

## Hiwill A21

# Hiwill HiElite A21 Soundbar User Manual

Model: A21

## INTRODUCTION

This user manual provides detailed instructions for setting up, operating, and maintaining your Hiwill HiElite A21 2.1CH Dolby Atmos Soundbar with Subwoofer. Please read this manual thoroughly before using the product to ensure proper functionality and to maximize your audio experience.

# Elevate Every Moment with Dolby Atmos



200w  
Peak Power



Image: The Hiwill HiElite A21 soundbar and its wired subwoofer positioned in front of a smart TV, illustrating a typical home theater setup. The TV screen displays vibrant colors, and the Dolby Atmos logo is visible on the soundbar.

## WHAT'S IN THE BOX

Verify that all components are present in the package:

- Soundbar
- Wired Subwoofer
- Remote Control (with batteries)
- Power Adapter
- HDMI eARC/ARC Cable
- Digital Optical Cable
- Stereo 3.5mm to 3.5mm Audio Cable
- Wall Mounted Kit (screws and anchors)



*Image: An exploded view of the Hiwill HiElite A21 soundbar system, showing the soundbar, subwoofer, remote control, various cables (HDMI, optical, AUX), power adapter, wall mount kit, and user manual, laid out on a white background.*

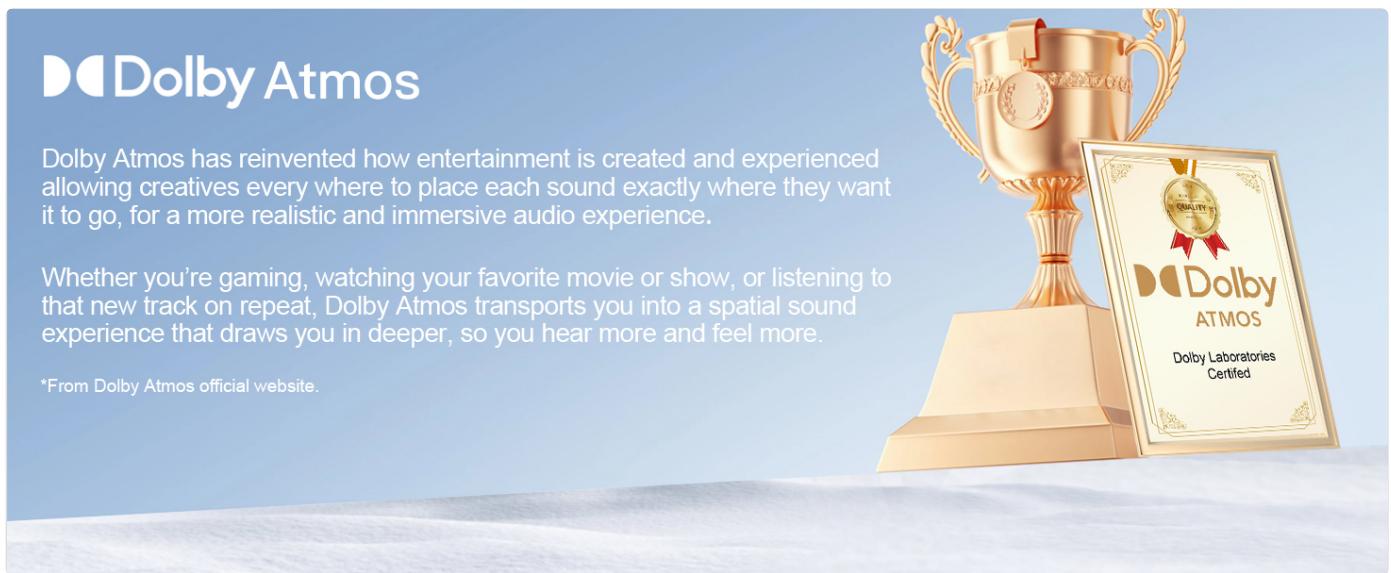
## PRODUCT OVERVIEW

The Hiwill HiElite A21 is a 2.1 channel soundbar system designed to deliver immersive audio with Dolby Atmos technology. It features a compact soundbar and a wired external subwoofer for enhanced bass.

