



## NaimUniti Troubleshooting Guide V3

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## 1 General Troubleshooting

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### 1.1 The NaimUniti does not switch on

- Check Mains lead is connected
- Check mains lead fuse
- Check fuse fitted to NaimUniti power inlet socket on rear panel. A spare fuse is provided in the spare holder. When buying replacement fuses check the fuse rating matches the fuse specification printed on the NaimUniti rear panel

### 1.2 The remote control does not work

- Check batteries are fresh and are correctly fitted
- Check the remote control has line of sight to the NaimUniti IR receiver (located in the illuminated Naim logo on the front of the product).
- Check if there is a light source that could interfere with the operation of the remote control. For example the following can interfere with IR remote controls:
  - Bright, direct sunlight
  - Some low-energy lighting
  - Some flat-screen TV sets. Try switching off the TV or changing the NaimUniti location.
  - The remote could be set to the wrong system code. To reset the remote control to the default system code point the remote at the NaimUniti and press the following buttons at the same time: aux, Info (i) and disp.

### 1.3 The remote control interferes with another product/Uniti responds to another product's remote control

- The NaimUniti remote control can be configured to work on a different remote control channel if the default channel clashes with another product's remote control. To change the control channel point the remote at the NaimUniti and press the following buttons at the same time: **aux, info (i)** and one of the following:
  - Disp (this is the default setting) or one of the alternate channels: 1, 2, 3, 4, 5, 6, 7, 8, 9 or 0

### 1.4 One of the inputs does not appear when cycling through inputs.

- The input may have been disabled. To check if this is the case select 'Inputs' from the settings menu.

### 1.5 The display keeps switching off

- The display switches off automatically after a preset time (see setup menu).



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### 1.6 The display turns off quickly even if Auto off is set to one hour

- Check the display has not been switched off with the 'disp' button.

### 1.7 "I sometimes accidentally change input when pressing up/down when not in a list"

- This functionality can be switched off in the menu. From the setup menu select 'Handset Keys > Up/Down' to change the way the Up/Down keys behave. This menu also has a setting to define the operation of the Left/Right keys.

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## 2 Audio Problems

### 2.1 No subwoofer output

- Check the subwoofer lead is connected
- Check the subwoofer is switched on and the fuse is ok.
- Check subwoofer is switched on in 'Setup > Speakers' menu.

### 2.2 One input is much louder than another

- Use the Input trim settings for each input to adjust the level of each input.

### 2.3 No sound on Headphones or Speakers

- Check the volume is not set to 0 or mute.
- Note that the NaimUniti stores a separate volume setting for headphone use and automatically selects it when the headphones are inserted.

### 2.4 No input on Front input when using digital or analogue source

- Check that the front panel input has not been set to the wrong audio format in the 'Setup > Inputs > Front > Format' menu

### 2.5 Start of track cut when using front panel digital input

- The NaimUniti takes a short amount of time to detect the incoming signal when a device is first attached to the front panel input. Setting the input to use the desired format in the 'Setup > Inputs > Front > Format' menu can speed up the time taken to detect the format.

### 2.6 Bass appears to be missing from the main loudspeakers

- Check that the main loudspeakers are set to 'Large' in the 'Setup > Speakers' menu.

### 2.7 Main volume doesn't go all the way to 100

- The maximum allowed volume can be set in the 'Setup > Speakers > Max. Volume' menu.



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## 2.8 Headphone Volume doesn't go all the way to 100

- The maximum allowed headphone volume can be set in the 'Setup > Headphones > Max. Volume' menu.

## 2.9 Sound only comes from one speaker

- Check the balance setting in the 'Setup > Speakers > Balance' menu.

## 2.10 Hum is audible from the loudspeakers

- Try changing the rear panel earth switch position between 'chassis' and 'floating'. In most cases this switch should be set to 'chassis'

## 2.11 The message 'Overload Press list to unmute' is displayed

- The power amplifier is taking too much current, playing at high volume may be the cause, reduce volume if this may be the case.
- If not playing at high volume one of the loudspeakers could have a short circuit or the speaker cable could be faulty.

