HP Pocket Playlist

User Guide

Product notice

This guide describes features that are common to most models. Some features may not be available on your computer.

Table of contents

1 Setting up HP Pocket Playlist

HP Pocket Playlist lets you watch or listen to media to your computer, Android, or Apple devices. Simply install the software on your computer and the app on your mobile device, establish a wireless connection to the HP Pocket Playlist, and begin streaming.

HP Pocket Playlist provides a centralized location for all of your media files for easy access from any computer in your home. You can also stream media files to your stereo or television if you have a Digital Media Adapter (DMA) attached.

You can load the HP Pocket Playlist with music, photos, and video files and then take the device with you (in the car, in a hotel room, at a friend's house, etc) and be able to play back that content on your smart phones and tablets.

You can also use the HP Pocket Playlist as an attached USB storage device or as a wireless (Wi-Fi) external drive.

Apps are available from the Apple App Store and Android app stores that allow optimized playback of the multimedia content.

NOTE: Generic DLNA (industry standard) applications may be available for smartphones and tablets that do not run iOS or Android. While generic DLNA applications are not officially supported, apps may be available that work with HP Pocket Playlist.

The following steps outline what is required to play media files loaded on HP Pocket Playlist on a mobile device:

1. From your computer, load media files onto HP Pocket Playlist.

2. Go to the app store on your mobile device, search for HP Pocket Playlist, and then download and install the mobile application.

3. Establish a connection from your mobile device to HP Pocket Playlist.

4. Open the app on your mobile device and select your HP Pocket Playlist.

5. Navigate to and play media files.

Installing the software

To load files onto and configure and use HP Pocket Playlist, you need to install the software package onto your computer. This software loads the Control Center, as well as files that facilitate communication with the HP Pocket Playlist.

Hardware components

The HP Pocket Playlist includes the following features:
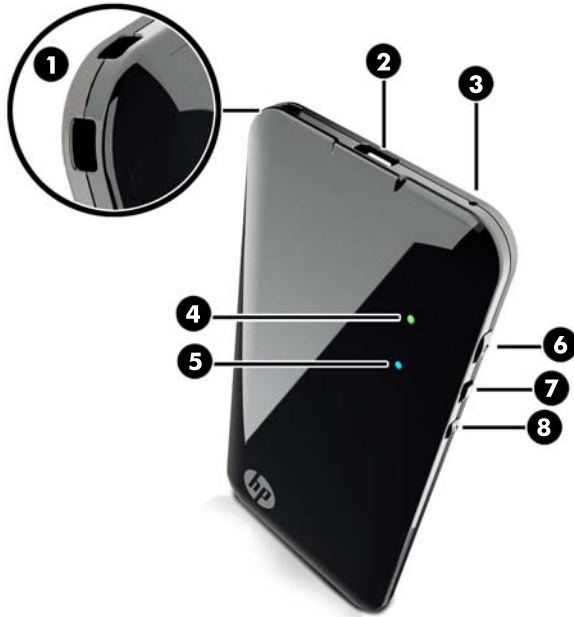
Item	Component	Description
(1)	Accessory/strap holder	Secures your accessories. **NOTE:** Strap not included.
(2)	USB cable connector	Connects to an AC adapter, car charger, or a USB cable for direct connection to a computer.
(3)	Reset button	Press and hold for 5 seconds to reset the device. Pressing this button resets all values to factory defaults, reboots the device, and cleans and rebuilds the DLNA database while retaining your information.
(4)	Power light	Solid green = power on, battery fully charged. Blinking green = charging. Solid orange = 30 minutes of battery life left at time light turns orange. Solid red = 10 minutes of battery life left at time light turns red. Blinking red/orange = backup mode, which detects a firmware update failure and restores original firmware.
(5)	Wireless light	Solid blue = wireless connection ready. Blinking blue (irregular) = Data being transmitted. Blinking blue (0.5 seconds alternating off and on) = WPS button pressed, device ready to make wireless connection. **NOTE:** Light blinks for 120 seconds or until connection is established.
(6)	Power button	Press to turn power on and off. ● To turn power on: Hold down for 3 seconds until the green LED turns off. The LED stays off briefly, and then comes back on and stays lit. ● To turn power off: Hold down for 3 seconds until the green LED turns off. ● To force shut down if the device becomes unresponsive: Hold down for 7 seconds until the green LED turns off.

(7)	Connection source	Select ⟵•⟵ to enable a connection using a USB cable.
		If you switch from USB mode to Wi-Fi mode with the device on while connected to the computer, the drive letter disappears from Windows.
		Select ((•)) to enable a wireless connection.
		If you switch from Wi-Fi mode to USB mode with the device on, the Wi-Fi network turns off, resulting in your mobile devices disconnecting and no longer streaming.
(8)	Wi-Fi Protected Setup (WPS) button	Press the WPS button on the HP Pocket Playlist to connect it with a WPS-enabled computer without having to manually enter the security information.

Software requirements

Using HP Pocket Playlist requires that you load software onto your computer, and then use your computer as the hub from which you add content to the device.

