

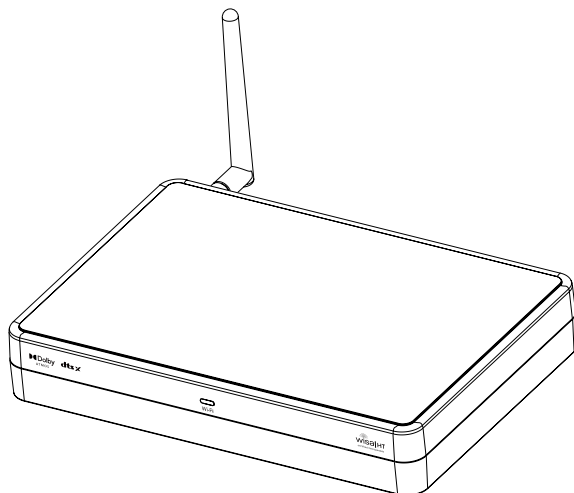


Surround Hub X Manual

TABLE OF CONTENT

1. Introduction	03
2. Surround Hub X Overview	04
2.1 Included in the box	04
2.2 Surround Hub X Layout	05
2.3 Remote Layout	06
2.4 Wi-Fi LED indications	07
3. How to set up	08
3.1 Setting up the Surround Hub X	08
3.2 Pairing the remote	08
3.3 Connecting the Hub to home network	09
3.4 Connecting Surround Hub X to TV	10
3.5 Pairing speakers using WiSA	11
3.6 Access the on-screen display menu	12
3.7 Select speaker layout	12
4. How to use	14
4.1 Using the remote	14
4.2 Audio Playback	15
4.3 Automatic Standby	18
4.4 Manual Crossover	18
5. Troubleshooting	19
5.1 Drop-outs in only one speaker	19
5.2 Power cycling	20
5.3 Factory reset	20
6. Safety & Warnings	21
6.1 Important Safety Instructions	21
6.2 Warning	22
6.3 Legal information	22

1. Introduction



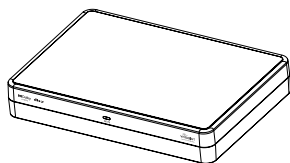
Thank you for buying the Surround Hub X. We hope you will enjoy it!

Features:

- **Audio streaming:**
Stream wireless audio from a wide variety of services.
- **HDMI switching with eARC:**
Easy switching between multiple HDMI sources and forward to TV-screen with ARC or eARC (audio return channel).
- **Audio decoding:**
Advanced multichannel immersive audio decoding for Dolby Atmos and DTS:X.
- **Bass management system:**
Configurable bass management system to freely setup cross-overs, distances and levels.

2. Surround Hub X Overview

2.1 Included in the box



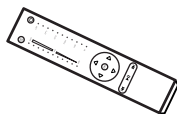
1x Surround Hub X



1x Antenna



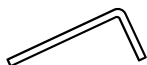
1x Power adapter (with EU/US/UK plug)



