

SAMSUNG

FULL MANUAL

HW-C400

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SAFETY INFORMATION

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 to the floor/wall in accordance with the installation instructions.
- This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

CAUTION

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

FCC NOTE (for U.S.A):

FCC Supplier's Declaration of Conformity

Responsible Party - U.S. Contact Information:

Samsung Electronics America, Inc.
85 Challenger Road.
Ridgefield Park, NJ 07660
Phone: 1-800-SAMSUNG (726-7864)

FCC Compliance Statement :

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution :

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

Class B FCC Statement

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

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


FCC Radiation Exposure Statement :

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

CALIFORNIA USA ONLY (Applicable for networking models only.)

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


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

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

Important Safety Instructions

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

1. Read these instructions.
2. Keep these Instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.

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 defeat the safety purpose of the polarized or grounding-type plug.
A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
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 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



**Power Cord (Soundbar)
(AH81-09821A)**

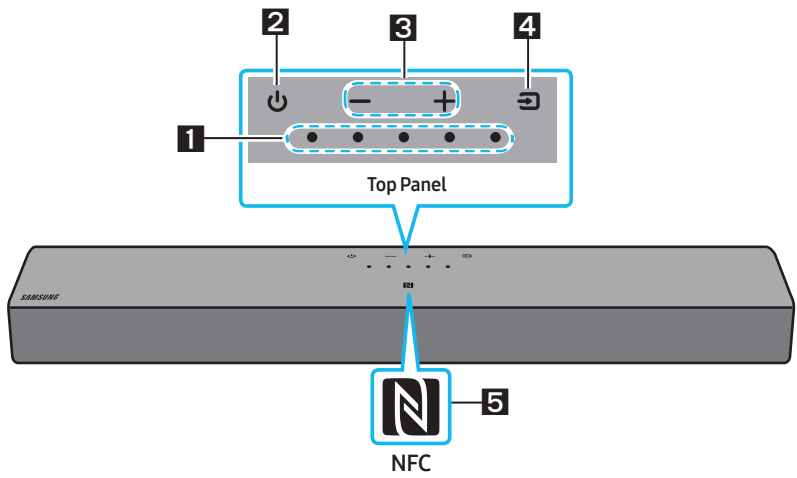






























**Soundbar Remote Control
(AH81-15439A) / Batteries**

- 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.
- Design, specifications are subject to change without prior notice.
- The appearance of the accessories may differ slightly from the illustrations above.

02 PRODUCT OVERVIEW

Top Panel of the Soundbar

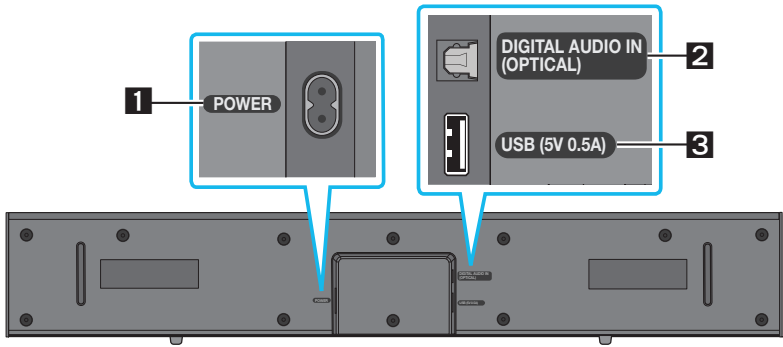


1	LED indicator	<p>The LED Indicator flashes, glows, or changes color depending on the Soundbar's current mode or status. The color of the LED indicator and the number of lights indicate the active mode as described below.</p> <table><tr><td> White LED</td><td> White LED</td><td> Multicolor LED</td><td> White LED</td><td> White LED</td></tr></table> <ul style="list-style-type: none">The Multicolor LED changes to White, Cyan, Green, Red, Yellow, Orange, Purple and Blue depending on the mode or status.	 White LED	 White LED	 Multicolor LED	 White LED	 White LED			
 White LED	 White LED	 Multicolor LED	 White LED	 White LED						
2	Power	Turns the power on and off.								
3	Volume	Adjusts the volume.								
4	Source	<ul style="list-style-type: none">Press the  (Source) button to change the mode. Each time you change the mode, the LED lights in white and then turns off. <table><tr><td>LED Indicator</td><td><div>White On -> Off</div></td><td><div>White On -> Off</div></td><td><div>White On -> Off</div></td></tr><tr><td></td><td>"Digital Audio In"</td><td>"Bluetooth"</td><td>"USB"</td></tr></table>	LED Indicator	<div>White On -> Off</div> 	<div>White On -> Off</div> 	<div>White On -> Off</div> 		"Digital Audio In"	"Bluetooth"	"USB"
LED Indicator	<div>White On -> Off</div> 	<div>White On -> Off</div> 	<div>White On -> Off</div> 							
	"Digital Audio In"	"Bluetooth"	"USB"							

5	NFC Logo	You can activate your Bluetooth connection by placing your phone in the NFC detection area of the Soundbar.
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- 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	POWER Connect the Soundbar's AC power cable.
2	DIGITAL AUDIO IN (OPTICAL) Connect to the digital (optical) output of an external device.
3	USB (5V 0.5A) Connect a USB device here to play music files stored on the USB device through the Soundbar.

