CYRUS

Stream XR

Stream-XR USER GUIDE

BluOS™

MQA   Spotify   roon READY   WiFi   Works with Apple AirPlay

BUILDING A BETTER MUSIC EXPERIENCE

CONTENTS

IMPORTANT! Read before operating this equipment!

CAUTION: The exclamation mark is to draw your attention to important instructions and safety procedures in this manual.

ATTENTION: The lightning flash warns you of the risk of electrical shock presented by components inside this product. Unauthorised personnel must not open this unit.

WARNING: To reduce the risk of electrical shock do not remove any unit covers or panels. There are no user serviceable parts in this product.

WARNING: To reduce the risk of electric shock, do not expose this equipment to rain or moisture.

HEED WARNINGS: All warnings on the product and in the operating instructions should be adhered to.

READ ALL THE INSTRUCTIONS: All the safety and operating instructions should be read before the product is operated.

RETAIN INSTRUCTIONS: The safety and operating instructions should be retained for future reference.

FOLLOW INSTRUCTIONS: All operating and use instructions should be followed.

CLEANING: Unplug this product from the mains before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

WATER AND MOISTURE: Do not use this product near water - for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement; or near a swimming pool and the like. The product must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the product.

HEAT: The product should be situated away from heat sources such as radiators, stoves, or any other products (including amplifiers) that produce heat.

VENTILATION: Slots and openings in the cabinet are provided for ventilation, to ensure reliable operation of the product and to protect it from overheating and these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug or similar surface. This product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.

OBJECT OR LIQUID ENTRY: Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.

ACCESSORIES: Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a cart, stand, tripod, bracket or table recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.

ATTACHMENTS: Do not use attachments not recommended by the product manufacturer as they may cause hazards.

MOVING THE PRODUCT: A product and cart combination should be moved with care. Sudden stops, excessive force, and uneven surfaces may cause the product and cart to overturn.

POWER SOURCES: This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your product dealer or local power company. For products intended to operate from battery power, or other sources, refer to the operating instructions.

OVERLOADING: Never overload wall outlets, extension cords, or integral convenience receptacles. This can result in an increased risk of fire or electric shock.

POWER CORD PROTECTION: Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.

NAKED FLAMES: No naked flame sources, such as candles, must be placed on this product.

LIGHTNING: For added protection for this product during a lightning storm, or when it is left unattended or unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power-line surges.

BATTERIES: Warning: Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.

CAUTION! POLARISED CONNECTOR (CANADA and USA):

To prevent electrical shock, match wide blade of plug to wide slot, fully insert. Do not alter or remove this plug if it does not fit your mains power socket. Have a suitable socket installed by a competent electrician.

ACCESS TO THE MAINS PLUG: The means to disconnect this product from the mains supply is the mains plug. Ensure that the mains plug is accessible at all times.

Power supply

Connect the moulded IEC connector of the supplied AC cord into the power inlet on the rear of the unit.

The mains supply requirement of your amplifier is marked on a label on the rear panel. Before connecting, check that this voltage is the same as your mains supply.

  100-230V Products: Voltage Range   90V-240V

There are no user replaceable fuses in this unit.

Servicing

Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

CONDITIONS REQUIRING SERVICE: Unplug this product from the wall outlet and refer servicing to qualified service personnel when:

- When the power supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the product.
- If the product has been exposed to rain or water.
- If the product has been dropped or damaged in any way.
- If the product does not operate normally by following the operating instructions. (Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage requiring extensive work by a qualified technician to restore the product to its normal operation).
- When the product exhibits a distinct change in performance.

REPLACEMENT PARTS: When replacement parts are required, be sure the service technician has used replacements specified by the manufacturer or have the same characteristics as the original part. Unauthorised substitutions may result in fire, electric shock, or other hazards.

SAFETY CHECK: Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.

Product service centres

For product service or technical advice, contact only authorised Cyrus service centres. Contact details for Cyrus distributors may be found on the Cyrus website at www.cyrusaudio.com.

FCC Notice

NOTE: 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 and 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.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Welcome to the world of Cyrus

Congratulations on your choice of Cyrus hi-fi products. Our state-of-the-art design technology and outstanding quality of manufacture has won countless awards around the world. We are confident that you will derive great pleasure from owning a product from one of the most recognised and respected manufacturers of hi-fi equipment.

Now is a good time to register your new Cyrus product.

To register, click here or visit - www.cyrusaudio.com/support/warranties.

Please read these instructions carefully before commencing installation. They provide full guidance to help you install your streamer safely and correctly.

Preparations for Installation

Before installing your Cyrus streamer check that the following items are included in the accessory box.

- Power Cables for UK, US, Europe
- Remote Handset with Batteries
- Ethernet cable
- 2 x Phono leads for MC-BUS connection
- Quick-Start guide

After removing these items, please retain the packaging.

Install the streamer in a well ventilated location away from sources of high temperature, dust or humidity. Never stand the streamer under another unit or on any surface likely to obstruct its cooling or ventilation.

