

iStream Trouble shooting Guide

Important Note: For any unusual problem Factory reset your radio as explained on page 87. In addition, help is available on www.robertsradio.co.uk/pages/istream_faq.htm . For Mac users, to make life easier, to listen to itunes on your radio, download ‘Eyeconnect’.

Symptoms	Cause/cure (✕)
<p>1 Unable to find my wireless network..</p>	<ul style="list-style-type: none"> • 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 the router for the 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 10-15 of user manual.
<p>2a. Finds the network but after putting in WEP/WPA key it simply fail to connect. Display shows: ‘Fail to obtain IP address from DHCP Limited or no connectivity’. (Most probably, either you have selected the incorrect network or key is incorrect.) Also see symptom 2b.</p>	<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 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 15 to 17 on page 13-15 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. Vigin Superhub please see following See symptom 31 as well.</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. 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



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)).

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 or g+ configure it to 802.11g see page 92 of user manual. • If using dual band router select the SSID for 11G (Netgear)
<p>4. Showing low signal.</p>	<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 reboot the router by switching the power off for two minutes.
<p>5. Plays preset stations – ok, but when I choose 'Radio Stations' from the menu it displays no network.</p>	<ul style="list-style-type: none"> • Briefly disconnect the power to the radio.
<p>6. Radio crashes whilst loading stations or sound cuts out while playing.</p>	<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.

7. Displaying 'stream ended' and stop playing. Try the following link	<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 page 6 Main menu →System settings →Network →View settings →MAC Address. See section 4 page 91.
9. Sound stops and showing buffering. Or Sound cut out while playing and resume again. Check the following TCP and UDP ports on your router: 53, 80, 123, 554, 1755, 5000 and 7070. Also see 20.	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? 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
10. Radio frozen, buttons don't work.	Disconnect the radio from mains supply for 5 minutes then reconnect...
11. When I select Register option it says Key: Status: 404	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.
12. Having problems with media player facility (including NAS drives).	Streaming software can enhance the playability of media file. You can try this free software http://www.orb.com/ Or http://tiversity.com/download/
13a. Unable to use 'Shared Media' under 'Music Player'. Make sure the port 2170 is open.	<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 (See page 33 Music Player)</u></p> <p>Easier way to play media file on the radio is to use UPNP Server.</p>

