

INSIGNIA™

USER GUIDE

# 2.1-Channel Soundbar with Wireless Subwoofer

**NS-HTSB2123**



Please provide hi-rez image

Before using your new product, please read these instructions to prevent any damage.

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## Important safety instructions

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use this apparatus near water.
- 6 Clean only with a dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched particularly at plugs, outlets, and the point where they exit from the apparatus.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- 13 Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 15 To reduce the risk of fire or electric shock, do not expose this device to rain, moisture, dripping, or splashing, and no objects filled with liquids, such as vases, shall be placed on it.
- 16 An apparatus with a three-prong, grounding-type plug is a Class I apparatus, which needs to be grounded to prevent possible electric shock. Make sure that you connect any Class I device to a grounding-type, three-prong outlet.
- 17 DO NOT overload wall outlets or extension cords beyond their rated capacity as this can cause electric shock or fire.
- 18 The wall plug is the disconnecting device. The plug must remain readily operable.
- 19 No naked flame sources, such as lighted candles, should be placed on the apparatus.
- 20 The ventilation should not be impeded by covering the **ventilation openings (please confirm)** with items, such as newspapers, tablecloths, curtains, etc.
- 21 Batteries should not be exposed to excessive heat such as sunshine, fire, or the like.



**WARNING:** Danger of explosion if the remote control batteries are incorrectly replaced. Replace only with the same or equivalent type.

- 22 Keep new and used batteries away from children.
- 23 If the battery compartment does not close securely, stop using the product and keep it away from children.

**24** If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electrical shock to persons.



The exclamation point, within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

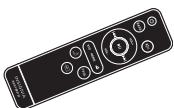
## Placement

- Your soundbar’s cabinet is made out of **PVC** and is therefore sensitive to extreme temperatures and humidity. Do not put it in locations subject to direct sunlight or in humid places, such as near an air conditioner, humidifier, bathroom, or kitchen.
- Do not put water or other liquids close to your soundbar. If liquid is spilled on top of your soundbar, it may be damaged.
- Also see [Positioning your soundbar](#) and [Positioning the subwoofer](#) on page [15](#).

## Package contents



Soundbar



Remote control



Subwoofer



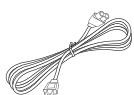
Quick Setup Guide



Mounting template



Optical cable



AC power cord (for subwoofer)



Power adapter (for soundbar)



3.5 mm cable

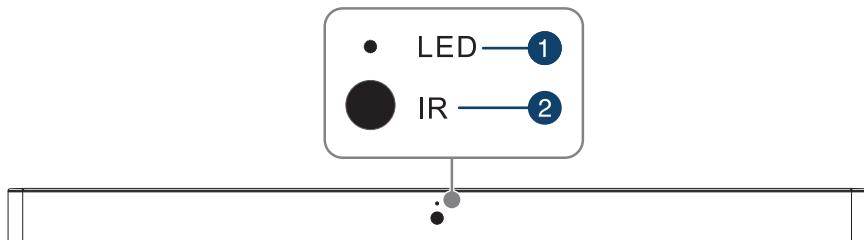


Mounting screws and wall anchors

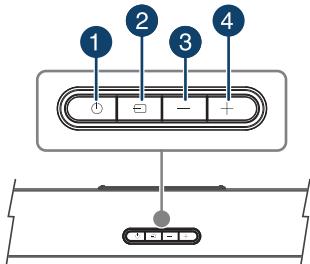
## Features

- 2.1-channel soundbar delivers a superior listening experience
- 120 watts of power provides louder, cleaner-sounding audio
- Wireless subwoofer provides a deep, powerful bass
- Bluetooth 5.3 capability with memory pairing offers streaming functionality
- DTS Virtual:X, Hear every detail. Transform any movie, TV show or playlist into an immersive, multidimensional audio experience
- (removed item)
- Five sound modes (Standard, Theater, News, **Night Mode**, and **TruVolume™**) provide a customized audio experience
- Included remote control lets you have wireless control over your sound
- HDMI ARC simplifies your home theater setup
- USB port offers playback for .wav and MP3 files
- A simple solution to upgrade your home theater system

