



KMOUK Sound Bar KM-HSB001 Instructions

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KMOUK Sound Bar KM-HSB001



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Troubleshooting

Why can't I connect to AUX or there is no sound when I connect to AUX?

1. Please check whether the soundbar is in AUX mode. If not, click the AUX button on remote control or double-click the M button on the panel, when the white indicator light on, the sound bar enters AUX mode.

2. The RCA or 3.5mm audio cable should be connected to the output port of TV, and cannot be plugged into the input port. If there is a headphone symbol marked on the TV output port, you can use a 3.5mm audio cable to plug in. If not, please check whether there is RCA audio output. If there is, you can insert the RCA to 3.5mm plug.
3. After connected, set TV to earphone or audio output, they can generally be found in the setting. (setting-sound-audio output)
4. If all above steps done, the soundbar still has no sound. Please restore soundbar to factory settings, then repeat the above operations. (Power on the soundbar, switch to Bluetooth mode, then press and hold the Power button and M button simultaneously for 5 seconds to restore the factory settings)

Why can't I connect to OPT or there is no sound when I connect to OPT?

1. Please check whether the soundbar is in OPT mode. Click OPT button on remote control or double-click M button on soundbar panel, when the green indicator lights up, sound bar enters OPT mode.
2. Set the output of TV to PCM format, it can generally be found in the settings. (set-sound output-PCM format)
3. If all above steps done, the soundbar still has no sound. Please restore soundbar to factory settings, then repeat the above operation. (Power on the soundbar, switch to Bluetooth mode, then press and hold the Power button and M button simultaneously for 5 seconds to restore the factory settings)

Why can't I connect soundbar via Bluetooth?

1. Make sure the soundbar in Bluetooth mode. If not, click the Bluetooth button on remote control or M button on the panel. The blue indicator light is on, which indicates the soundbar enters Bluetooth mode. (The soundbar will enter Bluetooth mode by default when it is turned on for the first time)
2. The Bluetooth distance is 33ft, it's better to use within this range and please keep no obstructions around the soundbar.
3. Check if the Bluetooth has automatically connected to other devices. How to disconnect from other devices? Disconnect with other equipment first: In Bluetooth mode, press and hold Bluetooth button on remote control for 2 seconds or press M button on panel for 2 seconds to disconnect.
4. When the indicator of soundbar shows blue, turn on Bluetooth function of your device, then search [KMOUK HSB001] to pairing.
5. If you still cannot connect via Bluetooth after performing all above steps. Please restore soundbar to factory settings, then repeat the above operations. (Power on the soundbar, switch to Bluetooth mode, then press and hold the Power button and M button simultaneously for 5 seconds to restore the factory settings)

Why the soundbar cannot be turned on or there is no response after power on?

1. Please check whether the power cord is correctly connected to power supply.
2. Try to use other sockets, it may be faulty or not powered on.

Why the remote control doesn't work and how to deal with it?

1. Open the back cover of remote control and check whether the battery has been installed.
2. Try to replace the battery. The battery may not work due to cold, humid, light weather or violent transportation.

3. Try to press the power button on remote control, maybe you have touched the power button by mistake.
4. Make sure that the remote control points to sound bar when using.
5. Make sure that the remote control is within operating range and there is no obstruction around soundbar.

Why the touch button doesn't work and how to deal with it?

1. Please know about the correct operation methods of the touch button. M button: Double-click the M button to adjust audio input: Bluetooth-AUX-OPT. + button: Click the volume + button to increase the volume. – button: Click the volume- button to decrease the volume. Power button: Press and hold the power button for 1.5 seconds to turn off.
2. If you operate the button correctly according to the above methods, the touch button still not work, please check whether you have pressed the other buttons at the same time, because which may cause command errors and inability
3. If it still doesn't work, please restore the soundbar to factory settings, then repeat the above operations.(Power on the soundbar, switch to Bluetooth mode, then press and hold the Power button and M button simultaneously for 5 seconds to restore the factory settings)

Why there is noise or static noise and how should I deal with it?

1. When using Bluetooth connection, please unplug the OPT or AUX cable.
2. Please tear off the label on foot pad at bottom of soundbar before use.
3. Try to use other device. If the problem can be solved, it means that the output device is abnormal and causes noise.

Why there is no sound?

1. Make sure the power supply is connected.
2. Increase the volume of connected device first, and then operate soundbar.
3. Try to press the mute button on remote control, you may have touched the mute button by mistake.
4. If it is AUX connection, please refer to the first question, there may be a connection or setting error.
5. If it is OPT connection, please refer to the second question, there may be a connection or setting error.
6. If it still doesn't work after performing the above steps. Please restore soundbar to factory settings, and then repeat the above operation. (Power on the soundbar, switch to Bluetooth mode, then press and hold the Power button and M button simultaneously for 5 seconds to restore the factory settings)

Documents / Resources

<p>Instructions</p> <p>1. Why can't I connect to Bluetooth? Please check whether the Bluetooth function of your device is turned on. 2. Please make sure the soundbar is powered on. 3. Please make sure the soundbar is within the operating range of the Bluetooth device. 4. Please make sure there is no obstruction between the soundbar and the Bluetooth device. 5. Please make sure the Bluetooth device is not connected to other devices. 6. Please make sure the Bluetooth device is not in the pairing mode. 7. Please make sure the Bluetooth device is not in the pairing mode. 8. Please make sure the Bluetooth device is not in the pairing mode. 9. Please make sure the Bluetooth device is not in the pairing mode. 10. Please make sure the Bluetooth device is not in the pairing mode.</p>	<p>KMOUK KMOUK Sound Bar KM-HSB001 [pdf] Instructions</p> <p>KMOUK, Sound Bar, KM-HSB001, Small, TV, Bluetooth, 5.0, Mini, PC, Home Theater2.0, Channel 3, Equalizer, Mode, Audio, Optical, Aux, RCA, Connection, Wired, Gaming, Speaker, with, 3D, Surround, Sound</p>
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