

Sports DAB 2 - Trouble shooting Guide

Important Note: For any unusual problem ‘System reset’ your radio (see page 55 of Instruction book). An electronic copy of the latest Troubleshooting Guide can be obtained by requesting at a.g@robertsts.com email address. Please note: If you live in a 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 http://www.ukdigitalradio.com/advice/toptips/</p>	<ul style="list-style-type: none"> • Reposition aerial to get maximum signal strength (aerial is also built in the headphone leads). Do not use general-purpose (ordinary) headphones, only use headphones supplied with this unit. • Make sure batteries are not low. See page 5, 61 for Battery Life. • Check the digital radio (DAB) coverage in your area using the link – www.ukdigitalradio.com/coverage/search/default.asp and your postcode. • 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) can considerably reduce the signal strength.
<p>2. Radio switches off.</p>	<ul style="list-style-type: none"> • Check the battery charge (see page 5 section 4). Charge Battery.
<p>3. Cannot receive 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/fivelive/sportsextra/schedule.shtml http://www.bbc.co.uk/fivelive/listings/day.shtml?day=today
<p>4. Very noisy FM reception.</p>	<ul style="list-style-type: none"> • Weak signal on FM can cause hiss on reception, try to switch it to mono see page 43.
<p>5. Stations become unavailable after moving to a different place</p>	<ul style="list-style-type: none"> • All the stations are not available all the places. Check the DAB coverage as described in symptom1. System rest your radio (make sure headphones are connected and uncoiled or aerial is extended).
<p>6. Radio not switching on when on/off button is pressed.</p>	<ul style="list-style-type: none"> • Check the key lock switch (page 7-8). • Charge battery.
<p>7. When charging with radio switched off, display does not show charging.</p>	<ul style="list-style-type: none"> • This is normal, with radio switched off display will not show anything. To confirm charging, just switch on the radio and check the display. Radio will charge faster when switched off.

- **How can I get better reception on my handheld DAB digital radio?**

Generally, [handheld](#) DAB digital radios require a more robust signal to perform as well as an in-home receiver.

Getting good reception on small personal products is still a significant challenge as this type of product usually has to have the aerial concealed within the headphone cable. As such, the products often need a strong signal in order for them to work reliably.

Keeping the headphone untangled and fully extended and holding it slightly away from your body helps the aerial in the headphone cable and can help improve your reception.