

## **FAQs**

### **UWATERG2 – 100% Waterproof MP3 Player**

**Q. What is the UwaterG2?**

A. The UwaterG2 is the world's smallest 100% Waterproof MP3 Player. It offers an incredible underwater audio experience.

**Q. Where can I buy the UwaterG2?**

A. The Player is available online at [www.fitnessstechusa.com](http://www.fitnessstechusa.com), all major online stores, and at authorized dealers and distributors.

**Q. What features come with the player?**

A. The player provides 2GB capacity, which can play MP3 or WMA files and audio books. The unit is able to pause and play songs in normal/ random order. Additional controls include volume, song next/previous and reset.

**Q. Which file types does the player play?**

A. The Player will only play MP3 and WMA formats. If you have AAC files they can be converted using iTunes.

**Q. What is the max depth the player can reach?**

A. The player is waterproof up to 10 feet (3 meters).

**Q. What do the light colors stand for on the Player?**

A: Please see the information below:

- 1) Blinking Blue light indicates music is set to shuffle or random mode
- 2) Solid Blue light indicates the player is fully charged
- 2) Blinking Red light indicates music is set to normal mode
- 3) Solid Red light indicates charging.

**Q. What type of batteries does the player utilize?**

A. The player comes with a built-in rechargeable battery that provides approximately 6-8 hours of audio on a single charge. Please charge the unit before initial use. This battery cannot be replaced.

**Q. Is there a higher memory capacity version available or can the capacity be expanded?**

A. The player has 2GB of file storage. Higher capacity versions would be available soon.

**Q. Can I use my own earphones with the player?**

A. Because the UwaterG2 includes a special Twist & Lock jack for extra protection, Only the supplied waterproof earphones could be used. However, if you have waterproof earphones with a standard 3.5mm jack, you can purchase the UwaterG2 2.5mm/3.5mm adaptor and use your own earphones, headphones, speakers, etc...

**Q. What is the warranty of the player?**

A. Please refer to warranty section at our website: [www.fitnessstechusa.com](http://www.fitnessstechusa.com)

### **Earphones Issues**

**Q. What if during swimming volume in one side (L or R) begins to decrease?**

A. Most likely water reached over the ear tip into your ear canal and block the sound. You need to dry out earphones and better fit ear tip. If earphones do not generate sound while being completely dry, check volume then check if unit is recharged.

**Q: Will the Ear buds fit properly?**

A: The player comes with 4 different size ear tips. Small, Medium, Long, Extra Long. Select the most comfortable size for you. Most customers prefer the extra long ear tip for lap swimming for its stability.

### **Operation Issues**

**Q. How do I pause a song during playback?**

A. To pause the song during play back, press the Play/Pause (>||) button.

**Q. How do I resume playback after I have paused the song?**

A. To resume playback simply press the Play/Pause (>||) button again quickly.

**Q. How do I volume up or down the player?**

A. To increase the volume level press Volume Up (+) button and to decrease the volume level you press Volume Down (-) until desired volume is reached.

**Q. How do I change the music track being played?**

A. To go to the next track press Next (>>|) button and to go to the previous track press the Previous (|<<) button until desired track is reached.

**Q. How do I change the play mode?**

A. To play music in the normal mode, short press the ON/OFF until RED light blinks. For the random mode, short press the ON/OFF again until BLUE light blinks. The Player may shut down on holding down the ON/OFF button over 3 seconds.

**Q. How can I charge my player without a computer?**

A. To charge your player you need either a wall USB charger or car USB charger. Both the chargers are available at our online store.

**Q. How do I use the buttons on my player?**

A. Refer to the player Controls in the user manual

**Q. How do I turn on my player?**

A. Press and hold the ON/OFF button to switch-on the unit, and press and hold down the ON/OFF button for 5 seconds to shut down the unit.

**Q. How do I get to a song that I want to hear?**

A. You can fast-forward through your song list by pressing on the Next (>>|) button or Previous (|<<) button one-by-one until you get to the song you want to hear.

**Q. How do I make the music louder?**

A. Repeatedly press the Volume Up (+) button on the player until the music volume is ideal for you.

**Q. How do I make the music lower?**

A. Repeatedly press the Volume Down (-) button on the player until the music volume is ideal for you.

**Q. What if my Computer won't recognize my Player when I plug it in?**

A: Possible remedies:

1. USB cable must be screwed in firmly (clockwise) onto Player to enable proper connection. The special Twist & Lock jack requires screw-in connection.
2. The player needs to be plugged in directly into the computer's USB port and not into the keyboard or a USB hub.
3. Try connecting player to the USB port of the motherboard and not the auxiliary ones.
4. You could have a bad USB port. Try plugging it into another USB port or another computer.
5. Your system may need to be shut down and restarted to clear any issues with the USB port.
6. RESET the Player (see manual for directions)

**Q: Is my Player compatible with Mac?**

A: Yes, the player will work with either a Mac or a PC as long as the songs to be loaded onto the Player are in MP3 format.

