

# WD TV™ HD Media Player



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## 1

## Important User Information

### Important Safety Instructions

This device is designed and manufactured to assure personal safety. Improper use can result in electric shock or fire hazard. The safeguards incorporated into this unit will protect you if you observe the following procedures for installation, use, and servicing.

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Carefully read and follow the Quick Install Guide and User Manual.
- Do not operate this device outside the temperature range of 5°C–35°C (41°F–95°F).
- Do not drop or shake the device.
- Do not move the device when it is powered on.
- Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon them or against them.
- Do not overload wall outlets.

For additional safety information, refer to [www.wdc.com](http://www.wdc.com).

## WD Technical Support

**Important:** Should you encounter any problem, please do not return this product to the store before carefully reading the user manual. You can also find answers to your technical support questions through our knowledge base or e-mail support service at [support.wdc.com](http://support.wdc.com). If you still need assistance, please contact WD at the numbers on the following page.

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support. To help us keep you informed of new features and services, remember to register your WD product online at <https://www.wdc.com/register>.

### Accessing Online Support

If you need additional information or help for this product, visit our product support website at [support.wdc.com](http://support.wdc.com) and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

## Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

### North America

800.ASK.4WDC

### Latin America

800.832.4778

Spanish

800.832.4778

### Asia Pacific

Australia

1 800 42 9861

China

800 820 6682/ +65 62430496

Hong Kong

+800 6008 6008

India

1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance)/  
011 26384700 (Pilot Line)

Indonesia

+803 852 9439

Japan

00 531 650442

Korea

02 703 6550

Malaysia

+800 6008 6008/1 800 88 1908/+65 62430496

Philippines

1 800 1441 0159

Singapore

+800 6008 6008/+800 608 6008/+65 62430496

Taiwan

+800 6008 6008/+65 62430496

### Europe (toll free)

+800 ASK4 WDEU

Austria

Belgium

Denmark

France

Germany

Ireland

Italy

The Netherlands

Norway

Spain

Sweden

Switzerland

United Kingdom

### Europe

+31 880062100

### Middle East

+31 880062100

### Africa

+31 880062100

Western Digital  
20511 Lake Forest Drive  
Lake Forest, California 92630 U.S.A.

## Recording your WD Product Information

In the following table, write the serial and model numbers of your new WD product. You can find this information on the label on the bottom of the device. You should also note the date of purchase. This information may be required when requesting technical support.

Serial Number:
Model Number:
Purchase Date:
System and Software Notes:

## Registering your WD Product

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support. Register your WD product online at [register.wdc.com](http://register.wdc.com).

## Accessories

For U.S. residents, visit [shopwd.com](http://shopwd.com) to view additional accessories available for your WD TV HD Media Player. For users outside the U.S., visit [support.wdc.com](http://support.wdc.com).

## 2

## Product Overview

Thank you for purchasing the WD TV HD Media Player. This user manual provides step-by-step instructions for installing and using your new media player. For the latest WD product information and news, visit our website at [www.westerndigital.com](http://www.westerndigital.com).

The WD TV HD Media Player is an ultra-compact, high-definition (HD) USB 2.0 media player that attaches to an entertainment unit through a variety of audio/video interfaces and supports playback of major audio, video, and image file formats. It supports high-definition video playback of up to 1080p through an HDMI connection or standard definition for TVs with lower capabilities. High-fidelity digital audio is supported from an optical interface (Toslink).

Two USB ports are available to connect USB storage devices.

The included remote control lets you quickly browse through your media library and configure settings.

### Advanced Navigation Options Include:

- Thumbnail and list views – browse your content by filename or by thumbnails of photos, album covers, and movie cover art.
- Automatic Media Library – lets you view all your media by media type in one menu regardless of its location in folders or drives. You can filter by categories such as genre, album, artist, and date.
- Search – search by genre, title, artist, filename, and partial filename.

### Photo Viewing:

- Create custom slide shows with a variety of transitions and background music
- Zoom, pan, and rotate

### Movie Viewing:

- Fast forward, rewind, pause, zoom, and pan
- View subtitles

### Music Playback:

- Fast forward, rewind, pause, shuffle, and repeat

### Additional Features:

- Up to full-HD 1080p video playback and navigation
- Dock-and-play convenience
- Popular media format support
- Metadata support
- Thumbnail support
- Aggregated music/photo/video view
- HDMI and composite video ports
- Toslink (optical) audio port
- Media conversion software included
- Supported USB device file systems: FAT32, NTFS, HFS+ (no journaling)

## 3

## Features and Functions

### Features

#### Audio/Video Interface

- HDMI interface for digital audio and high-definition video
- Composite interface (RCA, yellow/white/red) for analog AV connection
- Toslink (optical) audio for high-fidelity digital audio
- Autosource function enables the HD media player to detect and switch to a new interface connection. For example, the HD media player automatically switches to HD mode when it is connected through an HDMI cable.
- Video output resolution includes 480i (using the composite interface), or 480p, 576p, 720i, 720p, 1080i, and 1080p (available when using the HDMI interface)
- Stereo or multi-channel digital surround audio output

#### Multiformat Content Playback

Multiformat is a file type that groups other files of the same digital content but may be encoded in different digital formats. For example, a single video file may actually include a few components such as video, audio, and photo grouped together. WD HD TV Media Player is capable of playing several different types of multiformat files. For a detailed list of supported formats, refer to “Supported formats” on page 67.

Audio	Audio container	Video	Video container	Photo	Subtitle	Playlist
MP3	AIFF	MPEG 1	AVI	GIF	SRT	PLS
MP2	Ogg Vorbis	MPEG 2	VOB	BMP		WPL
WAV/ PCM/ LPCM	MKA	MPEG 4 (ASP, AVC HD/H.264)	Xvid	JPEG		M3U
Dolby Digital*		WMV9	DVR-MS	TIF/ TIFF**		
FLAC			MKV	PNG		
WMA AAC*						

\*2-channel only. 2+channel signal is sent via digital pass through to a receiver. Manufactured under license from Dolby Laboratories. “Dolby” and the double-D symbol are trademarks of Dolby Laboratories.

\*\*Single layer only.

#### Plug-n-Play USB 2.0 Support\*

- USB storage device with a USB connector
- Portable media players with USB connector
- Digital cameras with USB connector

\*For a list of tested, compatible USB devices, see Article #2581 in our knowledge base at [support.wdc.com](http://support.wdc.com).

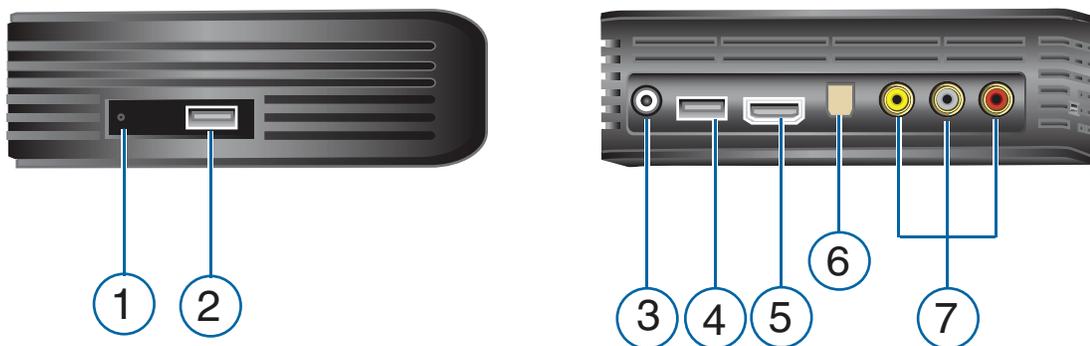
## USB Storage File System Support

- NTFS
- FAT/FAT32
- HFS+

Note: Not all features are available on drives that are preformatted for Journaling, such as My Book® Studio and My Passport™ Studio™ drives.

For instructions on how to disable Journaling, see Article #2615 in our knowledge base at [support.wdc.com](http://support.wdc.com).

## Connections



Item	Component	Description
1	Reset switch	Reset the HD media player to factory settings (using a fine-tipped stylus or the unfolded end of a paperclip)
2	USB port 1	Supports connection of removable storage devices, portable media players, and digital cameras with USB connectors
3	Power jack	Connects the power cable
4	USB port 2	The same function as USB port 1
5	HDMI port	Connects to your TV's HDMI port (HDMI cable sold separately)
6	Toslink (optical) audio port	Connects to your AV receiver (Toslink cable sold separately)
7	Composite jacks	Connect to your TV's analog video and audio jacks

Note: The WD TV HD Media Player does not support USB hubs.

## LED Indicators

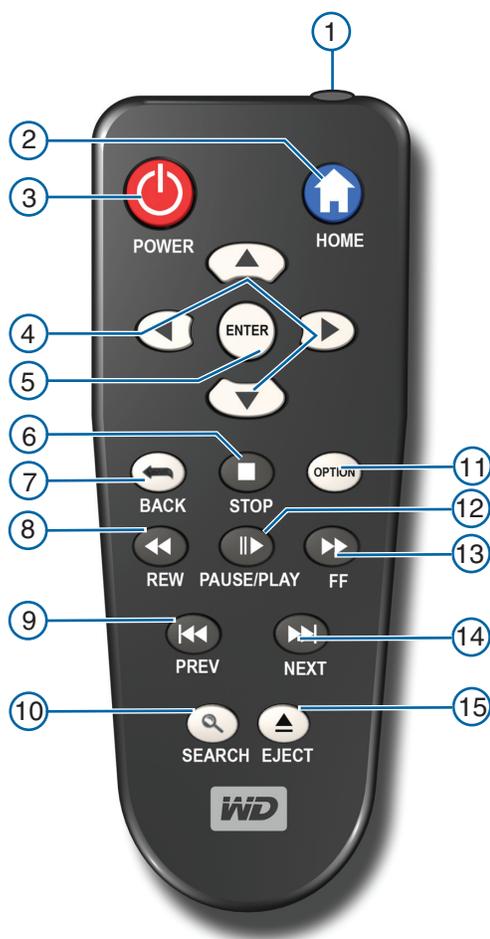


Item	Component	Description
1	Power LED	<ul style="list-style-type: none"> <li>On—The power cable is connected and the power is on.</li> <li>Off—The HD media player is in standby mode or the power cable is disconnected.</li> <li>Blinking—A system diagnostic failure has occurred. See “Troubleshooting” on page 63.</li> </ul>
2	Infrared receiver	<ul style="list-style-type: none"> <li>Receives signals from the remote control. Point the tip of the remote control to the infrared receiver and ensure that the path between the two is unobstructed.</li> </ul>
3	Status LED	<ul style="list-style-type: none"> <li>On—A USB device is being accessed and the HD media player is in idle mode.</li> <li>Off—No USB device is connected.</li> <li>Blinking—Scans for media from the USB storage. See “Media Library” on page 52 for more information.</li> </ul>

## Remote Control

1. Infrared transmitter
2. HOME
3. POWER
4. Navigation buttons
5. ENTER
6. STOP
7. BACK
8. REV (rewind)
9. PREV (previous track)
10. SEARCH
11. OPTION
12. PAUSE/PLAY
13. FF (fast forward)
14. NEXT (next track)
15. EJECT (safe removal of attached storage)

*Note: For additional information, see "Using the Remote Control" on page 20.*



# 4

## Getting Started

### Package Contents



Rubber feet  
WD HD TV Media Player



Composite AV cables



Remote control and  
Two AAA batteries



AC power adapter



Quick Install Guide



Documentation and  
software CD



My Passport stand

### Installation Requirements

- Standard or HD TV with an HDMI or composite audio/video input
- USB storage device with a USB 2.0 connector
- Media Library support requirement —1% of total storage capacity

Optional: TV, stereo, or AV receiver with an optical digital (Toslink), or stereo audio input jack (audio playback only)

### Installation Procedure

The HD media player installation procedure is outlined below:

1. Transfer content from your computer to the USB storage media.
2. Connect the HD media player to your TV or entertainment unit through the desired interface option.
3. Connect the power cable.
4. Insert the batteries into the remote control.
5. Connect the USB device containing your media content.

## Step 1 - Loading Content onto your USB Drive

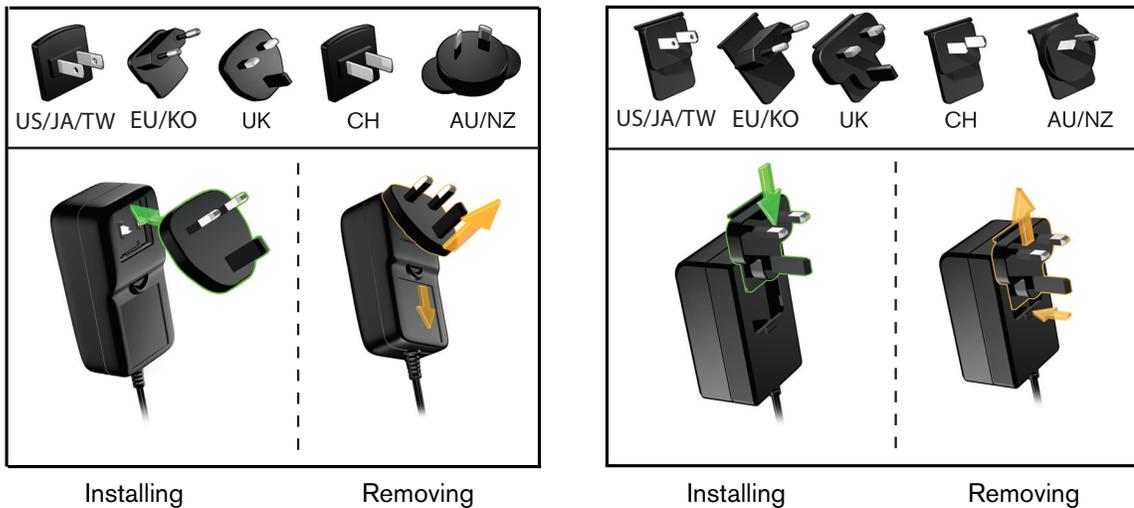
Transfer your favorite content from your computer to your external USB drive, such as My Passport™ or My Book® (external USB drives not included).



