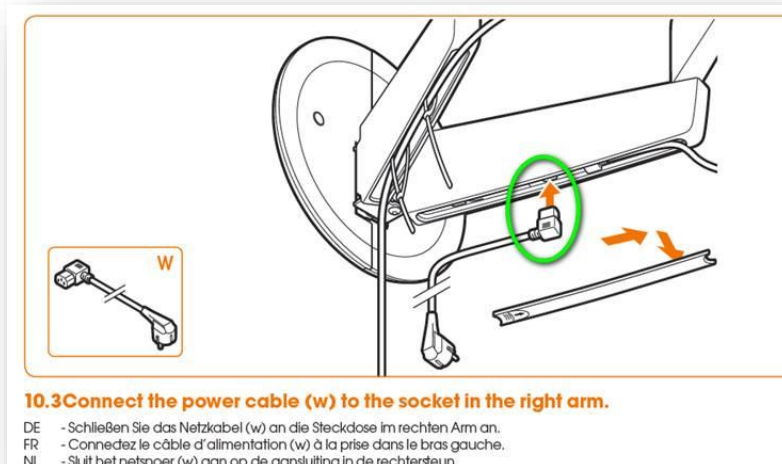


Troubleshooting

NEXT Motion(Sound)Mount

NEXT 7355, NEXT 7356, NEXT 8365, NEXT 8375

- Q. The app is unable to connect and the TV no longer works. What is the problem?
- A. Ensure that the power cable from the socket to the mount is securely plugged into the mount. See image below.



Q. What is the latest version of the app and firmware (for the mount) and where can I find this?

A. On your smart phone (in MotionMount app), you can see which version is active:

- App version
- Firmware version (when connected with Motion(Sound)Mount)
- Bootloader version (when connected with Motion(Sound)Mount)

Make sure to always use the most up-to-date version.

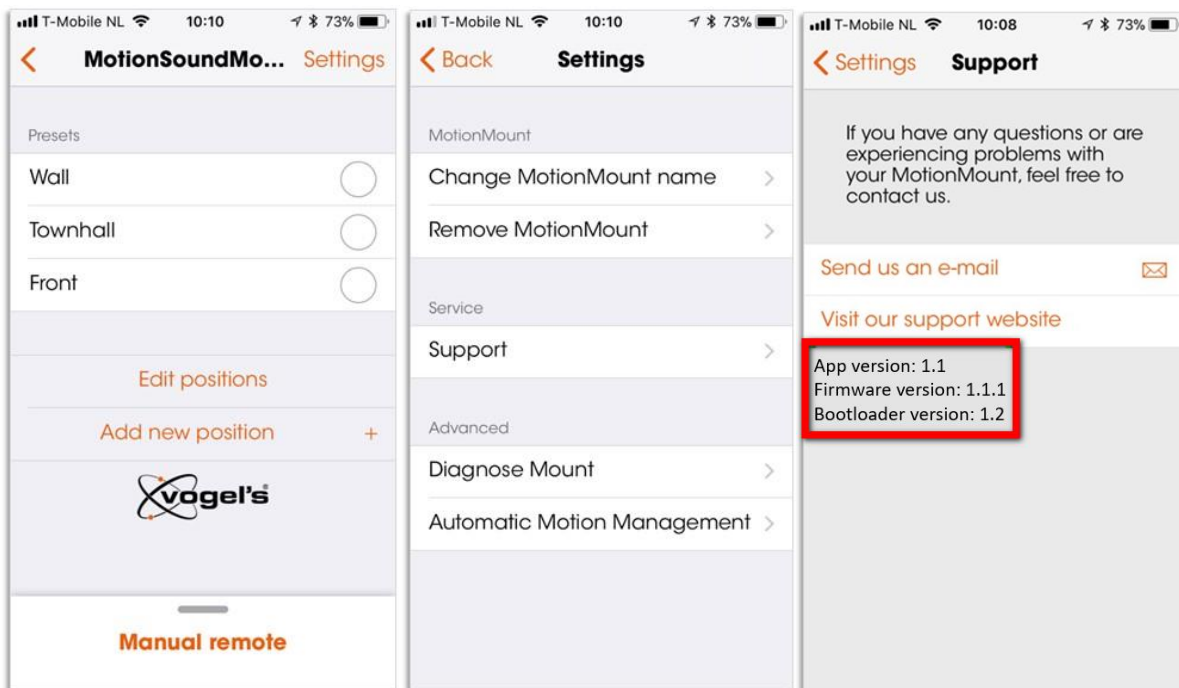
Check Google Play or App Store regularly to see if an app update is available.

