

Contents:

[Problem 1: Multiple Connection Methods for Poseidon D60 soundbar](#)

[Problem 2: Does it support DTS, Dolby ATMOS audio playback?](#)

[Problem 3: How to set the TV Sound output format?](#)

[Problem 4: Audio mode switching is no difference \(MUSIC, DIALOGUE, MOVIE\)?](#)

[Problem 5: Does it support Control of the Soundbar with a TV Remote?](#)

[Problem 6: Is the remote control insensitive or not working?](#)

[Problem 7: How to Connect the Poseidon D60 Wireless Subwoofer and Wired 2*Surround Speakers ?](#)

[Problem 8: Noise Problem?](#)

[Problem 9: High pit, trill and distortion problem ?](#)

[Problem 10: Intermittent sound, delayed lag problem?](#)

[Problem 11: Low volume ?](#)

[Problem 12: No difference in sound compared to TV?](#)

[Problem 13: Unable to power on?](#)

[Problem 14: How to restore factory settings?](#)

[Problem 15: Is there a standby and LED light auto off function?](#)

[Problem 16: How to connect the PC?](#)

[Problem 17: How to connect your phone?](#)

[Problem 18: How To Install Wall Mount?](#)

[Problem 19: Missing connection cable or remote control, or faulty connection cable ?](#)

Problem 1: Multiple Connection Methods for Poseidon D60 soundbar

(For problems where there is no sound after connecting or you don't know how to connect.)

Recommend connection: HDMI eARC>OPT>BT>AUX>USB

Note: You can't switch the output mode of the soundbar when plugging in the device, please **press the "Power/⏻" button to turn on the soundbar and wait until "----" appears on the screen of the soundbar before switching the mode.**

HDMI eARC Connection:

1. Check if the TV and sound bar is connected to the port that mark "ARC" or "eARC" ("HDMI IN" does not support).

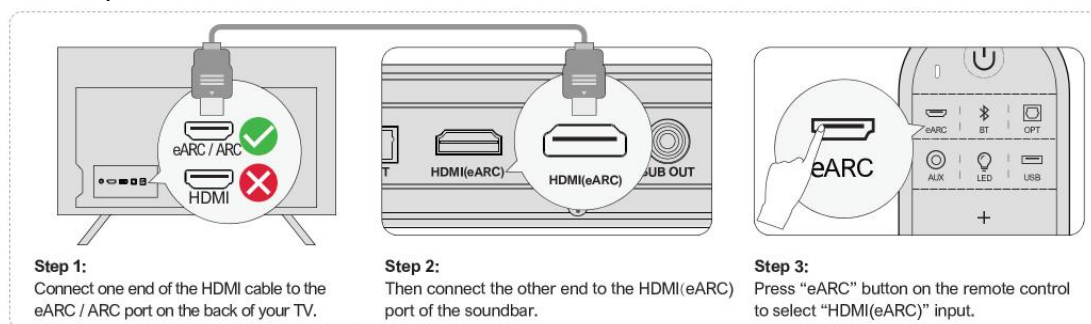
2. Check whether the TV setting path is correct.

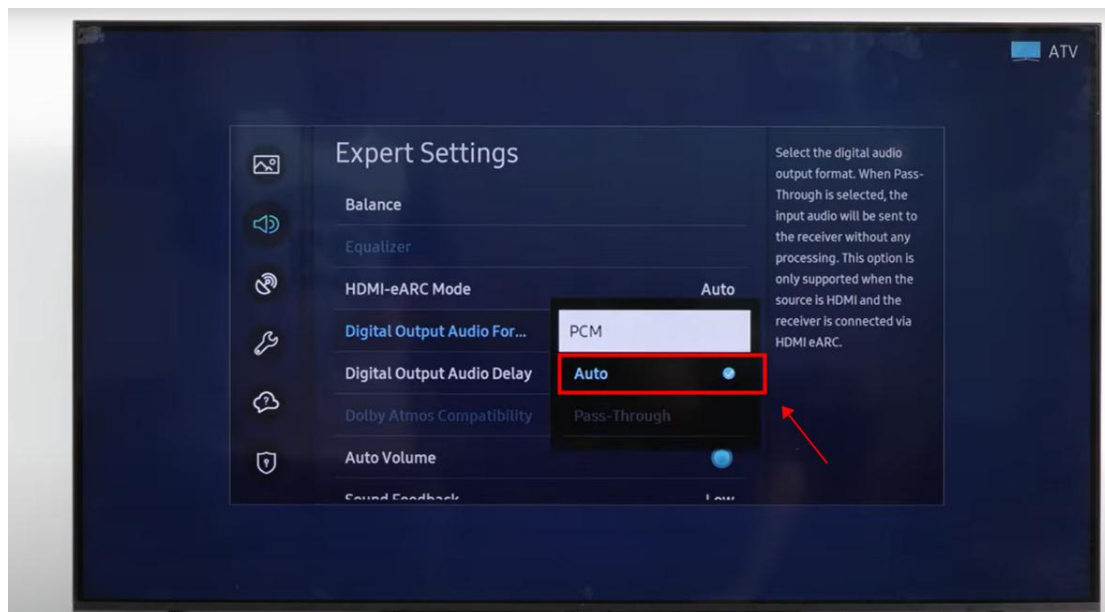
Normally as below: **Settings-Sound-Digital Audio Output -Auto/Pass Through**

1) For general audio output, select **"Auto"** (Preference) to allow the TV to automatically determine the best audio format for your content.

2) If you're dealing with Atmos audio content (such as Dolby Atmos), choose the **"Pass through"** option.

3) In case you encounter content with DTS audio, set the TV to **"PCM"**





Note:

Make sure your TV HDMI supports eARC, otherwise the Dolby Atmos audio signal cannot be transmitted.

