

VSSL™

SX SUBWOOFER

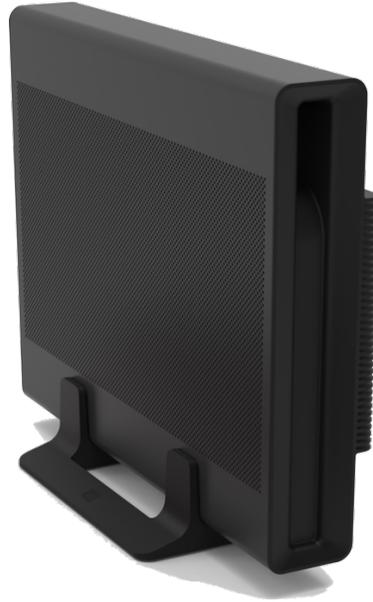
PRODUCT GUIDE

SET YOUR MUSIC FREE™

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PRODUCT OVERVIEW

Front



Back



LFE Input	Low Frequency RCA input for connection to soundbar, amplifier, or any line level source
Status Indicator	Indicates the status of the sub. See Device Status section for further details.
Reset Button	Use a pin to restart the device. Hold for 10 seconds to restore to its factory settings.
Pairing Button	Press when prompted by VSSI app for connecting SX Soundbar and SX Speakers wirelessly
Power Connection	(1) 10/100MB network input, (1) 10/100MB network output.

Accessories

Power Cord	Standard 3 prong power adapter for the US.
Subwoofer Stand	Use to locate where to position mounting bracket screws

GETTING STARTED

1. PLAN YOUR AUDIO SYSTEM

For TV Audio - Your SX Subwoofer can connect to your SX Soundbar wirelessly to act as the bass for Dolby Digital/DTS surround sound listening. Follow the instructions in the VSSL app to pair the products together for creating an SX Zone.

For Stereo Audio - You can also pair the SX Subwoofer with up to 7 SX Speakers for streaming stereo/mono audio. Quickly add an SX Zone to any room where you can't or don't want to run in-ceiling speakers and wiring.

2. INSTALLATION OPTIONS

Flat - When laid flat on its feet, the SX Subwoofer stands at just over 4 inches in height. This allows you to hide your sub under or behind furniture when space is limited.

Stand - Each SX soundbar includes an industrial strength stand for applications where conserving floor space is needed. Slip the sub sideways into the stand and display it proudly, stand it up behind furniture, or neatly alongside your TV stand.

3. DOWNLOAD THE APP

Once you're ready to set up your SX product, download the app from the app store on your mobile device. Open the app and we'll guide you through connecting and setting up your VSSL.



WATCHING TV

The VSSL SX Series allows you to listen to your TV's audio AND your favorite streaming music within a single, sleek design. The VSSL app will guide you on setting up your subwoofer for TV and the Dolby Digital/DTS surround sound experience.

PLAYING MUSIC

Listening to music with VSSL is easy. Just play music in your favorite music streaming app, choose your preferred streaming method, and select the SX Zone you want to play to.

VSSL APP

When your SX subwoofer is plugged into power, the VSSL app will automatically recognize your device and initiate setup. Simply follow the prompts to give your product a name and choose which SX Zone you'd like to add it to.

Unlike the SX Soundbar and SX Speaker, the SX Subwoofer requires an SX Zone in order to participate in the streaming process. When setting up the SX Subwoofer outside of an SX Zone, simply connect to the subwoofer's LFE input. Please note that control options are extremely limited within the VSSL app and the device will need to be discovered anew each time you'd like to configure.

DEVICE STATUS



Status Indicator:

Blinking red	The device is booting up.
Solid green	The device has successfully paired.
Solid white	The device is active and paired.
Light off	The device is inactive.
Blinking white	The device is ready and waiting for set up in the VSSL app.
Flashing multicolor	The device is updating its firmware.
Blinking green	The device is in Pairing Mode.

Boot Up

During boot up, the status indicator will cycle through a multicolored flashing light sequence. Upon powering the SX Soundbar for the first time, or after a factory reset, a flashing white device status indicator light indicates it is ready to be set up.

Power Modes

Auto mode - Enabled by default, this mode allows the device to enter into a network standby mode after 10 minutes of no music output. To wake the SX Subwoofer, simply turn on the TV or start a music stream to the SX Zone.

Dark mode - No lights are showing. This setting is typically used when the light bar can be distracting. This setting can be adjusted in the VSSL app.

TROUBLESHOOTING

VSSL app hangs

When opening the app, the screen indicates that it cannot find a device.

1. Make sure the device is connected to the same network as the VSSL.
2. Force quit the VSSL app on your iOS or Android device.
3. Perform a factory reset by holding in the reset button for at least 5 seconds.

Subwoofer won't pair successfully

The subwoofer continues to blink green even though I've followed the VSSL app steps

1. Unplug the subwoofer and remove it from the area temporarily and closer to the SX product. Ensure there is a clear line of sight between the subwoofer and other SX product.
2. In the VSSL app, delete the SX Zone and attempt to pair again.

