SAMSUNG

# USER GUIDE

## HW-QS700F / HW-QS750F

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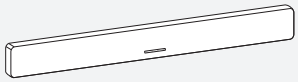
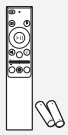
# 01 CHECKING THE COMPONENTS



Soundbar



Remote Control (AH81-15047A) / Battery

Subwoofer

x 2

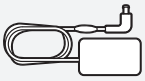
Surround speaker (Left / Right) (HW-QS750F)

x 3

Power cable (HW-QS750F: 3903-001117)

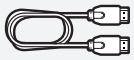
x 2

Power cable (HW-QS700F: 3903-001117)

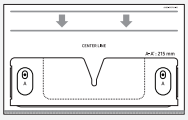


AC/DC adapter for surround speakers (HW-QS750F : AH81-17317A)

Surround speaker cable (HW-QS750F : VA83-01016A)



HDMI Cable (BN39-02661A)



Wall-mounting Guide (AH85-01091A)

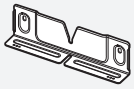
x 1

Holder Screw (AH61-03164A)

x 2

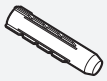
**(M4 x L10)**

Screw (6001-001202)



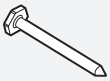
x 1

Wall-mounting Bracket (AH61-04313A)



x 2

Holder Anchor (BN61-17904A)



x 2

**(M5 x L55)**

Screw for mounting on wall (6011-008215)

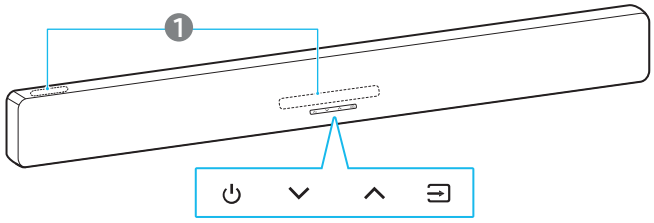
x 4

Rubber Foot (BN67-00398L)

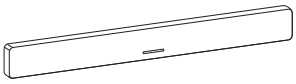
- Refer to the information label located on the bottom or rear of the product for details about power consumption and supply specifications.
- To purchase additional components or optional cables, contact a Samsung Service Center or Samsung Customer Care.
- For more details about the wall mount and rubber foot, see 19~21 page.
- To enhance the product, product design, specifications, and app interface may change without prior notice.
- The color and shape of parts may vary from what is depicted.

# 02 PRODUCT OVERVIEW

## Front side

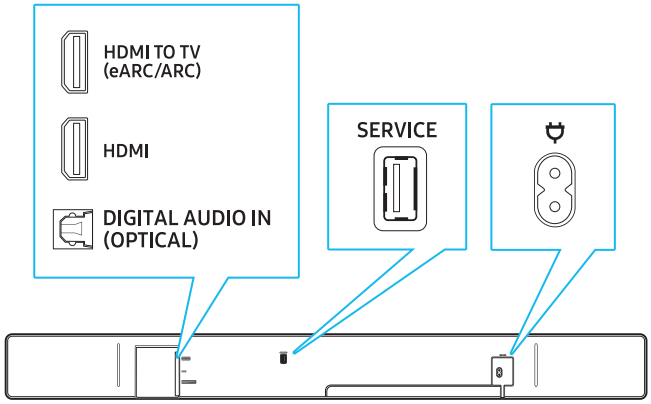


* The orientation of the product image is based on the standard for wall-mounted installation.

| | |
|---|---|
| ❶ | **LED indicator**<br>• The LED indicator may blink, turn on, or change color, depending on the current mode or state. The color and number of LED indicators represent the active modes as follows.<br>• Multi-color LED changes to white, turquoise, green, red, or blue, depending on the mode or status.<br><br>Ⓦ White LED \| Ⓦ White LED \| Ⓜ Multi-color LED \| Ⓦ White LED \| Ⓦ White LED<br><br>**Note**<br>• The LED indicator may light up on only one side, depending on the installation direction.<br><br>[ When wall-mounted ]<br>  <br>[ When table-mounted ]<br> |
| ⌄ ⌃ | **(Volume) Button**<br>Adjusts the volume. |
| ⏻ | **(Power) Button**<br>Turn the power on or off. |
| ⇥ | **(Source) Button**<br>You can switch the source by pressing the ⇥ **(Source)** button.<br>To put the Bluetooth into pairing mode, press and hold the ⇥ **(Source)** button on the soundbar for 3 seconds or longer.<br><br>**LED indicator** \| 🔊<br>● ○ ○ ○ ○ White On → Off \| TV ARC or eARC<br>● ● ○ ○ ○ White On → Off \| HDMI<br>● ● ● ○ ○ White On → Off \| Wi-Fi<br>● ● ● ● ○ White On → Off \| Bluetooth<br>● ● ● ● ● White On → Off \| Digital Audio In |

- When you turn on the soundbar, it may take 4 to 5 seconds for the sound to start.
- If audio plays from both the TV and soundbar, open the TV's Audio **Settings** menu, then select **External Speaker** instead of TV Speaker.

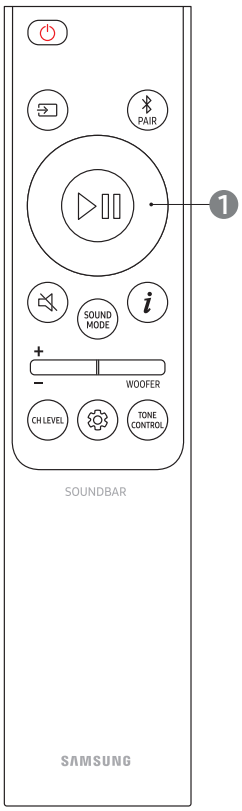
## Rear side



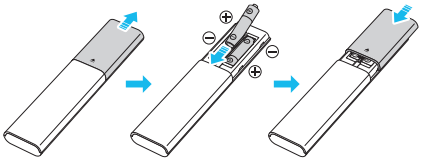

| | |
|---|---|
| **DIGITAL AUDIO IN (OPTICAL)** | Connect to a digital (optical) output terminal of a TV or external device.<br>(Please see page 16.) |
| **SERVICE** | Use this port to update firmware through USB. |
| **HDMI TO TV (eARC/ARC)** | Use this HDMI port to connect to a TV. (Please see page 12.) |
| **HDMI** | This port is used for connecting an HDMI cable to transmit digital video and audio simultaneously.<br>Connect to an HDMI output of external devices.<br>(Please see page 15.) |
| ⏚ | Connect the power cable to this power port.<br>(Please see page 9.) |

# 03 USING THE REMOTE CONTROL

## How to use the Remote Control

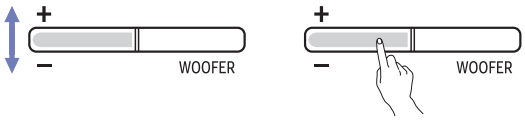



**Install Batteries (AAA battery X 2)**
Slide the battery cover in the direction of the arrow until it is fully removed. After inserting the batteries (1.5V, AAA) in the correct direction, slide the back cover onto the remote control in the direction of the arrow.



| | |
|---|---|
| (POWER) | Turns the soundbar on or off.<br>The soundbar will automatically turn off in the following situations. (Power saving mode)<br>• **TV ARC** or **eARC**, **HDMI**, **Wi-Fi**, **BT**, **D.IN** Mode: No audio signal input for 18 minutes or longer<br>• In the case of **BT**, it won't work if it is connected to another device, even if there is no audio signal input.<br><br>LED indicator: ○ ○ ● ○ ○ Cyan blinking x1 — Status: On<br>LED indicator: ○ ○ ● ○ ○ Red blinking x3 — Status: Off |

| | |
|---|---|
| (Source) | • You can choose the device connected to the soundbar.<br>• Turn voice feedback on or off<br>You can turn voice feedback on or off.<br>With the soundbar turned off (in Standby mode), press and hold the **(Source)** button on the remote control for 5 seconds.<br>Whenever you change the voice feedback settings, the LED indicator will change.<br><br>LED indicator: ○ ○ ● ○ ○ Cyan blinking x1 — Status: On<br>LED indicator: ○ ○ ● ○ ○ White blinking x1 — Status: Off |
| (Bluetooth connection) | Puts the soundbar into the Bluetooth pairing mode. Press this button to change the LED indicator as below:<br>• The multi-color LED will sequentially change from **Red** → **Green** → **Blue** until the pairing is complete.<br><br>LED indicator: ○ ○ ● ○ ○ Red → Green → Blue blinking — Status: Pairing<br>LED indicator: ○ ○ ● ○ ○ Cyan blinking x3 — Status: Connection successful<br>**Ready to connect via Bluetooth.** |
| (Up/Down/ Left/Right) | Use the Up/Down/Left/Right buttons to make fine adjustments.<br>• **Skip a song**<br>Press the **Right** button to skip to the next song.<br>Press the **Left** button to go to the previous song.<br>• **ID SET**<br>Use this option if the subwoofer or surround speakers aren't connected and need to be reconnected.<br>Hold the **Up** button for 5 seconds to perform **ID SET**. (Please see page 10.) |
| (Play/ Pause) | Starts or pauses playback. |
| (Mute) | To mute the soundbar, press the **(Mute)** button. Press it again to unmute.<br><br>**LED indicator:** ○ ○ ○ ○ ● White blinking |

