

SAMSUNG

FULL MANUAL

HW-Q870A

Imagine the possibilities

Thank you for purchasing this Samsung product.

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

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.

PRECAUTIONS

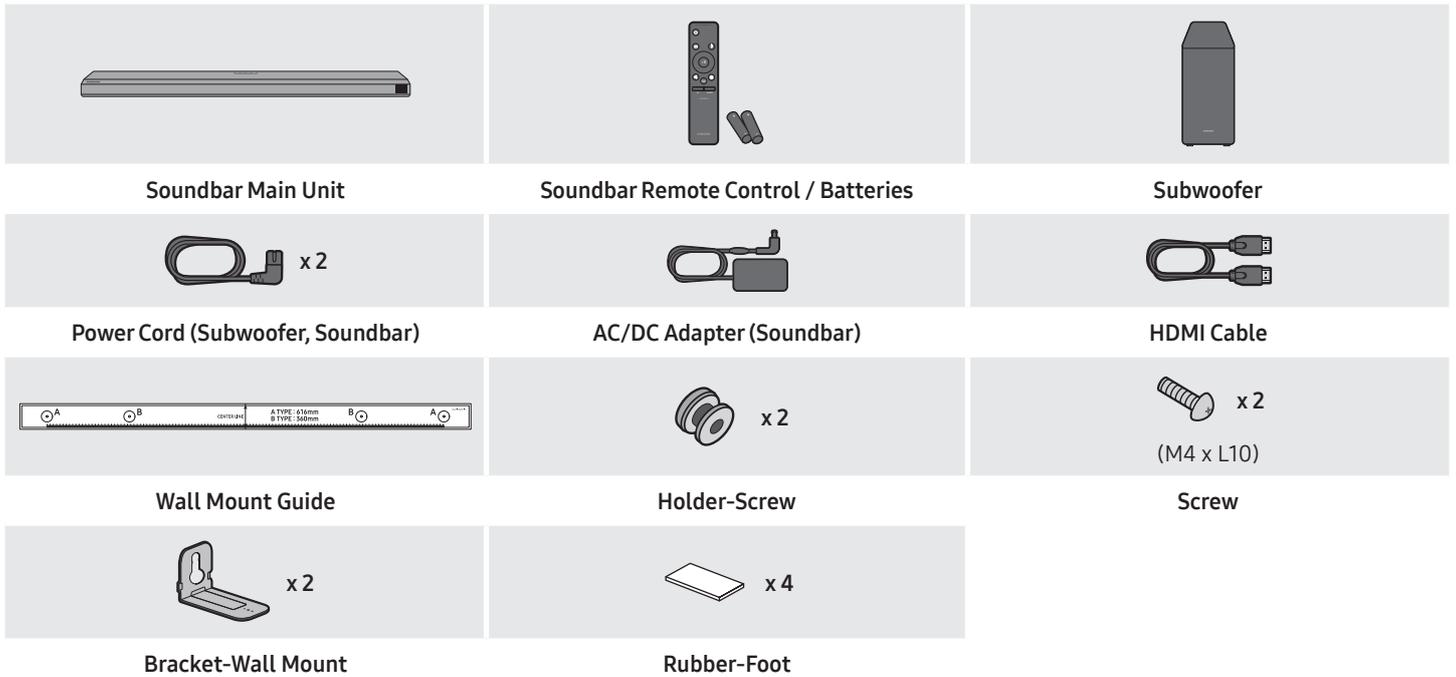
1. Ensure that the AC power supply in your house complies with the power requirements listed on the identification sticker located on the bottom of your product. Install your product horizontally, on a suitable base (furniture), with enough space around it for ventilation (7~10 cm). Make sure the ventilation 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.
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.

CONTENTS

01	Checking the Components	6
02	Product Overview	7
	Front Panel / Top Panel of the Soundbar	7
	Bottom Panel of the Soundbar	7
03	Using the Soundbar Remote Control	9
	Inserting Batteries before using the Remote Control (AA batteries X 2)	9
	How to Use the Remote Control	9
	Active Voice Amplifier (AVA)	10
	Using the Hidden Buttons (Buttons with more than one function)	10
	Output specifications for the different sound effect modes	11
	Adjusting the Soundbar volume with a TV remote control	11
04	Connecting the Soundbar	12
	Connecting the power and units	12
	– Manually connecting the Subwoofer	12
	– LED Indicator Lights on the Rear of Subwoofer	13
	Connecting the SWA-9500 to a Soundbar	14
05	Using a wired connection to the TV	16
	Method 1. Connecting with HDMI	16
	– Connecting the TV that supports HDMI ARC (Audio Return Channel)	16
	Method 2. Connecting using an Optical Cable	17
06	Using a wireless connection to the TV	18
	Method 1. Connecting via Bluetooth	18
	Method 2. Connecting via Wi-Fi	19
07	Connecting an External Device	20
	Method 1. Connecting using an HDMI Cable (Capable of Dolby Atmos decoding and playback)	20
	Method 2. Connecting using an Optical Cable	21
08	Connecting a Mobile Device	22
	Method 1. Connecting via Bluetooth	22
	Method 2. Connecting via Wi-Fi (Wireless Network)	23
	Getting Started with Amazon Alexa (Built-in Alexa)	24
	Getting Started with Alexa on Amazon Product (Works with Alexa)	25
	Using the Tap Sound	26
09	Connecting To Apple AirPlay 2	27
	Connect and use with an Apple product	27

10	Installing the Wall Mount	28
	Installation Precautions	28
	Wallmount Components.....	28
	Installing the Surround Speakers on a Wall (Optional)	29
11	Installing the Soundbar above a TV Stand	29
	Component	29
12	Software Update	30
	Auto Update.....	30
	USB Update	30
	Initialisation.....	31
13	Troubleshooting	31
14	Licence	33
15	Open Source Licence Notice	33
16	Important Notes About Service	33
17	Specifications and Guide	34
	Specifications	34

01 CHECKING THE COMPONENTS



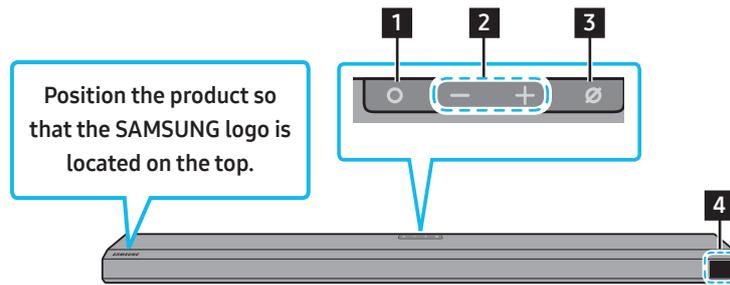
Surround speaker SET (SWA-9500)



- 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 Centre or Samsung Customer Care.
- For more information about the wallmount or rubber-foot, see pages 28~30.
- Design, specifications, and App screen are subject to change without prior notice.
- The appearance of the accessories may differ slightly from the illustrations above.

