

## Expression Troubleshooting 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=Expression&idCategory=151>**

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	Remedies
<p>1. Radio cuts out or shows ‘Services not available’.</p> <p><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. Reposition the radio/aerial to get maximum signal strength (ref. To page 9- Signal strength display).</li> <li>• Make sure batteries are not flat (if using batteries). Try radio on mains (using mains adaptor).</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> </ul> <p style="color: red;">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>If the coverage is weak in your area then 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>• Try radio near the window or in the back garden to eliminate low signal problem</li> </ul>
<p>2. Rechargeable batteries are not charging.</p> <p>Not working on batteries.</p>	<p>Check &amp; do the following:--</p> <ul style="list-style-type: none"> <li>• Batteries are inserted with correct polarity (+, - sign).</li> <li>• <b>Battery(s) are not loose in the battery compartment – both sides of the batteries must touch the metal plates.</b></li> </ul> <p><b>If loose pull the –ve spring plate out so the battery sits tight.</b></p> <ul style="list-style-type: none"> <li>• Set the switch (located in battery compartment) to ‘Charge ON’ position.</li> <li>• Make sure battery terminals and the metal plates in the battery compartment are clean.</li> <li>• Do not mix charged and discharged batteries.</li> <li>• Do not mix different capacity batteries, all should have same mAh .</li> <li>• Use only rechargeable batteries.</li> <li>• Correct mains adaptor plugged in the wall socket and lead connected to the radio. Switch ON the mains. <b>Ensure radio is switched off (not playing) and green light is flashing.</b></li> </ul> <ul style="list-style-type: none"> <li>• Batteries are charging when green is flashing. Leave it connected until the green is steady.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>OR REPLACE THE BATTERIES.</b></li> </ul>
3. Display starts to fade, sound breaking up, signal strength shows low. Radio switches off itself.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
4. Rechargeable batteries do not last long after full charge.	<ul style="list-style-type: none"> <li>• Rechargeable batteries must be charged before use.</li> <li>• Make sure the batteries used are NiMH and <b>not</b> NiCad.</li> <li>• When new, rechargeable batteries need few charge and discharge cycles before restoring to full capacity.</li> <li>• 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.</li> <li>• Play time period depends on the capacity of the batteries. Typical 2500mAh battery should last for 15 hours when fully charged. Higher capacity batteries will last longer.</li> <li>• Batteries used under proper conditions can last 500 cycle or more see manufacturer data sheet.</li> </ul>
5. Cannot receive BBC Sports Extra, display shows “Not Available”.	<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> Click on Schedule.</li> </ul>
6. Non-rechargeable batteries not lasting long.	<ul style="list-style-type: none"> <li>• Make sure the batteries are ALKALINE and not zinc-carbon or other type.</li> <li>• Good make batteries should last approximately 100 <b>hours</b> when used <b>4 hours</b> a day on DAB band. On FM band life is shorter. See page 26 ‘<b>Battery Life</b>’.</li> </ul>
7. Radio plays only one station. Unable to change the station.	<ul style="list-style-type: none"> <li>• Make sure you are pressing “Tuning” knob (momentarily) after tuning the tuning knob. See page 8.</li> <li>• Or Switch the radio on FM immediately after pressing on/off button and system reset the radio as described on page 21.</li> <li>• See symptom 9.</li> </ul>
8. On/Off switch has to be pressed several times.	<ul style="list-style-type: none"> <li>• Make sure the batteries are not flat, recharge or replace the batteries.</li> <li>• When first connected, leave it connected for few second before switching it on.</li> <li>• Press and release the button. Do not hold.</li> <li>• Wait for few seconds.</li> <li>• If radio switches off, recharge or replace the batteries.</li> </ul>
9. Radio plays only one station. Unable to change the station.	<ul style="list-style-type: none"> <li>• See page 9. In step 3 push the tuning control in momentarily.</li> <li>• Or it may be showing only preset stations – heart symbol (♥) will show if preset selected. To cancel preset – simply press and release preset button quickly to make heart symbol</li> </ul>

	disappear.
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