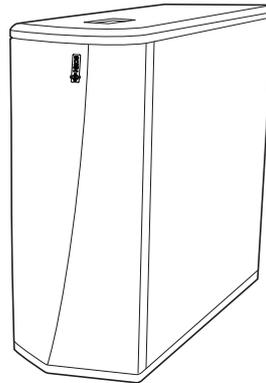




# Owner's Manual

## HEOS Subwoofer



<b>Introduction</b>	<b>4</b>	<b>Making adjustments</b>	<b>21</b>
<b>Before your begin</b>	<b>5</b>	Adjusting the Level	21
System requirements	5	Adjusting the Low Pass Filter	21
Network requirements	5	Adjusting the Phase	22
Hardware Requirements	6	Adjusting the status light brightness	22
Controller requirements	7		
Getting to know your HEOS Subwoofer	8		
Front panel	10		
Controls	11		
Back panel	12		
<b>Placing your HEOS Subwoofer</b>	<b>13</b>		
Powering your HEOS Subwoofer	14		
Getting the HEOS app	15		
<b>Setting up your first HEOS Subwoofer</b>	<b>16</b>		
<b>Adding more HEOS devices</b>	<b>17</b>		
Adding wired HEOS devices	17		
Adding wireless HEOS devices	17		
<b>Connecting devices</b>	<b>18</b>		
Pairing a HEOS Subwoofer to a HEOS device	18		
Pairing HEOS subwoofer to HEOS AVR or HEOS Bar	18		
Pairing HEOS Subwoofer to other HEOS device	19		
Unpairing the HEOS Subwoofer	20		



<b>Updating your system</b>	<b>23</b>	<b>Specifications</b>	<b>37</b>
<b>Advanced features</b>	<b>24</b>	<b>Information</b>	<b>39</b>
Wireless performance	24	Trademarks	39
<b>Power management</b>	<b>25</b>		
Power modes	25		
Quick Start Mode	25		
Deep Standby	25		
Off	25		
<b>Basic troubleshooting</b>	<b>26</b>		
My HEOS device won't connect to my network using the audio cable	26		
My HEOS device turns off and the status LED flashes in red	26		
Connecting to a WPS network	27		
Resetting your HEOS device	27		
Restoring the HEOS device to factory defaults	28		
Contact Denon	29		
<b>Status LED table</b>	<b>30</b>		
<b>Supported file types and codecs</b>	<b>36</b>		



Thank you for purchasing this HEOS product. To ensure proper operation, please read this owner's manual carefully before using the product.

#### NOTE

- THIS DOCUMENT CONTAINS INFORMATION THAT IS SUBJECT TO CHANGE WITHOUT NOTICE.  
For latest information, please visit <http://www.HEOSbyDenon.com>

## Introduction

The HEOS Subwoofer is part of the HEOS wireless multi-room sound system that enables you to enjoy your favorite music anywhere and everywhere around your home. By utilizing your existing home network and the HEOS app on your iOS or Android™ device, you can explore, browse, and play music from your own music library or from many online streaming music services.

- True multi-room audio - play different songs in different rooms or the same song in every room
- Utilizes your existing home wireless network for quick and easy setup
- Industry leading microsecond audio synchronization between HEOS device
- Legendary Denon audio quality
- If you are in a hurry, you can be enjoying great sounding music in no time by following the steps outlined in the HEOS Quick Start Guide (packaged with your HEOS device).



Please continue reading this Owner's Manual for more detailed information about the features and benefits of your HEOS Subwoofer.



# Before your begin

---

## NOTE

- If you have already installed at least one HEOS device, please skip to the section "Adding more HEOS devices" (🔍 p. 17).

## System requirements

Before you begin installing your first HEOS device, please make sure you understand and meet a few basic requirements.

