SAMSUNG
AKG

WIRELESS AUDIO
VL Series

Safety Information

▦ Regulatory Compliance Statements

⚡	**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.	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.	This symbol indicates that this product comes with important literature concerning operation and maintenance.

▣	Class II product : This symbol indicates that a safety connection to electrical earth (ground) is not required.
∿	AC voltage : Rated voltage marked with this symbol is AC voltage.
⎓	DC voltage : Rated voltage marked with this symbol is DC voltage.
⚠i	Caution. Consult Instructions for use : This symbol instructs the user to consult the user manual for further safety related information.

▎ WARNING

- This product contains chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.
- To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.
- Do not expose this apparatus to dripping or splashing.
  Do not put objects filled with liquids, such as vases, on the apparatus.
- To turn this apparatus off completely, you must pull the power plug out of the wall socket. Consequently, the power plug must be easily and readily accessible at all times.

▌ FCC Statement: (for U.S.A)

Federal Communication Commission Interference Statement

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

• Reorienting or relocating the receiving antenna.

• Increasing the separation between the equipment and receiver.

• Connecting the equipment to an outlet that is on a different circuit than the radio or TV.

• Consulting the dealer or an experienced radio/TV technician for help.

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For products available in the US and Canadian markets, only channels 1~11 are available. You cannot select other channels.

This device and it's antennas must not be co-located or operated in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures. This device operates in the 5.15~5.25GHz frequency range. It is restricted to indoor environments only.

IMPORTANT NOTE

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated so there is at least 8 inches (20cm) between the radiator and your body. This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

▌Important Safety Instructions

Read these operating instructions carefully before using the unit. Follow all the safety instructions listed below.
Keep these operating instructions handy for future reference.

1 Read these instructions.

2 Keep these instructions.

3 Heed all warnings.

4 Follow all instructions.

5 Do not use this apparatus near water.

6 Clean only with dry cloth.

7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including AV receivers) that produce heat.

9 Do not defeat the safety purpose of the polarized or grounding-type plug.
A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where it exits the apparatus.

11 Only use attachments/accessories specified by the manufacturer.

12 Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

13 Unplug this apparatus during lightning storms or when unused for long periods of time.

14 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

 WARNING

To remove the battery, contact an authorized service center. 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 A FIRE. DO NOT DISASSEMBLE, CRUSH, OR PUNCTURE THE BATTERY.

 For battery recycling, go to call2recycle.org or call 1-800-822-8837

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's plug 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 center for additional information.
- When placing the product on a shelf, cabinet, or desk, make sure the top panel faces upwards.
- Do not place the product on an unstable surface (e.g. a shaky shelf, a tilted desk, etc.).
  - Dropping the product can cause it to malfunction and poses a risk of injury. Severe vibration or impact can also cause the product to malfunction and lead to a fire hazard.
- Install your product with enough space around it for ventilation.
  - Leave at least 4 inches (10cm) at the rear of the product and more than 2 inches (5cm) on each side of the product.
- Keep the plastic packing materials out of reach of your children.
  - Children playing with the plastic packing materials run the risk of suffication.

▍ 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 center when your product is in need of repair.
- Do not place any container that contains liquid on the product (e.g. a vase, beverages, cosmetics, chemicals, etc.). Do 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 center.
- Do not drop the product. In case of a mechanical breakdown, disconnect the power cord and contact a Samsung dealer or service center.
  - There is a risk of fire or electric shock.
- Do not hold or pull the product by the power cord or the signal cable.
  - A damaged cable can cause the product to malfunction, cause a fire, and poses a risk of electric shock.

- Do not use or keep flammable materials near the product.
- If the product emits an abnormal sound or a burnt smell or smokes, unplug the power-cord immediately and contact a Samsung dealer or service center.
- If you smell gas, ventilate the room immediately. Do not touch the power plug of the product. Do not turn the product off or on.
- Do not strike or subject the product to a sudden shock. Do not pierce the product with a sharp object.
- This product can be moved and placed indoors only.
- This product is not waterproof or dustproof.
- Be careful when moving the product to avoid dropping it and possibly damaging it.

Cleaning Precautions

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

Contents

Getting Started

▦ Checking the Components

Check the components supplied with your speakers.

VL350

Speaker	Dial Controller (AH59-02765A)	AC/DC Adapter (BN44-00928A)
Quick Setup Guide (AH68-03032A)	Regulatory Guide (AH68-03033A)	

VL550

Speaker	Dial Controller (AH59-02765A)	AC/DC Adapter (BN44-00794E)
Power Cable (3903-001188)	Quick Setup Guide (AH68-03032A)	Regulatory Guide (AH68-03033A)

🖉 For the VL550, the power cord is a separate part and you must plug it into the adapter.

🖉 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 Center or Samsung Customer Care.

⚠ CAUTION

✓ Do not place any items on top of the speaker. Do not sit on the speaker.

✓ Handle the product with care as it has sharp edges.

✓ See the bottom of the speaker for important safety information.

Product Overview

Top / Front / Right Side of the Speaker
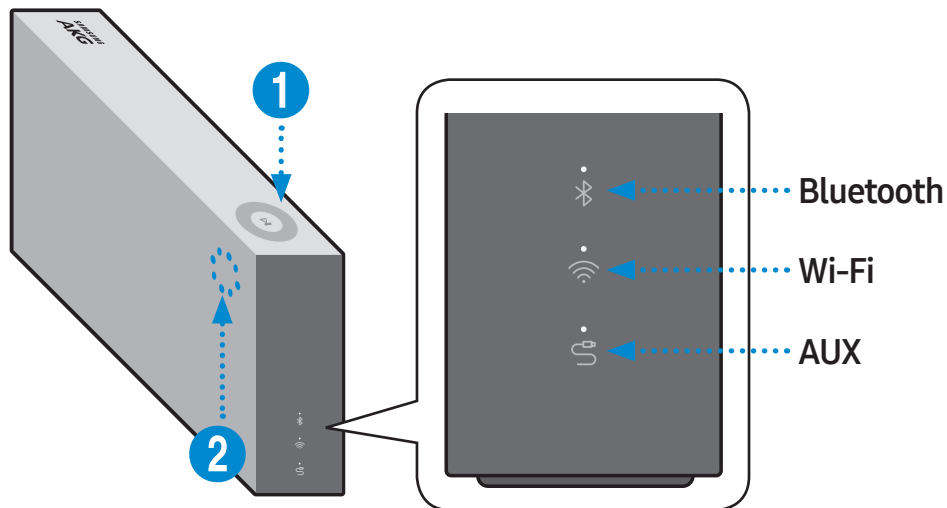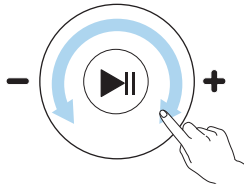
1	Volume adjustment (Turning the Touch-wheel)	Touch and drag the touch wheel clockwise to increase the volume. Touch and drag the touch wheel counterclockwise to decrease the volume.
	Play / Pause	Touch ▶II to play or pause music.
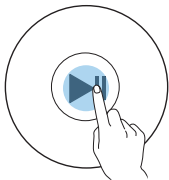
② LED Display

| LED | Status | Description | |
		Operation	Mode
White	On	Connected / Normal operation	-
	Blinking	Booting	-
		Ready to connect to Dial Controller	-
		Updating the firmware	-
		Ready to connect to Wi-Fi	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 the speaker is not used for more than 5 minutes, the speaker's mode changes 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 the **Bluetooth** button for 5 seconds or more to set up the Bluetooth connection.

✎ The mute / unmute feature can be used with the **Play / Pause** button while the speaker is in **AUX** mode or **Bluetooth** mode (connected to a TV).