**Q. What if nothing happens when I press the ON/OFF button on my player?**

A. Make sure the Player is fully charged. Make sure content was downloaded. Make sure unit was turned ON. Make sure Volume is adequate. Make sure earphone connection is proper. RESET – see directions in Manual.

**Q. When I turn on my Player the light blinks and no songs play?**

A. This means one of the following:

1. The unit is empty or can not read the files downloaded.
2. Confirm that the files downloaded are indeed MP3 or WMA files.
3. Always verify that earphones are properly connected and Volume is adequate.

**Q. What is the way to format my Player?**

A. Connect your player to the computer. Once it is recognized by your computer open up the "My Computer" window, right click on "Removable Disk". When the menu appears as a result of your right click, choose "Format". The format window will appear.

Make sure you that the file system is "FAT" not "FAT32". Once you have selected the right file system, click the "Start" button to begin the format. A window will appear to confirm that formatting will delete all files from your player. Click "OK" and the format will begin. Once the format is complete you can load songs back to your player.

**Q. Will the player work with all versions of MAC?**

A. The player will work with versions 9 and up.

## **Downloading Music**

**Q. How do I download music on my Player?**

A. To play music with your Player, you first need to have music, pod casts or other audio files on your computer and then download them to your Player. When you connect the Player to your computer with the USB cable, select "Open Folder" to view files. Your computer will detect the Player as a removable storage device. You can then simply click-and-drag your music files from your computer to the Player.

**Q. How do I get music on my computer?**

A. You can import music from your audio CDs to your computer. You can buy music and audio books or download pod casts from numerous online music stores.

**Q. How do I purchase music on the internet?**

A. If you have an internet connection, you can easily purchase and download audio files (songs, audio books or pod casts) online at various online music stores. You can also subscribe to various online services. Sometimes, you can obtain music for free from some legitimate online services.

**Q. My music won't play, why?**

A. Songs must be in MP3 or WMA format to play on your player. If your music will not play, the songs you have downloaded are most likely not in MP3 or WMA format. If, for example you imported songs to your iTunes library, they most likely are in AAC format and have to be converted to MP3. So, although your music appears to be on your Player from the computer screen, no songs can be heard until they are in MP3 or WMA format and re-downloaded to the Player.

Always check that earphones are properly connected and Volume is adequate.

**Q. How do I place songs from my CDs onto my player?**

A. This is called ripping. You will have to convert your CD tracks to MP3 or WMA audio files using a ripping program. To rip songs using iTunes, simply upload CDs to iTunes or other playlists. Then drag songs from iTunes or other play lists onto the Player

window. Remember, default music settings must be set to MP3 format before you upload a CD.

**Q. How do I convert AAC music files to MP3 format using iTunes?**

A. Please follow the instructions below:

- 1) Choose songs from your library that you want converted to MP3 by highlighting them. For multiple songs, hold the CTRL button on your keyboard and select songs using your mouse.
- 2) Locate the Advanced tab on the menu bar of iTunes.
- 3) In the Advanced drop down menu, choose Convert Selection(s) to MP3.
- 4) iTunes will now begin creating copy of the songs you selected in MP3 format. You may now delete the original version of songs you selected to convert, if you choose. The new MP3 formatted songs can now be dragged and dropped into your Player.

**Q. How do I download converted songs onto my player?**

A. Follow the instructions below:

- 1) Open both iTunes and your player (double click on My Computer and locate the drive that reads, "Removable storage device.")
- 2) Once you have both iTunes and the player window open, minimize each window so that you have equal boxes side by side.
- 3) Choose songs from you iTunes music library that you want to download. You can hold the CTRL button down on your keyboard for multiple tracks.
- 4) Using your mouse, simply drag and drop the music selected into the window of your player.
- 5) The status light will flash red on your player as the songs are being downloaded.
- 6) Unplug the USB cable.
- 7) Plug in your waterproof earphones and enjoy.

**Q. I downloaded music to my player, but nothing happens when I press play, why?**

A. The songs you are most likely dragging over are either "Protected" files or are in AAC or other format. In either case, these files need to be converted to MP3 or WMA. Although these files appear to be on the Player, the songs will not actually play through the earphones.

**Q. What is reformatting or formatting the Player?**

A. Reformatting your player wipes your player clean and deletes all songs. This will result in player without music. Like most removable drives, you can reformat your player without worry of damage. When reformatting on a Mac, please make sure to choose the MS-DOS format style.

**Q. Can I use my Player to transfer and store data files?**

A. Yes, you can use your player to save Microsoft Word documents, digital photographs or any other data that you may want to transmit and transport to another computer. It works like a Flash disk/USB stick!