

# Soundbar

## NEW JUKE BAR

# 11000



User Manual

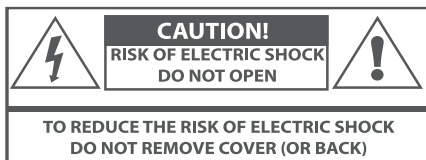
[www.zebronics.com](http://www.zebronics.com)

## Important Safety Instruction:

**Dear Customer,**

Thank you for purchasing the **ZEB-JUKE BAR 11000** Soundbar. Please read this user manual carefully and keep for future reference.

### Warning



### Caution:

- To reduce the risk of electric shock, do not dismantle the product and do not expose the device to rain or moisture. No user-serviceable parts inside.
- Refer servicing to qualified personnel only.
- Plug on the power cord is used as disconnect device, the disconnect device shall be easily accessible.



The lightning flash within an equilateral triangle is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute an electric shock to a person or persons.



Important! This symbol alerts you to read and observe important warnings and instructions on the unit or in this manual.

**Notice:**

- To prevent possible hearing damage, do not listen at high volume levels for long time periods or a sudden high volume level.
- Never use the device unsupervised! Switch off the device whenever you are not using it, even if not using it only for a short while.
- The device is not intended to be operated by means of an external timer or separate remote control system.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.



- Before operating this system, check the voltage of this system to see if it is identical to the voltage of your local power supply.
- The unit should not be impeded by covering the ventilation opening with items such as newspaper, table-cloths, curtains etc. Make sure that there are at least 20 cm of space above and at least 5 cm of space on each side of the unit.
- The device must not be exposed to dripping or splashing liquid, no objects filled with liquids such as vases, should be placed on the device.
- To prevent fire or shock hazard, do not expose this equipment to direct heat, rain, moisture or dust.
- Do not position this unit near any water sources e.g. taps, bathtubs, washing machines or swimming pools. Ensure that you place the unit on a dry, stable surface.
- Do not place this soundbar close to a strong magnetic field.
- Do not place the soundbar on a amplifier or receiver.
- Do not place this soundbar in a damp area as the moisture will affect the life of electric components.
- Do not attempt to clean the soundbar with chemical solvents as this might damage the finish. Wipe with a clean, dry or slightly damp cloth.

## **Preparation for Use**

### **Unpacking and Set Up:**

- Remove the Sound bar from the carton and remove all packing material from the Sound bar. Save the packing material, if possible, in case the Sound bar ever needs to be serviced or transported.
- The original carton and packing material is the only safe way to pack your Sound bar to protect it from damage in transit.
- Remove any descriptive labels or stickers on the front or top of the cabinet. Do not remove any labels or stickers from the back or bottom of the cabinet.
- Place your Sound bar on a level surface such as a table, desk or shelf, convenient to an AC power socket, out of direct sunlight, and away from sources of excess heat, dirt, dust, moisture, humidity or vibration.
- Unwind the Line cord connecting the AC adapter and extend it to its full length.

### **Protect Your Furniture:**

This model is equipped with non-skid rubber 'feet' to prevent the product from moving when you operate the controls. These 'feet' are made from non-migrating rubber material specially formulated to avoid leaving any marks or stains on your furniture. However certain types of oil based furniture

polishes, wood preservatives, or cleaning sprays may cause the rubber 'feet' to soften, and leave marks or a rubber residue on the furniture. To prevent any damage to your furniture we strongly recommend that you purchase small self-adhesive felt pads, available at hardware stores and home improvement center everywhere, and apply these pads to the bottom of the rubber 'feet' before you place the unit.

### **Power Source:**

This soundbar is designed to operate in AC 220-240V 50/60Hz.

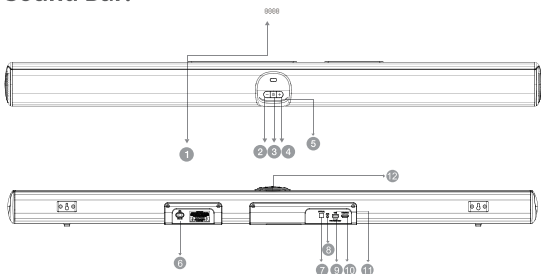
### **Pair up Soundbar with Wireless Surround Speaker and Wireless Subwoofer:**

- Connects ZEB-JUKE BAR 11000 soundbar system to power supply, soundbar system will be in standby mode “—” will be displayed on main soundbar, blue LED indicator on the rear of wireless surround speaker and on the bottom plate of wireless subwoofer is slowly flashing, means main soundbar now is not pairing with wireless surround speaker and wireless subwoofer.
- Press STANDBY button on main soundbar or on remote control to power on, press INPUT button to select AUX input mode.

- ✂ button on the remote control, "PAIR" will be displayed on main soundbar. Meanwhile press and hold PAIR button on the rear of wireless surround speaker and on the bottom plate of wireless subwoofer until you see LED indicator on the rear becomes quickly flashing, they are now in pairing mode.
- After about 20-30 seconds, the blue LED indicator on the rear of wireless surround speaker and on bottom plate of wireless subwoofer will stop flashing and remain blue to confirm a successful pairing with the main soundbar.
- The units now will be able to pair automatically after this initial successful pair, even if they are switched off and on again.

# Product Representation

## Sound Bar:



1 DISPLAY PANEL.

2 — Volume: Decrease the volume.

3 ⏻ Standby: standby mode to power on/off, Short press again Select an input source for the Soundbar.

4 + Volume: Increase the volume.

5 Light

6 AC IN: Connect to power supply.

7 OPTICAL: Connect to an optical audio output on TV or digital devices.

8 LINE IN: Auxiliary Audio input from Mp3/DVD/Phone/set-top box devices.

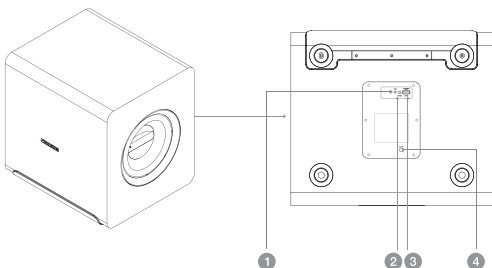
9 FOR UPDATE: Upgrade software of this product.

10 TV(eARC): Connect to TV(eARC/ARC)

11 USB: Connect USB flash drive to the USB port on the soundbar.

12 Portable remote

## SubWoofer:



1 LED indicator: It indicates pairing between the soundbar to the subwoofer.

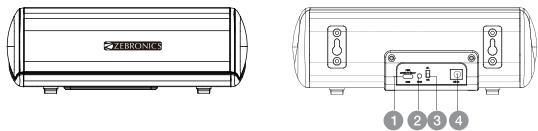
2 Pair: when subwoofer disconnect soundbar  
(1) press the button in short time to wake up the led  
(2) press the button more than 2 seconds for subwoofer to reconnect soundbar.

3 USB Port (CAN'T PLAY ANY MUSIC, FOR SOFTWARE UPGRADE ONLY)

4 AC IN

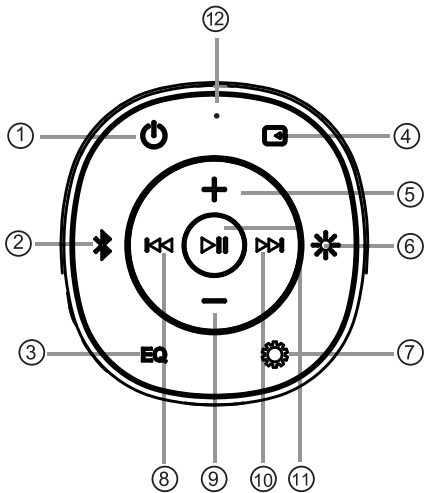


# Rear Satellite:



- 1 FOR UPDATE ONLY(FOR SOFTWARE UPGRADE ONLY)
- 2 Pair: when surround disconnect soundbar  
(1) press the button in short time to wake up the led  
(2) press the button more than 2 seconds for satellite to reconnect soundbar.
- 3 Wireless Surround SL or SR out (wireless surround Channel is fixed, when end user's power socket position isn't matched, please switch button from rear of surround speaker to exchange channel position.)
- 4 DC IN

# Remote Control:



## How to pair the portable remote to soundbar

1. For the ZEB-JUKE BAR 11000 remote control, press the power button to turn on the soundbar. The blue LED indicator will begin flashing and should establish a connection with the main unit within approximately 3 seconds.

2. The ZEB-JUKE BAR 11000 remote control retains the ID of the last paired soundbar after the initial connection. To pair the same remote control with a different soundbar, press and hold the Input button on the remote to clear the existing pairing. The remote will then automatically search for and connect to the next available soundbar.

1.  : Standby mode for power on/off.