Installation
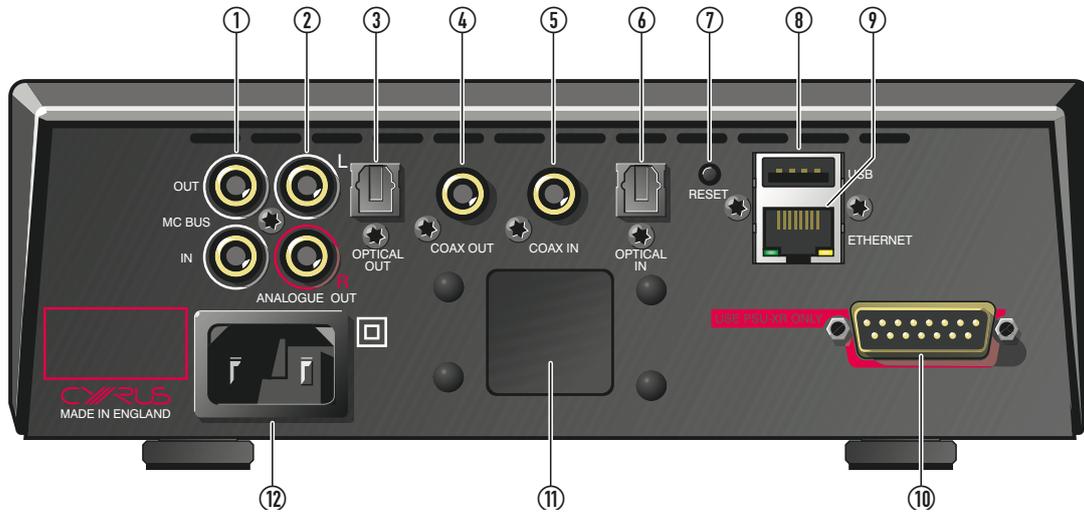
Key to the rear panel drawing

1. MC-BUS system connection
2. Analogue output
3. Optical digital output
4. SPDIF Coax digital output
5. SPDIF Coax digital input
6. Optical digital input
7. Reset
8. USB
9. RJ-45 Network socket
10. PSU-XR connection
11. Internal antenna
12. Mains inlet

Important – read before making any connections

⚠️ To avoid possible damage to your audio system, it is essential to disconnect all system components from the mains supply before connecting or disconnecting audio interconnects.

Connecting analogue audio

- Connect a stereo audio interconnect cable between the Stream-XR analogue output and the analogue input of a pre-amplifier (e.g. Pre-XR) or integrated amplifier (e.g. i9-XR).

Connecting digital audio

- Using a suitable Toslink optical or digital phono interconnect, connect between the Stream-XR digital output and the digital input of a pre-amplifier (e.g. Pre-XR) or integrated amplifier (e.g. i9-XR).

Connecting digital audio sources

- Using a suitable Toslink optical or digital phono interconnect, connect each digital audio source to one of the inputs 'DIG1 - DIG2.

The digital audio inputs are compatible with a number of different digital audio sources. These include-

Digital audio output from a CD player

Digital audio output from a TV

Digital audio output from a games console

Digital radio

Blu-ray players

Digital satellite receivers

Digital tape/disc recorders

NOTE: The digital audio inputs are only compatible with 2 channel PCM source material and will not reproduce multi-channel surround sound.

Network connection

- Wifi: The Stream-XR uses an innovative internal antenna so no external antenna is needed.

- Wired: Connect an RJ-45 network cable from your router to the network socket on the rear of the Stream-XR.

Download and install the BluOS app to your device.

bluesound.com/downloads

Follow the instructions in the "Add A player" wizard in the BluOS app to locate and connect your Stream-XR to the network.

Factory reset

While powered up, either press and hold the reset button (located on the rear of the Stream-XR) for 10 seconds, or select Factory Reset from the System menu.

MC-BUS system (optional)

By using the MC-BUS connection, a highly functional integrated system with full remote control may be set up. This feature is usable if you own a Cyrus amplifier. Refer to the relevant product handbook for MC-BUS wiring instructions.

External power supply - PSU-XR

The PSU-XR is a unique DC power supply that will upgrade the sonic performance of compatible products in the Cyrus range.

CAUTION:

- Disconnect both the PSU-XR and Stream-XR from the mains.

- Plug the multi-pin interconnect from the PSU-XR into the PSU-XR socket on the back panel.

  CAUTION: Use only the interconnect supplied with the PSU-XR. Other interconnects may damage the PSU-XR and the streamer.

- Connect a mains supply to both units.

NOTE: Connection of a PSU-XR is detected automatically, so no internal adjustments are required.

Connecting to the AC mains supply

Connect the socket on the AC Power cable to the power inlet on the rear panel of the streamer. Now connect the cable to a suitable AC power point.

NOTE: The means to disconnect this product from the mains supply is the mains plug. Ensure that the mains plug is accessible at all times.
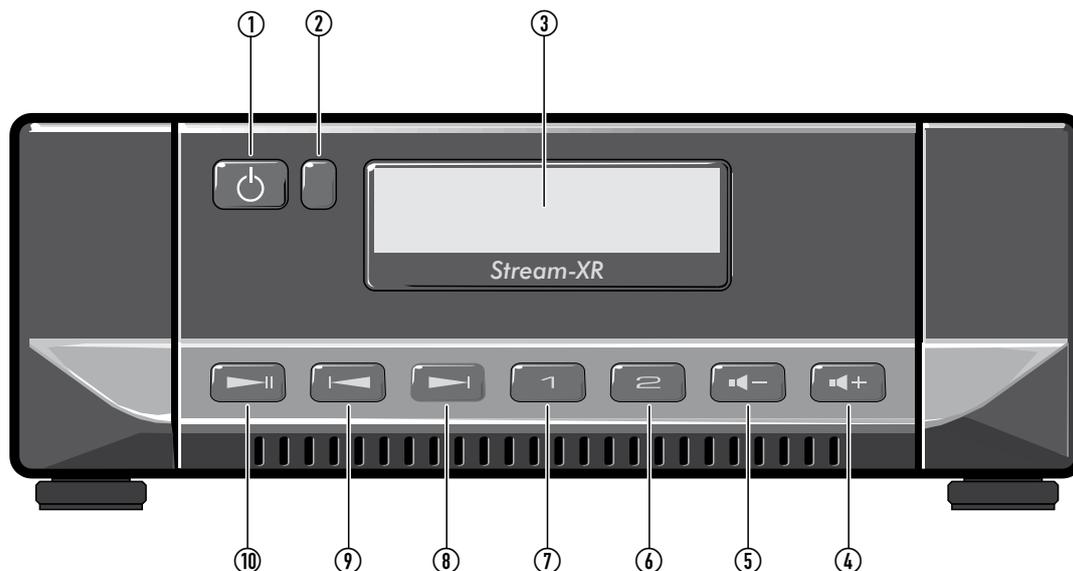
Key to the front panel drawing