02 PRODUCT OVERVIEW

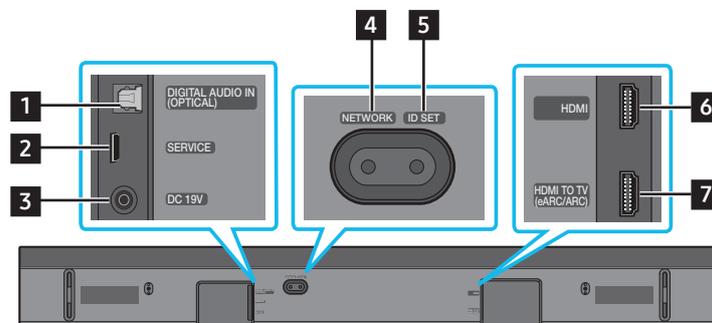
Front Panel / Top Panel of the Soundbar



1	○ (Multi Function) Button <ul style="list-style-type: none"> In standby mode, press the ○ (Multi Function) button to turn on the Soundbar. Press the ○ (Multi Function) button to change the input source.
2	— + (Volume) Button Adjusts the volume.
3	⊘ (Mic On/Off) Button Press the button to turn the microphone on or off.
4	Display Displays the product's status and current mode. D.IN → HDMI → Wi-Fi → BT

- 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



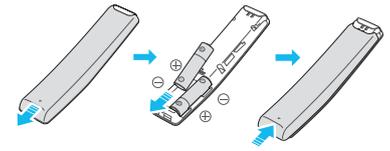
1	DIGITAL AUDIO IN (OPTICAL) Connect to the digital (optical) output of an external device. (See page 21)
2	SERVICE Connect a USB storage device to upgrade the product's software.
3	DC 19V (Power Supply In) Connect the AC/DC power adapter. (See page 12)
4	NETWORK Press to connect to a wireless network (Wi-Fi) via the SmartThings app.
5	ID SET Press to connect the Soundbar to surround speakers and a subwoofer wirelessly.
6	HDMI Inputs digital video and audio signals simultaneously using an HDMI cable. Connect to the HDMI output of an external device. (See page 20)

- When disconnecting the power cable of the AC/DC power adaptor 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.

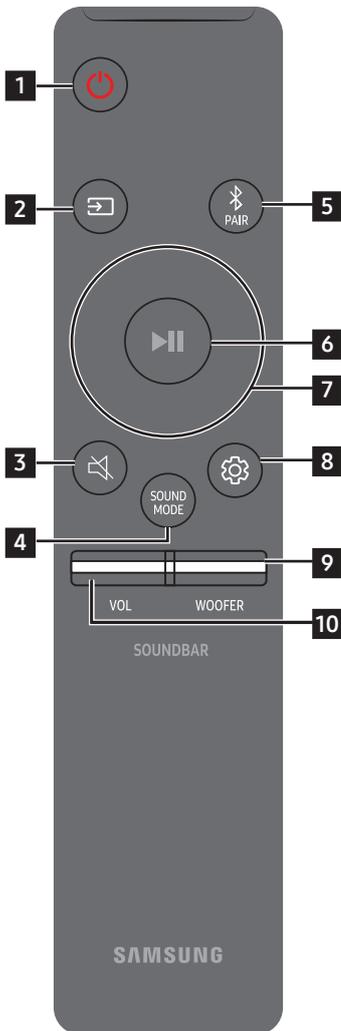
03 USING THE SOUNDBAR REMOTE CONTROL

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

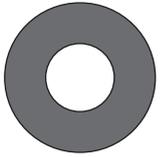
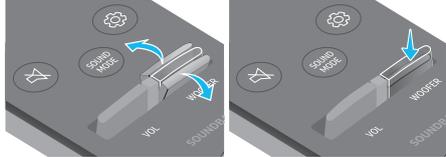
Slide the back cover in the direction of the arrow until it is completely removed. Insert 2 AA batteries (1.5V) oriented so that their polarity is correct. Slide the battery cover back into position.



How to Use the Remote Control



<p>1</p>	 Power	<p>Turns the Soundbar on and off.</p> <ul style="list-style-type: none"> • Auto Power Down Function The unit turns off automatically in the following situations: <ul style="list-style-type: none"> • In D.IN / HDMI / Wi-Fi / BT mode if there is no audio signal for 18 minutes.
<p>2</p>	 Source	<p>Press to select a source connected to the Soundbar.</p>
<p>3</p>	 Mute	<p>Press the Mute button to mute the sound. Press it again to unmute the sound.</p>
<p>4</p>	 SOUND MODE	<p>You can select the desired sound mode by choosing STANDARD, SURROUND, GAME PRO, or ADAPTIVE SOUND.</p> <ul style="list-style-type: none"> • STANDARD Outputs the original sound. • SURROUND Provides a wider sound field than standard. • GAME PRO Provides stereoscopic sound to immerse you in the action while gaming. • ADAPTIVE SOUND Analyzes the content in real time and automatically provides the optimal sound field based on the characteristics of the content.
<p>5</p>	 Bluetooth PAIR	<p>Switch the Soundbar to Bluetooth pairing mode. Press the button and wait for the “BT PAIRING” screen to connect to a new Bluetooth device.</p>
<p>6</p>	 Play / Pause	<p>You can also play or pause music by pressing the button.</p>

<p>7</p>	 <p>Up/Down/Left/Right</p>	 <p>Press the indicated areas to select Up/Down/Left/Right.</p> <p>Press Up/Down/Left/Right on the button to select or set functions.</p> <ul style="list-style-type: none"> • Music Skip Press the Right button to select the next music file. Press the Left button to select the previous music file. • ID SET Use this option when the Subwoofer or Surround Speakers are not connected or need reconnection. While powered off, press and hold the Up button for 5 seconds to perform ID SET. (See page 13.)
<p>8</p>	 <p>Sound Control</p>	<p>When pressed, the setting items such as AVA, TREBLE, BASS, SYNC, Centre LEVEL, FRONT TOP LEVEL, REAR LEVEL, REAR TOP LEVEL, and VIRTUAL ON/OFF are displayed in sequence. The desired item can be adjusted using the Up/Down buttons.</p> <ul style="list-style-type: none"> • To control the volume of the treble or bass sound, select TREBLE or BASS in Sound Settings, and then adjust the volume between -6~+6 by using the Up/Down buttons. • 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".) • To control the volume of the each speaker select Centre LEVEL, or FRONT TOP LEVEL in Sound Settings, and then adjust the volume between -6~+6 by using the Up/Down buttons. • 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. • SYNC is only supported for some functions. • If Surround Speakers are connected, select REAR LEVEL, REAR TOP LEVEL and then use the Up/Down buttons to adjust the volume within a -6 to +6 range. • The VIRTUAL Speaker function can be turned ON/OFF by using the Up/Down buttons.
<p>9</p>	 <p>WOOFER (BASS) LEVEL</p>	 <p>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.</p>
<p>10</p>	 <p>VOLUME</p>	 <p>Push the button up or down to adjust the volume.</p> <ul style="list-style-type: none"> • Mute Press the VOL button to mute the sound. Press it again to unmute the sound.

Active Voice Amplifier (AVA)

- Analyses external noise in real time while soundbar is playing, so that voice audio can always be heard clearly.
- No data is saved during the analysis.

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 11
Up	ID SET	page 13
 (Sound Control)	7 Band EQ	page 10

Output specifications for the different sound effect modes

Effect	Input	Output
		With Subwoofer & Surround Speaker
STANDARD	2.0 ch	2.1 ch
	5.1 ch	5.1 ch
SURROUND	2.0 ch	5.1.4 ch
	5.1 ch	5.1.4 ch
GAME PRO	2.0 ch	5.1.4 ch
	5.1 ch	5.1.4 ch
ADAPTIVE SOUND	2.0 ch	5.1.4 ch
	5.1 ch	5.1.4 ch

- When the input source is Dolby Atmos®, DTS:X, the Subwoofer-only setup provides 3.1.2 channel audio, while the Subwoofer & Surround Speaker Kit setup provides 5.1.4 channel audio.
- The Surround Speakers will not produce sounds for 2 channel output while **STANDARD** mode is in use. To enable sound for the Surround Speakers, change the effect mode to **SURROUND**.

