

gramofon

User guide



Table of Contents

Settings	1
Quick Installation Guide & Technical Specifications	1
Configuration using the Gramofon Setup app	3
Configuration using the web interface.....	15
Troubleshooting.....	27
Playing music.....	36
Playing features	36
Compatible apps.....	42
Troubleshooting.....	46
Warranty terms.....	50
Fon feature.....	51
My Gramofon streams a "Fon WiFi" signal. Why is this?.....	51
Fon registration.....	51
Facebook Connect.....	52
Troubleshooting (Fon).....	53

Settings

Quick Installation Guide & Technical Specifications

Quick Installation Guide

1. Connect your Gramofon

- Plug the Gramofon into a wall socket using the power adaptor.
- Connect the Gramofon to your sound system.
Note: if your sound system does not support RCA connectors (provided cable), you might need an additional adaptor or use a jack cable.
- Optional: if you want to connect the Gramofon to the internet via cable instead of WiFi, plug an Ethernet cable from your broadband router to the Gramofon.
- Connect to the "Gramofon Configuration" WiFi signal.

2. Configure your Gramofon

- First download the "Gramofon Setup" app from the [AppStore](#) or [Google Play](#).
- Open the "Gramofon Setup" app to [configure your Gramofon](#).

3. Listen to music

- Download Spotify, AllPlay Jukebox or any other [compatible music service](#) app to listen to music from either of these services.
- Read our articles about the use of [Spotify](#) and how to use the playing features for detailed information.

Technical Specifications and Color code

<i>SoC</i>	Qualcomm AR9341- 530MHz
<i>WiFi</i>	2X2 802.11bgn
<i>Storage</i>	16 MB Flash
<i>Memory</i>	64 MB DDR SDRAM
<i>Audio</i>	AK4430 DAC

<i>Audio connection</i>	3.5mm jack (RCA adaptor provided)
<i>Antennae</i>	2 internal antenna 3dBi
<i>Power input / output</i>	100-240V ~ 50/60Hz 190mA / 5V --- 1A
<i>Power consumption</i>	2,88 WRMS-3,92 WPeak
<i>Dimensions</i>	8,0 x 8,0 x 4,3cm
<i>Network ports</i>	1 WAN Ethernet port (up to 100Mbps) for connecting ADSL or cable mode 1 LAN Ethernet port (up to 100Mbps) for connecting computers
<i>LEDs</i>	3 RGB
<i>Security</i>	WPA2. Firewall protection.
<i>SSIDs</i>	1 private WPA2-PSK encrypted SSID ("Gramofon_XXXXXX") for personal use
<i>Warranty</i>	2 years

***The below color code applies to units running latest [firmware version 3.1.9](#).
Some colors might vary if yours run an older version.***

- **Blue:** Solid = Internet connected, Blinking = No internet
- **Green:** Spotify playing music
- **Yellow:** Firmware upgrading: Never disconnect to avoid irreversible damages!
- **Light blue:** Music playing
- **Pink:** Top button pressed
- **White:** Stream goes back to **previous track**
- **Red:** Solid = Powered on, Blinking = Ready to set up / Unable to finalize setup

Configuration using the Gramofon Setup app

The below instructions are available for units running latest *firmware version 3.1.9*. Some information might vary if yours run an older version.

The Gramofon Setup app is one of the 2 available tools to set up Gramofon, in this case **from mobile devices**. If you don't possess any compatible mobile device, or simply you prefer to use a computer, please check out [Configuration using the web interface](#) instead.

This app, available for **iOS** and **Android** devices, allows you to configure your Gramofon's settings, including the name and WiFi signal, turn off/on the Gramofon's LED circle, enable/disable separate/cloned WiFi signal.

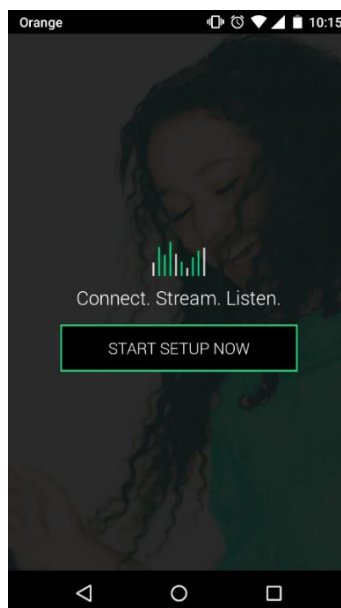
Note: if you need to set up more than one Gramofon, please note you can only **configure one unit at once**. It is important that you **configure the first unit while the other is powered off**. Once first unit configuration is finished, close the Gramofon Setup app, turn off the WiFi on your device (smartphone/tablet) and open it again to continue with the second Gramofon configuration.

1. [Configure your Gramofon](#)
2. [Access to Settings of your Gramofon](#)

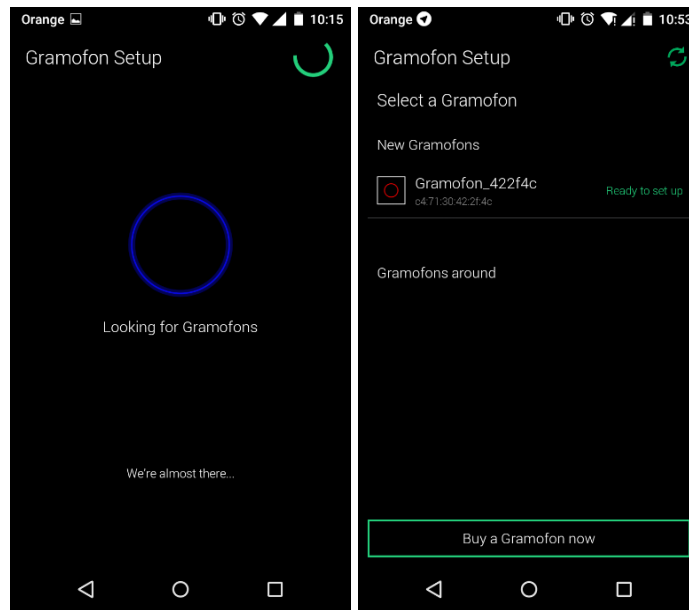
1. Configure your Gramofon

Before opening the app, you need to connect manually to the "Gramofon Configuration" WiFi signal.

Open the app and tap on the **Start Setup Now** button.



The app will look for Gramofons available for a new set up ("**Ready to set up**"). The name of their WiFi signal and **MAC** will appear in the **New Gramofons** section.



Once you click on the Gramofon you wish to set up, the app will invite you to modify its name if desired. Then tap "**Set name**".



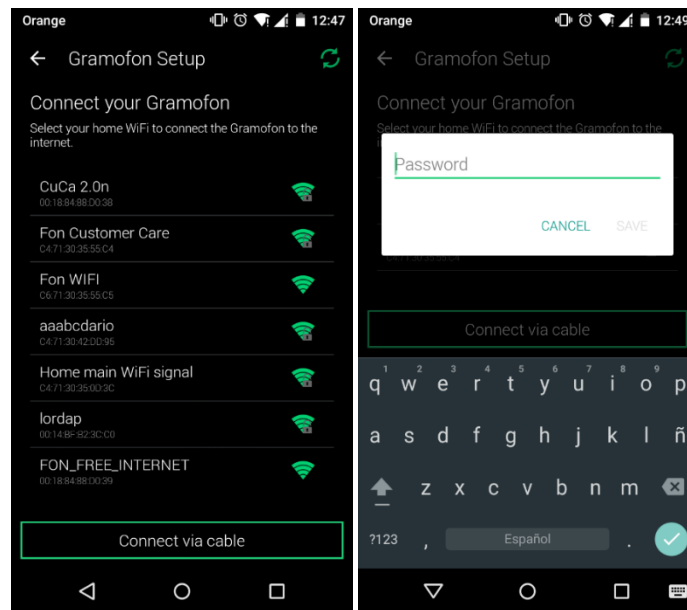
The "**Connect your Gramofon**" screen will then be displayed:

- [Connect your Gramofon in WiFi mode](#)
- [Connect your Gramofon in cable mode](#)

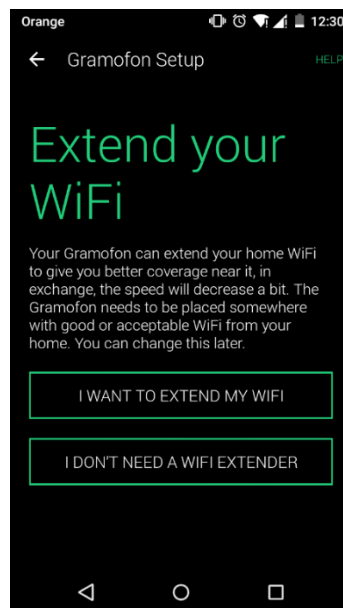
Connect your Gramofon in WiFi mode

If you wish to set up your Gramofon in WiFi mode, **choose the WiFi network you normally use** (here "**Home main WiFi signal**") among the list of available WiFi networks on range. Enter and save the **WPA password** of the signal to continue.

Note: while inserting the password it will remain **visible** to help you make sure it's correct, and this way avoid any authentication issue.



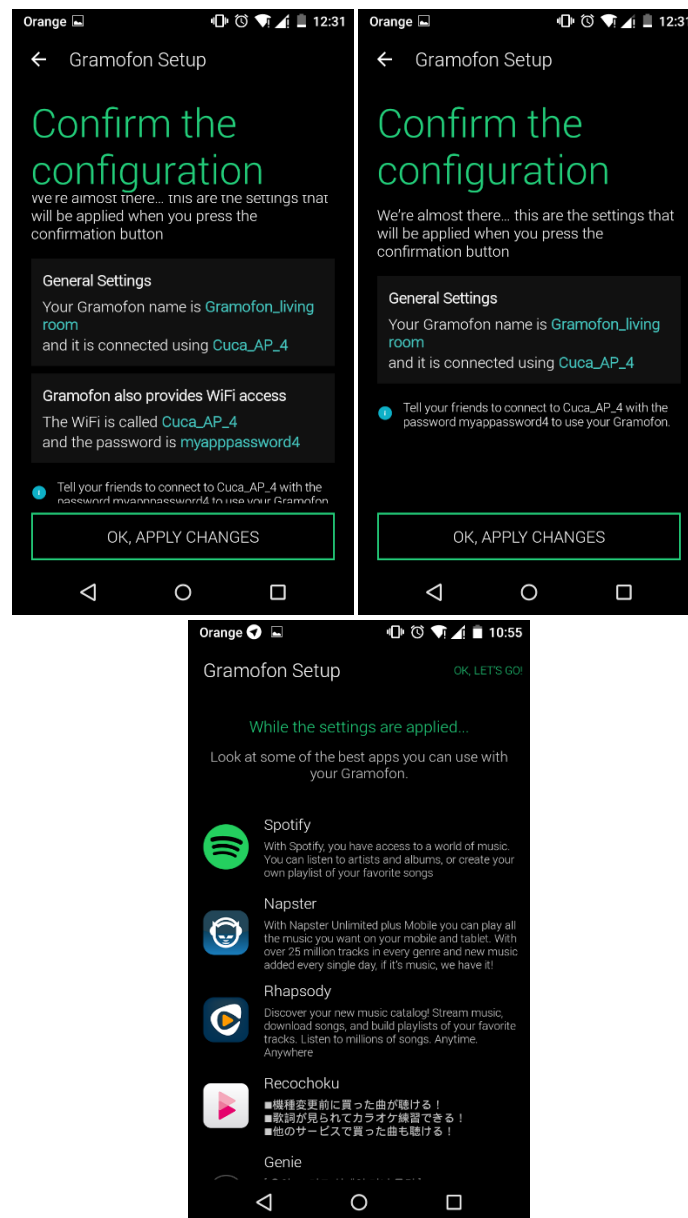
Then you'll be able to choose whether to extend your home WiFi signal or not. Just click on your preferred option.



You're almost done! Now just review the information on the last screen and tap **"OK, apply changes"**. The Gramofon can take several minutes to get connected and the LED will switch from blinking red to blinking blue. Meanwhile, you are invited to **learn more about compatible music apps**.

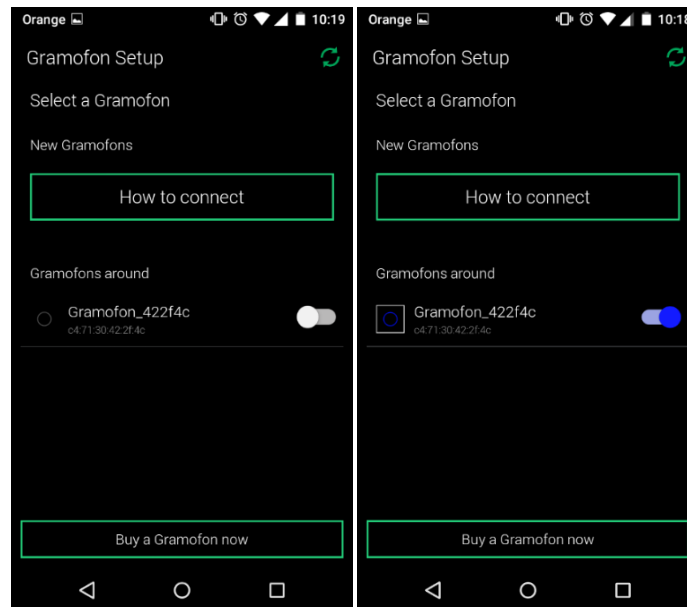
Once the Gramofon light stops blinking blue (solid blue) you are ready to stream music.

If this is not the case, please refer to [Troubleshooting](#).



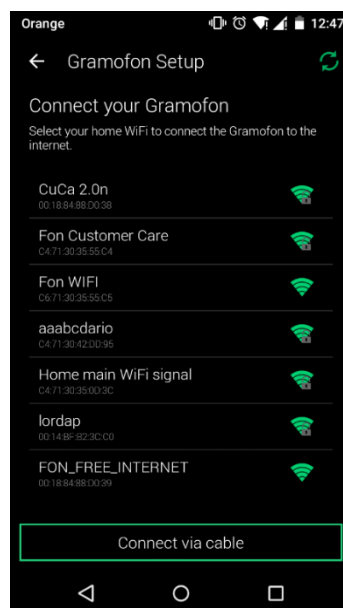
Note: if you tap **"OK, let's go!"** at the top right corner of the last screen (which displays compatible music services), you will come back to the main screen of the app. You will notice that the Gramofon you just configured is now listed in the section **"Gramofons around"** and is shown as **"Not available"**. This is normal as you are still connected to the **"Gramofon Configuration"** WiFi signal.

If you wish to access your Gramofon settings, simply open your WiFi settings to connect to the correct WiFi signal. Back in the app, you will now be able to select the Gramofon and access its settings.