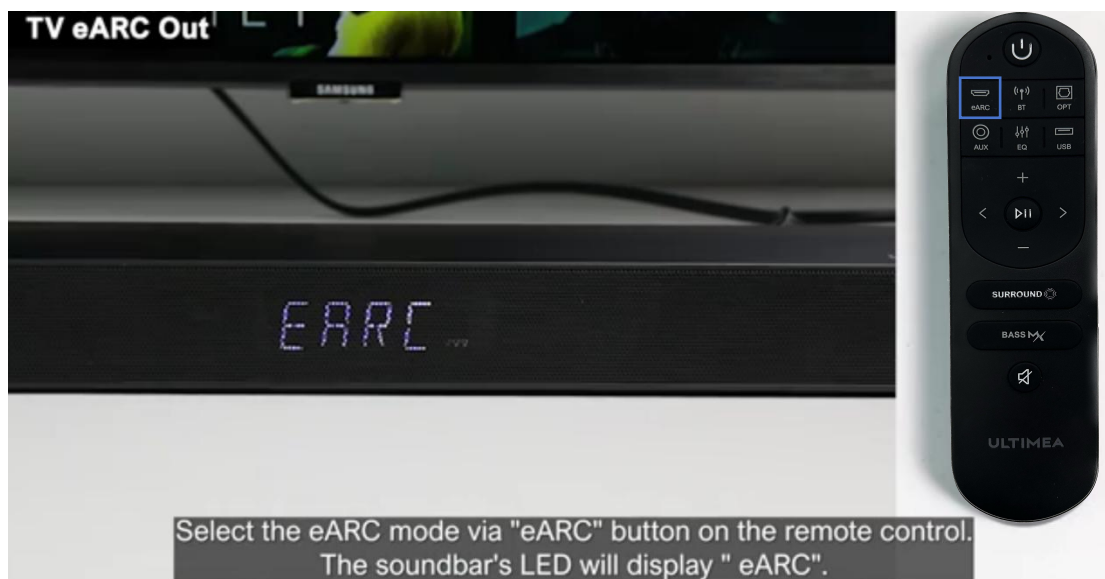
Atmos: If you are watching a movie in the Dolby Atmos format, please set the audio output on your TV to Pass Through:

TV Settings > Home > Settings > Sound > Digital Audio Output > Pass Through

DTS: If you are watching a movie in the DTS format, please set the audio output on your TV to PCM:

TV Settings > Home > Settings > Sound > Digital Audio Output > PCM

3. Check if the sound bar switches to eARC mode.

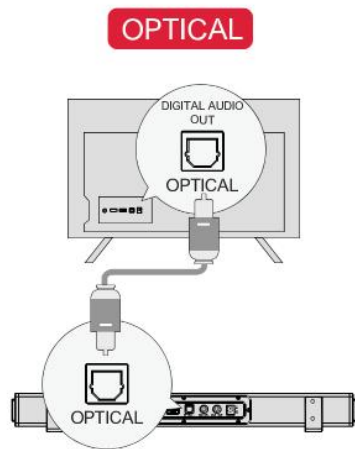


4. Check whether the cable is not connected wrongly or loosely after completed

Note: If the connection and settings are correct, but there is no sound, please re-plug the HDMI cable or replace the HDMI cable

Optical Connection:

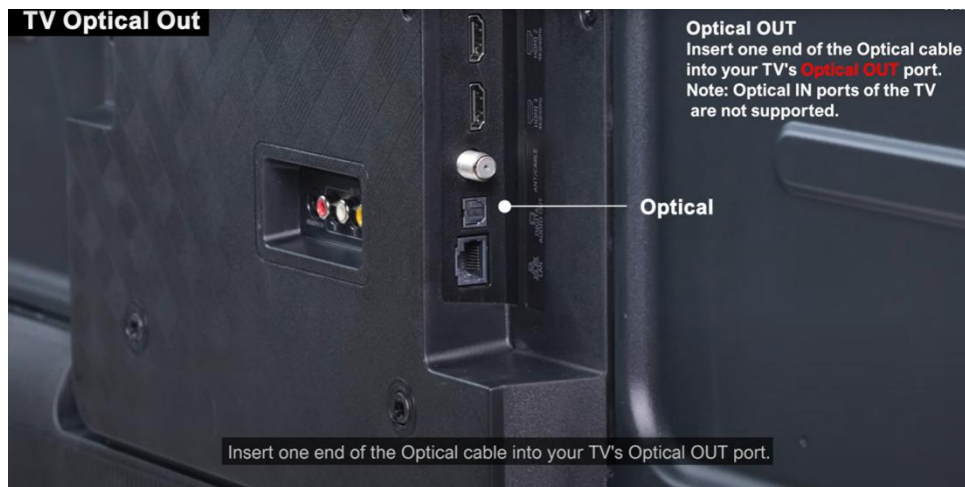
Connect an optical audio cable from the TV's **Optical Digital Audio Out** port to the **Optical in** port on your sound bar.



OPTION 1: OPTICAL

NOTE:

1. Make sure the TV's port is OPTICAL OUT.
2. If audio is playing from the internal TV speakers, mute or minimize TV volume.



Setting in detail:

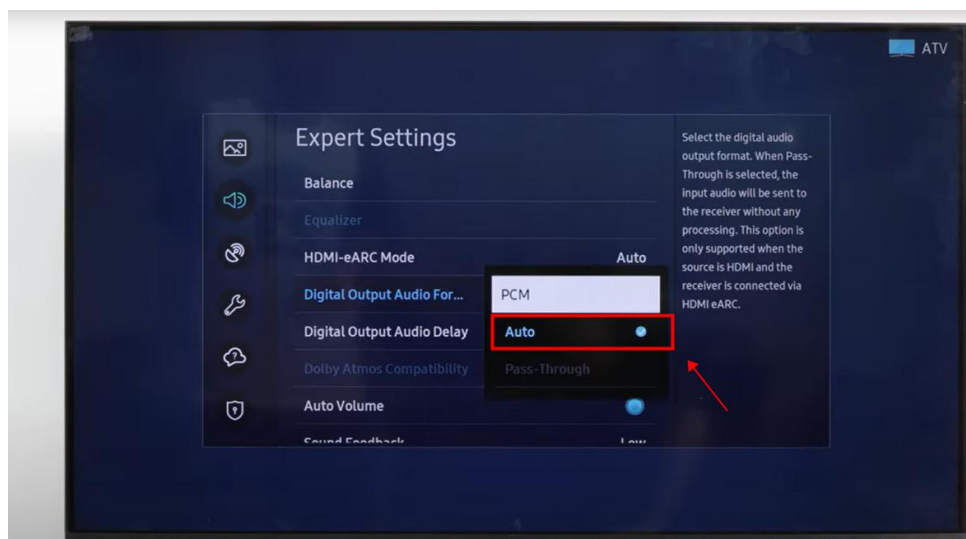
1. Check whether the TV setting path is correct.

