



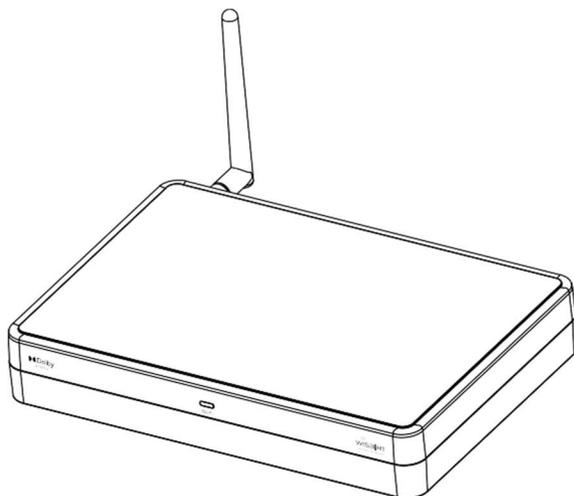
Surround Hub Manual

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1. Introduction

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Thank you for buying the Platin Surround Hub. 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.
- **Bass management system:**
Configurable bass management system to freely setup crossovers, distances and levels.

2. Surround Hub Overview

2.1 Included in the box



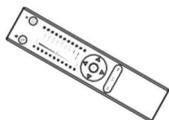
1x Surround Hub



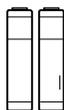
1x Wi-Fi Antenna



1x USB power supply with regional adaptors



1x Remote

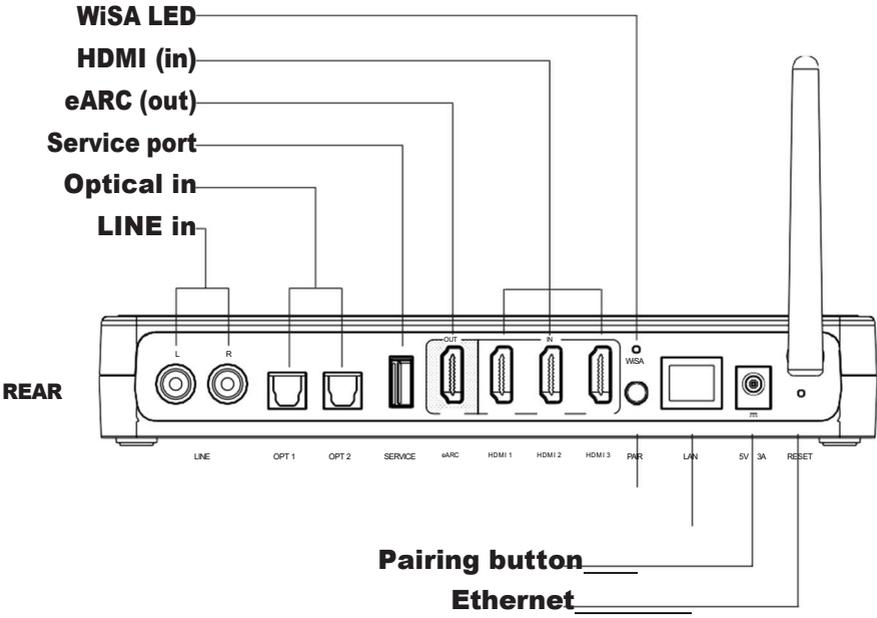
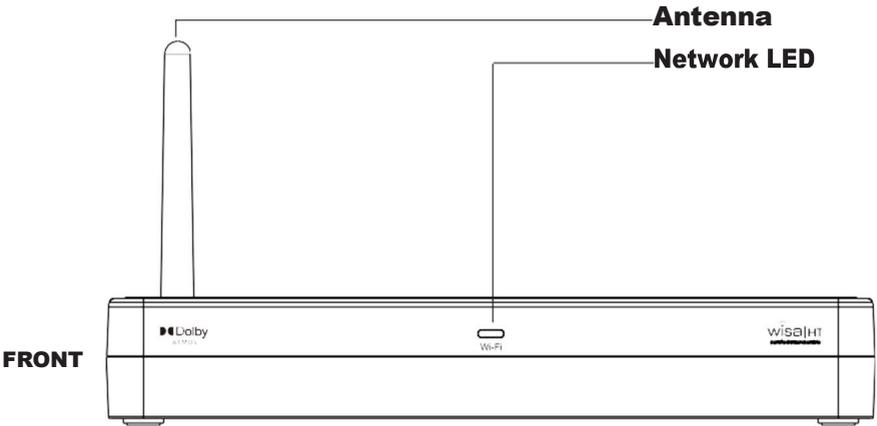


