

# SAMSUNG

## User Manual

Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance

HW-Q990C



You can access the FULL MANUAL on Samsung's on-line customer support centre by scanning the QR code on the left.  
To see the manual on your PC or mobile device, download the manual in document format from Samsung's website. (<http://www.samsung.com/support>)



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NSPBI01469A-02

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### Contact SAMSUNG WORLD WIDE

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

Country/Region	Samsung Service Center ☎	Web Site
SINGAPORE	1800 7267864   1800-SAMSUNG	<a href="http://www.samsung.com/sg/support">www.samsung.com/sg/support</a>
AUSTRALIA	1300 362 603	<a href="http://www.samsung.com/au/support">www.samsung.com/au/support</a>
NEW ZEALAND	0800 726 786	<a href="http://www.samsung.com/nz/support">www.samsung.com/nz/support</a>
VIETNAM	Toll free numbers: _ 1800 588 889 Hotline: (028)73056888	<a href="http://www.samsung.com/vn/support">www.samsung.com/vn/support</a>
THAILAND	Hotline no : 1282 1800-29-3232 (Toll free for all product)	<a href="http://www.samsung.com/th/support">www.samsung.com/th/support</a>
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PHILIPPINES	1-800-10-7267864 [ PLDT - Toll Free ] 1-800-8-7267864 [ Globe - Toll Free ] 84222111 [ Landline ]	<a href="http://www.samsung.com/ph/support">www.samsung.com/ph/support</a>
INDIA	1800 5 SAMSUNG (1800 5 7267864) (Toll-Free) 1800 40 SAMSUNG (1800 40 7267864) (Toll-Free)	<a href="http://www.samsung.com/in/support">www.samsung.com/in/support</a>
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667 (Toll Free for Ncell users)	
SRI LANKA	011 SAMSUNG (011 7267864)	
BANGLADESH	08000-300-300 (Toll free) 09612-300-300	<a href="http://www.samsung.com/bd/support">www.samsung.com/bd/support</a>

## 01 CHECKING THE COMPONENTS

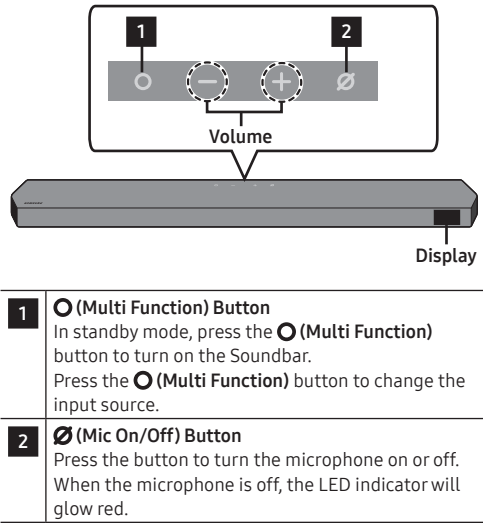
Soundbar Main Unit / Soundbar Remote Control / Batteries / Subwoofer / Surround Speaker x2 / Power Cord X 4 (Subwoofer, Surround Speaker, Soundbar) / HDMI Cable / Wall Mount Guide / Holder-Screw X 2 / Screw (M4 x L10) X 2 / Bracket-Wall Mount X 2 / Rubber-Foot X 4

### NOTE

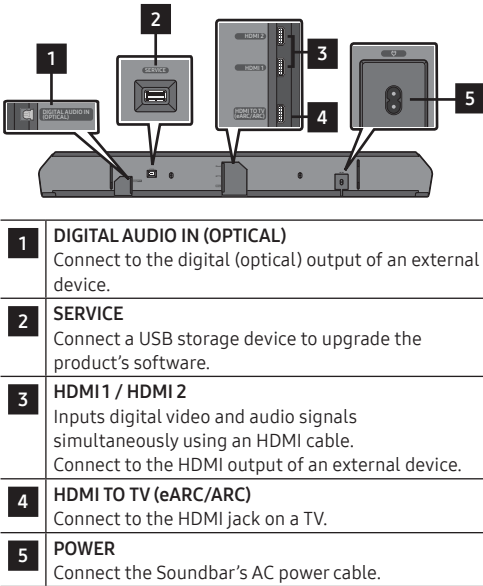
- For more information about the power supply and power consumption, refer to the label attached to the product. (Label: Rear of the Soundbar Main Unit)
- To purchase additional components or optional cables, contact a Samsung Service Centre or Samsung Customer Care.

