

WiiM



WiiM Pro Hi-Res Audio Streamer

Model: WiiM Pro

CONTENTS

| | |
|--|-----------|
| 1. INTRODUCTION | 4 |
| 2. WHAT'S IN THE BOX | 4 |
| 3. TECHNICAL SPECIFICATIONS | 5 |
| 4. CONTROLS AND LIGHTS | 7 |
| 5. HOW TO SET UP | 9 |
| 5.1 CONNECT YOUR SYSTEM | 9 |
| 5.2 CONNECT TO YOUR NETWORK | 10 |
| 5.3 FILL YOUR HOME WITH SOUND | 11 |
| 6. VOICE CONTROL | 12 |
| 6.1 WORKS WITH ALEXA | 12 |
| 6.2 WORKS WITH SIRI | 12 |
| 6.3 WORKS WITH GOOGLE VOICE ASSISTANT | 13 |
| 7 CONTROL VIA YOUR FAVORITE APP | 14 |
| 7.1 SPOTIFY CONNECT | 14 |
| 7.2 AIRPLAY 2 | 14 |
| 7.3 TIDAL CONNECT | 15 |
| 7.4 AMAZON MUSIC CAST (ALEXA CAST) | 15 |
| 7.5 CHROMECAST AUDIO | 16 |
| 7.6 DLNA | 16 |
| 8 ALL MUSIC IN ONE APP | 16 |
| 9.1 LINKPLAY MULTIROOM/STEREO PAIRING | 17 |
| 9.2 AMAZON ALEXA MULTIROOM | 18 |
| 9.3 MULTIROOM WITH CHROMECAST AUDIO DEVICES | 18 |
| 10 AUDIO INPUT VIA LINE IN OR SPDIF IN | 19 |
| 11 AUDIO OUTPUT VIA LINE /SPDIF/COAX/BT OUT | 20 |
| 11.1 AUDIO OUTPUT VIA SPDIF/COAX/LINE OUT | 20 |
| 11.2 AUDIO OUTPUT VIA BT OUT (BT sourcing mode) | 20 |
| 12 STREAM AUDIO TO WIIM PRO WITH BLUETOOTH | 20 |
| 13 ADVANCED FEATURES | 20 |
| 13.1 FIRMWARE UPDATES | 20 |
| 13.2 USE ETHERNET INSTEAD OF Wi-Fi | 20 |

| | | |
|-----------|------------------------------------|-----------|
| 14 | FAQ | 21 |
| | IMPORTANT SAFETY INSTRUCTIONS..... | 22 |
| | CE/FCC Statements..... | 22 |

1. INTRODUCTION

Our goal at WiiM is to provide you with the simplest, most affordable, Hi-Fi, lossless audio systems. With our patented audio streaming solution built into all our high-quality products and mobile Apps, you will easily play music throughout your home. All our products are developed with the finest product design and intuitive user interface.

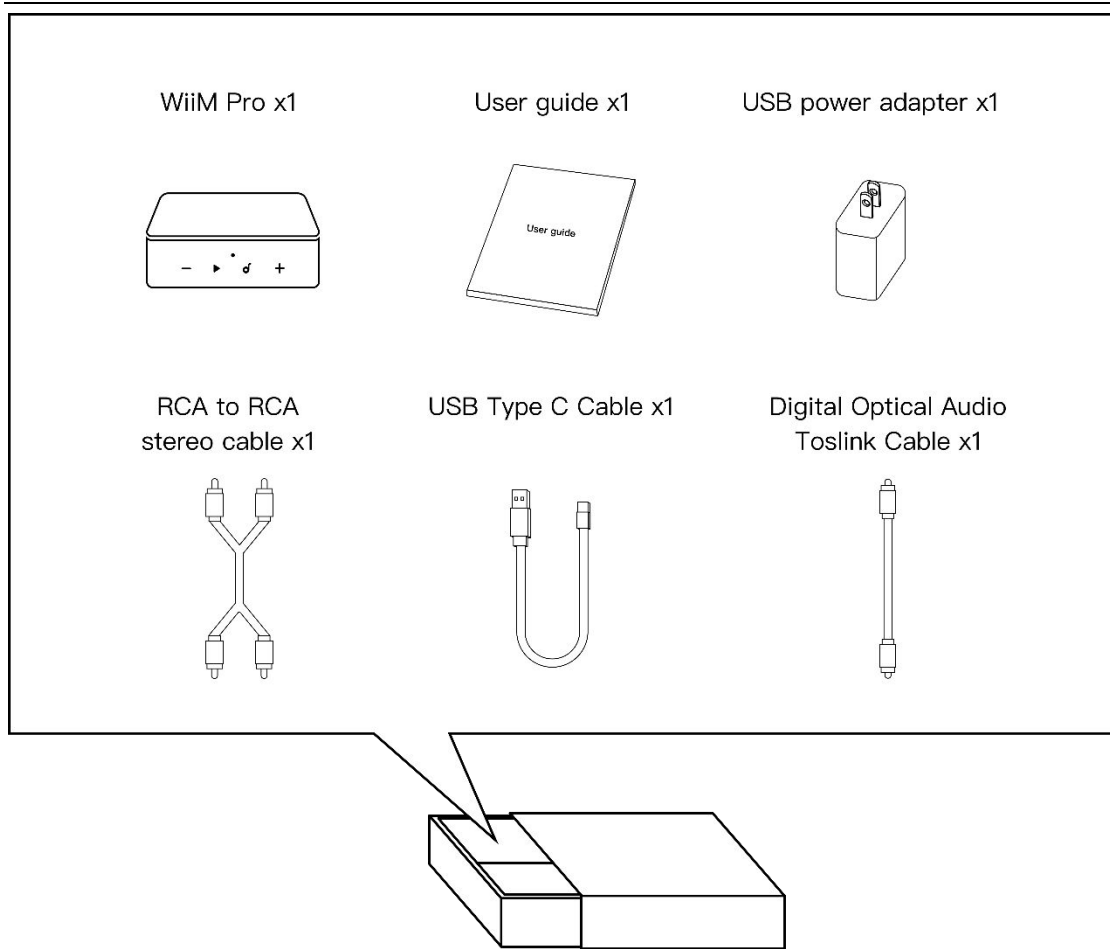
Meet WiiM Pro, one of the market's most versatile network music streamers. It delivers Google Chromecast with the bit-perfect output, AirPlay 2, Spotify Connect, TIDAL Connect, DLNA, MQA (Beta), Alexa Cast for Amazon Music, and gapless playback Hi-Res 192k/24-bit lossless audio, and more to your stereo system. It streams music directly from the cloud of all major music services or your music library.

