



IN ADMIRATION OF MUSIC



# FAQ

## DALI IO

Updated 27th April 2020



## USAGE

**#1**

04-10-2019

**Question:**

The IO is visible in the Bluetooth settings on the player but will not connect

**Answer:**

IO is already connected to other player. Turn off the IO and try again

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**#2**

04-10-2019

**Question:**

The IO is not visible in the Bluetooth settings on Player

**Answer:**

not in pairing mode check the status LED is blinking blue

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**#3**

07-10-2019

**Question:**

IO connected with Bluetooth but no sound

**Answer:**

This can happen if the power button get toggled ON/OFF/ON too quickly. Try turn the headphone off( listen to the voice saying "power off", and restart the headphone

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**#4**

07-10-2019

**Question:**

Does USB Audio work on mobile devices ( Android, iOS etc)?

**Answer:**

USB audio is only supported by computers: Win & Mac

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## USAGE

**#5**  
08-10-2019

**Question:**

Which colours do the LED battery indicators use, and what do they stand for?

**Answer:**

The Battery level LED have a "traffic light" behaviour under use: Green= more than 50%, orange 25-50%, red 10-20%, flashing red below 10%. However, During charging the Battery LED indicator is just two stage: Orange= charging. Green = fully charged ( more than 90%)

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**#6**  
08-10-2019

**Question:**

My headphone will not charge above 90%

**Answer:**

The Battery level management has some tolerance, so even a fully charged battery may indicate 90%. you shouldnt worry.

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**#7**  
11-10-2019

**Question:**

What's the rated battery life of the IO-6 with ANC disabled? Does it match the 60hrs of the IO-4? If not, why?

**Answer:**

On the IO-6 the ANC chip is also the amplifier and it almost uses the same energy regardless if ANC is ON or OFF. So Battery life of IO-6 is always around 30 hrs.

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**#8**  
11-10-2019

**Question:**

Do the headphones support any "fast pairing" way such as NFC or Google Fast Pair?

**Answer:**

we considered it but after doing a user study decided not to do this as most people won't use it and prefer the normal way of pairing BT devices ( what they are used to)

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## USAGE

**#9**

11-10-2019

**Question:**

How many Bluetooth paired devices can be stored in the memory of the headphones?

**Answer:**

The IO will remember up to four devices

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**#10**

11-10-2019

**Question:**

Do they support Multipoint Bluetooth (simultaneous connection to two BT devices)?

**Answer:**

No, the IO's only support one BT connection at the time.

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**#11**

11-10-2019

**Question:**

When connected to a source via USB-C, what DAC do they use? Do they have a dedicated one or they use the Bluetooth chip? What's the bitrate supported?

**Answer:**

The D/A conversion is handled by the front-end BT chip. On USB it'll support 32kHz, 44.1kHz, 48kHz, 96kHz.

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**#12**

11-10-2019

**Question:**

Does the included 3.5mm cable have a microphone and a button (since the ones on the headphones won't work in passive mode)?

**Answer:**

the 3,5mm cable is just a straight stereo cable. In passive mode ( OFF or with empty battery) play back will work, just as any passive headphone.

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## USAGE

**#13**

11-10-2019

**Question:**

Is a button dedicated to the activation of Siri/GoogleAssistant present?

**Answer:**

the Multi-button( logo on the right hand cup) controls Play/Pause, skip track, take call, and it held down it'll activate Siri/ google assistant.

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**#14**

29-10-2019

**Question:**

My Headphones are connected to a Windows 10 machine via Bluetooth and audio playing (Spotify, or Skype calls). The headphones power off after 10 minutes as if no audio is playing at all.

**Answer:**

Windows 10 default Bluetooth setting is "Allow the computer to turn off this device to save power", please untick this setting

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**#15**

29-10-2019

**Question:**

The noise isolation in one side of the headphone is not as good as the other

**Answer:**

Make sure that the ear pads are mounted correctly, if not tightened fully there will be a leak between the driver and the earpad which will result in reduced noise isolation, ANC and Bass performance.

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**#16**

29-10-2019

**Question:**

the Headphones does not perform as well when I am using glasses.

**Answer:**

Using headphones while wearing glasses, may introduce a leak not allowing the earpad to make a close seal around the head. A leak will result in reduced noise isolation, ANC and bass level. It depends on the individual design of the glasses frame whether a leak is introduced or not.

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## USAGE

**#17**

29-10-2019

**Question:**

My IO-6 sometimes rattles / makes noises during take off in airplanes or in high noise environments

**Answer:**

During take off in some aircrafts, the low frequency noise level may exceed the ANC capability of the IO-6, this will be heard as a rattling sound. The IO-6 have 4 built in ANC microphones which are all individually calibrated to the IO-6. Due to the tolerance between these microphones the Noise level at which the ANC capability is exceeded, may vary slightly from IO-6 to IO-6, but also vary slightly for Left and Right channel.

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**#18**

29-10-2019

**Question:**

When listening in USB mode with my computer, it charges the battery while I am listening. If I do this regularly will it damage the battery?

**Answer:**

No, charging the battery when connected to PC and listening via USB does not harm the battery, but simply tops up the battery to ensure there is battery charge available for when you take your headphones with you.

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## GENERAL QUESTIONS

#1

10/8/2019

**Question:**

Why did we not use LDAC?

**Answer:**

LDAC(SONY) is not currently supported by the Qualcomm BT chipset(apTX), also LDAC is not supported by many devices

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#2

10/8/2019

**Question:**

Are the rubber surround and voice coil extraordinary (or standard) for a headphone?

**Answer:**

The driver construction in the DALI IO is quite unique in this headphone segment. However similar headphone driver types can be found but typically in much more exotic and expensive headphones.

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#3

10/8/2019

**Question:**

What does "free edge" paper fibre cone mean? Why is this only mentioned in specs?

**Answer:**

"free edge" basically means that the drive unit has a rubber surround suspension on the paper cone exactly like a normal loudspeaker. Typical headphone drivers are "fixed edge" types where the whole diaphragm is "flexing"

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#4

10/8/2019

**Question:**

If "circumaural" basically means "over ear", why don't we just say "over ear" instead of both in specs?

**Answer:**

Over-ear is the normal description where as circum-aural is the correct technical description. For On-ear headphones the correct technical description is supra-aural

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## GENERAL QUESTIONS

**#5**  
10/11/2019

**Question:**

Will they have an app (for button customisation, ANC tuning, setting options, and firmware updates

**Answer:**

At the moment we have not planned an app as we are unsure of which value it would add, and there are not many settings were it would make sense to change it.

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**#6**  
10/11/2019

**Question:**

What Bluetooth chip do they have? A Qualcomm one? Is it possible to know the exact model?

**Answer:**

It is a Qualcomm solution in order to run aptX, the exact chipset details we cannot disclose.

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**#7**  
10/11/2019

**Question:**

Will they be sold by Richer Sounds and Curry's?

**Answer:**

They are available at Richer Sounds

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**#8**  
10/11/2019

**Question:**

What is the Bluetooth Class of IO?

**Answer:**

The IO have Class 1 support

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