### Key Features:

- **Dolby Atmos:** Provides a three-dimensional sound experience for movies and music.
- **Adjustable Audio:** Independent bass and treble controls with 12 levels of adjustment.
- **EQ Modes:** Three pre-set equalizer modes (Music, Movie, News) for optimized sound.
- **Wired Subwoofer:** 5.25-inch external subwoofer for deep, resonant bass.

- **Multiple Connectivity:** HDMI eARC/ARC, Optical, Bluetooth 5.3, AUX, and USB inputs.
- **High-Quality Materials:** Features aluminum-magnesium alloy diaphragms and copper rings for clear sound.



**Dolby Atmos**

Dolby Atmos has reinvented how entertainment is created and experienced allowing creatives every where to place each sound exactly where they want it to go, for a more realistic and immersive audio experience.

Whether you're gaming, watching your favorite movie or show, or listening to that new track on repeat, Dolby Atmos transports you into a spatial sound experience that draws you in deeper, so you hear more and feel more.

\*From Dolby Atmos official website.

*Image: A visual representation of the Dolby Atmos three-dimensional soundscape, showing sound waves emanating from the soundbar and subwoofer to fill a room, creating an immersive audio experience.*

## SETUP

### 1. Connecting the Subwoofer

Connect the wired subwoofer to the soundbar using the integrated BASS INPUT cable from the subwoofer to the BASS OUT port on the soundbar.

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*Video: An official installation guide demonstrating how to connect the wired subwoofer to the Hiwill soundbar. The video shows the physical connection process clearly.*

### 2. Powering the Soundbar

Plug one end of the power adapter into the DC IN port on the soundbar and the other end into a power outlet.

### 3. Connecting to Your TV

The HiElite A21 offers multiple connectivity options. For the best audio quality and Dolby Atmos support, HDMI eARC is recommended.