1x Remote

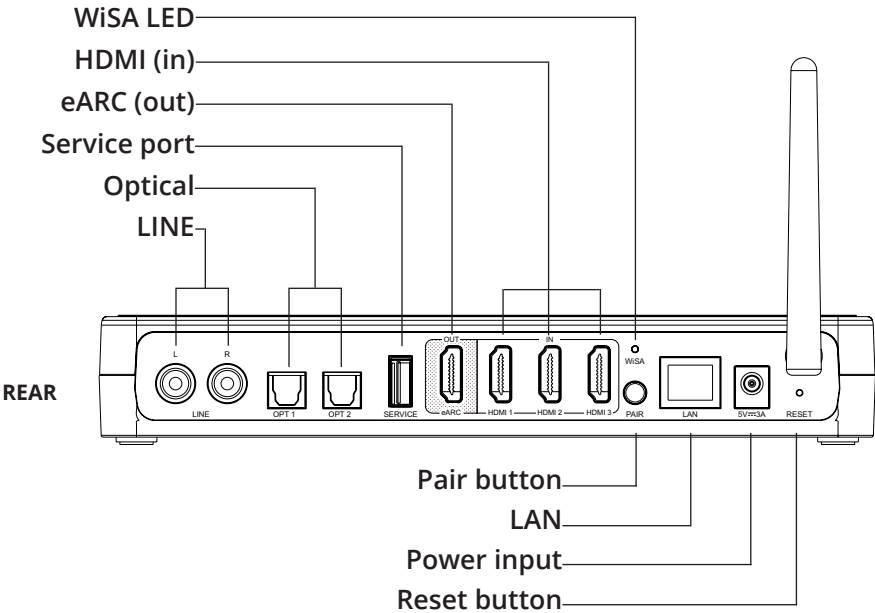
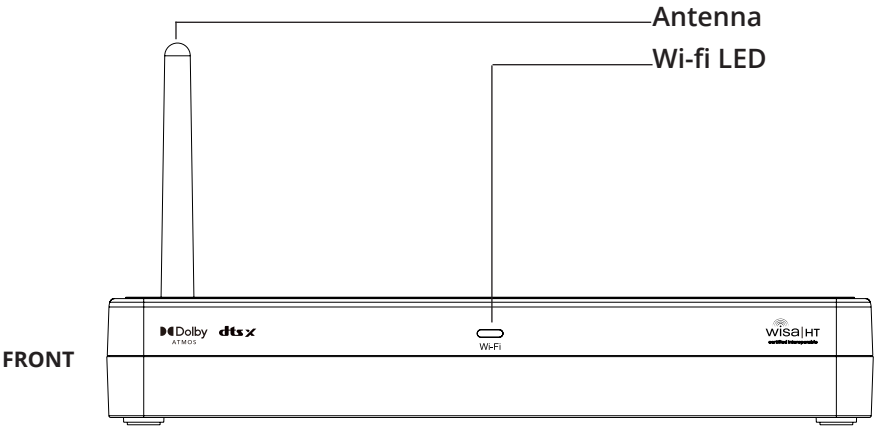


