



**BESTISAN**

Best Artisan & Better Than Most

# *Pillar* Model: SG02

**2.0** 2.0 Channels

**32"** 32 Inches



Version 1.0

# USER MANUAL

# 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 is provided for your safety. When 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, convenient receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.



12. Use only with a 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 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.

**Special note:** When placing your unit on a lacquered or natural finish, protect your furniture with a cloth or other protective material.

## FCC Warnings

WARNING: Changes or modifications to this unit 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.

## Additional Warnings

The apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on apparatus.  
*L'appareil ne doit pas être exposé aux écoulements ou aux éclaboussures et aucun objet ne contenant de liquide, tel qu'un vase, ne doit être placé sur l'objet.*

Battery shall not be exposed to excessive heat such as sunshine, fire or the light.  
*Les piles ne doivent pas être exposées à de forte chaleur, tel qu'à la lumière du soleil, au feu ou autres choses de semblable.*

Caution marking is located at the rear or bottom of the apparatus.  
*Attention marquage est situé sur le panneau arrière ou inférieur de l'unité.*

The marking information is located at the rear or bottom of apparatus.  
*Le marquage est situé sur le panneau arrière ou inférieur de l'unité.*



This symbol indicates that this product incorporates double insulation between hazardous main voltage and user accessible parts.

# 01 Checking the Components



Soundbar



Remote control

Insert 2pc of AAA batteries before use



User's guide



Digital Optical cable



3.5mm to 3.5mm audio cable



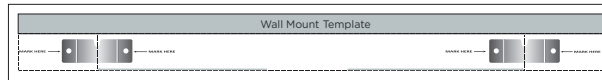
Power adapter



Wall mount brackets



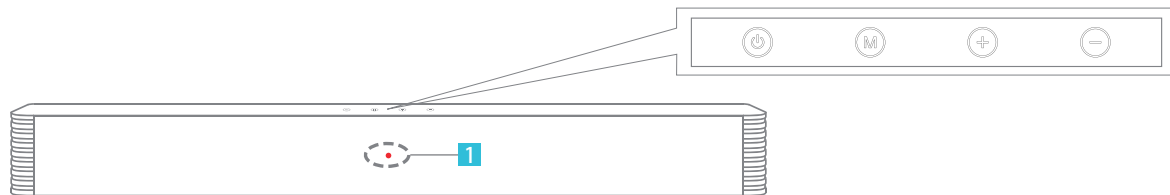
Mount screws













Wall mount template

## 02 Product Overview

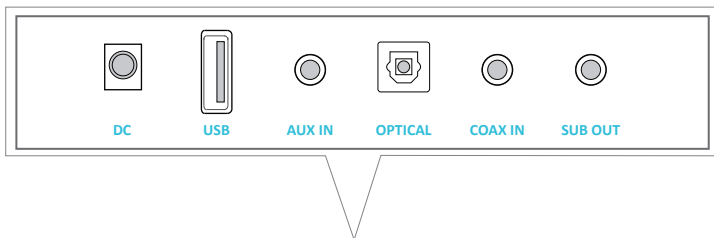
### Front Panel / Top Side Panel of the Soundbar



	LED indicator, display different color and current mode.	 Bluetooth	 Optical	 AUX	 Coaxial	 USB
	Turn the power on or press and hold to power off.					
	Select the source input mode; Press and hold to reset treble and bass to factory settings.					
 	Press to adjust volume up and down, the LED indicator flashes until the volume to the MAX or MIN.					

