



Soundbar
THE JUKE BAR
9850DWS
Pro Dolby Atmos



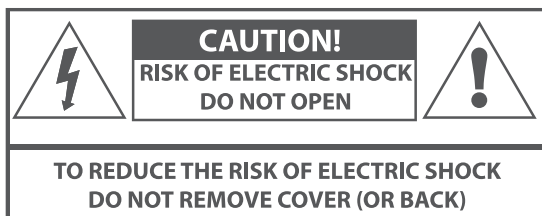
User Manual

www.zebronics.com

Important Safety Instruction

Thank you for purchasing the **ZEB-JUKE BAR 9850DWS PRO DOLBY ATMOS** 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:

1. To prevent possible hearing damage, do not listen at high volume levels for long time periods or a sudden high volume level.
2. 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.
3. The device is not intended to be operated by means of an external timer or separate remote control system.
4. 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.



5. Before operating this system, check the voltage of this system to see if it is identical to the voltage of your local power supply.

6. 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.

7. 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.

8. To prevent fire or shock hazard, do not expose this equipment to direct heat, rain, moisture or dust.

9. 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.

10. Do not place this soundbar close to a strong magnetic field.

11. Do not place the soundbar on a amplifier or receiver.

12. Do not place this soundbar in a damp area as the moisture will affect the life of electric components.

13. 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:

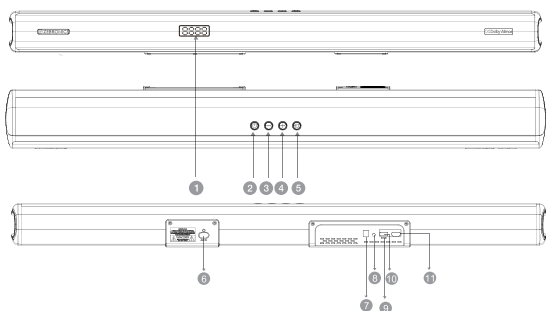
This soundbar is designed to operate in AC 220-240V 50/60Hz.

Pair up Soundbar with Wireless Surround Speaker and Wireless Subwoofer

1. Connects ZEB-JUKE BAR 9850DWS PRO DOLBY ATMOS 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 rear of wireless subwoofer is slowly flashing, means main soundbar now is not pairing with wireless surround speaker and wireless subwoofer.
2. Press STANDBY button on main soundbar or on remote control to power on, press INPUT button to select AUX input mode.
3. Press and hold PAIR button on the remote control, “SUB PAIR” will be displayed on main soundbar. Meanwhile, press and hold PAIR button on the rear of wireless surround speaker and on the rear of wireless subwoofer until you see LED indicator on the rear becomes quickly flashing, they are now in pairing mode.
4. After about 20-30 seconds, the blue LED indicator on the rear of wireless surround speaker and on the rear of wireless subwoofer will stop flashing and remain blue to confirm a successful pairing with the main soundbar.
5. The units will now be able to pair automatically after this initial successful pair, even if they are switched off and on again.

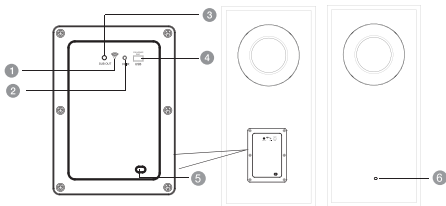
Product Representation

Sound Bar



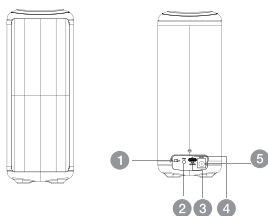
1. DISPLAY PANEL
2. STANDBY : Standby mode to power on/off
3. VOLUME - : Decrease the volume
4. VOLUME + : Increase the volume
5. INPUT : Select an input source for the soundbar
6. AC IN : Connect to power supply
7. OPTICAL : Connect to an optical audio output on tv or digital devices
8. AUX : Auxiliary audio input from mp3 / phone / set-top box devices
9. FOR UPDATE ONLY
10. USB : Connect the usb flash drive to the usb port on the soundbar
11. HDMI eARC : connect to HDMI eARC

