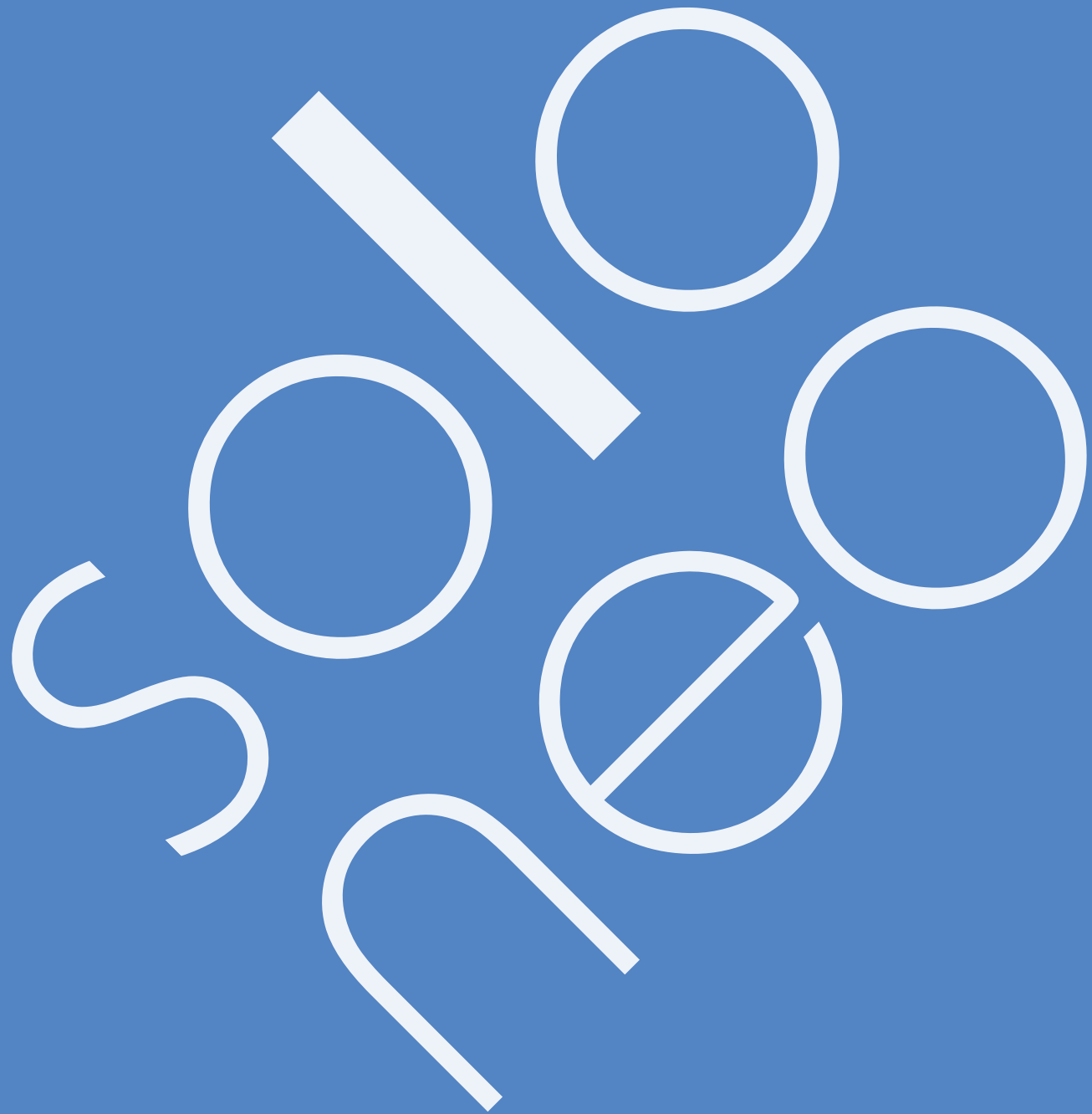


ARCAM

Handbook



# safety guidelines



**CAUTION:** To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.



The lightning flash with an arrowhead symbol within an equilateral triangle, is intended to alert the user to the presence of uninsulated 'dangerous voltage' within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

**CAUTION:** In Canada and the USA, to prevent electric shock, match the wide blade of the plug to the wide slot in the socket and insert the plug fully into the socket.

## Warning

Mains plug/appliance coupler is used to disconnect device and it shall remain readily operable.

CLASS I construction shall be connected to a MAINS socket outlet with a protective earthing connection.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Many of these items are common sense precautions but, for your own safety and to ensure that you do not damage the unit, you must read them.

## Important safety instructions

This product is designed and manufactured to meet strict quality and safety standards. However, you should be aware of the following installation and operation precautions.

### 1. Follow all instructions

You should read all the safety and operating instructions before operating this equipment. Retain this handbook for future reference and adhere to all warnings in the handbook or on the equipment.

### 2. Water and moisture

The presence of electricity near water can be dangerous. Do not use the equipment near water – for example next to a bathtub, washbowl, kitchen sink, in a wet basement or near a swimming pool, etc.

### 3. Object or liquid entry

Take care that objects do not fall and liquids are not spilled into the enclosure through any openings. Liquid-filled objects such as vases should not be placed on the equipment.

### 4. Lifting and placing the equipment

This amplifier weighs 7.9kg, so take care when lifting or moving this unit.

Only use a rack or shelf that is stable and strong enough to support the weight of this equipment.

### 5. Ventilation

Do not place the equipment on a bed, sofa, rug or similar soft surface, or in an enclosed bookcase or cabinet, since ventilation may be impeded.

Keep a minimum of 5cm (2 inches) clear around the apparatus to allow sufficient passage of air.

### 6. Heat

Locate the equipment away from naked flames or heat-producing appliances such as radiators, stoves or other appliances that produce heat.

### 7. Climate

The equipment has been designed for use in moderate climates and in domestic situations. Unplug this equipment during lightning storms to prevent possible damage from a strike or mains surge.

### 8. Cleaning

Unplug the unit from the mains supply before cleaning.

The case should normally only require a wipe with a soft, lint-free cloth. Do not use chemical solvents for cleaning.

We do not advise the use of furniture cleaning sprays or polishes as they can cause permanent white marks.

### 9. Grounding

Ensure that the unit is grounded ('earthed') properly at all times

### 10. Power sources

Only connect the equipment to a power supply of the type described in the operating instructions or as marked on the equipment.

The primary method of isolating the equipment from the mains supply is to remove the mains plug. The equipment must be installed in a manner that makes disconnection possible.

### 11. Power-cord protection

Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to the point where they exit from the equipment.

### 12. Non-use periods

If the equipment is not being used for an extended period, we recommend that you unplug the power cord of the equipment from the outlet, to save power.

### 13. Abnormal smell

If an abnormal smell or smoke is detected from the equipment, turn the power off immediately and unplug the equipment from the wall outlet. Contact your dealer and do not reconnect the equipment.

### 14. Servicing

You should not attempt to service the equipment. Contact your dealer to arrange servicing.

### 15. Damage requiring service

The equipment should be serviced by qualified service personnel when:

- A. the power-supply cord or the plug has been damaged, or
- B. objects have fallen, or liquid has spilled into the equipment, or
- C. the equipment has been exposed to rain, or
- D. the equipment does not appear to operate normally or exhibits a marked change in performance, or
- E. the equipment has been dropped or the enclosure damaged.

## Safety compliance

This equipment has been designed to meet the IEC/ EN 60065 international electrical safety standard.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

# welcome...

... and thank you for purchasing the Arcam Solo Neo music system.

Arcam has been producing high-quality audio components for nearly thirty years. During that time we have amassed a wealth of knowledge on both the design and construction of audio components in order to give the best sound performance for the price. The design of Solo Neo is a distillation of this knowledge into an easy-to-use package that is intended to give you years of listening enjoyment while taking just a few minutes to learn how to use.

This handbook is intended to give you a detailed guide to using the Solo Neo music system. It starts by giving advice on installation, moves on to describe how to use the product and finishes with additional information on the more advanced features. Use the contents list shown on the right to guide you to the section of interest.

We hope that your Solo Neo music system will give you years of trouble-free operation. In the unlikely event of any fault, or if you simply require further information about Arcam products, our network of dealers will be happy to help you. Further information can be found on the Arcam website at [www.arcam.co.uk](http://www.arcam.co.uk).

## Contents

safety guidelines.....	2
welcome.....	3
installation guidelines .....	4
making music.....	8
remote control.....	14
Setup Menu .....	15
Network Setup Wizard.....	19
technical specification.....	20
product guarantee.....	21

The Solo Neo development team

## Safety

Safety instructions are set out on page 2 of this handbook.

Many of these items are common sense precautions but, for your own safety and to ensure that you do not damage the unit, you must read them.

This product requires an earth connection.

# installation guidelines

## General guidelines

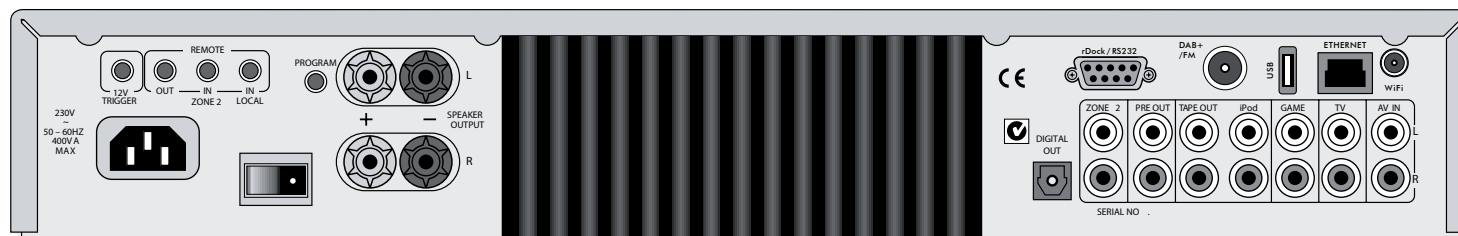
### Positioning the unit

- Place Solo Neo on a level, firm surface, avoiding direct sunlight and sources of heat or damp.
- Do not place Solo Neo on top of a power amplifier or other source of heat.
- Do not place Solo Neo in an enclosed space such as a bookcase or closed cabinet unless there is good provision for ventilation. Solo is designed to run warm during normal operation.
- Do not place any other component or item on top of Solo Neo as this may obstruct airflow around the heat-sink, causing Solo Neo to run hot. (The unit placed on top of Solo Neo would become hot, too.)
- Make sure the remote-control receiver in the centre of the front panel display is unobstructed, otherwise this will impair the use of the remote-control. If line-of-sight is impractical, a remote-control repeater can be used with the rear panel connector (see page 5).
- Do not place your record deck on top of this unit. Record decks are very sensitive to the noise generated by mains power supplies which will be heard as a background 'hum' if the record deck is too close.

