

Tunes Explorer Wireless / Frequently Asked Questions

1) Can I use rechargeable batteries instead of disposable batteries?

Yes, you can use either 2 disposable AAA batteries (1.5V) or 2 rechargeable AAA batteries (1.2V).

2) Can I connect the USB receiver through a USB hub instead of my computer's USB port?

Yes, you can connect the USB receiver either directly to a computer's USB port or through a USB hub.

3) Is Tunes Explorer Wireless USB 2 compatible?

Yes, Tunes Explorer Wireless supports both USB 2 and USB 1 ports.

4) Is Tunes Explorer Wireless compatible with any sound card?

Yes, Tunes Explorer Wireless is compatible with any sound card which is compatible with iTunes.

5) Can I still use my keyboard and mouse in iTunes after installing Tunes Explorer Wireless?

Yes, Tunes Explorer Wireless doesn't remove any controls from your software, so you still control iTunes with your keyboard and mouse. Tunes Explorer Wireless acts as an additional controller.

6) What is the benefit of the LCD screen on the Tunes Explorer Wireless remote?

The embedded LCD screen on Tunes Explorer Wireless displays information about your music tracks: you don't need to look at your computer screen to read the track name, and you don't need to use your mouse to select a tune: when the computer and speakers are switched on, you can select your music from the sofa, your bed or the kitchen, for example.

7) Which versions of iTunes are controlled by Tunes Explorer Wireless?

Tunes Explorer Wireless controls both iTunes 6 and iTunes 7.

8) Can I control my audio CDs in iTunes?

You must first rip your audio CDs in iTunes: if you insert a CD-Audio disc in your computer when iTunes is running, iTunes prompts you to rip the CD, and once iTunes has ripped the CD tracks into audio files, you can control these audio files in iTunes using Tunes Explorer Wireless.

9) Can I use 2 Tunes Explorer Wireless controllers in the same room?

Yes: each Tunes Explorer Wireless controller is synchronized with its own USB receiver on its own computer, so each Tunes Explorer Wireless controls its own computer via its own USB receiver, with no conflict with the other Tunes Explorer Wireless. But you cannot simultaneously use 2 Tunes Explorer Wireless controllers on the same computer, as the USB receiver synchronizes with 1 Tunes Explorer Wireless, not 2.

10) After installing Tunes Explorer Wireless, it doesn't detect the computer. Why does this happen? The message on the Tunes Explorer LCD screen says "No host available".

- 1) Make sure you have launched the Tunes Explorer Wireless software (by double-clicking the Tunes Explorer Wireless icon on your desktop): the remote can communicate with the computer only when its software is running.
- 2) Make sure that the switch on the remote is in the "Unlock" position. If the switch is set to the "Lock" position, buttons on Tunes Explorer Wireless are disabled, and Tunes Explorer Wireless doesn't send any commands to your computer.
- 3) The first time you use Tunes Explorer Wireless (and after you change batteries), make sure to synchronize it with the receiver by pushing any button on the Tunes Explorer remote while holding it approximately 20cm from the USB receiver.

Once the Tunes Explorer Wireless software is running, and after you have synchronized the Tunes Explorer Wireless remote with its USB receiver, you can use Tunes Explorer Wireless to control music on your computer.

11) Can Tunes Explorer Wireless be used in the same room as other wireless devices (WiFi or Bluetooth devices, wireless audio/video transmitters, wireless phones with cradles...)?

Yes, Tunes Explorer Wireless can be used in the same room as other wireless devices. If an audio/video wireless transmitter seems to reduce the range of Tunes Explorer Wireless, moving the audio/video transmitter at least 3 feet away from the Tunes Explorer USB receiver will resolve the

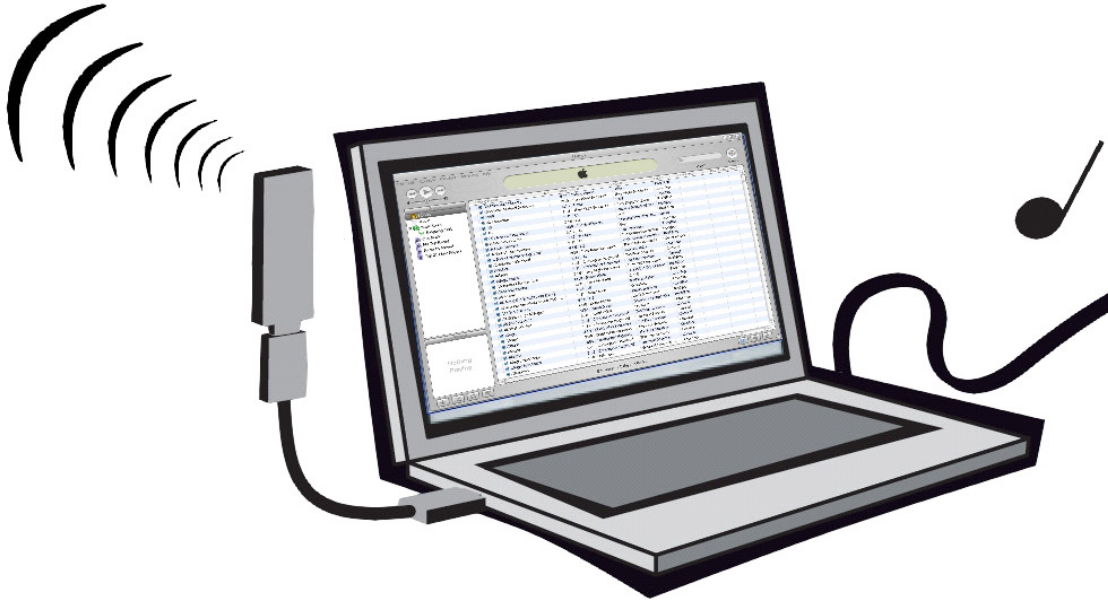
problem. Don't place the USB receiver close to a microwave oven, as microwaves disturb data transfer.