Sub-Woofer



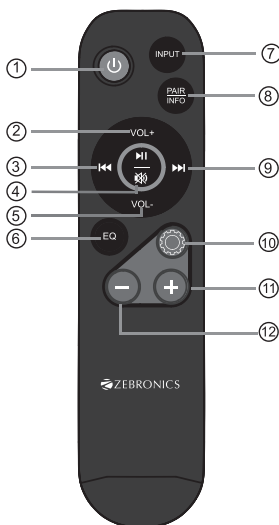
1. LED indicator: It indicates pairing between the soundbar and the subwoofer.
2. PAIR: Press this button to automatically pair the soundbar with subwoofer.
3. SUB OUT
4. USB Port (CAN'T PLAY MP3 MUSIC, FOR SOFTWARE UPGRADE ONLY)
5. AC IN
6. SW INPUT

Rear Satellite



1. Wireless Surround SL or SR out (press switch button on rear side of surround speaker to exchange channel position.)
2. PAIR : Press this button to automatically pair the soundbar with satellites
3. Type C Port (FOR SOFTWARE UPGRADE ONLY)
4. LED indicator: Indicates the pairing between soundbar and wireless surround speaker
5. DC IN

Remote Control



1. : Standby mode for power on/off.
2. Volume+ : Master Volume Increase
3. Pre button : Previous Track (Only work under USB & BT Mode).
4. : Play/Pause (Only work under USB and BT mode)
 : Press to Mute or unmute on other modes.
5. Volume- : Master Volume Decrease.
6. EQ : Press this button in a short time to toggle EQ mode from Music to Movie, Voice, Live, Sports mode; Press and hold button more than 3 seconds to toggle Surround effect ON/OFF.
7. INPUT : Press Input button to select input source: AUX, USB, HDMI eARC, Optical, Bluetooth.
8. PAIR : On AUX mode, press and hold button more than 2 seconds for pairing wireless subwoofer and

wireless surround with main soundbar. (If wireless subwoofer and wireless surround is under connection with main soundbar, there is non-function to press and hold this button on AUX mode).

On the BT 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 HDMI-eARC/ Optical mode base on device with Dolby decoder.

9. ►► Next button: Next track. (Only work under USB & BT mode)

10.  Setup. Press this button to : toggle Karaoke effect ON/OFF (OFF by default), adjust Microphone level +/- (0 to 10, 5 by default), adjust Echo level +/- (0 to 10, 5 by default), toggle Karaoke VocalCancel ON /OFF (OFF by default), toggle LED lighting mode (LE 0 to LE 16), 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), adjust Surround level +/- (-5 to +5, 0 by default).

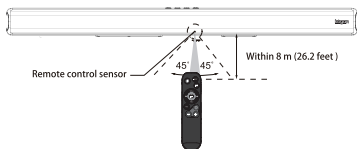
(Remark : Under AUX input mode and toggles Karaoke effect ON, slight background noise can be heard, this is a normal phenomenon for auxiliar input and not a defect. Toggles Karaoke effect OFF under AUX mode can eliminate that noise. Karaoke effect is OFF by default.)

11.+ : Under setup button and select "+" to toggle Karaoke effect ON, increase Microphone level, increase Echo level, toggle Karaoke VocalCancel ON, toggle LED lighting mode, increase Bass level, increase Treble level +/-, increase Center level +/-, increase Surround level +/-.

12.- : Under setup button and select "-" to toggle Karaoke effect OFF, decrease Microphone level, decrease Echo level, toggle Karaoke VocalCancel OFF, toggle LED lighting mode, decrease Bass level, decrease Treble level +/-, decrease Center level +/-, decrease Surround level +/-.

Operating Range of the Remote Control

1. 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.
2. 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.
3. 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.



