AUDIO GUIDE
SMART *(DCS-210A)*

Problem	Possible causes	Solutions
When starting an audio track via the CS.Leaderguide app: • *Backlighting of the audio guide is not activated.* • *The audio track does not start.* ***Note that the audio guide has earphone connected.***	• The Android OS power saving mode could be enabled. • Not all receivers (audioguides) could be tuned to the same channel.	• Make sure that the audioguide has been tuned to the channel. • Charge the phone battery above 50%. • Check if Bluetooth is functioning on the phone. • Turn off all power saving modes and activity control for the CS.LeaderGuide app on your phone. • Enable airplane mode for 3 seconds and then disable it. • Restart the CS.LeaderGuide app
An error occurs during wireless mp3 file download in Content Downloader TDC-210, indicated by: • *Green LED is flashing,* • *White LED is off.*	• External interference. • The memory card is not installed correctly. • The memory card if defective.	• Wait for complete data download to the audioguide kit. After successful completion of the download, start re-downloading the files only to the audioguide with the error. • If the download error occurred at very beginning of the process, it is recommended to stop the data downloading process and start it again for the entire group of audioguides. • Make sure that the memory card is operable and correctly installed or replace the memory card.

No audio track playback: • *When starting an audio track via the CS.Leaderguide app.* ***Note:*** • ***The audioguide button and keypad backlight is flashing*** • ***Earphone is connected to the audioguide***	• A flashing/continuous backlight indicates that the audio guide is searching the memory card for a file to play. • The required file is not in the correct format. • Faulty earphone.	• Make sure that the earphone is serviceable. A contact in the connector may be loose or the earphone cable or jack may be partially damaged. • Make sure that the mp3 files are of the supported type and check that the directory structure on the memory card corresponds to requirements in paragraph 6.b of the manual. • Re-download mp3 files using the Content downloader TDC-210
Devices discharge too quickly.	• Prolonged use at maximum volume. • Battery wear.	• Reduce the volume to lower battery consumption. • Contact *Crystal Sound* technical support for diagnostics and repair.