

Jukebox 2012 – Problem Solving

Songs not Indexing Correctly

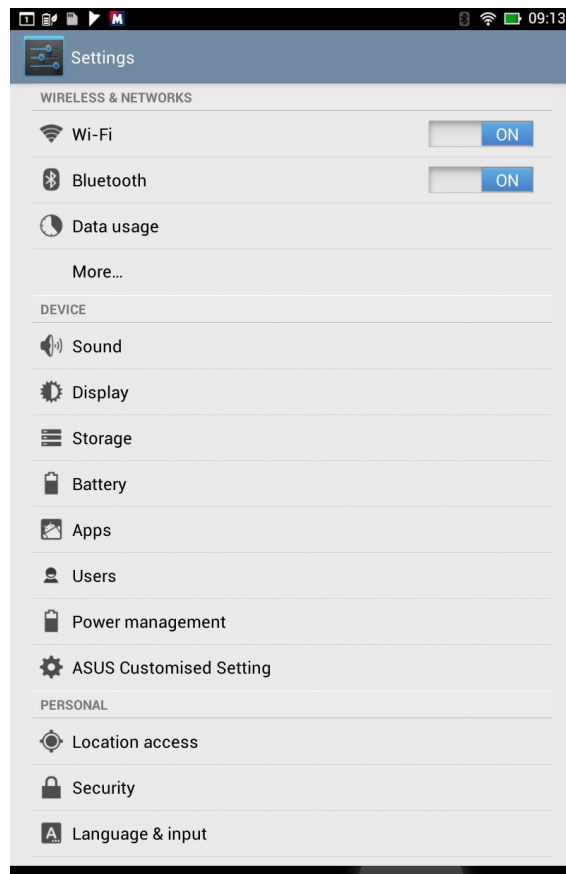
The Jukebox app gets its music database from the Android operating system and sometimes this misbehaves.

If your songs are not listed correctly then try the following first –

1. Ensure that your songs are tagged correctly with the “Artist” and “Song Title” fields.
The software will ignore any songs that don’t have the Artist field / song title present (These are normally shown in music apps as “Artist Unknown”)
2. The Jukebox will only play the common MP3 files and not Windows Media Audio (WMA) type files.

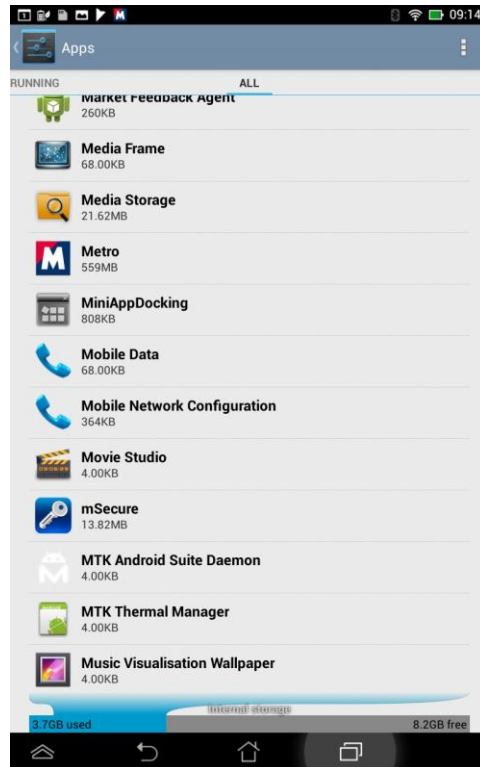
If you are satisfied that the above are correct but the software is still not indexing then please try the following fix to kick start the Android indexing service.

Go to settings on your device –

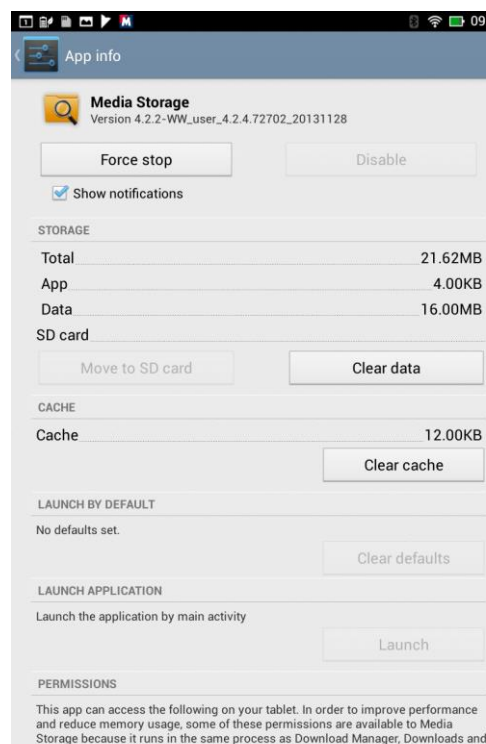


Then select “Application manager” or “Apps” depending on Android version .

You will then need to swipe the screen until “All” is shown at the top of the screen –



From here scroll down and select “Media Storage”.



At this point select “Clear Data” and then you will need to reboot the device .

This will now force the operating system to re-scan the memory for media files (Be warned though it can take a while to do this).

I would recommend after a reboot to leave the device for a minimum of 20 minutes and then check the Jukebox app again. Hopefully your music will appear.

This seems to be a known problem with Android devices and if you Google “Android not indexing music” you will see how many people have experienced this.