

The Samsung logo, consisting of the word "SAMSUNG" in white, uppercase letters inside a blue oval shape.

User Manual

Multiroom Link

(For Soundbar users)

Imagine the possibilities

Thank you for purchasing this Samsung product.
To receive more complete service, please register your product at
www.samsung.com/register

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

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CONNECTIONS

PREPARING CONNECTION



- 1 A Wireless Router and a Smart Device.
- 2 The wireless router must be connected to the Internet.
- 3 The smart device must be connected to the router via a Wi-Fi connection.

• Installing the Samsung Multiroom app

To use the product, you must download and then install the **Samsung Multiroom** app on your smart device. You can download the app from Google play or the App Store. With the **Samsung Multiroom** app installed, you can play music stored in your smart device, from connected devices and other content providers, and from Internet radio stations through the product.

Android

* Market search : **Samsung Multiroom**



iOS

* Market search : **Samsung Multiroom**



• Launching the Samsung Multiroom app

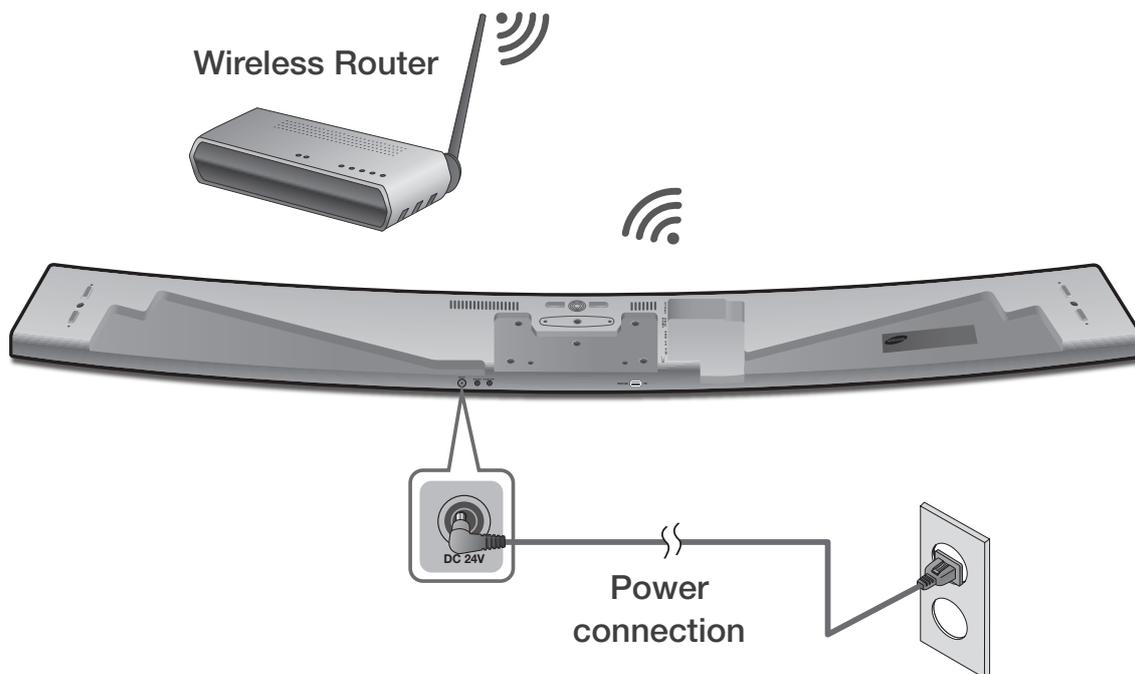
To launch the **Samsung Multiroom** app, press the Multiroom app icon on your smart device.



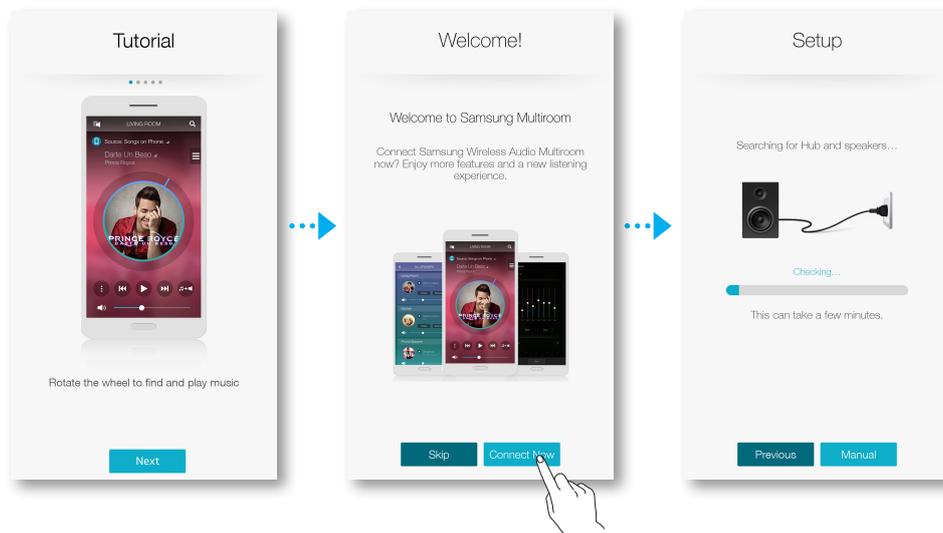
- Please terminate the **Samsung Multiroom** app when audio products are not used because the battery of your smart device can be consumed quickly if the app is working.

CONNECTING WIRELESSLY

- Connecting to your wireless network automatically (Android/iOS)



- 1 Plug the product into an electrical outlet.
- 2 On your smart device, select the **Samsung Multiroom** app.
- 3 Check the **Tutorial**, and then press the **Connect Now**.
 - Your smart device searches for devices available for pairing.



4 Once your smart device finds the product, it attempts to connect it to your wireless network. If your network requires a password, the password prompt appears on the smart device's screen. Use the on-screen keyboard to enter the password.

- Depending on your network environment, the speaker may not connect automatically. Select and proceed with manual settings if no connectable device is found. (👉 Android pages 6~7, iOS pages 8~11)
- **Select and proceed with manual settings to connect HW-H750 or HW-H751 model to the network.** (👉 Android pages 6~7, iOS pages 8~11)

5 Press **Connect**.

- The network connection is completed.

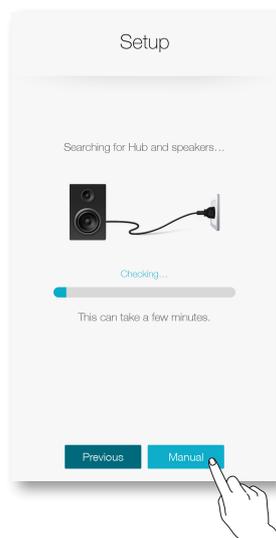


- To connect the product to a secure wireless network safely, you must enter a valid password.
 - If you have network specific questions about connecting this product to your home or work wireless network, consult your service provider or the network administrator.
- If the product fails to connect to your network or the network connection does not work normally, move the speaker closer to the HUB or router, and then try again.
- The distance between devices, obstructions, or interference from other wireless devices may impact communication between the product and your network.
- This product may be found by some other Wi-Fi devices. However, they are not allowed to connect to it.
- Once the Wi-Fi connection is established initially, it is maintained unless the wireless router is replaced or its network settings are changed.

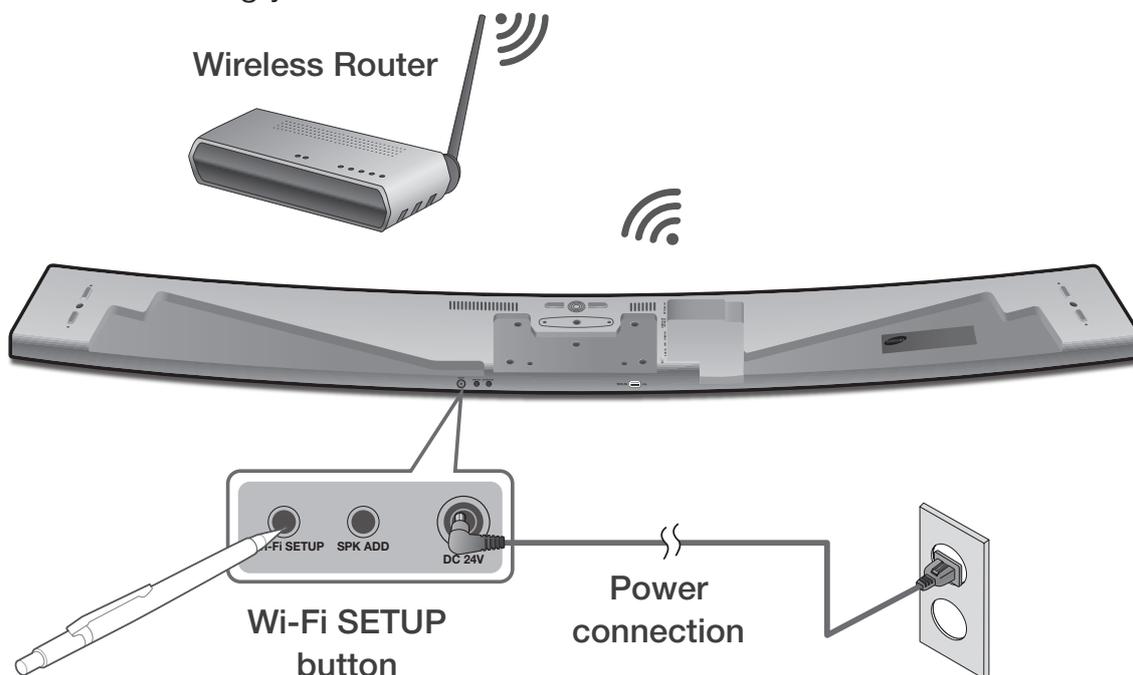
• Connecting to your wireless network manually (Android)

Depending on your network environment, the speaker(s) may not connect automatically. If this occurs, you can set up the product manually to connect to the network.

- 1 If the product fails to connect to your network automatically, select **Manual** in the **Samsung Multiroom** app.

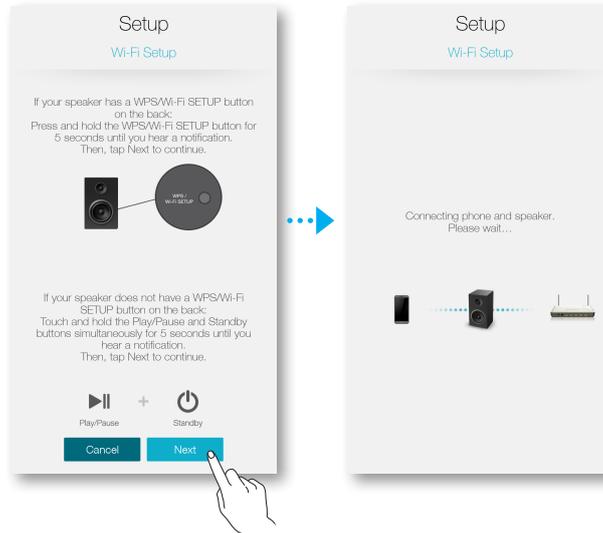


- 2 After turning the product on, press and hold the **Wi-Fi SETUP** button located at the back for 5 seconds.
 - **WIFI SETUP** will appear on the product display window and a beep will sound.
 - The **Wi-Fi SETUP** feature will also activate by pressing down the **Anynet+** button on the remote controller for 7 seconds.
 - After initiating Wi-Fi Setup, you have two minutes to establish the Wi-Fi connection using your smart device.



3 On your smart device, press **Next**.

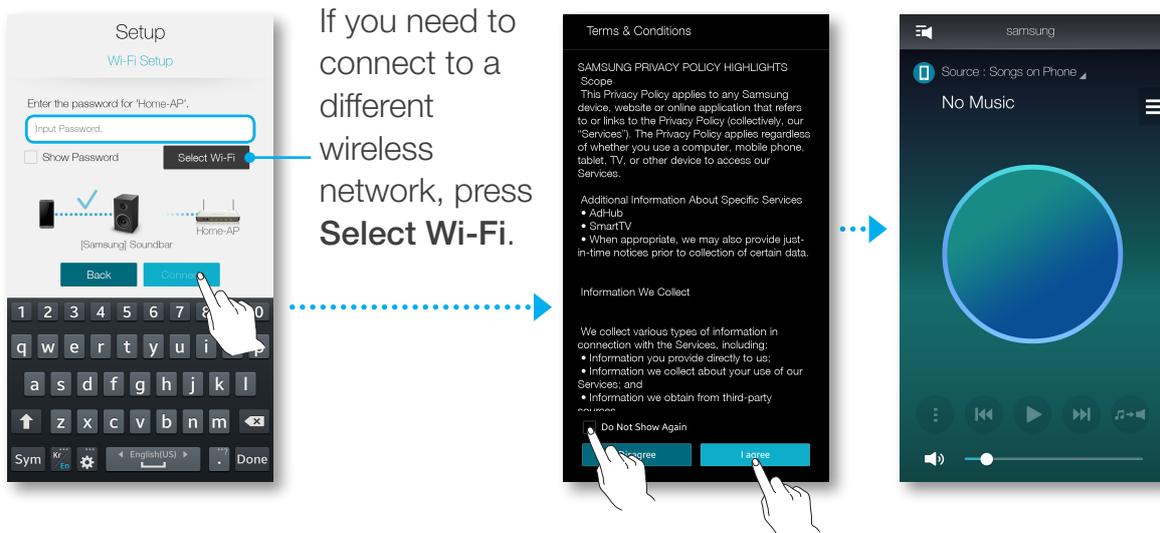
- Your smart device searches for devices available for pairing.