▮ Rear of the Speaker

| RESET Button |
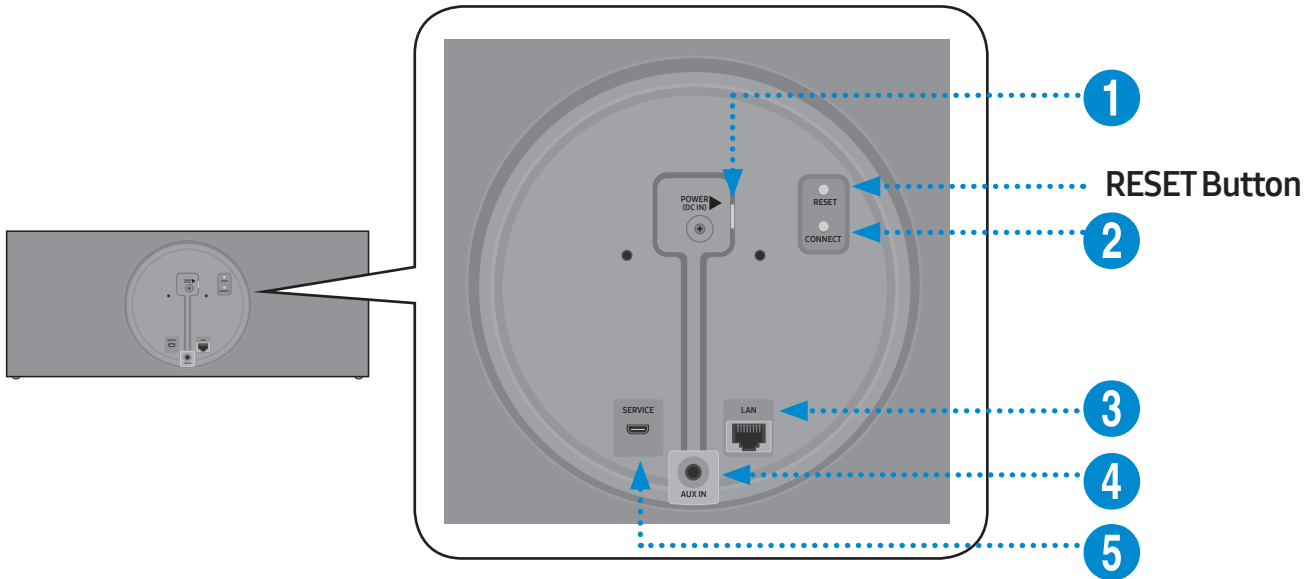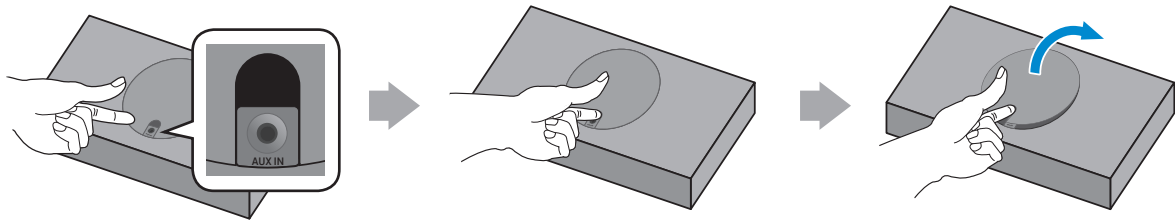
1	**POWER (DC IN) Jack**	1. Connect the power cord to the AC/DC adapter. (For the VL550) 2. Connect the AC/DC adapter output power cord (round plug) to the **POWER (DC IN)** jack on the speaker.
2	**CONNECT Button**	Press to disconnect from or reconnect to the Dial Controller. Long press for 5 seconds to initiate a Wi-Fi connection
3	**LAN Jack**	Use to connect the speaker to a wired network.
4	**AUX IN Jack**	Use to connect the speaker to an analog port on an external device.
5	**SERVICE Jack**	Used by a service engineer to update the speaker firmware.

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

✎ **RESET** button: When pressed, the power is turned off and then on. Used for Troubleshooting.

Using the Dial Controller

Top of the Dial Controller

❶	Multi-Function Button
❷	LED Display
❸	Volume wheel
❹	Voice MIC

❶			
	X1	**Play / Pause**	Touch ||||| **X 1** to play or pause music.
	X2	**Play the next music file.**	Touch ||||| **X 2** to play the next music file.
	X3	**Play the previous music file.**	Touch ||||| **X 3** to play the previous music file.
	2 Sec	**Mobile device voice recognition**	Press ||||| for 2 seconds to activate the voice recognition service in your mobile device. • Available only in **Bluetooth** mode.

2 **LED Display** The indicator blinks, lights, or changes color depending on the speaker's 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 (Bluetooth only)	-
Red	On	Speaker connection failure	-
		Error	
Yellow	Blink once	When the volume is set to Min or Max	-
Pink	Blink once after button use	-	Battery less than 10 %
	On		Currently charging

3
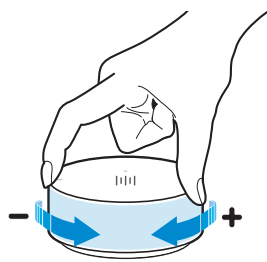
Volume adjustment

(Turning the volume wheel)

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

4 **Voice MIC** Used for mobile device voice recognition.

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

❚ Bottom of the Dial Controller

To expose the bottom of the Dial Controller, remove the bottom cover.

- Charge your Dial Controller before turning on the power.
- To charge, connect the Dial Controller to a charger or a computer USB port using a Micro USB cable (Micro USB to Standard USB - not supplied). The LED lights when the Dial Controller is charging and turns white when the Dial Controller is charged. You can use the Dial Controller while it is charging.

RESET Button
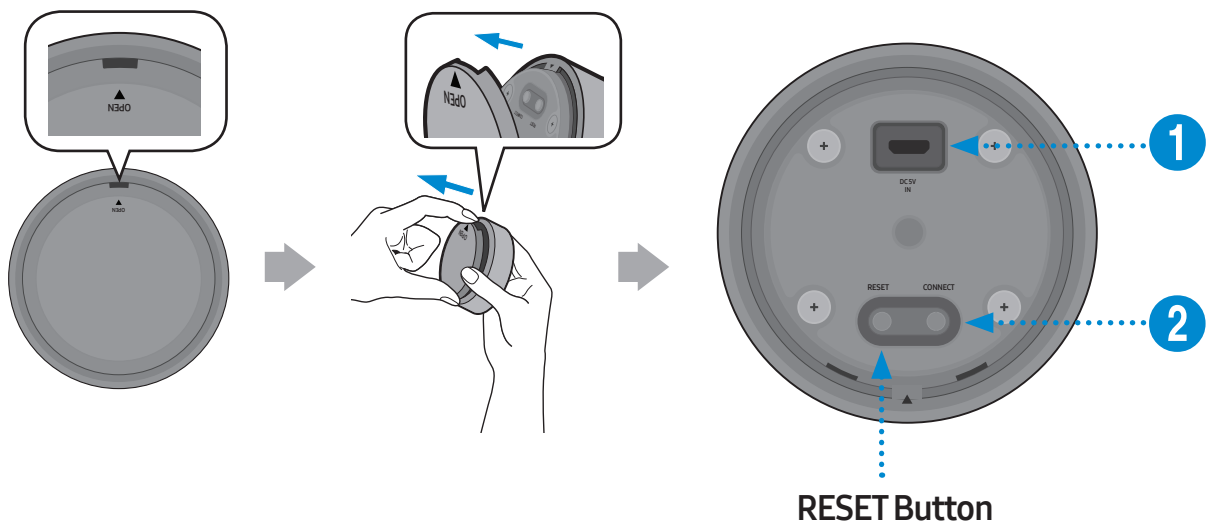
①	**DC 5V IN Jack**	Connect the Micro USB cable to charge the Dial Controller
②	**CONNECT Button**	Press to connect to the Speaker.

- When the battery in the Dial Controller is low, the LED on the top of the controller will blink in pink. Recharge the battery by connecting the Controller to a charger or computer USB port using a Micro USB cable (not supplied). (For more information about the LED display, see page 7.)

✎ It takes approximately 3 hours to fully charge the battery. A fully charged battery can last up to 90 days.

✎ Battery life is subject to conditions of use and the environment.

