

Polk Audio AM9640

Polk Audio Command Sound Bar User Manual with Alexa Voice Control and 4K HDMI

Model: AM9640

[Introduction](#)

[What's in the Box](#)

[Setup](#)

[Operating Instructions](#)

[Troubleshooting](#)

[Specifications](#)

[Warranty &](#)

[Support](#)

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Polk Audio Command Sound Bar. This sound bar system integrates Amazon Alexa voice control, offering a hands-free experience for controlling your home theater audio. It features 4K HDMI compatibility, multi-room music capabilities, and Polk's patented Voice Adjust technology for clear dialogue.

2. WHAT'S IN THE BOX

Upon unboxing your Polk Audio Command Sound Bar, ensure all components are present:

- Command Bar sound bar
- Wireless Subwoofer
- AAA Alkaline batteries (2)
- Sound bar power adapter with 6.5' (2m) power cord
- Subwoofer power cord
- 6.5' (2m) high-speed HDMI cable (4K compatible)
- 6' (1.8m) Optical cable
- Sound bar wall-mount template
- Quick Start Guide



Image 2.1: The Polk Audio Command Sound Bar and its accompanying wireless subwoofer.



Image 2.2: The Polk Audio Command Sound Bar positioned beneath a television on a media console, with the subwoofer placed to the side.

3. SETUP

3.1 Unboxing

To safely unbox your Command Bar, lay the product box on its side. Release the tabs and slide out the contents. All necessary components for setup are included within the packaging.



Image 3.1: A top-down view of the Polk Audio Command Sound Bar, highlighting its sleek design and integrated controls.

3.2 Connecting to Your TV

The Command Bar can be connected to your television using either an HDMI cable (recommended) or an Optical cable.

1. **HDMI ARC Connection (Recommended):** Locate an HDMI input on your TV labeled "ARC" (Audio Return Channel). Connect one end of the provided HDMI cable to this port on your TV and the other end to the "TV (ARC) HDMI OUT" port on the Command Bar. HDMI ARC allows for high-quality multi-channel audio and enables control of the sound bar using your TV's remote via CEC (Consumer Electronics Control).
2. **Optical Connection:** If your TV does not have an HDMI ARC port, connect one end of the provided Optical cable to your TV's optical audio output and the other end to the "TV OPTICAL" input on the Command Bar.



Image 3.2: The rear panel of the Polk Audio Command Sound Bar, showing the HDMI, Optical, USB, and power input ports.

For detailed information on your TV's HDMI ARC or CEC compatibility, consult your television's owner's manual.

3.3 Power Connection and Subwoofer Pairing

1. Position the Command Bar and connect its power adapter to an AC outlet.
2. Position the wireless subwoofer and connect its power cord to an AC outlet.
3. Once both units are plugged in and powered on, the Command Bar and subwoofer should automatically pair within approximately 30 seconds.
4. To verify successful pairing, check for a solid green "BAR SYNC" light on the back of the subwoofer. If the light is not solid green, refer to the Troubleshooting section or the Quick Start Guide for pairing instructions.



Image 3.3: The Polk Audio Command Sound Bar and its remote control, ready for use.



Image 3.4: An angled view of the Polk Audio Command Sound Bar and its wireless subwoofer, showcasing their design.



Image 3.5: A detailed view of the control panel on the Polk Audio Command Sound Bar, featuring the Alexa light ring and buttons.

4. OPERATING INSTRUCTIONS

4.1 Amazon Alexa Voice Control

The Polk Command Bar has Amazon Alexa built-in, allowing for hands-free control of various functions. To activate Alexa, simply say "Alexa" followed by your command. The light ring on the sound bar will illuminate to indicate Alexa is listening.

- **Volume Control:** "Alexa, turn up the volume," or "Alexa, set volume to 5."
- **Music Playback:** "Alexa, play music," "Alexa, play [song/artist] on Amazon Music."
- **Input Switching:** "Alexa, switch to HDMI 1," or "Alexa, switch to TV optical."
- **Smart Home Control:** Control compatible smart home devices by linking them through the Alexa app.

Ensure your Command Bar is connected to your Wi-Fi network and linked to your Amazon account via the Alexa app for full functionality.

Your browser does not support the video tag.

Video 4.1: An official Polk Audio video demonstrating the unboxing and setup process for the Command Sound Bar, including connecting to a TV and pairing the subwoofer.

4.2 Voice Adjust Technology

Polk's patented Voice Adjust technology allows you to customize voice levels to reproduce clear, crisp dialogue. This feature ensures you hear every word, even during action-packed scenes. Use the remote control or Alexa voice commands to adjust the Voice Adjust settings.

4.3 Multi-Room Music

With Amazon Multi-Room Music, you can play and control your music across multiple Amazon devices, including your Polk Command Bar. Group compatible devices in the Alexa app to enjoy synchronized audio throughout your home.