HP Pocket Playlist software requires the following:

- Operating systems (32-bit and 64-bit):
    - Windows 8
    - Windows 7
    - Windows Vista
    - Windows XP
- 2.0 Ghz Intel Pentium 4 processor or equivalent
- 512 MB RAM
- Minimum hard disk space requirement: 150MB
- Network access using Ethernet port or wireless (802.11)
- Adobe Flash Player for file upload function
- Computer Web browsers:
    - Internet Explorer 8.0 or later
    - Google Chrome
    - Mozilla Firefox 3.0 or later
    - Apple Safari 3 & 4 or later

2 Using HP Pocket Playlist

You can use different methods to access the HP Pocket Playlist, as follows:

- With a direct connection using the provided USB cable

  Set the connection switch to ⟵⟶ and connect a USB cable from the device to your computer to use the device like a USB flash drive or manage files using software on the connected computer. This connection method is the fastest way to transfer files.

  NOTE: You cannot access HP Pocket Playlist settings using a USB connection.

- With a wireless connection

  Set the connection switch to ((T)), and then establish a wireless connection from your computer. The default network name is **PocketPlaylist**. You can access HP Pocket Playlist settings from the wireless connection, as well as manage your files.

  NOTE: The maximum file size you can upload using the web interface is 2 GB. HP recommends using a direct USB connection when managing files. You can also use MediaConverter7 to reduce the file size.

- Using an app from a mobile device

  Download the app and establish a connection with your mobile device to stream media and access HP Pocket Playlist settings.

NOTE: HP Pocket Playlist charges when connected to a computer with the USB cable. The device charges even if the connection switch is set to wireless mode.

Control Center

Control Center is automatically installed as part of the computer software package. Control Center lets you use and configure the HP Pocket Playlist.

To open Control Center, click the **HP Pocket Playlist** icon on the computer desktop.

(1): Browse, manage, copy, and delete the files and folders on your HP Pocket Playlist.

(2): Convert audio and video files for playback on your mobile device. Files are stored on the HP Pocket Playlist, while playback occurs on your mobile device. This software adjusts the file format on the HP Pocket Playlist to match the output device that you select so that you can play the file from your mobile device. The media converter also lets you transform unencrypted DVD content into a single file that you can copy to the HP Pocket Playlist and stream to your mobile device.

(3): Customize the settings on your HP Pocket Playlist. This option is available only when using a Wi-Fi connection.

(4): Access the user guide.

(5): Get online support.

(6): Select when connecting to HP Pocket Playlist with a direct USB connection.

(7): Select when connecting to HP Pocket Playlist with a Wi-Fi connection. Select this icon to see the Settings icon.

Loading files onto HP Pocket Playlist

Transfer files to and from the HP Pocket Playlist using your computer and either a wired USB or wireless (Wi-Fi) connection. A wired USB connection is the recommended, faster method. When you connect a USB cable from your computer to the HP Pocket Playlist, it acts similar to a USB flash drive. You can transfer files using file management software such as Windows Explorer. You can also use Control Center to manage your files with either a wired or wireless connection.

NOTE: When using a wired USB connection, make sure the switch on the HP Pocket Playlist is set to USB mode ⚡.

You can use several methods to browse to and access your device's folders.

● **Control Center**

1. If you are connected to HP Pocket Playlist from your computer using a USB cable, click **USB Connection**.

    – or –

    If you are connected to HP Pocket Playlist from your computer using a wireless connection, click **Wi-Fi Connection**.

    NOTE: After powering on the HP Pocket Playlist, there will be a brief delay before wireless functionality is available.

2. Click **View HP Pocket Playlist**.

    A browser window opens showing you a list of your folders. Double-click the name of a folder to browse its contents. Using a web interface, you can only transfer one file at a time with a maximum size of 2 GB.

3. If you are using a Wi-Fi connection, you can also manage files by clicking **Customize HP Pocket Playlist Settings**.

    The folder structure for the device displays. You can manage individual files from this interface.

    NOTE: Not supported from mobile web browsers.

● **Windows Explorer**

If your HP Pocket Playlist is connected to your computer with a USB cable, it displays as a drive named "USB DISK" (similar to a USB flash drive). You can manage the files on the device as you would any other drive.

If the device is connected to your computer with a wireless connection, it displays as a network connection.

After opening your HP Pocket Playlist, the default network address displays in the address bar as \\PocketPlaylist\WiFiDrive.

● **Mapping drive letters**

In Windows Explorer, select **Tools**, and then select **Map Network Drive** to map the HP Pocket Playlist.

Type `\\PocketPlaylist\WiFiDrive`

NOTE: If you changed the name of your device, type the new name instead of `PocketPlaylist`.

3 Connecting your mobile device(s) to HP Pocket Playlist

This chapter provides information about connecting your mobile device to the HP Pocket Playlist.

Downloading and using the playback application

The HP Pocket Playlist app is available from the Apple App Store or Android app stores. The app lets you use your mobile device to play, show, and control videos, audio, and photos stored on the HP Pocket Playlist.

Supported devices – IOS and Android

The iOS app supports the following:

● iPod touch Gen 3/4/5

● iPhone 3GS and above

● iPad (all models)

● iOS versions 4.3 and above

The Android app supports the following OS versions:

● 2.2 to 4.0.4

Establishing a connection

To establish a connection from your mobile device to the HP Pocket Playlist Device:

1. Go to the app store on your mobile device, search for HP Pocket Playlist, and then download and install the mobile application.

2. Power on your HP Pocket Playlist and switch it to Wi-Fi mode.

3. From your mobile device, go to **Settings**, select the wireless option, and then connect to **PocketPlaylist**.

   If you previously changed the name of the device, select the name you chose.

4. Start the **HP Pocket Playlist** app.

   The app prompts you to choose a new name for the HP Pocket Playlist and optionally configure a password. Note that If the you change the name, you have to reconnect your mobile device to the new SSID name.

