Dell USB Soundbar (AC511)

Owner's Manual

Restrictions and Disclaimers

The information contained in this document, including all instructions, cautions, and Regulatory approvals and certifications, is provided by the supplier and has not been independently verified or tested by Dell. Dell cannot be responsible for damage caused as a result of either following or failing to follow these instructions.

All statements or claims regarding the properties, capabilities, speeds or qualifications of the part referenced in this document are made by the supplier and not by Dell. Dell specifically disclaims knowledge of the accuracy, completeness or substantiation for any such statements. All questions or comments relating to such statements or claims should be directed to the supplier.

Export Regulations

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States ("U.S.") and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.
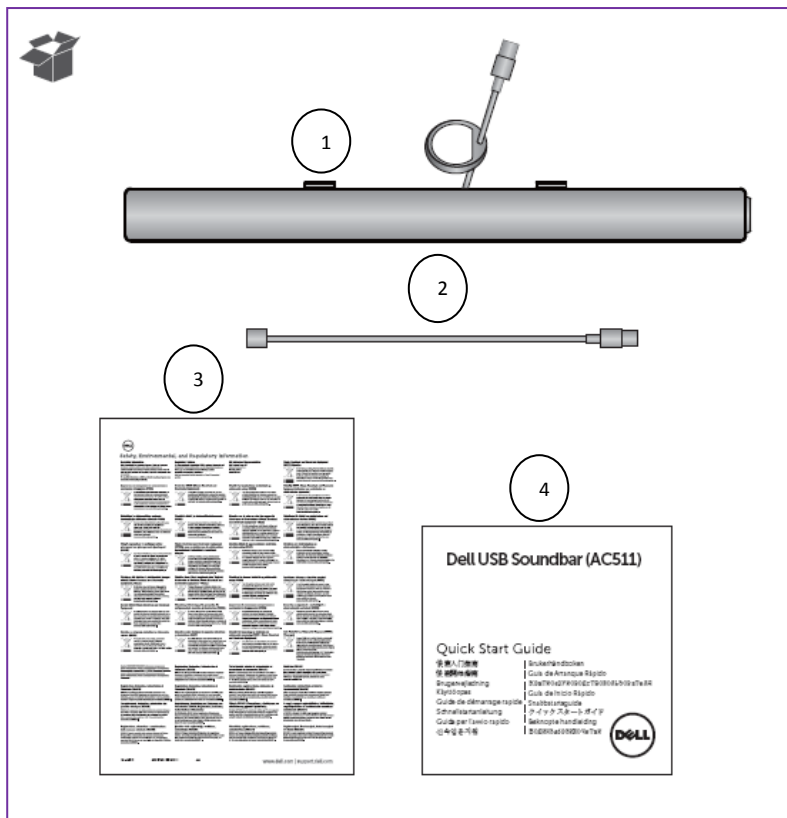
Contents

Setup

System Requirements

One USB port (for the USB cable)
Microsoft Windows 8 or 7

Contents of the Box

1 - Dell USB Soundbar (AC511)
2 - USB Extension Cable
3 - Safety, Environmental, and Regulatory Information sheet
4 - Quick Setup Guide

NOTE: The documents that shipped with the Soundbar may vary based on your region.

Setting Up Your Dell USB Soundbar (AC511)