2. PAIR: -On AUX mode, press and hold button more than 2 seconds for pairing wireless surround to main soundbar.

(If wireless surround is under connection with main soundbar, there is non-function to press and hold this button on AUX mode) -On Bluetooth mode, press and hold button more than 2 seconds for bluetooth device pairing or reconnect last paired bluetooth device.

INFO: Press button In short time to check signal format on TV(eARC)/Optical mode base on device with Dolby decoder.

3. EQ: Press this button in a short time to toggle EQ mode from Music to Movie, News, Sports mode; Press and hold the EQ button to toggle SURROUND ON/OFF.

4. INPUT: Press Input button to select input source: AUX, USB, TV(eARC), Optical, Bluetooth.

5. Volume+: Master volume up.

6. Light Mode: Short press to switch among available LED modes.

7.  : Setup. Press this button in a short time for setup to: adjust Bass level +/-(-5 to +5, 0 by default), adjust Treble level +/-(-5 to +5, 0 by default), adjust Center level +/-(-5 to +5, 0 by default), SURR (-5 to + 5), AUR-CAST ON/OFF, MIC (0-10), ECHO (0~10), REVERB (0~10), Vocal Cancel ON/OFF. Adjust via VOL+/- . Long press the settings button to restore factory settings.

8.  Pre button: Previous track (Only work under USB & BT mode of smartphone)

9. Volume - : Master volume down.

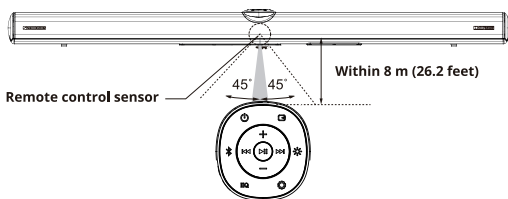
10.  Next button: Next track. (Only work under USB & BT mode of smartphone)

11.  Play/Pause (Only work under USB & BT mode of smartphone);

12. Remote LED Indicator.

## Operating range of the remote control

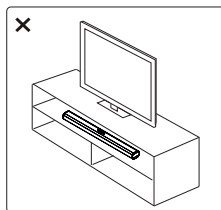
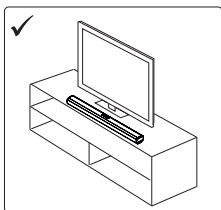
- When the unit is mounted on a wall, point the remote control at the remote control sensor on the bellowed panel. The provided Remote Control allows the unit to be operated from a distance.
- Even if the Remote Control is operated within the effective range 26.2 feet (8m), remote control operation may be impossible if there are any obstacles between the unit and the remote control.
- If the Remote Control is operated near other products which generate infrared rays, or if other remote control device using infra-red rays are used near the unit, it may operate incorrectly. Conversely, the other products may operate incorrectly.



## Positioning the Sound Bar

### Place on a flat Surface:

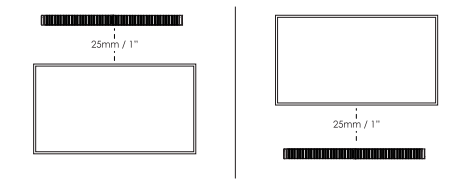
Place the sound bar horizontally on a flat surface such as a TV unit or shelves and align it centrally with the TV screen. Allow some space between the speaker and the wall. Don't place inside a cabinet or on a walled shelf. Follow this steps for best sound output and good airflow around the sound bar



### Mount on the wall:

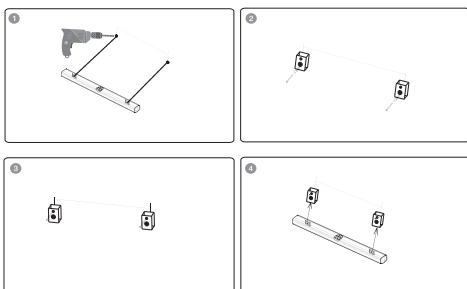
**WARNING :** If you don't feel confident to correctly and securely wall-mount the sound bar, Seek the assistance of an experienced person or professional.

Install the speaker on a vertical, fast, reinforced area of wall. For plaster walls, it is recommended to screw into wall studs for greater security. For optimum performance, allow at least 25mm/1" distance between the sound bar and the TV.



