

ANDOVER-ONE

TURNTABLE MUSIC SYSTEM

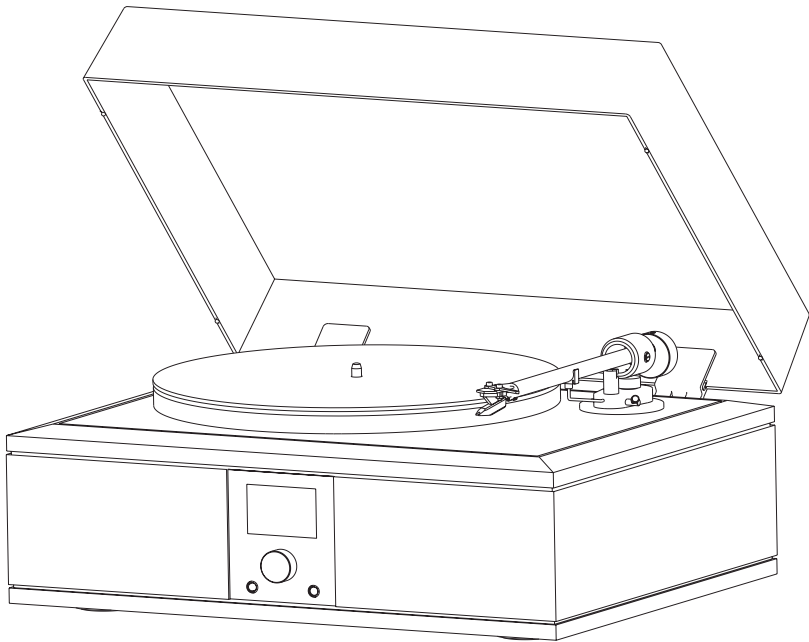


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WARNING

DO NOT OPEN
TO PREVENT THE RISK OF ELECTRIC
SHOCK, DO NOT REMOVE COVER. NO
USER-SERVICEABLE PARTS INSIDE.
REFER SERVICING TO QUALIFIED
SERVICE PERSONNEL.



This symbol alerts 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.



This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Do not use this apparatus near water.
5. Clean only with dry cloth.
6. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
7. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
8. 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.
9. Only use attachments/accessories specified by the manufacturer.
10. Use only with the cart, stand, tripod, bracket or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
11. Unplug this apparatus during lightning storms or when not used for long periods of time.
12. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. The apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus.

14. Do not install this apparatus in a bookcase or similar unit.
15. The apparatus draws nominal non-operating power from the AC outlet with its STANDBY/ON switch in the standby position.
16. The apparatus should be located close enough to the AC outlet so that you can easily grasp the power cord plug at any time.
17. To completely disconnect the power input unplug the outboard power adapter.
18. Excessive sound pressure from earphones and headphones can cause hearing loss.
19. The battery shall not be exposed to excessive heat such as sunshine, fire or the like.

Additional Safety Advice

1. Keep surrounding objects at least four inches away from the apparatus for adequate ventilation.
2. Ventilation openings on the apparatus should not be impeded by such items as newspaper, cloths, curtains, and the like.
3. Do not place naked flame sources near the apparatus, such as lighted candles.
4. Dispose of internal electronics in accordance with local safety and environmental regulations.
5. Do not operate the apparatus at a temperature less than 36° F / 2° C or greater than 100° F / 38° C.

Caution

- DO NOT REMOVE THE EXTERNAL ENCLOSURE PARTS TO EXPOSE THE ELECTRONICS. NO USER SERVICEABLE PARTS ARE INSIDE.
- IF YOU ARE EXPERIENCING PROBLEMS WITH THIS PRODUCT, CONTACT ANDOVER AUDIO CUSTOMER SUPPORT. DO NOT USE THE PRODUCT UNTIL IT HAS BEEN REPAIRED.

FCC STATEMENT FOR THE U.S.A.

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

- Reorient or relocate the equipment.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an AC outlet of a different mains circuit from the main circuit/outlet providing power to the receiver.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modification to this equipment not expressly approved by Andover for compliance will void the user's warranty.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the radiator and your body.