1. After unpacking the unit, check the contents of the box.
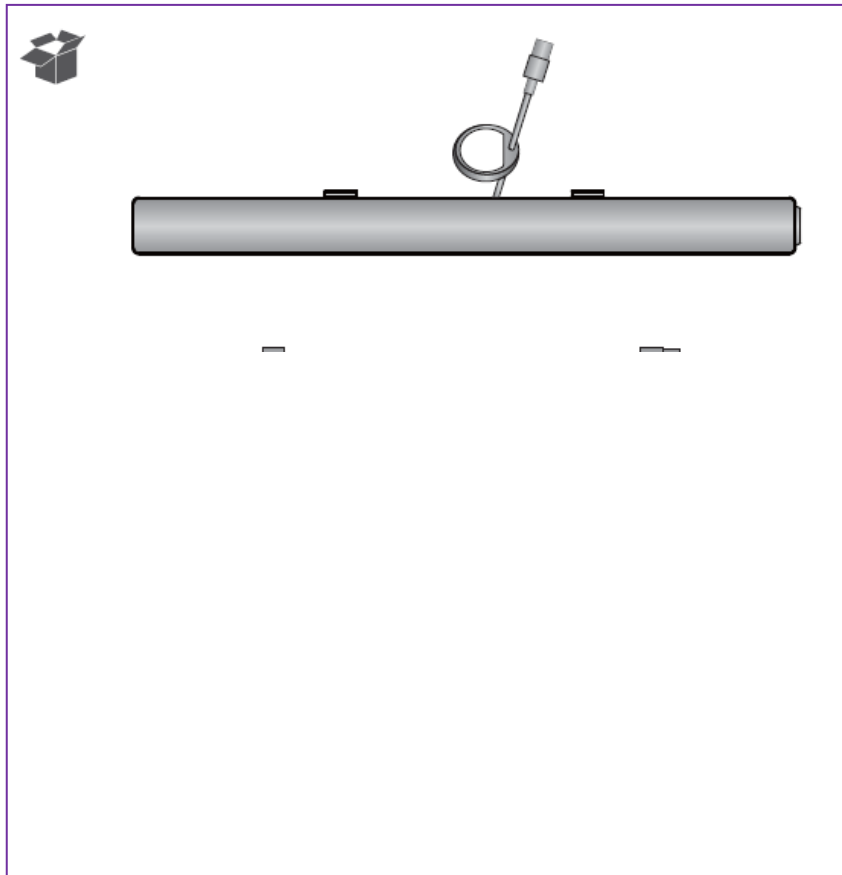
2. Remove the slot covers at the bottom of the Dell monitor.
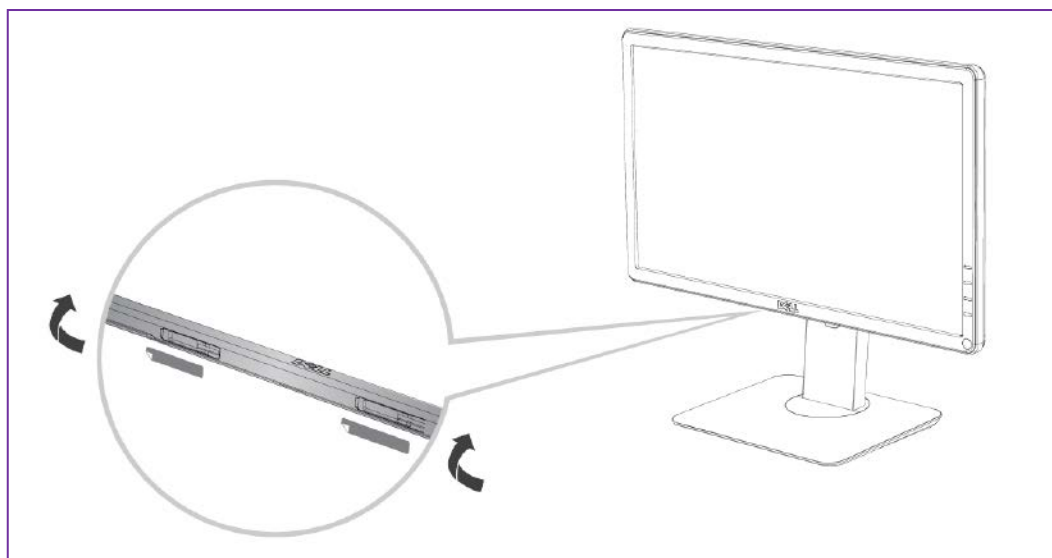
3. Connect the Soundbar to the Dell Monitor.

4. Connect the USB cable to the computer.

5. Direct control volume level of the computer.

If your Soundbar is not working, see the Troubleshooting section.

