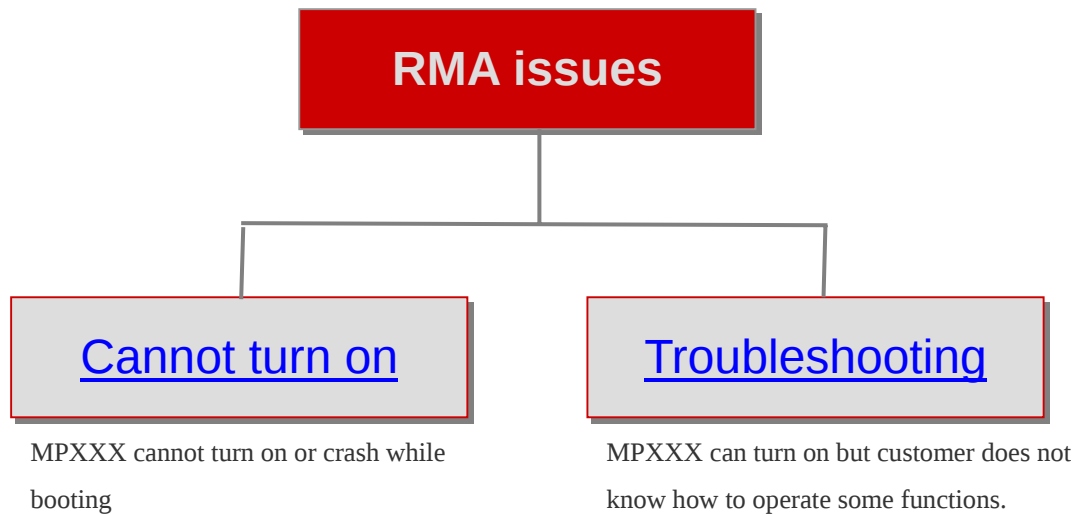
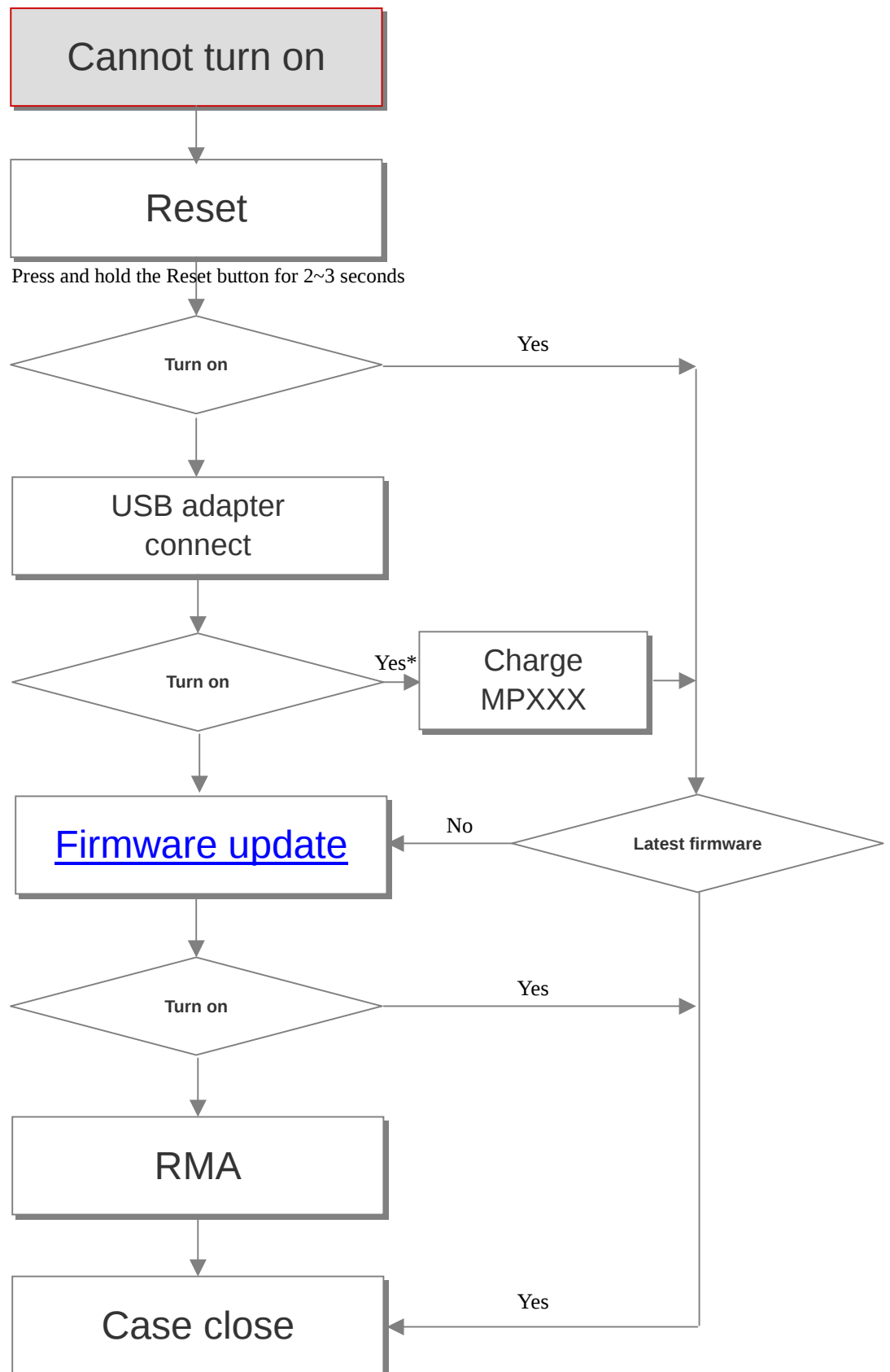