If there is a notification on the smartphone / tablet stating that a firmware update is available, the update should be performed immediately. An update takes just a few minutes on Android phones/tablets. For iOS (Apple) phones/tablets, an update takes roughly ten minutes.

Bear the following in mind when performing an update:

- Make sure the phone/tablet is sufficiently charged (> 50%)
- Turn on Bluetooth on the phone/tablet
- Place the phone/tablet a maximum of two meters from the mount/TV
- Do not interrupt the update or close the app.

See below for an example of the communication flow on an iPhone.



Q. How does the Motion(Sound)Mount app work?

A. When the app and the product are installed according to the Vogel's Mounting Instructions, the TV will move to the last viewing position when you switch on the TV. When you switch off the TV (stand-by), the TV (and the wall mount) will return to the wall.

You can also use the app to move the TV forward, backward, left or right. It is also possible to store 10 preset positions via the app.



App controlled for additional functionality

- Direct control left / right, forward / backward
- Up to 10 preset positions
- Freeze Position function
- App and firmware updating
- Remote diagnose & support
- Works with Bluetooth (independent from Wi-Fi)

Download App at:

- www.vogels.com/motionmount-ios (iOS)
- www.vogels.com/motionmount-android (Android)

Or scan QR-code to download App:

iOS



Android





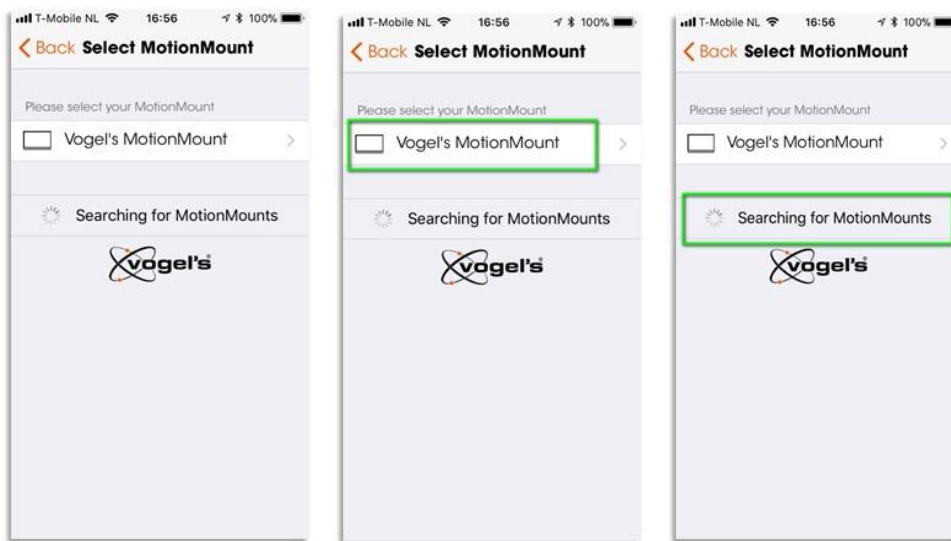




Q. The app is unable to detect the Motion(Sound)Mount. What is the problem?

A. It is important that the smartphone / tablet's Bluetooth is switched on.

Immediately after entering 'Add new MotionMount' in the app, the Motion(Sound)Mount will be detected. The app will then continue searching for any other Motion(Sound)Mount mounts. Since the wall mount has already been detected, this search can be ignored (it is only relevant in the case of there being multiple wall mounts).



If the Motion(Sound)Mount is not found, your smart phone may not be able to make Bluetooth connection to the Motion(Sound)Mount. The following Android smartphones are known to have difficulty connecting to the Motion(Sound)Mount: Huawei Mate 20 Lite, P20 Lite and P Smart 2018 and Samsung A7, A8, A40 and A50.

