

WM-201 Trouble shooting Guide

Important Note: For any unusual problem Factory reset your radio as explained on page55. You can also get help from RECIVA web site. Login www.reciva.com, click ‘Community’ and use ‘Search’ for your problem.

Please note in the event of power failure – router may take longer to reset and acquire the internet connection than the radio. In this event radio may not display correct time. To overcome this problem simply disconnect the radio from main and reconnect after 30 seconds.

For Mac user, to listen to itunes on your radio, download ‘Eyeconnect’.

Make sure - UDP and TCP ports 80, 554, 1755, 5000 and 7070 are open on your router.

Also try this link (control click or copy and paste the following URL)

https://forum.reciva.com/index.php?option=com_joomlaboard

Symptoms	Cause/cure (✕)
1a. Unable to find my wireless network.	<ul style="list-style-type: none"> • Make sure the Ethernet cable (RJ-45) is not connected between the radio and the Router/computer. • Make sure the radio is not out of range of wireless router. • Make sure your wireless router is switched on and working. • Move the aerial on radio and router for best signal. Upright position is most favourable. • May be your network is configured not to broad cast ESSID (i.e. hidden). Follow section 6 on page 12 and troubleshooting on page 53.
1b Unable to connect to the wired network.	<ul style="list-style-type: none"> • Check the Ethernet cable for connection and damage. • Check if the power is connected to the modem and the router (splitter). • Reboot your modem and router (splitter) by disconnecting the power for two minutes - then try radio for wired network (see flowchart page 6).
2a. Finds the network but after putting in WEP/WPA key it simply times out. Try these links (CTRL + Click or copy & paste) https://forum.reciva.com/read.php?3,6,0417,61175#msg-61175	<ul style="list-style-type: none"> • Make sure you have the right key (look for correct SSID and WEP/WPA key, may be printed on your router base/back or you may have to go in router settings to find out), it is very easy to make mistakes (especially if it’s a long key). Make sure you are typing correct numbers and letters – (confusing letters and numbers - 1, I, S, 5, 0, O, T, 7, b, 6 etc.) • No spaces when entering key. • Remember WPA key is case sensitive. • WPA2 is not supported unless. • Router firewall may be an issue. Disable (turn off) firewall temporarily. • May be MAC filtering applied on the router (turn it off or disable it). • May be a router WiFi problem (low or heavily corrupted signal). • See section 9 & 10 on page 13 & 14 of Instruction book. • Make sure the router is set for DHCP, if not, enable

	DHCP. See2b
<p>2b. My Internet Radio is not connecting to my wireless network.</p> <p>Timeout connecting to Reciva Gateway. Check firewall Port 5000 (Update the firmware)</p> <p>Virgin Super hub please see following See symptom 31 as well.</p> <div data-bbox="220 646 659 932" data-label="Image"> </div> <p>Step 2 Press and hold this button for 2-3 seconds and then release it. After a moment, the button will start flashing purple. This puts your Super Hub into a 'Listen mode' for 2 minutes – waiting for your Super Hub Wireless USB Adapter to sync with it.</p> <p>Note: -- After selecting your SSID – choose the option 'Push button'.</p> <p>Press the button shown above for 3 seconds. Then immediately press the select button on your radio (i.e. press and release tuning control applies to models using tuning control as select button)).</p>	<p>There can be a number of reasons for this:</p> <ul style="list-style-type: none"> • The router / access point could be using a frequency not supported by the Internet Radio. Please ensure that your router / access point is configured to use mode: b, g or b/g. • The problem could be due to encryption issues. You could try connecting your Internet Radio to your network in clear (encryption disabled (turned off)) mode. If the radio can connect to your network in clear, then it's likely that the problem is somehow related to the encryption settings on the network. You may find it helpful to refer to the section on 'How do I connect my radio...' for help on setting up your radio to work with your wireless network (log on to www.reciva.com). Please note, the Internet Radio does not currently support WPA2 encryption. • If you are using WEP encryption and the router is set in 'shared key' mode, try changing the authentication type to 'open system' • If you are using WPA1-PSK encryption, then you need to have all the network's keys configured for TKIP. • Interference from neighbouring wireless networks could harm your Internet Radio's connection to your network. Try and ensure that your router's / access point's channel number to be at least two channels away from any interfering sources. • Make sure you are using the latest firmware for your router / access point. Note, if you are using a Netgear router, then you might need to configure the router to an automatic setting. • Check that other devices on the network are able to access the Internet. Check that there is no Firewall blocking attempts to connect to external servers; especially outbound connections on Port 5000 • Uncheck (disable or switch off) – ' SPI and Anti-DoS (Denial of Service) firewall protection on the router'. You may find it under the Security – Firewall – intrusion detection. • Switch off your radio by disconnecting the power; also disconnect the power from router and modem, after 30 seconds. Reconnect the power to the modem & router then connect the power to the radio and try. • Also see symptom 2c, 15 & 31.

