speaker are within the operating range from each other. • Try to power off your wireless router and restart. • Make sure that your speakers are within the operating range from each other.
The speaker loses connection or stays disconnected intermittently when used in stereo mode after connecting TV and speakers via Wi-Fi.	<ul style="list-style-type: none"> • Are you using a 2.4 GHz Wi-Fi network to connect your TV and speaker? • Check the distance between the wireless router, TV, and speaker. 	<ul style="list-style-type: none"> • Connect your TV and speaker to a 5 GHz Wi-Fi network. • If you are already connected to a 5 GHz Wi-Fi network and having this problem, check the DFS channel. • Make sure that your wireless router, TV, and speaker are all within the operating range.
SmartThings app does not show the speaker on the list of available devices when I try to connect it over Wi-Fi.	<ul style="list-style-type: none"> • Is your speaker connected to a power source? • Is your mobile device connected to a wireless router? 	<ul style="list-style-type: none"> • Check if the speaker is properly connected to the power. • Connect your mobile device to the wireless router. • Press CONNECT button in the back of the speaker for 5 seconds or longer to enter standby mode and try to connect again.

 If the problem persists, contact the Samsung Call Centre for troubleshooting.

Open Source Licence Notice

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

Licences

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





Specifications

Model Name	VL350 / VL351	VL550 / VL551
Weight	2.1 Kg	4.6 Kg
Dimensions (W X H X D)	210.0 X 211.5 X 70.0 mm	522.0 X 211.5 X 70.0 mm
Speaker	Woofer x1, Tweeter x1, 4 ohm	Woofer x 3, Tweeter x 2, 4 ohm
Operating Temperature Range	+5°C to +35°C	
Operating Humidity Range	10 % to 75 %	
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 more information about the power supply and power consumption, refer to the label attached to the product. (Label : Bottom of the Speaker Main Unit)
- Weight and dimensions are approximate.
- For further details on using the speaker, visit www.samsung.com.
- **For India Only**
“This product is RoHS compliant”

Wi-Fi	Disabling Wi-Fi	In Wi-Fi mode, press the Play / Pause button (on the top side) and the CONNECT button (in the rear side) together and hold for 30 seconds or more to disable Wi-Fi.
	Enabling Wi-Fi	Press the Wi-Fi button on the right side of the speaker while Wi-Fi is disabled and hold for 30 seconds or more to enable Wi-Fi again.
Bluetooth	Disabling Bluetooth	In Bluetooth mode, press the Play / Pause button (on the top side) and the CONNECT button (in the rear side) together and hold for 30 seconds or more to disable Bluetooth.
	Enabling Bluetooth	Press the Bluetooth button on the right side of the speaker while Bluetooth is disabled and hold for 30 seconds or more to enable Bluetooth again.

-  Wi-Fi and Bluetooth are enabled in default settings.
-  When Wi-Fi and Bluetooth are disabled, turning the product off and on does not enable them.

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 the wireless channel that is not in use. If selected channel is also used by other communication devices in close proximity, it may cause wireless interference which interrupts communications or cause choppy audio.
- Experiencing choppy audio and interruption of connection due to wireless interference is possible as the performance of wireless LAN is affected by your environment and use conditions including router's performance, distance, obstruction, and interference by other mobile devices.
- WEP encryption does not work with WPS (PBC) / WPS (PIN).

Works with SmartThings™

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

Figures and illustrations in this Full Manual are provided for reference only and may differ from actual product appearance.

**Complies with
IMDA Standards
DA100790**

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WARNING

To remove the battery contact an authorised service centre. To obtain battery removal instructions please visit samsung.com/global/ecodesign_energy

You must not remove (or attempt to remove) the battery incorporated in this product on your own.
FOR YOUR OWN SAFETY, DO NOT ATTEMPT TO REMOVE THE BATTERY ON YOUR OWN OR DISPOSE OF IT IN FIRE. DO NOT DISASSEMBLE. CRUSH OR PUNCTURE THE BATTERY.

Contact SAMSUNG WORLD WIDE

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

Country	Contact Centre ☎	Web Site
■ North America		
U.S.A	1-800-SAMSUNG (726-7864)	www.samsung.com/us/support
CANADA	1-800-SAMSUNG (726-7864)	www.samsung.com/ca/support (English) www.samsung.com/ca_fr/support (French)
■ Latin America		
MEXICO	01-800-SAMSUNG (726-7864)	www.samsung.com/mx/support
BRAZIL	0800-124-421 (Demais cidades e regiões) 4004-0000 (Capitais e grandes centros)	www.samsung.com/br/support
COSTA RICA	00-800-1-SAMSUNG (726-7864)	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
DOMINICAN REPUBLIC	1-809-200-7264	
ECUADOR	1-800-SAMSUNG (72-6786)	
EL SALVADOR	8000-SAMSUNG (726-7864)	
GUATEMALA	1-800-299-0033	
HONDURAS	800-2791-9111	
JAMAICA	1-800-SAMSUNG (726-7864)	
NICARAGUA	001-800-5077267	
PANAMA	800-0101	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
PUERTO RICO	1-800-682-3180	
TRINIDAD & TOBAGO	1-800-SAMSUNG (726-7864)	
VENEZUELA	0-800-SAMSUNG (726-7864)	
COLOMBIA	Bogotá en el 600 12 72 Sin costo en todo el país 01 8000 112 112 Y desde tu celular #726	www.samsung.com/co/support
CHILE	800-SAMSUNG (726-7864)	www.samsung.com/cl/support
BOLIVIA	800-10-7260	
PERU	080077708 Desde teléfonos fijos, públicos o celulares	www.samsung.com/pe/support
ARGENTINA	0800-555-SAMS (7267)	www.samsung.com/ar
URUGUAY	0800-SAMS (7267)	www.samsung.com/uy
PARAGUAY	0800-11-SAMS(7267)	www.samsung.com/py
■ Europe		
UK	0330 SAMSUNG (7267864)	www.samsung.com/uk/support
IRELAND (EIRE)	0818 717100	www.samsung.com/ie/support
GERMANY	06196 77 555 77	www.samsung.com/de/support
FRANCE	01 48 63 00 00	www.samsung.com/fr/support
ITALIA	800-SAMSUNG (800.7267864)	www.samsung.com/it/support
SPAIN	0034902172678	www.samsung.com/es/support
PORTUGAL	808 207 267	www.samsung.com/pt/support
LUXEMBURG	261 03 710	www.samsung.com/be_fr/support
NETHERLANDS	088 90 90100	www.samsung.com/nl/support
BELGIUM	02-201-24-18	www.samsung.com/be/support (Dutch) www.samsung.com/be_fr/support (French)

Country	Contact Centre ☎	Web Site
NORWAY	815 56480	www.samsung.com/no/support
DENMARK	707 019 70	www.samsung.com/dk/support
FINLAND	030-6227 515	www.samsung.com/fi/support
SWEDEN	0771 726 786	www.samsung.com/se/support
POLAND	801-172-678* lub +48 22 607-93-33* * (koszt połączenia według taryfy operatora)	http://www.samsung.com/pl/support/
HUNGARY	0680SAMSUNG (0680-726-7864)	www.samsung.com/hu/support
AUSTRIA	0800-SAMSUNG (0800-7267864) [Only for Dealers] 0810-112233	www.samsung.com/at/support
SWITZERLAND	0800 726 78 64 (0800-SAMSUNG)	www.samsung.com/ch/support (German) www.samsung.com/ch_fr/support (French)
CZECH	800 - SAMSUNG (800-726786)	www.samsung.com/cz/support
SLOVAKIA	0800 - SAMSUNG (0800-726 786)	www.samsung.com/sk/support
CROATIA	072 726 786	www.samsung.com/hr/support
BOSNIA	055 233 999	www.samsung.com/support
MONTENEGRO	020 405 888	
SLOVENIA	080 697 267 (brezplačna številka)	www.samsung.com/si/support
SERBIA	011 321 6899	www.samsung.com/rs/support
ALBANIA	045 620 202	www.samsung.com/al/support
BULGARIA	*3000 Цена в мрежата 0800 111 31, Безплатна телефонна линия	www.samsung.com/bg/support
ROMANIA	*8000 (apel in retea) 08008-726-78-64 (08008-SAMSUNG) Apel GRATUIT	www.samsung.com/ro/support
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GREECE	80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile and land line	
LITHUANIA	8-800-77777	www.samsung.com/lt/support
LATVIA	8000-7267	www.samsung.com/lv/support
ESTONIA	800-7267	www.samsung.com/ee/support
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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	
ARMENIA	0-800-05-555	
AZERBAIJAN	0-88-555-55-55	
KAZAKHSTAN	8-10-800-500-55-500 (GSM: 7799, VIP care 7700)	www.samsung.com/kz_ru/support
UZBEKISTAN	00-800-500-55-500 (GSM: 7799)	www.samsung.com/support
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TAJIKISTAN	8-10-800-500-55-500 (GSM: 8888)	
MONGOLIA	1800-25-55	
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

