INSIGNIA™

Agent Debug Tree
Insignia HD Radio Portable Player (NS-HD01)

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Setup

Question 1: How do I set up my HD Radio?

- Have you used your Quick Setup Guide to help you through this process? If more help is needed, please follow the steps below.
- Basic steps for first time use are:
    1. Get to know your HD Radio Portable Player by familiarizing yourself with the button controls and connection options.
    2. Charge your battery before your first use.
        a. Connect the included USB cable to a USB port on a computer, then connect the other end of the cable to the **CHARGE** port on your radio.
        b. Turn on your computer. While the battery is charging, the Charging screen appears. When charging is complete, the Charging Complete screen appears.
           NOTE: If you press a button while the battery is charging, the normal display appears. If no button is pressed for 30 seconds, the battery screen reappears.
    3. Get to know the radio modes. Your radio has three modes: analog (FM), HD Radio, and RBDS (Radio Broadcast Data System).
        a. Analog (FM) is the standard mode. The FM radio signal is an analog signal and when receiving an FM signal, the 'FM' icon appears on the display.
        b. HD Radio mode is the new, digital mode. Many HD Radio stations have several sub-channels called "Multicast Channels." When receiving an HD Radio signal, the "HD" icon and the channel number appear on the display
        c. RBDS (Radio Broadcast Data System) mode provides additional functionality to FM radio reception by transmitting encoded analog information with the FM radio signal. The signal is decoded by an RBDS receiver and can provide a range of informational features including the station's name. The RBDS text is usually centered. When the text fills the display, it begins scrolling. When receiving an RBDS signal, the "RBDS" icon appears on the display.

4. Using the armband.
   a. Slide your HD Radio Portable Player into the armband pocket.
   b. Wrap the armband around your upper arm with the radio facing out.
   c. Slide the strap through the loop, then pull the strap to tighten it.
   d. Fold the strap back over itself so it sticks to the Velcro strip and holds the armband in place.

Using the HD Radio Portable Player

Question 2: How do I charge the battery?

- Your radio has a built-in battery that you charge from the USB port on a computer.
  a) Connect the included USB cable to a USB port on a computer, then connect the other end of the cable to the **CHARGE** port on your radio.
  b) Turn on the computer. While the battery is charging, the *Charging* screen appears on the display. When charging is complete, the *Charging Complete* screen appears on the display.
     NOTE: The display automatically turns off after five minutes. You can disconnect your radio from the computer.
     NOTE: If you press a button while the battery is charging, the normal display appears. If no button is pressed for 30 seconds (unless you change the LCD Off Time in the menu), the battery screen reappears.

Question 3: How do I use the armband?

1. Slide your HD Radio Portable Player into the armband pocket.
2. Wrap the armband around your upper arm with the radio facing out.
3. Slide the strap through the loop, then pull the strap to tighten it.
4. Fold the strap back over itself so it sticks to the Velcro strip and holds the armband in place. When the armband is securely in place, your radio controls are easy to access.

Question 4: How do I turn my HD Radio on and off?

- Press the Power button on the right side of the display to turn your HD Radio Portable Player on. The message 'HD Radio' appears on the display.
- To turn off your radio, press the power button for about one second. The message 'Power Off' appears on the display.

Question 5: How do I adjust the volume?

- Turn the **–VOL/MUTE+** control left to increase or right to decrease the volume. The volume indicator on the display adjusts accordingly.
- Press the **–VOL/MUTE+** control to mute the sound. The volume indicator changes to the mute icon. Press again to restore sound.
  CAUTION: Listening to your radio with the volume set too loud or using earphones for extended periods of time can damage your hearing. You should set the volume to a middle range level (the middle range level is usually less than 2/3 of the maximum).

Question 6: How do I set a preset station?

1. Tune to the station you want to make a preset.
2. Press and hold **PS+** or **PS–**. The preset number blinks.
3. Press **PS+** or **PS–** to increase or decrease the preset number.
4. When you find the preset number you want to use, press and hold **PS+** or **PS–**. Preset Saved appears on the display and the station information is stored with the preset number.

Question 7: How do I lock the buttons on my HD Radio?

- You can lock the buttons on your radio to prevent accidental button presses.
- To lock the buttons:
    1. Push **HOLD** in the direction of the arrow to lock the buttons to prevent accidental button presses. When the buttons are locked, a lock icon appears on the display.
    2. Push **HOLD** in the opposite direction to unlock the buttons. The lock icon disappears from the display.