Just plug WiiM Pro into your stereo receiver, DAC, or amplifier and control it directly from the free WiiM Home App, your favorite music apps such as Spotify, TIDAL, Amazon Music, or any Chromecast-enabled apps. Or, control it with your voice using iPhone, HomePod, compatible Echo devices, Google Home devices, and the Alexa App, Google Home, or Apple Home App.

WiiM Pro can be grouped with Homepod, Echo, Google Home, AirPlay 2-enabled devices, other Alexa-compatible devices, or another WiiM Mini or Pro to stream music throughout your home. Or, play different songs in different rooms. With its digital and analog inputs and outputs, WiiM Pro works with your existing stereo system.

Turn your audio gear smart and hear your music in high fidelity and gaplessly with WiiM Pro from WiiM!

2. WHAT'S IN THE BOX



3. TECHNICAL SPECIFICATIONS

| Feature | Description |
|----------------------|--|
| Power Input | USB Type-C, requires 5V, 1.5A or higher Bundled adapter: 5V, 2A |
| Audio Quality | Audio Output: bit-perfect output, up to 192 kHz, 24-bit with digital optical or Coaxial output |
| Network | 802.11 b/g/n/ac 2.4 GHz and 5 GHz dual bands Wi-Fi 10/100M Ethernet |
| Bluetooth | Bluetooth 5.1 |
| Audio Input | 1 x Analog RCA Line input, 1 Vrms, 48 kHz/24-bit (up to 24-bit) |

| | |
|----------------------------------|---|
| | 1 x SPDIF in Optical, up to 192kHz/24-bit |
| Audio Output | 1 x Analog RCA Line output, 1 x Digital optical (SPDIF) output, 1 x Digital Coaxial output, up to 192kHz/24-bit |
| SNR (built-in DAC) | 102 dB |
| THD+N (built-in DAC) | 0.005% |
| Audio Codec | MP3, AAC, ALAC, APE, FLAC, WAV, WMA, OGG |
| Protocol | AirPlay 2, Chromecast Audio, DLNA, Spotify Connect, TIDAL Connect, Amazon Music Casting, Qplay 2.0, Roon |
| Streaming Services in App | Spotify, Amazon Music, Deezer, Tunein, Tidal, Qobuz, SoundCloud, Pandora, iHeartRadio, vTuner, Napster, Sound machine, etc. |
| LED | Three-color status LED - Red, Green, and White |
| Button | Capacitive touch buttons – Play/Pause, Volume +, Volume -, 1 x Preset |
| Weight | 11.6 oz (330g) |
| Dimension | 5.5 x 5.5 x 1.6 in (140 x 140 x 42 mm) |

4. CONTROLS AND LIGHTS



BUTTONS AND INPUT/OUT INTERFACE

| Buttons / IO Interface | Functions |
|----------------------------------|---|
| Power | USB Type-C power plug, 5V, 2A |
| Play/Pause | Play/Pause, network pairing, and restore to the factory setting |
| Preset | Start to play the preset content (short press) or save the favorite content as the preset (long press) |
| Volume Up | Increase volume |
| Volume Down | Decrease volume |
| Analog audio in | Standard RCA |
| Analog audio out | Standard RCA |
| Digital Optical audio out | SPDIF optical up to 192 kHz/24-bit |
| Digital Coax audio out | Digital Coaxial port up to 192 kHz/24 bit |
| Mic | Used to auto-measure the audio path latency for multiroom sync (i.e., AirPlay 2, Alexa MRM, Chromecast MRM, Linkplay MRM, etc.) |
| 12 V trigger | 2.5mm port to connect cable with your amplifier to automatically turn it on or off. Note: Read the guide that came with your amplifier for details on using 12V trigger input. |
| LAN | 10/100Mbps Ethernet port |