✎ RESET button: When pressed, the power is turned off and then on. Used for Troubleshooting.

▌ Connecting 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.)
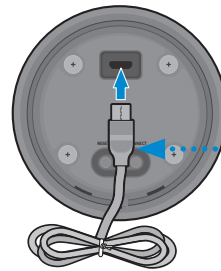
Charger with Micro USB Cable (not supplied)

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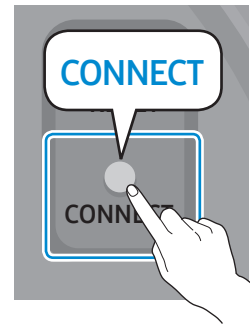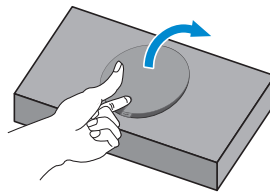
CONNECT

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

CONNECT

RESET   CONNECT
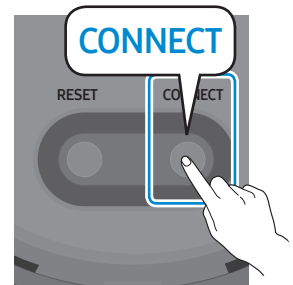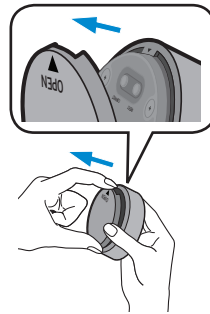
3 Once the Dial Controller and speaker are connected, you will hear the voice message "Pairing is complete." from the speaker. Re-attach the Dial Controller's bottom cover.
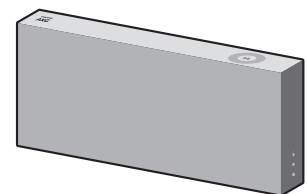
Connecting to Bluetooth

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

* First time connection

1　Press the **Bluetooth** button on the right side of the speaker for 5 seconds or more.
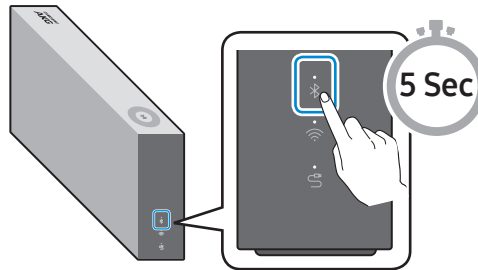
2　Select the speaker from the Bluetooth list on your mobile device, and then connect it. (e.g. **[AV] Samsung AKG VL5**)
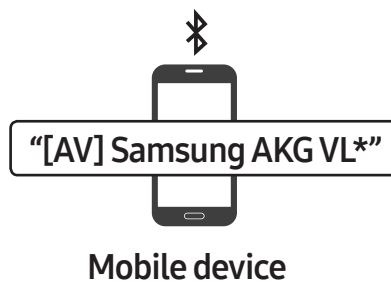
Mobile device

* Reconnection

Only Step 2 is required when reconnecting to mobile devices.

✎　The Bluetooth connection allows you to use the voice recognition service on 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.
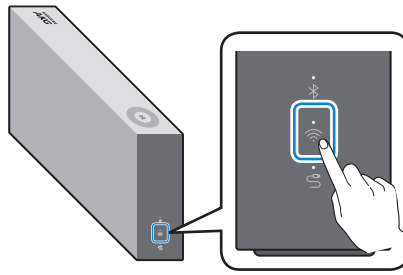
2   Download the **SmartThings** app to your mobile device, and then launch it.

- 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.

GET IT ON
Google Play

Download on the
App Store

Android   iOS

SmartThings app

Mobile device
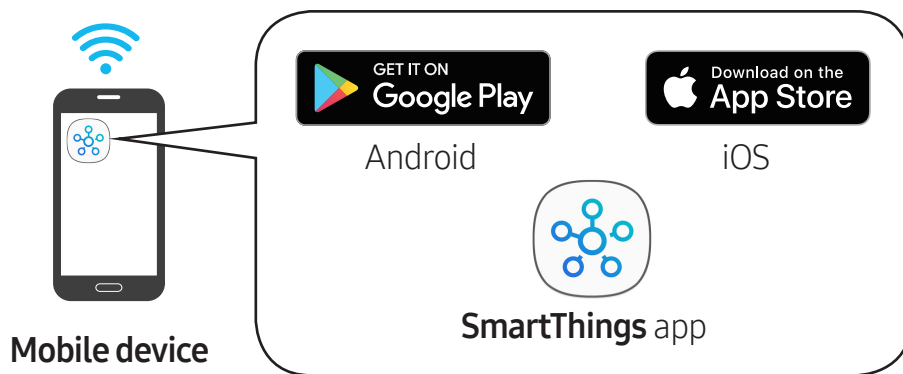
3   Follow the instructions on the app screen to complete settings.
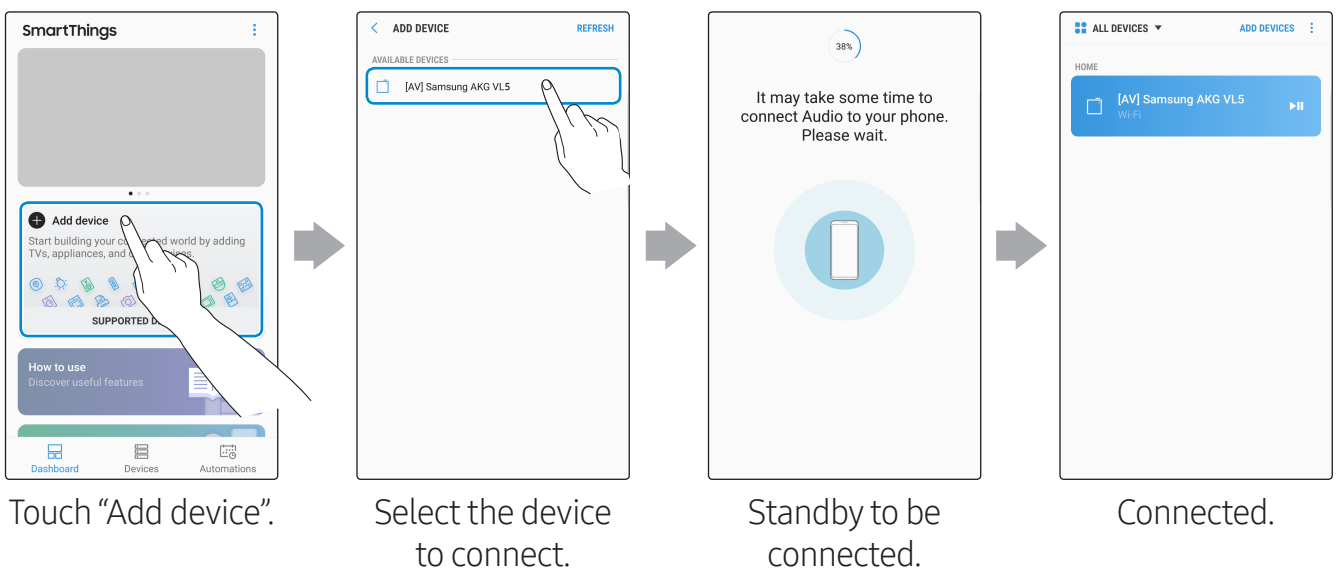
Touch "Add device".   Select the device to connect.   Standby to be connected.   Connected.

