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# FAQ

# DIMENSION

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# SOMMAIRE

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USING DIMENSION	1
CONNECTIONS	2
CEC COMMANDS	3
AUDIO AND VIDEO FORMATS COMPATIBLE WITH DIMENSION	4
ADJUSTING SOUND EFFECTS	5
TACTILE USER INTERFACE	7
POWER MODES	8
COMPATIBLE SUBWOOFERS	9
UPDATING THE SOFTWARE	10
PRODUCT REGISTRATION	10
AFTER SALES SERVICE	10
WARRANTY	10

# USING DIMENSION

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## **Quick set-up guide:**

Once you have decided where to position Dimension, either on a TV cabinet, mounted to a wall or free standing, simply set the POSITION selector to 4 (TABLE), 5 (ON WALL) or 6 (FREE STANDING). Next, according to the distance of Dimension from the listening position, set the DISTANCE selector to 1 (CLOSE < 2m), 2 (MEDIUM 2-4m) or 3 (FAR > 4m). Then, according to the acoustic qualities of the room, set the ROOM selector to 7 (MAT), 8 (MEDIUM) or 9 (CLEAR). If using a subwoofer, set the SUBWOOFER selector to 11 (DIMENSION SUB OUT) if using Dimension Sub, or to 12 (SUB LINE OUT) if using an external active subwoofer; if no subwoofer is used, set the SUBWOOFER selector to 10 (NO SUB). Connect your preferred source (Set top box or DVD player) to Dimension's HDMI™ In input, and connect your screen (HDMI™ ARC output if available) to Dimension's HDMI™ TV input. Finally, connect to an external

power supply. For maximum comfort, select the CEC function (see specific trade name for certain manufacturers on page 3) on your set top box, screen or DVD player to control your installation using only one remote control (set top box or TV).

*NOTE: To ensure perfect compatibility, we recommend using HDMI™ 1.4 cables.*

## **Listening distance:**

This corresponds to the distance between the screen and listening position. The DISTANCE selector enables you to optimise the surround sound according to the size of your screen.

## **Installation height:**

When a screen is positioned on a TV cabinet, the centre of the screen is generally on axis with the sight line of a seated spectator. The trapezoidal shape of Dimension was designed to direct the sound towards the ears of the listener when positioned on a TV cabinet

generally measuring 40 to 60cm high. When the screen is wall mounted, the centre of the screen is generally on axis with the sight line of a standing spectator. In this case, Dimension will be mounted below the screen. Thus, its emission axis will be in direction of the spectator's ears, which is ideal.

## **Room acoustics:**

Dimension has been configured to be easy to adapt to various acoustic environments. If your room is reverberant (tiles, bay windows), set the ROOM selector to 9 (CLEAR) to reduce the surround sound. If your room has low reflecting acoustic properties (curtains, carpets, rugs, woodwork), set the ROOM selector to 7 (MAT) to emphasise the surround sound. In a room with average reflecting acoustic properties, set the POSITION selector to 8 (MEDIUM).

# CONNECTIONS

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## **HDMI™ :**

This is the preferred type of cable to use. It's the most efficient (CEC and ARC functions) and it provides the best audio quality. If Dimension's HDMI™ TV input is connected to your TV's HDMI™ ARC output, the sound from devices connected to the other HDMI™ inputs on your TV will be played through Dimension in its original format, thus in multichannel if applicable. However, if fibre optic cables are used, and depending on the model of your screen, the 5.1 format may be reduced to a 2.0 stereo format.

## **Analogue:**

The mini jack input is used for listening to stereo music from a CD player, a MP3 player... Or for connecting Focal's optional *Bluetooth*® aptX® universal wireless receiver for a wireless connexion.

## ***Bluetooth*®:**

Dimension was given an aluminium mono bloc chassis to maximise acoustic quality. Thus, the shielding against radio waves prevents the use of a built in *Bluetooth*® receiver. *Bluetooth*® connectivity is still possible thanks to Focal's optional *Bluetooth*® aptX® universal wireless

receiver. This enables you to listen to stereo music from your smartphone, tablet or computer.

