

CONFIDENTIAL

ONKYO

18 Park Way, Upper Saddle River, NJ 07458

Service Bulletin

No. 002r1

Date: October 3, 2005

Model: NAS-2.3/2.3R2/2.6

Subject: On screen/Front panel error message "Please Contact Technical Support".

Symptom: During the POWER ON sequence the unit displays an Onscreen/Front panel error message "*Please contact technical support*" (see fig.1 and 1a).

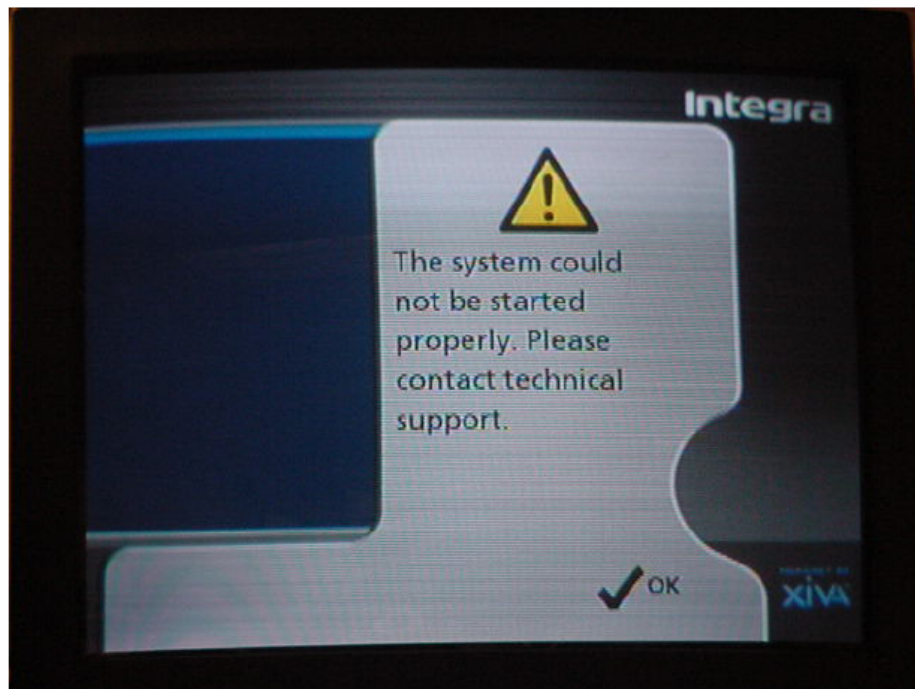


Fig. 1

CONFIDENTIALITY NOTICE:

This document and the information it contains is intended for the exclusive use of Authorized ONKYO Service Centers and their employees. This document may contain information that is privileged, confidential and exempt from disclosure under applicable law and terms of the ONKYO Service Agreement. Any dissemination, distribution or copying of this document and the information it contains is strictly prohibited.

