

## Frequently asked questions: iPod compatibility

### Introduction:

All Box Design iPod docking stations of the new „S“ series use the latest chip technology by Apple. But Apple does not guarantee a 100% backward compatibility of their new integrated circuits with older generations of their own product line-up.

Therefore changes in firmware and functionality between generations of Apple products sometimes may lead to differences in charging or issues with remote control performance of iPod, iPhone, iPad models that are no longer available. Audio performance is not limited or restricted using older Apple products, so you will get best sound quality from any generation of iPod, iPhone or iPad!

**Q:** Is there a complete compatibility list for products that are designed to work with the Dock Box S?

**A:** No, because changes in functionality of Apple iPod products may come up not only with changes in hardware, but also firmware changes can cause different behavior. Apple doesn't keep any back compatibility of the products, so older products can exhibit strange acting or it can be completely without function. This is related to revision date of Apple Authentication chip. For example: iPod Classic 6th generation works without any problem, but iPod Classic 5th generation doesn't work at all. But generally iPod 5th G was discontinued in production in 2007, so from IT point of view it was in stone age and we can't admire that it doesn't work. iPod Classic 6th G is still in production, that is why it has full Apple Authentication Chip support.

**Q:** We've noticed that the volume control on the Dock Box S Digital and Fi is different to the old Vi model. The volume control used to be inside the Dock Box, now it seems to be done inside the iPod/iPhone. Is it better than the old way, and if it is, why?

**A:** Dock Box Vi had volume control inside in the box itself, but Dock Box S Digital and Fi version have NO volume control. If you want to play music at the best possible quality level, you have to set volume control of iPod/iPhone to maximum level. iPod/iPhone has internal digital volume control (which can't be by-passed) and which is done by decreasing of bit depth. So if this is not set on maximum volume level, the quality of the sound will decrease dramatically. For example if you have volume control on 50%, then you have bit resolution on 8 bits instead of 16 bits !!! So iPod/iPhone internal volume must be always set to maximum and you have to adjust desired volume level via your amplifier

**Q:** You can still adjust the volume for the Dock Box S Digital when you are using the digital-out option. Is the volume level actually attenuated before the DAC inside the iPod?

**A:** See previous answer. iPod/iPhone are constructed in the way which doesn't allow you to by-pass internal digital volume control, so that is why volume must be always on max. It is different to the former Vi model, because when you dock an iPhone 3GS on Vi, no volume bar would appear on the touch screen; when it is docked in the new Dock Box S the volume bar appears and you can use it to adjust volume. Lowering the level means reducing bit depth, what means restrictions in sound quality!

**Q:** With my iPhone 3GS (iOS 5.0.1) is docked to Dock Box S Digital, a noise can be heard on audio output, when using remote control. Why does this happen ?

**A:** We experience a lot of noise interference on the output when using Dock Box S Digital with a certain iPhone model. In that moment iPod/iPhone recalculates bit depth (in order to increase or decrease volume level) and in that moment you can hear something strange. When you use Dock Box S Digital, you should always set iPod/iPhone volume regulator to max level. However, this only happens when music is being played. It is not audible when the music is stopped.

**Q:** Does this also occur with other Apple's iPod or iPhone models?

**A:** Up to now, no! We can only make this fault appear on the 3GS with 5.0.1. It does not appear when we use older Nano models and the iPhone 4. We checked this with Nano 4th G, Classic 6th G and iPhone 4 and they don't generate any unwanted noise. At this moment this phenomenon only appears with iPhone 3GS (iOS 5.0.1).

**Q:** Is there a possibility of exchanging a new „S“-series docking station to the former model Dock Box Vi?

**A:** Yes! When a customer that still uses older generations of Apple products and wants to have a perfectly matching docking station, your dealer will exchange on request a „S“ docking station for Dock Box Vi.