1. Standby and indicator
2. Remote eye
3. Display window
4. Volume up
5. Volume down
6. Preset 2
7. Preset 1
8. Skip forward
9. Skip back
10. Play / Pause

Touch pad controls

The front panel controls are touch sensitive. There is no need to press the controls, just lightly touch or hold a finger on the touchpad to select a function.

Power

Mains power

In regular use mains power can be left connected permanently.

When unattended for a long period (holidays etc) mains power should be disconnected.

Standby

When mains power is connected, the standby touchpad (⏻) is used for power control.

When switched on the ⏻ touchpad colour can be set from the options available in the setup menu (default setting is white).

When in standby, the ⏻ touchpad colour will be red.

When set to standby, all settings in use are retained.

Auto-standby

To save energy, standby will set automatically 20 minutes after music last played. If required, the auto-standby feature may be disabled in the setup menu.

Playing network audio using the BluOS app

Select the Stream-XR from the My Players screen in the BluOS app.

From the inputs menu, enter the credentials for your streaming source or setup your SMB local share (Library).

Select the service you wish to stream from and select the music you would like to play.

Playing USB audio from a memory stick or HDD

Insert the memory stick or USB HDD with music files into the USB-A port on the rear of the Stream-XR. The USB input will then show in the Inputs list of the BluOS app. Tap USB and then select the music you would like to play.

Playing audio from a digital source

Connect your digital source (PCM only) to either the SPDIF and optical input of the Stream-XR. From within the BluOS app, select the appropriate input (assuming they have not been "hidden" in the app).

Volume level

Volume

- Tap Vol + or Vol - to set the volume in 1dB steps.
  The volume level is shown numerically in dB at the right side of the display.

Metadata

When playing from a streaming source, network SMB share (Library) or USB device, track metadata (where provided) such as track name, album title, artist info, track time will be shown on the display as each new track starts.

Selecting presets

The Stream-XR allows for quick selection of 2 presets via the front panel. These presets can be internet radio stations, playlists or albums and can be set up within the BluOS app.

Remote control operation

Remote control introduction

The iR14 remote control will send commands to Cyrus amplifiers, CD players and audio streamers*.

The remote control can also be programmed with the commands from two other remote control handsets. These will normally be for your TV and a satellite receiver, programmed to the TV and SAT buttons, but could also be other audio components.

*NOTE: It may be necessary to upgrade the firmware in an audio streamer to enable infra-red remote control operation.

Remote control backlight

The remote control keypad includes a back-light. The back-light will switch on automatically when moved or when a command is sent.

Fitting batteries to the remote control

The battery compartment is on the back of the remote control.

1. Press the catch on the battery cover and lift off the cover.

2. Slide a AAA battery under the retaining hook in the upper half of the battery compartment as shown.

3. Fit a second AAA battery into the remaining space.

4. Replace the battery cover.
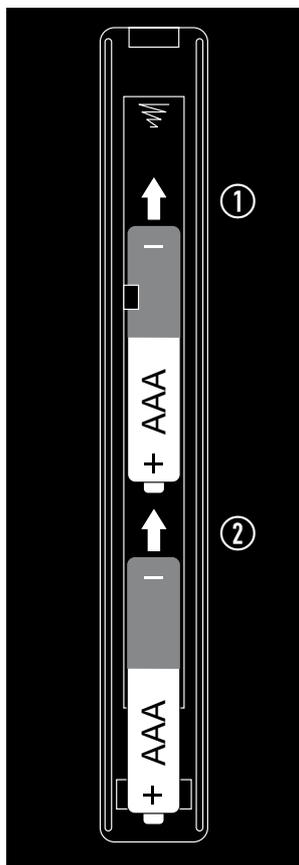
Replace the handset batteries only with AAA batteries of the same voltage and type.

Discard used batteries in accordance with recycling regulations in force in your area.

Sending commands to Cyrus components

- Press the CYRUS key to switch on a Cyrus amplifier. The remote control will now send commands to a Cyrus amplifier.
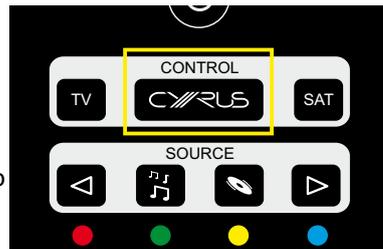
Switching on Cyrus source components

- Press the ✎ key to switch on a Cyrus CD player and send commands to the CD player and an amplifier.

