

KENWOOD

REMOTE PORTAL

Access

USER GUIDE

KENWOOD CORPORATION

*How to Use and Enjoy Your
Access Remote Portal*

MP3

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Complete Guide to Your New Kenwood Access Remote Portal

Congratulations on your purchase of the Kenwood Access. With Access, you'll open a door to the media stored on your Entré, allowing you to enjoy music and Internet Radio anywhere you place the Portal. You'll quickly find the music or radio stations you're looking for, since you can browse your library on Access as you do using Entré.

Access is easy to set up, and easy to use. With this guide, you'll familiarize yourself with Access' capabilities, and quickly enjoy its state-of-the-art technology.



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1. Hold the **POWER ON** button down on the remote control until the Standby, MUSIC, NET RADIO, AUX and OG lights flash momentarily. Then release the **POWER ON** button.
2. When the Standby light stays lit

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Chapter 1: Setting Up and Configuring Your Access

Welcome to the Complete Guide to your new Kenwood Access. With Access, you can enjoy Internet Radio and the music stored in your Entré library anywhere in your home. Access doesn't require extensive setup—with a few simple connections, you'll be able to access your media remotely.

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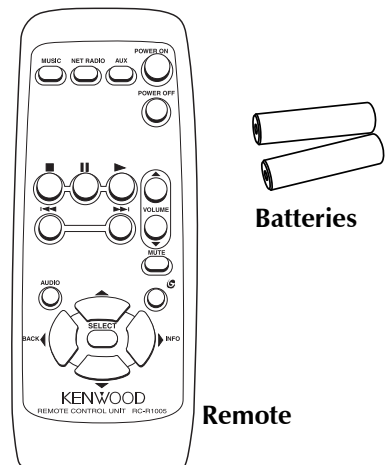
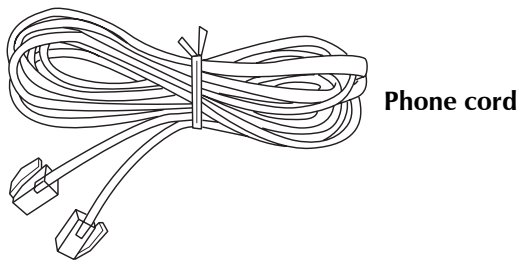
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What's Included with Access?

Unpack your new Access carefully and make sure you have all the accessories:



How Do I Use Access Safely?

Read this section carefully to ensure safe operation.

The Kenwood Access is designed for operation only on AC 120V current. Access must be connected to a 120V AC outlet that supplies constant voltage. Do not use an outlet controlled by a switch, or the switched power outlet on a receiver or other audio component.



Prevent electric shock:

- Do not expose your Access to rain or moisture.
- Do not remove the cover.



There are no user-serviceable parts inside. If your Access requires repair, take it to an authorized service outlet.

The icon to the left indicates the presence of un-insulated dangerous voltage that may be of sufficient magnitude to cause electric shock.

Resetting Access

If Access fails to respond to front panel or remote commands, or if it responds erroneously, reset it:

1. Hold the **POWER ON** button down on the remote control until the Standby, MUSIC, NET RADIO, AUX and OG lights flash momentarily. Then release the **POWER ON** button.
2. When the Standby light stays lit, press the **POWER ON** button on the remote or the **POWER** button on the front panel to turn Access on.

How Do I Connect Access to Entré and the Internet?

Because Access is designed to play back content MP3s from Entré or Internet Radio via Entré, you must connect Access to Entré, either via a common telephone line or directly. Since Access connects to the Internet through Entré, the way you set up Entré's Internet connection affects how Internet Radio works on Access. There are two ways to connect Entré to the Internet:

- Dial-up, via Entré's internal modem
- Broadband (through DSL, a cable modem, or other high-speed connection)

To learn more about connecting Entré to the Internet, see "How Do I Connect My Entré to the Internet?" on page 17 of *How to Connect and Set Up Your Entré Entertainment Hub*.



Because there are many different ways to set up a home network, the following connection diagrams only show the most common ways to connect Access and Entré.

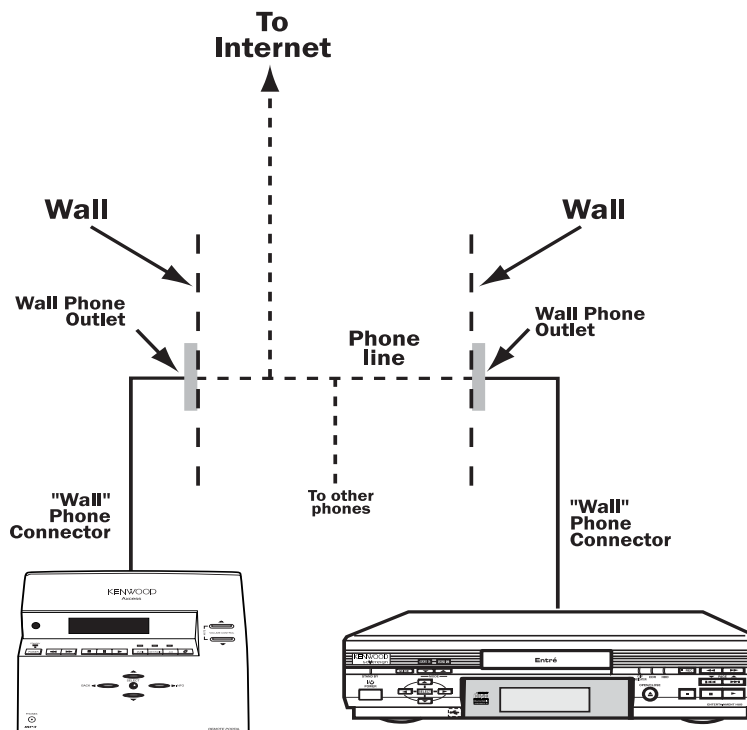


Do not plug Access' power cord into a wall outlet until you have completed all the connections.