2c. Showing “Network Error – Timeout getting IP address”.	<ul style="list-style-type: none"> You may not have scanned and selected any network. Simply press the volume knob and select the option ‘Scan for network’. Or try configuring a static IP address. See page 53.
3. It displays network not supported.	<ul style="list-style-type: none"> Only 802.11b and 802.11g are supported. If your wifi Router is 802.11n or g+ configure it to 802.11g. Try turning off encryption (disable the security – open network) temporarily and make sure to reboot the router. If using dual band router select the SSID for 11G (Netgear).
4. Showing low signal.	<ul style="list-style-type: none"> Make sure the radio is not very far away from the router. Try to bring radio closer to the router. Make sure you are not logged on to your neighbour’s open network. Move the aerial on the radio (slightly at a time) until the symptom disappears. Factory reset the radio, most of the time switching the power off/on clears the problem. Replace your router. Or consider something like http://www.amazon.co.uk/Max-Value-Mbps-Home-Double/dp/B000TV7FJ4/ref=sr_1_12?ie=UTF8&qid=1297159609&sr=8-12
5. Unable to use radio as it displays different language.	<ul style="list-style-type: none"> See Instruction book page 55.
6. Plays preset stations – ok, but when I chooses ‘Radio Stations’ from the menu it displays no network.	<ul style="list-style-type: none"> Briefly disconnect the power to the radio. Go in ‘Mode Menu’ – ‘Configure’ – ‘Network’ – ‘Scan for network’ and then select your network.
7. Radio crashes whilst loading stations.	<ul style="list-style-type: none"> It could be that due to network congestion, the loading process is taking too long and the software for some reason assumes that a reconnection is needed. Such 'congestion' can be anything from poor local network conditions, through to poor bandwidth from the Internet Service Provider, and possibly a slower than normal response from Reciva's servers.
8. Displaying ‘stream ended’ and stops playing.	<ul style="list-style-type: none"> The radio has reached the end of the stream it was playing. This is normal behaviour for 'On Demand' streams which terminate. It is occasionally observed with live streams when they are busy or the connection to them is poor. Press 'BACK' to enter the menu and either reselect the same stream or select a new stream.
9. How to find the Mac address for radio.	Follow the Path: See Flow Diagram on next page Config→Network→View Config→Mac address.
11. Sound stops and showing buffering. Make sure the following ports are open: 53, 80, 123, 554, 1755, 5000	This behavior can be due to two things. Either, the media-streaming service provided by the radio station is unreliable - in that it has gaps in the stream (note: this should be expected to happen occasionally) - or, your wireless network has a problem such as interference due to

