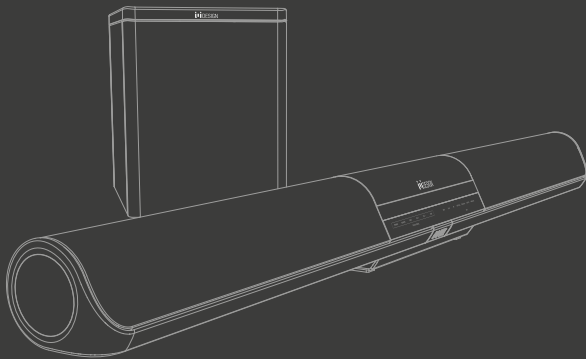




IMMERSE UD-1404

2.1 Wi-Fi / Bluetooth Multi-Room Sound Bar with Wireless Subwoofer

User Manual

* Please read the instructions carefully before using the system and keep the manual for future reference.

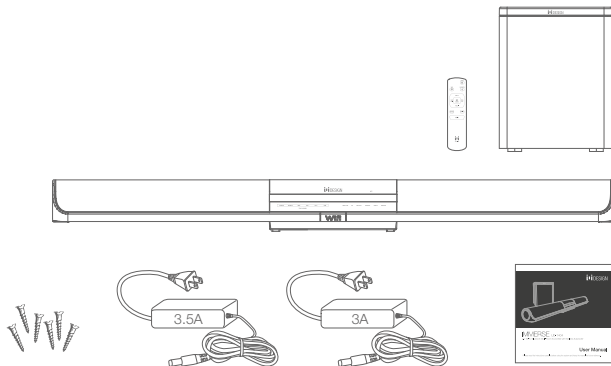
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Inside the Box

Carefully unpack the carton and confirm that the following parts are included.

- IMMERSE Wi-Fi / Bluetooth sound bar
- Subwoofer
- Remote control
- AC adaptors
- Installation screws
- Manual



Precautions

- * Please read these safety instructions carefully to ensure your safety.
- Do not use this product where contact with moisture, liquids, humidity or rain is possible to avoid electric shock and operating damage.
- Avoid exposing this product to direct sunlight, stove tops or any other heat sources to prevent operating damage.
- Do not cover the ventilation openings – this may cause overheating, damage to the product, and a hazardous condition.
- Do not drop, disassemble, deform, modify or insert any objects into this product as operating damage will result.
- Do not attempt to repair, modify or disassemble the product yourself. This product does not contain any user-serviceable components.
- Do not clean the product with alcohol, ammonia based cleaners, abrasive cleaners or wet cloth. Only clean with a soft dry cloth.
- Do not place this product on its side, on slanted surfaces as well as near the edge of high surfaces, like shelves. Take care to prevent accidental falling. The product may vibrate while playing music, which cause it to move and fall off a surface.
- Do not bring your product in to contact with any sharp objects as this may cause scratches and operating damage.
- Observe all signs and displays that require an electrical device or RF radio product to be switched off in designated areas.
- Dispose of the product in accordance with local laws and regulations.

FCC Statement

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 use 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 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 one 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.

FCC Notice

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.

FCC Caution

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada (IC) Compliance Notice

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. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

FCC ID: NKTUD-1404, IC ID: 9092A-UD1404

To locate the FCC and IC identification numbers, please look on the underside of the IMMERSE.

Model number UD-1404



The crossed-out wheeled bin symbol means that the product must be disposed of separately in the European Union. These products must not be disposed of with unsorted household waste.

Product Introduction

The iui DESIGN UD-1404 “IMMERSE” multi-room 2.1 sound bar is a breakthrough in providing high performance audio to your TV and also your entire home. You’re in control – you can use sound bar with other iui DESIGN Wi-Fi speakers to create a whole-house system, and the configuration options are almost limitless.

Historically, if you wanted to listen to music from your TV or digital device, you could connect to your speaker with a 3.5mm audio cable, or Bluetooth. But IMMERSE provides you breakthrough flexibility. While it connects via an audio cable, optical digital cable and Bluetooth, it also can connect by Wi-Fi and wired Ethernet.

And by using Wi-Fi or wired Ethernet, you can create a whole home audio system, so that you have music distributed throughout your home.