2x AAA Batteries

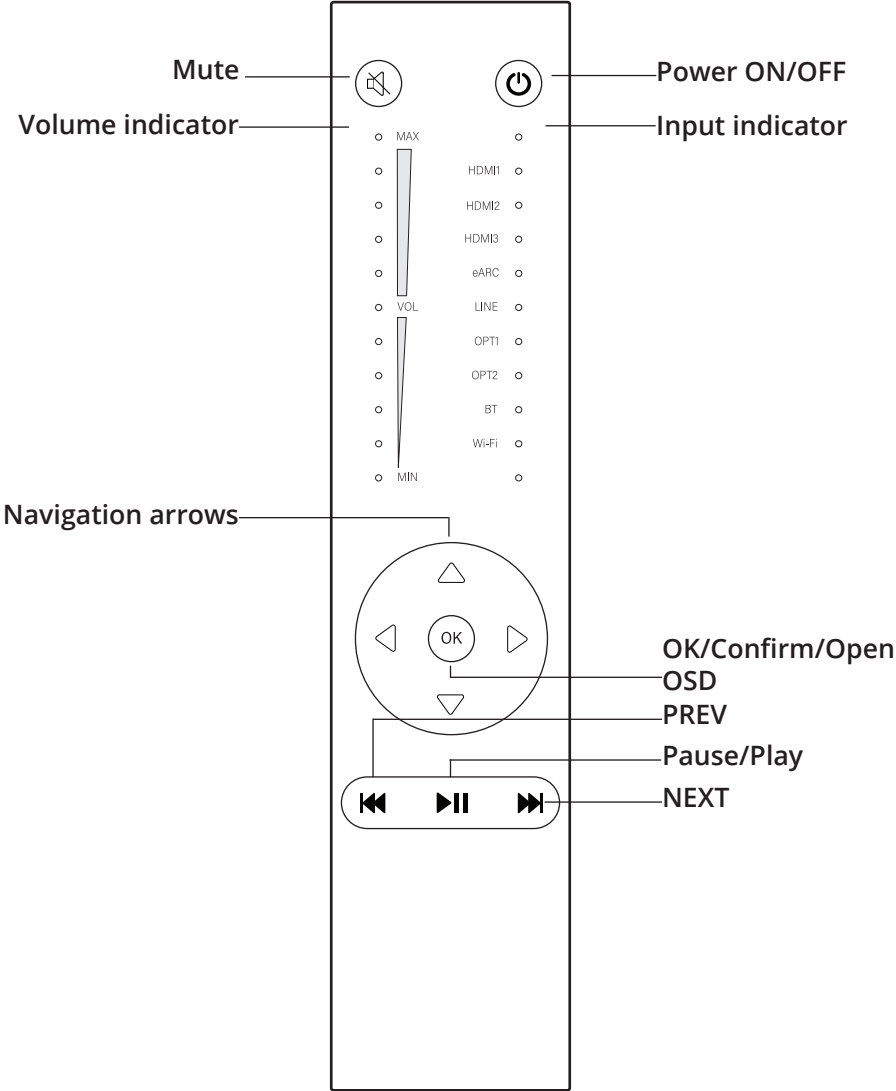


1x Allen key

2.2 Surround Hub X Layout



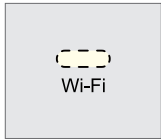
2.3 Remote Layout



2.4 Wi-Fi LED indications



Solid white: Connected to network



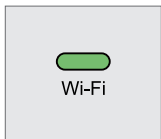
White (slow blinking): Booting



White (rapid blinking): Wi-Fi configuration mode



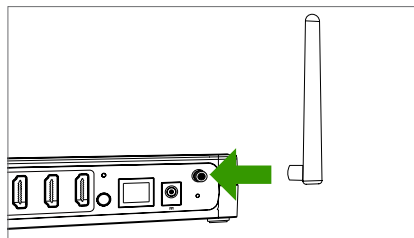
White (Irregular blinking): Updating software



Solid green: Spotify streaming

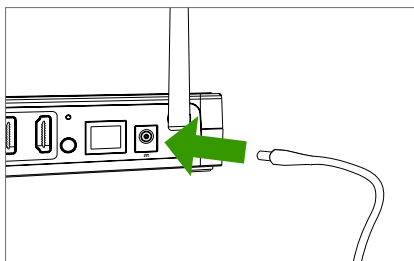
3. How to set up

3.1 Setting up the Surround Hub X



1. Connect antenna to the back

- Screw the included Wi-Fi antenna on to the back plate of the *Surround Hub X*.

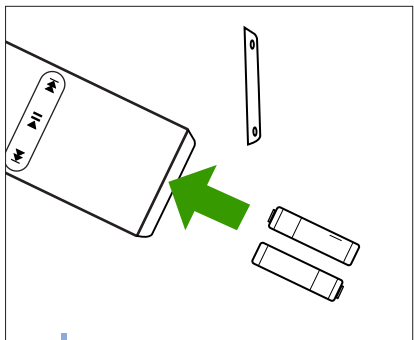


2. Connect power supply

- Plug the included *power adapter* into the *Surround Hub X*.

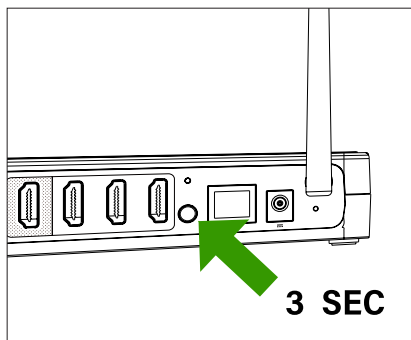
3.2 Pairing the remote

Pair the remote before proceeding to the next step. Make sure your Hub is on before starting.



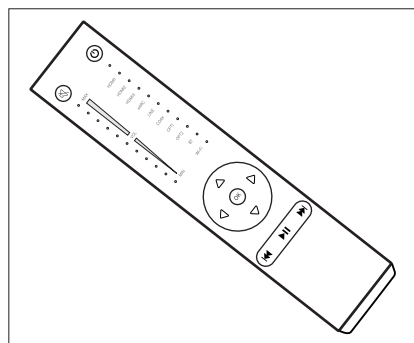
1. Insert batteries

- Unscrew the bottom plate of the remote using the included *Allen key*.
- Insert batteries into your *remote*.
- Make sure batteries has the correct direction, as indicated on the inside of the *remote*.