Normally as below: **Settings-Sound-Digital Audio Output-Auto**

2. Check if the sound bar switches to OPT mode.

3. Check if the optical cable other end has a red light on after connect the TV port if there is no red light, we suggest that to try a new optical cable. (the special material inside the optic cable, please do not bend the optic)

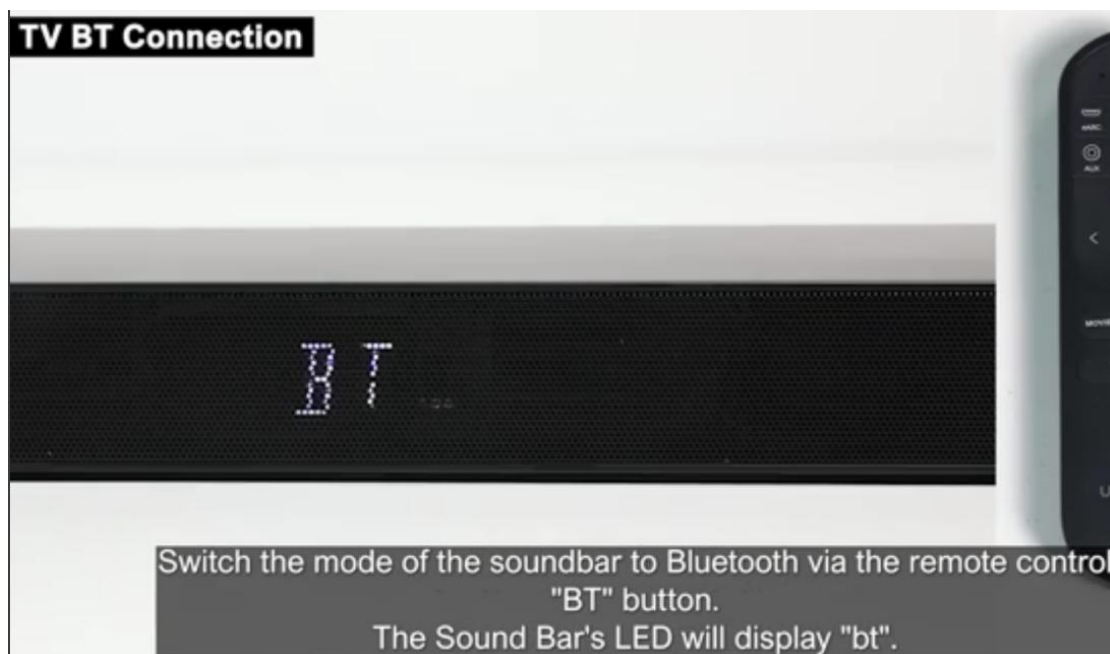
TV Optical Out TV Settings > Home > Settings> Sound > Digital Audio Output > PCM. (Normally As Below)

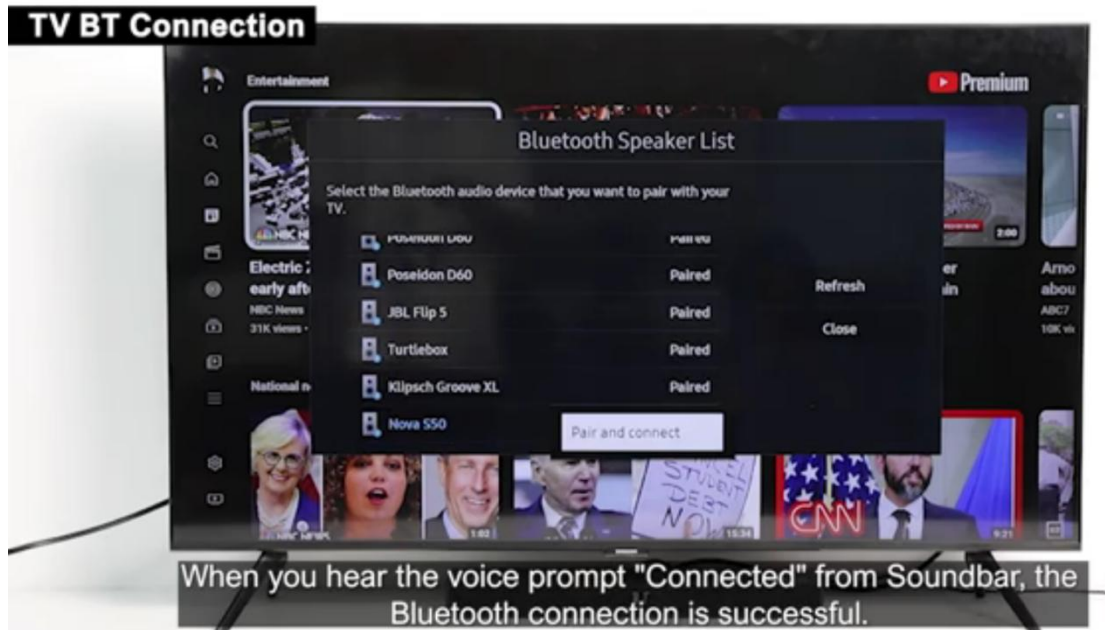




Bluetooth connection

- 1.Soundbar switches to BT mode via the remote control
 - 2.Enter in TV -Sound Output-Bluetooth Speaker list to turn on Bluetooth and connect the soundbar device"Poseidon D60"
- Bluetooth connection is successful when hearing "connected".
- 3.Press and hold BT button for 3 seconds to disconnect the current device (BT flashing indicates waiting for pairing)





Bluetooth connection problem:

1. Bluetooth version higher 4.0 , Otherwise the Bluetooth signal may not be found
2. The distance between Bluetooth devices should ideally be within 5m of each other
3. If there is no connection or Bluetooth lag problem, turn off and re-open the Bluetooth device, if still can not solve the problem, please restore the factory settings

AUX Connection:

RCA-3.5mm Audio cable connection:

Connect an Audio cable from the Audio Out port on the TV to the AUX port on the soundbar.

