

Play it FAQ

My FM Transmitter is already connected to the car charger but my QuickSeek function still does not find the best station.

Every car is manufactured differently and may have a variation in the amount of shielding (ie. metal on your car) within the car. Try positioning your iPod higher up to the same level as your windows while activating the QuickSeek feature. Note: Kensington does not recommend this action while driving!

My FM Transmitter seems to freeze my iPod or does not function properly. What actions can I take?

Because we are using the screen of the iPod, it is important that you update your iPod with the latest firmware. Your iPod firmware can be updated through the latest version of iTunes from Apple. If your iPod still freezes, press and hold the "menu" and "center" button simultaneously to reset the iPod. You will not lose any song information by taking this action.

How can I improve the reception of the FM transmitter?

Because the antenna is built into the cord of this product, please be sure to stretch it out and not bundle the cord together nor bunch it up.

Is my car's audio system compatible with the RDS FM Transmitter?

You can certainly use the RDS FM Transmitter to transmit songs through your car stereo. However, to see the song information scroll across your stereo screen, it requires that the stereo be RDS enabled. Please consult the owner's manual for your car's audio system to confirm if the radio is RDS enabled.

The fuse is blown on my Digital FM Transmitter/Charger. What type of fuse should I replace it with?

The following products all use a 125V 1Amp "fast blow" cylindrical fuse: 20mm x 5mm diameter:

33364EU RDS FM Transmitter/Charger
33199EU Digital FM Transmitter/Charger
33185EU Digital FM Transmitter/Charger

Why is the tuning screen on RDS Transmitter not displaying properly?

Please check to be sure the following conditions exist:

1. The switch on the RDS Transmitter is in the 'on' position.
2. Adjust the adapter so it is fully seated and connected to your car's outlet.
3. If both of the conditions above have been confirmed, try unplugging the RDS FM Transmitter from your iPod and car outlet. Reconnect it again after 1 minute.

Why is my iPod not charging when connected to the RDS FM Transmitter?

The power switch on the RDS FM Transmitter must be in the 'on' position. Check to make sure the power switch is on when charging the iPod.

The fuse in my Digital FM Transmitter is blown or broken, how do I change it?

Twist off the cap at the tip of the section that inserts into your car's outlet. Carefully remove the metal tip and spring. The fuse should slide right out. Place a new fuse back in, followed with the metal tip and spring, and finally screw the cap back on. If the fuse repeatedly blows, you may want to have your car's electrical system checked.

My iPod nano/Video iPod is plugged in and attached properly but is not transmitting. What steps can I take?

Please try resetting your iPod. You will not lose any songs or data. To reset your iPod:

Step 1: Toggle the Hold switch on and off. (Slide it to Hold, then turn it off again.)

Step 2: Press and hold the Menu and Select buttons until the Apple logo appears, about 6 to 10 seconds. You may need to repeat this step.

Your FM Transmitter will now begin to transmit over the FM frequency specified.

Why can't I hear any audio from my iPod nano or video iPod when using the FM Transmitter?

Please try resetting your iPod. You will not lose any songs or data. To reset your iPod:

Step 1: Toggle the Hold switch on and off. (Slide it to Hold, then turn it off again.)

Step 2: Press and hold the Menu and Select buttons until the Apple logo appears, about 6 to 10 seconds. You may need to repeat this step.