   NOTE: HP recommends that you set up a password for your HP Pocket Playlist.

5. Tap the **HP Pocket Playlist** icon.

   NOTE: Tap the refresh icon if your device does not display.

How to browse and play media files

HP Pocket Playlist organizes your files by various different categories, specific to the type of media. For example, music files are categorized by artist, album, playlist, and so on, while photos are organized by date, album, playlist, and more.

1. Open the HP Pocket Playlist app and select the device to view.

2. Tap **Storage** to manage your files or the corresponding icon to play or view your media files.

3. Tap to navigate the folders in the HP Pocket Playlist, and then tap to play media files.

How to create a playlist using iOS

You can create playlists to store your favorite music, photos, or video files. Playlists can contain only one type of file. For example, you cannot create a playlist that includes both music and photos or music and video.

1. Open the HP Pocket Playlist app and select the HP Pocket Playlist.

2. Select the type of media (music, video, or photo) for which to create a playlist.

3. Tap **Playlist**.

4. Tap **New playlist**.

5. Type a name for the playlist.

6. Navigate to the files to add to the playlist.

7. With the files displayed, tap the Upload icon .

8. Tap to select the files to add to the playlist.

9. Tap **Add to playlist**.

10. Tap the playlist to add the files to.

How to create a playlist using Android

You can create playlists to store your favorite music, photos, or video files. Playlists can contain only one type of file. For example, you cannot create a playlist that includes both music and photos or music and video.

1. Open the HP Pocket Playlist app and select the HP Pocket Playlist.

2. Select the type of media (music, video, or photo) for which to create a playlist.

3. Navigate to the files to add to the playlist. To open existing playlists or add a new playlist, you must display files on the screen.

4. Press the Menu/Settings button. Menu items display at the bottom of the screen.

5. Tap the **Add** icon to select files to add to a playlist, or to create a new playlist.

a. Tap to select the files to add to the playlist.

b. Tap **OK** when done.

c. Select an existing playlist or **New Playlist** to add the files to.

6. To play an existing playlist, tap the **Playlist** icon ≡ to select the playlist.

a. Tap the Menu/Settings button.

b. Tap **Play**.

4 Configuring HP Pocket Playlist

You can access the settings from a computer using a wireless connection. You can also access some settings from the mobile applications, including Wi-Fi setup, hotspot mode, and default settings.

Accessing settings from your mobile application

1. Open the app on your mobile device and select your HP Pocket Playlist.

2. Tap the Settings icon ⚙

Accessing settings from your computer

To access HP Pocket Playlist configuration settings from your computer:

1. Place the connection switch to 📶 on the HP Pocket Playlist.

   Make sure the blue LED is lit before accessing configuration settings.

2. From a computer that is connected to HP Pocket Playlist using Wi-Fi, open the Control Center.

3. Click **Wi-Fi Connection**, and then click **Customize HP Pocket Playlist Settings**.

4. At the top of the window, click **Settings** to open the Settings window.

   📝 **NOTE:**   When you change settings, be sure to click the **Save** button.

- **(1) Folders**: Lets you manage your files.

- **(2) Memory used**: Indicates how much storage space is being used.

- **(3) Battery level**: Displays remaining battery life.

- **(4) Network**: Displays the name of the network the HP Pocket Playlist is connected to using hotspot mode.

- **(5) Settings**: Click to access the Settings window.

- **(6) Save button**: Click to save changes to settings.

- **(7) Power icon**: Click to restart or shut down the HP Pocket Playlist.

- **(8) Basic Information**

  ○ **Name**: The SSID name of HP Pocket Playlist. Type over the entry in the box to change the name.

  ○ **Language**: Select a language from the drop down list.

  ○ **Total storage size**: The amount of storage space currently being used and the space on your HP Pocket Playlist.

  ○ **Storage format**: The file system used to store files.

- **(9) Connection Information**

- ◦ **SSID**: The same value as the **Name** box, this value is the alphanumeric key used to uniquely identify a wireless network. Change the value in the **Name** box to change it here.

  - ◦ **Password**: The password used to connect to HP Pocket Playlist. If you do not specify a password, anyone within range of your HP Pocket Playlist can connect to it and access the files stored on it. HP recommends that you assign a password to restrict access to your devices. If you assign a password, you will need it to connect your mobile devices to HP Pocket Playlist.

  - ◦ **Number of connected devices**: The number of mobile devices currently connected to HP Pocket Playlist.

  - ◦ **MAC address**: The unique network hardware identifier assigned to HP Pocket Playlist.

- ● **(10) Hotspot Mode**

  - ◦ **Enable**: Lets you connect your mobile device to HP Pocket Playlist and the Internet at the same time. For more information, see Configuring HP Pocket Playlist for multiple network connections on page 12.

  - ◦ **Hidden in network**: Helps prevent other devices from connecting to HP Pocket Playlist and accessing its information through a common router.

  - ◦ **Public access**: Lets you enable read-only or read/write access to HP Pocket Playlist. Read-only access prevents users from making changes to data.

  - ◦ **IP address**: Displays the IP address of HP Pocket Playlist.

- ● **(11) Maintenance**

  - ◦ **Firmware version**: Identifies the installed firmware release. Click **Update** to navigate to and load a firmware update file saved to your computer. Search for firmware updates for "HP Pocket Playlist" at www.hp.com/support.

