Quick Start Guide

for

W20/N10/A10/N100H/N100C/X100L/ACS10/A100

aurender

THE FUTURE OF SOUND

V 2.3.0

Table of Contents

Note: This document is intended as a provisional guide to getting started with your Aurender. In-depth instructions and explanations of the continual evolving features and functionality of Aurender software can be found in comprehensive Web Manuals at: www.aurender.com/user-guides

What Is Required:

1. Aurender Music Server

    W20/N10/A10/X100L/N100H/N100C/ACS10/A100

2. Various lengths of CAT5SE, CAT6 and CAT7 LAN cable

    Aurender servers require a hard-wired Ethernet connection to your router. They do NOT work on WiFi.

3. Apple iPad Air or later

    The iPad Air2 or iPad Pro are recommended for their fast processing speed and 801.11ac wireless connection.

4. Wireless router or WiFi USB Adapter*

    Your iPad must be connected to the WiFi network in order to establish communication with your Aurender.

    Although a 10/100Mb router will work, a router that supports gigabit speeds is recommended for faster music file transfer over LAN (Local Area Network) and robust support for streaming content.

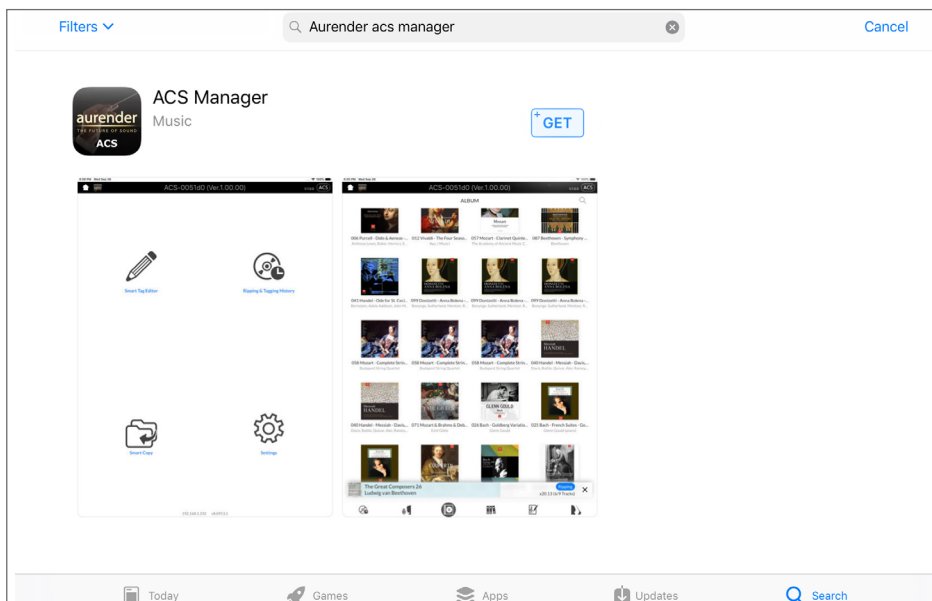   See Step 3 for more details regarding connecting your Aurender to your network.

*If you do not desire an Internet connection for streaming, you may use a USB WiFi adapter to create an isolated LAN which can operate in the absence of any hardwired Ethernet connection. In this scenario, there will be no Internet access for streaming content to your Aurender. Please consult support@aurender.com for compatible USB WiFi adapters.

STEP 1: Download the Aurender App

1. Open the App Store on your iPad

2. Search for the "Aurender Conductor" app. Tap the "GET" button to download and install.

ACS Users – Download and install the "ACS Manager" app in addition to Conductor. You will need this to configure and operate ACS-only features like CD ripping, metadata editing, and more.

* Comprehensive app user guides are available at: www.aurender.com/user-guides

STEP 2: Connect to Power

Using the included power cable, connect your Aurender to a 110/220V (depending on your region) electrical outlet or a power conditioner/surge protector.

Note: Your Aurender product comes with a generic IEC power cable. However, many Aurender customers choose to use an upgraded power cable for optimal sound. Please consult your hifi dealer for cable recommendations.
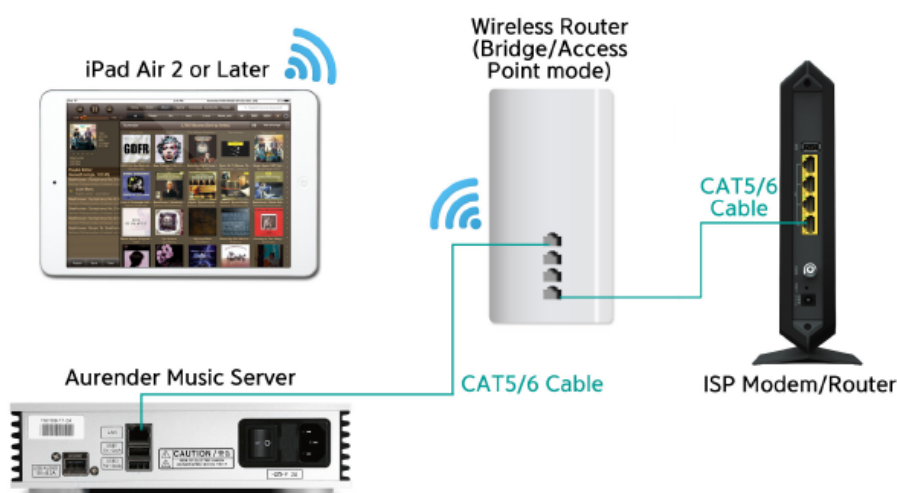
STEP 3: Connect to Local Area Network (LAN)