Adjusting the Soundbar volume with a TV remote control

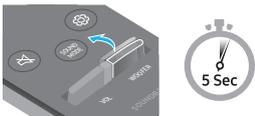
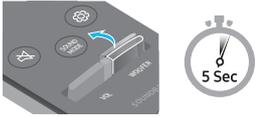
Adjust the Soundbar volume using the TV's remote control.

- 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:
VIZIO, LG, Sony, Sharp, PHILIPS, PANASONIC, TOSHIBA, Hisense, RCA

1. Turn Off the Soundbar.

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.

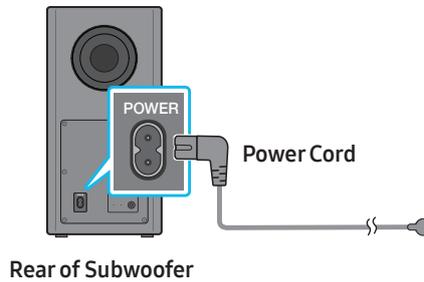
04 CONNECTING THE SOUNDBAR

Connecting the power and units

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

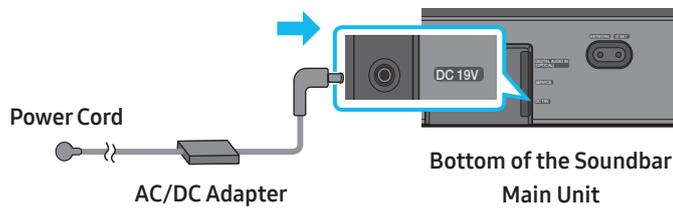
- For more information about the required electrical power and power consumption, refer to the label attached to the product. (Label: Bottom of the Soundbar Main Unit)

1. Connect the Power cord to the Subwoofer.



2. First connect the power cable to the AC/DC adapter.

Connect the AC/DC adapter (with the power cable) to the Soundbar.



3. Connect power to the Soundbar and Subwoofer. The Subwoofer is automatically connected when the Soundbar is turned on.



NOTE

- Connect the Subwoofer power before connecting to the Soundbar. The Subwoofer will be automatically connected when turning on the Soundbar.
- If you unplug and reconnect the power cord when the product is turned on, the Soundbar turns on automatically.
- 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.

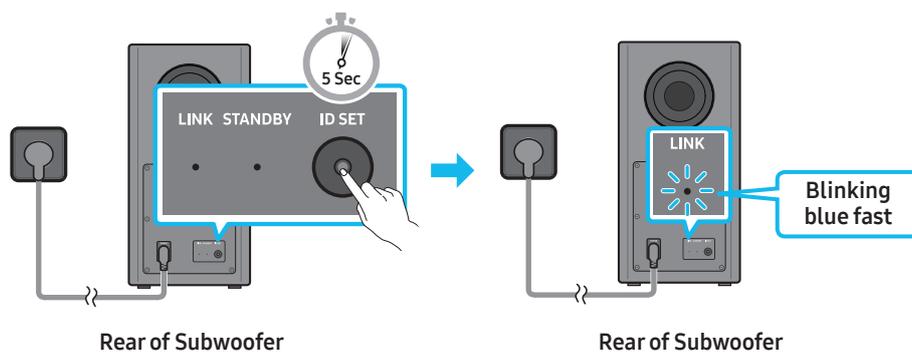
Manually connecting the Subwoofer

Before performing the manual connection procedure below:

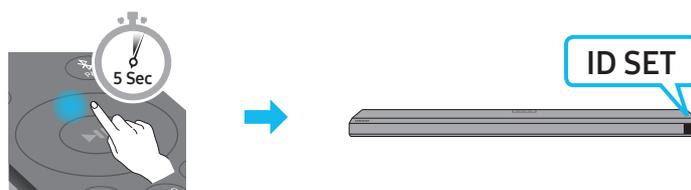
- Check whether the power cables for the Soundbar and subwoofer are connected properly.
- Make sure that the Soundbar is turned off.

1. Turn off the Soundbar main.

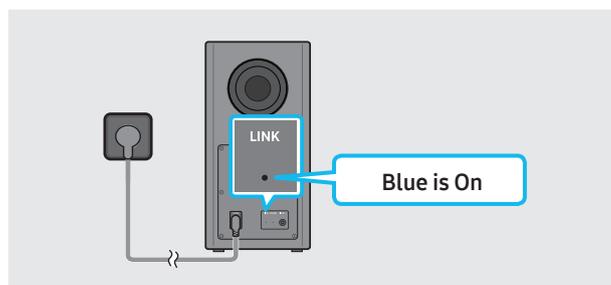
- Press and hold **ID SET** on the rear of the subwoofer for at least 5 seconds.
 - The red indicator on the rear of the subwoofer turns off and the blue indicator blinks.



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



- 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 12.
	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 12.
	Blinking	Malfunction	See the contact information for the Samsung Service Centre in this manual.

NOTE

- 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 in 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 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.

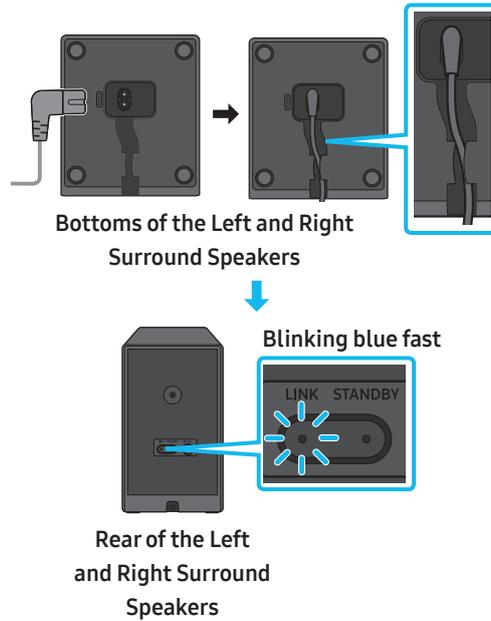
⚠ CAUTION

- 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 Receiver Module is clear of any obstructions.

Connecting the SWA-9500 to a Soundbar

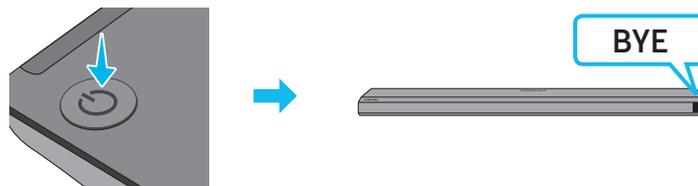
1. Check the standby status after plugging into an electrical outlet

Plug the Surround Speakers power cord into an electrical outlet and into the Surround Speakers to turn on the Surround Speakers. The LINK LED indicator (blue LED) on the Surround Speakers blinks. If the LED does not blink, refer to step 5.



2. Turn off the Soundbar

Turn off the Soundbar using the Soundbar's remote control or by pressing the **⏻ (Power)** button on the main Soundbar unit.

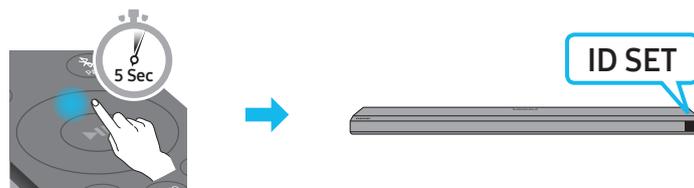


- The image of the Soundbar may differ from your Soundbar, depending on the model.

