

ARCAM drDock — FAQ

My ARCAM drDock is plugged into my AVR via HDMI but I get no audio when playing music. What gives?

HDMI cannot carry audio signals without video. Unfortunately, iDevices do not send video when playing audio only tracks, so an additional audio connection is required. Please connect either the SPDIF or analogue audio connection from the drDock to your AVR. This connection will also carry audio when video is played so this setup is the recommended connection method for audio & video playback.

My ARCAM drDock is plugged into my PC and when I dock my iPad it doesn't charge - why?

PC USB ports are not capable of supplying the required current to charge an iPad. To charge your iPad using the drDock, please use the supplied power supply.

I can't get my iDevice to sync with my PC/MAC, I'm connected via USB - what do I have to do to get it to sync?

When first inserted into the drDock, playback mode is activated and the LED on the drDock lights up. Press the power button on the remote to turn off the drDock (the LED also goes out to indicate this) and change it from playback mode to sync mode. Your iDevice will now appear on your PC/MAC. Press the power button again to return the drDock to playback mode (the LED on the drDock will light to show this).

My ARCAM drDock is playing video and there are bars on either side/above & below/both - what can I do?

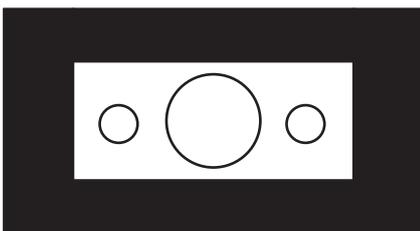
Depending on the format of the material on your iDevice, you may need to set the video output to widescreen on or off. The location of this setting varies by device, but (for example) in the iPhone 4S it is in Settings > General > TV out:



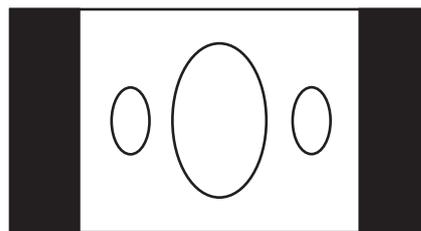
Also, your display device may need to be forced to zoom the image. The setting for this is very model dependant, but the remote key should be labelled "zoom" or similar.

If you are using an AV processor, it may be necessary to change the output resolution to SD progressive to enable the zoom function on your display device.

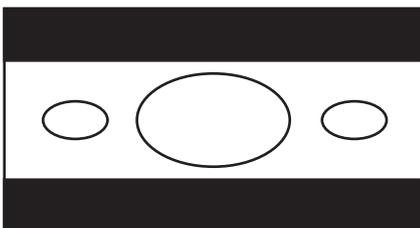
16:9 image in a 4:3 frame (widescreen output of iPod OFF).
Note the aspect ratio is correct, but the image does not fill the screen. Use the TV zoom to correct:



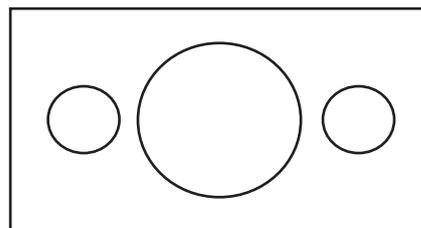
16:9 image in a 4:3 frame (widescreen output of iPod ON).
Note the aspect ratio is incorrect and the image is vertically stretched. Use the TV zoom to correct:



16:9 image in a 16:9 frame (widescreen output of iPod OFF).
Note the aspect ratio is correct & the image is horizontally stretched. Turn on Widescreen output on the iPod to correct:



16:9 image in a 16:9 frame (widescreen output of iPod ON).
Note the aspect ratio is correct & the image fills the screen:



It looks like the aspect ratio is correct, but the edges of the image are being cropped, what could be wrong?

Depending on the format of the material on your iDevice, you may have a zoom button on the iDevice itself, this can be used to zoom in or out of the image:

