

*Sonus faber*<sup>®</sup>

ARTISAN OF SOUND

DUETTO

STEREO WIRELESS SPEAKER

OWNER'S MANUAL

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# FIRST TIME INSTALLATION

## REGISTER YOUR PRODUCT

### 3 -YEAR WARRANTY

Register your Duetto on [sonusfaber.com](https://sonusfaber.com) to extend the product's warranty.

## 1 INFORMATION FOR USERS

Dear Customer, We would like to thank and congratulate you for having chosen a Sonus faber loudspeaker system for listening to your favourite Music. These loudspeakers are designed to immediately meet our customers' highest expectations. As our aim is to ensure that you obtain the best possible listening experience, it is recommended to read this instruction manual carefully before installation. Should you have any doubts or enquiries, please contact your sales point's technical staff, the official Sonus faber distributor in your country, or Sonus faber directly by writing to [customerservice@sonusfaber.com](mailto:customerservice@sonusfaber.com). Finally, we highly suggest registering online with the website [www.sonusfaber.com](https://www.sonusfaber.com) in order to keep up to date on all the latest news, initiatives and promotions offered by Sonus faber.

Enjoy your music!

## 2 WARRANTY AND AFTER SALES SUPPORT

The loudspeakers are designed and manufactured according to the highest quality standards. Should however a fault or a malfunction occur, all Sonus faber products are covered by a standard warranty that covers material, technical and manufacturing defects and/or inconsistencies for two (2) years from the date of purchase by the original owner.

Please be aware that you can extend the warranty period by registering your product on <https://www.sonusfaber.com/en/register-product/>.

Check the complete Warranty Policy at [www.sonusfaber.com/warranty-policy](https://www.sonusfaber.com/warranty-policy). The following should also be kept in mind for your convenience:

1. The warranty on the loudspeakers covers any manufacturing defects;
2. Keep the receipt as proof of purchase to show to the retailer if necessary;
3. Keep the loudspeakers' original packaging so that they can be transported without suffering damage if they need to be shipped to an authorized service center;
4. The loudspeakers must be accompanied by a description of the malfunction or defect encountered.

The product warranty will be void under the following conditions:

1. If the product has been disassembled or modified by persons other than a Sonus faber authorized service center;
2. If the product has been used in a manner that is not consistent with the indications contained within this manual.

## 3 SAFETY INFORMATIONS

Please read carefully the Safety Instructions printed inside the Packaging.

### UNPACKING

1. It is advisable to open the packaging as close to the final location as possible.
2. Use a proper tool to open the packaging. Do not insert the blade too deep to avoid damaging the contents.
3. Keep all the packaging elements for any future transport operations.
4. Do not wear any watches, bracelets, rings, etc., in order to avoid scratching the loudspeakers and their finishes. The same care must be taken in order to protect the loudspeakers from any metal elements present on the clothes you are wearing, such as zippers, buttons, belt clasps, rivets, etc.
5. Check the content of the packaging – see Package contents Topic. If one or more of the items is missing, notify the dealer where the product was purchased.
6. Do not touch the drivers during the operation.
7. Hold the loudspeaker securely with both hands in order to avoid dropping it. Depending on the weight of the loudspeaker, the indicated operations can be performed more safely and conveniently by two people.
8. If using a dedicated stand, do not use it with any speaker system other than the one for which it was designed. Improper use of the stand can result in damage or injury.
9. The packaging materials can cause pollution. These materials must not be disposed of as domestic waste and must be brought to a waste collection and recycling center.
10. Do not leave the packaging materials within the reach of children!
11. They could pose a risk of poisoning or suffocation if ingested.

## 4 PACKAGE CONTENTS

1. It is advisable to open the packaging as close to the final location as possible.
2. Speakers with removable fabric grilles
3. Remote Control
4. Literature
5. Protective covers
6. Power Cables

## 5 GETTING TO KNOW YOUR DUETTO

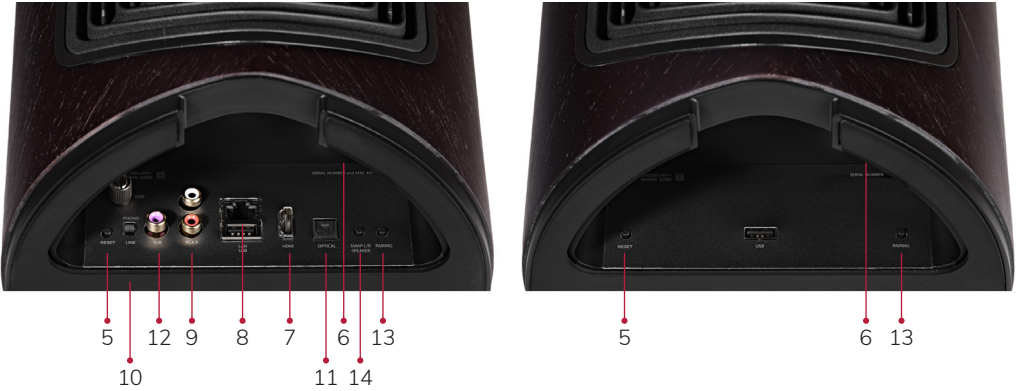
Duetto is composed by two speakers. Master with Controls Lines on top and input panel on Bottom. Satellite is recognizable by the Sf logo on the top leather.

1. Control Line – Used to turn Duetto on and off, holding.
  - a. Also used to play and pause audio, single press. Will display color depending on input selected- see the [Understanding the Control Line LED colors](#) topic.
  - b. Control Line — Swipe left or right from the center to switch the source.
  - c. Displays color depending on the input selected. For more information see the [Understanding the Control Line LEDs colors](#) topic.
2. Volume Up – Used to manually rise the volume.
3. Volume Down – Used to manually decrease the volume.
4. Feedback LED Stripes – Used to display the status of Duetto. See the [Understanding the LED stripes feedback](#) topic.



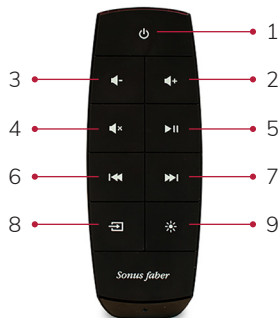
5. Reset Button – Used to reset Duetto.
  - a. For more information on resetting Duetto, see the [Restoring Duetto to Factory Settings](#) topic.
6. Power Connection – Used to connect the supplied power cable to the mains electricity.
7. HDMI Input – Used to connect Duetto via HDMI.
  - a. For more information on how to connect via HDMI, see the [Audio using HDMI Arc](#) topic.
8. Ethernet/ LAN Port – Used to connect Duetto to a network via a wired connection.
  - a. For more information on how to connect via Ethernet, see the [Wired Connection to your network](#) topic.
9. Analog Input – Used to connect the Phono/ Line In RCA cables.
  - a. For more information on how play audio through the Analog Input, see the [Playing audio using Analog](#) topic.
10. Analog Selector – Used to switch between Phono or Line In inputs.
  - a. For more information on how play audio through the Analogue Input, see the [Playing audio using Analog](#) topic.
11. Optical port – Used to connect Duetto to TVs or Game console via Optical cables.
  - a. For more information on how play audio through the Optical Input, see the [Playing audio using Optical](#) topic.

12. Sub output – Used to couple an external subwoofer to Duetto speakers. Subwoofer it's optional and not mandatory.
  - a. For more information on how play couple a subwoofer with Duetto, see the [Connecting Duetto to Subwoofer](#) topic.
13. Pairing button – Used to pair Master and Satellite together (after reset for example) to play in sync.
  - a. For more information on how pair again, see the [No sound comes from Satellite](#) topic.
14. Swap Left/Right – Used to change location of the Master unit from left to right or inversely. Master is set by default to be placed on the Right.
  - a. For more information on how pair again, see the [I need to move Master unit to the Left side](#) topic.



## 6 GETTING TO KNOW DUETTO REMOTE

1. Power Button – Used to turn Duetto on and off.
2. Volume Up – Used to manually rise the volume.
3. Volume Down – Used to manually decrease the volume.
4. Mute – Used to mute Duetto.  
When Duetto is on mute, Control line will blink white.
5. Play/ Pause – Used to play and pause current audio.
6. Previous Track – Used to skip back through the current playlist.
7. Previous Track – Used to skip forward through the current playlist.
8. Inputs – Used to switch between different audio input sources.
9. Brightness – Used to adjust the brightness of the LED Stripes.



# 7 GETTING STARTED

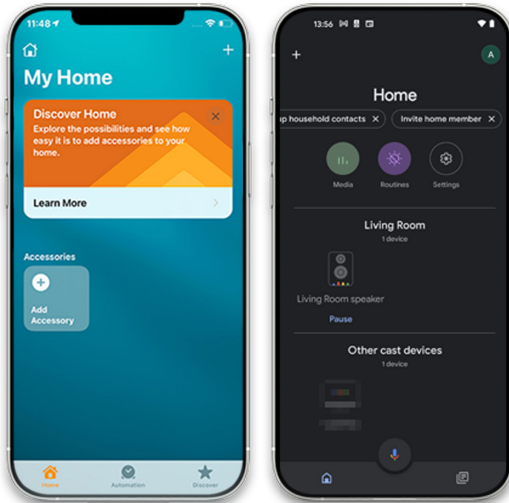
1. Power on Duetto inserting the power cable on Master and satellite unit. Wait for the LED stripe animation and sound to be completed.



2. Pair Master and Satellite units to play music in sync. Press the pairing button on the Master input board, and within 30sec, press the pairing button on the Satellite input board. The central stripe of Master will blink when the pairing will be done.



3. Duetto can be used without Wi-Fi connection through Bluetooth, HDMI, Optical and Phono/Line in input. For more information see [Playing Music](#) topic.
4. If the Duetto is going to be used across a network (recommended), please ensure the router and any devices you wish to stream from are connected to the network.
5. Make sure you have updated or download the Home app (for iOS devices) or Google Home app (for Android devices). This app will be used to connect the device to Duetto.
  - a. For more information see the [Setup using iOS Home app](#) or [Setup using Google Home app](#) topics.
6. Remove the packaging and place Duetto on a flat stable surface.
  - a. For more information on positioning Duetto, see the [Correct Duetto placement](#) topic.
7. When the Control Line begins to blink white, Duetto is ready to Wi-Fi set.
  - a. For IOS devices follow the [Wi-Fi connection to your network \(IOS\)](#) topic.
  - b. For Android devices follow the [Wi-Fi connection to your network \(Android\)](#) topic.
  - c. A sound will be played when Duetto is ready to be used.
8. To control Duetto by remote control, point the remote to the Master unit.
9. For other input repeatedly press the Inputs button on the remote until the Control Line indicate the correct color. See [Understanding the Control Line LED colours](#) topic.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.