4 Once your smart device finds the product, the speaker and the smart device connect. Then, your smart device attempts to connect the speaker to your network. If you need to enter your network password, the password prompt appears on the smart device's screen. Use the on-screen keyboard to enter the password, and then go to Step 5. If you do not need to enter a password, the speaker will complete the network connection automatically.

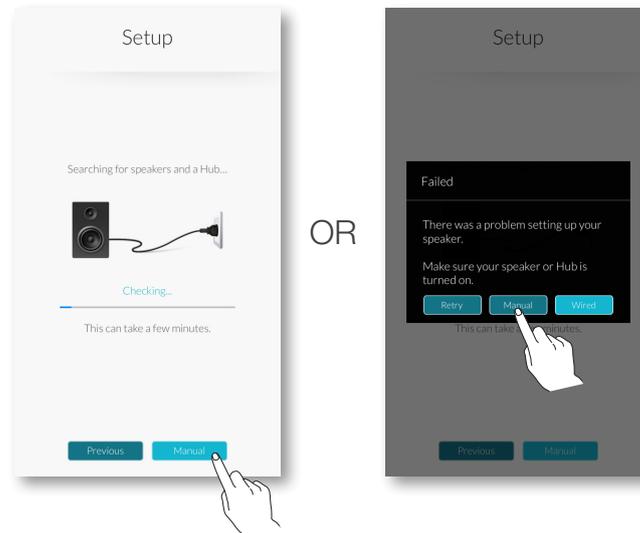
5 Press **Connect**.

- The network connection is completed.

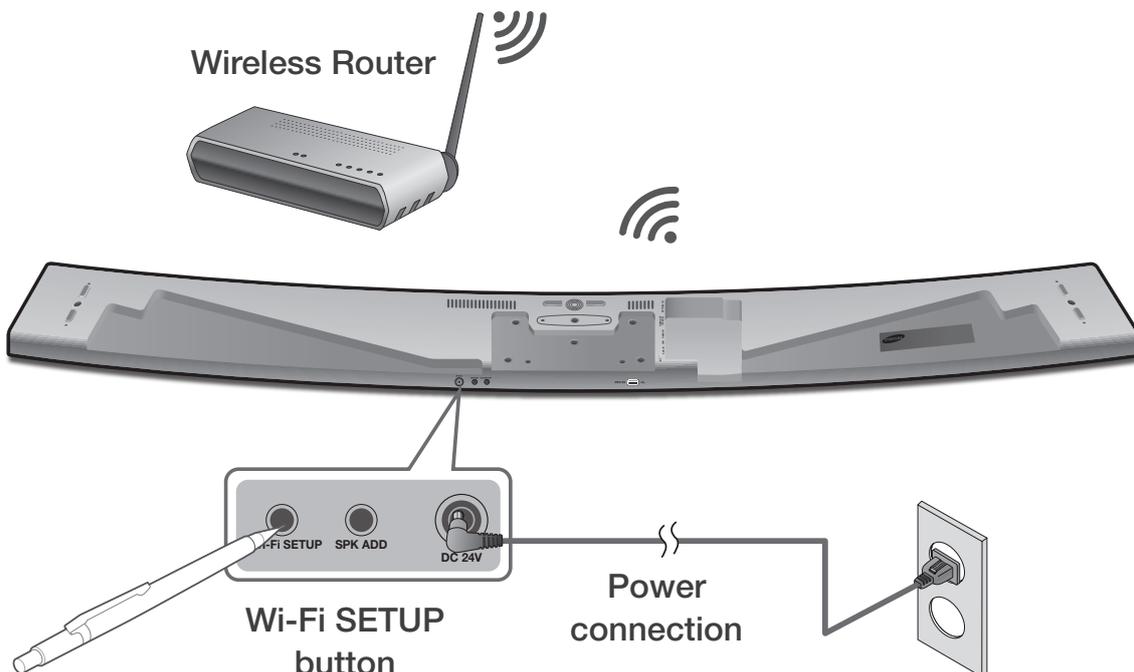


• Connecting to your wireless network manually (iOS)

- 1 If the product fails to connect to your network automatically, select **Manual** in the **Samsung Multiroom** app.

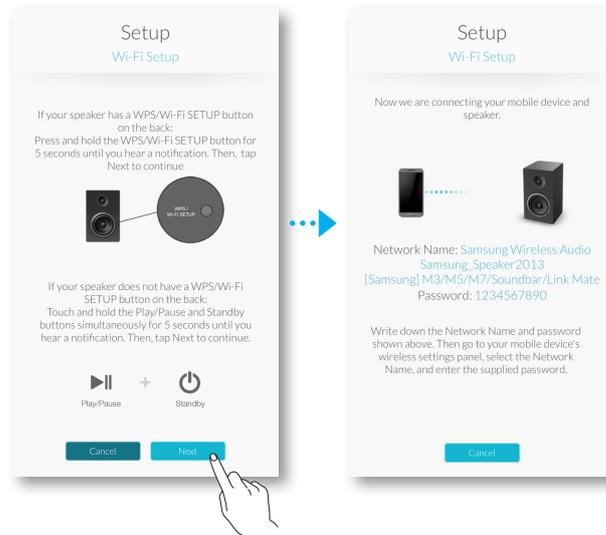


- 2 After turning the product on, press and hold the **Wi-Fi SETUP** button located at the back for 5 seconds.
 - **WIFI SETUP** will appear on the product display window and a beep will sound.
 - The **Wi-Fi SETUP** feature will also activate by pressing down the **Anynet+** button on the remote controller for 7 seconds.
 - After initiating Wi-Fi Setup, you have two minutes to establish the Wi-Fi connection using your smart device.



3 On your smart device, press **Next**.

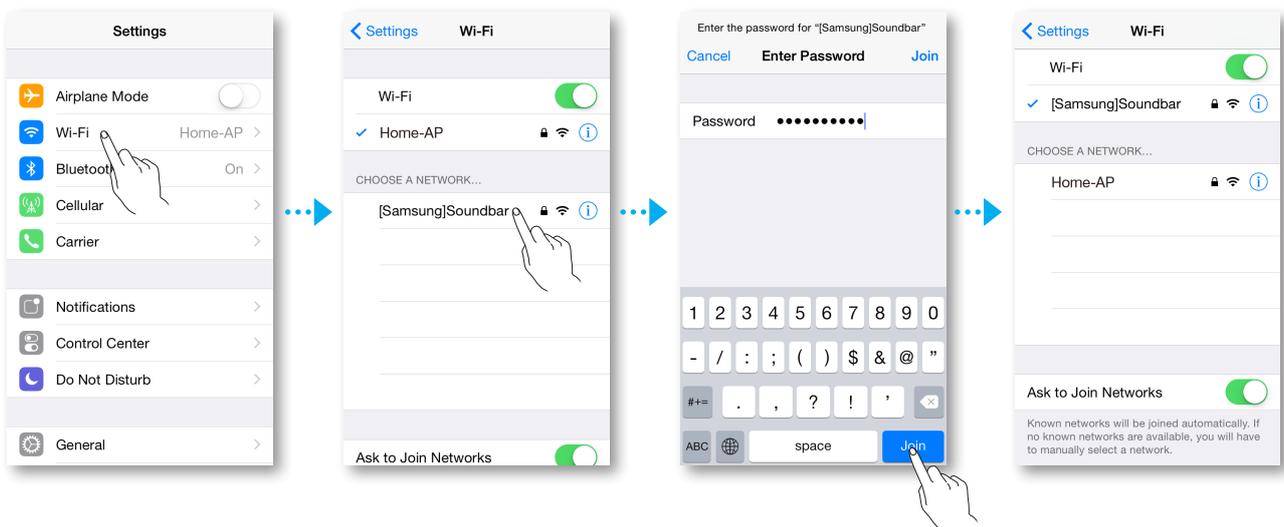
- Your smart device searches for devices available for pairing.



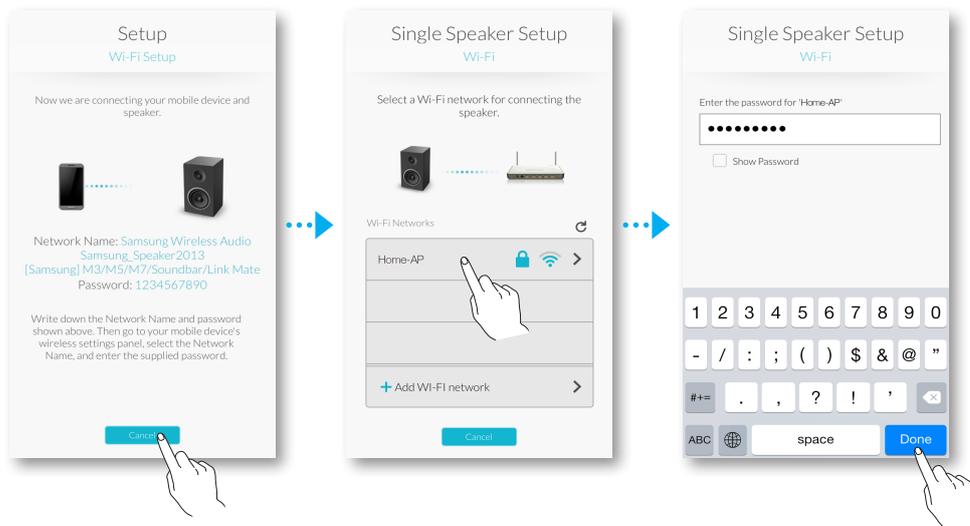
4 Go to **Settings** → **Wi-Fi** in iOS, and then select **[Samsung]Soundbar**.

5 To connect your smart device to the product, use the keyboard that appears to enter your password.

- The default password is **1234567890**.
- The speaker and the smart device connect to each other.

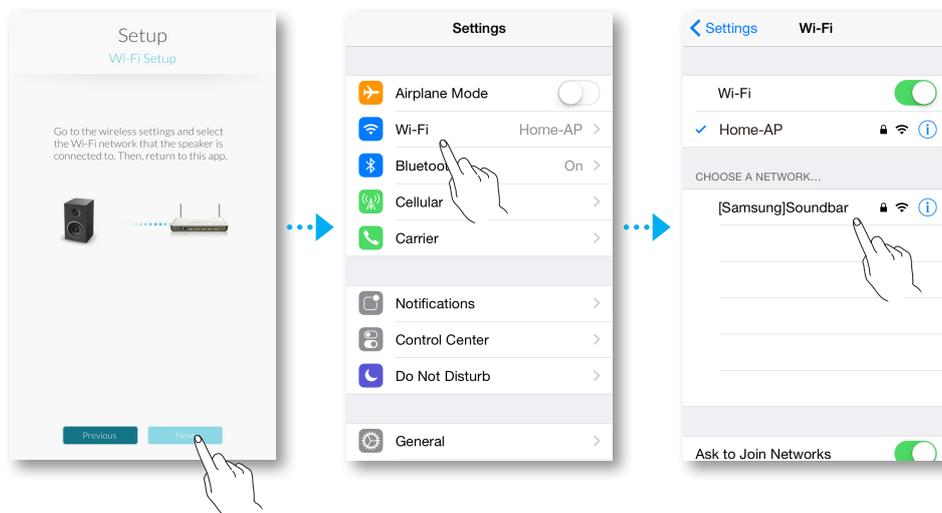


- 6 Go back to the **Samsung Multiroom** app.
- 7 Select **Next**.
- 8 From the wireless network list, select your network.
- 9 If your network requires a password, the password prompt appears on the smart device screen. Use the onscreen keyboard to enter the password.
 - Once you finish entering, press **Done**. The product connects to the network.



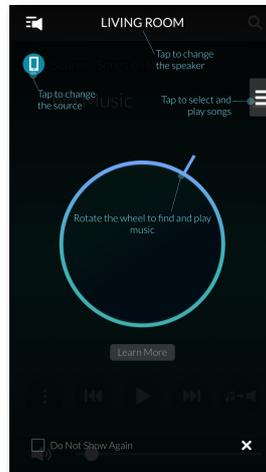
- 10 Go to the **Settings** → **Wi-Fi** in iOS, and then select the network that the speaker is connected to. (The product and smart device must be connected to the same wireless router.)
 - The smart device connects to the network.

11 When the product is completely connected, press **Next**.

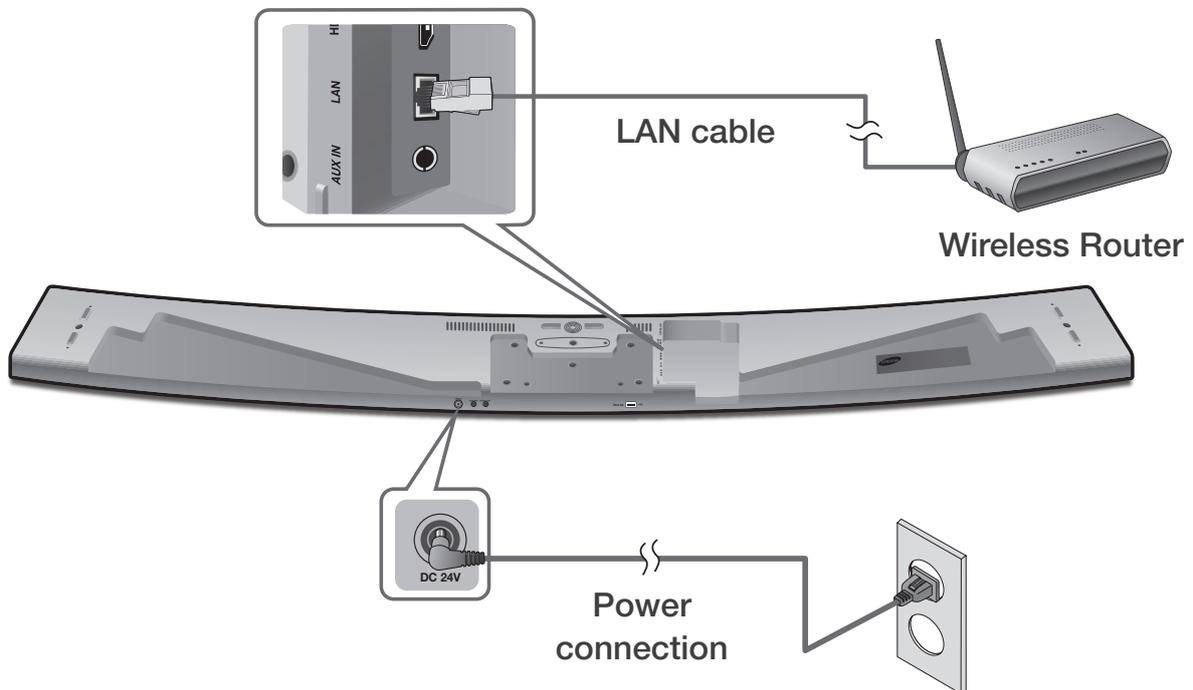


12 Go back to the **Samsung Multiroom** app.

- All network connections are finished.



