

Wyred 4 Sound

MS Music Server



Owner's Manual and Setup Guide

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Important Safeguards

- All the safety and operating instructions should be read before this product is operated.
- The safety and operating instructions should be retained for future reference.
- All warnings on the appliance and in the operating instructions should be adhered to.
- Follow all instructions.
- The appliance should not be used near water or moisture – for example, in a wet basement or near a swimming pool, and the like.
- Clean only with soft, dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding plug. A polarized plug has two blades with one wider than the other. A grounding plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at the plugs, convenience receptacles, and at the point where they exit from the apparatus.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way such as the power cord or plug is damaged. Other damage may occur if liquid or objects have been dropped or spilled into the apparatus. Dropping the apparatus, exposure to rain, and excessive moisture may cause additional damage.
- Keep the unit in a well ventilated environment. Ensure at least 4” clearance around top and sides.
- **CAUTION:** These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.
- **WARNING:** To reduce the risk of electric shock, do not expose this apparatus to rain or moisture. The apparatus shall not be exposed to dripping or splashing and that objects filled with liquids, such as vases, shall not be placed on apparatus.
- **WARNING:** The mains plug/appliance coupler is used as disconnect device, the disconnect device shall remain readily operable.
- **CAUTION:** The lightning flash with 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.
- No naked flame sources, such as lighted candles, should be placed on the apparatus.
- **WARNING:** The terminals marked with symbol of “+/-“ may be of sufficient magnitude to constitute a risk of electric shock. The external wiring connected to the terminals requires installation by an instructed person or the use of ready-made insulated leads or cords.
- Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take



this product for environmentally safe recycling.

- Keep your packaging! It is custom made for your unit and will effectively protect it for possible future use.
- Be sure to register your product. It is very important to complete the warranty registration form located on our website. Complete and submit the form within 30 days of purchase to activate your warranty.

FCC Warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

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

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

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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Special Notes

- **CDs must be inserted into the server label side up.**
- **Take Caution to power the server down by a quick press of the power button. Do not unplug the server while it is powered on or press and hold the power button to shut down.**
- **We highly recommend backing up your hard drive contents to an external hard drive on a regular basis to prevent loss of data. Wyred 4 Sound is not responsible for any information lost in the event of a component failure.**
- **If the server is not connected to the Internet when ripping CDs it will be unable to locate tagging information and album artwork.**

Package Contents

- 1 – Music Server
- 1 – Power Supply
- 1 – Power Cable
- 1 – User Manual

Design Features

- Drag, drop, and easily manage all of your local files
- Stream radio and music from included apps like Squeezebox, Spotify, and Tidal
- Roon Core Server
- AirPlay and DLNA-enabled
- Powerful Intel® Core™ i3 or Intel® Core™ i7 quad core 7th generation processors
- 4 or 16 GB RAM
- Internal SSD for operating system
- Built-in slot drive for easy CD ripping
- Internal hard drive for storage and superior playback (you can also use your NAS)
- USB, I2S, Coax and Optical outputs
- All-aluminum enclosure

Getting Connected

1. Place the Server in the intended location and ensure that it has proper ventilation. We recommend that if you are placing it in an enclosed cabinet, it is not on or near any other component that produces excessive heat.
2. Connect the power supply to the wall outlet and then to the Server high current jack on the right side of the rear panel.
3. Next connect an Ethernet cable from your router to the Ethernet port on the rear panel of the server. (Alternatively you can use a wireless access point to connect the server to your router)
4. Connect the appropriate digital output to your DAC using the appropriate digital cable. The I²S output is not a standard HDMI format output and is configured for the Wyred 4 Sound DAC-2v2
5. Power the unit on by pressing the power button located on the right side of the front panel. When turning the unit off use a quick press of the power button. It will shut down in less than 30 seconds. Do not press and hold the power button to shut it down.
(Power “on” is indicated by blue light directly above the power button)
6. Proceed to the appropriate section for configuring the server for your desired use and enjoy!

Configuring the MS Music Server

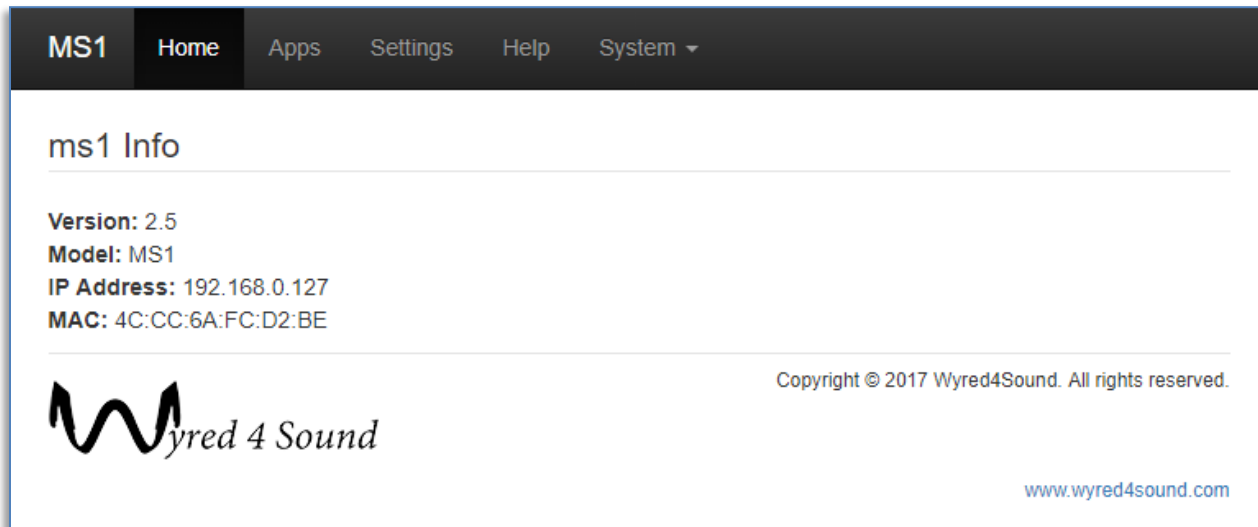
All setup and software configuration menus for your new server are adjusted by using a computer's Internet browser. Type the following address in the browser address bar.

server.wyred4sound.com

The following screen will be displayed...



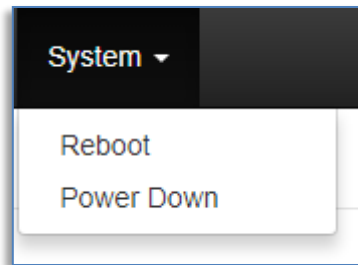
Click the *Manage* button and the following menu will be displayed...