## **Toslink / Digi In:**

This optical input is intended for stereo or multichannel digital audio signals from devices which aren't equipped with HDMI™ outputs, such as CD players, video recorders and generally devices equipped with a scart socket. Check this output is set up correctly on these devices.

An Apple AirPort Express® terminal can be connected via a fibre optic cable for using AirPlay®. This is the better solution in terms of quality for listening to your music in CD quality rather than using *Bluetooth*® which compresses the audio signal.

## **HDMI™ hub:**

If you own many devices equipped with HDMI™ outputs, purchasing a HDMI™ hub will allow you to optimise your installation. Connect the HDMI™ hub's output to Dimension's HDMI™ In input.

## **Wireless use:**

Listen to music or watch videos from a smartphone / tablet / computer via your wireless home network:

**1** - Focal's optional *Bluetooth*® aptX® Universal Wireless Receiver allows you to play music and videos via *Bluetooth*®.

**2** - Apple® users can connect an Apple TV to their TV via HDMI™ for playing music and videos via Airplay® from an iPhone®, iPad® or Mac®. Airport Express® can be connected to the DIGI In input via fibre-optic cable for just playing music via Airplay®.

**3** - Google® Chromecast is a small multimedia dongle which connects to your TV's HDMI™ input. This allows you to play your web content directly through your TV from your smartphone, tablet or computer (Windows, MacOS, IOS, Android).

**4** - If your TV, set-top box, player computer or NAS server are DLNA compatible, they will communicate with each other via your Wi-Fi network. Sound will be automatically played by Dimension via HDMI™ ARC or HDMI™ In.

# CEC COMMANDS

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## The trade name of the CEC function may vary according to the manufacturer:

The CEC function can be activated from your TV's set up menu.

Some manufacturers use a specific trade name:

- Anynet + (Samsung)
- Aquos Link (Sharp)
- BRAVIA Link and BRAVIA Sync (Sony)
- HDMI-CEC (Hitachi)
- E-link (AOC)
- Kuro Link (Pioneer)
- CE-Link and Regza Link (Toshiba)
- RIHD (Remote Interactive over HDMI) (Onkyo)
- RuncoLink (Runco International)
- SimpLink (LG)
- T-Link (ITT)
- HDAVI Control
- EZ-Sync
- VIERA Link (Panasonic)
- EasyLink (Philips)
- NetCommand for HDMI (Mitsubishi)

## Using the remote control via CEC commands:

CEC is a multi brand standard allowing users to control all their devices using only one remote control (power on, volume, play, pause, forward...).

When a device is connected to the Dimension's HDMI™ In input, sound will automatically be played through the soundbar.

In case of a malfunction, reset the CEC commands on each device by disconnecting its power supply.

*NOTE: To ensure perfect compatibility, we recommend using HDMI™ 1.4 cables.*

Using the remote control via CEC commands may not work perfectly with more than 5 years old devices. In this case, it is recommended to deactivate the CEC function and use the remote control supplied with Dimension or any other universal remote control.

## Universal remote control codes:

All universal remote control manufacturers will soon provide codes for universal remote controls. Using the remote control via CEC commands will partly replace the use of a universal remote control.

# AUDIO AND VIDEO FORMATS COMPATIBLE WITH DIMENSION

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## **Compatible multichannel audio formats:**

All DTS and multichannel Dolby Digital formats are compatible with Dimension up to 5.1 [16bit/24bit and 44kHz/48kHz]. Other formats such as 7.1, DTS-HD Master Audio, Dolby Digital, True HD, Dolby Digital Plus or 96kHz will be automatically converted by the player to ensure compatibility with Dimension (HDMI™ and Toslink).

*NOTE: If no sound is coming from Dimension or if the sound is distorted, it means that the player has not automatically adapted the audio format. In that case, we invite you to change the output audio format of your TV or player. Choose "LPCM stereo" for a better compatibility. Dimension soundbar will restore the multichannel sound from this format.*

If you have plugged or unplugged a cable while the soundbar was on, it is possible that there is no sound coming out. Unplug the soundbar power supply during 10 seconds then replug it so that it can take into consid-

eration the new device with all its functions.

