

# SX SOUNDBAR

PRODUCT GUIDE

SXBAR

VSSL™

SET YOUR MUSIC FREE™

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# PRODUCT OVERVIEW

## FRONT



- Status Indicator Indicates the status of the speaker. See the Device Status section for more details
- Volume Knob Adjusts the volume of the soundbar.

## BACK



OPTICAL    HDMI eARC    RESET BUTTON    ETHERNET PORTS    POWER CONNECTION    LFE OUTPUT    PAIRING BUTTON

- Optical TOSLINK digital input
- HDMI eARC HDMI Out - TV (eARC)
- Reset Button Use a pin to restart the device. Hold for 10 seconds to restore to its factory settings.
- Ethernet Ports Optional for connecting via hardline ethernet cable. 10/100MB input and output
- Power Connection Power supply for SX Soundbar
- LFE Output Low frequency RCA output for connecting a subwoofer
- Pairing Button For use only if setting up when high-speed WiFi is not available. See Offline Pairing Instructions.

## ACCESSORIES

- Power Cord Standard 3-prong power adapter for the U.S.
- Mounting Template Use to locate where to position mounting bracket screws.
- Mounting Bracket Using standard drywall screws, secure mounting bracket to studs. Hang the soundbar on the prongs.

## 1. PREP YOUR NETWORK

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### Network Topography Suggestions

- Internet - For VSSL to function properly, a high speed wired internet connection (such as cable, fiber or DSL) is required.
- Wi-Fi router - For VSSL to work with your wireless phone, tablet, laptop or computer, you must have a wireless router or wireless access point installed.
- Access point controller - In home with access points, it is recommended that an AP controller be present.
- Network Topography - When hardwiring, the VSSL should be placed as far downstream from the router, switch, and access points as possible. In homes with a switch, ensure the switch is placed downstream from the router.

### General Router Settings

Every router is different and might require settings adjustments in order for VSSL's streaming services to function correctly and efficiently. To configure your router, it's important to consult the manual that corresponds with your exact router model. Most modern routers provide an administration control panel that can be accessed through your web browser. Once any settings have been changed within the network, ensure that the network is fully powered down and restarted. Also, ensure that your SX product has been restarted after any of the following network setting suggestions have been applied:

- Ensure the router has the most up-to-date firmware installed.
- Avoid Double NAT when using 3rd party router/mesh system by placing the ISP router in "Bridge Mode" (e.g., Google, eero).
- Ensure that the ethernet (patch) cable is fully functional. Note: ethernet cables commonly degrade over time.
- Separate the 2.4GHz and 5GHz WiFi bands and ensure that they maintain different SSID's.
- Enable "UPnP" (Universal Plug and Play).
- When using access points, disable "AP Isolation" or "Client Isolation".
- Enable "Multicasting" (multicast terminology differs between manufacturers).
- Disable "IPv6" and only use "IPv4".
- Enable "IGMP" (Internet Group Management Protocol).
- When using Apple devices, enable "Bonjour" or "ZeroConf Discovery".
- Ensure managed switches and access point controllers follow the same network topography suggestions as detailed above.
- See more router-specific suggestions at [vssl.com/support](http://vssl.com/support).

## 2. PLAN YOUR AUDIO SYSTEM

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Your SX product has the versatility to connect to your high-speed network either via ethernet cable or wirelessly. Choose which setup works best for your home.

## 3. INSTALLATION OPTIONS

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**Tabletop** - Ensure the location has adequate ventilation and is placed at least 10 feet away from other IoT devices.

**Wall Mount** - Each SX soundbar includes a mounting template and bracket to secure your soundbar to the wall. Position the template to the exact location that the soundbar will be and tape it to the wall. Secure the bracket on top of the already positioned template. Be sure to secure the mount into the studs. Note: you may need to tip the bottom of the TV forward or completely remove it off the wall in order for the soundbar to sit flush with the TV.

## 4. DOWNLOAD THE VSSL APP

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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 soundbar for TV and the Dolby Digital surround sound experience.

## SETUP

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Plug the SX Soundbar into power, connect the included HDMI cable to the HDMI-eARC connector of the TV (or connect a TOSLINK optical cable), and open the VSSL app. You will then be automatically guided through the setup for watching TV and streaming audio. The app can also take you through learning your TV remote's codes if you are using an optical cable to connect the TV and soundbar.

## STAND ALONE

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If your budget or setup only allows for an SX Soundbar, rest assured, your system comes out of the box ready to produce amazing bass. You can wirelessly add on an SX Subwoofer and SX Speaker rears in the future.