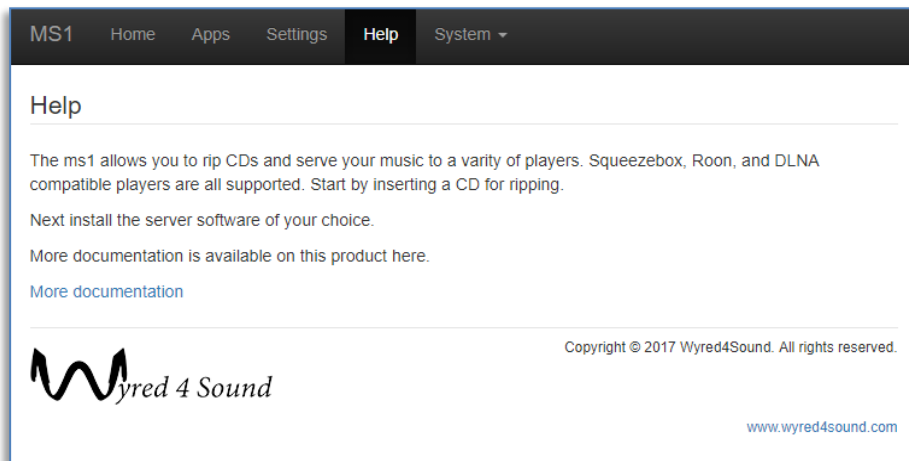
The software version number, Music Server Model, IP Address, and MAC address is shown here.

Clicking *Home* at any time will return to this information screen.

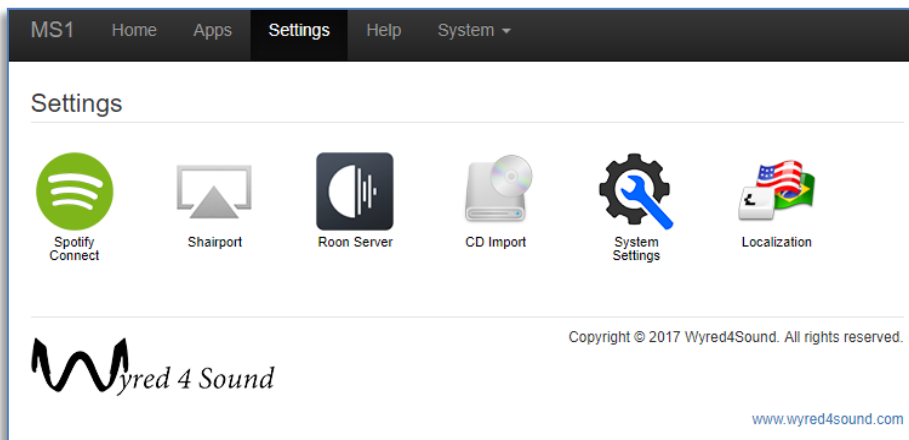
Clicking *System* will give the options to *Reboot* or *Power Down* your Music Server.



Clicking *Help* displays additional information about your server.

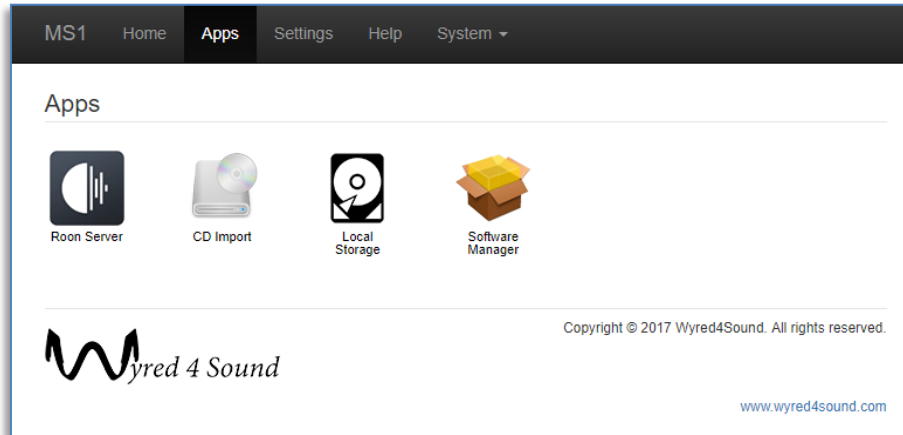


Clicking *Settings* enables adjustments of various settings within the system.

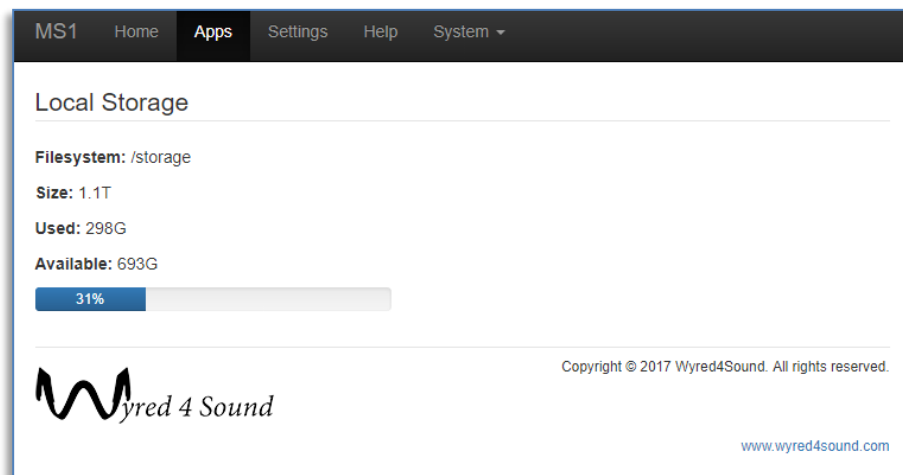


Settings for installed applications can be adjusted from this menu. For example clicking *Roon Server* allows for adjusting settings for your Roon Server. *Localization* allows for setting time zone and language.

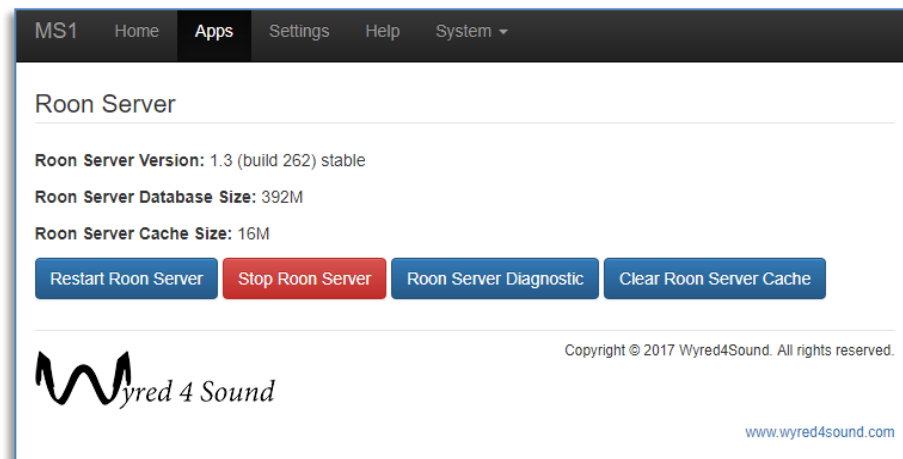
System Settings is used to rename your Music Server; in the above examples our server is titled *ms1*. Clicking the *Apps* link opens the menus for controlling, installing, and removing Applications.



