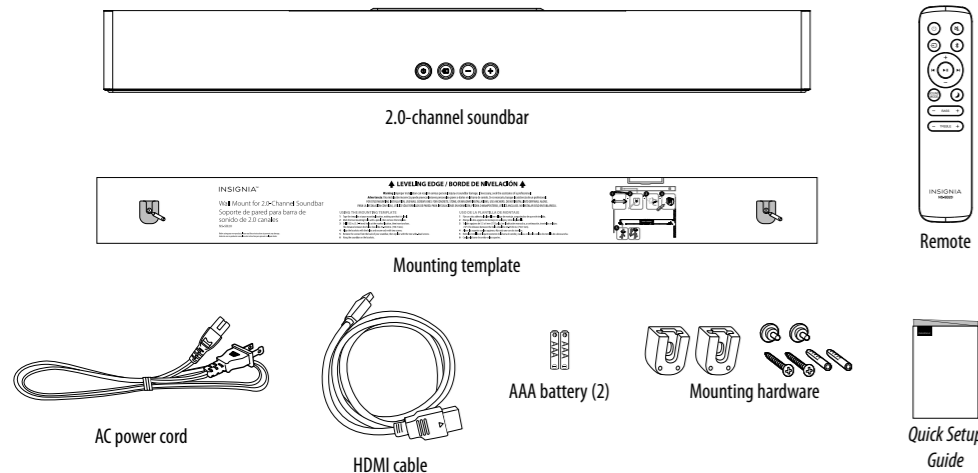


QUICK SETUP GUIDE

# 2.0-Channel Soundbar

NS-SB20

PACKAGE CONTENTS



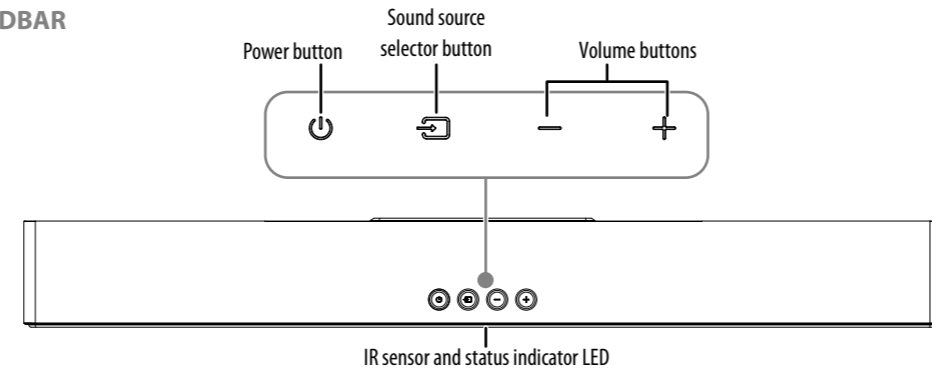
FEATURES

- **Powerful Audio Drivers** - High-quality drivers capable of producing louder, more dynamic sound with more physical impact
- **EQ Customization** - Adjustable bass and treble levels to fine-tune sound
- **Easy to Use** - Seven status LED Indicator Interface with Audible confirmation

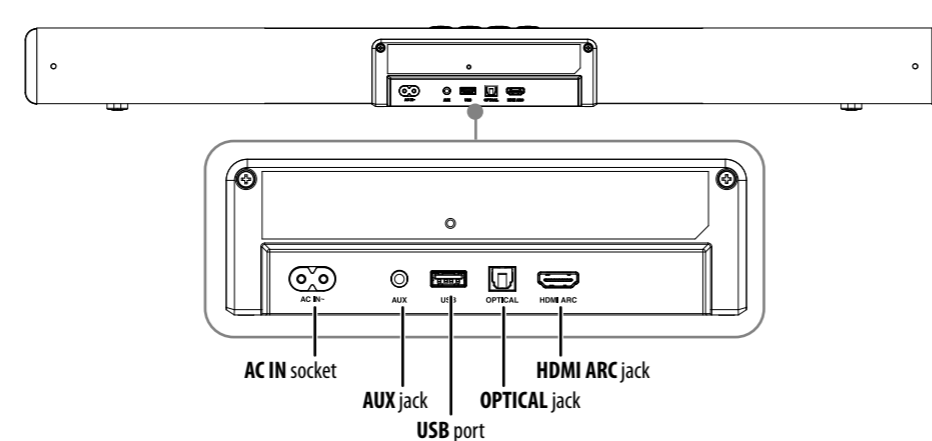
Before using your new product, please read these instructions to prevent any damage.