<p>and 7070</p> <p>Also see 22.</p> <p>If you are using Ecolife Hg520b router then click the following link. http://www.talktalkmembers.com/content/view/118/102/ http://www.talktalkmembers.com/content/view/87/68/</p>	<p>wireless audio video devices, Microwave Ovens, Cordless Phones, Zigbee, Bluetooth or neighboring networks (try changing the channel on your router). Uncheck (disable or switch off) – ‘SPI and Anti-DoS (Denial of Service) firewall protection on the router’. You may find it under the Security – Firewall – intrusion detection https://forum.reciva.com/search.php?0,search=buffering,author=.page=1,match_type=ALL,match_dates=365,match_forum=ALL,match_threads=0</p>
<p>12. Radio frozen, buttons don’t work.</p>	<p>Disconnect the radio from mains supply for 5 minutes then reconnect. Keep the RF generating equipment such as mobile/cordless phone, microwave away from the radio.</p>
<p>13. When I select Register option it says Key: Status: 404</p>	<p>It seems to be a problem with the Reciva server. The 404 or Not Found error messages are http generated standard response. Means that the client was able to communicate with the server but either the server could not find what was requested, or it was configured not to fulfil the request and not reveal the reason why. 404 errors should not be confused with "server not found" or similar errors, in which a connection to the destination server cannot be made at all. Factory Reset your radio and try it some other time.</p>
<p>14. Unable to use ‘Windows Share’ under ‘media player’. Make sure the port 2170 is open.</p>	<p>If UPnP does not work as expected, possible reasons may include: UPnP functions blocked in firewall software UPnP functions turned off by security software UPnP functions ‘hi-jacked’ by other software UPnP functions blocked in the router Multi-cast packets blocked in the router IP address of system blocked in firewall software.</p> <ul style="list-style-type: none"> • Check that there are PCs sharing Media on the local network. • If the PCs have a firewall installed check that either a) the firewall is allowing all connections from the local network or b) the firewall is allowing Netbios traffic. Or turn off the firewall temporarily. • If there is more than one computer on your local network, ensure that any settings changes (including booting up or turning off a computer) have had at least 5 minutes to take effect. • Check that other Windows machines are able to see the server from which you are trying to share your files. • Check that 'File and Printer Sharing for Microsoft Networks' is installed and bound to the local network interface. Ensure that the 'Server' service that provides file and print sharing support is enabled and currently running. (Control Panel, Administrative Tools, Services).

	<ul style="list-style-type: none"> • Try rebooting PC and radio <p style="text-align: center;"><u>OR</u></p> <p>Easier way to play media file on the radio is to use UPNP Server. See operating Instructions to configure Windows media player 11 as UPNP server. You can try this free software http://www.orb.com/ Or http://tiversity.com/download/.</p>
<p>15. I cannot get the radio to work with my Wanadoo/Orange Livebox. Or Thomson TG585 Router. (Press the button in the front; it will give you 2 minutes to connect your radio.</p>	<p><i>On the back of the Orange Livebox, there are 2 buttons. When setting the Livebox up to connect another unit to it, be it a PC or Radio etc. then when you are ready to make the WI-FI connection for the first time, it is necessary to press the button numbered 1 (labelled wifi) to enable "Pairing Mode". This in effect opens the Livebox to receive incoming initiating signals for about 10 minutes. During this period if you turn on the radio and select Internet radio mode it should scan and find the Livebox, select the Livebox and it will ask for the Key code, enter the Key code (found on the base of the Livebox) and the Radio should link up. Put your Livebox into WiFi pairing mode</i></p> <p>The Livebox uses something called MAC filtering, which means that only computers or devices that you approve can connect to the Livebox. To approve a computer or device, press button 1 briefly on the back of the Livebox:</p>  <p>Remember to do this for all wifi equipment in your home.</p>
<p>16a. Unable to play files (from computer).</p>	<ul style="list-style-type: none"> • If you have third-party software for firewall or anti-virus protection, you may need to disable 'On-Access Protection' in order for your radio to be able to successfully play your music
<p>16b. Unable to play files (from computer) which are downloaded from Napster or itunes in WMA or m4a format.</p>	<ul style="list-style-type: none"> • If you have third-party software for firewall or anti-virus protection, you may need to disable 'On-Access Protection' in order for your radio to be able to successfully play your music. • Most probably, these files are protected. Radio will only play unprotected files. Try the following link. http://www.qqfamily.com/go/soundtaxi.php?gclid=CPXt8OTFspUCFQs2QwodwE0FQQ

