EDGE NQ Network Player

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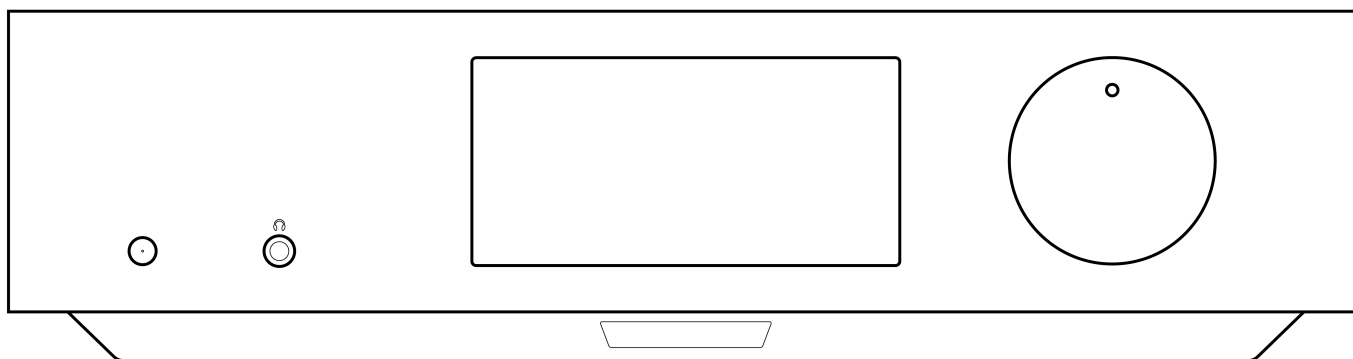
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EDGE NQ Network Player

Last updated: April 29, 2024 02:12. Revision #12617

Users Manual

Introduction

Last updated: September 2, 2022 12:51. Revision #8100

This guide is designed to make installing and using this product as easy as possible. Information in this document has been carefully checked for accuracy at the time of printing; however, Cambridge Audio's policy is one of continuous improvement, therefore design and specifications are subject to change without prior notice.

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What's included with the EDGE NQ?
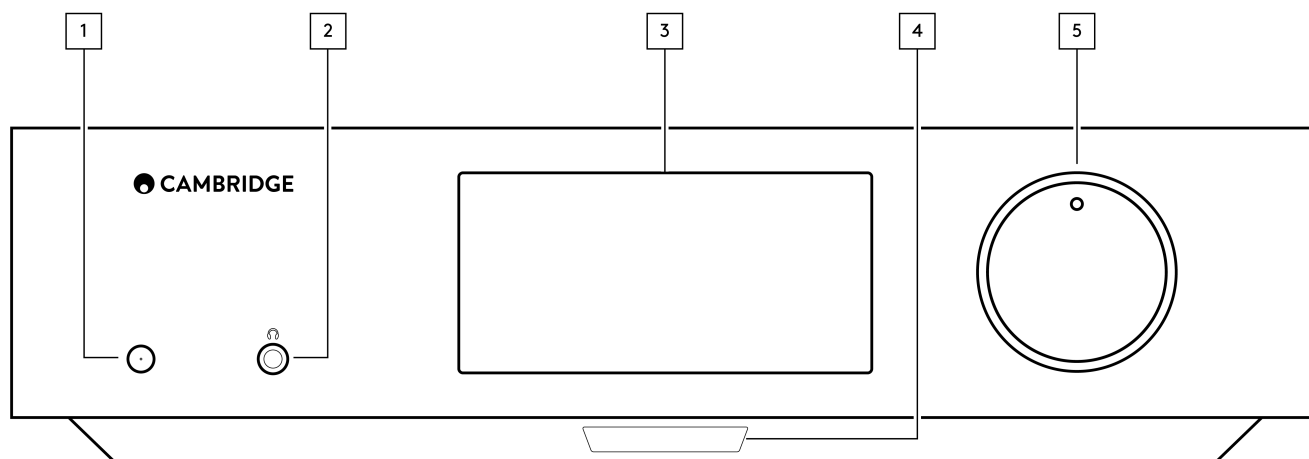
Last updated: September 2, 2022 12:51. Revision #8099

Inside the box of your EDGE NQ you will receive:
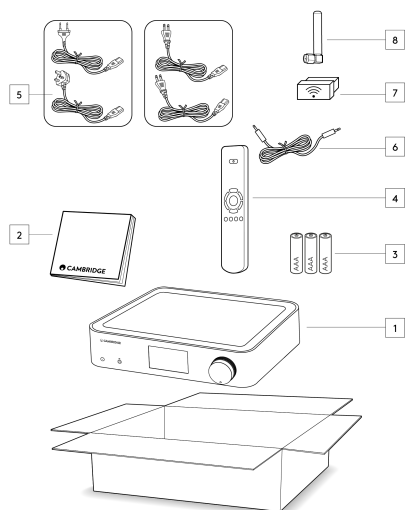
1) Edge NQ Network Player

2) User Manual

3) 3 x AAA Batteries

4) Remote Control

5) Power Cable

6) Link Cable

7) Wi-Fi Dongle

8) Bluetooth Antenna

Front Panel Controls

Last updated: September 2, 2022 12:51. Revision #8098

1. Standby/On
Switches the unit between Standby Mode (indicated by dim power LED) and On (indicated by bright power LED). Standby Mode is a low power mode (0.5 Watts). The unit should be left in Standby Mode when not in use.

2. Headphones
For suitable headphones – connection will automatically mute the pre-out. Headphones with an impedance of between 8 and 600 Ohm's are recommended.

3. Display

4. Infrared sensor
To enable IR sensor commands from the remote control.

5. Volume/Source Selector
To change the volume, rotate the front part.

To select a source, rotate the back part.