W20/N10/A10/X100L/N100H/N100C/ACS10/A100

Your Aurender server must be connected to your router via a hard-wired Ethernet connection. Aurender servers do NOT have any WiFi connectivity (this is by design – most WiFi networks are unreliable and subject to drop-outs and limited bandwidth).

In cases where your listening room location makes it physically impossible to run an Ethernet connection back to the router, you may use a WiFi extender or Ethernet-over-powerline adapter to establish connectivity. Please contact Aurender Support for assistance.

Below is a diagram of a common connection schematic. Your network configuration may vary:

USB WiFi Adapter (optional)

In case your listening room does not have access to a wired LAN connection, you can use a USB WiFi adapter ("dongle") to establish a one-to-one connection between your iPad and your Aurender. In this scenario, you will not have Internet access for streaming, but you will be able to browse and play content that is stored on your Aurender's local storage:

1. Consult support@aurender.com for an up-to-date list of compatible USB WiFi adapters.
2. Plug the USB WiFi adapter into a USB data port on the back of your Aurender.
3. In your iPad WiFi settings, select the WiFi network that is named after your Aurender.
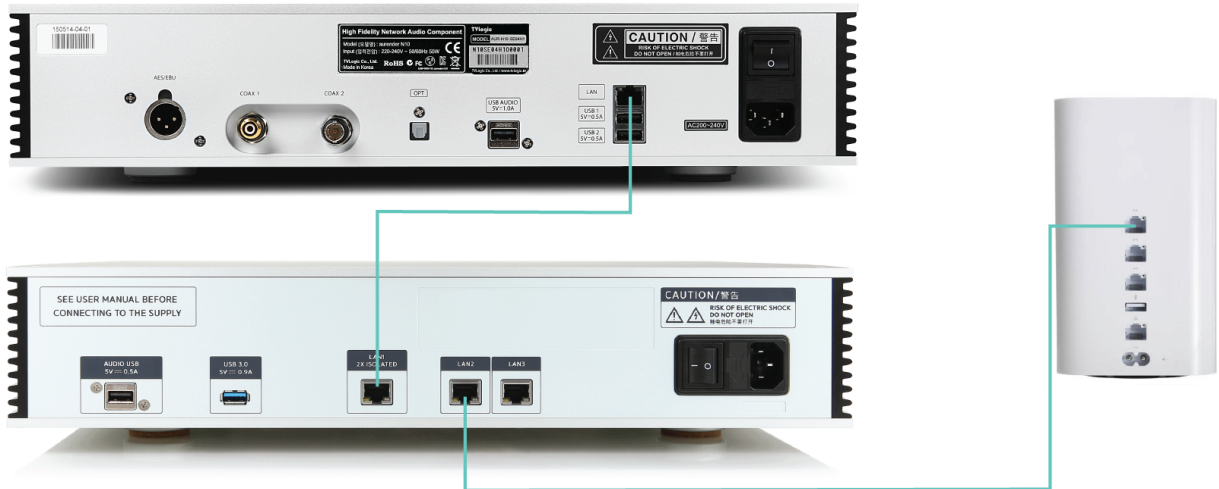4. The default password will be "aurender12345"

ACS10 as Stand-Alone Server – LAN Connection

The ACS10 is equipped with isolated LAN ports for greater noise reduction. If using the ACS10 as a stand-alone music server, plug the Ethernet cable into the "LAN 1 2X Isolated" port:

ACS10 as Companion Unit – LAN Connection

If you are using ACS10 as a companion to another Aurender server/player, refer to the diagram below for optimal connection scheme which provides double isolation for the primary Aurender server/player:
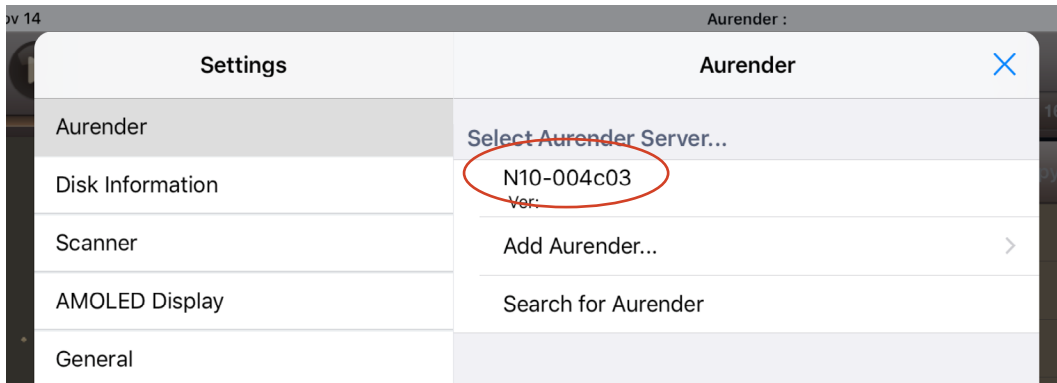
For best performance, do not stack ACS10 and other Aurender product directly on top of one another. Separate them to different shelves for proper vibration isolation. You can even place them in different rooms entirely if your home's Ethernet wiring allows.
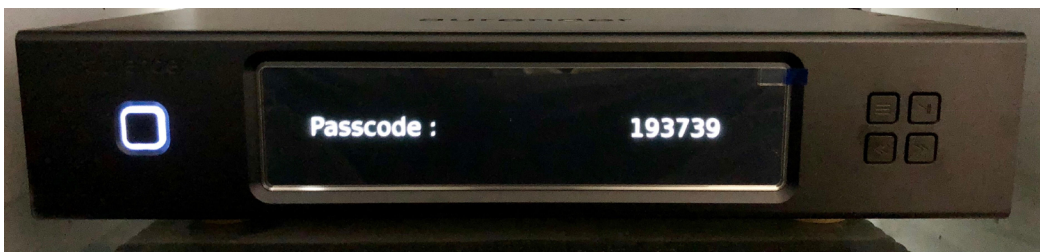
In this ideal scenario (ACS10 + other Aurender server/player), the ACS10 acts as a filter to isolate your primary Aurender player from any noise transferred over Ethernet.
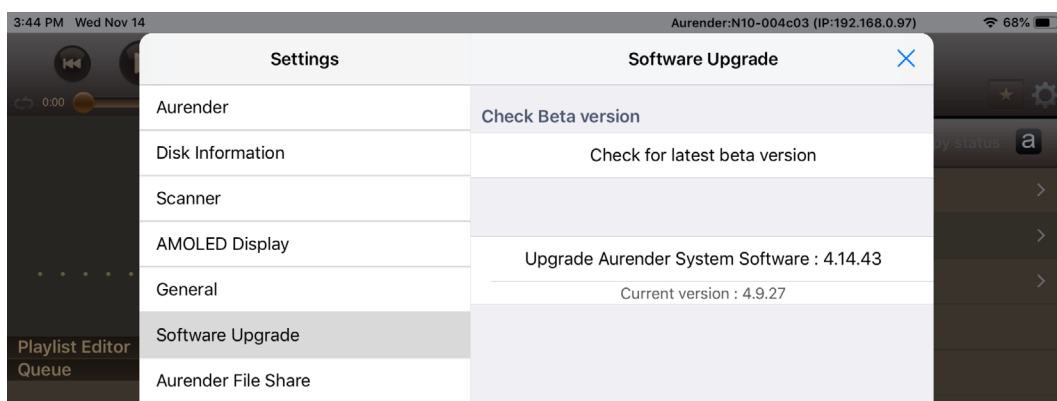
STEP 4: Connect to Aurender & Update Software

1. In the iPad Settings ⚙, confirm that your iPad is connected to the correct WiFi network.

2. Open the Aurender Conductor app and go to Settings ⚙ > Aurender. Select your Aurender to connect:

3. The first time you connect to the Aurender from the iPad app, you will be prompted to enter a 6-digit passcode which will be displayed on the Aurender's front panel:

4. Now that you are connected to your Aurender, confirm that your software is up to date by going to the "Software Upgrade" section of the Conductor Settings Menu. If a software update is available, you will be prompted to download and then install the software update.

Note: Conductor will temporarily lose connection to the Aurender as the unit reboots during the upgrade process. Please quit the Conductor app and reopen once the upgrade has completed.

STEP 5: Connect to DAC

Before connecting your Aurender to a DAC, integrated amp, or preamp, please make sure that the device you are connecting to is powered OFF before you make the connection. This will ensure a solid "handshake" between the Aurender and DAC, and it will prevent accidental damage to your system by "hot-swapping" cables.

USB

All Aurender music servers feature dedicated USB audio outputs. These USB audio outputs are filtered and isolated for the purest possible transmission of digital signal via USB. The dedicated USB audio port is clearly marked on the back of your Aurender (location varies by model). For best USB audio performance, please be sure to use the dedicated USB audio port (not to be confused with the USB data ports) for audio!

A note on USB Compatibility – As a general rule, if the DAC does NOT require drivers to work with an Apple computer, then it will work with Aurender's USB output. Please check with Aurender support or the DAC manufacturer to confirm compatibility.

SPDIF (includes AES/EBU, Coax RCA/BNC, Optical)

N10 and W20 benefit from a suite of SPDIF outputs in addition to USB. The SPDIF output section on N10 and W20 is controlled by the extremely precise OCXO clock. Therefore, in many cases, your DAC may sound better when connected to one of these outputs as opposed to USB.

