



AVXSB11UHD / AVXSB11MM / AVXSB11DD

**SAFETY
FIRST**

CONGRATULATIONS

Congratulations on your purchase of this In-Vehicle Entertainment System! The system has been designed to provide passengers with unlimited content options delivering smiles for many miles. Please read the directions that follow to familiarize yourself with the product to ensure that you obtain the best results from your equipment.

SAFETY PRECAUTION

The system has been designed so that it can be directly controlled through the monitors touch screen interface or remotely controlled directly by the user(s) using the VOXXLink APP. If the users are too young to control the system monitors themselves, adults in the vehicle can remotely control the system monitors using the VOXXLink APP. It is recommended that physical source media such as DVDs and USB thumb drives are not changed while the vehicle is in motion. Enjoy your entertainment system but remember that the safety of all passengers remains the number one priority.

WARNINGS

- Do not use any solvents or cleaning materials when cleaning the video monitors.
- Do not use any abrasive cleaners, they may scratch the screen.
- Use only a lightly dampened lint free cloth to wipe the screen if it is dirty.
- Before putting on headphones always adjust the volume setting to the lowest position.
- Do not put pressure on the screen.
- Caution children to avoid touching or scratching the screen, as it may become dirty or damaged.

For patent, refer to www.VOXXintl.com/company/patents

© 2026 VOXX Electronics. All rights reserved.

This manual, or any portion thereof, may not be reproduced without the express written permission of VOXX Electronics. Design and specifications subject to change without notice. The images shown in the examples may differ from actual operation. Software subject to change without notice for performance and function improvements.

TABLE OF CONTENTS

System Features.	4
Accessories.	5
Description Of Parts (SB11MD1).	6
Description Of Parts (SB11M1)..	7
Getting Started.	8
System Applications.	9
HDMI Input (SB11M1 Only)..	10
USB Playback..	11
Share Screen.	12
Lights (Mood Light)..	14
Wi-Fi Setup.	15
VOXX Link.	17
Bluetooth (Audio)..	20
iPhone Personal Hotspot: Maximize Compatibility Setting	22
Bluetooth (Game Remote Control).	24
Language.	25
Device Information.	26
Time Zone.	28
Reset.	29
Volume Control.	30
Brightness Control	31
DVD Playback (SB11MD1 Monitor).	32
Media & File Type Compatibility.	34
Troubleshooting..	36
General Specifications.	39
Compliance Information	44

SYSTEM FEATURES

SB11MD1 FEATURES

- Android Operating System
- Quad-core Processor
- RAM (4GB)
- Internal Memory (16GB)
- 11.6" TFT LCD Display (1920 x 1080)
- Capacitive Multi-Touch Panel
- User Downloadable Apps Using Google Play Store (Netflix, Disney+, Prime Video, Google TV APP Link*)
- USB 2.0 Input (Supports up to 64GB)
- Integrated DVD Player
- Share Screen (Share Content Between Monitors)
- Light Control
- Bluetooth Connecting for Bluetooth headphone, Bluetooth from vehicle radio
- (Support PS5 and XBox remote control Bluetooth Connection)
- Wi-Fi 802.11 a/b/n/g Dual Band (Hotspot Required)
- VOXX LINK Remote Control (APP for Android and iOS)

SB11M1 FEATURES

- Android Operating System
- Quad-core Processor
- RAM (4GB)
- Internal Memory (16GB)
- 11.6" TFT LCD Display (1920 x 1080)
- Capacitive Multi-Touch Panel
- User Downloadable Apps Using Google Play Store (Netflix, Disney+, Prime Video, Google TV APP Link*)
- USB 2.0 Input (Supports up to 64GB)
- HDMI Input
- Share Screen (Share Content Between Monitors)
- Light Control
- Bluetooth Connecting for Bluetooth headphone, Bluetooth from vehicle radio (Support PS5 and XBox remote control Bluetooth Connection)
- Wi-Fi 802.11 a/b/n/g Dual Band (Hotspot Required)
- VOXX LINK Remote Control (APP for Android and iOS)

* Related APP link will go into Google APP installation page for user run the APP installation.

WIRELESS BLUETOOTH HEADPHONE

Press and hold the ON/OFF switch (3) for 2 seconds to turn on the headphones. The LED light will flash between red and blue when the headphone is turn on. It will indicated the headphone is in pairing mode state. Press and hold ON/OFF switch (3) again to turn off the headphones. If the headphone has not paired with any Bluetooth device within 3 minutes, power will automatically turn off and enter battery saver mode. Press and hold the ON/OFF button again to turn on.

Push the volume toggle buttons (5) to adjust volume to desired level.

Headphone channel A or channel B is selectable. When the headphone channel (2) is switched to channel A, the headphone name will be discoverable in Bluetooth available device list in "CH-A Headphone". If selected in channel B, the headphone name will be "CH-B Headphone".

When the headphone is connecting to Bluetooth device, press and hold the volume button (5) for 5 seconds, the headphone will disconnect and activate to pairing mode state. Now SYSTEM can discover the Bluetooth headphone in available devices list.

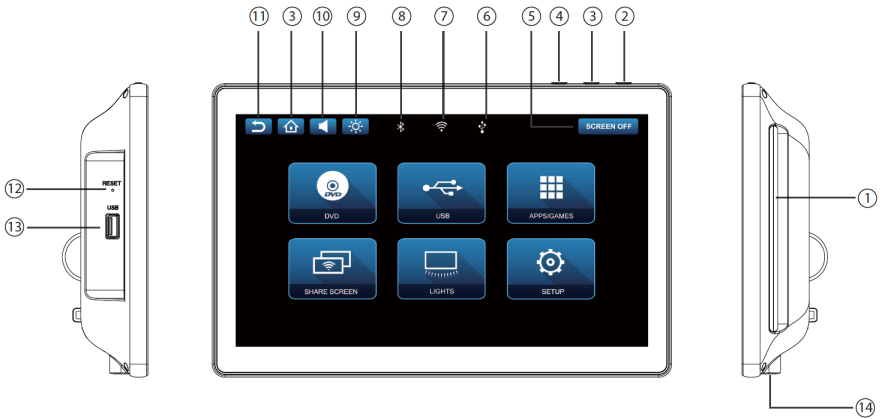
LED light (4) will flash between red and blue when in pairing mode state. LED light (4) in blue, when connecting to Bluetooth device.



