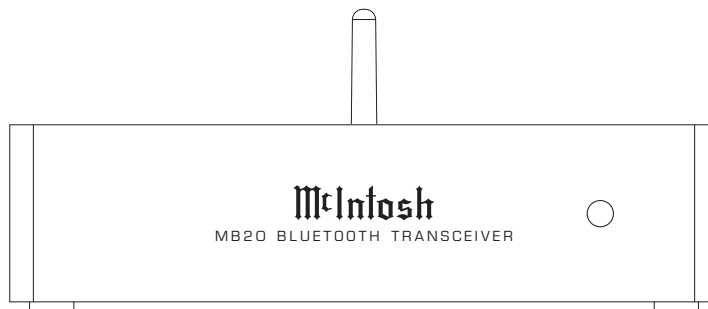




MB20

Bluetooth Transceiver
Owner's Guide



Safety First

It is a smart idea to read all the enclosed MB20 SAFETY INFORMATION even if you already know this stuff, you can't be too safe.

Here is some compliance information:

FCC Information (US Customers)

1. IMPORTANT NOTICE: DO NOT MODIFY

THIS PRODUCT

This product, when installed as indicated in the instructions contained in this manual, meets FCC requirements. Modification not expressly approved by McIntosh may void your authority, granted by the FCC, to use the product.

2. CAUTION:

- To comply with FCC RF exposure compliance requirement, separation distance of at least 20cm must be maintained between this product and all persons.
- This product and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

3. COMPLIANCE INFORMATION:

- Product Name: MB20 Bluetooth Transceiver
- Model Number: MB20
- This product contains FCC ID: BWY-MB20

McIntosh Laboratory, Inc.
2 Chambers Street
Binghamton, NY 13903
Tel. (607) 723-3512

IC Information (Canadian Customers)

1. PRODUCT:

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

2. CAUTION:

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that permitted for successful communication.

This radio transmitter (IC: 2483A-MB20) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated.

Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Antenna used by this product: MB20

Antenna Model: 380B

peak gain: 3dBi

Informations sur IC (pour les clients Canadiens)

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

RED (EN) Information

1.DECLARATION OF CONFORMITY

Our products follow the provisions of EC/EU directives:

LVD: 2014/35/EC

EMC: 2014/30/EU

RED: 2014/53/EU

ErP: EC regulation 1275/2008 and its frame work
directive 2009/125/EC

RoHS: 2011/65/EU

2. IMPORTANT NOTICE: DO NOT MODIFY

THIS PRODUCT

This product, when installed as indicated in the instructions contained in this manual, meets RED directive requirements. Modification of the product could result in hazardous Radio and EMC radiation.

3. CAUTION:

Separation distance of at least 20cm must be maintained between this product and all persons.

This product and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

Safety Information



WARNING:

Cancer and Reproductive Harm -
www.P65Warnings.ca.gov



1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not use or place near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
8. Only use attachments/accessories specified by the manufacturer including the supplied AC/DC adapter.
9. Unplug the supplied AC/DC Adapter during lightning storms or when unused for long periods of time.
10. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, the AC /DC Adapter is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
11. Do not expose this apparatus to dripping or splashing and that no objects filled with liquids, should not be placed on the equipment.
12. This equipment is supplied with AC/DC Adapter with separate power supply cord or the AC/DC Adapter plugging directly into an a.c. receptacle, they shall remain readily operable. To completely disconnect this equipment from the a.c. mains remove the AC/DC Adapter mains power supply cord from the a.c. receptacle or remove the AC/DC Adapter when it is directly plugged into the a.c. receptacle. Working temperature: 0-35°C.



This product is intended for use only with the adapter provided:
Manufacturer: GOLDEN PROFIT ELECTRON-ICS LTD.
Model: GPE-013B-050240-Z

13. WARNING: Do not expose apparatus to excessive heat such as sunshine, fire or the like. No naked flame sources such as lighted candles should be placed on the apparatus. Les piles ne doivent pas être exposées à de forte chaleur, tel qu'à la lumière du soleil, au feu ou autres choses de semblable. Aucune source de flamme nue, tel qu'une bougie, ne doit être placée sur l'appareil.
14. Rating plate is located at bottom enclosure of the apparatus. Les marquages sont inscrits en bas de l'appareil.