No music output

You are able to connect/play to your SX Zone, but no music can be heard from the sub.

1. Open the VSSL app to make sure the zone you're playing to is not muted and the volume is turned up high enough to hear.
2. Within the SX Zone's settings, ensure that the sub level is set to at least 0.

Music stops

Your music intermittently stops on its own and/or the zone disconnects from the device.

1. Close and restart the music app that was being used when the music stopped.
2. Try reducing wireless interference by moving the source device and SX Soundbar closer to the Wi-Fi router or access point.
3. Try different streaming protocols AirPlay 2, Chromecast, and Spotify Connect within different music apps in order to isolate the issue.
4. Check the music service's online site to find reports of possible service outage.
5. Visit <https://vsslknowledgebase.tawk.help/article/vssl-networking-support> and make the following adjustments to your network with the help of your Internet Service Provider.
6. Reboot your network.
7. Perform a factory reset from the app or hold in the reset button for at least 5 seconds after network adjustments have been made.

Zone indicator light is flashing white

Your SX Subwoofer was either disconnected from the network or needs to be setup

1. Open the VSSL app and set up the SX Subwoofer.
2. Reboot your SX Subwoofer by unplugging and plugging in the power cord.
3. Perform a factory reset by holding in the reset button for at least 5 seconds.

Indicator lights are dead

Even after booting up, neither power nor zone indicator lights turn on.

1. Ensure the power cord is fully inserted into the back of the SX Subwoofer.
2. Open the VSSL app, enter the settings section, and disable DARK MODE.

3. Perform a factory reset by holding in the reset button for at least 5 seconds.

My streaming app is frozen with music playing

1. Force or hard close the music app and restart it.
2. Reboot your SX Soundbar from the VSSL app or by unplugging and plugging in the power cord.

Note: For more support and other questions please see
<https://vsslknowledgebase.tawk.help/>

SPECIFICATIONS

Amplifier	Class-D digital amplifiers
Speaker	10" Honeycomb
Dual acoustic ports	Tuned to enhance subwoofer performance
Frequency response	Plays down to XX Hz
All digital sound	All filter settings, active equalization, and time alignment are done digitally through state-of-the-art DSP (Digital Signal Processing) circuitry for zero-loss audio quality and energy
Equalization	Advanced EQ settings
Ethernet ports	2 10/100 Mbps Ethernet ports (optional)
Wireless connectivity	Connects to any SX Soundbar or SX Speaker
Power supply	Auto-switching 100 – 240V -50-60 Hz 2 A AC universal input
Weight	29.8 Lbs.
Dimensions	L (550mm) x W (431mm) x H (111mm)
Operating temperature	32° to 104° F (0 to 40° C)
Multiple orientations	Fix in stand upright or lay flat
Rubber feet	Built-in rubber feet
Package contents	SX Subwoofer, stand, power cord
Model Number	SXSUB

IMPORTANT SAFETY INFORMATION

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not bypass the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as; power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



WARNING

- To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
- The apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus.
- An appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- Please always keep at least 20cm away from this device.

WARRANTY INFORMATION

All VSSL branded products have a limited one (1) year warranty. The VSSL Product Warranty covers defects in materials and workmanship in every VSSL product for one (1) year from the date of shipment from VSSL or the date of the original retail purchase from an authorized VSSL Dealer. The VSSL Product Warranty will cover the cost of parts and repair labor on all products deemed to be defective by SoundVision Technologies. The VSSL Product Warranty does not guarantee that VSSL products will at all times operate without interruption or will be error-free, or that all errors may be corrected. The warranty extends only to the original purchaser of the product and not to any subsequent owner.

SoundVision Technologies' obligation under this warranty is limited to repairing or replacing any component found defective in material or workmanship under normal conditions of use with an equal and/or current product. Products to be repaired or returned under this warranty must be returned to VSSL through an authorized VSSL dealer with all transportation and insurance charges prepaid. The warranty period is not extended if we repair or replace your product.

There are some exclusions to the VSSL Product Warranty, including but not limited to:

- Products which have been abused, modified, or disassembled;
- Problems that result from external causes such as accident, abuse or misuse;
- Use that is not in accordance with VSSL product instructions;
- Products with missing or altered serial numbers;
- Products which have had their housings opened or are otherwise tampered with; or
- Problems caused by using third party accessories, parts, or components.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la section 15 des réglementations de la FCC. Le fonctionnement de l'appareil est sujet aux deux conditions suivantes :

- (1) cet appareil ne doit pas provoquer d'interférences néfastes, et
- (2) cet appareil doit tolérer les interférences reçues, y compris celles qui risquent de provoquer un fonctionnement indésirable.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please take attention that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

IC Certification (CANADA)

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements de la IC établies pour un environnement non contrôlé. Cet équipement doit être installé et fonctionner à au moins 20cm de distance d'un radiateur ou de votre corps.

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