HD01 TROUBLESHOOTING Q&A

Q: I would like to run my video on the hdmi, but have the audio come out of the A/V connector.
A: On the SETUP MENU change Audio Output to "Analog" and use the supplied A/V cable to connect the audio. Cable specifications are in the HD01 quick reference guide.

Q: On power up my HD01 displays "Can not play file" on the screen.
A: There is an invalid first file on the SDHC card. See "How to delete file from media" (below).

Q: I have a number of files that play back fine, but occasionally, my HD01 will display "Can not play file" on the screen.
A: If there is an invalid file on the SDHC card, and the player is set to RANDOM playback (set via OSD button), when the invalid file is randomly chosen, that prompt will occur on the screen.

How to delete file from media.
On most operating systems, you can simply delete the file from the media. If using a Mac (OSX), it will put unwanted (and hidden) DSSTORE, ._ AppleDouble files (resource forks) and TRASH files on NON-MAC removable media. You will have to use software such as BlueHarvest to remove these files.

Q: I have a file that is 6GB in size and my 16GB SDHC card is saying it is not formatted when I try to copy the file to it.
A: SDHC (or USB) media that will have a file whose size is greater than 4GB will have to be formatted to **exFAT** or **NTFS** (not FAT32).

Q: My HD01 not auto starting - it is going to the Main Menu.
A: Make sure the HD01 is set to AUTO PLAY the proper media (MOVIE, PHOTO or MUSIC) and is not set to "OFF". Press <SETUP> to go to the SETUP MENU.
A: Make sure the media files are in the root directory

Q: My HD01 plays the file(s) once and stops.
A: The player may be set to PLAY ONCE or SEQUENCE mode. This will play all the files and then freeze on the last frame of the last file. Press <OSD> on the remote to bring up the function menu then press < to display the current mode. Press cursor up or down until the mode displays "REPEAT ALL", and then press the ENTER button (center of cursor buttons) to select it. Press <OSD> to exit.

Q: After initially playing my video for 5 seconds before powering off the player, I power up my HD01 again - the screen goes black. I power it off/on again and when the video starts playing, I try restarting it again but the video goes to black again.
A: With firmware that has the "resume from breakpoint" feature, when you first power up the player, you must let the video play for at least (safely) 20 seconds before powering it off (to store a RESUME point). If you do not, the next time it starts up it will sit on the MAIN MENU (or BLACK SCREEN) since there are no RESUME point stored. If the video file is less than 20 seconds, the first time it searches back to the beginning, it will store frame 1 as the RESUME point.

For more information:
Webpage: www.technovision.com/hd01.html
Manuals: www.technovision.com/manuals.html#hd01