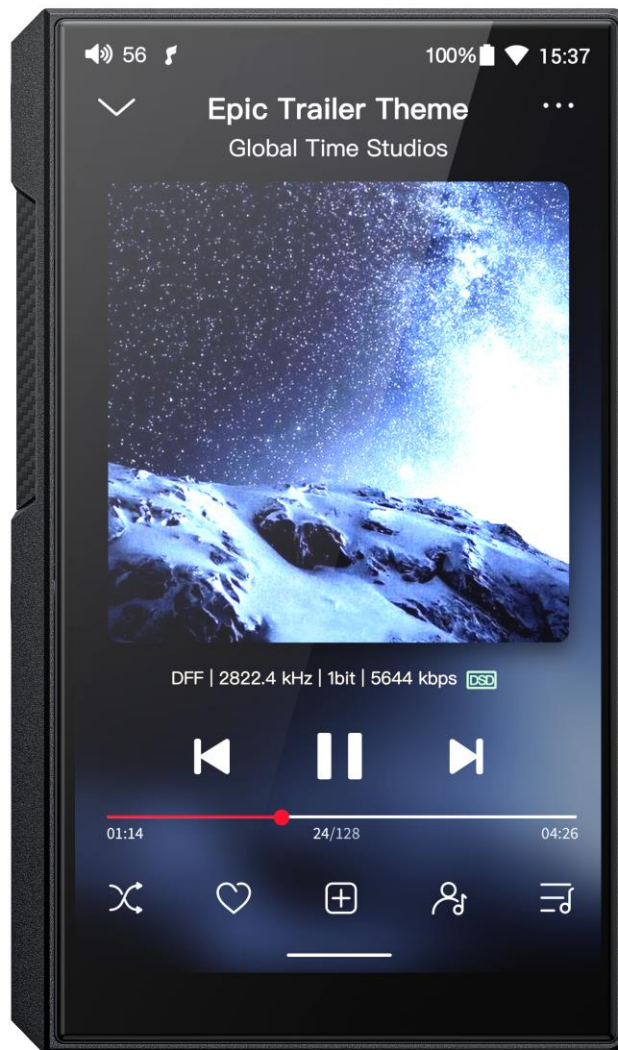


M11S Complete User Manual

All the pictures below are for illustrations only. Specifics are subject to the actual product.



Foreword

Thank you so much for purchasing FiiO's portable high resolution lossless music player M11S. We have prepared this complete user manual for you. We hope this manual can help you get the hang of the M11S and unleash its full potential.

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An introduction to the M11S

As a high fidelity portable music player, the M11S is equipped with Qualcomm's Snapdragon 660 SoC and 5.0 inch/720P bezel-less display, supporting an internal storage of 32GB and up to 2TB Micro SD card, image zooming and multi-touch.

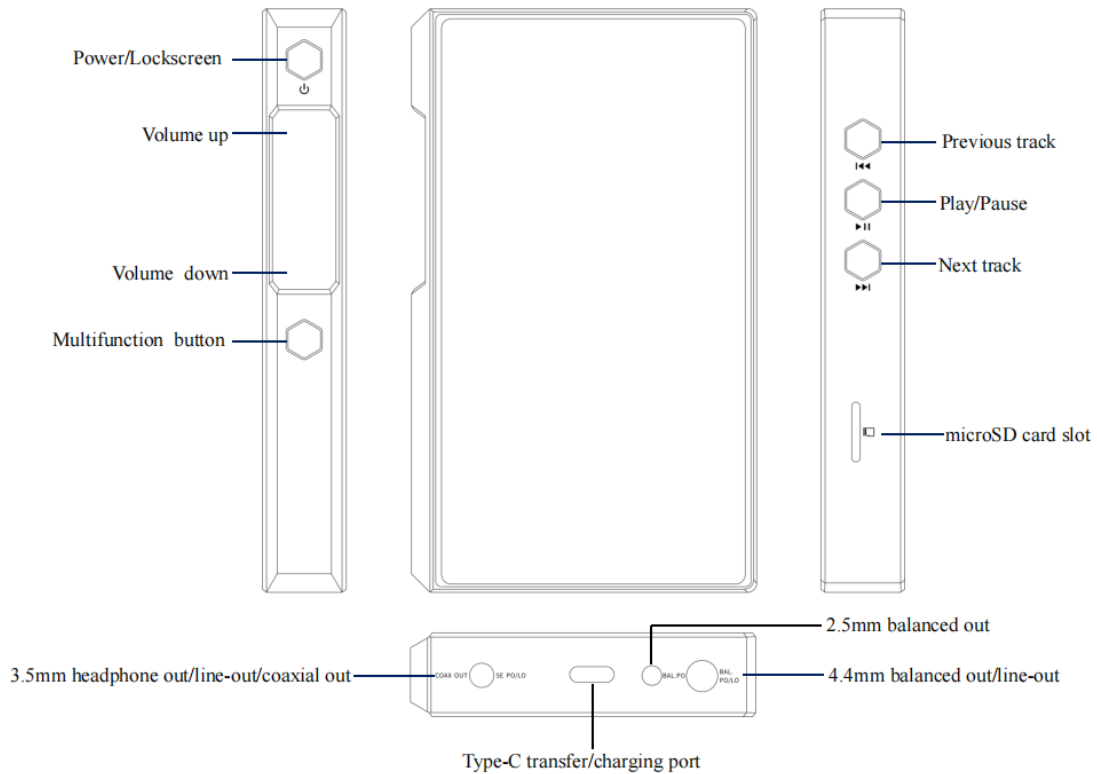
In the M11S, a variety of audio decoding architectures can be built, including local decoding/USB DAC. It supports outputs of LO/BAL_LO(4.4)/PO/BAL(2.5+4.4)/SPDIF/USB Audio/BT.

Not only does the M11S support dual-band wifi and Bluetooth 5.0, but also support high-quality Bluetooth codecs, such as AAC, aptX, aptX-HD and LDAC.

Its battery life goes up to 14 hours (PO playing) with a standby time over 45 days, allowing a versatile HiFi music experience.

Buttons and ports

1. Pictorial guide to buttons and ports



(Pictures are for reference only)

2. Instructions for buttons and ports

1) Power/Lockscreen: long press it for about 2 seconds when the device is off to turn it on; long press it when the device is on to pop up the menu of reboot/shutdown; short press it when the device is on to turn off/wake up the screen; long press it for about 10 seconds to reset the device.

2) Previous track: short press to play the previous track; long press to rewind.

3) Play/Pause: short press it when music is playing to pause the music; short press it when music is paused to resume the playback.

4) Next track: short press to play the next track; long press to fastforward.

5) Multi-function button: You can customize the multi-function buttons to select a frequently used function for one-button quick start.

For example, you can set the button to add to favorites, random play, play/pause, switch filter, switch equalizer, delete the currently playing song, switch to USB DAC mode, switch to Bluetooth mode, no function, etc.

6) microSD card slot: supports one TF card (micro SD card), theoretically up to 2TB expansion.

7) Volume up/down: press the volume up button to increase the volume, press the volume down button to decrease the volume.

8) USB Type C transfer/charging port: used for charging, data transmission and USB Audio. It is recommended to use a QC3.0 or above power supply adapter, which needs at least 3.5 hours for a full charge.

9) 4.4mm balanced output: supports 4.4mm balanced headphone/line-out output.

10) 2.5mm balanced output: supports 2.5mm balanced headphone output.

11) 3.5mm headphone/line-out/SPDIF output: shared outputs of line-out, spdif out and PO

The priority of the M11S output port

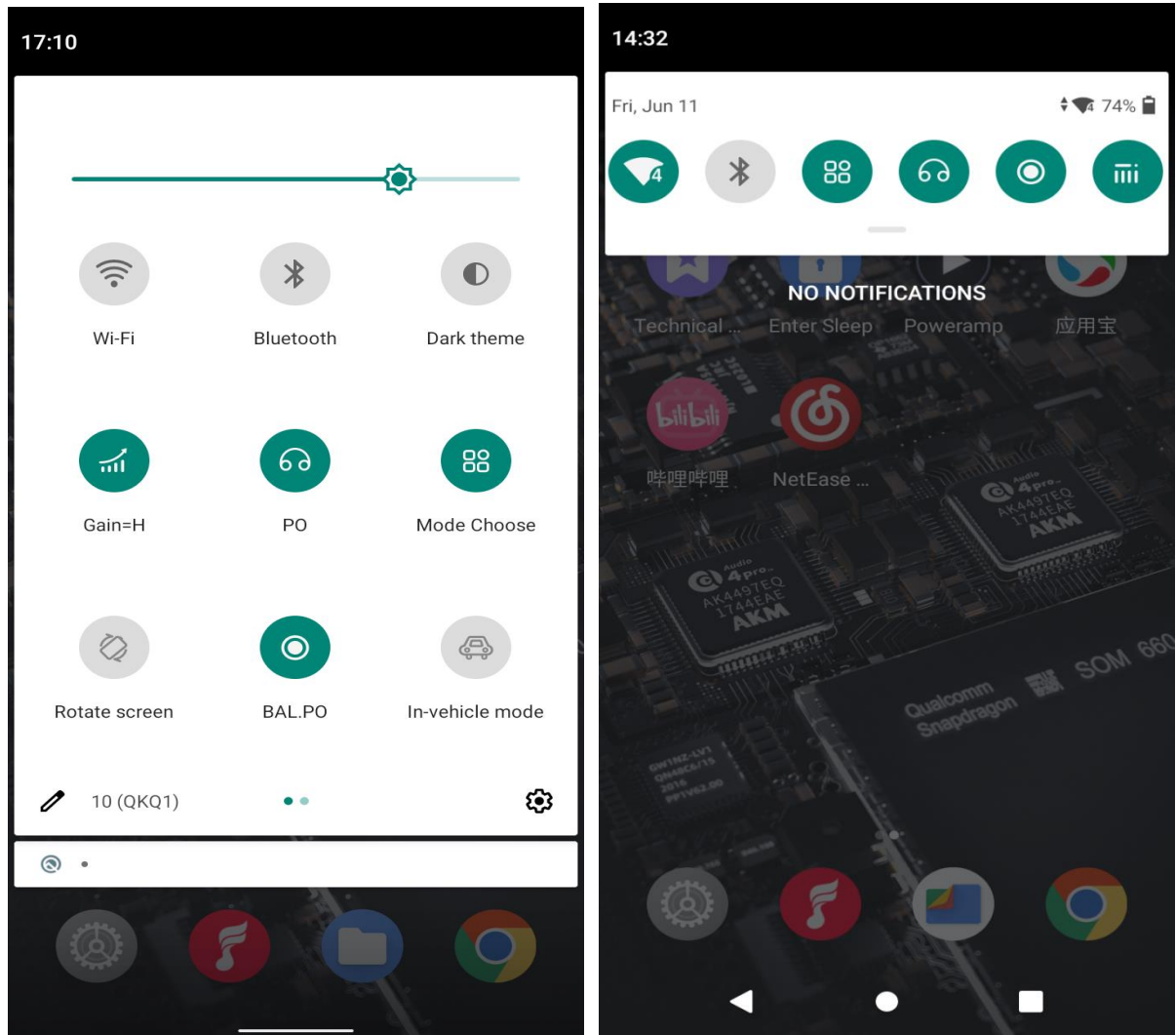
1. When the 3.5mm, 2.5mm and 4.4mm earphones are inserted at the

same time at the same time, the output will be given priority in the order of insertion

2. According to the Android system's own processing method, Bluetooth transmission and analog output (including SPDIF) will follow the principle of post-access priority.

Status bar and display page

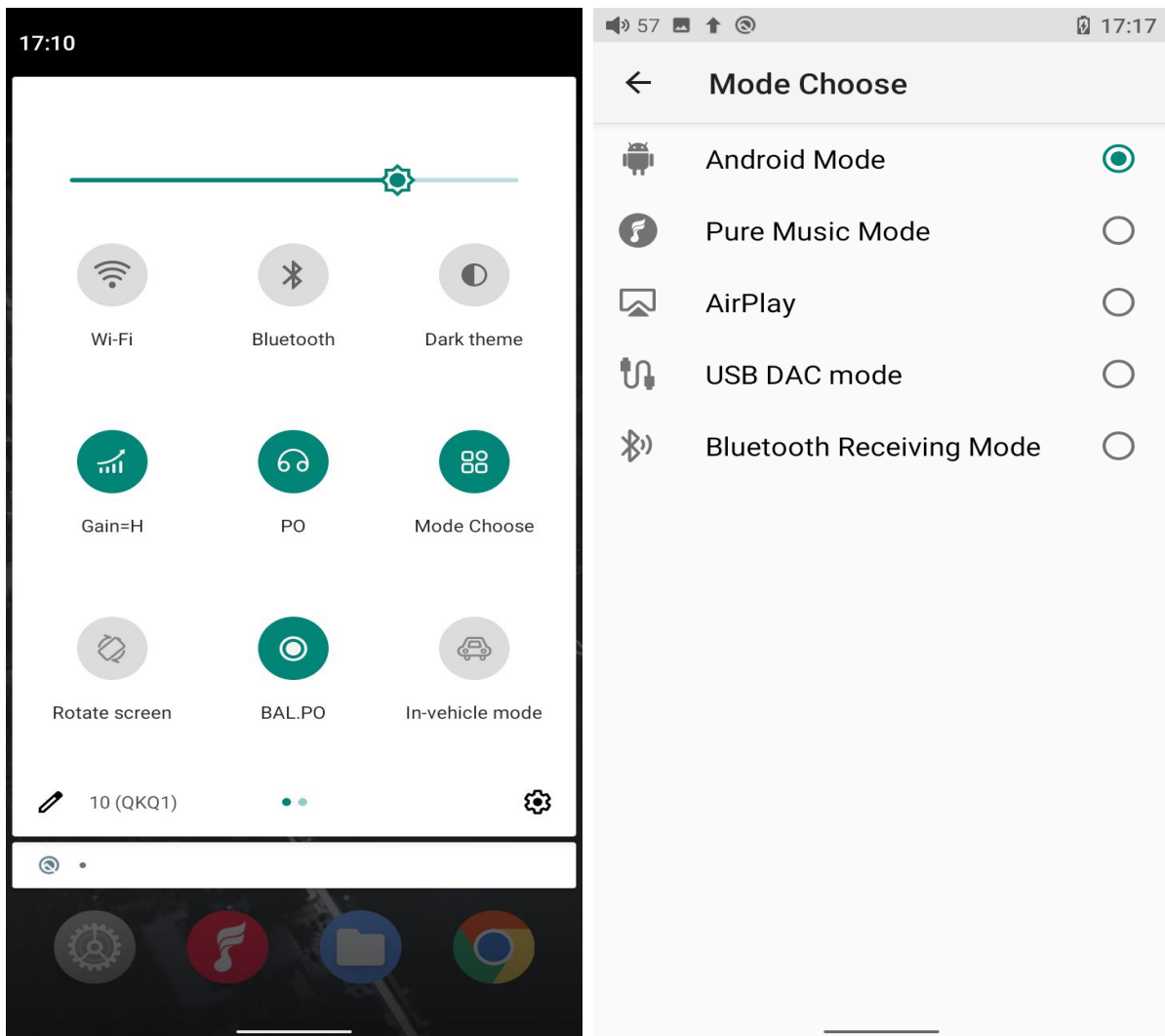
The status bar on the top screen shows the working states of the M11S.