Troubleshooting

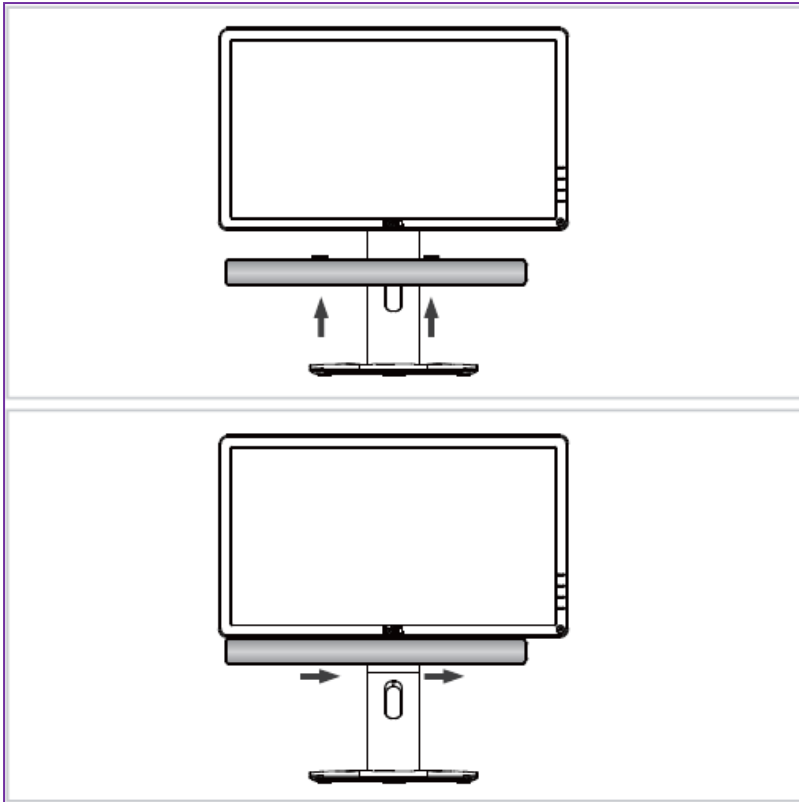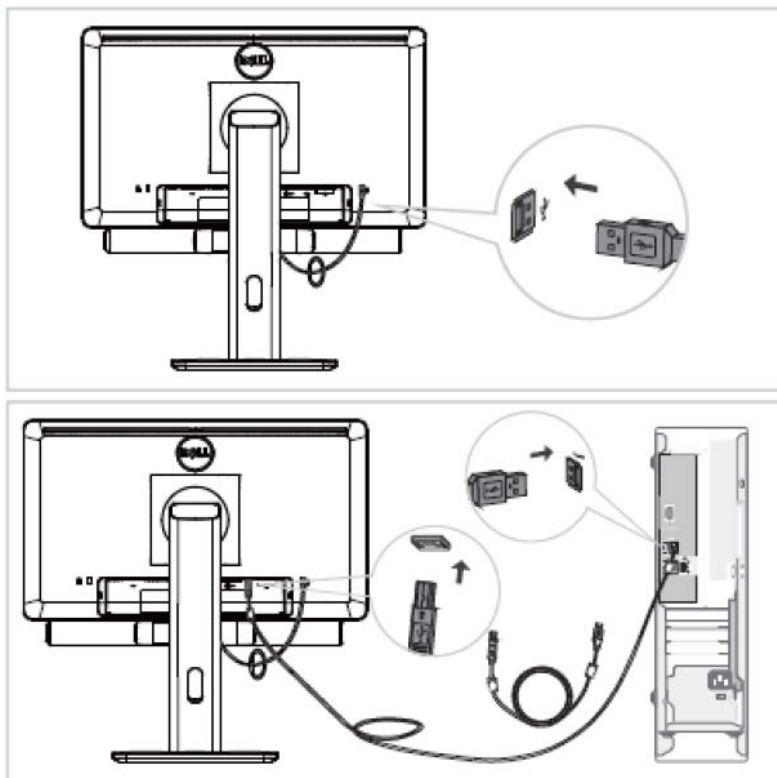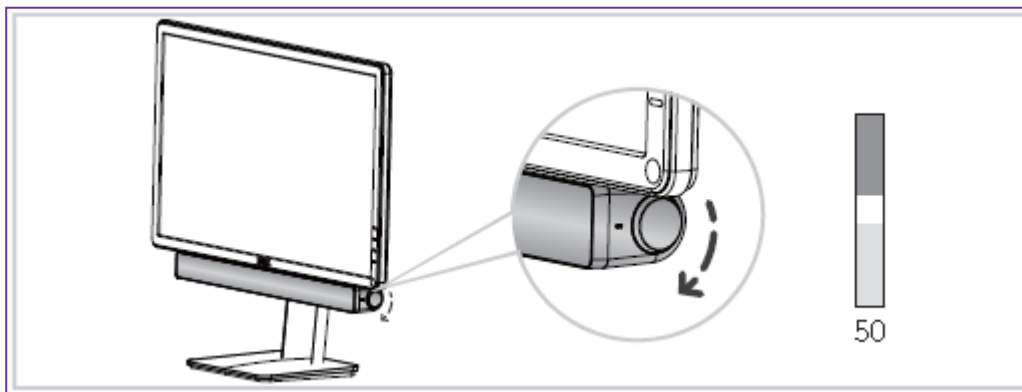| COMMON SYMPTOMS	WHAT YOU EXPERIENCE	POSSIBLE SOLUTIONS
Soundbar not functioning properly.	Soundbar not detected or synchronized.	1. Once the USB cable is plugged into the USB power source, observe if the white LED light on the right of the Soundbar lights up. 2. If the LED is not lit, check if the USB extension is faulty. Replace the cable with a known good USB cable, or directly insert the Soundbar USB cable into the USB power source. 3. If the LED lights up after replacing the USB extension cable, or by directly plugging the Soundbar USB cable into the USB source, the first USB cable is defective. 4. If no light is observed after replacing the USB extension cable, or by directly plugging in the Soundbar USB cable, then the Soundbar is defective. 5. If LED is lit and the Soundbar does not function, remove or unplug the Soundbar from the system and re-start the computer. 6. Plug in the Soundbar again and check if the LED lights up. 7. If the Soundbar still fails to connect, check if Soundbar is present in Device Manager. 8. Swap the USB Soundbar to another USB port. 9. If the other USB port works, the first USB port may be faulty. If the other USB port does not work, proceed to the next step. 1. Swap with a known-good USB Speaker or device (e.g. keyboard) or connect the Soundbar to another system. 2. If there is no other mouse or system available to test with, use a known good USB keyboard (or any other USB device) to see if it works on the same USB port. 3. If the known good USB device is not working on the same port, or the original Soundbar works properly on another system, the former system's USB I/O may be defective. 4. If known good USB device works, or the Soundbar does not work properly on another system, replace the Soundbar with a good one.