LIGHTS

| State | Color | Flashing/Solid |
|---------------------|--------------|-----------------------|
| Boot-up | White | Flashing (fast) |
| OUBE/Ready to Setup | White | Flashing (slow) |
| BT ready to pair | Green | Flashing (slow) |
| Connecting to Wi-Fi | White, Green | Flashing (fast) |

| | | |
|--|--------------|-----------------|
| Connected to network | White | Solid |
| BT mode, paired | Green | Solid |
| Aux-in mode | Green | Solid |
| OTA | White, Green | Flashing (slow) |
| Restore to factory setting | White, Red | Flashing (slow) |
| Not connected to the network (and not in setup mode) | Red | Solid |
| Faulty Error | Red | Flashing (slow) |

NOTES:

WGR: Three-color LED, no color mix

W: Wi-Fi as the audio source (product default mode)

G: Audio source from Analog, digital audio input, or BT

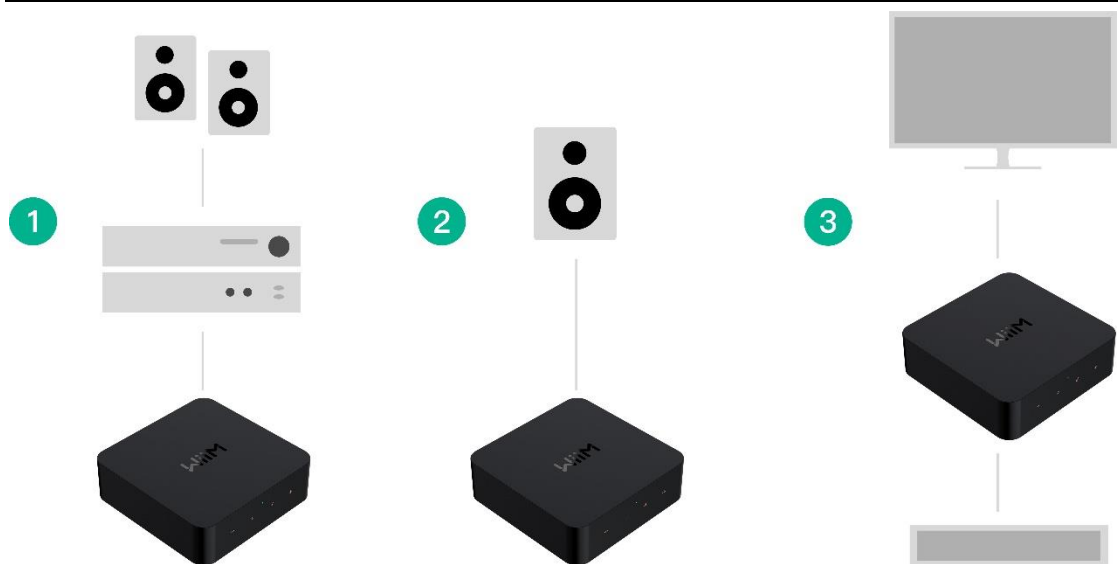
R: Error (Not connected to a network or faulty error)

Three modes: Solid, flashing slow, flashing fast

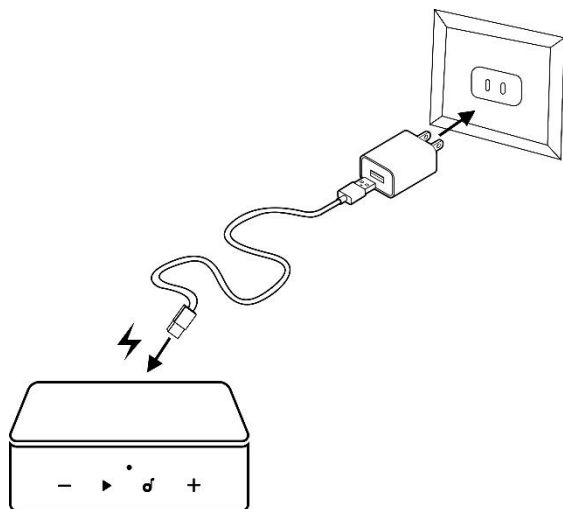
5. HOW TO SET UP

5.1 CONNECT YOUR SYSTEM

- ① If you're connecting to an audio/video receiver (AVR), DAC, or amplifier via its Line out, Optical out, or Coaxial out;
or
- ② If you're connecting to powered speakers or soundbar directly via its Line Out, Optical out, or Coaxial out;
or
- ③ If you're connecting to a TV, vinyl, or MP3 player via an audio input port such as Line in or Optical in, then to a speaker via digital or analog audio output



Attach the power cord and plug in your WiiM Pro.



5.2 CONNECT TO YOUR NETWORK

You can use Ethernet or Wi-Fi to connect WiiM Pro to your network. Before the setup, please download the WiiM Home App. If you want to use the Wi-Fi to connect to WiiM Pro, please have your network password ready.

