

TROUBLESHOOTING TIPS & FREQUENTLY ASKED QUESTIONS (for frame with white product packaging)

Q: How do I charge my Digital Photo Frame?

A: You can charge frames' built-in battery by connecting the frame using USB cable to a computer's USB port or by using an A/C charger.

Q: How do I know when to charge the battery?

A: A low battery sign is displayed when battery charge is low indicating battery should be charged.

Q: What memory cards can the Digital Photo Frame read?

A: SD / MMC card with a capacity of up to 8GB,

Q: What media formats does the Digital Photo Frame support?

A: JPEG picture format of resolution no more than 8 Mega-Pixels.

Q: I have a memory card in the Digital Photo Frame, why can't I view the images or "?" sign appears on the screen?

A: Make sure that the memory card is an SD or MMC card with capacity of no more than 8GB, and the pictures are of JPG format and are not of resolution higher than 8 Mega-Pixels.

Q: What can I do if frame does not respond when any of the buttons are pressed on the frame or shows a blank screen?

A: Reset the frame by using something pointy to press RESET button inside the small hole below USB port on the frame.

Q: What can I do if the frame is not recognized as USB device when I connect it to my computer using USB cable?

A: Make sure the frame screen displays Main Menu and then press "EXIT" key to enable USB Connect Mode; once in USB Connect Mode, the frame screen will display "Connecting PC, Press Enter to Exit".

Q: Why computer does not show removable disk or CD Drive even when the frame is in USB Connect Mode and displays message "Connecting PC, Press Enter to Exit"?

A: On some 64-bit Windows operating systems, it can take up to 3 minutes before the removable drive and CD-Drive may show up under Windows Explorer or "My Computer".

Q: What if still need help using this frame?

A: Visit our website www.hittusa.com, or email help@hittusa.com.