

# Troubleshooting

Symptom	Solution
Wi-Fi network does not appear in the list	<ul style="list-style-type: none"><li>• The wireless network's SSID may be hidden. Change the setting in the router so that the SSID is broadcast.</li><li>• You may be out of range of the wireless network. Try moving closer to the router and connecting again.</li></ul>
Stiletto displays <i>Unable to Connect</i>	<ul style="list-style-type: none"><li>• You may have entered an incorrect password. Try entering it again.</li><li>• The wireless network may use an unsupported password format such as WPA-Enterprise. Only WEP and WPA-PSK are currently supported.</li><li>• The wireless network may use the 802.11a or 802.11g wireless standard. Only 802.11b is currently supported. If you're connecting to an 802.11g router, make sure that "mixed b/g mode" is enabled in the router.</li><li>• The router may require the entry of the MAC address of your Stiletto before it will allow you to connect. For details, please see the <b>Internet Radio</b> section in the Stiletto 100 User Guide.</li></ul>
Stiletto displays <i>Channel Unavailable Connection Error</i>	<ul style="list-style-type: none"><li>• You may have connected to an open wireless network which requires additional authentication (e.g., a T-Mobile® account or a wireless network that requires proxy configuration). These wireless networks are not currently supported.</li><li>• An unknown connection problem may have occurred. Try connecting again.</li></ul>
Stiletto displays <i>Channel Unavailable Signal Lost</i>	<ul style="list-style-type: none"><li>• You may have moved out of range of the wireless network. Try moving closer to the router, then connect again.</li><li>• The router may have been turned off or restarted. Verify that the router is on and connect again.</li></ul>
Stiletto displays channel information, but there is no audio	<ul style="list-style-type: none"><li>• Your router may be having problems connecting to the Internet. Check your broadband connection to the Internet and the router's configuration settings, or try turning the router off and then on again.</li><li>• You may have connected to a network which requires you to access a web page and enter a password or credit card information. These wireless networks are not currently supported.</li></ul>
Stiletto displays <i>Buffering</i> and there is no audio	<ul style="list-style-type: none"><li>• The Stiletto is streaming channel information from the Internet. When completed, the <i>Buffering</i> message will disappear and the radio will begin playing.</li></ul>
Cannot save songs and shows using Love Cannot use Play/Pause, Fast Forward, and Rewind	<ul style="list-style-type: none"><li>• Because Internet Radio is streamed and not broadcast, certain features available when listening to satellite radio are not supported. It is not possible to record any material from Internet Radio, or pause and rewind live content.</li></ul>

For additional support visit <http://www.sirius.com/Stiletto100support> or call Sirius Customer Support at 1-800-869-5364.

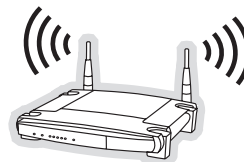
Stiletto 100 WiFi Insert (091906b)



## Internet Radio Just the FAQs

### Listening to SIRIUS Internet Radio using Wi-Fi

The Stiletto™ 100 features a Wi-Fi receiver that can connect to any accessible Wi-Fi network, allowing you to listen to SIRIUS® Internet Radio when satellite service is not available.

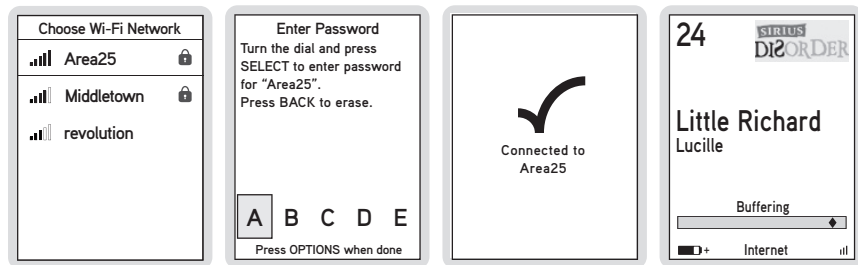


### Which SIRIUS Channels are Available?

All SIRIUS 100% commercial free music channels and select talk channels are available with your active SIRIUS subscription.

# Connecting to a Wi-Fi Network

If you're within range of a wireless network, go to the Home screen, highlight Internet Radio, and press the **•** Select button. The Stiletto 100 will then search for available wireless networks and present a list of them ordered by the strength of the wireless signal. If a network has a lock symbol next to it, a password is required in order to connect to that network. Make sure you know this password before trying to connect to a locked network.



Next, choose a network, enter the password (if prompted), and the Stiletto 100 will attempt to connect to the network. If successful, a *Connected to* network message will appear and a list of channel categories will be displayed. Select a channel and the audio will play for as long as you remain within range of the wireless network.

For troubleshooting information, see the back page of this insert.

**Note:** Certain brands and models of wireless routers do not fully comply with industry specifications and may have interoperability problems with Stiletto. Software updates for your Stiletto may be available to correct these issues. Visit <http://www.sirius.com/Stiletto100support> or call Sirius Customer Support at 1-800-869-5364 for the latest support information.

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## About Wi-Fi and Wireless Networking

Wi-Fi (also known as 802.11) provides a way to connect wirelessly to the Internet. You may already use a wireless network at your home or office to browse the web via a PC. The Stiletto 100 supports the most common type of wireless network, 802.11b. Networks which use 802.11a or 802.11g are not supported.

## Open vs. Password Protected Networks

Open networks require no password and are often available at public locations. Password protected networks require you to enter a password in the Stiletto 100 in order to connect. The Stiletto 100 supports two types of password protection, WEP and WPA. Ask the person in charge of your network to find out the password. Networks which require you to access a web page to enter a password or credit card information are not currently supported.

## Usage at "Wireless Hotspots"

Wireless hotspots are increasingly available at coffee shops, airports, and other public locations. The Stiletto 100 does not currently support paid networks which charge an access fee or require a monthly subscription.

## Setting Up a Wi-Fi Network

To set up a wireless network, you need a broadband connection to the Internet (check with your local cable or phone company), and a router which can be purchased inexpensively from major electronics stores. A router typically provides a range of 50 to 100 feet, depending on how the walls of your home are built.