SAMSUNG

Smart Signage User Manual (By Model)

This manual provides information about your Smart Signage including supported types and product specifications per model.

SH37R

The colour and the appearance may differ depending on the product, and the content in the manual is subject to change without prior notice to improve the performance.

An administration fee may be charged in the following situations:

(a) An engineer is called out at your request, but it is found that the product has no defect (i.e., where the user manual has not been read).

(b) You bring the unit to a repair centre, but it is found that the product has no defect (i.e., where the user manual has not been read).

You will be informed of the administration fee amount before a technician visits.

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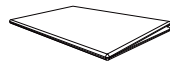
Chapter 01
Preparations

Checking the Components

🖉 Contact the vendor where you purchased the product if any components are missing.

🖉 The appearance of the components may differ from the images shown.

🖉 A stand is not provided with the product. To install a stand, you can purchase one separately.
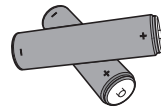
Quick Setup Guide

Warranty card
(Not available in some locations)

Regulatory guide

Power cord

Batteries (AAA x 2)
(Not available in some locations)

Remote Control
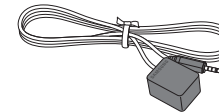
External IR cable

Parts

IR

Stick the receiver of an external IR cable to this location when the cable is not used or the product is moved.

POWER

Power button

🖊 The colour and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.

Parts	Description
Power button	Turns the product on or off.

Ports

✎ The colour and shape of parts may differ from what is shown.
Specifications are subject to change without notice to improve quality.

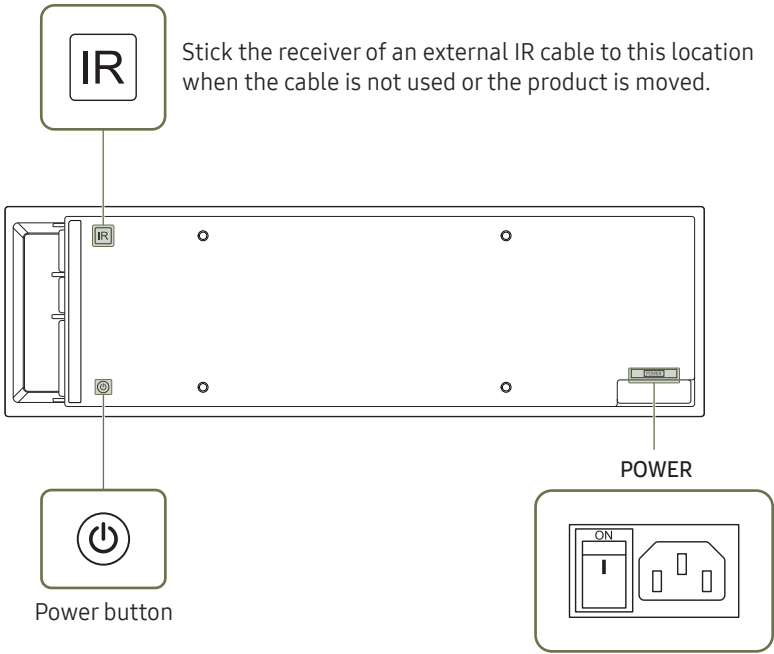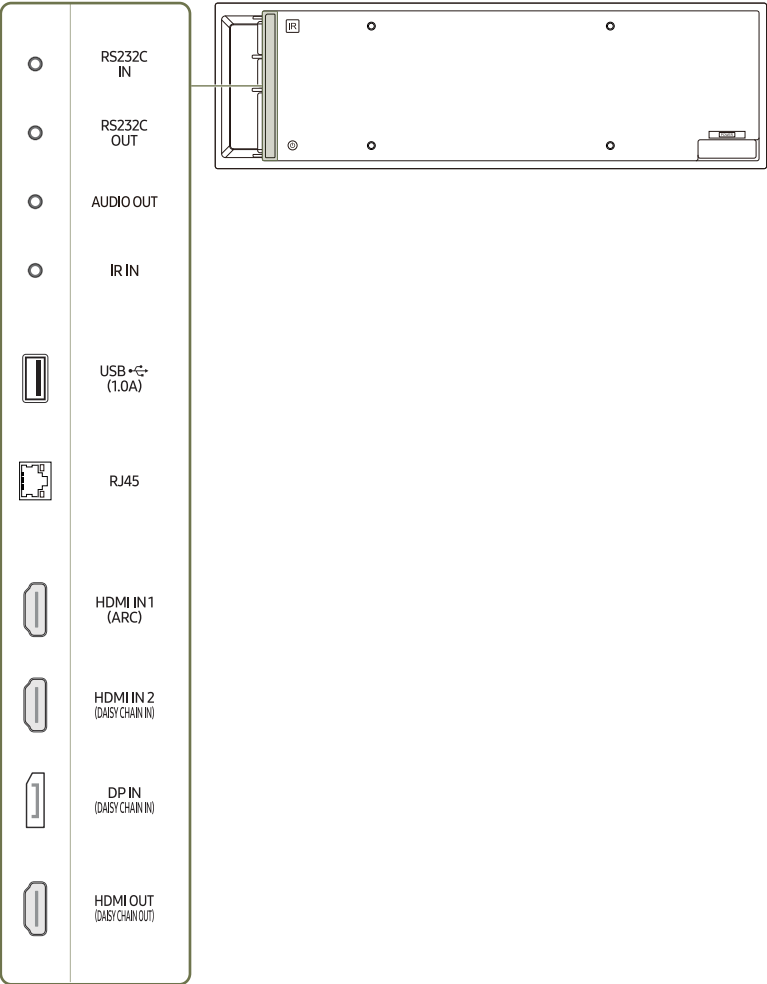| Port	Description
RS232C IN	Connects to MDC using an RS232C adapter.
RS232C OUT	Connects to multiple products using a serial cable. ✎ The serial cable is not provided with the product. Contact your vendor for purchase.
AUDIO OUT	Outputs sound to an audio device via an audio cable.
IR IN	Connects to an external IR cable that receives signals from the remote control.
USB ←⟶(1.0A)	Connect to a USB memory device. ✎ The USB port on the product accept a maximum constant current of 1.0A. If the maximum value is exceeded, USB port may not work.
RJ45	Connects to MDC and the Internet using a LAN cable. (10/100 Mbps) ✎ Use Cat7(*STP Type) cable for the connection. *Shielded Twist Pair.
HDMI IN 1 (ARC)	Connects to a source device using a HDMI cable or HDMI-DVI cable.
HDMI IN 2 (DAISY CHAIN IN)	• Connects to a source device using a HDMI cable or HDMI-DVI cable. • Connects to another product using a HDMI cable.
DP IN (DAISY CHAIN IN)	Connects to a PC using a DP cable.
HDMI OUT (DAISY CHAIN OUT)	Connects to another product using a HDMI cable.

