



IMPORTANT TECHNICAL NOTICE

If you are having difficulties: Don't return this product to place of purchase. Please call our technical staff at 866-927-7181 for a return authorization number. We are here to help and will work with you step by step with your installation

Using the digital optical or digital coax input:

Re: Digital outputs of TVs and Blu-ray players

It has been brought to our attention that in some cases there is a potential issue with passing a digital optical signal or digital coax signal from some video sources (e.g. TV, Blu-ray player, cable box, video game, etc). Depending on your specific installation equipment or requirements this scenario may be encountered. Here are a few options to resolve unsatisfactory performance from the digital connection.

Symptoms:

No sound from the soundbar when using the digital optical or coax input.

Loud screeching or uncontrolled loud volume from the soundbar when using the digital optical or coax input.

Reason:

With some models of connected devices there is an issue decoding a digital 5.1 signal. Some components are made to manufacturer specified limits instead of industry standards. Some manufacturers utilize proprietary decoding that is not truly universal in nature.

Solution:

1. The source that is connected to the soundbar (TV, Blu-ray or DVD player) needs the digital optical output changed to a 2 channel or PCM output. This can be accomplished by accessing the menu of the device and configuring the output to 2 channel or PCM operation. The soundbar will now operate properly. If you are having trouble locating this setup option please call us with the make and model number of the component and we will assist you.
2. A third option is to connect the soundbar to the device using the RCA analogue outputs from the device. This is an analogue output that is configured only in a two channel mode. A RCA connecting cable is supplied with our soundbar.
3. A second option is to connect the soundbar to the device using the 3.5mm input on the soundbar. This is an analogue output that is configured only in a two channel mode. A dual end 3.5mm male end cable is supplied with our soundbar.

Audible indicators from the subwoofer:

The subwoofer has a couple of audible indicators or sounds. The first sound is a single tone beep when the soundbar is turned off.

1. The first sound is a single tone beep when the soundbar is turned off. The subwoofer is in a ready state as a wireless receiver when the unit has the power switch turned on. When the wireless signal from the soundbar is disconnected from the subwoofer it will beep once.
 - a. This will happen when the soundbar is turned off.
 - b. This is also used when positioning the subwoofer in a very large room or when there are interference from other devices. It allows you to trouble shoot locations and determine when you are in range of the wireless signal. When trouble shooting for interference you can turn suspected devices on and off one at time and listen for the beep. When you hear the beep you have found the interfering device. An example might be a cordless phone. You can change the channel on a cordless phone to resolve the problem. Older microwave ovens are another source of possible interference.
2. The second sound is a power or audible connection indicator. This is a sound from the transducer moving forward indicating that the amplifier is connected to a source and active. All subwoofers do make this sound when the amplifier becomes active and sends a signal to the driver. Our subwoofer is energy saving, the amplifier goes into an idle state when the soundbar is turned off. When the soundbar is turned back on the amplifier is active again and the signal is sent to the driver.

Remote control:

1. If you are experiencing any problems with the remote control please check that the battery is not run down. The replacement is a CR2025 3 volt lithium battery.

If you have any questions please contact our technical staff at 866-927-7181.