Aurender
Quick Start Guide

V. 202302

aurender

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What Is Required

1. Aurender Music Server itself

2. A wired Ethernet connection to the Aurender
   - CAT6 or higher Ethernet cable is required for sustained performance
   - In case a direct Ethernet connection from your router is not feasible, you may use a wired connection from Wireless Access Point, WiFi Extender, or Ethernet-over-Powerline.

3. A mobile device to run the Aurender Conductor app
   - Apple iPad with iPadOS 13 or later. The latest iPad Air or iPad Pro are recommended for the best performance.
   - iPhone with iOS 13 or later
   - Android phone with Android 10.0 or later
   - Android tablet with Android 10.0 or later

4. WIFI router

   Your mobile device running Aurender Conductor app must be connected wirelessly to the same network the Aurender is attached to communicate with each other. A gigabit-speed router is highly recommended for the best result and stable content streaming.

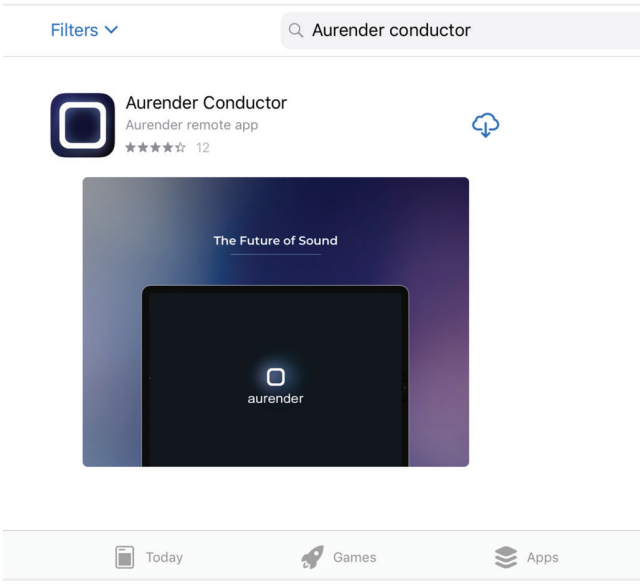
* If any hardwired Ethernet connection is unavailable, you may use a USB WiFi adapter to create an isolated wireless network between the Aurender and a mobile device. In this scenario, there will be no Internet access for streaming content to your Aurender. Please consult support@aurender.com for compatible USB WiFi adapters.

STEP 1: Download the Aurender Conductor App

iPad

1. Open the App Store on your iPad

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



Aurender Conductor for iPad

iPhone

1. Open the App Store on your iPhone

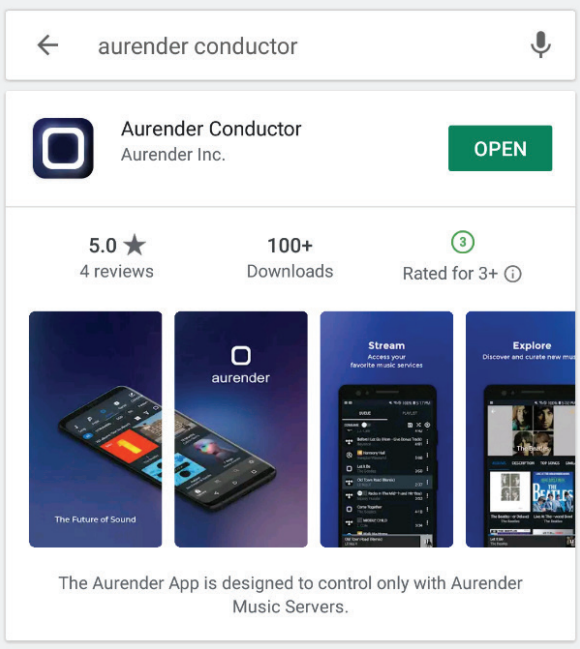
2. Search for the “Aurender Conductor for iPhone” app. Tap the “GET” button to download and install.

Aurender Conductor for iPhone

Android

1. Open Play store on your Android Phone

2. Search for the “Aurender Conductor” app.
   Tap the “INSTALL” button to download and install.

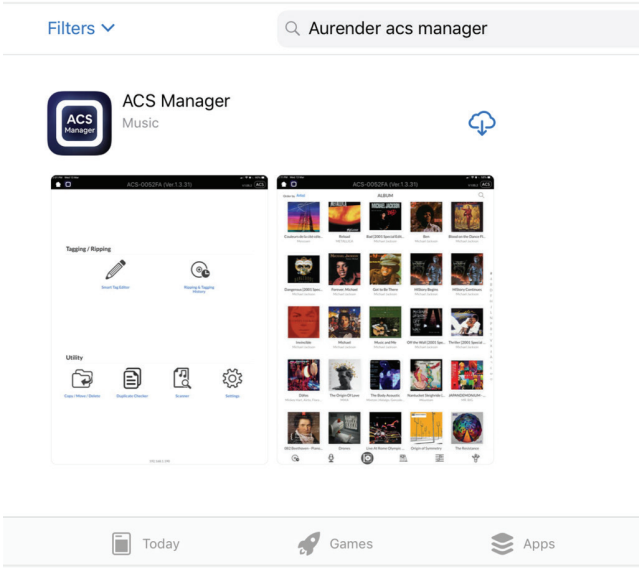


Aurender Conductor
for Android Phone

ACS-10/ACS-100/A30 Users

1. Open the App Store on your iPad

2. Download and install the “ACS Manager” or “A30 Manager” app for iPad in addition to Conductor. You will need this to configure and operate ACS-10/ACS-100/A30-only features like CD ripping, meta-data editing, and more.



ACS Manger
for iPad

ACS Manger
for Android

A30 Manager
for iPad

A30 Manager
for Android

STEP 2: Connect the Aurender 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.

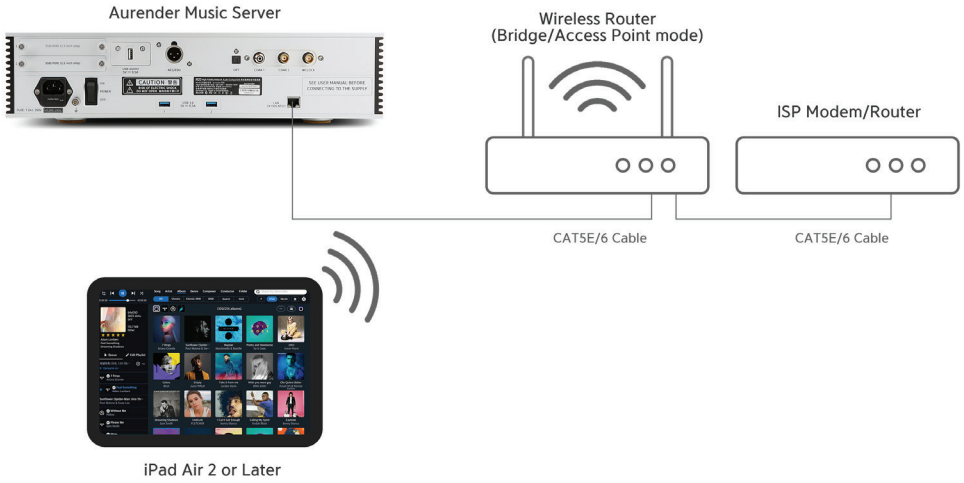
STEP 3: Connect the Aurender to Local Area Network

Aurender Server

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"