### Interconnect cables

We recommend the use of high-quality screened cables, since inferior-quality cables will degrade the overall quality of your system. Use only cables that are designed for the particular application as other cables will have different impedance characteristics that will degrade the performance of your system (for example, do not use cabling intended for video use to carry audio signals). All cables should be kept as short as is practically possible.

It is good practice when connecting your equipment to make sure that the mains power-supply cabling is kept as far away as possible from your audio cables. Failure to do so may result in unwanted noise in the audio signals.



## Power

Solo Neo is supplied with a moulded mains plug already fitted to the lead. Check that the plug supplied fits your supply – should you require a new mains lead, please contact your Arcam dealer.

Push the IEC (kettle-style) plug end of the power cable into the socket on the back of Solo Neo, making sure that it is pushed in firmly. Put the plug on the other end of the cable into your power supply socket and, if necessary, switch the socket on.

Solo Neo is fitted with a power switch on the rear of the product, next to the power inlet. To use Solo Neo, make sure that this is switched on.

**Solo Neo is fitted with a transformer designed to accept the mains voltage in the region that the product was shipped to. If your mains supply voltage does not match this specification (as shown on the rear panel), you wish to take the unit to a region with a different main voltage, or the mains plug is incorrect, please consult your Arcam dealer.**

**This product *must* be earthed.**

## Speakers

Solo Neo is designed to drive a single pair of speakers, rated between 4 and 8 ohms, and is fitted with speaker terminals that can accept either spade terminals or bare wires.

To connect the left speaker, unscrew the terminals on the back of Solo Neo labelled L, insert the speaker wire (or spade) and screw the terminals back up. Make sure that the red (positive/+) terminal of the speaker is connected to the red terminal on Solo Neo and the black (negative/-) terminal of the speaker is connected to the black terminal on Solo Neo. Repeat the above to connect the right speaker to the terminals labelled R.

It is important that no stray strands of wire from these connections are allowed to touch another cable or the product casing. Failure to ensure this can cause a short circuit, and damage to your Solo Neo.

**Do not over-tighten the loudspeaker terminals, or use a wrench, pliers, etc., as this could cause damage to the terminals which will not be covered under warranty.**

See page 6 for tips on speaker positioning.

## Radio aerial and Wi-fi antenna

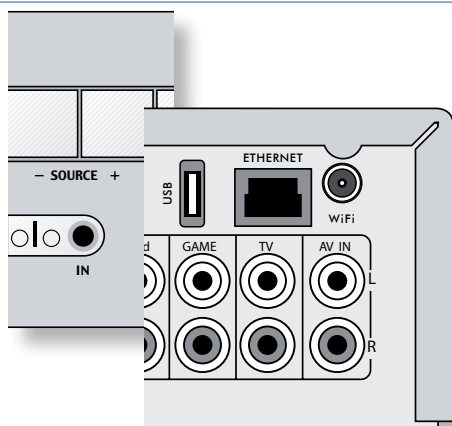
Solo Neo is fitted with a combined FM/DAB (digital radio) receiver module. In order to use the radio, you must connect an aerial to the unit – a suitable aerial is supplied as an accessory.

The FM/DAB aerial connector is an F-type (screw) connector. The aerial should be connected to this input by pushing the pin into the hole in the centre of the connector, then screwing the sleeve onto the outside.

To use the supplied 'T' shaped wire aerial, mount it as high up as possible on a wall with the elements positioned vertically. If accessible, try each usable wall of the room to see which gives the best reception. Use tacks or adhesive tape to secure the aerial to the wall, but ensure that tacks do not come into contact with the internal wire of the aerial.

For optimal reception, the use of a roof-mounted (external) aerial is recommended (see page 7).

A socket is provided for the supplied Wi-fi antenna. Fit this if you wish to use Solo Neo with your wireless computer network for Internet radio and network streaming functions. Note: equipment cabinets can block wireless signals. Do not use a cabinet if you experience problems with wireless reception.



## Audio inputs

Solo Neo provides four audio inputs and a tape loop, allowing connection of other audio sources, (games console, TV, DVD player, etc.). Three of these inputs, together with the tape loop, are on the rear panel, with one on the front of Solo Neo. The labels above the inputs give suggested uses, but all four inputs have the same characteristics (all are line-level inputs) and any suitable device may be connected to any input. (Note, however, that the name of the input shown on the front-panel display cannot be changed.)

To connect a device to an input on the rear of Solo Neo, use a stereo phono cable of a suitable length; for connection to the front-panel, the cable must terminate in a stereo 3.5mm jack plug. Connect the audio output of the device to one of the inputs of Solo Neo, making sure that the plugs are pushed in firmly. We advise you to use high-quality interconnect cables wherever possible to ensure the best possible sound quality.

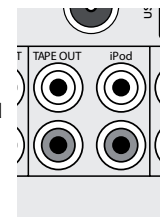
### Connecting a tape deck

If the iPod input is not required for use with an Arcam rDock, it can be used as a tape input for tape playback.

Note that the TAPE output is muted when Tape/iPod is selected as the music source.

### Connecting a record deck

Solo Neo is not fitted with a phono pre-amplifier. If you wish to connect a record deck to Solo Neo, then you will need an external pre-amplifier. Please contact your dealer for further information and recommendations on the best option for you.



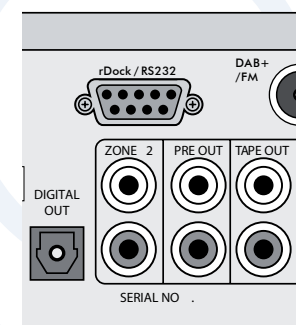
## Audio outputs

**TAPE OUT:** This output is taken before the volume control, i.e., the source being listened to is routed directly to this output. If you wish, this output may be connected to a cassette recorder (or other recording device). Under no circumstances should this output be connected to a power amplifier. Note that this output is muted when the source is set to iPod/tape, to prevent feedback loops.

**PRE OUT:** To improve the sound quality still further, or if you require more than the 50W/channel that Solo Neo offers, an external power amp. or subwoofer can be connected. For a power amplifier, connect these sockets to the input sockets of your power amp., then connect your speakers to its speaker terminals.

**ZONE 2 OUT:** This is the output to be used for a second room system. It should be connected to the amplifier in the second room. The output level varies with the volume control for the second room.

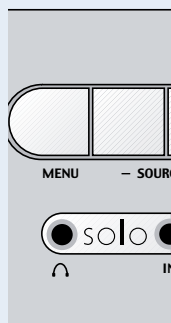
**DIGITAL OUT:** This carries the digital output from the CD, DAB, FM, NET and USB stages of Solo Neo, and can be used for making digital recordings using compatible recording devices (such as MiniDisc). When a CD is being played, this output carries a signal with a sample rate of 44.1kHz; with DAB/FM radio, USB and Network sources the signal sample rate is 48kHz.



## Listening with headphones

The front-panel of Solo Neo has a socket allowing the connection of headphones. To use headphones with Solo Neo, plug the headphones into the socket on the left hand side of the front panel. When headphones are plugged into the headphones socket the main speaker output and the pre-amp. output are muted automatically (Zone 2 output remains active).

This socket accepts headphones with an impedance rating between 8Ω and 2kΩ, fitted with a 3.5mm stereo jack plug. The headphone socket is always active, except when Solo Neo is muted.



## Remote control inputs/outputs and the 12V trigger

These connections are intended for use in multi-room installations. Normally there is no need to make any connections to these sockets. If you would like to make use of these features, however, please download the document 'Solo Neo Remote Control' from our website ([www.arcam.co.uk](http://www.arcam.co.uk)), which includes advice on how to make these connections.

**12V TRIGGER** – This output provides a 12V signal whenever the unit is switched on (i.e., not off or in stand-by). This signal can be used to switch on automatically power amplifiers (or other compatible equipment) connected to Solo Neo, as they will come on when Solo Neo is activated.

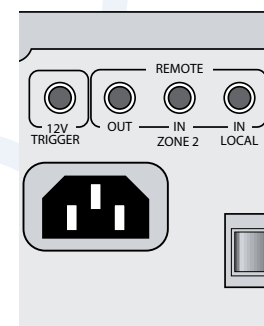
**IN LOCAL** – This allows remote control signals to be received by Solo Neo if the remote sensor is covered (or otherwise not 'visible' to the remote control). An external sensor is used to receive the signals from the remote control, which are then fed to Solo Neo (into this input) using a suitable cable.

**IN ZONE 2** – Use this connector if you are using a second room system that has a remote sensor. The external sensor is used to receive the signals from the remote control, which are then fed to Solo Neo (into this input) using a suitable cable.

**OUT** – This output carries all signals from the front panel remote control receiver, plus commands received through the two external sensor inputs detailed above ('In Local' and 'In Zone 2'). This can be used to route remote-control commands to other equipment (potentially in different locations). For example, DVD player commands could be received by Solo Neo, then routed to a DVD player in a remote location using this output connector.

### RS232 control

Solo Neo is fitted with an RS232 serial connector that allows remote control from a PC, or similar device. In normal use, it is unlikely that this connector will be used. If you wish to experiment with this remote-control method, however, full details of the remote control protocol can be found on the Arcam website.



## Speaker installation

The advice given here are general guidelines for speaker installation. Refer to the documentation supplied with your speakers for more precise positioning and installation information.

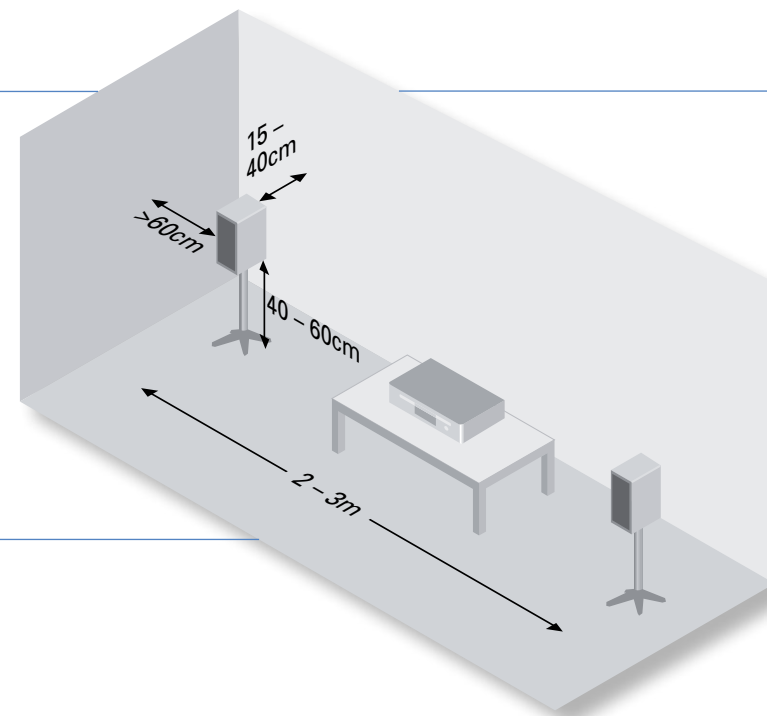
### Positioning

As a rough guide, speakers should be placed on rigid stands at about 15–40cms from the rear wall and at least 60cms from any side wall. Speakers should never be placed on the floor (unless they are floor-standing speakers), or in corners.

