

HV359T FAQ

1. Can HV359T also be used in a car?

ANS: This device is designed for home use only. If you use it in a car, unstable voltage supply, intense shock and high environmental temperature may damage this device.

2. Can I replace the internal HDD in HV359T when the original one is full?

ANS: If you would like to replace the HDD, please follow the Assembly Guide to complete hardware installation. After the hardware installation is done, please refer to User Manual to install firmware for HV359T.

3. Why does it not play videos after I connected it to a TV and safely removed it from a computer? (USB cable not removed.)

ANS: Please remove the USB cable and activate HV359T again. HV359T switches modes according to USB cable connection status. When the front panel blue LED is off, connecting of USB cable will trigger external HDD mode and removing of USB cable will trigger standing by. Be sure to remove USB cable before using A/V playback function.

4. What is the function of the Coaxial digital audio output connector on HV359T? To which device should I connect it?

ANS: The Coaxial digital audio output connector exports digital audio signal if a media file with multi-channel sound effect were being played. The digital audio signal need to be decoded to an analog audio signal, which means a Dolby Digital / DTS decoder (or receiver) with the same connector should be connected with HV359T.

5. HV359T: The remote control is not working properly

ANS: Possible causes:

- a) The isolate tab on the battery is still in place. Please remove the tab to enable the battery power.
- b) The battery of the remote control is depleted. Replace a new battery.
- c) The distance between the HV359T and the remote is too far apart or the angle is too wide.
- d) The HV359T halts. Remove the power from it and then reconnect the power.

6. After connecting the HV359T to TV and switching it on; why is the screen not displayed properly? (Black and white, distorted screen or only blank screen)

ANS: A possible reason is that the video setting of the device is not correct and causing the screen not working properly. To switch the setting, please press the **TV SYS** key to switch the setting in sequence (switch to next setting by pressing **TV SYS** key each time). When the screen is working properly again, please set the HV359T output setting to the right configuration. Please refer to the user manual for how to configure Video Setup.

7. After restoring default, no video output when HV359T is connected to TV via HDMI cable.

ANS: Restoring default will set video output in 480i mode, but some TV sets do not support 480i video signal via HDMI connection. To switch the setting, please press the **TV SYS** key to switch the setting in sequence (switch to next setting by pressing **TV SYS** key each time). You can also check the modes supported by your TV in **Setup>Video>TV System**.

8. Using Playlist Manager to edit a playlist in Windows Vista environment, but it is unable to save file.

ANS: Windows Vista restricts user from saving files with UAC. Disabling UAC will solve it.

9. HV359T plays Music Slideshow but no music output?

ANS: Please enable **Slide Show Timing** and **Background Music** in **Setup>MISC**.

10. Why is there no wide screen output when playing a wide screen movie file?

ANS: Please select **16:9** in **Setup>Video>Aspect Ratio**.

11. After a power outage during recording, HV359T becomes unable to boot or performs abnormally.

ANS: The possible cause would be power outage when the HDD is writing data. Please reinstall the firmware using the CD utility. Reinstalling firmware may cause data and partitions already on the HDD to be completely lost.

12. Does HV359T support USB HUB?

ANS: HV359T does not support USB HUB.

13. Does HV359T support USB CD/DVD drives?

ANS: HV359T does not support USB CD/DVD drives.

14. HV359T does not recognize a USB drive connected.

ANS: Please reboot HV359T.

15. Why there is no audio output when HV359T connect to a TV via a HDMI cable?

ANS: Please select **HDMI LPCM** or **HDMI RAW** in **Setup>Audio>S/PDIF**.

16. Which USB Wireless Dongle can be used for HV359T ?

ANS: HV359T supports USB Wireless Dongle with RTL8187b controller. There are known models like Trendware TEW424UB (Trendnet TEW424UB), Encore ENUWI-G2, Emtec USB WiFi g54 Mbps WI200. (Note: We do not promise compatibility between these dongles and HV359T, because dongle manufacturers could change the controller chip anytime.)

17. WEP connection fails when using USB Wireless Dongle with HV359T.

ANS: Please use WPA certification instead.







18. How to use Transcode Server with HV359T?

ANS:

You will need to launch **Transcode Server** utility on your computer.

1. Connect both this device and your computer to a LAN.
2. Setup the Network settings of this device to obtain an IP address.
3. To launch the utility, Click **Start** → **Transcode Server** → **Transcode Server**.
4. Click the **Net Share Dialog** tab.
5. Click the **Add** button to add a new folder to share.
6. If you need this software to automatically launch with Windows startup, click the **Setting** tab and check the **Auto Run on System Startup** box.

After the Transcode Server utility is launched, you can use this device to play media files from your network on your TV.

1. Connect this device to your TV
2. Connect this device to your home network.
3. Turn on your TV and change the input setting as needed to receive input from this device. Refer to the manual that came with the TV if you are uncertain how to do this.
4. Activate this device by pressing the  **STANDBY** button on the remote control.
5. From the **Home Menu**, select **Network** and press the  **ENTER** button.
6. The Network menu will show volumes available on your network. Use the     buttons on the remote control to browse to and select media files you want to play.

19. Transcode Server shows a dialog box says "Error: 2118"?

ANS: "Error: 2118" means you have 2 shared folders with the same name. The Transcode Server can only share folders with different names.

20. Does HV359T support MKV file extension?

ANS: MKV files vary in codecs and subtitle formats. HV359T only supports MKV files which fit our codec spec.

Supported:

Ex. DivX (DX50) codec with SRT subtitle.

Unsupported:

Ex. H.264 codec.