

Podcatcher Sync Errors

In general, if the Podcatcher's green (middle) LED is blinking or lighting up continuously, that means it's good to go. If the yellow (left) LED is blinking, the Podcatcher should be put in a Docking station and be synchronized.

If the red (right) LED is blinking or lighting up continuously, something is wrong and the

Podcatcher can't be used; if a synchronization doesn't fix it, you can send it for repairs. Click [here](#) for sending repairs.

Click [here](#) to go to the document that explains what the lights on a Podcatcher mean.

Error states (red LED blinking)

If a Podcatcher has its red (right) LED lighting

up while it is docked, that means it has encountered an error. If you remove it from the Dock, it will blink rapidly a number of times, then pause for a bit, then blink the same number of times, pause, and so on. The amount of blinks in a 'series' is the error code number.

Podcatcher errors

LEDs (Yellow, Green, Red)



Code 1:
SD Initialization Failure

The Podcatcher memory card could not be initialized properly. Start the synchronization again and check if the problem has been fixed. If the Podcatcher still shows the error code, it can be sent for repairs.



Code 2:
MP3 Codec Failure

The MP3 decoder within the Podcatcher is not functioning correctly. Start the synchronization again and check if the problem has been fixed. If the Podcatcher still shows the error code, it can be sent for repairs.

Not ready states (yellow LED blinking)

The Podcatcher's yellow (left) LED is blinking, that means it's not ready to use by a visitor.

These errors can typically be resolved by a proper synchronization though, so no worries. Similar to the error codes, the yellow light

will blink a couple of times, pause, and repeat for it to show the actual error code number.



Code 3:
Log file initialization not ready

The part of the memory within the Podcatcher dedicated to storing log files is not functioning correctly. Start the synchronization again and check if the problem has been resolved. If the Podcatcher still indicates the warning code, it can be sent for repairs.



Code 4:
Time not set

The Podcatcher does not know what time it is and can therefore not be issued to visitors. Normally this error will solve itself when the Podcatcher is synchronized again.



Code 5:
Sync incomplete

The Podcatcher was unable to complete the last synchronization. Either it was taken out of the Docking station during the sync, the sync computer was shut down or rebooted in the middle of the sync, or something else happened to not have the synchronization finish properly. In most cases, the issue should be solved after a proper synchronization.



Code 6:
Essential files missing

The Podcatcher can't start because audio files are missing. This error will typically solve itself after a proper synchronization has been completed. If this is not the case, and more Podcatchers show this error code, try to **'unpublish' one or more Tours and then 'publish' them again**. After publishing, starting another synchronization should solve the issue.