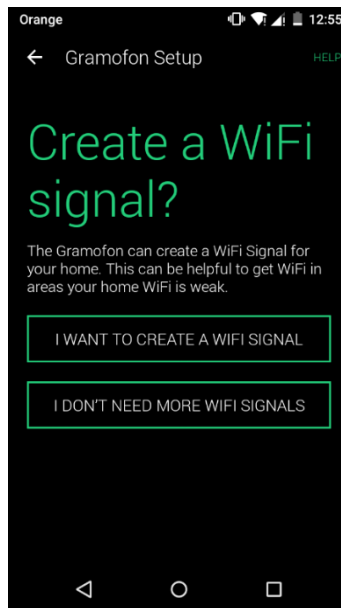


Connect your Gramofon in cable mode

If you wish to set up your Gramofon in cable mode, **plug the Ethernet cable now** (from the internet port of your Gramofon to your ISP router). In the "**Connect your Gramofon**" screen, tap "**Connect via cable**" at the bottom of the screen.



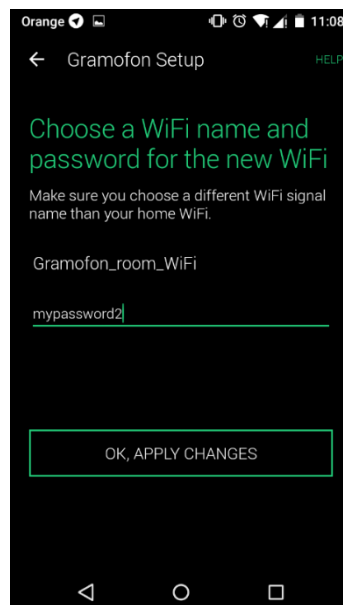
Then you'll be able to choose whether to create a separate WiFi signal or not. Just click on your preferred option.



If you choose to create a separate WiFi signal, you will be invited to modify the **name** and **choose a password** (between 8 and 63 alphanumeric chars) for the **Gramofon WiFi signal** you are about to create.

Note: while inserting the password it will remain **visible** to help you make sure it's correct, and this way avoid any authentication issue.

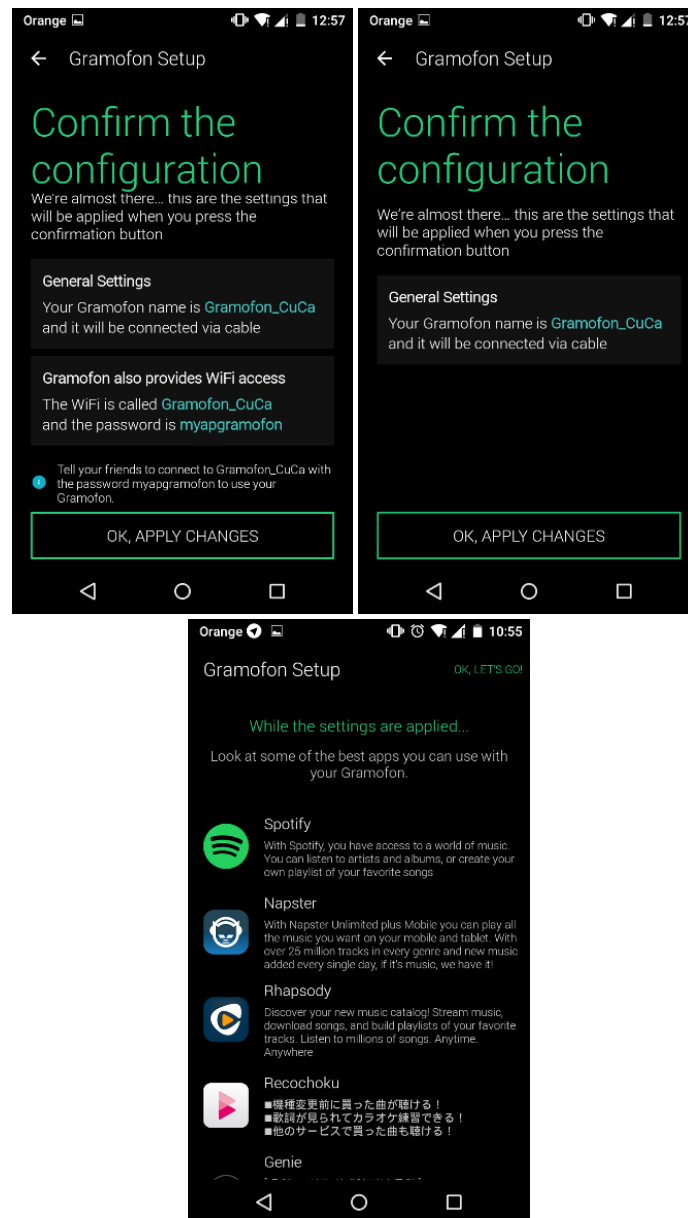
Tap "**OK, apply changes**" to continue (if you prefer not to create a separate WiFi signal, you'll be directly invited to review the set-up information).



You're almost done! Now just review the information on the last screen and tap "**OK, apply changes**". The Gramofon can take several minutes to configure. Meanwhile, you are invited to **learn more about compatible music apps**.

Once the Gramofon light stops blinking (solid blue) you are ready to stream music. To do so, remember that you will have to connect to your **Gramofon WiFi signal** (in this example, "**Gramofon_room_WiFi**") or your **home WiFi signal** (to which your Gramofon is connected to).

If this is not the case, please refer to [Troubleshooting](#).

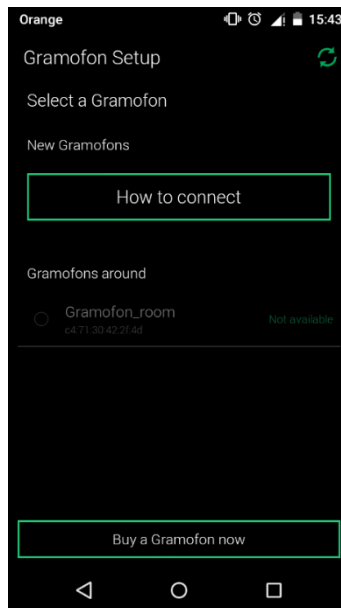


Note: if you tap "**OK, let's go!**" at the top right corner of the last screen (which displays compatible music services), you will come back to the main screen of the app. You will notice that the Gramofon you just configured is now listed in the section "**Gramofons around**" and is shown as "**Not available**". This is normal as you are still connected to the "**Gramofon Configuration**" WiFi signal.

If you wish to access your Gramofon settings, you can:

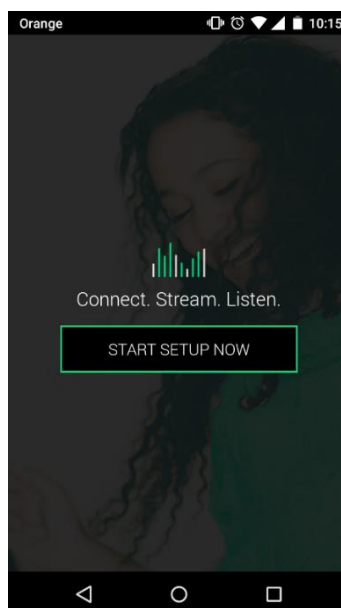
- Tap the **refresh symbol** so your device connects automatically to your home WiFi signal.

- Or open your WiFi settings to connect to the Gramofon WiFi signal. Back in the app, you will now be able to select the Gramofon and access its settings.



2. Access the Settings of your Gramofon

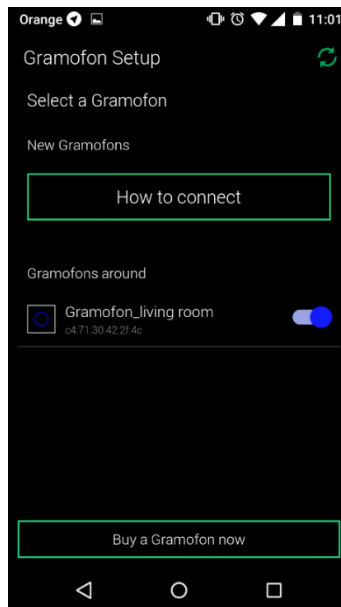
To access the settings of your Gramofon(s), connect to the WiFi signal cloned by the Gramofon (if configured in Clone WiFi mode) or its separate WiFi signal (if configured in cable mode), open the app again and tap on the "**Start Setup Now**" button.



The app will show all the Gramofons that you ever configured from the device you're using (if none of them has been reset to factory settings). The Gramofons that are not in range will appear as "Not

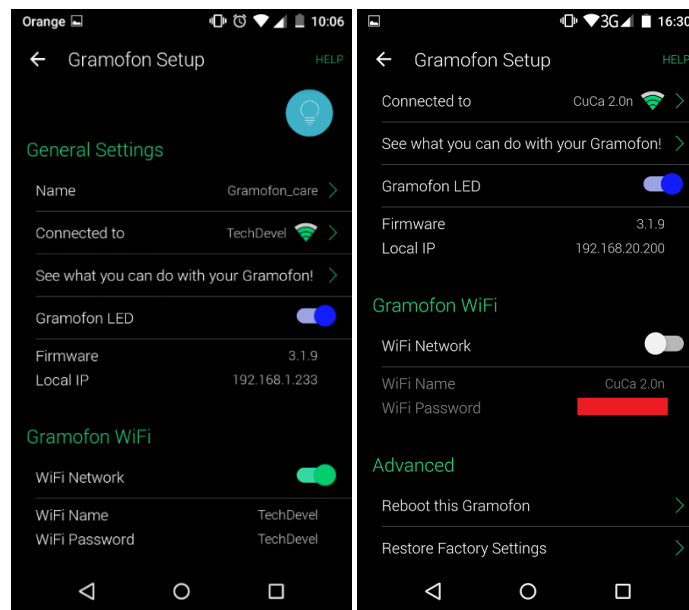
available", and the Gramofons in range and connected to the internet will appear with a blue button representing the actual status of their LED light. Here you can tap it to turn off/on the LED if desired.

Note: At this point, if you see a **red download button** appear at the left of the LED indicator, it will mean that an upgrade is available to **Firmware version 3.1.9**.



When you select a Gramofon, the settings menu will appear giving you the option to:

- modify the name of the device
- [change its configuration](#)
- get information about recommended apps with direct download links
- turn off/on the LED
- see the current firmware version installed
- [see the local IP](#)
- [turn off/on the WiFi repeater option](#)
- [reboot the Gramofon](#)
- [restore its factory settings](#)
- [get information about the button features](#)



Change of configuration

There are two ways to change your Gramofon configuration mode:

1. Perform a **factory reset** and **reconfigure it**
2. From the settings, tap on the field "**Connected to**"

1. From WiFi to Cable

If your Gramofon is connected via WiFi and you wish to switch to a Cable configuration mode:

- Tap the field "Connected to"
- Connect via Cable
- You will be prompted to factory reset, press "OK, reset now"
- Connect the ethernet cable from the internet port of your Gramofon to an internet port of your router
- Repeat the configuration process choosing the "Connect via cable" option

2. From Cable to WiFi

If your Gramofon is connected via Cable and you wish to switch to a WiFi configuration mode:

- Tap the field "Connected to"
- Choose the WiFi network which corresponds to your home router main WiFi signal
- Apply the changes to complete the configuration
- The LED will start blinking blue, once it's back to static blue you can disconnect the ethernet cable (the LED will blink blue again and back to static blue)

Local IP

The local IP data is particularly useful if you wish to **access the Gramofon web interface**. To do so, you would simply have to connect to its private signal, open your browser from any device and type in the address bar ***http://local IP shown in the app***.

Turn off/on the WiFi repeater option

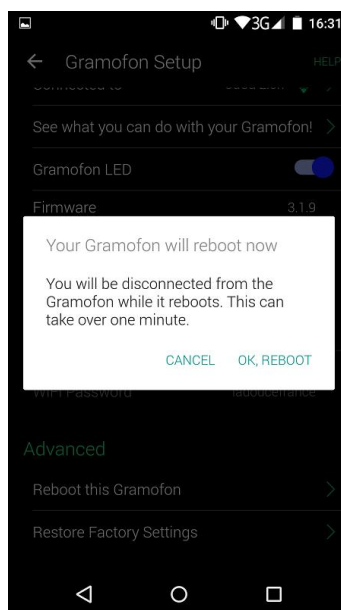
Notes:

- *Firmware version 3.1.9 has been rolled-out since December 2015*
- *If you used your Gramofon as an extender, turning off the WiFi repeater option will imply that you will not be able to extend your home network anymore (unless you enable it the option again)*

If you choose to disable the WiFi on your Gramofon, this will mean that it will stop acting as a WiFi repeater. When pressing the button to off/on, you'll see the LED go from static to blinking blue and then to static blue again. And, the **"WiFi network"** toggle button will go from green to grey.

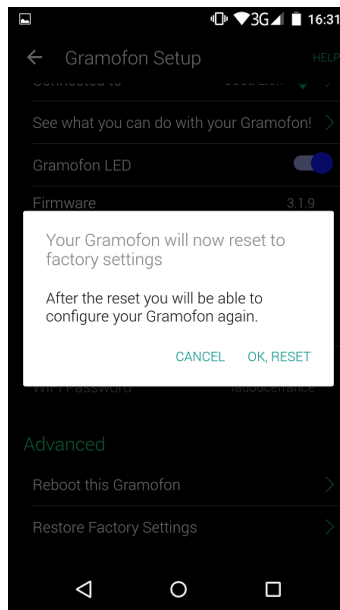
Note: the repeated WiFi network name and password will remain **visible** to help you identify it.