1. Ear Pad Faux Leather Black
2. Channel Selection Switch
3. Power ON/OFF Button
4. LED Indicator
5. Volume Up Down Control

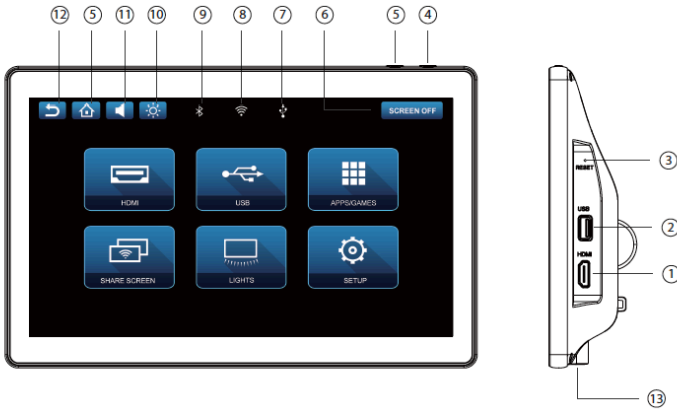
Note: The headphone volume is adjusted using the controls on each headset. Both wireless headphones may be used in same vehicle, both headphones may switch to channel-A at the same time. Depending on the Bluetooth headphone channels and headphone in pairing mode state. It's a control mechanism to be sure that you're connecting the right devices.

DESCRIPTION OF PARTS (SB11MD1)



1. **DVD Player** Plays DVDs, CDs, MP3 discs.
2. **Power** Turns the Monitor On/Off (on top of monitor).
3. **Home** Returns to Home Screen (on screen and on top of monitor).
4. **Eject Button** Eject a DVD, CD or MP3 disc (on top of monitor).
5. **Screen Off** Turns the Monitor Display Off.
*Touch the Screen to turn the Monitor back On.
6. **USB Indicator** USB icon will turn on when a device is inserted into the USB Input
7. **Wi-Fi Indicator** Wi-Fi icon will turn on when connected to a Wi-Fi signal.
*Pressing the Wi-Fi icon will bring you to the Wi-Fi menu.
8. **Bluetooth Indicator** Bluetooth icon will turn on when connected to a Bluetooth device.
*Pressing the Bluetooth icon will bring you to the Bluetooth menu.
9. **Brightness** Adjusts Screen Brightness.
10. **Speaker** Adjusts the volume output to Bluetooth Headphones/ Vehicle Radio.
11. **Return** Returns to Previous Screen.
12. **Reset** Reboots the Monitor.
13. **USB Input** For USB Media Playback and Charging Support.
14. **Mood Lighting** Indirect lighting strip with selectable colors and brightness.

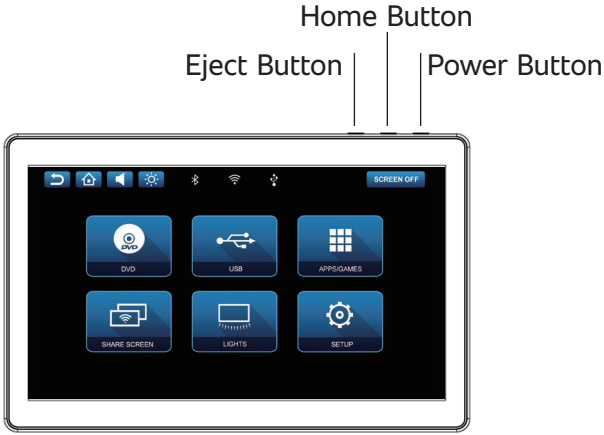
DESCRIPTION OF PARTS (SB11M1)



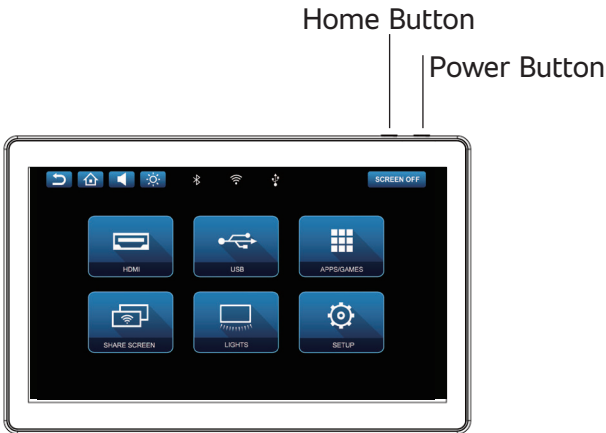
1. **HDMI Input** Connect HDMI Devices such as Smart Phones or Game Consoles.
2. **USB Input** For USB Media Playback and Charging Support.
3. **Reset** Reboots the Monitor.
4. **Power** Turns the Monitor On/Off (on top of monitor).
5. **Home** Returns to Home Screen (on screen and on top of monitor).
6. **Screen Off** Turns the Monitor Display Off.
*Touch the Screen to turn the Monitor back On.
7. **USB Indicator** USB icon will turn on when a device is inserted into the USB Input
8. **Wi-Fi Indicator** Wi-Fi icon will turn on when connected to a Wi-Fi signal.
*Pressing the Wi-Fi icon will bring you to the Wi-Fi menu.
9. **Bluetooth Indicator** Bluetooth icon will turn on when connected to a Bluetooth device.
*Pressing the Bluetooth icon will bring you to the Bluetooth menu.
10. **Brightness** Adjusts Screen Brightness.
11. **Speaker** Adjusts the volume output to Bluetooth Headphones/ Vehicle Radio.
12. **Return** Returns to Previous Screen.
13. **Mood Lighting** Indirect lighting strip with selectable colors and brightness.

GETTING STARTED

SB11MD1



SB11M1



1. To start the system, the vehicle ignition key switch must be in ACC or engine ON position.
2. LCD Screen will display "SYSTEM BOOTING..." for approximately 35 seconds to complete the system boot up process and direct go to main page "Main Menu" display no screen.

SYSTEM APPLICATIONS



This system comes the Google® Play Store, Chrome Browser, and Youtube Apps. You may also log into the Play Store with your Google account and download your favorite apps directly. If you do not have Google account, creating one is easy and free.

This system also added Netflix®, Disney+, Prime Video and Google TV Apps link. You may select App link direct log into selected App run the installation process.

