

ZEBRONICS
Soundbar
ZEN JUKE BAR
9925



User Manual

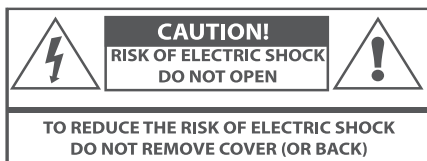
www.zebronic.com

Important Safety Instruction:

Dear Customer,

Thank you for purchasing the **ZEB-JUKE BAR 9925** 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.

- When removing the power plug from the power socket, always pull directly on the plug, never pull on the cord.
- Depending on the electromagnetic waves used by a television broadcast, if a TV is turned on near this unit while it is also on, lines might appear on the LED TV. Neither this unit nor the TV is malfunctioning. If you see such lines, keep this unit well away from the TV set.
- The mains plug is used to disconnect the device, the disconnected device should remain readily operable.

Important Safety Instructions

- Read these instructions. Keep these instructions. Follow all instructions. Heed all warnings.
- Do not use this device near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heaters, stoves, or other device (including amplifiers) that produce heat.
- Protect the power cord from being walked on or pinched particularly at plugs, or at the point where they exit from the device.

- Only use attachments/accessories specified by the manufacturer.
- Unplug this device during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, for example, when the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the device, the device has been exposed to rain or moisture, does not operate normally, or has been dropped.
- The AC plug is used to disconnect the device, the disconnected device should remain readily operable. In order to disconnect the device from the AC power completely, the AC plug must be removed from the AC power socket completely.

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.

Important Notes

- Safety and operating instruction manual should be retained for future reference.
- The device should not be exposed to dripping, splashing or placed in a humid atmosphere such as a bathroom.
- Do not install the product in the following areas:
 - Places exposed to direct sunlight or close to radiators.
 - On top of other stereo equipment that radiate too much heat -Blocking ventilation or in a dusty area.
 - Areas where there is constant vibration.
 - Humid or moist places.
 - Do not place near candles or other flames.
- Operate the product only as instructed in this manual.
- Before turning on the power for the first time, make sure the sound bar is plugged to power socket.
- For safety reasons, do not remove any covers or attempt to gain access to the inside of the product. Refer any servicing to qualified personnel.

- Do not attempt to remove any screws, or open the casing of the unit; there are no user serviceable parts inside. Refer all servicing to qualified service personnel.

Power Source:

This soundbar is designed to operate in DC 22V $\pm$ 4A, and the subwoofer is designed to operate in AC 220–240V, 50/60Hz.

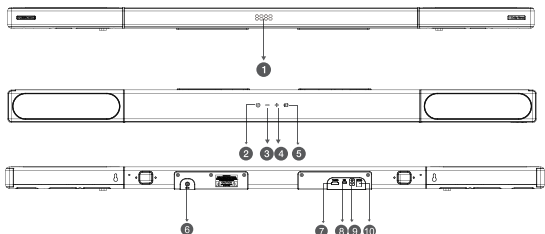
Pair up Soundbar with Wireless Subwoofer:

- Once the speaker is powered on, it will pair with the subwoofer in any mode during startup. In case pairing doesn't happen automatically or no sound from the subwoofer then please follow the manual steps below for pairing soundbar to woofer.
- Power on the subwoofer & soundbar.
- Switch the soundbar Input mode to "AUX", Now long press the PAIR button on remote until the display shows "PAIR".
- Press and hold the PAIR button on the back of the subwoofer. The subwoofer indicator will flash quickly to indicate pairing mode.
- When the subwoofer indicator becomes solid, pairing is successful. (Wireless subwoofer pairing takes about 10 seconds.)
- The units will now be able to pair automatically after this initial successful pair, even if they are switched off and on again.

Remark: To make a successful pairing, ensure the main soundbar and wireless subwoofer you want to pair with each other are turned on and within connection distance range, and any other pairing devices should be switched off or on standby.