| | |
|---|---|
| SOUND MODE<br>(Sound mode) | Select the desired sound mode from among **Surround**, **Game**, **Standard**, **Adaptive Sound**, and **DTS Virual:X**.<br>• **Surround**<br>Surround sound will be activated.<br>• **Game**<br>This mode is optimized for gaming, providing a more immersive sound experience.<br>• **Standard**<br>The original sound will be played back.<br>• **Adaptive Sound**<br>In this mode, content is analyzed in real time and optimal sound is played based on the type of content.<br>• **DTS Virtual:X**<br>It delivers immersive 3D sound for all content.<br>**LED indicator:** ○ ○ ● ○ ○<br>White blinking X1<br>**Surround → Game → Standard → Adaptive Sound → DTS Virtual:X** |
| (Info) | Press the button to display information about the current function. (See page 4)<br>When connected to Dolby Atmos®, the LED indicator blinks cyan 3 times. |
| WOOFER<br>(Woofer (bass) Level) | <br>You can adjust the woofer (bass) levels by sliding the button up or down. |
| +<br>–<br>(Volume) |  <br>Press the Up or Down button to adjust the volume.<br>• **(Mute)**<br>Press the **Volume** button. Press it again to unmute. |

| | |
|---|---|
| CH LEVEL<br>(Channel level) | You can adjust the volume of each speaker, including the **Center**, **Front top**, **Rear** and **Rear top** speakers.<br>• To adjust the volume of each speaker, select the **Center** or **Front top** in the sound settings, then use the Up/Down buttons to adjust the volume between -6 and +6.<br>• When the surround speakers are connected, select **Rear** or **Rear top** and then use the Up/Down buttons to adjust the volume within the range of -6 to +6.<br>• The **Rear top** can be selected when connected to the HW-QS700F model and SWA-9500S (sold separately).<br>**LED indicator:** ○ ○ ● ○ ○<br>White blinking X1<br>**Center Level → Front Top Level → Rear Level → Rear Top Level** |
| (Sound Control) | You can select audio features such as **Voice enhancement**, **Night mode**, **Sync**, **Sound grouping**, **Private rear sound**, **Moderate base**, and **Virtual**.<br>To adjust a sound setting, press the Up or Down button to select your desired option.<br>• (Please see **Page "Setting the ⚙ (Sound Control)" of 7**.)<br>**LED indicator:** ○ ○ ● ○ ○<br>White blinking X1<br>**Voice enhancement → Night mode → Sync → Sound grouping → Private rear sound → Moderate base → Virtual** |
| TONE CONTROL<br>(Tone control) | Adjust the treble and bass levels by pressing the respective buttons. After selecting an option, use the **Up**/**Down** buttons to adjust the settings. This feature is available in all sound modes except **Standard** mode.<br>• Adjust the treble or bass levels by selecting TREBLE or BASS in the Sound Control. Then, use the **Up**/**Down** buttons to adjust the volume level within the range of -6 to +6.<br>• When adjusting the BASS levels, the woofer levels will also be affected.<br>**LED indicator:** ○ ○ ● ○ ○<br>White blinking X1<br>**Treble → Bass** |

## Setting the ⚙ (Sound Control)

- **Voice enhancement**: Improves the dialog quality in videos and TV shows, making it easier to hear.
- **Night Mode**: Optimizes the listening experience at night by lowering the volume while keeping spoken dialog clear.
- **Sync**: If the video and audio are out of sync when played through the TV and soundbar, go to the Sound Control and select **Sync**. Then, use the Up/Down buttons to adjust the audio delay between 0 and 300 milliseconds.
  - Sync is supported only in certain functions.
- **Sound Grouping**: The full sound is played through both the soundbar and rear speakers, making it ideal for a group of people in a large space.
  - When the surround speakers are connected for the first time, the sound grouping menu will be available. After that, the menu will remain available, regardless of whether the surround speakers are connected.
  - In **Sound Grouping** mode, sound modes won't affect the audio.
  - Sound will only come from specific speakers, not from all speakers. This may vary by model.
- **Private Rear Sound**: This feature allows you to send audio to only the surround speakers, so you can listen without being disturbed.
  - In this mode, no sound will come from the soundbar or subwoofer. Only the Front channels of the surround speakers will produce sound.
  - In **Private Rear Sound** mode, sound modes won't affect the audio.
  - When the soundbar is turned off or the connection to the surround speakers is lost, this mode will turn off.
  - The Private Rear Sound menu will only be available when a surround speaker is connected.
  - When connecting **Q-symphony**, the Private Rear Sound mode will automatically turn off and can't be turned back on.
- **Moderate Bass**: When turned **On**, the subwoofer is muted and bass will be output through the soundbar. When turned **Off**, the subwoofer is turned on, and no bass will be output through the soundbar.
- **Virtual**: **While Surround** sound mode is on, it provides extended sound effects when playing **Dolby/DTS** content.
  This feature can be set by using the Up/Down buttons.
- To adjust the sound of each frequency, press and hold the ⚙ **(Sound Control)** button for about 5 seconds. You can select 150Hz, 300Hz, 600Hz, 1.2kHz, 2.5kHz, 5kHz, or 10kHz with the **Left**/**Right** buttons, and make adjustments within the range of -6 to +6 using the **Up**/**Down** buttons.
  (This feature only works when the sound mode is set to **Standard**.)

## Output specifications for each sound mode

### Using the subwoofer only

**[ HW-QS700F ]**

| Effect | Input | Output |
|---|---|---|
| Surround Game | 2.0 Channel | 3.1.2 Channel |
| | 5.1 Channel | 3.1.2 Channel |
| | Dolby Atmos® | 3.1.2 Channel |
| Standard | 2.0 Channel | 2.1 Channel |
| | 5.1 Channel | 3.1 Channel |
| | Dolby Atmos® | 3.1.2 Channel |
| Adaptive Sound DTS Virtual:X | 2.0 Channel | 3.1.2 Channel |
| | 5.1 Channel | 3.1.2 Channel |
| | Dolby Atmos® | 3.1.2 Channel |

### Using the subwoofer and surround speaker together

**[HW-QS750F]**

| Effect | Input | Output |
|---|---|---|
| Surround Game | 2.0 Channel | 5.1.2 Channel |
| | 5.1 Channel | 5.1.2 Channel |
| | Dolby Atmos® | 5.1.2 Channel |
| Standard | 2.0 Channel | 2.1 Channel |
| | 5.1 Channel | 5.1 Channel |
| | Dolby Atmos® | 5.1.2 Channel |
| Adaptive Sound DTS Virtual:X | 2.0 Channel | 5.1.2 Channel |
| | 5.1 Channel | 5.1.2 Channel |
| | Dolby Atmos® | 5.1.2 Channel |

### For using the subwoofer and surround speaker (SWA-9500S, optional) together

[ HW-QS700F ]

| Effect | Input | Output |
|---|---|---|
| Surround Game | 2.0 Channel | 5.1.4 Channel |
| | 5.1 Channel | 5.1.4 Channel |
| | Dolby Atmos® | 5.1.4 Channel |
| Standard | 2.0 Channel | 2.1 Channel |
| | 5.1 Channel | 5.1 Channel |
| | Dolby Atmos® | 5.1.4 Channel |
| Adaptive Sound DTS Virtual:X | 2.0 Channel | 5.1.4 Channel |
| | 5.1 Channel | 5.1.4 Channel |
| | Dolby Atmos® | 5.1.4 Channel |

The surround speakers won't produce sound for 2-channel output while **Standard** effect mode is active. To turn on sound for the surround speakers, change the effect mode to **Surround**.

## Adjusting the Soundbar Volume with the TV Remote Control

This feature allows you to adjust the soundbar volume using the TV's remote control.

- This function can only be used with an IR remote control. Bluetooth remote controls (those that need pairing) aren't supported.
- The above item only operates in certain input modes of the soundbar.
- Manufacturers that support this feature
  Samsung, VIZIO, LG, Sony, Sharp, PHILIPS, PANASONIC, TOSHIBA, Hisense, RCA

1. Turn off the soundbar.
2. Push the **Woofer Level** button up and hold for 5 seconds.
   When you press and hold the **Woofer Level** button for up to 5 seconds, the mode will change in the following sequence: **OFF-TV REMOTE**, (default) **SAMSUNG-TV REMOTE**, and then **ALL-TV REMOTE**.

| Remote control button | Display | Status |
|---|---|---|
| 5 seconds + − WOOFER | Red blinking X1 ○ ○ ● ○ ○ **OFF-TV REMOTE** (Default) | Disables the TV remote control. |
| 5 seconds + − WOOFER | Cyan blinking X1 ○ ○ ● ○ ○ **SAMSUNG-TV REMOTE** | Controls the soundbar with a Samsung TV IR remote control. |
| 5 seconds + − WOOFER | Blue blinking X1 ○ ○ ● ○ ○ **ALL-TV REMOTE** | Controls the soundbar with a different TV manufacturer's and Samsung TV IR remote control. |

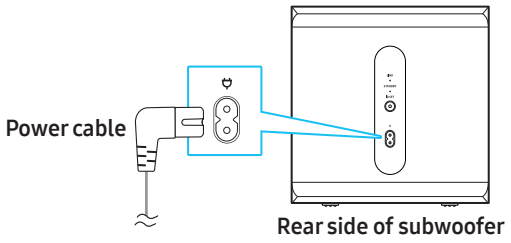
# 04 CONNECTING THE SOUNDBAR TO OTHER UNITS

## Connecting the Power and Devices

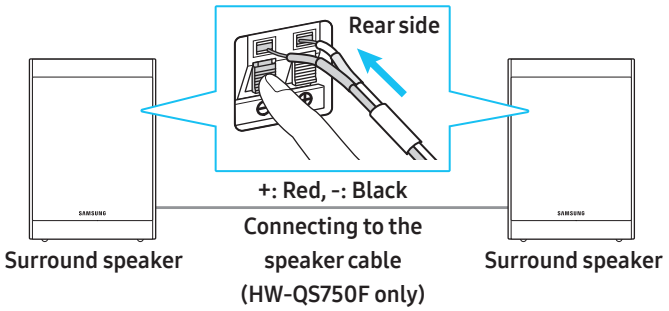
Using the power cords, connect the subwoofer, surround speakers, and soundbar to an electrical outlet in the following order:

- Refer to the information label located on the bottom or rear of the product for details about power consumption and supply specifications.
- Always grip the plug firmly and pull it directly when disconnecting the power cord from the wall outlet. Do not pull on the power cord itself.
- Once all devices are connected, connect the soundbar and other devices to an electrical power outlet.
- Surround speakers may not be included, depending on the product model.

