WD® Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at http://support.wdc.com. If the answer is not available or, if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD technical support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at http://register.wdc.com.

Accessing Online Support

Visit our product support website at 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.

<table>
<thead>
<tr>
<th>North America</th>
<th>Asia Pacific</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English</strong></td>
<td>Australia</td>
</tr>
<tr>
<td>800.ASK.4WDC</td>
<td>1 800 42 9861</td>
</tr>
<tr>
<td>(800.275.4932)</td>
<td></td>
</tr>
<tr>
<td><strong>Spanish</strong></td>
<td>China</td>
</tr>
<tr>
<td>800.832.4778</td>
<td>800 820 6682/65 62430496</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Europe (toll free)</strong>*</th>
<th><strong>Indonesia</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>00800 000 2754332</td>
<td>+803 852 9439</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Europe</strong></th>
<th><strong>Japan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>+31 880062100</td>
<td>00 531 650442</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Middle East</strong></th>
<th><strong>Malaysia</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>+31 880062100</td>
<td>+800 6008 6008/1 800 88 1908/66 62430496</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Africa</strong></th>
<th><strong>Philippines</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>+31 880062100</td>
<td>1 800 1441 0159</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>Singapore</strong></th>
<th><strong>Taiwan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>+800 6008 6008/64 62430496</td>
<td>+800 6008 6008/64 62430496</td>
</tr>
</tbody>
</table>

* Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.
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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 expose the batteries or the remote control with batteries installed to excessive heat (direct sunlight, fire, etc.).
- 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.
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.

<table>
<thead>
<tr>
<th>Serial Number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Model Number:</td>
<td></td>
</tr>
<tr>
<td>Purchase Date:</td>
<td></td>
</tr>
<tr>
<td>System and Software Notes:</td>
<td></td>
</tr>
</tbody>
</table>

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 http://register.wdc.com.

Accessories

For U.S. residents, visit www.shopwd.com to view additional accessories available for your multimedia drive. For users outside the U.S., visit http://support.wdc.com.
Product Overview

Thank you for purchasing the WD Elements Play multimedia drive. This user manual provides step-by-step instructions for installing and using your new multimedia drive. For the latest WD product information and news, visit our website at www.westerndigital.com.

The WD Elements Play multimedia drive is an easy, affordable way to supersize your movies and photos on your big-screen TV and play your music collection on your home entertainment center. Save your media collection on the multimedia drive, then simply connect the drive to your TV and you’re ready to enjoy all your digital media in Full-HD 1080p resolution.

**Full-HD 1080p resolution** – Experience spectacular Full-HD video picture quality and crystal-clear digital audio. The HDMI port lets you connect to the highest quality HDTV or home theater.

**Plenty of room for your media collection** – The built-in high capacity hard drive offers room for tons of media. If you need more space, plug USB drives into the available ports.

**Supports a wide variety of file formats** – Most popular formats are supported including RMVB, H264, and MKV.

**Camera compatible** – Connect your digital camera or camcorder and play or transfer content from your camera to the drive.

**Easy, intuitive user interface** – Simple, intuitive and beautiful, the user interface provides the following navigation options:

- DVD navigation with complete menu navigation, chapter listings, special features, and subtitles
- Photo slideshow with unique transitions and music on your HDTV
- Supports photo thumbnails, video cover art and music album art
- Music playlist support for PLS, M3U, WPL file types
- Preview your video during navigation
- Multi-language subtitle support for video playback

**Automatic play** – Set the player to play a selected media file automatically when the unit is turned on. Perfect for living art on your HD TV or for digital signage.

**Composite video connection** – Composite (RCA) outputs ensure compatibility with virtually all television sets.

**Digital optical audio** – High fidelity audio or pass-through digital audio signal to your AV receiver for surround sound experience. Supports SPDIF and Dolby Digital native playback.
Features and Functions

Features

Audio/Video Interface
- HDMI 1.4 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
- Video output resolution includes 480i and 576i (composite interface), or 480p, 576p, 720p, 1080i, and 1080p (HDMI interface)
- Stereo or multi-channel digital surround (pass through only) audio output

Advanced Navigation Options
- Thumbnail and list views—browse your content by filename or by thumbnails of photos, album covers, and movie preview
- Search—search by filename and partial filename

Content Playback
The multimedia drive is capable of playing several different types of multiformat files. For a detailed list of supported formats, go to “Supported Media File Formats” on page 52. The included remote control lets you quickly browse through your media and configure settings.

Photo Viewing
- Create custom slide shows with a variety of transitions
- Zoom, pan, repeat, shuffle, and rotate

Movie Viewing
- Fast forward, rewind, previous, next, pause, repeat, shuffle, and zoom
- View subtitles
- View video menu (if supported by the file format)
- Video preview (if supported by the file format)

Music Playback
- Fast forward, rewind, pause, shuffle, and repeat
- View album art

File Management:
- View all files together
- Copy or delete files directly from the TV


Additional Features
- Real Media (RMVB) playback
- Plug-and-play convenience
- Popular media format support
- Metadata support
- Thumbnail support
- Aggregated music/photo/video view
- HDMI or composite video outputs
- Toslink (optical) audio output

Plug-n-Play USB 2.0 Support
- USB storage device with a USB connector
- Portable multimedia drives with USB connector
- Digital cameras with USB connector

For a list of tested, compatible USB devices, see Article #5675 in our knowledge base at http://support.wdc.com.

