LINK BAR FAQ
1) How do I perform factory reset on my LINK BAR?
You can reset the LINK BAR via the settings menu. Device Preference -> Reset.

2) What are the sound modes on the LINK BAR?
There are 4 sound modes, you can select in the settings menu: Sound -> EQ mode
   a. Standard
   b. Movie
   c. Music
   d. Voice
"Standard" sound mode is the default setting.

3) Does the LINK BAR remote control use Bluetooth or IR connection?
The LINK BAR remote control uses a Bluetooth connection.

4) How do I pair my LINK BAR remote control?
   1. Press and hold both "HOME" and "BACK" buttons on the remote control for 3 seconds. A Green LED light will flash on the remote control to indicate pairing mode.

   2. Press and hold the Bluetooth Button (⟨) on the LINK BAR.
   3. The LINK BAR remote control will appear in the pairing menu on the right hand panel. Wait 10s to start the pairing process as indicate on the display.

5) How do I active the microphone on the remote control?
Press the ⬤ button on the remote control to activate the Google Assistant.
Speak directly into the microphone (no need to say the hotword "OK Google" or "Hey Google"). The LINK BAR will respond accordingly.

6) Example of voice commands that can work on your LINK BAR

Alarms and Timers	Set timer for 5 minutes
Answers	How many liters in a gallon?
	How Tall is Tom Cruise?
Calendar	When is my next meeting?
Device Actions and Settings	turn on Bluetooth
	Switch to HDMI 1
	return to Android TV home page

	increase the volume by 5%
	open settings menu
Multi-dialog queries	Q1:population of France
	Q2: what about England
Local & Navigation	where is the nearest Starbucks
Media	play thunder by Imagine Dragons
Netflix	Play Dr. Strange on Netflix Skip to xx minutes
News	NPR news
Personal Answers	Show my flight status
Personality	tell me a fun fact
Personality features	let's play lucky trivia
Reminders	remind me to buy milk at 7pm,
	remind me 10 mins before Big Bang Theory tonight
Shopping	add movie tickets to the shopping list
Smart Home	dim the lamp, turn on lights

7) How do I enable 10-bit color on HDMI inputs?
To get 10-bit color output with HDR, the "HDMI UHD deep color option" on your TV should be turned on. Refer to TV's manual to turn this option on.

8) What is the recommended distance between the TV and LINK BAR for wall mounted installation?
We recommend at least 50mm (2 inches) distance between the TV and LINK BAR.

9) The 4 LED dots change to amber on my LINK BAR soundbar. What does this mean?
The amber LED lights indicate that you have muted the microphone and the Google Assistant. The LINK BAR will not react to any voice keywords or user commands unless you unmute the microphones. You can unmute it by switching ON the PrivicySwitch™ on the bar.

10) How do clean my LINK BAR?
Clean your LINK BAR with a soft dry cloth.

11) Why can't I play my local Spotify playlist on the LINK BAR?
Go to the Google Play Store, download and login to Spotify. To play your own created playlist, start with "Ok Google, Play my Playlist (name of your playlist) on Spotify".

12) If I have multiple JBL LINK speakers - will they all react to "Hey Google" or "OK Google"?
If all of the LINK speakers are under the same user account, the speaker with the best microphone reception will respond.

13) What does Google do with all the data when using LINK BAR?

Google uses the data to make their services faster, smarter, and more useful to you, such as providing better search results and timely traffic updates.

14) Do I need to link my Google account to my LINK BAR?
Yes, your LINK BAR requires a Google account to operate. Your search history on the LINK BAR will appear in your Google account's search history. Also, if you give the LINK BAR permission, it may access your data saved in other Google services, such as Calendar and Gmail in order to answer questions you ask.

15) Will my LINK BAR share all information with Google?
Google has high privacy rules and one of them is not to share end-user data with any third-party apps. Apps like Uber do require you to share personal details for booking, which you already accepted when using the service.

