Manual for the

echo
Backup System

ReQuest
SERIOUS PLAY

echo

Connecting the echo to an iQ or AudioReQuest

1. Power off the iQ.IMS or AudioReQuest.
2. Connect the **echo** to power and to one of the rear USB ports of the IMS or AudioReQuest.
3. Insert a ReQuest hard drive into the **echo** with version 4.1.1 or later installed. Make sure to lock the hard drive with the supplied key to engage the drive (Turning key in lock 90° clockwise).
4. Power on the **echo** with the power switch on the back of the unit, and then power on the iQ.IMS or AudioReQuest.

Note: After booting with an **echo** attached for the first time, the **echo** should automatically start its initial synchronization backup.

To check on the iQ.IMS or AudioReQuest:
- a. Go to the "Menu" (flash movie or LCD)
- b. Select "Advanced"
- c. Select "Sync echo Now"
- d. Select "Yes"

The **echo** should now be syncing.
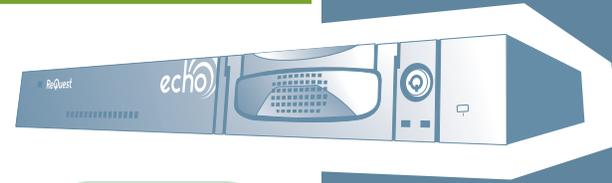
Hard Drive Lock

In case of failure of an iQ.IMS or AudioReQuest drive:

1. Power off the iQ.IMS or AudioReQuest by pressing the front power button (under the faceplate of the AudioReQuest) and wait until the unit is powered down.
2. Power off the **echo** with the power switch on the back of the **echo** unit.
3. Remove the failed hard drive from the iQ.IMS or AudioReQuest. (Turning key in lock 90° counter-clockwise)
4. Remove the working hard drive from the **echo**. (Turning key in lock 90° counter-clockwise)
5. Insert **echo** hard drive into the iQ.IMS or AudioReQuest, and lock it. (Turning key in lock 90° clockwise)
6. Power up the iQ.IMS or AudioReQuest.
7. Call ReQuest Customer Service and arrange an RMA for the failed hard drive.

Power Button
(back of **echo**)

When you receive an **echo** replacement hard drive from ReQuest:

1. Power off the iQ.IMS or AudioReQuest by pressing the front power button (under the face plate of the AudioReQuest) and wait until the unit is completely off.
2. Power off the **echo** with the power switch on the back of the **echo** unit.
3. Insert replacement hard drive in the **echo**, and lock it. (Turning key in lock 90° counter-clockwise)
4. Power on the iQ.IMS or AudioReQuest and the **echo**.
5. When the AudioReQuest is booted:
   - a. Go to the "Menu" (flash movie or LCD)
   - b. Select "Advanced"
   - c. Select "Sync echo Now"
   - d. Select "Yes"

The **echo** should now be syncing.

Manual for the
echo
Backup System

ReQuest
SERIOUS PLAY

Notes on the echo
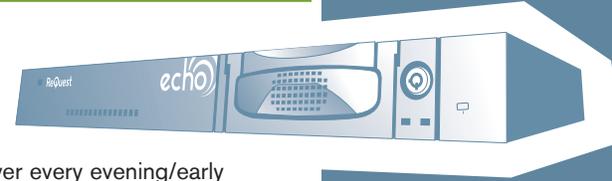
The **echo** unit will perform an automatic backup of the iQ.IMS or AudioReQuest server every evening/early morning. The longest sync will take place after the device is connected for the first time, depending on the size of the collection on the iQ.IMS or AudioReQuest. Subsequent syncs are much quicker as only changes made since the previous sync are transferred.

To prevent data corruption, it is very important that both the **echo** and iQ.IMS or AudioReQuest are powered off before replacing a drive in the **echo**. If they are not, it is possible that the iQ.IMS or AudioReQuest will be unable to detect the **echo** that it is connected to.

The **echo** takes added measures to keep the file system on its hard drive intact. In the event that an error is detected, the **echo** will attempt to correct the problem. If the repair is successful, the **echo** will resume normal operation. If the problem is detected on the AudioReQuest, the **echo** will NOT sync until the problem is corrected, protecting the **echo** hard drive from also becoming corrupted.

echo will be listed in ARQLink under the information of the iQ.IMS or AudioReQuest that **echo** is connected to and listed as a "Connected Device."

If an accident occurs where a large set of songs' metadata was edited or deleted, and the **echo** was successfully synchronized the night before, the user can swap out the iQ.IMS or AudioReQuest drive with the **echo** drive to restore the collection to the last synchronization from the night before.

Hardware Specifications

- 1U chassis (rack mountable)
- USB Connection
- Dimensions: 17" (W) x 9.5" (D) x 1.75" (H)
- Weight: 12 lbs. (5.5 kg)
- Finish: black chassis with brushed aluminum metal faceplate

Accessories Included

- Power cable, USB Cable, key

IMPORTANT SAFETY WARNINGS

CAUTION

TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

1. Read, keep and follow these instructions.
2. Do not use this device near water.
3. Device shall not be exposed to dripping or splashing, and no objects filled with liquids shall be placed on the apparatus.
4. Clean only with a dry cloth.
5. Do not block any ventilation openings. Install according to the manufacturer's instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other device (including amplifiers) that produce heat.
7. Do not defeat the safety purpose of the polarized or ground plug. If the provided plug does not fit into your outlet, consult an electrician regarding installation of a modern polarized outlet.
8. Protect the power cord from being walked on or pinched.
9. Only use attachments/accessories specified by the manufacturer.
10. Protect this device through the use of proper UPS or surge protection equipment.
11. Refer all servicing to qualified service personnel.

© 2007 ReQuest Inc.
100 Saratoga Village Blvd
Suite 44
Ballston Spa, NY 12020

www.request.com/support
1-800-236-2812