Karaoke VocalCancel Setting

Press **SETUP**  button and switch to VocalCancel ON/OFF mode, "VocalCancel" will be displayed on main soundbar. After you switch to VocalCancel mode, press "+" or "-" within 5 seconds to toggle Karaoke VocalCancel ON/OFF.

Remark : In all different input modes, VocalCancel ON/OFF setting can be toggled only via remote control.

Breathing LED Light Color Selection

1. Connect ZEB-JUKE BAR 9850DWS PRO DOLBY ATMOS soundbar system to power supply, soundbar system will be in standby mode, "--" will be displayed on main soundbar. Press STANDBY button on main soundbar or on remote control to power on and select input mode, LED lighting on both sides of main soundbar will bright up. Press SETUP button and switch to LED mode, "LED" will be displayed on main soundbar.
2. After you switch to LED mode, press "+" or "-" within 5 seconds to toggle LED mode of different effect and select your favorite one.

Remark : Different LED mode can be toggled only via remote control.

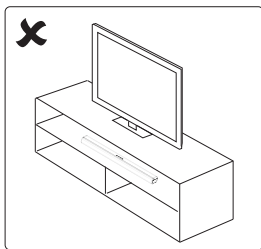
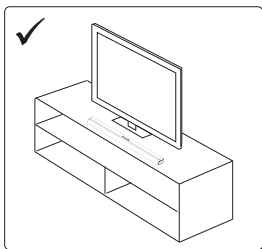


	LED lighting ON/OFF
	Single color mode: Blue/Pink/Red/Orange/Green/Light White/Dark White
	Single color breathing mode: Blue/Pink/Red/Orange/Green/Light White/Dark White
	Breathing cycle mode
	Cycle mode

Positioning the Sound Bar

Place on a flat Surface

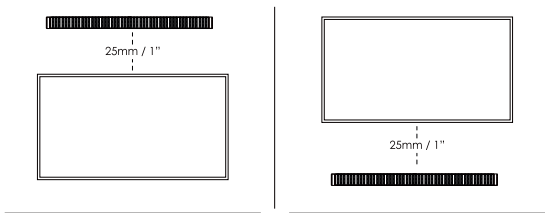
Place the sound bar horizontally on a flat surface such as a TV unit or shelves and align it centrally with the TV screen. Allow some space between the speaker and the wall. Don't place inside a cabinet or on a walled shelf. Follow this steps for best sound output and good airflow around the sound bar.



Mount on the wall

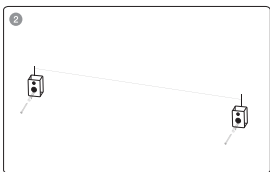
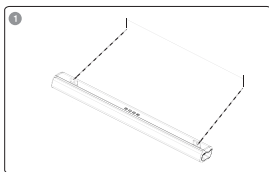
WARNING : If you don't feel confident to correctly and securely wall-mount the sound bar, Seek the assistance of an experienced person or professional.

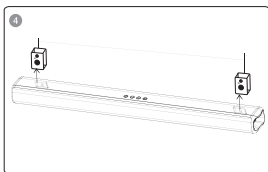
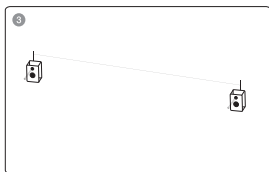
Install the speaker on a vertical, fast, reinforced area of wall. For plaster walls, it is recommended to screw into wall studs for greater security. For optimum performance, allow at least 25mm/1" distance between the sound bar and the TV.



Follow below steps to mount the sound bar on the wall

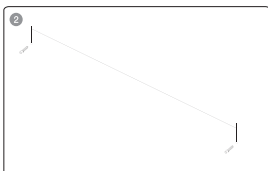
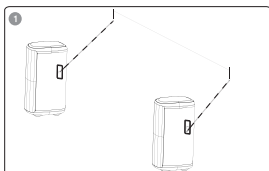
1. Make 2 holes on the wall with distance same as the wall bracket on the soundbar.
2. Put the plastic anchors onto the wall and secure the screws to the plastic clip, do not tighten the screws all the way make sure leave some space.
3. Attached the 2 EVA pads onto the wall mount bracket. This will make 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.