Statement for Class B digital device acc. to FCC 15.105 as following:

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.
- This device complies with Industry Canada licence-exempt RSS standard(s).
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

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Thank you

From all of us at McIntosh, thank you for purchasing our MB20. The MB20 Bluetooth Transceiver is a precision instrument that will provide many years of enjoyment. Please take a few moments to familiarize yourself with the features and instructions to get the maximum performance from your equipment.

If you need further technical assistance, please contact your dealer who may be more familiar with your particular setup including other brands. You can also contact McIntosh with additional questions or in the unlikely event of needing service.

McIntosh Laboratory, Inc.

2 Chambers Street

Binghamton, New York 13903

Technical Assistance Phone: (607) 723-3512

Customer Service (for repairs)

Phone: (607) 723-3515

Fax: 607-724-1917

support@mcintoshlabs.com

Website: mcintoshlabs.com

Make a Note

For future reference, you can jot down your serial number and purchase information here. We can identify your purchase from this information if the occasion should arise.

Serial Number:	
Purchase Date:	
Dealer Name:	

Introduction

The MB20 functions as a Bluetooth receiver or as a Bluetooth Transmitter. The MB20 has been designed to provide a superior Bluetooth connection to equipment that lacks Bluetooth connectivity. The MB20 is a Class 1 Bluetooth device with a transmission range ten times that of a typical Class 2 Bluetooth device (such as most cell phones.) As a receiver, the MB20 employs an extremely sensitive receiver for better reception even from Class 2

devices.

Class 1 Bluetooth transmission has a range up to ten times that of Class 2 devices. Class 1 operation can typically be 150 feet (45.7 meters) in ideal conditions with mobile devices. Actual range of Bluetooth Class 1 technology may be affected by physical obstacles as well as the performance of devices with which the MB20 is intended to connect, particularly Class 2 devices. Think of this measure as a point of comparison since the world is not always ideal. As a receiver, the maximum range is determined by the capabilities of both paired devices.

Internal sampling and bit shifting, which can be thought of as sophisticated up-sampling, will enable all digital processing to occur and the highest available speed and resolution. The MB20's internal DAC processing at 192 kHz is the gentlest way of filtering the audio signal. The digital output will be at 96 kHz for wider compatibility with other DACs.

Bluetooth Transmit and Receive support aptX HD for improved sound quality. Plus aptX™ Low Latency audio improves end-to-end speed of audio transmission to keep the sound in sync with the screen. Using two MB20, one

as a receiver and the other as a transmitter, provides full wireless aptX HD code and decode bridge.

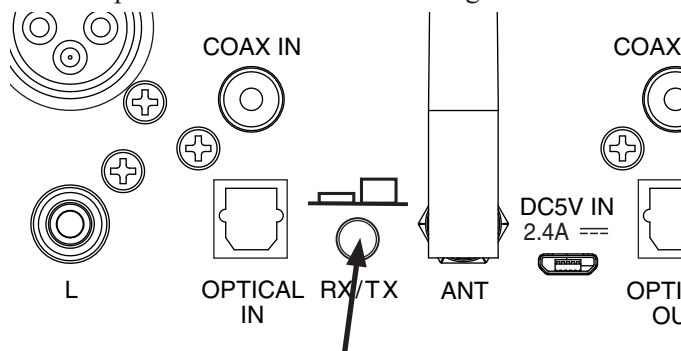


Figure 1– RX/TX Button

Receiver or Transmitter

The MB20 can be either a Receiver (RX) or Transmitter (TX). It can switch between these two modes, but it can only be one of these at a time.

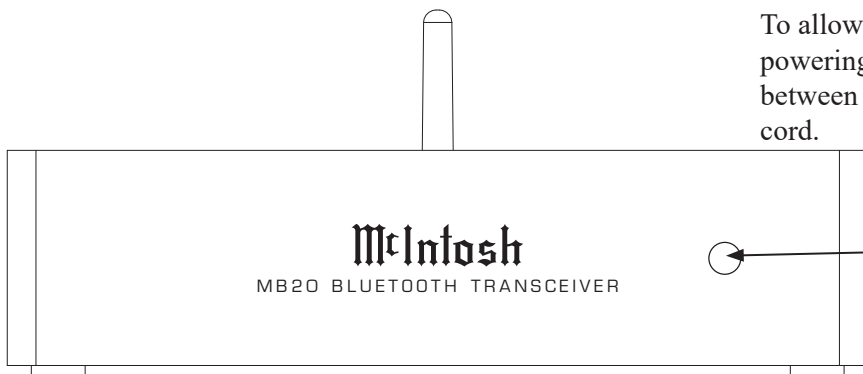
Set the MB20 to the desired mode, either RX or TX, by pushing the RX/TX Button located on the rear of the unit. See Figure 1. When the RX/TX Button is depressed (pushed in), the MB20 is in Receive Mode. When the



button is in the released position, the MB20 is in Transmitter Mode. Pushing the RX/TX button will toggle between these two modes.

