# **SAMSUNG**User Manual



AH81-15481A-00 NSPBI01235A-00

### HW-Q910B



You can access the FULL MANUAL on Samsung's on-line customer support center by scanning the QR code on the left.

To see the manual on your PC or mobile device, download the manual in document format from Samsung's website. (http://www.samsung.com/support)

#### QUESTIONS OR COMMENTS?

Country	Samsung Service Center 🖀	Web Site	Address
IN THE US	1-800-SAMSUNG (726-7864)	www.samsung.com/us/support	Samsung Electronics America, Inc. 85 Challenger Road Ridgefi eld Park, NJ 07660

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### SAFETY INFORMATION

 The following also applies to the Wireless Subwoofer (PS-WB95B) and Wireless Surround Speaker SET (SWA-9100).

### SAFETY WARNINGS

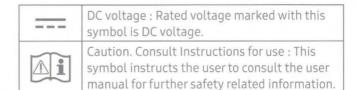
TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER (OR BACK).

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.

4	CAUTION RISK OF ELECTRIC SHOCK. DO NOT OPEN.
Â	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.
<u>^</u>	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.



#### WARNING

- To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.
- To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
- This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

#### CAUTION

- 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 NOTE (for U.S.A):

### FCC Supplier's Declaration of Conformity

Responsible Party - U.S. Contact Information:

Samsung Electronics America, Inc. 85 Challenger Road.

Ridgefield Park, NJ 07660

Phone: 1-800-SAMSUNG (726-7864)

### FCC Compliance Statement:

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.

#### 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 product satisfies FCC regulations when shielded cables and connectors are used to connect the unit to other equipment.

To prevent electromagnetic interference with electric appliances, such as radios and televisions, use shielded cables and connectors for connections.

#### Class B FCC 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 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 (20 cm) 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.

### CALIFORNIA USA ONLY (Applicable for networking models only.)

This Perchlorate warning applies only to primary CR(Manganese Dioxide) Lithium coin cells in the product sold or distributed ONLY in California USA "Perchlorate Material - special handling may apply, See www.dtsc. ca.gov/hazardouswaste/perchlorate."

Dispose unwanted electronics through an approved recycler. To find the nearest recycling location, go to our website:www.samsung.com/recycling Or call, 1-800-SAMSUNG

⚠ WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov.

### 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.
- Do not block any ventilation openings.
   Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) 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 they exit from the apparatus.
- 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.

### **PRECAUTIONS**

- 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
  (3~4 inches). Make sure the ventilation slots are not
  covered. Do not place the unit on amplifiers or other
  equipment which may become hot. This unit is designed
  for continuous use.
  - To fully turn off the unit, disconnect the AC plug from the wall outlet. Unplug the unit if you intend to leave it unused for a long period of time.
- 2. During thunderstorms, disconnect the AC plug from the wall outlet. Voltage peaks due to lightning could damage the unit.
- 3. Do not expose the unit to direct sunlight or other heat sources. This could lead to overheating and cause the unit to malfunction.
- 4. Protect the product from moisture (i.e. vases), and excess heat (e.g. a fireplace) or equipment creating strong magnetic or electric fields. Unplug the power cable from the AC wall socket if the unit malfunctions. Your product is not intended for industrial use. It is for personal use only. Condensation may occur if your product has been stored in cold temperatures. If transporting the unit during the winter, wait approximately 2 hours until the unit has reached room temperature before using.
- 5. The battery used with this product contains chemicals that are harmful to the environment. Do not dispose of the battery in the general household trash. Do not expose the battery to excess heat, direct sunlight, or fire. Do not short circuit, disassemble, or overheat the battery.

CAUTION: Danger of explosion if the battery is replaced incorrectly. Replace only with the same or equivalent type.