Reboot



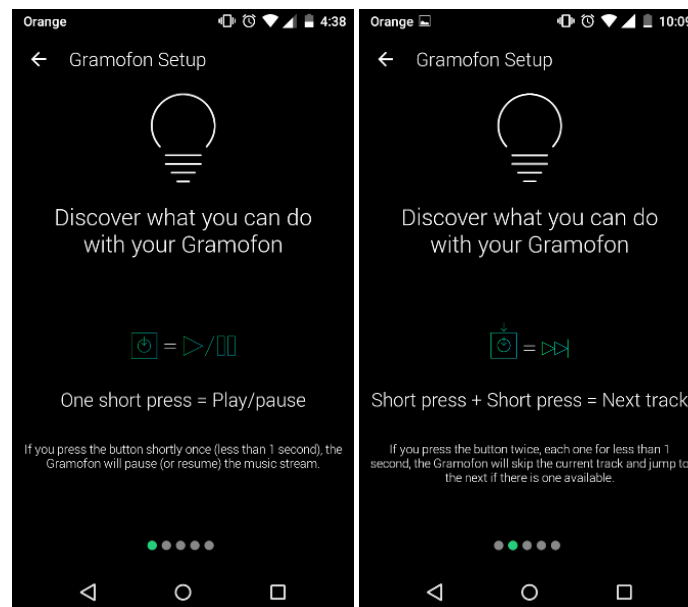
Factory reset

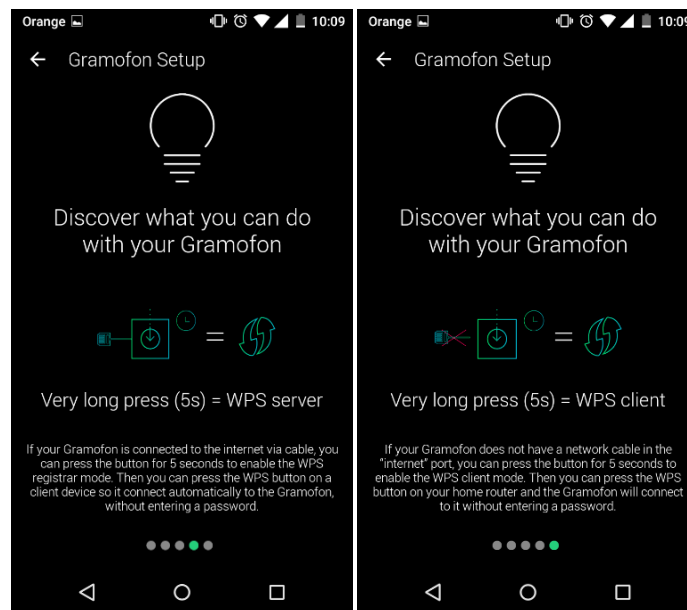
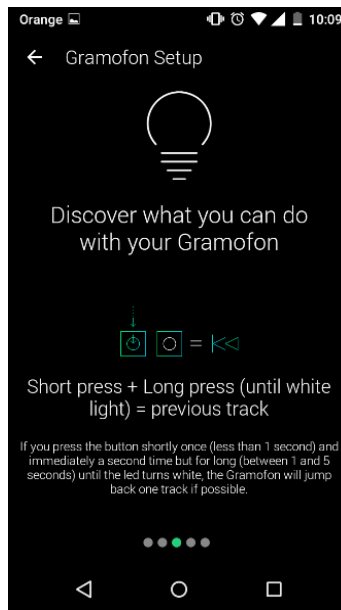
Restoring the factory settings of your Gramofon might be necessary if you misconfigured it, if you lost the password of your management console or if you just want to restore default settings to make sure that no older settings is getting in the way of what you are trying to configure.



Button features

Pressing the **blue bulb icon**, you will have access to instructions about how to use the LED button to **play, pause, and skip tracks**:





Configuration using the web interface

The below instructions are available for units running latest [firmware version 3.1.9](#). Some information might vary if yours run an older version.

The Gramofon web interface is one of the 2 available tools to set up Gramofon, in this case **from a computer**. If you don't possess any computer, or simply you prefer to use a mobile device, please check out [this article](#) instead.

The Gramofon can connect to the internet through an existing WiFi network or via cable.

This article explains how to **configure the Gramofon** using these 2 different ways (via WiFi or via cable), and afterwards **access its settings**, for Gramofons running **firmware version 3.1.9**.

Configuration

IMPORTANT: If your Gramofon has never been configured (in Easy Set up mode), you will be able to start directly with the configuration process. On the contrary, if your Gramofon is already configured and you wish to modify its configuration, you will have to open the Gramofon Setup app, detect your connected Gramofon and look for its local IP. If you can't use the Gramofon Setup app, then just **perform a factory reset** before starting with the re-configuration process.

Start by accessing your new Gramofon's web interface. You can do it via WiFi or using the Ethernet cable (Gramofon computer port to computer).

Power up your Gramofon and use a computer or mobile device to connect to the private WiFi signal "**Gramofon Configuration**", open your browser and type **http://192.168.10.1*** (if your Gramofon has been reset to factory settings) or **http://local IP as shown in Gramofon Setup app** (if your Gramofon is already registered) into the address bar. You can also simply plug the Ethernet cable from the Gramofon computer port to your computer.

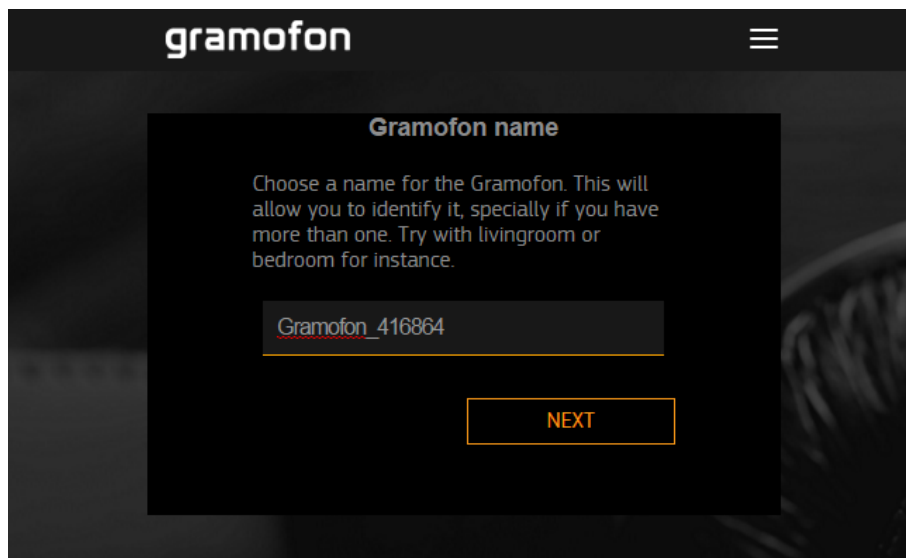
Then log in with the Gramofon's password, the default is **admin**.

Note (*): 192.168.10.1 is the Gramofon's default IP address.

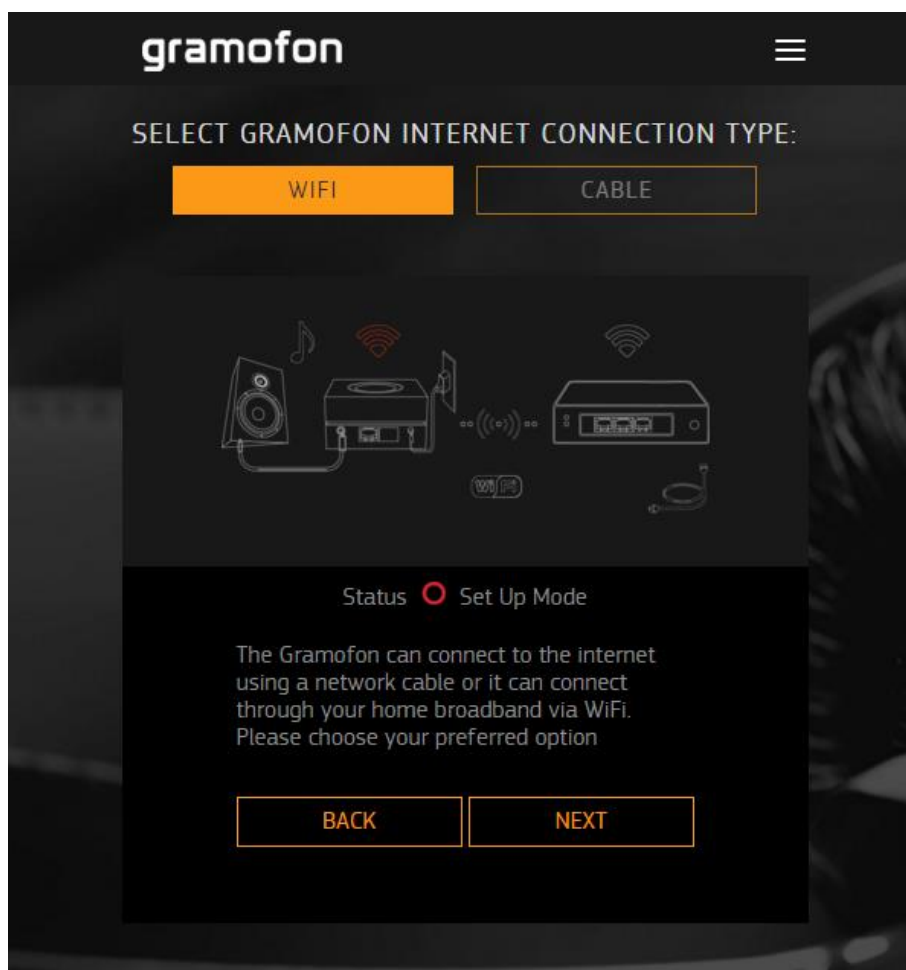
- **WiFi connection**
- **Cable connection**

WiFi connection

Once logged in, the first page will display the name of the Gramofon available for the configuration and offer you the option to modify it. Click "**Next**" to continue with the configuration process.



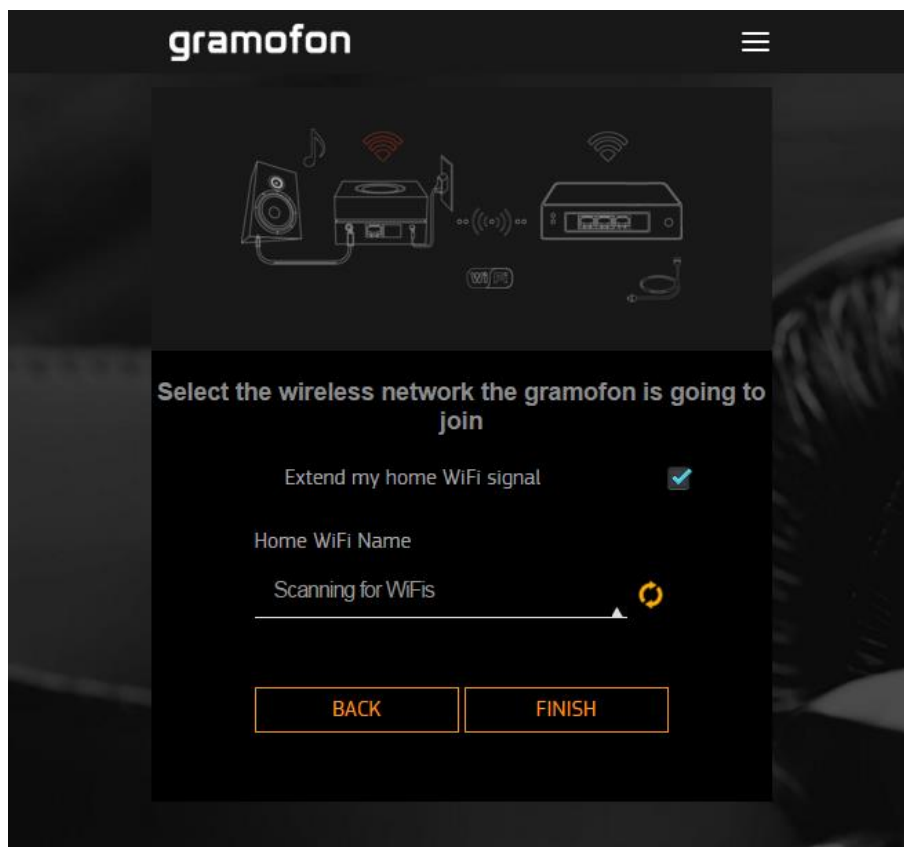
The following screen will show the "**WIFI**" tab. Click "**Next**" if you wish to configure your Gramofon in this mode.



The option "**Extend my home WiFi signal**" will clone (duplicate) your home WiFi signal. This can be very useful if some areas are not in range of your home router, as you would simply need to place the Gramofon between your home WiFi router and the WiFi dead zone to extend your home WiFi.

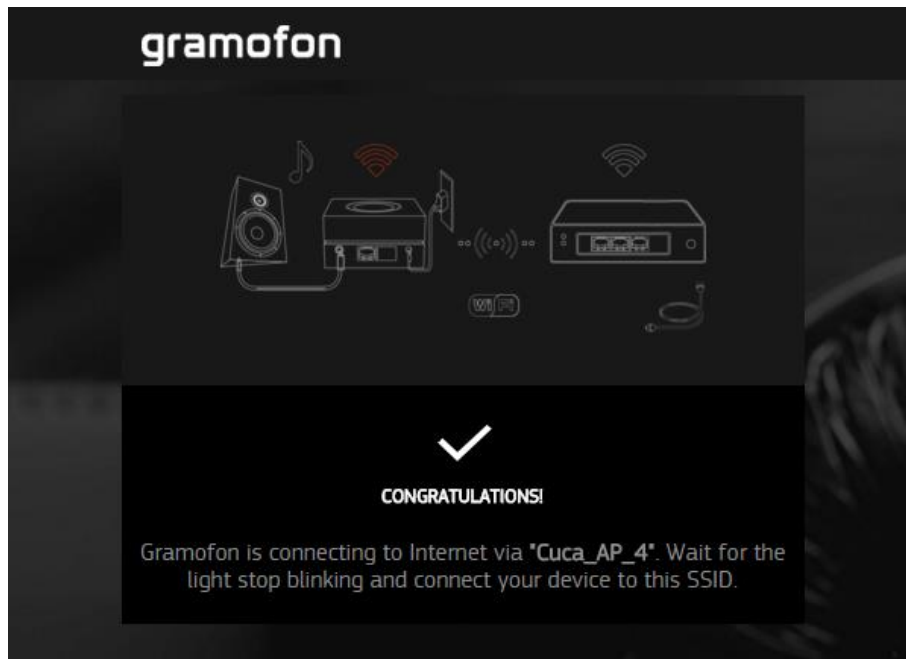
In this case, tick the checkbox, **select the wireless network the Gramofon is going to join in order to access to the internet** (Home WiFi Name), and introduce the corresponding password (WPA or WPA2, remember WEP encryption is not compatible).

If you don't wish to extend your home WiFi signal, simply untick the checkbox and follow the same procedure.



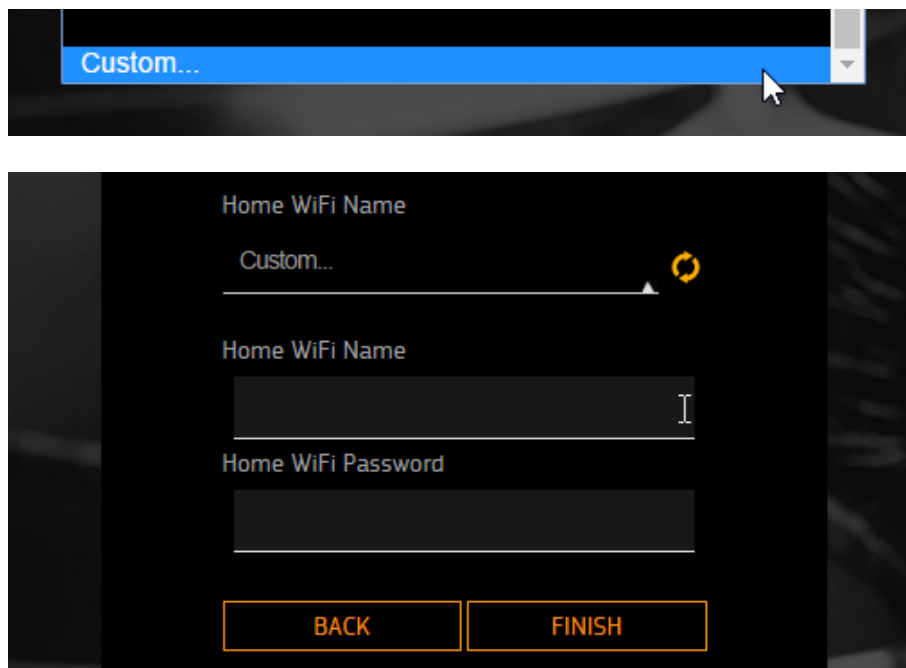
Click on "**Finish**" to apply the configuration. It's done! Your Gramofon is now connected to the internet via WiFi.

