



## Hints for connecting your WM-10

In this article we have identified the main errors and problems that you may meet when setting up and using your WM10. It will also provide you with clues on how to solve the problems.

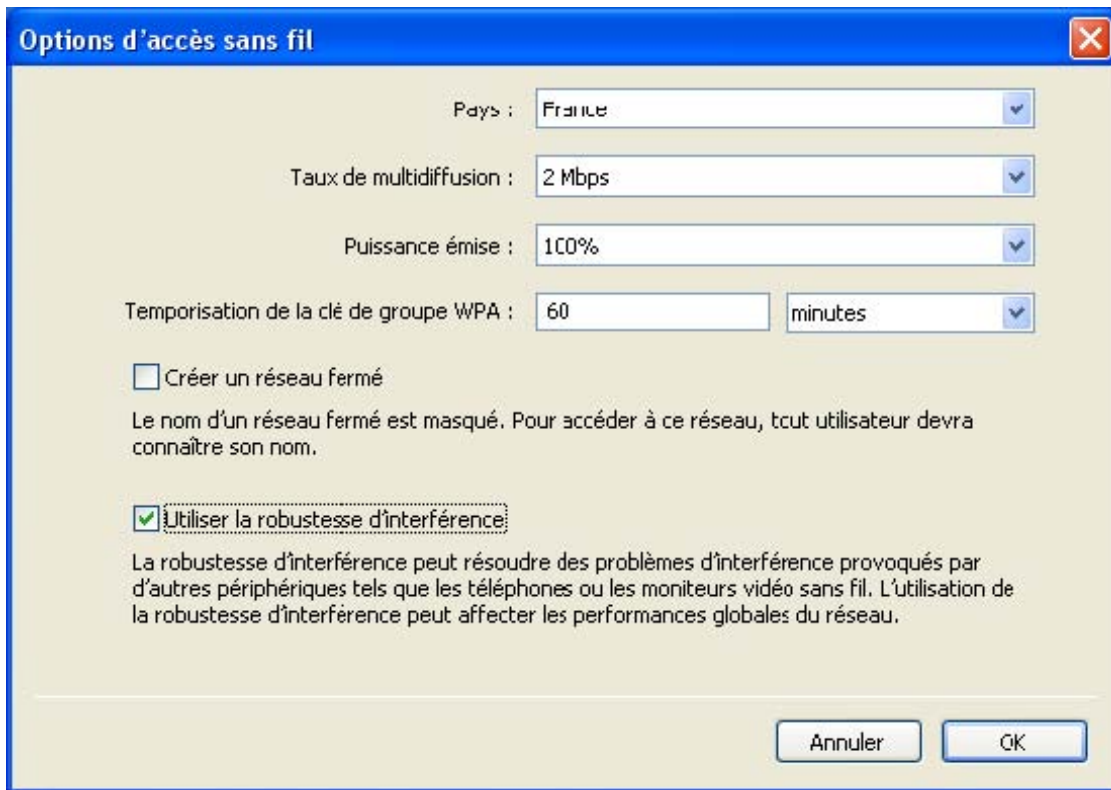
### 1. Connection / Disconnection problems

You cannot establish a connection with your WM-10 or it disconnects frequently for no apparent reason. One of the following instructions may help you to solve this problem.

If you cannot find the solution in the following examples, please do not hesitate to consult forums about connection problems with an Airport Express. WM10 is based on an Airport Express platform and therefore the setup procedure is very similar.