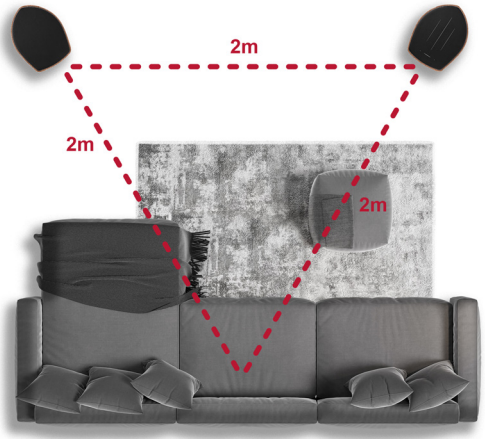


Home

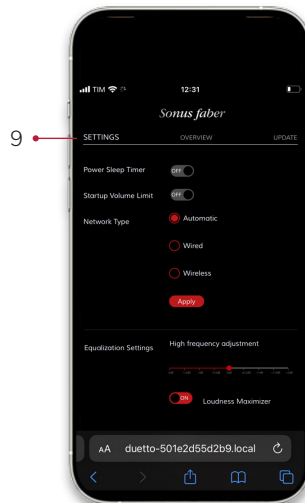
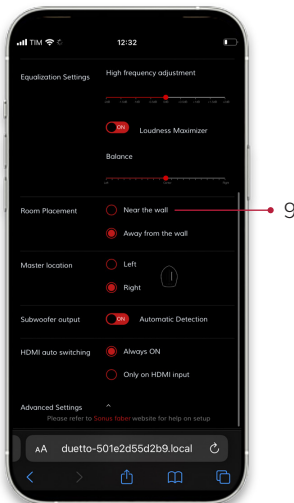


Google HOME

# 8 CORRECT DUETTO PLACEMENT



1. Ensure Duetto is placed on a solid level surface capable of taking its weight.
2. Do not place any objects on the top of the speaker.
3. Ensure Duetto is placed on a dry and clean surface.
4. We recommend to keep some air flow/recyclment in the listening room.
5. We recommend to not placing the speakers close to window, exposed to direct sun light for long times.
6. Avoid to place too many objects in between of the 2 speakers.
7. Ensure Duetto is within the Wi-Fi range of your network.
8. We recommend Duetto has 50 cm clearance on each side and on the rear.
9. If you want to place Duetto closer to the walls, please check [Set up your Duetto via Web based set up page](#) topic for selecting "NEAR THE WALL" function.
  - a. Note that it's recommended to keep a clearance of 10cm from the walls even in "NEAR THE WALL" option



10. Master unit is set by default to be placed on the Right side compared to the Satellite unit (on the Left side).
  - a. If you wish to keep the Master as Left speaker, please see the [I need to move Master unit to the Left side](#) topic.
11. Recommended room dimensions for optimal stereo listening: from 20m<sup>2</sup> up to 60m<sup>2</sup>.
12. Minimum recommended distances for speaker placement is 2m with the loudspeakers' axis converging toward the listening position.
  - a. It is recommended to follow an "equilateral triangle" configuration in between speakers and listener to optimize the stereophonic image.
13. Maximum recommended distance between Master and Satellite is no more than 8m.
14. It is recommended to keep a listening point at the tweeter's height.
15. The conformation of the listening environment and the loudspeakers' positioning can affect the entire audio system's performance. For example, a room with irregular shape can improve the response within the listening environment, since they limit the formation of standing waves, while a room with a parallelepiped shape is potentially more suitable to generate balanced sound images.
16. The presence of carpets and curtains positively affect the acoustics of the environment, contributing to the absorption of the first reflections and the lowering of reverberation.
17. Make sure cables are coming through the apposite hole in the back, in order to do not compromise the Duetto stability.
18. Make sure Master is placed no more than 4m to the point you would like to control Duetto by remote control.
19. Do not place Duetto between people passage or water passage, could compromise the wireless transmission.



## 9 DUETTO STAND



1. If using a dedicated stand, do not use it with any speaker system other than the one for which it was designed. Improper use of the stand can result in damage or injury.
2. When placing the speaker or stand, be sure to completely screw the spikes and to place the speaker on a perfectly stable, solid and level surface.
3. Unpack the contents making sure are present:
  - Stand
  - Screws
4. Before screwing the stand, plug all connection cables and power cables to Duetto input board. For more information about input, read [Getting to know your Duetto](#) topic.
5. Use the internal chamber of the stand to hold all cables. Make cables pass through.
6. Screw the stand to the Duetto base, until it's secured.
7. Make sure cables are not interfering with the stability of the stand.

# 10 WIRED CONNECTION TO YOUR NETWORK

1. Before connecting Duetto please ensure the router is connected and powered on.
2. We recommend Duetto is turned off. Remove the power cable.
3. Locate the Ethernet/ LAN Port on the back of Duetto and insert an Ethernet cable.
4. Plug the other end of the Ethernet cable into an available LAN port on the router.

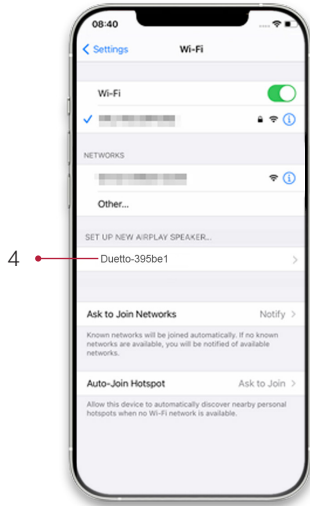


5. Plug the power cable back in to Duetto.
6. Duetto will automatically connect to the network.
7. Once connected the Duetto stripes will feedback. You will hear a sound when Duetto is ready to be used.
  - a. For more information see the [Understanding the Feedback LED Stripes](#) topic.

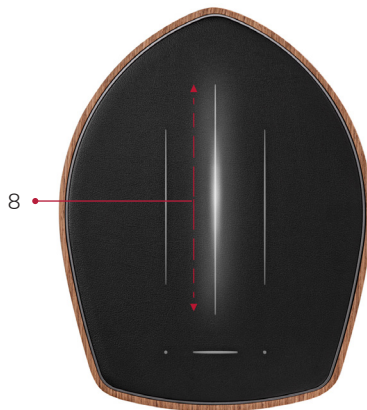
# 11

## WI-FI CONNECTION TO YOUR NETWORK (IOS)

1. With Duetto powered, wait for the Control Line to blink white. This occurs after first power on and once the Duetto has played its readiness sound. If is displaying another color repetely press the Inputs button on the remote until the Control Line turns white.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.
  - b. If is not blinking perform a Factory rest. [Restoring Duetto to factory settings](#) topic.
2. For native iOS setup, open Settings then Wi-Fi settings.
3. Ensure Wi-Fi is turned on.
4. Touch Duetto under Set up new AirPlay speaker.



5. Choose the desired Wi-Fi network to connect with.
6. Touch Next.
7. Duetto will now join the Wi-Fi network, touch Done.
8. Once connected the Duetto stripes will feedback.
  - a. For more information see the [Understanding the Feedback LED Stripes](#) topic.

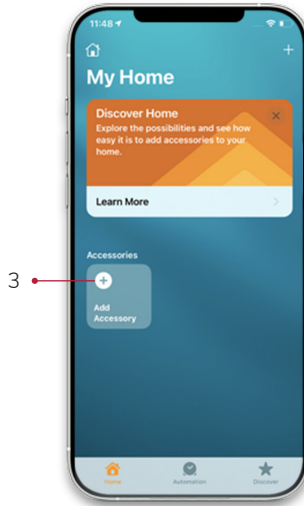


## 12 SETUP DUETTO USING IOS HOME APP

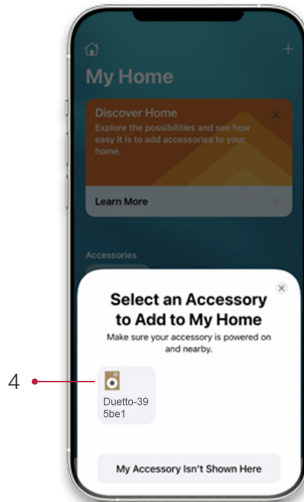
1. With Duetto powered, wait for the Control Line to blink white. This occurs after first power on and once the Duetto has played its readiness sound. If is displaying another color repetely press the Inputs button on the remote until the Control Line turns white.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information
  - b. If is not blinking perform a Factory rest. [Restoring Duetto to factory settings](#) topic.
2. Open the HOME app on your iOS device.
3. Touch Add Accessory.



Home



4. Touch I Don't Have a Code or Cannot Scan.



5. Touch Duetto.
6. Your iOS device will now connect with Duetto.
7. Choose the location of Duetto, for example the Living Room.
8. Touch Continue.
9. Choose whether to give your Duetto a custom name.
10. Touch Continue.
11. Duetto has been added to My Home.
12. Once connected the Duetto stripes will feedback.
  - a. For more information see the [Understanding the Feedback LED Stripes](#) topic.

## 13

# WI-FI CONNECTION TO YOUR NETWORK (ANDROID)

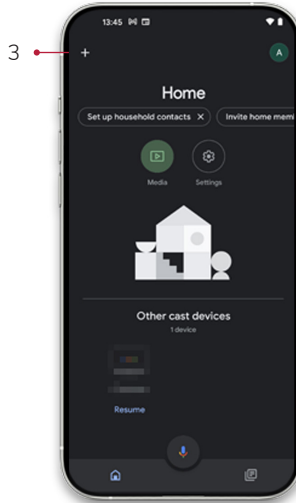
1. With Duetto powered, wait for the Control Line to blink white. This occurs after first power on and once the Duetto has played its readiness sound.
2. To set up Duetto on an Android smart device, you will need to use the Google Home app. Please see the [Setup Duetto using Google Home app](#) topic or [Setup Duetto Via A Web Based Set Up Page](#) topic.

# 14 SETUP DUETTO USING GOOGLE HOME APP

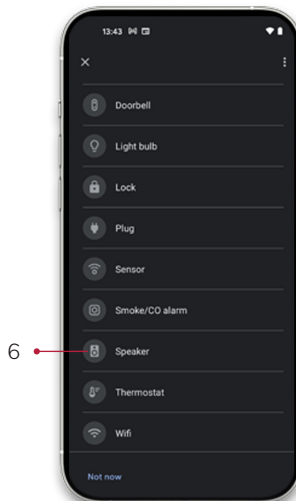
1. With Duetto powered, wait for the Control Line to blink white. This occurs after first power on and once the Duetto has played its readiness sound. If is displaying another color repetely press the Inputs button on the remote until the Control Line turns white.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information
  - b. If is not blinking perform a Factory rest. [Restoring Duetto to factory settings](#) topic.
2. Touch the Google Home app.
3. Touch the Plus icon.



Google HOME



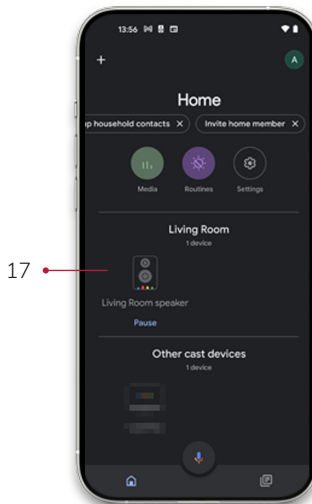
4. Choose the desired home and then touch Next.
5. The Google Home app will now scan for available devices.
6. Choose Speaker.



7. Touch Yes.
8. Touch Connect.
9. App will now connect to Duetto.
10. If you heard Duetto sound, touch Yes.
11. Choose a room for reference (E.g. Living Room).
12. Touch Next.
13. Select the desired Wi-Fi network and touch Next.



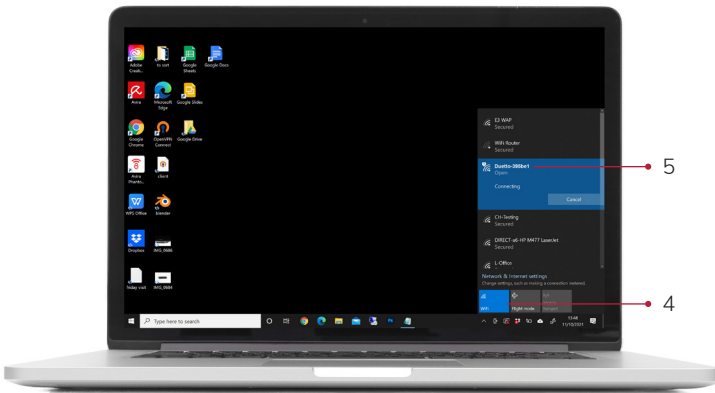
14. Enter the Wi-Fi password and touch Connect.
15. Once connected the Duetto stripes will feedback.
  - a. For more information see the [Understanding the Feedback LED Stripes](#) topic
16. Touch Next.
17. Touch the new speaker (E.g. Living Room speaker) to control Duetto.