COMMON SYMPTOMS	WHAT YOU EXPERIENCE	POSSIBLE SOLUTIONS
No Sound	Soundbar has power – power LED indicator is on.	1. If playing through USB streaming, ensure that a music file is playing from the platform and the volume level is not 0%. 2. If playing through external music devices such as MP3 player, iPod/iPad/iPhone or any other Android phone, ensure that the aux-in cable is properly connected. 3. Ensure that the external music device volume is not 0%. 4. If playing through USB streaming, set all Windows volume controls to their maximum. 5. Play some audio content on the computer (for example, an audio CD or MP3 player). 6. Turn the volume to a higher level by rotating the Soundbar volume knob clockwise. 7. Clean or re-seat all cables again. 8. Test the Soundbar with a different music source (for example, a portable CD player or an MP3 player). 9. Go to the control panel of the computer and click on **Sound**. 10. Try different ports. 11. Re-install the on-board drivers or the sound card drivers. Restart the computer. 12. Try with a speaker that is known to be good.
No sound	No sound from USB audio source.	1. Check if a 3.5 mm aux-in cable is inserted in the Soundbar aux-in jack. 2. Remove the 3.5 mm aux-in cable from the aux-in jack.
Distorted Sound	Computer's sound card is used as the audio source.	1. Clear any obstructions between the Soundbar and the user. 2. Confirm that the audio line-in plug is completely inserted into the jack of the sound card. 3. Set all volume controls to their midpoints. 4. Decrease the volume of the audio application. 5. Turn the volume level to lower setting by rotating the Soundbar knob counter-clockwise. 6. Clean and re-seat all cables again. 7. Troubleshoot the computer's sound card. 8. Test the Soundbar using another audio source (for example, a portable CD player or an MP3 player). 9. Ensure no loose objects are touching the Soundbar.
Distorted Sound	Other audio source is used.	1. Clear any obstructions between the Soundbar and the user. 2. Confirm that the USB cable or audio line-in plug is completely inserted into the jack of the audio source. 3. Decrease the volume of the audio source. 4. Turn the volume level to a lower setting by rotating the Soundbar knob counter-clockwise. 5. Clean and re-seat the cables again. 6. Turn the bass or wave setting lower. 7. Turn the "Wow Surround" setting lower. 8. Ensure that the Soundbar is attached on the monitor. 9. Ensure no loose objects are touching the speaker.