Control menu

✎ The power button (⏻) is located in the back of the product.

✎ If you press the power button on the product when the product is turned on, the control menu will be displayed.

Power off   Source

⬆ Press: Move   ⬆ Press & Hold: Select

Items	Description
⏻ Power off	Power off the product. • With the control menu screen displayed, briefly press the power button to move the cursor to **Power off** ⏻, and then press and hold the power button to turn off the product.
➔ Source	Select the connected input source. • With the control menu screen displayed, briefly press the power button to move the cursor to **Source** ⬚, and then press and hold the power button to display the input source screen. • With the input source screen displayed, press and hold the power button to switch to the desired input source.

✎ With the control menu displayed, the power button can only be used for **Power off** and **Source**.

✎ To exit from the control menu screen, wait for 3 seconds or more without pressing the power button.

Before Installing the Product (Installation Guide)

To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.

- Ensure that an authorised installation company installs the wall mount.
- Otherwise, it may fall and cause personal injury.
- Make sure to install the specified wall mount.

Tilting Angle and Rotation

✎ Contact Samsung Customer Service Centre for further details.

- The product can be tilted at a maximum angle of 15° from a perpendicular wall surface.
- To use the product in portrait orientation, rotate it clockwise.
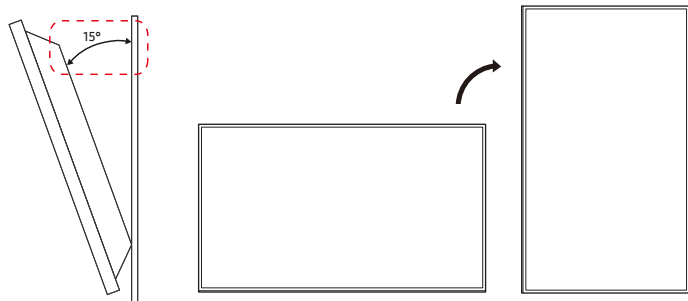
✎ Do not use this model installed on a ceiling, floor, or table.
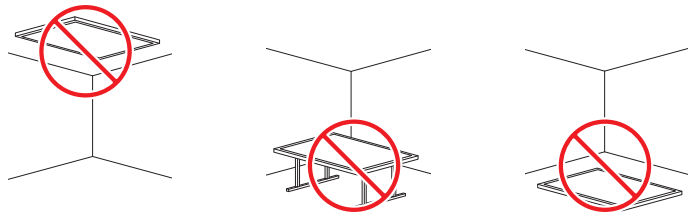
Ventilation

✎ Contact Samsung Customer Service Centre for further details.

Installation on a Perpendicular Wall

A Minimum 40 mm

B Ambient temperature: Under 35 °C

✎ When installing the product on a perpendicular wall, allow at least 40 mm of space between the product and wall surface for ventilation and ensure that the ambient temperature is kept below 35 °C.
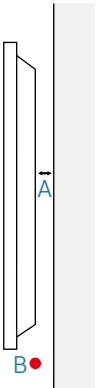
Installation on an Indented Wall

A Minimum 40 mm

B Minimum 70 mm

C Minimum 50 mm

D Minimum 50 mm

E Ambient temperature: Under 35 °C

✎ When installing the product on an indented wall, allow at least the space specified above between the product and wall for ventilation and ensure that the ambient temperature is kept below 35 °C.
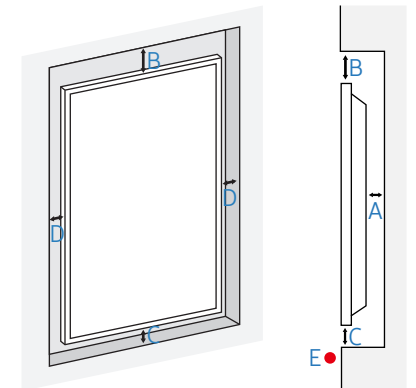
Installing the Wall Mount

Installing the Wall Mount

- The wall mount kit (sold separately) allows you to mount the product on the wall.
- The provided image is only for reference. For detailed information on installing the wall mount, see instructions provided with the wall mount.
- We recommend you contact a technician for assistance when installing the wall mount bracket.
- Samsung is not responsible for any damage to the product or injury to yourself or others if you select to install the wall mount on your own.

Wall Mount Kit Specifications (VESA)

✎ Install your wall mount on a solid wall perpendicular to the floor. To install the product on the other wall area, contact the nearest agency.
If you install the product on a slanted wall, it may fall and result in severe personal injury.
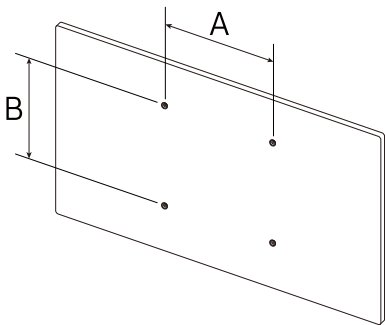

- Do not use screws that are longer than the standard length or do not comply with the VESA standard screw specifications. Screws that are too long may cause damage to the inside of the product.
- For wall mounts that do not comply with the VESA standard screw specifications, the length of the screws may differ depending on the wall mount specifications.
- Do not fasten the screws too firmly. This may damage the product or cause the product to fall, leading to personal injury. Samsung is not liable for these kinds of accidents.
- Samsung is not liable for product damage or personal injury when a non-VESA or non-specified wall mount is used or the consumer fails to follow the product installation instructions.
- Do not mount the product at more than a 15 degree tilt.
- Always have at least two people mount the product on a wall.
- Standard dimensions for wall mount kits are shown in the table below.

VESA screw hole specs (A * B) in millimetres	Screw Depth	Standard Screw	Quantity
400 × 200	22~28	M8	4

✎ Do not install your Wall Mount Kit while your product is turned on. It may result in personal injury due to electric shock.

