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**ONKYO**<sup>®</sup>

18 Park Way, Upper Saddle River, NJ 07458

## Service Bulletin

No. 002r1

Date: October 3, 2005

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**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).

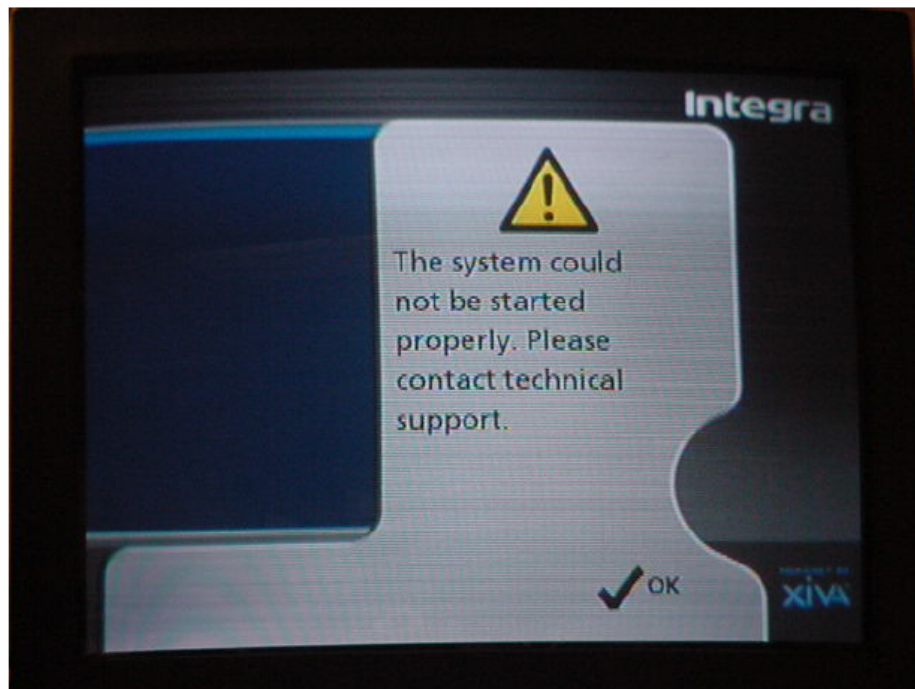


Fig. 1

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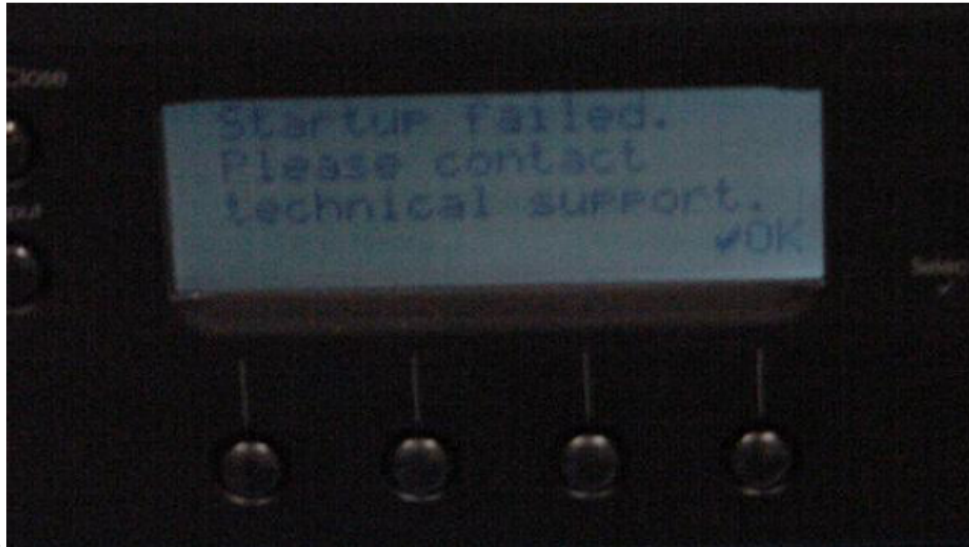


Fig. 1a

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

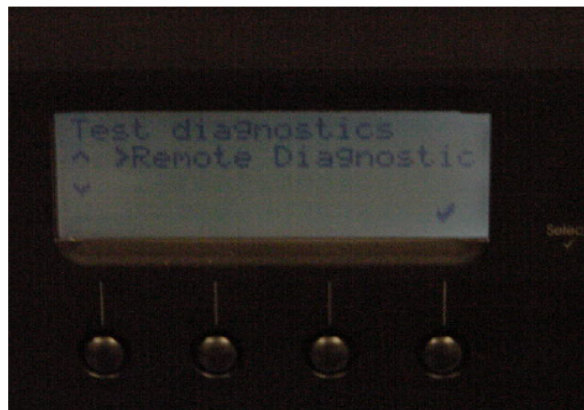


Fig. 2



Fig 2a

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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...".