  - ◦ **Reset to factory default**: Lets you reset HP Pocket Playlist to factory default settings while preserving your data.

  - ◦ **Rebuild DLNA database**: Lets you repair the database on HP Pocket Playlist while preserving your data. If the mobile app does not see all of your files, or files are failing to properly play back, try rebuilding the database.

Configuring HP Pocket Playlist for multiple network connections

NOTE: These configuration settings are available from your computer or mobile device.

When you establish a wireless connection from your mobile device to HP Pocket Playlist, your mobile device may drop the existing connection to your default wireless access point. You can configure your mobile device to allow connections to both sources.

CAUTION: Other users can access your HP Pocket Playlist and modify its files when connected to a public network. HP recommends that you use hotspot mode only on trusted networks, such as your home network. For more information, see Hotspot mode on page 18.

To allow your computer or mobile device to access the HP Pocket Playlist and the internet at the same time, perform the following steps:

1. Open the Settings screen ⚙ for the HP Pocket Playlist.

2. Set **Hotspot Mode** to **On**.

3. Select the network you want your computer or mobile device to connect to in addition to HP Pocket Playlist, and then enter the network password.

4. If you want to prohibit access to HP Pocket Playlist from other devices connected to your router, click **Yes** next to **Hidden in Network**

   -or-

   If you want to allow access to HP Pocket Playlist by other devices connected to your router, click **No** next to **Hidden in Network**.

5. Click **Save**.

⚠ **CAUTION:**   HP recommends that you set **Hidden in Network** to **Yes** when connected to unsecured or public networks.

Restoring factory default settings

📝 **NOTE:**   These configuration settings are available from your computer or mobile device.

You can restore the HP Pocket Playlist settings back to factory defaults. The default SSID name is 'PocketPlaylist'.

📝 **NOTE:**   If you restore settings to factory default, you will have to reconnect HP Pocket Playlist with your mobile devices using the default name.

To restore settings:

1. Open the Settings window. See for more information.

2. Select **Reset to factory default**.

3. Click to confirm.

Default settings are as follows:

Name	PocketPlaylist
Language	English
Password	none
Enable (Hotspot mode)	off
SSID	PocketPlaylist
Key	empty
Hidden in network	yes
Public access	read/write

Modifying the HP Pocket Playlist device name and password

📝 **NOTE:**   These configuration settings are available from your computer or mobile device.

You can change the logon credentials to access your HP Pocket Playlist.

HP Pocket Playlist has no default password. For security purposes, HP recommends that you configure a password.

1. Open the Settings screen ⚙.

2. Type the SSID name for HP Pocket Playlist, and then type and confirm the password.

3. Click **Save**.

📝 **NOTE:** If you manually disconnect the wireless connection to HP Pocket Playlist *from your computer*, when you attempt to reconnect it, Windows treats it as a first time connection. When this occurs, the Connect to a Network dialog box opens indicating the device is a new router that has not been set up. To establish a connection, you can click the **Connect to the network without setting it up** link to connect to the HP Pocket Playlist. You do not need to click **OK** to set up the connection.

Changing the device name causes all mobile devices to disconnect. When you reconnect, use the new device name.

Updating firmware

HP recommends that you periodically check for firmware updates on the HP support web site.

1. From a network computer, go to www.hp.com/support, search for **HP Pocket Playlist**, and then download the firmware update.

2. Specify a location on the network computer for saving the file.

3. Once the file is downloaded, open the Settings window. See Accessing settings from your computer on page 10 for more information.

4. Under **Maintenance** in the **Firmware version** row, click **Update**.

5. Click **Browse** and browse to the download location, and then click **Update**.

The update installs on HP Pocket Playlist. HP Pocket Playlist automatically reboots when the install is complete, which may cause the computer to switch its wireless network connection to a different SSID (device). After the firmware update, you may need to reestablish the connection with HP Pocket Playlist.

Shutting down and restarting

To shut down the HP Pocket Playlist, hold down the power button for three seconds and then release, or complete the following steps:

From the computer:

1. Open the Control Center.

2. Click **Wi-Fi Connection**, and then click **Customize HP Pocket Playlist Settings**.

3. To turn off or restart the device, click the power icon ⏻ near the top of the window, and then click **Shutdown** or **Restart**.

- or -

From a mobile device:

1. Open the HP Pocket Playlist app and select the device.

2. Tap the Settings icon ⚙.

3. Tap **Settings**, tap **Shut down**, tap **Shut down**.

Streaming media

You can stream media files to your stereo or television if you have a Digital Media Adapter (DMA) attached. The DMA accesses your stored media files and coordinates the streaming process.

Streaming media to your entertainment center

HP Pocket Playlist works with both wired or wireless DMAs. Your network must have wireless functionality to use a wireless DMA.

To stream media content, configure your DMA to wirelessly connect to your HP Pocket Playlist.

-or-

Configure the HP Pocket Playlist for hotspot mode. For more information, see .

NOTE: It can take a long period of time for files that you copy to a folder to appear on your DMA.

Media streaming with the device requires the following:

● Your DMA must use Universal Plug and Play (UPnP) A/V streaming.

● Only media files are available for media streaming, which includes: photographs, music (audio), and video.