The final sound will depend on the acoustics of the listening room and experimentation with speaker positioning is very worthwhile. As a starting point, we suggest that the speakers are placed 2–3m apart with their backs 15cms from the rear wall.

### Speaker stands

The more firmly a speaker is held, the better it will sound. We recommend the use of rigid metal stands of 40–60cms height. Properly damped types that do not 'ring' when tapped with a pencil (either by virtue of construction, or because they are filled with dry silver sand) will bring out the best in a speaker. Ensure that the stands and/or speakers do not wobble.



## Listening in a second room

Solo Neo provides two independent volume controls, offering you the possibility of listening to the same output in two different rooms of your house. To do this, you will require the following:

- a power amplifier (such as the Arcam P38) and speakers;
- suitable interconnect cables, such as those described above;
- a remote control receiver (optional), available from your Arcam dealer;
- a second Solo Neo remote control (optional), available from your Arcam dealer.

Make the connections as follows:

1. Ensure that all equipment is switched off and disconnected from the mains supply.
2. Connect the outputs of Solo Neo labelled 'Zone 2' to the audio inputs of the power amplifier using the interconnect cables.
3. Connect the speakers to the speaker terminals of the power amp. The speakers should be connected in the same method as described in the panel on page 4, 'Speakers'.
4. Plug the remote receiver from the second room into the connector labelled 'In Zone 2' on the rear of Solo Neo.
5. Reconnect the equipment to the mains supply and switch on. You should be able to hear the output of Solo Neo in through the power amp. and control the volume using the remote control.

### Adjusting Zone 2 volume

Press and hold **MENU** on the front panel until 'Z2 Vol' is displayed, then use the volume control to decrease/increase the Zone 2 volume. Press **MENU** again to exit.

**Note that the second room is always muted when Solo Neo is switched on – it must be unmuted 'explicitly' when required. This is to avoid unexpected output in the remote location.**



## Radio aerial, Internet radio and computer network connections

Solo Neo is fitted with a DAB+/FM receiver module. A roof-mounted aerial should be used wherever possible to obtain the best reception.

Your Solo Neo is capable of superb FM and DAB/DAB+ radio reception, but only if it is receiving a good quality transmission signal.

### DAB/DAB+ (Digital Radio)

If the transmission signal is strong in your area then the supplied indoor aerial may be sufficient (it should be hung on a wall with both wires fully stretched out vertically). In weak signal areas, an external aerial is desirable in order to receive the highest number of services.

DAB transmissions can be in either 'Band III' or the 'L-band' (or both). To determine the transmission frequency in your area, contact your dealer, or refer to [www.WorldDAB.org](http://www.WorldDAB.org). In Band III transmission areas, use a multi-element Yagi aerial if you are a long way from a transmitter, or use an omnidirectional or folded dipole aerial if you are close to more than one transmitter (in the U.K., a Band III region, this should be mounted with the elements vertically, as the transmissions are vertically polarised). If the DAB services in your area are transmitted on L-band then consult your dealer with regard to the best aerial to use.

Whether you decide to install an external aerial, or opt to use the supplied ribbon cable, it should be connected to the F-type (screw) connector labelled 'DAB+/FM' on the rear of the unit.

Solo Neo also has USB, wired and wireless network connections. The USB socket allows for the connection of USB flash memory devices and MP3 players. The network connection, whether wired or wireless, allows for the reception of Internet radio stations and the playback of music stored on your network.

### FM Radio

Although an FM ribbon aerial is supplied as an accessory to Solo Neo, for optimal FM radio reception a roof- or loft-mounted aerial is advised as this will give superior reception. In some areas cable radio may be available or, in an apartment building, a distributed aerial system may be installed. In either of these cases you should have sockets in your home marked FM or VHF (do not use those marked TV), which should be connected to the connector labelled 'FM' on the rear of Solo Neo.

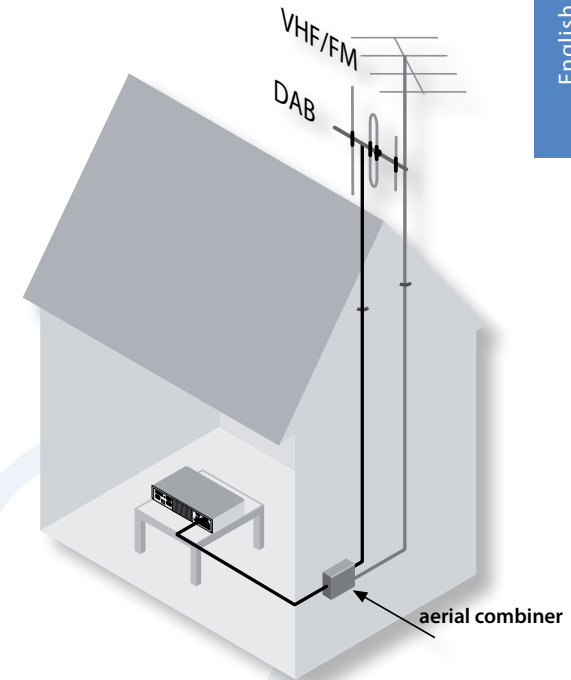
If you wish to use the supplied FM ribbon cable, mount this as high up as possible on a wall with the 'T'-elements positioned horizontally. Try each usable wall of the room to see which gives best reception and use tacks or adhesive tape to secure the aerial in a T shape, but note that no tacks should come into contact with the internal wire of the aerial.

If you wish to receive both DAB and FM signals, experiment with the orientation of the aerial for best results.

The type of aerial you should use depends on your listening preferences and the local conditions. If you listen exclusively to FM transmissions, for example, and the FM signal strength is strong in your area, then a simple omni-directional aerial mounted in your loft or on your roof may be sufficient. Listening to DAB in a weak signal area will require a high-gain, roof-mounted aerial.

For the best reception of both DAB and FM signals, an aerial combiner box may be required (as shown in the diagram opposite). This combines the signals received by two aerials (one for DAB, the other for FM), into one cable that then connects to Solo Neo. If an aerial combiner is not used, the single aerial chosen for both DAB and FM reception may not give optimum performance in some regions.

For the best advice, we recommend that you contact your local Arcam dealer or aerial installation expert.



### USB

Insert USB memory devices here.

### DAB+ / FM

Connect your DAB or FM aerial or antenna cable to this F-type socket.

### Network

The Solo Neo can receive Internet radio or stream music from networked computers and hard drives. Connect your router's LAN port to the ETHERNET socket using Cat5 cable. See pages 18—19 for network configuration instructions if the network requires any particular settings.

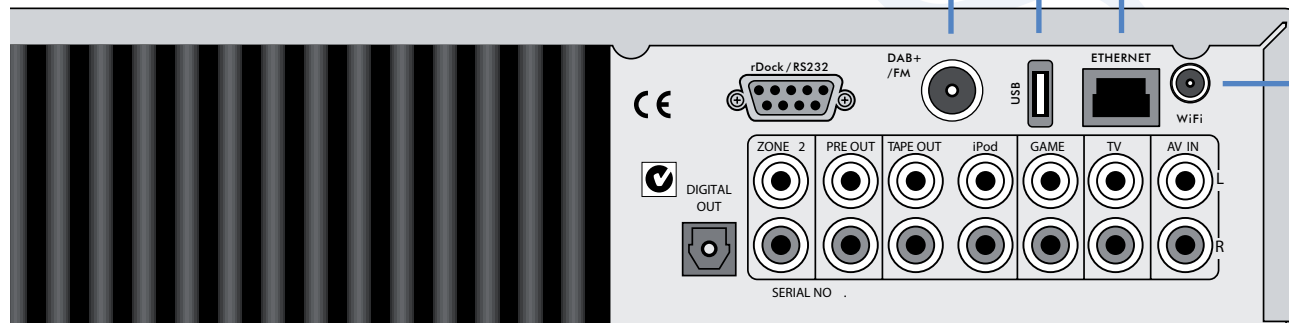
### Wi-Fi Antenna

If you wish to use wireless networking (Wi-Fi) to connect to your local network, the Wi-Fi antenna must be installed.

Locate the 'WiFi' socket on the rear panel. Remove the red protective cap (if installed) and screw on the supplied aerial as shown.

An equipment cabinet can block the wireless signal. The wired network connection is recommended for enclosed installations.

Wireless networking requires network settings to be entered into the Solo Neo. See pages 18—19 for network configuration instructions.

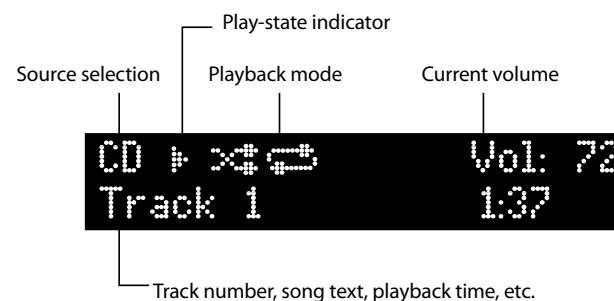


# making music

## Listening to a CD

Quick-start – to play a CD:

1. Press the **■/▲** button (load) on the front-panel or **▲** on the remote control to open the CD tray.
2. Place the CD in the centre of the tray, making sure that the text printed on the CD is face-up. Press the **▲** or **▶** (play) button to close the drawer.
3. Wait for the disc to load. If play was pressed to close the drawer, then the disc will start playing automatically, otherwise press **▶/||** (remote: **▶**) to start playback.



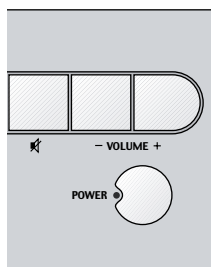
## Important front panel controls

### Power

Press the **POWER** button to switch Solo Neo between 'on' and 'standby'.

When Solo Neo is in standby the light next to the power button on the front panel glows red. Pressing **POWER** when the unit is in standby will cause the unit to switch on, when the power button light will turn blue.

Note that the primary power switch for Solo Neo is on the rear of the unit. If the power light is not illuminated at all, please read the instructions on page 4 'Power'.



### Volume and Mute

Use these controls to mute, increase, or decrease the volume. If Solo Neo is muted, pressing the **MUTE** button for a second time or changing the volume will unmute it. The current volume is shown in the top right corner of the display.