CONNECTING WITH A LAN CABLE

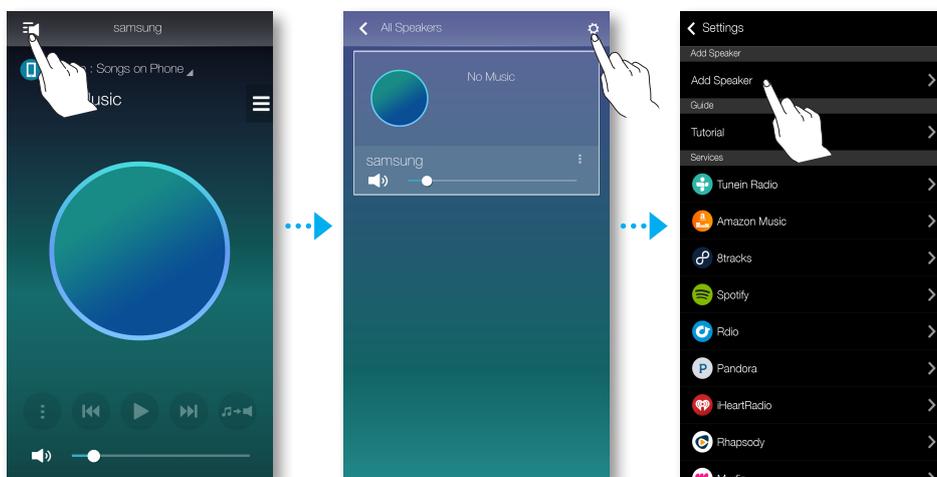


- 1** Connect one end of the LAN cable to the product's **LAN** port and the other end to the wireless router.
(The product and smart device must be connected to the same wireless router.)
- 2** Plug the product into an electrical outlet.
- 3** Launch the **Samsung Multiroom** app from your smart device. Proceed with connecting your speaker. (➡ See pages 4~5)

ADDING ADDITIONAL SPEAKER(S)

To add additional speaker(s) to a network that already has connected products, use the **Add Speaker** function.

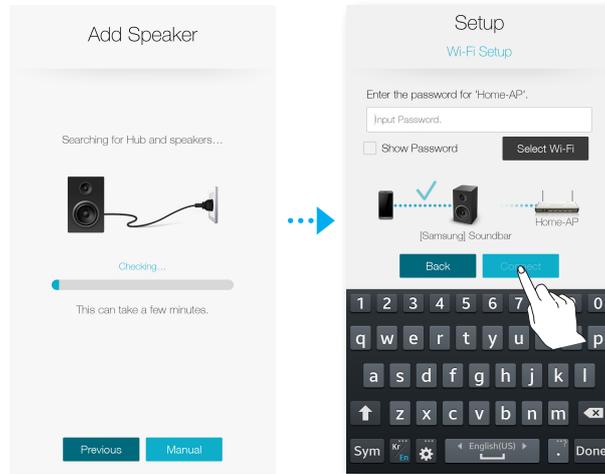
- 1 On your smart device, select the **Samsung Multiroom** app.
- 2 Press  to view the list of all speakers.
- 3 Press .
- 4 Connect the power cable of the speaker to be added to a wall outlet.
 - When you connect the power cable of the speaker to a wall outlet, the speaker boots up (which takes about 30 seconds), and then initiates Wi-Fi setup automatically.
 - After initiating Wi-Fi Setup, you have two minutes to establish the Wi-Fi connection using your smart device.
- 5 Press **Add Speaker**.



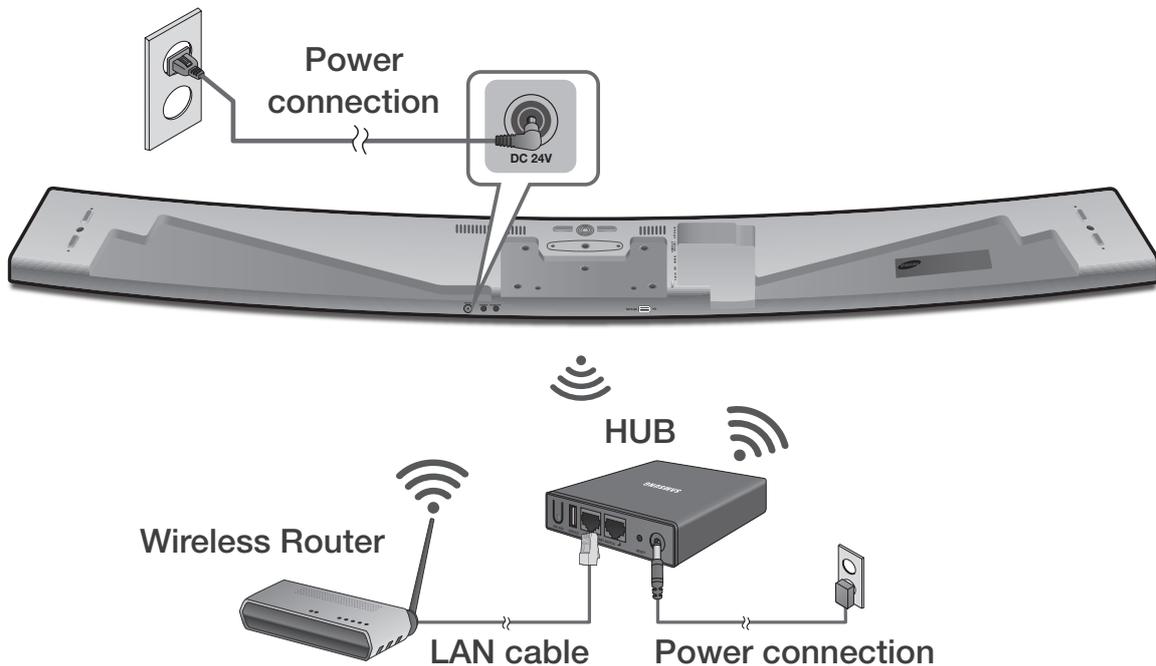
- 6 Your smart device searches for available devices. Once it finds the speaker, it attempts to connect it to your wireless network. If your network requires a password, the password prompt appears on the smart device screen. Use the on-screen keyboard to enter the password.
 - Depending on your network environment, the speaker may not connect automatically. Select and proceed with manual settings if no connectable device is found. (👉 Android pages 6~7, iOS pages 8~11)

7 Press **Connect**.

- Your additional new speaker is added.



CONNECTING TO A HUB (NOT INCLUDED)



- 1 Connect one end of the LAN cable to the **ETHERNET SWITCH** port at the back of the hub and the other end to the wireless router.
 -  • If the product is already connected to the router by wire, disconnect the LAN cable from the product and then connect the cable between the hub and router.
 - You can connect the LAN cable to any **ETHERNET SWITCH** port on the HUB.
- 2 Attach the HUB's power cord to the power port on the rear of the HUB, and then plug the power cord into an electrical outlet.
- 3 The power () and the HUB () indicators on the HUB's front turn on. When the pairing indicator () on the HUB begins to flash, plug the speaker(s) into an outlet.
If the HUB's pairing indicator does not flash, press the **SPK ADD** button on the rear of the HUB.
 -  • If you are adding multiple products, connect all the speakers to electrical outlets. If you are not connecting all the speakers, refer to pages 13~14.

4 NETWORK CONNECTED will appear on the product display window and a beep will sound once a connection is established.

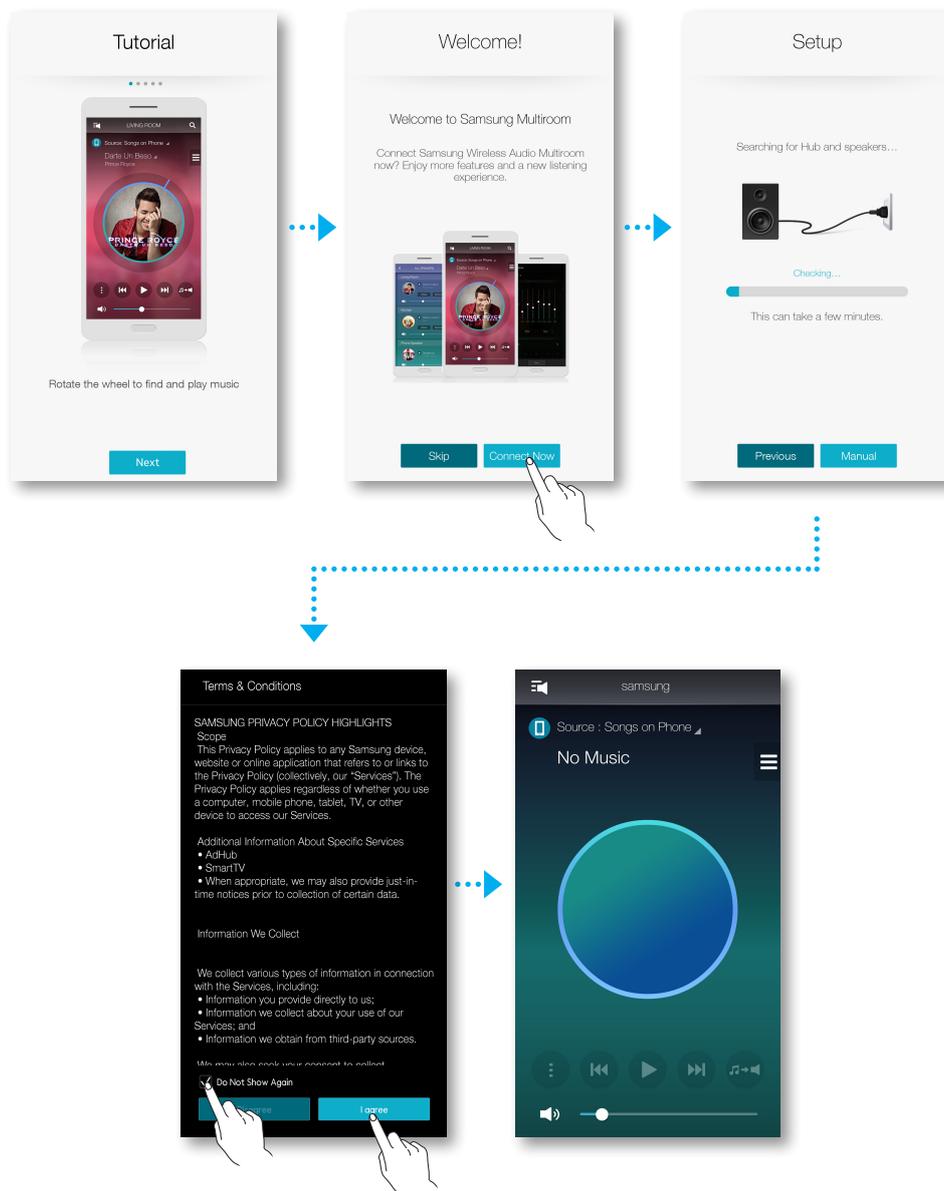


- Place each speaker at least 20 inches (50 cm) from the HUB when connecting them to the HUB.
- Your smart device cannot connect to products or the HUB if there is no wireless router.
- To confirm you have a proper connection, check the pairing indicator on the front of the HUB.
 - When you turn on the HUB for the first time, there is a 20 minute pairing period.
The pairing indicator () will blink for these 20 minutes or until pairing occurs. When you press the **SPK ADD** button to pair additional speakers, the pairing period is reduced to 10 minutes. The pairing indicator () flashes for 10 minutes or until pairing occurs. Turn on the product you want to pair with the HUB while the pairing indicator is flashing.
 - If Pairing mode is disabled, press the **SPK ADD** from the back of the hub to turn the Pairing mode on again. Then either reboot the product or press and hold the **SPK ADD** button from the back of the product for more than 5 seconds to connect the product with the hub.
- For a proper connection, connect the HUB to your router before turning on your product.
 - Connecting the speaker to the HUB may take a few minutes.
 - There will be a brief sound when the connection is established.

5 Connect your smart device to your Wi-Fi network. (The HUB and the smart device must be connected to the same router.)

6 Download the **Samsung Multiroom** app from Google Play or the App Store.

7 On your smart device, select the **Samsung Multiroom** app. Setup starts.



- 8 If the automatic setup fails, run the App again and follow the instructions in the app guide on your device to connect your product and the HUB.