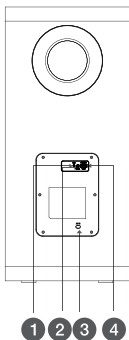
Product Representation

Sound Bar:



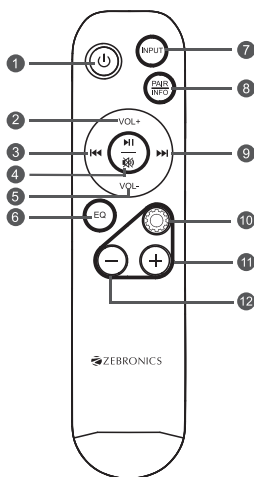
- | | |
|---|---|
| 1 DISPLAY PANEL. | 6 DC IN: Connect to power supply. |
| 2 Standby: standby mode to power on/off. | 7 TV (eARC): Connect to TV/eARC/ARC. |
| 3 Volume: Decrease the volume. | 8 USB: Connect a USB flash drive to the USB port on the soundbar. |
| 4 Volume: Increase the volume. | 9 LINE IN: Auxiliary audio input from MP3/DVD/Phone/set-top box devices. |
| 5 INPUT: Select an input source for the Soundbar. | 10 OPTICAL: Connect to an optical audio output on a TV or digital device. |

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 AC IN
- 4 USB Port (CAN'T PLAY ANY MUSIC, FOR SOFTWARE UPGRADE ONLY)

Remote Control:



- ❶  : Standby mode for power on/off.
- ❷ Volume+: Master volume Increase
- ❸  Pre button: Previous track
(Only work under USB & BT mode)
- ❹  : Play/Pause (Only work under USB & BT mode)
 : Press button for Mute or unmute on other modes.
- ❺ Volume - : Master volume down.

- ⑥ EQ : Press this button in a short time to toggle EQ mode from Music to Movie, News, Sports mode.
- ⑦ INPUT : Press Input button to select input source: AUX, USB, TV eARC, Optical and BT mode.
- ⑧ PAIR : On AUX mode, press and hold button more than 2 seconds for pairing wireless subwoofer and to main soundbar. On the BT mode, press and hold button more than 2 seconds for BT device pairing or reconnect last paired BT device.
INFO : Press button in short time to check signal format on TV(eARC) / Optical mode base on device with Dolby decoder.
- ⑨ ▶▶ Next button: Next track. (Only work under USB & BT mode)
 - ⚙ 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), Toggle AuraJam (OFF by default)

- ⑪ + : Under setup button and selects "+"
increase Bass level, increase Treble level +,
increase Center level +, .Under setup
button entering Aurajam mode and
select "+" to toggle Aurajam ON.
- ⑫ - : Under setup button and selects "-"
decrease Bass level, decrease
Treble level +, decrease Center level +,
Under setup button entering
Aurajam mode and select "-" to toggle
Aurajam OFF.

Aurajam Functions*

Ignite your sound experience with
synchronized audio across multiple speakers
Stream audio simultaneously to multiple
Zebronics speakers with Aurajam support.

Enabling Aurajam in BT Mode

- Press the setting button and select the Aurajam
- Use the "+" or "-" buttons to turn Aurajam on/off.
- Default Setting : Aurajam automatically turns off when exiting BT mode.

Modes of Operation

Speaker Transmitter (TX) Mode:

- After connecting via BT, turn on the AuraJam to activate Speaker AuraJam Mode (TX).

Slave Speaker Receiver (RX) Mode:

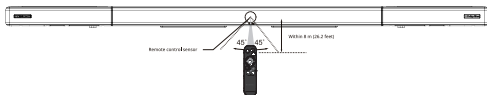
- Before connecting via BT, turn on the AuraJam to enter Slave Speaker Receive Mode (RX).
- Slave speaker will connect to master automatically and plays the music of the master.

Notes:

- In BT mode, enabling AuraJam will display "AURAJAM" on the display.
- In BT mode, the BT connected device acts as the main speaker, while unconnected devices function as slave speakers.

Operating Range of the Remote Control:

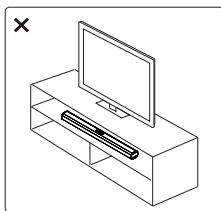
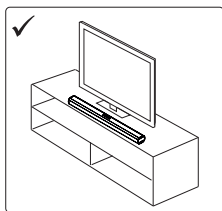
- When the unit is mounted on a wall, point the remote control at the remote control sensor on the bellowed panel. The provided Remote Control allows the unit to be operated from a distance.
- Even if the Remote Control is operated within the effective range 26.2 feet (8m), remote control operation may 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:

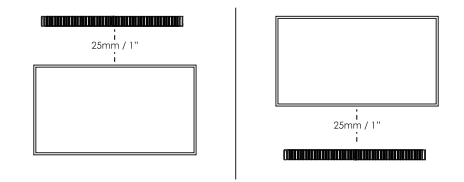
- Place the sound bar horizontally on a flat surface such as a TV unit or shelves and align it centrally with the TV screen. Allow some space between the speaker and the wall. Don't place inside a cabinet or on a walled shelf. Follow this steps for best sound output and good airflow around the sound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



Mount on the wall

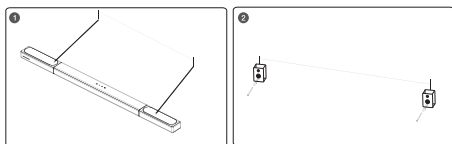
WARNING : If you don't feel confident to correctly and securely wall-mount the sound bar, Seek the assistance of an experienced person or professional.

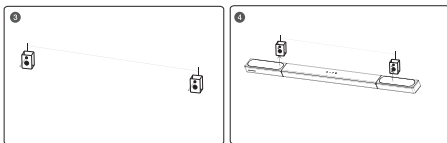
Install the speaker on a vertical, fast, reinforced area of wall. For plaster walls, it is recommended to screw into wall studs for greater security. For optimum performance, allow at least 25mm/1" distance between the sound bar and the TV.



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

- Make 2 holes on the wall with distance same as the wall bracket on the soundbar
- 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
- 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
- Once the screws securely fastened, hang the sound bar over by inserting the screws onto the wall mount bracketcontrol or the soundbar to select your desired input source.





Basic Operation

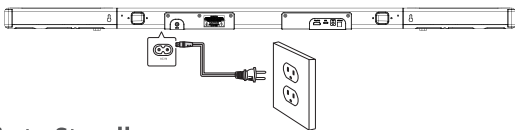
- Press the power button on either the remote control or the soundbar to turn on the soundbar.
- Switch on the connected device (such as TV, playback devices, game console etc).
- Press the input button on either the remote control or the soundbar to select your desired input source.

Input Source	Description
TV eARC / OPTICAL	Audio from TV (via TV eARC / TV 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:

- 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 "--"
- Switch on the soundbar by short-pressing  button on soundbar or on remote controller, After sometime the default input mode will automatically appear on display screen.
- 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:

- The unit will automatically turns to standby mode when no audio input is received for 20 minutes.
- If the TV or the external unit is disconnected, switched 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.

Select Modes

- Press the  button on the soundbar or press the INPUT button on the remote control to select the BT, AUX, OPTICAL, TV eARC, USB mode.
- Below are input mode names appearing in the soundbar display:
 - BT** - BT Pairing Mode,
 - AUX** - AUX Mode,
 - OPTI** - Optical Mode,
 - ARC** - TV (ARC) Mode,
 - EARC** - TV (eARC) Mode,
 - USB** - USB Mode

The port of TV(eARC) are support Video & Audio.

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

Under TV eARC input source, If soundbar connected to your TV ARC connector, ARC will be displayed on soundbar. If soundbar connected to your TV eARC connector, EARC will be displayed on soundbar. if you didn't connect soundbar to your TV, ARC 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.
- A Bluetooth device which supports Bluetooth profile A2DP, AVRCP and with Bluetooth version as 5.0.
- The maximum operational range between the Soundbar and a Bluetooth device is approximately 8 meters (26.2 feet).
- 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 BT on the main soundbar will flicker in the BT pairing mode.
- On the BT device, switch on BT, search for and select **JUKE BAR 9925** 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".
- Wait until you hear the voice prompt from the Soundbar. If the successfully connected, BT
- stops flickering and is displayed on the display panel.
- 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 PAIR button on the remote control for more than 2 seconds to disconnect paired BT device or reconnect last disconnected BT device.
- You can use the volume buttons on the soundbar or on the remote controller to adjust the volume to your requirements
- To exit BT, select other relevant input source.
- When your switch back to BT mode, BT connection remains active.
- Press the VOL +/- buttons to adjust the volume to your desired level.



