



# elements W

Model: AU-4100

## Frequently Asked Questions

elements W does not connect itself to the W-LAN after entering the key (e.g. WEP, WPA, WPA2).

- Check whether the key (e.g. WEP, WPA, WPA2) has been correctly entered (attention to capital and small letters and blank spaces – a blank space can be found just before the **END** key.)
- Verify that at the end of entering the WEP-key **END** has been entered.
- Verify that the correct W-LAN network has been chosen.
- Verify whether the W-LAN connection is working.
- Check that the W-LAN router is correctly plugged in.
- Verify the route settings: Is access for new devices allowed?

**The device does not find the W-LAN network.**

- Check that the W-LAN router is correctly plugged in.
- The router signal could be too weak. Connect the LAN cable (RJ45). Alternatively, use a D-LAN adaptor. The internet signal will be stronger through the electricity plug.
- Place the router closer to the device.
- Option 'only LAN' has been chosen and hinders the search for a wireless network.
- Disconnect the elements W from the electricity and retry to connect through W-LAN.

**The device does not recognise the plugged in LAN cable.**

- Verify that the cable is working, check by using it with another device, for example your computer.
- Check that the cable type is RJ45.
- Please reset your device: Hold for a while the middle of the navigation ring until menu appears. Here scroll till **FACTORY RESET** or **ALARM SETTINGS** appear. Press once again the middle of the navigation ring to confirm. Please try again to connect your connect.  
[Note: Choosing the FACTORY RESET option will erase your programming i.e. clock, alarm, preset stations. You will have to re-enter this information]
- Unplug elements W from the electricity and try again to find the W-LAN.

**How can I download/ install software updates?**

Choose **iRADIO** mode. Press **UP** or **DOWN** till **SETTINGS** shows up. Confirm **FIRMWARE UPGRADE**. Do not turn off the device during the installation.

**What do firmware updates do?**

With frequent updates you will insure to have the newest software with the most current functions for your elements W.

**What is mysonoro.com?**

Mysonoro.com is a website where you can register yourself as an elements W user. From this website you can store all your personal radio stations and create your own personalised playlists, which you can then stream on your elements W.

### **How can I register myself on mysonoro.com?**

From your PC go on the following website: [www.mysonoro.com](http://www.mysonoro.com) and simply follow the steps. Please note that you will need to have had installed the internet connection on your elements W in order to successfully register on mysonoro.com.

For more information on how to set up mysonoro.com and installing your radio stations, please see your product manual found in your product box or on the website [www.sonoro-audio.com](http://www.sonoro-audio.com) under elements W.

### **How can I save my favourite radio stations?**

You can save your favourite radio stations in two ways.

Firstly on mysonoro.com: Visit mysonoro.com and register yourself. Choose your favourites, my Streams, New Streams and add the name of the station (e.g. BBC). Save the station.

You will now find your saved radio station on elements W by choosing on the **MENU**: Internet radio -> My stations.

Secondly, you can save your stations on the device directly:

Search your desired radio station. Press and hold one of the ten radio station preset buttons on top of the device until a short beeping sound is heard.

### **My device does not react to the remote control.**

- Verify that you have taken the red tag out of the battery insert.
- Verify that a battery is correctly inserted.
- The remote control is too far away from the device; move the remote control closer to the device.
- Pair the remote control: On the device, turn to **STANDBY** mode and press **VOLUME +** and then **VOLUME -**. Then on the remote control press at the same time **STANDBY** and **ALARM**. On the display **REMOTE CONTROL PAIRED** will appear.

### **Even though the internet radio has been chosen as the alarm source, a beep tone sounds when waking up.**

- Between the set alarm time and the actual time there needs to be at least a 5 minute difference (to ensure that the radio is connected to the network in time for the station to play at your designated time). If during this time, elements W doesn't receive any signal from the router, the alarm will automatically switch to a beep tone to ensure you waking up.
- Make sure that the internet radio station you chose is sending a signal at the time you set the alarm.
- Verify that the router is on and is plugged in.

### **The playing of audio data files from my PC does not work (Media player function).**

- Verify that the data files have free access (file sharing).
- For security reasons, the media player function is not possible with the professional XP system version.

**I wish to reset my elements W to its initial state (for example reset time and settings).**

- Turn elements W on
- Press **MENU** (button in middle of navigation ring)
- **RESET** will appear on the display

**I wish to reset the iRadio settings of my elements W to its initial state.**

- Choose **iRADIO** mode, scroll to **SETTINGS** and press **RESET**.
- This will reset the WLAN and saved radio stations.

**I have lost my product manual. Where can I find a new one?**

All products manuals can be found on our website [www.sonoro-audio.com](http://www.sonoro-audio.com) under the concerned product.

**How can I see which model type my sonoro is?**

At the back of every sonoro device, there is a 'Product N°'. This shows the model.

**Which sonoro products are compatible with the Apple iPod products?**

The product cubo (AU-1310), iElements and elements W are compatible through the use of the optional iPod docking station eDock from sonoro. The design music system eklipse is compatible through its integrated docking station at the top of the device. cuboDock, the stereo docking station is compatible with iPod and iPhone. Even the iPad can be connected to the cuboDock via Bluetooth.

**What does the small key lock symbol mean at the back of my sonoro?**

The small key lock symbol shows the connection for a key lock cable. This is to ensure the security of sonoro products in hotels and other public areas.

**How can I find my nearest sonoro shop?**

Please go to [www.sonoro-audio.com](http://www.sonoro-audio.com). At the top or the right side navigation bars click on 'Shops.' Find your area using the shop locator field.

**Who can I contact when I have technical question or issue regards to my sonoro product?**

Please contact the sonoro customer service. On our homepage click on 'Contact' found the top right navigation bar. Fill out the online contact form or call or e-mail the [sonoro customer service](#) directly.