



AudioMate - User Manual

Wireless TV & Audio Transmission

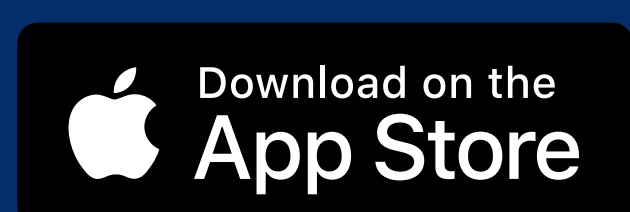
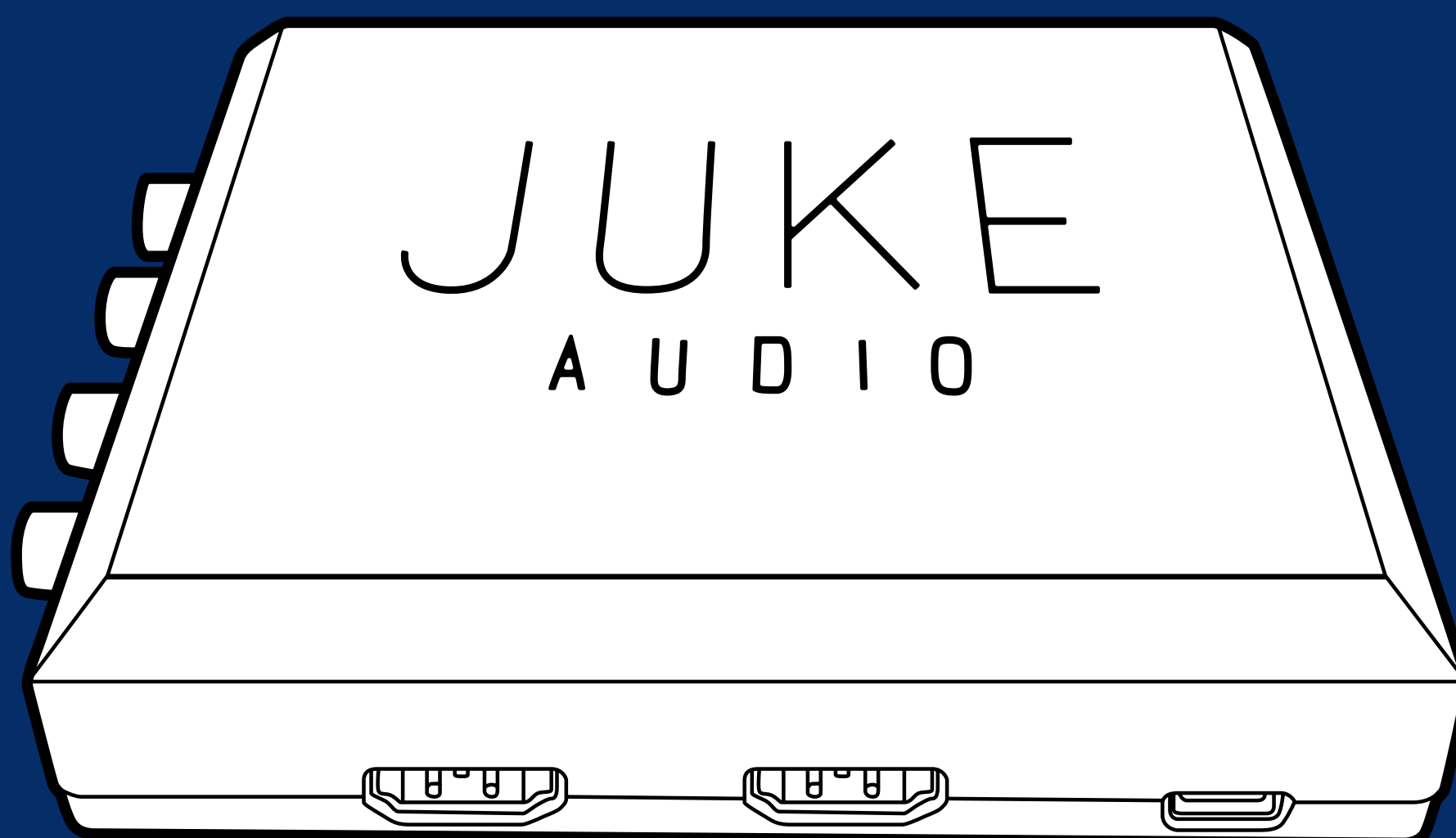


Table of contents

Product Overview	03
↳ Specs	03
Installation	03
↳ Initial checklist	04
↳ Adding a new device	04
↳ Connecting to the network	04
Configuration	06
↳ Using the AudioMate	06
↳ Volume adjustments	07
↳ Connecting analog audio devices (RCA)	08
↳ Connecting digital audio devices (HDMI)	08
↳ Setting up TV audio	09
↳ Incorporating a sound bar	09
↳ Hiding Unused Zone Outputs	09
Troubleshooting	10
↳ Dropping off network	10
↳ Not hearing any audio on TV	10
↳ Lip Sync Issues with TV	10
↳ Submitting a Support Request	10