Q. Where / how can I install / download the app?

A. There are three options for downloading the Motion(Sound)Mount app:

1. Download the Motion(Sound)Mount app via the following link:
 - www.vogels.com/motionmount-ios (iOS)
 - www.vogels.com/motionmount-android (Android)
2. Go to the App Store or Google Play and search for the 'motionmount' app
3. Scan the QR-code below to download the app

iOS

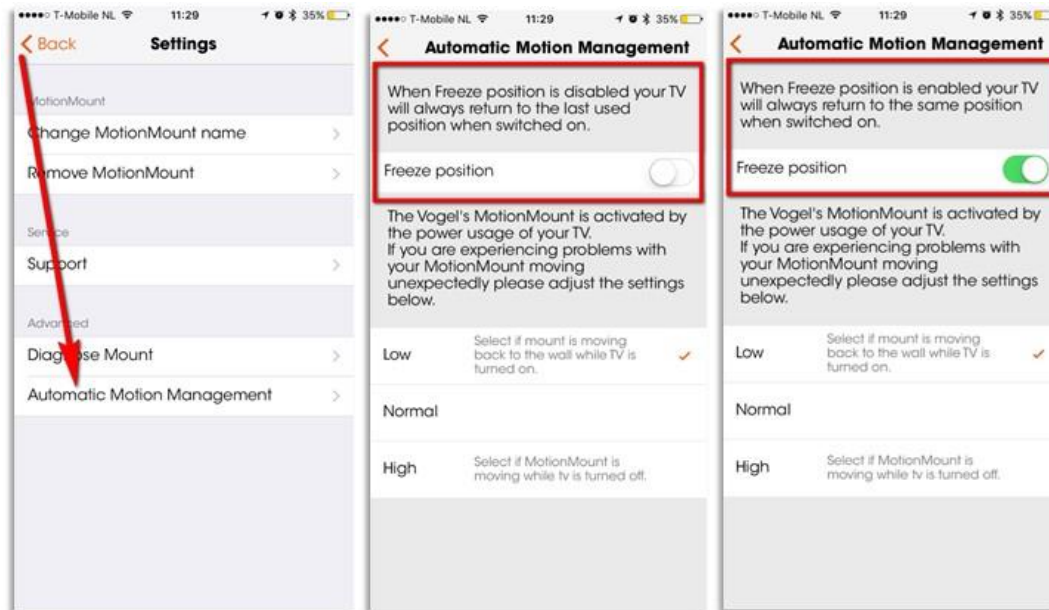


Android



Note: The MotionMount app is suitable for the MotionMount and the MotionSoundMount.

- Q. How does the app's 'Freeze position' function work?
- A. Switching on the 'Freeze position' function causes the mount to return to a pre-selected position (and not to the last viewing position) after switching the TV off and on. The default setting for this function is off.



Q. Can the Motion(Sound)Mount be used in my country?

A. In countries where the mains voltage is 220 - 240 Volt 50/60Hz, the Motion(Sound)Mount can be used. The products are CE and CB certified.

MotionMount models from 2019 onwards can handle a mains voltage of 100 - 240 Volt 50/60Hz.

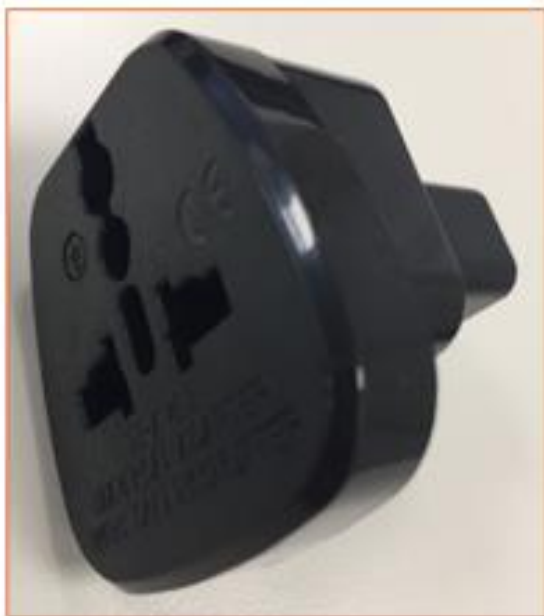
A country-specific power cable is included for the following countries:

- Australia
- China
- United Kingdom (UK)
- Switzerland
- United States



- Q. **The TV power cable is permanently connected to the back of the TV. That means that it is not possible to attach the Motion(Sound)Mount to the TV's power socket. What is the solution?**
- A. Unfortunately, power cables are sometimes permanently fixed to the back of the TV by some manufacturers. A plug adapter is available from Vogel's to solve this issue. It can be connected to the Motion(Sound)Mount cable. The plug for the TV power cable fits into the other side of this adapter. See the image below.