The following figure shows a possible layout for media streaming.
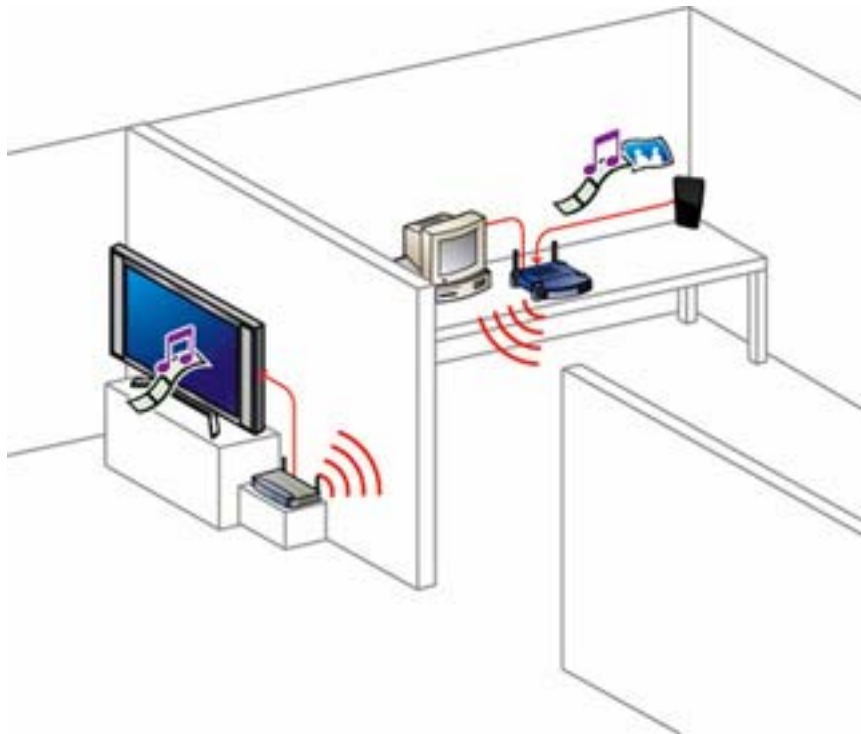
NOTE: This layout illustrates an HP Pocket Playlist that is configured for hotspot mode with **Hidden in network** set to **No**.

Resetting media streaming

The HP Pocket Playlist scans your stored media files to create a database. The reset function deletes this database and rebuilds it without deleting your data. Resetting may take a long time depending on the number of multimedia files.

To reset media streaming:

1. Open the Settings window. For more information about accessing Settings, see Accessing settings from your computer on page 10.

2. Under **Maintenance**, click **Rebuild DLNA Database**.

Connecting to HP Pocket Playlist from a Linux system (advanced topic)

This topic provides general guidelines for accessing the folders and configuration screens on HP Pocket Playlist from a Linux system. The steps to configure a Linux system for connection to the HP Pocket Playlist may vary.

Connecting to HP Pocket Playlist using Samba

Samba lets you connect a Linux computer to the HP Pocket Playlist using the SMB (server Message Block) and CIFS (Common Internet File System) protocols.

To use Samba, the Linux system must have Samba installed. For information about how to install Samba, see the documentation or man pages included with the Linux distribution.

Connecting to HP Pocket Playlist using a Linux graphical interface

General steps for connection include using a network browser to find the device.

> **NOTE:** If a firewall is running, turn it off or configure the system to allow Samba to connect to the SMB Shares.

The path to the device is as follows:

● Domain - Windows Network

● Workgroup - WORKGROUP

● Machines - PocketPlaylist

If any of these default names have changed, use the new name.

Connecting to HP Pocket Playlist using NetBIOS name

Connecting to the device requires either the device's IP address or NetBIOS name. The advantage of using the NetBIOS name is that even if the device's IP address changes, the Linux system can find the device.

You can find the IP address for the device on the router's configuration screens, usually under DHCP Client Table or Show Connected Devices.

Connecting to HP Pocket Playlist using Samba command lines

The method described here is not persistent. To have the Linux system automatically connect to the device every time it is rebooted, see the documentation or man pages for the Linux distribution.

To connect a Linux system to the device man pages:

1. Open a Terminal session.

2. Become root.

3. If necessary, install the Samba plug-in.

4. Create a directory for the shared files.

   Example: mkdir /mnt/sharefiles

5. Mount the device folder to the Linux computer, using the following syntax:

   `mount -t smbfs //PocketPlaylist/sharename /mountpoint/sharedirectory`

   `NetBIOS name example: mount -t smbfs //PocketPlaylist/WiFiDrive /mnt/`
   `sharefiles`

   IP address example: `mount -t smbfs //192.168.1.102/WiFiDrive /mnt/`
   `sharefiles`

   NOTE: `PocketPlaylist` is the default Samba share on the device.

Accessing HP Pocket Playlist configuration screens

To access the device's configuration screen, use a browser such as FireFox or Konqueror.

1. Open the web browser. Make sure the Linux system has a wireless connection to the HP Pocket Playlist.

2. In the **Location** box, enter the IP address or name of the device.

   IP address example: http://10.10.10.254

   NetBIOS name example: http://PocketPlaylist

Connecting to HP Pocket Playlist from an Apple computer or Mac OS X

You can configure an Apple computer with the latest OS X operating system to access the folders and configuration screens on HP Pocket Playlist.

Accessing HP Pocket Playlist configuration screens

1. Open a web browser, such as Safari or Firefox. Make sure the Mac system has a wireless connection to the HP Pocket Playlist.

