

# DALI FAQ

SOUND HUB  
CALLISTO



IN ADMIRATION OF MUSIC

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# SOUND HUB

QUESTION:	REPLY:
How many speakers can I connect to the Sound Hub?	The system is a stereo set up, however you can connect up to 5 pair of speakers.
How many Sound Hub can I use in the same room?	You can use up to 3 Sound Hub's in the same room. The Sound Hub's must in general be at least 10 meters apart.
Can I connect my existing amplifier and passive speakers to the Sound Hub?	Yes, you can use the Sound Hub as pre-amplifier. Use the Pre-Out to the amplifier.
How is audio affected when using SUB Out?	The SUB Out audio is low-pass filtered at 80 Hz. Connect SUB Out to the LFE input of the subwoofer. When connecting SUB Out, audio to the main speakers is high-pass filtered at 50 Hz to free up more power for the main frequency spectrum.
What is the difference on Optical In and Optical In (TV)?	The difference is related to the Auto Sensing functions (on/off/source select). See user manual.
Why does my Remote control seem to be stuck on Coaxial In?	A constant light in Coaxial In is used to indicate that the remote control is active (batteries are OK), but a link to the Sound Hub is not present. If the condition prevails, try moving the remote closer to the Sound Hub. If this does not help, make a Complete Factory Reset of the Sound Hub (see user manual), making sure that other Sound Hub remotes are not within range.
Why does my remote not connect?	If the connection to the remote is lost, it will not reconnect as long as Bluetooth audio is playing. This is to avoid any possible dropouts in audio. Select another input to reconnect. Reconnection will also occur if the Sound Hub is in standby.
Can I use the USB port for music files to playback?	No, the USB port does not support music files.
Does the USB port power all types of equipment?	The USB port support most devices.
Will other Bluetooth or WiFi equipment interfere with my Sound Hub?	The link between Sound Hub and CALLISTO speakers are created in a way that minimizes possible interference from Bluetooth and WiFi etc. If interference appear, try moving the Sound Hub closer to the speakers, and avoid obstacles between the Sound Hub and speakers, specifically close to the lower rear part of the speakers. If this does not help, the wireless audio link can be replaced by a cable from Pre-Out to ADC In.
How many Bluetooth devices can I connect to the Sound Hub?	You can have up to 8 Bluetooth devices paired, and two devices connected at any time. it is only possible to use one playback device at a time.
My Sound Hub does not start up when a source is activated?	Check the settings for Auto sensing. Make sure it is turned ON. See user manual. All inputs on the Sound Hub except minijack (AUX In) have Auto sensing and will automatically activate the Sound Hub and paired speakers when a signal is detected.
My Sound Hub starts up even if a source is not activated?	This can happen on RCA In, and is typically caused by noise interference on the cable used. If using a better/shorter cable does not help, try using AUX In instead, as this input does not feature Auto sensing. Auto sensing can also be disabled for all inputs. See user manual.
How do I reset the Sound Hub?	See user manual for more information.
If I have more than 1 Sound Hub how can I distinguish between them when using Bluetooth?	You can change the Bluetooth name for each Sound Hub. Default name is DALI Sound Hub. Please check the user manual how to change it.

Do the Sound Hub lose the pairing to the Speakers if unplugged from power?	No, all pairings, including speakers, remote control and Bluetooth audio devices, are stored when power is removed. To clear these pairings, make a Complete Factory Reset. See user manual.
What does the STATUS LED next to the USB port indicate?	The status LED is used to indicate if the Sound Hub is On (Green) or in Standby (Red). It is also used to indicate status when updating the product software.
Can I connect a pair of headphones directly to the Sound Hub?	No.
I experience drop outs when using RCA in, why is that?	If you are using the RCA input with very low signal levels you may experience drop outs. This is due to how our Auto Sensing works. Make sure your audio output signal is set to maximum (TV, Mobile device etc) Or use the AUX in instead (this input does not feature Auto sensing). Alternatively you can turn OFF Auto Sensing (see user manual).
My Sound Hub is turned OFF by itself?	When using streaming audio or Bluetooth the Sound Hub will turn OFF if the streaming service is interrupted or/and at the end of the playlist.

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Do I angle the speakers towards the listening position?	All DALI speakers are designed to meet our wide dispersion principle, so they should not be angled towards the listening position, but be positioned parallel with the rear wall. See the user manual for more information.
Do I need to turn OFF the CALLISTO on the main switch when not in use?	No, the Sound Hub will set all speakers in low power standby mode after a period of silence in the system, and will automatically wake up all system components when input is detected.
Do the CALLISTO lose the pairing to the Sound Hub after it has been disconnected from mains power?	Both the CALLISTO speakers and the Sound Hub can be powered OFF without losing their pairing. As power is re-applied, the connections will automatically be re-established.
How can I see if the link between Sound Hub and speakers is operational?	If a CALLISTO speaker loses the link to the Sound Hub, it will be indicated by a beaming light on the speaker front. If the Sound Hub loses the link to any of the paired speakers, it will be indicated on the top of the Sound Hub, by a blinking light at the corresponding speaker position.
What can ADC IN be used for?	In case you do not have a SOUND HUB you can connect your CALLISTO speakers by cable to a pre- amplifier, or any other volume regulated audio device (laptop, phone or tablet). If interference appears between the Sound Hub and the CALLISTO speakers, the wireless audio link can be replaced by a cable from Sound Hub Pre-Out to ADC In on the CALLISTO speakers.
Can I use the CALLISTO without a Sound Hub?	In case you do not have a Sound Hub you can connect your CALLISTO speakers by cable to a pre- amplifier.
What does the STATUS LED next to the USB port indicate?	The status LED is used to indicate if the speaker is ON (Green) or in Standby (Red). It is also used to indicate status when updating the product software.
The volume control on the CALLISTO does not work when cable is connected?	If using the ADC IN to connect other equipment than the Sound Hub, then you can only control the volume on the playback device, not on the speakers.
Can the volume LED display on the CALLISTO be dimmed or turned off?	Yes, the intensity of the Sound Hub volume display and the speakers display can be adjusted. On the speakers, it can even be turned all OFF. Find more details in the user manual for the Sound Hub.