● Adding the Soundbar to a hub

- 1 Press the **SPK ADD** button from the back of the hub.
- 2 Once the Pairing () indicator on the front of the hub starts to blink, connect the Soundbar you want to add to the power outlet and press the **SPK ADD** button from the back of the Soundbar for 1 second.
 - The **SPK ADD** Soundbar feature will also activate by pressing down the **WOOFER** button on the remote controller for more than 5 seconds.
 - The hub will search for and then automatically connect to a connectable Soundbar.

- 3 **NETWORK CONNECTED** will appear on the Soundbar display window and a beep will sound once a new Soundbar is connected to the hub.
 - 4 Launch the **Samsung Multiroom** app from your smart device. Proceed with connecting your speaker. (🔍 See pages 4~5)
 - The hub connected to the wireless router will be searched and then automatically connected.
- 🔧 • Change the name of the connected Soundbar from the app to easily differentiate from other Soundbars. (🔍 See page 30)

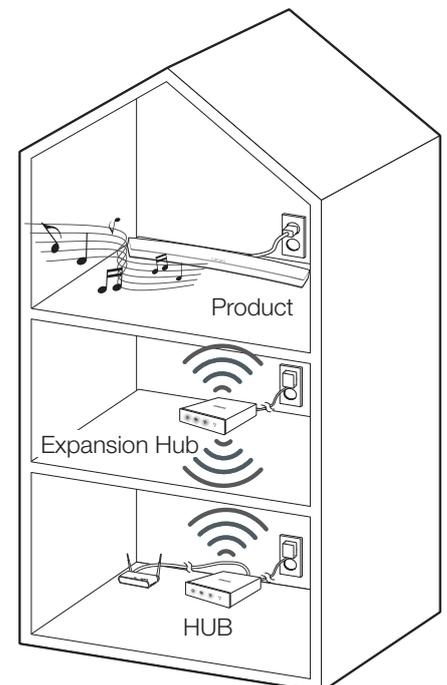
• Connecting additional hub (sold separately)

Your product and a HUB may not pair successfully if your speaker and the HUB are too far apart or are on different floors.

In such cases, you can link two HUBs together by setting the second HUB to Repeater mode. The additional HUB amplifies the signal and lets you pair your speaker to the closest HUB.

- 1 Press the **SPK ADD** button from the back of the hub connected to the wireless router for 1 second.
- 2 Plug in the new HUB you are using as an extender, and then press its **SPK ADD** button for 10 seconds.
- 3 The newly added HUB's LED indicators turn off and on, and it switches to Repeater mode.
- 4 Once the connection between the two HUBs has been established, the added HUB's (📶) indicator stops blinking.

- 🔧 • If your smart device is not connected to your wireless router with a Wi-Fi connection, your product will not appear on the **Samsung Multiroom** app.
- Place the HUB that is in Repeater mode in an appropriate location between the speaker and the HUB that is connected to the wireless router.
 - You can set only one HUB to Repeater mode.
 - The hub may not be available in several countries or regions. For purchase, please contact your nearest retailer or Samsung Service Center.



USING THE SAMSUNG MULTIROOM APP

THE APP AT A GLANCE

Check the full list of connected speakers and then press a speaker to either change or setup.

Press to change the external input source.

Press to either check the standby list or edit the playlist.

Press to use the Play menu.



Enter a keyword and then press to search for a desired music.

** This function may not be provided depending on the model.*

Press to change to another song from the current source.

Spin the wheel to search for other music.

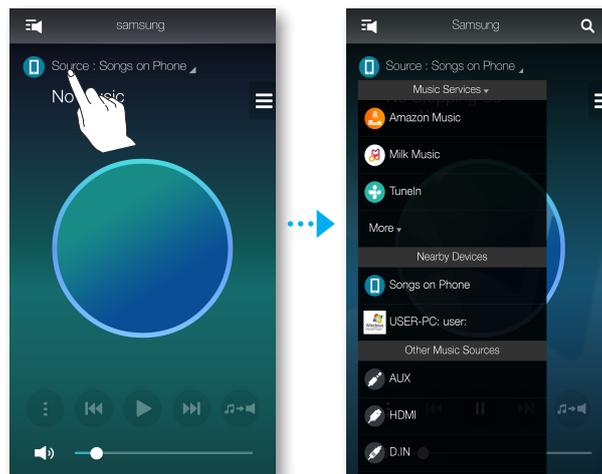
Move to Play, Pause, or Previous/Next Song.

Press to only change the speaker to listen to the music currently playing.

SWITCHING THE INPUT SOURCE

You can change the input source (Music Services, Nearby Devices, or Other Music Sources) for a selected speaker.

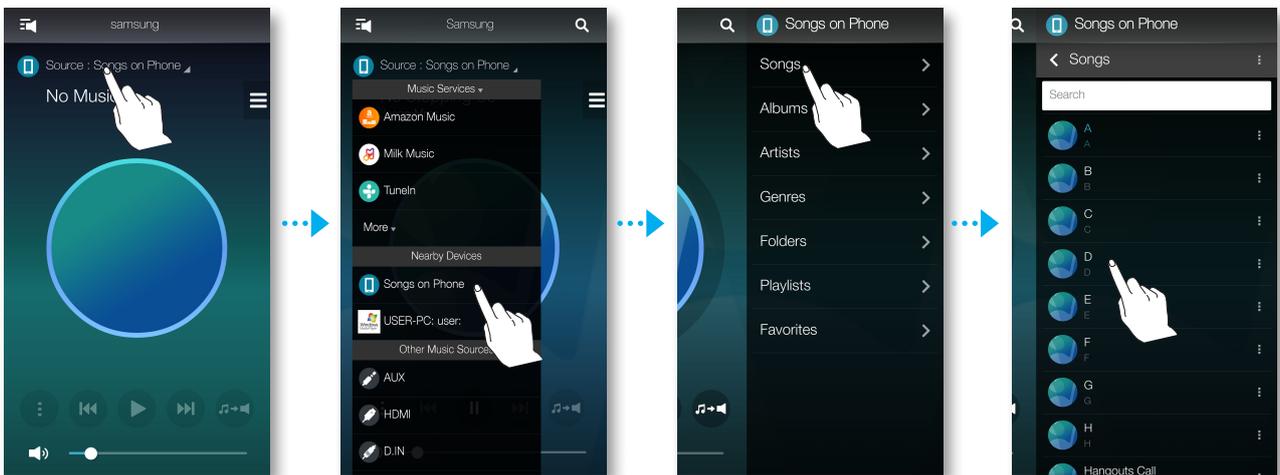
- 1 Press **Source**.
- 2 Select a source from the list of sources that appears.



PLAYING MUSIC

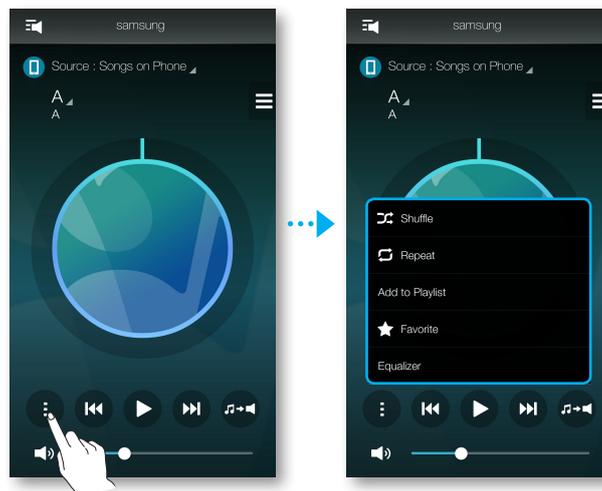
• Playing music files stored in your smart device

- 1 Press **Source**.
- 2 Select **Songs on Phone** (files stored in the smart device).
 - If the source is already set to Songs on Phone, press .
- 3 Select a category.
 - **Songs** : Lists all the music files by name.
 - **Albums** : Lists all the music files by album.
 - **Artists** : Lists all the music files by artist.
 - **Genres** : Lists all the music files by genre.
 - **Folders** : Lists all the music files by stored folder.
 - **Playlists** : Lists all the music files by playlist.
 - **Favorites** : Lists all the music files marked as favorites.
- 4 After selecting a category, find and select your desired music.



Using the playback menu

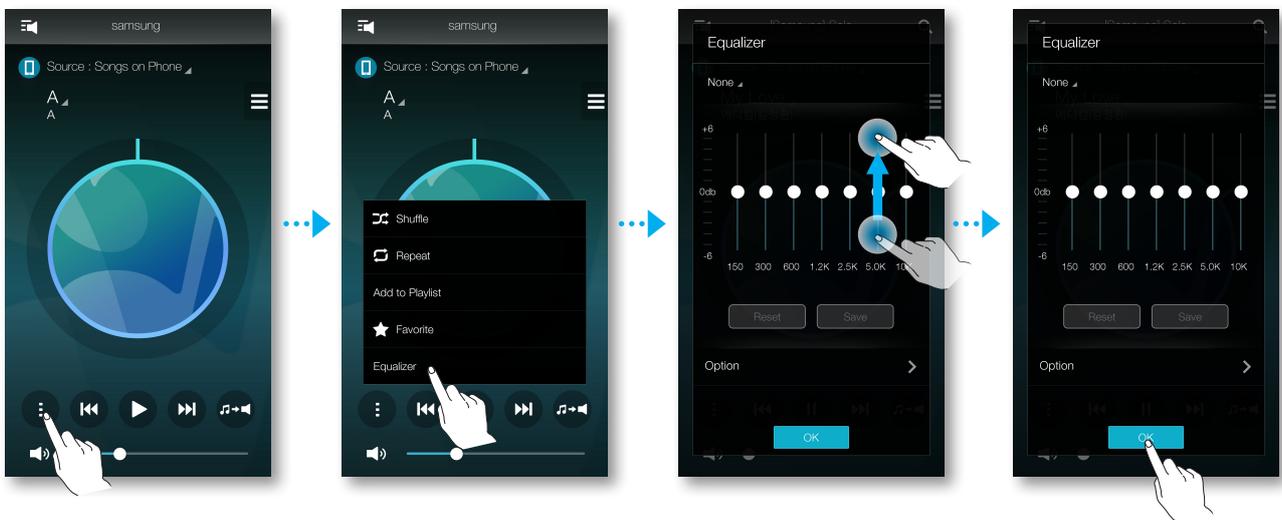
- 1 Press .
- 2 A popup menu appears. Select a function.
 - **Shuffle** : Randomly plays music files from the song queue.
 - **Repeat** : Repeatedly plays the current music file or all the music files in the song queue.
 - **Add to Playlist** : Adds the current song to a new or existing playlist.
 - **Favorite** : Adds the current song to your favorites list.
 - **Equalizer** : Lets you adjust how the speaker sounds by changing the loudness of the high, mid, and low frequency ranges.



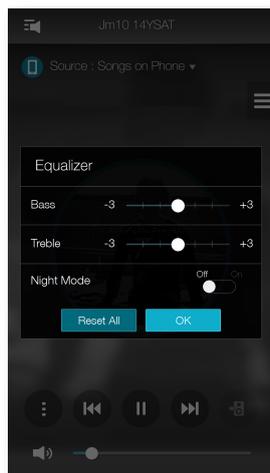
Adjusting the Equalizer

You can select factory pre-sets or create your own settings by manually adjusting the loudness of six frequency ranges.

- 1 Press .
- 2 A pop-up menu appears. Select **Equalizer**.
- 3 To adjust the frequency ranges, drag the sliders up or down.
- 4 When done, press **OK**.



<HW-H750, HW-H751 only>

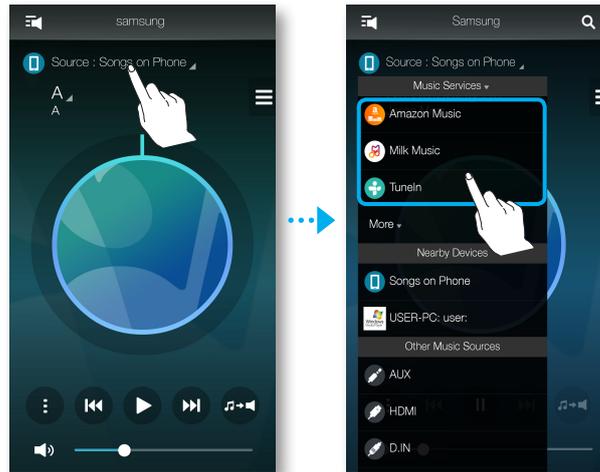


- The Equalizer is not available when speakers are grouped.

• Listening to streaming music

Listening to streaming music.

- 1 Press **Source**.
- 2 From **Music Services**, select a service.



- Depending on your region or the manufacturer of your smart device, supported content services may differ.
- You cannot initiate a subscription to a service using your smart device. To use a for-pay service, first subscribe to the service through your computer.

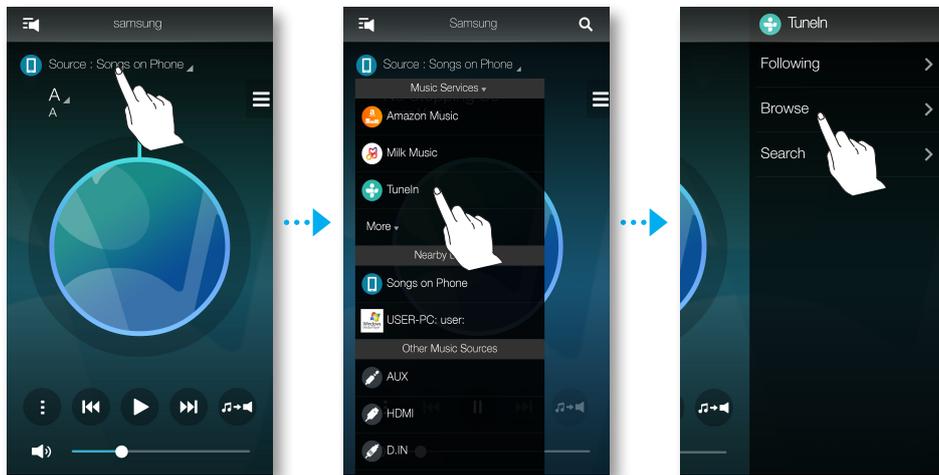
• Listening to music from nearby devices

You can listen to music stored on another device, such a PC, tablet, or smart phone, that is connected to the same network.

