DENON®

# DENON HOME 350

WIRELESS SPEAKER

# Owner’s Manual

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Thank you for purchasing this Denon product. To ensure proper operation, please read this owner's manual carefully before using the product.

**NOTE**

- This document contains information that is subject to change without notice.

# Introduction

The speaker is part of the HEOS system that enables you to enjoy your favorite music anywhere and everywhere around your home. By utilizing your existing home network and the HEOS app on your iOS or Android™ device, you can explore, browse, and play music from your own music library or from many online streaming music services.

- True multi-room audio - play different songs in different rooms or the same song in every room
- Utilizes your existing home wireless network for quick and easy setup
- Industry leading microsecond audio synchronization between speaker
- Legendary Denon audio quality
- If you are in a hurry, you can be enjoying great sounding music in no time by following the steps outlined in the Quick Start Guide (packaged with your speaker).




Please continue reading this Owner's Manual for more detailed information about the features and benefits of your speaker.

# Before your begin

NOTE

- If you have already installed at least one speaker, please skip to the section “Adding more speakers” (☞ p. 16).

## System requirements

Before you begin installing your first speaker, please make sure you understand and meet a few basic requirements.

### ■ Network requirements

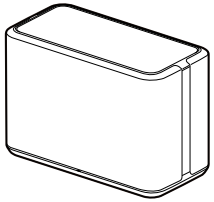
**Wireless Router** - In order to use your HEOS system, you must have a working wireless (Wi-Fi) or ethernet network in your home. Even when connected to an Ethernet network, a Wi-Fi connection to the router is required to control the system using the HEOS app. If you do not have a wireless network, please contact your local Denon dealer or electronics retailer to assist you with purchasing and installing a wireless network in your home.

**High Speed Internet Connection** - HEOS system accesses the Internet to stream music to your home from many popular online music services. HEOS system is also designed to provide you with software updates, which are delivered via your home Internet connection. DSL, Cable, and Fiber services will provide the best experience and reliability. You may experience performance issues with slower Internet connections like satellite based services.

# Getting to know your speaker

Unpack your speaker from the box and verify that the following items are included:

① Speaker



② Quick Start Guide



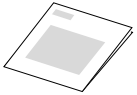
③ Safety Instructions



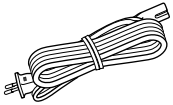
④ Notes on Radio



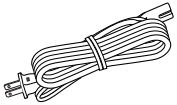
⑤ Warranty
(North America model only)



⑥ Power cord
(for Europe model)



⑦ Power cord
(for North America model)



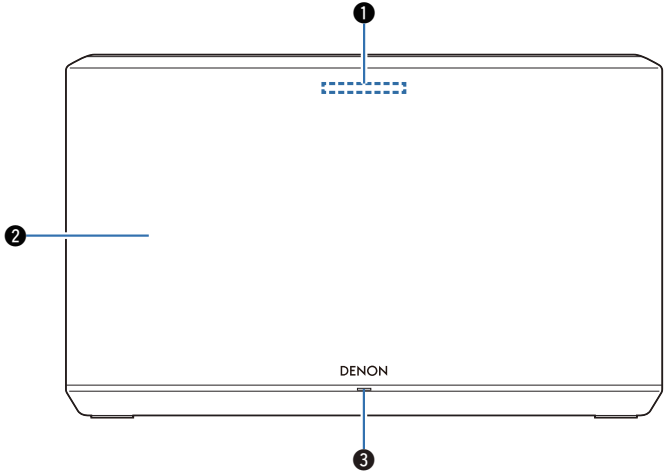
⑧ Mounting screw



**NOTE**

- Please use the power cord included in the box for your device.

## ■ Front panel




**1 Light bar**

While Alexa responds, the LED lights up. (☞ p. 37)

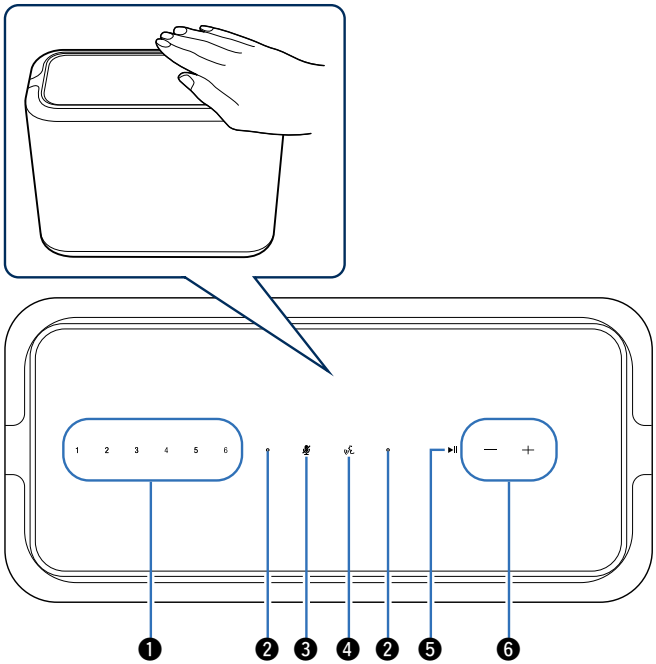
**2 Speakers**

**3 Status LED**

Please refer to the “Status LED table” for LED color and state meaning. (☞ p. 49)

## ■ Top panel

Hold your hand over the top of the speaker to show the operation panel buttons. Touch these buttons to perform operations. Moving your hand away from the area hides the buttons.




**❶ Quick select buttons (1 - 6)**

Register input source settings to these buttons or recall those settings. (☞ p. 36)

**❷ Microphone**

This is the microphone to talk to Alexa. (☞ p. 37)

**❸ Microphone off button ( )**

This disables the microphone function. In the state with the microphone function disabled, Alexa does not respond even if called. Use this in cases such as when you want to protect your privacy. (☞ p. 37)

**❹ Action button ( )**

This calls Alexa. You can use voice control without saying “Alexa”. (☞ p. 37)

**❺ Play/pause button (▶II)**

- Press this button to pause during playback. If pressed while paused or stopped, resumes playback from the last track played.
- Press and hold the button for 5 seconds to enter Deep Standby mode. (☞ p. 41)
- Double-tap this button during playback to play the next track.
- Triple-tap this button during playback to restart the current track or play the previous track.

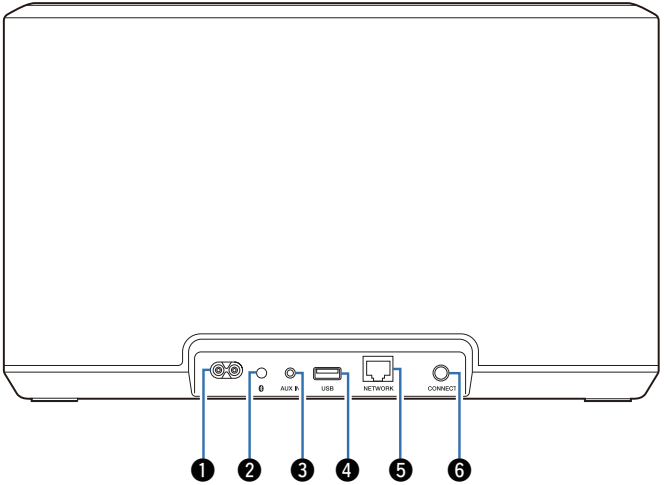
**❻ Volume buttons (+, –)**

These adjusts the volume level.

**NOTE**

- Do not put anything on top of the speaker. Doing so may lead accidental operations.