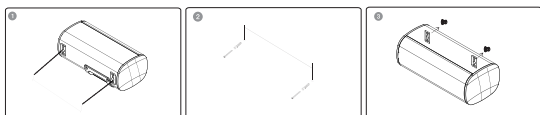
## Follow below steps to mount the sound bar on the wall:

1. Make 2 holes on the wall with distance same as the wall bracket on the soundbar.
2. Put the plastic anchors onto the wall and secure the screws to the plastic clip, do not tighten the screws all the way make sure leave some space.
3. Attached the 2 EVA pads onto the wall mount bracket. This will make sure that there is enough room between the wall and the soundbar outlet, minimum 15mm.
4. Once the screws securely fastened, hang the sound bar over by inserting the screws onto the wall mount bracket.



## **Follow below steps to mount the surround speaker on the wall:**

1. Make 2 holes on the wall with distance of two surround speakers you needed.
2. Put the plastic anchors onto the wall and secure the screws to the plastic clip, do not tighten the screws all the way make sure leave some space
3. Once the screws securely fastened, hang the surround speaker over by inserting the screws onto the wall mount bracket



## **Using the Soundbar**

1. Before connecting the AC power cord, ensure you have completed all other connections.
2. Risk of product damage! Ensure that the power supply voltage corresponds to the voltage printed on the back or the underside of the unit.
3. Connect the mains cable to the AC IN of the unit and then into a mains socket.
4. Power cord quantity and plug type vary by regions.

## Basic Operation:

1. Press the power button on either the remote control or the soundbar to turn on the soundbar.
2. Switch on the connected device (such as TV, playback devices, game console etc).
3. Press the input button on either the remote control or the soundbar to select your desired input source.

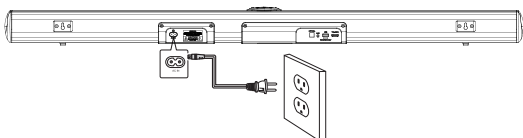
| Input Source       | Description                                                 |
|--------------------|-------------------------------------------------------------|
| TV(eARC) / OPTICAL | Audio from TV (via HDMI eARC/HDMI ARC port or OPTICAL jack) |
| AUX                | Sound from a connected device (via AUX port)                |
| BLUETOOTH          | Sound from a Bluetooth connected device                     |
| USB                | Sound from a USB storage device                             |

**Note: Keep the soundbar display mode to be same as your selected input source. For example, if your selected input source is Bluetooth, you should see displayed on soundbar in the meanwhile.**



## Power ON and OFF

1. Plug in the power cord with one side to AC IN on soundbar and the other side to an AC wall outlet (see the following diagram). When you connect the soundbar to the main socket, the unit will be in STANDBY mode, firstly it will display "--"
2. Switch on the soundbar by short-pressing  button on soundbar or on remote controller, the default input mode will automatically appear on display screen.
3. Press the  button on soundbar or on the remote controller to switch it off, and then disconnect the main plug from the main socket if you want to switch the unit off completely.



## Auto Standby

1. The unit will automatically turns to standby mode when no audio input is received for 20 minutes.
2. If the TV or the external unit is disconnected, switched it off
  - To switch the unit off completely, remove the mains plug from the mains socket.
  - Please turn the unit off completely to save energy when not in use.

## Select Modes:

- Press the  button repeatedly on the soundbar or press the INPUT button on the remote control to select the Bluetooth, AUX, OPTICAL, TV(eARC), USB mode. The selected mode will show on the display.
- Below are input mode names appearing in the soundbar display.

## Audio:

maximum supported audio content is Dolby Atmos, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, Dolby Surround Supports DTS & DTS X.

if you didn't connect soundbar to your TV, **ARC** will be displayed on soundbar; If soundbar connected to your TV HDMI ARC connector, **ARC** will be displayed on soundbar; If soundbar connected to your TV HDMI eARC connector, **eARC** will be displayed on soundbar.

## Playing Audio via BT Connection:

Through Bluetooth, connect the Soundbar with your Bluetooth device (such as an iPad, iPhone, iPod touch, Android phone, or laptop), and then you can listen to the audio files stored on the device through your Soundbar speakers.

- Turn on the soundbar system and short-press  button repeatedly on the unit or **INPUT** button on the remote control to switch the soundbar system to Bluetooth mode soundbar will flicker in the Bluetooth pairing mode.
- On the Bluetooth device, switch on Bluetooth, search for and select **ZEB-JukeBar 11000** on your Bluetooth list to start connection if prompted for a password, please use "0000".
- Wait until you hear the voice prompt from the Soundbar. If successfully connected, Display stops flickering.
- Select and play audio files or music on your Bluetooth device.
- During play, if a call is coming, music play is paused. Play resumes when the call ends.