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

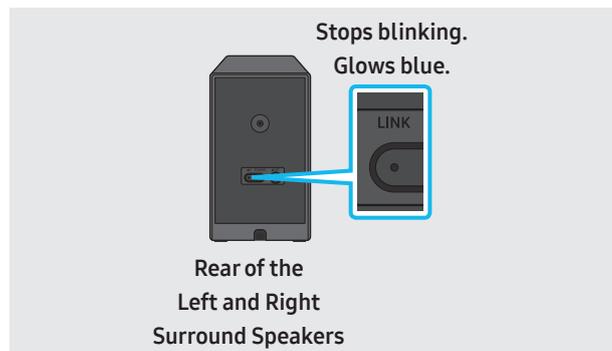
Press the **Up** button on the Soundbar remote control for 5 seconds.

- The **ID SET** message appears on the Soundbar main unit's display for a short time and then disappears.
- After the **ID SET** process, the Soundbar power is automatically turned on.



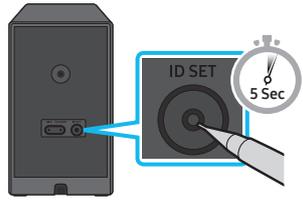
- The image of the Soundbar may differ from your Soundbar, depending on the model.

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 Surround Speakers.

5. If the SWA-9500 does not connect, take the necessary steps according to the LED Indicator's status

LED status			Action
LINK (Blue)	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. Repeat steps 2 through 4.
STANDBY (Red)	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.	<ol style="list-style-type: none"> 1. Press the ID SET button on the back of the Surround Speakers with a pen tip for 5~6 seconds until the LINK LED indicator blinks (in Blue).  <ol style="list-style-type: none"> 2. Repeat steps 2 through 4.
Red and blue Blinking	-	Malfunction	See the contact information for the Samsung Service Center in this manual.

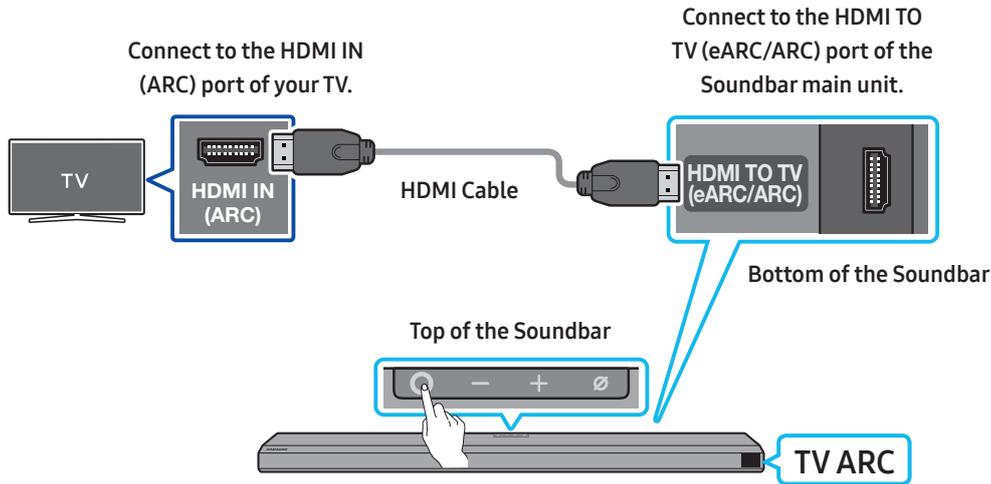
05 USING A WIRED CONNECTION TO THE TV

Method 1. Connecting with HDMI

⚠ 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. Otherwise, the TV sound may not be output.
- The recommended cable is **High Speed HDMI Cable with Ethernet**.

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



1. With the Soundbar and TV turned off, connect the HDMI cable as shown in the figure.
2. Turn on the Soundbar and TV.
3. **"TV ARC"** appears in the display window of the Soundbar main unit and the Soundbar plays TV sound.
 - 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"** in sequence, and TV sound is played.
 - When connecting a TV that supports the eARC function, **"eARC"** appears on the display and the sound is heard.
 - 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 (🏠) → Settings (⚙) → Sound → Expert Settings → HDMI-eARC Mode (Auto))
 - If **"TV ARC"** 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.

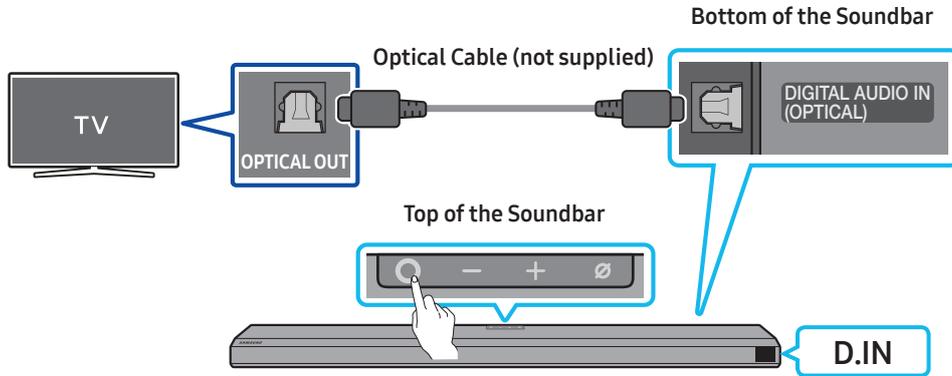
NOTE

- When you connect the TV that supports the HDMI ARC (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 whose diameter is less than 14 mm.
- This function is not available if the HDMI cable does not support ARC.
- 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

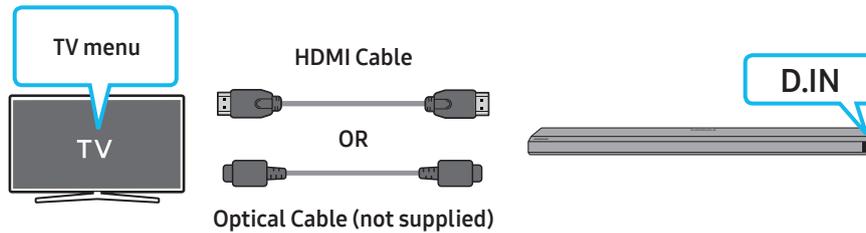
- When both the HDMI cable and optical cable are connected, the HDMI signal is received first.
- When you use an optical cable and the terminals have covers, be sure to remove the covers.



1. 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 **Q (Multi Function)** button at the top of the Soundbar or the **Source** button on the remote control to select the **"D.IN"** mode.
4. The TV sound is output 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]**

NOTE

- 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.
- This function is available in some Samsung TVs and some Soundbar models.

Using the Spacefit sound

Provides optimized sound quality by analyzing the listening spaces.

To enable this function, turn on the **Adaptive Sound+** mode on your Samsung TV menu.

(Home (🏠) → Settings (⚙️) → General → Intelligent Mode Settings → Adaptive Sound+)

NOTE

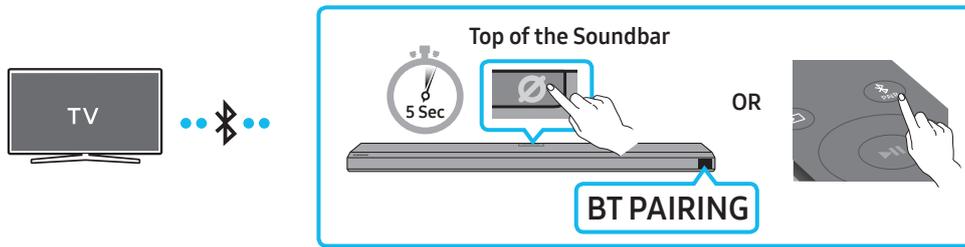
- The sound mode on your Soundbar will automatically change to **Adaptive Sound+** if you enable the **Adaptive Sound+** mode on your TV.
- This function works when the Soundbar connects to some of the Samsung TVs.