Chapter 02
Specifications

General

Model Name		SH37R
Panel	Size	37 CLASS (36.9 inches / 93.9 cm)
	Display area	904.32 mm (H) x 254.34 mm (V)
Resolution	Optimum resolution	1920 x 540 @ 60 Hz
	Maximum resolution	
Power Supply		AC100-240V~ 50/60Hz Refer to the label at the back of the product as the standard voltage can vary in different countries.
Environmental considerations	Operating	Temperature: 0 °C – 40 °C (32 °F – 104 °F) * For installing the enclosure, keep the internal temperature at 40 °C or below. Humidity: 10% – 80%, non-condensing
	Storage	Temperature: -20 °C – 45 °C (-4 °F – 113 °F) Humidity: 5% – 95%, non-condensing * Applicable before the product package is unpacked.

- Plug-and-Play
  This monitor can be installed and used with any Plug-and-Play compatible systems. Two-way data exchange between the monitor and PC system optimises the monitor settings. Monitor installation takes place automatically. However, you can customise the installation settings if desired.

- Due to the nature of the manufacturing of this product, approximately 1 pixel per million (1ppm) may appear brighter or darker on the panel. This does not affect product performance.

- This product can be set to only one resolution for each screen size to obtain the optimum picture quality due to the nature of the panel. Using a resolution other than the specified resolution may degrade the picture quality. To avoid this, it is recommended that you select the optimum resolution specified for your product.

- For detailed device specifications, visit the Samsung website.

- To access the EPREL registration of the model: SH37R

  (1) Go to https://eprel.ec.europa.eu

  (2) Get the model identifier from the energy label of the product and type it in the search box

  (3) Energy Labelling information of the model is shown
  * You can directly access the product information via https://eprel.ec.europa.eu/qr/##### (registration no.)
    The registration no. can be found on the rating label on your product.

Preset Timing Modes

The screen will automatically be adjusted if a signal that belongs to the following standard signal modes is transmitted from your PC. If the signal transmitted from the PC does not belong to the standard signal modes, the screen may become blank. In such a case, change the settings according to the following table by referring to the graphics card user manual.

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
IBM, 640 x 480	31.469	59.940	25.175	-/-
IBM, 720 x 400	31.469	70.087	28.322	-/+
MAC, 640 x 480	35.000	66.667	30.240	-/-
MAC, 832 x 624	49.726	74.551	57.284	-/-
MAC, 1152 x 870	68.681	75.062	100.000	-/-
VESA, 640 x 480	31.469	59.940	25.175	-/-
VESA, 640 x 480	37.861	72.809	31.500	-/-
VESA, 640 x 480	37.500	75.000	31.500	-/-
VESA, 800 x 600	35.156	56.250	36.000	+/+
VESA, 800 x 600	37.879	60.317	40.000	+/+
VESA, 800 x 600	48.077	72.188	50.000	+/+
VESA, 800 x 600	46.875	75.000	49.500	+/+
VESA, 1024 x 768	48.363	60.004	65.000	-/-
VESA, 1024 x 768	56.476	70.069	75.000	-/-
VESA, 1024 x 768	60.023	75.029	78.750	+/+
VESA, 1152 x 864	67.500	75.000	108.000	+/+
VESA, 1280 x 720	45.000	60.000	74.250	+/+
VESA, 1280 x 800	49.702	59.810	83.500	-/+
VESA, 1280 x 1024	63.981	60.020	108.000	+/+

Resolution	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (H/V)
VESA, 1280 x 1024	79.976	75.025	135.000	+/+
VESA, 1366 x 768	47.712	59.790	85.500	+/+
VESA, 1440 x 900	55.935	59.887	106.500	-/+
VESA, 1600 x 900	60.000	60.000	108.000	+/+
VESA, 1680 x 1050	65.290	59.954	146.250	-/+
VESA, 1920 x 540	27.917	49.940	67.000	-/+
VESA, 1920 x 540	33.614	59.812	81.750	-/+
VESA, 1920 x 1080	67.500	60.000	148.500	+/+
VESA, 2560 x 1440	88.787	59.951	241.500	+/-
CEA, 3840 x 2160 (HDMI)	67.500	60.000	297.000	+/+
VESA, 3840 x 2160 (DP)	133.313	59.997	533.250	+/-

Chapter 03
Appendix

Licence

Manufactured under license from Dolby Laboratories.

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The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

Open Source Licence Notice

In the case of using open source software, Open Source Licences are available on the product menu.

For information on the Open Source Licence Notice, contact Samsung Open Source (http://opensource.samsung.com)

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