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### Bose 882963-2200

# Bose Smart Ultra Soundbar User Manual

Model: 882963-2200

## PRODUCT OVERVIEW

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The Bose Smart Ultra Soundbar is a high-performance wireless speaker system designed to enhance your television audio experience with immersive sound. It integrates advanced audio technologies like Dolby Atmos and Bose TrueSpace to deliver spatial audio, making content come alive from all directions, including overhead.

This soundbar features an AI-based dialogue mode for crystal-clear vocals, ensuring you never miss a word. With six speakers, including two upward-firing dipole speakers, it creates a wide and detailed soundstage. Built-in Amazon Alexa provides convenient voice control for your entertainment and daily tasks. The soundbar offers flexible connectivity options, including HDMI eARC and optical audio, and supports Bose SimpleSync for pairing with other compatible Bose headphones and speakers.

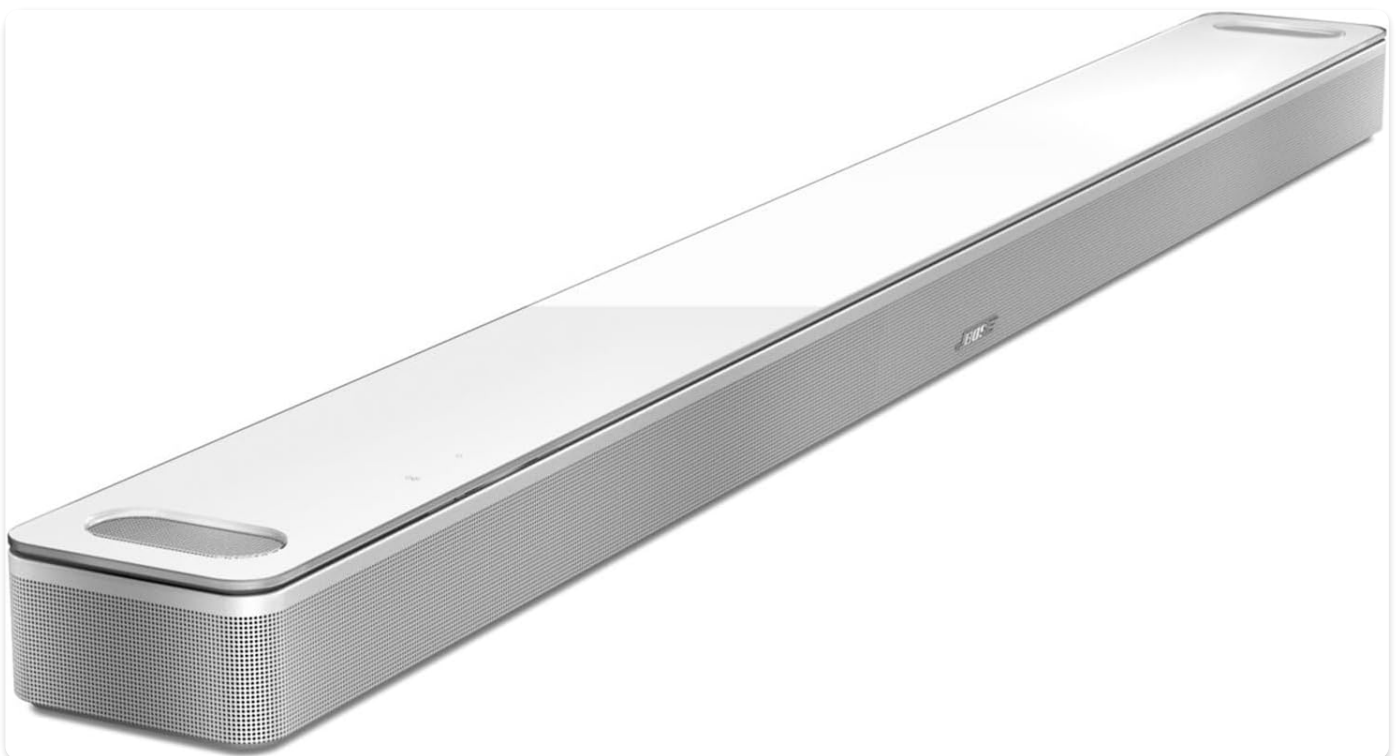


Image: The Bose Smart Ultra Soundbar in white, showcasing its sleek design and front grille from an angled perspective.