### ■ Network requirements

**Wireless Router** - In order to use your HEOS music system, you must have a working wireless (Wi-Fi) or ethernet network in your home. Even when connected to an Ethernet network, a Wi-Fi connection to the router is required to control the system using the HEOS Control app. If you do not have a wireless network, please contact your local Denon dealer or electronics retailer to assist you with purchasing and installing a wireless network in your home.

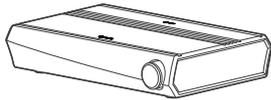
**High Speed Internet Connection** - HEOS accesses the Internet to stream music to your home from many popular online music services. HEOS is also designed to provide you with software updates, which are delivered via your home Internet connection. DSL, Cable, and Fiber services will provide the best experience and reliability. You may experience performance issues with slower Internet connections like satellite based services.



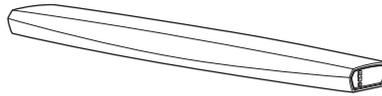
## ■ Hardware Requirements

Use the HEOS Subwoofer together with existing HEOS devices.

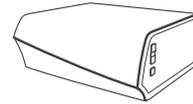
[Example]



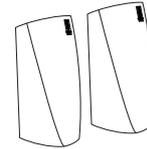
HEOS AVR



HEOS Bar



HEOS Amp



HEOS speaker

### NOTE

- HEOS Subwoofer can not be used by itself.



## ■ Controller requirements

You can control your HEOS wireless multi-room sound system using the free HEOS app on any iOS or Android mobile device that meets these minimum requirements:



### iOS Minimum Requirements

- iOS version 8.0 or later
- iPhone® 4S or newer
- iPad® 2 or newer
- iPod touch® (5th generation) or newer



### Android Minimum Requirements

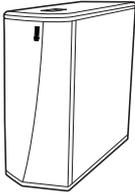
- Android OS version 4.0 or later
- All resolutions



## Getting to know your HEOS Subwoofer

Unpack your HEOS Subwoofer from the box and verify that the following items are included:

HEOS Subwoofer



Quick Start Guide



Thank you note  
(North America model only)



Extended Protection Plan  
(North America model only)



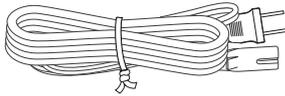
Warranty  
(North America model only)



Safety instructions



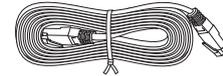
Power cord



1/8 inch (3.5 mm) setup cable



Ethernet cable



Feet

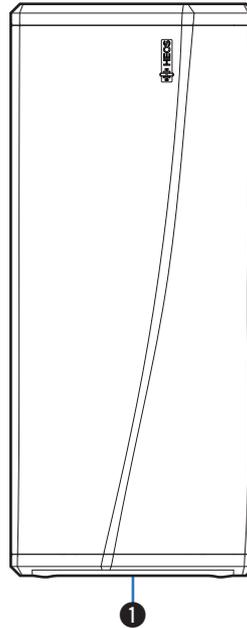


**NOTE**

- Please use the power cord included in the box for your device.



## ■ Front panel

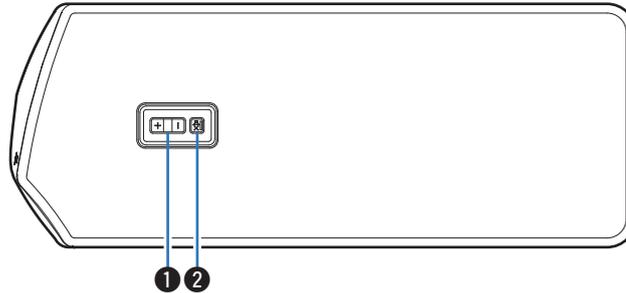


### ① Status LED

Please refer to the “Status LED table” for LED color and state meaning. (👉 p. 30)



## ■ Controls



**1 Volume up/down buttons (+, -)**

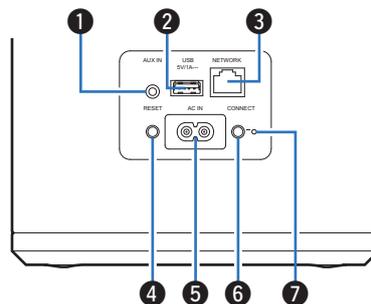
Adjusts the HEOS device's volume level up or down.