RX/TX Button	MB20 Mode
In	Bluetooth Receiver
Out	Bluetooth Transmitter

MB20 Front View



Front Panel Button

White- Standby
Blue- Bluetooth Receiver Mode
Green- Bluetooth Transmitter Mode
Flashing (Blue or Green)- Discovery Mode

Power the MB20

Use the supplied AC/DC adapter with the included USB cable to power the MB20. You may be tempted to plug the USB cable into a computer. This will not supply enough power for the MB20 to function properly.

The DC input labeled DC 5V IN can be found next to the antenna connection in “Figure 3– MB20 Rear View” on page 7.

To allow the MB20 to properly reset when powering off and on, please allow 5 to 10 seconds between removing and re-inserting the power cord.

Figure 2– MB20 Front View

MB20 Rear View

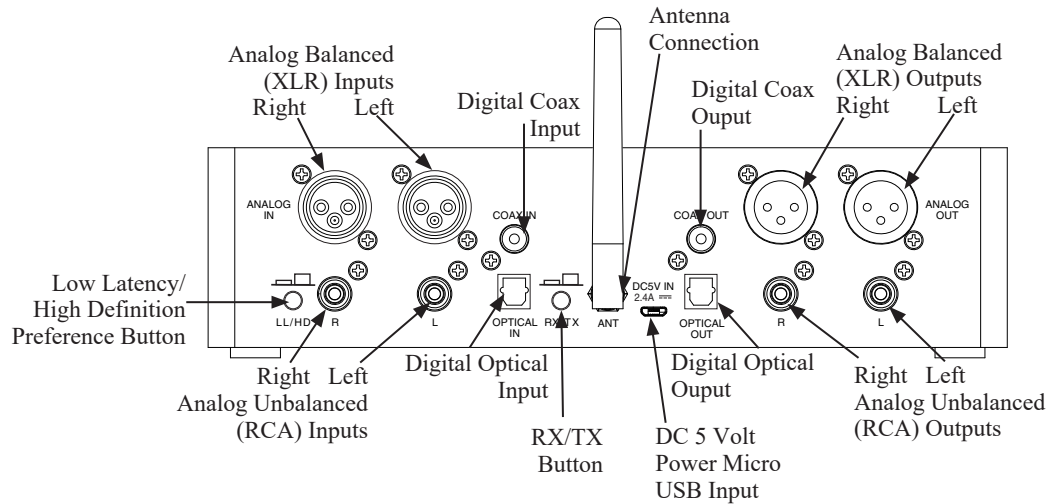


Figure 3— MB20 Rear View



Attach the Antenna

Attach the included Bluetooth Antenna to the ANT Connection in the center of the rear panel of the MB20. (See Figure 3 on page 7.) Tighten the brass nut at the base of the Antenna until finger tight.

Transmitter Mode

In the Transmitter Mode (TX), the MB20 will take a signal from one of the inputs:

- Analog Balanced (XLR)
- Analog Unbalanced (RCA)
- Digital Coax
- Digital Optical

and send (transmit) the signal to a Bluetooth connected device.

The Front Panel Button will glow Green in Transmitter Mode.

To Power On, press and hold the Front Panel Button for two seconds. The MB20 will automatically search for the last paired device. After one minute, the MB20 enters

Discovery Mode. It will stay in Discovery Mode for 15 minutes.

The MB20 will pair a previously paired device while in Discovery Mode or pair with a new device that is also in Discovery Mode.

After 15 minutes in Discovery Mode, if no pairing occurs, the MB20 will power off.

If the MB20 has not been previously paired (or the pairing list has been erased), the unit will more quickly (10 seconds) enter Discovery Mode.

Discovery Mode is indicated by a the Front Panel Button flashing green (single blink on and off).

