

## RecordR Trouble shooting Guide

**WARNING:** - Format the SD card on your computer first before using it in the radio. Corrupt or damaged files on the card can interfere with the operating system of the radio resulting in unexpectedly switching off/malfunction of playback/Record.

**Important Note:** For any unusual problem factory reset your radio. See page 41.

Symptoms	Cause/cure (✕)
1. Radio cuts out.	<ul style="list-style-type: none"> <li>• Make sure the aerial is extended. Reposition the radio/aerial and adjust the height to get maximum signal strength (see page 9&amp;10 for signal strength). Please note – fully extended aerial may not give the best signal strength.</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></li> </ul> <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>
2. Buttons work intermittently.	All functions associated with buttons are controlled by the microprocessor. It may take a second or two to respond to the buttons.
3. Station Presets do not work.	To store – tune in the station, press and hold preset until display shows “DAB # Preset Saved”. To recall stations - Momentarily press the required preset button (Do <b><u>not</u></b> press and <b>hold</b> ).
4. Battery consumption too high.	<ul style="list-style-type: none"> <li>• Make sure all the batteries are inserted with the correct polarity.</li> <li>• See specifications – battery life on page 45 of User’s Guide. <ul style="list-style-type: none"> <li>• Do not switch off or disconnect mains adaptor while the radio is ON, it will automatically start using batteries.</li> </ul> </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 using following links. <a href="http://www.bbc.co.uk/fivelive/sportsextra/schedule.shtml">http://www.bbc.co.uk/fivelive/sportsextra/schedule.shtml</a></li> </ul> <p>See Secondary services – DAB on page 8.</p>
6. Sound break up when playing back recording.	<ul style="list-style-type: none"> <li>• It is a typical low signal problem when recording.</li> <li>• When recording, make sure the aerial is fully extended.</li> <li>• Check the coverage as stated in 1 (above).</li> <li>• Reposition the radio and aerial to get the maximum signal.</li> </ul>
7a. Timed recording failed.	<ul style="list-style-type: none"> <li>• Make sure aerial is fully extended.</li> <li>• Make sure the signal strength of the station set for recording is adequate. Low signal stations will fail to record. See symptom 1</li> <li>• Use mains adaptor, this function is not available on batteries.</li> <li>• Check the SD card is not write protected.</li> <li>• Check the time and day are correct for recording.</li> <li>• Make sure the total record time is not exceeding the total time available on the Card.</li> <li>• Format the SD card (preferably on computer) and factory reset the radio page 41.</li> </ul> <p>Maybe the SD card is not compatible.</p>

7b. Timed recording did not stop at the set time.	<ul style="list-style-type: none"> <li>• There may have been power interruption or power may be switched off or disconnected.</li> </ul>
7c. When timed recording viewed it shows start time same as end time.	<ul style="list-style-type: none"> <li>• We are working on the solution to this problem. Just exit without saving. Radio will record &amp; stop at the set time.</li> </ul>
7d. Will it record if there is a power failure or power disconnected.	<ul style="list-style-type: none"> <li>• Yes, it will start recording at the set time but will not stop at the end time, it will carry on recording.</li> </ul>
8. Sound low, distorted or radio switches off unexpectedly when using on batteries. Or display flashes.	<ul style="list-style-type: none"> <li>• Check the batteries. Try a new set of batteries. Use only alkaline batteries.</li> </ul>
9. Not all the stations showing in the list.	<ul style="list-style-type: none"> <li>• Fully extend the aerial and carry out ‘finding new stations’ procedure as described on page 10.</li> </ul>
10. Sleep timer, does it work on batteries.	<ul style="list-style-type: none"> <li>• Yes, this function is available on batteries.</li> </ul>
11 Alarm does not work on batteries.	<ul style="list-style-type: none"> <li>• This function is not available on batteries.</li> </ul>
12. Difficult to read display.	<ul style="list-style-type: none"> <li>• Adjust the contrast &amp; brightness as explained on page 39&amp;40.</li> </ul>
13. Station or band changes on its own. Or Radio switches itself ON.	<ul style="list-style-type: none"> <li>• Make sure alarm or timed recording is not set for that time.</li> </ul>
14. Radio freezes when exploring or playing “PLAYLIST”.	<ul style="list-style-type: none"> <li>• Corrupted or bad files on SD card can make the radio freeze. It is possible that these file may play as normal in other mp3 players. Check the validity of these files.</li> <li>• Disconnect the power and reconnect (remove the batteries if applicable).</li> <li>• Perform the ‘System reset’ see page 41.</li> </ul>
15. Files (MP2) do not play.	<ul style="list-style-type: none"> <li>• Files may be incomplete or corrupted. Files are incomplete if radio is switched off before the recording finished (stopped).</li> </ul>
16. Files (MP3) from SD card do not play.	<ul style="list-style-type: none"> <li>• 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).</li> <li>• <b>Make sure you have backup copies before deleting any files or folders in the following steps.</b></li> <li>• Use the Window Explore to explore the SD card (USB Memory stick/flash drive) on your computer and delete all files which are not mp3 or WMA 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 1or 2KB (they get generated when downloading mp3 files from a web site or for some other reasons).</li> <li>• May be the SD card is not compatible.</li> </ul>

17. Showing Card not inserted	<ul style="list-style-type: none"> <li>• Make sure the SD card is inserted properly. Only 2mm of the card remains outside the socket.</li> </ul>
18. Recording starts and then stops.	<ul style="list-style-type: none"> <li>• There is not enough space on the card i.e. card is full. See page 31 for more info. Delete some of the file to make room for new recordings.</li> <li>• Format the SD card on computer.</li> <li>• May be the SD card is not compatible.</li> </ul>
19 Using large capacity SD card.	<ul style="list-style-type: none"> <li>• Insert the card and wait for few second before you perform any operation on card i.e. recording or playing.</li> </ul>
20. How to convert recordings from (MP2) to MP3 files.	<p>Check this link  <a href="http://www.avs4you.com/AVS-Audio-Converter.aspx?type=GoogleAdWordsContent&amp;gclid=CLmGo4D45JUCFQuHGgod8y5yfA">http://www.avs4you.com/AVS-Audio-Converter.aspx?type=GoogleAdWordsContent&amp;gclid=CLmGo4D45JUCFQuHGgod8y5yfA</a></p>
21. SD card not playing old recording.	<ul style="list-style-type: none"> <li>• Files may be corrupted for some reason.</li> <li>• May be the SD card is not compatible.</li> </ul>
22. File order is not correct.	<ul style="list-style-type: none"> <li>• Order of the files displayed will be the same as record order i.e. the first file recorded will be shown as the first file in the list.</li> </ul>
23. Radio switches off or switches on or freezing or resetting itself.	<ul style="list-style-type: none"> <li>• Make sure mobile phone, computer, Internet Router and other Radio Frequency generating equipments are well away from this radio.</li> <li>• Corruption or corrupt files on the SD card can also switch off the radio. Format the SD card preferably on a computer.</li> <li>• Surge or spikes on mains electricity can also cause this problem –heavy-duty appliances – like cooker, Kettle or heater etc. can be responsible for such spikes.</li> <li>• Factory reset your radio. See page 41</li> </ul>
24. How to fast forward or rewind a particular track.	<ul style="list-style-type: none"> <li>• Play the particular track.</li> <li>• Press and release quickly ‘Info’ button until the display shows – Folder number – Track number – track time as shown below.</li> </ul> <div data-bbox="626 1188 1206 1304" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Now press and hold the fast forward (▶▶) or rewind (◀◀) button and watch the track time. Let the button go when desired track time is reached.</li> </ul>