Dell USB Soundbar
AC511
User's Guide

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.
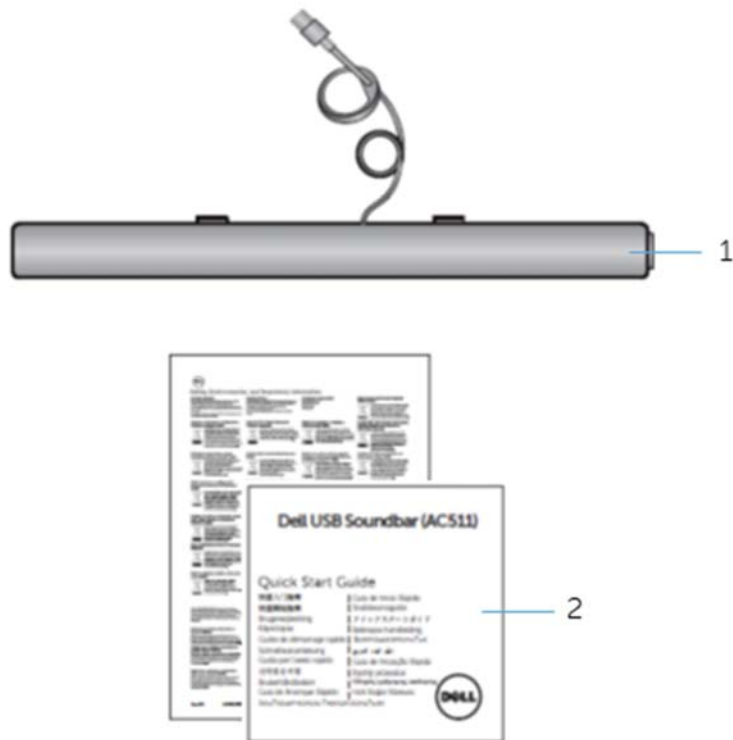
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Rev. A01

Contents

Setup

System Requirements

One USB port (for the USB cable)

Microsoft Windows 7/Microsoft Windows 8/Microsoft Windows 10

Contents of the Box

1	Dell USB soundbar	2	documents

📝 **NOTE:** The documents that shipped with the soundbar may vary based on your region.

Features
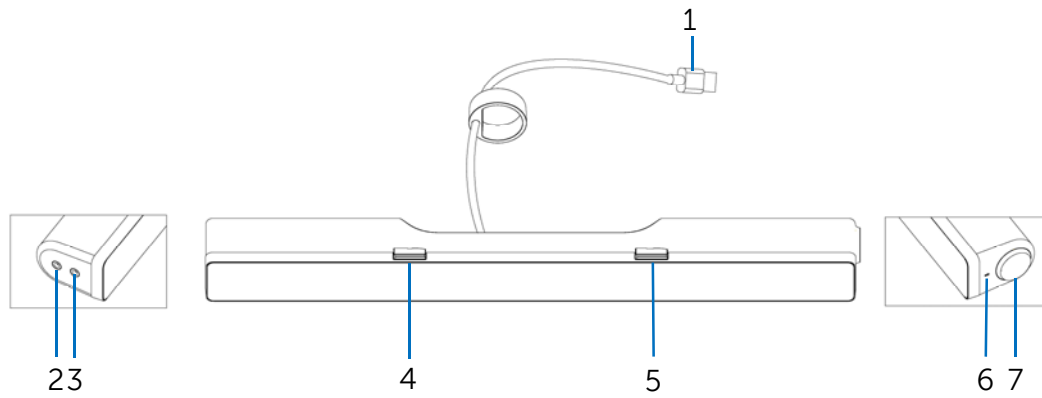
1	USB cable	2	aux-in port
3	headphone port	4	left T-Hook for soundbar mounting
5	right T-Hook for soundbar mounting	6	power LED
7	volume knob		

Setting Up Your Dell USB Soundbar

1. After unpacking the unit, check the contents of the box.
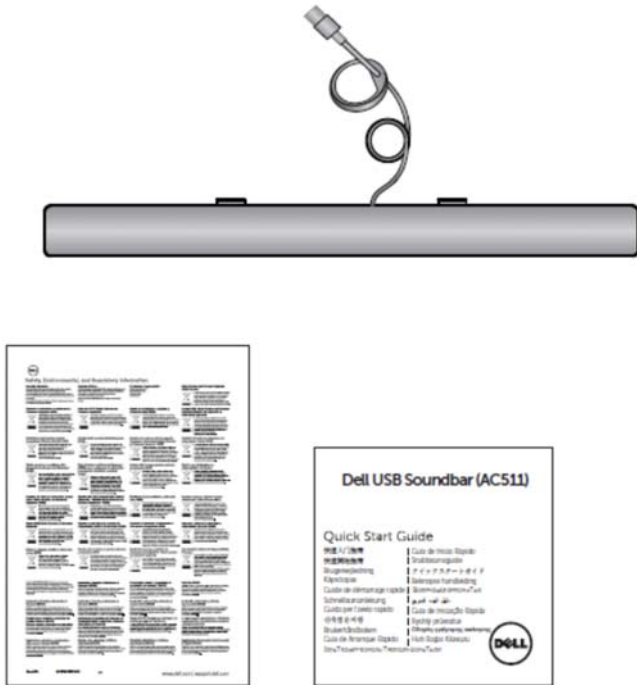
2. Remove the slot covers at the bottom of the Dell monitor.