Display

Last updated: September 2, 2022 12:51. Revision #8097
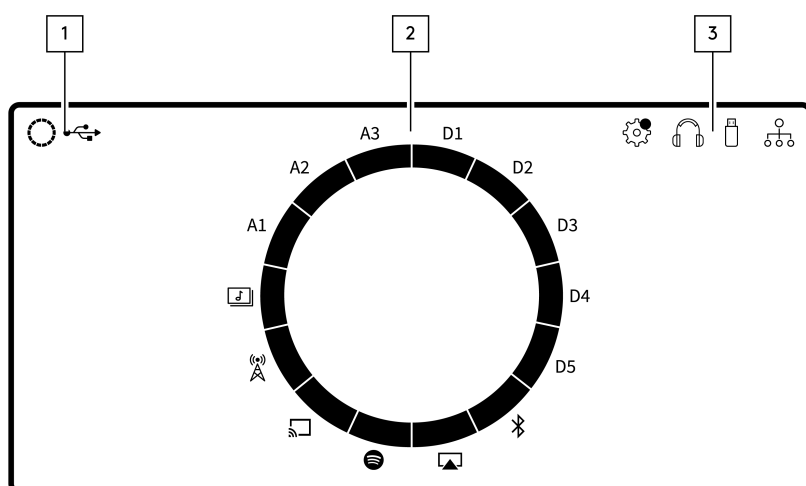
1. Current Source
Shows the icon of the current source.

2. Source Indication
Indicates the current source in use.

3. Icons
Indicates Firmware Update Notifications, Headphones in use, USB Media in use and Network Connection.

Note: The Edge NQ will automatically display a notification when it is connected to a network and new firmware is available. To update the firmware, use the StreamMagic app.

Rear Panel Connections

Last updated: September 2, 2022 12:51. Revision #8096

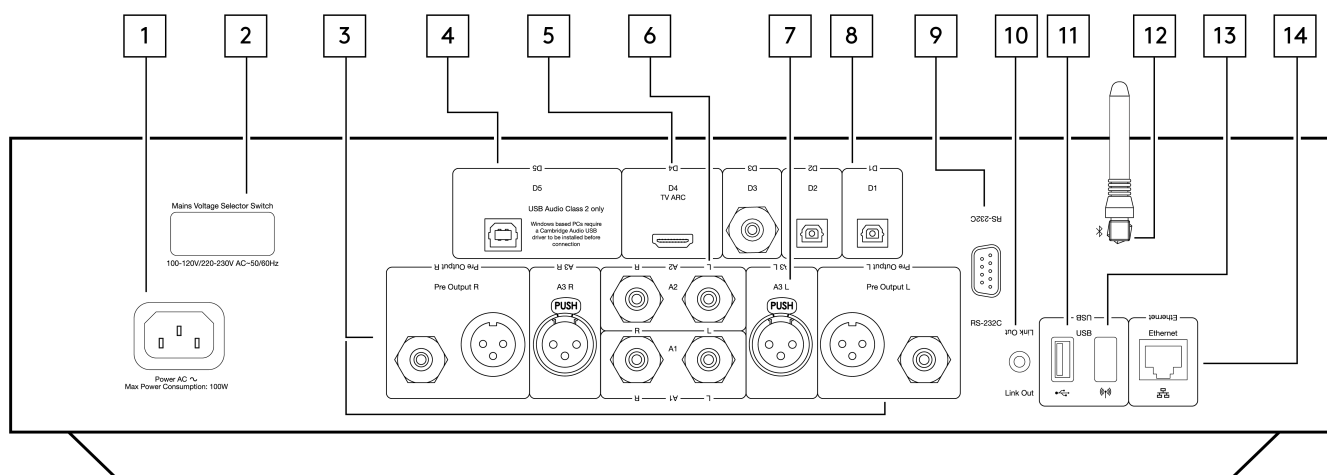## 1. AC Power Socket
Once you have completed all connections to the amplifier, plug the AC power cable into an appropriate mains socket then switch on.

2. Voltage Selector Switch
Note: For use by Cambridge Audio service personnel only.

3. Pre Output (R and L)
Line Output (fixed or variable) used to provide a signal to another amplifier or a recording device.

4. USB Audio In (D5)
A USB B type socket to enable the playback of audio from a computer running either Microsoft Windows or Apple Mac OS X operating systems. Some builds of Linux are also suitable.

Note: Class 2 USB Audio only. Windows based PC's require a Cambridge Audio USB driver to be installed before connection.

5. Audio Return Channel (ARC) (D4)
For connection from a TV that supports ARC function.

6. Unbalanced RCA (A1 and A2 – L and R)
For use with unbalanced RCA connections.

7. Balanced XLR (A3 – L and R)
For use with balanced XLR connections. The balanced connection is the higher quality option and can reject noise and interference in the cable when used with other equipment that supports this function.

8. Digital Inputs (D1, D2 and D3)
TOSLINK (x2) and S/P DIF co-axial digital inputs.

Coaxial – Use a high quality 75 ohm digital RCA Phono interconnect cable (not one designed for normal audio use). This input is suitable for 16-24 bit content up to 192kHz.

TOSLINK Optical – Use a high quality TOSLINK fibre optic interconnect cable designed specifically for audio use. This input is suitable for 16-24 bit content up to 96kHz (TOSLINK is not recommended at 192kHz sampling rates).

9. RS232
Note: For use by Cambridge Audio service personnel only.

10. Control Bus
Jack sockets used to send and receive power and volume commands from other connected Edge Series products. For more information on the Edge Link, see Link section.

11. USB Media
For use with local media storage.

12. Bluetooth Antenna
Used for wireless streaming Bluetooth audio directly from most phones, tablets and laptops. For more information on the Bluetooth, see Bluetooth section.

13. USB Wi-Fi
Connect the supplied Wi-Fi dongle to the correct USB input on the rear of Edge NQ – it will need to be within range of your wireless router.

Important Note: Do not connect/disconnect the Wi-Fi dongle when the unit is on.

14. Ethernet
Use to connect the Edge NQ directly to a Wi-Fi router.

Remote Control

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1. Standby/On
Switches the EDGE NQ between On and Standby mode.
2. Volume
Volume level adjustment.
3. Skip
Skips between previous and next tracks.
4. Play/Pause and Mute/Unmute
Play or Pause current track.
Press to mute or unmute the loudspeakers, pre-out, sub, and the headphone outputs.
Note: This remote function is source dependent. Where possible the source will be paused and for other sources the output will be muted.
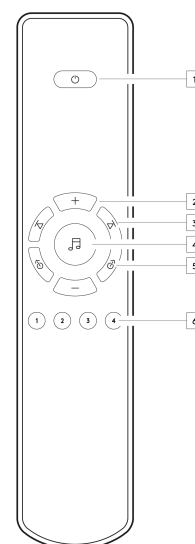**5. Source Selection**
Used to navigate between the various sources on the player.
6. Programable Buttons
Press and hold to store the current source and its volume level.
Note: If the remote control will not function, please check that the batteries have not expired, and that there is nothing blocking the front panel IR receiver.