COMMON SYMPTOMS	WHAT YOU EXPERIENCE	POSSIBLE SOLUTIONS
Unbalanced sound output	Sound from only one side of the Soundbar	1. Clear any obstructions between the Soundbar and the user. 2. Confirm that the audio line-in plug is completely inserted into the jack of the Soundbar or audio source. 3. Set all Windows audio balance controls (L-R) to their midpoints. 4. Clean and re-seat all cables again. 5. Troubleshoot the computer's sound card. 6. Test the Soundbar using another audio source (for example, a portable CD player or an MP3 player).
Low volume	Volume is too low.	1. Clear any obstructions between the Soundbar and the user. 2. Turn the volume to a higher level by rotating the knob clockwise. 3. Set all Windows volume controls to their maximum. 4. Increase the volume of the audio application. 5. Test the Soundbar using another audio source (for example, a portable CD player or an MP3 player).
Buzzing noise	Noise from the Soundbar	Is the Soundbar properly attached to the Monitor and no obstruction? 1. Ensure that the Soundbar is attached to the monitor and no loose objects are hanging or touching the Soundbar. 2. Try reducing the volume to a low level by rotating the knob counterclockwise. 3. Ensure the wires do not interfere with the Soundbar.
Aux-in no sound	No sound using the aux-in function.	1. Is the aux-in cable plugged in? 2. Ensure that the aux-in cable is properly plugged in the Soundbar's aux-in jack and on the aux-out jack of the audio device. 3. Try using a different or known good aux-in cable. 1. Is the external audio device turned on or is playing music? 2. Check if the audio device is turned on or is playing music. 3. Ensure that the audio device volume is not set to 0% volume level. 4. Try replacing the audio device with a known good audio device.
Aux-in distortion	Is the aux-in cable properly plugged in?	1. Clear any obstructions between the Soundbar and the user. 2. Confirm that the audio line-in plug is completely inserted into the jack of the audio source. 3. Decrease the volume of the audio source. 4. Turn the volume level to a lower setting by rotating the Soundbar knob counter-clockwise. 5. Clean and re-seat cables again. 6. Turn the bass or wave setting lower. 7. Turn the "Wow Surround" setting lower.

