

## ELAC Varro Subwoofer Troubleshooting Guide

This troubleshooting guide is intended for ELAC VARRO subwoofer owners, dealers, and support personnel. It covers setup, connectivity, app control, Auto EQ, firmware updates, and common audio performance issues.

### 1. Initial Setup Checklist

- Confirm the subwoofer is connected to power and switched on.
- Verify all RCA, speaker-level, or trigger connections are secure.
- Confirm the AVR or source device subwoofer output is enabled.
- Install the ELAC Sub Control 3.0 app on iOS or Android.
- Verify the subwoofer firmware is current.
- Confirm proper placement and ventilation.

### 2. App and BLE

- Ensure Bluetooth is enabled on the mobile device.
- Move closer to the subwoofer during pairing.
- Close and reopen the app if the subwoofer is not discovered.
- Restart the phone/tablet and power cycle the subwoofer.
- Remove old Bluetooth pairings if connection issues persist.
- Ensure location permissions are enabled on Android devices.
- Only one device should actively control the subwoofer at a time.

#### BLE Connection Persistence Issue

- In some situations, the amplifier may continue holding a previous Bluetooth Low Energy (BLE) session after the app closes or disconnects unexpectedly.
- Symptoms may include failed reconnection attempts, inability to discover the subwoofer, or the app appearing stuck on 'Connecting'.

To resolve this issue:

- Fully close the ELAC Sub Control app.
- Wait approximately 30–60 seconds for the amplifier to release the BLE session automatically.
- Reopen the app and attempt reconnection.

If the issue persists:

- Turn the subwoofer OFF.
- Wait 10–15 seconds.
- Turn the subwoofer back ON
- Power cycling the amplifier will force the BLE session to reset and typically restores communication.

- Disable Bluetooth on nearby previously paired devices if unexpected reconnection behavior occurs.

### 3. Auto EQ

- Ensure microphone permissions are enabled for the app.
- Perform measurements in a quiet room.
- Take measurements at ear height from the primary listening position.
- Avoid placing the phone too close to walls or corners.
- If bass sounds thin after calibration, rerun Auto EQ with different mic positions.
- For dual subwoofers, calibrate each subwoofer carefully according to placement.

### 4. Connectivity

- For AVR setups, connect using the LFE/Subwoofer output.
- Ensure AVR subwoofer output is enabled in speaker setup menus.
- Verify crossover settings are appropriate.
- If using speaker-level inputs, confirm correct polarity and secure wiring.
- Check 12V trigger cables and AVR trigger output settings where applicable

### 5. Weak Bass on No Bass

- Increase subwoofer gain gradually.
- Confirm AVR crossover is typically set between 80–120Hz.
- Verify speakers are set to Small in AVR settings.
- Disable double bass or LFE+Main modes unless specifically desired.
- Try alternate room placement or corner loading.

### 6. Boomy or Excessive Bass

- Reduce subwoofer gain.
- Move the subwoofer away from room corners.
- Lower crossover frequency.
- Run Auto EQ calibration.
- Experiment with alternate placement locations.

### 7. Hum, Buzz, Noise

- Ensure all components share the same power outlet when possible.
- Separate signal cables from power cables.
- Try a different RCA cable.
- Disconnect source devices one at a time to isolate ground loops.
- Test with another AVR or source device.

### 8. Firmware Update

- Use a properly formatted USB drive if required.
- Do not disconnect power during firmware updates.
- If the update fails, power cycle the subwoofer and retry.
- Follow firmware instructions exactly as provided.

### 9. LED Status

- Solid power LED indicates normal operation.
- Blinking LEDs may indicate pairing or firmware update mode.
- No LED may indicate power or fuse issues.
- Unexpected LED behavior after updates may require a reset.

## 10. Multi-Subwoofer Setup

- Place subwoofers symmetrically when possible.
- Adjust phase and delay carefully.
- Use Auto EQ after final placement.
- Verify both subwoofers are active in the app.
- Avoid stacking subwoofers unless specifically intended.

## 11. Recommended AVR settings

- Set speakers to Small.
- Use crossover frequencies between 80–100Hz as a starting point.
- Enable only one bass management system.
- Disable unnecessary sound enhancement modes during setup.
- Use LFE mode for home theater applications.

## 12. Factory Reset

- Factory reset procedures may vary by model.
- A reset will erase saved DSP, EQ, and app settings.
- After reset, reconnect the app and rerun Auto EQ.