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 the SmartThings app
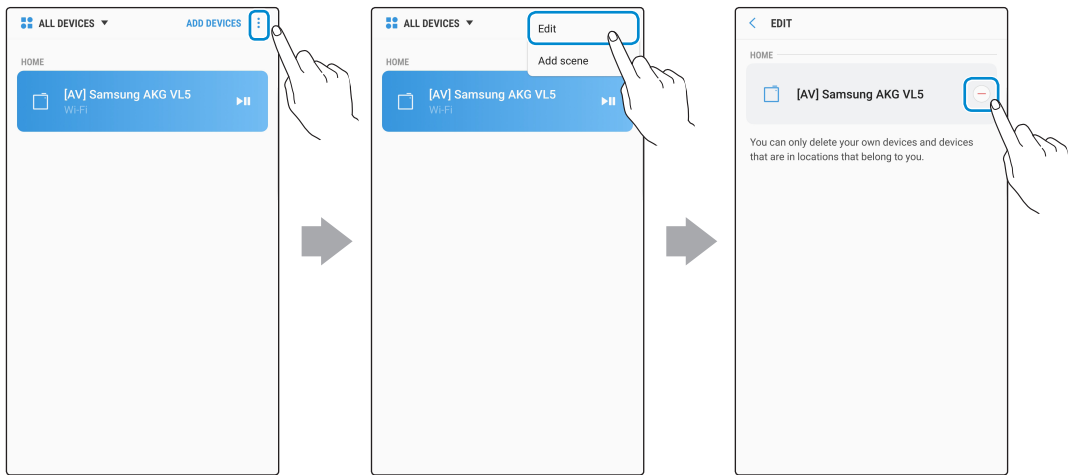
Touch ⋮ in the top right of the device.

Touch "Edit".

Touch ⊖ next to the device to remove.

Connecting to an External Device

▌ Connecting an external device via an AUX cable

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

1 Press the **AUX** button on the right side of the speaker to switch to **AUX** mode.
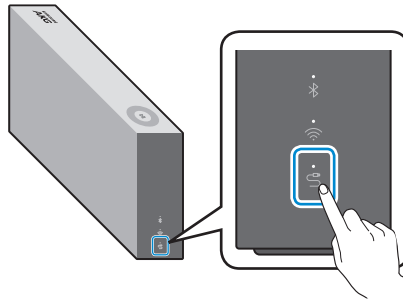
2 Connect the **AUX IN** port on the rear of the speaker to an external device via an AUX cable (not supplied).

AUX Cable
(not supplied)

AUX IN

Rear of the speaker

External Device
(e.g. Mobile device)
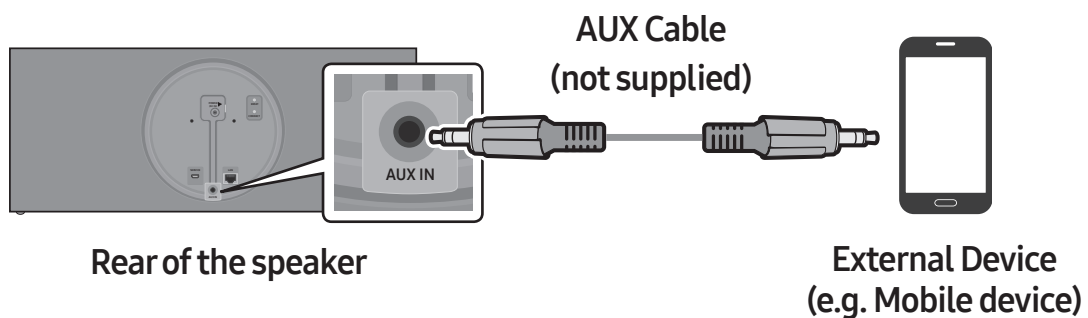
Additional Functions

▦ Using the Mobile Device Voice Recognition Service

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 specifications of the mobile device.

Mobile device Voice Recognition Service
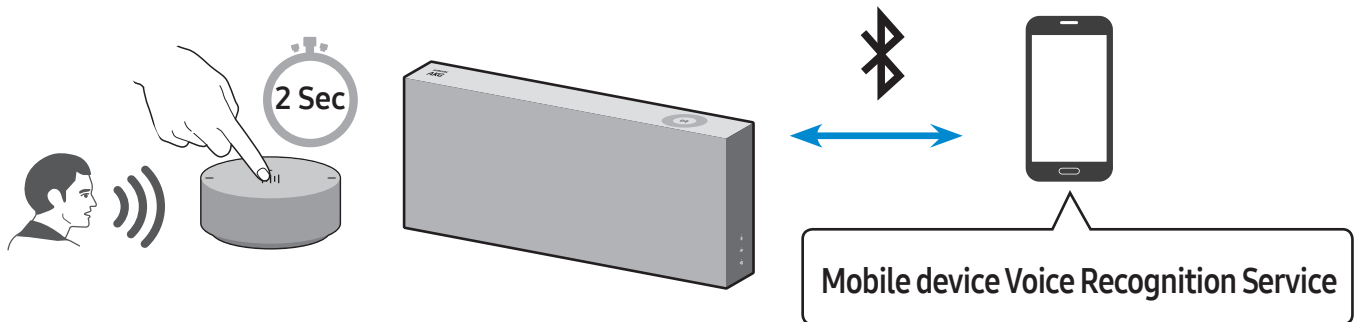
✎ Depending on the voice recognition service provided by your mobile device (e.g. Bixby, Siri, Google Assistant, etc.), the availability and usage of this function may differ.

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

To activate voice recognition, follow these steps:

1 Press the **Bluetooth** button on the right side of the speaker to switch to **Bluetooth** mode.
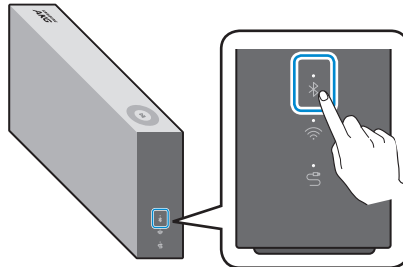
1-1 If you have not done so already, set up a Bluetooth connection between the speaker and your mobile device.

　• To connect a mobile device, please see **[Connecting to Bluetooth]** `Click here.`

Mobile device
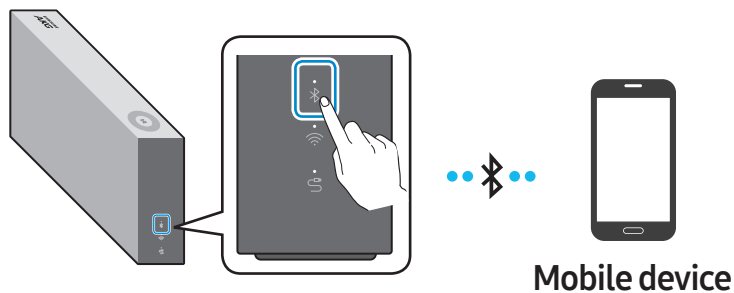
2 Press and hold the **Multi-Function** button on the Dial Controller for 2 or more seconds until the LED turns cyan (blue-green).

2 Sec
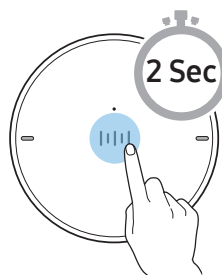
3 When the LED turns cyan, the device's voice recognition function is activated. Speak directly into the Dial Controller to use the voice recognition service.

🖊 For S voice on Samsung Galaxy devices, be sure to release the lock pattern to use the function.

⚠ **CAUTION**

✓ Maintain a distance of at least 0.6 inches between your face and the Dial Controller when using the voice recognition service.

⠿ Using via Wi-Fi connection

Functions available with a Wi-Fi connection
- Using 2 speakers - Audio Group function
- Using 2 speakers - Stereo function (For the VL350)
- Connecting with a Samsung Smart TV
- Connecting an Amazon product

🖊 All speakers should be 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 an interruption of the connection due to wireless interference when used under some conditions.

▌Using 2 speakers - Audio Group function

Use the **SmartThings** app to connect and enjoy two speakers as an **Audio Group**.

