

Troubleshooting Procedure

- 1) V.Smile Pocket unit does not turn on
 - a) Disconnect or remove any Learning Games, TV cables, adaptor and batteries.
 - b) If you are using an AC adaptor, please check the adaptor's specifications to make sure the correct adaptor is being used. If not, please use another adaptor. The adaptor specifications should be as follows:
 - i. The adaptor output rating should be 9VDC and $\leq 500\text{mA}$. It is recommended to use 9VDC and 300mA.
 - ii. If you are not using a VTech brand adaptor, please make sure that:
 1. The adaptor has the correct output polarity – inner center hole should be positive (+ve).
 2. The diameter of the inner center hole should be 2.5mm.
 3. The protruding metal part of the adaptor should be longer than 12mm.
 - iii. Test the adaptor with another device. Gently shake the adaptor cable to check for a loose contact on the adaptor.
 - c) If the proper adaptor is being used, go to step (e).
 - d) If you are using batteries, check to see if they have been drained, by testing them in other devices. You may also replace the batteries altogether. Please make sure to replace all the batteries at the same time.
 - e) Do not insert any Learning Games.
 - f) Reconnect the power by using the adaptor or installing the batteries.
 - g) Press the ON button on the V.Smile Pocket unit. The Power On light should be lit, and you should see the VTech and V.Smile logos on the LCD display.
 - h) If the problem persists, press the reset button.

- 2) V.Smile Pocket unit does not turn on with a Learning Game inserted, but turns on without a Learning Game inserted (see above 1g)
 - a) Perform the following **RESET** steps:
 - i. Disconnect or remove any Learning Games, TV cables, adaptor and batteries.
 - ii. Examine the Learning Game slot for loose objects. Blow into it to remove any dust or debris.
 - iii. Lift up the plastic sleeve of the Learning Game to check if the metal contact is dirty. Clean the contact with a soft cloth, using a small amount of alcohol based cleaner if necessary.
 - iv. Insert the Learning Game into the Learning Game slot and remove it. Do this twice without turning the V.Smile unit ON.
 - v. Reconnect the power (adaptor or batteries).
 - b) After the **RESET** process, turn on the unit again and press the reset button once. If the problem still exists, please try another Learning Game if available. If this does not work or if you do not have another Learning Game, please contact our Consumer Services Department for assistance.

- 3) V.Smile Pocket unit turns on with a Learning Game but gives an improper response in LCD mode
 - a) Normal image but improper sound.
 - i. Check if the volume is turned down.
 - ii. Perform the **RESET** process described in 2a and/ or test the unit with another Learning Game if available.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - b) Improper image and Normal sound.
 - i. Perform the **RESET** process described in 2a and/ or test the unit with another Learning Game if available.
 - ii. If the problem persists, please contact our Consumer Services Department for assistance.
 - c) Improper image and improper sound.
 - i. Perform the **RESET** process described in 2a and/ or test the unit with another Learning Game if available.
 - ii. If the problem persists, please contact our Consumer Services Department for assistance.

- 4) V.Smile Pocket unit turns on with a Learning Game but gives an improper response in TV mode

- a) Black or blue screen with no sound.
 - i. Check if the V.Smile Pocket unit's AV plugs are inserted correctly into the TV's AV sockets.
 - ii. Check if the correct TV system is set (PAL for UK).
 - iii. After you have performed the above actions, the **RESET** process described in 2a and/ or test the unit with another Learning Game if available.
 - iv. If the problem persists, please contact our Consumer Services Department for assistance.
 - b) Black or blue screen with proper sound.
 - i. Check if the V.Smile Pocket unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if the correct TV system is set (PAL for UK).
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - c) Improper image on the TV screen, such as distortion or black and white colour with proper sound.
 - i. Check if the V.Smile Pocket unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if correct the TV system is set (PAL for UK).
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - d) Normal image but improper sound.
 - i. Check if the V.Smile Pocket unit's AV plugs are inserted correctly into the TV's AV sockets
 - ii. Check if the volume is turned down.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.
 - e) Improper image and improper sound.
 - i. Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - ii. Connect the AV plugs into the TV's AV sockets.
 - iii. Turn on the V.Smile Pocket unit to see if the problem has been resolved. If not, please contact our Consumer Services Department for assistance.
- 5) Screen freezes or hangs up during play
- a) Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - b) If the problem persists, please contact our Consumer Services Department for assistance.
- 6) Auto shut-off
- a) If you are using an adaptor, please try the following steps:
 - i. Check that the proper adaptor is being used (see 1b).
 - ii. Perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance
 - b) If you are using batteries, please try the following steps:
 - i. Check if the "battery low" indicator shows on the screen before the V.Smile Pocket unit shuts off. If so, replace the batteries with new ones.
 - ii. If batteries have not been drained, perform the **RESET** process described in 2a and test the unit with another Learning Game if available.
 - iii. If the problem persists, please contact our Consumer Services Department for assistance.