

constellation audio

Simply, Light Years Ahead.



Cygnus owner's manual

**CAUTION**

To reduce risk of electric shock, do not remove any of the cover plates or screws on the digital file player/DAC. There are no user serviceable parts inside. Contact qualified service personnel.

WARNING

To reduce risk of fire or electric shock, do not expose this digital file player/DAC to moisture, rain, or excessive humidity.



The lightning flash with arrowhead, 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 electrical shock to persons.



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

Thank you for purchasing the Constellation Audio Cygnus digital file player/DAC. You're about to experience musicality, realism and detail you probably didn't think was possible with digital audio.

We designed it the Cygnus to deliver the ultimate in digital sound quality and to offer simple operation. These seemingly conflicting goals required us to rethink the configuration of the unit, separating it into a main chassis containing the audio and digital-to-analog conversion circuits, and a separate chassis containing the power supply, the WiFi transmitter/receiver and the USB interface. Because of the Cygnus' unique configuration, you may find its installation and controls somewhat different from what you're used to. But we think you'll agree that our design eliminates many of the frustrating complexities of digital audio—and in the process, achieves a level of fidelity no other digital audio source device can match.

Please read this manual in full before you operate the Cygnus, so you can be assured of getting maximum performance.

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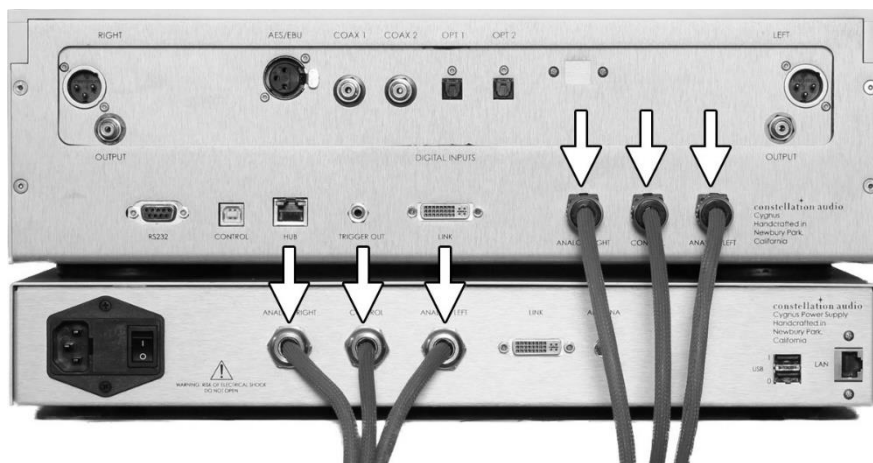
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Before you install the Cygnus

Unpacking

Take care when you remove the Cygnus main chassis and power supply from their packaging. Because of its machined aluminum top chassis, it is heavier than the average preamp. Have an extra person nearby to help if you need it. You may wish to use gloves to protect your fingers.

Connecting the power supply cables



The Cygnus's separate power supply (bottom component in the picture above) must be connected to the Cygnus main chassis (top component in the picture above) as shown above before you plug the unit into a wall. Make sure the power switch on the power supply is in the off (O) position.

The supplied cables are spiral-wrapped, gold-plated copper designed for aerospace use, and can handle up to 30 amps. These cables are permanently attached to the back of the power supply. Do not attempt to replace them. The cables are long enough to allow separation of the two components, so you can, for example, place the power supply at the bottom of your equipment rack with the Cygnus main chassis up nearer the top.

Connect the power supply's Left Analog cable into the Analog Left power input of the Cygnus main chassis. Repeat with the Analog Right and Control power cables. The connector on the Control cable is different from the analog power cables to assure the proper connection is made.

Do not connect the AC power cord yet. Wait until you have connected the Link cable between the power supply and the main chassis.

DO NOT remove the power cables while the unit is powered on. If you do happen to accidentally pull one of them out, DO NOT plug it back in. Turn off the power supply using the hard switch on the rear panel, unplug the unit, then replace the cable. Failure to power down the unit before replacing a power cable can result in substantial damage to your Cygnus.

Connecting the Link cable



The Link cable is a DVI-type digital cable that connects the Cygnus main chassis to the power supply section. It carries digital audio and control signals from the power supply's WiFi transceiver and USB interface to the main chassis. Before you connect the Link cable, make sure the AC cord to the power supply is not plugged in, and that the power switch on the power supply is in the off (O) position.

Connect the Link cable by gently pushing the plug onto the connector on the Cygnus main chassis. Make sure the plug is oriented correctly with the connector. Then tighten the two mounting screws on the plug. Repeat with the other plug and the connector on the power supply.

Connecting the WiFi antenna



The included antenna transmits and receives WiFi network signals. To install it, carefully thread it onto the antenna connector on the back of the power supply. Point the antenna upward or to the side.

You can now plug the AC power cord into the power supply and into the wall socket, and turn the power supply's master power switch on.