- **DOWNLOAD THE WIIM HOME APP**



- **Wi-Fi OR ETHERNET SETUP**

- Power on speaker, audio/video receiver (AVR), amplifier, or DAC.
- Power on WiiM Pro streamer and wait 30 seconds until it fully boots up.
- Open the WiiM Home App.
- Click on the device you want to configure.
- Select the network and enter the correct network password. (Ethernet doesn't have this step)
- Select the maximal bit depth and sample rate for your downstream audio device if you use the digital audio output of WiiM Pro. Please note that some legacy DACs, amplifiers, or speakers can't support up to 24-bit/192k Hz audio via its digital audio interface. (Please check your DAC, amplifier, or speaker's manuals for details.)

If you use an **iOS system**, you can also use Apple Wireless Accessory Configuration (WAC) protocol or Home App to set up the device.

- **SETUP with Apple WAC**

- Power on speaker, audio/video receiver (AVR), amplifier, or computer.
- Open iPhone settings and tap your selected device's name on the WAC setup section

- **SETUP with Apple Home App**

- Tap the Home app located on the home screen of the iOS device.
- Tap the "+" button located at the top-right corner of the screen.
- Tap "Add Accessory."
- Tap "Don't Have a Code or Can't Scan?"
- Tap your selected device, which **MUST** be listed under "Nearby Accessories."

5.3 FILL YOUR HOME WITH SOUND

Stream your favorite music and radio stations through Wi-Fi or Bluetooth. Having multiple WiiM Pro devices, play streaming music the whole house. Or plug in a stereo component—like an amplified turntable, CD player, or MP3 player—and cast music to multiple WiiM Pro or WiiM Mini connected speakers simultaneously.

You can also group with other AirPlay 2-enabled devices, Amazon Echo or Google Home, to provide multiroom audio experiences. The grouping with non-WiiM or LinkPlay devices needs to use the corresponding Apps like the Alexa app or Google Home App.

Please note that when playing with HomePod, Amazon Echo, or Google Home devices, WiiM Pro is the audio receiver. It can't transmit its physical audio input (via Line In or Optical In) to other non-WiiM devices such as HomePod, Sonos, Amazon Echo, or Google Home devices via Wi-Fi.

6. VOICE CONTROL

With voice control, you can navigate and interact with your device to search, play, stop, or skip music and more.

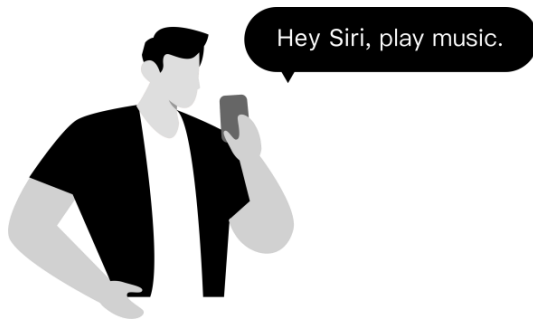
When voice control is configured, you can speak commands like you would act by touch.


6.1 WORKS WITH ALEXA

Download the Amazon Alexa App and turn on Amazon devices or 3rd party Alexa built-in devices.

- Setup your Amazon account for your WiiM device
- If your WiiM device is not logged into your Amazon account in the WiiM Home App,
 - Open WiiM Home App, Click "Browse -> Amazon Alexa -> Sign in to Amazon."
 - Log in to your Amazon account
- Open the Amazon Alexa app
- Tap the "Devices" at the bottom of the page.
- Tap the "+" in the top right corner.
- Tap "Combine speakers," then select "Multi-room music."
- Select the configured Echo or other Amazon devices and the configured WiiM Pro device
- Click "Next" and choose the group name (i.e., Bedroom)
- Amazon Alexa app prompts that the group has been created.
- Try "Alexa, play some music in the Bedroom" for the multi-room audio with Echo.
- Or
- Choose the WiiM device as the preferred speaker. Thus, you don't need to say your device name when using Alexa.

6.2 WORKS WITH SIRI

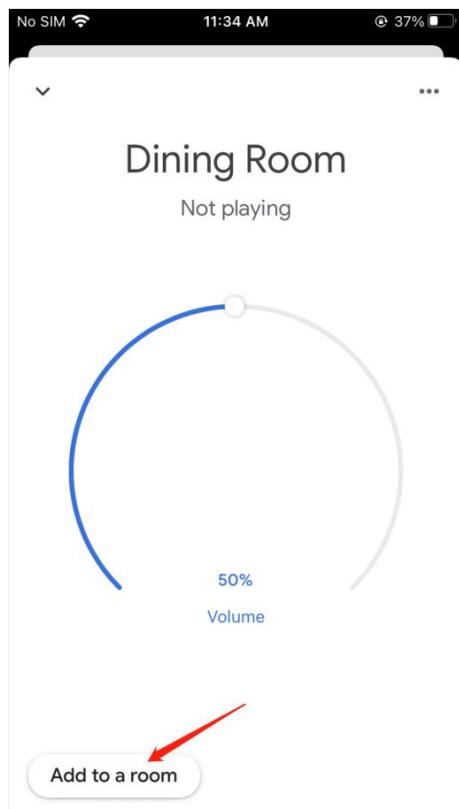


- Configure one to more devices
- Open a music app (like Apple Music) and select a track to play
- Tap .
- Select your speaker/speakers or Home Pod
- Say "Hey Siri, stop the music/Play music" on your phone or HomePod

