

## Ecologic 4 Trouble shooting Guide

**Important Note:** For any unusual problem ‘System reset’ your radio (see page 19 of **Instruction book**). An electronic copy of the latest Troubleshooting Guide can be downloaded from

<http://www.robertsts.com/scripts/prodList.asp?idmod=ECO4&idCategory=75>

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

Symptoms	Cause/cure
<p>1. Radio cuts out or no DAB reception.</p> <p>Try this link  <a href="http://www.ukdigitalradio.com/advertise/toptips/">http://www.ukdigitalradio.com/advertise/toptips/</a></p>	<ul style="list-style-type: none"> <li>• Make sure the aerial is fully extended. Reposition the radio/aerial to get minimum signal error (ref. To page 8- Signal Error display -DAB). Try in different location in the house.</li> <li>• Make sure batteries are not flat (if using on batteries). Try the radio on mains.</li> <li>• Check the digital radio (DAB) coverage in your area using the link –  <a href="http://www.ukdigitalradio.com/coverage/search/default.asp">www.ukdigitalradio.com/coverage/search/default.asp</a>                      and your postcode.</li> <li>• 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 aluminium foil) can considerably reduce the signal strength. Under these circumstances, an outdoor aerial is required for optimum reception.</li> </ul>
<p>2. Presetting station into the memory.</p>	<p>Tune in the required station then press and <b>hold</b> preset button until display shows “stored”</p>
<p>3. Recalling a preset station does not work.</p>	<ul style="list-style-type: none"> <li>• Momentarily press the required preset button and wait for few seconds. <b>Do not</b> press and hold the preset button.</li> </ul>
<p>4. Display starts to fade, sound breaking up, signal strength shows low.</p>	<ul style="list-style-type: none"> <li>• These are typical low battery symptoms (if using on batteries) try a set of new batteries.</li> </ul>
<p>5. Can not get BBC Sports Extra, display shows “Not Available”.</p>	<ul style="list-style-type: none"> <li>• This radio station is not transmitting all the time. Transmitting details can be found using following links.</li> </ul>