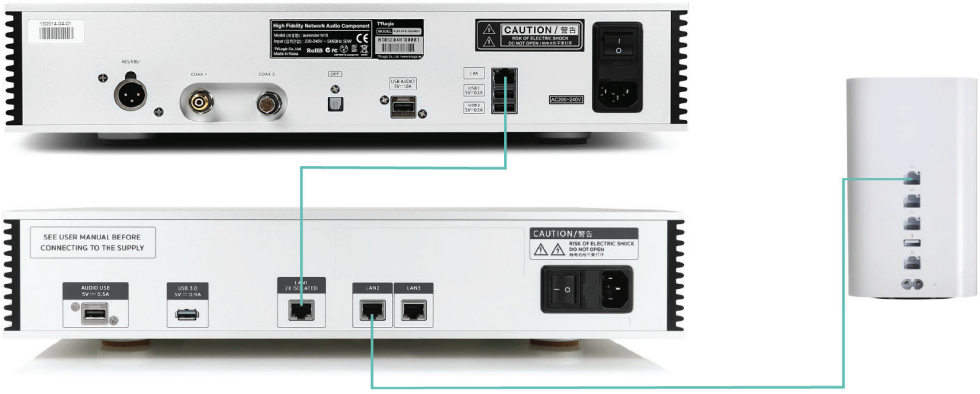
THE FOLLOWING SECTION APPLIES ONLY TO ACS10/ACS100 UNITS. IF YOU DO NOT HAVE EITHER OF THESE MODELS, MOVE ON TO SECTION 4:

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:



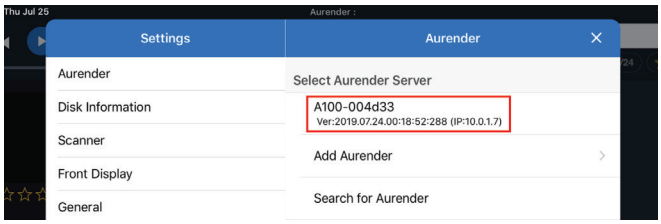
For best performance, do not stack ACS10 and other Aurender product directly on top of one another. Separate them to different shelves for proper vibration isolation. You can even place them in different rooms entirely if your home's Ethernet wiring allows.

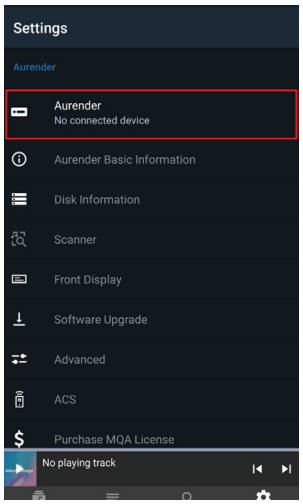
In this ideal scenario (ACS10 + other Aurender server/player), the ACS10 acts as a filter to isolate your primary Aurender player from any noise transferred over Ethernet.

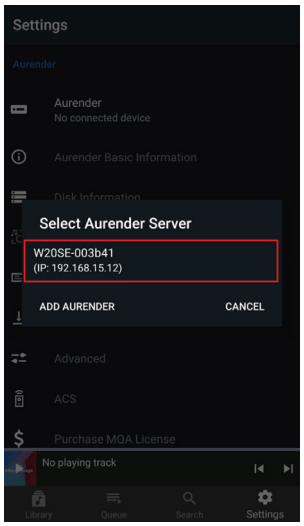
STEP 4: Connect Conductor App to Aurender and Update Software

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

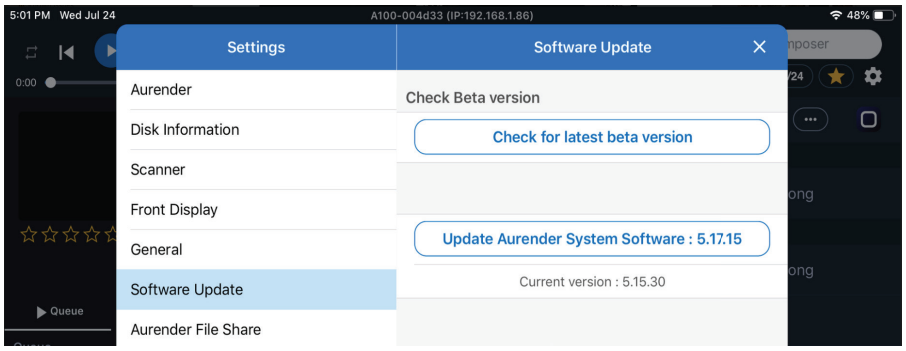
2. Open the Aurender Conductor app and go to Settings > Aurender. Select your Aurender to connect:







3. Now that you are connected to your Aurender, confirm that your software is up to date by going to the "Software Update" 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 update process. Please quit the Conductor app and reopen it once the update has been 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 the 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. If you are uncertain, please check with your DAC manufacturer to confirm it is compatible with a Linux-based server.

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

N20, W20SE, and N30SA models benefit from a suite of SPDIF outputs in addition to USB. The SPDIF output section is controlled by the extremely precise OCXO clock. Therefore, in many cases, your DAC may sound better when connected to one of these outputs. All digital outputs are active at all times. Which output sounds best will depend on your DAC.

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.

In addition to USB, the model N200 features a coaxial digital output. This is provided for DACs without a USB input or for those who prefer the sound of an SPDIF connection. The N200 uses a precise TCXO oscillator in the re-clocking domain of the XMOS processor.

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

Analog Outputs – (RCA/XLR)

A15, A20, and A30 have both RCA and XLR analog outputs (A200 has RCA analog outputs only).

Since the A200, A15, A20, and A30 have a 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 into your power amplifier, it is essential that you make sure the volume on your A200, A15, A20, or A30 is turned down before playing music. Failure to do so may cause damage to your system!

If you are using a preamp or integrated amp, we recommend setting the volume output to "direct" mode for best performance.

User-Installable SSD/HDD Guide

THE FOLLOWING APPLIES ONLY TO AURENDER MODELS WITH USER-INSTALLABLE STORAGE SLOTS AS PICTURED BELOW. IF YOU DO NOT HAVE ONE OF THESE MODELS, OR IF YOU DO NOT INTEND TO INSTALL AN SSD/HDD FOR LOCAL MUSIC CONTENT STORAGE, PLEASE MOVE ON TO THE NEXT SECTION.

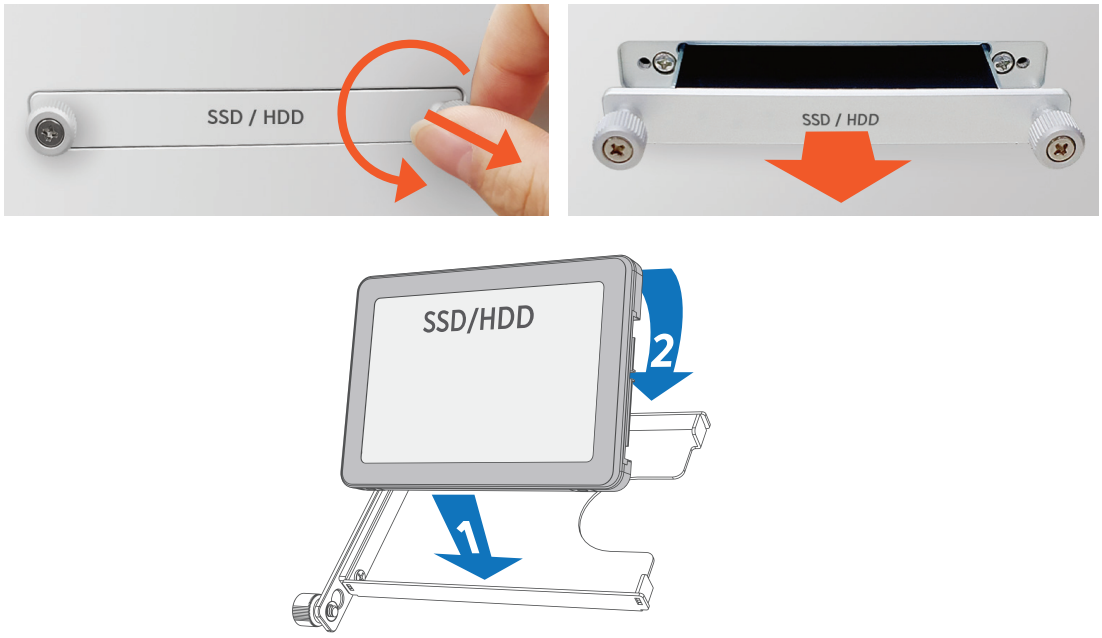
Caution Any data on an SSD/HDD that you install will be permanently erased during the formatting process.