## **Compatible stereo audio formats:**

16bit/24bit and 44kHz/48kHz LPCM formats are compatible with Dimension. Other formats, such as 32kHz, 88kHz, 96kHz, 176kHz and 192kHz, have to be converted by the player. If the player does not automatically convert the formats or if it doesn't have the specific functions required, no sound will be output.

*NOTE: If you have plugged or unplugged a cable while the soundbar was on, it is possible that there is no sound coming out. Unplug the soundbar power supply during 10 seconds then replug it so that it can take into consideration the new device with all its functions.*

## **Compatible video formats:**

The Dimension soundbar is equipped with a pass through HDMI™, meaning the video signal output is identical to the video signal input. The

video signal is not modified to preserve the quality of high definition films.

HD video formats such as 1080p24, 1080i/p50, 1080i/p60 and 3D can be diffused.

4K video formats such as 2160p24, 2160i/p50, 2160i/p60 are not automatically compatible with Dimension. If you use these formats, plug the soundbar HDMI™ TV In into the HDMI™ ARC (Audio Return Channel) connector of your screen.

*NOTE: To ensure perfect compatibility, we recommend using HDMI™ 1.4 cables.*

# ADJUSTING SOUND EFFECTS

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## Adjusting the bass:

Using Dimension's remote control: you can adjust the volume of the bass using Dimension's remote control (+6dB/-3dB at 60Hz). Press the BASS button, and increase or reduce the bass by pressing the + or - buttons.

These settings apply whether you use the soundbar without a subwoofer, with Dimension Sub or with an active subwoofer.

*NOTE: Depending on the size of your TV cabinet or on the position of Dimension within the room, the distance between the soundbar and the walls will influence the bass level. An interesting solution to reduce even more the bass is to set Dimension's POSITION selector to 5 (ON WALL). Thus, frequencies below 250Hz will be reduced by -3dB.*

## Using the active subwoofer's control panel:

Dimension already integrates the acoustic filtering connection between the soundbar and an active subwoofer (Sub Line Out).

Make sure you use the LFE input on your active subwoofer or set the cut off frequency to its maximum (120Hz for example) and also adjust the phase to maximise the volume at the listening position:

- If using Cub<sup>3</sup> or Dôme subwoofer, we recommend setting the phase to 0°.
- If using Sub Air, we recommend setting the phase to 180°.

*NOTE: You can adjust the volume of the bass using the remote control (+6dB/-3dB at 60Hz). Press the BASS button, and increase or reduce the bass by pressing the + or - buttons.*

## Reducing surround sound to enhance the clarity of dialogues:

You can reduce the surround sound to enhance the clarity of dialogues by changing the settings of the ROOM selector from 7 (MAT) to 8 (MEDIUM), or from 8 (MEDIUM) to 9 (CLEAR). Check that the DISTANCE selector is set correctly according to the listening position (1-2-3).

We recommend trying other audio formats available in the menus

to see if this enhances the clarity of dialogues (DTS, Dolby Digital, stereo).

*NOTE: Surround sound will be enhanced if you are positioned on axis with the soundbar, and if the soundbar is positioned symmetrically according to the room.*

## Enhancing surround sound:

You can enhance the surround sound to provide a wider soundstage by changing the settings of the ROOM selector from 9 (CLEAR) to 8 (MEDIUM), or from 8 (MEDIUM) to 7 (MAT).

Check that the DISTANCE selector is set correctly according to the listening position (1-2-3).

We recommend trying other audio formats available in the menus to see if this enhances the surround sound (DTS, Dolby Digital, stereo).

# ADJUSTING SOUND EFFECTS

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## **Conversion of audio formats:**

The way a soundtrack has been mixed can vary from film to film. This can influence the overall outcome of dialogues and surround sound. We recommend trying other audio formats available in the menus to see if this enhances the sound rendering (DTS, Dolby Digital, stereo).

Connecting your player with HDMI™ cables is preferred over optical cables. HDMI™ or HDMI™ ARC connexions offer the best performance (Compatible with HD multichannel formats).

*NOTE: If possible, avoid connecting the TV using optical cables. These cables convert multichannel signals into stereo signals and have a negative impact on sound rendering.*

## **Night mode:**

This function is only available for encoded content in Dolby Digital because it uses the Dynamic Range Control function included in Dolby Digital soundtracks on multichannel DVD or Blu ray players.