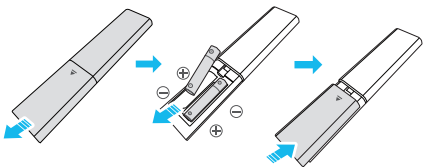
- Do not connect this unit or other components to an AC outlet until all connections between components are complete.

03 USING THE REMOTE CONTROL

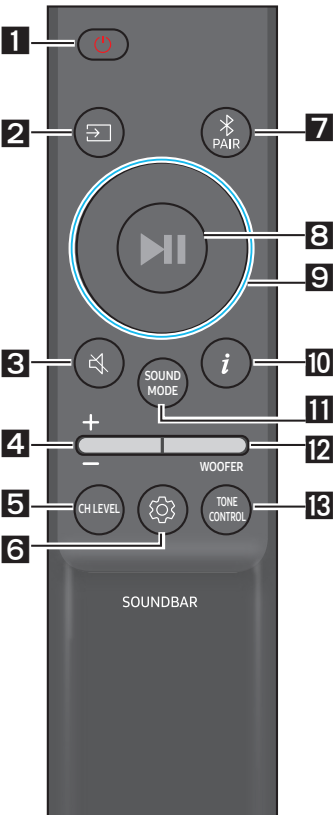
Inserting Batteries before using the Remote Control (AAA batteries X 2)

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.

LED Indicator	<div>Cyan Blinks X1</div> <div>○ ○ ● ○ ○</div> <div>On</div>	<div>Red Blinks X3</div> <div>○ ○ ● ○ ○</div> <div>Off</div>
----------------------	--	--

- **Auto Power Down Function**

The unit turns off automatically in the following situations:

- In **“Digital Audio In” / “Bluetooth” / “USB”** mode if there is no audio signal for 18 minutes.


2

(Source)

Press to select a source connected to the Soundbar.

3

(Mute)

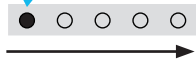

Press the  (**Mute**) button to mute the sound.
Press it again to unmute the sound.

LED Indicator	<div>Blinks X Repeatedly</div> <div>○ ○ ○ ○ ●</div>
----------------------	---

4

Volume



Push the button up or down to adjust the volume.

LED Indicator	<div data-bbox="308 159 554 207">White moves to right X1</div> 	<div data-bbox="683 159 929 207">White moves to left X1</div> 
---------------	--	---

5

CH LEVEL



By pressing the button, you can adjust the volume of the each speaker.

LED Indicator	<div data-bbox="352 414 537 462">White Blinks X1</div> 
	"Center Level"

6


⚙️ (Sound Control)

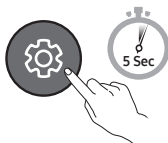
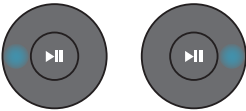



By pressing the button, you can set the audio function. The desired item can be adjusted using the **Up/Down** buttons. Each time the mode changes, the Multicolor LED blinks in white.

LED Indicator	<div data-bbox="532 702 716 750">White Blinks X1</div> 
	"Sync" → "Night mode" → "Voice enhancement"

- If the video on the TV and audio from the Soundbar are not synchronized, select **"Sync"** in Sound Control, and then set the audio delay between 0~300 milliseconds by using the **Up/Down** buttons. (Not available in **"USB"** or **"Bluetooth"** mode.)
- **"Sync"** is only supported for some functions.
- **"Night mode"** is optimized for night time viewing with the settings adjusted to bring the volume down but keep the dialog clear.
- **"Voice enhancement"** makes it easier to hear spoken dialog in movies and TV.

7 Band EQ

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 Band EQ			
			
Press and hold the  (Sound Control) button for about 5 seconds.		Using the Left/Right buttons and each can be adjusted to setting between -6 to +6.	
	"150Hz"		"150Hz" → "300Hz" → "600Hz" → "1.2kHz" → "2.5kHz" → "5kHz" → "10kHz"

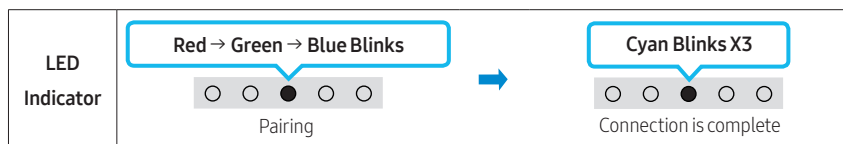
7

Bluetooth PAIR

Switch the Soundbar to Bluetooth pairing mode.

When you press the button, the LED display changes as shown below.