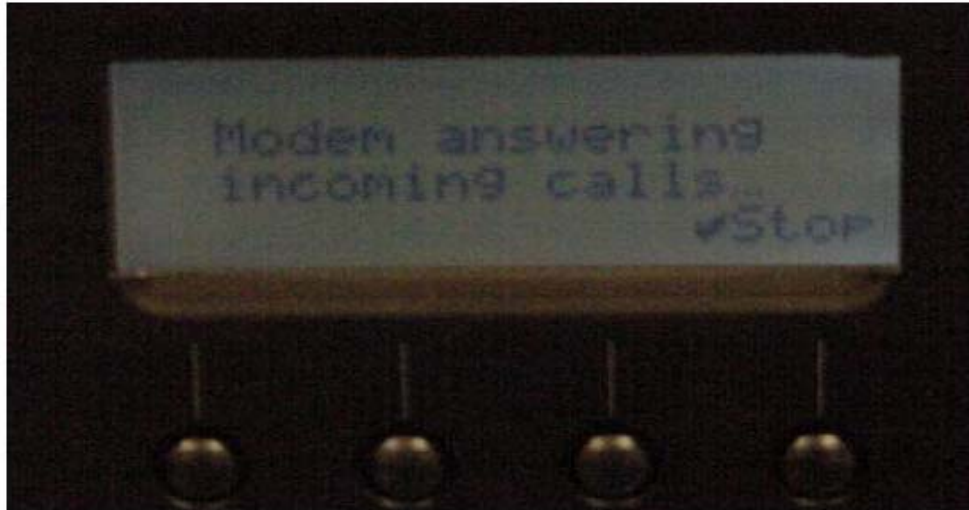


Fig. 3

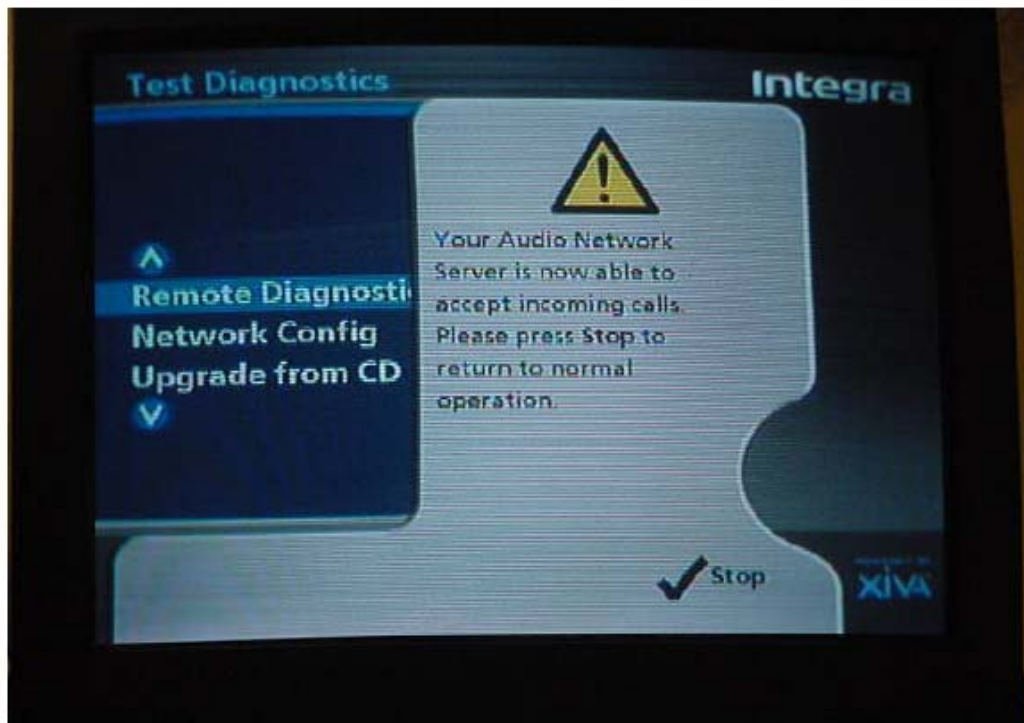


Fig 3a

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

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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:**

<b>Ref#</b>	<b>Description</b>	<b>Part Number</b>
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

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