To get the best experience from IMMERSE, it’s good to understand some basics. First and foremost, you can simply connect the product to your TV by using the optical or coaxial digital audio input, or 3.5mm stereo audio line in. But to play your music to the sound bar and also to other Wi-Fi speakers, you need to take a few additional steps. But, let’s first walk through the basics...

Since IMMERSE is a very high-performance sound bar with amazing technology capability, you have options to meet your lifestyle. First, you need to decide how to connect your TV and other digital devices to the product, and what the trade-offs are for each type of connection.

3.5mm Audio Line-in:

If you use the 3.5mm stereo audio line in, you can simply connect your audio source to IMMERSE, and you can enjoy high performance audio. Of course, you will be limited to one IMMERSE sound bar and you have to remain physically connected.

Bluetooth:

Bluetooth is a simple wireless connection to connect your digital source to your IMMERSE. Bluetooth technology only connects from one source (your TV or other digital source, like a PC or Smartphone) to one speaker, such as IMMERSE sound bar. And Bluetooth has lower sound performance than a wired 3.5mm audio connection, due to compression of the signal during wireless transmission. Its range is also limited, typically to one room.

Wi-Fi:

Using Wi-Fi, you can connect your Wi-Fi digital source (such as your TV, PC, Mac, tablet, smartphone, etc) to the

IMMERSE sound bar or more Wi-Fi speakers. The benefit of Wi-Fi over Bluetooth is important – Wi-Fi allows you to stream one source to IMMERSE sound bar and other iui DESIGN Wi-Fi speakers all over your house (because Wi-Fi typically has longer range), and the bandwidth of Wi-Fi is much higher than Bluetooth, so the quality of the sound performance is essentially the same as a 3.5mm wired audio connection.

Of course, Wi-Fi performance in the home is influenced by many factors – the quality of your wireless router, how many people are connected to the router and downloading at the same time, the number of routers that are active (which is really important in high-density housing such as apartment buildings).

In general, we recommend a maximum of one IMMERSE and two iui DESIGN Wi-Fi speakers connected to your router. More is possible if you take certain technical steps to improve your bandwidth – but that discussion is beyond the scope of this manual.

And Wi-Fi performance is impacted by the capability of your Wi-Fi enable digital device – for example, an iOS based product such as an iPhone can only reliably connect to one Wi-Fi device at a time. But if you use iTunes on your PC or Mac, you can connect to multiple Wi-Fi speakers. You can also use Android smartphones, tablets and PC's to connect using a standard known as DLNA, and connects to multiple Wi-Fi speakers.

Wired Ethernet:

Wired Ethernet, where the IMMERSE is connected to your router or Ethernet switch with an Ethernet cable will give you the best performance. You can typically connect many more than three Wi-Fi speakers. Ultimately, there is a limitation of your router or Ethernet switch, but for most standard residential users this is not a factor. And wired Ethernet will give you the audio performance of a 3.5mm wired connection.

So the first decision you will have to make is how you want to connect to IMMERSE. Once you make that decision, then you can follow the easy steps in this manual to start enjoying your music.

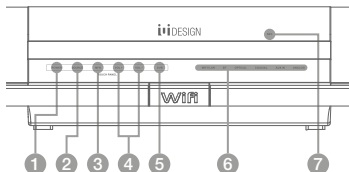
If you are using an iPhone or /and Android device, we have an app that makes it easy to set-up your IMMERSE. You can use the app to connect the IMMERSE to your home network, you can name it (Living Room, Bedroom, Den), and you can assign IMMERSE and other iui DESIGN Wi-Fi speakers to groups, so that you can play your music to one, some or all Wi-Fi speakers and sound bar.

The IMMERSE application also updates the software on your IMMERSE sound bar, keeping it current and up to date. The IMMERSE application does not take the place of your music player software, such as iTunes, Windows Media Player or streaming music service applications such as Pandora. The application lets you configure your IMMERSE speakers, and then you use your favorite applications to select and play music.

Sound Bar

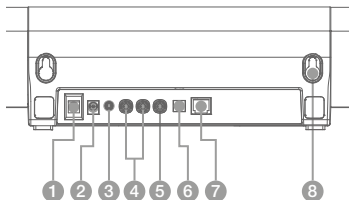
Front:

1. POWER – Switch the soundbar and subwoofer on or to standby.
2. SOURCE – Select an input source for the soundbar.
3. MFB – Activate Bluetooth pairing mode in Bluetooth mode and Resetting in Wi-Fi mode.
4. VOL+ / VOL- – Increase or decrease volume. Press and Hold for rapidly increase or decrease.
5. SUB – Activate soundbar and subwoofer pairing mode.
6. LED display panel – Show audio input selection.
7. NFC sensor – Pair with Bluetooth enabled device with NFC feature.



