

CRD-33 Trouble shooting Guide

Important Note: For any unusual problem reset your radio. Follow the system reset procedure explained on page 38 in the User guide. An electronic copy of the latest Troubleshooting Guide can be downloaded from

<http://www.robertsts.com/scripts/prodList.asp?idmod=CRD33&idCategory=96>

Symptoms	Cause/cure (✘)
<p>1. Radio cuts out.</p> <p>Try this link</p> <p>http://www.ukdigitalradio.com/advice/toptips/</p>	<ul style="list-style-type: none"> • Make sure the aerial is uncoiled and extended. Move the radio/aerial to get maximum signal strength. • Check the digital radio (DAB) coverage in your area using the link – www.ukdigitalradio.com/coverage/search/default.asp <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 aluminium lining) can considerably reduce the signal strength. Under these circumstances, an outdoor aerial is required for the optimum reception.</p>
<p>2. Station Presets do not work.</p>	<ul style="list-style-type: none"> • To store – tune in the station, press and hold preset button until display shows “Preset saved”. To recall stations - Momentarily press then release the required preset button (Do not hold the preset). • Presets can be lost if power is switched off for long period of time.
<p>3. Can not get BBC Sports Extra, display shows “Not Available”.</p>	<ul style="list-style-type: none"> • This radio station is not transmitting all the time. Transmitting details can be found using following links. http://www.bbc.co.uk/5livesportsextra <p>See Secondary services – DAB on page 11.</p>
<p>4. Not all the stations showing in the list.</p>	<ul style="list-style-type: none"> • Fully extend the aerial and perform “Finding new stations – DAB” as suggested on page 13.
<p>5. Files on SD card do not play. Or just plays one file.</p>	<ul style="list-style-type: none"> • Make sure these files are not protected by some licence agreement (for example if a protected CD is ripped using window media player into wma files). • Make sure you have backup copies before deleting any files or folders in the following steps. • Use the Window Explore to explore the SD card on your computer and delete all files and folders which are not mp3 format. Also delete files which are a kind of short cut (these are not true mp3 files, though they have mp3 extensions) – normally these files are very small for example 1KB (they get generated when downloading mp3 files from a web site or for some other reasons). • Make sure all the files on card are in ‘Radio’ folder. See 7 below
<p>6. Radio recordings are not playing on Portable SD Player (SD-1).</p>	<p>Recordings from radio will not play on Roberts Portable Digital Audio Player (SD1) if card size is less than 128MB. However, it will play MP3 recordings (made using PC or other devices) irrespective of card size. Radio recording made on SD card less than 128MB can be played on radio or other devices but not on</p>

	SD Player (Portable Digital Audio Player).
7. How to put MP3 files on the SD card? Tracks on SD card do not play.	<ol style="list-style-type: none"> 1. Make a backup copy of the card on PC. 2. Insert SD card in the radio socket (make sure it is not write protected). 3. Format the SD card as suggested on page 24 in the Instructions Book. 4. Connect the card to your PC using a card reader or SD card slot in your PC/ laptop. 5. Explore the card (use window explorer – ‘Windows Explorer’ ⇒ ‘My Computer’). You will see this card as a removable disk with a folder ‘Radio’ created on it. 6. Drag and drop all MP3 files in this folder (called ‘Radio’). Watch out for corrupt, incomplete or very small files. See 5 above. 7. Do not create subfolder in ‘Radio’ folder.
8. When formatting message come up “Media Protected”.	Check the little lock on the side edge of the card – make sure it is not in lock position.
9. Showing media error.	There may be nothing on card or it needs reformatting.
10. Correct time is not showing. (Analogue or digital)	<p>Switch on the radio to any DAB stations. While playing the DAB station time will correct itself in few seconds. Check the following:-</p> <ul style="list-style-type: none"> • Make sure the wire aerial is connected, uncoiled and fully extended. • Position the radio and aerial in such a way to get the maximum signal on DAB. • Use the radio in DAB mode. • On FM, signal has to be strong to show correct time. • Check if digital clock is showing correct time. • On DAB it will not show correct time if signal is very weak.
11. Does not show time and date. Or showing incorrect time. (Analogue or digital)	<ul style="list-style-type: none"> • Switch ON the radio on DAB, extend the aerial and wait for few minutes. To display time, press the ‘Info’ button repeatedly until time and date are displayed. • On FM, signal must be strong (check the signal bar) and wait for few minutes. Normally it takes longer to set date and time on FM. • Date and time can not be set manually. • Weak signal/coverage can cause erratic clock time.
12. How to switch off the alarm?	<ul style="list-style-type: none"> • Press and HOLD alarm button. • Press and release select button 3 times. • Press and release tuning up button until it says ‘off’. • Press and release select button once.

13. How to use rewind facility.

- Radio has to be on for some time on DAB band before this facility can be used..
- Press and release (quickly) select button twice.
- Press rewind /preset 2 repeatedly to rewind.
- Display will show how far behind you are listening.
- You can only rewind the current station you are listening.