


SHOCKWAVE

ULTRA 9.2 SSE

QUICK START GUIDE

Follow 1 2 3 to set up your soundbar

Use our “Perfect Device Matching Tool” to create a custom setup guide based on your TV and devices. Scan QR code or visit bit.ly/device-matching-tool



A HUGE THANKS

Your support allows us to continue pursuing our dream of disrupting the future of home audio. We hope this investment brings much joy and excitement to all of your entertainment needs. Pump up the BASS!

RAYMAN CHENG, CEO of  Nakamichi®

1 BEST CONNECTIONS




HDMI 2.0
HIGH-DEFINITION MULTIMEDIA INTERFACE

OPTICAL

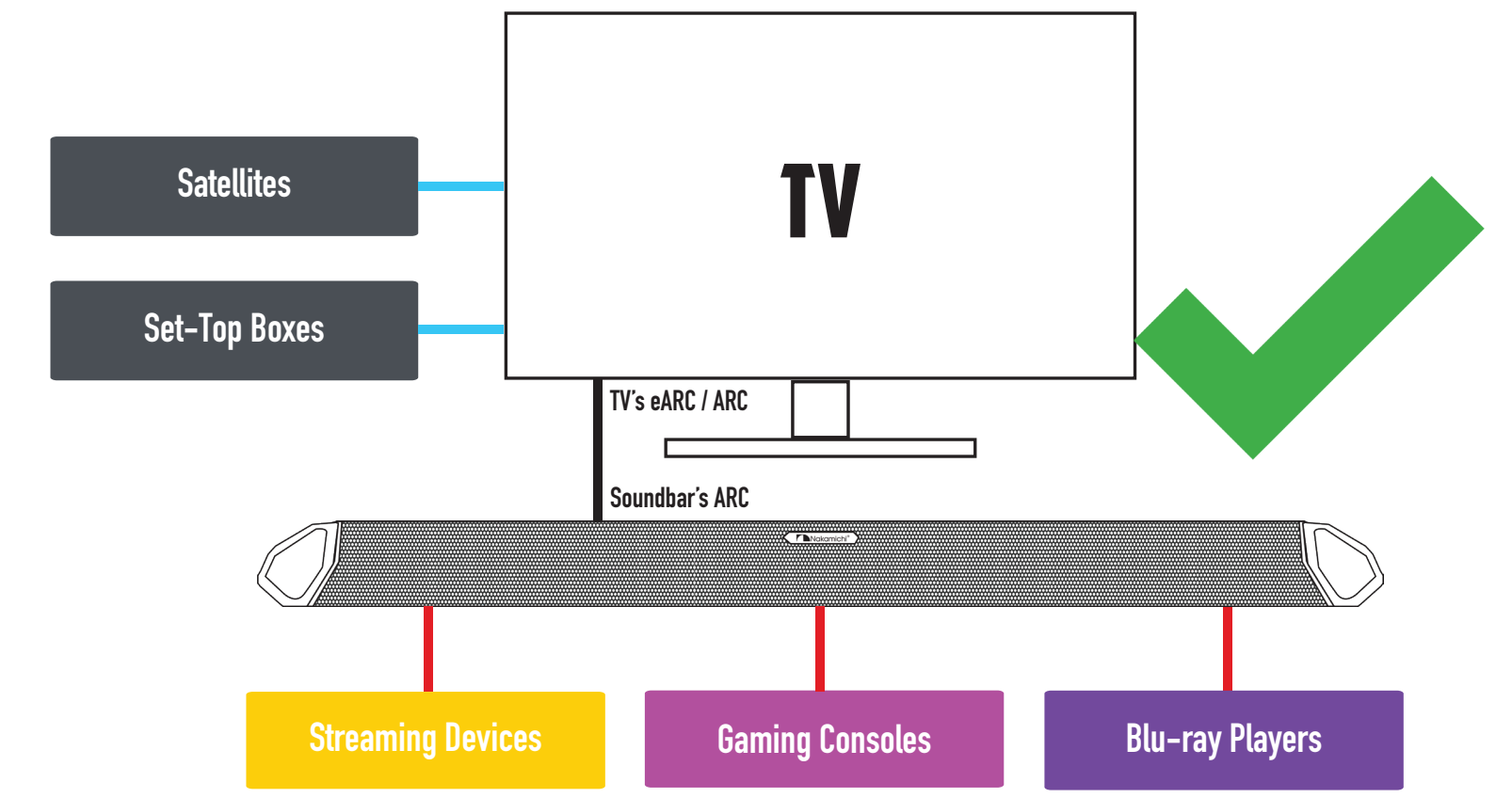
Always use HDMI 2.0 High Speed Cable or Optical Cable for best audio quality