## ■ Rear panel




**1 AC inlet**
Used to connect the power cord. (☞ p. 13)

**2 Bluetooth button ( )**
Used in the Bluetooth pairing settings. (☞ p. 35)

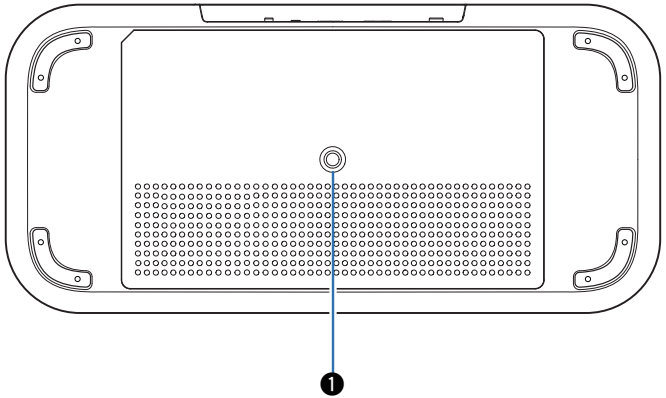
**3 AUX input connector (AUX IN)**
Used to connect audio devices. (☞ p. 33)

**4 USB port**
Used to connect USB memory devices. (☞ p. 34)

**5 NETWORK connector**
Used to connect this unit to a wired Ethernet network. (☞ p. 16)

**6 CONNECT button**
Used for Wi-Fi setup. (☞ p. 45)

## ■ Bottom panel




**❶ Mounting screw hole**
Used when mounting this unit to the wall or ceiling. (☞ p. 12)

# Placing your speaker

You can place your speaker anywhere you want to enjoy great sounding music. Please follow these simple guidelines when determining where to place your speaker…

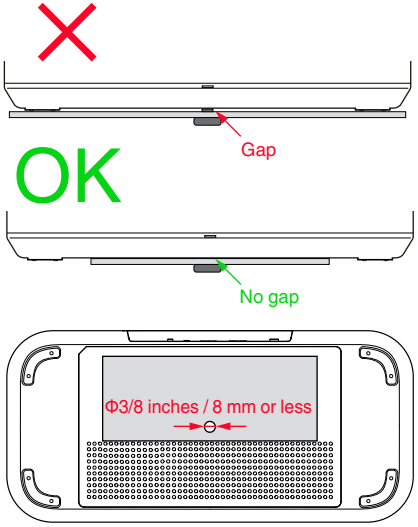
- The speaker must be within range of your wireless network.
- The speaker is designed to sound best when placed 3 to 12 inches (8 - 30 cm) from a wall.
- Locate the speaker at least 12 inches (30 cm) from a television, computer, or other display device to avoid the possibility of interference.
- Place the speaker across the room from where you will be listening, as close to ear level as possible.
- The speaker is not waterproof. Do not place it near any water source and do not leave it outside in the rain or snow.

## ■ Wall or ceiling mounting

This speaker can be mounted on a wall or ceiling using a screw included and standard speaker or camera mount/attachment (1/4 inches / 6.35 mm diameter) that supports at least 59 lbs 1 oz / 26.8 kg. For more information, contact the store you purchased the speaker.

**Caution**

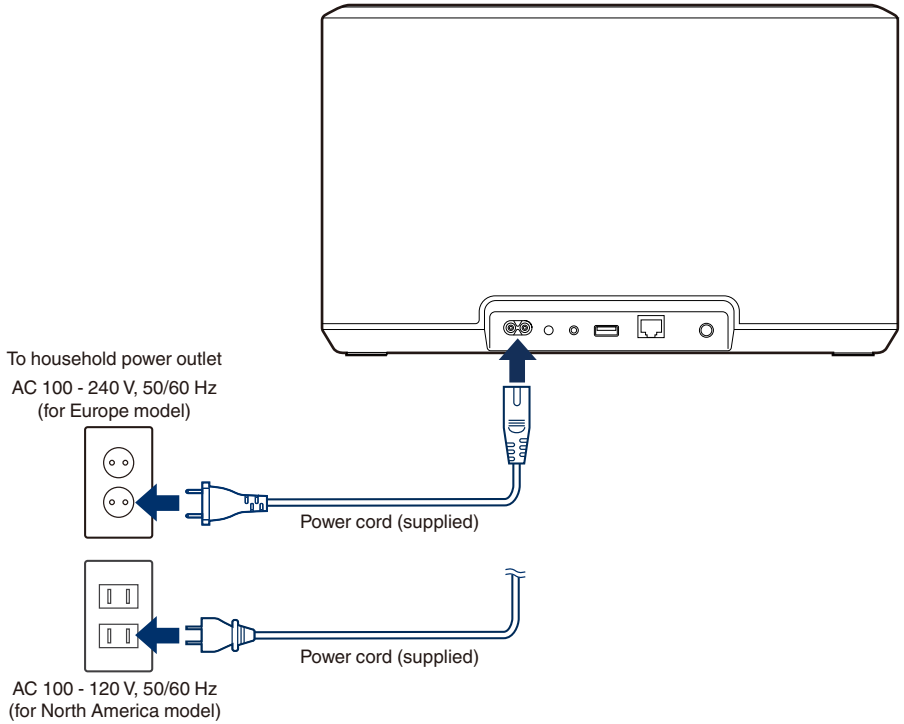
- Use a hexagonal wrench with a width across flats of 3/16 inches / 4.8 mm for the included screw.
- Do not use a fixture other than the included screw to mount the speaker on a wall. This may damage the speaker.
- Use a commercial bracket (sold separately) to attach this unit to the wall or ceiling. Do not attach it directly to the wall or ceiling.
- If attaching this unit to the wall or ceiling, check that it is attached securely. Please be aware that Denon accepts no responsibility for any damage if the unit falls.




Do not obstruct the ventilation holes.

# Powering your speaker

Connect the power cord included in the box to the rear panel of the speaker and the plug to a wall outlet. The speaker is capable of automatically switching between 100 - 240 V.



## Getting the HEOS app

The HEOS app is the heart of the HEOS system experience. Using your mobile device and the HEOS app, you can setup, browse, explore, and control your HEOS system right in the palm of your hand, from anywhere in your home.

Download the HEOS app for iOS or Android by searching App Store®, Google Play™ store or Amazon App Store for “HEOS”.









For the purpose of improvement, the specifications and design are subject to change without notice.

# Setting up your first speaker

Once you have placed your speaker in your listening room and have downloaded the HEOS app, you are ready to configure your speaker for music playback. This involves following a few simple steps to get the speaker connected to your existing home network:

**Caution**

- Do not connect the Ethernet cable if you are connecting your speaker to a wireless network. If you are connecting the speaker to a wired network, use an Ethernet cable sold separately to connect the speaker to your network or router.

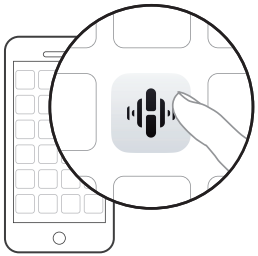
**1 Make sure your mobile device is connected to your wireless network (the same network you want your speakers connected to).**

You can check this in the “Settings” - “Wi-Fi” menu of your iOS or Android device.

**NOTE**

- Activate the Bluetooth setting on your mobile device.
- If your wireless network is secure, make sure you know the password to join your network.

**2 Launch the HEOS app on your mobile device.**



**3 Tap the “Setup Now” button at the top of the screen.**

**4 Follow the instructions to add the speaker to your wireless network.**

**NOTE**

- If you have any problems connecting your speaker, jump to the Troubleshooting section (☞ p. 42).

# Adding more speakers

The HEOS system is a true multiroom audio system that automatically synchronizes audio playback between multiple speakers so that the audio coming from different rooms is perfectly in sync and always sounds amazing! You can easily add up to 32 speakers to your HEOS system.

