

## Frequently Asked Questions

### ESP

#### Questions

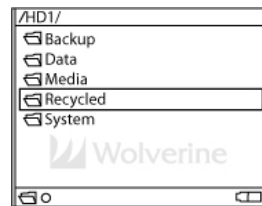
My **ESP** is getting slower and freezes. What is happening?

- When you delete files directly from the stand-alone **ESP**, they are completely cleared off from your unit. However, when you do this from a computer, PC or MAC, the computer moves those files to be deleted to a “Recycle” folder in the unit.
- This folder will fill up the buffer and cause errors when operating the **ESP**.
- Make sure after you disconnect the **ESP** from the computer, you go to the folder (See Figure 1) and delete or empty the “Recycled” folder (See Figure 2).

Figure 1:



Figure 2:



My **ESP** takes a long time to load my music folder.

- Since the **ESP** is operating under FAT32 format file structure, that is to say one cannot store more than 2,000 files in any single folder. Under realistic operation condition, if there are over 1,000 files of music and/or pictures per folder, the **ESP** will become very slow in loading that particular folder.
- It is strongly recommended not to store over 1,000 files of music and/or pictures per folder. You can have as many folders as you want that have about 1,000 files.
- Please create playlist for music files stored under different folders. That way you can still enjoy music from various folders.

My **ESP** has poor radio reception.

- The **ESP** earphone cable acts as antenna for the radio device. You need to connect your earphone to the **ESP** in order to have your radio function properly; or you can use any type of external speakers where the cable acts as the antenna.

When I tried to play music or watch slideshow of my pictures, the **ESP** gave me a message: “Path not found.”

- The Hard Drive in your **ESP** may become corrupted because improper disconnecting the **ESP** from your computer.
- You may correct this situation by running “Check Disk” utility from your computer.
  - Connect the **ESP** to your computer and close all windows that is associated with **ESP**
  - Right click Wolverine device under <My Computer> icon (See Figure 3).
  - Select <Properties> (See Figure 4).
  - Select <Tools> (See Figure 5).
  - Select <Check Now> to check the Wolverine hard disk (See Figure 5).

Figure 3:

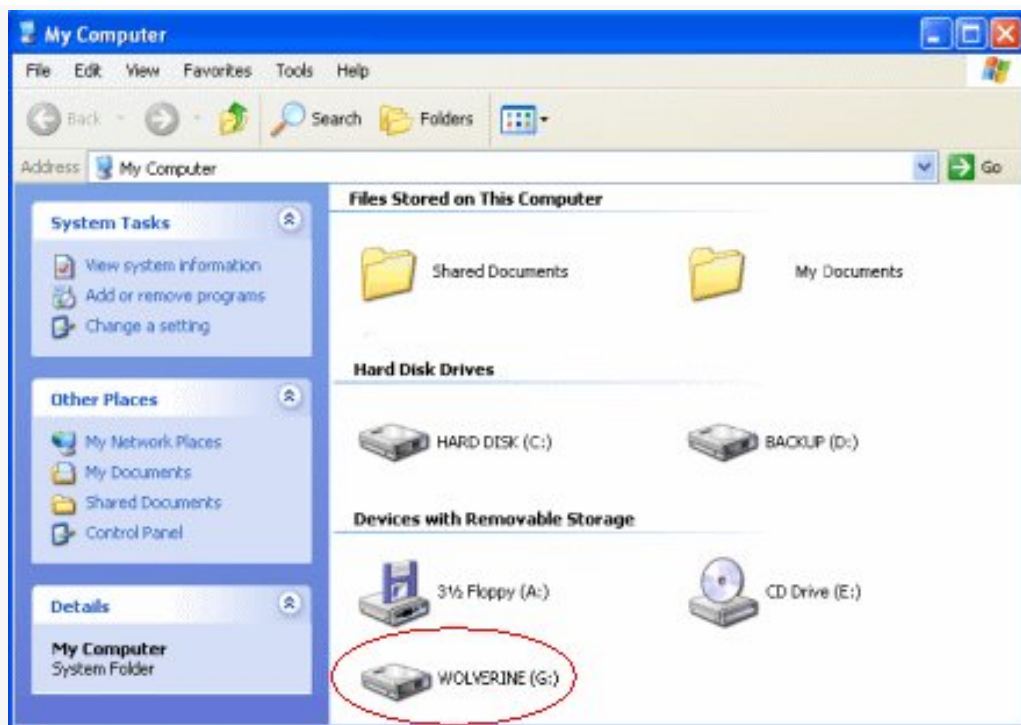
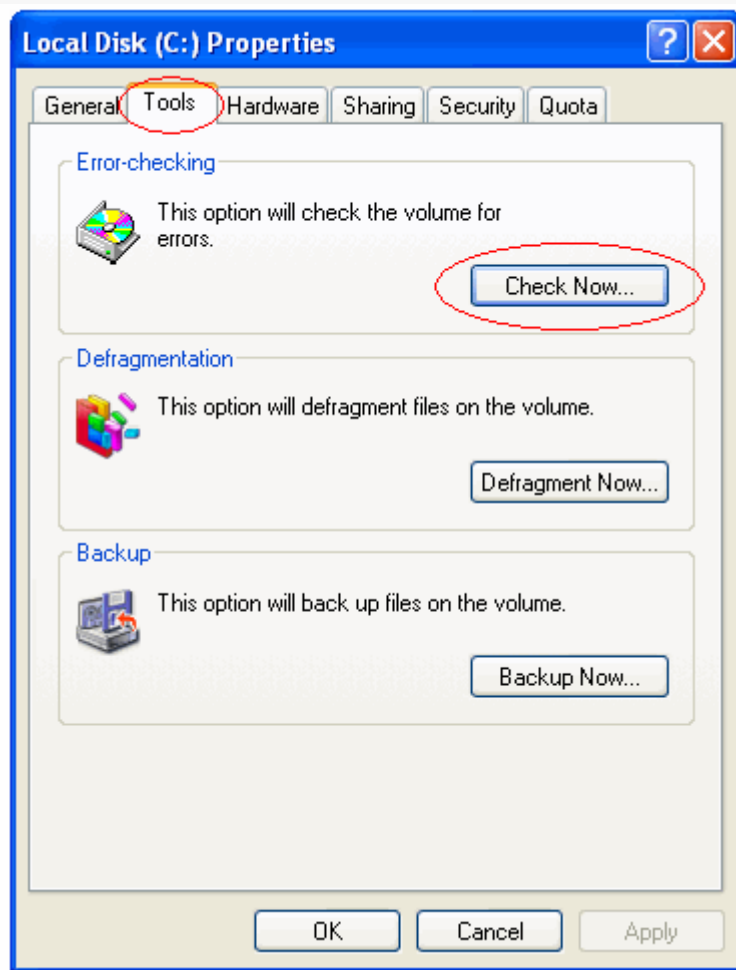


Figure 4:



Figure 5:



My **ESP** does not turn on even when I hold down the power button.

- Make sure the <Hold> button is in un-lock position.
- Make sure enough power is provided for your **ESP**.

I get the error message "Prev Engine is Dead?"

- This means that you are moving through files too quickly. Some files, especially the RAW files, need longer time to be loaded. Please push ESC or turn off the device and try again, if it freezes.

Where do I get Firmware/ Manual update?

- The **ESP** is a firmware upgrade-able unit. From time to time Wolverine may publish new firmware for **ESP** to add new features. All Firmware updates are available on our website [www.wolverinedata.com](http://www.wolverinedata.com) under "Downloads" on the "Support" web page.

Can I format the **ESP** on my computer?

- **NO!** Formatting the **ESP** hard drive should only be performed using the **ESP** Formatting option. Do not use Windows or Mac operating systems to reformat the **ESP** Hard Drive.
- **WARNING:** Formatting the **ESP** Hard Drive will DELETE ALL information stored in the **ESP** hard drive. Backup needed data from the **ESP** before formatting.

My **ESP** does not recognize all my memory cards.

- Please update all firmware. New firmware updates are available on our website under "Downloads" on the Support web page. Please contact us if the card is not functioning after you do the firmware updates.

What can I do when I accidentally change the language to some foreign languages that I do not understand?

- Go to "Options" icon
- Press the <Ok> button (Press Joystick)
- Move the joystick to the far right tab
- Move the joystick to the 5<sup>th</sup> (last line)
- Press <Ok> button
- Select the left box from the pop- up window
- Select <Ok> on the next pop- up window
- Turn off the **ESP** and then back on, to reboot the **ESP**
- **ESP** will be reset back to the default language, which is English.

