



Simple User Guide

HW-Q990F



You can access the User guide 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>)

- Figures and illustrations in this Simple User Guide 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 at your request and there is no defect with the product (i.e. where the user manual has not been read).
 - (b) you bring the unit to a repair centre and there is no defect with the product (i.e. where the user manual has not been read).
- You will be informed of the administration fee amount before a technician visits.

Contact Samsung World Wide

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

Country/Region	Samsung Service Center ☎	Web Site
UK	0333 000 0333	www.samsung.com/uk/support
IRELAND (EIRE)	0818 717100	www.samsung.com/ie/support

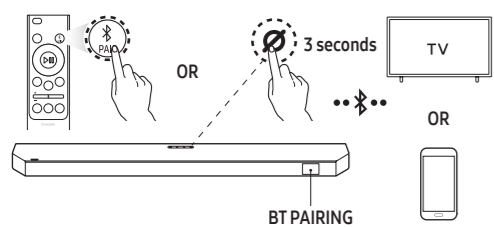
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06 Using the Q-Symphony Feature

If you connect the soundbar to a Samsung TV that supports Q-Symphony, sound will play from both the soundbar and TV at the same time. You can enjoy a richer, more immersive sound with the TV's surround sound.

When the soundbar is connected to your TV, "Q-Symphony" will appear on your TV. (Settings (⚙️) → All Settings (⚙️) → Sound → Sound Output)

07 Connecting to Bluetooth



- Press the **Bluetooth** connection button on the remote control or press and hold the **Microphone** button for 3 seconds or longer.
 - You can also pair the soundbar with your mobile device by going to the SmartThings app screen and pressing the **PAIR** button.



Note

- If prompted for a PIN code when connecting to a Bluetooth device, enter **<0000>**.

01 Checking the Components

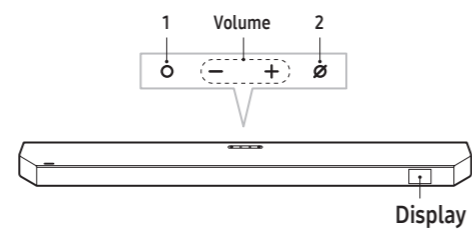
- Soundbar
- Subwoofer
- Surround Speaker x 2
- Soundbar Remote Control / Battery
- Power Cable x 4
- Wall-mounting Guide
- Holder Screw x 2
- Screw (M4 x L10) x 2
- Wall-mounting Bracket x 2
- Rubber-Foot x 4

Note

To purchase additional components or optional cables, contact a Samsung Service Center or Samsung Customer Care.

02 Product Overview

Top side

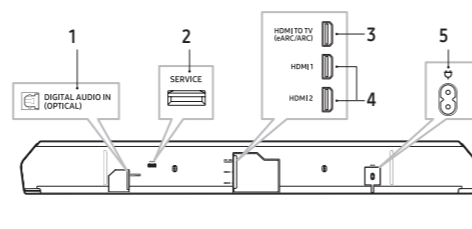


- Multi Button**
In Standby mode, you can turn on the soundbar by pressing the **Multi** button. You can switch the input source by pressing the **Multi** button.

- Microphone button**
Press the button to turn the microphone on or off. When the microphone is off, the LED indicator will turn red.

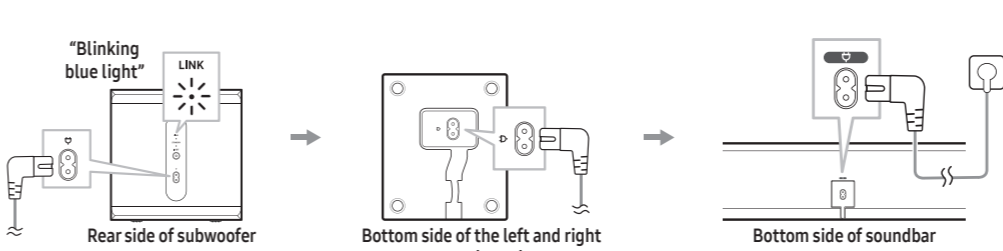
Press and hold the **Microphone** button on the top of the soundbar for 3 seconds or longer to switch to **BT PAIRING** mode.