## 01 CHECKING THE COMPONENTS

Soundbar Main Unit / Soundbar Remote Control /
Batteries / Subwoofer / Power Cord X 2 (Subwoofer,
Soundbar) /HDMI Cable / Wall Mount Guide / HolderScrew X 2 / Screw (M4 x L10) X 2 / Bracket-Wall Mount X 2
/ Rubber-Foot X 4

Wireless Surround Speaker SET (SWA-9100)

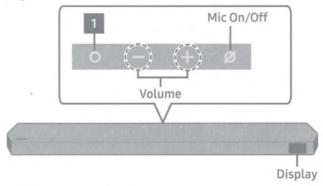
Wireless Receiver Module / Surround Speaker X 2 / Power Cord / Speaker Cable X 2

#### NOTE

- For more information about the power supply and power consumption, refer to the label attached to the product. (Label: Rear of the Soundbar Main Unit)
- To purchase additional components or optional cables, contact a Samsung Service Center or Samsung Customer Care.
- The number of power cables may differ with the model.

### 02 PRODUCT OVERVIEW

### Top Panel of the Soundbar

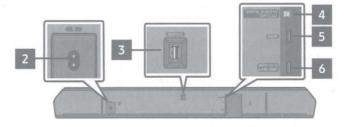


1 O (Multi Function) Button

In standby mode, press the **O** (Multi Function) button to turn on the Soundbar.

Press the (Multi Function) button to change the input source.

### Bottom Panel of the Soundbar



POWER

Connect the Soundbar's AC power cable.

SERVICE

Connect a USB storage device to upgrade the product's software.

4 DIGITAL AUDIO IN (OPTICAL)

Connect to the digital (optical) output of an external device.

5 HDMI

Inputs digital video and audio signals simultaneously using an HDMI cable.
Connect to the HDMI output of an external device.

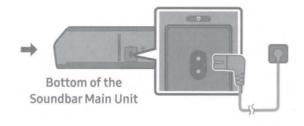
6 HDMI TO TV (eARC/ARC)
Connect to the HDMI jack on a TV.

## 03 CONNECTING THE SOUNDBAR

### Connecting the power and units

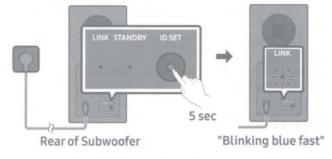


Rear of Subwoofer

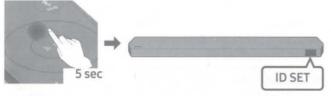


## Manually connecting the Subwoofer or Surround Speakers

- 1. Turn off the Soundbar main.
- 2. Press and hold ID SET on the rear of the subwoofer and surround speakers for at least 5 seconds.
  - The surround speakers may not be provided, depending on the model.



Press the Up button on the remote control for 5 seconds.

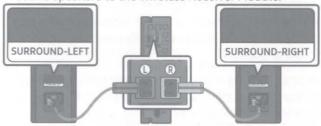


- Check if the LINK LED is solid blue (connection complete).
  - The LINK LED indicator stops blinking and glows a solid blue when a connection is established between the Soundbar and the Wireless Subwoofer, surround speakers.

## Connecting an SWA-9100 to your Soundbar

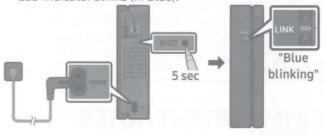
 Connect the Wireless Receiver Module to 2 Surround Speakers

Use the speaker cables to connect the two surround sound speakers to the Wireless Receiver Module.



Check the standby status after plugging into an electrical outlet

The LINK LED indicator (blue LED) on the Wireless Receiver Module blinks. If the LED does not blink, press the **ID SET** button on the back of the Wireless Receiver Module with a pen tip for 5~6 seconds until the LINK LED indicator blinks (in Blue).

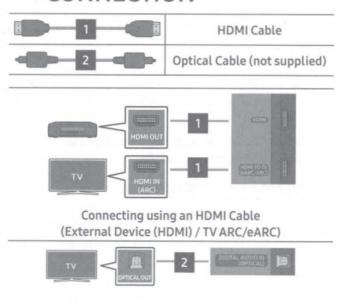


Configure "ID SET" using the Soundbar's remote control
 Turn off the Soundbar main. Press the Up button on the
 remote control for 5 seconds.