**2 Mute button (🔇)**

Mutes or unmutes the HEOS device's volume.



## ■ Back panel



### ❶ AUX jack (AUX IN)

Used to add the HEOS device to your wireless network.  
(👉 p. 16)

### ❷ USB port

Used to connect USB storage devices.

### ❸ NETWORK connector

Used to connect this unit to a wired Ethernet network. (👉 p. 16)

### ❹ RESET button

Various settings are reset to the factory default values.  
(👉 p. 27)

### ❺ AC inlet (AC IN)

Used to connect the power cord. (👉 p. 14)

### ❻ CONNECT button

Used for Wi-Fi setup.

### ❼ Connect in status LED

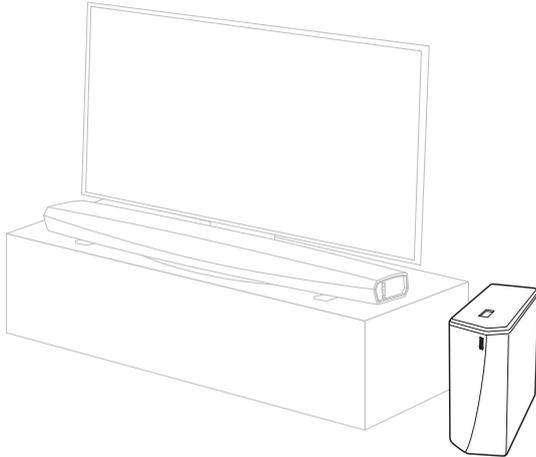
Indicates the status of this unit. (👉 p. 30)



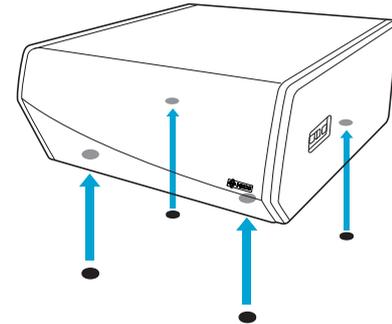
## Placing your HEOS Subwoofer

The HEOS Subwoofer is designed to add HEOS multi-room audio functionality to an external device which offers audio amplification. You should place your HEOS Subwoofer in a convenient location near the speakers you are connecting it to.

- The HEOS Subwoofer must be within range of your wireless network.

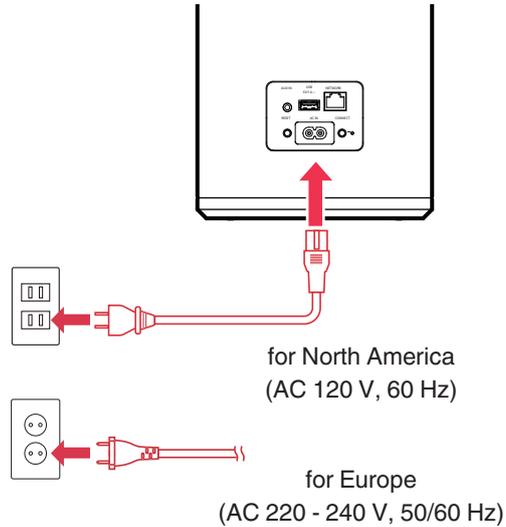


- Attach the included feet to the four corners of the HEOS Subwoofer's side if you are placing it on horizontally.



## Powering your HEOS Subwoofer

Connect the power cord included in the box to the back of the HEOS Subwoofer and the plug to a wall outlet.



## Getting the HEOS app

The HEOS app is the heart of the HEOS experience. Using your mobile device and the HEOS app, you can setup, browse, explore, and control your HEOS system right in the palm of your hand, from anywhere in your home.