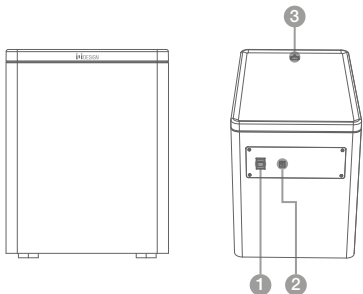
Back:

1. Power - Switch the soundbar power off and put the sub-woofer into standby mode.
2. DC jack – Connect with power source.
3. AUX IN – Connect to an audio source with a 3.5mm audio line-in cable.
4. Analog line-in (L / R) – Connect to an audio source with a RCA cable.
5. Coaxial line-in – Connect to an audio source with a coaxial cable.
6. Optical line-in – Connect to an audio source with a digital optical cable.
7. RJ45 Ethernet jack – Connect to a network router with a RJ45 Ethernet cable.
8. Wall mount holes – Mount soundbar on wall with included screws.



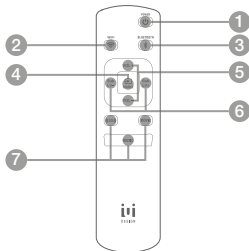
Subwoofer

1. Power – Switch the subwoofer on or off.
2. DC jack – Connect with power source.
3. Pairing button – Activate soundbar and subwoofer pairing mode.



Remote

1. Power – Switch the soundbar on or to standby.
2. Wi-Fi mode – Select Wi-Fi as an input source.
3. Bluetooth mode – Select Bluetooth as an input source.
4. SOURCE – Select an input source for the soundbar.
5. VOL+ / VOL- – Increase or decrease soundbar volume. Press and hold for rapidly increase or decrease.
6. Sub LV+ / Sub LV- – Increase or decrease subwoofer volume. Press and hold for rapidly increase or decrease.
7. 3D / Movie / Music – Use pre-installed sound effect.



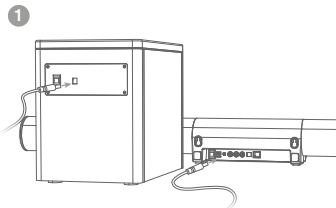
Setup of IMMERSE

The IMMERSE sound bar transmits sound signal from audio source to the subwoofer by 2.4GHz wireless technology for reliable connection.

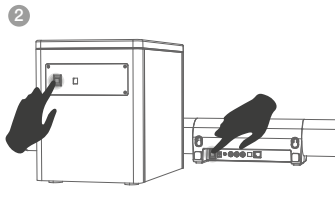
Connect Sound bar to Subwoofer

When the sound bar and subwoofer are connected to power source and powered on, they connect automatically and the LED on subwoofer turns solid red.

If the connection between the subwoofer and the sound bar is lost ...

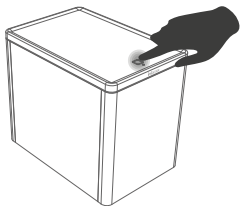


Connect sound bar and subwoofer to power source.



Switch on the power of sound bar and subwoofer.

3



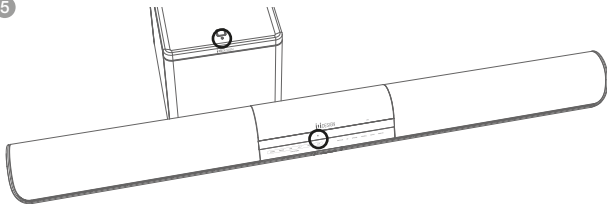
Press the pairing button on the subwoofer until LED flashing.

4



Press the “SUB” button on the sound bar touch panel until LED on sound bar panel flashing with alert tone.

5



The SUB LED on sound bar and the LED on subwoofer are flashing which indicate that they are establishing a connection. The LED on sound bar stops flashing and the LED on subwoofer turns to solid red when the connection is established.

Placement

IMMERSE is typically used in one of two configurations – wall mounted or “table top”. For better sound experience, the sound bar should be placed at or close to ear level.