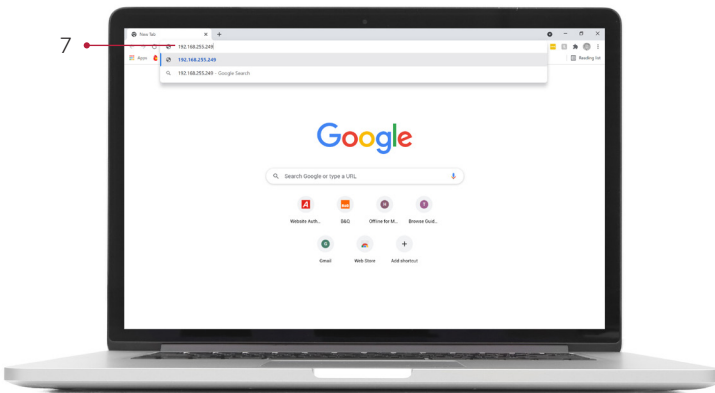
18. To set up and connect multiple Duetto together, see the [Playing Audio to multiple Duetto \(Google Home\)](#) topic.

# 15 SET UP DUETTO VIA WEB BASED SET UP PAGE

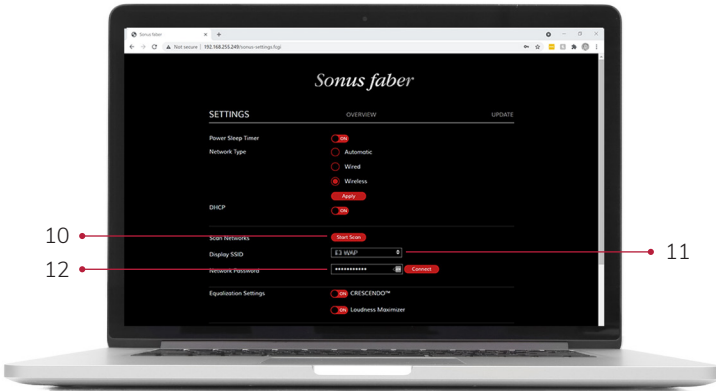
1. Touch and hold the Control line to turn Duetto on.
2. Leave Duetto for 3 — 5 minutes, as it boots up and creates its own access point.
3. With Duetto powered, wait for the Control Line to blink white. This occurs after first power on and once the Duetto has played its readiness sound. If is displaying another color repetely press the Inputs button on the remote until the Control Line turns white.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information
  - b. If is not blinking perform a Factory rest. Restoring Duetto to factory settings topic.
4. On a device connected to the your network, click and access the network settings.
5. Click the Duetto network. It will appear as Duetto-xxxxxx (where xxxxxx is unique to your product).



6. Click Connect. You will be connected to Duetto.
7. Open a internet browser and type in 192.168.255.249 and press Enter.



8. This will open the Duetto web based set up page, click Settings.
9. To connect Duetto via Wi-Fi, click Wireless.
10. Click Start Scan.
11. Select the desired Wi-Fi network from the drop down menu.
12. Enter the password and click OK.
13. Duetto is now set up and ready to use, click OK.
14. Once Duetto is connected to your network you can use the QR code in the Duetto Warranty booklet to access the permanent web based set up page. Using the camera of your device frame the QR code and you'll be linked automatically. Save the link for future access.
  - a. For more information about what else you can do on the Web page, see the [Configure Duetto via Web based set up page](#) topic.

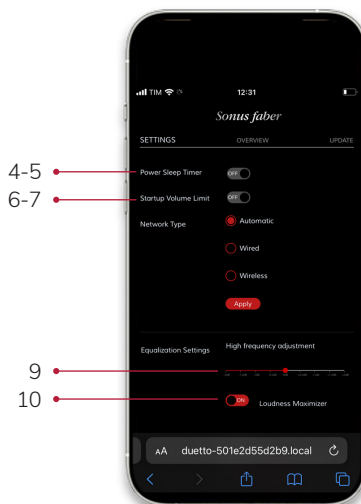


# 16 CONFIGURE DUETTO VIA WEB BASED SET UP PAGE

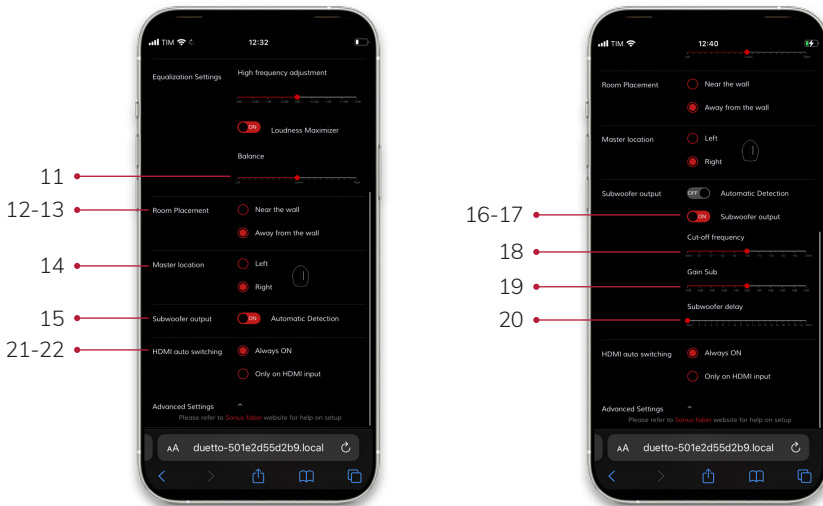
1. Before configuring Duetto via the web based set up pages, you will first need to have set up Duetto on your network.
  - a. For more information see the [Setup topics](#) in this guide.
2. Using the desired camera app on your smart device, scan the QR code in the Duetto Warranty booklet and follow the link generated. You will be forwarded to the web based setup page.
  - a. For setup without a QR code see the [My QR code is not working](#) topic in Troubleshooting & FAQ's.



3. To configure Duetto, click SETTINGS.
4. **Power sleep mode OFF** — If set to OFF Duetto will go into standby after 20 minutes, but remain connected to the network.
5. **Power Sleep Timer ON** — If set to ON Duetto will go into standby after 20 minutes, after 40 minutes Duetto will drop network connection and go into lower power (0.5W) mode.
6. **Startup Volume Limit OFF** — If set to OFF the Duetto will start at the last set volume of playback.
7. **Startup Volume Limit ON** — When set to ON and listening above 30% volume when Duetto goes into standby. When Duetto start next the volume will be set at 30%.
8. **Network Type** — Choose the desired option to tell Duetto how you would like to connect to the network.
9. **Equalization Settings — High frequency adjustment** — A slider allows to adjust the gain of the high frequency reproduction from -2dB to +2dB
10. **Equalization Settings — Loudness Maximizer** — If set to ON Duetto will boost the bass at low volume levels.



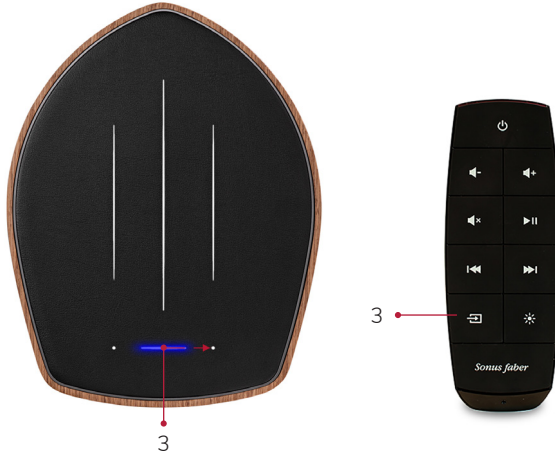
11. **Equalization Settings — Balance** — A slider allows to pan the sound either towards the Left or the Right speaker
12. **Room placement** — If set to **Near the wall** Duetto will reduce the bass boost applied to playback.
13. **Room Placement** — If set to **Away from the wall** Duetto will play using normal levels of bass boost.
14. **Master location** – Swap the Master location as Right or Left speaker – Right or Left light stripe will blink to indicates the Master location chosen by the user.
15. **Subwoofer output – Automatic Detection ON** – Duetto will recognize by itself if a subwoofer is connected to it.
  - a. If there is no subwoofer connected, Duetto reproduce the entire low frequency content.
  - b. If a subwoofer is connected, Duetto will be filtered accordingly to the 3 additional parameters settings shown below on the webpage.
16. **Subwoofer output – ON** – Duetto considers that a subwoofer will reproduce the low frequency content
  - a. This means that even if there is no subwoofer connected, Duetto will be filtered accordingly to the 3 additional parameters settings shown below on the webpage.
17. **Subwoofer output – OFF** – Duetto will always reproduce the entire low frequency content.
18. **Subwoofer output – Cut off frequency** – to set the highest frequency the subwoofer will be able to reproduce, where Duetto will automatically end the low frequencies reproduction.
19. **Subwoofer output – Gain sub** – to adjust the level of the subwoofer output from -5dB to +5dB
20. **Subwoofer output – Subwoofer delay** – to adjust the delay caused by the difference of distance between subwoofer, Duetto and listener. Each steps selected will bring the Subwoofer response earlier by 1ms, to target a coherent and homogeneous reproduction from the 3 speakers.
21. **HDMI auto switching** — If set to **Always ON** Duetto will automatically switch on and to HDMI input when the source device is switched on.
22. **HDMI auto switching** — If set to **Only on HDMI input** Duetto will only switch automatically to HDMI input if this was the last selected input.



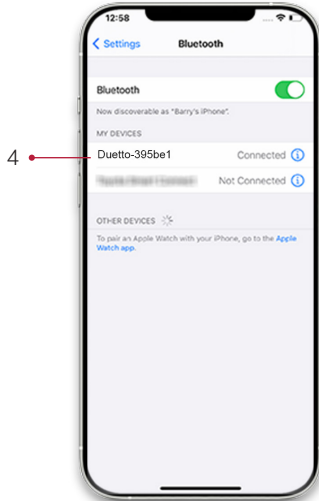
# 17

## CONNECTING A BLUETOOTH DEVICE TO DUETTO

1. Duetto can stream hi-res audio over Bluetooth thanks to built-in AptX HD technology.
2. Ensure the smart device you wish to pair has Bluetooth turned ON.
3. Repeatedly press the Inputs button on the remote until the Control Line turns blinking Blue to indicate Bluetooth as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



4. From the list of Bluetooth devices found touch Duetto.



5. Your smart device and Duetto will pair. Once paired, the Control Line stops blinking blue.
6. Playback can now be controlled from the connected device or from the Duetto remote.

# 18 CONNECTING DUETTO TO A TV USING HDMI

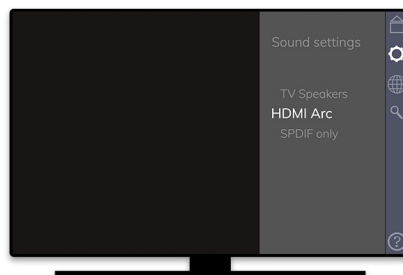
1. Repeatedly press the Inputs button on the remote until the Control Line turns orange to indicate HDMI as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



2. Locate the **HDMI** port on the back of Duetto.
3. Insert the **HDMI cable** into the **HDMI** port.

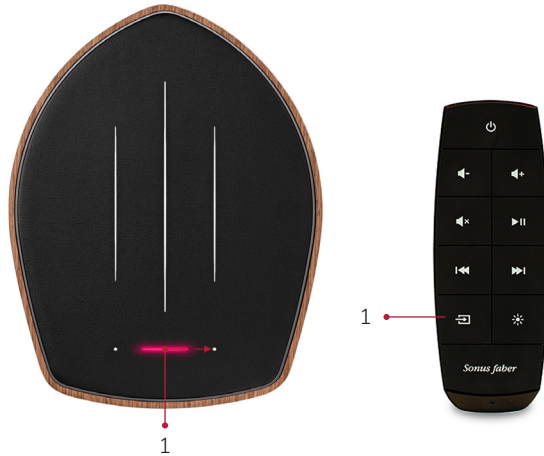


4. Insert the other end of the **HDMI cable** into the **HDMI Arc** socket of the TV.
5. If there is no sound on the TV check the sound settings have to be HDMI Arc as its output setting.
6. Press **Vol+/Vol-** on the **Remote control** or press the **+/-** button on the Duetto control pad to adjust the volume.
7. If there is no sound you may need to activate the **PCM signal output** on the output source (TV, DVD etc).
  - a. For more help see [HDMI troubleshooting](#) topic.