12) How can I increase the range of my Tunes Explorer Wireless?

What range should I expect from Tunes Explorer Wireless?

Once the USB receiver is placed in a good position for reception (i.e. as you would position an antenna: in an exposed area, not hidden by a desk, not at ground level) using the included directional cable, the range easily exceeds 10m in open space (and from 15 to 30 meters outdoors). If your range is below 10m, your USB receiver is either not properly positioned, or you have a wall/door/piece of furniture between Tunes Explorer Wireless and its USB receiver.

The USB receiver is an antenna which must be as exposed as possible in order to achieve optimal range.



The USB receiver should be exposed:

- connected to the semi-rigid USB cable,
- connected to a computer or to a USB hub, but not hidden by the computer or a desk,
- standing up straight (i.e. with its USB connector pointing downwards).

Properly positioning the USB receiver can boost the range of Tunes Explorer Wireless by several meters.

13) Can Tunes Explorer Wireless communicate with my computer through a wall or door?

Yes, Tunes Explorer Wireless can communicate with a computer through a wall or door: data is transferred via radio frequencies at 2.4GHz, so data transfer is not cut off, although walls or a door can limit the range (RF waves pass through standard inner walls, but they cannot always penetrate thicker walls such as those found in some older buildings).

14) How long should batteries last? Why is there no power off on Tunes Explorer Wireless?

Tunes Explorer Wireless automatically switches off after a certain time when you don't push or move any buttons. The default setting is:

- the LCD backlight switches off after 30 seconds idle,
- the LCD display switches off after a few minutes idle.

You can change this setting by clicking the Tunes Explorer Wireless icon in the taskbar, selecting the option setting and changing the default lead times for switching off.

Battery life depends on how often you use Tunes Explorer Wireless, and which backlight settings you select: you can reasonably expect 2 standard disposable AAA batteries to last 6 months with the default setting (medium light setting) and regular use (15 hours per week). Please note that battery life will be longer with alkaline batteries, and shorter with rechargeable batteries; the situation can also vary depending on other conditions (batteries last longer in a dry atmosphere than in a damp atmosphere, for example).

15) Can I browse through my music library faster than track by track using the side scroll wheel?

Yes, you can browse through your music faster with the side scroll wheel if you keep the Menu button pressed down while turning the wheel.

16) Which music software players can I control with Tunes Explorer Wireless?

The default software player is Apple iTunes for PC and Mac.

On PC, you can also control: Windows Media Player, WinAmp or RealPlayer. You can select the software player you want to control by clicking the Tunes Explorer Wireless icon in the taskbar and selecting the player you wish to use in the list. The embedded LCD screen on Tunes Explorer Wireless functions with both Windows Media Player and WinAmp, but not with RealPlayer.

17) How can I control my podcast files in iTunes using Tunes Explorer Wireless?

Place your podcast files in your library or in a playlist to control these files using Tunes Explorer Wireless. Tunes Explorer Wireless can control podcast files as soon as these files are in your library or in a playlist.

18) How can I increase the maximum volume accessible via Tunes Explorer Wireless?

The Tunes Explorer Wireless software changes the volume in the software itself, for example the volume in iTunes; it doesn't change the main volume of your operating system. To change the maximum volume, increase the main volume in the Windows mixer or in the Mac OS mixer, and then this maximum volume will become your maximum volume in iTunes.

19) How can I avoid the need to resynchronize my Tunes Explorer Wireless remote with the USB receiver each time I reboot my Mac computer?

This issue has been resolved in driver update 1.2.1 for Mac, available for download from the Hercules website:

http://ts.hercules.com/eng/index.php?pg=view_files&gid=11&fid=39&pid=196&cid=1

20) How can I avoid losing synchronization with my computer when browsing through large playlists in Mac OS?

This issue, occurring in Mac OS with playlists over 10,000 tracks, has been resolved in driver update 1.2.1, available for download from the Hercules website:

http://ts.hercules.com/eng/index.php?pg=view_files&gid=11&fid=39&pid=196&cid=1

21) What should I do to control Windows Media Player 11 with Tunes Explorer Wireless?

The plug-in for Windows Media Player included on the Tunes Explorer Wireless installation CD-ROM is for Windows Media Player 9 and 10 only.

As the architecture of Windows Media Player 11 is slightly different, you must download update 1.0.1.53 or later from the Hercules website to fully control Windows Media Player 11. This plug-in also works with earlier Windows Media Player releases.

http://ts.hercules.com/eng/index.php?pg=view_files&gid=11&fid=39&pid=196&cid=1

22) Is Tunes Explorer Wireless compatible with Windows Vista?

Yes, Tunes Explorer Wireless is compatible with both Windows XP and Windows Vista 32-bit: it controls the same software in Windows Vista as in Windows XP with the same Tunes Explorer Wireless software as in Windows XP.

23) Is Tunes Explorer Wireless compatible with Mac computers based on Intel CPUs?

Yes, Tunes Explorer Wireless controls all Mac computers running Mac OS 10.4, whether the CPU is PowerPC (G3, G4, G5) or Intel (Core Solo, Core Duo and Core 2 Duo).