If this is not the case, please refer to [Troubleshooting](#).



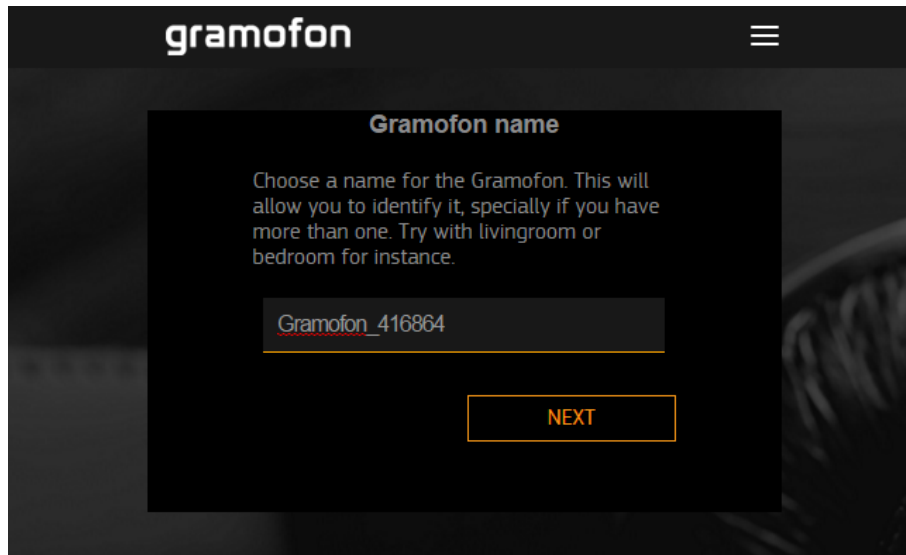
Note: if your home router main WiFi signal is **hidden**, as it will not appear in the list of WiFi signals available, you will have to scroll down to the very bottom and select the "**Custom**" option.

Then simply introduce the hidden SSID exact name, the corresponding password, and click on "**Finish**" to apply the configuration.

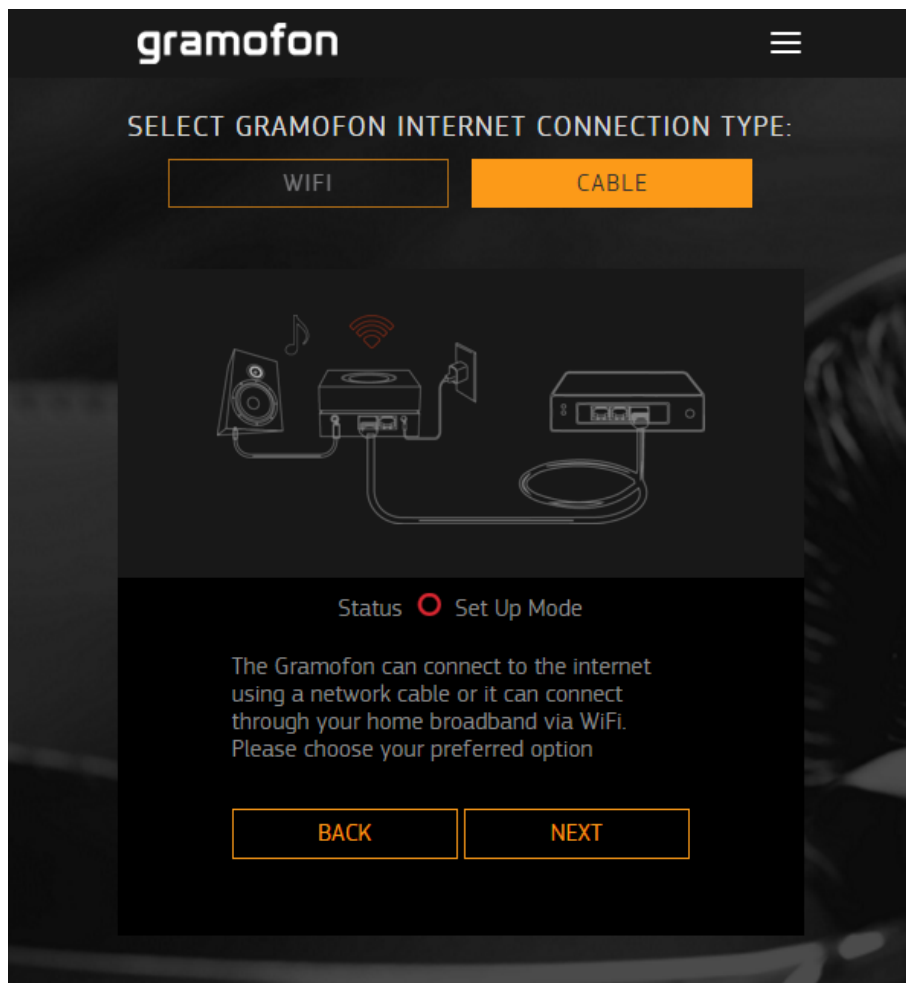


Cable connection

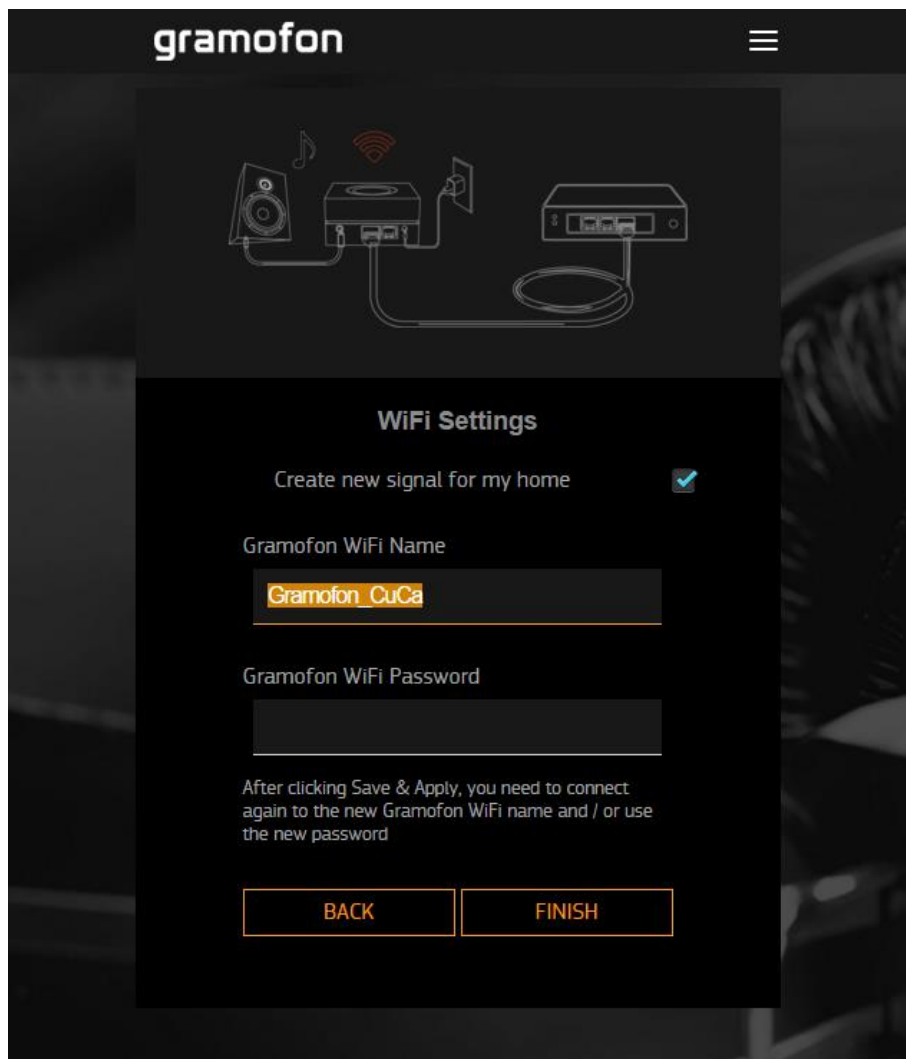
Once logged, the first page will display the **name** of the Gramofon available for the configuration and offer you the option to modify it. Click **"Next"** to continue with the configuration process.



The following screen will show the **"WIFI"** tab. Click on the **"CABLE"** tab and then **"Next"** if you wish to configure your Gramofon in this mode.



Plug an Ethernet cable (supplied) from your broadband router to the Gramofon.



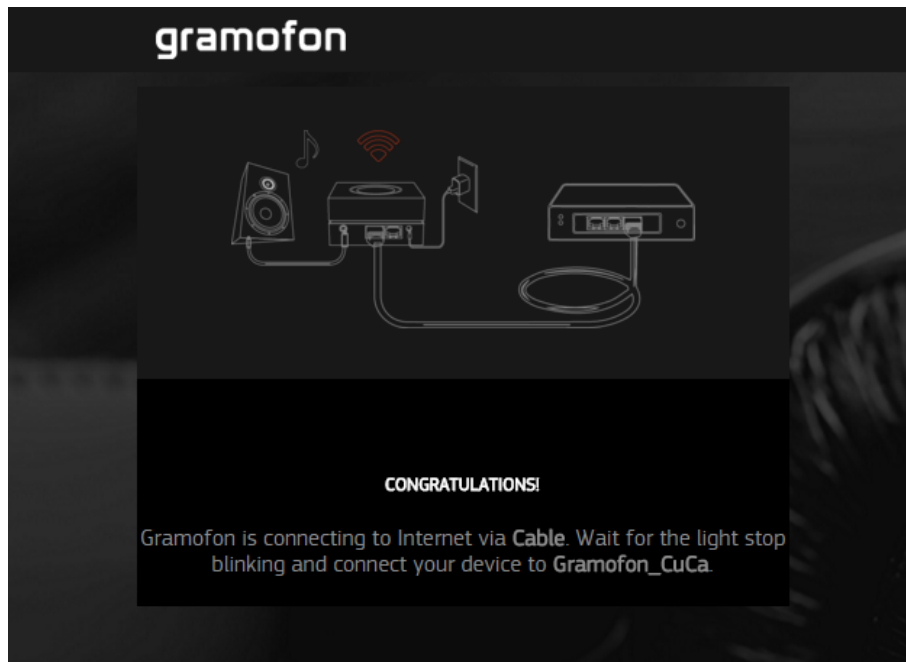
Cable mode offers the option to create a **separate WiFi signal** to which you will connect to stream your music.

If you wish to use this option, just tick the checkbox "**Create new signal for my home**". You will be invited then to **name** it and choose a **password** (between 8 and 63 alphanumeric chars).

Click on "**Finish**" to apply the configuration. It's done! Your Gramofon is now connected to the internet via cable.

*If you don't wish to create a new WiFi signal, simply untick the checkbox and click on "Finish".

If this is not the case, please refer to [Troubleshooting](#).



Important Note: Please consider that WiFi performance can be affected by environmental factors such as the thickness and proximity of walls, or interference from other devices such as microwaves or wireless telephones. Make sure to choose the location of the Gramofon accordingly.

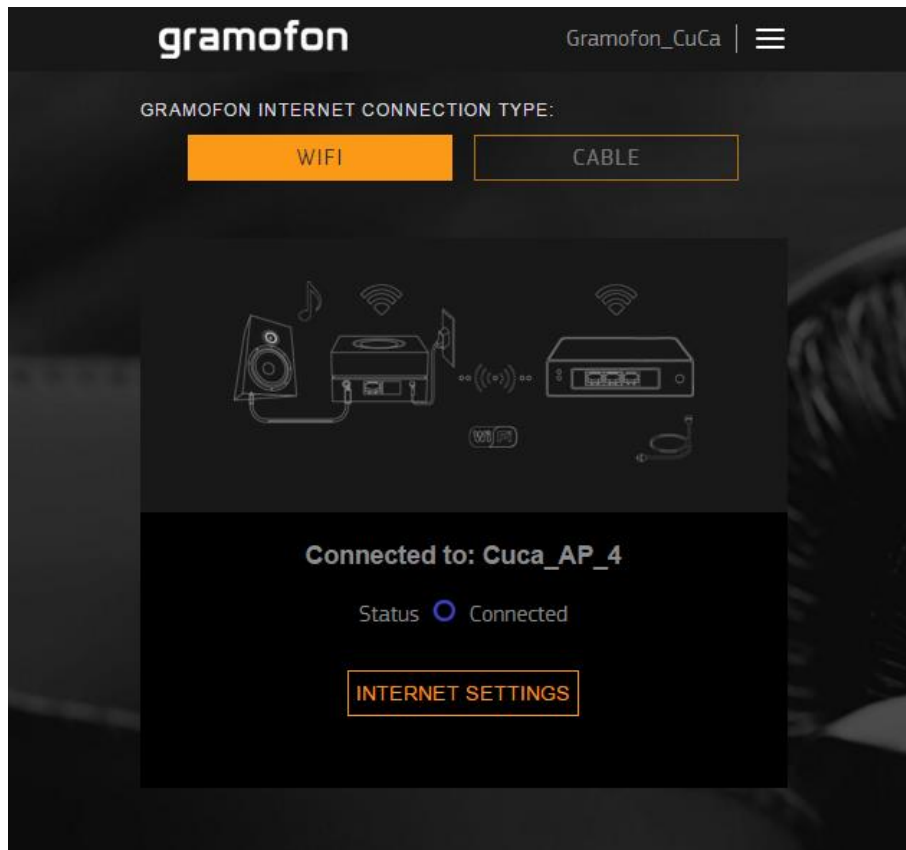
Access the Settings

Power up your Gramofon and use a computer or mobile device to connect to the WiFi signal to which your Gramofon is connected, open your browser and type the Gramofon IP into the address bar.