1 Make sure all the speakers you want to group are connected to the same wireless router.
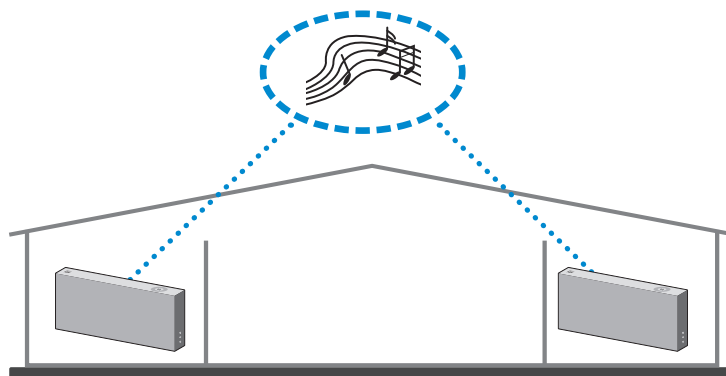
2 Select **Audio Group** in the **SmartThings** app.

Select from the device list.

Touch ⋮ at the top right.

Touch "Audio Group".

Select the second speaker, and then touch "SAVE".
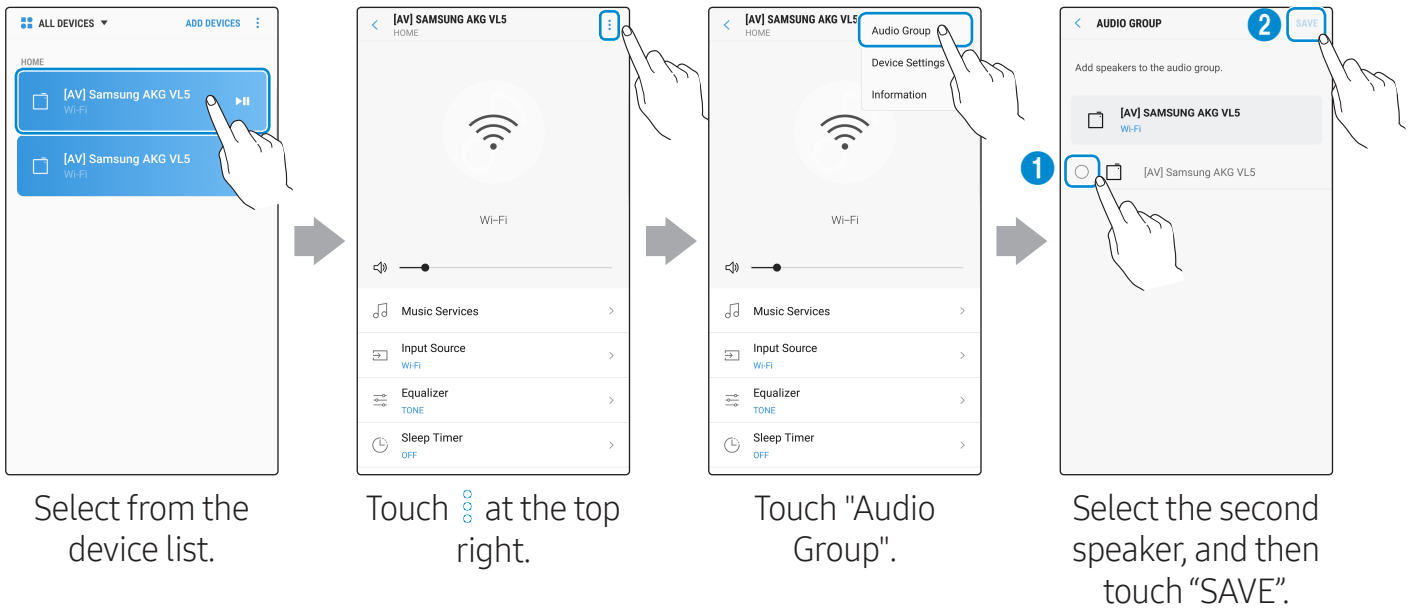
▌ Using 2 speakers – Stereo function (For the VL350)

Use the **SmartThings** app to connect and enjoy two speakers in **Stereo**.

1 Make sure all the speakers you want to group are connected to the same wireless router.

Left   Right
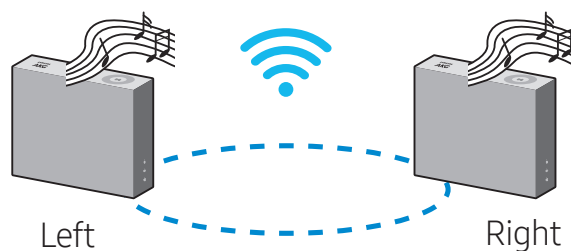
✎ The VL550 is already a stereo device and automatically plays in stereo so it does not require the Stereo Multiple function.

2   Select **Stereo** in the **SmartThings** app.
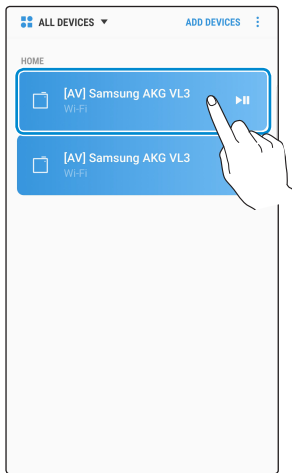
Select from the device list.
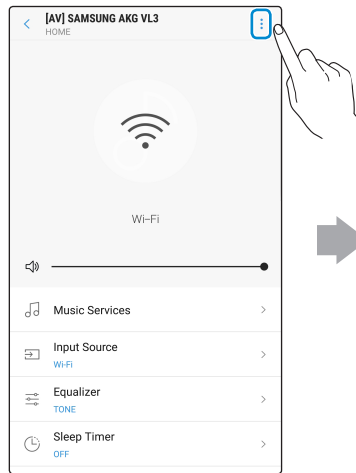
Touch ⋮ at the top right.
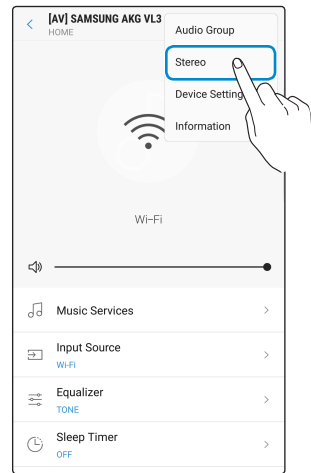
Touch "Stereo".
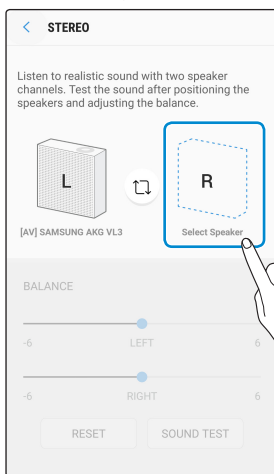
Touch "Select Speaker".
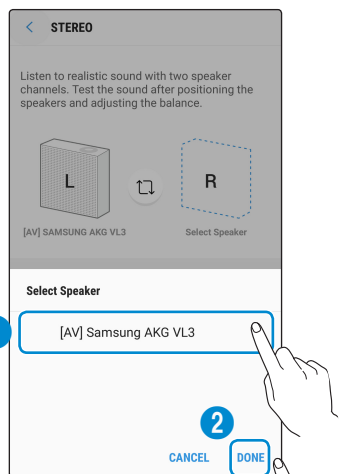
Select the second speaker, and then touch "DONE".