To use these outputs, connect the corresponding cable from the desired output on the Aurender to the input of the same type on your DAC.

The N100C features a coax output which is a converted signal from the USB output. It does not feature the precision of the OCXO clock.

For more information on advanced hookups especially regarding W20, please see the Web Manual at www.aurender.com/user-guides

Analog Outputs – (RCA/XLR) – A10 Only / (RCA) – A100 Only

A10 and A100 feature RCA/XLR or RCA only analog outputs. Since the A10 and A100 has high-quality digital volume control, you can run these analog outputs into your preamp, or straight into your power amplifier if you like. If connecting straight to your power amplifier, it is essential that you make sure the volume on your A10 and A100 is turned down before playing music! Failure to do so may cause damage to your system.
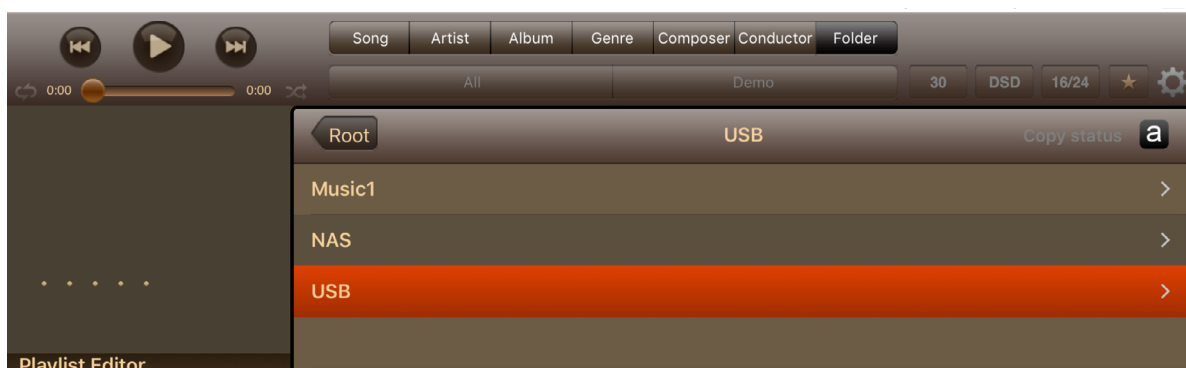
For best performance, we recommend setting the volume output to "direct" mode if being used with a preamp.

All outputs are active at all times. Which output sounds best will depend on your DAC.
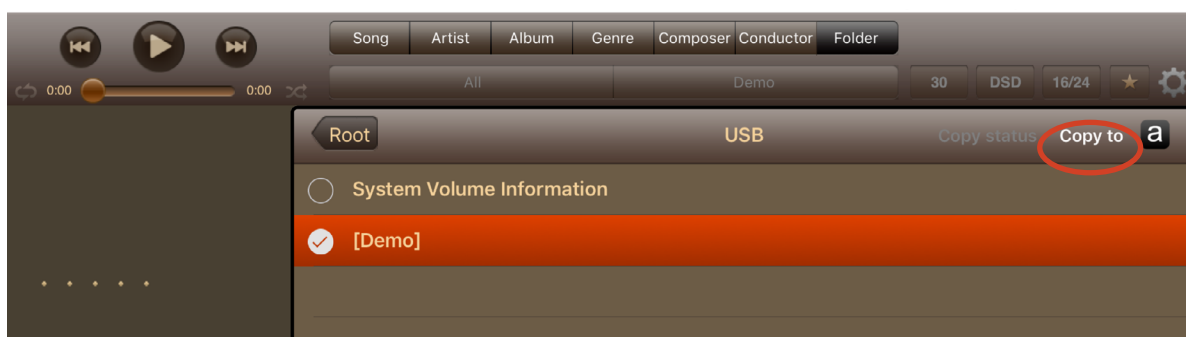
Preparing Internal Music Content
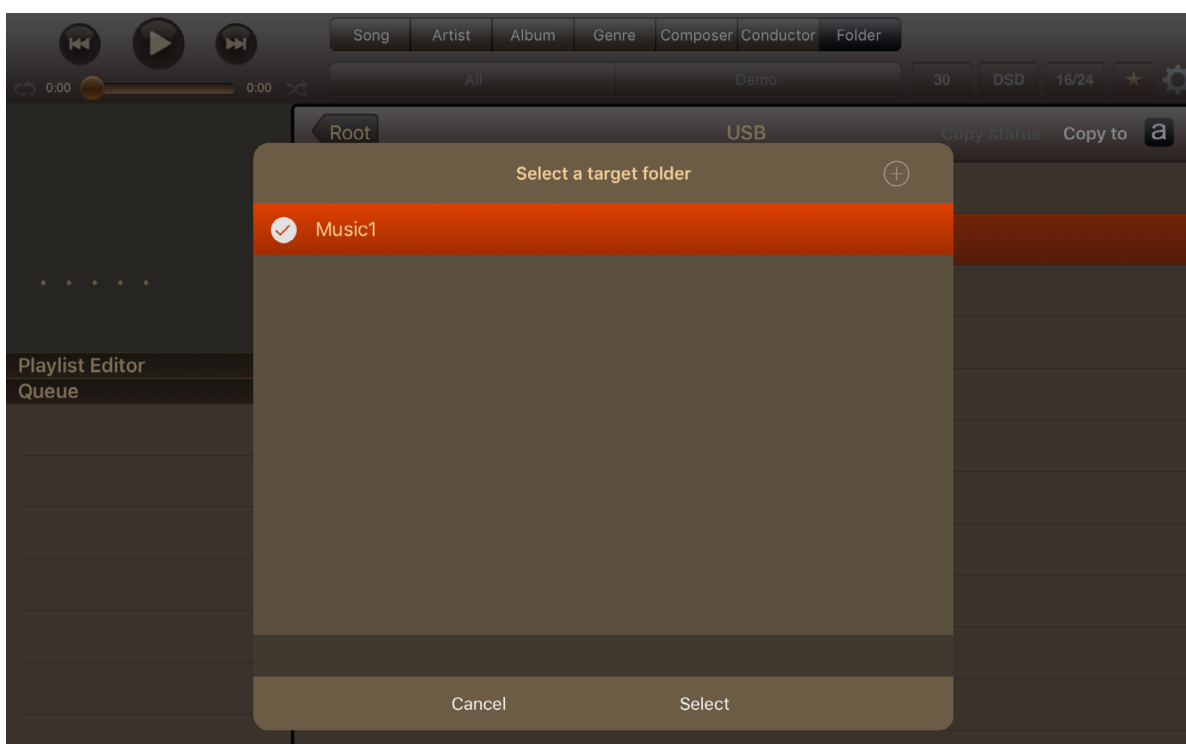
USB Smart Copy