Country	Contact Centre ☎	Web Site
■ Asia Pacific		
CHINA	400-810-5858	www.samsung.com/cn/support
HONG KONG	3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
MACAU	0800 333	www.samsung.com/support
SINGAPORE	1800 7267864 1800-SAMSUNG	www.samsung.com/sg/support
AUSTRALIA	1300 362 603	www.samsung.com/au/support
NEW ZEALAND	0800 726 786 (All Product) 0800 6 726 786	www.samsung.com/nz/support
VIETNAM	1800 588 889	www.samsung.com/vn/support
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LAOS	+856-214-17333	
MALAYSIA	1800-88-9999 +603-7713 7420 (Overseas contact)	www.samsung.com/my/support
INDONESIA	021-5699-7777 0800-112-8888 (All Product, Toll Free)	www.samsung.com/id/support
PHILIPPINES	1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02-422-2111 [Standard Landline]	www.samsung.com/ph/support
TAIWAN	0800-329-999	www.samsung.com/tw/support
INDIA	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free)	www.samsung.com/in/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667	
BANGLADESH	09612300300 08000300300 (Toll free)	
SRI LANKA	+9411SAMSUNG (+94117267864) +94117540540 +94115900000	
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ISRAEL	*6963	www.samsung.com/il/support/
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PAKISTAN	0800-Samsung (72678)	www.samsung.com/pk/support
U.A.E	800-SAMSUNG (800 - 726 7864)	www.samsung.com/ae/support (English) www.samsung.com/ae_ar/support (Arabic)
OMAN	800-SAM CS (800-72627)	
KUWAIT	183-CALL (183-2255)	
BAHRAIN	8000-GSAM (8000-4726)	
QATAR	800-CALL (800-2255)	
TURKEY	444 7711	www.samsung.com/tr/support

Country	Contact Centre ☎	Web Site
JORDAN	0800-22273 06 5777444	www.samsung.com/levant/support
SYRIA	962 5777444	
LEBANON	1299	
IRAQ	80010080	
ALGERIA	3004	www.samsung.com/n_africa/support
TUNISIA	80100 012	
MOROCCO	080100 22 55	
■ Africa		
SOUTH AFRICA	0860 SAMSUNG (726 7864)	www.samsung.com/support
NAMIBIA	08197267864	
ZAMBIA	3434	
MAURITIUS	800 2550	
REUNION	0262 50 88 80	
ANGOLA	917 267 864	
ZIMBABWE	0808 0204	
MOZAMBIQUE	847267864	www.samsung.com/africa_en/support
NIGERIA	0800-726-7864	
GHANA	0800-100-077	www.samsung.com/africa_fr/support
COTE D'IVOIRE	8000-00-77	
SENEGAL	800-00-0077	
CAMEROON	67095-0077	www.samsung.com/support
KENYA	0800 545 545	
UGANDA	0800 300 300	
TANZANIA	0800 780 089	
RWANDA	9999	
BURUNDI	200	
DRC	499999	
SUDAN	1969	

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