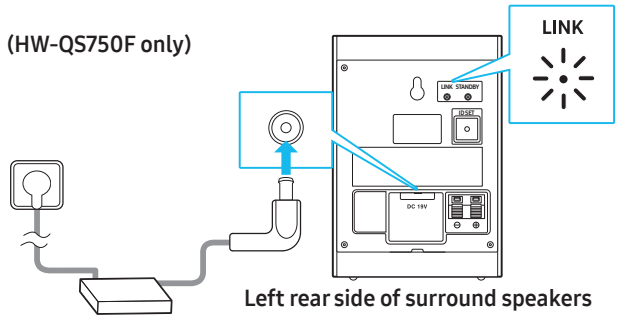
1. Connect the power cord to the subwoofer.



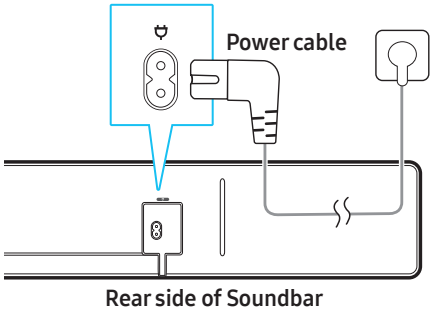

2. Connect the speaker cables to the left and right surround speakers.
   - When connecting the speaker cables to each surround speaker, match the cables with the same color.
   - Make sure to insert the cable fully. Be careful not to insert any wire covered by the insulation sleeve.
   - The length of the surround speaker cable is 6 meters.



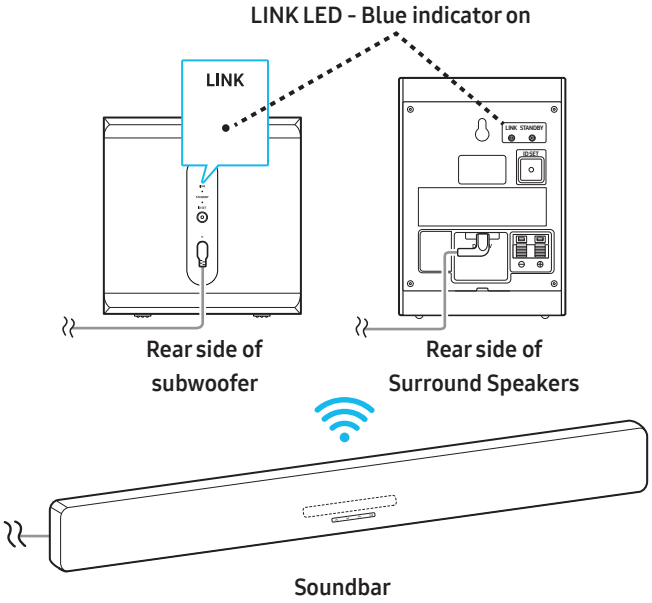

3. Connect the power cable to the rear of the left surround speaker.




4. Connect the power cord to the soundbar.




5. Connect the soundbar, subwoofer, and surround speakers to a power outlet. When the soundbar is turned on, the subwoofer and surround speakers will automatically connect to it.




### Note

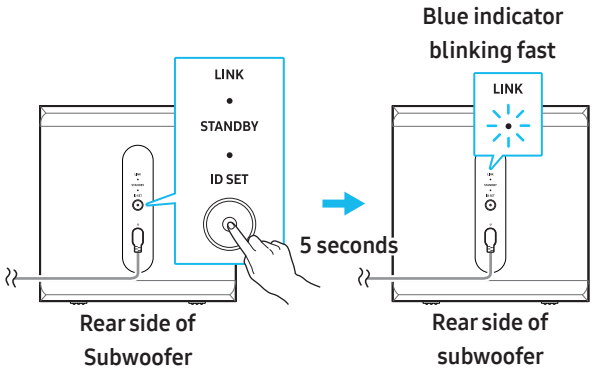
- First, connect the subwoofer and surround speakers to a power outlet, then turn on the soundbar once it is plugged in. When the soundbar is powered on, the subwoofer and surround speakers will automatically connect.
- If you disconnect the power cord while the soundbar is on, and reconnect it to a power outlet, the soundbar will automatically turn on.

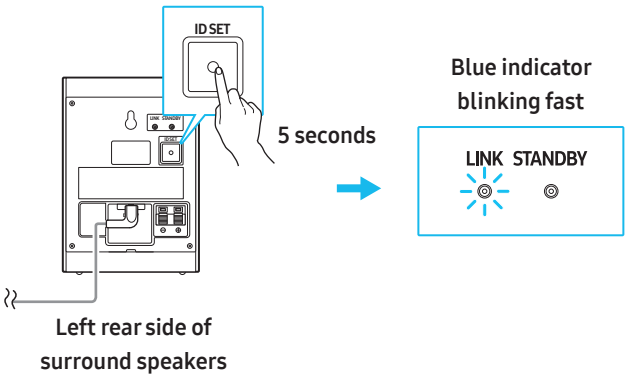
## Manually Connecting the Subwoofer and Surround Speakers

**Before manually connecting the speaker units**

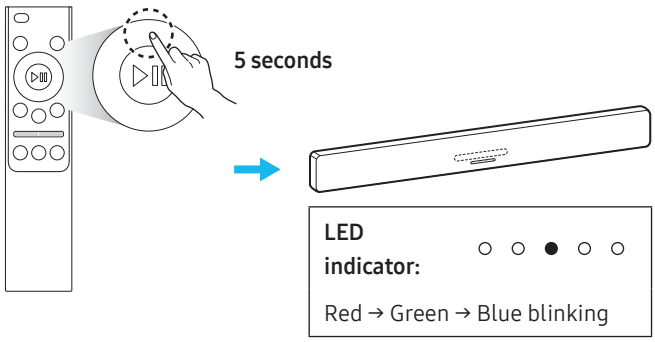
- Make sure the soundbar, subwoofer, and surround speakers are connected to a power outlet.

1. Press and hold **ID SET** button on the rear side of the subwoofer and surround speakers for 5 seconds or longer.
   - The red indicator on the rear of each speaker will turn off, and the blue indicator will blink rapidly.

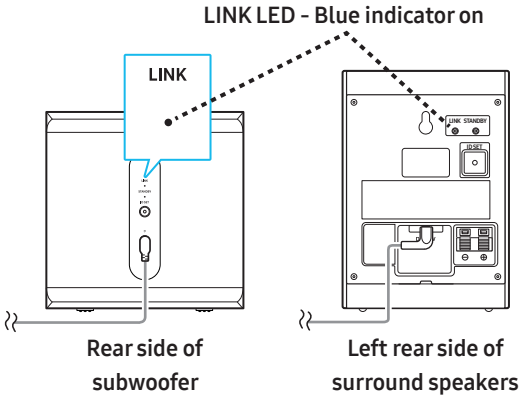



2. Press and hold the **Up** button on the Remote Control for 5 seconds.




3. 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.

### Note

- Surround speakers may not be included, depending on the product model.
- How to reset the Tx module
  1) Press and hold the Left button on the Remote Control for 5 seconds.
  2) Follow the instructions in the **Manually Connecting the Subwoofer and Surround Speakers** section.

