Firmware Version AMBEO | OS 1.0.245

Sonova Consumer Hearing recommends to always install the latest firmware version to ensure the best performance of your product.

We have implemented the following:

Bugfixes
- Corrected top channel routing for DTS:X content
- Resolved calibration data loading bug for certain Subwoofers. In case of incorrect Subwoofer volume level, please once recalibrate the system with Subwoofer attached.
- Additional bugfixes

Frequently asked questions about AMBEO | OS firmware update

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.

To use 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.com/smartcontrol.

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.

I open the Smart Control app, but the app doesn't find the AMBEO Soundbar.

Please go to the Bluetooth settings of your smartphone and click "Forget This Device" (refers to your AMBEO Soundbar Bluetooth name). Retry searching for your AMBEO Soundbar again.
If you still don´t see the AMBEO Soundbar please reset the app via app settings and search for the device again.

After setup I see the Soundbar in app, but it states, "not found on WiFi scan".

- If your AMBEO Soundbar appears in the device list with the state "Not found on WiFi scan", please scan for devices again. If this does not help either, please turn off the WiFi of your phone and turn it on again.

- The Soundbar and your smartphone are connected to different networks. Please connect your smartphone to the same network the soundbar has been connected to and scan for new devices again.

- Your Soundbar is connected to a guest network which does not allow device communication. Please reset your Soundbar with the reset button on the rear side and setup the soundbar with another network.

What if my Soundbar is not connected to a network?

If your AMBEO Soundbar is not connected to a network and if the Soundbar is not updated to the new firmware, the app cannot be used as it relates to a WiFi/Ethernet connection.
Connect your Soundbar to a network via WiFi or Ethernet using the Google Home app or Smart Control app.
If you don't have a network to connect your Soundbar, you need to update the Soundbar with a USB stick manually (see below). Download the firmware from www.sennheiser-hearing.com/download/ and update your Soundbar. Afterwards, you can connect your smartphone to the Soundbars WiFi hotspot. Search for devices and connect to the Soundbar.

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

- If you don't have a network to connect the Soundbar to, you need to manually install the new firmware to be able to use the new app, as the app now uses WiFi instead of Bluetooth to ensure greater reliability.

- 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?

Required USB flash drive:

- Memory size: minimum 1 GB recommended
- File system: FAT or NTFS

▷ Download the update file with the file name "image.swu" from the website www.sennheiser-hearing.com/download (search for "AMBEO Soundbar") 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.
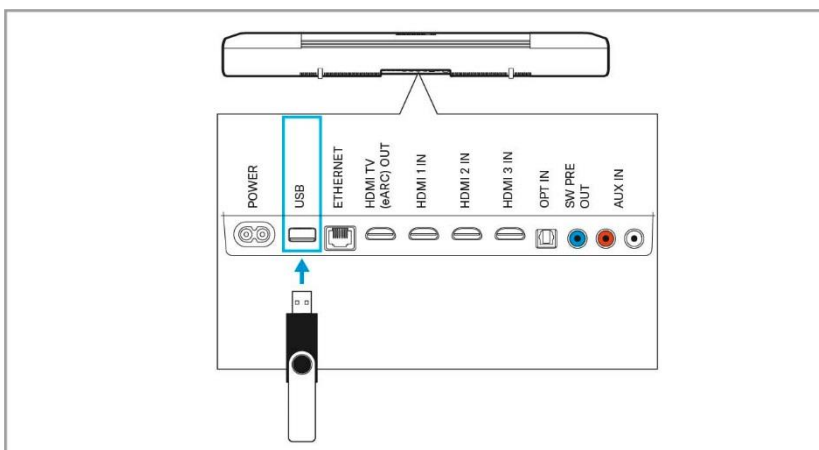
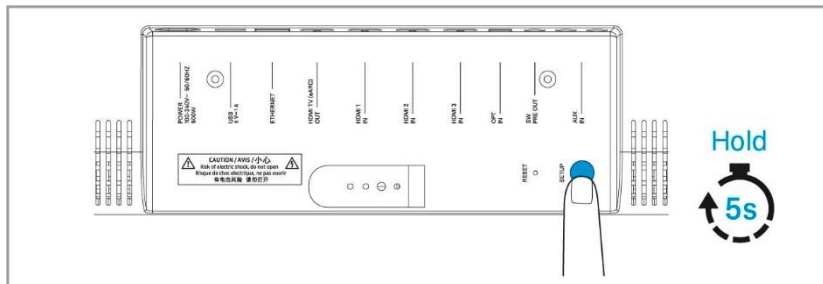▷ Press the SETUP button for 5 seconds.
   The display shows "Updating" and the status LED pulses yellow.

