



WD TV[®] Live[™] Streaming Media Player Firmware Release Notes

These release notes provide information on the latest posting of firmware for the WD TV Live Streaming Media Player.

These release notes provide information on the following:

- *Version 2.02.32*
- *Version 2.01.86*
- *Version 1.16.13*
- *Version 1.15.10*
- *Version 1.14.09*
- *Version 1.13.18*
- *Version 1.12.14*
- *Version 1.11.14*
- *Version 1.10.13*
- *Version 1.09.10*
- *Version 1.08.17*
- *Version 1.07.18*
- *Version 1.07.15*
- *Version 1.06.04*
- *Version 1.05.18*
- *Version 1.04.12*
- *Version 1.03.10*
- *Firmware Installation Procedure*
- *Problems during or after FW upgrade*



Version 2.02.32

Resolved Issues

- Supports Miracast. For list of compatible device, visit products.wd.com/miracast
- Supports BBC iPlayer, BBC News and BBC Sport (UK only)
- Supports GRID UI user interface theme
- Supports add shortcut to home page (Grid theme only)
- Supports auto play app
- Supports Downloads (HTTP, FTP, P2P, NZB)
- Supports apps on USB storage. To learn more, visit <http://www.wdc.com/wdtvsdk/>
- Supports search feature at the Grid UI home screen from the WD IR remote
- Supports Flixster & Rotten Tomato ratings in the video browser UI
- Supports new services: AnyClip, BBC iPlayer (updated), BBC News, BBC Sport, Bric-A-Bloc, Café Noir, Cartoon Keepsakes, Cultorama, Dorado Films, Film Movement, Horoscopes by Kelli Fox - Astrologer Daily, HOTLIST, Howdini, Kino Lorber, Metatube, English, Metatube Espanol, Midnight Pulp, Myx TV, NetFit Free, Olena TV, PRO ClassicTV, Saddle Up!, Westerns, The Bold and The Beautiful, The Director's Chair, The Man Channel, The New Content (TNC), Threshold +, ulInterview, Viaway
- Updated WD TV End-User License Agreement (EULA)
- Resolved resume point for movies after power cycling WD TV
- Resolved no sound for DVD ISO files when DVD Menu is set to off
- Resolved SOMA.FM stations not playing in Tunein app service



Version 2.01.86

Resolved Issues

- Supports SiriusXM Internet Radio.
- Supports France TV.
- Supports Tweet by WD TV.
- Supports WSJ Live.
- Supports Toon Goggles.
- Supports ADC, All Fitness TV, American Pop service, Asian Crush, Bolly Mixtures Brief, Cook, CloudMe™, Docurama, Family TV, Go Digital, Gravitas Movies, Manga, MBC America, Pop Flix Classic Movies, Pop Flix Classic TV, Vanguard Cinema.
- Supports DTS-HD Master Audio pass-through.
- Supports YouTube Leanback service with DIAL protocol.
- Default set to “on” for 3 hour energy saving auto shut down.
- Resolved YouTube Leanback restart after short-term playback.
- Supports TXT MicroDVD subtitle.
- Supports clock screensaver.
- Resolved issue with some AIFF files not playing properly.
- Resolved rear USB port issue when playing media from a USB HDD.
- Resolved several JSTV issues with reboots, freezing, streaming stops, video start-up times and stuttering.
- Resolved Maxdome movie playback quality issues.
- Resolved video playback issue after exiting SlingPlayer.
- Resolved Spotify Playlist reboot issue.
- Resolved FWD/RWD/Skip To issue with DVR-MS video files.
- Resolved FWD/RWD playback issue with .FLV (AVC) video files.
- Resolved playback prematurely stopping with specific DVR-MS video files.
- Resolved system locking up after long-term playback of MKV video playlist.
- Resolved some BD ISO movies not playing from the beginning.
- Resolved some DVD ISO issue displaying black screen during play.
- Resolved issue with some m2ts and BD ISO files restarting.
- Updated Get Content Info search results for music & movie files.
- Resolved higher resolution DVR-MS files with video/audio/lip sync and stopping issues during playback.
- Resolved audio sound not playing for certain AVI video files.
- Resolved AAC audio not in sync with FLV files.
- Resolved "Skip To" function not working with some BD ISO files.
- Resolved reboot problem when pressing the Home button while using Windows™ Play To during video playback.
- Resolved issue playing DVR-MS videos via Windows™ Play To.
- Resolved network share issue when storage device is not connected.
- Resolved screensaver interrupting audio playback when playing from Windows™ Play To.