## Adding wired speakers

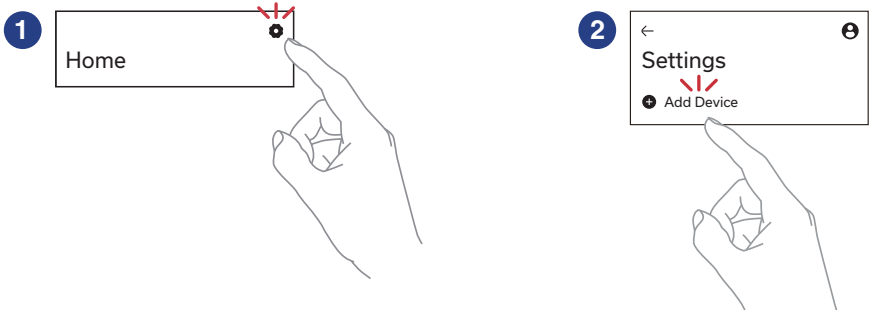
Just connect the speaker to your home network using an Ethernet cable and the speaker will appear on your HEOS app as a new room in the “Rooms” screen.

At your convenience, you can assign a name to the speaker to indicate which room you have it placed in.

- Use only a shielded STP or ScTP LAN cable which is easily available at electronics stores (CAT-5 or greater recommended).
- Do not connect a NETWORK connector directly to the LAN port/Ethernet connector on your computer.

## Adding wireless speakers

You can add additional speakers to your HEOS system by selecting “Add Device” from the HEOS app’s settings menu and follow the instructions:



# HEOS account

## ■ What is a HEOS account?

A HEOS account is master account or “keychain” for managing all of your music services with one single username and password.

## ■ Why do I need a HEOS account?

With the HEOS account you just have to enter your music services login names and passwords one time. This allows you to easily and quickly use multiple controller apps on different devices. You just log into your HEOS account on any device and you will have access to all of your associated music services, play history and custom playlists, even if you are at a friend’s house listening to music on their HEOS system.

## ■ Signing up for a HEOS account

You will be instructed to signup for a HEOS account the first time you try to access any music service from the main “Music” menu of the HEOS app.

## ■ Changing your HEOS account

**1** **Tap the “Music” tab.**

**2** **Select the Settings icon in the upper left corner of the screen.**

**3** **Select “HEOS Account”.**

**4** **Change your location, change your password, delete your account or sign out of your account.**

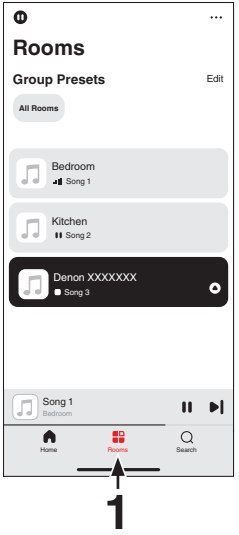
# Using your speaker

Once you have your speaker connected to your network and the HEOS app installed on your mobile device, it's easy to start enjoying your favorite music. You can listen to something different on every speakers or the same music perfectly synchronized on all speakers. It's up to you!

## Selecting a room/speaker

If you have more than one speaker, you must tell the HEOS system which speaker you want to control:

**1 Tap the "Rooms" tab. Select "Denon XXXXXXX" if there are multiple HEOS built-in devices.**




- Tap the 3 dots menu icon ··· at the top right to switch edit mode. You can change the displayed name.

# Playing from streaming music services

A music service is an online music company that provides access to vast music collections via free and/or paid subscriptions. Depending upon your geographical location, there are several options to choose from.

NOTE

- The HEOS app and brand is not affiliated with any manufacturer of any mobile device. Availability of music services may vary by region. Not all services may be available at time of purchase. Some services may be added or discontinued from time to time based on decisions of the music service providers or others.

## ■ Adding a music service

Once you've setup your HEOS account, you can add supported music services to your HEOS system by tapping on the music service logo in the "Music" tab.

Follow the instructions on the screen to add your username and password for the selected music service. You only have to enter your account information once as the HEOS account service will securely remember your login information so you don't have to enter it each time you want to play music from the music service.

Additional music services may be available under "Settings" - "Music Sources" - "Online Music".

## ■ Changing music service settings

1. **Tap the "Music" tab.**
2. **Select the Settings icon in the upper left corner of the screen.**
3. **Select "Music Sources".**
4. **Select "Online Music".**
5. **Select the name of the online music service you want to edit.**
6. **Sign out, then sign in again to associate your username and password with your HEOS account.**
7. **Select "Hide for Now" to prevent the service logo from appearing on the main "Music" menu.**

# Managing inputs

If you connected external audio source components to any of your speakers inputs, you can rename the default input names to describe the actual source or hide any inputs that are not being used.

1. **Select the Settings icon located in the upper left corner of the main “Music” menu to display the Settings menu.**
2. **Select “Music Sources”.**
3. **Select “Inputs”.**
4. **Select the speaker which you connect your external audio source device to.**

## ■ Changing the name of the inputs

1. **Select the name of the input you want to edit.**
2. **Select “Name”.**
3. **Select or enter a new name to describe the source that you connected.**
4. **Select the Save button to save your changes.**

## ■ Hiding an input

1. **Select the name of the input you want to edit.**
2. **Toggle “Hide Input” to ON to prevent this input from appearing under the Inputs tile on the main “Music” menu.**

## Managing your phone

Your smartphone or tablet can be hidden if it does not need to be in the “Music Sources” menu.

1. **Select the Settings icon located in the upper left corner of the main “Music” menu to display the Settings menu.**
2. **Select “Music Sources”.**
3. **Select “This iPhone/iPod/iPad/Phone”.**
4. **Toggle “This iPhone/iPod/iPad/Phone” to OFF to prevent the service logo from appearing on the main “Music” menu.**

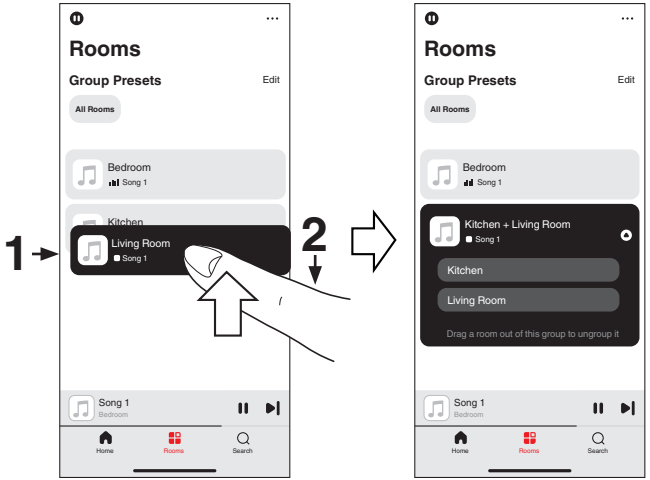
# Listening to the same music in multiple rooms

The HEOS system is a true multiroom audio system that automatically synchronizes audio playback between multiple speakers so that the audio coming from different rooms is perfectly in sync and always sounds amazing!

You can easily add up to 32 speakers to your HEOS system.

You can join or group up to 16 individual speakers into a group of speakers that function as if they were a single speaker.