Establishing a Connection via Dial-Up

If you use a dial-up connection for Entré, you will not be able to listen to Internet Radio on Access. All of Access' other functions will operate normally. Connect the components according to the following illustration:

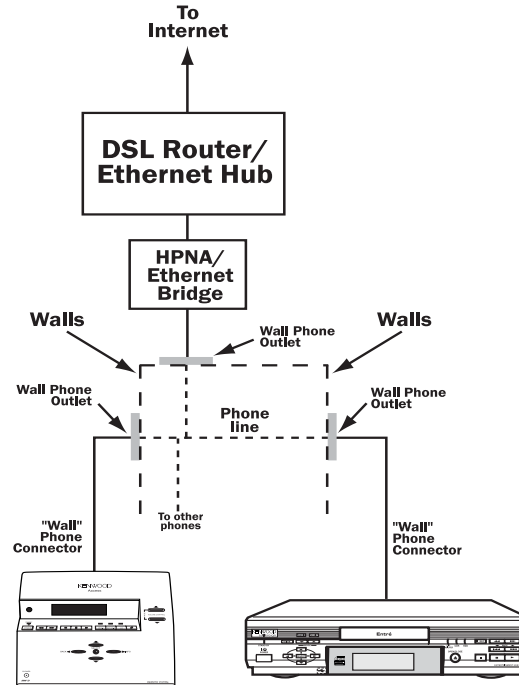
Entré Dial-Up Internet Connection



Establishing a Connection via Broadband

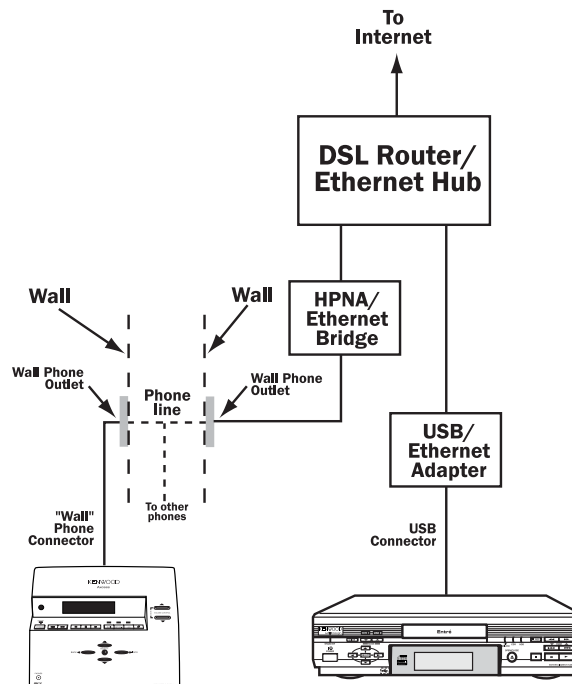
If you use a broadband Internet connection and you connect Entré to the Internet via a Home Phone Network Alliance (HPNA)/Ethernet bridge, you will be able to use all of Access' functions including Internet Radio. Connect the components according to the following illustration:

Entré Broadband Internet Connection via HPNA



If you use a broadband Internet connection and you connect Entré to the Internet via a Universal Serial Bus (USB)/Ethernet adaptor *and* an HPNA/Ethernet bridge, you will be able to use all of Access' functions including Internet Radio. Connect the components according to the following illustration:

Entré Broadband Internet Connection via USB with HPNA/Ethernet Bridge



The following HPNA/Ethernet bridge models are verified by Kenwood to work with Access and Entré:

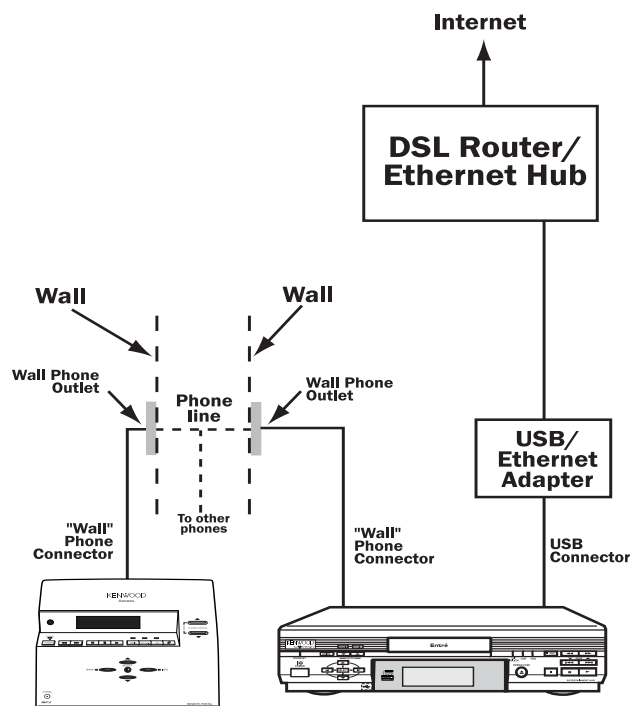
- D-Link DHN-100
- LinkSys HPB200
- LinkSys HPR0200
- NetGear PE102

You can purchase an Ethernet adaptor (the CATC NetMate) directly from Kenwood USA. Visit our website at www.kenwoodusa.com.



You can also make a broadband connection from Entré to the Internet via its USB connector and an Ethernet adaptor without using an HPNA/Ethernet bridge for Access. **However, you will not be able to listen to Internet Radio on Access.** All of Access' other functions will operate normally.

Entré Broadband Internet Connection via USB without HPNA/Ethernet Bridge (No Internet Radio on Access)

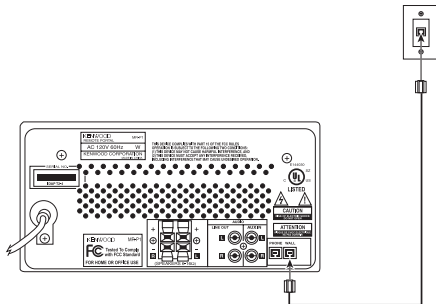


How Do I Connect Access to My Phone Line?

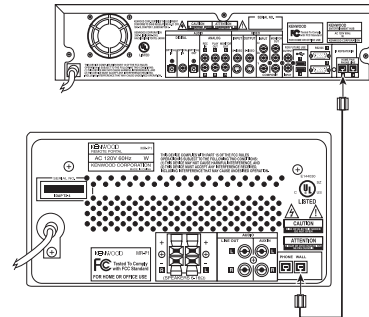
No matter how your home network is configured, you will connect Access to it in the same way.

1. Connect one end of the included telephone cord to the telephone connector labeled WALL on the back of Access.
2. Connect the other end of the telephone cord to the telephone jack on the wall or directly to Entré.

Access Connection to Wall Telephone Jack



Access Connection Directly to Entré



If you have more than one phone line, be sure to connect Access to the same phone line that Entré uses.

How Do I Connect Access to My Speakers?

Connect the wires from the left and right speakers to the speaker connectors on the back of Access.

- Make sure to connect the speaker's positive (+) terminals to the positive (+) terminals on Access.

