

V4BBT and V4BT4 Subwoofer Troubleshooting Guide

PAIRING ISSUES

- Subwoofer should show up as BlueAudio or V4BT4015 respectively for V4BBT and V4BT4
- No code should be required, but if asked use 0000 or 1234
- If subwoofer does not show up on your device, make sure to try with another device. Make sure no other nearby device is already paired to the subwoofer. You may have to “forget” the subwoofer on other devices to eliminate any conflict.
- If subwoofer still does not show up on your device, having tried the above, reset the power to the subwoofer and also the BT switch or jumper on the subwoofer amp panel. This will reset all settings back to factory default.

SUBWOOFER (BASS) SOUND BUT NO SOUND FROM EXTERNAL SPEAKERS

- Try replacing one external speaker with a known working speaker. If it works, the external speakers are bad. If there is still no sound to the external speaker, the problem may be in the wire harness or the subwoofer amp. Always try a new wire harness and speakers to rule out these so that you may conclude that the subwoofer amp has gone bad. (Alternatively, try one of the existing spa external speakers on a known working audio system to verify first if the speaker is working or not).

EXTERNAL SPEAKER SOUND BUT NO SUBWOOFER (BASS) SOUND

- Make sure the volume dial is turned up on the subwoofer amp panel.

NO SOUND AT ALL

- Confirm that the green LED lights up when the unit is powered on, and that the blue LED lights up when BT is ON (switched to BT or JUMPERED at BT).
- In ultra-rare instances, house wiring and power supply issues have arisen where they will not adequately/correctly power the subwoofer, even though the green light is displayed ON. In these cases, it was determined that the wiring from the spa-power pack was reversed or a different model power supply needed to be used.

BUZZING or THUMPING SOUND

- This can happen if an audio source device is used that is plugged-in to a power supply (charging) or wall outlet. The subwoofer has a sticker on it saying it is for use with battery operated devices only. A Ground Loop Isolator at the RCA jacks get rid of the noise in most cases.

SWITCHES AND POWER SUPPLIES

- Always confirm that the existing wire harness, switches, and power supplies are in good working order (by testing or using known working items), before attempting to replace a subwoofer or subwoofer amp. Standard problem-solving techniques should be used to determine which item (speakers, wire harness/connections, power supply, or subwoofer amp) is causing the problem.

Additional documents can be downloaded at:

<http://www.vidsonix.com/Spa2020/spadocs.htm>

If you have read and tried all of the above tips, and are still having issues or have additional questions, please contact customer support for additional help at: support@vidsonix.com

REV B 02/2020