Follow these steps to set up your Bose Smart Ultra Soundbar:

1. **Unpack the Soundbar:** Carefully remove the soundbar and all accessories from the packaging. Ensure all components listed in the "Components Included" section are present.
2. **Placement:** Place the soundbar directly in front of your TV, centered, and on a stable surface. Ensure there are no obstructions in front of the soundbar or blocking the upward-firing speakers.
3. **Connect to TV:**
  - **HDMI eARC (Recommended):** Connect one end of the included HDMI eARC cable to the HDMI eARC port on the soundbar and the other end to the HDMI eARC/ARC port on your TV. This connection provides the best audio quality and allows for TV remote control of the soundbar.
  - **Optical Audio:** If your TV does not have an HDMI eARC/ARC port, connect one end of the included optical audio cable to the optical port on the soundbar and the other end to the optical digital audio output on your TV.





Image: The rear of the Bose Smart Ultra Soundbar showing the HDMI eARC and optical audio ports with their respective cables connected, illustrating the primary setup options.

4. **Connect Power:** Plug the power cord into the soundbar's power port and then into a wall outlet. The soundbar will automatically power on.
5. **Download Bose App:** Download the Bose Music app from your mobile device's app store. The app will guide you through connecting the soundbar to your Wi-Fi network, setting up voice assistants, and configuring audio settings.

## OPERATING INSTRUCTIONS

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Learn how to operate your Bose Smart Ultra Soundbar for optimal performance:

- **Power On/Off:** The soundbar typically powers on automatically when your TV is turned on via HDMI eARC. You can also use the power button on the included remote control.
- **Volume Control:** Adjust the volume using the volume buttons on the remote control or through the Bose Music app. If connected via HDMI eARC, your TV remote may also control the soundbar volume.
- **Input Selection:** The soundbar automatically detects the audio input. For Bluetooth connections, press the Bluetooth button on the remote or select Bluetooth in the Bose Music app to pair a device.
- **Voice Control (Amazon Alexa):** With Amazon Alexa built-in, simply say "Alexa" followed by your command to control playback, adjust volume, or ask questions. Ensure Alexa is set up via the Bose Music app.
- **AI Dialogue Mode:** Activate the AI-based dialogue mode through the Bose Music app to enhance vocal clarity, especially during movies or TV shows with complex sound mixes.
- **Bose SimpleSync:** Use SimpleSync technology to group your soundbar with compatible Bose headphones or other Bose Bluetooth speakers for a synchronized audio experience. This feature is managed through the Bose Music app.

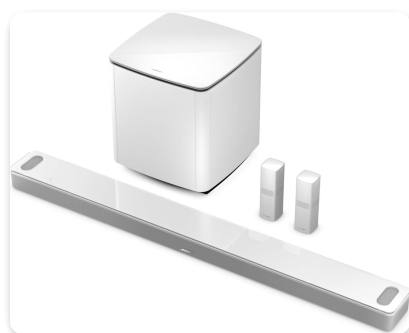


Image: The sleek black remote control for the Bose Smart Ultra Soundbar, featuring power, volume, mute, Bluetooth, and play/pause

buttons.

## MAINTENANCE

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Proper maintenance ensures the longevity and optimal performance of your soundbar:

- **Cleaning:** Use a soft, dry cloth to clean the surface of the soundbar. Do not use liquid cleaners or sprays directly on the unit. Avoid getting moisture into any openings.
- **Placement:** Keep the soundbar away from direct sunlight, heat sources, and excessive moisture. Ensure adequate ventilation around the unit.
- **Software Updates:** Regularly check for and install software updates via the Bose Music app. Updates provide new features, performance improvements, and bug fixes.
- **Cable Management:** Ensure all cables are securely connected and not under strain. Avoid bending cables sharply.

## TROUBLESHOOTING

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If you encounter issues with your Bose Smart Ultra Soundbar, refer to the following common troubleshooting steps:

- **No Sound:**
  - Ensure the soundbar is powered on and the volume is not muted or set too low.
  - Verify that the audio cable (HDMI eARC or optical) is securely connected to both the soundbar and the TV.
  - Check your TV's audio output settings to ensure it is set to output audio to the connected soundbar (e.g., external speakers, HDMI ARC).
  - Try power cycling both the soundbar and the TV by unplugging them from the power outlet for a minute and then plugging them back in.
- **Audio Dropouts or Intermittent Sound:**
  - This can sometimes occur with certain TV models (e.g., Samsung TVs, as noted by some users). Ensure your TV's firmware is up to date.
  - Try a different HDMI port on your TV, or switch to an optical connection if you are using HDMI eARC.
  - Reduce potential wireless interference by moving other wireless devices away from the soundbar.
  - Perform a factory reset on the soundbar (refer to the Bose Music app or Bose support website for instructions).
- **Voice Assistant Not Responding:**
  - Ensure the soundbar is connected to the internet via Wi-Fi.
  - Verify that the voice assistant (Alexa) is properly configured and enabled in the Bose Music app.
  - Check the microphone status on the soundbar; ensure it is not muted.
- **Remote Control Not Working:**
  - Replace the battery in the remote control.
  - Ensure there are no obstructions between the remote and the soundbar.