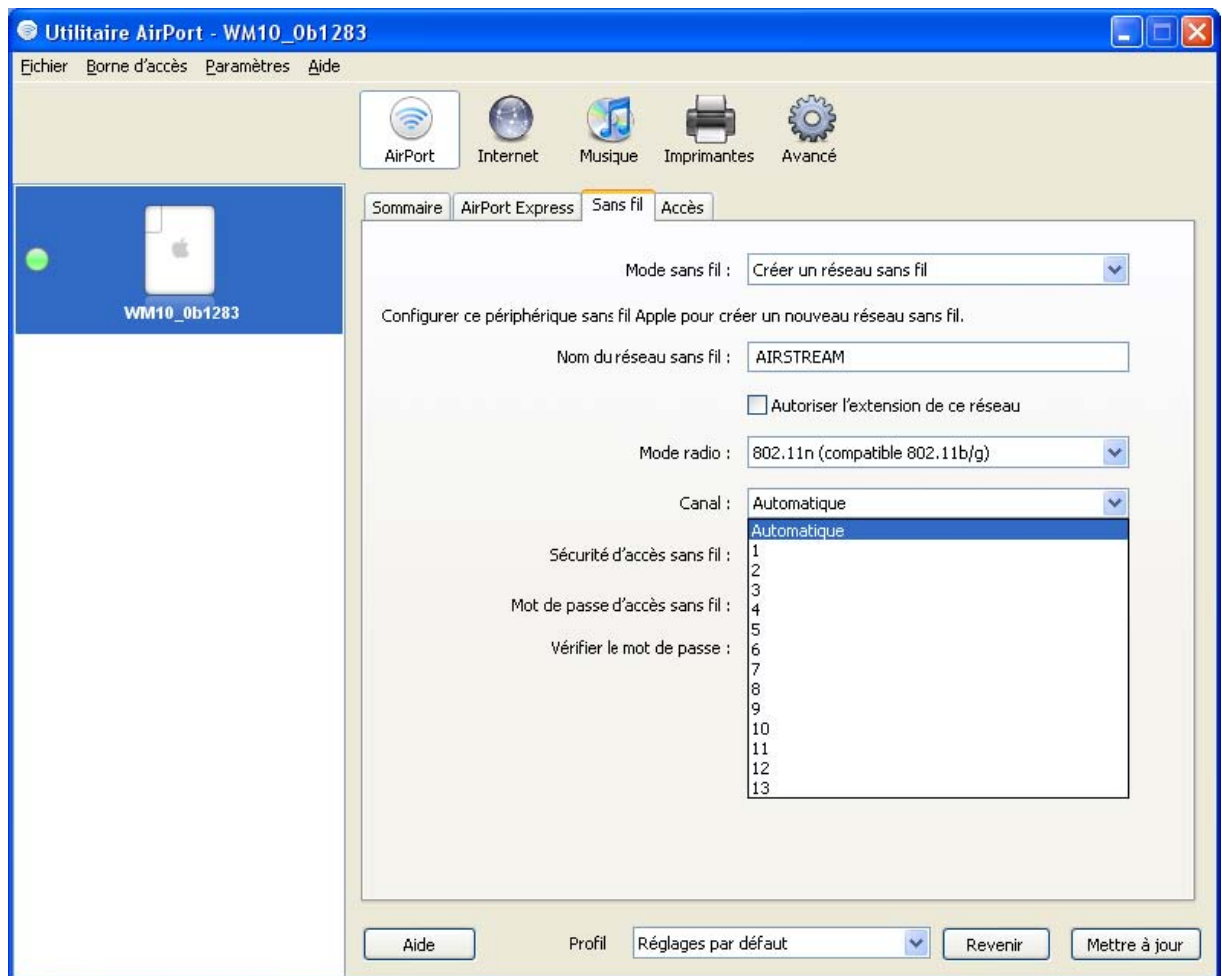
- ❖ Check that no other devices are the cause of any interference. What is the distance between your computer and your receiver and how many walls are there? If possible, try to connect to another computer. The idea is to check if the problem is linked to the receiver network configuration or whether the problem is caused by the computer sending the music.
- ❖ Check that the WM10 software is totally up to date. To do so, launch the Airport Utility and select your device. The software will indicate if an update is required. Also download the latest version of iTunes and if necessary also update your router or your "box". Most of the time the latest version is the one that you should use (at present it is the version 7.4.2). However, according to your particular installation, it could be that an older version will be more stable on your system. In this case, go back to the older version (for example, going back to the versions 6.3 or 6.1.1 solved problems for some users). Download the required version on Apple's website and follow the instructions. If necessary, try several versions until you find the right one for you.
- ❖ Switch off both the WM10 and your router, and then switch them back on again. This is a very simple way of resetting your system. Of course it is not the solution if you are forced to do this on a regular basis.
- ❖ Reset your router and your WM10. This method is particularly useful if you notice that your device is no longer in the list in the Airport Utility.

- ❖ Try to select the “Interference Robustness” option. To do this, in the Airport Utility, in the Manual Setup menu, select the Airport Tab -> Wireless -> Wireless Options. Select the option “Use Interference Robustness”.