To order this adapter, please contact consumercare@vogels.com



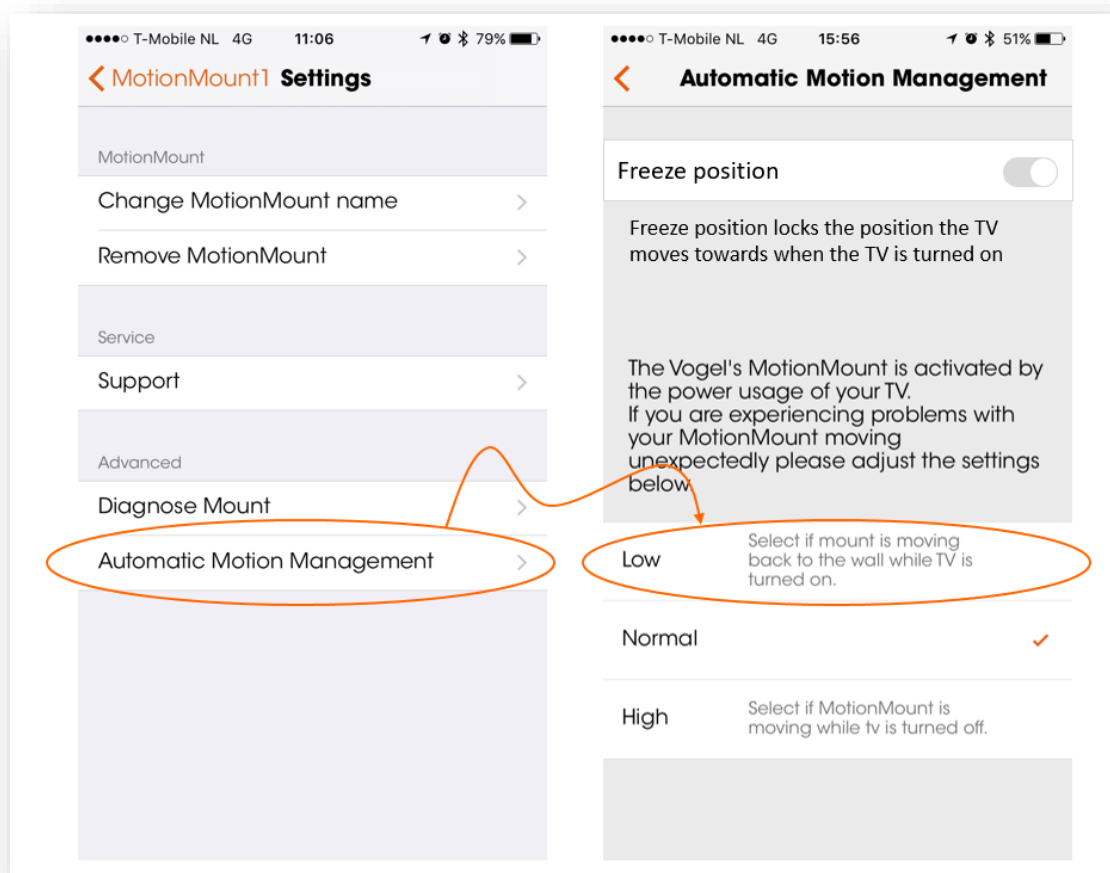
Q. My TV moves back to the wall even when it is not turned off. What is the cause of this?

A. If the TV mount moves while the TV is on, it means that the 'Automatic Motion Management' is not set up properly. This can be adjusted via the app. See the image below.

Q. My TV does not move back to the wall even when TV is turned off. What is the cause of this?

A. If the TV mount does not move back to the wall when the TV is turned off, this means that the "Automatic Motion Management" is not set correctly. This can be adjusted using the app. See figure below.