Getting Connected

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## Basic Analogue Connections

Important Note: Switch the power off before making any connections.

There are two analogue connection options for the EDGE NQ. Please see below for diagrams on how to make either a balanced or unbalanced connection from your Edge NQ to an EDGE W.

Using either of these analogue connections will utilise the high-quality DAC within the EDGE NQ.

1. Unbalanced Audio Connection (RCA)

Important Note: If using RCA cables, please ensure to select the 'Unbalanced' switch on the EDGE W.
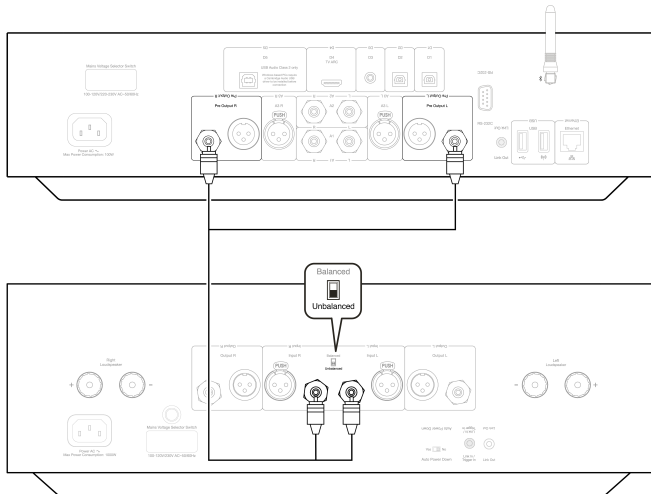
2. Balanced Audio Connection (XLR)

Balanced connections in an audio system are designed to reject electrical noise, from power wiring etc, as well as the effects of noise currents flowing through ground connections. The basic principle of balanced interconnection is to get the signal you want by subtraction, using a three-wire connection. One signal wire (the hot or in-phase) carries the normal signal, while other (the cold or phase-inverted) carries an inverted version. The balanced input senses the difference between the two lines to give the wanted signal. Any noise voltages that appear identically on both lines (these are called common-mode signals) are cancelled by the subtraction.

**Important Note:** If using XLR cables, please ensure to select the 'Balanced' switch on the EDGE W.
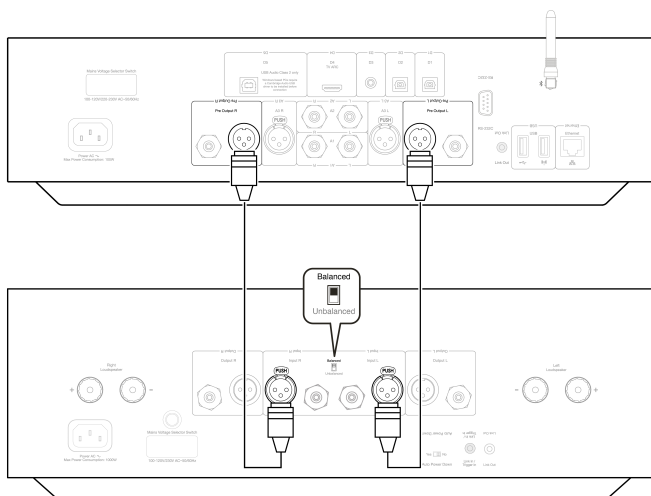
Edge Link

Edge Link allows Edge series products to synchronise when powering up the units. See the following diagrams when connecting the EDGE NQ using the provided Link cable.

EDGE NQ with EDGE W (via StreamMagic app)

When using the app to turn the EDGE NQ on/off, this will also turn the EDGE W on/off.
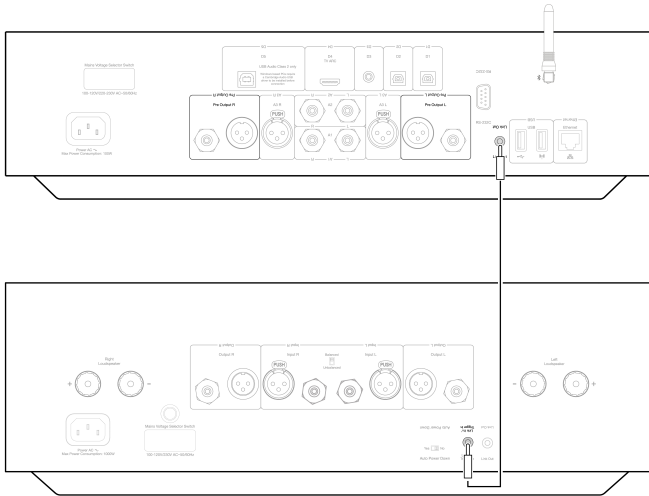
StreamMagic App

Last updated: September 2, 2022 12:51. Revision #8093

The EDGE NQ allows you to stream music from many different sources both on your home network and from the internet.

To set up your player, please first download the StreamMagic app from the Apple app store or Google Play store.

Note: The StreamMagic app is only available for iOS and Android mobile devices such as smartphones and tablets. It is not available on PC or Mac.

Once your player is connected to your home network you'll have full control of your sources, including internet radio, streaming services, network and USB drives and more via the StreamMagic app.

For more information on our StreamMagic app, please visit: https://www.cambridgeaudio.com/streammagic

Connecting to Wi-Fi

Last updated: May 14, 2024 03:53. Revision #12942

Important Note: It is vitally important that your Edge NQ remains connected to an internet network as often as possible, either via Wi-Fi or Ethernet. This will ensure that the unit is regularly updated to meet essential security protocols, third party compatibility and the latest software requirements.

Failure to maintain your device with regular firmware updates as provided by Cambridge Audio will void the product warranty and is likely to cause major issues to the unit in time. Please ensure that your unit is updated to the most current firmware version. Information on the latest firmware version for the Edge NQ can be found here.

Note: The Edge NQ is not compatible with captive portal networks. It is also essential that the EDGE NQ runs on a 2.4GHz band on your router. Where possible, avoid the use of powerline adapters, Wi-Fi signal boosters/extenders as these can disrupt the reliability of the network connection.