This product can be recycled. Products bearing this symbol must NOT be thrown away with normal household waste. At the end of the product's life, take it to a collection point designated for recycling of electrical and electronic devices. Find out more about return and collection points through your local authority.

The European Waste Electrical and Electronic Equipment (WEEE) Directive was implemented to dramatically reduce the amount of waste going to landfills, thereby reducing the environmental impact on the planet and on human health. Please act responsibly by recycling used products. If this product is still usable, consider giving it away or selling it.



Warning: This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm.
For more information: www.P65Warnings.ca.gov.

Caution

Changes or modification to this equipment not expressly approved by Andover for compliance will void the user's warranty.

Introduction

We're really pleased that you have chosen your Andover-One E Turntable Music System. It is all you need to enjoy great sound from vinyl records, Bluetooth devices, and any wired analog or digital source you may wish to add. Adding our (optional) Songbird module will give your system access to the Worldwide Web of high-resolution entertainment from the most popular streaming services and internet radio stations. We sincerely hope that you will be overjoyed with the years of great-sounding, simple to operate, musical entertainment that the Andover-One E is sure to provide.

To get the most from your Andover-One E, be sure to thoroughly review this manual and heed the important safety instructions. If you have any questions not covered here please contact Andover Audio support via email (support@andoveraudio.com) or phone (+1 978.775.3670).

With the proper care and operation, your Andover-One E will provide many years of trouble-free enjoyment.

Please save the carton and original packaging in case you ever need to move or ship your unit.

About Andover Audio

Since 2012, we at Andover Audio have provided design and manufacturing services behind the scenes to some of the most recognized brands in mobile, professional, and high-performance consumer audio. We now focus our award-winning skills on our own product line that artfully blends exceptional sound with distinctive design.

In the Box

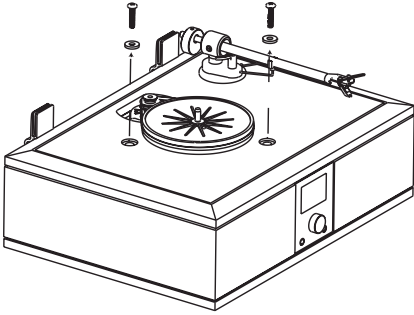
- Andover-One E System
- Dustcover
- Quick-Setup Guide
- RF Remote Control
- Platter with Felt Mat
- Product Manual
- DC Power Supply
- Flat belt for 33/45 RPM
- Round Belt for 78RPM
- Philips Screwdriver
- 7" Single Adapter
- Cartridge Alignment Protractor.
- Tracking Force Scale
- Songbird Audio-Streamer

Room Placement

As with any sound system, placement in your room will affect how well the sound fills the space. The Andover-One E features a 270-degree sound field to provide a spacious, room-enveloping performance that defies its compact size. Sound is emitted from both sides and the front of the unit, so be careful not to block the sound from the sides. Although placement of the Andover-One E is less complex than a typical component system, following these simple guidelines will result in the most enjoyable sound quality.

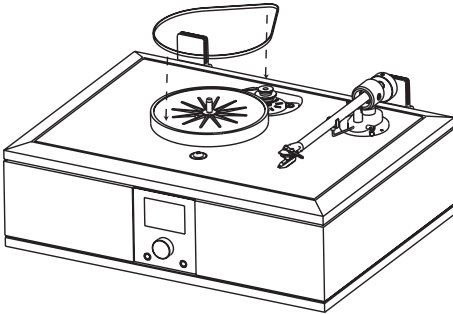
- To ensure the most even sound coverage, try to place system near the center of one of the walls. It should be at, or slightly below, ear height for a seated listener.
- Using the Andover-One series modular stand will place the system at the ideal height in most rooms.
- If the unit will be placed in a corner, angle it at 45-degrees so that the speakers on one side are not blocked.
- Keep the sides of the unit unobstructed by solid objects for as much distance as practical, but by at least 12" (~30.5 cm).
- Place the unit on a solid table or component rack. DO NOT use soft vibration isolators or place the unit on a carpet or foam surface. If the support surface is not sufficiently rigid, acoustic feedback may occur.
- Avoid placing the unit in an enclosed bookshelf or cabinet as this will significantly compromise its performance.