6.3 WORKS WITH GOOGLE VOICE ASSISTANT

Let's assume you've set up your Google Home and WiiM Pro separately. Now, you must link them together in the Google Home app for Android or iOS:

- Open the Google Home app, and you will find the WiiM Pro enabled as a Chromecast audio device under "Local devices."
- Tap the name of the WiiM Pro and enter the device control UI.
- Tap the "Add to a room" button under the volume circle to add WiiM Pro to one room.
- You can use voice to control the WiiM Pro with your Google Home or Android devices.



7 CONTROL VIA YOUR FAVORITE APP

7.1 SPOTIFY CONNECT

Spotify Connect is a way of playing Spotify through your wireless-compatible device over Wi-Fi. That means you can play your favorite tunes anywhere in the house without the need for convoluted Bluetooth pairing between devices whenever you want to listen to music.



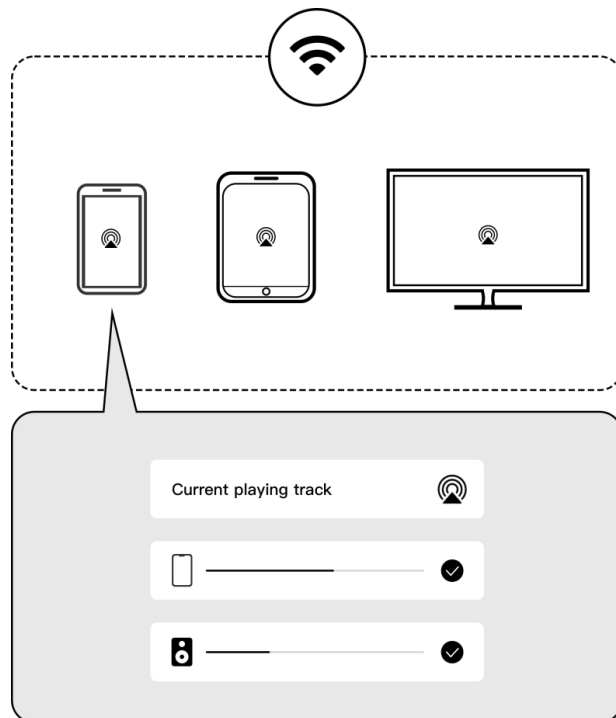
Use your phone, tablet, or computer as a remote control for Spotify. Go to spotify.com/connect to learn how.

The Spotify Software is subject to third-party licenses found here:
<https://www.spotify.com/connect/third-party-licenses>

7.2 AIRPLAY 2

WiiM Pro turns your stereo into an AirPlay 2-enabled speaker to stream the music you love from iOS, Mac, and PC devices or stream audio from Apple TV. It's an easy and affordable way to connect your Apple devices to your favorite audio equipment and upgrade to an AirPlay 2 receiver.

AirPlay 2 lets you stream music from your iOS, MAC, PC, and Apple TV device to more than one product to create a multiroom audio experience over Wi-Fi.




NOTES:


- To use AirPlay 2, you need an Apple device running iOS 11.4 or later.
- Your Apple device and WiiM Pro must be connected to the same Wi-Fi network.
- For more information about AirPlay 2, visit: <https://www.apple.com/airplay>

You can either start the AirPlay 2 streaming from the music App or the iOS control center. The steps are shown below for both cases.

STREAM AUDIO FROM THE CONTROL CENTER

1. On your Apple device, open the Control Center.
2. Tap and hold the audio card in the top-right corner of the screen, then tap the AirPlay icon .
3. Select your WiiM Pro device.

STREAM AUDIO FROM AN APP

1. Open a music app (like Apple Music) and select a track to play.
2. Tap .
3. Select your WiiM Pro device.

7.3 TIDAL CONNECT

TIDAL is a global music streaming platform bringing fans closer to artists through unique experiences and the highest sound quality. Stream your favorite music seamlessly from TIDAL App straight to your devices in the highest possible quality.

TIDAL Connect is a feature that allows you to stream music from the TIDAL App to compatible devices. It's similar to Apple AirPlay and Spotify Connect in that it lets users stream music to connected devices from within the App. This means you can use your smartphone or computer as a controller to play music on WiiM Pro.

WiiM Pro also supports MQA decoder for the TIDAL Connect up to 24-bits/96 kHz if you subscribe to TIDAL Hi-Fi+ tier. If your external DAC or Amplifier can support MQA decoder or render, you can get even higher sample rate/bit depth than 24-bit/96 kHz.

To use Tidal Connect, you need to launch the Tidal App on your mobile device. Then find and play a song you like and head to the 'Now Playing' screen. Touch on the 'cast' icon at the top right on the 'Now Playing' screen and select a WiiM Pro device from the list.