2. Press and hold pair

- Press and hold the 'Pair' button on the *Surround Hub X* for 3 seconds until the WiSA LED on the REAR of the *Surround Hub X* starts blinking rapidly.



3. Press any button on remote

- Press any button on the *remote*, if pairing is successful, the 'WiSA LED' on the rear of the hub will stop blinking.
- When pressing any button on the remote, the 'WiSA LED' should blink once.

3.3 Connecting the Hub to home network

1. Download the "Google Home" App

Scan the QR code below to get direct access to the app from the Apple Store or the Google Play store.



IOS



Android

2. Power on the Surround Hub X

The *Surround Hub X* is ready for the next step when the 'Wi-Fi LED' starts flashing rapidly, meaning it has entered 'Wi-Fi Configuration' mode.

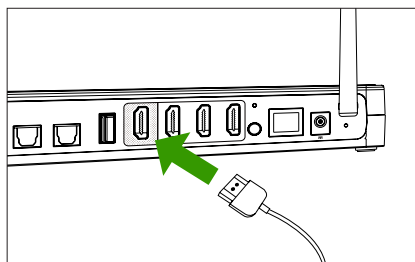
3. Open the Google Home app and follow the instructions

You will be guided through each step in the app.

4. Wait for LED to turn solid white

After finishing the setup in the Google Home app, the 'Wi-Fi LED' should turn solid white, signifying that the *Hub* is connected to the Wi-Fi and ready to stream.

3.4 Connecting Surround Hub X to TV



1. Connect to TV

- Connect *Surround Hub X*'s HDMI output to your TV's HDMI ARC/eARC input, using a compliant HDMI cable.

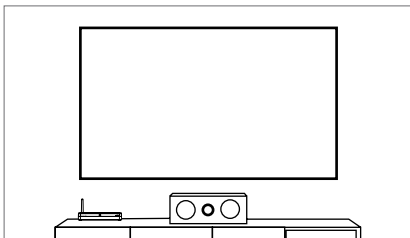
NB:

-IF TV HAS eARC: HDMI cable must support 4k video and HDR with ethernet.

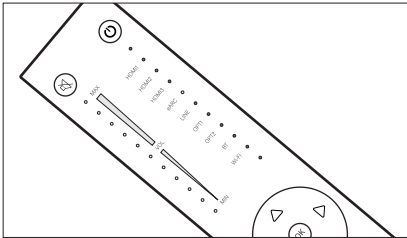
- IF TV HAS ARC ONLY: HDMI version 1.4 or newer is enough.

2. Check your TV's audio output settings

- Make sure the *Surround Hub X* is powered ON.
- Set output to HDMI ARC/eARC in the TV's menu.



- Set TV's digital output to bit-stream or automatic.
- Activate CEC controls if available.

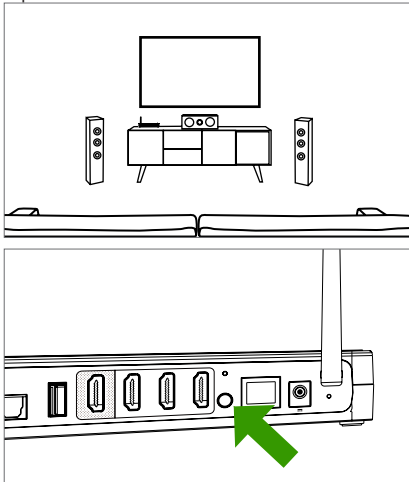


3. Switch to eARC input

- Set input on *Surround Hub X* to eARC using the *remote* to hear the TV's audio.

3.5 Pairing speakers using WiSA

The *Surround Hub X* can easily be paired with any WiSA certified speakers.



1. Prepare speakers

- Make sure all speakers are correctly positioned, powered ON and their pairing or associate mode is activated.

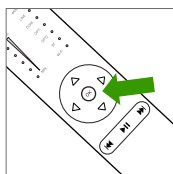
2. Press pair

- To pair the speakers with the *Surround Hub X*, press the pairing button on REAR once and await slow blinking in WiSA LED while connecting. This function can also be accessed via the products on-screen-display menu.