SOUNDBAR

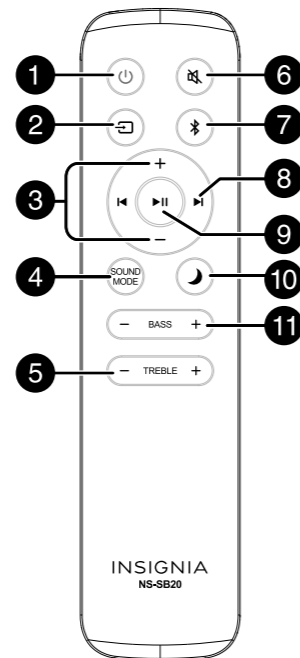
Top



Back



REMOTE



#	ITEM	DESCRIPTION
1	(power) button	Press to turn your soundbar on and off.
2	(sound source selector) button	Press repeatedly to cycle through the available sound sources.
3	+/- (volume) buttons	Press to increase or decrease your soundbar's volume.
4	SOUND MODE button	The the status indicator LED flashes from left to right effect and is accompanied by prompt: • <b>STANDARD</b> - General music or TV shows listening. • <b>THEATER</b> - Optimize movie sound for a theater setting. • <b>NEWS</b> - Optimize spoken voice or dialog for TV news and more.
5	TREBLE +/- button	Press to adjust the treble level of your soundbar.
6	(mute) button	• Press to mute or resume the sound. • Press and hold for eight seconds to turn on/off voice prompts. Prompts for EQ, Bluetooth pairing, Bluetooth disconnected, and Bluetooth connected are never turned off. • <b>On</b> : The green status indicator LED blinks three times quickly (all voice prompts are turned on). • <b>Off</b> : The red status indicator LED blinks three times quickly.
7	(Bluetooth) button	Press to select Bluetooth mode. While in Bluetooth mode, press and hold for three seconds to enter Bluetooth pairing mode.
8	(previous/next) buttons	In Bluetooth or USB mode, press to skip to (previous) or (next) track.
9	(play/pause) button	In Bluetooth or USB mode, press to play or pause playback.
10	(NIGHT mode) button	• Short press to switch to NIGHT mode, then short press again to return to the sound mode of the previous sound mode. • Press and hold for eight seconds to turn on/off the Auto Wake function. • When Auto Wake is turned off, the middle three white status indicator LEDs will blink three times. • When Auto Wake is turned on, all seven white status indicator LEDs will blink two times.
11	BASS +/- button	Press to adjust the bass volume level of your soundbar.

CONNECTING YOUR SOUNDBAR

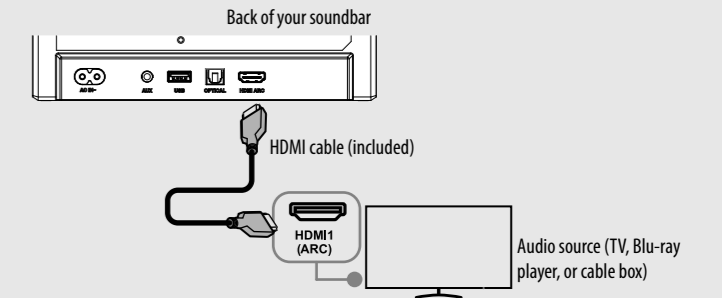
Look at the back of your sound source device, such as a TV, DVD/Blu-ray player, or cable box, to identify your audio OUTPUT jacks or check the documentation that came with your sound source device to determine if it has Bluetooth capability.

Choose one of the connection options that fits your sound source. You can connect several devices and switch the sound source as required.

Connecting to HDMI ARC (Best)

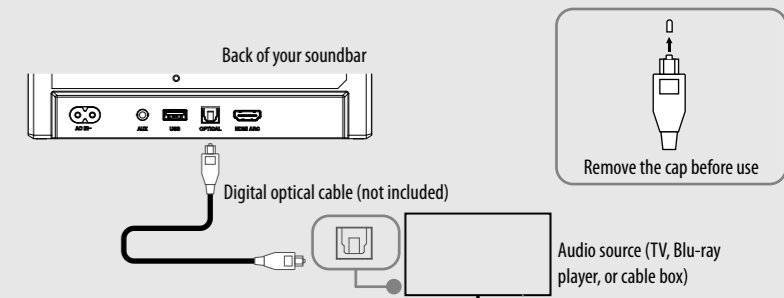
**Note:** You can use HDMI to connect to other HDMI devices. To use HDMI ARC functionality, the connected device must also have HDMI ARC functionality. HDMI ARC allows a high definition TV to directly transmit audio to the AV amplifier/receiver through an HDMI cable, without the need for an additional audio cable.

