


QUICK START GUIDE

Follow **1** **2** **3** **4** to start your Shockwave Experience

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



1 EXPERT, PERSONALIZED LIFETIME VIP CONCIERGE AWAITS

The best customer service program in the soundbar industry.



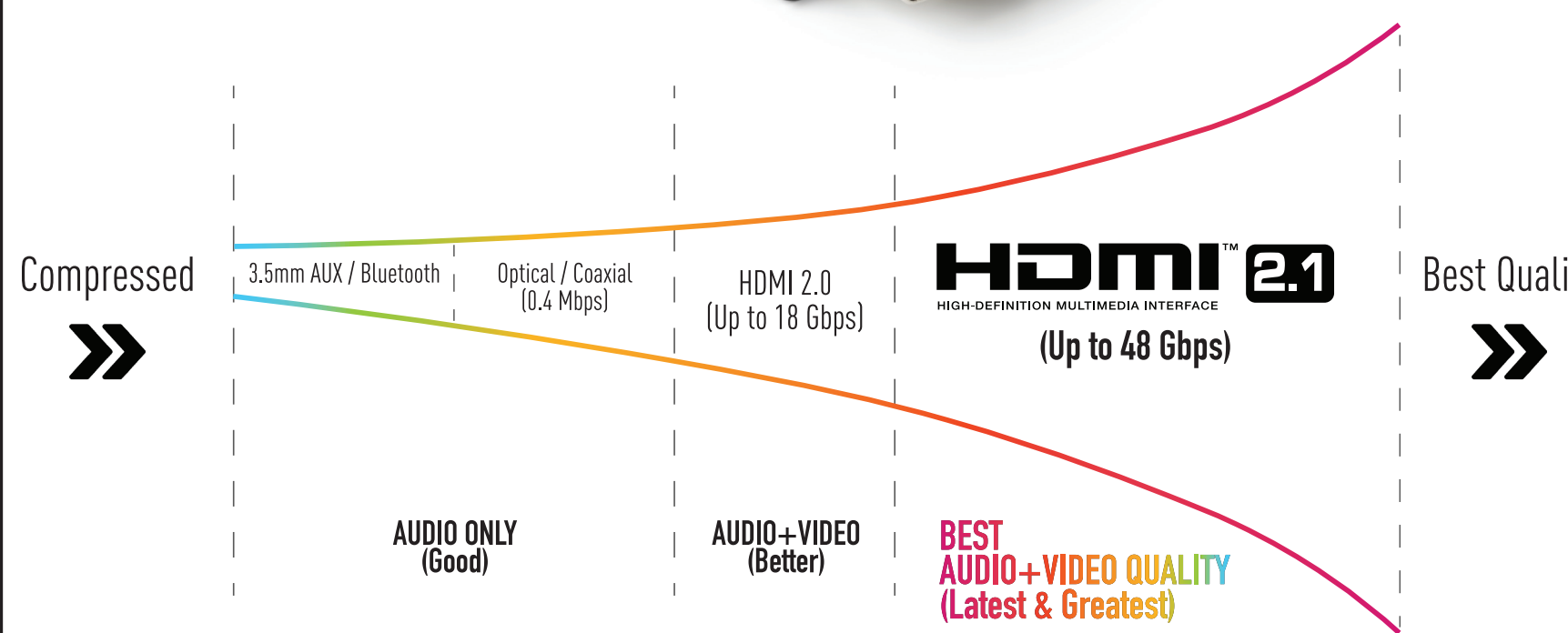
- California Based
- Setup + Placement Tips
- Tailored Advice Based on Your Devices
- Device + Accessory Recommendations

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Scan QR code or visit: nakamichi-usa.com/get-my-ninja