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- Resolved Accuweather™ not displaying the correct unit of measurement for Precipitation, Rain, Snow, and Ice.
 - Resolved Flickr message pop-up "There is no media" when scrolling through Interesting category.
 - Resolved various translation issues.

Version 1.16.13

Resolved Issues:

- Supports Creepster Channel
- Supports euronews
- Supports MLB.TV closed captioning
- Supports Saturn Video
- Resolved AccuWeather weekend forecast not displaying the full weekend
- Resolved CinemaNow video download issue
- Resolved Deezer reboot issue and music not playing in France, Germany, and the U.K.
- Resolved MLB.TV reboot issue when exiting the game during the game's loading screen
- Resolved MLB.TV time bar still active when game has been Completed/Is over
- Resolved MLB.TV rebooting device when pressing BACK in archived game
- Resolved MLB.TV archived games not starting from the beginning
- Resolved video component output setting reverting to HDMI or composite
- Resolved blank screen issue after stopping long term playback from USB hard drive
- Resolved various UI translation issues
- Resolved issue with Windows PlayTo not playing MP4, 3GP and AACADTS files

Version 1.15.10:

General information

Subscribers of MLB.TV Premium will need to update to this version in order to view 2013 games.

Resolved Issues:

- Supports MLB 2013 games.
- Support JSTV in Monaco.
- Resolved rebooting issue when keying in Chinese characters.
- Resolved issue with the status bar not automatically closing when video is playing.
- Resolved a problem with the wrong name displaying for "Director" when retrieving content info for movies.
- Resolved subtitles still playing when default settings is selected as OFF.
- Resolved English only translation issue to support Nederland's language get content info.



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- Resolved audio “Next” button skipping multiple tracks.
 - Resolved buffering issue during playback for Apple MOV videos files on a network attached storage device.
 - Resolved several Japanese translation issues

Version 1.14.09:

General information

BBC iPlayer subscribers: For continued service of BBC iPlayer, you must update to this FW and re-login into account.

Deezer subscribers: For continued service of Deezer, you must update to this FW and re-login into account.

Resolved Issues:

- Supports updated version of BBC iPlayer.
- Supports updated version of Deezer.
- Supports .WAVE, .OGA, .M4P, .M4R, .M2A, .MPV file extensions.
- Resolved playback issue for .3GP video files.
- Resolved playback issue for .M2T video files.
- Resolved Flixster info bar not closing when pressing the OK button on the remote once.
- Resolved PlayTo blank video Timebar problem.
- Resolved movies icon indicator not being marked as "watched".
- Resolved Vudu 5.1 Surround Sound to stereo mute/unmute problem.
- Resolved idle issue with "What's in this update?" when upgrading firmware.
- Resolved file formatting issue with movie MetaData content and posters not displaying.
- Resolved YouTube Videos spinning arrow when pressing FF/RW during video play.
- Resolved audio/video lip sync issue with higher resolution DVR-MS during playback.
- Resolved FLAC incompatibility issue.
- Resolved UK time zone setting issue.

Version 1.13.18:

Resolved Issues:

- Supports Kannuu; easily discover where to watch your favorite programs.
- Supports myTV Arabic language television.
- Supports IVI.RU online TV shows and movies in Russia.
- Supports Hulu Plus and Skitter TV in US territories, commonwealths and insular areas.
- Supports Product Improvement Opt-In.
- Support 32x FF/RW for video and music playback.



