

**Q1: I'm not getting any audio on my sound bar**

**Ans:**

1. The Basics
  - a. Check to ensure the HDMI, Optical, or Aux cable is properly connected.
  - b. Using the remote choose the correct source (HDMI/OPT/AUX)
  - c. Check to see if mute button was accidentally pressed or volume was set to lowest
2. TV Settings
  - a. Go to your TV Setting Menu > Audio Settings and find the setting that allows you to turn the TV speakers OFF or set to External Speakers/source. Please be aware that your TV might have a slightly different name for each term.
3. Still No Sound?
  - a. Turn off the TV
  - b. Unplug the HDMI cable from the sound bar
  - c. Turn on the TV
  - d. Plug the HDMI cable back into the sound bar
  - e. Turn on the sound bar

**Q2: The HDMI ARC is not working OR I'm not getting any sound from Over the Air Channels, Netflix/Hulu/Roku...**

**Ans:**

Check your TV Settings

- a. Go to your TV Setting Menu > Audio Settings > Digital Audio Format
  - i. Set your Digital Audio Format to PCM or Linear PCM
  - ii. The options for Digital Audio format are typically Dolby, DTS, Bitstream, PCM. Every TV may differ. If you have trouble looking for this setting on your TV please refer to your TV manual.
  - iii. Please be aware that every TV is different, and the names of these settings may be different.

**Q3: The blue light on the sound bar is blinking and my device will not pair to the Bluetooth.**

**Ans:**

1. Confirm sound bar is in Bluetooth mode (hit the "BT" button to make sure it is in Bluetooth Mode).
2. On your Bluetooth Device (phone, tablet, etc.) open the Bluetooth settings. Wait a few seconds for your device to search and find the name "RSR TB232SW".
3. Click the connect button. If your device cannot find the sound bar, turn your device's Bluetooth off, wait a few seconds and turn it back on. Try again.
4. If the connection is successful, the blue light should stop blinking and turn to a solid blue light.

**Q4: The Bass is very weak or subtle**

**Ans:**

Please try playing audio from different sources. For example, regular TV channels have very basic audio formats whereas HD channels/DVDs/BLURAYS have advance digital audio formats such as Dolby Digital and DTS. These advance formats are responsible for the bass and thumps that gives you the cinematic feel.