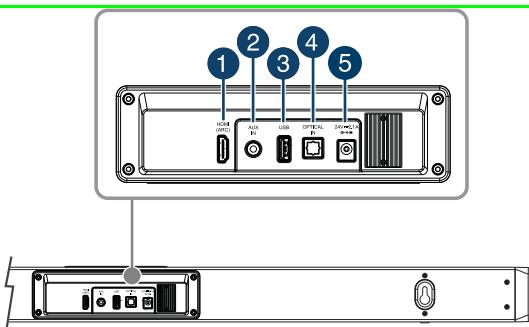
### Front view



#	ITEM	DESCRIPTION
1	<b>LED</b>	<p>Indicates the following:</p> <ul style="list-style-type: none"> <li>• Red solid - <b>Standby</b> mode</li> <li>• (removed item)</li> <li>• Green solid - <b>Digital Optical</b> mode</li> <li>• Orange solid - <b>AUX IN</b> mode</li> <li>• Blue solid - <b>Bluetooth</b> mode</li> <li>• (removed item)</li> <li>• Purple solid - <b>USB</b> mode</li> <li>• <b>White</b> solid - In <b>HDMI ARC</b> mode</li> </ul> <p><b>Note:</b> In any mode, one blink indicates a volume change or that <b>Standard DSP</b> mode has been selected, and two blinks indicates that Max or Min volume level has been reached or that <b>Theater DSP</b> mode has been selected.</p>
2	<b>IR</b>	Detects the infrared signals from the remote control.

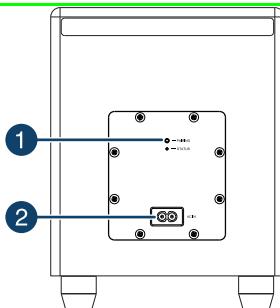
**Top view**

#	ITEM	DESCRIPTION
1	POWER (power) button	Press to turn on your soundbar. Press again to return your soundbar to standby mode.
2	SOURCE (sound source selector)	Press to cycle through the available sound sources. (AUX IN > Optical > HDMI ARC > BT > USB)
3	- button	Press to decrease your soundbar's volume.
4	+ button	Press to increase your soundbar's volume.

**Back view**

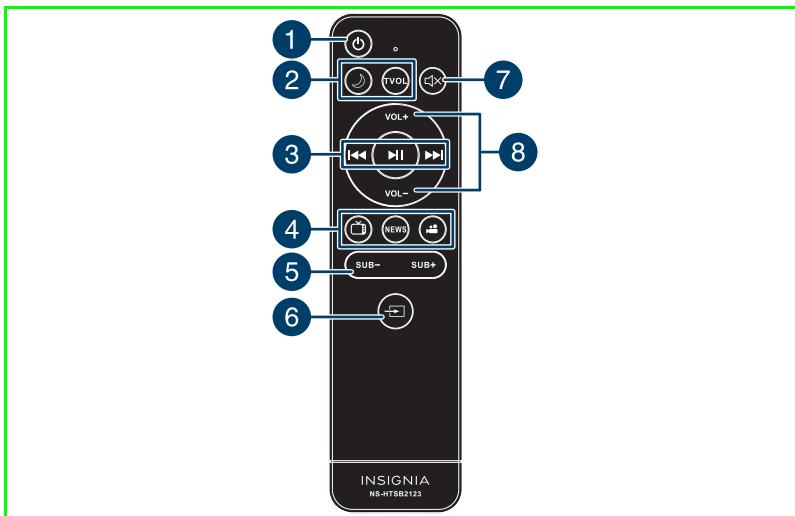
#	ITEM	DESCRIPTION
1	<b>HDMI ARC</b> jack	Connect an HDMI ARC cable to this jack. Make sure that the sound output from the source is set to PCM format.
2	<b>AUX IN</b> jack	Connect a 3.5 mm audio cable to this jack.
3	<b>USB</b> port	Play WAV and MP3 files from a USB source.
4	<b>OPTICAL IN</b> jack	If your TV (or other audio source device) has an optical out jack, connect a digital optical cable to your source device and this jack. Make sure that the sound output from the source is set to PCM format.
5	Power jack	Plug the power adapter into this jack.

## Subwoofer



#	ITEM	DESCRIPTION
1	<b>PAIRING</b> button and indicator <b>STATUS LED</b>	Press and hold for three seconds to disconnect or re-connect with your soundbar. The indicator LED blinks <b>turquoise</b> in pairing mode and lights solid <b>blue (???)</b> when paired.
2	<b>AC IN</b> jack	Connect the AC power cord to this jack to power the subwoofer.

## Remote control



#	BUTTON	DESCRIPTION
1	◊ (power)	Press to turn on your soundbar. Press again to put your soundbar into standby mode.
2	◊ / TVOL	Press ◊ to toggle night mode on or off. The status LED blinks turquoise once when turned on and red once when turned off. (Night mode allows you to retain a theater-like environment at low volume levels. When watching a movie late at night, you will be able to hear the dialog clearly even at a low volume level.) Press TVOL to toggle TruVolume mode on or off. The status LED blinks purple once when turned on and red once when turned off. (DTS TruVolume™ mode provides a consistent and comfortable volume level for a more enjoyable multimedia experience.) <b>Note:</b> Only one mode can be turned on at a time, the other mode will be turned off automatically.
3	Bluetooth/USB buttons	When a Bluetooth or USB source is selected, press these buttons to control playback: <ul style="list-style-type: none"><li>• Press ◀◀ to skip to the previous track.</li><li>• Press ▶▶I to start or pause playback.</li><li>• Press ▶▶ to skip to the next track.</li><li>• Press and hold ▶▶I for three seconds to disconnect Bluetooth.</li></ul>