4.4 HDMI CEC Functionality

If connected via HDMI ARC, the Command Bar supports CEC (Consumer Electronics Control). This feature allows your TV remote to control basic functions of the sound bar, such as volume and mute. It also disables your TV's internal speakers and provides an on-screen volume graphic when adjusting the sound bar's volume.

5. TROUBLESHOOTING

Issue	Possible Cause	Solution
No sound from sound bar.	Incorrect input selected, volume too low, cables not connected properly.	Verify correct input is selected on sound bar. Increase volume on sound bar and TV. Check HDMI or Optical cable connections. Ensure TV's internal speakers are disabled if using HDMI ARC.
Subwoofer not pairing.	Subwoofer not powered on, out of range, pairing issue.	Ensure subwoofer is plugged in and powered on. Move subwoofer closer to the sound bar. Refer to the Quick Start Guide for manual pairing instructions. Check for a solid green "BAR SYNC" light on the back of the subwoofer.
Alexa not responding or connecting to Wi-Fi.	No internet connection, incorrect Alexa setup, microphone muted.	Check your home Wi-Fi network connection. Ensure the sound bar is properly set up with the Alexa app. Verify the microphone on the sound bar is not muted (indicated by a red light). Try unplugging and replugging the sound bar to reset.
Poor sound quality or distortion.	Incorrect audio settings, speaker placement, source quality.	Adjust Voice Adjust and bass settings. Ensure sound bar and subwoofer are placed optimally, not obstructed. Check the audio output settings on your TV or source device.

Your browser does not support the video tag.

Video 5.1: An official Polk Audio "How-to" video providing guidance on various functions and troubleshooting tips for the Polk Command Bar.

6. SPECIFICATIONS

Feature	Detail
Model Name	AM9640

Feature	Detail
Brand	Polk Audio
Speaker Type	Surround
Special Feature	Subwoofer
Recommended Uses	Music, Home Theater
Compatible Devices	Television
Subwoofer Diameter	6 Inches
Surround Sound Channel Configuration	2.1
Color	Black
Product Dimensions	4"D x 43.3"W x 2.1"H
Item Weight	4.95 Pounds
Control Method	Voice
Wireless Communication Technology	Bluetooth
Power Source	Corded Electric
Speaker Maximum Output Power	260 Watts
Frequency Response	22000 Hz
Connectivity Technology	HDMI, Optical
UPC	747192129606

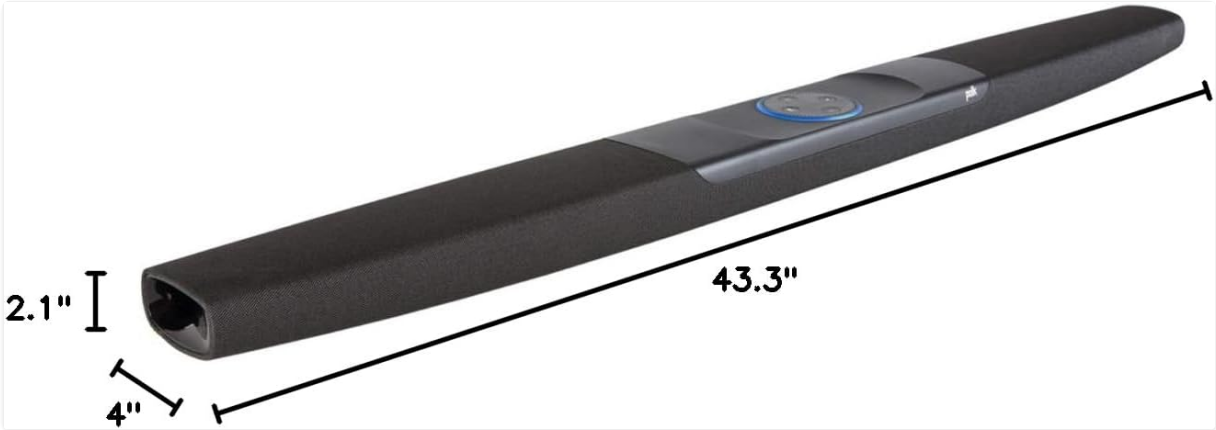


Image 6.1: Diagram illustrating the dimensions of the Polk Audio Command Sound Bar: 43.3 inches in width, 2.1 inches in height, and 4 inches in depth.

7. WARRANTY AND SUPPORT

The Polk Audio Command Sound Bar comes with a Limited Warranty. For specific warranty terms, conditions, and duration, please refer to the warranty card included in your product packaging or visit the official Polk Audio website.

For technical support, product registration, or further assistance, please visit the [Polk Audio Store on Amazon](#) or their official website.

