

New Streaming Update FAQ

What is this update for?

This update introduces exciting new features that have been added due to popular demand from our customers. As a result, we are happy to introduce Tidal Connect and Spotify Connect to select products alongside the existing streaming capabilities via Apple Airplay, Google Cast, Roon, and selected sources within Music Life

To make use of these features, your product must be updated to a minimum of NET software v1542.

Which Products are affected?

Arcam HDA AVR range: AVR5, AVR10, AVR11, AVR20, AVR21, AVR30, AVR31, AV40, AV41

Arcam Integrated Amplifier: SA30

Arcam Streamer: ST60

Arcam streamer with built in Amplifier: Solo Uno

JBL AVR range: SDR-35, SDP-55, SDR-38, SDP-58

JBL Integrated Amplifier: SA750

I don't want to change how I stream. Why must I update?

In order to introduce these desirable new services, the behaviour of the products must change beneath the surface. To maintain proper communication with the products, the Musiclife app must also change. From a user's point of view you can still continue doing what you were doing before the update. After the update greater choice is available should you ever wish to explore it.

Can I perform this update myself?

You certainly can. Naturally, some people may not wish to update by themselves, but the update instructions are available to review within the product update files available on our websites.

If you are still unsure, feel free to contact support for assistance:

Luxurysupport@harman.com.

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Do I need to reset my product after this update?

You may need to reset depending on the product you are updating and the software version you are updating from. With regards to the AVR range, if you have updated from host 1.44 or above, then you should not need to reset. The SA30 and SA750 will not need a reset if you are on net version 1206 or above. No other products will need a reset following this update.

How do I find what software version is installed on my product?

AVR range:

Start up your AVR. Once it has finished the startup routine, hold MENU on the front panel for approximately five seconds.

Using the navigation keys on your remote control, scroll to the third page. Here you will see your software versions, beginning with “host” on down to “BT” on the following page. The most important numbers are the ones by “host” and “net.”

SA30/SA750:

Menu > System info

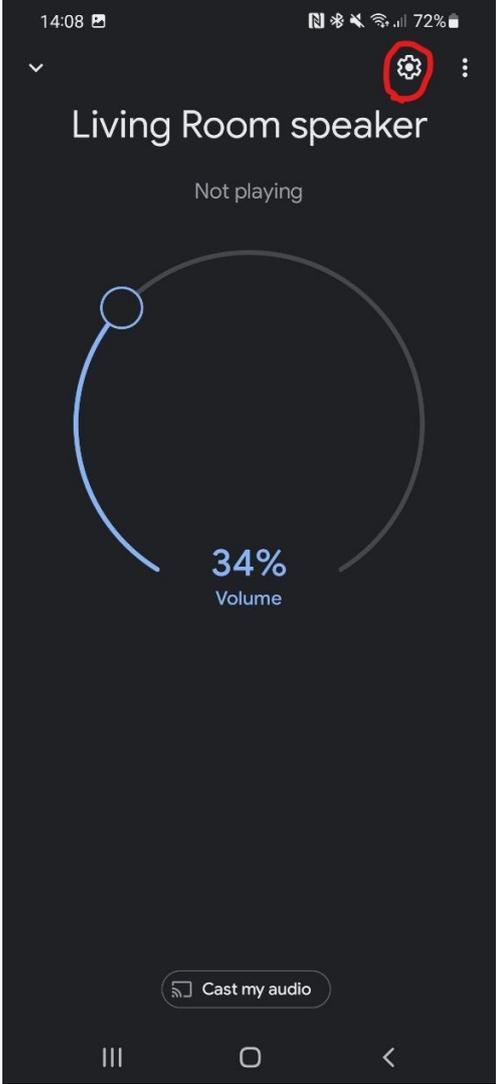
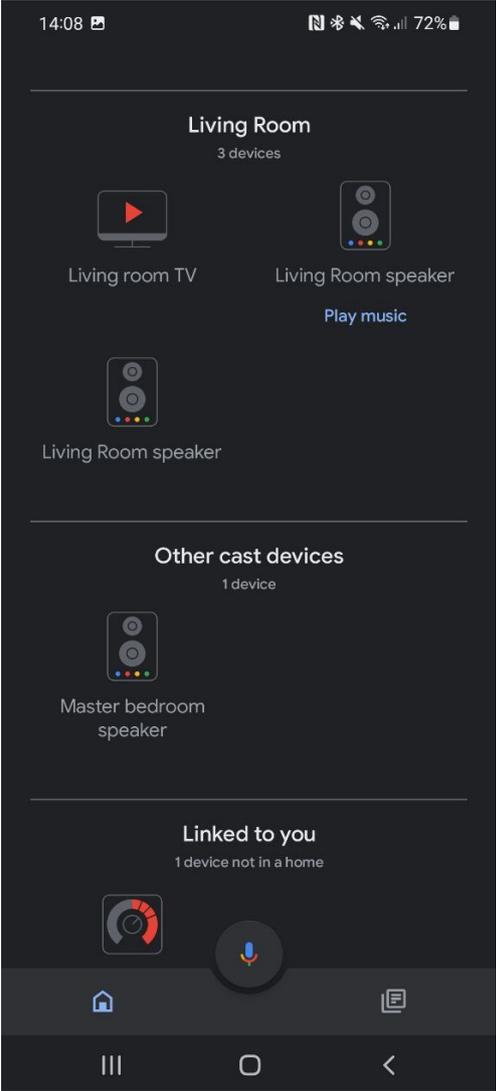
Here you will find both the “version” and “net version” software.