Connecting to a Wired Network

1. Connect a network cable (Category 5/5E straight-through Ethernet cable) between the EDGE NQ and your router.

2. Your EDGE NQ will now automatically connect to the network.
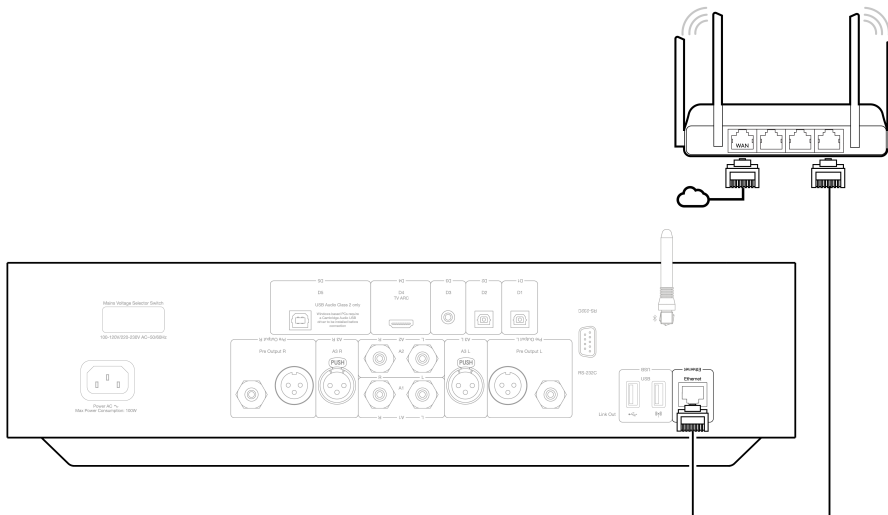
Connecting to a Wireless Network (iOS)

Important note: Do not plug/unplug the wireless dongle when the unit is on.

1. Ensure that your EDGE NQ is in range of your wireless router, and then power on your unit.

2. On an iOS device go to Wi-Fi settings and under 'SETUP NEW AIRPLAY SPEAKER' select 'Edge NQ (ef)'.

3. Once connected, to complete unit setup download and install the StreamMagic app from the Apple App store.

Connecting to a Wireless Network (Android)

Important note: Do not plug/unplug the wireless dongle when the unit is on.

1. Before attempting to connect your EDGE NQ to your wireless network, download and install the StreamMagic app from the Google Play store.

2. Ensure that your EDGE NQ is in range of your wireless router, and then power on your unit.

3. On an Android device, open the StreamMagic app and on the **Home** tab select **CONNECT**.

4. Under Choose a device select **SET UP A NEW DEVICE**, and choose **Edge NQ** as your product to setup.

5. Under the **Set up your Edge NQ**, choose **WIRELSS CONNECTION** and then **CONTINUE**.

6. Your Android device will now show all available Wi-Fi devices in range. Select **Setup:Edge NQ (eb)**.

7. Once connected, you will be prompted to enter your Wi-Fi network password. Enter the password and select **CONTINUE**.

8. Your EDGE NQ will now connect to your Wi-Fi network, this may take up to a minute.

9. Once connected, complete initial setup of your unit within the StreamMagic app.

Built-in Streaming Services

Last updated: May 29, 2024 03:29. Revision #13074

The EDGE NQ has the following built-in streaming services:

- Spotify Connect

- TIDAL

- Qobuz

- Deezer

Note: It is essential that the device you are streaming from (smartphone, tablet, computer, etc.) is on the same Wi-Fi network as the network player to ensure that the units can communicate with each other.

Spotify Connect

Use your phone, tablet or computer as a remote control for Spotify.

Go to <u>connect.spotify.com</u> to learn more.

TIDAL (Connect)

1. Open the TIDAL app and choose the playlist, album, song, etc. that you wish to stream to player.

2. Select the Sound Output devices icon within TIDAL and select your Cambridge Audio network player from the list.

3. TIDAL Connect should now be streaming your chosen content to the player.

TIDAL (via StreamMagic)

1. Open the StreamMagic app and navigate to the **Library** tab, and then select **TIDAL**.

Note: Please ensure that you sign into your TIDAL account when prompted to do so. This will only be required on the first instance of use to link the account to the StreamMagic app.

2. Choose the playlist, album, song, etc. that you wish to stream to player.

3. TIDAL should now be streaming your chosen content to the player.

Note: You may also add TIDAL content to your StreamMagic playing queue by selecting the three elliptical dots next to the content and selecting 'Add to queue'.

Qobuz (via Chromecast)

1. Open the Qobuz app and choose the playlist, album, song, etc. that you wish to stream to player.

2. Select the output devices icon within Qobuz and select the Cambridge Audio network player from the list.

3. Qobuz should now be casting your chosen content to the player.

Qobuz (via StreamMagic)

1. Open the StreamMagic app and navigate to the **Library** tab, and then select **Qobuz**.

Note: Please ensure that you sign into your Qobuz account when prompted to do so. This will only be required on the first instance of use to link the account to the StreamMagic app.

2. Choose the playlist, album, song, etc. that you wish to stream to player.

3. Qobuz should now be streaming your chosen content to the player.

Note: You may also add Qobuz content to your StreamMagic playing queue by selecting the three elliptical dots next to the content and selecting 'Add to queue'.

Deezer (via Chromecast)

1. Open the Deezer app and choose the playlist, album, song, etc. that you wish to stream to your player.

2. Select the speaker icon within Deezer, then select 'Google Cast'. Select your player from the list.

3. Deezer should now be casting your chosen content to your player.

Deezer (via StreamMagic)*

1. Open the StreamMagic app and navigate to the Library tab, and then select Deezer.

Note: Please ensure that you sign into your Deezer account when prompted to do so. This will only be required on the first instance of use to link the account to the StreamMagic app.

2. Choose the playlist, album, song, etc. that you wish to stream to your player.

3. Deezer should now be streaming your chosen content to your player.

*Deezer is only available within the StreamMagic app when running firmware version **022-a-131** or later and StreamMagic app version 2.10.0 or later.

AirPlay 2

Last updated: September 2, 2022 12:51. Revision #8108

AirPlay from iPhone or iPad

1. Ensure your player is connected to your network.

2. Open the app that you want to AirPlay from.

3. Select   or   .

4. Select your player as your AirPlay device.

Note: This product supports AirPlay 2 and requires your mobile device to be running iOS 11.4 or later.

