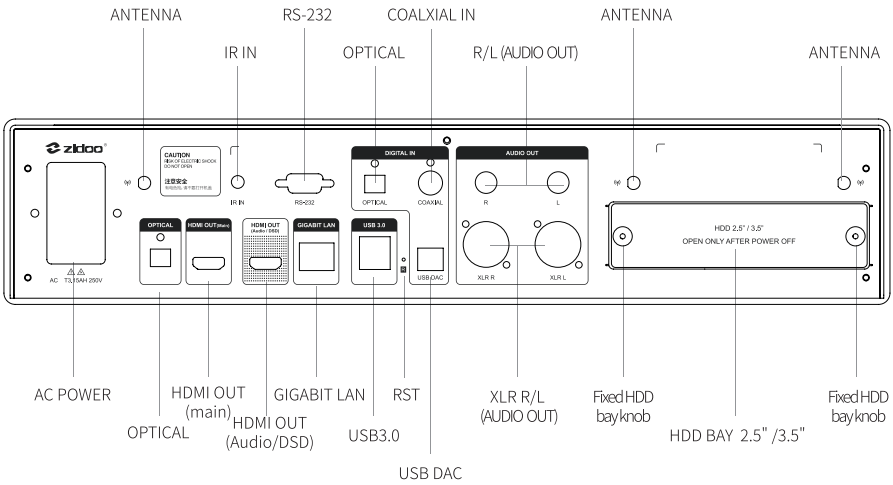
2.Back

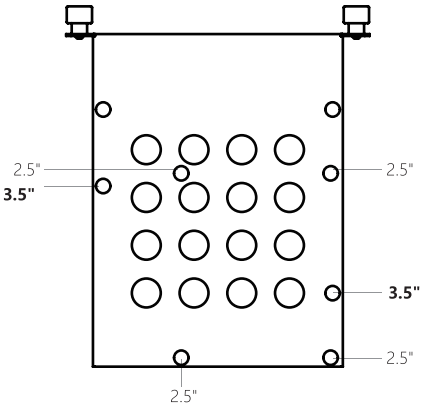


How to load a hard drive

A SATA 3.0 HDD bay is on the rear panel, which can load a 2.5'' or 3.5'' hard drive (hard drive isn't included).

Loosen 2 knobs on the rear panel which fix the HDD bay, then pull the HDD bay out.

Take out screws in the accessory box, put the hard drive into HDD bay and screw it in corresponding positions by screwdriver as the diagram shown; Put the HDD bay back into the device, and tighten knobs by hand.



Bottom view of HDD bay

Notes:

* 16TB hard drive capacity is supported by the device maximum.

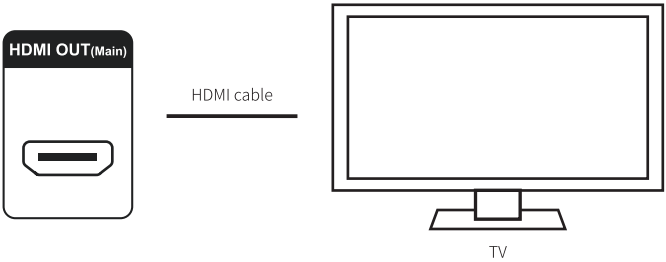
* Don't load or exchange hard drive when the device is powered on. Supported hard drive formats are EXT3, EXT4, NTFS, FAT32, EXFAT.

Connection and Installation

1. HDMI Device

① Connect with TV

Make sure both TV and NEO α are power-off, connect these two devices by HDMI cable from NEO α HDMI OUT port to TV HDMI IN port. And choose the correct signal source on TV after powering on.

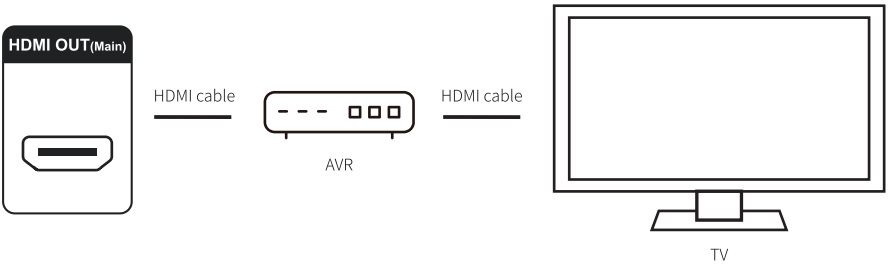


Notes:

* Please use HDMI 2.0 or above cable and display device to enjoy 4K UHD HDR experience.
* The small screen will be turned off when playing movie in order to ensure better experience.