3.6 Access the on-screen display menu

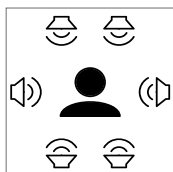
The *Surround Hub X* has a built in on-screen display. It can be seen by choosing the HDMI port on the TV corresponding to the port the Surround Hub X HDMI output is connected to. When TV has that port selected, press the 'OK' button on the remote and the OSD menu will open. From here the systems settings can be managed.

3.7 Select speaker layout



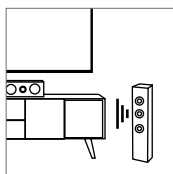
1. Setup speaker channels

- To setup your speakers channels, browse to the OSD menu: "speaker setup" → "speaker layout".



2. Select layout type

- Select "Layout" and scroll left or right until you reach your desired layout type.
- Press 'OK/Confirm' to confirm.



3. Check speaker assignment

- Assuming all your speakers are already paired with the system, you can now assign the channels for each speaker.
- Jump down through the list of all the channels required by the chosen speaker layout. You should hear a 'ping' noise from the speakers assigned for each channel.
- Should a channel not be correctly assigned, you can open it by pressing "OK/Confirm" and choose 'assign new'.

- Now you can 'ping' all the paired speakers and assign the correct speaker to this channel.
- Do this operation for all channels until all speakers are correctly assigned.

4. How to use

4.1 Using the remote



Power Surround Hub X ON/OFF

The *Surround Hub X* can be turned ON or OFF using the 'ON/OFF' button.



Changing volume

Volume can be adjusted on the *remote* using the up and down 'Navigation' buttons when the OSD menu is not open.



Mute

The audio can be muted using the 'Mute' button. Press once to mute, and press again to unmute.



SKIP/Play/Pause

The audio stream can be started, paused, and tracks skipped, using the bottom three buttons. This is only available for Bluetooth and Wi-Fi inputs.

- HDMI3 ○
- eARC ○
- LINE ○
- OPT1 ○
- OPT2 ○
- BT ○
- Wi-Fi ○

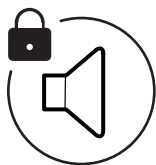
Input selection

Input can be changed using the *remote* by pressing left/right, when not in the OSD menu. You can see the current input on screen or on the 'Input Indicator' LED on the *remote*.



Hide Bluetooth visibility

- Hold PREV button for 3 seconds. When input LED blinks, Bluetooth is hidden and no new units can be paired.
- Hold NEXT button for 3 seconds. When input LED blinks, Bluetooth is visible for pairing new units.



Lock volume for specific input

A volume can be locked for specific inputs.

- Select the input and volume you want to lock.
- Press and hold mute for 5 seconds until the input indicator blinks once.

NB: To unlock, choose the input you want to unlock and press and hold mute again for 5 seconds

4.2 Audio Playback

HDMI

HDMI

- Connect your *Surround Hub X* to an HDMI source using HDMI cable from the 'HDMI (in)' ports on the REAR of the *Surround Hub X* to the correct port on the HDMI source using a HDMI cable 1.4 or newer.
- Set input to "HDMI" using the *remote*.

LINE

- Any analogue source with LINE out can be connected to the *Surround Hub X* through the LINE port on the REAR of the *Hub*.
- Switch audio input to "LINE" using the *remote* to playback audio.

NB: LINE can only support up to 2,5V rms

Optical

- Any source with optical SPDIF output can be connected to your *Surround Hub X* through the two optical ports on the REAR of the *Hub*.
- Switch audio input to the chosen Optical port using the remote.



Bluetooth



- The *Surround Hub X* is by default visible and ready for Bluetooth pairing. Find and select the *Surround Hub X* in the Bluetooth Settings on the device you want to connect, the name should be something like “Surround Hub_XXXXXX”.
- When the connection is established, the input will change automatically to “BT”, making it ready to start playback.
- If a new device needs to be connected, disconnect the current device before starting the new connection process.

