

LAYEN i-SYNC SUPPORT GUIDE

Set up Instructions & Troubleshooting Help

Simple & Quick Setup



LAYEN
LOOKING AFTER YOUR EVERY NEED

LAYEN i-SYNC

Instructions & Troubleshooting

The LAYEN i-SYNC will turn your docking station or stereo system Bluetooth allowing you to stream music wirelessly from your Bluetooth enabled device. For example, your Smartphone, Tablet or Laptop. Here is all the information you need to get set up.

Receive Audio Wirelessly From Any Bluetooth Device



Stream Music Wirelessly
From a Bluetooth Device

iPhone Smartphone Tablet iPad
Bluetooth Laptop, PC, iPod

to LAYEN i-SYNC
Bluetooth Music Receiver

Connect to 30 pin connection
on your Stereo or Dock

Compatibility

The LAYEN i-SYNC works with all Bluetooth Transmitting devices. It doesn't matter if it's an iPhone or Android phone, Tablet, PC, Laptop, MP3, Mac or iPad - if it has Bluetooth, it will work! The audio is sent from your transmitting device via Bluetooth and is then received by the LAYEN i-SYNC, which allows the music to be played through the docking station via Bluetooth.

Compatibility issues only arise with certain brands and certain models of docking stations and stereos (see our compatibility list at the end of this guide). As a general rule of thumb, if you can pair and connect to the i-SYNC but there is no sound, this is a strong indication that the stereo is incompatible. In such cases, please follow the simple troubleshooting tips listed in this guide to see if the issue can be resolved. If it can't, please contact LAYEN.

Please note, issues relating to Bose docks will usually be resolved by following the troubleshooting tips. The Bose Series 1 dock (white) is notorious for having sound problems due to cabling issues (and old age!) - sometimes these issues can not be resolved.



LAYEN i-SYNC

IMPORTANT: The LAYEN i-SYNC is not compatible with ALL Docks and Stereos. Please check these two images to see if your dock is listed. If it is not listed, it means that it has not yet been tested. You are welcome to try it out yourself - we offer a guaranteed refund if your dock is not compatible.



These Docks ARE Compatible

Analog Docks - YES :)
 Apple A1121 dock
 Bose SoundDock I: Search "LAYEN BS-1"
 Bose: SoundDock II, Lifestyle, SoundDock 10, SoundDock Portable, Wave music system III, V35
 Gear4 Explorer, House Party
 Harman Kardon BDS800, go play + II
 iLuv - IMM747, i9200 JWIN
 inTempo IDS05W
 JBL on Time (2006) radial, Onstage 2, 3, & 4, On Beat, On Time 200P, On Time Micro
 Kitsound Boom Dock
 Klipsch iGroove, iGroove 2
 Logic 3 WIP040 Prodock, i StationTTV
 Logitech S715i, S135i, S315i, S715i
 Onkyo DS A2, DS-A4
 Orbitsound Soundbar, T12 v3
 Roberts MP43, Sound 53, Stream 63i
 Ruark 2i, R4i
 Skull Candy Pipe
 Sony Stream 63i, Stream 63i, AIR-SW10Ti, ICF-7iP, ICF-C05iP, ICF-C1iPMK2, RDP-M15iP, RDP-M5iP, RDP-V20iP, RDP-X30iP, RDP-XF100iP, TDM-iP1,
 Vita Audio R2, r4i



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These Docks are NOT Compatible

Digital Docks - NO : (
 CARS - NO
 Bang & Olufsen - ALL
 Bose III, Bose Connect Kit - Search: B00O41VXNO
 Bowers & Wilkins - ALL
 Denon M39 DAB, RCD N7
 Gear4 house party DAB
 House of Marley Get Up Stand Up
 Intempo IDS05W
 JVC On Stage
 Klipsch iGroove HG, iGroove SXT
 Logitech Pure-Fi anywhere 2, UE Air
 Loewe Docks
 Speaker
 Onkyo ND-S1, CBX-600UKD
 Monitor Audio i-Deck 100, 200
 Orbitsound T12 v3
 Panasonic home cinema systems, SA-PM500DB, SA-PMX5DB
 Philips ALL
 Pioneer Cm31-DAB, XW-NAW1-K
 Pure - ALL
 Roberts MP43 Sound 43, Sound100, Robwerts 200
 Sony CMT-BX77DBi, CMT-MX550i, HCD BX70DBi, ICFDS151PB, MHC-EC609iP, RDP XA700iP, TDM-IP50, XDR-DS16iP
 Yamaha - ALL
 B&W Zeppelin & Zeppelin Mini - Search: B00O41VXNO