If you will be using the Constellation Audio Centaur or Hercules amplifiers (or any other high-powered amplifier), do not plug the Cygnus into the same AC socket or into any other outlet connected on that circuit. Constellation Audio amplifiers draw a great deal of power and could affect the Cygnus's performance if the amplifier(s) and preamp are plugged into the same electrical circuit or AC outlet.

When you connect or disconnect the AC cord, always grasp it by the plug, not by the cord itself. Pulling the plug out by the cord can damage the cord, the AC socket, and/or the Cygnus.

Installation notes

The Cygnus preamplifier uses passive cooling; there are no internal fans. While the Cygnus does not generate as much heat as an amplifier, it should still be located in an area with adequate ventilation.

There should be at least 6 in/15 cm of clearance between the sides and top of the preamp and the nearest wall or cabinet. If the Cygnus is installed in a cabinet or an equipment closet, ensure the cabinet/closet has adequate ventilation. The same rule applies to the power supply. Installation in an unventilated cabinet or closet may cause the Cygnus main chassis or power supply to overheat, significantly reducing its lifespan.

The Cygnus requires a room-temperature environment to operate properly. Ambient temperature should be about 70°F/21°C, plus or minus 10°F/5°C. Never install the Cygnus in a place where it may be exposed to direct sunlight, and do not install it next to a room heater, radiator, air conditioner, etc.

Do not install the Cygnus inside an all-metal cabinet. This will interfere with WiFi reception needed to control the unit.

Make sure that the Cygnus will not be exposed to moisture. Do not locate it in an area where it might be spilled on, and do not place it in a humid location (such as an unfinished basement).

Installing the Cygnus in a place where it will be exposed to direct sunlight or moisture, or where it will not have adequate ventilation, will void your warranty.

Associated equipment

The Cygnus is designed to be paired with any high-quality audio preamp and amplifier or integrated amp. We recommend you use it with Constellation's own Centaur or Hercules II amps and Altair II or Virgo preamps, but you can use the brands of your choice. We strongly recommend you use a balanced (XLR) connection from the Cygnus to the preamp and the preamp to the amp, but RCA outputs are provided on the Cygnus in case your system does not have XLR inputs.

The Cygnus has only analog outputs and cannot be connected to another DAC. It can, however, be connected to a multiroom audio system. We recommend using the XLR outputs to feed your main system, and the RCA outputs to feed your multiroom audio system.

Before making or changing any connection to the Cygnus, first turn off the master power switch on the power supply and also turn off the preamp and power amplifier.

Source components

The Cygnus DAC section has five digital audio inputs (AES/EBU, two coax, two Toslink optical). We recommend you use the highest quality connection that your digital source device provides. In order of preference, we recommend AES/EBU, then coax, then Toslink.

In the event of malfunction

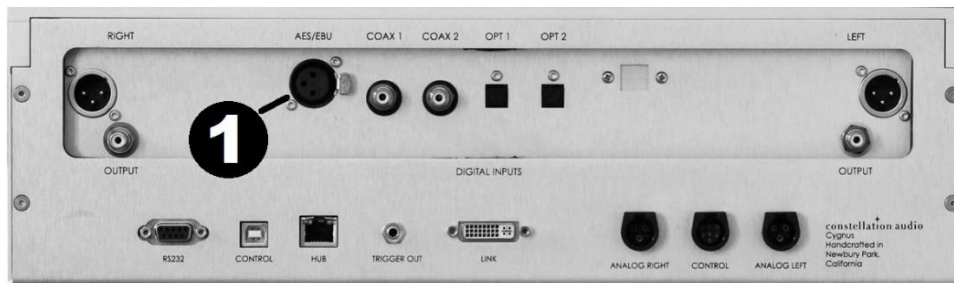
Do not under any circumstances open the chassis of the Cygnus. There are no user-serviceable parts inside. Opening the chassis can present a shock hazard even if the AC power is disconnected. Any alteration or modification of the Cygnus's internal parts or circuit will immediately void your warranty.

If your Cygnus does not function correctly, refer to the Troubleshooting section at the end of this manual. If you are still unable to resolve the problem, contact your Constellation Audio dealer.

If any liquid is spilled on the digital file player/DAC, or if any metal object (such as a staple or a paper clip) is inadvertently forced inside, immediately disconnect the AC power and contact your Constellation Audio dealer.

Source device and output connections

1. AES/EBU digital input



Use this connection if your digital source device has an AES/EBU output, because it delivers the best possible sound quality. This connection accepts PCM digital audio signals in resolution up to 32 bits/192 kilohertz. This jack accommodates a standard XLR plug. To remove the XLR plug, push on the tab on the right side of the jack (viewed from the rear) and pull the plug out.

2. RCA/coaxial digital inputs



Use one of these connections if your digital source does not have AES/EBU. This connection is preferred to Toslink optical. The coaxial inputs accept PCM digital audio signals in resolution up to 32 bits/96 kilohertz. To remove an RCA plug, grasp the plug and pull it straight out. Do not pull on the cable.

3. Toslink optical digital inputs



Use one of these connections if your digital source device does not have AES/EBU or coax. These inputs accept PCM digital audio signals in resolution up to 32 bits/96 kilohertz. To remove a Toslink connector, grasp the connector and pull it straight out. Do not pull on the cable.