Option 1: Tabletop

Simply place IMMERSE on a flat surface horizontally with the iui DESIGN logo facing the listener. The rubber feet on IMMERSE will cushion it on the flat surface.

Option 2: Wall Mounting

IMMERSE includes screw mounting holes on the back of the sound bar, just follow the steps below to mount it on wall.

1. Fasten the 2 included screws to the wall. The screws should protrude 11 to 12mm from the wall to allow them to fit into the screw holes on the back of IMMERSE. Please ensure that the screws are securely installed. Depending on your wall material, you may need to use other screws to get a strong installation, or consult a professional to install the screws.
2. Hang IMMERSE on to the screws. You may need to adjust the screws for best fit. Remember to connect IMMERSE to the power and audio cables (see below) before final mounting.

Connecting to your TV

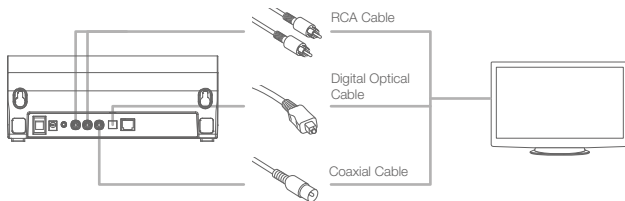
Subwoofer

The subwoofer should be placed flat surface, preferably on the floor. For stable connection with the soundbar, place it within 3 meters or 9 feet from the soundbar.

Connect to TV

In order to finish setting up the IMMERSE system, you should connect it to a TV using analog or optical/coaxial audio input.

Connect the soundbar and TV with a RCA cable or a digital optical or coaxial cable as shown below.



If you connect using a RCA cable, select “ANALOG” as the audio source.

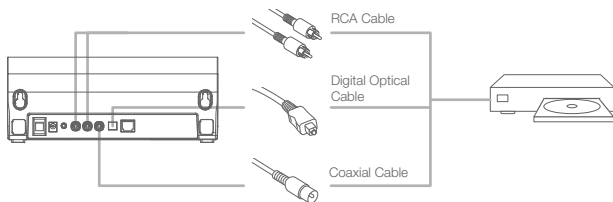
If you connect using a digital optical cable, select “OPTICAL” as the audio source.

If you connect using a Coaxial cable, select “Coaxial” as the audio source.

Connect to DVD player

After you finish setting up the IMMERSE system, it can connect to a DVD player using analog, optical or coaxial audio input.

Connect the soundbar and the DVD player with a RCA cable / a digital optical cable / coaxial cable.



If you connect using a RCA cable, select “ANALOG” as the audio source.

If you connect using a digital optical cable, select “OPTICAL” as the audio source.

If you connect using a digital coaxial cable, select “COAXIAL” as the audio source.

Connecting to other devices

After you finish setting up the IMMERSE system, it can connect to other devices, such as smartphones, tablets, PCs, video game consoles, etc. using the following connection options.

Please note that the sound bar system will enter standby mode when there is no any source connected to the sound bar in 20minutes. When 3.5mm Aux-in cable is connected to sound bar, the sound bar will not enter standby mode.

Wireless:

- Wi-Fi
- Bluetooth

Wired:

- Ethernet
- Aux-in
- Analog
- Optical
- Coaxial

Wi-Fi - Connecting to other devices

After you finish setting up the IMMERSE system, it can stream music wirelessly from a Wi-Fi digital music source through Wi-Fi connection.

Before Setup

Please make sure your device is connected to the same Wi-Fi network where IMMERSE will be located. Otherwise, an error message will appear after entering password as the app cannot detect IMMERSE in the current Wi-Fi network.

Setup for Android / iOS user

1

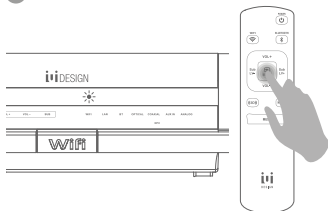


Wi-Fi Audio



Download the free iui DESIGN Wi-Fi Audio App from Google Play or App Store.

2



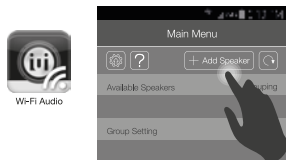
Select “WIFI/LAN” as the audio source.