- When you plug in the power cord, the buttons will begin working in 2 to 4 seconds.
- If you want to enjoy sound only from the Soundbar, you must turn off the TV's speakers in Audio Setup menu of your TV. Refer to the owner's manual supplied with your TV

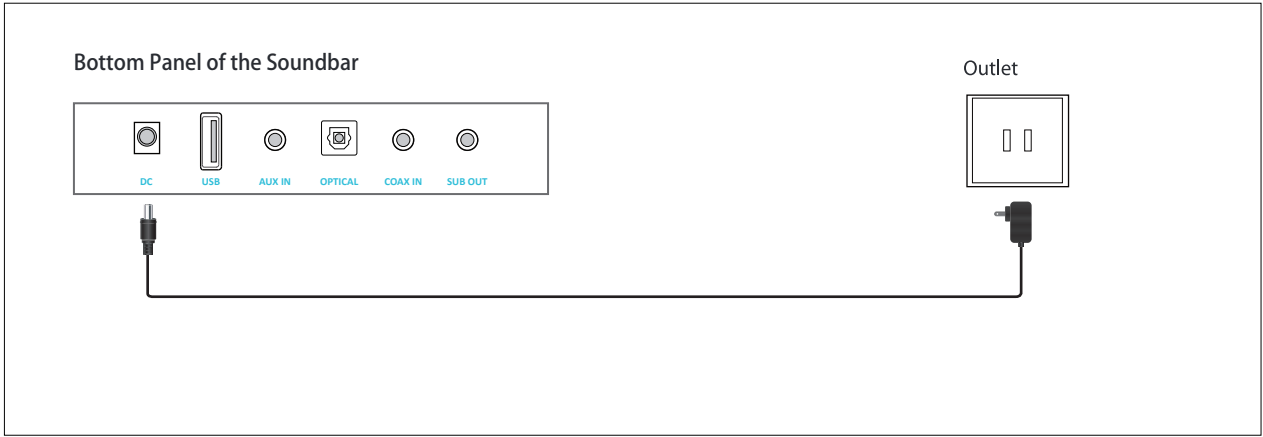
## Bottom Panel of the Soundbar



<b>DC</b>	DC IN (Power Supply In), connect the AC/DC power adapter.
<b>USB</b>	USB, connect a USB device here to play music files on the USB device through the Soundbar.
<b>AUX</b>	AUX(3.5mm), connect to the Analog output of an external device.
<b>OPTICAL</b>	Digital Audio In (optical), connect to the digital (optical) output of an external device.
<b>COAX IN</b>	Connecting using a Coaxial cable.
<b>SUB OUT</b>	Connect the included SUB OUT cable to the Subwoofer +/- (Red & Black) and Sound Bar.

- When disconnecting the power cable of the DC/AC power adapter from a wall outlet, pull the plug. Do not pull the cable.
- Do not connect this unit or other components to an AC outlet until all connections between components are completed.

## 03 Connecting Electrical Power

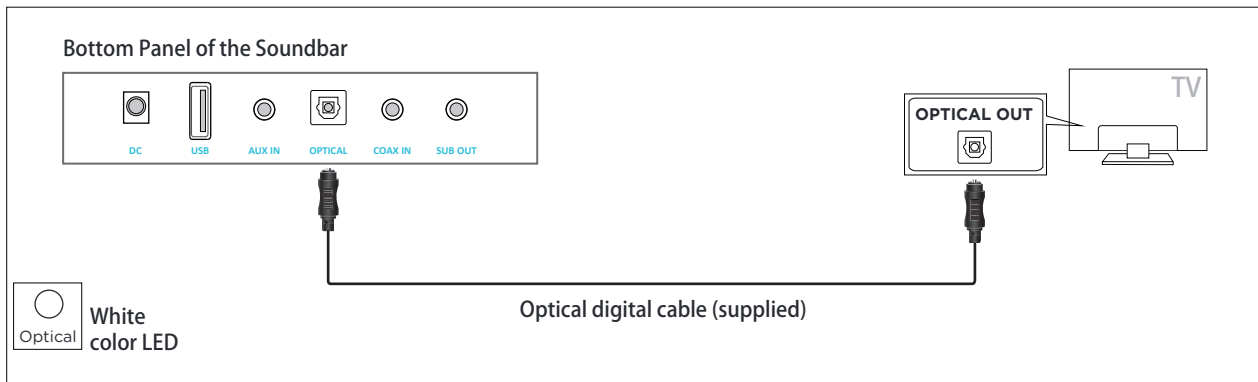


Using the power adapter to connect the unit to electrical outlet in the figure

- Make sure to Place the AC/DC adapter flat on a table or the floor. If you place the AC/DC adapter so that it is hanging with the AC cord input facing upwards, water or other foreign substances could enter the adapter and cause the adapter to malfunction.

