371

NETWORK PLAYER / INTEGRATED AMPLIFIER

MOON
by SIMAUDIO

Contents

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safety guide

WARNING: Chemical Burn Hazard | Do not ingest the batteries.
The remote control supplied with this product contains batteries, which, if swallowed, could cause severe internal burns within two hours and lead to death. Keep new and used batteries away from children. Keep exposed batteries away from children. If you have reason to believe that batteries have been inserted into the body, seek medical attention. If the battery compartment does not close securely, stop using the remote control and contact support@simaudio.com.

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 block ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near heat sources such as radiators, heat registers, stoves or another apparatus that generate heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for safety. If the provided plug does not fit into the outlet, consult an electrician to replace the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus. Unplug mains cord during transportation.
11. Only use attachments and accessories specified by the manufacturer.
12. The apparatus is heavy and requires two people to lift it. Exercise caution when maneuvering.
13. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip over.
14. Unplug this apparatus during lightning storms or when unused for long periods of time.
15. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way such as when the power cord has been damaged; liquid has been spilled or objects have fallen into the apparatus; or the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
16. No naked flame sources, such as candles, should be placed on the apparatus.
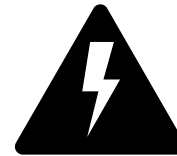
WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.

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The lightning flash with the arrowhead symbol, 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 electric shock to persons.

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

Marking by the "CE" symbol (shown right) indicates compliance of this device with the EMC (Electromagnetic Compatibility) and LVD (Low Voltage Directive) standards of the European Community.

Waste from Electrical and Electronic Equipment (WEEE): This equipment must be sent to a separate collection facility for the recovery and recycling of electrical and electronic waste wherever dedicated facilities exist. WEEE regulations aim to contribute to sustainable production and consumption, addressing environmental and other issues caused by the growing number of discarded electronics. The symbol for the separate collection of electrical and electronic equipment indicates that this product should not be discarded as unsorted waste.

FCC: This device is equipped with the MiND Music Streamer module. This device contains Transmitter Module FCC ID: 2AJYB-S810. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) this device must accept any interference received, including interference that may cause undesired operation.

The Spotify Software is subject to third party licenses found here: https://www.spotify.com/connect/third-party-licenses.

Apple, AirPlay, iPad, iPhone, and Siri are trademarks of Apple Inc., registered in the U.S. and other countries. Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

MQA technology requires less network bandwidth to stream high-quality audio files. This product implements the technology under license from MQA Limited. For more information about MQA, please visit: mqalabs.com.

1. ALWAYS disconnect your entire system from the AC mains before connecting or disconnecting any cables, or when cleaning any component. To completely disconnect this apparatus from the AC mains, use the rocker switch on the rear panel or disconnect the power supply cable from the AC receptacle.

2. The unit must be terminated with a three-conductor AC mains power cord, which includes an earth ground connection. To prevent shock hazard, all three connections must ALWAYS be used. Connect the unit only to an AC source of the proper voltage; both the shipping box and rear panel serial number label will indicate the correct voltage. Use of any other voltage will likely damage the unit and void the warranty.

3. ALWAYS connect the unit only to an AC source of the appropriate voltage. Both the shipping box and rear panel serial number label indicate the correct voltage. Incorrect voltage could damage the unit and void the warranty.

4. AC extension cords are NOT recommended for use with this product. The mains plug of the power supply cord shall remain readily accessible.

5. NEVER use flammable or combustible chemicals for cleaning audio components.

6. NEVER operate the unit with any covers removed. There are no user-serviceable parts inside. An open unit, especially if it is still connected to an AC source, presents a potentially lethal shock hazard. Refer all questions to authorized service personnel only.

7. NEVER wet the inside of the unit with any liquid. If a liquid substance does enter your unit, immediately disconnect it from the AC mains and take it to your MOON Partner for a complete check-up.

