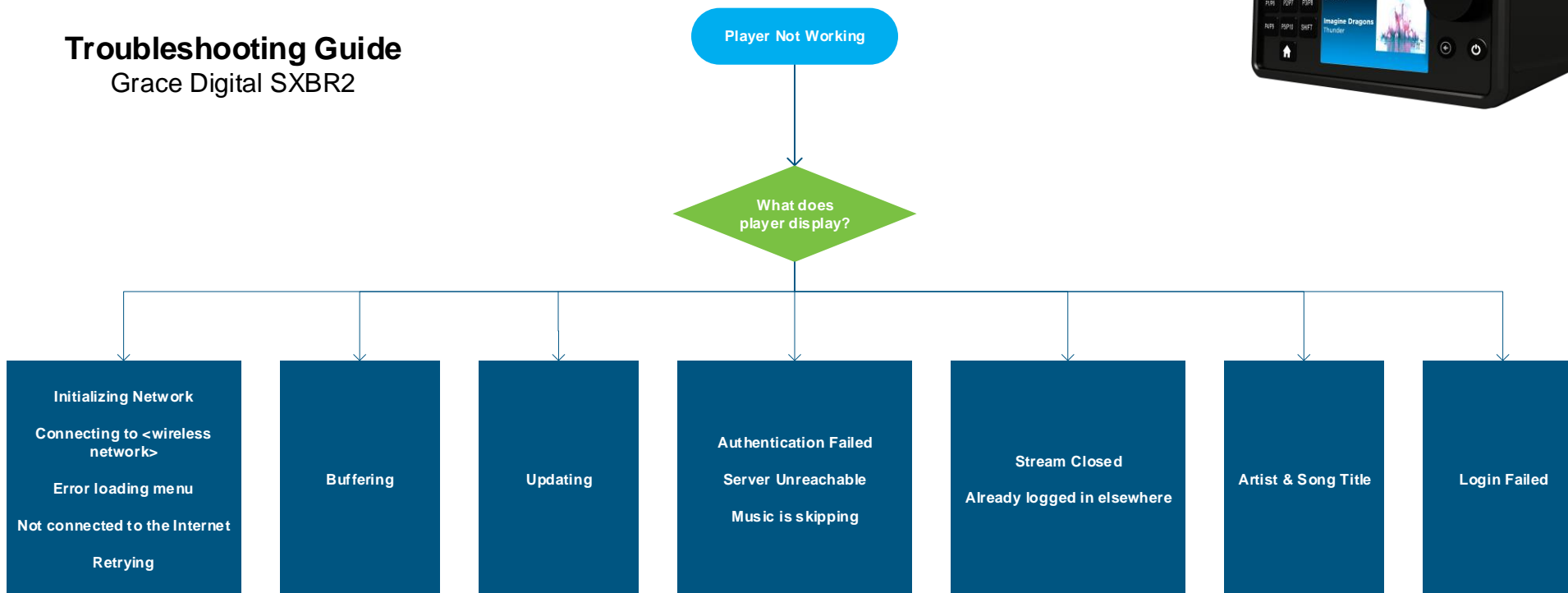




Troubleshooting Guide

Grace Digital SXBR2



Please select the box above that corresponds with the message your player is displaying.