## Status of rear indicator in subwoofer and surround speakers

| LED | Status | Troubleshooting |
|---|---|---|
| **Subwoofer**<br>LINK<br>STANDBY<br>ID SET<br>(**Blue indicator** on) | Connection successful (normal operation) | - |
| **Surround speaker**<br>LINK STANDBY<br>(**Blue indicator** blinking) | Restore connection | Check if the soundbar's power cable is securely connected or wait for about 5 minutes. If the blinking continues, manually connect the subwoofer and surround speakers. Please see Page 10 . |
| **Subwoofer**<br>LINK<br>STANDBY<br>ID SET<br>(**Red indicator** on) | In standby (with soundbar turned off) | Check if the soundbar's power cable is securely connected. |
| **Surround speaker**<br>LINK STANDBY<br>(**Red** indicator on) | Connection unsuccessful | Try reconnecting. Refer to manual connection in Page 10 . |
| **Subwoofer**<br>LINK<br>STANDBY<br>ID SET<br>(**Red and blue indicator** blinking simultaneously)<br>**Surround speaker**<br>LINK STANDBY<br>(**Red and blue indicator** blinking simultaneously) | Product malfunction | Contact a Samsung Service Center (at 1588-3366 with call charges on callers). |

**Note**

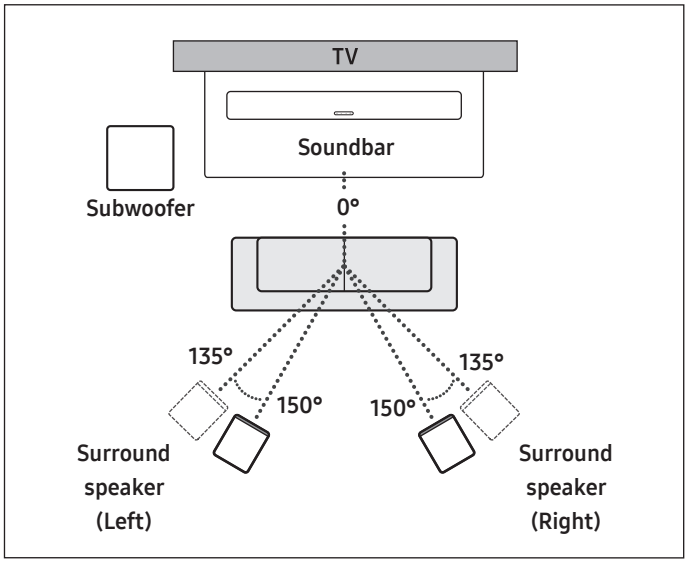
- When the soundbar is turned off, the subwoofer enters Standby mode and the red indicator will turn on.
- If there is a nearby device using the same frequency as the soundbar, interference may occur, causing the sound output to be interrupted.
- The wireless signal from the soundbar can be transmitted up to 10 meters under normal installation conditions, but this distance may vary, depending on the operating environment. If there is a steel wall or reinforced concrete between the soundbar and the subwoofer or surround speakers, the wireless signal will be blocked, preventing the product from functioning properly.
- Surround speakers may not be included, depending on the product model.
- Surround speakers may vary, depending on the product model.

**⚠ Caution**

- A wireless antenna is built into the subwoofer and surround speakers. Keep away from water and moisture.
- For optimal sound quality, avoid placing obstacles around the subwoofer or surround speakers.

# Speaker layout guide

## Recommended speaker layout




**⚠ Caution**

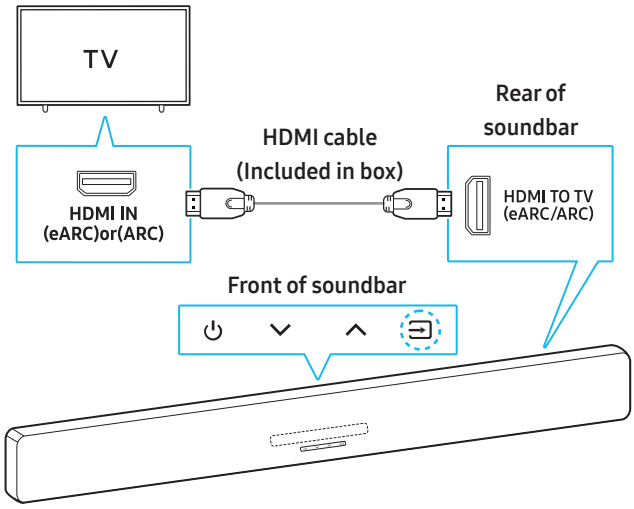
- A wireless antenna is built into the subwoofer and surround speakers. Keep away from water and moisture.
- For optimal sound quality, avoid placing obstacles around the subwoofer or surround speakers.
- Surround speakers may not be included, depending on the product model.

# 05 CONNECTING TO A TV

## Connect to a TV that supports HDMI ARC (Audio Return Channel)

**Caution**

- If both an HDMI cable and an optical cable are connected, the HDMI cable signal will take priority.
- When connecting the TV and soundbar with an HDMI cable, make sure to connect the ports labeled eARC or ARC. If the correct port isn't used, the TV won't make any sound.
- Using HDMI cables certified by HDMI.org is recommended.




| | |
|---|---|
| **LED indicator:** White ON → OFF | ● ○ ○ ○ ○ |
| **TV ARC or eARC** | |

1. While the soundbar and TV are turned off, connect the HDMI cable as shown in the diagram above.
2. Turn on the soundbar and TV.
3. TV sound will play through the soundbar.
   - If there is no sound from the TV, press the **(Source)** button on the soundbar or remote control to switch to the appropriate connected mode.
   - To connect with eARC, the eARC function in the TV menu should be turned on. Refer to the TV user manual for details about how to configure the settings.
     (e.g.) Samsung TV: Home ( ) → Menu ( ) → Settings ( ) → All Settings ( ) → Sound → Expert Settings → HDMI-eARC Mode (Auto))
   - You can use the volume buttons on your TV remote control to adjust the soundbar volume.

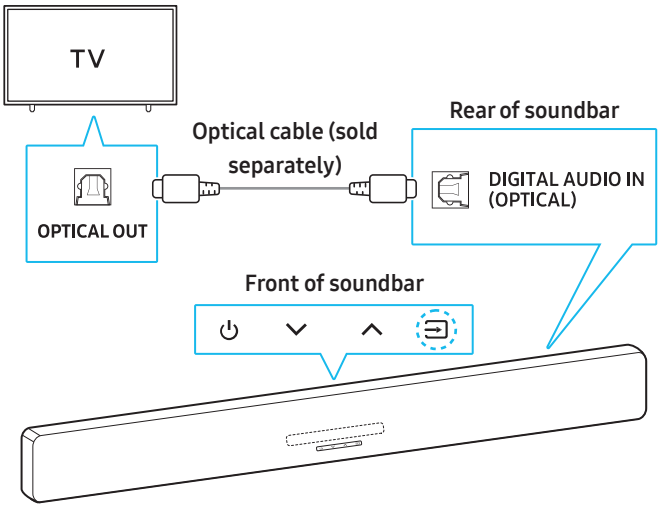
**Note**

- When connecting a TV and soundbar that support HDMI ARC (Audio Return Channel) using an HDMI cable, digital video and audio data can be transmitted without a separate optical cable.
- Using a coreless HDMI cable is recommended whenever possible. If using a cored HDMI cable, ensure its diameter is less than 14 mm.
- This function won't work if the HDMI cable doesn't support ARC.
- If the broadcast audio is encoded in Dolby and the "Digital Output Audio Format" in your TV is set to PCM, changing the settings to Dolby Digital, Dolby Digital+, or Auto is recommended for optimal sound.
  Changing the setting will provide better sound quality. (The TV menu may use different terms for Dolby Digital and PCM, depending on the manufacturer.)
- ARC/eARC protocol supports Dolby Atmos®.
- Check if the content you want to use support Dolby Atmos®.

## Connecting Using an Optical Cable

**Pre-connection Checklist**

- If both an HDMI cable and an optical cable are connected, the HDMI cable signal will take priority.
- When using an optical cable, make sure to remove the cap from the optical cable before use.



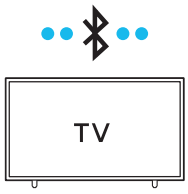

| | |
|---|---|
| **LED indicator:** White ON → OFF | ● ● ● ● ● |
| **Digital Audio In** | |

1. While the TV and soundbar are turned off, connect the **DIGITAL AUDIO IN (OPTICAL)** on the soundbar to the OPTICAL OUT port on the external device using an optical cable (sold separately), as shown in the above diagram.
2. Turn on the soundbar and TV.
3. Press the **(Source)** button on the remote control to switch to **D.IN** mode.
   TV sound will play through the soundbar.

## Connecting to Bluetooth

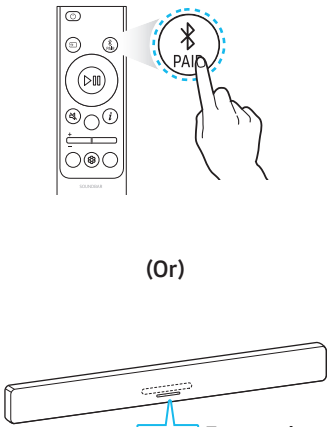
Connecting your Samsung TV to the soundbar via Bluetooth allows you to enjoy stereo sound without the need for cables.

- Only one Samsung TV can be connected via Bluetooth at a time.
- You can connect to a Samsung TV with Bluetooth support. Make sure to check your TV's specifications.




### Connecting to Bluetooth for the first time

1.

| Bluetooth pairing button | LED indicator |
|---|---|
|   (Or)  3 seconds or longer | [Pairing] ○ ○ ● ○ ○ Red → Green → Blue blinking ⬇ [Connection successful] ○ ○ ● ○ ○ Cyan blinking x3 |
| | **Ready to connect via Bluetooth.** |

2. Open the Bluetooth menu on the Samsung TV you want to connect.
   (Examples: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Sound Output → Bluetooth Speaker List → Soundbar Q-series (Bluetooth))
3. Select "**Q-series Soundbar**" from the list on the TV screen.
   On the Samsung TV Bluetooth device list, "**Need Pairing**" or "**Paired**" will appear for a device. To connect Samsung TV to the soundbar, select the corresponding message to establish the connection.
4. You can now enjoy Samsung TV audio through the soundbar.
   - Once you have successfully connected the soundbar to your Samsung TV via Bluetooth, you can use the **BT READY** mode to reconnect.

**If the Device Fails to Connect**

- When a previously connected soundbar (e.g., If **Q-Series Soundbar**) appears in the Samsung TV speaker list, delete it.
- Repeat steps 1 through 3.

### Disconnecting the Soundbar from the Samsung TV

Press the **(Source)** button on the soundbar or remote control and switch to any other mode besides **BT**.