## ■ Grouping rooms




**1 Press and hold your finger on room that is not playing music.**

**2 Drag it into the room that is playing music and lift your finger.**

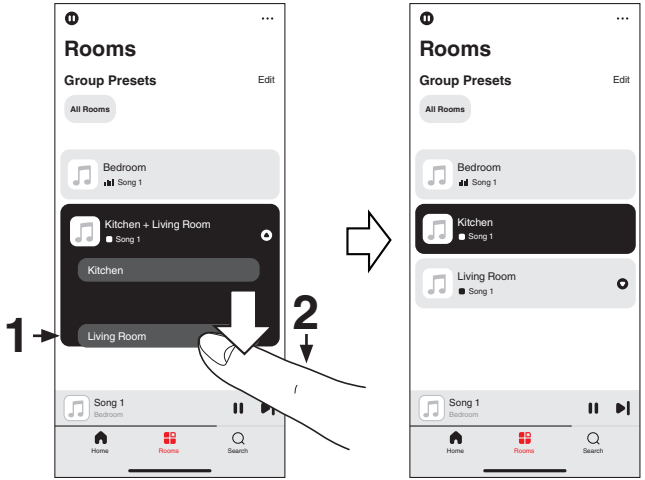
The two rooms will be grouped together into a single device group and both rooms will be playing the same music in perfect sync.

- You can also use the “Edit” function of the “Group Presets” to manage the group.

## ■ Ungrouping rooms

**1** **Press and hold your finger on room that you want to remove from the group.**

**2** **Drag it out of the group and lift your finger.**




NOTE

- You can not remove the first room that started playing the music before grouping.

- You can also use the “Edit” function of the “Group Presets” to manage the group.

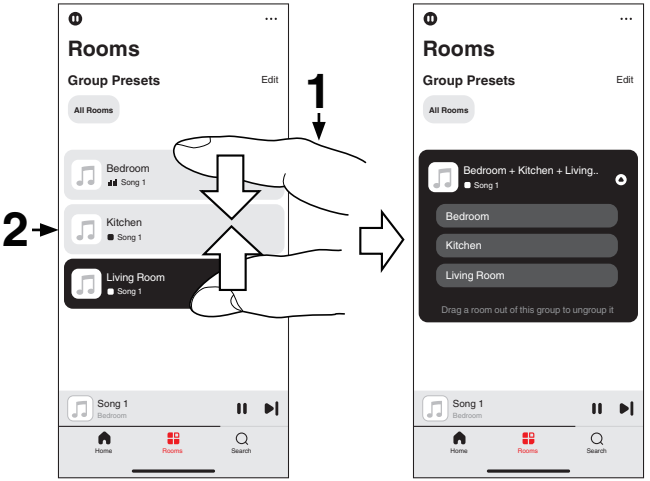
## ■ Grouping all rooms

You can easily group all rooms (up to 16 rooms) together by using a “pinch” gesture.

**1** **Place two fingers on the screen over the list of rooms.**

**2** **Quickly pinch your two fingers together and release.**

All of your rooms will be joined together and begin playing the same music in perfect sync.




- You can also use the “Edit” function of the “Group Presets” to manage the group.

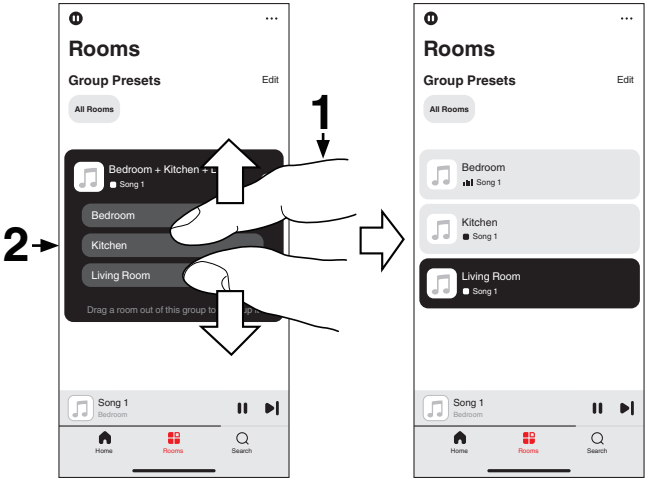
## ■ Ungrouping all rooms

You can easily ungroup all of your rooms by using a “spread” gesture.

**1 Place two fingers close together on the screen over list of rooms.**

**2 Quickly spread your two fingers apart from each other and release.**

All of your rooms will be ungrouped.




- You can also use the “Edit” function of the “Group Presets” to manage the group.

# Stereo pairing

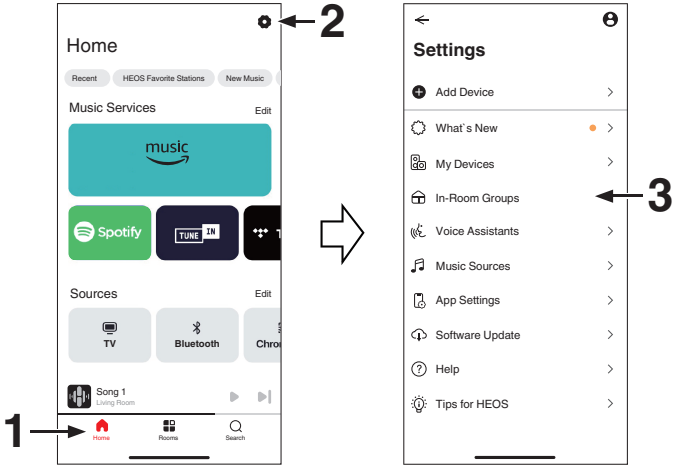
## ■ Creating a stereo pair

A matching pair of speakers that have been grouped together can be saved as a persistent Stereo Pair where one speaker outputs the left channel of audio and the other speaker outputs the right channel of audio. Paired speakers will then appear as a single room (with two speakers playing music) in the Rooms list.

**1** **Tap the “Home” tab.**

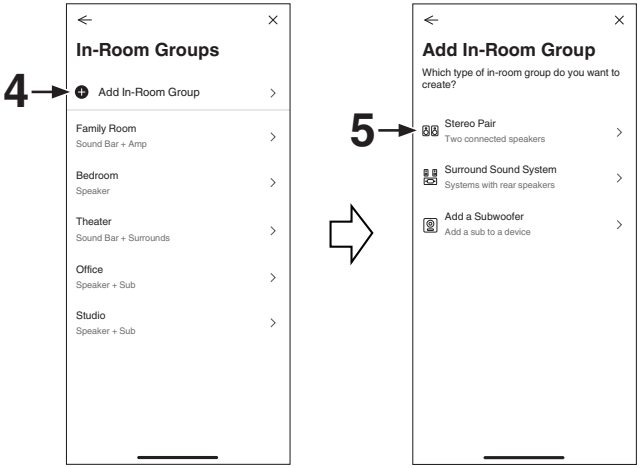
**2** **Select the Settings icon ⚙ in the upper-right corner of the screen.**

**3** **Tap “In-Room Groups”.**



**4** **Tap “Add In-Room Group”.**

**5** **Tap “Stereo Pair”.**

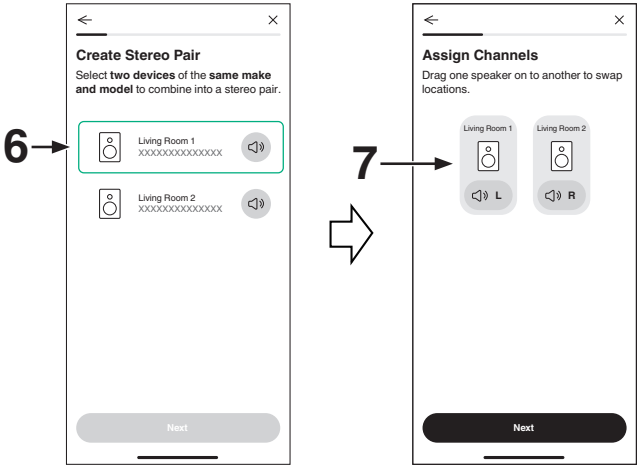


**6** **Tap to select the two speakers to use as a Stereo Pair.**

- The same model speakers must be selected.