Bottom side



- DIGITAL AUDIO IN (OPTICAL)**
Connect to a digital (optical) output terminal of TV or external devices.
- SERVICE**
Use this port to update firmware through USB.
- HDMI TO TV (eARC/ARC)**
Use this HDMI port to connect to a TV.
- HDMI 1 / HDMI 2**
This port is used for connecting an HDMI cable to transmit digital video and audio simultaneously. Connect to an HDMI output for external devices.
- POWER**
Connect the power cable to this power port.

03 Connecting the Soundbar to Other Units



- When the soundbar is properly connected to the subwoofer and surround speakers, the LINK LED indicator will stop blinking and turn solid blue.
- Note**
Adjust the surround speakers to position them effectively for optimal surround sound. For more information, please refer to the User Guide on the Samsung Electronics website.

04 Connecting to the SmartThings App

1 Installing App

- You can control the soundbar and adjust settings using the SmartThings app.
- Download the SmartThings app from your mobile device's app store (App Store, Play Store, Galaxy Store) or scan the provided QR code.



2 Registering a Device

- On your mobile device, run the SmartThings app.
- Follow the instructions displayed to register the product to your mobile device.
- If a pop-up window does not appear, go to the app's home screen and tap the **+** button to register the product.

Note

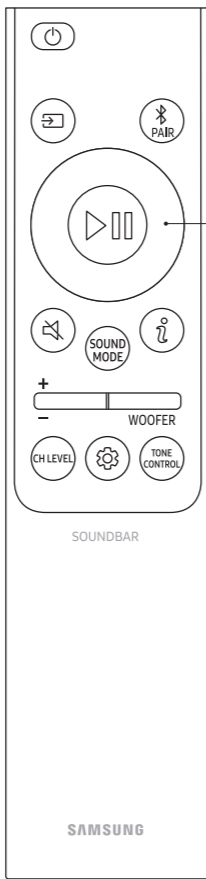
You can also register your soundbar to the SmartThings app by scanning the QR code on the soundbar.

3 Controlling the soundbar with SmartThings

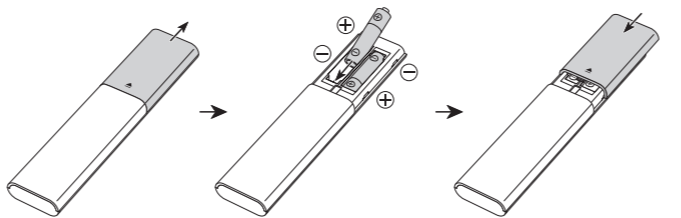
- Open the SmartThings app on your device, and then select the soundbar you have registered.
- The settings menu will appear for the soundbar, and you can adjust the settings such as **Volume**, **Sound Mode**, and **Advanced Sound Settings**.
- If a different user wants to control the soundbar, the user can tap the **Menu** (≡) > How to Use > Share control of devices" in the SmartThings app on their mobile device.

08 Using the Soundbar Remote Control

- The layout, buttons, and functions of the remote control may vary depending on the model.



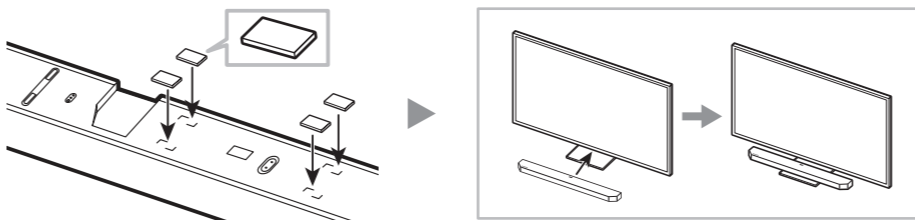
- POWER**
- (Input source):** You can select a device connected to the soundbar.
- (Bluetooth):** Press it to enter the Bluetooth pairing mode on the soundbar.
- 1** Directional button (Up/Down/Left/Right)
- (Play/Pause)**
- (Mute):** Press this button to mute the sound. Press it again to unmute.
- SOUND MODE**
Press it to select a sound mode.
- (Info):** Press this button to see codec information or the current status. In the Bluetooth mode, connected devices will be displayed.
- (Volume)**
 - To mute the sound, press the button.
- WOOFER**
You can adjust the subwoofer (bass) levels by pushing the button up or down.
- (LEVEL)**
You can adjust the volume levels of each speaker. Press the Up or Down buttons to configure the channel you want to adjust.
 - The channel level specifications may vary depending on the model.
- (Sound Settings):** You can adjust and customize the audio settings. Press the Up or Down buttons to configure the sound settings you want to change.
 - Sound settings may vary by model.
- TONE CONTROL**
You can adjust the treble and bass volume levels. Press the Up or Down buttons to configure the sound settings you want to change.



