

ZINA Digital Photo Viewer w/ 1.5" Color LCD Screen

Frequently Asked Questions

Q: How do I power up my ZINA Digital Photo Viewer?

A: Use the USB cable provided with your ZINA Digital Photo Viewer to charge the unit. Connect the large end to the computer and the small end to the device. Charging time varies; however, it should take around 2 hours to be fully charged. At full charge, the device can provide up to about 3 hours of run time.

Q: What power source should be used?

A: The device should be connected to a power supply only of the type described in the operating instructions or as marked on the unit.

Q: When is it safe to launch the ZINA Digital Photo Viewer software?

A: Once you have inserted the CD ROM and gone through the steps that are instructed, DO NOT LAUNCH THE SOFTWARE. First, connect the device to your computer using the provided USB cable. Once connected the hardware drivers will install automatically. Follow the on screen instructions and accept the installation screens that appear. After all installations are complete, it is then safe to launch the Photo Viewer application.

Q: I have a MAC Computer. Can I still use the ZINA Digital Photo Viewer with a MAC even though the software is only compatible with Windows 98, ME, and XP?

A: The software is compatible with MAC OS 10.4 and above.

Q: When I try and download my photos, I receive a message that says "Device not connected". What does this mean?

A: Re-insert and launch the installation CD and choose "Remove" or "Uninstall" from the Installer menu. Disconnect the USB cable and device from the computer and restart. After your computer is restarted, launch the installer again and reinstall the software. Please be sure not to connect the USB cable and device until after the software is installed.

B: If the above solution does not work, contact customer service @ 800-576-6566 between the hours of 9am and 5pm from Monday through Friday as there might be a problem with your USB cable.

Q: When I try to download my photos, I receive a message that says "Device Not Recognized". What does this mean?

A: Connect the device to your computer with the USB cable and go to the Start Menu/Control Panel/Add Hardware. When the dialogue box appears, click "Yes I have already connected the hardware". In the list of devices, find "Photo Viewer" and click "next". This will give the current status of the device. If there is a warning icon next to the Photo Viewer, double click the icon and select "Reinstall the software".

Q: When I am downloading my photos, a message displays "Photo Viewer unplugged. Please connect it and run this application again". What does this mean?

A: While your photos are being downloaded, your photo viewer screen should display

“downloading...” When the download is complete, your photo viewer will display the message “downloaded”. Before, unplugging the UBS from the unit, be sure that the photo viewer software is closed and you have fully exited out of the program.

Q: My photos are not clear and hard to view. How can I fix this?

A: Since the screen on the ZINA Digital Photo Viewer is 1.5” in size, some photos that are taken from far distances may not be clear and hard to see. In order to fix this problem, the editing software can be used to crop those photos that are taken at a distance. To crop, press “Crop Photo” and adjust the white box around the part of the picture that you would like to have close up. Once you have the crop you desire, press “done”, and the new photo will show up on your software screen.

Q: How do I conserve the battery of my ZINA Digital Photo Viewer?

A: The device will automatically shut down after 2 minutes, unless the “Auto-play” option is selected.

Q: My software does not download 100%. What does this mean?

A: When installing the CD into the computer, if a percentage appears on the screen and the software does not fully download, the CD may be damaged. Please contact Customer Service at 1-800-576-6566 and press “0” for a replacement.

Q: How do I assure that the ZINA Digital Photo Viewer software was downloaded successfully into my computer?

A: Go to the START menu. The Photo Viewer 2.1 software should be listed in your program list.

Q: My photos are not clear on the display screen of my ZINA Digital Photo Viewer.

A: Since the screen of the ZINA Digital Photo Viewer is small, be sure to download photos that are clear and bright.

Q: How do I delete a single photo from the photo viewer?

A: Press and hold down the up arrow button. You will see "Delete?" on the screen for three seconds. To confirm, press the power button and the photo will be deleted.

Q: How do I delete all photos from the photo viewer?

A: Press and hold down the down arrow button. You will see “Delete All?” on the screen for three seconds. To confirm, press the power button and all of your photos will be deleted from the photo viewer.

Q: Must I have a computer to use the ZINA Digital Photo Viewer?

A: Since photos must be transferred from a computer into the photo viewer by the USB cable, a computer is needed for this type of technology.

Q. In case my battery dies would I loose all the photos on the digital photo key chain.

A. Even when the battery dies the internal memory from the will save all the information until it’s fully charge and you will be able to see all the photos again.

Q. Can I download photos from a different computer?

A. No, you will need the software to import the photos to view the photos in a different computer. However, you may use another computer to charge your device.

Q. Is there any feature in the Digital Photo Viewer that would allow me to change the brightness of the photos?

A. No, the software only allows you to crop the pictures before transferring to the Digital Photo Viewer; once on the digital photo viewer there is no button to change anything on the photos.

 **WARNING:** 

1. **Do not leave the device connected to the USB cable for longer than 12 consecutive hours otherwise damage and overheating of the unit may occur.**
2. **Do not expose this product to water or moisture.**
3. **The device should be situated away from sources of high heat, such as radiators or stoves.**