4. XLR output



If your preamp or integrated amp has XLR inputs, use these outputs to connect the Cygnus, because they deliver the best sound. To remove an XLR plug, press the tab on the plug and pull the plug out.

5. RCA output



If your preamp or integrated amp does not have XLR inputs, use these RCA outputs to connect the Cygnus. To remove an RCA plug, grasp the plug and pull it straight out. Do not pull on the cable.

6. USB inputs (on power supply)



These inputs, found on the back of the power supply, accommodate USB storage devices such as USB hard driver and USB memory sticks (or thumb drives). These inputs accept FLAC, WAV and AIFF digital audio files up to up to 32 bits/192 kilohertz. Note that these inputs DO NOT accept signals from the USB outputs on computers, tablets or smartphones.

You can connect two USB devices simultaneously. The internal web server in the Cygnus will browse both of them and present all of the contents to you through the web page interface.

Other connections on the Cygnus (main chassis)

7. Power inputs



These inputs connect to the power outputs of the Cygnus's separate power supply. The power supply is hard-wired with special spiral-wrapped, gold-plated copper cables designed for aerospace use. Each cable is rated to handle 30 amps.

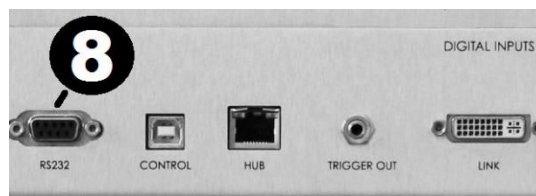
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Each of these jacks mates with a matching jack on the power supply. Be sure to connect the Analog Right power jack on the preamp to the Analog Right power jack on the power supply, the Analog Left power jack on the preamp to the Analog Left power jack on the power supply and the Control power jack on the preamp to the Control power jack on the power supply.

Before connecting these cables, switch off the Cygnus's power supply and disconnect it from the AC power. Failing to do this can damage the Cygnus or its power supply.

8. RS-232

This DB-9 style serial connection can be used to interface the Cygnus with third-party control systems such as those from AMX, Crestron and Control4. It can also be used to update the Cygnus's firmware. For more information, contact your dealer.



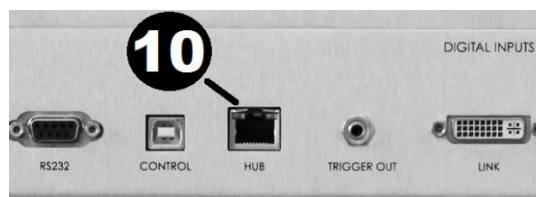
9. USB / control

This USB jack is used to interface the Cygnus with third-party control systems such as those from AMX, Crestron and Control4, and also to update the Cygnus's firmware. For more information, contact your dealer.



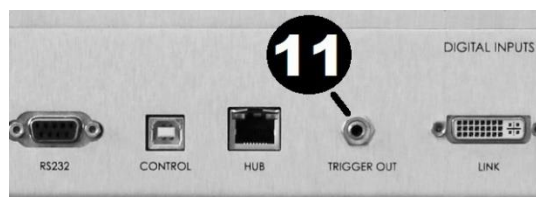
10. Hub

This connection is currently inactive and is reserved for future use.



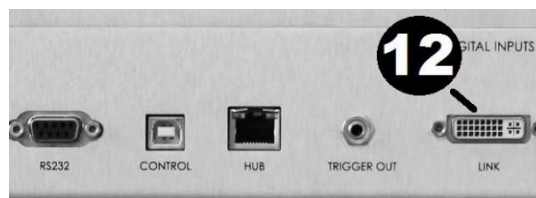
11. Trigger out

This 3.5mm jack outputs a 12-volt DC control signal when the Cygnus is on or in standby mode. It can be used to automatically trigger the power on amplifiers, home automation devices, etc., that accept a 12-volt trigger input signal.



12. Link (main chassis)

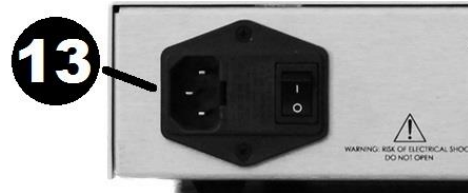
This jack carries audio and control signals between the Cygnus main chassis to the power supply. It uses a DVI digital cable, which is provided with the Cygnus.



Other connections on the Cygnus (power supply)

13. AC power input

This AC input on the back of the power supply accepts standard 15-amp IEC-type power cords. You may use the high-quality power cord supplied with the Cygnus, or substitute an aftermarket power cord if you wish.



14. Link (power supply)

This jack carries audio and control signals between the Cygnus main chassis to the power supply. It uses a DVI digital cable, which is provided with the Cygnus.



15. Antenna

This threaded connector is where the supplied WiFi antenna connects.