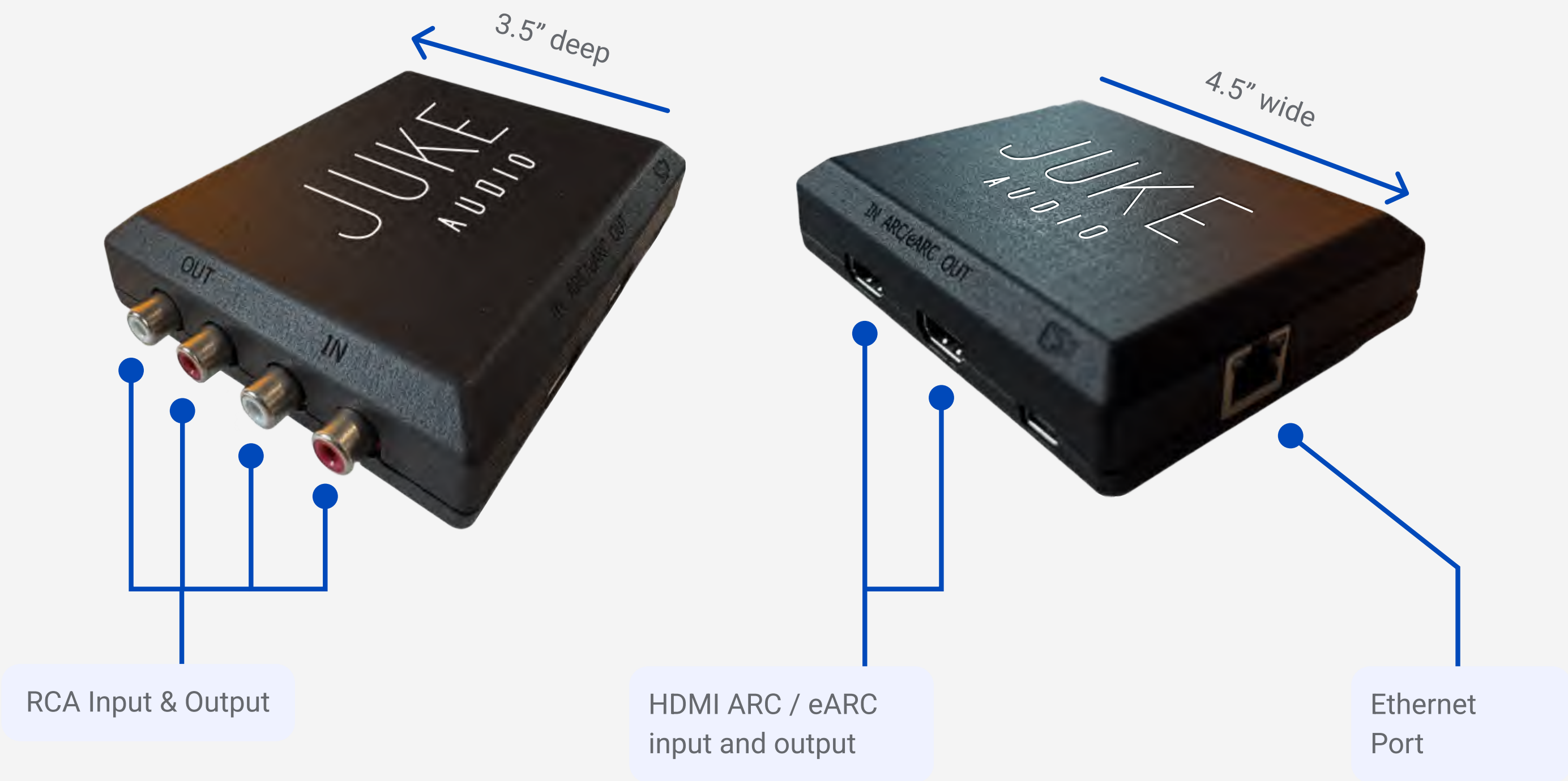
Product Overview

The AudioMate is a versatile adapter piece for wirelessly integrating common audio devices with any Juke Audio amplifier without forcing all cabling to be wired back to the central location.



The product can be connected to the local network via Ethernet or Wi-Fi and offers connections for both an HDMI eARC in & out, as well as an RCA in & out. Any device that is connected to the device can become an additional audio input or output of the Juke system that is all easily controlled from the Juke app.

Specs



Installation

Initial Checklist:

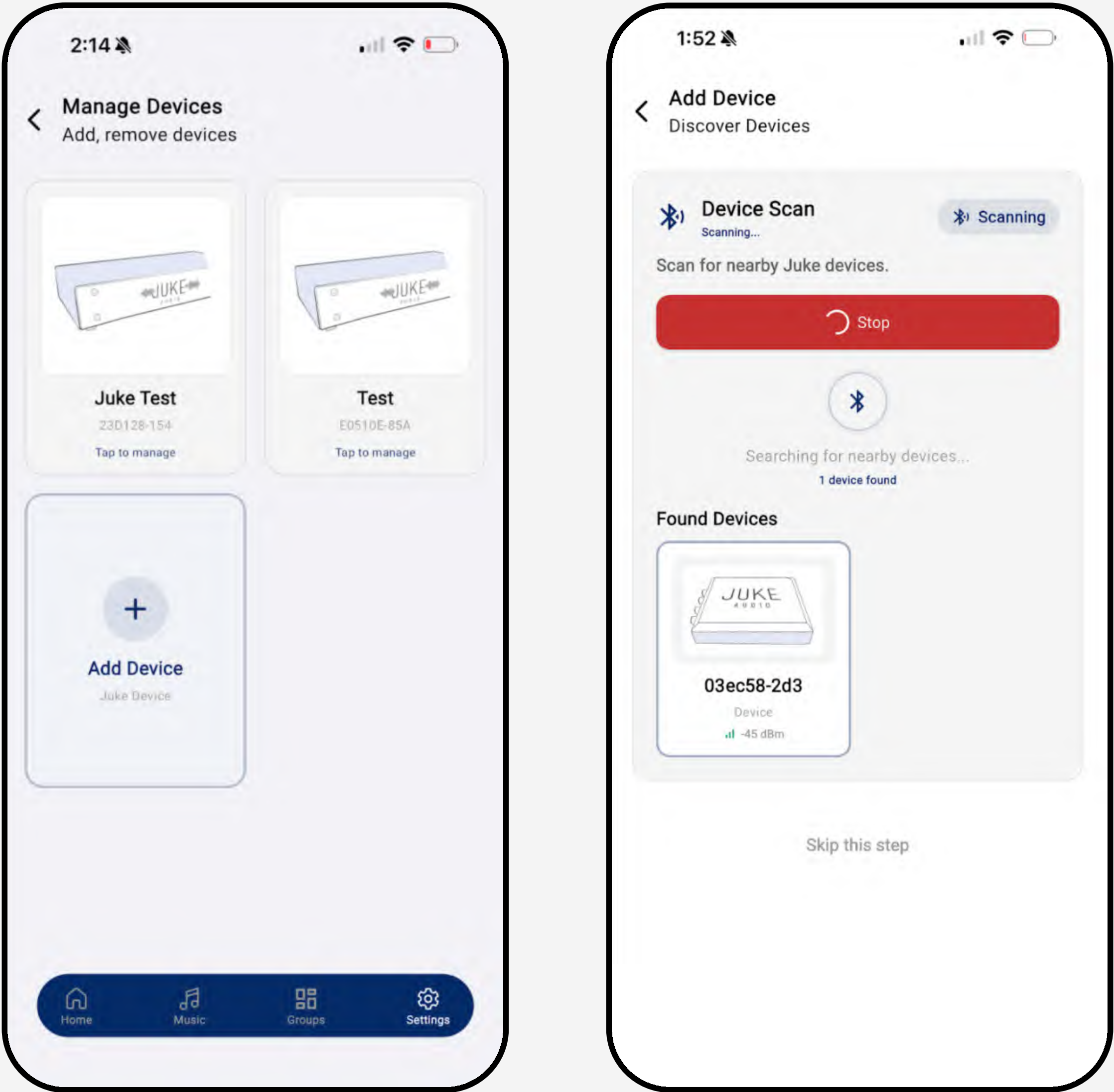
- 1

A Juke Audio amplifier must first be configured and setup on the network in order to begin setting up the AudioMate.
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Connect the USB-C power Cable into the AudioMate and check that the lights on the side of the unit begin flashing to know it's getting power.

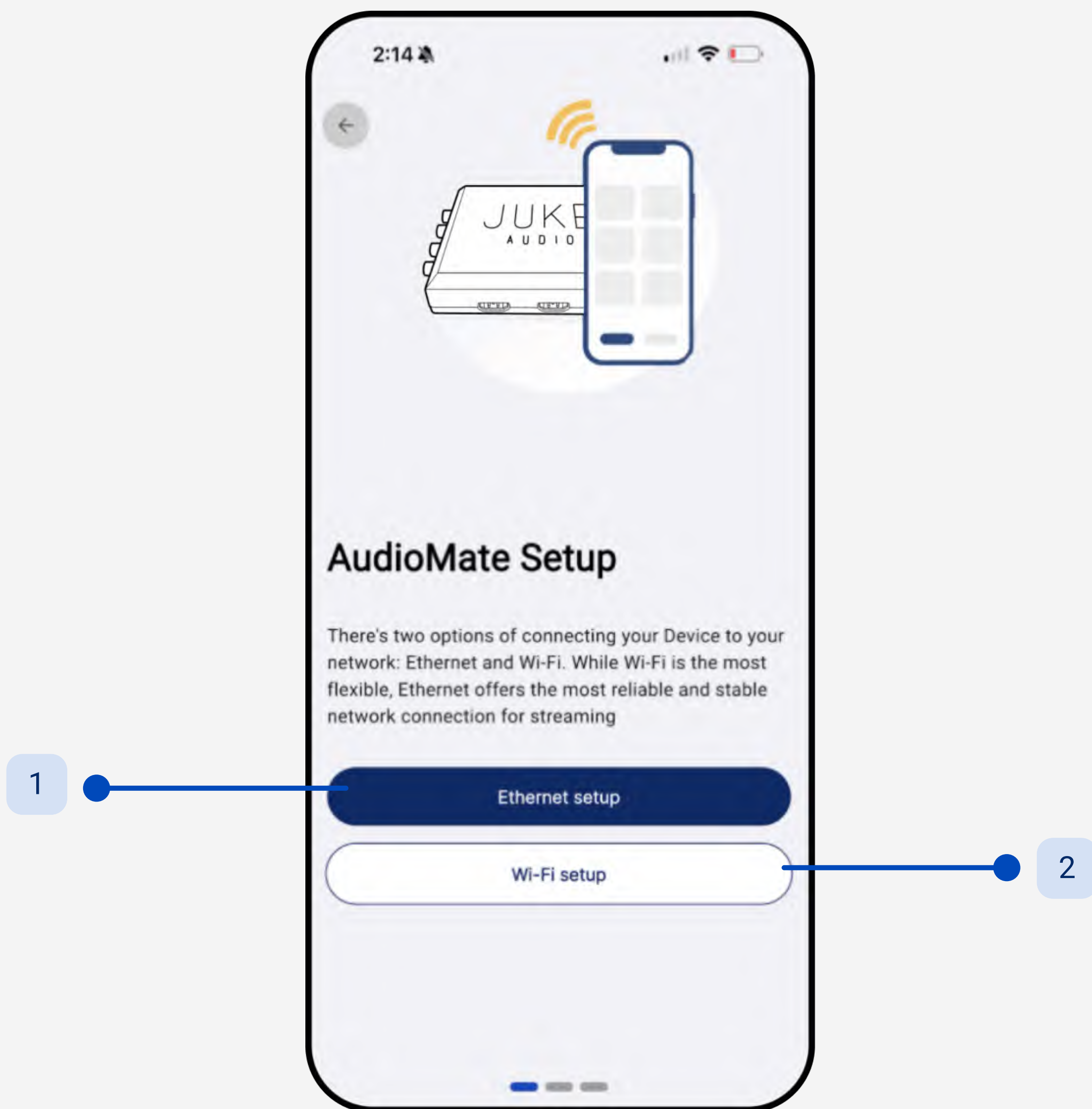
Adding a new device:

To begin the setup process, please go into the administrator portion of the Juke app (standard password is Admin with a capital A) and then hit Manage Device. You'll then be prompted to add another device by doing a bluetooth scan. Please ensure you are standing directly next to the AudioMate during this stage in order to establish the connection. Once you select the device, you'll then be prompted to connect it to the local network that your Juke amplifier is on.



Connecting to the Network:

You can connect the AudioMate to your local network either via Ethernet or wirelessly via Wi-Fi. If possible, the optimal way to connect the AudioMate to the network is via Ethernet as this ensures the most stable connection with mitigated potential for audio synchronization or dropouts. Even if it's not the main router that you connect it to via Ethernet, hardwiring the AudioMate into one of your wireless access points can be beneficial as well.



- 1. Ethernet Setup:** Connect an Ethernet cable from the LAN port on your main router, switch, or closest wireless access point into the Ethernet port of your AudioMate. The heartbeat light will start blinking in patterns of one beat once it is connected to the network.

Troubleshooting tip: If you have connected the Juke via Ethernet and are not able to proceed through setup still, please confirm that the heartbeat light is blinking one time on the AudioMate as that means it is on a network. If that is the case, the likely issue is there is what is referred to as a double NAT with two different network pieces acting as routers independently. Please see the troubleshooting section at the end of the manual for how to address this.

- 2. Wi-Fi Setup:** Select the available network that your Juke amplifier is on and then enter in the password. After 15 seconds, it should accept the password and merge the AudioMate onto that network. The heartbeat light will start blinking in patterns of one once it is connected to the network.

Troubleshooting tip: If you are not able to see your network in the list to connect to or are finding that the connection drops off frequently, please try to bring your router or one of your wireless access points closer to the Juke in order for it to establish a more reliable connection. For further details on boosting the signal strength, please see the troubleshooting section at the end of the manual.

Configuration

The next step and final step in the setup process is configuring which inputs and outputs you intend to use on the AudioMate. This can be done during the onboarding flow or afterwards in the administrator portion of the Juke app (default password is Admin with a capital A).