1. Connect a USB hard drive to one of the USB data ports on the back of your Aurender.
2. Select the "Folder" tab from the top row of buttons. And then select "USB"

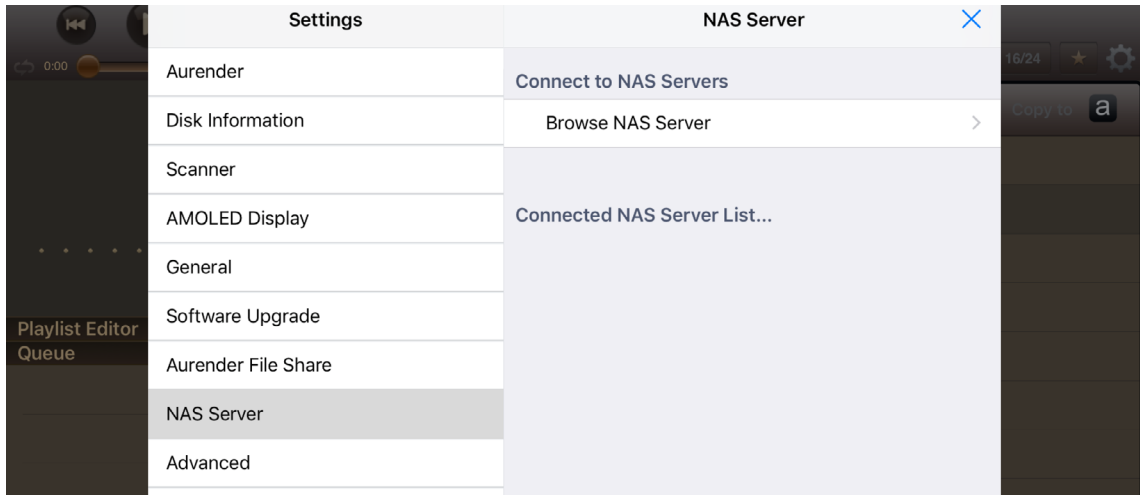3. Select the folder[s] from the USB drive you wish to copy to Aurender and then tap "Copy to"

4. Select the target folder on your Aurender

NAS Smart Copy

If your music is stored on a NAS, you can use Smart Copy to copy contents from the NAS to the Aurender internal storage.

