AMBEO Soundbar Plus firmware update

We would like to announce the release of the **firmware version 0.62** to ensure the best performance of the product by implementing the following **major bug fixes**:

- Improved HDMI compatibility for eARC interface
- Solved bug which has led to wrong crossover setting between Soundbar and Subwoofer
- Optimized sound profile of external sub

We would also like to address some of the most **Frequently Asked Questions** related to firmware updates for our soundbars.

What is required to have this firmware installed?

Your AMBEO Soundbar needs to be connected to a network to be controllable via Smart Control app.

Automatic firmware update (Soundbar connected to the Internet):

To update the firmware automatically (normally during early morning time), the Soundbar must be connected to the Internet via WiFi or Ethernet.

- Download the Sennheiser Smart Control app to your smartphone and follow the instructions to connect your Soundbar to the WiFi. The Soundbar automatically installs the latest firmware update during the setup procedure.
  If your AMBEO Soundbar is connected to the Sennheiser Smart Control app and an update is available, you will be offered the update via the app. The current firmware release status is displayed under Device Settings in the app.

Using the Smart Control app for updates:

- To update the firmware using the Smart Control app, the Soundbar must be connected to the Internet via WiFi or Ethernet.
  Download the app from the App Store or Google Play and install it on your smartphone. Alternatively, you can use your smartphone to scan the following QR code or to call up the following Internet site: www.sennheiser-hearing.cor

🔍 "Sennheiser Smart Control"

Download on the App Store

GET IT ON Google Play

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To display firmware updates:
- Start the Smart Control app on your smartphone.
- The app informs you about available firmware updates and guides you through the installation process, which you can start manually at any time.

What if I don't have a network to connect the Soundbar to?

If your Soundbar is updated but not connected to a home network and if you want to use the App, you can connect your smartphone or computer to the Soundbar's WiFI hotspot. After connecting to the WiFi hotspot "AMBEO_Soundbar_xyz," you can open the Smart Control App to control the Soundbar.

As your smartphone is connected to the Soundbar, and as it does not have internet, you can only stream locally available content to your Soundbar via Bluetooth.

How do I manually update the Soundbar if my Soundbar is not connected to the internet so that I can use the App?

A USB flash drive is required (minimum 1 GB recommended, FAT or NTFS file system):
- Download the update file with the file name "image.swu" from the website www.sennheiser-hearing.com/download (search for "AMBEO Soundbar Plus") and save it on a USB flash drive.
- Do not change the file name!
- Switch the Soundbar on.
- Connect the USB flash drive to the USB socket on the Soundbar.
- Press the SETUP button for 5 seconds.
- The display shows "Updating" and the status LED pulses yellow.

If you don't have a network to connect the Soundbar, you first need to update the Soundbar manually, as described above. Afterwards, you can connect to the Soundbar's WiFi hotspot to use the Smart Control App (by typing the product's IP address or http://ambeo into your browser).

How do I stream Dolby Atmos content via TIDAL?

The Soundbar now supports Dolby Atmos Music via TIDAL Connect. Select an Atmos track in your TIDAL app and select the Soundbar via TIDAL Connect. Please note that streaming of Dolby Atmos content is currently not supported via Bluetooth, AirPlay or Chromecast Built-In. Please note that Sony 360 Reality Audio content is currently not supported for streaming via TIDAL Connect.

Does the Soundbar support Sony 360 Reality Audio via TIDAL Connect?

Sony 360 Reality Audio is currently only supported for music services that allow Sony 360 Reality Audio via Google Chromecast and HDMI.
Until today the music service nugs.net is the only service supporting 360 Reality Audio via Google Chromecast.

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How do I use AirPlay?
- Play music from your favourite app.
- Open Control Center on your iOS device.
- Tap the AirPlay icon from the "Now Playing" panel.
- Choose your Soundbar from the device list in AirPlay to play music to your Soundbar.

Note: Using Apple AirPlay requires your Soundbar to be connected to the same network as your mobile device.

My Soundbar is connected to my home network. However, I cannot find the Soundbar via Spotify Connect, AirPlay, or via the app. What should I do?
Make sure to have your device connected to the same network as your Soundbar.
Make sure to avoid "Guest" networks to allow network communication between devices.

When I open Google Home, I can see the Soundbar, but it fails to connect
Please go to the Bluetooth settings of your smartphone and click "Forget This Device" (refers to your Soundbars Bluetooth name). Retry searching for your Soundbar again.

How can I access my Soundbar from other smart devices?
You can control your Soundbar from any smart device in your home network by typing the product's IP address or http://ambeo into your browser.