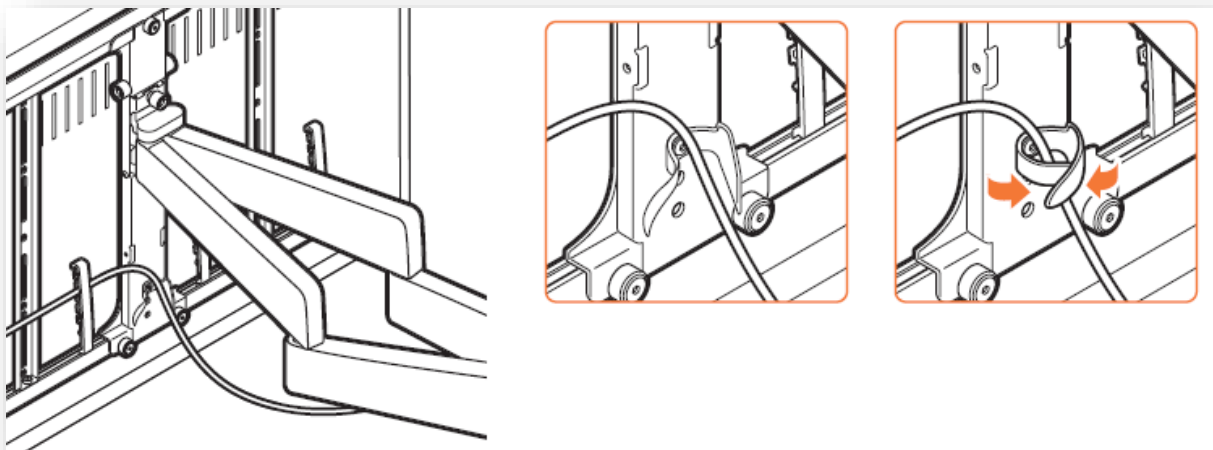
If adjusting the 'Automatic Motion Management' setting does not lead to the desired result, it is possible that after switching off the TV, the TV is still active in the background. As an example: Due to the pixel regeneration of OLED TVs, the power consumption remains high for some time (this becomes effective after 4 hours of watching TV). In the end, the TV does go back to the wall.



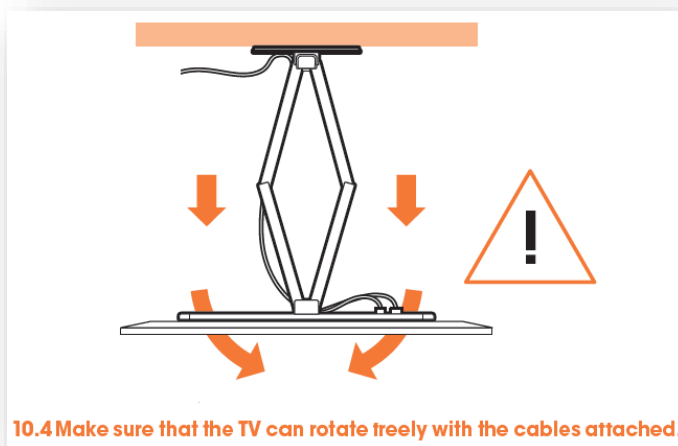
Q. The Motion(Sound)Mount does not return all the way to the wall and/or does not turn completely to the desired position. What is the problem?

A. There could be a number of reasons for this:

- The cable guide is not properly installed. This may cause the arms of the mount to be caught against the cables(s) when moving toward the wall.



- The cables are too tight, preventing the mount from moving freely.



- The wall to which the Motion(Sound)Mount is mounted is not perpendicular. Any slope to the wall must not exceed half a degree. If the wall is sloped more than half a degree, the mount must still be suspended vertically. This can be done by placing a rivet (washer) between the wall plate and the wall.

Q. The (Motion)SoundMount does not work automatically and the volume cannot be adjusted using the TV remote control. What is the cause of this?

A. If the soundbar does not automatically switch on to 'TV ARC' (see soundbar display) and the sound volume cannot be controlled with the TV remote control, the so-called CEC protocol does not work, which ensures that everything is 'automatically' functioning.

Any media hub / digital set-top box or Blu-ray player must be connected directly to the TV and not via the soundbar! Connect all the 'sources' on the TV (usually via HDMI). The soundbar (HDMI ARC) must be connected to the TV's HDMI ARC connection.

