

MEMORYKICK MEDIACENTER

Knowledge Base

1. **What is included in the package?** The MediaCenter gift box contains the following: The MediaCenter device, headphones, wall charger & USB cable.
2. **Are there any accessories offered for the MediaCenter?** YES – A car charger, 2 types of carrying case, a portable emergency charger, and an A/V out cable. Check our retailers websites for additional accessories in the future.
3. **What memory cards are supported?** CF I/II/III/IV, SD, SDHC, XD, MS, MMC. High capacity cards are supported.
4. **What Music file formats are supported?** MP3, WMA, AAC, Uncompressed MS-Riff file format
5. **What video file formats are supported?** MPEG-4, WMV, MOV, AVI, XviD in MPEG-4. Note: 320 x 240RGB @ 30FPS for optimal playback.
6. **What Photo file formats are supported?** JPEG (baseline format) up to 16MP.
7. **Does the MediaCenter support RAW?** We will be releasing RAW support in the form of a firmware update in the coming months, which will be available on our website: www.memorykick.com
8. **When I transfer files to the MediaCenter does it organize those files in a central locations?** YES – The root of the HDD contains a folder called “Transferred Folders”. Each transfer will generate a dated and numbered folder for easy retrieval after transfer.
9. **Can I use the MediaCenter as an external hard drive?** YES – you can transfer files to and from the MediaCenter and your PC / Mac.
10. **Can you transfer specific files or folders from an attached memory device instead of the entire contents of the device?** YES – Once the memory card or USB drive has “mounted” and the pop up menu appears select “browse...” You will then be viewing the contents of the attached memory device. Here you can select the files or folders by placing a check in the corresponding box. Once the files are selected, hold down the center key for 2 seconds and from the Pop up menu select “Copy to HDD”. Only the files selected will be transferred to the MediaCenter.

11. **Can you use the MediaCenter as a card reader when connected to a PC / Mac?**
YES – The PC / Mac will read the hard drive of the MediaCenter as well as any attached memory card. It will not, however, read a USB drive connected as a USB host to the MediaCenter. It is recommended that you do not have a USB drive connected to the MediaCenter when the MediaCenter is connected to a computer.
12. **Can you organize all of the different media files that are transferred to the MediaCenter?** **YES** – Using the convenient “pop-up” menus by holding down the center key for 2 seconds, you can select “Send To” then “Media Library” and the files within a folder or the selected files will be organized for quick access from the home screen by “Photos”, “Music”, and “Videos”.
13. **Can I delete files from the MediaCenter?** **YES** – You can delete individual files or entire folders using the convenient pop up menu. Select file(s) or folder(s) by placing a check in the corresponding box, hold down the center key for 2 seconds to bring up the pop up menu, select “files”, then “delete”.
14. **If you connect more than one media device can you transfer files between the two attached media devices without having to transfer to the hard drive first?**
YES – If you connect more than one memory device, utilizing the pop up menus, you can copy files from one attached memory device to another.
15. **Does the MediaCenter generate thumbnails of your photos to preview in lists?**
YES – The first time you open a directory the MediaCenter will generate thumbnail previews of each photo so you can preview the photo in the list view.
16. **Does the MediaCenter support high capacity memory cards?** YES
17. **Does the MediaCenter transfer non-compatible files during a transfer?** **YES** – ALL files selected for transfer, or the ENTIRE contents if selected, will be copied to the hard drive of the MediaCenter
18. **Can you delete files from an attached memory device after they are copied to the MediaCenter?** **YES** – Once the files are copied to the MediaCenter you can delete any or all of the files from the memory card for continued use in other portable electronic devices.
19. **Does the device support simultaneous transfers from multiple memory devices?** **NO** – You must copy the files from one memory device before trying to copy from another.
20. **Can you mount an additional memory device while transferring from an already attached memory device?** **NO** – It is not recommended that you try to mount a memory device while conducting a transfer.
21. **When connected to a PC will the MediaCenter charge its battery?** **YES** – The MediaCenter will charge via USB when connected to a PC or Mac.