## 04 Connecting with a TV

### Connecting using an Optical cable



1. Connect the DIGITAL AUDIO IN(OPTICAL) jack on the Soundbar to the OPTICAL OUT jack of the TV with a digital optical cable.
  2. Press the “OPT” button on the remote, and the LED indicator will be WHITE
  3. Set the TV’s audio output to “PCM”. (More information on PCM page)
- If TV sound is inaudible, press the “OPT” button on the remote or on the top side of the Soundbar to switch to “OPT” mode. The LED will be White and TV sound is played.

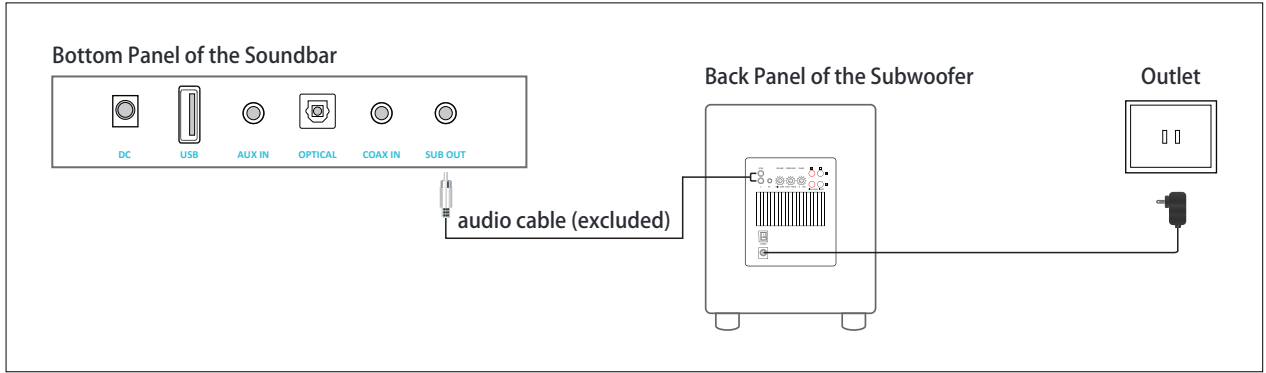
## 05 Setting “PCM” on your TV

When all cables are connected properly, and LED indicator lights properly(Optical connection), if there is no sound from tv or Soundbar, please setting your tv as below:

1. Press "Menu" on the tv's remote control.
  2. Press the arrow keys on the remote to scroll to "Audio Settings."
  3. Press "OK" on the remote control.
  4. Scroll to "Advanced Audio" and press "OK." Some televisions may not have an "Advanced Audio" menu and may list various audio settings instead.
  5. Scroll to "Audio Output Mode" or "Digital Audio Output Mode" and press "OK."
  6. Scroll until "PCM" is displayed as the current audio output.
  7. Press "OK" to save the settings.
- Some brand TVs maybe different in Digital Audio Output Settings, please check your TV's manual.