Aurender recommends Samsung QVO or EVO series internal SSD drives, and Western Digital or Seagate HDDs.

Most 2.5" HDD or SSD is compatible with Aurender models featuring user-installable storage drives.* However, there is a limitation in the physical form factor.

*Note: ACS100 can accommodate any 2.5" HDD or SSD with a maximum height of 7 mm. Some of Seagate's higher capacity (3-5TneyB) 2.5 " Barracuda drives are NOT compatible with ACS100 due to their height.

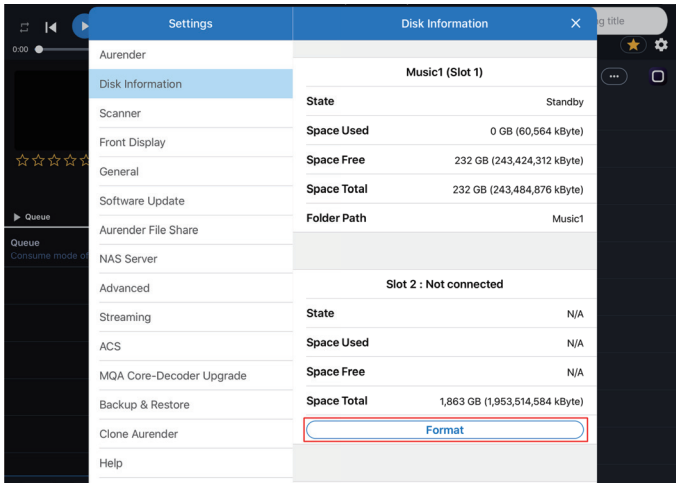
1. Unscrew and eject the disc enclosure tray[s] before turning the unit on.



2. Install SSD[s]/HDD[s] into the tray[s] as pictured.

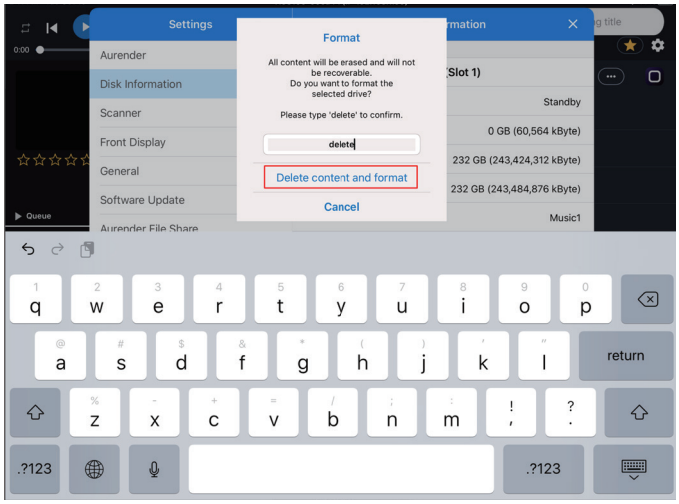
3. Gently push the tray[s] containing SSD[s]/HDD[s] into the slot. After tray is in position, turn screws clockwise to secure tray.

4. Turn the power on and connect to the Conductor app.

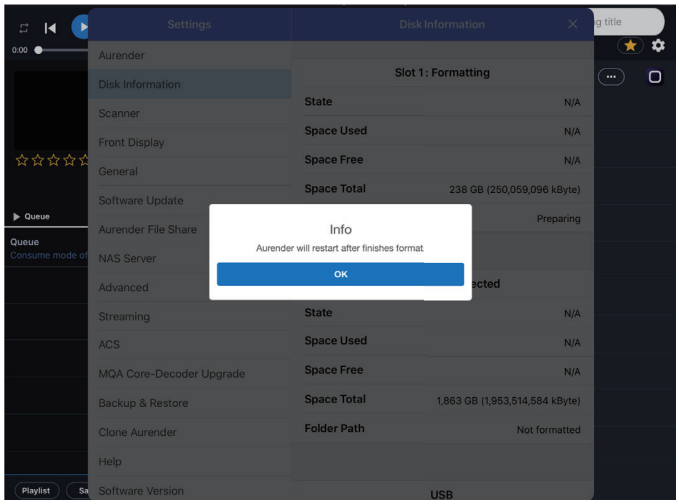


5. If the newly installed disk needs to be formatted, a “Format” button will appear under the Disk information. Press the “Format” button to proceed.

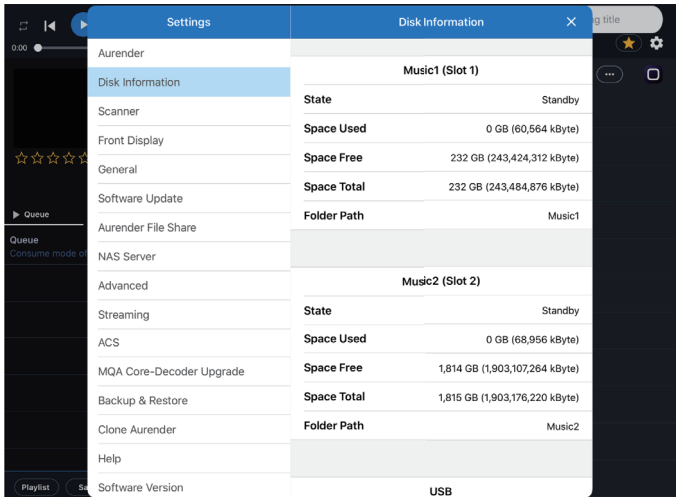
6. Follow the prompt to confirm that you want to delete all content and format the drive for use.



7. The Conductor app will display a popup message indicating that the SSD/HDD formatting has begun. The Aurender will restart after formatting is complete.



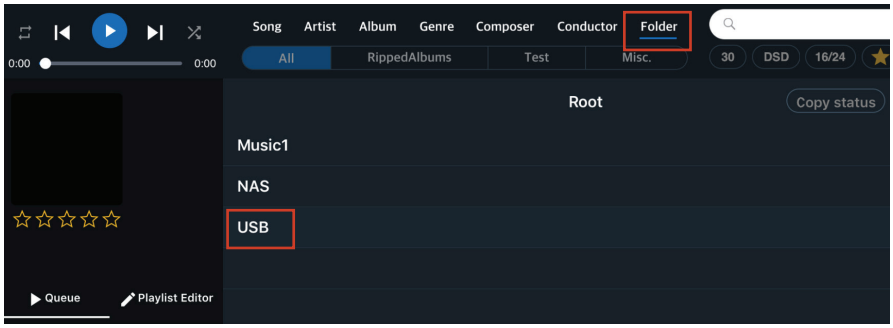
8. After formatting is complete and the Aurender has rebooted, confirm that the newly installed and formatted drive[s] are recognized by checking “Disk Information” menu.

