

TOUR GUIDE

PRIME (DCS-210)

Problem	Possible causes	Solutions
<i>Charge indicators do not light up when attempting to turn on the device.</i>	<ul style="list-style-type: none"> • Battery is low. • Charging station is not connected to a power source. • Charging station malfunction. 	<ul style="list-style-type: none"> • Ensure the device is fully charged. • Verify that the charging station is properly connected to a power source. • Contact <i>Crystal Sound</i> technical support for diagnostics and repair.
<i>No sound or distorted sound in receivers.</i>	<ul style="list-style-type: none"> • Receivers are not synchronized with the transmitter. • Earphone faulty or incompatible third-party earphone is being used. • Transmitter microphone is faulty or an incompatible third-party microphone is being used. • Peripheral cable is damaged. • Jack connector is damaged. • Device battery depleted. 	<ul style="list-style-type: none"> • Verify that the devices are synchronized. • Ensure all devices are fully charged. • Use peripherals recommended by <i>Crystal Sound</i>. • Check peripheral cables for signs of damage. • Contact <i>Crystal Sound</i> technical support for diagnostics and repair.
<i>Devices discharge too quickly.</i>	<ul style="list-style-type: none"> • Prolonged use at maximum volume. • Battery wear. 	<ul style="list-style-type: none"> • Reduce the volume to lower battery consumption. • Contact <i>Crystal Sound</i> technical support for diagnostics and repair.