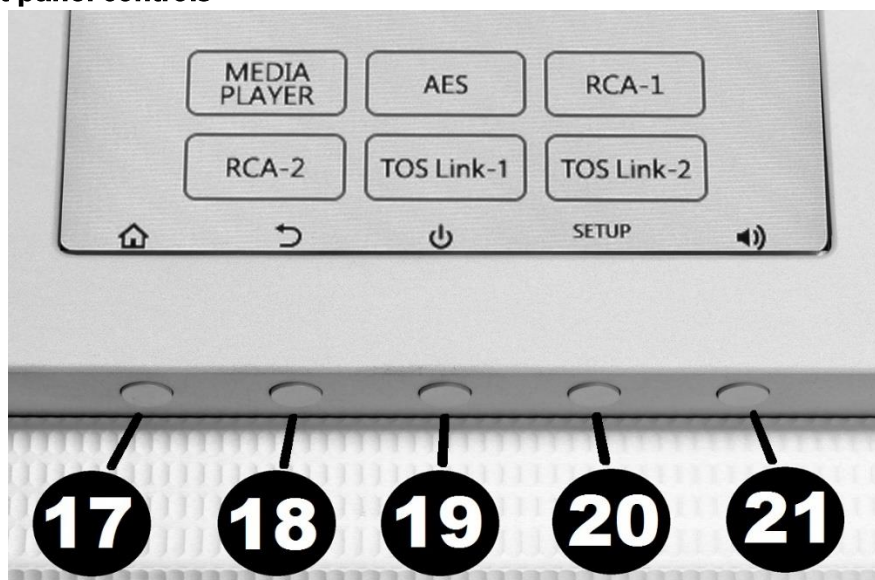
16. LAN

This RJ-45 Ethernet jack allows a wired connection to a home network. With this connection active, music from any network-attached hard drive or computer can be played through the Cygnus.



Controls / displays / indicators

17 - 21. Front panel controls



The front panel has a touchscreen with five buttons positioned underneath. The functions of the buttons are shown using onscreen icons. Icons may change depending which control screen is displayed.

17. Home

This button brings you to the input select screen instantly from any other other screen.

18. Return/back

This button brings you back to the previous control screen.

19. Standby/power

Push this button to turn the Cygnus on and off. When you turn the unit on, it will take a few seconds for the unit to warm up. When the Cygnus is ready for use, its screen will illuminate. When you turn the Cygnus off, it enters cool-down mode. During cool-down, no buttons on the unit will operate.

20. Setup

This button brings you into the Setup screen, which lets you adjust display brightness, contrast and timeout.

21. Mute

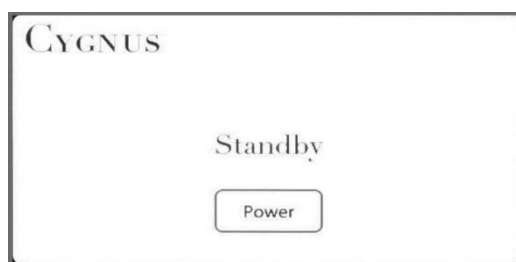
Press this button to silence the audio. Because the Cygnus uses a relay to perform the mute function, it may take a second or so for this control to respond. Press it again to restore the sound.

Control screens

Many Cygnus functions are controlled through the LCD touchscreen. Here is how the control screens function.

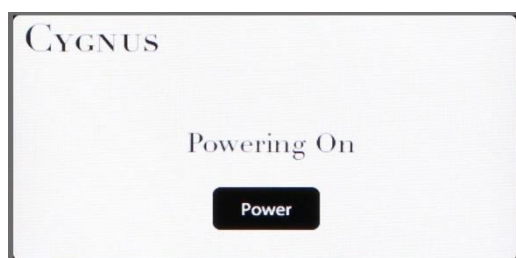
Standby screen

Touch the power button to turn the power on. If the power is off, touching the darkened screen will call up the Standby screen, as long as the master power switch on the back of the power supply is in the on position.



Powering On screen

This screen appears immediately after you push the onscreen power button. It shows that the Cygnus is warming up. In this mode, none of the controls will function and the unit will emit no sound.



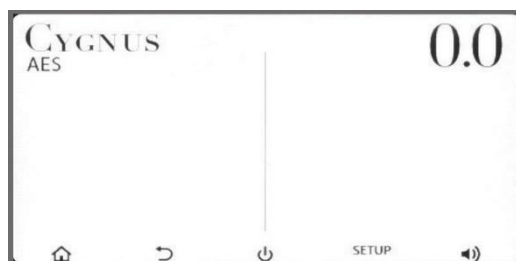
Input selector (or home) screen

This screen appears when the power is on and the unit is warmed up. Touching any input button onscreen will switch to that input. The Screen Setup screen can be accessed from this screen using the multifunction button below the display.



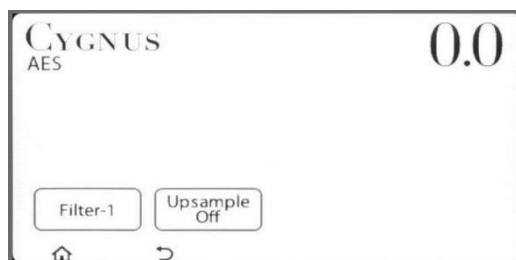
Digital input status screen

When you select an input other than the Media Player, this screen will appear. Pushing the multifunction button under the Setup label enters the input setup screen.