### Source –/+

Used to change the audio source. If you wish to listen to FM radio, for example, press **SOURCE+** repeatedly until 'FM' is shown in the top left corner of the display.

These buttons are also used when navigating the Solo Neo menu. See the section 'Setup menu' (page 15) for more information.

## Skipping/scanning tracks

Press briefly the **◀** and **▶** buttons on the front-panel or remote control to skip to the previous or next track of a CD.

On skipping forward, playback will start from the beginning of the next track on the disc (if there is one); when skipping backwards, pressing the **◀** button within the first 3 seconds of a track will skip to the prior track (if there is one), otherwise playback will re-start from the beginning of the current track. From most positions, therefore, it is normal to have to press **◀** twice to skip to the beginning of the previous track.

The **◀** and **▶** buttons are used also for scanning. To scan backwards or forwards within a track, press and hold the **◀** or **▶** button – the track will be scanned until the button is released.

## Special playback modes

Press **MODE** on the remote-control to cycle through the repeat/shuffle modes for CD playback. The options are as follows:

1. Repeat disc: the tracks on the disc are played in order. After the last track has finished, playback re-starts from the first track on the disc;
2. Repeat track: playback of the current track is repeated until cancelled;
3. Shuffle: the tracks on the disc are played in a random order;
4. Repeat shuffle: this combines 'repeat disc' and 'shuffle'. Each time that playback is restarted, the track order is shuffled.

To cancel any of the shuffle/repeat modes, press **MODE** repeatedly until the playback mode is removed from the display.

Note that the repeat/shuffle modes are not available during programmed playback (described in the next panel).

## Programming the playback order

The order in which tracks on a CD are played can be programmed. This is part of the configuration menu of Solo Neo, which is described on page 15.

1. Press **MENU** to open the configuration menu;
2. Press **◀** (**SOURCE-** on the front-panel), until the top line of the display shows 'Prog';
3. Press **OK** to enter programme mode, then use the – and + keys (front-panel: **◀** and **▶**) to move the highlight to the next track to be added to the play-list. Press **OK** to add the track. Repeat this operation until all the tracks you want to play have been added to the play-list.
4. To exit programme mode, press **MENU**. Press **MENU** again to close the configuration menu.

To clear any programme, press **■** twice on the remote-control, or eject the disc.

## Display modes

Solo Neo provides four different display modes when listening to the CD. The mode is changed by pressing the **INFO** button on either the front-panel or the remote-control.

1. Current track time: this is the 'conventional' display for a CD player, showing the track number, together with track time.
2. Remaining track time: this shows the current track number, together with the track time that remains to be played.
3. CD text: if available, text from the disc (CD text) will be displayed when in this mode (track name or artist, for example). If CD text is unavailable, then this mode is the same as for 'current track time'.
4. Large-character display: this mode is a double-height display, showing just the current track number and the volume.

## CD playback commands summary

- ▶ (Play) – press this button to start the playback of a CD.
- (Stop) – press to stop the playback of a CD.
- || (Pause) – press to pause the playback of a CD. Press again (or press play) to re-start playback.
- ▶ (Skip/Scan forwards) – press and release this button of skip forwards to the beginning of the next track. Press and hold the button to scan forwards.
- ◀ (Skip/Scan backwards) – press and release this button to skip backwards to the beginning of the current/previous track. Press and hold the button to scan backwards.
- ▲ (Open/Close) – press to open the CD tray; press again to close it.

## Direct track access

Direct access may be gained to tracks on the disc by using the numeric keys on the remote-control.

For tracks 1–9, press the number of the track that you want to hear. To select a track greater than 9, press and hold the first digit of the track (e.g. 1) until that number is shown in the bottom left corner of the display ('1–'), then press the second digit.



## Listening to the radio

Solo Neo is fitted with a DAB+/FM receiver.

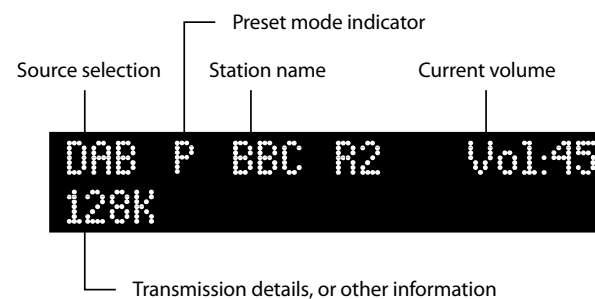
The DAB+ digital radio receiver is capable of receiving both DAB and DAB+ broadcasts and will be referred to as a DAB receiver throughout this handbook.

Solo Neo provides:

- up to 30 station presets;
- full RDS information on FM (where transmitted); programme-associated data on DAB;
- FM signal-strength and DAB data-rate meters.

### Switching to the radio

Press **SOURCE+** or **SOURCE-** until the radio type that you wish to listen to (DAB/FM) is displayed on the front panel. Alternatively, press the **DAB** or **FM** button on the remote control for direct access.



### Searching for stations

Pressing the **MODE** button when the radio is selected as the music source toggles between the two tuning modes of Solo Neo – 'Preset' or 'Tune'. The selected mode is shown briefly on the display.

When in preset mode, pressing the or buttons on the remote control ( or on the front panel) shows the previous/next station preset (if these are defined). Press **OK** to select. Note that these buttons have no effect, in preset mode, if no presets are defined.

In tune mode, by contrast, pressing these buttons changes the FM tuning frequency or selects the next DAB radio station from the station list.

### FM

To search for new stations, ensure that Solo Neo is in 'Tune' mode, as described above.

- **Manual tuning.** Use the and buttons ( or on the front panel) to select the desired tuning frequency. This can be used for tuning to a specific frequency. It is also useful if you are trying to select a station that is too weak for automatic tuning.
- **Automatic tuning.** Pressing the or buttons on the remote control ( or on the front panel) for longer than one second engages automatic tuning. Solo Neo searches for a radio station signal of sufficient strength, then stops. To skip to the next station, press one of the buttons again.

### DAB

Tuning stations in under DAB is different from conventional FM tuning, in that you do not need to know the transmission frequency of the station – this is handled for you by Solo Neo.

Select DAB as the source, then press the **MENU** button. Navigate through the menu options (see page 16) until 'DAB Setup' is displayed. There are two options under this menu item – 'Scan' and 'Erase settings'. Selecting 'Scan' causes Solo Neo to search for new DAB stations. If any are found, then they will be added automatically to the list of available stations. Press **MENU** for a second time to exit the menu.

To select a DAB radio station, press the or buttons on the remote control until the name of the station you want to listen to is displayed. Press **OK** to tune to the displayed station. If **OK** is not pressed, the display will return to the current station after a few seconds.

### Display modes

Solo Neo provides different display modes when listening to the radio. The mode is changed (cycled) by pressing the **INFO** button on either the front-panel or the remote-control.

1. **Programme type (DAB/FM):** a short description of the type of programme being transmitted.
2. **Transmission frequency (FM):** the station name (if available) and transmission frequency.
3. **Dynamic label (DAB)/ RDS (FM):** 128 characters of text used by broadcasters to give programme-related information (e.g., 'phone numbers, web-addresses, etc.).
4. **Data rate (DAB):** this mode shows the data-rate of the station (in kbits/s) and the transmission mode. A higher data-rate indicates a higher audio quality, with the maximum rate being 256kbits/s.
5. **Signal quality:** a bar-graph showing the quality of the received signal.

### Programming station presets

You can store your favourite radio station in one of the radio 'presets', giving quick access to the station in the future without the bother of having to re-tune. Solo Neo provides for 30 preset radio stations, which are shared between DAB and FM.

To store a preset, first tune to the radio station you wish to store. To store the station into one of presets 1–9, press and hold the appropriately numbered button on the remote control until the 'preset saved' message is displayed.

An alternative method, giving access to presets 10–30, is to press **MENU** to enter the Solo Neo configuration menu (described fully on pages 15–19), then to navigate through the menu until 'Store Preset' is displayed. At this point, using the and buttons on the remote control ( or on the front panel) allows selection of the preset number you wish to use for the station (if a preset is in use already, then the name or transmission frequency of the station held in the preset is shown on the bottom line of the display; empty presets are indicated by 'Empty' being shown). When the preferred preset number is shown, press **OK** to store the preset. Note that saving a radio station into a location occupied already will cause the original preset station to be overwritten by the new one.

Your presets are retained when Solo Neo is disconnected from the power supply.

### Selecting station presets

Solo Neo must be in preset mode before preset stations can be selected (see above).

To cycle through your preset stations, use the or buttons on the remote control ( or on the front panel). Alternatively, presets can be selected directly by using the numeric keypad on the remote. See page 14 for further information on this option.

Listening to Network Radio sources

Press SOURCE+ or SOURCE- until "NET Radio" is displayed on the front panel. Alternatively, press the NET button on the remote control until "NET Radio" is displayed.

Solo Neo must be installed on your home network and connected to the Internet in order to listen to network radio sources. Solo Neo can be connected using a wired network connection or can be connected wirelessly. Most wired connections will use automatic setup. For network configuration and wireless settings, see pages 18—19.

See page 7 for network cable connection and wireless network antenna installation.

Choosing music to play

Solo Neo provides a world of radio programming via the Internet. With such a broad range of stations available, we recommend that you set up your favourites — see panel opposite. After the Network Radio system has initialised you will be prompted to press OK to begin navigation. Use the remote control cursor keys (up/down) to select a category to browse.

Various categories and sub-categories are available, including "My Favourites" which contains your favourite stations. Use the remote control (OK) or (right) key to enter a category. Use the remote control cursor keys (up/down) to select a radio station or sub-category. Once you have found a radio station that you wish to listen to, press (OK) to select it.

