MX-Stream Troubleshooting FAQ

1) How do I perform a factory reset, outside of the System Settings. For example I configured WiFi in my old home, moved to a new home and want to reset my MX-Stream?

• Get a USB Thumb Drive
• Format it as "FAT32" using the MBR partition table. Please note that MacOS often uses a different partition table by default! Please make sure to select the MBR partition table when formatting.
• Download this file http://repo.volumio.org/utils/factory_reset
• Please use Google Chrome or Firefox if the download doesn't start automatically
• Copy it on the Thumb Drive (make sure the name of the file is exactly „factory_reset")
• Turn off the MX-Stream and unplug the ethernet cable (if connected)
• Plug the thumb drive to one of the USB ports
• Turn on the MX-Stream
• IMPORTANT: During this phase the unit might restart multiple times and this factory reset will take about 5 minutes.
• The factory reset will be completed when the Net-LED starts blinking again

2) How do I install an older Firmware Version? For example my DAC worked better with the previous version?

• Get a USB Thumb Drive
• Format it as "FAT32" using the MBR partition table. Please note that MacOS often uses a different partition table by default! Please make sure to select the MBR partition table when formatting.
• Please send the FW version you need to support@musicalfidelity.com
• Download the „update.fir" file that you will get from us.
• Copy it on the Thumb Drive (make sure the name of the file is exactly „update.fir")
• Turn off the MX-Stream and unplug the ethernet cable (if connected)
• Plug the thumb drive to one of the USB ports
• Turn on the MX-Stream
• IMPORTANT: During this phase the unit might restart multiple times and this update will take about 5 minutes.
• The factory reset will be completed when the Net-LED starts blinking again

3) How do I completely reflash the MX-Stream or even install different operating systems?

The procedure is the same as for other Raspberry PI compute modules.
Those are the rough instructions:
- Put the unit in boot mode (press the boot button behind it for 5 seconds)
- Connect the USB B cable to the unit and your computer

- Install RPI Boot from here: https://www.raspberrypi.com/documentation/computers/compute-module.html#flashing-the-compute-module-emmc
How to install RPI Boot:
For those who just want to enable the Compute Module eMMC as a mass storage device under Windows, the stand-alone installer is the recommended option. This installer has been tested on Windows 10 32-bit and 64-bit, and Windows XP 32-bit.
Please ensure you are not writing to any USB devices whilst the installer is running.
- Download and run the Windows installer to install the drivers and boot tool.
- Plug your host PC USB into the USB B port, making sure you have setup the board as described above.
- Apply power to the MX-Stream; Windows should now find the hardware and install the driver.
- Once the driver installation is complete, run the RPiBoot.exe tool that was previously installed.
- After a few seconds, the Compute Module eMMC will pop up under Windows as a disk (USB mass storage device).

- Use etcher to flash the .img file to the unit https://www.balena.io/etcher/
Please request the image of the Firmware you need from support@musicalfidelity.com; that is if you want to install our official Firmware.

When installing other OS keep this in mind:
- WiFi/BT chip may need special drivers and may not always work without compiling your own drivers
- Same with HDMI output
- LEDs on front panel might not work (important for NET Led)
- Ethernet in our experience works with all standard drivers; no need to compile your own
- RPi as implemented in MX-Stream shows a little less CPU power than other implementations due to audio-optimized clock
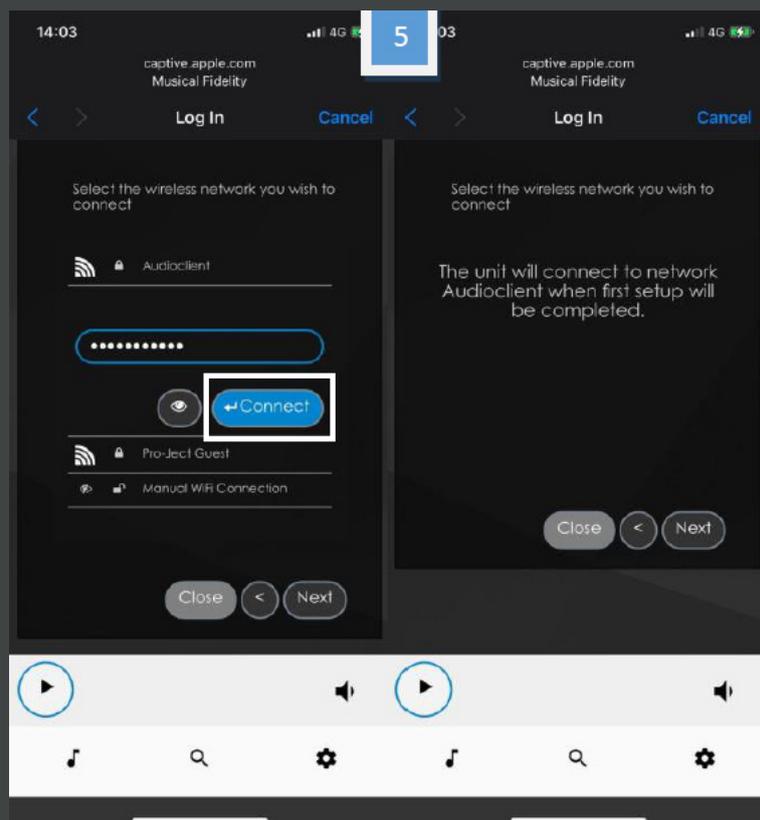
4) How do I get Firmware Updates? Do I need to update my App?

When talking about the MX-Stream it is essential to understand that any control options, including the App, are just remotes! The processing and all actions are always performed on the MX-Stream, as the software is running there and not on your phone, app, or web-brower. Therefore it is not necessary to update your „app". The only things that needs updating is always centrally found on your MX-Stream, and this is the Firmware.

Firmware Updates must be searched for and downloaded manually. Please check Settings -> System -> System Updates for new updates from time to time! The MX-Stream is continuously supported with new Firmware Updates.

5) The Net-LED lights stable blue, but there is no network connection?

Please perform a factory reset as described above. This can have various reasons, but one to look out for is to enter the correct password when connecting to a WiFi network, and to hit the „Connect" button on the first setup screen, after entering the password.

6) Mounting my NAS, network shares or cifs shares does not work. What could be wrong?

In the Advanced Options -> Options when mounting a share please try to add: vers=1.0