▋ Connecting with a Samsung Smart TV

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

▪ **Connecting 1 speaker to a Samsung Smart TV 2018**

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

▪ **Connecting 2 speakers to a Samsung Smart TV 2018**

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

▪ **Connecting 1 speaker to a Samsung Smart TV 2017**

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

▪ **Connecting 2 speakers to a Samsung Smart TV 2017**

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

▪ **Connecting 1 speaker to a Samsung Smart TV 2016**

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

▪ **Connecting 2 speakers to a 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.

| Select "Edit" | Select speakers | Change name | "SAVE" |
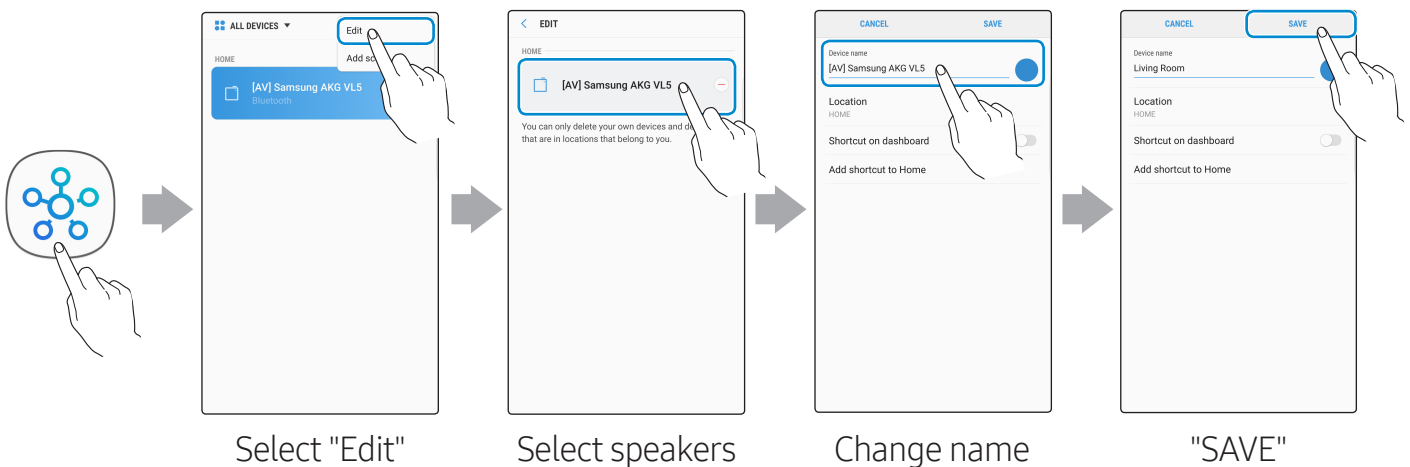
2 In the **Alexa** app, search "**Samsung Wireless Audio**" in **Skills**, and then select **ENABLE**.

- Skip this step if you have **Skills** set up already.

Amazon Alexa app

Select "Skills"

Search

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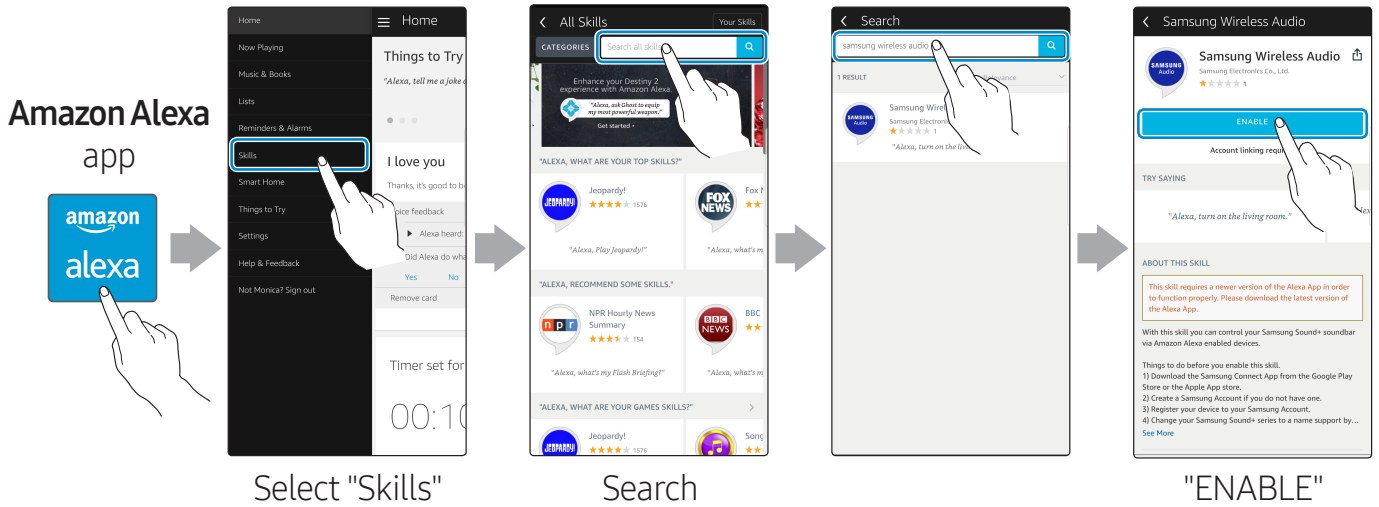
3 In the **Alexa** app, tap **Smart Home** → **Devices** → **DISCOVER** to complete the connection.

Amazon Alexa app

Select
"Smart Home"

Select "Devices"

"DISCOVER"
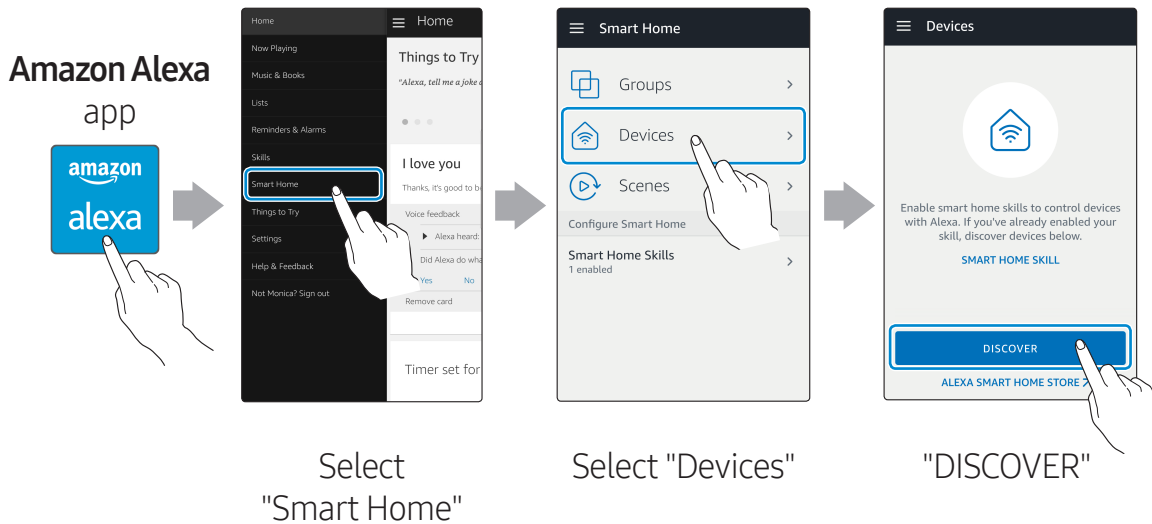
▪ Use voice commands to control the Speaker

- 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 : Above 18.5 Ibs (8.4 Kg)
      VL550 : Above 39.7 Ibs (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.

✎ Do not install the speaker on its side or upside down.

Wall–Mount Components
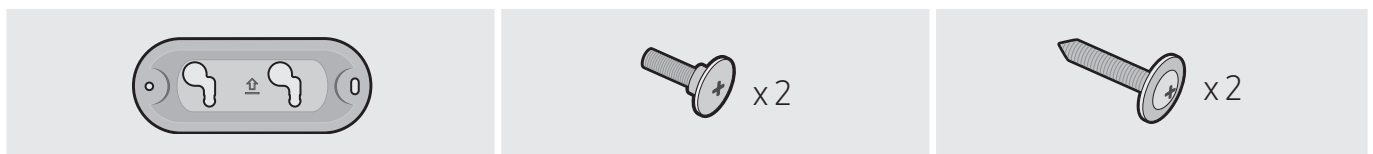
| Bracket-Wall (AH61-04214A) | Bracket-Screw (AH61-03164A) | Wall Fixing Screw (not supplied) |

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

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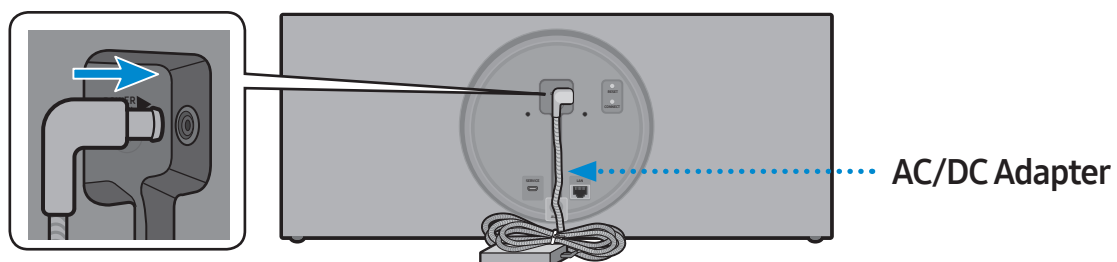
2 Fix the **Bracket-Wall**, and then fasten the **Wall Fixing Screw** from the left hole.