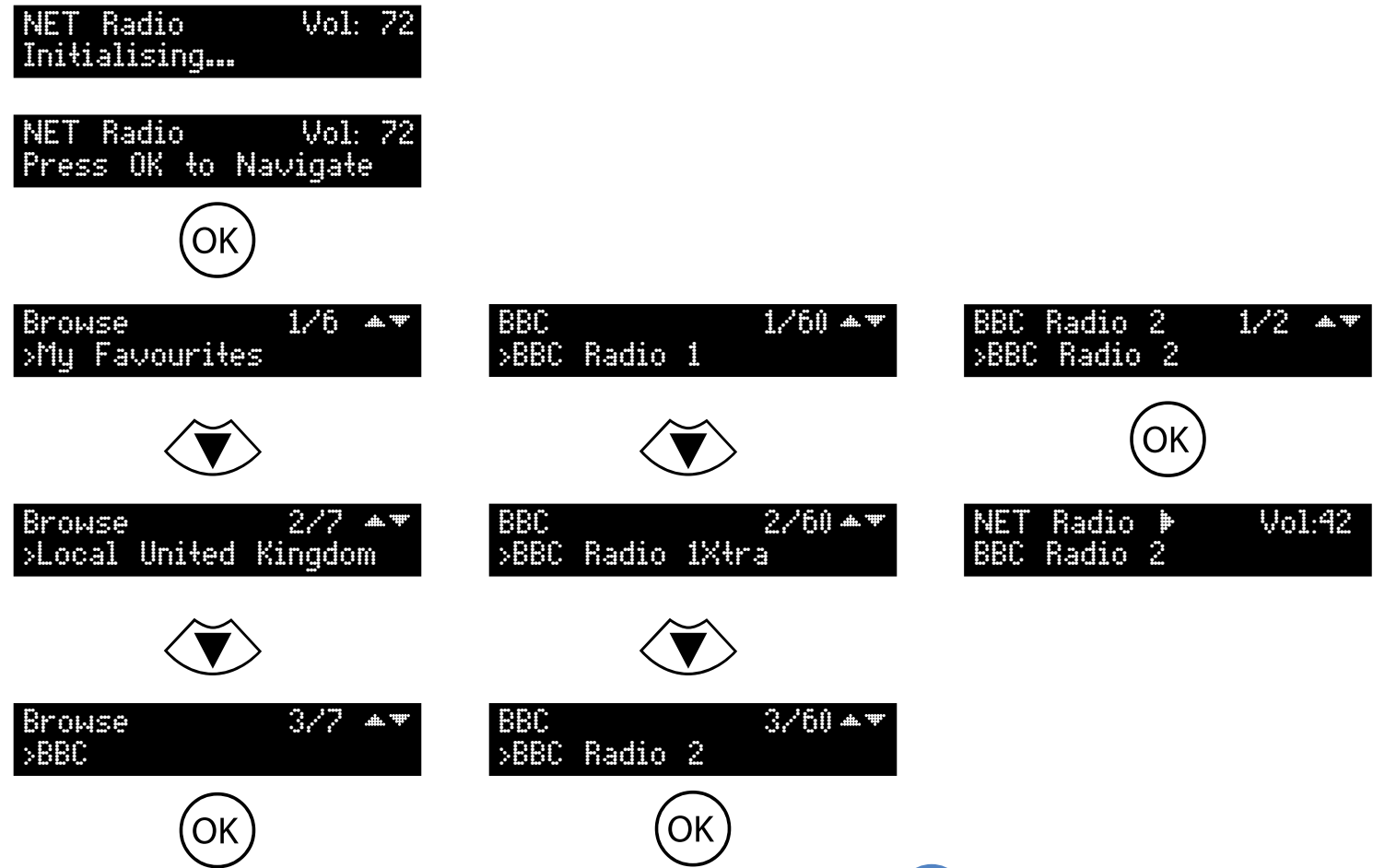
Press (OK) during Net Radio listening to enter navigation mode without stopping the music. Use the remote control (left) key to navigate back one level to the previous category.

A new radio station can be chosen by navigating the categories and sub-categories, as described above.

Display modes

Solo Neo provides different display modes when listening to NET Radio. The mode is changed (cycled) by pressing the INFO button on either the front-panel or the remote-control.

1. Station name being transmitted.
2. Text used by broadcasters to give programme-related information (e.g., 'phone numbers, web-addresses, etc.).
3. Data rate: this mode shows the data rate of the station (in kbits/s) and the transmission mode. A higher data rate indicates a higher audio quality.
4. Large fonts display: this mode uses large size text to display the source name and volume so that it is easier to read from across a room.



## Adding favourites

The easiest way to find new radio stations and add them to your favourite radio stations list is to use a computer. Navigate to <http://www.arcamradio.co.uk> from any computer with an internet connection. See the panel opposite for setup information.

Favourites can be added without using a computer. Press **(MODE)** on the remote control whilst listening to a radio station to add it to your favourites. The display shows "Add Fav?" Press **(OK)** to add the favourite.

To remove a station from the favourites list, navigate to the station using "My Favourites". When the station is displayed, press **(MODE)** on the remote control. The display shows "Remove Fav?" Press **(OK)** to remove the favourite.

### Adding a favourite

NET Radio ▶ Vol:42  
BBC Radio 2

**(MODE)**

Add Fav?

**(OK)**

Added

### Removing a favourite

Browse 1/6 ▲▼  
>My Favourites

**(OK)**

My Favourites 1/1 ▲▼  
>Stations

**(OK)**

Stations 1/4 ▲▼  
>BBC Radio 2

**(MODE)**

Remove Fav?

**(OK)**

Removed

## vTuner

Solo Neo uses the vTuner service to allow easy browsing of internet radio stations and podcasts. To set up this service for your Solo Neo, please visit [www.arcamradio.co.uk](http://www.arcamradio.co.uk). There, you will be asked to enter the Media Access Controller (MAC) address which is the unique ID of your unit. This MAC address can be found in the "Network: View Current Settings" menu and is also printed on a label fixed to the rear of the unit. Once you have entered the MAC address, you can then browse stations and podcasts and set up groups of favourite stations. When you next connect your unit to the internet, these groups will appear in the selection list.

**(MENU)**

Balance



Network  
View Current Settings

**(OK)**

Network Type  
Wireless



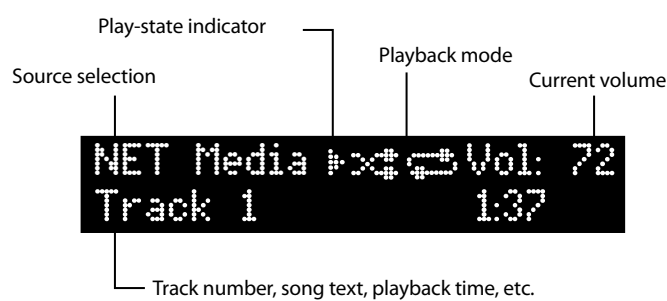
MAC Address:  
12:34:56:78:90:AB

Listening to Network Media sources

Press SOURCE+ or SOURCE- until "NET Media" is displayed on the front panel. Alternatively, press the NET button on the remote control until "NET Media" is displayed.

Solo Neo must be installed on your home network in order to listen to network sources. Solo Neo can be connected using a wired network connection or can be connected wirelessly. Most wired connections will use automatic setup. For network configuration and wireless settings, see pages 18—19.

See page 7 for network cable connection and wireless network antenna installation.



NOTE

For playback from a network device, the network device needs to running a universal plug and play (uPnP) service, such as Windows Media Player 11. This can be downloaded free of charge from [www.microsoft.com](http://www.microsoft.com) or installed via the Windows update installer. Windows Vista™ has this functionality built in.

Other free and paid-for uPnP services are available for other computer operating systems. Some network attached storage (NAS) systems include a built-in version of a uPnP service.

Choosing music to play

The organisation of a music collection is dependent on the server where the files are stored. The Solo Neo first presents a list of available servers on the network; use the remote control cursor keys (left/right) to choose a uPnP server.

When choosing a music file to play, the top line of the front panel display shows the name of the current location. The bottom line is used to display songs or other choices contained within the current network location.

Use the remote control cursor keys (left/right) to choose a song to play or a location or category to browse.

Use the remote control (OK), (Play) or (Stop) key to play the file or select the category.

Use the remote control (Up/Down) key to navigate up one level to the previous category or location.

Press (OK) during playback to enter navigation mode without stopping the music. A new song can be chosen by navigating the files and locations present, as described above.

When playback is stopped, the Solo Neo returns to NET Media navigation mode.

NET Media Vol:42  
Press OK to Navigate



Browse 1/1  
>Asset uPnP:Matt-Laptop



Matt-Laptop 1/11  
>Artist



Matt-Laptop 2/11  
>Album



Album 2/11  
>[A to Z]



[A to Z] 1/28  
>A..



[A] 1/3  
>Amplified Heart



Amplified Heart 1/11  
1 Rollercoaster



NET Media Vol: 72  
1 Rollercoaster 0:00

Skipping/scanning files

Press briefly the (Left) and (Right) buttons on the front-panel or remote control to skip to the previous or next song within the current location.

On skipping forward, playback will start from the beginning of the next song in the location (if there is one); when skipping backwards, pressing the (Left) button will skip to the previous song (if there is one).

The (Left) and (Right) buttons are used also for scanning. To scan backwards or forwards within a song, press and hold the (Left) or (Right) button – the song will be scanned until the button is released.

Special playback modes

Press MODE on the remote control to cycle through the repeat/shuffle playback modes. The options are as follows:

1. Repeat all: the songs on the selected server are played in order. After the last song has finished, playback re-starts from the first song on the server;
2. Shuffle: the songs on the server are played in a random order;
3. Repeat shuffle: this combines 'repeat all' and 'shuffle'. Each time that playback is restarted, the song order is shuffled.

To cancel any of the shuffle/repeat modes, press MODE repeatedly until the playback mode is removed from the display.

Display modes

Solo Neo provides different display modes when listening to files. The mode is changed by pressing the INFO button on either the front-panel or the remote control.

1. File metadata: if available, text from the file metadata (MP3 tags) will be displayed when in this mode (track name or artist, for example). If no tags are available, then the filename will be displayed.
2. Current track time: this is the 'conventional' display as for a CD player, showing the track time.
3. Remaining track time: this shows the track time that remains to be played.
4. Large-character display.

NET Media playback commands summary

- ▶ (Play) – press this button to start playback.
- (Stop) – press to stop playback and enter navigation mode.
- (OK) (OK) – press to enter navigation mode during playback or press during navigation mode to play the selected song.
- (Up/Down) (Cursor up/down) – use to browse songs and network locations.
- (Left/Right) (Back) – press to navigate back to the previous location.
- || (Pause) – press to pause playback. Press again (or press play) to re-start playback.
- ▶ (Skip/Scan forwards) – press and release this button of skip forwards to the beginning of the next song. Press and hold the button to scan forwards.
- ◀ (Skip/Scan backwards) – press and release this button to skip backwards to the beginning of the previous song. Press and hold the button to scan backwards.

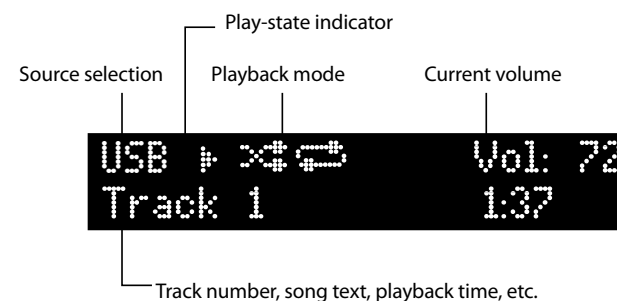
## Listening to music stored on a USB drive

Press **SOURCE+** or **SOURCE-** until **USB** is displayed on the front panel. Alternatively, press the **USB** button on the remote control for direct access.