2x AAA Batteries



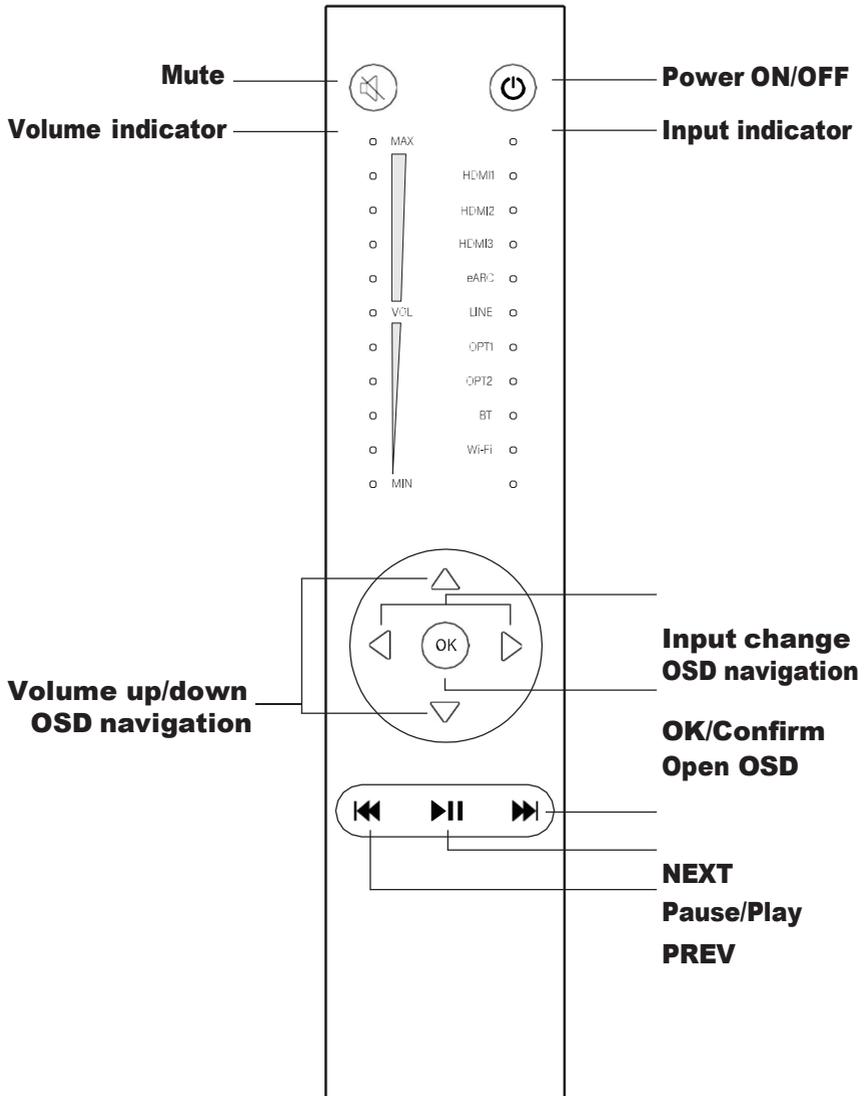
1x Allen key

2.2 Surround Hub Layout



Power inlet
Reset button

2.3 Remote Layout



24 Wi-Fi LED indications



Solid white: Connected to network



White (slow blinking): Booting



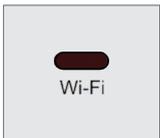
White (rapid blinking): Wi-Fi configuration mode