LAYEN i-SYNC Instructions



1. Turn the docking station on and place the i-SYNC securely to the 30pin connector.
2. On most docks the i-SYNC will make a beeping sound (don't be alarmed if yours does not, not all do, and you may just have the volume low) the blue light will also begin to flash on and off.
3. Enable Bluetooth on your device settings (e.g. Smartphone) so it can pair to the i-SYNC.
4. IMPORTANT: Hold the play / pause button down (found on the side of the i-SYNC) whilst your device searches for it. LAYEN i-SYNC will then appear on your device. Select it to pair.
5. Keep the i-SYNC and your Bluetooth device close together whilst you are trying to pair (no more than 1m apart). Once connected you can use them up to 10m apart, sometimes further.
6. If prompted for a password please enter '0000'.
7. If prompted by your device to manually connect, select yes.
8. Successful pairing will be indicated by a beep (as in point 2; on most docks, don't be alarmed if yours does not) and the blue LED light will change from flashing to a constant blue.
9. Pairing time is usually quick, but please allow up to 1 minute. Again this might vary according to which device is being used. Having many devices in your list can slow it down.
10. Now connected - you are ready to stream your music wirelessly. Please make sure that the volume is up on the both your device and the docking station.
11. Please note if your stereo/dock has a remote control - this will become redundant apart from volume control. The while idea is that now your device, e.g. Smartphone or Tablet - has now become the remote!

LAYEN i-SYNC Troubleshooting Tips

ISSUE.....No Sound. If you have paired fine, but no sound is coming out of your dock or stereo - it may unfortunately be incompatible. Please check the compatibility list. If your dock is listed as compatible, your issue will likely be resolved by following the simple tips below. You may have already tried some of these, so please just take note of those that are relevant.

- Let's get the obvious one out of the way. Is the volume up? Check the volume levels on the dock, and your device. If you have no blue light at all - is the power on at the socket? If you are playing from a music app, try something else too, for example YouTube.
- This also might seem obvious - but is it definitely paired? The receiver should show as connected in your device's Bluetooth list and the light on the receiver will be a constant blue.
- It could be that your device is also connected to something else and trying to play from that. Make sure that you disconnect any other Bluetooth speakers or products from your transmitting device's list. (This includes a Smartwatch). Double check you have nothing else connected.
- It could be that another Bluetooth device (e.g. another Smartphone or Tablet) is also paired to the receiver which is preventing music from playing. (Turn all other Bluetooth devices off).
- Try a Bluetooth reset and attempt the pairing process again. To do this, forget all Bluetooth devices in your Bluetooth pairing list, then turn the Bluetooth off and then on again. Now turn the dock and Smartphone (or other device) off, and then back on again. Now re-start the pairing process. If you have any other Bluetooth devices that have been or are trying to connect to the receiver please turn off Bluetooth on these devices and delete them from your pairing list ("forget device") - they could be causing initial confusion. Bluetooth is like the internet, in that very occasionally it gets stuck, and needs a little nudge!
- Check that the 30 pin connector on the dock or stereo is clean and dust free - even a small amount of dust or debris can cause a bad connection, interference and also prevent sound from being omitted through the receiver. If needs be - clean with a soft cloth (with stereo power off).
- Are you 100% sure your dock / stereo still works? Presumably this issue is not replicated when an iPod is docked? (unfortunately it does happen where the dock / stereo gives up, especially when they are quite old).
- Check that the power supply socket in the dock has not come loose and has been connected the correct way (incorrectly could cause a bad connection).

- If, by chance you happen to still have an Apple 30pin charger cable, plug the receiver into it (with power) for a few seconds. Does the light come on when connected? Make sure the cable has power. If there are no lights at all, the receiver likely has a fault - please contact us straight away.
- Make sure the receiver is firmly connected to the pins (press receiver down gently, but firmly - just to make sure the connection is sound).
- Finally, some customers have resolved sound issues specifically for Bose docks, by removing the back-plate, re-adjusting the cable / ribbon, before connecting the receiver securely back in place. We cannot advise you on doing this, but there are many articles and helpful guides to be found with a quick Google search.