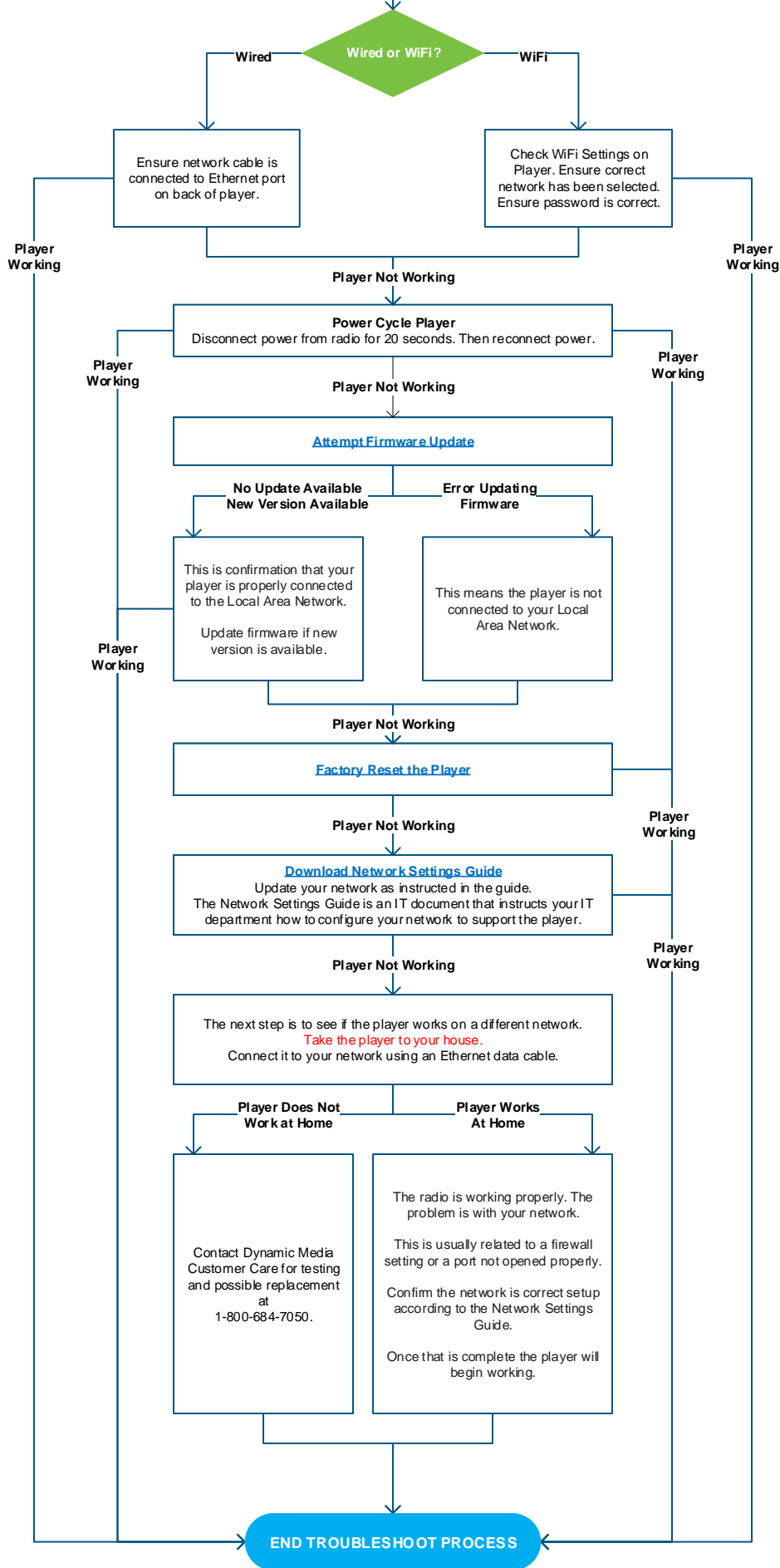


Troubleshooting Guide
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What does player display?

- Initializing Network
- Connecting to <wireless network>
- Error loading menu
- Not connected to the Internet
- Retrying

Diagnosis: These errors indicate that the player is not connected to your local area network. This troubleshoot will focus on getting your player connected to your network.



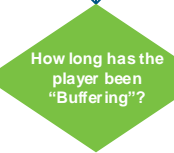


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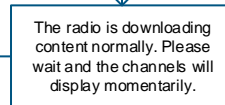
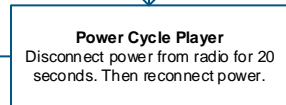


Diagnosis: The "buffering" notification indicates that the player is downloading channel information and other content to its internal storage system. The "buffering" notification should not display longer than one minute.



More Than One Minute

Less Than One Minute



Player Not Working

Player Working

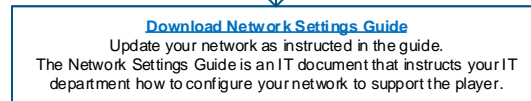
Player Working

Player Not Working



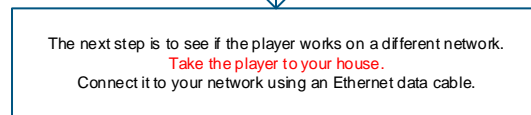
Player Working

Player Not Working



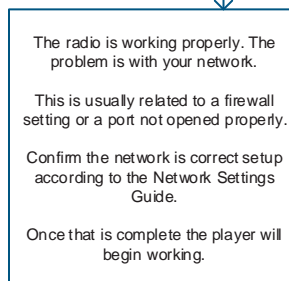
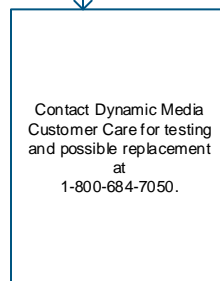
Player Working

