

Troubleshooting

Problem	Remedy
I can't turn on my Player	<ul style="list-style-type: none">• Connect to your PC for recharging.
After I turn ON my Player, it shuts down immediately.	<ul style="list-style-type: none">• Possibly low battery level. Connect to your PC for recharging.
I can't use the USB cable to recharge My Player.	<ul style="list-style-type: none">• Make sure you are using the original USB cable provided in package.• Connect Player to PC using USB cable and check that the Operating system is recognizing Player.• Reset Player (see Reset Instructions).
There is no sound while Player is ON.	<ul style="list-style-type: none">• make sure Player is charged.• Make sure earphones are properly plugged in.• If you are using the waterproof earphones, make sure earphone plug is screwed down firmly.• Adjust VOLUME.• Make sure water did not penetrate earphones. If they did, remove ear-tips, rinse and dry.• Reset Player (see Reset Instructions).
Player doesn't work but LED is ON	<ul style="list-style-type: none">• Reset Player (see Reset Instructions)
I can't connect my Player to PC	<ul style="list-style-type: none">• make sure Player is connected appropriately using original USB cable.• Make sure USB cable was connected to player before it was connected to PC. A reverse plugging sequence may result in failure of connection between the player and your PC.