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## 3 Networking

### 3.1 The NaimUniti cannot connect to a network. The display shows...'No network', 'No Address' or 'Not connected'

- Network cable is not properly connected. Connect network cable, check connection to router

### 3.2 Cannot connect to network using wireless mode

- In most cases, a wired network will be more robust than a wireless network. If wireless networking problems are experienced, try a wired connection to determine if the problem is with the wireless connection or if it lies elsewhere.
- If the NaimUniti currently has a wired network connected, wireless networking cannot be used. To change to wireless mode switch off the NaimUniti, disconnect the wired network then switch the power back on.
- The wireless antenna may not be connected properly or the NaimUniti may be placed in a location with bad reception quality. Connect the wireless antenna properly and find a location with good reception quality. Set the transmission power output of your wireless router to maximum. Try to establish a network connection first in a location close to the wireless router. If this succeeds, try to connect to wireless from a more remote location. Experiment with antenna position and try to find a location with better reception quality.
- If wireless network problems persist, a 'Power Line' network-over-mains system might be a good alternative to establish a stable network connection.
- Network parameters not properly configured. For example, the network passphrase may be incorrect or may not have been entered. Configure the network parameters correctly (see reference manual for details).



- 2 leg wireless networks are not supported.

### **3.3 Networking Error messages**

The following messages can be shown on the network settings menu page or on the main display:

#### **3.3.1 Security mismatch**

- Wireless security settings have changed on the router. For example the Uniti was correctly configured to work with a router then the router configuration was changed to use a different security type. In this scenario you need to reselect the desired wireless network from the Select Network menu.

#### **3.3.2 No Network**

- No network cable connected and either no wireless network selected or wireless network is set to 'Don't use'.
- Wireless is selected but there is no wireless network available e.g. the router is switched off.

#### **3.3.3 Can't login / Login failure**

- Cannot connect to the wireless network. Typically an incorrect passphrase.

#### **3.3.4 Limited connection**

- Cannot obtain an automatic (DHCP) IP address. Check the router/DHCP server is online and correctly configured.

### **3.4 Persistent 'No Network' error after an IP address clash**

- Restart the router. Some routers require a reboot after an IP address clash has occurred.

### **3.5 Cannot connect to network after changing between wired and wireless**

- NaimUniti requires a restart when the network is changed from wired to wireless (or vice versa).

### **3.6 Cannot connect to Wireless network even with the correct security passphrase entered**

- The router may have MAC address filtering enabled. Check in the router setup and add the MAC address of the Uniti to the MAC address filtering setting if necessary.

## **4 UPnP**

### **4.1 No UPnP servers are available**

- UPnP is being blocked by the firewall of your computer. Change the firewall settings to allow UPnP content to be passed. Check the firewall documentation for more details on how to do this.



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- If a NAS is being used ensure it has a built in UPnP server and that it is switched on. Check the NAS documentation for more details on how to do this.
- If a computer is being used to host the music files ensure that it is running UPnP server software. The following table details some third part UPnP server software that can be used:



Operating system	Name	Website
Windows	Windows Media Player 11	<a href="http://www.microsoft.com/windows/windowsmedia/de/default.aspx">http://www.microsoft.com/windows/windowsmedia/de/default.aspx</a>
Windows	Twonky Media Server	<a href="http://www.twonkyvision.de/">http://www.twonkyvision.de/</a>
Windows	Tiversity	<a href="http://tiversity.com/">http://tiversity.com/</a>
Mac (OS X)	Allegro	<a href="http://www.allegrosoft.com">http://www.allegrosoft.com</a>
Linux	MediaTomb	<a href="http://mediatomb.cc/">http://mediatomb.cc/</a>

#### 4.2 The message 'Can't play' is displayed

- The NaimUniti is unable to open the selected file. This is generally due to the network device that held the music no longer being available. Reconnect the UPnP device to the network.

#### 4.3 The message 'Unable to open file' or 'Unable to open stream' is displayed

- The music file on the storage device or on the music server does not exist or has been deleted.

