SAMSUNG

User guide

HW-Q65C

Thank you for purchasing this Samsung product.

To receive more complete service, please register your product at www.samsung.com

SAFETY INFORMATION

- The following also applies to the Wireless Subwoofer (PS-WC67B) and Wireless Surround Speaker SET (SWA-9100).

SAFETY WARNINGS

TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER (OR BACK).
NO USER-SERVICEABLE PARTS ARE INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
Refer to the table below for an explanation of symbols which may be on your Samsung product.

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.

WARNING

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

Samsung products and recycling
WARNING! Never dispose of batteries in a fire because they may explode. Do not dissemble, crush, puncture, heat, burn or reuse batteries.
For more information, visit call2recycle.org or call 1-800-822-8837. Alternatively, visit: www.samsung.com/recycling or call 1-800-SAMSUNG.

CAUTION

- Do not expose this apparatus to dripping or splashing. Do not put objects filled with liquids, such as vases, on the apparatus.
- To turn this apparatus off completely, you must pull the power plug out of the wall socket. Consequently, the power plug must be easily and readily accessible at all times.

FCC NOTE (for U.S.A):

FCC Supplier's Declaration of Conformity

Responsible Party - U.S. Contact Information:
Samsung Electronics America, Inc.
85 Challenger Road.
Ridgefield Park, NJ 07660
Phone: 1-800-SAMSUNG (726-7864)

FCC Compliance Statement :
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution :

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This product satisfies FCC regulations when shielded cables and connectors are used to connect the unit to other equipment.
  To prevent electromagnetic interference with electric appliances, such as radios and televisions, use shielded cables and connectors for connections.

Class B FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorienting or relocating the receiving antenna.
- Increasing the separation between the equipment and receiver.
- Connecting the equipment to an outlet that is on a different circuit than the radio or TV.
- Consulting the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement :

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated so there is at least 8 inches (20 cm) between the radiator and your body. This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

CALIFORNIA USA ONLY (Applicable for networking models only.)

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

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

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

Important Safety Instructions

Read these operating instructions carefully before using the unit. Follow all the safety instructions listed below. Keep these operating instructions handy for future reference.

1. Read these instructions.
2. Keep these Instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not hinder in any way the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

PRECAUTIONS

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

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01 CHECKING THE COMPONENTS

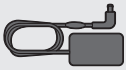
Soundbar Main Unit

Subwoofer

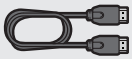
Remote Control (AH81-15340A) / Batteries

x 2

Power Cord
(Subwoofer, Soundbar)
(AH81-09826A)



AC/DC Adapter (Soundbar)
(AH81-09783A)



HDMI Cable
(AH81-15339A)

Wall Mount Guide

x 2

Holder-Screw

x 2

Bracket-Wall Mount

x 2
(M4 x L10)

Screw

(AH81-15352A)

Wireless Surround Speaker SET (SWA-9100)

Wireless Receiver Module

x 2

Surround Speaker
(AH81-15523A (LEFT) / AH81-15524A (RIGHT))

Power Cord
(AH81-09826A)

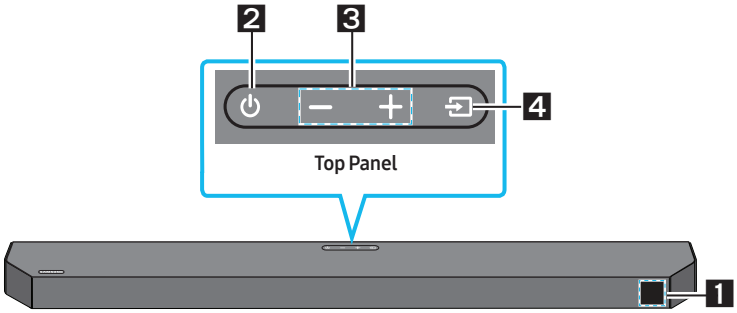
x 2

Speaker Cable (AH81-11260A)

- For more information about the power supply and power consumption, refer to the label attached to the product. (Label: Bottom of the Soundbar Main Unit)
- To purchase additional components or optional cables, contact a Samsung Service Center or Samsung Customer Care.
- For more information about the wallmount see page 36.
- Design and specifications are subject to change without prior notice.
- The appearance of the components may differ slightly from the illustrations above.

02 PRODUCT OVERVIEW

Front Panel / Top Panel of the Soundbar



1 **Display**
Displays the product's status and current mode.

2 **(Power) Button**
Turns the power on and off.
- **Auto Power Down Function**
  The unit turns off automatically in the following situations:
  – In **D.IN** / **HDMI** / **BT** / **USB** Mode : If there is no audio signal for 18 minutes.

3 **– +(Volume) Button**
Adjusts the volume.
- When adjusted, the volume level appears on the Soundbar's front display.

4 **(Source) Button**
Selects the source input mode.

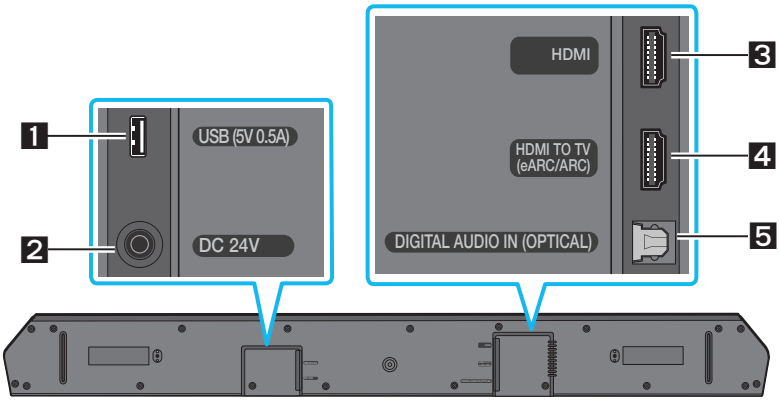
Input mode	Display
Optical	D.IN
eARC/ARC (HDMI OUT)	* D.IN → TV eARC (Auto conversion)
	D.IN → TV ARC (Auto conversion)
HDMI	HDMI
BLUETOOTH mode	BT
USB mode	USB

- To turn on **"BT PAIRING"** mode, change the source to "**BT**" mode, and then press and hold the **(Source)** button for more than 5 seconds.

- **"*"** mode is supported when the eARC function in the TV setting is On.
- When you plug in the AC cord, the power button will begin working in 4 to 6 seconds.

- When you turn on this unit, there will be a 4 to 5 second delay before it produces sound.
- If you hear sounds from both the TV and Soundbar, go to the **Settings** menu for the TV audio and change the TV speaker to **External Speaker**.

Bottom Panel of the Soundbar



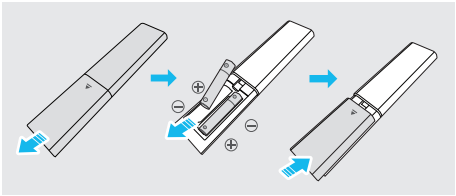
1	**USB (5V 0.5A)** Connect a USB drive here to play music files stored on the USB drive through the Soundbar. (See page 30)
2	**DC 24V (Power Supply In)** Connect the AC/DC power adapter. (See page 16)
3	**HDMI** Inputs digital video and audio signals simultaneously using an HDMI cable. Connect to the HDMI output of an external device. (See page 28)
4	**HDMI TO TV (eARC/ARC)** Connect to the HDMI IN (eARC) port on a TV. (See page 22)
5	**DIGITAL AUDIO IN (OPTICAL)** Connect to the digital (optical) output of an external device. (See page 29)

- When disconnecting the power cable of the AC/DC power adapter from a wall outlet, pull the plug. Do not pull the cable.
- Do not connect this unit or other components to an AC outlet until all connections between components are complete.

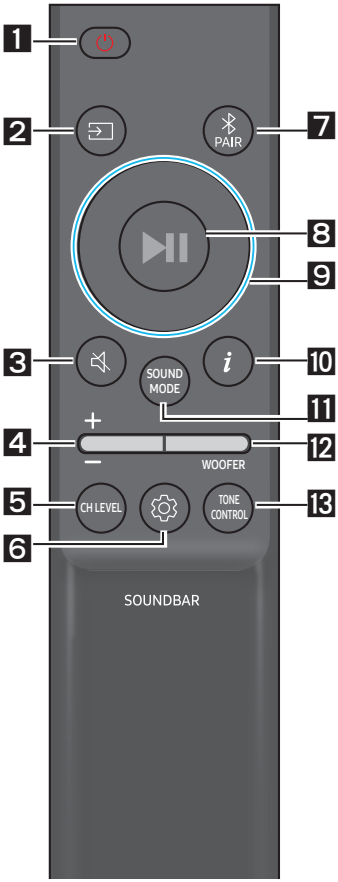
03 USING THE REMOTE CONTROL

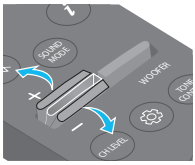
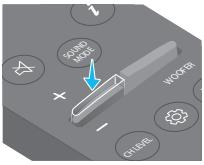
Inserting Batteries before using the Remote Control (AAA batteries X 2)

Slide the back cover in the direction of the arrow until it is completely removed.
Insert 2 AAA batteries (1.5V) so that their orientation is correct. Slide the back cover back into position.