# 19 CONNECTING DUETTO USING OPTICAL

1. Repeatedly press the Inputs button on the remote until the Control Line turns fuchsia to indicate Optical as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



2. Locate the Optical port on the back of Duetto.
3. Insert the Optical cable into the Optical port.



4. Insert the other end of the Optical cable into the Optical Audio out socket of the source (TV, DVD player, etc).
5. If there is no sound on, check the source sound settings sections and ensure the audio output is set to Digital out.
6. Press Vol+/Vol- on the Remote control or press the +/- button on the Duetto control pad to adjust the volume.

## 20 CONNECTING DUETTO TO SUBWOOFER

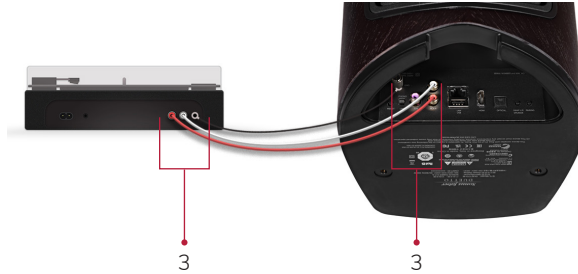
1. Duetto gives the possibility to add an external subwoofer to the system.
2. To do so, plug an RCA cable from the subwoofer LFE's input to the Duetto Master's connector "Sub Out".



3. The subwoofer will be automatically detected and enabled to the system. Gain, cut-off frequency and delay sliders are available to tune the system to your room and placement on the Duetto's webpage.
  - a. For optimum performances with your subwoofer look at [Configure Duetto via Web based set up page](#) topic.

## 21 CONNECTING DUETTO TO A TURNTABLE

1. Locate the Analog port on the back of Duetto.
2. Ensure the Analog selector is set to Phono.
  - a. Use Phono for a turntable, use Line In for anything other type of analog input.
3. Connect RCA cables from the back of your turntable to Duetto input board.
  - a. Ensure the turntable uses a phono cartridge compatible with Duetto. For more information see the [Turntable troubleshooting](#) topic.



4. Ensure to ground Duetto to a suitable phono grounding connection.
5. Repeatedly press the Inputs button on the remote until the Control Line turns Pink to indicate Analogue as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.
6. Press Vol+/Vol- on the top of Duetto or press the +/- button on the remote to adjust the volume.



## 22

# STANDBY POWER MODE

1. Touch and hold the Control Line for 5 seconds to put Duetto into standby.












1

2. When Duetto is on standby all lights and features are off, Control Line will stay on to indicate that electricity is still connected.
3. Touch and hold the Control Line to turn Duetto on.
4. An animation of the 3 Feedback LED Stripes will indicate the turning on process, Duetto will be ready once the animation stops.
5. To completely power off unplug the power cable, Control Line will turn off.

## 23

# UNDERSTANDING THE CONTROL LINE LED COLOURS

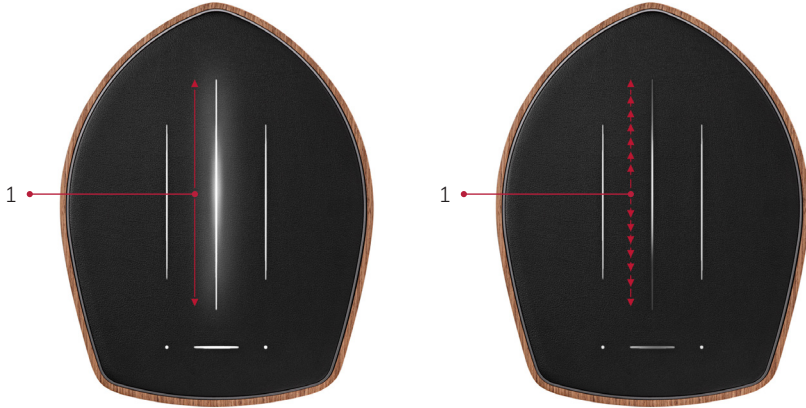
1. When changing the input source for Duetto, the Control Line will change colour to indicate the current input source.
2. Blue – Playing via Bluetooth.
3. Orange – Playing via HDMI.
4. Pink – Playing via the Line in/Phono connection.
5. Magenta - Playing via Optical
6. Streaming platform - When streaming is selected the Control Line will show as white. Once connected to the desired streaming platform, the Control Line will change to the specific colour for that platform.
  - a. White - Playing via AirPlay.
  - b. Yellow – Playing via Chromecast built-in.
  - c. Green – Playing via Spotify Connect.
  - d. Purple – Playing via Roon.
  - e. Light Blue – Playing via Tidal.
7. Red – Warning/ Error. Please see the, [I have a Red Control Line](#) topic in the troubleshooting section.
8. For more information on streaming from specific platforms see the [Playing Music](#) section of this help guide.

	Bluetooth
	HDMI
	Optical
	Line/Phono
	AirPlay
	Chromecast built-in
	Spotify
	Tidal
	Roon

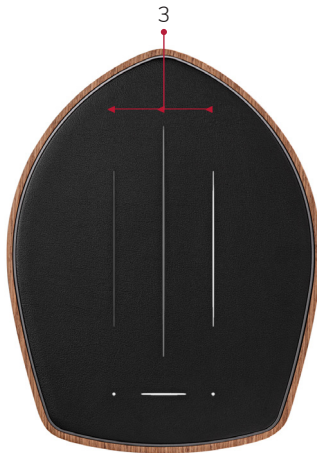
# 24

## UNDERSTANDING THE LED STRIPES FEEDBACKS

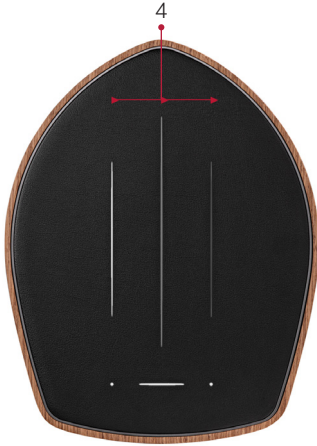
1. Network successfully connected: central stripe animation rising from the center.



2. Volume level: central stripe will display the volume level when it changes.
3. Update status: Swipe left animation through the 3 stripes whilst downloading, and rising animation will indicate the uploading progression.



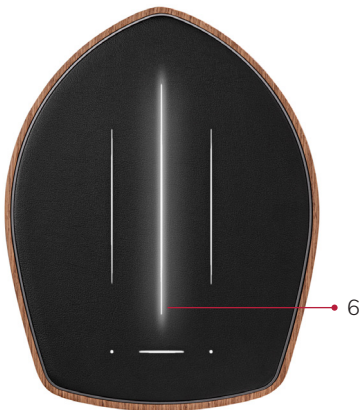
4. Reset: Swipe right animation through the 3 stripes.



5. Mute: Stripes Off and Control Line and Volume buttons blink.



6. Master and Satellite successful Paired: Central Stripe blink.



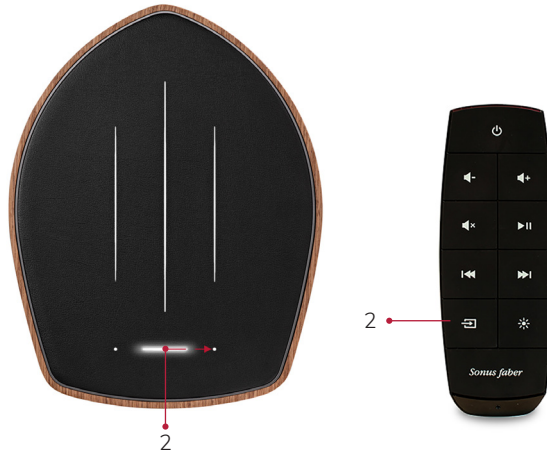
7. Standby: Stripes Off and Control Line Soft On.



# PLAYING MUSIC

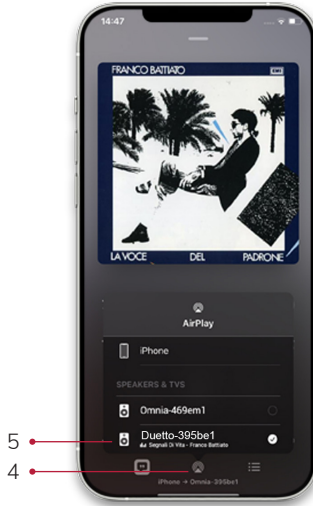
## 25 PLAYING AUDIO FROM A IOS DEVICE WITH AIRPLAY

1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



3. Select the music from your desired streaming platform.

4. Click the AirPlay icon.
5. A list of available devices will be displayed, touch Duetto.



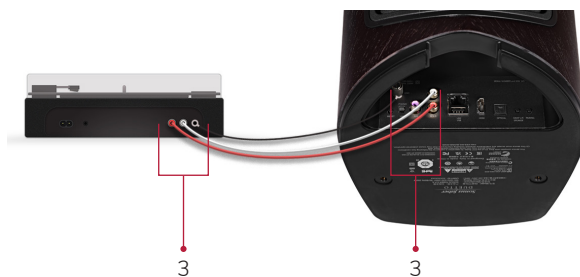
6. Your device will now be connected to Duetto via Airplay.
7. Playback and volume of the iOS device can now be control by the Duetto remote.

## 26 PLAYING AUDIO USING ANALOG INPUT (PHONO / LINE IN) AND HOW TO CHANGE IT

1. Repeatedly press the Inputs button on the remote until the Control Line turns Pink to indicate Analog as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



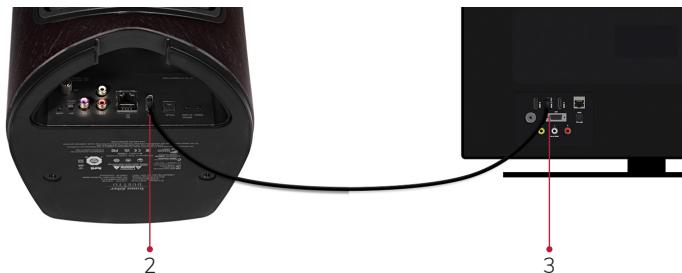
2. Ensure the Analog selector has the desired option selected (E.g. Phono).
  - a. Use Phono for a turntable, use Line In for anything other type of analogue input.
3. Connect RCA cables from the back of your turntable to Duetto input board.
  - a. Ensure the turntable uses a phono cartridge compatible with Duetto. For more information see the [Turntable troubleshooting](#) topic.



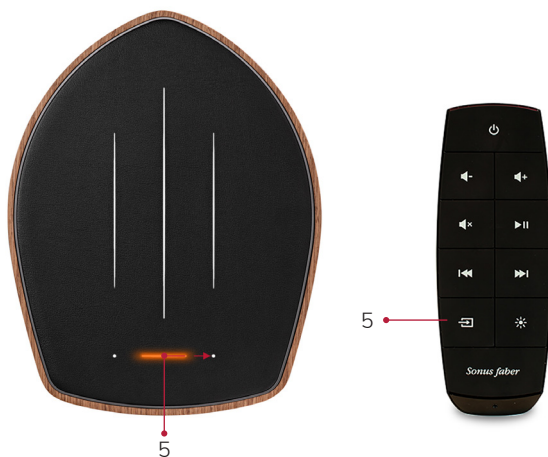
4. Ensure to ground Duetto to a suitable phono grounding connection.
5. Duetto will begin playing the analogue input. The volume can now be adjusted using the Volume buttons on Duetto and the remote.

## 27 PLAYING AUDIO USING HDMI

1. Before connecting a device via HDMI we recommend the connected device is switched off.
2. To play audio through HDMI, locate the HDMI port on the rear of Duetto and connect a HDMI cable.
3. Connect the other end of the HDMI to a compatible device, such as a TV.