COMMON SYMPTOMS	WHAT YOU EXPERIENCE	POSSIBLE SOLUTIONS
		8. Ensure the Soundbar is properly attached on the monitor. 9. Ensure no loose objects are touching the Soundbar.
Headphone jack connected, but no sound is heard.	USB streaming or external audio source is not playing music and volume is 0%.	1. Check if the platform music player or external audio source is playing music. 2. Check if the audio source and the Soundbar volume are not set to 0%.
Headphone jack connected.	Audio distortion.	1. Check if the headphone plug is properly inserted into the Soundbar headphone jack. 2. Check if the headphone plug is not showing intermittent connection. 3. Check if the music file is not distorted when playing without the headphone or connected to a known good headphone.
Cable not long enough and extension cable cannot connect to speaker USB cable.	USB extension cable	1. Check if the 300 mm Soundbar cable length is not enough to connect the Soundbar to the USB port, use the USB extension cable to connect the Soundbar to the USB port. 2. Check if the USB cable is not damaged.
Soundbar cannot mount onto monitor.	T-Hook	1. Check if the T-Hook is missing. 2. Check if the T-Hook is not damaged or broken. 3. Check if the Monitor/LCD Soundbar slot is open and that no Mylar covers obstruct the slots.
Missing items	Packaging check	1. Open the box and check if the USB extension is present inside the package. 2. Check if all items as show in "Contents of the box" are present inside the package.

Specifications

General

Model number	AC511
Connection type	USB
Supported operating systems	Microsoft Windows 8
	Microsoft Windows 7

Electrical

Operating voltage	5 V
Audio Input	USB Digital Audio Input
	Analog Audio Aux-in (3.5 mm jack)
Output Power	2 x 1.25 W @ ≤10% THD

Physical Characteristics

Height	39.00 mm (± 0.5 mm) (including T-Hook)
Length	406.00 mm (± 0.5 mm)
Width	49.00 mm (± 0.5 mm)
Weight	454 g (±10 g)
USB Extension Cable	51 g (± 5 g)

Environmental

Operating temperature	0 °C to 40 °C
Storage temperature	-40 °C to 65 °C
Operating humidity	90% maximum relative humidity, non condensing
Storage humidity	90% maximum relative humidity, non condensing

Soundbar Features
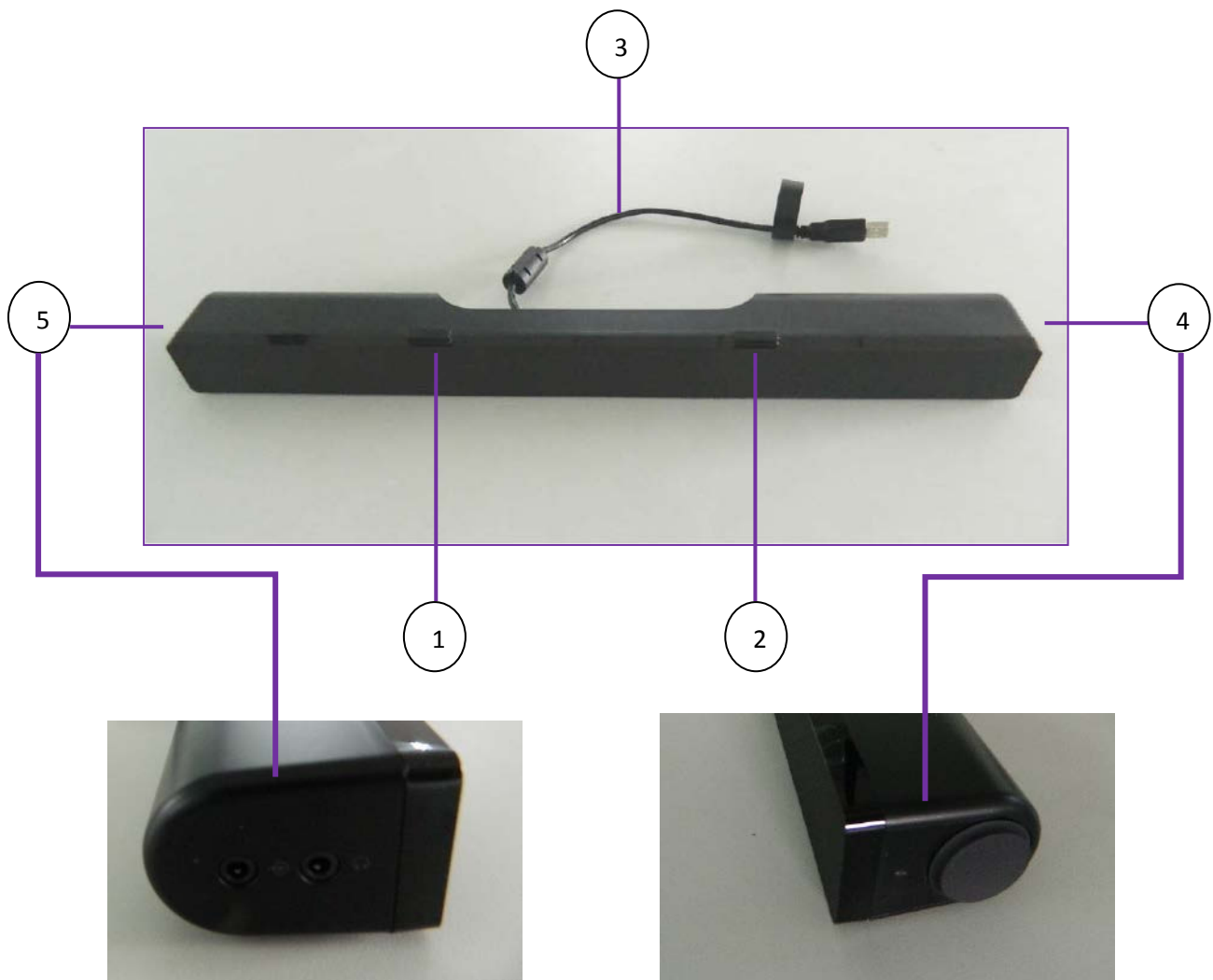
1. Left T-Hook for Soundbar mounting
2. Right T-Hook for Soundbar mounting
3. USB cable
4. Volume knob and power LED
5. Aux-in and headphone jack