06 USING A WIRELESS CONNECTION TO THE TV

Method 1. Connecting via Bluetooth

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

- 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 to enter the “BT PAIRING” mode.

(OR) a. Press the **(Multi Function)** 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 **(Mic On/Off)** button on the top panel of the Soundbar for more than 5 seconds to display “BT PAIRING”.

2. Select Bluetooth mode on the Samsung TV.

(e.g. Home (🏠) → Settings (⚙️) → Sound → Sound Output → Bluetooth Speaker List → [AV] Samsung Soundbar Q870A (Bluetooth))

3. Select “[AV] Samsung Soundbar Q870A” 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 Samsung TV to the Soundbar, select the message, and then establish a connection.

- When the Samsung TV is connected, [TV Name] → “BT” appears on the Soundbar’s front display.

4. You can now hear Samsung TV sound from the Soundbar.

- After you have connected the Soundbar to your Samsung TV 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 Q870A) 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 **(Multi Function)** button at the top of the Soundbar or the **(Source)** button on the remote control to select the mode other than “BT”.

- 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.)

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.)

Notes on Bluetooth connection

- Locate a new device within 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.

Method 2. Connecting via Wi-Fi

Pre-connection Checklist

- Wi-Fi connection is available only on Samsung TV.
- Check whether **the wireless router (Wi-Fi)** is turned on and **the TV is connected to the router**.
- The TV and Soundbar must be connected to the same wireless network (Wi-Fi).
- If your wireless router (Wi-Fi) uses a DFS channel, you will not be able to establish a Wi-Fi connection between the TV and Soundbar. Contact your Internet service provider for details.
- Because the menus may differ depending on the year of manufacture, refer to your TV manual.
- To connect the TV to the Soundbar via Wi-Fi, connect the Soundbar to the wireless router first. See page 23, for details on how to establish a Wi-Fi connection.

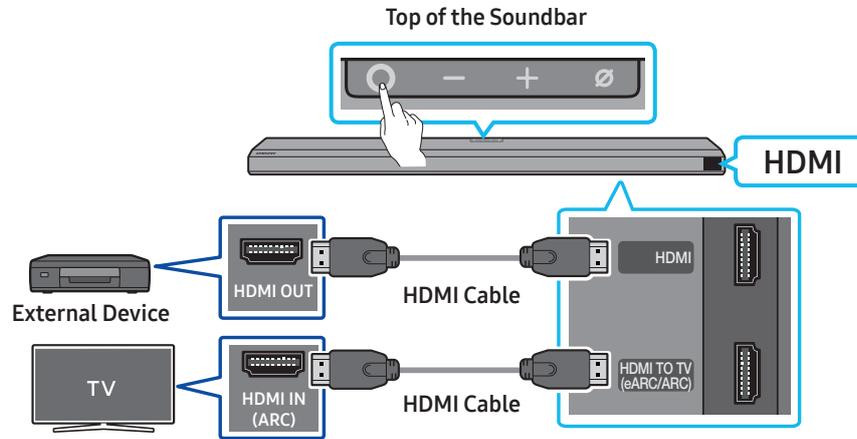
1. For more information about Wi-Fi connection to the Soundbar, see page 23, "**Method 2. Connecting via Wi-Fi (Wireless Network)**".
2. Change the input source of the TV by using the Audio menu to Soundbar.
 - **Samsung TVs released in 2017 or later**
Home (🏠) → Settings (⚙️) → Sound → Sound Output → [AV] Samsung Soundbar Q870A (Wi-Fi)

07 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. Use an HDMI cable to connect the HDMI OUT port on the external device and the **HDMI** port on the bottom of the Soundbar.
2. Use an HDMI cable to connect the HDMI IN port of the TV and the **HDMI TO TV (eARC/ARC)** port on the bottom of the Soundbar.
3. Turn on the Soundbar, TV, and the external device.
4. Press the **○ (Multi Function)** button on the top of the Soundbar or the **Source** button on the remote control to select “HDMI” mode.
5. The Soundbar display indicates that “HDMI” mode is currently selected and the Soundbar will start playing sounds.

NOTE

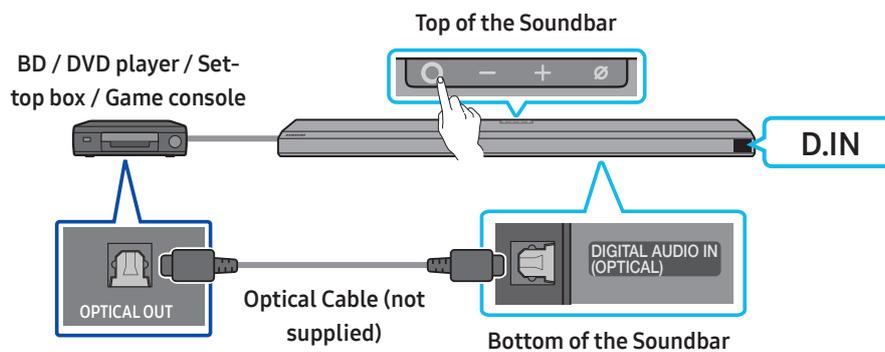
- **When you use Dolby Atmos®:** If the input source is Dolby Atmos®, 5.1.4 channels are outputted.
- When Dolby Atmos® is activated, “DOLBY ATMOS” appears in the front display.
- **Configuring Dolby Atmos® on your BD player or other device**
Open the audio output options on the settings menu of your 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).

Supported UHD Signals Specification (3840 x 2160p)

Frame rate (fps)	Colour depth	RGB 4:4:4	YCbCr 4:4:4	YCbCr 4:2:2	YCbCr 4:2:0
< 60	8 bit	0	0	0	0
	10 bit	-	-	0	0
	12 bit	-	-	0	0
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



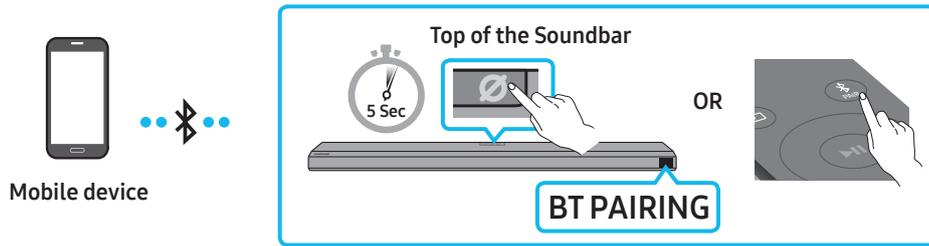
1. Use an optical cable (not supplied) to connect the **DIGITAL AUDIO IN (OPTICAL)** on the Soundbar main and the **OPTICAL OUT** port on the external device.
2. Turn on the Soundbar and external device.
3. To select "**D.IN**" mode, press the **● (Multi Function)** button on the top of the Soundbar or the **☐ (Source)** button on the remote control.
4. Your Soundbar will play sounds from the external device.

08 CONNECTING A MOBILE DEVICE

Method 1. 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 initial connection

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

1. Press the **PAIR** button on the Soundbar remote control to enter the “BT PAIRING” mode.

(OR) a. Press the **(Multi Function)** 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 **(Mic On/Off)** 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 Q870A” 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 Q870A”) in the list of speakers on the Mobile device, delete it.
- Repeat steps 1 and 2.

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.)

Notes on Bluetooth connection

- Locate a new device within 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.

