

Troubleshooting Guide: Naxa NPC-330

I cannot turn off the radio.	Set the function switch to the (radio off)/MP3/CD position.
I can only listen to the radio. I cannot play CDs.	
The volume is very low even at the highest setting.	<p>If you need the volume to be louder, try using another pair of headphones or earphones. Using low-impedance headphones will allow you to maximize the volume from the player.</p> <p>IMPORTANT: Do not play music at unsafe volume levels. Listening at high volumes for extended periods can permanently damage your hearing.</p>
I cannot play MP3s.	<p>If you have a disc with MP3 files, there are several reasons it may not play even though 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"> 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. 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. 3) Make sure that you finalize the disc after burning. 4) Make sure that the disc is made with the ISO/Joliet file system. <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>
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.
The disc is skipping or otherwise distorted.	The disc may be scratched, dirty or otherwise damaged. Damaged discs play unpredictably.
	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).
	The MP3 file may have become corrupted. Try playing a different file.
	The batteries may be running low. Try using new batteries.
I cannot listen to the radio.	Set the function switch to the FM position.
	Headphones (or some other cable) must be connected to the headphone jack. The radio uses this as an antenna.
The screen doesn't work when the radio is on.	The radio does not use the screen. Simply press TUN + or TUN - to scan for stations within reception range.