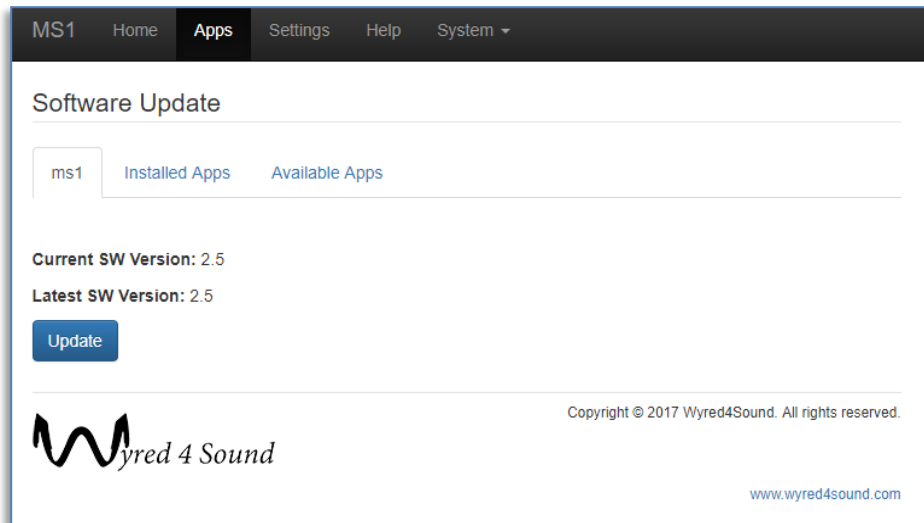
Local Storage displays information about the internal SSD drive, available storage space, etc.



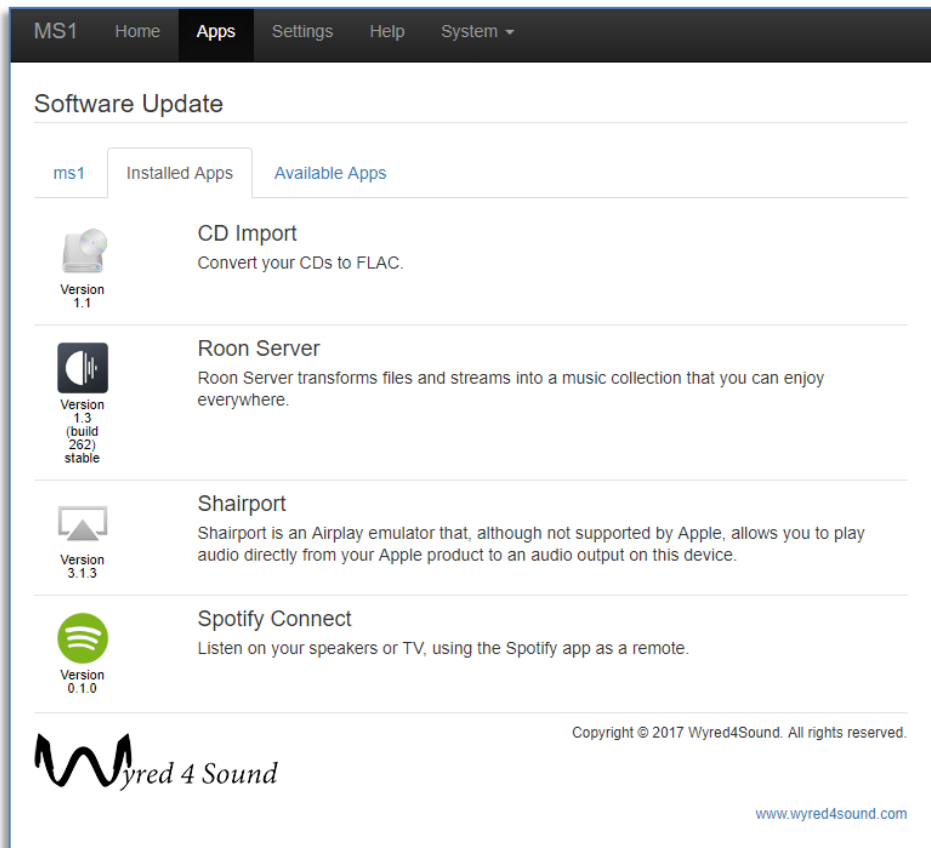
Clicking an installed application such as *Roon Server*, displays information about the application.



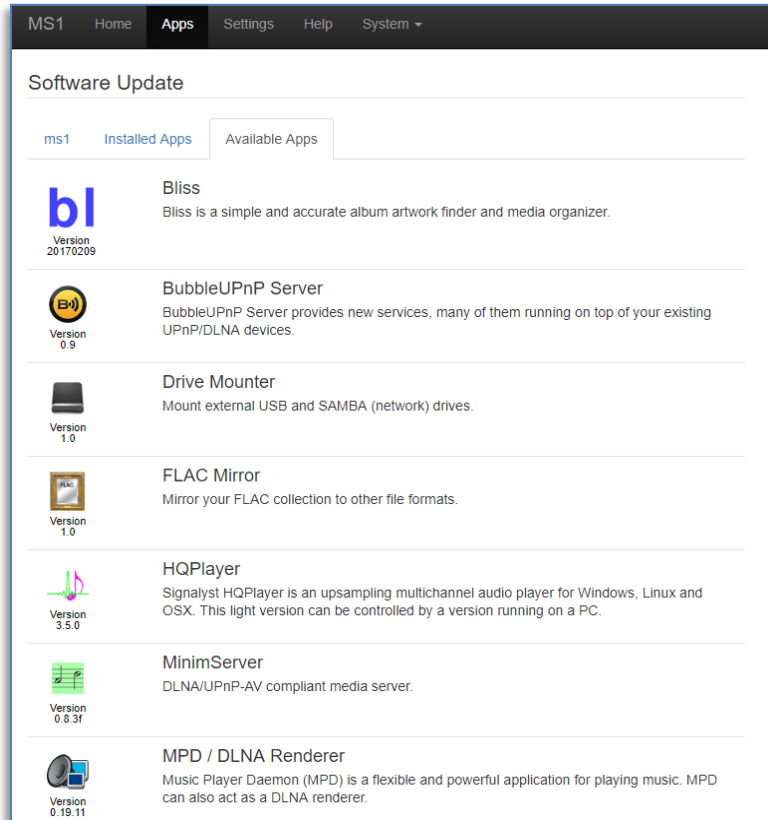
Clicking *Software Manager* is where the software version can be updated. If the *Latest SW Version* is different than the *Current SW Version* clicking the *Update* button allows for updating the system software.