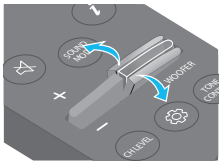
How to Use the Remote Control



1	Power	Turns the Soundbar on and off.
2	Source	Press to select a source connected to the Soundbar.
3	Mute	Press the **(Mute)** button to mute the sound. Press it again to unmute the sound.
4	Volume	  Push the button up or down to adjust the volume. • **Mute** Press the **Volume** button in to mute the sound. Press it in again to unmute the sound.

5	**CH LEVEL**	By pressing the button, you can adjust the volume of the each speaker. • Press the button to select **CENTER LEVEL** and then adjust the volume between -6~+6 by using the **Up/Down** buttons. • If the Rear Speakers are connected, the setting **REAR LEVEL** is supported. To adjust the volume of the **REAR LEVEL** between -6 to +6 by using the **Up/Down** buttons.
6	**Sound Control**	By pressing the button, you can set the audio function. The desired settings can be adjusted using the **Up/Down** buttons. **VOICE ENHANCE ON/OFF → NIGHT MODE ON/OFF → SYNC → VIRTUAL ON/OFF** – **VOICE ENHANCE ON/OFF** This mode is makes it easier to hear spoken dialog in movies and TV. – **NIGHT MODE ON/OFF** This mode is optimized for nighttime viewing with the settings adjusted to bring the volume down but keep the dialog clear. – **SYNC** If the video on the TV and audio from the Soundbar are not synchronized, press the **(Sound Control)** button to select **SYNC** and then set the audio delay between 0~300 milliseconds by using the **Up/Down** buttons. (Not available in "**USB**" or "**BT**" mode.) – **VIRTUAL ON/OFF** Dolby Virtual function can be turned **ON/OFF**. • The **VOICE ENHANCE**, **NIGHT MODE**, and **VIRTUAL** audio function can be turned **ON/OFF** by using the **Up/Down** buttons. (**VIRTUAL** function is not available in "**USB**" or "**BT**" mode.) • Press and hold the **(Sound Control)** button for about 5 seconds to adjust the sound for each frequency band. 150Hz, 300Hz, 600Hz, 1.2kHz, 2.5kHz, 5kHz, and 10kHz are selectable using the **Left/Right** buttons and each can be adjusted to a setting between -6 to +6 using the **Up/Down** buttons. (Make sure the Sound mode is set to "**STANDARD**".)
7	**Bluetooth PAIR**	Switch the Soundbar to Bluetooth pairing mode. Press the **PAIR** button and wait for the "**BT PAIRING**" screen to connect to a new Bluetooth device.
8	**Play / Pause**	You can also play or pause music by pressing the button.

9	 **Up/Down/ Left/Right**	 **Press the indicated areas to select Up/Down/Left/Right.** Press Up/Down/Left/Right on the button to select or set functions. • **Repeat** To use the Repeat function in "**USB**" mode, press the **Up** button. • **Music Skip** Press the **Right** button to select the next music file. Press the **Left** button to select the previous music file. • **ID SET** Press and hold the **Up** button for 5 seconds to complete **ID SET** (when connecting to a wireless subwoofer or wireless rear speakers).
10	 **Info**	Press to display information about the active function or the codec available.
11	 **SOUND MODE**	By pressing the button, you can select the desired sound mode. **SURROUND SOUND → GAME → ADAPTIVE SOUND → DTS VIRTUAL:X → STANDARD** – **SURROUND SOUND** Provides a wider sound field than standard. – **GAME** Provides stereoscopic sound to immerse you in the action while gaming. – **ADAPTIVE SOUND** Analyzes the content in real time and automatically provides an optimal sound field based on the characteristics of the content. – **DTS VIRTUAL:X** Immersive 3D sound from any content. – **STANDARD** Outputs the original sound. • **DRC (Dynamic Range Control)** Lets you apply dynamic range control to Dolby Digital tracks. Press and hold the **SOUND MODE** button for more than 5 seconds while the Soundbar is powered off to turn DRC (Dynamic Range Control) on or off. With the DRC turned on, loud sound is reduced. (The sound may be distorted.) • **Bluetooth Power** This feature automatically turns the Soundbar on when it receives a connection request from a previously connected TV or Bluetooth device. The setting is On by default. – Press and hold the **SOUND MODE** button for more than 5 seconds to turn off the Bluetooth Power function.

12	 **WOOFER (BASS) LEVEL**	 Push the button up or down to adjust the level of the woofer (bass) to -12 or between -6 to +6. To set the woofer (bass) volume level to 0 (Default), press the button.
13	 **TONE CONTROL**	By pressing the button, you can adjust the volume of the treble or bass sound. • Press the button to select **TREBLE** or **BASS** and then adjust the volume between -6~+6 by using the **Up/Down** buttons. Once the bass level is changed, the woofer level will be also adjusted accordingly.

Using the Hidden Buttons (Buttons with more than one function)

Hidden Button		Reference page
Remote Control Button	**Function**	
WOOFER (Up)	TV remote control On/Off (Standby)	page 15
Left	TV Auto connect On/Off (BT Ready)	page 27
Up	ID SET	page 12
(Sound Control)	7 Band EQ	page 11
SOUND MODE	DRC ON/OFF (Standby)	page 12
	Bluetooth Power	page 12

Output specifications for the different sound effect modes

Effect		Input	Output	
			With Subwoofer Only	With Subwoofer & Wireless Rear Speaker Kit
SOUND MODE **SOUND MODE**	SURROUND SOUND	2.0 ch	3.1 ch	5.1 ch
		5.1 ch	3.1 ch	5.1 ch
		Dolby Atmos®	3.1 ch	5.1 ch
	GAME	2.0 ch	3.1 ch	5.1 ch
		5.1 ch	3.1 ch	5.1 ch
		Dolby Atmos®	3.1 ch	5.1 ch
	ADAPTIVE SOUND	2.0 ch	3.1 ch	5.1 ch
		5.1 ch	3.1 ch	5.1 ch
		Dolby Atmos®	3.1 ch	5.1 ch
	DTS VIRTUAL:X	2.0 ch	3.1 ch	5.1 ch
		5.1 ch	3.1 ch	5.1 ch
		Dolby Atmos®	3.1 ch	5.1 ch
	STANDARD	2.0 ch	2.1 ch	2.1 ch
		5.1 ch	3.1 ch	5.1 ch
		Dolby Atmos®	3.1 ch	5.1 ch

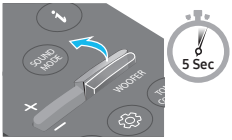
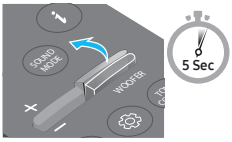
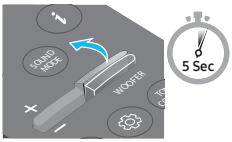
- When the input source is Dolby Atmos® the Subwoofer-only setup provides 3.1 channel audio, while the Subwoofer & Wireless Rear Speaker Kit setup provides 5.1 channel audio.
- The Rear Speakers will not produce sounds for 2 channel output while **STANDARD** mode is in use. To enable sound for the Rear Speakers, change the effect mode to **SURROUND SOUND**.

Adjusting the Soundbar volume with a TV remote control

Adjust the Soundbar volume using the TV's remote control.

- This function can be used with IR remote controls only. Bluetooth remote controls (remote controls that require pairing) are not supported.
- Set the TV speaker to **External Speaker** to use this function.
- Manufacturers supporting this function:
  Samsung, VIZIO, LG, Sony, Sharp, PHILIPS, PANASONIC, TOSHIBA, Hisense, RCA

1. Turn Off the Soundbar.
2. Push up and hold the **WOOFER** button for 5 seconds.
   Each time you push the **WOOFER** button up and hold it for 5 seconds, the mode switches in the following order: "**OFF-TV REMOTE**" (Default mode), "**SAMSUNG-TV REMOTE**", "**ALL-TV REMOTE**".

Remote Control Button	Display	Status
	(Default mode) 	Disable the TV remote control.
		Enable a Samsung TV's IR remote control.
		Enable a third-party TV's IR remote control.

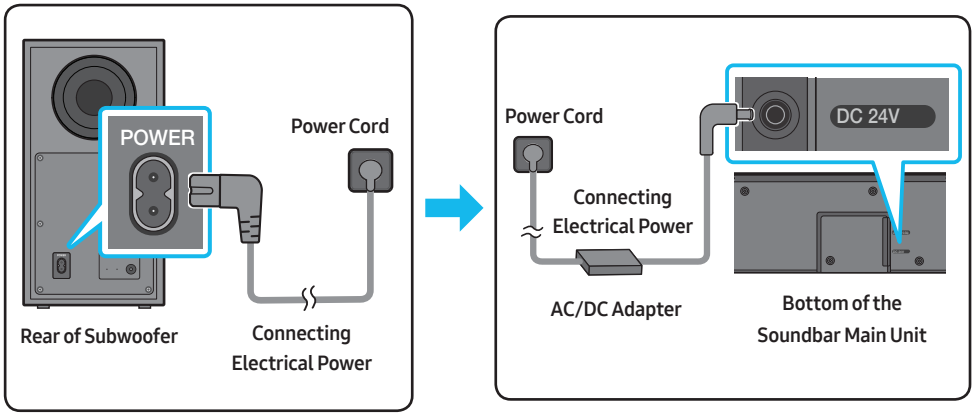
04 CONNECTING THE SOUNDBAR

Connecting Electrical Power

Use the power components to connect the Subwoofer and Soundbar to an electrical outlet in the following order:

- For more information about the required electrical power and power consumption, refer to the label attached to the product. (Label: Bottom of the Soundbar Main Unit)

1. Connect the power cord to the Subwoofer.
2. Connect the power cord to the AC/DC adapter. Connect the AC/DC adapter (with the power cord) to the Soundbar.
3. Connect power to the Soundbar and Subwoofer.
   - Connect power to the Subwoofer first. The Subwoofer will be automatically connected when turning on the Soundbar.