## Step 2 - Connecting the Power Cable

1. Connect the power clip to the power cable plug.

The AC power adapter will vary, depending on your location. Some locations do not require a power plug clip. Units sold in those locations will have a fixed power plug. Refer to the illustration below.



2. Connect the power cable to the HD media player's DC connector, and then plug the opposite end into an AC power outlet. The HD media player powers up automatically.



Wait a few seconds for your TV to detect the HD media player. If the HD media player is not detected, you may need to change the input source on your TV to HDMI or composite, depending on your connection. Check the user documentation of your TV for more information.

Once the HD media player is detected, the splash screen displays to indicate system bootup, then the home screen of the user interface opens.

For more information, see “Using the WD HD TV Media Player Menu” on page 21.

### Step 3 - Connecting the WD TV HD Media Player

The following figures illustrate the cable connections supported by the HD media player. The standard connection uses the included composite AV cables.

Note: HDMI and Toslink (optical) cables are sold separately.

#### Choosing the Best Connection

The quality of the picture produced by your TV depends on the quality of your TV and its connection to the HD media player.

Connection	Quality	Connectors
HDMI	Best	Specialized, high-definition connector
Composite	Good	<ul style="list-style-type: none"> <li>▪ Yellow = video</li> <li>▪ Red = right audio</li> <li>▪ White = left audio</li> </ul>

Composite (Standard Definition)



Home theater (High Definition)



HDMI (High Definition)



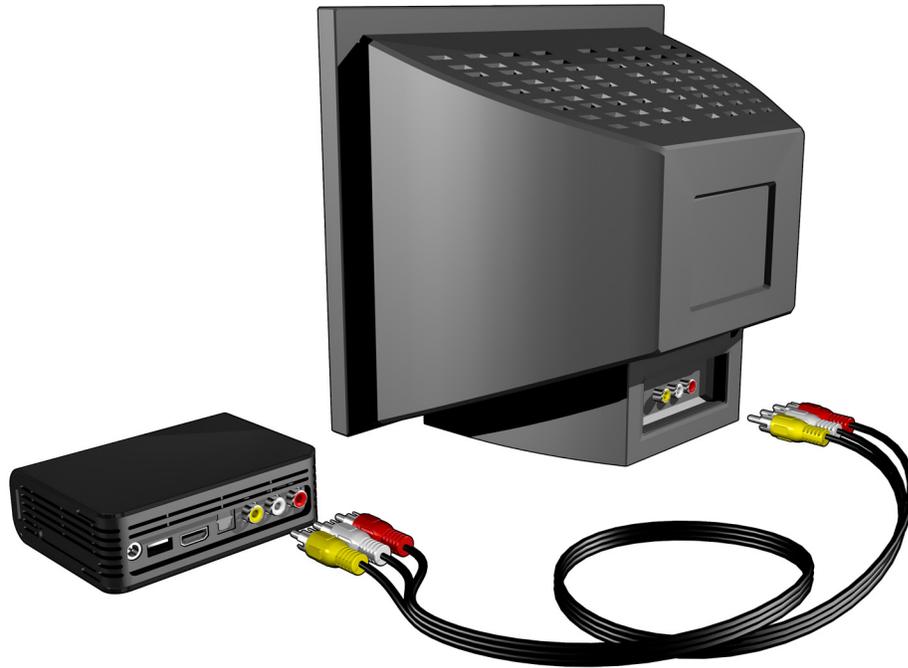
Digital Audio (High Definition)



## Composite AV Connection (Standard Definition)

To use a composite connection:

1. Plug the yellow (video), red (right audio), and white (left audio) connectors into their respective ports on the HD media player.
2. Plug the opposite ends into the composite input ports on your TV, yellow to yellow, red to red, and white to white.
3. Select the appropriate TV input source.



## HDMI Video and Audio (High Definition)

HDMI combines high-definition video, multi-channel audio, and inter-component control in a single digital cable. This interface provides video quality resolution of up to 1080p.

To connect your HD media player using an HDMI cable:

1. Plug an HDMI cable into the HDMI connector on the HD media player.
2. Plug the opposite end into the HDMI port on your TV or audio/video system (if available).



As an option, for higher quality multi-channel audio:

3. Plug a Toslink (optical) cable into the S/PDIF (optical digital) connector on the HD media player.
4. Plug the opposite end into the optical digital port on your receiver or home theater system.

Note: HDMI and Toslink cables are sold separately.

5. Select the appropriate TV input source.

## DVI Video and Toslink (optical) Digital Audio (High Definition)

DVI provides high-definition video, but without an audio signal. Toslink (optical) digital provides only multi-channel audio and is required for DVI video. The combination of these interfaces provides video quality resolution of up to 1080p and excellent audio.

1. Plug a DVI to HDMI cable adapter into the HDMI connector on the HD media player.
2. Plug the opposite end into the DVI port on your TV.
3. Plug a Toslink (optical) cable into the digital optical port on your HD media player.
4. Plug the other end of the Toslink (optical) cable into the digital optical port on your A/V receiver.
5. Select the appropriate TV input source.

Note: HDMI and Toslink cables are sold separately.



## Home Theater (High Definition)

To connect a home theater system:

1. Plug an HDMI cable into the HDMI connector on the HD media player.
2. Plug the opposite end into the HDMI In port on your A/V receiver.
3. Plug an HDMI cable into the HDMI Out port on your A/V receiver.
4. Plug the opposite end into the HDMI port on your TV (if available).
5. Select the appropriate TV input source.



Note: HDMI cable sold separately.

## Step 4 - Connecting a USB Device

The HD media player has two USB ports that support playback from WD USB external drives.\*

\* For a list of supported WD external drives, see article #2581 in our knowledge base at [support.wdc.com](http://support.wdc.com).

*The use of USB hubs is not supported. Not all features are available on drives that are preformatted for HFS+ Journaling, such as My Book Studio and My Passport drives. HFS+ Journaling must be disabled prior to connecting your external drive to your HD media player. For information on disabling HFS+ Journaling, see Article # 2615 in our knowledge base at [support.wdc.com](http://support.wdc.com).*

To connect the USB device:

1. Connect the USB device to either of the HD media player's USB ports.



2. Wait for a few moments while the HD media player scans the USB device for media files. (Scanning is enabled by default. If you want to turn off automatic scanning, go to “Enabling/Disabling the Media Library” on page 53.)

This may take several minutes, depending on the storage capacity of the USB device and the number of available media files. When the USB device is detected, the status LED turns on and the Home screen displays the new USB directory icon . If the HD media player does not detect any storage devices, “No storage present” appears on the screen. You can still navigate within the folders, but the folders will be empty.

### For Apple Users

For HFS, Journaling must be disabled on the storage device connected to the HD media player. For information on disabling Journaling, see page 7.

## Removing a USB Device

To prevent data loss, it is highly recommended that you first press the **EJECT** button on the remote control before removing a USB device.

To remove a USB device:

1. Press the **EJECT** button on the remote.
2. Select the USB device you want to remove.
3. Highlight **OK** on the eject prompt, then press **ENTER**.
4. Disconnect the USB device from the HD media player.

## 5

## Operating the HD Media Player

### Using the Remote Control

The HD media player remote control lets you navigate the Home screen, browse for media files, enable playback options, and customize the system settings. The infrared sensor detects infrared signals from the remote.

**Important:** Make sure there are no obstructions between the remote control and the infrared sensor on the HD media player.

Button	Function
HOME	Home screen which displays Music/Photo/Video/Setup.
POWER	Standby mode.
Navigation buttons	Navigate through Home options, menu screens, media libraries, and toolbars.
ENTER	<ul style="list-style-type: none"> <li>▪ Displays the media directories and Settings screens.</li> <li>▪ Begins playback of the selected media file.</li> <li>▪ Enables the currently selected setting in a Settings option screen.</li> </ul>
STOP	Discontinues playback.
BACK	Goes back to the previous screen.
REV (rewind)	Scans backward during audio/video playback. Supports the following speeds: 2×, 4×, 8×, 16×.
PREV (previous track)	<ul style="list-style-type: none"> <li>▪ Press once to jump to the start of the audio/video file.</li> <li>▪ Press twice to jump to the previous audio/video/image file.</li> </ul>
SEARCH (current folder)	Locates a media file in the current folder. This function is only available when the Media Library setting is enabled. Does not search subfolder.
OPTION	During playback, displays the toolbar for additional playback options.
PAUSE/PLAY	Toggles between pause and playback.
FF (fast forward)	Scans forward through the audio/video playback. Supports the following speeds: 2×, 4×, 8×, 16×.
NEXT (next track)	Skips to the next audio, video, or image file.
EJECT	Switches to safe mode so you can safely remove a USB device.

## Using the WD HD TV Media Player Menu

The WD HD TV Media Player Home screen menu is displayed when you press **HOME** on the remote control. The icons on this screen let you browse your media library and configure the HD media player's settings.



### Home Screen Options

The four main Home options (icons) are:

- Video 
  - Music 
  - Photo 
  - Settings 
- The Music , Video , and Photo  icons represent folders for the different media types. Media contents will be displayed either as file/file folders in a USB drive directory  or as a media compilation list based on metadata information. For example, music files can be categorized based on their genre or the artist's name.
  - Settings  lets you customize the way you use the HD media player and set preferences for media playback. For more information, see "Settings and Advanced Features" on page 40.

### Home Screen Navigation

Use the following keys to navigate through the menu screens.

Button	Function
Up/Down arrow	Select a media type (photos, video, or music) or settings
Left/Right arrow	Moves within a category
ENTER	Launches your selection

## 6

## Watching Video

You can watch videos on your TV using the HD media player.

### Supported Video Formats

The following video file formats are supported.

- MPEG 1
- MPEG 2
- MPEG 4 (ASP, AVC HD/H.264)
- WMV9
- AVI
- Xvid
- DVR-MS
- MKV
- DAT (VCD/SVCD)

### Video Playback

To play back video:

1. Browse to the Video  category.

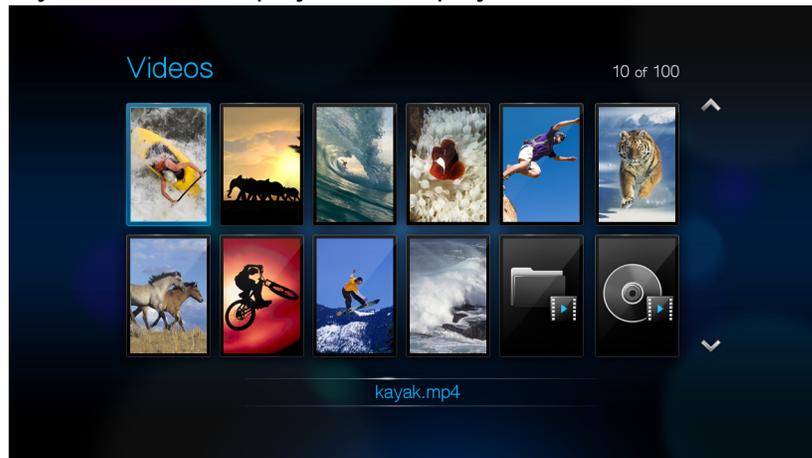


2. Highlight All Video , then press **ENTER**.

-OR-

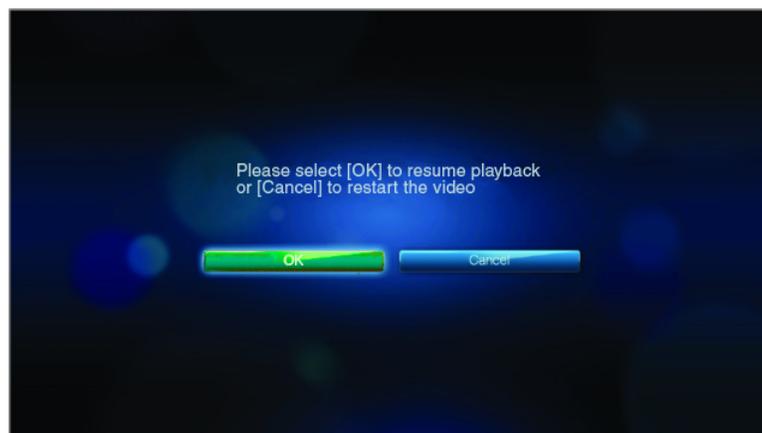
If Media Library is enabled, you can choose to navigate using a filter option (All Video, Date, Folders, Recent, or Playlist) by selecting the Video icon and then using the left and right arrow buttons on the remote control to scroll through the options listed.

The screen will display available video files and video folders. The display will either be in thumbnail (default) or list mode depending on your Browser Display setting (see “Browser Display” on page 49 for more information). Only video files supported by the HD media player are displayed.



3. Locate the video file you want to play.
  - To begin playback of a single video file, highlight the file, and then press **ENTER**.
  - To begin playback of a video playlist, highlight the playlist name, then press **PAUSE/PLAY**.
  - To begin playback of all video files in a folder, highlight a video in that folder, then press **PAUSE/PLAY**.

If you try to open a video file that has been partially played before, you are prompted to choose whether to play the file from the beginning or resume playback from the last playback position. Select **OK** to resume playback or **Cancel** to start playback from the beginning.