## PAIRED MODE

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When paired with SX Subwoofers and Speakers, your SX Soundbar is equipped with wireless technology to produce Dolby Digital surround sound. Simply follow the directions within the VSSL app to pair products together. When listening to music, the paired SX products will appear as a single zone of audio instead of multiple, separate zones of audio.

## CONNECTING A SUBWOOFER

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The SX Subwoofer is a great way to add more bass to your VSSL SX system wirelessly. Simply add the SX Subwoofer to an existing SX Zone within the VSSL app. For those who already own a subwoofer they love, the SX Soundbar comes with an LFE output that can be hardwired to the subwoofer. No other steps are necessary.

## PLAYING MUSIC

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Listening to music with VSSL is easy. Just play music in your favorite music streaming app, choose your preferred streaming method, and select the zone(s) to play to.

### AIRPLAY2®


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Use AirPlay 2 to stream music, podcasts, radio and more directly from your favorite apps to your SX Soundbar. With AirPlay 2, you're in control of your audio. If you have more than one VSSL zone within your home, you can enjoy your favorite music or podcasts throughout your house — in perfect sync. You can even play different songs in different rooms.

### CHROMECAST BUILT-IN

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Chromecast built-in is a platform that lets you cast your favorite music from your phone, tablet or laptop right to your speakers. Easily control your speakers with apps you already know and love from your iPhone®, iPad®, Android phone or tablet, Mac® or Windows® laptop, or Chromebook.

With Chromecast built into your SX Soundbar, your phone becomes your remote. Simply tap the Cast button  from the app to stream music/tunes/podcasts/ playlists from your phone, tablet or laptop to your SX Speaker.

**Note:** Go to the Chromecast built-in website for a full list of Chromecast enabled apps.  
<https://www.google.com/cast/apps>

For configuring groups and volume control of Chromecast sessions, you must use the Google Home app. The Google Home app is available on iOS and Android.

### SPOTIFY CONNECT

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Use your phone, tablet or computer as a remote control for Spotify. Go to [spotify.com/connect](https://spotify.com/connect) to learn more.

**Note:** The Spotify software is subject to third party licenses found here:  
[www.spotify.com/connect/third-party-licenses](https://www.spotify.com/connect/third-party-licenses)

### BLUETOOTH

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Your SX product is equipped with Bluetooth. While streaming via Wi-Fi is highly recommended over Bluetooth (better audio quality, range, and multi-room ability) the SX Soundbar can be discovered and connected over Bluetooth. Enter the soundbar's settings in the VSSL app, select Bluetooth, ensure the setting is enabled, then click "Start Bluetooth Pairing." When not connected to Wi-Fi, single tap the pair button on the back panel of the soundbar to begin Bluetooth pairing.

### LOCAL MUSIC LIBRARY

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For local music you can use any DLNA, Chromecast, Alexa, or AirPlay-based streaming app to play content to your SX Speaker. You can also use these apps to access local music from a NAS drive.

# VOICE CONTROL

## GOOGLE ASSISTANT

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The VSSL A.1x works seamlessly with the Google Assistant. Using Google Assistant on your Android, Google Home speaker, or other certified Google Assistant device you can say things like:

- “Play some music in the master bedroom”
- “Stop the music in the kitchen”

You can even set the default playback from your Google Home speaker to shorten your phrases to:

- “Play music”
- “Turn up the volume”
- “Stop”



## APPLE SIRI

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As a certified AirPlay 2 product, you can use your A.1x with Siri on your iPhone, Mac, or Apple TV. Using Siri, you can say things like:

- “Play ‘I Want It All’ by Queen on all speakers”
- “Play something I like on all speakers”
- “Play some rock on kitchen speaker”
- “Play/pause music”
- “Play the next song”
- “Play the song before this one” etc.
- “Repeat last song/album/playlist”
- “Fast forward 30 seconds”, “Rewind 10 seconds”, etc.

To use Siri with your A.1x, you must first add the device to your home in the iOS Apple HomeKit app. Please follow the recommended procedure from Apple. See the following support article: <https://support.apple.com/en-us/HT208724>.

## INITIAL SETUP

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When your SX product is plugged into power, the VSSL app will automatically recognize your device and initiate setup. Simply follow the prompts to connect the soundbar to your Wi-Fi network, choose how you want to stream music, and pair to other SX products.

## PLAYBACK & VOLUME CONTROL

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Upon entering the app each time, you will be directed to a list of available zones on your Wi-Fi network. From this screen, you may quickly adjust the volume of each zone.

