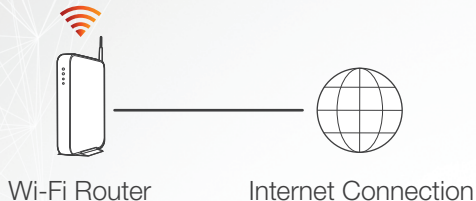




**HEOS 5** QUICK START GUIDE

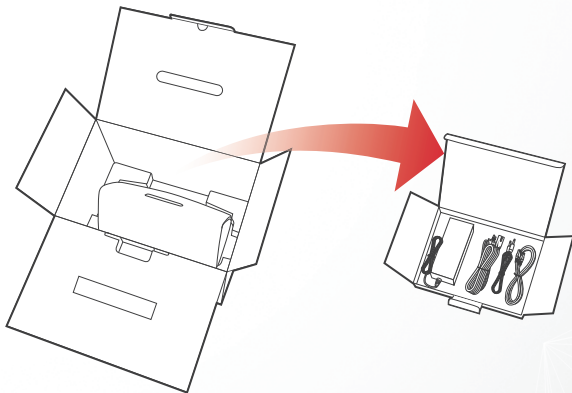
# BEFORE YOU BEGIN

Make sure you have the following items in working order:

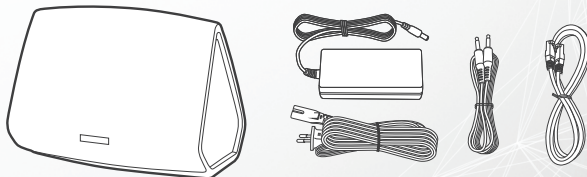


# STEP 1: UNPACK

Carefully unpack your new HEOS speaker.

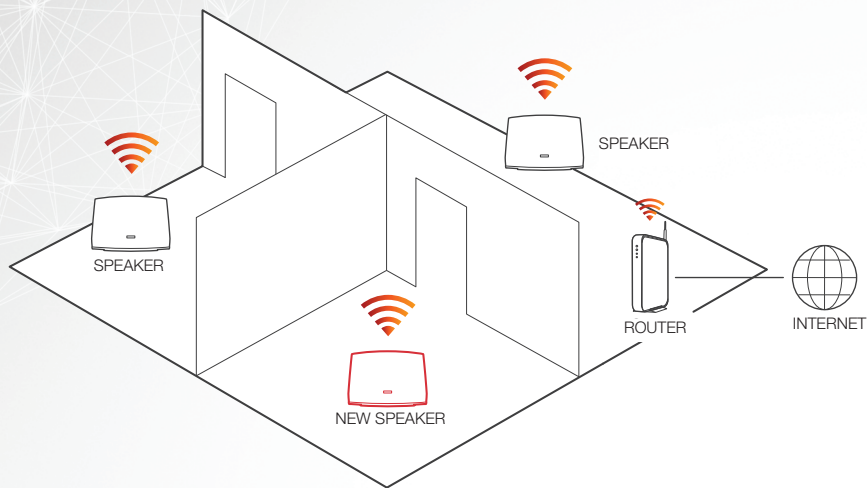


Verify that the following items are included in the box.



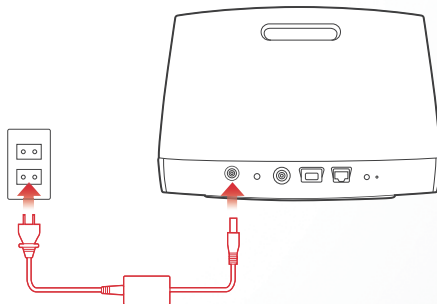
# STEP 2: PLACE

Place the new speaker at a convenient location in your home.



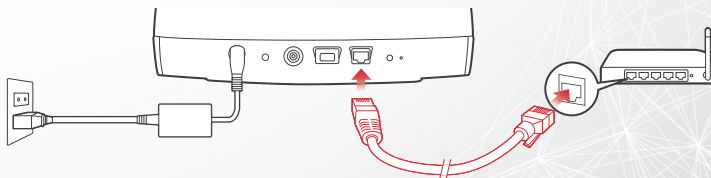
# STEP 3: CONNECT

Connect the power cord to the speaker and a wall outlet.