1. Connect the SB11MD1 and SB11M1 monitors to a Wi-Fi hotspot (refer to page 16 for details).
2. Select “APPS” from the main menu screen.
3. Select the Play Store to download your choice of applications (connection to a Wi-Fi hotspot is required).
4. Touch the log-in button and use the on-screen keyboard to enter your Google account credentials to allow access to the Play Store.
5. Download and install the apps you wish to use on the system. The SB11MD1 and SB11M1 monitors each allow you to install separate apps on each device.
6. From the “APPS” main screen, you may choose the application you wish to download to the system. Press the “HOME” button to exit any applications and return to the “HOME” screen.

Notes:

A total of (24) applications can be installed on each monitor. Google Play Store, Chrome Browser, and Youtube are ready and Netflix, Disney+, Prime Video, and Google TV using App link for use to ran the installation process.

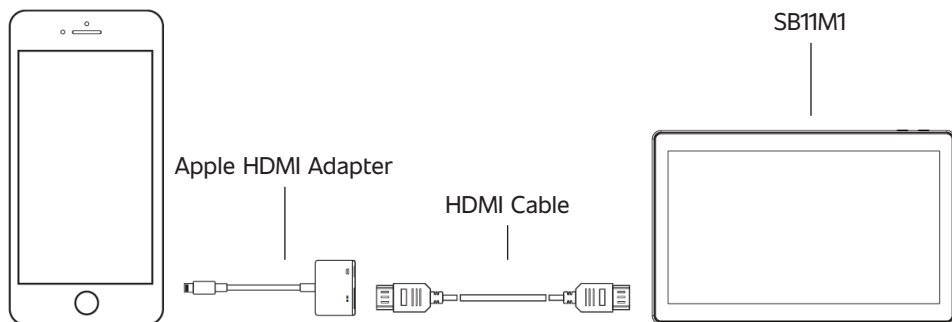
Users can download (16) apps in addition to the (8) that are pre-loaded on each monitor.

Once (16) apps have been downloaded to each monitor, an app must be deleted before a new app can be downloaded.

HDMI INPUT(SB11M1 ONLY)

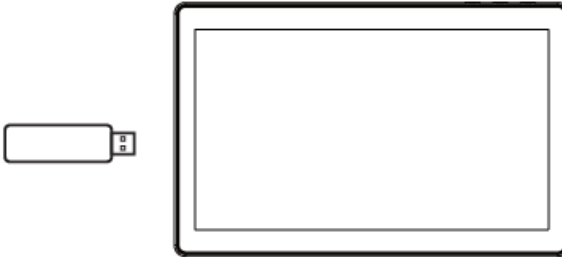
This input can be used for devices with HDMI outputs. Connectivity of Smartphones or tablets to the system will require an HDMI cable and HDMI adapter which are not included and sold separately at most consumer electronics retailers. For connection to all other HDMI devices, please refer to the owner's manual included with your HDMI device.

Note: Some HDMI devices may require power that can be supplied from the system monitor's USB input.



USB PLAYBACK

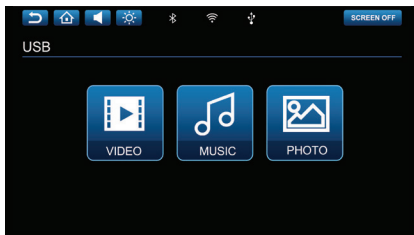
1. Insert a USB device into monitor USB port.



2. Select USB source in the Main Menu.



3. Select the playing mode Video, Music or Photo.

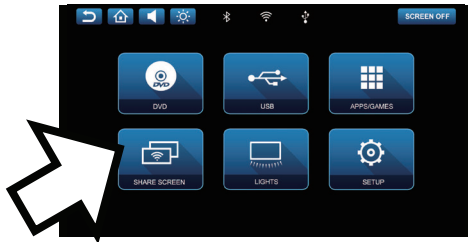


Note: The USB inputs on each monitor will support a maximum storage media size of 64GB.

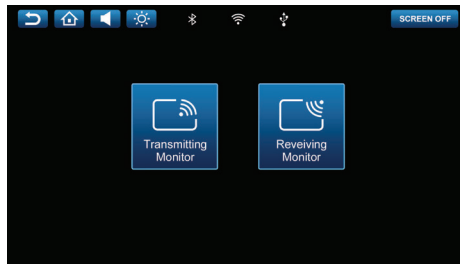
SHARE SCREEN

Wi-Fi Dual Screen allows you to wirelessly share content between monitors in high-resolution. Either monitor can be setup as the Transmitting or Receiving monitor.

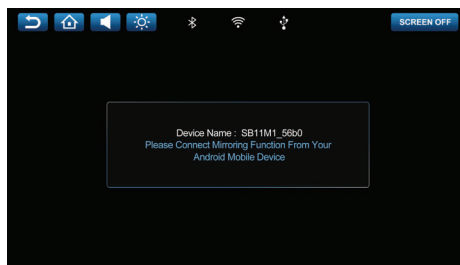
1. To setup each monitor as a Transmitting or Receiving monitor, select Share Screen from each monitor's main menu.



2. To setup a monitor as the Transmitting Monitor, press the Transmitting Monitor icon. To setup a monitor as the Receiving Monitor, press the Receiving Monitor icon.

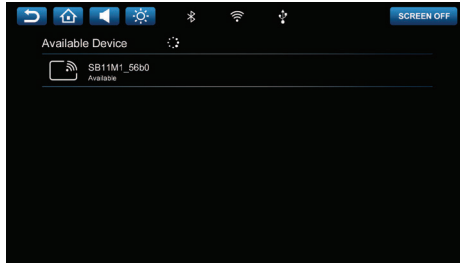


3. The Receiving monitor will display its Device Name as shown below.

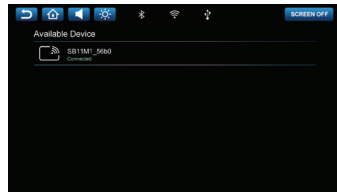
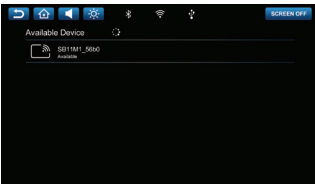


SHARE SCREEN

- After a few seconds, the Receiving monitor's Device Name will be displayed under "Available Device" on the Transmitting Monitor.