② NEO α（HDMI Main）— AV Receiver— TV

Make sure AV Receiver, TV, and NEO α are all power-off. Two HDMI cables are required, one cable connects from NEO α HDMI Main port to AV Receiver HDMI IN port, another cable connects from AV Receiver HDMI OUT port to TV HDMI IN port. Choose the correct signal source on AVR and TV respectively after powering on.



Notes:

* In order to get wonderful 4K UHD HDR experience, please ensure that HDMI cable, display device and AV Receiver all can meet the corresponding technical specifications.

* HDMI OUT and DAC analog cannot output at the same time. In order to output audio from HDMI,we have to turn off DAC.

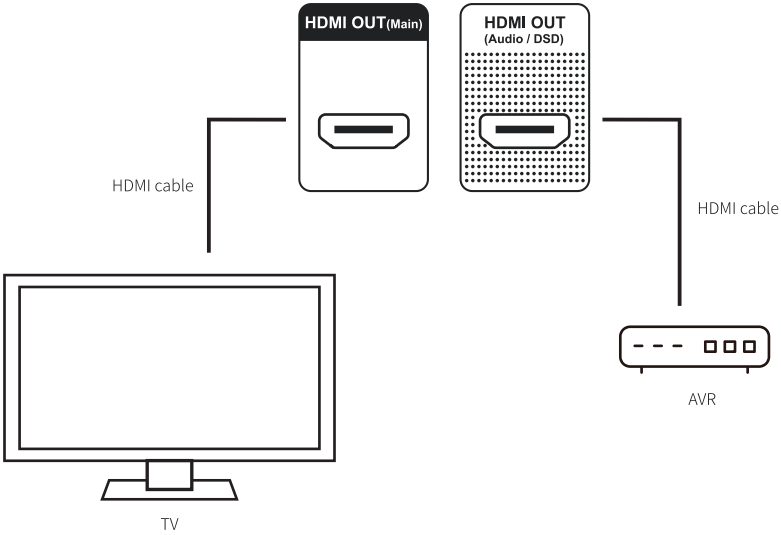
Settings > DAC Audio > Source In > turn off DAC.

* NEO α supports RAW audio passthrough, if your AV receiver support more advanced formats, please set HDMI audio to RAW.

Settings > Audio > HDMI Audio > RAW.

③ NEO α（HDMI Main）— AV Receiver— TV

Make sure that the TV, AV receiver, and NEO α are all power-off, one HDMI cable connects from NEO α HDMI Main port to TV HDMI IN port. The other HDMI cable connects from NEO α HDMI DSD to AV receiver HDMI IN port. Choose the signal source on AV receiver and TV separately after powering on.



③ How to choose HDMI output mode

There are 3 HDMI output modes for NEO α, which can be chosen according to the connected audio devices. These 3 output modes are Main and secondary port separation mode (auto DSD Native), Main port + Secondary port mode(DSD to PCM), Main and secondary separation mode(forced DSD Native).

Setup through large screen: **Settings > Audio Settings > HDMI Output**

Setup through touch screen: **Settings > General Settings > HDMI Output**

HDMI output modes description:

Main and secondary port separation mode (auto DSD Native):
Separate audio and video output, video outputs, from the HDMI main port, audio outputs from the secondary port. The secondary port automatically output DSD Native or PCM according to the capability of the connected AV receiver.

Main port + secondary port mode (DSD to PCM):
The HDMI main port outputs audio and video, the secondary port only outputs audio. DSD will output to PCM by default.

Main and secondary port separation mode (forced DSD Native):
Separate audio and video output, video only outputs from the HDMI main port, audio outputs only from the secondary port. DSD Native output will be output compulsively, the AV receiver should support DSD when this mode is enabled.

Notes:
*It is suggested to enable Main and secondary port separation mode (forced DSD Native) if AV receiver supports DSD multi-channel decoding. So that DSD file will output up to DSD 64(Native) 2.0/5.1CH.
*Audio passthrough is supported by NEO α HDMI output. If AV receiver can support more advanced audio formats, then audio passthrough is recommended to you:

Settings > Audio Settings > HDMI Audio > Audio passthrough

*In order to achieve 4K UHD HDR, please make sure the HDMI cable, display device and AV receiver will all meet corresponding technical specifications.
*HDMI output and DAC analog output cannot be enabled at the same time. Digital output should be set for connection methods referred above, so that audio will output from HDMI.