ST60/Uno:

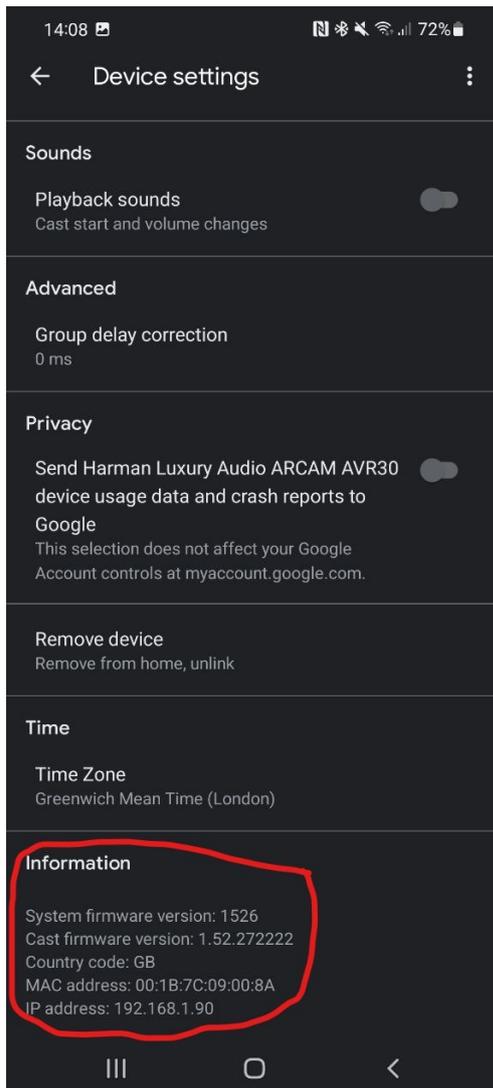
The easiest way to do this is to open Google Home.

Presuming the unit has been configured on Google Home, you can select your product from the Google Home speaker list. In the settings cog, you will find the IP address of your unit, as well as the partial software number.

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My AVR HOST software is the same as the version on the website. Do I still need to update?

Our AVRs, the SA30 and SA750 contain two distinct pieces of software, the HOST and the NET. It is quite likely that your HOST software version will match that on our website but the NET is likely to be different. When comparing the HOST and NET software installed on your product to those on our website, if only one of the two match then you will need to update.

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The Tidal log in page has changed on MusicLife. What do I do?

With the new streaming software, MusicLife now logs in directly through Tidal, as opposed to the old login screen you may be used to. Simply tap “log in” and then enter your Tidal details in as normal.