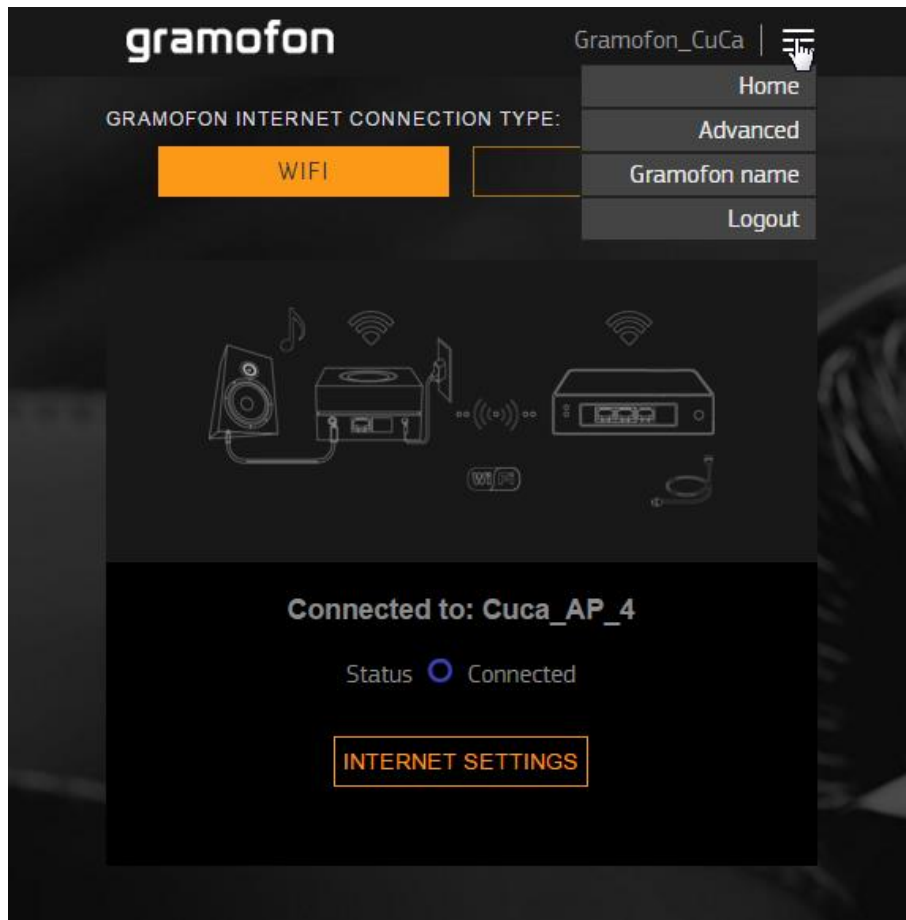
An easy way to know your Gramofon IP is **using the Gramofon Setup app**.

Then log in with the Gramofon's password, the default is **admin**.

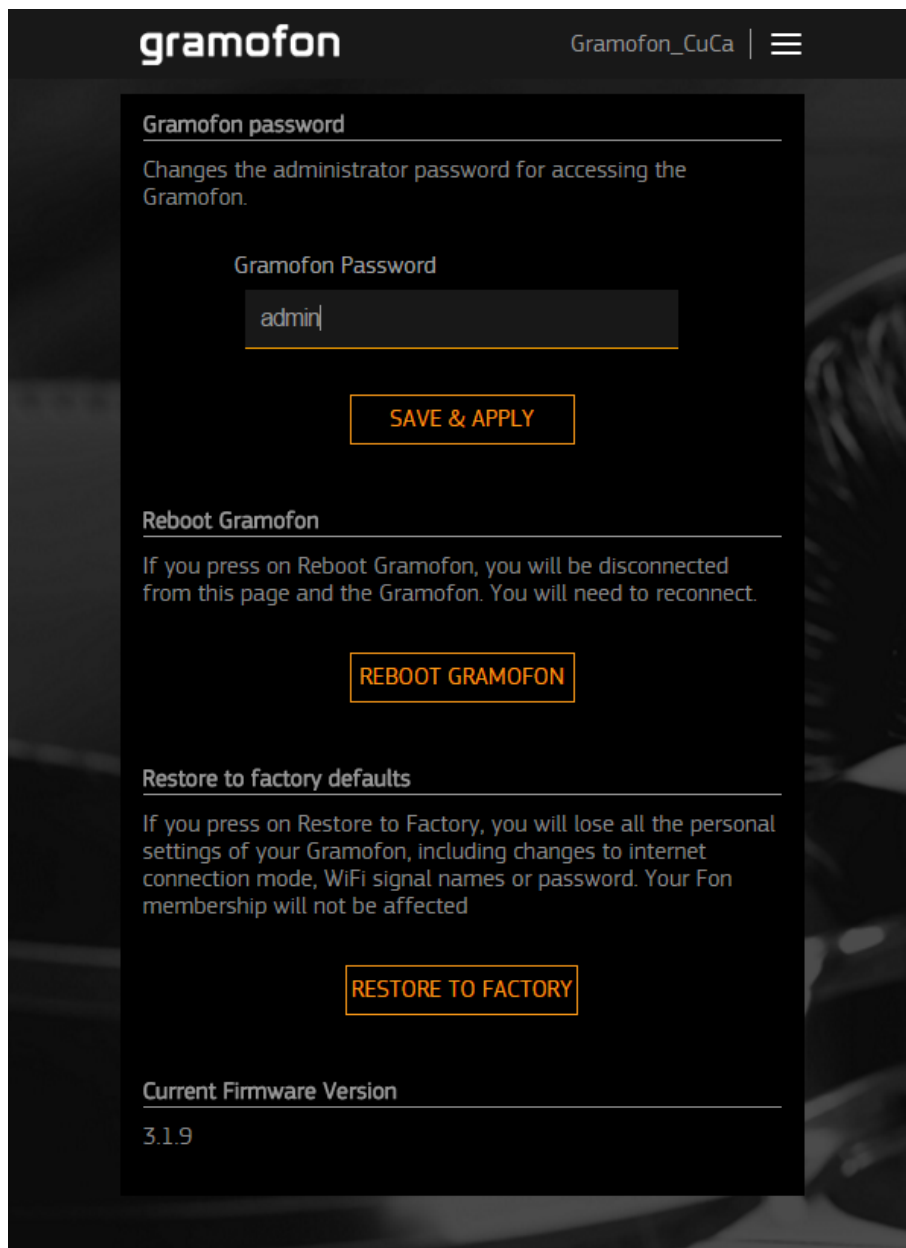
The **home page** shows the **status** of your Gramofon and gives the option to **modify or switch set up mode** (connection type). If you wish to modify the settings of the current set up mode, click on the **"Internet Settings"** button of the current tab. And if you wish to change the set-up mode, then just click on the other available tab (here in the example, we would switch from WiFi to Cable mode) and follow the on-screen instructions.



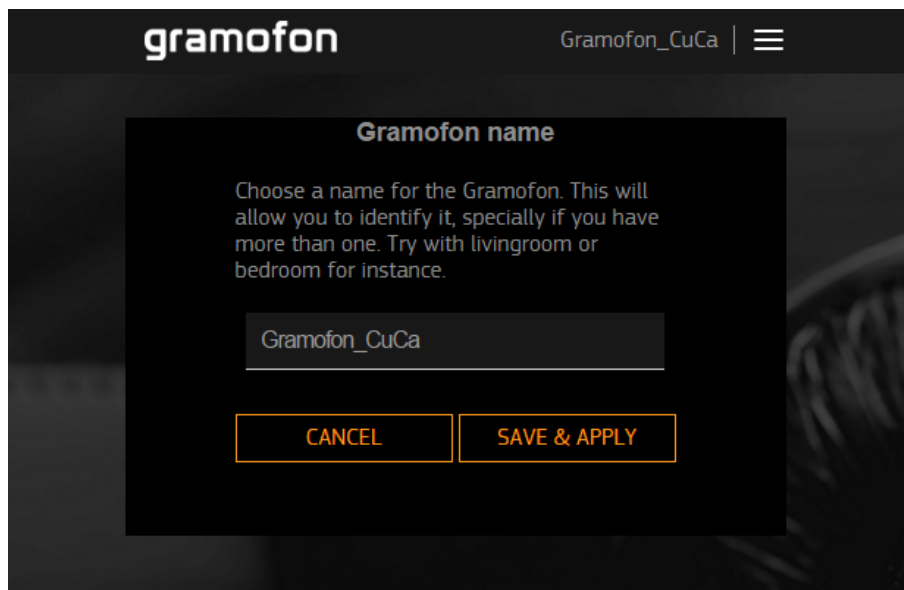
Click on the **menu icon** at the top right corner of the screen, to get access to advanced settings, rename your Gramofon and log out.



Advanced settings enable you to **modify the password of the web interface** (default is *admin*), **reboot** the Gramofon and **restore its factory settings**, and see the **current firmware version**.



Finally, you'll be able to **modify the Gramofon name**. Remember to click on "**Save and Apply**" to confirm the change.



Troubleshooting

If despite following all instructions below you still encounter issues preventing you from using Gramofon smoothly, it could mean the hardware is damaged:

- ***If the unit is still under warranty, you will be able to contact our Support team through a ticket, providing the MAC ID of your Gramofon (the one that appears on the Gramofon label) and the corresponding invoice number***
- ***If the unit is out of warranty, unfortunately our Support team would be unable to help you further***

1. [Recommended router settings and network configuration to guarantee a smooth setup process](#)
2. [How do I restore the factory settings on my Gramofon?](#)
3. [Firmware upgrade](#)
4. [How do I use the WPS client mode?](#)
5. [When my Gramofon is on, I have WiFi issues at home](#)
6. [Disable public WiFi vs. WiFi repeater](#)

1. [Recommended router settings and network configuration to guarantee a smooth setup process](#)

This article is provided for instructional purposes only. Gramofon Support team can't provide support for third-party devices. For any doubt about how to check or modify your router settings, please get in touch with your ISP or router vendor.

Here you will find all the **basic requirements** that your router settings and network configuration should meet in order to guarantee an enjoyable Gramofon user experience:

- **WiFi standard:** your router must use **802.11 B/G/N-Mixed** (only B or G or N, or AC not compatible).
- **Frequency:** must be set to **2.4Ghz** (5Ghz or dual band mode not supported).
- **Internet mode:** must be set to **DHCP** (only one router should act as a DHCP server on your network in order to avoid address conflicts).
- **DNS:** must use **Google DNS servers**, which means 8.8.8.8 as primary IP and 8.8.4.4 as secondary IP. **Note:** you might notice DNS requests are sent regularly from your Gramofon. Be assured they're entirely and exclusively sent as part of its internet connection check algorithm and monitorization. You can disable/ban our domains on your router to stop the requests from being sent, but the led and probably any other feature would not work as expected.
- **Encryption protocol:** must use **WPA, WPA2 and WPA-PSK** (WEP not supported): depending on the routers, one mode or a combination of two of them might influence the connectivity during the setup.
- **WiFi password:** must not include **special characters such as " or \$ or more than 63 chars:** if this is the case you'll need to modify it or use the **WPS client mode** each time you'll power up your unit. If you introduced the password incorrectly from the web interface, you'll see an "Authentication failure, password may be wrong" error message appear, and if you're using the app, you'll get back to the WiFi selection screen. In any case, the LED will start blinking red again and you will have to repeat the operation using a correct password.
- **Encryption mode:** should be **AES**, as devices using deprecated encryption methods like WPA TKIP won't be able to take full advantage of 802.11n performance.
- **Firewall:** ports **53, 1812, 1813, 443 and 7547** must be open for the duration of the setup or the upgrade.
- **MAC filter:** if your router applies one, you'll need to **add a new entry** to authorize your Gramofon to get authenticated by your router. The MAC that you would need to use is the **WiFi client MAC**, meaning the one that appears on the Gramofon label **adding +3 to the last digit** (e.g. MAC on label is C4-71-30-42-2F-4C > WiFi client MAC is C4-71-30-42-2F-4F).
- **Signal quality:** must be good. On the contrary, once you apply the setup changes from the web interface, you'll see a warning appear on-screen, or if you're using the app, you'll get back to the WiFi selection screen. In both cases, the LED will start blinking red again and you will have to repeat the operation after checking your router's WiFi status and putting the Gramofon and the router closer.
- **Note for FRITZ!Box routers:** These routers offer plenty of configurable advanced settings. For this reason, it is possible that besides the above basic settings are applied, further customizations might create conflicts and affect Gramofon configuration or performance. Based on our experience managing cases involving FRITZ!Box routers, we could identify one additional settings requirement in order to enable a successful Gramofon set up. It consists of **adding manually a DNS request from *wifi.fon.com***.

To avoid any conflict on your network while setting up Gramofon, we strongly recommend you to:

- **Power off any other WiFi client or additional Gramofon** connected on the network to which you wish to connect your Gramofon to

- Remember that using WiFi repeater, extender or booster devices will compromise the performance of Gramofon, therefore you should **always connect your Gramofon to your main router**
- **Before repeating any new setup, performing a [factory reset](#) is required**

If the recommendations above are not followed, we will **not be able to guarantee a full compatibility of the Gramofon** with your router, possibly causing the following issues:

- **Unable to detect your home WiFi network during the setup**
- **Unable to complete the setup procedure**
- **Connection performance issues**

2. How do I restore the factory settings on my Gramofon?

[Gramofon tutorial: how to factory reset your Gramofon](#) from Fon on Vimeo.

Restoring the factory settings of your Gramofon might be necessary if you misconfigured it, if you lost the password of your management console or if you just want to restore default settings to make sure that no older settings is getting in the way of what you are trying to configure.

Here is how to get the Gramofon back to its default settings using its button:

- While the Gramofon is powered OFF, press the top button and connect the power cable.
- Hold the button while the Gramofon is powering up, but please don't release it when the LED is only flashing red, as this will not actually reset the Gramofon. You will first see a red, static LED, then a red flashing LED and finally a red and yellow flashing LED (it takes at least 18s to blink yellow and red).
- Release the button as soon as you see the yellow/red flashing LED and allow to boot normally.
- The Gramofon will be back to its factory settings and ready to set up (flashing red) using the [Gramofon Setup app](#) or its [web interface](#).

The password of the Gramofon's web interface will be "**admin**", and private wireless signal will be named "**Gramofon Configuration**".

Notes:

- if right after performing a factory reset on the Gramofon the LED status is solid red, blue or yellow and does not follow the color scheme described above, please **contact our Support team through a ticket** providing the MAC ID of your Gramofon (the one that appears on the Gramofon label) and **invoice number**
- the factory reset will not change the firmware version installed on your Gramofon

3. Firmware upgrade

Firmware 3.1.9 is the latest version. Instead of pushing the upgrade command automatically as for previous upgrades, you will be able to choose the moment in which you would like to perform this change.

If you ever perform a factory reset, your Gramofon will maintain the latest firmware version installed.

For your information, firmware version 3.0.15 implemented the **multi-streaming and grouping modes**, powered by [Qualcomm AllPlay](#), which makes wireless and audio devices (phone, tablet, local server, or the cloud) work together, allowing to use two different music services on different Gramofons at the same time, or the same song on a group of several Gramofons.

With version 3.1.9, new features such as **disabling the WiFi repeater option** or **play, pause, and skip tracks** using the LED button are now available.

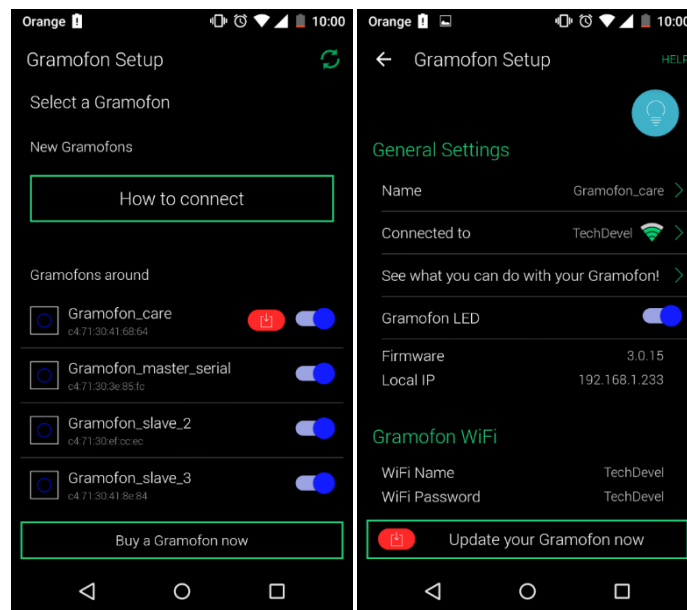
If you are not sure your Gramofon has been upgraded to the latest firmware version (3.1.9), simply check the settings of your Gramofon **opening the Gramofon Setup app**. The upgrade process will vary depending on the current version your Gramofon, and if it's still covered under warranty. Check it out below!