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Chromecast

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Cast from Android Phone or Tablet

1. Ensure your player is connected to your network.

2. Open the app that you want to Cast from.

3. Select .

4. Select your player as your Chromecast device.

Note: Currently Chromecast Audio only supports audio apps. Therefore, you will not be able to cast YouTube to your speakers. However, YouTube Music is fully supported over Chromecast.

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Internet Radio

Last updated: September 2, 2022 12:51. Revision #8106

You can assign up to 99 of your favourite Internet Radio stations to presets on your player, which can then be recalled using the StreamMagic app or remote control (programmable buttons 1-4).

To search and assign a preset:

1. Within the StreamMagic app navigate to the **Radio** tab.

2. Use the **Search for Radio** search tab at the top of the page or enter a Custom URL link by selecting URL.

Note: Please ensure that the custom URL stream is one of the following supported file types: ALAC, WAV, FLAC, AIFF, DSF and DFF containing DSD64 at 2.8224 MHz or DSD128 at 5.6448 MHz, WMA, MP3, AAC, HE AAC, AAC+ and OGG Vorbis.

3. Once you have located the station you wish to store, select and you will be prompted with the option to **Play now** or **Add to presets**.

4. Add station to the desired preset for your player between 1-99.

5. You will then receive confirmation that the station is saved to the chosen preset.

To remove a preset:

1. Within the StreamMagic app navigate to the **Home** tab.

2. Scroll to the bottom of the page where you find your players **Presets**, and select **EDIT**.

3. To remove station from preset, tap the icon and then press **Delete**.

Bluetooth

Last updated: September 2, 2022 12:51. Revision #8105

The Bluetooth source allows your player to receive wireless Bluetooth audio from most phones, tablets and laptops.
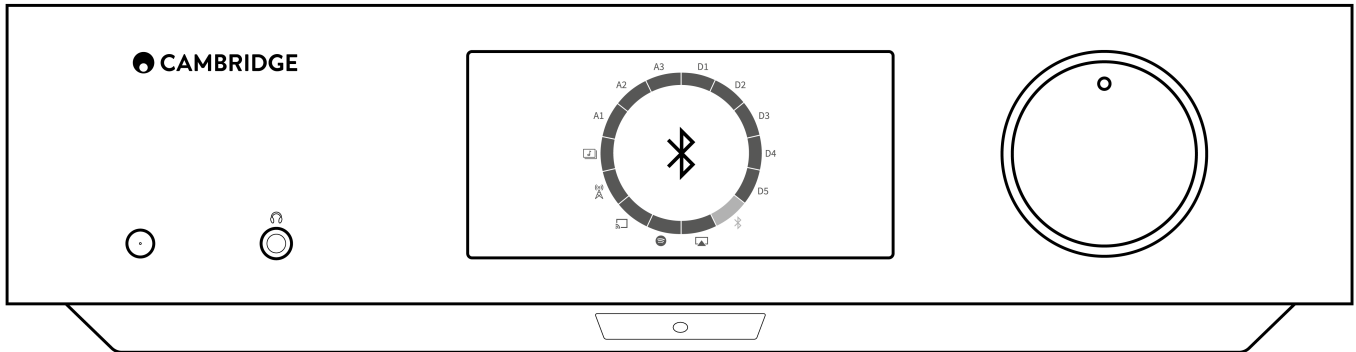
To begin streaming high-quality music from your chosen media source it will first need to be paired with your player.

1. Select the Bluetooth source on your player.

2. Open your mobile device or laptops Bluetooth settings.

3. Select your player from the list of available devices.

4. Your device should now connect to your player.

Once paired you should be able to connect to your player at any time by selecting the Bluetooth source on your player and then choosing your player from the list of previously connected devices.

Note: Your Bluetooth device can only be connected to your player while the Bluetooth source is selected.

USB Audio

Last updated: September 2, 2022 12:51. Revision #8146

The USB Audio Input on your player is designed for use with PC and Mac computers. When connected, you will be able to playback music to the network player directly from the computer's apps, software or media players.

PC Setup

1. Connect your EDGE NQ to your PC.

- Using a USB audio cable (Type A to Type B), connect the **USB Audio In** on your EDGE NQ to a USB port on the PC.

2. Select the USB Audio source.

- If using the front panel source selector of your EDGE NQ, switch to **USB Audio**.

- If using the StreamMagic app, go to the **Home** tab, then select **USB Audio** within the **Sources** section.

3. Navigate to the **CA Control Panel** which should now be installed in your Windows taskbar. This will show any connected Cambridge Audio USB Audio device and current sample rate.
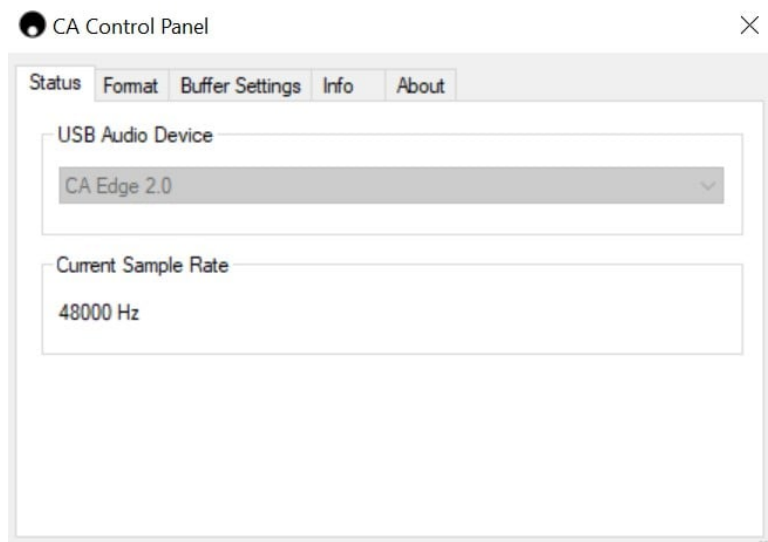
4. On your PC, navigate to **Settings** > **System** > **Sound**. Select the Edge NQ as your output device from the drop-down menu. This will appear as '**CA Edge Range**'.
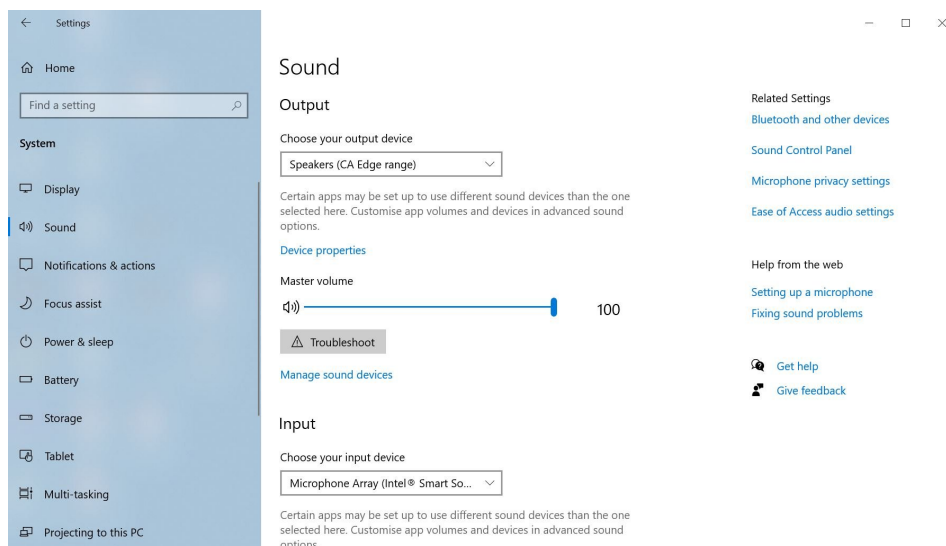
5. Within this same window under **Related Settings** on the right-hand side, select **Sound Control Panel**.