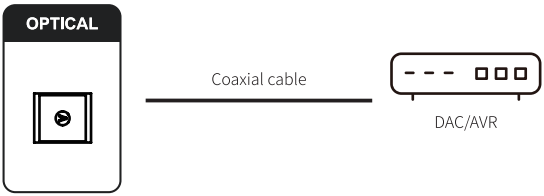
Settings > DAC Audio > Audio Source > turn off DAC

2.Installation and Connection of Audio Output Device

Digital audio output includes HDMI, Optical, Coaxial, USB and Bluetooth audio output. Please select the audio source as "Digital Output", meanwhile the DAC audio will be turned off.

① Digital Output

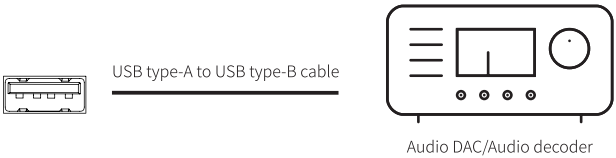
❶ Connect AV receiver/decoder via optical port.
The digital optical audio cable connects from NEO α optical port to AV receiver/decoder optical port, then switch the corresponding signal source.



Note:
Optical output supports sampling rate up to 192KHz 5.1 channel.

❷ Connect decoder via USB audio output

The USB audio cable connects from NEO α USB Type-A to decoder's USB audio input port.



Setup through large screen: **Settings > Audio Setting > USB audio**

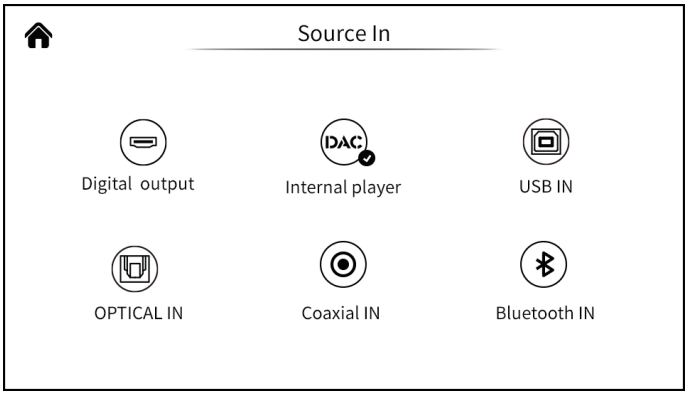
Setup through touch screen: **Settings > General Settings > USB Audio**

Note:

*There might be compatibility issue for the USB audio output of some decoders. Please contact with us for technical support when encountering an incompatible issue.

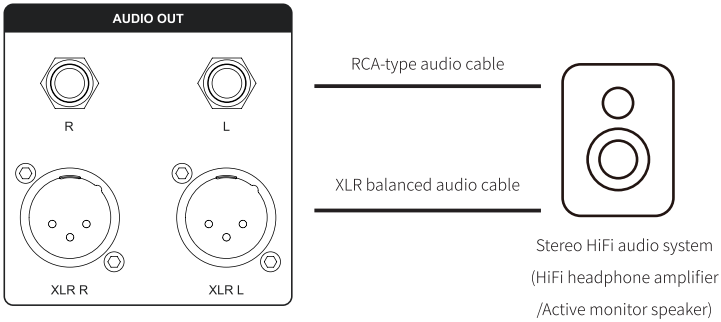
② Analog Output

NEO α output includes RCA, XLR and headphone jacks, which are all decoded by ES9038pro DAC. "DAC(internal player)" should be enabled as input source, then switch to corresponding audio source. Digital output will be turned off at that time.



❶ Connect active speaker or HiFi rear amplifier by RCA/XLR

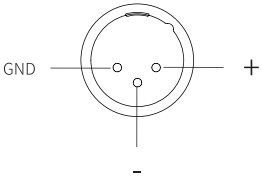
Connect NEO α RCA/XLR port to active speaker or Hi-Fi rear amplifier via a pair of RCA/XLR analog audio cable.



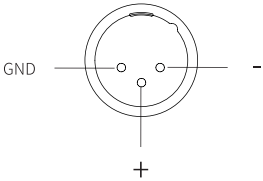
Notes：

* Two pairs of independent stereo output ports RCA and XLR are equipped in the device, choose one or the other. It is recommended to choose XLR as priority for noise suppression and signal completeness.

* It is a three-pin male port for NEO α balanced output, which will output a pair of differential signals (positive/negative signal). The positive and negative polarities are reversed in some audio system. The default positive polarity of NEO α is as follows. If reversing polarity is needed, then set it up by **Settings > DAC Audio > XLR port polarity**



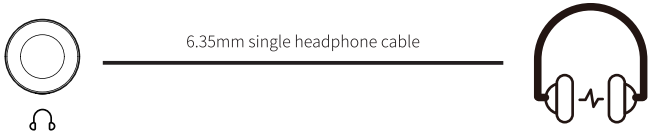
Positive Polarity Diagram



Negative Polarity Diagram

❷ Headphone amp output

There is a 6.35mm single-ended port on the front panel. Please insert the corresponding headphone plug.