4. Turn on the HDMI connected device.
5. To select the HDMI as the music source repeatedly press the Inputs button on the remote until the Control Line turns Orange to indicate the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



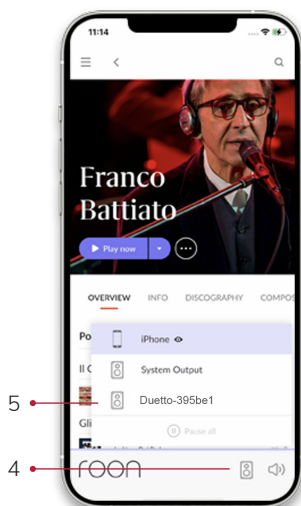
6. You can configure Duetto to auto switch to the HDMI input when the connected device (E.g. a TV) is powered on.
  - a. For more information see the [Configure Duetto via a web based setup page](#) topic.

## 28 PLAYING AUDIO VIA ROON READY

1. Before using you will need to have a functional Roon installation already set up.
  - a. For more information or to set up Roon, go to <https://roonlabs.com/>
2. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not, see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
3. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



4. Enable your Duetto, in the Audio section of Roon settings, under the Roon Ready speaker list. Then, when playing a song via Roon app, touch Device Available icon.
5. A list of available devices will be displayed, touch Duetto. Duetto may be displayed under the name you gave it when setting up Duetto.

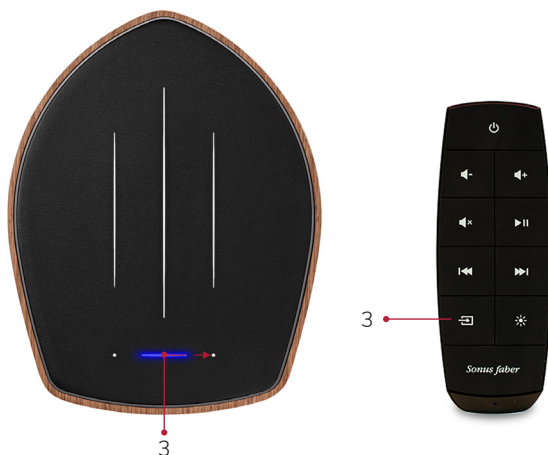


- 6. Once connected, the Duetto icon will be shown at the bottom of the screen.
- 7. Your Duetto will now stream the music from Roon. The Control Line will turn Purple to indicate the source of the music.

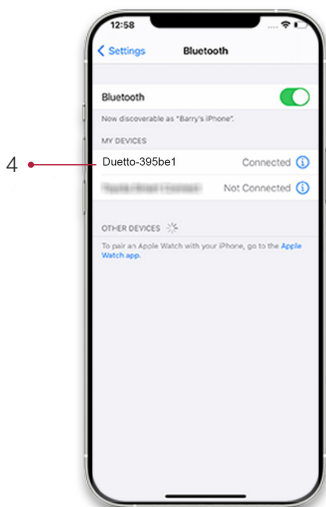


## 29 PLAYING AUDIO WITH BLUETOOTH

1. Repeatedly press the Inputs button on the remote until the Control Line blinks Blue to indicate Bluetooth as the source of the music.
  - a. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.
2. Ensure the smart device you wish to pair has Bluetooth turned ON.
3. From the list of Bluetooth devices found touch Duetto.



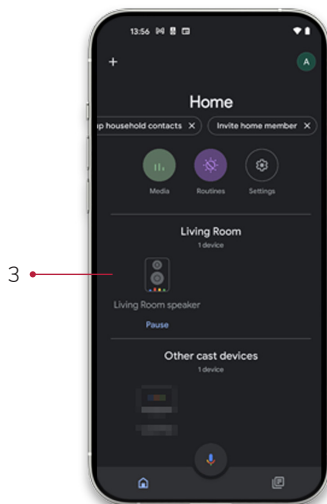
4. Your smart device and Duetto will pair. Control Line now will stop blink to indicate the correct pairing. Once paired, select music from your desired platform to stream.



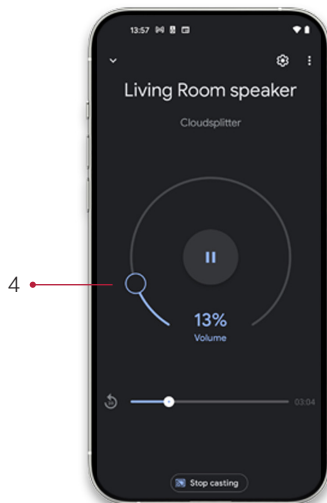
5. Duetto now will play any sound from your device.
6. See the [Bluetooth Troubleshooting](#) topic, for any issue.

# 30 PLAYING AUDIO WITH GOOGLE HOME

1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not, see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.
3. From Google Home touch Duetto.
  - a. If your Duetto is not showing or you have not setup Google Home, please see the [Setup Duetto using Google Home app](#) topic.



4. Use the on-screen options such as Volume to change the output of Duetto.



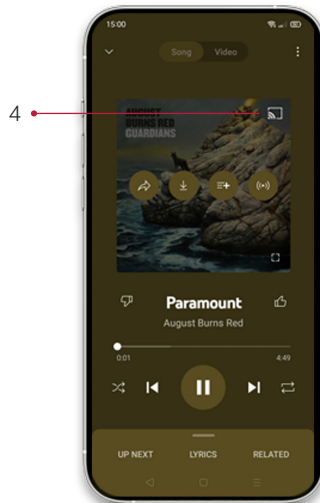
5. If using a Google Nest device such as a Nest Audio in your network, you will be able to control Duetto through voice controls.
6. To stream see the [Play audio with Chromecast](#) topic.

# 31 PLAYING AUDIO WITH CHROMECAST

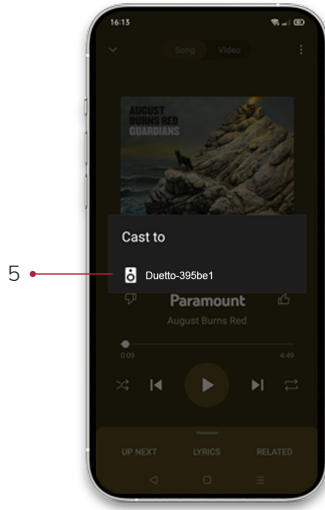
1. Before casting you will need to have set up Duetto using either the Google Home app.
  - a. For more information see the [Setup Duetto using Google Home app](#) topic.
2. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
3. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



4. In your desired app, select the audio to play and touch the Chromecast icon.



5. Select Duetto, or the name you chose on the Google Home set up.

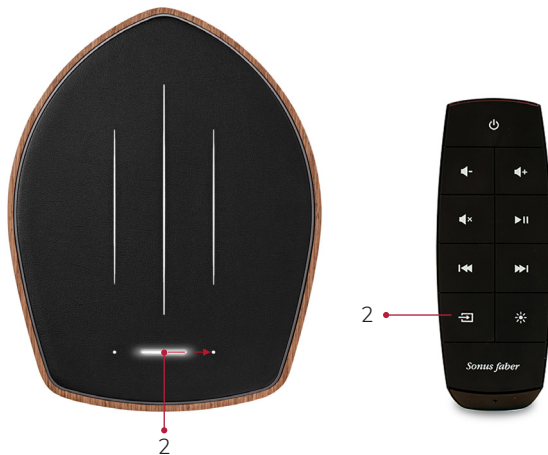


- 6. Your chosen audio will be cast to the Duetto.
- 7. The Control Line will turn Yellow to indicate the source of the music.

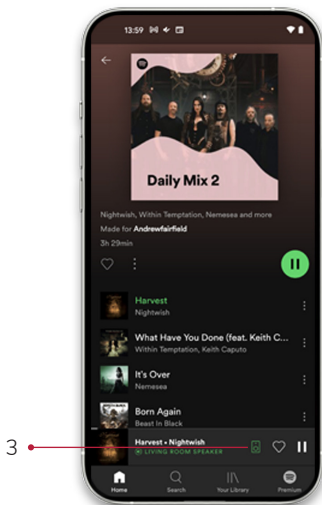


## 32 PLAYING AUDIO WITH SPOTIFY CONNECT

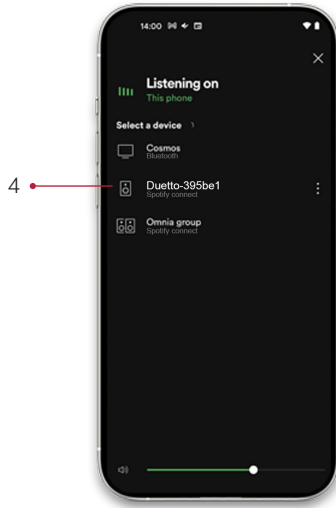
1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



3. When playing a song in Spotify, touch Devices Available.



4. A list of available devices will be displayed, touch Duetto.
  - a. Duetto may be displayed under the name you gave it when setting up via Google Home or iOS Home.



5. Once connected, the Duetto will be shown in green at the bottom of the screen.
6. Your Duetto will now stream the music from Spotify. The Control Line will turn Green to indicate the source of the music.

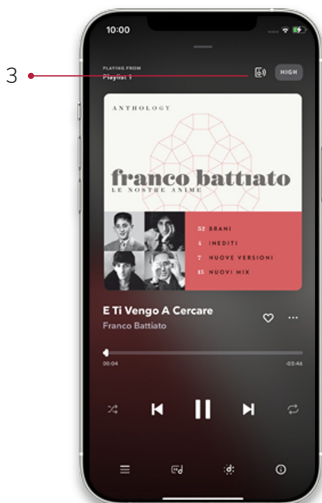


## 33 PLAYING AUDIO WITH TIDAL CONNECT

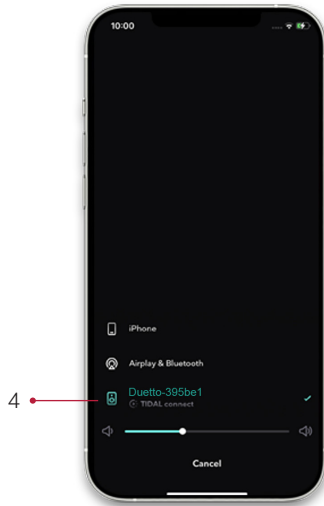
1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



3. When playing a song in TIDAL, touch Devices Available.



4. Touch Duetto.



- 5. Once connected, the Duetto will display on screen and begin to stream from TIDAL.
- 6. The Control Line will turn Light Blue to indicate the source of the music.

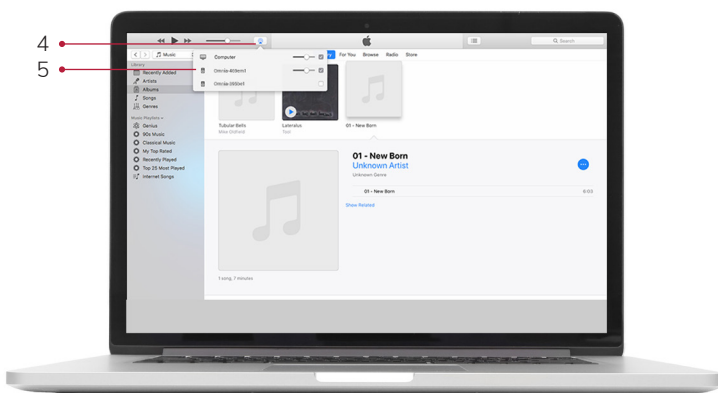


# 34 PLAYING MUSIC USING ITUNES WITH AIRPLAY

1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



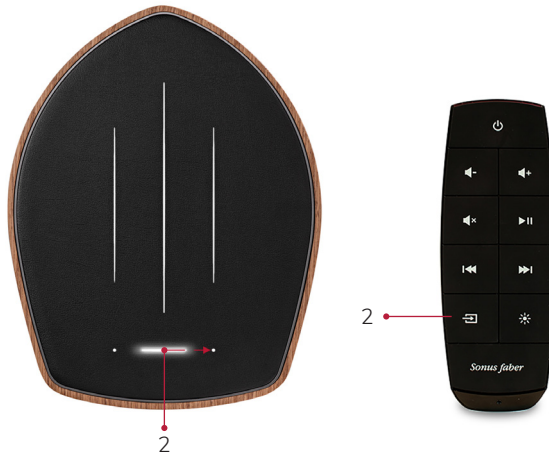
3. Open iTunes.
4. Click the AirPlay icon.
5. Click Duetto. You can select more than one device to connect to via AirPlay.



