**Digital Talking Book Machine Tips**

Here are solutions to common problems you may be having with your digital talking book machine (also called a digital player).

**Problem: My machine is turning on by itself.**

**Solution:** The digital player is designed to automatically turn on when it is first plugged into a power outlet. Most likely, the outlet that your machine is plugged into has temporarily lost and then regained power. This would cause the digital player to “think” it has just been plugged in, and turn itself on. You can try plugging the machine into a different outlet in a different room of the house and see if the problem continues. If you cannot find an outlet with steady power, try only charging the machine at a time when the player turning on will not disrupt you. Also, be sure to remove the physical book cartridge from your player in order to save your place in the book (in case the player turns on and starts playing the book when you are not there).

**Problem: Do I need to rewind digital books?**

**Solution:** There is no need to rewind digital books. Your digital player is designed to automatically remember your place in each book. So when you return a book to us, and the book makes its way to the next person to read, when she/he inserts the book in a digital player, the book should automatically start at the beginning. Although digital books do not need to be rewound, please remember that the older style cassette tapes still need to be rewound; simply put the last tape of the book into the cassette machine braille side up, and press “Rewind.”

**Problem: I put the book into the machine and it announces “End of Book.”**

**Solution:** Press the large, green, rectangular “Play/Stop” button twice. The first time you press “Play/Stop” the player should say “End of Book – Press ‘Play/Stop’ to return to the beginning of the book”. The second time you press “Play/Stop”, the player should return to the beginning of the book. If you can’t seem to reach the beginning of the book, please contact us for assistance. The book may have an error and we may need to send you a replacement copy.

**Problem: I inserted a library book into the player and now the player is beeping and says "Updating your player's software; please do not power off your player or remove the cartridge from the player."**

**Solution:** Some of our new books on cartridge are programmed to automatically update the player's software. Follow the instructions and DO NOT turn off the player or remove the book. You will hear a series of beeps and in a few minutes you will hear the player say "Software upgrade complete; stand by while your player is restarted." After the player turns back on it will say "Player on," and you can continue using your player as usual.

If you accidentally remove the book or turn off the player during the update, the player will announce an error message and turn off. If this happens, simply reinsert the book, turn the player on, and follow the instructions above.

**Problem: No matter how long I leave my player plugged in, the battery will not charge up to its original battery life of 29+ hours.**

**Solution:** Try plugging the player into a different outlet, preferably in the kitchen. There is usually power in the kitchen outlets. If the player still doesn't charge up to its original battery life, it still may be OK, as long as the battery charge is at least 12 hours. If the battery stays below 12 hours, and it is inconvenient for you, please contact BTBL for a replacement machine.

**Problem: My player will not turn on at all!**

**Solution 1:** Sometimes headphones will cause this problem. If you have been using headphones, try plugging in and unplugging the headphones a few times to see if the sound comes back through the player speaker. If the sound becomes intermittent or only plays through the headphones, but not the speaker, please contact BTBL for a replacement machine.

**Solution 2:** If you do not use headphones, try plugging the player into a different outlet, preferably in the kitchen. There is usually power in the kitchen outlets. Try holding down the power key for 10 seconds until a beep is heard. If the player still will not turn on, please contact BTBL for a replacement machine.

**Digital Talking Book Machine (DTBM) Battery Behavior**

(adapted from Oregon TBBS Spring 2012 newsletter)

1. If you are not going to be using your digital machine for an extended length of time (more than 3 months), it is best to leave it plugged into an electrical outlet so that the battery is not completely drained and irreparably damaged. Your digital machine will lose its charge by just sitting when not plugged in or being used. We recommend that you keep your digital machine plugged in as often as possible (even when you are not using it) to avoid a dead battery.

2. You may have noticed that your digital machine will not always charge up to its original 29 hours. Over time, as the battery ages, it will start to hold fewer and fewer hours when you charge it. To fully charge the battery the machine must be connected to an electrical outlet for approximately 2-3 hours without using the machine. Your digital book machine battery should hold a charge of at least 12 hours. Over time, as the battery ages it will start to hold fewer and fewer hours when you charge it. If a low battery charge (less than 12 hours) becomes inconvenient for your needs, please contact us for a replacement machine.

3. When your digital machine announces the time remaining on the battery, this time is an estimate only. You may notice that the battery charge does not always drop in hourly increments. It may take a couple of hours of playing time for a drop in charge to be recognized.

4. While listening to books on a USB thumb drive, the digital machine may lose up to 10 hours of estimated battery charge. To avoid having such a large drain on the battery, you can purchase blank digital book cartridges (like the ones you receive in the mail from the library) from an outside source. Please contact us for more information on purchasing blank cartridges.