Check if the LINK LED is solid blue (connection complete)

## 04 USING A WIRED CONNECTION



#### NOTE

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 "D.IN" mode. The screen displays "D.IN" and "TV ARC/eARC" in sequence, and TV sound is played.

Connecting using an Optical Cable (D.IN)

- The recommended cable is High Speed HDMI Cable with Ethernet.
- When you use an optical cable and the terminals have covers, be sure to remove the covers.

### 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. (The message above differs with the TV model.)

 TV menu example: TV + [AV] Soundbar series name (HDMI/Wi-Fi)

#### NOTE

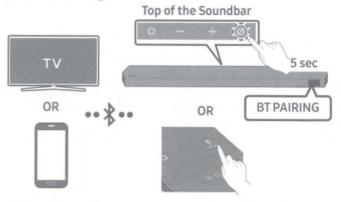
- · It can operate according to the Codec supported by TV.
- This function is supported only when the HDMI Cable or Optical Cable (not supplied) or Wi-Fi is connected.
- · The message displayed may differ with the TV model.
- Ensure that your TV and Soundbar are connected to the same wireless router/frequency.
- 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.

## 05 USING A WIRELESS CONNECTION

### Connecting via Bluetooth



### What is the difference between BT READY and BT PAIRING?

- BT READY: In this mode, you can reconnect any Samsung TV or mobile device that was connected before.
- BT PAIRING: In this mode, you can connect a new device to the Soundbar.

(Press the \$ PAIR button on the Soundbar remote control or press and hold the (Mic On/Off) button on the top of the Soundbar for more than 5 seconds while the Soundbar is in "BT" mode.)

#### NOTE

 If asked for a PIN code when connecting a Bluetooth device, enter <0000>.

## 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.
- Connect your mobile device (smartphone, tablet, etc.) to the Wi-Fi network the TV is connected to.
- Install and launch the SmartThings app on your mobile device (smartphone, tablet, etc.).
- Follow the instructions in the app screen on the mobile device to connect the Soundbar to your Wi-Fi network.

### **06 TROUBLESHOOTING**

Refer to the instructions below if 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).

#### 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.
- · Try again after initializing the product.
- If there is no signal, the Soundbar automatically turns off after a certain period of time. Turn on the power.

#### Remote control does not work

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

### 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)
- Remove the cable from the Soundbar and then reconnect it.

### Sound is not output from the subwoofer or the rear speakers.

 Check whether the LED on the rear of the Subwoofer and Surround Speakers lights in blue. Reconnect it when the blue LED blinks or the red LED lights.

#### If the TV is not connected via HDMI TO TV (eARC/ARC)

- Check whether the HDMI cable is correctly connected to the ARC terminal.
- 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)

#### Soundbar will not connect via Bluetooth.

- When connecting a new device, switch to "BT 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.)
- 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)

### 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.

- Make sure the wireless router is turned on and then reconnect the wireless router after rebooting.
- 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.

### 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.

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## 08 IMPORTANT NOTES ABOUT SERVICE

- Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance.
- An administration fee may be charged if either:
   a. An engineer is called out to your home at your request and there is no defect in the product.
  - b. You bring the unit to a repair center and there is no defect in the product.
- You will be advised of the amount of the administration fee before any work is done or a home visit is made.
- If you have a problem with this product, we strongly recommend you read the appropriate section of this manual, visit the Support page for your product at www. samsung.com, or call Samsung Product Support (1-800-726-7864) to find an answer before you contact a service center for a repair.

