

## Frequently Asked Questions

Please check [www.cirago.com/cmc2000](http://www.cirago.com/cmc2000) regularly to see if there are any new firmware updates and also new additions to the FAQ. Anytime we have a bug fix or new features to add to the media center, we will have a firmware upgrade for you. This allows you to get access to all the latest features of the Cirago Multimedia Center.

### TV SIGNAL

**1. Sometimes when I turn on the media center, it does not go to the normal startup screen or the screen gets cut off. All the cables are connected properly, so what should I do?**

This could be because of an incorrect TV system setting. Press the "TV System" button on your remote control at an interval of 4-5 seconds. This will change the TV system and resolution. There are few different settings, so repeat this a few times and it will fix the problem. Alternatively, once you get to the startup screen, go to: **Guide Menu > Setup > Video > TV System** and try out the different options to find one that works best for your TV and viewing preference.

### WIRELESS / WIRED LAN

**2. Why doesn't my media center get an SSID name with a wireless dongle? The screen always displays: "Can't get any SSID!"**

When you insert a wireless adaptor to the media center, it can take the media center a minute or two to recognize the new hardware and initialize it. While this is happening, the wireless adaptor will not pick up any wireless signals in the area and your media center will give you the "Can't get any SSID" error. Also, if you are using a wireless adaptor other than the one Cirago sells, make sure that it has a Realtek 8187 chipset.

**3. I configured everything correctly, but still cannot get the media center to connect to my wireless network. What should I do?**

Make sure that your wireless access point is actually broadcasting a signal. DHCP should be turned on. Also, check to make sure that there are no IP conflicts with other devices on your network. To ensure that your wireless network is working, make sure that other devices can connect to your wireless network. Try another wireless adaptor with your media center. If that fails, connect to your network using an Ethernet cable to access files on your network. Give us a call and we'll help get to the bottom of the problem!

**4. When I try to connect to a computer over my network, it asks me for Net User ID and Net Password. What should I use to connect to that computer?**

The media center asks you to login as a security requirement. You can use the login information for your computer – i.e. the username and password that your computer prompts you to enter when you start your computer. After you enter it, make sure you choose "OK & Save to My Shortcuts". This will save your login information for future use. You can then access that computer from the "My Shortcuts" menu under network / LAN.

**5. I configured everything correctly, but still cannot get the wireless network connected.**

Are you using a firewall such as Norton Internet Security, McAfee Personal Firewall, Zone Alarm, etc. or even the built-in firewall of Windows XP? (Please note that Service Pack 2 for Windows XP automatically upgrades your firewall and turns it on by default)

If you have a firewall, it may need to be configured or have exceptions created to allow you to see and communicate with the player on the network. To test if your firewall is preventing network communication (including PING and access shared folders), try disabling it to see if you can connect. If you can connect with the firewall disabled, you may need to add the player to the 'Trusted' list or configure the firewall for

local intranet access. Worst-case, disable your firewall long enough to use the player, then enable it again when done.

**6. *When I am using the NAS function, I cannot copy files to the player.***

Please check the file system format of the hard drive partitions on the player. NTFS partitions are read-only on the system. Therefore, files cannot be written onto any NTFS partitions via the NAS mode. However, you can copy the files you wish to the NTFS partitions via a USB cable. Files can be copied to the FAT32 partition via the NAS feature.

## **RECORDING**

**7. *I used the Timer Record feature to schedule a recording on Channel 7 for a later date. In the meantime, I switched to Channel 2. When I came back to watch what I recorded, it had recorded what was on Channel 2! Is there a way to set the channel that I want to record?***

The media center will record the channel that is fed in through the AV input. So, if you leave the media center on channel 2, it will record what is on channel 2.

**8. *Can I record one channel while watching another?***

The media center does not support recording and watching separate channels. You can watch any content that is on your media player while a show is recording. So, if you have any movies saved on the media player, or external memory, you can watch them while you are recording Live TV.

**9. *How is Timeshift different from recording?***

Timeshift is a temporary recording feature that allows you to pause Live TV, and come back to watch what you have recorded within a short time span. Since the recording buffer is preset (between 1 hour and 4 hours), if the recording buffer is set for 1 hour, only the most recent 60 minutes will be recorded. So, if you leave for longer than 60 minutes, you will miss some of the recording. Timeshift works best for if you plan to return to watching TV within 60 minutes. If you plan to be away longer, then recording is the better option. Recording will actually record any TV shows to the Multimedia Center's hard drive. The recording is only limited to the available space on the hard drive. You can come back at any time to watch the recorded show.

## **FILE FORMATS**

**10. *I have a lot of movies in formats that are not supported by the media center. Is there any way I can watch them on the media center?***

There is a program called **Transcode Server** that allows you to play some formats that are not supported by the media player. Please note that Transcode Server is not a product that Cirago makes or supports. Transcode Server supports the playback of H.264 and MKV files on the media center. As of March, 2009, Transcode server only works with Windows Operating Systems. Download the Transcode Server software and instructions from [www.cirago.com/cmc2000](http://www.cirago.com/cmc2000)

## **MISCELLANEOUS**

**11. *When I connect the media center to my computer via the USB cable, nothing happens. What am I doing wrong?***

Make sure the media center is powered on. Connect the media center to your computer via USB cable provided. Your computer should recognize the media center as a removable storage device. If your computer still does not recognize the media center, try using another USB port on your computer.

**12. *Can I use the media center to store files other than media files?***

Yes, depending on which model of the media center you have, you either have 500GB or 1 TB of space. You can use the media center to store all kinds of files. The media center will play only media files, but it can store files in any format. It can be used as an external hard drive.