# Unlimited Connectivity Possibilities

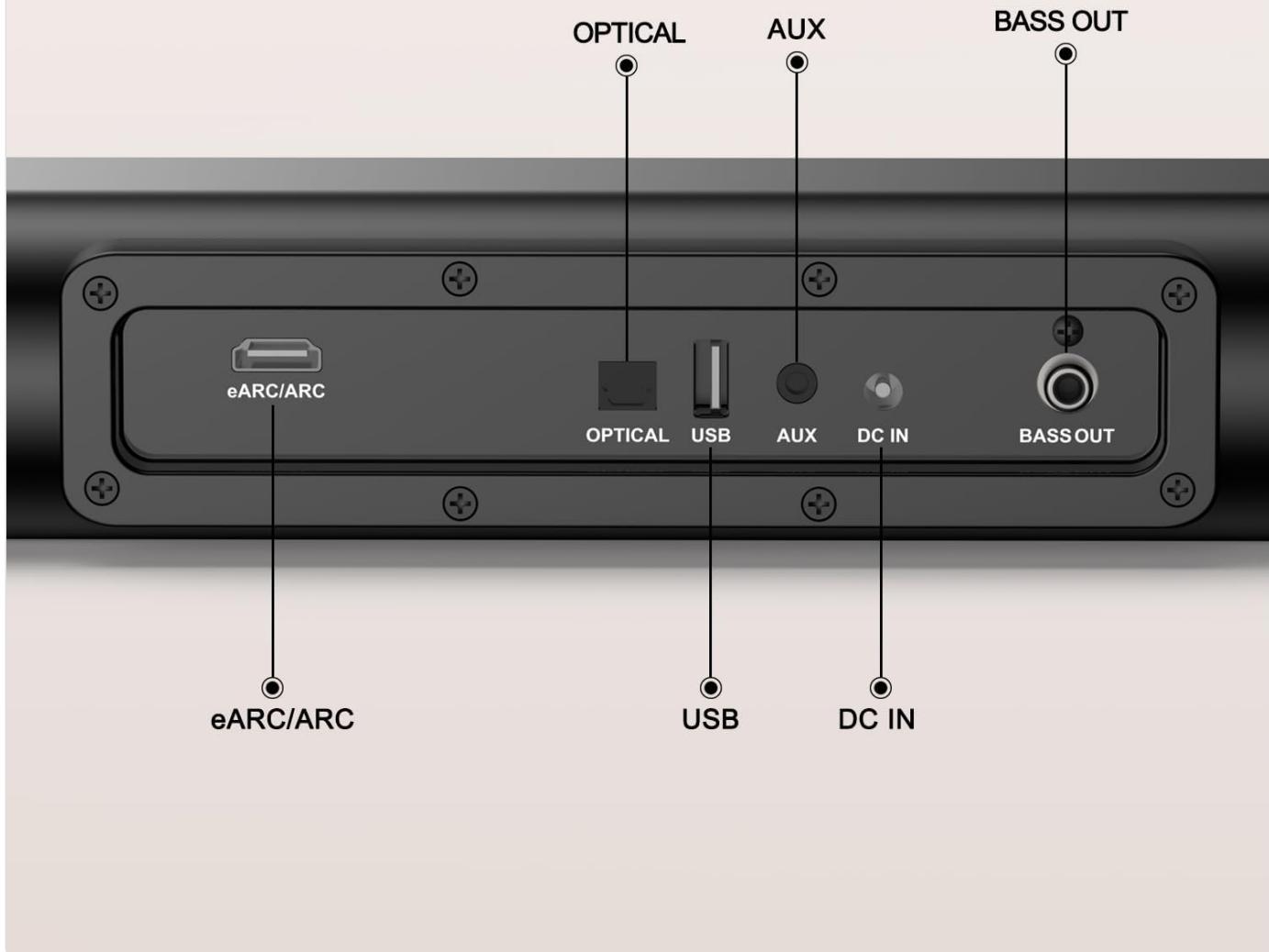


Image: A close-up view of the rear panel of the Hiwill soundbar, highlighting the various input ports including HDMI eARC/ARC, Optical, USB, AUX, DC IN, and BASS OUT.

## HDMI eARC/ARC (Recommended)

Connect one end of the provided HDMI eARC/ARC cable to the HDMI eARC/ARC port on your TV and the other end to the eARC/ARC port on the soundbar. This connection allows for high-resolution audio transmission and TV remote control integration.

### HDMI eARC vs. HDMI ARC Comparison

Feature	HDMI eARC	HDMI ARC
Basic Concepts	Enhanced Audio Return Channel	Audio Return Channel
Bandwidth	Up to 37 Mbps	Up to 1 Mbps

Feature	HDMI eARC	HDMI ARC
Audio Format Support	Uncompressed audio formats (e.g., Dolby Atmos/Dolby TrueHD/DTS:X/PCM 7.1/DTS-HD Master Audio)	Compressed audio formats (e.g., Dolby Digital/DTS/PCM 2.0 (stereo))
Channel Support	Up to 7.1 channels, even 32 channels (e.g., Dolby Atmos)	Up to 5.1 channels
Audio Quality	High-resolution audio (e.g., 24-bit/192kHz)	Standard-definition audio
Latency	Very low (optimized lip-sync)	Higher (may affect lip-sync)
Device Compatibility	Requires HDMI 2.1 or later	Requires HDMI 1.4 or later
Cable Requirements	High-speed HDMI cable (supports 18 Gbps) (package has included)	Standard HDMI cable

*Table: A comparison chart detailing the differences between HDMI eARC and HDMI ARC, including bandwidth, audio format support, channel support, audio quality, latency, device compatibility, and cable requirements.*

## Optical Connection

For TVs without HDMI eARC/ARC, connect the optical cable from your TV's Optical Digital Audio Out port to the OPTICAL port on the soundbar. This supports compressed audio formats.

## Bluetooth Connection

To connect wirelessly, switch the soundbar to Bluetooth mode. Enable Bluetooth on your device (smartphone, tablet, etc.) and select "HiElite A21" from the list of available devices. The soundbar will indicate a successful connection.

## AUX Connection

Use the 3.5mm audio cable to connect your device's headphone jack or audio out port to the AUX port on the soundbar. This is suitable for older devices.

