

FAQs for the Grace iPhone remote control app

PROBLEM: The iPhone application does not work well with my radio

- ✓ **FIX:** Upgrade your radio's service pack to version V257-a-865-a-348 or later for the iPhone remote control to function. On your internet radio choose 'settings' then 'upgrade firmware' then 'yes'. Do not unplug your radio while it is upgrading. It will take approx 10 minutes.

PROBLEM: iPhone app shows 'searching for radio's and never finds my radio

- ✓ **FIX:** Change your radio's setting to 'Wireless standby on'
In order for the iPhone remote control to connect to your radio before the radio is turned on (in standby mode) you must turn your radio's Wi-Fi standby feature 'on'. You can do this on the radio's menu by:
 1. Choose 'settings'
 2. Choose 'network configurations'
 3. Choose ' wireless standby'
 4. Choose 'yes'

The Grace iPhone remote application will now be able to turn your radio on/off.

NOTE:

If you prefer to leave 'wireless standby' off the iPhone remote control will not see the radio until you physically turn the radio's power on the front panel. After you turn the radio on launch the iPhone app and it will now see the radio. The remote control app will now control all the features of the radio, including turning it off.

PROBLEM: Grace iPhone app is not launching

- ✓ **FIX:** Connect to your wi-fi network before launching the app.
The Grace iPhone application will not launch unless your iPhone is actively connected to a Wi-Fi network. Some iPhones take 10-15 seconds to connect to Wi-Fi after the phone has been in sleep mode. Please wait till you see the Wi-Fi is 'connected symbol 'on the top of the iPhone's screen then re-launch the Grace iPhone app.

PROBLEM: The remote control application turns off after no use for 1 minute

- ✓ **FIX:** This is normal behavior
When your iPhone goes into sleep mode the remote control app will turn off since apple turn wi-fi off when the phone goes into sleep and is not streaming music. You can restart the app after you wake the iPhone up and it is connected to your home's Wi-Fi network.
Your iPhone default setting is to go into sleep (auto-lock) mode after 1 minute. If you like to increase that time go into your iPhone 'settings' then choose 'general' then choose 'auto-lock' and set the time increment to the desired time.

PROBLEM: I have more than one Grace Radio. How do I customize the radio's name

- ✓ **FIX:** The Grace Remote application will be able to control multiple internet radios which are on the same Wi-Fi network. It is best to give each radio a custom name which the software can display the current radio being controlled.
 1. Choose 'Settings'
 2. Choose 'UPnP'
 3. Choose 'Device Name'
 4. Scroll the letters to enter a custom name like "Kitchen"

PROBLEM: The iPhone app turned the volume down on my ITC-IR1000 and I cannot hear the music

- ✓ **FIX:** Turn the volume of the radio up via the iPhone app by pressing the volume up key.
The Grace remote control app is designed for use with Grace radio's that have digital volume control. The ITC-IR1000 (1st version of our radios) have an analog volume control. So if you mute the radio volume on the iPhone app the radio will not realize that the analog volume needs

to increase. You will need to 'unmute' the volume on the iPhone app then you will need to press the volume up on the iPhone app several times until the music is loud again.

PROBLEM: The iPhone app does not work with my GDI-IRP600

✓ **FIX:** The Grace remote control app was not developed for use with the GDI-IRP600

PROBLEM: The iPhone app shows multiple audio sources available for the radio's alarms

✓ **FIX:** This is a known bug on the iPhone app. Please only choose the audio source that is available on your model number. For example: on the GDI-IR1000 you can choose 'most recent internet radio station'. Although the iPhone app will show 'FM radio', 'Aux in', 'iPod' as available sources. The radio does not have those additional audio choices so you can not choose those.