- Until pairing is complete, the Multicolor LED changes as **Red** → **Green** → **Blue** in turn.



8

(Play / Pause)

You can also play or pause music by pressing the button in "**USB**" mode.

9

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.



10

(Info)

Press the button to display information about the current function. (See page 9.)

SOUND MODE

By pressing the button, you can select the desired audio mode. Each time the mode changes, the Multicolor LED blinks in white. (The sound mode may differ with the TV model.)

LED Indicator	<div>White Blinks X1</div> 
	"Surround Sound" → "Standard"

- **Surround Sound**
Provides a wider sound field than standard.
- **Standard**
Outputs the original sound.

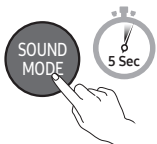


• Bluetooth Power On/Off

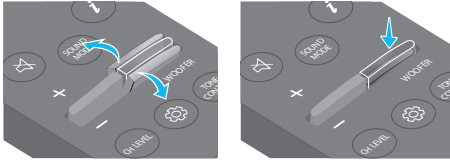
This feature automatically turns the Soundbar on when it receives a connection request from a previously connected TV or Bluetooth device. The setting is On by default.

- Press and hold the **SOUND MODE** button for more than 5 seconds to turn off the Bluetooth Power function.

• DRC (Dynamic Range Control) On/Off

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.)


SOUND MODE button	LED Indicator	
	<div>Cyan Blinks X1</div>  On (Default)	<div>Red Blinks X1</div>  Off
DRC On/Off	Toggle On → Off	

12**WOOFER (BASS) LEVEL**


Push the button up or down to adjust the bass level between -6 to +6. To set the woofer (bass) volume level to 0 (Default), press the button. (Subwoofer is not included.)

13**TONE CONTROL**

By pressing the button, you can adjust the volume of the treble or bass sound. The desired item can be adjusted using the **Up/Down** buttons. (This feature is available in all sound modes except "**Standard**" mode.)

LED Indicator	<div>White Blinks X1</div> <div>○ ○ ● ○ ○</div>
	"Treble" → "Bass"

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	page 17
Left	TV Auto connect On/Off	page 21
 (Sound Control)	7 Band EQ	page 13
SOUND MODE	DRC On/Off	page 14
	Bluetooth Power On/Off	page 14

Output specifications for the different sound effect modes

Effect	Input	Output
Surround Sound	2.0 ch	2.0 ch
	5.1 ch	2.0 ch
Standard	2.0 ch	2.0 ch
	5.1 ch	2.0 ch

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

TV remote control On/Off

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"**. The LED indicator status changes each time the mode is changed, as shown below.

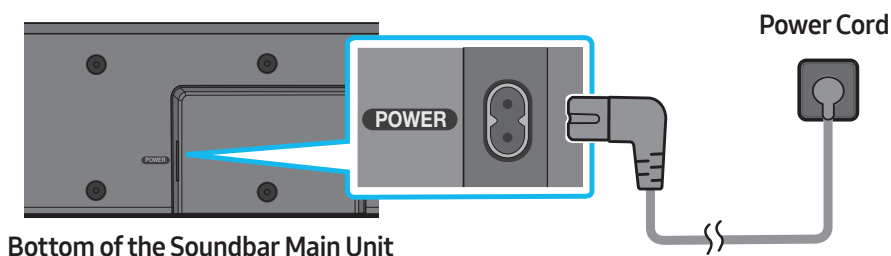
Remote Control Button	LED Indicator	Status
	<div>Red Blinks X1</div> <div></div> <div>"Off-TV Remote" (Default mode)</div>	Disable the TV remote control.
	<div>Cyan Blinks X1</div> <div></div> <div>"Samsung-TV Remote"</div>	Enable a Samsung TV's IR remote control.
	<div>Blue Blinks X1</div> <div></div> <div>"All-TV Remote"</div>	Enable a third-party TV's IR remote control.

04 CONNECTING THE SOUNDBAR

Connecting Electrical Power

Use the power components to connect the 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 Soundbar.
 2. Connect the power cord to a wall socket.



NOTE

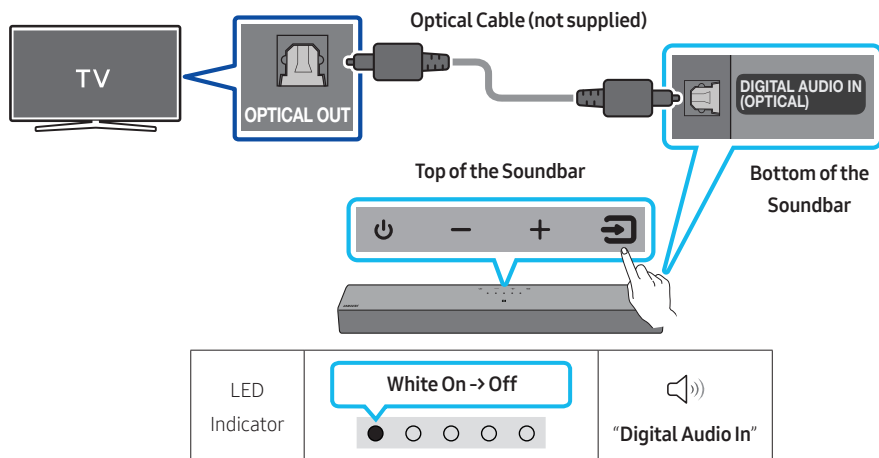
- If you unplug and reconnect the power cord when the product is turned on, the Soundbar turns on automatically.


