

## **FAQs: iMT217 (Nobi)**

**Please note: All Nobi's ship w/ 3 AAAs included. It is clearly articulated on the box. This product will be sold first in Europe through Retail and Carrier Channels, then into the US when the new 2008 line of Nokia Xpress Music phones are launched.**

**In addition, all Nokia Xpress Music phones ship with the adapter needed to allow the consumer to "get to sound" w/ Nobi.**

- Can I use this speaker with my iPod/MP3 player
  - Yes. Simply plug the 3.5mm adapter on the cable – located near the base of your speaker – into your iPod or MP3 player.
- I can't tell if the unit is "on" or not.
  - You will know when the unit is "on" when you can hear music. If you can't hear music, be sure you have the cable fully plugged into your iPod/MP3 player and the batteries are in the correct orientation.
  - Our plans for future products do 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.
  - If you are using a Nokia XpressMusic phone, you can also connect the cord to the adapter coming with the phone (the adapter is the part of the headset that connects to the phone)
- I am having difficulty getting music from my Xpress Music phone
  - In case you want to learn more about how to use your Nokia XpressMusic phone, please refer to [www.nokia.com](http://www.nokia.com), select your country and go to "get support&software" section to search the phone specific FAQ.
- There was no adapter included in the package for me to use with my Nokia phone.
  - Nokia provides all cords/adapters needed in-pack with all Xpress Music phones.
    - In case you want to learn more about how to use any Nokia phone, please refer to [www.nokia.com](http://www.nokia.com), select your country and go to "get support&software" section to search the phone specific FAQ.

- 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.AltecLansing.com](http://www.AltecLansing.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 off any bass enhancement or set the E/Q on your iPod/MP3 player to “off.”
    - Turn the volume on your iPod/MP3 player down to between 85-95%.
    - Enjoy the beautiful sound!
- I’m hearing a “chirping” sound or 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.