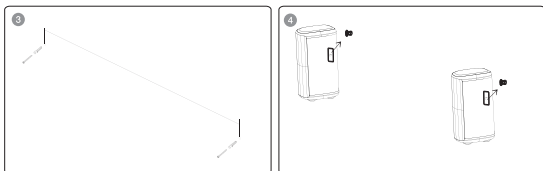




Follow below steps to mount the surround speaker on the wall

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. Attached the 2 EVA pads onto the wall mount bracket. This will make sure that there is enough space between the wall and the surround speakers outlet, minimum 15mm.
4. Once the screws securely fastened, hang the surround speaker over by inserting the screws onto the wall mount bracket.





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.

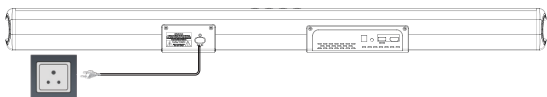
Input Source	Description
HDMI eARC / OPTICAL	Audio from TV (via HDMI eARC/HDMI ARC port or OPTICAL jack)
AUX	Sound from a connected device (via AUX port)
BT	Sound from a BT connected device
USB	Sound from a USB storage device

Note : Keep the soundbar display mode to be same as your selected input source. For example, if your selected input source is BT, you should see BT 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 and hold the  button on soundbar or on the remote controller for 2 seconds 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 turn to standby mode when no audio input is received for 20 minutes.
2. If the TV or the external unit is disconnected, switch it off
 - To switch the unit off completely, remove the main plug from the main socket.
 - Please turn the unit off completely to save energy when not in use.
3. The display will be turned off for around 20 seconds without any operation, when pressing the power buttons on the soundbar or on remote control or the using phone's volume increase or decrease, the display will be waken up again.

Select Modes

1. Press the  button on the soundbar or press the INPUT button on the remote control to select the BT, AUX, OPTICAL, HDMI eARC, USB mode.

2. Below are input mode names appearing in the soundbar display:

BT - BT Pairing mode,

AUX - AUX mode,

OPTI - Optical mode,

ARC - TV HDMI ARC mode,

EARC - TV HDMI eARC mode,

USB - USB mode

The port of HDMI eARC are support Video & Audio.

Audio : maximum supported audio content is Dolby Atmos, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, Dolby Surround.

HDMI : HDMI version 2.1

Under HDMI eARC input source, 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 BT, connect the Soundbar with your BT 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.

1. Turn on the soundbar system and short-press  button on the unit or INPUT button on the remote control to switch the soundbar system to BT mode and LED display on the main soundbar will flicker in the BT pairing mode.

2. On the BT device, switch on BT, search for and select ZEB-JUKE BAR 9850DWS PRO DOLBY ATMOS on your BT list to start connection (see the user manual of the BT device on how to enable BT) if prompted for a password, please use "0000".

3. Wait until you hear the tone from the Soundbar. If the successfully connected, BT stops flickering and is displayed on the display panel.

4. Select and play audio files or music on your BT device.

- During play, if a call is coming, music play is paused. Play resumes when the call ends

- If your BT device supports AVRCP profile, on the remote control you can press  /  to skip to a track, Press and hold the SETUP button for more than 2 seconds to restore

button on the remote control for more than 2 seconds to disconnect paired BT device or reconnect last disconnected BT device.

5. You can use the volume buttons on the soundbar or on the remote controller to adjust the volume to your requirements

6. To exit BT, select other relevant input source.

- When you switch back to BT mode, BT connection remains active.

7. Press the VOL +/- buttons to adjust the volume to your desired level.



Notes :

- Having connection problems? Remove ZEB-JUKE BAR 9850DWS PRO DOLBY ATMOS from your device's BT 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.
- If you want to connect your Soundbar with another BT device, press and hold Pair on the remote control to disconnect the currently connected BT device.

