







## Beosound 5 – N.Radio update fails

How to verify that the N.Radio database is updated or not:

- Move the navigator arm  to MODE and use the wheel  to highlight SETTINGS
- On Beosound 5, press:     GO to activate "Service Configuration Menu" (the menu appears on left side of the screen, containing new sub menus)



Highlight SETTINGS and press     GO

Highlight "Product Info" – press GO

Look for "last N.Radio update".

If the date shown is close to the current date, then we would need to contact the supplier of the stream, if a station is missing or not playing. (if bullet 1+2 below are checked OK also)

If the date is in the past, then there are different ways of troubleshooting this.

1. Check that the date & time is accurate. (Time zone is shown in system settings)
2. Also the HDD could be full. (available storage is shown in system info)
3. Delete the current N.Radio database and then download a complete new database. (see below)

### **IF NO CD-RIPPER IS INSTALLED**

In the same menu as shown above, highlight maintenance: choose "delete databases" – Press GO

Now the Beosound 5 will reboot and download the complete currently available database. This could take some time and the station logos will start to download as well in the background.

(no music files will be deleted)

### **IF A CD-RIPPER IS INSTALLED**

And the CD-ripper has been used for ripping CD's in the past, including metadata and covers. Then the metadata and covers, **will be deleted** when performing the "delete databases" above.

(no music files will be deleted – they will instead appear as "unknown artist")

See next page for a possible workaround instead

In the menu shown on page 1: highlight maintenance – choose service menu – press GO

Now Beosound 5 will boot into the “Windows XP embedded OS”.

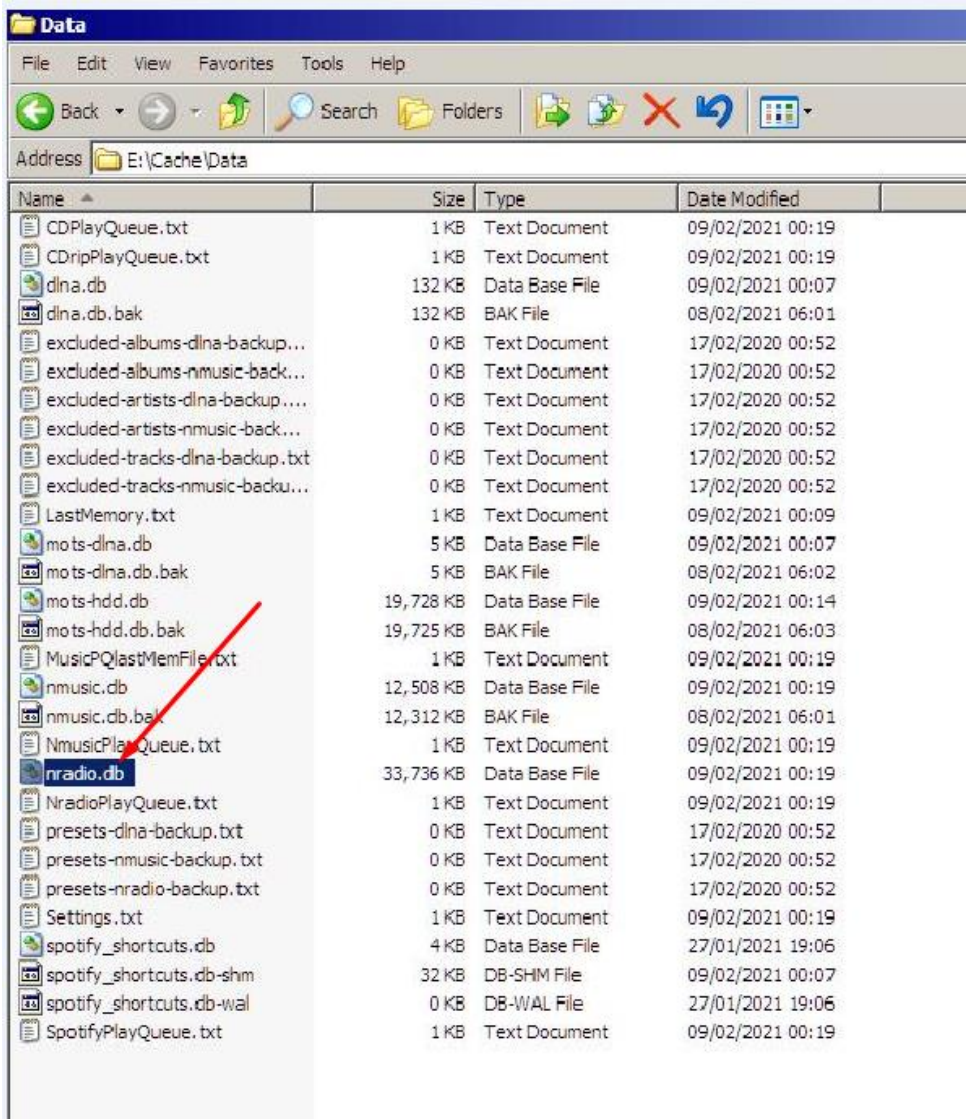
Then connect an USB mouse to the Beomaster 5.

Rightclick 

Choose Explore

Navigate to E:\Cache\Data

Rightclick “nradio.db” – choose delete



When done reboot Beomaster 5 by clicking 

Shutdown – choose Reboot in the dropdown menu – press OK

After reboot just wait for the N.Radio stations and logo’s to appear again.