Instructions for entry-level functions

1. Five working modes

The M11S supports five working modes, including Android mode, Pure Music mode, AirPlay, USB DAC mode and Bluetooth Receiving mode. It is defaulted to be Android mode when the device is powered on for the first time, which can be switched to other modes on the drop-down or settings menu.



Android mode

Third party applications will be available at will. It can be switched to other modes on the drop-down or settings menu.

Pure Music mode

Third party applications will be automatically disabled while FiiO Music app will be auto-enabled. It can be switched to other modes on the drop-down or settings menu.

AirPlay

The M11S can be connected to Apple devices, receiving audio signals transmitted from them.

USB DAC mode

In USB DAC mode, the M11S can be connected to other devices like a computer, working as a USB DAC/Amp. It can be switched to other modes on the drop-down or settings menu.

Notes: when the M11S is going to work in the USB DAC mode for the first time, FiiO's exclusive USB DAC driver is required. Please download it on our website and follow relevant instructions to install it.

Bluetooth Receiving mode

The M11S can be connected to Bluetooth transmitting devices like a mobile phone, working as a Bluetooth DAC/Amp. It can be switched to other modes on the drop-down or settings menu.

2. How to connect the M11S to a computer

For Windows systems, the M11S runs driver-free. Connect the M11S to the computer through the included USB cable, the required driver will be automatically installed. After it is finished, the FiiO M11S disk can be directly seen on the computer.

For Mac systems, a driver is needed.

1) After connecting the M11S to the Mac computer, click the "NO NAME" folder emerging on the desktop->double click Mac->Mac/MAC OS MTP Client->Android File Transfer.dmg. Drag the "Android File Transfer.dmg" to the desktop of the computer.

2) Drag the "Android File Transfer" file to the "Applications" folder and wait for the completion of the copy.

3) Enter "Applications", and double click the "Android File Transfer".

Then

you can manage the files stored in the internal storage of the M11S or the Micro SD card.

Notes: The M11S folder will directly pop up the next time it is being connected to the same computer.

3. How to upgrade firmware?

The M11S supports online upgrade and local upgrade.

1) Online upgrade

If a new firmware is available and can be detected (with the M11S connected to an available internet), an upgrade notification will show up in the notification center. Tap on it to enter the update menu for the online upgrade. If there's no upgrade notification showing up, you can go to the "Technical Support->Firmware Upgrade" menu, and tap the "Check for updates" icon to check manually.

2) Local upgrade

Also, the M11S can be upgraded locally by a firmware package.

Download the firmware package file from FiiO.com, and copy it to the internal storage of the M11S or an SD card. Go to the "Technical Support->Firmware Upgrade->Local Upgrade" menu, and find the firmware package file to start the upgrade.

Notes:

1) Do not unzip the firmware package file.

2) Before the upgrade, ensure the power of the device is adequate (>30%) so to avoid upgrade failure.

3) If the device goes to factory mode which cannot detect the firmware, the reason may be that the firmware file is damaged. At this time, press the power button to reboot the device. Re-download the firmware file and restart the upgrade.

4. How to install third-party apps?

There are two ways that are similar to mobile phones' to install applications.

1) Method 1: After connecting the device to a valid WiFi, go to FiiO market, Google Play or other app markets to download and install the app directly.

2) Method 2 (Local installation): copy the APK file to the M11S. Go to the file management menu to find the file and install it.

5. How to change the language?

Go to Settings->System->Languages and input->Languages->Add a language to choose the intended language. Press the "=" icon on the right side and drag it to the first line to select the language successfully.

The language of the FiiO Music app defaults to follow the system's. You can also go to FiiO Music app-> Settings->Languages to choose the language independently.

6. How to enable the USB DAC function?

For Mac computers, the M11S runs driver-free.

For Windows computers, please make the settings as the followed steps.

- 1) Install the FiiO DAC driver in the computer first.
- 2) Switch the working mode of the M11S to USB DAC mode on the drop-down menu or go to Settings->Mode choose menu to enter the USB DAC mode.
- 3) Connect the M11S to the computer by the USB port. Select the M11S as the audio input both in the computer and the music app, so it can work.

Notes:

When in the USB DAC mode, the M11S does not support Bluetooth transmitting.

7. How to use the M11S as a Bluetooth transmitter?

It is similar to mobile phone's. Here are the instructions.

- 1) Go to the Settings->Bluetooth menu to turn on the Bluetooth function.
- 2) Make the Bluetooth receiving device, such as Bluetooth earphones, enter the pairing state. (Please refer to the user manual of the Bluetooth receiving device about how to enter the pairing state.)
- 3) Go to the Bluetooth device list of the M11S->Pair new device to complete the connection.

What can be done if the M11S fails to connect to Bluetooth earphones?

If it fails to connect to Bluetooth earphones for the first time, please make sure the earphones are in the pairing state (the connection will fail if the earphones are in reconnecting state for the first-time connection). Go to the Bluetooth menu of the M11S to start the connection.

What Bluetooth codecs does the M11S support? And how to switch the Bluetooth codecs?

The M11S supports LDAC, aptX-HD, aptX, AAC and SBC which can be switched on Settings->Audio->Wireless playback quality menu. Note

that it needs to be disconnected and reconnected to enable the new codec after changing it.

What can be done if the volume is too low when the M11S is connected to AirPods?

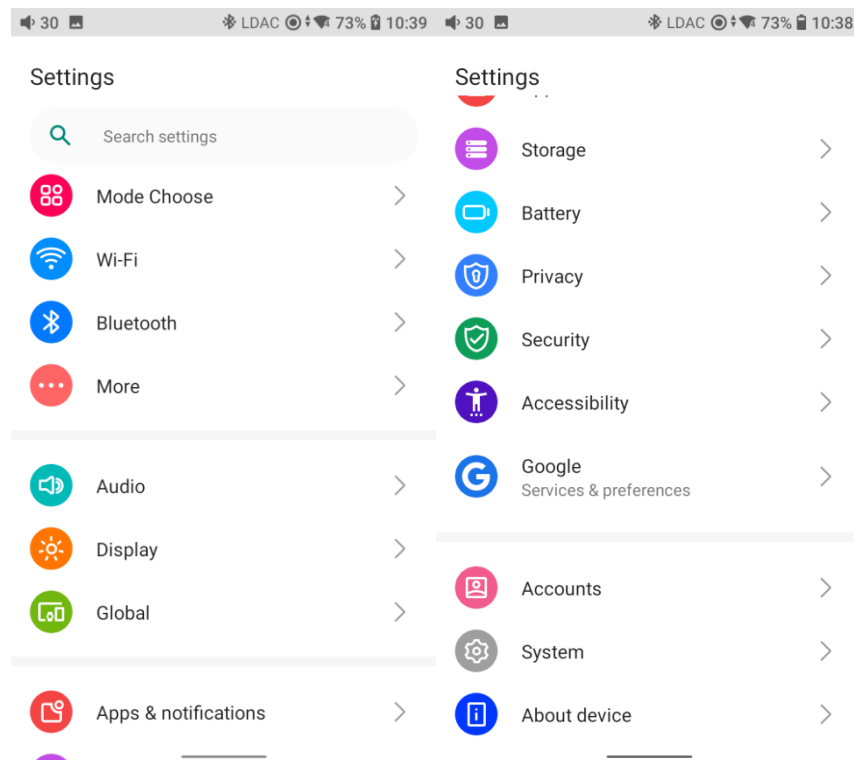
Go to Settings->About phone, and continuously tap the "Build number" 7 times. Go back to Settings->System->Developer options menu to turn off the "Disable absolute volume". Disconnect and reconnect the two devices through Bluetooth.

8. What power supply adapter is suggested to charge the M11S?

QC2.0, QC3.0 and MTK PE quick charging protocols are supported. If the power adapter does not support the above protocols, it will not trigger the quick charging function. Therefore, it is not suggested to use it.

For non-quick charging adapters, it is recommended to use the 5V 1A/2A adapters.

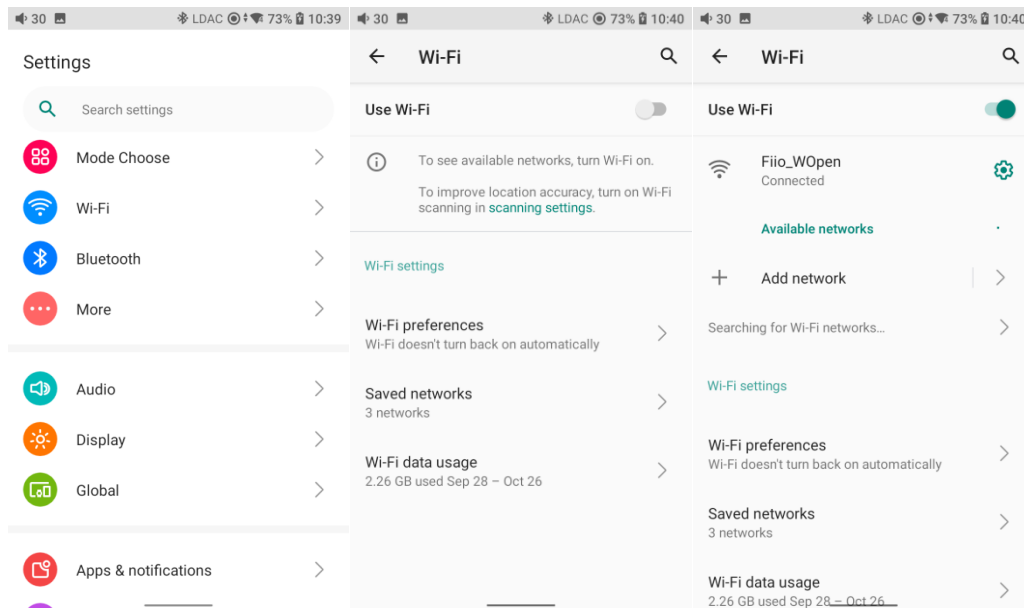
Introduction to Settings menu



WiFi

The M11S supports a WiFi connection of 2.4/5G dual-band for music resources access. Here are the steps to connect the M11S to a new WiFi device.

- 1) In the settings menu of the M11S, tap "WiFi".
- 2) Turn it on. The M11S will automatically search for and list available WiFi devices nearby.
- 3) Tap the intended WiFi device and connect them.



Bluetooth

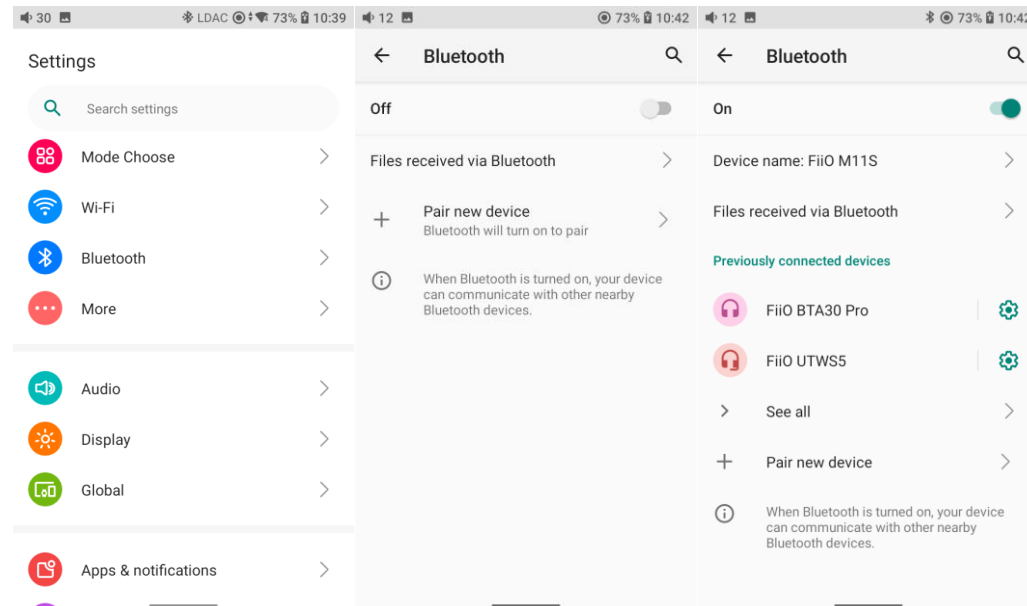
The M11S supports lots of Bluetooth codecs for both transmission and reception, allowing for rich wireless connections.

Bluetooth transmitting

When being a Bluetooth transmitter connecting to new Bluetooth devices (such as Bluetooth headphones, Bluetooth speakers), the M11S needs to pair with the Bluetooth device first. Here are the steps.

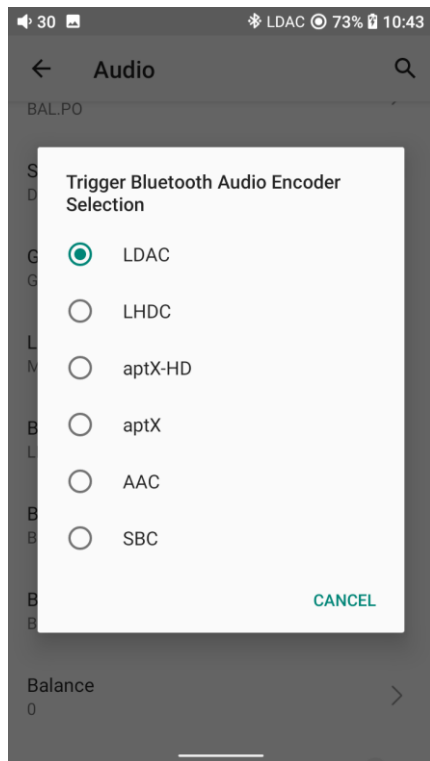
- 1) Go to the Settings->Bluetooth menu.
- 2) Turn on Bluetooth.
- 3) Tap "Pair new device". The M11S will automatically search for and list available Bluetooth devices nearby.

4) Tap the intended device to start the connection. Successfully connected devices will be displayed on the list of Available media devices with an "Active" prompt.



Before connecting to a Bluetooth device, you can select the Bluetooth codec you like in the M11S. Here are the steps.

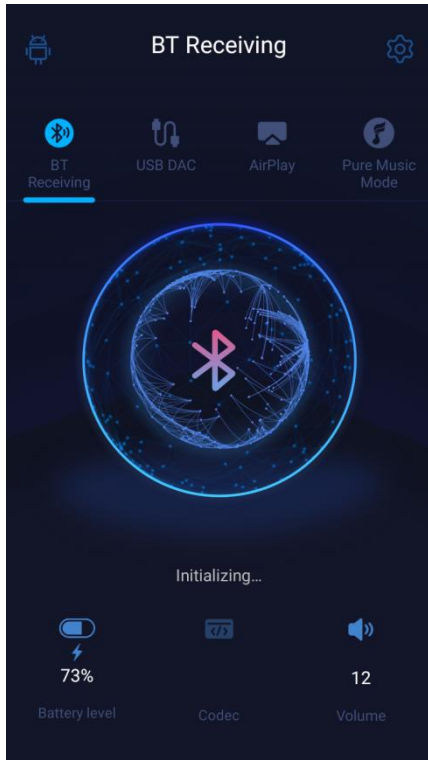
- 1) Go to the Settings->Audio menu.
- 2) Tap Bluetooth Audio Encoder-> choose the intended Bluetooth codec. Disconnect the current connection and reconnect the M11S to the Bluetooth devices.