Download the HEOS app for iOS or Android by searching App Store®, Google Play™ store or Amazon for “HEOS”.



For the purpose of improvement, the specifications and design are subject to change without notice.



# Setting up your first HEOS Subwoofer

Once you have placed your HEOS Subwoofer in your listening room and have downloaded the HEOS app, you are ready to configure your HEOS Subwoofer for music playback. This involves following a few simple steps to get the HEOS Subwoofer connected to your existing home network:

## Caution

- DO NOT connect the Ethernet cable if you are connecting your HEOS Subwoofer to a wireless network. If you are connecting the HEOS Subwoofer to a wired network, use an Ethernet cable to connect the HEOS Subwoofer to your network or router.

## 1 Make sure your mobile device is connected to your wireless network (the same network you want your HEOS Subwoofer connected to).

You can check this in the Settings - Wi-Fi menu of your iOS or Android device.

## NOTE

- If your wireless network is secure, make sure you know the password to join your network.

## 2 Make sure you have the included 1/8 inch (3.5 mm) setup cable handy.



## 3 Launch the HEOS app on your mobile device.



## 4 Tap the “Setup Now” button at the top of the screen.

## 5 Follow the instructions to add the HEOS Subwoofer to your wireless network.

The Wi-Fi settings from your mobile device will be copied to the HEOS Subwoofer via the audio cable.

## NOTE

- If you have any problems connecting your HEOS device, jump to the Troubleshooting section. (🔍 p. 26)



## Adding more HEOS devices

The HEOS wireless multi-room sound system is a true multiroom audio system that automatically synchronizes audio playback between multiple HEOS devices so that the audio coming from different rooms is perfectly in sync and always sounds amazing! You can easily add up to 32 devices to your HEOS system.

### Adding wired HEOS devices

Just connect the HEOS devices to your home network using an Ethernet cable and the HEOS devices will appear on your HEOS app as a new room in the “Rooms” screen.

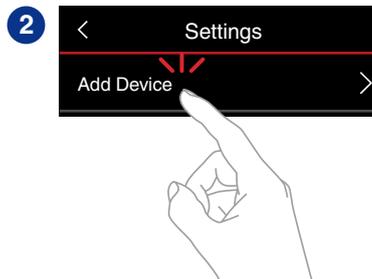
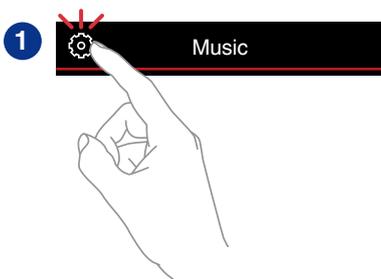
At your convenience, you can assign a name to the HEOS devices to indicate which room you have it placed in.



- Use only a shielded STP or ScTP LAN cable which is easily available at electronics stores (CAT-5 or greater recommended).
- Do not connect a Network Connector directly to the LAN port/Ethernet connector on your computer.

### Adding wireless HEOS devices

You can add additional wireless HEOS devices to your HEOS system by selecting “Add Device” from the HEOS app’s settings menu and follow the instructions:



## Connecting devices

### Pairing a HEOS Subwoofer to a HEOS device

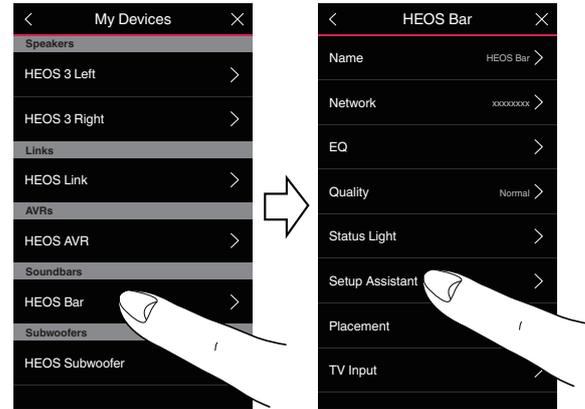
The HEOS Subwoofer needs to be paired with another HEOS device.

