

## iPort FS-2 Series FAQ

### **What are the functional differences between an FS-21 and FS-22?**

The FS-21 provides IR-control and the FS-22 adds RS-232 Serial Control.

### **Do the FS-21 and FS-22 provide a video Graphical User Interface (GUI) output to a plasma or LCD?**

No. iPort does not offer an on-screen GUI model at this time. iPort is working on GUI models for the future.

### **Do the FS-21 and FS-22 charge the iPhone, iPod touch, iPod nano, and iPod classic?**

Yes. Charging is supported on the iPhone 3G and most iPod models, except 3rd generation and older (the ones with 4 buttons across the front).

### **Are the FS-21 and FS-22 fully-compatible with the iPhone 3G and iPod touch?**

Yes. The message displayed on the iPhone stating, 'not being compatible' refers to a different accessory item, not the iPort.

### **Are the FS-21 and FS-22 supplied with Balanced Audio or Balanced Video Kits?**

No. Balanced Audio Kit (Part# 70122) or Balanced Video Kit (Part# 70123) are optional and available separately. Please note: the balanced and video Wall Plate supplied with the original FS-3, FS-4 and FS-5 are not compatible with the new FS-21 and FS-22. You will need to upgrade the older balanced Wall Plates with the new Balanced Audio and Video Kits.

### **Regarding the Balanced Audio Kit and RS-232 control, what type of phone cable needs to be connected from the control system to the Sender Wall Plate?**

A phone cable (RJ-11) with a 1-to-1 Pin connection. Many off-the-shelf cables are wired in a flip, with pin one going to pin six. The Sender Wall Plate requires a one-to-one connection, with pin one wired to pin one.

### **If I buy an FS-21, can I upgrade it to an FS-22?**

No. The new FS-2 Series is simplified, so it is important to decide upfront if you need IR control only (FS-21) or IR and RS-232 control (FS-22).

### **Are the RS-232 control modules identical for both the Original FS Series and the FS-2 Series?**

Yes. All existing control modules are compatible with both series.

### **Does the iPort EX-1 remote work with the new FS Series?**

Yes. The EX-1 is available in black (70030) and white (70032).

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### **Will the new FS-2 Series allow my iPod and iPhone to sync with iTunes?**

Yes. The USB port needs to be connected to a computer with the latest version of iTunes. A USB cable is not included with the FS-2 Series. Apple requires a USB 2.0 cable for syncing. USB 1.0 cables will not work.

### **How can I verify the RS-232 functionality of an FS-22?**

The password-protected dealer page on [www.iportmusic.com](http://www.iportmusic.com) contains the SIOM troubleshooting software and Instruction Manual to test the RS-232 connection using a computer's COM port. If you are having problems, these tools will help you quickly identify if the problem is with the FS-22 or the control system. (Please contact iPort Technical Support at (800) 582-0772 for more information.)

### **The iPod is docked in the FS-22, but the system does not respond to IR or direct control. Is there a problem with the FS-22?**

Not likely. The FS-22 is configured out-of-the-box for RS-232 control and expects to communicate with a control system. However, it can easily be re-configured for both IR and RS-232 control. (Please see FS-2 Series Instruction Manual.)

### **My customer has an FS-5 and I want to upgrade him to the new FS-22. What components will I need to accomplish this?**

You will need an FS-22 (70116), Balanced Audio Kit (70122), and Balanced Video Kit (70123). The older Balanced Wall Plate Kit from the original FS Series is not compatible with new FS-2 Series.

### **How do I change the audio output from Fixed to Variable?**

The bottom of the FS-21 and FS-22 has a Fixed/Variable switch that can be moved with a small jeweler's screwdriver or a paper clip. When using the FS-22 in serial mode, the switch should be set to 'Fixed'.

### **The RS-232 board jumper on my FS-22 has been misplaced. Can I get a replacement?**

Yes. The board jumper can be ordered through any authorized iPort dealer or distributor. The part number is 70089.

### **The supplied RS-232 cable is not long enough. How far can I lengthen it?**

You can lengthen it approximately 30 ft. (9m) unless the signal is being sent via the new Balanced Audio Kit.

### **For the Balanced Audio Kit, how far can the IR be transmitted over the CAT5 between the Wall Plates?**

It can be transmitted 250ft (76m).