USB Storage File System Support
- NTFS
- HFS+
- HFS+ Journaling (read only)

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USB port</td>
<td>Supports connection of removable storage devices, portable multimedia drives, portable multimedia drives, and digital cameras with USB connectors</td>
</tr>
<tr>
<td>2</td>
<td>Power jack</td>
<td>Connects the power adapter</td>
</tr>
<tr>
<td>3</td>
<td>Mini USB port</td>
<td>Supports connection of the multimedia drive to a computer as an external USB storage device for content transfer.</td>
</tr>
<tr>
<td>4</td>
<td>HDMI port</td>
<td>Connects to your TV’s HDMI port (HDMI cable sold separately)</td>
</tr>
</tbody>
</table>
| 5    | Composite jacks    | Connect to your TV’s analog video and audio jacks (composite cable sold separately).  
**Note:** When making an audio connection through the Toslink (optical) port, only the composite video connection is required. |
| 6    | Toslink (optical) audio port | Connects to your AV receiver (Toslink cable sold separately) |
| 7    | Reset switch       | Reset the multimedia drive to factory settings (using a fine-tipped stylus or the unfolded end of a paperclip) |
# LED Indicator

<table>
<thead>
<tr>
<th>Item</th>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Infrared receiver</td>
<td>- 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.</td>
</tr>
</tbody>
</table>
| 2    | Power/activity LED  | - On (steady blue)—The power cable is connected and the power is on.  
- Activity—Fast flashing (approximately three times per second)  
- System standby—Slow flashing (approximately every 2.5 seconds)  
- Off—The multimedia drive is in standby mode or the power cable is disconnected. |
Remote Control

CAUTION: Do not expose the batteries or the remote control with batteries installed to excessive heat (direct sunlight, fire, etc.).

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 18.
Getting Started

Package Contents

- Multimedia Drive
- USB cable
- Remote control and Two AAA batteries
- AC power adapter
- Quick Install Guide

Installation Requirements

- Standard or HD TV with an HDMI or composite audio/video input
- Computer with a USB 2.0 connector
Optional: Stereo or AV receiver with a digital optical (Toslink) cable.

Operating System Compatibility

The multimedia drive is compatible with the following operating systems:

- Windows®
  - Windows XP
  - Windows Vista®
  - Windows 7

- Mac® OS X®
  - Tiger®
  - Leopard®
  - Snow Leopard™

Note: Compatibility may vary depending on user’s hardware configuration and operating system.

Important: For highest performance and reliability, it is recommended that you install the latest updates and service pack (SP). For Windows, go to the Start menu and select Windows Update. For Mac, go to the Apple menu and select Software Update.
Multimedia Drive Reformatting

The multimedia drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. Go to http://support.wdc.com and refer to Knowledge Base Answer ID 3865 for reformatting the drive to Mac OS X format. See “Troubleshooting” on page 57 for more information about reformatting a drive.

Important: Reformatting the multimedia drive erases all its contents. If you have already saved files on the multimedia drive, be sure to back them up before reformatting it.

Installation Procedure

The multimedia drive installation procedure is outlined below:

1. Connect the power cable.
2. Transfer content from your computer to the multimedia drive.
3. Disconnect the multimedia drive from your computer, then connect it to your TV or entertainment unit through the desired interface option.
4. Insert the batteries into the remote control.
5. Connect a USB device containing media content (optional).
Step 1 - 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 multimedia drive’s DC connector, and then plug the opposite end into an AC power outlet. The multimedia drive powers up automatically.
Step 2 - Loading Content On Your Multimedia Drive

Transfer your favorite content from your computer to your multimedia drive. You can also transfer files from your multimedia drive to your computer.

Windows

1. Turn on your computer.
2. Connect the drive’s power cable (see “Step 1 - Connecting the Power Cable” on page 11) and USB cable as shown below.
3. Drive utilities are installed automatically. If a security alert is displayed during this installation, click Accept or Continue.
4. The multimedia drive appears as a new drive volume in Computer (Windows 7 or Windows Vista) or My Computer (Windows XP).
5. Drag and drop your media files from your computer to the multimedia drive or from the multimedia drive to your computer.

Macintosh

Important: To transfer content to or from the multimedia drive using a Mac, you must reformat the drive. See “Multimedia Drive Reformatting” on page 10 for details.

1. Turn on your computer.
2. Connect the drive’s power cable (see “Step 1 - Connecting the Power Cable” on page 11) and USB cable as shown below.
3. The drive mounts to the desktop and a WD Multimedia icon appears. Double-click the WD Multimedia drive icon.
4. Drag and drop your media files from your computer to the multimedia drive or from the multimedia drive to your computer.
Step 3 - Connecting the Multimedia Drive

The following figures illustrate the cable connections supported by the multimedia drive.

