



Creation 5

Media Player DLNA



FAQ's

What products can be controlled using the Creation 5 app?

The Creation 5 app has been developed to operate any product that supports DLNA or Airplay – to find more about these platforms click on the following links: <http://www.dlna.org>
<http://support.apple.com/kb/ht4437>

Is the app the same on both the iPad and iPhone?

The app has been designed and developed with optimised graphics and a unique user interface for each device. If you purchase the iPad version it will not run on the iPhone, and vice versa

What is the difference between the Pro and the Freemium version with in-app purchases?

The Pro version is the full version of the app and has all of the current features that are available on the app. It is possible to acquire the same features by purchasing all of the in-app purchases available for the Freemium version. However any new features that will be added in the future will be available as a new in-app purchase – these new features will be available Free of charge for the Pro version.

I have downloaded the app but it only shows the iPad under the Rooms and Music options?

You need to ensure the iPad and products you are

trying to communicate with are connected on the same network – check your wifi settings on the iPad and ensure your router is operating correctly.

I cannot see the Rooms option on my iPhone?

To access the Rooms option, turn your iPhone to landscape mode.

I cannot access the Control Panel on my iPhone?

Press the © button at the bottom of the screen.

I cannot change the listening options on my iPhone?

Press the Home button at the bottom of the screen to change options.

I cannot fast-forward or rewind inside the track I am listening to?

The app does not currently support this feature, however this will be added in the future.

I can see video titles on my screen but they will not play?

Only certain video formats are supported at this time, if the video is in a format that the app does not support it will not play – it should be possible to play the video in iTunes – we will be adding to our support of video formats in the future.



I can see the music tracks but they will not play?

Currently we support all audio formats with the exception of WMA Lossless – if the track does not play it may be recorded in this format.

Tracks that were purchased with DRM (Digital Rights Management) will need to be reloaded without the DRM – this applies to music downloaded from iTunes before 2009.

I cannot see any music stored on my NAS drive?

Some servers display the music folders in a different way – enable and disable DLNA folder browsing to determine the best way to access your music.

Can I play my iTunes Playlists stored on my iPad/iPhone?

To access your iTunes playlists simply select the iPad/iPhone as a source and the option will be displayed.

Locating iPhone & iPad app crash logs

If an app is freezing or crashing regularly, we may request crash logs from you to help us diagnose any issues. Crash logs contain information about what the app was doing just prior to the crash. To find a log file, please sync your iPhone, iPod or iPad to iTunes first, then locate the correct log file for the app using the path for your OS below. The log file's name should start with the app's name.

OS X ~/Library/Logs/CrashReporter/MobileDevice/<your iPhone's name>/

Windows XP C:\Documents and Settings\Apple computer\Logs\CrashReporter\<your iPhone's name>\

Windows Vista C:\Users\Apple computer\AppData\Roaming\Apple computer\Logs\CrashReporter\MobileDevice\<your iPhone's name>\

Once you've located the correct file, please email it back to us. info@creation.com.es

NAS devices and compatability

While it has not been possible to test every NAS (Network Attached Storage) device on the market, we have found that most major brands, e.g. Buffalo, Synology, Qnap, Seagate, etc. work well with our app. However, not all NAS devices are created equal and even those models that support DLNA/UPnP can run different versions of the server software, which can cause problems. We have received some complaints from users of the Dlink models, which run a version of the DLNA server software that appears to have a problem connecting with the Creation 5 app – see Dlink Forum information <http://forums.dlink.com/index.php?topic=46041.0>

If you are using any model of NAS server that appears to have problems working with the Creation 5 app, it might be worth checking the version of the server software it is running. If you need to change the version of the server software to one of the most popular and reliable versions, e.g. Twonky, it might be worth checking out the following article which has solved problems for many of our users <http://www.whathifi.com/blog/maybe-upnps-not-so-universal-after-all%E2%80%A6>

If you continue to experience problems, please contact us on info@creation.com.es



BeoSound 5 and the Creation 5 app

My Creation app will not connect with my BeoSound 5

Please ensure your BeoSound 5 is enabled as a Music Server – to check this please follow these instructions:

- Go to 'Mode' setting on your BeoSound 5 Menu
- Press the right arrow button >> twice, then press the 'Go' button
- Select 'Service Settings' from the list of options
- Ensure Music Server is set to 'Yes'

I cannot see any content?