Notes:

- Having connection problems? Remove ZEB-JukeBar 9925 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 manual 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 (Type-C) Port:

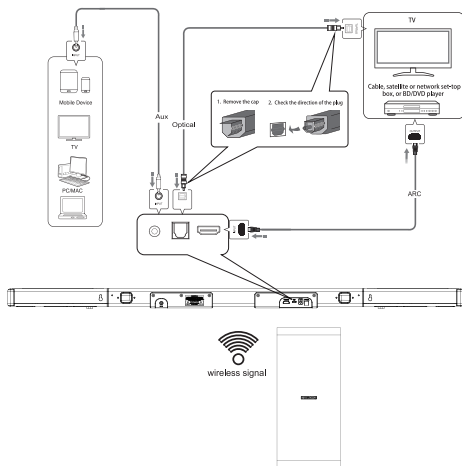
- The sound bar automatically switches to USB input mode with the LED display “ USB ” when a USB flash drive is inserted.
- Ensure that your USB flash drive contains MP3 audio files (other file types not supported)
- Connect the USB flash drive to the USB port on the sound bar (or your own USB extension 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.

* Converter need to be used while using USB-A pendrives

- 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 **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.

TV (eARC) Mode

Connect to TV eARC Socket

- Some 4K HDR TVs require the TV 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 TV with enhanced Audio Return Channel (eARC). If your TV is eARC compliant, you can hear the TV audio through your Soundbar by using a single ARC cable.
- Use a High Speed ARC cable, connect eARC on the soundbar to eARC connector on your TV.

- Then short-press  button on the soundbar or INPUT button on the remote controller to switch to eARC mode. After successfully connected, the LED display will show **eARC**. (If TV support TV 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 e-ARC function. ARC-CEC and e-ARC must be set to be on. The setting method of ARC-CEC and e-ARC may differ depending on the TV. For details about e-ARC function, please refer to your TV manual. Only ARC 1.4 compatible cables can support the e-ARC function. The enhance Audio Return Channel function enables an ARC compatible TV to send the audio stream to ARC OUT of the unit.

Optical Mode

- Using an optical cable, connect the OPTICAL connector on your Soundbar (Optical digital input) to the OPTICAL OUT connector on the TV or other device. The TV or other device must have an optical digital output.

Proceed as follows:

- 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.

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".
- To use Dolby Atmos® in HDMI 1 / HDMI 2 / 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 SURROUND.

Note:

- The full Dolby Atmos experience is only available when the Soundbar is connected to the source via ARC 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.



- For DTS patents, see <http://patents.dts.com>
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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: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.

Features:

- BT v5.4 | TV (eARC) | Optical IN | Type-C | AUX
- Dolby Atmos | DTS X
- ZEB AcoustiMax Multi Dimensional Audio
- 950W RMS
- Sleek & Super Slim
- Share the Vibes (AuraJam)
- Wireless Subwoofer with 25.4cm drive
- Soundbar with 9 Drivers
- Immersive Bass
- Wall Mountable
- LED Display

** Type-C Port supports USB Media Playback Only

Specifications:

Model : ZEB-SBSPK C34

Driver Size

Subwoofers : 25.4 cm

Soundbar : [8.5cm x 3.7 cm] x 3 +
[7.5cm x 3.4cm] x 2 +
[4.8 cm] x 2

Satellite

(In-Built) : [4.8 cm] x 2

Impedance

Subwoofer : 3Ω

Soundbar : $6\Omega \times 7$

Satellite

(In-Built) : $6\Omega \times 2$

Frequency Response : 45Hz-20kHz

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

Separation : $\geq 48\text{dB}$

File format support

(Type-C) : MP3

Line Input : 3.5mm, Optical IN &
TV (eARC)

Max supported

memory size (Type-C)** : 32GB

BT name : JUKE BAR 9925

BT version : v5.4

Product Dimensions (W x D x H)

Subwoofer	: 22 x 38 x 48.8 cm
Soundbar	: 113.5 x 7 x 5 cm

Net.Weight

Subwoofer	: 9.45 kg
Soundbar	: 1.95 kg
Total	: 11.4 kg

Package Contents:

Soundbar	: 1 U
Subwoofer	: 1 U
Remote Control	: 1 U
Input Cable	: 1 U
HD Cable	: 1 U
Wall Mount Bracket	
With Fasteners	: 1 U
QR Code Guide	: 1 U
Power Cord	: 1 U

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.
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.

PROBLEM/TROUBLE	POSSIBLE CAUSE	SOLUTION
There is no sound from soundbar - TV(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 TV(eARC) port 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 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 & Soundbar doesn't switch to USB input mode automatically when USB is inserted.	Make sure that USB flash drive contains MP3, ALAC, FLAC files because other file types are not supported. Switch the input mode once again, then playback again.

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