



**Digital Photo Album w/ 3.5" Color LCD Screen**  
*Frequently Asked Questions*

**Q: How do I power up my Digital Photo Album?**

A: Press on the power 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 Photo Album 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.

**Note:** Removable Disk F or E screen may appear. To download your photos, simply exit out of this screen and click on the Photo Viewer icon on your desktop.

**Q: When is it safe to disconnect the Photo Album from my computer?**

A: After downloading your pictures, exit out of the Photo Viewer software. It is now safe to unplug the USB cable from your computer.

**Q. Is the Digital Photo Album compatible with Vista?**

A. Yes. The Digital Photo Album is compatible with Vista.

**Q: I have a MAC Computer. Can I still use the Digital Photo Album with a MAC?**

A: NO. The Digital Photo Album is not compatible with MAC.

**Q: How many photos can be stored on my Digital Photo Album?**

A: Approximately 500-1,500 images depending on image resolution.

**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 “Digital Photo Album 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 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 or go to [www.zinaproducts.com](http://www.zinaproducts.com) and select Digital Photo Album and download the driver at the bottom of the screen.

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

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

**Q: How do I delete a single photo from the Digital Photo Album?**

A: Select the delete button. Then Press the confirmation button located, just below the arrows on the right side of the unit. Please make sure that YES is highlighted to ensure that your photo is successfully deleted.

**Q: How do I delete all photos from the Digital Photo Album?**

A: 1. Plug the unit into the computer. 2. Launch the Photo Viewer software. 3. Select “Delete all photos located on the screen”, at the bottom right corner of the Collection Panel.



**Q: Can I a charge my Digital Photo Album and view my pictures on the unit simultaneously?**

A: NO. Once plugged in, photos can only be viewed on the computer.

**Q: Must I have a computer to use the Digital Photo Album?**

A: Since photos must be transferred from a computer into the Digital Photo Album 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 Photo Album?**

A. Even when the battery dies the internal memory from the Digital Photo Album will save all the information until it's charged and you will be able to see all of 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 Digital Photo Viewer. However, you may use another computer to charge your device and view your photos. You can also transfer photos from your device to the new computer without installing the software.

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

A. Yes. In the Edit Image Window you can select Brightness/Contrast and click and drag the side bars. Please note that once on the Digital Photo Album there is no button to change anything on the photos.

**Q: What kinds of images are supported by the Digital Photo Album?**

A: The Digital Photo Album supports JPG, BMP, GIF, TIF and PNG images.

**Q: How long does it take for my Digital Photo Album to fully charge?**

A: It takes approximately three hours for the unit to fully charge. When the battery is fully charged, the battery level indicator stops flashing.

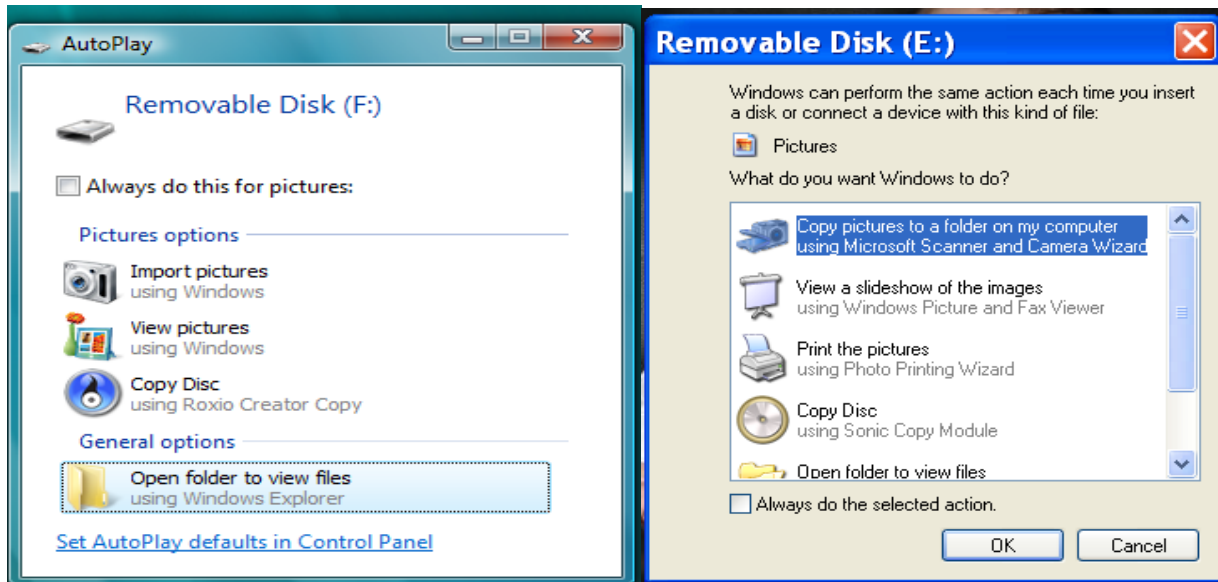
**How many hours of playtime does a fully charged battery give?**

