DBPOWER® Portable DVD Player FAQ



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1. DVD doesn't work

- A. Please make sure the power switch has been set to the ON position and check the battery. Connect DVD to the power adapter and then check the status of indicator light.
- B. If the power switch is ON and power adapter is connected, but no indicator light is shown. It would be the problem of motherboard or power adapter.
- C. If the power adapter is connected and indicator light is on. It would be the problem of motherboard.
- D. Please find your order and click "Contact Seller".

2. DVD doesn't read the disc

- A. Please clean the laser and try other VCD, CD and attached game CD to test.
- B. If all discs cannot be read, it would be the problem of laser or motherboard.
- C. Partial discs cannot be read laser is aging or disc is not compatible.
- D. Note: DVD does not support blue-ray, DTS and Dolby discs.
- E. If you play a video in MP4 format, please note that the video should under following parameter:
- > The resolution: 480*320*(1.50:1)
- Codec: MP4V
- Frame Rate: 23.98fps
- ➢ Bit Rate: kbps
- > If it is an audio, the Codec is AAC2.



F. There is a yellow card inside. Before you put the disc in, please take it out!

3. Images are not fluent

- A. Please clean the laser, use new discs or connect the power adapter.
- B. If you connect power adapter and DVD player is normal battery is too low.
- C. If you connect power adapter but images are not fluent at the end segments the problem would be laser bracket deformation.
- D. Images are not fluent in any situation the problem would be laser bracket deformation or aging.
- E. Please find your order and click "Contact Seller".

4. Remote cannot work

Replace battery and the remote controller needs to be aimed front of the DVD Player correctly.

- A. all buttons fail the problem of remote control or receiver.
- B. individual buttons fail Some individual buttons have no function, please consult customer service for details.
- C. The picture below is for the reference. Also, if the remote controller is defective, I would like to resend you a free one.



5. Audio, video and images stored in USB, SD cannot be played

Please check whether the play mode is set correctly, whether you can see the storage device and documents inside.

- A. You can see the device and the internal header file the file format and parameter cannot be supported.
- B. You cannot see the device and the picture does not change you select the wrong play mode.
- C. You cannot see the device but the picture changes the problem of mainboard or individual U disk are not compatible.
- D. Please find your order and click "Contact Seller" .

6. FM and TV cannot find Radio or TV stations

- A. Please check whether the play mode is set correctly, whether the antenna is installed in place, whether the region provides analog TV signals. Place the player to wide places like windows to let it automatically search for Radio and TV stations.
- B. FM is normal but no TV stations ----region does not provide analog signals.
- C. FM stations are less and no TV stations ---- region has strong interference signals.
- D. No FM and TV stations ---- the problem of antenna or main board.
- E. Please find your order and click "Contact Seller".

7. The Game function doesn't work

- A. Please make sure the game control is right connected with the device. There is a USB port in the back of the device with a word "game" marked.
- B. Use the remote control aimed front of the DVD Player to choose the game interface.



This USB Port is not for Game controller!



This USB Port in the back of the dvd player is for Game controller!

8. If you see scratch on the screen, generally the scratch is just on the surface of the screen protector attached to the machine. I t will not affect the DVD player. You can take the screen protector off.



- 9. Power indicator light is not on. If the DVD is charged for six to eight hours and the player can work normally, then there is no problem.
- 10. Game disc is damaged, please contact customer service for a new one.