- 1 Remove the caps off both ends of the HDMI cable (included).
- 2 Connect one end of the HDMI cable to the **HDMI ARC** jack on your soundbar.
- 3 Connect the other end into the HDMI ARC Output jack on your source device.
- 4 Change the source device's audio output to the PCM format (typically found in audio settings).
- 5 Press the (sound source selector) button on your soundbar or your soundbar remote repeatedly until the status indicator LED on the front of your soundbar turns white.



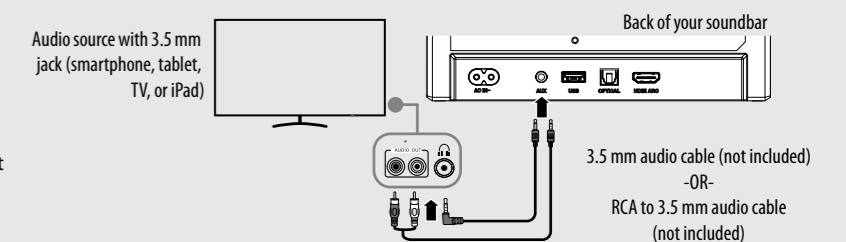
Connecting to digital optical (Better)

- 1 Remove the caps off both ends of the digital optical cable (not included).
- 2 Connect one end of the digital optical cable (not included) to the **OPTICAL** jack on your soundbar.
- 3 Connect the other end into the Digital Optical Output jack on your source device.
- 4 Change the source device's audio output to the PCM format (typically found in audio settings). See the documentation that came with your audio source device for more information.
- 5 Press the (sound source selector) button on your soundbar or your soundbar remote repeatedly until the status indicator LED on the front of your soundbar turns green.



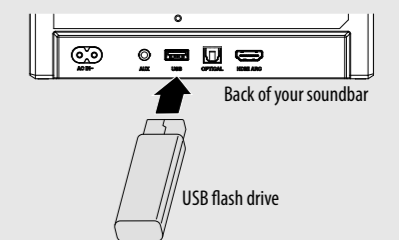
Connecting to AUX (Good)

- 1 Connect one end of the 3.5 mm audio cable (not included) into the **AUX IN** jack on your soundbar, then connect the other end of the AUX cable to the headphone or AUX Output jack on your audio source device.
- 2 Press the (sound source selector) button on your soundbar or your soundbar remote repeatedly until the status indicator LED on the front of your soundbar turns yellow.





Connecting to USB

- 1 Plug a USB flash drive (with MP3/WAV/FLAC) into the **USB** port on the back of your soundbar.
- 2 Press the (sound source selector) button on your soundbar or your soundbar remote repeatedly until the status indicator LED on the front of your soundbar turns purple.
- 3 Control USB playback by pressing the (play/pause) button or the (previous/next) buttons on the soundbar remote.



## CONNECTING YOUR SOUNDBAR USING BLUETOOTH


### Pairing your devices

- 1 Turn on your soundbar.
- 2 Place your Bluetooth device within 26.25 ft. (8 m) of your soundbar.
- 3 Press the  (sound source selector) button on your soundbar repeatedly until the status indicator LED on the front of your soundbar blinks blue or press the  (Bluetooth) button on your soundbar remote.
- 4 Navigate to your device's Bluetooth settings, turn on Bluetooth, then search for available devices. See the documentation that came with your audio source device for more information on pairing.
- 5 On your Bluetooth device, select **Insignia NS-SB20** from the device list.
- 6 Repeat steps 1-4 if **Insignia NS-SB20** is not displayed.
- 7 After the Bluetooth connection is successful, the blue status indicator LED will be on for three seconds and then turn off.

### Tips:


- The operational range between your soundbar and the device is approximately 26.25 ft. (8 m).
- Before connecting a Bluetooth device to your soundbar, make sure that you know the device's capabilities.
- Compatibility with all Bluetooth devices is not guaranteed.
- Any obstacle between the device and your soundbar can reduce operational range.
- Keep your soundbar away from other electronic devices that may cause interference.
- Your soundbar will also be disconnected when your device is moved beyond the operational range.