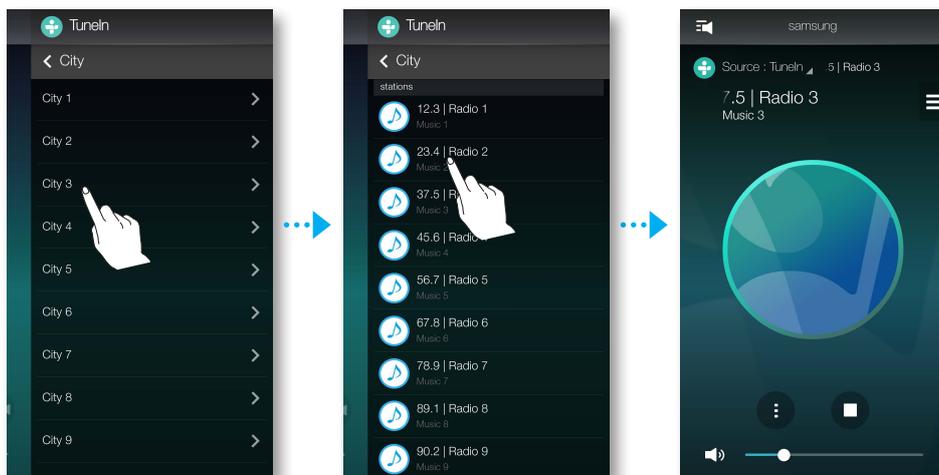
- 1 Press **Source**.
- 2 From **Nearby Devices**, select a device.
- 3 You can play music files stored in the device you selected through the product.

LISTENING TO INTERNET RADIO

- 1 Press **Source**.
- 2 Select **TuneIn**.
- 3 Select a category.
 - **Following** : Shows the list of stations added to the preset list or marked by you as stations you are following. By default, 3 radio stations are displayed in the preset list.
 - **Browse** : Lists all supported Internet radio stations.
 - **Search** : Allows you to search for an Internet radio station using keypad input.



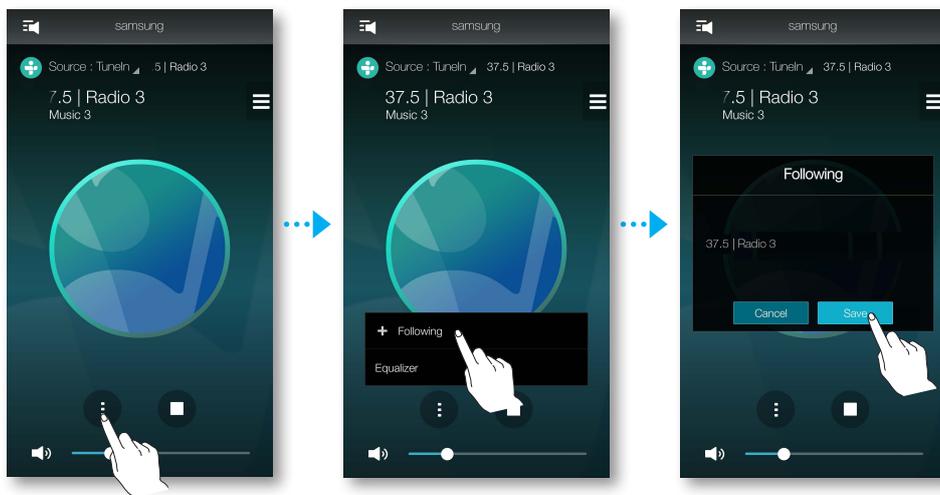
- 4 After selecting a category, then find and select a station.



• Following a station

You can add a station to the **Following** list.

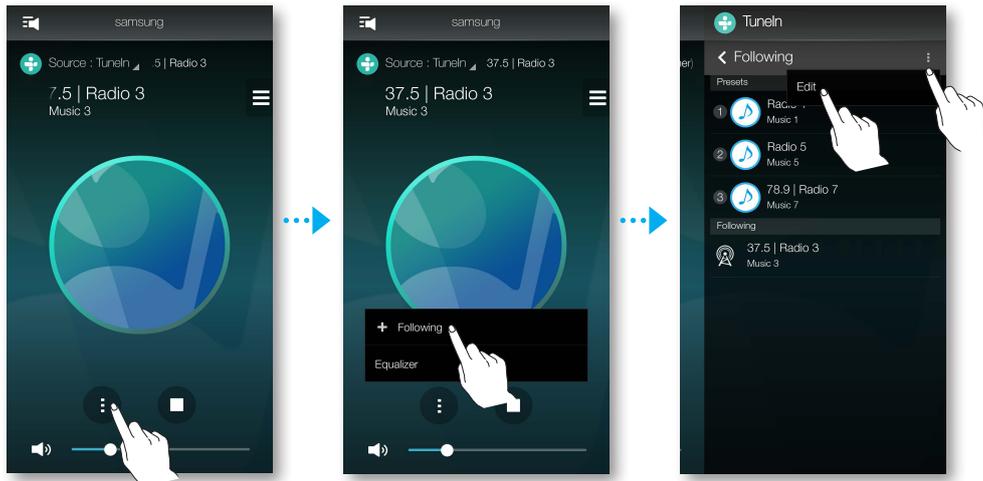
- 1 Select a station, and then press the .
- 2 A popup menu appears. Select **+Following**.
- 3 Press **Save**.
 - The station you are currently listening to is added to the **Following** list.



• Setting presets

You can add an Internet radio station you are following to the preset list or re-arrange the order of the list.

- 1 Press  to display a popup menu, and then select **+Following**.
- 2 Press , and then press **Edit**.



- 3 Touch, hold, and then drag the desired station from **Following** to **Presets**.
- 4 To finish editing, press **Done**.

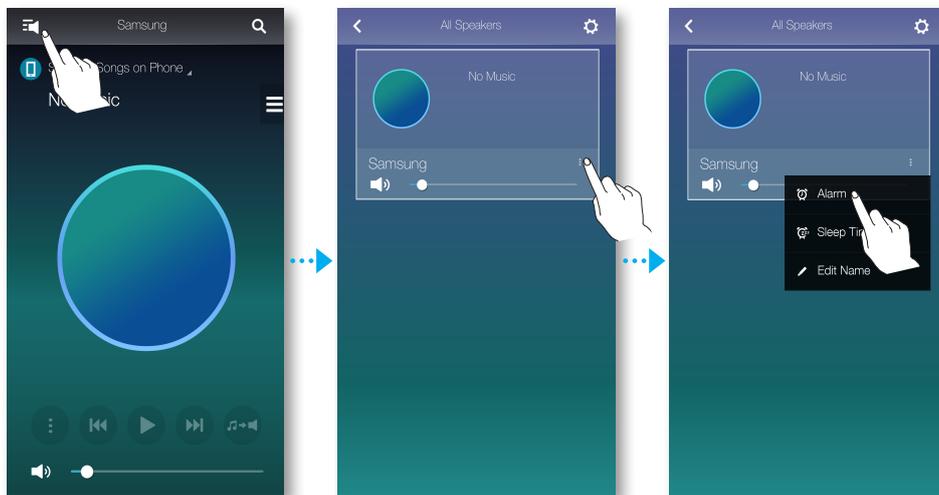


SETTING UP THE SPEAKER

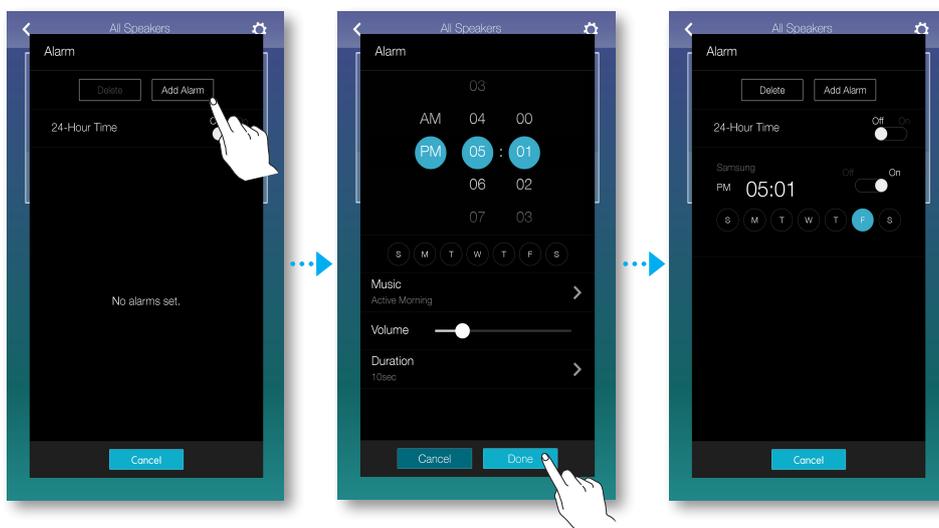
● Setting up the alarm

You can listen to sound services or radio broadcast channels at a specified time from a selected speaker.

- 1 Press  to view the list of all speakers.
- 2 Press  from a desired product and then press **Alarm** from the popup menu that appears.



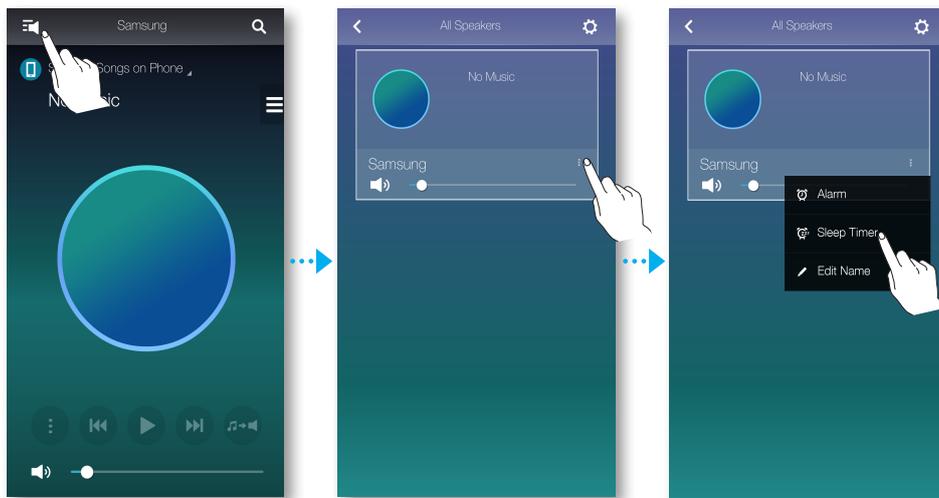
- 3 Press **Add Alarm** from the alarm list.
- 4 Press **Done** after setting up detail settings.



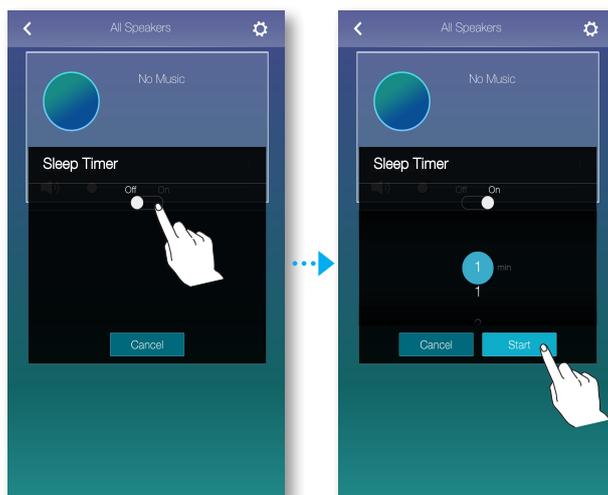
• Setting up bedtime

You can setup the speaker to automatically turn off a selected speaker after a specified time has elapsed.

- 1 Press  to view the list of all speakers.
- 2 Press  from a desired product and then press **Sleep Timer** from the popup menu that appears.



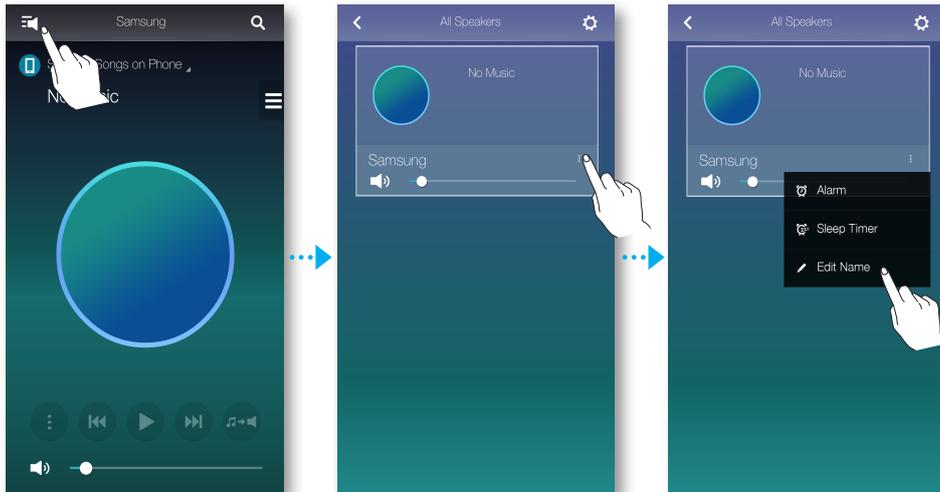
- 3 Select **On** and then setup a scheduled time.
 - You can set up to 90 minutes in minute units.
- 4 Press **Start**.