For more detailed troubleshooting or persistent issues, consult the Bose Music app's help section or visit the official Bose support website.

## SPECIFICATIONS

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Feature	Detail
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Feature	Detail
Model Name	Bose Smart Ultra Soundbar
Model Number	882963-2200
Dimensions (D x W x H)	10.7 cm x 104.5 cm x 5.8 cm
Weight	5.8 kg (5800 Grams)
Material	Plastic
Speaker Type	Soundbar
Surround Sound Channels	5.1
Special Features	Dolby Atmos, AI Dialogue Mode
Connectivity Technology	Bluetooth, HDMI eARC, Optical, Wi-Fi
Compatible Devices	Television
Included Components	Bose Smart Ultra Soundbar, HDMI eARC Cable, Optical Cable, Remote Control (battery included), Quick Start Guide

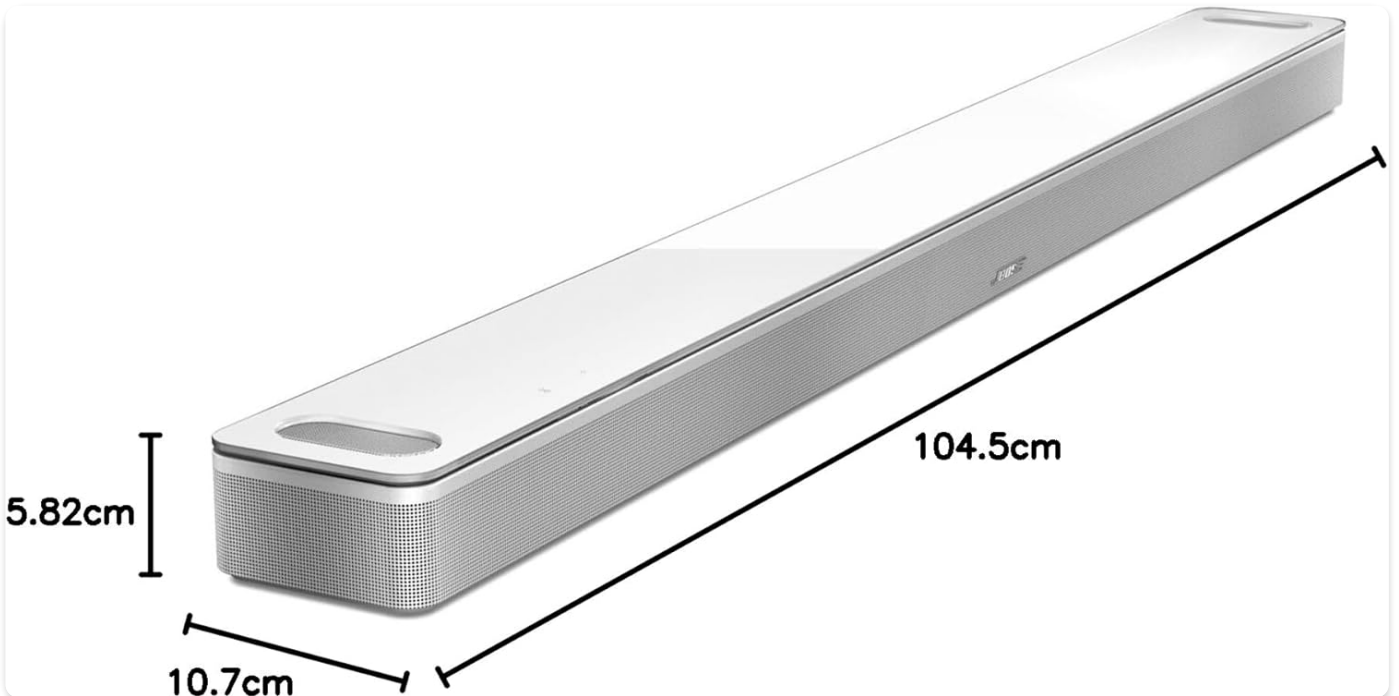


Image: The Bose Smart Ultra Soundbar with its key dimensions (length, depth, height) clearly indicated in centimeters.

## WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the following resources:

- **Bose Music App:** The Bose Music app is your primary resource for software updates, product registration, and

access to detailed help articles and FAQs.

- **Bose Support Website:** Visit the official Bose support website for comprehensive product information, troubleshooting guides, and contact options for customer service.
- **Product Registration:** Register your product on the Bose website to receive important updates and facilitate warranty claims, if applicable.

Specific warranty terms and conditions may vary by region. Please consult your purchase documentation or the Bose website for details.