MP3 How to Guide

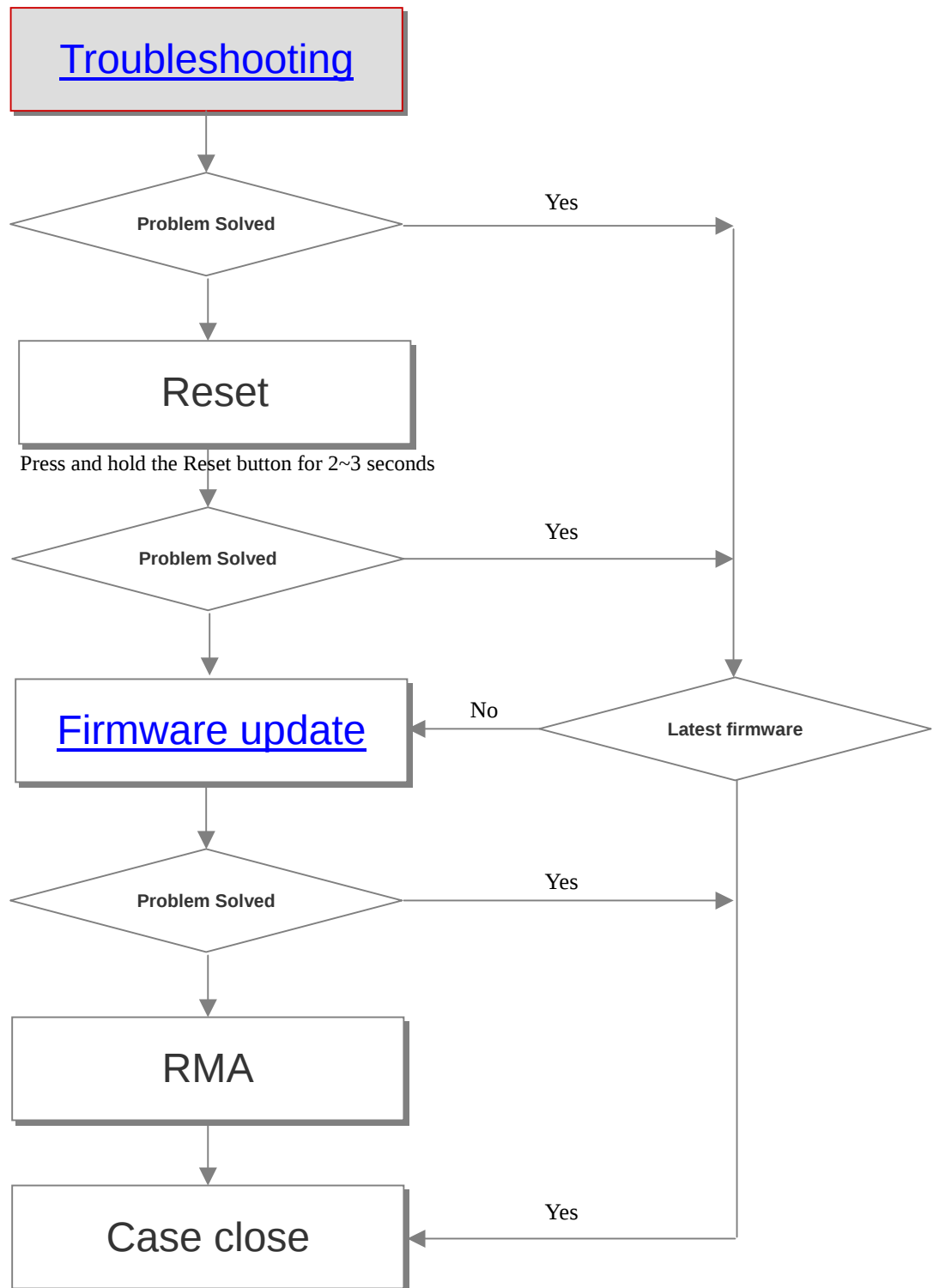


Cannot turn on



* MPXXX cannot turn on for battery exhaust.