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 **○ (Multi Function)** button on the top of the Soundbar or the **📶 (Source)** button on the remote control to switch the mode from “BT”.

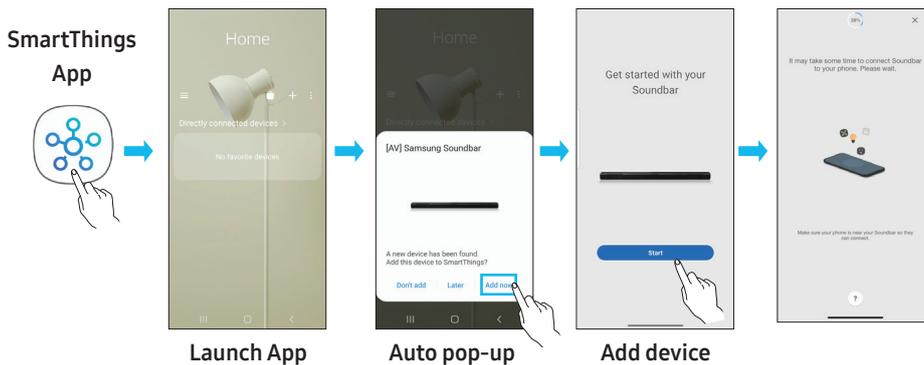
- Disconnecting takes time because the Bluetooth device must receive a response from the Soundbar. (Disconnection time may differ, depending on the Bluetooth device)
- When the Soundbar is disconnected from the Bluetooth device, the Soundbar will display “BT DISCONNECTED” on the front display

Method 2. 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.

The initial connection

1. Install and launch the **SmartThings** app from your mobile device (smartphone or tablet).
2. On the app, follow the screen instructions to add the Soundbar.
 - The automatic pop-up (the second screenshot below) may not show on some devices.
If the pop-up window does not appear, press “+” on the **Home** screen. The Soundbar is added to the app.



Getting Started with Amazon Alexa (Built-in Alexa)

- Amazon Alexa is a service provided by Amazon.
- **This function may not be supported depending on the model or geographical area.**
- **This function only supports some languages, and the supported functions may differ depending on the geographical area.**
- **For product specification or compatibility, refer to the Samsung website (www.samsung.com).**

Using Alexa, you can play music, listen to news, see weather forecasts, and control home appliances.

To use Amazon Alexa, an Amazon account is required to connect the Soundbar over the network.

1. Install the **SmartThings** app on your mobile device and then launch it.
2. Enter the Alexa account by following the instructions on the app and then log in the service.



3. Call Alexa or press the **○ (Multi Function)** button on the Soundbar for 3 seconds to use the Alexa service.
 - Press the **○ (Multi Function)** button for 3 seconds to call Alexa. Say with the button pressed to enable voice recognition.

Use voice commands to control the Soundbar



Things to try	Example of what to say
Volume control	"Alexa, turn up the volume. "
	"Alexa, turn down the volume "
Listening to streaming content from Amazon Music	"Alexa, play some jazz music "
Playback control	"Alexa, play next song. "
	"Alexa, stop the music. "
	"Alexa, what is this song? "
Weather information	"Alexa, what's the weather? "
Timer scheduling	"Alexa, set a timer for 10 minutes. "

Getting Started with Alexa on Amazon Product (Works with Alexa)

- This function may not be supported depending on the model or geographical area.
- This function only supports some languages, and the supported functions may differ depending on the geographical area.
- For product specification or compatibility, refer to the Samsung website (www.samsung.com).
- This service is provided by Amazon and can be terminated at any time. Samsung does not assume responsibility for service availability.
- Amazon Alexa app screen is subject to change without prior notice.

Connect and use with an Amazon product (Amazon Echo)

Use an Amazon Echo product to control your Soundbar and enjoy music services provided by Amazon Echo.

To use Amazon Alexa, an Amazon account is required to connect the Soundbar over the network.

1. Install the **SmartThings** app on your mobile device and then launch it.
2. Enter the Alexa account by following the instructions on the app and then log in the service.

Use voice commands to control the Soundbar

- The Amazon Echo service you can use with your Soundbar is limited to music. Other services provided by Amazon Echo, such as news and weather, can only be accessed through your Amazon Echo product.



Trigger + Command + Speaker name

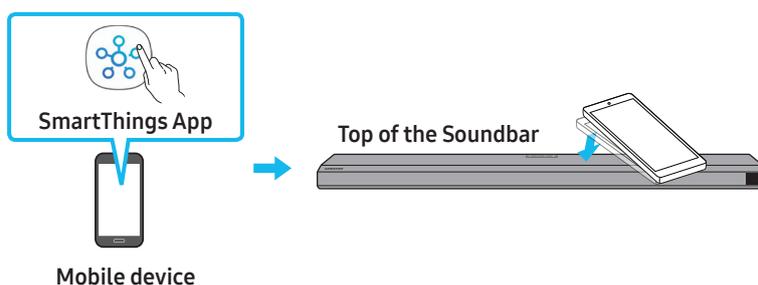
* To use voice commands for the Soundbar named “Living room”

Action	Voice Command
To set the volume level to 5	“Alexa Set the volume to 5 on Living room ”
To increase the volume level	“Alexa Volume up on Living room ”
To mute the sound	“Alexa Mute on Living room ”
To listen to a radio station named KISS FM	“Alexa Play Kiss FM on Living room ”
To play the next song	“Alexa Next song on Living room ”
To stop the audio	“Alexa Stop on Living room ”
To turn the audio off	“Alexa Turn off on Living room ”

Using the Tap Sound

Tap the Soundbar with your mobile device to play the sound of content on 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 “**Setting 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 the sound of content on 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.

Setting 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. The function is turned on.

NOTE

- 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 CONNECTING TO APPLE AIRPLAY 2

This feature may not be available in some countries.

Connect and use with an Apple product

- With AirPlay 2, you can control your home's audio system from your iPhone, iPad, HomePod, or Apple TV.
- This Samsung Soundbar supports AirPlay 2 and requires iOS 11.4 or later.

NOTE

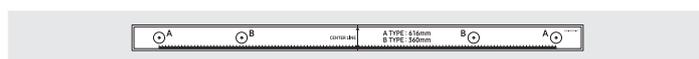
- Confirm that the Soundbar is connected to Wi-Fi. (Refer to **Method 2. Connecting via Wi-Fi (Wireless Network)**)

10 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: 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 before you install it. Otherwise, it may cause an electric shock.

Wallmount Components



Wall Mount Guide



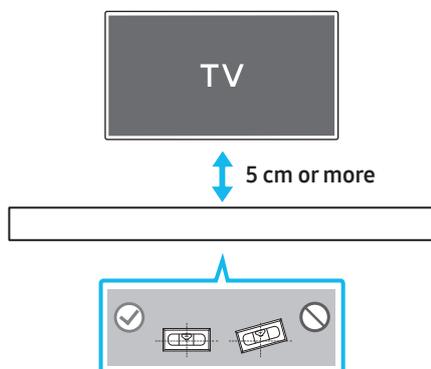
Holder-Screw

Screw

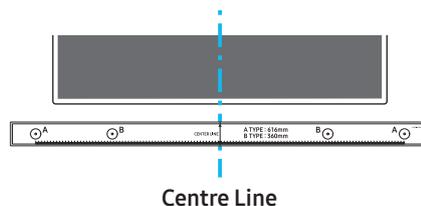


Bracket-Wall Mount

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 5 cm below the TV.