## 02 PRODUCT OVERVIEW

### Top Panel of the Soundbar



### Bottom Panel of the Soundbar



## 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

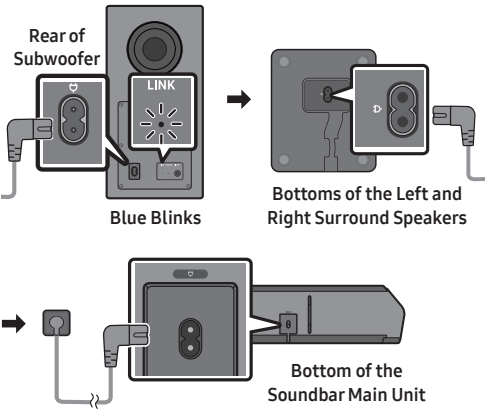
- To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

### CAUTION

- TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.
- This apparatus shall always be connected to a AC outlet with a protective grounding connection.
- To disconnect the apparatus from the mains, the plug must be pulled out from the mains socket, therefore the mains plug shall be readily operable.
- 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

## 03 CONNECTING THE SOUNDBAR

### Connecting the power and units



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

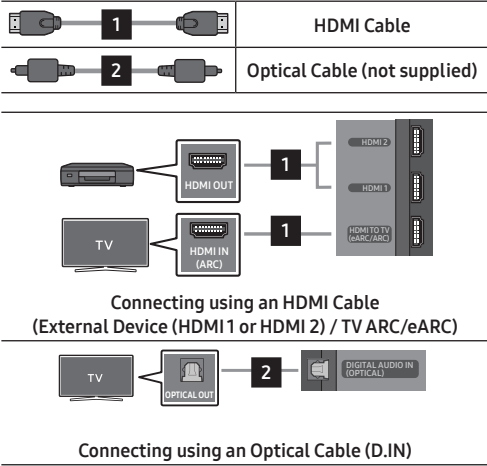
### Using the Surround speaker mode

An optimal surround sound may be delivered depending on the position of the surround speaker. For more information, refer to the speaker section of the Full manual.

## PRECAUTIONS

- Ensure that the AC power supply in your house complies with the power requirements listed on the identification sticker located on the bottom of your product. Install your product horizontally, on a suitable base (furniture), with enough space around it for ventilation (7~10 cm). Make sure the ventilation slots are not covered. Do not place the unit on amplifiers or other equipment which may become hot. This unit is designed for continuous use.  
To fully turn off the unit, disconnect the AC plug from the wall outlet. Unplug the unit if you intend to leave it unused for a long period of time.
- During thunderstorms, disconnect the AC plug from the wall outlet. Voltage peaks due to lightning could damage the unit.
- Do not expose the unit to direct sunlight or other heat sources. This could lead to overheating and cause the unit to malfunction.
- Protect the product from moisture (i.e. vases), and excess heat (e.g. a fireplace) or equipment creating strong magnetic or electric fields. Unplug the power cable from the AC wall socket if the unit malfunctions. Your product is not intended for industrial use. It is for personal use only. Condensation may occur if your product has been stored in cold temperatures. If transporting the unit during the winter, wait approximately 2 hours until the unit has reached room temperature before using.
- The battery used with this product contains chemicals that are harmful to the environment. Do not dispose of the battery in the general household trash. Do not expose the battery to excess heat, direct sunlight, or fire. Do not short circuit, disassemble, or overheat the battery.  
CAUTION : Danger of explosion if the battery is replaced incorrectly. Replace only with the same or equivalent type.

## 04 USING A WIRED CONNECTION



### NOTE

- When the TV sound is not output, press the ○ (Multi Function) button at the top of the Soundbar or the ⏻ (Source) button on the remote control to select the "D.IN" mode. The screen displays "D.IN" and "TV ARC/eARC" in sequence, and TV sound is played.
- The recommended cable is a **Premium High Speed HDMI Cable with Ethernet** certified by HDMI.org.
- When you use an optical cable and the terminals have covers, be sure to remove the covers.

### Using the Q-Symphony Function

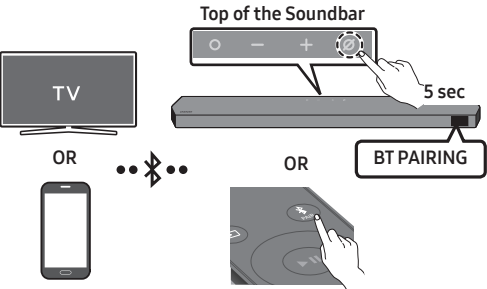
When the Soundbar connects to a Samsung TV that supports the Q-Symphony function you can play the sound simultaneously through the Soundbar and the TV. If you use the Q-Symphony function, the surround sound played on the TV allows you to enjoy a richer, more three-dimensional surround sound effect.  
When the Soundbar is connected "TV+Soundbar" menu appears on the TV.  
(Settings (⚙) → All Settings (⚙) → Sound → Sound Output)

### Using the SpaceFit Sound

This function analyzes the user's listening space with the Soundbar's microphone and provide optimal sound for the space. Sound optimization proceeds automatically.

05 USING A WIRELESS CONNECTION

Connecting via Bluetooth



What is the difference between BT READY and BT PAIRING?

- BT READY : In this mode, you can reconnect any Samsung 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 Soundbar remote control or press and hold the **Mic On/Off** button on the top of the Soundbar for more than 5 seconds while the Soundbar is in "BT" mode.)