Troubleshooting



Problem Description	Solution
Cannot turn on or Crash while booting	1. Attacked by USB virus: Use the latest anti-virus software to scan the computer and remove the virus from MPXXX. 2. Customer format MPXXX as NTFS format: Reformat MPXXX to FAT/FAT32 or update firmware 3. Update firmware failed: Update firmware again
Cannot be recognized by a computer	If the MPXXX works on other platforms, but not on yours, then the problem probably lies within your system. Below are some recommendations that would help you to solve this problem: 1. If you had previously installed USB drivers for other devices, please remove them first. Enter computer safe mode and remove all unknown devices from "Device Manager -> Universal Serial Bus Controllers", then restart your computer in normal mode and then reconnect the MPXXX drive. 2. Enter BIOS setting and follow these procedures -> Load Optimized Defaults [Y] -> Integrated Peripherals -> USB Legacy support [Enable] -> Save & Exit Setup [Y] (Please refer to your computer motherboard's manual for more information). 3. Reinstall your computer's motherboard USB drivers. 4. Update the BIOS for your motherboard.
Cannot find the music files on MPXXX	Please confirm if this model have any limitations about the number of files and folders.
Cannot display the lyrics while playing music	1. Turn on the Lyrics Sync function in Settings mode. 2. Edit the lyrics file. Please refer to the FAQ "How do I synchronize song lyrics with a music file?" on Transcend website to edit the lyrics. 3. Rename the lyrics file from *.txt to *.lrc and the name of lyrics file have to be the same as the music file (ex. The lyrics file name is Transcend.lrc for Transcend.mp3) 4. Put the lyric and music files on MPXXX
Battery charged issue or the battery life time is less than the specifications claimed on Transcend website	1. Please directly connect MPXXX to the USB ports at the back of a computer or use the USB adapter to charge the MPXXX 2. Do NOT use the USB Hub that may provide unstable voltage

	3. The continuous (without turn off MPXXX) playback time is to play the music with the Screen Save function set as Blank and disabled the Lyrics Sync function
Cannot display the slideshow	1. Use the Slide Show Maker to convert the JPG 、BMP or GIF files to a *.sls file. 2. Put the *.sls file in the SLS folder of MP820/840/850 The slideshow feature of MP820/840/850 screen saving settings only takes effect in the Music mode. If you choose to use slideshow as your screen saver, then MP820/840 would run the default screen saver (Blank) in record and radio modes.
Cannot display the MTV files or convert video to MTV file	Please use the MP820/840/850 MTV converter to convert video to *.mtv and make sure that the computer includes the following software: 1. Windows Media Player 9.0 or later 2. Microsoft DirectX 9.0C or later 3. Install the Video Codec (a) Quicktime Alternative (b) Real Alternative (c) FFDSHow
MPXXX Utility works abnormally or show the error message	Please try to install and use the MPXXX Utility on other computers to see if it is a compatibility problem.
Stop recording automatically or the sound intermittently	Please confirm if the VAD (Voice Automatic Detection) function turn on or not. Disable the VAD function.
MPXXX shutdown automatically	Please confirm if the Sleep Timer function turn on or not.



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Firmware Update

If customer had experienced the following issues, please follow the instructions below to update MPXXX to solve the problem.

	Problem Description
1	Files cannot be deleted or the file to be duplicated automatically
2	Cannot turn on or Crash while booting
3	Cannot be recognized by a computer
4	Recording problem (program crash, noise, volume level is not stable, or cannot save recording file)
5	Cannot display the lyrics while playing music
6	Shutdown automatically
7	The battery icon status is decreasing too fast
8	System crash during operation
9	Max volume is not loud enough
10	Display font not straight
11	The setting values to be reset
12	System crash in radio mode
13	System crash when the internal memory is full

Notice:

- a. This firmware update program only supports in Win 2000, Win XP and Vista (except MP510/610). Please log in with Administrator privileges.
- b. **This procedure will DELETE all the files in your mp3 player.**
- c. Please DO NOT use any USB hub

1. Before updating, please **press and hold the "Reset" button** on MPXXX for 2 seconds.
2. Press and hold the "**Trigger**" * button (until step 4) and connect MPXXX to an available USB port on a computer.
3. Extract the attached file and double click on *.exe file to launch the software program. Then you may release the "**Trigger**" * button.
4. Refer to the enclosed firmware update instruction and follow the directions shown by the program to finish the update procedure.

* The trigger button for each MPXXX model is listed below.

Model	Trigger button
MP320	Menu
MP520	Volume Down
MP530	PLAY/PAUSE
MP610	PLAY/PAUSE
MP615	Menu
MP630	Volume Down
MP650	Menu
MP820	Volume Down
MP840	Volume Down
MP850	Menu



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