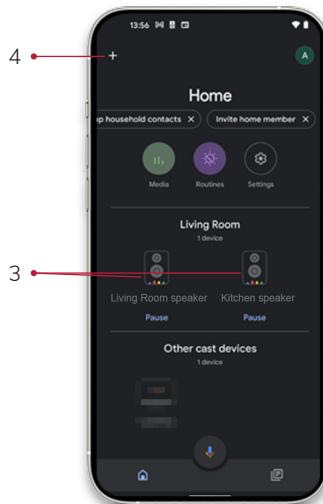
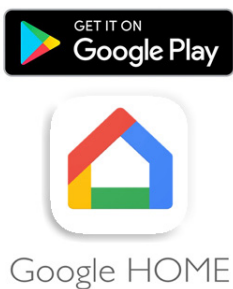
6. The AirPlay icon will turn blue to indicate music is being streamed to Duetto.
7. Duetto volumes can be controlled independently via AirPlay2 using the sliders.
8. The Control Line LED will turn White to indicate the input source of the music.

## 35 PLAYING TO MULTIPLE DUETTO (GOOGLE HOME)

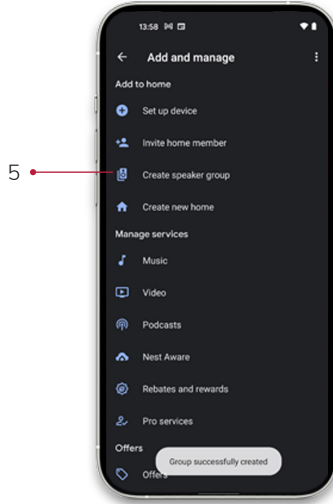
1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change t he input without the remote?](#) topic for more information.



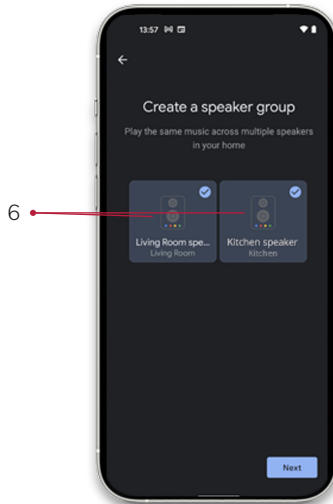
3. To stream simultaneously on multiple Duetto pairs you will need to create a Speaker Group from within Google Home.
  - a. Devices meant to be grouped need to be already connected to Google Home. See [Setup Duetto using Google Home app](#) topic.
4. To create a Speaker group, from Google Home app touch the + icon.



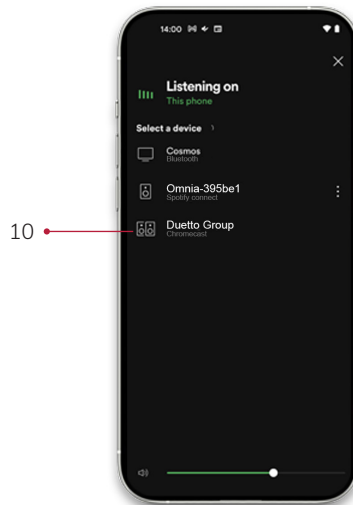
5. Touch Create speaker group.



6. Touch each Duetto to add them to the speaker group.



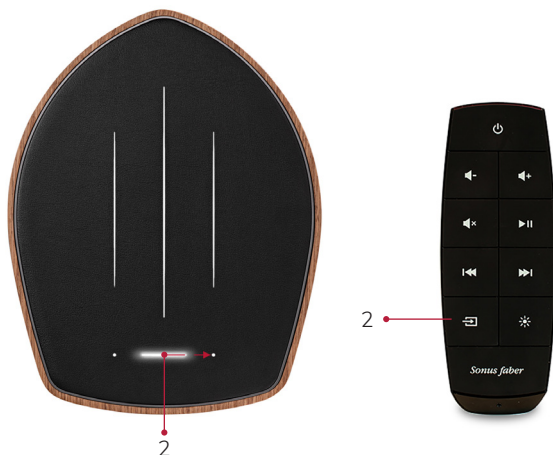
7. Touch Next.
8. If desired give your speaker group a name. E.g. My Duetto Family
9. Touch Save.
10. Your speaker group has been created. To play audio to the Speaker group, select this group when casting from your desired platform.



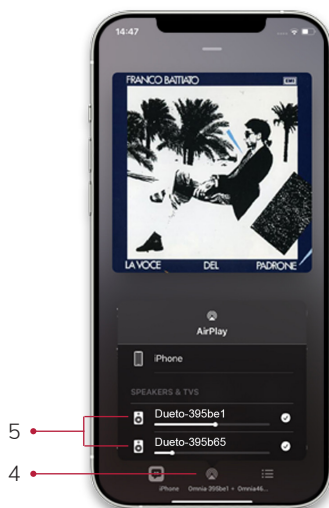
11. From Google Home you can then control the volume of each speaker separately.

## 36 PLAYING TO MULTIPLE DUETTO (IOS AND AIRPLAY 2)

1. Before to Stream Music make sure Duetto is connected to the Wi-Fi network.
  - a. If is not see the [Wi-Fi connection to your network \(IOS\)](#) topic or other topics in this guide for Wi-Fi connection.
2. Make sure the Control Line is white (not blinking).
  - a. If is blinking means it's not connected to the Wi-Fi network. See [Network troubleshooting](#) topic.
  - b. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



3. Select the music from your desired source.
4. Touch the AirPlay icon.
5. A list of available devices will be displayed, touch each Duetto you wish to connect



6. Your devices will now be connected to Duetto via Airplay 2. Duetto volumes can be controlled independently via AirPlay2 using the sliders.

# TROUBLESHOOTING & FAQs

Contact details

For help with Duetto installation and operation please email [customerservice@sonusfaber.com](mailto:customerservice@sonusfaber.com)  
Download the Duetto Quick Start Guide

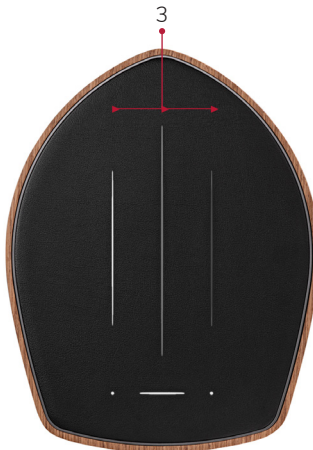
[Download this File](#)

## 37 RESTORING DUETTO TO FACTORY SETTINGS (RESET BUTTON)

1. Press the Reset button on the rear of Duetto Master.



2. Wait until the complete stripes animation and the Control Line turns on.
3. Remove the mains power connection.



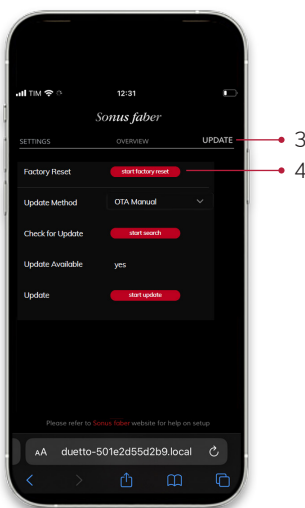
4. Leave for 30 seconds and re-connect the power cable.
5. You will now need to reconnect Duetto to the network via your desired app and pair Master and Satellite again.
  - a. For more information see the [Setup](#) or [No sound comes from Satellite](#) topics in this guide.

# 38 RESTORING DUETTO TO FACTORY SETTINGS (VIA WEB BASED SET UP PAGE)

1. Make sure is connected to the Wi-Fi network. See [Network troubleshooting](#) topic
2. See [Set up your Duetto via Web based set up page](#) topic to accede or scan the QR code on the back of the Quick Start Guide.



3. Click on the UPDATE section.
4. Press Start Factory Reset Button



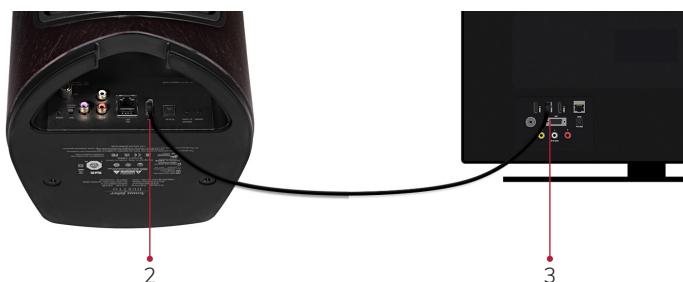
5. Click Yes to confirm
6. Wait until the complete stripes animation and the Control Line turns on.
7. Remove the mains power connection.
8. Leave for 30 seconds and re-connect the power cable.
9. You will now need to reconnect Duetto to the network via your desired app and pair Master and Satellite again.
  - a. For more information see the [Setup](#) or [No sound comes from Satellite](#) topics in this guide.

# 39 HDMI TROUBLESHOOTING

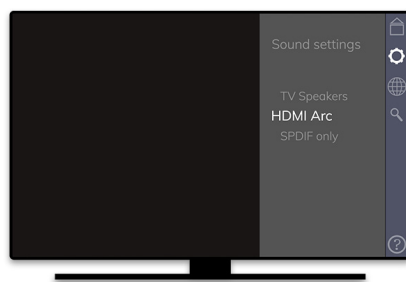
1. Make sure the Control Line is orange.
  - a. If it is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



2. Check the HDMI connections are securely in the back of Duetto and the connected device.
3. HDMI port need to be ARC or EARC.



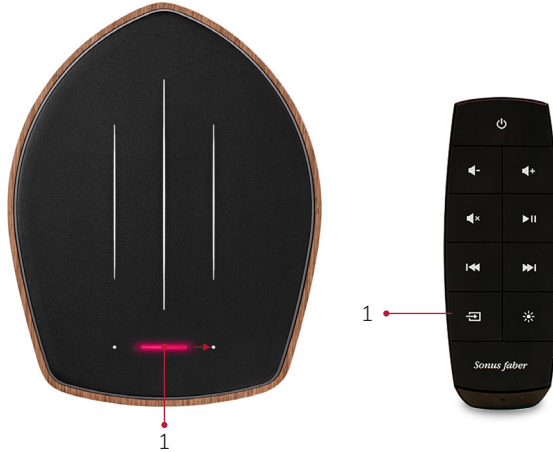
4. Check the sound settings of the device you are connecting to ensure HDMI is selected.
5. Check sound input source is set to HDMI.
6. Try a power reset on the TV by turning it off and back on again at the mains power.
7. If you experience an audio lag (audio is behind video), try changing the TV to GAME video processing.
8. If there is no sound you may need to activate the PCM signal output on the output source (TV, DVD etc).
9. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.