	<p>See operating Instructions to configure media player on page 33. Or you can try this free software http://www.orb.com/</p>
<p>13b. 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. 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>14. I cannot get the radio to work with my Wanadoo/Orange Livebox.</p> <p style="text-align: center;">Or</p> <p>Thomson TG585 Router. (Press the button in the front; it will give you 2 minutes to connect your radio.</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 data-bbox="662 373 1252 401">Remember to do this for all wifi equipments in your home.</p>
<p data-bbox="203 409 625 541">15. Unable to play files (from computer) which are downloaded from Napster or itunes in WMA or m4a format.</p> <p data-bbox="203 548 625 646">Not playing WMA Voice codec or the WMA 10 Professional codec, DRM protected file.</p>	<p data-bbox="662 409 1450 472">Most probably these files are protected. Radio will only play unprotected files. Try the following link.</p> <p data-bbox="662 478 1450 541">http://www.qqfamily.com/go/soundtaxi.php?gclid=CPXt8OTFspUCFQs2QwodwE0FQQ</p> <p data-bbox="662 548 1450 646">File ext m4a (mpeg4 audio format) is not supported. Files with ext.m4a have to be converted into mp3 or other supported format.</p> <p data-bbox="662 653 711 680">Try</p> <p data-bbox="662 686 1450 749">http://www.smartaudioconverter.com/?gclid=CPP4sd21g5YCFQocQgodVnKeFA</p> <p data-bbox="662 756 1450 953">The Stream 83i supports WMA (the most common variants), AAC, FLAC, REAL AUDIO and MP3 files. The 83i 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).</p> <p data-bbox="662 959 1450 1020">It does not support WMA Voice codec, the WMA 10 Professional codec or DRM protected files.</p>
<p data-bbox="203 1029 576 1092">16a. Unable to play files (from computer).</p>	<p data-bbox="662 1029 1450 1125">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>
<p data-bbox="203 1134 633 1197">17. Can I use pause and fast forward when listening to podcasts.</p>	<p data-bbox="662 1134 1450 1197">No. Pause/ fast-forward only available in Music Player (shared media, shared folders) mode.</p>
<p data-bbox="203 1218 617 1281">18. Time reset it self to 0:00 or shows incorrect time by one hour.</p>	<p data-bbox="662 1218 1218 1245">See section Clock and Alarms on page 72 -80.</p>
<p data-bbox="203 1302 592 1365">19. Showing WIRELESS ERROR 10001</p>	<p data-bbox="662 1302 1450 1461">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 data-bbox="203 1470 625 1575">20. BBC stations or Real Audio streams keep rebuffering. BBC has discontinued this service.</p>	<p data-bbox="662 1470 1450 1575">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.</p>
<p data-bbox="203 1575 625 1659">21. Worked for few days and now showing no internet connection or error.</p>	<p data-bbox="662 1575 1450 1659">Reboot your radio by disconnecting mains electricity for 2 minutes. Also check the leasing time in the router setting.</p>
<p data-bbox="203 1680 470 1707">22. BT Home Hub???</p>	<p data-bbox="662 1715 1185 1743">http://www.frequencycast.co.uk/guide.html</p>
<p data-bbox="203 1764 544 1869">23. Time and date incorrect showing 00:00:00.</p>	<p data-bbox="662 1764 1450 1896">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 72 -80).</p>

<p>24. 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>25. Radio switches off and reboots itself after few minutes (using BTHome hub and McAfee security - BT NetProtect Plus). This problem has been resolved by one of our customer Daniel Chisholm. See right in his own words.</p>	<ul style="list-style-type: none"> • To summarise (and help other customers who will inevitably be confronted by this problem): <p style="margin-left: 20px;">1: The problem only occurred with BT Home Hub version 2.0</p> <p style="margin-left: 20px;">2: Something within the latest BT software has triggered 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 iStream switched on. * Reinstall McAfee ... then reboot the computer again. * Everything should now be fine.
<p>26. Having difficulties playing files with Win Media Player 12. Plays only one file.</p>	<ul style="list-style-type: none"> • See page 33.
<p>27. 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>28. When I try to select Internet Radio then Station List. It displays 'Please wait loading' - 'Network error - Select to retry'. (DNS problem).</p>	<ul style="list-style-type: none"> • Try manual network configuration as explained on page 16 – 18. • Use the following Google free DNS address: Primary DNS: 8.8.8.8 Secondary DNS: 8.8.4.4
<p>29. 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 down by itself. • See if software Update is available.
<p>30. Internet radio station list shows "Empty".</p>	<ul style="list-style-type: none"> • Internet connection failed – check the internet access. • Reboot the router and the radio by disconnecting power for a minute. • Report it to Frontier Radio portal - http://www.wifiradio-frontier.com/setupapp/fs/asp/AuthLogin/SignIn.asp
<p>31. Virgin Superhub - Can see Wireless but will not connect. (suggested by our customer Nick Manning)</p>	<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 on the next page.

Wireless Radio

DAB & USB 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. Move the radio/aerial to get maximum signal strength (ref. To page 59-Signal Error/strength display). • 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>
<p>2. Tracks are not playing in alphabetical order</p>	<ul style="list-style-type: none"> • Playback order will be same as record order. First track recorded will play first irrespective of file name and title.

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.

Disclaimer: Whilst every effort has been made to ensure the accuracy of the information supplied herein, Roberts Radio or RRTS cannot be held responsible for any errors or omissions. Unless otherwise indicated, opinions expressed herein are those of the author of the page and do not necessarily represent the corporate views of the Roberts Radio / RRTS