

SAMSUNG

Simple User Guide

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

HW-Q990D



You can access the User guide on Samsung's on-line customer support center 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>)



AH81-17409A-00
NSPBI01556A-00

QUESTIONS OR COMMENTS?

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

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SAFETY INFORMATION

- The following also applies to the Subwoofer (PS-WQ990D) and Surround Speaker SET (PS-RQ990D).

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.

- Read these instructions.
- Keep these Instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not hinder in any way the safety purpose of the instructions.
Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 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.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- 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.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- 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

- 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.
- 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.

01 CHECKING THE COMPONENTS

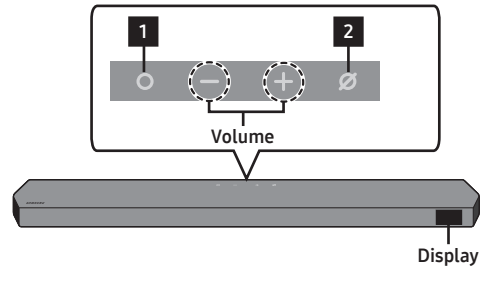
<ul style="list-style-type: none">Soundbar Main UnitSoundbar Remote ControlBatteriesSubwooferSurround Speaker x2Power Cord X 4 (Subwoofer, Surround Speaker, Soundbar)	<ul style="list-style-type: none">HDMI CableWall Mount GuideHolder-Screw X 2Screw (M4 x L10) X 2Bracket-Wall Mount X 2Rubber-Foot X 4
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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 Center or Samsung Customer Care.

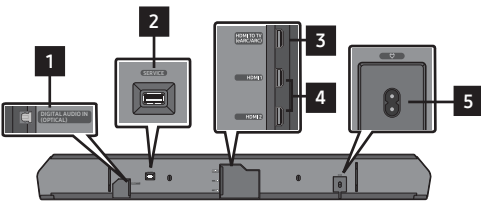
02 PRODUCT OVERVIEW

Top Panel of the Soundbar



1	○ (Multi Function) Button In standby mode, press the ○ (Multi Function) button to turn on the Soundbar. Press the ○ (Multi Function) button to change the input source.
2	⊘ (Mic On/Off) Button Press the button to turn the microphone on or off. When the microphone is off, the LED indicator will glow red. To switch to BT PAIRING mode in BT mode, press and hold the ⊘ (Mic On/Off) button on the top of the Soundbar for more than 5 seconds.

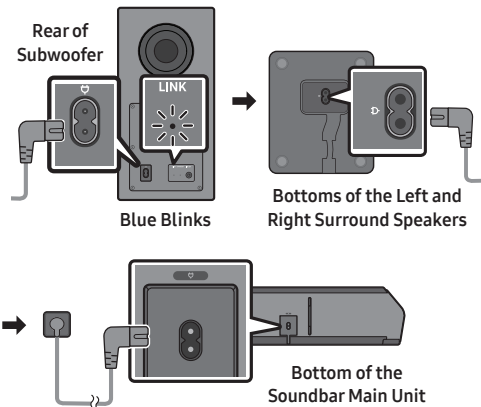
Bottom Panel of the Soundbar



1	DIGITAL AUDIO IN (OPTICAL) Connect to the digital (optical) output of an external device.
2	SERVICE Connect a USB storage device to upgrade the product's software.
3	HDMI TO TV (eARC/ARC) Connect to the HDMI jack on a TV.
4	HDMI1 / HDMI 2 Inputs digital video and audio signals simultaneously using an HDMI cable. Connect to the HDMI output of an external device.
5	POWER Connect the Soundbar's power cord.

03CONNECTING THE SOUNDBAR

Connecting the power and units

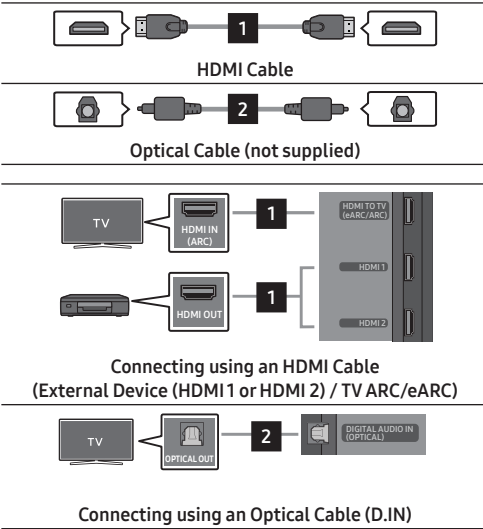


- The LINK LED indicator stops blinking and glows a solid blue when a connection is established between the Soundbar, Subwoofer, and Surround speakers.

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.

04USING 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 "TV ARC" mode.
 - The recommended cable is an HDMI cable 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, “Q-Symphony” menu appears on the TV. (The message displayed may differ with the TV model.)