Digital input setup screen

This screen appears when you push the Setup button when a digital input is selected. It allows you to select which of the four digital filters will be used for that input, and to turn upsampling on and off for that input.



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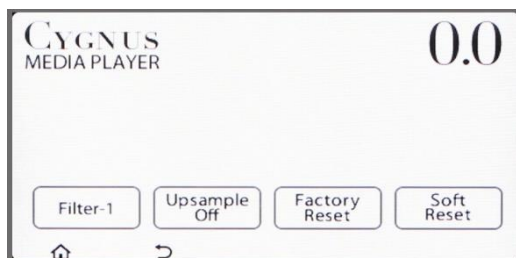
Media Player screen

When you press the Media Player button on the input screen, this screen will appear. It shows you the song title, album title, track number and elapsed time of the tune being played. It also provides onscreen button controls that let you play the song, stop the song, or skip to the next track or the previous track.



Media Player setup screen

Pressing the Setup button while on the Media Player screen brings up this screen, which lets you select which of the four digital filters will be used for the Media Player, and turn upsampling on and off for the Media Player. Pressing Factory Reset will restore the factory settings, and save those settings as the default for the Media Player until you change them. Pressing Soft Reset will restore the factory settings, but only temporarily; the Cygnus will return to the previous user settings when the power is shut off.



Screen setup screen

Pressing the Setup button while on the Home screen brings up this screen, which adjusts how the LCD screen operates.

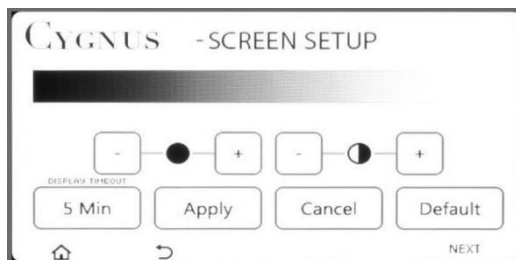
To adjust LCD brightness: Press the + and - buttons on the left side of the screen, on either side of the dark dot.

To adjust LCD contrast: Press the + and - buttons on the right side of the screen, on either side of the half-dark/half-light dot.

To adjust LCD backlight timeout: Press the Timeout button in the lower left corner to keep the screen lit for 15 sec., 30 sec., 1 min., 5 min., 10 min., and always on.

To accept or cancel screen setting changes: Press the Apply or Cancel button, respectively.

To return to the factory default settings: Press the Default button. This will bring up a screen asking "Are you sure you want to set this device to its default settings?" Hit the Yes button to go to default settings, the No button to cancel.



Setting up for WiFi control

If you're using only the standard digital inputs (AES/EBU, RCA, Toslink), you can operate the Cygnus entirely from its front-panel controls. If you wish to use the Media Player function, you will need to connect a device that has WiFi networking and can run a web browser, such as a computer, a tablet or a smartphone. It doesn't matter what brand or type of device you use, or what web browser you use.

STEP 1: Turn on the master power switch on the back of the power supply. Touch the front screen on the Cygnus so it lights up, then hit the Power button and wait 10 seconds for the unit to go through its warmup process.

STEP 2: Go into the WiFi setup screen on your web browsing device. If you need help finding or setting up the WiFi on your device, please consult the manual for the device. Select Cygnus as the WiFi network you want to connect to, then initiate the connection.

STEP 3: Enter **Cygnus10** when the device asks for the WiFi password. Be sure to spell Cygnus with the letter "C" capitalized.

STEP 4: Open the web browser on the device. If you are using an Apple device, enter **cygnus.local** in the address bar at top. If you are using a PC or an Android or Windows tablet or phone, enter **172.17.2.254** in the address bar at top. Now hit the Enter or Return button. The screen shown at right should appear. It may look a little different depending on the device and the browser you're using. We recommend bookmarking this page in your browser to make it easier to access.



Step-by-step operating process

Here's how to perform the basic operations of turning the unit on, selecting a source, adjusting the sound, and turning the unit off.

STEP 1: Before making or changing any connections, turn off the master power switch on the back of the Cygnus power supply, and turn off the preamp and power amp as well.

STEP 2: To turn on the Cygnus from the front panel, push the Standby button in the middle under the LCD touchscreen. You may also tap the touchscreen to "wake it up," then push the onscreen Power button. Whichever way you turn on the power, you will see the Powering On screen appear while the unit warms up. After 10 seconds, the Input Select screen will appear.

STEP 3: If you will be playing music from a USB stick (or two sticks), insert the stick(s) into the USB inputs on the lower section of the Cygnus. Push gently on the sticks when you insert them. If the stick doesn't go in easily, flip it upside down and try inserting it that way. It does not matter which stick goes into which input. If you are using a USB stick that you haven't used before, or on which the contents have been changed, Cygnus needs to scan the stick's contents. To activate this process, see the instructions on page 18.

STEP 4: Select the desired input by pushing one of the onscreen buttons for Media Player, AES/EBU, RCA-1, etc. The screen for that input will appear. Start the digital source device playing, or use your control device (tablet/computer/phone) to put the Media Player in play mode.

