

FAQ

SHDPF15V2

Q: Why can't the Digital Photo Frame play all images or movie files?

A: The Digital Photo Frame can support JPEG, MP3 and some video format depending on the product specification. It may not read some files downloaded from the internet.

Q: I have a memory card in the Digital Photo Frame, but it's not reading the card, what should I do?

A: First, make sure that you are using a memory card that is supported by the Digital Photo Frame. Second, ensure that the memory card is inserted all the way into the correct slot. Third, choose the correct card icon which you want to play.

Q: Why do some pictures load faster than others?

A: Higher resolution pictures usually load slower.

Q: Why can't the DPF read my USB storage device?

A: Firstly, check that the USB storage device is working by plugging it into a PC or other DPF, and that there is actually data on it. Secondly, check that the data is in a format/file type supported by the DPF. Thirdly, turn off the DPF, turn it on again.

Q: Who can I contact if I am having trouble setting up my DPF?

A: Email: support@shintaro.com.au