## 09 SPECIFICATIONS AND GUIDE

Model Name HW-Q910B

**Weight** 11.9 lbs (5.4 kg) Dimensions (W x H x D) 43.7 x 2.4 x 4.7 inches (1110.7 x 60.0 x 120.0 mm)

### Operating Temperature Range

+41°F to +95°F (+5°C to +35°C)

### AMPLIFIER

Rated Output power

 $(30 \text{ W} \times 3) + (20 \text{ W} \times 6) + (10 \text{ W} \times 3)$ 

#### Supported play formats

Dolby 5.1ch / Dolby Digital Plus / Dolby TRUE HD / Dolby ATMOS / DTS 5.1ch / DTS HD / DTS-HD Master Audio / DTS:X / LPCM 8Ch

#### Subwoofer Name

PS-WB95B

Weight

21.6 lbs (9.8 kg)

Dimensions (W x H x D) 8.3 x 15.9 x 15.9 inches

(210.0 x 403.0 x 403.0 mm)

Operating Humidity Range

10 % ~ 75 %

### **AMPLIFIER**

Rated Output power

160 W

### Wireless Surround Speaker SET Name

SWA-9100

Weight

Wireless Receiver Module :

1.5 lbs (0.7 kg)

Surround Speaker:

1.3 lbs (0.6 kg)

Dimensions (W x H x D)

Wireless Receiver Module: 2.0 x 7.9 x 5.2 inches (50.0 x 201.3 x 132.0 mm) Surround Speaker: 3.4 x 5.8 x 3.4 inches

3.4 x 5.8 x 3.4 inches (87.5 x 147.0 x 87.5 mm)

### Operating Temperature

Range

+41 °F to +95 °F (+5 °C to +35 °C) Operating Humidity Range 10 % ~ 75 %

.....

### Frequency range

20 Hz ~ 20 kHz

#### NOTE

- Samsung Electronics Co., Ltd reserves the right to change the specifications without notice.
- Weight and dimensions are approximate.
- The surround speakers are provided for specific models only.

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

#### Wi-Fi Port deactivation method

Press the **CH LEVEL** button on the remote control of the Soundbar for 30 seconds to turn Wi-Fi On / Off.

### Bluetooth Port deactivation method

Press the **TONE CONTROL** button on the remote control of the Soundbar for 30 seconds to turn Bluetooth On / Off.

### LIMITED WARRANTY TO ORIGINAL PURCHASER

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.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above.

All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

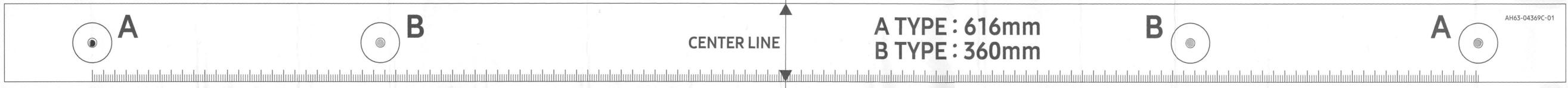
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To obtain warranty service, please contact SAMSUNG customer care center.

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### SAMSUNG

### 01 USING THE REMOTE CONTROL



1	Power	6	以 (Mute)
2	(Source) Press to select a source connected to the Soundbar.	7	SOUND MODE  By pressing the button, you can select the desired audio mode such as Surround, Game, Standard, Adaptive sound.
3	★ Bluetooth PAIR           Switch the Soundbarto Bluetooth pairing mode.	8	(info) Press to display information about the active function or the codec available. In BT mode, it displays the connected device (when pairing is complete) or "BT ready" (when pairing is required).
4	Up/Down/Left/Right	9	VOLUME
5	Play / Pause)	10	WOOFER (BASS) LEVEL Push the button up or down to adjust the level of the woofer (bass).

By pressing the button, you can adjust the volume of the each speaker such as Center level. Side level, Wide level, Front Top level, Rear level, Rear top level.

- Available Rear level settings (Rear level, Rear top level) may vary depending on the specification of the compatible (with the Soundbar) surround speaker.
- CH LEVEL specifications may differ with the respective model.

#### (Sound Control)

By pressing the button, you can set the audio function such as Spacefit sound, AVA, Voice enhance mode, Night mode, Sync, Surround speaker mode, Virtual. The desired settings can be adjusted using the Up/ Down buttons.