## Video Playback Controls

Use these buttons on the remote control to control video playback:

Button	Function
<b>STOP</b>	Discontinues video playback
<b>PAUSE/PLAY</b>	Pauses or resumes video playback
<ol style="list-style-type: none"> <li>1. Press <b>FF</b> (fast forward) or <b>REV</b> (reverse) to scan video (press repeatedly to select the scan speed)</li> <li>2. Press <b>PAUSE/PLAY</b> to resume playback on the selected position</li> </ol>	<p>Scans the video playback forward or backward</p> <p>The HD media player supports the following scan speeds: 2x, 4x, 8x, 16x</p>
Press <b>PREV</b> (previous track) once	Starts playback from the beginning
<b>NEXT</b>	Plays the next video file in the video folder/playlist
Press <b>PREV</b> (previous track) twice	Plays the previous video file in the video folder/playlist

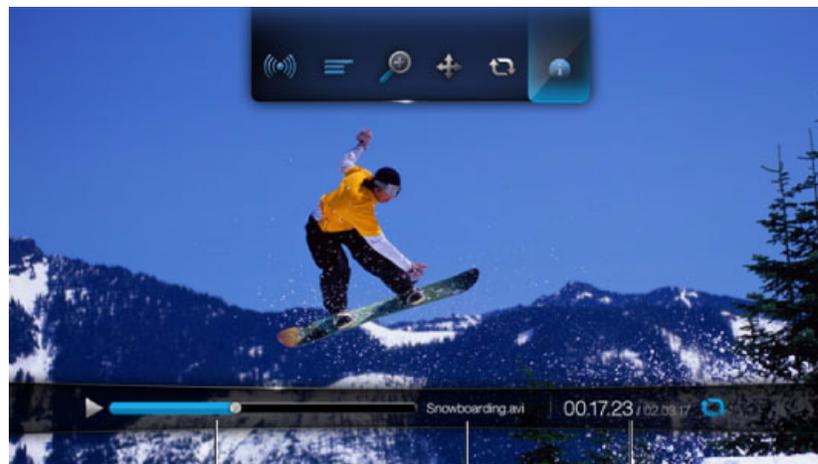
## Video Playback Options

The Video toolbar has several command icons to customize the way you watch your videos.

- To display the Video toolbar, press **OPTION**.
- To hide the toolbar, press **BACK** or **OPTION** again.

### Displaying the Video Information Panel

Use this option to display the Video Information Panel on the bottom of the screen. This panel shows the following information about the current video:



Video playback progress bar

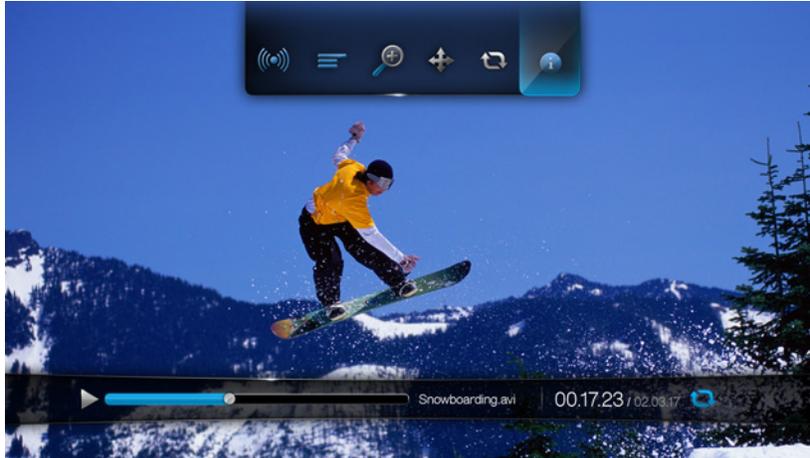
Video filename

Elapsed and total playback times

The icon for the current repeat mode is displayed, if enabled.

To view the Video Information Panel:

1. During video playback, press the **OPTION** key. The Options bar appears on the top of the screen.
2. Highlight the information icon , then press **ENTER**. The Video Information Panel appears on the bottom of the screen.



-OR-

Press **OPTION** or **BACK** to hide the Video Information Panel.

### Audio Channel Selection

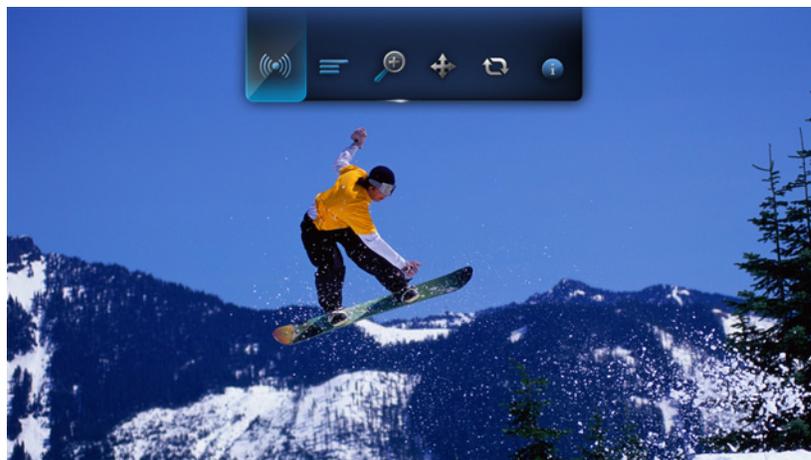
Use this option to select the audio language used in the video playback. This option is only available if the current video has more than one audio track. Make sure the audio tracks are located in the same folder as the current video.

To select the audio channel:

1. Press **OPTION**.
2. Highlight , then press **ENTER** repeatedly until the audio channel you want is displayed.

-OR-

Highlight **Audio Off** to turn off the sound.



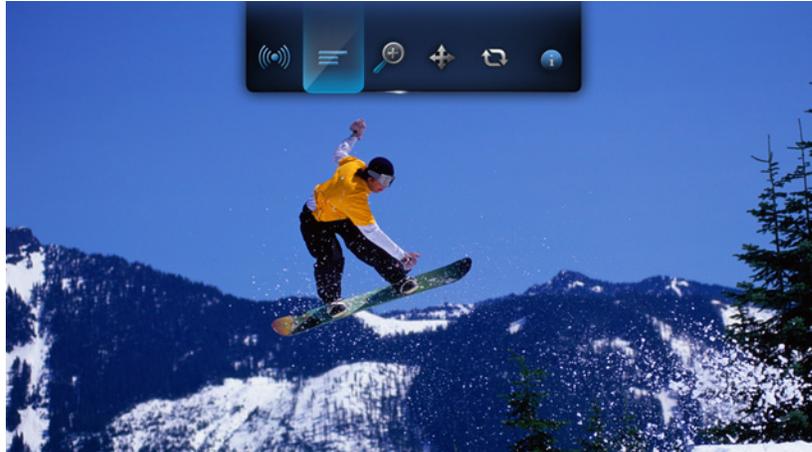
## Selecting Subtitles

Use this option to view subtitles during video playback. Make sure the subtitle files are located in the same folder as the current video, and that it has the same filename as the video file.

*Subtitle files (specific types that are supported) need to have the exact same file name as the media they are playing (the extensions will be different) and need to be located in the same folder as the video file.*

To view subtitles:

1. During video playback, press **OPTION**. The Options toolbar appears at the top of the screen.



2. Highlight , then press **ENTER** repeatedly to cycle through the available subtitles.

-OR-

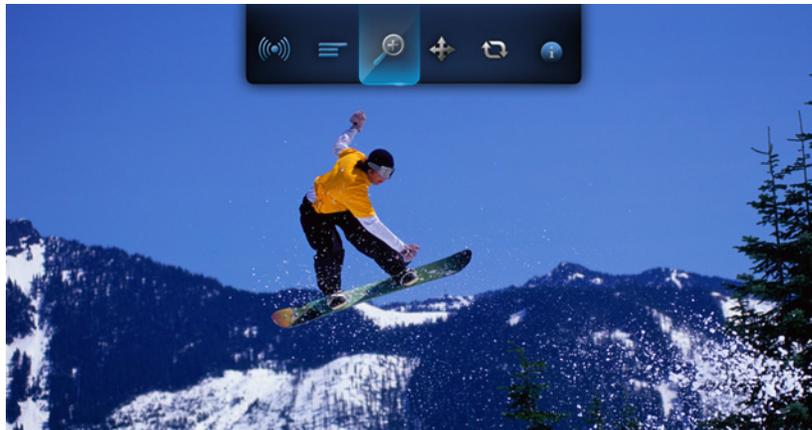
Highlight **Subtitle Off** to disable subtitles.

## Selecting Video Zoom Options

Use these options to change the viewing scale of the video playback screen.

To change the viewing scale:

1. During video playback, press **OPTION**. The Options bar appears on the top of the screen.



2. Highlight  to zoom in or  to zoom out, then press **ENTER** repeatedly to cycle through the available zoom options.

-OR-

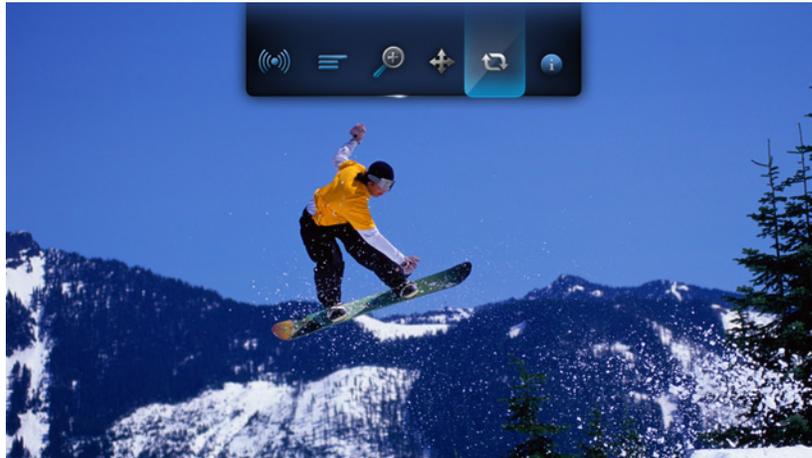
Press **OPTION** or **BACK** to revert to the default viewing scale.

### Using Video Repeat

Use this option to repeat the video currently playing.

To set the video repeat mode:

1. During video playback, press **OPTION**. The Options bar appears on the top of the screen.
2. Highlight the repeat icon , then press **ENTER** repeatedly until the repeat mode icon you want is displayed. Options include:
  - **Normal**  – The video file will only be repeated once. When playback is completed, the previous browser screen is displayed.
  - **Repeat One**  – The current video is played repeatedly until you press **STOP** or **BACK**.
  - **Repeat All**  – All the files in the current video folder/playlist is played in sequence, and repeatedly, until you press **STOP** or **BACK**.



## 7

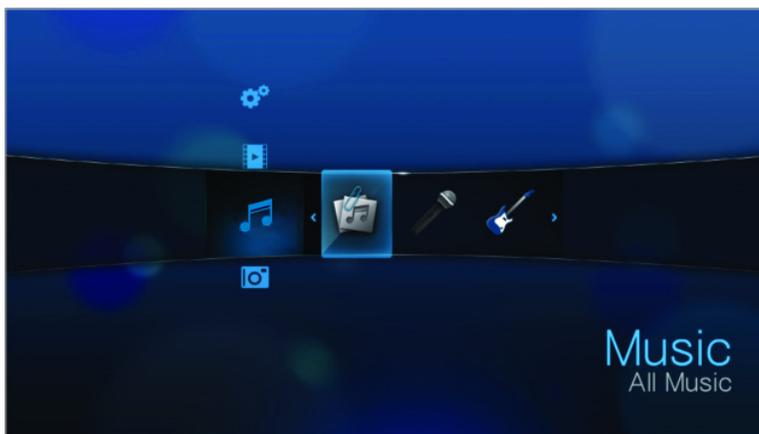
## 🎵 Playing Music

With the HD media player you can copy your music library to a USB device and listen to it from your entertainment unit. The following audio file and audio codec formats are supported.

- **Audio** – MP3, MP2, WAV/PCM/LPCM, Dolby Digital, FLAC, and WMA
- **Audio containers/codecs** – AIFF, Ogg Vorbis, and MKA

### Music Playback

1. Press **HOME**, then highlight the Music 🎵 bar. The music bar is displayed.

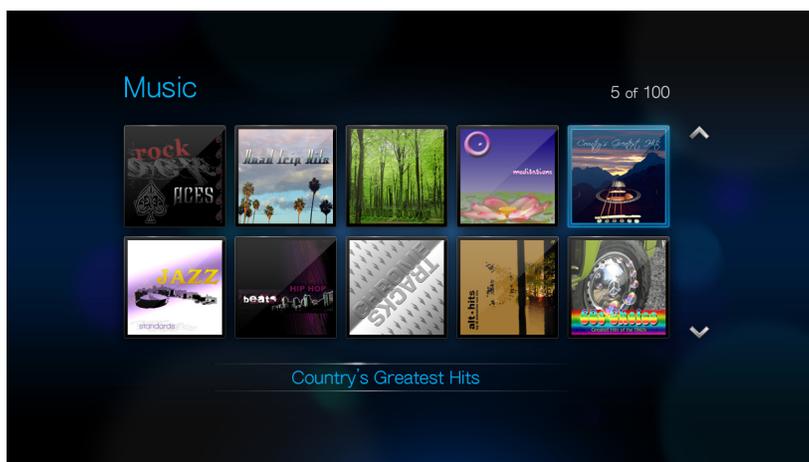


2. Highlight All Music 📁, then press **ENTER**.

-OR-

If Media Library is enabled, you can navigate using a filter option (All Music, Artist, Genre, Album, Date, Folders, Recent, or Playlist) by selecting the Music icon and then using the left and right arrow buttons on the remote control to scroll through the options listed.

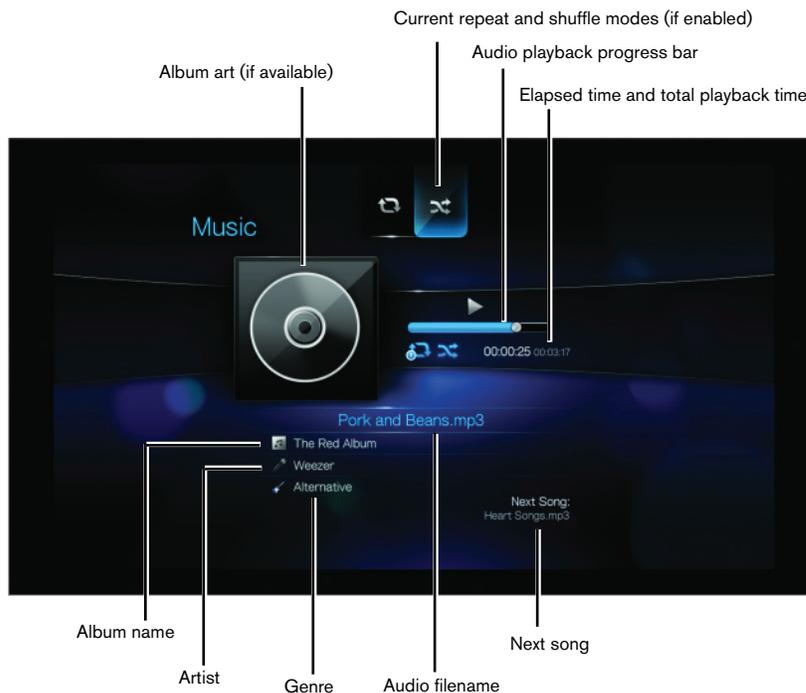
The screen will display available audio files and audio folders. The display will either be in thumbnail (showing the music album art, when available) or in list mode depending on your Browser Display setting. Only audio files supported by the HD media player are displayed.