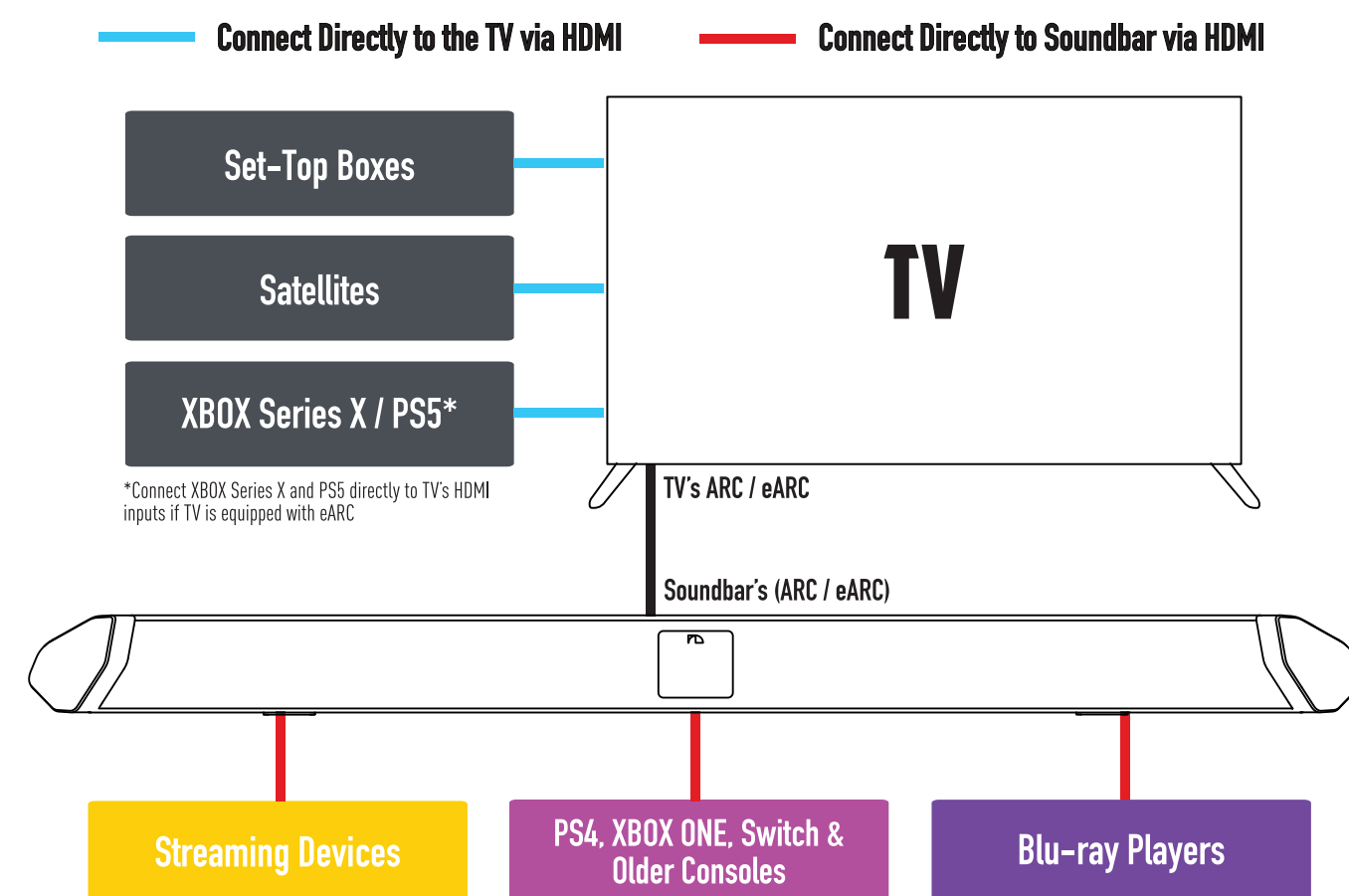


2 BEST CONNECTION



Use the HDMI 2.1 High Speed Cable (included) for best audio and video quality

3 BEST SETUP



IMPORTANT: Before connecting your new soundbar, disconnect all cables, unplug TV and all source devices from the AC wall socket for 5 minutes. This way, a new HDMI handshake can be established between all devices for best performance.

