

# FAQ

## MotionSoundMount NEXT 8375

### Mount

- Q. What is the minimum screen size of the TV in combination with this wall mount?  
A. 40 inch (102 cm). The width of the soundbar corresponds to a 40-42 inch TV.
- Q. What is the maximum screen size and weight of the TV in combination with this wall mount?  
A. 65 inch (165 cm) and maximum weight is 30 kg. The Screen Protection System (SPS<sup>®</sup>) with anti-bump is active up to a screen size of 65 inch.
- Q. Does the mount have a tilt function?  
A. There is no tilt, because the sound from the soundbar needs to point to the ears of the viewer(s) to get the best audio experience. There needs to be a 'line of sight' between the speakers in the soundbar and the ears of the viewer. In any tilt position, the sound would be pointed to the floor.
- Q. Can the MotionMount NEXT 7355 be upgraded to MotionSoundMount?  
A. No, that's not possible.
- Q. What is the guarantee of this wall mount?  
A. Vogel's gives you a lifelong guarantee for defects in materials or manufacturing of the wall mount. The guarantee is 2 years for the soundbar, subwoofer, remote control and motor units and electronics.
- Q. Can I buy the Vogel's soundbar and subwoofer separately?  
A. No, Vogel's only offers the complete solution: the MotionSoundMount.
- Q. What is the standby power consumption of the 'motion' electronics?  
A. The standby power consumption is less than 0.5 Watt.
- Q. Is it possible to turn the TV manually ('manual override')?  
A. Yes, it is possible to turn the TV manually.
- Q. Is there any risk for trapping, squeezing or injury to people while mount is moving automatically?  
A. The integrated slip-hinge and electronic protection circuit (which switches off the motors in case of too much friction), pinching will be prevented.

## Sound

- Q. What is the sound output power of the wall mount?  
A. MotionSoundMount: 300 Watt. Soundbar: 2x 75 Watt, subwoofer: 150 Watt.
- Q. Can this product handle 'HD audio' signals?  
A. Yes, it handle audio signals up to 192 kHz / 24 bit.
- Q. Can I stream audio from my smartphone or tablet to the MotionSoundMount?  
A. Yes, it is possible to stream audio via Bluetooth.
- Q. What is the weight of the soundbar?  
A. The weight of the soundbar is 3 kg.
- Q. What is the standby power consumption of the soundbar?  
A. The standby power consumption of the soundbar is less than 0.5 Watt.
- Q. What is the standby power consumption of the subwoofer?  
A. The standby power consumption of the subwoofer is less than 0.5 Watt.
- Q. What is width of the soundbar?  
A. The width of the soundbar is 95 cm, equal to the width of a 40-42 inch TV.
- Q. How many speakers does the soundbar contain?  
A. There are in 6 speakers in the soundbar, 3 left and 3 right. Two squawkers and one tweeter per channel.
- Q. What kind of amplifier is used in the soundbar?  
A. A Class-D ('digital') amplifier is used in the soundbar.
- Q. Is it possible to use the SoundMount as center speaker (as part of a 5.1 system)?  
A. Technically it is possible. When available, the center output of a receiver can be connected with the AUX (analog) input of the soundbar.
- Q. Are picture and sound (speech) always synchronized ('lip sync')?  
A. With the HDMI ARC connection between this wall mount and the TV, picture and sound are automatically synchronized. Otherwise, set 'audio delay' in the setup menu of the TV.
- Q. What does ARC (HDMI) mean?  
A. ARC means Audio Return Channel. With HDMI ARC the digital audio signal is going from the TV to the soundbar (MotionSoundMount).

- Q. Can this wall mount handle Dolby Digital or DTS audio signals.  
A. It can handle PCM (digital stereo) signals. In case Dolby Digital or DTS signal is provided, the MotionSoundMount will give an error message in the display of the soundbar. In setup menu of the TV, the audio output signal from the TV should be set to PCM (digital stereo).

## **Control**

- Q. Is it possible to dim the light output of the info display of the soundbar?  
A. Yes, with the soundbar remote control you can dim the light output of the display. The selected brightness level will automatically be stored.
- Q. Can it also function with a TV without a HDMI ARC connection?  
A. Yes, it can. The optical S/PDIF (digital audio) connection can be used between the TV and the soundbar. In this case, control of the sound volume needs to be done with the included soundbar remote control.
- Q. Do I need to adjust settings to my TV after installation?  
A. To make it possible to control sound volume with your TV remote control, it is important that the HDMI CEC (Consumer Electronics Control) function is activated in the setup menu of your TV. This function has different name for each TV brand: 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).
- Q. Is the wall mount provided with a remote control?  
A. Yes, a remote control is provided. This remote control is meant to be used for initial audio settings (personal settings like bass, treble, display brightness) and special functions like Bluetooth audio streaming. By means of the HDMI ARC connection between soundbar and TV, you only need your TV remote control to control sound.  
Regarding the 'motion' part, the TV automatically turns to the viewer (last position) when TV is switched on and automatically returns to the wall position when TV is switched to standby. For additional functionality, the MotionMount app can be downloaded from App Store / Google Play free of charge (search for 'motionmount').

