HD02 TROUBLESHOOTING Q&A

Q: On power up my HD02 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 HD02 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 (feature not available in some firmware).
1) Press the <FILE> button on the HD02 remote and then press the <ENTER> button until the listing of the SDHC card is displayed.
2) Cursor DOWN/UP to highlight the invalid file.
3) Press the <OSD> button on the remote to bring up the file option popup (RETURN, COPY, PASTE and DELETE).
4) Select DELETE before the popup times out.
5) Once the selected file is removed from the card, unplug the power from the player and try powering up again.

Q: My video on my HD02 is displaying in odd colours or not at all.
A: The player may be set to output in a different video format (i.e. VGA) than the output you are connected to (i.e. HDMI). The video output is set in the SETUP MENU. Try pressing the proper output button (HDMI, VGA etc) on the remote and then setting it permanently in the SETUP MENU.
A: If using HDMI, it may be possible that the screen is not 100% HDMI compliant – try setting AUTO DETECT HDMI to "OFF".

Q: My HD02 not auto starting - it is going to the Main Menu.
A: Make sure the HD02 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: 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 (single) file whose size is greater than 4GB will have to be formatted to **NTFS** or **exFAT** (not FAT32).

Q: My HD02 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.

For more information:
Webpage: www.technovision.com/hd02.html
Manuals: www.technovision.com/manuals.html#hd02