# 40

## OPTICAL TROUBLESHOOTING

1. Make sure the Control Line is magenta.
  - a. If it is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



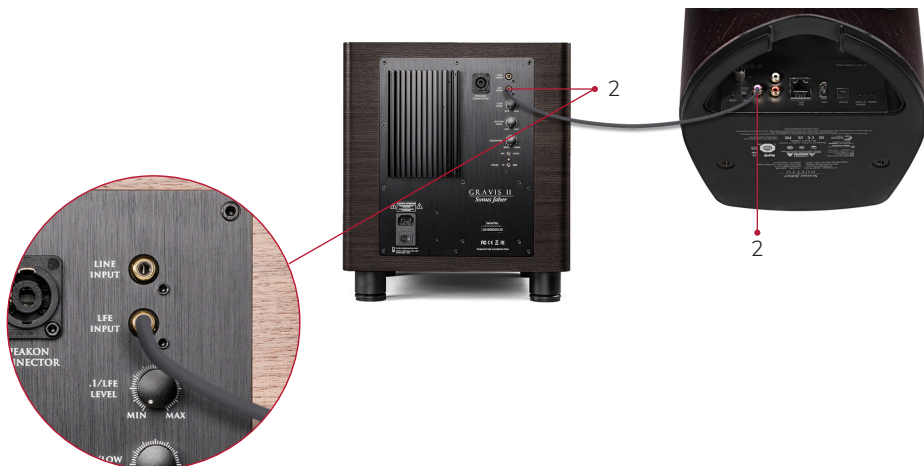
2. Ensure the Optical cable is not damaged.
3. Connect the optical cable to the sound source and check if a red light comes from the other end of the cable.



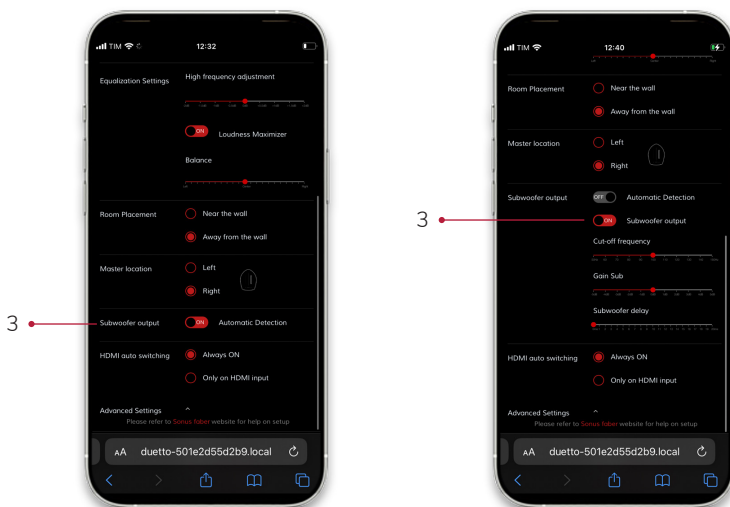
4. Check the Optical connections are securely in the back of Duetto and the connected device.
5. Check the sound settings of the device you are connecting to ensure Optical Digital output is selected.
6. If there is no sound you may need to activate the **PCM signal output** on the output source (TV, DVD etc).
7. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topic.

# 41 SUBWOOFER OUTPUT TROUBLESHOOTING

1. Ensure the RCA cable used is not damaged.
2. Ensure the connections are securely made (well plugged) in between the LFE's input of your subwoofer and the subwoofer output of Duetto.



3. Check the webpage to ensure that either **Subwoofer Automatic Detection** or **Subwoofer output ON** is chosen.
  - a. To go to the webpage, follow the [How Do I Find The Duetto Web Page Via The QR Code?](#) Topic.
  - b. Check all the features can be set via webpage on the [Configure Duetto via Web based set up page](#) topic.

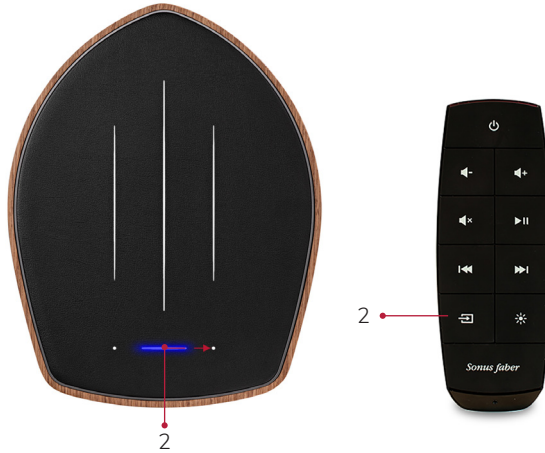


4. If the subwoofer is not Sonus faber's branded (GRAVIS), follow the instruction of the brand's subwoofer
5. Use the webpage to tweak the Bass reproduction between subwoofer and Duetto.
  - a. Switch OFF **Subwoofer Automatic Detection**, make sure **Subwoofer output** is ON.
  - b. Check all the features can be set via webpage on the [Configure Duetto via Web based set up page](#) topic.
6. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.

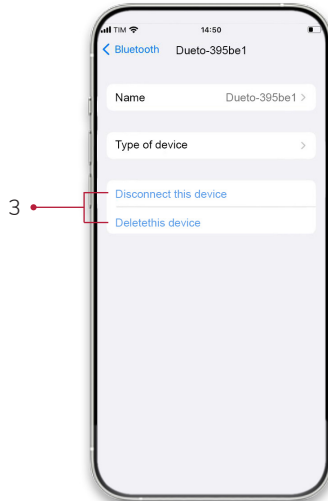
# 42

## BLUETOOTH TROUBLESHOOTING

1. Ensure Bluetooth on your device is active.
2. Make sure the Control Line is Blinking Blue.
  - a. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.
  - b. If Blue but not blinking, another device is already paired. Switch off Bluetooth option on the other device. You can also dissociate or delete Duetto from the Bluetooth devices list.



3. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset and Setup](#) topics.



## 43 NETWORK TROUBLESHOOTING

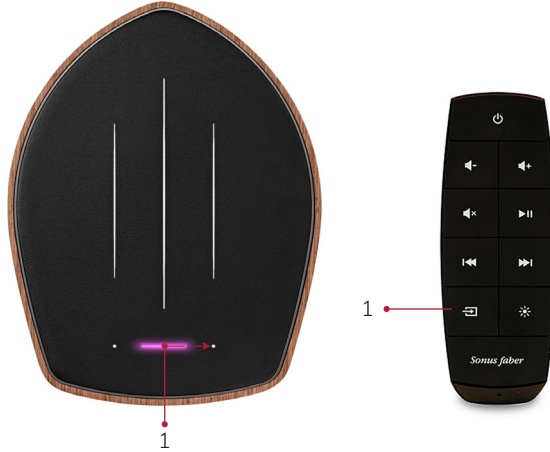


1. Check the Broadband and Internet LEDs are green and the Wi-Fi LED is on.
2. Try to make sure the router is as central to all devices needing to connect, with as few obstructions as possible (some physical materials and RF emitting devices can cause interference to the Wi-Fi signal.)
3. Check network connection to the smart device you are streaming from.
4. Ensure you have set up the device using either iOS Home or Google Home app.
5. Make sure your router is 2.4Ghz or 5.2Ghz Wi-Fi Bands
6. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.

# 44

## TURNTABLE TROUBLESHOOTING

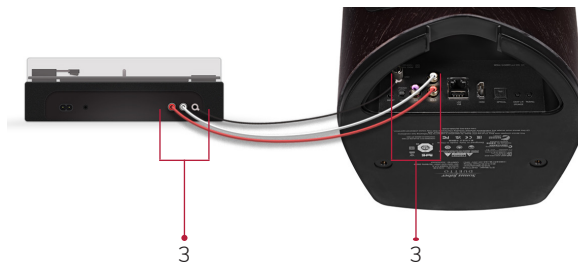
1. Make sure the Control Line is Pink.
  - a. If is displaying another color repeatedly press the Inputs button on the remote until the Control Line display the correct color. You can also select the input by swiping left or right on the Control Line. See the [Can I change the input without the remote?](#) topic for more information.



2. Ensure the Analog switch is set to PHONO.



3. Ensure all cables are securely connected to both Duetto and the turntable.



4. Ensure the turntable uses a phono cartridge compatible with Duetto. This should be a magnet moving (MM) phono cartridge with an output of 2.4mV to 5.0mV.
5. If noise occurs, make sure Ground connector of Duetto is connected to the Ground connector of the turntable.
6. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.

# 45

## WARNING ERRORS

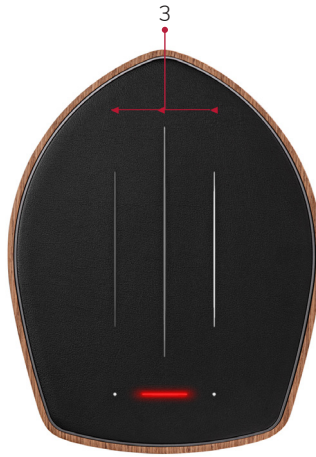
1. Stripes ON and Control Line blinking red – Network Connection Warning Error. To fix it, perform a Factory reset of Duetto and set it up again.
  - a. For more information see the [Factory Reset and Setup](#) topic in the guide.



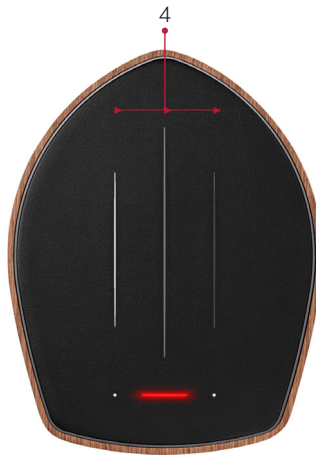
2. Stripes OFF and Control Line blinking red – Mechanical Warning. Turn Duetto off and remove the mains power.
  - a. This problem could be due to overheating components, please see [Correct Duetto placement](#) topic .
  - b. Do not touch the heatsink if this warning occurs



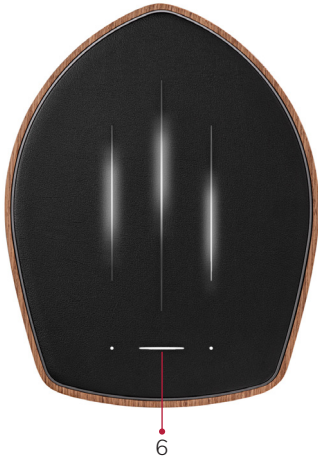
3. Swipe left animation on stripes and Control Line red — Update Warning Error. Turn Duetto off at the mains power and on again. Try to update again.
  - a. Perform a Factory reset, reconnect the unit to the Network and wait for successful update. For more information, see the [Factory reset](#) and [Setup](#) topics
  - b. If the problem persists, please contact customer support.



4. Swipe right animation on stripes and Control Line red – Factory reset Warning Error. Turn Duetto off and on at the mains power. [See the Factory reset](#) topic
  - a. If the problem persists, please contact customer support.



5. Stripes OFF and Control Line is blinking white, this is not an error. Duetto is just on mute. Press mute on the Remote control.



6. If light stripes are stuck in infinite looping, power off at mains and power on  
a. If the problem persists, please contact customer support.



# 46 NO SOUND COMES FROM SATELLITE

1. Ensure both units are powered at mains



1



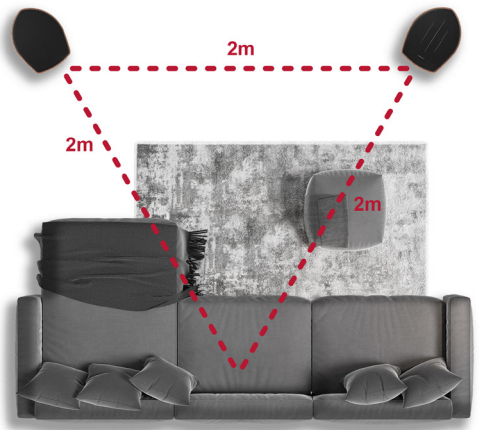
1

2. Press the pairing button on the Master input board, and within 30sec, press the pairing button on the Satellite input board. The central stripe of Master will blink when the pairing will be done.



2

3. Verify your Network connection (see [Network troubleshooting](#) topic)
4. Reduce the distance between Master and Satellite. Suggested distance between Master and Satellite is no more than 8m.
5. Reduce the numbers of objects in between Master and Satellite.



# 47

## HOW DO I FIND THE DUETTO WEB PAGE VIA THE QR CODE?

1. Make sure Duetto is connected to Wi-Fi network. Control Line will stop blinking.
2. Using the desired camera app on your smart device, scan the QR code in the Duetto Quick Start Guide booklet.