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- Support Movie filter.
 - Resolved TV Shows content info is incorrectly sorted.
 - Resolved ejecting USB drive causes problems with the Media Library.
 - Resolved bad playback performance when scanning the Media Library.
 - Resolved unable to play tracks when sharing playlists in Spotify.
 - Resolved user interface lags when the network connection is being established.
 - Resolved JSTV stream playback stops after streaming continuously for long durations.
 - Resolved noticeable delay in UI recognizing button presses after restarting device.
 - Resolved nested playlists folders make entire playlist folder appear blank in Spotify.
 - Resolved long Blu-Ray ISO video loading time.
 - Resolved unable to add similarly named share to the Media Library.
 - Resolved unable to resume MediaMarkt videos.
 - Resolved playback of certain True HD 1080P MKV files with multiple PGS subtitles locks up the device.
 - Resolved rescanning metadata for TV shows reboots the device.
 - Resolved audio loss and constant buffering issue when playing high bitrate Blu-Ray ISO from NFS share.
 - Resolved some TuneIn streams do not play.
 - Resolved TuneIn radio images are missing on the options menu.
 - Resolved audio loss issue on .TS QAM recorded videos.
 - Added message indication when USB device is being mounted.
 - Added message indication when connecting to network.
 - Resolved slow navigation issue when Auto Get Content is running.
 - Resolved unable to get content info when file name contains "-" issue.
 - Resolved unable to move cursor when playing the last song on playlist in Spotify.
 - Resolved screen flash issue with VOBSUB subtitles onMP4, M4V, and MKV videos.
 - Resolved error message is not displayed when the network is interrupted in PlayJam.
 - Resolved system menus missing down arrow to indicate additional menu items.
 - Resolved reset location displays the wrong time zone issue.
 - Resolved unable to get content info for file starting with "ENG".
 - Resolved get content info retrieved English information when scraping German titles.
 - Resolved some folders do not have thumbnails when filtering by TV Show in videos.
 - Resolved spinning wheel is shown for the first few seconds while video loads.
 - Resolved constant loading indicator is displayed when deleting playlists in Spotify.

General information

- Deezer geo-restriction change to Worldwide, except not in the US. (Deezer account required)

Version 1.12.14:

Resolved Issues:

- Supports Windows 8.
- Supports JSTV (Europe only.)



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- Supports Hauppauge in select countries. WinTV tuner required. Compatible tuner listed in Knowledge Base Article 5688.
 - Supports Slingbox 350 and Slingbox 500.
 - Updated media library scanning performance for USB HDD.
 - Resolved message “Unable to connect to the selected source” when accessing a NAS that was previously playing a video.
 - Resolved issue pressing power button for more than 3 seconds breaks CEC.
 - Resolved system freezes in network setup with NFS share added to the My Media Library.
 - Resolved skip to desired time is not available for certain video containers.
 - Resolved CinemaNow issue NAS share loses connection after standby and resume.
 - Resolved BILD.de: Headlines on Start page are rendering incorrectly.
 - Resolved get content info for TV shows does not include backdrop images.
 - Resolved hiding Slingplayer in Parental Controls also hides Flingo Launchpad.
 - Resolved Accuweather only displays the weekend forecast when language is set to English.
 - Resolved playing AVI video files from PC share drops sound when played wirelessly.
 - Resolved VOB video files with DTS audio will not play sound when audio is set to Stereo.
 - Resolved playback issue DTS 96 KHz/24 bits audio will not play with audio settings set to "Digital Pass-Through via HDMI only".
 - Resolved several translation and user interface issues.
 - Resolved no audio output if MPG video contains PCM audio codec.
 - Resolved missing Repeat One icon in UI in music and video options menu.
 - Resolved theme issue video_run.xml replaced by video_run_buf.xml.

Version 1.11.14:

Resolved Issues:

- Wohnzimmer-Videothek (Media Markt - Germany Only)
- Supports YuppTV.
- Supports Geo Location reset location feature.
- Resolved several My Media Library issues with NAS storage devices.
- Resolved Samba issue high bitrate .M2TS videos stutter when switching audio stream.
- Resolved remote buttons A, B, C, and D do not work in SlingPlayer.
- Resolved YouTube Leanback login credentials not saved after reboot or restarting.
- Resolved network share issue with master browser.

General Info:

- Note: Enable Linux Share settings are off by default.
- Note: YouTube Leanback will require login after firmware upgrade.
- Note: SlingPlayer will require login after firmware upgrade.



Version 1.10.13:

Resolved Issues:

- Supports .aifc file types.
- Resolved Deezer not available in all supported countries.
- Resolved clear media library does a rescan issue.
- Resolved media library not scanning at set intervals issue.
- Resolved several issues with media library scanning on NAS storage.
- Resolved TV show filter sorting issues for season folders.
- Resolved unable to display .jfi, .jfif, .jif, and some .jpe photo files.
- Resolved FLV CODEC audio sync issue.
- Resolved unable to play ADPMC CODECS with the .WAV or .WAVE containers.
- Resolved playback issues with videos transcoded with Handbrake version 0.9.6.
- Resolved issue OGM playback missing audio or video stream.
- Resolved ID3 tag data not used for get content info in music.
- Resolved Spotify View Biography missing album cover issue.
- Resolved Spotify issue device UI will freeze when browsing artists with 100 or more albums.
- Resolved VUDU issue pressing options during video playback exits to home screen.
- Resolved VUDU issue video playback with composite video output reboots device.
- Resolved German translation issues.
- Resolved YouTube Leanback login credentials not saved after reboot or restarting.
- Resolved several general user interface and translation issues.