#	BUTTON	DESCRIPTION
4	Sound Mode select	<p>Press to select the sound mode:</p> <ul style="list-style-type: none"> <li>Press  to select the standard sound mode for general music or TV shows.</li> <li>Press <b>NEWS</b> to select the news sound mode to optimize the spoken voice or dialog for TV news.</li> <li>Press  to select the theater mode to optimize movie sound for a theater setting.</li> </ul> <p>The soundbar's default mode is "Theater" mode. (With DTS Virtual:X sound effects, Hear every detail. Transform any movie, TV show, or playlist into an immersive, multidimensional audio experience.)</p> <p><b>Note:</b> The status LED blinks white when you select each mode. It blinks turquoise or purple once if  (night mode) or TVOL (TrueVolume mode) is applied on these sound modes</p>
5	<b>SUB-/SUB+</b>	Press to decrease or increase the volume of your subwoofer.
6	 SOURCE button	Press repeatedly to cycle through the available sound sources.
7	 (mute)	Press to mute the sound from your soundbar. Press again to restore the sound.
8	<b>VOL+/VOL-</b>	Press increase ( <b>VOL+</b> ) or decrease ( <b>VOL-</b> ) the volume of sound from your soundbar.

## Setting up your soundbar

### Choosing your sound source

- Look at your sound source device, such as a TV, DVD/Blu-ray player, or cable box, to identify your audio OUT jacks. Choose one connection option that fits your sound source. You can connect several devices and switch the sound source as required.

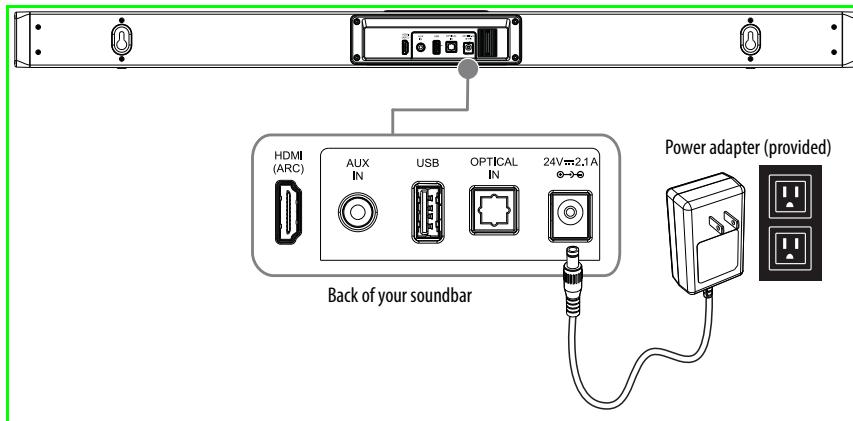
#### CAUTIONS:

- Turn off or unplug all devices while you are making connections.
- (removed information)

You can also choose a USB thumbdrive or Bluetooth device as your sound source. See [USB sound source](#) on page [12](#), or [Bluetooth sound source](#) on page [13](#).

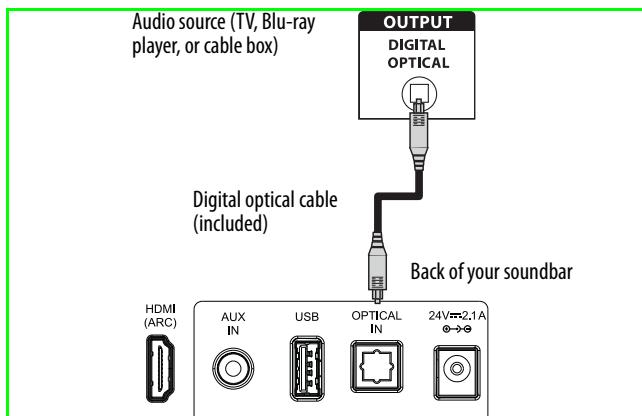
## Connecting your soundbar

- Plug the power adapter into a power outlet or surge protector.