05 USING A WIRED CONNECTION TO THE TV

Connecting using an Optical Cable

Pre-connection Checklist

- When you use an optical cable and the terminals have covers, be sure to remove the covers.



1. With the TV and Soundbar turned off, connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar and the OPTICAL output port on the TV with the optical cable (not supplied), as shown in the figure.
2. Turn on the Soundbar and TV.
3. Press the  (**Source**) button on the top panel or remote control, and then select the “**Digital Audio In**” mode.
4. The TV sound is output from the Soundbar.

06 USING A WIRELESS CONNECTION TO THE TV

Connecting via Bluetooth

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



- Only one Samsung TV can be connected at a time.
- Samsung TV that supports Bluetooth can be connected.
Check the specifications of your TV.

The initial connection

1. Press the **PAIR** button on the Soundbar remote control or press (**Source**) button on the Soundbar top panel to enter the **"Bluetooth"** mode.


Bluetooth Pairing button	LED Indicator
 OR When in "Bluetooth" mode 	<div><div>Red → Green → Blue Blinks</div><div></div><div>Pairing</div></div> <div><div>Cyan Blinks X3</div><div></div><div>Connection is complete</div></div> <div>• Until pairing is complete, the Multicolor LED changes as Red → Green → Blue in turn.</div>
	"Ready to connect via Bluetooth."

2. Select Bluetooth mode on the Samsung TV.
(e.g. Home (🏠) → Menu → Settings (⚙️) → All Settings (⚙️) → Sound → Sound Output → Bluetooth Speaker List → [AV]Soundbar C4-Series (Bluetooth))
3. Select **"[AV]Soundbar C4-Series"** from the list on TV's screen.
An available Soundbar is indicated with **"Needs pairing"** or **"Paired"** on the TV's Bluetooth device list. To connect the Samsung TV to the Soundbar, select the message, and then establish a connection.
4. You can now hear Samsung TV sound from the Soundbar.
 - If there is a connection log between the Soundbar and Samsung TV, the Soundbar is automatically connected by changing its mode to **"Bluetooth"**.

If the device fails to connect

- If you have an existing Soundbar (e.g., [AV]Soundbar C4-Series) on the list of speakers on the Samsung TV, delete it.
- Then repeat steps 1 through 3.

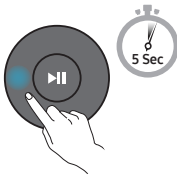


Disconnecting the Soundbar from the Samsung TV

Press the  (**Source**) button on the top panel or on the remote control to select the mode other than “Bluetooth”.

- Disconnecting takes time because the Samsung TV must receive a response from the Soundbar. (The time required may differ, depending on the Samsung TV model.)

TV Auto connect On/Off

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 “Bluetooth Ready” status. (Toggle On → Off)

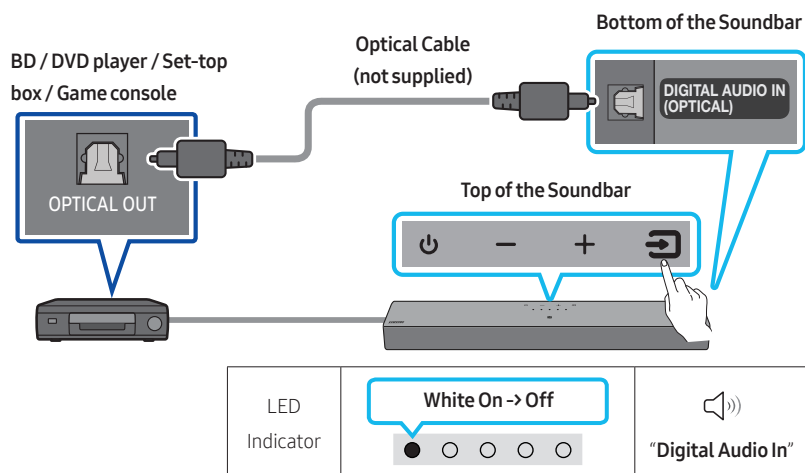
Left button	LED Indicator	
	<div>Cyan Blinks X1</div>  <div>On (Default)</div>	<div>Red Blinks X1</div>  <div>Off</div>
Bluetooth Ready	Toggle On → Off	


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>.
- 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.