2. In the **Location** box, enter the IP address or name of the device.

   IP address example: http://10.10.10.254

   Name example: http://PocketPlaylist

   NOTE: You can find the IP address for the device on your router's configuration screens, usually under **DHCP Client Table** or **Show Connected Devices**.

3. Click **Settings** to access the configuration/settings screen.

Mapping folders on a Mac

1. In the **Finder**, click **Go**, **Connect to server**.

2. In the **Connect to server** dialog box, click **Browse**.

3. In the **Network** window, click **WORKGROUP**, **PocketPlaylist**.

4. In the panel that shows the available shares, click **Connect**

5. In the list on the **Shared Volume** window, select a shared volume, and then click **OK**.

6. In the **SMB/CIFS File System Authentication** window, enter the password if required, and then click **OK**.

Installing two or more HP Pocket Playlists

If you have more than one HP Pocket Playlist device, by default the second is automatically named PocketPlaylist2, the third is named PocketPlaylist3, and so on. You can rename your devices as well.

Security configuration options

HP PocketPlaylist offers several security configuration options to help you protect your information.

Set a password

HP strongly recommends that you assign a password to the HP Pocket Playlist's SSID. Password protection prevents the ability to connect to your HP Pocket Playlist and copy, modify, or delete your files.

Hotspot mode

Configuration of hotspot mode offers benefits and security risks that you can regulate with configuration settings depending on your location:

Hotspot mode:

● Allows Internet access for mobile devices that are connecting to the Pocket Playlist's SSID.

● Allows other devices on your home network (like a DLNA or DMA digital media player attached to your TV) to access the HP Pocket Playlist.

HP recommends that you do not use hotspot mode to connect to unrestricted public networks, because this connection allows other users on that network to access the contents of your HP Pocket Playlist. If you connect to a public network using hotspot mode, setting **Hidden in network** to **Yes** configures your HP Pocket Playlist so other users on the public network cannot easily discover it.

If you connect to a secured home network in hotspot mode, set **Hidden in network** to **No** if you want other devices (like a DLNA media player) to find the HP Pocket Playlist device.

NOTE: Enabling hotspot mode reduces the number of simultaneous video streams that you can play.

5 Converting your media files so they play on your mobile device

HP Pocket Playlist supports the following file formats:

- Video: .avi, .3gp, .flv, .m4v, .m4p, .mov, mp4, .mpeg, .mpeg2, .mpg, .ogg, .qt, .ts, .tts, .wmv
- Music: .aac, .ac3, .adts, asf, .lpcm, .m4a, .mp3, wav, wma
- Photo: .bmp, .gif, .jpeg, .png, .tiff, .tif

Be sure to note that your playback device may not support all of these formats. If your playback device does not support a format, you can use the Arcsoft MediaConverter 7 computer application to convert (transcode) the files into a format that will play back on your mobile device.

To convert a file in MediaConverter 7, you can select it, choose the output device, and click **Start**.

MediaConverter 7 automatically detects HP Pocket Playlist when using either a USB or wireless connection. You can copy files to HP Pocket Playlist directly from MediaConverter 7.

You can drag unencrypted DVD files into MediaConverter 7 so HP Pocket Playlist can play them.

6   Troubleshooting

This chapter provides troubleshooting information.

Connection issues

When I connect to the HP Pocket Playlist device with my mobile device I lose Internet access.

Cause	Solution
You have to configure the HP Pocket Playlist device for hotspot mode for it to connect to your home network so it can access the internet.	Turn on hotspot mode and input your home network name and security information. Note that the HP Pocket Playlist device must be in range of your home network for internet access. For more information about hotspot mode, see Hotspot mode on page 18.

I don't see my HP Pocket Playlist device on the app on my mobile device.

Cause	Solution
The app started before the device was ready.	From the app, tap the refresh icon 🔄.

My mobile device failed to connect to HP Pocket Playlist.

Cause	Solution
Connection settings.	Make sure HP Pocket Playlist is ready and set to Wi-Fi mode, and make sure the Wi-Fi settings of the mobile device are set to connect to HP Pocket Playlist.

When reestablishing a wireless connection to HP Pocket Playlist, the Connect to a Network dialog box opens indicating the router has not been set up.

Cause	Solution
If you manually disconnect the wireless connection to HP Pocket Playlist, when you attempt to reconnect it, Windows treats it as a first time connection.	To establish a connection, you can click the **Connect to the network without setting it up** link to connect to the HP Pocket Playlist device. You do not need to click **OK** to set up the connection. Select **connect automatically** to prevent Windows from prompting about a new network connection.

Network connection issues.

Cause	Solution
Software firewalls installed on your computer can block communication and prevent the computer from locating the HP Pocket Playlist on your network.	Update your firewall's trusted software list to allow the following HP Pocket Playlist applications: ● nasinfo.dll ● NASSelector.exe For instructions to unblock, see the software vendor's documentation.
Check that the router is correctly configured for DHCP.	HP Pocket Playlist comes automatically set to use a Dynamic Host Configuration Protocol (DHCP) server to dynamically assign IP addresses. Most routers come with a built-in DHCP server. When HP Pocket Playlist is using hotspot mode, check that the router has the DHCP server correctly enabled. Refer to the documentation that came with the router for instructions on proper DHCP server configuration.

Check the network is set up properly for TCP/IP.	Check that each computer on the network has TCP/IP listed and selected for the network properties with these options selected:
	
	● Obtain IP address automatically.
	
	● Obtain Domain Name System (DNS) server address automatically.
	
