

## **FAQs: iM207 (Orbit for iPod/MP3 player only)**

- I can't tell if the unit is "on" or not.
  - By gently turning (not squeezing) the metal ring to the "on" position, you will be "on." You will know when the unit is "on" when you can hear music. If you can't hear music, be sure that you have the cable fully plugged into your iPod/MP3 player and that the batteries are in the correct orientation.
  - When finished listening to music, be sure to gently turn the metal ring to the "off" position. This will ensure that you do not unintentionally drain batteries.
  - Our plans for future products include an LED light indicating "on" and "off."
  
- I am having trouble opening the battery compartment.
  - If you refer to the instructions included in the package, we believe they are very clear how to open the battery compartment, load the batteries, and close the compartment again.
  
- The cord on the product is too short. I would like it to be longer.
  - You can purchase cords of various lengths at most CE stores such as BestBuy, Circuit City, or Radio Shack. What you should be purchasing is a 3.5 (female) to 3.5 mm adapter (male) – or whatever adapter size is most appropriate to the MP3 player, iPod, or phone you are using to listen to music.
  
- I wish this speaker came with a carrying case.
  - We do get this kind of request quite often and have passed it along to our Product Management Team. You may want to continue to check our website @ [www.Altec Lansing.com](http://www.Altec Lansing.com) to see if accessories such as carrying cases are available for purchase on-line.
  
- When I play my music very loud, I get some distortion. Did I get a bad product?
  - Likely, you did not get a bad product. To achieve optimum sound from this product, do the following:
    - Turn the E/Q on your iPod/MP3 player to "off."
    - Turn the volume on your iPod/MP3 player down to between 85-95%.
    - These directions are included in the retail package you purchased. You may have overlooked them.
    - We hope you enjoy the beautiful sound!
  
- I'm hearing a "chirping" sound and the product sounds really bad. Did I get a bad product?
  - Likely, what you are experiencing is the fact that the batteries in your speaker are running low. The sound of this speaker – as with any battery operated device – is reliant on fully-charged batteries. When the charge gets too low, you will experience sound distortion or abnormalities. Just put in fresh batteries, and you should be all set.
  
- The packaging doesn't say how many batteries or what kind I need to buy to use with this product.
  - It is likely that you have purchased a very early version of our speaker. We have made the correction to our packaging to reflect that it requires 3 AAA batteries for operation.
  - We apologize for any inconvenience or confusion this may have caused.