NOTE: If an amplifier input has been named CD, the amplifier will switch on, set to the correct input.

- Press the ♫ key to switch on a Cyrus audio streamer and send commands to the streamer and an amplifier.

Cyrus amplifier commands

- Press the CYRUS key to set the remote control to Cyrus amplifier mode.

  You can now control a Cyrus amplifier. The CYRUS key will flash red when commands are being sent in Amplifier mode.

NOTE: Commands marked * are for Cyrus XR series amplifiers only, other Cyrus amplifiers will not respond to these commands.

Amplifier mode commands available are listed below –

1. Set Cyrus amplifiers, CD players and audio streamers to standby.
2. Set the handset to send commands to Cyrus components.
3. Send commands to a satellite receiver (or other device programmed to use this key).
4. Set the handset to send commands to an amplifier and CD player. Select an input named CD.
5. Step to the next amplifier input.
6. No command for an amplifier.
7. No command for an amplifier.
8. Jump to the 'About' menu*.
9. Step up menu options*.
10. Step down menu options*.
11. Step down menu options*.
12. Open menu/select menu option*.
13. Amplifier mute.
14. Step to the next amplifier input*.
15. Step to the previous amplifier input*.
16. Open menu/select menu option*.
17. No command for an amplifier.
18. No command for an amplifier.
19. No command for an amplifier.
20. No command for an amplifier.
21. No command for an amplifier.
22. Setup key for programming TV/SAT keys.
23. No command for an amplifier.
24. No command for an amplifier.
25. No command for an amplifier.
26. No command for an amplifier.
27. No command for an amplifier.
28. Volume down.
29. Volume up.
30. Balance.
31. Step back in menu tree*.
32. Step up menu options*.
33. Open menu/select menu option*.
34. Menu home page*.

35. Display off.
36. No command for an amplifier.
37. Step to the previous input.
38. Set the handset to send commands to an amplifier and audio streamer.
39. Send commands to a TV (or other device programmed to use this key).

Cyrus CD player commands

- Press the CYRUS key
- Press the ✎ key to set the remote control to CD mode.

  The key will light red. You can now control both a Cyrus CD player and amplifier. The ✎ key will flash red when commands are being sent in CD mode.

NOTE: Commands marked * are for Cyrus XR series CD players only, other Cyrus CD players will not respond to these commands.

The CD mode commands available are listed below –

1. Set Cyrus amplifiers, CD players and audio streamers to Standby.
2. Set the handset to send commands to an amplifier.
3. Send commands to a satellite receiver (or other device programmed to use this key).
4. Set the handset to send commands to an amplifier and CD player. Select an input named CD.
5. Step to the next amplifier input.
6. No command for a CD player.
7. CD player repeat.
8. Jump to the 'About' menu*.
9. CD player next track/step up menu options*.
10. CD player search forwards/step down menu options*.
11. CD player previous track/step down menu options*.
12. Open menu/select menu option*.
13. Amplifier mute.
14. No command for a CD player.
15. No command for a CD player.
16. CD player audio phase.

    Changes in phase are subtle and are best established from the listening position. When the phase setting is changed, the display text area will show the message 'Phase Normal' or 'Phase Invert'. The performance of the CD player is unaffected whether the signal is in normal or phase inverted mode.

17. CD player stop.
18. CD player search forwards.
19. No command for a CD player.
20. CD player next track.
21. CD player numeric keypad.

    Enter a one or two digit track number to jump to a specific track.

22. Setup key for programming TV/SAT keys.
23. CD player memory store.
24. CD player previous track.
25. CD player pause.
26. CD player search back.
27. CD player play/pause.
28. Amplifier volume down.
29. Amplifier volume up.
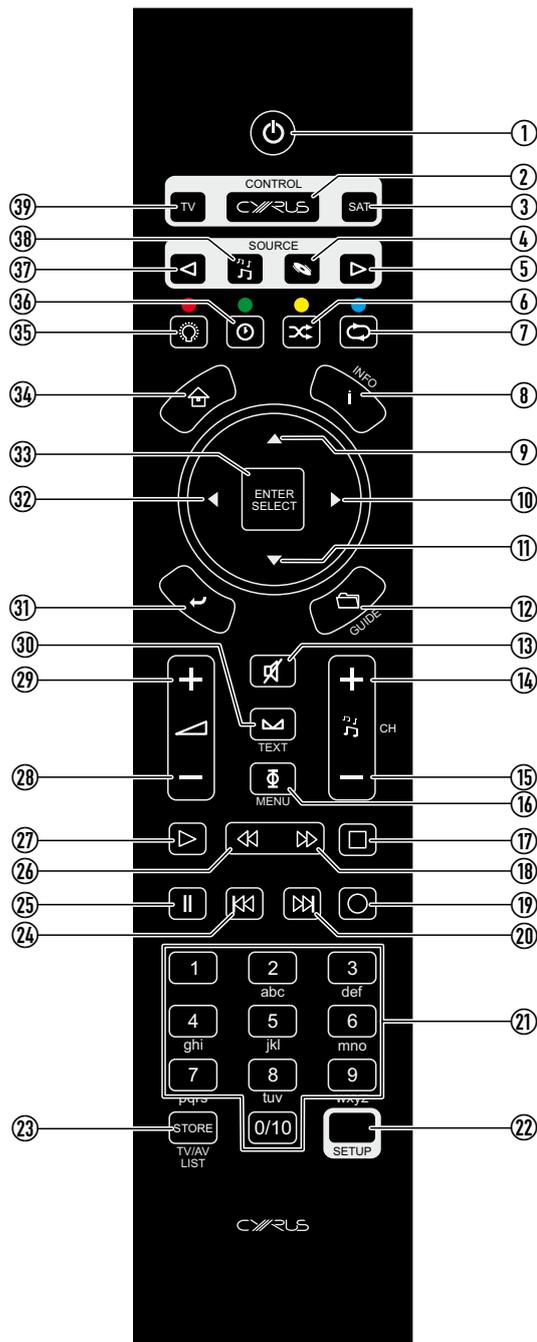
30. Amplifier balance.
31. Step back in menu tree*.
32. Step up menu options*.
33. No command for a CD player.
34. Menu home page*.
35. CD player display off.
36. CD player display mode.