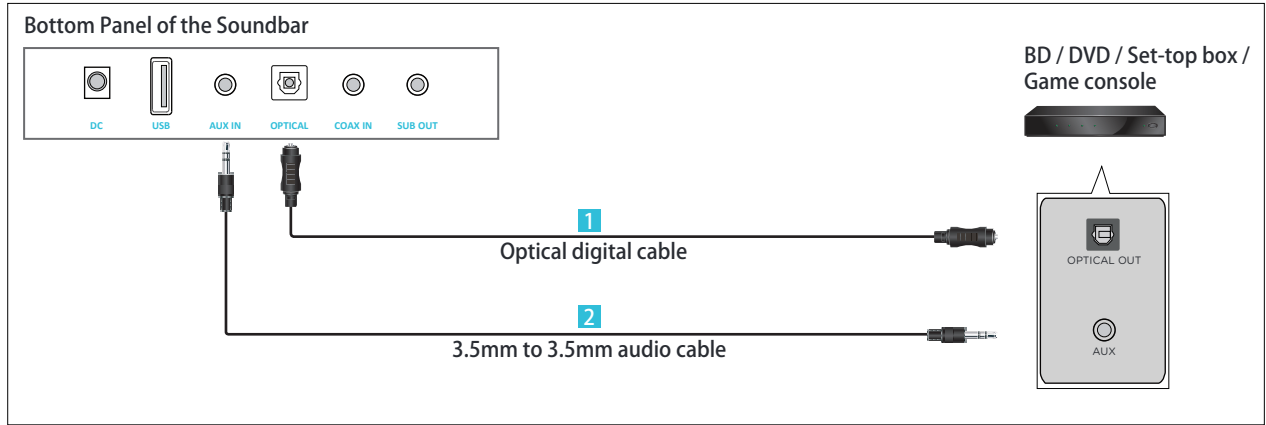


## 06 Connect an external speaker (subwoofer)



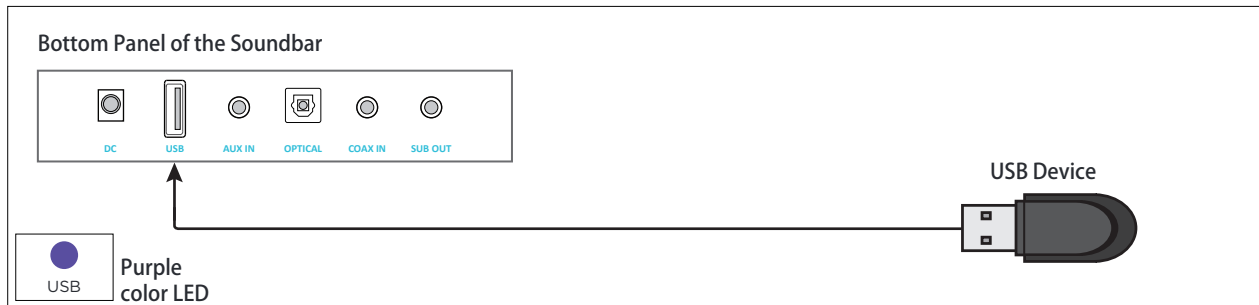
- subwoofer sold separately.

## 07 Connecting an External Device



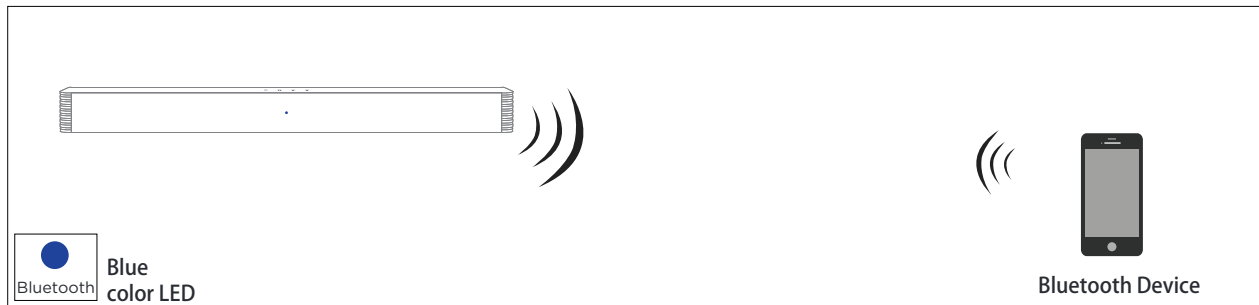
- 1 Connect DIGITAL AUDIO (OPTICAL) on the Soundbar to the OPTICAL OUT jack of the Source Device using a digital optical cable. Select “WHITE” led indicator by pressing the “OPT” button on the remote.
- 2 Connect AUX on the Soundbar to the “AUX” jack of the Source Device using a 3.5mm to 3.5mm audio cable. Select “orange” led indicator by pressing the “AUX” button on the remote.