3. Locate the audio file you want to play.

- To begin playback of a single audio file, highlight the file, and then press **ENTER**.
- To begin playback of a music playlist, highlight the playlist name, and then press **PAUSE/PLAY**.
- To begin playback of all audio files in a folder, highlight an audio file in that folder, and then press **PAUSE/PLAY**.

The music playback screen displays the following information about the currently played audio file:



## Music Playback Controls

Use these buttons on the remote control to control music playback:

Button	Function
<b>STOP</b>	Stop audio playback
<b>PAUSE/PLAY</b>	Pause or resume audio playback
<ol style="list-style-type: none"> <li>1. Press <b>FF</b> (fast forward) or <b>REV</b> (rewind) to scan the audio file (press repeatedly to select the scan speed).</li> <li>2. Press <b>PLAY</b> to resume playback on the selected position.</li> </ol>	Scan the audio playback forward or backward  The HD media player supports the following scan speeds: 2x, 4x, 8x, 16x
Press <b>PREV</b> (previous track) once.	Start playback from the beginning
Press <b>NEXT</b>	Play the next audio track in the music folder/playlist
Press <b>PREV</b> (previous track) twice.	Play the previous audio track in the music folder/playlist

## Music Playback Options

The two command icons on the Music toolbar let you set music repeat and shuffle modes.

- To display the music toolbar, press **OPTION**.
- To hide the toolbar, press **BACK** or **OPTION** again.

To set the music repeat mode:

1. During music playback, press **OPTION**. The music toolbar opens at the top of the screen.



- Highlight , then press **ENTER** repeatedly until the repeat icon you want is displayed. Options include:
  - **Normal**  – The audio track will only be played once. When playback is completed, the previous browser screen is displayed.
  - **Repeat One**  – The current audio track is played repeatedly until you press **STOP** or **BACK**.
  - **Repeat All**  – All the audio files in the current music folder/playlist is played in sequence and repeatedly until you press **STOP** or **BACK**.

The icon for the enabled repeat mode will appear below the playback progress bar.

## Music Shuffle Mode

Use this option to set the audio tracks in the current music folder/playlist to play in random order.

To enable music shuffle mode:

- During music playback, press **OPTION**. The music toolbar opens at the top of the screen.



- Press **ENTER** repeatedly until the shuffle icon  is displayed.

## Playing music from your iPod®

Apple® uses a proprietary naming scheme and because of this the HD media player is unable to display the original names for the folders and files as they are in your iPod. The HD media player instead reassigns new names for the folders and files, but only while in use with the HD media player. The original file information is preserved in your iPod. You can view the original file information when you play a file where the screen will display the metadata.

*Note: WD TV HD Media Player does not support playback of protective content such as iTunes.*

To use your iPod with the HD media player, simply plug your iPod in to the USB and navigate through the interface menu.

*Note: The WD TV HD Media Player only supports mass USB storage mode. iTouch is not set to mass USB storage and is therefore not supported.*

## 8

## Viewing Photos

With the HD media player you can view your digital photo album in the comfort of your living room. It's perfect for sharing fun times with your friends and family. The following image file formats are supported:

- **GIF** (Animated GIFs are not supported)  
Older format still widely available on the Internet for photos, web pages, and clipart.
- **BMP** (non-compressed)  
Windows bitmap file. Widely used in Microsoft® Windows® for pictures and background.
- **JPEG** (grayscale, RGB, YCbCy)  
(does not support CMYK or YCCK) The JPEG format is the Internet and digital photo format standard used by most digital cameras.
- **TIF/TIFF** (RGB)  
(does not support CMYK, YMC, YMCK, or KCMY) Tagged Image File Format is a raster file format.
- **PNG** (Non-alpha channel only)  
Portable Network Graphics standard is created in response to limitations in the GIF file format.

### Photo Display

1. Press **HOME**, then select the Photo  bar. The photo bar is displayed. .



2. Select the All Photo icon , then press **ENTER**.  
-OR-

If Media Library is enabled, you can choose to navigate using a filter (All Pictures, Date, Folders, and Recent) by selecting the Photo icon and then using the left and right arrow buttons on the remote control to scroll through the options listed.

The screen will display thumbnails of available picture files and photo folders. Only image files supported by the HD media player are displayed.



3. Locate the picture file you want to view.
  - To open a single picture file for viewing, select the file, and then press **ENTER**.
  - To view the next picture file in the photo folder, press **NEXT** (track).
  - To view the previous picture file in the photo folder, press **PRE** (previous).

You can also view a slideshow using all picture files in a photo folder. See “Photo Slideshow” on page 35 for instructions.

## Photo Display Options

The Picture toolbar has several command icons to customize the way you view your pictures.

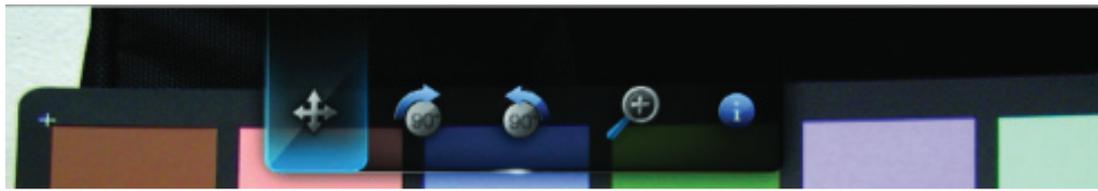
1. To display the Picture toolbar, press **OPTION**.
2. To hide the toolbar, press **BACK** or **OPTION** again.

### Panning Around the Picture

Use this to pan the picture display horizontally or vertically.

To pan the image display:

1. During photo viewing, press **OPTION**. The Picture toolbar opens at the top of the screen.



2. Select the pan icon , then press **ENTER**.
3. Use the remote control navigation buttons (Left, Right, Up, Down) to pan the display.

-OR-

Press **OPTION** or **BACK** to revert to the default display position.

## Rotating the Picture

Use these options to rotate the image clockwise or counterclockwise. These settings do not affect the original file's orientation.

To rotate the picture:

1. During photo viewing, press **OPTION**. The Picture toolbar opens at the top of the screen.



2. Highlight a picture rotate icon  or  to choose the direction of image rotation, then press **ENTER** repeatedly until the rotation you want is set.

-OR-

Press **OPTION** or **BACK** to revert to the default viewing orientation.

## Using Photo Zoom

Use these options to change the viewing scale of the image display.

To change the viewing scale:

1. During photo viewing, press **OPTION**. The Picture toolbar opens at the top of the screen.



2. Select the zoom in icon  to zoom in or  to zoom out, then press **ENTER** repeatedly until the scale you want is shown.

-OR-

Press **OPTION** or **BACK** to revert to the default viewing scale.

## Displaying the Picture Information Panel

Use this option to display the Picture Information Panel on the bottom of the screen. This panel shows the following information about the current picture:

- Image filename
- Image resolution and file size
- Image's sequence number and the total number of image files in the current photo folder

To view the Picture Information Panel:

1. During photo viewing, press **OPTION**. The Picture toolbar opens at the top of the screen.
2. Select the Picture Info icon , then press **ENTER**.

-OR-

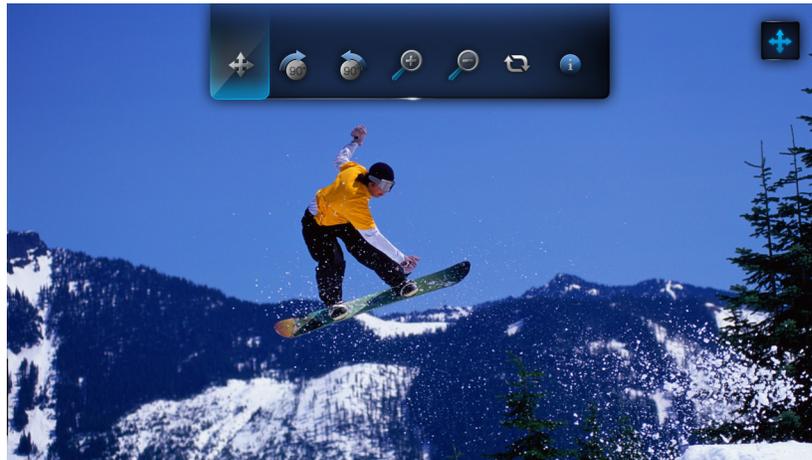
Press **OPTION** or **BACK** to hide the Picture Information Panel.

## Photo Slideshow

The HD media player allows you to create a slideshow using the contents of a photo folder.

To start a slideshow:

1. Locate the photo folder containing the image files you want in the slideshow. (See “Photo Display” on page 32.)
2. Select the photo folder, then press **PAUSE/PLAY** to start the slideshow.



To listen to background music with a slideshow:

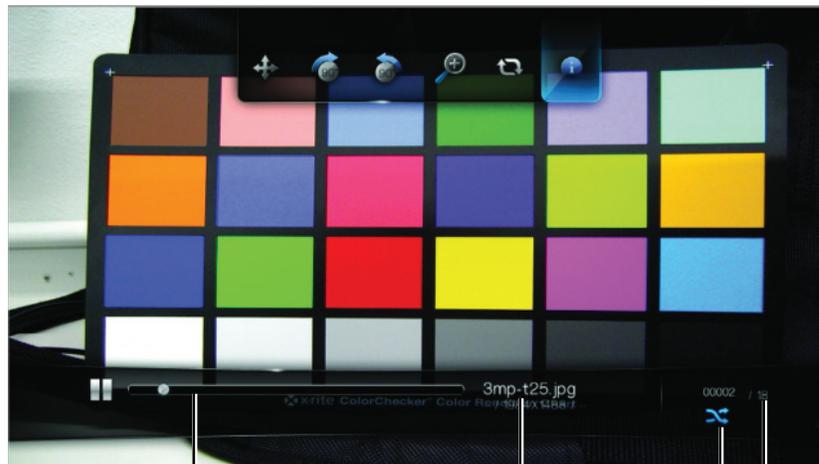
1. Navigate to the music folder containing the audio file/playlist you want to accompany the slideshow. (See “Music Playback” on page 28.)
2. Select the audio file/playlist, and then press **PLAY**.
  - If you selected a single audio file, you may want to enable it to play repeatedly so it doesn't stop before the slideshow is done.
  - If you selected a music playlist, you can choose to enable the repeat or shuffle mode.

3. Press **HOME**, and then start the slideshow (as described above).



### Displaying the Slideshow Information Panel

You can display the Slideshow Information Panel on the bottom of the screen. This panel shows the following information:



Slideshow progress bar

Filename, image resolution,  
and file size of current image

Repeat and/or shuffle  
icons (if enabled)

Also shown (if used) is the  
filename of the music background

Current image's sequence  
number and total number of  
image files in the folder

To view the Slideshow Information Panel:

1. During a slideshow, press **OPTION**. The Slideshow toolbar opens at the top of the screen.



2. Select the Slideshow Info icon , then press **ENTER**.

-OR-

1. Press **OPTION** or **BACK** to hide the Slideshow Information Panel.

## Slideshow Playback Controls

Use these buttons on the remote control to control slideshow playback:

Button	Function
<b>STOP</b>	Discontinue the slideshow
<b>PAUSE/PLAY</b>	Pause or resume the slideshow
<b>STOP</b> twice	Stop the music background
<b>NEXT</b> (track)	Display the next picture file in the slideshow
<b>PREV</b> (previous track) twice	Play the previous picture file in the slideshow

## Slideshow Options

The Slideshow toolbar has the same command icons as the Picture toolbar, with the addition of icons for slideshow repeat and shuffle modes.

Configuring the slideshow settings is discussed in the “Settings and Advanced Features” on page 40. These settings include the slideshow’s default repeat/shuffle modes, transition effect, and interval time.

## Repeating a Slideshow

Use this option to set the slideshow to play in a loop sequence.

To set the slideshow repeat mode:

1. During a slideshow, press **OPTION**. The pictures toolbar opens at the top of the screen.



2. Select , then press **ENTER** repeatedly until the repeat mode you want is displayed. Options include:
  - **Normal**  – The slideshow is played once. When the last image is displayed, the previous browser screen is displayed.
  - **Repeat**  – The slideshow is played repeatedly until you press **Stop** or **Back**.

## Shuffling a Slideshow

Use this option to display the slideshow pictures in random order.

To enable the slideshow shuffle mode:

1. During a slideshow, press **OPTION**. The pictures toolbar opens at the top of the screen.
2. Select , then press **ENTER**. The Shuffle icon  appears on the Slideshow Information Panel.



3. To disable the shuffle mode, press **OPTION**, then select the Shuffle icon  again and press **ENTER**.

## 9

## Settings and Advanced Features

The Settings menu lets you customize the way you use the HD media player and set preferences for media playback.

To select a Settings category:

1. Press **HOME**, then select the Settings icon .



2. Use the Left/Right navigation buttons to select a Settings category, then press **ENTER**.

There are five Settings categories, including Audio/Video , Music , Movie , Photo , and System .

### Settings Navigation Buttons

Use these buttons on the remote control to navigate within and between the Settings screens.