## Digital optical connection

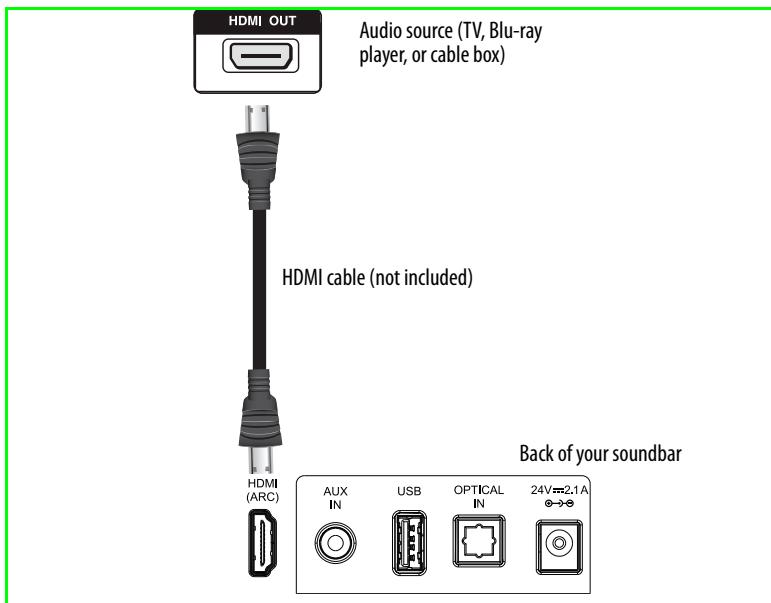
- 1 Connect one end of the digital optical cable to **OPTICAL IN** jack your soundbar.
- 2 Connect the other end into the digital optical output jack on your source device.



- 3 Change the device's audio output to 'PCM' format (typically found in audio settings). Refer to the documentation that came with your sound source device for more information.
- 4 Go to [Connecting the power adapter](#) on page 13.
- 5 After your soundbar is plugged in and turned on, press the  (sound source selector) button on your soundbar or the  button on your remote control repeatedly until the source indicator turns green.

## HDMI ARC connection

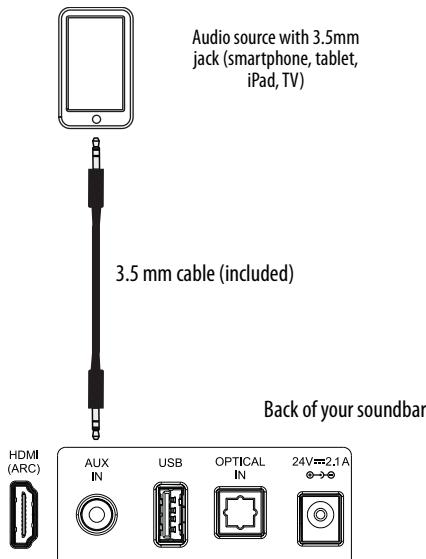
- 1 Connect an HDMI cable (not included) to the (HDMI) **ARC** jack on your soundbar.
- 2 Connect the other end of the HDMI cable to the HDMI IN (ARC) connection on your TV.



- 3 Make sure that your TV's output settings are correct:
  - Turn on your TV's CEC and ARC audio control functions (typically found in the system or HDMI settings).
  - Change your TV's audio output to the PCM format (typically found in audio settings).See the documentation that came with your TV for more information.
- 4 After your soundbar is plugged in and turned on, press the  (audio source selector) button on your soundbar or remote control repeatedly until the source indicator turns white.

**AUX IN connection**

- 1 Plug a 3.5 mm cable to the **AUX IN** connector on your soundbar.
- 2 Connect the other end to a 3.5 mm jack on your sound source device.

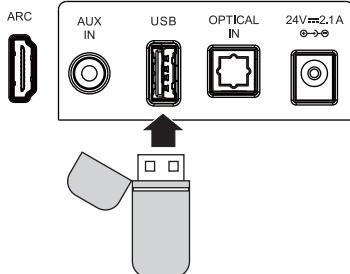


- 3 Go to [Connecting the power adapter on page 13](#).
- 4 After your soundbar is plugged in and turned on, press the (sound source selector) button on your soundbar or the button on your remote control repeatedly until the source indicator turns orange.

**USB sound source**

**Note:** If you mount your soundbar on a wall, you cannot use a USB thumbdrive as a sound source.

- 1 Plug a USB thumbdrive (with WAV or MP3 files) into the USB port on the back of your soundbar. FAT16/FAT32/ ExFAT (**removed FAT64**) files are acceptable.



- 2 Go to [Connecting the power adapter on page 13](#).

- 3 After your soundbar is plugged in and turned on, press the  (sound source selector) button on your soundbar or the  button on your remote control repeatedly until the source indicator turns purple.
- 4 Control USB playback by pressing the  (play/pause),  (previous), and  (next) buttons on the remote control.

**Note:** If playback does not begin immediately, press the  (play/pause) button on the remote control.

## Connecting the power adapter

Before you connect your soundbar to an audio source, you need to connect it to the provided power adapter.

**CAUTION:** Make sure that the electrical outlet matches the input requirements of the power supply (100-240V, 50/60Hz) before connecting.