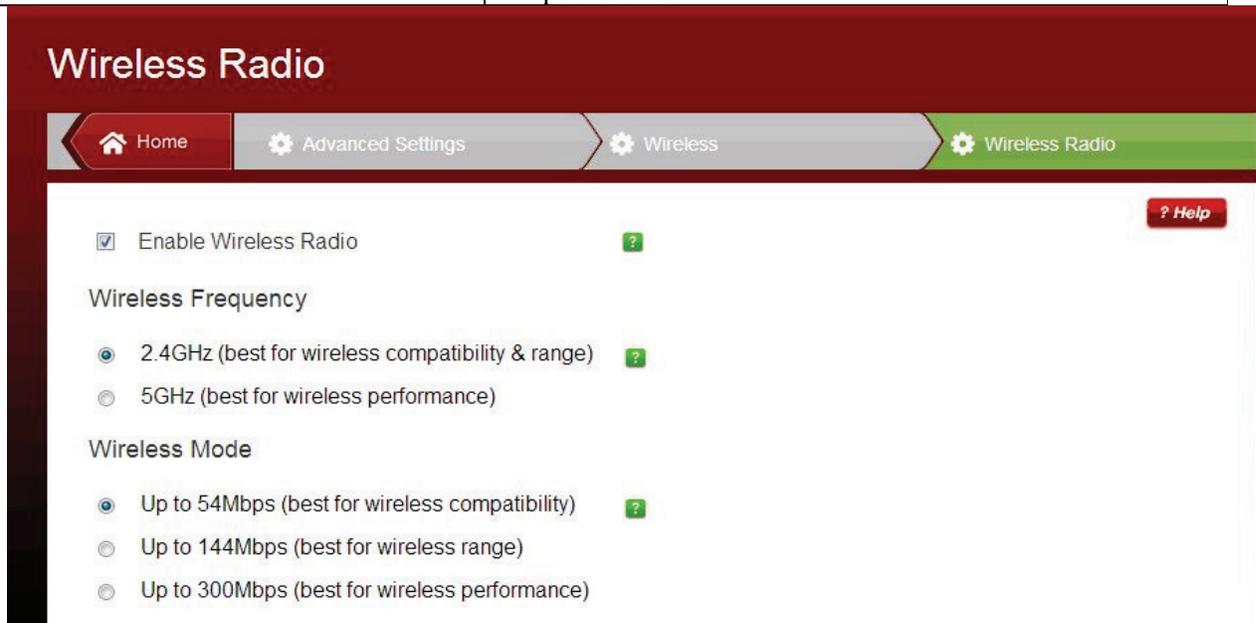
	<ul style="list-style-type: none"> • File ext m4a (mpeg4 audio format) is not supported. Files with ext.m4a have to be converted into mp3 or other supported format. <p>Try http://www.smartaudioconverter.com/?gclid=CPP4sd21g5YCFQocQgodVnKeFA</p>
<p>16c. When playlist is selected it shows “Empty”.</p> <p style="text-align: center;">OR</p> <p>Tracks are not showing in the correct order. (You may be accessing Windows Media Playlist or Albums -- tracks may not be in correct order).</p>	<p>It means your Library in Win Player is empty.</p> <p>Left Click on the Library button and select ‘Add to the Library’ – Just add all media folders to the library.</p> <p>Make sure all your files are in one location – My music folder.</p> <p>Make sure under the ‘properties’ of this folder ‘Share this folder’ is ticked i.e. sharing this folder is enabled.</p> <p>Or</p> <p>Media sharing setting may be causing this problem.</p> <p>Do the following</p> <p>Open windows media player (applies to WMP 11).</p> <ol style="list-style-type: none"> 1. Click the arrow below the Library tab, and then click Media Sharing. 2. Click Settings. The Media Sharing - Default Settings dialog box appears. <p><small>(If the Settings button does not appear on the Media Sharing dialog box, media sharing is not turned on.)</small></p> <ol style="list-style-type: none"> 3. Select the options (tick the check box) Music, Pictures and Video under Media types. 4. Select All ratings under Star ratings: Select All ratings under Parental ratings. <p>Or</p> <p>Create a playlist or folder under 'my playlist' on PC ('Document and settings'--'All users'--'shared documents'--'shared music'---'my playlist').</p> <p>On the radio select the options in the following order 'Shared Media' -- your PC--'Music' -- 'Folders' --'Shared Music' -- 'My playlist' -- and then select what you have created above.</p>
<p>17. How to use snooze facility?</p>	<p>There is a snooze facility. When the alarm is sounding, just press the Alarm/Clock button on the remote control</p>
<p>18. Unable to perform factory reset – it shows error</p>	<p>Disconnect the power for 30 seconds. Press and hold the front panel rotary control, while holding connect the power – keep holding the control until it displays ‘Factory Reset Complete’ – it may take 10-15 seconds. Then, release the control. See page 55</p>
<p>19. How to display time and date while radio is playing?</p>	<p>It is not possible to display time/date permanently while the radio is playing. However, you can display it temporarily by pressing and holding the ‘Clock’ button on the remote.</p>
<p>20. Unable to use UPNP. After selecting it gives only one option ‘back’. (After following 14). No PCs Found</p>	<p>If you are using any other firewall (apart from windows firewall) then it could be firewall not letting access your computer. Temporarily switch off the firewall then try and get in touch with the firewall provider to configure it so that radio can access your computer. Also see section 3 on page65 of Operating Instructions Booklet.</p>