    Choose track elapsed time or disc remaining time.

37. Step to the previous amplifier input.
38. Set the handset to send commands to an amplifier and Audio streamer.
39. Send commands to a TV (or other device programmed to use this key).

Cyrus audio Stream-XR commands

- Press the CYRUS key
- Press the 🎵 key to set the remote control to audio streamer mode.

  The key will light red. You can now control both a Cyrus audio streamer and amplifier or an audio streamer that includes an amplifier. The 🎵 key will flash red when commands are being sent in audio streamer mode.

The audio streamer mode commands available are listed below –

1. Set Cyrus amplifiers, CD players and audio streamers to Standby.
2. Set the handset to send commands to a Cyrus amplifier.
3. Send commands to a satellite receiver (or other device programmed to use this key).
4. Set the handset to send commands to an amplifier and CD player. Select an input named CD.
5. Step to the next amplifier input.
6. No command for an audio streamer.
7. Audio streamer repeat.
8. Audio streamer display information.
9. Step up menu options.
10. Step down menu options.
11. Step down menu options.
12. Open menu option/select menu option.
13. Amplifier mute.
14. No command for an audio streamer.
15. No command for an audio streamer.
16. No command for an audio streamer.
17. Audio streamer stop.
18. No command for an audio streamer.
19. No command for an audio streamer.
20. Audio streamer next track.
21. Audio streamer alpha-numeric keypad.
22. Setup key for programming TV/SAT keys.
23. No command for an audio streamer.
24. Audio streamer previous track.
25. Audio streamer pause.
26. No command for an audio streamer.
27. Audio streamer play/pause.
28. Amplifier volume down.
29. Amplifier volume up.
30. Amplifier balance.
31. Step back in menu tree.
32. Step down menu options.
33. Audio streamer select.
34. Menu home page.
35. Audio streamer display brightness.
36. No command for an audio streamer.
37. Step to the previous amplifier input.
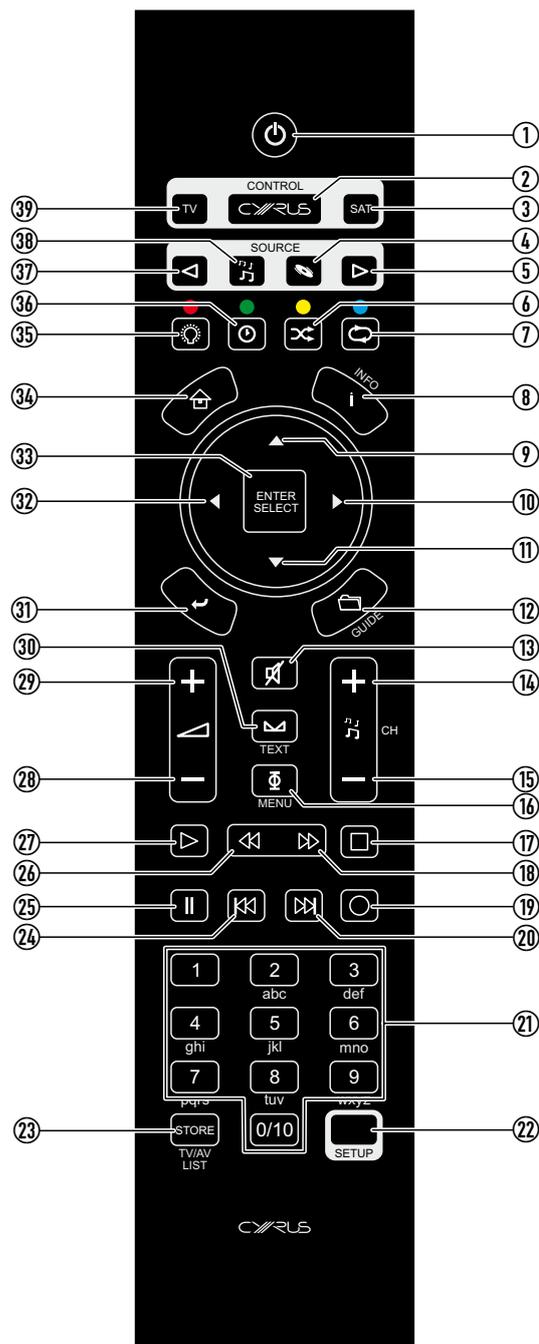
38. Set the handset to send commands to an amplifier and audio streamer.
39. Send commands to a TV (or other device programmed to use this key).

## Cyrus Phono Signature commands

Commands are sent to the Phono Signature via keys reserved from the amplifier control system.

The remote control operates in the same way as the front panel controls - press a key to select a function, change that setting with the 'CURSOR' keys, confirm the setting with 'ENTER/SELECT'.