ISSUE.....Disconnected. If you go beyond the range (generally 10m radius) the i-SYNC will disconnect. When you are back in range it should automatically reconnect, if it does not, just hit play again on your song / audio. The i-SYNC will remember your device so you will only need to complete the pairing process once (but you will need to leave your Bluetooth on).

ISSUE.....No Power. If the receiver doesn't power up / the light doesn't flash, please make sure your dock is connected at the mains and not running from a battery. Test that power is getting through to the i-SYNC by connecting it to a 30pin iPhone / iPod charge cable. If the lights come on, but still won't power up on your dock, your dock likely has a fault at the pins.

ISSUE.....Can't Pair. If you are having trouble pairing please make sure you have held down the pairing button on the side long enough for the i-SYNC to appear under Bluetooth devices on your phone (or other device) then select to pair. Please make sure the i-SYNC and your device are no more than 1m apart during pairing.

If you are still having problems pairing, please do a Bluetooth reset. Forget all your Bluetooth devices; turn Bluetooth off and then on again. Now turn the dock and Smartphone (or other device) off and then back on again. Now re-start the process. Sometimes Bluetooth can become 'frozen' or slow - just like the internet. Its rare but does happen and it just needs a little kick!

If you have any other Bluetooth devices that have been, or are trying to connect to the i-SYNC please turn off Bluetooth on these devices and delete them from your pairing list ("forget device") as they could be causing initial confusion.

ISSUE.....Pairing to Another Device. You shouldn't get any issues pairing from one device to another as the i-SYNC can remember up to 8 devices at once. However, if you do experience this please do a simple reset. Forget the i-SYNC from

both (all) devices. Turn the Bluetooth function off and then turn the devices off and on again. Now restart the pairing process on one device. If its not pairing, remember to check it has not auto-repaired back to the last used device. If you have a Smartwatch, make sure its not interfering (perhaps turn its Bluetooth off whilst solving the issue).

ISSUE.....Sound Quality Issues. If you are experiencing hissing, crackling, interference or any other sound issues please; check that the power supply socket in the docking station / speaker has not come loose and is causing an incomplete connection. Check the 30pin connector is clean and there is no dust or debris - this can cause this exact problem. If it is, gently clean it and remove the grime. Also check the receiver is connected soundly and securely. Please follow all other tips found in 'No Sound'.

ISSUE.....Can't Turn the Dock Off. If you have a dock that you can't turn off via the remote whilst the i-SYNC is connected, you will simply need to remove the i-SYNC. The i-SYNC works exactly as an iPhone or iPod would. You would need to do the same with these devices. Even in standby mode, the stereo / dock has constant power running through the pin connectors. The other alternative is to turn it off at the mains.

Please Note:

All LAYEN 30pin receivers work with an analogue signal. In general most docks or stereo's use Analogue, or Analogue and Digital. However some (the minority) will only accept a Digital signal. If this is the case, the receiver will power up, connect fine - but no audio will play. This cannot be fixed.

If your dock / stereo is not compatible - but has an AUX / 3.5mm headphone available to use, we have a different product you can use - please see below and contact us to find out how to return the i-SYNC.

Cars: 90% of cars use Digital only - so the receiver is not compatible. However if your car has an AUX and USB connectors, please contact us, we have a cable that will make it work (or keep reading for more info).

Compatibility - List of Docks

Please note this is not an exclusive list, these are simply docks we have either tested ourselves or had customer feedback on. Unfortunately there are thousands of docks / stereos out there, and to get feedback on all is an impossible task, especially as we are modernising old technology.

If your dock is not listed here it's because we've not had any feedback. Please feel free to purchase and see for yourself. You can return for refund or exchange if it's not compatible with your dock. If you can spare a moment, please drop us a mail to let us know!

