

## Troubleshooting Guide: Naxa NPB-252

The player will not recognize my disc.	The disc may not be loaded securely. Center the disc on the black spindle and then press down gently until the disc clicks into place.
	The disc may be incompatible with the player. This player supports CD-audio, CD-R/RW, and MP3 CD discs.
	Homemade discs must be finalized and mastered with the ISO/Joliet file system.
I cannot play MP3s.	<p>If you have a disc with MP3 files, there are several reasons it may not play even if you can see the files on a computer. Make sure to do the following when making an MP3 CD:</p> <ol style="list-style-type: none"> <li>1) Make sure that there are only MP3 files on the disc. If there are any other types of files, the disc may not play.</li> <li>2) Make sure that you have MP3 files and not a different type of digital music file. On your computer, right-click the file and select Properties (or Get Info) to view info about the file.</li> <li>3) Make sure that you finalize the disc after burning.</li> <li>4) Make sure that the disc is made with the ISO/Joliet file system.</li> </ol> <p>There are many computer programs that can make CDs. Your computer may already have one. Please refer to the instructions provided by the computer program author to learn more about making CDs.</p>
MP3 playback is skipping or otherwise distorted.	MP3 files encoded at a very high or very low sample rates may not play properly. (A typical CD-quality file is encoded at 192 Kbps and 44,100 Hz. Try playing a different file).
	On occasion, an MP3 file may become corrupt while it is stored on a computer. Try downloading the file again or re-encoding the file if you made it yourself. You may also try playing a different file.
Fast-forward and reverse are erratic with MP3 files.	MP3 files use dynamic compression to store music. Music is complex and different passages of music may require more or less compression. When a player scans quickly through an MP3 file, the uneven compression will appear as erratic jumps and skips. This is normal for an MP3 player.
The disc is skipping or otherwise distorted.	The disc may be scratched, dirty or otherwise damaged. Damaged discs play unpredictably.
	The batteries may be running low. Try connecting the unit to AC power or using new batteries.
The batteries are not working.	The batteries may be running low. Try using new batteries.
	The batteries may be installed improperly. Make sure that the positive "+" and negative "-" ends of the batteries match the markings found inside the battery compartment.
	The AC power cord may still be attached. Disconnect the power cord from the player.
The unit keeps turning off.	The AC power cord may not be attached securely. Make sure that the cord is firmly seated in the AC power socket found on the back of the device.
Headphones do not work with this unit.	This unit does not support output to headphones. It has an AUX Input jack that allows you to play audio from another device through the speakers of the unit.