NOTE

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

Connecting via Wi-Fi (Wireless Network)

- To connect a Soundbar to a mobile device via a wireless network (Wi-Fi), the **SmartThings** app is required.
- Connect your mobile device (smartphone, tablet, etc.) to the Wi-Fi network the TV is connected to.
  - Install and launch the **SmartThings** app on your mobile device (smartphone, tablet, etc.).
  - Follow the instructions in the app screen on the mobile device to connect the Soundbar to your Wi-Fi network.

06 TROUBLESHOOTING

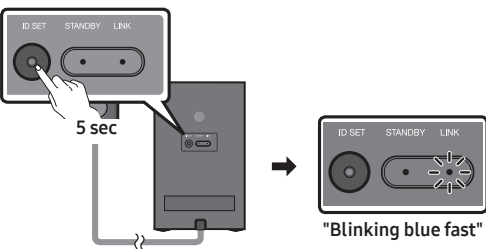
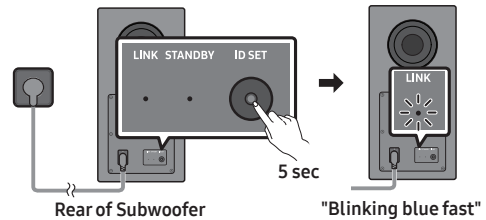
Before seeking assistance, check the following.

Soundbar does not turn on.

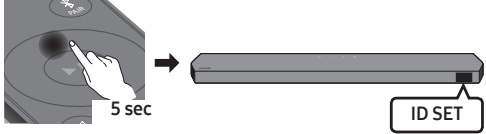
- Check whether the power cord of the Soundbar is correctly inserted into the outlet.

When the subwoofer or surround sound speakers are not automatically connected

- Turn off the Soundbar main unit.
- Press and hold **ID SET** on the rear of the subwoofer and surround speakers for at least 5 seconds.



- Press the **Up** button on the remote control for 5 seconds.



- 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 Subwoofer, surround speakers.

Soundbar works erratically.

- After removing the power cord, insert it again.
- Try again after initialising the product.
- If there is no signal, the Soundbar automatically turns off after a certain period of time. Turn on the power.

Remote control does not work

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

The Soundbar indicator turns solid red.

- The microphone is turned off. Turn on the microphone.

Sound is not output from the soundbar.

- 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)
- Remove the cable from the Soundbar and then reconnect it.

Sound is not output from the subwoofer or the surround speakers.

- Check whether the LED on the rear of the Subwoofer and Surround Speakers lights in blue. Reconnect it when the blue LED blinks or the red LED lights.

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

- Check whether the HDMI cable is correctly connected to the ARC terminal.
- Connection may not be possible due to the connected external device (set-top box, game console, 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)

Soundbar will 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 **Mic On/Off** button on the body for at least 5 seconds.)
- 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)

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, the sound may drop out. Check the installation environment and conditions for use.

Soundbar will not connect to Wi-Fi.

- Make sure the wireless router is turned on and then reconnect the wireless router after rebooting.
- The soundbar will not connect if the wireless signal is too weak. Try moving the router closer to the soundbar, or eliminating any obstacles that are between the soundbar and the router, if possible.

The 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.

07 LICENCE



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08 IMPORTANT NOTES ABOUT SERVICE

Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance.

09 SPECIFICATIONS AND GUIDE

Model Name	
HW-Q990C	
Weight	Dimensions (W x H x D)
7.7 kg	1232.0 x 69.5 x 138.0 mm
Operating Temperature Range	Operating Humidity Range
+10 °C to +40 °C	10 % to 80 %, non-condensing
Storage Temperature	Storage Humidity
-20 °C to +45 °C	5 % to 95 %, non-condensing
AMPLIFIER	
Rated Output power	
(18 W x 4) + (10 W x 2) + (18 W x 2) + (10 W x 1) + (18 W x 6)	
Supported play formats	
Dolby 5.1ch / Dolby Digital Plus / Dolby TRUE HD / Dolby ATMOS / DTS 5.1ch / DTS HD / DTS-HD Master Audio / DTS:X / LPCM 8Ch	
Subwoofer Name	
PS-WC99B	
Weight	Dimensions (W x H x D)
11.7 kg	220.0 x 413.0 x 410.0 mm
AMPLIFIER	
Rated Output power	
200 W	
Surround Speaker Name	
PS-RC99B (LEFT/RIGHT)	
Weight	Dimensions (W x H x D)
3.4 kg	129.5 x 201.3 x 140.4 mm
AMPLIFIER	
Rated Output power	
210 W	

NOTE

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

Precaution : The Soundbar will restart automatically if you turn on/turn off Wi-Fi.

Wi-Fi Port deactivation method

Press the **CH LEVEL** button on the remote control of the Soundbar for 30 seconds to turn Wi-Fi On / Off.

Bluetooth Port deactivation method

Press the **TONE CONTROL** button on the remote control of the Soundbar for 30 seconds to turn Bluetooth On / Off.

For India Only

This product is RoHS compliant



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