- If your Bluetooth device supports AVRCP profile, on the remote control you can press **⏮/⏭** to skip to a track.
- Press and hold **⌘** button on the remote control for more than 2 seconds to disconnect paired bluetooth device or reconnect last disconnected bluetooth device once.
- You can use the volume buttons on the soundbar or on the remote controller to adjust the volume to your requirements.



**Note:**

- Having connection problems? Remove ZEB-JukeBar 11000 from your device's Bluetooth history and ensure it's less than 10 meters away. Then try pairing again. To get the best sound quality, make sure there is a clear line of sight between the connected device and your soundbar.
- If your pairing device or connected device is switched off or manually disconnected, the soundbar will automatically enter pairing mode.
- The music streaming may be interrupted by obstacles between the device and Soundbar, such as wall, metallic casing that covers the device, or other devices nearby that operate in the same frequency.

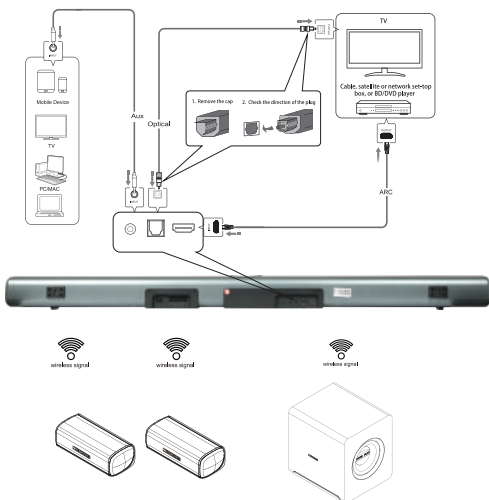
**Playing Audio via USB Port:**

- The sound bar automatically switches to USB input mode with the LED display "USB" when a USB flash drive is inserted.
- Ensure that your USB flash drive contains MP3 audio files (other file types not supported)
- Connect the USB flash drive to the USB port on the sound bar (or your own USB extension cable connected to the USB port); music will automatically play with LED display "00:00", when music is played on, the

play time will be automatically displayed on the screen.

- Press the VOL +/- buttons to adjust the volume to your desired level.
- During playback:

|                                                                                   |                                     |
|-----------------------------------------------------------------------------------|-------------------------------------|
|  | Start, pause or resume play.        |
|  | Skip to the previous or next track. |



## **Playing Audio via Audio input (AUX) connection:**

- Use a 3.5mm to 3.5mm audio cable to connect the PC, tablet, smartphone, TV's headphone socket to the AUX socket on the soundbar.
- Use a RCA to 3.5mm audio cable to connect the Blue Ray DVD Player / TV's audio output sockets to the AUX socket on the soundbar.
- Then short-press  the button on the soundbar or on the remote controller to switch to audio input mode with LED display lighting up **AUX**.
- In this mode, playback can only be controlled on your connected device.

**Note:** For some computer, you may need to access the audio control panel to manually set the soundbar as above picture.

## **Optical Mode:**

-Remove the cap of optical cable (keep the cap for the future use); check the direction of the plug. Connect the soundbar and TV with the optical cable.

-Use this mode to play music from a TV with optical digital output on the soundbar. In TV sound settings, select the soundbar optical connection (output for audio). When the optical cable is connected, the TV audio output is set to Dolby or Auto mode.

-The TV must have an optical digital output. Use the optical cable to make the connection as follows:

- Connect the optical cable to the optical digital output of your TV.
- Connect the optical cable to the optical digital input of your soundbar.
- Switch on the TV set and the soundbar. Set the connected TV to "Dolby or Auto mode".
- Start playing on the TV.
- Press "INPUT" button on the remote control or on the soundbar to select **OPT1 - OPTICAL** mode.
- Use the volume buttons to adjust the volume to your requirements.
- You can also change the audio settings by using the relevant buttons on the remote control.



**Note:**

- When connecting a device such as a TV/Set-top box/ DVD/ game console with optical cable, set the audio output mode of the device to Dolby or Auto mode (digital optical output).
- Do not bend the optical cable, otherwise the cable inside will be damaged.