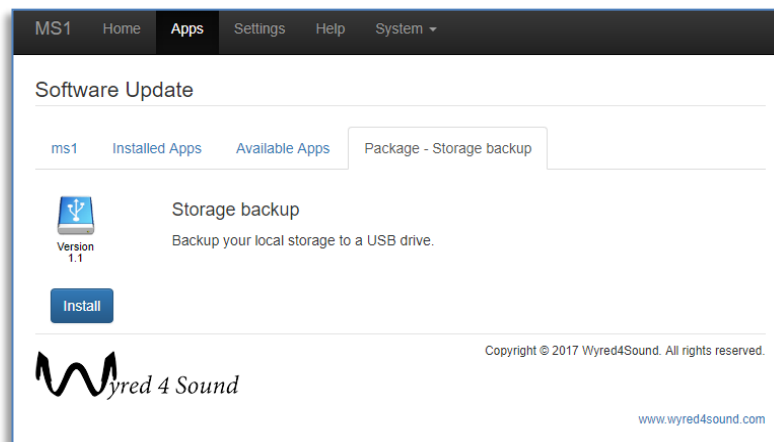
The *Installed Apps* tab displays the applications that are currently installed on your Music Server with a brief description of what the software is used for.



Clicking on a particular app gives you the option to *Delete* application from your server. You must *confirm* that you want to delete an app to remove it from your system. Clicking the *Available Apps* tab displays various applications that are available to be installed on your system.



Clicking on an available app gives the option to *Install* the application. In the example below the *Storage backup* app is shown. This is the application used to backup your internal local storage SSD drive.



To automatically rip your CDs to FLAC files on the server install the *CD Import* app. This app will automatically rip any standard CD that is inserted. You may click on the app and monitor the application as it performs its magic. The app will also run in the background if you prefer to not monitor the ripping.

Manually Adding Music Files - PCs

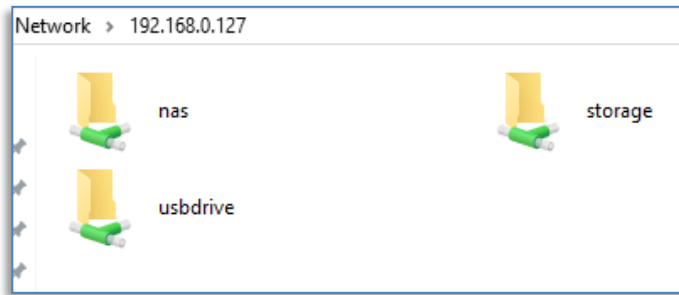
You can also manually copy files to your server. This is most useful if you already have CDs that were previously ripped or if you have a collection of downloaded high resolution files.

The easiest way to locate the *MS Music Server* on your network is to use the *IP Address* listed in on the *Home* screen of your server. You can use the address with the *Windows Search* function as follows;

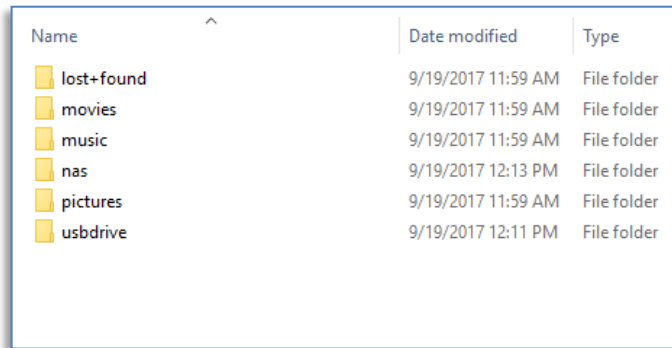
In the search bar enter \\ followed by the *IP Address*... i.e. [\\192.168.0.127](http://192.168.0.127)

Alternatively, you can open the *Windows System* folder from the start button and then click *This PC*. In the *This PC* browser bar you can type the server name, *ms1* in our example. This will open the same window shown below.

This will open the following screen in Windows:



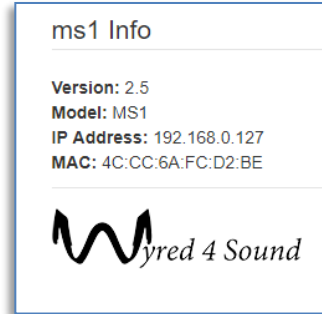
Double clicking *storage* opens the internal storage drive on your server.

A screenshot of a Windows File Explorer window showing the contents of the 'storage' folder. The window has a table-like view with columns for 'Name', 'Date modified', and 'Type'.

Name	Date modified	Type
lost+found	9/19/2017 11:59 AM	File folder
movies	9/19/2017 11:59 AM	File folder
music	9/19/2017 11:59 AM	File folder
nas	9/19/2017 12:13 PM	File folder
pictures	9/19/2017 11:59 AM	File folder
usbdrive	9/19/2017 12:11 PM	File folder

Double clicking the *music* folder displays to folders and files of the CDs that have already been ripped to the internal drive.

In this folder you can copy files from your network. You may create additional folders to organize the types of files have been copied, or you may simply copy the album folders from your network to the server in the music folder. The server will find and make available any album you copied here.



The one critical point is that each CD or Album should be kept in its own folder.