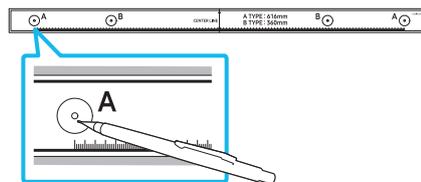


2. Align the **Wall Mount Guide's Centre Line** with the centre of your TV (if you are mounting the Soundbar below your TV), and then fix the **Wall Mount Guide** to the wall using tape.
 - If you are not mounting below a TV, place the **Centre Line** in the centre of the installation area.

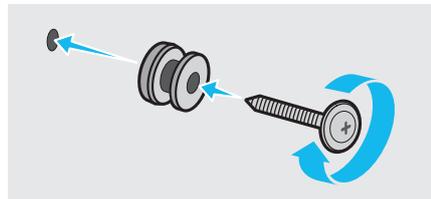


Centre Line

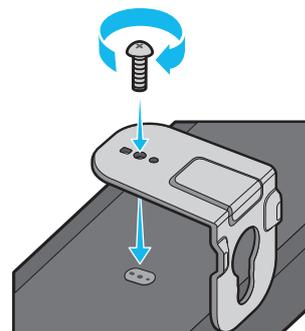
3. Push a pen tip or sharpened pencil tip through the centre of the **A-TYPE** images on each end of the Guide to mark the holes for the supporting screws, and then remove the **Wall Mount Guide**.



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 or mollies into the holes before you insert the support screws. If you use anchors or mollies, make sure the holes you drill are large enough for the anchors or mollies you use.
5. Push a screw (not supplied) through each **Holder-Screw**, and then screw each screw firmly into a support screw hole.

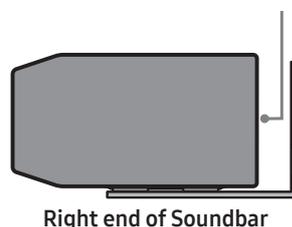


6. Install the **2 Bracket-Wall Mounts** in the correct orientation on the bottom of the Soundbar using **2 Screws**.



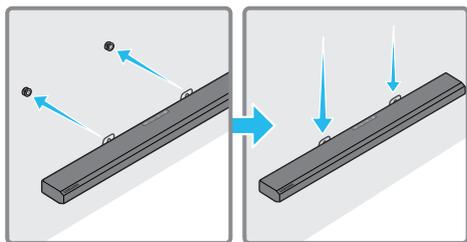
- When assembling, make sure the hanger part of the **Bracket-Wall Mounts** are located behind the rear of the Soundbar.

Rear of Soundbar



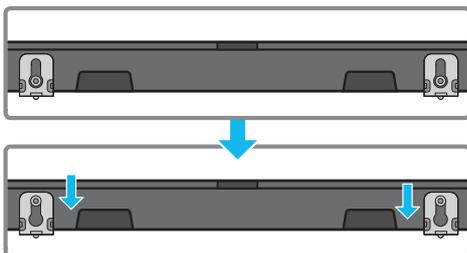
Right end of Soundbar

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



- 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**.



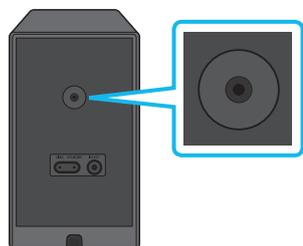
Installing the Surround Speakers on a Wall (Optional)

You can purchase wall mounts separately to install the surround speakers on a wall.

Wall mounts aren't sold by Samsung Electronics.

Notes for Wall Mounting the Surround Speakers

- Surround Speaker wall mounts must be able to support more than 8.0 kg.
- Hole size : 1/4 - 20 UNC threaded insert
 - Standard Screw : 6.3 mm \varnothing , 1.3 mm Pitch
 - Length : 18.0 mm long
 - Quantity : Left 1 EA / Right 1 EA



Rear of the Left and Right Surround Speakers

- Check the strength of the wall before you install the Wall Mount Brackets. If the strength is insufficient, make sure to reinforce the wall before installing the Wall Mount Brackets and the speakers on the wall.
- Samsung Electronics is not liable for any damage to the product due to the product being installed inappropriately.
- Take care not to install the speakers sideways or upside down.

11 INSTALLING THE SOUNDBAR ABOVE A TV STAND

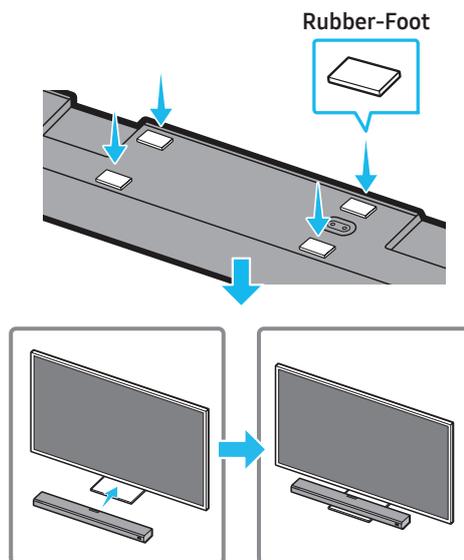
Component



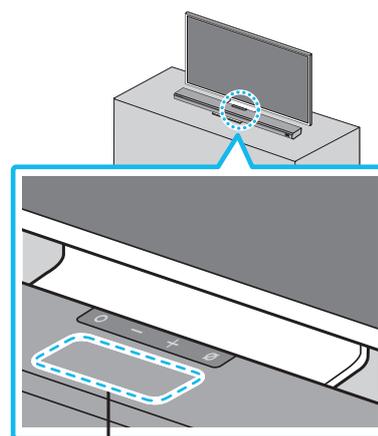
x 4

Rubber-Foot

To install, attach the **Rubber-Feet** to the bottom of the Soundbar before placing it in position above the TV stand. Make sure you attach the **Rubber-Feet** so they do not lie outside the edges of the TV stand. Refer to the figure below.

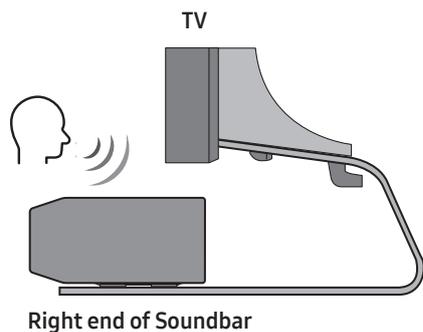


Place the Soundbar on a TV stand.



Microphone

As illustrated in the image, align the centre of the Soundbar with the centre of the TV, carefully place the Soundbar onto the TV stand. At this time, place the microphone at the front of the stand not to interfere with voice recognition.



NOTE

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

12 SOFTWARE UPDATE

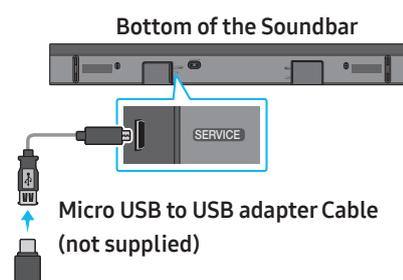
Auto Update

When the Soundbar is connected to the Internet, software updates automatically occur even when the Soundbar is turned off.

- To use the Auto Update function, the Soundbar must be connected to the Internet.

The Wi-Fi connection to the Soundbar will be terminated if the Soundbar's power cord is disconnected or the power is cut off. If the power is cut off, when the power comes back on or you reconnect the power cord, turn on the Soundbar, and then reconnect it to the Internet.

USB Update

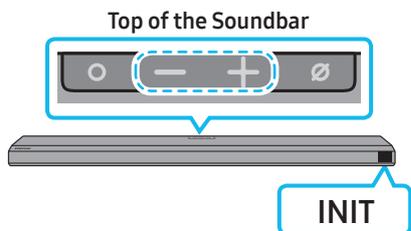


Samsung may offer updates for the Soundbar's system firmware in the future.