Wall

Bracket-Wall

Wall Fixing Screw
(not supplied)
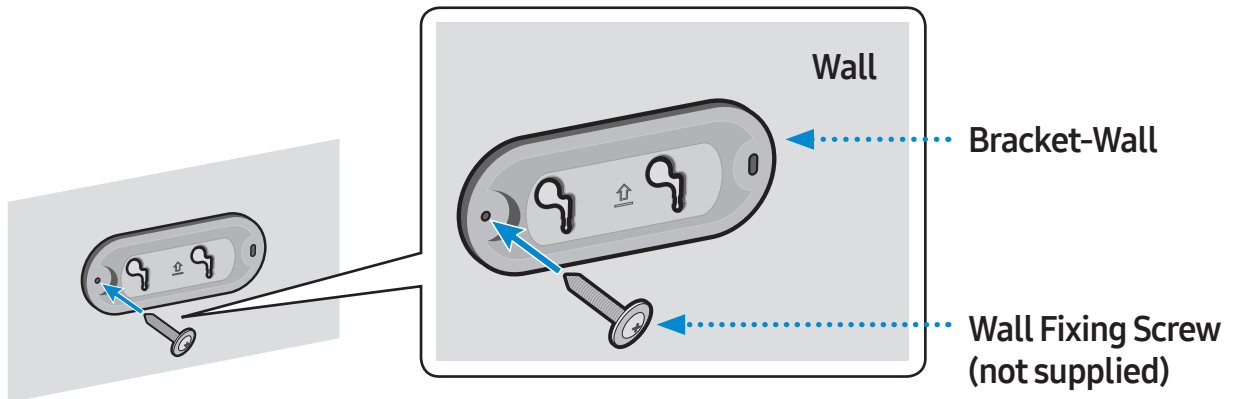
3 Fasten the **Wall Fixing Screw** in the right hole.

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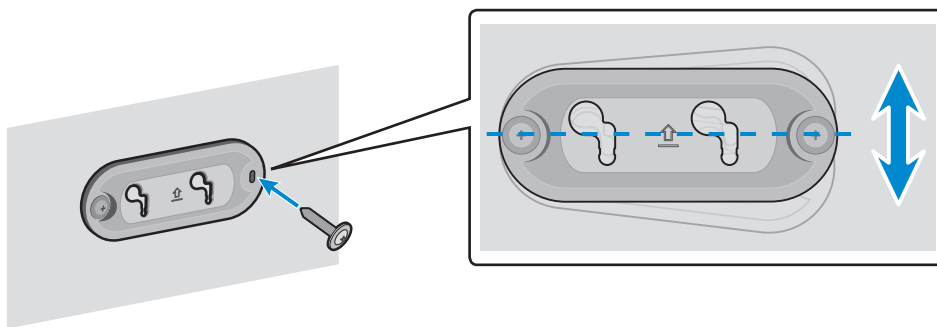
4 Fasten two **Bracket-Screw** into the bracket hole on the rear of the main unit.
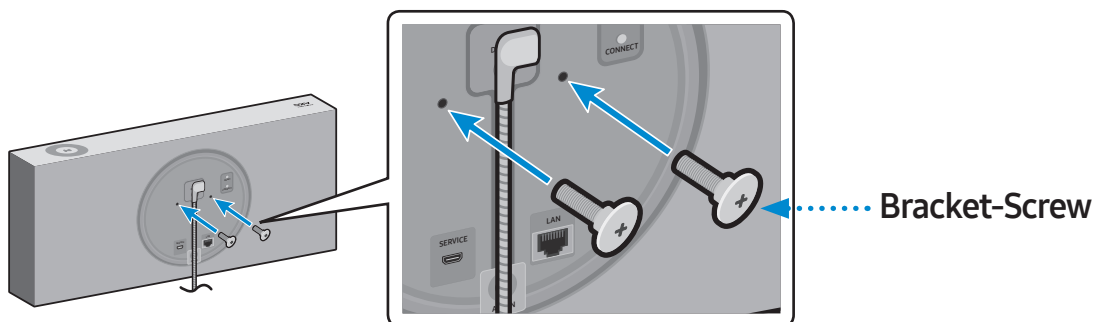
Bracket-Screw

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**.
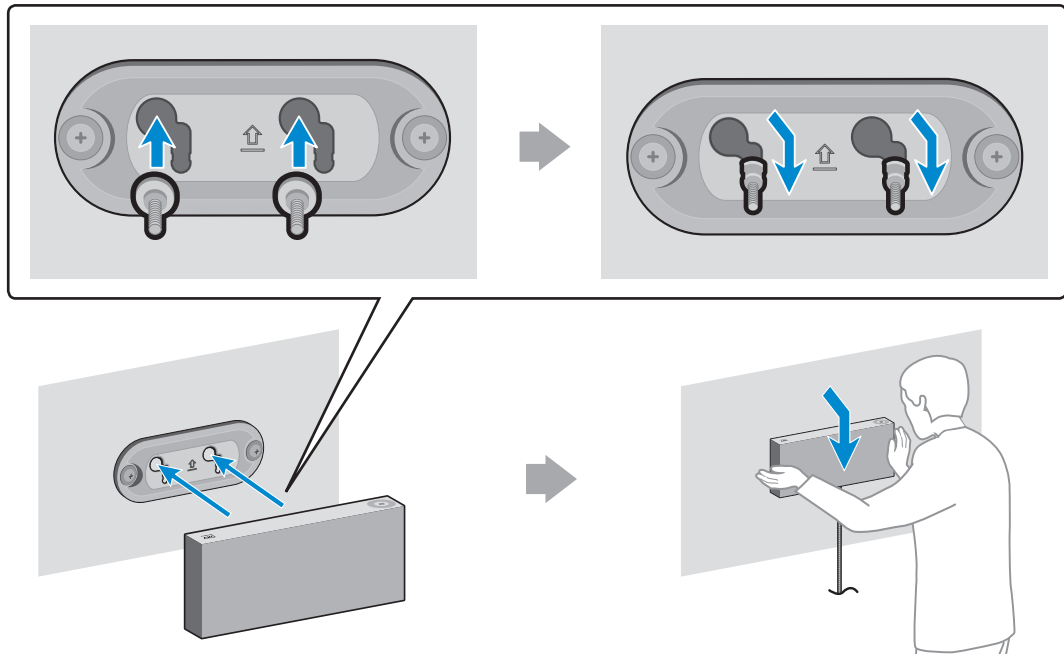
* Removing the Wall Mount