Turntable Setup Guide



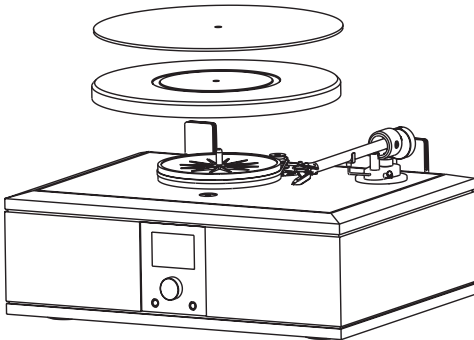
STEP 1 - Remove the Shipping Screws

- Remove the TWO large Philips shipping screws. A Philips screwdriver is included in the accessory package.
- Save the screws and reinstall them whenever shipping or moving the unit to prevent damage.



STEP 2 - Install the Drive Belt

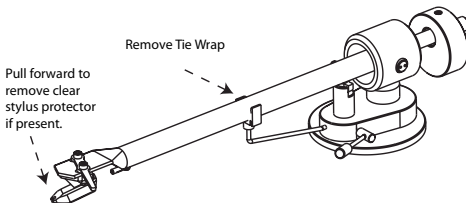
- Install the flat drive belt by stretching it around the inner platter and over the "top step" of the small motor pulley to use with 33 or 45RPM records.
- For use with 78RPM records: Install the round drive belt on the large lower pulley instead.



STEP 3 - Install the Platter

- With two hands, gently place the platter on the spindle, followed by the felt platter mat.

STEP 4 - Remove the tie wrap which secured the tonearm for shipping.



Cartridge Tracking Force Adjustment

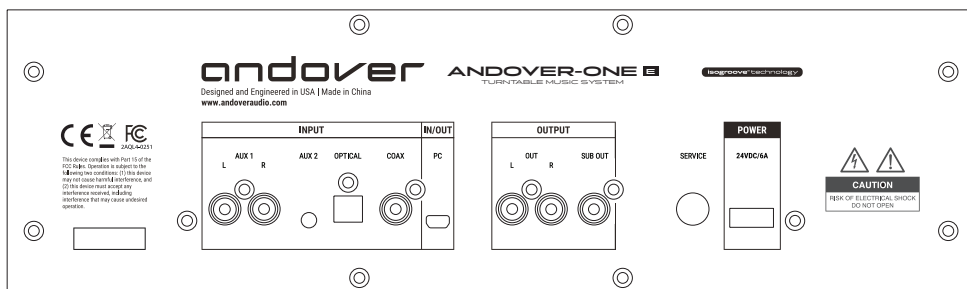
- There is no need to make any adjustments to the tonearm when using the supplied Ortofon OM5e cartridge. The tonearm is pre-set from the factory. Refer to p.15 if you install a different cartridge, or need to adjust tracking force.

Turntable Setup Guide - cont.

STEP 7 - Install the Cover

Insert the notched edge of the dust cover fully into the two hinges.

Input and Output Connections



AUX 1 (RCA jack input): Connect an external audio device, such as a CD player, tape deck, or a radio Tuner.

AUX 2 IN (3.5mm analog/optical combo): Connect a streaming audio adapter such as Songbird, or any other analog or digital source. You may use an analog input with a 3.5mm stereo plug, or an optical source with a 3.5mm mini Toslink plug. The optical portion of this input will accept up to 24-Bit/96kHz input formats. This input features optional automatic signal sensing (on the analog signal only), which will wake the Andover-One from Standby in the presence of signal. Andover-One will re-enter Standby after the absence of signal for 5 minutes. Automatic sensing can be turned on or off in the PREFERENCES menu.

DIGITAL Coax or Toslink optical input. Accepts SPDIF or PCM audio from an optical connection. The Coax input will accept up to 24-Bit/192kHz input formats and the Optical input will accept up to 24-Bit/96kHz.