#### 4.4 The UPnP server is available but shows no music

- The music store has not been re-scanned since the music was added to the device. Select 'Re scan music directory' from the UPnP server settings page. Check the UPnP server documentation for more details on how to do this.
- Check that the audio files on the UPnP server are in a format supported by NaimUniti. See table in section 10 for a list of supported formats.

#### 4.5 The message 'Unsupported File Format' is displayed

- The file is stored in a format that is not supported. Try another file.

#### 4.6 "Please wait" displayed when streaming from UPnP

- Some NAS devices with a built in UPnP server have a power saving feature that can be configured to spin down the hard drives after a period of inactivity. When the drives spin down the content usually becomes unavailable even though the UPnP server is still running. This setting is sometimes referred to as a 'power saving' mode and is normally best disabled for most reliable UPnP support.

#### 4.7 Some files on the UPnP server cannot be played

- The file type is not supported by Uniti.
- The UPnP server has been set to transcode and the file is not compatible with the UPnP server transcoding capabilities.





#### 4.8 Cannot jump lists when using UPnP server

- Some UPnP servers do not return the browse data in alphabetically sorted lists. If this is the case then the Uniti cannot perform an alphabetical jump to a position in the list.

#### 4.9 Wired UPnP – troubleshooting

From Naim experience so far UPnP streaming problems on a wired connection fall into 3 different camps:

1. Firewall and devices filtering traffic - either in the ADSL modem or the PC has its software firewall setup aggressively.
2. NAS's that when doing other tasks cannot achieve the necessary throughput rates of streaming.
3. Power management

1. Can be proved by using a hub and as a test, disable any software firewalls running (eg. Windows Firewall).

2. On some NAS devices when they rescan their music library to populate the built-in UPnP servers database, they use up so much CPU time they cannot actually stream music. To stream reliably a 44.1/16 WAV the NAS must be able to supply on average 176.4KBytes/Sec. That doesn't sound much, but often throughput on cheap NASs can go down to a trickle when doing background tasks. On Uniti we pre-buffer 4 seconds of data before playing audio and aim to try and keep that buffer full with 8 seconds worth of audio at 44.1/16 WAV. As audio playback is a realtime task, it will show up a weaknesses in a NAS, that otherwise would be ok just for storing files for casual browsing.

Naim have written a PC application that simulates the read requirements of HDX (and also can work for Uniti). It then measures all the throughputs over a configurable period of time and will tell you if the system will stream reliably. Naturally the app can't tell you exactly where the bottleneck is, but it does give a wealth of measured metrics and also gives users confidence that their systems will stream reliably every time.

3. If a device goes to sleep (spins down hard drives, reduce CPU clock speeds etc), then the wake up time on some budget NASs can be a long time (often more than 15secs). This in turn can make the Uniti think the device is faulty. For a consistent streaming experience turn off any power management features on the NAS.

#### 4.10 Hi-Res music files drop out

- Music files with a bit rate higher than 24/48 are not supported if using a wireless connection. With a good signal in a non-densely wireless populated area they should play with little problem but wireless conflicts,



distances, solid walls and even fish tanks can reduce the signal consistency to a point where normal resolution music will pay well but hi-res – requiring a considerably higher bandwidth struggles.

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## 5 Internet Radio (iRadio)

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### 5.1 iRadio station is not available

- Internet radio stations sometimes go offline. If an Internet radio station is temporarily offline it may still appear on the Uniti list of iRadio stations but when selected will not be able to connect.
- The Internet radio station has been switched off, it transmits only at certain hours of the day or it has changed Internet address. Try again later or check the station's website for details regarding broadcast times and Internet address (URL).
- The station may not be licensed to be broadcast in certain countries. For example, the primary BBC channels cannot be listened to outside the UK.

### 5.2 Poor quality sound from an iRadio station

- Some Internet radio stations broadcast at a low audio quality. Use stations transmitting at least at 128 kbit/s. This is the lowest recommended bitrate for adequate sound quality. For good sound quality we recommend high bitrates such as 320 kbit/s

### 5.3 Transmission interrupts occur when listening to iRadio stations.

- The streaming capacity of the Internet radio station's server is at its limit. Try another station
- The Internet connection may not have sufficient bandwidth. Check your network for excess traffic (i.e. video conferencing) that can severely reduce available bandwidth. Disable these programs. Reset your Internet connection (see your internet provider for details).
- If using a wireless network check the signal strength. Try a wired connection to see if this fixes the problem.

