SAMSUNG

FULL MANUAL

HW-S800B / HW-S801B

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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.

⚡ ⚠	**CAUTION** **RISK OF ELECTRIC SHOCK. DO NOT OPEN.**
⚡	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.
⚠	This symbol indicates that this product has included important literature concerning operation and maintenance.
▣	Class II product : This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a power cord, the product MUST have a reliable connection to protective earth (ground).
∼	AC voltage : Rated voltage marked with this symbol is AC voltage.
⎓	DC voltage : Rated voltage marked with this symbol is DC voltage.
⚠📖	Caution. Consult Instructions for use : This symbol instructs the user to consult the user manual for further safety related information.

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.
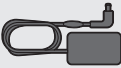
PRECAUTIONS
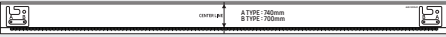
1. Ensure that the AC power supply in your house complies with the power requirements listed on the identification sticker located on the bottom of your product. Install your product horizontally, on a suitable base (furniture), with enough space around it for ventilation (7~10 cm). Make sure the ventilation 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.
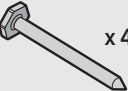
4. Protect the product from moisture (i.e. vases), and excess heat (e.g. a fireplace) or equipment creating strong magnetic or electric fields. Unplug the power cable from the AC wall socket if the unit malfunctions. Your product is not intended for industrial use. It is for personal use only. Condensation 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. **Fire or explosion may occur, resulting in damage to the remote control or personal injury.**
   - Do not apply shock to the remote control.
   - Be careful not to let foreign substances such as metal, liquid, or dust come in contact with the charging terminal of the remote control.
   - When the remote control is damaged or you smell smoke or burning fumes, immediately stop operation and then repair it at the Samsung service centre.
   - Do not arbitrarily disassemble the remote control.
   - Be careful not to let infants or pets suck or bite the remote control. Fire or explosion may occur, resulting in damage to the remote control or personal injury.

CONTENTS

01 CHECKING THE COMPONENTS

Soundbar Main Unit	Soundbar Remote Control	Subwoofer
AC/DC Adapter (Soundbar)	Power Cord (Subwoofer, Soundbar) x 2	HDMI to Micro HDMI Cable
Wall Mount Guide	Bracket-Wall Mount x 2	Holder-Screw x 2
Screw x 4 (M5 X L55)	Screw Anchor x 4	

- 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 or rubber-foot, see pages 28~29.
- Design, specifications, and App screen are subject to change without prior notice.
- The appearance of the accessories may differ slightly from the illustrations above.

02 PRODUCT OVERVIEW

Top Panel of the Soundbar
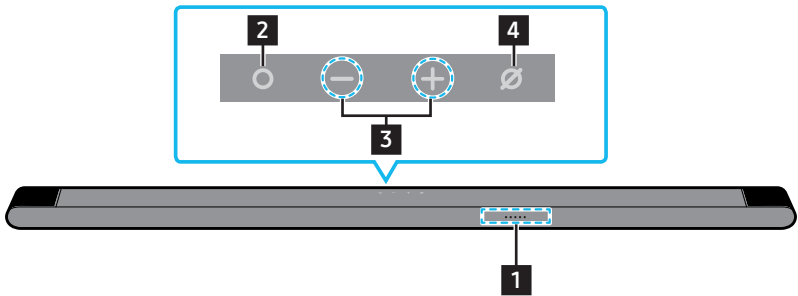
1	**LED indicator**
	The LED Indicator flashes, glows, or changes colour depending on the Soundbar's current mode or status. The colour of the LED indicator and the number of lights indicate the active mode as described below.

Ⓦ	Ⓦ	Ⓜ	Ⓦ	Ⓦ
White LED	White LED	Multicolour LED	White LED	White LED

• The Multicolour LED changes to **White**, **Cyan**, **Green**, **Red**, and **Blue** depending on the mode or status.

2	**○ (Multi Function) Button**

• 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.

LED indicator	White On → Off ●○○○○	White On → Off ●●○○○	White On → Off ●●●○○
🔊	**"TV ARC"**	**"Wi-Fi"**	**"Bluetooth"**

3	**— + (Volume) Button**
	Adjusts the volume.

4	**∅ (Mic On/Off) Button**
	Press the button to turn the microphone on or off.
	When the microphone is off, the LED indicator will light red.

LED indicator	Red On ○○●○○	○○○○○
🔊	**"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)**".

Rear Panel of the Soundbar

1	**SERVICE** Connect a USB storage device to upgrade the product's software.
2	**HDMI (ARC)** Connect to the HDMI (ARC) port on a TV. (See page 17)
3	**DC 19V** Connect the AC/DC power adapter. (Power Supply In) (See page 14)

• When disconnecting the power cable of the AC/DC power adaptor 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 SOUNDBAR REMOTE CONTROL

About the Remote control

- Use the Remote less than 6 m from the product. The usable distance may vary with the wireless environmental conditions.
- When the remote control does not work due to low battery, charge it by using the USB-C type port.
- The illustration differs with the respective Remote Control model.

USB port (C-type) for charging
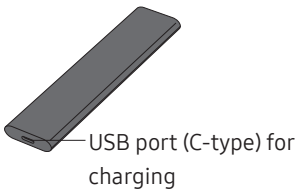
How to Use the Remote Control

1 Power	Turns the Soundbar on and off.

LED indicator	**Cyan Blinks X1** ⬤ On	**Red Blinks X3** ⬤ Off

- **Auto Power Down Function**
  The unit turns off automatically in the following situations:
  - In "**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	**Cyan Blinks X1** ⬤ On	**Red Blinks X1** ⬤ Off

3 Up/Down/Left/ Right	**Press the indicated areas to select 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.
- **ID SET**
  Press and hold the **Up** button for 5 seconds to complete **ID SET** (when connecting to a wireless subwoofer or wireless rear speakers).

4 Play / Pause	You can also play or pause music by pressing the button.

5 Mute	Press the ⬥ (**Mute**) button to mute the sound. Press it again to unmute the sound.

LED indicator	**Blinks X Repeatly** ⬤

SOUNDBAR

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6	Info	Press the button to display information about the current function. (See page 7) When connected to Dolby Atmos®, the LED indicator blinks cyan 3 times.

7	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	**White Blinks X1** ○ ○ ● ○ ○
🔊	"Surround" → "Game" → "Standard" → "Adaptive Sound" → "DTS Virtual:X"

- **Surround**
  Provides a wider sound field than standard.
- **Game**
  Provides stereoscopic sound to immerse you in the action while gaming.
- **Standard**
  Outputs the original sound.
- **Adaptive Sound**
  Analyzes the content in real time and automatically provides the optimal sound field based on the characteristics of the content.
- **DTS Virtual:X**
  Immersive 3D sound from any content.

8	VOLUME	Push the button up or down to adjust the volume.

LED indicator	**White moves to right X1** ● ○ ○ ○ ○ → Volume Up	**White moves to left X1** ○ ○ ○ ○ ● ← Volume Down

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	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	**Red → Green → Blue Blinks** ○ ○ ● ○ ○ Pairing	➡	**Cyan Blinks X3** ○ ○ ● ○ ○ Connection is complete
🔊	"**Ready to connect via Bluetooth.**"		

11	CH LEVEL	By pressing the button, you can adjust the volume of the each speaker. • To control the volume of the each speaker select "**Centre Level**" or "**Front Top Level**" in Sound Settings, and then adjust the volume between -6~+6 by using the **Up**/**Down** buttons. • If the Rear Speakers (sold separately) are connected, the setting "**Rear Level**" and "**Rear Top Level**" is supported. To adjust the volume of the "**Rear Level**" and "**Rear Top Level**" between -6 to +6 by using the **Up**/**Down** buttons.

LED indicator	**White Blinks X1** ○ ○ ● ○ ○
🔊	"Centre Level" → "Front Top Level"

12	TONE CONTROL	By pressing the button, you can adjust the volume of the treble or bass sound. The defired item can be adjusted using the **Up**/**Down** buttons. This function is enabled in Sound mode excluding in **Standard** mode.

- 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.
- Once the bass level is changed, the woofer level will be also adjusted accordingly.

LED indicator	**White Blinks X1** ○ ○ ● ○ ○
🔊	"**Treble**" → "**Bass**"

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

LED indicator	**White Blinks X1** ○ ○ ● ○ ○
🔊	"**SpaceFit Sound**" → "**Active Voice Amplifier**" → "**Voice enhancement**" → "**Night Mode**" → "**Sync**" → "**Virtual**"

- **Voice enhancement** makes it easier to hear spoken dialog in movies and TV.
- **Night Mode** is optimized for night time viewing with the settings adjusted to bring the volume down but keep the dialog clear.
- 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**".)
- If the video on the TV and audio from the Soundbar are not synchronized, 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.
- The **Virtual** function can be turned **On**/**Off** by using the **Up**/**Down** buttons.

14	USB port (C-type) for charging	The LED lights while charging. When fully charged, the LED turns off.

- The USB Cable is not provided.
- When the remote control does not work due to low battery, charge it by using the USB-C type port.

Active Voice Amplifier (AVA)

- Analyzes external noise in real time while soundbar is playing, so that voice audio can always be heard clearly.
- No data is saved during the analysis.

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 13
Up	ID SET	page 9
⚙ (Sound Control)	7 Band EQ	page 11
⊡ (Source)	Audio Feedback On/Off (Standby)	page 9

Output specifications for the different sound effect modes

Effect	Input	Output	
		With Subwoofer Only	With Subwoofer & Wireless Rear Speaker Kit
Surround	2.0 ch	3.1.2 ch	5.1.4 ch
	5.1 ch	3.1.2 ch	5.1.4 ch
	Dolby Atmos®	3.1.2 ch	5.1.4 ch
Game	2.0 ch	3.1.2 ch	5.1.4 ch
	5.1 ch	3.1.2 ch	5.1.4 ch
	Dolby Atmos®	3.1.2 ch	5.1.4 ch
Standard	2.0 ch	2.1 ch	2.1 ch
	5.1 ch	3.1 ch	5.1 ch
	Dolby Atmos®	3.1.2 ch	5.1.4 ch
Adaptive Sound	2.0 ch	3.1.2 ch	5.1.4 ch
	5.1 ch	3.1.2 ch	5.1.4 ch
	Dolby Atmos®	3.1.2 ch	5.1.4 ch
DTS Virtual:X	2.0 ch	3.1.2 ch	5.1.4 ch
	5.1 ch	3.1.2 ch	5.1.4 ch
	Dolby Atmos®	3.1.2 ch	5.1.4 ch
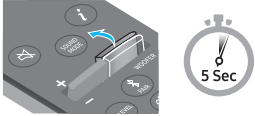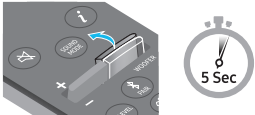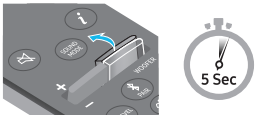
- The Samsung Wireless Rear Speaker Kit can be purchased separately. To purchase a Kit, contact the vendor you purchases the Soundbar from.
- The Surround Speakers will not produce sounds for 2 channel output while **STANDARD** mode is in use. To enable sound for the Surround Speakers, change the effect mode to **SURROUND**.
- When the input source is Dolby Atmos® the Subwoofer-only setup provides 3.1.2 channel audio, while the Subwoofer & Wireless Rear Speaker Kit setup provides 5.1.4 channel audio.

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:
  Samsung, 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**".

Remote Control Button	LED Indicator	Status
	(Default mode) **Red Blinks X1** ○ ○ ● ○ ○ "Off-TV Remote" (Default mode)	Disable the TV remote control.
	Cyan Blinks X1 ○ ○ ● ○ ○ "Samsung-TV Remote"	Enable a Samsung TV's IR remote control.
	Blue Blinks X1 ○ ○ ● ○ ○ "All-TV Remote"	Enable a third-party TV's IR remote control.

04 CONNECTING THE SOUNDBAR

Connecting the power and units

Use the Power cord to connect the Subwoofer and 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. Connect the Power cord to the Subwoofer.

Power Cord

Rear of Subwoofer
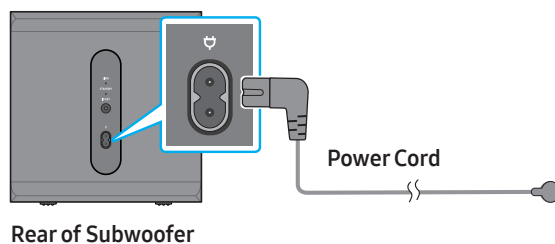
2. Connect the Power cord to the Soundbar.

DC19V

AC/DC Adapter

Power Cord

Rear of the Soundbar Main Unit
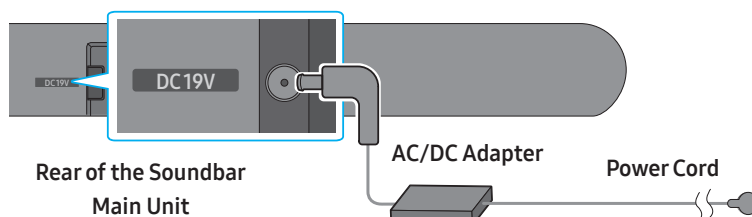
3. Connect power to the Soundbar and Subwoofer. The Subwoofer is automatically connected when the Soundbar is turned on.

LINK

LINK LED – Blue is On
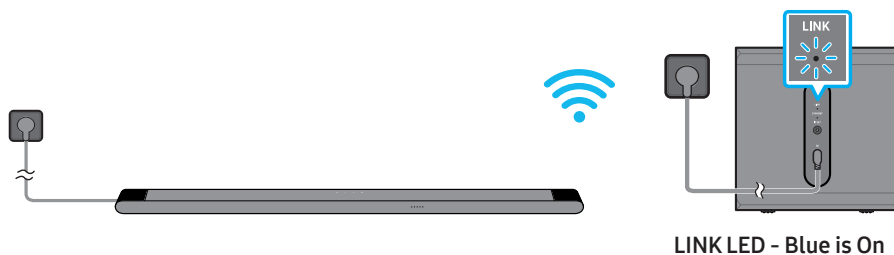
NOTE

- Connect the Subwoofer power before connecting to the Soundbar. The Subwoofer will be automatically connected when turning on the Soundbar.
- If you unplug and reconnect the power cord when the product is turned on, the Soundbar turns on automatically.

Manually connecting the Subwoofer

Before performing the manual connection procedure below:
- Check whether the power cables for the Soundbar and subwoofer is connected properly.
- Make sure that the Soundbar is turned off.

1. Turn off the Soundbar main.
2. Press and hold **ID SET** on the rear of the subwoofer for at least 5 seconds.
   - The red indicator at the rear of each speaker turns off and the blue indicator blinks.