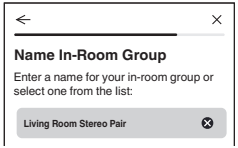
**7** **Set the left and right speaker alignment.**

- Tap , the left and right speakers output sound, so you can check the settings.
- If you wish to swap the left and right speakers, drag and drop one speaker to the other.



## 8 Name the Stereo Pair to show in the list of rooms.

- In the example below, the Stereo Pair is named “Living Room Stereo Pair”.



## ■ Removing a stereo pair

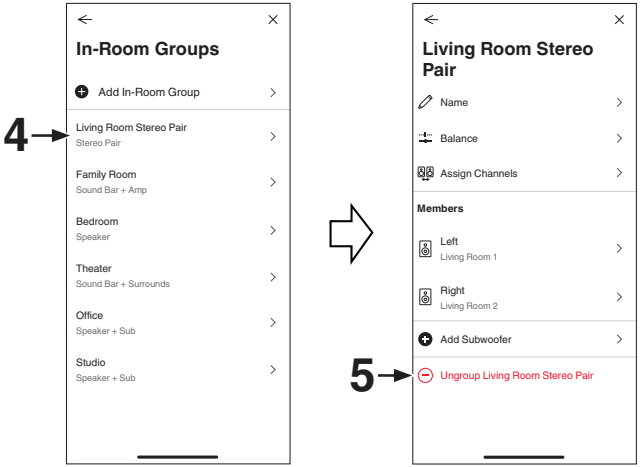
**1** **Tap the “Home” tab.**

**2** **Select the Settings icon in the upper-right corner of the screen.**

**3** **Tap “In-Room Groups”.**

**4** **Tap the name of the group (“Living Room Stereo Pair”) to return the paired speakers to two individual speakers.**

**5** **Tap “Ungroup Living Room Stereo Pair”.**




- In this procedure, “Living Room Stereo Pair” is used as the group name.

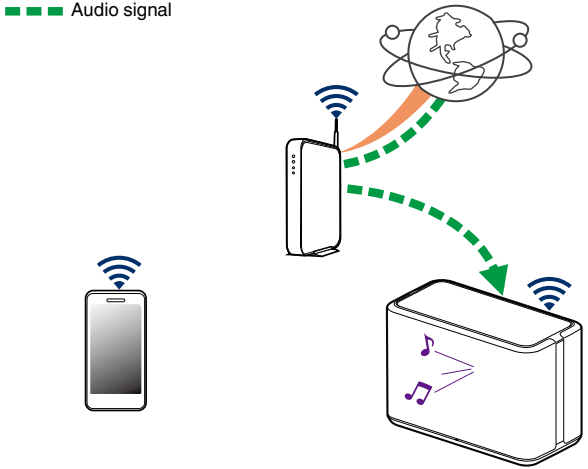
## Listening to radio

The HEOS system includes access to more than 100,000 free internet radio streams from all corners of the globe via the TuneIn radio service. Just select the TuneIn logo from the main “Music” menu and browse among the 100,000 stations neatly organized into popular categories and select a station that appeals to your mood.

NOTE

- If you have a TuneIn account, you can sign into the TuneIn service under “Settings” - “Music Sources” - “TuneIn”, and access all of your “My Favorites” TuneIn stations.

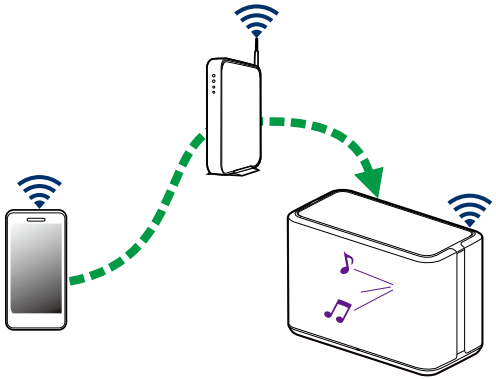
Audio signal



## Playing music stored on your mobile device

1. **Tap the “Music” tab.**
2. **Select “This iPhone/iPod/iPad/Phone”.**
3. **Browse the local music on your phone and select something to play.**

Audio signal

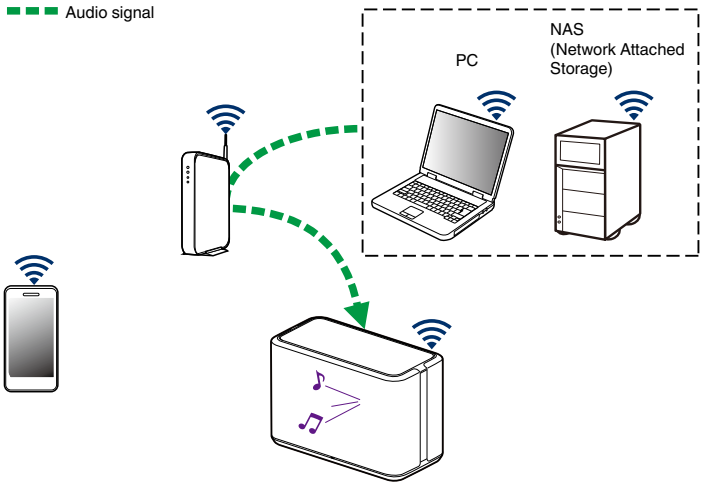


# Playing music from your networked PC or NAS

1 **Select “Music Servers” from the “Music” tab.**

2 **Select the name of your networked PC or NAS (Network Attached Storage) server.**

3 **Browse the music on your PC/NAS and select something to play.**



# Playing music from the AUX input

**1 Connect an audio device with a 3.5 mm stereo audio output to the AUX input on your speaker using a 3.5 mm stereo audio cable sold separately.**

When a 3.5 mm stereo audio cable is connected to “AUX IN”, the source automatically switches to Inputs.

NOTE

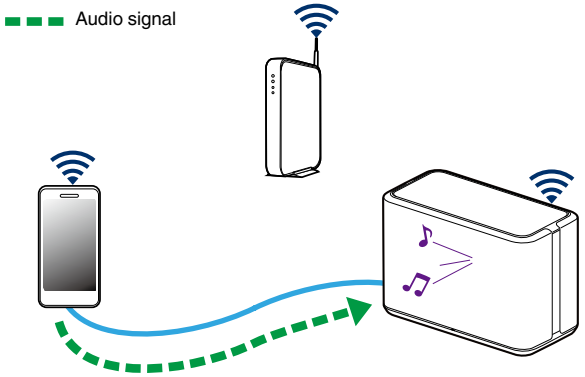
- When there is a cable connected to AUX IN, select “Inputs” from the “Music” tab.

**2 Initiate playback on the audio device.**

- The sound from the audio device can be played directly on the selected speaker.

NOTE

- The analog output signals from some sources can be fairly strong. If the input level of the source device is turned up high, it could overload the inputs of the speaker. This is unlikely to cause damage, but can cause distorted sound. Initially, set the volume of the source to a medium – low level, then turn it up as needed. If you hear distortion, turn down the device's volume control.



