

# TROUBLESHOOTING GUIDE



**BROOKLYN**

PORTABLE BOOMBOX

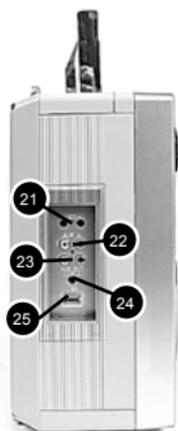
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# INTRODUCTION

Thanks for purchasing the GPO Brooklyn Boombox. This iconic 1980s design combines classic styling with a range of modern functionality. Featuring built-in speakers and a range of playback modes, the Boombox will allow you to enjoy Radio, CD, USB and Bluetooth sound anywhere inside or outside your home! For that real authentic 80s feel, the Brooklyn Boombox also features cassette tape playback.

If you're having trouble getting the most from your Brooklyn Boombox, please consult this Troubleshooting guide and the product manual.



# CONTROL LOCATIONS

## FRONT

1. LED Display
2. FM Radio Tuner Display
3. Info Button
4. Mode Select Knob
5. Output Level Switch
6. Playback Controls
  - Play/Pause
  - Previous
  - Rewind
  - Stop
  - Fast Forward
  - Next
  - Record
7. Search Knob (External Ring)
8. Search Knob (Central Control)
9. Menu Button
10. Mode Switch
11. Tape Counter
12. Balance Knob
13. Treble Knob
14. Cassette Slot
15. Volume Knob
16. Bass Knob
17. Power Button

## 18. Tape Playback Controls

- Record
- Play
- Rewind
- Fast Forward
- Stop/Eject
- Pause

## 19. Headphone Jack

## 20. Speakers

## SIDE

## 21. Microphone Jacks

## 22. AUX IN Jacks

## 23. AUX OUT Jacks

## 24. LINE IN Jack

## 25. USB Slot

## REAR

## 26. Battery Compartment – NOTE, DO NOT OPEN

## 27. LED Charging Indicator

## 28. Power Jack

## TOP

## 29. Handle

## 30. Aerials

## 31. CD Slot

## 32. CD Eject Button

## The unit won't turn on

To switch on the unit, press the Power button on the front of the unit.

If the unit will not switch on, ensure that the battery is fully charged.

The first time charge will take around four hours.

Once this charge has been completed, the LED light on the rear of the unit will turn blue.

If you wish to use the unit without fully charging the battery, disconnect the white connector from the connection point within the battery compartment.

You can now run the unit directly from the mains.

## Reconnecting the battery

### How to change the battery

You may experience interference if you charge the battery while listening to the unit's DAB radio. Once the battery is 75% charged, the interference should clear up.

**1** Do not charge repeatedly after the battery is fully charged. Once the DAB radio is 75% charged, the interference should clear up.

**2** Do not charge repeatedly after the battery is fully charged. Once the DAB radio is 75% charged, the interference should clear up.

**3** Do not charge repeatedly after the battery is fully charged. Once the DAB radio is 75% charged, the interference should clear up.

**4** Do not charge repeatedly after the battery is fully charged. Once the DAB radio is 75% charged, the interference should clear up.



**1** Take the battery, and locate the white connector (A)

Nehmen Sie das Batteriefach aus dem Gerät aus (A)  
 Entfernen Sie das Batteriefach aus dem Gerät (A)  
 Prendre la batterie et repérer le point de connexion (A)  
 Prendre la batterie et repérer le point de connexion (A)



**2** Locate connection point (B) in the battery compartment

Suchen Sie den Verbindungspunkt (B) im Batteriefach  
 Lokalisieren Sie den Verbindungspunkt (B) im Batteriefach  
 Trouver le point de connexion (B) dans le compartiment de la batterie  
 Localiser le point de connexion (B) dans le compartiment de la batterie



**3** Connect plug (A) with connection point (B)

Stecken Sie (A) mit Verbindungspunkt (B) ein  
 Stecken Sie (A) mit Verbindungspunkt (B) ein  
 Connecter la prise (A) avec le point de connexion (B)  
 Connecter la prise (A) avec le point de connexion (B)

## Further help

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

## BATTERY

Please note: If the unit is being charged and the battery is less than 75% charged, there will be interference on the DAB radio channels. To correct this issue, please fully charge the battery before use.

### **The battery isn't charging**

First, ensure that the battery is connected properly as per the “reconnecting the battery” image on the previous page.

Now, ensure that the unit is properly connected to the mains.

If the 240V power cable is connected correctly, the LED light on the rear of the unit will glow a solid red.

Once the battery is fully charged, the light will glow a solid blue.

### **The battery drains too quickly**

Once fully charged, the GPO Brooklyn Boombox will provide you with up to six hours playback, depending on the features which you use.

If your unit cuts out during play back, ensure that the battery is fully charged before use.

Fully charging the battery will take approximately four hours.

### **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

## VOLUME, BASS, TREBLE AND BALANCE CONTROLS

Please note: refer to the volume, bass, treble and balance levels on the LED screen located on the front of the unit, not the markers on the control knobs.

### **No sound is coming from the unit**

Ensure that the unit is turned on and fully charged.

Ensure that the selector is in the right position for your chosen function.

Ensure that the volume has been set properly. Rotating the volume knob clockwise turns up the volume.