22. **Can you lock the buttons to avoid incidental contact?** YES – Hold down the “Home / Power” button on the side of the device to launch the Pop up menu. Then select “Lock keys”. To undo, hold down the “home / power” button then select Unlock.
23. **When viewing a directory with multiple file types (photos, music, videos), is there a way to view only certain files?** YES – The MediaCenter comes equipped with a “filter” option from the Pop Up menu. Select filter then the type of files you want to view i.e. Photos, music, or videos.
24. **Can you create playlists?** YES – The MediaCenter actually allows you to create Music playlists, Photo playlists (for quick slideshow presentations), and Video playlists.
25. **What are the “MY Music, MY Photo, & MY Videos” folders, located in the root of the HDD for?** These folders are placed as a default in the root of the MediaCenter hard drive for easily transferring these types of files from your PC.
26. **Why is there a “normal” setting option for transfer speed in “Preferences”?** The default setting is “Fast”. However, if you insert a memory device with a capacity of less than 64MB you must change the setting to “normal” or you will get an error message.
27. **Will the transfer speed vary depending on the contents of the memory device and type of memory device?** YES – Memory devices with multiple file types, multiple folders, or one that is highly fragmented, will transfer a bit more slowly. Additionally, the MediaCenter can only transfer as fast as the memory device is rated for. A defragmented card taken directly from a digital camera will have much faster transfer speeds.
28. **If I am playing music, can I still navigate the system to view photos?** YES – In fact, you can preview a slideshow of select photos WHILE playing music.
29. **Can I connect the MediaCenter to a TV or LCD screen?** YES – The MediaCenter is compatible with PAL & NTSC and has combination Audio / Video Out connection on the top of the device. You can view navigate the entire system while viewing the MediaCenter interface on the screen it is connected to.
30. **Is it possible to rename files and folders on the MediaCenter?** YES – You can do this without connecting to a PC. Select the file you want to rename then hold down the center key for 2 seconds and select “rename” . An alphabetical scroll wheel will appear allowing you to rename the file.
31. **Will MemoryKick provide firmware & software updates from their website?** YES – The device is “field upgradable”. Check the website often for enhancement updates for your MediaCenter device. Instructions for performing the update will be provided at time of download.

- 32. If the device every freezes, is there a way to “reset” the device? YES** – There is a convenient “reset” button located on the side of the device that can be pressed inserting a small paper clip end into the hole on the side.
- 33. What sort of customer support is provided for the MediaCenter?** Visit MemoryKick.com and select the “support” tab to obtain the phone number to our e-Rep Customer Service Center. Our e-Rep service is provided in both in English and Spanish between the hours of 9:00 am – 9:00 pm EST., Monday through Friday to answer any of your questions about the MediaCenter.
- 34. What kind of warranty does MemoryKick offer on its products?** MemoryKick offers a limited warranty in most countries covering certain types of repairs for most new products. The European Limited Warranty offers 12-month coverage from the date of purchase. Enhancements and accessories are covered for 6-months from the date of purchase
- 35. Is the Warranty valid internationally?** The warranty applies equally within all countries covered by the terms of the warranty. However, it does not apply in other countries or regions that the MediaCenter is not authorized to be sold. Information on the international application of other MemoryKick warranties varies from region to region. For more information, visit the MemoryKick Web site.
- 36. Does repairing my MemoryKick product extend the warranty?** As far as the national laws permit, repairing the product does not extend or otherwise affect the warranty period. However, part(s) repaired or replacement product(s) provided during the warranty period will be warranted for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.
- 37. What is not covered by the Limited Warranty?** The Limited Warranty does not cover user manuals or any third party software, settings, content, data or links, whether included or downloaded in the product, whether included during installment, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by the end user. In addition the Limited Warranty does not cover:
- a. Normal wear and tear
 - b. Defects caused by rough handling
 - c. Defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by MemoryKick and/or
 - d. Other acts beyond the reasonable control of MemoryKick
 - e. Defects or alleged defects caused by the fact that the Product was used with, or connected to, any product, accessory, software and/or service not manufactured, or supplied by MemoryKick or was used otherwise than for its intended use.
 - f. Defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or

show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.

- g. If the Product has been opened, modified or repaired by anyone other than an authorized Care point, if it is repaired using unauthorized spare parts or if the Product's serial number has been removed, erased, defaced, altered or are illegible in any way and this shall be determined in the sole discretion of MemoryKick.
- h. If the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.

38. Where can I find an authorized MemoryKick Care point and what do I need to bring with me? In order to get the repair or service covered you must call and receive an RMA number within the time period stated in the warranty. You can find Care point address and contact information at the MemoryKick Web site under the repair section under support.

39. Where do I find the nearest Customer Care Center? If the unfortunate case that you're MediaCenter needs warranty or non-warranty support, please contact the nearest Customer Care Center provided on the website. The Customer Care Center is available between the hours of 8am – 5pm EDT, Monday – Friday. A serial number will be required and proof of purchase is recommended if available.