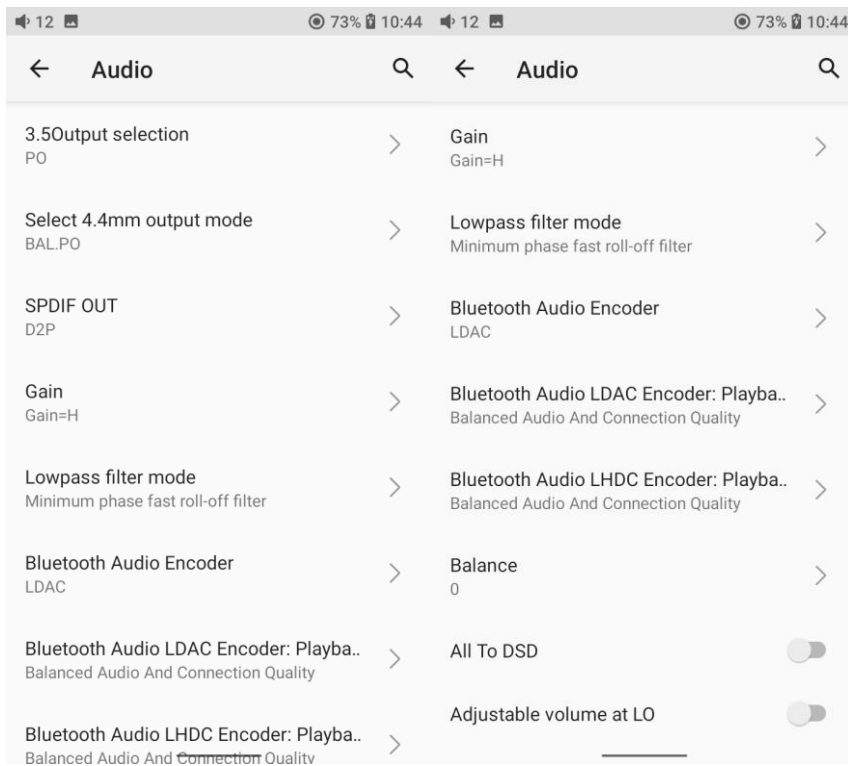
Note: When the Bluetooth is enabled, the M11S will preferentially connect to the last-connected available Bluetooth devices.

Bluetooth receiving

When the M11S is working as a Bluetooth receiver to connect to a new Bluetooth device, such as a mobile phone, turn on the Bluetooth, go to the Settings menu-> Mode choose, and select Bluetooth Receiving Mode. When it is enabled, the M11S will automatically enter the BT Receiving UI.

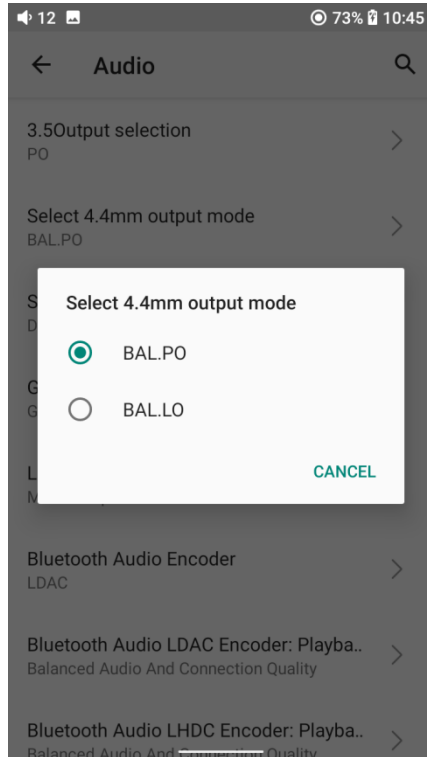


Audio



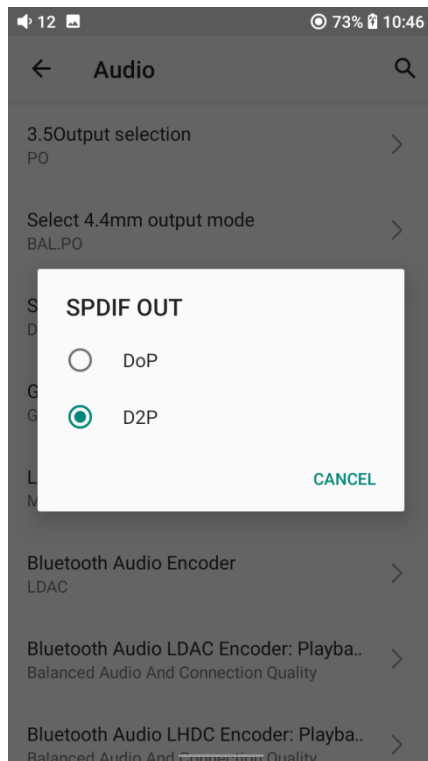
Output selection

Both PO and LO are available for 3.5mm and 4.4mm.



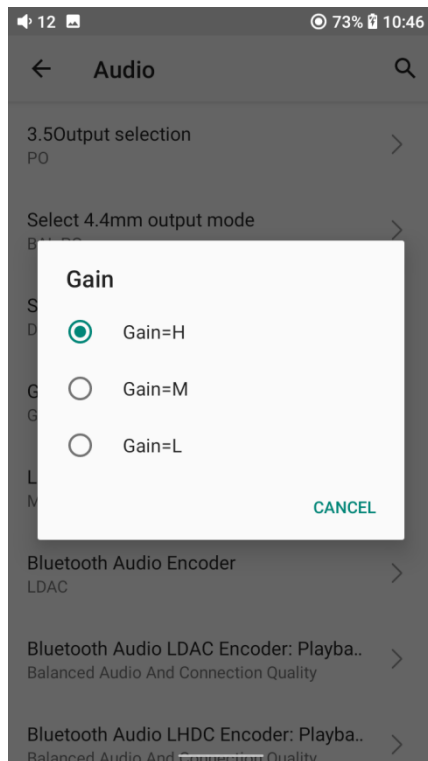
SPDIF OUT

The SPDIF out (Coaxial Out) supports DoP and D2P modes. In D2P mode, PCM will be output originally while DSD will be converted to PCM signal. In DoP mode, both PCM and DSD signal will be output originally (Note that when outputting DSD signal, the latter decoding device is required to support DSD decoding for normal output.)



Gain

There are 3 gain levels, high, medium and low. For common situations, the low gain can help to achieve longer music experience. When using high-impedance headphones and other similar devices, high gain can help to achieve smoother music experience.



Lowpass filter mode

There are 7 different filters (internal configuration of the ES9038Q2M) built in the M11S for your preference.

Filters are the sound effects born with the chip, which only has slight adjustments for the sound. Here are some introductions to different filters. These are only for reference since actual listening also has something to do with the matched device.

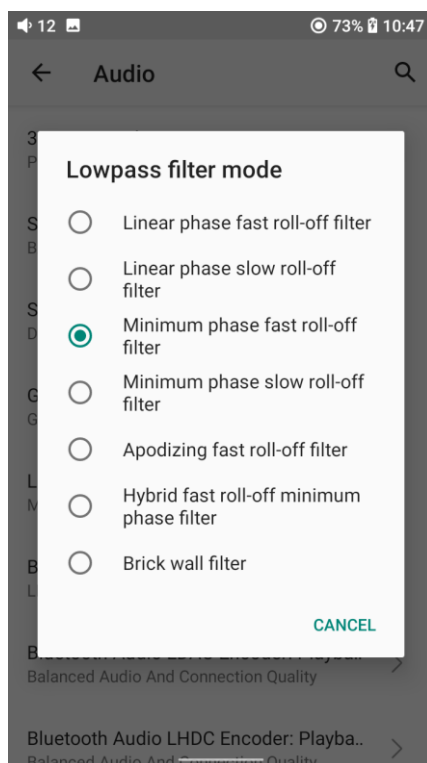
- 1) fast roll-off, linear phase filter: Most Common filter with clean suppression and high rejection, best for music with high transients. Provides crisp clean highs
- 2) slow roll-off, linear phase filter: coherent and clear sounds, positioned near the middle. It is suitable for classical music.
- 3) fast roll-off, minimum phase filter: Minimal Pre- Ringing, preferred for Imaging and soundstage. No aliasing in frequency domain. Stronger bass than Linear Phase, clean highs

4) slow roll-off, minimum phase filter: Non-Symmetrical filter designed to minimize pre-ringing. Strong punchy bass with good transient attacks

5) apodizing fast roll-off, linear phase filter: Version of Linear phase fast roll-off filter optimized to improve pre-ringing.

6) hybrid fast roll-off, minimum phase filter: Combination of Linear-phase and Minimum-phase. Fast transient attack, strong punchy bass, crisp highs.

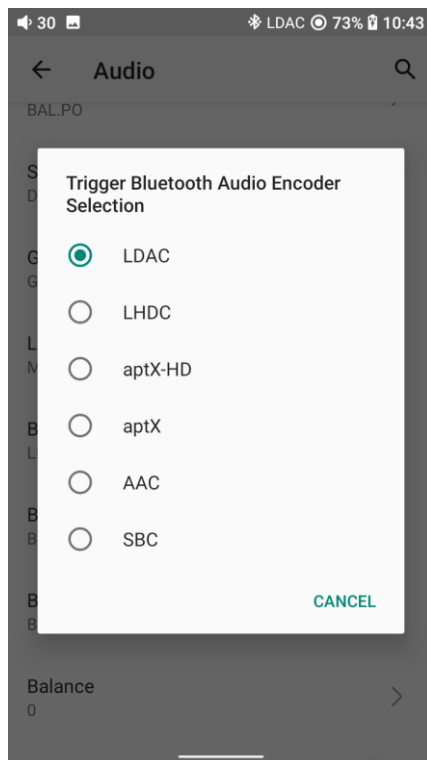
7) brickwall filter: One of the earliest designs, intended for highest suppression possible, with high delay and pre-ringing.



Bluetooth Audio Encoder

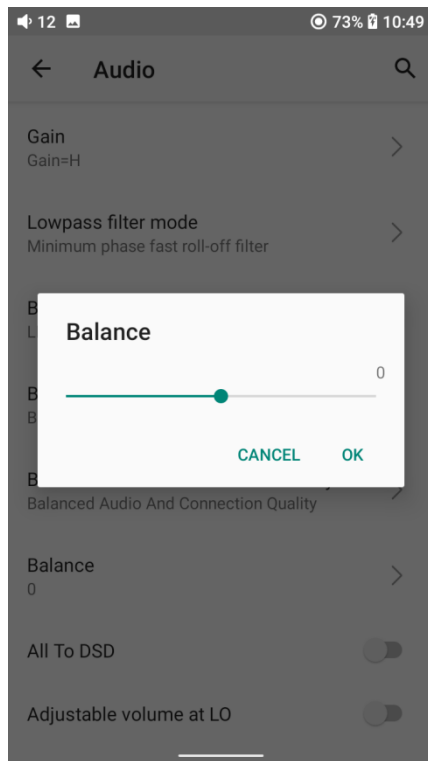
The Bluetooth transmission takes the highest codec by default. You can choose the highest codec supported for the Bluetooth connection by

this option.



Balance

If there is any imbalance between the left and right channels when playing music, you can adjust the channel balance here. It supports L20-R20 adjustment.



All To DSD

When the All To DSD function is turned on, the PCM signals will be converted to DSD for output with sound quality further improved.

【Principle】 All To DSD is mainly about switching digital signals from PCM to DSD format. So when making digital-to-analog conversion, it can use DSD format, enriching music styles with clearer and natural sound quality. In addition, since the lowest format of the DSD is DSD64, i.e. 4 times of the 44.1k/16bit (just looking at the data size), the All To DSD function is upsampling the 44.1k/16bit audio signals. Third-party apps also support All To DSD.

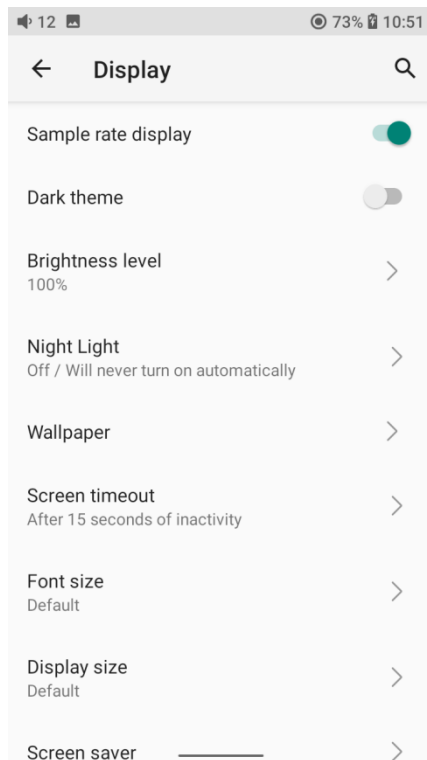
Notice: the All To DSD mode will heat up the device more seriously, and the battery life will be relatively shortened.

Adjustable volume at LO

When it is selected, the volume is adjustable at LO output. Otherwise, it is fixed at the maximum volume.

Display

The display settings consist of Sample rate display, Dark theme, Brightness level, Night light, Wallpaper, Screen timeout, Font size, Display size, Screen saver and lock screen display. The following are detailed descriptions of some common items.



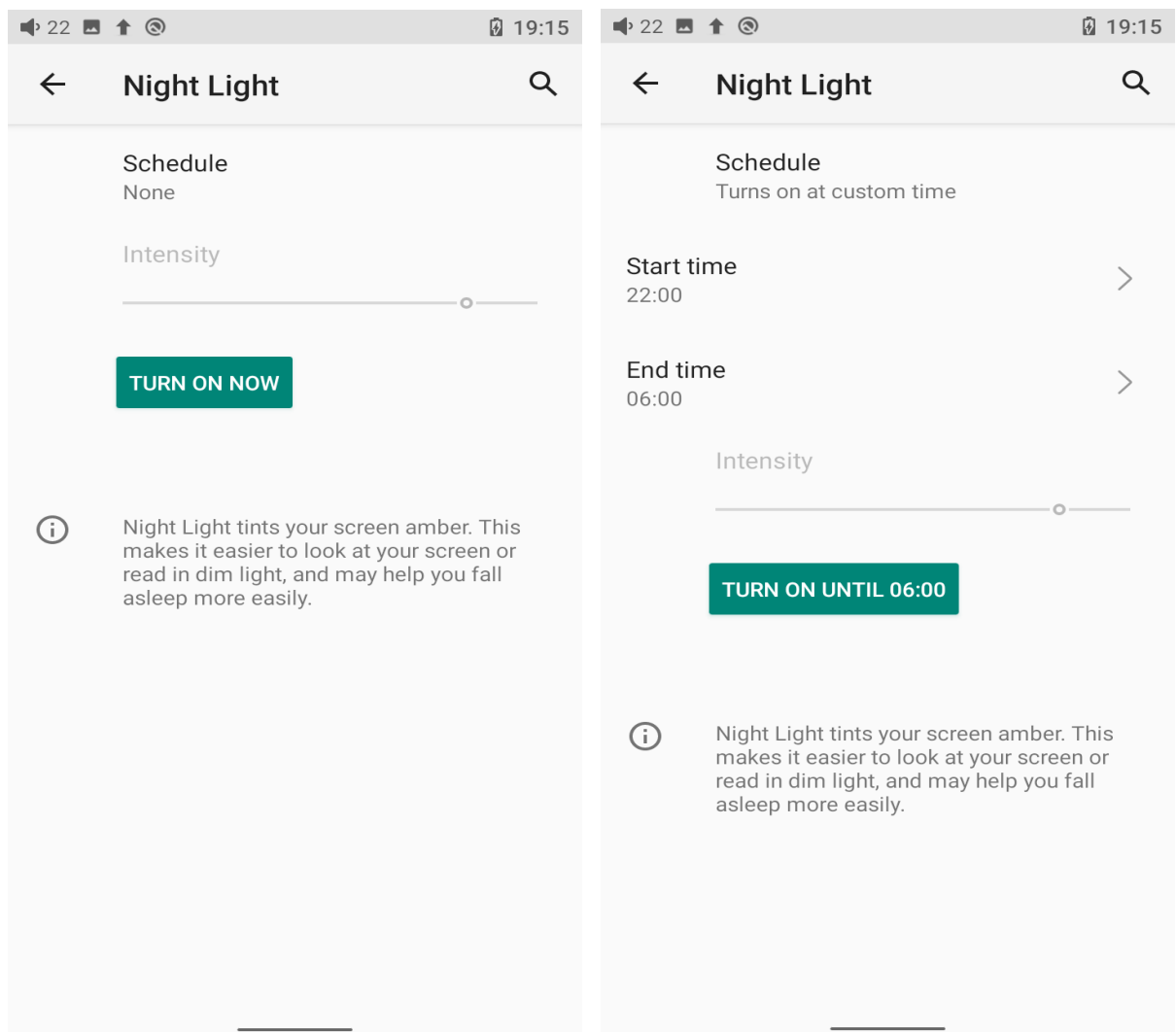
Sample rate display

Settings->Display->Sample rate display

With it turned on, the sample rate of the currently playing song will be displayed.