1. Sign into your NAS by going to the NAS Server section of the Conductor Settings Menu. Tap "Browse NAS Server" to find your NAS.
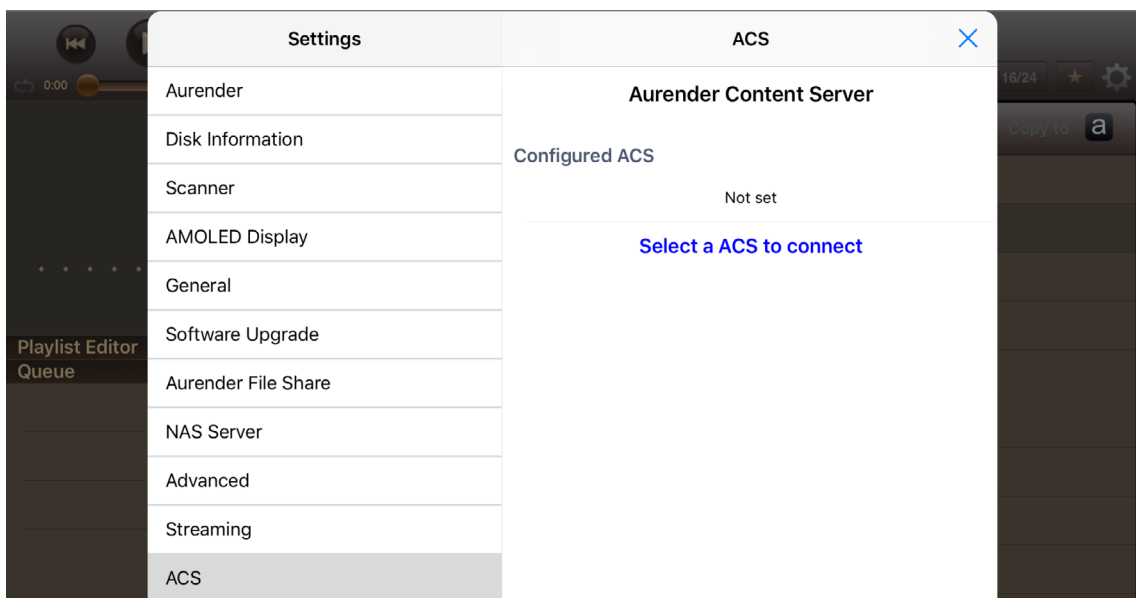

2. Select your NAS from the list of found servers, then enter the Username and Password to connect.

3. Follow the "USB Smart Copy" steps on page 9, except select "NAS" instead of "USB" in step 2.

ACS Companion Mode

If you are using an ACS as a companion or in addition to another primary Aurender server, you will want to "merge" the library contents so that your primary Aurender's music library is based on content stored on the ACS plus its own local storage.

1. Go to the "ACS" section of the Conductor Settings Menu
2. Tap "Select ACS to connect"
3. Follow the on-screen prompts to connect to your ACS and merge your library.
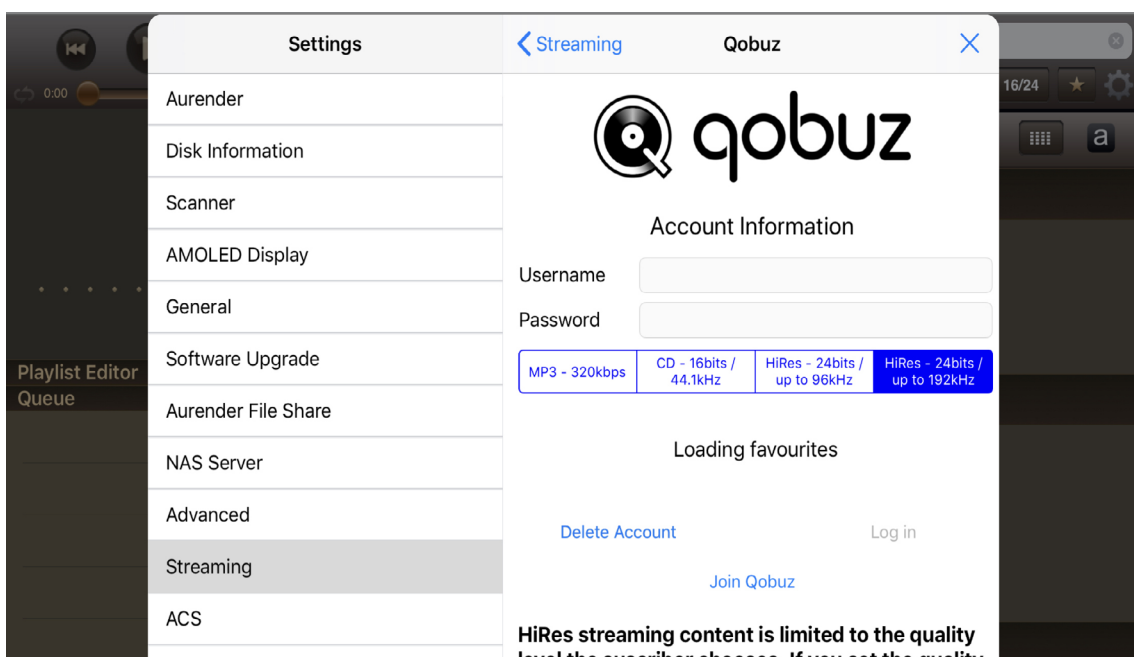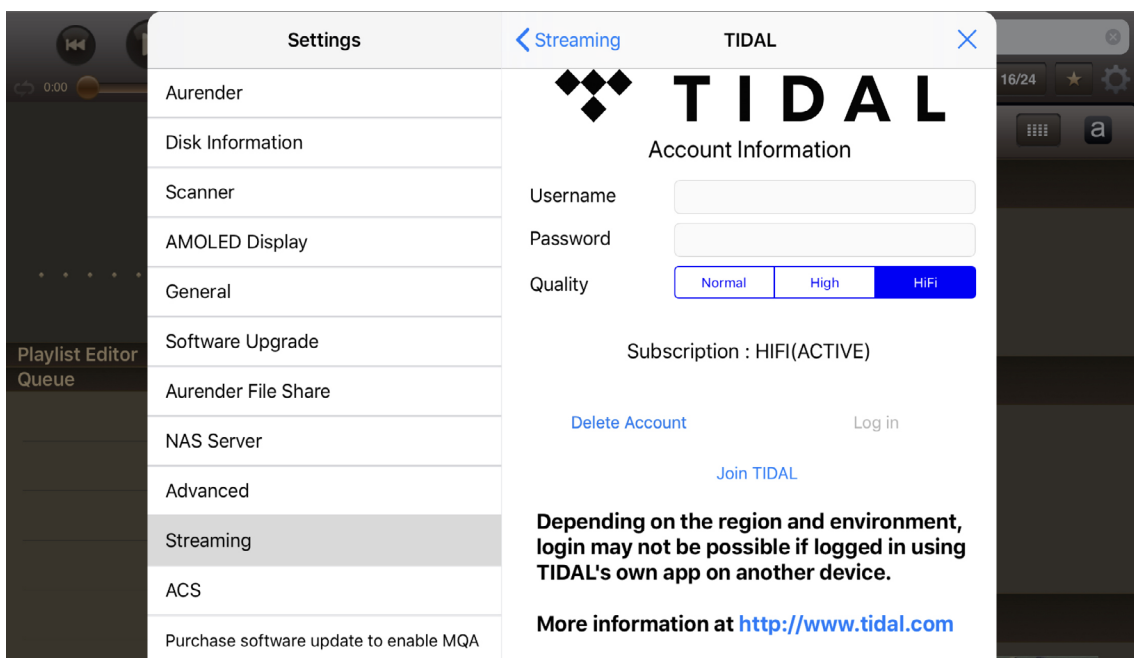
*ACS10 is configured as RAID 1 (Mirror) when released from the factory. If you want to maximize the HDD capacity, please go to Settings>Disk Information in the ACS Manager app and click DELETE RAID. All contents will be deleted and you will see two HDDs after automatic formatting.