09 Installing the Soundbar

Installing the soundbar on top of the TV stand

- Make sure the soundbar is placed on a flat and solid surface.
- If the soundbar is too close to the TV, voice recognition may be affected, and audio issues could occur.
- As shown in the image, align the center of the TV with the center of the soundbar, then carefully place the soundbar into the TV stand. Make sure the microphone is not blocked when placing the soundbar near the stand to ensure proper voice recognition.
- The actual product may vary in appearance from the image above, depending on the model.



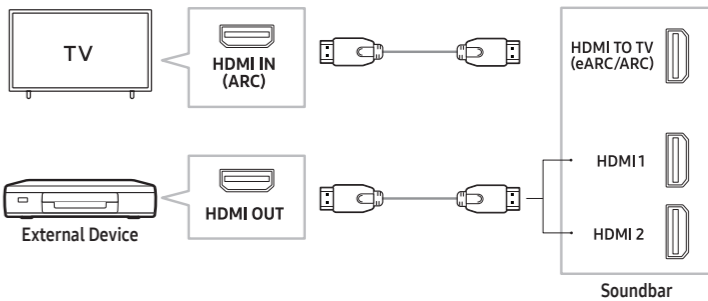
Installing the soundbar on a wall

- Mount the soundbar only on a vertical wall.
- Avoid installing the soundbar system in areas with high temperatures or humidity.
- Install the system on a sturdy wall capable of supporting the soundbar's weight. If the wall can't support the soundbar's weight, reinforce it before installation. If reinforcement is not possible, choose a different wall that can support the soundbar.
- Use screws or anchor brackets suitable for the wall where the soundbar is being installed. (Gypsum board/steel/wood, etc.) If possible, install the screws directly into the wall.
- Turn off the power and unplug the soundbar before mounting it on the wall. Failure to do so may result in electric shock.
- Connect all cables from external devices before mounting the soundbar on the wall.

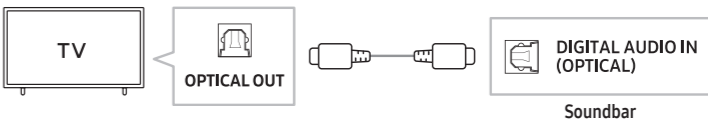
05 Connecting to TV

5-1 Connecting to a TV with Cables

Connecting an HDMI Cable



Connecting to an Optical Cable



Note

- If there is no sound from the soundbar, press the **Multi** button on the top of the soundbar or press the **Source** button on the remote control to switch to the appropriate connected mode.
- Using HDMI cables certified by HDMI.org is recommended.
- When using an optical cable, make sure to remove the cover from the optical cable before use.

