

## Elise Trouble shooting Guide

Important Note: For any unusual problem ‘System reset’ your radio (see page 18 of Instruction book). **An electronic copy of the latest Troubleshooting Guide can be downloaded from <http://www.robertsts.com/scripts/prodList.asp?idmod=Elise&idCategory=171>**

Please note: If you live in a basement 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	Cause/cure
<p>1. Radio cuts out.</p> <p>Try this link  <a href="http://www.ukdigitalradio.com/advice/toptips/">http://www.ukdigitalradio.com/advice/toptips/</a></p>	<ul style="list-style-type: none"> <li>• Make sure the aerial is fully extended. Move the radio/aerial to get maximum signal strength or minimum Signal Error (less than 10) (ref. To page 8-signal strength display -DAB).</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>• If the coverage is poor try this link  <a href="http://www.ukdigitalradio.com/advice/toptips/">http://www.ukdigitalradio.com/advice/toptips/</a></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 metal foil in the loft) can considerably reduce the signal strength.</li> <li>• 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 or switches off itself.</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 by visiting the following links. <a href="http://www.bbc.co.uk/5livesportsextra">http://www.bbc.co.uk/5livesportsextra</a></li> </ul> <p>Click on Schedule.</p>
<p>6. Batteries are not lasting long.</p>	<ul style="list-style-type: none"> <li>• Use only <b>alkaline</b> batteries. Zinc-Carbon or rechargeable batteries do not last as long.</li> <li>• It consumes more current on FM. Due to this reason weak batteries may work on DAB but not on FM. Therefore, battery life is considerably less on FM.</li> <li>• Whenever possible use mains electricity.</li> </ul>
<p>7. Works ok on DAB, cuts out (switches off) on FM.</p>	<ul style="list-style-type: none"> <li>• See above</li> </ul>
<p>8. Losing presets.</p>	<ul style="list-style-type: none"> <li>• See 2 &amp; 3 above.</li> <li>• When recalling a station from preset simply press and release preset button. <b>Do NOT press and HOLD the preset.</b></li> </ul>