Button	Function
Up/Down	<ul style="list-style-type: none"> <li>▪ Selects a menu</li> <li>▪ Selects a menu setting in an option screen</li> </ul>
<b>ENTER</b>	Displays the option screen for the selected menu
<ol style="list-style-type: none"> <li>1. Press <b>ENTER</b>. A confirmation prompt appears.</li> <li>2. Select <b>OK</b>, then press <b>ENTER</b>. If you fail to select <b>OK</b> within 15 seconds, the new setting will not be applied.  If your entertainment unit cannot support the selected setting, no change is made and the original setting is retained.</li> </ol>	Applies the selected menu setting
<b>BACK</b>	Displays the previous menu screen

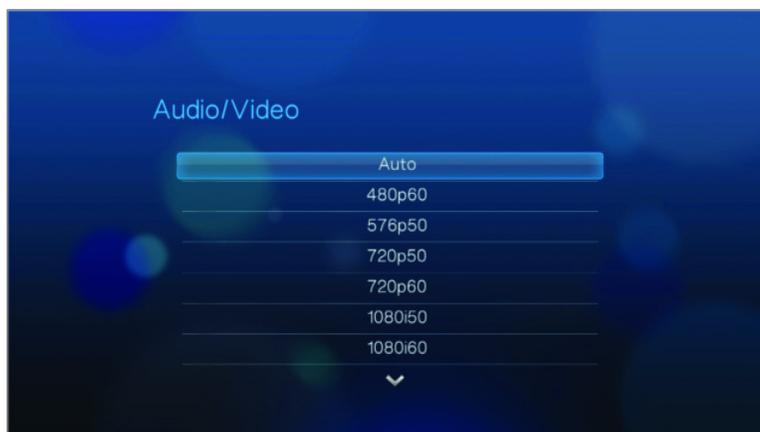
## Audio/Video

Use the menus in this category to configure playback for audio and video files.



### Display Resolution

Use this menu to select the video display resolution when using the HDMI interface. Default setting is **Auto**.



*Note:* The further down the list the setting, the higher the resolution and clearer the picture.

## Aspect Ratio

Use this menu to select the way videos are displayed. Options include:

- **Normal** (4:3)
- **Widescreen** (16:9)

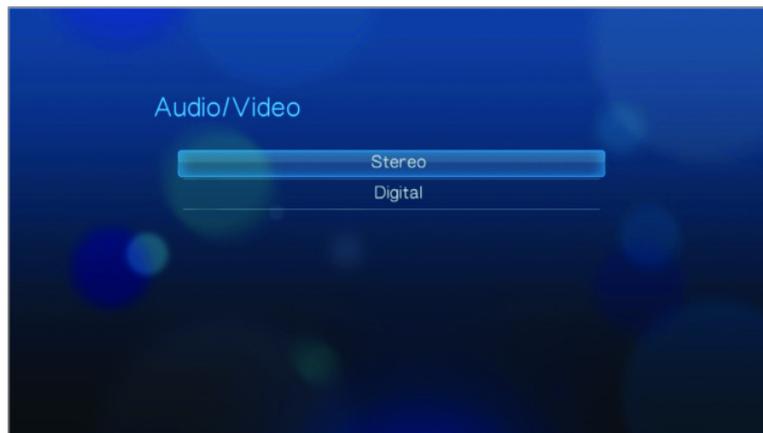
The HD media player's default setting is **Widescreen**. Make sure your TV can support widescreen resolution, or this default setting can result in a distorted video display.



## Audio Output

Use this menu to select the audio output mode. Options include:

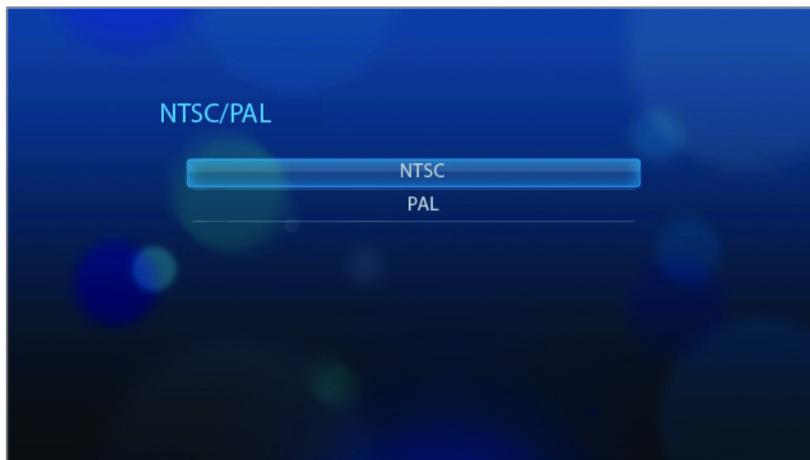
- **Stereo** - Recommended if you are using a 2- or 4-speaker entertainment unit.
- **Digital** - Select this option if you are using an Toslink (optical) connection to output surround sound.



## NTSC/PAL

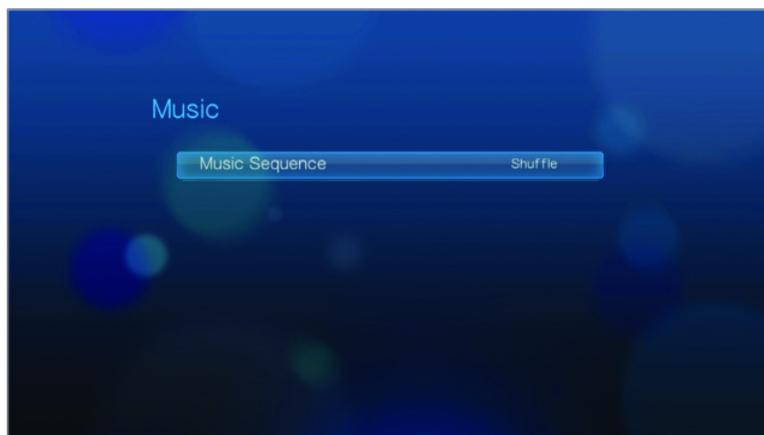
Use this menu to select the TV color encoding system. This setting depends on your regional location. Options include:

- **NTSC**—United States, Canada, Japan, Mexico, the Philippines, South Korea, and Taiwan.
- **PAL**—Europe, Greenland, parts of Africa and South America, the Mideast, China, India, Australia, and Indonesia.



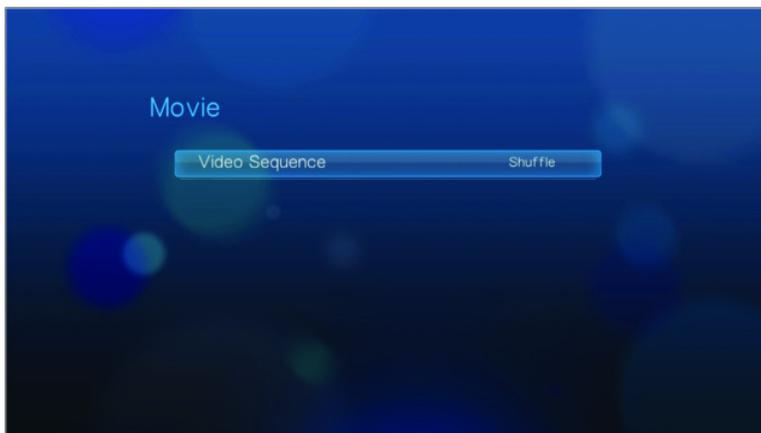
## 🎵 Music

Music Sequence is the only option in this category. Music Sequence refers to the playback mode when listening to your audio files. The default setting is **Normal**. See “Music Playback” on page 28 for a description of these audio playback modes.



## **Movie**

Video Sequence is the only option in this category. Video Sequence refers to the playback mode used when watching your video files. The default setting is **Normal**. See “Using Video Repeat” on page 27 for a description of these video playback modes.



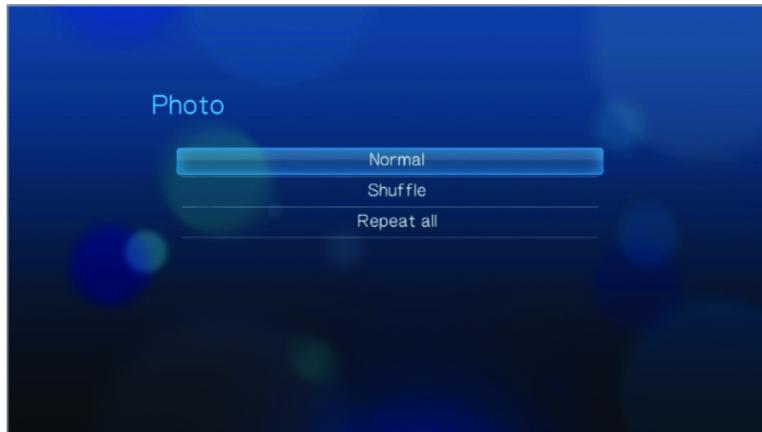
## **Photo**

Use the menus on this category to configure the display size and slideshow settings when viewing your image files.



## Slideshow Sequence

Use this menu to set the slideshow sequence mode. The default setting is **Normal**. See “Repeating a Slideshow” on page 38 for a description of these slideshow sequence modes.



## Photo Scaling

Use this menu to define how pictures are scaled when you view them. This also applies when pictures are viewed in a slideshow. Options include:

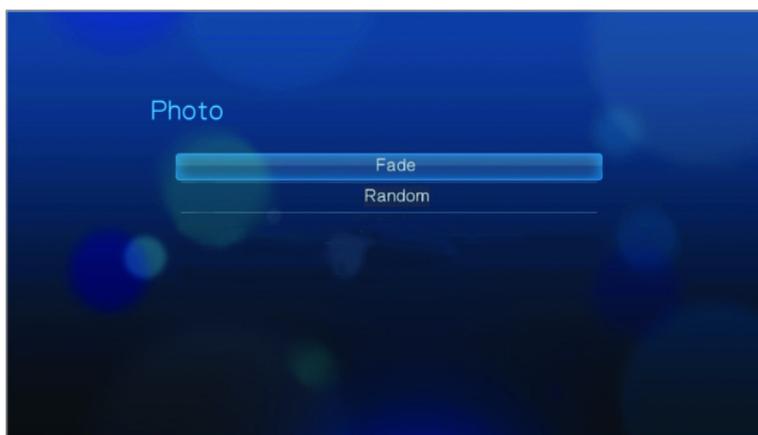
- **Keep as original** – Maintains the original resolution of the image (default).
- **Fit to screen** – Fills as much of the display area as possible while maintaining correct image proportions.
- **Display in full screen**– Fills the display area with the image (this can lead to image distortion).



## Transition Effect

Use this menu to select the method used to display the next slide in a slideshow.  
Options include:

- **Fade** (default)
- **Random**
- **None**



## Interval Time

Use this menu to set the time interval between pictures in the slideshow. You can select from 3 seconds (default) to 5 minutes.



## System

Use the menus in this category to configure the HD media player's general functions.



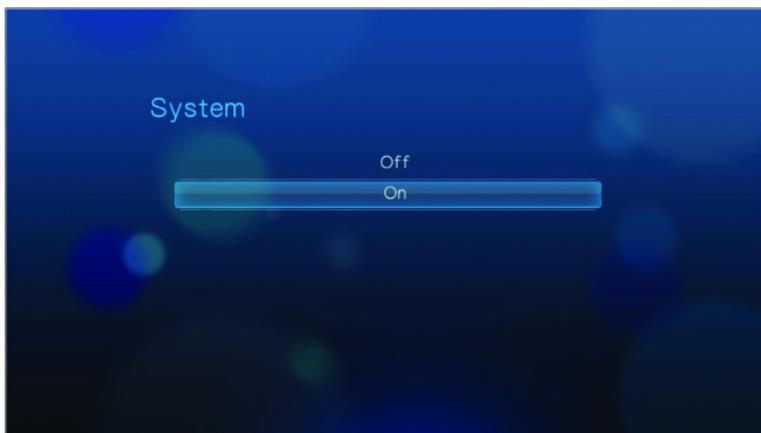
## Language

Use this menu to select the display language.



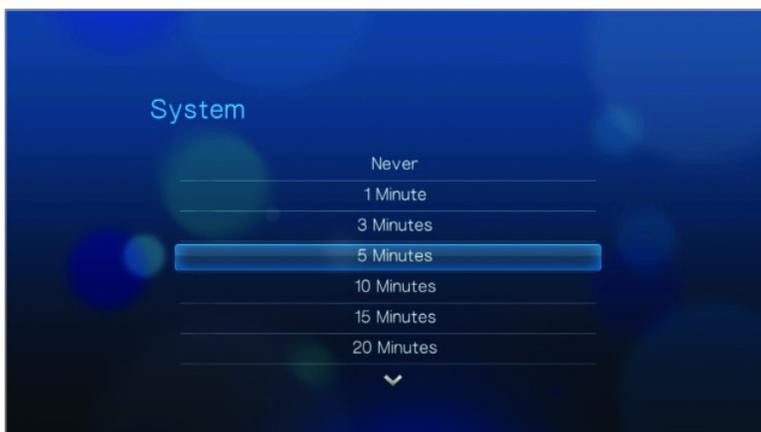
## Media Library

Use this menu to enable Media Library, which refers to the process of consolidating the contents of a USB drive into one database so that you can locate media files based on metadata information. See “Media Library” on page 52 for more information.



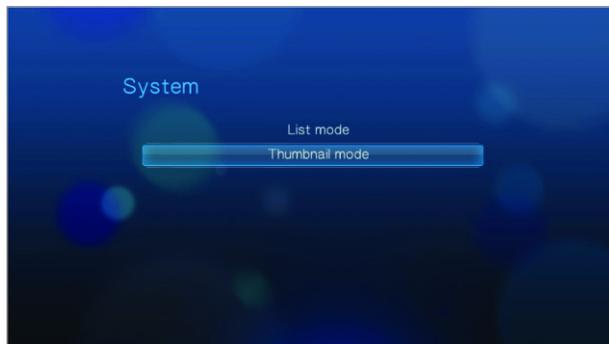
## Screensaver Delay

Use this menu to set the time of system inactivity before the screensaver display is enabled. The default setting is **10 minutes**.



## Browser Display

Use this menu to select how media files are displayed in their respective folders. The default setting is **Thumbnail**. In the Music directory, this displays thumbnails of available album art. In the Video directory, this displays thumbnails of available movie posters. In the Photo directory, this displays thumbnails of available image files.



