

Digital Photo Viewer with Clock 1.5" Color LCD Screen, Desktop

Frequently Asked Questions

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

A: Press on the POWER/MODE button located at the upper left hand side of the unit for 2 seconds.

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 Digital Desktop 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. 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 Digital Desktop Photo Viewer with a MAC?

A: Yes. 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.

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 USB 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 Digital Desktop 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 “Edit” 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 Digital Desktop 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 my Digital Desktop Photo Viewer software was downloaded successfully into my computer?

A: Go to the START menu. The Photo Viewer software should be listed in your program list. It should also appear on your desktop.

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

A: Since the screen of the Digital Desktop 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 button #2 (the up arrow). 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 button #3 (the down arrow). 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 my Digital Desktop 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 lose all the photos on the Digital Desktop Photo Viewer?

A. Even when the battery dies the internal memory from the keychain will save all the information until it’s recharged 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 the photo viewer or view the photos on a different computer. However, you may use another computer to charge your device.

Q. Is there any feature in the Digital Desktop 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 keychain; once on the Digital Desktop Photo Viewer there is no button to change anything on the photos.

Q. How long does the backlight stay on?

A. The backlight stays on for approximately 3 seconds.

Q. Does the photo viewer and the clock function have the same battery?

A. No. The photo viewer has a rechargeable battery which can be charged either using the provided USB or the AC cable. To charge the clock, please insert 3 fresh AG12 or 386 batteries.

Q. Can I reset my Digital Desktop Photo Viewer?

Yes. When your clock shows abnormal functions, such as “frozen display”, a “broken display”, or any “frozen button” etc, you need to re-initialize the unit by pressing the RESET key using a pointed object such as a paper clip. The RESET key is located on the back of the unit.

 **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.**