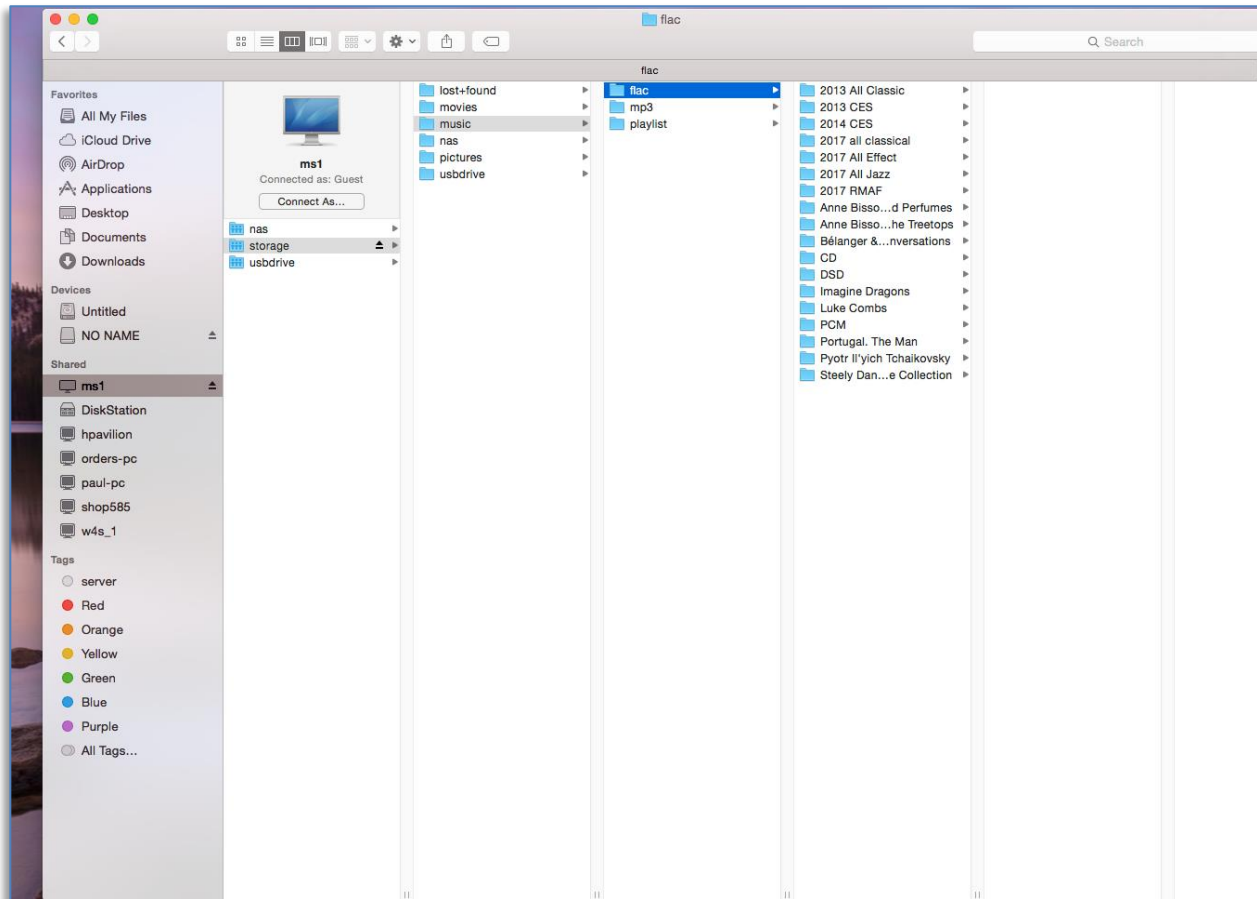
An example of albums is shown below:

Name	Date modified	Type
Anne & Pete Sibley-Blue-Coast-Special-E...	9/19/2017 12:58 PM	File folder
Beck-Sea Change	9/19/2017 12:59 PM	File folder
Ben Webster - My Romance	10/2/2017 11:02 AM	File folder
Bill Evans-Live at Art d'Lugoff's Top of th...	9/19/2017 2:09 PM	File folder
Blood, Sweat & Tears-Blood, Sweat & Te...	9/19/2017 1:00 PM	File folder
Boston-Boston	9/19/2017 1:01 PM	File folder
Carole King-Tapestry	9/19/2017 1:02 PM	File folder
Counting Crows-August And Everything ...	9/19/2017 1:03 PM	File folder
Dave Brubeck Quartet-Time Out	9/19/2017 2:08 PM	File folder
David Elias-Slipper DSD Sessions	9/19/2017 1:04 PM	File folder
Diana Krall-Love Scenes	9/19/2017 1:05 PM	File folder
Diana Krall-Turn Up The Quiet	9/19/2017 1:07 PM	File folder
Dire Straits - Brothers In Arms	10/2/2017 11:00 AM	File folder
Elephant Revival-It's Alive	9/19/2017 1:08 PM	File folder
Elton John-Goodbye Yellow Brick Road (...)	9/19/2017 1:09 PM	File folder
Emilie-Claire Barlow-The Beat Goes On	9/19/2017 1:11 PM	File folder
Eric Bibb-Spirit & The Blues	9/19/2017 1:13 PM	File folder
ERIC CLAPTON - JOURNEYMAN	10/2/2017 11:01 AM	File folder
Eric Clapton-Slowhand	9/19/2017 1:14 PM	File folder
Fan-Ya Lin - Emerging	10/2/2017 11:02 AM	File folder
Fiona Joy-Into The Mist DSD256	9/19/2017 1:17 PM	File folder
Fiona Joy-Signature Solo	9/19/2017 1:19 PM	File folder
Freddie Hubbard-Hub-Tones	9/19/2017 1:20 PM	File folder
Holly Cole Trio-Don't Smoke In Bed	9/19/2017 1:21 PM	File folder
Holly Cole Trio-Girl Talk	9/19/2017 1:22 PM	File folder
Holly Cole-Temptation	9/19/2017 1:24 PM	File folder

Manually Adding Music Files – Apple Computers

You can also manually copy files to your server. This is most useful if you already have CDs that were previously ripped or if you have a collection of downloaded high resolution files.

To access the folder structure of the MS Music Server from a McIntosh computer you would use the *File/Find* function.



The MS Music Server will show up in the *Shared* section. In the above example our server's name is *ms1*. Above we have expanded the folders out to show where the music folders/files are located.

Clicking on *ms1* (or the name given to your server) under the *Shared* location will connect to the server. Expand the *storage* folder, then the *music* folder, and finally the *flac* folder will display music albums. You may add additional folders to organize the music collection or simply copy previously ripped CDs or downloaded high resolution files to this location or sub folders as you desire.

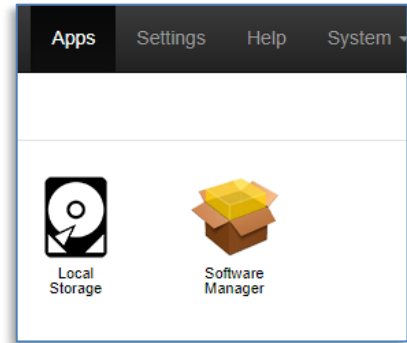
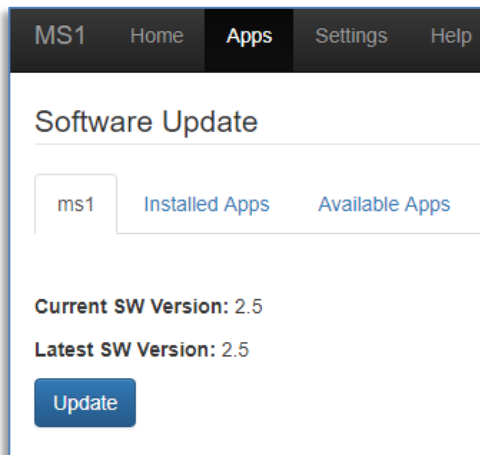
Installing Roon on your MS Music Server

Roon is a very popular music application. To demonstrate installing and configuring an application we are going to use Roon as an example.

The first step is to open your new MS Music Server administration page by typing the following address in your browser's address bar:

server.wyred4sound.com

And then you will click the *Manage* button. And then click the Apps tab. At this point click *Software Manager*.



Software manager is where you install new applications or configure previous installed apps.