## OPERATION

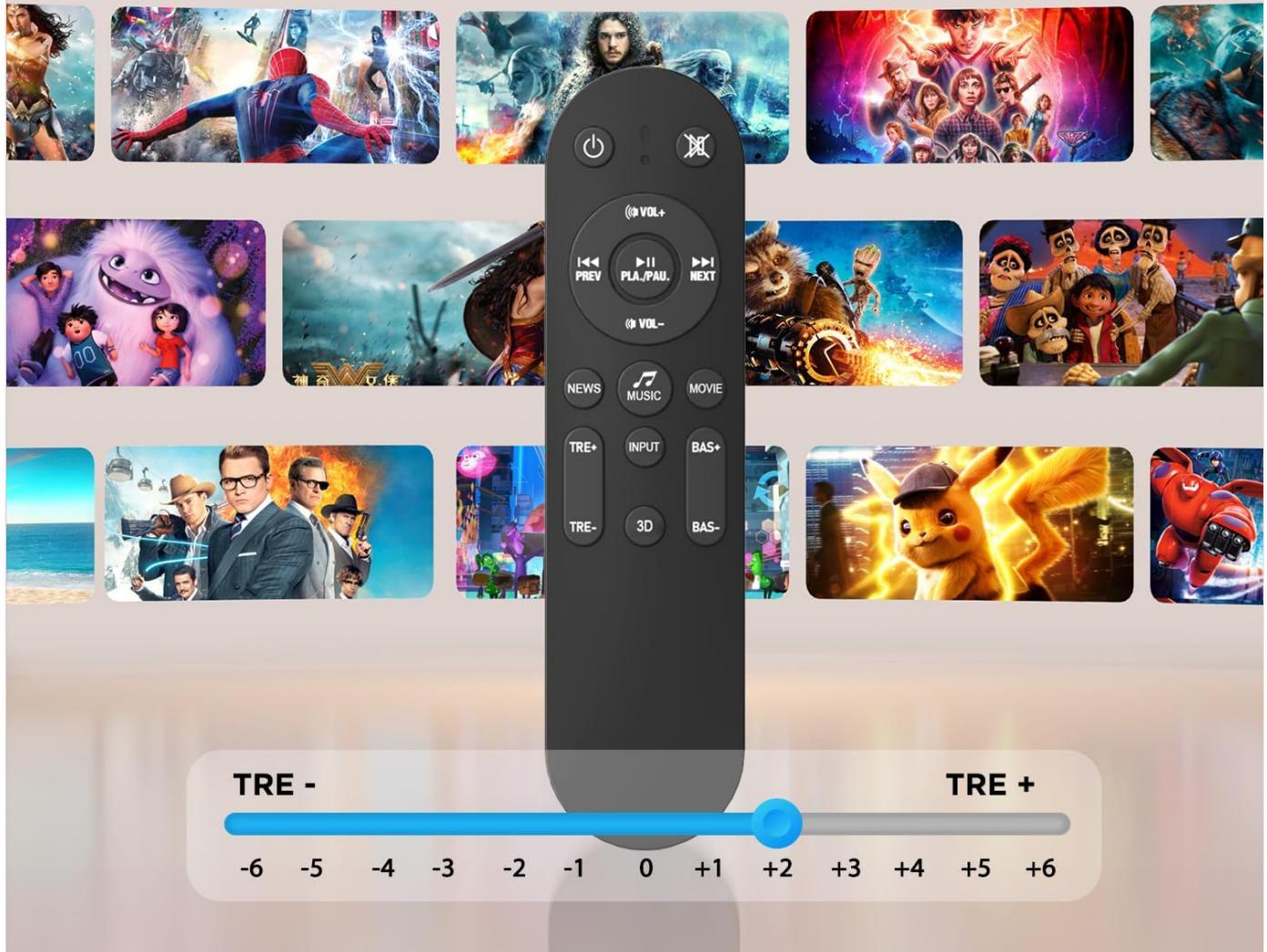
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### Controls

The soundbar can be controlled using the included remote control or the buttons on the unit itself.

# Treble Adjustable

Enhances clarity, detail representation, and spatial perception, enriching the audio quality and emotional expression



*Image: The remote control for the Hiwill soundbar, featuring buttons for power, volume, EQ modes, input selection, and dedicated controls for adjusting treble and bass levels. A visual slider indicates the adjustable treble range.*

## EQ Modes

Select from three optimized EQ modes to suit your content:

- **Music Mode:** Enhances musical clarity and depth.
- **Movie Mode:** Optimizes sound for cinematic experiences with dynamic effects.
- **News Mode:** Focuses on clear dialogue for spoken content.