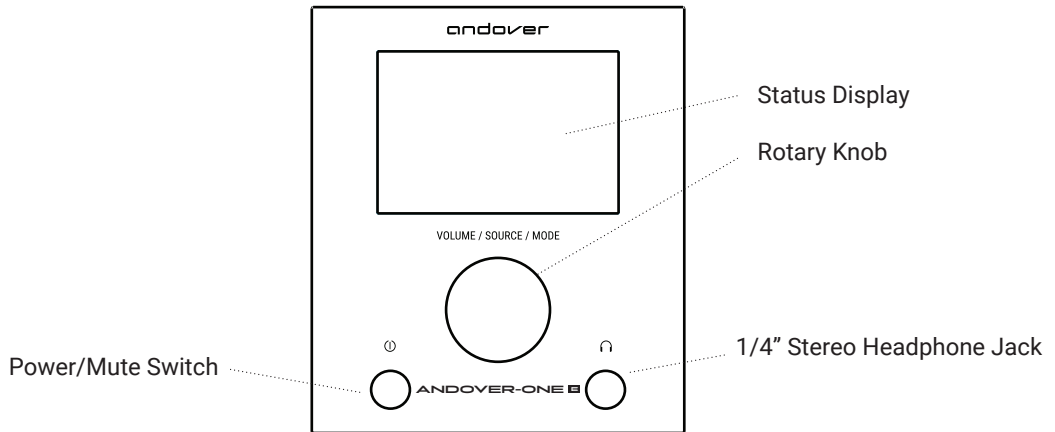
PC (USB-Mini B): Use a USB-Mini B to USB-A cable to connect to your computer for recording or file playback. The PC interface format is 44.1 or 48kHz/16-Bit.

PRE-OUT (Preamp output): Outputs an unamplified analog signal to an external amplifier, a set of powered speakers.

SUB-Out (Preamp output): A monaural Preamp output for use with a subwoofer.

POWER INLET CONNECTOR: Plug the Yellow end of the supplied power adapter here. Plug the power adapter into the AC power using the cable supplied in the accessory kit.

GENERAL OPERATION



All functions of the Andover-One E are selected using the menus displayed on the status display. The rotary encoder knob on the front panel is used to navigate the menu. You may also navigate by using the remote control. There are a few standardized actions that will help you understand the operation flow. Under most situations, the unit will default to the Home screen, which displays the source and mode, along with volume level from 01 to 50.

Rotating the front panel knob clockwise will increase the sound volume. Counterclockwise rotation will decrease the sound volume.

A QUICK PRESS of the knob (less than 3 sec.) will switch to the next menu, or lock in the chosen selection.

A LONG PRESS (longer than 3 sec.) when in Phono mode will pause rotation of the turntable platter and mute the audio. A subsequent press will unmute the audio and restart the platter.

A "DOUBLE CLICK" press of the knob will take you directly to the Audio Settings menu.

When you are in a menu, rotating the knob will move the selection into the highlight box. The current selection is in bold type.

- Clockwise rotation increases or moves the selection up within the menu.
- Counterclockwise decreases or moves the selection down.
- Pressing the knob will choose the selection shown in the box.
- The adjustments of Bass, Treble, Speed Adjust, Contrast, Brightness, and Modes are effective immediately and do not require a final press to select.

Andover-One Menu Operation

HOME

The Home screen is the default that you will see at turn-on and after other menu screens time out. It shows the source playing, the selected speaker mode, and the volume level.

SELECTION

Tapping the knob brings you to the Selection screen. From here you may select a different source, and enter into the Audio Settings or System Preferences.