3



Open the Wi-Fi setting page on your device. Turn on the Wi-Fi feature and select “IMMERSExxxx”* from the list of available wireless networks*.

4



Launch the app on your device. Press **+ Add Speaker** button to start the setup procedure.

5



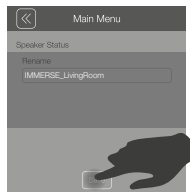
Select your Wi-Fi network inside the app.

6



Enter password for your Wi-Fi network you chose[#]. The LED indicator turns to solid red.

7

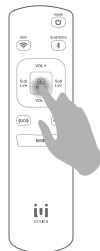
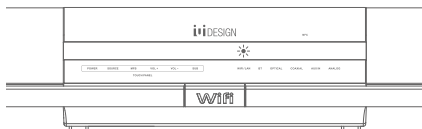


Rename IMMERSE and tap Save to confirm.

- * If the IMMERSE could not be found in the list, follow the section **“Reset Wi-Fi Connection”** to reset the speaker to factory default and try again.
- # In case of incorrect password or failed connection, follow the section **“Reset Wi-Fi Connection”** to reset the speaker to factory default and start the setup procedure again.

Setup for PC / Mac user

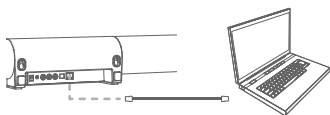
1



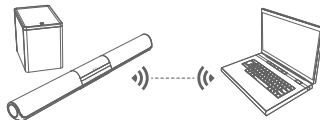
Select "WIFI/LAN" as the audio source.

2

Connect IMMERSE to your PC / Mac using Wi-Fi / RJ45 Ethernet cable.



or



Use an Ethernet cable to connect IMMERSE and your device. It takes approximately 30 seconds to establish connection with IMMERSE. The LED indicator will turn to solid red once the connection is completed.

Search and connect "IMMERSExxxx" in Wi-Fi setting page of computer*. The LED indicator will turn to solid red once the connection is completed.

3



Browse the below link on your device to enter the setup page:
<http://192.168.6.1/>

4



Select “Connect to Home” > “Wireless” in the setup page.

5



Select your Wi-Fi network.

6



Enter password for your Wi-Fi network you chose and Click “Join”.

7



Click “Done” and remove the Ethernet cable if you use it for setup[#].

- * If the IMMERSE could not be found in the list, follow the section **“Reset Wi-Fi Connection”** to reset the speaker to factory default and try again.
- [#] In case of incorrect password or failed connection, follow the section **“Reset Wi-Fi Connection”** to reset the speaker to factory default and start the setup procedure again.

Streaming Music via Wi-Fi Connection

For Android User

You should download a DLNA compatible player for streaming music. Select IMMERSE (which may appear with the name you assigned) as your audio output device in the music player. Different players may have different setups, please refer to those corresponding user guides for detail.

For iOS user

You can stream music to IMMERSE via AirPlay:

1. Launch your music player
 2. Tap on AirPlay 
 3. Choose "IMMERSE"
- (If you renamed it, it will appear with the name you assigned)



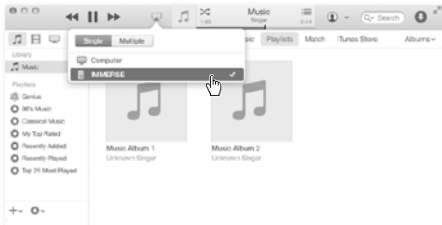
For PC User

Windows Media Player Ver.11 and above can be used to stream music to IMMERSE through "Play To" feature. Use "Play To" on your music library from Windows Media Player. For detail instruction for "Play To" feature, please consult the user manual for your specific device.

For Mac User

You can stream music to IMMERSE via iTunes:

1. Launch iTunes
2. Click AirPlay 
3. Choose "IMMERSE"
(If you renamed it, it will appear with the name you assigned)



* Please make sure your device is connected to the same Wi-Fi network as IMMERSE is located.

Advanced Setting

Using the iui DESIGN Wi-Fi Audio App, you can control the advanced setting of IMMERSE and other iui DESIGN Wi-Fi speakers, including “Rename Your Speaker”, “Multi-Room”, “Audio Channel” and “Firmware Update”.

For multi-room setting, see the section “Multi-Room” for detailed instructions. For firmware update, see the section “Firmware Update” for detailed instructions.