- Ending the connection may take a few seconds as the TV waits for a response from the soundbar.
  (The disconnection time may vary, depending on the Samsung TV model.)

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

- **BT READY**: In this mode, you can connect a previously connected TV or mobile device with the soundbar.
- **BT PAIRING**: In this mode, you can connect a new device to the soundbar.
  (Press the **PAIR** button on the remote control, or press and hold the **(Source)** button for 3 seconds or longer.)

### Precautions when connecting to Bluetooth

- Position the device you are connecting to the soundbar via Bluetooth within 1 meter.
- If prompted for a PIN code when connecting to a Bluetooth device, enter <0000>.
- The soundbar will automatically turn off after 18 minutes of inactivity in Standby mode.
- The soundbar may have difficulty scanning for available Bluetooth devices or connecting properly under the following conditions:
  - If there are nearby electronic devices or equipment causing radio interference.
  - If multiple Bluetooth devices are simultaneously paired with the soundbar.
  - If the Bluetooth device is turned off, out of range, or experiencing a malfunction.
- Electronic devices may cause radio interference. Keep any device that generates electromagnetic waves away from the soundbar. (e.g., microwave oven, wireless LAN, etc.)
- Press and hold the **Tone Control** button on the remote control for 30 seconds or longer to turn Bluetooth on or off.
  **When you turn Bluetooth on or off, the soundbar will automatically restart.**

## Connecting via Wi-Fi (Wireless Network)

**Pre-connection Checklist**

- Wi-Fi connection is only available on a Samsung TV.
- Check if the **wireless router (Wi-Fi)** is turned on and the **TV is connected to the wireless router**.
- Connect the soundbar and TV to the same Wi-Fi network.
- If your wireless router (Wi-Fi) uses a DFS channel, you won't be able to connect the TV and soundbar via Wi-Fi. Contact your Internet Service Provider for more details.
- Check your TV's manual since the menu may vary, depending on the year of manufacture.
- Connect the soundbar to the wireless router first so that you can connect the soundbar and TV via Wi-Fi. See page 17 to find how to establish a Wi-Fi connection.

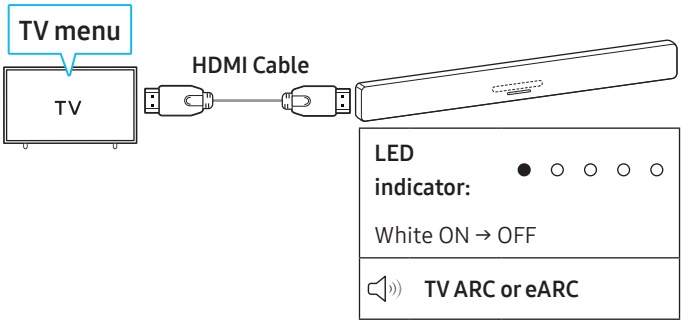
1. For more information on how to connect your soundbar to a Wi-Fi network, go to 17, "**Connecting via Wi-Fi (Wireless Network)**".
2. On the TV Sound menu, change the input source to soundbar.
   - **For Samsung TVs released in 2017 or later**
     Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Sound Output → Q-series Soundbar (Wi-Fi)

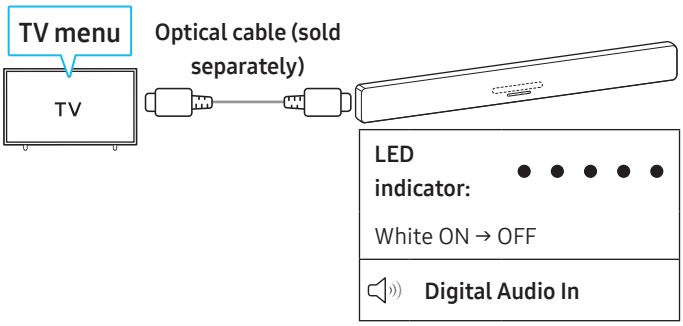
### Note

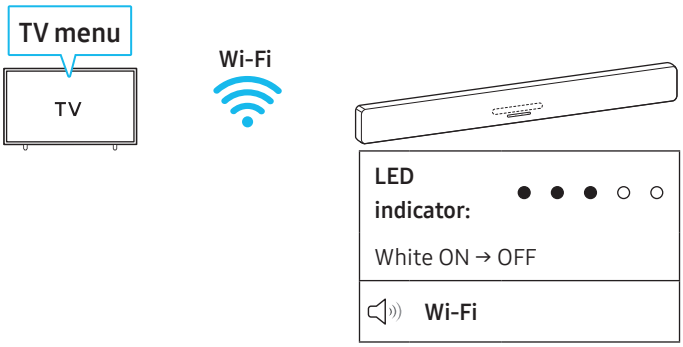
- Wi-Fi Dolby Atmos connectivity is only available on some Samsung TVs and soundbar.
- Press and hold the **Channel Level** button on the Remote Control for 30 seconds or longer to turn Wi-Fi on or off.
  **When you turn Wi-Fi on or off, the soundbar will automatically restart.**

## 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)




### Note

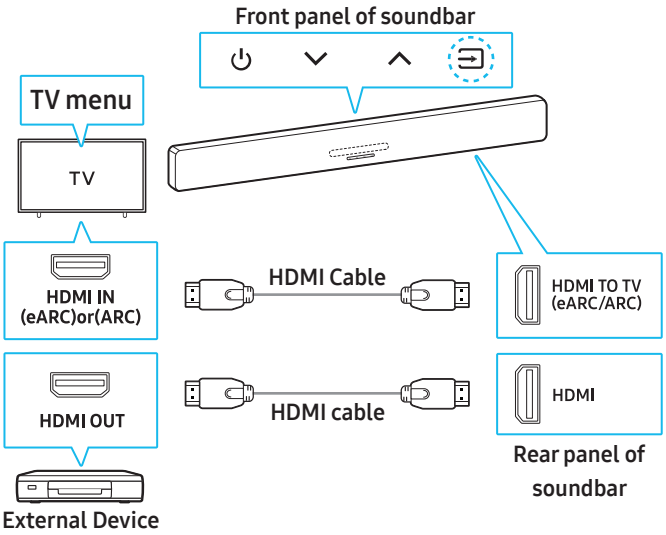
- It will work with the codec supported by the TV.
- This feature is only supported when connected via HDMI cable, optical cable (sold separately), or Wi-Fi.
- The messages displayed on the TV may vary, depending on the model.
- Check and see if your soundbar and TV are connected to the same Wi-Fi network/frequency.
- This function is only available on some Samsung TVs and soundbar.

# 06 CONNECTING AN EXTERNAL DEVICE

## Connecting via HDMI Cable

**Pre-connection Checklist**

- If any secondary audio settings are on, turn them off in your audio output options.
- Check if the content you want to use support Dolby Atmos®.
- Choose an HDMI cable that meets the required HDMI input/output specifications.
- To receive UHD signals, you must use an HDMI cable certified by HDMI.org.
- To receive UHD signals, check the video playback specifications of your TV and external device and also the settings of the device in use.
- Refer to your TV or external device manual for more details.




1. Use an HDMI cable to connect the **HDMI** OUT port on the external device to the HDMI port at the rear of the soundbar.
2. Use an HDMI cable (included) to connect the HDMI IN port of the TV to the **HDMI TO TV (eARC/ARC)** port at the rear of the soundbar.
3. Turn on the soundbar, TV, and external device.
4. Press the **(Source)** button on the soundbar or remote control to switch to **HDMI** mode.

| | |
|---|---|
| **LED indicator:** White ON → OFF | ● ● ○ ○ ○ |
| **HDMI** | |

### Note

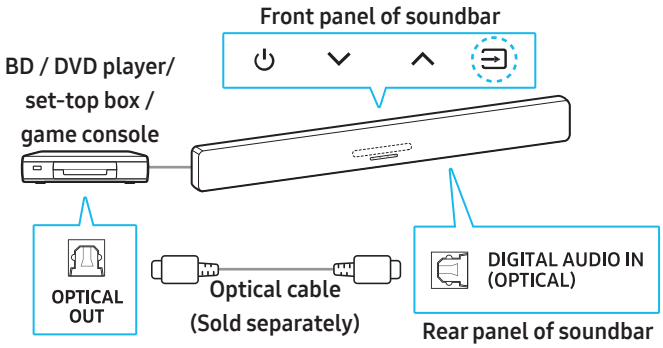
- When using **Dolby Atmos®**: Please see **Page "Output specifications for each sound mode" of 7** if the inputted source is Dolby Atmos®/DTS Virtual:X.
- **Configuring Dolby Atmos® in BD Player or Other Devices**
  Check the audio output options in the settings menu on the BD player or other device. "No Encoding" should be selected for bitstream in the audio output options.
  Example) When using a Samsung BD Player: go to Home Menu → Sound → Digital Output and then select Bitstream (Unprocessed)

### UHD signal support specifications (3840 x 2160p)

| Frame rate (fps) | Color depth | RGB 4:4:4 | YCbCr 4:4:4 | YCbCr 4:2:2 | YCbCr 4:2:0 |
|---|---|---|---|---|---|
| < 60 | 8 bit | O | O | O | O |
| | 10 bit | - | - | O | O |
| | 12 bit | - | - | O | O |
| 120 | 8 bit | - | - | - | - |
| | 10 bit | - | - | - | - |

- Supported specifications may vary based on the external device connected to the soundbar or the usage conditions.