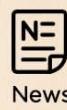
# Optimized Equalizer for Various Content



Movie



Music



News



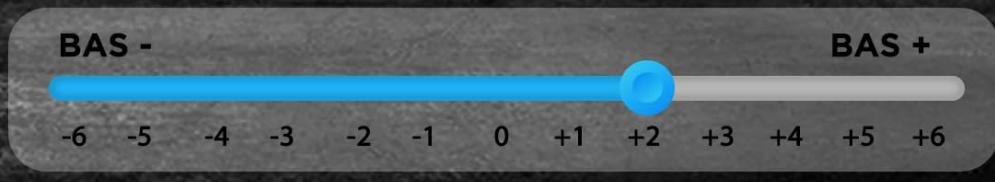
*Image: A couple sitting on a couch watching a TV connected to the Hiwill soundbar and subwoofer, with icons representing Movie, Music, and News EQ modes displayed above the TV, illustrating content optimization.*

## Adjusting Bass and Treble

Use the dedicated BASS+/- and TREB+/- buttons on the remote control to fine-tune the audio to your preference. There are 12 adjustable levels for both bass and treble.

# Bass Adjustable

Unleash the essence of music with tailored bass and enhance your bass experience



*Image: A cutaway diagram of the 5.25-inch wired subwoofer, emphasizing its internal components. Below it, a visual slider illustrates the adjustable bass range, from -6 to +6, allowing users to customize the low-frequency output.*

## Firmware Updates

Hiwill provides continuous firmware updates to improve performance and introduce new features. Contact customer service to obtain the latest firmware file.

1. Download the firmware file (`spupdate.bin`) and place it in the root directory of a USB flash drive.
2. Turn on the soundbar (or restart it) and switch to USB mode.
3. Insert the USB flash drive into the USB port on the soundbar.
4. Press and hold the Play/Pause button on the remote control until a number is displayed on the soundbar's screen.
5. The display will show a progress count. When "HI" appears, the firmware update is successful.
6. After installation, unplug the power supply, wait a few seconds, and then plug it back in.
7. Check your TV's audio output settings and set it to "PASSTHROUGH" if applicable.
8. Restart the soundbar to enjoy the upgraded sound.

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Video: An official guide demonstrating the step-by-step process of updating the firmware on the Hiwill soundbar using a USB flash drive. It shows the file placement, connection, and update progress on the soundbar's display.

## The latest upgrade content

- ⌚ Enhanced Sound Quality
- ⌚ Auto LED Off (30s)
- ⌚ Softer Screen Brightness
- ⌚ Smart Memory Function
- ⌚ Reduced Default Volume
- ⌚ Clearer Dialogue & Deeper Bass



Image: A graphic illustrating the firmware upgrade process for the Hiwill soundbar, with two circular arrows symbolizing the update cycle and text highlighting key improvements such as enhanced sound quality, smart memory function, reduced default volume, auto LED off, and softer screen brightness.

### MAINTENANCE

To ensure the longevity and optimal performance of your Hiwill soundbar, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to wipe the surfaces of the soundbar and subwoofer. Do not use liquid cleaners or abrasive materials.
- **Placement:** Place the soundbar on a stable, flat surface or mount it securely on a wall. Ensure adequate ventilation around the unit.

- **Avoid Moisture:** Keep the soundbar and subwoofer away from water, high humidity, and direct sunlight.
- **Power Off:** When not in use for extended periods, unplug the power adapter from the wall outlet.