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.
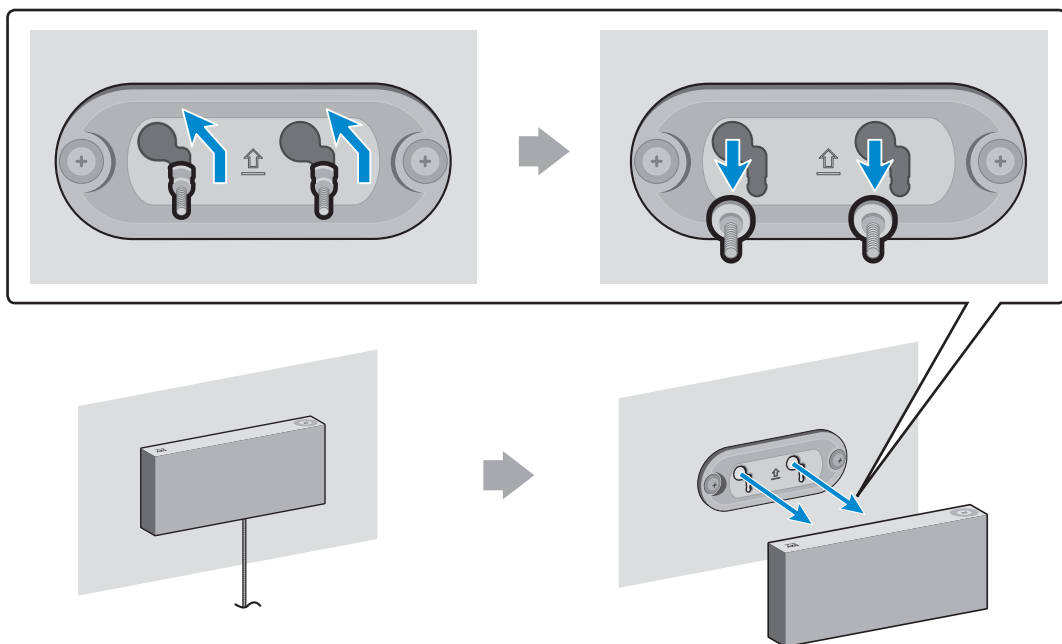
Appendix

Troubleshooting

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

Symptom	Check	Remedy
The speaker does not turn on.	• Check if the power cord is properly connected.	• Plug in the power cord.
There is no response when you press a button or touch wheel area.	• The button or touch wheel area may be exposed to static.	• Unplug the power cord and then plug it in again.
There is no sound.	• Is your speaker connected to a power source? • The volume may be set to the lowest level.	• Check if the power cord of the adapter is properly connected to the wall outlet and if the power cable is properly connected to the speaker. If you have a VL550, also make sure the power cable is properly connected to the adaptor. • Try adjusting the volume.
The Dial Controller does not work.	• 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.	• Press the **RESET** button on the bottom of the Dial Controller. • Charge the battery as instructed in this manual. • Bring the Dial Controller closer to the speaker. • Check "Connecting the Dial Controller and Speaker". (9 page) Click here.

Symptom	Check	Remedy
Cannot connect the speaker to a mobile device or TV.	**For a wired connection** • Check the cable connection. • Check on the right side of the speaker and make sure that the speaker mode is set to **AUX** mode.	• Check the name of the port and make sure that the cable is connected to the right port. • See "Connecting to a Wired Network". (13 page) `Click here.`
	For a Bluetooth connection • 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 for the speaker on the mobile device or TV again.	• Press the **Bluetooth** button on the right side of the speaker for 5 seconds or longer to enter the standby mode, and then search for the speaker on your mobile device or TV. See "Connecting to Bluetooth". (10 page) `Click here.`
	For a Wi-Fi connection • 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 if your router is using the DFS channel. (DFS : Dynamic Frequency Selection)	• 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 TV's manual.) • If the TV is already connected, the speaker should appear in the **SmartThings** app on your mobile device (smartphones, tablets, etc.). See "Using via Wi-Fi connection". (16 page) `Click here.` • You may not be able to connect the TV and speaker over Wi-Fi if your wireless router uses a 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.	• Check if there are any nearby devices that use radio communications or may cause interference. • Is your mobile device or any radio communication devices connected to 2.4 GHz Wi-Fi network?	• If you have any nearby devices that use radio communications or may cause interference, 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 interference. 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.	• 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.	• Connect your mobile device and speaker to a 5 GHz Wi-Fi network. • Make sure that your wireless router and speaker are within operating range of each other. • Try to power off your wireless router and then restart it. • Make sure that your speakers are within operating range of each other.
The speaker loses connection or stays disconnected intermittently when used in stereo mode after connecting TV and speakers via Wi-Fi.	• 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.	• Connect your TV and speaker to a 5 GHz Wi-Fi network. • If connected to a 5GHz network, check for a DFS channel. If your router is using a DFS channel, contact your Internet provider. • Make sure that your wireless router, TV, and speaker are all within operating range.
The SmartThings app does not show the speaker on the list of available devices when I try to connect it over Wi-Fi.	• Is your speaker connected to a power source? • Is your mobile device connected to a wireless router?	• Check if the speaker is properly connected to the wall socket and the adapter. • Connect your mobile device to the wireless router. • Press the **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 Center for troubleshooting.

⠿ Open Source License Notice

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

⠿ Licenses

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

⠿ Specifications

Model Name	VL350	VL550
Weight	4.6 lbs (2.1 Kg)	10.1 lbs (4.6 Kg)
Dimensions (W X H X D)	8.3 X 8.3 X 2.8 inches (210.0 X 211.5 X 70.0 mm)	20.6 X 8.3 X 2.8 inches (522.0 X 211.5 X 70.0 mm)
Speaker	Woofer x1, Tweeter x 1, 4ohm	Woofer x3, Tweeter x 2, 4ohm
Operating Temperature Range	+41°F to +95°F (+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.
- Dispose unwanted electronics through an approved recycler.
To find the nearest recycling location, go to our website: www.samsung.com/recyclingdirect or call, (877) 278 - 0799.
- For further details on using the speaker, visit www.samsung.com.

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) together, and then 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 then 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) together, and then 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 then hold for 30 seconds or more to enable Bluetooth again.

✎ Wi-Fi and Bluetooth are enabled by default.

✎ 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 a wireless channel that is not in use. If the selected channel is also used by other communication devices in close proximity, it may cause wireless interference which can interrupt communications or cause choppy audio.
- The speaker can experience choppy audio and interruptions of its wireless connection due to wireless interference as the performance of wireless LANs are affected by the environment and conditions of use including the router's performance, its distance from connected devices, obstructions, 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.

⚏ Copyright

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

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

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

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Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG customer care center.

The benefits of this Limited Warranty extend only to the original purchaser of Samsung products from an authorized Samsung reseller.

THIS LIMITED WARRANTY SHALL NOT APPLY TO ANY SAMSUNG PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS OR RETAILERS, EXCEPT IN STATES WHERE SUCH RESTRICTION MAY BE PROHIBITED.
For a list of Samsung authorized retailers, please go to: http://www.samsung.com/us/peaceofmind/authorized_resellers.html.

Contact SAMSUNG WORLD WIDE

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

Country	Contact Center ☎	Web Site
■ **North America**		
U.S.A	1-800-SAMSUNG (726-7864)	www.samsung.com/us/support
CANADA	1-800-SAMSUNG (726-7864)	www.samsung.com/ca/support (English) www.samsung.com/ca_fr/support (French)
■ **Latin America**		
MEXICO	01-800-SAMSUNG (726-7864)	www.samsung.com/mx/support
BRAZIL	0800-124-421 (Demais cidades e regiões) 4004-0000 (Capitais e grandes centros)	www.samsung.com/br/support
COSTA RICA	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)	www.samsung.com/latin_en/support (English)
NICARAGUA	001-800-5077267	www.samsung.com/latin/support (Spanish) www.samsung.com/latin_en/support (English)
PANAMA	800-0101	
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 pais 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
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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
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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 Center ☎	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
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Country	Contact Center ☎	Web Site
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NEW ZEALAND	0800 726 786 (All Product) 0800 6 726 786	www.samsung.com/nz/support
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INDONESIA	021-5699-7777 0800-112-8888 (All Product, Toll Free)	www.samsung.com/id/support
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TAIWAN	0800-329-999	www.samsung.com/tw/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)
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QATAR	800-CALL (800-2255)	
TURKEY	444 7711	www.samsung.com/tr/support

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LEBANON	1299	
IRAQ	80010080	
ALGERIA	3004	www.samsung.com/n_africa/support
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■ Africa		
SOUTH AFRICA	0860 SAMSUNG (726 7864)	www.samsung.com/support
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KENYA	0800 545 545	www.samsung.com/support
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