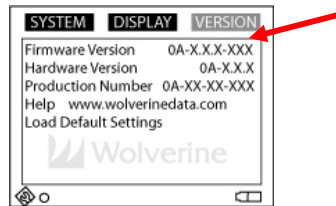
What is my firmware version?

- Move the joystick to <Options> icon on the Home screen (See Figure 6).
- Press the <Ok> button (Press Joystick)
- Select <Version> tab (See Figure 7).
- The very first line is your firmware version

Figure 6:



Figure 7:



The CD is too small for my DVD player. What is in the CD?

- DO NOT insert this CD in a PC or Mac unless your CD reader supports these types of CDs.
- The CD only contains user manual and drivers for Windows 98, Mac OS9; there is a soft copy of the manual.
- You can download the CD contents from our web page ([www.wolverinedata.com](http://www.wolverinedata.com)).

I can not play my AVI video, it says that it is "unsupported."

- The **ESP** accepts six video formats - AVI, MOV, MPEG-1, MPEG-4, XviD, and WMV9. The details of the formats are listed below (See Figure 8) and also listed in the manual on page 5 under "Specification"
- If your video files do not agree with the spec listed below, you can use software to rip your video files and convert them to the acceptable spec.

Figure 8 (Video spec):

- AVI: Motion-JPEG in AVI format, 320x240@30fps with PCM audio
- MOV: Motion-JPEG in MOV format, 320x240@30fps with PCM audio
- MPEG-1: Resolution: 352x288@30fps; Bit Rate: 1.5Mbps; Audio:MPEG-1 Layer II/III; Format: MPG/DAT, VCD
- MPEG-4: Resolution: 720x480@25fps, 640x480@30fps, 720x480@10 fps(4MV), 640x480@15 fps (4MV); Bit Rate: 4Mbps; Audio: AAC; Format: MP4, Simple Profile without 4MV; MPEG-4: ISO standard per Moving Picture Experts Group
- XviD: Resolution: 720x480@25fps, 640x480@30fps; Bit Rate: 4Mbps; Audio: MP3, PCM; Format: AVI
- WMV9: Resolution: 352x240 @ 25 fps, 320x240 @ 30 fps; Bit Rate: 1.1 Mbps; Audio: WMA; Format : WMV; Remark: WMV 7/8 is unsupported

Do I need the driver to operate my **ESP**? How do I connect the ESP to my computer?

- If you are using a newer operating system than Windows 98, there is no need for the CD. The **ESP** is a PLUG and PLAY system for Windows ME, 2000, XP, Vista, Mac OS10.1x and above does not require installation of any Drivers. The Operating system will automatically detect the **ESP** and install needed Drives.
- For Windows 98/ 98SE, ME, or MacOS9.x, please refer to page 15 of the manual for more details (under "Connecting the **ESP** to the Computer"). See Figure 9.

Figure 9:

For Windows operating systems three drives will appear under "My Computer" as seen below.



- Drive letters are assigned by the operating system based on the next available free driver letter.

- On a Mac system the Wolverine Drives will automatically appear on the Desktop. Double click to access the contents of the drives.
- Windows 98/98SE:

### **BEFORE CONNECTING THE *ESP* UNIT**

1.	Insert the included CD into the CD-ROM Drive
2.	From "My Computer" double click on the CD-ROM drive
3.	Select Windows Folder
4.	Double click on "Setup.exe" to begin Driver installation. Press "Next" and follow on screen instructions
5.	Restart computer after installation is complete
6.	Connect the <b><i>ESP</i></b> to your computer
7.	Three new drives as shown in above figure should appear under "My Computer"

#### **Note For Windows 98 and ME users:**

If only two drives appear under "My Computer" then perform the following:

- Go to "Start"
- Select "Control Panel"
- Select "System"
- Select "Device Manager"
- Double click on "Disk Drives"
- Double click on each of the Wolverine drives
- Click on "Settings" Tab
- Make sure the box beside "Removable" is checked. Click on the Box to check and press "ok" to exit.
- Restart computer when instructed.

- Macintosh MacOS 9.x

1.	Insert CD into the CD-ROM drive
2.	Browse the CD contents for the location of MacOS Drivers
3.	Double click on file and follow installation instructions
4.	Restart your computer after installation is complete
5.	Connect the <b><i>ESP</i></b> to the computer

My ***ESP*** cannot turn on, the ***ESP*** hangs with the blue screen

- The battery is not properly charged.
- Please allow you device to be charged about 3 hours before you first power on your ***ESP***