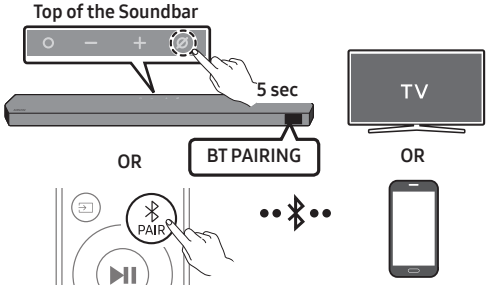
(Settings (⚙️) → All Settings (⚙️) → Sound → Sound Output)

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



- Search for the Bluetooth device on your TV or mobile device.

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

06TROUBLESHOOTING

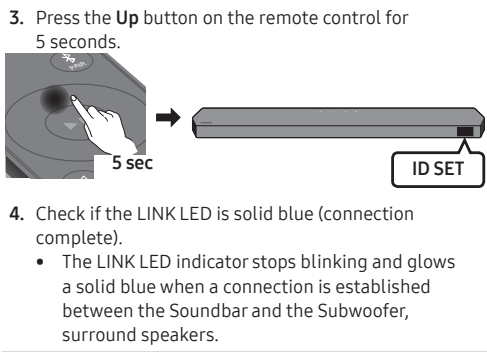
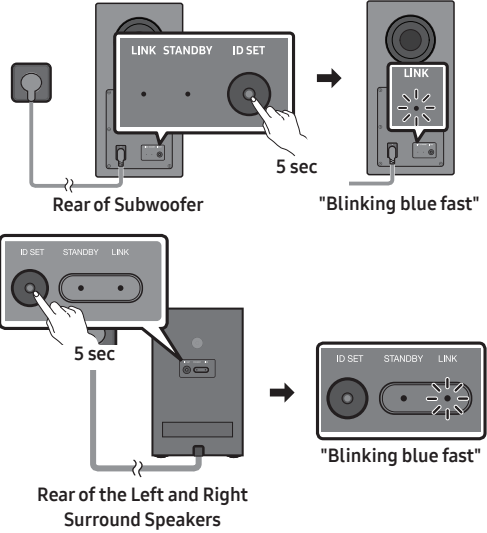
Refer to the instructions below if this product does not function properly. If the problem you are experiencing is not listed below or if the instructions below do not help, turn off the product, disconnect the power cord, and contact Samsung Electronics at 1-800-SAMSUNG (1-800-726-7864).

Soundbar does not turn on.

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

When the subwoofer or surround sound speakers are not automatically connected

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



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 Subwoofer, surround speakers.

Soundbar works erratically.

- After removing the power cord, insert it again.
- Try again after initializing 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.

No UHD input signal is displayed on my TV.

- An additional change in settings may be required for your TV or the input source. For more information, refer to the user manual of the TV or the external device.
- Make sure you are using an Ultra High Speed HDMI cable certified by HDMI.org.

07 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.

08SPECIFICATIONS AND GUIDE

Model Name HW-Q990D	
Weight 17.0 lbs (7.7 kg)	Dimensions (W x H x D) 48.5 x 2.7 x 5.4 inches (1232.0 x 69.5 x 138.0 mm)
Operating Temperature Range + 50 °F to +104 °F (+10 °C to +40 °C)	Operating Humidity Range 10 % to 80 %, non-condensing
Storage Temperature -4 °F to +113 °F (-20 °C to +45 °C)	Storage Humidity 5 % to 95 %, non-condensing
AMPLIFIER Rated Output power 246 W	
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-WQ990D	
Weight 25.8 lbs (11.7 kg)	Dimensions (W x H x D) 8.7 x 16.3 x 16.1 inches (220.0 x 413.0 x 410.0 mm)
AMPLIFIER Rated Output power 200 W	
Surround Speaker Name PS-RQ990D (LEFT/RIGHT)	
Weight 7.5 lbs (3.4 kg)	Dimensions (W x H x D) 5.1 x 7.9 x 5.5 inches (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.

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.

Non-SAMSUNG manufacturers, suppliers, publishers, and service providers may provide their own warranties.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied and authorized by SAMSUNG, or which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; product removal or reinstallation; reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SAMSUNG. SAMSUNG SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST SAMSUNG BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY SAMSUNG AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER’S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY SAMSUNG NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF SAMSUNG. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG customer care center.

The benefits of this Limited Warranty extend only to the original purchaser of Samsung products from an authorized Samsung reseller. THIS LIMITED WARRANTY SHALL NOT APPLY TO ANY SAMSUNG PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS OR RETAILERS, EXCEPT IN STATES WHERE SUCH RESTRICTION MAY BE PROHIBITED. For a list of Samsung authorized retailers, please go to: http://www.samsung.com/us/peaceofmind/authorized_resellers.html.