General Info:

- Note: Yota service discontinued operation as of July 1, 2012 due to the current situation in the Russian music market.
- Note: YouTube Leanback will require login after firmware upgrade.

Version 1.09.10:

Resolved Issues:

- Supports AceTrax Movies content streaming service (UK and select European countries).
- Supports maxdome videos on demand service (Germany only).
- Supports SlingPlayer live TV streaming service.
- Supports ABC iview content streaming service (Australia only).
- Supports Launchpad by Flingo web videos.
- Supports Red Bull TV sports streaming service.
- Supports BILD.de. (Germany Only)
- Supports AOL HD web videos streaming service.
- Supports Sleep Timer Feature during local playback.



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- Updated YouTube Leanback to new version.
 - Resolved playing ISO files with HDMI match video framerate ON causes reboot.
 - Resolved resuming ISO files with HDMI match video framerate ON causes reboot.
 - Resolved several user interface and translation issues.
 - Resolved issue RSS Web GUI issue cannot move feeds by dragging.
 - Resolved TV not automatically engaging or disengaging 3D after successful 3D playback in VUDU Movies.

General Info

- Note: Known issue with YouTube Leanback some users may experience loss of login credentials.

Version 1.08.17:

Resolved Issues:

- Supports new PlayJam games Push'em Penguin, Mahjongg and Sudoku.
- Supports video file shuffling.
- Supports manual metadata search for TV shows.
- Supports Live TV tab in Home UI for TV service such as Skitter.TV where applicable.
- Supports redesigned service UI with categories and short description.
- Supports virtual currency in PlayJam.
- Supports PlayJam new loading screen and improved loading bar.
- Resolved Netflix getting randomly de-authorized.
- Resolved geo-location filter issue in Puerto Rico for Netflix and Hulu Plus.
- Resolved geo-location filter issue in Costa Rico for Netflix.
- Resolved device reboot issue when viewing photos from Network Attached Storage with more than 600 photos.
- Resolved device reboot issue in Picasa viewing slideshow in shuffle mode.
- Resolved TV show episode sorting issue after auto Get Content Info.
- Resolved issue Skitter application does not work after using Netflix.
- Resolved issue with MKV playback via Samba.
- Resolved general HDMI CEC issues.
- Resolved can't access WD Sentinel through windows network share.
- Resolved Accuweather issue preventing selection of a new location.
- Resolved issue media library rescans network storage after every reboot.
- Resolved audio speed issue in M4V and MP4 after changing audio selection.
- Resolved HDMI auto negotiation using wrong resolution issue.
- Resolved various PlayJam stability and performance issues.
- Resolved issue media library does not update properly after moving content.
- Resolved several user interface and functional issues with Live365.



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- Resolved Spotify issue music stops playing when browsing album.
 - Resolved issue resuming OGM video playback displays a blank screen.
 - Resolved issue subtitle and audio settings are not saved in media library.
 - Resolved issue unable to load theme from web GUI.
 - Resolved Deezer unable to play from search results.
 - Resolved no media error message when playing content in a folder within an empty folder.
 - Resolved video stuttering issues when playing from network storage.
 - Resolved issue could not get content info for video title containing an "x".
 - Resolved video cover art is not shown in dashboard.
 - Resolved several language translation issues for all languages.
 - Resolved French translation issues in Spotify.
 - Resolved several WD Remote navigation issues.

General Info

- Note: Deezer is now only available in select countries.
- Note: Blockbuster and Mediafly online services have been removed from the UI.

Version 1.07.18:

Resolved Issues:

- Resolved MLB.TV season 2012 live game playback problem.
- Resolved MLB.TV jump to inning takes 15-20 seconds, freezes video and remote response.
- Resolved MLB.TV Miami Marlins missing team icon.