A fully charged battery gives about 2.5 hours of playtime, when the battery is low, "Low Battery" appears on the display screen and the Photo Album shuts down in about 10 seconds.

**Q. When I first plug my device into the computer see the following screen:**

Vista

Windows 2000, ME, XP



**Please explain what does it mean?**

**Import Pictures:** Allows you to transfer photos from your device to any computer.

**View Pictures:** Allows you to browse through all of the photos on your device.

**Copy Disc:** Allows you to copy your pictures onto a disc.

**Open Folder to View Files:** allows you to view all of your photos in each album separately.

**Print Pictures:** Allows you to print your pictures .

**View a slideshow of the images:** Allows you to see your pictures in a slide show on your PC.

**Copy Pictures to a folder on my computer:** Allows you to save the photos on your device to your PC.

**Important:**

To download photos onto your device, simply exit out of the above screen and click on the photo viewer icon located on your desktop.

**ADDITIONAL INFORMATION**

**1) About “GROUP 0”**

There are eight folders in the Photo Album listed as “GROUP 0, GROUP 1...GROUP 7” and can be renamed by right clicking on the appropriate tab and selecting RENAME. However, an error has occurred when only one folder shows up, GROUP 0. Please note that this error is

caused when the files on “REMOVABLE DISK x:\” are manipulated or when the disk is incorrectly formatted. Please follow the below instructions when resolving the above issues:

1. Open the device in My Computer as “REMOVABLE DISK x:\” (“x” corresponding to the letter of your drive) and delete the folder named “DCIM”.
2. Disconnect the device from the computer.
3. Turn the device on – it should give you a “NO FILE” and then “POWER OFF” message.
4. Connect the device to the computer, and if you open Photo Viewer, you will notice “GROUP 0, GROUP 1...GROUP7”, in “REMOVABLE DISK x:\” you will notice “DCIM, DCIM 1...DCIM7”

## **2) About “DISC FULL”**

This problem occurs when the user attempts to add photos to the disc without using the Photo Viewer program. Please note that when files are not added through the software they will not be compressed in size and resolution. 64 MB fills up very quickly with high resolution files from modern digital cameras, as few as 8-10 could easily fill 64 MB. The solution is:

1. Open the device in My Computer as “REMOVABLE DISK x:\” (“x” corresponding to the letter of your drive) and delete the photos that were pasted directly instead of added through Photo Viewer.
2. Open Photo Viewer and add the files normally.

## **3) Collection Panel Confusion**

One common error when using the device is to assume that items in the collection panel (the third white column) are on the device. Items here need to be transferred into a folder which is done by:

1. Selecting a folder by clicking one of the tabs that corresponds to the album you wish to keep the photo in.
2. Highlighting the photo(s) you want transferred and then clicking the long yellow button with the arrow between two computers. Now the photo is in an album on the device.

### **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.**