Warranty

Limited Warranty and Return Policies

Dell-branded products carry a 1-year limited hardware warranty.

If purchased together with Dell system, it will follow the system's warranty.

For U.S. customers:
This purchase and your use of this product are subject to Dell's end user agreement, which you can find at www.dell.com/terms. This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:
Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms. Dell may also provide an additional hardware warranty – full details of the Dell end user contract and warranty terms can be found by going to www.dell.com, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link for the end user terms or the "support" link for the warranty terms.

For non-U.S. customers:
Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty – full details of Dell's warranty terms can be found by going to www.dell.com, selecting your country from the list at the bottom of the "home" page and then clicking the "terms and conditions" link or the "support" link for the warranty terms.

Regulatory

Soundbar Regulatory Model: AC511

Regulatory Information
This device is in conformance with FCC Rules and Regulation Part 15 Subpart B Class B 2012 and ICES-003 Issue 5 February 2012 for information Technology Equipment. Operation of the devices is subject to the following two conditions: (1) The devices may not cause harmful interference, and (2) The devices must accept any interference that may cause undesired operation.

This equipment 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 equipment generates, uses, and can radiate radio frequency energy. If the equipment is not installed and used in accordance with the instructions, the equipment may cause harmful interference to radio communications. There is no guarantee, however, that such interference will not occur in a particular installation. If this equipment 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 taking one or more of the following measures:

· Relocate this device.
· Increase the separation between the device and the receiver.
· Connect the device into an outlet on a circuit different from that of other Electronics.
· Consult the dealer or an experienced radio technician for help.

Agency Approval
C-Tick, FCC, CE, CB, UL, Canada IC, China CCC, Japan VCCI, Taiwan BSMI, Mexico NOM, Korea KCC, Serbia Kvalitet

Certifications

Microsoft WHQL Logo
The Dell AC511 USB Soundbar has passed WHQL logo testing by Microsoft Windows Hardware Quality Labs.

WHQL Logo is a certification scheme operated by Microsoft Windows Hardware Quality Labs. In this case it ensures that hardware is compatible with Microsoft Operating Systems. The Soundbar is qualified through the use of WHQL test kits and has been included in the Microsoft Hardware Compatibility List.

Back to Contents Page