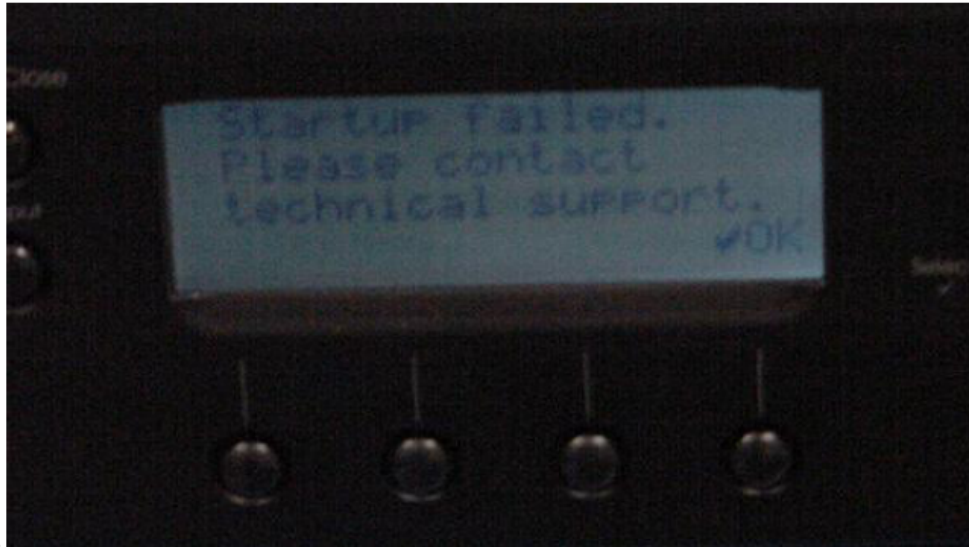


Fig. 1a

Solution: Press the corresponding front panel button below the ✓ OK to access the “Test Diagnostics” screen (see pictures for details).

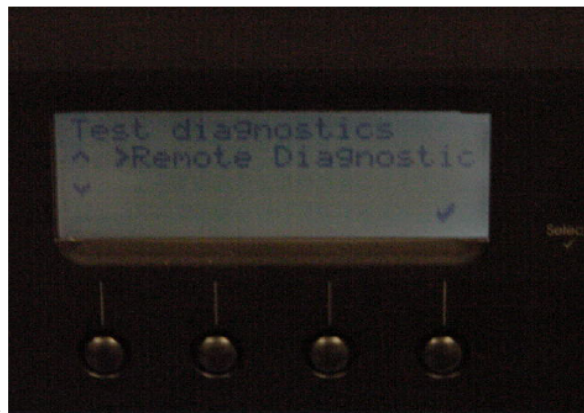


Fig. 2



Fig 2a

CONFIDENTIALITY NOTICE:

This document and the information it contains is intended for the exclusive use of Authorized ONKYO Service Centers and their employees. This document may contain information that is privileged, confidential and exempt from disclosure under applicable law and terms of the ONKYO Service Agreement. Any dissemination, distribution or copying of this document and the information it contains is strictly prohibited.

Connect the NAS-2.x's modem to an analog (not digital) telephone line and set the unit for "Remote Diagnostics" by pressing the front panel button below the check (✓) mark. The display will show "Modem answering incoming calls..."