	Windows 8, Windows 7, or Windows Vista: To ensure your network is set up properly for TCP/IP:
	
	1. Click **Start**, and then select **Control Panel**.
	
	   In Windows 8, type **c**, and then select **Control Panel**.
	
	2. Select **Network and Sharing Center**.
	
	3. In Windows Vista, in the left pane, click **Manage Network Connections**.
	
	   In Windows 7 or Windows 8, in the left pane, click **Change adapter settings**.
	
	4. Right-click your default network connection and click **Properties**. In the dialog box that opens, check to ensure that the correct Internet Protocol Version is listed and selected.
	
	   ● If TCP/IP is not listed, click **Install**, **Protocol**, and then **Add**. In the dialog box, select **Internet Protocol (TCP/IP)**.
	
	   ● If TCP/IP is listed and checked, highlight it and click **Properties**, then select **Obtain IP address automatically** and **Obtain DNS server address automatically**.
	
	5. All computers should be set identically.
	
	Windows XP: To ensure your network is set up properly for TCP/IP:
	
	1. Click **Start**, select **Control Panel**, select **Network and Internet Connections**, select **Network Connections**.

Network connection issues.

Cause	Solution
	2. If the computer is connected to the network using an Ethernet cable, right-click **Local Area Connection**. If the computer is using a wireless connection, right-click **Wireless Network Connection**. **3.** Click **Properties**. In the dialog box that opens, check to ensure that **TCP/IP (Transmission Control Protocol/Internet Protocol)** is listed and selected. ● If TCP/IP is not listed, click **Install**, Protocol, and then **Add**. In the dialog box that appears, select **Internet Protocol (TCP/IP)**. ● If TCP/IP is listed and checked, highlight it and click **Properties**, then select **Obtain IP address automatically** and **Obtain DNS server address automatically**. **4.** All computers should be set identically. **Windows Vista: To ensure your network is set up properly for TCP/IP:** **1.** Click **Start**, select **Control Panel**, select **View network status and tasks** under **Network and Internet**. **2.** In the left pane, click **Manage Network Connections**. **3.** If the computer is connected via Ethernet cable to the network, right-click **Local Area Connection**. If the computer is using a wireless connection, right-click **Wireless Network Connection**. **4.** Click **Properties**. In the dialog box that opens, check to ensure that **Internet Protocol Version 4 TCP/IPv4** is listed and selected. ● If TCP/IP is not listed, click **Install**, **Protocol**, and then **Add**. In the dialog box that appears, select **Internet Protocol (TCP/IPv4)**. ● If TCP/IP is listed and checked, highlight it and click **Properties**, then select **Obtain IP address automatically** and **Obtain DNS server address automatically**. **5.** All computers should be set identically.
Check the network NetBIOS properties in Windows XP.	Check that each computer on the network has TCP/IP advanced network properties set to Enable NetBIOS over TCP/IP. All computers should be set identically. **To ensure your network has the correct NetBIOS:** **1.** Click **Start**, select **Control Panel**, select **Network and Internet connections**, select **Network Connections**. **2.** Double-click your default network connection. ● **Local Area Connection** for wired networks. ● **Wireless** for wireless connections. **3.** Click **Properties**, highlight **Internet Protocol (TCP/IP)**, click **Properties**, click **Advanced**, click the **WINS** tab.

Network connection issues.

Cause	Solution
	WINS refers to Windows Internet Naming Service, which converts NetBIOS network names to IP addresses.
	NetBIOS settings are found at the bottom of the dialog box. Make sure that the **NetBIOS** setting is not set to **Disable NetBIOS over TCP/IP**.
	4. Make sure that the **NetBIOS** setting is not set to **Disable NetBIOS over TCP/IP**.
Check the network NetBIOS properties in Windows Vista.	Check that each computer on the network has TCP/IP advanced network properties set to Enable NetBIOS over TCP/IP. All computers should be set identically.
	Windows Vista, Windows 7, or WIndows 8: To ensure your network has the correct NetBIOS set up
	1. Click **Start**, and then select **Control Panel**. In Windows 8, type **c**, and then select **Control Panel**.
	2. Click **View network status and tasks** under **Network and Internet**.
	3. In Windows Vista, in the left pane, click **Manage Network Connections**. In Windows 7 or Windows 8, in the left pane, click **Change adapter settings**.
	4. Right-click your default network connection and click **Properties**:
	5. Highlight **Internet Protocol Version 4 (TCP/IP)**.
	6. Click **Properties**, click **Advanced**, click the **WINS** tab. WINS refers to Windows Internet Naming Service, which converts NetBIOS network names to IP addresses. Make sure that the **NetBIOS** setting is not set to **Disable NetBIOS over TCP/IP**.

I can't connect to HP Pocket Playlist. I have previously connected successfully, but now I can't.

Cause	Solution
A mobile user changed the SSID name of the HP Pocket Playlist device after your last successful connection.	Any time the HP Pocket Playlist device SSID name is changed, previous connections will not longer work. You must determine the HP Pocket Playlist device's SSID name and establish a new connection to that name.

I reset the HP Pocket Playlist device back to factory default settings and now I don't know the device name or password.

Cause	Solution
Resetting to factory defaults set the credentials back to their original settings.	The default SSID name is 'PocketPlaylist'. There is no default password.

I updated the firmware and now can't connect to HP Pocket Playlist.