Rear of Subwoofer   Rear of Subwoofer
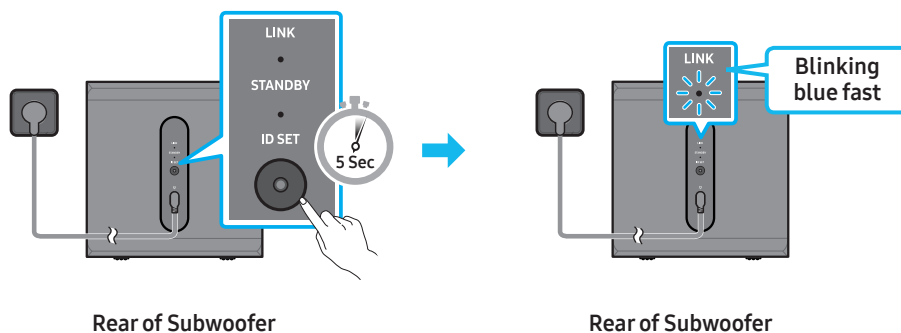
3. Press the **Up** button on the remote control for 5 seconds.
   - The Soundbar will automatically power on when **ID SET** is complete.

LED indicator	Red → Green → Blue Blinks ○ ○ ● ○ ○
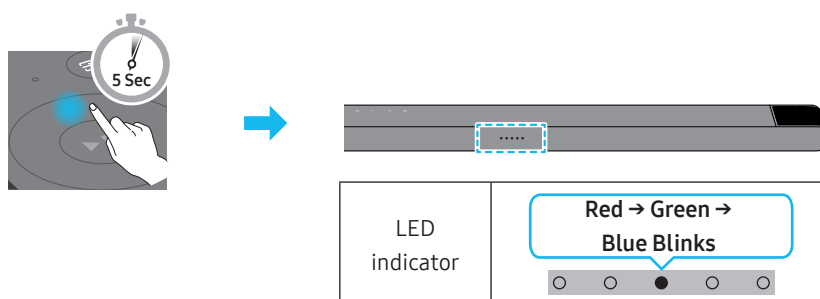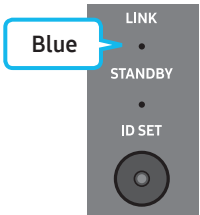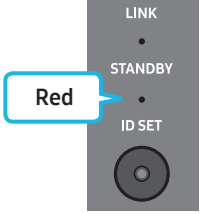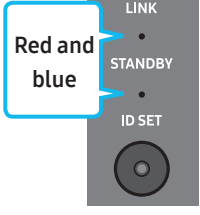
4. Check if the LINK LED is solid blue (connection complete).

LINK LED - Blue is On
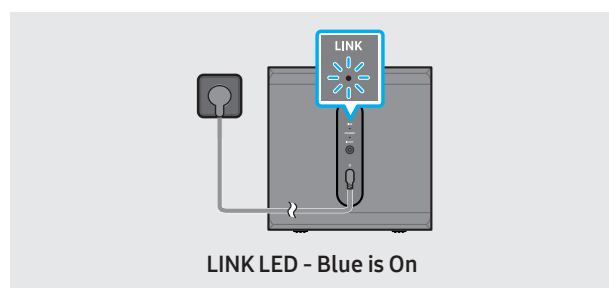
The LINK LED indicator stops blinking and glows a solid blue when a connection is established between the Soundbar and the Wireless Subwoofer.

LED Indicator Lights on the Rear of Subwoofer

LED	Status	Description	Resolution
Blue — LINK · STANDBY · ID SET ◎	On	Successfully connected (normal operation)	-
	Blinking	Recovering the connection	Check if the power cable attached to the main Soundbar unit is connected properly or wait about 5 minutes. If blinking persists, try manually connecting the subwoofer. See page 15.
Red — LINK · STANDBY · ID SET ◎	On	Standby (with the Soundbar main unit turned off)	Check if the power cable attached to the main Soundbar unit is connected properly.
		Connection failed	Connect again. See the instructions for manual connection on page 15.
Red and blue — LINK · STANDBY · ID SET ◎	Blinking	Malfunction	See the contact information for the Samsung Service Centre in this manual.

NOTE

- If the main unit is powered off, the wireless subwoofer will go into stand-by mode and the STANDBY LED on the rear of the sub-woofer will turn red after blinking in blue several times.
- If you use a device that uses the same frequency as the Soundbar near the Soundbar, interference may cause some sound interruption.
- The maximum transmission distance of the main unit's wireless signal is about 10 m, but may vary depending on your operating environment. If a steel-concrete or metallic wall is between the main unit and the wireless subwoofer, the system may not operate at all because the wireless signal cannot penetrate metal.

⚠ **CAUTION**

- Wireless receiving antennas are built into the wireless subwoofer. Keep the unit away from water and moisture.
- For optimal listening performance, make sure that the area around the wireless subwoofer is clear of any obstructions.

Connecting an SWA-9500S (Sold Separately) to your Soundbar

Expand to true wireless surround sound by connecting the Samsung Wireless Rear Speaker Kit (SWA-9500S, sold separately) to your Soundbar. For detailed information on connections, see the Samsung Wireless Rear Speaker Kit manual.

05 CONNECTING TO A TV

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

> ⚠ **CAUTION**
> - When using an HDMI to Micro HDMI cable, take caution not to break the cable terminal.
> - When the HDMI cable is 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**.
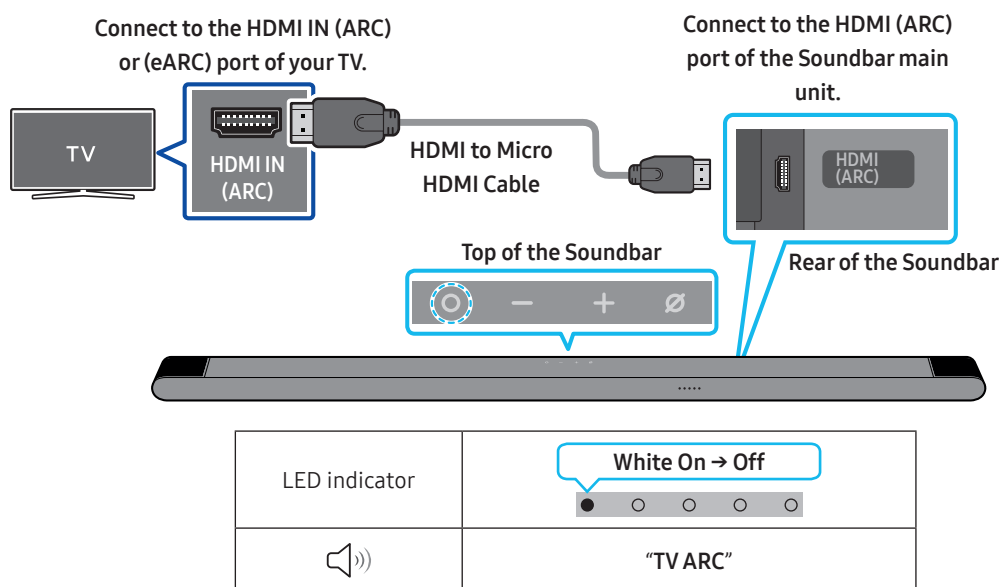
Connect to the HDMI IN (ARC) or (eARC) port of your TV.

Connect to the HDMI (ARC) port of the Soundbar main unit.

LED indicator	**White On → Off** ● ○ ○ ○ ○
🔊	"TV ARC"

1. With the Soundbar and TV turned off, connect the HDMI cable as shown in the figure.
2. Turn on the Soundbar and TV.
3. Your TV will output sound via 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 "**TV ARC**" mode.
   - When the sound is not output, check the HDMI cable connection again.
   - Use the volume buttons on the TV's remote control to change the volume on the Soundbar.

NOTE
- 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.)
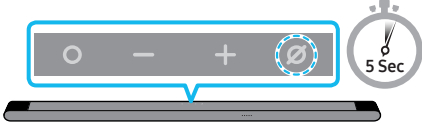
Connecting via Bluetooth

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

1.

Bluetooth Pairing button	LED Indicator	
(OR) When in "**Bluetooth**" mode 5 Sec	**Red → Green → Blue Blinks** ○ ○ ● ○ ○ Pairing **Cyan Blinks X3** ○ ○ ● ○ ○ Connection is complete • Until pairing is complete, the Multicolour LED changes as **Red → Green → Blue** in turn.	
	🔊 "**Ready to connect via Bluetooth.**"	

2. Select Bluetooth mode on the Samsung TV.
   (e.g. Home (⌂) → Menu → Settings (⚙) → All Settings (⚙) → Sound → Sound Output → Bluetooth Speaker List → [AV] Samsung Soundbar S***B (Bluetooth))
3. Select "**[AV] Samsung Soundbar S***B**" 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 the device fails to connect
- If you have an existing Soundbar (e.g., **[AV] Samsung Soundbar S***B**) 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.

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 25, for details on how to establish a Wi-Fi connection.

1. For more information about Wi-Fi connection to the Soundbar, see page 25, "**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**
     Sound → Sound Output → [AV] Samsung Soundbar S***B (Wi-Fi)

Connecting to a TV that supports Dolby Atmos

Pre-connection Checklist
- Dolby Atmos® is supported in "**TV ARC**" or "**Wi-Fi**" mode.
- Make sure that the content supports Dolby Atmos®.
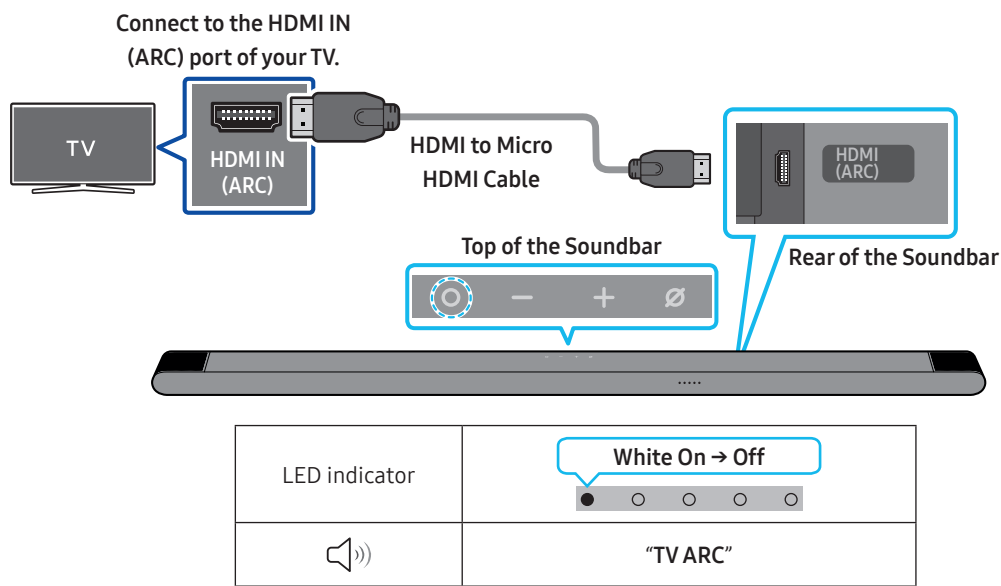
Connect to the HDMI IN (ARC) port of your TV.

LED indicator	White On → Off ● ○ ○ ○ ○
🔊	"TV ARC"

1. With the Soundbar and TV turned off, connect the HDMI cable as shown in the figure.
2. Turn on the Soundbar and TV.
3. TV sound is output from the Soundbar.

LED indicator	White On → Off ● ● ○ ○ ○
🔊	"Wi-Fi"
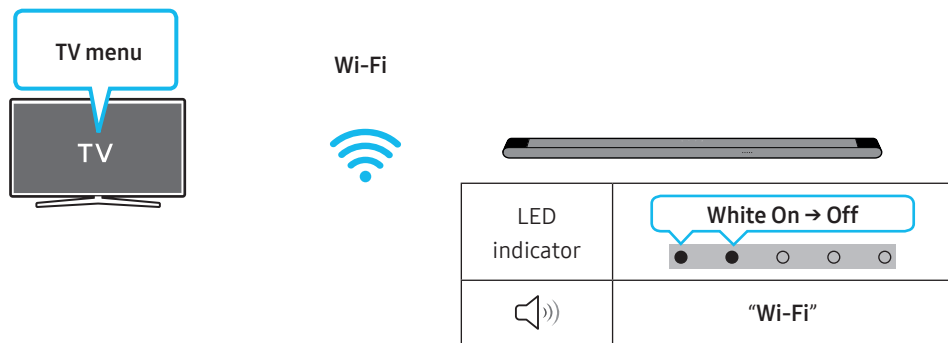
1. Connect the Soundbar and TV to the same wireless network (Wi-Fi).
2. For sound output of the TV, select Soundbar.
3. TV sound is output from the Soundbar.

NOTE
- **When you use Dolby Atmos®**: If the input source is Dolby Atmos®, refer to **"Output specifications for the different sound effect modes"** on page 12.
- **Configuring Dolby Atmos® on your BD player or other device connected to the TV.**
  Open the audio output options on the settings menu of your BD player or other device and make sure that "No Encoding" is selected for Bitstream. For example, on a Samsung BD Player, go to Home Menu → Sound → Digital Output and then select Bitstream (unprocessed).
- This function is available in some Samsung TVs and some Soundbar models.

Using the Q-Symphony Function

For Q-Symphony, the Soundbar syncs with a Samsung TV to output sound through two devices for optimum surround effect. When the Soundbar is connected, the menu, "**TV+Soundbar**" appears under the **Sound Output** menu of the TV. Select the corresponding menu.

TV menu

HDMI to Micro HDMI Cable

LED indicator	**White On → Off**
🔊	**"TV ARC"**
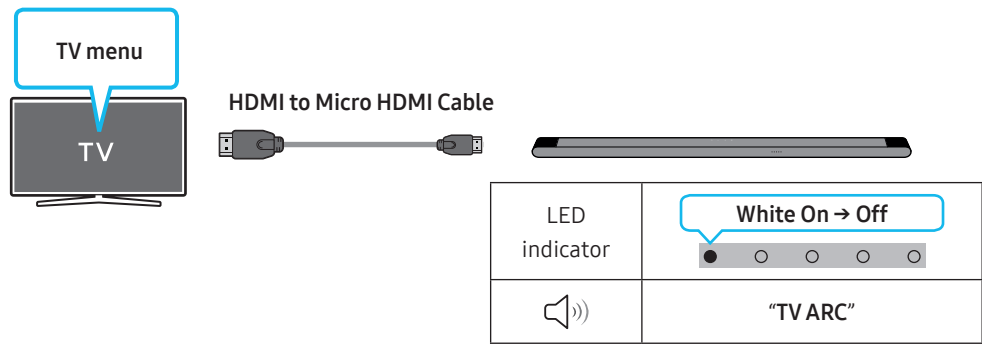
- TV menu example: **TV + [AV] Soundbar series name (HDMI)**

TV menu

Wi-Fi

LED indicator	**White On → Off**
🔊	**"Wi-Fi"**
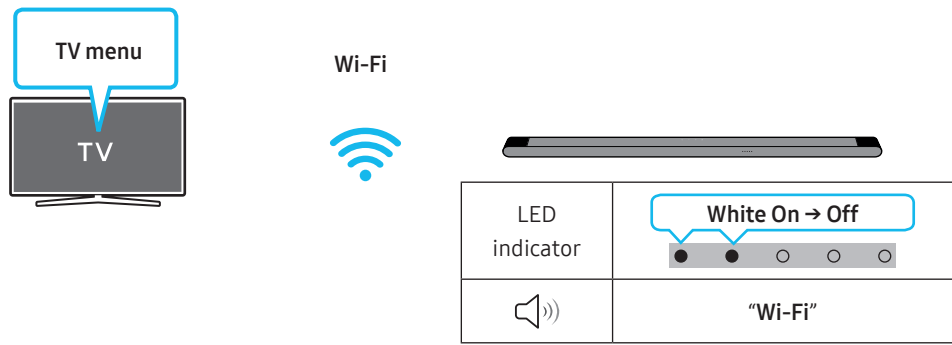
- TV menu example: **TV + [AV] Soundbar series name (Wi-Fi)**

NOTE

- It can operate according to the Codec supported by TV.
- This function is supported only when the HDMI Cable or Wi-Fi is connected.
- Ensure that your TV and Soundbar are connected to the same wireless router/frequency.
- This function is available in some Samsung TVs and some Soundbar models.