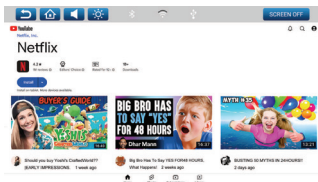


- Select the Receiving Monitor by pressing the Device Name. The Transmitting monitor will then establish a connection to the Receiving Monitor. Once a connection is established, "Connected" will appear under the Device Name.

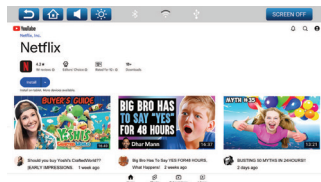


- Once connected, the Receiving Monitor will mirror the Transmitting Monitor in high resolution.

Transmitting Monitor



Receiving Monitor



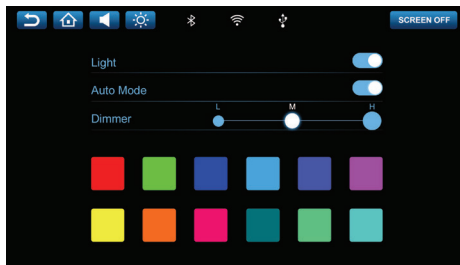
- To stop mirroring of the Transmitting Monitor's content on the Receiving Monitor, press the Home button on the Receiving Monitor.

LIGHTS (MOOD LIGHT)

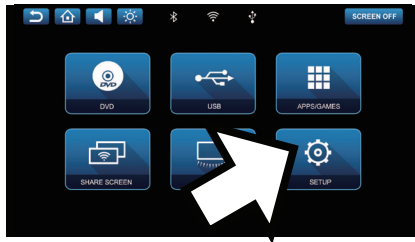
1. Select LIGHTS on the main menu.
2. Select “Light” to turn on the mood light on system monitor (rear bottom side).



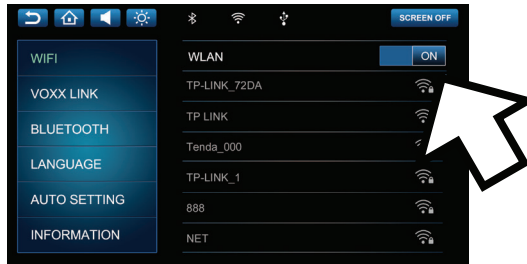
3. Turn on the “Auto Mode” for LED mood lights color light up randomly.
4. Select the “Dimmer” to change the light brightness level in Low, Middle or High.
5. Select the preference LED mood light color for you light display. There are 12 color type for you to select.



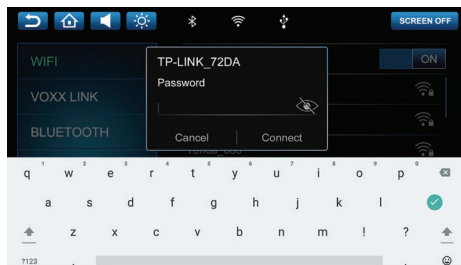
1. Select SETUP in the Main Menu.



2. Select Wi-Fi from the setup menu. Turn ON the Wi-Fi and then touch the Wi-Fi bar to see a listing of available Wi-Fi networks.



3. Select a Wi-Fi network from the available list.
4. Touch the line to enter the password, and the on-screen keyboard will appear. Enter the Wi-Fi password using the on screen keyboard.



WI-FI SETUP

- The monitor will now connect to the Wi-Fi network. Once a Wi-Fi network is saved into memory, the monitors will automatically reconnect to that network as long as the Wi-Fi setting is set to “ON”



Notes: In order to enable full functionality of the system, each monitor will need to be connected to a Wi-Fi hotspot. Up to (10) Wi-Fi hotspots can be saved in the memory of each monitor.

VOXX Link is an APP developed for Android and Apple smartphones and tablets that allows full system remote control and visual monitoring of the system without having to directly see or directly touch the monitors. This is a great tool to allow content selection and control of the system for actual users who may be infants and toddlers, too young to control the system themselves.

Download and install the VOXX LINK APP from the Google Play Store or Apple APP Store onto your Android or iOS Smartphone. Scan the QR codes below to get direct access to the APPs. If the system monitors and the device you wish to control the system using VOXX Link are not already connected to the same Wi-Fi network, both system monitors and the intended controlling smart device must be connected to the same network.



Apple App Store



Google Play Store

Example 1 (Using hotspot on smartphone to establish internet/APP access)

1. Turn on your phone's personal hotspot.
2. Connect the system monitors to your phone's hotspot following the Wi-Fi instructions on page 15.
3. Once the system monitors and the smartphone are connected to the same network, the smartphone will show as the connected device in the VOXX Link setup menu.

In this setup scenario, the smartphone becomes the gateway to accessing the Internet/APPs and it also becomes the VOXX Link remote control.

Example 2 (Using a vehicle's built-in hotspot or a portable hotspot device to establish internet/APP access)

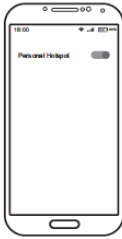
1. Turn on the hotspot.

VOXX LINK

2. Connect the system monitors to the hotspot following the Wi-Fi instructions on page 15.
3. Connect the smart device you wish to control the system with to the hotspot (connect smart device to the hotspot through the smart device Wi-Fi setup).
4. Once the system monitors and the smartphone are connected to the same network, the hotspot will show as the connected device in the VOXX Link setup menu.

In this setup scenario, the hotspot becomes the gateway to accessing the Internet/APPs and it also becomes the network for the monitors and the VOXX Link controlling device.

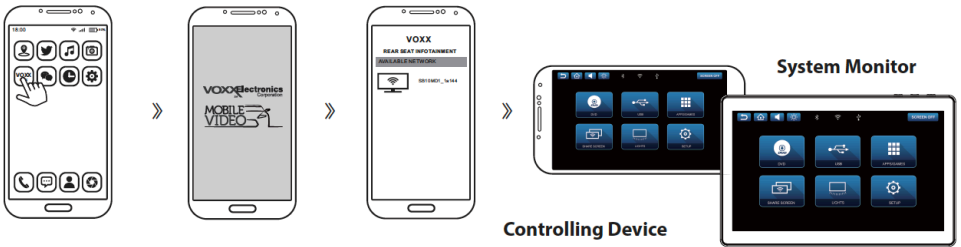
Note: If the network name does not display on the monitor in the VOXX Link setup menu, press the “Scan” button in the upper right hand corner of the monitor to refresh the list.