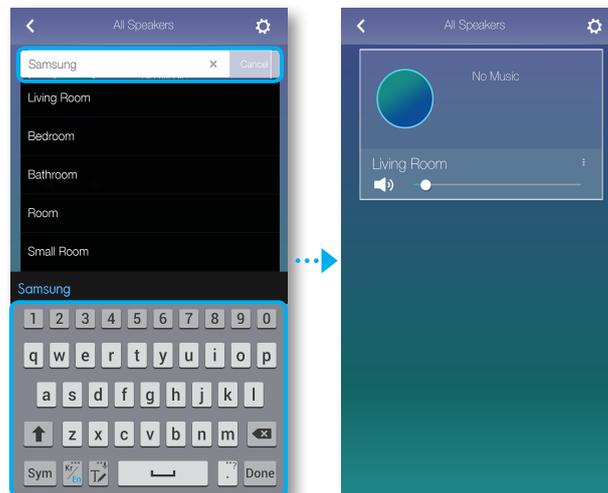
• Renaming product

You can change the name of the connected product.

- 1 Press  to view the list of all speakers.
- 2 Press  from a desired product and then press **Edit Name** from the popup menu that appears.

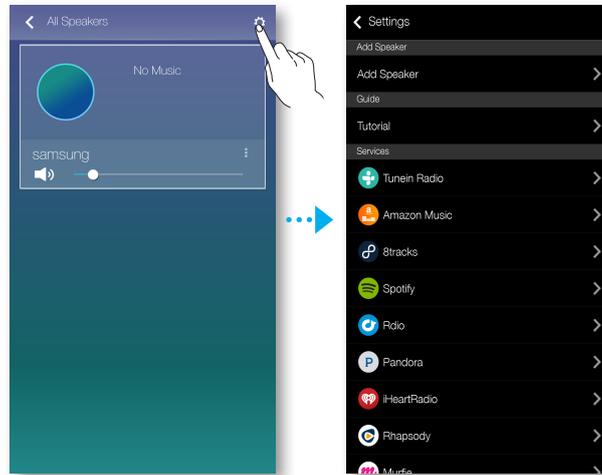


- 3 Either select a preset name from the list or use your keyboard to enter a desired name.



USING THE SETTINGS MENU

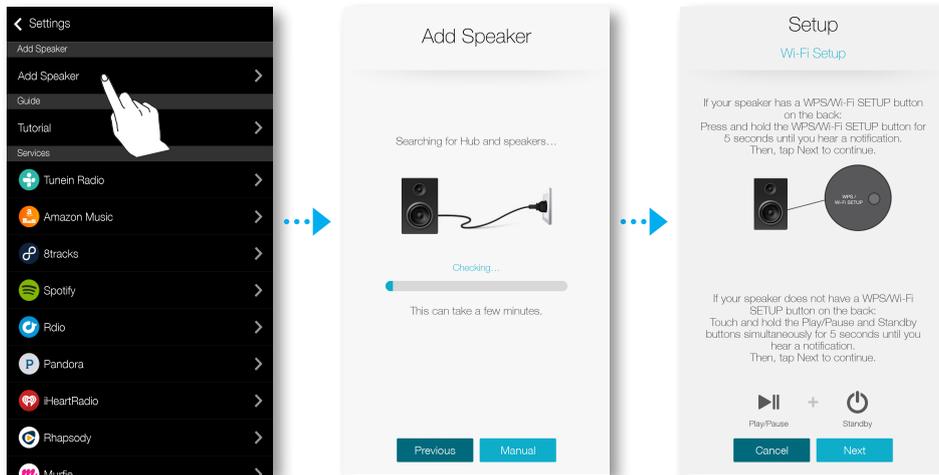
1 Press .



- **Add Speaker**

Add Speaker

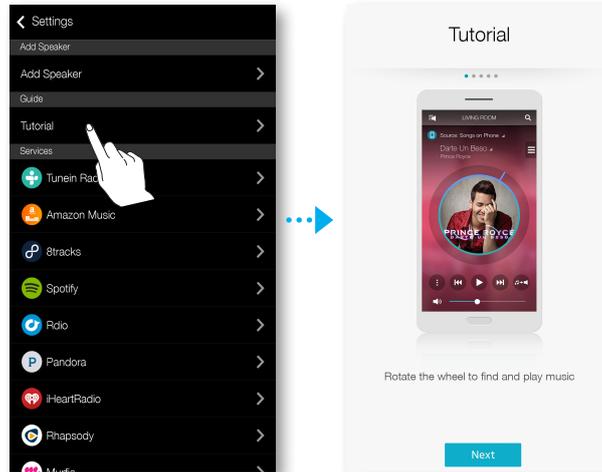
You can connect multiple Samsung speakers to the app.



• Guide

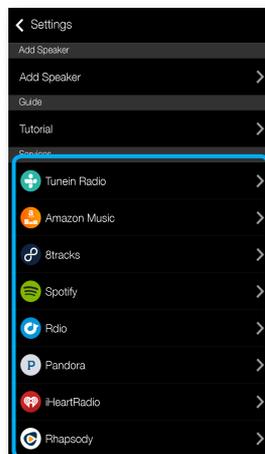
Tutorial

Select the **Tutorial** to learn how to use the app.



• Services

Displays a list of available services.

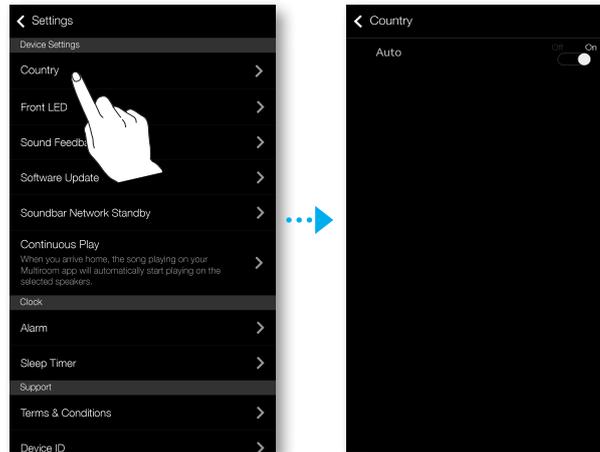


- Depending on your region or smart device manufacturer, supported content services may differ.
- You cannot initiate a subscription to a service using your smart device. To use a for-pay service, first subscribe to the service through your computer.

• Device Settings

Country

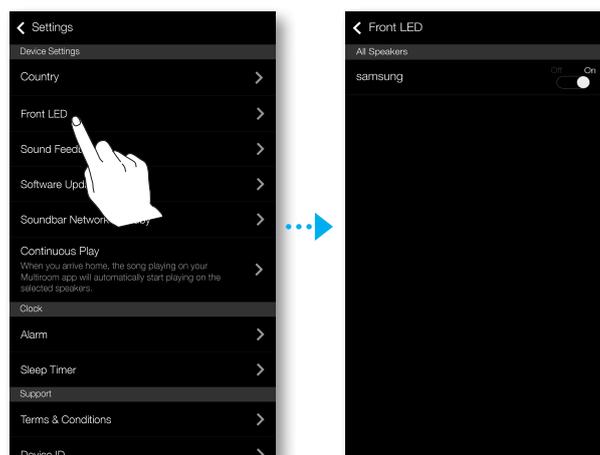
You can select the **Country**.



- Changing the country changes the available services. However, these services will not work if they are not available in the country you are located in.

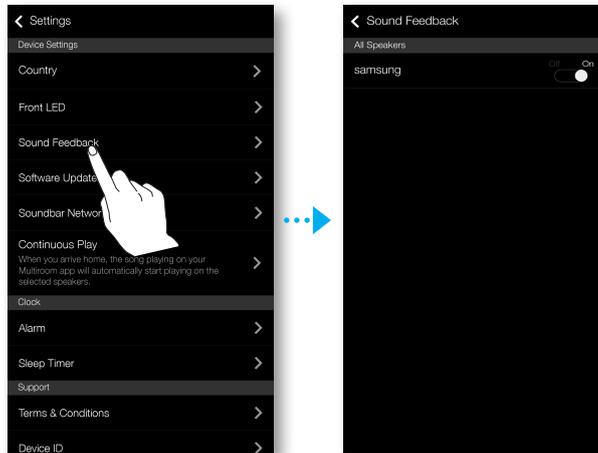
Front LED

- **Off** : Turns off the product's **Front LED** indicators.
- **On** : Turns on the product's **Front LED** indicators.



Sound Feedback

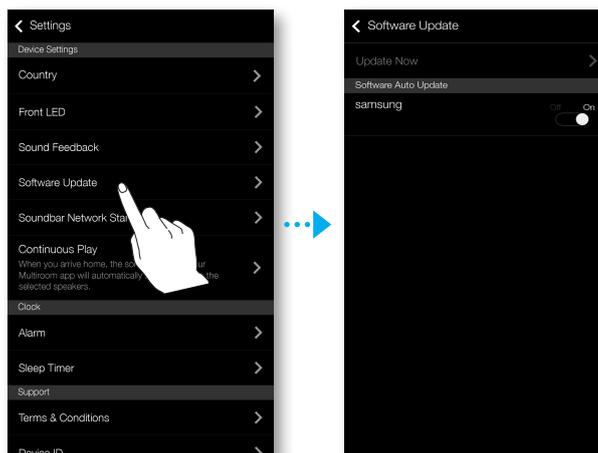
- **Off** : Turns off **Sound Feedback**.
- **On** : Turns on **Sound Feedback**.



Software Update

Shows the product's current software version and lets you turn auto update on or off.

- **On** : When on, automatically updates the software when new firmware is released.
- **Off** : Turns off the auto update function.



- Auto update is available when your product is connected to a network and the **Software Auto Update** function is set to **On**.



- We strongly recommend that you set Software Update for all your Samsung products to **On**. Problems with networked functions (such as Group Play) may otherwise occur due to incompatibility issues when a variety of software versions is used on linked products.
- **Software Auto Update** will only update the speaker when the speaker is in standby mode.
To manually place the speaker in standby mode.
 - 1) Set the **Software Auto Update** to **On**.
 - 2) Press the **SPK ADD** button from the back of the product for 5 seconds.
The software will automatically update after the product reboots.

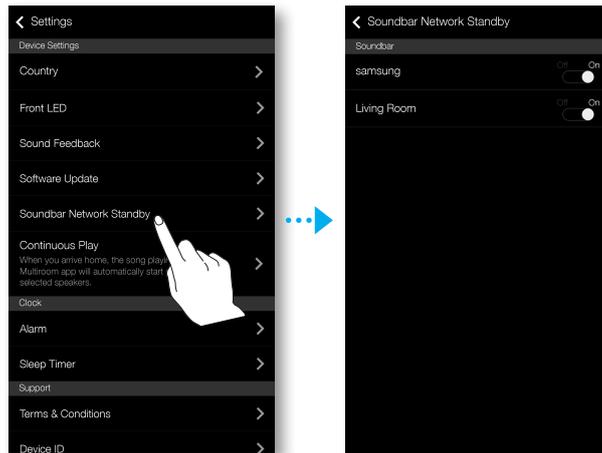
Update Now

You can update your speaker's software manually using **Update Now**.

- 1 Press .
- 2 Select **Software Update**.
- 3 Select **Update Now**.
- 4 **Update Now** searches for a current software update. If an update is available, it will download and install the update on your speaker. If you already have the most current software on you speaker, **Update Now** displays "Latest version already installed."

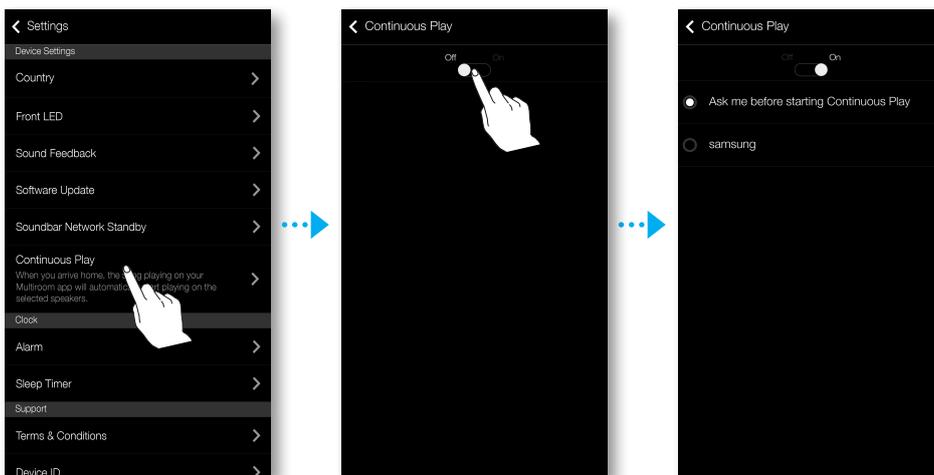
Soundbar Network Standby

You can turn the **Soundbar Network Standby** mode of the connected speaker on or off. As long as the Soundbar Network Standby mode is enabled even if the speaker power is off, the provided power auto on feature will allow the speaker to be turned on automatically when a speaker is selected or alarm is setup.