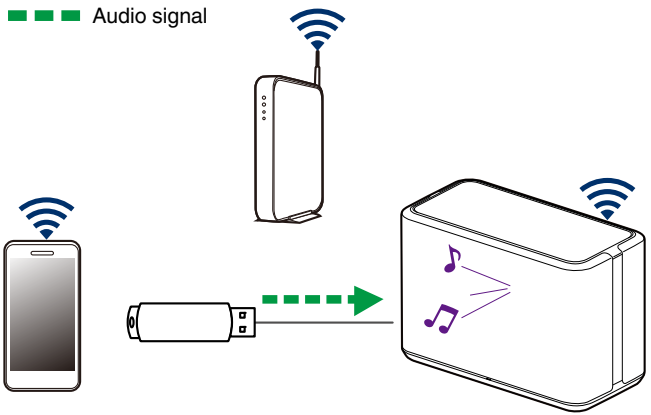
# Playing music from a USB memory device

**1** **Insert a FAT32 or NTFS formatted USB memory device into the USB port on the rear panel of the speaker.**

**2** **Select “USB Music” from the “Music” tab.**

**3** **Select the name of your speaker.**

**4** **Browse the music on your USB memory device and select something to play.**




NOTE

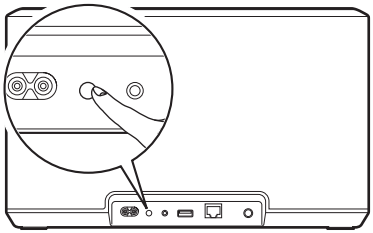
- It may take several minutes for the name of your speaker to appear in the “USB Music” list if you have a large number of files on your USB memory device.
- It is not possible to connect and use a computer via the USB port of this unit using a USB cable.

# Playing music from Bluetooth device

## ■ Pairing the speaker with your Bluetooth devices

**1** **Activate the Bluetooth setting on your mobile device.**

**2** **Press and hold the Bluetooth button (ᛒ) located on the rear panel of the speaker for 3 seconds and release the button when you see a pattern of two green flashes on the status LED.**



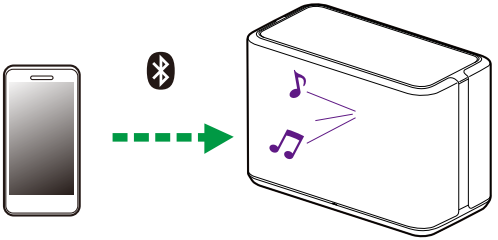
**3** **Select “Denon Home 350” from the list of available Bluetooth devices.**

In a few seconds your mobile device will indicate that it is connected to your speaker.

**4** **Play music using any app on your device.**

The sound will now play from the speaker.

Audio signal



NOTE

- Disconnect and reconnect Bluetooth connections from your Bluetooth device.

# Quick Select function

Input source settings can be registered to the Quick select buttons (1 - 6).

**1 To register the current settings, press and hold down one of the Quick Select buttons (1 - 6) on the top panel for 3 seconds.**

- The status LED blinks once when registration is complete.
- To recall the registered settings, press the Quick Select button on the top panel.

**[Default settings]**

| Button | Input source |
|---|---|
| Quick Select 1 | AUX IN |
| Quick Select 2 | — |
| Quick Select 3 | — |
| Quick Select 4 | — |
| Quick Select 5 | — |
| Quick Select 6 | — |

# Operating this unit by voice with the Amazon Alexa function

NOTE

- Optional Alexa Built-in functionality will become available via a future firmware update.

With the Amazon Alexa built into this unit, you can enjoy the ability to operate the unit and play music simply by speaking.

To use Alexa, the unit must be connected to the network. An Amazon account is also required.

Download the HEOS App in advance to your iOS or Android device and then connect this unit to the network. (☞ p. 14)

Next, use the HEOS App to enter your Amazon account information and log in to the service.

- In cases such as when you want to prevent accidental activation of Alexa or you want to protect your privacy, touch the button on this unit to disable the microphone.
- Instead of saying “Alexa”, you can also touch the button on this unit to initiate voice control using Alexa.
- Alexa isn’t available in certain languages and countries.

## ■ Examples of voice operation

For example, ask Alexa the following:

- Alexa, play music
- Alexa, pause
- Alexa, turn up the volume

## ■ Example of light bar display

The light bar on the front panel of the unit lights up according to the status of Alexa.

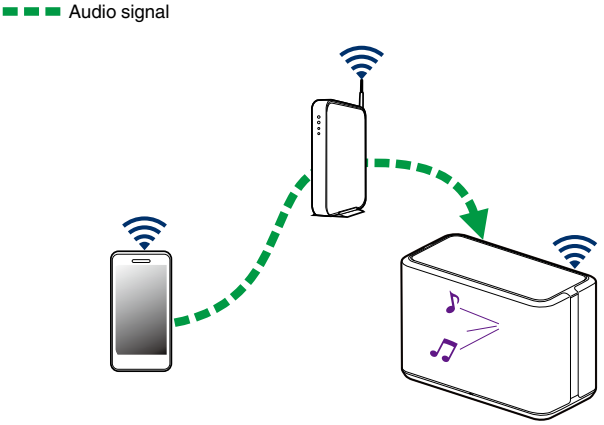
| Status of Alexa (examples) | Light bar display |
|---|---|
| While on standby |  (Off) |
| When starting up |  (The LED light moves from both sides to the center in light-blue, and then the entire light bar lights in blue) |
| While the microphone is muted |  (Lights in red) |

# AirPlay function

Music files stored on your iPhone, iPod touch, iPad or iTunes can be played on this unit via the network.

**NOTE**

- The screen may differ depending on the OS and software versions.



## Playing songs from your iPhone, iPod touch or iPad

If you update your “iPhone/iPod touch/iPad” to iOS 10.0.2 or later, you can stream music stored in your “iPhone/iPod touch/iPad” directly to this unit.

**1 Connect your iPhone, iPod touch or iPad Wi-Fi to the same network as this unit.**

- For details, see your device’s manual.

**2 Play the song on your iPhone, iPod touch or iPad.**

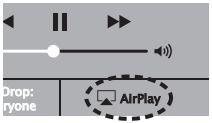
AirPlay icon is displayed on the iPhone, iPod touch or iPad screen.

**3 Tap the AirPlay icon and select this unit.**

[Example] iOS 12



[Example] iOS 10

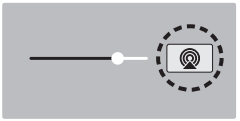



## Playing iTunes music with your speaker

**1 Install iTunes 10, or later, on a Mac or Windows PC that is connected to the same network as this unit.**

**2 Start iTunes and click the AirPlay icon to select this unit.**

[Example] iTunes



**3 Choose a song and click play in iTunes.**

The music will stream to this unit.

# Spotify Connect function

Spotify is all the music you'll ever need. Millions of songs available instantly. Just search for the music you love, or let Spotify play you something great. Spotify works on your phone, tablet, computer and home speakers. So you'll always have the perfect soundtrack for whatever you're doing. Now you can enjoy Spotify with your free account as well as Premium account.

Use your phone, tablet or computer as a remote control for Spotify.
Go to **www.spotify.com/connect** to learn how.

The Spotify software is subject to third party licenses found here:
**www.spotify.com/connect/third-party-licenses**

# Power management

## Power modes

### ■ Network Standby Mode

This speaker automatically enters “Network Standby Mode” to save power in the following cases. During “Network Standby Mode”, speaker operations cause the power to turn on.

During “Network Standby Mode”, the status LED lights in dim blue.

#### ❑ Ethernet

After around 20 minutes of no operation and no network access after playing music via Ethernet.

#### ❑ Wi-Fi

After around 20 minutes of no operation and no network access after playing music via Wi-Fi.

#### ❑ USB

After around 20 minutes of no operation and no network access after playing music from a USB memory device.

#### ❑ Bluetooth

After the Bluetooth connection is disconnected and there is around 20 minutes of no operation and no network access after playing music via Bluetooth.

#### ❑ AUX IN

After around 20 minutes of no audio.

### ■ Deep Standby

The device also has the ability to automatically enter “Deep Standby” whenever the wired or wireless network connection is removed for more than 60 minutes in “Network Standby Mode”. The front panel LED will turn off during Deep Standby.

Press any button to turn the power on.

- You also press the ►II button for 5 seconds, the device enters the Deep Standby.