1. Once the network connection is established between the controlling device and the system monitors, open the VOXX Link APP.
2. After the initial splashscreen, the monitors will display under “Available Network”.
3. Select the monitor you wish to control. Once selected, that monitor’s display will appear on the controlling device.
4. To select a different monitor, exit to the controlling device’s home screen and go back into the VOXX Link APP to select a different monitor.

Notes:

1. In the available network listing, the monitor currently connected to the controlling device will be highlighted in green.
2. The only VOXX Link control limitation is exiting Share Screen mode. If one of the system monitors is placed into a receiving mode, that monitor can only exit from that mode by pressing the Home button on that system monitor.



BLUETOOTH (AUDIO)

Bluetooth (Audio) allow you to broadcast audio content from either system monitor transmit to other bluetooth headphone device.

1. Select setup in the main menu.

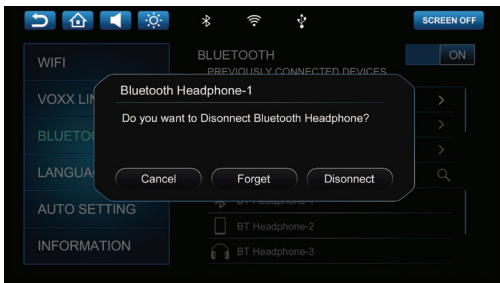


2. Select bluetooth and turn on the bluetooth for paring.
3. Touch the scan “🔍” to searching nearby bluetooth device in range.



To connect to a bluetooth device, select the desired device from the bluetooth list to initiate pairing.

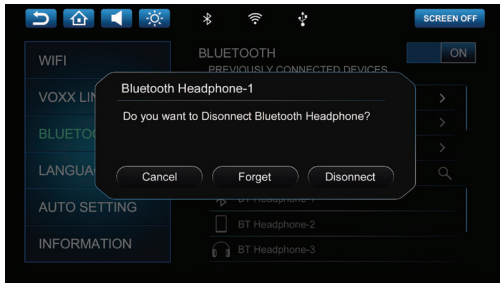
4. To disconnect from bluetooth device, select the currently paired device and select “disconnect” to exit the pairing.



BLUETOOTH (AUDIO)

Disconnecting the paired device is temporary exit and the device still saved in memory and it can reconnected if the connected still in “previously paired devices” list.

5. To delete the paired device, select the currently or previously paired device from the list click “Forget” to remove the device from memory.



BLUETOOTH (GAME REMOTE CONTROL)

Bluetooth (Game Remote Control) can pairing with PS5's remote or Xbox's remote to play the game through you home console when game console at home.

Example: Connect the Xbox remote control though bluetooth pairing. Select the "Xbox wireless controller" from system monitor bluetooth and bluetooth show "Connected" when connecting successful.



IPHONE PERSONAL HOTSPOT: MAXIMIZE COMPATIBILITY SETTING

The Maximize Compatibility setting on your iPhone's Personal Hotspot changes the Wi-Fi band from 5GHz to 2.4GHz.

What It Does:

- **Off (Default):** Uses **5GHz** band. → Faster speeds and more secure. → Shorter range. → Not compatible with some older devices, smart home gadgets, printers, game consoles, or older laptops/phones.
- **On:** Switches to **2.4GHz** band. → Better range and wider device compatibility. → Slower speeds and slightly lower security.

Testing Your PS5 Network Connection

It's recommended to test your connection speeds in two scenarios:

1. On your regular home Wi-Fi first.
2. Then on the stand alone or Phone hotspot (if using one).

How to Check PS5 Speeds & Signal Strength:

1. From the PS5 home screen, go to Settings (gear icon).
2. Select Network.
3. Select Connection Status.
4. Select Test Internet Connection.

After the test completes, you will see:

- Download Speed (Mbps)
- NAT Type

IPHONE PERSONAL HOTSPOT: MAXIMIZE COMPATIBILITY SETTING

Recommended Speeds for PS5 Gaming (2026)

Usage	Download Speed	Expectation
Bare Minimum	5–15 Mbps	Playable but limited
Good / Recommended	50+ Mbps	Smooth online gaming & performance
Excellent	100–300+ Mbps	Fast downloads + best experience

Good targets:

Download: **50 Mbps or higher**

Upload: **10 Mbps or higher**

Is 15 Mbps Stable for PS5?

Short Answer: It can be stable for basic/casual use, but it's on the lower end.

Pros at 15 Mbps:

- Acceptable for casual online multiplayer and single-player games with light online features.
- Sony's official minimum is only ~5 Mbps.

Cons / Limitations:

- Game downloads and updates (often 50–150 GB) will be very slow.
- You may experience occasional lag, rubberbanding, or longer matchmaking times in competitive games (e.g., Call of Duty, Fortnite).
- Performance drops quickly if other devices are using the internet.

Bottom Line: 15 Mbps can work for light gaming, but 50 Mbps+ is strongly recommended for a good experience, especially if using an iPhone hotspot.

1. Select SETUP in the Main Menu.



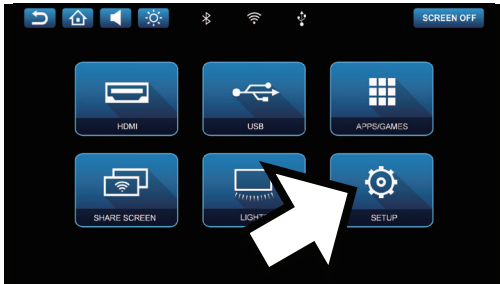
2. Select Language inside the SETUP screen.



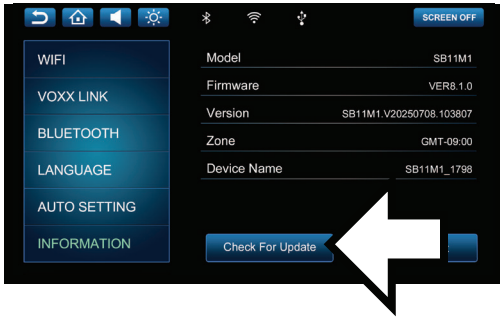
3. Select your preferred language.