If you cannot access any content the application has not been able to connect to your Beomaster system:

- Ensure there is power going to your Beosound hardware and your router
- Ensure your iPad has wireless access
- Close the app fully on your iPad and re-start the app

My application closed and I cannot see my last playlist

Select the 'Last Played' button on the main page and it will restore the last Playlist in use.

Some or all my cover arts are missing :

This is related to the BeoSound5 not passing the images correctly.

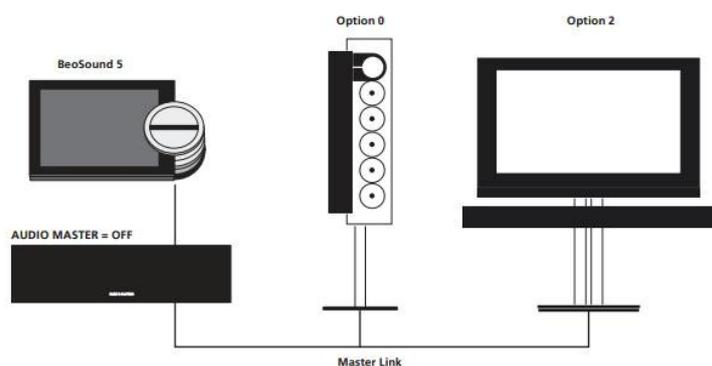
This is normally fixed by rebuilding the music server using the following steps:

- Use the pointer to highlight MODE.
- Turn the wheel to select SETTINGS and press GO.
- Use the pointer to highlight SERVICE SETTINGS.
- Turn the wheel to select REBUILD MUSIC SERVER and press GO.
- Turn the wheel to select YES and press GO to store.

I have enabled the Music Server Setting, but the app still does not find the BeoSound 5?

Make sure that the option called "Audio Master" inside your BeoSound 5 is set to YES.

The reason this option would be set to No, is if you have a set up with two audio masters as shown in the illustration below:



Description

This set-up offers you two new sources (N.Music and N.Radio) over your Master Link system.

Basic operation:

- N.MUSIC = BeoSound 5 stored music
- N.RADIO = BeoSound 5 Internet Radio
- CD = Audio master CD
- RADIO = Audio master radio

Setup:

- BeoVision – option 2
- Audio master (e.g. BeoSound 9000. Check BeoWise for relevant sw levels) – option 0.

BeoMaster 5 audio master option can be found here:

(SERVICE MENU – ROLES – AUDIO MASTER – NO)

The Audio Master Option can be found here:

(SERVICE MENU -> ROLES -> AUDIO MASTER -> NO)

This however has the unfortunate effect of disabling the ability to play content from the network on your BeoSound5.

If you only have the BeoSound5 as your audio master product in your master room there should be no problem in changing the Audio Master option to YES.

If you have multiple audio products in your master room it could create problems if you enable it, but your local B&O store should be able to help you out with as it depends on the products connected to your master link.



To enable the “Audio Master” option, please follow these instructions:

- Use the pointer to highlight MODE.
- Turn the wheel to select SETTINGS and press GO.
- Use the pointer to highlight ROLES.
- Turn the wheel to select AUDIO MASTER and press GO.
- Turn the wheel to select YES and press GO to store.

If you change the “Audio Master” option you will also have to select an AM option (this option appears in the same menu, when you have enabled “Audio Master”).

The set up related to the different options is shown in the image opposite.

AM Option

When BeoSound 5 is set up as the audio master, Option programming must be made as well

- > Use the pointer to highlight MODE.
- > Turn the wheel to select SETTINGS and press GO.
- > Use the pointer to highlight ROLES.
- > Turn the wheel to select AM OPTION and press GO.
- > Turn the wheel to select the appropriate Option for your setup and press GO to store.

The music system has five different

Option settings:

Option 0. Used when your music system is connected to your video system and no speakers are connected directly to your music system.

Option 1. Used when your music system is set up on its own or connected to a video system, when speakers are connected to your music system.

Option 2. Used when your music system is set up in one room and connected to a video system set up in another room.

Option 5. Used when your music system is set up in a link room which also comprises a Bang & Olufsen television.

Option 6. Used when your music system is set up in a link room without a Bang & Olufsen television.