When an update is available, you can update the Soundbar by connecting the USB drive that contains the update firmware to the **SERVICE** port of the Soundbar.

1. Go to the Samsung Electronics website (www.samsung.com) → search for the model name from the customer support menu option.
 - For more information about update, refer to Upgrade Guide.
2. Download the upgrade file (USB type).
3. Unzip the file to create a folder with the file name.
4. Store the created folder in a USB and then connect it to the Soundbar.
5. Turn on the Soundbar. Then the product is updated within 3 minutes with displaying the message, "**UPDATE**".
 - During update, do not turn it off or remove the USB.
 - If "**UPDATE**" does not appear on the display window, remove the power cord from the Soundbar and then reconnect it.
 - When the latest version is installed, no update is performed.
 - Depending on the USB type, update may not be supported.

Initialisation



With the Soundbar on, press the **- + (Volume)** buttons on the body at the same time for at least 5 seconds. "INIT" appears on the display and then the Soundbar is initialised.

⚠ CAUTION

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

13 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.

Soundbar works erratically

- After removing the power cord, insert it again.
- Remove the power cord from 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 9.)

In case the remote control does not work

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

The 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 (🏠) → Settings (⚙) → Sound → Sound Output → Select Soundbar)
- The cable connection to the Soundbar may not be loose. Remove the cable and connect again.
- Remove the power cord completely, reconnect, and turn the power on.
- Initialise the product and try again. (See page 31.)

The 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 12.)
- 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.

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 10.)
- Bring the Subwoofer speaker closer to you.

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

- Check whether the HDMI cable is correctly connected to the ARC terminal. (See page 16.)
- 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 (🏠) → Settings (⚙️) → General → 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 (🏠) → 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 Dolby Digital. (For a Samsung TV: Home (🏠) → Settings (⚙️) → Sound → Expert Settings → Digital Output Audio Format)

The 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.)
- 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 (🏠) → 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.
- Initialise the product and try again. (See page 31.)

The 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.

Unable to connect to Wi-Fi

- Check whether your wireless router is on.
- Turn off the router, turn it back on, and then try again.
- 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.
- If your wireless router is new, you will need to reconfigure the speaker's network settings.

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.

The AVA function is not available in the following cases.

- The AVA function will not be available using Q-symphony function.
- The AVA function will not be available when the microphone is turned off.

14 LICENCE



Dolby, Dolby Atmos, and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright © 2012-2020 Dolby Laboratories. All rights reserved.



For DTS patents, see <http://patents.dts.com>. Manufactured under license from DTS, Inc. (for companies headquartered in the U.S./ Japan/Taiwan) or under license from DTS Licensing Limited (for all other companies). DTS, DTS:X Pro, DTS:X, and the DTS:X logo are registered trademarks or trademarks of DTS, Inc. in the United States and other countries. © 2020 DTS, Inc. ALL RIGHTS RESERVED.



The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.



- Use your phone, tablet or computer as a remote control for Spotify. Go to spotify.com/connect to learn how
- The Spotify Software is subject to third party licenses found here: <https://www.spotify.com/connect/third-party-licenses>.



- Apple, AirPlay, iPhone, iPad, HomePod, and Apple TV are trademarks of Apple Inc., registered in the U.S. and other countries.
- Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

15 OPEN SOURCE LICENCE NOTICE

To send inquiries and requests for questions regarding open sources, contact Samsung Open Source (<http://opensource.samsung.com>)

16 IMPORTANT NOTES ABOUT SERVICE

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

17 SPECIFICATIONS AND GUIDE

Specifications

Model Name	HW-Q870A
Weight	3.6 kg
Dimensions (W x H x D)	980.0 x 60.0 x 115.0 mm
Operating Temperature Range	+5°C to +35°C
Operating Humidity Range	10 % ~ 75 %
AMPLIFIER Rated Output power	((30 W x 4) + (20 W x 2) + 10 W) + 160 W + (35 W X 4)
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-WA85B
Weight	9.8 kg
Dimensions (W x H x D)	210.0 x 403.0 x 403.0 mm
AMPLIFIER Rated Output power	160 W

Surround speaker Name	SWA-9500
Weight	1.7 kg
Dimensions (W x H x D)	125.0 X 203.0 X 141.0 mm
Operating Temperature Range	+5°C to +35°C
Operating Humidity Range	10 % ~ 75 %
AMPLIFIER Rated Output power	35 W x 4

NOTE

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

- **For India Only**

"This product is RoHS compliant"

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

Wi-Fi Port deactivation method	Press the ID SET button on the bottom panel of the Soundbar for 30 seconds to turn Wi-Fi On / Off.
Bluetooth Port deactivation method	Press the NETWORK button on the bottom panel of the Soundbar for 30 seconds to turn Bluetooth On / Off.

© 2021 Samsung Electronics Co., Ltd. All rights reserved.

Contact SAMSUNG WORLD WIDE

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

Country/Area	Samsung Service Centre ☎	Web Site
CHINA	400-810-5858	www.samsung.com/cn/support
TAIWAN	0800-32-9999 (All Product) 0809-05-5237 (Only for HHP) 0809-00-5237 (B2B / Dealer) 0809-02-6868 (Samsung pay)	www.samsung.com/cn/support
HONG KONG	3698 4698	www.samsung.com/hk/support (Chinese) www.samsung.com/hk_en/support (English)
MACAU	0800 333	
SINGAPORE	1800 7267864 1800-SAMSUNG (Other) 1800 4252997 1800-GALAXYS (HHP)	www.samsung.com/sg/support
AUSTRALIA	1300 362 603 (Other) 1300 425 299 (HHP)	www.samsung.com/au/support
NEW ZEALAND	0800 726 786 (All Product) 0800 6 726 786 (Support for Smart Mobile Devices)	www.samsung.com/au/support
VIETNAM	1800 588 889 (All Product) 1800-588-855 (HHP)	www.samsung.com/vn/support
THAILAND	Hotline no : 1282 1800-29-3232 (Toll free for all product)	www.samsung.com/th/support
MYANMAR	+95-1-2399-888 VIP HHP +95-1-2399-990	www.samsung.com/mm/support
CAMBODIA	1800-20-3232 (Toll free)	www.samsung.com/th/support
LAOS	+856-214-17333	
MALAYSIA	1800-22-8899 (HHP) 1800-88-9999 (OTH) +603-7713 7420 (Overseas contact)	www.samsung.com/th/support
INDONESIA	021-5699-7777 0800-112-8888 (All Product, Toll Free) 0800-112-7777 (HHP and B2B, Toll Free)	www.samsung.com/id/support
PHILIPPINES	Only for HHP PRODUCT : #GALAXY (just dial #425-299) [PLDT / Globe / Smart / Sun Toll Free] 02-8-422-2177 [Standard Landline] OTH PRODUCT : 1-800-10-726-7864 [PLDT Toll Free] 1-800-8-726-7864 [Globe Landline and Mobile] 02-8-422-2111 [Standard Landline]	www.samsung.com/ph/support
INDIA	1800 40 SAMSUNG (1800 40 7267864) (Toll-Free) 1800 5 SAMSUNG (1800 5 7267864) (Toll-Free)	www.samsung.com/in/support
NEPAL	16600172667 (Toll Free for NTC Only) 9801572667 (Toll Free for Ncell users)	
BANGLADESH	08000-300-300 (Toll free) 09612-300-300	
SRI LANKA	011 SAMSUNG (011 7267864)	