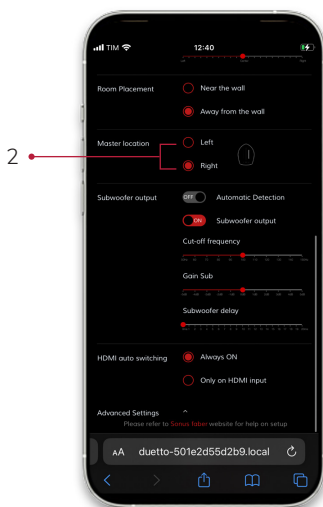
3. Follow the link generated by your smart device. You will be forwarded to the web based set up page.
  - a. Save this address if you would like to access the page later.

# 48 I NEED TO MOVE MASTER UNIT TO THE LEFT SIDE

- Option 1: press the Swap L/R button on the Master base. Side Strips will indicate the Master position.



- Option 2: You can easily flag the Master position on the webpage, inside Settings section. . Side Strips will indicate the Master position.
  - For more indication see [Configure Duetto via Web based set up page](#) topic



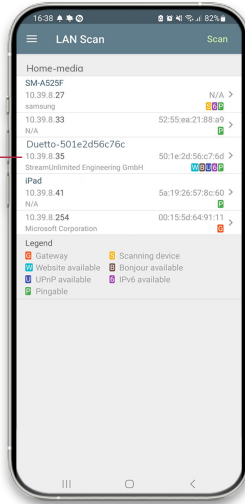
# 49 MY QR CODE IS NOT WORKING

1. Make sure Duetto is connected to Wi-Fi network. Control Line is not blinking.
2. Make sure your camera can acquire QR codes. If not, download a specific app.
3. Once Duetto is connected to Wi-Fi network will acquire a permanent IP address. Check Network Analyzer on-line tooling or app from the app store to scan your IP addresses of devices connected to the network.



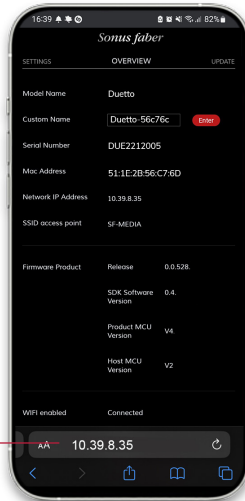
Network Analyzer

3



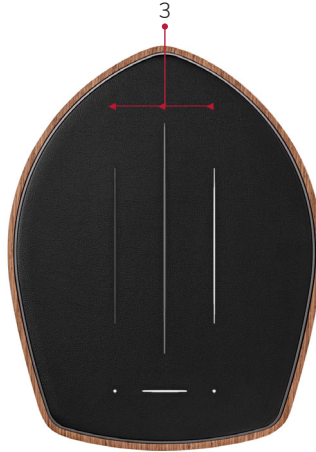
4. Look for the IP under Duetto-xxxxx or the custom name you set.
5. Open a internet browser and type in the IP and press Enter. Save for later.

4



## 50 SOFTWARE UPDATES

1. Updates to Duetto are automatic and should happen at around 2am (GMT) or when the power is switched on at the mains.
2. A progress bar from left to right on the Feedback Stripes indicates there is an automatic software update in progress.
3. Wait until the complete stripes animation and the Control Line turns on.



4. If Control Line turns red, see [Warning errors](#) topic.

## 51 WHAT FILE FORMATS DOES DUETTO SUPPORT?

1. WAV, FLAC and AIFF up to 32bit/192kHz
2. ALAC (Apple Lossless) up to 32bit/192kHz
3. MP3 — up to 48kHz, 320kbit (16 bit)
4. AAC — up to 48kHz, 320kbit (16bit)
5. OGG and WMA — up to 48kHz (16bit)
6. Bluetooth — SBC, AAC and aptX, Aptx HD

## 52 CAN DUETTO BE USED AS A SOUND BAR?

1. Yes Duetto can be used as a sound bar. Connect your TV and Duetto using the HDMI ports.
  - a. For more information see the [Playing Audio using HDMI](#) topic.



## 53 CAN I PLAY MUSIC ON A USB STICK?

1. Music cannot be played directly from a USB, however if the USB is connected to a computer on the same network it is possible to stream this music.
2. Please choose Duetto as the speaker to play the audio from on your desktop computer.

## 54 IS INTERNET RADIO AVAILABLE ON DUETTO?

1. Internet Radio can be streamed from your chosen website or Internet Radio app using one of the different streaming technologies. For example using Chromecast or AirPlay to stream to Duetto.

## 55 CLEANING YOUR DUETTO

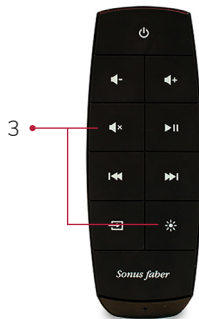
1. Duetto do not require any maintenance operations, just general periodic cleaning. In order to preserve the loudspeakers' finish, cover them with the supplied fabric dust-protection sheet, especially if the loudspeakers are not expected to be used for an extended period of time.
2. It is recommended to use a soft brush to eliminate any dust that may have accumulated on the cabinet, the front panels, and the loudspeakers themselves, taking care not to damage the loudspeakers' delicate membranes.
3. Do not use cleaning products to clean woofer and tweeter.
4. Do not use products like waxes or detergents to clean the wood, as these could stain or damage the surface. It is recommended to use a soft slightly moisten microfiber cloth.
5. For the best maintenance, we suggest to clean the cabinet with our Cleaning kit available from our distributors.
6. Do not use aggressive strong chemical products such as acetone, trichloroethylene, acids, abrasive agents, strong de-greasers, alcohol, lemon or wine.
7. Wood is a natural living material that can be affected by the environmental conditions. We recommend positioning Duetto away from heat sources or windows, above all during the summer months.
8. Avoid long exposing to direct sunlight and humidity.
9. Remove power supply during cleanings, and leave unplugged till products are completely dry!

## 56 MY REMOTE IS NOT WORKING?

1. Point the remote to the Master unit. If needed, remove the fabric grille for a better reception. Make sure Master is placed no more than 4m to the point you would like to control Duetto by remote control.



2. Check battery is correctly placed.
  - a. For more information, see the [How to change battery in the remote control](#) topic.
3. Is possible that the Duetto remote control signal is interfering with other devices in your house. Hold Mute + Brightness to change infrared code.



## 57 HOW TO CHANGE BATTERY IN THE REMOTE CONTROL

1. The battery compartment is located on the bottom of the Duetto remote.
2. Slide the battery compartment out from the bottom of the remote. Need ad needle to push in the compartment hole.
3. Replace with a new battery. Ensure the battery is in correctly with the + facing upwards as pictured. The battery for this remote is a CR1632.



4. Slide the battery compartment back in to the bottom of the remote.

## 58 CAN I CHANGE THE INPUT WITHOUT THE REMOTE?

1. Swipe left or right from the center of the Control line to change the input source.

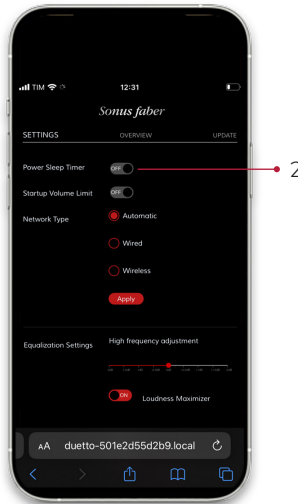


## 59 CAN I CONTROL DUETTO WITH MY VOICE?

1. Yes. If you have any Chromecast built-in device connected to your network, you will be able to control Duetto through voice controls.
2. For iOS users connected via AirPlay, Siri can be used to control the playback from the device to Duetto.

## 60 I CAN'T FIND DUETTO ON STREAMING APPS DURING STANDBY

1. After 60 minutes of not working, Duetto will drop network connection and go into lower power (0.5W) mode, so will not be visible to the network. If so, stripes are OFF and Control Line shine softly.
  - a. Switch on the unit holding the Control Line or from remote.
2. To make Duetto visible when in standby, you will need set the Power Sleep Timer to OFF.
  - a. For more information see the [Configure Duetto via a web based set up page](#) topic.



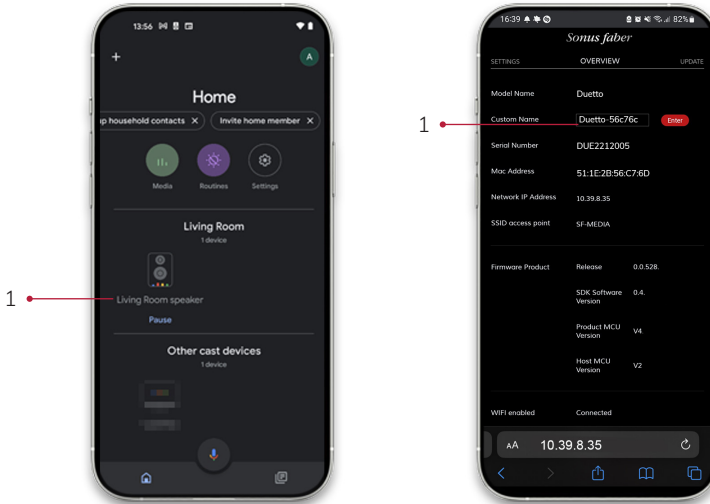
3. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.

## 61 WHY WHAT WI-FI BANDS DOES DUETTO SUPPORT?

1. Duetto supports both 2.4Ghz and 5.2Ghz Wi-Fi Bands.

## 62 I CAN'T SEE DUETTO ON THE DEVICES LIST

1. During setup, users can change Duetto name. Search on the devices list the new name.



2. If the unit is on Standby see [I Can't Find Duetto On Streaming Apps During Standby](#) topic.
3. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics
4. Contact Streaming platform support.
5. If the problem persists, please contact customer support at [customerservice@sonusfaber.com](mailto:customerservice@sonusfaber.com).

## 63 I CAN'T FIND DUETTO ON GOOGLE HOME

1. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) and [Setup](#) topics.
2. Make sure Duetto is not set into other Google Home Rooms or Accounts. If so, delete Duetto from the other account or room.
3. Contact Streaming platform support.
4. If the problem persists, please contact customer support at [customerservice@sonusfaber.com](mailto:customerservice@sonusfaber.com).

## 64 DUETTO IS NOT SHOWING ANY LIGHT FEEDBACK

1. If Duetto is powered correctly and Control lines are not showing light feedbacks, repeatedly press the brightness button on the remote to adjust the light intensity. See [Getting to know Duetto remote](#) topic.
2. Factory reset Duetto to restore factory settings, then connect again. For more information, see the [Factory reset](#) topic.

# 65 DEVICE SPECIFICATIONS

System	Stereo 2 way Curved Vented box system
Speakers	Tweeter: 1.1" Silk dome, Ferrite Magnet system with copper cap Midwoofer : 5.25" Long excursion, Neodymium Magnet system with Copper cap and Aluminum ring
On board amplifiers	Tweeter : 100W Class AB Midwoofer : 250W Class D
Mains Supply	100-120V, 220-240V, 50/60Hz
Power Consumption	Typical use 18W
Standby mode	4W
Deep sleep	0.5W
Maximum Sound Level	105dB SPL @1m
Frequency Response	37Hz - 30kHz (@-3dB)
Connectivity	HDMI ARC/EARC RCA Phono/line-in switchable Optical Subwoofer output
Streaming	Apple AirPlay 2 Chromecast Built-in Spotify® Connect TIDAL connect Room Ready Bluetooth Aptx HD
Network	Ethernet (10/100 Mbps) Wi-Fi dual band 2x2 802.11 b/g/n/ac (2.4GHz and 5.2GHz)
Finishes	Walnut Graphite
Weight	Master 6.8kg Satellite 6.45kg
Dimensions (HxWxD):	340mm x 210mm x 280mm
Packaging contents	2 Speakers with removable fabric grilles 1 Remote Control 2 Literature 2 Protective covers Power Cable

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