Question 8: How do I view the guide in HD Radio mode?

1. When tuned to an HD Radio station, press **Enter**. The guide opens.
2. Press **Enter** again to close the guide and return to the normal display.

Question 9: How do I use the menu?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight an option, then press **Enter**. You can select:
    - **LCD Control**—Lets you adjust the LCD contrast or set the **LCD Off Time**.
    - **Seek Mode**—Lets you select the seek mode.
    - **Version**—Lets you view the MAIN and MODULE (DSP) software version numbers.
    - **Factory Defaults**—Lets you reset all settings to the factory defaults.
3. Press **>>|** or **|<<** to adjust the option, then press **Enter**.
4. Press **M** to close the menu.

Question 10: How do I adjust the contrast?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight **LCD Control**, then press **Enter**.
3. Press ▲ or ▼ to highlight **Contrast**, then press **Enter.**
4. Press **>>|** or **|<<** to adjust the contrast, then press **Enter**.
5. Press **M** to close the menu.

Question 11: How do I select the LCD time off mode?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight **LCD Control**, then press **Enter**.
3. Press ▲ or ▼ to highlight **LCD Off Time**, then press **Enter.**
4. Press **>>|** or **|<<** to highlight **10**, **20**, **30**, **45**, **60**, **ON** (always on), then press **Enter**.
5. Press **M** to close the menu.
   Note: We do not recommend setting the LCD to ON because this will reduce the battery life of your HD Radio.

Question 12: How do I set the seek mode?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight **Seek Mode**, then press **Enter**.
3. Press **>>|** or **|<<** to highlight **ALL** or **HD**, then press **Enter**. If you select **ALL**, your radio searches through all stations when you tune to frequencies or stations. If you select **HD**, your radio only searches through HD Radio stations when you tune to frequencies or stations.
4. Press **M** to close the menu.

Question 13: How do I view my current software version number?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight **Version**, then press **Enter.**
3. Press **M** to close the menu.

Question 14: How do I reset my HD Radio to the factory defaults?

1. Press **M**. The menu opens.
2. Press ▲ or ▼ to highlight **Factory Default**, then press **Enter**.
3. Press **>>|** or **|<<** to select **YES** or **NO**, then press **Enter**.
4. Press **M** to close the menu.
OR
   Use the end of a paper clip to press the **RESET** button on the side of the HD Radio.

Tuning Stations

Question 15: How do I tune a station in analog (FM) mode?

- Press **>>|** to automatically tune to the next higher radio station. If the search reaches the top of the radio band, your radio goes to the bottom of the band and continues searching.
- Press **|<<** to automatically tune to the next lower radio station. If the search reaches the bottom of the radio band, your radio goes to the top of the band and continues searching.

Question 16: How do I tune a station in HD Radio mode?

- Press **>>|** to automatically tune to the next higher HD Radio station. In ALL SEEK mode, each time you press **>>|**, your radio goes to the next higher sub-channel of the current radio station. When your radio reaches the highest sub-channel, it goes to the next higher station (analog or HD).
- In HD SEEK mode, each time you press **>>|**, your radio goes to the next higher sub-channel. When your radio reaches the highest sub-channel, it goes to the first sub-channel of the next higher HD Radio station.
- In ALL SEEK mode, each time you press **|<<**, your radio goes to the next lower sub-channel of the current station. When your radio reaches the lowest sub-channel, it goes to the next lower station (analog or HD).
- In HD SEEK mode, each time you press **|<<**, your radio goes to the next lower sub-channel. When your radio reaches the lowest sub-channel, it goes to the first sub-channel of the next lower HD Radio station.

Question 17: How do I tune a station in RBDS mode?

- In ALL SEEK mode, press **>>|** to automatically tune to the next higher station.
OR
   In HD SEEK mode, press **>>|** to automatically tune to the next higher HD Radio station.
- Press **|<<** to automatically tune to the next lower radio station. If the search reaches the bottom of the radio band, your radio goes to the top of the band and continues searching.

Question 18: How do I manually tune to a frequency in analog (FM) mode or RBDS mode?

- When you manually tune, your radio goes to the next or previous frequency regardless of whether a station is broadcasting on the frequency.
- Press ▲ for less than one second. Your radio goes to the next higher frequency. Each press of the button changes the frequency by 0.2 MHz.
- Press ▼ for less than one second. Your radio goes to the next lower frequency. Each press of the button changes the frequency by 0.2 MHz.
- Press and hold ▲ or ▼ to fast-forward or fast-reverse through frequencies.

