

Home Media Gallery - Frequently Asked Questions

Q: What is the recommended server software to enjoy the Home Media Gallery?

A: Please use a Windows Media Connect 2.0 or DLNA compliant server.

Q: How do you connect this PDP with a server(s)?

A: Please refer to this PDP's operating instructions. You can also refer to the operating instructions supplied with the PC and its peripherals used (HUB, router, etc.).

Q: No content is displayed in the Contents List.

A: Possible reasons are as follows.

- The server is turned off.
- "Open to public" setting has not been entered.
- Public folder is empty.
- Formats are not supported for content in the Public folder.
- A different file having the same name is Open.
- "Open to public" is prohibited by user setting.
- LAN connection is incomplete.
- Router doesn't allow connection.
- Firewall doesn't allow connection.

Q: Content does not play or display.

A: Possible reasons are as follows.

- Content protected by DRM (Digital Rights Management) can't be played back through USB.
- Content cannot be played that requires a license every time or once in several times it plays.

Q: Can content in the Home Media Gallery be copied?

A: No content in the Home Media Gallery can be copied through the use of an external device, etc.

Q: Is there any problem if two or more application servers are used on a single PC?

A: Using two or more application servers on a single PC may cause unstable operation.

For proper operation, it is strongly recommended that one application server is used on a single PC.

Q: Is Parental Control setting available?

A: No Parental Control setting is available for any content played or displayed in the Home Media Gallery.

Q: Is Closed Caption setting available?

A: No Closed Caption setting is available for any content played or displayed in the Home Media Gallery.

Q: No picture displays on the screen when a digital camera is directly connected to this PDP.

A: Some digital cameras may require a setup procedure for Mass Storage Class data transfer. The setup is done on the camera. See the operating instructions supplied with the digital camera.

Software update

Q: Is there any software supplied that decompresses zip files? If not, where can I get it?

A: No such software is supplied with this PDP. The software can be obtained from internet sites or shops.

Q: Is there any USB memory device supplied? If not, where can I get it?

A: No USB memory device is supplied with this PDP. You can purchase it in home appliance shops. Please refer to the "USB memory list" for devices that have been checked for use with this PDP.

Q: What is an advantage of updating my Home Media Gallery software?

A: Updating the Home Media Gallery software to the latest version available, ensures you have the most up to date capabilities and benefits associated with this unique feature.

Q: Is there any guidelines for software updates?

A: Please observe the following:

- 1) Please don't disconnect USB memory or power cable, or don't turn off this PDP until software update is finished.
- 2) Please do not change the name of the updated file as it may cause an incomplete software update.
- 3) No other operation can be performed during a software update is in progress.
It takes about 15 minutes until a software update is finished.
- 4) Software update is interrupted when timer recording is started.
- 5) If software update is finished incompletely due to accident, such as power failure, please try software update again. Even when software update fails, the existing software still retains the Home Media Gallery function.