Since you may not be able to see a list of discoverable Bluetooth Devices to choose from on the device you are trying to connect to the MB20, it is helpful to not have any other discoverable devices competing with the MB20 when trying to pair. The process of pairing will happen automatically.

When the MB20 pairs with another device, the Front Panel Button will be solid green (no longer blinking). When connected, the MB20 will send input to the paired

device via Bluetooth.

When powered on, the MB20 will attempt to pair with the last paired device for one minute. If that device is unavailable, the MB20 will enter Discovery Mode.

Should the MB20 experience a brief power interruption during operation, confirm that all volume settings are as expected before using connected devices such as headphones.

Low Latency/High Definition Preference Button sets a preference for either Low Latency or High Definition connections when the MB20 is in Transmitter mode. Since a receiver (such as a speaker) may not support both protocols, the MB20 will use the available protocol. If both protocols are available on the receiver this button will set the preference of which to use,

Low Latency may be a desirable preference for video viewing to better sync video and audio.

Button Position	aptX Protocol Preference
In	Low Latency
Out	High Definition

Receiver Mode

In the Receiver Mode (RX), the MB20 will send a received Bluetooth signal to ALL these outputs:

- Analog Balanced (XLR)
- Analog Unbalanced (RCA)
- Digital Coax
- Digital Optical

The Front Panel Button will glow Blue in Receiver Mode.

To pair the MB20 to receive from your device:

- RX/TX Button should be in the receive (RX) position (depressed)
- Power On the MB20. Front Panel Button will glow blue. It will begin to blink (single blink on and off) when in pairing mode
- On the device you wish to connect to the MB20, scan for Available Devices. The MB20 will be listed as “MB20”
- Choose MB20. If asked “Pair with MB20?”, choose OK



- MB20 should be connected for Audio. When successfully paired the Front Panel Button will display as solid blue. Unsuccessful pairing will display as solid white

You can use the Bluetooth menu of your connected device to connect and disconnect the MB20.

Clearing and Resetting



To reset the MB20 and clear the pairing list:

- Press and hold the Front Panel Button for 10 seconds
- The LED of the Front Panel Button will blink, pause and then double blink when reset. Release the Button
- Pull out DC USB Power Connector from the rear of MB20 for 10 seconds and then replace

Packing the MB20

When shipping the MB20, it is highly recommended that the unit be packed as it was originally shipped to avoid damage. For this reason, you may wish to save the original box and packing material for your MB20. If you need any of the packing material, you can contact McIntosh Customer Service. Use only packing material that is in good condition and replace any material that has seen better days.

License Information

Trademark Logo	License Information
	The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by McIntosh Group, Inc. is under license. Other trademarks and trade names are those of their respective owners.
	Qualcomm® aptX™ is a product of Qualcomm Technologies, Inc. and/or its subsidiaries. Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries. aptX is a trademark of Qualcomm Technologies International, Ltd., registered in the United States and other countries.

Technical Specifications

Bluetooth Version

Bluetooth 5.0

Supported Protocols

A2DP, SBC, AAC, aptX, aptX Low Latency, aptX HD

Digital Input

up to 192kHz 24-bit

Digital Output

96 kHz 24-bit

Analog Input and Output

2.5 Vrms maximum

Dimensions

Width is 9.45 inches (24cm)

antenna adds 1.35 inches (3.43cm)

Depth is 3.94 inches (10.01cm)

Height is 2.375 inches (6.03cm)

with feet 2.5 inches (6.35cm)

Shipping Carton Dimensions

Width is 12 inches (30.48cm)

Depth is 8 inches (20.32cm)

Height is 4 inches (10.16cm)

Weight

2.5 pounds (1.2 kg) net, 3.5 pounds (1.6 kg) in shipping carton

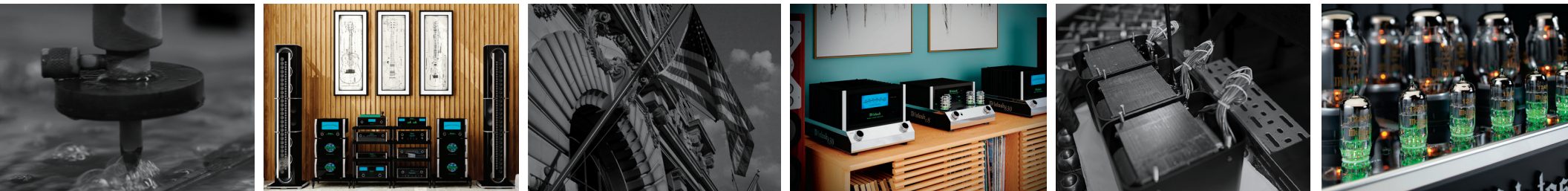


The continuous improvement of its products is the policy of McIntosh Laboratory Incorporated who reserve the right to improve design without notice. Printed in the U.S.A.