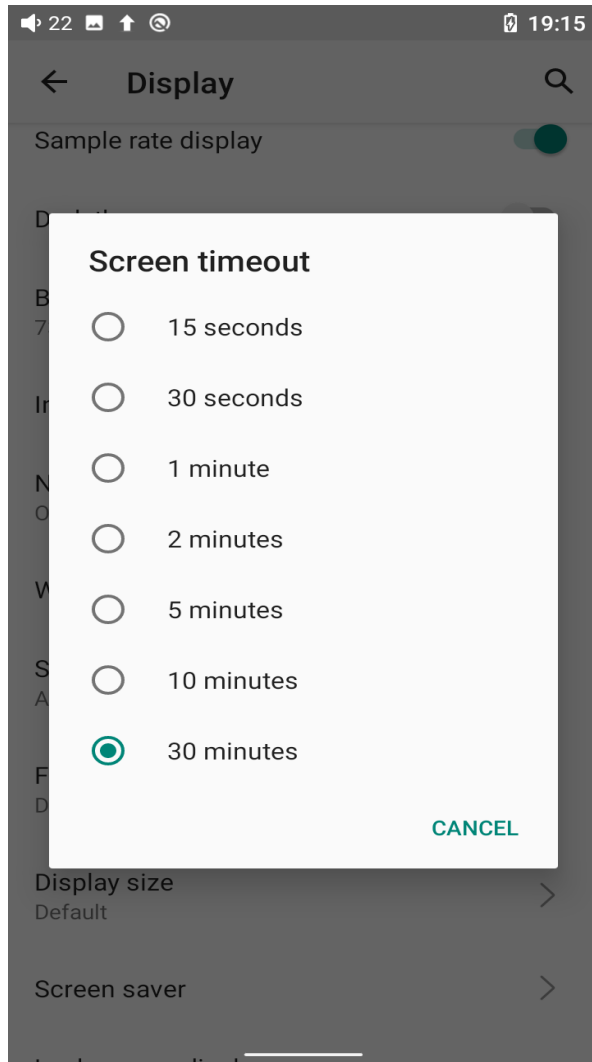
Night light

The color of the display screen will be adjusted in amber under Night light mode, e to enable the Night light mode at a custom time , or from sunset to sunrise.



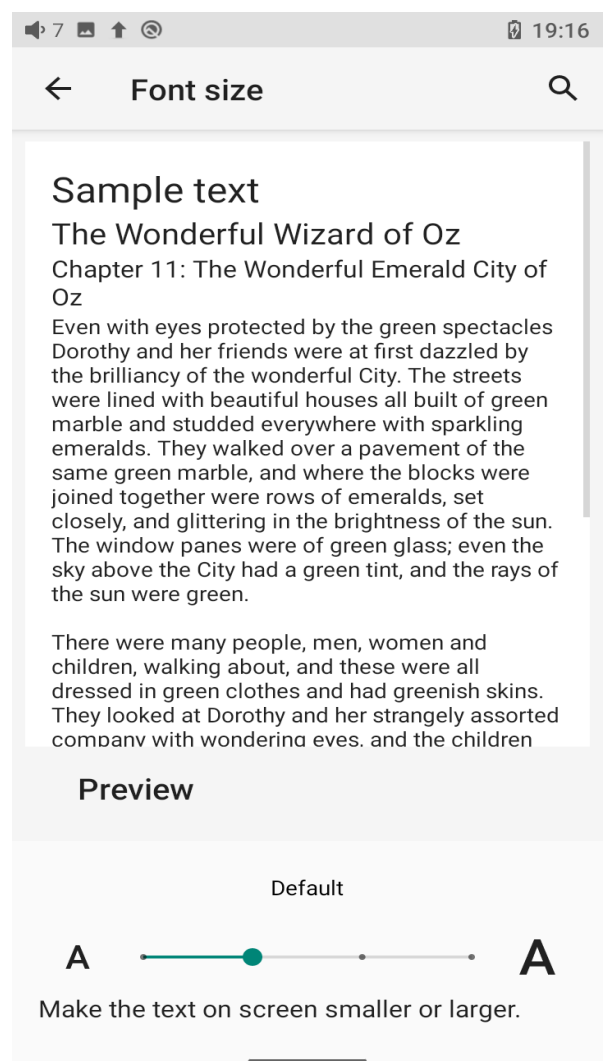
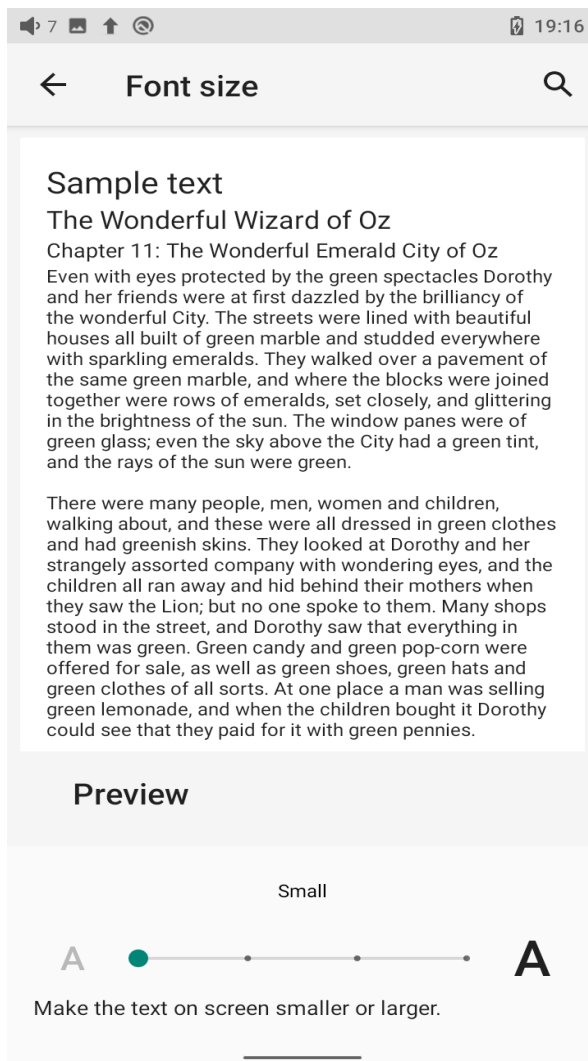
Screen timeout

This option is to set the time when the device will enter sleeping mode after inactivity. The device will enter low power consumption mode after 10 minutes of sleeping. Short press the Power/Lockscreen button to wake it up.



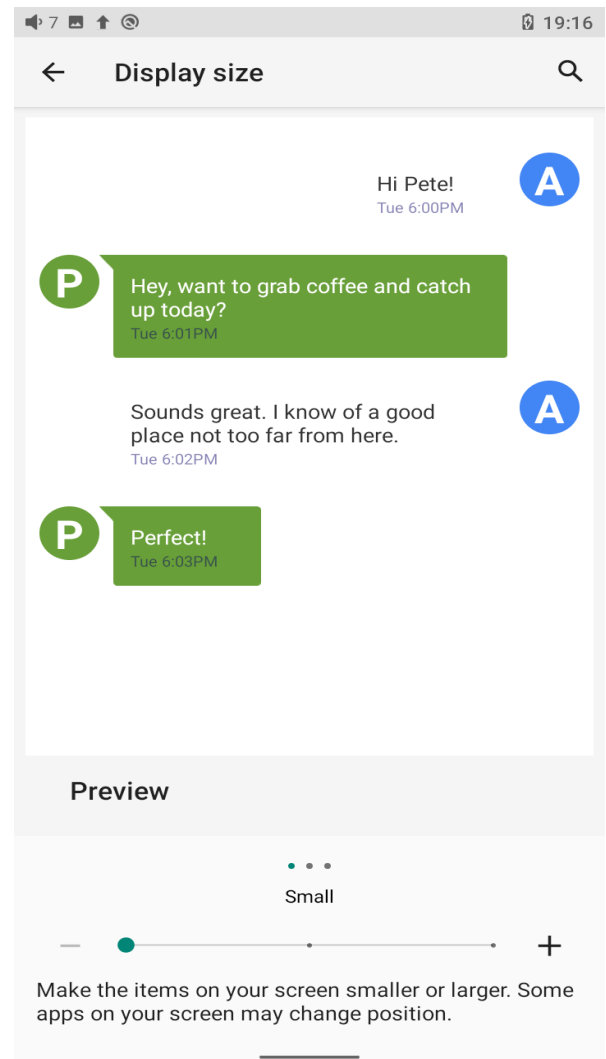
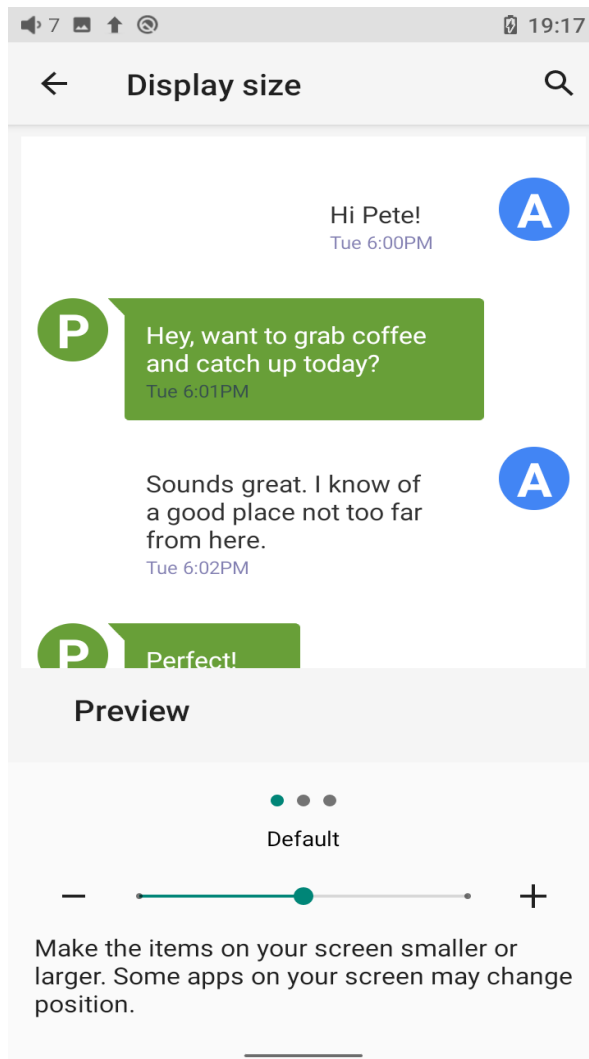
Font size

There are four standards available, which respectively are small, default, large and largest.



Display size

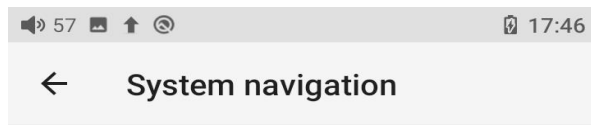
The display size corresponds to the size of the icons and texts displayed on the screen.



Global

System navigation

There are 3 navigation ways for your preference and needs, including Gesture navigation, 2-button navigation and 3-button navigation.



Gesture navigation
To go Home, swipe up from the bottom of the screen. To switch apps, swipe up from the bottom, hold, then release. To go back, swipe from either the left or right edge.

2-button navigation
To switch apps, swipe up on the Home button. To see all apps, swipe up again. To go back, tap the back button.

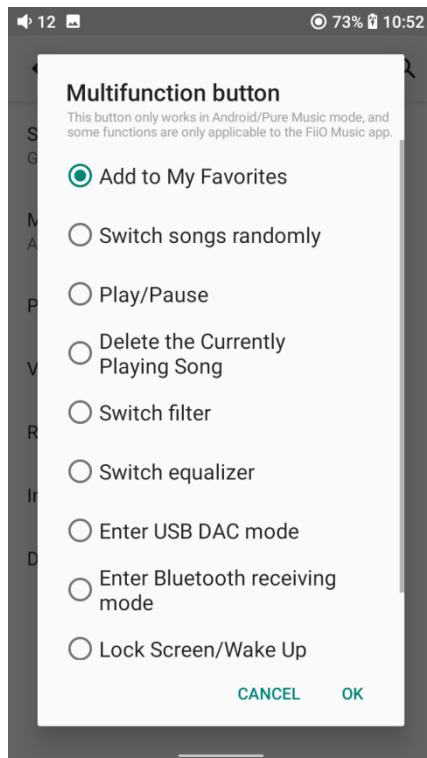
3-button navigation
Go back, Home, and switch apps with

Multi-function button

You can customize the multi-function buttons to select a frequently used function for one-button quick start.

For example, you can set the button to add to favorites, random play, play/pause, switch filter, switch equalizer, delete the currently playing

song, switch to USB DAC mode, switch to Bluetooth mode, no function, etc.



Power-off timer

There are two types of the timer, Sleep and Idle poweroff.