3. Connect the soundbar to the Dell monitor.
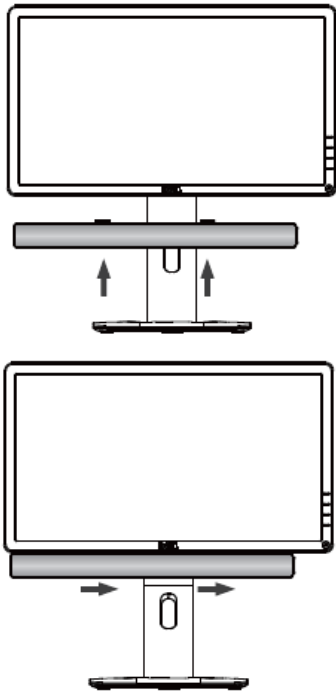
4. Connect the USB cable to the Dell monitor.

NOTE: If the soundbar is not detected, connect the uplink cable that came with your Dell monitor. Connect one end of the uplink cable to the USB port on the Dell monitor and to the USB port on your Dell computer.

5. Direct the control volume level of the computer.

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Troubleshooting

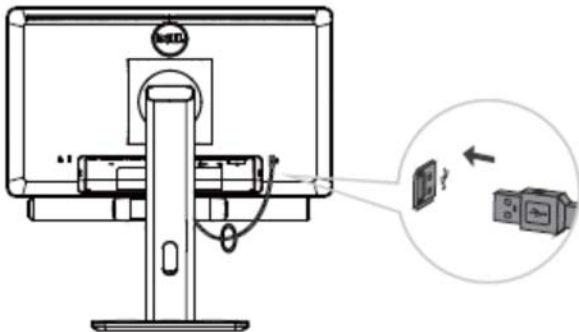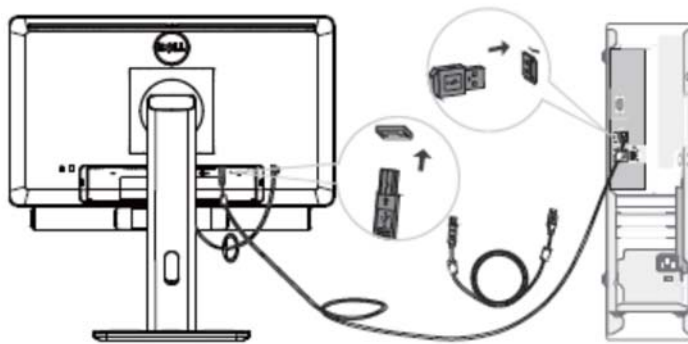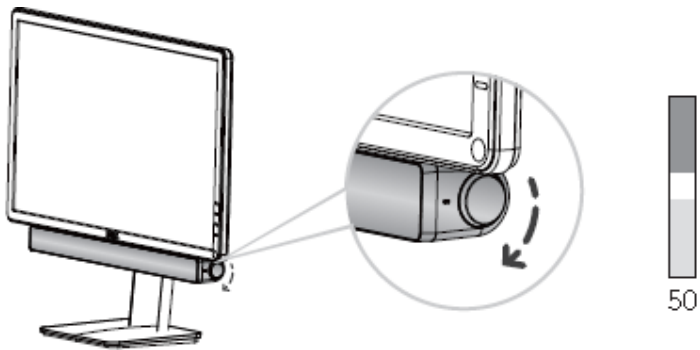| Problems	Possible Causes	Possible solutions
Soundbar is not functioning properly	Soundbar is not detected or synchronized	1. If required for your Dell monitor, connect one end of the uplink cable to the USB port on the Dell monitor and to the USB port on your Dell computer. 2. Once the USB cable is plugged into the USB power source, observe if the white LED on the right of the soundbar lights up. 3. If the LED is not lit, check if the USB is properly inserted to the USB port. 4. If LED is lit and the soundbar does not function, remove or unplug the soundbar from the system and restart the computer. 5. Plug in the soundbar again and check if the LED lights up. 6. If the soundbar still fails to connect, check if the soundbar is present in **Device Manager**. 7. Swap the USB soundbar to another USB port. 8. If the other USB port works, the first USB port maybe faulty. If the other USB port does not work, follow the steps below. 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 the known good USB device works, or the soundbar does not work properly on another system, replace the soundbar.
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 reseat all cables.
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. Reinstall the on-board drivers or the sound card drivers. Restart the computer.
12. Try with a known-good speaker.

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 counterclockwise. 6. Clean and reseat all cables. 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 counterclockwise. 5. Clean and reseat the cables. 6. Turn off the sound processing of the audio source. 7. Ensure that the soundbar is attached to the monitor. 8. Ensure no loose objects are touching the speaker.
Unbalanced sound output	Sound is coming 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 reseat all cables. 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 could be heard from the soundbar	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 doesn't interfere with the soundbar.

Aux-in no sound	No sound using the aux-in function	1. Ensure that the aux-in cable is properly plugged in the soundbar's aux-in jack and to the aux-out jack of the audio device. 2. Try using a different or known good aux-in cable. 3. Check if the audio device is turned on or is playing music. 4. Ensure that the audio device volume is not set to 0% volume level. 5. Try replacing the audio device with a known-good audio device.
Aux-in distortion	Aux-in cable is not 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 counterclockwise. 5. Clean and reseat the cables. 6. Turn the bass or wave setting lower. 7. Turn the "Wow Surround" setting lower. 8. Ensure that the soundbar is properly attached on the monitor. 9. Ensure no loose objects are touching the soundbar.
Headphone jack is 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.
Soundbar cannot mount to the 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 | Check the packaging | 1. 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 7 Microsoft Windows 8 Microsoft Windows 10

Electrical

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

Physical Characteristics

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

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

Statutory information

Warranty

Limited warranty and return policies

Dell-branded products carry a 1-year limited hardware warranty. If purchased together with a Dell system, it will follow the system 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 **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 **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 **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.