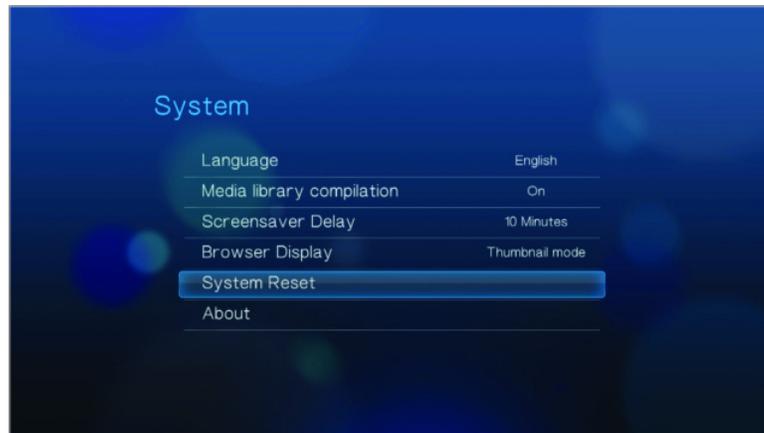
Thumbnail mode



List mode

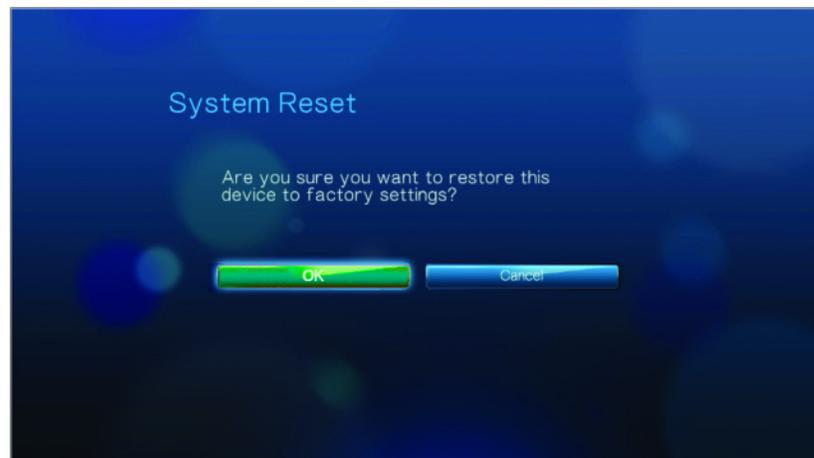
## System Reset

Use this option to restore all HD media player system preferences and media playback settings to their default factory values. This is done to correct performance problems caused by a failed firmware upgrade or a faulty configuration setting.



To perform a system reset:

1. Press **HOME**. The main menu opens.
2. Select the System icon , then press **ENTER**.
3. Select **System Reset**, then press **ENTER**.
4. Select **OK** at the system reset prompt, then press **ENTER**.



## About

Select this option to display the current hardware and firmware configurations.



## Media Library

Media Library scans and consolidates the media contents of a USB drive into a database through which you can easily locate media files. This feature is on by default.

The following conditions will prevent the Media Library from processing your media.

- The USB device has read-only protection.
- The USB device is using the HFS+Journaling file system.
- There is not enough hard drive space on the USB device. Your HD media player needs some space to cache information, so that searches and scans are faster.

### A note about metadata

Metadata is information about the data in a file that describes how, when, and by whom a particular set of data (video, music, photographic, or any other type of data) was collected, and how the data is formatted.

Not all files have metadata loaded. To add and edit metadata so that Media Library can aggregate the files properly, you can use one of several tools including:

- Adobe® Bridge (part of the Adobe Creative Suite)
- abcAVI Tag Editor (freeware)
- XnView 1.93.2 (freeware)
- iTunes
- Windows Media Player

### Editing metadata

Editing metadata with iTunes:

1. Open iTunes and click the song you want to edit.
2. Open the File menu, then click **Get Info**.

A window opens, showing all of the information you can edit for the song that you selected. You can edit the song's:

- Name
  - Artist
  - Year released
  - Album name
  - Composer
  - Track number
  - Genre
3. When you are done, click **OK**. To edit the next song listed in your iTunes library, click **Next**.

Editing metadata with Windows Media Player:

1. Open Windows Media Player.
2. Click the **Library** tab.
3. Right-click the title or other item to edit.
4. When the menu opens, click **Edit**.

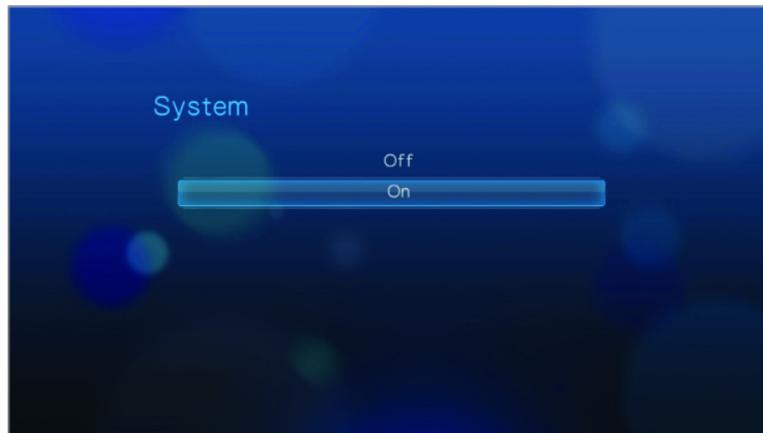
## Enabling/Disabling the Media Library

To enable the Media Library:

1. Press **Home**, **Settings** , then the Settings category. The System menu opens.



2. Highlight **Media Library**, then press **ENTER**. The System screen opens.



3. Highlight **On** or **Off**, and then press **ENTER**. A Media Library prompt appears. (To turn automatic Media Library off, highlight **Off**).
4. Press **ENTER**.

When the currently attached USB drive has not been previously scanned, the HD media player begins the Media Library process. The status LED starts blinking to indicate that this process is taking place. The process duration varies from a few seconds to several minutes, depending on the storage capacity of the USB device and the number of available media files.

When the status LED stops blinking, the process completes and the compilation results display.

## Media Library Categories

Once the Media Library process completes, all available media files are organized with similar types of media grouped in separate folders. By default, media contents display as thumbnails (music album or movie poster thumbnails). The content categories are listed in the following table.

Media Type	Icon	Category	Description
Music		All Music	Files are listed in alphabetical order
		Artist	Content is categorized based on the artist name
		Genre	Content is categorized based on genre
		Album	Content is categorized based on album names
		Date	Content is arranged based on creation or modified date
		Folders	Contents display in file folders
		Recent	Displays a list of audio folders/files that have been played recently (the 30 most recent in each category)
		Playlist	Displays a list of music playlists
Video		All Video	Files are listed in alphabetical order
		Date	Content is arranged based on creation or modified date
		Folders	Contents display in file folders
		Recent	Displays a list of video folders/files that have been played recently (the 30 most recent in each category)
		Playlist	Displays a list of video playlists
Photo		All Photos	Files are listed in alphabetical order
		Date	Content is arranged based on creation or modified date
		Folders	Contents display in image file folders
		Recent	Displays a list of image folders/files that have been viewed recently (the 30 most recent in each category)

## Browsing Your Content

You can manually search for a media file by navigating to the specific media section and browsing through the available file folders. This method is recommended if there are only a limited number of files to search through. Otherwise, it is better to enable the Media Library and use the built-in Search function.

To search manually:

- Press **ENTER** to go into a folder, then press the arrow buttons to move within a particular folder and press the **BACK** button to move between folders.



## Locating Media Content

To use the WD TV HD Media Player, you will first need to put content into your USB drive. Transfer your favorite files -- music, video, photos -- from your computer to your USB drive and connect the USB drive to the HD media player. You can then navigate through the menu and choose the files you wish to playback or view. A media search, can only be performed where files are viewable, for example, in a folder. This search feature only supports English or English-based characters. Search for non-English character titles by browsing through the menus/categories.

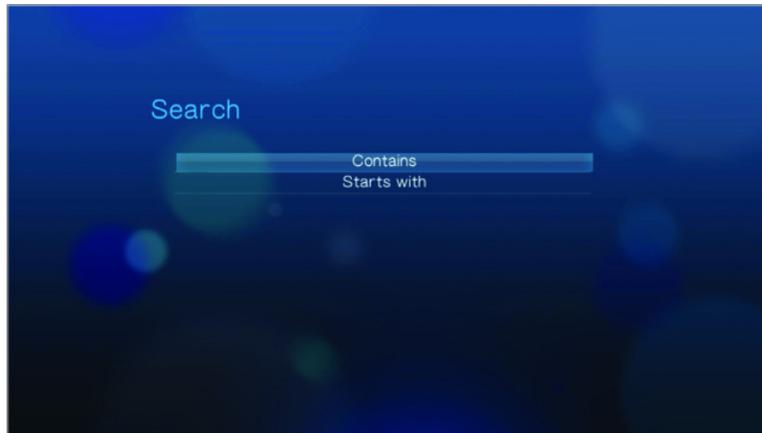
### Automated Search

You must first enable the Media Library feature before using Search. See "Enabling/Disabling the Media Library" on page 53 for instructions.

To perform a media search:

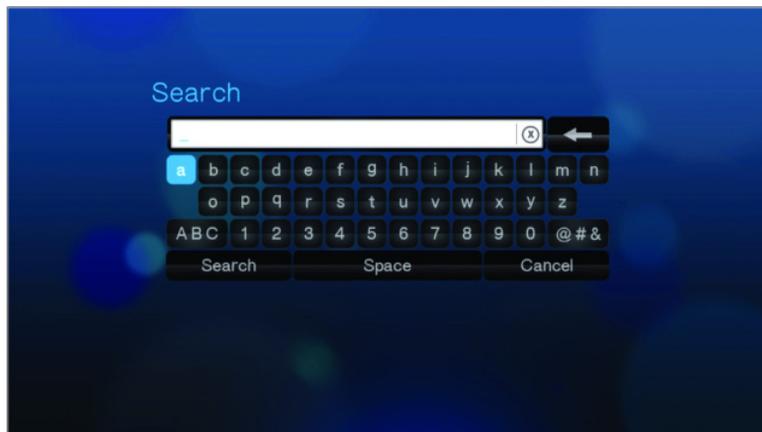
1. If you want to search for particular type of media (for example, video files only), go to the Home screen for that media type.

2. Press **SEARCH** on the remote control. The Search screen opens.



3. Define the search parameters by selecting **Starts with** or **Contains**, then pressing **ENTER**. The more information provided, the better the search results.
  - **Starts with** – All files with filenames that begin with the characters entered in this field are included in the search results. For example, searching for 'glo' could result in these matches:  
Global party.jpg  
Glow of the Field.jpg  
Gloss.jpg
  - **Contains** – All files with filenames that include the characters entered in this field are listed in the search results. For example, searching for 'un' provides could result in these matches:  
Land of the Rising Sun.jpg  
shunt\_1a.jpg  
Unite.jpg

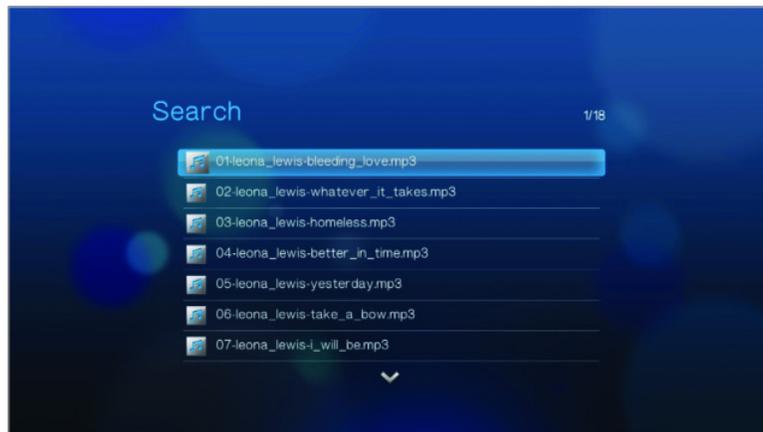
An on-screen keyboard opens.



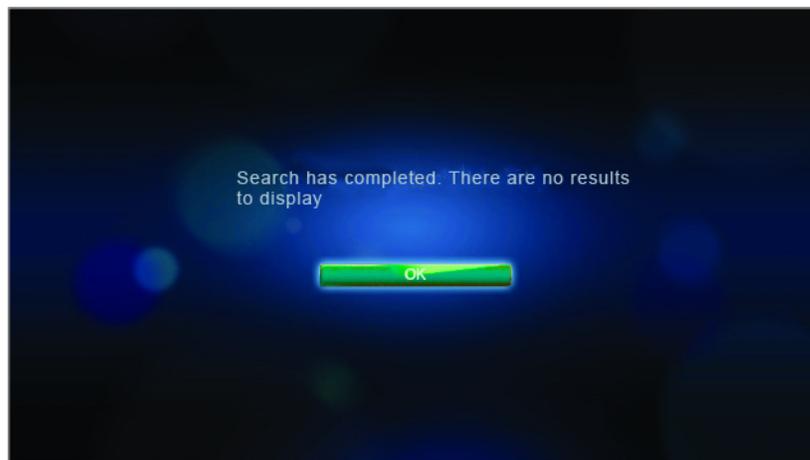
To use the on-screen keyboard:

- Use the arrow keys to select a character, then press **ENTER** to copy it to search field in the search bar.
- Highlight **ABC** or **abc**, then press **ENTER** to input characters in different case.
- Highlight **@ # &**, then press **ENTER** to display the symbol keyboard for inputting special characters.
- If you want to erase the last character, highlight **←** then press **ENTER**.

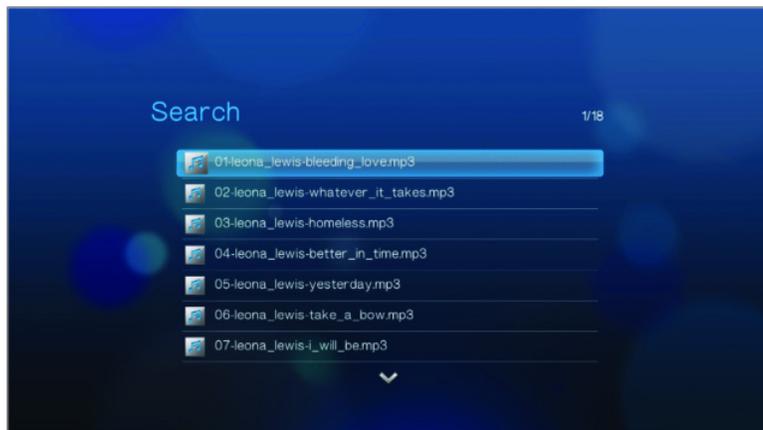
4. After you have defined the search terms, highlight **Search** on the bottom of the on-screen keyboard, then press **ENTER**. The search results are shown.