### Disconnecting your devices

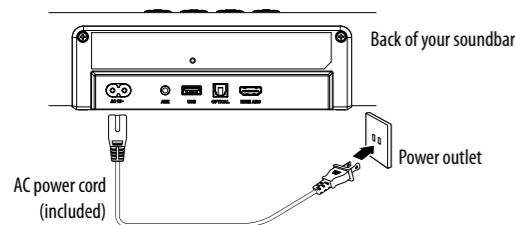
- Turn off the Bluetooth function on your device.
- Press and hold the  (Bluetooth) button your soundbar remote for three seconds.
- Switch to another function on your soundbar.
- Disable the function from your Bluetooth device.

## CONNECTING THE AC POWER CORD

**IMPORTANT:** Before you connect your soundbar to an audio source, you need to connect it to the provided power adapter.

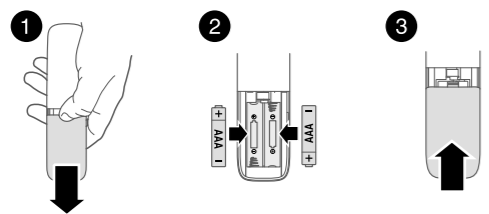
 **CAUTION:** Make sure that the electrical outlet matches the input requirements of 100-240V AC at 50/60Hz before connecting.

- Connect one end of the AC power cord (included) into the **AC** socket on your soundbar, then plug the AC power cord into a power outlet or surge protector.



## INSTALLING THE REMOTE BATTERIES

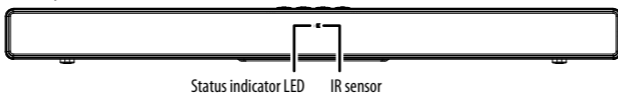
- 1 Remove the battery compartment cover from the back of the remote.
- 2 Insert two AAA batteries into the battery compartment, making sure that the polarities on the batteries matches the + and - symbols inside the battery compartment.
- 3 Replace the battery compartment cover.





## USING YOUR SOUNDBAR

### Using the remote



- 1 Install two AAA batteries (included) into the battery compartment.
- 2 Point your soundbar remote directly at the IR sensor on the front of your soundbar. You must be within approximately 19.7 ft. (6 m) of your soundbar.



### Listening to your soundbar

- 1 Press the  (power) button to turn on your soundbar. The status indicator LED on the front of your soundbar turns from red to the color of the selected sound source (white=HDMI ARC, green=OPTICAL, yellow=AUX IN, purple=USB, or blue=Bluetooth).
- 2 Turn on the audio source device connected to your soundbar and begin playback.
- 3 Press the  (sound source selector) button on your soundbar or your soundbar remote repeatedly until you hear sound from your soundbar.


### Notes:

- If you use the **HDMI ARC/OPTICAL** jack, you must change your device's audio output setting to the PCM format. See the documentation that came with the output device for additional information.
  - Make sure that your sound source is set to output sound to your soundbar (whichever connection method you choose). See the documentation that came with the device for additional information.
  - To turn your soundbar off completely, you must unplug the AC power cord.
- 4 Adjust the volume on your soundbar or the source audio device to a comfortable level.  
 **WARNING:** Continuous use of high volume sound may permanently damage your hearing.
  - 5 Press the  (power) button again to turn off your soundbar. The status indicator LED lights red.

## PROGRAMMING A DIFFERENT REMOTE

Your soundbar can learn 15 button codes from most remotes, so you can easily control the sound with both your soundbar remote and the TV remote. You can also replace your soundbar remote with another remote.

### Programming using the Manual Sequence Learning Mode:

- 1 With the power off, press and hold the  (power) button on the top of your soundbar for six seconds to enter the Manual Sequence Learning mode. After entering the learning mode, the middle yellow status indicator LED will blink fast.
- 2 Press the button on your soundbar remote that you want to learn. After selecting, the soundbar will enter the IR learning state for the current function, and the middle yellow status indicator LED will blink slowly.
- 3 Press the target button on your remote until the 1st and 7th white status indicator LEDs illuminate. During the learning process, the middle yellow status indicator LED will remain on.



