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Troubleshooting / FAQs

Problem: The player exhibits any of the following issues:

- Player will not play uploaded music
- Player freezes/shuts down
- Touch buttons not responding
- Vocals distorted or inaudible

Solution: There are incompatible files on the player. Follow these steps to rectify:

Step 1: Please format the player to remove all files.

Step 2: Download the Test Music File and upload to the player to confirm the player is operating correctly.
Note: This will confirm the issue is with the music format and not a fault with the player.

Step 3: Convert your music files to mp3 format (see '**how to convert music to MP3 format**' below for more information).

Question: Which files are compatible with the player and which ones are incompatible?

Answer: The recommended file format is mp3 format, although other file types are also compatible, please download Supported File Types from the Kubik Ray+ Downloads section to learn more. Common incompatible files are listed below, do not upload files in these formats to the player:

M4A - Most often these are iTunes files. These cannot be directly copied across to the player. They must be converted to MP3 format first.

CDA - Music files on CDs are in this format. These cannot be directly copied across to the player. They must be converted to MP3 format first.

Protected DRM Enabled Files (MP3 or WMA) - Protected files cannot be played on this player.

Problem: The player will not play uploaded music even though the files are in MP3 format.

Solution: Even though the files uploaded may be in mp3 format and play on other devices or your computer they may still have compatibility issues with the player. Follow these steps to rectify:

Step 1: Please format the player to remove all files.

Step 2: Download the Test Music File and upload to the player to confirm the player is operating correctly.
Note: This will confirm the issue is with the music format and not a fault with the player.

Step 3: Convert your music files to mp3 format (see '**how to convert music to MP3 format**' below for more information).

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Question: How do I convert my music to MP3 format?

Answer: There are many free to use programs available online that will convert your existing files to MP3 format. Windows Media Player and iTunes can also perform this conversion. If you are having problems playing your music files we recommend converting just one or two of your music files using the converter detailed below to confirm the issue is not with the player itself but with the files uploaded.

http://audio.online-convert.com/convert-to-mp3

This program does not require any software to be installed on your computer and can be used online to convert a single track to MP3 format, please upload this converted track to your player to confirm it works correctly.

Question: Why is the battery life not 20 hours as advertised when in Bluetooth mode?

Answer: When the player is being used in normal playback mode without Bluetooth the battery life is around 20 hours. As with all portable electronics devices bluetooth mode increases power consumption, when the player is in Bluetooth mode the battery life is reduced to around 3 hours. The bluetooth function was designed with sporting activities in mind and this length of time is generally sufficient for this purpose, plus this enables the players size and weight to be kept to a minimum. The player can be plugged into a mains charger if required and still be used in Bluetooth mode while charging.

Question: Why doesn't the music added to the SD card appear in the library?

Answer: Music uploaded to the SD is treated differently to music that is added directly to the player. Music added directly to the player is compiled into the player's library structure. Music on the SD card is not added to the library, the reason for this is it allows customers to make folders/playlists of their own choosing (different artists/albums) that can be accessed directly from the player and be played within the folders created.

For example if you created a folder called 'Running Tracks' that contained tracks from different artists, this would not appear in the library as a single album. But this can be accessed on the SD card exactly as created.

 The files on the SD card can be accessed from 'Explorer' in the main menu or from the 'Directory' sub-menu in the Music menu.

The player can create one favourites list from the library using the Add to Favourites function.

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Question: How do I lock the player to prevent inadvertent button presses?

Answer: Use the power button on top of the player to lock/unlock the player as required during use. When the player is on, press the power button once to lock (a lock icon will appear to confirm the player is locked). Press the power button again to unlock (the lock icon will indicate it has been unlocked).

Question: Can the player remember the last track I was playing and continue from where I left off?

Answer: Yes. If you are playing an album/playlist/audio book and wish to stop playing and then carry on from the exact point where you paused at a later date/time follow these steps:

Step 1: Pause the track and power the player down. It is important to power the player down, as this is when the player saves the last played track and position.

Step 2: Turn the player on, enter the Music menu, scroll down to Resume Play and select. The player will continue from the last played point.

Question: Does the player support Audio Books?

Answer: Yes. Audio Books are compatible with the player as long as they are in a compatible format, we recommend MP3 format. If the Audio Book is a DRM protected file it will not play. There are many freely available programs that can convert your DRM protected files to normal MP3 format that will then work on your player.

See the question above for information on how to pause the audio book and resume play from the saved position at a later time.