Notes：

* The recommended headphone impedance of the device is 16-300Ω (low gain mode 16-32Ω/high gain mode 32-300Ω)

* How to switch headphone gain modes:

Settings> DAC Settings> Headset gain: low gain/ high gain

* When XLR, RCA and headphone jacks are connected simultaneously, 6.35mm headphone amp will be output as priority.

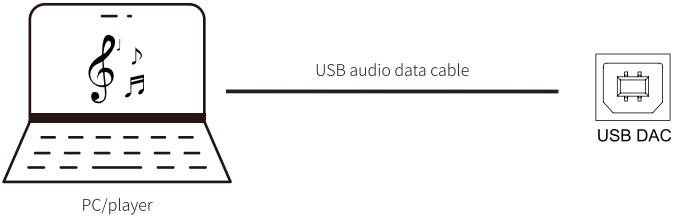
③ Digital Audio Input

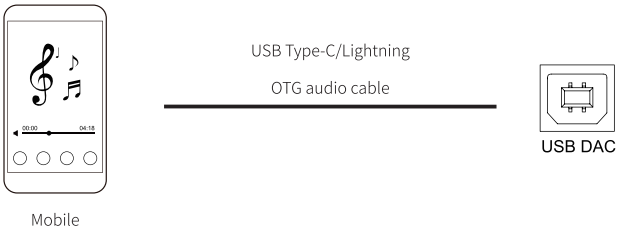
❶ USB Audio Input

NEO α and PC/mobile phone/other USB audio input devices can be connected by a USB Type-A to USB Type-B cable.

Set the input source to USB IN by:

Source IN > **USB IN**





Notes：

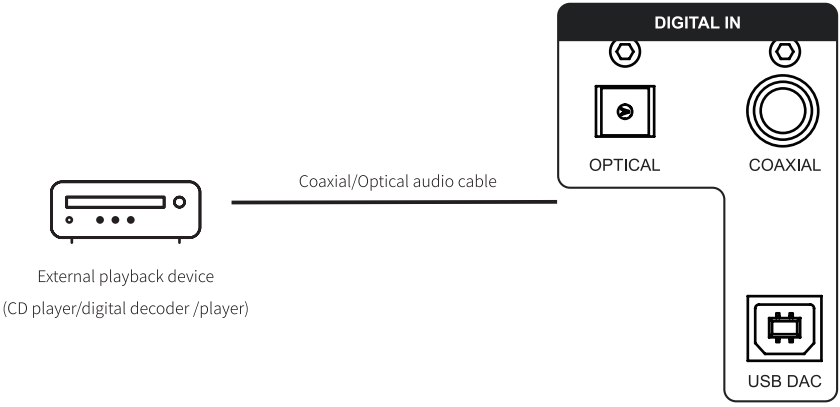
* Drivers might be needed to be installed to support PC or external playback device to transmit audio to NEO α.
* Audio driver is needed to be installed for Windows on PC. Please download the driver on official website or contact technicians; No drivers are needed for Mac OS and Android.
* USB input supports up to stereo DSD512, PCM 768KHz 32Bit and MQA. The actual playback specifications are affected by hardware and software.

❷ Coaxial/Optical Audio Input

Connect a playback device to NEO α Coaxial/Optical port by a digital audio cable for audio decoding.

Set the input source to Optical/Coaxial input by:

Source IN > **Coaxial IN /** **Optical IN**



❸ Bluetooth Audio Input

A CSR8675 flagship Bluetooth audio module has built in the device, which supports SBC/AAC/aptX/aptX LL/aptX HD/LDAC lossless protocols. So that it can be used as a Bluetooth decoder to pair and playback from mobile Bluetooth devices.

Set "Bluetooth IN" as input source and search "NEO Alpha" in mobile devices to be paired.

Settings: **Source IN >** **Bluetooth IN**

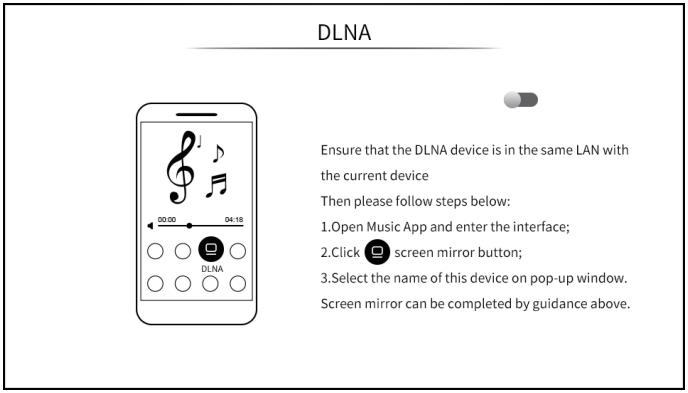
Note:

*The actually received formats on NEO α depend on the Bluetooth transmitting device. Generally Bluetooth output modes can be switched in the system developer option in Android phone. AptX HD and LDAC are recommended.