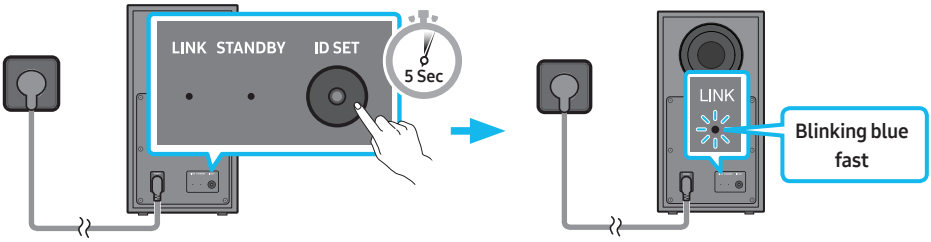
- Make sure to rest the AC/DC Adapter flat on a table or the floor. If you place the AC/DC Adapter so that it is hanging with the AC cord input facing upwards, water or other foreign substances could enter the Adapter and cause the Adapter to malfunction.
- If you unplug and reconnect the power cord when the product is turned on, the Soundbar turns on automatically.

Manually connecting the Subwoofer if automatic connection fails

Before performing the manual connection procedure below:

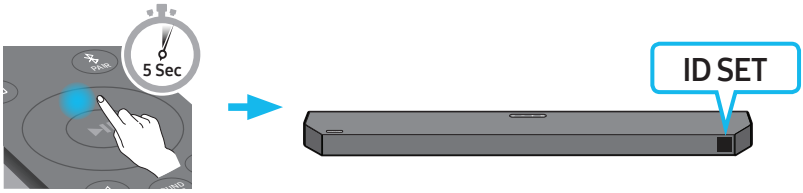
- Check whether the power cables for the Soundbar and subwoofer are connected properly.
- Make sure that the Soundbar is turned on.

1. Press and hold **ID SET** on the rear of the subwoofer for at least 5 seconds.
   - The red indicator on the rear of the subwoofer turns off and the blue indicator blinks.

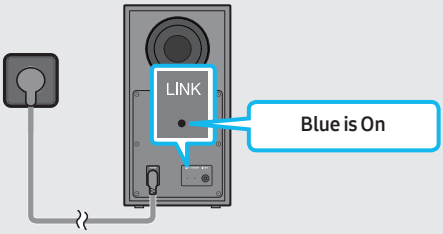


Rear of Subwoofer Rear of Subwoofer

2. Press and hold the **Up** button on the remote control for at least 5 seconds.
   - The **ID SET** message appears on the display of the Soundbar for a moment, and then it disappears.
   - The Soundbar will automatically power on when **ID SET** is complete.

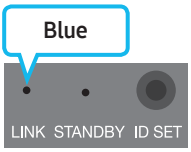
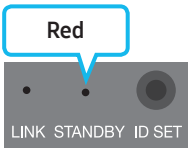
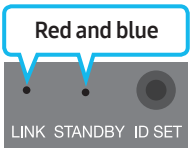


3. Check if the LINK LED is solid blue (connection complete).



The LINK LED indicator stops blinking and glows a solid blue when a connection is established between the Soundbar and the Wireless Subwoofer.

LED Indicator Lights on the Rear of Subwoofer

LED	Status	Description	Resolution
	On	Successfully connected (normal operation)	-
	Blinking	Recovering the connection	Check if the power cable attached to the main Soundbar unit is connected properly or wait about 5 minutes. If blinking persists, try manually connecting the subwoofer. See page 17.
	On	Standby (with the Soundbar main unit turned off)	Check if the power cable attached to the main Soundbar unit is connected properly.
		Connection failed	Connect again. See the instructions for manual connection on page 17.
	Blinking	Malfunction	See the contact information for the Samsung Service Center in this manual.

NOTES

- Before moving or installing this product, be sure to turn off the power and disconnect the power cord.
- If the main unit is powered off, the wireless subwoofer will go into stand-by mode and the STANDBY LED on the rear of the sub-woofer will turn red after blinking blue several times.
- If you use a device that uses the same frequency as the Soundbar near the Soundbar, interference may cause some sound interruption.
- The maximum transmission distance of the main unit's wireless signal is about 32.8 ft (10 m), but may vary depending on your operating environment. If a steel-concrete or metallic wall is between the main unit and the wireless subwoofer, the system may not operate at all because the wireless signal cannot penetrate metal.

⚠ CAUTION

- Wireless receiving antennas are built into the wireless subwoofer. Keep the unit away from water and moisture.
- For optimal listening performance, make sure that the area around the wireless subwoofer and the Wireless Rear Speakers are clear of any obstacles.

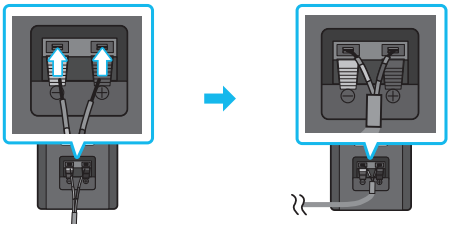
Connecting an SWA-9100 to your Soundbar

Expand to true wireless surround sound by connecting the Samsung Wireless Rear Speaker Kit (SWA-9100) to your Soundbar.

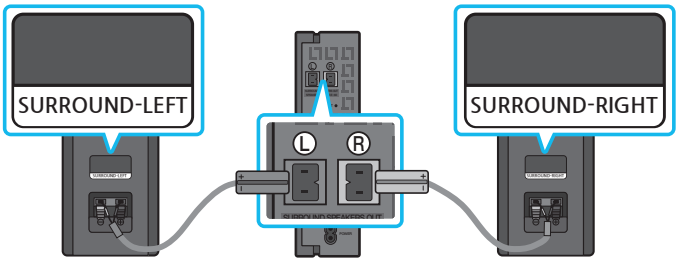
1. Connect the Wireless Receiver Module to 2 Surround Speakers

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

- When connecting the speaker cable, connect the core wire to the speaker.



- The speaker cables are color coded.



When connecting the speaker cables to the Wireless Receiver Module, follow these steps:

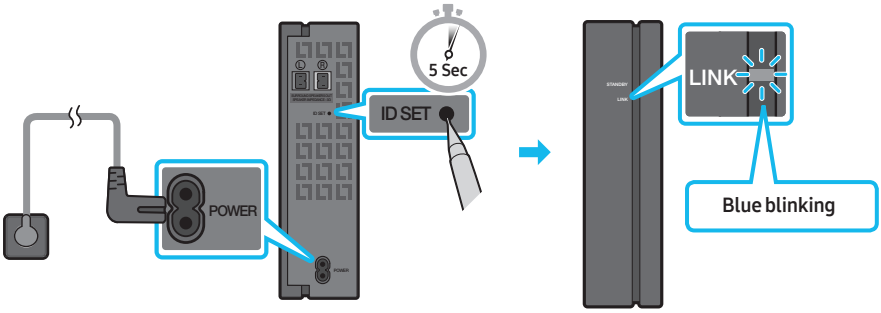
1. Insert the grey plug into the grey port on the Wireless Receiver.
2. Insert the blue plug into the blue port on the Wireless Receiver.

When connecting the speaker cables to the surround speakers, follow these steps:

1. Match the speaker cable connected to the grey port to the speaker with the grey label.
2. Match the speaker cable connected to the blue port to the speaker with the blue label.
3. Insert the red and black colored ends of each speaker cable into the red and black ports of the appropriate speaker.
    - The labels are on the backs of the speakers.

2. Check the standby status after plugging into an electrical outlet

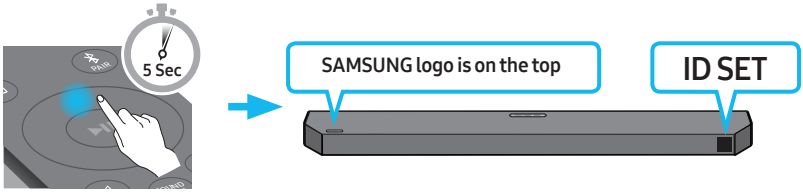
The LINK LED indicator (blue LED) on the Wireless Receiver Module blinks. If the LED does not blink, press the **ID SET** button on the back of the Wireless Receiver Module with a pen tip for 5~6 seconds until the LINK LED indicator blinks (in Blue).



3. Configure "ID SET" using the Soundbar's remote control

Press and hold the **Up** button on the remote control for at least 5 seconds.

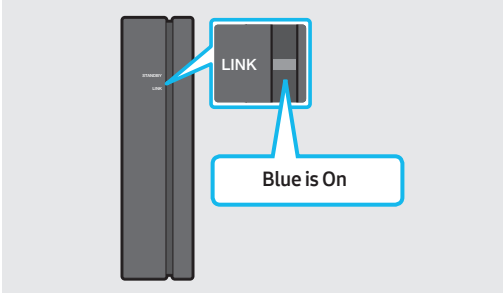
- The **ID SET** message appears on the display of the Soundbar for a moment, and then it disappears.
- The Soundbar will automatically power on when **ID SET** is complete.



⚠ **CAUTION**

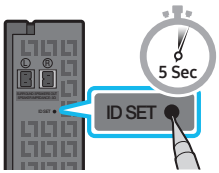
- If your Soundbar was playing music when it connects to the SWA-9100, you may hear some stuttering from the woofer as the connection finalizes.