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STEP 5: The Cygnus has two user-adjustable audio controls, Filter and Upsampling, both of which can be accessed by hitting the Setup button under the touchscreen when an input is selected.

Filter selects one of four digital filters. Press the Filter button on the Input Setup screen to change the filter. Try all four and select the one that sounds best. There's no "right" filter. Your options are:

Filter 1—Standard: Normal steep filter with preringing, used on most DACs and CD players.

Filter 2—Minimum Phase, Normal: No preringing with steep rolloff.

Filter 3—Slow rolloff: Like Standard but with gentler rolloff.

Filter 4—Minimum Phase, Apodizing: No preringing with gentle rolloff.

Upsampling converts all digital signals to the maximum resolution of the Cygnus DAC, which is 32 bits/192 kilohertz. Press the Upsampling button on the Input Setup screen to change the filter setting. Again, there's no "right" setting of this control, but we usually prefer listening with Upsampling off.

STEP 5: To change inputs, press the Return or Home buttons under the front touchscreen to bring up the Input Select screen, or tap the Input Select up/down scroll buttons on the remote.

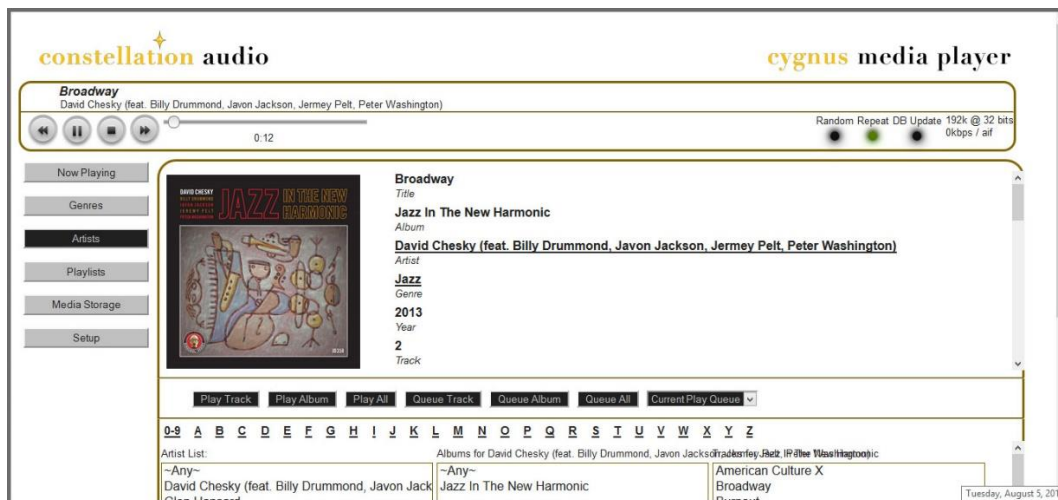
STEP 6: To mute the Cygnus' output, press the Mute button under the front touchscreen. Press Mute again to restore the sound.

STEP 7: To turn the system off, stop playback on the source device or the Cygnus Media Player. Press the Standby button in the middle under the LCD touchscreen. The unit will enter cool-down mode for 10 seconds, during which no buttons will work. After cool-down mode finishes, you can turn the unit back on again as described in Step 2 above.

Using the web interface to control the Music Player

Using only the standard digital inputs (AES/EBU, RCA, Toslink), you can operate the Cygnus entirely from its front-panel controls. If you wish to use the Media Player function, you will need to use the web interface, which runs on any WiFi-connected tablet, computer or phone that can run a web browser.

TO OPEN THE INTERFACE: If you are using an Apple device, enter **cygnus.local** in the address bar at top. If you are using a PC or an Android or Windows tablet or phone, enter **172.17.2.254** in the address bar at top. Now hit the Enter or Return button. You should see the interface appear.



TO SCAN (OR RESCAN) USB STICKS: If you are using a USB stick that you haven't used before, or on which the contents have been changed, Cygnus needs to scan the stick's contents. To activate this process, click on the Setup button at left, then click the Rescan Media Folders button. Wait about 10 seconds before you start to browse the music on the USB stick.



TO PLAY A TUNE: Playing a tune is simple, just click on the song you want to play, and click Play Track, Play Album or Play All in the black buttons above the three columns. The music you selected will begin playing. However, you will first have to find the tune you want to play. See below for instructions on how to browse by Artist or Genre.

TO BROWSE BY ARTIST: Click on the Artist button in the left column of the browser window. You'll see a list of artists appear in the left-most of the three columns on the bottom of the browser window. Select the artist and a list of albums will appear. Select an album and a list of songs will appear. Click on the song you want to play, and click Play Track, Play Album or Play All in the black buttons above the three columns. The music you selected will begin playing.