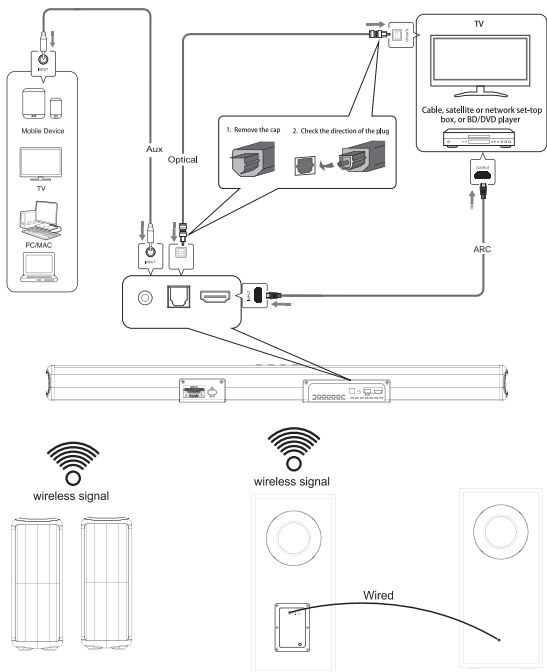
Playing Audio via USB Port

The sound bar automatically switches to USB input mode with the LED display “USB” when a USB flash drive is inserted.

1. Ensure that your USB flash drive contains MP3 audio files (other file types not supported)
2. 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.
3. Press the VOL +/- buttons to adjust the volume to your desired level.
4. During playback:

▶	Start, pause or resume play.
⏮ / ⏭	Skip to the previous or next track.

Connections



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 **FLUX**.
- In this mode, playback can only be controlled on your connected device.

HDMI (eARC) Mode

Connect to HDMI eARC Socket

Some 4K HDR TVs require the HDMI 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.

e-ARC (enhanced Audio Return Channel)

Soundbar supports HDMI with enhanced Audio Return Channel(e-ARC). If your TV is HDMI e-ARC compliant, you can hear the TV audio through your Soundbar by using a single HDMI cable.

1. Use a High Speed HDMI cable, connect HDMI eARC on the soundbar to HDMI (e-ARC) connector on your TV.
2. Then short-press  button on the soundbar or INPUT button on the remote controller to switch to HDMI eARC mode. After successfully connected, the LED display will show **eARC**. (If TV support HDMI ARC, LED display will show **ARC**)

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

Note:

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

Optical Mode

- Connect the optical cable to the OPTICAL jack on the rear of the soundbar.
- Connect the other end of the optical cable to audio output jack on TV or other device.
- Set TV to PCM Stereo or Stereo 2.0.
- Start playing on the TV.
- Press the source input button on the soundbar or remote control to activate the corresponding mode (the OPTICAL mode) to open optical digital input of your soundbar. After successfully connected, the LED display will show OPTI. Operate your audio device directly for playback features.
- Press the VOL +/- buttons to adjust the volume to your desired level.

DOLBY ATMOS®

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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 IN and HDMI OUT (ARC) mode. For the details of the connection, please refer to "HDMI Connection".

1. To use Dolby Atmos® in HDMI 1 /HDMI 2 / HDMI ARC mode, your TV has to support Dolby Atmos®.
2. 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.).
3. While entering Dolby Atmos / Dolby Digital Plus format, the soundbar will show DOLBY ATMOS / DOLBY SURROUND.

4. Set the audio output sampling rate to 192 kHz if you can adjust it. This sound bar supports 4K Pass through and DOLBY VISION. When you play a disc which supports 4K video signal, the signal can be delivered to your TV.

