

## Sony eReader Testing:

Over 70% of reported faults with Sony eReaders are actually user error meaning that the unit doesn't require either a repair or exchange. To help you get the device working quickly and to avoid an unnecessary wait whilst your device is sent away for repair, we recommend that you use the following tips to identify a fault:

### **Issue: eReader is completely dead, not charging or not holding charge.**

- Sony eReaders need to be charged using the supplied USB cable connected to a PC or the optional Sony AC Adaptor. The device will not charge using non-Sony USB to mains adapters so make sure you are using the correct equipment to charge the device.
- If the battery on the device is completely depleted it may take up to 30 mins for the USB charging sign to appear on the screen. Although nothing is displayed on the screen, the unit is still charging.
- To make the most from the battery life, charge the device until the red battery life on the eReader turns off. Also when charging the device keep it charging until the red light on the top of the device turns off, even if the battery meter shows 4 full bars.
- The device should be turned off after each use to extend the battery life. This can be done by holding the power switch for 3 seconds.

### **Issue: Device frozen or non-responsive to pressing controls**

- Press the reset button on your device (please refer to your manual to locate this) followed by the power switch to check the device is now functioning properly. These functions **WILL NOT** erase any content from the device.
- If this does not work, then a hard reset of the device can be performed. To do this, slide the 'Power' so that the Reader turns off. Press the reset button using a bent paper clip (do not use anything sharp like a pin). Now slide the 'Power' button on. When the screen displays "Starting up..." wait 35-40 seconds, then proceed to hold down the 'Mark' and 'VOL +' buttons. (On the **PRS505**, **do not wait 35-40 seconds**, push and hold the 'Mark@' and 'Vol +' buttons **immediately** as the boot window is shorter on the PRS505).
  - Continue to keep these two buttons pressed for another 25 seconds. The screen will eventually show a 'Reset All' message and ask to delete all content.
  - Press 5 to **DELETE** all content. It may take several minutes to delete all content and the Reader will switch off automatically.

**PLEASE NOTE:** This action will wipe the device of any stored content so please ensure that you have backed up your files to your computer.

### **Issue: Reader asks for calibration when first turned on**

- The Sony eReader Touch Edition may ask for the screen to be calibrated upon first use. This is perfectly normal and ensures that the Reader will respond accurately to both stylus and finger taps. Simply follow the on-screen instructions and the device will calibrate the touch-screen.

For further trouble-shooting customers can contact Sony Customer Services on 08705 111999