Reset Wi-Fi Connection

If you wish to connect IMMERSE to another Wi-Fi network or you could not find IMMERSE in the list of available wireless networks in Wi-Fi setting page, you need to reset the Wi-Fi connection. After restoring the factory setting, the name of speaker will be set as “IMMERSExxxx”.

To reset the Wi-Fi connection, follow the below instructions:

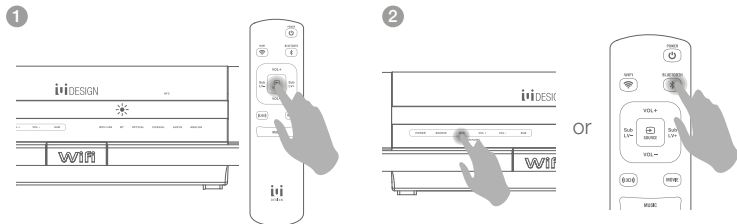
1. Connect IMMERSE to power source. Select “WIFI/LAN” as the audio source.
2. Press and hold **MFB** key for 5 seconds. The LED indicator will flash red with alert tone to indicate that the factory reset is done.

* The Factory Reset only applies to Wi-Fi mode with no 3.5mm line-in connected. If you want to reset to the factory default, please disconnect the 3.5mm audio line in cable.

Bluetooth - Connecting to other devices

After you finish setting up the IMMERSE system, it can stream music wirelessly from a Bluetooth enabled device by Bluetooth pairing or NFC (for NFC enabled devices only).

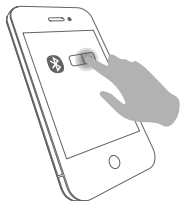
By Pairing - Bluetooth Connection



Select “BT” as the audio source.

Press and hold  button on remote control to activate pairing mode. Or, touch and hold the MFB button on the soundbar touch panel. BT LED on sound bar panel will flash.

3



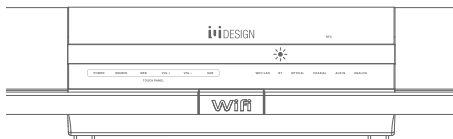
Turn on the Bluetooth feature on your device

4



Search “IMMERSE” and select.

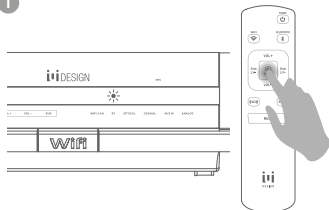
5



Confirm pairing and the BT LED indicator turns solid red.

By NFC - Bluetooth Connection - for NFC enabled device only

1



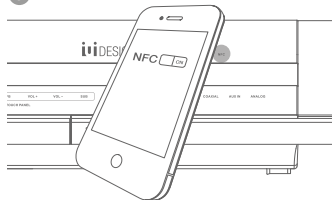
Select "BT" as the audio source.

2



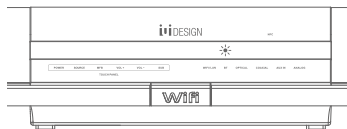
Turn on the NFC feature on your device.

3



Tap on the NFC sensor for pairing.

4



Confirm pairing and the BT LED indicator turns solid red.

Ethernet - Connecting to other devices

After you finish setting up the IMMERSE system, it can stream music wirelessly from a digital music source through Wi-Fi connection while the IMMERSE system is physically connected with the Wi-Fi router.

Before Setup

Please prepare a RJ45 Ethernet cable and a PC / Mac which has Wi-Fi feature for setup.

Setup

1



Select "WIFI/LAN" as the audio source.

2



Search and connect "IMMERSExxxx" in Wi-Fi setting page*. The LED indicator will turn to solid red once the connection is completed.

3



Browse the below link on your device to enter the setup page:
<http://192.168.6.1/>

4



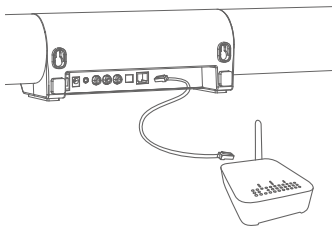
Select “Connect to Home” >
 “LAN” in the setup page.

5



Click “Join”.

Use an Ethernet cable to connect the soundbar and your Wi-Fi router.



6



Click “Done”. The WIFI LED indicator lights up once the connection is completed.