Using the Spacefit sound

Provides optimized sound quality by analyzing the listening spaces.

Method 1. Connecting via Soundbar

To enable this function, turn on the SpaceFit Sound mode with the remote control of the Soundbar.

(⚙ (**Sound Control**) → **"SpaceFit Sound Off"** → ▲ (**Up**) → "**SpaceFit Sound On**")

- This is available in all Sound modes.

Method 2. Connecting via TV

To enable this function, turn on the Adaptive Sound+ mode on your Samsung TV menu.

(Home (⌂) → Menu → Settings (⚙) → All Settings (⚙) → General → Intelligent Mode Settings → Adaptive Sound+)

- The sound mode on your Soundbar will automatically change to **Adaptive Sound+** if you enable the **Adaptive Sound+** mode on your TV.

NOTE

This function works when the Soundbar connects to some of the Samsung TVs.

06 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
  (OR) When in "**Bluetooth**" mode 5 Sec	**Red → Green → Blue Blinks** ○ ○ ● ○ ○ Pairing → **Cyan Blinks X3** ○ ○ ● ○ ○ Connection is complete • Until pairing is complete, the Multicolour LED changes as **Red → Green → Blue** in turn.
	🔊 "**Ready to connect via Bluetooth.**"

2. On your device, select "**[AV] Samsung Soundbar S***B**" 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 S***B**") in the list of speakers on the Mobile device, delete it.
> - 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 on the top of the Soundbar or the ⊒ (**Source**) button on the remote control to switch the mode from "**Bluetooth**".
- Disconnecting takes time because the Bluetooth device must receive a response from the Soundbar. (Disconnection time may differ, depending on the Bluetooth device)

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 window does not appear, press " **+** " on the **Home** screen. The Soundbar is added to the app.
   - The illustration below may differ with the app version.

SmartThings App   Launch App   Auto pop-up   Add device
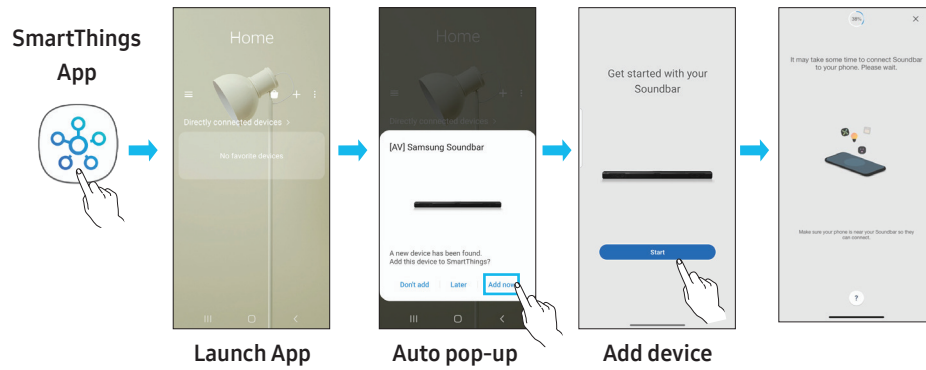
Using the Tap Sound

Tap the Soundbar with your mobile device to play the sound of content on 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.

SmartThings App

Top of the Soundbar
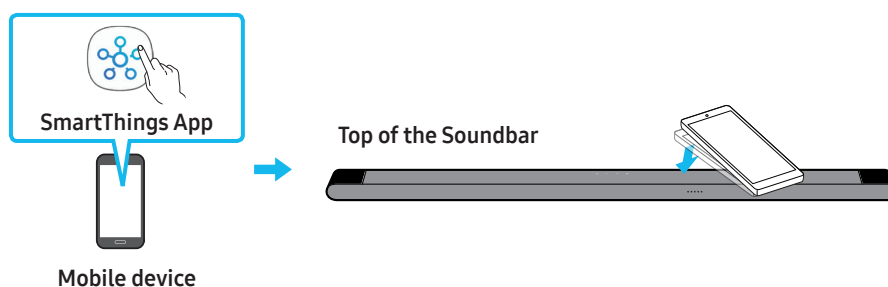
Mobile device

1. Turn on the **Tap Sound** function on your mobile device.
   - For details on how to turn on the function, refer to "**Setting 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 the sound of content on 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.

Setting 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. The function is turned on.

NOTE

- 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.

07 CONNECTING VIA APPLE AIRPLAY 2

- This feature may not be available in some countries.
- This Samsung Soundbar supports AirPlay 2 and requires iOS 11.4 or later.

With AirPlay 2, you can stream music, podcasts, and other audio from your Apple devices to the Samsung Soundbar.

- Make sure the Soundbar is powered on and connected to the same Wi-Fi network as your Apple device.
- Select from an AirPlay-supported app or Control Centre on your iPhone, iPad, or Mac.
- Select the Soundbar from the list of available devices to play the current audio to.

08 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.
- 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 before you install it. Otherwise, it may cause an electric shock.

Wallmount Components

Wall Mount Guide

x 2

Holder-Screw

x 4

(M5 X L55)

Screw

x 2

Bracket-Wall Mount

x 4
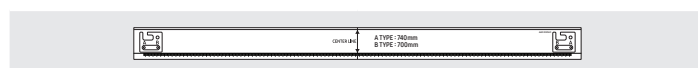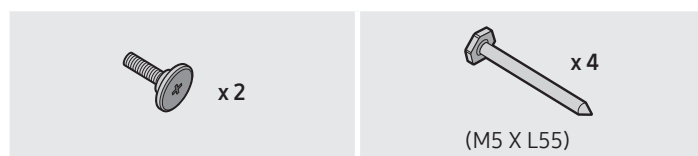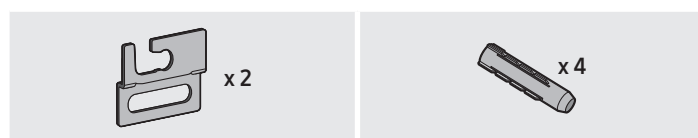
Screw Anchor

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.

TV

5 cm or more
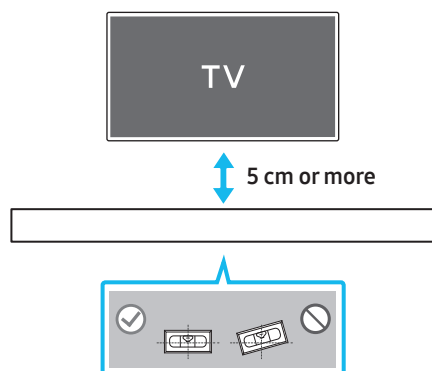
2. Align the **Wall Mount Guide's Centre Line** with the centre of your TV (if you are mounting the Soundbar below your TV), and then fix the **Wall Mount Guide** to the wall using tape.
   - If you are not mounting below a TV, place the **Centre Line** in the centre of the installation area.
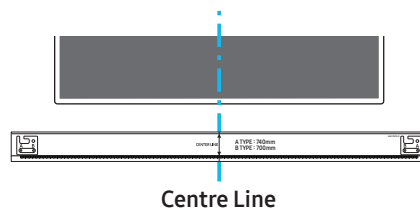
Centre Line

3. Push a pen tip or sharpened pencil tip through the centre of the **A-TYPE** and **B-TYPE** images on each end of the Guide to mark the holes for the supporting screws, and then remove the **Wall Mount Guide**.
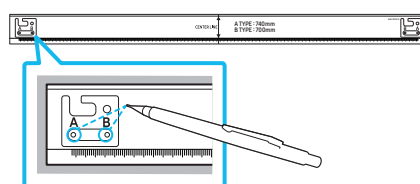
4. Using an appropriately sized drill bit, drill a hole in the wall at each marking.
   - If the markings do not correspond to the positions of studs, make sure you insert appropriate anchors or mollies into the holes before you insert the support screws. If you use anchors or mollies, make sure the holes you drill are large enough for the anchors or mollies you use.

5. Push a screw (not supplied) through each **Screw**, and then screw each screw firmly into a support screw hole.
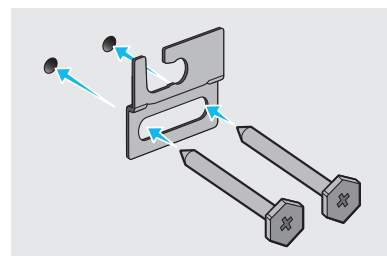
6. Install the **2 Bracket-Wall Mounts** in the correct orientation on the rear of the Soundbar using 2 **Holder–screws**.
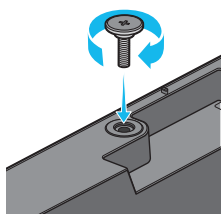
- When assembling, make sure the hanger part of the **Bracket-Wall Mounts** are located behind the rear of the Soundbar.

Rear of Soundbar

Right end of Soundbar
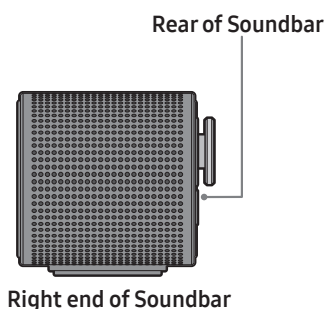
7. Install the Soundbar with the attached **Bracket-Wall Mounts** by hanging the **Bracket-Wall Mounts** on the **Holder-Screws** on the wall.
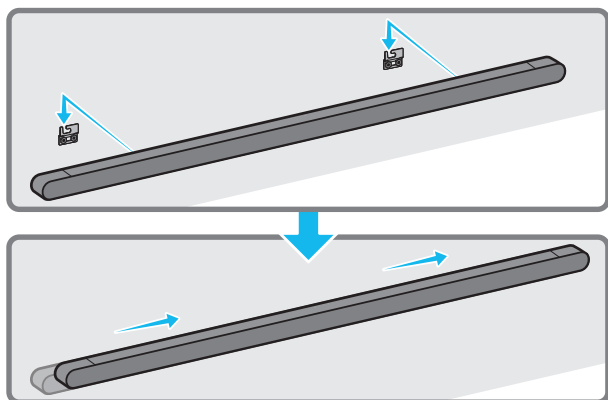
8. Slide the Soundbar down as shown below so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.
   - Insert the **Holder-Screws** into the wide (rear) part of the **Bracket-Wall Mounts**, and then slide the **Bracket-Wall Mounts** down so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.
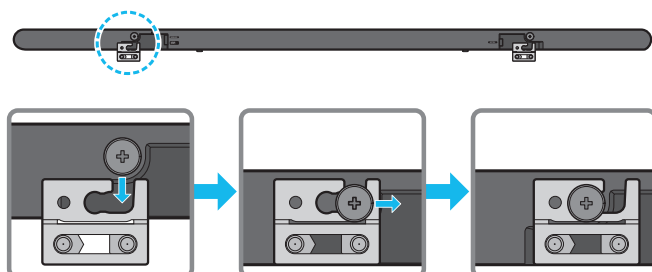
09 INSTALLING THE SOUNDBAR IN FRONT OF TV
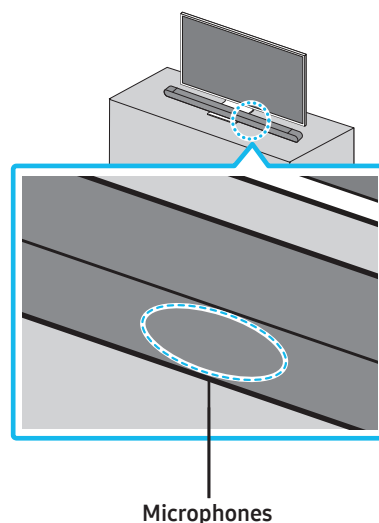
Microphones

As illustrated in the image, align the centre of the Soundbar with the centre of the TV, carefully place the Soundbar onto the TV stand.
At this time, place the microphones at the front of the stand not to interfere with voice recognition.

TV

Right end of Soundbar
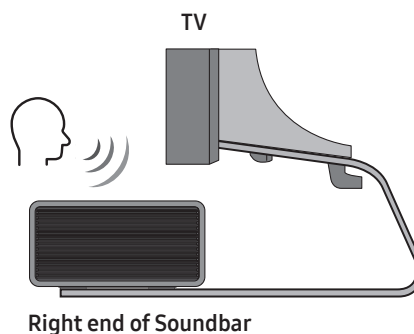
NOTE
- Make sure the Soundbar is placed on a flat and solid surface.
- Insufficient gap from the TV may cause voice recognition and acoustic problems.
- The illustration above differs with the respective model.

10 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

Rear of the Soundbar

Micro USB to USB adapter Cable (not supplied)
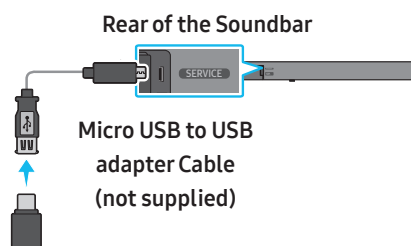
Samsung may offer updates for the Soundbar's system firmware in the future.

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.

LED indicator	**White moves from left to right and right to left**

- 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.

- If there is no update file available, the indicator blinks red 3 times.

LED indicator	**Red Blinks X3**

- If the update file is in the same or lower version than the existing, the indicator blinks cyan 3 times.

LED indicator	**Cyan Blinks X3**

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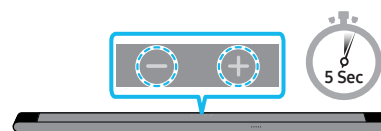
With the Soundbar on, press the ─ ＋ (Volume) buttons on the body at the same time for at least 5 seconds. The LED display changes as shown below and then the Soundbar is reset.

LED indicator	**White moves from left to right and right to left**
	Cyan Blinks X3
	Red Blinks → Off

⚠ CAUTION

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

11 TROUBLESHOOTING

Before seeking assistance, check the following.

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.
- Power cycle 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 9.)

Remote control does not work

- Point the remote directly at the soundbar.
- Recharge the remote control.

The Soundbar indicator turns solid red.

- The microphone is turned off.
  Turn on the microphone. (See page 7.)

Sound is not output from the soundbar.

- 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 (⌂) → Menu → Settings (⚙) → All 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 30.)

Sound is not output from the subwoofer.

- Check whether the LED indicator on the rear of the Subwoofer is on in blue. Reconnect the Soundbar and Subwoofer if the indicator is blinking in blue or turned red. (See page 15.)
- You may experience an issue if there is an obstacle between the Soundbar and Subwoofer. Move devices to an area away from obstacles.
- Other devices sending radio frequency signals in proximity may interrupt the connection.
  Keep your speaker away from such devices.
- Remove and reconnect the power plug.