Gramofon currently running firmware version 3.0.15

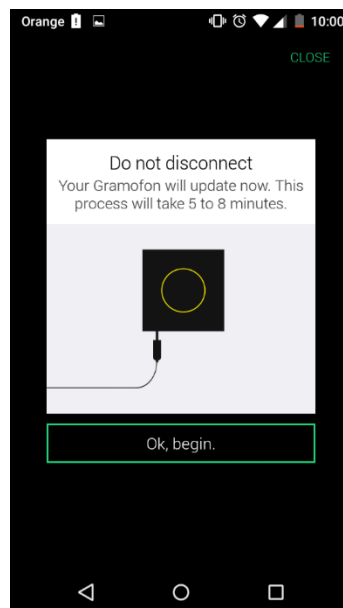
You can **check the current firmware version** of your Gramofon accessing its settings, through the [Gramofon Setup app](#) or its [web interface](#). If you use a firewall, please make sure that **port 7547** is opened to enable the upgrade.

If your Gramofon is currently running firmware version 3.0.15, when consulting your **Gramofon settings using the app**, you should see a **red download button appear** at the left of the LED indicator. This button will not disappear until your Gramofon has been upgraded.

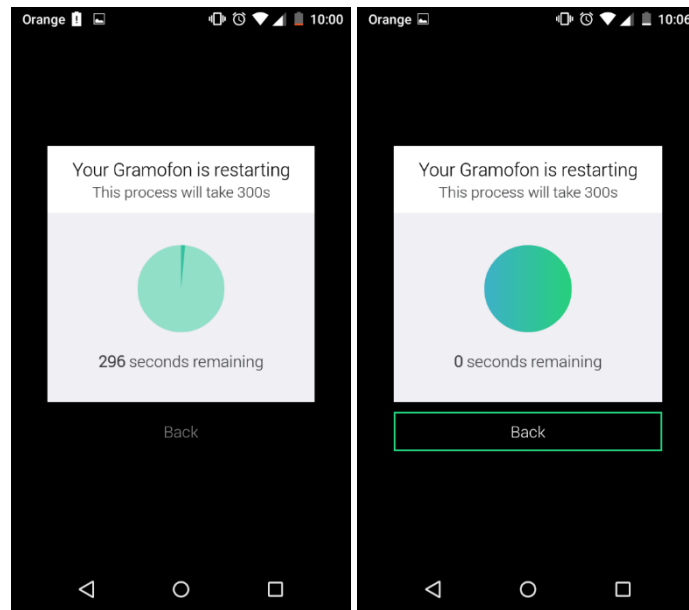
To launch the upgrade, **select your Gramofon** from the list of "Gramofons around" and then press the button **"Update your Gramofon now"**.



The LED will start flashing yellow, meaning that the upgrade is being performed.



It will then start flashing red and yellow (booting), blinking blue (connecting to the internet) until getting to solid blue (connected to the internet). During this whole process, a countdown will be displayed within the app.



Your Gramofon has been upgraded successfully!

Gramofon currently running firmware version prior to 3.0.15, or upgrade button doesn't appear

Under warranty units (is my unit still under warranty?)

You can **check the current firmware version** of your Gramofon accessing its settings, through the [Gramofon Setup app](#) or its [web interface](#):

- If your Gramofon is running a **firmware version prior to 3.0.15**, you won't be able to receive the upgrade command as described above. In this case, please **contact our Support team through a ticket** providing the MAC ID of your Gramofon (the one that appears on the Gramofon label).
- If your Gramofon is **running firmware version 3.0.15 but the upgrade button doesn't appear** as described above, it means the command failed to reach your unit. In this case, please **contact our Support team through a ticket** providing the MAC ID of your Gramofon (the one that appears on the Gramofon label).
- If you use a firewall, please make sure that **port 7547** is opened to enable the upgrade.

Out-of-warranty units (is my unit still under warranty?)

Our Support team is unable to help with out-of-warranty units; however, you will still be able to update manually the firmware of your Gramofon by yourself, following the detailed instructions below (the whole manipulation will not exceed 15mn, and is very easy to perform as long as you follow the steps):

1) Download the firmware:

Download the [firmware](#) (you will not have to open the file, just save it locally).

2) Factory reset and Set Gramofon to FailSafe mode:

- Perform a [factory reset](#)
- To force failsafe mode, disconnect all cables from the Gramofon, hold the button and connect the power. Release the button as soon as the LED starts blinking red. Do NOT wait for the yellow/red blinking LED.

3) Set computer (NOT router/modem) to Static IP (192.168.10.111 / 255.255.255.0):

- For Windows systems, please check [this link](#)
- For OS X, please check [this link](#)

4) Connect Gramofon to computer:

Connect your Gramofon to the computer with the ethernet cable, using the port called "Computer", on the Gramofon.

5) Open failsafe screen:

- Open your web browser and enter the following IP address of the Gramofon in the address bar: 192.168.10.1.
- The FailSafe screen will now open.

6) Flash the firmware:

- Click on "Browse" in the FailSafe screen, select the firmware you downloaded and click on "Upload".
- This will upload the firmware, after which the Gramofon LED will blink RED. This means it's ready for set up.

7) Set up Gramofon:

Please follow the instructions contained in one of these articles to set it up:

- [via app](#) (from a mobile device)
- [via web portal](#) (from a computer)

Note: if the failsafe screen doesn't open at step 5, please follow the same steps but in the following order: 1, 2, 4, 3, 5, 6, 7.

4. How do I use the WPS client mode?

Only Gramofons running [firmware version 3.1.9](#) feature this option.

The WPS mode can be used for two connection types, without entering a password:

1. **Connect your device to a Gramofon connected to the internet via cable** (configured in cable mode): to do so, enable the WPS client mode pressing the LED button for 5 seconds approximately (until the LED starts blinking blue) and then press the WPS command of your device so it connects automatically.

Important: the WPS connection will fail if your Gramofon is configured in WiFi mode

2. **Connect a Gramofon to your home router:** to do so, enable the WPS client mode pressing the LED button for 5 seconds approximately (until the LED starts blinking blue) and then press the WPS button of your home router so it connects automatically.

Using WPS mode can be used as a workaround in case you're unable to complete the setup from the app or the web interface, when the issue is password-related.

If your Gramofon gets in a loop (can't go out from WPS mode), simply perform a [factory reset](#), and repeat the manipulation.

5. When my Gramofon is on, I have WiFi issues at home

WiFi connectivity and stability issues can be caused by:

- quality of the internet connection
- too many WiFi devices connected to your home WiFi signal causing too many interferences
- music service stream requires too many resources
- too many obstacles or distance between your Gramofon and your router
- Gramofon not configured correctly

All these points have an impact on the music stream and WiFi performance in general, they are not caused by Gramofon.

To solve the issue:

- Check if you experience WiFi stability issues using other devices
- If the option is offered, change the stream to a lower quality from your music service app
- Take your Gramofon as close as possible to your router
- [Disable the WiFi repeater on your Gramofon](#) (from mobile device). If you don't use a mobile device to configure your Gramofon and need to use a computer, you would need to [perform a factory reset](#) and [set up again the Gramofon via its web interface](#), disabling the WiFi repeater.

Note: Only Gramofons running [firmware version 3.1.9](#) feature this option.

6. Disable public WiFi vs. WiFi repeater

Both concepts refer to 2 different functionalities offered by Gramofon.

WiFi repeater

From firmware version 3.1.9, you can enable or disable a WiFi repeater feature to **extend your home WiFi signal** (the one you use to connect the Gramofon to the internet) when configuring it.

Please click [here](#) to know how to **enable/disable this feature**.

Public WiFi

If a "**Fon WiFi**" signal is broadcasted by your Gramofon when connected to the internet, it means you **share your connection with the Fon Community**.

Please click [here](#) for more information about why your Gramofon streams such a signal, and **how to disable this feature**.

Note: this action cannot be reversed.

Playing music

Playing features

AllPlay has been integrated through the firmware upgrade 3.0.15. This platform makes wireless and audio devices (phone, tablet, local server, or the cloud) work together, allowing to use **two different music services (and control the volume) on different Gramofons at the same time**, or the **same song on a group of several Gramofons**.

The latest **firmware upgrade** (3.1.9) implemented a new playing feature to **skip tracks using the LED button**.

This article explains how to use these features.

1. **Music sources**
2. **Multi-streaming and grouping**
3. **Skip tracks using the LED button**

1. Music sources

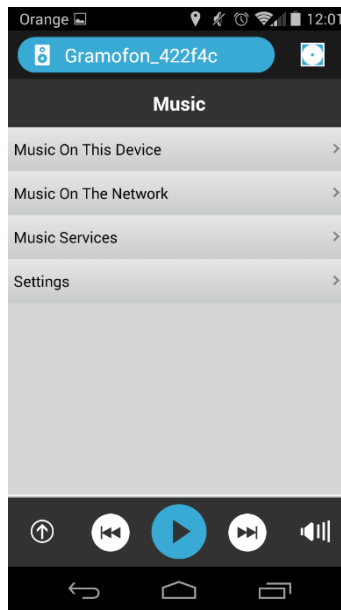
Here we will explain how to use these features using AllPlay Jukebox as an example.

To be able to stream music to your Gramofon, you can use any of the music service apps listed **here**.

AllPlay Jukebox app is available on **iOS** and **Android**, which is AllPlay dedicated app.

Once you are connected to the WiFi signal of the Gramofon (home WiFi cloned signal for Gramofons configured via WiFi, or Gramofon_XXXXX signal for Gramofons configured via cable) open the app, and you will see a list of music options appear.

Note: AllPlay services can take up to 2 minutes to detect your Gramofon.

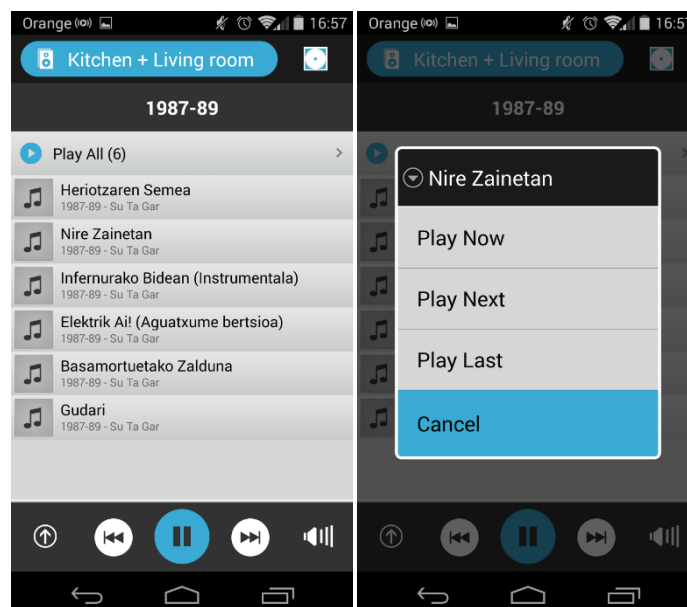


- **Music on this device**
- **Music on the network**
- **Music services**
- **Settings**

Music on this device

When selecting this option, you will access all the files containing songs on your device (smartphone or tablet). Click on one of them and the songs list will appear.

Then click on the song you wish to stream, and select the play option Now, Next, Last or Cancel.

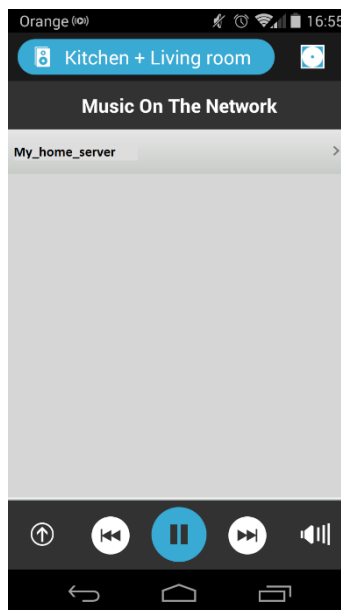


Note: if the device gets disconnected, the music will stop playing.

Music on the network

If you have a **DLNA server** installed on your network (computer, video game console, etc.), when selecting this option, the name of your server will appear on-screen and you will be able to access the music files it contains clicking it.

Then click on the song you wish to stream, and select the play option Now, Next, Last or Cancel.



Music services

When selecting a service, if you don't have the app installed on your device, you will be invited to install it. Once the app is installed, you will be able to stream the music of the selected music service from the AllPlay Jukebox app.

Important: you can use any of these music service apps independently from AllPlay Jukebox. AllPlay Jukebox only offers a view of all the music services compatible with Gramofon.

Click on the links below to get more info on the music services you can use on your Gramofon:

- [AirAudio](#)
- [AllPlay Radio \(powered by Tuneln\)](#)
- [Astro Player](#)
- [Best](#)

- **Dar.fm**
- **Doubletwist**
- **Genie**
- **Napster**
- **Rhapsody (only in the US)**
- **Spotify**
- **Soma FM**
- **SoundMachine**
- **Style Jukebox**
- **WahWah**

Note 1: As AllPlay does not work with other platforms than iOS and Android, the Gramofon only works with the music services offered using iOS and Android, regardless of the other platforms the individual music services support.

Note 2: The grouping and multi-stream features are not available for all music services.

If you have any question related to a music service feature/use, please contact the corresponding music service directly, clicking on the links listed above.

Please visit [this page](#) for more information about AllPlay.

2. Multi-streaming and grouping features

Here we will explain how to use these features using AllPlay Jukebox as an example.

Gramofon tutorial: [how to use Qualcomm AllPlay feature using AllPlay Jukebox app](#) from Fon on Vimeo.

Multi-streaming

You can use different music options on different Gramofons at the same time and control their volume independently. This is possible using the apps of the [music services](#) you want to use, or stream [locally stored music on your device](#) or [on your network](#).