Continuous Play

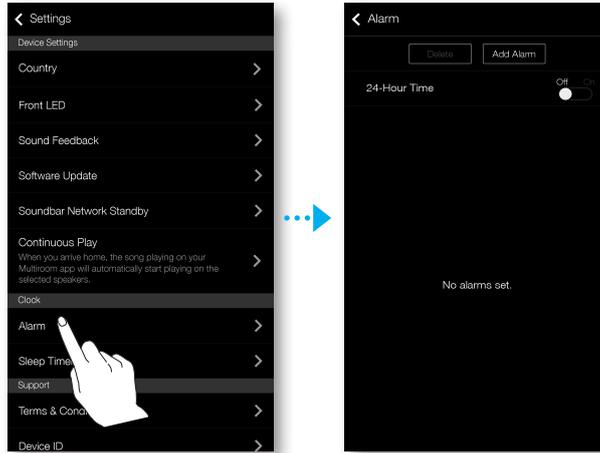
When Continuous Play is on, music you are listening to on mobile device through the Multiroom app will automatically play on your product when you come within range of your router. For example, if you are listening to a song on your mobile device outside, and you have Continuous Play on, that song will automatically start playing on your product when you go inside and get within range of the router.



• Clock

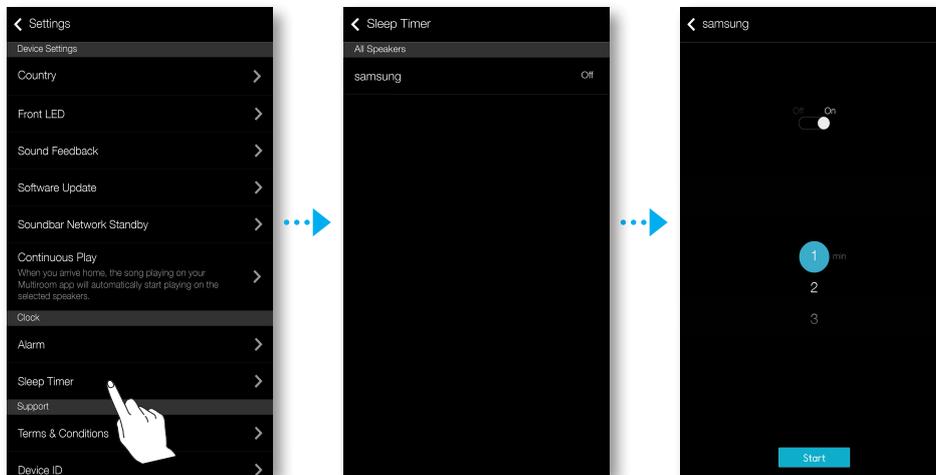
Alarm

Lets you set the **Alarm**.



Sleep Timer

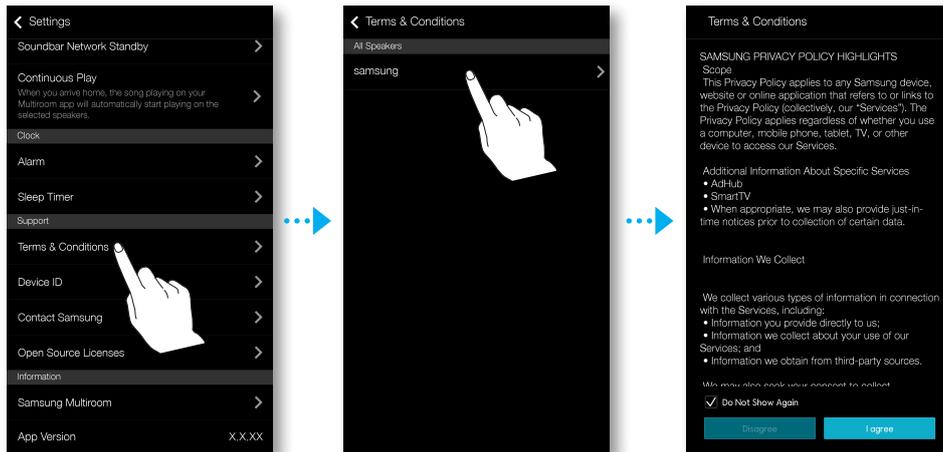
Lets you set the **Sleep Timer**.



• Support

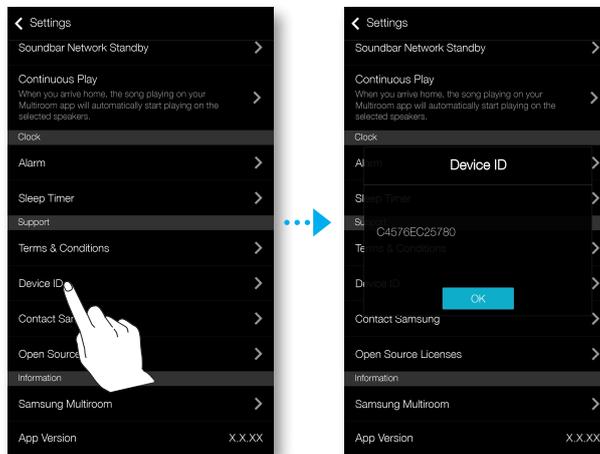
Terms & Conditions

You can check the full contents of the user agreement of all connected room speakers or Soundbars.



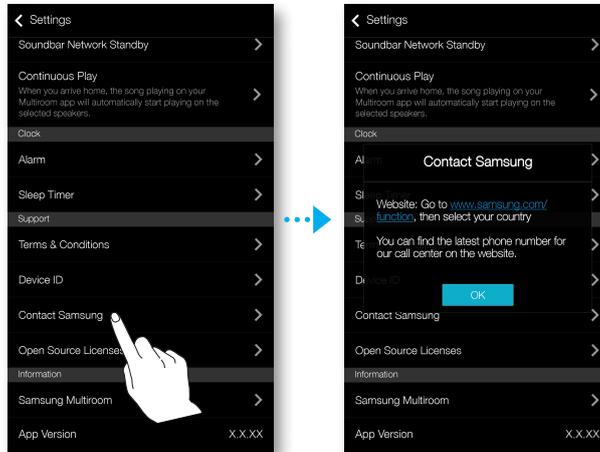
Device ID

Lets you check the **Device ID**.



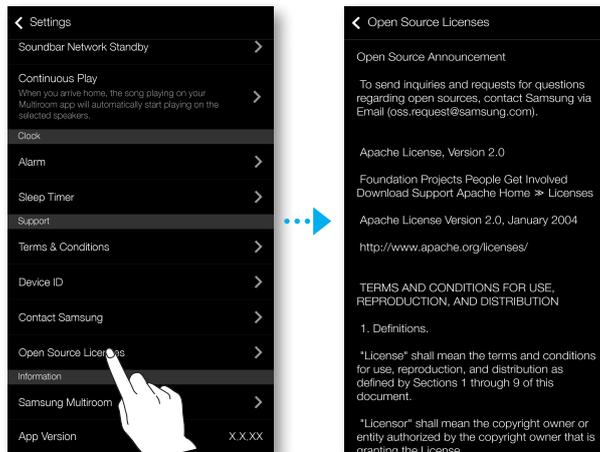
Contact Samsung

Provides a link to the Samsung website.



Open Source Licenses

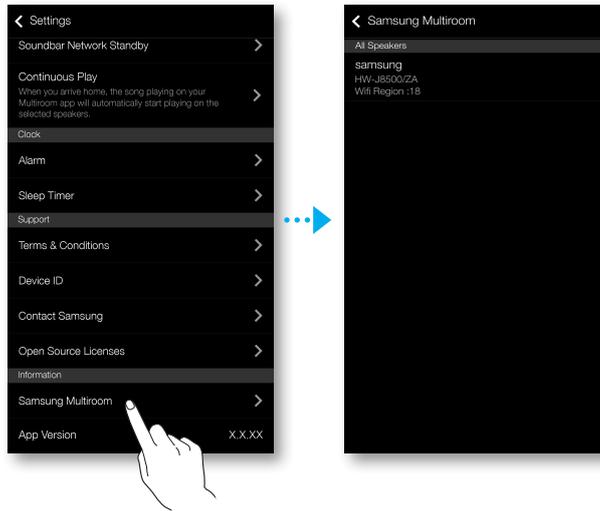
Lets you view the **Open Source Licenses**.



• Information

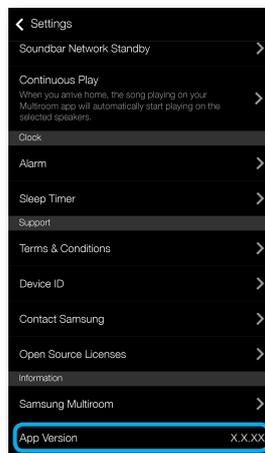
Samsung Multiroom

Allows you to check the version number of the speaker.



App Version

Allows you to check the **Samsung Multiroom** app version.

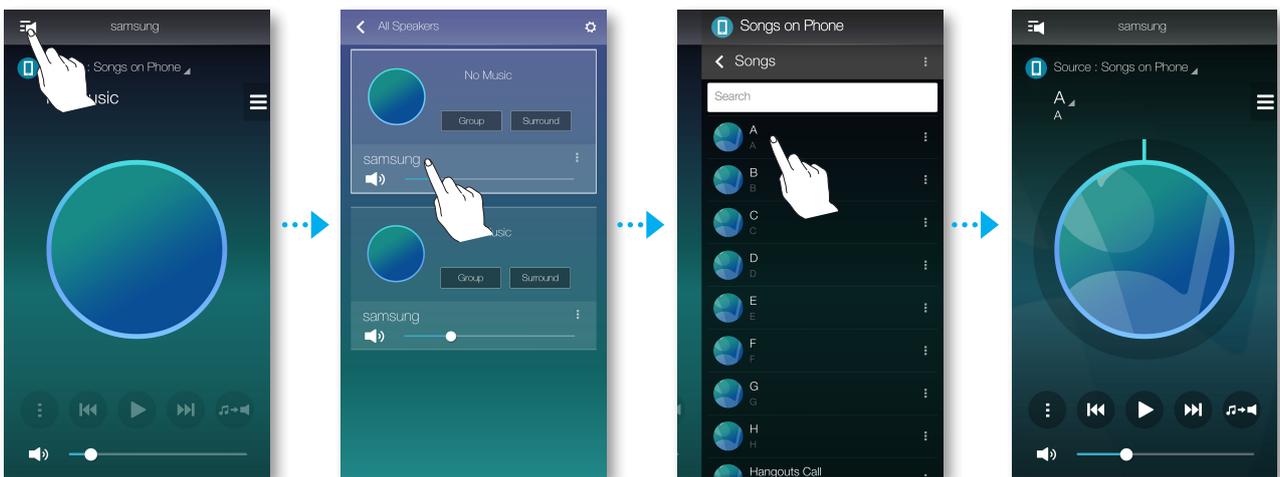


SELECTING ONE SPEAKER OR MULTIPLE SPEAKERS

SELECTING A SPEAKER TO USE

You can select a speaker from among the connected speakers to play music through and select the input source and music files to play.

- 1 Press  to go to the list of all speakers.
- 2 Select a speaker.
- 3 If no input source is assigned to the selected speaker, the music files stored in the smart device are listed. Select the desired music file to play.
 - The selected speaker plays the music.



• Selecting another speaker for playback

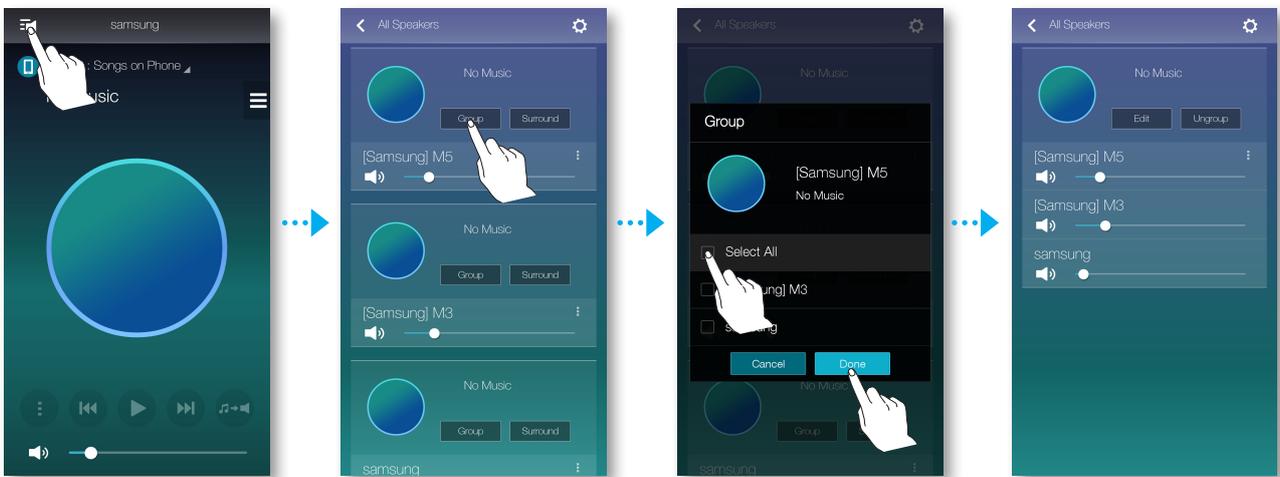
Use this function to assign the currently playing input source to another speaker.

- 1 From the playback screen, press .
- 2 Select a speaker.

GROUPING MULTIPLE SPEAKERS

You can group multiple speakers into one group that plays the same music. Grouping is available only when multiple speakers are connected to the same network.

- 1 Press  to go to the list of all speakers.
- 2 Press **Group**.
- 3 Select other products to add into the group, and then press **Done**.

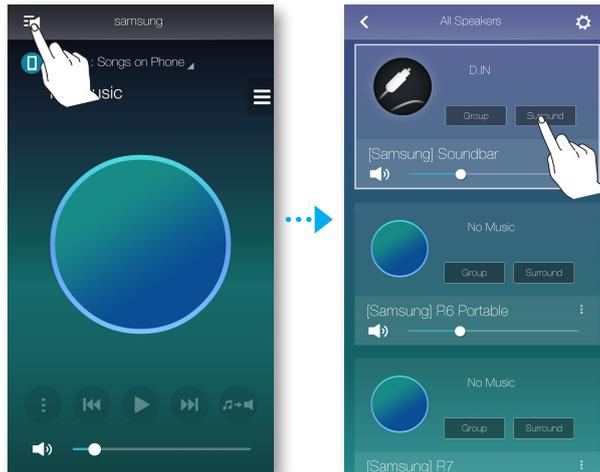


- Group playback is not available for Bluetooth and TV SoundConnect, AUX IN connections.
- A speaker can be added to one group only.

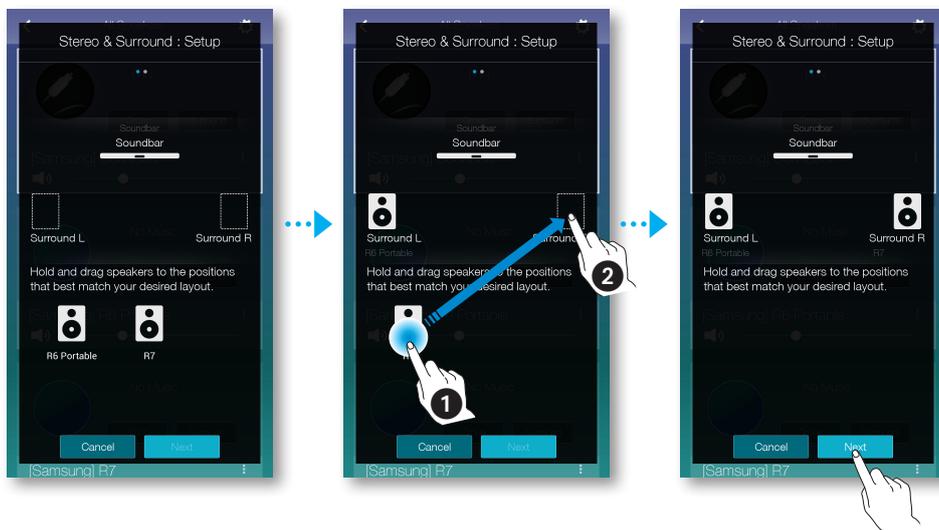
SETTING THE SURROUND SOUND MODE

You can configure multiple products for a surround sound effect.

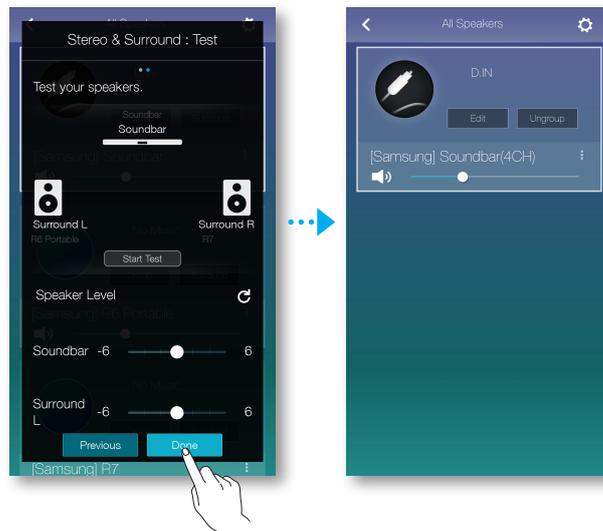
- 1 Press  to go to the list of all speakers.
- 2 Press **Surround**.



- 3 Press and hold a speaker icon, drag it to the desired place, and then select **Next**.



4 Test the speakers, adjust their decibel level, and then press **Done**.



- The **Surround** mode works only in the HDMI or D.IN modes of the Soundbar.
- Additional multi-room speakers are required to operate the **Surround** mode and additional multi-room speakers are sold separately.
- The **Surround** mode may be canceled automatically if the network connection is unstable.
- When enabling the Surround Sound mode, we recommend that you set the same volume levels for the speakers you assign to **Front L** and **Front R**.

USING MISCELLANEOUS FUNCTIONS

PLAYING MEDIA CONTENT SAVED ON A PC

• **Wireless Audio - Multiroom for Desktop**

To play iTunes music files and other shared PC music files through your product, install the **Wireless Audio - Multiroom for Desktop** program.

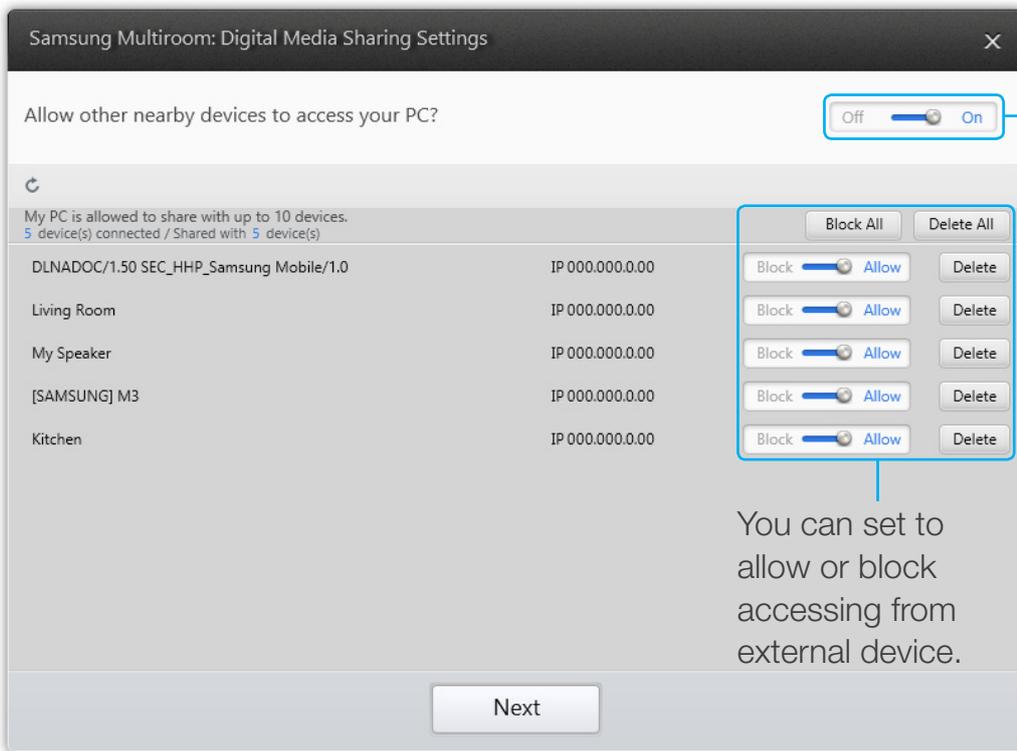
To download the Wireless Audio - Multiroom for Desktop program and install it, visit www.samsung.com, and then select **Owners & Support > Manuals & Downloads**. Enter the name of your product in the search field, and then select the name from the drop down list. On the screen that appears, select **Manuals & Downloads**. Under Downloads, select **More**.



- The PC containing the shared folders and your product must be connected to the same wireless router.
- If the connected Windows PC or the Mac switches to display-off mode, power saving, or hibernation mode, the App will stop.
- If the firewall of the Windows computer is activated, the App may not work. If this occurs, deactivate the the Windows firewall and any other firewalls that are active.
- The *.pkg file is for Mac while *.msi is for Windows installation. Download the appropriate file for your computer and install it.
- Supported OS: Windows 7 or higher, Mac OS X 10.7 or later.

To use the Wireless Audio Multiroom for Desktop program after you have installed it, follow these steps:

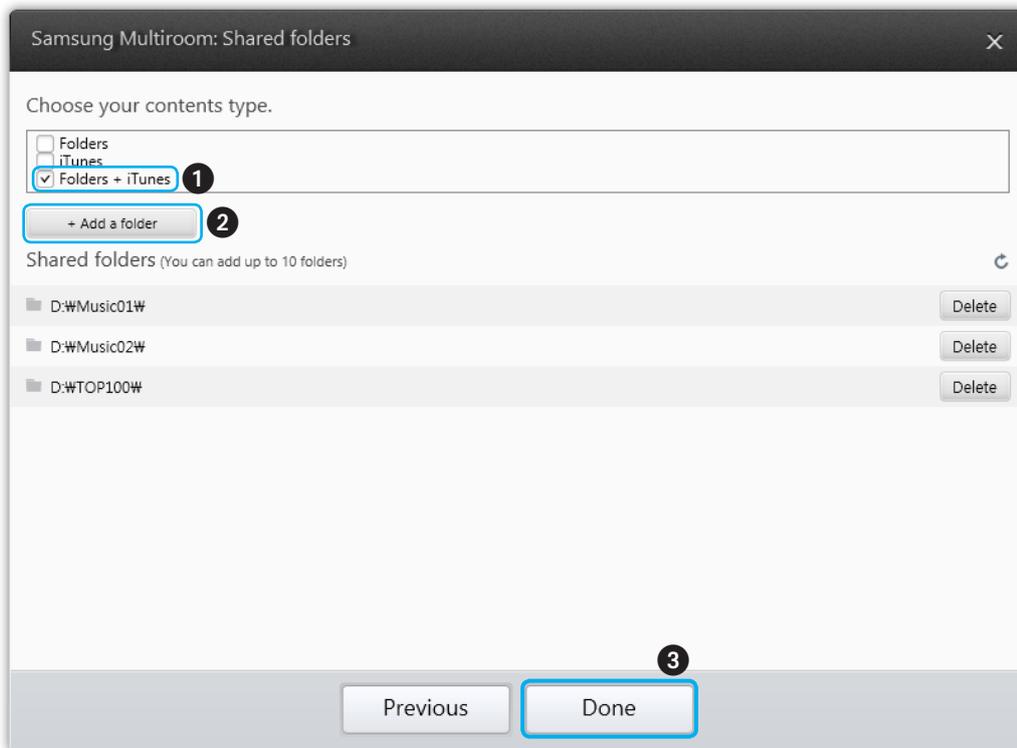
- 1 Double click the program's icon on the PC's desktop.
- 2 Select **Next** to set the shared folders.



Wireless Audio - Multiroom for Desktop: Off, On

You can set to allow or block accessing from external device.

- 3 Select the content type and add the selected folder to the shared folders list. After sharing folders, make sure to press the **Done** button.



- 4 On your smart device, open the **Samsung Multiroom** app.
- 5 Select **Source > Nearby Devices**, and then select your PC. The shared PC folders and music files are displayed. (For further details, refer to page 24)
- 
 • After adding to or changing the contents of shared folders, make sure to press the  button.
 If you don't press the  button, the files shared by your computer may not displayed in the **Samsung Multiroom** app.

TROUBLESHOOTING

Refer to the table below when 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).

The unit will not turn on.

- | | |
|--|---|
| <ul style="list-style-type: none"> • Is the power cord plugged into the outlet? | <ul style="list-style-type: none"> → Connect the power cord to the outlet. |
|--|---|

No sound.

- | | |
|---|---|
| <ul style="list-style-type: none"> • Is the Mute function on? • Is the volume set to minimum? | <ul style="list-style-type: none"> → Press the Mute button to cancel the function. → Adjust the Volume. |
|---|---|

The HUB doesn't work properly.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Is the HUB plugged in? • Is the LAN cable connected to the wireless router and the HUB properly? • When the Hub is plugged in, do the HUB's front indicators show it's operating properly? | <ul style="list-style-type: none"> → Plug in the HUB. → Connect the LAN cable to an ETHERNET SWITCH port on the back of the HUB and to your wireless router. → Reset the HUB. → If you experience troubles with connecting the HUB and Soundbar, try relocating the Soundbar so that the Soundbar is closer to the wireless router or HUB. |
|--|--|

The Multiroom app doesn't work properly.

- Does an error occur when accessing the app?
 - Make sure your smart device is compatible with the app.
 - Make sure the app is the latest version.
 - If used with a HUB
 - Make sure the HUB and the smart device are connected to same router.
 - Make sure the HUB's indicator LED's show that it is working correctly.
 - If you experience troubles with connecting the HUB and Soundbar, try relocating the Soundbar so that the Soundbar is closer to the wireless router or HUB.

Soundbar doesn't work properly

- | | |
|---|---|
| <ul style="list-style-type: none"> • Is the Soundbar plugged in? | <ul style="list-style-type: none"> → Check whether the Wi-Fi router you're using had been certified for Wi-Fi. → Unplug the Soundbar, plug it back in, and then reconnect it to the router. → If used with a HUB <ul style="list-style-type: none"> - Make sure the smart device and the HUB are connected to the same Wi-Fi network. - Make sure the HUB's indicator LED's show that it is working correctly. - If the problem persists, reset the HUB. - Unplug, then plug in the HUB. Then, unplug and plug in the Soundbar. - If you experience troubles with connecting the HUB and Soundbar, try relocating the Soundbar so that the Soundbar is closer to the wireless router or HUB. |
|---|---|

I cannot group speakers.

- | | |
|--|---|
| <ul style="list-style-type: none"> • Is the product connected to the network via Wi-Fi? | <ul style="list-style-type: none"> → If the product is connected to the network via Bluetooth, TV SoundConnect, or AUX IN, you cannot use the group speakers function. |
|--|---|



- If the problem persists, consult the service center for troubleshooting.



QUESTIONS OR COMMENTS?

COUNTRY	CALL	OR VISIT US ONLINE AT	WRITE
U.S.A	1-800-SAMSUNG (1-800-726-7864)	www.samsung.com/us/ support	Samsung Electronics America, Inc. 85 Challenger Road Ridgefield Park, NJ 07660