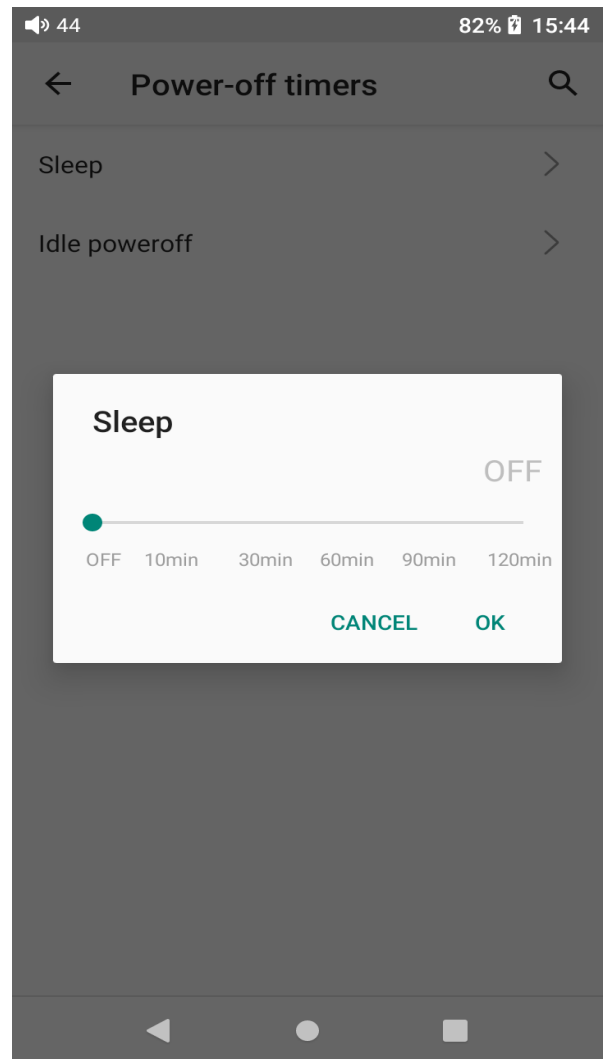
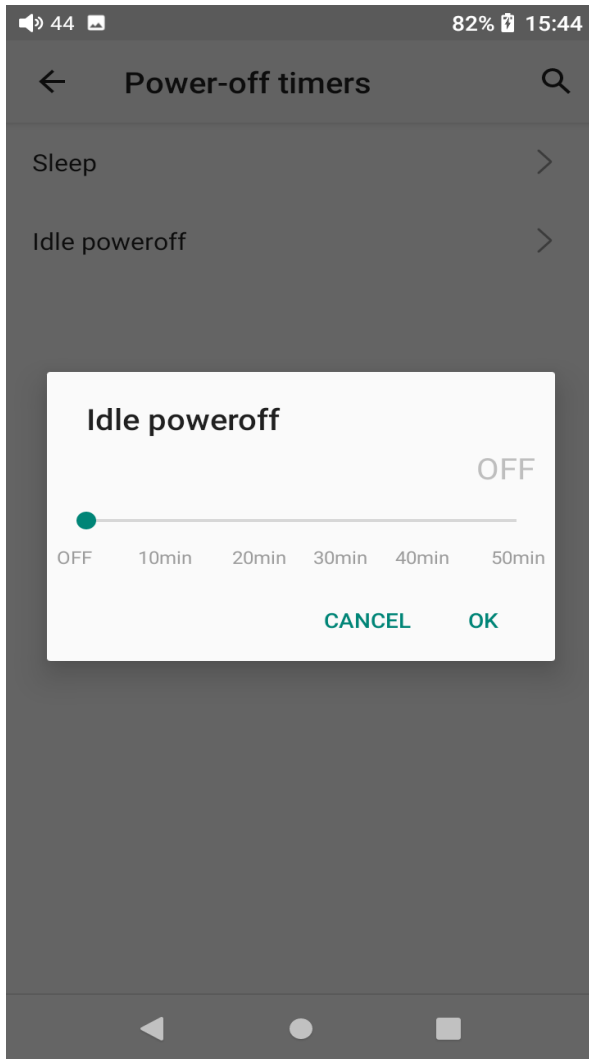
Sleep

The device will automatically shut down when the time reaches the set value. It can be set to any integer value between 0 and 120 minutes. (Note that if it is turned OFF, the sleep shutdown function will be disabled.)

Idle poweroff

If the device is not working without any operation, it will automatically turn off once the timer reaches the set value. It can be set to any

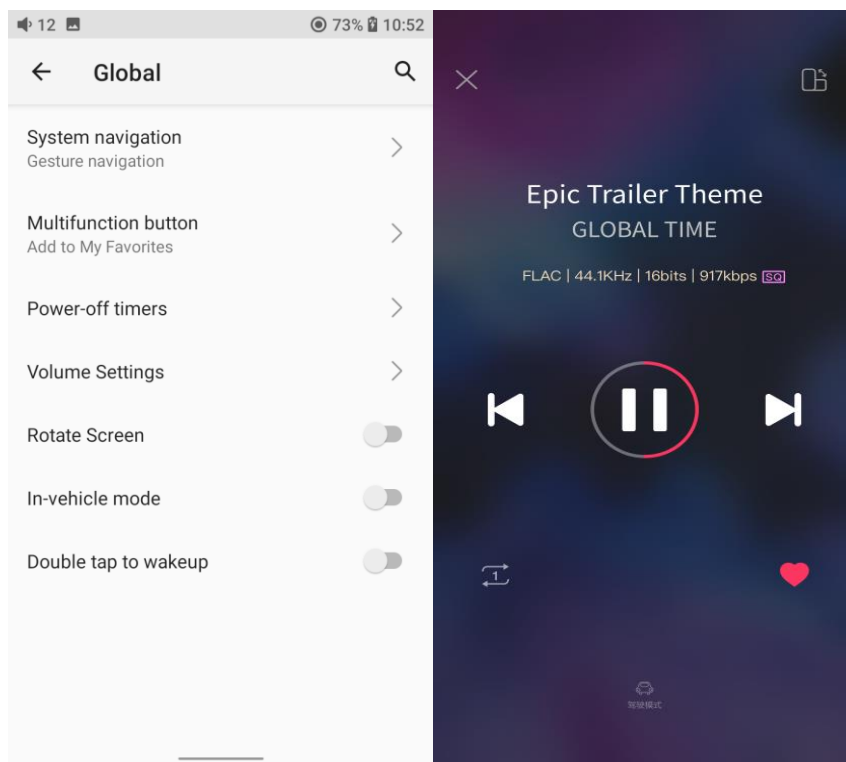
integer value between 0 and 50 minutes. (Note that if it is turned OFF, the idle shutdown function will be disabled.)



In-vehicle mode

【Principle】 After turning on the In-vehicle mode, you can connect the M11S to the on-board USB port, and the M11S will power on automatically and switch to the In-vehicle mode screen when the vehicle engine starts, and power off automatically when the vehicle engine stops.

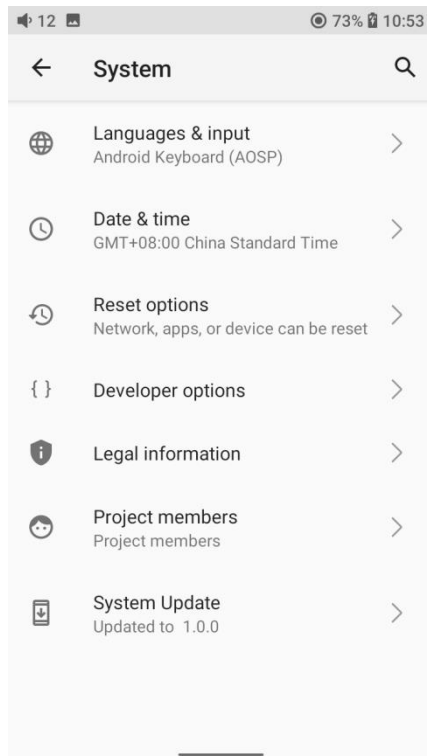
【How to set】 Go to Settings->Global->In-vehicle mode, or the drop-down menu to turn on the in-vehicle mode.



Double tap to wakeup

If the Double tap to wakeup function is enabled, the sleep device can be wake up by double-tapping the screen.

System

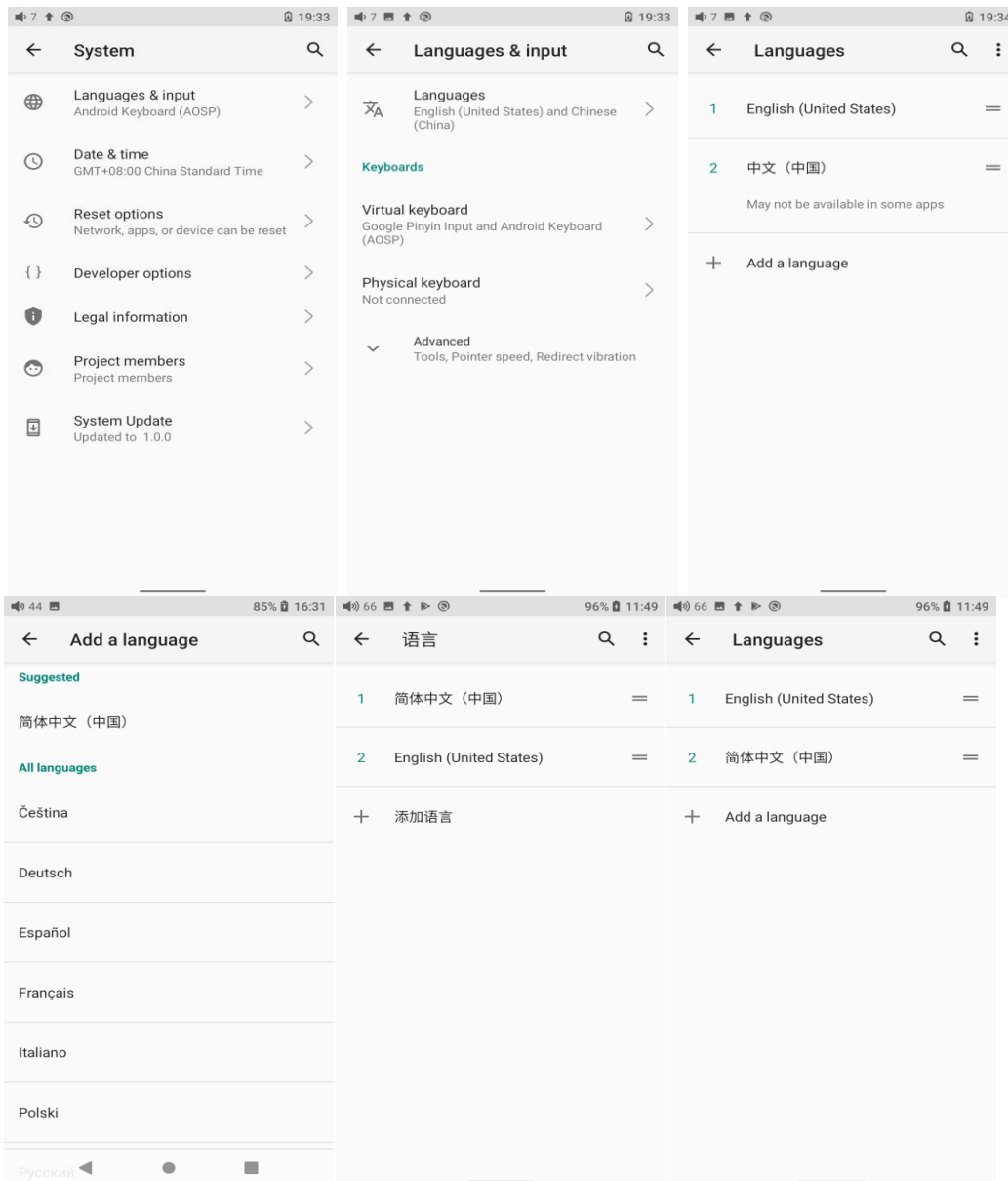


Languages & input

The first time the device starts up, you can choose an appropriate language from the prompt.

If you want to choose other languages, you can go to the Settings menu. Here are the instructions.

- 1) Go to the menu of Settings-> System-> Languages & input-> Languages;
- 2) In the Languages page, tap Add a language;
- 3) Select a language;
- 4) After selecting the language, hold the “=” icon on the right side of the target language and drag it to the top, so to successfully select the language.

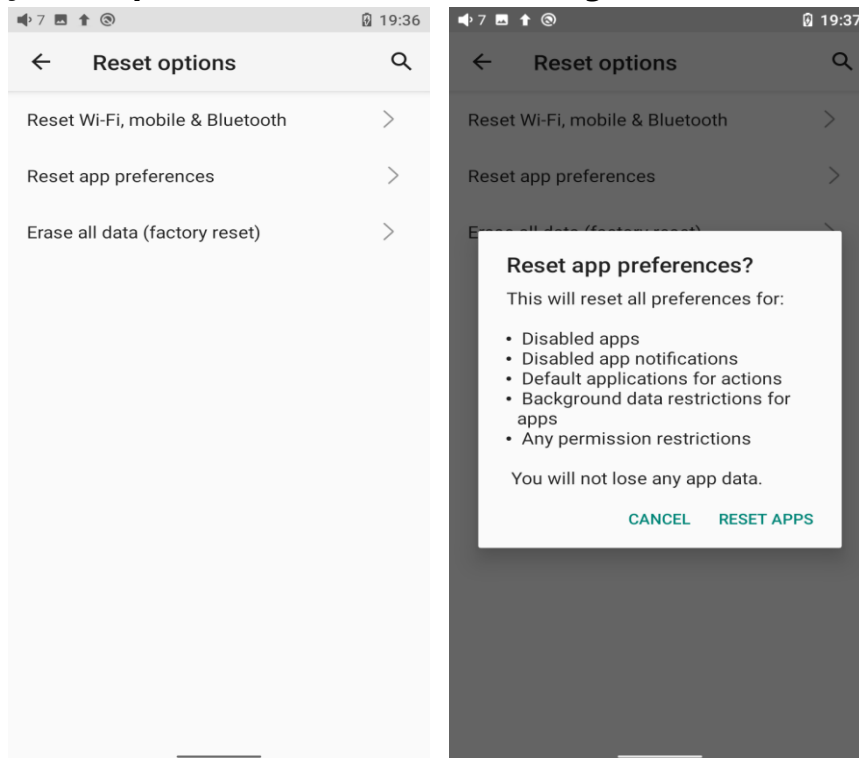


Reset options

"Reset WiFi, mobile & Bluetooth" will reset all network settings, including WiFi and Bluetooth.

"Reset app preferences" will reset all preferences including the items shown in the following picture.