Please refer to the Web Manual at www.aurender.com/user-guides for more information.

Preparing Streaming Music Content

To sync your Aurender with your streaming service subscriptions, simply log in via the Conductor app:

1. Go to the "Streaming" section of the Conductor Settings Menu
2. Select the available streaming service[s] to which you subscribe
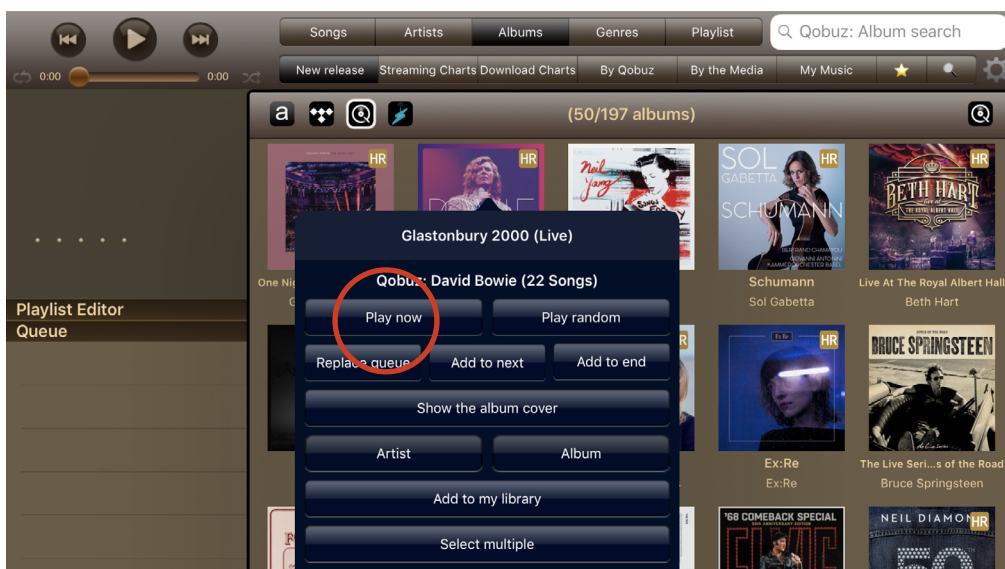3. Enter your username & password to connect