White (Irregular blinking): Updating software



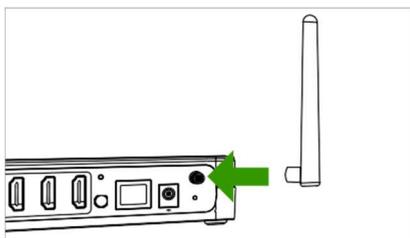
Solid green: Spotify streaming



OFF: Device is in standby or powered OFF

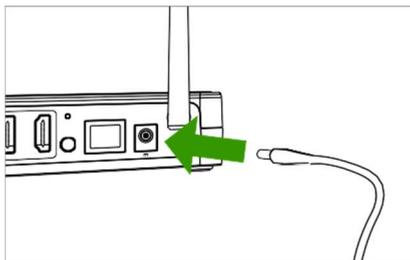
3. How to set up

3.1 Setting up the Surround Hub



1. Connect antenna to the back

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

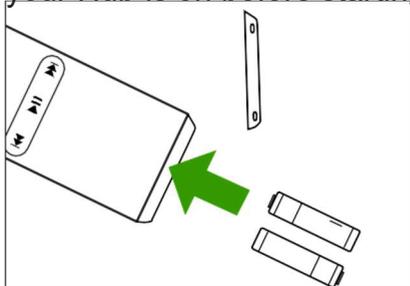


2. Connect power supply

- Plug the power adapter into the Surround Hub.

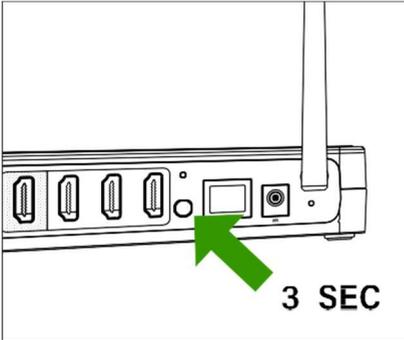
3.2 Pairing the remote

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



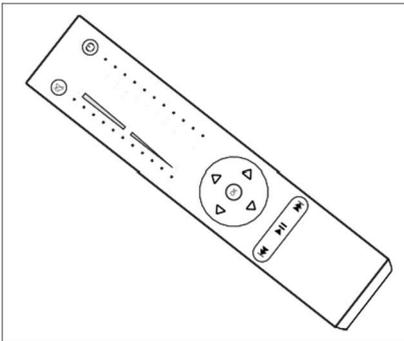
1. Insert batteries

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



2. Press and hold pairing button

- Hold the 'Pair' button on Surround Hub rear plate for 3 seconds. Observe the WiSA LED on the rear plate rapid blinking.



3. Press any button on remote

- Pairing is now complete.
- Connection can be checked by pressing any button on remote and observe WiSA LED on the rear plate blink.

3.3 Connecting to Wi-Fi via APP

Pair speakers with the Surround Hub before continuing.

1. Surround Hub in configuration mode

With no network configured, powercycle the Surround Hub and await the front LED blinking white. This indicates Wi-Fi setup mode.

2. Enter APP

Open device APP and follow the instructions for Wi-Fi setup.

3. Wait for LED to turn solid white

When the Wi-Fi network is connected, the LED will turn solid white. Setup is now complete.

3.4 Connecting to Wi-Fi via AirPlay (iOS only)

1. Surround Hub in configuration mode

When no network is configured, powercycle the Surround Hub and await the front LED blinking white. This indicates Wi-Fi setup mode.

2. Setup with AirPlay

Go to 'Settings > Wi-Fi' in your device and scroll to the bottom of the screen. There will appear a new AirPlay device for setup.