Quick controls are also handily available for the SX Soundbar or SX Zones from the Zones screen. Subwoofer Level, Night Mode, Dialog Enhancement, and Quick Access to Settings can all be accessed by the buttons located directly below the volume control.

## CONFIGURATION SETTINGS

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**Dialog Enhancement** - When playing TV audio, dialog enhancement boosts the audio frequencies associated with the human voice and makes dialog easier to hear.

**Night Mode** - When playing TV audio, night mode reduces the intensity of loud sounds while increasing the level of quieter sounds, making dialogue clearer without having to turn up the volume.

**EQ Settings** - Increase or decrease the bass and treble tones to your preference.  
Room Correction - Coming soon.

**TV Dialog Sync** - While watching TV, if the audio is ahead of the video, use the TV Dialog Sync setting to delay the audio. Move the slider to the right to delay the audio until it is in sync with the video.

**Default On Volume** - When enabled, automatically reverts to the determined volume level when initiating a new audio session.

**Limit Max Volume** - You can set volume limits on your soundbar by adjusting the max volume slider. This feature is especially helpful in environments with children and sound-sensitive users.

**Remote Control Setup** - Enable IR control and teach the soundbar your remote's volume codes when connecting to the TV via optical cable.

**Status Lights** - The LED light bar on the front of the soundbar can be disabled completely if they become distracting at any point.



## DEVICE STATUS



### DEVICE STATUS INDICATOR

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Pulsing White	The device is booting up.
Pulsing Blue	The device is ready to be set up.
Solid Blue	The device has been set up.
Pulsing Purple	The device is receiving a firmware update.
Pulsing Orange	The device is completing a factory reset.
Flashing Green	The device is attempting to pair to another SX device.
Flashing Blue	The device is in Bluetooth pairing mode.
Flashing Pink	The device is waiting to learn the remote's code.
Solid White Bar	A new audio source has been detected.
Center of Bar Solid White	The volume is changing.

### BOOT UP

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During boot up, the light bar will pulse white for 30-40 seconds. Once the soundbar is ready to be set up, the light bar will pulse blue.

### POWER MODES

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The SX Soundbar automatically allows the device to enter into a low power standby mode 10 minutes after the TV is turned off or the stream has been paused. The soundbar also automatically exits low power mode when the TV is turned on or a stream is started.

**Note:** The SX Soundbar is equipped with the HiNA functionality of a network switch and is therefore classified as a networking device providing high network availability and network switching when operational.

### SOFTWARE UPDATES

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Your VSSL system checks for updates automatically on a daily basis. This ensures delivery of important updates and will keep your system running bug free. During system updates the light bar will pulse the color purple.

## TROUBLESHOOTING

### VSSL APP SPINS

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When opening the app, the screen spins and cannot find a zone.

1. Make sure the device is connected to the same network as the VSSL. If the device is having trouble connecting to the internet, the zone status indicators will all be red.
2. If the zone status indicators are blinking white, your SX Speaker requires setup in the VSSL app.
3. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.
4. Visit [vssl.com/knowledgebase/vssl-networking-support/](https://vssl.com/knowledgebase/vssl-networking-support/) and make the following adjustments to your network with the help of your Internet Service Provider.
5. Reboot your network.
6. Perform a factory reset from the app or hold in the reset button for at least 5 seconds after network adjustments have been made.

### MISSING DEVICE

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You cannot see your zone within the music streaming app.

1. Ensure the device is powered on by checking the power indicator light.
2. Temporarily connect your SX Soundbar to the internet via ethernet cable.
3. Check your internet connection.
4. Make sure the device is connected to the same network as the VSSL. If no network is connected, the zone status indicators will be green.
5. If the zone status indicators are blinking white, your SX Speaker requires setup in the VSSL app.
6. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.

### CAN'T CONNECT TO A ZONE

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You can see your zone within the music streaming app but cannot establish a connection.

1. Reboot your SX Soundbar by unplugging and plugging in the power cord. If a reboot only temporarily fixes the issue, networking settings will most likely need to be configured.
2. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.
3. Visit [vssl.com/knowledgebase/vssl-networking-support/](https://vssl.com/knowledgebase/vssl-networking-support/) and make the following adjustments to your network with the help of your Internet Service Provider.
4. Reboot your network. Once your network is running again, reboot your SX Soundbar.

### NO MUSIC OUTPUT

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You are able to connect/play to your zone, but no music can be heard from the speakers.

1. Check your speaker connections.
2. 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.
3. Try different streaming protocols AirPlay 2, Chromecast, and Spotify Connect within different music apps like Apple Music, Spotify, or Pandora.
4. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.

