

# INSIGNIA™

## Soundbar Home Theater Speaker System with Bluetooth FAQ (NS-SB316)

March 2016

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## Setup

### Question 1: Where can I find mounting and setup instructions?

- You can find installation instructions in the soundbar's *User Guide*, which is available on the soundbar's product page on the Insignia website ([www.insigniaproducts.com](http://www.insigniaproducts.com)). To go to the product page, type "NS-SB316" into the search bar, then press **ENTER**. Click the **SUPPORT/DOWNLOADS** tab, then select your language next to *User Manual*.

### Question 2: What tools and materials do I need to mount the soundbar on a wall?

You will need the following tools and hardware to mount your soundbar (not included unless indicated):

- Two screws – #10 x 1½" (3.8 cm) wood screw (or similar) with approximately ¼" to 3/8" head
- Two wall anchors (suitable for your wall type and that fit the screws)
- Drill & drill bit  
**Tip:** The drill bit should be the same size as the shank (or core) of the screw. Do not include the thread width. See your local hardware store for more information about selecting the correct drill bit for your screw size.
- Screwdriver
- Mounting template (included)
- Tape (to tape the mounting template in place)
- Hammer (to secure the wall anchors)
- Level (to make sure that the mounting template is straight)
- Stud finder (for wood stud installation)

### Question 3: Will I use all of the cables?

- No. You will use the:
  - AC adapter
  - Audio cable: RCA audio cable **OR** 3.5 mm audio cable **OR** digital optical cable (not included)

### Question 4: What should I do if it's difficult to connect cables to my soundbar when it is mounted?

- Remove your soundbar from the wall, connect your cables, then align the soundbar with the screws and hang it back on the wall.
- If you are using an included audio cable, connect the right-angled cable connector into the soundbar.

### Question 5: How do I mount my soundbar if I do not have the mounting template?

For information on selecting screws and other hardware, see [Question 2](#).

1. Select a location close to your TV and directly in front of the viewing/listening position.
2. Use a pencil to mark two spots on the wall that are 20.4 inches (51.9 cm) apart. Make sure that the two spots are level.
3. Drill two holes on the wall where your pencil marks are.
4. If you are mounting on drywall, concrete, or other wall types, insert an appropriate wall anchor (not included).
5. Secure two screws (not included) to the wall in the holes you just drilled. The screws must protrude from the wall by about ¼".
6. Align the soundbar with the screws, then hang the soundbar on the screws.

## Bluetooth

### Question 6: How do I pair a Bluetooth device to my soundbar?

1. Turn on your soundbar.
2. Select Bluetooth as the input source by pressing the  (Bluetooth) button on the remote control or the  (source) button on the soundbar. The Bluetooth indicator on the soundbar blinks slowly.
3. Navigate to your device's Bluetooth settings, turn on Bluetooth, then search for available devices. See the instructions that came with your Bluetooth device for more information.
4. On your Bluetooth device, select **NS-SB316** from the device list. Repeat steps 2-3 if "NS-SB316" is not displayed.
5. If a passcode is requested, enter **0000**. When pairing is completed, the Bluetooth indicator lights solid blue.

### Question 7: How do I disconnect a paired Bluetooth device from my soundbar?

- Turn off Bluetooth on your Bluetooth device.  
**OR**
- Select at different input (source) on your soundbar.

### Question 8: What should I do if my soundbar will not pair with my Bluetooth device?

The Bluetooth indicator lights solid when your soundbar is connected to Bluetooth. For Bluetooth pairing instructions, see [Question 6](#).

- Move your Bluetooth device closer to your soundbar while pairing.
- Turn your devices off, then on. Re-pair your soundbar and Bluetooth device.
- Make sure that your soundbar is not paired to another Bluetooth device.
- Make sure that your Bluetooth device is not paired to another Bluetooth device.
- Make sure that you select Bluetooth audio as your soundbar's input (source). Press the  (Bluetooth) button on the remote control or the  (source) button on the soundbar. The Bluetooth indicator should blink slowly.
- Make sure that you have entered pairing mode on your Bluetooth device. See the documentation that came with your Bluetooth device for more information.
- Make sure that you selected **NS-SB316** from the list of available Bluetooth devices.
- If a passcode is needed, enter **0000**.

### Question 9: What should I do if my Bluetooth device keeps disconnecting from my soundbar?

- Shorten the distance between your soundbar and your Bluetooth device. The maximum distance is 30 feet (10 meters). However, this may be reduced if the signal has to pass through walls or other obstructions.
- If the battery on your Bluetooth device is low, recharge the battery.

### Question 10: What is the passcode for pairing a Bluetooth device to my soundbar?

- If a passcode is needed, enter **0000**.

### Question 11: How do I reconnect to a previously paired device?

Your soundbar automatically connects to the last connected device if it is within range. Make sure that:

- Your Bluetooth device has Bluetooth turned on.
- Your Bluetooth device and soundbar are within 33 feet (10 meters) of each other.
- Your soundbar's input (source) is set to Bluetooth.

## Audio

### Question 12: What should I do if there is low or no sound coming from the soundbar?

- Make sure that your soundbar is connected to an audio OUT jack on your sound source. You will not hear audio if you connect to a sound source's INPUT port.
- Make sure that the power is on and all connections are secure.
- Make sure that all cable connections are correct. The audio cable should be connected to the audio output (not the audio input) of the source device. See [Question 1](#) for information on finding your *User Guide* for connection instructions.
- If you are using the OPTICAL connection, make sure that the source device's audio source is set to "PCM" format. See the documentation that came with your source device for more information.
- Make sure that the correct audio source is selected. Press the  (source) button until the correct source LED lights. See [Question 15](#) for more information.
- Turn up the volume of the soundbar or connected device.
- Make sure that your soundbar volume is not muted.
- Make sure that the sound mode is suitable for the audio source. Press the **DSP** button to select a sound mode:
  - **Standard:** Lets you enjoy normal sound.
  - **Theater:** Best for enjoying movies. Bass frequencies are enhanced.
  - **News:** Select for clear voice reproduction.