6. On the **Playback** tab, ensure that **CA Edge Range** is the default output device, then select **Properties**.

7. Within **Speaker Properties**, navigate to the **Advanced** tab. Select the desired bit depth and sample rate preference. Once selected, select **Apply**, then **OK**.
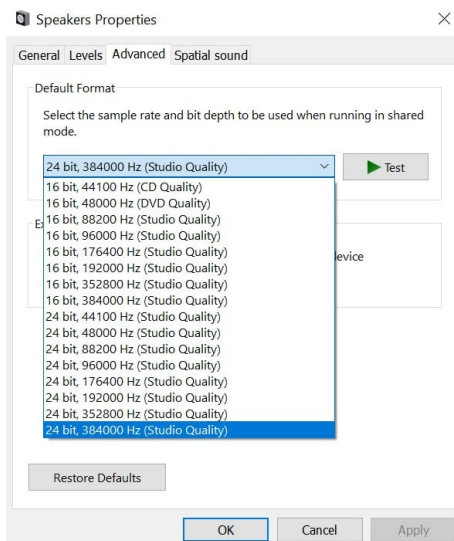
8. Your PC's output will now playback via the Edge NQ.

Mac Setup

1. Connect your EDGE NQ to your Mac.

- Using a USB audio cable (Type A to Type B), connect the **USB Audio In** on your EDGE NQ to a USB port on the Mac.

Note: If using a Mac without a USB Type A port, you may also use USB Type C (Thunderbolt 3) to USB Type B connection.
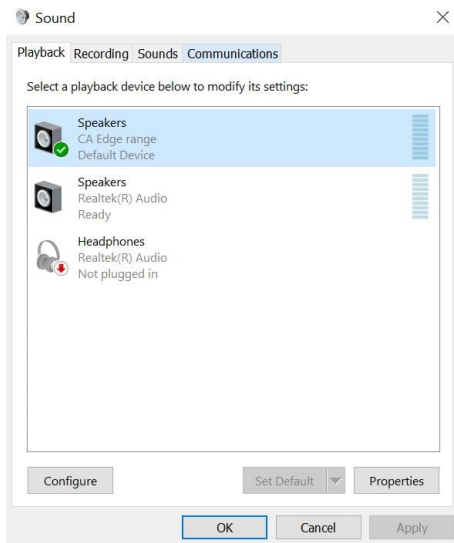
2. Select the USB Audio source.

- If using the front panel source selector of your EDGE NQ, switch to **USB Audio**.

- If using the StreamMagic app, go to the **Home** tab, then select **USB Audio** within the **Sources** section.

3. Within the **System Preferences** of the Mac, locate the **Sound** settings. Select the **CA Edge 2.0** as the output sound device.
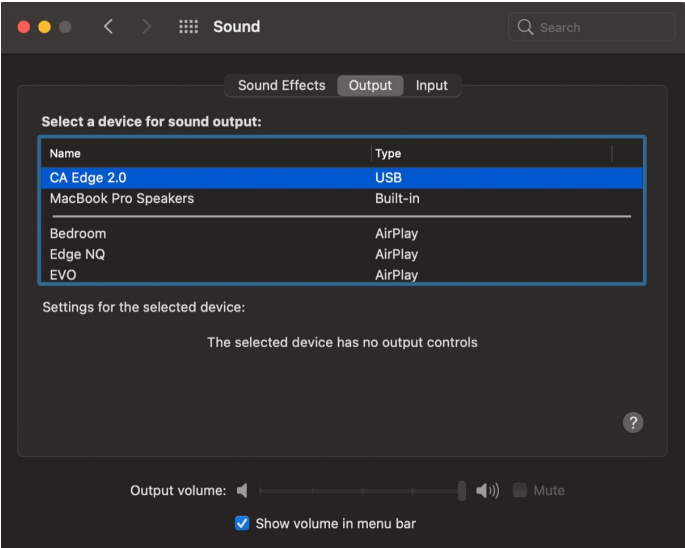
5. On the Mac navigate to **Applications** > **Utilities** > **Audio MIDI Setup**. Select the **CA Edge 2.0** as the output sound device on the left column, and then using the drop-down options select the desired bit depth and sample rate preference.
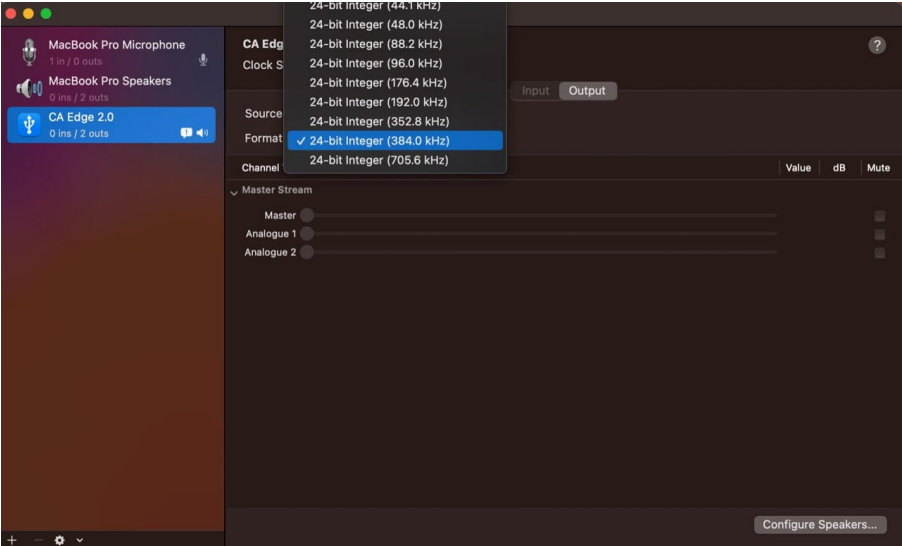
6. Your Mac's output will now playback via the EDGE NQ.