Version 1.07.15:

Resolved Issues:

- Supports Skitter TV internet television service
- Supports MLB.TV
- Resolved Get Content Info conflict caused by folders with similar names.
- Resolved mp4 video freezing, audio sync and "Unsupported Message" issues.
- Resolved unable to play MOV videos.
- Resolved MKV video with FLAC audio does not play audio issue.
- Resolved Vorbis audio in MKV container audio spikes during playback issue.
- Resolved remote shortcut keys conflict with the onscreen keyboard during search.
- Resolved movie thumbnail extremely grainy and pixelated.
- Resolved rescan media library after every reboot.
- Resolved BBC radio mute function does not un-mute issue.
- Resolved rescan Get Content Info does not refresh thumbnail issue.



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- Resolved movie backdrops do not display without network connection or after network disruption.
 - Resolved several Spotify user interface and translation issues.
 - Resolved Spotify popping and glitching sounds when skipping tracks issue.
 - Resolved Spotify tracks do not play when sharing playlist.
 - Resolved Yota Music intermittently hangs issue.
 - Resolved YouTube Leanback rebooting issue.
 - Resolved PlayJam unable to un-mute issue.
 - Resolved WPS Network setup completed message looping.
 - Resolved ComedyTime Pause and Play will not work after FFW or RWD several times.
 - Resolved several language translation issues.

General Info:

- Blockbuster video download service will no longer be supported on the WD TV as of 3/31/2012.
 - You will still be able to watch your purchased videos.
- Mediafly will no longer be supported as of 3/31/2012.

Version 1.06.04:

Resolved Issues:

- Supports BBC iPlayer content streaming service (UK only).
- Supports Netflix movie streaming service in the UK and Ireland.
- Resolved several language translation issues.
- Resolved issue AAC and MP3 2CH audio outputs 7CH via HDMI pass-through to AV receiver.
- Resolved movie thumbnail degraded photo quality issue.

General Info:

- Note: BBC radio mute function does not un-mute.

Version 1.05.18:

Resolved Issues:

- Supports adding network share folders into “My Media Library” (Use options button).
- Supports “WD TV Remote” control application for iDevices (Download Application from iTunes).
- Supports Vudu movie service (US only).
- Supports SnagFilms indie movies service.
- Supports Flixster video movie review and trailer service.



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- Supports Yota Music streaming service (Russia only).
 - Supports XOS Digital college sports service.
 - Supports SEC Digital Network college sports service for Southeastern Conference.
 - Supports Watch Mojo pop culture and infotainment video streaming service.
 - Supports ComedyTime stand-up comedians and funny videos streaming service.
 - Resolved content playback issues with MPEG2 and MPEG4 BluRay ISO, M2TS and .TS.
 - Resolved HDMI-CEC issues.
 - Resolved issues in Flango where videos do not fling using Safari web browser.
 - Resolved AAC audio lag when playing from network share.
 - Resolved audio lip sync issue if media is paused several times.
 - Resolved user interface issue of subtitle and audio info not displaying when buttons are pressed on remote.
 - Resolved issue with Blockbuster and CinemaNow does not reconnect to network share upon reboot.
 - Resolved issue with user added Meta-Source does not clear after factory reset.
 - Resolved Auto Play issues
 - Resolved NFS issue where it would take 10 seconds to see the IP address.
 - Resolved issue with resuming music file longer than 15 minutes once file is stopped.
 - Resolved issue of not being able to select subtitles through options.
 - Resolved Spotify issue where albums do not play in order.
 - Resolved Spotify issue where full artist biography does not display.

General Info:

- Note: After upgrading to the latest firmware, the Media Library entry for the NAS maybe lost. To add a share folder to the Media Library, press “Option” when highlighting a share folder and select the “Add to Media Library” button. Or, go to Setup/Systems/Media Library Manager for Network Share to add a specific share folder to the Media Library.
- Note: Media library functionality of the NAS will be only available when using the “My Media Library” as the content source. When the source is a Network share the Media library functionality on the NAS will not be available.
- Note: The network content sources will be listed under Windows shares for SMB/CIFS shares and under Linux shares for NFS.



