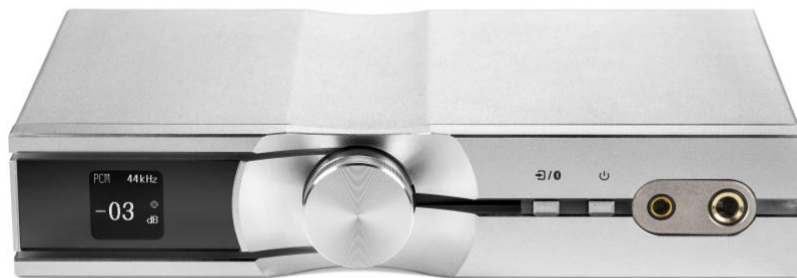




FAQs



NEO iDSD

So, what is it exactly?

The NEO iDSD is our new desktop DAC/amp with bleeding-edge tech. Put simply, it is the first 3-in-one system at this price range to combine the following:

1. Hi-Res USB and S/PDIF DAC – PCM768/DSD512. Full MQA decoding.
2. Hi-Res Bluetooth DAC - 96kHz Hi-Res Bluetooth: LDAC, HWA/LHDC, aptx Adaptive/HD/LL, AAC
3. True Balanced circuit and headphone amp.

I have another iFi product and need to change the firmware if I want to play DSD512 files. Is the NEO iDSD the same?

No, the NEO iDSD uses the newest 16 Core 2000MIPS XMOS low latency microcontroller. It has the capacity to be able to play both MQA and DSD512 right out of the box without the need for firmware changes.

Why does it have only one knob?

Its large multi-purpose rotary knob allows you to regulate volume level, engage/bypass internal preamplifier, mute and adjust brightness.

Its rotary knob would suggest an analogue potentiometer?

Although the NEO iDSD's volume control is analogue, the volume attenuation itself is done inside of a precision resistor ladder embedded inside of an analogue chip, which is then controlled digitally. So no, the NEO iDSD doesn't incorporate an analogue potentiometer.

How do I adjust its OLED display's brightness?

You press and hold the knob (3 seconds) to enter brightness selection. Rotate the knob to cycle through the three (high/low/off) brightness modes and press to accept.

How do I use mute?

One press of the NEO iDSD's rotary knob is all it takes.

Do I need to turn the product off if I want to set its analogue outs as variable/fixed?

Yes. While constantly pressing the NEO iDSD's rotary knob, please turn on the product to enter the analogue output setting selection menu. The NEO iDSD will remember a previous setting.

Its input selector button is also there for Bluetooth pairing. How do I engage this mode?

To enter pairing mode, press and hold the button (for three seconds) until the Bluetooth icon flashes. To pair it with your device of choice, find the 'iFi Hi-Res Audio' on the list in your phone/tablet and choose it.

Should I have its antenna attached all time?

If you wish to use the NEO iDSD as a wireless device, then yes, its antenna is a must.

Can I use any external charger with it?

The NEO iDSD works with all chargers within specs (5V/2.5A), however, for maximized performance it should be used with our ultra-quiet iPower/iPower X/iPower Elite.

Can it be powered from a computer's USB socket?

Yes, as long as this USB socket can provide stable 5V/0.9A. However, regular USB ports are noisy, which might audibly impact the NEO iDSD's performance.

I see an oddly shaped USB input? Do I need anything specific for it?

The NEO iDSD relies on a USB3.0 socket. Although it will work perfectly fine with regular (USB2.0) cables, a USB3.0 cable such as iFi's Mercury/Gemini are advised for reliable connection.

I see two analogue output types. Which one should I use?

The NEO iDSD is internally a fully balanced design, so its XLR outputs are recommended.

Can I use both analogue outputs at the same time?

Yes, you can, the NEO iDSD will send audio signal to them simultaneously.

What's that aluminum base that I've found in the package?

The NEO iDSD can be positioned horizontally and vertically. We have included a base to allow for it to be placed vertically. In vertical mode the NEO iDSD can also double as a headphone support stand.

I'm not sure I'd position the device on its side. Won't that make the screen hard to read?

The writing/symbols on the OLED display will flip around when placed vertically so that everything can still be read easily.

Can I put it on a shelf in between books? I don't have much space!

The NEO iDSD can comfortably work with minimal space around it. However, it should have some freedom around just as any electronic audio device.

How do I know that what I'm listening to is MQA?

The MQA logo will be displayed on the NEO iDSD's OLED screen.

Can I use two pairs of headphones at the same time?

Yes, you can, however, this will limit total power output delivered to each headphone socket as both rely on the same amplifier circuit.

Which headphone out is better?

Please use the correct headphone out for your headphones. However, the NEO iDSD is a fully balanced design and so is its 4.4mm Pentaconn connection, and that's the one we'd suggest you use, if you are able to do so.

Can I use IEMs with it?

Yes, the NEO iDSD will work with IEMs.

Can I turn its display off? I like listening to music in dark.

Press and hold the knob (3 seconds) to enter brightness selection. Rotate the knob to cycle through the three (high/low/off) brightness modes and press to accept when you get to 'off'.

Can I use any headphones with it?

The vast majority of full-sized dynamic and planar-magnetic headphones will be very happy with the NEO iDSD, even those considered as notoriously hard to drive.

Does it feature any USB improving technology by iFi audio?

Just like any other iFi audio DAC, our NEO iDSD's USB input also features a number of our proprietary measures to sound the best it possibly can.

I've read that Bluetooth is bad for music playback? Should I avoid it and use regular wired connections instead?

Not at all. For our X-series products, we designed a highly sophisticated Bluetooth engine that provides remarkably good audio performance, unlike regular Bluetooth receivers. The NEO iDSD features this circuit and also supports highly regarded LDAC codec.

While others use the last generation chip, the CSR8675, which is around 6 years old, we use the latest QCC5100 Bluetooth chip. We are one of the first companies to use it. It supports the latest aptx Adaptive, LDAC and HWA/LHDC, together with aptx/aptx HD/aptx LL, AAC etc.

Should its antenna be attached during playback other than Bluetooth?

We see no reason why it shouldn't. Attached or not, it doesn't impact the NEO iDSD's performance at all.