



## Troubleshooting

This chapter summarizes the most common problems you could encounter with the appliance. If you are unable to solve the problem with the information below, visit [www.philips.com/support](http://www.philips.com/support) or call 1-866-832-4361 for assistance.

Problem	Solution
The appliance does not work at all.	Perhaps the adapter is not inserted properly in the wall outlet. Put the adapter properly in the wall outlet. Perhaps there is a power failure. Check if the power supply works by connecting another appliance.
The appliance does not respond when I try to set different functions.	Remove the adapter from the wall outlet and wait a few minutes before you reinsert it. When you reinsert the adapter, the appliance goes back to the factory settings and you have to set all functions again.
The lamp does not go on when the alarm goes off.	Perhaps you set a light intensity level that is too low. Increase the light intensity level.
I do not hear the alarm sound when the alarm goes off.	Perhaps you set a sound level that is too low. To set a higher sound level, see 'Setting the alarm' section. Perhaps the radio is not tuned correctly to a channel. Switch on the radio to check if the radio is tuned correctly to a radio channel. If you selected the radio as the alarm sound, switch on the radio after you switch off the alarm to check if the radio works. If it does not work, call 1-866-832-4361 for assistance.
The radio does not work.	Perhaps you set the volume too low. Increase the volume level. If the radio still does not work, call 1-866-832-4361 for assistance.
The radio produces a crackling sound.	Perhaps the broadcast signal is weak. Adjust the frequency (see 'Setting the alarm' section) and/or change the position of the antenna by moving it around. Make sure you have unwound the antenna completely.
The alarm went off yesterday, but it did not go off today.	Perhaps you switched off the alarm function. The alarm icon is visible on the display when the alarm function is active. If you do not see the alarm icon on the display, press the alarm button once (see 'Setting the alarm' section). Perhaps you set a sound level and/or light intensity level that is too low. Set a higher sound level and/or light intensity level.

Problem	Solution
	Perhaps there was a power failure that lasted more than a few minutes. In this case, the appliance goes back to factory settings. You need to set all functions again.
The light wakes me too early.	Perhaps the light intensity level you have set is not appropriate for you. Try a lower light intensity level if you wake up too early. If light intensity 1 is not low enough, move the appliance further away from the bed.
The light wakes me too late.	Perhaps the appliance is positioned at a lower level than your head. Make sure the appliance is located at a height at which the light is not blocked by your bed, comforter/blanket or pillow. Also make sure the appliance is not placed too far away.