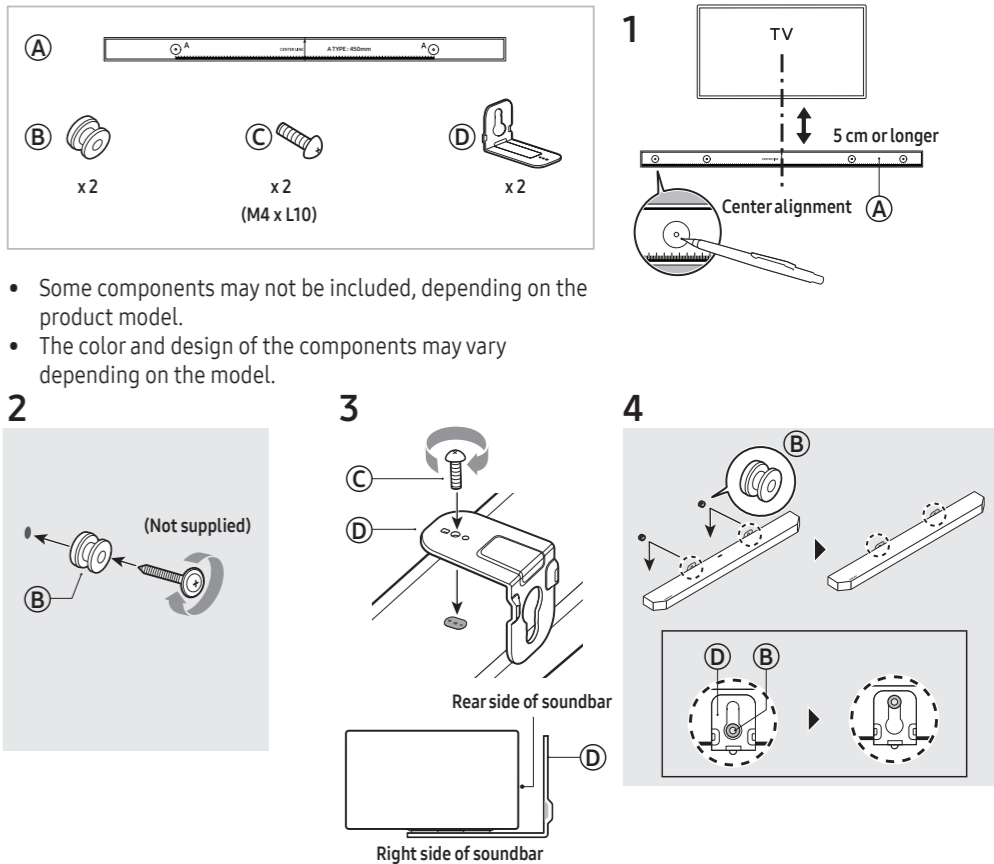
5-2 Connecting to a TV through Wi-Fi

On the TV Sound menu, change the input source to soundbar.

- Samsung TVs released in 2017 or later: (⚙️) → Sound → Sound Output → Soundbar (Wi-Fi)

Note

- Wi-Fi connection is available only on Samsung TV.
- Connect the soundbar and TV to the same Wi-Fi network.
- Check your TV's manual, as the menu may vary depending on the year of manufacture.



Note: When mounting surround speakers on a wall (only applicable to certain models)

- The wall used to mount the surround speakers must be able to support at least 8 kg.
- Hole size: fits 1/4 - 20 UNC screw
 - Standard screw: 6.35 mm ø, 1.27 mm pitch / Length: 18 mm / Quantity: 1 for the left speaker, 1 for the right speaker
- Samsung Electronics doesn't sell wall mounts.

10 Troubleshooting

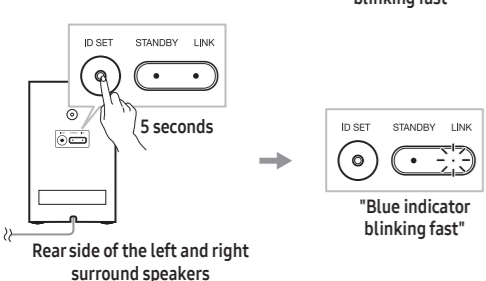
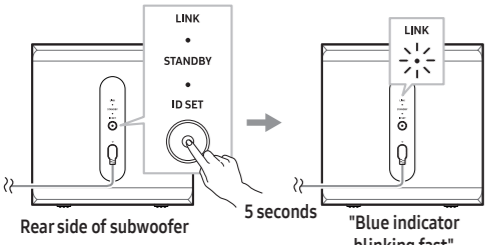
Before seeking assistance, check the following.

When the power does not turn on

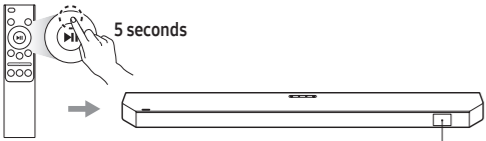
- Check if the power cord is securely connected to the soundbar.