Playing Music

Now that you have loaded your personal music collection to the Aurender and synced up with your streaming services, you're ready to browse and play some music!
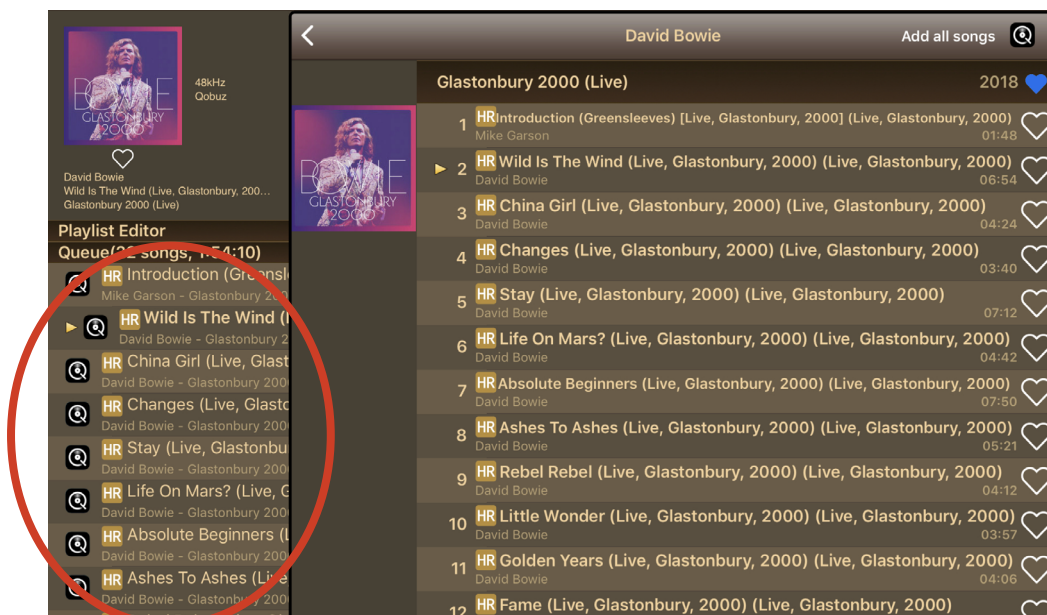
Aurender's playback engine operates on a "play queue" basis. When you select a song or group of songs to play, those files get cached to the internal solid state drive for best audio performance.

To add a song to the queue, simply tap on its name. It will be added to the queue according to the "Song Selection Default Behavior" settings which you can set under "General" in the Conductor App Settings Menu.

To add and play a complete album, you can press & hold on the album thumbnail and then select the desired playback behavior:

The songs will be added to the queue where you can tap on a song to play immediately, or let the album/playlist continue according to its order:

Remote Support

The Aurender Commitment to Customer Support

Aurender's mission is to deliver the best user experience to our customers. That goes well beyond just building the best sounding and most reliable music servers.

We understand that Aurender products must be interfaced with other components and home networks where issues might arise. Anticipating and preparing for such situations is at the core of our customer service ethos.

If support beyond this Quick Start Guide and additional documentation in the Web Manual is required, your first option is to go to the "Help" section of the Conductor Settings Menu. Then tap "Send Remote Support Email" to reach our technical support team:

Settings	Help	✕
Aurender	**Aurender User Guide**	
Disk Information	Open user guide with Safari	
Scanner		
AMOLED Display	**Remote support request**	
General	Send remote support email	
Software Upgrade	In emergencies, it is possible to diagnose and fix problems by requesting Remote Support.	
Aurender File Share	This will open an email window for requesting Remote Support. Please describe the problem in the space provided and press Send. Pressing "Send" will allow access to the	
NAS Server	Aurender unit, so that engineers may diagnose and fix any problems. The remote access will be disabled, once the unit is	
Advanced	inspected and/or repaired. Please describe in as much detail the problem and if possible, the time the problem occurred.	
Streaming	Please keep the Aurender on and connected to the Internet,	
ACS	until we can contact you by email. Thank you for your kind cooperation.	
Purchase software update to enable MQA		
Clone Aurender	**Reset Aurender Conductor settings**	
Help	Reset settings of the app	
Version	This will not affect your contents, playlists or favourites. Only settings of the app will be reset.	

After sending this Remote Support Email, our Technical Support will be able to analyze the activity logs of your Aurender to diagnose any problems. If necessary, our technicians can access your machine remotely and take corrective action to the software or firmware. This process is normally accomplished within 24-48 hours of the initiation of the request for Remote Support. Additionally, we provide customer technical support via telephone (for North America Only) at 888-367-0840. The hours of operation are Monday-Friday, 9am-6pm MST.

Important Notice:
Improper Shut Down Can Cause Damage

As with any computer, please avoid cutting power to the Aurender before properly shutting it down. Your Aurender needs to be shut down properly to avoid damage.

There are 2 ways to shut down or restart your Aurender:

1. Press and hold the "play" button in the Aurender Conductor app. Then there will be a pop up where you can choose "shut down" or "restart."

2. Press and release the power button on the face of the Aurender itself. It will start to flash and on screen it will say "shutting down...Please wait." Note: in some cases you may have to push the power button twice: once to "wake it up" and then again to shut it down. **PLEASE DO NOT PRESS AND HOLD THE POWER BUTTON AS THIS CAUSES A FORCED SHUT DOWN.**

During the Aurender shut down sequence, the power button backlight will pulse, and the screen will read "Shutting Down...Please Wait."

Only after the screen has gone black and the power light is dim is it safe to flip the power switch on the back.

Failure to shut the Aurender down properly when turning it off or rebooting can cause serious software or mechanical damage.

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