

Q: I have just purchased your 10.4 digital photo frame and trying to copy photos from my computer to it and Windows does not recognise the USB device. It says that no drivers are installed for this device and to contact manufacturer for driver.

A: The Laser Picture Frame should connect to the computer via the USB cable and be shown as a removable device the same way as you connect a flash drive. There are no drivers required to install when using the frame. Could you please confirm if you are able to copy files to the frame from a memory card or other device?

Q: I have the music and the photos on both USB and turned on. But there's no sound coming out. Is there a microphone built in? What else should I do to get the sound?

A: Please check the music files that you are using are the correct format. The Laser Digital Photo Frames can only play unprotected music file in the WMA or MP3 format. Other formats of files that are copy protected cannot be played on these frames. Also please check that the sound is not muted and the volume is up on the frame. While the frames have speakers they do not have microphones or the ability to record.