Player Not Working



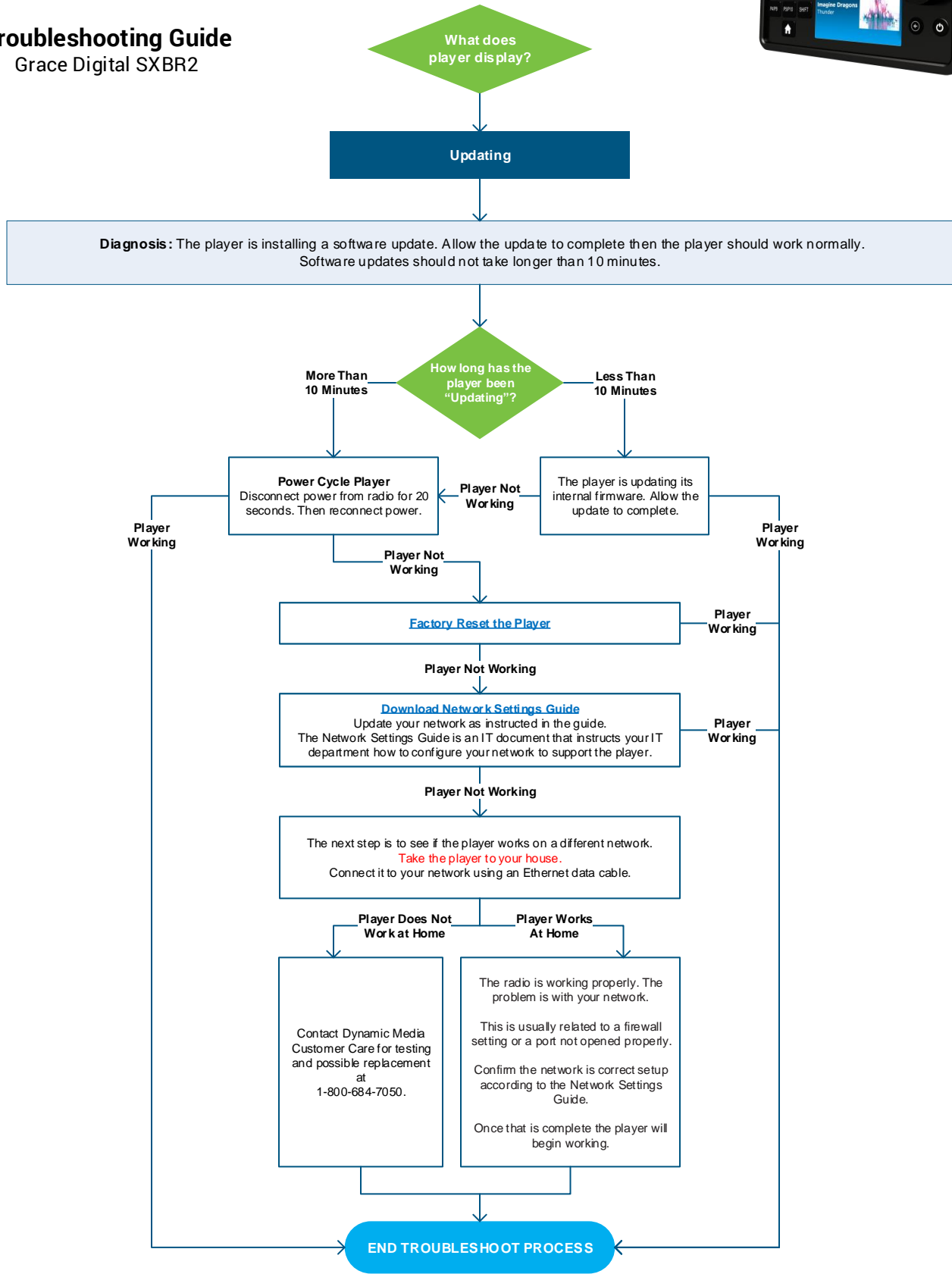
Player Does Not Work at Home

Player Works At Home





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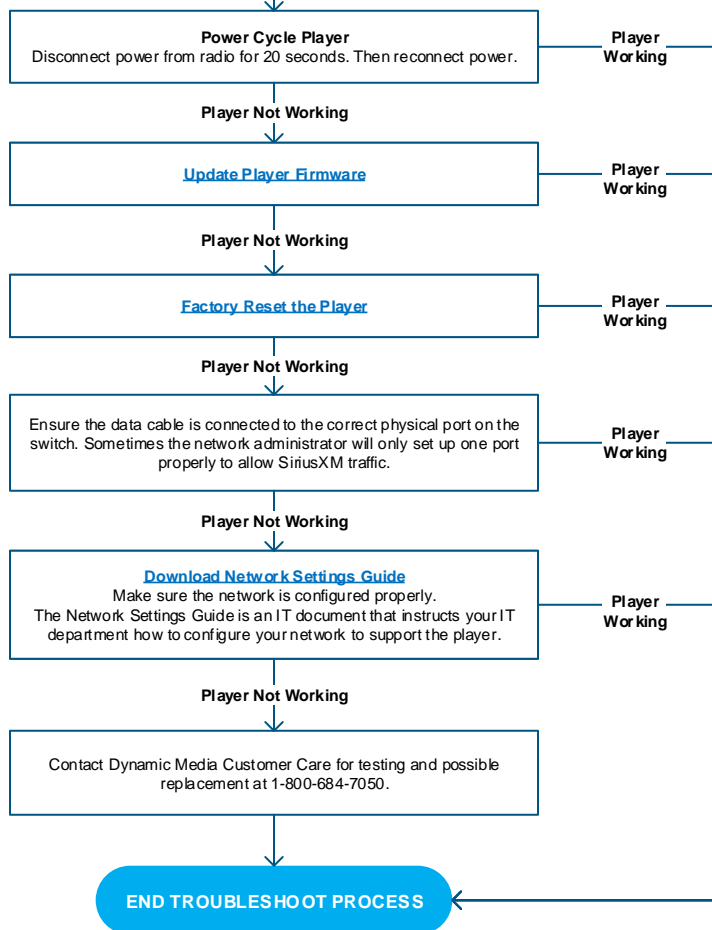
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What does
player display?

- Authentication Failed
- Server Unreachable
- Music is skipping

Diagnosis: These errors indicate that the player is having difficulty communicating with the SiriusXM music servers.





Troubleshooting Guide

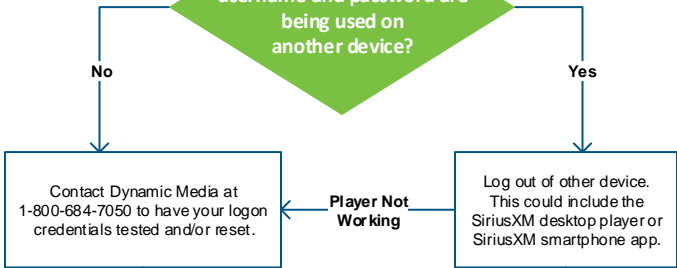
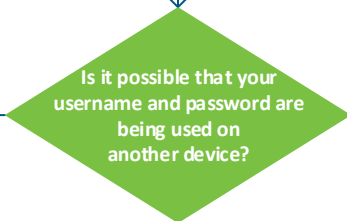
Grace Digital SXBR2



- Stream Closed
- Already logged in elsewhere

Diagnosis: Your SiriusXM username and password can only be used on one device at a time. This error indicates that your username/password are being used on another device and have caused the music stream to close.

This may also indicate a problem with your username and/or password. If this is the case, Dynamic Media will reset your credentials and restore access.



Player Working



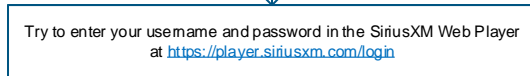


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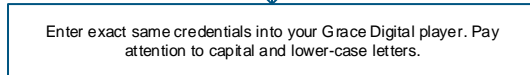


Diagnosis: This error means that the login credentials were not accepted by the radio, usually because they were not entered correctly. Both the username and password are case sensitive, so pay close attention to capital and lower-case letters.



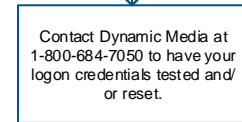
Web Player Not Working

Web Player Working



Player Not Working

Player Working



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