This page lists commands that will control the Phono Signature.

- Press the CYRUS key to set the remote control to Cyrus mode.

You can now control both a Cyrus amplifier and the Phono Signature. The CYRUS key will flash red when commands are being sent in this mode.

Standby

Display off

Select

Step left — Step right

Warp filter

Input select

MM/MC

Resistance

Gain select

Capacitance

Store
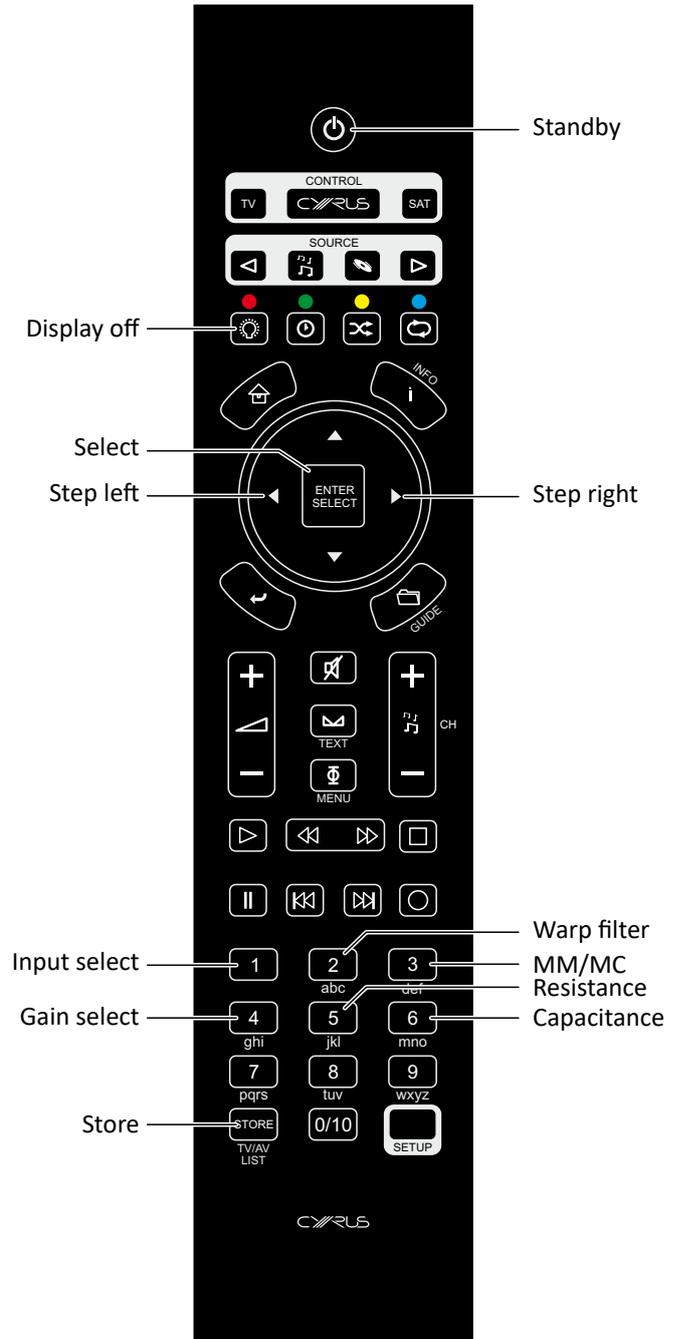
Remote control learning

In addition to controlling Cyrus components, the remote control can learn the commands from two other remote control handsets. These will normally be a TV and a satellite or terrestrial TV receiver, programmed to the 'TV' and 'SAT' buttons, but could also be other audio components.

All keys may be programmed with the exception of the groups marked 'CONTROL' and 'SOURCE' and the 'SETUP' key.

Preparation for learning

Check the following points before attempting to learn any commands -

- Check that both remote controls have fresh batteries.

- Choose a location on a tabletop that is not brightly lit. Subdued light is better, away from bright natural or indoor lighting.

- Check that you have enough time to spare to complete the learning process for all the keys you want to use.

Learning commands

In this example, the Cyrus remote control will be learning commands from a 'reference' satellite receiver remote control.

1. Set the two remote controls up facing each other, spaced by about 5cm.

5cm
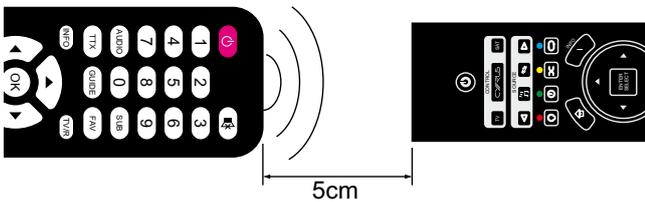
2. Press the 'TV' or 'SAT' key to select the mode that you want to program.
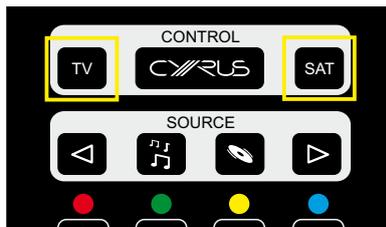
The keypad will light and the key you selected will be red.

3. Press and hold the 'SETUP' key.

   The mode key will change to white. After about three seconds, the mode key will light red again. This indicates that the remote control is ready to learn codes.

4. Release the 'SETUP' key.

   The remote control is now waiting to learn commands. The keypad will light continually and the mode key will light pale red.