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



The LINK LED indicator stops blinking and glows a solid blue when a connection is established between the Soundbar and the Wireless Receiver Module.

5. If the SWA-9100 does not connect, take the necessary steps according to the LED Indicator's status

LED status			Action
LINK (Blue)	On	Connected with the Soundbar	-
	Blinking	Connection standby status	Check if the Soundbar is turned on
			Repeat steps 3 through 4.
STANDBY (Red)	On	Connection failure	Check if the Soundbar is turned on
			1. Press the **ID SET** button on the back of the Wireless Receiver Module with a pen tip for 5~6 seconds until the LINK LED indicator blinks (in Blue).  2. Repeat steps 3 through 4.
Others	-	Errors	Contact a Samsung Service Center.

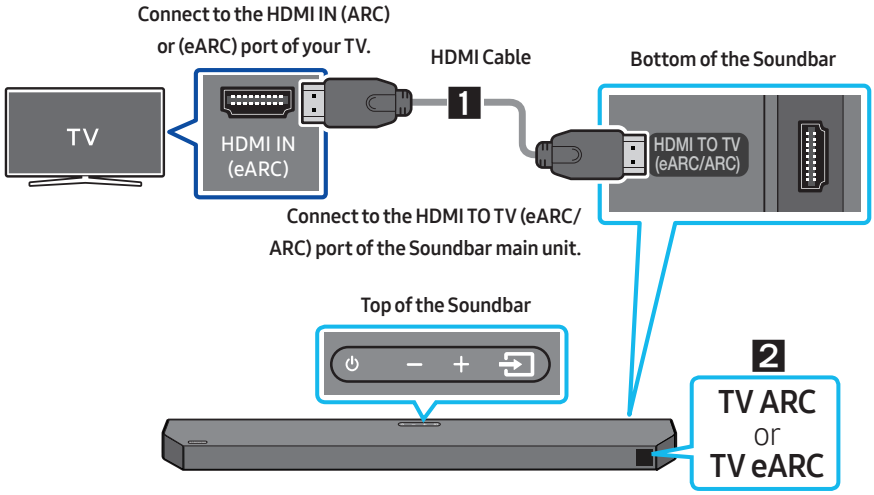
05 CONNECTING TO A TV

Method 1. Connecting with HDMI

Connecting the TV that supports HDMI ARC/eARC (Audio Return Channel/ Enhanced Audio Return Channel)

⚠ CAUTION

- When both the HDMI cable and optical cable are connected, the HDMI signal is received first.
- To connect the HDMI cable between the TV and Soundbar, be sure to connect the terminals marked ARC or eARC. Otherwise, the TV sound output may not work.
- The recommended cable is **High Speed HDMI Cable with Ethernet**.
- When connecting a TV that supports the eARC function, "**TV eARC**" appears on the display and the sound is heard.
- Dolby Atmos® is supported in the ARC/eARC function.



1. With the Soundbar and TV turned on, connect the HDMI cable as shown in the figure.
2. "**TV ARC**" or "**TV eARC**" appears in the display window of the Soundbar main unit and the Soundbar plays TV sound.
   - "**TV eARC**" is displayed when the eARC function in the TV setting is On.

- To connect with eARC, the eARC function in the TV menu should be set to On. Refer to the TV user manual for details on setting. (e.g. Samsung TV : Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Expert Settings → HDMI-eARC Mode (Auto))
- If TV sound is inaudible, press the **(Source)** button on the remote control or on the top of the Soundbar to switch to "**D.IN**" mode. The screen displays "**D.IN**" and "**TV ARC**" or "**TV eARC**" in sequence, and TV sound is played.
- If "**TV ARC**" or "**TV eARC**" does not appear in the display window of the Soundbar main unit, confirm that the HDMI cable is connected to the correct port.
- Use the volume buttons on the TV's remote control to change the volume on the Soundbar.

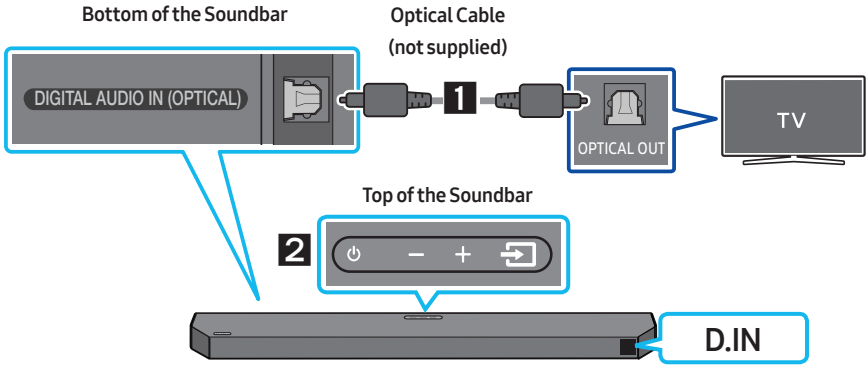
NOTES

- When you connect the TV that supports the HDMI ARC/eARC (Audio Return Channel/Enhanced Audio Return Channel) to the Soundbar with an HDMI cable, you can transmit the digital video and audio data without connecting a separate optical cable.
- We recommend you use a coreless HDMI cable if possible. If you use a cored HDMI cable, use one with a diameter that is less than 0.55 inches (14 mm).
- This function is not available if the HDMI cable does not support ARC or eARC.
- ARC and eARC differ in bandwidth. eARC that is enhanced version of the audio return channel has significantly higher bandwidth than ARC. Higher bandwidth increases the amount of data that can be transmitted. So, with the eARC channel, you can enjoy the sound through formats such as Dolby Atmos®.
- When the audio in a broadcast is encoded in Dolby Digital and the "Digital Output Audio Format" on your TV is set to PCM, we recommend that you change the setting to Dolby Digital. When the setting on the TV is changed, you will experience better sound quality. (The TV menu may use different words for Dolby Digital and PCM depending on the TV manufacturer.)

Method 2. Connecting using an Optical Cable

Pre-connection Checklist

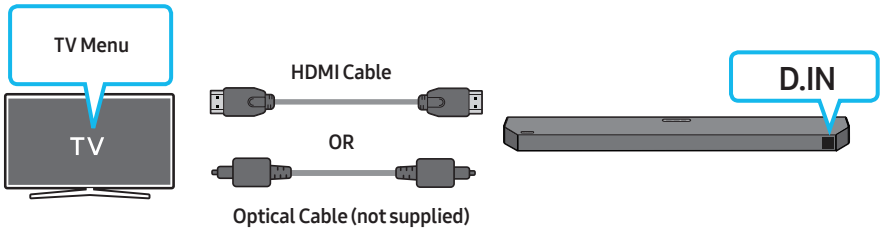
- When both the HDMI cable and optical cable are connected, the HDMI signal is received first.
- When you use an optical cable and the terminals have covers, be sure to remove the covers.



1. Connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar to the OPTICAL OUT port of the TV with a digital Optical Cable (not supplied).
2. Press the **(Source)** button on the top panel or remote control, and then select the "**D.IN**" mode.
3. The TV sound is played from the Soundbar.

Using the Q-Symphony Function

For Q-Symphony, the Soundbar syncs with a Samsung TV to output sound through two devices for optimum surround effect. When the Soundbar is connected, the menu, "**TV+Soundbar**" appears under the **Sound Output** menu of the TV. Select the corresponding menu.



- TV menu example: **TV + [AV] Soundbar series name (HDMI)**

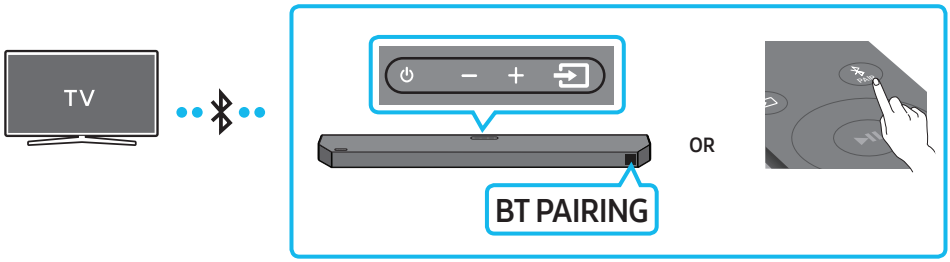
NOTES

- It can operate according to the Codec supported by TV.
- This function is supported only when the HDMI Cable or Optical Cable (not supplied) is connected.
- The message displayed may differ with the TV model.
- This function is available in some Samsung TVs and some Soundbar models.

Method 3. Connecting via Bluetooth

When a TV is connected using Bluetooth, you can hear stereo sound without the hassle of cabling.

- Only one TV can be connected at a time.



The initial connection

1. Press the **PAIR** button on the remote control to enter the "**BT PAIRING**" mode.

(OR)

a. Press the **(Source)** button on the top panel and then select "**BT**".
"**BT**" changes to "**BT PAIRING**" in a few seconds automatically or changes to "**BT READY**" if there is a connect record.

b. When "**BT READY**" appears, press and hold the **(Source)** button on the top panel of the Soundbar for more than 5 seconds to display "**BT PAIRING**".

2. Select Bluetooth mode on the TV. (For more information, see the TV's manual.)
3. Select "**Soundbar Q6C-Series(Bluetooth)**" from the list on TV's screen.
An available Soundbar is indicated with "**Need Pairing**" or "**Paired**" on the TV's Bluetooth device list. To connect the TV to the Soundbar, select the message, and then establish a connection.
   - When the TV is connected, [**TV Name**] → "**BT**" appears on the Soundbar's front display.
4. You can now hear TV sound from the Soundbar.
   - After you have connected the Soundbar to your TV the first time, use the "**BT READY**" mode to reconnect.