❹ Music Streaming

Multiple protocols are supported by NEO α. Music can be pushed from the mobile device to NEO α by DLNA in same LAN .

Turn on Media Center>DLNA on NEO α display screen. Access the App on mobile device with DLNA, play music and cast screen to NEO α.



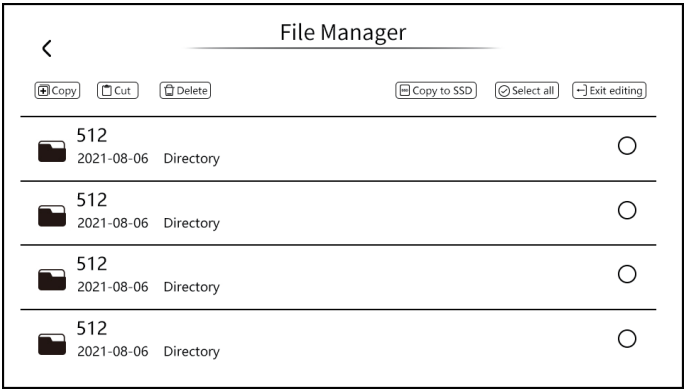
Note:

*DLNA using experience might vary due to different devices and applications.

File Manager

1.File Manager on Touch Screen

Open the File Manager on NEO α touch screen, then we can copy, paste, cut and delete files from internal hard drive, USB external storage device and network server. Files from external storage devices can be quickly copied to the internal SSD.



1. Copy files from external storage device to internal SSD

Select the file directory in File Manager, choose "**Edit > Select all/one folder/one file**", then click "Copy to SSD".

2. Copy files between external storage device

Select the file directory in File Manager, choose "**Edit > Select all/one folder/one file**", click "Copy/Cut" then "Paste" in the targeted device directory.

3. Delete files

Select the file directory in File Manager, choose "**Edit > Select all/one folder/one file**", click "Delete" and confirm.

Notes:

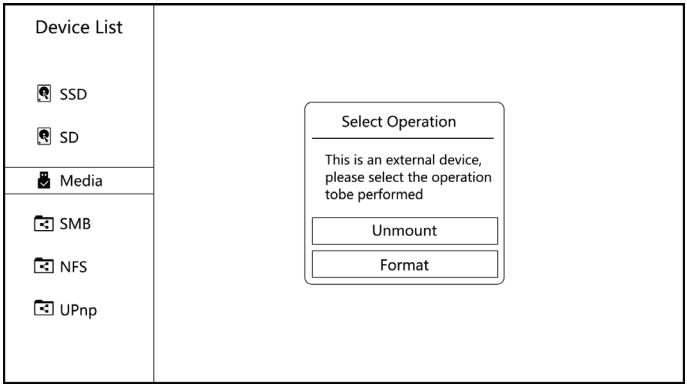
* Files can only be pasted to network storage device with write permission.
* Please be careful to delete files, data cannot be recovered once it is deleted.

2.File Manager on Large Display Screen

There are more functions in File Manager as follows when operating on large display screen:

1. Unmount and format the hard disk

Press left arrow key in File Manager to choose storage device, then press the key again to unmount or format hard drive.

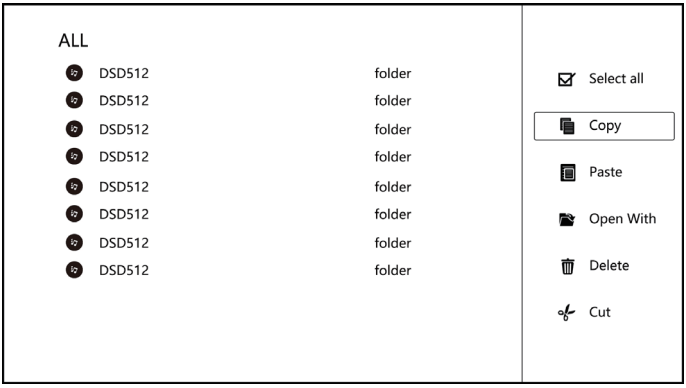


Unmount: Unmount the connected USB storage device.