- 4 Press the target button on your remote again until the 1st, 2nd, 6th, and 7th white status indicator LEDs illuminate. During the learning process, the middle yellow status indicator LED will remain on.




- 5 Press the target button on your remote again until the 1st, 2nd, 3rd, 5th, 6th, and 7th white status indicator LEDs illuminate, and the middle status indicator LED turns from yellow to green. After the button learning is completed, your soundbar will switch back to the customizable IR learning state, and the middle yellow status indicator LED will blink fast.  
**Note:** If the button is incorrectly pressed for the third time, the middle status indicator LED will blink red twice and the system will revert to Step 4.



- 6 Repeat steps 2-5 to bind the function buttons that you want to learn to the new remote.
- 7 Your soundbar will automatically exit the learning mode if there is no operation for 20 seconds.









### OR

Press and hold the  (sound source selector) button on your soundbar for two seconds to exit the learning mode.

### OR

After learning 15 buttons, IR learning will automatically stop and exit.

### Programming using the Preset Sequence Learning Mode:

- 1 Point your soundbar's remote and the remote you want to program within 4 in. (10 cm) of the IR sensor on your soundbar.
- 2 With the power off, press and hold the  (power) button for three seconds to turn on the Preset Sequence Learning mode. The status indicator LED blinks yellow slowly, and your soundbar starts to learn the buttons in the following sequence:  
 (Mute) >  (sound source selector) >  (Bluetooth) > + (volume up) > - (volume down) >  (previous) >  (next) >  (play/pause) > **SOUND MODE** >  (NIGHT mode) > **BASS** - > **BASS** + > **TREBLE** - > **TREBLE** +.  
The sequence for programming your soundbar remote buttons must follow this specific order.
- 3 Press the target button on your remote until the 1st and 7th white status indicator LEDs illuminate. During the learning process, the middle yellow status indicator LED will remain on.




- 4 Press the target button on your remote again until the 1st, 2nd, 6th, and 7th white status indicator LEDs illuminate. During the learning process, the middle yellow status indicator LED will remain on.



- 5 Press the target button on your remote again until the 1st, 2nd, 3rd, 5th, 6th, and 7th white status indicator LEDs illuminate, and the middle status indicator LED turns from yellow to green. After the button learning is completed, it will switch to the next preset button, and the middle yellow status indicator LED will blink slowly.


**Note:** If the button is incorrectly pressed for the third time, the middle status indicator LED will blink red twice and the system will revert to Step 4.



- 6 Repeat steps 3-5 to bind the other buttons in the preset learning mode to the remote that you want to program one by one, or short press the  (sound source selector) button on the soundbar to skip the current button function in the learning sequence.

- 7 Your soundbar will automatically exit the learning mode if there is no operation for 20 seconds.


### OR

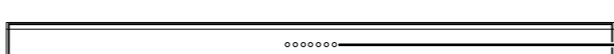
Press and hold the  (sound source selector) button on your soundbar for two seconds to exit the learning mode.

### OR

After learning 15 buttons, IR learning will automatically stop and exit.

### Deleting all learned remote codes:

- With the power off, press and hold the  (power) button on your soundbar for 10 seconds to clear all learned codes. All white status indicator LEDs blink five times quickly when all the learned remote codes are cleared.



## POSITIONING YOUR SOUNDBAR

- If your TV is placed on a table, you can place your soundbar on the table directly in front of the TV stand, centered with the TV screen.
- If your TV is attached to a wall, you can mount your soundbar on the wall directly below the TV screen.

**Note:** If you want to mount your soundbar below a wall-mounted flat screen TV, see your online *User Guide* or follow the instructions on the mounting template (included) using the mounting hardware (included).

## TROUBLESHOOTING

### The power doesn't come on.

- Make sure that the AC power cord is securely plugged into the power outlet and your soundbar.
- Make sure that your soundbar is turned on. It doesn't turn on automatically when you turn on your TV or other sound source.

### My soundbar remote doesn't work.

- Remove any obstacles between your soundbar remote and the IR sensor on your soundbar.
- The remote batteries may be exhausted. Replace them.
- Move closer to your soundbar. Your soundbar remote is only effective to approximately 19.7 ft. (6 m) from your soundbar.

### My TV remote doesn't control my soundbar.



- Make sure that your soundbar has learned your TV remote's button codes. See Programming another remote in the *User Guide* for instructions for setup.