If the device fails to connect

- If a previously connected Soundbar listing (e.g. "**Soundbar Q6C-Series(Bluetooth)**") appears in the list, delete it.
- Then repeat steps 1 through 3.

Disconnecting the Soundbar from the TV

Press the **(Source)** button on the top panel or on the remote control and switch to any mode but "**BT**".

- Disconnecting takes time because the TV must receive a response from the Soundbar. (The time required may differ, depending on the TV model.)
- To cancel the automatic Bluetooth connection between the Soundbar and TV, press the **Left** button on the remote control for 5 seconds with the Soundbar in "**BT READY**" status. (Toggle On → Off)

What is the difference between BT READY and BT PAIRING?

- **BT READY** : In this mode, you can reconnect TV or mobile device that was connected before.
- **BT PAIRING** : In this mode, you can connect a new device to the Soundbar. (Press the **PAIR** button on the remote control or press and hold the **(Source)** button on the top of the Soundbar for more than 5 seconds while the Soundbar is in "**BT**" mode.)

Notes on Bluetooth connection

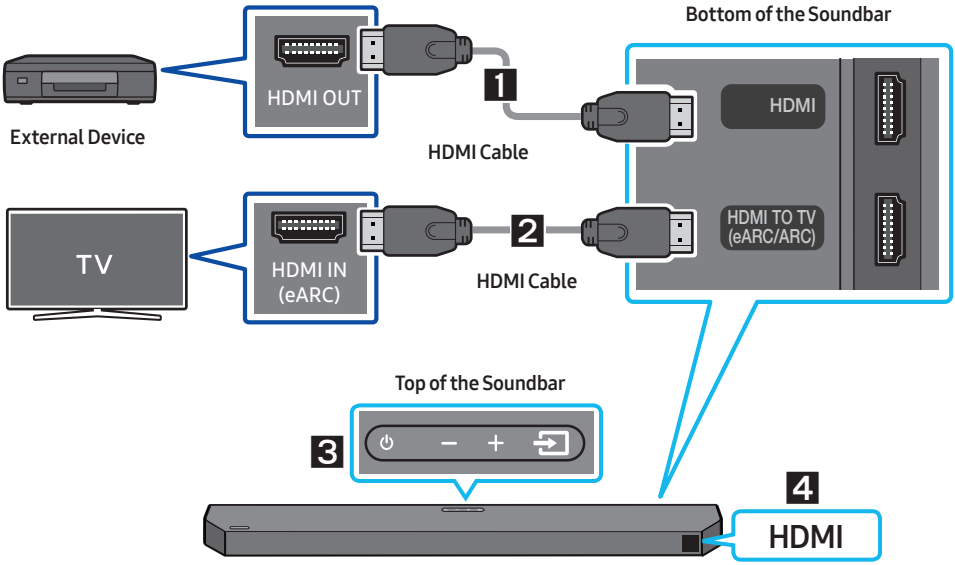
- Locate a new device within 3.28 ft (1 m) to connect via Bluetooth communication.
- If asked for a PIN code when connecting a Bluetooth device, enter <0000>.
- In Bluetooth connection mode, the Bluetooth connection will be lost if the distance between the Soundbar and the Bluetooth device exceeds 32.8 ft (10 m).
- The Soundbar automatically turns off after 18 minutes in the Ready state.
- The Soundbar may not perform Bluetooth search or connection correctly under the following circumstances:
  - If there is a strong electrical field around the Soundbar.
  - If several Bluetooth devices are simultaneously paired with the Soundbar.
  - If the Bluetooth device is turned off, not in place, or malfunctions.
- Electronic devices may cause radio interference. Devices that generate electromagnetic waves must be kept away from the Soundbar main unit - e.g., microwaves, wireless LAN devices, etc.

06 CONNECTING AN EXTERNAL DEVICE

Method 1. Connecting using an HDMI Cable (Capable of Dolby Atmos® decoding and playback)

Pre-connection Checklist

- If the Audio Output options include Secondary Audio, make sure Secondary Audio is set to Off.
- Make sure that the content supports Dolby Atmos®.



1. Connect an HDMI cable from the **HDMI** port on the bottom of the Soundbar to the HDMI OUT port on your digital device.
2. Connect an HDMI cable from the **HDMI TO TV (eARC/ARC)** port on the bottom of the Soundbar to the HDMI IN (eARC) port on your TV.
3. Press the **(Source)** button on the top panel or on the remote control, and then select "**HDMI**".
4. "**HDMI**" mode is displayed on the Soundbar display panel and sound plays.

NOTES

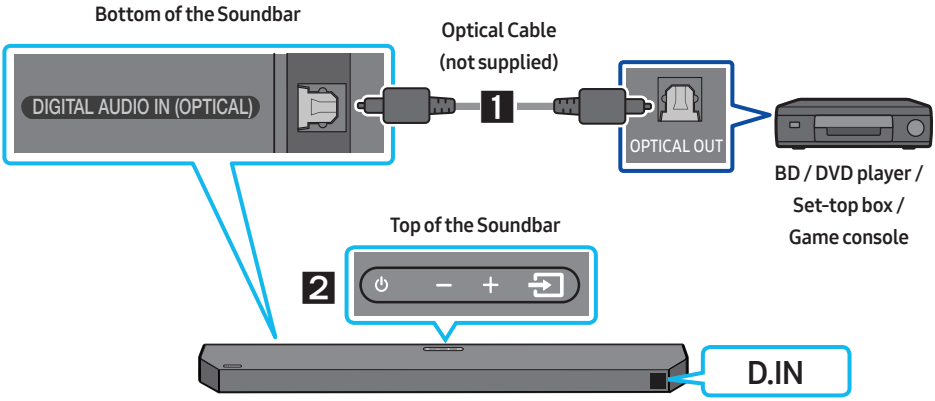
- **When you use Dolby Atmos®**: If the input source is Dolby Atmos®, refer to "Output specifications for the different sound effect modes" on page 14
- When Dolby Atmos® is activated, "**DOLBY ATMOS**" appears in the front display.
- **Configuring Dolby Atmos® on your BD player or other device.**
  Open the audio output options on the settings menu of your BD player or other device and make sure that "No Encoding" is selected for Bitstream. For example, on a Samsung BD Player, go to Home Menu → Sound → Digital Output and then select Bitstream (unprocessed).
- HDMI Pass-Through is that the Soundbar plays the audio from the source through its own speakers and sends the unaltered video signal to a TV via the second HDMI cable.

Supported UHD Signals Specification (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 specification may vary depending on the connected external device or usage conditions.

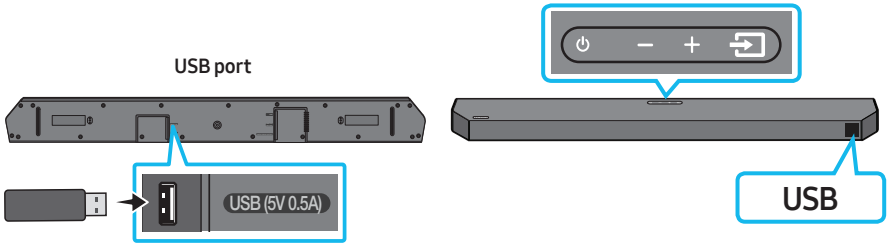
Method 2. Connecting using an Optical Cable



1. Connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar and the OPTICAL OUT port on the external device with the optical cable (not supplied), as shown in the figure.
2. Select "**D.IN**" mode by pressing the **(Source)** button on the top panel or on the remote control.
3. The external device sound is output from the Soundbar.

07 CONNECTING A USB DRIVE

You can play music files located on USB drive through the Soundbar.



1. Connect the USB drive to the USB port on the bottom of the product.
2. Press the **(Source)** button on the top panel or on the remote control, and then select "**USB**".
3. "**USB**" appears in the display screen.
4. Play music files from the USB drive through the Soundbar.
   - The Soundbar automatically turns off (Auto Power Down) if there is no audio signal from USB drive or no USB drive connection for more than 18 minutes.

File Format Type Compatibility list

Extension	Codec	Sampling Rate	Bitrate
***.mp3**	MPEG1 Layer2	32kHz ~ 48kHz	32kbps ~ 320kbps
	MPEG1 Layer3	32kHz ~ 48kHz	32kbps ~ 320kbps
	MPEG2 Layer3	16kHz ~ 24kHz	8kbps ~ 160kbps
	MPEG2.5 Layer3	8kHz ~ 12kHz	8kbps ~ 160kbps
***.wma**	WMA7/8/9 (Audio Only)	32kHz ~ 48kHz	32kbps ~ 320kbps
***.ogg**	Vorbis	32kHz ~ 48kHz	45kbps ~ 500kbps
***.aac** ***.m4a** ***.mp4**	AAC-LC (MPEG2/MPEG4 Audio Only)	32kHz ~ 48kHz	32kbps ~ 320kbps
***.wav**	LPCM	32kHz ~ 192kHz	1,024kbps ~ 9,216kbps
***.flac**	FLAC	32kHz ~ 192kHz	162kbps ~ 8,100kbps
***.aiff**	AIFF	32kHz ~ 192kHz	1,024kbps ~ 9,216kbps

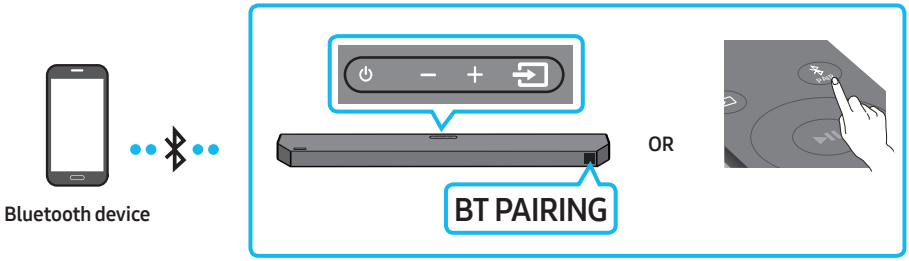
- If there are too many folders (about 200) and files (about 2000) stored on the USB drive, it may take the Soundbar some time to access and play files.
- Supported USB file system : FAT16, FAT32, NTFS

08 CONNECTING A MOBILE DEVICE

Connecting via Bluetooth

When a mobile device is connected using Bluetooth, you can hear stereo sound without the hassle of cabling.