Note: Composite, 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 multimedia drive.

<table>
<thead>
<tr>
<th>Connection</th>
<th>Quality</th>
<th>Connectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDMI</td>
<td>Best (up to 1080p)</td>
<td>Specialized, high-definition connector</td>
</tr>
<tr>
<td>Composite</td>
<td>Good (480i/576i)</td>
<td>Yellow = video, Red = right audio, White = left audio</td>
</tr>
</tbody>
</table>
Composite AV Connection (Standard Definition)

To use a composite connection (composite cable sold separately):

1. Plug the composite connectors into the input ports on your multimedia drive, yellow to yellow, red to red, and white to white.
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.

Wait a few seconds for your TV to detect the multimedia drive. If the multimedia drive 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 multimedia drive is detected, the splash screen displays to indicate system bootup, then the home screen of the user interface opens. Go to “Using the Multimedia Drive Menu” on page 19.
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 multimedia drive using an HDMI cable:

1. Plug an HDMI cable (sold separately) into the HDMI connector on the multimedia drive.

2. Plug the opposite end into the HDMI port on your TV or audio/video system (if available).

Wait a few seconds for your TV to detect the multimedia drive. If the multimedia drive 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 multimedia drive is detected, the splash screen displays to indicate system bootup, then the home screen of the user interface opens. Go to “Using the Multimedia Drive Menu” on page 19.
**Toslink (optical) Digital Audio**

Toslink (optical) digital can send digital audio to a receiver capable of decoding multi-channel audio through an AV receiver.

1. Complete the composite or HDMI video connection as described in “Composite AV Connection (Standard Definition)” on page 14 or “HDMI Video and Audio (High Definition)” on page 15.
2. Plug a Toslink (optical) cable (sold separately) into the S/PDIF digital optical port on your multimedia drive.
3. Plug the other end of the Toslink (optical) cable into the digital optical port on your AV receiver.
4. Select the appropriate audio source on your AV receiver.
Step 4 (Optional)- Connecting a USB Device

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

The multimedia drive has one USB port that supports playback from an external USB storage device.

1. Connect the USB device to the multimedia drive’s USB port.

2. Wait for a few moments while the multimedia drive scans the USB device for media files. (Scanning is enabled by default).

   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. “Please insert a USB storage device” appears on the screen.

For Apple Users

For HFS+, Journaling must be disabled on the storage device connected to the multimedia drive. For instructions on how to disable Journaling, see Article #2615 in our knowledge base at http://support.wdc.com.

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. Highlight the checkmark on the eject prompt, then press ENTER.
3. Disconnect the USB device from the multimedia drive.
Operating the Multimedia Drive

Using the Remote Control

The multimedia drive 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 multimedia drive.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME</td>
<td>Home screen which displays Videos/Music/Photos/File Management/Settings.</td>
</tr>
<tr>
<td>POWER</td>
<td>Power on/off.</td>
</tr>
<tr>
<td>Navigation buttons</td>
<td>Navigate through Home options, menu screens, media libraries, and toolbars.</td>
</tr>
<tr>
<td>ENTER</td>
<td>Displays the media directories and Settings screens.</td>
</tr>
<tr>
<td></td>
<td>Begins playback of the selected media file.</td>
</tr>
<tr>
<td></td>
<td>Enables the currently selected setting in a Settings option screen.</td>
</tr>
<tr>
<td>STOP</td>
<td>Discontinues playback and goes back to the previous screen.</td>
</tr>
<tr>
<td>BACK</td>
<td>Goes back to the previous screen.</td>
</tr>
<tr>
<td>REV (rewind)</td>
<td>Scans backward during audio/video playback. Supports the following speeds: 2x, 4x, 8x, 16x, and 32x for video. 2x, 4x, and 8x for audio.</td>
</tr>
<tr>
<td>PREV (previous track)</td>
<td>Press once to jump to the start of the audio/video file.</td>
</tr>
<tr>
<td></td>
<td>Press twice to jump to the previous audio/video/image file.</td>
</tr>
<tr>
<td>SEARCH (current folder)</td>
<td>Locates a media file in the current folder.</td>
</tr>
<tr>
<td>OPTION</td>
<td>During playback, displays the toolbar for additional playback options.</td>
</tr>
<tr>
<td>PAUSE/PLAY</td>
<td>Toggles between pause and playback.</td>
</tr>
<tr>
<td>FF (fast forward)</td>
<td>Scans forward through the audio/video playback. Supports the following speeds: 2x, 4x, 8x, 16x, and 32x for video. 2x, 4x, and 8x for audio.</td>
</tr>
<tr>
<td>NEXT (next track)</td>
<td>Skips to the next audio, video, or image file.</td>
</tr>
<tr>
<td>EJECT</td>
<td>Switches to safe mode so you can safely remove a USB device.</td>
</tr>
</tbody>
</table>
Using the Multimedia Drive Menu

The multimedia drive 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 multimedia drive’s settings.