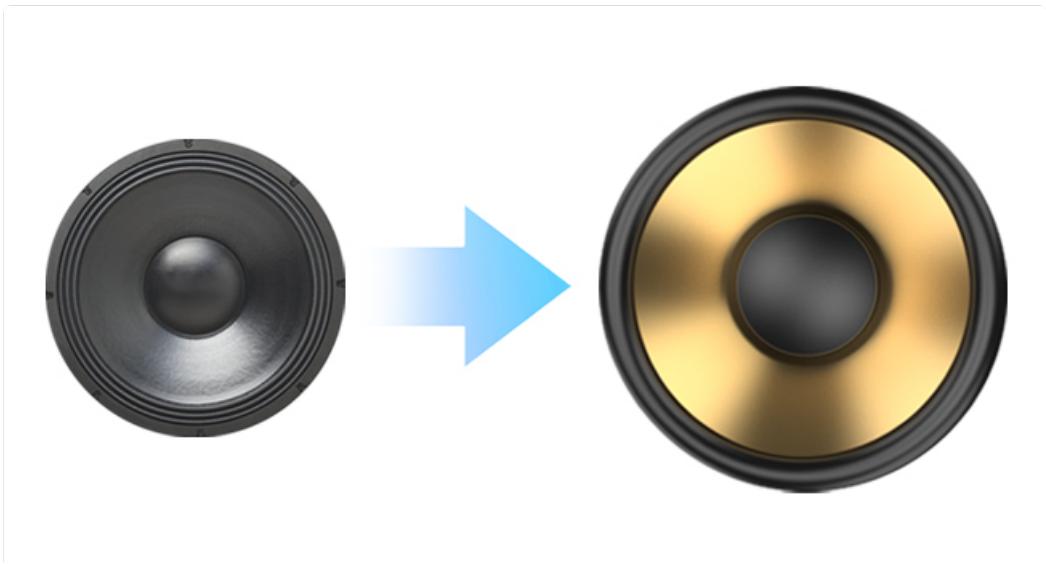
## TROUBLESHOOTING

If you encounter issues with your Hiwill soundbar, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No Sound	Incorrect input mode; Loose cables; TV audio settings incorrect; Soundbar muted.	Verify input mode (HDMI, Optical, BT, AUX); Reconnect all cables securely; Set TV audio output to "PASSTHROUGH" or "External Speaker"; Unmute soundbar.
No Bass from Subwoofer	Subwoofer cable loose; Bass level set too low.	Ensure subwoofer cable is firmly connected to the BASS OUT port; Increase bass level using the remote control.
Remote Control Not Working	Batteries drained; Obstruction between remote and soundbar; Remote sensor blocked.	Replace batteries; Remove any obstructions; Ensure remote is pointed directly at the soundbar's sensor.
Bluetooth Pairing Issues	Soundbar not in pairing mode; Device too far; Interference.	Ensure soundbar is in BT mode and flashing; Move device closer; Reduce interference from other wireless devices.
Sound Distortion	Volume too high; Poor audio source; Incorrect EQ settings.	Reduce volume; Try a different audio source; Adjust EQ modes or bass/treble levels.

## SPECIFICATIONS

- **Model Name:** HiElite A21
- **Speaker Type:** Soundbar with Wired Subwoofer
- **Surround Sound Channel Configuration:** 2.1CH
- **Speaker Maximum Output Power:** 200 Watts
- **Subwoofer Diameter:** 5.25 Inches
- **Frequency Response:** 45Hz-20KHz
- **Connectivity Technology:** Bluetooth 5.3, Auxiliary, USB, Optical, HDMI eARC/ARC
- **Bluetooth Range:** 10 Meters
- **Product Dimensions (Soundbar):** 16.38"W x 4.45"D x 2.36"H
- **Item Weight:** 11.05 pounds (total package weight)
- **Manufacturer:** Hiwill



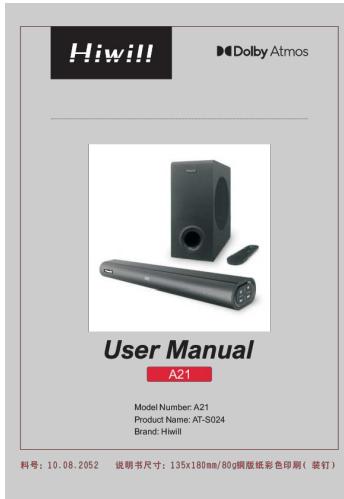
*Image: A detailed graphic showcasing the internal components of the speaker, including aluminum-magnesium alloy diaphragms and copper rings, alongside technical specifications such as frequency response (45Hz-20KHz), high fidelity (99%), and distortion rate (<1% THD).*

## **WARRANTY AND SUPPORT**

Hiwill provides lifetime friendly customer service for the HiElite A21 soundbar. For any product-related inquiries, technical support, or warranty claims, please contact Hiwill Technologies Inc. directly through their official support channels. Refer to the contact information provided in the packaging or on the official Hiwill website for the most up-to-date support details.