MB20 bluetooth transceiver

- The MB20 Bluetooth Transceiver is an easy and simple solution to add McIntosh quality Bluetooth streaming capabilities to virtually any McIntosh (or non-McIntosh) home audio system of any era.
- Quickly turn a vintage McIntosh system into a modern home music system capable of playing the digital music stored on your phone, in your cloud accounts, or from your preferred streaming services.
- A small (its footprint not much bigger than a smartphone), stand-alone, complete Bluetooth streaming solution that does not require any third-party apps to use.
- As a transmitter/receiver, the MB20 has been designed to provide a superior Bluetooth connection to audio equipment that lacks Bluetooth connectivity and has been engineered as a Class 1 Bluetooth device.
- As a Receiver, the MB20 employs an extremely sensitive receiver for better reception even from Class 2 devices. As a Transmitter, it has a range 10x greater than that of a typical Class 2 Bluetooth device.
- Includes balanced analog inputs and outputs, making it one of the only Bluetooth transmitter/receivers to offer these superior audio connections that help deliver top-quality audio performance. Also includes digital inputs and outputs.
- Uses Bluetooth® 5.0 with support for both the high bitrate Advanced Audio Coding (AAC) standard as well as Qualcomm® aptX™ HD for hi res audio playback. Also features Qualcomm aptX Low Latency.

Phone not included.



Stream to a McIntosh of Any Era.

McIntosh®

LEGENDARY PERFORMANCE®

www.mcintoshlabs.com

MB20 bluetooth transceiver

Frequency Response:

+/-0.5dB from 20Hz to 20kHz

Total Harmonic Distortion:

0.005%

Digital Input Sample Rate:

Up to 24-Bit/192kHz

Digital Output Format:

24-Bit/96kHz

Inputs:

- 1 Balanced
- 1 Unbalanced
- 1 Coax
- 1 Optical

Outputs:

- 1 Balanced
- 1 Unbalanced
- 1 Coax
- 1 Optical

Overall Dimensions (W x H x D):

9-29/64" (24cm) x 2-1/2" (6.35cm) (antenna
in upright position adds additional 1-3/8"
(3.43cm)) x 3-15/16" (10.01cm)

Weight:

2.5 lbs (1.2 kg) net,
3.5 lbs (1.6 kg) in shipping carton

For the Consumer's Protection:

In order to ensure the highest level of customer satisfaction, new McIntosh products may only be purchased from an Authorized McIntosh Dealer; and, with certain limited exceptions may only be purchased over-the-counter or delivered and installed by the Authorized McIntosh Dealer. McIntosh does not warrant, in any way, products that are purchased from anyone who is not an Authorized McIntosh Dealer, or that have had their serial numbers altered or defaced.



MB20 Bluetooth Transceiver shown with McIntosh system comprised of MC2205 Stereo Power Amplifier (1975 - 1981), C33 Stereo Preamplifier (1981 - 1986), MCD7005 Compact Disc Player (1987 - 1988), and ML-1C Loudspeakers (1970 - 1977).

Companion Products

The MB20 may be added to any system where the ability to stream music is desired. Your Authorized Dealer can provide additional information on other McIntosh products. To learn more, please call us at 1.800.538.6576.

McIntosh®

LEGENDARY PERFORMANCE®

www.mcintoshlabs.com



PORTABLE PRODUCTS ONE YEAR LIMITED WARRANTY

Welcome to the family of McIntosh owners. This is the Warranty for your new McIntosh Portable Product (the "Product"). Your Product has been designed to give many years of trouble-free performance. Nonetheless, failures do sometimes occur even with equipment as well-built as McIntosh's. Therefore, please read this Warranty carefully, because it contains rights, as well as limitations, exclusions, and obligations, which in the event of such a failure may be very important to you. If after reading it thoroughly, you have any questions about the Warranty, please do not hesitate to write or telephone McIntosh at the address or phone number shown on the back of this warranty. Please note that this is the only Warranty which McIntosh

provides for your Product, and that no one, including your dealer, has any authority to either modify or expand upon this Warranty. If your dealer has offered or made any warranties or representations concerning the Product which differ from those contained in this Warranty, they are strictly between you and the dealer, and will neither be binding upon McIntosh nor change any of the provisions in this Warranty. Please also note, that if your Product ever does require Warranty service, obtaining such service will be much easier if you have completed and returned the enclosed Warranty Registration Card. So please take a minute to fill out and return the Registration Card now, before you become too distracted by the great sounds coming from your new McIntosh Product!