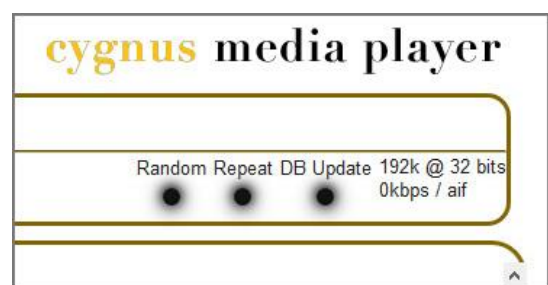
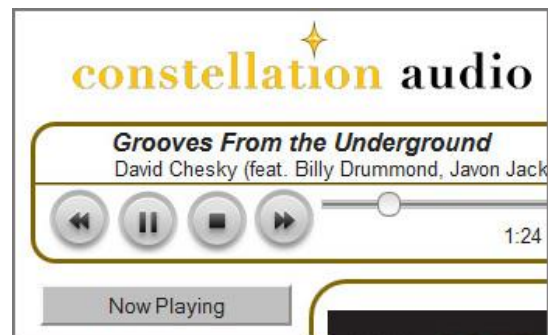
TO BROWSE BY GENRE: Click on the Genre button in the left column of the browser window. You'll see a list of genres appear in the left-most of the three columns on the bottom of the browser window. Select the genre and a list of albums will appear. Select an album and a list of songs will appear. Click on the song you want to play, and click Play Track, Play Album or Play All in the black buttons above the three columns. The music you selected will begin playing.

TO PAUSE, STOP OR SKIP TRACKS: Click on the appropriate button in the control panel in the upper left corner of the browser screen, as seen at left.

TO MOVE FORWARD OR BACKWARD WITHIN A TUNE: Click on the white dot on the slider in the upper left corner of the browser, as seen in the image at left, then drag the dot to the point in the song where you want to start playback. The minutes/seconds readout below will show you where you are within the song.

TO ENTER RANDOM PLAY OR REPEAT PLAY MODE: Click on the Random or Repeat button in the panel in the upper right corner of the browser screen, as seen at left.

TO UPDATE THE BROWSER'S MUSIC DATABASE: If you changed USB sticks and want to update the listings, click the DB Update button in the upper right corner of the browser screen.



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TO MANAGE THE CYGNUS FROM THE BROWSER: You can control many functions of the Cygnus through the Setup menu of the web interface. To access the Setup menu, click the Setup button in the lower left corner of the screen, as seen below. Buttons on this menu let you select the input, select digital filters 1-4, and turn upsampling on and off. You can also use this menu to rescan the media folders on the USB devices connected to the Cygnus, and also to return it to its factory settings.



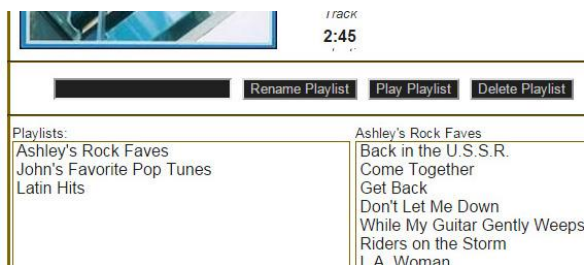
Creating and managing playlists

TO CREATE A PLAYLIST: To create a playlist, click on the Now Playing button on the left side of the screen, and hit the Clear button to clear out any recently played tracks. Now click either the Genre or Artist button on the left side of the screen to begin browsing your music collection to locate the tracks you want for your playlist.

To create a playlist, start by building a queue of tracks to play. When you find a track you want, click the Queue Track button to add it to the queue. You may also click Queue Album to add an entire album. Any tune on either of the two USB memory sticks connected to the Cygnus can be added to a playlist, but the stick must be in the player. If Cygnus encounters a tune on the playlist that's not on a currently connected USB stick, it will skip to the next tune.



Once you have queued up all the tracks for your playlist, click the Now Playing button on the left. You will see all of your tunes in the queue. Click the New Playlist button. The screen will change and you will see a blank black text window appear. Click on this window and use your computer keyboard (or onscreen keyboard if using a tablet) to enter the playlist name. Now click on the Rename Playlist button. Your playlist is now created and ready for playback.



TO PLAY A PLAYLIST: Click on the Playlists button on the left, click on the playlist you want to play, and click the Play Playlist button. If you want to skip a track, double-click on the track below it. The playlist will start playing from that track. If you want to get off the playlist and go back to playing other music, just select that music through search or the Genre or Artist buttons on left and begin playback.

TO RENAME A PLAYLIST: This process is essentially the same as naming a playlist. Click on the Playlists button on the left, click on the playlist you want to play, then click in the black text box above the column containing the list of playlists. Use your computer keyboard or onscreen tablet keyboard to type in the new name, then click on the Rename Playlist button.

TO DELETE A PLAYLIST: Click on the Playlists button on the left, click on the playlist you want to delete, then click the Delete Playlist button.

TO DELETE TRACKS FROM, REORDER OR ALTER A PLAYLIST: The best way to change a playlist is to delete the existing playlist and make a new one.

Maintenance

The Cygnus requires no regular maintenance.

If the Cygnus' surface becomes dusty, simply wipe it off with a soft dry cloth. Do not spray cleaners on the surface.