Format: Format the USB storage device. Rename and format selection are supported.

2. Relevant file operation

Press "Menu" or "Right arrow" key on large screen to finish operations as below.



Select multiple/select all: select several files needed to be manipulated or edited

Copy: copy the selected file

Paste: paste the copied file

Play mode: select the playback mode, which is applied for third-party playback application

Delete: delete the selected file

Cut: cut the selected file

Favorite: put the selected file into my favorites

Refresh: refresh the current page

Rename: rename the selected file

New: create a new folder or file in the current directory

Viewport: set the view mode of file browsing

Settings: some advanced functions

Notes:

* Files can only be pasted /renamed /created to network storage device with write permission.

* Please be careful to delete and format files, data cannot be recovered once it is deleted.

Music Player

NEO α Music Player application can play lossless music from internal SSD, hard drive and NAS (SMB/NFS/UPNP/Webdav). Music files can be added across devices at a time. Music resource will be displayed intuitively in the music library after intelligent matching, it is convenient for music managing, collecting, searching and playing.

1.Adding Local Music Files

①. Adding from small touch screen

Turn on the device, make sure network is connected, then access into the Home page > Music library > Folder > Add music directory > Select music stored device(hard drive or NFS/SMB network server) and find the path of music file > Click OK and wait for scanning.

* Long press the file directory can play, scan and remove file.

②. Adding from HDMI display screen

It is similar with operations on small touch screen, adding device and scanning music file for the first time according to the instruction on screen.

2.Music Playback

After adding and scanning music files, music will be displayed in music library in these categories: "Track", "Artist", "Album", and "Folder". Click the playback status icon in the upper right corner to enter into playback page.

3.Music Playback Status

Music playback page can display album cover, song name, sampling specification, playback progress and control buttons.

①. Buttons description

Favorite: add the currently playing song to my favorites.

Control buttons: previous song/next song, pause/play

Playback mode switching button: switch modes among list play, shuffle play, list cycle and single cycle.

Playing queue: check music playback order in the queue. For example, when playing songs from the artist category, the playing queue will include all songs in artist category.

②. Favorite music

❶ Add current-playing song to my favorites: click " ♥ " to add the current-playing song to my favorites.

❷ Add songs in categories into my favorites: long press songs in music list of artist, album and folder categories to add into my favorites.

❸ Add songs in playing queue into my favorites: click the playing queue in music playback detailed page. click " ♥ " in the upper right corner to add all songs in playing queue into my favorites.

③. Create and add to playlist

❶ Create and add single to the playlist:

Long press a single song and select "Add to Playlist" in the pop up box ＞"Create Playlist" ＞ Enter the name of the new playlist, then select the single into the new playlist.

❷ Add to playlist in batch:

Click the playing queue in the upper-right corner of music playback page. Click "add" icon, select all music in playing queue to playlist.

④ . MQA (Master Quality Authenticated)

The NEO α includes MQA technology, which enables you to play back MQA audio files and streams, delivering the sound of the original master recording. The NEO α LED glows green or blue to indicate that the unit 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. It glows blue to indicate 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.

Control Methods

1. Remote Control

① Remote Control Pairing

A Bluetooth infrared remote control is equipped for NEO α, it is recommended to pair the remote control according to the tutorial in Boot Wizard.

How to pair the Bluetooth remote control: Point the remote control at NEO α, press and hold ☰ and ⏮ keys for 5 seconds.

② Switch screens to be controlled

The remote control can act on small and large screens, it is in auto mode by default.

Setup: Settings > General Settings > Remote control acts on

Auto: when no display device has been connected with NEO α HDMI port, the remote control will act on touch screen (small screen). Whereas, it will control the connected display screen(large screen).

Touch screen: control NEO α touch screen only (small screen).

External display screen: control the connected display screen only (large screen).

③ Custom shortcut keys

There are three custom shortcut key(Red, Green and Blue) on the remote control.

How to set up:

Press any custom shortcut key on the remote control and set up on the popup menu.

How to exchange functions of shortcut keys:

Apps > Shortcut key > Re-select a function

2. Control by Mobile Phone/iPad

Users can control Zidoo media players by installing Zidoo Controller APP. File manager, applications, music player, poster wall and settings can all be controlled.

① Application Installation

Please find "**All APPs > Control Center**" on display device or "**Settings > Control Center**" on NEO α touch screen, then scan the QR code to download the APP.