2 BEST SETUP



Use our “Perfect Device Matching Tool” to create a custom setup guide based on your TV and devices. Scan QR code or visit bit.ly/device-matching-tool

— Connect Directly to the TV via HDMI — Connect Directly to Soundbar via HDMI



TV

Satellites

Set-Top Boxes

TV's eARC / ARC

Soundbar's ARC

Streaming Devices

Gaming Consoles

Blu-ray Players

IMPORTANT: Before connecting your new soundbar, unplug TV and all source devices from the AC wall socket for 5 minutes to establish a clean HDMI handshake between devices

3 BEST SURROUND



Scan QR code to view expanded remote control guide or visit bit.ly/92-shockwave-remote



STEREO (S)

DIRECT (D)

All Channel Stereo / Stereo Only:
ALL CHANNEL STEREO = Enables Stereo playback on surround speakers. Best for music, YouTube™ by boosting volume level of surround speakers.

STEREO ONLY = Enables playback with Soundbar + Subwoofers only (no audio from Surround Speakers)

For Dolby / PCM audio:
DOLBY SURR = Dolby All-Channel Surround + Height (Video Content Default)
DOLBY UPMIX = Dolby All-Channel Surround Upmix
NATIVE = Playback based on original surround format encoded for source material

For DTS encoded content only. Cannot enable when Dolby or PCM content is playing:
NEURAL X = DTS All-Channel Surround Sound Upmix

Use the DIRECT or STEREO button to toggle between the various surround modes for your desired experience

SPEAK TO ONE OF OUR SHOCKWAVE NINJAS IN TODAY!