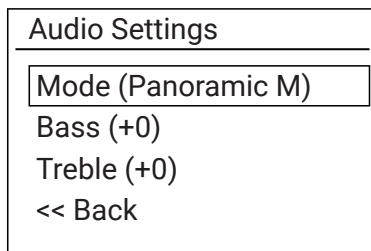
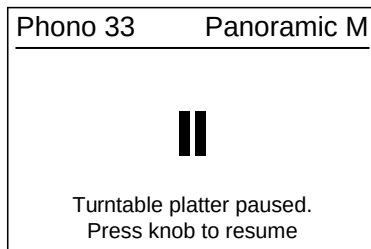
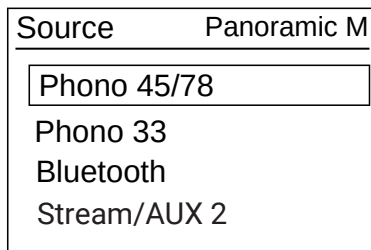
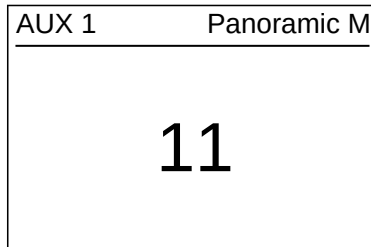
Rotate the knob to navigate to your selection, and tap the knob again to make the selection. If you decide to not make any changes, simply wait three seconds and the system will revert back to the Home screen. You may go back Home by selecting Back. Four choices are shown, but continue to scroll up or down to reveal the full menu.

PAUSE

Press and hold the knob for longer than 3 seconds to pause platter rotation. This makes it easier to change records. This feature is only active for the the Phono source. Tap the knob again to restart the platter.

AUDIO SETTINGS

Double-click the knob to reach the Audio Settings menu to adjust Bass and Treble, or select the listening mode. Five Listening Modes are provided. In addition to the usual MONO and STEREO modes, we have provided three PANORAMIC modes that simulate the experience of having widely spaced speakers. The suffixes L, M, and S refer to simulations of Large, Medium and Small rooms.



Andover-One Menu Operation (Cont.'d)

PREFERENCES

Subwoofer Output Yes/No – Subwoofer NO is default. When NO, the internal speakers receive the full range signal. When YES is selected, a 100Hz High Pass filter reduces the bass from the internal speakers, reducing bass distortion. **NO should always be selected unless a subwoofer is being used.**

Preferences

Subwoofer (No)

Internal Speaker (On)

Brightness

Contrast

Internal Speakers on/off – Default is ON. This enables you to turn off the internal speakers if you are using external powered speakers from the Line Out. Normally you will leave this ON.

Brightness / Contrast – These two settings control the appearance of the display and may be adjusted to your preference. The display will become dim 10 seconds after it is operated. This is intentional, and it will return to the selected brightness when any adjustments are made.

Auto On on/off – Default is ON. This enables or disables the auto-on function of Aux 2. When enabled, a signal on Aux 2 will wake Andover-One E from Standby, Select Aux 2 as the input, and adjust the volume to the value set in the next line. After 5 minutes of inactivity on this input, the Andover-One E will enter Standby again. Please note, if the Andover-One E is being used and is not in standby, the auto-on circuit is inactive. Auto-on is active on analog signals only.

Auto-On Volume – This sets the volume level that you would like when the Auto On circuit wakes the Andover-One E from Standby. The default value is 25.

Info – You may read the revision level of the operating Firmware, or Reset the Andover-One E to the default factory values.

REMOTE CONTROL DISPLAY

When using the remote control the display format changes to an abbreviated text format with larger characters to make it easier to read from a distance. Ph33 as shown here means "Phono 33". The display will automatically revert to normal after a few seconds, or immediately if operated from the front panel.