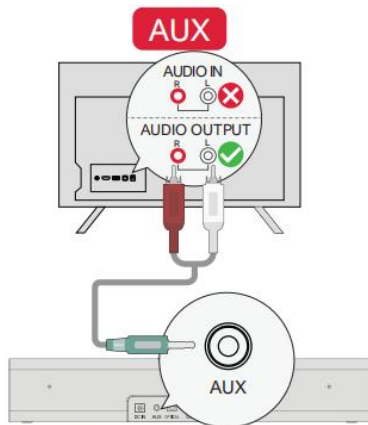
A. The connecting port of the TV is **AUDIO OUT, not AUDIO IN**

B. Make sure that the AUX cable is a 3.5 mm cord.

C. Make sure the TV output path is AUDIO/SOUND and the Soundbar output is AUX mode.

D. Make sure the AUX cable is not damaged

Note: if you want to switch the output to another mode when AUX is connected, you need to unplug both ends of the AUX cable from the devices before making the switch.



OPTION 2: AUX

NOTE:

- ① Connect the 3.5mm to RCA Audio Cable to your TV's AUDIO OUT port.
- ② Make sure the color of the cable ends matches the color of the TV ports.



USB connection

The USB port is used to connect the USB flash drive(up to 64GB), it is unable to connect your devices with the USB cable directly.

Only supports USB format: FAT ; FAT32

When you plug your USB flash drive with music in it, the soundbar will enter USB mode and play the music automatically.

Problem 2: Does it support DTS, Dolby ATMOS audio playback?

Yes, it does;

- 1.The audio source must be Dolby Atmos and the screen light shows Dolby Atmos, the non-Atmos audio source shows Dolby Surround (MOVIE/GAME EQ)/Dolby Audio (MUSIC EQ).
- 2.Both the soundbar interface and TV interface must be **HDMI eARC**.
- 3.TV output audio source format is set to AUTO/Pass Through;

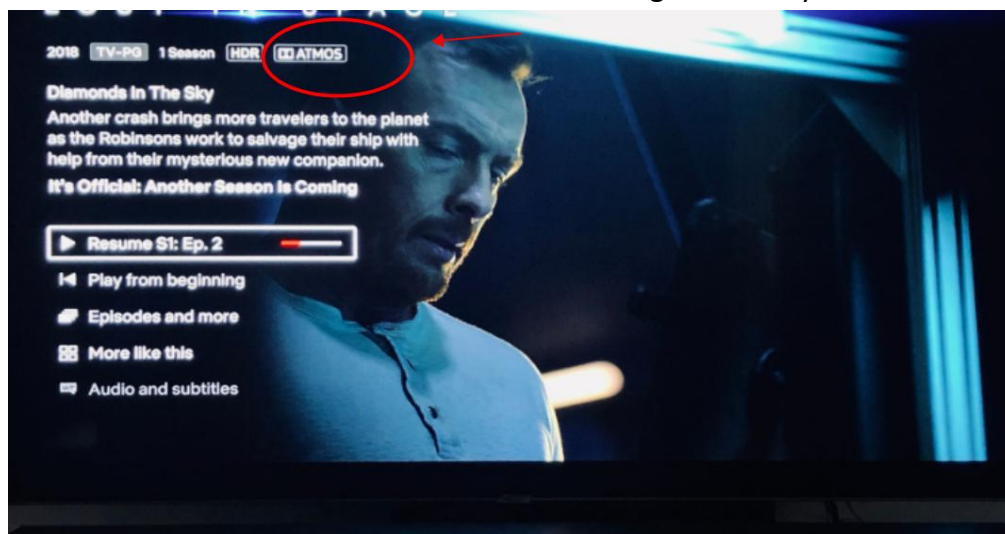
TV shows and movies with Dolby Atmos audio:

If you have a Dolby Atmos-capable system and a plan that supports streaming in Ultra HD, available titles will show a Dolby Atmos icon next to their description:

Not every episode or season of a Dolby Atmos supported TV show will have Dolby Atmos available. Also, not every TV show or movie supports Dolby Atmos in every language.

About Dolby Atmos audio:

Dolby Atmos is a surround sound format that provides the listener with an immersive 3D surround sound effect as if the sound is coming from many directions.



Problem 3: How to set the TV Sound output format?

All it takes is a TV audio format Settings

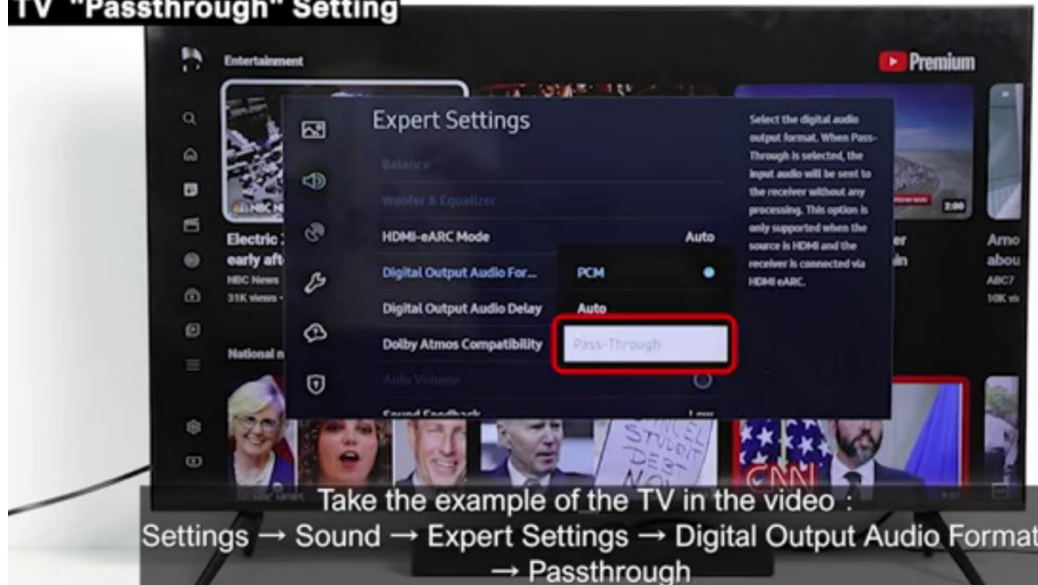
- ☒ Select "Auto" for general audio (Preference)
- ☐ Select "Passthrough" for Atmos Audio (Only for HDMI-eARC).
- ☐ Select "PCM" for DTS audio.