 support@nakamichi-usa.com

 (415) 805 6913

Weekdays 10am - 7pm PST; Saturday, Holidays 10am - 5pm PST

SETTING UP YOUR HOME THEATER



**BEST SURROUND
SCENES TO
SHOWCASE YOUR
SYSTEM**

Scan QR Code or visit: bit.ly/best-surround-scenes



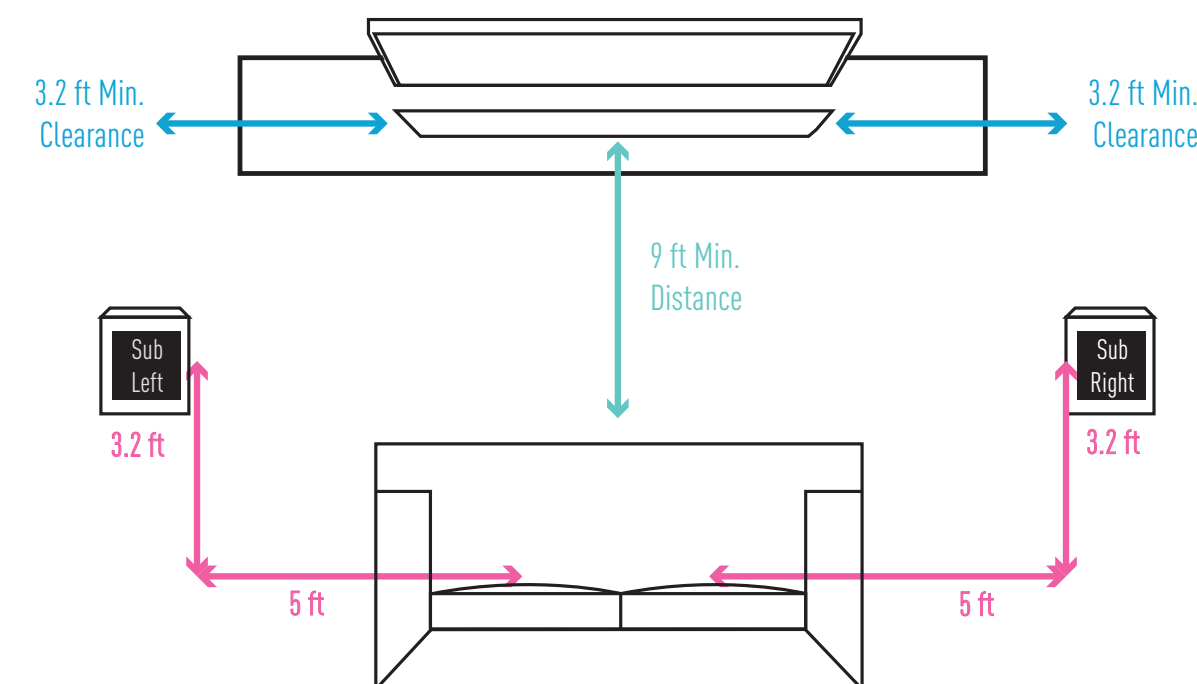
STOP
PLEASE DO NOT
RETURN THIS UNIT

Speak to one of our Shockwave Ninjas in  today!

ONE-STOP SUPPORT SOLUTION
www.helpdesk.nakamichi-usa.com
CUSTOMER CARE
support@nakamichi-usa.com
(415) 805 6913
(Weekdays 10am - 7pm PST; Saturday, Holidays 10am - 5pm PST)

