Karma FAQ's
(from DNNA website)

Document 42416

Q: My Rio won't power on, or appears to be unresponsive, Frozen, or locked up.

A: This could be due to the battery, content on the player, or firmware.

1. First, verify the player isn't currently locked.
2. If this only occurs with one song or the same set of songs, try the following:
    a. Re-encode the track or download it again from the music service you purchased the track from.
    b. Try copying different tracks onto the player.
    c. Try copying tracks to the player from a different computer.
3. Reset the player.
    a. For Hard drive players: connect AC power cord and turn the unit ON. (Performing this action with the unit turned OFF will have no effect.)Next, press the RESET button with a paperclip, refer to your user's manual for the location of the button.
    b. For Flash players: remove the battery.
4. Put a fresh battery in the player.
5. Go to www.rioaudio.com/support to get the latest firmware, and update your player. Even if you have the latest version of the firmware already, run the firmware update again. This will resolve any firmware corruption issues.
    o Turn on the player while holding down the menu button
    o This will take you into upgrader mode. Run the firmware updater software.
    o If the player will not go into upgrader mode, you should still run the firmware updater.
6. Format the player. Use Rio Music Manager software for older players. You can download Rio Music Manager at www.rioaudio.com/support if you don't already have it. Newer players like the Carbon, Forge, or **black stick** Cali and Chiba can be formatted using windows, under My Computer.

Document 43304

Q: Bad Karma or Hard Disk Failed error

A:

1. Vist www.rioaudio.com/support and download the firmware updater for the Karma.
2. Expand the firmware updater, and follow the directions to flash your Karma, even if the Karma already has the latest firmware version.

3. Check the box to format the Karma during the firmware update. Repeat this process up to three times.
4. Please call Customer Care for further assistance.

Document 136696

Q: My rio player's hard drive is clicking or making odd sounds.

A: There's nothing inherently wrong with a clicking drive. Drives click when they are changing cylinders. If the Rio starts up fine and works fine, then there's nothing to worry about.
If the Rio is not starting up properly, or is locking up or giving you errors when doing transfers, then try the following:

1. Try resetting the player if it's locked or frozen with a clicking drive. You can use a paperclip to reset the unit.
2. If that fails, try upgrading the firmware, even if the playe already has the latest firmware.
3. Turn off or reset the player, and then connect it to your PC. Format the player.
4. Please contact Customer Care for more assistance.

Document 136701

Q: The buttons on my Rio are not working or responding properly.

A:

1. Verify that the lock switch isn't set to ON.
2. If your Rio has a soft lock, no actual lock switch, check the display to verify that a little padlock icon isn't present.
3. Check if the button is caught on anything. You may be able to work it loose by pushing it to the side, or removing any foreign bodies.
4. Try resetting the unit. For players with a reset button, like the Carbon, use a paperclip to reset the unit. For players with removable batteries, remove the battery for 20 minutes.
5. Try formatting the player either through Rio Music Manager for the non-Mass storage players. For Mass Storage players like the Forge or Carbon, you must go to My Computer to format the player, like you would a floppy or removable drive.
6. Update the firmware to the latest. If the unit already has the latest firmware update, try running the firmware updater again.
7. Please contact Customer Care for more assistance.