

Duologic Trouble shooting Guide

Important Note: For any unusual problem ‘System reset’ your radio (see page 21) of Instruction book). **An electronic copy of the latest Troubleshooting Guide can be downloaded from <http://www.robertsts.com/scripts/prodList.asp?idmod=Duologic&idCategory=196>**

Please note: If you live in a flat, or your building is steel-framed or reinforced concrete, or if the topography of where you live means you get poor FM or mobile phone service, your DAB coverage may be affected.

Symptoms	Remedies
<p>1. Radio cuts out.</p> <p>http://www.ukdigitalradio.com/advice/toptips/</p>	<ul style="list-style-type: none"> • Make sure the aerial is fully extended. Reposition the radio/aerial to get maximum signal strength (ref. To page 9- Signal strength display). • Make sure batteries are not flat. Try radio on mains (using mains adaptor). • Check the digital radio (DAB) coverage in your area using the link – www.ukdigitalradio.com/coverage/search/default.asp and your postcode. <p>The type of building and surroundings can seriously affect the DAB reception. Sizeable concrete and metal work in the building (e.g. Block of flats, shopping centre, near or under a bridge, thermal insulation with metal foil in the loft) can considerably reduce the signal strength.</p> <p>.</p> <ul style="list-style-type: none"> • If the coverage is weak in your area then try this link http://www.ukdigitalradio.com/advice/toptips/
<p>2. Rechargeable batteries are not charging.</p>	<p>Check & do the following:--</p> <ul style="list-style-type: none"> • Batteries are inserted with correct polarity (+, - sign). • Battery(s) are not loose in the battery compartment – both sides of the batteries must touch the metal plates. If loose pull the –ve spring plate out so the battery sits tight. • Set the switch (located in battery compartment) to ‘Charge ON’ position. • Make sure battery terminals and the metal plates in the battery compartment are clean. • Do not mix charged and discharged batteries. • Do not mix different capacity batteries, all should have same mAh . • Use only rechargeable batteries. • Correct mains adaptor plugged in the wall socket and lead connected to the radio. Switch ON the mains. Ensure radio is switched off (not playing) and green light is ON. • Batteries are charging when green light flashes. Leave it connected until the green light stop flashing. • OR REPLACE THE BATTERIES. <p style="text-align: right;">PTO</p>

3. Display starts to fade, sound breaking up, signal strength shows low. Radio switches off itself.	<ul style="list-style-type: none"> • These are typical low battery symptoms (if using on batteries) try a set of new batteries. Make sure batteries are inserted correctly. Charge your batteries, if using rechargeable.
4. Rechargeable batteries do not last long after full charge.	<ul style="list-style-type: none"> • Rechargeable batteries must be charged before use. • Make sure the batteries used are NiMH and not NiCad. • When new, rechargeable batteries need few charge and discharge cycles before restoring to full capacity. • To condition new batteries, disconnect the power lead when red light go out and reconnect the power after 10 minutes. Repeat this procedure 4-5 times. • Play time period depends on the capacity of the batteries. Typical 2200 mAh battery should last for approximately 10 hours when fully charged (depending on the Volume Level). Higher capacity batteries will last longer. • Batteries used under proper conditions can last 500 cycles or more see manufacturer data sheet.
5. Presetting station into the memory. Recalling a preset station does not work.	See page 17.
6. Not all stations showing when tuning control is turned.	Make sure you are not looking at preset stations. To cancel preset stations press and release the Preset button. See page 17, section 6.
7. Cannot receive BBC Sports Extra, display shows “Not Available”.	<ul style="list-style-type: none"> • This radio station is not transmitting all the time. Transmitting details can be found by visiting the following links. http://www.bbc.co.uk/5livesportsextra <p>Click on Schedule.</p>
8. Non-rechargeable batteries not lasting long.	<ul style="list-style-type: none"> • Make sure the batteries are ALKALINE and not zinc-carbon or other type. • Good make batteries (Duracell or Energizer) should last approximately 100 hours when used 4 hours a day.
9. Radio plays only one station. Unable to change the station.	<ul style="list-style-type: none"> • Make sure you are pressing “Select” button (momentarily) after tuning button. See page 8.
10. On/Off switch has to be pressed several times.	<ul style="list-style-type: none"> • Make sure the batteries are not flat, recharge or replace the batteries. • When first connected, leave it connected for few second before switching it on. • Firmly press and release the button. Do not hold. • Wait for few seconds. • If radio switches off, recharge or replace the batteries.

11. Radio frozen (none of the buttons works except on/off).

- Switch off the radio – switch on and immediately press and release DAB/FM button (radio should switch on to FM) – factory reset now.