In case there is sound jitter, delays, or noise from the Subwoofer

- If there are any objects between the Soundbar and Subwoofer, this could cause a problem. Please reposition these to a place without such an object.
- There may be sound jitter or delays when the Subwoofer is far from the Soundbar. Please place them near the Soundbar.
- There may be sound jitter or delays when the Soundbar is near an instrument or electrical device that can cause radio interference. Place the Soundbar far from such devices that can cause radio interference. (E.g., wireless router)
- Change the TV network connection status from wireless to wired.

The Subwoofer volume is too low

- The original volume of the content you are playing may be low. Try adjusting the Subwoofer level. (See page 10.)
- Bring the Subwoofer speaker closer to you.

If 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 (⌂) → Menu → Settings (⚙) → All Settings (⚙) → Connection → 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 (⌂) → Menu → Settings (⚙) → All Settings (⚙) → Sound → Expert Settings → Digital Output Audio Format)

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 (⌂) → Menu → Settings (⚙) → All Settings (⚙) → Sound → Sound Output → Bluetooth Speaker List)
- Remove and reconnect the power plug, then try again.
- Reset the product and try again. (For more information, refer to "**Reset**".)

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.

Soundbar will not 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.

The AVA function is not available in the following cases.

- The AVA function will not be available using Q-symphony function.
- The AVA function will not be available when the microphone is turned off.

After connecting the TV to the Soundbar, I switched the Soundbar mode. Then no sound is output from the TV.

- If you connect your Soundbar to a mobile device while the Soundbar is connected to the TV, the Soundbar outputs sound from the mobile device while keeping the TV connection. So the TV sound will not be delivered anywhere.
- Disconnect the mobile device, and the TV sound will be output from the Soundbar again.

12 LICENCE

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- Use your phone, tablet or computer as a remote control for Spotify. Go to spotify.com/connect to learn how
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- Apple, Airplay, iPhone, iPad, and Mac are trademarks of Apple Inc., registered in the U.S. and other countries.
- Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

[ENERGY STAR]

ENERGY STAR qualified model only

- Your Samsung product is ENERGY STAR qualified in its factory default setting. Change to certain features, settings and functionality in this product can change the power consumption, possibly beyond the limits required for ENERGY STAR qualification.
- Environmental Protection Agency and Department of Energy. ENERGY STAR is a joint program of the Government agencies, designed to promote energy efficient products and practices.

Refer to www.energystar.gov for more information of the ENERGY STAR Program.

ENERGY STAR qualified model only (Applicable to Thin Client models only)

As an ENERGY STAR® Partner, SAMSUNG has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

- The ENERGY STAR Program has been to reduced greenhouse gas emissions and save energy through voluntary labeling.
- Power management setting of this product have been enabled by default, and have various timing setting from 1 minutes to 5 hours.
- The product can wake with a button press on the chassis from sleep mode.

ENERGY STAR qualified model only (The other models)

- As an ENERGY STAR Partner, Samsung has determined that this product or product models meets the ENERGY STAR guideline for energy efficiency.

13 OPEN SOURCE LICENCE NOTICE

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

14 IMPORTANT NOTES ABOUT SERVICE

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

15 SPECIFICATIONS AND GUIDE

Specifications

Model Name	HW-S800B / HW-S801B
Weight	1.4 kg
Dimensions (W x H x D)	1160.0 x 38.0 x 39.9 mm
Operating Temperature Range	+5°C to +35°C
Operating Humidity Range	10 % ~ 75 %
AMPLIFIER Rated Output power	(20W x 2) + (10W x 2) + (20W x 2) + (10W x 1) + (10W x 2)
Supported play formats	Dolby 5.1ch / Dolby Digital Plus / Dolby ATMOS (Dolby Digital Plus) / DTS 5.1ch / LPCM 2ch

Subwoofer Name	HW-S800B : PS-WB85D HW-S801B : PS-WB86D
Weight	6.4 kg
Dimensions (W x H x D)	238.0 x 240.8 x 238.0 mm
AMPLIFIER Rated Output power	200 W

NOTE

- 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.

To deactivate Wi-Fi connection:	Press and hold the **CH LEVEL** button on the remote control of the Soundbar for more than 30 seconds to turn on or off the Wi-Fi connection.
To deactivate Bluetooth connection:	Press and hold the **TONE CONTROL** button on the remote control of the Soundbar for more than 30 seconds to turn on or off the Bluetooth connection.

安全資料

安全警告

為減少觸電的危險,切勿移除機蓋 (或後蓋)。

內部沒有使用者可自行維修的零件。請聯絡合資格的服務人員進行維修。

參閱下表,以取得三星產品上標誌的詮釋。

⚡ ... ⚠	**注意** **有電擊危險。切勿打開。**
⚡	此符號表示內部存在高電壓。以任何形式接觸本產品的任何內部零件都會產生危險。
⚠	此符號表示此產品已隨附與操作和維護有關的重要文獻。
▣	II 類產品:此符號表示無需連接安全接地線 (地線)。 如此標誌沒有在帶有電源線的產品上出現,則產品必須正確連接保護地線。
～	AC 直流電壓:標有此符號的額定電壓是 AC 直流電壓。
⎓	DC 直流電壓:標有此符號的額定電壓是 DC 直流電壓。
⚠ℹ	注意:請參閱使用說明:此符號指示使用者應參閱使用者手冊,以進一步了解與安全相關的資訊。

警告

· 為減少觸電的危險,切勿將本產品暴露於雨水或水份之中。

注意

· 為免觸電,應將插頭的寬葉片完全插進寬插槽。

· 此設備應一律透過具保護效能的接地線連接至 AC 交流電源插座。

· 如要中斷設備與電源的連接,必須從電源插座中拔出插頭,因此電源插頭能正常運作易於使用。

· 切勿將本設備暴露於有滴水或濺水的地方。切勿將花瓶等裝滿液體的物品放在此設備上。

· 如要完全關閉本設備,必須從入牆插座中拔出電源插頭。因此,電源插頭必須一律放在易於接觸的位置。
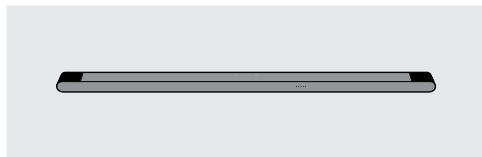
注意事項

1. 確定您屋內的交流電源供應符合產品底部識別標籤上列出的電源要求。在合適的底座 (傢俱) 上水平安裝產品，並且週圍留有足夠的通風空間 (7~10 厘米)。確定通風槽不被覆蓋。請勿將裝置放在擴音器或其他可能會變熱的設備上。本裝置是專為連續使用而設計。
   若要完全關閉電源，請從牆上插座拔出交流插頭。如果您打算長時間不使用本裝置，請拔下電源插頭。

2. 在雷暴期間，請從入牆插座拔出 AC 交流插頭。雷電引起的電壓峰值可能會損壞裝置。

3. 請勿將裝置直接曝曬於陽光下或其他熱源中。這可能會引起過熱並導致裝置故障。

4. 防止產品受潮 (例如花瓶)、過熱 (例如壁爐) 或遠離會產生較強磁場或電場的設備。如果裝置發生故障，從牆上交流插座拔出電源纜線。您的產品不適合工業使用。它是僅供個人使用。如果存儲在寒冷的氣溫下，產品可能會出現冷凝。如果在冬季運輸裝置，等待大約 2 小時，直到裝置達到室溫後才使用。

5. **可能會引起火災或爆炸，導致遙控器損壞或令人受傷。**
   - 請勿對遙控器施加撞擊。
   - 小心不要讓金屬、液體或灰塵等異物接觸遙控器的充電位。
   - 當遙控器受損、聞到煙味或因燃燒而出煙時，請立即停止操作，然後將遙控器送到 Samsung 服務中心進行維修。
   - 請勿隨意拆解遙控器。
   - 小心不要讓嬰兒或寵物吮吸或咬遙控器。可能會引起火災或爆炸，導致遙控器損壞或令人受傷。
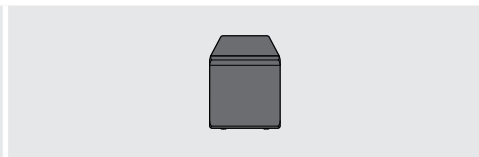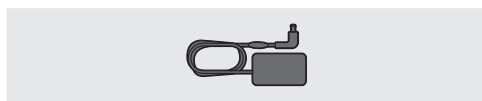
內容

01 檢查元件

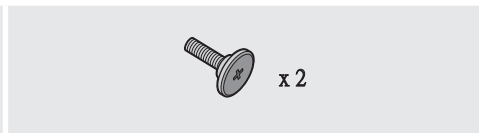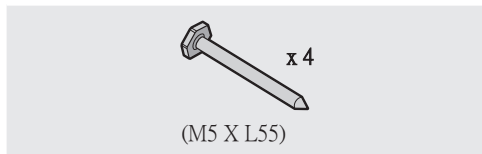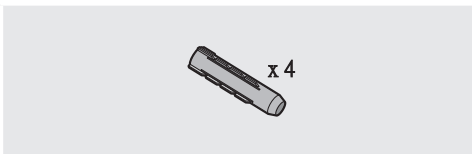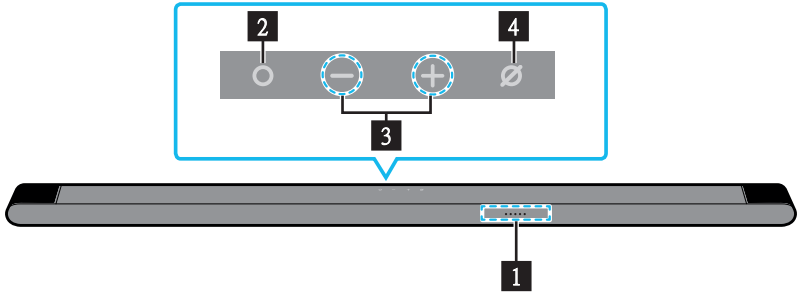|		
Soundbar 主設備	Soundbar 搖控器	低音炮
交流電/直流電適配器 (Soundbar)	電源線 (有源重低音音箱、Soundbar) x 2	HDMI 至 Micro HDMI 纜線
牆壁安裝指南	牆壁安裝支架 x 2	支架螺絲 x 2
螺絲 x 4 (M5 X L55)	地錨螺絲 x 4	
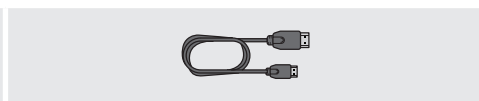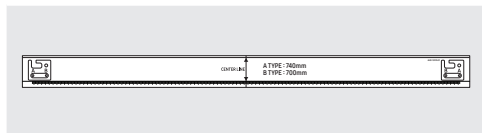
- 如需更多有關電源供應及耗電的資料，請見產品上附有的標籤。(標籤：Soundbar 主設備底部)
- 如欲購買其他元件或連纜線，請聯絡三星服務中心或三星客戶服務中心。
- 如需更多有關掛牆或橡膠腳的資料，請參閱第 28~29 頁。
- 設計、規格和應用程式畫面如有變更，恕不另行通知。
- 附件外觀可能與上方圖片稍微不同。

02 產品概覽

Soundbar 的頂部面板

	1	LED 指示燈

視乎 Soundbar 當前的模式或狀態，LED 指示燈會閃爍、亮起或變色。LED 指示燈的顏色和亮起的燈光數目，代表了目前正啟用哪個模式，詳情如下。

ⓌＷ	ⓌＷ	ⓂＭ	ⓌＷ	ⓌＷ
白色 LED	白色 LED	彩色 LED	白色 LED	白色 LED

- 彩色 LED 指示燈根據目前模式或狀態改變成 **白色**、**青色**、**綠色**、**紅色** 以及 **藍色**。

2 **O (多功能) 按鈕**
- 在待機模式下，按下 **O (多功能)** 按鈕，以開啟 Soundbar。
- 按下 **O (多功能)** 按鈕以變更模式。每次變更模式時，LED 都會亮起白燈，然後熄滅。

LED 指示燈	白燈開 → 關 ● ○ ○ ○ ○	白燈開 → 關 ● ● ○ ○ ○	白燈開 → 關 ● ● ● ○ ○
🔊	「TV ARC」	「Wi-Fi」	「Bluetooth」

3 **— ＋ (音量) 按鈕**
調整音量。

4 **∅ (麥克風開啟/關閉) 按鈕**
按下按鈕來開啟或關閉麥克風。
麥克風關閉時，LED 指示燈便會亮起紅色。

LED 指示燈	紅燈亮起 ○ ○ ● ○ ○	○ ○ ○ ○ ○
🔊	「Mic Off」	「Mic On」

- 當您插入交流電源線時，電源按鈕會在 4 至 6 秒內開啟。
- 當您開啟此設備時，設備會延遲 4 至 5 秒才發出聲音。
- 如果電視和 Soundbar 一起發出聲音，可前往電視音效的 **設定** 選單，並將電視揚聲器變更為 **外部揚聲器**。
- 您可以使用 **SmartThings** 應用程式來開啟或關閉語音回饋。如要進一步了解如何使用 **SmartThings** 應用程式，請參閱「**方法 2。透過 Wi-Fi (無線網絡) 連接**」。

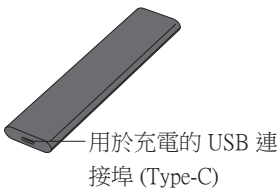# Soundbar 的背部面板

1	SERVICE 連接 USB 儲存裝置以升級產品軟件。
2	HDMI (ARC) 連接至電視機的 HDMI (ARC) 連接埠。(請參閱第 17 頁)
3	DC 19V 連接交流/直流電適配器。(電源供應輸入) (請參閱第 14 頁)

· 如要從牆上插座拔除交流/直流電適配器，請拔除插頭。
　不要拉扯電源線。
· 完成組件之間的所有連接前，不要將此設備或其他組件連接至交流電插座。

03 使用 SOUNDBAR 搖控器控制

關於遙控器
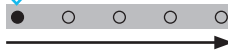
- 請在距離本產品 6 米內使用遙控器。可用距離會因無線環境因素而有所不同。
- 遙控器因電量不足而無法使用時,請使用 USB-C 連接埠為其充電。
- 圖片會因各個遙控器型號而有所不同。

用於充電的 USB 連
接埠 (Type-C)