Rotating the knob more than 360° will set the unit to maximum volume, and the LED screen will display "MAX."

For further information, consult the sections of this guide which cover your chosen function.

### **Sound is only coming from one speaker**

Adjust the balance control so that the LED screen displays "00".

### **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

## RADIO

Please note: If the unit is being charged and the battery is less than 75% charged, there will be interference on the DAB radio channels. To correct this issue, please fully charge the battery before use.

## DAB RADIO

### **There is no sound coming from the unit**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to DAB.

Ensure that the volume has been set correctly.

### **The DAB reception is poor**

Adjust the unit's aerials to see if this improves reception.

Ensure that the unit's battery is not charging, as this may generate interference as detailed above.

Change the unit's location. Nearby appliances with amplifiers or moving parts can generate interference.

Ensuring that the unit is as far as possible from televisions, hi-fi amplifiers and mechanical appliances such as washing machines can help to reduce interference.

If relocating the unit does not help, a full factory reset of the unit may be required:

To perform a DAB Factory Reset, press the Menu Button, then use the Search Knob to select System, then Reset. You will be asked to confirm your decision by using the Search Knob to select "Y" on the LED before pressing the Search Knob a final time.

Once a full reset has been completed, you will need to re-scan for DAB channels:

1. To scan automatically, press the Menu button and then use the external part of the Search Knob to select Full Scan
2. Push in the central part of the Search Knob to begin the automatic DAB station scan
3. To scan manually, use the central part of the Search Knob to select Manual Scan
4. Push in the central part of the Search Knob to begin the manual DAB station scan
5. Select your chosen station by pushing in the central part of the Search Knob. The station will now be added to the DAB station list

## FM RADIO

### **There is no sound coming from the unit**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to FM Radio.

Ensure that the volume has been set correctly.

### **The radio reception is poor**

Fine-tune the radio to ensure you are receiving the strongest signal.

Adjust the unit's aerials to see if this improves reception.

Ensure that the unit's battery is not charging, as this may generate interference as detailed above.

Change the unit's location. Nearby appliances with amplifiers or moving parts can generate interference.

Ensuring that the unit is as far as possible from televisions, hi-fi amplifiers and mechanical appliances such as washing machines can help to reduce interference.

### **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

## **There is no sound coming from the unit**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to tape.

Ensure that the volume has been set correctly.

Ensure that the tape has been inserted correctly and that the unit's tape door is firmly closed.

Ensure that the tape has been rewound fully before beginning playback.

## **Nothing is recording to the tape cassette**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to the correct mode (eg. DAB if you wish to record from DAB radio).

Ensure that the tape has been inserted correctly and that the unit's tape door is firmly closed.

Ensure that the tape has been rewound fully before recording.

Ensure that you are using an empty tape which is able to record.

Remember – if a cassette has holes in the top corners, these need to be blocked with sticky tape or paper to allow for recording.

## **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.



### **The CD is not playing**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to CD.

Ensure that the volume has been set correctly.

Ensure that the CD has been inserted correctly with the label facing towards the rear of the unit.

Ensure that the CD is free from scratches and damage.

If the CD is still not playing, remove and re-insert the CD.

### **The CD is not reading**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to CD.

Ensure that the volume has been set correctly.

Ensure that the CD has been inserted correctly with the label facing towards the rear of the unit.

Ensure that the CD is free from scratches and damage.

If the CD is still not reading, remove and re-insert the CD.

### **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

**The USB is not playing**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to USB.

Ensure that the volume has been set correctly.

Ensure that the USB has been inserted correctly.

If the USB is still not playing, remove and re-insert the USB.

**The USB is not reading**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to USB.

Ensure that the volume has been set correctly.

Ensure that the USB has been inserted correctly.

Ensure that the USB contains the correct files in an MP3 format.

If the USB is still not reading, remove and re-insert the USB.

**Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

# BLUETOOTH

## **There is no sound coming from the unit**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to Bluetooth.

Ensure that the volume has been set correctly.

## **The unit will not pair with the chosen device**

First, turn the unit off and on using the power button.

Ensure that the unit is turned on and that the selector has been set to Bluetooth.

Check that your device is not already paired with a different device.

Attempt to pair with the GPO Brooklyn again.

If prompted, enter the key 0000.

## **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

### **There is no sound coming from the unit**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to AUX IN.

Ensure that the volume has been set correctly.

Ensure that the cables have been connected properly, using the colours on the units and cables as a guide.

Check to ensure that the cables are undamaged.

Ensure that the device you are attempting to connect is powered on and working.

### **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

# HEADPHONES

## **There is no sound coming from the headphones**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to the correct function.

Ensure that the volume has been set correctly.

Ensure that the headphones are connected to the headphone port, and that this port is free of debris.

Please note – headphones with built-in microphones may not work correctly.

## **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.

# MICROPHONE

## **The microphone input is not making a sound**

Ensure the unit is fully charged or plugged into the mains.

Ensure that the unit is turned on and that the selector has been set to the correct function.

Ensure that the volume has been set correctly.

Ensure that the microphone is connected to the microphone port, and that this port is free of debris.

Please note – headphones with built-in microphones may not work correctly.

## **Further help**

If you are still experiencing problems, contact our customer service team on 0330 024 0383.





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