**NOTE**

- If “Power Saving” is set to “Quick Start” in the HEOS app, the unit will not switch to Deep Standby mode. (“Settings” - “My Devices” - (“Device Name”) - “Power Saving”)

### ■ Off

To completely turn off the power to the device you must remove the mains plug from the power outlet.

# Basic troubleshooting

## Cannot connect the speaker to the network

| Solution | Refer to Page |
|---|---|
| • Make sure your mobile device is connected to your wireless network before setting up your speaker.<br>• Alternatively, you can connect your speaker to your network router using an Ethernet cable sold separately. Once connected via Ethernet, the HEOS app should recognize the speaker and you can manually move it to your wireless network using “Settings” - “My Devices” - (“Device Name”) - “Advanced” - “Network Settings”. | 15<br>16 |

## Cannot pair a Bluetooth mobile device with the speaker

| Solution | Refer to Page |
|---|---|
| • The connection from the Bluetooth mobile device is malfunctioning. Power cycle the mobile device, remove the pairing information and re-pair the speaker to the mobile device. | – |

## Cannot hear Bluetooth music

| Solution | Refer to Page |
|---|---|
| • Your Bluetooth mobile device is not paired with speaker. Re-pair the speaker to the mobile device. | — |
| • The speaker is Wi-Fi mode or Aux-in mode etc. Pair and connect Bluetooth device to speaker. | — |
| • The Bluetooth mobile device is connected to another audio device. Make sure your Bluetooth device is connected to speaker. | — |
| • The volume on Bluetooth mobile device is too low. Check the volume on the Bluetooth mobile device. Check the volume on the speaker. | — |

## Music cuts out or delays sometimes

| Solution | Refer to Page |
|---|---|
| • 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). | 6 |
| • 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 it's wireless connectivity (like microwave ovens, cordless phones, TVs, etc…). | — |

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

| Solution | Refer to Page |
|---|---|
| • If you are connecting the AUX input with your cable or satellite box for enjoying TV audio through multiple 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 an iOS device

| Solution | Refer to Page |
|---|---|
| This speaker supports Apple's "WAC (Wireless Accessory Configuration)" setup mode. WAC setup mode allows you to connect your speaker to your network without requiring you to type in the network name and password.<br>The iOS device firmware version needs to support iOS 10.0.2 or later.<br>1. Press and hold - and ►II buttons for 3 seconds.<br>2. Go to the Wi-Fi menu under Settings on your iOS device.<br>3. Select "Denon Home 350" under "SET UP NEW AIRPLAY SPEAKER..." at the bottom of the list.<br>4. Select the network you want your speaker to connect to and select "Next".<br>5. Follow the instructions on the screen to complete setup.<br>HEOS system will stay in WAC setup mode for 15 minutes. If the device is not setup within 15 minutes, it will revert back to its previous network connection. Press the ►II button if you want to cancel WAC setup mode.<br>The status LED will quickly blink 5 times. | — |
| After running the December 2023 firmware update, network connection through WAC setup mode will no longer be available. After updating, perform setup through the HEOS app.<br>Home - Settings - Add Device | — |

## I hear distortion when using the AUX input

| Solution | Refer to Page |
|---|---|
| • The analog output signals from some sources can be fairly strong. If the input level of the source device is turned up high, it could overload the inputs of the speaker. This is unlikely to cause damage, but can cause distorted sound. Initially, set the volume of the source to a medium – low level, then turn it up as needed. If you hear distortion, turn down the device's volume control. | – |

## Connecting to a WPS network

| Solution | Refer to Page |
|---|---|
| If your wireless router support WPS (Wi-Fi Protected Setup™) your speaker can optionally connect to your network using the "Push Button" method by following these steps:<br>Wi-Fi Protected Setup™ is trademarks of Wi-Fi Alliance.<br>1. Press the WPS button on your router.<br>2. Within 2 minutes, press and hold the CONNECT button on the rear panel of the speaker for 3 seconds.<br>3. The LED on the front of the speaker will flash green for several seconds as it connects to your WPS router.<br>4. When the connection is complete, the LED on the front of the speaker will turn solid blue. | 6 |

## Resetting your speaker

| Solution | Refer to Page |
|---|---|
| Resetting your speaker will clear out the wireless network info, 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.<br>To reset your speaker, press and hold the CONNECT and Bluetooth (Bluetooth) buttons located on the rear panel of the speaker for 5 seconds until the front LED begins to flash amber. | – |

## Buttons do not operate correctly

| Solution | Refer to Page |
|---|---|
| • Do not put anything on top of the speaker. | — |
| • Items near the top of the speaker (curtains, steel racks, etc.) may cause unintended button activation. | — |
| • Set up the speaker where there is nothing nearby. | — |
| • Unplug the power cord before cleaning the top panel. | — |

## Cannot operate the unit with Alexa

| Solution | Refer to Page |
|---|---|
| Alexa is not configured correctly.<br>• Download the HEOS App to your iOS or Android device, and use the HEOS App to configure the settings correctly. | 14 |
| The unit is not connected to the network.<br>• Download the HEOS App to your iOS or Android device, and use the HEOS App to connect to the network. | 14 |

**NOTE**

• Optional Alexa Built-in functionality will become available via a future firmware update.

## Alexa does not respond even if called

| Solution | Refer to Page |
|---|---|
| The microphone is disabled.<br>• Touch the button to enable the microphone. | – |

**NOTE**

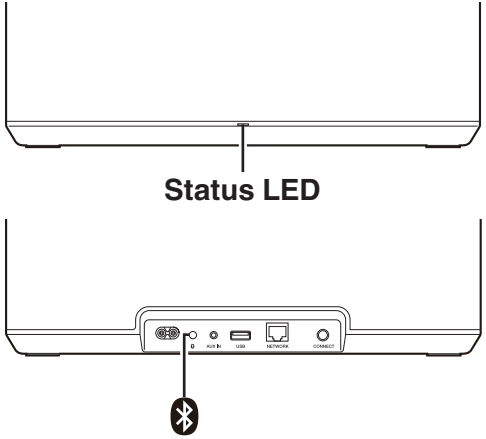
• Optional Alexa Built-in functionality will become available via a future firmware update.

# Resetting the firmware to the default state

When the network function or this unit do not operate correctly, the problem may be solved by resetting the firmware to the default state.

- It is confirmed that the network connection has no problem, but the unit cannot connect to the Internet.
- The solution described in "Resetting your speaker" does not work. (☞ p. 46)

For such cases, perform the following operation:




**1** **Unplug the power cord from the power outlet.**

**2** **Plug in the power cord while holding down the Bluetooth() button.**

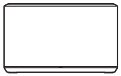
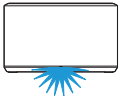
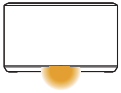
**3** **Release the button after the status LED starts to blink in orange.**

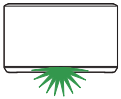
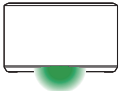
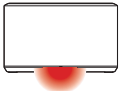
When the status LED switches from blinking orange to solid, the recovery process is complete.

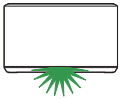
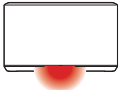
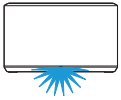
- Since this process includes a firmware recovery, it takes some time to complete.
- This process will clear out all the information that you set.
- After performing this RESET to default state, an update to actual firmware version is needed.
- Do not unplug the power cord until the entire process completes.
- If the problem is not solved after performing this operation, contact our customer service center.