07 CONNECTING AN EXTERNAL DEVICE

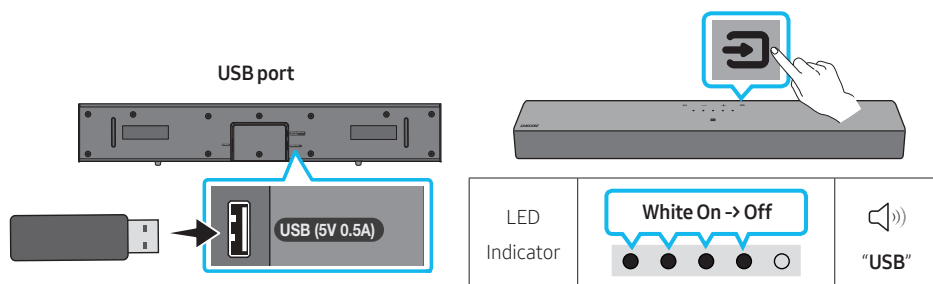
Connecting using an Optical Cable




1. With the external device and Soundbar turned off, connect the **DIGITAL AUDIO IN (OPTICAL)** port on the Soundbar and the OPTICAL output port on the external device with the optical cable (not supplied), as shown in the figure.
2. Turn on the Soundbar and external device.
3. Press the  (**Source**) button on the top panel or remote control, and then select the "**Digital Audio In**" mode.
4. The external device sound is output from the Soundbar.

08 CONNECTING A USB STORAGE DEVICE

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



1. Connect the USB device to the USB port on the bottom of the product.
2. Press the  (**Source**) button on the top panel or remote control, and then select the "USB" mode.
3. Play music files from the USB storage device through the Soundbar.
 - The Soundbar automatically turns off (Auto Power Down) if no USB device has been connected for more than 18 minutes.

File Format Type Compatibility list

Extension	Codec	Sampling Rate	Bitrate
*.mp3	MPEG 1 Layer2	16kHz ~ 48kHz	80kbps~320kbps
	MPEG 1 Layer3	16kHz ~ 48kHz	80kbps~320kbps
	MPEG 2 Layer3	16kHz ~ 48kHz	80kbps~320kbps
	MPEG 2.5 Layer3	16kHz ~ 48kHz	80kbps~320kbps
*.wma	Wave_Format_MSAudio1	16kHz ~ 48kHz	56kbps~128kbps
	Wave_Format_MSAudio2	16kHz ~ 48kHz	56kbps~128kbps
*.aac	AAC	16kHz ~ 96kHz	48kbps~320kbps
	AAC-LC	16kHz ~ 96kHz	128kbps~192kbps 5.1ch 320kbps
	HE-AAC	24kHz ~ 96kHz	48kbps~64kbps 5.1ch 160kbps
*.wav	-	16kHz ~ 48kHz	up to 3000kbps
*.flac	FLAC	32kHz ~ 192kHz	162kbps ~ 8,100kbps

- If there are too many folders (about 200) and files (about 2000) stored on the USB device, it may take the Soundbar some time to access and play files.
- The Soundbar only supports USB devices with FAT16 (~2GB), FAT32 (~2TB) or NTFS (~2TB) file systems.

09 CONNECTING A MOBILE DEVICE

Connecting via Bluetooth






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



mobile device

The initial connection

- When connecting to a new Bluetooth device, make sure the device is within 3.28 ft (1 m) distance.
- Press the **PAIR** button on the Soundbar remote control or press **(Source)** button on the Soundbar top panel to enter the **"Bluetooth"** mode.

Bluetooth Pairing button	LED Indicator	
<div></div> <p>OR</p> <div></div> <p>When in "Bluetooth" mode</p>	<div><div>Red → Green → Blue Blinks</div><p>Pairing</p></div> <div><div>Cyan Blinks X3</div><p>Connection is complete</p></div>	<ul style="list-style-type: none">Until pairing is complete, the Multicolor LED changes as Red → Green → Blue in turn.
	"Ready to connect via Bluetooth."	

- On your device, select **"[AV]Samsung Soundbar C4-Series"** from the list that appears.
- Play music files from the device connected via Bluetooth through the Soundbar.

If the device fails to connect

- If you have an existing Soundbar (e.g., **[AV]Samsung Soundbar C4-Series**) on the list of speakers on the Mobile device, delete it.
- Then repeat steps 1 and 2.

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>.
- 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.
- You cannot connect the Soundbar to a Bluetooth device that supports only the HF (Hands Free) function.
- 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.

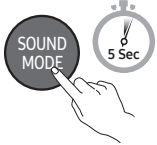


The Bluetooth connection may break when the devices are out of the effective range.

- 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/Off

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. Multicolor LED indicator on the Soundbar blinks "**Cyan**".


SOUND MODE button	LED Indicator	
	<div>Cyan Blinks X1</div>  <div>On (Default)</div>	<div>Red Blinks X1</div>  <div>Off</div>
Bluetooth Power On/Off	Toggle On → Off	

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.
- If the Soundbar is disconnected from the Bluetooth device, the multicolor LED indicator on the Soundbar blinks "**Red**" three times.