Hom e Screen Options

The four main Home options (icons) are:

- Videos
- Music
- Photos
- File Management
- 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 multimedia drive and set preferences for media playback. For more information, see “Settings and Advanced Features” on page 38.

Home Screen Navigation

Use the following keys to navigate through the menu screens.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up/Down arrow</td>
<td>Select a media type (photos, video, or music) or settings</td>
</tr>
<tr>
<td>Left/Right arrow</td>
<td>Moves within a category</td>
</tr>
<tr>
<td>ENTER</td>
<td>Launches your selection</td>
</tr>
</tbody>
</table>
File Management

Copying Files

Follow the steps listed below to copy a file to or from an attached USB memory device. The procedure is the same for all types of media files, movies, photos or music.

1. Connect a USB storage device to the USB port on the multimedia drive.
2. In the Home menu, browse to locate the File Management category, then press ENTER.

3. Press the up or down arrow to select New Volume (multimedia drive) or the attached USB storage device (location you want to copy files from), then press ENTER to view the folders in the storage location selected.
4. Press the up or down arrow to select the folder containing the media file you want to copy and press **ENTER**. The screen will display the file contents of the selected folder.

![File Management](image)

5. Select the file you want to copy and press ➪. A check mark will appear to the right of the file name you want to copy. To deselect, press ➪ again. Press the **OPTION** button, then press **ENTER** on the remote control to select the Copy Files icon.

![File Management](image)

6. Press either ◀️ or ➪ on the remote control to select the destination device, then press **ENTER** to start copying the file.

![File Management](image)
Removing Files

To delete a file on the multimedia drive, follow the steps listed below. The procedure is the same for all types of media files, movies, photos or music.

1. In the Home menu, browse to locate the File Management category, then press ENTER.
2. Press the up or down arrow to select the multimedia drive or the attached USB storage device (location you want to delete files from), then press ENTER.

3. Press the up or down arrow to select the folder containing the media file you want to delete and press ENTER. The screen displays the file contents of the selected folder.
4. Select the file you want to delete and press ➤ on the remote control. A check mark will appear on the right of the file name you want to delete. Press the OPTION button, then ➤ to select the Delete Files option.

5. Press ENTER on the remote control and a confirmation screen appears. Press ENTER again to delete the selected file.

**Auto Play**

- Note: Auto play does not support USB hubs.

1. Save the files or media content at the root directory of the multimedia drive’s internal hard drive or attached USB storage device.

2. Go to the Setup menu and select Auto Play. You will need to restart the multimedia drive for your selection to take effect. After it is set, Auto Play starts each time the multimedia drive is powered on.

To disable Auto Play, press STOP or HOME during content playback, then go into the Auto Play Setup menu and select OFF.

- Note: Auto Play will ignore all unsupported files without displaying any system warning messages during playback.
Watching Video

You can watch videos on your TV using the multimedia drive.

Supported Video Formats

The following video file formats are supported.

- AVI (Xvid, AVC, MPEG1/2/4)
- MPG/MPEG
- VOB/ISO
- MP4/MOV (MPEG4, h.264)
- MKV (h.264, x.264, AVC, MPEG1/2/4),
- TS/TP/M2TS (MPEG 1/2/4, AVC)
- FLV (D1 resolution only)
- RM or RMVB 8/9/10

Video Playback

To play back video:

1. Browse to the Videos category, then press ENTER.
2. Press the up or down arrow to select the multimedia drive or the optional attached USB storage device (location you want to access video files from), then press **ENTER**.

3. Press the **ENTER** button on the remote control again to view the contents of the multimedia drive or attached USB storage device.

4. Use the up and down navigation buttons on the remote control to navigate to the folder containing videos and press the **ENTER** button on the remote control to view the folder’s contents.
5. Use the up and down navigation buttons on the remote control to scroll through the list of videos. A preview of the video will appear on the right side of the screen.

6. 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**.

**Resuming Playback**

If you try to open a video file that has been partially played before, the following screen appears, prompting you to choose whether to play the file from the beginning or resume playback from the last playback position. Select the **✓** to resume playback or **✗** to start playback from the beginning.
Video Playback Controls

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

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOP</td>
<td>Discontinues video playback</td>
</tr>
<tr>
<td>PAUSE/PLAY</td>
<td>Pauses or resumes video playback</td>
</tr>
<tr>
<td>1. Press <strong>FF</strong> (fast forward) or <strong>REV</strong> (reverse) to scan video (press repeatedly to select the scan speed)</td>
<td>Scans the video playback forward or backward</td>
</tr>
<tr>
<td>2. Press <strong>PAUSE/PLAY</strong> to resume playback on the selected position</td>
<td></td>
</tr>
<tr>
<td>Press <strong>PREV</strong> (previous track) once</td>
<td>Starts playback from the beginning</td>
</tr>
<tr>
<td>NEXT</td>
<td>Plays the next video file in the video folder/playlist</td>
</tr>
<tr>
<td>Press <strong>PREV</strong> (previous track) twice</td>
<td>Plays the previous video file in the video folder/playlist</td>
</tr>
</tbody>
</table>
Video Playback Options

Displaying the Video Toolbar
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
Press ENTER during playback to display the Video Information Panel on the bottom of the screen. This panel shows the following information about the current video, if the video file supports it:

- Video playback progress bar
- Video filename
- Audio Channel icon
- Subtitle icon
- Total playback time
- Elapsed time
- Chapter or Menu selection
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 📞, then press **ENTER** repeatedly to cycle through the available zoom options.
   - OR -
   Press **OPTION** or **BACK** to revert to the default viewing scale.