8. NEVER spill or pour liquids directly onto the unit.

9. NEVER block air flow through ventilation slots or heatsinks.

10. NEVER bypass any fuse.

11. NEVER replace a fuse with a value or type other than those specified.

12. NEVER attempt to repair the unit. If a problem occurs, contact a MOON Partner.

13. NEVER expose the unit to extremely high or low temperatures.

14. NEVER operate the unit in an explosive atmosphere.

15. ALWAYS keep electrical equipment out of reach of children.

16. ALWAYS unplug sensitive electronic equipment during lightning storms.

17. WARNING: Do not expose batteries or battery pack to excessive heat such as sunshine, or fire or the like.

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Let the music guide you

The Compass Collection from MOON is more than a mere line of products. It's not even just a promise of exceptional quality and style. The Compass Collection is an excuse to dream; a conceptual offering to ambitious individuals who deserve the finest home listening experience imaginable.

Envisioned for the music lovers of tomorrow and crafted for the audiophiles of today, the Compass is your way forward, a gateway to the MOON universe—engineered for outstanding performance and lasting reliability, and drawing inspiration from the acclaimed North Collection. The Compass Collection harmonizes modern aesthetics with timeless sophistication. Sleek, elegant lines and minimalist design combine with discreet, intelligent features and an intuitive interface to convey a striking appearance, elevating and refining the listening environment.

Every note and beat resonate with unprecedented clarity to transform casual listeners into passionate connoisseurs.

Let the music guide you on your journey with the Compass Collection.

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Before setting out...

inspect your MOON 371

Carefully remove the unit from its packaging. Visually inspect it, and in the case of damage, report it to your MOON retailer immediately.

The packaging materials were designed to protect this product while in transit. Store these materials in a dry location for the duration of the warranty period.

The information contained in this guide is subject to change without notice. The most recent version is available at simaudio.com/guides-downloads.

The MOON 371 includes:

- MOON CRM-4 remote control
  - battery compartment token
  - carrying pouch
- AAA batteries (2)
- quick-start guide
- power cable
- ethernet cable
- warranty information sheet

Note the serial number of your MOON 371 for future reference.

install your MOON 371

Carefully consider the location and environment of your installation.

Set the 371 upon an open, stable, and flat surface. The device requires sufficient space above and around it to adequately disperse the heat it generates. Maintain a minimum gap of 5 cm (2") around the sides and 10 cm (4") above of the unit to enable airflow.

The performance of this device will continue to improve during the first 100 hours of listening. The spirit of this recommendation is to temper expectations and delay your first critical listening session until after all the components in the circuit have stabilized. But that doesn't mean you can't enjoy it from the very first note. It just means that it'll behave most consistently after a few weeks of listening.

Explore the MOON 371

front panel
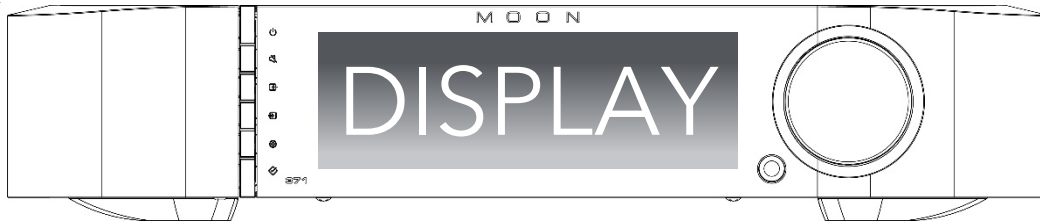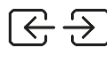

⏻ **Standby:** toggles the 371 between active and inactive modes when the device is powered on

◁ **Mute:** cuts or restores the audio signal to all outputs

> *Adjusting the volume also restores muted audio.*

⇤ ⇥ **Input:** cycles through available inputs

⚙ **Setup:** accesses the extensive configuration menu to personalize the device

◇ **OK:** selects or confirms on-screen prompts

Volume: adjusts volume and interfaces with the configuration menu

Rotating the knob adjusts the volume in 1.0 dB increments between 0 and 30, and in 0.5 dB increments between 30 and 80.
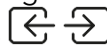
The display provides useful feedback about the state of the device. It identifies the active input and volume of the preamplifier and the sample rate of the DAC. On the MiND input, it can identify the stream.

