




# SAMSUNG HW-Q9-C Electronics Soundbar User Guide

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# SAMSUNG

## SAMSUNG HW-Q9-C Electronics Soundbar



## Product Information

The F/W Upgrade Guide Samsung Electronics provides instructions on how to upgrade the firmware of the Samsung Soundbar models HW-Q9\*\*C, Q8\*\*C, and Q7\*\*C using a USB drive.

## Specifications

- Compatible Models: HW-Q9\*\*C, HW-Q8\*\*C, HW-Q7\*\*C
- Firmware File Name: Firmware\_USB.zip

## Product Usage Instructions

### Step 1: How to prepare the USB Memory Drive

1. Download the firmware file from Samsung.com onto your computer.
2. Connect the USB Memory Drive to the USB port of your PC.
3. Copy the firmware file (Firmware\_USB.zip) to the USB Memory Drive.
4. Follow the steps below to extract the file and create a folder for the firmware:
  1. Click on the firmware file and select "Extract All...".
  2. Select the USB driver where the files will be extracted.
  3. Make sure that the USB driver has two folders named "SAT-iMX8M23WWC" and "SAT-MT8532D23WWC".
5. Safely disconnect the USB memory drive by clicking on "Safely Remove" in the Task Bar.

### Step 2: How to upgrade the Firmware by USB (For HW-Q9\*\*C/Q8\*\*C/Q7\*\*C)

1. Turn on the Soundbar.
2. Insert the USB drive into the SERVICE port located on the bottom of the Main Unit.
3. The software update will begin automatically in less than one minute.
4. A sequence of "UPDATE BYE ON" will appear on the display three times. The update process will take around 6 minutes.
5. After the three cycles are complete, the Soundbar will restart.
6. The last source used will appear on the display for about 20 seconds and then turn off.

**Important:** Do not turn off the power or remove the USB drive during the update process.

## FAQs

### Q: What models are compatible with this firmware upgrade?

A: This firmware upgrade is compatible with Samsung Soundbar models HW-Q9\*\*C, HW-Q8\*\*C, and HW-Q7\*\*C.

### Q: How long does the firmware update process take?

A: The firmware update process takes approximately 6 minutes.

### Q: Can I disconnect the USB drive before the update process is complete?

A: No, it is important to not remove the USB drive or turn off the power during the update process.

### Step1. How to prepare the USB Memory Drive

1. Download the firmware file from Samsung.com into your computer.

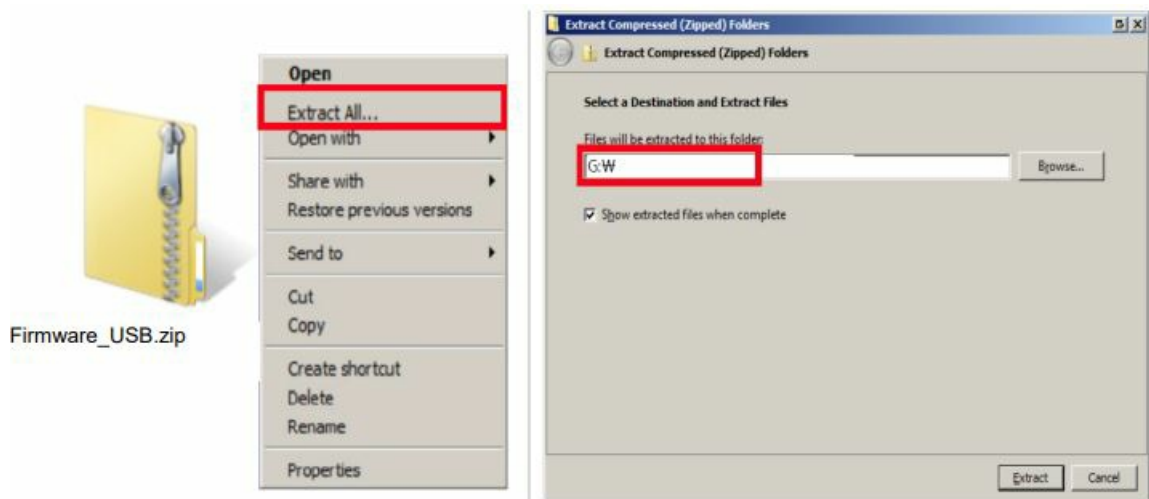
File Name : Firmware\_USB.zip

2. Connect the USB Memory Drive to the USB port of your PC.

Copy the file to USB Memory Drive.

3. Follow below steps to extract the file and make a folder for firmware.

- The folder should have same name with the file and exist in the root directly
- An extracting process might be different by application in PC
- A. Click the file and 'Extract All...'. Then select USB driver that files will be extracted.



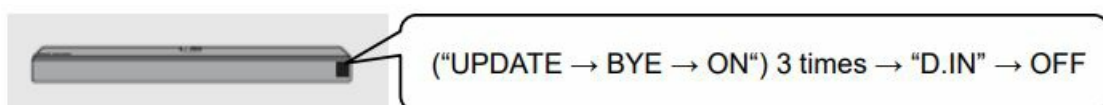
- 3-B. Make sure that USB Driver has a two folders named 'SAT-iMX8M23WWC' and 'SAT-MT8532D23WWC'.



4. Safely disconnect the USB memory drive by clicking in 'Safely Remove' in Task Bar.

## Step2. How to upgrade the Firmware by USB (For HW-Q9\*\*C/Q8\*\*C/Q7\*\*C)

1. Turn on the Soundbar and insert the USB drive into the SERVICE port located on the bottom of the Main Unit.  
The software will begin to update automatically in less than one minute.
2. A sequence of "UPDATE" → "BYE" → "ON" will appear on the display 3 times. It would take around 6 minutes
3. After the 3 cycles are complete, the Soundbar will restart and last source used will appear on the display for about 20 seconds and then it will go off




Cycle and duration of update may differ by models

### Important

Please DO NOT turn off the power or remove the USB while the update.

## Documents / Resources

<div>F/W Upgrade Guide</div> <div></div> <div>Samsung Electronics</div>	<div><a href="#">SAMSUNG HW-Q9-C Electronics Soundbar</a> [pdf] User Guide</div> <div>HW-Q9-C, Q8 C, Q7 C, HW-Q9-C Electronics Soundbar, Electronics Soundbar, Soundbar</div>
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## References

- [S Samsung Australia | Mobile | TV | Home Appliances](#)
- [User Manual](#)