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Documents - Hiwill – A21



### [\[pdf\] User Manual Instructions Accessories](#)

AT S024 A21 RK1604598 10 08 2052 Administrator Usermanual Hiwill Intelligent Technology

Dongguan Co Ltd A21A41A502 Soundbar 2BKB3 2BKB3A21A41A502 a21a41a502

**A21** Model Number: **A21** Product Name: AT-S024 Brand: Hiwill 10.08.2052  
135x180mm/80g IMPORTANT SAFETY INSTRUCTIONS - 01 - - 02 - - 03 - - 04 - - 05  
- - 06 - - 07 - - 08 - 01 User Manual Instructions in English 02 Manuel de l utilisateur  
Description en franais 03 Bedienungsanleitung...  
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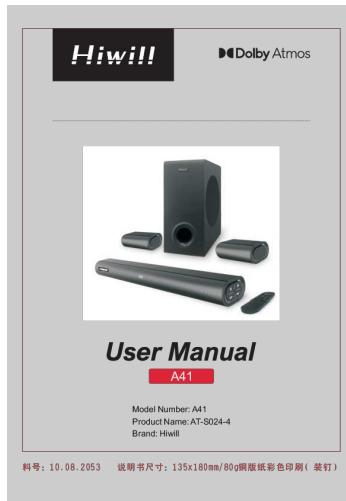


### [\[pdf\] Dimension Guide Declaration of Conformity](#)

Date DESKTOP OBPLJ1L Family declaration Hiwill Intelligent Technology Dongguan Co Ltd

A21A41A502 Soundbar 2BKB3 2BKB3A21A41A502 a21a41a502

Hiwill Intelligent Technology Dongguan Co., Ltd Add: 603, No. 5 Lucheng West Road, Qingxi Town, Dongguan City, Guangdong Province, China. Date: 2024.12.23 FCC ID: 2BKB3-**A21A41A502** IC: 33206-**A21A41A502** Dear Sir/Madam, We, Hiwill Intelligent Technology Dongguan Co., Ltd hereby state that All the mo...  
lang:en score:24 filesize: 336.84 K page\_count: 3 document date: 2025-01-02



### [\[pdf\] User Manual Instructions Accessories](#)

AT S024 4 A41 RK1604601 10 08 2053 Administrator Usermanual Hiwill Intelligent Technology

Dongguan Co Ltd A21A41A502 Soundbar 2BKB3 2BKB3A21A41A502 a21a41a502

A41 Model Number: A41 Product Name: AT-S024-4 Brand: Hiwill 10.08.205 3  
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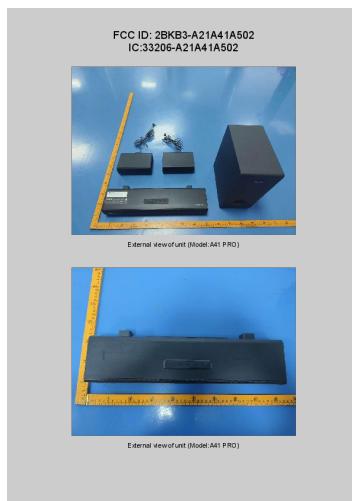
### [\[pdf\] Product Photos Teardown](#)

PCOS Internal photos Hiwill Intelligent Technology Dongguan Co Ltd A21A41A502 Soundbar 2BKB3

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PRO Internal view of unit Model:A41 FCC ID: 2BKB3-**A21**A41A502  
IC:33206-**A21**A41A502 Internal view of unit Model:**A21** Internal view of unit  
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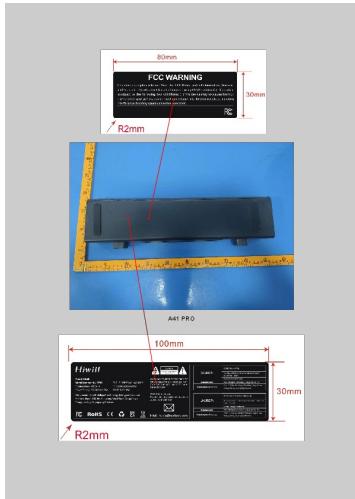


### [\[pdf\] Product Photos](#)

PCOS External photos Hiwill Intelligent Technology Dongguan Co Ltd A21A41A502 Soundbar 2BKB3

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Model:A41 PRO External view of unit Model:A41 PRO FCC ID: 2BKB3-**A21**A41A502  
IC:33206-**A21**A41A502 External view of unit Model:A41 PRO External view of unit  
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### [pdf] Label

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