- When you connect a paired Bluetooth device with the Soundbar off, the Soundbar automatically turns on.
- The connection is limited to one TV or two Bluetooth devices at the same time.



The initial connection

- When connecting to a new Bluetooth device, make sure the device is within 3.28 ft (1 m) distance.

1. Press the **PAIR** button on the remote control to enter the "**BT PAIRING**" mode.

(OR)

a. Press the **(Source)** button on the top panel and then select "**BT**".
"**BT**" changes to "**BT PAIRING**" in a few seconds automatically or changes to "**BT READY**" if there is a connect record.

b. When "**BT READY**" appears, press and hold the **(Source)** button on the top panel of the Soundbar for more than 5 seconds to display "**BT PAIRING**".

2. On your device, select "**[AV]Samsung Soundbar Q6C-Series**" from the list that appears.
   - When the Soundbar is connected to the Mobile device, [**Mobile Device Name**] → "**BT**" appears in the front display.
3. Play music files from the device connected via Bluetooth through the Soundbar.
   - After you have connected the Soundbar to your mobile device the first time, use the "**BT READY**" mode to reconnect.

If the device fails to connect

- If you have an existing Soundbar (e.g., "**[AV]Samsung Soundbar Q6C-Series**") on the list of speakers on the Mobile device, delete it.
- Then repeat steps 1 and 2.

What is the difference between BT READY and BT PAIRING?

- **BT READY** : In this mode, you can reconnect TV or mobile device that was connected before.
- **BT PAIRING** : In this mode, you can connect a new device to the Soundbar. (Press the **PAIR** button on the remote control or press and hold the **(Source)** button on the top of the Soundbar for more than 5 seconds while the Soundbar is in "**BT**" mode.)

Notes on Bluetooth connection

- Locate a new device within 3.28 ft (1 m) to connect via Bluetooth communication.
- If asked for a PIN code when connecting a Bluetooth device, enter <0000>.
- In Bluetooth connection mode, the Bluetooth connection will be lost if the distance between the Soundbar and the Bluetooth device exceeds 32.8 ft (10 m).
- The Soundbar automatically turns off after 18 minutes in the Ready state.
- The Soundbar may not perform Bluetooth search or connection correctly under the following circumstances:
  - If there is a strong electrical field around the Soundbar.
  - If several Bluetooth devices are simultaneously paired with the Soundbar.
  - If the Bluetooth device is turned off, not in place, or malfunctions.
- Electronic devices may cause radio interference. Devices that generate electromagnetic waves must be kept away from the Soundbar main unit - e.g., microwaves, wireless LAN devices, etc.
- The Soundbar supports SBC data (44.1kHz, 48kHz).
- Connect only to a Bluetooth device that supports the A2DP (AV) function.
- Once you have paired the Soundbar to a Bluetooth device, selecting "**[AV]Samsung Soundbar Q6C-Series**" from the device's scanned devices list will automatically change the Soundbar to "**BT**" mode.
  - Available only if the Soundbar is listed among the Bluetooth device's paired devices. (The Bluetooth device and the Soundbar must have been previously paired at least once.)
- The Soundbar will appear in the Bluetooth device's searched devices list only when the Soundbar is displaying "**BT READY**".
- When connecting the Soundbar to a Bluetooth device, place them as close to each other as possible.
- The farther the Soundbar and Bluetooth device are from each other, the lower the sound quality will become. The Bluetooth connection may disconnect when the devices are out of the effective range.
- The Bluetooth connection may not function as intended in areas with poor reception.

- A Bluetooth device may experience noise or malfunction under in the following conditions:
  - When the body is in contact with the signal transceiver on 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 still impact the sound quality even when the devices are within the effective range.
- Note that your Soundbar cannot be paired with other Bluetooth devices while using the Bluetooth option.
- This wireless device may cause electrical interference during operation.

Bluetooth Power On (SOUND MODE)

If a previously paired Bluetooth device tries to pair with the Soundbar when the Bluetooth Power On function is on and the Soundbar is turned off, the Soundbar turns on automatically.

1. Press and hold the **SOUND MODE** button for more than 5 seconds on the remote while the Soundbar is turned on.
2. "**ON-BLUETOOTH POWER**" appears on the Soundbar's display.

Disconnecting the Bluetooth device from a Soundbar

You can disconnect a Bluetooth device from the Soundbar. For instructions, see the Bluetooth device's user manual.

- The Soundbar will be disconnected.
- When the Soundbar is disconnected from the Bluetooth device, the Soundbar will display "**BT DISCONNECTED**" on the front display.

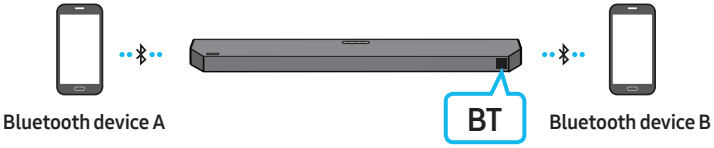
Disconnecting the Soundbar from the Bluetooth device

Press the **(Source)** button on the top panel or on the remote control, and then change to any mode except "**BT**".

- Disconnecting takes time because the Bluetooth device must receive a response from the Soundbar. (Disconnection time may differ, depending on the Bluetooth device)
- When the Soundbar is disconnected from the Bluetooth device, the Soundbar will display "**BT DISCONNECTED**" on the front display.

Bluetooth Multi connection

The Soundbar can be connected to 2 Bluetooth devices at the same time.



1. Connect the Soundbar to up to two Bluetooth devices. (See page 31)
2. Play music from one of the connected Bluetooth devices while two devices are connected.
3. If music is played from the Bluetooth device “B” while playing from the device “A”, the music is started playing on the device “B” and automatically being stopped/paused playback on the device “A”.
4. In versions prior to AVRCP V1.4, the switching time of the device playing music may be delayed.

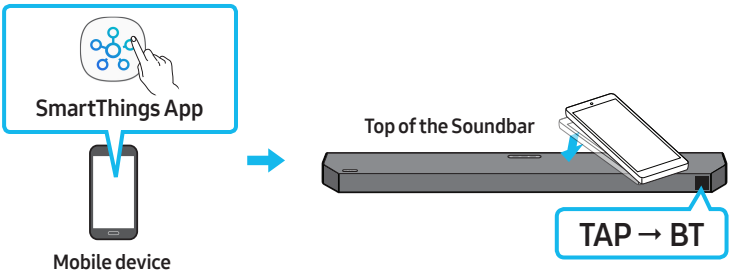
NOTES

- The device can be switched by notification or alarm on some devices.
- Some devices do not support Bluetooth multi connection.
- “**BT PAIRING**” mode stops when no device is paired within 3 minutes.
- Switching devices may take about 7 seconds on some apps.
- If you attempt to connect a 3rd Bluetooth device, the A or B devices will be disconnected. (A device that is not currently playing will be disconnected.)
- Only one Samsung TV, or 2 Bluetooth devices can be connected at the same time.
- The Soundbar will be disconnected from Bluetooth devices when it receives a connection request from a Samsung TV.

Using Tap Sound

Tap the Soundbar with your mobile device to play audio from the mobile device through the Soundbar.

- This function may not be supported, depending on the mobile device.
- 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.
   - For details on how to turn on the function, refer to "**Enable the Tap Sound function**" below.
2. Tap the Soundbar with the mobile device. Select "**Start now**" in the displayed message window.
   A connection is established between the mobile device and Soundbar via Bluetooth.
3. Play audio from the mobile device through the Soundbar.
   - This function connects a mobile device to the Soundbar via Bluetooth by detecting vibration that occurs when the device touches the Soundbar.
   - Make sure the mobile device does not tap a sharp corner of the Soundbar. The Soundbar or mobile device may become scratched or damaged.
   - It is recommended that the mobile device be covered with a case. Lightly tap the wide area in the upper portion of the Soundbar, without using excessive force.
   - To use this function, update the **SmartThings** app to the latest version.
     The function may not be supported, depending on the app version.

Enable the Tap Sound function

Use the **SmartThings** app to turn on the **Tap View, Tap Sound** function.

1. On the mobile device, run the **SmartThings** app.
2. Select (→) in the **SmartThings** app screen displayed on the mobile device.
3. Set "**Tap View, Tap Sound**" to On to allow the function to work when a mobile device moves close to the Soundbar.