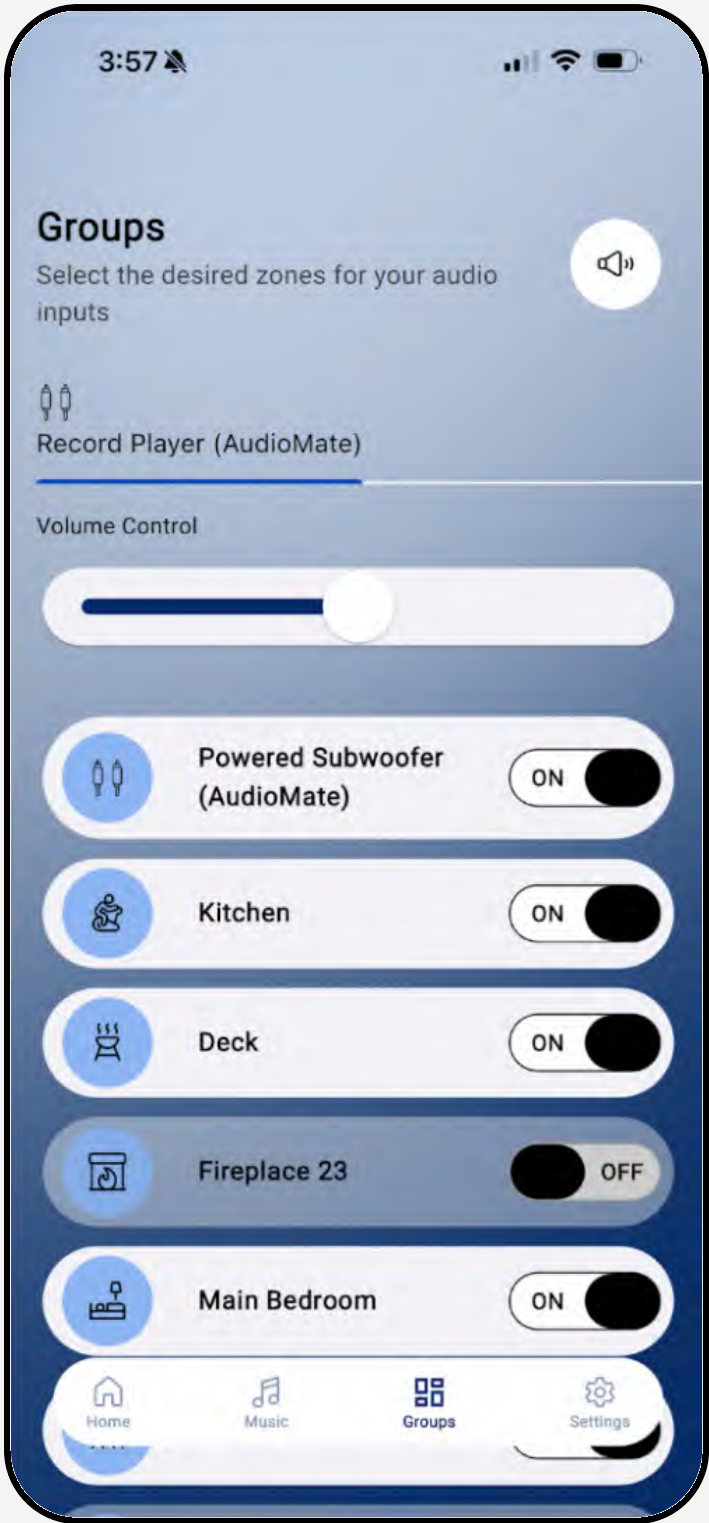
You can designate which inputs you want to use (RCA or HDMI) and give them a name of your choosing. For example, you might intend to use the HDMI eARC input for Television Audio in your Living Room and you’d therefore set the input type as HDMI to give it the name Living Room TV.

The output works similarly in that you’ll choose which of the outputs you intend to use (RCA or HDMI) and then give it a specific name. An example in this case would be using the RCA output and naming it Living Room Subwoofer if you are indeed connecting out to a powered subwoofer.

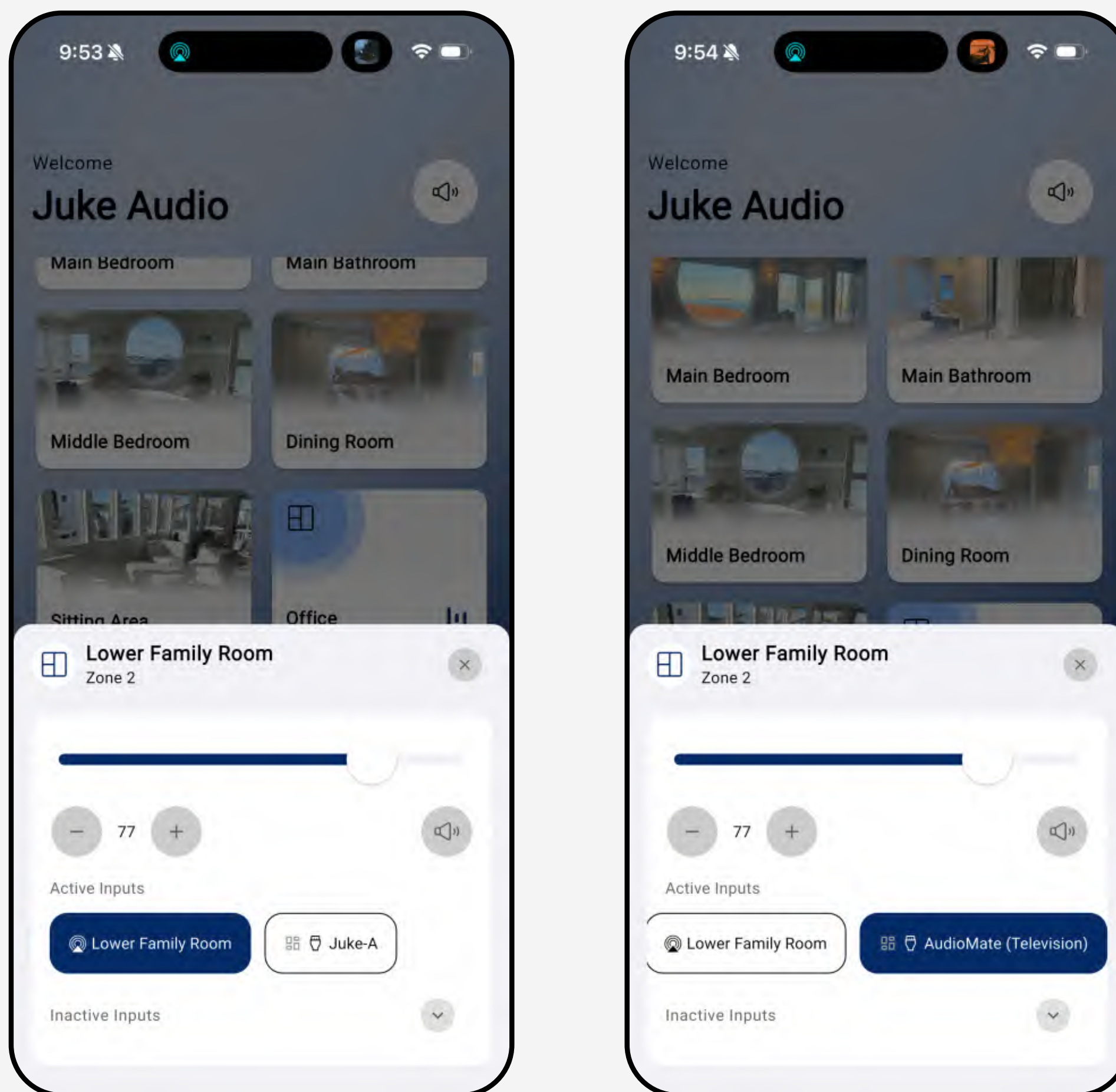
If you need to make any changes to these settings after initial install, you can navigate to the settings of the Juke app and hit “zone settings” to alter the outputs of the AudioMate or hit “group inputs” to alter the input type or name of the AudioMate.