Source Panoramic M

Ph33

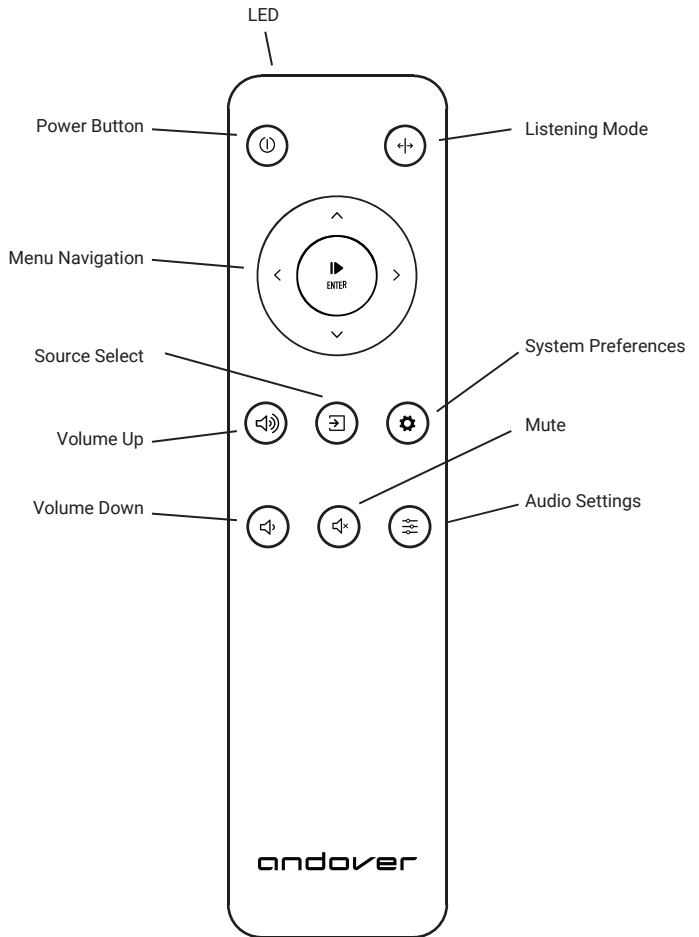
Remote Control

Remote Control Channel Selection

Andover-One E offers three channels for its RF remote control. This is useful if you have more than one unit within range by preventing a single remote from operating two or more units. All units are set to channel 1 at the factory.

To change channels, scroll to the PREFERENCES menu on the Andover-One and select REMOTE CONTROL. Select the desired channel you wish to use.

Then, on the Remote itself, press and release the Volume Down (-) and Right (>) buttons simultaneously. Observe that the LED (located behind the window at the front end of the remote) will flash once to indicate it is set to Channel 1. Press the same two buttons again to select Channel 2, and a third time to select Channel 3. The LED will flash either two or three times to indicated the selected channel. Pressing these two buttons again will revert back to Channel 1.



Bluetooth

To pair your device:

1. Press the central knob and select Bluetooth in the source menu.
2. Enter Bluetooth pairing mode on your device per your device's instructions.
3. Your device should soon recognize "Andover-One". When recognized, select it on your device to connect.
4. Use your device to play an audio signal. Be aware that your device's volume control may still operate in addition to the volume control on Andover-One E, so if you do not have adequate volume, make sure your device is turned up to a reasonable level. It is best to set your device to its maximum or near maximum volume, and use the Andover-One E volume to adjust your listening level.

If Andover-One does not show up on the Bluetooth screen of your device, the Andover-One E may be already connected to another paired device within range. You must disconnect from the undesired device before Andover-One E will accept a new connection request. This must be done from that device. If you are certain this is not the case, exit Bluetooth mode and reselect it to restart the scan process.

Recording to, or playing from a Personal Computer:

You may use Andover-One E to record your music to a personal computer, or play from your hard drive or streaming sites. Connect a USB-Mini B to USB-A cable from the PC jack on Andover-One E to a USB jack on your PC or Mac. If your computer is using a contemporary operating system, Andover-One E will not require any special drivers or software. It will emulate an external soundcard so that it may be used with any software you choose.

On your personal computer, enter the SOUND menu from within your Control Panel or System Preferences. Select "USB CODEC" as the INPUT device for recording, and as the OUTPUT device for playback. You may now use built-in apps such as Windows Media Player or Quicktime to record or playback from whatever source you have selected on Andover-One.

If you desire additional functionality, there is a variety of software and freeware available on the internet such as Audacity (www.audacityteam.org), which will provide features such as pop suppression, format conversion, and track splitting. You are free to use whatever software you like that is compatible with your computer's operating system.

To Install a New Cartridge

Please follow these instructions if you should ever need to change your cartridge.