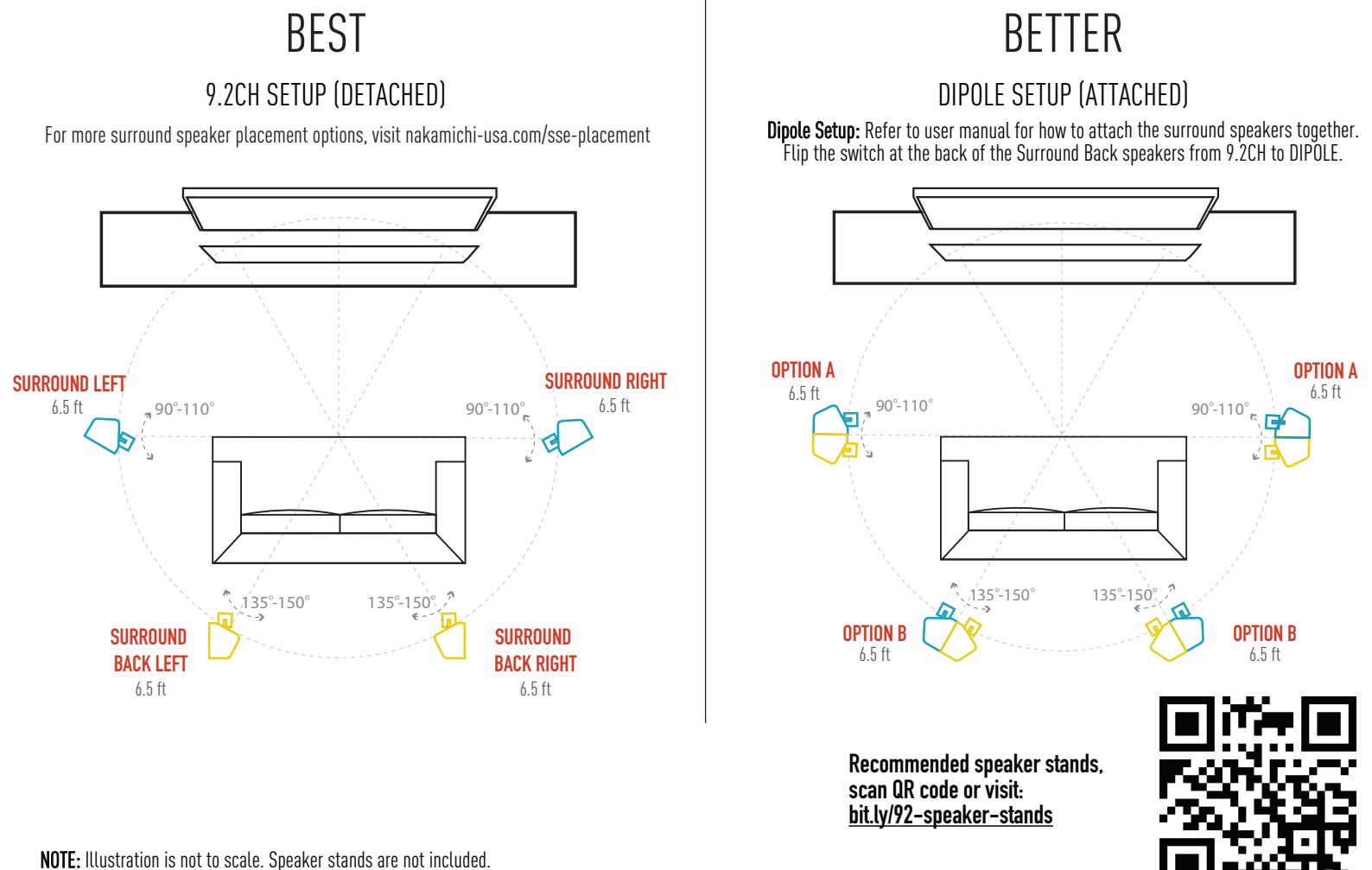
1A SOUNDBAR & SUBWOOFER PLACEMENT

Recommended speaker placement with optimal distance. Actual distance may vary based on room layout.



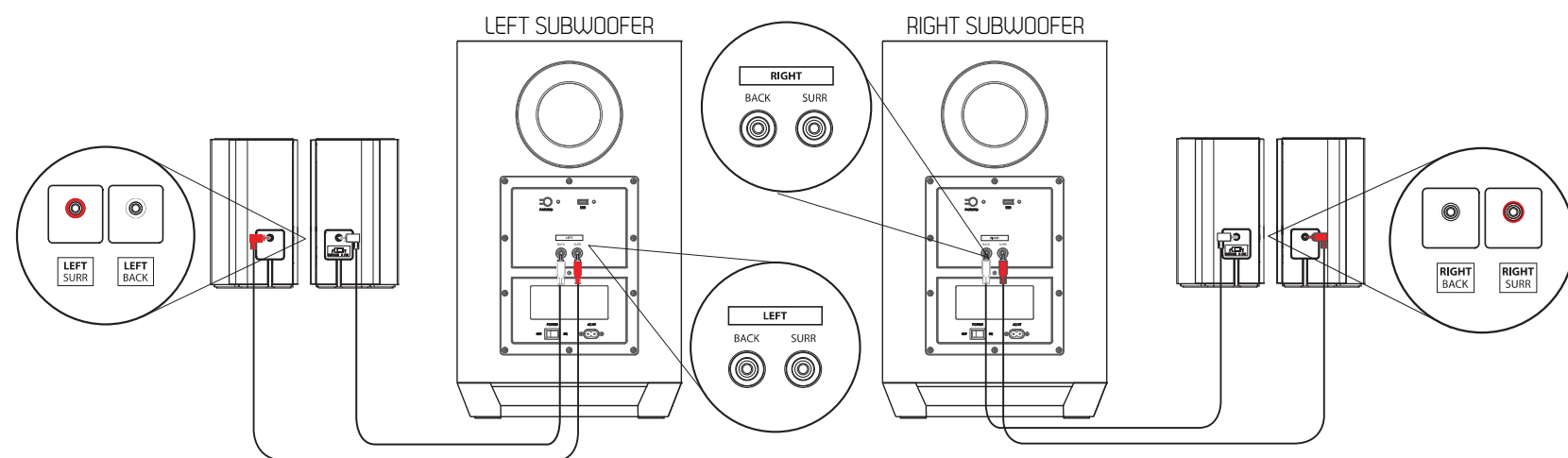
1B SURROUND SPEAKER PLACEMENT

The bottom speaker driver of the surround speakers should be at ear level for optimal performance.