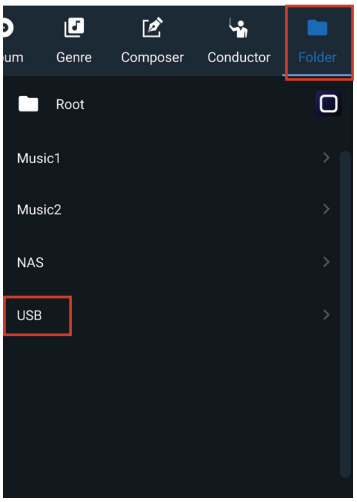


Preparing Internal Music Content

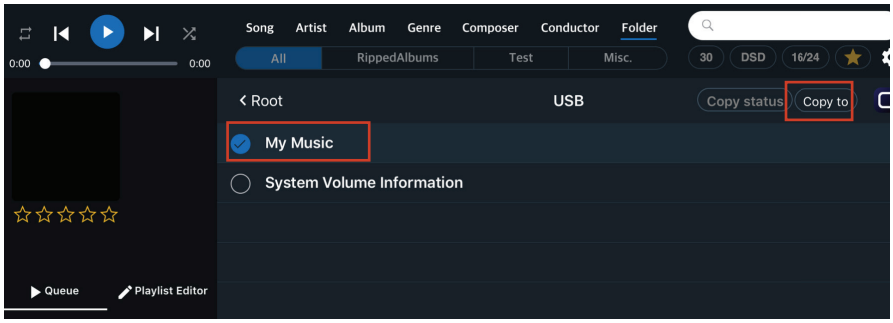
USB Smart Copy

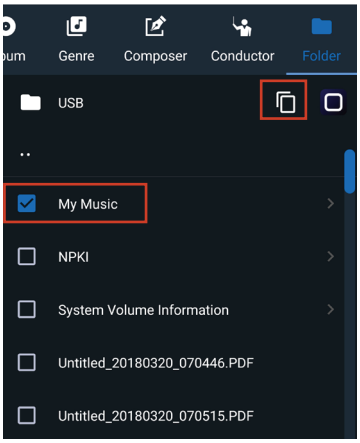
1. Connect a USB hard drive to one of the USB data ports on the back of your Aurender.
2. Select the “Folder” tab from the top row of buttons. And then select “USB”



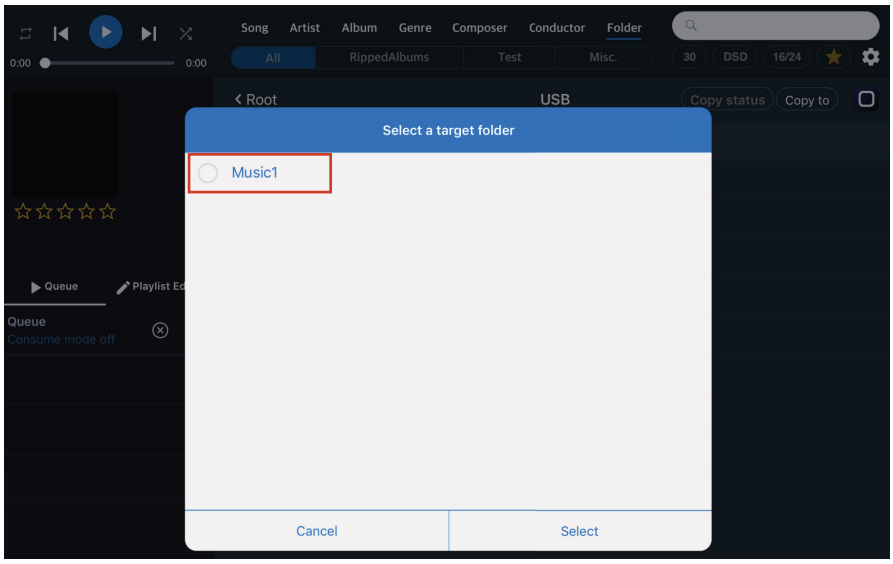


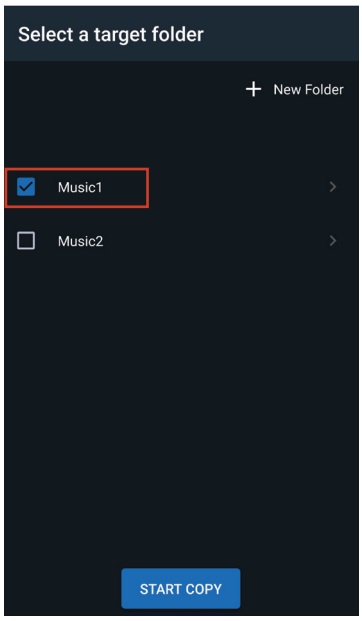
3. Select the folder[s] from the USB drive you wish to copy to Aurender and then tap “Copy to”





4. Select the target folder on your Aurender

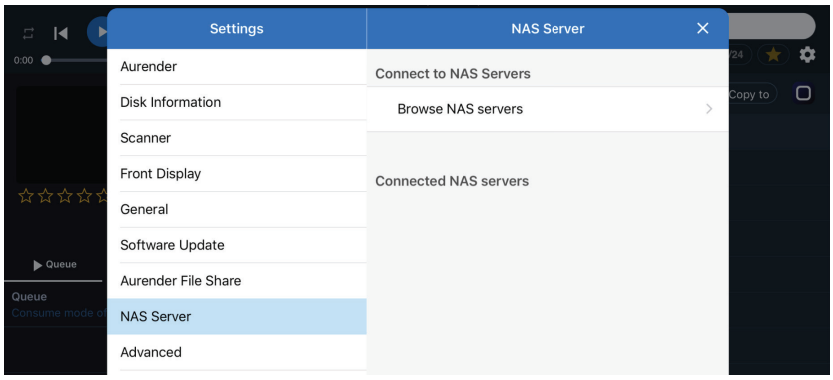


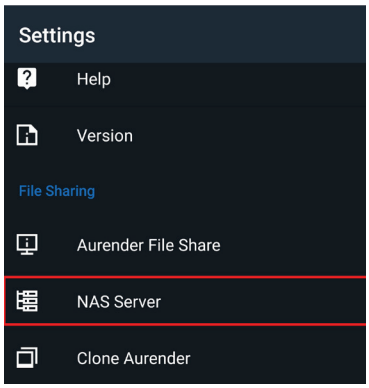


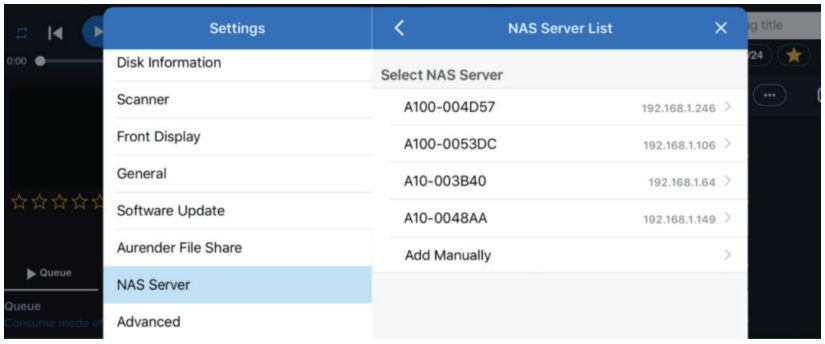
NAS Smart Copy

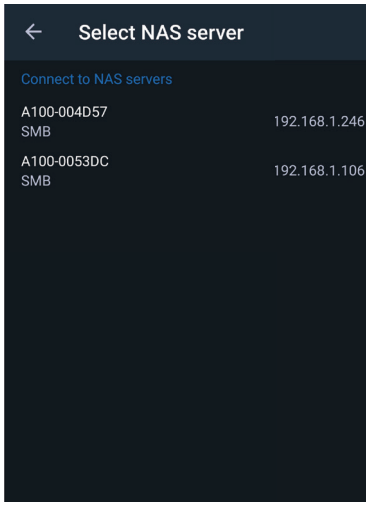
If your music is stored on a NAS, you can use Smart Copy to copy contents from the NAS to the Aurender internal storage.