Using the AudioMate:

Any input that you have enabled for the AudioMate will appear as a new option in the “groups” tab of the Juke app and give you the ability to play the audio from that source to any of your connected zones by turning them “On” as seen in the picture below. These zones will remain “On” until toggled off.



Any outputs that you connect to the AudioMate will become additional zones that appear in the groups tab of the Juke app. You can turn these zones on with any of the connected speaker zones on the Juke amplifiers to have them play in sync for any of your desired audio sources.



When audio is detected and being played out, you can navigate to the home screen of the app and see the audio input type set as “active” when you click into a zone indicating that’s the audio you should be hearing. If there are two audio sources trying to play to a zone at the same time, i.e, an airplay stream from a phone and TV audio from the AudioMate, you can quickly toggle between the active inputs by tapping on the one you want to take control in that zone.

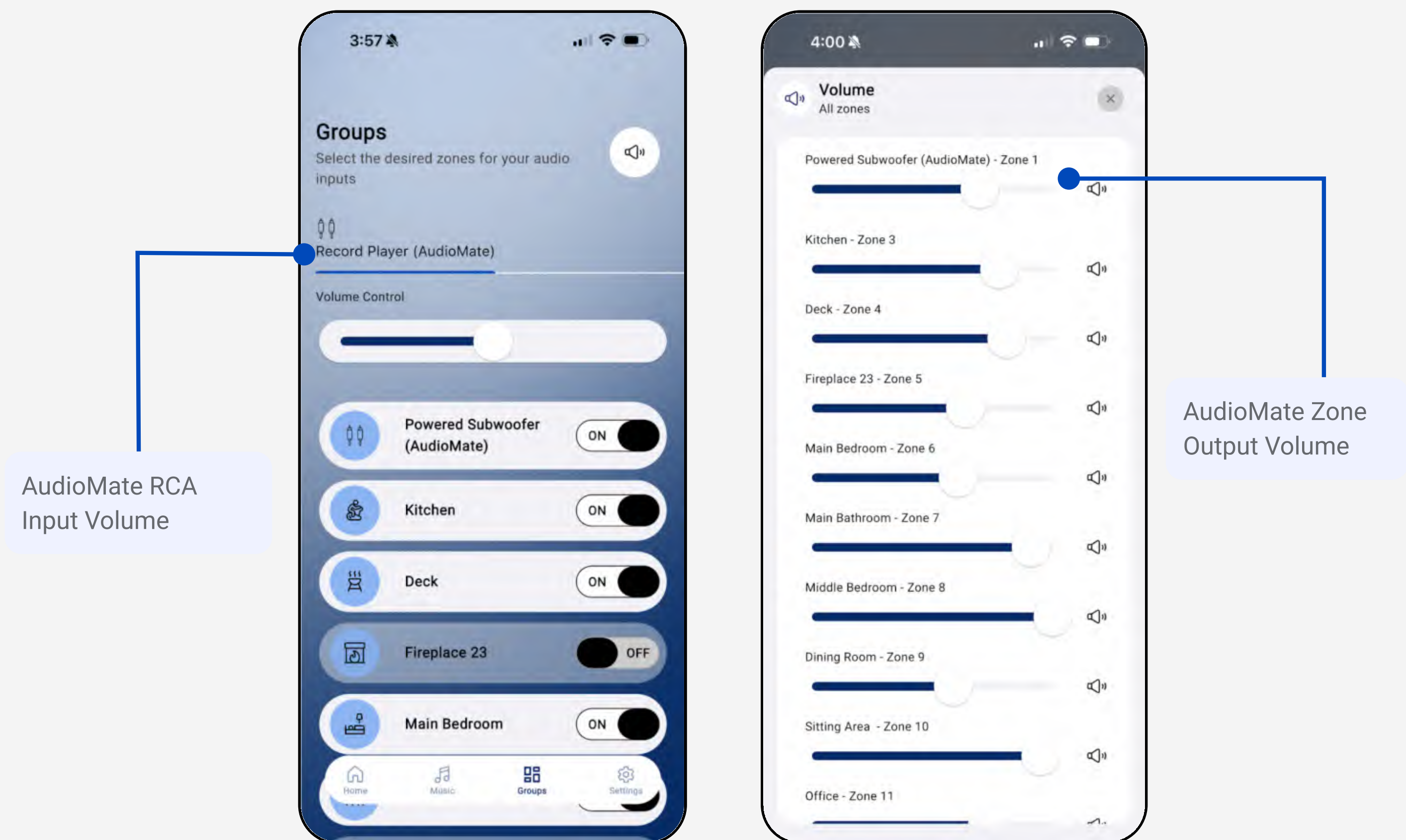
Volume Adjustments:

There are two key volume controls to keep in mind when using the AudioMate: The source volume & the zone volume. The audible volume will be the combination of these two.

The source volume will be the level you have set for whatever is connected on the input side. In the case of the HDMI, this will typically be a television which will allow you to to control the zone volume from the TV remote itself.

In the case of the RCA inputs, you will be given a volume slider in the groups tab of the Juke app as pictured below. This has been implemented for analog devices specifically as they less commonly have volume control levels in the same way that digital devices do that connect via HDMI.

In terms of the zone volumes, the HDMI and RCA outputs appear as independent zones in the Juke app alongside any of the outputs on the Juke amplifiers. If you tap the speaker icon in the top right corner of the Juke app, you will be able to set these zone volumes as you need. This gives you the ability to balance any outputs to the desired levels of your choosing.



Connecting Analog Audio devices (RCA):

Input: Use a male RCA cable the length of your choosing to connect your desired device into the RCA input of the AudioMate. Common audio sources to connect into the RCA audio input might be a record player (must have its own phono-preamp), CD player, or computers. Keep in mind that the cable can be male RCA into the AudioMate but the other end of the cable can connect into your desired device with a 3.5mm audio jack / AUX such as the headphone port on a laptop.

Whatever you connect will then become an additional input that can be played out to any of the connected speaker zones on the Juke amplifier or the outputs on the AudioMate. To do so, please ensure you have the input enabled in the settings of the Juke app and then navigate to the groups tab to turn your desired audio zones on for the AudioMate's input you have enabled.

Output: Use a male RCA cable the length of your choosing to connect your desired device into the RCA output of the AudioMate. Common audio devices to connect off the RCA audio output might be a powered subwoofer, amplifier, or speakers. Keep in mind that these devices likely will refer to their inputs for this connection as "line level" if they are not explicitly stated as RCA. In either event, you'll want to connect the red and white cables from the AudioMate into their matching connection on the third party device.

Whatever you connect will then become an additional zone that can be grouped together with any of the speaker zones in the Juke app by turning the zones "on" in the groups tab of the Juke app.

Connecting Digital Audio Devices (HDMI):

Input: Use a male HDMI the length of your choosing to connect your desired device into the HDMI eARC input of the AudioMate. This will most commonly be for a TV but can also be connected into other digital audio sources such as surround sound receivers, projectors, etc. Note: You must connect into the HDMI ARC or eARC port specifically in order to get the audio to be sent over the return channel to the AudioMate. You'll also want to ensure that the connected device sound settings are set to ARC or eARC for sound output, PCM format, and make sure that CEC is enabled on their TV. Also ensure that the HDMI cable is rated for version 2.0 or higher in order to ensure that it supports eARC.

Output: Common audio devices to connect into the HDMI output of AudioMate will be any digital sound producing device such as a soundbar or AV receiver. The device you connect will appear as an additional zone output in the homescreen and groups tab of the Juke app.

Please reference the “Using the AudioMate” section earlier in this manual for how to get the audio from the connected sources to play out to any of the connected zones on the Juke amplifier or from the outputs on the AudioMate.

Setting Up TV Audio:

In order to set up a TV with the AudioMate, you’ll need to connect an HDMI cable off the HDMI ARC or eARC ports on the back of your television. Once connected, it should auto detect the signal but if not, you’ll want to go to sound settings on the TV and switch the sound output mode to HDMI. Additionally, you’ll want to go into the advanced settings to ensure the audio format is designated as PCM and not auto. And lastly, make sure that CEC is enabled on the TV.

If you are experiencing any lip sync issues between the picture and the audio, you can also go into the advanced settings on most TV’s to implement a slight delay to address this. Additionally, if you are able to get the AudioMate connected via Ethernet or with a stronger Wi-Fi signal that should help mitigate the sync issues as well.