7.4 AMAZON MUSIC CAST (ALEXA CAST)

Alexa Cast is a feature that allows you to play and control music on any of your Alexa devices from your Amazon Music iOS or Android app. You can discover all your Alexa devices from within your music app. Your devices do not need to be on the same Wi-Fi

network as your mobile device. You can target any device from anywhere. Once you pick a target device, the music you selected on your App will start playing on the chosen device. You can now follow along on your App. When you tap skip on your App, your device skips to the next track. Your App becomes a remote control for the device.

WiiM Pro is one of the first devices that support Alexa Cast with bit-perfect output up to 192 kHz/24-bit. Thus, you can listen to your Amazon Music Ultra HD directly from the native Amazon Music to WiiM Pro in the highest possible quality.

To use this, please log in to your Amazon account for Amazon Alexa on the WiiM Home App. Also, make sure you have the latest version of the Amazon Music app. Next, on the "Now Playing" screen, you will see a casting icon in the top right. Tapping the icon will bring up the list of all your available Alexa devices for you to select.

Once you have started casting, you can still use voice to control the music playing on the device. You can switch between using your voice and your App based on your convenience. When you want to stop casting to a device and resume playing on your phone, you will have to pull up the device list and tap the disconnect button.

7.5 CHROMECAST AUDIO

Chromecast audio lets you instantly stream your favorite music, radio, or podcasts from your favorite Chromecast-enabled apps on the mobile device to your speakers over Wi-Fi. Once you have set up WiiM Pro, you can enable Chromecast from the WiiM Home companion app. Then, open a compatible app on your smartphone or tablet and tap the Cast button. This will allow you to select your WiiM Pro and start streaming audio to it.

7.6 DLNA

DLNA stands for Digital Living Network Alliance. It is a trade organization that sets standards and guidelines for home networking devices, including PCs, smartphones, tablets, smart TVs, Blu-ray Disc players, home theater receivers, and media streamers, among others. When a DLNA certified device is added to a home network, it can automatically communicate and share media files with other connected DLNA products on the network.

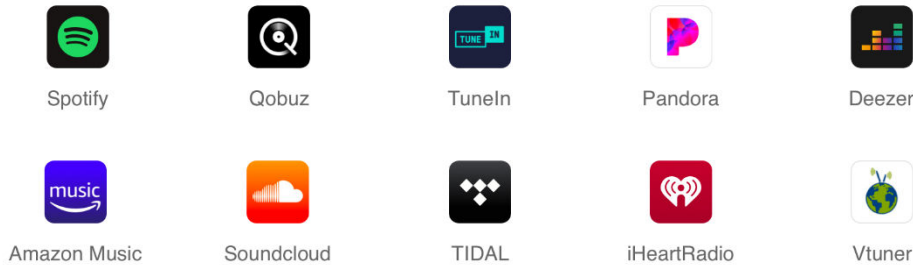
WiiM Pro is the DLNA digital media render. When it's connected to the same network as your other DLNA devices or apps, it appears in the menus of other networked components. Your computer and other media devices discover and recognize the WiiM Pro without any setup.

You can control the WiiM Pro from other DLNA digital media player or controller. You can also play content to the WiiM Pro from other DLNA digital media servers, all without additional setup.

8 ALL MUSIC IN ONE APP

With the free WiiM Home App, you can control your content and devices from one place. We support many popular music streaming services in the App, such as Spotify, iHeartRadio, Tidal, Amazon Prime Music and Unlimited, SoundCloud, Qobuz, Pandora, Deezer, TuneIn & more to come. You can also play music stored in your mobile device, local network media servers, or personal cloud server.

The App supports the unified search across multiple music services and your local network for artist, track, station, playlist, etc. It's a powerful tool to discover your favorite content from your online and local library.



The WiiM Home App supports equalization (EQ) with two options: 24 EQ presets or a 10-band graphical EQ. These EQ settings can be assigned to different sources, such as AUX in, online music, or Bluetooth streaming.

The App has twelve music presets that allow you to save your favorite station, playlist, album, etc., and access them with the preset button on the Pro or remote, or by using the App with one tap.

9 MULTIROOM AND STEREO PAIRING

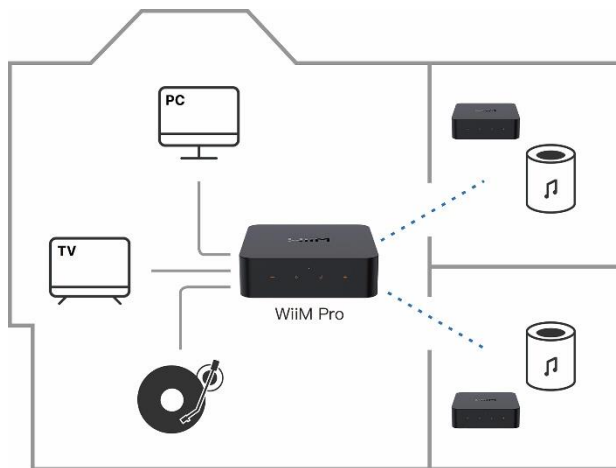
With the WiiM Pro, it's easy to build your wireless multiroom sound system with other AirPlay 2 speakers, Amazon Echo (or Alexa built-in devices) or Google Home. You can create an even more flexible multiroom sound system with multiple WiiM Pros, WiiM Minis, and your existing audio devices.