5. On the reference remote control, press and hold the first key you want to learn (for example, volume up) until the mode key flashes red.

   This indicates that the command has been received.

6. Release the key on the reference remote control.

7. Press a key on the Cyrus remote control (volume up in this example) to select where you want to save that command.

   The mode key will stop flashing. This indicates that the command has been saved successfully.

   If the learning process was successful, the remote control will be ready to learn the next command.

8. Repeat steps 5 to 7 for each command you want to learn.

When you have completed learning all commands -

- Press the 'SETUP' key.

   The mode key will change to white. After a few seconds the backlight will switch off.

Checking programmed commands

• Select the mode that you just programmed and check that the commands were learned successfully.

NOTE: The 'TV' or 'SAT' mode key should flash red when sending a command. If the mode key is not flashing, then the command has not learned correctly.

• Make a note of any commands that have not programmed correctly and repeat the learning process to add these in.

NOTE: When you start the learning process it does not erase any programmed keys so you can re-program individual keys if required.

Problems with learning

If none of the commands have learned correctly, try re-starting the learning process again. Test a few keys first to ensure that your handset is compatible for learning. If the test works then continue to program the rest of the commands you need.

If you still have problems, check carefully that the mode light is flashing correctly as you send a command to learn. If not, it may be that the batteries need replacement in the reference handset or that the spacing between the handsets is not ideal. Try adjusting the spacing between the handsets and repeating the learning process.

If you continue to have problems, it may be that your handset is incompatible with the learning process. This could happen with an older design of handset or one that has an unusual code-set.

Sending TV or SAT commands

Once you have programmed all the keys with the commands you want, you can use the remote control to send commands to your TV or Satellite receiver etc.

• Press the 'TV' or 'SAT' key to select the mode you want.

• Press the command key.

The mode key will flash red when sending a programmed command.

Stream-XR setup menus

Setup menus enable extensive customisation of the user interface.

Setup options

The next two pages show a map of the menu options available.

Navigating the menu from the remote control

• Press ⌂ to open the menu home page.

• Press ▶ or ◀ to step through the available options.

• Press ▭ to select an option.

• Press ↵ to step back through the menu without making any changes.

Menu home page

Step down options

Step up options

Step back through menu

Select an option
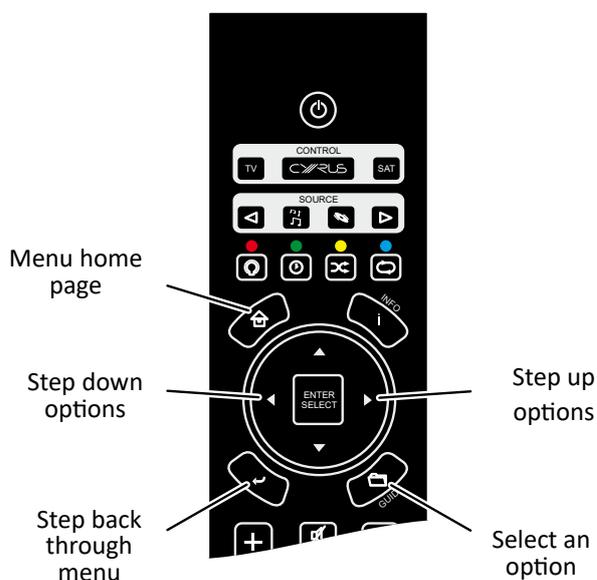
Menu Maps

Display

> **Display Polarity**
>
>> Sets the display polarity to Positive (dark characters on a light background) or Negative (light characters on a dark background).
>
> **Display Contrast**
>
>> Sets the contrast of the display in the range -10 to +10. Factory default setting is 0.
>
> **Display Brightness**
>
>> Sets the brightness of the display in the range Level 1 to Level 5.Factory default setting is Level 5.
>
> **LED Brightness**
>
>> Sets the brightness of the standby indicator in the range Level 1 to Level 5. Factory default setting is Level 5.
>
> **LED Mode**
>
>> Sets the colour of the standby indicator. Choose from XR (white), Green or Classic (to match other Cyrus units). Factory default setting is XR.

System

> **About**
>
>> This option displays the information about the firmware of the unit including model name, firmware version and release date.
>
> **IR Volume Control**
>
>> Enables / disables the IR for volume control.
>
> **Factory Reset**
>
>> This option will return all user settings to factory defaults. After selecting this option you will need to confirm you want to go ahead by selecting 'Yes' from the sub-menu. Factory reset cannot be undone.

PSU-XR

> **PSU-XR not detected**
>
> This will be display if no PSU-XR connection is detected.
>
> **PSU-XR detected**
>
> When a PSU-XR is detected, these sub-menus will be displayed.
>
>> **SW Version**
>>
>> This option displays the version of software currently installed in the PSU-XR.
>>
>> **S/N**
>>
>> This option displays the serial number of the connected PSU-XR.

Standby

> **Auto Standby**
>
> Auto Standby is an energy saving feature. After a 20 minute period of inactivity standby will be set automatically to reduce energy consumption
>
> If required, Auto Standby may be disabled by selecting this function.
>
> **Standby Type**

Firmware updates

The operational firmware may be upgraded from time to time to add new features and to fix operational issues.

New firmware versions will be available via OTA (Over The Air) and from the 'Support' pages of the Cyrus website www.cyrusaudio.com.

If new firmware is available, this will be packaged with other documents including -

• Firmware version change log.