NOTES

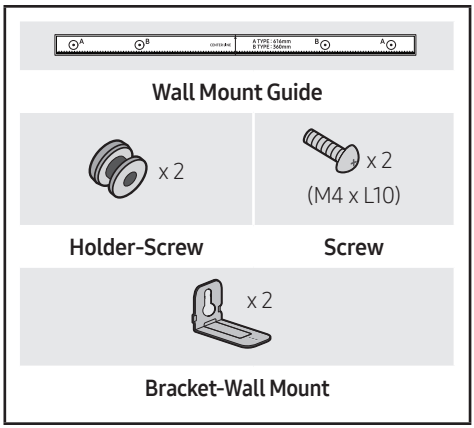
- When the mobile device is in power-saving mode, the **Tap Sound** function does not work.
- The **Tap Sound** function may not work if there are devices near the Soundbar that cause radio interference such as electric devices. Make sure devices that may cause radio interference are placed at a sufficient distance away from the Soundbar.

09 INSTALLING THE WALL MOUNT

Installation Precautions

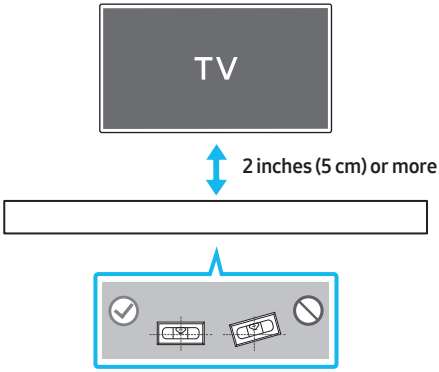
- Install on a vertical wall only.
- Do not install in a place with high temperature or humidity.
- Verify whether the wall is strong enough to support the product's weight. If not, reinforce the wall or choose another installation point.
- Purchase and use the fixing screws or anchors appropriate for the kind of wall you have (plaster board, iron board, wood, etc.). If possible, fix the support screws into wall studs.
- Purchase wall mounting screws according to the type and thickness of the wall you want to mount the Soundbar on.
  - Diameter: M5
  - Length: 1 3/8 inches (35 mm) or longer recommended.
- Connect cables from the unit to external devices before you install the Soundbar on the wall.
- Make sure the unit is turned off and unplugged from the power source before you install it. Otherwise, it may cause an electric shock.

Wallmount Components

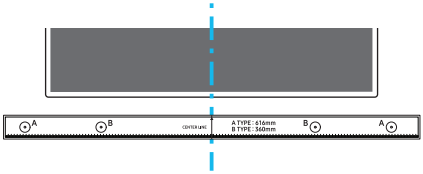


(AH81-15352A)

1. Place the **Wall Mount Guide** against the wall surface.
   - The **Wall Mount Guide** must be level.
   - If your TV is mounted on the wall, install the Soundbar at least 2 inches (5 cm) below the TV.

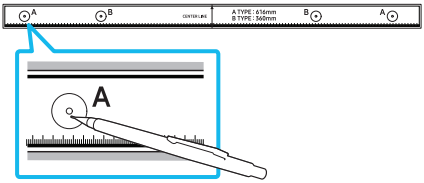


2. Align the **Wall Mount Guide's Center Line** with the center of your TV (if you are mounting the Soundbar below your TV), and then fix the **Wall Mount Guide** to the wall using tape.
   - If you are not mounting below a TV, place the **Center Line** in the center of the installation area.



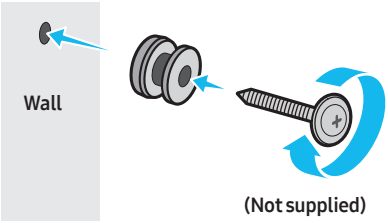
Center Line

3. Push a pen tip or sharpened pencil tip through the center of the **A-TYPE** images on each end of the Guide to mark the holes for the supporting screws, and then remove the **Wall Mount Guide**.



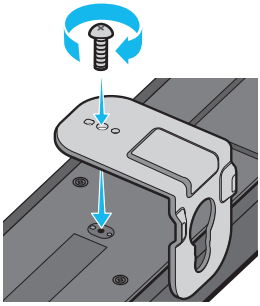
4. Using an appropriately sized drill bit, drill a hole in the wall at each marking.
   - If the markings do not correspond to the positions of studs, make sure you insert appropriate anchors into the holes before you insert the support screws. If you use anchors, make sure the holes you drill are large enough for the anchors you use.

5. Push a screw (not supplied) through each **Holder-Screw**, and then screw each screw firmly into a support screw hole.



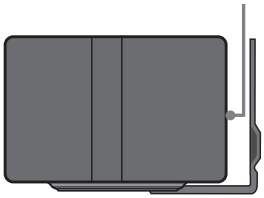
(Not supplied)

6. Install the 2 **Bracket-Wall Mounts** in the correct orientation on the bottom of the Soundbar using 2 **Screws**.



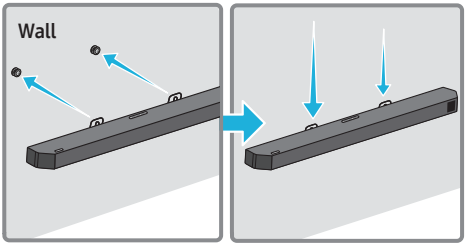
   - When assembling, make sure the hanger part of the **Bracket-Wall Mounts** are located behind the rear of the Soundbar.

Rear of Soundbar

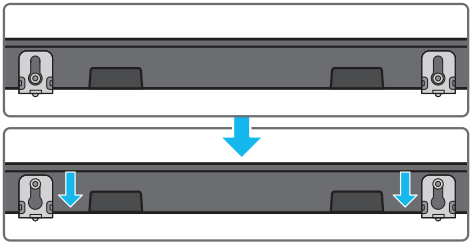


Right end of Soundbar

7. Install the Soundbar with the attached **Bracket-Wall Mounts** by hanging the **Bracket-Wall Mounts** on the **Holder-Screws** on the wall.

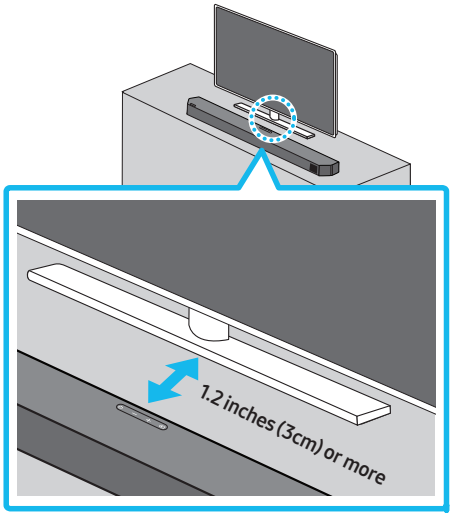


8. Slide the Soundbar down as shown below so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.
   - Insert the **Holder-Screws** into the wide (bottom) part of the **Bracket-Wall Mounts**, and then slide the **Bracket-Wall Mounts** down so that the **Bracket-Wall Mounts** rest securely on the **Holder-Screws**.



10 INSTALLING THE SOUNDBAR IN FRONT OF TV

Place the Soundbar on a TV stand.



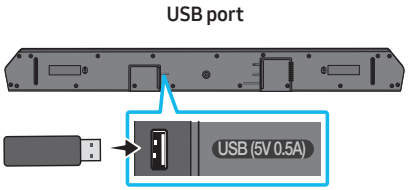
As illustrated in the image, align the center of the Soundbar with the center of the TV, carefully place the Soundbar onto the TV stand.
For optimal sound quality, position the Soundbar at least 1.2 inches (3 cm) away from the TV front.

NOTES

- Make sure the Soundbar is placed on a flat and solid surface.
- Insufficient gap from the TV may cause acoustic problems.

11 SOFTWARE UPDATE

Samsung may offer updates for the Soundbar's system firmware in the future.

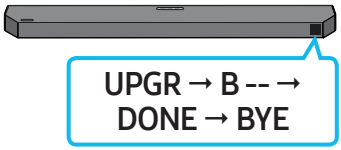


If an update is offered, you can update the firmware by connecting a USB drive with the firmware update stored on it to the USB port on your Soundbar.

USB Update

After the update completes, all your customized user settings are maintained.

1. Connect a USB drive to the USB port on your computer.
   Important: Make sure there are no music files on the USB drive. This may cause the firmware update to fail.
2. Go to (www.samsung.com) → search for the model name from the customer support menu option.
   - For more information about update, refer to Upgrade Guide.
3. Download the upgrade file (USB type).
4. Unzip the downloaded upgrade file and copy the *.bin file to the root directory of the USB drive.
5. Turn off the Soundbar and connect the USB drive containing the firmware update to the USB port on the Soundbar.
6. Turn on the Soundbar and press the **(Source)** button to select USB source. "**UPGR**" will be displayed, this may take up to 3 minutes.

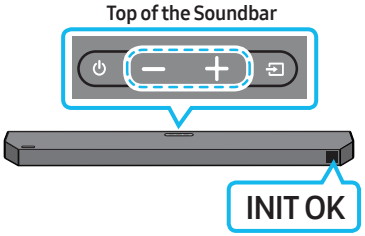


- The process of firmware update is displayed **UPGR** -> **B --** -> **DONE** -> **BYE** in sequence, B or H can be displayed according to the firmware that is updated.

NOTES

- Soundbar is rebooted automatically when the update is completed.
- This product has a DUAL BOOT function. If the firmware fails to update, you can update the firmware again.
- During update, do not turn it off or remove the USB.
- If update does not proceed, disconnect and reconnect the Soundbar power cord.
- When the latest version is installed, no update is performed.
- Depending on the USB type, update may not be supported.
- If the connection to the subwoofer is not re-established automatically after the update, refer to page 17.
- If the software update fails, check if the USB drive is defective.
- Mac OS users should use MS-DOS (FAT) as the USB format.