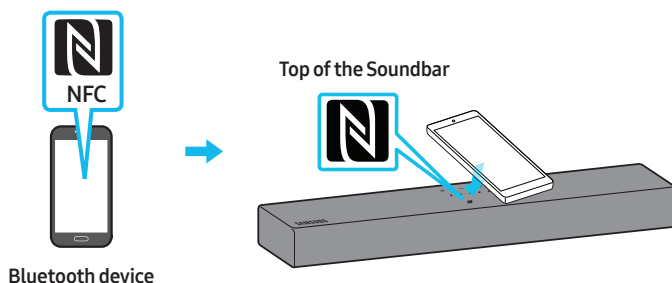
Disconnecting the Soundbar from the Bluetooth device

Press the  (**Source**) button on the top panel or on the remote control to select the mode other than "**Bluetooth**".

- Disconnecting takes time because the Bluetooth device must receive a response from the Soundbar. (Disconnection time may differ, depending on the Bluetooth device)

Connecting a Soundbar to a mobile device via NFC function

Place your mobile device in the NFC detection area on top of the Soundbar.



NOTES

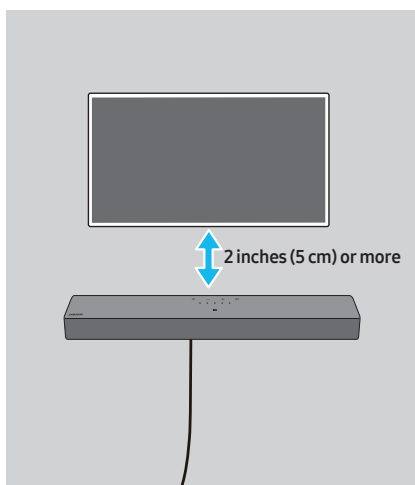
- Make sure that your mobile device has the NFC function turned on and that the screen is active.
- Bluetooth connection is unavailable when NFC of the mobile device is in card emulation mode.
- If asked for a PIN code when connecting a Bluetooth device, enter <0000>.
- The Soundbar automatically turns 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.
- You cannot connect the Soundbar to a Bluetooth device that supports only the HF (Hands Free) function.
- Once you have paired the Soundbar to a Bluetooth device, selecting “[AV]Samsung Soundbar C4-Series” from the device’s scanned devices list will automatically change the Soundbar to “Bluetooth” 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 cannot be paired to another Bluetooth device if already in Bluetooth mode and paired to a Bluetooth device.

10 INSTALLING THE WALL MOUNT (OPTIONAL)

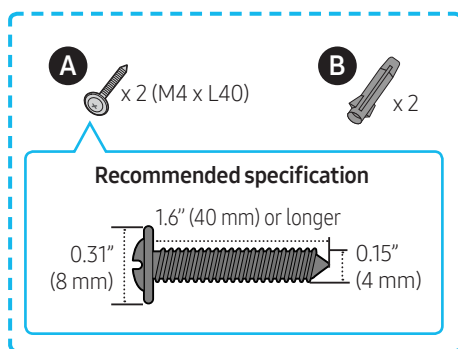
Installation Precautions

- 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: M4
 - Length: 1.6 inches (40 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.

Wall mount Components



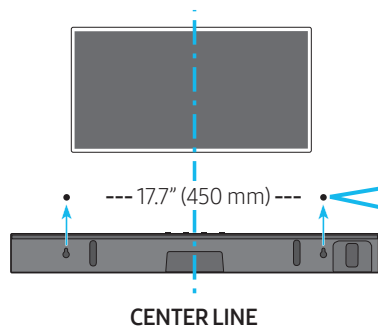
For Installation on Concrete Walls (not supplied)



NOTE

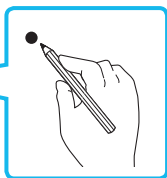
- Installations on other types of walls will require different kinds of screws.

1.

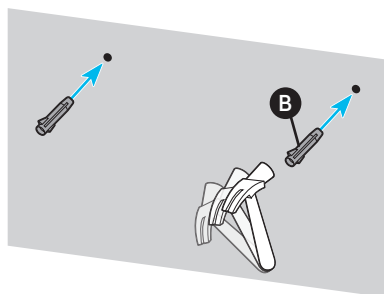
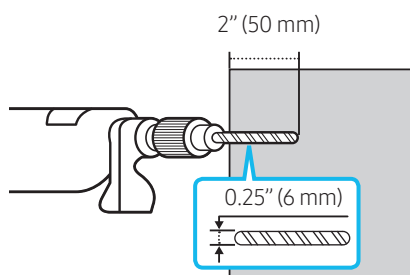


NOTES

- If your TV is installed on the wall, install the Soundbar 2 inches (5 cm) or more below your TV.
- Use a pencil to mark the holes' positions.



