

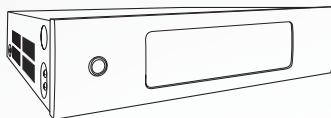


**HEOS Drive QUICK START GUIDE**

**HS2**

# BEFORE YOU BEGIN

The HEOS Drive is designed to add HEOS multi-room audio functionality with the convenience of a centrally located and rack-mountable multi-channel amp.



Make sure you have the following items in working order:



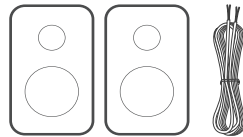
Wi-Fi  
Router



Internet  
Connection



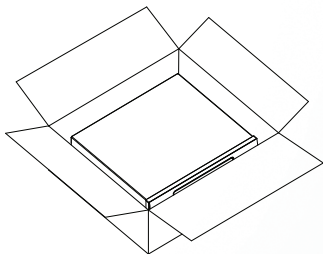
Apple iOS, Android or  
Kindle mobile device  
connected to your network



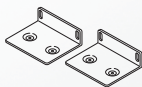
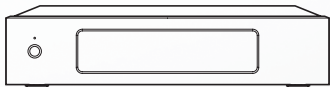
Speakers &  
Speaker Wires

# STEP 1: UNPACK

Carefully unpack your new HEOS Drive.



Verify that the following items are included in the box.



Rack mount  
brackets



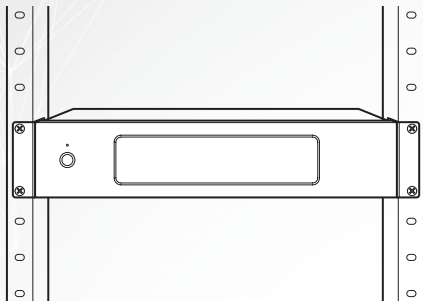
Power cords



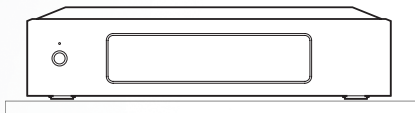
Ethernet cable

# STEP 2: PLACE

- 1 Rack mount the HEOS Drive using the included rack ears or...

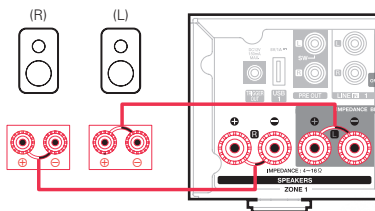


- 2 Place the HEOS Drive on a sturdy shelf.

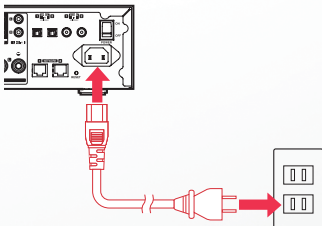


# STEP 3: CONNECT

- 1 Connect the speakers

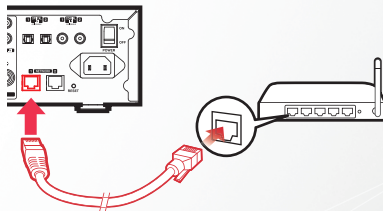


- 3 Connect the power cord.

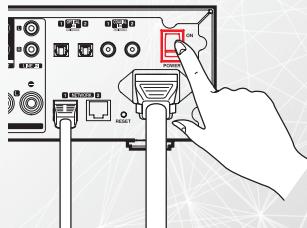


 choose proper power cord in your region

- 2 Connect the included Ethernet cable between the HEOS Drive and your router.



- 4 Turn on the power switch.



# STEP 4: CONTROL

- 1 Download the HEOS App.  
Go to the App Store, Google Play or Amazon App Store and search for “HEOS” to download and install.

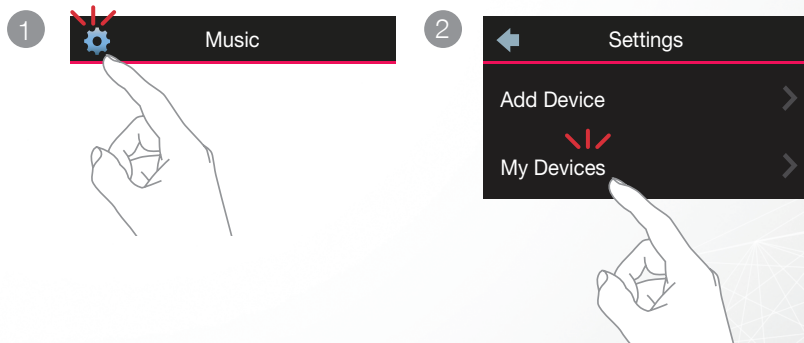


- 2 Launch the HEOS App.



# STEP 5: CONFIGURE

The HEOS Drive will appear on the Rooms Tab. Go to *Settings/My Devices* to edit the default settings of your HEOS Drive.



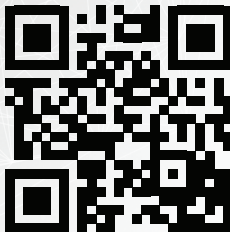
## ENJOY!

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

# OWNER'S MANUAL

- For more information, visit [www.HEOSbyDenon.com](http://www.HEOSbyDenon.com)
- Refer to the Online Manual for other functions information and operation procedure details.

[manuals.denon.com/HEOSDRIVEHS2/ALL/EN](http://manuals.denon.com/HEOSDRIVEHS2/ALL/EN)





# BASIC TROUBLESHOOTING

## No sound comes out of a specific speaker

- Check that Bridge Switches on Rear Panel are properly selected.

## Music cuts out or delays sometimes

- Make sure your Internet connection is operating correctly.
- If you are sharing your network with other users or devices, they may be using most of your bandwidth (especially if they are streaming video).

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

- If you are connecting the AUX input with your cable or satellite box for enjoying TV audio through multiple HEOS devices, 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 devices so that it arrives at all speakers at the same time.
- You can avoid this delay by listening only to the HEOS device which is directly connected to the set top box.

## Resetting Your Device

Resetting your HEOS device will clear out EQ, and name but retain it's current software. You will have to use Settings->Add Device to reconnect the device to your home network before it can be used. To reset your HEOS Drive, press the Reset button on the back and hold it in until the Zone LED begins to flash amber.

## Restoring the Device to Factory Defaults

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

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

To restore your HEOS Drive to the factory defaults, turn the power switch off rear panel. Press the Reset button on the back, turn the power switch on rear panel, and hold it in until the Zone LED begins to flash amber.

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# CONTACT Denon

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

## **For US & Canada only:**

If you need further assistance with your HEOS Product, please contact HEOS by Denon Customer Support Services below:

Website                      [www.HEOSbyDenon.com/Support](http://www.HEOSbyDenon.com/Support)

Email                              [Support@HEOSbyDenon.com](mailto:Support@HEOSbyDenon.com)

Live Chat                      [www.HEOSbyDenon.com/LiveChat](http://www.HEOSbyDenon.com/LiveChat)

Telephone                      Toll Free                      (855) 499 2820  
(M-F 10:00AM to 10:00PM EST / Sat 12:00PM to 8:00PM EST)



The DENON logo is rendered in a bold, black, sans-serif typeface. A registered trademark symbol (®) is positioned at the top right of the letter 'N'. The background of the entire page features a complex, white, geometric wireframe pattern of interconnected lines and nodes, creating a mesh-like effect that is denser on the left and fades towards the right.

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