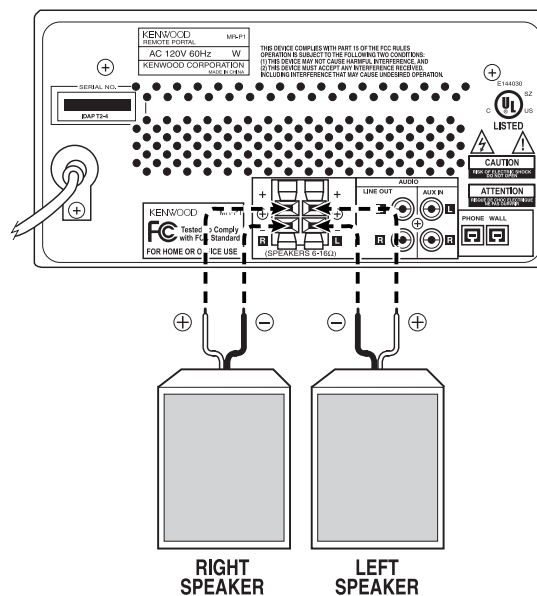


Do not allow the + and - wires to touch (short-circuit), as this could damage Access.

- The speakers must have a nominal impedance of more than 6 ohms.

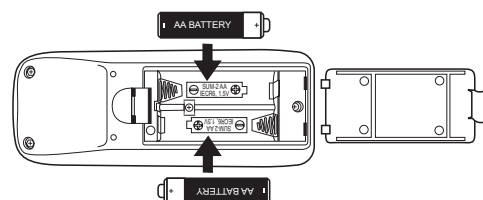


Connecting Access to speakers with a nominal impedance of less than 6 ohms may cause it to get too hot. If this happens, Access will automatically reduce its power output until it cools down, causing the volume to become quieter.



How Do I Set Up My Remote?

1. Remove the cover.
2. Insert two AA batteries, as shown at right.
3. Close the cover.



How Do I Connect Access to an Auxiliary Audio Source?

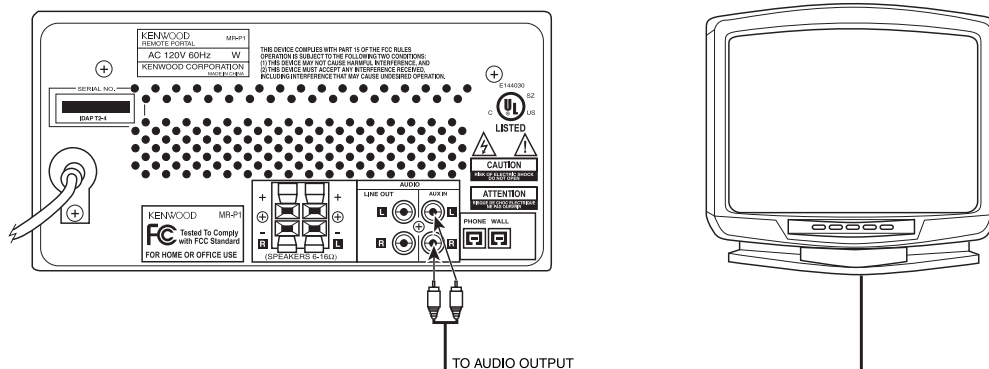


This is an optional connection. You don't have to complete it to use Access.

You can use the speakers connected to Access to listen to sound from another device (such as your TV's audio output).

Connect stereo audio cables from the device's audio outputs to Access' AUX inputs.

Once you've made this connection, press **AUX** on your remote or on the front panel of Access to listen to this device. For more information about using Access' auxiliary function, see "How Do I Switch Modes?" on page 14 in *How to Use and Enjoy Your Access Remote Portal*.



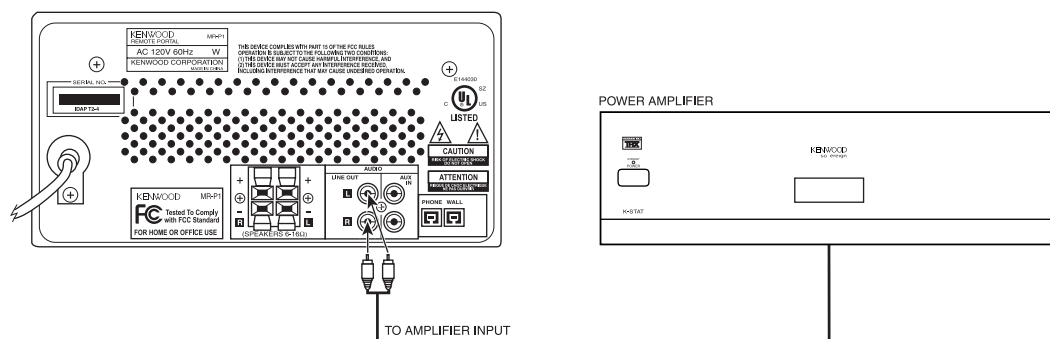
Do not connect Access' AUX IN and LINE OUT terminals to the same device (such as a tape recorder). This can create a feedback loop that could damage Access and the connected device.

How Do I Connect Access to an External Power Amplifier?

You can use Access as the audio source for a more powerful audio system by connecting it to an external power amplifier, which can then be used to drive larger speakers.

Once you've connected Access to the external amplifier, Access' volume control will control the volume of the amplifier and the speakers connected to it.

Connect stereo audio cables from Access' LINE OUT outputs to the amplifier's inputs. To connect the amplifier to the speakers, refer to the amplifier and speaker instruction manuals.



Do not connect Access' AUX IN and LINE OUT terminals to the same device (such as a tape recorder). This can create a feedback loop that could damage Access and the connected device.

How Do I Set Up Entré to be Recognized By Access?

Once you have connected Access and Entré to your network, you need to activate Entré's secondary network connection and name the network. Once you do, Access will be able to recognize Entré on your network.

1. Press **SETUP** on the Entré remote.
2. Select **INTERNET CONFIGURATION**.
3. Select **NETWORK CONNECTIONS**.

4. Under **SECONDARY NETWORK CONNECTION (LAN)**, select **HOME/PNA**.
5. Select **SAVE**.
6. Select **NETWORK NAME**.
7. Enter a name for this Entré. (If you have more than one Entré, repeat the process, entering a different name for each.)
8. Select **SAVE**.

After changing the network setting and naming the network, you'll need to reset Entré. See "Resetting Access" on page 2 for more information.

How Do I Power Up Access for the Very First Time?

Once you've connected Access to Entré and your speakers, set up the remote, and set up Entré to recognize Access, you can begin using the Remote Portal. Plug Access' power cord directly into a wall outlet that receives constant power.

After you plug Access' power cord into the wall, its Standby, Music, Net Radio and AUX indicators illuminate momentarily, then it enters Standby mode. Once the Standby indicator stays lit, press the **POWER** button to turn Access on. Access goes through an automatic network configuration, which may include automatically downloading updated software from Entré. If Access finds updated software to download from Entré, the following screen appears for about 2–3 seconds:



Do not press any buttons on either Access' front panel or remote control until the configuration process is complete. If you do, Access will be unusable because it has no valid Read-Only Memory (ROM). Return your unit to an authorized service outlet for repair.