Version 1.04.12:

Resolved Issues:

- Supports Vimeo.
- AccuWeather supports video news and multi-city favorites.
- Supports PlayJam.
- Supports screen capture feature.
- Supports media library function for network share folders.
- Resolved AccuWeather unable to add to favorites issue.
- Resolved issue with Samba shared file causing delay in playback on resume.
- Resolved issue unknown error displays while connecting to network share.
- Resolved OGM file playback issue causing reboot.
- Resolved issue playing photo slideshow from USB drive when media library is turned off.
- Resolved issue playing ISO files on a MAC (HFS) formatted USB drive causes reboot.
- Resolved several German language translation issues.
- Resolved several Dutch language translation issues.
- Resolved several French language translation issues.
- Resolved Facebook issue displaying high-resolution photos.
- Resolved several Facebook user interface and functional issues.
- Resolved thumbnail not displaying in gallery view issue.
- Resolved Spotify skipping song track when attempting to play current song.
- Resolved Spotify issue playlist not playing continuously.
- Resolved several Spotify user interface issues.
- Resolved several Web UI user interface and functional issues.
- Resolved login error connecting to Win 7 network share or WD My Book Live.

General Info:

- Note: HDMI-CEC support is not functioning correctly in this release. Do not upgrade to this release if HDMI-CEC is an important feature for you.

Version 1.03.10:

Resolved Issues:

- Supports Spotify music streaming service.
- Supports Dailymotion video streaming service.
- Supports HDMI CEC control.
- Resolved NFS issue does not have option to navigate to DVD menu.
- Resolved M2TS issue of losing sound while streaming from NAS.
- Resolved RSS issue where Web User interface had missing titles and descriptions.
- Resolved several RSS user interface issues.



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- Resolved RSS issue when attempting to view photo, recently played video launches instead.
 - Resolved network share issue where resume point does not work after reboot.
 - Resolved issue not able to import theme from web user interface.
 - Resolved music playback issue where music stops during a different file deletion.
 - Resolved several facebook user interface and functional issues.
 - Resolved issue with wireless config still displaying after deletion of all connected wireless devices.
 - Resolved issue with subtitles not containing an end time in the info header is dropped (IDX/SUB).
 - Resolved Russian and Dutch translation issues.
 - Resolved several web user interface graphical and functional issues.
 - Resolved issue with high resolution backdrops crashes the render.
 - Resolved issue with sorting music alphabetically not working.
 - Resolved issue with no error message displayed if special characters used in device name.



Installing the Firmware Update

Firmware is an important set of instructions that tells your WD TV Live Streaming Media Player how to operate and what the interactive screens look like, as well as ensures accurate functionality.

Upgrading the firmware is important because WD continues to develop tools that updated your WD TV Live Streaming Media Player's capabilities and promotes ease of use.



Important: Make sure the WD TV Live Streaming Media Player's AC power adapter remains connected during the firmware update. A power disruption during the update process can corrupt the system firmware. Also, make sure that you do not unplug the USB storage device

To update the firmware via a USB device:

1. Go to <http://support.wdc.com> to download the latest firmware update compressed file for your WD TV Live Streaming Media Player.
2. Click "Downloads" then the product name (or photo).
3. Extract the four files (.BI2, .BIN, .VER, .FFF, and .INFO files) to the root (top level) of a portable USB drive.
4. Connect the USB drive to the WD TV Live Streaming Media Player's USB port.
5. Press HOME, Select the firmware upgrade icon, and press ENTER.
6. You are prompted to perform the firmware upgrade.
7. Select OK on the firmware update prompt, and then press ENTER. This will restart the system.
8. After restarting, the system automatically enters firmware upgrade mode.
9. Once the update process is completed, the WD TV Live Streaming Media Player will restart again.

Important product update notes:

Make sure the only USB drive connected to the WD TV Live Streaming Media Player contains the product update files.

To update the firmware via the online update tool:

Once firmware is available through the online update tool, you will be automatically prompted to update. Simply click "Okay" and the update will be downloaded and applied.

Alternatively, users may manually check for an online update at any time by going to the "Check for updates" from the setup – system menu, while the device is connected to the Internet.



Problems during or after firmware upgrade

Please try some of these methods to resolve the problem you are experiencing. Try each method to see if it fixes your issue before progressing to the next method.

Network specific issues:

1. Redo Network Setup: Settings/Network Settings/Network Setup.
2. Clear your Network Shares logins: Settings/Network Settings/ "Clear login info for Network Share." Then re-login.

All issues:

1. Reset your unit through the user interface: Settings/System settings/"Reset to factory defaults" OR hard reset by momentarily pressing a pin in the "Reset" hole on the bottom of the WD TV unit.
2. Delete the ".wd_tv" folder from your USB attached Hard Drive using a PC. Reattach USB to the WD TV.