Reset



With the Soundbar on, press the **– +(Volume)** buttons on the top of the Soundbar at the same time for at least 5 seconds. "**INIT OK**" appears on the display and then the Soundbar is reset.

⚠ CAUTION

- All the settings of the Soundbar are reset. Be sure to perform this only when a reset is required.

12 TROUBLESHOOTING

Refer to the instructions below if this product does not function properly. If the problem you are experiencing is not listed below or if the instructions below do not help, turn off the product, disconnect the power cord, and contact Samsung Electronics at 1-800-SAMSUNG (1-800-726-7864).

Soundbar does not turn on.

- ➞ Check whether the power cord of the Soundbar is correctly inserted into the outlet.

Soundbar works erratically.

- ➞ After removing the power cord, insert it again.
- ➞ Unplug the power cord and plug it back into the external device and try again.
- ➞ If there is no signal, the Soundbar automatically turns off after a certain period of time. Turn on the power. (See page 8.)

If the remote control does not work.

- ➞ Point the remote directly at the Soundbar.
- ➞ Replace the batteries with new ones.

Soundbar does not output any sound.

- ➞ The volume of the Soundbar is too low or muted. Adjust the volume.
- ➞ When any external device (STB, Bluetooth device, mobile device, etc.) is connected, adjust the volume of the external device.
- ➞ For sound output of the TV, select Soundbar. (Samsung TV: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Sound Output → Select Soundbar)
- ➞ The cable connection to the Soundbar may be loose. Remove the cable and connect again.
- ➞ Remove the power cord completely, reconnect, and turn the power on.
- ➞ Reset the product and try again. (See page 40.)

Subwoofer does not output any sound.

- ➞ Check whether the LED indicator on the rear of the Subwoofer is on in blue. Reconnect the Soundbar and Subwoofer if the indicator is blinking in blue or turned red. (See page 17.)
- ➞ You may experience an issue if there is an obstacle between the Soundbar and Subwoofer. Move devices to an area away from obstacles.
- ➞ Other devices sending radio frequency signals in proximity may interrupt the connection. Keep your speaker away from such devices.
- ➞ Remove and reconnect the power plug.

In case there is sound jitter, delays, or noise from the Subwoofer.

- ➞ If there are any objects between the Soundbar and Subwoofer speaker, this could cause a problem. Please reposition these to a place without interference from that object.
- ➞ There may be sound jitter or delays when the Subwoofer is far from the Soundbar. Please place it near the Soundbar.
- ➞ There may be sound jitter or delays when the Soundbar is near an instrument or electrical device that can cause radio interference. Place the Soundbar far from such devices that can cause radio interference. (E.g., wireless router)
- ➞ Change the TV network connection status from wireless to wired.

The Subwoofer volume is too low.

- ➞ The original volume of the content you are playing may be low. Try adjusting the Subwoofer level. (See page 13.)
- ➞ Bring the Subwoofer speaker closer to you.

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

- ➞ Check whether the HDMI cable is correctly connected to the eARC terminal. (See page 22.)
- ➞ Connection may not be possible due to the connected external device (set-top box, game machine, etc.). Directly connect the Soundbar.
- ➞ HDMI-CEC may not be activated on the TV. Turn on the CEC on the TV menu. (Samsung TV: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Connection → External Device Manager → Anynet+ (HDMI-CEC) ON)
- ➞ To connect with eARC, the eARC function in the TV menu should be set to On. (Samsung TV: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Expert Settings → HDMI-eARC Mode (Auto))

There is no sound in when connecting to the TV in HDMI TO TV (eARC/ARC) mode.

- ➞ Your device is unable to play the input signal. Change the TV's audio output to PCM or AUTO. (Samsung TV: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Expert Settings → Digital Output Audio Format)

Soundbar does not connect via Bluetooth.

- ➞ When connecting a new device, switch to "**BT PAIRING**" for connection. (Press the **PAIR** button on the remote control or press the **(Source)** button on the body for at least 5 seconds.)
- ➞ If the Soundbar is connected to another device, disconnect that device first to switch the device.
- ➞ Reconnect it after removing the Bluetooth speaker list on the device to connect. (Samsung TV: Home ( ) → Menu → Settings ( ) → All Settings ( ) → Sound → Sound Output → Bluetooth Speaker List)
- ➞ The automatic TV connection may be disabled. 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 **Left** button again for 5 seconds to switch the selection.
- ➞ Remove and reconnect the power plug, then try again.
- ➞ Reset the product and try again. (See page 40.)

Sound drops out when connected via Bluetooth.

- ➞ Some devices can cause radio interference if they are located too close to the Soundbar. e. g. microwaves, wireless routers, etc.
- ➞ If your device that is connected via Bluetooth moves too far away from the Soundbar, it may cause the sound to drop out. Move the device closer to the Soundbar.
- ➞ If a part of your body is in contact with the Bluetooth transceiver or the product is installed on metal furniture, sound may drop out. Check the installation environment and conditions for use.

Bluetooth multi connection does not work.

- ➞ When the TV is connected to the soundbar, Bluetooth multi connection may not operate. Disconnect the Soundbar from the TV and try again.
- ➞ Check whether the Bluetooth Multi connection setting is turned on. (Refer to the "**Soundbar does not connect via Bluetooth**." section.)
- ➞ Disconnect the device currently playing, pair with the device that you want to connect, and reconnect the previous device.
- ➞ If the sound is inaudible even after connecting properly, refer to the "**Sound drops out when connected via Bluetooth**." section.

Soundbar does not turn on automatically with the TV.

- ➞ When you turn off the Soundbar while watching TV, power synchronization with the TV is disabled. First turn off the TV.

13 LICENSE

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[ENERGY STAR]

ENERGY STAR qualified model only

- Your Samsung product is ENERGY STAR qualified in its factory default setting. Change to certain features, settings and functionality in this product can change the power consumption, possibly beyond the limits required for ENERGY STAR qualification.
- Environmental Protection Agency and Department of Energy. ENERGY STAR is a joint program of the Government agencies, designed to promote energy efficient products and practices.

Refer to www.energystar.gov for more information of the ENERGY STAR Program.

ENERGY STAR qualified model only (The other models)

- As an ENERGY STAR Partner, Samsung has determined that this product or product models meets the ENERGY STAR guideline for energy efficiency.

14 OPEN SOURCE LICENSE NOTICE

Open Source used in this product can be found on the following webpage (http://opensource.samsung.com).

15 IMPORTANT NOTES ABOUT SERVICE

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

16 SPECIFICATIONS AND GUIDE

Specifications

Model Name	HW-Q65C
USB	5V/0.5A
Weight	7.7 lbs (3.5 kg)
Dimensions (W x H x D)	40.6 x 2.2 x 4.1 inches (1030.0 x 57.0 x 105.0 mm)
Operating Temperature Range	+50°F to +104°F (+10°C to + 40°C)
Operating Humidity Range	10 % to 80 %, non-condensing
Storage Temperature Range	-4°F to +113°F (-20°C to +45°C)
Storage Humidity Range	5 % to 95 %, non-condensing
AMPLIFIER Rated Output power	180W (30W x 6)
Supported play formats	Dolby 5.1ch / Dolby Digital Plus / Dolby TRUE HD / Dolby ATMOS / DTS Digital Surround / LPCM 8ch

Subwoofer Name	PS-WC67B
Weight	12.1 lbs (5.5 kg)
Dimensions (W x H x D)	7.2 x 13.5 x 11.6 inches (184.0 x 343.0 x 295.0 mm)
AMPLIFIER Rated Output power	160W

Wireless Surround Speaker SET Name	SWA-9100
Weight Wireless Receiver Module Surround Speaker	 1.5 lbs (0.7 kg) 1.3 lbs (0.6 kg) x 2
Dimensions (W x H x D) Wireless Receiver Module Surround Speaker	 2.0 x 7.9 x 5.2 inches (50.0 x 201.3 x 132.0 mm) 3.4 x 5.8 x 3.4 inches (87.5 x 147.0 x 87.5 mm)
Operating Temperature Range	+50°F to +104°F (+10°C to + 40°C)
Operating Humidity Range	10 % to 80 %, non-condensing
Storage Temperature Range	-4°F to +113°F (-20°C to +45°C)
Storage Humidity Range	5 % to 95 %, non-condensing
Frequency range	20Hz~20kHz

NOTES

- Samsung Electronics Co., Ltd reserves the right to change the specifications without notice.
- Weight and dimensions are approximate.

LIMITED WARRANTY TO ORIGINAL CONSUMER PURCHASER WITH PROOF OF PURCHASE AND/OR PROOF OF DELIVERY

This SAMSUNG brand product, as supplied and distributed by SAMSUNG and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

One (1) Year Parts and Labor*

(*90 Days Parts and Labor for Commercial Use)

This limited warranty begins on the date of delivery to the original consumer purchaser, and is valid only on products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale and/or proof of delivery must be presented upon request to SAMSUNG or SAMSUNG'S authorized service center. Transportation of the product to and from the service center is the responsibility of the purchaser.

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

All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG.

Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

SAMSUNG's obligations with respect to software products distributed by SAMSUNG under the SAMSUNG brand name are set forth in the applicable end user license agreement. Non-SAMSUNG hardware and software products, if provided, are on an "AS IS" basis.

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