

# The CityRadio – FAQ

## 1. How does the CityRadio work?

**a.** The first thing to do is to download the **CityRadio** APP from the App Store (for IOS devices) or from Google Play (for Android devices). Please select the APP on one of these stores, searching for **CityRadio** (no spaces in between).



**b.** Once the APP has been downloaded to your smartphone, turn on the CityRadio and proceed to pair it, via Bluetooth, with your smartphone (by selecting the CityRadio from the available devices). The successful association will be marked by a low acoustic signal sounded by CityRadio.

**c.** Once the association is established, open the APP on your smartphone. After a short online help screen - which appears only the first time the APP is launched - a confirmation screen for the association between APP and CityRadio will appear: the APP will start automatically, showing the CityRadio screen with the 9 default cities. At this point, you can start listening to the CityRadio, either by acting directly on the CityRadio, or by acting on the APP.

**N.B. for Android devices geolocation must be turned ON!**

## 2. Must the smartphone be connected to the Internet via WIFI or the SIM phone line?

The smartphone may be connected to the Internet either via WiFi or through your SIM line. Obviously the better the connection quality, the better the transmission quality of the CityRadio.

## 3. Once the CityRadio is connected to the smartphone, can the functions of the CityRadio be managed even without controlling the APP on my smartphone?

Of course: once it is connected to the smartphone all the functions can be managed directly on the City Radio, and the smartphone APP can be set in the background. The city can be selected by pressing the corresponding button on the front of the device. The radio will play the first of the available live radio stations present in that city's list, but it will also be possible to play any of the other stations by pressing the > and < buttons on the top of the CityRadio. A favourite station may be selected while listening to it by pressing the MEM button located on the top of the CityRadio. The preferred station is the station from which the broadcast will start again when the city is selected. All these functions can also be activated by acting only on the APP. To store your favourite station, simply select the heart icon next to the chosen station.

## 4. How do you stop transmission on the CityRadio?

There are two ways:

**a.** Simply turn off the CityRadio by pressing the POWER  button on the top. To resume the transmission, press the POWER  button again, open the APP and select the BLUETOOTH  function to re-establish the full connection between the APP and CityRadio.

**b.** Act on the APP and select the STOP  function in it. To resume the broadcasting of the CityRadio simply select the PLAY  function.

## **5. How do you select the 9 other cities from the 9 additional buttons?**

CityRadio can broadcast radio stations from 18 cities; 9 cities are offered on the CityRadio keys supplied directly on the device; 9 other cities are selectable through the 9 additional keys in the package.

To select one of the additional cities, open the APP and go back to the home screen where the front of the CityRadio is displayed. Press the CHANGE  function, select the city you want to change, choose the new city and finally press the X button. The CityRadio screen will reappear on the APP with the new configuration of the 9 buttons. Then replace the key of the city that has been changed with the newly chosen city key.

## **6. If the CityRadio is placed in a room, must the smartphone be kept close to it?**

No, it is not necessary: smartphone and CityRadio can be distant from each other, provided they are within the same home and within a certain range, which is determined by the strength of the Bluetooth signal.

## **7. Must the City Radio be connected to a power source?**

The CityRadio is supplied with a power cable to be connected to a power source; but it is also equipped with a rechargeable battery that allows it to run for 4 hours of full operation without being connected to a power source.

## **8. How long is the CityRadio battery recharge time?**

the CityRadio battery must be connected to a power source for 2 hours to be fully recharged.

## **9. What should be done if the CityRadio stops working?**

- a.** Check that the CityRadio has not turned off because it is not connected to a power source or the battery needs to be charged. Connect the City Radio to the power source again.
- b.** Check that the WiFi signal or the telephone signal of your SIM network has not been interrupted. Re-establish contact of your smartphone with the WiFi line and the signal of your SIM network.
- c.** Check that the streaming of the radio station you are listening to has not stopped. CityRadio benefits from optimized streaming flows by the best streaming flow provider in the world, but these could still be interrupted upstream, for a limited period of time, and then resume. In this case the word LOADING or BUFFERING appears on the APP, in correspondence with the selected radio station. Select another radio station and then go back to the previously chosen radio station.
- d.** Check that the Bluetooth connection between smartphone and CityRadio is not interrupted. Re-establish the Bluetooth connection between smartphone and CityRadio.

## **10. How do you re-establish the connection between smartphone and CityRadio, once CityRadio has stopped working?**

Following the occurrence of one of the 4 cases in the previous point (9), CityRadio and smartphone may lose their pairing and therefore it may be necessary to reestablish the connection again. In this case, just reopen the APP and from the home screen press the Bluetooth button to restore the complete pairing.

## **11. What should be done if some radio stations don't broadcast?**

The streaming flows of all CityRadio radio stations are optimized so their transmission reaction time is very short (2-5 seconds). This reaction time may be longer for some cities or for some of the 18 cities' radio stations, depending on variations of the streaming flow and on traffic peaks on the radio stations' servers. Some radio stations may also have permanently interrupted streaming. Palomar ensures a very frequent automatic update of all streaming flows in order to exclude radio stations that are no longer streaming and their replacement with new operating radio stations.

## **12. Can calls be made and received during the transmission of the CityRadio?**

Yes, during the transmission of radio stations, you may receive and also make calls from your smartphone. Once the call ends, the radio broadcast will automatically resume.

## **13. Can the CityRadio also be used as a normal Bluetooth speaker and play selections from the smartphone's music library?**

Of course, if CityRadio and smartphone are paired via Bluetooth, CityRadio may be used as a normal speaker. Just choose the song to listen to from the smartphone's music library and City Radio will play it automatically, without having to launch the CityRadio APP on the smartphone.

## **14. Can the CityRadio be used outside the home?**

Of course, the CityRadio can work with its own built-in battery using your smartphone's Internet connection via SIM.

## **15. Why is a known and preferred radio station missing from the list of radio stations?**

The radio stations found on the app are those which are best compatible with the CityRadio project. Probably, the radio station that you know and do not find in the list is not sufficiently performing on the web or is not available for web-radio transmission.

It may be available in the future.

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### **About Palomar**

Palomar is a design company founded in Florence in 2001. The products we design and manufacture are radically innovative for the new meanings they aspire to bring to our everyday life and experience.

**For more info about the product  
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