#### ■ Pairing HEOS subwoofer to HEOS AVR or HEOS Bar

- 1** Select the **Settings**  icon located in the upper left corner of the main “Music” menu to display the Settings menu.
- 2** Select the HEOS AVR or HEOS Bar from “My Devices”.
- 3** Select **Setup Assistant** and add the HEOS Subwoofer.  
Follow the instructions in the menu to complete the setup.

#### NOTE

- A HEOS Subwoofer can not playback any audio unless it is paired with some other HEOS device.
- A HEOS Subwoofer needs to connect your wireless network before pairing.



## ■ Pairing HEOS Subwoofer to other HEOS device

**1** Select the currently unpaired HEOS Subwoofer.

**2** Select the HEOS device to be paired.

The HEOS Subwoofer will be grouped together with it and will play the deep bass of the added HEOS device.

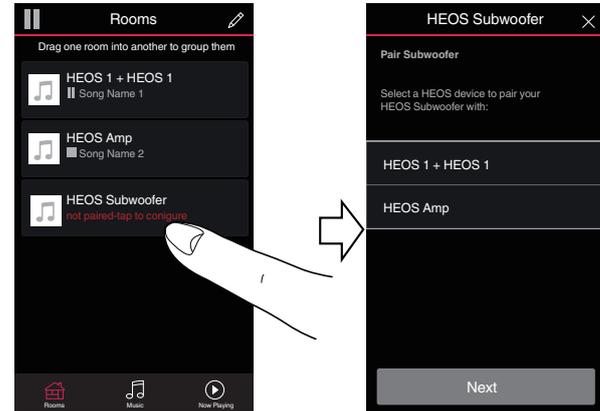


The following HEOS devices can be connected like this

- HEOS Amp
- HEOS Link
- HEOS speaker

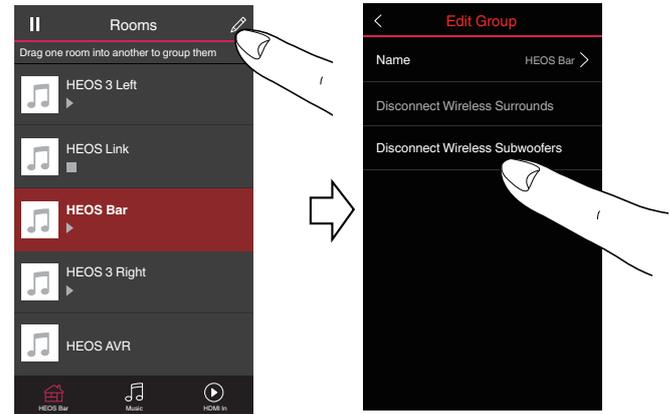
### NOTE

- A HEOS Subwoofer can not playback any audio unless it is paired with some other HEOS device.
- A HEOS Subwoofer needs to connect your wireless network before pairing.



## Unpairing the HEOS Subwoofer

- 1 Tap the pencil  icon in the upper right corner of the "Rooms" menu.
- 2 Tap the HEOS device from which to unpair the HEOS Subwoofer.
- 3 Select "Disconnect Wireless Subwoofers".



## Making adjustments

You can adjust specific settings for each of your HEOS device in your system:

- 1 Select the **Settings**  icon located in the upper left corner of the main “Music” menu to display the Settings menu.
- 2 Select “My Devices” to display a list of your HEOS devices.
- 3 Select the HEOS device you want to adjust.

### Adjusting the Level

- 1 Select “Level”.
- 2 Adjust the level up or down to compensate for the subwoofer output level.



- You can also configure settings by tapping  in the Now Playing screen.

### Adjusting the Low Pass Filter

- 1 Select “Low Pass Filter”.
- 2 Set the frequency cutoff point.

**Optimized  
(recommended)**

Select when using with HEOS speakers. Optimized values are set to each of the speakers.

