

## **Linn Technical Support**

### **Common setup issues for the Linn DS Products**

Revision 1.2 June 13<sup>th</sup> 2008 [Technical.Support@Linn.co.uk](mailto:Technical.Support@Linn.co.uk)

**Distribution:** Linn Internal/Trade



**NOTE:** check <http://docs.linn.co.uk> for any other information

#### **Wifi WAP configuration**

Wireless control point – Tablet running LinnGUI – status will fade if connection drops indication a wireless connection problem. Confirm by changing to a wired connection.

#### **The Wireless Access Point, (WAP), may have a Preamble setting.**

This should be set to “**Long & short**” or “**Automatic**” (depending on the WAP manufacturer)

From experience, this will reduce the number of times that the LinnGUI status fades.

#### **If the WAP has different speeds (b, g, N).**

You should configure the WAP to **one** transmission speed (typically “**g**” is fast and works well with most devices)

If the PC/Nokia etc can work at different speeds, it may keep breaking and remake the wireless connection at a stronger signal. This constant changeover can confuse the LINNGUI/Nokia and keeps losing their control.

#### **Check for other adjacent WAP on same channel,**

There may be another local wireless network using the same channel. You can check if another wireless device is broadcasting nearby using NETSTUMBLER (<http://www.stumbler.net/>) on your PC/laptop. If confirmed, log on to WAP and change to another unused channel.

#### **Nokia N800 series control**

**The latest Linn DS software (BUTE) does not work with Nokia OS2007, typically installed on the Nokia N800.**

Update the Nokia N800 to **OS2008**. This is a free upgrade and can be downloaded from the Nokia website.

#### **If the Nokia keeps losing control:**

Check the location of the WAP, (it is not too close, overloading the wifi signal) and Check the settings of the Nokia are



1. Select the Network icon in the top right menu bar, next to the battery.
2. Select the connectivity setting,
3. Click on the “Idle times tab” and
4. Change the WLAN IDLE time to Unlimited and OK.

**TWONKY.....**

## **TWONKY**

### **The Twonky can list the Music in different ways; this can be changed to meet the customers' requirements.**

This can be done by going in to the Music tree setup of the Twonky can changing the Music node setup and adding levels. (Please refer to the [www.TwonkyVision.com](http://www.TwonkyVision.com) website for any details)

### **The Twonky vision has been known to get lost in the NAS.**

Go in to the NAS setup and check that you can see the Twonky Application is there. (Twonky may work, but has got lost in the NAS). Re-install Twonky on the NAS to recover.

### **If Music cannot be seen on the NAS**

Check that the Twonky software is looking in the right top folder. (Use the Browse key in the "Content locations" to make sure that the top folder exists).

You may have "Save" and restart the server to see these folders again.

Note: the top folder is at the where each folder with the music branches off.

Twonky can be a little fussy if the NAS or PC IP address has changed. The simple solution is to restart the NAS and see if this recovers anything.

Use the Browse feature from the Twonky admin page to browse music, If you cannot see any after verifying correct folder, you can force a database rebuild by selecting the maintenance tab on the home menu and click Rebuild database.



If this does not work then try re-installing Twonky.

### **Ripped Music takes its time before you can see it on the LINNGUI**

If you are using TwonkyMedia on a NAS, this has a rescan time. This is the time period between scanning the NAS to find out what files have been changed/added or removed. We suggest that this is set to either 60minute or 0minutes, (see reasoning below on Audio Muting....).

You can force a manual rescan by going in to the Twonky setup and hitting the rescan button or click on the Rebuild database button as mentioned above (in the "If Music cannot be seen....").

### **Audio Muting on the DS, (the music keeps fading in and out)**

Check that the Twonky RESCAN TIME is NOT too short. For a NAS we would recommend either 60minutes or 0 minutes. (The 0minute setting means that you have manually rescanned every time you add Music, but if you don't add music regularly this would be the preferred setting.) If you are running Twonky on a PC (-1) will work. This setting monitors any changes and updates the database, without constant re-scanning.

Make sure that bit-torrent is not running on the network.

Faulty switches / routers have been known to cause dropped connection, which may recover but will cause audio to mute.

## **DS operating**

**You have updated the DS product to BUTE software and you are getting strange results, (sounding worse, not controlling the pre-amp correctly etc)**

Put the DS product back in to Factory Defaults using the LINNCONFIG-Advanced Configure TAB.



This will mean that you will have to reset the device name etc. But will make sure that there are no unforeseen hidden setup options that are causing the DS confusion.

**You have updated the DS product to BUTE, but you cannot see any DS products listed.**

You are probably using the older version of LINNGUI (1.2-0.10 or before). This is the Auskerry version. You need to use the later version of LINNGUI (V1.3-\*\*\*\*, the BUTE version) before you can see BUTE programmed DS products.

**When you use the LINNGUI and try and add Music to the DS, the playlist screen stays blank.**

You have not set the firewall up for the LINNGUI (and probably the LINNCONFIG). Each new version of the LINNGUI and LINNCONFIG must be added to the Firewall exceptions

Details on how to do this are on the Windows website: [Windows XP](#) or [Windows Vista](#)

You include;

**C:\Program Files\Linn Products Ltd\LinnGUI\1.3-0.6\LinnGUI\_xxx\_rx.exe** for the LINNGUI version 1.3-0.6

**C:\Program Files\Linn Products Ltd\LinnConfig\1.2-0.7\LinnGUI\_xxx\_rx.exe** for the LINNGUI version 1.2-0.7

(These software versions may change, but the above are correct from June 5<sup>th</sup> 2008)

**A customer want to use an MAC or LINUX PC to control his Linn DS system.**

Linn has an open source website (<http://oss.linn.co.uk>) that has a download section for trial alpha version software for the MAC/LINUX.

This software is unsupported and is there for trails and research only.

Some MAC OS can run a windows parallel setup, to allow Windows software to run on the MAC. This is another control option of the DS

**When I fire the IR handset at the Klimax DS, it is no longer sending these IR commands to the Klimax Kontrol.**

The latest version of BUTE software for the Klimax DS (flash 1.2-0.4), no longer forwards the IR commands via RS232 to the other product. (You can still control the Klimax Kontrol using direct IR commands and control it using the LINNGUI.)

END