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.

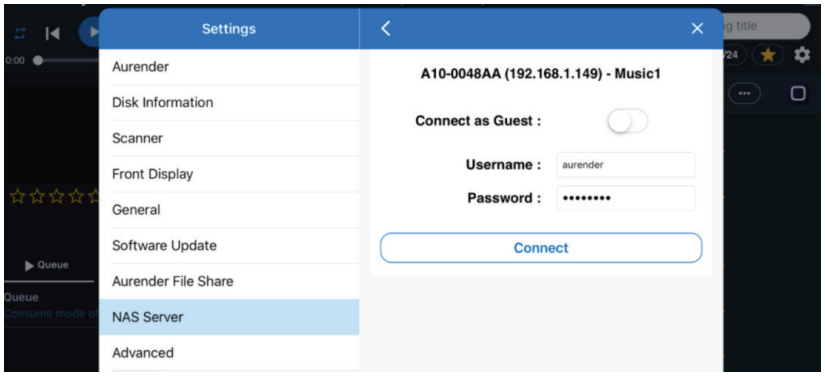


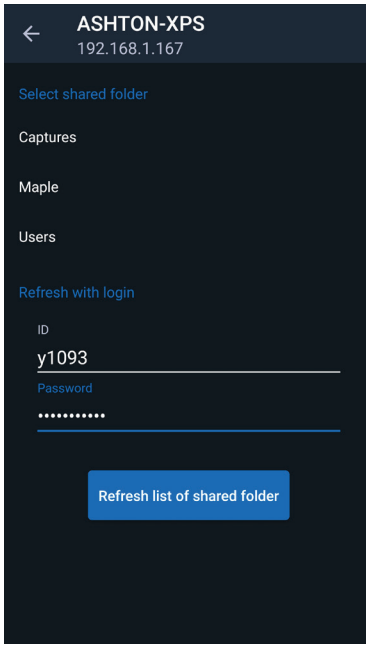






2. Select your NAS from the list of found servers, then enter the Username and Password to connect.



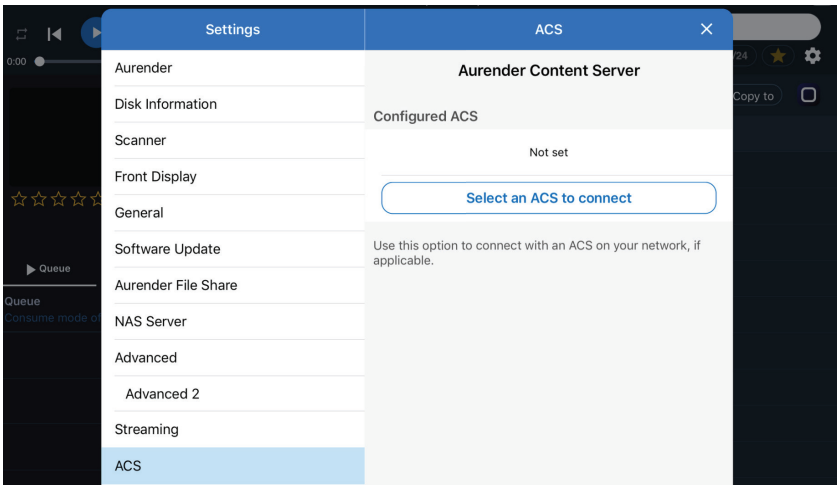


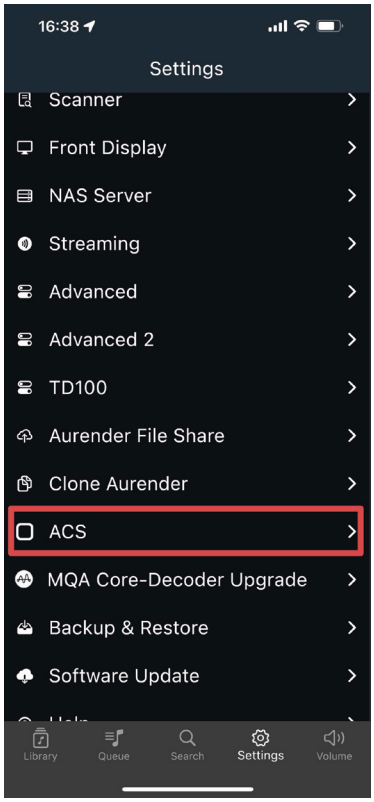
3. Follow the “USB Smart Copy” steps, except select “NAS” instead of “USB” in step 2.

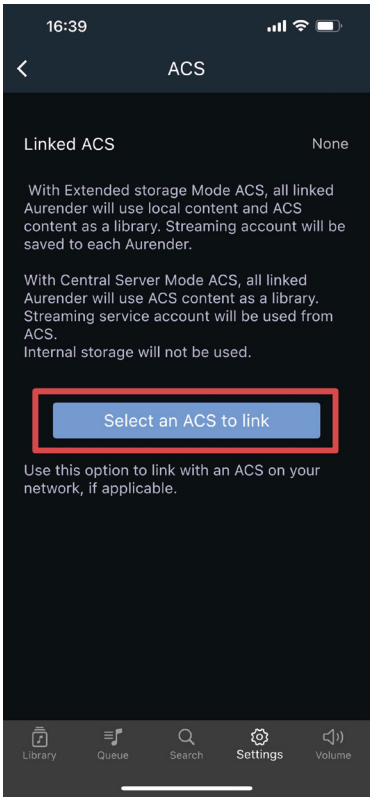
ACS Companion Mode

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.







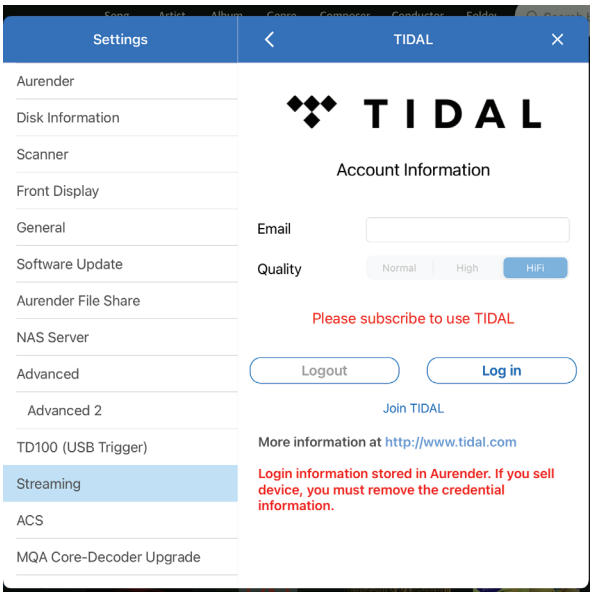
* ACS10 is configured as RAID 1 (Mirror) when released from the factory. If you want to maximize the HDD capacity, please go to Settings>Disk Information in the ACS Manager app and click DELETE RAID. All contents will be deleted and you will see two HDDs after automatic formatting.

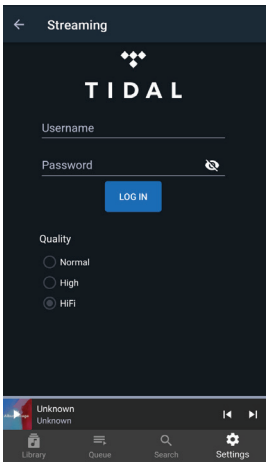
Please refer to the Web Manual at www.aurender.com/user-guides for more information.

