

- P1. Player turns on briefly, showing only a flashing battery symbol before turning off again.**
- A1. Your battery is too empty to startup the player. Charge the battery.
- P2. Player does not turn on using power switch.**
- A2a. Your battery may be completely empty. Usually you will see a flashing battery symbol on the LCD when the battery is too low to turn the unit on. However the battery can be so drained as to not even display the battery symbol. Try turning the unit on with it plugged into the AC adapter. Charge the battery.
- A2b. Your power switch may be faulty. If the player turns on okay when placed in its dock, the unit's power switch is likely worn out or has broken free of the main board. Disassemble the player and inspect the power switch. If the switch is loose, re-solder it to the main board. If the switch is secure but has no continuity across its terminals, replace the switch as per the Broken Volume or Power Button Repair Guide.
- P3. Player does not turn on using power switch or docking station.**
- A3. Your battery is probably dead. If the battery is faulty, the player will not turn on even when plugged into the AC adapter. Replace the battery as per the Battery Replacement Guide.
- P4. Player turns on, but stalls/freezes at the startup screen, followed by a clicking sound.**
- A4. This is the most common symptom of a dead or dying hard drive. If the sound is more of a whirr-whirr, your hard drive may simply be stuck. To un-stick, whack your player firmly against your hand or whack progressively harder against a hard surface. I prefer to hit the edge of the player with a rubber handled screwdriver. If whacking does nothing, or if the sound is click-click-click, your drive is dead. Replace the hard drive as per the Hard Drive Replacement Guide.
- P5. Player turns on and plays on battery power, but only for a short time before a recharge is needed.**
- A5. Your battery's recharge cycle life has run out. The stock battery has a capacity reduction of 20% for every 500 charge-discharge cycles. Once the battery drops to below approximately 55% of starting capacity (about 1100 cycles), it will very rapidly lose the rest of its remaining capacity. This seems to be a characteristic of Lithium-Ion batteries, but much less so for Lithium-Polymer batteries. If your present playback time is less than 6-7 hours, you can expect your battery to soon take a nose-dive. Replace the battery as per the Battery Replacement Guide.
- P6. Player casing is popped open and/or cracked around screws on bottom.**
- A6a. Your player has been dropped. Look for other evidence of being dropped like dents, deep scratches, or a broken scroll wheel. The LCD is prone to cracking as well when the player is dropped. Disassemble and then re-assemble the player as

- required to put the case back together properly. Cracked plastic can be semi-repaired using super-glue (cyanoacrylate), ie. you can never repair a cracked case to its original strength.
- A6b. Your battery has swelled up to the point that it has popped open the case. Battery swelling is due to overcharging. Do not leave your player on the AC adapter or in the dock when not in use. Note that a swelled battery may still function normally, but will eventually kill the hard drive.
- P7. Volume buttons don't snap when pushed, but volume still changes.**  
A7. Your volume buttons are wearing out. Anticipate having to replace the button at some point in the near future.
- P8. Nothing happens when volume button is pushed, or volume is slow to react.**  
A8. Your volume button is either worn out, or has broken free of the main board. Disassemble the player and inspect the volume switch. If the switch is loose, resolder it to the main board. If the switch is secure but has no continuity across its terminals, replace the switch as per the Broken Volume or Power Button Repair Guide.
- P9. The volume button pushes in easily with no resistance, and volume does not change.**  
A9. Your volume button has broken completely free of the main board. Disassemble the player and re-solder the switch to the main board.
- P10. Scroll wheel spins freely or is loose inside casing.**  
A10. The wheel part of the scroll wheel has broken off of the scroll mechanism. Use super-glue to re-attach the wheel, as per the Broken Scroll Wheel Repair Guide.
- P11. Wiggling the scroll wheel causes the player to reset.**  
A11. Parts of the scroll wheel mechanism are electrically shorting against each other. In the event the scroll wheel is broken off of its underlying mechanism, it is also possible for two small metal contacts to be pushed in against the central part of the wheel. Wiggling of the scroll wheel as it is used causes the two metal parts to touch and short out the player. Disassemble the player, remove the scroll wheel, and gently bend the two contacts (located at 2:00) outwards away from the center of the scroll wheel. Refer to the Broken Scroll Wheel Repair Guide for more information.
- P12. Scroll wheel has a jumpy response when rotated.**  
A12. The scroll wheel is likely dirty or corroded. Disassemble the player to the point where the scroll wheel and underlying mechanism are exposed. Blow all dirt and debris from the mechanism. While applying downward pressure (into main board), rapidly spin the wheel back and forth, round and round for a couple minutes. A spray electrical contact cleaner may also be effective but I've never tried it. If scroll wheel is still jumpy, replace main board.