## Connecting using an Optical Cable




1. Use an optical cable (sold separately) to connect the **DIGITAL AUDIO IN (OPTICAL)** port on the soundbar to the OPTICAL OUT port on the external device.
2. Turn on the soundbar and external device.
3. Select **D.IN** mode by pressing the **(Source)** button on the soundbar or the remote control.
4. Your soundbar will play audio from the external device.

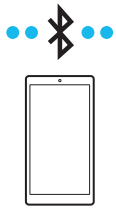
| | |
|---|---|
| **LED indicator:** White ON → OFF | ● ● ● ● ● |
| **Digital Audio In** | |

# 07 CONNECTING A MOBILE DEVICE

## Connecting to Bluetooth

Connecting your mobile device to the soundbar via Bluetooth allows you to enjoy stereo sound without the need for cables.

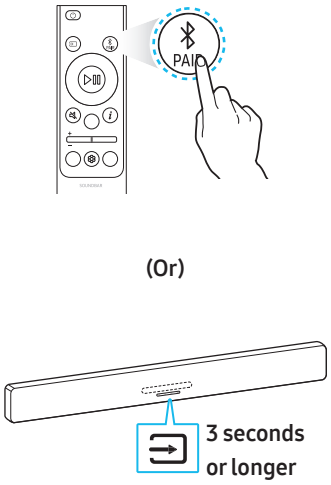
- The soundbar will turn on if you try to connect a previously paired Bluetooth device while the soundbar is turned off.



### Connecting to Bluetooth for the first time

- Position the device you are connecting to the soundbar via Bluetooth within 1 meter (3.28 feet).

1.

| Bluetooth pairing button | LED indicator |
|---|---|
|   | [Pairing] ○ ○ ● ○ ○ Red → Green → Blue blinking ⬇ [Connection successful] ○ ○ ● ○ ○ Cyan blinking x3 |
| | **Ready to connect via Bluetooth.** |

2. Select "**Q-series Soundbar**" when it appears on the list in the device.
   - When the mobile device and soundbar are connected, [**Mobile device name**] → "**BT**" will appear on the soundbar's front panel display.
3. Enjoy music from your mobile device connected via Bluetooth through the soundbar.
   - Once you have successfully connected the soundbar to your mobile device via Bluetooth, you can use the **BT READY** mode to reconnect.

**If the Device Fails to Connect**

- When a previously connected soundbar (e.g., "**Q-series Soundbar**") appears in the speaker list of your mobile device, delete it.
- Repeat steps 1 through 2.

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

- **BT READY**: In this mode, you can connect a previously connected TV or mobile device with the soundbar.
- **BT PAIRING**: In this mode, you can connect a new device to the soundbar.
  (Press the ✱ **PAIR** button on the remote control, or press and hold the ⇥ **(Source)** button for 3 seconds or longer.)

### Precautions when connecting to Bluetooth

- Position the device you are connecting to the soundbar via Bluetooth within 1 meter.
- If prompted for a PIN code when connecting to a Bluetooth device, enter <0000>.
- The soundbar will automatically turn off after 18 minutes of inactivity in Standby mode.
- The soundbar may have difficulty scanning for available Bluetooth devices or connecting properly under the following conditions:
  - In case there are nearby electronic devices or equipment causing radio interference.
  - If multiple Bluetooth devices are simultaneously paired with the soundbar.
  - If the Bluetooth device is turned off, out of range, or experiencing a malfunction.
- Electronic devices may cause radio interference. Keep any device that generates electromagnetic waves away from the soundbar. (e.g., microwave oven, wireless LAN, etc.)
- The soundbar supports SBC data (44.1kHz, 48kHz).
- Only connect to Bluetooth devices that support A2DP (AV).
- When connecting the soundbar to a Bluetooth device, keep them as close to each other as possible.
- The greater the distance between the soundbar and Bluetooth device, the lower the audio quality will be.
  The Bluetooth connection may be lost if the devices are out of range.
- The Bluetooth connection may not work properly in areas with weak signal reception.
- A Bluetooth device may experience noise or malfunction under the following conditions:
  - If a part of your body comes in contact with the signal transceiver of the Bluetooth device or soundbar
  - In corners or when there is an obstacle in proximity, such as a wall or partition, where electrical changes may occur.
  - When exposed to radio interferences by other products operating on the same frequency ranges, such as medical equipment, microwave ovens, and wireless LAN devices.
  - Obstacles such as doors and walls may degrade audio quality even if the devices are within operational range.
- Note that your soundbar can't be paired with other Bluetooth devices while Bluetooth audio is being played.
- This wireless device may cause electrical interference during operation.

### Disconnecting a connected Bluetooth device

Refer to the Bluetooth device's user manual for more details.

- The connection with the soundbar is disconnected.
- If the soundbar is disconnected from the Bluetooth device, the multi-color LED indicator on the soundbar blinks red three times.

### Disconnecting the soundbar from the Bluetooth device

Press the ⇥ **(Source)** button on the soundbar or remote control and switch to any other mode besides **BT**.

- Ending the connection may take a few seconds as the Bluetooth device waits for a response from the soundbar. (The disconnection time may vary, depending on the Bluetooth device.)

## Connecting via Wi-Fi (Wireless Network)

For SmartThings to work properly, a specific or higher version of the OS is required.
For more information on OS versions, please see the SmartThings App description in the app marketplace for your OS.

### 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

1. On your mobile device, run the **SmartThings** app.
2. Follow the instructions displayed to register the product to your mobile device.
   - If a pop-up window doesn't appear, go to the app's home screen, then 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.

**If the device isn't found**

1. Connect the mobile device to the soundbar via Bluetooth.
2. Tap Connected Devices in the SmartThings App.
3. Slide left on the screen to select the soundbar card on your mobile device. Then, tap Register device to Samsung account to register the device.

### 3 Controlling the Soundbar with SmartThings

1. Open the **SmartThings** app on your mobile device and then select the soundbar you registered.
2. The settings menu will appear for the soundbar. 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** (☰) in the **SmartThings** app on his/her mobile device. Then, the user should tap on How to Use → Share Control of devices.

### To change your Wi-Fi (wireless network)

1. On your mobile device (smartphone or tablet), run the **SmartThings** app.
2. After tapping the soundbar card, tap the ( ⋮ ) icon.
3. Tap **Device settings** > **Network status** > **Change Wi-Fi network**, then follow the on-screen instructions.

## Using Group Play

- To use this feature, register your soundbar to the SmartThings app.
- This feature is available on Samsung TV models released in 2024 or later.
- To turn on this feature, connect two or more devices to the same 5GHz Wi-Fi network.

### Configuring Group Play

1. On your mobile device, run the **SmartThings** app.
2. To register your soundbar to the **SmartThings** app, refer to "**Connecting via Wi-Fi (Wireless Network)**".
3. Tap on the soundbar card.
4. On your mobile device, tap **Create Group** under the audio device icon.
   - Press the **(Source)** button on the soundbar and set the source to Wi-Fi.
   - If your soundbar is connected to the TV via Wi-Fi, you must first disconnect from the TV.
5. Turn on **Group Play**.
6. Select a device from the list and tap **Apply**.
   - We recommend connecting no more than 4 devices.
   - In **Group Play**, audio will sound through the host device only.
   - If a device connected to the host device switches to another source, then that device is removed from the group.
   - When you connect a host device to the TV, the group that was created is deleted.

### Disabling Group Play

1. Tap on the audio device card.
2. On your mobile device, tap **Edit Group** under the audio device icon.
3. Turn off **Group Play**.
   - To remove several devices, deselect (unmark) them in the list and tap **Apply**.

## Connecting to Apple AirPlay

- This feature isn't available in some countries.
- Samsung soundbar supports AirPlay, and it's recommended that you use the latest version of iOS, iPadOS, or macOS.
- To turn on AirPlay on your soundbar, you must first agree to the terms of use for the Samsung SmartThings app and register the device.
- While the soundbar is turned on, check and see if your soundbar and Apple device are connected to the same Wi-Fi network.

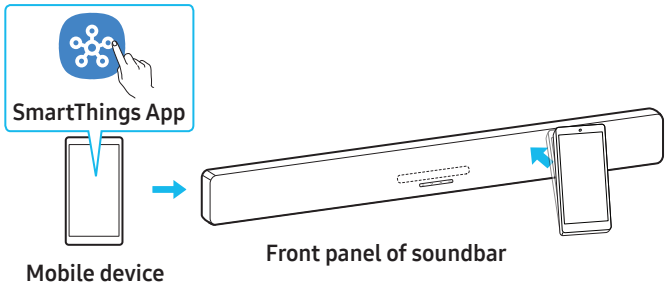
AirPlay allows you to stream music, podcasts, and other audio from your Apple device to the Samsung soundbar.

- Choose in an AirPlay-supported app or Control Center on your iPhone, iPad, or Mac.
- Select your Samsung soundbar from the list of current devices that can play audio.

## Using Tap Sound

Tap the soundbar with your mobile device to play the audio content on the mobile device through the soundbar.

- This function may not be supported, depending on the device model.
- This function is only compatible with Samsung mobile devices with Android 8.1 or later.




1. Turn on the **Tap Sound** function on your mobile device.
   - Refer to "**Configuring Tap Sound**" below for setup instructions.
2. Tap the soundbar with your mobile device and select "**Start now**" when it appears on the screen.
   A Bluetooth connection is established between the mobile device and the soundbar.
3. Play audio from the mobile device through the soundbar.
   - This function connects the mobile device to the soundbar via Bluetooth by detecting vibration when the device touches the soundbar.
   - Avoid tapping the sharp corners of the soundbar with your mobile device. The soundbar or mobile device may get scratched or damaged.
   - We recommend covering the mobile device with a case. Lightly tap the wide area on top of the soundbar.
   - To use this function, update the **SmartThings** app to its latest version.
     The function may not be supported, depending on the app version.