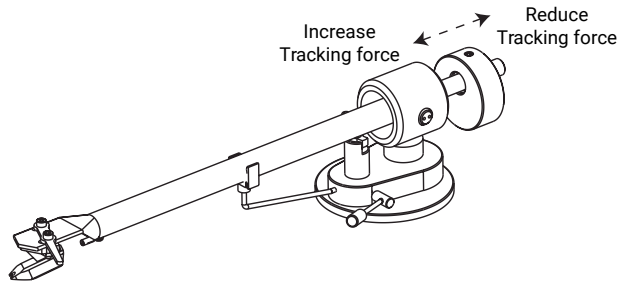
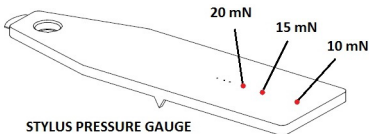
Please note: adjusting a cartridge and tonearm calls for great care to avoid damaging the cartridge or stylus. Ask your local dealer for help if you are unsure of any of the necessary steps and precautions which must be taken.

All cartridges with half inch mounting hole spacing can be installed. Either remove the stylus or leave the stylus protection cover on. Fit the cartridge to the tonearm using the screws supplied with your new cartridge. Passing one screw through each slot in the headshell, and attach the nuts only enough to hold the cartridge in place, but loose enough to allow adjustment. Do not tighten the nuts yet.

Connect the tonearm wires to the cartridge pins as follows:

| | |
|-------|-----------------------------|
| White | left channel positive (L+) |
| Red | right channel positive (R+) |
| Green | right channel return (R -) |
| Blue | left channel return (L -) |

The full performance of any turntable can only be achieved if the cartridge is adjusted correctly. Precision tools and patience are required to accomplish this job properly. If you are not comfortable performing this task, your Andover dealer or support@andoveraudio.com are available to help.



Place the hole in the Two Point Cartridge Alignment Protractor over the center spindle. Place the stylus on the + at the center of both marked points. Slide the cartridge fore and aft until the cartridge is parallel to the gridlines on both points. Tighten the cartridge nuts.

Loosen the setscrew that is securing the counterweight in position with the hex key provided. Place the stylus pressure gauge onto the platter with the platter mat removed. Move the counterweight along the support rod, until the stylus pressure is sufficient to raise the pressure gauge to the level position with the stylus sitting on the position marking the desired tracking force. Moving the counterweight away from the cartridge will reduce pressure and towards will increase pressure. Finally secure the counterweight by tightening the set screw.

Please refer to the documentation supplied with your new cartridge for the manufacturer's recommended stylus force.

Tips on Record Care

Unlike digital and solid state sources of music, turntables and vinyl records require a gentle touch to maximize performance and longevity. Following these guidelines will result in years of noise-free, reliable performance.

- Do not handle records by the grooved areas. Grasp them by the edges, or by balancing the label on your thumb and steadying it with your forefinger at the edge of the record. Fingerprint oils attract dust which increases wear and adds noise.
- Invest in a good record cleaning brush and use it prior to each play.
- Invest in a quality residue-free record cleaning system. Use it after every few plays or as needed.
- Always place your records back in their protective sleeves immediately after each use. Never leave them laying around unprotected.
- Always store your records vertically, and away from heat and sunlight.
- Whenever possible, use the arm lift (a.k.a. cueing lever) to gently raise and lower the stylus to the record surface.
- Clean the stylus regularly using a soft brush, or by blowing on it. Always brush from back to front. NEVER brush from side to side or front to back or the stylus will be damaged.
- Never play a record with a bent, misaligned, or damaged stylus as this can permanently damage your record.
- Always use the tracking force recommended by the stylus manufacturer. Setting the force too light can be as harmful to your valuable vinyl LP's as setting it too heavy.

Customizing your Vinyl Experience

Vinyl playback technology offers the ability to customize your experience. Various accessories are available to allow you to tune the sound and operation to your preference. Here are a few examples that may be available on www.andoveraudio.com, or from your dealer:

End of record lift: Typically, in order to eliminate resistance in tonearm motion, high quality turntables do not have automation. If you would like to add the convenience of automatic arm lift at the end of a side, the Q-Up accessory is available from Andover or other dealers for use with your Andover-One E. It is simple to use and has no negative effect on playback performance. It does not contact the tonearm until the arm is in the lead-out area.

Platter Mats: Changing the platter mat to a different material can alter the sound in subtle ways. The stock felt mat provides good performance, but some users prefer a mat of leather, cork, or other material. Different materials damp the small vibrations of the record in unique ways, depending on the material.

