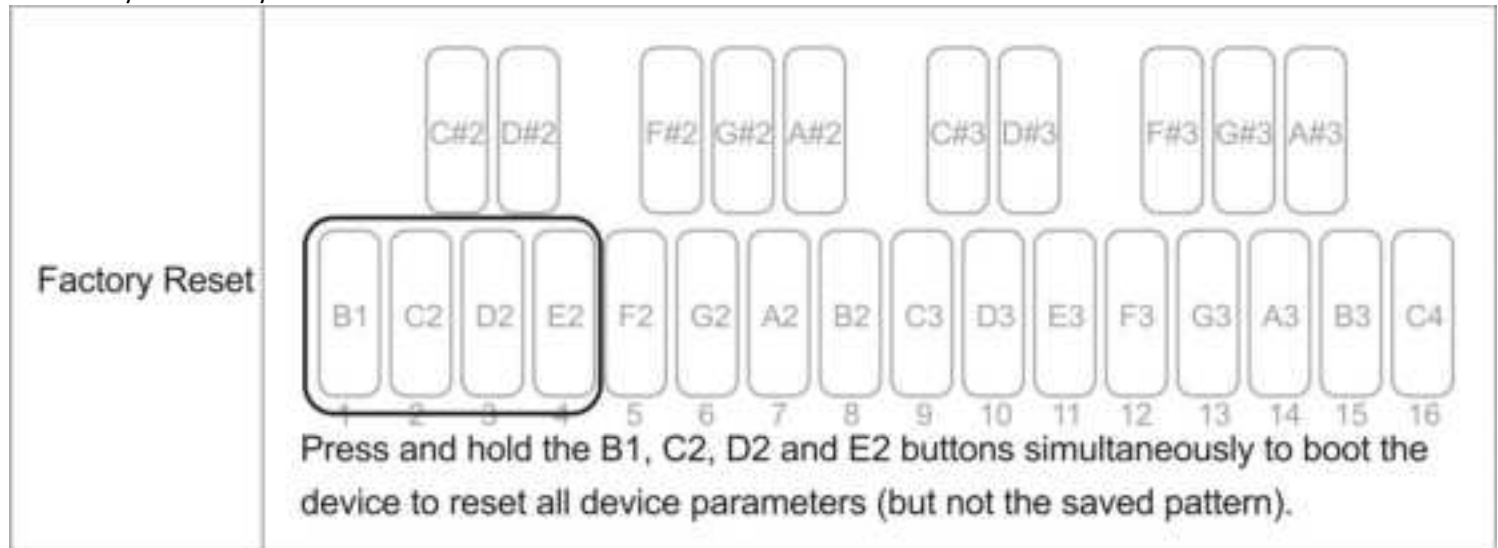


# Donner Essential B1 Troubleshooting

If you are facing issues while using Essential B1, here are some troubleshooting strategies you can follow:

**Q1.** My Essential B1 could power on, but not work properly, like only outputting one specific pitch no matter what I do...

**A1.** For most of the odd situations caused by software, performing a Factory Reset can solve the problems. To do this, you will need to press and hold the B1, C2, D2 and E2 buttons simultaneously while power up the device. Patterns in the device won't be effected by the Factory Reset.



**Q2.** My Essential B1 could not power on.

**A2.** If your Essential B1 could not power on, please:

- 1) make sure you are using the power supply included in the package.
- 2) check your power outlet, see if it is working.
- 3) feel free to contact Donner Online Customer Team (US) through the Product Order Page for more support.