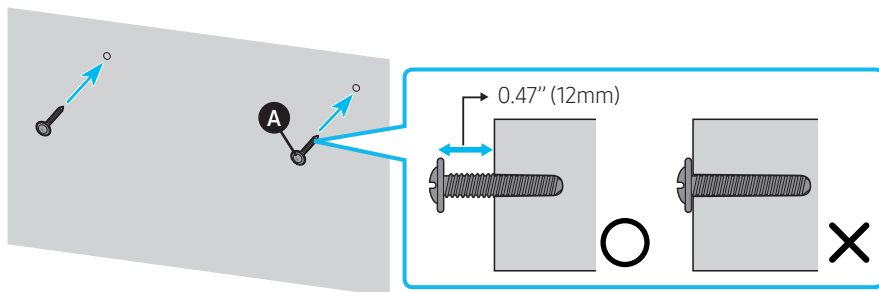
2.



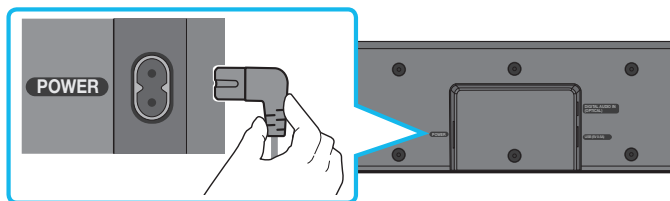
IMPORTANT NOTE

- The installation method shown here is for CONCRETE walls. Installation methods will vary depending on the wall type. For installation on dry wall, we strongly recommend you drill screw support holes into the underlying wood studs.

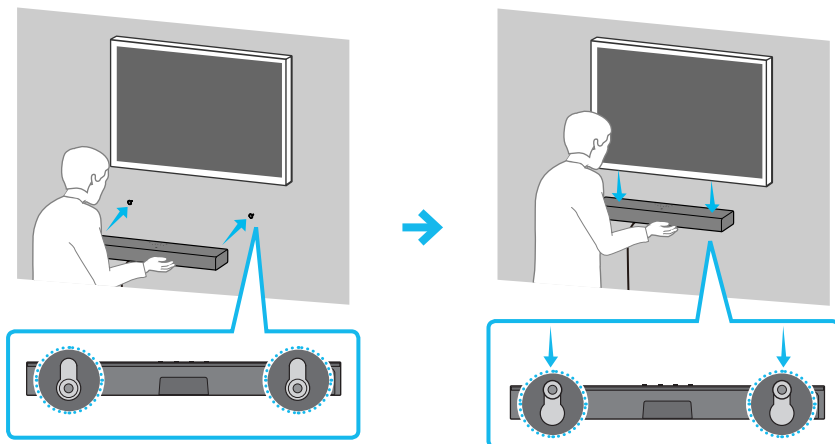
3.



4.



5.



NOTE

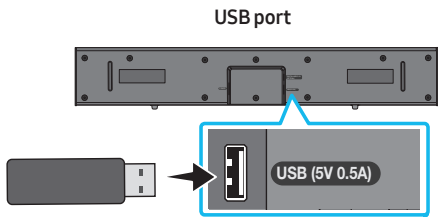
- Supports for wall installation are built into the back of the Soundbar.

⚠ CAUTION

- Press the Soundbar down with sufficient force to fix it to the wall. If the Soundbar is not firmly fixed to the wall, it could be accidentally detached, resulting in personal injury.
- Do not bump into or strike the Soundbar (especially from the bottom). The impact could detach the Soundbar from the wall, resulting in personal injury.

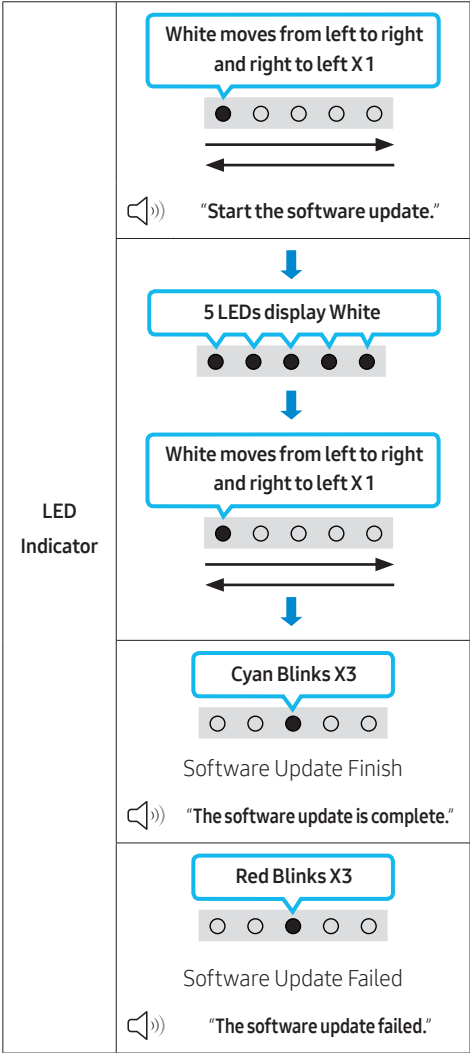
11 SOFTWARE UPDATE

Important: After upgrading, keep the original Settings.