16) How long does the LINK BAR keep my data?
Any conversation or search history is stored in the cloud via your Google account and is saved until you choose to delete it in the Google Home app. The LINK BAR does not keep or store any data locally.

17) What kind of data does LINK BAR collect?
Only data to make Google Assistant more efficient and Google services faster is collected. Google Assistant learns over time to provide better and more personalized feedback.

18) Is my data safe when using LINK BAR?
Yes, Google services are protected by one of the world's most advanced security infrastructures. Conversations within your LINK BAR is encrypted by default.

19) What audio codecs will the LINK BAR support?
MP3, AAC-LC, HE+ACC, FLAC, Vorbis, Wav, CELT/opus are supported via Wi-Fi streaming. SBC and AAC are supported via Bluetooth.

20) How do I play music from my mobile phone via Bluetooth

1. Short press the Bluetooth button ( ) on the LINK BAR.
2. Enable Bluetooth feature on your mobile phone.
3. Search and select "JBL LINK BAR" in the device menu.

21) Can I use my LINK BAR without turning ON the TV?
The LINK BAR is always ON, you can ask the LINK BAR questions whether your TV is ON or OFF.

22) What kind of video / music services are supported by the LINK BAR
You can download video and music service from Google Play Store. Different services may vary by location.

23) Can I stream videos from my phone / tablet to the LINK BAR using Chromecast?
Yes, simply press the cast icon ( ) on your mobile phone or tablet and choose JBL LINK BAR from the list, make sure your mobile phone or tablet and the LINK BAR are connected to the same network.

24) My LINK BAR is not responding to my voice command, what should I do?
    o   Check if the PrivicySwith™ is OFF.
    o   Go to settings menu, "Device preference" → "Google", check "OK Google" detection is enable.
    o   Make sure there are no objects place on top of the LINK BAR which may block the microphones.

25) How do I perform a software upgrade for my LINK BAR
    You will see a notification in the recommendation row on your Android TV when there is an upgrade is available. The system will download the firmware and apply the update after your confirmation. You can also manually check for updates. Go to settings menu, select "About", "System Update" .

26) Can I connects a subwoofer to my LINK BAR?
    Yes, the JBL SW10 wireless subwoofer is the ideal subwoofer for your LINK BAR. Please contact your JBL dealers to purchase.

27) List of supported apps via voice control (Google Assistant)
    https://assistant.google.com/explore/c/10/

28) What is the recommended Internet connection for the LINK BAR?
    It is recommend to connect the LINK BAR via an Ethernet or connect to a 5G Wi-Fi network.

29) What is the recommended Internet speed for the LINK BAR?
    The minimum Internet speed is at least 25Mbps (megabit per second) or above for the best performance.

30) How do I pair the JBL SW10 wireless subwoofer to my LINK BAR if pairing does not happen automatically?
    1. Turn on the soundbar and the subwoofer. If the connection is lost, the LED indicator on the subwoofer blinks slowly.
    2. Press the "Subwoofer Pairing" button on the SW10 subwoofer to enter pairing mode. The LED indicator on the subwoofer blinks quickly.
    3. Press the "Subwoofer Pairing" button on LINK BAR, the LED indicator on the LINK BAR blinks quickly
    4. If successful, the pairing LED indicator on both subwoofer and LINK BAR will be ON. If pairing fails, the indicator on the subwoofer blinks slowly.
    5. If the pairing fails, repeat the steps above. If you are still experiencing problems, please try to switch off all wireless devices in the home (such as routers, TV sets with wireless function, telephones, computers, etc), then try again. This may be overcrowding on the 5GHz frequency, which often causes problems. By eliminating all the activity makes space for the LINK BAR to establish its connection. You should be able to pair without problems. Once pairing is complete, you can switch your devices on again

31) Why is the video picture quality poor? Why am I experiencing poor quality playback?
    The quality of content depends on your Internet bandwidth. The minimum Internet speed is at least 25Mbps (megabit per second) or above for the best performance.