If no media files match the search, the following message appears:



5. Press **ENTER** to display the on-screen keyboard again and redefine the search parameters. If media files matching your search parameters are found, they are listed as shown below.



6. Press the Up/Down arrow buttons to select the media file you are looking for, then press **ENTER** or **PAUSE/PLAY** to start playback.

## Converting the content into a usable format

WD TV HD Media Player comes with ArcSoft MediaConverter, a fast, easy-to-use application that converts photo, video, and music files into formats optimized for use on your WD TV HD Media Player. The software also allows simultaneous conversion of multiple files in batches regardless of their original formats.

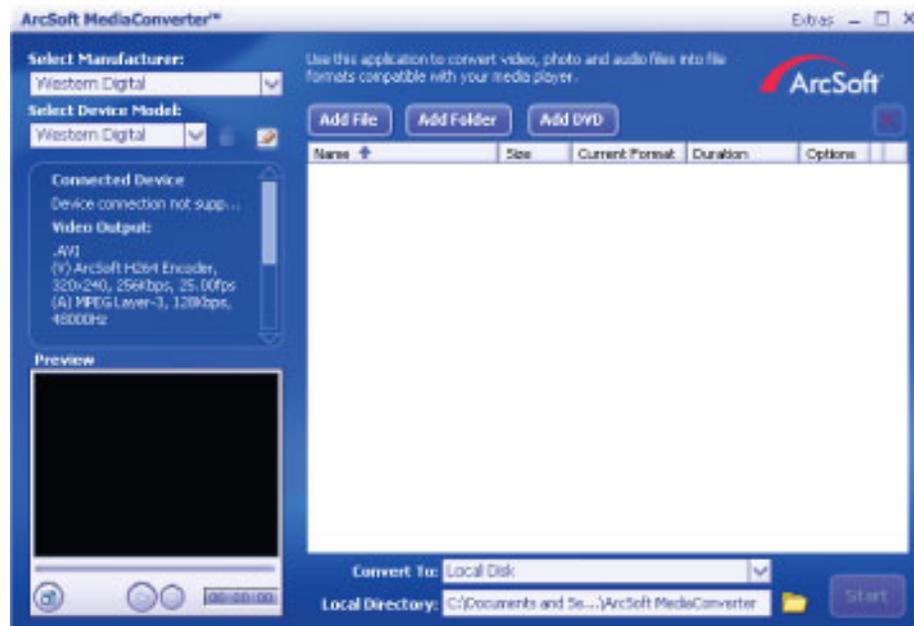
*Note: WD HD TV Media Player does not support protective content.*

Installing Arcsoft MediaConverter:

1. Insert the CD into the CD/DVD drive of your computer.
2. When the installer screen displays, click **Accept** on the terms of agreement to continue.
3. Click the ArcSoft MediaConverter button then follow the screens as prompted.

To convert files to usable format using Arcsoft MediaConverter:

1. Connect your external USB drive to the desktop or laptop computer on which you installed ArcSoft MediaConverter.
2. Open the ArcSoft MediaConverter application.



3. Select the files or folders you want to convert.
4. Set the USB drive as the **Convert To** location.
5. Set the location where you want the converted files placed as the **Local Directory**.
6. Click **Start**. The files are converted and copied to the USB drive.

## Examining your files

MediaInfo (free software) can provide technical and tag information about your video or audio files.

MediaInfo provides the following kinds of information:

- General—title, author, director, album, track number, date, and duration
- Video—codec, aspect, fps, and bitrate
- Audio—codec, sample rate, channels, language, and bitrate
- Text—language of the subtitles
- Chapters—number and a list of chapters

MediaInfo supports the following formats:

- Video—MKV, OGM, AVI, DivX, WMV, QuickTime, Real, MPEG-1, MPEG-2, MPEG-4, DVD (VOB) (Codecs: DivX, XviD, MSMPEG4, ASP, H.264, AVC)
- Audio—OGG, MP3, WAV, RA, Dolby Digital, AAC, M4A, AU, AIFF
- Subtitles—SRT, SSA, ASS, and SAMI

With MediaInfo, you can:

- Read many video and audio file formats
- Use several methods of viewing information, such as text, sheet, tree, and HTML
- Customise views
- Export information as text, such as CSV and HTML

To examine your files:

1. Use your browser and go to <http://mediainfo.sourceforge.net/en>.
2. Download the software and install it on your computer.
3. Follow the instructions as prompted.

## 10

## System Maintenance

The system software of your WD TV HD Media Player can be upgraded to the latest release, which can improve support for media file playback and includes bug fixes and product enhancements. To ensure that you receive the latest update, we recommend registering your product at <https://www.wdc.com/register>.

This chapter describes how to upgrade the system firmware and perform simple troubleshooting. If you encounter an error message, refer to the “Common Error Messages” on page 65 for possible corrective action.

Solutions to more serious problems may require contacting your dealer or an authorized service center for assistance. For more information, refer to “WD Technical Support” on page 2.

### System Firmware Upgrade

Firmware is an important set of instructions that tells your HD media player how to operate, what the interactive screens look like, and how to do what you tell it to do. Upgrading the firmware is important because WD is always developing newer, faster, and more efficient ways of doing things that your HD media player needs to know.

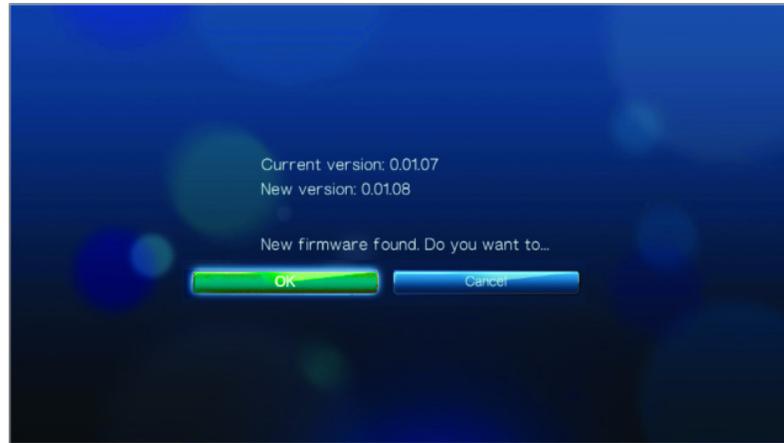
**Important:** Make sure the HD media player’s AC power adapter remains connected during the firmware update. A power disruption during the update process can corrupt the system firmware. Also, make sure that you do not unplug the USB storage device.

To update the firmware:

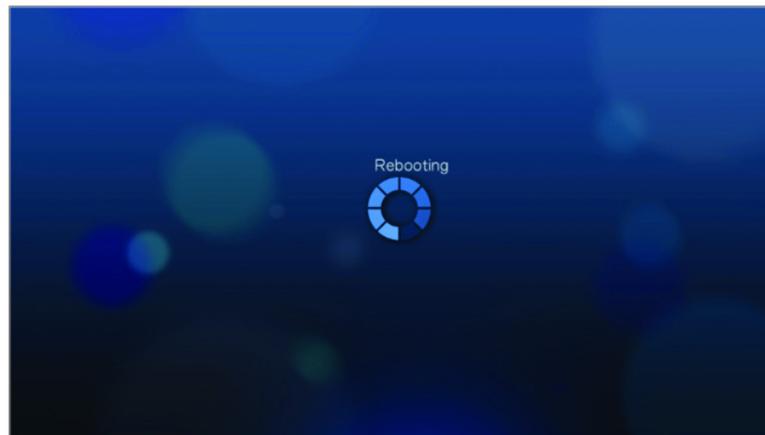
1. Go to [support.wdc.com](http://support.wdc.com) and download the latest firmware update file for your USB storage.
2. Click "Downloads" then the product name (or photo).
3. Copy the firmware update file to a USB drive's root folder.
4. Connect the USB drive to the HD media player's USB port.
5. Press **HOME**, then select the Settings  bar.
6. Select the firmware upgrade icon , and then press **ENTER**.



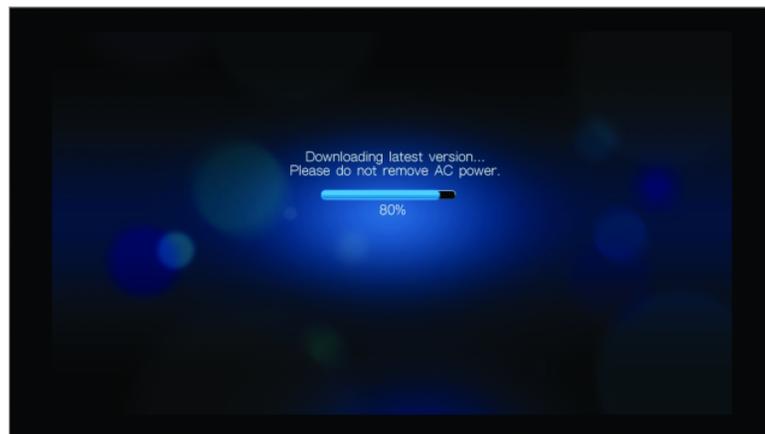
You are prompted to perform the firmware upgrade.



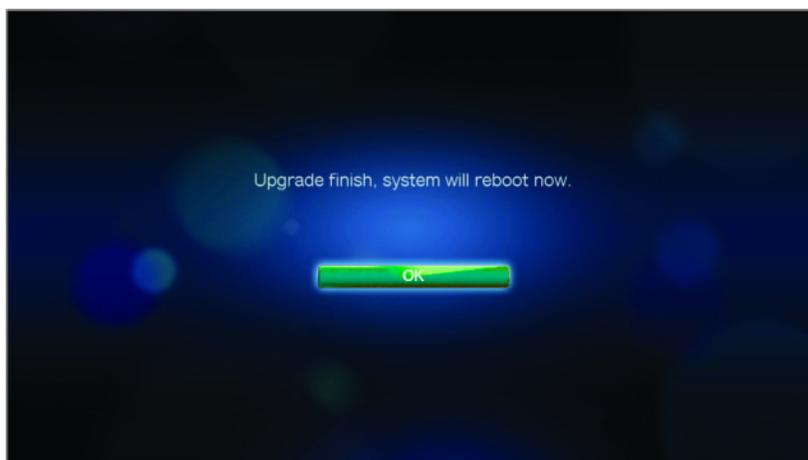
7. Select **OK** on the firmware update prompt, and then press **ENTER**. This will restart the system.



After restarting, the system automatically enters firmware upgrade mode.



Once the update process is completed, the following message appears and the HD media player will restart again.



Once the HD media player restarts, the new firmware is automatically loaded.

## Troubleshooting

Problem	Solution
<b>DISPLAY</b>	
The TV screen is blank and the HD media player power LED remains off.	<ul style="list-style-type: none"> <li>▪ Make sure the TV is turned on.</li> <li>▪ Make sure that the power adapter and power outlet are okay.</li> <li>▪ Make sure that the interface cable is properly attached to the correct terminals on both the TV and the HD media player.</li> </ul>
The TV screen is blank and the HD media player power LED is blinking.	A system diagnostic failure occurred. Turn off your HD media player, wait 10 minutes, then turn it on again. If the same thing happens, contact the WD Technical Support for assistance (see “WD Technical Support” on page 2).
The TV screen is blank and the HD media player power LED is on.	<ul style="list-style-type: none"> <li>▪ Make sure the TV is turned on.</li> <li>▪ Make sure that the interface cable is properly attached to the correct terminals on both the TV and the HD media player.</li> <li>▪ Press the reset button for 10 seconds.</li> </ul>
The TV screen is blinking and fuzzy.	<ul style="list-style-type: none"> <li>▪ Make sure that the interface cable is properly attached to the correct terminal(s) on both the TV and the HD media player.</li> <li>▪ Make sure the HD media player power LED is on.</li> <li>▪ If you are using a CRT TV, navigate to the Home   Settings   System screen and:               <ul style="list-style-type: none"> <li>- Make sure that the <b>Composite</b> option is selected as the video output.</li> <li>- Make sure the TV system setting matches the system used in your region.</li> </ul> </li> <li>▪ If you are using an LCD TV, navigate to the Home   Settings   System screen and:               <ul style="list-style-type: none"> <li>- Make sure that the <b>HDMI</b> option is selected as the video output.</li> <li>- Make sure that the video resolution option is set as <b>Auto</b>.</li> </ul> </li> </ul>
The video display is cut off or appears in a sidebar.	Navigate to the Home   Settings   Audio/Video screen and make sure that aspect ratio is set as <b>Normal</b> .
The slideshow pictures are distorted.	Navigate to the Home   Settings   Photo screen and select Keep as original or Fit to screen in the Photo Scaling field.
<b>FILES</b>	
File does not play.	<ul style="list-style-type: none"> <li>▪ Verify compatibility. Refer to “Supported formats” on page 67.</li> <li>▪ Run ArcSoft MediaConverter and convert the file.</li> </ul>