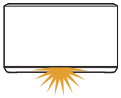
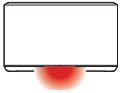
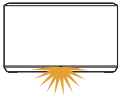
# Status LED table

The LEDs on the front panel change to indicate the current speaker status.

| Speaker status | LED action | Description |
|---|---|---|
| Deep Standby mode |  (off) | Power is off, or the speaker is in Deep Standby mode. (☞ p. 41) |
| Network Standby mode |  (dimmed solid) | Speaker is in Network Standby mode. (☞ p. 41) |
| Power on |  (blink) | Speaker is starting up or connecting to the network. |
| |  (solid) | Speaker is connected to the network. |
| |  (solid) | Speaker is unable to connect to the network.<br>Try to connect the speaker again. |

| Speaker status | LED action | Description |
|---|---|---|
| WPS |  (fast blink) | Speaker is connecting to the network via WPS. |
| |  (for 3 sec. solid) | Speaker is connected to the network via WPS. |
| |  (for 3 sec. solid) | WPS has timed out. |

| Speaker status | LED action | Description |
|---|---|---|
| Bluetooth |  (two blinks) | Speaker is pairing via Bluetooth. |
| |  (one blink) | Speaker is paired via Bluetooth. |
| |  (for 3 sec. solid) | Speaker failed to pair to the Bluetooth device.<br>Try to pair again. (☞ p. 35) |
| Volume setting |  (quick blink) | Volume is being adjusted. |
| |  (slow blink) | Speaker is muted. |

| Speaker status | LED action | Description |
|---|---|---|
| Firmware update |  (blink) | Firmware is being updated. |
| |  (slow blink (Not fade)) | There is a firmware error.<br>Check your usage environment, relaunch the app, then try to update the firmware again. |
| Error |  (solid) | There was a setup error.<br>Check your usage environment, then follow the correct procedure to try setup again. If the error occurs again, restore factory settings and try setup again. (☞ p. 46) |
| |  (fast blink) | There is a hardware error.<br>Unplug the power cord, wait a little while, then plug the power cord back in. |
| Reset |  (blink) | Factory settings have been restored. |

# Supported file types and codecs

| Frequency | Bit length | File Extension | Codec | Bit Rates |
|---|---|---|---|---|
| 32/44.1/48<br>88.2/96/176.4<br>192 kHz | 16/24 bit | wav | PCM | --- |
| 32 kHz<br>44.1 kHz<br>48 kHz | 16 bit | mp3 | MPEG-1 Audio Layer 3<br>CBR/VBR | 32 - 320 kbps |
| 32 kHz<br>44.1 kHz<br>48 kHz | 16 bit | m4a<br>aac | AAC-LC | 48 - 320 kbps |
| 32 kHz<br>44.1 kHz<br>48 kHz | 16 bit | wma | wma9<br>CBR | CBR:48 - 192 kbps |
| 44.1/48<br>88.2/96/176.4<br>192 kHz | 16/24 bit | flac | flac | --- |
| 44.1/48<br>88.2/96/176.4<br>192 kHz | 16/24 bit | m4a | ALAC | --- |
| 2.8/5.6 MHz | 1 bit | dff<br>dsf | DSDIFF<br>DSF | --- |

**NOTE**

- Files protected by DRM such as Apple's Fairplay DRM, are not supported.
- If you select a music source with a high bit rate or high resolution, it is set to the appropriate level by codec before being output.
- The ALAC decoder is distributed under the Apache License, Version 2.0 (**http://www.apache.org/licenses/LICENSE-2.0**)

# Specifications

## Wireless LAN

| | |
|---|---|
| **Network type:** | Conforming to IEEE 802.11a/b/g/n/ac |
| **Used frequency range:** | 2.4 GHz, 5 GHz |

## Bluetooth section

| | |
|---|---|
| **Communications system:** | Bluetooth Version 5.4 |
| **Transmission power:** | Power Class 1 |
| **Maximum communication range:** | Approx. 98.4 ft/30 m in line of sight * |
| **Used frequency range:** | 2.4 GHz band |
| **Modulation scheme:** | FHSS (Frequency-Hopping Spread Spectrum) |
| **Supported profiles:** | A2DP, AVRCP |
| **Corresponding codec:** | SBC |
| **Transmission range (A2DP):** | 20 Hz – 20,000 Hz |

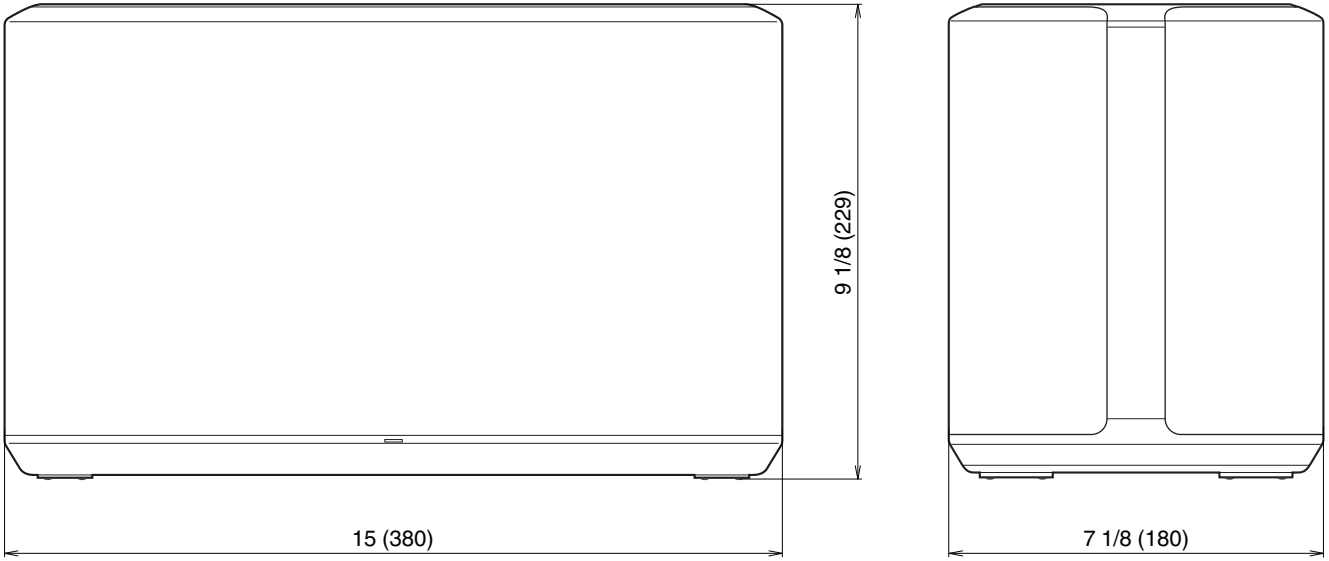
* The actual communication range varies depending on the influence of such factors as obstructions between devices, electromagnetic waves from microwave ovens, static electricity, cordless phones, reception sensitivity, antenna performance, operating system, application software etc.

## General

| | |
|---|---|
| **Operating temperature:** | 41 °F - 95 °F (5 °C - 35 °C) |
| **Power supply:** | AC 100 – 240 V, 50/60 Hz (for Europe model)<br>AC 100 – 120 V, 50/60 Hz (for North America model) |
| **Power consumption:** | 37 W |
| **Power consumption in Network Standby Mode: (Voice service activated)** | 4.0 W (Wi-Fi 2.4 GHz)<br>4.1 W (Wi-Fi 5 GHz)<br>3.6 W (Ethernet)<br>4.1 W (USB with Wi-Fi)<br>3.5 W (Bluetooth) |
| **Power consumption in Deep Standby Mode:** | 0.4 W |
| **Max Analog Input:** | 2 Vrms |

## Dimensions

Unit : in. (mm)




## Weight : 14 lbs 12 oz (6.7 kg)

For the purpose of improvement, the specifications and design are subject to change without notice.

# Information

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Wi-Fi Certification provides assurance that the device has passed the interoperability test conducted by the Wi-Fi Alliance, a group that certifies interoperability among wireless LAN devices.

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