**40Hz - 250Hz  
(for experts)**

When using with other speakers, configure settings that match the characteristics of the combined speakers.



## Adjusting the Phase

- 1 Select “Phase”.
- 2 Select Normal (default) or 180°.



- For normal configuration, use “Normal”.
- The bass volume may increase when switched to “180°” due to the installation location of the Subwoofer.

## Adjusting the status light brightness

- 1 Select “Status Light”.
- 2 Adjust the brightness up or down or set the slider to the OFF position to completely disable the status light.



## Updating your system

---

HEOS has the ability to add enhancements and updated functionality via your high speed Internet connection. Follow the instructions on the screen to update the HEOS device and/or your controller App.

- 1** Select the **Settings**  icon located in the upper left corner of the main “Music” menu to display the **Settings** menu.

- 2** Select “**Software Update**”.

---

**Check for Update**

---

Follow the instructions on screen to install any available updates to your HEOS system.

---

**Auto-Update**

---

**ON**  
(Default): Valid updates are performed automatically.

---

**OFF:** You will be notified of valid updates on the HEOS app.

---



## Advanced features

---

There are a few advanced features of the HEOS system that you may want to explore once you become familiar with the basic operations. You can access the advanced features of the HEOS system by following these steps:

- 1** Select the **Settings**  icon located in the upper left corner of the main “Music” menu to display the **Settings** menu.
- 2** Select “**Advanced Settings**” to display a list the available settings.

### Wireless performance

You can check the wireless connection status of your HEOS device.

#### Quality

---

**Excellent / Good / Poor**

---

#### NOTE

- If the quality level of your HEOS device is “Poor”, make sure your HEOS devices are not located near other electronic devices that could interfere with its wireless connectivity (like microwave ovens, cordless phones, TVs, etc...)

#### Signal

---

**Excellent / Good / Poor**

---

#### NOTE

- If the signal level of your HEOS device is “Poor”, make sure your HEOS devices are within range of your wireless network.



# Power management

## Power modes

### ■ Quick Start Mode

To save power, the device will automatically enter “Quick Start Mode” whenever there is no network access or playback for 20 minutes and will automatically resume to full power whenever the device is selected and playing music.

The status LED dims when the mode is switched to Quick Start Mode.

### ■ Deep Standby

The device also has the ability to automatically enter “Deep Standby” whenever the wired and wireless network connections are removed for more than 60 minutes in Quick Start Mode. Status LED will turn off during Deep Standby.

To “wake” a HEOS device from Deep Standby, you must press the volume or mute buttons which will immediately turn on the front panel LED.

#### NOTE

- Please note that the HEOS cannot be operated as intended when in Deep Standby as there is no network connection.



- You also press the ►/|| button for 5 seconds, the device enters the Deep Standby.

### ■ Off

To completely turn off the power to the device you must remove the mains plug from the power outlet.



## Basic troubleshooting

### My HEOS device won't connect to my network using the audio cable

Solution	Refer to Page
<ul style="list-style-type: none"><li>• Make sure your mobile device is connected to your wireless network before setting up your device.</li></ul>	16
<ul style="list-style-type: none"><li>• Alternatively, you can connect your device to your network router using the included Ethernet cable. Once connected via Ethernet, the HEOS App should recognize the device and you can manually move it to your wireless network using Settings/My Devices/Device_Name/Advanced/Network Settings.</li></ul>	17

### My HEOS device turns off and the status LED flashes in red

Solution	Refer to Page
<ul style="list-style-type: none"><li>• The protection circuit has been activated due to a rise in temperature within your HEOS device. Turn the power off, wait about an hour until this device cools down sufficiently, and then turn the power on again.</li></ul>	–



