

StreamTime Trouble shooting Guide

Important Note: For any unusual problem Factory reset your radio as explained on page54. You can also get help from RECIVA web site. Login www.reciva.com, click ‘Community’ and use ‘Search’ for your problem.

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

Make sure - UDP and TCP ports 80, 554, 1755, 5000, 7070, 135-139 and 445 are open on your router.

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).
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.	<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. • 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. • See page 9-11 of Instruction book. • Make sure the router is set for DHCP, if not, enable DHCP. See2b
2b. My Internet Radio is not connecting to my wireless network. Timeout connecting to Reciva Gateway. Check firewall Port 5000	<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, b/g or mixed mode.

Vigin Superhub please see following
See symptom 30 as well.



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.

Note:-- After selecting your SSID – choose the option 'Push button'.

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)).

- 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). 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.
- Also see symptom 3, 15 & 30.

3. Showing “No internet connection”.

- You may not have scanned and selected any network. Simply 'Scan for network'.

4. It displays network not supported.


- 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 reboots the router.
- If using dual band router select the SSID for 11G (Netgear)

5. Showing low signal.

- 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

	<p>the symptom disappear.</p> <ul style="list-style-type: none"> • 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).
6. Plays preset stations – ok, but when I choose ‘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 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.
9. How to find the Mac address for radio.	<p>Follow the Path: See Flow Diagram on page 61 section 4 Main Mode Menue→Settings→Network→View Config→MAC address.</p>
<p>10. Sound stops and showing buffering.</p> <p>Make sure the following ports are open:</p> <p>80, 554, 1755, 5000 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>Router Buffer Size may be too small (e.g. old Zyxel router).</p> <ul style="list-style-type: none"> • 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 due to Wireless audio video devices, Microwave Ovens, Cordless Phones, Zigbee, Bluetooth or neighboring networks (try changing the channel). • • 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 • 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>11. 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>12. 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>13. 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>14. 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/.</p>
<p>15. I can't get the radio to work with my Wanadoo/Orange Livebox. Or</p>	<p>On the back of the Orange Livebox there are 2 buttons. When setting the Livebox up to connect another unit to it,</p>

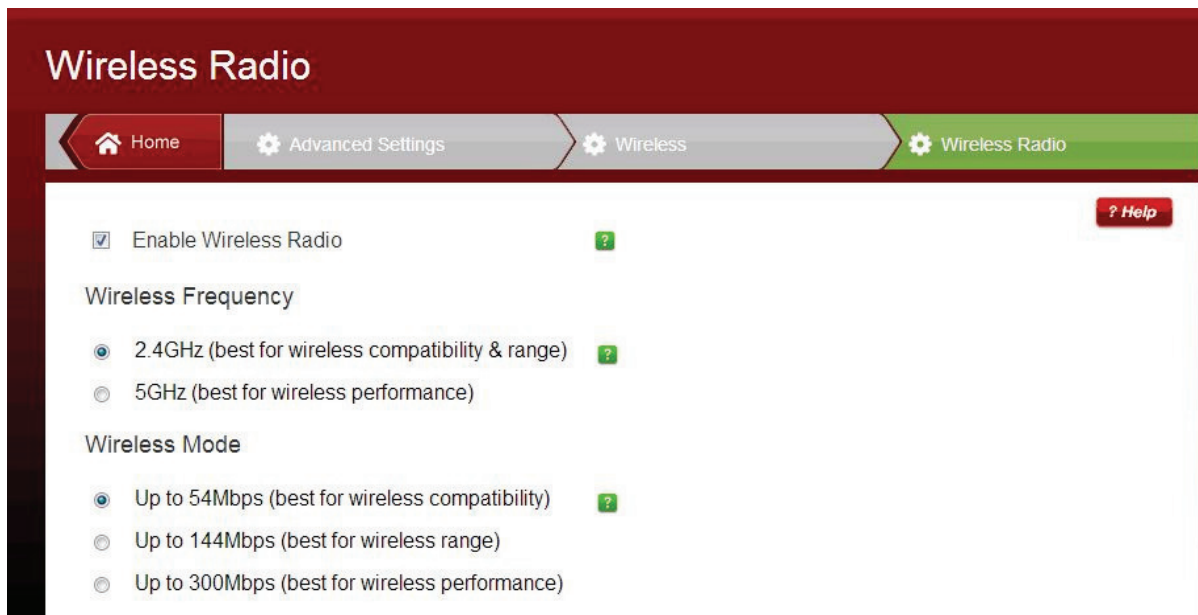
<p>Thomson TG585 Router. (press the button in the front, it will give you 2 minutes to connect your radio.</p>	<p>be it a PC or Radio etc. then when you are ready to make the WI-FI connection for the first time, it is necessary to press the button numbered 1 (labelled wifi) to enable "Pairing Mode". 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><i>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 equipments 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>17. Unable to play files (from computer) which are downloaded from Napster or itunes in WMA or m4a format.</p>	<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</p>
<p>17b. When playlist is selected it shows "Empty". OR 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. 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 i.e sharing this folder is enabled. Or Media sharing setting may be causing this problem.</p>

	<p>Do the following 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. <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. <p>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>18. Unable to perform factory reset – it shows error</p>	<p>Disconnect the power for 30 seconds. See page 54.</p>
<p>20. Unable to use UPNP. After selecting it gives only one option 'back'. (After following 14). No PCs Found The radio was unable to find any PCs sharing Media on the local network.</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 5 on page27 of Operating Instructions Booklet. 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).
21. 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.
22. 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 link http://forum.internet-radio.org.uk/guides/535-how-use-mtr-tool-analyse-network-problems.html
23. Worked for few days and now showing no internet connection/error.	Reboot your radio by disconnecting mains electricity for 2 minutes. Also check the leasing time in the router setting.
24. Why is the Internet Radio not connecting to a radio station from its stations list?	There are a number of reasons for why the radio might be having trouble connecting to a radio station: <ol style="list-style-type: none"> 1. The media-streaming connection from the internet radio station might be slow. 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 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. 2. The radio-station's media-stream URL may have changed, or become invalid. 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. 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>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>
25. Showing Error code "1000f". or "1104 xxx"	<p>Security key is wrong use lower case characters and no spaces (also see 2a Click the link http://forum.reciva.com/read.php?3,6919,page=1</p>
26. Having problem connecting to BT Home 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. 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.
28. 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..
29. Radio switching itself on.	<ul style="list-style-type: none"> • It may be the interaction between the software or the hardware connected to the wifi network. Try the following link • http://forum.reciva.com/read.php?2,53234,54099
30. 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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