## Bluetooth sound source

Before you can use your soundbar with a Bluetooth device, you need to pair your device to your soundbar. Go to [Connecting the power adapter](#) on page [13](#). After your soundbar is plugged in and turned on, do the following:

### Pairing your devices

- 1 Turn on your soundbar.
- 2 Place the Bluetooth device within 30 ft. (10 m) of your soundbar.
- 3 Select **Bluetooth** as the input source by pressing the  (sound source selector) button on your soundbar or  button on the remote control. The status indicator blinks blue.
- 4 Navigate to your device's Bluetooth settings, turn on Bluetooth, then search for available devices. For additional information on pairing your device, see your device's documentation.
- 5 On your Bluetooth device, select **NS-HTSB2123** from the device list. Repeat steps 1-2 if **NS-HTSB2123** is not displayed.

When pairing is complete, the LED lights solid blue.

### Notes:

- When you turn on your soundbar, it automatically connects to the last connected device if that device is in range. To connect to a different paired device, turn off Bluetooth or unpair from the currently paired device and manually connect to the other paired device.
- Some devices, such as an iPhone, connect immediately after pairing so the status indicator on your soundbar remains on. Other devices, such as notebook computers, may ask you if you want to connect. In this instance, the status indicator continues to blink until a connection is established.

## Disconnecting your devices

- Turn off the Bluetooth function on your device.

## Reconnecting to a paired device

When your soundbar is not paired to a device, the LED indicator blinks.

Your soundbar loses the Bluetooth connection if you...	To reconnect...
Turn it off.	Turn on your soundbar. Your soundbar searches for the last connected Bluetooth device and reconnects.
Move the Bluetooth device out of range.	Move your Bluetooth device within 30 ft. (10 m) of your soundbar.
Turn off your Bluetooth device.	Turn on your Bluetooth device, then make sure that Bluetooth is on.
Turn off Bluetooth on your Bluetooth device.	Turn on Bluetooth on your Bluetooth device.
Connect your Bluetooth device to another Bluetooth device.	Disconnect your Bluetooth device from the other Bluetooth device, then set your device to pairing mode. Select "NS-HTSB2123" on your Bluetooth device.

**Note:** If a device does not automatically reconnect, you may need to reselect **NS-HTSB2123** on your Bluetooth device.

## Connecting to a different device

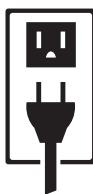
- On your Bluetooth device you are currently connected to, turn off the Bluetooth function or unpair your soundbar in your Bluetooth device list. You can now connect your soundbar to another Bluetooth device.

## Receiving a phone call while playing music

- When you receive a call while playing music through your phone, the music stops automatically.
- When you hang up, depending on the setting of your phone, the current track may resume playback.

## Connecting the subwoofer

- When you turn on your soundbar for the first time, the status indicator lights solid red.
- Plug in your subwoofer. Your soundbar and subwoofer automatically connect, then the pairing indicator lights solid blue on the subwoofer and the appropriate indicator (orange=AUX IN, green=Digital Optical, blue=Bluetooth, **white**=HDMI ARC, and purple=USB) on your soundbar.



- To disconnect/reconnect the subwoofer from your soundbar, press and hold the **PAIRING** button on the subwoofer for three seconds. The status indicator blinks **turquoise** on the subwoofer when they are disconnected, or solid **turquoise** when they are connected.

(removed note)

**Notes:**

- After the initial connection, your soundbar and subwoofer automatically reconnect when they are turned on.
- If your subwoofer does not connect automatically, the pairing LED blinks blue slowly. To manually pair them:
  - 1 Make sure your soundbar is already powered on and positioned next to subwoofer.
  - 2 Press and hold the **PAIRING** button on the subwoofer for three seconds. It should reconnect to your soundbar within two minutes. The subwoofer LED lights solid **turquoise** when connected.

OR

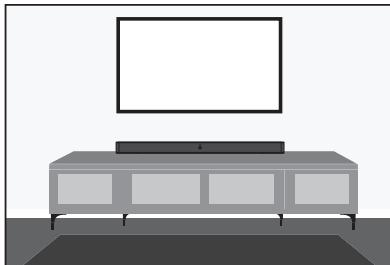
- 3 Press and hold the  (sound source selector) button on your soundbar for three seconds. Your soundbar's LED blinks blue and connects to the subwoofer. The subwoofer's indicator LED lights solid **turquoise** when connected.

## Positioning your soundbar

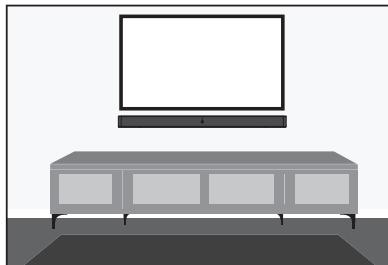
**WARNING:** Incorrect installation can result in serious personal injury or damage to your soundbar. If necessary, seek the assistance of a professional.

**Note:** If you are installing screws into drywall or concrete, use wall anchors (provided) designed for that type of surface.

- You can set your soundbar on a flat surface or mount it on a wall.