To clean fingerprints from the surface of the Cygnus, spray a small amount of mild window cleaner such as Windex onto a soft dry cloth, then use the cloth to remove the fingerprints. Do not spray the cleaner directly onto the preamplifier.

Troubleshooting

Cygnus will not turn on

1. Tap on the front screen to see if it lights up. If it doesn't, try the following steps in order. After you perform each step, touch the Standby button on the front of the unit and see if the screen lights up. If any one of the steps restores the power (i.e., allows the Standby button to turn the unit on), there is no need to continue to the next steps.

A. Check power cable connections between the wall and the Cygnus's power supply. Push the wall plug and the connector at the power supply in firmly.

B. Check power cables between Cygnus and power supply. DO NOT pull out these cables while the power supply is on.

C. Make sure the master power switch on the rear of the power supply is turned on.

D. If the Cygnus is plugged into an AC line conditioner, make sure the line conditioner is turned on.

F. Flip the master power switch off and on again. This will reset the Cygnus's internal circuit breaker.

G. Check the circuit breaker for the AC circuit that the Cygnus is plugged into. If the breaker is tripped, flip it back on. If it will not turn on, there is likely a short circuit somewhere in the lines or in a device connected to this AC circuit. Check the power cords for your components to make sure none have been damaged.

H. If none of these conditions restores power, it is possible one of the Cygnus's internal fuses is blown. Do not attempt to change the fuse yourself—the Cygnus requires the use of special high-voltage fuses that are not commonly available. Contact your Constellation Audio dealer for service.

Cygnus is on but no sound is produced

1. Make sure the unit is powered on and warmed up. You should see the Input Select screen, or the Status screen for the Media Player or one of the digital inputs.
2. If the touchscreen shows a tiny speaker with an X next to it in the bottom right corner, hit the Mute button under the tiny speaker icon. The speaker should reappear without the X.
3. If the Mute button does not restore audio, try the following steps in order. If any one of the steps restores the sound, there is no need to continue to the next steps.
 - A. Check you are on the correct input. Cycle through available inputs using the front touchscreen controls.
 - B. If you are using one of the digital inputs, check that the source component is on and playing back—i.e., if it is a CD player, make sure that the CD is playing and not in pause mode.
 - C. If you are using the Cygnus Media Player, make sure that it is playing some content. The minutes/seconds counter under the playback slide control should be counting down. If it isn't, hit the Play Track button on the browser interface.
 - D. Check the connections between the Cygnus and your preamp or integrated amp; between the preamp and the amp if applicable; and between the amp and speakers. If a cable is disconnected, turn off the amplifier and reconnect it, then turn the amp back on. If this does not restore sound, try substituting a different set of cables in order to make sure the original set was functioning properly.
 - F. Check that the volume setting on the preamp or integrated amp is at a sufficient level. Do not turn the volume all the way up to check this, because if sound is reestablished while the preamp or integrated amp is set to output maximum volume, damage can be done to your speakers and amplifiers.
 - G. If none of these actions restores the sound, contact your Constellation Audio dealer.

Web browser control does not work

1. Make sure the Cygnus is powered up and finished with its warm-up mode. Tap the front touchscreen to make sure it's on.
2. Check to make sure your control device (computer, tablet or phone) hasn't gone into "sleep mode." Most such devices will partially or completely power themselves down after a while to save battery life. (Usually, the device's setup menu will let you extend the interval before the device enters sleep mode, although this will reduce battery run time.) If the device has gone into sleep mode, you may need to hit the browser's refresh button (usually a curved arrow pointing counterclockwise) to restore control of the Cygnus. If the device has powered off entirely, you will have to re-establish the WiFi connection to the Cygnus.
3. Check to make sure you haven't lost your WiFi connection to the Cygnus. The methods to do this vary depending on your web browsing device, but most of them have a WiFi status icon somewhere on the screen. If the WiFi link has been lost, reset it. Consult the manual for your web browsing device if needed.

The tunes I want do not show up in the browser

1. First, make sure the Cygnus is connected through WiFi to the device (computer, tablet or smartphone) you are using to control it. Try playing some other tunes from the browser. If this works, proceed to the next step. If it doesn't, re-establish the WiFi connection on your control device.
2. Make sure the USB stick(s) are firmly inserted into the back of the Cygnus.
3. Make sure you have the correct USB sticks inserted in the back of the Cygnus. We recommend labeling the USB sticks with a labeler. Or you can put masking tape on them and simply write the title (i.e., "country," "Coltrane," etc.) on the tape.

The Cygnus file player responds slowly

1. This problem is usually caused by using larger USB memory sticks and/or filling them close to their limits. The more tracks the Cygnus has to scan and access, the slower it will operate. We recommend putting no

more than 200 or so tunes on each USB stick. There is no harm in using larger sticks or putting more tunes on them, but it will take Cygnus longer to scan them so the operation of the unit won't be as fast.

For more information

Your Cygnus preamplifier should give you many years of trouble-free, maintenance-free service. If you encounter any problems you cannot solve or have technical questions, please contact your Constellation Audio dealer.

For more information about Constellation Audio products, please visit our website:

www.constellationaudio.com