Damping weight: The use of a record damping weight can help stabilize the disc and reduce undesired vibrations. The Andover Spinweight is designed to provide sufficient damping, without being too heavy, and it will not cause excessive bearing wear.

Stylus upgrades: The Ortofon cartridge that comes with your record OM10, OM20 or OM30 provide improved sound and tracking ability. You may want to consider upgrading when it becomes time to change your stylus. This is the easiest way to upgrade the sound.

Playing 78 RPM records: There are two steps required to play 78 RPM records properly on your Andover-One. 78 RPM records have different groove geometry than Microgroove LP's and 45's. You must replace your 5e stylus with the Ortofon Stylus 78 stylus. You must also remove the platter, and replace the flat belt with the round belt that came in the Andover-One E accessory kit. Place this belt on the large lower pulley section. Reinstall the platter and select PHONO 45/78 as your input source. Also select MONO mode in Audio Settings.

Two-Year Limited Warranty

Andover Audio warrants Andover-One E against manufacturing defects and workmanship to the initial purchaser for a period of two (2) years from the date of delivery to customer. Andover Audio will repair or replace the unit as necessary at our discretion to restore proper operation. This warranty covers both parts and labor for the warranty period. The warranty excludes physical damage caused by accident or abuse outside of our control, or if the unit is damaged due to incorrect packing. The warranty also excludes normal wear items such as the stylus and belt. If you think you need warranty service, please contact us to obtain an RMA (Return Merchandise Authorization) by e-mailing support@andoveraudio.com. For more information on returns and exchanges, please visit www.andoveraudio.com/pages/returns-and-exchanges.

If your unit was purchased from a local dealer, contact them first. They may be able to resolve some issues without requiring a return.

Service

Should you encounter a problem that you are unable to solve, please contact customer service at www.andoveraudio.com/support, or the dealer that sold you your unit.

If you must return your unit for any reason, it must be safely packed and shipped in its original carton and packing material. Damage that is the result of improper packaging is not covered by the warranty.

If you do not have the original packing material, please contact us to purchase replacement packing material. Returns will not be accepted if authorized shipping cartons and packaging is not used.

Remember to fit the cartridge protection cap and the transport lock-tie for the tonearm tube, prior to carefully packaging your unit.

Product Cleaning

Use a soft dry cloth, or compressed air. Natural wood surfaces may be conditioned using a quality wood surface cleaner and finishing oil.

Do not use harsh or chlorine based cleaner anywhere on the product. Only clean the exterior of the product. Fine dust cover scratches can be polished out with a mild abrasive compound such as toothpaste or automotive headlight cleaner and microfiber cloth.

Specifications

Description: Integrated music system with turntable.

Music Power: 170W total (2 x 50W to woofers + 2 x 35W to tweeters)

Acoustic Frequency Range: 65Hz – 30kHz +/- 3dB (under laboratory conditions)

Turntable:

Motor: 24-pole AC synchronous motor driven by digitally synthesized 2-speed electronic speed control

Platter: 12" steel with felt mat

Speeds: 33.33/45/78 RPM. Adjustable +/-3%

Wow and Flutter: <.2%

Drive system: belt

Tonearm: One piece aluminum. 8.6"

Phono Cartridge: Ortofon OM 5e

Optical Input: Toslink SPDIF up to 24Bit/96kHz.

Coaxial Digital Input: Up to 24-bit/192kHz.

PC USB Input/Output: 44.1kHz/48kHz 16-bit. Mac and PC compatible, no driver required.

Headphone Output: 150mW @ 16 Ohms. Compatible with 16-10k Ohm headphones. Frequency Response: 20Hz–20kHz

Line Output: 1000mV, variable with volume control. 100Hz High Pass Filter @24dB per octave when SUBWOOFER YES is selected in menu.

Subwoofer Output: 1000mV, variable with volume control. 200Hz Low Pass Filter @12dB per octave.

Power Consumption: 24VDC / 6A (<0.5W Standby current)

Weight: 15.9 kg / 35 lbs

Shipping Weight: 18.6kg / 41 lbs

Dimensions:

Height: 215mm / 8.5"

Width: 446mm / 18" W

Depth: 356mm / 13.5" D

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