如何使用搖控器

| **1** | 電源 | 打開和關閉 Soundbar。 |

LED 指示燈	青燈閃爍 1 次	紅燈閃爍 3 次
	○ ○ ● ○ ○	○ ○ ● ○ ○
	開	關

- **Auto Power Down 功能**
  設備會於下列情況自動關機:
  - 如 18 分鐘都沒有音訊訊號,則會進入 **TV ARC / Wi-Fi / Bluetooth** 模式。

| **2** | 訊號源 | 按下以選擇一個連接至 Soundbar 的來源。 |

- **語音回饋開/關**
  您可以開啟或關閉語音回饋。有 Soundbar 關閉時 (待機模式),按住遙控器上的 ⊡ **(訊號源)** 按鈕 5 秒以上。

LED 指示燈	青燈閃爍 1 次	紅燈閃爍 1 次
	○ ○ ● ○ ○	○ ○ ● ○ ○
	開	關

| **3** | 上/下/左/右 | **按特定位置來選擇上/下/左/右。** |

按上/下/左/右按鈕可以選擇或設定功能。
- **跳過音樂**
  按下**右**按鈕可選擇下一個音樂檔案。按下**左**按鈕可選擇前一個音樂檔案。
- **ID SET**
  按住遙控器上的**向上**按鈕 5 秒以完成 **ID SET** (連接至無線有源重低音音箱或無線後置揚聲器時)。

| **4** | 播放/暫停 | 按下按鈕即可播放或暫停播放音樂。 |

| **5** | 靜音 | 按下 🔇 **(靜音)** 按鈕即可設為靜音。
再次按下按鈕即可取消靜音。 |

LED 指示燈	重複閃爍
	○ ○ ○ ○ ●

6	*i* 資料	按下按鈕，即可顯示現有功能的資訊。(請參閱第 7 頁) 連接至 Dolby Atmos® 時，LED 指示燈會閃爍 3 次青燈。

7	SOUND MODE	按下按鈕，即可選擇所需的音訊模式。每次變更模式時，彩色 LED 都會閃爍白燈。

LED 指示燈	白燈閃爍 1 次 ○ ○ ● ○ ○
🔊	「Surround」 → 「Game」 → 「Standard」 → 「Adaptive Sound」 → 「DTS Virtual:X」

- Surround
  提供比標準音域更闊的聲場。
- Game
  提供立體聲音效，讓您沉醉於遊戲之中。
- Standard
  輸出原本的聲音。
- Adaptive Sound
  即時分析內容，並根據內容的特徵自動選擇最佳的聲場。
- DTS Virtual:X
  任何內容都能帶來逼真立體聲。

8	音量	將按鈕向上或向下推，以調整音量。

LED 指示燈	白燈向右移動 1 次 ● ○ ○ ○ ○ → 增加音量	白燈向左移動 1 次 ○ ○ ○ ○ ● ← 降低音量

9	WOOFER (BASS) LEVEL	將按鈕向上或向下推，以調整 -12 或 -6 至 +6 的有源重低音音箱 (低音)水平。如要將低音炮 (低音) 音量設為 0 (預設)，按下按鈕。

10	PAIR Bluetooth PAIR	切換 Soundbar 至藍牙配對模式。 按下按鈕時，LED 便會顯示以下變化。 · 在配對完成之前，彩色 LED 會順序變為**紅色** → **綠色** → **藍色**。

LED 指示燈	閃爍紅燈 → 綠燈 → 藍燈 ○ ○ ● ○ ○ 正在配對	青燈閃爍 3 次 ○ ○ ● ○ ○ 連接已經完成
🔊	「Ready to connect via Bluetooth.」	

11	CH LEVEL	按下按鈕，即可調較各揚聲器的音量。 · 如要控制各揚聲器的音量，請在音效設定中選擇「Centre Level」或「Front Top Level」，然後使用**向上/向下**按鈕在 -6 到+6 之間調整音量。 · 在連接後置揚聲器 (單獨出售) 時，可支援「Rear Level」以及「Rear Top Level」設定。使用**向上/向下**按鈕將「Rear Level」以及「Rear Top Level」的音量調整為介於 -6 到 +6 之間。

LED 指示燈	白燈閃爍 1 次 ○ ○ ● ○ ○
🔊	「Centre Level」 → 「Front Top Level」

12	⬤ TONE CONTROL TONE CONTROL	按下按鈕，即可調較高音或低音的音量。可使用「**上/下**」按鈕設整所需的項目。此功能在聲音模式啟用，除了 **Standard** 模式。 ・ 如要控制高音或低音的音量，請在音效設定中選擇「**Treble**」或「**Bass**」，然後使用**向上/向下**按鈕在 -6 到 +6 之間調整音量。 ・ 變更低音音量後，低音揚聲器音量亦會相對調整。

<table>
<tr><td>LED 指示燈</td><td>白燈閃爍 1 次
○ ○ ● ○ ○</td></tr>
<tr><td>◁⟩⟩</td><td>「Treble」→「Bass」</td></tr>
</table>

13	⚙ 音訊控制	按下按鈕，即可設定音訊功能。可使用**上/下**按鈕設整所需的項目。每次變更模式時，彩色 LED 都會閃爍白燈。

<table>
<tr><td>LED 指示燈</td><td>白燈閃爍 1 次
○ ○ ● ○ ○</td></tr>
<tr><td>◁⟩⟩</td><td>「SpaceFit Sound」→「Active Voice Amplifier」→「Voice enhancement」→「Night Mode」→「Sync」→「Virtual」</td></tr>
</table>

・ **語音增強**讓您可更輕鬆地聽到電影和電視播放的語音對話。
・ **夜間模式**為夜間觀看的最佳選擇，可調整設定將音量調低但仍保持對話清晰。
・ 按住 ⚙ **(音訊控制)** 按鈕 5 秒，為各頻段調整音效。可使用**左/右**按鈕選擇 150Hz、300Hz、600Hz、1.2kHz、2.5kHz、5kHz 和 10kHz，而各頻率可使用**上/下**按鈕在 -6 至 +6 之間進行設定。
(確定音訊模式已設為「STANDARD」。)
・ 若電視影片與 Soundbar 音訊未能同步，在音訊控制中選擇「**SYNC**」，然後使用**上/下**按鈕設定 0 到 300 毫秒的音訊延遲。
・ 「**SYNC**」僅支援部分功能。
・ **VIRTUAL** 功能可透過**上/下**按鈕來**開啟/關閉**。

14	用於充電的 USB 連接埠 (Type-C)	充電時 LED 會亮起。完成充電後，LED 便會熄滅。 ・ USB 纜線須單獨購買。 ・ 遙控器因電量不足而無法使用時，請使用 USB-C 連接埠為其充電。

Active Voice Amplifier (AVA)

・ 在 Soundbar 播放內容時即時分析四周的噪音，讓語音由始至終都能清晰聽到。
・ 分析期間不會儲存任何資料。

使用隱藏按鈕 (備有多種功能的按鈕)

隱藏按鈕		參考頁面
遙控器按鈕	**功能**	
低音炮 (上)	電視遙控器開啟/關閉 (待機)	頁 13
上	ID SET	頁 9
⚙ (音訊控制)	7 頻段 EQ	頁 11
⮕ (訊號源)	語音回饋開/關 (待機)	頁 9

不同音效模式的輸出規格

效果	輸入	輸出	
		只包含低音炮	包含低音炮和無線後置揚聲器套件
Surround	2.0 聲道	3.1.2 聲道	5.1.4 聲道
	5.1 聲道	3.1.2 聲道	5.1.4 聲道
	Dolby Atmos®	3.1.2 聲道	5.1.4 聲道
Game	2.0 聲道	3.1.2 聲道	5.1.4 聲道
	5.1 聲道	3.1.2 聲道	5.1.4 聲道
	Dolby Atmos®	3.1.2 聲道	5.1.4 聲道
Standard	2.0 聲道	2.1 聲道	2.1 聲道
	5.1 聲道	3.1 聲道	5.1 聲道
	Dolby Atmos®	3.1.2 聲道	5.1.4 聲道
Adaptive Sound	2.0 聲道	3.1.2 聲道	5.1.4 聲道
	5.1 聲道	3.1.2 聲道	5.1.4 聲道
	Dolby Atmos®	3.1.2 聲道	5.1.4 聲道
DTS Virtual:X	2.0 聲道	3.1.2 聲道	5.1.4 聲道
	5.1 聲道	3.1.2 聲道	5.1.4 聲道
	Dolby Atmos®	3.1.2 聲道	5.1.4 聲道
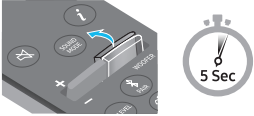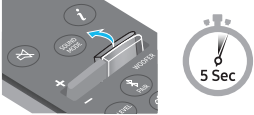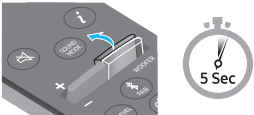
- 三星無線後置揚聲器套件可分開購買。如要購買套件,請聯絡購買 Soundbar 時的供應商。
- 使用 **STANDARD** 模式時,環繞聲揚聲器不會為 2 聲道輸出製造音效。如果啟用環繞聲揚聲器的音效,可將效果模式變更為 **SURROUND**。
- 若輸入來源是 Dolby Atmos®,只包含有源重低音音箱的設定提供 3.1.2 頻道音效,而有源重低音音箱和無線後置揚聲器套件設定則提供 5.1.4 頻道音效。

使用電視遙控器調校 Soundbar 音量。

使用電視遙控器調校 Soundbar 音量。

- 此功能只可以與 IR 遙控器一併使用。藍牙遙控器 (需要進行配對的遙控器) 不受支援。
- 將電視揚聲器設定為**外部揚聲器**以使用此功能。
- 支援該功能的製造商：
  Samsung, VIZIO, LG, Sony, Sharp, PHILIPS, PANASONIC, TOSHIBA, Hisense, RCA

1. 關閉 Soundbar。
2. 向上按住**低音炮**按鈕 5 秒。

   每次向上推動**低音炮**按鈕 5 秒時，模式會按以下次序切換：「**OFF-TV REMOTE**」(預設模式)、「**SAMSUNG-TV REMOTE**」、「**ALL-TV REMOTE**」。

遙控器按鈕	LED 指示燈	狀態
	(預設模式) **紅燈閃爍 1 次** ○ ○ ● ○ ○ 「Off-TV Remote」 (預設模式)	停用電視遙控器。
	青燈閃爍 1 次 ○ ○ ● ○ ○ 「Samsung-TV Remote」	啟用三星電視的 IR 遙控器。
	藍燈閃爍 1 次 ○ ○ ● ○ ○ 「All-TV Remote」	啟用第三方電視的 IR 遙控器。

04 連接 SOUNDBAR

連接電源和裝置

使用電源線按以下順序將有源重低音音箱和 Soundbar 連接至電源插座：

· 如需更多有關所需電源及耗電的資料，請見產品上附有的標籤。(標籤：Soundbar 主設備底部)

1. 將電源線連接至低音炮

低音炮後方
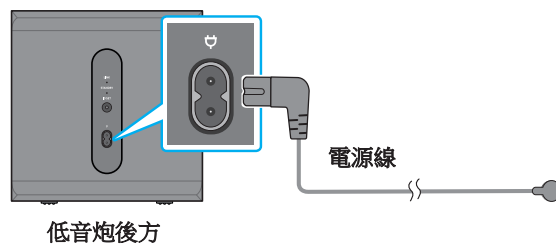
2. 將電源線連接至 Soundbar。

Soundbar 主機背面   **交流電/直流電適配器**   **電源線**
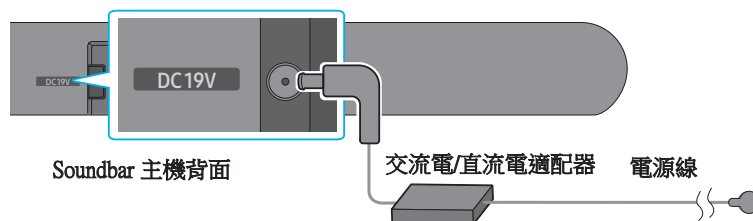
3. 將電源接駁至 Soundbar 和低音炮。Soundbar 開啟時，低音炮會自動連接。

連結 LED - 藍燈即代表已開啟
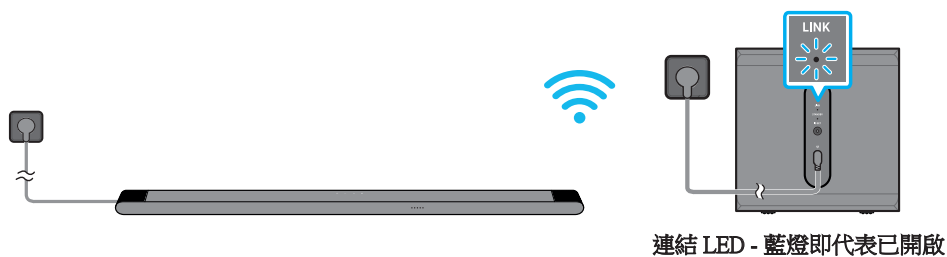
注意

· 連接 Soundbar 前，先連接低音炮電源。打開 Soundbar 時，低音炮會自動連接。
· 如果您在產品開啟期間拔除電源並再次連接電源線，Soundbar 會自動開啟。

手動連接低音炮

1. 關閉 Soundbar 主設備。
2. 按住低音炮後方的 **ID SET** 最少 5 秒。
   · 揚聲器後方的紅色指示燈熄滅，藍色指示燈閃爍。

低音炮後方   低音炮後方
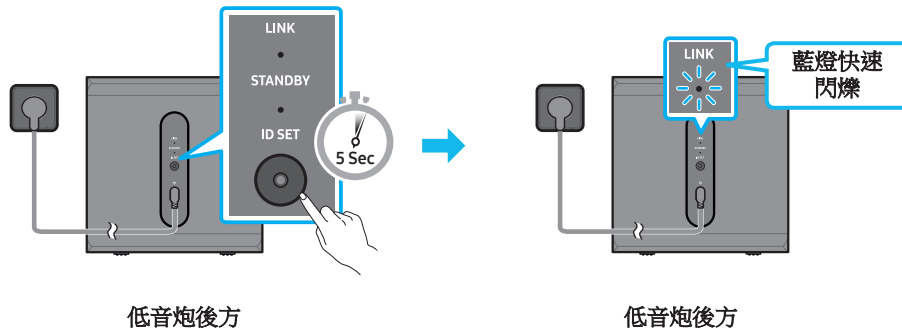
3. 按住遙控器上的**上**按鈕 5 秒。
   · **ID SET** 完成後，Soundbar 會自動開啟。

LED 指示燈	閃爍紅燈 → 綠燈 → 藍燈 ○ ○ ● ○ ○
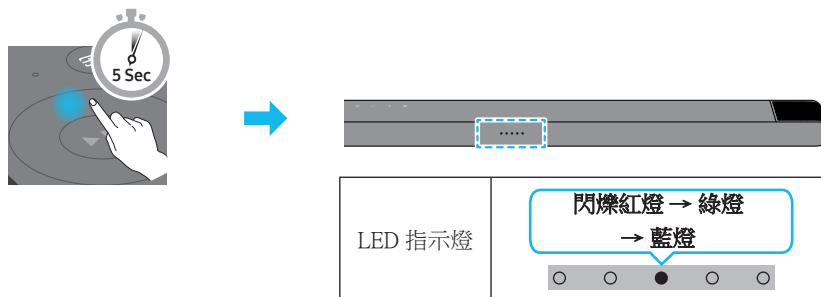
4. 檢查 LINK LED 亮起藍色 (連接完成)。

