

BBC Internet Radio connection problems when using the Stream-202

Following recent changes made by the BBC to the range of streaming formats which are made available, you may find that your Stream-202 Internet Radio no longer allows you to listen to BBC National and BBC Local radio stations. Specifically, you may find that when attempting to connect to a BBC station, the radio is now reporting "Network Error" or "Network Timeout". If this is the case then it is most probably the case that your radio is not using the most recent internal software (also sometimes called firmware). This can be checked and updated if required using the following procedure. Note that if you have the issue 1 version of the instruction book, then this is a slightly more detailed description of the procedure than in that book, although you are recommended to read that as well, see page 64. If you have the issue 2 version of the book, please refer to page 68.

- 1) Start with the radio on (powered from the mains) and connected to your internet router using either the WiFi connection or an Ethernet cable. (Note - It does not matter whether the radio is actually playing or not.)
- 2) Navigate to the Main menu, and then to the System Setup menu
- 3) In the System Setup menu navigate to the Software update entry and press the Tuning/Select control.
- 4) If the radio detects that new software is available you will see a message such as "Press INFO to update to..." followed by a version number. If this is the case and you wish to update the software then press the Info button.
- 5) The radio will then start the update process. It will display a message saying "Warning: Do not remove power" followed by "Updating" and a progress bar. **It is very important that the radio is not switched off during this process.**
- 6) When the update has been completed, the radio will display "Update complete. Press SELECT to start". Press the Tuning/Select control to restart your radio.
- 7) The radio should then restart displaying a ROBERTS logo and a start up progress bar.
- 8) The radio may connect to the internet and set the clock. If not, then you will need to re-enter your WiFi encryption key details.
- 9) You will find that the menus and displays on the radio look a little different to those that you saw previously. The new software contains a number of enhancements to the user interface, including display backlight and contrast adjustments. A short description of the new features which are obtained by using the software update is available from the WM-202 product page on the Roberts Radio web site (<http://www.robertsradio.co.uk>)
- 10) A revised version of the instruction book which describes the operation of the radio more fully taking the changes into account is also available from the Stream-202 product page of the Roberts Radio web site.

If your radio is already running the most recently available software, then you should find that the radio is already able to connect to the new BBC streams (just use the internet radio stations menu as normal). However, if you wish to check whether a firmware update is available for your radio, then please use the procedure above. The radio will show a message if the software is already up to date. If not, then you may update the software as described.

Once your radio has been updated, you should find that the BBC stations are accessible once more. You may still find that not all BBC stations are always accessible. This may be due to changes still being made by the BBC, or perhaps due to network congestion. Many internet radio stations can from time to time have more radios trying to connect than they are able to support.

We hope that this revised software will allow you to continue to enjoy your Roberts Stream-202 radio. Roberts Radio will work with the BBC to ensure that your radio continues to offer you the full range of BBC radio stations wherever possible.