USB Media

Last updated: September 2, 2022 12:51. Revision #8104

You may connect a USB SSD, USB HDD or flash drive to the CXN (V2) via the USB Media inputs located on the front and rear of the unit for playback. Once connected the following formats are supported: ALAC, WAV, FLAC, AIFF, DSF and DFF containing DSD64 at 2.8224 MHz or DSD128 at 5.6448 MHz, WMA, MP3, AAC, HE AAC, AAC+ and OGG Vorbis.

Note: The EDGE NQ will read large capacity hard drives connected to their USB inputs. However, some larger capacity drives will require you to use their own power supply, as the player's USB port may not supply enough power for the drive to function.

The primary function of the EDGE NQ is as a network music player. The USB ports are intended for convenient connection of USB thumb drives. As such, we cannot guarantee compatibility with all USB HDD's.

USB Media Playback (via StreamMagic app)

1. Connect USB SSD, HDD or flash drive to either to front panel or rear panel USB Input.

2. Navigate to the **Library** tab of the StreamMagic app.

3. Under USB Drives, locate your USB Media device and open.

4. Upon selecting a track you will have the option to '**PLAY FROM HERE**', '**PLAY TRACK NOW**', '**PLAY TRACK NEXT**' or '**QUEUE TRACK**'.

USB Playback Options:

PLAY FROM HERE – Playback of album/folder will begin from this point onwards.

PLAY TRACK NOW – Selected track will playback immediately.

PLAY TRACK NEXT – Selected track will be added to queue and playback next.

QUEUE TRACK – Selected track will be added to playback queue.

Streaming Your Local Digital Music Collection

Last updated: May 14, 2024 03:56. Revision #12951

The EDGE NQ can play content from many different physical sources and this section will explain what you need to do to access and play your locally stored digital music collection. 'Locally Stored' means the digital music files you have on your **PC**, **Mac** or **Network Attached Storage devices (NAS)**.

To stream local content, you will need the following hardware and software running in your network:

1. Your Cambridge Audio EDGE NQ.

2. A mobile device such as a smartphone or tablet on which you can run the StreamMagic app.

3. A hard drive, computer or NAS containing your compatible digital music files.

4. An active UPnP music or media server.

5. A router which is configured to allow the UPnP service.

Note: The above items must be correctly connected and configured, and it is important to note that depending on the server, NAS, computer, etc. you're using this will differ from setup to setup. To help you with this we have created best practice guide which should get you up and running with minimal fuss and effort. This can be found [here](#).

Settings

Last updated: May 14, 2024 04:08. Revision #12960

Device Name

This is how your player will appear in your StreamMagic app and on your home network when using services like Spotify, Chromecast built-in and TIDAL Connect.

Giving your player a unique name makes it easier to distinguish when using streaming and smart home services.

AirPlay Name

This is how your player will appear when using AirPlay or the Apple Home app.

Standby Mode

This selects what type of standby mode your player will use.

In **Network Standby mode** your player will still be controllable by the StreamMagic app and other network services

In **Eco mode** your player will use less power than in Network Standby mode, but will need to be switched on either by the front panel or the remote control before it can be seen and controlled by the StreamMagic app and other services.

Automatic Power Down

This sets how long your player will wait while inactive before switching in to standby.

Display Brightness

This sets the brightness of your player's display. If set to 'Off' the display will show for a few seconds after any change and then switch off.

Pre-amp

With Pre-Amp mode enabled the volume of the device's analogue output can be controlled using the app, the remote or the rotary dial.

Volume Limit

This sets the maximum volume that other streaming services like AirPlay, Spotify, TIDAL Connect and Chromecast built-in can set. The front panel, remote control and StreamMagic app volume controls can override this setting.

Early Update

Early Updates provide the opportunity to receive pre-release firmware for your EDGE NQ. To subscribe to Early Updates, select **On**, and to opt out select **Off**.

Note: Information on what is included in the current early update for the EDGE NQ can be found here.

Firmware

This will check for and apply any new firmware available for your network player. You can also check for new updates on the info screen. When left in network standby overnight your player will check and apply any new updates.

Note: Your network player must be connected to the internet to carry out firmware updates. It is recommended that you keep your network player connected to ensure optimal performance. Information on the latest firmware version for the EDGE NQ can be found here.

Factory Reset

This will return your player to its factory settings.

You may perform a factory reset via the front panel by pressing and holding the power button, then using the source selector to navigate to Factory Reset, and then pressing the power button once again. Or, via Settings in the StreamMagic app.

Note: Returning the player to its factory settings will delete all previously saved network settings and presets.