**TV(eARC) MODE****Connect to TV(eARC) Socket**

- Some 4K HDR TVs require the ARC input or picture settings to be set for HDR content reception. For further setup details on HDR display, please refer to the instruction manual of your TV.
- Your Soundbar supports HDMI with enhanced Audio Return Channel HDMI eARC. If your TV is HDMI eARC compliant, you can hear the TV audio through your Soundbar by using a single HDMI cable.
- Use a High Speed HDMI cable, connect TV(eARC) on the soundbar to HDMI eARC connector on your TV.
- Then short-press  button on the soundbar or INPUT button on the remote controller to switch to TV(eARC) mode. After successfully connected, the LED display will show EARC. (If TV support HDMI ARC, LED display will show ARC)

- Press the VOL +/- buttons to adjust the volume to your desired level.
- If you wish, you can change the audio settings by using the relevant buttons on the remote controller.

**Note:**

- Your TV must support the ARC-CEC and HDMI eARC function. ARC-CEC and HDMI eARC must be set to be on.
- The setting method of ARC-CEC and HDMI eARC may differ depending on the TV. For details about HDMI eARC function, please refer to your TV owner's manual.
- Only ARC 1.4 compatible cables can support the HDMI eARC function.
- The enhance Audio Return Channel function enables an ARC compatible TV to send the audio stream to ARC OUT of the unit.

## **Dolby** Atmos

Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, Dolby Vision, Dolby Atmos and the double-D symbol are trademarks of Dolby Laboratories.

## **What is Dolby Atmos®?:**

- Dolby Atmos® transports you from the ordinary into the extraordinary with breathtaking, moving audio that fills your room and flows above and around you.
- Dolby Atmos® gives you amazing experience you have never heard before by overhead sound, and all the richness, clarity, and power of Dolby sound.

## **Using Dolby Atmos®**

- Dolby Atmos® is only available in HDMI (ARC) mode. For the details of the connection, please refer to "HDMI Connection".
- To use Dolby Atmos® in HDMI ARC mode, your TV has to support Dolby Atmos®.
- Make sure that "No Encoding" is selected for bitstream in the digital audio output of the connected external device (e.g. Blu-ray DVD player, TV etc.).
- While entering Dolby Atmos / Dolby Digital Plus format, the soundbar will show DOLBY ATMOS / DOLBY AUDIO.

**Note:**

- The full Dolby Atmos experience is only available when the Soundbar is connected to the source via a HDMI 1.4/2.0 cable.
- The Soundbar will still function when connected via other methods (such as a Digital Optical cable) but these are unable to support all of the Dolby features. Given this, our recommendation is to connect via ARC, in order to ensure full Dolby support.



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**DTS:X® Features:**

DTS:X® technology delivers immersive audio for today's dynamic home entertainment experiences. As the flagship immersive audio decoder for TVs, AVRs, Sound Bars and more, DTS:X technology delivers up to 11.1 channels of audio and features support for audio objects to

bring you closer than ever to your favorite content. For AVRs and sound bars, the included DTS® Neural:X™ upmixer and spatial remapping technology translates legacy bitstreams and PCM content to virtually any speaker layout.



### **DTS® Digital Surround™ Features:**

DTS® Digital Surround™ technology supports up to 5.1 channels of output and is compatible with nearly all DTS® audio bitstreams. DTS Digital Surround technology enables the decode and playback of streaming and disc-based DTS® audio bitstreams, from legacy DVD formats to the latest content from 4K Ultra HD Blu-ray disc and 4K HDR streaming.

## Package Contents:

|                                   |       |
|-----------------------------------|-------|
| Sound Bar                         | : 1 U |
| Subwoofer                         | : 1 U |
| Satellites                        | : 2 U |
| Input Cable                       | : 1 U |
| HD cable                          | : 1 U |
| Charging cable(Mic)               | : 1 U |
| Remote Control                    | : 1 U |
| Wireless Microphone               | : 1 U |
| Power Adapter (Satellites)        | : 2 U |
| Power Cord                        | : 1 U |
| Wall Mount Bracket With Fasteners | : 1 U |
| QR Code Guide                     | : 1 U |

## Features

- 1610W RMS Powerful Audio Output
- Dolby Atmos & DTS:X
- 11.2.4 Theatre-Grade Audio Experience
- Soundbar with 11 High-Performance Drivers
- True Wireless Home Audio
- ZEB AcoustiMax Multi Dimensional Audio
- Dual 20.32cm Subwoofer Drivers
- UHF Wireless Mic Included
- Magnetic Dock Remote Design
- Multi Connectivity (BT v5.3 | TV (eARC)  
| Optical IN | USB | AUX)
- LED Display Wall Mount Design