連結 LED - 藍燈即代表已開啟
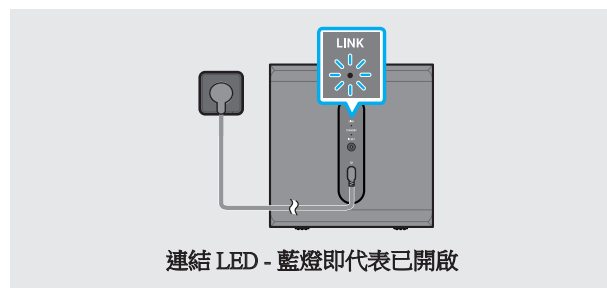
Soundbar 和無線低音炮連接後，LINK LED 指示燈停止閃爍並亮起藍色。

低音炮後方的 LED 指示燈

LED	狀態	描述	解決方法
藍色 LINK STANDBY ID SET	開	成功連接 (正常操作)	-
	閃爍	正在恢復連接	檢查電源線是否已正確連接 Soundbar 主設備，或等待約 5 分鐘。若指示燈持續閃爍，嘗試手動連接低音炮。請參閱第 15 頁。
紅色 LINK STANDBY ID SET	開	待機 (Soundbar 主設備已關閉)	檢查電源線是否已正確連接 Soundbar 主設備。
		連接失敗	重新連接。參閱第 15 頁的手動連接指示。
紅色和藍色 LINK STANDBY ID SET	閃爍	故障	參閱本手冊的三星服務中心聯絡資料。

注意

- 如果主裝置的電源關閉，無線有源重低音音箱將處於待機模式，並且背後的 STANDBY LED 將會閃爍藍色數次，然後轉為紅色。
- 如 Soundbar 附近與 Soundbar 使用相同頻率的裝置，便可能會對音訊造成干擾。
- 主機無線訊號的最大傳輸距離約為 10 米，但可能會因為操作環境不同而有分別。如果主機與無線有源重低音音箱之間有鋼筋混凝土牆或金屬牆，系統可能會完全無法運作，因為無線訊號無法穿透金屬。

⚠ 注意

- 無線有源重低音音箱內置無線接收天線。裝置應遠離水份和濕氣。
- 為了獲得最佳聆聽效果，請確保無線有源重低音音箱周圍的區域沒有任何障礙物。

將 SWA-9500S (獨立發售) 連接至您的 Soundbar

透過將 Samsung 無線後置揚聲器套件 (SWA-9500S，獨立發售) 連接至有 Soundbar，可擴大至逼真的無線環繞聲。

有關如何連接的詳細資料，請參閱 Samsung 無線後置揚聲器套件的手冊。

05 連接至電視

連接支援 HDMI ARC (音訊回傳通道) 的電視

> ⚠️ **注意**
> - 使用 HDMI 至 Micro HDMI 纜線時，小心不要損壞電纜端子。
> - 當連接 HDMI 纜線時，會先收到 HDMI 訊號。
> - 如要連接電視和 Soundbar 之間的 HDMI 纜線，請確保連接標示為 ARC 的端子。否則可能不會輸出電視聲音。
> - 建議使用 **High Speed HDMI Cable with Ethernet**。

連接至電視上的 HDMI IN
(ARC) 或 (eARC) 連接埠。

連接至 Soundbar 主裝置的
HDMI (ARC) 連接埠。

TV

HDMI IN
(ARC)

HDMI 至 Micro
HDMI 纜線

HDMI
(ARC)

Soundbar 的頂部

Soundbar 的背部

LED 指示燈	白燈開 → 關 ● ○ ○ ○ ○
🔊	「TV ARC」
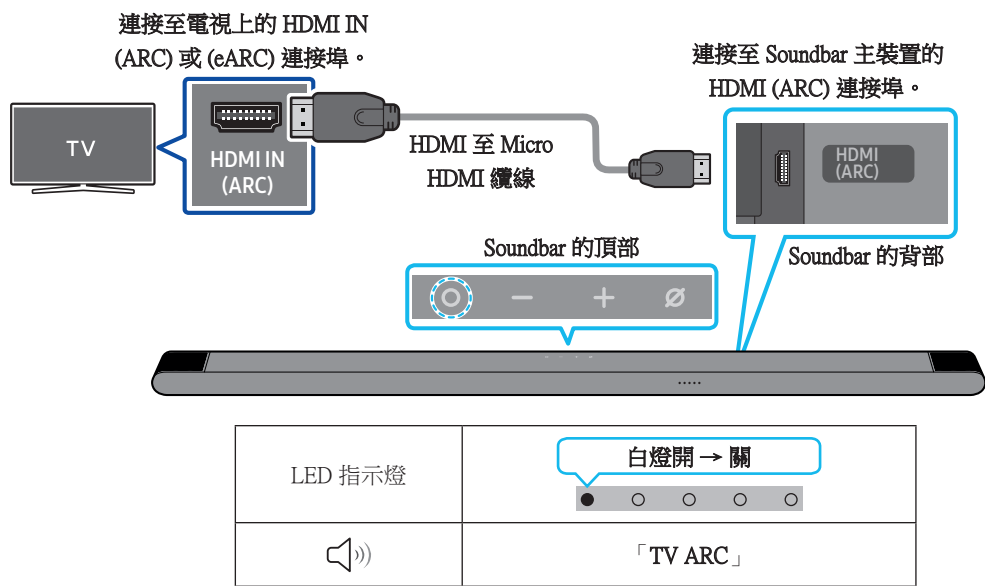
1. 關閉 Soundbar 和電視，按照圖解連接 HDMI 纜線。
2. 開啟 Soundbar 和電視。
3. 電視會透過 Soundbar 輸出聲音。
   - 若電視聲音並非輸出，請按下 Soundbar 頂部的 ⬤ (多功能) 按鈕或遙控器上的 ➡ (訊號源) 按鈕，以選擇「TV ARC」模式。
   - 沒有聲音輸出時，請再次檢查 HDMI 纜線的連接。
   - 使用電視搖控器上的音量按鈕來更改 Soundbar 的音量。

注意
- 我們建議採用無芯 HDMI 纜線。如果使用有芯 HDMI 纜線，其直徑須在 14 mm 以下。
- 如果 HDMI 纜線不支援 ARC，就不能使用此功能。
- 若廣播的音訊以 Dolby Digital 編碼，且電視上的「數位輸出音訊格式」設定為 PCM，我們建議您將設定變更為 Dolby Digital。電視設定變更後，您可享有較佳的音質。(電視功能表可能使用不同文字顯示 Dolby Digital 和 PCM，視乎電視製造商而定。)
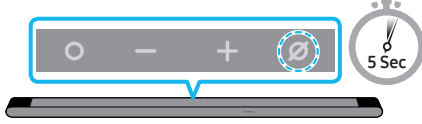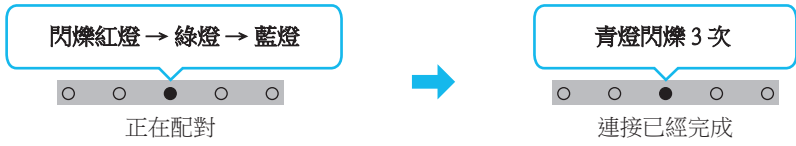
透過 Bluetooth 連線

以藍牙連接 Samsung 電視，可以在享受立體聲音效的同時免卻插電線的煩惱。

- 同時只可連接一部 Samsung 電視。
- 可以連接支援藍牙的 Samsung 電視。請檢查電視的規格。

首次連接

1.

Bluetooth 配對按鈕	LED 指示燈
(或) 在 **Bluetooth** 模式時 ○ − + ∅ 5 Sec	**閃爍紅燈 → 綠燈 → 藍燈**　　　　　**青燈閃爍 3 次** 　○　○　●　○　○　　　　　　○　○　●　○　○ 正在配對　　　　　　　　　連接已經完成 • 在配對完成之前，彩色 LED 會順序變為**紅色** → **綠色** → **藍色**。 ◁»)　　　　「Ready to connect via Bluetooth.」

2. 在 Samsung 電視選擇藍牙模式。

   (例如，首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → 音效 → 音效輸出 → 藍牙揚聲器列表 → [AV] Samsung Soundbar S***B (Bluetooth))

3. 從電視畫面上的清單中選擇「**[AV] Samsung Soundbar S***B**」。

   可用的 Soundbar 會在電視的藍牙裝置清單上標示為「**需要配對**」或「**已配對**」。要連接 Samsung 電視至 Soundbar，請選擇訊息，然後建立連接。

4. 然後便可以聽到 Soundbar 播放 Samsung 電視的聲音。

如果裝置連接失敗

- 如 Samsung TV 的揚聲器清單中已存在有 Soundbar (例如 **[AV] Samsung Soundbar S***B**)，請將其刪除。
- 然後重複第 1 至 3 步。

從 Samsung 電視解除 Soundbar 的連接

按下 Soundbar 頂部的 **○ (多功能)** 按鈕或遙控器上的 **⇥ (訊號源)** 按鈕，以選擇「**Bluetooth**」以外的模式。

- 由於 Samsung 電視必須接收 Soundbar 的回應，因此解除連接需要時間。
  (所需時間可能視乎 Samsung 電視型號而有異。)

藍牙連接注意事項

- 把新裝置放置在 1 米內的地方，以透過連接藍牙通訊連接。
- 重新連接藍牙裝置時如需輸入 PIN 碼，請輸入 <0000>。
- Soundbar 會在處於就緒狀態 18 分鐘後自動關閉。
- 在下列情況下，Soundbar 可能無法正確執行藍牙搜尋或連接：
  - 如果 Soundbar 周圍具有強電場。
  - 如果同時有兩個或更多的藍牙裝置與 Soundbar 配對。
  - 如果藍牙裝置已關閉、沒有就位或發生故障。
- 電子裝置可能會導致無線電干擾。發放電磁波的裝置必須與 Soundbar 主設備保持遠距離，當中包括微波爐、無線 LAN 裝置等。

透過 Wi-Fi 連接

連接前的檢查列表

- Wi-Fi 連接只適用於 Samsung TV。
- 檢查**無線路由器 (Wi-Fi)** 是否已開啟,同時**電視是否已連接至路由器**。
- 電視和 Soundbar 必須連接到相同的無線網絡 (Wi-Fi)。
- 如果您的無線路由器 (Wi-Fi) 使用 DFS 頻道,則將無法在電視和 Soundbar 之間建立 Wi-Fi 連接。請與您的互聯網服務供應商聯絡以了解詳情。
- 不同製造年份的功能表有所不同,請參閱您的電視手冊。
- 要將電視透過 Wi-Fi 連接至 Soundbar,請先將 Soundbar 連接至無線路由器。有關如何建立 Wi-Fi 連接的詳細資訊,請參閱第 25 頁。

1. 如需更多有關以 Wi-Fi 連接至 Soundbar 的資訊,請參閱第 25 頁,「**方法 2。透過 Wi-Fi (無線網絡) 連接**」。
2. 使用音訊功能表,將電視的輸入(來源)改為 Soundbar。
   - **2017 年或之後發佈的 Samsung TV**
     音效 → 音效輸出 → [AV] Samsung Soundbar S***B (Wi-Fi)

連接至支援 Dolby Atmos 的電視

連接前的檢查列表
· Dolby Atmos® 僅在「**TV ARC**」或「**Wi-Fi**」模式中才受到支援。
· 確定內容支援 Dolby Atmos®。

連接至電視的 HDMI IN (ARC) 插孔。

HDMI IN (ARC)

TV

HDMI 至 Micro HDMI 纜線

HDMI (ARC)

Soundbar 的頂部

Soundbar 的背部

LED 指示燈	白燈開 → 關 ● ○ ○ ○ ○
🔊	「TV ARC」

1. 關閉 Soundbar 和電視，按照圖解連接 HDMI 纜線。
2. 開啟 Soundbar 和電視。
3. 電視聲音透過 Soundbar 輸出。

電視功能表

TV

Wi-Fi

LED 指示燈	白燈開 → 關 ● ● ○ ○ ○
🔊	「Wi-Fi」
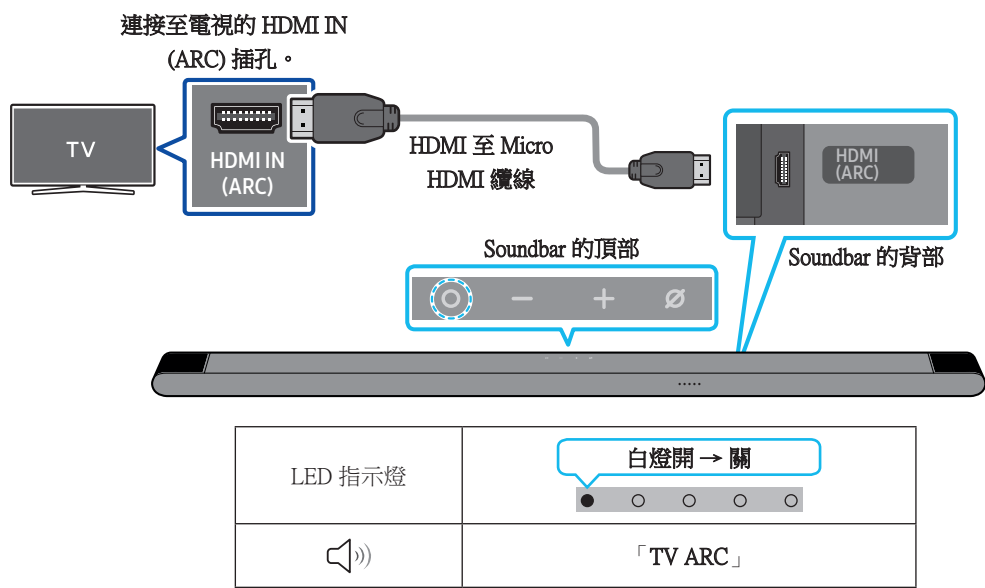
1. 將 Soundbar 和電視連接至相同的無線網絡 (Wi-Fi)。
2. 關於電視的聲音輸出，請選擇 Soundbar。
3. 電視聲音透過 Soundbar 輸出。

注意
· **使用 Dolby Atmos® 時**：如果輸入訊號源為 Dolby Atmos®，請參閱**第 12 頁的「不同音效模式的輸出規格」**。
· **在連接至電視的 BD 播放器或其他裝置上設定 Dolby Atmos®。**
  在 BD 播放機或其他裝置的設定功能表上開啟音訊輸出選項，並確定已為 Bitstream 選擇「沒有編碼」。例如，在 三星 BD 播放機上，前往首項功能表 → 音效 → 數碼輸出，然後選擇 Bitstream (未處理)。
· 只有部分 Samsung 電視和部分 Soundbar 型號才有提供此功能。

使用 Q-Symphony 功能

使用 Q-Symphony 時，Soundbar 會與 Samsung 電視同步，透過兩部裝置以最佳環迴音效播放聲音。Soundbar 連接好後，功能表「**TV+Soundbar**」會在電視的**音效輸出**功能表中出現。選擇相應的功能表。
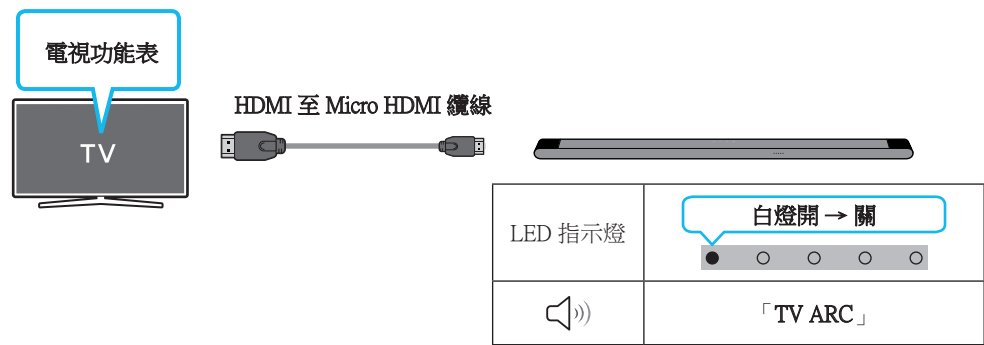
- 電視功能表例子：**電視 + [AV] Soundbar 系列名稱 (HDMI)**

