


WM-202 Trouble shooting Guide

Important Note: Some of the problems can be resolved by rebooting (disconnecting the power briefly) the router and the radio. For any unusual problem Factory reset your radio as explained on page 63 (67 Issue2a).

Alarm and other functions (that requires unit to be in standby mode) are not available on battery operation only. This is just to preserve the battery life.

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


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 broadcast ESSID (i.e. hidden). Follow the section ‘connecting your radio to your computer network’ on page 9 and troubleshooting on page 65 (69 Issue2a).
1b Unable to connect to the wired network.	<ul style="list-style-type: none"> • Check the indicator lights incorporated into the RJ-45 connector. See page 10 of User Manual • 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 the radio for wired network (see flowchart page5).
2a. Finds the network but after putting in WEP/WPA key it simply fail to connect.	<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 (may be called wireless key) 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. • Only 802.11b and 802.11g are supported. If your wifi Router is 802.11n or g+ configure it to 802.11g, auto or mixed mode depending on your router. • .Router firewall may be an issue. • May be MAC filtering applied on the router (turn it off or disable it). • May be a router WiFi problem (transmitting capability). • See section 11 to 13 on page 11 of Instruction book. • Make sure the router is set for DHCP, if not, enable DHCP. • See symptom 14 & 31.

<p>2b. My Internet Radio is not connecting to my wireless network.</p> <p>Vigin Superhub please see following</p> <p>See symptom 31 as well.</p>  <p>Step 2</p> <p>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 'Listen mode' for 2 minutes – wait 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)). 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 either the network or radio. 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 https://forum.reciva.com/). • 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 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 secs. Reconnect the power to the modem & router then connect the power to the radio and try. • Also see symptom 14 & 31.
<p>3. It displays network not supported.</p>	<ul style="list-style-type: none"> • Only 802.11b and 802.11g are supported. If your wifi Router is 802.11n configure it to 802.11g. • 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. • Factory reset the radio, and or reset the router (you must confirm how to reset your router without configuring it again – most of the time switching the power off/on clears the problem. Take every care not to cause any problem with your system – if not sure consult the technical department of the router provider).
5. 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.
6. Radio crashes whilst loading stations or sound cuts out while playing a station or podcasts.	<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 'Wifiradio-frontier' servers. • Check the playback buffer while playing station or podcasts by pressing info button. If the buffer is below the marker then data entering your radio is slow, it could be due to any above listed condition.
7. Displaying 'stream ended' and stop 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.
8. How to find the Mac address for radio.	Follow the Path: See Flow Diagram on next page Main menu→System setup→Info→Radio ID.
9. Sound stops and showing buffering. If you experience rebuffering problems, you may wish to consider opening up the following TCP and UDP ports on your router to see if there is any improvement: 53, 80, 123, 554, 1755, 5000 and 7070 Also see 20 below & 6 above.	<ul style="list-style-type: none"> • Router Buffer Size may be too small (e.g. Old Zyxel router). <p>This behaviour 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 (try changing the channel). QOS (quality of service) in WAN setting?</p> <ul style="list-style-type: none"> • Check the playback buffer while playing station or podcasts by pressing info button. If the buffer is below the marker then data entering your radio is slow, it could be due to any of the above listed reasons (in symptom 6).
10. Radio frozen, buttons don't work.	Disconnect the radio from mains supply for 1 minutes then reconnect...