## Specifications:

|                                 |                                          |
|---------------------------------|------------------------------------------|
| Model                           | : ZEB-SBSPK C24                          |
| Driver Size                     |                                          |
| Subwoofer                       | : [20.32cm x 2]                          |
| Soundbar                        | : [5.5cm x 8.5cm] x 3<br>+ [5.08 cm] x 8 |
| Satellites                      | : [5.5cm x 8.5cm] x 2<br>+ [5.08cm] x 2  |
| Impedance                       |                                          |
| Subwoofer                       | : $3\Omega$ x 2                          |
| Soundbar                        | : $6\Omega$ x 3 + $6\Omega$ x 8          |
| Satellite                       | : $6\Omega$ x 4                          |
| Frequency response              | : 40Hz-20kHz                             |
| S/N Ratio                       | : $\geq 78\text{dB}$                     |
| Separation                      | : $\geq 48\text{dB}$                     |
| File format support (USB)       | : MP3                                    |
| Line Input                      | : 3.5mm, Optical IN & TV (eARC)          |
| Max supported memory size (USB) | : 32GB                                   |
| BT name                         | : ZEB-JukeBar 11000                      |
| BT version                      | : v5.3                                   |
| Product Dimensions (W x D x H)  |                                          |
| Subwoofer                       | : 38.6 x 33 x 38.5 cm                    |
| Sound Bar                       | : 119.5 x 10 x 9 cm                      |
| Satellite                       | : 21.5 x 10.3 x 9 cm                     |

Net.Weight

Subwoofer : 10.8 kg

Sound Bar : 4.8 kg

Satellite : 0.89 kg x 2

Total : 17.4 kg

## Troubleshooting:

| PROBLEM/TROUBLE                                                                             | POSSIBLE CAUSE                                                                                                                                                                      | SOLUTION                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is no sound output from soundbar.                                                     | Another input source is selected.                                                                                                                                                   | Select an appropriate input source.                                                                                                                                                                                                                                                                                                                                       |
|                                                                                             | The mute function is activated.                                                                                                                                                     | Cancel the mute function.                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                             | The volume of soundbar or TV/other device is adjusted too low.                                                                                                                      | Increase the volume level on soundbar or by remote control or on TV.                                                                                                                                                                                                                                                                                                      |
|                                                                                             | The power cable of the unit is not connected properly.                                                                                                                              | Make sure that the power cable of the unit is connected to an AC wall outlet securely.                                                                                                                                                                                                                                                                                    |
|                                                                                             | Input jacks on a playback device are connected.                                                                                                                                     | Connect the input jack on the soundbar and the output jack on the playback device.                                                                                                                                                                                                                                                                                        |
|                                                                                             | Signals that the soundbar cannot playback when being input.                                                                                                                         | When soundbar and TV or other devices are connected by an audio cable through HDMI eARC port output, Select the correct audio input and output. Make sure the digital audio output setting on the playback device to PCM format. Since the output format of our soundbar is PCM, if it is used, the decoding format of TV or other devices will be adjusted to PCM state. |
| The sound is distorted or echoed.                                                           | TV volume is not muted.                                                                                                                                                             | If you play audio from TV through the soundbar, make sure that the TV is muted.                                                                                                                                                                                                                                                                                           |
| The volume decreases when the unit is turned on.                                            | The automatic volume adjustment function is activated. To prevent excessive loudness, the unit automatically controls its volume within a certain level when the unit is turned on. | Turn up the volume as required.                                                                                                                                                                                                                                                                                                                                           |
| Noise is heard.                                                                             | The soundbar is too close to another digital or high-frequency device.                                                                                                              | Move those devices away from the sound bar.                                                                                                                                                                                                                                                                                                                               |
| The unit cannot be operated by using the remote control.                                    | The unit is out of the operating range.                                                                                                                                             | Use the remote control within the operating range.                                                                                                                                                                                                                                                                                                                        |
|                                                                                             | The batteries are weak.                                                                                                                                                             | Replace with new batteries.                                                                                                                                                                                                                                                                                                                                               |
|                                                                                             | The remote control sensor of the soundbar is exposed to direct sunlight or strong lighting.                                                                                         | Adjust the lighting angle or reposition the soundbar. Make sure our product cannot be used in sunlight.                                                                                                                                                                                                                                                                   |
| The TV cannot be operated by using the TV's remote control.                                 | The unit is blocking the TV's remote control sensor.                                                                                                                                | Position the unit so that it does not obstruct the TV's remote control sensor.                                                                                                                                                                                                                                                                                            |
| A device cannot connect the soundbar or the unit cannot be connected to a Bluetooth device. | Bluetooth function of the device is not activated, not paired or connected correctly.                                                                                               | Restart the soundbar and try pairing again. You have not enabled the Bluetooth function of the device; see the user manual of the device on how to enable the function and correctly connected the device. The sound bar is already connected with another Bluetooth device. Disconnect the connected device, and then try again.                                         |
|                                                                                             | Bluetooth is not selected as the input source.                                                                                                                                      | Select Bluetooth as the input source.                                                                                                                                                                                                                                                                                                                                     |
|                                                                                             | The unit is connected to a different Bluetooth device.                                                                                                                              | Un-pair the Bluetooth device that is currently connected and pair with the desired Bluetooth device.                                                                                                                                                                                                                                                                      |
|                                                                                             | The unit is too far away from the Bluetooth device.                                                                                                                                 | Move the Bluetooth device closer to this unit.                                                                                                                                                                                                                                                                                                                            |
|                                                                                             | A device emitting electromagnetic waves (such as a microwave oven, a wireless device and so on) may be placed nearby.                                                               | Do not use this unit near devices that emit electromagnetic waves.                                                                                                                                                                                                                                                                                                        |
|                                                                                             | The Bluetooth device that you are using may not support the protocol.                                                                                                               | Use a Bluetooth device that supports the protocol.                                                                                                                                                                                                                                                                                                                        |
|                                                                                             | The connection profile registered in the Bluetooth device may not be functioning correctly for some reason.                                                                         | Delete the connection profile in the Bluetooth device and then connect the Bluetooth device to this unit.                                                                                                                                                                                                                                                                 |



