

Item	Problem
	Appliance does not work
	No sound or very low-level sound is heard from the soundbar
	Poor audio quality
	Remote control does not work
	Appliance does not react to pressed buttons

	<p>Bluetooth device cannot be connected to sound bar</p>
--	--

Possible Solutions

Check if the power plug is properly connected to an electrical outlet.

- Increase the volume level of **soundbar or your device**.
- Press MUTE to restore sound.
- Ensure that the source device has correct volume settings and is playing a track.
- Ensure the correct source device is selected ("Basic functions" on page 13).
- **Make sure that the soundbar is connected to an audio OUTPUT jack on your sound source(like TV, cell phone etc). The port • will not send audio out if it is an INPUT jack.**
- **Make sure that the correct audio source is selected.**
- **If you are using the OPTICAL connection, make sure the source device's audio source is set to "PCM" format. Refer to the documentation your received with the audio source device (Such as a TV or DVD/Blu-ray player, etc.) for additional information.**
- **Make sure the audio cable you are using is not damaged or broken. Try using another one.**
- **If you are using Bluetooth, shorten the distance between your soundbar and Bluetooth device.**
- **Your TV may be set to variable audio output. Confirm that the audio output setting is set to FIXED or STANDARD, not VARIABLE. Consult your TV's user manual for more detailed information.**
- **When use RCA cable, make sure the cable connect to the AUDIO OUTPUT jacks but not VEDIO or VEDIO/AUDIO dual function jack.**
- **The unit may not be able to decode all digital audio formats form the input source. In this case, the unit will mute. This is NOT a defect.**
- **Your TV AUX/RCA/OPTICAL output may be differcnt level, if you find the sound from one of the output is lower, try other output source from your TV.**

- Try with different source devices. If the problem still exists, check the cable connections.

Bluetooth connection:

- Bring the Bluetooth device closer to the appliance and make sure that no obstacles are disturbing the connection ("Bluetooth function" on page 14).

Cable connection:

- Ensure that the connector cables to the source devices are correctly plugged in and the plugs are fully inserted ("Connections" on page 9).
- **Designed to deliver best audio quality when used with televisions around 3M(10ft).**

- Ensure that the batteries are correctly inserted; if necessary, replace the batteries.
- Bring the remote control closer to the sound bar and make sure there are no obstacles in between. Ensure the remote control is within 23 feet (7 meters) of the appliance.
- Aim the remote control directly at the infrared receiver of the appliance.

It is a malfunction probably due to electrostatic discharge.

Disconnect the appliance from the power supply. Connect the power plug again to an electrical outlet.

- Bring the Bluetooth device closer to the sound bar.
- Switch your device and/or sound bar off, then back on. Repeat the pairing process.
- Make sure the sound bar is not connected to another Bluetooth device.
- Make sure your soundbar and Bluetooth device are both in pairing mode.
- Make sure your Bluetooth device is not connected to any other device.
- Make sure that you have selected Amazonbasics08 from the Bluetooth device list on your device.
- Make sure your Bluetooth device is no less than 2.1 version Bluetooth protocol.
- Make sure your Bluetooth device is ACTIVE searching device but not PASSIVE.
- If you are trying to connect the soundbar and TV via bluetooth, make the TV bluetooth function is OK to transfer audio. Some TV bluetooth is set to connect with other device such as console, not for soundbar.

If the device is still not connected, try the following:

- Remove the sound bar from the list of 'paired devices' on your phone/tablet.
- Turn the sound bar off and then on again.
- Pair it again with your phone/tablet. It should now successfully establish the pairing.

Note: If none of the above solutions works, the Bluetooth device may be malfunctioning. Try another bluetooth device. If not even the new device can be connected, the sound bar may be malfunctioning. In this case, please consult your dealer for repair.