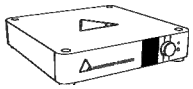
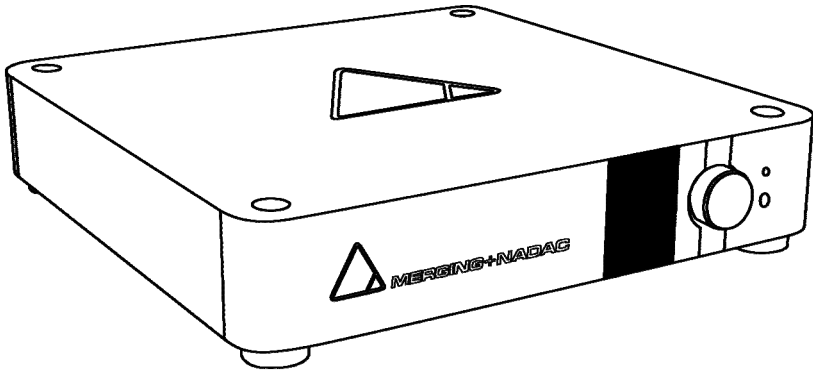


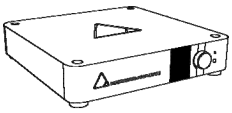
**NADAC PLAYER**
**RECOVERY KIT**
Please do not open before contacting your dealer

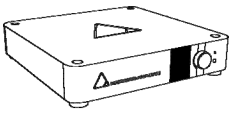
MERGING NADAC




# NADAC PLAYER

Recovery Procedure





**NADAC PLAYER Recovery**

Your NADAC PLAYER comes with a VIP Service Program that covers software and firmware issues that are not covered by the general warranty terms, but may require reconfiguring the unit at Merging Technologies factory in Switzerland.

However, to avoid unnecessary shipping of the unit and its potentially long immobilization, NADAC PLAYER ships with a recovery mechanism for its internal CPU operating system, drivers and applications under the form of USB memory stick.

***Important note 1: This USB recovery memory stick contains unique information and is specific to your own NADAC PLAYER unit. It should NOT be used to recover another NADAC PLAYER unit.***

***Important note 2: Please do NOT proceed to a system recovery before first contacting your dealer and/or Merging Technologies tech support to find alternative solutions.***

***Important note 3: Please NEVER plug the recovery USB memory stick in any computer as a reboot may completely erase the boot disk of the computer and all data!***

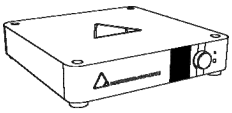
The procedure for performing a complete recovery of the NADAC PLAYER internal CPU is described below. You should however check the online version of this procedure on:

https://confluence.merging.com/display/PUBLICDOC/NADAC+PLAYER+Recovery

as it may have been updated since your received this kit and documentation.

**NADAC PLAYER Recovery procedure:**

- Backup your Roon database before proceeding as it will be deleted by the recovery mechanism. Backing up the Roon database is available through the Roon Remote menu Settings > Backups. This procedure is required only if you performed any metadata editing in your library. If not, the library will be automatically reconstructed when you connect your music files at the end of the recovery process.
- Switch off your NADAC PLAYER unit.
- Disconnect all USB disks that may be connected on the back of your NADAC PLAYER.
- Disconnect the network cable of your NADAC PLAYER. Important!
- Plug the Recovery USB memory stick provided with your NADAC PLAYER.



- Switch your NADAC PLAYER on.
- After the standard boot sequence, the front panel display will show a red blinking stop sign for about 2 minutes on the top right of the display under the sampling rate. Wait until this blinking red sign turns back to a steady white play logo. The source display (NADACPLAYER-XYZ) on the bottom of the display should also turn to white at this stage. This means the recovery procedure is completed.
- Switch off your NADAC PLAYER unit.
- Remove the Recovery USB memory stick.
- Reconnect the network cable to your NADAC PLAYER.
- Switch your NADAC PLAYER on.
- Launch your Roon Remote application on your tablet, smartphone or computer and connect to your NADAC PLAYER.
- You will now have to re-enter your account information: email address and password. If this procedure fails with an error saying Network problems, it probably means that the Roon Core is performing some updates, please wait for 5 to 10 minutes and try signing in again.
- Go in the Settings > About (on the top right corner of the Settings page) and proceed to any updates the system may suggest. This may involve a few reboots of the Roon Core but will not require rebooting the whole NADAC PLAYER.
- Go in the Roon Settings > Audio, locate the Roon Ready section and locate the Merging Technologies NADACPLAYER audio unit. Click on the button Enable and give it a name, like “My NADAC” or “NADAC-XYZ”. Initial factory programming names it NADAC-XYZ where XYZ is the three last digits of the unit's serial number. You can go to the settings pages for that audio unit and configure further options for your NADAC driver, like multichannel behaviors, etc…
- Exit the settings page and select your NADAC audio unit as your current Zone on the bottom bar of the Roon user interface.
- Reconnect to your music files through the Settings > Storage page.
- Restore your Roon database if you backed it up initially.