Click the *Available Apps* tab. You will see various applications that are available to be installed. Some very useful applications are as follows:

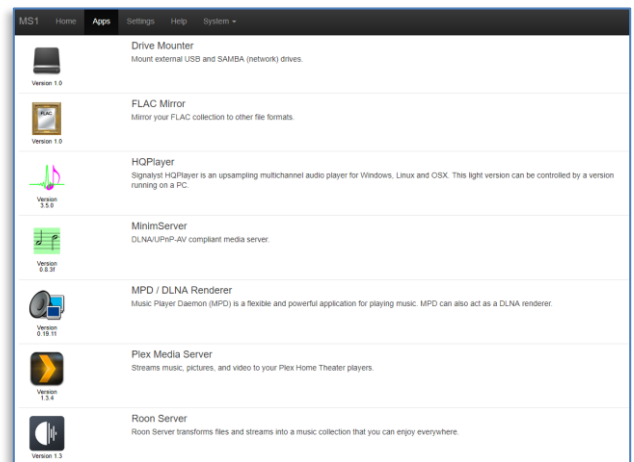
- *CD Importer*: Used to rip CDs that you insert into the drive
- *Driver Mounter*: Used to mount external drives such as a USB drive.
- *Storage Backup*: Used to backup your music library.
- *Roon Server*: A very popular music playback application.
- Several more are included.

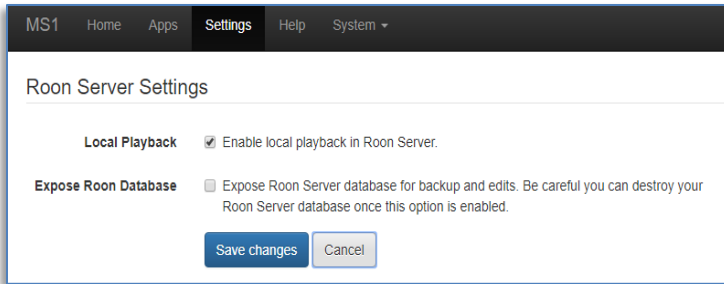
To install the Roon Server application click on the *Roon Server* icon. And then click the *Install* button.

Be patient, this will take a few minutes. The installer will tell you when it is *Complete*.

When complete close the install window and go back to the *Home* screen.

One very important step is to go to the *Settings* tab.





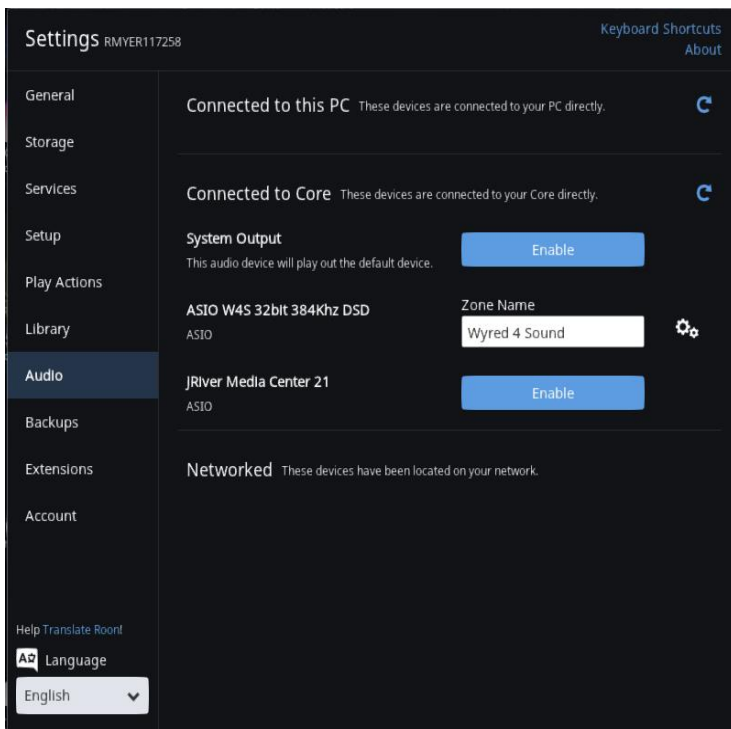
It is important to click the *Enable local playback in Roon Server* selection box.

At this point go to the *System* tab and select *reboot*. This will take a few minutes.

Next go to your Roon Controller device (iPAD, Android, PC, etc.). Open the Roon

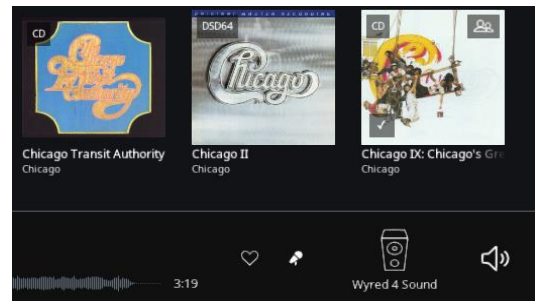
Controller Application and click *Choose Your Core*. Click the *Manage Audio Devices* on the bottom of the screen. On the *Wyred 4 Sound* selection click *Enable*. This is also where you go to adjust Roon configurations.

Alternatively, you can open *Settings* and then *Audio* to *Enable* an audio output device, known as a *Zone* within Roon.



You can name the *Zone* for your convenience by clicking in the box and typing the name you prefer. At any point in time you can click on the *Cog Wheels* to the right of the *Zone Name* and reconfigure the *Zone*.

On the bottom right side of the Roon *Main Screen* the current *Zone* being used is displayed (i.e. Wyred 4 Sound shown below).



You can also Click the *Zone* icon which will open a screen showing all of the *Zones* that have been configured. On this screen you can Click the *Speaker* icon and then the *Cog Wheels* to enter the configuration screen.

As can be seen in the above examples, within Roon there are many ways to achieve the desired goal.

Click Save Settings. At this point you can enter a meaningful zone name, such as *Wyred 4 Sound*. This will be the *Zone Name* for Roon and what you select as the active zoon from your Roon Controller.

Roon – more on configuring Roon

- Download and install the Roon Controller app on the device you are using to control Roon, i.e. iPad, Android Tablet, Microsoft Surface, Computer, etc.
- Inside the Roon controller app select *Settings* and connect to the MS1 Roon Core
- Some customers prefer to assign which folders; on an internal drive, from a mounted USB drive, or from a NAS, that Roon is watching. Under settings to select Storage, you can Add Folder, Browse and navigate to the folder that you want to add, and then click Select This Folder for any folder you are going to be storing music in, i.e. mounted drive, NAS, etc. This allows you to control exactly which folders for Roon to watch if you would like.
- Roon will watch these folders and automatically make available any music that is added

Instructions for installing other popular apps:

CD Import – allows for ripping standard CDs to your music server

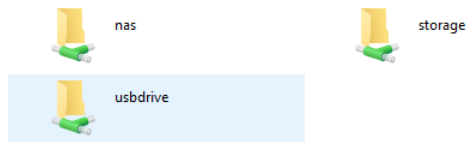
- Under Apps, click Software Manager, Click Available Apps, Click CD Import app, Click Install
- Under Settings select CD Import
- Select CD Encoding (compressed or uncompressed)
- Insert CD, label side up
- The CD will make some sounds checking the disk
- The CD will be heard spinning while ripping is in progress
- The rip will take between 5-10 minutes, depending on the inserted disk
- The CD will be ejected when the rip is complete
- The CD rip will be created in a folder on the server
- The path to the folder is Storage/Music/Flac/Title of the CD

lost+found	2/7/2018 1:24 PM	File folder
movies	2/7/2018 1:24 PM	File folder
music	2/7/2018 1:24 PM	File folder
nas	2/8/2018 11:19 AM	File folder
pictures	2/7/2018 1:24 PM	File folder
usbdrive	2/21/2018 11:52 AM	File folder
mp3	2/7/2018 1:24 PM	File folder
playlist	2/8/2018 11:19 AM	File folder
Adele-19	11/9/2017 7:27 PM	File folder
Adele-21	11/9/2017 7:27 PM	File folder
Adele-25	11/9/2017 7:28 PM	File folder
Aerosmith-Greatest Hits [L]	11/9/2017 7:28 PM	File folder
Al Stewart-Year of the Cat	11/9/2017 7:29 PM	File folder
Alabama-The Essential Alabama (CD 1)	11/9/2017 7:29 PM	File folder
Alanis Morissette-Flavors of Entanglement	11/9/2017 7:30 PM	File folder
Alanis Morissette-Havoc and Bright Lights	11/9/2017 7:30 PM	File folder
Alanis Morissette-Live at Montreux 2012	11/9/2017 7:31 PM	File folder

Drive Mounter – allows for mounting either a USB external drive or a NAS to the server

- Under Apps, click Software Manager, Click Available Apps, Click Drive Mounter app, Click Install
- Under Settings select Drive Mounter
- Select USB tab

- For Drive Device Name use the drop down selector and select the attached USB drive
- Click Save Changes
- When message appears that reconfiguration has been Successful the USB drive is mounted to the server and available for storage or backing up
- Under SMB is where you map your NAS
- Enter the Network Share path and name
- Leave the Mount Read-Only checked if you want your NAS to be read only
- Enter User Name and Password if required on your Network
- Click Save Changes
- When message appears that reconfiguration has been Successful the NAS is mounted to the server and available for storage
- On the root of the Music Server there are folders for the mounted USB Drive or NAS



- The USB Drive and NAS also are shared inside the Storage folder
- You can easily copy files (albums) between these location, internal Storage, attached USB External Drive, or a Mapped NAS

Storage Backup – allows for backup of your internal music files to an external USB drive

- Under Apps, click Software Manager, Click Available Apps, Click Storage Backup app, Click Install
- Under the Apps tab click the Storage Backup icon
- Verify that in the Backup Status box the connected USB drive is listed
- If the correct drive is not listed please use the Drive Mounter app to mount the USB drive to be used
- Click Format USB Drive if this is a new drive that has not been previously formatted to be used with the server

Storage backup



- Click Backup To USB Drive to backup your music server

HQ Player - HQ Player is a playback application designed for tweaking play back.

- This app is quite involved and is not designed for the faint of heart. It requires being connected to a separate computer to configure and control the player. The version is used to allow the server to be used as an end point. Configuring HQ Player is beyond the scope of this manual.

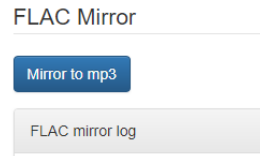
Bliss – album artwork finder and media organizer

- Under Apps, click Software Manager, Click Available Apps, Click Bliss app, Click Install
- Under the Apps tab, click the Bliss icon
- Bliss will scan your music library and indicates if an album is Compliant

- Bliss can fix any issues it locates, the first 100 fixes are included, additional fixes may be purchased from Bliss.

FLAC Mirror – mirror your FLAC collection to mp3 file format

- Under Apps, click Software Manager, Click Available Apps, Click FLAC Mirror app, Click Install
- Under the Apps tab, click the FLAC Mirror icon
- In the FLAC Mirror menu click the Mirror to mp3 button



BubbleUPnP Server – provides new services

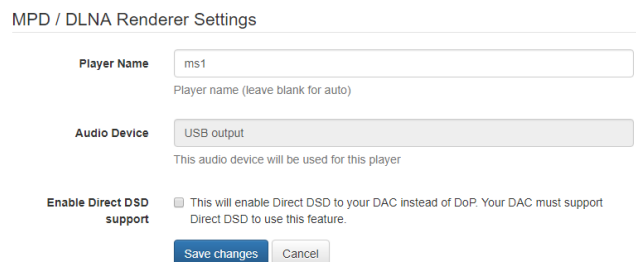
- Under Apps, click Software Manager, Click Available Apps, Click BubbleUPnP Server app, Click Install
- Under the Apps tab, click the BubbleUPnP Server icon
- Configuration and settings are beyond the scope of this document. There are documentation links and Help files available within the BubbleUPnP app page

Minim Server - DLNA/UPnP-AV compliant media server

- Under Apps, click Software Manager, Click Available Apps, Click Minim Server app, Click Install
- Under the Apps tab, click the Minim Server icon
- Requires Minim Watch running on a PC or Mac computer. Links and instructions are available within the Minim Server app page

MDP / DLNA Renderer – Music Player Daemon (MDP) is an application for playing music

- Under Apps, click Software Manager, Click Available Apps, Click MPD / DLNA Renderer app, Click Install
- Under settings you can choose a player name, audio device, and if your DAC supports direct DSD this option can be enabled



- There are many MDP clients available, such as MPDlux, iPing, Rompr, among others that can be used.

Plex Media Server – streams music, pictures, and videos to your Plex Player

- Under Apps, click Software Manager, Click Available Apps, Click Plex Media Server app, Click Install
- Under the Apps tab, click the Plex Media Server icon; this will open the Plex webpage to sign in or create an account
- Plex also requires you to install the Plex Player app on the device you would like to use, such as an iPad, iPhone, Android device, etc.

Shairport – an airplay emulator, allows playing audio from your Apple product to the audio output

- Under Apps, click Software Manager, Click Available Apps, Click Shairport app, Click Install
- Under settings you can choose a player name, audio device

Shairport Settings

Shairport Player Name
This name will show up under available Airplay devices on your Apple product (leave blank for auto)

Audio Device
This audio device will be used for this player

Sonos Auto Configure –

- Under Apps, click Software Manager, Click Available Apps, Click Sonos Auto Configure app, Click Install
- Under settings you can choose automatically configure your Sonos music library to point to the server

Sonos Auto Configure Settings

Sonos auto configure Configure your Sonos music library to point to this server automatically

Spotify Connect – use Spotify app as a remote

- Under Apps, click Software Manager, Click Available Apps, Click Spotify Connect app, Click Install
- Under settings you can choose a player name, audio device

Spotify Connect Settings

Spotify Connect Player Name
This name will show up under available Spotify Connect devices (leave blank for auto)

Audio Device
This audio device will be used for this player

- Spotify Connect also requires you to install the Spotify app on the device you would like to use, such as an iPad, iPhone, Android device, etc.