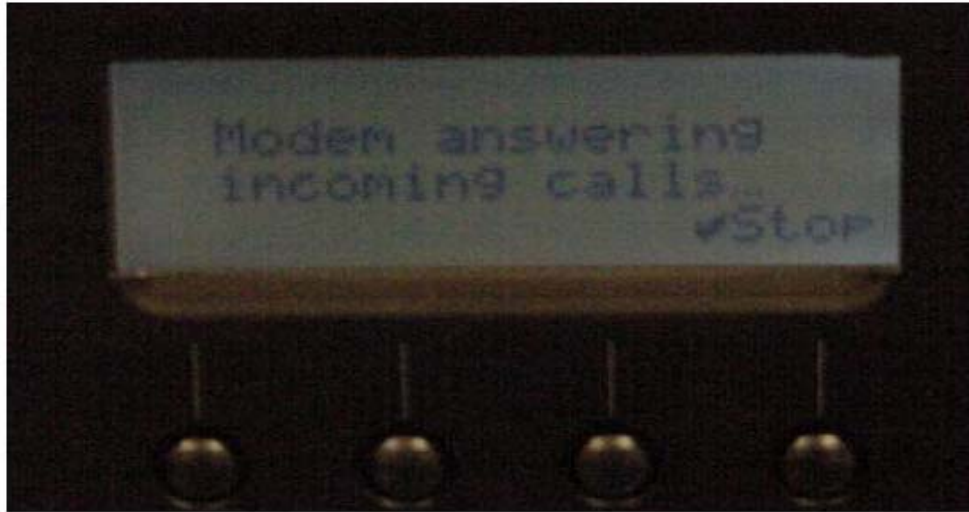


Fig. 3

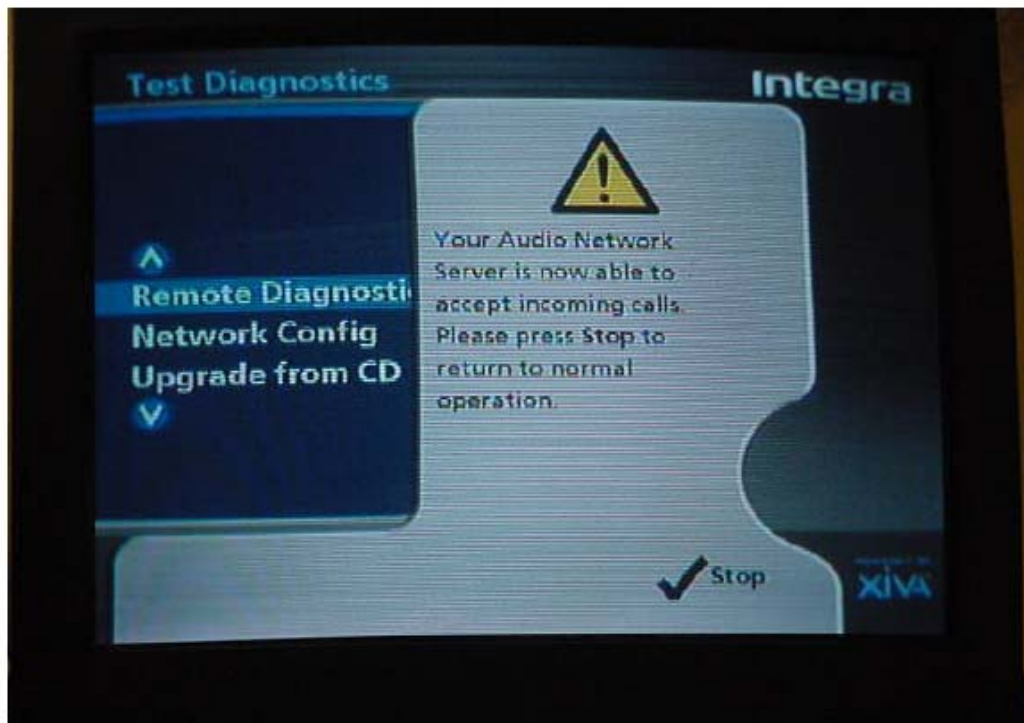


Fig 3a

Next, contact IMERGE technical support at (703) 331-5563 and request remote diagnostics for the NAS-2.x. Note: Be prepared to supply the telephone number of the

CONFIDENTIALITY NOTICE:

This document and the information it contains is intended for the exclusive use of Authorized ONKYO Service Centers and their employees. This document may contain information that is privileged, confidential and exempt from disclosure under applicable law and terms of the ONKYO Service Agreement. Any dissemination, distribution or copying of this document and the information it contains is strictly prohibited.

phone line the modem is using (area code and phone number) when you call. IMERGE will perform remote diagnostics within 24 hrs. using the NAS-2.x's modem. If possible, IMERGE will remotely repair the damaged sector of the hard drive. If remote diagnostics cannot repair the hard drive then HDD replacement* may be necessary.

*If HDD replacement the does not resolve the problem contact ONKYO USA at (201) 785-2600 and ask to speak to an ONKYO service department representative.

Parts:

Ref#	Description	Part Number
NA	NAS-2.3, 80g HDD	IC130SE-01
NA	NAS-2.3 r2, 80g HDD	IC200AX2SEON-01
NA	NAS-2.6, 160g HDD	IC201AX2SEON-01

CONFIDENTIALITY NOTICE:

This document and the information it contains is intended for the exclusive use of Authorized ONKYO Service Centers and their employees. This document may contain information that is privileged, confidential and exempt from disclosure under applicable law and terms of the ONKYO Service Agreement. Any dissemination, distribution or copying of this document and the information it contains is strictly prohibited.