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.

Selecting a Chapter
Use this option to select a chapter to view.

To select a chapter:
1. During video playback, press **OPTION**. The Options bar appears on the top of the screen.
2. Highlight 📖, then press **ENTER** repeatedly to cycle through the available chapters.

Note: Chapter selection will only be enabled if the video file type supports it.

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.

Note: 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.

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.
Playing Music

With the multimedia drive 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
- WAV/PCM/LPCM
- WMA
- AAC
- FLAC
- MKA
- OGG
- APE
- Dolby® Digital (inside video file only)

**Music Playback**

1. Browse to the Music category, then press **ENTER**.

2. Press the up or down arrow to select the multimedia drive or optional attached USB storage device (location you want to access music files from), then press **ENTER**.
3. Press the **ENTER** button on the remote control to view the contents of the multimedia drive or attached USB storage device:

![Multimedia Drive](image1)

4. Use the navigation buttons on the remote control to navigate the folder containing music and press the **ENTER** button on the remote control to view the folder’s contents:

![Music Folder](image2)

5. Use the up and down navigation buttons on the remote control to scroll through the music files. Information about the the music file will appear on the right-hand side of the screen.

6. 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:

The Playback progress bar will appear on the screen when highlighting the "currently" playing song.

### Music Playback Controls

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

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOP</td>
<td>Stop audio playback</td>
</tr>
<tr>
<td>PAUSE/PLAY</td>
<td>Pause or resume audio playback</td>
</tr>
<tr>
<td>FF (fast forward) or REV (rewind)</td>
<td>Scan the audio playback forward or backward The multimedia drive supports the following scan speeds: 2×, 4×, 8×</td>
</tr>
<tr>
<td>PLAY</td>
<td>Resume playback on the selected position.</td>
</tr>
<tr>
<td>PREV (previous track) once.</td>
<td>Start playback from the beginning</td>
</tr>
<tr>
<td>NEXT</td>
<td>Play the next audio track in the music folder/playlist</td>
</tr>
<tr>
<td>PREV (previous track) twice.</td>
<td>Play the previous audio track in the music folder/playlist</td>
</tr>
</tbody>
</table>

### Music Playback Options

The two command icons on the Playback progress bar indicate the music repeat and shuffle modes selected.
To set the music repeat mode:

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

2. Press **ENTER**. The Settings menu opens.

3. Use the up and down navigation buttons to select a Settings category, then press **ENTER**. The options menu for that category opens (for example, Music Repeat Mode).
Playing Music From Your iPod®

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

Note: The multimedia drive does not support playback of protected premium content such as movies or music from the iTunes® Store, Cinema Now, Movielink®, Amazon Unbox™, and Vongo®.

To use your iPod with the multimedia drive, simply plug your iPod in to the USB port and navigate through the interface menu.

Note: The multimedia drive only supports USB mass storage mode. iPod Touch is not a USB mass storage device and is therefore not supported.
Viewing Photos

With the multimedia drive 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)
- BMP (non-compressed)
- JPEG (grayscale, RGB, YCbCy)
- TIF/TIFF (RGB)
- PNG (Non-alpha channel only)

Photo Display

1. Select the Photos icon, then press ENTER.

2. Press either ← or → to select the multimedia drive or optional attached USB storage device (location you want to access photo files from), then press ENTER.
3. The screen displays thumbnails of all available picture files and photo folders. Only image files supported by the multimedia drive are displayed.

4. 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 (photo).
   - To view the previous picture file in the photo folder, press PREV (previous).

**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.

**Rotating the Picture**

Use these options to rotate the image clockwise or counter-clockwise. These settings do not affect the original file’s orientation.

1. During photo viewing, press OPTION. The Picture toolbar opens at the bottom of the screen.
2. Highlight the picture rotate icon \( \textcircled{\text{2}} \), 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 bottom of the screen.
2. Select the zoom icon \( \text{\small R} \) to zoom in, then press ENTER repeatedly until the scale you want is shown.
   -OR-
3. Use the remote control navigation buttons (left, right, up, down) to pan the display.

**Photo Slideshow**

The multimedia drive lets you 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 35.)
2. Select the photo folder, then press PAUSE/PLAY to start the slideshow.

To view the Slideshow Information Panel:

   During a slideshow, press OPTION. The Slideshow toolbar opens at the bottom of the screen.
   -OR-
   Press OPTION to hide the Slideshow Information Panel.