- Q. Which devices support the MotionMount app?  
A. Apple devices with iOS 8 and higher, with Bluetooth (iPhone: 4S and newer, iPad: 2 and newer, iPad Air: 1 and newer, iPad Mini: 1 and newer, iPod Touch) and most Android devices with Android OS 4.3 (Jelly Bean / v18) and higher, with Bluetooth. The following Android smart phones are guaranteed to support the MotionMount app: HTC U11, Huawei Mate 10 Pro, Mate 20, Mate 20 Pro, P10, P10 Plus, P20, P20 Pro, P Smart 2019, P30, P30 Pro and P30 Lite, LG G7 ThinQ, Samsung S8, S9, S10 and A70, Sony Xperia 10, Xperia XA2 and Xperia XZ3 and Nokia 8.
- Q. How many preset positions can be stored with the app?  
A. Up to ten preset positions can be stored.
- Q. Does the app control make use of Bluetooth connection with the MotionSoundMount?  
A. Indeed, the app control makes use of Bluetooth ('low energy') 4.0 connection. The Bluetooth of your smartphone / tablet needs to be switched on while using the app.
- Q. What does 'Freeze position' function do?  
A. The Freeze position function can be found in the app (Settings – Automatic Motion Management). In case Freeze position is disabled, your TV will return to last used position when TV is switched on. In case Freeze position is enabled, your TV will always return to the same position when TV is switched on.
- Q. Does it automatically switch to standby when the TV is switched off? And switched on when the TV is switched on?  
A. Yes, it automatically switches to standby (soundbar as well as subwoofer) when the TV is switched off and is switched on when the TV is switched on (when the TV and MotionSoundMount are connected via HDMI ARC).
- Q. Is it possible to control the motion of the MotionSoundMount with the remote control of my LOEWE BILD television?  
A. If you combine the MotionSoundMount with a recent LOEWE BILD TV (2016 and newer), it is possible to control also the motion of the MotionSoundMount with the LOEWE TV remote control.

## **Installation**

- Q. What is the maximum reach of the wireless subwoofer?  
A. Without obstacles the wireless subwoofer works up to 10 meters away from the soundbar. With obstacles the reach is up to 5 meters.
- Q. Can I align the soundbar with my TV?  
A. Yes, both height and depth of the soundbar can be adjusted.

- Q. Is it possible to link this mount to a Sonos speaker / system?  
A. It is not possible to link the mount with a Sonos speaker / system.
- Q. How do I connect peripherals like a Blu-ray player to the TV in combination with this mount?  
A. Peripheral equipment always needs to be connected directly to the TV.
- Q. Can I level the mount both in horizontal and vertical direction?  
A. Yes, it can be levelled in both directions.
- Q. Can I hide the wireless subwoofer behind the couch?  
A. Yes, subwoofer can be placed anywhere. There is no need for line of sight between subwoofer speaker and its listener. The maximum reach is 10 meters.

- Q. How many wall sockets for powering the TV and the MotionSoundMount (soundbar and motor units / electronics) do I need?
- A. You only need one wall socket. An integrated 'power splitter' is part of the MotionSoundMount proposition.
- Q. Is the drilling template of the MotionSoundMount the same as of the DesignMount (NEXT 7345)?
- A. Yes, the drilling template is the same.
- Q. Can I use the Vogel's cable cover NEXT 7840 together with this wall mount?
- A. Yes, the NEXT 7840 cable cover can also be used. Please mount the wall mount at a height of 116 cm from the floor.
- Q. Are all cables and mounting materials included?
- A. Yes, all cables and mounting materials are included.
- Q. Do I need to connect my TV power socket to the power cable from the MotionSoundMount?
- A. Yes, you need to connect the power socket of the TV with the power cable from the MotionSoundMount. This makes that TV is automatically moving to last position when switching on the TV and is automatically moving back to the wall when TV is switched off.
- Q. Do I need to pair the wireless subwoofer with the soundbar?
- A. No, the subwoofer and the soundbar are already paired. In case pairing / link between subwoofer and soundbar is lost, link can be reactivated. See online NEXT 8375 Installation and operation manual.
- Q. What mains voltage range and frequency are suitable for this mount?
- A. The mains (AC) voltage range is 220 – 240 Volt, 50 / 60 Hz.
- Q. What type of battery is used in the remote control of the soundbar?
- A. A lithium CR2025 battery.
- Q. Is battery for the soundbar remote control included?
- A. Yes, battery is included.