

Answers to Frequently Asked Questions:

1. How do I adjust the screen brightness?
2. How do I rotate photos?
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1. How can I adjust the screen brightness?

Press the *Brightness* button on the front of the Digital Photo Frame to cycle between four levels of screen brightness.

2. How can I rotate photos?

Rotate bracket on the back of the Photo Frame either clockwise or counter clockwise to the desired orientation.

3. How can I connect the photo frame to a TV?

Connect the supplied Video Cable, connect the Video Out Jack of the Photo Frame to the Video In Jack of the TV. Then set the TV/Video toggle switch on the TV to Video.

4. How are pictures transferred to the photo frame?

To view photos on the photo frame, insert a memory card containing the photos into the appropriate slot on the side of the photo frame. The frame supports CF (Compact Flash) in the slot labeled *CF* and SD (Secure Digital) or MMC (Multimedia Card) in the slot labeled *SD*.

5. What image formats are supported?

Only compatible JPEG images (EXIF 1.0 or higher) can be displayed on the Digital Photo Frame. If your images are in another format, convert them to JPEG using Microsoft® Paint or any available image program.

6. Why does the power button not work?

Check that the AC power adapter is connected. If it is, unplug the power cord from the wall and plug it into a known working power outlet

7. How can I shorten the time it takes to load each picture?

If the photos are stored in resolution higher than 320 x 280 pixels, it will take longer to load each picture. Resize the photos to 320 x 280 pixels for fastest image loading.

8. How do I change the displayed picture?

Press the < button to view the previous picture. Press the > button to view the next picture.

9. How do I start a Slide Show?

Press the slide show button (the bottom button) to start a slide show. Press it Slide Show button again to stop the slide show.

10. How do I change the time each picture is displayed during a Slide Show?

When the slide show is running, press the < button to reduce the time each picture is displayed or press the > button to increase the time each picture is displayed. Slides are displayed for 3 seconds, 10 seconds, 30 seconds or 1 minute. When the slide show is started, stopped or the interval is changed, the number of arrows displayed in the bottom-left of the screen indicates the picture duration:

- 1 Arrow: Still picture mode
- 3 Arrows: Slide Show duration of 3 seconds
- 4 Arrows: Slide Show duration of 10 seconds
- 5 Arrows: Slide Show duration of 30 seconds
- 6 Arrows: Slide Show duration of 1 minute

11. I cannot view pictures on the Digital Photo Frame.

These are the most frequent reasons:

1. The pictures were downloaded from the PC into in an incorrect folder.

Solution: Check that the pictures you download from your PC and want to view on the Digital Photo Frame are saved in the “\DCIM\100MEDIA” folder.

2. The image is not in JPEG format; or images are in OLD JPEG format usually caused by the camera being used or default format saved by the PC.

Solution: Only compatible JPEG images (EXIF 1.0 or higher) can be displayed on the Digital Photo Frame. Use Microsoft Paint or any other image program to convert your images into the new JPEG format by Opening the images and then using the “Save As” command and choose the newer JPEG file Type to resave them.

Or you can download a FREE copy of our **Photo Converter Utility Program**. Use the link below to download and save the utility to your desktop and follow below instructions to use. **(You do not need to install this utility)**

www.getmobi.com/photoconv.exe

Instructions for using the utility program:

1. Download the utility and SAVE to your desktop
2. Select the pictures or the folder with the pictures you want converted for viewing on the MobiFrame
3. Just drop a photo or a folder with your pictures onto the **Photoconv.exe** program Icon program on your desktop. If the file name ends in **_rc**, it will be rotated clockwise. If it ends in **_rcc**, it will be rotated counter-clockwise. All files are renamed (sequentially) to be compatible with the photo viewer and saved to a "Digital Photo Viewer" folder on your desktop.
4. After the conversion is completed close the conversion program window
5. Open "Digital Photo Viewer" folder on your desktop and copy the photos to your Frame or memory card

This program takes any bitmap given to it (png, jpeg, or bmp) and automatically converts it to a 320x240 JPEG bitmap for compatibility with the MobiFrame.

12. What is the JPEG File Naming Rule?

To download image files to your memory card and display them on the Digital Photo Frame, be sure to follow the JPG file naming rules below:

XXXXXXX

1. The XXXX can only be letters and/or numbers.
2. The xxxx can only be digits from 0001 ~ 9999.
3. The xxxx cannot be repeated in the same folder. For example, if there are files named aaaa0001 and bbbb0001 in the folder, both of them will not be displayed by the Digital Photo Frame because the last 4 digits are the same.

13. Where can I get a copy of the USB Driver for Windows 98?

This driver is included on a CD as part of the product. You can download an unzipped version of the 3 driver files from the following link:

www.getmobi.com/usbdriver

1. Save the files into a directory on your hard drive (which you can locate easily when needed) before installing the driver.
2. You must follow your PC's instructions on installing new hardware and when prompted by your PC select the location on your hard drive where you saved the driver.