The Night mode enables the sound to be compressed for listening to films at reduced volume by reducing the sound of explosions for example.

## **Audio/ video synchronisation (lip sync):**

HDMI™ In input features automatic lip sync for synchronisation audio and video.

However, with TV, DIGITAL or AUX inputs audio and video synchronisation is adjusted manually. If you notice a delay between the sound and the image, you can adjust the sound pressing the SYNC button and then pressing the + or - buttons on the remote control. The adjustment range is from 0 to +500ms.

# TACTILE USER INTERFACE

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## **Turning off the user interface:**

The user interface will turn off automatically 10 seconds after the last manipulation using the remote control or the touch screen.

You can turn on the touch screen at any moment by moving your hand in front of display (less than 7cm away), by using the remote control or by pressing the LIGHT button on the remote control.

## **Inactive:**

You can turn on the touch screen at any moment by moving your hand in front of display (less than 7cm away), by using the remote control or by pressing the LIGHT button on the remote control.

*NOTE: 10 seconds is the time required for the soundbar's functions to become operational after being turning on. Wait until everything is displayed on the user interface before using it.*

If the user interface freezes, we recommend resetting the device by disconnecting the power supply for 30 seconds.

## **Auto off:**

The touch screen will turn off automatically 10 seconds after the last manipulation using the remote control or the touch screen.

# POWER MODES

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## **Eco mode:**

The soundbar will automatically switch to Eco mode when no audio signal has been detected for 20 minutes. The amplifiers will be turned off to reduce power consumption.

## **Standby mode:**

You can put the soundbar into standby mode by pressing the STANDBY / ON button on the remote control, on the touch screen or using CEC commands.

The amplifiers and other electronic circuits will be turned off to reduce power consumption to a minimum.

## **Automatic power-on:**

Automatic power on via HDMI™ / Toslink/Aux.

When using the CEC functions with a less than 5 years old TV, it is not necessary to turn the soundbar on manually; this is done automatically when you turn on your TV (HDMI™ TV input), Blu ray player or set-top box (HDMI™ In input). The soundbar will select the adequate HDMI™ input by default according to the device connected.

The DIGITAL In and AUX inputs will turn on automatically if they were used when the soundbar was turned off.

## **Manual power-on:**

To turn the soundbar on manually, you can either press the ON / OFF button on Dimension's remote control or press the ON / OFF button on the touch screen.

*NOTE: When using CEC functions with a less than 5 years old TV, it is not necessary to turn the soundbar on manually; this is done automatically when you turn on your TV or Blu-ray player.*

# COMPATIBLE SUBWOOFERS

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## **Dimension Sub (passive sub):**

Focal offers an optional passive subwoofer which is compatible with Dimension: Dimension Sub.

The Dimension soundbar features a built in amplifier for this subwoofer and acoustic filtering (Dimension Sub Out).

Equipped with anti slip feet and placed behind the soundbar under the TV stand, the subwoofer acts as a support for the TV, thus maximising space. The subwoofer features an anti vibration system which eliminates vibrations of the subwoofer regardless of the volume.

## **Wired active subwoofer:**

Focal offers various active subwoofers which are compatible with Dimension, such as Cub<sup>3</sup> and Dôme subwoofer.

Dimension already integrates the acoustic filtering connection between the soundbar and an active subwoofer (Sub Line Out).

Use the LFE input on your active subwoofer or set the cut off frequency to its maximum (170Hz for example).

Set the phase to provide a maximum of volume at the listening position.

For these two subwoofer models, we recommend setting the phase to 0°.

## **Wireless subwoofers such as Sub Air:**

Focal offers a wireless active subwoofer which is compatible with Dimension: Sub Air can be discreetly installed on the floor, on a piece of furniture or on the wall.

Dimension already integrates the acoustic filtering connection between the soundbar and an active subwoofer (Sub Line Out).

Use the LFE input on your active subwoofer or set the cut off frequency to its maximum (170Hz for example).

Set the phase to provide a maximum of volume at the listening position.

For this model of subwoofer, we recommend setting the phase to 180° and setting the volume to half way.