Insert the USB drive into the rear panel USB socket. Wait for the drive to be read.

When the drive has been read, a music file can be selected to be played using the navigation cursor on the remote control. Alternatively, press **PLAY** to start playback from the first valid music file found on the drive.

Note: This feature is designed for 'mass-storage class compliant' USB flash memory drives and MP3 players that appear as a single 'Removable Disk' when connected to a computer. USB hard disk drives can be connected, but the drive must have a separate power supply and be formatted as a single FAT32 partition. USB devices that do not conform to this standard cannot be used. Arcam cannot guarantee operation with hard disk drives.



### Choosing music files to play

Music files are stored on a USB flash drive inside folders, depending on how the USB flash drive has been organised. When choosing a music file to play, the top line of the front panel display shows the name of the current folder. The bottom line is used to display files or folders contained within the current folder.

Use the remote control cursor keys to choose a file to play or a folder to enter.

Use the remote control key to play the file or select the folder.

Use the remote control key to navigate up one level to the previous folder.

Press during playback to enter navigation mode without stopping the music. A new file can be chosen by navigating the files and folders present, as described above.

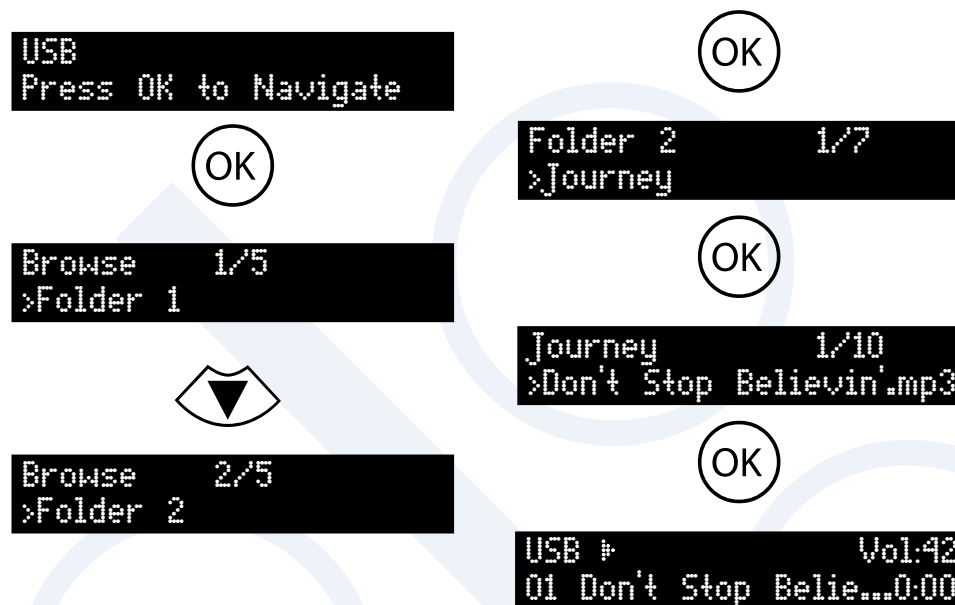
When playback is stopped, the Solo Neo returns to USB navigation mode.

### Skipping/scanning files

Press briefly the and buttons on the front-panel or remote control to skip to the previous or next file within the current folder.

On skipping forward, playback will start from the beginning of the next file in the folder (if there is one); when skipping backwards, pressing the button will skip to the prior file (if there is one).

The and buttons are used also for scanning. To scan backwards or forwards within a file, press and hold the or button – the file will be scanned until the button is released.



### Special playback modes

Press **MODE** on the remote control to cycle through the repeat/shuffle modes for USB playback. The options are as follows:

1. Repeat all: the files on the USB drive are played in order. After the last track has finished, playback re-starts from the first track on the drive;
2. Shuffle: the tracks on the drive are played in a random order;
3. Repeat shuffle: this combines 'repeat all' and 'shuffle'. Each time that playback is restarted, the file order is shuffled.

To cancel any of the shuffle/repeat modes, press **MODE** repeatedly until the playback mode is removed from the display.

### Display modes

Solo Neo provides different display modes when listening to files from USB. The mode is changed by pressing the **INFO** button on either the front-panel or the remote control.

1. Current track time: this is the 'conventional' display as for a CD player, showing the track time.
2. Remaining track time: this shows the track time that remains to be played.
3. Track name only
4. File format (e.g. MP3) and bitrate
5. Large-character display: this mode is a double-height display, showing the current source and volume.

### USB playback commands summary

- ▶ (Play) – press this button to start USB playback.
- (Stop) – press to stop USB playback and enter folder navigation mode.
- (OK) – press to enter navigation mode during playback or press during navigation mode to play theselected file.
- (Cursor up/down) – use to browse files and folders.
- (Back) – press to navigate back to the previous folder.
- || (Pause) – press to pause USB playback. Press again (or press play) to re-start playback.
- (Skip/Scan forwards) – press and release this button of skip forwards to the beginning of the next file. Press and hold the button to scan forwards.
- (Skip/Scan backwards) – press and release this button to skip backwards to the beginning of the previous file. Press and hold the button to scan backwards.



# remote control



## CR50 Remote control buttons

**Power** – Switches Solo Neo between stand-by and on.

**Track/preset selection (0–9)** – Press the number of the CD track or radio preset that you want to hear. To select a track/preset greater than 9, press and hold the first digit of the track (e.g. 1) until the number is shown in the bottom left corner of the display ('1-'), then press the second digit.

**INFO** – Changes the information shown on the front panel display.

**MODE** – Some sources allow changes to the listening mode.

CD/USB/NET Media – Press the **MODE** button to cycle through the repeat/shuffle modes for CD playback.

DAB/FM – Press **MODE** to switch between 'tune' and 'preset' mode. When in tune mode, pressing or changes the tuned frequency (FM) or the selected station (DAB); in preset mode, the preset station is changed.

NET Radio – Press the **MODE** button to add or remove favourite stations.

**DISP** – Cycles the brightness of the front-panel display. There are several different brightness levels to choose from, including switching the display off.

**SLEEP** – Activates the sleep timer function. The time until entering standby can be set in 5-minute steps.

**MENU** – Pressing the **MENU** button allows entry into the configuration menu of Solo Neo. This is described fully on pages 15—19. Press the **MENU** button for a second time to leave the menu.

**Source selection** – Press the appropriate button to select the audio source you would like to hear. The **EXT** button cycles through the external inputs **AV**, **TV**, **GAME** and **FRONT**.

**Cursor keys and OK** – The cursor is used to choose items to play from USB and NET sources. These keys also find use in navigating the configuration menus of Solo Neo, described on pages 15—19.

**Mute** – Press once to mute the speaker and pre-amp outputs of Solo Neo. Press for a second time (or change the volume) to unmute the unit.

**Volume** – Use the / buttons to adjust the volume of the music.

## CD/USB/NET Media playback commands

▶ (Play) – press this button to start the playback.

■ (Stop) – press to stop playback.

⏸ (Pause) – press to pause playback. Press again (or press play) to re-start playback.

⏮ (Skip/Scan backwards) – press and release this button to skip backwards to the beginning of the current/previous track. Press and hold the button to scan backwards.

⏭ (Skip/Scan forwards) – press and release this button of skip forwards to the beginning of the next track. Press and hold the button to scan forwards.

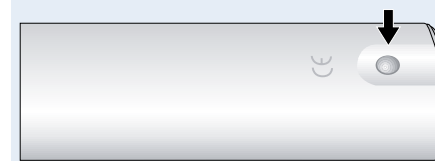
⏏ (Open/Close) – press to open the CD tray; press again to close it.

## Using the remote control

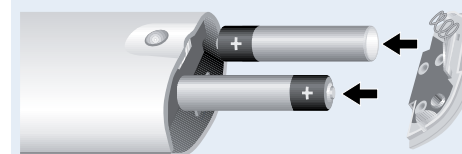
Please keep in mind the following when using the remote control:

- Ensure that there are no obstacles between the remote control and the remote sensor on Solo Neo. The remote has a range of about seven meters. (If the remote sensor is obscured, the remote control input jack on the rear panel is available. Please contact your dealer for further information.)
- Remote operation may become unreliable if strong sunlight or fluorescent light is shining on the remote sensor of Solo Neo.
- Replace the batteries when you notice a reduction in the operating range of the remote control.

## Inserting batteries into the remote control



1. Open the battery compartment by pressing the button on the back of the remote control.



2. Insert two 'AAA' batteries into the battery compartment, following the polarity indications given inside the compartment itself.

3. Push the battery cover back into position.



# Setup Menu

## Setup Menu

Solo Neo allows you to adjust listening settings to suit your taste, and to customise various features to fit your system. Use the diagrams shown below to help you navigate through the available settings.

### Adjusting listening settings

In normal use, the display shows information on the current volume, the source being listened to, and any source-relevant information (such as the playback time on a CD). To adjust the system settings, press **MENU** on either the front-panel or on the remote control. Use the keys as indicated to select and adjust a particular setting.

The settings available depend on the selected source. DAB radio settings can only be changed when the source is DAB, Network settings can only be changed when the source is NET Radio or NET Media, etc. The following settings are common to all sources:

### Balance

This setting allows you to increase the volume of one channel (left or right) relative to the other channel. It should not normally be necessary to adjust this setting but, if you habitually sit closer to one speaker than to the other, altering the balance may help to restore the stereo image for your listening position.

### Bass

This setting changes the relative volume of the lower frequency components of your music. If you feel that your music is not 'warm' enough, increase this setting; if your music is 'boomy', decreasing this setting may help.

See also 'Bass correction', below. Note that the control is inactive when headphones are connected.

### Treble

This setting changes the relative volume of the higher frequency components of your music. If you feel that percussion items in the music (for example) are being lost, increasing this setting may help. If high frequency sounds are too dominant, decrease this setting.

Note that the bass and treble controls are inactive when headphones are connected.

### Bass correction

This setting does not normally need to be used (leave on minimum).