### 5.4 The message 'Press Play to Reconnect' appears sometimes on Internet Radio input

- When listening to Internet radio, if the Uniti is muted for more than 5 minutes, the connection to the Internet radio is turned off to save network bandwidth.

### 5.5 The message 'Unsupported File Format' is displayed

- The radio station is transmitting in a format that is not supported. Try another station.



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## 5.6 The message 'Unable to open file' or 'Unable to open stream' is displayed

- The Internet radio station is not currently available. Choose another radio station. If the station is no longer available it should be deleted from the Presets List (if stored there).

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## 6 DAB/FM Tuner

### 6.1 The RDS station name does not appear in the display.

- The station is not broadcasting RDS information.
- Reception is poor, interference is severe, or signal strength is low. Select only those stations which can be received with a strong signal: hiss-free and without interference. The signal strength indicator on the NaimUniti display can assist with this.

### 6.2 Very few stations are available

- The antenna system or antenna cable may be faulty. Check the antenna lead for good contact at the antenna socket (at the wall) and in the back of the NaimUniti. As a test, try using the system with a trailing antenna. If you can now receive stations reasonably well, we recommend that you call out an expert antenna technician to check your antenna system.

### 6.3 DAB - Very few stations are available

- It is possible radio stations have changed DAB multiplex. Try rescanning for DAB stations: Setup > Inputs > DAB > Rescan

### 6.4 DAB - The unit displays 'No Stations – Press ok to continue'

- The NaimUniti has no DAB radio stations available and needs to perform a re-scan. Press 'ok' on the remote or 'Stop' on the key panel.

### 6.5 FM - Very few stations are available

- The Seek lock feature may be set to high. This feature defines the minimum signal strength required to detect a station when scanning. Try reducing the Seek lock sensitivity: Setup > Inputs > FM > Seek lock

### 6.6 FM – Audio distortion (whistling)

- The antenna lead is routed too close to a mains, remote control or audio signal cable. Move the leads so that they are spaced well apart. Use a domestic (loft or outside) antenna or a cable connection.

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## 7 USB / iPod

### 7.1 The iPod does not charge when connected

- The iPod is only charged when connected to the rear panel iPod socket with the n-Link cable



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- Check charge setting is to 'Always' or 'Auto' in the 'Setup > Inputs > iPod > Charge' menu.
  - If the NaimUniti iPod charge setting is set to 'Auto' the iPod will not charge when the iPod input is selected.

#### **7.2 The iPod sound is distorted when connected to front panel 3.5mm input socket**

- Check the iPod volume is not set too high.
- Ensure the iPod EQ setting is switched off.

#### **7.3 The iPod doesn't work when connected to the USB input**

- This is normal. iPods should only be connected to the rear panel iPod socket using a Naim n-Link cable or to the front panel 3.5mm audio input.

#### **7.4 The message 'Cannot read iPod' is displayed**

- The NaimUniti is unable to communicate to the connected iPod. Disconnect the iPod and re-connect, if issue persists switch off the Uniti then reset the iPod. Then reconnect the iPod.

### **8 USB Devices**

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#### **8.1 A USB Storage device is not recognized**

- The storage device (especially USB hard discs without separate power supplies) draws more electrical current from the USB interface than is permitted by the USB standard. Only use USB storage devices that conform to the USB standard or use storage devices with their own power supply.
- The storage device is not formatted with an appropriate file system. The NaimUniti accepts storage devices with FAT16 or FAT32 file systems. For large music archives, we recommend to use a NAS device with a UPnP server.

#### **8.2 It takes a long time before the memory stick contents are available**

- Devices with a large amount of music will take longer to scan/initialise.

#### **8.3 The message 'Source Err. Cannot Read USB' is displayed**

- The USB device may be encrypted (e.g. Sony MP3 players). Connect it to the front panel analogue input using a 3.5mm jack cable.