Compatible: The i-SYNC is compatible with (but not limited to) the following docks; Altec Lansing IMT800, Altc Lansing IM7, Altec Lansing IMT 320, Altec Lansing in motion, Altec Lansing inMotion iM600, Amethyst iPig, Apple iPod Hi-fi, B&W Zeppelin (early 2006 model only), Bayan Audio 3 docking station, Bose Lifestyle System, Bose Soundock, Bose Soundock II, Bose Portable, Bose Soundock 10, Bose Wave, Bose Wave III, Cambridge Audio iD10 iPod Doc, Gear4 Explorer, Gear4 Houseparty, Geneva Sound System Model S, i want it iw900, ihome IHL20, Intempo IDS05W, iRhythms A303, JAMO i300speaker, JBL on Time, JBL Radial, JBL Sound Stage 3, JBL sound box, Kitsound Boom dock, Klipsch iGroove 2, KOKKIA i10s, Loewe Soundbox, Logic 3 Jive Box, Logic 3 WIP040 Prodock, Logic3 WIPO15K, Logitech mm50, Logitech Pure-Fi Anywhere 2, Meridian i80 Dock, NuVoDock, Onkyo DS-A2, Onkyo DS-A1XP, OrbitSound T12v3, OrbitSoundBar, Philips DC315/05, Phillips DS 3000/37 Fidelio, Pure Avanti, Pure Avanti Flow, Revo Bloc, Roberts DAB 53, Roberts MP3 53, Roberts iDream, Roberts MP43 CD/DAB radio, Roberts Sound 200, Roberts Colour Stream, Ruark 2i, Sandstorm iPod Dock, SONY CMT-LX 20/40i, Sony ICFC1iPMK2, Sony RDP- X 50Ip, Sony SRS GU10iP, Sony TDM-iP1, Sony XDR DS121P, Sony CMT-LX 20/40i, Sony CMT-FX350i, Sony RDP-X 50iP, Tivoli Connector, Tivoli Audio iSongBook, Yamaha TSX120.

Not Compatible: The i-SYNC is not compatible with: Arcam R Cube, B&W Zeppelin 2007 onwards (See Bluetooth Plug), B&W Zeppelin Mini (See Bluetooth Plug), BeoSound, Gear4 house party DAB, JVC On Stage, Klipsch iGroove HG iPod, Klipsch iGroove SXT, Klipsch iGroove HG, LG FB-163, Logitech UE Air Speaker, Logitech Pure-Fi anywhere 2, Monitor Audio i-Deck 100, Onkyo ND-S1, Panasonic SA-PM500DB, Philips ds9/10 sound dock, Pioneer XW-NAW1-K, Pure i10 DOCK, Pure i20, Pure i200, Pure Contour 100Di, Revo Heritage, Roberts Sound 100, Roberts MP43 Sound 43, Sharp GX-M10, Sony CMT-BX77DBi, Sony CMT-MX550I, Sony XDR-DS16iP, Sony CMT-MX750Ni, Sony RDP XA700iP, Wadia 170i dock, Yahama TSX-140, Yamaha ISX-800, Yamaha MCR-040, Yamaha TSX 130, Yamaha tsx120, Yamaha ISX-800.

Please note all models from Bower and Wilkins and Bang and Olufsen are not compatible. Phillips, Sony, Panasonic, Pure and Klipsch have varied results.

If your dock or stereo is not compatible - don't be downbeat! For those it doesn't work with we recommend an AUX solution instead! Like our awesome Cable or Bluetooth Plug. (Please note the Bluetooth Plug is a UK standard 3 pin plug. It can be used abroad with no problems, but it needs to be connected to a plug adapter for your country (not supplied).

Perfect Solution for Incompatible Stereos & Cars

If your stereo is incompatible with the i-SYNC don't worry, we still have an easy solution to turn it Bluetooth. So long as it has an AUX connection (3.5mm Jack / Audio-in Headphone) you can use any one of our AUX Bluetooth Receivers.

You simply connect the adapter to the AUX input in your stereo / Dock/ Hi-Fi / Speakers or Car Stereo and pair in the normal way. Because it is connected via AUX there are no compatibility issues and these adapters will work with any stereo regardless of whether it is digital or analogue.

The AUX receivers may not sit neatly in the cradle dock or get powered directly from the dock (like the 30 pin models) but they are amazingly versatile and can be easily switched between car and home stereos. They have excellent audio quality and will overcome any incompatibility issues. Perfect for Bowers and Wilkins, Klipsch and any other brand that won't work with 30pin receivers.

See our website for more: www.layen-uk.com

