FAQ for Wireless Display Media Player SB-06WC

General

Question	Answer
Audio cannot be heard from the display.	[When the product is connected to a display] • Set the audio input of the display to "OPTION". To do so, press the AUDIO INPUT button and set the selected audio input (AUDIO) shown at the top right of the screen to "OPTION". • Set the AUDIO setting in the display OPTION to DIGITAL. To do so, press the MENU button, select [ADVANCED OPTIONS] - [OPTION SETTING] and set [AUDIO] to [DIGITAL]. • Check whether the switch for the external speaker and built-in speaker of the display has been set correctly. • Adjust the volume of the display. [When the product is connected to a projector] • Depending on the model of the projector, the audio output of the product may not be supported. Check with your dealer regarding the specifications of the projector.
The menu screen does not appear even after startup.	• After startup, it takes about a minute for the menu screen of the product to appear. • After the splash screen appears, a blank screen will appear until the home screen is displayed. This is due to the specifications of the product.
When the power lamp is flashing in red.	A failure may have occurred in the product. Please consult your dealer or our after service support desk.

Intel® WiDi function

Question	Answer
The Intel® WiDi menu cannot be selected in the home screen.	• Start up the product again after checking whether the wireless LAN unit is correctly inserted into the product.
The Intel® WiDi software does not detect or connect to the product.	• Start up the Intel® WiDi software in the PC again. • Start up the Intel® WiDi software after re-starting the PC. • Start up the product again. • Reset the settings of the product. • When multiple networks exist in the vicinity, detection or connection may not be possible. In this case, change the channel of the wireless router to a channel that is not in use on another network. • Update the Intel® WiDi software in the PC to the latest version.
Distortions, interruptions and delays are observed in the image.	• When the intensity of the radio waves is not sufficient, the display may not appear normally. • Move the product to a location where there are no obstructions such as walls and doors etc. between the PC and the installed display. • Install the wireless LAN unit at a location with good electromagnetic reception using the adapter for the wireless LAN unit and the USB extension cable. • Due to the image processing and wireless transmission processing, there may be a delay compared to the PC display. This is due to the specifications of the Intel® WiDi software.
The PC image does not occupy the full screen of the display.	• Adjust the display size using the "Change TV Image Size" function in the Intel® WiDi software. • Adjust the display screen on the display end.

Media Player Function

Question	Answer
SD memory card or USB flash drive is not recognized.	• Re-insert the SD memory card or USB flash drive. • Check whether the file system of the SD memory card or USB flash drive is compatible with the product or not. • The SD memory card or USB flash drive may be damaged. Check whether it can be recognized correctly on the computer.
The files stored in the SD memory card or USB flash drive does not appear in the contents selection screen.	• The contents may not be supported. Check the specifications of the contents. • Set the non-supported file display setting to [Display] and check the contents selection screen. If the thumbnail of the file appears in grey, it means that the specifications of the contents are not supported.
Video and still images do not appear normally.	• The files may be damaged. Check whether the files can be displayed correctly on the computer. • Copyright protected contents cannot be displayed.
Audio of video files is not output.	• Change the audio selection setting to "Video".
Audio of audio files is not output.	• Change the audio selection setting to "Audio".
Setting not included in the media player menu in the home screen.	• When "Auto" is selected in the media player mode setting, the setting will not be included in the media player menu. Set the setting to "Manual".
Even when cross-fade is selected as the type of image transition, crossfade does not occur when switching between videos.	• When cross-fade is selected, the switchover between videos will be fade-out followed by fade-in. These are the specifications of the product.
When auto play mode is selected, SD contents update is not carried out.	• Create a "Contents" folder in the root directory of the SD memory card. • Create a "Contents" folder in the root directory of the USB flash drive and save the contents in that folder.
The folder does not appear in the folder selection screen.	• Only folders in the root directory of the media are displayed. • Folders at other levels are not displayed.
Even when auto play mode is selected, playback of contents does not start automatically after startup.	• Select "Media Player" in the startup mode settings. • Create a "Contents" folder in the root directory of the USB flash drive or SD memory card and save the contents in that folder.