- * If the IMMERSE could not be found in the list, follow the section **“Reset Wi-Fi Connection”** to reset the speaker to factory default and try again.

Streaming Music via Wi-Fi Connection

See the section **“Streaming Music via Wi-Fi Connection”** under **“Wi-Fi - Connect to other devices”** for detailed instructions.

Advanced Setting

Using the iui DESIGN Wi-Fi Audio App, you can control the advanced setting of IMMERSE and other iui DESIGN Wi-Fi speakers, including **“Rename Your Speaker”**, **“Multi-Room”**, **“Audio Channel”** and **“Firmware Update”**.

For multi-room setting, see the section **“Multi-Room”** for detailed instructions.

For firmware update, see the section **“Firmware Update”** for detailed instructions.

Aux-in / Analog / Optical / Coaxial

- Connecting to other devices

After you finish setting up the IMMERSE system, it can connect to an audio source using aux-in, analog, optical or coaxial audio input.

Connect the soundbar and the audio source with a 3.5mm audio line-in cable / a RCA cable / a digital optical cable / a coaxial cable as shown below.

If you connect using a 3.5mm audio line-in cable, select “AUX IN” as the audio source.

If you connect using a RCA cable, select “ANALOG” as the audio source.

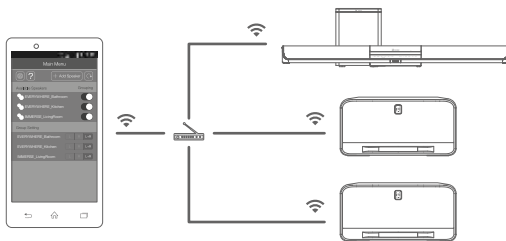
If you connect using a digital optical cable, select “OPTICAL” as the audio source.

If you connect using a coaxial cable, select “COAXIAL” as the audio source

Multi-Room Whole House Operation

“Multi-Room” allows grouping IMMERSE and other iui DESIGN Wi-Fi speakers to play together from the same music source. This feature only can be used in Wi-Fi or Ethernet connection and with iui DESIGN Wi-Fi Audio App,

In the iui DESIGN Wi-Fi Audio App, follow the below steps for multi-room setup.

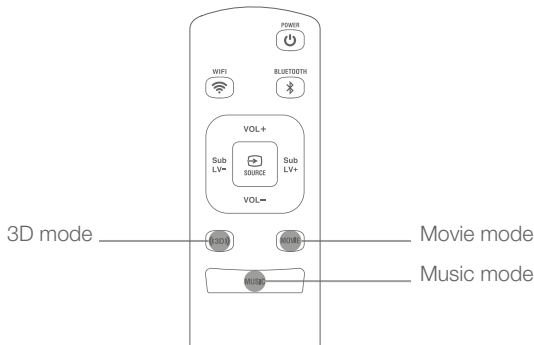


Slide the button to group the sound bar and iui DESIGN Wi-Fi speakers. Stream music using Wi-Fi connection.

- * For most of the devices, it can connect reliably up to 3 speakers
- * Due to the limitation of iPhone/iOS, multi-room operation (more than one speaker) is sometimes not stable.

Sound Effect Mode

There are 3 pre-set sound effect modes in IMMERSE: Music mode, Movie mode and 3D mode. Different modes have different audio equalizer setting. You can choose the mode that fits your usage.



Firmware Updating

“Firmware Update” allows updating the firmware of IMMERSE maintain the best product performance. It is strongly recommended that you always update your firmware, and regularly check to see if an update is available.

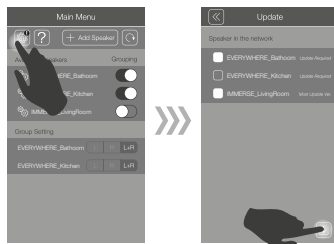
For Android / iOS User

In the iui DESIGN app, the sign means there is update available.

Tap .

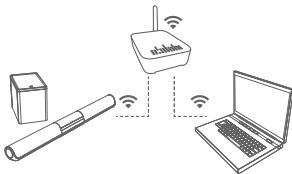
Tap on the speaker you wish to update.

Press  button.