Setup menu

navigating

- Use the volume knob to scroll through the options.
- Use ◇ to confirm a selection or ⚙ to cancel it.

entering text

- Use the volume knob to scroll through characters.
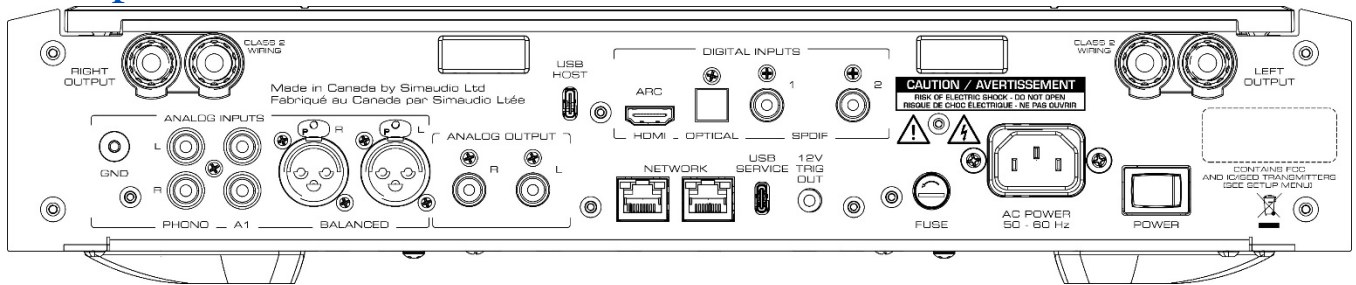- Use ⇤ ⇥ to move the cursor.
- Use ◇ to register the text.

◎ **Headphones:** ¼" TRS (stereo) output

> *Connecting headphones automatically mutes the loudspeaker outputs.*

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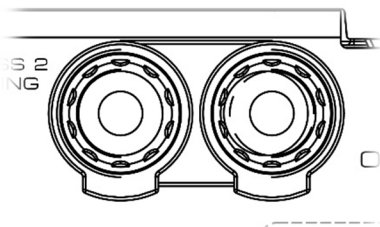
rear panel

RIGHT OUTPUT & LEFT OUTPUT: binding posts for connecting loudspeakers

Insert banana pins through the holes in the extremities of the barrels or unscrew the barrels to expose a gap underneath for spades or bare wire contacts.

USB HOST: USB (type-C) connection for a storage drive to playback files using the MiND Controller

Compatibility is not guaranteed with every brand and model of USB drive, nor with every file system. For the best performance and navigation experience, use a DLNA server on a UPnP device to share the files over a network.

DIGITAL INPUTS

- **HDMI ARC**: HDMI (2.0b) connection for PCM audio input from an ARC-enabled TV
- **OPTICAL**: optical (TOSLINK) connections for two-channel digital PCM source devices
- **SPDIF**: coaxial (RCA) connections for two-channel digital PCM source devices

ANALOG INPUTS

- **GND**: terminal to ground a turntable
- **PHONO**: single-ended (RCA) connections for accommodating moving-magnet (MM) and moving-coil (MC) phono cartridges
- **A1**: single-ended (RCA) connections for a line-level analog source device
- **BALANCED**: differential (XLR) connections for balanced analog line-level source devices

ANALOG OUTPUT: variable-volume output for use as a preamplifier to connect the 371 to power amplifiers, subwoofers, or active loudspeakers

NETWORK: network (RJ-45) connections for ethernet cables…

- to connect the device to a network router
- to extend the network to an additional device (*eg*, NAS device or TV)
- to join a MOONLink Group with compatible MOON products

USB SERVICE: for use only by authorized service technicians

12V TRIG OUT: mini-jack (TS) connection for coupling a compatible power amplifier to synchronize Standby behaviours

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FUSE: magazine containing a power supply fuse

Please appreciate that while some users may report improvements in the performance of their audio equipment when original parts are replaced with after market parts, MOON cannot guarantee the proper functioning of its products under such conditions. Our engineers have ensured that the original fuse should protect your device from catching fire due to electrical calamities. All security, quality, and performance testing, as well as standards certification, is performed with specific components, and any modification from the original design may void its warranty.

AC POWER: for connecting the power cable

POWER: switch for toggling the device on [–] and off [O]

With the power switch on, the unit may be toggled into and out of Standby using the ⏻ button on the front panel, a remote control, the mobile app, or by MOONLink.

The unit may require up to a minute to connect to the network. For best performance, the device should remain powered up and may be toggled into Standby when not in use. It should be powered down during extended absences by disconnecting the power cable.