In order to turn on the soundbar automatically when turning on the TV and to control the volume with your TV remote control, the HDMI CEC (Consumer Electronics Control) function must be enabled in the installation menu of your TV. This function has different names depending on the brand of the TV:

- Anynet (Samsung)
- Aquos Link (Sharp)
- Bravia Sync (Sony)
- Regza Link (Toshiba)
- Simplink (LG)
- Viera Link (Panasonic)
- EZ-Sync (JVC)
- Easylink (Philips)
- Netcommand (Mitsubishi)
- Digital Link HD (Loewe)

V. I connected everything correctly, but there is no sound from the soundbar and subwoofer. How is that possible?

A. This mount can handle PCM (digital stereo). In case Dolby Digital or DTS signal is offered, the (Motion)SoundMount shows an error message on the soundbar display. In the installation menu of the TV, the digital audio output of the TV must be set to PCM (digital stereo).

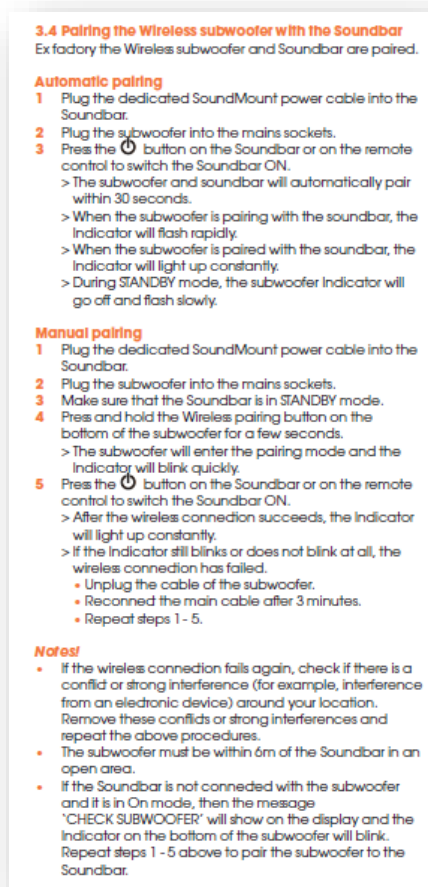
- Q. The Motion(Sound)Mount reacts slowly when operated using the app. Why does this happen?**
- A.** When operating the Motion(Sound)Mount via the app, a low-power Bluetooth connection is created between the smartphone/tablet and the Motion(Sound)Mount. This means that if the app is not used for 45 seconds, the Bluetooth connection between the smartphone/tablet and the Motion(Sound)Mount will be broken. This saves the smartphone/tablet's battery power. It also allows others to use the Motion(Sound)Mount app.

Q. The subwoofer is not working. What is the problem?

A. If the message 'check subwoofer' appears on the soundbar display, the subwoofer connection is not working. There could be a number of reasons for this:

- Check if the subwoofer's plug is (properly) plugged into the power socket and/or the back of the subwoofer
- The wireless connection between the soundbar and the subwoofer has dropped out: unplug the subwoofer from the wall socket; return the plug to the power socket after 10 minutes; the subwoofer will most likely work again after that;
- The wireless connection is still not working: pair the subwoofer and soundbar again; see Mounting Instructions on the website or see below
- If there are several wireless sources nearby (router, Bluetooth devices, etc.), it is better to place the subwoofer closer to the soundbar or TV;

If the subwoofer is still not working and the orange LED at the bottom/front of the subwoofer is not completely lit (continuous / flashing / blinking once every 5 seconds), then the subwoofer is defective and must be replaced. Please contact consumercare@vogels.com. (Remember to pair the new subwoofer during installation).



V. I hear annoying humming, especially in talk shows. Think it's from the subwoofer. Is there anything you can do about it?

A. Check that the bass reflex tube in the opening at the rear of the subwoofer is still firmly attached. When moving the subwoofer, it is common to pick up the subwoofer from this tube with your hand. It can happen that the tube comes loose. The tube can easily be clicked back into place.

You can also set the system to SPEECH via the remote control of the soundbar ('EQ' button). Please note that when the soundbar is switched off and on again, it will always appear in MOVIE mode.

You can also adjust the bass level in steps from +3, +2, +1, 0, -1, -2 to -3. This setting will be stored.

Changing the way the subwoofer is positioned relative to the wall can also give a different impression of bass.

Turning up the sound volume a little further can also help. If you have set the volume at a low level, it is possible that the subwoofer is just / just not addressed. This can be a nuisance.

V. My Samsung 65 inch TV has mounting holes (VESA) in top half of screen. The by packed extension arms of the soundbar are too short. Is there a longer extension arm available?

A. Yes, service article with number 999979 which can be ordered at Vogel's Products BV.