Once this process is complete, Access enters the AUX input mode. You can then choose to listen to an auxiliary source (if connected), or switch to playing music or Internet Radio. For more information about using Access, see "Enjoying Your Music Collection" on page 17 or "Enjoying Internet Radio" on page 21 in *How to Use and Enjoy Your Access Remote Portal*.

Configuring Access Manually

If Access is not able to automatically configure the network settings itself or if your network has a static IP address, Access automatically enters the manual configuration mode. You can also choose to manually configure your Access by pressing and holding the select button when the following screen appears:



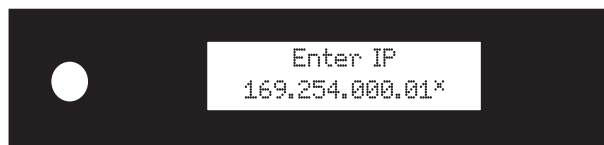
Network Configuration

Access will prompt you to manually enter the network settings (IP address, gateway address, network mask and DNS address). Get this information from your Internet Service Provider (ISP). If your network uses a static IP address, you can also get the information directly from your Entré:

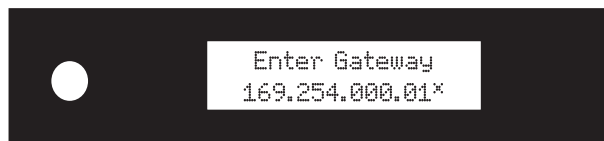
1. Press the **SETUP** button on Entré's remote.
2. Select **INTERNET CONFIGURATION**.

3. Select **PRIMARY TCP/IP SETTINGS**.
4. Write the settings down or leave Entré set to this screen while you configure Access.

Once Access enters the manual configuration mode, the IP address appears:



1. Use the left/right arrow buttons to select the number you want to enter (the selected number will blink).
2. Use the up/down arrow buttons to change the number.
3. Repeat steps 1–2 until the correct IP address shows on the display.
4. Once you have entered the correct IP address, press the **SELECT** button. The gateway address appears:



5. Use the left/right and up/down arrow buttons as before to enter the correct gateway address.
6. Press the **SELECT** button. The network mask appears. Use the left/right and up/down arrow buttons as before to enter the correct network mask.
7. Press the **SELECT** button. The DNS address. appears. Use the left/right and up/down arrow buttons as before to enter the correct DNS address.
8. Press the **SELECT** button. "Done?" appears in the top line.
9. If you entered all the network information correctly, press the up or down buttons until the bottom line reads "Yes" and press the **SELECT** button.

If you made a mistake entering any of the network information, press the up or down buttons until the bottom line reads "No", and press the **SELECT** button. Access returns to the network configuration screens. Repeat steps 1–9.

Manual Media Server (Entré) Selection

Access can connect "on the fly" to any Entré connected to your HomePNA network. If you have more than one Entré on your network, you will need to select which one Access should use. You can perform this step at any time to setup or change which Entré Access uses.



Skip this step if you have only one Entré on your network.

1. Hold the **SELECT** button on Access' front panel down for at least 4 seconds. "Select Server" appears in the top line of the display, and the name you entered for one of your Entrés appears in the bottom line.
2. Use the up/down arrow buttons so the display's bottom line shows the name of the Entré you want Access to connect to.
3. Press the **SELECT** button.

Chapter 2: Getting to Know Your Access

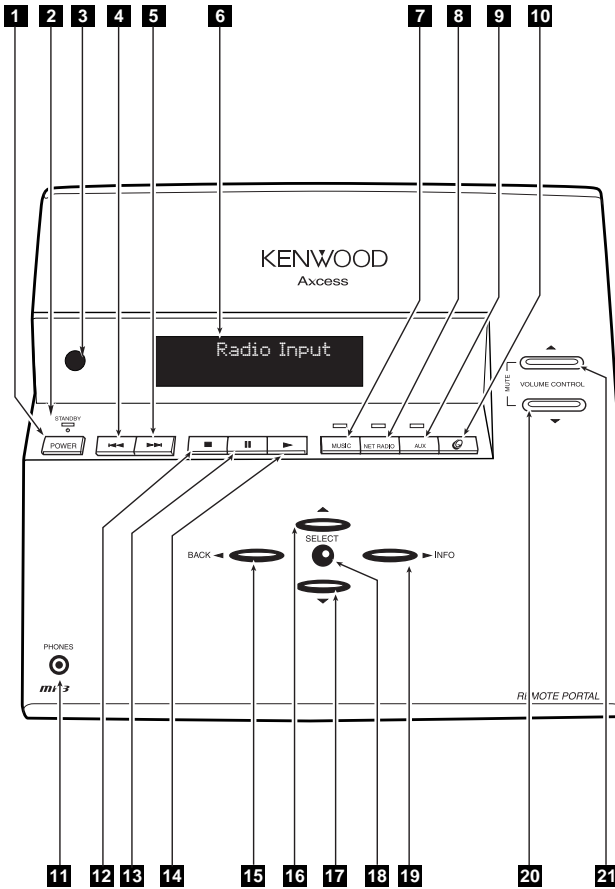
Welcome to the Complete Guide to your new Kenwood Access Remote Portal. This chapter helps you learn how to take advantage of all Access' features.

Access is a portal—a doorway to your stored media collection, providing a convenient way to enjoy your MP3 and Internet Radio collections.

Enjoy the MP3s stored in your Entré music library through Access—without downloading music to a new device or computer each time you change locations.