- 電視功能表例子：**TV + [AV] Soundbar 系列名稱 (Wi-Fi)**

注意

- 可根據電視所支援的 Codec 運作。
- 僅於連接了 HDMI 纜線或 Wi-Fi 的情況下才支援此功能。
- 確定您的電視和 Soundbar 已連接至相同的無線路由器/頻率。
- 只有部分 Samsung 電視和部分 Soundbar 型號才有提供此功能。

使用 Spacefit 音訊

透過分析聆聽空間來提供最佳音質。

方法 1。透過 Soundbar 連接

如要啟用此功能，請使用 Soundbar 的遙控器開啟 SpaceFit Sound 模式。

(⚙ (**聲音控制**) → 「Spacefit sound Off」 → ▲ (**向上**) → 「Spacefit sound On」)

‧ 所有音訊模式皆有提供此功能。

方法 2。透過電視連接

如要啟用此功能，請在 Samsung TV 的功能表中開啟調適音效+ 模式。

(首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → General → 智能模式設定 → 調適音效+)

‧ 如果已啟用電視的**調適音效+** 模式，Soundbar 的音訊模式便會自動變更為**調適音效+**。

注意

Soundbar 連接至部分 Samsung 電視時才能使用此功能。

06 連接流動裝置

方法 1。透過 Bluetooth 連線

以藍牙連接流動裝置，可以在享受立體聲音效的同時免卻插電線的煩惱。

· 在 Soundbar 已關閉的情況下連接已配對的藍牙裝置，會令 Soundbar 自動開啟。

流動裝置

首次連接

連接新藍牙裝置時，確保該裝置位於 1 米之內。

1.	Bluetooth 配對按鈕	LED 指示燈	
	 (或) 在 **Bluetooth** 模式時 5 Sec	閃爍紅燈 → 綠燈 → 藍燈 ○ ○ ● ○ ○ 正在配對 · 在配對完成之前，彩色 LED 會順序變為**紅色** → **綠色** → **藍色**。	青燈閃爍 3 次 ○ ○ ● ○ ○ 連接已經完成
		◁)) 「Ready to connect via Bluetooth.」	

2. 在裝置上，從顯示的清單中選擇「**[AV] Samsung Soundbar S***B**」。

3. 透過 Soundbar 播放藍牙連接裝置上的音樂檔案。

如果裝置連接失敗

· 如果流動裝置的揚聲器清單中已存在 Soundbar (例如「**[AV] Samsung Soundbar S***B**」)，請將其刪除。

· 然後重複第 1 至 2 步。

藍牙連接注意事項

· 把新裝置放置在 1 米內的地方，以透過連接藍牙通訊連接。

· 重新連接藍牙裝置時如需輸入 PIN 碼，請輸入 <0000>。

· Soundbar 會在處於就緒狀態 18 分鐘後自動關閉。

· 在下列情況下，Soundbar 可能無法正確執行藍牙搜尋或連接：

 − 如果 Soundbar 周圍具有強電場。

 − 如果同時有兩個或更多的藍牙裝置與 Soundbar 配對。

 − 如果藍牙裝置已關閉、沒有就位或發生故障。

· 電子裝置可能會導致無線電干擾。發放電磁波的裝置必須與 Soundbar 主設備保持遠距離，當中包括微波爐、無線 LAN 裝置等。

· Soundbar 支援 SBC 數據 (44.1kHz、48kHz)。

· 只連接至支援 A2DP (AV) 功能的 Bluetooth 裝置。

· 您不可以將 Soundbar 連接至只支援 HF (免提) 功能的 Bluetooth 裝置。

· 將 Soundbar 連接至 Bluetooth 裝置時，將兩者盡量靠近。

· Soundbar 和 Bluetooth 裝置相距愈遠，音質愈低。
 若裝置超出有效範圍，藍牙連接可能會中斷。

· 若接收情況欠佳， Bluetooth 連接可能無法如預期運作。

- 在以下情況下，Bluetooth 裝置可能會發出嘈音或無法正常運作：
  – 身體接觸到 Bluetooth 裝置或 Soundbar 上的訊號收發器時
  – 位於角落或附近有障礙物 (例如：牆壁或隔板) 的地方，電磁場都可能會產生變化。
  – 受相同頻段下運作的產品的無線電干擾，例如醫療設備、微波爐和無線 LAN 裝置。
  – 即使裝置處於有效範圍，門和牆壁等阻礙物仍可能會影響音質。
- 請注意，使用 Bluetooth 選項時，您的 Soundbar 不可與其他 Bluetooth 裝置配對。
- 該無線裝置在運行時可能產生電子干擾。

從 Bluetooth 裝置解除連接 Soundbar

您可以從 Bluetooth 裝置解除連接 Soundbar。如需相關指引，可參閱 Bluetooth 裝置的使用者手冊。

- Soundbar 將會中斷連接。
- 如果 Soundbar 與 Bluetooth 裝置中斷連線，Soundbar 上的彩色 LED 指示燈便會閃爍三次「**紅光**」。

Disconnecting the Soundbar from the Bluetooth device (從藍牙裝置解除連接 Soundbar)

按下有 Soundbar 頂部的 ◯ **(多功能)** 按鈕或遙控器上的 ⤵ **(訊號源)** 按鈕，以從「**Bluetooth**」切換模式。

- 由於 Bluetooth 裝置必須接收 Soundbar 的回應，因此解除連接需要時間。(解除連接的時間可能有異，視乎藍牙裝置而定)

方法 2。透過 Wi-Fi (無線網絡) 連接

以無線網絡 (Wi-Fi) 連接 Soundbar 至流動裝置需要使用 **SmartThings** 應用程式。

首次連接

1. 在流動裝置 (智能電話、平板電腦等) 上安裝並啟動 **SmartThings** 應用程式。
2. 在應用程式上，按鈕螢幕上的指示加入 Soundbar。
   - 在部分流動裝置上，自動彈出視窗 (下方第二個螢幕截圖) 可能無法使用。
     如視窗沒有彈出，請按下**首頁**畫面上的「**✚**」。Soundbar 應已加入至應用應式。
   - 以下圖片可能因應用程式版本而有所不同。

| SmartThings 應用程式 | 啟動應用程式 | 自動彈出視窗 | 新增裝置 |

Tap Sound 用法

透過流動裝置輕點一下 Soundbar，可透過 Soundbar 播放流動裝置內容的聲音。

- 此功能可能視乎流動裝置型號而無法使用。
- 此功能只與 Android 8.1 或更高版本的 Samsung 流動裝置兼容。
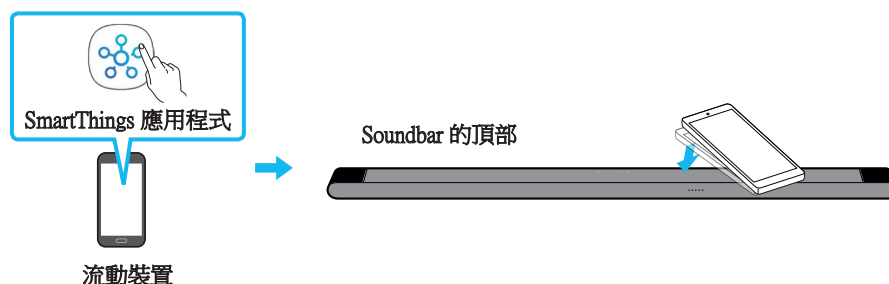
1. 開啟流動裝置上的 **Tap Sound** 功能。
   - 有關該功能的開啟方法，請參閱以下的「**設定 Tap Sound 功能**」。
2. 以流動裝置輕點一下 Soundbar。在出現的訊息視窗中選擇「**Start now**」。
   流動裝置會透過藍牙與 Soundbar 連接。
3. 透過 Soundbar 播放流動裝置內容的聲音。
   - 此功能透過偵測流動裝置碰觸 Soundbar 時產生的震動，從而以 Bluetooth 連接流動裝置至 Soundbar。
   - 請確保流動裝置沒有輕點 Soundbar 的尖角。否則 Soundbar 或流動裝置有可能刮花或受損。
   - 建議用保護殼包裹流動裝置。輕力點一下 Soundbar 頂部的寬廣部分，避免用力過度。
   - 為使用此功能，請將 **SmartThings** 應用程式更新為最新版本。
     此功能可能視乎應用程式版本而無法使用。

設定 Tap Sound 功能

使用 **SmartThings** 應用程式開啟 **Tap View, Tap Sound** 功能。

1. 在流動裝置執行 **SmartThings** 應用程式。
2. 在顯示於流動裝置的 **SmartThings** 應用程式畫面選擇 (☰→⚙)。
3. 把「**Tap View, Tap Sound**」設定為開啟，以允許該功能於流動裝置靠近 Soundbar 時運作。功能已經開啟。

注意

- 流動裝置處於省電模式時，**Tap Sound** 功能不會運作。
- 如 Soundbar 附近有可以造成電磁干擾的裝置，例如電子裝置，則 **Tap Sound** 功能有可能失靈。請確保讓有可能造成電磁干擾的裝置和 Soundbar 保持充足距離。

07 透過 APPLE AIRPLAY 2 連接

- 此功能在部分國家/地區可能無法使用。
- ・此 Samsung Soundbar 支援 AirPlay 2，必須運行 iOS 11.4 或更新的版本。

只要有了 AirPlay 2，您就可以透過 Apple 裝置將音樂、Podcast 以及其他音訊串流至 Samsung Soundbar。

- 確認 Soundbar 是否已經開啟電源並連接至與 Apple 裝置相同的 Wi-Fi 網絡。
- 在支援 AirPlay 的應用程式或 iPhone、iPad、Mac 上選取 。
- 從可用裝置的清單選取 Soundbar，以播放目前的音訊內容。

08 安裝支掛牆支架

安裝注意事項

· 僅可安裝於垂直的牆面上。
· 不要在高溫或潮濕的地方安裝。
· 檢查牆壁強度是否足以支撐產品的重量。如果強度不足,應該強化
  牆壁或選擇其他位置安裝。
· 把 Soundbar 安裝到牆上前,先用纜線把設備和外置裝置連接起來。
· 確保設備已經關閉而且電源已經拔除,然後才著手安裝。否則可能
  會造成觸電。

掛牆元件

牆壁安裝指南

x 2

支架螺絲

x 4

(M5 X L55)

螺絲

x 2

牆壁安裝支架

x 4

地錨螺絲

1. 將**牆壁安裝指引圖**貼在牆面。
   · **牆壁安裝指南**必須保持水平。
   · 如果將電視安裝到牆上,將 Soundbar 安裝在電視下方最少 5 厘
     米位置。

TV

5 厘米或以上

2. 將**牆壁安裝指南的中央線**對齊電視的中心位置 (若將 Soundbar 安裝
   在電視的下方),再用膠紙將**牆壁安裝指南**固定在牆上。
   · 若非安裝於電視下方,請將**中央線**對準安裝位置的中心。

中央線

3. 將筆尖或銳利的鉛筆筆尖穿過導桿每端的 A-TYPE 和 B-TYPE 圖像
   中央,以標示支撐螺絲的孔,然後移除**牆面安裝導桿**。

4. 用尺寸合適的鑽頭在各標記處鑽孔。
   · 若標記與牆體上位置不符,在插入固定螺釘前,請確定您是否在
     孔中插入正確的螺釘或螺栓。若使用螺釘或螺栓,請確保鑽孔足
     夠大可以插入螺釘或螺栓。
5. 將螺絲 (未提供) 推入每個**螺絲**,然後將每個螺絲擰緊鎖入支撐螺
   孔中。

6. 使用 2 個**支撐螺絲**，在有 Soundbar 背面以正確方向安裝 **2 個掛牆托架**。
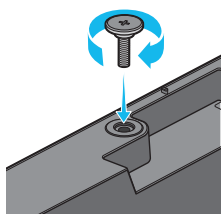
· 組裝時，確保**牆壁安裝支架**的掛架放置於 Soundbar 後方。

Soundbar 後面
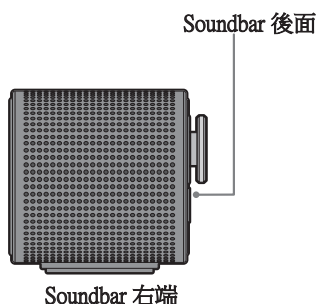
Soundbar 右端

7. 將**牆壁安裝支架**安裝到 Soundbar，然後將**牆壁安裝支架**懸掛在牆上的**支架螺釘**上。
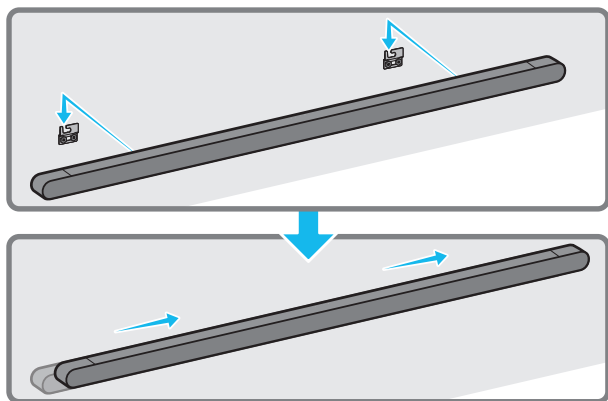
8. 向下滑動 Soundbar (如下圖)，令**牆壁安裝支架**穩妥安放在**支架螺釘**上。
· 將**支撐螺絲**插入**掛牆托架**的較寬 (背面) 部分，然後向下滑動**掛牆托架**，讓**掛牆托架**擰緊固定在**支撐螺絲**上。
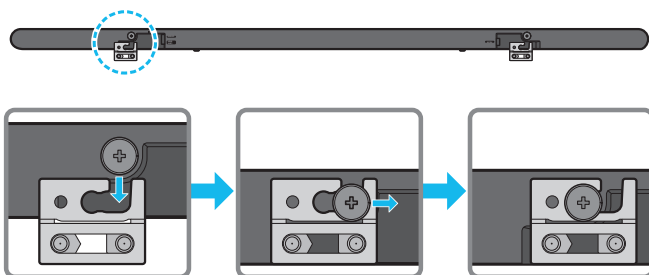
09 將 SOUNDBAR 安裝於電視前方

