

Frequently Asked Questions

Please check www.cirago.com/multimediacenter 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 Multimedia 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 Multimedia Center, it does not go to the normal startup screen or the screen gets cut off. What should I do?

Start by making sure all your cables are connected properly and that your TV is set to the correct input (AV or HDMI). Please refer to the cables and connections guide in the Quick Start Guide. You can also try pressing the “TV System” button on your remote control. This button changes the video output signal. There are few different settings, so repeat this a few times and it will fix the problem.

2. When I turn on the Multimedia Center, the sides of the screen are cut off and I can't see the full menu. How can I fix that?

If the screen is cut off, it 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 button changes the video output signal. 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

3. Why doesn't my Multimedia 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 Multimedia Center, it can take the Multimedia 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 Multimedia Center will give you the “Can't get any SSID” error.

Also, if you are using a wireless adaptor other than the one provided, make sure that it has a Realtek chipset. We strongly encourage using the wireless adaptor that is provided with the Multimedia Center.

4. I configured everything correctly, but still cannot get the Multimedia 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. If you are still experiencing trouble please contact us so we can assist you.

5. 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 Multimedia 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.

RECORDING

6. 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 Multimedia Center will record the channel that is fed in through the AV input. So, if you leave the Multimedia Center on channel 2, it will record what is on channel 2.

7. Can I record one channel while watching another?

The Multimedia 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.

8. 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 time span of 30 minutes. Since the recording buffer is 30 minutes, only the most recent 30 minutes of Live TV will be recorded. So, if you leave for longer than 30 minutes, you will miss some of the recording. Timeshift works best for if you plan to return to watching TV within 30 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. **Please refer to Page 41 of the user manual for more detailed instructions.**

FILE FORMATS

9. I have a lot of movies in formats that are not supported by the Multimedia Center. Is there any way I can watch them on the Multimedia Center?

There is a program called **Transcode Server** that allows you to play many formats that are not supported by selecting them through a networked computer containing the stored video file that CAN display the video. 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 Multimedia Center. As of March, 2009, Transcode server only works with Windows Operating Systems. Download the Transcode Server software and instructions from www.cirago.com/multimediacenter or install it from the CD that came with your Multimedia Center.

10. Can I use the Multimedia Center to store files other than media files?

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

F I R M W A R E U P G R A D E S**11. I tried doing the firmware upgrade, but I can't see anything on the TV screen. How do I know if the upgrade was successful?**

You will only be able to see the progress of the firmware upgrade if you are using the AV cables (AV Out on the Multimedia Center to AV In on your TV). The progress will not show when using the HDMI cable to connect the Multimedia Center to your TV. Doing the upgrade again will not harm the Multimedia Center.

12. Do I have to do firmware upgrades?

We release a firmware upgrade anytime we fix a bug, or add a new feature. You do not have to do the upgrade, but we do recommend it.

C O P Y F I L E S**13. I was trying to copy some files from my memory card to the Multimedia Center memory. It did not let me select more than 8 files at a time. Is there a way to get around that?**

The number of files that can be selected at one time in the Copy Files menu is 8. One way to get around it is to select the entire folder your files are in and copy the folder to the Multimedia Center. Another way is to go through your computer and transfer the files to the Multimedia Center.

M I S C E L L A N E O U S**14. When I connect the Multimedia Center to my computer via the USB cable, nothing happens. What am I doing wrong?**

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

15. Is there a file limit on the Multimedia Center?

The maximum number of files that the Multimedia Center will read in any folder is 4095. This means that if you have 5000 files in a folder, the Multimedia Center will only read the first 4095 files in that folder.

16. I'm having trouble deleting some folders from the Multimedia Center. What am I doing wrong?

Depending on the file permissions set up when the folder was created, some folders cannot be deleted directly from the Multimedia Center. If you have a folder that contains more than just media files, and you try deleting it from the Multimedia Center, it will not delete it. Since the Multimedia Center only shows you the media files in the folder, it will not delete the folder as it cannot read the non-media files. If you are having trouble deleting a folder directly from the Multimedia Center, connect the Multimedia Center to your computer and delete the file using your computer.

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