Compatibility of music options used simultaneously on several Gramofons:

	Music on the device	Music on the network	Music services
Music on the device	Yes	Yes	Yes

Music on the network	Yes	Yes	Yes
Music services	Yes	Yes	Yes*

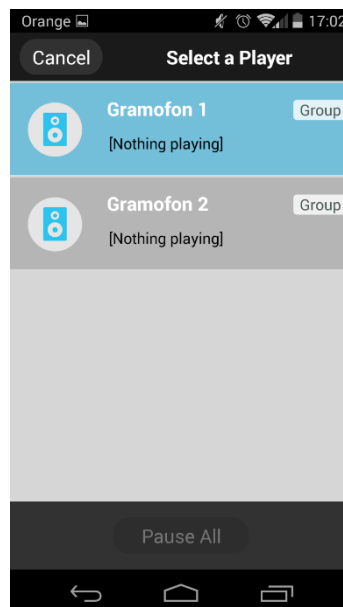
** If you use different music services: you can't stream two different songs from the same music service and device to two different Gramofons.*

Grouping

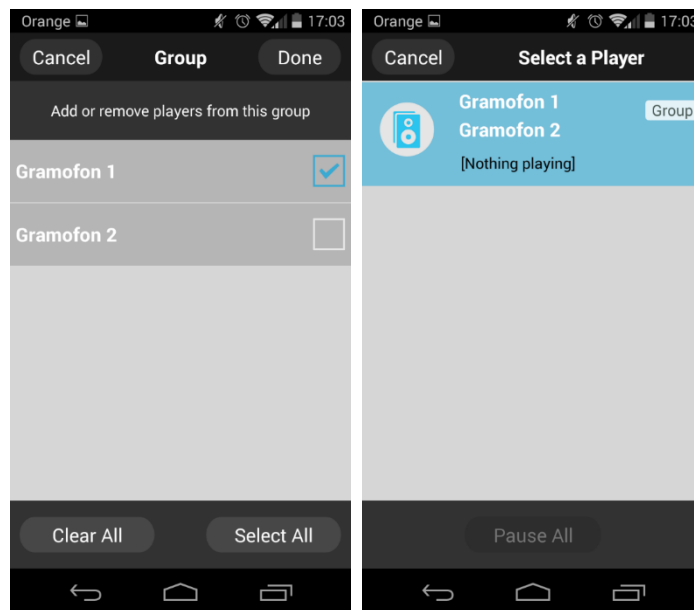
If you own several Gramofons, you will also be able to group them (at least two units, and up to ten) to play the same song on all of them. As for the multi-streaming feature, the grouping feature is also available from some of the [music services](#) compatible with Gramofon.

To do so, make sure you are connected to the WiFi signal of the Gramofon (home WiFi cloned signal for Gramofons configured via WiFi, or Gramofon_XXXXX signal for Gramofons configured via cable).

When opening the app, the main screen appears. Tap the button "**Group**" of one of the Gramofons you wish to group.



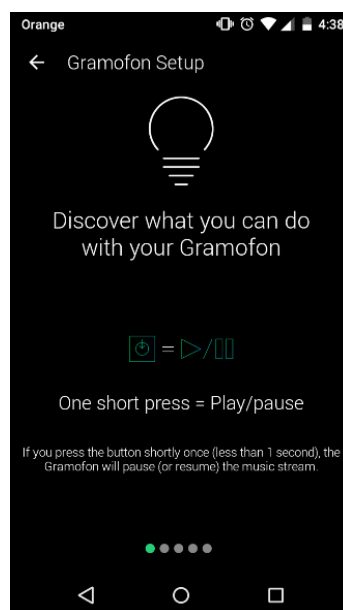
The list of Gramofons will appear. Select the Gramofons you wish to group and tap "**Done**". You will then see the group you just created with the names of the Gramofons forming it.



3. Skip tracks using the LED button

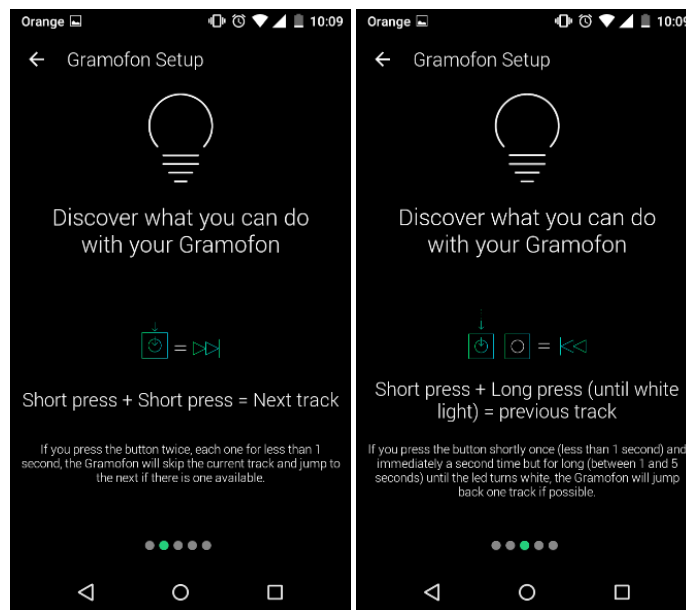
Skipping tracks is available only using services using playlists, with available tracks. Indeed, you won't be able to skip to the next song if the track playing is the last of the list, or if you're listening to a radio.

With firmware version 3.0.15, you could use the LED button to pause/play music while streaming simply **pressing the button once shortly**. The LED color transition would then be: green (if you play Spotify) or light blue (if you play any other music) > purple/pink > green (if you play Spotify) or light blue (if you play any other music).



Now (with firmware version 3.1.9) you can also **go to the next or previous track**. To go to the next track, simply **press the button twice shortly**. The LED color transition would then be: green (if you play Spotify) or light blue (if you play any other music) > purple/pink > green (if you play Spotify) or light blue (if you play any other music).

The manipulation is a bit longer to go to the previous track. Indeed, you need to **press the button twice, but the second press should be long** (instead of the first one, short). You should **maintain the button pressed until you see the LED go white**. At this moment you'll be able to release the button and listen to the previous track played. The LED color transition would then be: green (if you play Spotify) or light blue (if you play any other music) > purple/pink > white > green (if you play Spotify) or light blue (if you play any other music).



Compatible apps

A bunch of music services are available thanks to AllPlay. This platform makes wireless and audio devices (phone, tablet, local server, or the cloud) work together, allowing to use two different music services (and control the volume) on different Gramofons at the same time, or the same song on a group of several Gramofons.

If you have any question related to a **music service feature**, please contact the corresponding music service directly, clicking on the links listed above.

Or, if you have further inquiries on **upcoming music services integration**, we will kindly ask you to get in touch with Qualcomm AllPlay. Their official website is available [here](#).

Click on the links below to get more info on the music services you can use on your Gramofon:

- [AirAudio](#)
- [AllPlay Radio \(powered by TuneIn\)](#)

- **Astro Player**
- **Best**
- **Dar.fm**
- **Doubletwist**
- **Genie**
- **Napster**
- **Rhapsody** (only in the US)
- **Spotify**
- **Soma FM**
- **SoundMachine**
- **WahWah**

Note 1: As AllPlay does not work with other platforms than iOS and Android, the Gramofon only works with the music services offered using iOS and Android, regardless of the other platforms the individual music services support.

Note 2: The grouping and multi-stream features are not available for all music services.

Spotify

This article offers a quick overview on the use of Spotify via Gramofon. If you have any question related to a feature, or you are experiencing an issue with the app performance, please visit the [Spotify Community](#).

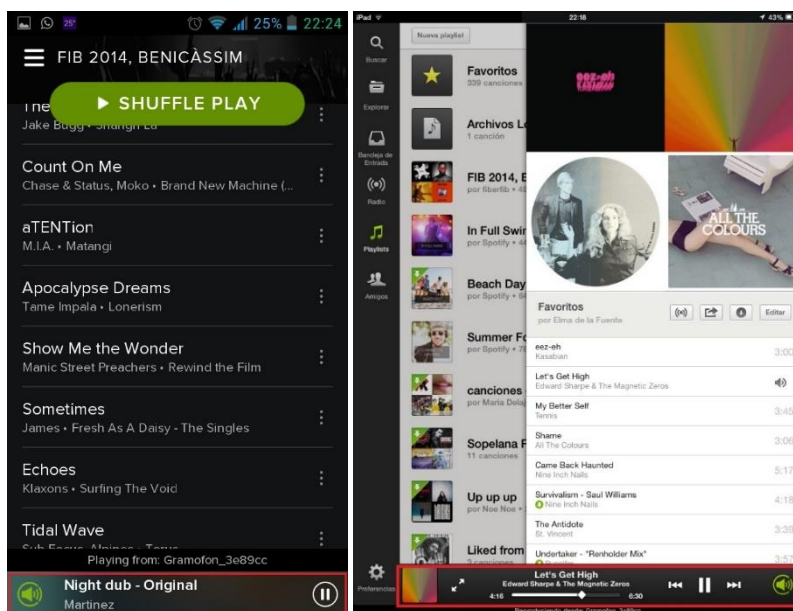
Please note that at the moment if you want to play music on your Gramofon via Spotify, you must be a [Spotify Premium user](#) and set your account to online mode.

You can play music on Spotify directly from your smartphone or tablet using the Spotify app (for [iOS](#) and [Android](#)). Click [here](#) to check Spotify availability for your country. Or you can also play music directly from your desktop installing [Spotify](#) on your computer.

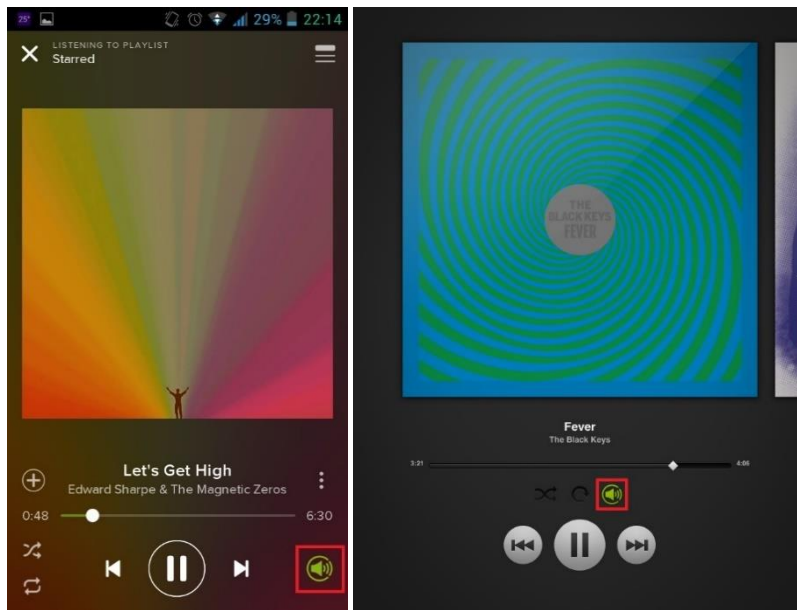
IMPORTANT: you can't stream two different Spotify songs from the same device to two different Gramofons. To use the [AllPlay multi-streaming feature](#), you would need to use two different Spotify Premium accounts.

How to play music on Spotify

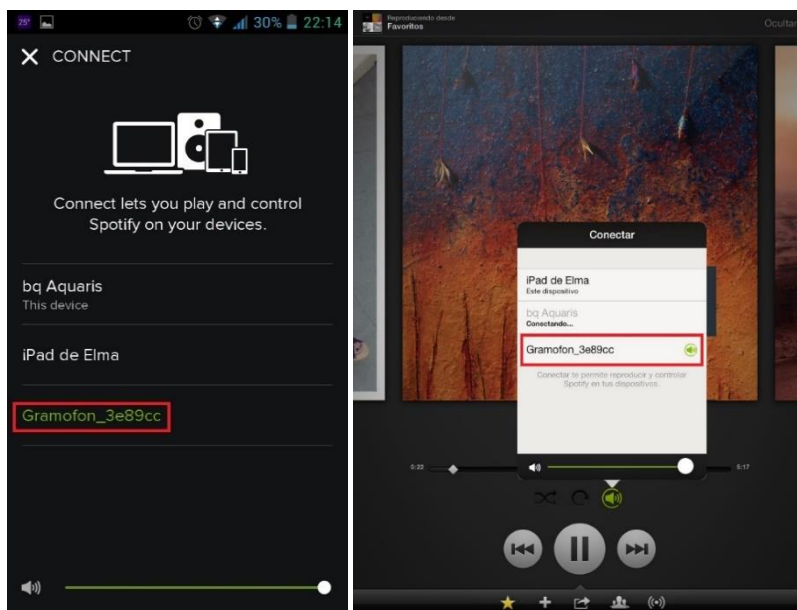
- Connect your device (smartphone/tablet) to your WiFi signal. Once paired, your device will be able to connect automatically to the Gramofon (no need to repeat pairing at each use).
- Play any song in Spotify (click [here](#) for more info on how to use Spotify) and select the song by clicking on it as it appears on the bottom bar:



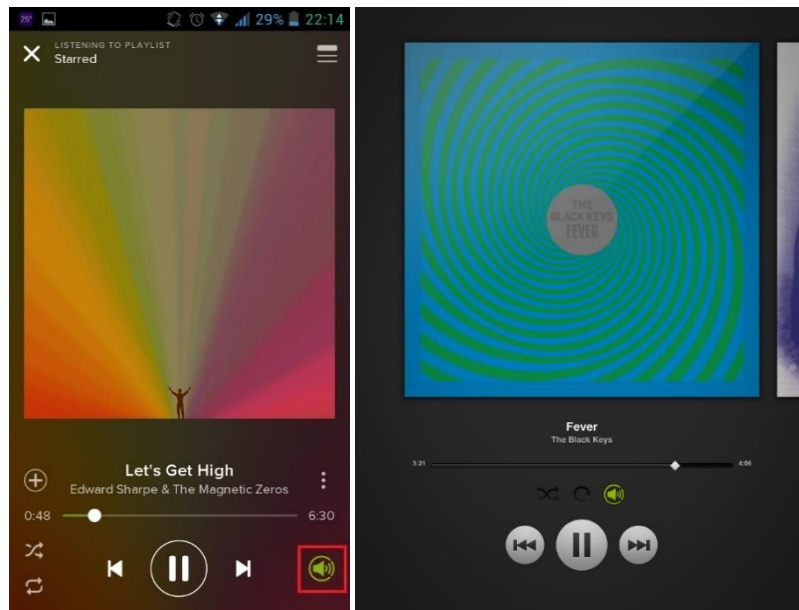
- A larger window opens with the song info. Tap the little loudspeaker on the lower right-hand side:



- Spotify Connect will now ask you to select the device you want to connect the Spotify signal to. Select your Gramofon:



- Spotify will now be playing music through the Gramofon.