Squeezebox Server - powers the Squeezebox and squeezelite network music players

- Under Apps, click Software Manager, Click Available Apps, Click Squeezebox Server app, Click Install
- Under settings you can restart or clear your Squeezebox Server Database
- There is a link to open the Squeezebox Server Interface by clicking the [HERE](#) link, this allows for configuring your Squeezebox Server
- Under the Apps tab click the Squeezebox Server icon to open the Squeezebox webpage to login or create an account.

Squeezebox Server Settings

Squeezebox Server Version: 7.9.1

Restart Squeezebox Server

Clear Squeezebox Server Database

If you are having problems with Squeezebox server such as incorrect album art or tracks not appearing use the **Clear Squeezebox Server Database** button to clear the database and resync from your media.

If you want to make other settings changes in Squeezebox Server you can use the settings part of Squeezebox Server interface [HERE](#)

Squeezelite – zone player for Squeezebox Server

- Under Apps, click Software Manager, Click Available Apps, Click Squeezelite app, Click Install
- Under settings you can choose a player name, audio device, and several other customized settings

Squeezelite Settings

Player Name	<input type="text" value="ms1"/>
	Player name (leave blank for auto)
Audio Device	<input type="text" value="USB output"/>
	This audio device will be used for this player
Buffer Size	<input type="text"/>
	Buffer time in ms (leave blank for auto)
Period count	<input type="text"/>
	Period count in bytes (leave blank for auto)
Timeout	<input type="text"/>

Subsonic – personal media streamer

- Under Apps, click Software Manager, Click Available Apps, Click Subsonic app, Click Install
- Under the Apps tab, click the Subsonic icon; this will open the Subsonic webpage to sign in or create an account
- You can use a browser or download a phone app to control Subsonic

Warranty Coverage

Wyred 4 Sound's warranty obligations are limited to the terms set forth below:

Wyred 4 Sound, as defined below, warrants this Wyred 4 Sound-branded hardware product against defects in materials and workmanship under normal use for a period of **THREE (3) YEARS for i3 Package and FIVE (5) YEARS for i7 Package from the date of retail purchase by the original end user purchaser** ("Warranty Period"). **If the product has been transferred from the original owner to a second hand owner it has a ONE (1) YEAR warranty, valid from the original date of purchase by the original owner.** If a hardware defect arises and a valid claim is received within the Warranty Period, at its option, Wyred 4 Sound will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. Wyred 4 Sound may opt that the customer replaces defective parts with new or refurbished user-installable parts that Wyred 4 Sound provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Wyred 4 Sound, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for the customer. When a product or part is exchanged, any replacement item becomes property of the customer and the replaced item becomes Wyred 4 Sound's property. Parts provided by Wyred 4 Sound in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned to Wyred 4 Sound and becomes Wyred 4 Sound's property.

EXCLUSIONS AND LIMITATIONS

Wyred 4 Sound does not warrant that the operation of the product will be uninterrupted or error-free. Wyred 4 Sound is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (a) to damage caused by use with non-Wyred 4 Sound products; (b) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) to damage caused by operating the product outside the permitted or intended uses described by Wyred 4 Sound; (d) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Wyred 4 Sound or a Wyred 4 Sound Authorized Service Provider; (e) to a product or part that has been modified to significantly alter functionality or capability without the written permission of Wyred 4 Sound; (f) if any Wyred 4 Sound serial number has been removed or defaced.

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Obtaining Warranty Service

Please access and review the resources referred to in the documentation accompanying this hardware product before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact the Wyred 4 Sound representatives or, if applicable, an Authorized Service Provider (dealer) using the information provided on the Wyred 4 Sound website. A Wyred 4 Sound representative or an Authorized Service Provider will help determine whether your product requires service and if it does, they will inform you how Wyred 4 Sound will provide it. Wyred 4 Sound or its Authorized Service Providers will provide warranty service on products that are tendered or presented for service during the Warranty Period, as permitted by law. **Wyred 4 Sound is not responsible for freight charges to our facility for warranty repairs. We will cover return freight charges (domestic only) if the unit is found to be faulty and still within the warranty coverage period. Additionally we must have a valid warranty registration form on file that was submitted within 30 days of purchase to activate the product warranty. You will be responsible for delivery and return shipping and handling charges if the product cannot be serviced in the country it is in.** In accordance with applicable law, Wyred 4 Sound may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the Service page on the Wyred 4 Sound website. For more details on this and other matters on obtaining warranty service contact your dealer. Recovery and reinstallation of system and application software and user data are not covered under this Limited Warranty.

Service

In the unlikely event there is a problem with your Wyred 4 Sound component, please contact your dealer, distributor, or Wyred 4 Sound to discuss the problem before you return the component to our manufacturing facility for repair. Products shipped to the factory will be refused and returned freight collect if not accompanied by a Wyred 4 Sound Service Department issued return authorization number (RA Number). Return authorization numbers must be prominently displayed on the outside of the box and an accompanying letter describing the problem and re-listing the RA number must be inside the box to qualify for service.

To contact the Wyred 4 Sound Service Department:

Telephone: 805-466-9973

Hours: M/TH 7:00 am to 4:30 pm; Friday 7:00am to 11:00am PST

Fax: 805-462-8962

Email: support@wyred4sound.com

Website: <http://www.wyred4sound.com>

If you are located in the United States and purchased direct use the following procedure:

1. Fill out the Service form on our website located under the “Service” tab.
2. If service is approved we will issue a Return Authorization Number (R/A number) from the Wyred 4 Sound Service Department. Be sure to confirm the current shipping address.
3. Insure and accept all liability for loss or damage to the product during shipment to the W4S facility and ensure all freight (shipping) charges are prepaid.

The product may also be hand delivered to the California facility if arrangements with the Service Department have been made in advance. Proof of purchase from an authorized Wyred 4 Sound dealer, distributor or agent will be required for warranty validation at the time of hand delivery. Use the original packaging to ensure the safe transit of the product to the factory, dealer, or distributor. **Wyred 4 Sound may, at its discretion, return a product in new packaging and bill the owner for such packaging if the product received by Wyred 4 Sound was boxed in nonstandard packaging or if the original packaging was so damaged to the point it was unusable.** If Wyred 4 Sound determines that new packaging is required, the owner will be notified before the product is returned. To purchase additional packaging, please contact your authorized Wyred 4 Sound dealer, distributor, or the Wyred 4 Sound Service Department for assistance.

If you did not purchase the product directly from us and require service please contact your dealer or distributors’ service department for information regarding service.

If you feel your authorized dealer or distributor is either unwilling or unable to service your Wyred 4 Sound products, please contact our service department support@wyred4sound.com or the above phone numbers to discuss and resolve the situation.



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