**Slideshow Playback Controls**

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

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOP</td>
<td>Discontinue the slideshow</td>
</tr>
<tr>
<td>PAUSE/PLAY</td>
<td>Pause or resume the slideshow</td>
</tr>
<tr>
<td>NEXT (photo)</td>
<td>Display the next picture file in the slideshow</td>
</tr>
<tr>
<td>PREV (previous photo) twice</td>
<td>Play the previous picture file in the slideshow</td>
</tr>
</tbody>
</table>

**Slideshow Options**

The Slideshow toolbar has the same command icons as the Picture toolbar.
Settings and Advanced Features

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

To select a Settings category:

1. Press HOME, then select the Settings icon.

2. Press ENTER. The Settings menu opens.
3. Use the up and down navigation buttons to select a Settings category, then press **ENTER**. The options menu for that category opens (for example, Photo Repeat Mode).

![Settings](image)

There are 16 Settings categories, including Language, Subtitle language, Subtitle font size, Slideshow interval time, Slideshow mode, Music repeat mode, Movie repeat mode, Photo repeat mode, Digital audio output mode, Display mode, Photo scaling, Video output resolution, Browser display, Auto play, Screensaver delay, System reset, and About.

### Settings Navigation Buttons

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

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up/Down</td>
<td>Selects a menu&lt;br&gt;• Selects a menu setting in an option screen</td>
</tr>
<tr>
<td><strong>ENTER</strong></td>
<td>Displays the option screen for the selected menu</td>
</tr>
<tr>
<td>1. Press <strong>ENTER</strong>. A confirmation prompt appears.</td>
<td>Applies the selected menu setting&lt;br&gt;If your entertainment unit cannot support the selected setting, no change is made and the original setting is retained.</td>
</tr>
<tr>
<td>2. Select [✓], then press <strong>ENTER</strong>.</td>
<td><strong>BACK</strong>&lt;br&gt;Displays the previous menu screen</td>
</tr>
</tbody>
</table>
Available Settings

The following settings menus are available:

Language

Use this menu to select the menu language for your multimedia drive. Language options may include:

- English (default)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Simplified Chinese
- Traditional Chinese
- Albanian
- Thai
- Polish
- Czech
- Slovak
- Hungarian
- Romanian
- Bulgarian
- Serbian
- Croatian
- Ukranian
- Greek
- Turkish
- Hindi

Subtitle Language

Use this menu to select the subtitle language for your video (if several languages are available). Subtitle options include:

- English (default)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Simplified Chinese
- Traditional Chinese
- Arabic
- Central Europe
- Greek
- Hindi
- Turkish
- Thai
- Vietnamese
- Malay
- Polish
- Czech
- Slovakian
- Hungarian
- Romanian
- Bulgarian
- Serbian
- Ukrainian
- Dutch
- Danish
- Finnish
- Norwegian
- Swedish

Subtitle Font Size

- Small (default)
- Medium
- Big
**Slideshow Interval Time**

Use this menu to set the time interval between pictures in the slideshow. Options include:

- 3 seconds (default)
- 5 seconds
- 10 seconds
- 30 seconds
- 1 minute
- 5 minutes

**Slideshow Mode**

Use this menu to set the slideshow sequence and transitions. Options include:

- None (default)
- Random
- Zoom & pan
- Wipe across
- Wipe oblique
- Open & close
- Blinds & lines
- Expand

**Music Repeat Mode**

Use this menu to set the music repeat mode. Options include:

- Normal
- Repeat all (default)
- Repeat one
- Shuffle
- Repeat all and shuffle

**Movie Repeat Mode**

Use this menu to set the movie repeat mode. Options include:

- Normal
- Repeat all (default)
- Repeat one

**Photo Repeat Mode**

Use this menu to set the photo repeat mode. Options include:

- Normal
- Repeat all (default)
- Shuffle
- Repeat all and shuffle.
Digital Audio Output Mode
Use this menu to set the audio output mode. Options include:
- Stereo (when using a composite or audio cable connection)
- Digital Output (when using a Toslink cable connection)

Display Mode
Use this menu to set the screen display mode. Options include:
- 4:3 (default)
- 16:9

Photo Scaling
- Display as is (default)
- Fit to screen

Video Output Resolution
Use this menu to set the TV input. Options include:
- HDMI Output
- Composite AV (CVBS)

Browser Display
Use this menu to set the browser display. Options include:
- List mode (default)
- Thumbnail mode

Disk Manager
This menu displays information about the multimedia drive, including:
- Storage Type
- Free Space
- Total Size
- File System

Disk Manager also allows you to format the multimedia drive.

Important: Reformatting the multimedia drive erases all its contents. If you have already saved files on the multimedia drive, be sure to back them up before reformatting it.
**Auto Play**

Use this menu to set the auto play option for photos and videos. Options include:

- Off (default)
- All photos with music
- All videos

**Screensaver Delay**

Use this menu to set the delay before the screensaver turns on. Options include:

- None (default)
- 5 minutes
- 10 minutes
- 15 minutes

**System Reset**

Use this option to restore all multimedia drive 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 Settings icon 📋, then press **ENTER**.
3. Select **System Reset**, then press **ENTER**.
4. Highlight **Yes**, then press **ENTER**.