If the subwoofer and surround speakers don't connect to the soundbar automatically

- Press and hold **ID SET** on the rear of the subwoofer and surround speakers for 5 seconds or longer.



- Press and hold the **UP** button on the soundbar remote control for 5 seconds.



- Make sure the **LINK** LED indicator turns blue (indicating a successful connection).
 - When the soundbar is properly connected to the subwoofer and surround speakers, the **LINK** LED indicator will stop blinking and turn solid blue.

When some functions are not working properly

- Unplug the power cord, then plug it back in.
- Unplug the power cord from the external device and try again.
- If there is no signal input, the soundbar will automatically turn off after a certain period. Turn on the power.

If the remote control is not working properly

- Bring the remote control closer to the soundbar and point it directly at the soundbar to select inputs.
- Replace the batteries with fresh ones.

When the soundbar indicator light stays red

- The microphone is turned off. When the microphone is turned on, the indicator will turn off.

If there is no sound

- The soundbar volume may be low, or the soundbar may be set to mute. Adjust the volume levels.
- When using external devices (STB, Bluetooth device, mobile device, etc.) connected to the soundbar, adjust the volume on each device.
- The sound output may be set to the TV. Select the soundbar as the sound output for the TV. (Samsung TV: Home () → Menu () → Settings () → All Settings () → Sound → Sound Output → Select Soundbar)
- Unplug the power cord from the soundbar and plug it in again.

If there is no sound from the subwoofer or surround speakers

- Check if the LED indicator on the rear of the subwoofer or surround speaker is blue. If the indicator is red or blinking blue, reconnect the soundbar to the subwoofer and surround speakers.

When the TV can't connect to the HDMI TO TV (eARC/ARC)

- Make sure the HDMI cable is securely connected to the ARC or eARC port.
- The soundbar connection may not work due to other devices (such as set-top boxes, game consoles, etc.) connected to the TV. Connect only the soundbar to the TV, without any other devices.
- HDMI-CEC may not be enabled on the TV. Enable CEC in the TV menu. (Samsung TV: Home () → Menu () → Settings () → All Settings () → Connection → External Device Manager → Anynet+ (HDMI-CEC) ON)
 - The menu path may vary depending on the model.

When a Bluetooth connection can't be established

- When connecting a new device to the soundbar, switch to BT PAIRING to connect. Press the connection button on the soundbar remote control or press and hold the **(Microphone)** button for 3 seconds or longer.
- Remove the speaker from the Bluetooth speaker list in the device, then reconnect. (Samsung TV: Home () → Menu () → Settings () → All Settings () → Sound → Sound Output → Bluetooth Speaker List)

When the audio stutters due to a weak Bluetooth connection

- Audio may stutter if the soundbar is placed near an electronic device or appliance that causes radio interference. (e.g., microwave oven, wireless router, etc.)
- The sound may cut out if the connected device is too far from the soundbar. Please move the device closer to the soundbar.
- If your body is in contact with the Bluetooth transceiver or the soundbar is placed on metal furniture, the audio may stutter. Check the installation environment and conditions.

When a Wi-Fi connection can't be established

- Check if your wireless router is on. Turn off the router, then turn it back on and try reconnecting.
- If the wireless router signal is weak, it may not be possible to connect to Wi-Fi. Move the wireless router closer to the soundbar or place it in an unobstructed location.

When the TV is powered on, but the soundbar does not turn on with it

- If you turn off the soundbar first while watching TV, the Auto Power Link feature on the soundbar will be turned off. Power off the TV first.

The TV does not show the UHD input signal.

- You may need to adjust the settings on your TV or source device. Refer to your TV or device manual for more details.
- Check if your Ultra High Speed HDMI cable is certified by HDMI.org.