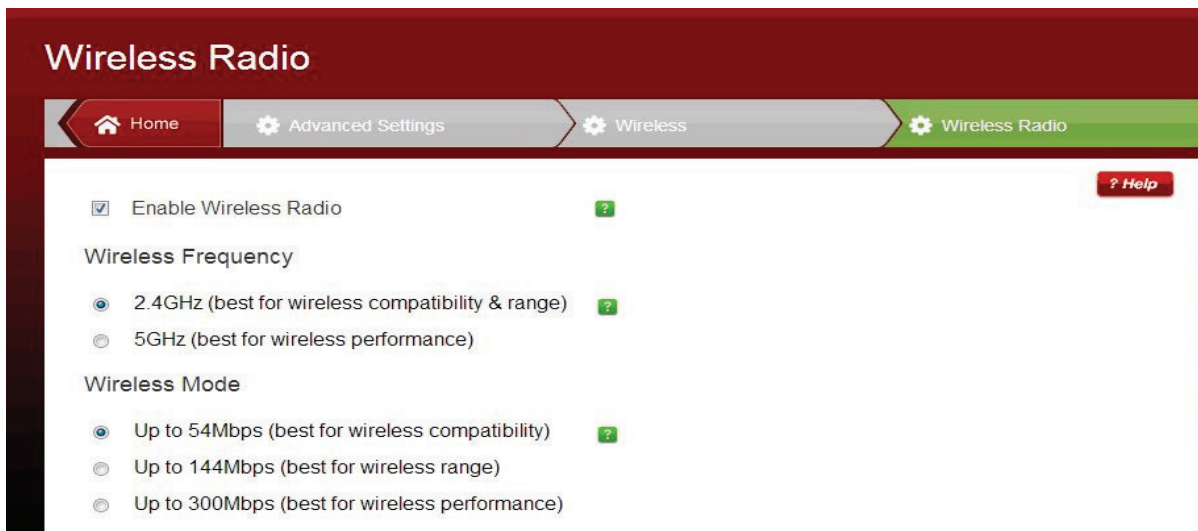
<p>11. When I select Register option it says Key: Status: 404</p>	<p>It seems to be a problem with the Frontier server. The 404 or Not Found error messages are http generated standard response. Means that the client was able to communicate with the server but either the server could not find what was 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>12. Having problems with media player facility.</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> <p>You can try this free software http://www.orb.com/ Or http://tversity.com/download/</p>
<p>13a. Unable to use 'Windows Share' under 'media player'. Make sure the port 2170 is open.</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). • 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. Or you can try this free software http://www.orb.com/ or http://tversity.com/download/</p>
<p>13b. When playlist is selected it shows "Empty". OR Tracks are not showing in the correct order. (You may be</p>	<p>It means your Library in Win Player is empty. Left Click on the Library button and select 'Add to the Library' – Just add all media folders to the library. Make sure all your files are in one location – My music folder. Make sure under the 'properties' of this folder 'Share this folder' is ticked</p>

<p>accessing Windows Media Playlist or Albums -- tracks may not be in correct order).</p>	<p>i.e sharing this folder is enabled. Or Media sharing setting may be causing this problem. Do the following Open windows media player (applies to WMP 11). 1. Click the arrow below the Library tab, and then click Media Sharing. 2. Click Settings. The Media Sharing - Default Settings dialog box appears. <small>(If the Settings button does not appear on the Media Sharing dialog box, media sharing is not turned on.)</small> 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. Or Create a playlist or folder under 'my playlist' on PC ('Document and settings'--'All users'--'shared documents'--'shared music'---'my playlist'). 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>13c. The WM 202 finds the files and identifies artists, genre, album, etc, but when I select the music track on the WM202 I receive a network timeout error and the track doesn't play.(PC which is running Vista HP SP2)</p>	<p>Open Windows Firewall Select exceptions tab Ensure that the box labelled 'windows media network sharing service' is ticked Click on 'apply'</p>
<p>14. Unable to connect the radio to my Wanadoo/Orange Livebox.</p>	<p>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.</p> <p>Put your Livebox into WiFi pairing mode</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 equipments in your home.</p>
15a. Unable to play files (from computer).	<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
15b. Unable to play files (from computer) which are downloaded from Napster or itunes in WMA or m4a format. Not playing WMA lossless files, WMA Voice codec or the WMA 10 Professional codec.	<p>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 File ext m4a (mpeg4 audio format) is not supported. Files with ext.m4a have to be converted into mp3 or other supported format. Try http://www.smartaudioconverter.com/?gclid=CPP4sd21g5YCFQocQgodVnKeFA The WM-202 supports WMA and MP3 files (the most common variants of both types). The WM-202 does not support WMA Lossless format. This is in common with most devices on the market which support ordinary WMA files (WMA-Lossless support is almost exclusively available on Microsoft products). WM-202 supports WMA Audio 9, fixed and variable bit-rates. It does not support WMA Lossless, or the WMA Voice codec, or the WMA 10 Professional codec.</p>
16. On batteries unit switches off completely - when put on standby.	Standby function is not available on batteries. Any facility that requires unit to be in standby mode is not available on batteries.
17. Can I use pause and fast forward when listening to podcasts.	No. Pause/ fast-forward only available in Music Player (shared media, shared folders) mode.
18. Time reset it self to 0:00 or shows incorrect time by one hour.	Set the time as explained on page 53-54 (55-58 Issue2a).
19. Showing WIRELESS ERROR 10001	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.
20. BBC stations or Real Audio streams keep rebuffering	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