Technical Specification

Last updated: September 2, 2022 12:51. Revision #8101

D/A CONVERTER
THD <0.0008%, 20Hz - 20kHz, 24-bit, 1Vrms output

THD ANALOGUE SOURCES
<0.0008%, 20Hz – 20kHz, 1Vrms output

FREQUNCY RESPONSE
20Hz-20kHz +/- 0.1dB

S/N RATIO (REF 1V OUTPUT)
> 103 dB

CROSSTALK @ 1kHz
< -100 dB

MAX PREAMP OUTPUT
6Vrms single ended or 6Vrms + 6Vrms balanced

USB AUDIO INPUT
USB Audio Class 2.0 supporting up to 32-bit 384kHz PCM, or up to DSD256

USB DRIVE INPUT
1 x USB 2.0 current limited to 1A, FAT32 / NTFS / HFS / HFS+

BLUETOOTH
4.1 (Smart/BLE enabled) A2DP/AVRCP supporting SBC, AAC, Qualcomm® aptX™ and aptX™ HD audio

TOSLINK INPUT
16/24-bit 32-96kHz

COAX SPDIF INPUT
16/24-bit, 32-192kHz

WI-FI
IEEE 802.11 b/g or n (2.4GHz), Encryption WEP, WPA, WPA2

ETHERNET
IEEE 802.3, 10 Base-T or 100 Base-T

MAX POWER CONSUMPTION
100W

STANDBY POWER CONSUMPTION
<0.5W

AUDIO FORMATS
WAV containing uncompressed, PCM 16-24 bit 32-192kHz, FLAC containing losslessly compressed, PCM 16-24 bit 32-192kHz, Apple Lossless (ALAC) containing losslessly compressed PCM 16-24 bit 32-192kHz, AIFF containing uncompressed, PCM 16-24 bit 32-192kHz, Microsoft® Windows Media TM Audio (WMA 9 Standard) 32-320kbps, MP3 (CBR or VBR) 16-320kbps, AAC, HE AAC and AAC+, (CBR or VBR) 16-320kbps, OGG Vorbis 32-320kbps, DSF and DFF containing DSD64 at 2.8224 MHz or DSD128 at 5.6448 MHz.

STREAMING PROTOCOLS
RTSP (Real Time Streaming Protocol), MMS (Microsoft Media Server Protocol), HTTP (Hyper Text Transfer Protocol), HLS (HTTP Live Streaming), DASH (Dynamic Adaptive Streaming over HTTP).

CONNECTIVITY
UPnP, Local USB media, Airplay 2, Chromecast built-in, Internet Radio, Spotify Connect, TIDAL, Qobuz, Amazon Music, Roon Ready.

PLAYLIST
ASX (Microsoft® playlist format) M3U, PLS.

DIMENSIONS
120 x 460 x 405mm (4.7 x 18.1 x 15.9")

WEIGHT
10.2kg (22.4lbs)

Source Quality Matrix

Last updated: January 28, 2025 09:25. Revision #14209

SOURCE	DELIVERY METHOD	MAXIMUM RESOLUTION
Spotify Connect	Mobile/Desktop App	320kbps
Spotify AirPlay	Mobile/Desktop App	320kbps
Spotify Chromecast	Mobile/Desktop App	320kbps
Spotify Bluetooth	Mobile/Desktop App	aptX HD
TIDAL Connect	Mobile/Desktop App	24bit / 192 kHz
TIDAL (via StreamMagic app)	StreamMagic App	24bit / 192 kHz
TIDAL AirPlay	AirPlay	16bit / 44kHz
TIDAL Chromecast	Chromecast	24bit / 96 kHz
TIDAL Bluetooth	Bluetooth	aptX HD
TIDAL Roon	Roon Endpoint	24bit / 192 kHz
TIDAL Roon	USB Class 2	24bit / 384 kHz
TIDAL Desktop App	USB Class 2	24bit / 384 kHz
Qobuz (via StreamMagic app)	StreamMagic App	24bit / 192 kHz
Qobuz AirPlay	AirPlay	16bit / 44kHz
Qobuz Chromecast	Chromecast	24bit / 96 kHz
Qobuz Bluetooth	Bluetooth	aptX HD
Qobuz Roon	Roon Endpoint	24bit / 192 kHz
Qobuz Roon	USB Class 2	24bit / 384 kHz
Qobuz Desktop App	USB Class 2	24bit / 384 kHz
Third Party App (via AirPlay)	AirPlay	16bit / 44kHz
Third Party App (via Chromecast)	Chromecast	24bit / 96 kHz

Troubleshooting

Last updated: May 14, 2024 04:09. Revision #12969

If you experience any trouble with your EDGE NQ, then you may find it useful to visit the help section on our webpage at:

https://supportarchive.cambridgeaudio.com/hc/en-us/sections/17766109613085-EDGE-NQ

General Help guidelines:

If you have trouble connecting the EDGE NQ to your network, these steps may help to resolve the problem:

- Confirm that a connected computer can access the Internet (i.e. can browse the web) using the same network.

- If you have an encrypted Wi-Fi network, check that you have entered the correct key or passphrase. Remember that text-format keys are case sensitive.

- Confirm that a connected computer can access the Internet (i.e., can browse the web) using the same network.

- Check that the UPnP is enabled on your router if this is an option.

- Check that your network's firewall is not blocking any outgoing ports. As a minimum, the radio needs access to UDP and TCP ports 80, 554, 1755, 5000, 6000 and 7070.

- Check the Wi-Fi dongle is securely connected to the unit, and in the correct USB port labelled '**Wi-Fi Dongle**'.

- If none of the above steps work, reboot and/or factory reset your router.

If your EDGE NQ can connect to the network successfully, but is unable to play particular StreamMagic stations, it may be due to one of the following causes:

- The station is not broadcasting at this time of the day (remember it may be in a different time zone).

- The station has reached the maximum allowed number of simultaneous listeners.

- The station is not broadcasting anymore.

- The link in our database is simply out of date.

- The Internet connection between the server (often located in a different country) and yours is slow.

- Try using a computer to play back the stream via the broadcaster's web site.

If you have problems with UPnP playback, always check the following:

- Ensure your chosen UPnP server software can serve the file type you are trying to access. Some servers do not serve FLAC for instance.

- The EDGE NQ can only play non-DRM files. Files that have DRM controls cannot be played by the EDGE NQ. Some servers may be able to authorise and de-crypt Microsoft Playsforsure before then serving the content to the EDGE NQ but this operation is not guaranteed as it is purely a function of the server.

- If attempting to play 24-bit WAV or FLAC content note a wired Ethernet connection is normally required for reliable operation due to bandwidth considerations.

- Check the EDGE NQ can play back the file type you are trying to access.

If you have problems with USB Media playback, always check the following:

- Check the EDGE NQ can playback the file type you are trying to access.

- For USB Media the EDGE NQ can only play non-DRM files. Files that have DRM controls cannot be played.

- Check your device is formatted in FAT32/NTFS format.

- The way you organise your USB media affects the size of internal database the EDGE NQ needs to build dynamically as you browse content. It is good practise to create folders for Artists within which you should have a sub folder for each Album which then containing the tracks for that Album. Libraries with thousands of tracks in one folder will progressively slow down the EDGE NQ's media browsing.