- ❖ Try to change the type of wireless network security and/ or the password. Change the security settings to WEP instead of WPA. Otherwise, leave the network temporarily unprotected without a password and test how it functions. If the problem disappears, then the security mode is the cause of the problem. Check that your settings are correct and that the password contains the right number of characters required by the security mode selected. If the problem persists, then it is not entirely due to a security problem and the search must continue to find the cause.
- ❖ Change channels on the WM10. Maybe the wireless network is overloaded and several other networks are causing interference. You may find it useful to use an application such as istumbler or Airradar to help indicate the channels used by the wireless networks it detects. In this case, find a free channel and change the WM10 channel to that one.

In the Airport Utility, in the Manual Setup window, go to the Airport tab -> Wireless. Select the required channel.



- ❖ Update your preferred networks list. Remove the networks which are no longer used and list the networks you regularly connect to in the preferred order.
- ❖ Also, if you use a mobile phone, check that your battery power is strong enough or ideally, connect it to the mains.
- ❖ One specific case we came across with an iMac: Go to the System Preferences menu -> Accounts -> Login items. If you notice a programme named realplayer downloader, remove it then reboot your computer. This may solve the problem.
- ❖ If the problem persists, it may be a hardware problem with your network card. If possible, test it on another computer.

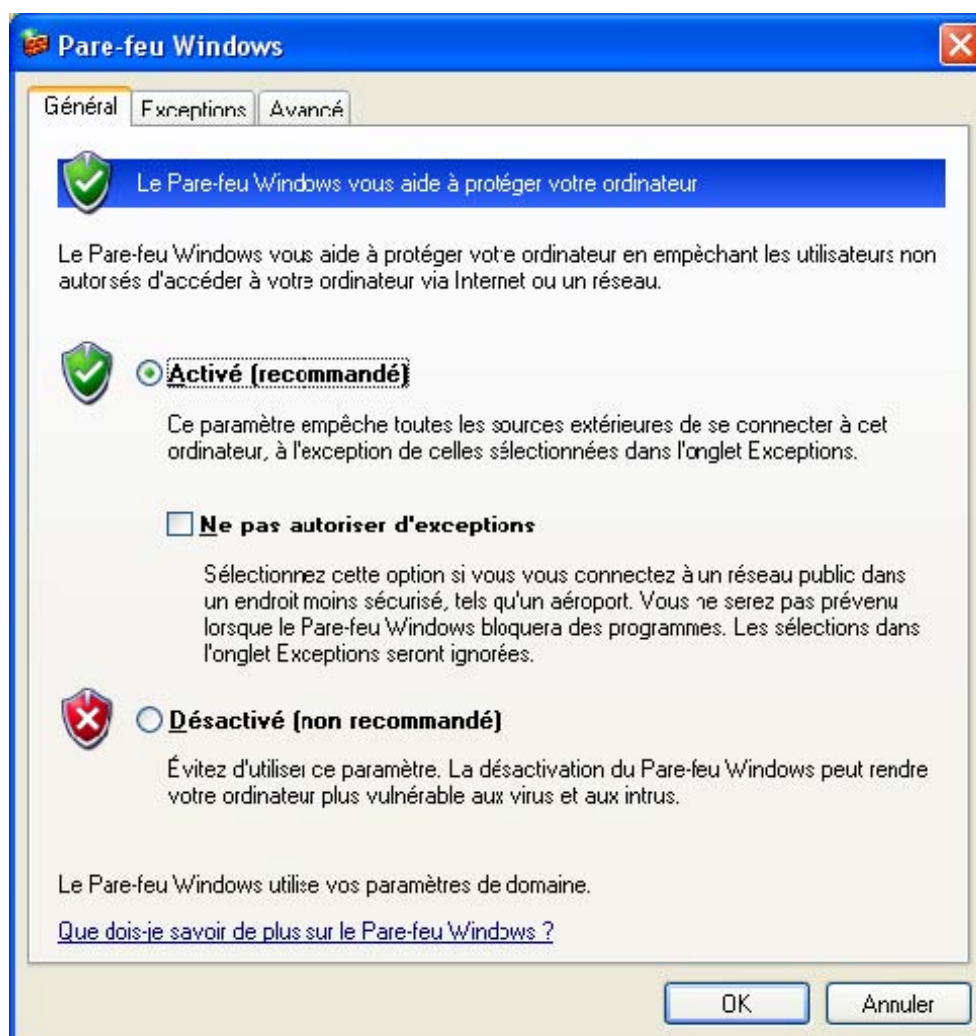
## 2. iTunes / AirTunes - Error Codes

- ❖ As far as we can gather from other users, installing iTunes 8 has prevented its functioning with AirTunes on wireless receivers.