Scope and Duration of Warranty

Subject to the terms and conditions stated below, McIntosh Laboratory, Inc. ("McIntosh") warrants to the original owner that this Product shall be free from defects in workmanship or materials for a term of one (1) years from the date when it was purchased from an Authorized McIntosh Dealer.

Limitations on Persons and Products Covered by this Warranty

This Warranty and all rights provided here under are limited to the original owner. In the event that the original owner transfers ownership of the Product prior to expiration of the one-(1) year term, this Warranty shall terminate in its entirety upon the date of such transfer. In addition, McIntosh does not warrant in any way Products which are purchased from anyone who is not an Authorized McIntosh Dealer, or which have had their Serial Numbers altered or defaced. Therefore this Warranty is void and inapplicable if this Product has been purchased from someone other than an Authorized McIntosh Dealer, or has had its original Serial Numbers altered or defaced.

Geographical Limitations

This Warranty has been included with a McIntosh Product that is designed, intended to be sold and used only within the United States and Canada. Accordingly, this Warranty only applies to Products which are purchased in the United States or Canada, and only applies while such Products are used in the United States or Canada. Products purchased outside the United States or Canada, and failures occurring outside the United States or Canada, are not covered by this Warranty.

Limitations on Non-McIntosh-Provided Services

Certain McIntosh Products are designed to employ non-McIntosh-provided services (such as, by way of example only, Amazon Cloud, Pandora, etc.), some of which require separate customer subscriptions and some of which do not, as part of the Products' functionality. Because McIntosh cannot control the providers of such services or the services themselves, the owner of the Product therefore assumes all risks related to the use of services provided by anyone other than McIntosh itself. McIntosh cannot and does not warrant against, and shall have no liability of any kind for any of the following that are attributable to non-McIntosh providers or services: (i) interruption, discontinuance, or other unsatisfactory performance of service; (ii) reduced Product functionality that is so attributable; or (iii) any other loss or damage of any kind that is so attributable.

What McIntosh will do under the Warranty

In the event of any defect covered by this Warranty, McIntosh shall without charge provide all parts, materials, and labor necessary to restore the Product to its original specifications. After repair, McIntosh shall return the Product to its owner at the owner's expense. In the alternative, McIntosh may at its sole option either replace the Product without charge, or if replacement is not commercially practicable or repair or replacement cannot be accomplished within a reasonable time, McIntosh may refund the purchase price of the Product, subject where appropriate to reasonable depreciation for actual use in accordance with applicable laws, in full satisfaction of its warranty obligations. McIntosh or its Authorized Service Agency will undertake to complete the repair and return of the Product as soon as circumstances permit, unless prevented by causes beyond their reasonable control.

Limitations on McIntosh's Obligations under the Warranty

McIntosh's sole Obligation under this Warranty shall be to repair or replace the Product, or at its option refund the purchase price, as provided for hereinabove. McIntosh does not warrant against, nor shall it be liable for, any of the following: shipping expenses either to or from McIntosh or its Authorized Service Agency; loss of use; property damage of any kind; or other incidental or consequential damages or losses of any kind.

Note: Some states do not allow exclusion or limitation of consequential damages, so the foregoing exclusions may not apply to you.

Parts and Occurrences that are not Covered by the Warranty

This Warranty does not cover any of the following: (a) enclosure and display panels, trim, accessories included with the product, all parts of the product that have body contact or other appearance items (except where they are defective at the time of original sale and the Product or defective accessories are delivered for repair within the first thirty (30) days thereafter); (b) batteries, or damage to the Product caused by failure of batteries; (c) (d) loss of, or damage or corruption to, digital data, files, or other information content of any kind, regardless of cause; (e) failures arising from accident, catastrophe, misuse, neglect, or failure to properly connect and operate the Product in accordance with the accompanying instructions; (f) failures arising from improper operation installation or removal of the Product; or (g) failures arising from any tampering, alteration, or damage to the Product or attempted servicing of the Product by anyone other than McIntosh or an Authorized McIntosh Service Agency; and McIntosh shall have no liability or obligation of any kind with respect to any of the foregoing types of failures.