The Soundbar restarts several times during the update. The process can take up to 8 minutes.

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.

How do I use AirPlay?

1. Play music from your favourite app.
2. Open Control Center on your iOS device.
3. Tap the AirPlay icon from the "Now Playing" panel.
4. 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.

Note: Apple AirPlay 2 on this device is not supported via iTunes on Windows devices.

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.

History

Version 1.0.237

Major new features
- Apple AirPlay 2
- TIDAL Connect incl. support for Dolby Atmos Music content
- Spotify Connect
- New app design now accessible via new Sennheiser Smart Control app and from any browser in the network (http://ambeo, or products IP address)

Additional bugfixes and features
- Persistently saved subwoofer setting. If the subwoofer setting is being turned off, it now remains off even when rebooting the device.
- Improved WiFi stability and repeater connectivity
- WiFi localization feature to optimize WiFi performance
- Now you´re able to setup WiFi via Smart Control app

Version 1.0.153
- Updated Google Chromecast firmware

Version 1.0.152
- Bugfix for missing left surround tweeter playback

Version 1.0.150
- Bugfix for Apple TV playback issue, which sometimes resulted in missing center channels.
- Solved HDR10+ compatibility bug for certain TV models

- eARC/ARC CEC improvements for certain TV models
- Updated Google Chromecast firmware version 1.52
- Minor additional bug fixes

Version 1.0.147

- New feature
  - o Support for Sony 360 Reality Audio via Google Chromecast built-in
- Bugfixes
  - o eARC bugfix for certain TV models
  - o Pop noise bugfix for certain playback devices
  - o Minor additional bug fixes

Version 1.0.140

- Updated Chromecast firmware for improved Multi-Room streaming stability
- Improved stability on eARC interface
- Minor additional bug fixes

Version 1.0.23

- Improved Smart Control app and Bluetooth stability for iOS 13.4 devices
- Enabled Pass-Through on Auto-Standby Mode
- Minor bug fixes

Version 1.0.22

- Improved stability on ARC and eARC interfaces
- Improved control stability to the Smart Control app for Android and iOS devices
- Stability improvement for MPEG-H
- Resolved routing bug which caused missing output on certain channels
- Several stability fixes

Version 1.0.19

- Solved bug that Soundbar automatically turned on
- Improved streaming via Google Chromecast built-in
- Improved HDMI CEC compatibility with Sony TVs
- Minor additional bug fixes

Version 1.0.16

- Solved lip-synchronization problems in HDMI ARC input for some TV models
- Solved bug with multi-channel PCM content via Apple TV 4K

- Improved (reduced) processing time for PCM audio signals for all inputs
- Google Chromecast built-in safety update (version 1.40)
- Google Chromecast built-in additional bug fixes
- HDMI eARC and HDMI CEC bug fixes
- Improved connection to the Smart Control app
- Minor additional bug fixes

Version 1.0.13

- Improved 3D sound
- Optional Dolby Virtualizer available
- Improved codec buffer time
- Small HDMI bugs fixed (HDMI ARC/CEC problems with some TV models)
- Improved app
- Minor additional bug fixes

Version 1.0.4

- Initial version