### The sound is breaking up or buzzing.

- Make sure that you are connected to an audio out jack on your sound source. The jack doesn't send audio out if it is an input jack.
- Make sure that all connections are secure and cables are not broken or damaged.
- If you're using the **HDMI ARC/OPTICAL** jack, make sure that the source device's audio source is set to the PCM format. See the documentation that came with the audio source device (such as a TV or DVD/Blu-ray player) for additional information.
- Connect to a different source device (such as a TV or DVD/Blu-ray player) to see if the buzzing still occurs. If it doesn't, this may indicate an issue with the original source device.

- Use a different connection method (for example, try the **OPTICAL** jack instead of the **AUX IN** jack) between your soundbar and the source device to make sure that the jacks on both devices are still working.
- Make sure that the audio cable you're using is not damaged or broken. Try using another one.

### There is no sound or very low sound.

- Make sure that you're connected to an audio out jack on your sound source. The jack doesn't send audio out if it is an input jack.
- Make sure that the volume level of your soundbar is set to an adequate level.
- If you're using Bluetooth, turn up the volume on your Bluetooth device.
- If you're using Bluetooth, make sure that your Bluetooth device isn't paired with another device.
- Make sure that the volume level isn't muted. Press the  (mute) button on your soundbar remote to restore the sound output.
- Make sure that the correct audio source is selected. Press the  (sound source selector) button on your soundbar or your soundbar remote repeatedly to switch to the correct audio source.
- Make sure that the power is on and all connections are secure.
- Make sure that the volume is turned up on your sound source.

- If you are using the **HDMI ARC/OPTICAL** jack, make sure that the source device's audio source is set to the PCM format. See the documentation that came with the audio source device (such as a TV or DVD/Blu-ray player) for additional information.
- Make sure that the audio cable you're using isn't damaged or broken. Try using another one.
- Make sure that the sound source device is outputting sound to your soundbar.

### There is no sound or low volume in Bluetooth mode.

- Make sure that your Bluetooth device is turned on, Bluetooth is turned on, and **Insignia NS-SB20** is selected.
- Turn up the volume on your soundbar.
- Turn up the volume on your Bluetooth device.
- Make sure that your Bluetooth device is not muted.
- Make sure that you're playing music from your Bluetooth device.
- Make sure that you have selected the Bluetooth source on your soundbar.
- Make sure that your Bluetooth device is not paired to a different Bluetooth speaker or other device.

### My soundbar won't connect to my Bluetooth device.

- Shorten the distance between your soundbar and your Bluetooth device.
- Turn your devices off, then on. Re-pair your soundbar and your Bluetooth device.
- Make sure that your soundbar isn't paired to another Bluetooth device.
- Make sure that your soundbar and Bluetooth device are both in pairing mode.
- Make sure that you have selected **Insignia NS-SB20** on your Bluetooth device.

### My Bluetooth device keeps unpairing.

- Shorten the distance between your soundbar and your Bluetooth device.
  - If the battery on your Bluetooth device is low, recharge the battery.
- "Insignia NS-SB20" doesn't appear on my Bluetooth device.**
- Shorten the distance between your soundbar and your Bluetooth device.
  - Put your soundbar into pairing mode, then refresh your list of Bluetooth devices. For more information, see the documentation that came with your Bluetooth device.
  - Make sure that your Bluetooth device is visible to other devices. For more information, see the documentation that came with your Bluetooth device.

### The sound is lagging or I hear an echo.

- Turn off or mute the internal speakers of your TV. See your TV's User Guide for instructions.

### My soundbar turns off automatically after 15 minutes.

- When there is no signal input for 15 minutes, the soundbar will automatically enter standby mode.

## LEGAL NOTICES

### FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- It is recommended that a dealer or an experienced radio/TV technician is contacted for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## ONE-YEAR LIMITED WARRANTY

Visit [www.insigniaproducts.com](http://www.insigniaproducts.com) for details.

## CONTACT INSIGNIA

For customer service, call 1-877-467-4289 (U.S. and Canada)  
[www.insigniaproducts.com](http://www.insigniaproducts.com)

**HDMI**<sup>®</sup>  
HIGH-DEFINITION MULTIMEDIA INTERFACE

The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

Other parties marks are the property of their respective owners

INSIGNIA is a trademark of Best Buy and its affiliated companies.

Distributed by Best Buy Purchasing, LLC  
Richfield, MN 55423  
©2026 Best Buy. All rights reserved.