9.1 LINKPLAY MULTIROOM/STEREO PAIRING

With our proprietary multiroom scheme, all types of audio input, including Wi-Fi, BT, analog Line in, or digital SPDIF in, can be used as the audio source for the multiroom system.

In addition, you can group two speakers connected with WiiM Pro or WiiM Mini as a stereo pair for a wider, more immersive sound stage. It supports all four input options too. Thus, it can work with almost every music listening option.

To use this, please follow the steps below.



- Configure two or more devices.
- Open WiiM Home App.
- Select the device and click the plus sign in the upper right corner “+”
- Select the other WiiM Pro, click “Done”
- Click the LR icon “L” and set the device to "L/R/LR"
- Select Browse tab, choose your music to play.

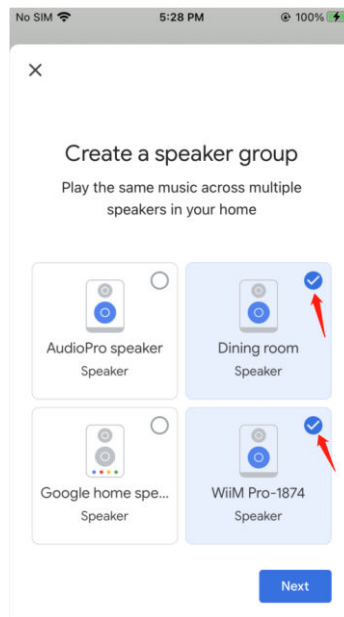
9.2 AMAZON ALEXA MULTIROOM

TIP: Download Amazon Alexa App and get ready with Echo or other Amazon devices. For detailed steps please refer to 6.1.

9.3 MULTIROOM WITH CHROMECAST AUDIO DEVICES

You can group WiiM Pro with other Google Home or Chromecast audio enabled devices to play the same music on all devices via the Google Home App.

- Enter Google Home App, tap the “+” in the top left corner
- Tap “Create speaker group” to create a speaker group
- Select the devices that are in the same network
- Give a group name
- Stream music to the group



10 AUDIO INPUT VIA LINE IN OR SPDIF IN

WiiM Pro can be used as the preamplifier and network audio transmitter via Wi-Fi or Ethernet. You can stream the analog audio input from a CD player, vinyl recorder, TV or computer to another (or multiple) WiiM Pro connected device.

To set up the WiiM Pro with the line-in input:

1. Plug the line-in cable into the LINE IN port on the back of the WiiM Pro.
2. Plug the other end of the cable into the record player.
3. In the WiiM Home app, Go to Browse > Select source on device > LINE IN, and select the LINE IN for the source of the audio distribution.
4. Create a multiroom music group with your WiiM Pro. On WiiM Home app, Go to Devices, and select the WiiM Pro connected with your LINE-IN device. Tap the group button (with a "link" icon in a box) at the top right corner of the device box. Select the WiiM Pro you wish to transmit the audio.

Once completed, the music from the device plugged into the WiiM Pro will play to your multiroom music group.

You can do the same for the SPDIF input port of WiiM Pro if your source device has the digital audio output via SPDIF.

You can also enable Autosense on WiiM Pro to automatically play your Line-In or Optical-In source when WiiM Pro detects a signal. You can enable this feature from the WiiM Home App.

WiiM Pro has a built-in EQ to process the audio input based on your taste. You can also control the audio volume in the App remotely without adjusting your audio input.

Some source devices may require a preamp. For example, some turntables do not have a preamp built-in, so you will need to connect your turntable to an external preamp and then connect the preamp to WiiM Pro.

11 AUDIO OUTPUT VIA LINE /SPDIF/COAX/BT OUT

There are three separate audio output interfaces on WiiM Pro that you can use to connect your DAC, Amplifier, or powered speaker. These are the analog LINE out, the digital optical (TOSLINK), and the Coaxial port. Please note that WiiM Pro only outputs audio to one of the audio output interfaces simultaneously.

If you want the bit-perfect audio output, please use the digital audio output and enable the fixed volume output. You can do so from the device setting on the WiiM Home App.

Thus, you have two ways to control the volume of your system.

- Control volume from your AVR or amplifier (Fixed volume output)
- Control the volume from the WiiM Home App. To do so, you need to turn off the fixed volume output.

11.1 AUDIO OUTPUT VIA SPDIF/COAX/LINE OUT

- Depending on the output you prefer to use, plug the SPDIF/RCA/COAX end of the cable into the corresponding output port on the WiiM Pro.
- Open the WiiM Home App on your iOS or Android device.
- Start playing on the output devices.

11.2 AUDIO OUTPUT VIA BT OUT (BT sourcing mode)

- Open the WiiM Home App on your iOS or Android device.
- Select Device Tab, and tap the device setting gear icon.
- Tap the Audio Output setting and select Bluetooth to connect to an external Bluetooth device (such as an amplifier or speaker)
- Start playing music.