Troubleshooting

If despite following all instructions below you still encounter issues preventing you from using Gramofon smoothly, it could mean the hardware is damaged:

- **If the unit is still under warranty, you will be able to contact our Support team through a ticket, providing the MAC ID of your Gramofon (the one that appears on the Gramofon label) and the corresponding invoice number**
- **If the unit is out of warranty, unfortunately our Support team would be unable to help you further**
- My music app doesn't detect my Gramofon
- My music app indicates music is being streamed on my Gramofon, but I'm unable to listen to it
- I'm using one of the music apps compatible with Gramofon from a Windows Phone device. Why is it not working on my Gramofon?
- I'm using Spotify Free ad-based service from my Android/iOS device. Why is it not working on my Gramofon?
- I'm using Spotify Premium service from my Android/iOS device or computer. Why is it not working on my Gramofon?
- I can't find the grouping option in my music app
- My music app is not operating smoothly
- I want to play different tracks from the same device to two different Gramofons
- I want to play locally stored music. Is Gramofon compatible with all audio file formats?
- Audio control
- When I click on the LED button to skip a track, my Gramofon stops playing
- When I click on the LED button to skip a track, nothing happens

- When I click on the LED button to go to the next track, a different one plays
- When I click on the LED button to go to the previous track, the same one restarts

My music app doesn't detect my Gramofon

This occurs when you're connected to a WiFi network, different from the network to which your Gramofon is connected. Simply disconnect from the current network and **connect to the network to which your Gramofon is connected**.

For your information, some music apps might take **up to 2 minutes** to detect your device, after you opened them.

If the issue persists, please follow these steps:

- power off your Gramofon
- close completely the music service app
- from your device, disconnect the WiFi
- power on your Gramofon and wait until it gets connected to the internet (solid blue LED)
- from your device, activate the WiFi and connect to the WiFi signal to which the Gramofon is connected
- open the music service app
- your Gramofon will appear in the list of available devices ready to stream your music!

My music app indicates music is being streamed on my Gramofon, but I'm unable to listen to it

This might occur when you use your music app **from several devices** or **on several Gramofons**. To solve this, simply go to the section of your music app displaying available devices to stream your music, choose any of the other options offered, and immediately switch back to the Gramofon you wish to use. You'll then be able to listen to your music!

I'm using one of the music apps compatible with Gramofon from a Windows Phone device. Why is it not working on my Gramofon?

As **AllPlay does not work with other platforms than iOS and Android**, the Gramofon only works with the music services offered using iOS and Android, regardless of the other platforms the individual music services support.

I'm using Spotify free ad-based service from my Android/iOS device. Why is it not working on my Gramofon?

If you want to play music on your Gramofon via Spotify, you must be a **Spotify Premium user**.

I'm using Spotify Premium service from my Android/iOS device or computer. Why is it not working on my Gramofon?

This occurs when you set your account to Offline mode. Spotify Connect feature is available only in **Online mode**.

I can't find the grouping option in my music app

The grouping and multi-stream features are **not available for all music services**. Also, only Gramofons running **firmware version 3.0.15 and above** feature this option.

My music app is not operating smoothly

This guide **provides instructions to operate your Gramofon**, which means any action related to its functioning (installation, configuration, settings).

If you experience **issues using a given music app**, please click **here** to contact the corresponding music service directly, as **only they will be able to support their product**.

I want to play different tracks from the same device and music service to two different Gramofons

This is impossible! Gramofon enables you to play two different tracks from the same device to two different Gramofons **only if you use two different music services**.

Any other simultaneous music service combination is allowed (e.g. at the same time you can play music locally stored on one Gramofon, and music on a network on one other, etc.).

I want to play locally stored music. Is Gramofon compatible with all audio file formats?

No, Gramofon enables you to reproduce the following audio formats:

- **MP3** (CBR and VBR): Up to CBR: 32-320 kbps / VBR: 260 kbps
- **AAC**: Up to 320 kbps
- **AAC HE (AAC+)**: Up to 16 - 64 kbps
- **AAC HE V2**: At 33 kbps
- **ALAC** (16, 24, 32 bit): Up to 192 khz
- **FLAC** (16, 24, 32 bit): Up to 192 khz
- **AIFF** (16, 24, 32 bit): Up to 192 khz
- **WAV/PCM** (16, 24, 32 bit): Up to 192 khz

Audio control

Audio can be **controlled exclusively through the devices and apps** used to stream music to Gramofon (meaning there is no possibility to control audio balance or set up a default volume, for example). Gramofon features a **stereo DAC** (more details [here](#)).

In the same way, the level of **sound quality will vary depending on the device or app** used. Please note some apps offer the possibility to select different streams to adjust the sound quality to the level of broadband resources available. In other words, the higher broadband resources your Gramofon receives, the higher quality stream you'll be able to choose to get a better sound experience, and vice versa.

When I click on the LED button to skip a track, my Gramofon stops playing

This occurs when the track you're listening to is the **last one of the track lists, in sequence mode**. If you press the button once, your Gramofon will play the first track of the track list as it follows the order of the tracks within the list when set to sequence mode.

When I click on the LED button to go to the next/previous song, nothing happens

This occurs if:

- Your Gramofon doesn't run **firmware version 3.1.9**. Please check [these guidelines](#) to upgrade
- You're listening to a **radio station**
- You're listening to the **first track of a list in shuffle mode**

In any of these cases, if you try to go to the next/previous song, your Gramofon will simply continue playing the current track.

When I click on the LED button to go to the next track, a different one plays

This occurs when you're listening to a **track list in shuffle mode**. After pressing the button, a random track will play.

When I click on the LED button to go to the previous track, the same one restarts

This occurs when you're listening to the **first track of a list in sequence mode**. After pressing the button, the first track will restart.

Warranty terms

Gramofon Warranty Summary

The Gramofon has a 2-year warranty which begins at the time the customer receives their unit. This means that apart from having access to this guide, our Support team will be able to help through ticket, during 2 years after the original buyer received the unit.

Once the 2-year warranty period has expired, Gramofon owners will still be able to access the online support documentation, which provides all the needed troubleshooting tips. Our Support team will not be able to help more than 2 years after the original buyer received the unit.

For more information, please see the Fon General Purchase Terms [here](#).

I purchased my Gramofon through a reseller

Any fulfillment request related to a Gramofon bought through a reseller, e.g. Amazon, etc., will need to be addressed directly to the reseller.

As indicated above, any Gramofon has a 2-year warranty which begins at the time the original buyer receives the unit, which means the reseller.

To check if a unit is still under warranty, the reseller will need to get in touch with our Support team providing the corresponding invoice number (format similar to I-XX-X-00-00000, sent in attachment to the confirmation email sent after the purchase). Without this reference, no support can be provided.

Can I return my Gramofon and how?

Upon Support team request, you might need to return your Gramofon within the framework of a repair or replacement procedure - exclusively available for units under warranty.

Gramofons will have to be returned in their box with all accessories (cables, booklets, etc.), and return costs will be assumed by the customer.

In order to ensure the goods will reach their destination, we advise using a national post office track and trace service, for a cheaper and safer shipment.

More details about our Purchase Policy available [here](#).

Fon feature

My Gramofon streams a "Fon WiFi" signal. Why is this?

If your Gramofon streams a "Fon WiFi" signal when it is connected to the internet, it means that you own a **first generation Gramofon**, that you received as a **pledge reward for being Kickstarter backer**, or **purchased as a pre-order**. **None of the Gramofons sold through our official online shop since November 2014 feature the Fon sharing service.**

In both cases (exclusively) you agreed to share a little bit of your broadband with the Fon Community. In return, you have **free access to millions of Fon Spots** around the world. More information [here](#).

In the past, we allowed owners of these Gramofons to request the deactivation of the Fon service on their units. However, as by now all these units are **out of warranty** (more than 2 years since reception) and to free up resources, we are **unable to process such request**.

Fon registration

It is necessary to register your Gramofon if you'd like to enjoy the Fon roaming feature. Please see how in this [QUICK START VIDEO GUIDE](#), or following below steps.

Begin by opening your browser (Internet Explorer, Firefox, Safari, Chrome, etc.) and typing in register.fon.com in its address bar.

Step 1: Enter your Gramofon's MAC and PIN CODE

- This information is available on the sticker wrapping your Gramofon and on the underside of the device.
- Use only numbers (and letters) for the **MAC** field. Do not use the colons (dots) that separate them (these are auto-filled).
- Click **Next** to continue.

Step 2: Create your username and password

Note: If you already have a Fon account, click on the **I am already a member** to start a session and skip this step (go to **Step 3**).

Fill out the Name, Email and Password fields (Fon account details). All fields are mandatory.

- **Name:** Must be at least 6 characters long.
- **Email:** Your email address will be the username you use to connect to the Fon network.
- **Password:** Must be at least 6 characters long.

- Tick the checkbox to confirm you agree to our **Terms and Conditions** and hit **Next**.

Step 3: Locate your Fon Spot on the map (optional)

- Type in your address on the search bar.
- Check if your location is correct. If it isn't, you can drag and drop the pinpoint to the exact location. Please be aware that this data will be public.
- When you are satisfied with the location, click the "Send" button.

Note: If you don't want to do this you can press **Not Now**.

Step 4: Make it easy for your Facebook friends to connect to your Fon Spot (optional)

Fon uses **Facebook** to allow friends to seamlessly connect to your WiFi when visiting your home. To enable them to log in with their Facebook credentials, instead of needing your WiFi password, click on the Facebook button and link your Fon account to Facebook.

Sharing your friend list is how Fon knows who to provide quick WiFi access to. Sharing this information with Fon is secure. We won't store or use this info for any other purpose than to grant your friends access.

Alternatively, if you press **Not Now**, Facebook functionality will not be available unless you repeat the registration process.

Note: once your Facebook account linked to your Fon account, you will not be able to unlink or modify it.

Step 5: Welcome!

Congratulations! Your Fon Spot is now registered. Welcome to the world's largest WiFi network!

Facebook Connect

When your friends and family come over and need to connect to the internet, they can do so using the public signal of your **Gramofon** which is always "**Fon WiFi**".

Your friends have two options to connect to your WiFi at home:

- **Facebook:** if your guest is also a **Facebook friend**, the router will recognize them, and they will get unlimited access.
- **Via email:** if they are **not Facebook friends**, they'll get limited access just using their email address. If your friend is a **Fon sharing member**, the router will recognize them, and they will get unlimited access.
- **Via email:** if they are **not Facebook friends neither Fon sharing members**, they'll get limited access just using their email address. In this case they will get only **30 minutes free access** (per day and per device).

If I pair my Fon account with Facebook, why do I need to share my list of Facebook friends with Fon? Is this safe?

Sharing your friend list is how Fon knows who to provide quick WiFi access to. Sharing this information with Fon is secure. We won't store or use this info for future purposes.

Is it better to share my network using Facebook than to give a friend my WiFi password? Why?

We think so! WiFi passwords are usually long, boring and difficult to remember. Getting WiFi access via the Gramofon allows you to forget about these nonsense keys and just use Facebook, making it a faster, more enjoyable and secure process.

Troubleshooting (Fon)

1. [How do I connect when I'm not at home?](#)
2. [How can I boost my Fon Spot signal?](#)
3. [Why does my computer connect to a Fon signal instead of my home network signal?](#)
4. [Userzone forgotten password?](#)
5. [Why is the MAC address online different than the one found on my router?](#)
6. [How can I change my email address?](#)
7. [My Fonera is showing offline in my userzone](#)
8. [My Fonera is not showing on the maps](#)

[How do I connect when I'm not at home?](#)

Detailed information is available in [this section](#).

[How can I boost my Fon Spot signal?](#)

There are lots of tips and tricks you can try to improve your Fon Spot signal. These are our favorites:

- **Move the Gramofon off the floor and keep it as far as possible from walls and metal objects.** Where you position your Gramofon can have a massive impact on signal strength. Metal, walls and floors make a mess of your router's wireless signal. The more of these obstacles your Gramofon needs to overcome to reach your device (smartphone, tablet, laptop), the worse the interference, and the slower your connection will be.
- **Update your network adapter's drivers.** Hardware vendors are always upgrading and improving their wireless equipment to increase range and performance and most of those upgrades are free. Check for new firmware updates on your wireless adapter card's website.

Why does my computer connect to the Fon WiFi signal instead of my home network signal?

This occurs when your automatic wireless settings are giving priority to a connection to Fon over a connection to your home router. Here's how to solve the problem for:

1. [Windows](#)
2. [Apple iPad and iPhone](#)

If you're using other wireless management software, check the user documentation.

Windows

If you have connected to a Fon Spot in the past, it might have been automatically added to the list of your preferred wireless networks.

- Double click the 'Wireless Connection' icon from the System Tray. 'Note:' If the wireless connection icon is not available in the System Tray, click 'Start > Control Panel > Network Connections', double click on the 'Wireless Network Connection'.
- The following window appears. Click 'Properties'.
- Click 'Wireless Networks' tab.
- When you switch on your computer, it attempts to connect to the networks listed in the order they appear. So, if Fon (i.e. Fon WiFi) is higher in the list than your home network and both wireless networks are in range then you will be automatically connected to the Fon Spot.
- To get around this issue move your home network so it is higher in the list than Fon (do this by selecting your home router's SSID in the list and clicking on the 'Move up' button until it is above Fon) or remove the Fon entry if you no longer require it (select the Fon SSID in the list and click on the 'Remove' button).

Apple iPad and iPhone

All you need to do is get your Apple device to forget the network. Do this by:

- Going to Settings
- Selecting 'WiFi'
- Press the arrow next to the Fon network
- Select 'Forget this Network'
- Set Auto-Join to 'OFF'

Userzone forgotten password?

If you forget your Userzone password, you can reset/restore it by the following steps:

- Browse to web site <https://fonglobal.userzone.fon.com/uz/login> or click directly <https://fonglobal.userzone.fon.com/dfp/forgotPassword>
- Follow the on-screen steps to get your password reset and restored

Why is the MAC address online different than the one found on my router?

If you look at your router information in your user area at fon.com, you will notice that the MAC ID is different than the one found at the bottom of the Gramofon.

This is nothing to be worried about. Both MAC IDs are associated with the same Gramofon:

- The MAC ID in the user area is associated with the Fon signal.
- The MAC ID found at the bottom of the Gramofon refers to the LAN port.

How can I change my email address?

Unfortunately, it isn't possible to change it. To use a new email address with Fon, create a new Fon account (on <http://www.fon.com/register/form>) and contact a support representative with the following info:

- Your router's MAC ID (printed on the router's label)
- Your old email address
- Your new email address

The above information is required in order to assign your router(s) to the new account. You can request an assistance [submitting a ticket from this page](#).

My Fonera is showing offline in my userzone

If you look at your router information in your user area at fon.com, you might notice that your Gramofon status is "Offline", despite it's actually connected and operating correctly.

This is nothing to be worried about. Indeed, it is since this router model is outdated, and any router-related data is saved in an old deprecated platform. For this reason, the information showing in your userzone is not updated.

If you check that your Gramofon is connected, then you can just ignore the offline mention.

My Fonera is not showing on the maps

First, please be aware that your Fon Spot doesn't show up on our maps (<https://fon.com/maps/>) immediately after completing the registration process.

But, if more than 24 hours have passed since you created your Fon account and you're still unable to see your hotspot on the Fon map; it could be that the geolocation process failed.

Unfortunately, geolocation (based on Google maps) isn't a 100% accurate process.

As a possible workaround to fix this issue, please [re-register your Fonera](#). You can request an assistance [submitting a ticket from this page](#).

At step 4, introduce your address and move the pin which appears on the below map to the right location, if necessary. Then, just complete the registration process to make sure the change is saved. Please note that changes may take up to 24 hours to be reflected in your userzone, and the Fon map.