Question 19: How do I manually tune to a frequency in HD Radio mode?

- Press ▲ for less than one second. Your radio goes to the next higher sub-channel for the current station. When your radio reaches the highest sub-channel, it goes to the next higher frequency.
- Press ▼ for less than one second. Your radio goes to the lower higher sub-channel for the current station. When your radio reaches the lowest sub-channel, it goes to the next lower frequency.
- Press and hold ▲ or ▼ to fast-forward or fast-reverse through sub-channels and frequencies.

Audio

Question 20: My audio keeps going in and out.

- Make sure the earphones are completely and securely connected to the jack on your Portable HD Radio.
- Check the volume levels.
- Check to make sure the HD Radio is not off and the switch is turned to Hold.
- Make sure the earphones cable is fully extended, since the antenna is in the earphones.

Question 21: I am not receiving any audio.

- Make sure the earphones are completely and securely connected to the jack on your Portable HD Radio.
- The volume control may be turned down. Increase the volume.
- Mute may be on, press **–VOL/MUTE+** to restore sound.

Reception

Question 22: My HD Radio is getting poor reception.

- The earphones that came with your radio work as an antenna and may not be connected completely. Make sure that the earphones are connected correctly, or pull out the earphones, then plug them into the headphone jack again.
- Make sure earphones cable is fully extended, since it is the antenna.
- Reception may disappear in certain dead zones. If you lose a station, change your location, as you may have moved into a dead zone. Move toward a window.
- If you are on the move (e.g., jogging or in a car) you may be moving out of the path of the HD signal. HD signals are directional, so you could lose the signal temporarily when you travel into a valley.
  NOTE: For analog stations, reception may fade out, but for HD stations, the reception may disappear all together.

Question 23: I lost my station.

- Reception may disappear in certain dead zones. If you lose a station, change your location, as you may have moved into a dead zone.
  NOTE: For analog stations, reception may fade out, for HD stations, the reception may disappear all together.
- If you are on the move (e.g., jogging or in a car) you may be moving out of the path of the HD signal. HD signals are directional, so you could lose the signal temporarily when you travel into a valley.
- The earphones that came with your radio work as an antenna and may not be connected completely. Make sure that the earphones are connected correctly, or pull out the earphones, then plug them into the headphone jack again.
- Make sure earphones cable is fully extended, since it is the antenna.

General

Question 24: What is HD Radio?

- HD Radio upgrades the way FM radio signals are transmitted to add additional channels and digital information.
- HD Radio technology allows broadcasters to transmit a high-quality digital signal. For listeners who have an HD Radio receiver, the benefits are:
  - FM radio with near CD-quality sound
  - AM radio that sounds as good as traditional FM
  - No more static, pops, crackles or fades
  - Transmission of additional information, such as song titles and artists

Question 25: My HD Radio won't turn on.

- Recharge the battery, it may be discharged. For more information on charging the battery, see Question 2.
  OR
  Let your radio warm up to room temperature for 60 minutes, then try again. There may be moisture or condensation in your radio.

Question 26: My battery won't charge.

- Turn the Radio's power off and back on again, then start over.
- If powering off and back on again fails, press the **RESET** button by inserting the end of a bent paper clip into the reset hole on the side of your radio.
- Make sure that the USB cable is securely connected to your radio and a USB port on a computer.
- The USB port on the computer may not be working. Try a different USB port.
- The computer connected to your radio is not turned on. Turn on the computer.
- The computer connected to your radio may be in sleep mode. Turn on the computer.

Question 27: Where can I find out what stations are available in my area?

- You can go to http://www.hdradio.com/stations to find HD Radio stations in your area.

Question 28: Where can I find more information on HD Radio?

- You can find out more information about HD Radio by visiting http://www.hdradio.com/.

Question 29: Can I plug external speakers into my HD Radio Portable Player?

- Amplified external speakers which have a 3.5 mm jack are recommended to provide adjustable volume levels.

Question 30: Where can I find basic specifications or information on my HD Radio?

- Refer to the manual or Insignia website http://insigniaproducts.com/products/portable-audio/NS-HD01.html

Question 31: How do I clean my HD Radio?

- Use a dry cloth only.

Date	Reason for Update
1/24/11	• Initial Debug Tree
7/7/11	• Updated with HD radio reception and general information