1. Connect a USB memory stick to the USB port on your computer.
Important: Make sure there are no music files on the USB memory stick drive. This may cause the firmware update to fail.
2. Go to <https://www.samsung.com/us/support/downloads/> on your computer → select Enter Model Number and enter the model of your Soundbar. Select manuals and downloads and download the latest software file.
3. Save the downloaded software to a USB memory stick and select "Extract Here" to unzip the folder.
4. Turn off the Soundbar and connect the USB stick containing the software update to the **USB** port.

5. Plug USB into Soudbar and switch to USB source, the software will update automatically and will complete update within 2 minutes. During the update process, the 5 LEDs will start flashing in a loop, and then the 5 LEDs will all be bright white, and then the 5 LEDs will flash in a loop again. When the update is complete, the cyan indicator blinks 3 times, and the soundbar automatically restarts.



- This product has a DUAL BOOT function. If the firmware fails to update, you can update the firmware again.

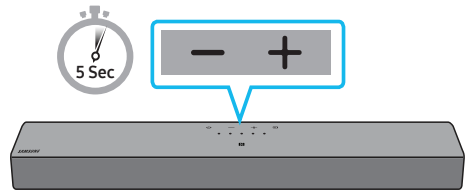
If LED sequence flashing is not displayed

1. Turn off the Soundbar, disconnect and then reconnect the USB storage device that contains the update files to the Soundbar's **USB** port.
2. Disconnect the Soundbar's power cord, reconnect it, and then turn on the Soundbar.

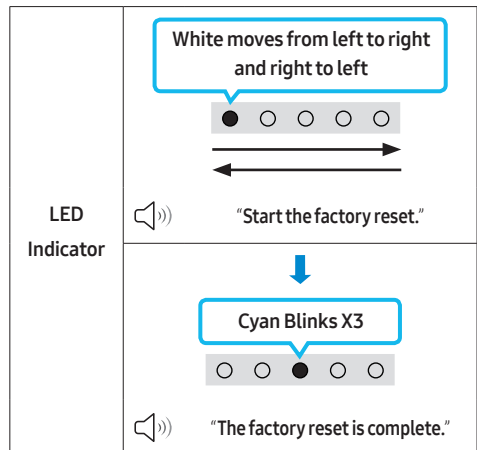
NOTES

- The firmware update may not work properly if audio files supported by the Soundbar are stored in the USB storage device.
 - Do not disconnect the power or remove the USB device while updates are being applied. The main unit will turn off automatically after completing the firmware update.
 - After upgrading, keep the original Settings. (include Volume, sound field, etc.)
 - When the firmware update is complete, the soundbar automatically turns on, and the Voice UI comes out.
- If the software update fails, check if the USB stick is defective.
- Mac OS users should use MS-DOS (FAT) as the USB format.
 - Updating via USB may not be available, depending on the USB storage device manufacturer.

Reset



With the Soundbar on, press the **— + (Volume)** buttons on the body at the same time for at least 5 seconds. The LED display changes as shown below 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.
- Power cycle 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 11.)



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 33.)

Soundbar does not connect via Bluetooth.

- When connecting a new device, switch to Bluetooth 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)
- Remove and reconnect the power plug, then try again.
- Reset the product and try again. (See page 33.)

Sound drops out when connected via Bluetooth.

- 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.

Soundbar does not turn on automatically with the TV.

- If you turn off the Soundbar while watching TV, the power synchronization with the TV will be disabled. Power off the TV and Soundbar using the TV remote.

13 LICENSE



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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-C400
USB	5V/0.5A
Weight	4.4 lbs (2.0 kg)
Dimensions (W x H x D)	25.2 x 2.6 x 4.2 inches (641.0 x 66.5 x 107.0 mm)
Operating Temperature Range	+41°F to +95°F (+5°C to +35°C)
Operating Humidity Range	10 % ~ 75 %
AMPLIFIER Rated Output power	20W x 2
Supported play formats	LPCM 2ch, Dolby Audio™ (supporting Dolby® Digital), DTS
Bluetooth Port deactivation method	Press and hold the SOUND MODE button for more than 5 seconds to turn off Bluetooth Power function.

NOTES

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

LIMITED WARRANTY TO ORIGINAL PURCHASER

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

One (1) Year Parts and Labor* **(*90 Days Parts and Labor for Commercial Use)**

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States. To receive warranty service, the purchaser must contact SAMSUNG for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center. Transportation of the product to and from the service center is the responsibility of the purchaser. SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer. 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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http://www.samsung.com/us/peaceofmind/authorized_resellers.html



QUESTIONS OR COMMENTS?

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