What the Owner must do to obtain service under this Warranty

To obtain service under this Warranty, deliver or ship the Product to McIntosh at the address below, or to an Authorized McIntosh Service Agency, properly packaged, prepaid, and insured at the owner's expense. In addition, the owner must provide evidence that the Product is at the

time of delivery within the scope of his Warranty, by either having completed and submitted to McIntosh on a timely basis the accompanying Warranty Registration Card, or by including the original sales receipt (photocopies are not acceptable) with the Product when it is delivered for repair.

What the Owner must Pay For

As noted above, the owner must pay any expenses for delivery of the Product to McIntosh or the Authorized McIntosh Service Agency. Upon return of the Product to the owner following repair, it shall be the owner's responsibility to pay for the shipping charges incurred in return of the Product. In addition, it shall be the owner's obligation to pay for any repairs made to any Product for which the owner has neither completed and submitted the Warranty Registration Card at the time of purchase nor included the original sales receipt with the Product when delivered for service, at McIntosh's or its Authorized Service Agency's then-current repair rates.

How to learn where the nearest Authorized McIntosh Service Agency is, or obtain answers to other questions concerning this Warranty

In order to learn the name and address of the nearest Authorized McIntosh Service Agency, obtain instructions for shipment of a covered Product to McIntosh, or obtain the answers to any other questions you may have concerning this Warranty, you may telephone McIntosh's Customer Service Department between the hours of 9:00 a.m. and 4:30 p.m. Eastern Time, Monday through Friday, at 888-979-3737 (607-723-3512) or write to McIntosh at 2 Chambers Street, Binghamton, New York 13903-2699, Attention: Customer Service Department or visit the "Contact Us" area of the McIntosh Web Site at www.mcintoshlabs.com.

Note: This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Share your System with us



Without customers who demand excellence, technological innovation and reliability McIntosh could not exist. Throughout its history, McIntosh products have been built to a standard not a price. McIntosh owners the world over always describe McIntosh products with one word: "Quality".

We want you to share your McIntosh story and experience with us and with your fellow McIntosh owners.

McIntosh has prepared a place on our website for you to share your system with the McIntosh community.

Email two images of your system no larger than 600X400 pixels at 72 dpi, along with a 100 word description of your system to:

mymcintosh@mcintoshlabs.com.

Tell us about yourself and your McIntosh. We look forward to hearing about your experience.





Developing new products and services that are relevant to McIntosh owners is an important goal at McIntosh. To help us with this goal please take a moment to fill out this survey. Please be assured that your answers are strictly confidential and will be used with other respondents to form a better composite

picture of our customers and their needs.

Thank you for your cooperation and we look forward to continue developing exciting new products for your home entertainment systems.