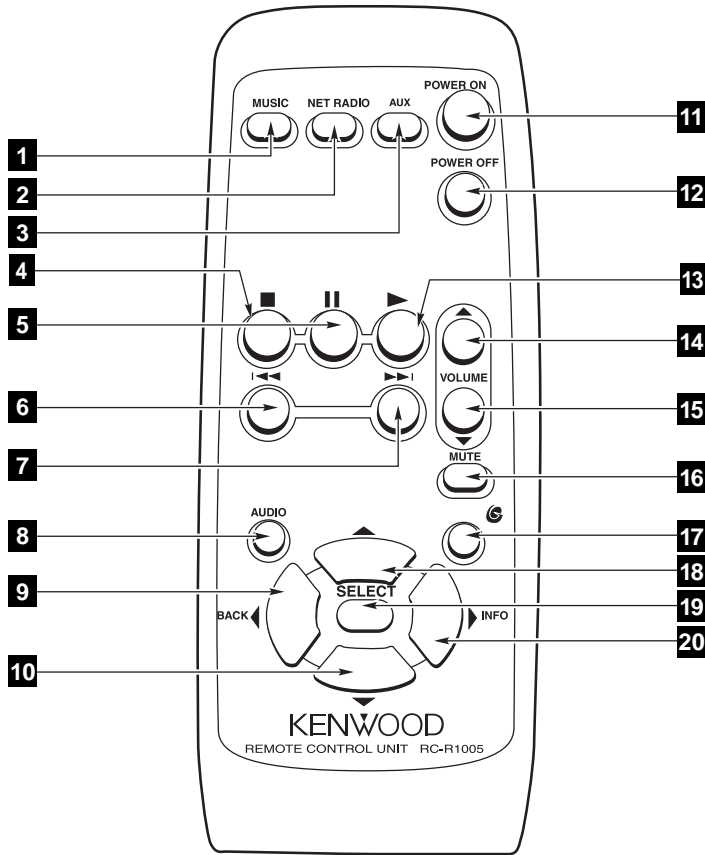
Or, listen to Internet Radio stations. You'll enjoy the spectacular array of online stations, without putting a computer in every room.

What's On the Front Panel of My Access?



- | | |
|--|---|
| 1. Power/Standby button | 11. Headphone jack |
| 2. Standby light | 12. Stop button |
| 3. Infrared receiver (for use with included IR remote) | 13. Pause button |
| 4. Skip/Scan backward | 14. Play button |
| 5. Skip/Scan forward | 15. Left navigation button |
| 6. Display | 16. Up navigation button |
| 7. Music mode button | 17. Down navigation button |
| 8. Internet Radio mode button | 18. Select button |
| 9. Auxiliary mode button | 19. Right navigation/Track information button |
| 10. OpenGlobe Web services button | 20. Volume down button |
| | 21. Volume up button |


What's On the Access Remote?



- | | |
|-------------------------------|---|
| 1. Music mode button | 12. Power Off button |
| 2. Internet Radio mode button | 13. Play button |
| 3. Auxiliary mode button | 14. Volume up button |
| 4. Stop button | 15. Volume down button |
| 5. Pause button | 16. Mute button |
| 6. Skip/Scan backward | 17. OpenGlobe Web services button |
| 7. Skip/Scan forward | 18. Up navigation button |
| 8. Audio settings button | 19. Select button |
| 9. Left navigation button | 20. Right navigation/Track information button |
| 10. Down navigation button | |
| 11. Power On/Standby button | |

How Do I Turn On Access?

Press the **POWER** button on front panel or **POWER ON** on the remote to turn Access on. Access is always in one of four power states:

State:	Meaning:	Action:
Power Off: The standby light is off and no text appears on Access' display panel.	Access is unplugged.	<ol style="list-style-type: none"> 1. Plug Access in. 2. Press POWER ON on the remote, or POWER on Access' front panel. Access will go through an automatic network configuration, which may include automatically downloading updated software from Entré.
		 <p>Do not press any buttons on either Access' front panel or remote control until the configuration process is complete.</p>
Initializing: The Standby light turns off after illuminating briefly.	Access is initializing (starting up).	Press POWER ON on the remote, or POWER on Access' front panel.
Standby: The Standby light is solid red.	Access is plugged in, but not in use.	Press POWER ON on the remote, or POWER on Access' front panel to begin using Access.
Power On: The display panel shows text and the Standby light is off.	Access is powered and running.	Press POWER OFF on the remote, or POWER on Access' front panel to return the system to standby.



Access automatically configures itself, but if it fails to do so, follow the manual procedure. Access will prompt you to manually enter the network settings (IP address, gateway address, network mask and DNS address). Get this

information from your Internet Service Provider (ISP). If your network uses a static IP address, you can also get the information directly from your Entré. For more information, see "Network Configuration" on page 7 of *How to Connect and Set Up Your Access Remote Portal*.

Once Access enters the manual configuration mode, the IP address appears:



1. Use the left/right arrow buttons to select the number you want to enter (the selected number will blink).
2. Use the up/down arrow buttons to change the number.
3. Repeat steps 1–2 until the correct IP address shows on the display.
4. Once you have entered the correct IP address, press the **SELECT** button. Access will show the gateway address:



5. Use the left/right and up/down arrow buttons as before to enter the correct gateway address.
6. Press the **SELECT** button. The network mask appears. Use the left/right and up/down arrow buttons as before to enter the correct network mask.
7. Press the **SELECT** button. The DNS address appears. Use the left/right and up/down arrow buttons as before to enter the correct DNS address.
8. Press the **SELECT** button. "Done?" appears in the top line.
9. If you entered all the network information correctly, press the up or down buttons until the bottom line reads "Yes" and press the **SELECT** button.
OR If you made a mistake entering any of the network information, press the up or down buttons until the bottom line reads "No", and press the **SELECT** button. Access returns to the network configuration screens. Repeat steps 1–9.

What if I Have More Than One Entré (Manual Media Server Selection)?

Axxess can connect “on the fly” to any Entré connected to your HomePNA network. If you have more than one Entré on your network, you will need to select which one Axxess should use. You can perform this step at any time to setup or change which Entré Axxess uses.




Skip this step if you have only one Entré on your network.

1. Hold the **SELECT** button on Axxess’ front panel down for at least 4 seconds. “Select Server” appears in the top line of the display, and the name you entered for one of your Entrés appears in the bottom line.
2. Use the up/down arrow buttons so the display’s bottom line shows the name of the Entré you want Axxess to use.
3. Press the **SELECT** button.






How Do I Switch Modes?

Once you’ve turned on Axxess, you can immediately enjoy music or Internet Radio, or an auxiliary source (such as your TV), by selecting one of the mode buttons. Axxess has the following modes:

Press this button:	To:
MUSIC	Enjoy the music stored on Entré’s high-capacity music storage system.
NET RADIO	Listen to Internet Radio stations.
AUX	Listen to a connected device through Axxess’ speakers. To do so, you must connect the device to Axxess. To learn how, see “How Do I Connect Axxess to an Auxiliary Audio Source?” on page 4 of <i>How to Connect and Set Up Your Axxess Remote Portal</i> .
OPENGLOBE 	Tag music you hear on Internet Radio. That way, you can find it on OpenGlobe’s web site later and purchase it. For more information about the OpenGlobe button, see “How Do I Purchase the Music I Hear on Internet Radio?” on page 23.





How Do I Navigate Access?

You can quickly browse available music titles or radio stations using Access' navigation buttons.

Press this button:	To:
	Move to the left.
	Move up.
	<ul style="list-style-type: none"> • Move to the right. • View Track information.
	Move down.
	Select an item.