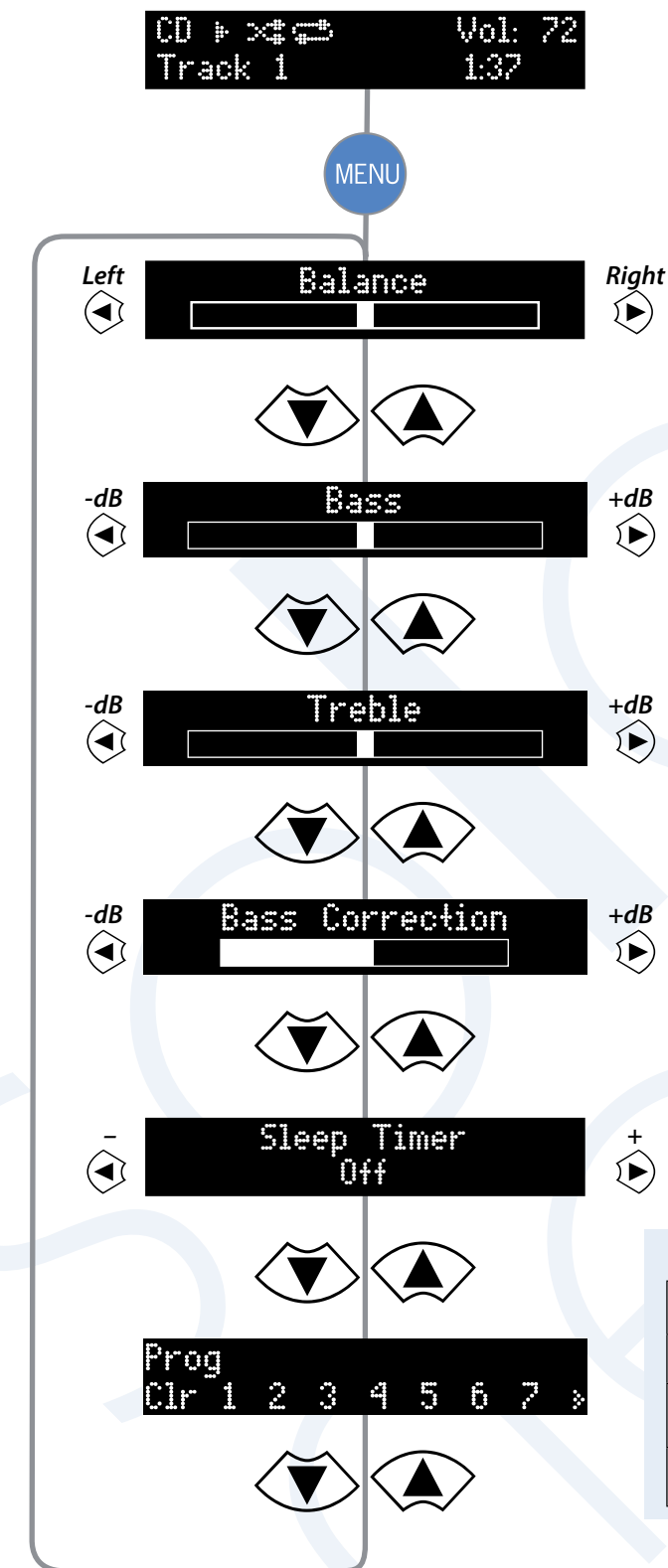
Bass correction may be used if Solo Neo is connected to reduced-frequency-range ('Small') speakers, that cannot reproduce very low frequency sounds. Increasing this setting causes very low frequency sounds to be progressively attenuated (since these cannot be reproduced by the speaker), while the volume of slightly higher-frequency sounds is increased. This means that the overall bass 'amount' produced by the speaker sounds the same as a full-range ('Large') speaker.

You cannot damage any part of your system using this setting, so we suggest that you experiment with it, together with the bass and treble controls, until you find the combination you prefer.

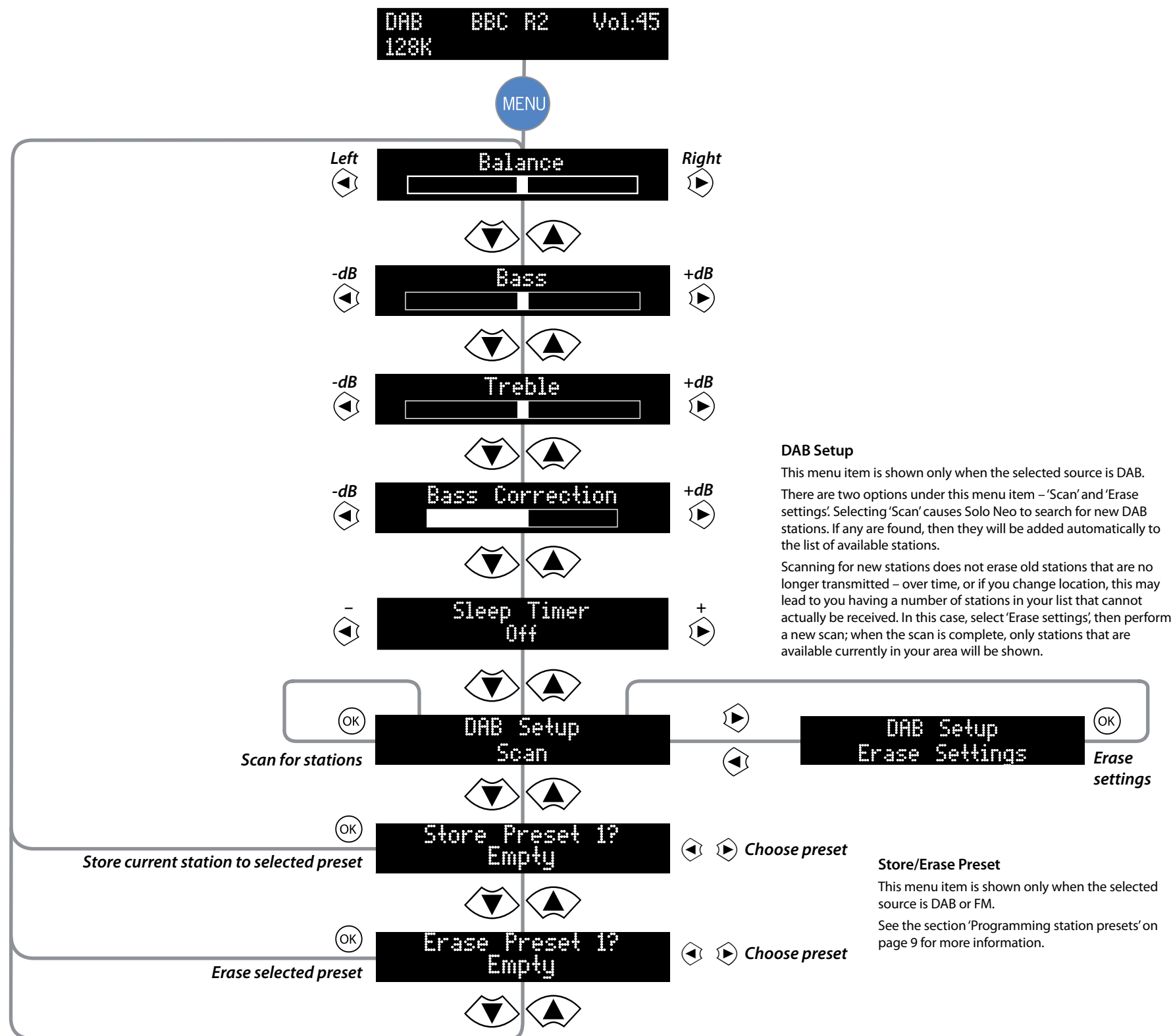
### Sleep timer

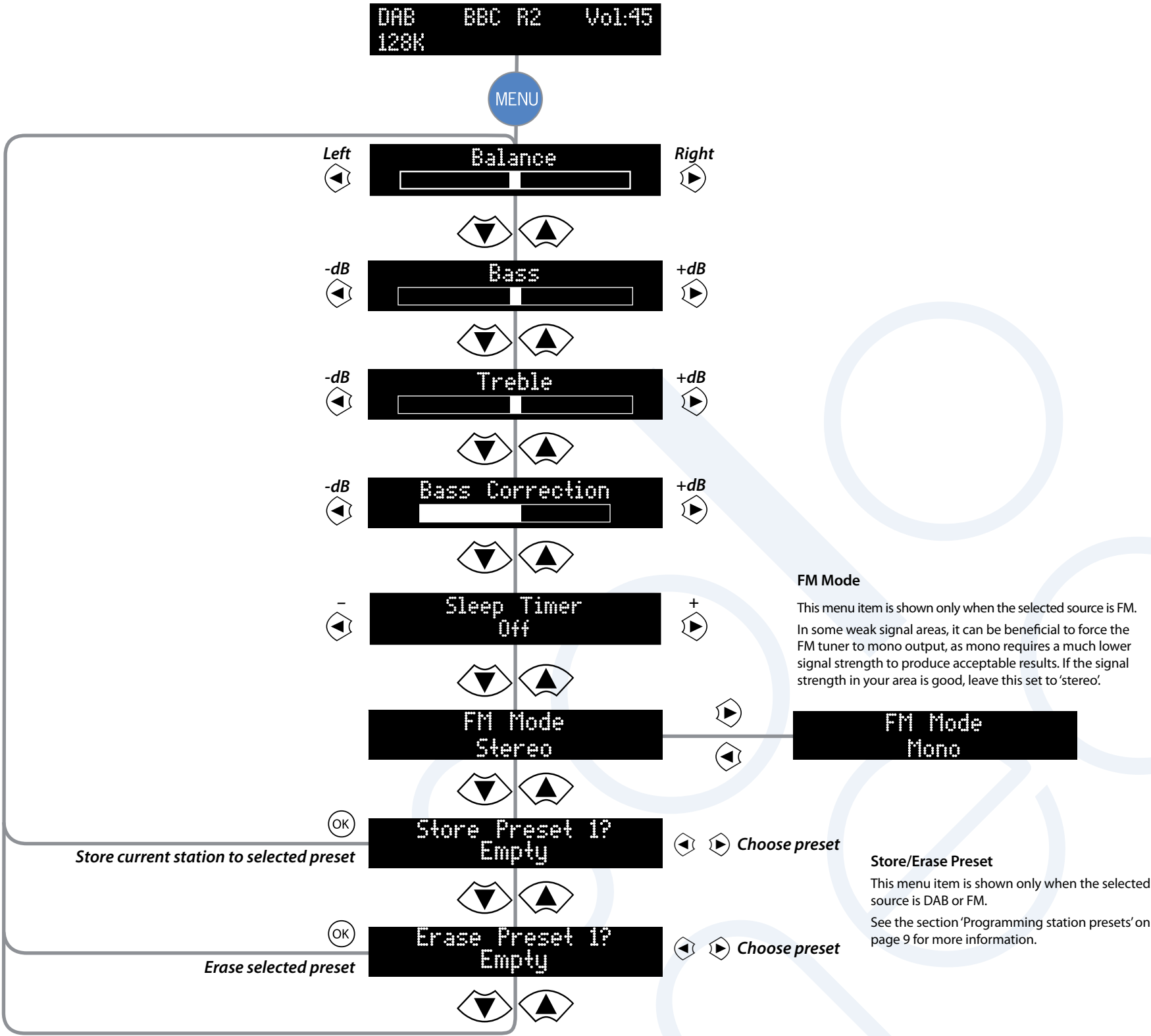
This timer allows you to specify a listening period, after which Solo Neo will switch automatically into stand-by. The period can be set in 5-minute intervals, up to 120 minutes (2 hours).