Note:

- *The full Dolby Atmos experience is only available when the Soundbar is connected to the source via a HDMI 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 HDMI, in order to ensure full Dolby support.*

Features:

- BT v5.3 | HDMI (eARC) | Optical IN | USB | AUX
- Dolby Atmos
- Dual Wireless Subwoofer
- 5.2.4 Surround Sound
- Dual Wireless Rear Satellites
- Soundbar with 5 Drivers
- Satellite with Top Firing Speaker
- Powerful Bass
- RGB LED Light
- Wall Mountable
- LED Display
- Wireless UHF Microphone

Specifications

Model No. : ZEB-SBSPK C14

Output Power

Subwoofers : 110W x 2

Soundbar : (65W x 3 Front) +
(55W x 2 Top)

Rear Satellites : (50W x 2 Front) +
(50W x 2 Top)

Total : 725W

Driver Size

Subwoofers : 16.51 cm x 2

Soundbar : (9 cm x 5.8 cm) x 3
(5.08 cm) x 2

Satellites : (5.8 cm x 9 cm) x 2,
(5.08 cm) x 2

Impedance

Subwoofer : $3\Omega \times 2$

Soundbar : $6\Omega \times 5$

Satellites : $6\Omega \times 4$

Frequency Response : 20Hz-20kHz

S/N Ratio : $\geq 78\text{dB}$

Separation : $\geq 69\text{dB}$

File Format Support : MP3 (USB)

Line input : 3.5mm, Optical IN &
HDMI (eARC)

Max. Supported

Memory Size (USB) : 32 GB

BT Name : JUKE BAR 9850DWS

BT Version : 5.3

Product Dimension (W x D x H)

Subwoofer : 19 x 30.6 x 36.7 cm

Sound bar : 96 x 10.5 x 7.5 cm

Satellite : 7.5 x 10.5 x 19 cm

Net. Weight

Subwoofer : 4.5 kg x 2

Sound bar : 3.26 kg

Satellite : 700g x 2

Total : 13.6 kg

Troubleshooting

PROBLEM/TROUBLE	POSSIBLE CAUSE	SOLUTION
There is no sound output from sound bar.	Another input source is selected.	Select an appropriate input source.
	The mute function is activated.	Cancel the mute function.
	The volume of sound bar or TV/other device is adjusted too low.	Increase the volume level on sound bar 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 sound bar and the output jack on the playback device.
	Signals that the sound bar cannot playback when being input.	When sound bar and TV or other devices are connected by an audio cable through TV (ARC) 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 sound bar 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 sound bar, 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 sound bar 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 sound bar is exposed to direct sunlight or strong lighting.	Adjust the lighting angle or reposition the sound bar. 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 sound bar 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 sound bar 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.
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 sound bar, 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.

PROBLEM/TROUBLE	POSSIBLE CAUSE	SOLUTION
	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 sound bar - HDMI eARC Mode	Incorrect HDMI cable is used causing no signal to be sent to soundbar. Incorrect input mode is selected.	1. Make sure that the user connected TV and sound bar by a 19-core HDMI cable. 2. The soundbar and TV are connected through HDMI eARC Cport output; make sure that the TV is HDMI eARC or HDMI ARC compliant. 3. Set the TV to HDMI eARC or HDMI ARC (CEC). Set the audio output mode of TV to PCM format. (Or refer to your TV user manual)
There is no sound from sound 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. 2. Set your TV audio output to PCM format. (Pls refer to your TV user manual)
There is no sound from sound bar (USB mode)	USB file type is not support & Sound bar doesn't switch to USB input mode automatically when USB is inserted.	Make sure that USB flash drive contains MP3 files because other file types are not supported. Switch the input mode once again, then playback again.
Disconnected between surround satellites and sound bar	Connection is not correct between surround satellites and sound bar.	1. Turn off sound bar and surround satellites by removing the AC plug from the socket. 2. Make sure that sound bar and surround satellites are connected to the electricity power at the same time, and switch on sound bar and surround satellites again.
There is no sound output from rear active speaker	Power input or pair connecting issue.	1. Check the adaptor input 2. Pair again with soundbar
There is no sound output from rear passive speaker	Cable connecting issue.	Check again connected cable between active rear speaker
Inverse channel from R to L	Speaker position confusion.	Press R/L switch button from active rear speaker
Noise is happened from rear speakers	BT connecting or poor signal.	1. Disconnect & connect with soundbar again 2. Power off and on for soundbar and rear active speaker again.

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