**About**

Select this option to display the current firmware version.
Locating Media Content

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

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 initial Search screen opens.
3. Define the search parameters by selecting Contains or Starts With, 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 displays.

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 then press ENTER to input characters in a 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 **Submit** on the bottom of the on-screen keyboard, then press **ENTER**. The search results are shown.

If no media files match the search, you are shown a message stating that.

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 above.

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

**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, WMV, QuickTime, Real, MPEG-1, MPEG-2, MPEG-4, DVD (VOB) (Codecs: XviD, MSMPEG4, ASP, H.264, AVC)
- **Audio**—OGG, MP3, WAV, RA, 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
- Customize views
- Export information as text, such as CSV and HTML

To examine your files:

2. Download the software and install it on your computer.
3. Follow the instructions as prompted.
System Maintenance

The system firmware of your multimedia drive 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 http://register.wdc.com.

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 49 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 Service and Support on the second page of this user manual.

System Firmware Upgrade

Firmware is an important set of instructions that tells your multimedia drive 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 multimedia drive needs to know.

Important: Make sure the multimedia drive’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 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 multimedia drive’s USB port. Upon detecting a firmware update, the multimedia drive automatically opens a screen asking you if you want to apply the firmware update.
5. Select the check icon, then press ENTER.
6. Select on the firmware update prompt, and then press ENTER.
   This will update the firmware, then automatically restart.
   Once the multimedia drive restarts, the new firmware is automatically loaded.
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| **DISPLAY**                                                            | i. Make sure the TV is turned on.  
ii. Make sure that the power adapter and power outlet are okay.  
iii. Make sure that the interface cable is properly attached to the correct terminals on both the TV and the multimedia drive. |
| The TV screen is blank and the multimedia drive power LED remains off.  | A system diagnostic failure occurred. Turn off your multimedia drive, wait 10 minutes, then turn it on again. If the same thing happens, contact the WD Technical Support for assistance (see WD Service and Support on the second page of this user manual). |
| The TV screen is blank and the multimedia drive power LED is on.        | i. Make sure the TV is turned on.  
ii. Make sure that the interface cable is properly attached to the correct terminals on both the TV and the multimedia drive.  
iii. Make sure that the resolution setting is correct.  
iv. Press and hold the reset button for 10 seconds to switch between PAL and NTSC modes. |
| The TV screen is blinking and fuzzy.                                   | i. Make sure that the interface cable is properly attached to the correct terminal(s) on both the TV and the multimedia drive.  
ii. Make sure the multimedia drive power LED is on.  
iii. If you are using a CRT TV, navigate to the Home | Settings | TV System screen and:  
- Make sure that the Composite option is selected as the video output.  
- Make sure the TV system setting matches the system used in your region. Press and hold the reset button for 10 seconds to switch between PAL and NTSC modes. |
| The video display is cut off or appears in a sidebar.                  | Navigate to the Home | Settings | Display Mode screen and make sure that aspect ratio is set as 4:3 or 16:9, whichever is appropriate for your TV. |
| **FILES**                                                              | i. Verify compatibility. Refer to “Supported Media File Formats” on page 52.  
ii. Make sure that you in the file folder containing the type of files you are looking for. |
<p>| <strong>AUDIO</strong>                                                              | |</p>
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| There is no sound. | - Make sure the volume on the entertainment unit is not muted.  
  - The audio codec might not be supported.  
  - The wrong output mode is selected for your connection type:  
    - You have Stereo selected as your audio output mode and have a Toslink cable connected.  
    - You have Digital Output selected as your audio output mode and have an RCA audio or composite cable connected. |
| USB DEVICE | The multimedia drive only supports mass USB storage mode. Make sure that the USB device is configured as a "mass storage device."  
  - Make sure the USB device's file system is supported (NTFS, FAT/FAT32, or HFS+).  
  - If using a USB hub, unplug the device from the hub and connect it directly to the multimedia drive. |
| REMOTE CONTROL | Press only one button at a time.  
  - Make sure the batteries are properly inserted.  
  - The batteries may already be drained. Replace batteries with new ones.  
  - Make sure that the path between the remote control and the multimedia drive is not blocked. |
| FIRMWARE UPGRADE | Make sure to download the latest firmware version.  
  - Make sure all connections are correctly installed.  
  - Make sure the firmware file is placed in the root directory of the USB storage device.  
  - Make sure that the firmware file name has not been changed. |
| FILE MANAGEMENT | Make sure the file or storage device is not locked to Read-only.  
  - Verify that there is enough space on the destination drive. |
Common Error Messages

<table>
<thead>
<tr>
<th>If this message appears</th>
<th>Perform this action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME</td>
<td></td>
</tr>
<tr>
<td>No storage present.</td>
<td>Attach the USB device that contains your media files.</td>
</tr>
<tr>
<td>Unrecognized storage.</td>
<td>The USB device model is not supported. Use another USB device.</td>
</tr>
<tr>
<td>Question XX: WD USB HDD</td>
<td>This indicates a system diagnostic failure. Contact WD Technical Support for assistance.</td>
</tr>
<tr>
<td>Trouble Shooting</td>
<td></td>
</tr>
</tbody>
</table>