Problem	Solution
<b>AUDIO</b>	
There is no sound.	<ul style="list-style-type: none"> <li>▪ Make sure the volume on the entertainment unit is not muted.</li> <li>▪ Navigate to the Home   Settings   System screen and make sure the correct audio output setting is enabled.               <ul style="list-style-type: none"> <li>- If you are using the composite audio cable, the <b>Stereo</b> setting should be enabled.</li> <li>- If you are using an Toslink (optical) or HDMI connection, the <b>Digital</b> setting should be enabled.</li> </ul> </li> <li>▪ If you are watching a video that supports multiple audio channels, make sure that the Audio Off option is disabled. Press Options   &lt;icon&gt;, and then press <b>ENTER</b> repeatedly until the intended audio channel is displayed.</li> </ul>
<b>USB DEVICE</b>	
The Media Library process failed.	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>▪ the USB device has no read-only protection.</li> <li>▪ the USB device is not using the HFS+ Journaling file system.</li> <li>▪ there is enough storage space on the USB device.</li> </ul>
The attached USB device is not visible on the Home screen.	<ul style="list-style-type: none"> <li>▪ WD HD TV Media Player only supports mass USB storage mode. Make sure that the USB device is configured as a "mass storage device."</li> <li>▪ Make sure the USB device's file system is supported (NTFS, FAT/FAT32, or HFS+).</li> </ul>
<b>REMOTE CONTROL</b>	
The HD media player remote control does not work.	<ul style="list-style-type: none"> <li>▪ Press only one button at a time.</li> <li>▪ Make sure the batteries are properly inserted.</li> <li>▪ The batteries may already be drained out. Replace batteries with new ones.</li> <li>▪ Make sure that the path between the remote control and the HD media player is not blocked.</li> </ul>
<b>FIRMWARE UPGRADE</b>	
The firmware upgrade recovery splash screen is shown after you turned on the HD media player.	<p>The previous firmware upgrade process failed.</p> <ul style="list-style-type: none"> <li>▪ Repeat the firmware upgrade process. Go to page 2 for instructions.</li> <li>▪ If you are still unable to update the system firmware, perform a system reset. Go to page 50 for instructions.</li> </ul>

## Common Error Messages

If this message appears	Perform this action
<b>HOME</b>	
Hard drive cannot aggregate.	There are different conditions under which this error message may appear. The message will specify the issue. For example, not enough space is used on the storage or a journaled file system.
No storage present.	Attach the USB device that contains your media files.
Media Library requires more storage space: [XXXMB]	<ol style="list-style-type: none"> <li>1. Eject and disconnect the USB device from the HD media player.</li> <li>2. Connect the USB device to your computer and delete unnecessary files to meet the required storage space.</li> <li>3. Attach the USB device to the HD media player again.</li> </ol>
Please turn off journaling on the attached storage's file system for the media player to compile the media library.	<ol style="list-style-type: none"> <li>1. Eject and disconnect the USB device from the HD media player.</li> <li>2. Connect the USB device to your Apple computer and disable the journaling function. Refer to the Apple Help for information.</li> <li>3. Attach the USB device to the HD media player again.</li> </ol>
Unable to compile media library on read-only storage.	<ol style="list-style-type: none"> <li>1. Eject and disconnect the USB device from the HD media player.</li> <li>2. Connect the USB device to your computer and make sure the read-only protection is disabled.</li> <li>3. Attach the USB device to the HD media player again.</li> </ol>
Unable to compile media library. Please check your storage setting.	<ol style="list-style-type: none"> <li>1. Eject and disconnect the USB device from the HD media player.</li> <li>2. Connect the USB device to your computer and &lt;what action should be taken here?&gt;</li> <li>3. Attach the USB device to the HD media player again.</li> </ol>
Unrecognized storage.	The USB device model is not supported. Use another USB device.
Question XX: WD USB HDD Trouble Shooting	This indicates a system diagnostic failure. Contact WD Technical Support for assistance.
<b>CONTENT PLAYBACK</b>	
This folder is empty.	There are no supported media files in the selected folder. Select another folder that contains media files of the correct format.

If this message appears	Perform this action
Unable to play the selected file. Please recreate the file by using the included media editing software.	<ol style="list-style-type: none"> <li>1. Eject and disconnect the USB device from the HD media player.</li> <li>2. Connect the USB device to your computer and make sure the file format is correct. You can use the media editing software included in the WD Documentation CD. (See "How do I find media files and create playlists?" on page 66)</li> <li>3. Attach the USB device to the HD media player again.</li> </ol>

## FAQs

### How do I find media files and create playlists?

Several media player applications are currently available, such as Winamp and iTunes, that let you play, arrange, and edit media files. These media players also let you create playlists and edit the metadata information for media files. You can search the Internet with your browser to locate where these applications are available for download.

### How do I copy the files from my music CD to my computer?

Digital audio extraction, or *Ripping*, is the process of copying audio (or video) content to a hard drive, typically from removable media, such as CDs or DVDs, or from media streams.

To rip music from CDs to a computer:

1. Insert the CD into the optical drive of your computer.
2. Open the program that you use to rip the music to your computer, such as iTunes or Windows Media Player.
3. Press the **Import** button (using iTunes),  
- OR -  
Press the **Rip** button (using Windows Media Player).
4. Click the music you want to copy (Windows Media Player) and note where the music files are saved after they are copied. iTunes imports the entire CD into your iTunes music library.
5. Click the **Start Rip** button (Windows Media Player).
6. When ripping is complete, remove the CD. The music is now on your computer.

*Some music may be covered by copyright laws which prevent its copying or distribution.*

### Can I use use a universal remote control with the WD TV HD media player?

You can use most popular universal remote control devices such as the Logitech Harmony models.

## 11

## Appendix

## Supported formats

Filename extension	Codec	Format/container
<b>VIDEO</b>		
m1v	mpeg1	None
m2v	mpeg2	None
m4v	mpeg4	None
dat	Video: mpeg1 Audio: mpeg audio	cdxa
mpeg	Video: mpeg1 mpeg2	mpeg ps
mpeg		
avi	Video: mpeg4 AVC WMV3 Audio: mpeg audio Dolby Digital pcm(Microsoft)	AVI
mov	Video: mpeg4	quicktime
mp4		
dvr-ms	Video: mpeg2 Audio: mpeg audio Dolby Digital	asf
wmv	Video: wmv3	asf
asf		
mkv	Video: mpeg1 mpeg2 mpeg4 AVC Audio: mpeg audio pcm (Microsoft) Dolby Digital aac	

Filename extension	Codec	Format/container
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Video notes:

PS1

1. mpeg-2 MP@HL up to 1920x1080p24, 1920x1080i30 or 1280x720p60 resolution.
2. mpeg4.2 asp@HL. Rectangular shape video decoding up to 1280x720p30 resolution, support for B Pictures, data partitioning and error resiliency. No support for global motion compensation (GMC).
3. WMV9(wmv3) up to 1280x720p60) (<90% of the P-picture macroblocks have 4 motion vectors) or 1920x1080p24 resolution. Up to 1280x720p30 or 1920x1080p24 resolution if unconstrained 4 MV bitstream.
4. mpeg-4.10 (H.264) (AVC) BP@L3 up to 720x480p30 or 720x576p25 resolution, include FMO and ASO.
5. mpeg-4.10 (H.264) (AVC) MP@L4.1 and HP@L4.1 up to 1920x1080p24, 1920x1080i30 or 1280x720p60 resolution.

PS2

1. Any file must be interleaved (<100ms)
2. Audio sample rate must be: 8000, 11025, 12000, 16000, 22050, 24000, 32000, 44100, 48000

### AUDIO

mp1	mpeg audio	none
mp2		
mp3		
mpa		
aac	mpeg2/4 AAC LC/HE	1. ADTS 2. ADIF
m4a	mpeg2/4 AAC LC/HE	quick time
mp4a		
flac	flac	flac
wav	pcm	wave
lpcm	pcm	none
pcm		
ogg	ogg vorbis	ogg
wma	1. wma	asf
aid	pcm	aiff
aiff		
Dolby Digital	Dolby Digital	none
mka	1. mpeg audio 2. mpeg 2/4 AAC LC/HE 3. pcm (Microsoft)	matroska

Type	File name	Codec	Resolution	Other limitation
<b>PHOTOS</b>				
BMP	bmp	Uncompressed (most common)	2048x2048	
TIFF	tif/tiff	Uncompressed 24-bit RGB (most common)	2048x2048	Multi-page not supported, only shows 1st page
		LZW (loss less)	2048x2048	
PNG	png	DEFLATE (loss less)	2048x2048	
GIF	gif	LZW (loss less)	2048x2048	For animation, only supports 1st page
JPEG	jpeg/jpg	JPEG (lossy) (most common)	4096x4096	CMYK not supported
		Progressive	1280x720	

Thumbnail	Support	Limitation
<b>MUSIC</b>		
Filename extension	Only supports ID3 and EXIF format have thumbnail	
mp3	Yes	Thumbnail in the id3 tag ("APIC" or "PIC" tag)
wma	Yes	Thumbnail in the asf format ("WM/Picture" in the extended info)
m4a	Yes	Thumbnail in the quicktime format ("moov/udta/meta/ilst/covr")
mp4a	Yes	Thumbnail in the quicktime format ("moov/udta/meta/ilst/covr")
flac	Yes	
asf	Yes	Thumbnail in the asf format ("WM/Picture" in the extended info)
wmv	Yes	Thumbnail in the asf format ("WM/Picture" in the extended info)
mp4	Yes	Thumbnail in the quicktime format ("moov/udta/meta/ilst/covr")
jpg	Yes	Thumbnail in the exif
jpe	Yes	Thumbnail in the exif
tiff	Yes	Thumbnail in the exif
tif	Yes	Thumbnail in the exif
jpeg	Yes	Thumbnail in the exif

## Regulatory Compliance

### FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the retailer or an experienced radio/television technician for help.

### ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

### Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60065:03, UL-60065, 7th Ed: Audio, Video and Similar Electronic Apparatus - Safety Requirements.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60065:03, UL-60065 7th Ed. Appareils audio, vidéo et appareils électroniques analogues - Exigences de sécurité.

This device is only for use with the compatible UL Listed AC adapter.

Cet appareil n'est destiné qu'à des adaptateurs compatibles marqués "UL Listed."

### CE Compliance for Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

Die Markierung mit dem CE-Symbol zeigt an, dass dieses Gerät mit den anwendbaren Richtlinien der Europäischen Union übereinstimmt. Hierzu zählen auch die EMV-Richtlinie (2004/108/EG) sowie die Niederspannungsrichtlinie (2006/95/EG). Eine "Konformitätserklärung" in Übereinstimmung mit den anwendbaren Richtlinien ist erstellt worden und kann bei Western Digital Europe eingesehen werden.

Le symbole CE indique que ce système est conforme aux directives du Conseil de l'Union Européenne, notamment à la Directive CEM (2004/108/CE) et la Directive Basse tension (2006/95/CE). Une "déclaration de conformité" aux directives applicables a été déposée auprès de Western Digital Europe.

I marchi con il simbolo CE denotano la conformità di questo sistema alle direttive del Consiglio dell'Unione europea, ivi compresa la Direttiva EMC (2004/108/CE) e la Direttiva Bassa Tensione (2006/95/CE). In adempimento con le vigenti direttive è stata rilasciata una "Dichiarazione di conformità", depositata presso Western Digital Europe.

La marca con el símbolo CE indica el cumplimiento de este sistema con las correspondientes directivas del Consejo de la Unión Europea, que incluye la Directiva CEM (2004/108/CE) y la Directiva de bajo voltaje (2006/95/CE). Se ha realizado una "Declaración de conformidad" de acuerdo con las directivas correspondientes y se encuentra documentada en las instalaciones de Western Digital en Europa.

Märkning av CE-symbolen anger att detta systemet uppfyller kraven enligt det Europeiska Parlamentet och Rådets direktiv, inklusive EMC-direktivet (2004/108/EC) och Direktivet om Lågspänning (2006/95/EC). En "Försäkran om Överensstämmelse" har gjorts enligt de gällande direktiven och har registrerats hos Western Digital Europa.

Merking med CE-symbolet indikerer dette systemets overholdelse av gjeldende direktiver for EU, inkludert EMC-direktivet (2004/108/EC) og lavspenningsdirektivet (2006/95/EC). En "samsvarserklæring" i henhold til gjeldende direktiver har blitt skrevet og finnes arkivert hos Western Digital Europe.

CE-merkintä osoittaa tämän järjestelmän yhdenmukaisuuden sovellettavissa olevien Euroopan unionin neuvoston direktiivien kanssa, mukaan lukien EMC-direktiivi (2004/108/EC), sekä alijännitedirektiivi (2006/95/EC). "Yhdenmukaisuusvakuutus" sovellettävien direktiivien kanssa on tehty ja se on arkistoituna Western Digital Europe:ssa.

Маркировка символом CE свидетельствует о соответствии настоящей системы положениям применимых директив Совета Европейского Союза, в том числе Директивы об электромагнитной совместимости (2004/108/EC) и Директивы о низковольтном оборудовании (2006/95/EC). Заявление о соответствии положениям применимых директив, сделанное компанией Western Digital, находится в архиве её европейского подразделения.

يشير التمييز بوضع الرمز CE إلى توافق هذا النظام مع توجيهات المجلس القابلة للتطبيق والخاصة بالاتحاد الأوروبي، بما في ذلك توجيهات التوافقية الكهرومغناطيسية (EMC) (2004/108/EC) وتوجيهات الجهد الكهربائي المنخفض (2006/95/EC). وتم وضع "إعلان المطابقة" وفقاً للتوجيهات القابلة للتطبيق وهو موجود في ملف على Western Digital Europe.

## GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779.

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

## VCCI Notice (Japan only)

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取扱説明書に従って正しい取り扱いをして下さい。

This is a Class B product based on the standard of the Voluntary Control Council for Interference (VCCI) from information technology equipment. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

## MIC Notice (Republic of Korea only)

기종별	사용자 안내문
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Class B Device 1 — Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

## Environmental Compliance (China)

Part Name	Hazardous Substances					
	Pb	Cd	Hg	Cr(VI)	PBBs	PBDEs
机壳/机箱 Chassis / Housing	X	○	○	○	○	○
电路板组合/板卡 PCBA/Card	X	○	○	○	○	○
线材缆线/连接器 Cable / Connector	X	○	○	○	○	○
电源变压器/电源供应器 Adapter / Power Supply	X	○	○	○	○	○
机械-电机零件 Mechanical-Electrical parts	X	○	○	○	○	○
电池 Battery	X	○	○	○	○	○
遥控器 Remote controller	X	○	○	○	○	○

O: 表示有毒有害物质在该部件的所有均质材料中的含量均低于

SJ/T11363-2006 标准规定的限量要求以下。

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出

ST/T11363-2006 标准规定的限量要求。

(在此表中, 企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

## Warranty Information

### Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at [support.wdc.com](http://support.wdc.com) for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via [support.wdc.com](http://support.wdc.com). WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

### Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 1 year in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 1 year in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at [support.wdc.com](http://support.wdc.com)), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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