12 STREAM AUDIO TO WIIM PRO WITH BLUETOOTH

Bluetooth wireless technology lets you stream music from mobile devices such as smartphones, tablets, TV, and laptop computers. Before streaming music from a device, you must pair your mobile device to the WiiM Pro. You can put the WiiM Pro into the pairing mode by pressing and holding the volume '+' and '-' buttons together for 2 seconds.

Bluetooth supports A2DP and AVRCP profiles, and both SBC and AAC codecs are supported.

13 ADVANCED FEATURES

13.1 FIRMWARE UPDATES

- WiiM Pro updates automatically when connected to your Wi-Fi network.
- Upgrades happen from 2:00-5:00 a.m. in your time zone. During the silent upgrade, there will be no sound and no indication. Upon opening the App, you will see the latest updates made to WiiM Pro.

13.2 USE ETHERNET INSTEAD OF Wi-Fi

When the Ethernet cable is plugged in, and WiiM Pro can connect to your network via the Ethernet connection, it'll disable the Wi-Fi automatically and connect to the network via Ethernet only. You can check which network connection is used from the WiiM Home App > Browse Tab > Scroll down to the bottom, and check the select audio source section. You'll see the Ethernet instead of Wi-Fi when an Ethernet connection is used.

14 FAQ

If you experience problems with the audio streamer, try these solutions first:

- What can I do if I cannot find the device?
 - Ensure that the network is available and the device is powered on properly.
 - Restart the device.
 - Check the LED on the device is solid white.
 - If not, reconfigure the device to the network.

- What can I do if my device has no sound?
 - Ensure that the power amplifier is powered on normally.
 - Ensure that the 3.5mm (1/8") end of the cable and optical fiber line is working properly and the interface is not loose.
 - Make sure the amplifier and equipment are at a normal audible volume.

- What can I do if my device cannot power on normally?
 - Check the device status and ensure the power cable works properly.

SUPPORT

If you are unable to resolve your issue, please send us a ticket through the App or send us an email about the issue you're experiencing.

WiiM Home App: Settings > Feedback, Settings > FAQ

Website: faq.wiimhome.com/support/solutions

Email: support@wiimhome.com

Product User Guides: wiimhome.com/guides

RESETTING WIIM PRO

Press and hold the play/pause for 10s. Afterwards, you will hear the voice tone and see the light flashing red and white.

Factory reset clears all source, volume, and network settings for WiiM Pro and returns it back to the original factory settings.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments/accessories specified by the manufacturer.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to qualified personnel. Servicing is required when the apparatus has been damaged in any way, such as external power supply, power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. To reduce the risk of fire or electrical shock, do NOT expose this product to rain, liquids or moisture.
14. Do NOT expose this product to dripping or splashing, and do not place objects filled with liquids, such as vases, on or near the product.
15. Keep the product away from fire and heat sources. Do NOT place naked flame sources, such as lighted candles, on or near the product.
16. Do NOT make unauthorized alterations to this product.
17. Do NOT use in vehicles or boats.
18. Use this product only with the power supply provided.
19. Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
20. Due to ventilation requirements, does not recommend placing the product in a confined space such as in a wall cavity or in an enclosed cabinet.
21. Contains small parts which may be a choking hazard. Not suitable for children under age 3.
22. This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.
23. Do not place or install the bracket or product near any heat sources, such as fireplaces, radiators, heat registers, or other apparatus (including amplifiers) that produce heat.

CE/FCC Statements

RF Exposure Information: To maintain compliance with FCC RF exposure requirements, use the product that maintains a 20cm separation distance between the user's body and the host. MPE limit for RF exposure at prediction frequency and satisfy RF exposure compliance.

FCC Statement:

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CE Statement:


RF exposure information: The Maximum Permissible Exposure (MPE) level has been calculated based on a distance of d=20 cm between the device and the human body. To maintain compliance with RF exposure requirement, use product that maintain a 20cm distance between the device and the human body.

Do not use the device in the environment at too high or too low temperature, never expose the device under strong sunshine or too wet environment. The suitable temperature for the product and accessories is 0°C-40°C.

Operating frequency range and maximum transmit power

Bluetooth: 2402MHz ~ 2480MHz, <9.11 dBm EIRP
 WLAN 2.4GHz: 2412MHz ~ 2472MHz, <20 dBm EIRP
 WLAN 5GHz: 5150MHz ~ 5825MHz, <20 dBm EIRP

The device for operation in the band 5150~5350 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

| | | | | | | | |
|---|----|----|----|----|----|----|----|
|  | AT | BE | BG | HR | CY | CZ | DK |
| | EE | FI | FR | DE | EL | HU | IE |
| | IT | LV | LT | LU | MT | NL | PL |
| | PT | RO | SK | SI | ES | SE | UK |
| | CH | IS | LI | NO | TR | | |

This product can be used across EU member states.

EU Regulatory Conformance

Hereby, Linkplay Technology Inc. Corporation declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