| PROBLEM/TROUBLE                                                                                     | POSSIBLE CAUSE                                                                                                                             | SOLUTION                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sound quality of audio play from a connected Bluetooth device is poor and connection is not stable. | The Bluetooth reception is poor.                                                                                                           | Move the device closer to the soundbar, or remove any obstacle between the device and the sound bar.                                                                                                                                                                                                                                                   |
| No sound can be heard or sound breaks (Bluetooth mode)                                              | The volume on the Bluetooth device may be too low.                                                                                         | Raise the volume on the Bluetooth device.                                                                                                                                                                                                                                                                                                              |
|                                                                                                     | Bluetooth is not selected as the input source.                                                                                             | Select the Bluetooth as the input source.                                                                                                                                                                                                                                                                                                              |
|                                                                                                     | Playback on the device has not been performed.                                                                                             | Perform playback on the device.                                                                                                                                                                                                                                                                                                                        |
|                                                                                                     | The sound output on the Bluetooth device may not be set to this unit.                                                                      | Select this unit as the output device on the Bluetooth device.                                                                                                                                                                                                                                                                                         |
|                                                                                                     | The connection to the Bluetooth device was cut off.                                                                                        | Connect with the Bluetooth device one more time.                                                                                                                                                                                                                                                                                                       |
|                                                                                                     | The unit may be too far away from the Bluetooth device.                                                                                    | Move the Bluetooth device near this unit.                                                                                                                                                                                                                                                                                                              |
|                                                                                                     | A device emitting electromagnetic waves (such as a microwave oven, a wireless device and so on) may be placed nearby.                      | Do not use this unit near device that emit electromagnetic waves.                                                                                                                                                                                                                                                                                      |
| There is no sound from soundbar - TV(eARC) Mode                                                     | Incorrect HDMI cable is used causing no signal to be sent to soundbar.<br>Incorrect input mode is selected.                                | 1. Make sure that the user connected TV and sound bar by a 19-core HDMI cable.<br>2. The soundbar and TV are connected through TV(eARC) port output; make sure that the TV is HDMI eARC or HDMI ARC compliant.<br>3. Set the TV to HDMI eARC or HDMI ARC (CEC).<br>Set the audio output mode of TV to PCM format.<br>(Or refer to your TV user manual) |
| There is no sound from bar (OPTICAL Mode)                                                           | OPTICAL cable might be damaged and no signal is received by the soundbar due to a failed connection and incorrect operation mode selected. | 1. Replace the OPTICAL cable with a new one to connect.<br>2. Set your TV audio output to PCM format.<br>(Pls refer to your TV user manual)                                                                                                                                                                                                            |
| There is no sound from sound bar (USB mode)                                                         | USB file type is not support & Soundbar doesn't switch to USB input mode automatically when USB is inserted.                               | Make sure that USB flash drive contains MP3<br>Switch the input mode once again, then playback again.                                                                                                                                                                                                                                                  |