PLEASE PRINT

Name: _____
Last _____
First _____ Middle Initial _____

Street: _____ Apt# _____

City: _____

State: _____ Zip: _____

Email: _____

Model no: _____ Serial no: _____

Date Purchased: _____

Dealer Purchased from: _____

DO NOT DETACH →

1. What publications do you regularly read?

1-1 ☐ Wall Street Journal

1-3 ☐ Departures

1-5 ☐ Wine Spectator

1-7 ☐ Home Theater

1-9 ☐ Other (please specify) _____

1-2 ☐ Forbes

1-4 ☐ Robb Report

1-6 ☐ Stereophile

1-8 ☐ Sound and Vision

2. What websites do you visit regularly?

2-1 _____ 2-2 _____

2-3 _____ 2-4 _____

3. What hobbies do you participate in?

3-1 ☐ Winemaking

3-2 ☐ Fine Dining

3-3 ☐ Audio/Home Entertainment/Music

3-4 ☐ Gardening

3-5 ☐ Cooking

3-6 ☐ Photography

3-7 ☐ Painting

3-8 ☐ Hunting/Fishing

3-9 ☐ _____

4. What types of music do you listen to?

4-1 ☐ Rock

4-2 ☐ Classical

4-3 ☐ Folk

4-4 ☐ Easy Listening

4-5 ☐ Jazz

4-6 ☐ Country

4-7 ☐ Blues

4-8 ☐ Rap/Hip Hop

4-9 ☐ _____

5. In a few short words, describe what the McIntosh name means to you.

6. In your opinion what sets McIntosh apart from the competition?

7. Where did you first learn about McIntosh products?

7-1 ☐ Friend

7-2 ☐ Salesperson

7-3 ☐ Advertising

7-4 ☐ Web Site (please specify) _____

7-5 ☐ Other (please specify) _____

8. How long have you been a McIntosh owner?

8-1 ☐ 0-5 years

8-2 ☐ 5-10 years

8-3 ☐ 10-20 years

8-4 ☐ 20+ years

9. What other McIntosh products do you own?

10. Prior to purchasing your audio-video products, from what sources did you get information?

10-1 ☐ Internet

10-2 ☐ Friend

10-3 ☐ Magazine

10-4 ☐ Other (please specify) _____

11. What was the name of the dealer you purchased this piece from?

12. Rate the dealer on the following (1 being least, 5 being most).

Courteous:

12-1 ☐ 1

12-2 ☐ 2

12-3 ☐ 3

12-4 ☐ 4

12-5 ☐ 5

Knowledge about McIntosh:

12-6 ☐ 1

12-7 ☐ 2

12-8 ☐ 3

12-9 ☐ 4

12-10 ☐ 5

Quality of Product Demonstration:

12-11 ☐ 1

12-12 ☐ 2

12-13 ☐ 3

12-14 ☐ 4

12-15 ☐ 5

13. What additional McIntosh components would you buy in the future?

13-1 ☐ Loudspeakers

13-2 ☐ Amplifiers

13-3 ☐ CD player

13-4 ☐ DVD player

13-5 ☐ Music servers

13-6 ☐ Preamplifiers

13-7 ☐ A/V Control Centers

13-8 ☐ Tuners

13-9 ☐ Turntable

14. How satisfied were you with the quality of the information on the McIntosh website?

14-1 ☐ Not satisfied

14-2 ☐ Somewhat satisfied

14-3 ☐ Satisfied

14-4 ☐ Very Satisfied

15. How would you improve the McIntosh website?

16. How willing would you be to recommend McIntosh to your closest friends?

16-1 ☐ Not willing

16-2 ☐ Somewhat willing

16-3 ☐ Willing

16-4 ☐ Very Willing

17. How can McIntosh better serve you?

18. What suggestions do you have that would improve the McIntosh product line?

19. Are you Male or Female?

19-1 ☐ Male 19-2 ☐ Female

20. What is your marital status?

20-1 ☐ Married 20-2 ☐ Single 20-3 ☐ Separated or Divorced 20-4 ☐ Widowed

21. What is your age?

22-1 ☐ Under 30 22-2 ☐ 30-40 22-3 ☐ 40-50 22-4 ☐ 50-60
22-5 ☐ 60-70 22-6 ☐ Over 70

22. What is the highest level of formal education you have attained?

23-1 ☐ Grade school 23-2 ☐ High school 23-3 ☐ Two year college degree
23-4 ☐ Four year college degree 23-5 ☐ Masters degree 23-6 ☐ PhD
23-7 ☐ Law school 23-8 ☐ Medical School

23. In what type of business or profession are you engaged?

24-1 ☐ Education 24-2 ☐ Construction 24-3 ☐ Sales/Marketing
24-4 ☐ Financial Services 24-5 ☐ Manufacturing 24-6 ☐ Engineering
24-7 ☐ Medical 24-8 ☐ Retired 24-9 ☐ _____

24. What is (was, if you are retired) your title or position?

25-1 ☐ Executive 25-2 ☐ Manager 25-3 ☐ Business Owner 25-4 ☐ Teacher
25-5 ☐ Doctor 25-6 ☐ Dentist 25-7 ☐ Lawyer 25-8 ☐ _____

25. What is your household's approximate total annual income before taxes?

26-1 ☐ Under \$50,000 26-2 ☐ \$50,000 - \$74,999 26-3 ☐ \$75,000 - \$99,999
26-4 ☐ \$100,000 - \$199,999 26-5 ☐ \$200,000 - \$299,999 26-6 ☐ \$300,000 - \$399,999
26-7 ☐ Over \$400,000



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