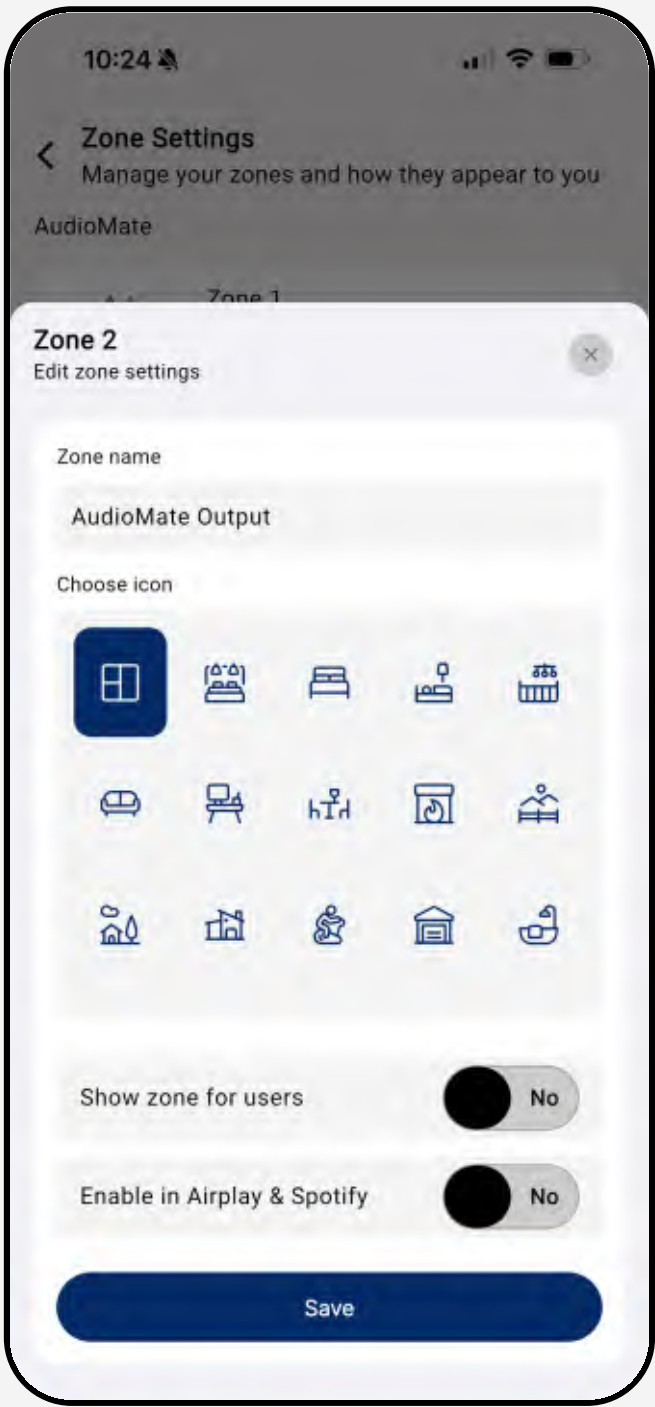
Incorporating a Sound bar:

If you want to have a sound bar play in sync with speakers that are connected to the Juke amplifier, you can utilise the AudioMate in between the TV and the sound bar. For the connection from the TV into the AudioMate, you’ll want to follow all of the steps in the prior TV section above. For connecting from the AudioMate into the sound bar, you’ll want to come off the HDMI or RCA output and into the matching audio input source on the Sound bar. Then set the sound bar’s audio source to whatever connection point you made on that sound bar.

Once connected, you’ll then be able to play the TV audio (or any audio source) to both the sound bar and the zones on the Juke amplifier together by turning those zones “on” in the groups tab of the Juke app as described in the Using the AudioMate section.

Hiding Unused Zone Outputs:

If you are not using one or both of the outputs on the AudioMate (RCA or HDMI), you can hide them from the home screen of the app by disabling them in the settings of the app. To do so, navigate to the settings of the app, click zone settings, pick the zone you want to hide and then toggle the button for "Show Zone for Users" to No.



Troubleshooting

Dropping off network:

If you are finding that the AudioMate is dropping connection to the network frequently, please navigate to the Juke information screen to see key statistics such as signal strength and CPU usage. If you see a signal strength of -40dB or lower that suggests that the AudioMate has a marginal connection to the network and therefore requires you to move a wireless access point closer and/or get the AudioMate hardwired via Ethernet. If your television is hardwired with ethernet already then one recommendation is to get a two port switch to connect the ethernet cable into at that location and then connect both the AudioMate and TV into that switch.

If the AudioMate is on ethernet already then it's possible there's another issue at play causing this. If restarting the power does not bring back the connection reliably then please go to the diagnostics portion of the app and upload logs with details on your setup so we can analyze and help provide a resolution.

Not Hearing any audio on TV:

If you are not hearing any audio coming from the Juke but the TV audio has gone quiet then there are a few key things to check:

1. The TV sound settings are set to HDMI ARC / eARC.
2. The TV sound is set to PCM & CEC is enabled (advanced settings).
3. The HDMI cable used is one that we provide in the box or is a new cable that supports the necessary ARC / eARC protocol.

Also check in the Juke app that the HDMI input is showing as "active" for your desired zone outputs. This can be seen on the home screen of the Juke app when you click into your desired zone.

Lip Sync Issues with TV:

If you are experiencing any issues with the picture on your television not lining up with the picture on your screen, there are a few adjustments to make to address this. The first is to get the AudioMate a stronger connection to the network via Ethernet (optimal method) or if on Wi-Fi, to give it a better signal strength by moving one of our wireless network access points or router closer to the location of where the AudioMate is. If you go into the device information screen of the Juke app, you can see the signal strength listed there. Ideally, you'll want a signal strength better than -30dB or so.

Another option is to adjust the delay on the TV itself by going into what is commonly referred to as "advanced settings" in the sound section on your TV. Within there, you'll be able to implement a delay to bring the video and audio into sync. The amount required will be dependent on the specific environment so just adjust it slightly until you bring it to the level of the sync that you want.