### Configuring Tap Sound

You can turn on the **Tap View, Tap Sound** feature in the **SmartThings** app.

1. On your mobile device, open the **SmartThings** app.
2. On your mobile device, select Settings ( ☰ → ⚙ ) in the **SmartThings** app.
3. Set "**Tap View, Tap Sound**" to On to allow the function to work when a mobile device is near the soundbar. The function is on.

#### Note

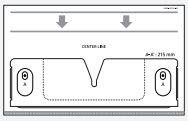
- If your mobile device is in Sleep mode, the **Tap Sound** feature won't work.
- The **Tap Sound** feature may not work if the soundbar is placed near an electronic device or appliance that causes radio interference. Place the soundbar away from any device that causes radio interference.

# 08 INSTALLING THE SOUNDBAR ON A WALL

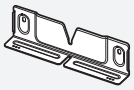
## Precautions when installing

- 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 isn't possible, choose a different wall that can support the soundbar.
- Use screws or anchors 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 disconnect 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.

## Wall Mount Components

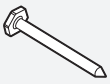


Ⓐ Wall-mounting Guide



x 1

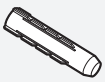
Ⓑ Wall-mounting bracket



x 2

(M5 x L55)

Ⓒ Screw for mounting on wall



x 2

Ⓓ Holder anchor

x 1

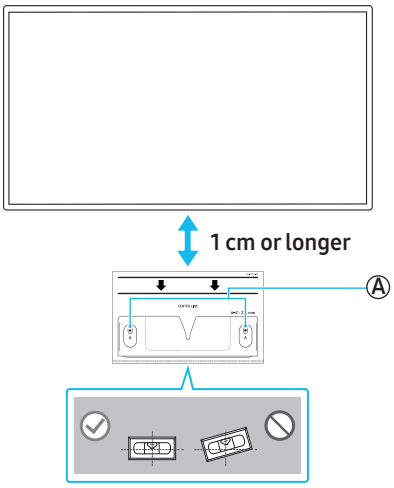
Ⓔ Holder screw

x 2

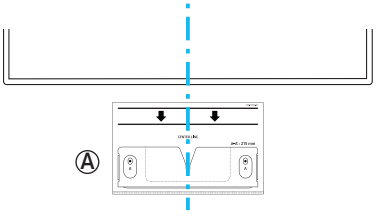
(M4 x L10)

Ⓕ Screw

1. Attach the **Wall-mounting Guide** to the wall.
   - Attach the **Wall-mounting Guide** parallel to the wall.
   - If your TV is mounted on a wall, install it at least 1 cm from the bottom of the TV.

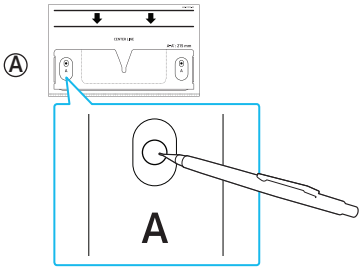



2. Align the **Wall-mounting Guide's center line** with the center of the TV on the wall (If you are mounting the soundbar below the TV), and then use tape to secure the **Wall-mounting Guide**.
   - If you aren't mounting below a TV, place the **Center line** in the center of the installation area.

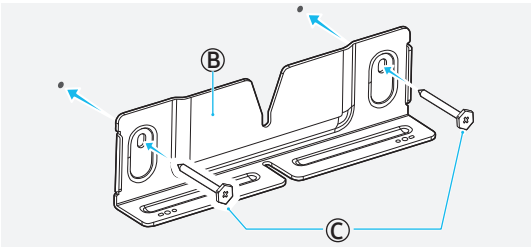



Center alignment

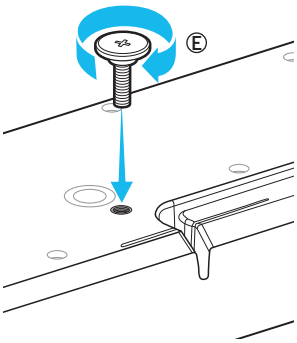
3. Use a pen or pencil to mark the center of the **A-TYPE** hole, and then remove the **Wall-mounting Guide**.



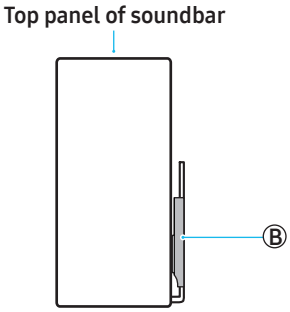

4. Using an appropriately sized drill bit, drill a hole where you marked on the wall.
5. Fasten the Screw for mounting on the wall into the marked spot.



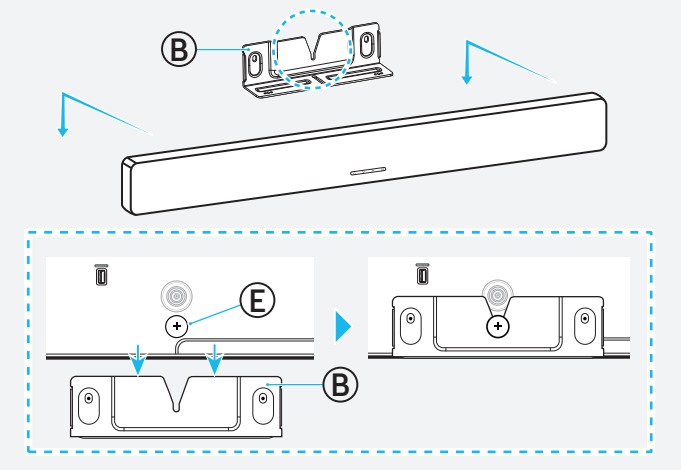

6. Fasten the **holder screw** to the rear of the soundbar.

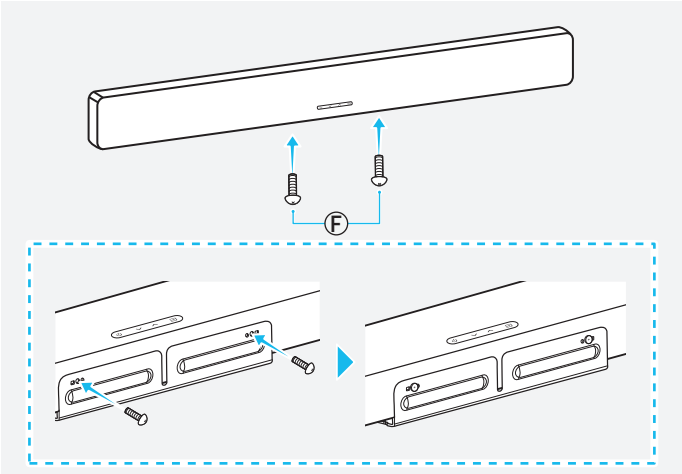



   - When assembling, make sure the hanger part of the **Wall-mounting brackets** are located behind the rear of the soundbar.




7. Mount the soundbar onto the **Wall-mounting Bracket**.
   - To ensure the soundbar is securely attached to the **Wall-mounting Bracket**, insert the **Holder screw** into the center of the **Wall-mounting Bracket** and push the soundbar downward.

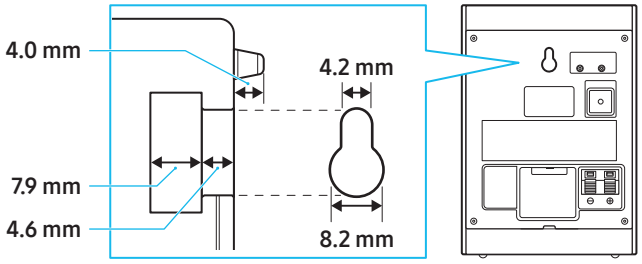





## Installing the Surround Speakers on a Wall

Wall mounts need to be purchased separately to install the surround speakers on a wall.
Samsung Electronics doesn't sell wall mounts.

### Notes for mounting surround speakers on a wall




- Before installing the Wall-mounting Bracket, check whether the wall is sturdy enough. If the wall can't bear the weight of the soundbar, reinforce the wall before installing the Wall-mounting Brackets and soundbar.
- Samsung Electronics isn't responsible for any damage to the product because of improper installation.
- Make sure not to install the speakers sideways or upside-down.

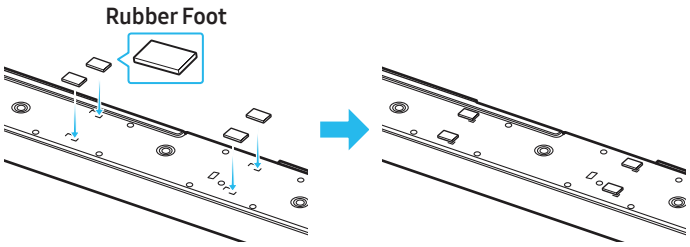
# 09 INSTALLING THE SOUNDBAR ON TOP OF THE TV STAND

## Components

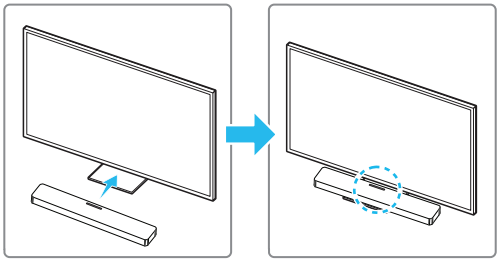
x 4

Rubber Foot

1. Attach the **rubber foot** to the rear of the soundbar before placing it on top of the TV stand. The **rubber foot** should not be placed in a way that it extends beyond the TV stand's width. Please see the diagram below.