## 08 Connecting a USB



1. Connect your USB device to the USB jack on the Soundbar.
  2. Select “PURPLE” led indicator by pressing the “USB” button on the remote.
  3. Play music files from the USB device through the Soundbar.
- USB port also for firmware upgrade.

## 09 Connecting a Bluetooth Device

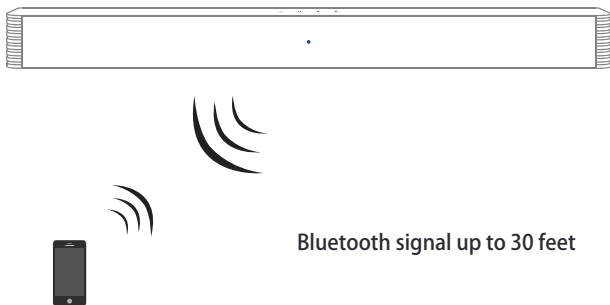


### The initial connection

1. Press the “BT” button on the remote, the LED indicator blinks blue.
  2. Turn on Bluetooth on the Bluetooth device. (see the device’s manual for more information)
  3. Select “Bestisan SG02” from the list, connect it. When your Bluetooth device is connected, the LED indicator blinks blue slowly.
  4. Play music files from the device, connected via Bluetooth, through the Soundbar.
- You cannot connect more than one Bluetooth device at a time.

## Additional Bluetooth information

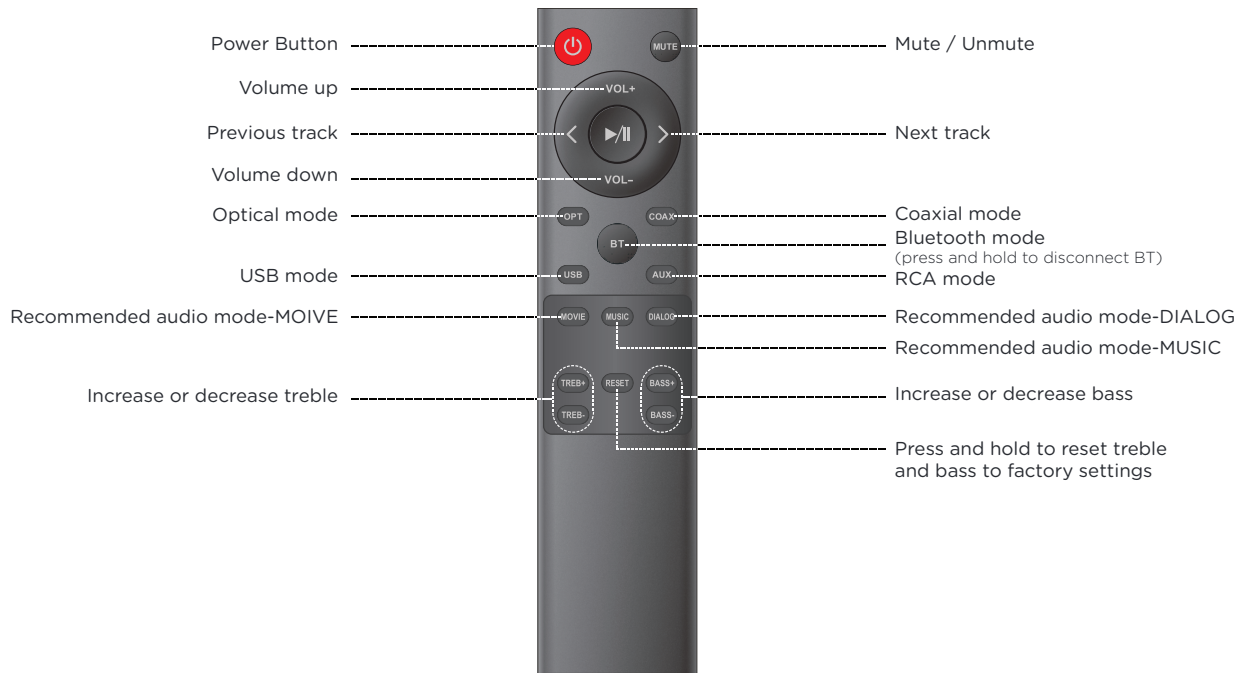
1. If you hear any break-up while streaming music from your device, move closer to your Soundbar.
2. Bluetooth signal has a range of up to 30 feet if there are no solid obstructions between your Soundbar and source device.
3. Other wireless devices may interfere with Bluetooth range, including wireless video monitors, cordless phones, wireless cameras, etc., moving or turning off these devices may improve Bluetooth range.