	<p>link http://forum.internet-radio.org.uk/guides/535-how-use-mtr-tool-analyse-network-problems.html</p>
21. Worked for few days and now showing no internet connection or error.	<p>Reboot your radio by disconnecting mains electricity for 2 minutes. Also check the leasing time in the router setting.</p>
22. BT Home Hub? Need help to set it up. Try links	<p>http://www.filesaveas.com/hubhelp.html http://www.frequencycast.co.uk/guide.html</p>
23. Time and date incorrect showing 00:00:00.	<p>In the event of power failure (or switching the radio off from the mains), your radio will connect to the internet and then set the clock automatically provided your internet is working and auto update is set to internet (see page 55).</p>
24. Showing format not supported or network error on BBC programmes. (This is because BBC has stopped the transmission in Real Audio. But you can get wma stream and add to favourite station) BBC stations not playing out side UK – try this link http://www.bbc.co.uk/dna/mboplayer/NF13735684?thread=7853678	<p>Update the firmware (Main menu – system settings – software update). Try this link http://www.digitalspy.co.uk/forums/showthread.php?t=1129329 for URL of different stations look at the post 17-09-2009, 21:14 #8 shows list of new WMA stream addresses for BBC.</p> <p>Copy and paste these URL into the frontier WiFi site for added stations, works fine. These new links will be added to worldwide databases in due course.</p> <ul style="list-style-type: none"> • Try this link http://faq.external.bbc.co.uk/questions/bbc_online/pool_online_radio_nonuk.
25. Radio switches off and goes in the standby mode. OR Radio switches ON randomly.	<ul style="list-style-type: none"> • Update the software. • If mode button is pressed repeatedly and very quickly this can happen. Give at least 2 seconds gap between each press of the mode button. • Keep your mobile phone or other RF generating equipment away from your radio. Corrupt data received by the radio can switch it off. • Set the clock auto update to 'No update' see page 55.
26. Having problem connecting to BTHome hub using McAfee fire wall.	<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
27. Radio switches off and reboots itself after few minutes (using BTHome hub and McAfee security - BT NetProtect Plus). This problem has been resolved by	<ul style="list-style-type: none"> • To summarise (and help other customers who will inevitably be confronted by this problem): 1: The problem only occurred with BT Home Hub version 2.0 2: Something within the latest BT software has triggered

one of our customer Daniel Chisholm. See right in his own words.	<p>this problem, and the only way to clear it is to:</p> <ul style="list-style-type: none"> * uninstall McAfee and replace with the Windows Firewall * Reboot the computer leaving the Stream 202 switched on * Reinstall McAfee ... then reboot the computer again * everything should now be fine.
28. Showing timed out when using preset stations.	<ul style="list-style-type: none"> • Search the station using Location, Genre etc. Play the station then preset it again.
29. When I try to select Internet Radio then Station List. It displays 'Please wait loading' - 'Network error - Select to retry'. (DNS problem).	<ul style="list-style-type: none"> • Try manual network configuration. • Use the following Google free DNS address: Primary DNS: 8.8.8.8 Secondary DNS: 8.8.4.4
30. Radio crashes and switches off.	<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 down by itself. • See if software Update is available..
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.



DAB Problems

Symptoms	Remedies
<p>1. Radio cuts out. Try this link http://www.ukdigitalradio.com/advice/toptips/</p> <p>Please note: If you live in a basement flat, or your building is steel-framed or reinforced concrete, or if the topography of where you live means you get poor FM or mobile phone service, your DAB coverage may be affected</p>	<ul style="list-style-type: none">• Make sure the aerial is fully extended. Reposition the radio/aerial to get minimum signal error (ref. To page 42 (43 Issue2a)).• Make sure batteries are not flat (if using batteries). Try radio on mains (using mains adaptor).• Check the digital radio (DAB) coverage in your area using the link – www.ukdigitalradio.com/coverage/search/default.asp and your postcode. <p>The type of building and surroundings can seriously affect the DAB reception. Sizeable concrete and metal work in the building (e.g. Block of flats, shopping centre, near or under a bridge, thermal insulation with aluminium foil) can considerably reduce the signal strength.</p>

Note: If you have had an unusual problem not listed and found the solution, 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 thanks.

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WM-202 Menu flowchart