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Begin your journey

Consult the included quick-start guide. Then, follow these steps to connect your 371.

1. Connect the RIGHT OUTPUT and LEFT OUTPUT terminals on the rear panel of the amplifier to the corresponding terminals (positive [+] with red and negative [–] with black) on your loudspeakers.
2. *Skip this step for wireless connections.*
   Connect an ethernet cable between the 371 and a network router or switch.
3. To play external audio sources—like a TV or CD player—through your 371, connect them to the INPUTS. You may connect up to three analog sources to the ANALOG INPUTS and up to four digital sources to the DIGITAL INPUTS using the appropriate interconnect cables for each device.
4. Connect the supplied power cable between the 371 and an electrical outlet.
5. Toggle the POWER rocker switch to the On [–] position.
6. After the button icons stop pulsating, press the ⏻ button.
7. If you connected an ethernet cable in Step 2, skip to Step 8.
   a. Press the ⚙ button.
   b. Scroll to: Network ➜ Configuration ➜ Wi-Fi Parameters ➜ Automatic
   c. Select the name of your Wi-Fi (SSID) from the list, or Manual if it does not appear.
   d. Enter the Wi-Fi password (Security Key), and press ⬦ while the cursor continues flashing the final character.
8. Download the MOON MiND Controller app from the App Store (for iOS) or Google Play (for Android).

9. To learn more about this product, follow this QR code, or visit our website.

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Plot your course

Setup

The device features an extensive menu for configuring and customizing many of its functions.

Use the ⚙ and ⬦ buttons along with the volume knob to navigate the menu system.

Inputs

Each input may be personalized.

- **Label**: the name that appears on the 371 display
  Select a predefined label or manually enter a custom label.
- **Offset**: adjusts the gain level applied to the input
  The volume level of each input may be fine-tuned to match the volume levels of source components connected to other inputs.
- **Enable**: toggles whether the input is available to select
  The input may be hidden to reduce the number of unused inputs to scroll through.
- **CEC Settings** (HDMI)
  ARC (Audio Return Channel) is the audio output from a TV over HDMI. It also transmits CEC (Consumer Electronic Control) commands, which enable multiple devices to share commands—such as Standby and volume—from a single remote control.

  - **Audio Only**: enables audio over HDMI but disables CEC commands

  - **Audio + CEC Volume**: enables audio and CEC volume control but disables other CEC commands

  - **Complete**: enables audio and all CEC commands

- **Display Sample Rate** (MiND): toggles the display to indicate the sample rate while playing
- **Home Theatre Bypass** (ANALOG & BALANCED): disables 371 volume control for the specified input
  This mode sets the preamp volume to unity gain permitting the volume to be controlled exclusively by a home theatre processor or audio-video receiver.
- **Phono Configuration** (PHONO): selects between pre-set configurations for either a Moving Magnet or a typical Moving Coil phono cartridge

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Network

When the 371 powers up, it attempts to connect to a network.

A wired (ethernet) connection has priority over a wireless (Wi-Fi) connection. The integrated Wi-Fi antennas are deactivated when a wired connection is established. If a wired connection is not established, the 371 automatically connects to Wi-Fi if it has been configured. If neither a wired nor wireless connection is established, the 371 continuously searches for available Wi-Fi networks.

- The MiND Name appears as a playback Zone in the MOON MiND Controller mobile app. The default name is MOON 371, although you may change it to make it easier to identify.
- You may use the MiND Controller to configure the 371 to use your Wi-Fi. There are even Advanced Parameters for Manual configurations.
  You may also use the menu to configure it by selecting Configuration.
- Information displays useful details about the network connection of the device.

> *Automatic*
> 1. From the Setup menu, select Network, Configuration, Wi-Fi Parameters, and Automatic.
> 2. Select the appropriate SSID (Wi-Fi name) from the list of networks.
> 3. If the desired SSID does not appear, return to Wi-Fi Parameters, and select Manual to enter the SSID.
> 4. Enter the Wi-Fi password and press ◇ while the cursor is flashing the final character.
>
> *Advanced Parameters*
> It is possible to enter a static IP address, subnet mask, gateway address, and DNS server.
> *This method is for advanced users only.*

If the 371 is connected to another device to extend the network, always power on the device directly connected to the network before powering on the device connected to the first one.

