



ekl[i]pse

Model: AU-3001

Frequently Asked Questions

Does my iPhone also work with the docking station?

Yes it does in airplane mode. You will need to disable the “unlock” function in order for the alarm to work.

The device does not react to the remote control.

- Verify that you have taken the red tag out of the battery insert.
- Verify that a battery is correctly inserted.
- The remote control is too far away from the device; move the remote control closer to the device.
- Pair the remote control: On the device, press **REVERSE** (left arrow) and then **FORWARD** (right arrow). Then on the remote control, press **STANDBY** and **SLEEP** at the same time. On the display **REMOTE CONTROL PAIRED** will appear.

A mini CD has been inserted into the device.

The product manual clearly states that mini-CDs are not compatible with the device. Unfortunately in this case, the warranty will not be fulfilled. Please ask for a repair possibility by the [sonoro customer service](#).

I have lost my product manual. Where can I find a new one?

All products manuals can be found on our website www.sonoro-audio.com under the concerned product.

I wish to reset my eklipse to its initial state (for example reset time and settings).

- Turn eklipse on, press and hold **MENU** (middle of navigation ring)
- Press **VOL** – 5 times till **FACTORY RESET** appears on the display.

How can I see which model type my sonoro is?

At the back of every sonoro device, there is a ‘Product N°’. This shows the model.

Which sonoro products are compatible with the Apple iPod products?

The product cubo (AU-1310), iElements and elements W are compatible through the use of the optional iPod docking station eDock from sonoro. The design music system eklipse is compatible through its integrated docking station at the top of the device. cuboDock, the stereo docking station is compatible with iPod and iPhone. Even the iPad can be connected to the cuboDock via Bluetooth.

What does the small key lock symbol mean at the back of my sonoro?

The small key lock symbol shows the connection for a key lock cable. This is to ensure the security of sonoro products in hotels and other public areas.

How can I find my nearest sonoro shop?

Please go to www.sonoro-audio.com. At the top or the right side navigation bars click on ‘Shops.’ Find your area using the shop locator field.

Who can I contact when I have technical question or issue regards to my sonoro product?

Please contact the sonoro customer service. On our homepage click on ‘Contact’ found the top right navigation bar. Fill out the online contact form or call or e-mail the [sonoro customer service](#) directly.