3. Wait for LED to turn solid white

When the Wi-Fi network is connected, the front LED will turn solid white. Setup is now complete.

Note: If you want to connect with another Wi-Fi network, either:

1. Perform a factory reset and set it up again.
2. Power OFF your existing network and powercycle the Surround Hub. This will allow you to setup the Wi-Fi connection again.
3. Click 'Network Reset' in settings in the accompanying app.

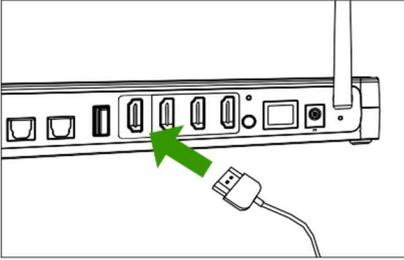
3.5 Connecting to network via Ethernet

Connect an Ethernet cable between your router/switch and the Surround Hub ethernet port.

The Surround Hub will instantly be on the network.

When connected to both Ethernet and Wi-Fi, the hub will prioritize the ethernet connection.

3.6 Connecting Surround Hub to TV

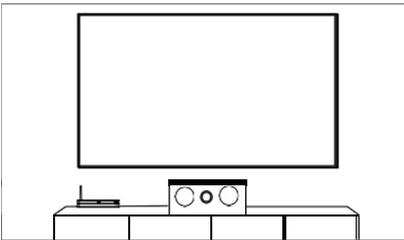


1. Connect to TV

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

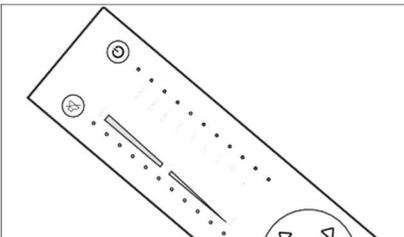
IF TV HAS eARC: HDMI cable must support 4k video and HDR with ethernet.

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 is powered ON.
- Set output to HDMI ARC/eARC in the TV's menu.
- Set TV's digital output to bitstream or automatic.
- Activate CEC controls if available.

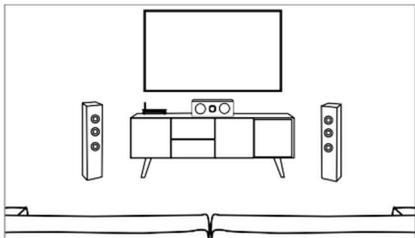


3. Switch to eARC input

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

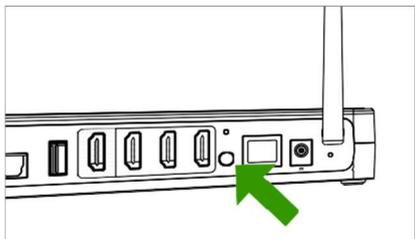
3.7 Pairing speakers using WiSA

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



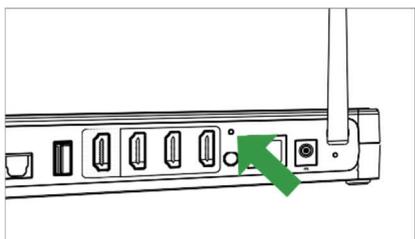
1. Prepare speakers

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



2. Press pair

- To pair the speakers with the Surround Hub, press the pairing button on REAR once and await slow blinking in WiSA LED while connecting.



3. Speaker connected

- Once the pairing is complete, the WiSA LED on the rear plate will be solid white.

3.8 Access the on-screen display menu

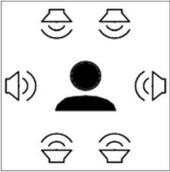
The Surround Hub has a built in on-screen display. It can be accessed by choosing the HDMI port on the TV corresponding to the port the Surround Hub HDMI output is connected to. When TV port is selected, press the 'OK' button on the remote. From here the systems settings can be managed.

