

FAQ's - idssd13

IMAGE PROBLEMS

Can you see the image correctly?

- Make sure you are using the original video cable that was supplied with the product.
- Check the video configuration, which should be in AV for correct device operation.

NOISE COUPLING

Is the device audio picking up interference?

- Install the interference filter between the AV cable and the vehicle jack connection as shown on the diagram in the documentation supplied with the product.

THE MENU IS NOT DISPLAYED

Does the multimedia hard disk display the start screen in the vehicle?

- If the message "NOT FOUND" or "NO DISK" is displayed, then there is a hard disk problem if it was working correctly earlier.
- Has the unit been knocked --> broken hard disk, this is not covered by the warranty.
- Has the equipment been opened or manipulated inside? í Remember, it must only be required by an authorised technical assistance service.
- Has the equipment been formatted from a computer? í Reformat the device with the supplied file system (FAT32).
- The equipment makes a noise like "CLUNK CLUNK" when switched on í it has been knocked while in use. Such improper use is not covered by the product warranty. Remember:
- Take great care of the equipment in order to avoid this type of problem.
- The equipment does not contain any user adjustments or replaceable parts. The user is not authorised to dismantle the unit.
- Any problem caused by impacts, manipulation or improper device use is not covered by the warranty.

THE DISK DOES NOT SWITCH ON

Does the multimedia hard disk switch on in the vehicle?

- Make sure you are using the original 12 V power supply as supplied with the product. The use of any other part not included in the product cannot guarantee correct equipment operation and will also void the warranty.
- Check that the power supply connector is not forced or bent. í The device must be positioned correctly, without any stress on the connectors.
- If the multimedia hard disk does not switch on or is continually resetting í Make sure you are using the original 12 V power supply. The use of any other PSU or accessories could cause a fault or incorrect equipment operation.

THE PC DOES NOT DETECT THE HARD DISK

Is the computer detecting any disk unit?

- Use the supplied USB cable.
- If your device includes the label [] connect PC including the 220 V power unit, supplied.
 - The equipment makes a noise like "CLUNK CLUNK" when switched on í it has been knocked while in use. Such improper use is not covered by the product warranty.
- Make sure that the multimedia hard disk is formatted with FAT32 í Do not format the equipment.

THE HARD DISK DOES NOT RESPOND TO THE REMOTE CONTROL

Is the hard disk detecting the remote control?

- Check the remote control batteries.
- Ensure you press the remote control buttons with the control aiming at the receiver on the side of the multimedia hard disk.