- Available Rear speaker mode settings may vary depending on the specification of the compatible (with the Soundbar) surround speaker.
- Sound control specifications may differ with the respective model.

### TONE CONTROL

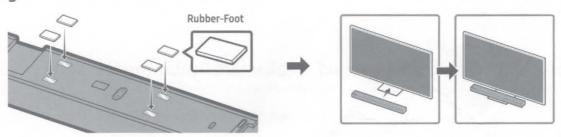
By pressing the button, you can adjust the volume of the treble or bass sound. The desired item can be adjusted using the Up/Down buttons.

### 02 INSTALLING THE SOUNDBAR

### Installation Precautions

- Install on a vertical wall only.
- Do not install in a place with high temperature or humidity.
- Verify whether the wall is strong enough to support the product's weight. If not, reinforce the wall or choose another installation point.
- Purchase and use the fixing screws or anchors appropriate for the kind of wall you have (plaster board, iron board, wood, etc.). If possible, fix the support screws into wall studs.
- Purchase wall mounting screws according to the type and thickness of the wall you want to mount the Soundbar on.
  - Diameter: M5
  - Length: 13/8 inches (35 mm) or longer recommended.
- Connect cables from the unit to external devices before you install the Soundbar on the wall.
- Make sure the unit is turned off and unplugged before you install it. Otherwise, it may cause an electric shock.

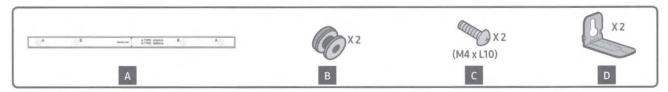
### Installing the Soundbar above a TV Stand



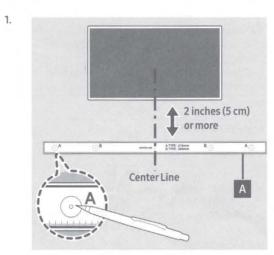
#### NOTE

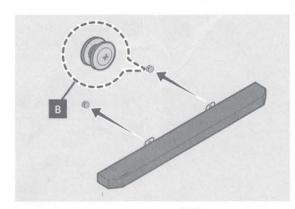
- Make sure the Soundbar is placed on a flat and solid surface.
- Insufficient gap from the TV may cause voice recognition and acoustic problems.
- As illustrated in the image, align the center of the Soundbar with the center of the TV, carefully place the Soundbar onto the TV stand. At this time, place the microphone at the front of the stand not to interfere with voice recognition.
- The illustration above may differ with the model.

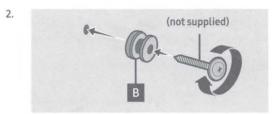
### Installing the Wall Mount

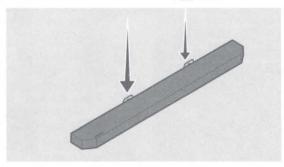


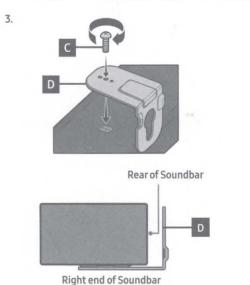
4.

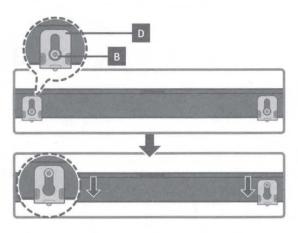












### Notes for wall mounting the surround speaker (applicable models only)

- Surround Speaker wall mounts must be able to support more than 17.6 lbs (8.0 kg).
- Hole size: 1/4 20 UNC threaded insert
  - Standard Screw: 6.35mm (0.25 Inch) ø, 1.27mm (0.05 Inch) Pitch / Length: 18mm (0.70 Inch) long / Quantity: Left1 EA, Right1 EA
- Wall mounts aren't sold by Samsung Electronics.