Spotify Connect



- Open the Spotify Connect app and make sure your device and the *Surround Hub X* is on the same network.
- Find your *Surround Hub X* in the app and select it as playback device.
- The input will automatically switch to “Wi-Fi”. This can be seen on the ‘Input indicator’ on the *remote*.
- If a new input is selected, playback will be paused. Resuming playback will change the input back to “Wi-Fi”.

Apple AirPlay



- Make sure the device you want to play from and the *Surround Hub X* is on the same network.
- Find the “AirPlay” icon on the device you want to play from. Tap it and select your *Surround Hub X* from the list.
- The input will automatically switch to “Wi-Fi”. This can be seen on the ‘Input indicator’ on the *remote*.

- If a new input is selected, AirPlay will disconnect and will need to be reconnected as described above.

Google Chromecast



- Make sure the device you want to play from and the *Surround Hub X* is on the same network.
- Find the “Chromecast” icon on the device you want to play from. Tap it and select your *Surround Hub X* from the list.
- The input will automatically switch to “Wi-Fi”. This can be seen on the ‘Input indicator’ on the *remote*.
- If a new input is selected, Chromecast will be paused. Resuming the casting will change the input back to “Wi-Fi”.

DLNA



- Open your designated DLNA app and make sure your device and the *Surround Hub X* is on the same network.
- Find the your *Surround Hub X* in the app and select it as playback device.
- The input will automatically switch to “Wi-Fi”. This can be seen on the ‘Input indicator’ on the *remote*.
- If a new input is selected, playback will be paused. Resuming playback will change the input back to “Wi-Fi”.

4.3 Automatic Standby

The *Surround Hub X* will enter Automatic Standby mode after 20 minutes without audio signal. The *Hub* will become active again automatically when it receives a signal.

NB: When Surround Hub X goes to standby from the LINE or Optical inputs, it is only able to wake up again from the input it was using before it went into standby

4.4 Manual Crossover

Manual crossover can be adjusted from the OSD menu.

1. Select "Speaker setup" → "Crossover setup"

- The speaker setup can be accessed from the main OSD menu.

2. Select the speaker(s) you want to adjust

- Press 'OK' on the remote to select and navigation arrows to go through the options.
- When a crossover frequency has been selected, press "OK" again to confirm.

5. Troubleshooting

If you are experiencing problems that are not described in this guide, please visit our FAQ at: <https://platinaudio.com/>.

5.1 Drop-outs in only one speaker

If only one speaker loses input (as opposed to all speakers in your setup losing their input at the same time), it indicates that there may be signals interfering with the WiSA connection. Please follow these guidelines carefully, to trouble shoot this:

1. Check if the location of your Surround Hub X is optimal

- Make sure there are at least 3 meters between the router (Or other wireless equipment) and the *Surround Hub X*.
- Avoid having walls between the *Surround Hub X* and the speakers.
- Avoid having the router placed in between the *Surround Hub X* and the speakers.

2. Check Wi-Fi settings

- Try to avoid MESH networks.
- Instead try to connect to a 2.4GHz Wi-Fi network.
- Try to avoid having a too high bandwidth, aim for 20MHz or 40MHz if possible.

5.2 Power cycling

Some times after a software update, it can be a good idea to power cycle the unit:

1. Turn of the unit.
2. Wait for 30 seconds before returning power to the unit.

5.3 Factory reset

If you for some reason need to factory reset the *Surround Hub X*, it can be done in two ways:

- Select 'System reset' from the OSD menu.
- Press the pinhole button on the REAR of the *Surround Hub X*.

6. Safety & Warnings

6.1 Important Safety Instructions

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 produces heat.
9. Do not defeat the purpose of 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 grounding plug. The wide blade or the third plug is provided for your safety. If the provided plug does not fit into our outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly 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 a long period 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.

6.2 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.



This symbol is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying this product.

6.3 Legal information

Chromecast built-in is a trademark of Google LLC.

The Spotify software is subject to third party licenses found here: <http://developer.spotify.com/esdk-third-party-licenses/>

The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Platin is under license. Other trademarks and trade names are those of their respective owners.

Company Information:

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For documentation and other information see:

<https://platinaudio.com/pages/platin-product-documentation>