• Latest firmware update procedure.

• Revised handbook (if required).

Troubleshooting guide

If your streamer is not operating properly, disconnect the power and check carefully all connections.

If you are in any doubt, consult your retailer.

No sound	
The streamer is switched off or in standby (indicator is red).	Bring the unit out of standby.
The connected amplifier is off or the incorrect input is selected.	Bring the amplifier out of standby / select correct input.
The Stream-XR is not playing or paused.	Check the BluOS app is connected to the correct Stream-XR and playing.

No sound (digital sources)	
The sample rate or sound format of the digital signal from the source may not be correct.	Check that the sample rate from the source is within the specification of the amplifier and that the program is encoded as two channel stereo.

Not recognising USB	
USB device not recognised by the Stream-XR.	Check the contents of the USB drive are accesible with a computer.

Streaming problems	
Playback is interrupted due to network interruption or external interference.	Press play on the Stream-XR or from within the BluOS app to continue playback.

Standby is activated randomly	
Auto standby may have operated.	To save energy, the unit will automatically set to standby if no music plays for 20 minutes.

Remote control not operating	
The batteries may be flat.	Check the batteries.

Remote control lights flash	
This indicates that the batteries are flat.	Replace the batteries.

Error indication

Your streamer has a unique error indication system to help you to diagnose problems. If an error is detected in use, the display will show 'Error' with indication of the type of error as shown in the table.

Mains	
The mains supply voltage has been outside of safe limits.	Disconnect the amplifier from mains power and re-connect it. If the fault persists arrange for an electrician to check the mains supply voltage.

Internal PSU fault	
This fault condition will be displayed if there is a fault with the internal power supply of the amplifier.	A PSU fault cannot be corrected by the user. The streamer should be returned to your retailer.

External PSU fault	
This fault condition will be displayed if there is a fault with a connected PSU-XR.	Disconnect the streamer and PSU-XR from mains power. Check the interconnect between the two units, then re-connect to the mains. If the fault persists the PSU-XR should be returned to your retailer. Check the latest firmware is installed on both units.

If a fault condition still remains, return the streamer to your Cyrus appointed retailer or an authorised Service Centre.

Specifications

BluOS

Formats .... MP3, AAC, WMA, OGG, WMA-L, ALAC, OPUS
Hi-res formats..................................MQA, FLAC, WAV, AIFF
Sample rate ....Up to 32 bit /192 kHz
Network...RJ45 (GigE, 1Gbps), Wi-Fi 5(802.11ac, 2.4/5GHz)

Analogue output

DAC........................... ESS ES9038Q2M 32 bit XR tuned DAC
SNR 117dBA
THD+N 0.002%

Power Supply

Voltage .... As plate on rear of unit

Power Consumption

Standby.. <0.5W
Maximum 30W
Safety compliance .... UKCA, CE
EMC (230V).. UKCA, CE
EMC (115V)..FCC

Enclosure

Size (HxWxD) ... 75 x 215 x 355 mm (2.95" x 8.46" x 13.98")
Weight 3.0kg (7lbs)
Material .... Die cast chassis

Cyrus reserves the right to change all specifications without notice. E &OE

Acknowledgements

This product uses the LVGL graphics library.

See https://lvgl.io

Apple, AirPlay, Apple Home, Apple TV, Apple Watch, HomeKit, HomePod, HomePod mini, iPad, iPad Air, iPhone, and tvOS are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

To use AirPlay with this Cyrus Streamer, the latest version of iOS, iPadOS, or macOS is recommended.

MQA and the Sound Wave Device are registered trade marks of MQA Limited.© 2016

MQA (Master Quality Authenticated).

MQA is an award-winning British technology that delivers the sound of the original master recording. The master MQA file is fully authenticated and is small enough to stream or download.

Visit mqa.co.uk for more information.

The Stream-XR includes MQA technology, which enables you to play back MQA audio files and streams, delivering the sound of the original master recording.

MQA or MQA Studio indicates that the product is decoding and playing an MQA stream or file, and denotes

provenance to ensure that the sound is identical to that of the source material.

MQA Studio indicates it is playing an MQA Studio file, which has either been approved in the studio by the artist/ producer or has been verified by the copyright owner.

roon READY

Being Roon Ready means that Cyrus uses Roon streaming technology, for an incredible user interface, simple setup, rock-solid daily reliability, and the highest levels of audio performance, without compromise. (pending)

Licenses:

The Spotify software is subject to third party

licenses found here:

https://developer.spotify.com/legal/third-party-licenses/

Warranty

The warranty period is three years. No retailer or distributor may vary the terms of this warranty, which is personal to the original purchaser and is not transferable.

Please retain the sales receipt as proof of purchase.

Warranty claims must wherever possible be made through the retailer from whom the equipment was purchased.

This warranty excludes:

- Damage caused through neglect, accident, misuse, wear and tear, or through incorrect installation, adjustment or repair by unauthorised personnel. Any unauthorised servicing will result in loss of warranty.

- Liability for damage or loss occurring in transit to or from the purchaser.

- Consequential damage, loss or injury, arising from or in conjunction with this equipment.

Equipment for attention under warranty should be consigned return carriage paid. If returned equipment is found to comply with the published specification, CYRUS reserves the right to raise a charge.

The above conditions do not affect your statutory rights as a consumer.

WEEE

This logo means that this product is not to be disposed of with your household waste. This product should be handed over to a designated collection point to be recycled. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information on collection points, contact your local government for more information about recycling.

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