Dynex Universal AC/DC Adapter (DX-AC501) FAQ

March 2014

Compatibility & Setup

Question 1: Is the adapter compatible with my device?

Your device is compatible with the adapter if:

- The correct tip is available. See Question 7 for information on how to determine which tip to use.
- Your device's voltage is between 3—12V.
- Your device's input does not require more than 500mA (0.5A) of current.
- Your device requires a positive polarity adapter. See Question 6 for information.

Question 2: How do I set up my power adapter?

1. Make sure that the adapter is compatible with your device. See Question 1 for more information.
2. Set the voltage selector switch to the correct setting for your device. See Question 3 for more information.
3. Select the correct tip for your device. See Question 7 for more information.
4. Insert the tip you selected into the adapter connector.
5. Connect the small end of the adapter into the DC jack of your device.
6. Plug the adapter into a power outlet and use your device as usual.
   Warning: If your device does not work, *immediately* unplug the adapter and see Question 1 to confirm that your device is compatible.
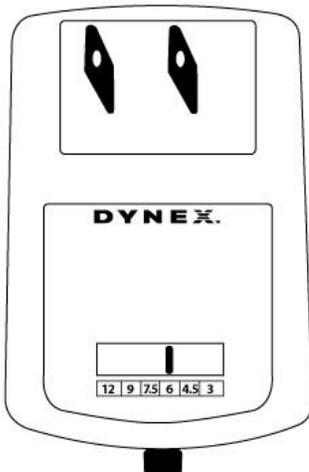
Question 3: What should I set the voltage switch to?

Caution: Never attempt to power a device if you do not know its voltage. Improper voltage settings could cause severe damage to the device or adapter.

You should select the input voltage that your device needs. To find the input voltage of your device:

- Check the specifications on the device or in the documentation.
- If your device uses batteries, you can multiply the number of batteries it requires by 1.5. For example, 4 batteries × 1.5 = 6 volts.
  Note: If your device uses a 9V battery, do not multiply by 1.5. Instead, move the voltage switch to "9."

Question 4: What is the polarity of the adapter?

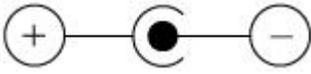- This adapter has a positive polarity.

Question 5: Can I reverse the polarity of the adapter?

- No. The adapter only supports devices with a positive polarity.

Question 6: How do I know what the polarity of my device is?

Caution: Never attempt to power a device if you do not know its polarity. Improper polarity settings could cause severe damage to the device or adapter.

Check the specifications on your device, on your old adapter, or in the documentation. Compare the symbols to the ones in the table below.

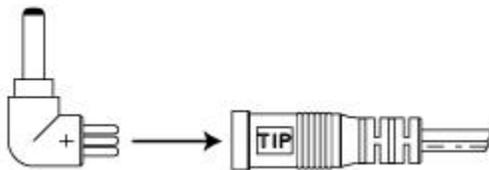| Symbol	Polarity	Action
⊖—●—⊕	Positive	This adapter's polarity is compatible with your device. See Question 1 for a complete list of compatibility requirements.
⊕—●—⊖	Positive	This adapter's polarity is compatible with your device. See Question 1 for a complete list of compatibility requirements.
⊕—●—⊖	Negative	Do not use this adapter with your device.
⊖—●—⊕	Negative	Do not use this adapter with your device.

Adapter tips

Question 7: Which tip should I use?
- Carefully test the tips on your device by gently inserting them into the DC jack of your device. Choose a tip that fits snugly, but do not force a tip to fit into your device.
  Note: If you have your old adapter, you can also compare the connector on the old adapter to the available tips.

Question 8: How do I connect a tip to the adapter connector?
- Align the tip's prongs with the holes in the adapter's connector. The **+** symbol on the tip should match with **TIP** on the cord.

Question 9: What should I do if none of the tips fit my device?
- Do not force a tip to fit into your device.
- See Question 7 to determine which tip you should use.
- If you cannot find a tip that fits your device, return the adapter with your receipt to the place of purchase for a refund.

Question 10: Could using an incorrect tip damage my device?
- Yes. The use of an incorrect tip may damage your device or cause performance issues, including the inability to charge the internal battery or power the device.
- Make sure that you use only the tip designed for your device. See Question 7 for information on identifying the correct tip.

Question 11: Can I get a replacement if I lose a tip?

* Unfortunately, individual tips are not available for purchase.

Usage

Question 12: What should I do if the adapter gets hot when it is plugged into my device?

* The adapter may emit heat when operating at its maximum capacity for an extended period of time. Handle it with care.
* Make sure that the adapter is placed in a well-ventilated area.
* If your adapter feels abnormally hot, make sure that your adapter is compatible with your device. See Question 1 for compatibility information.

Question 13: What should I do if my device does not work when the adapter is connected?

* *Immediately* unplug the adapter from your device.
* Make sure that the voltage selector switch is set to the correct setting. See Question 3 for more information.
* Check the polarity of your device. See Question 6 for more information.
* Make sure that your device's input does not require more than 500mA (.5A) of current.
* Make sure that you have selected the correct tip. See Question 7 for more information.

Question 14: Should I use the power adapter with laptops, tablets, or netbooks?

* No. This adapter is designed to supply power to small electronic devices. See Question 1 for more information on compatibility.
* Consider purchasing a laptop adapter such as the Dynex 90W AC Power Adapter (DX-AC9013). You can find more information at http://www.dynexproducts.com/products/computer-accessories/DX-AC9013.html

Question 15: What does the indicator light mean?

* The indicator lights red when the adapter is connected to power.

General

Question 16: How long is the power cord?

* The adapter is approximately 6 feet (1.83 m) long.

Question 17: Where can I get more information about the AC adapter?

* Refer to your *Quick Setup Guide* on the Dynex website (www.dynexproducts.com). To go to the product page, type "**DX-AC501**" into the search bar, then click **Search**. Or, go to http://www.dynexproducts.com/products/cables-cords-adapters/DX-AC501.html

Question 18: Where can I find more information about my warranty?

* You can find more information about your warranty on the Dynex website (www.dynexproducts.com/). To go to the product page, type "**DX-AC501**" into the search bar, then click **Search.** Or, go to http://www.dynexproducts.com/products/cables-cords-adapters/DX-AC501.html