## 9 CD Player

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### 9.1 CD playback stops or 'jumps'

- The CD may be damaged or dirty. Try cleaning the CD.
- The CD uses a copy protection system, which does not conform to the CD Audio standard (Red Book Standard). Return the CD to the retailer and ask for a CD that conforms to the CD standard.

### 9.2 The message 'No Disc' or 'Faulty Disc' is displayed when you close the CD drawer.

- The CD is not inserted correctly. Place CD centrally in the drawer, printed face up.
- The CD is dirty. Clean disc and insert again.
- The CD is damaged in the Table of Contents (TOC) area. No remedy; the CD is unusable.
- The CD player has become very cold (e. g. in transit) and condensation has formed on the laser sensor optics. Allow the unit to warm up for about an hour in a warm, well ventilated location.

### 9.3 The screen displays "Computer CD loaded" when you close the CD drawer.

- A CD has been loaded into the NaimUniti that is formatted for data rather than for audio. Replace the CD with an audio CD.

## 10 Supported file types

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	Bit depth	Bit Rate	Sample Rate	VBR	CBR	Notes
WAV	16/24bit	-	22-96kHz	N	Y	
MP3	16bit	8-320kbps	22-48kHz	Y	Y	
FLAC	16/24bit	Quality 0 > 8	22-96kHz	Y	N	
WMA	16bit	48-256kbps	22-48kHz	Y	Y	
OGG VORBIS	16bit	Quality -1 > 10	22-48kHz	Y	N	
AAC	16bit	48-320kbps	24-48kHz	Y	Y	
AAC Lossless	N	N	N	N	N	From iPod Only

Above supported files types are for NaimUniti version 2.00.00



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## Glossary of networking terms

- **DHCP addressing mode** – in this mode the DHCP server automatically allocates the IP addresses to the Uniti.
- **Static addressing mode** – in this mode the user manually allocates the IP addresses to the Uniti. This method is more complicated to set up than DHCP and should only be used if it has been determined that static addressing mode is necessary.
- **DHCP server** – This allocates the IP addresses to the devices on the network. In a typical home setup the DHCP server is built into the Modem/Router.
- **DHCP address pool** – The address pool is the range of addresses used by the DHCP server when allocating IP addresses to devices on the network. The current DHCP pool settings can usually be determined by checking the Modem/Router configuration.
- **DNS** – The Domain Name System is a system of converting a domain name (e.g. www.naimaudio.com) to an IP address. When accessing the Internet the DNS service is usually provided by the ISP. The local DNS server in the Mode/Router performs the same function but on the local network.
- **Software Firewall** – A software firewall runs on a computer and prevents unwanted intrusions from other computers. Microsoft Windows XP and Vista are both supplied with software firewalls. Normally Windows will advise if these are not enabled. Examples of other software firewall vendors are ZoneAlarm, Norton and Eset. It is recommended to always run a software firewall on any computer connected to the Internet.
- **Hardware Firewall** – Most Modem/Routers have a build in firewall, often known as a hardware firewall. These prevent unwanted intrusions from computers on the Internet by stopping any incoming communication not initiated from the local network. A hardware firewall is not a substitute for a software firewall and it is recommended that both are always used together.
- **Gateway** – This is the IP address that the Uniti uses to access the Internet. In a home network this is often the same IP address as the Modem/Router
- **IP Address** – This is the unique address of a device on a network.
- **ISP** – The Internet Service Provider is the company that provides the Internet connection to the home.
- **LAN** – The Local Area Network is the home network that is 'behind' the Modem/Router.



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- **Modem/Router** – This device has many functions and is usually the hub of a home network. It's functions normally include:
  - **Broadband modem** - Connects the home network to the Internet
  - **Ethernet switch** - Allows multiple devices to be connected together to form a network
  - **Wireless access point** – Allows wireless connection of devices to the home network
- **Netmask** – The Netmask determines the range of IP addresses that a device can communicate with. It must be compatible with the other devices on the network.
- **WAN** – The Wide Area Network is the network 'outside' the Modem/Router. This is the network provided by the ISP and enables connection to the Internet.