## Connecting to a WPS network

Solution	Refer to Page
<ul style="list-style-type: none"> <li>If your wireless router support WPS (Wi-Fi Protected Setup™) your HEOS wireless device can optionally connect to your network using the “Push Button” method by following these steps: Wi-Fi Protected Setup™ is trademarks of Wi-Fi Alliance.</li> </ul> <ol style="list-style-type: none"> <li>Press the WPS button on your router.</li> <li>Within 2 minutes, press and hold the Connect button on the rear panel of the HEOS device for 3 seconds.</li> <li>The LED on the front of the device will flash green for several seconds as it connects to your WPS router.</li> <li>When the connection is complete, the LED on the front of the device will turn solid blue.</li> </ol>	5

## Resetting your HEOS device

Solution	Refer to Page
<ul style="list-style-type: none"> <li>Resetting your HEOS device will clear out the wireless network info, EQ, and name but retain it's current software. You will have to use Settings - Add Device to reconnect the HEOS device to your home network before it can be used. To reset your HEOS device, press and hold the RESET buttons located on the back of the HEOS device for 5 seconds until the front LED begins to flash amber.</li> </ul>	–



## Restoring the HEOS device to factory defaults

Solution	Refer to Page
<ul style="list-style-type: none"><li>Restoring the HEOS device to its factory defaults will clear all of the settings and restore the original software which was installed at the factory.</li></ul> <p><b>Caution</b></p> <ul style="list-style-type: none"><li>All settings will be erased and the software will likely be downgraded!</li></ul> <p>To restore your HEOS device to the factory defaults, unplug the power cable from the power outlet. Press and hold the RESET button located on the back of the HEOS device, reconnect the power cable, and hold it in until the front LED begins to flash amber.</p>	-

\* For further information, please visit <http://www.HEOSbyDenon.com>



## Contact Denon

**For U.S. & Canada only:**

If you need further assistance with your HEOS product, please contact HEOS Customer Support Services below:

Website: [www.HEOSbyDenon.com/Support](http://www.HEOSbyDenon.com/Support)

Email: [Support@HEOSbyDenon.com](mailto:Support@HEOSbyDenon.com)

Live Chat: [www.HEOSbyDenon.com/LiveChat](http://www.HEOSbyDenon.com/LiveChat)

Telephone: Toll Free (855) 499 2820

(M-F 10:00AM to 10:00PM EST / Sat 12:00PM to 8:00PM EST)

**For the other region:**

If you need additional help in solving problems, please contact Denon customer service in your area or visit <http://www.HEOSbyDenon.com>



## Status LED table

Device Operation	Description	Front LED Action	Rear LED Action
Off	No AC power or Deep Standby	 (off)	 (off)
Plug in	Booting	 (blink)	 (off)
On	Ready-Configured and connected to your network	 (solid)	 (off)
On	Not Connected to your network	 (solid)	 (solid)
Change Network	Connecting to your network	 (blink)	 (off)



Device Operation	Description	Front LED Action	Rear LED Action
Setup	Not connected	 (solid)	 (solid)
	Connect button was pressed	 (blink)	 (blink)
	Cable connection is OK	 (solid)	 (solid)
	Connecting to your network	 (blink)	 (off)



Device Operation	Description	Front LED Action	Rear LED Action
Setup	Configured and connected to your network	 (solid)	 (off)
	Error	 (solid)	 (solid)
Update	Updating	 (blink)	 (blink)
	Rebooting	 (blink)	 (off)
	Ready-Configured and connected to your network	 (solid)	 (off)



Device Operation	Description	Front LED Action	Rear LED Action
Reset	Soft reset - Clear user settings	 <p>(fast blink)</p>	 <p>(solid)</p>
	Hard reset - Factory restore	 <p>(blink)</p>	 <p>(solid)</p>
	Rebooting	 <p>(blink)</p>	 <p>(off)</p>
	Ready-Not Configured	 <p>(solid)</p>	 <p>(solid)</p>



Device Operation	Description	Front LED Action	Rear LED Action
Errors	Firmware Error	 <p>(slow blink (NOT fade))</p>	 <p>(off)</p>
	Hardware Error	 <p>(fast blink)</p>	 <p>(off)</p>
	Network Error	 <p>(solid)</p>	 <p>(solid)</p>