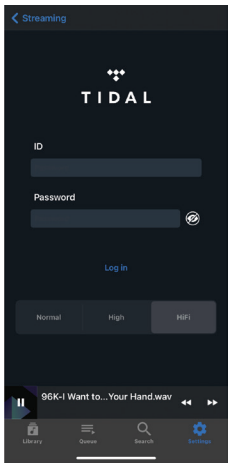
Preparing Streaming Music Content

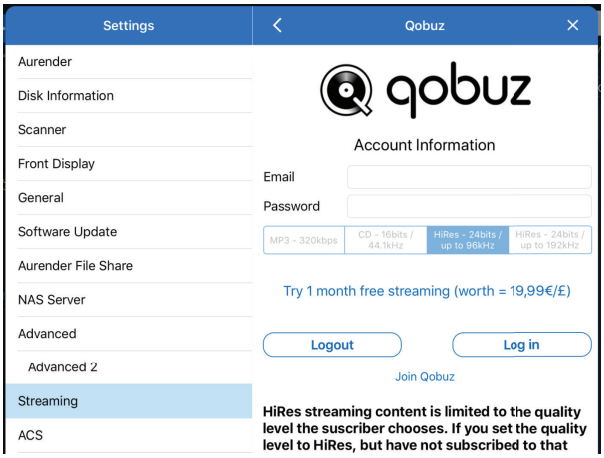
To sync your Aurender with your streaming service subscriptions, simply log in via the Conductor app:

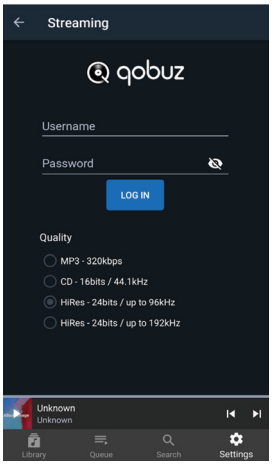
1. Go to the “Streaming” section of the Conductor Settings Menu
2. Select the available streaming service[s] to which you subscribe
3. Enter your username & password to connect

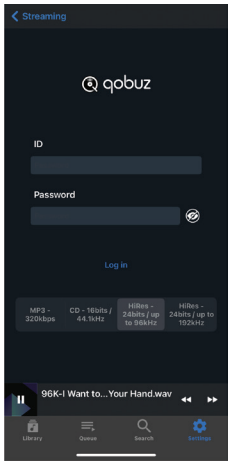






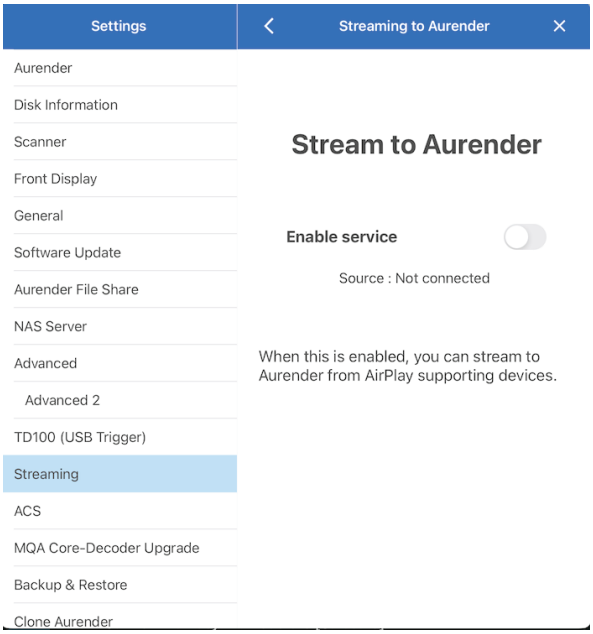


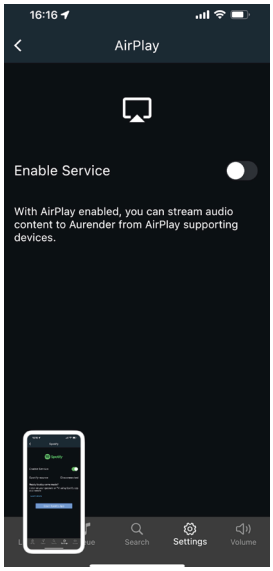




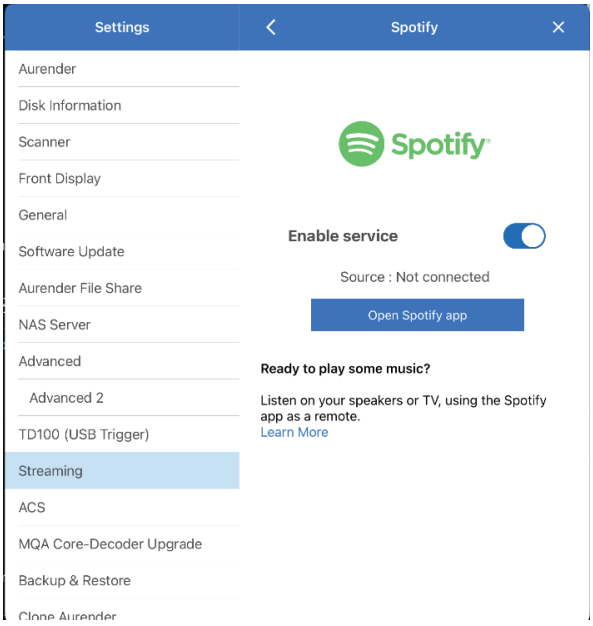
*If you subscribe to the highest quality streaming tier from your preferred streaming service, be sure to select the maximum quality possible when signing in. The free Tidal account is not supported by Aurender.

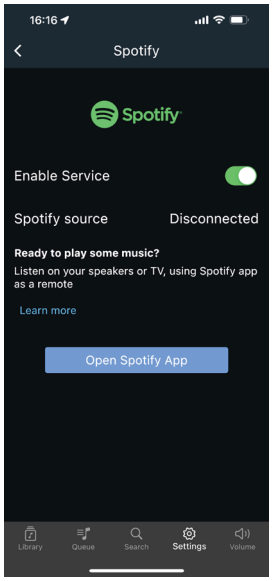
Apple Airplay: Your Aurender server is also capable of receiving Airplay streams from your Apple devices. This feature is turned off by default but can be enabled in:
Conductor settings/Streaming/Stream to Aurender/Enable Service

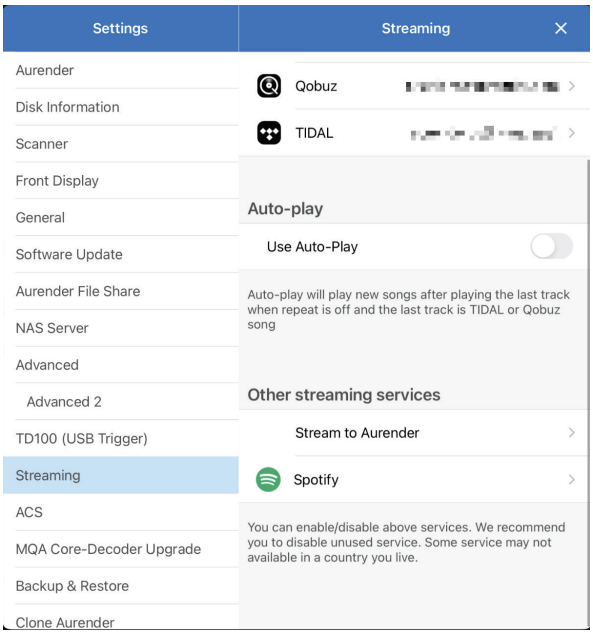


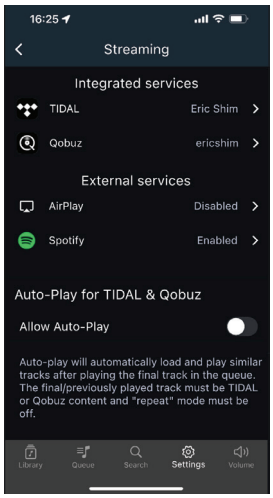


Spotify Connect: Like the Airplay feature, this is off by default but is enabled in:
Conductor Settings/Streaming/Spotify/Enable Service






Settings
Streaming
Aurender
Disk Information
Scanner
Front Display
General
Software Update
Aurender File Share
NAS Server
Advanced
Advanced 2
TD100 (USB Trigger)
Streaming
ACS
MQA Core-Decoder Upgrade
Backup & Restore
Clone Aurender
Qobuz
TIDAL
Auto-play
Use Auto-Play
Auto-play will play new songs after playing the last track when repeat is off and the last track is TIDAL or Qobuz song
Other streaming services
Stream to Aurender
Spotify
You can enable/disable above services. We recommend you to disable unused service. Some service may not available in a country you live.