OR



(removed note)

## Positioning the subwoofer

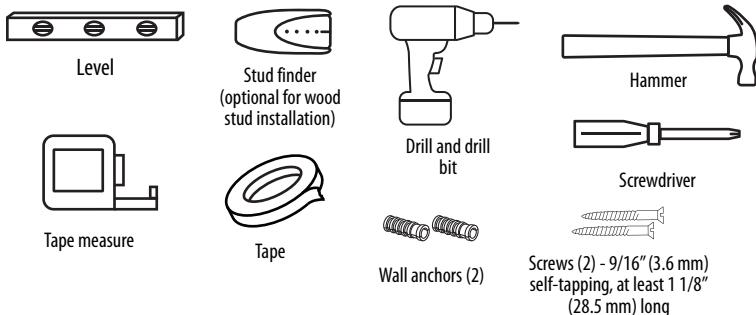
For the best sound results from your subwoofer, it should be placed against a wall or in a corner of the room. The location within the room is less important, because bass tones are omni directional.

## Mounting your soundbar on a wall (optional)

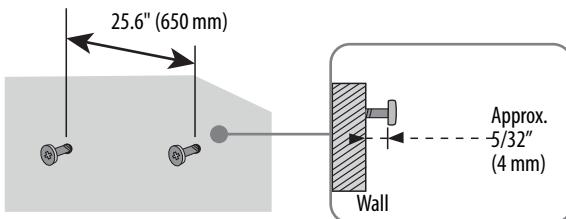
**Notes:**

- Make all connections to your soundbar before mounting your soundbar on a wall.
- If you mount your soundbar on a wall, accessing the USB port can make it difficult to use a USB thumbdrive as a sound source.

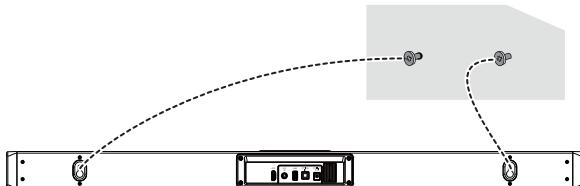
You need (not included with your soundbar):



- 1 Select a location close to your TV and directly in front of the viewing and listening position. For best sound quality, choose a location where sound waves are not blocked by furniture or other obstacles.
- 2 If you are mounting your soundbar to drywall, use the stud finder to find the studs and mark the locations.
- 3 **Using the mounting template (provided) determine the placement of the soundbar, then drill two 15/64-inch holes into the wall where indicated (25.6 inches [650 mm] apart) and level.**
- 4 If you are mounting on drywall without studs or on concrete, install wall anchors (included) into the holes you drilled, using the instructions that came with your anchors.
- 5 Secure two screws (included) to the wall or wall anchors (if required). The screws must protrude from the wall by about 5/32-inch (4 mm). Use a 9/16-inch (3.6 mm) self-tapping wood screw (or similar), 1-1/8-inch (28.5 mm) in length. The screw head must be approximately 9/32-inch (7 mm).



- 6 Align the speaker hanging brackets with the screws, then hang your soundbar on the screws.



**WARNING:** Incorrect installation can result in serious personal injury or damage to your soundbar. If necessary, seek the assistance of a professional.

## Using the remote control

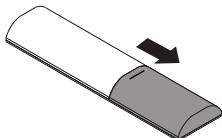
Point the remote control directly at the remote control sensor on the front of your soundbar. You must be within approximately 30 ft. (10 m) of your soundbar and within 30° on either side.



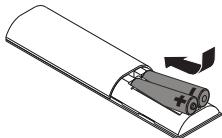
**Note:** You can control your soundbar's volume with an Insignia TV remote control. If you do not have an Insignia TV and want to use a universal remote, see the documentation that came with your TV or universal remote.

## Installing the remote control batteries

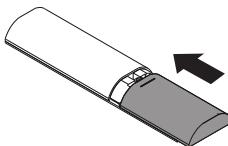
- 1 Remove the battery compartment cover from the back of the remote control.



- 2 Insert two AAA batteries (included) into the battery compartment, making sure that the polarity on the batteries matches the + and - symbols inside the battery compartment.



- 3 Replace the battery compartment cover.

**CAUTIONS:**

- Do not spill water or any liquid on the remote control.
- Do not place the remote control on a wet surface.
- Do not place the remote control in direct sunlight or near sources of excessive heat.
- If the remote control is not going to be used for a long time, remove the batteries to avoid any damage that may be caused by leakage and corrosion.

## Using your soundbar

### Listening to your soundbar

- 1 Press the  (power) button to turn on your soundbar. The source indicator turns from red to the color of whichever sound source is selected (green=optical, orange=AUX IN, blue=bluetooth, cyan=HDMI ARC, and purple=USB).
- 2 Turn on the audio source device connected to your soundbar and begin playback.
- 3 Press the  (sound source selector) button on your soundbar or the **SOURCE** button on your remote control repeatedly until you hear sound from your soundbar.