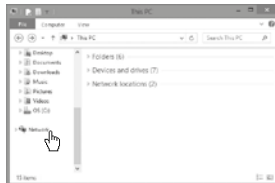
For PC User

1



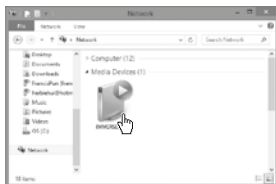
Connect your PC to the Wi-Fi network where IMMERSE is located.

2



Open "Your Neighborhood Network".

3



Double click IMMERSE to enter setup page.

4



Click "Others..." .

5



Click “Firmware Upgrade”.

6

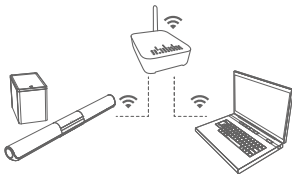


Click “Check for Update”.
Click “Update” if there is
available update.

* Please keep stable network connection during firmware upgrade.

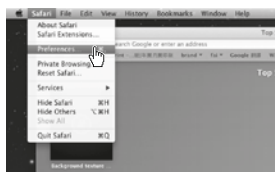
For Mac User

1



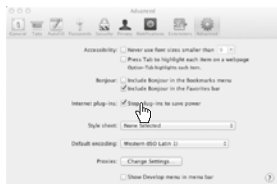
Connect your Mac to the Wi-Fi network where IMMERSE is located.

2



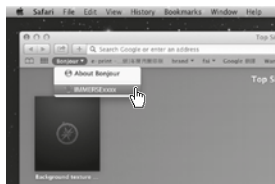
Open “Safari”.
Select “Preferences...” in Safari toolbar.

3



Click “Advanced” and check the box for “Include Bonjour in the Favorites bar”.

4



Select “Bonjour > Webpages > IMMERSE” to enter setup page.

5



Click “Others...” .

6



Click “Firmware Upgrade”.

7



Click “Check for Update”.
Click “Update” if there is
available update.

* Please keep stable network
connection during firmware
upgrade.

Trouble Shooting

What is Multi-room Wi-Fi audio?

- Multi-room Wi-Fi audio means leveraging a Wi-Fi network and use the Wi-Fi connected speaker system to fill every space at home with extraordinary sound by using multiple speakers.

What should be the router type to use with IMMERSE?

- Please use 802.11 b/g/n compatible router.

I cannot find IMMERSE in the Wi-Fi setting page.

- Please make sure IMMERSE is connected to a power source and the power switch is in “ON” position. If IMMERSE is still absent on the page, try to reset it to factory setting and try again. *See the section “**Reset Wi-Fi Connection**” for detailed instruction.

I cannot see IMMERSE in the app even I have successfully finished the setup process, or it shows an error message when typing in the password on the Wi-Fi page.

- Check your Wi-Fi network. Make sure your device is connected to the same Wi-Fi network where IMMERSE is located. Also, ensure IMMERSE is connected to power. The power switch is in the “ON” position and Wi-Fi mode is selected.

Is it possible to connect IMMERSE with Wi-Fi home network and Bluetooth of smartphone simultaneously?

- Each IMMERSE cannot connect with Wi-Fi and Bluetooth simultaneously but either one of them. As long as the Wi-Fi and Bluetooth connection is being established in IMMERSE, it will look for the last connected device (Bluetooth or Wi-Fi) when turn on.

Does my smartphone or tablet (the device) still able to access internet after connected with IMMERSE via Wi-Fi?

- If the device and IMMERSE are connected through the Wi-Fi network, the device is still able to access internet. However, if the device is directly connected with IMMERSE via Wi-Fi (or Airplay for iOS), it will be suspended from internet.

Why there is drop-out when playing music with IMMERSE?

- There are several reasons that interfere data transmission from the device to IMMERSE causing music drop-out.
 - i.) The other Wi-Fi or Bluetooth networks and devices in the surrounding will affect the data transmission, you may need to switch off those devices or move them further from the IMMERSE and your device.
 - ii.) There are many blockages between the device and the router, or the router and the Wi-Fi speakers. You may need to move the connected router closer to the Wi-Fi speakers.

How to resume the music streaming if it is suspended?

- The suspension of music streaming may cause by poor Wi-Fi signal or the router is overloaded by running too many programs.

To improve the Wi-Fi signal, please move the router and the Wi-Fi speakers closer.

To unload the router capacity, try to stop any video streaming or downloading action.

If there is no improvement, please restart your devices and restart the Wi-Fi speakers.

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