**P13. Scroll wheel is unresponsive when rotated/pressed.**

A13. The scroll wheel is faulty. Replace the main board.

**P14. Menu button is unresponsive when pressed.**

A14. The menu switch has become corroded or worn out. Disassemble the player to get at the switch. Check the continuity of the switch using a multimeter. If the switch seems okay with the multimeter, touch-up the soldering to the main board. If the multimeter indicates the switch is dead, replace the switch.

**P15. Joystick (nipple) is unresponsive when pressed.**

A15. The nipple switch has become corroded or worn out. Disassemble the player to get at the switch. Use a soldering iron to disassemble the switch. Caution: the components of the switch are very small and numerous. Take notes and pictures to be sure you can put it back together in the same order. Examine the switch components for signs of corrosion. Use fine sand paper to clean all electrical contact surfaces, and then re-assemble the switch. If the re-assembled nipple still doesn't work, replace the whole main board.

**P16. Keylock slides freely and/or does nothing.**

A16. The small plastic tab that connects the keylock switch to the keylock button is broken. Replace the switch or replace the main board.

**P17. Player freezes while playing music.**

A17a. Older versions of the player firmware are known to be buggy. Upgrade to firmware version 1.68 as per the Firmware Upgrade Guide.

A17b. The player will freeze on poorly encoded songs. This issue was more common under the older firmware versions. Try re-encoding the song causing the freeze.

A17c. The hard drive has acquired bad sectors. Use the firmware upgrade software to format the hard drive and reload your music. Note that bad sectors are normally an indication of a dying hard drive. Be prepared to replace the hard drive at a later date.

**P18. Player gets very hot while playing music.**

A18. The main source of heat inside the player is the battery when it is charging, and the hard drive when it is seeking. If the player is frozen on a song, the hard drive will eventually get very hot if the player isn't quickly reset. If the player is hot from normal play, and the battery is not being charged, stop using the player immediately. A hard drive that is very fragmented (ie. songs have been repeatedly uploaded and erased) then it may be working too hard to load songs. Try reformatting the drive and reloading your music. If the drive continues to get hot, it will likely fail in the near future. Note that you should try playback with the case off to see if it is the battery or the hard drive that is hot. If it is the battery getting hot during playback, replace the battery.

**P19. Player gets very hot while transferring music to or from it using a computer.**

A19. When the player is seeking (heads are moving), it will generate a fair amount of heat. If you transfer a large amount of music to or from the player at once, it can get very hot. It is recommended that transfers be performed in batches of <5 GB with about 15-20 minutes of cool down time in between batches. Repeatedly overheating the hard drive will eventually result in a failure of the drive.

**P20. Player does not register that it is charging the battery after it has been plugged in.**

A20. This seems to be a bug with the player charging circuit, and I have not found a conclusive cause or solution. Sometimes flashing the firmware fixes the problem, other times changing the battery and/or daughter board fixes it. Most times I have just plugged and un-plugged the AC adapter numerous times until the player registers that it is charging.

**P21. Backlight on LCD does not work, no matter which setting is used.**

A21a. Firmware needs to be upgraded. Upgrade as per Firmware Upgrade Guide.

A21b. Backlight circuit on main board is faulty. Replace main board.

A21c. Backlight feature on LCD is faulty. Replace LCD.

**P22. Audio is mono, comes out of one side only, or is staticy.**

A22a. The headphone jack has become dirty. Blow it out, and plug your headphones in and out quickly a couple times.

A22b. The headphone jack has come loose on the main board. Disassemble the player, and redo the soldering on the headphone jack.

A22c. The headphone jack is faulty. Replace the jack.

**P23. DC in jack on bottom of player is finicky, ie. Player's recognition of DC power is sporadic.**

A23a. The DC in jack has become loose on the main board. Disassemble the player, and redo the soldering on the jack.

A23b. The DC in jack has become faulty. Replace the jack.

**P24. Computer is unable to see player using USB connection.**

A24a. Check to see if USB jack is dirty. Attempt to clean with alcohol and/or fine sand paper.

A24b. If USB works in the cradle but not stand alone, the USB jack is probably broken. Replace main board.

A24c. If USB doesn't work in either the cradle or stand alone, the USB circuit on main board is faulty. Replace main board.