**Notes:**

- If you use the OPTICAL or HDMI ARC connection, you must change your device's audio output setting to "PCM" format. Refer to the manual you received with the output device for additional information.

- 4 Adjust the volume on your soundbar or the source audio device to a comfortable level.

**WARNING:** Continuous use of high volume sound may permanently damage your hearing.

- 5 Press the  (Power) button again to turn off your soundbar. The status indicator lights red.

## Maintaining your soundbar

### Cleaning your soundbar and subwoofer

**CAUTION:** Only use a soft and clean rag to clean the outside of your soundbar or subwoofer. Never clean them with chemicals, detergents, or abrasives.

## Troubleshooting

Check this list for a possible troubleshooting solution before calling for service.

PROBLEM	POSSIBLE SOLUTIONS
The power does not come on.	<ul style="list-style-type: none"> <li>Make sure that the AC power cords are securely plugged into the power outlet and your soundbar and subwoofer.</li> <li>Make sure that your soundbar is turned on. It does not turn on automatically when you turn on your TV or other sound source.</li> </ul>
The remote control does not work.	<ul style="list-style-type: none"> <li>Remove any obstacles between the remote control and the remote control sensor on your soundbar.</li> <li>The remote control batteries may be exhausted, replace them.</li> <li>Move closer to your soundbar. The remote control is only effective to approximately 26 ft. (8 m) of your soundbar and within 30° on either side.</li> </ul>
The sound is breaking up or buzzing.	<ul style="list-style-type: none"> <li>Make sure that you are connected to an audio OUT jack on your sound source. The jack does not send audio out if it is an INPUT jack.</li> <li>Make sure that all connections are secure and cables are not broken or damaged.</li> <li>If you are using the OPTICAL or HDMI connection, make sure that the source device's audio source is set to "PCM" format. Refer to the documentation you received with the audio source device (such as a TV or DVD/Blu-ray player, etc.) for additional information.</li> <li>Connect to a different source device (such as a TV or DVD/Blu-ray player) to see if the buzzing still occurs. If it does not, this may indicate an issue with the original source device.</li> <li>Use a different connection method (for example, try Optical instead of AUX IN) between your soundbar and the source device to make sure the jacks on both devices are still working.</li> <li>Make sure that the audio cable you are using is not damaged or broken. Try using another one.</li> </ul>
There is no sound or low volume in Bluetooth mode.	<ul style="list-style-type: none"> <li>Make sure that your Bluetooth device is turned on, Bluetooth is turned on, and <b>NS-HTSB2123</b> is selected.</li> <li>Turn up the volume on your soundbar.</li> <li>Turn up the volume on your Bluetooth device.</li> <li>Make sure that your Bluetooth device is not muted.</li> <li>Make sure that you are playing music from your Bluetooth device.</li> <li>Make sure that you have selected the Bluetooth source on your soundbar.</li> <li>Make sure that your soundbar is not paired to another Bluetooth device.</li> <li>Make sure that your Bluetooth device is not paired to a different Bluetooth speaker or other device.</li> </ul>

PROBLEM	POSSIBLE SOLUTIONS
There is no sound or very low-level sound heard from your soundbar.	<ul style="list-style-type: none"><li>Make sure that you are connected to an audio OUT jack on your sound source. The jack does not send audio out if it is an INPUT jack.</li><li>Make sure that the volume level of your soundbar is set to an adequate level.</li><li>If you are using Bluetooth, turn up the volume on your Bluetooth device.</li><li>If you are using Bluetooth, make sure that your Bluetooth device is not paired with a device other than your soundbar.</li><li>Make sure that the volume level is not muted. Press the  (mute) button on the remote control again to restore the sound output.</li><li>Make sure that the correct audio source is selected. Press the  button repeatedly on the remote or the  (sound source selector) button on your soundbar to switch to the correct audio source.</li><li>Make sure that the power is on and all connections are secure.</li><li>Make sure that the volume is turned up on your sound source.</li><li>If you are using the OPTICAL or HDMI connection, make sure that the source device's audio source is set to "PCM" format. Refer to the documentation you received with the audio source device (such as a TV or DVD/Blu-ray player, etc.) for additional information.</li><li>Make sure that the audio cable you are using is not damaged or broken. Try using another one.</li><li>Make sure that the sound source device is outputting sound to your soundbar.</li></ul>
I can hear sound from both my TV and my soundbar.	<ul style="list-style-type: none"><li>Turn off or mute the internal speakers of your TV. Refer to the TV's manual for instructions.</li></ul>
My TV remote does not control my soundbar.	<ul style="list-style-type: none"><li>If you are using a universal remote control, make sure that it is programmed to your soundbar. See <a href="#">Setting up your soundbar</a> on page 9.</li><li>Universal remotes only control your soundbar's volume. Use the controls on your soundbar or the remote that came with it to change your soundbar's audio source or sound mode.</li><li>Make sure that you aim your universal remote at the remote sensor on the front of your soundbar.</li><li>Make sure that you select the correct source on your universal remote.</li></ul>