How Do I Control Music Play?

Press the buttons on your remote or Access' front panel to control music play. These buttons work just like the play control buttons on Entré.

Press this button:	To:
	<ul style="list-style-type: none"> • Play music. • (In Internet Radio mode) Re-acquire the selected station if the station connection is lost.
	Stop music.
	Pause music. (In Internet Radio mode) Not used.
	<ul style="list-style-type: none"> • Skip to the previous Track. • Press and hold to move backward through the current Track. • (In Internet Radio mode) Not used.

Press this button: To:



- Skip to the next Track.
- Press and hold to fast forward through the current Track.
- (In Internet Radio mode) Not used.


Chapter 3: Enjoying Your Music Collection

Using Access' Music mode, you can play your music collection, find a Track in your favorite Group on Entré, or control the order your music plays in. This chapter helps you understand how to play music, and find exactly the song you're looking for.

How Do I Browse and Play My Music Collection?

You can play music as soon as you select the Music mode. Press **MUSIC** on Access or the remote.

Playing Music

Once you're in Music mode, press  to play the piece of music currently displayed on Access:



While a Track is playing, press the right navigation arrow to view its playing time:



Browsing Groups, Channels and Tracks

When you added music to Entré, the hub automatically organized your music for you, or you may have organized it yourself. When you use Access to play that music remotely, it's organized exactly how it is on Entré. Your music is organized into:

- Groups: categories of music, such as Rock, Jazz, or All.
- Channels: an MP3 playlist.
- Tracks: an individual song or piece of music.

Enjoying Your Music Collection

For more information about using Entré to organize your music, see “Chapter 4: Managing Your Music” in *How to Use and Enjoy Your Entré Entertainment Hub*.

You can browse Groups, Channels and Tracks on Axxess much as you do with Entré.



You can browse your collection both when music is playing and when it's stopped.

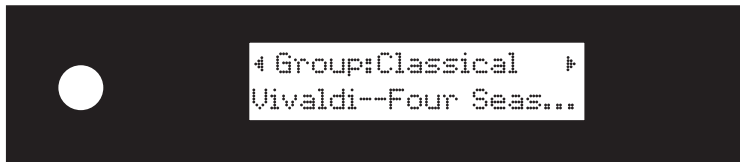
1. To browse the Groups on your Entré, press the left navigation button. The current Group appears on the first line of the display, and the first Channel in that Group appears on the second line:



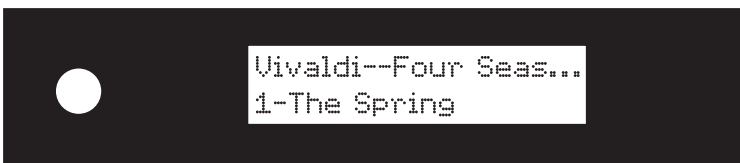
- Use the left and right navigation buttons to browse available Groups. If your Entré contains more than one Group, arrows appear on one or both sides of the currently selected Group:



- Use the up and down navigation buttons to browse Channels in a particular Group:



2. Press **SELECT** to select a Channel. The Channel name moves to the top line of the display, and the first Track in that Channel appears in the second line of the display:










3. Browse a selected Channel:
 - Press the up and down navigation buttons to browse Tracks in a Channel.
 - Press the left or right navigation button to return to browsing Groups.
4. Press **SELECT** to play the currently displayed Track.



Hold down the up or down navigation buttons on the remote to scroll 10 lines at a time (similar to the function of the PAGE buttons on the Entré remote).

Controlling Music Play Order

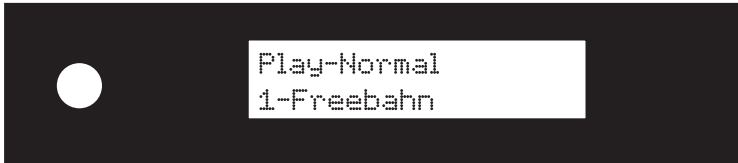
You can control the order in which Access plays your music collection by changing preset music play orders. You can select from the following play orders:

This play order:	Does this:
Normal	Plays the current Channel in sequential order once, then stops.  This is the default setting. Whenever you turn on Access from Standby mode, play order will reset to this default.
Shuffle Title	Randomly plays all Tracks within the currently selected Channel until you press  . Access won't repeat any Track until it has played all of them.
Shuffle Group	Randomly plays all Tracks within the currently selected group until you press  . Access won't repeat any Track until it has played all of them.  Use this mode to shuffle all of Entré's MP3s. Select the "All" group, then shuffle the group.
Repeat Track	Repeats the currently selected Track until you press  .
Repeat Title	Repeats the Tracks in the currently selected Channel in sequential order until you press  .
Repeat Group	Repeats the Channels in the currently selected group in sequential order until you press  .

Enjoying Your Music Collection

To select a play order:

1. Press **MUSIC** while you're in Music mode. The current play order appears on the first line of the display:



2. Press **MUSIC** again to move to the next available play order. Continue pressing **MUSIC** until you find the play order you want.
3. Once you stop pressing **MUSIC**, Access saves the selected play order, and returns to the regular screen after a few seconds.

Chapter 4: Enjoying Internet Radio

Access allows you to enjoy Internet Radio the way you've listened to traditional broadcast stations. With Access, you don't have to turn on your computer to listen to Internet Radio—now you can enjoy it anywhere in your home that you have an Access Remote Portal.

This chapter explains how to use Access to listen to Internet Radio and find the station you want.



Access allows you to listen to Internet Radio stations. Use Entré to listen to FM/AM broadcast stations.



How Do I Connect to Internet Radio?

Access' Internet Radio capabilities depend on Entré's connection to the Internet. The ability to listen to Internet Radio on Access depends on how you connected Entré to the Internet.

For more information about how Entré's Internet connection affects Internet Radio on Access, see "How Do I Connect Access to Entré?" on page 2 of *How to Connect and Set Up Your Access Remote Portal*. To learn more about connecting Entré to the Internet, see "How Do I Connect My Entré to the Internet?" on page 17 of *How to Connect and Set Up Your Entré Entertainment Hub*.

How Do I Browse and Listen to Internet Radio?

To listen to Internet Radio, press the **NET RADIO** button on Access or the remote.

Once you're in Internet Radio mode, press  or  to play the current Internet Radio station:



Browsing Groups and Channels

When you added Internet Radio stations to Entré, it automatically organized the stations for you, or you may have customized it yourself. When you use Access to listen to Internet Radio remotely, the stations are organized exactly how they are on Entré. Your Internet Radio stations are organized into:

- Groups: categories of Internet Radio, such as News, Rock, or All.
- Channels: individual radio stations.