DEVICE INFORMATION

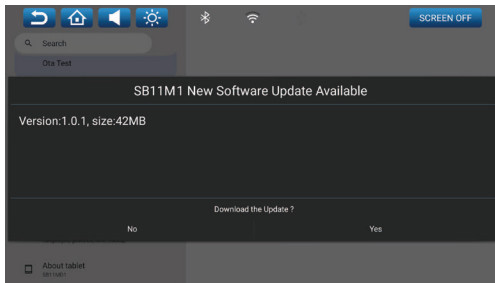
1. Select SETUP in the Main Menu.



2. Select "INFORMATION" in the SETUP screen, touch the "CHECK FOR UPDATE" button to check for new software availability.



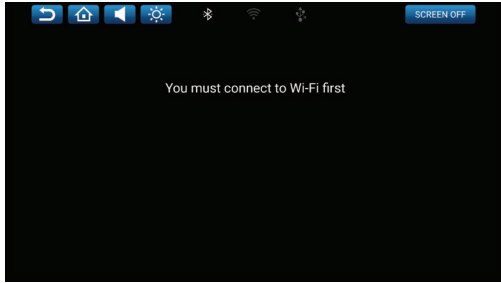
3. A notification message will appear on screen if a software update is available for the monitor. Each system monitor will need to be updated independently.



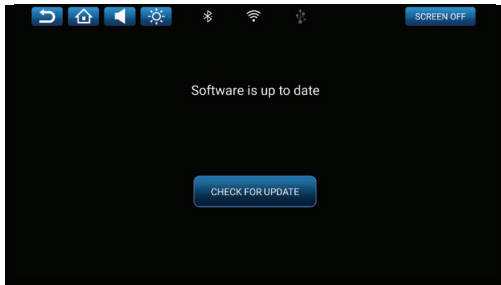
4. Press **Yes** to download the software update, or press **No** to update the software at another time.

DEVICE INFORMATION

5. This message will appear on the screen if the monitor is not connected to a Wi-Fi hotspot.



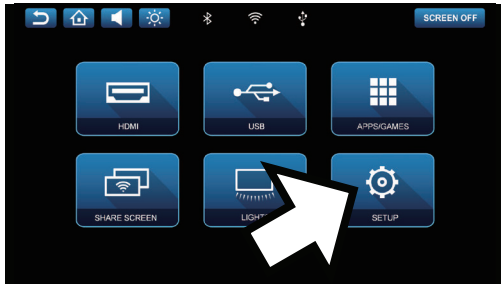
6. This message will appear on the screen if the software version is already up to date.



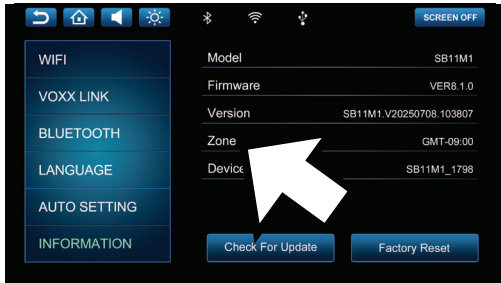
Note: As long as the system monitors are connected to a Wi-Fi hotspot, the monitors will be able to receive software updates when they become available. It is highly recommended that you update the system monitors whenever an update is made available to ensure your system maintains peak performance. Being a computer-based device, the system will require periodic updates which are managed through “Over-the-Air” software updates. If a software update is available, an “Update Available” message will appear on the home screen of the system monitors.

TIME ZONE

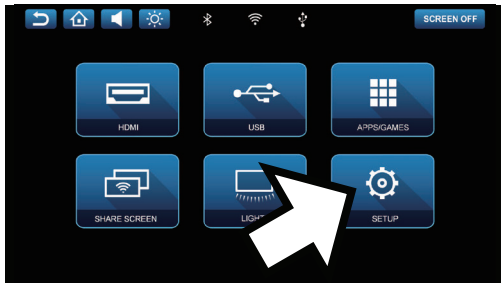
1. Select SETUP in the Main Menu.



2. Select "INFORMATION" in the SETUP screen, touch the "Zone" button to set the time zone to your local time zone.



1. Select SETUP in the Main Menu.



2. Select "INFORMATION" inside the SETUP screen. Touch the "Factory Reset" button to reset all monitor settings back to factory defaults.

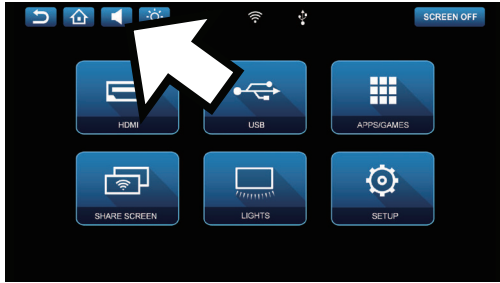


Note: The RESET function inside the SETUP menu removes all user settings and reverts the system monitors back to their factory default state. The RESET buttons on the side of each monitor resets the system monitors without deleting user settings.

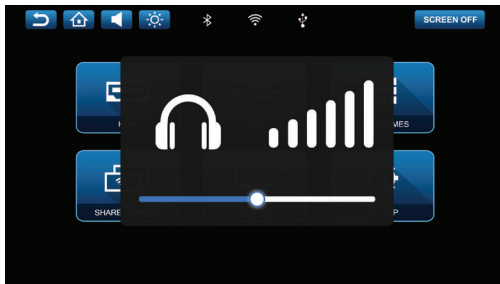
VOLUME CONTROL

VOLUME CONTROL (BLUETOOTH HEADPHONES ONLY)

1. Touch the Volume Button inside the Info Bar to change the volume settings for wireless bluetooth headphones.



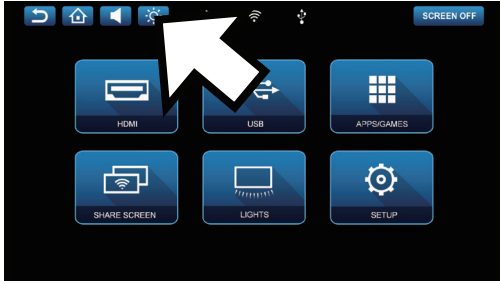
2. Touch and slide the volume level indicator to the right to increase the volume, and to the left to decrease the volume.



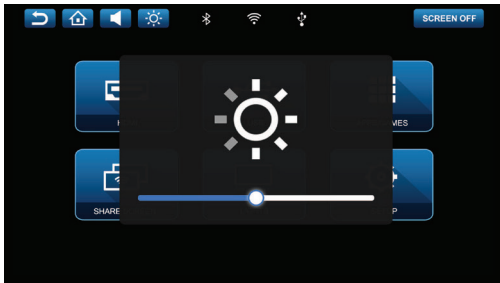
Note: Volume control icon will not able to use when system work in Share Screen mode.