## TROUBLESHOOTING

### MUSIC STOPS

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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 [vssl.com/knowledgebase/vssl-networking-support/](https://vssl.com/knowledgebase/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.

### STATUS INDICATOR LIGHT IS FLASHING WHITE

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Your SX Soundbar was either disconnected from the network or need to be setup

1. Temporarily connect your SX Soundbar to the internet via an ethernet cable.
2. Check your internet connection and replace your ethernet cable.
3. Open the VSSL app and setup the SX Soundbar
4. Reboot your SX Soundbar from the app or by unplugging and plugging in the power cord.
5. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.

### INDICATOR LIGHTS ARE DEAD

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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 Soundbar.
2. Open the VSSL app, enter the settings section, and disable DARK MODE.
3. Perform a factory reset from the app or holding in the reset button for at least 5 seconds.

### GOOGLE HOME APP CANNOT FIND ZONE TO SET UP

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While attempting to setup in Google Home, cannot find zone.

1. Ensure the device is powered on by checking the power indicator light.
2. Temporarily connect your SX Soundbar to the internet via ethernet cable.
3. Check your internet connection.
4. Make sure the device is connected to the same network as the VSSL. If no network is connected the device status indicator will be green.
5. Perform a factory reset from the app or hold in the reset button for at least 5 seconds.

### MY STREAMING APP IS FROZEN WITH MUSIC PLAYING

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1. Hard close and restart the app on your device.
2. Reboot your SX Speaker from the VSSL app or by unplugging and plugging in the power cord.

**Note:** For more support and other questions please visit, [vssl.com/support](https://vssl.com/support)

## SPECIFICATIONS

Amplifier:	(3) Class-D digital amplifiers
Speakers:	(3) Wide dispersion BMR drivers
Woofers:	(2) Active down-firing woofers
System Requirements:	TV with HDMI ARC or optical digital audio output, broadband internet, and the VSSL app
Wireless Connectivity:	Connects to WiFi network with any 802.11 b/g/n, 2.4GHz broadcast-capablerouter
Equalization:	Advanced EQ settings
Ethernet Ports:	(2) 10/100 Mbps Ethernet ports (optional)
Built-in IR:	Learns volume commands for any IR remote
Room Correction:	Dynamically tunes the soundbar to the unique acoustics of the room area (iOS device required)
Power Supply:	Auto-switching 100-240V ~50-60Hz 2 A AC universal input
Weight:	18.2lbs
Dimensions:	L: 42.00" (1067mm) x W: 6.06" (154mm) x H: 3.30" (84mm)
Operating Temperature:	32° to 104°F (0°-40° C)
Multiple Orientations:	Tabletop placement (built-in rubber feet) or wall mounted (mount included)
Control:	Use your TV remote or the VSSL app

## 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.

## 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.

## EU REGULATORY CONFORMANCE

According to Article 10 (10) of Directive 2014/53/EU, the packaging shows that this radio equipment will be subject to some restrictions when placed on the market in Belgium (BE), Bulgaria (BG), the Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Italy (IT), Cyprus (CY), Latvia (LV), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), the United Kingdom (UK), Turkey (TR), Norway (NO), Switzerland (CH), Iceland (IS), and Liechtenstein (LI). The WLAN function for this device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

				
BE	BG	CZ	DK	DE
EE	IE	EL	ES	FR
IT	CY	LV	LU	HU
MT	NL	AT	PL	PT
RO	SI	SK	FI	SE
UK	TR	NO	CH	IS
LI				

## 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.

## OFFLINE MODE

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While high-speed WiFi provides the best experience for configuring and using SX Series products, you can still watch TV and listen to music via Bluetooth in locations where WiFi isn't available. Setup through the app can be bypassed temporarily until the soundbar is power cycled again. An SX Subwoofer can also be paired wirelessly without WiFi.

**Watching TV** - After plugging the SX Soundbar into power and connecting to the TV via HDMI or optical cable, hold the pair button located on the back panel for 5 seconds or more until the blinking blue LED turns off. Your TV audio will now be playing to your soundbar.

**Listening to Music** - To listen to music via Bluetooth, single tap the pair button and the soundbar will then be available on your device's Bluetooth menu.

**Pairing a Subwoofer** - A subwoofer can always physically be connected to the soundbar via a single RCA cable. But to wirelessly pair the SX Subwoofer to the SX Soundbar without WiFi, double tap the pair button on the back of the soundbar and single tap the pair button on the back of the SX Subwoofer within 60 seconds of each other. Both LED's will blink green momentarily while pairing. If the operation times out, go ahead and try again.