2. Install the soundbar on your TV.
   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.



### Note

- Make sure the soundbar is placed on a flat and solid surface.
- The actual product may vary in appearance from the image above, depending on the model.

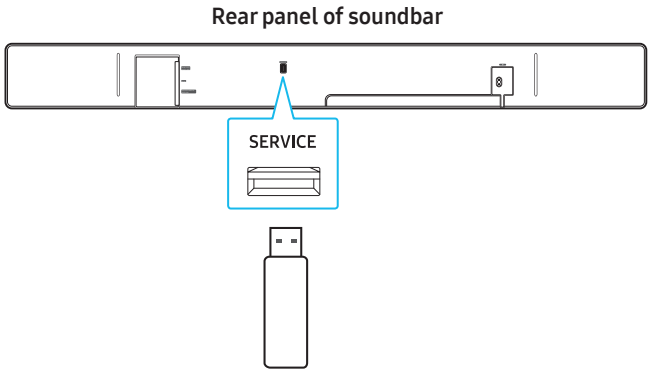
# 10 SOFTWARE UPDATE

## Automatic update

If your soundbar is connected to the internet, the software will automatically update even, while the soundbar is turned off.

- To use the automatic update feature, the soundbar must be connected to the internet.
  If power to the soundbar is cut off or disconnected, the Wi-Fi connection will be lost. If power is cut off, turn the soundbar back on, or disconnect the power cord and then connect it again. Then, turn on the soundbar, and reconnect it to the internet.

## USB update




**Samsung may provide firmware updates in the future for performance enhancements to the soundbar system.**

If a new update is available, you can update the soundbar by connecting a USB storage device containing the firmware update to the **SERVICE** port on the soundbar.

1. Go to the Samsung website (www.samsung.com) → Go to Customer Support and search for your soundbar model name.
   - For more information on firmware updates, see the upgrade guide.
2. Download the Upgrade File (USB Type).
3. Unzip the downloaded compressed file into a folder created with an identical name to the compressed file.
4. Save the created folder to a USB thumb drive and connect it to the soundbar.
5. Turn on the soundbar. The product will be updated within 3 minutes.

| | |
|---|---|
| **LED indicator:** | ● ○ ○ ○ ○ |
| The White moves from left to right, then from right to left. | |

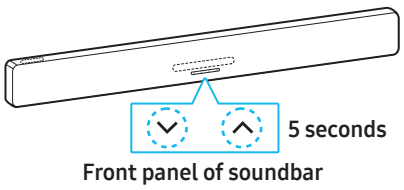
- Do not turn off the power or disconnect the USB thumb drive while the update is in progress.
- If your soundbar has the latest firmware installed, the update won't run.
- The update may not run, depending on the type of USB thumb drive.
- If there are no available update files, the indicator will blink red three times.

| | |
|---|---|
| **LED indicator:** | ○ ○ ● ○ ○<br>Red blinking x3 |

- If the version of the update file is the same as or lower than the current version, the indicator will blink cyan three times.

| | |
|---|---|
| **LED indicator:** | ○ ○ ● ○ ○<br>Cyan blinking x3 |

## Reset




While the soundbar is turned on, press both ∨ ∧ **(Volume)** buttons on the soundbar for 5 seconds or longer.

| | |
|---|---|
| **LED indicator:** | |
| ● ○ ○ ○ ○ | The white moves from left to right, then from right to left. |
| ○ ○ ● ○ ○ | Cyan blinking x3 |
| ○ ○ ● ○ ○ | Red blinking x3 → OFF |

### ⚠ Caution

- This will reset all settings of the soundbar. Reset the soundbar only when needed.

## Security Update Information

We provide security updates to protect your privacy and security. For more information on security updates, visit https://security.samsungtv.com.

- The website supports some languages.

# 11 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).

### When the power doesn't turn on

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

### When some functions aren't working properly

- Disconnect the power cord, then connect it again.
- Turn off the connected external device, and then turn it back on.
- If there is no signal input, the soundbar will automatically turn off after a certain period.
  Turn on the power.

### If the remote control isn't working properly

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

### If there is no sound coming from the soundbar

- 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)
- The cable connected to the soundbar may be loose. Disconnect the cable from the soundbar and then connect it again.
- Disconnect the power cord, connect it again, and then turn the soundbar on.
- Reset the soundbar and try again. (Please see page 22.)

### If there is no sound from the subwoofer or surround speakers

- Check if the LED on the rear of the subwoofer and surround speaker is blue. If the indicator is red or blinking blue, reconnection is needed. (Please see page 10.)
- If an object is placed between the soundbar and subwoofer, this can cause issues. Move the subwoofer to a place where there is no interfering object.
- If there is a device emitting radio frequency signals nearby, it may interrupt the connection.
  Keep the soundbar or speakers away from such devices.
- Disconnect the power plug, then connect it again.

### If the subwoofer or surround speaker emits noise or a stuttering sound

- If an object is placed between the soundbar and subwoofer, this can cause issues. Move the subwoofer to a place where there is no interfering object.
- Audio can be interrupted when the subwoofer and surround speakers are placed far away the soundbar. Place them closer to the soundbar.
- Audio may stutter if the soundbar is placed near an electronic device or appliance that causes radio interference. Place the soundbar away from any device that causes radio interference. Example) Wireless router, etc.
- Change the TV network connection from wireless to wired.

### When the subwoofer sound is low

- The original audio that is currently being played may have a low volume. Adjust the level of the subwoofer by using the **Woofer Level** button on the remote control.
- Bring the subwoofer speaker closer to you.

### 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. (Please see page 12.)
- 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 turned on for the TV. Enable CEC in the TV menu. (Samsung TV: Home ( ⌂ ) → Menu ( ☰ ) → Settings ( ⚙ ) → All Settings ( ⚙ ) → Connection → External Device Manager → Anynet+ (HDMI-CEC) ON)
- To connect with eARC, the eARC function in the TV menu should be turned on.
  (Samsung TV: Home ( ⌂ ) → Menu ( ☰ ) → Settings ( ⚙ ) → All Settings ( ⚙ ) → Sound → Expert Settings → HDMI-eARC Mode (Auto))

### There is no audio when the TV is connected in HDMI TO TV (eARC/ARC) mode

- The soundbar can't reproduce the inputted signal. Change the TV’s audio output to PCM or Dolby Digital. (Samsung TV: Home ( ⌂ ) → Menu ( ☰ ) → Settings ( ⚙ ) → All Settings ( ⚙ ) → Sound → Expert settings → Digital Output Audio Format)

### When a Bluetooth connection can't be established

- When connecting a new device to the soundbar, switch to **BT PAIRING** to connect. (Press the **PAIR** button on the remote control, or press and hold the **(Source)** button for 3 seconds or longer.)
- If the soundbar is connected to another device, disconnect that device first to switch to another device.
- 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)
- The TV CONNECT feature may be turned off. While the soundbar is in "**BT READY**", press and hold the **Left** button on the Soundbar Remote Control for 5 seconds to select **ON-TV CONNECT**. If you see **OFF-TV CONNECT**, press and hold the **Left** button for 5 seconds to switch the selection.

| LED indicator | Status |
|---|---|
| ○ ○ ● ○ ○<br>Cyan blinking x1 | ON-TV CONNECT |
| ○ ○ ● ○ ○<br>Red blinking x1 | OFF-TV CONNECT |

- Disconnect the power plug, connect it again, and then try again.
- Reset the soundbar and try again. (Please see page 22.)

### 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 whether your wireless router is on.
- Turn off the router, turn it back on, and then try to reconnect.
- If the wireless router signal is weak, a Wi-Fi connection may not be possible. Move the wireless router closer to the soundbar or place it in an unobstructed location.
- If you have installed a new wireless router, you'll need to reconfigure the speaker's network settings. (Refer to the contents in 18 page '**To change your Wi-Fi (wireless network)**'.)
- The soundbar doesn't support Wi-Fi 6.

### When the TV is powered on, but the soundbar doesn't turn on together with it

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

### My TV and soundbar are connected, but when I switch to soundbar mode, no audio is played through the TV speakers.

- If you connect your mobile device to the soundbar while it is connected to a TV and audio is playing, the audio output will switch to your mobile device's, but the soundbar will remain connected to the TV.
  The TV audio won't make sound from any speakers in this case.
- When you end the connection between your mobile device, the soundbar will play the TV audio.

### When the soundbar doesn't show up in AirPlay

- To turn on AirPlay on your soundbar, you must first agree to the terms of use for the Samsung SmartThings app and register the device. (Please see page 18.)
- AirPlay won't work if the soundbar is deleted on the Samsung SmartThings app.
- Check and see if your soundbar and Apple device are connected to the same Wi-Fi network.
- The soundbar is compatible with AirPlay on iOS version 13.4 and later.

### Group Play isn't activated.

- Check that your audio device is a new model released in 2024 or later.
- Check to make sure that the host device, which is the source, is connected to the Wi-Fi network.
- The audio devices must be connected to the same Wi-Fi network (5GHz).

# 12 LICENSE

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Being Roon Ready means that Samsung and Roon streaming technology can be used together for an incredible user interface, simple setup, rock-solid daily reliability, and the highest levels of audio performance without compromise.

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To learn more about the open source code used in this product, go to the following website (http://opensource.samsung.com).