For more information about using Entré to organize your radio stations, see “Chapter 6: Managing Your Radio Stations” in *How to Use and Enjoy Your Entré Entertainment Hub*.

Browse Groups and Channels on Access much as you do with Entré.



You can browse available Internet Radio stations whether or not a station is playing.

1. To browse Groups, press the left navigation button. The current Group appears on the first line of the display, and the first Channel in that Group appears on the second line:



- Once a Group name appears in the first line, use the left and right navigation buttons to browse available Groups. If there's more than one Group, arrows appear on one or both sides of the currently selected Group:

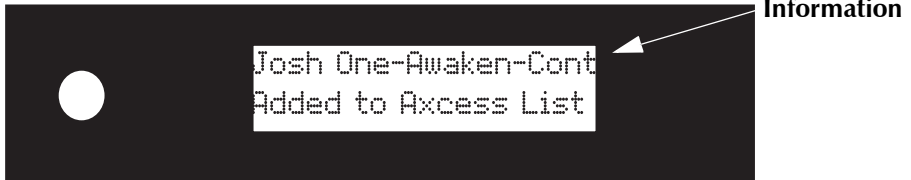


- Use the up and down navigation buttons to browse Channels in a particular Group.
2. Press **SELECT** to select a Channel. The Internet Radio station begins streaming.
OR press the left or right navigation button to continue browsing Groups.

How Do I Purchase the Music I Hear on Internet Radio?


If you hear a song you like while listening to Internet Radio, you can “tag” it for purchase later on the OpenGlobe web site:

- While the song is playing, press  . If information on the song is currently available, a screen similar to the following appears:



If the song information is not currently available, the following screen appears:



A list of your “tagged” songs is kept on the OpenGlobe web site. You can view the list by pressing  on Entré. At the OpenGlobe web site, click on “My Kenwood Axxess Wishlist.” For more information on purchasing “tagged” songs, go to www.kenwoodusa.com.

Chapter 5: Controlling Audio Settings

You can adjust the volume and quality of the sound using the volume, mute and audio buttons. You can also fine-tune the sound by adjusting the balance, bass, or treble settings.

How Do I Adjust the Volume?

- Use the volume buttons on the front panel or the remote to adjust the sound level.
- To mute sound, press the **MUTE** button on the remote, or press both volume buttons on the front panel simultaneously.

How Do I Adjust the Speaker Balance?

You can change the balance of your speakers (making the left speaker louder than the right one, for example).

1. Select the balance setting:
 - Press the up and down navigation buttons simultaneously.
 - Or, press **AUDIO** on the remote.

The speaker balance screen appears:



2. Adjust the balance:
 - Make the left speaker louder by pressing the left navigation button repeatedly.
 - Make the right speaker louder by pressing the right navigation button repeatedly.
 - Reset the balance to the center by pressing the left and right navigation buttons simultaneously.
3. Exit the speaker balance screen:
 - Don't press any buttons for a few seconds. Access exits the screen automatically.
 - Or, press the up and down navigation buttons simultaneously.

How Do I Adjust the Bass Setting?

Change how Access emphasizes low sounds by adjusting the bass setting.



The Bass and Treble controls do not affect the headphone output.

1. Select the bass setting:
 - Press the up and down navigation buttons simultaneously, then press **SELECT**.
 - Or, press **AUDIO** on the remote, then press **SELECT**.

The bass setting screen appears:



2. Adjust the bass setting:
 - Increase the bass by pressing the right navigation button repeatedly.
 - Decrease the bass by pressing the left navigation button repeatedly.
 - Return the setting to the center by pressing the left and right navigation buttons simultaneously.
3. Exit the bass setting screen:
 - Don't press any buttons for a few seconds. Access exits the screen automatically.
 - Or, press the up and down navigation buttons simultaneously.

How Do I Adjust the Treble Setting?

Change how Access emphasizes high sounds by adjusting the treble setting.



The Bass and Treble controls do not affect the headphone output.

1. Select the treble setting:
 - Press the up and down navigation buttons simultaneously, then press **SELECT** twice.
 - Or, press **AUDIO** on the remote, then press **SELECT** twice.

The treble setting screen appears:



2. Adjust the treble setting:
 - Increase the treble by pressing the right navigation button repeatedly.
 - Decrease the treble by pressing the left navigation button repeatedly.
 - Return the setting to the center by pressing the left and right navigation buttons simultaneously.
3. Exit the treble setting screen:
 - Don't press any buttons for a few seconds. Access exits the screen automatically.
 - Or, press the up and down navigation buttons simultaneously.

Chapter 6: Troubleshooting

Troubleshooting is how you determine what part of a complex system (like a home entertainment system) is at fault when the system isn't working how you think it should. When you troubleshoot a system, you diagnose a problem by examining and eliminating possible causes until there's only one left. Troubleshooting is easiest when you start with the most obvious, most common, and most likely cause, and work from there.

Diagnosing your own problems can save you time and aggravation—the better you understand how to troubleshoot and adjust your own system, the less time you have to:

- spend on the phone with a customer service representative
- do without your Axxess because it's "in the shop"

Here are some basic steps to good troubleshooting:

1. Verify the exact conditions when the problem occurs.

This is the most important step in troubleshooting. Whether you fix it yourself or have to describe it to a technician, you are much more likely to solve the problem if you know the exact circumstances surrounding it. For example, if you don't hear anything through the speakers, it's useful to know if it only happens when you are listening to MP3 files. Knowing that means the speakers themselves aren't part of the problem. The more you know about when a problem occurs, the more likely it is that you or the technician can solve it.

2. Check each part of the signal's path from source (such as Axxess) to speaker.

You may also want to test the assumptions you made in step 1: maybe you haven't listened to Internet Radio in a while—is there no sound from it as well? This step really helps narrow down the possible causes. Test all your connected devices and eliminate the ones where the problem doesn't occur. When you're done with this step, you'll probably have found the problem.

3. Go over all device connections slowly and methodically.

Wrong or loose connections are the most likely cause of the most common home entertainment problem: no sound. Use *How to Connect and Set Up Your Axxess Remote Portal* to double-check your connections for each device.

4. Cables (especially old ones) go bad more frequently than devices do.

Always suspect the cable before its device. For one thing, it's easier to test: simply swap the cable with one connected to a device you know is

Troubleshooting

working. Then, if the device works, it was the cable. You can generally purchase new cables at most home electronics stores, or via the Internet.

5. **User error is more likely than device failure.**

You probably don't want to hear this, but it's true. Use this manual to go over the steps to operate Axxess. Refer to the manuals for the other devices in your entertainment system as well.

