

## TROUBLESHOOTING

The player displays "no disc": If there is a CD in the player and yet the player displays the "no disc" message, there are two possible problems. Either the disc is defective, or there is a problem with the player's optic lens.

In order to discover which problem is occurring, first try another disc in the player. If the new disc works, then the message disc is defective. If neither disc works, you will need a replacement player, as the optic lens is malfunctioning.

The player keeps playing the same message over and over: Check the display. If it shows "REPEAT1", press "REPEAT" until "REPEAT" is shown.

The player is playing, but we can't hear anything over the phone: 1) Check all the cable connections first. If the sound comes in and out, the cable is defective. Call Customer Service and we'll send a replacement. 2) If possible, check the jack where the cable plugs in. You can do this by using a pair of headphones. If you can hear the messages with the headphones, the cable is defective. Call Customer Service and we'll send a replacement. If you still can't hear anything, call for a replacement player. (If leased or purchased through Info-Hold.)

You can reach Customer Service  
Monday thru Thursday  
7 AM to 6 PM Eastern Time.

**TOLL-FREE: 1-800-373-8200**