Multiroom

The MiND Controller allows you to combine Zones to play multiple MiND2 devices together. In addition to streaming audio via the MiND2 simultaneously across all Zones in multiroom, you may also share audio from any of the 371 inputs, including its analog inputs.

- Original mode maintains the original signal through this device while sharing a digital copy of the audio signal with other devices in the multiroom.
- Synchronized mode forces all the devices in the multiroom to share one synchronized digital audio signal, including the 371.

Bluetooth Audio

Devices may connect to the 371 via Bluetooth to transmit their audio to play through the MiND input of the 371. Before connecting for the first time, the two devices must be paired to each other.

- Selecting Pair makes the 371 visible to nearby devices for up to 30 seconds.
- Disconnect an audio source when you no longer wish to transmit its audio through the 371.

Remote Control

The 371 may link with a MOON BRM-1 remote control (sold separately).

- **Link Remote** searches for a nearby BRM-1 remote control, displaying its unique ID on both devices and permitting them to be associated.
- **Unlink Remote** displays associated BRM-1 units permitting them to be disassociated from this device.
- **Information** displays useful details about the associated BRM-1 units.

Refer to the separate Guide included with the BRM-1 for more information.

Display

- Display On

The display may be disabled so that only user interaction temporarily activates the display.

- **Brightness**
  - **Brightness Level**: variable from 0% to 100%
  - **MOONLink Brightness Sync**: duplicates the brightness adjustments of devices in a MOONLink Group
- **Screen Saver**
  Two screen saver styles are available, which may also be disabled.
  - **Mode**: which behaviour triggers the screen saver
    - activate the screen saver after 20 minutes of silence
    - activate the screen saver after 20 minutes of inactivity
  - **Style**: display a floating ◪ MOON logo or a blank screen

Volume Settings

The highest volume setting of the preamp is 80.

- **Startup Volume**: sets a default initial volume level
- **Maximum Volume**: sets an upper threshold to prevent accidents

Standby Settings

- **Full Power**: most of the electronics remain powered up while in Standby
- **Low Power**: most of the electronics remain powered down while in Standby
- **Auto-Standby**: engages Low Power Standby after 20 minutes of inactivity

Firmware

Certain hardware components in this device require firmware to function.

- **Versions**: displays the various firmware versions currently installed
- **Update**: begins the procedure of verifying the availability of newer firmware
  If newer firmware is available, the 371 will display a prompt to update its firmware.

You may also use the MiND Controller to update firmware.

Information

The 371 displays device information, including its certifications and serial number.

Reset

The reset procedure reverses all customizations—including input configurations—to factory default settings. It does not revert the firmware to an earlier version.

Enjoy your journey

Use the ⬅️ ➡️ buttons to select which input is playing through the 371, and adjust the volume accordingly using the volume knob.

When using the MiND, the 371 will automatically select the MiND input when the music begins. To listen to Bluetooth audio, select the MiND input on the 371. When a Bluetooth device is connected, its audio will be routed through the MiND.

control apps

MOON MiND Controller

State-of-the-art MiND (MOON intelligent Network Device) technology brings together digital music libraries, which continue to increase in size and number, in a sophisticated and intuitive app, adding greater possibilities for the future of music playback. The MOON MiND Controller provides users one clever app to consolidate their music libraries and to control a MOON audio system.

The MiND Controller enables users to stream music from several online services and local network servers, update MOON products automatically, and synchronize playback across devices in multiple Zones simultaneously. The app even makes it easy to mix files from different services into a single coherent playlist. In addition to typical streaming functions, the MiND Controller can toggle Standby, switch inputs, and even control the volume of MOON products anywhere in the home. Only the MiND Controller merges all these features in one straightforward app.

For more information about MOON and MiND, please visit simaudio.com.

Roon

The 371 is Roon Ready. Roon enables users to select and play files through the MiND and to control the volume of the 371 using Roon software instead of the MiND Controller.

For more information about Roon, please visit roonlabs.com.

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streaming services & technologies

Qobuz Connect

Using the Qobuz app instead of the MiND Controller, users may tap the loudspeaker icon to route the music through their 371 using Qobuz Connect.