4 BEST SURROUND

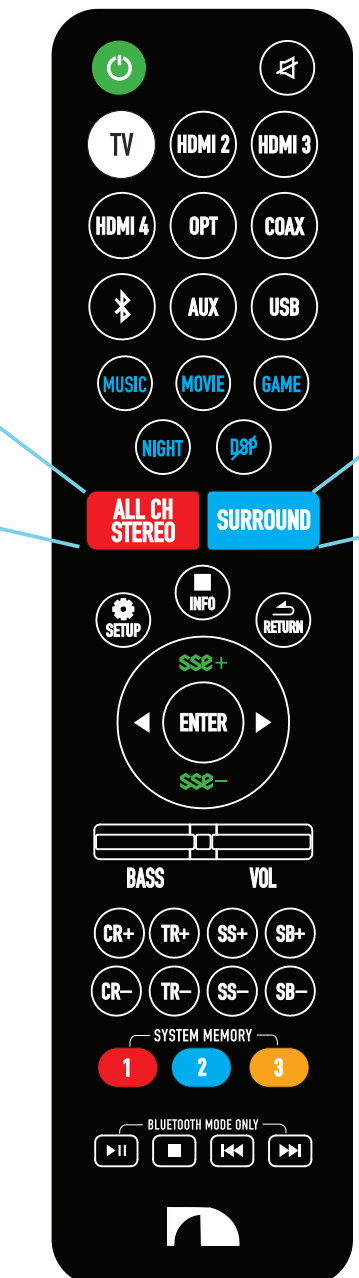
ALL CH STEREO

ALL CHANNEL STEREO = Enables Stereo playback on surround speakers. Best for music, YouTube™ and select video content by boosting volume level of surround speakers.

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



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



SURROUND

Set **SURROUND** to recommended settings below for best surround.

For Dolby/PCM content:
(Default) DOLBY SURR = Dolby Full Surround + Height
DOLBY UPMIX = Dolby Full Surround Upmix
NATIVE = Direct decode 2.1/5.1/7.1 channels based on how content was recorded.

For DTS content:
(Default) NEURAL X = DTS Full Surround + Height
DTS Direct = DTS Full Surround Upmix
Native = Direct decode 2.1/5.1/7.1 channels based on how content was recorded.
 Above modes are for DTS content only. Cannot enable when Dolby or PCM content is playing.

Use the **ALL CH STEREO** or **SURROUND** button to toggle between the various surround modes for your desired experience

PERFECTING SUBWOOFER(S) / SURROUND SPEAKERS SETUP

The wireless connection between the soundbar and subwoofer(s) + rear speakers should be seamless. In rare instances, if you hear any interference* from your subwoofer(s) or surround speakers, we have an instant fix in this video for you.



Watch on



When there is a wireless device using the same frequency (5.8GHz) near to your Shockwave soundbar, (e.g your home, or a neighbor's Wi-Fi router), the wireless connection between Subwoofer and Surround Speakers could become unstable, causing unsatisfactory audio performance. This can be easily resolved by changing your soundbar's wireless channel:

1. Press **SETUP** button on the remote once which soundbar LED displays **"WL AUTO"**
2. Use the **LEFT** or **RIGHT** arrow to change the frequency channel**
3. Press **ENTER** button on the remote

****Notes:**
 1. The default channel "WL AUTO" is optimized for avoiding wireless interference from external devices. If there is no audio popping / crackling / cut out from subwoofer(s) or surround speakers, it is recommended to stay on the default channel.
 2. WL C1 - WL C6 are available for selection. Use any channel that enables optimal sound quality.
 3. Scan the QR code to see a list of high interference potential materials.



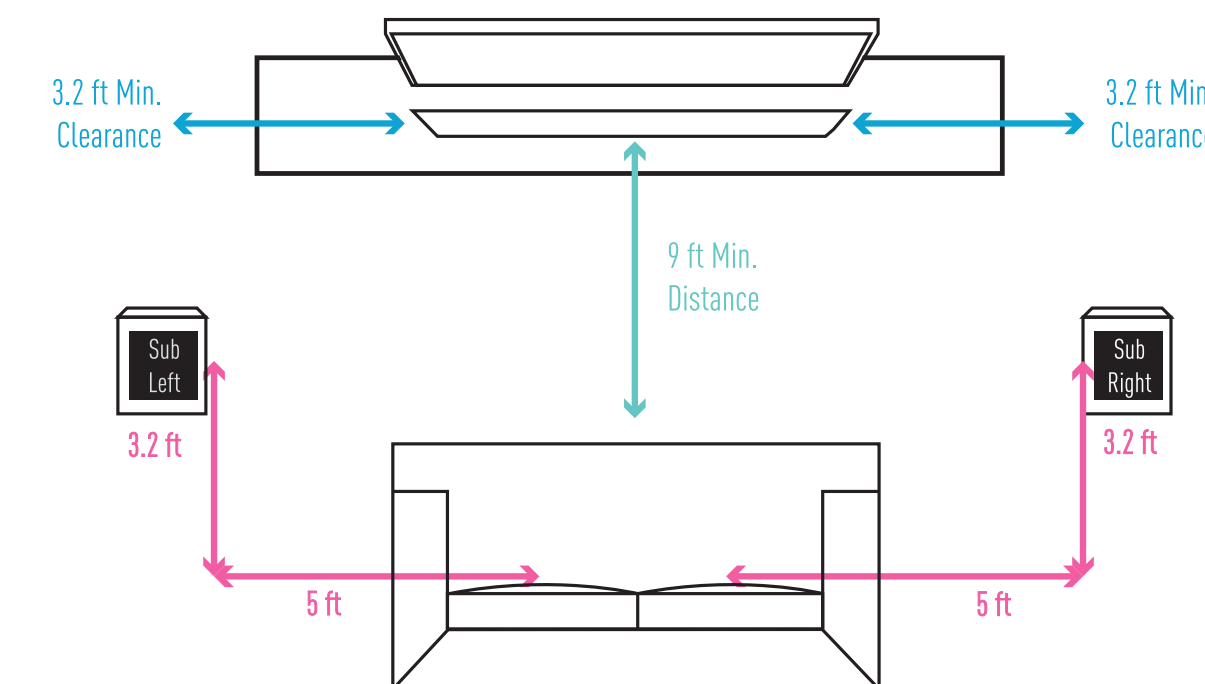
If you still experience issues after the above steps, scan the QR code above or visit: bit.ly/92earc-subwoofers-audio-distortion.

