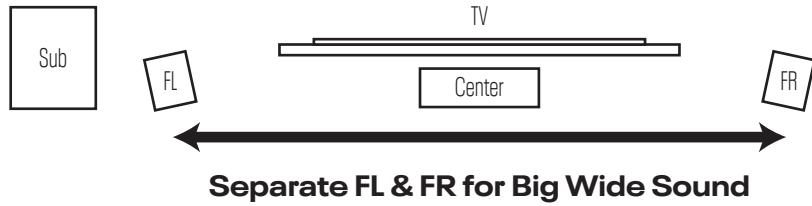


# Quick Start Guide

Platin Milan/Monaco with WiSA SoundSend Immersive Wireless Home Audio Systems

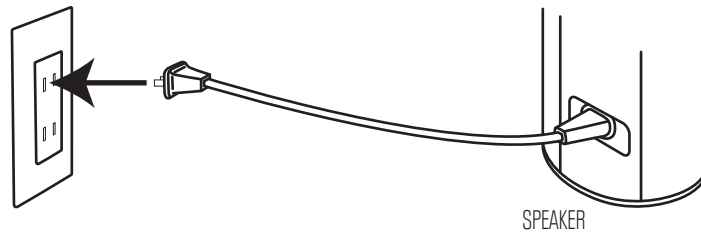
- 1 First, unbox your Platin system and place the speakers (and their power cords) appropriately around the listening area. It is recommended to space the Left (FL) and Right (FR) speakers outside of the width of the TV at ear height when seated and as far apart as they are from the listener(s). Each speaker will need to be plugged into a power outlet. Speaker locations (FL, C, FR, SL, and SR) are labeled on rear of speakers.



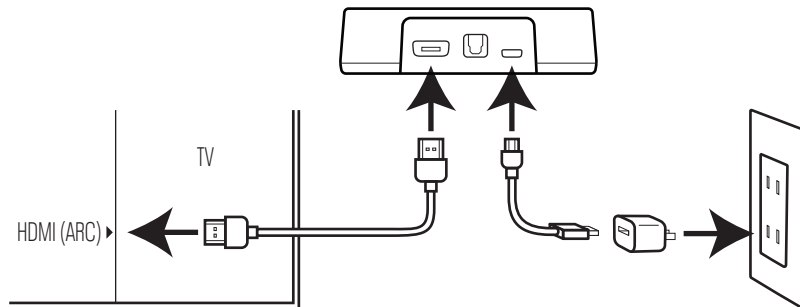
NOTE: Speaker Locations are found on a white dot on the top rear of the speaker  
FL = Front Left  
C = Center  
FR = Front Right  
SL = Surround Left  
SR = Surround Right

For 5.1 systems, surround speakers (SL and SR) should be placed to the left and right and slightly behind the main listening position.

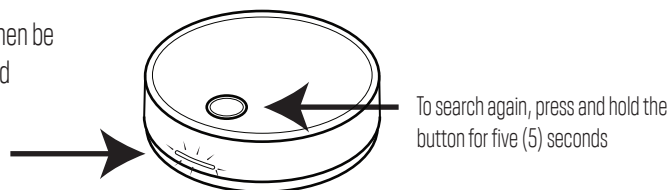
- 2 Next, plug each Platin speaker into a wall outlet (speaker side first, wall side second) and confirm they are ready to connect to your SoundSend



- 3 Lastly, connect your SoundSend to your TV's HDMI (ARC and/or eARC) port and to a wall outlet (cables included)



- 4 LED will pulse while connecting and then be solid when connections are confirmed



## Important Note:

**Make sure your TV's audio output is set to HDMI (ARC). This should be found in the Sound or Audio settings of your TV's on screen menu.**

For detailed set-up information and troubleshooting resources scan the QR code or visit [support.platinaudio.us](https://support.platinaudio.us)



# General TV Setup Instructions

Platin Milan/Monaco with WiSA SoundSend Immersive Wireless Home Audio Systems

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After installing the SoundSend, you may need to adjust some settings on your TV to make sure you get the best experience possible from your SoundSend/Platin Home Theater system. Please take a look at the following steps to enjoy a full, immersive surround sound experience.

## 1 Checking Proper Connections

First, make sure your SoundSend is **powered by the supplied USB power adapter**. Then make sure it is connected to the correct HDMI port of your TV, labeled **ARC** or **eARC**.

## 2 Speaker Selection

In your TV Audio Settings, please make sure to turn off your TV's internal speakers and enable the proper settings for ARC/eARC. The **correct settings\*** will vary by TV and may include terms such as:

- HDMI (ARC/eARC or Optical)
- Receiver or HDMI Receiver
- External Speakers
- Home Theater
- Wired Speakers

**\*Please refer to your TV manufacturer's user manual**

## 3 HDMI Audio Input Settings & Connected Devices\*

Some TVs will allow you to set your HDMI Audio Input format for connected devices such as Blu-ray players, Cable/Satellite boxes and Streaming devices.

- Set each connected device to output surround sound. If the options are **Auto**, **Pass-through**, **PCM** or **Dolby Digital**, Try **Auto** first, **Pass-through** second and **Dolby Digital** third.
- Most TVs operate best with HDMI audio input set to **Bitstream** or **Pass-through**. If not available use **Auto**.
- Avoid **PCM** if possible as it forces 2.0 stereo sound (Front Speakers only)

**\*Please refer to your Device manufacturer's user manual**

## 4 Digital Audio Output Settings

In your TV Audio Settings, you may have options for your Digital Audio Output. To have the best experience it is recommended to set your output to one of the settings in the following list in order of Recommendation:

- Pass-Through
- Dolby Digital / Dolby Digital+
- Auto

**NOTE: Setting Audio to PCM will result in 2.0 Stereo sound (Front speakers only).**

## 5 Controlling Volume with the TV Remote (CEC)

When connected with an HDMI cable, you may be able to control the volume of your system with the TV remote depending on the capabilities of the TV or other CEC enabled/connected devices. These settings are sometimes hard to find. Depending on the manufacturer, this may be named Anynet+, SIMPLink, BRAVIA Sync, etc. WiSA recommends to set the "power on TV" function off but leave CEC for the remote and "power on device" functions on if available.