"Erase all data", i.e. factory reset, will erase all data from your device's internal storage, and all settings will be reset to default. **Please back up your important data before resetting.**



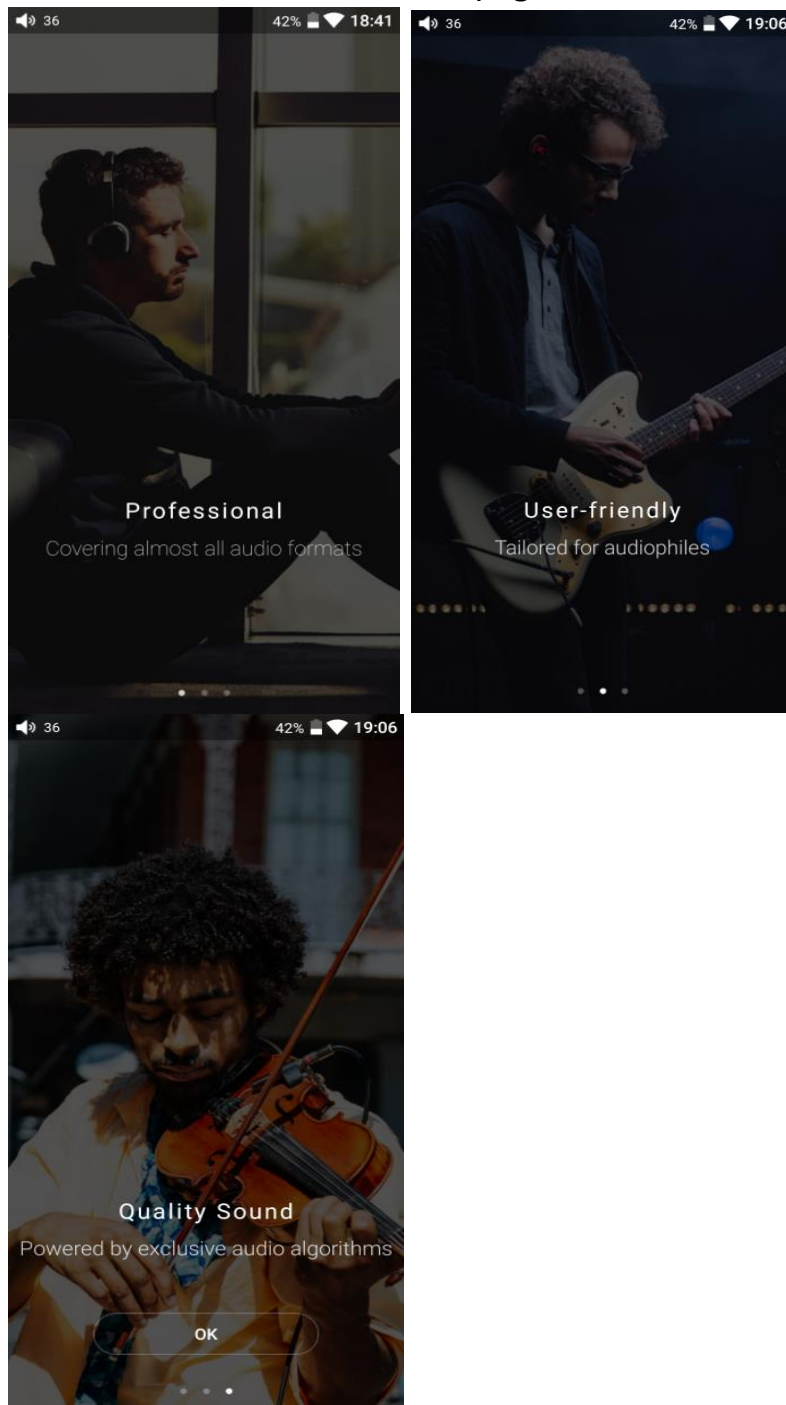
FiiO Music APP

The M11S has built in the FiiO Music app, a professional audio playing application specially developing for Android-based system and flagship-grade music players.

1.Homepage

FiiO Music APP will enter the homepage once it starts up as shown below.

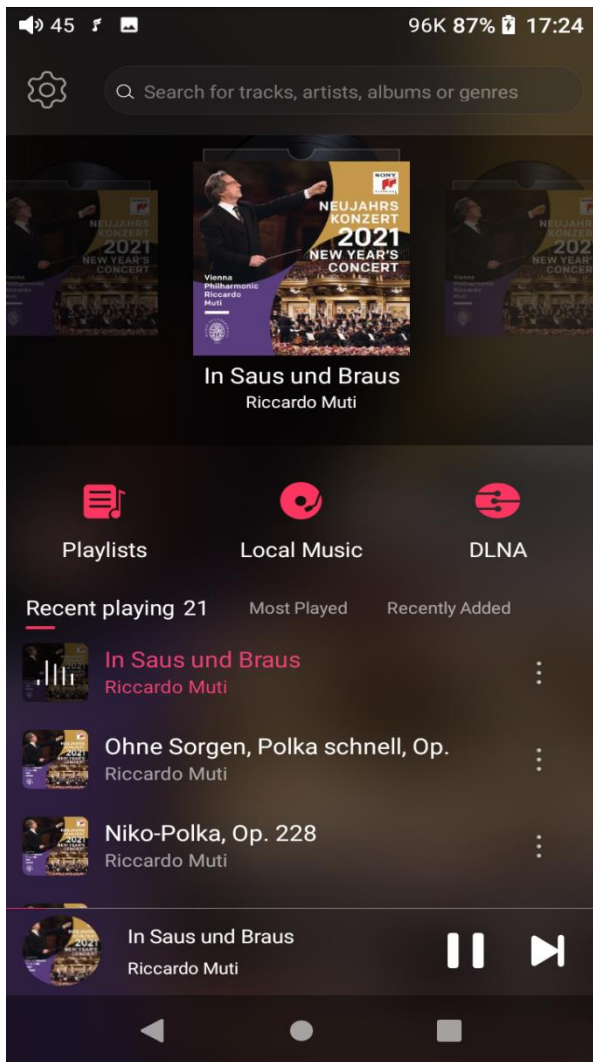
FiiO Music will enter the homepage once it starts up as shown below.



1) Settings icon: tap the icon to enter the settings page.


2) Playing menu: press the icon to enter the playing page.

- 3) Recently played: the list of recently played songs will be presented chronologically.
- 4) Frequently played: the list of recently played songs will be presented based on playing frequencies.
- 5) Recently added: a list of recently added songs will be presented chronologically.



65 44.1K 4:17

Epic Trailer Theme
GLOBAL TIME

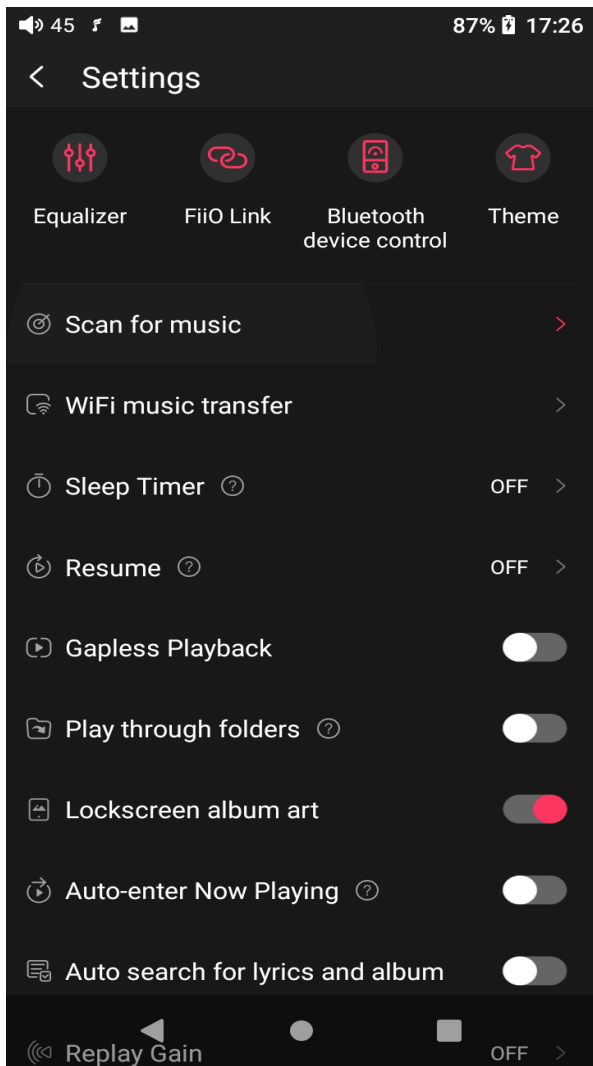


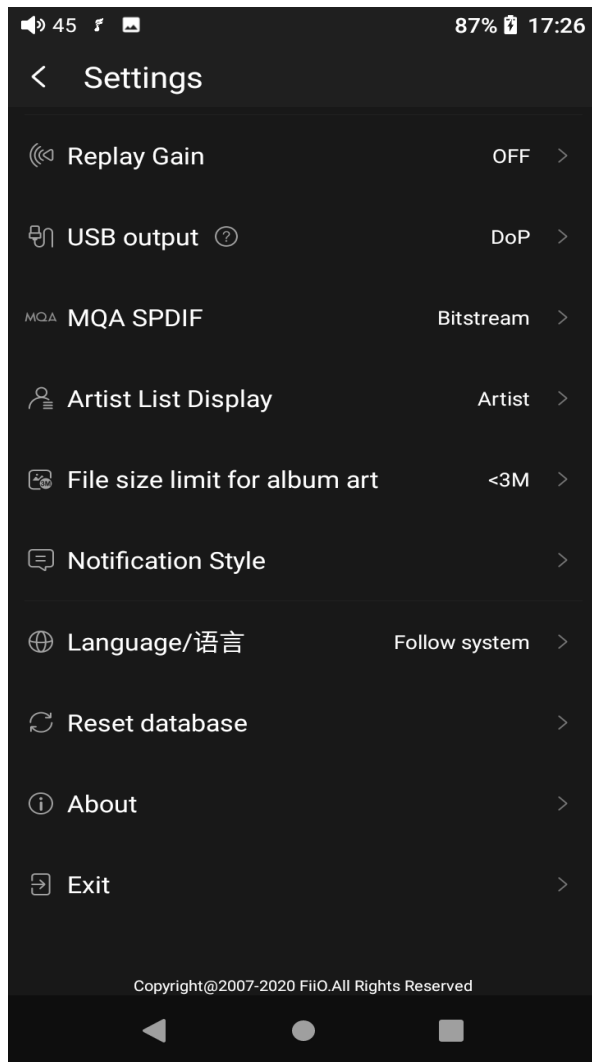
FLAC | 44.1KHz | 16bits | 917kbps SQ

FiiO >

01:14 24/128 04:26

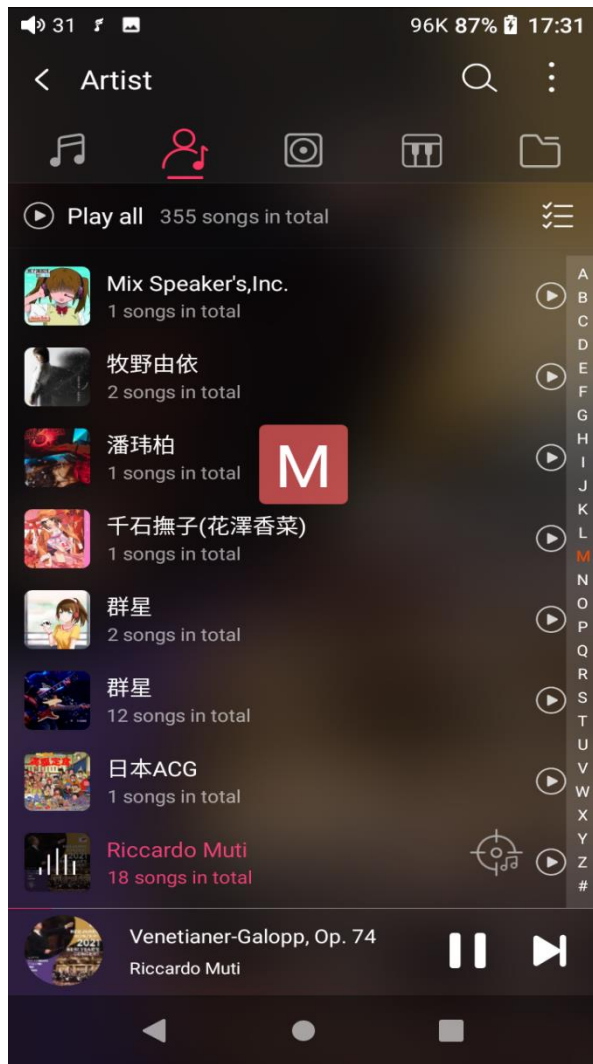
⌂ ♡ + 👤 ≡





2. Quickly locate all songs

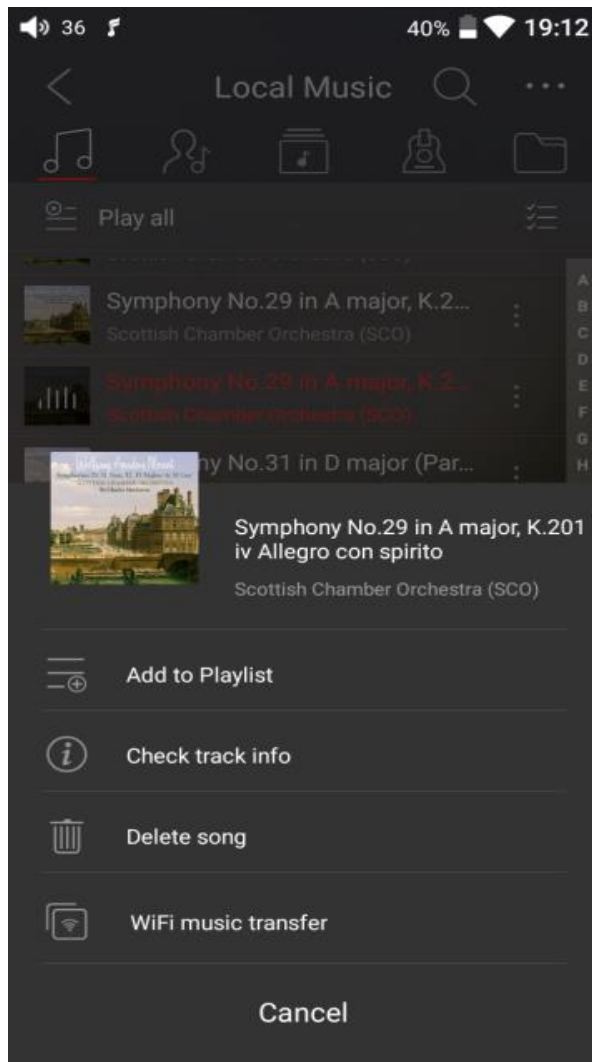
Slide the screen with your finger on the letter bar at the right side. A quick search icon will show up in the middle of the screen. Sliding to corresponding initials and relieving your finger, it will directly jump to the songs starting with the initial you have chosen.



3. All songs menu

Tap the icon at the right corner of each track to wake up the hidden menu. Then tap the icon in the menu to perform corresponding operations.





Tapping the hidden menu on the upper right corner of the screen, you can decide the way of songs sorted as Sort by date added, Sort by filename and Sort by the first letter.

Bulk management: Play music, WiFi music transfer, Add to my favorites, Add to playlists, Delete selected, and Exit bulk management.