*Speaker / Subwoofer drivers and components are rarely defective. If you hear any crackling, cut out, distortion or anything that resembles a defective speaker, it is most likely caused by the wireless transmission between the soundbar, the subwoofer(s) and surrounds.

SETTING UP YOUR HOME THEATER

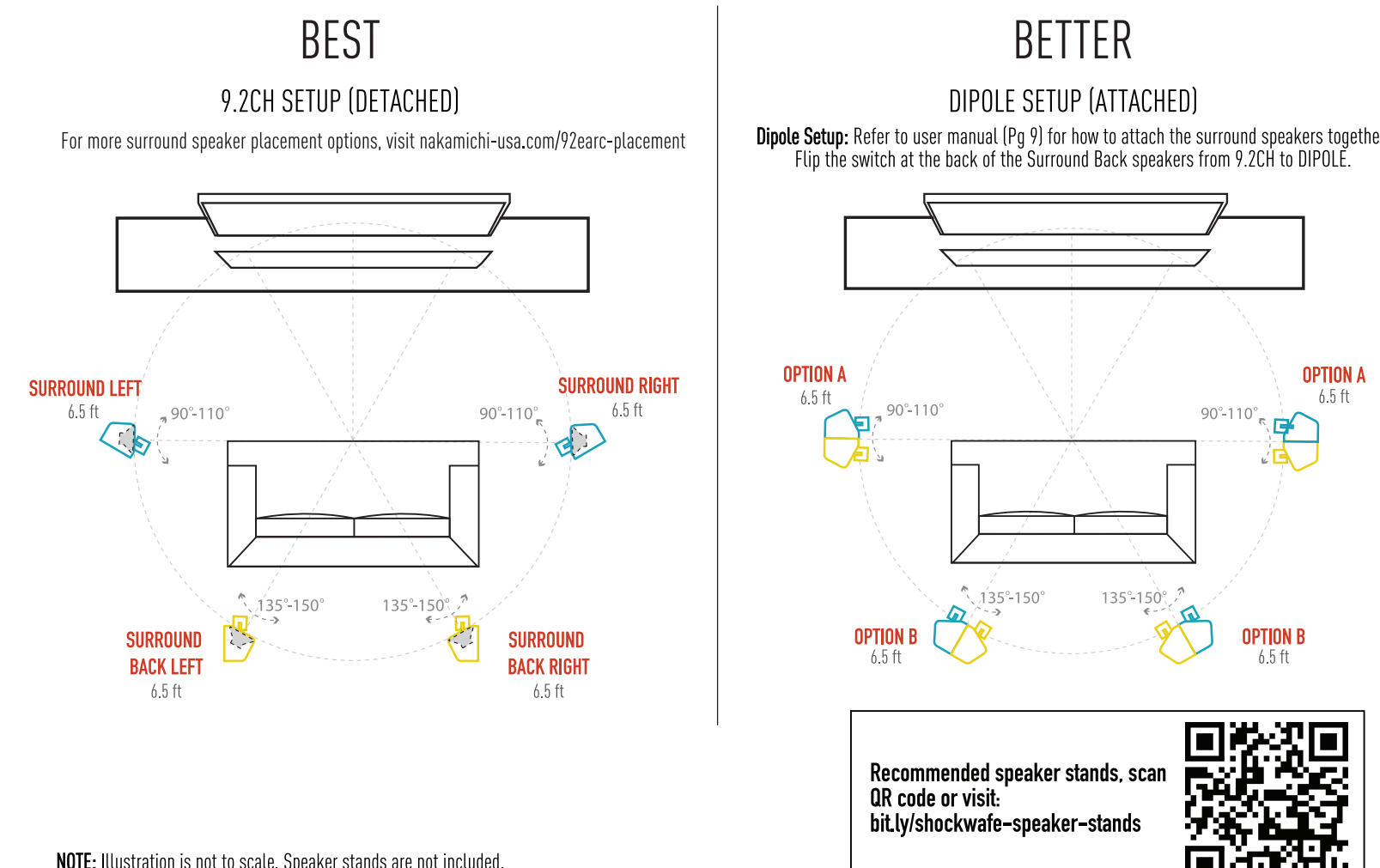
1A SOUNDBAR & SUBWOOFER PLACEMENT

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.