6. **Instruction manuals are your friends.**

A good rule of thumb is to check the manual when something doesn't work as you expected. If you read the manual before calling the store or taking Axxess back, you may find the solution to your problem much more quickly.

The rest of this chapter presents some common problems, grouped by type, and the steps you can take to resolve them.

How Do I Contact Kenwood?

We recommend reading this chapter before calling Kenwood. If you are still experiencing difficulties, use one of the following methods to contact Kenwood Customer Support:

- **Call** 1-800-KENWOOD
- **Email** inquiry@kenwoodusa.com
- **Visit the Web** at www.kenwoodusa.com

How Do I Solve Sound Problems?

There's No Sound


- Check that you connected the speakers properly. For more information about connecting speakers, see "How Do I Connect Axxess to Speakers?" on page 3 of *How to Connect and Set Up Your Axxess Remote Portal*.
- Make sure that the wires you're using to connect the speakers work, and that you've connected the negative and positive wires to the correct speaker spring clip (red to red, black to black).

The Volume Suddenly Decreases

Check the impedance of your speakers. If it is less than 8 ohms, Axxess may automatically reduce its volume to avoid overheating. Do one of the following:

- Turn the volume down.
- Wait while Axxess automatically reduces its power output until it cools down.

Internet Radio Stops Playing

Press  to reacquire the Internet Radio stream.

I Can't Hear Anything from My TV or Other Connected Device

- Check that the Axxess display reads:



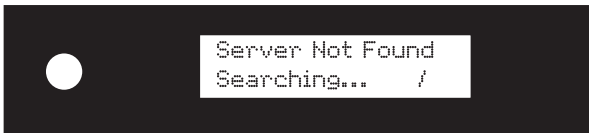
If it doesn't, press **AUX** on Axxess' front panel or the remote.

- Check that you've correctly connected Axxess to your auxiliary source. The red and white stereo audio cables should go from Axxess' AUX jacks to the audio output jacks on the connected device.
For more information about connecting Axxess to an auxiliary source, see "How Do I Connect Axxess to an Auxiliary Audio Source?" on page 4 of *How to Connect and Set Up Your Axxess Remote Portal*. Or, see the instructions for the connected device.

How Do I Solve a Problem with Axxess?

The display on Axxess reads "Server Not Found"

If the display on Axxess looks like the image below, then Axxess isn't connecting to Entré correctly.



For more information about connecting the two devices, see "How Do I Connect Axxess to Entré and the Internet?" on page 2 of *How to Connect and Set Up Your Axxess Remote Portal*.

Reset Axxess after trying each of these options. For more information on resetting Axxess,

- Check that you've connected Axxess and Entré correctly.
- Test the phone cords connecting Entré and Axxess to make sure they still work.
- Confirm that the wall telephone jacks to which you have connected Axxess and Entré are on the same phone line.
- Test that the wall telephone jacks work properly.
- Check that there are no DSL filters on the wall telephone jacks to which Axxess and Entré are connected.
- If you manually configured Axxess, confirm that the IP address, gateway address, network mask and DNS have been entered correctly.

Access Doesn't Respond When I Press a Button on the Remote or Front Panel

Reset Access. For more information, see "Resetting Access" on page 1.

My Music Repeats or Plays Out of Order

Select a different music play order. For more information about how to change the music order, see "Controlling Music Play Order" on page 19.

I Can't Control Internet Radio

Verify how you connected Entré and Access to the Internet. Access must be connected via an HPNA/Ethernet bridge in order for you to listen to Internet Radio on Access. For more information, see "How Do I Connect Access to Entré and the Internet?" on page 2 .

Access Doesn't Work

If you have just powered up Access and the following screen appears:



Do not press any buttons or interrupt power to Access until the configuration process finishes.



If you did press any buttons or interrupt power, Access is unusable because it has no valid Read-Only Memory (ROM). Return your unit to an authorized service outlet for repair.

How Do I Solve a Problem with the Remote?

The Remote Is Not Responding

- Replace the batteries with fresh ones and be sure they're loaded correctly. For more information, see "How Do I Set Up My Remote?" on page 4 of *How to Connect and Set Up My Access Remote Portal*.

How Do I Solve a Problem with Entré?

- For Entré troubleshooting information, see "Chapter 5: Troubleshooting" in *How to Use and Enjoy Your Entré*.

Glossary

This glossary explains the terminology used in this Guide. Since your Axxess uses such new technology, many of the terms used in this Guide have very specific meanings. Defining them here helps make the instructions and information more understandable.

Channel: One piece of entertainment media within a Group. For example, in Music mode, one of your Mozart albums would be a Channel in the “Classical” Group.

For more information about Music Channels, see “Browsing Groups, Channels and Tracks” on page 17. For more information about Internet Radio Channels, see “Browsing Groups and Channels” on page 22.

Disc: A Digital Video Disc (DVD) or Compact Disc (CD).

Disk: A computer hard drive.

Group: A genre, or category, of entertainment media, used to organize your media. A Group contains a list of Channels. For example, there might be a “Rock” or “Classical” group in the Music mode listing music Channels (Playlists, CDs, etc.).

For more information about Music Groups, see “Browsing Groups, Channels and Tracks” on page 17. For more information about Internet Radio Groups, see “Browsing Groups and Channels” on page 22.

High-Capacity Music Storage System: Entré’s hard drive, where you can store MP3s, as well as information and cover art for your CDs and DVDs, and radio stations. You can then play your MP3s through Axxess.

Local Area Network (LAN): A computer network within a small area (for example, your home).

Mode: A mode is a media type, such as music (CDs and MP3s) or radio. For more information about modes, see “How Do I Switch Modes?” on page 14.

Playlist: A custom group of Tracks. You can play these custom lists after you create them on Entré.

Server: A device that manages network resources. For example, Entré is a media server, meaning it manages your media library. When you connect Axxess to a server (such as Entré), you can access the content stored on the server.

Track: An individual song or selection on a CD or Playlist. In a music album, the individual songs are called Tracks, and the entire album is called a title.

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Specifications

Stereo Power Output

20 watts per Channel, 0.11% THD, 1 kHz, 8 ohms

15 watts per Channel, 0.7%, 70Hz - 20 kHz, 8 ohms (FTC)

Signal-to-Noise Ratio

86dB (A-WTD)

Residual noise

100dB (A-WTD)

Channel separation

56dB (1kHz, AUX input)

Input impedance

7.74kOhm (1kHz, AUX Input)

Dimensions

9" W x 4-11/16" D x 8" D

Weight

4 lb.

KENWOOD

Internet

www.kenwoodusa.com

e-mail

inquiry@kenwoodusa.com

Telephone

1-800-KENWOOD

Main Office

P.O. Box 22745
Long Beach, CA 90801-5745

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