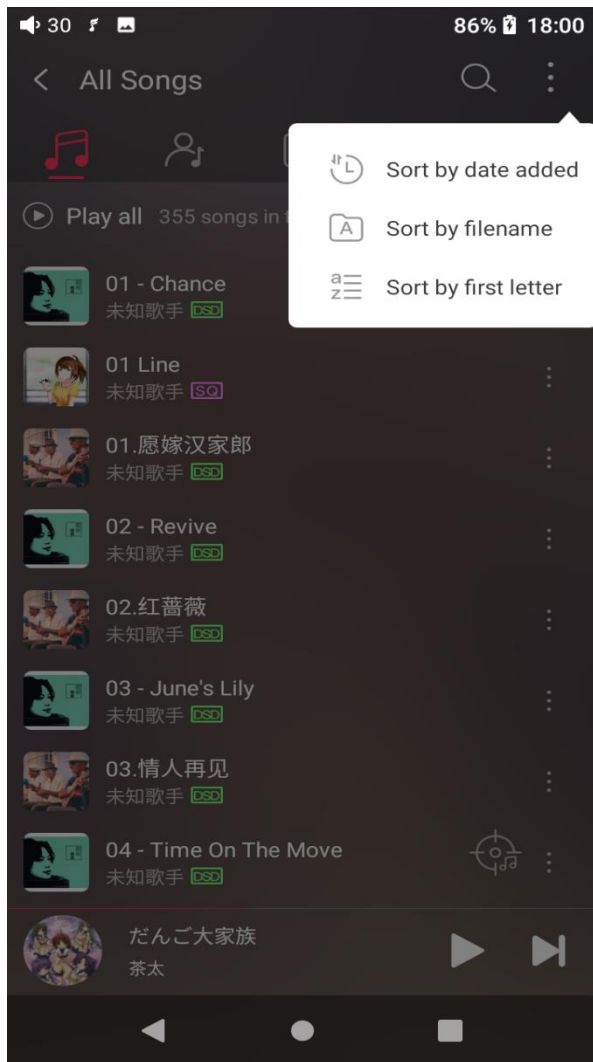
30 86% 18:00

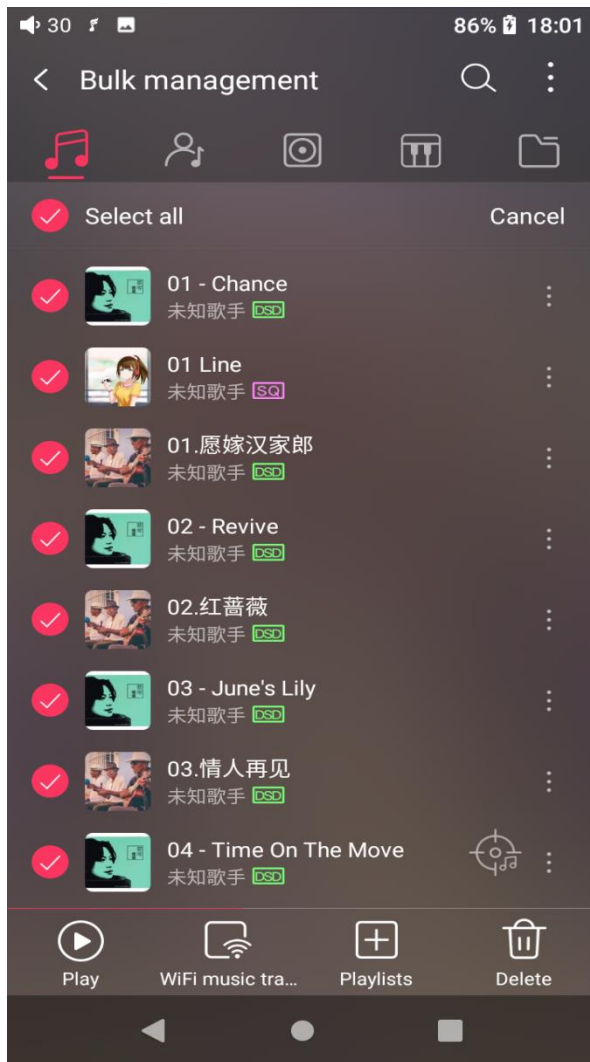
< All Songs

Play all 355 songs in total

- 01 - Chance
未知歌手 DSD
- 01 Line
未知歌手 SQ
- 01.愿嫁汉家郎
未知歌手 DSD
- 02 - Revive
未知歌手 DSD
- 02.红蔷薇
未知歌手 DSD
- 03 - June's Lily
未知歌手 DSD
- 03.情人再见
未知歌手 DSD
- 04 - Time On The Move
未知歌手 DSD

だんご大家族
茶太






4. Playing page

30 44.1K 85% 17:42

だんご大家族
茶太



CLANNAD
-クラナド

- Return to main menu
- Album
- Check track info
- Equalizer
- Search
- Search for lyrics and album art
- Car Mode
- Delete song



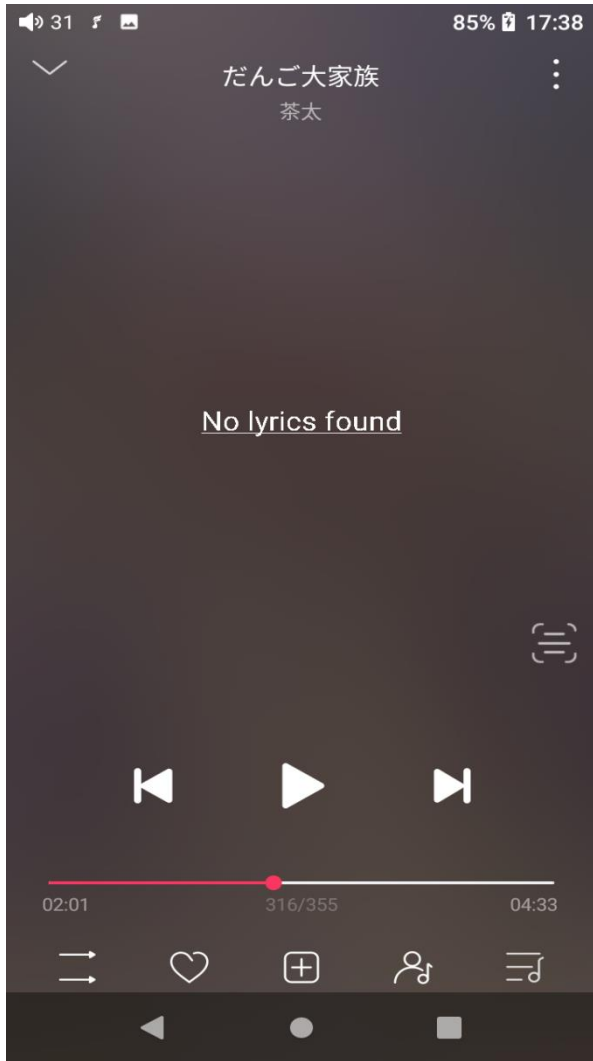
Switch page: by tapping the middle of the album cover, it will switch pages between album cover and lyrics circularly. Swipe left and right to switch songs.

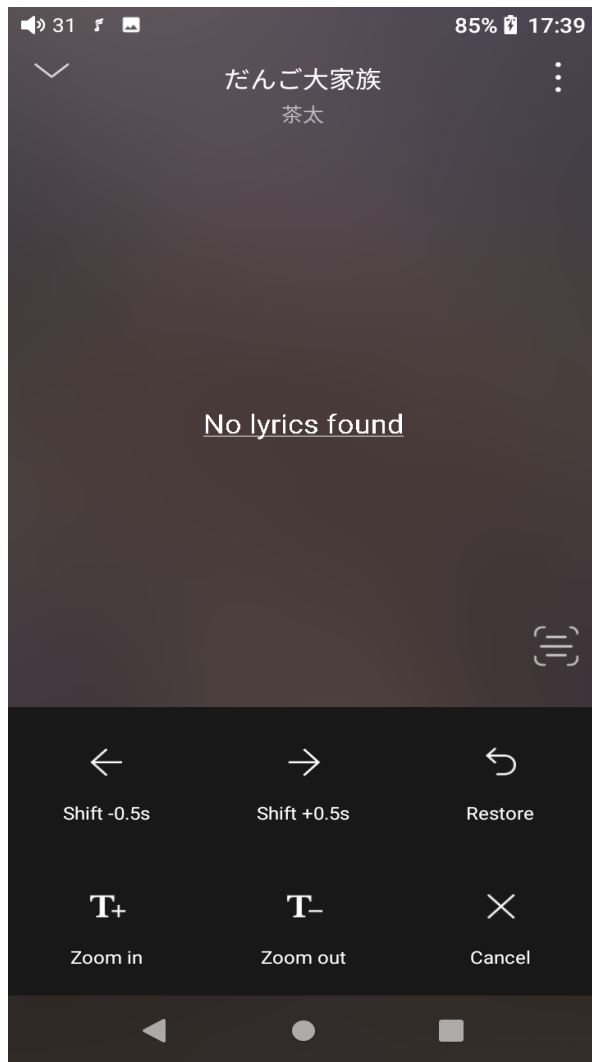
Adjust volume: slide up/down on the volume touch panel or press the physical button to increase/decrease the volume.

Playing progress: slide left and right on the progress bar below the album cover to quickly adjust the progress of the now playing song.

jump to the corresponding part of the track now playing;

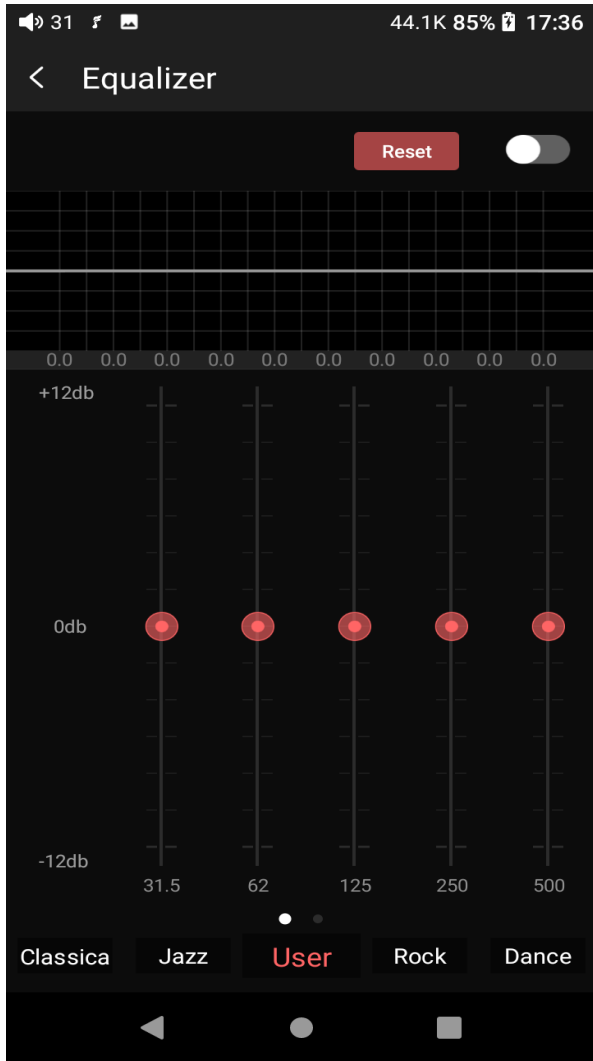
Notes: on the lyrics display page, you can adjust the song progress, lyrics timeline and font size.

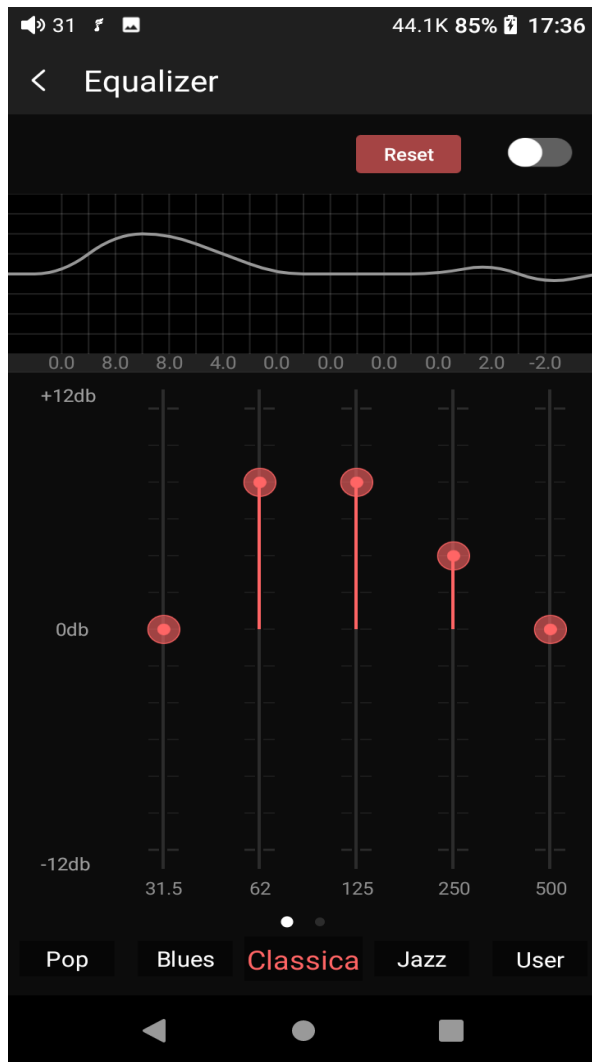




5. Equalizer

FiiO Music has a built-in equalizer, on which you can straightly choose the preset EQ for listening, or adjust it through the 10 frequency bands within 20Hz~20kHz from -12 to +12 dB, fully meeting personal music tastes.





Choose preset EQ: swipe left or right on the bottom of the screen to switch equalizer.

Customized EQ: drag the corresponding frequency band up and down to slightly adjust the EQ curve (on the bands page, switch left and right to change the option). Successively adjusting the EQ in need, it will immediately take effect.

Reset EQ: Tap the Reset button at the upper right corner to reset the present EQ.

Notes: if the system is reset to factory mode, all EQ settings will be reset to default.

6. UV meter

There is a newly added UV meter (audio meter) with a dB threshold and dynamic pointer displayed. Closing to the red threshold of 0dB means audio distortion.

How to enable it: tap the song cover on the now playing page to enter the UV meter displaying page.



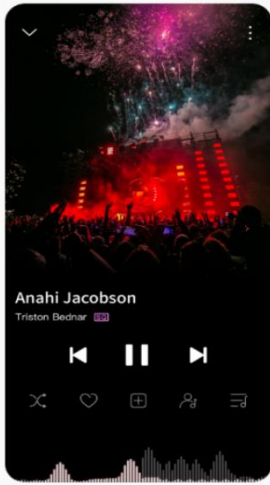
7. Frequency spectrum playing page

There is a newly added frequency spectrum mode in the now playing page, which has 3 built-in spectrum effects available. Besides, users can

self-define Full screen display or Original display for the spectrum mode.
How to enable it: go to the Settings menu in FiiO Music app->Theme->Now playing page. Choose Spectrum display.

< Select spectrum...