16:25
Streaming
Integrated services
TIDAL
Eric Shim
Qobuz
ericshim
External services
AirPlay
Disabled
Spotify
Enabled
Auto-Play for TIDAL & Qobuz
Allow Auto-Play
Auto-play will automatically load and play similar tracks after playing the final track in the queue. The final/previously played track must be TIDAL or Qobuz content and "repeat" mode must be off.
Library
Queue
Search
Settings
Volume

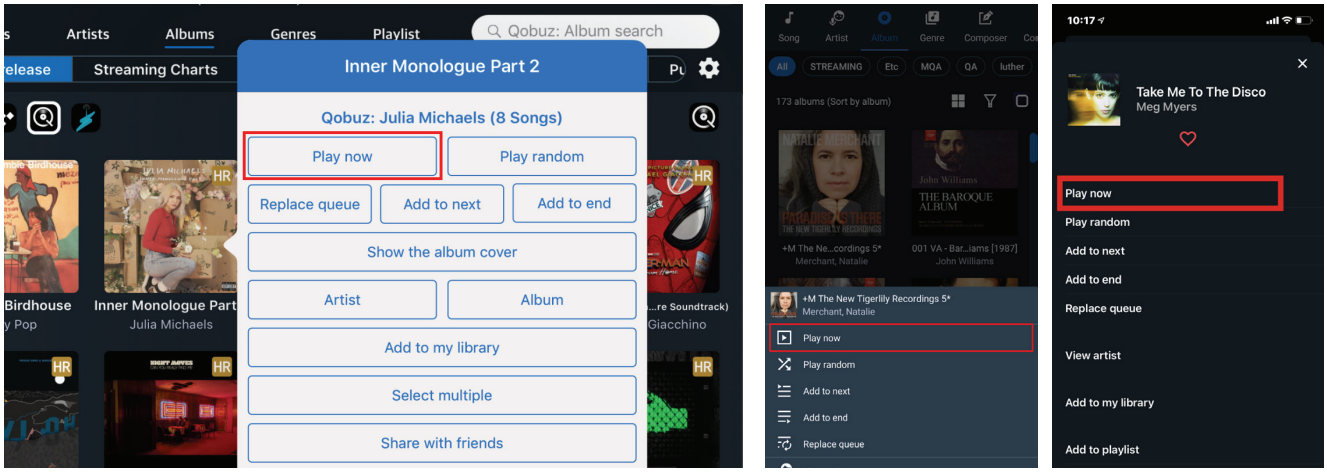
Playing Music

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!

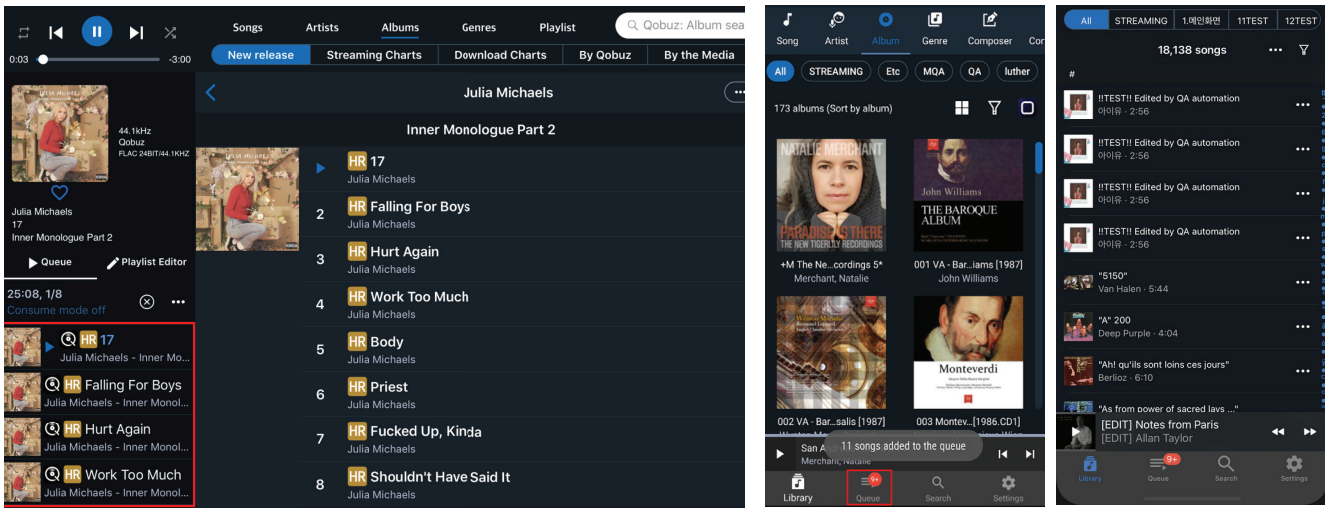
Aurender's playback engine operates on a "play queue" basis. When you select a song or group of songs to play, those files get cached to the internal solid state drive for best audio performance.

To add a song to the queue, simply tap on its name. It will be added to the queue according to the "Track 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:

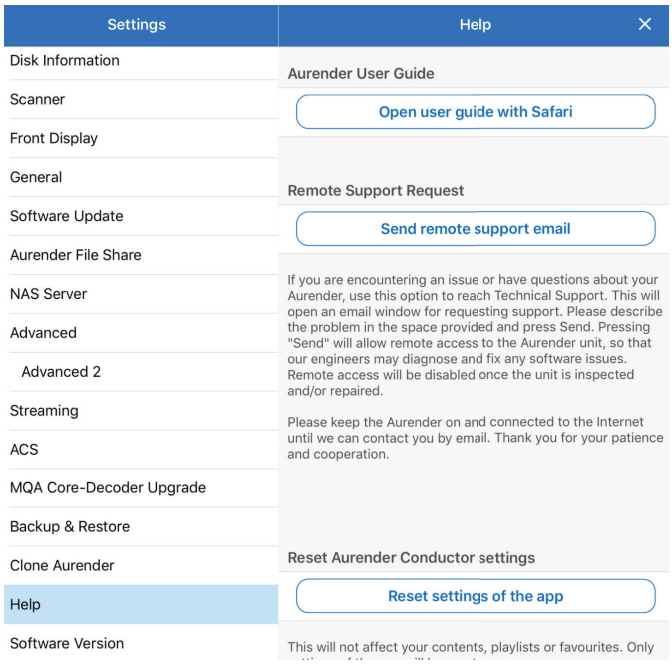


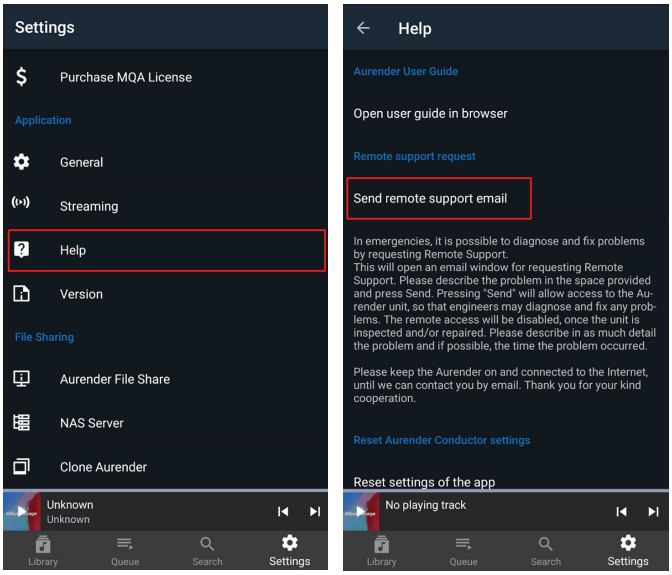
Remote Support

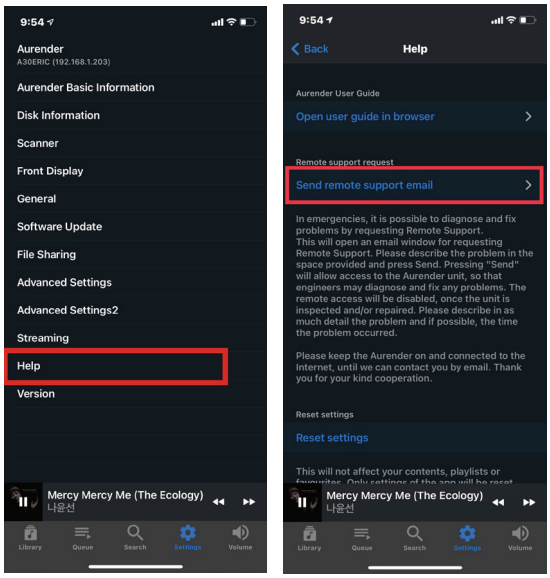
The Aurender Commitment to Customer Support

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:







In the email pop-up window, type in a brief description of the issue you are experiencing and click send.

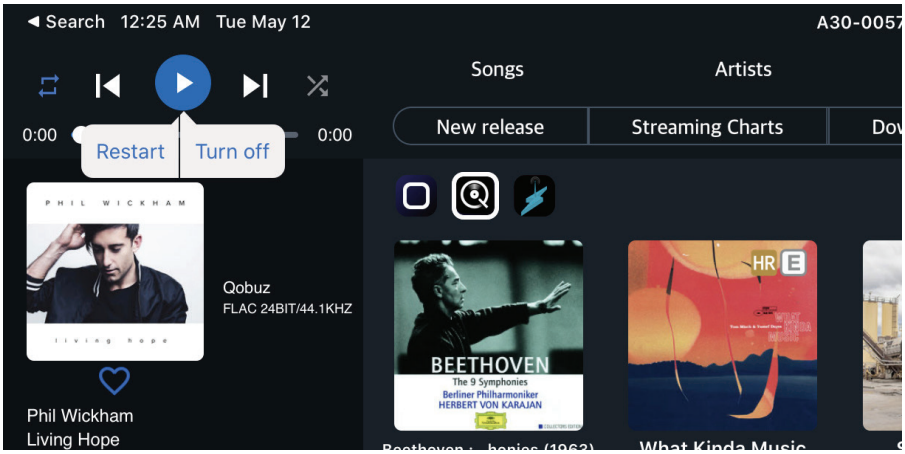
Our technical support team will be able to analyze the activity logs of your Aurender to diagnose any problems. If necessary, our technicians can access your machine remotely and take corrective action to the software or firmware. This process is normally accomplished within 24–48 hours of the initiation 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.

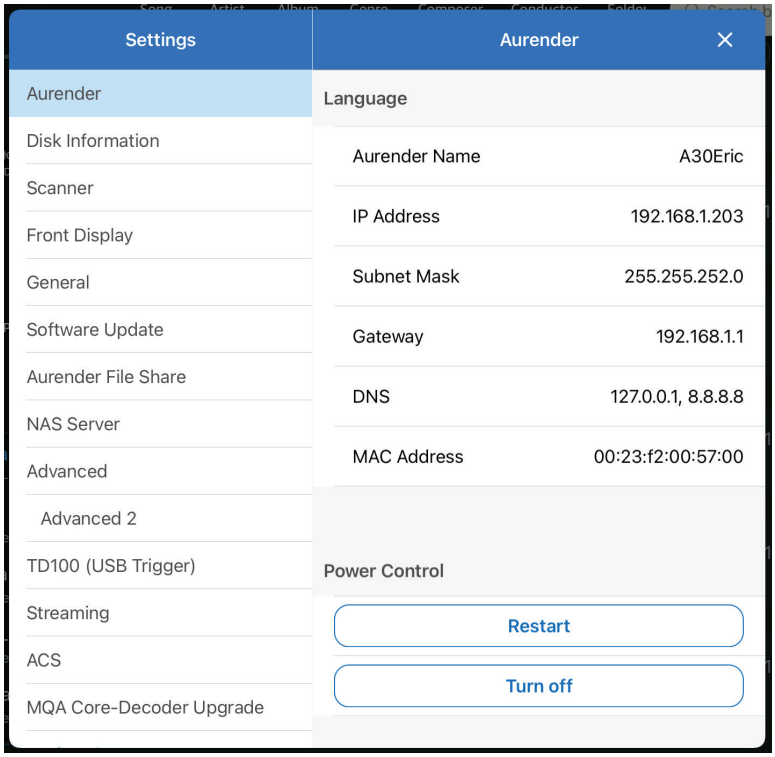
Important Notice: Improper Shut Down Can Cause Damage

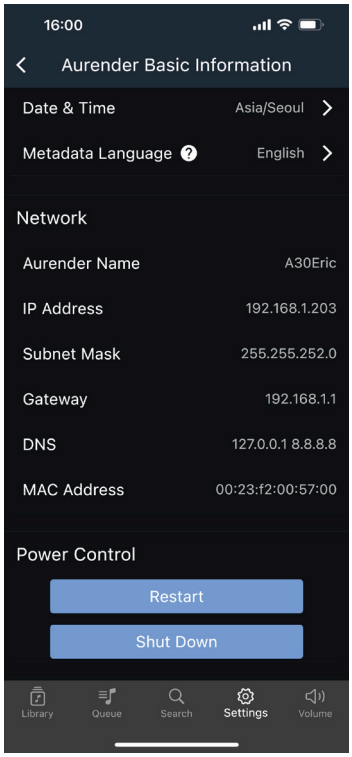
As with any computer, please avoid cutting power to the Aurender before properly shutting it down. Your Aurender needs to be shut down properly to avoid damage. (UPS-backed models will shut down properly, even when you abruptly removed power from the Aurender, but the proper shutdown is always recommended.)

There are 2 ways to shutdown or restart your Aurender:

1. Press and hold the "play" button in the Aurender Conductor app (iPad only). From the pop-up, you can choose "Restart" or "Turn off."







2. Press and release the power button on the face of the Aurender itself. It will start to flash and on the 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, it is safe to flip the power switch on the back.

Failure to shut the Aurender down properly when turning it off or rebooting can cause severe damage to the unit’s hardware.

Aurender Conductor
for iPad

Aurender Conductor
for Android Phone

Aurender Conductor
for iPhone

ACS Manger
for iPad

A30 Manager
for iPad

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**

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Windows is a trademark of Microsoft Inc.

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