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 O to highlight SETTINGS



Highlight SETTINGS and press 🕨 4 🕨 4 GO

Highlight "Product Info" – press GO

Look for "last N.Radio update".

If the date shown I 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 logo's 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 delete - 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 2 Start

Choose Explore

Navigate to E:Cache\Data

Rightclick "nradio.db" – choose delete

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				ame 🔺	Size	Туре	Date Modified
				CDPlayQueue.txt	1 KB	Text Document	09/02/2021 00:19
) CDripPlayQueue.txt	1 KB	Text Document	09/02/2021 00:19				
dina.db	132 KB	Data Base File	09/02/2021 00:07				
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excluded-albums-nmusic-back	0 KB	Text Document	17/02/2020 00:52				
excluded-artists-dina-backup	0 KB	Text Document	17/02/2020 00:52				
excluded-artists-nmusic-back	0 KB	Text Document	17/02/2020 00:52				
excluded-tracks-dlna-backup.txt	0 KB	Text Document	17/02/2020 00:52				
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LastMemory.txt	1 KB	Text Document	09/02/2021 00:09				
mots-d <mark>i</mark> na.db	5 KB	Data Base File	09/02/2021 00:07				
mots-d <mark>in</mark> a.db.bak	5 KB	BAK File	08/02/2021 06:02				
mots-hdd.db	19,728 KB	Data Base File	09/02/2021 00:14				
mots-hdd.db.bak	19,725 KB	BAK File	08/02/2021 06:03				
MusicPQlastMemFile txt	1 KB	Text Document	09/02/2021 00:19				
nmusic.db	12, 508 KB	Data Base File	09/02/2021 00:19				
nmusic.db.ba	12, 312 KB	BAK File	08/02/2021 06:01				
) NmusicPlayQueue, txt	1 KB	Text Document	09/02/2021 00:19				
nradio.db	33,736 KB	Data Base File	09/02/2021 00:19				
NradioPlayQueue.txt	1 KB	Text Document	09/02/2021 00:19				
) presets-dina-backup.txt	0 KB	Text Document	17/02/2020 00:52				
) presets- <mark>nmusi</mark> c-backup. txt	0 KB	Text Document	17/02/2020 00:52				
presets-nradio-backup.txt	0 KB	Text Document	17/02/2020 00:52				
Settings.txt	1 KB	Text Document	09/02/2021 00:19				
spotify_shortcuts.db	4 KB	Data Base File	27/01/2021 19:06				
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spotify_shortcuts.db-wal	0 KB	DB-WAL File	27/01/2021 19:06				
] SpotifyPlayQueue. txt	1 KB	Text Document	09/02/2021 00:19				

When done reboot Beomaster 5 by clicking **2** Start



Shutdown – choose Reboot in the dropdown menu – press OK

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