PROBLEM	POSSIBLE SOLUTIONS
My soundbar won't connect to my Bluetooth device.	<ul style="list-style-type: none"> <li>Shorten the distance between your soundbar and your Bluetooth device.</li> <li>Turn your devices off, then on. Re-pair your soundbar and your Bluetooth device.</li> <li>Make sure that your soundbar is not paired to another Bluetooth device.</li> <li>Make sure that your soundbar and Bluetooth device are both in pairing mode.</li> <li>Make sure that your Bluetooth device is not paired to any other device.</li> <li>Make sure that you have selected <b>NS-HTSB2123</b> on your Bluetooth device.</li> </ul>
The subwoofer won't connect or has no/low volume.	<ul style="list-style-type: none"> <li>The wireless subwoofer is set at the factory so that your soundbar and subwoofer should link automatically when your soundbar is turned on. However, if the link indicator does not light when your soundbar and subwoofer are both powered on, or if your soundbar has been serviced recently, you need to re-pair the two devices. See <a href="#">Connecting the subwoofer on page 14</a>.</li> <li>Make sure that the subwoofer is next to soundbar.</li> <li>Press the Bass button on the remote, then press the volume buttons on the remote to adjust the subwoofer volume and press the Bass button again when finished.</li> </ul>
My Bluetooth device keeps unpairing.	<ul style="list-style-type: none"> <li>Shorten the distance between your soundbar and your Bluetooth device.</li> <li>If the battery on your Bluetooth device is low, recharge the battery.</li> </ul>
<b>NS-HTSB2123</b> does not appear on my Bluetooth device.	<ul style="list-style-type: none"> <li>Shorten the distance between your soundbar and your Bluetooth device.</li> <li>Put your soundbar into pairing mode, then refresh your list of Bluetooth devices. For more information, see the documentation that came with your Bluetooth device.</li> <li>Make sure that your Bluetooth device is visible to other devices. For more information, see the documentation that came with your Bluetooth device.</li> </ul>
The sound is lagging or I hear an echo.	<ul style="list-style-type: none"> <li>Turn off or mute the internal speakers of your TV. Refer to the TV's manual for instructions.</li> </ul>

## Specifications

Designs and specifications are subject to change without notice.

Power output	Left and right channel: <b>25W x 2</b> (1% THD) Subwoofer: <b>70W (1% THD)</b>
Frequency range	Soundbar: <b>(-6 dB) 150hz - 15Khz</b> Subwoofer: <b>(-6 dB) 50hz - 130hz</b>
Speaker information	Soundbar - 2 x 1-21/32 x 6-3/16 in. (4.2 x 15.7 cm) Subwoofer - 1 x 5.25 in. (13.3 cm)
Power requirement - Soundbar	<b>24V/2.1A</b> power supply (provided)

Power requirement - Subwoofer	AC-100~240V at 50/60Hz
Dimensions (approx.) (H x W x D)	Soundbar - 2.5 x 36.9 x 4.6 in. (6.4 x 93.8 x 11.6 cm) includes feet and mounts Subwoofer - 10.2 x 7.8 x 11.6 in. (25.9 x 20 x 29.6 cm) includes feet
Weight	Soundbar: 6.8 lbs. (3.1 kg) Gross: 10.7 lbs. (4.86 kg)
Batteries (remote)	AAA (2)
Bluetooth version	5.3
Working environment	Temperature - 14 ~ 95° F (-10 ~ 35° C) Humidity - 5%~90%
Inputs	HDMI ARC jack USB connector (.WAV and MP3 files) AUX IN (3.5 mm) audio jack Digital optical audio jack Bluetooth

## Legal notices

### FCC Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### FCC Caution

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

**ISED Statement****ICES-003****Canada ICES-003 (B) / NMB-003 (B)****RSS-Gen**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- 1 This device may not cause interference.
- 2 This device must accept any interference, including interference that may cause undesired operation of the device.

Ce dispositif contient des émetteurs exonérés de permis(s)/récepteurs(s) qui sont conformes aux RSS (s) exemptés de licence du Canada. L'opération est soumise aux deux conditions suivantes :

- 1 Cet appareil peut ne pas causer d'interférences.
- 2 Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent provoquer un fonctionnement indésirable de l'appareil.

**RSS-102**

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

# ONE-YEAR LIMITED WARRANTY

## **Definitions:**

The Distributor\* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca) and is packaged with this warranty statement.

## **How long does the coverage last?**

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

## **What does this warranty cover?**

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

## **How to obtain warranty service?**

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website ([www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca)), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

## **Where is the warranty valid?**

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

## **What does the warranty not cover?**

This warranty does not cover:

- Food, beverage, and/or medicine loss/spoilage.
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).

- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Insignia:

**1-877-467-4289**

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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