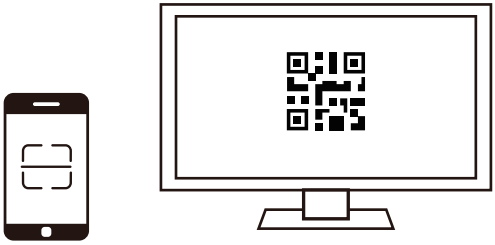
Notes:

* Zidoo Controller app Android (mobile phone), IOS (iPhone and iPad) versions can be download on official website.
* Or search "Zidoo" in "Apple Store" to download app for IOS versions.

② Connection

After the APP is installed, please ensure devices are connected with network successfully, mobile device and Zidoo media player are in same LAN. Then following steps below to add device:

Open Zidoo Controller APP and click "+" in the upper-right corner then scan QR code in Media Center.



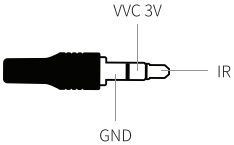
3. Other Control Methods

① IR Control

A 3.5mm IR jack on the rear panel is alternative for AV installer to integrate smart control system. Please refer to the IR code document on Zidoo official website.

When the device has been put into a sealed cabinet, an external IR receiver will be helpful to pass through obstacles and receive IR signals.

IR jack diagram



② RS-232 Control

There is a RS232 serial port on NEO α, it can be used to connect with relevant devices in smart control system for AV installer. Please refer RS232 protocol codes on Zidoo official website.

Note:

Please contact with local distributor for the installation and setup of smart control system.

③ HDMI CEC

HDMI CEC allows for HDMI devices to be controlled by one remote control. When NEO α connects with a CEC-compatible TV or AV receiver via HDMI port, Zidoo remote control can turn on/off NEO α, TV and AV receiver. Volume can also be controlled when AV receiver is in audio passthrough mode.

How to enable HDMI CEC: **Settings > Other Settings > HDMI CEC**

Notes:

* Only the HDMI Main port support HDMI CEC, HDMI DSD doesn't support HDMI CEC.
* Devices connected with NEO α should also support HDMI CEC, the compatible situation will depend on different devices.

OTA Update

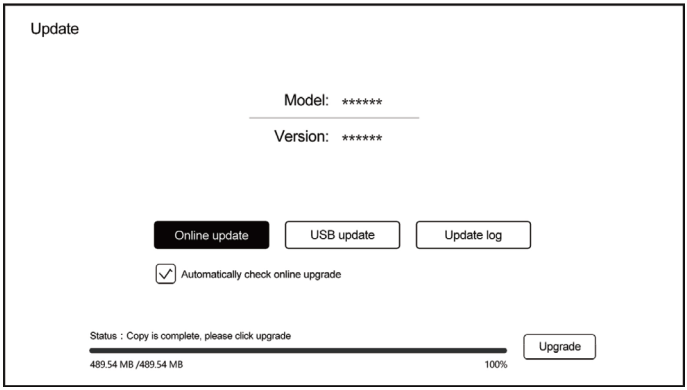
Zidoo will update firmware from time to time. After new firmware is released, it can be updated through the OTA to experience new functions. NEO α OTA update can be updated through large display screen or small touch screen. Both online update and USB update are supported.

1.Update on Large Display Screen

Access "APPS" on the homepage and find "Update" icon.

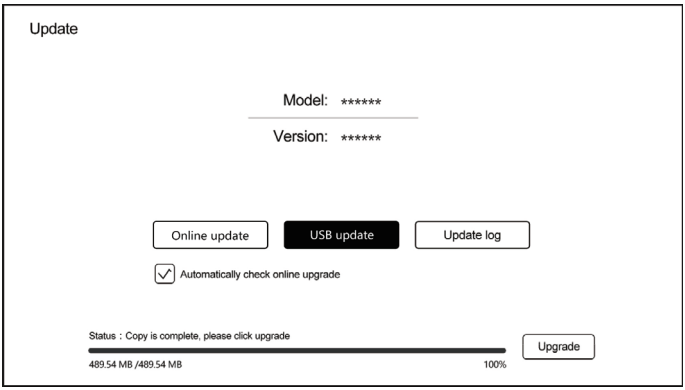
① Online Update

Click the "online update" option to obtain the latest firmware information through the network. Follow instructions to update and wait the device to restart automatically after the update is finished.



② USB Update

Download firmware from official website to a USB stick, insert the USB stick to the device, and then click "USB update"option. Follow instructions to update and wait the device to restart automatically after the update is finished.