<p>The radio was unable to find any PCs sharing Media on the local network.</p>	<p>Check that there are PCs sharing Media on the local network.</p> <ol style="list-style-type: none"> 1. If the PCs have a firewall installed check that either a) the firewall is allowing all connections from the local network or b) the firewall is allowing Netbios traffic. 2. If there is more than one computer on your local network, ensure that any settings changes (including booting up or turning off a computer) have had at least 5 minutes to take effect. 3. Check that other Windows machines are able to see the server from which you are trying to share your files. 4. Check that 'File and Printer Sharing for Microsoft Networks' is installed and bound to the local network interface. 5. Ensure that the 'Server' service that provides file and print sharing support is enabled and currently running. (Control Panel, Administrative Tools, Services).
<p>21. Showing WIRELESS ERROR 10001</p>	<p>It means that no connection could be established Are you using NETGEAR router. Do you have the ACCESS CONTROL "ON" in the Wireless Station Access List? If you have, you need to tell the router to allow your radio's MAC address to have access. See 9 above.</p>
<p>22. BBC stations or Real Audio streams keep rebuffering</p>	<p>RealAudio streams use port 7070 so if you encounter buffering or other problems with RealAudio streams only, check that port 7070 is open on your firewall. For more in-depth analysis of this problem see the following link http://forum.internet-radio.org.uk/guides/535-how-use-mtr-tool-analyse-network-problems.html</p>
<p>23. Worked for few days and now showing no internet connection/error.</p>	<p>Reboot your radio by disconnecting mains electricity for 2 minutes. Also check the leasing time in the router setting.</p>
<p>24. Why is the Internet Radio not connecting to a radio station from its stations list?</p>	<p>There are a number of reasons for why the radio might be having trouble connecting to a radio station:</p> <ol style="list-style-type: none"> 1. The media-streaming connection from the internet radio station might be slow. <p>High levels of traffic or limitations in the number of listeners that an internet radio station can support may affect the availability of a station or the speed at which the Internet Radio can connect. You might also see that the Internet Radio spends a long time in its 'connecting' or 'buffering' state</p>

	<p>while it attempts to connect to such a radio station. If you leave the radio to continue to try and connect to the radio station, it should eventually succeed.</p> <p>2. The radio-station's media-stream URL may have changed, or become invalid.</p> <p>Reciva has content management systems in place to try and maintain up-to-date records of media-streaming URLs for all the stations. Sometimes, though, internet radio stations will change their website addresses or their media-streaming service providers such that the radio-station's media-stream URL becomes different to that which we have in our stations database.</p> <p>If you can still listen to the radio station from your PC, then please let us know the new media-stream URL etc. by submitting this information on our add-a-station webpage so that we can update our data. Please note that the Internet Radio does not currently support .smil media streams</p> <p>.</p> <p>3. Sometimes internet radio stations will change their website addresses or their media-streaming service providers which can result in the radio-station's media-stream URL becoming different to what we have in our stations database.</p> <p>If you can still listen to the radio station from your PC, then please let us know the new media-stream URL etc. by submitting this information on our add-a-station webpage so we can update our data. Please note that the Internet Radio does not currently support .smil media streams</p>
<p>25. Showing Error code "1000f". or "1104 xxx"</p>	<p>Security key is wrong use lower case characters and no spaces (also see 2a). Click the link https://forum.reciva.com/read.php?3,6919,57776#msg-57776</p>
<p>27. Having problem connecting to BTHome hub using McAfee fire wall.</p>	<ul style="list-style-type: none"> • 1: Turn off the firewall setting on the Hub management system 2: Turn off the firewall on McAfee 3: Only then, switch on the radio and allow it to locate the sources for both internet radio and file sharing 4: Restore the firewall settings • This will allow the BT and McAfee systems to configure and the problem should stop
<p>28. Shows network timeout, check firewall port 5000.</p> <p>https://forum.reciva.com/read.php?3,56313</p>	<p>Update firmware see link to reciva forum: https://forum.reciva.com/index.php?option=com_joomlaboard&Itemid=77&func=view&id=53534&catid=3</p>