All it takes is a TV audio format Settings

- ☐ Select "Auto" for general audio (Preference)
- ☒ Select "Passthrough" for Atmos Audio (Only for DMI-eARC).
- ☐ Select "PCM" for DTS audio.

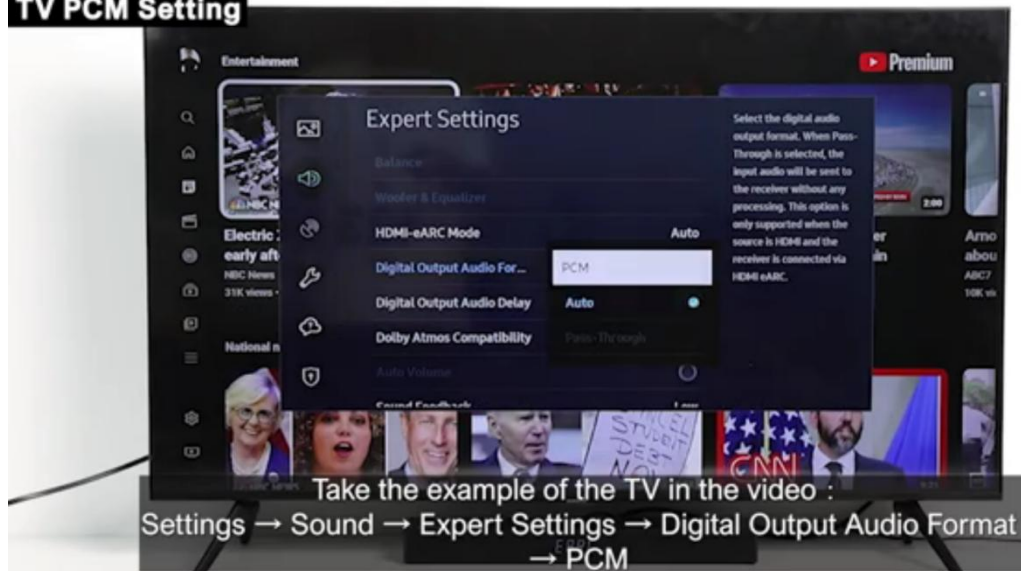
TV "Passthrough" Setting



All it takes is a TV audio format Settings

- ☐ Select "Auto" for general audio (Preference)
- ☐ Select "Passthrough" for Atmos Audio (Only for HDMI-eARC).
- ☒ Select "PCM" for DTS audio.

TV PCM Setting



Problem 4: Audio mode switching is not difference (MUSIC, DIALOGUE, MOVIE)?

You can select Bass level and EQ mode at the same time ; Please fine-tune these settings to your personal preference for the best audio experience.

(Effect: Music >Movie>Dialogue; BS 1>BS 0>BS -1; SR 1>SR 0>SR -1)

EQ Mode:

Movie, Dialogue, Music mode, the display will show: "Eq01", "Eq02", and "Eq03".

Surround Level:

Press to adjust surround sound level, the display will show: "SR-1", "SR 0", and "SR 1".

Bass Level:

Press to adjust bass level, the display will show: "bS-1" , "bS 0" ,and "bS 1".

BS 1: Bass enhancement

BS 0: Standard/Default Bass

BS -1: Bass reduction

For optimal audio performance, how do adjust the EQ and Bass settings based on your audio needs?

Music Mode:

EQ Setting: Music-Eq01 (for a balanced audio effects)

Bass: Set to BS 1 to get the strongest bass effect and high-quality sound experience

Surround: Set to SR 1 to get the strongest surround effect

Dialogue Mode:

EQ Setting: Dialogue-Eq02

Bass: Set to BS -1or BS 0 to maintain good sound quality.

Movie Mode :

EQ Setting: Movie-Eq03

(for stronger audio effects,low or high frequencies enhancement)

Bass: Set to BS -1 or BS 0 to maintain good sound quality.

Note: If there is a distortion problem, please turn down the soundbar volume.

Problem 5: Is it supports to Control the Soundbar with TV Remote?

Method 1: HDMI CEC

Different brands of TVs have different paths to open the CEC. Please check if your TV supports the CEC function first.

Once it is on, you can control the sound bar's on/off and volume at the same time through the TV remote control. But only for HDMI connection;

Other connections such as OPT, BT, AUX, and USB do not technically support the HDMI CEC function, so you must use the soundbar remote control to operate the volume and EQ.

Setting: Please turn on the CEC of the TV.

For example: Samsung



Method 2: IR code

IR code: 000BBB

Note: Suitable for Amazon Fire TV

Problem 6: Is the remote control insensitive or not working?

Please confirm if the remote control has a light first.