BRIGHTNESS CONTROL

1. Touch the Brightness Button inside the Info Bar to change the brightness settings.



2. Touch and slide the brightness level indicator to the right to increase the brightness, and to the left to decrease the brightness.

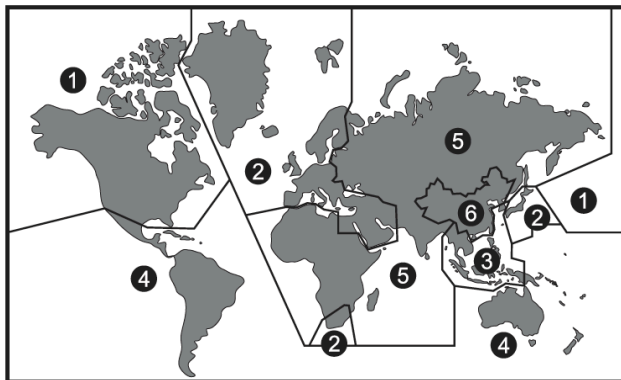


Note: Brightness Control icon will not able to use when system work in Share Screen mode.

DVD PLAYBACK (SB11MD1 MONITOR)

DVD REGION CODE

The DVD player is preset to a region code at the factory depending on where the DVD player is sold. A DVD from a different region cannot be played in this unit and the unit will display "WRONG REGION".



Region 1 - USA, Canada

Region 2 - Japan, Europe, South Africa, Middle East, Greenland

Region 3 - S. Korea, Taiwan, Hong Kong, Parts of South East Asia

Region 4 - Australia, New Zealand, Latin America (including Mexico)

Region 5 - Eastern Europe, Russia, India, Africa

Region 6 - China

Supported Disc Types

DVD-Video: DVD contains video

DVD +/- R: DVD contains video

CD-DA: CD contains audio

CD-Video: CD contains video

CD-R/RW: CD contains audio

Unsupported Disc Types

Super Audio CD

Optical disc CD-1

CD-ROM

DVD-ROM

DVD-RAM

DualDisc

DIVX

MiniDisc

AVCHD

HD DVD

Note: This system is capable of playing most recordable DVD formats. However, due to the variety of disc manufacturers and software, playback cannot be guaranteed.

DVD PLAYBACK (SB11MD1 MONITOR)

LOADING DISCS

Before a disc is loaded, make sure that it is compatible with the player. Select DVD from the main source and insert a disc with label side facing towards the user.

PLAYING DISCS

Once a disc is inserted, playback will automatically begin. If a disc is already inserted, select DVD from the main source menu to resume playback. Touch the screen during playback to display the on-screen controls.

MEDIA & FILE TYPE COMPATIBILITY

MEDIA COMPATIBILITY

This system is compatible with the media formats listed in the table on the following page.

- The metadata or file information of some audio and video files may not be correctly displayed.
- Some content that is protected by DRM (Digital Rights Management) may be in a format that is not supported by this system.
- There may be a delay before playback begins when using USB flash drives with complex folder hierarchies or many files.
- Some audio, video, and image files may be incompatible with this system due to file characteristics, file format, recording software used, directory structure, and/or the type of audio/video encoding used.

STORAGE DEVICE FORMATTING

This system is compatible with the FAT32 format for USB flash drives up to 64GB. Refer to the documentation that comes with your storage device for more details on how to format.

MEDIA & FILE TYPE COMPATIBILITY

SUPPORTED FORMATS			
	FORMAT	EXTENSION	SUPPORTED VARIATIONS/CODECS
VIDEO	VC-1	.wmv, .asf	MPEG-2 Part 2, WMV
	AVI	.avi	H.264, MPEG-2 Part 2, MPEG-4 Part 2
	MP4	.mp4, .m4v, .mov	H.263, H.264, H.265, MPEG-4 Part 2
	Matroska	.mkv	H.264, H.265, MPEG-4 Part 2
	MPEG	.dat, .mpg, .vob	MPEG-1/2
AUDIO	AAC	.m4a, .aac	ADIF ,ATDS Header AAC-LC and AAC-HE, AAC-ELD
	ASF	.wma	WMA Version 4, 4.1, 7, 8, 9 @ 8kps~320Kbps
	FLAC	.flac	Compression Levels 0~8
	AMR	.3gp	AMR-NB, AMR-WB
	MPEG	.mp1, .mp2, .mp3	MPEG-1/2/2.5 Audio Layer 1, 2, 3 @8kpbs~320Kbps
	OGG	.ogg	Q1~ Q10
	WAV	.wav	MS-ADPCM, IMA-ADPCM, PCM
PHOTO	BMP	.bmp	
	GIF	.gif	
	JPEG	.jpg, .jpeg	
	PNG	.png	

TROUBLESHOOTING

SYMPTOM	REMEDY
Monitor does not power on	<p>Verify the vehicle is in the ON/RUN or ACC position.</p> <p>If the Power and Home buttons on each monitor are not illuminated, verify the cable connection to each monitor and/or the power and ground connections to the vehicle.</p>
Monitor frozen - will not respond	<p>Soft reset each monitor by turning each monitor off, then back on again.</p> <p>Hard reset the system by turning the ignition off, then back on, or by activating the reset button on the side of each monitor.</p>
Disc will not play (SB11MD1)	<p>Check to make sure the disc is inserted with the label side facing towards the user.</p> <p>Check if the disc is defective by trying another disc. Check the type of disc being played.</p> <p>This unit only plays DVD (Single, Dual Layer), DVD-R/+R, DVD+R Dual layer, DVD-RW/+RW, CD, CD-R, and CD-RW.</p> <p>The unit and the disc are coded by region. If the region codes don't match, the DVD can't be played.</p>
Disc plays, but stops intermittently (SB1MD1)	<p>The disc may be dirty and need cleaning.</p> <p>Condensation may have formed inside the unit. Remove the disc and allow unit to dry out.</p> <p>The disc may be scratched too badly to play.</p>
DVD playback - distorted picture (SB11MD1)	<p>Check the disc for fingerprints and clean with a soft cloth, wiping from center to edge.</p>
Cannot advance through a DVD movie (SB11MD1)	<p>You cannot advance through the opening credits and warning information that appears at the beginning of DVDs because the disc is programmed to prohibit these actions. Some discs may not allow this function. Try another disc.</p>