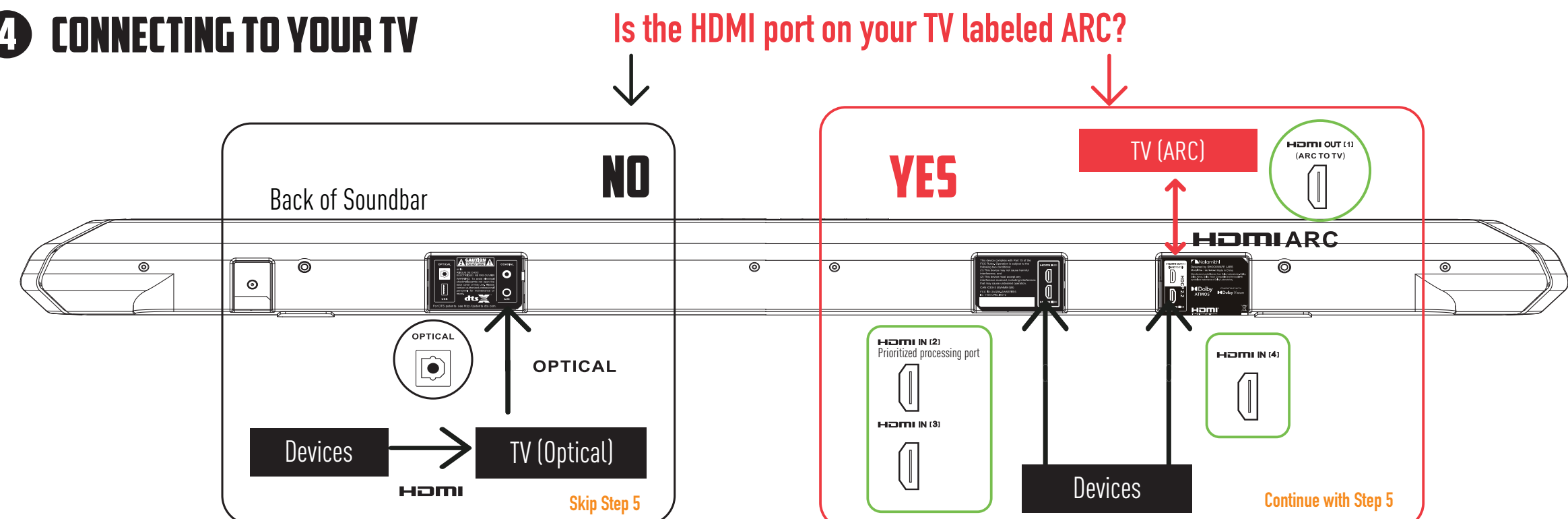


2 CONNECTING SURROUND SPEAKERS TO SUBWOOFERS

Connect surround speakers to the ports on the back panel of subwoofers



4 CONNECTING TO YOUR TV



5 SETTING UP HDMI ARC / CEC

To ensure device stability, perform a HDMI connection refresh between all devices:

1. While all devices are on, **disconnect all HDMI cables** connected to TV and existing sound system
2. **Power OFF** TV and all source devices
3. **Unplug all devices** from the AC outlets
4. **Wait for 5 minutes** before plugging TV, new Shockwave soundbar and source devices back to the AC outlets
5. **Power ON** the soundbar, TV and all source devices
6. While they are on, **connect the TV and soundbar via HDMI ARC**. To find the **optimal ARC/CEC settings** for your TV, please scan the QR code below or visit the link: bit.ly/hdmi-cec-settings



7. Once the **HDMI ARC/CEC connection** is established between your TV and soundbar, connect the source devices one at a time. Use **Perfect Device Matching Tool** on top of this page to create a customized setup guide based on your devices

Note: HDMI ARC/CEC can only be enabled if your TV has a HDMI input labeled HDMI ARC.

6 LISTENING TO YOUR SOUNDBAR

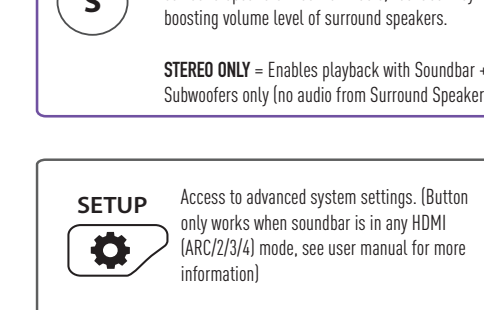
Press to power on/off the soundbar.

Important Tip

Once HDMI-ARC/CEC is set up, always power on the soundbar by using your TV or content device's remote control power ON button.

Always use your TV's / content device's remote control to power OFF the system.