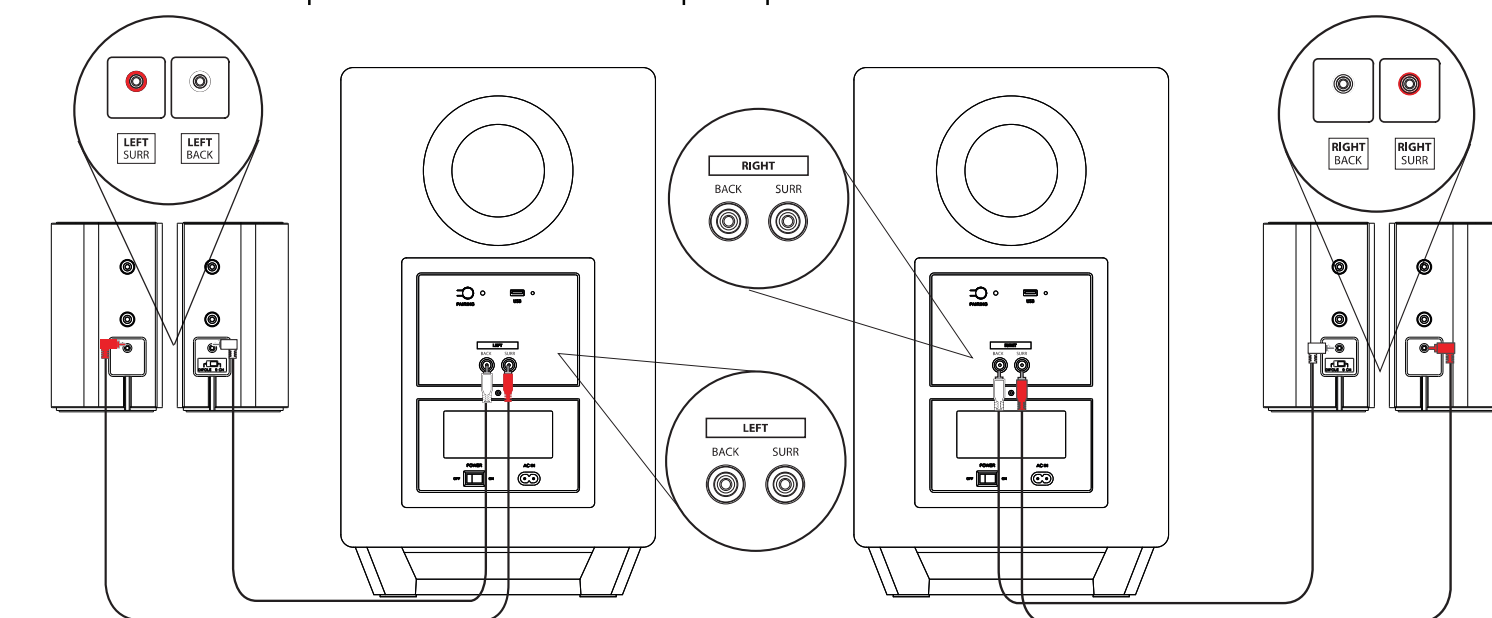


BEST SURROUND SCENES TO SHOWCASE YOUR SYSTEM

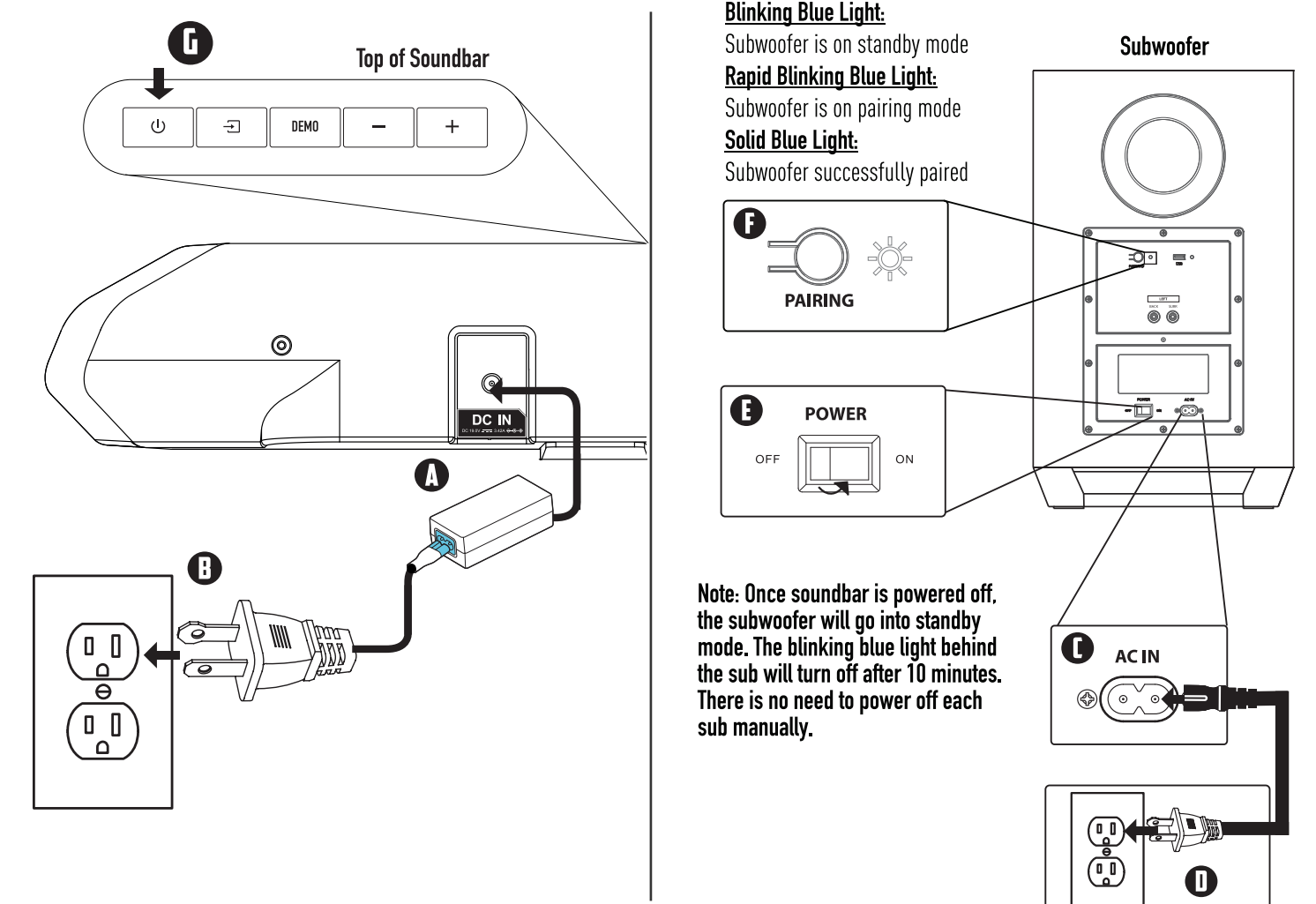
Scan QR Code or visit: bit.ly/best-surround-scenes

2 CONNECTING SURROUND SPEAKERS TO SUBWOOFERS

Connect surround speakers to subwoofer back panel ports.