Confirm



full screen display Original display



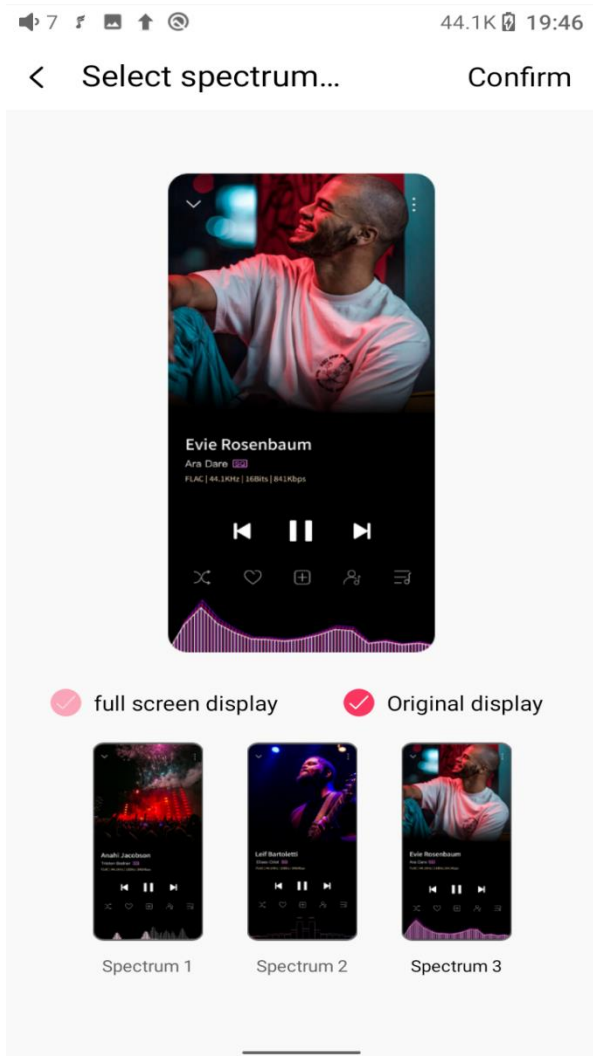
Spectrum 1



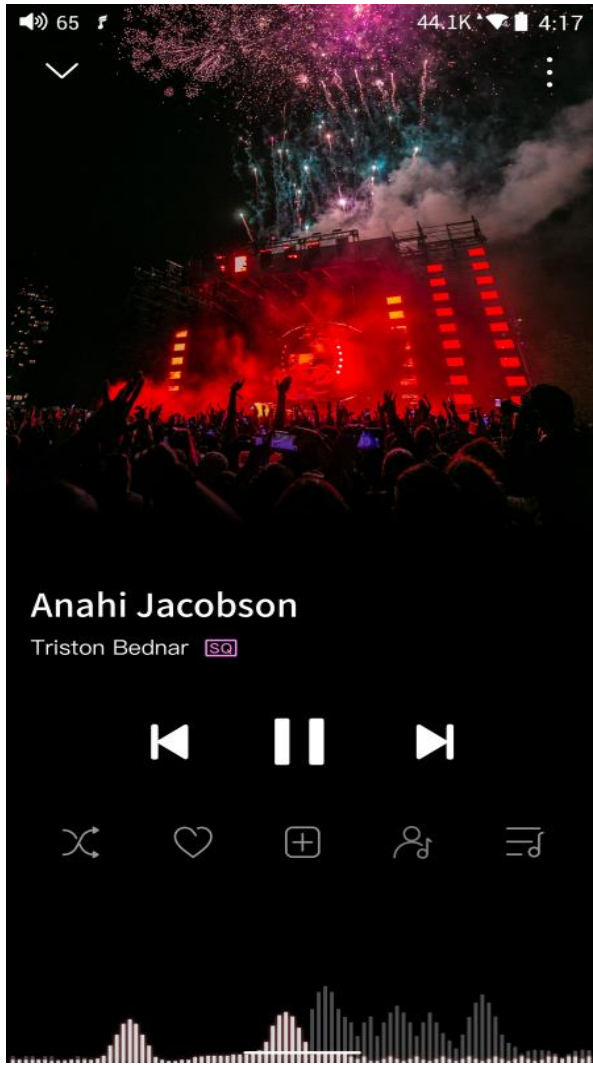
Spectrum 2

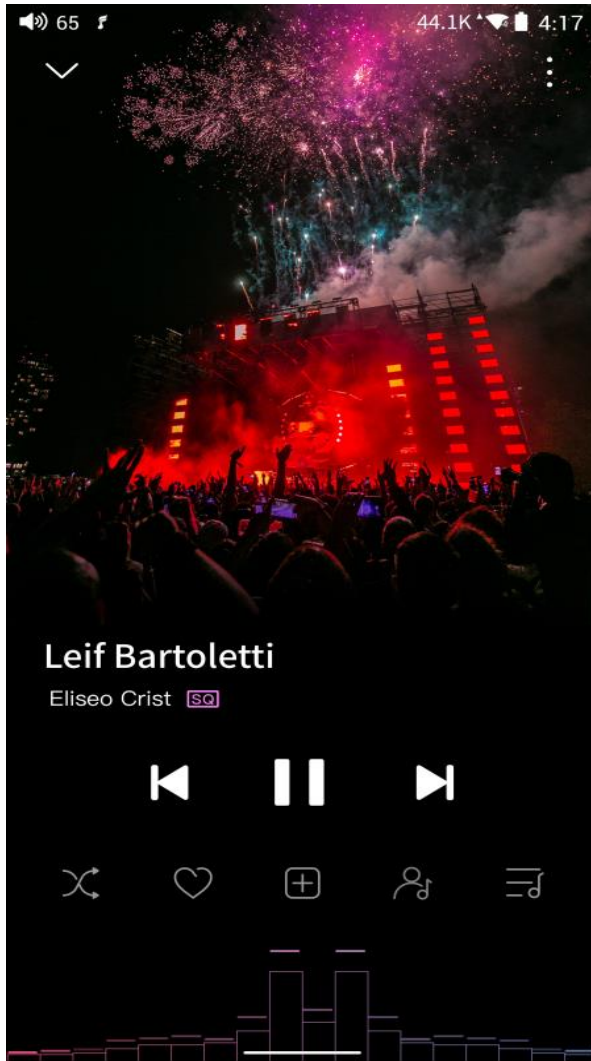


Spectrum 3



Square cover and large cover:





FiiO Music app keeps upgrading and maintaining. For the newest

instruction, please visit our official

website:https://www.fii.com/M11PlusLTD_FAQ

or refer to the detailed introduction videos:

<https://www.bilibili.com/video/BV1VK4y1V7EH/>

Instructions for commonly-used functions

1. Screenshot

The M11S supports screenshot: swipe down the screen with 3 fingers, or hold the power and volume down button at the same time.

The screenshot is stored in FiiO M11S\Files\Internal storage\Pictures\Screenshots.

2. USB Audio digital output



The M11S supports connecting to external decoders (USB Audio). Follow the steps to enable it.

- 1) In FiiO Music app, turn on the USB output
- 2) Use an OTG adapter cable to connect the M11S to the external decoder.
- 3) Starting up the FiiO Music app or any music app, the M11S can work as a USB digital device.

It supports most decoders on the market. For those unsupported, please turn off the USB output in FiiO Music app, or unplug and re-plug the USB device after exiting FiiO Music app to try playing again.

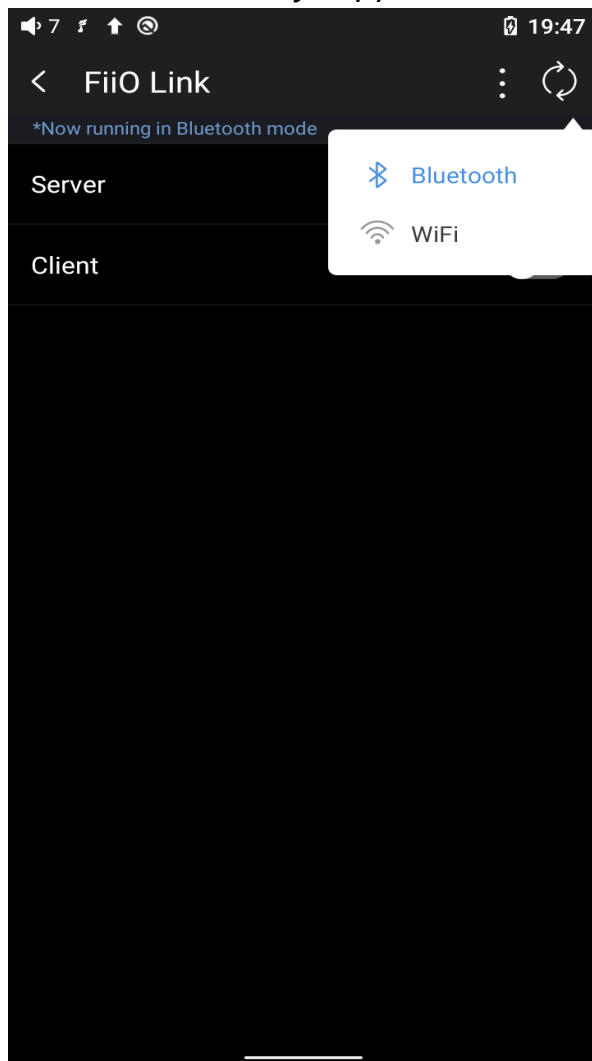
3. FiiO Link Bluetooth control

There are mainly 3 steps.

- 1) On the FiiO Music app of the M11S, Settings->FiiO Link->  (on the upper right corner of the display), choose Bluetooth as the Server.
- 2) Connect the M11S to the mobile phone through Bluetooth.
- 3) On the FiiO Music app of the mobile phone, Settings->FiiO Link->  (on the upper right corner of the display), choose Bluetooth as the

Client.

Notes: iPhones only support FiiO Link WiFi control but not Bluetooth.



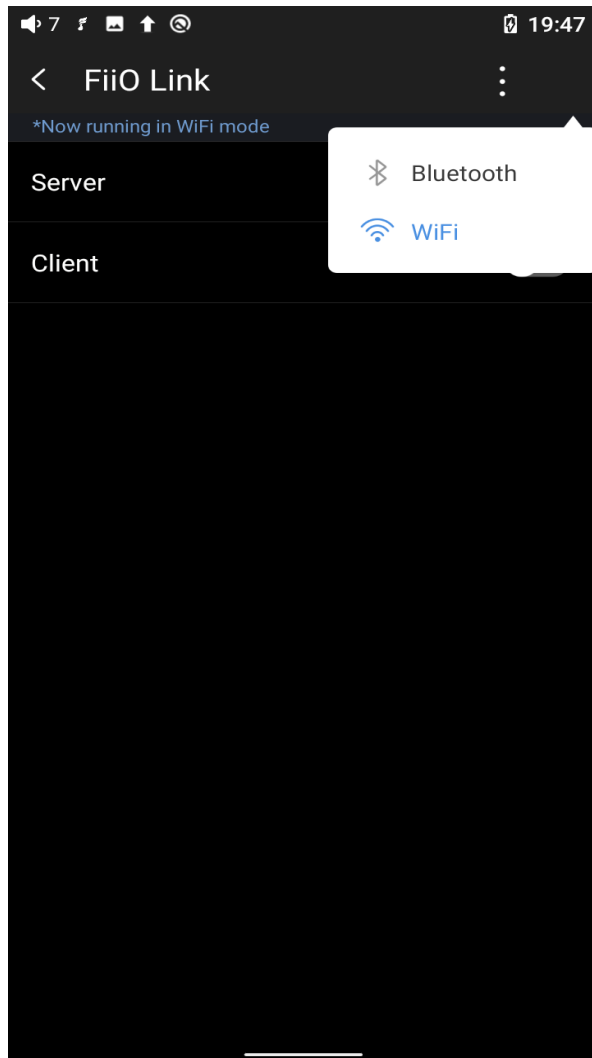
4. FiiO Link Wifi control

There are mainly 3 steps.

1. Make sure the M11S and your mobile phone are connected to the same WiFi network.

2. On the FiiO Music app of the M11S, Settings->FiiO Link->| (on the upper right corner of the display), choosing WiFi as the Server. Now an IP address will show up.

3. On the FiiO Music app of the mobile phone, Settings->FiiO Link-> (on the upper right corner of the display), choosing WiFi as the Client. Input the IP address in the pop-up dialog and complete the connection.



Notes: iPhones only support FiiO Link WiFi control but not Bluetooth.

5.How to use the DLNA function?

The DLNA function means the M11S can read and receive music files stored on the device (name it Device A) which supports DLNA function

through WiFi.

1. Make sure the M11S and Device A are connected to the same WiFi network.

2. On the FiiO Music app of the M11S, tap DLNA on the main menu and search for Device A to play music of it.

Notes: If there are any devices that cannot use the DLNA function, please give us feedback for further analysis. FiiO Music app does not support music transmission at present but only music reception. We will consider adding the transmission function later.

6. How to use the coaxial function of M11S?

M11S coaxial port supports output of coaxial signals.

This function will not use M11S's DAC for decoding, but output to the coaxial decoder for decoding.

1. Switch the 3.5mm output mode to SPDIF first.
2. Use a coaxial cable with one side connected to M11S and the other side to a coaxial decoder;
3. When you use the FiiO Music, DSD OUT should give priority to DoP. If the coaxial decoder doesn't support it, please select D2P mode.

7.What can be done if I forget my password? How to enter recovery mode?

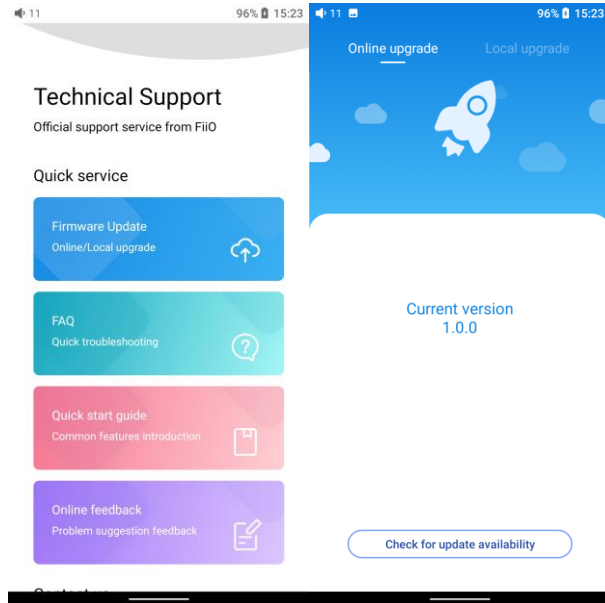
The device needs to be reset from recovery mode if you forget the password.

Turn off the device first. Hold the play/pause button then plug a USB cable in USB 3.0 port for power supply. It will enter recovery mode after turning on. On the display, choose "Wipe data/factory reset->Yes. You could switch the option via the volume +/- or play/pause buttons. Then choose "Reboot system now" by pressing the power button to restart the device.

Firmware upgrade, factory data reset and technical support

1.How to upgrade firmware?

The M11S supports online upgrade and local upgrade.



Online upgrade

If a new firmware is available and can be detected (with the M11S connected to an available internet), an upgrade notification will show up in the notification center. Tap on it to enter the update menu for the online upgrade. If there's no upgrade notification showing up, you can go to the "Technical Support->Firmware Upgrade" menu, and tap the "Check for updates" icon to check manually.

Local upgrade

Also, the M11S can be upgraded locally by a firmware package. Download the firmware package file from FiiO website, and copy it to the internal storage of the M11S or an SD card. Go to the "Technical Support->Firmware Upgrade->Local Upgrade" menu, and find the firmware package file to start the upgrade.

Notes:

1. Do not unzip the firmware package file.
2. Before the upgrade, ensure the power of the device is adequate (>30%) so to avoid upgrade failure.
3. If the device goes to factory mode which cannot detect the firmware, the reason may be that the firmware file is damaged. At this time, press the power button to reboot the device. Re-download the firmware file and restart the upgrade.

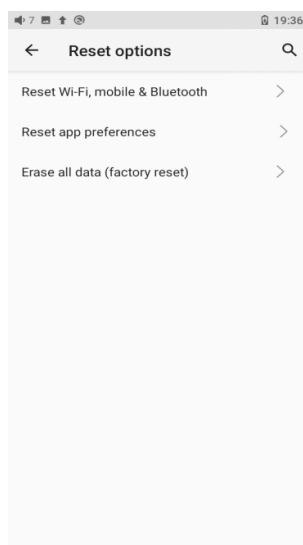
2. Force to reboot

If something wrong that happened to the device (stuck in the Welcome page, no response, etc.), you can hold the Power and the Play button together for 10 seconds to force it to reboot.

3.Factory data reset

If there are some problems happened to the device, perform the factory data reset would help (In the menu of Settings->System->Reset options).

Notes: The "Factory data reset" will erase all data from the internal storage and reset the device to defaults. Please backup corresponding files in advance.



4.Technical support

1) On the homepage, tap Technical Support to enter the menu. Here are several commonly-used functions and our contacts.

2) Firmware update: online and local upgrade are available.

FAQ (frequently asked questions): parts of frequently asked questions and corresponding measures are listed.

3) Quick start guide: tap to check out the internal quick start guide of the M11S.

4) Contact us: here shows our email address, Facebook, Twitter, etc.