Device Operation	Description	Front LED Action	Rear LED Action
WPS	a WPS session is active	 (fast blink)	 (fast blink)
	WPS connected	 (for 3 sec. solid)	 (solid)
	WPS time-out	 (for 3 sec. solid)	 (solid)
Power Management	Quick Start Mode	 (dimmed solid)	 (off)
	Deep Standby	 (off)	 (off)



## Supported file types and codecs

Frequency	Sample Rate	File Extension	Codec	Bit Rates
32/44.1/48 88.2/96/176.4 192 kHz	16/24 bit	wav	PCM	---
32 kHz 44.1 kHz 48 kHz	16 bit	mp3	MPEG-1 Audio Layer 3 CBR/VBR	32 - 320 kbps
32 kHz 44.1 kHz 48 kHz	16 bit	m4a aac	AAC-LC	48 - 320 kbps
32 kHz 44.1 kHz 48 kHz	16 bit	wma	wma9 CBR	CBR:48 - 192 kbps
44.1/48 88.2/96/176.4 192 kHz	16/24 bit	flac	flac	---
44.1/48 88.2/96/176.4 192 kHz	16/24 bit	m4a	ALAC	---
2.8/5.6 MHz	1 bit	dff dsf	DSDIFF DSF	---

### NOTE

- Files protected by DRM such as Apple's Fairplay DRM, are not supported.
- The ALAC decoder is distributed under the Apache License, Version 2.0 (<http://www.apache.org/licenses/LICENSE-2.0>)



# Specifications

---

## ■ Wireless LAN section

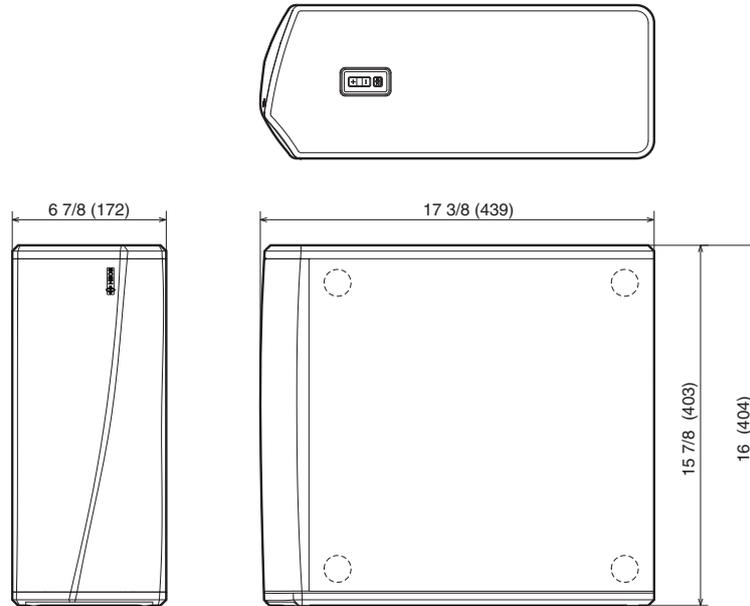
Network type:	Conforming to IEEE 802.11a/b/g/n/ac
Used frequency range:	2.4 GHz, 5 GHz

## ■ General

Operating temperature:	41 °F - 95 °F (5 °C - 35 °C)
Power supply:	AC 120 V, 60 Hz (for North America) AC 220 - 240 V, 50/60 Hz (for Europe)
Power consumption:	70 W
Power consumption in Quick Start Mode:	4.5 W (Wi-Fi) 3.9 W (Ethernet) 4.8 W (USB) 4.5 W (Bluetooth)
Power consumption in Deep Standby Mode: *	0.3 W



## ■ Dimensions (Unit : in. (mm))



## ■ Weight : 22 lbs 4 oz (10.1 kg)

For the purpose of improvement, the specifications and design are subject to change without notice.



# Information

## Trademarks



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