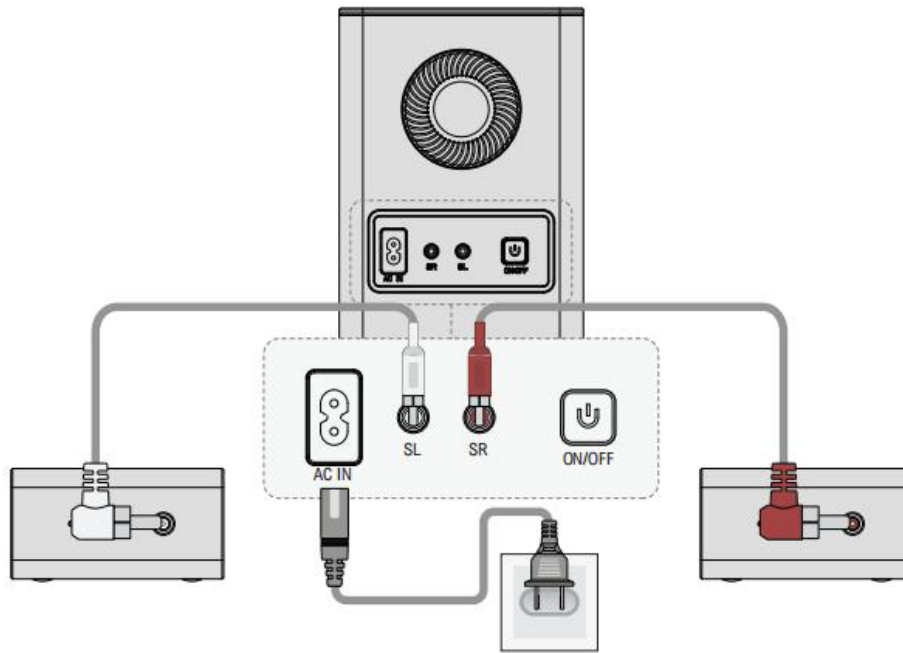
Please try these steps to solve the issue:

1. Pay attention to the lighting of the environment. If the fluorescent lamp is too bright or the sunlight is too bright, it will interfere with the infrared signal. You can dim the lamp tube or close the curtains
2. Replace the battery
3. Point the remote directly at the center of the sound bar when pressing a button.
4. If the distance between the remote control and the main unit is too far, move it closer to the unit.
5. If using a Bluetooth connection, some of the buttons on the remote may not be supported by the streaming application.

Problem 7: Poseidon D60 Wireless Subwoofer and Wired 2*Surround Speakers Connection ?

CONNECT TO SUBWOOFER AND SURROUND SPEAKERS

1. Use the 6m RCA-RCA cables to connect the subwoofer and surround speakers, please pay attention to match the same color interfaces on the surround speakers with the corresponding ones on the subwoofer and place the surround speakers accordingly.
2. Use power cable to connect your subwoofer and power port.



PAIRING SUBWOOFER

The subwoofer has been paired with the soundbar when powered on by ULTIMEA.

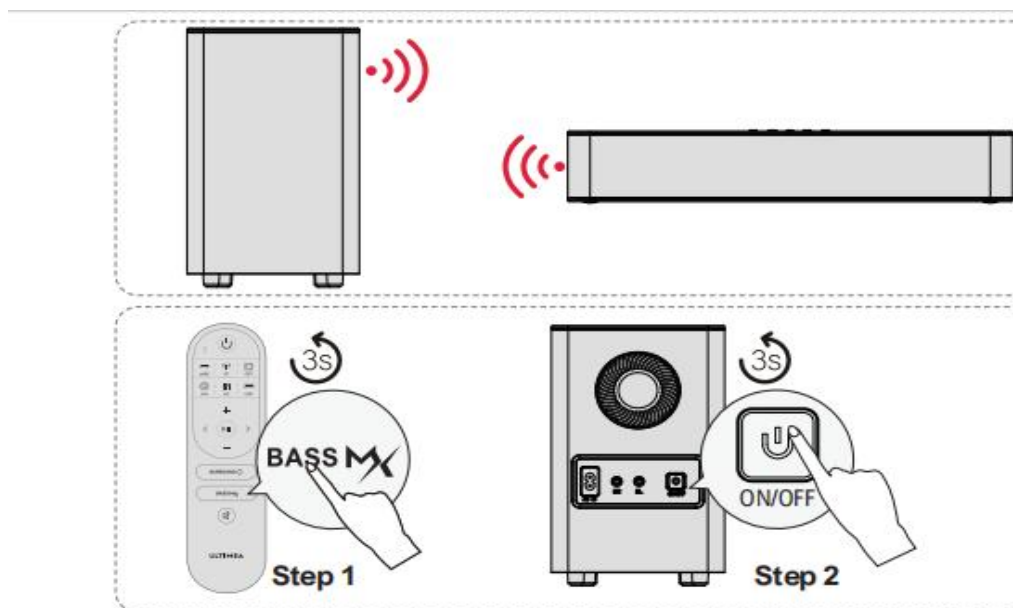
However you may need to re-pair the soundbar and subwoofer if there is no sound coming from the subwoofer.

Step1:

Press and hold the " **BASS**  " button on the remote control for 3 seconds, the display will show "SUB" flashing

Step2:

Press and hold the ON/OFF button on subwoofer for 3 seconds, the white LED will be fast flashing. The white LED will be solid on when the subwoofer is paired successfully.



Subwoofer abnormal working problem:

- 1.It is recommended to place the subwoofer on the ground for use.
- 2.Please do not use external objects to block the soundbar and subwoofer horn
- 3.To increase the subwoofer effect:
 - A: Turn up the volume
 - B: Press BASS : BS 1 or BS - 1 （**Bass Level: -1; 0; 1**）
 - C: Try it out with a heavy bass song and turn the sound to the maximum. then put your hand close to the subwoofer to check for vibration.

Problem 8: Noise issues?

- 1.Please make sure the TV sound output is correct:
Settings-Sound-Digital Audio Output -Auto/Pass Through
- 2.It is recommended to use MUSIC mode; Control the volume within 27;
3. Change to another sound source
4. Try and compare other connection methods: HDMI eARC>Optical>Bluetooth;

Problem 9: High pit, trill and distortion problem ?