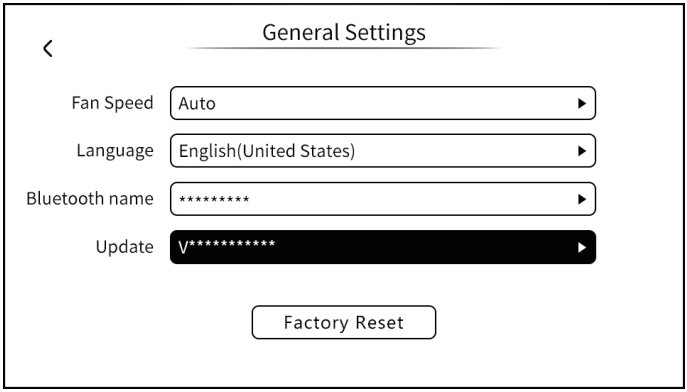


Notes:

* Don't power off during the process of firmware upgrade.
* It is recommended to use a U disk with FAT 32.
* No need to unzip the firmware file package.

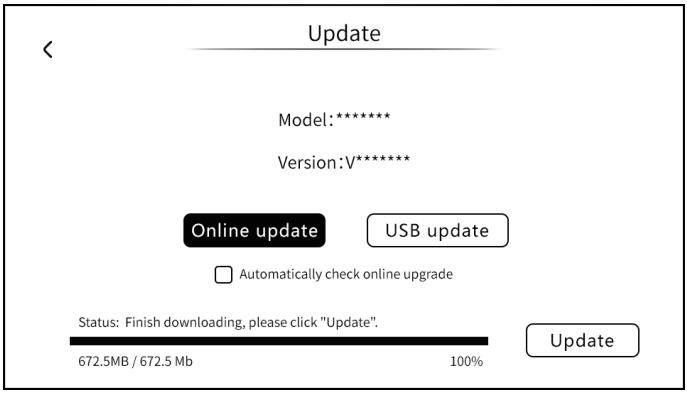
2.Update on NEO α OLED Screen

Firstly find "**Settings > Generic Setting > Update** " on the touch screen of the device.



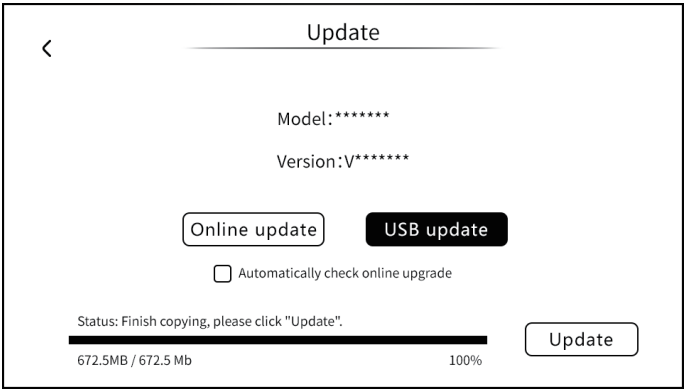
① Online Update

Click the "online update" option to obtain the latest firmware information through the network. Follow instructions to update and wait the device to restart automatically after the update is finished.



② USB Update

Download firmware from official website to a USB stick, insert the USB stick to the device, and then click "USB update"option. Follow instructions to update and wait the device to restart automatically after the update is finished.



Special Note:

In order to improve the user experience, Zidoo will update firmware from time to time. Therefore this product manual may differ from the actual setting menus of the product. Please download the latest version of product manual on Zidoo official website.

Safety Warning:

1. No water splashing or dripping, don't put objects with liquid like vase on the device.
2. The power plug and the power switch are used to disconnect power supply, which cannot be blocked by other objects.
3. It is Class I device, there must be grounding measures inside the box when using.

* Safe using below 2000m altitude.

FCC Statement

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: 1) this device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

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 particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

--Reorient or relocate the receiving antenna.

--Increase the separation between the equipment and receiver.

--Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

--Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

FCC Radiation Exposure Statement

This device complies with RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device must operate with a minimum distance of 20 cm between the radiator and user body

Guarantee
保修卡

User File
用户信息

User name 用户姓名		Sex 性别	
Address 回寄地址			
Telephone 联系电话		Zip 邮编	
Commodity name and specification 产品名称		Model NO. 型号	
Fault description 故障说明			

Guarantee Item
保修条款

(1) One year guarantee from date of purchased. (not including fittings)

(2) All of damage by man-made(tear open the housing,tear off the sticker,unnormally using),or losing this card,we will not guarantee.

⑴ 保修期限：本产品遵循国家三包条例，商品存在非人为损坏所引起的硬件故障，本公司将提供一年保修服务（配件除外）。

⑵ 如需寄回本公司维修，请与此保修卡一同寄回。

⑶ 一切人为因素造成的损坏（包括擅自拆机，撕毁标签，自行刷机等），本公司将不予保修。

QUALIFIED
CERTIFICATE
合格证

CHECKER/ 检验员 _____

DATE/ 日期 _____