## CD Menu

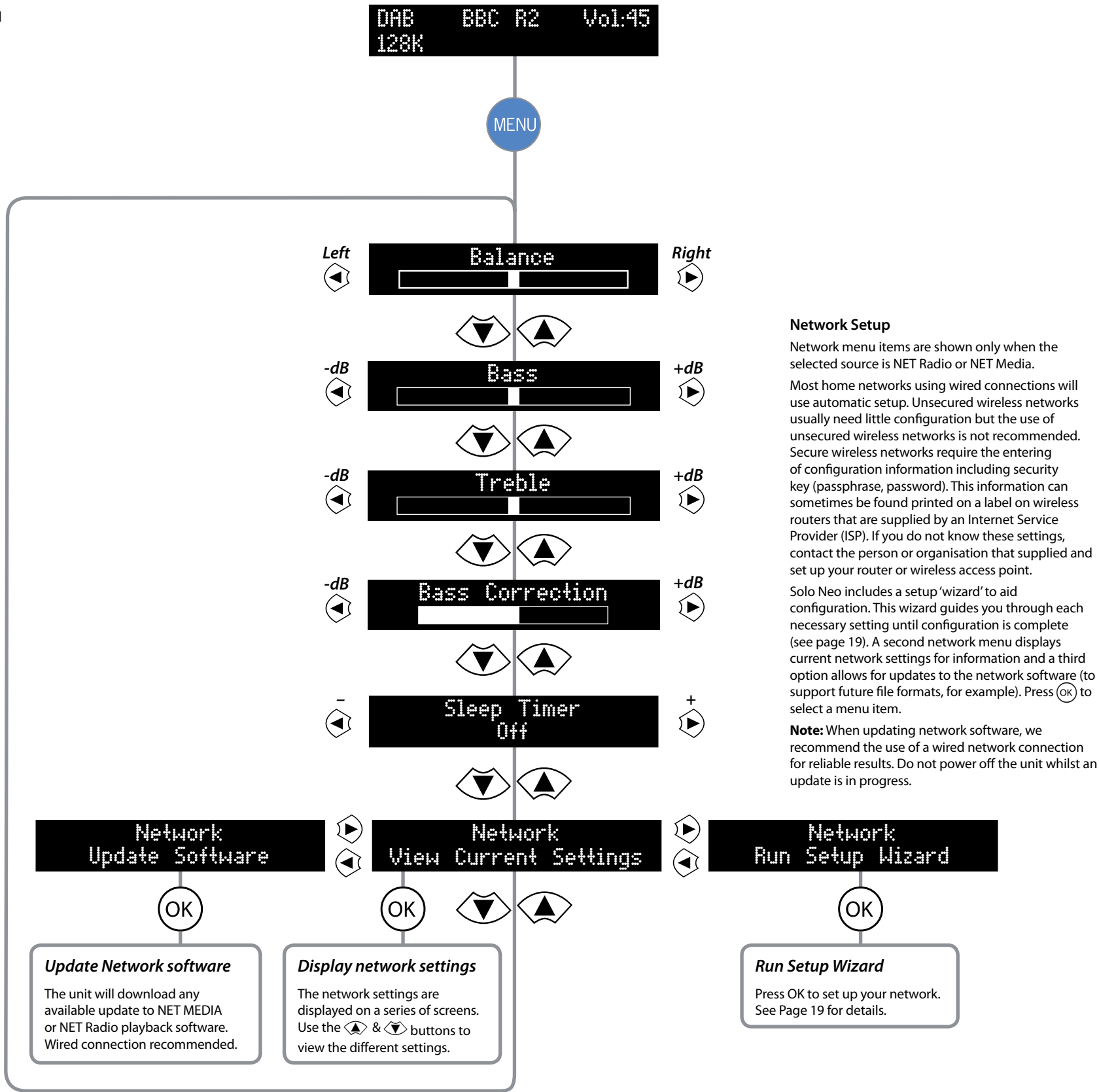


DAB Menu





Network Menu



# Network Setup Wizard

Network  
Run Setup Wizard



Network Type  
Wired



Network Address  
Auto (DHCP On)



## Navigating the Network Configuration menus

There are a large number of network settings, but all are accessed and adjusted using the following controls:

Go to next menu item (unless adjusting a setting)

For settings with options (e.g. On or Off; Manual or Auto):

Change setting

For settings with numbers or letters (e.g. IP Address; security passphrase)

Select digit to change

Increment/Decrement digit (number or letter)

Save setting

Note: When all settings have been adjusted according to the needs of your network, the settings must be applied by navigating to the 'Apply Settings' screen and pressing



Network Address  
Manual (DHCP Off)



IP Address  
0. 0. 0. 0



Subnet Mask  
0. 0. 0. 0



Gateway  
0. 0. 0. 0



Primary DNS  
0. 0. 0. 0



Secondary DNS  
0. 0. 0. 0



Apply Settings  
Press OK to accept



Network Type  
Wireless



Scanning...

Select Network  
>WirelessName1



Press to choose a wireless network.

Enter key:  
>\_



Enter key:  
>0



Enter key:  
>1

An example key (password) is shown.  
Enter your own network key.

Contact your Network Administrator,  
network installer or Internet Service  
Provider if you do not know these settings.

Enter key:  
>00



Enter key:  
>10



Enter key:  
>10AF35D6A8D5693



NET Radio  
Connecting...

# technical specification

## Pre-amplifier

Inputs	
Maximum input level	2.5Vrms
Input impedance	47k $\Omega$
Signal/noise ratio	105dB
Co-axial outputs	
Maximum output level	2.5Vrms
Output impedance	500 $\Omega$
Optical output (TOSLINK)	
Sample rate	44.1kHz (with CD playback), 48kHz (with DAB, FM, NET & USB receiver), otherwise muted.

## Amplifier

Continuous power output, per channel, 80kHz measurement bandwidth	
Both channels, 4 $\Omega$ , 1kHz	75Wrms, 0.013% THD+n
Distortion, both channels 4 $\Omega$ , 80% power, 1kHz	0.011% THD+n

## CD playback

DAC	Wolfson 24-bit multilevel Delta-Sigma DAC
Frequency response ( $\pm 0.5$ dB)	20Hz–20kHz

## DAB receiver

RF tuning range	174.928—239.200MHz (Band III) 1452.960—1490.624MHz (L-band)
Sensitivity (typical)	–97dBm
Input impedance	75 $\Omega$

## FM receiver

RF tuning range	89.5–108MHz
Sensitivity (typical)	–108dBm
Signal/noise ratio (at 200mV)	50dB
Distortion (THD at 200mV)	0.3%

## General

Supply voltage*	100V, 115V or 230V AC, depending on shipping region
Power consumption	Standby 1W; Operational 25W (typical), 400W (maximum)
Size (W x D x H)	W430mm x D350mm x H79mm
Weight (net)	7.75kg
Weight (packed)	10.5kg
Supplied accessories	Mains lead Wire dipole aerial (Band III) Wi-Fi antenna Remote control handset and two AAA batteries Instruction manual and registration card
* This is a Class 1 device and must be earthed.	

## Radio interference

Solo Neo is an audio device containing microprocessors and other digital electronics. It has been designed to very high standards of electromagnetic compatibility.

If Solo Neo causes interference to radio or television reception (which can be determined by switching Solo Neo off and on), the following measures should be taken:

- Re-orient the receiving antenna or route the antenna cable of the effected receiver as far as possible from Solo Neo and its cabling.
- Relocate the receiver with respect to Solo Neo.
- Connect the receiver and Solo Neo to different mains outlets.

If the problem persists, please contact your Arcam dealer.



# product guarantee

## Worldwide Guarantee

This entitles you to have the unit repaired free of charge, during the first two years after purchase, provided that it was originally purchased from an authorised Arcam dealer. The Arcam dealer is responsible for all after-sales service. The manufacturer can take no responsibility for defects arising from accident, misuse, abuse, wear and tear, neglect or through unauthorised adjustment and/or repair, neither can they accept responsibility for damage or loss occurring during transit to or from the person claiming under the guarantee.

The warranty covers:

Parts and labour costs for two years from the purchase date. After two years you must pay for both parts and labour costs. **The warranty does not cover transportation costs at any time.**

## Claims under guarantee

This equipment should be packed in the original packing and returned to the dealer from whom it was purchased, or failing this, directly to the Arcam distributor in the country of residence.

It should be sent carriage prepaid by a reputable carrier – **not** by post. No responsibility can be accepted for the unit whilst in transit to the dealer or distributor and customers are therefore advised to insure the unit against loss or damage whilst in transit.

For further details contact Arcam at:

Arcam Customer Support Department,  
Pembroke Avenue, Waterbeach, CAMBRIDGE, CB25 9QR, England.

or [www.arcam.co.uk](http://www.arcam.co.uk).

## Problems?

If your Arcam dealer is unable to answer any query regarding this or any other Arcam product please contact Arcam Customer Support at the above address and we will do our best to help you.

## Software Licencing

MPEG Layer-3 audio coding technology licensed from Fraunhofer IIS and Thomson

MPEG-4 HE-AAC audio coding technology licensed by Fraunhofer IIS.  
<http://www.iis.fraunhofer.de/amm/>

This product contains software. You have the non-exclusive, non-transferable right to use this software in object code form only, solely to operate this product.

Ownership of the intellectual property rights in the software in this product remains in the ownership of the party who provided it (or the respective licensor) and all of their respective rights are reserved.

You are strictly forbidden from modifying, translating, reverse engineering, decompiling, disassembling or using other means to discover the source code of the software in this product or otherwise replicate the functionality of the software in this product except to the extent that this restriction is expressly prohibited by applicable law.

Except where this is not possible in the territory where you purchased this product, we do not give any warranties in relation to the operation or performance of the software and neither we nor any of our suppliers or licensors shall be liable to you for indirect, special, incidental and consequential losses such as loss of profits arising out of your use of the software in this product.

These terms apply to any updates to the software you may apply to the product.

Portions of this software are included under license from RealNetworks, Inc. Copyright 1995-2007, RealNetworks, Inc. All rights reserved.

This product is protected by certain intellectual property rights of Microsoft. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft.

If you download a software upgrade to your radio, additional licence terms may apply and these are available at <http://www.frontier-silicon.com/audio/eula.htm>



### Correct disposal of this product

This marking indicates that this product should not be disposed with other household waste throughout the EU.

To prevent possible harm to the environment or human health from uncontrolled waste disposal and to conserve material resources, this product should be recycled responsibly.

To dispose of your product, please use your local return and collection systems or contact the retailer where the product was purchased.

**ARCAM**