CONTENT PLAYBACK

| The video is out of supported resolution. | WD TV multimedia drive only decodes in standard definition resolution of up to 576. |
|                                          | 1. Resample the video to the supported resolution.                                 |
|                                          | See “Supported Media File Formats” on page 52.                                      |
| Unable to play the selected file. Please recreate the file by using media editing software. | 1. Eject and disconnect the USB device from the multimedia drive.                   |
|                                           | 2. Connect the USB device to your computer and make sure the file format is correct. |
|                                           | You can use media editing software to recreate the file in a compatible format.     |
|                                           | 3. Attach the USB device to the multimedia drive again.                              |

Installing, Partitioning, and Formatting the Drive

How to                                                                 Answer ID
- Install, partition, and format the drive in Windows XP and Vista         3865
- Install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+   3865
- Reformat from Mac GPT to Windows XP NTFS                                  3645
- Reformat the drive from Mac GPT to Windows Vista NTFS format              3647
- Format the drive to the FAT32 file system*                                1364
- Use the drive on a Mac and a PC simultaneously                            291

*The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at http://support.wdc.com and article IDs 314463 and 184006 at http://support.microsoft.com for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/download.
Frequently Asked Questions

Q: How do I play or modify media on my computer?
A: Several multimedia drive applications are currently available, such as Winamp and iTunes, that let you play, arrange, and edit media files. These multimedia drives also let you edit the metadata information for media files. You can search the Internet with your browser to locate where these applications are available for download.

Q: How do I convert my media files?
A: Converting media files requires the use of a media converter application, many of which are available for download. Search the internet with your browser to locate these applications.

Q: How do I copy the files from my music CD to my computer?
A: 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.

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

Q: Can I use a universal remote control with the multimedia drive?
A: You can use most popular universal remote control devices such as the Logitech Harmony models.

Q: How do I determine whether or not my system supports USB 2.0?
A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built into the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?
A: USB 2.0 is backward compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.
Q: Why is the data transfer rate slow?
A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Note: If an additional external drive is connected to the WD product, USB bandwidth is shared and may affect performance.

Q: Why does the multimedia drive not power up?
A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our website at http://store.westerndigital.com. Outside the U.S., contact WD Technical Support in your region.

Q: Why is the multimedia drive not recognized under My Computer or on the computer desktop?
A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.
## Supported Media File Formats

### Video

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* (after rename to .mpeg)
** (after rename to .iso)
### Music

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<th>Container Format</th>
<th>Codec</th>
<th>Supported</th>
<th>Limitation</th>
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<td>MPEG Audio</td>
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### Photo

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<td>.jpeg (normal)</td>
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<td>.jpeg (progressive)</td>
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<td>.jpg</td>
<td>JPEG</td>
<td>YES</td>
<td>supported up to 13000*10000</td>
</tr>
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<td>.jif</td>
<td>JPEG</td>
<td>YES</td>
<td>supported up to 501*506</td>
</tr>
<tr>
<td>.tif</td>
<td>JPEG</td>
<td>YES</td>
<td>supported up to 4288*2848</td>
</tr>
<tr>
<td>.tiff</td>
<td>JPEG</td>
<td>YES</td>
<td>supported up to 501*506</td>
</tr>
<tr>
<td>.bmp (non-compressed)</td>
<td>BMP</td>
<td>YES</td>
<td>supported up to 8000*8000</td>
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<tr>
<td>.dib</td>
<td>BMP</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>.gif (static)</td>
<td>GIF</td>
<td>YES</td>
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<tr>
<td>.giff</td>
<td>GIF</td>
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<tr>
<td>.tiff (RGB)</td>
<td>TIFF</td>
<td>YES</td>
<td>supported up to 8000*8000</td>
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<tr>
<td>.tif (RGB)</td>
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<tr>
<td>.png (Non-alpha)</td>
<td>PNG</td>
<td>YES</td>
<td>supported up to 8000*8000</td>
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</table>
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


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’a` des adaptateur compatibles marqués “UL Listed.”

本设备经过测试，结果表明符合 GB-8898 (安全)、GB13837 (电磁兼容性) 和 GB17625 (谐波)。

本装置通過測試並符合 CNS-13439 (EMC) 和 CNS-14408 (Safety) 規範。

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.


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.


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.

KCC Notice (Republic of Korea only)

<table>
<thead>
<tr>
<th>기종별</th>
<th>사용자 안내문</th>
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<tbody>
<tr>
<td>B급 기기 (가정용 정보통신기기)</td>
<td>이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.</td>
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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)

<table>
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<td>电路板/罩盖</td>
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<tr>
<td>金属/塑料/硅胶</td>
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<tr>
<td>线缆/线材/射频</td>
<td>X</td>
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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 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 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 2 years in the Europe, the Middle East and Africa region, and 3 years 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 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.

Manufactured under license from Dolby Laboratories. “Dolby” and the double-D symbol are trademarks of Dolby Laboratories.

HDMI, the HDMI logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

WD respects the rights of copyright owners to control the uses of their intellectual property.
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