For more information about Qobuz Connect, please visit https://www.qobuz.com/ca-en/connect.

TIDAL Connect

Using the TIDAL app instead of the MiND Controller, users may tap the loudspeaker icon to route the music through their 371 using TIDAL Connect.

For more information about TIDAL Connect, please visit tidal.com/connect.

Spotify Connect

Use your phone, tablet or computer as a remote control for Spotify.

Go to spotify.com/connect to learn how.

AirPlay

AirPlay is an Apple technology to control audio systems and speakers anywhere on your network with the tap of an iPhone or iPad, or by asking Siri.

This device supports AirPlay, which requires iOS 11.4 or later. AirPlay enables compatible Apple devices to stream audio to the network player, to pause, play, and skip forward or backward, and to control the volume of the preamp from within a wide range of apps like Apple Music and YouTube Music.
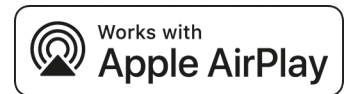
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remote control

Products in the Compass Collection feature the CRM-4 remote control.

The CRM-4 operates on two AAA batteries (included). Insert the battery compartment token (included in the CRM-4 pouch) into the slot on the bottom of the CRM-4, and turn clockwise to release the battery cover and insert the batteries.

buttons

The CRM-4 is designed to operate several types of products, notably: a preamplifier, an integrated amplifier, a CD player, and a Digital-to-Analog Converter (DAC). Pressing one of the three buttons at the bottom of the keypad alters which set of commands it emits. To operate the MOON 371, press the AMP button when using the CRM-4 for the first time and after using it with a different type of product.

The buttons on the CRM-4 operate the most common functions of the 371, and many functions on other products as well.

⚙ Setup: accesses the extensive configuration menu to personalize the 371

> **navigating the Setup menu**
> - Use the △ (up) and ▢ (down) buttons to scroll through the options.
> - Use ▷|| (OK) to confirm a selection.
> - Use ⚙ to cancel a selection or return to the previous menu options.

▢ Display: cycles the display through six levels of brightness
off, dim, 25%, 50%, 75%, 100%

1 2 3 : recalls saved Internet radio station shortcuts

> *Use the MiND Controller to save up to three favourite stations.*

The rest of the buttons are as follows…

- ⏻ Standby
- ◁⁾ ◁⁾⁾ Volume Down/Up
- ◁̸ Mute
- **AMP DAC CD** Mode
- ⇠ ⇢ Input Left/Right
- △ Eject
- |◁ ▷| Previous/Next
- ▷|| Play/Pause
- ▢ Stop

Technical
specifications

output power @ 8 Ω	100 W
output power @ 4 Ω	200 W
input sensitivity	0.3 V – 4V
input impedance	9.5 kΩ
gain	40 dB
frequency response	5 Hz – 100 kHz +0dB/–3 dB
total harmonic distortion @ 1 W	0.009%
total harmonic distortion @ 100 W	0.003%
intermodulation distortion	0.005%
signal-to-noise ratio	108 dB
crosstalk	–108 dB
damping factor	425
power consumption (idle)	30 W
power consumption (standby)	28 W
power consumption (low-power standby)	6 W
dimensions *width x height x depth*	42.9 cm x 8.7 cm x 38.5 cm 16.9" x 3.5" x 15.2"
weight	9 kg / 20 lbs

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digital audio support

	sample rate	MiND	HDMI	Optical	Coax	Bluetooth
PCM & MQA	44.1 kHz	♪	♪	♪	♪	♪
	48.0 kHz	♪	♪	♪	♪	♪
	88.2 kHz	♪		♪	♪	
	96.0 kHz	♪		♪	♪	
	176.4 kHz	♪			♪	
	192.0 kHz	♪			♪	
	352.8 kHz	♪				
	384.0 kHz	♪				
DSD64	2.8224 MHz	♪				
DSD128	5.6448 MHz	♪				
DSD256	11.2896 MHz	♪				

USB host

interface	MiND Controller (Library > USB)
supported file system	FAT
	NTFS
	EXT2/3/4
maximum capacity	determined by file system
	NTFS: 256 TB
maximum file bitrate	200 Mb/s
spin rate	5400 RPM / 7200 RPM
HDD size	2.5''
	3.5" (with 12 V power supply)

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