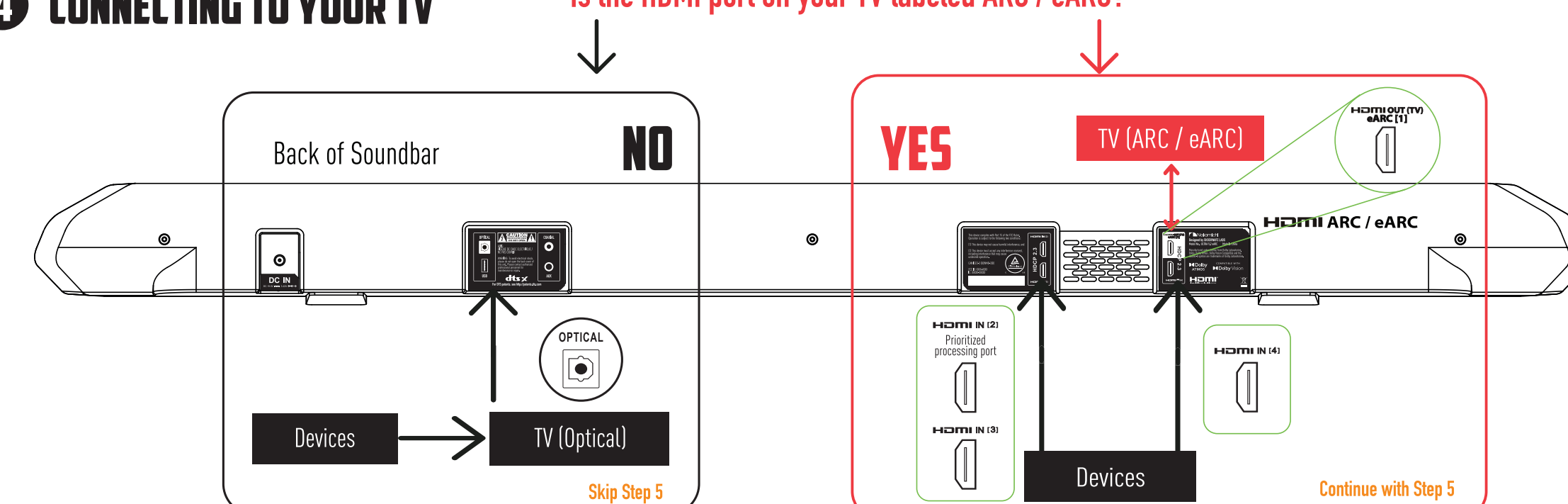


3 TURNING ON YOUR TV & SOUNDBAR



4 CONNECTING TO YOUR TV

Is the HDMI port on your TV labeled ARC / eARC?



5 SETTING UP HDMI ARC / CEC

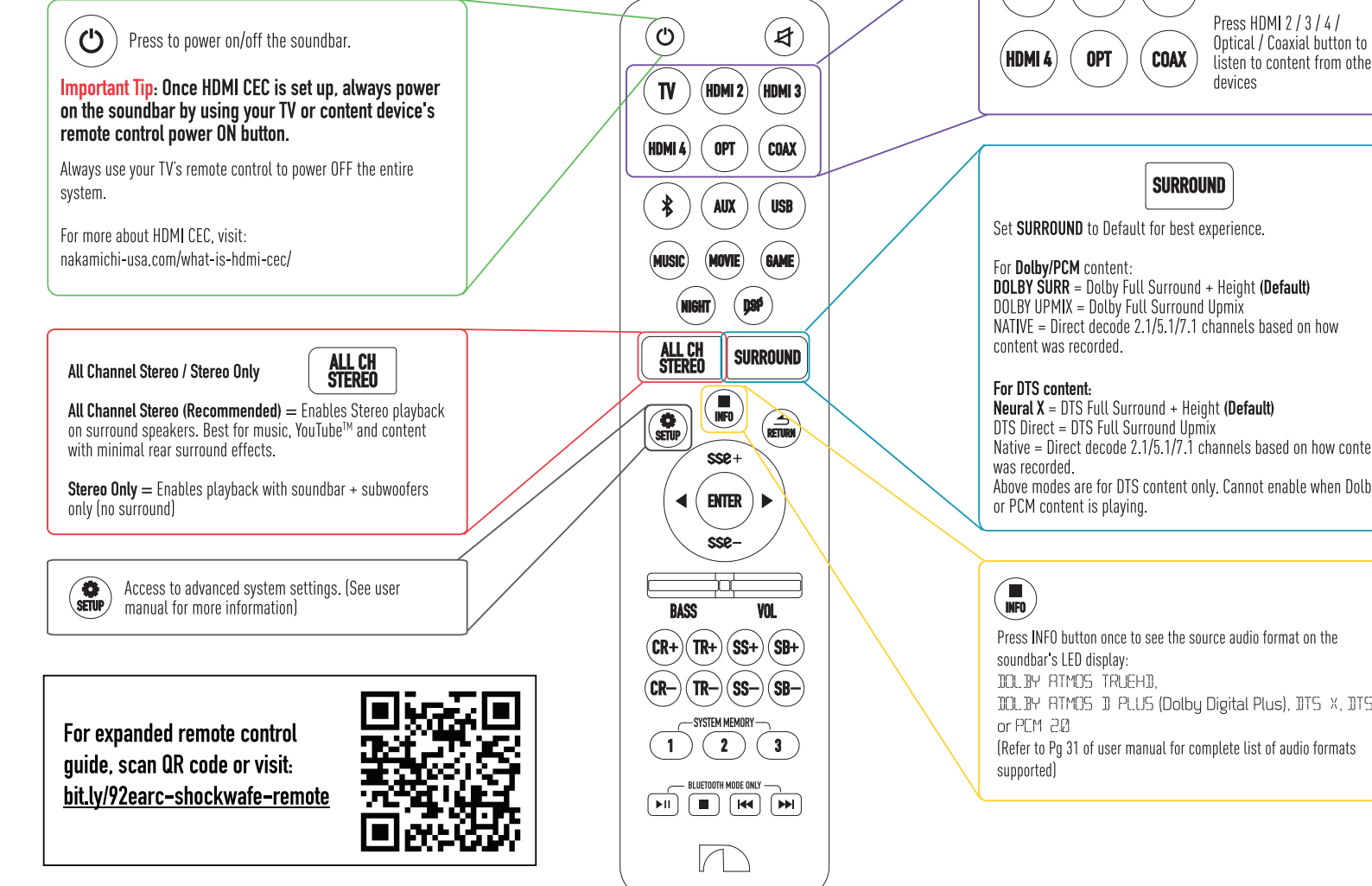
To ensure device stability, perform an HDMI connection refresh between all devices:

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



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

6 LISTENING TO YOUR SOUNDBAR



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
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7 TROUBLESHOOTING

A HDMI ARC / eARC - 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:

- Press **SETUP** button multiple times to locate **RESET** function
- Press **ENTER** button to select the function
- Press **ENTER** button again to confirm **RESET** function
- The soundbar **will restart automatically** to complete the reset sequence.
 ("HELLO" appears on soundbar LED and it will be back to ARC / EARC mode by default)

Soundbar & TV Hard Reset + HDMI Connection Refresh:

- While all source devices are on, disconnect **all HDMI cables** connected to TV and soundbar as well as TV to soundbar
- Power OFF** TV, soundbar and all source devices
- Unplug all devices** from the AC outlets
- Wait for 5 minutes** before plugging the TV, soundbar and source devices back to the AC outlets
- Power ON** the soundbar, TV and all source devices
- While they are on, **connect the TV and soundbar via HDMI ARC / eARC**. Once the connection is established, connect other 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 Soundbar Intermittent Cut Out or No Sound:

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

- Press the **SETUP** button
- Toggle and select **"RESET"**
- Press **ENTER** button
- 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
- 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
- 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

C No Sound from Surround Speakers

Press the **"ALL CH STEREO"** or **"SURROUND"** buttons on the remote to enable Dolby Surround, Dolby Uplink or All Channel Stereo to get sound from all speakers.

D Low Volume from Surround Speakers

Press the **"ALL CH STEREO"** button on the remote to enable All Channel Stereo for maximum surround speakers output. Best for YouTube™, music and select video content.

E No Sound on HDMI or Optical Inputs

- Press the **DEMO** button on the soundbar to run through an audio channel test. If **DEMO** is working properly, perform a soft reset (See A).
- Ensure that **AUDIO + VIDEO** settings on all devices are setup correctly. For audio settings, visit: bit.ly/audio-settings. For video settings, visit: bit.ly/video-settings

F No Sound on Bluetooth

- If your Bluetooth device was previously paired with another BT enabled device, make sure the other device is powered off or disconnected.
- Hard reset the devices with the following steps:
 - Unplug the soundbar** from the wall for 1 minute and power it back on
 - Turn off** your phone and turn it back on
 - After the reset, keep your soundbar off and **turn on the pairing mode on your phone** first
 - Then, **turn on the soundbar** and press the **BT** button on the remote
- If you are still having trouble finding the device, toggle between Airplane mode on/off.
- Delete a device from a phone and rediscovers it. If your phone sees a device but isn't receiving data from it, sometimes it helps to start from scratch.
 - In iOS settings**, you can remove a device by tapping on its name and then **"Forget this Device"**.
 - In Android settings**, tap on a device's name, then **"Unpair"**. After removing a device, start to pair again.

For expanded FAQ, scan QR code or visit: bit.ly/92earc-faq