For more about HDMI-ARC/CEC, visit: nakamichi-usa.com/what-is-hdmi-cec/



For expanded remote control guide, scan QR code or visit: bit.ly/92-shockwave-remote

7 TROUBLESHOOTING

A HDMI ARC/CEC - No sound or video:

Performing a **Soundbar Soft Reset** can restore the soundbar settings back to factory default and refresh HDMI settings. If your TV's connected to another sound system via HDMI previously, perform a **Soundbar & TV Hard Reset + HDMI Connection Refresh** to establish a new HDMI handshake.

Soundbar Soft Reset:

1. Switch to **HDMI ARC input**
2. Press **SETUP** button multiple times to locate **RESET** function
3. Press **ENTER** button to select the function
4. Press **ENTER** button again to confirm **RESET** function
5. The soundbar **will restart automatically** to complete the reset sequence. ("HELLO" appears on soundbar LED and it will be back to ARC mode by default)

Soundbar & TV Hard Reset + HDMI Connection Refresh:

1. While all source devices are on, **disconnect all HDMI cables** connected to TV and soundbar as well as TV to soundbar
2. **Power OFF** TV, soundbar and all source devices
3. **Unplug all devices** from the AC outlets
4. **Wait for 5 minutes** before plugging the TV, soundbar and source devices back to the AC outlets
5. **Power ON** the soundbar, TV and all source devices
6. While they are on, **connect the TV and soundbar via HDMI ARC**. Once the connection is established, connect the source devices one at a time. Use **Perfect Device Matching Tool** on top of this page to create a customized setup guide based on your source devices

B Subwoofer or Surround Speakers Cut Out / Crackling / Popping:

Enable dedicated frequency communication between the soundbar and the subwoofers + rear speakers (*Available on latest firmware only)

1. Switch soundbar to any HDMI input
2. Press the **SETUP** button on the remote a few times until soundbar LED displays "D FRQ"
3. Use the **LEFT** or **RIGHT** arrow on remote to select "DF ON"
4. Press **ENTER** on the remote



If you are still having issues with your subwoofers, scan the QR code on the right or visit: bit.ly/92-subwoofers-audio-distortion. For other subwoofer related issues, refer to "9.2 Dual Subwoofers FAQ Page" on right for more info.

* To check for firmware version, press **INFO** button on the remote control multiple times until you see FWXX on the soundbar front LED panel

C Soundbar Intermittent Cut Out or No Sound:

Perform a soft reset on the soundbar with the following steps:

1. Switch to **HDMI ARC** input, press the **MOVIE** button on the remote
2. Press the **SETUP** button
3. Toggle and select "RESET"
4. Press **ENTER** button
5. **Disconnect the source device** that is having issues from the soundbar or TV. **Unplug the source device** from the AC outlet for **5 minutes** before powering it back on
6. While the **source device is on**, connect it to the soundbar or TV. Use **Perfect Device Matching Tool** on top of this page to create a customized setup guide based on your device
7. Get the best performance using the recommended AUDIO**+VIDEO** settings using the links below:
* For audio settings, visit: bit.ly/audio-settings ** For video settings: visit: bit.ly/video-settings

D The Soundbar or the Subwoofer Does Not Power On:

Please contact support@nakamichi-usa.com so we can work on a replacement (within 30 days of purchase). The system comes with a **1 year parts and labor warranty**.

E No Sound from Surround Speakers

Press the "DIRECT" or "STEREO" buttons on the remote to enable Dolby Surround, Dolby Upmix or All Channel Stereo to get sound from all speakers.

F Low Volume from Surround Speakers

Press the "STEREO" button on the remote to enable All Channel Stereo for maximum surround speakers output. Best for YouTube™ and music.

G FAQ Links:

Please refer to the following links or scan the QR code to access the information:

9.2 Soundbar FAQ:

bit.ly/92-shockwave-soundbar-faq



9.2 Dual Subwoofers FAQ:

bit.ly/92-dual-subwoofers-faq



9.2 Quad Speakers FAQ:

bit.ly/92-quad-speakers-faq



No Sound / Sound Issues FAQ:

bit.ly/92-no-sound-issues-faq



Video Issues FAQ:

bit.ly/92-video-issues-faq



HDMI ARC/CEC FAQ:

bit.ly/92-hdmi-arc-cec-faq



Source Devices & Settings FAQ:

bit.ly/92-source-devices-faq



Firmware FAQ:

bit.ly/92-firmware-faq