TROUBLESHOOTING

<p>No sound or distorted sound</p>	<p>Make sure that the external media device is connected properly, and all cables are securely inserted into the appropriate jacks. Verify that the batteries in the wireless headphones are fresh. If you are using the wireless bluetooth headphones, make sure you turn on the power and select the correct monitor (A or B). Verify the volume is turned up on wireless bluetooth headphones or the system volume is turned up for wired headphones. When placing the wireless bluetooth headphones on your head, make sure to observe the Left and Right orientation. The wireless bluetooth headphones must be oriented correctly (facing forward) to receive the audio signal.</p>
<p>Monitor feels warm</p>	<p>When the monitor is in use for a long period of time, the surface will be warm. This is normal.</p>
<p>HDMI input not working (SB11M1)</p>	<p>Some mobile devices may require a special HDMI cable and/or adapter. Contact your HDMI device supplier for the HDMI cable and/or adapter. Some devices may need to boot up before showing picture. Ensure you are using an OEM branded (Apple, Samsung, etc.) HDMI cable and/or adapters. Generic HDMI cables and/or adapters may not function properly with this system.</p>
<p>Cannot connect monitors to a Wi-Fi network (hotspot)</p>	<p>Check to make sure the correct Wi-Fi network password is used.</p>
<p>Monitor is not registering in the VOXX Link APP</p>	<p>Make sure your smart device has the latest version of the VOXX Link APP installed. Ensure the system monitors and the mobile device are connected to the same Wi-Fi network. Refer to page 16 for more details. Make sure Wi-Fi is turned on in the system menu, then briefly turn the Wi-Fi off then on again.</p>

TROUBLESHOOTING

<p>Cannot play certain files from USB thumb drive</p>	<p>Audio/video files embedded with DRM (Digital Rights Management) or copyright protection may not playback on this system.</p> <p>This is not a performance issue, but a limitation that content providers may place on their content. Some USB storage devices may not be compatible (older USB thumb drives).</p> <p>Due to ongoing technological advancements, some USB flash drives may be incompatible with this system.</p>
<p>Monitor is locked using Google's "Find My Device" service</p>	<p>Contact VOXX tech at 1-800-645-4994 for instructions on how to restore monitor operation.</p>

Note: The system was designed to satisfy users of every tech level. Specifically related to downloadable APPs available through the Google Play Store, the performance of these APPs is based upon the strength of the Wi-Fi hotspot signal coming into the vehicle in addition to the performance of the APP itself. A poor Wi-Fi connection to the internet can have an impact on content playback that can be mistaken for a performance flaw in the system. Before assuming that the system has a performance issue, please verify that the Wi-Fi signal strength through your hotspot is strong and that all APPs are updated to their latest version. If you believe that the system has a performance issue, please contact VOXX tech at 1-800-645-4994 so that an agent can assist you further in troubleshooting your system.

GENERAL SPECIFICATIONS

Display	11.6" Capacitive Touch Screen, Resolution: 1920(RGB) x 1080
LCD Backlight Type	LED Backlight Life: 20,000 Hours
Supported Disc Types	DVD (Single, Dual Layer), DVD-R/+R, DVD+R Dual layer, DVD-RW/+RW, CD, CD-R, CD-RW
Frequency Response	40Hz~16KHz +/-3dB(Bluetooth Headphone Output Frequency Response)
HDMI Support	Version 1.4b, HDCP 1.4 Compliant
Wireless Bluetooth Headphones	2-Channel Stereo
Wi-Fi Network	802.11a/b/g/n/ac Dual Band
USB Support	Version 1.1, Version 2.0 High Speed, 5 watt (1 Amp) Max Charging Output, 64GB Max Capacity

COMPLIANCE INFORMATION

FCC NOTICE

This device complies with Part 15 of FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. The Bluetooth antenna cannot be removed (or replaced) by user.

Alteration or modifications carried out without appropriate authorization may invalidate the user's right to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

DVD VIDEO PLAYBACK

This item incorporates copy protection technology that is protected by U.S. patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.

IOS

IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

COMPLIANCE INFORMATION

AAC

AAC is short for Advanced Audio Coding and refers to an audio compression technology standard used with MPEG-2 and MPEG-4. Several applications can be used to encode AAC files, but file formats and extensions differ depending on the application which is used to encode.

MP3

Supply of this product only conveys a license for private, non-commercial use and does not convey a license nor imply any right to use this product in any commercial (i.e. revenue-generating) real time broadcasting (terrestrial, satellite, cable and/or any other media), broadcasting/ streaming via internet, intranets and/or other networks or in other electronic content distribution systems, such as pay-audio or audioondemand applications. An independent license for such use is required. For details, please visit <http://www.mp3licensing.com>.

WMA/WMV

Windows Media is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. This product includes technology owned by Microsoft Corporation and cannot be used or distributed without a license from Microsoft Licensing, Inc.

FLAC

Copyright © 2011-2013 Xiph.Org Foundation Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of the Xiph.org Foundation nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

COMPLIANCE INFORMATION

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE FOUNDATION OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

SD/SDHC/SDXC

SD, SDHC and SDXC Logos are trademarks or registered trademarks of SD-3C LLC in the United States, other countries or both.

HDMI

The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing, LLC in the United States and other countries.

DOLBY DIGITAL

This product will down-mix Dolby Digital signals internally and the sound will be output in stereo. Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.

COMPLIANCE INFORMATION

EUROPEAN WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE) NOTICE

In accordance with Directive 2012/19/EU of the European Parliament on waste electrical and electronic equipment (WEEE):

The symbol above indicates that separate collection of electrical and electronic equipment is required. When this product has reached the end of its serviceable life, it cannot be disposed of as unsorted municipal waste. It must be collected and treated separately.

It has been determined by the European Parliament that there are potential negative effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment. It is the users' responsibility to utilize the available collection system to ensure WEEE is properly treated.



All other trademarks and their respective logos cited herein are the property of their respective owners.

VOXX
BY GENTEX CORPORATION

© 2026 VOXX by Gentex Corporation
2351 J. Lawson Blvd, Suite 110, Orlando, FL 32824



For Customer Service
Visit Our Website At
www.voxxelectronics.com
Product Information, Photos,
FAQ's, Owner's Manuals