

MP4 2.8 Inch Touchscreen FQA

1. Touch screen is not sensitive after being used for whiles ?

Go to "Settings"-> choose "Calibrate" and follow the " + " direction to adjust the touch screen

2. FM reception is not good ?

The FM reception depends on the living area and signal strength. The MP4 device does not in bulit micro Antenna , it uses earphone wire as the micro Antenna. For a better reception effect, you need plug the earphone to scan the channels, and you may need to do the scanning at outdoor open area to get more stations. FM stations can only play through earphone ,it does not play through the external SPEAKER.

3. How to charge the MP4 ?

The MP4 can be charged via 2 ways.

1. Charging the MP4 via USB host. When you connect the MP4 with your USB port, you will see the computer icon on the MP4 , it indicates the USB connection status with your computer.

If you want to turn the status into Charge status, you need to left click the "safety remove your removable disk icon " on the bottom of your WINDOWS OS task bar. Then the MP4 will go to charge status , and your will see a battery charging icon.

2. If you charge your device via the Wall charger, the MP4 will display the battery icon and flashing till the battery icon turns to full green , and the wall charger indicator turns to green as well for a fully charged status.

4. My MP4 can not be charged ?

1. First check the wall charger , make sure it is OK.

2. Check the USB cable , if the USB data cable does not work ,it will cause the problem

3. Either to Check that the MP4 can be charged by USB host or not (follow [Q3](#))

5. My device displayed as "USB port is malfunctioned , can not be recongized " on the computer

If you feel this problem and your device was working before and you think that you did not do anything wrong before this happened.

Step 1. Plug off the device from the USB port and switch off the MP4

Step 2. Restart your PC , plug on the device to another USB port

Step 3. If this is still not working, you need to RESET the device. the RESET hole is on the right side of the device ,and you need a PIN to press the little RESET button (see the picture)and RESET the MP4 ,once you RESET it , follow Step 1. It should fix up the problem in most of cases.

6. Sound lag and color distorted after converting the video

The quality of the converted video depends on the source files and the conversion quality you chosen. A minor lag on source file may be enlarged after conversion due to different sampling rates matches.

7. Video player function

Step 1. if you press the " Forward" or " Rewind" button once at a time, not to hold it , it will forward /rewind you to the next movies you have on your MP4.

Step 2. if you press the " Forward" or "Rewind" button and hold it , it will forward/rewind the current move that you are playing with.