# FAQ & Troubleshooting

Platin Milan/Monaco with WiSA SoundSend Immersive Wireless Home Audio Systems

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## Audio not heard from all speakers?

- Set your SoundSend app Audio Mode to Movie or Music to fill all speakers with sound.
- Make sure your Speaker Config setting in the SoundSend app matches the number of speakers you have, i.e. 7.1 / 5.1 / 3.1, etc.
- Check your Speaker Settings tab in the SoundSend app to make sure all speakers were found.

## Subwoofer not working as expected?

- Check the power switch on the bottom of the Subwoofer to make sure it is on.
- Make sure the Wireless/Wired switch on the bottom is set to "Wireless".
- Check the SoundSend app to make sure the subwoofer is connected, and verify there is only 1 green Network Link LED on the bottom of the Subwoofer. The LED will be solid if playing audio or flashing if waiting for audio.
- In the app, turn Bass Management on (on by default) if using Direct mode.

## No audio?

- Make sure your TV settings are correct (other side of this sheet).
- Make sure your HDMI cable is at least HDMI 1.4 (High-speed + Ethernet)\* and connected to the HDMI port labeled (ARC) or (eARC). **\*PROVIDED IN SOUNDSEND PACKAGING**
- Make sure your speakers were discovered correctly (1 LED flashing or solid).
- If there are 2 blinking lights in the "Network Link" window on the back or bottom of your speaker, use the SoundSend app to "Scan for Speakers."
- Check your audio source in the SoundSend app and make sure it is HDMI (ARC/eARC) or Optical depending on how your system is connected.

## Need to add more speakers or reposition them?

- Power on your new speakers, ensure they are in discovery mode (2 flashing green LEDs), and in the SoundSend app use "Scan for Speakers" in the AdvancedSettings tab.
- You can see the added speakers in "Channel Check" in the Advanced Settings tab, where you can also change their location by tap-holding and dragging the speaker to the desired location.

## How can you control volume?

- When SoundSend is connected to HDMI (ARC/eARC) you should be able to control your volume with your TV Remote.
- Make sure you have enabled CEC; refer to your TV's manual.
- If connected to Optical, you will need to use the SoundSend mobile app to control volume.
- SoundSend does not support direct volume control with any remote and must be controlled through CEC or the app.

## Can't connect to SoundSend with app?

- Close the app completely (not just minimize\*) and restart SoundSend by unplugging the USB power cable for 5 seconds.
- Restart the device the app is installed on and restart SoundSend.
- Close (not just minimize\*) the app when done making adjustments to make sure all Bluetooth connections are closed.

**\*Swipe up from bottom of screen on Android and iPhone to view open apps, swipe up again on open app preview to close completely.**

## Return Policy / Warranty / Registration

Platin Audio provides a 30 day return policy on verified purchases (proof of purchase required) as long as the items received are delivered in original packaging and condition.

Platin Audio offers a 1 year warranty on parts and labor.

## For support / returns / warranty please contact us:

Support Website: <http://support.platinaudio.us>

Support Email: [support@platinaudio.us](mailto:support@platinaudio.us)

# Adding Speakers to a System

Platin Milan/Monaco with WiSA SoundSend or Axiim Link Immersive Wireless Home Audio Systems

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Congratulations on ordering more speakers for your system! If going from a 3.1 to 5.1 system or 5.1 to 7.1 system, use this quick guide to make sure your speakers are discovered in the correct location!

## 1 Position your speakers, and power on

When you first plug your speakers in, make sure they have 2 blinking lights on the back in the "Network Link" window. If there is only one blinking light, hold the "Associate" button for 10 seconds or until you hear an audible chime.

## 2 Speaker Discovery

### SoundSend:

Using the SoundSend App, navigate to **Advanced Settings** and select **Scan for Speakers**. -OR- Hold the SoundSend button for 5 seconds until the light in front flashes white.

### Axiim Link:

Navigate to the WiSA Speaker menu on your TV and "Discover Speakers"

## 3 Speaker Channel Association

### SoundSend:

Using the SoundSend App, navigate to **Advanced Settings** and select **Channel Check**. You will see white boxes that indicate each speaker location. When adding new speakers, they might become stacked.



Single Speaker



Stacked Speaker

If your speakers are stacked, tap and hold on the stacked speakers and you can choose which individual speaker you want to reassign to a new location by tapping on #1 or #2. Tap outside the selection window and the speaker icon will shake. Drag the speaker icon to the desired location to associate it with correct position.

### Axiim Link:

Navigate to the **WiSA Speaker** menu on your TV and select **Devices**, you can reassign each speaker by selecting the appropriate location on the right side of the speaker list.

## 5 Checking Speaker Locations

### SoundSend:

Using the SoundSend App, navigate to **Advanced Settings** and select **Channel Check**. Tap the speaker location icons to chime the speaker to make sure it is associated with the correct location.

### Axiim Link:

Navigate to the **WiSA Speaker** menu on your TV and select **Devices**, you can press the Play button next to each speaker to produce white noise from the selected speaker. Do this to check each speaker's location.

# DOWNLOAD THE APP

 **SOUNDSSEND**

Available on Google Play and Apple App Store for  
Android TVs, Android Devices & Apple Devices



**APPLE iOS**



**ANDROID**