

# Unologic Trouble shooting 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 obtained by requesting at [a.g@robertsts.com](mailto:a.g@robertsts.com) email address.

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.</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 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>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 foil) can considerably reduce the signal strength.</p> <ul style="list-style-type: none"> <li>• 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></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. If loose pull the –ve spring plate out so the battery sits tight.</b></li> <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> <li>• Batteries are charging when green is flashing. Leave it connected until the green is steady.</li> <li>• <b>OR REPLACE THE BATTERIES.</b></li> </ul>

<p>3. Display starts to fade, sound breaking up, signal strength shows low. Radio switches off.</p>	<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>
<p>4. Rechargeable batteries do not last long after full charge.</p>	<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 1300mAh battery should last for 6 hours when fully charged. Higher capacity batteries will last longer.</li> <li>• Batteries used under proper conditions can last 500 cycles or more see manufacturer data sheet.</li> </ul>
<p>5. Cannot receive 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 using following links.</li> </ul> <p><a href="http://www.bbc.co.uk/fivelive/sportsextra/schedule.shtml">http://www.bbc.co.uk/fivelive/sportsextra/schedule.shtml</a></p> <p><a href="http://www.bbc.co.uk/fivelive/listings/day.shtml?day=today">http://www.bbc.co.uk/fivelive/listings/day.shtml?day=today</a></p>
<p>6. Non-rechargeable batteries not lasting long.</p>	<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 <b>20 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>
<p>7. Radio plays only one station. Unable to change station. None of the buttons work on DAB (follow the second remedy).</p>	<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 to FM immediately after pressing on/off button then system reset the radio as described on page 21.</li> </ul>
<p>8. On/Off switch has to be pressed several times.</p>	<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 seconds 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>
<p>9. When tuning control is turned only one or very few stations are showing on the bottom line.</p>	<ul style="list-style-type: none"> <li>• Make sure ♥ symbol is not showing at top right corner. If showing then press and release ‘Preset’ button. See page 17.</li> <li>• Or see symptom 7.</li> </ul>