- 1.It is recommended to use MUSIC mode; Control the volume within 27;
- 2.Change to another sound source
- 3.Try and compare other connection methods: HDMI eARC>Optical>Bluetooth;

Problem 10: Intermittent sound, delayed lag problem

- 1) Dolby Atmos > 40Mbps to be stable and not lagging;
- 2) Try to play local video to confirm whether it will be intermittent back;
- 3) Confirm the connection method is which, the recommended connection method is HDMI eARC>Optical>Bluetooth>AUX

It may also be an interface problem, replace the other connection to see if it is still intermittent.

- (4) may be the problem of the cable, it is recommended to replace the HDMI2.0 standard cable above
- (5) may be other BT or 2.4GHz devices caused by interference (recommended that the connection distance in a room and no barrier wall)

Problem 11: Low volume ?

The biggest Soundbar Volume is 40

- 1.Replace other audio sources
- 2.Try and compare other connection methods: HDMI eARC>Optical>Bluetooth;
- 3.If connected to HDMI eARC: Please enable HDMI CEC and PCM. Then turn up the volume through the TV remote control

Problem 12: No difference in sound compared to TV?

1. Change to another sound source
2. Try and compare other connection methods: HDMI eARC>Optical>Bluetooth;

Problem 13: Unable to power on?

1. Please confirm if the power adapter is properly connected.
2. Please confirm if there are lights on the speaker display screen

If it cannot be resolved, please contact customer service to replace the product for you.

Problem 14: How to restore factory settings?

Power on, long press the remote mute 5S to release to restore the factory settings.
The soundbar LED will show the "RST".

Problem 15: Is there a standby and LED light auto off function?

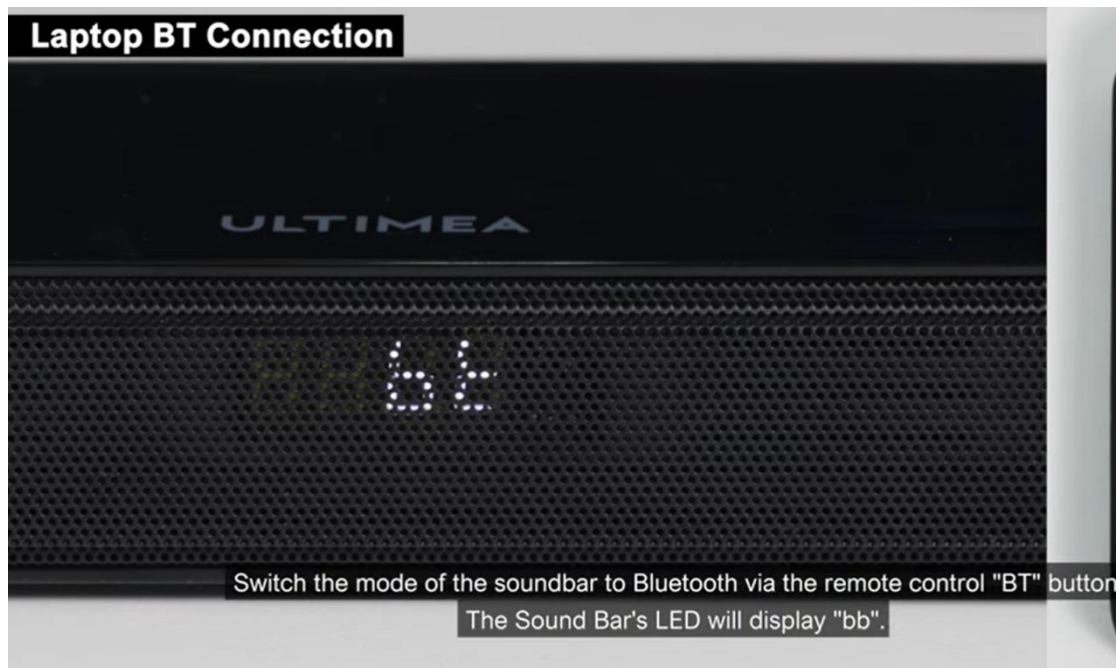
Yes, there is.

1. 60S without any operation automatically enter the hibernation / screen off; (after the screen is off, control the sound bar remote control any key can wake up)
2. Long press the remote control to switch off 3S to enter the standby state;
3. If 5 minutes without any operation into the shutdown.

Problem 16: How to connect the PC?

Bluetooth connection to PC:

Switch Soundbar to BT mode, open the Bluetooth connection of PC, search for the corresponding BT ID "Poseidon D60" of the soundbar to mate, and connection successfully when hearing a voice prompt "connected"



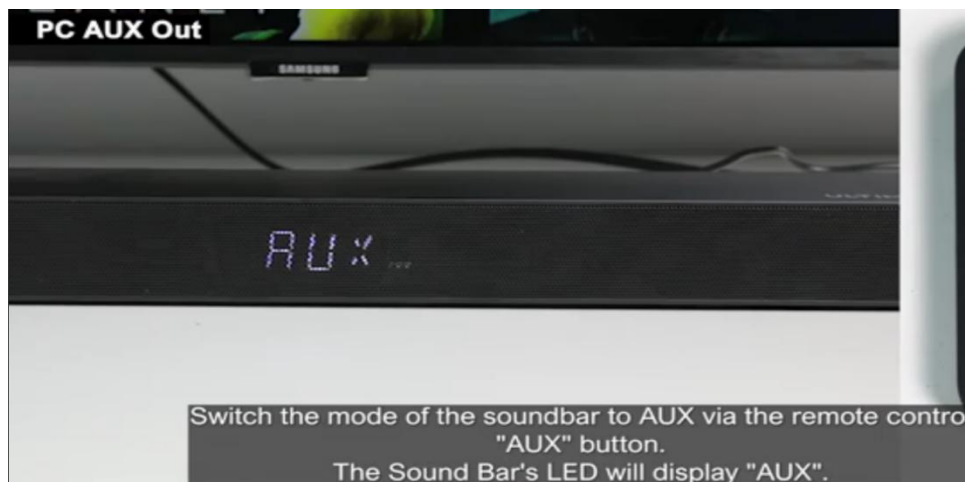
AUX connection to PC:

1. Please use the AUX cable (3.5mm to 3.5mm audio cable) to connect the soundbar AUX interface and PC AUX OUT/Headphones interface



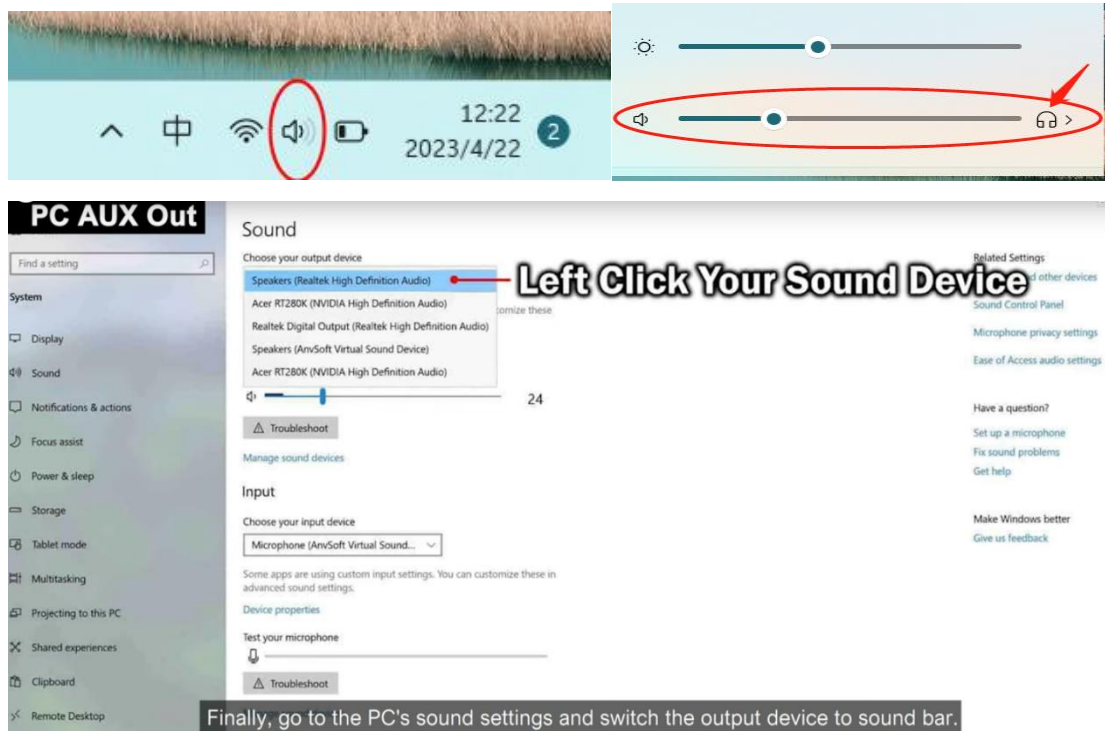


2.Ensure that the output mode on the soundbar is AUX mode.



3.Open the sound icon in the bottom right corner of the PC, and then click on the headphones icon. The sound output selection is: Headphones (Realtek Audio)

4. Make sure the PC and Soundbar volume are opened



Note:

- 1: When in AUX mode, if you need to switch to another output mode, please remember to unplug the AUX cable from two devices.
- 2: For desktop computers, there is no sound when connecting AUX- only noise:
A: Try changing an AUX cable
B: Switching to a laptop, or replacing the headphone interface at the back of the host

Problem 17: How to connect your phone?

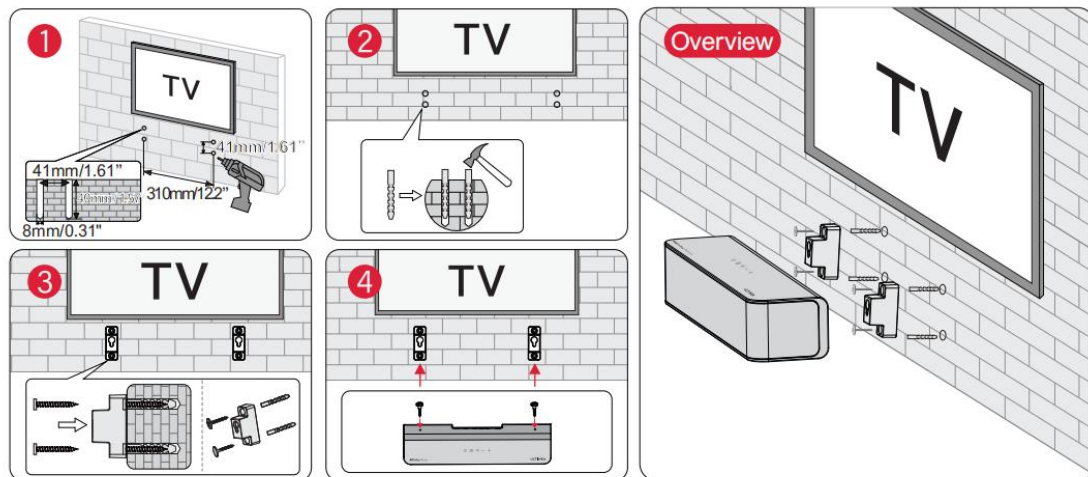
Bluetooth connection to phone:

Switch Soundbar to BT mode, open the Bluetooth connection of Smartphone, search for the corresponding BT ID "Poseidon D60" of the soundbar to mate, and Bluetooth connection successfully when hearing a voice prompt "connected"



Problem 18: How To Install Wall Mount?

Please follow the instructions below to install the wall mount bracket step by step:



Note: Wall-mounted surround speakers follow the same configuration as shown in the above pictures

Problem 19: Missing connection cable or remote control, or faulty connection cable ?

For example: Power cable, HDMI cable, AUX cable, remote control (Specific product accessories are subject to the description in the product manual)

Please contact the seller's customer service to resend relevant accessory products for you

Note: Due to logistics policy reasons, the remote control cannot be shipped with batteries. Please purchase it yourself.