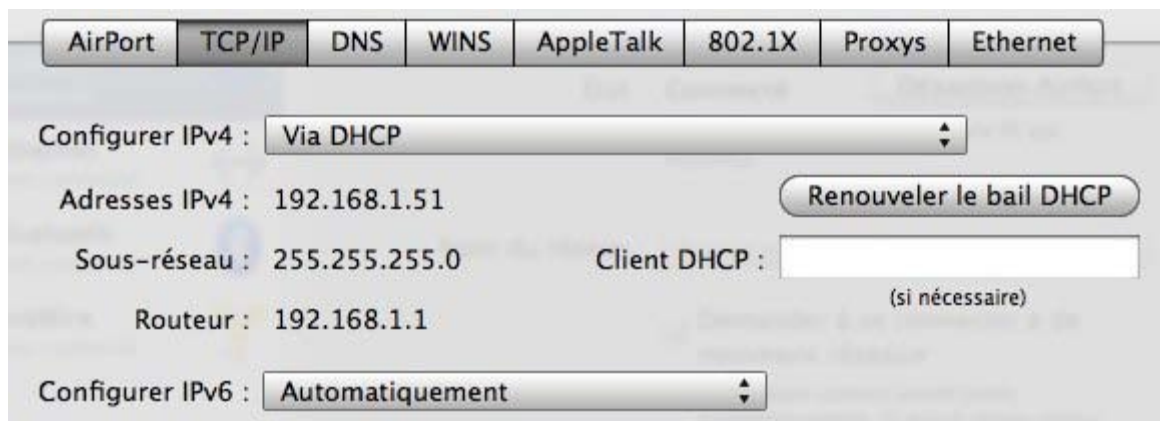
Error messages -15000 and -3256 are displayed as the only response when attempting to establish a connection.

- ❖ Error 15000. It may be caused by an old firmware on the Airport base station. Installing the most recent version (via the Airport Utility) should solve the problem. You should also check your fire-wall and antivirus.
- ❖ For Mac, go to the menu System Preferences>Security>Fire-Wall>Allow Incoming Connections> Add iTunes.

For PC, with the Windows firewall, check that the box entitled “Don’t authorize exceptions” is not checked.



- ❖ Other users have found a solution by selecting the "Automatically" option in the Configure IPv6 drop-down menu featured in the network pane of the System Preferences window.



### 3. Connecting to a "box"

To connect to an existing wireless network, follow the instructions available on our website (or refer to the instructions supplied by Apple: [http://support.apple.com/kb/HT1731?viewlocale=fr\\_FR](http://support.apple.com/kb/HT1731?viewlocale=fr_FR)).

*Here are some specific cases we have come across:*

#### **Livebox:**

Attention: When connecting to a Livebox, make sure that you press the 'Association' button on the Livebox before you establish a wireless connection.

#### **Freebox:**

Here is how you can continue to use AirTunes and maintain the wireless connection on the Freebox : The Freebox HD settings are accessible via the management interface, in the "Wi-Fi Function" section (its well hidden...)

- Channel : 11 (select the one you require, but it is important to use the same for the two devices)
- Automatic channel : not checked
- Network : select the network you require, of course
- Hidden network : not checked - Protection : WPA (TKIP + AES)
- Key : Choose your key, BUT WITH 13 LETTERS, such as "abcdefghijklm"
- Click "Send" when invited to, and reboot the Freebox.

When complete, follow the instructions featured on our website to connect your receiver to this network. Here again is a brief reminder:

Receiver Setup instructions using the Airport Utility (for PC) - if you are a Mac user, it may differ slightly.

- Connect your receiver to the mains and to your amplifier (for AirTunes).
- Airport Tab, select "Connect to an existing wireless network" and enter the "Network name", the same name that is indicated on the Freebox ; select the same channel as the Freebox, and then click on "Security". The Security window is displayed.
- Select "WPA for home and small business use" and enter the key chosen on the Freebox, and confirm
- Select the "WDS" tab: DO NOT TOUCH ANYTHING, as indeed, the Freebox does not seem to support WDS (which is a shame because it prevents us from using the AE to expand the network range of the Freebox ...)
- Tab "Music" : Click "Activate AirTunes..." and select a name.
- Now click on "Update".

When the procedure is complete, the led should turn to blue.

This is a non-exhaustive list and provides examples for those users who have this type of configuration.