*NOTE: Press the BASS button, and increase or reduce the bass by pressing the + or - buttons.*

# UPDATING THE SOFTWARE PRODUCT REGISTRATION AFTER SALES SERVICE WARRANTY

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## **Updating the software:**

You can register your product on-line or refer to the "Updates" section on [www.focal.com](http://www.focal.com) for information on software updates.

You will also find all the information for updating the system by connecting Dimension's mini USB port to a computer.

## **Registering your product on line:**

Dimension is a connected device with sophisticated software. In order to be informed about software updates, we recommend registering your product on-line on [www.focal.com](http://www.focal.com). Registering your product on-line will activate Dimension's warranty.

## **Troubleshooting:**

The troubleshooting guide is included in our user manual which you can read on line. The first things to check are the various connections. If the user interface isn't responding, reset the device by disconnecting the power supply. Wait for a minute before reconnecting.

## **Contacting the After Sales Service and customer services:**

In France, you can contact the After Sales Service at [sav@focal.com](mailto:sav@focal.com) or on (+33) 477 435 700. Our Home technical support department can be contacted at [support.home@focal.com](mailto:support.home@focal.com).

For other countries, please contact your local Focal dealer directly.

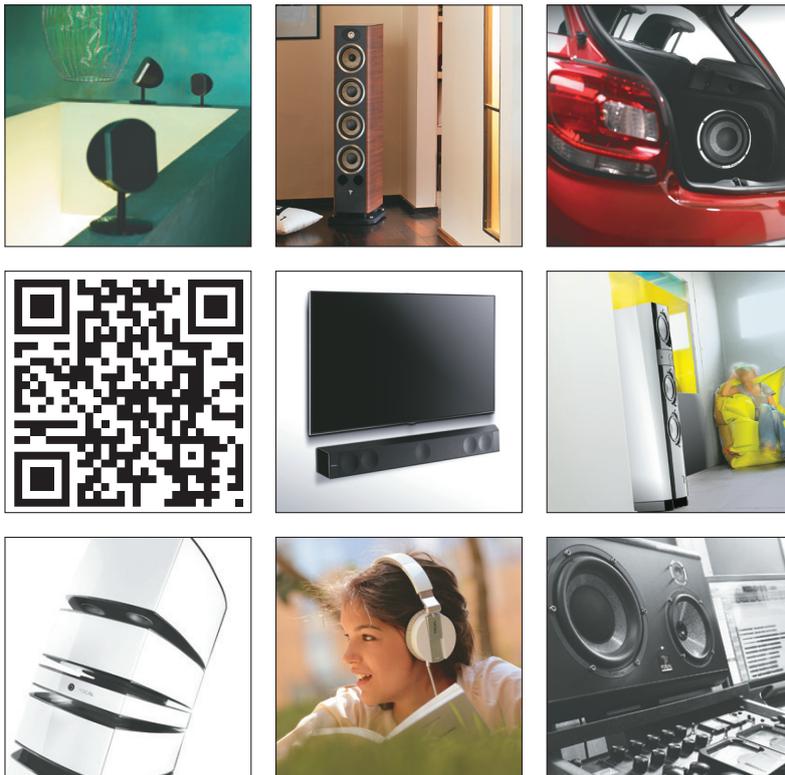
## **Warranty:**

Please contact your Focal dealer if you encounter any problems. The warranty in France for Focal products is valid for 2 years from the date of purchase, and rights are non transferable in case of resale. In the case of defective equipment, the equipment must be shipped at your expense in its original packaging to the dealer who will test the equipment in order to determine the nature of the fault. If the product is still under warranty, the product will be returned to you or replaced, shipping pre paid. In case of the contrary, you will be given a repair estimate.

The warranty does not cover damage resulting from improper use or incorrect wiring.

Outside of France, Focal products are covered by a warranty whose conditions are determined locally by the official Focal dealer in each country, in compliance with the laws in force in the respective territory. To activate the warranty, register your product on line by going to the Focal website.

*NOTE: Your on line registration is not a valid proof of purchase for a warranty claim. Only the original invoice is a valid proof of purchase, so please keep it carefully.*



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