麥克風
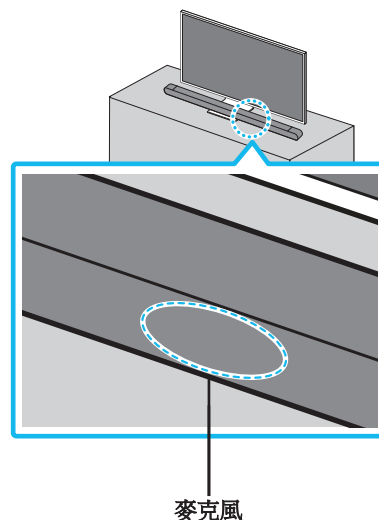
參考圖片所示，把 Soundbar 中心對準電視的中心，然後小心地將有源音箱放置到電視架上。

此時請將麥克風放置於電視架的前方，以免聲音識別受到干擾。

電視
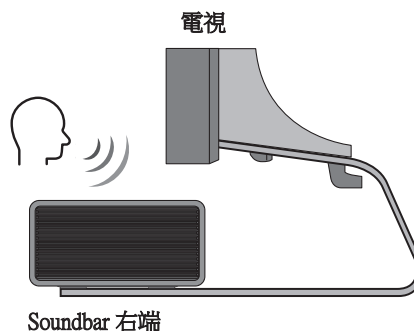
Soundbar 右端

注意
· 確保將 Soundbar 放置於平坦而穩固的平面上。
· 如果與電視距離過近，可能會對聲音識別和音質造成問題。
· 以上圖片會因各個型號而有所不同。

10 軟件更新

自動更新

Soundbar 連接至互聯網時,即使沒有啟動 Soundbar,軟件亦會自動更新。

- 如需使用自動更新功能,Soundbar 必須連接至互聯網。
  如果 Soundbar 的電源線已拔除,或沒有電源,Soundbar 的 Wi-Fi 連接會中斷。如果沒有電源,電源重新開啟時,或您重新連接電源線時,開啟 Soundbar,然後重新連線至互聯網。

USB 更新

Soundbar 的背部

Micro USB 轉 USB 適配器連接線 (未提供)
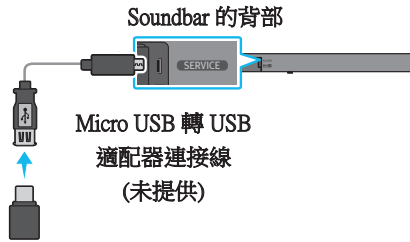
三星可能會日後為 Soundbar 系統固件提供更新。

當有可用的更新,您只需把放有更新韌體的 USB 手指插入至 Soundbar 的 **SERVICE** 連接埠,便可以更新 Soundbar。

1. 前往 (www.samsung.com) → 在客戶支援選單選項中搜尋型號。
   - 如需進一步瞭解有關更新事宜,請參閱「升級指南」。
2. 下載升級檔案 (USB 類型)。
3. 解除壓縮檔案,使用其檔案名稱建立資料夾。
4. 將建立的資料夾儲存到 USB,然後將 USB 連接至 Soundbar。
5. 開啟 Soundbar。然後產品便會在 3 分鐘內完成更新。

LED 指示燈	白燈由左到右,由右到左移動
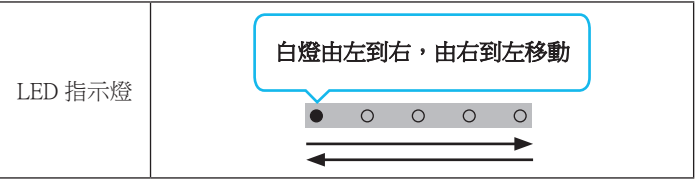
- 更新期間,不要關閉產品或移除 USB。
- 如果軟件更新完成後黃色 LED 指示燈亮起,則表示裝置正在進行其他更新。出現這種情況時,切勿關閉電源或移除 USB。
- 如果沒有開始更新,請重新連接 Soundbar 電源線。
- 安裝最新版本後,便無需更新。
- 更新可能不受支援,視乎 USB 類型而定。

- 如果並無可用的更新檔,指示燈會閃爍 3 次紅光。

LED 指示燈	紅燈閃爍 3 次

- 如果更新檔版本低於或等於目前使用的版本,指示燈會閃爍 3 次青色光。

LED 指示燈	青燈閃爍 3 次
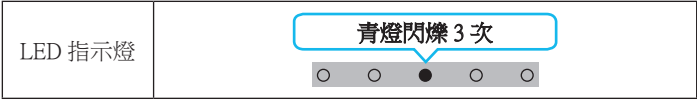
重設
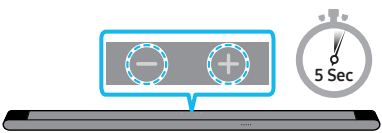
Soundbar 啟動後,同時按下機身的 **— ╋音量** 按鈕最少 5 秒。LED 將會如下所示變動,而 Soundbar 則會重設。

LED 指示燈	白燈由左到右,由右到左移動 青燈閃爍 3 次 紅燈閃爍 → 關閉
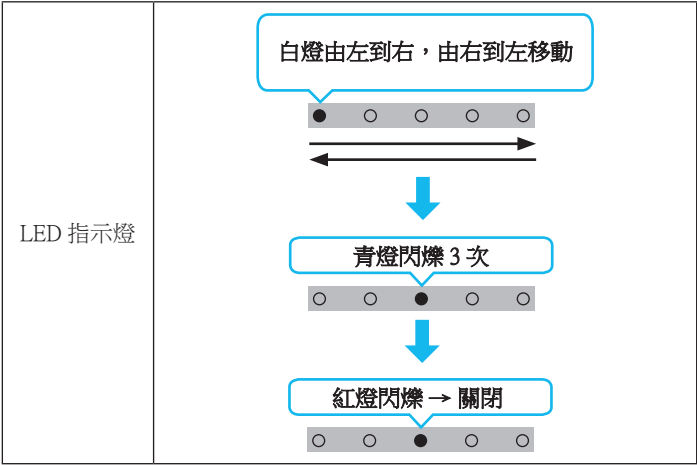
⚠ 注意

- Soundbar 所有設定都會重設。請確保只於需要重設時才執行此程序。

11 故障排除

在尋求幫助前，請檢查以下事項。

Soundbar 無法開啟。

- 檢查 Sondbar 的電源線有否正確插入插座。

Soundbar 運作異常。

- 拔下電源插頭，然後重新連接。
- 重啟外部裝置，然後再試一次。
- 如果沒有訊號，Soundbar 會在一定時間後自動關閉。關閉電源。
  (請參閱第 9 頁。)

遙控器無法運作

- 直接將遙控器指向 Soundbar。
- 為遙控器充電。

Soundbar 指示燈保持亮起紅色。

- 麥克風已關閉。
  開啟麥克風。(請參閱第 7 頁。)

聲音沒有透過 Soundbar 輸出。

- Soundbar 音量可能太低或開啟了靜音功能。調整音量。
- 如果連接了任何外置裝置 (STB、藍牙裝置、流動裝置等等)，請調整該外置裝置的音量。
- 關於電視的聲音輸出，請選擇 Soundbar。(Samsung 電視：首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → 音效 → 音效輸出 → 選擇 Soundbar)
- 連接至 Soundbar 的連接線不得鬆脫。移除連接線並重新連接。
- 完全移除電源線、重新連接，並開啟電源。
- 重設產品並重試。(請參閱第 30 頁。)

聲音沒有透過有源重低音音箱輸出。

- 檢查低音炮後方的 LED 指示燈有否亮起藍色。若指示燈閃動藍色或轉為紅色，則重新連接 Soundbar 和有源重低音音箱。(請參閱第 15 頁。)
- 如果 Soundbar 和低音炮放置了阻礙物，可能會發生問題。將裝置移離阻礙物。
- 若附近設有傳送無線電頻訊號的裝置，可能會影響連接。請將揚聲器遠離這些裝置。
- 移除和重新連接電源插座。

如果有源重低音音箱聲音不穩、延遲或有噪音

- 如果 Soundbar 和有源重低音音箱之間有任何物件，可能會引起這個問題。請將它們重新放置到沒有此類物件的位置。
- 如果有源重低音音箱相距 Soundbar 較遠距離，亦可能會出現聲音不穩、延遲或有噪音的情況。請將它們放近 Soundbar。
- 當 Soundbar 靠近樂器或電子裝置時，可能會出現射頻干擾，令聲音不穩或延遲。讓 Soundbar 遠離此類可能會引起射干擾的裝置。(例如：無線路由器)
- 將電視網絡的連接狀態由無線改為有線。

低音炮音量過低。

- 您播放內容的原來音量可能過低。嘗試調校低音炮的音量。
  (請參閱第 10 頁。)
- 將低音炮揚聲器靠近您。

如果電視並非以 HDMI (ARC) 連接。

- 檢查 HDMI 纜線有否正確連接至 ARC 端子。(請參閱第 17 頁。)
- 可能會因已連接的外置裝置 (機頂盒、遊戲主機等等) 而無法進行連接。直接連接 Soundbar。
- 電視的 HDMI-CEC 可能未啟用。打開電視功能表的 CEC。(Samsung 電視：首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → 連線 → 外置裝置管理員 → Anynet+ (HDMI-CEC) 開啟)

以 HDMI (ARC) 模式連接至電視時沒有聲音

- 您的裝置無法播放輸入訊號。將電視的音訊輸出變更為 PCM 或 Dolby Digital。(若使用三星電視：首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → 音效 → 專業設定 → 數位輸出音訊格式)

Soundbar 不會透過 Bluetooth 進行連接。

- 連接新裝置時，切換至「Bluetooth 配對」以進行連接。(按下遙控器上的 ✳ PAIR 按鈕，或按下機身上的 Ø (麥克風開啟/關閉) 按鈕至少 5 秒。)
- 如果 Soundbar 連接至其他裝置，請先解除連接裝置，以切換至裝置。
- 從可連接裝置清單移除藍牙揚聲器清單後重新連接。
  (Samsung 電視：首頁 (⌂) → 功能表 → 設定 (⚙) → 所有設定 (⚙) → 音效 → 音效輸出 → 藍牙揚聲器列表)
- 移除和重新連接電源插座，然後後重試。
- 重設產品並重試。(請參閱「**重設**」進一步了解詳情。)

透過 Bluetooth 連接時沒有聲音。

- 微波爐、無線路由器等裝置距離 Soundbar 過近可能會造成電波干擾。
- 如果透過 Bluetooth 連接的裝置距離 Soundbar 太遠，便可能會沒有聲音。把裝置移近 Soundbar。
- 如果您身體的某部位接觸到 Bluetooth 收發器，或者產品安裝於金屬傢俱上，便可能會沒有聲音。請檢查安裝環境和使用條件。

Soundbar 不會連接至 Wi-Fi。

- 檢查您的無線路由器是否已開啟。
- 關閉並重新開啟路由器，然後重試。
- 如果無線訊號過弱，Soundbar 便有可能無法連接。嘗試將路由器移近 Soundbar，或者盡可能清除 Soundbar 與路由器之間的障礙物。
- 如果您使用全新的無線路由器，便需要重新設定揚聲器的網絡設定。

Soundbar 無法隨著電視自動開啟。

- 看電視時關閉 Soundbar，與電視之間的電源同步便會停止。請先把電視關掉。

以下狀況不可使用 AVA 功能。

- 使用 Q-symphony 功能時將無法使用 AVA 功能。
- 麥克風關閉時，會無法使用 AVA 功能。

在電視連接至 Soundbar 之後，我已切換了 Soundbar 模式。之後就沒有聲音從電視輸出。

- 如果在 Soundbar 連接至電視時將 Soundbar 連接至流動裝置，則 Soundbar 會在保持電視連線時從流動裝置輸出聲音。這樣的話，電視聲音便不會傳送到任何地方。
- 中斷流動裝置的連線，之後電視聲音便會再次從 Soundbar 輸出。

12 許可

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[ENERGY STAR]

僅限附合 ENERGY STAR 資格要求的型號

- 您的 Samsung 產品的原廠預設設定符合 ENERGY STAR 標準。更改本產品中的某些功能、設定和效能可能會改變耗電程度,可能會超出 ENERGY STAR 認證所需的限制。
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(僅適用於 Thin Client 型號)

SAMSUNG 作為 ENERGY STAR® 合作夥伴,確定本產品符合 ENERGY STAR® 的能源效益指引。

- ENERGY STAR 計劃旨在讓大家透過自願方式加上標籤,以減少溫室氣體排放和節約能源。
- 本產品的電源管理設定已預設為開啟,並有 1 分鐘到 5 小時等各種定時設定。
- 只需按下機箱上的按鈕,即可從睡眠模式喚醒。

僅限附合 ENERGY STAR 資格要求的型號 (其他型號)

- Samsung 作為 ENERGY STAR® 合作夥伴,確定本產品或產品型號符合 ENERGY STAR® 的能源效益指引。

13 開源許可聲明

如要提出有關開放源問題的查詢和要求,請聯絡 Samsung Open Source (http://opensource.samsung.com)

14 關於服務的重要說明

此使用者手冊的圖像和插圖僅供參考,可能與實際產品外觀有所不同。

15 規格和指南

規格

型號名稱	HW-S800B / HW-S801B
重量	1.4 kg
尺寸 (寬 x 高 x 深)	1160.0 x 38.0 x 39.9 毫米
工作溫度範圍	+5℃ 至 +35℃
工作濕度範圍	10 % ~ 75 %
擴音器 額定輸出功率	(20W x 2) + (10W x 2) + (20W x 2) + (10W x 1) + (10W x 2)
支援的播放格式	Dolby 5.1ch / Dolby Digital Plus / Dolby ATMOS (Dolby Digital Plus) / DTS 5.1ch / LPCM 2ch

低音炮名稱	HW-S800B : PS-WB85D HW-S801B : PS-WB86D
重量	6.4 kg
尺寸 (寬 x 高 x 深)	238.0 x 240.8 x 238.0 毫米
擴音器 額定輸出功率	200 W

注意

- Samsung Electronics Co., Ltd 保留更改規格的權利，恕不另行通知。
- 重量和尺寸均為約數。

注意事項：如果您開啟/關閉 Wi-Fi，Soundbar 會自動重新啟動。

如要停用 Wi-Fi 連線：	按住 Soundbar 遙控器的 **CH LEVEL** 按鈕 30 秒，即可開啟或關閉 Wi-Fi 連線。
如要停用藍牙連線：	按住 Soundbar 遙控器的 **TONE CONTROL** 按鈕 30 秒，即可開啟或關閉藍牙連線。

SAMSUNG

Contact SAMSUNG WORLD WIDE

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

Country/Area	Samsung Service Centre ☎	Web Site
CHINA	400-810-5858	www.samsung.com/cn/support
TAIWAN	0800-32-9999 (All Product) 0809-05-5237 (Only for HHP) 0809-00-5237 (B2B / Dealer) 0809-02-6868 (Samsung pay)	www.samsung.com/tw/support
HONG KONG	3698 4698 (All Product) 3698 4688 (B2B) 3698 4633 (eStore) 2121 9088 (Samsung pay)	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
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SINGAPORE	1800 7267864 | 1800-SAMSUNG (Other) 1800 4252997 | 1800-GALAXYS (HHP)	www.samsung.com/sg/support
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NEPAL	16600172667 (Toll Free for NTC Only) 9801572667 (Toll Free for Ncell users)	
SRI LANKA	011 SAMSUNG (011 7267864)	
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