11 Specifications and Information

Model name:	HW-Q990F
Weight 7.3 kg	Dimensions (width x height x depth) 1232.0 x 70.8 x 138.0 mm
Subwoofer name:	PS-WQ990F
Weight 8.3 kg	Dimensions (width x height x depth) 249.0 x 251.8 x 249.0 mm
Surround speaker name:	PS-RQ990F (LEFT/RIGHT)
Weight 3.4 kg	Dimensions (width x height x depth) 129.5 x 201.3 x 140.4 mm

Supported formats for playback

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

Operating temperature range	Operating humidity range
+10 °C to +40 °C	10 % – 80 %, non-condensing

Storing temperature range	Storing humidity level range
-20 °C to +45 °C	5 % – 95 %, non-condensing

Overall Standby Power Consumption (W)

6.0 W

Precaution : When you activate or deactivate the Wi-Fi or Bluetooth connectivity, the soundbar will automatically restart.

- Press and hold the **CH LEVEL** button on the remote control for 30 seconds or longer to activate or deactivate the Wi-Fi.
- Press and hold the **TONE CONTROL** button on the soundbar remote control for 30 seconds or longer to activate or deactivate the Bluetooth.

Note

- Samsung Electronics Co., Ltd reserves the right to change the specifications without notice.
- Weight and dimensions are approximate.
- For more information on power supply and power consumption, refer to the label attached on the bottom or back of the product.

- Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and the relevant UK statutory requirements. The full text of the declaration of conformity is available at the following internet address: [http://www.samsung.com go to Support](http://www.samsung.com/go to Support) and enter the model name. This equipment may be operated in all EU countries and in the UK. The 5GHz WLAN(Wi-Fi or SRD) function of this equipment may only be operated indoors.

WIRELESS DEVICE OUTPUT POWER

RF max transmitter power
100mW at 2.4GHz-2.4835GHz
200mW at 5.15GHz-5.25GHz
100mW at 5.25GHz-5.35GHz & 5.47GHz - 5.725GHz
25mW at 5.725GHz-5.875GHz



[Correct disposal of batteries in this product]

(Applicable in countries with separate collection systems)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

For information on Samsung's environmental commitments and product specific regulatory obligations e.g. REACH, WEEE, Batteries, visit: www.samsung.com/uk/aboutsamsung/sustainability/environment/our-commitment/data/

Safety Information

- The following also applies to the Subwoofer and Surround Speaker SET.

SAFETY WARNINGS

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

NO USER-SERVICEABLE PARTS ARE INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

Refer to the table below for an explanation of symbols which may be on your Samsung product.

	CAUTION RISK OF ELECTRIC SHOCK. DO NOT OPEN.	
	This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.	
	This symbol indicates that this product has included important literature concerning operation and maintenance.	
	Class II product : This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a power cord, the product MUST have a reliable connection to protective earth (ground).	
	AC voltage : Rated voltage marked with this symbol is AC voltage.	
	DC voltage : Rated voltage marked with this symbol is DC voltage.	
	Caution. Consult Instructions for use : This symbol instructs the user to consult the user manual for further safety related information.	

Wiring the Main Power Supply Plug (UK Only)

IMPORTANT NOTICE

The mains lead on this equipment is supplied with a moulded plug incorporating a fuse. The value of the fuse is indicated on the pin face of the plug and if it requires replacing, a fuse approved to BS1362 of the same rating must be used. Never use the plug with the fuse cover removed. If the cover is detachable and a replacement is required, it must be of the same colour as the fuse fitted in the plug. Replacement covers are available from your dealer. If the fitted plug is not suitable for the power points in your house or the cable is not long enough to reach a power point, you should obtain a suitable safety approved extension lead or consult your dealer for assistance.

However, if there is no alternative to cutting off the plug, remove the fuse and then safely dispose of the plug. Do not connect the plug to a mains socket as there is a risk of shock hazard from the bared flexible cord. Never attempt to insert bare wires directly into a mains socket. A plug and fuse must be used at all times.

IMPORTANT

The wires in the mains lead are coloured in accordance with the following code:– BLUE = NEUTRAL BROWN = LIVE As these colours may not correspond to the coloured markings identifying the terminals in your plug, proceed as follows:– The wire coloured BLUE must be connected to the terminal marked with the letter N or coloured BLUE or BLACK. The wire coloured BROWN must be connected to the terminal marked with the letter L or coloured BROWN or RED.

WARNING : DO NOT CONNECT EITHER WIRE TO THE EARTH TERMINAL WHICH IS MARKED WITH THE LETTER E OR BY THE EARTH SYMBOL , OR COLOURED GREEN OR GREEN AND YELLOW.

