

## ZOpid Digital Photo Frame HF-ZP024W

### TROUBLESHOOTING TIPS:

Can't see the pictures that you saved to the frame using DPFMate	Make sure to use "Download" after adding pictures to the Selection Area using DPFMate
Frame does not power on or is not recognized by the computer when connected using USB cable	Need to reset the frame - use something pointy to press the reset button on the backside leather cover of the frame (it's the small hole in the lower right corner).
DPFMate application does not start or DPFMate CD Drive does not appear	<p>From frame purchased during Dec, 2010 (white product packaging), DPFMate application is compatible with Windows XP, Vista and 7, as well as Mac OS X.</p> <p>Please follow these steps to run DPFMate application on your computer:</p> <ol style="list-style-type: none"><li>1. Connect USB cable to the frame and your computer</li><li>2. Press Menu button on the frame and Select USB Connect from the Menu and then select Yes - the frame screen will display "USB Connect" on the screen</li><li>3. Depending on the processor type and Operating system/Service Pack on your computer it can take up to 3 minutes for the CD Drive to show up (under "My Computer" or "Windows Explorer") or DPFMate application to start automatically (In case you get the Autorun Pop-up on your computer screen – Select Run DPFmate.exe from the displayed options)</li></ol> <p><b>NOTE:</b> Mac users should run application from MacDPFMate CD-Drive that appears on the Mac Screen</p>