3.9 Select speaker layout



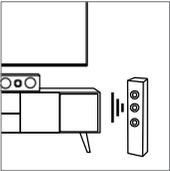
1. Setup speaker channels

- 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 ON/OFF

The Surround Hub can be turned ON or OFF using the power 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.



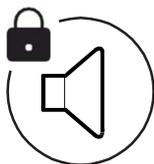
Input selection

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.



Bluetooth enable/disable

- To disable Bluetooth, hold 'PREV' button for 3 seconds. Observe input LED blinking.
- To enable Bluetooth, hold 'NEXT' button for 3 seconds. Observe input LED blinking.



Lock volume for specific input

An input can work with a fixed volume level. To do this:

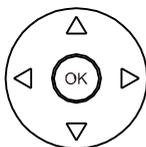
- Choose the input and volume you want to lock.
- Press and hold mute for 5 seconds until the input indicator blinks once.

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

Battery status



The LEDs will indicate the battery status of the remote, when the OK button is pressed for 3 seconds.



Unpair remote

To unpair and reset the remote, hold both navigation arrow left and down for 5 seconds. All LEDs will light up when reset is done.

4.2 Audio Playback

HDMI

HDMI

- Connect your Surround Hub to an HDMI source using HDMI cable from the 'HDMI (in)' ports on the REAR of the Surround Hub 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 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 through the two optical ports on the REAR of the Hub.
- Switch audio input to the chosen Optical port using the remote.
- The optical input supports audio up to 192 kHz/24 bits.

Bluetooth

- The Surround Hub is by default enabled and visible, ready for Bluetooth pairing.
- Search and select the Surround Hub in the Bluetooth Settings on your device. The name should be: '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.

Bluetooth



Spotify Connect

- Use your phone, tablet or computer as a remote control for Spotify. To learn how, go to <https://connect.spotify.com/connect>.
- NOTE: The Spotify Software is subject to third party licenses found here: <https://www.spotify.com/connect/third-party-licenses>.

Google Cast



- Make sure the device you want to play from and the Surround Hub is on the same network.
- Find the 'Google Cast' icon in the APP you want to play from. Tap it and select your Surround Hub from the list.
- The input will automatically switch to 'STREAM'. This can be seen on the 'Input indicator' on the remote.
- If a new input is selected, Google Cast will be disconnected. Google Cast will need to reconnect to resume playback.

Roon



- Open the Roon app and make sure your device and the Surround Hub is on the same network.
- Find the your Surround Hub in the app and select it as playback device.
- The input will automatically switch to 'STREAM'. 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 'STREAM'.

Apple AirPlay

- Make sure the device you want to play from and the Surround Hub is on the same network.
- Find the 'AirPlay' icon on the device you want to play from. Tap it and select your Hub from the list.
- The input will automatically switch to 'STREAM'. 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.



Tidal Connect

- Open the Tidal Connect app and make sure your device and the Surround Hub is on the same network.
- Select your Hub in the app as playback device.
- The input will automatically switch to 'STREAM'. 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 'STREAM'.



DLNA

- Open your designated DLNA app and make sure your device and the Surround Hub is on the same network.
- Find the your Surround Hub in the app and select it as playback device.
- The input will automatically switch to 'STREAM'. 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 'STREAM'.



4.3 Automatic Standby

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

The automatic standby time can be changed in the OSD menu.

NB: When Surround Hub 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 reach out to your dealer for assistance.

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 is optimal

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

2. Check Wi-Fi settings

- Try to avoid MESH networks.
- It is recommended to connect to a 2.4GHz Wi-Fi network.
- Try to avoid having a too high bandwidth, aim for 20 MHz or 40 MHz 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, 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.

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, bracked, 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 object 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

Google Cast built-in is a trademark of Google LLC.

The Spotify software is subject to third party licenses found here:
<https://www.spotify.com/connect/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.

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For documentation and other information see:

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