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 (7-10 cm). Make sure the ventilation slots are not covered. Do not place the unit on amplifiers or other equipment which may become hot. This unit is designed for continuous use. To fully turn off the unit, disconnect the AC plug from the wall outlet. Unplug the unit if you intend to leave it unused for a long period of time.
- During thunderstorms, disconnect the AC plug from the wall outlet. Voltage peaks due to lightning could damage the unit.
- Do not expose the unit to direct sunlight or other heat sources. This could lead to overheating and cause the unit to malfunction.
- 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.

- 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.



UNITED KINGDOM

This Samsung product is warranted for the period of twelve (12) months from the original date of purchase, against defective materials and workmanship. In the event that warranty service is required, you should return the product to the retailer from whom it was purchased. However, Samsung Authorised Dealers and Authorised Service in the countries listed in Warranty Conditions will comply with the warranty on the terms issued to purchasers in the country concerned. Details of our Authorised Service Centres are available from:

Samsung Electronics U.K. Ltd.
Samsung Customer Support Centre
Selectapost 38, Sheffield, S97 3FJ, United Kingdom
United Kingdom: Tel. 0333 000 0333
www.samsung.com/uk/support
EIRE: Tel. 0818 717100
www.samsung.com/ie/support

WARRANTY CONDITIONS

- The warranty is only valid if, when warranty service is required, the warranty card is fully and properly completed and is presented with the original invoice or sales slip or confirmation, and the serial number on the product has not been defaced.
- Samsung's obligations are limited to the repair or, at its discretion, replacement of the product or the defective part. Repaired or replaced products may include new and or refurbished components and equipment.
- Warranty repairs must be carried out by Authorised Samsung Dealers or Authorised Service Centres. No re-imbursement will be made for repairs carried out by non-Samsung Dealers and, any such repair work and damage to the products caused by such repair work will not be covered by this warranty.
- This product is not considered to be defective in materials nor workmanship by reason that it requires adaptation in order to conform to national or local technical or safety standards in force in any Country other than the one for which the product was originally designed and manufactured. This warranty will not cover, and no re-imbursement will be made for such adaptation nor any damage which may result.
- This warranty covers none of the following:
 - Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear.
 - Cost relating to transport, removal or installation of the product.
 - Misuse, including the failure to use this product for its normal purposes or incorrect installation.
 - Use of this product in a commercial/business environment, which shall include, but is not limited to, the following: any use for profit or financial gain, public display or events such as clubs, bars and restaurants including continuous statistical or graphical display, or any commercial use of continuous or intentional long term display of News reels ("tickers"), static or fixed images such as timetables and 4:3 pictures or video content displaying permanent black bars.
 - Damage caused by Lightning, Water, Fire, Acts of God, War, Public Disturbances, incorrect mains voltage, improper ventilation or any other cause beyond the control of Samsung.
 - Spillage of food or liquid or use of any other hazardous substances, which may affect the product.
 - Performance due to differences in broadcasting method between countries
- This warranty is valid for any person who legally acquired possession of the product during the warranty period.
- The consumer's statutory rights in any applicable national legislation whether against the retailer arising from the purchase contract or otherwise are not affected by this warranty Unless there is national legislation to the contrary, the rights under this warranty are the consumer's sole rights and Samsung, its subsidiaries and distributors shall not be liable for indirect or consequential loss or any damage to connected storage media or any other related equipment or material.
- Some products may differ from these guidelines. Please check with your dealer or the local Samsung web-site.
- Samsung shall honour warranties for all EU specification products purchased by a consumer within the following European countries listed.
 - UK, Republic of Ireland, Germany, France, Italy, Malta, Spain, Portugal, The Netherlands, Belgium, Luxembourg, Denmark, Sweden, Finland, Poland, Hungary, Czech Republic, Slovakia, Austria, Slovenia, Croatia, Estonia, Latvia, Lithuania, Greece, Cyprus, Romania, Bulgaria, Switzerland, Norway, Lichtenstein and Iceland.

SAMSUNG ELECTRONICS CO.LTD.