

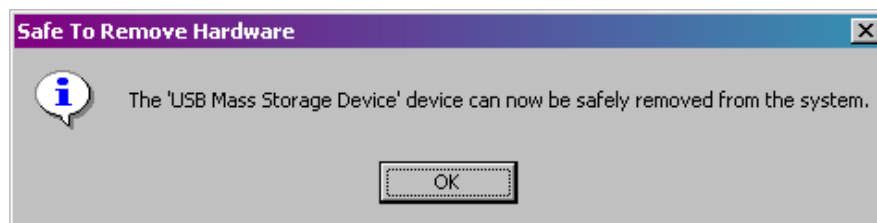
MP3/ MP4 Players FAQ

The 5 Don'ts:

- 1) **Don't** unplug the USB connection to your player while data is being transferred. Ensure all of the following conditions are met before unplugging:
 - a. All related browsers have been closed;
 - b. Left-click on the "Unplug/Eject hardware" icon (in the lower right-hand corner next to the clock) and choose to STOP the MP3/MP4 removable disc; (this condition only applies to certain versions of Windows)



- c. A message box titled "Safe to Remove Hardware" as shown below will appear. Click "OK".



- d. The MP3 display shows an icon signaling completion of file transfer with your computer.
- 2) **Don't** install incompatible files. Only songs / video files of the following formats should be installed and played on your mp3 / mp4 players.

For mp3 players:

Audio file formats: .mp3 and .wma (no license protection)

For mp4 players:

Audio file formats: .mp1, .mp2, .mp3, .wma (no license protection), .wmv, .asf, .wav

Video file formats: WMV, MPG, MPEG I, MPEG II, and AVI converted to AMV (MUST use video conversion software included on CD to convert files into *.amv before transferring to player)

- 3) **Don't** overload folders.

Each folder can only contain up to 99 files/ folders.
Create new folders and sub-folders when you want to put more than 99 song files into your player.

- 4) **Don't** attempt to upgrade the firmware. Firmware upgrade does not enhance functionalities and easily causing malfunctioning.

The above abuses to your player will flush the memory chip. User abuse is not covered by the warranty. In most cases, damaged players can be repaired, but you will be charged a handling fee and for materials used.

Frequently Asked Questions:

1. Disk / Memory Issues:
Symptoms:
MP3 player shows "Disk Error"
MP3 player restarts itself
Cannot copy files onto the player when there are still free space
Cannot function after showing the logo
System hangs after playing several songs
Solutions:
(1) Perform a virus scan on your files and the player
(2) Check if the media files are among compatible types listed above (2 of the 5 Don'ts)
(3) Format the player into FAT32 using Windows explorer
2. Capacity less than stated
Solutions:
(1) As MP3 player operating system occupies around 5% of the player memory, you will find the player disk size at 95% of capacity.
(2) If you find the available memory too far below the stated amount, try fixing it by formatting it into FAT32.
3. Cannot turn on
Solutions:
Please contact us by email for return address
(the email address shown in the payment notification emails)
If the player is still under our 3-month-warranty, we will arrange replacement after investigation.
4. Short battery lifetime, battery does not hold charge
Solutions:
(1) User should charge the player for 8 hours before its first use.
At least charge the player for 4 hours each time.
(2) Check if the connection cable is connected firmly. Try to use another PC, cable and/or charger if possible.
If the problem is on the cable or charger, please contact us by email
(the email address shown in the payment notification emails)
We will send you a replacement cable/charger if the player is still under our 3-month-warranty.

5. MP3 player automatically turns itself off
Solutions:
(1) Check battery level, re-charge the player when necessary
(2) Go to “system settings“ -> “power off” -> set both “off-time” and “sleep time” to 0
6. Your computer cannot detect the mp3 player
Solutions:
(1) For Windows 95/ 98, you should install the USB driver using the CD
(2) For Mac users, you should download and install corresponding USB driver for your OS. Patches should be available at your OS provider’s websites.
You should also turn on the player first before plugging connecting it to your PC. Because sometimes it’s the problem of PC or cable, if possible, try connecting the player to another PC with another USB cable.
(3) If the problem is on the cable, please contact us by email (the email address shown in the payment notification emails)
We will send you a replacement cable if the player is still under warranty.
7. Playing each song for around 10 seconds, then go to the next song (Intro Mode)
Solutions:
(1) go to music mode, and then press “Play”
(2) press “Menu” while playing
(3) choose “Repeat” and then press “Menu”
(4) choose “Normal” and then press “Menu”
You will found that the player can now play each song completely.
8. Defective headphones / earphones only have sound at one end
Solutions:
Please contact us by email
(the email address shown in the payment notification emails)
We will send you replacement headphones if the player is still under our 3-month-warranty.
9. Buttons not functioning
Solutions:
Check if the “Hold” (if any) button is at hold position.
The MP3 player operating system is designed to have a 1-3 second delay. So it is normal that the player responds within a few seconds after the button is pressed.
10. Poor radio reception
Solutions:
It could be affected by signal strength, weather, location etc.
Please try to test the radio function in another place.
Many of our mp3 players support FM only. So it is normal if you cannot access AM channels.

*If your problem is not listed above, or the above hints are not sufficient to solve your problem, you are welcome to report it to us through email. (the email address shown in the payment notification emails)
We will be glad to be of assistance.*