<p>29. How to delete presets and store new stations.</p>	<p>If you want to delete old stations and store new stations under the preset (1-6) follow the procedure:</p> <ul style="list-style-type: none"> • Play the new radio station on the radio. • Press and hold preset button on the remote control until the display shows ‘Assigned to preset #’. <p>If you want to delete old stations and store new stations under the preset (7-12) follow the procedure on page 20 or the following:</p> <ul style="list-style-type: none"> • Play the new radio station on the radio. • Press and Hold the front Knob until displays’ Off, Bass, Treble. • Rotate the front knob and select ‘Mode Menu’ • Select ‘Internet radio’. • Rotate the front knob until you see the desired preset high lighted. • Press and hold the front knob until display shows ‘Assigned to preset #’. <p>If you want to delete all old stations without storing new station then you have to perform ‘Factory Reset’ see book page 55. Warning: If you follow ‘Factory Reset’ procedure then you have to reconnect the radio to your network again. The radio will behave as if you have a new radio. We recommend not to follow ‘Factory reset’ procedure. <u>It is not possible to delete a particular preset without storing a new station.</u></p>
<p>30. New router or changed the router settings (encryption to WPA). Now radio is not connecting to the Wifi network.</p>	<p>Most probably, you are still running the old firmware (software) in your radio. Follow the procedure below to upgrade the firmware.</p> <ul style="list-style-type: none"> • Connect the radio to the router with Ethernet cable. Connect one end of the cable at the back of the radio and the other end to the router. For picture Ethernet cable click the following link http://en.wikipedia.org/wiki/File:Ethernet_RJ45_connector_p1160054.jpg • Connect your radio to internet following wired connection. See next page to navigate the menu options for wired connection. • Under configure choose the option ‘upgrade the firmware’ and wait for the upgrade to finish. • Now disconnect the Ethernet cable and try radio to connect wirelessly.
<p>31. Showing timed out when using preset stations.</p>	<ul style="list-style-type: none"> • Search the station using Location, Genre etc. Play the station then preset it again.
<p>32. Radio crashes and switches off.</p>	<ul style="list-style-type: none"> • It could be due to a software in your computer causes this problem. • Cyberlink Power DVD 12 and certain Blu-Ray Player software are known to cause this problem, but other programs may cause similar issues. • Switch off all other Networked devices and then try Radio. Turn devices on one-by-one until Radio shuts

	<p>down by itself.</p> <ul style="list-style-type: none"> • See if software Update is available..
33. Unable to play BBC radio 3	<ul style="list-style-type: none"> • Make sure the software is up to date. • Select Live (AAC) stream.
30. Virgin Superhub - Can see Wireless but will not connect. (suggested by our customer Nick)	<ul style="list-style-type: none"> • Ensure the router is broadcasting in Wireless G mode or 54Mbps • Virgin Superhub instructions Login to the Superhub (default IP is 192.168.0.1) <p>Click Advanced Settings button</p> <ul style="list-style-type: none"> • Click on Wireless Radio (at top of the list) Then ensure that the 54Mbps mode is enabled. See picture below.
31. Virgin Superhub - Can see Wireless but will not connect. (suggested by our customer Nick Manning)	<ul style="list-style-type: none"> • Ensure the router is broadcasting in Wireless G mode or 54Mbps • Virgin Superhub instructions Login to the Superhub (default IP is 192.168.0.1) <p>Click Advanced Settings button</p> <ul style="list-style-type: none"> • Click on Wireless Radio (at top of the list) Then ensure that the 54Mbps mode is enabled. See picture below.



Note: If you have had an unusual problem not listed in the trouble shooting and has found the solution. Then please let us know for the benefit of other users (if possible include the make and model of your router). The email address is a.g@robertsts.com or if you want to send me query please include the following

1. ISP
2. Router Make/model/software version
3. Connection method 802.11B or 802.11G
4. Encryption type (WEP, WPA, WPA2)
1. Thanks.

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