### Question 13: What should I do if the sound is buzzing or breaking up?

- Make sure that your soundbar is connected to an audio OUT jack on your sound source. You will not hear audio if you connect to a sound source's INPUT port.
- Make sure that all connections are correct and secure.
- Make sure that your cables are not broken or damaged.
- If you are using the OPTICAL IN connection, make sure the source device's audio source is set to "PCM" format. See the documentation that came with the audio source device (such as a TV, projector, DVD/Blu-ray player, etc.) for additional information.
- Use a different connection method between the soundbar and the source device to make sure that the jacks on both devices are still working. You can connect your devices with RCA cables, AUX cables, digital optical cables (not included), or Bluetooth.
- Connect to a different source device (such as a TV, projector, DVD/Blu-ray player, etc.) to see if the buzzing still occurs. If it does not, this may be an issue with the original source device.

### Question 14: What should I do if I hear sound coming from both my soundbar and TV?

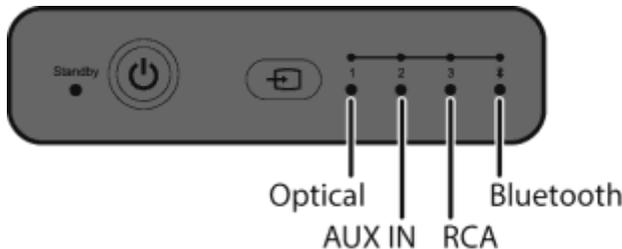
- Turn off or mute the internal speakers of your TV. See your TV's manual for more information.
- See [Question 21](#) for further information on controlling volume levels with your remote control.

## Usage

### Question 15: How do I tell what input (source) my soundbar is using?

Press the  (source) button repeatedly on your soundbar or press an input button (1, 2, 3, or ) on your remote control to select the correct source. The source indicators light to show you which source is selected:

- 1: Optical mode
- 2: AUX IN mode
- 3: RCA mode
-  : Bluetooth mode



### Question 16: What should I do if the power does not come on?

- Make sure that the AC adapter is securely connected to both the power outlet and the soundbar.
- Make sure that the power outlet is working or the power strip is turned on.

### Question 17: What do the LED indicators mean?

- The LED indicators labeled , 1, 2, and 3 on your soundbar indicate which input (source) your soundbar is using. See [Question 15](#) for more information.
- The LED indicators labeled Standard, Theater, and News indicate the sound mode your soundbar is using. Press the **DSP** (Digital Signal Processor) button to select a sound mode:
  - **Standard**: Lets you enjoy normal sound.
  - **Theater**: Best for enjoying movies. Bass frequencies are enhanced.
  - **News**: Select for clear voice reproduction.

## Remote Control

### Question 18: What should I do if the soundbar remote control is not working?

- Make sure that the AC adapter is correctly and securely connected to your soundbar and a working power outlet.
- Make sure that the plastic tab has been removed from the battery compartment before using it for the first time.
- Make sure that you are within 23 feet (7 meters) of the soundbar.
- Make sure that you are pointing the remote control directly at the IR sensor on the front of the soundbar.
- Make sure that there are no obstructions blocking your remote control or IR sensor.
- Your remote control battery may be dead. See [Question 20](#) for instructions on how to change the battery.

### Question 19: How do I control my soundbar with a universal remote control?

To control your soundbar's volume you can use an Insignia TV remote or program a universal remote. Insignia TV remotes and universal remotes will not be able to change your soundbar's audio source or sound mode. Use the controls on your soundbar or the remote that came with it to change these settings.

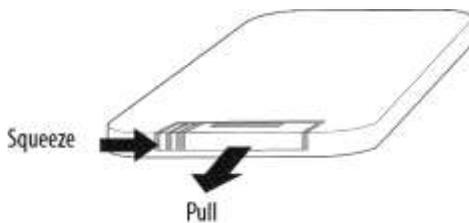
#### To program a universal remote:

1. Go to <http://www.insigniaproducts.com/support/remoteCodeFinder.html>
2. Under *Search By Remote*, select your remote's brand from the drop-down menu. A list of remote codes is shown.
3. Follow the directions that came with your remote to program a remote code. If several remote codes are provided, you may need to try several until you find one that works.

**Note:** Make sure that you program the soundbar to a source on your remote that is not in use.

### Question 20: How do I install or replace the batteries in the remote control?

1. Squeeze the tab on the battery cover, then pull the battery cover out.



2. Remove the old battery, then insert a new 3V lithium battery (CR2025) into the battery tray. Match the polarity of the new battery with the plus sign (+) in the battery tray.
3. Slide the battery tray back into the battery compartment until it clicks into place.

### Question 21: Why does my TV remote change both the TV and soundbar volume level?

Your TV may affect the soundbar's volume control. Instructions may vary depending on your TV's available settings. For more information, see the documentation that came with your TV.

- In your TV's audio settings:
  - Select "Fixed Audio" output if you do not want your TV remote control to change both your TV and soundbar volume levels.
  - OR
  - Select "Variable Audio" output if you want your remote control to change both your TV and soundbar volume levels.
- Alternatively, you can also turn off your TV's audio if you don't want the remote control to change both volume levels. See the documentation that came with your TV for more information.

## General

### Question 22: Where can I get more information about my soundbar or warranty?

- Find your *Quick Setup Guide*, *User Guide*, or warranty information on the Insignia website. Go to [www.insigniaproducts.com](http://www.insigniaproducts.com), then search for **NS-SB316**.