## OPTIONAL

If you are connecting the speaker to a wired network, connect the included Ethernet cable between the speaker and your router. Do not connect the Ethernet cable if you are connecting your speaker to a wireless network.



# STEP 4: CONTROL

- 1 Download the HEOS by Denon App  
Go to the App Store<sup>SM</sup> or to Google Play<sup>TM</sup> and search for "HEOS by Denon" to download and install.



- 2 Launch the HEOS App and follow the instructions in the app.



# STEP 5: ADD SPEAKER



## ENJOY!

For further information, please visit [HEOSbyDenon.com](https://www.heosbydenon.com)

# BASIC TROUBLESHOOTING

## **My speaker won't connect to my network using the audio cable**

- Make sure your mobile device is connected to your wireless network before setting up your speaker.
- Alternatively, you can connect your speaker to your network router using the included Ethernet cable. Once connected via Ethernet, the HEOS by Denon App should recognize the speaker and you can manually move it to your wireless network using *Settings/My Devices/Device\_Name/Advanced/Network Settings*.

## **I get a message “Device was not found”**

- Move your speaker closer to your wireless router.
- Your speakers and controller device may not be on the same network. Verify that the controller device is on the same network as your speakers. This is usually configured under the Settings feature on your device. If you have more than one network, your device may hop to a different network as you move around your home.
- Make sure you don't have any other electronic devices interfering with your wireless network signals. Microwave ovens, cordless phones, and some televisions can cause wireless network interference.
- If your speakers are located far away from your router, consider adding a wireless range extender like the HEOS Extend.
- In case your wireless router is incompatible with HEOS speaker, please use the optional HEOS Extend Wireless Range Extender and hard-wire it to your router.

## **Music cuts out or delays sometimes**

- Make sure your Internet connection is operating correctly.
- If you are sharing your network with other users or devices, they may be using most of your bandwidth (especially if they are streaming video).
- Make sure your speakers are within range of your wireless network.
- Make sure your speakers are not located near other electronic devices that could interfere with its wireless connectivity (like microwave ovens, cordless phones, TVs, etc...)



## I hear a delay when using the AUX Input with my TV

- If you are connecting the AUX input with your cable or satellite box for enjoying TV audio through multiple HEOS speakers, you may hear a delay between when you see someone speak and when you hear the audio. This is because the HEOS system must buffer the audio before it sends it out to the speakers so that it arrives at all speakers at the same time.
- You can avoid this delay by listening only to the speaker which is directly connected to the set top box.

## Connecting to a network using WPS

If your wireless router support WPS (Wi-Fi Protected Setup™) your HEOS Wireless Speaker can optionally connect to your network using the "Push Button" method by following these steps:

1. Press the WPS button on your router.
2. Within 2 minutes, Press and Hold the Connect button on the rear panel of the HEOS speaker for 5 seconds.
3. The LED on the front of the speaker will flash green for several seconds as it connects to your router.
4. When the connection is complete, the LED on the front of the speaker will turn solid blue.

## Resetting Your Speaker

Resetting your speaker will clear out the wireless network settings, EQ, and name but retain it's current software. You will have to use Settings->Add Device to reconnect the speaker to your home network before it can be used.

To reset your speaker, gently insert a small paperclip into the Reset button hole on the back of the speaker and hold it in until the front LED begins to flash blue.

## Restoring the Speaker to Factory Defaults

Restoring the speaker to its factory defaults will clear all of the settings and restore the original software which was installed at the factory.

**Caution:** All settings will be erased and the software will likely be downgraded!

To restore your speaker to the factory defaults, unplug the power cable from the back of the speaker. Insert a small paperclip into the Reset button hole on the back of the speaker, reconnect the power cable, and hold it in until the front LED begins to flash amber.

Google Play is a trademark of Google Inc.

Apple, the Apple logo, iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Wi-Fi Protected Setup™ logo is trademark of Wi-Fi Alliance.

# CONTACT Denon

If you need additional help in solving problems,  
contact Denon customer service in your area  
or visit [HEOSbyDenon.com](http://HEOSbyDenon.com)





# DENON

**HEOSbyDenon.com**

HEOS 5 V01

D&M Holdings Inc.,  
Printed in China.  
54111115800AD