- Reduce the volume on your device or Soundbar, high volume can damage your hearing.

# 10 Know Your Remote

Power the remote by inserting 2 pcs of AAA batteries



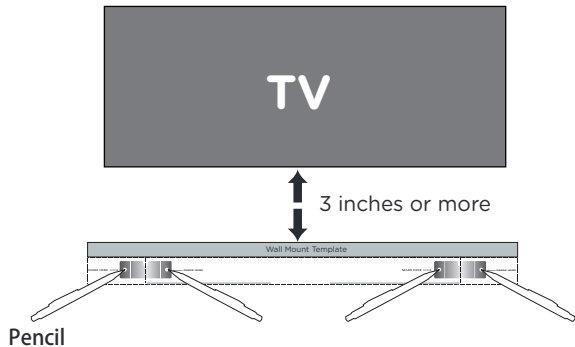
# 11 Installing the Wall Mount

1. Insert the two wall-mount screws into the wall-mount screw holes, and tighten them with a screwdriver.



2. Place the wall mounting template against the wall under your TV, using a pencil to mark the bracket holes.

- The template must be level.
- Leave 3 inches at least between the template and TV.



3. Remove the template, using an appropriately sized drill bit, drill a hole in the wall at each marking.

- Be sure the wall is vertical wall. (drywall)

4. Push the green Holder-Screws to the each hole on the wall, and screw each screw (supplied) through each bracket firmly into a support Holder-Screws hole.



5. Install the Soundbar by hanging the bracket on the wall.



Consult a professional installer if you are unfamiliar with power tools or the layout of electrical wiring in the walls of your home.

## 12 Troubleshooting

If you have a problem with your Sound Bar, there is quick simple solution, first make sure:

- The cables between Sound Bar and input devices are securely connected, the power adapter is also connected to a working power source.
- The adapter LED indicator is lighting, and the LED indicator is lighting in the middle of Sound bar,

### No sound or crackling noise

- Check if all cables are connected properly.
- Press Mute on the remote to ensure the Sound Bar is not muted.
- Press Volume+ on the remote or the top side of your Sound Bar.
- Make sure you have selected the right input source on your remote, and the LED is lighting accordingly.
- If using Bluetooth, check if the sound on your device is under minimum volume.
- If using Optical, check if your device (TV/Cable Box/Projector/etc.) audio output set to **PCM** or turn the **Dolby/dts** off.
- When using cable connection, make sure your device has audio output port (**not input**).

### Remote isn't working

- Check if the battery is installed properly with power.
- Check if the signal of the receiver is covered by something.
- Contact your retailer for assistance.



### I hear buzzing or humming

- Ensure all cables and wires are securely connected.
- Connect a different source device (TV, Blu-ray player, etc) to see if the buzzing persists. If it does not, the problem may be with the original device.
- Connect your device to a different input on the Sound Bar.

### Bluetooth can't be connected

- Check if the Sound Bar is connected with the third Bluetooth device.
- Be sure that there are no solid obstructions between the Sound Bar and source device.(within 30 feet)
- Reboot the Bluetooth and connect again.

### Hear echo when watching TV

- Setting your TV audio to External Speaker.
- Mute the TV speaker.

### Have other questions?

- Please contact [service@bestisan.com](mailto:service@bestisan.com) for assistance.

**BESTISAN**

Best Artisan & Better Than Most

Thanks for reading!

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