Cause	Solution
A firmware update automatically reboots the HP Pocket Playlist device, which may cause the computer to switch its wireless network connection to a different SSID (device).	After the firmware update, reestablish the connection with HP Pocket Playlist.

Upload issues

I cannot upload using the web user interface.

Cause	Solution
The web user interface upload function requires Adobe flash player.	Install the basic Adobe flash player to the computer.

File issues

I'm using a web browser to manage my files and cannot transfer some files.

Cause	Solution
The maximum file size you can upload using the web interface is 2 GB.	HP recommends using a direct USB connection when managing files. You can also use MediaConverter7 to reduce file size.

The DMA does not display the files that it found.

Cause	Solution
Connection issues.	1. Check that the DMA is connected to the HP Pocket Playlist's wireless SSID or ensure that the HP Pocket Playlist is configured to use hotspot mode, and that the selected network is the same network that the DMA is connected to.
	2. Restart the DMA or restart the mobile device and app.
	3. Restart the HP Pocket Playlist device.

Some of files (e.g., files newly copied to the device) are not found by the DMA.

Cause	Solution
Database issues.	1. Restart the DMA.
	2. Restart the HP Pocket Playlist device.
	3. Place the connection switch to on the HP Pocket Playlist device.
	4. From a Wi-Fi enabled computer, open Control Center.

Some of files (e.g., files newly copied to the device) are not found by the DMA.

Cause	Solution
	5. Click **Wi-Fi Connection**, and then click **Customize HP Pocket Playlist Settings**.
	6. At the top of the window, click **Settings** to open the Settings window.
	7. Under **Maintenance**, next to **DLNA Database Rebuild**, click **Rebuild DLNA Database**.

File doesn't appear.

Cause	Solution
File type may not be supported, may need to convert the file to supported type.	You can use MediaConverter 7 to convert files to a format that runs on your media device as follows. **1.** Open Control Center. **2.** Click **Convert video files**.

Streaming issues

I'm having trouble watching multiple movies at the same time.

Cause	Solution
Hotspot mode reduces the number of simultaneous video streams that you can play.	Disable hotspot mode if you want to stream multiple movies simultaneously.

I can play and stream DRM (Digital Rights Management) content on my home computer but I can not stream it from my HP Pocket Playlist.

Cause	Solution
For Windows Media DRM (WMDRM) content (protected .wma music and .wmv videos), HP Pocket Playlist does not support streaming of this content to DMAs.	Playing (and streaming) of WMDRM protected content requires that the device that is playing the content have a license for the content. When you downloaded the content to your PC, you also received a license to play the content on that PC. If you copy the files to HP Pocket Playlist, you cannot copy or transfer the license to the device. The device must obtain its own license, and we do not provide for this feature in the current product.

Unable to stream media to an entertainment center.

Cause	Solution
Some DMAs have playback restrictions for certain types of multimedia files.	Check your DMA documentation for supported and unsupported file types. New multimedia files can take a considerable amount of time to show up on your DMA. The streaming process requires

Unable to stream media to an entertainment center.

Cause	Solution
	the HP Pocket Playlist to scan through new multimedia files to gather information, such as artist names, song titles, video names, and so on. This process often takes a long time especially if there are a large number of files. Once the scanning process completes, you can see the files on your DMA.
	1. Make sure that your HP Pocket Playlist is powered up and working before you power up your Digital Media Adapter (DMA).
	2. Check to make sure that your DMA supports the DLNA/UPnP protocols, which are the protocols supported by HP Pocket Playlist. Some DMAs use proprietary protocols that do not operate with HP Pocket Playlist.
	3. Ensure that your DMA is using the latest firmware revision. Consult your DMA documentation for more information on updating its firmware.
	4. HP Pocket Playlist supports the playback of the following file types: ● Video: .avi, .3gp, .flv, .m4v, .m4p, .mov, mp4, .mpeg, .mpeg2, .mpg, .ogg, .qt, .ts, .tts, .wmv ● Music: .aac, .ac3, .adts, asf, .lpcm, .m4a, .mp3, wav, wma ● Photo: .bmp, .gif, .jpeg, .png, .tiff, .tif
	5. Reset the media streaming database.

Power issues

HP Pocket Playlist is unresponsive.

Cause	Solution
System issues.	Shutdown and restart HP Pocket Playlist manually. To force HP Pocket Playlist to turn off and restart: 1. On the side of HP Pocket Playlist, hold the power button for 5 seconds to force shut down. 2. After HP Pocket Playlist is completely off, press and hold the power button for 3 seconds to restart. The green LED should turn on while you hold the button. Hold down for 3 seconds until the green LED turns off. The LED stays off briefly, and then comes back on and stays lit.

Permission issues

Windows 7 and Windows Vista permission messages

Cause	Solution
As part of its enhanced security, the Windows operating system may display User Account Control dialog boxes. These dialog boxes help stop unauthorized changes to your computer and require permission to continue with the action.	Always check that the action needing your permission is one that you intended. The source of the action is displayed in the middle band of the dialog box.

7 Glossary

Common Internet File System (CIFS)

A protocol for how a computer requests files from other computers on the network. This is the public version of the Server Message Block Protocol by IBM and modified by Microsoft.

Digital Living Network Alliance (DLNA)

Alliance of consumer electronics companies with the goal of creating industry standards that allow products from all companies to be compatible and enable a network of electronic devices in the home.

Digital Media Adapter (DMA), Digital Media Receiver (DMR), Digital Media Player (DMP)

A consumer electronic device that communicates with the HP Pocket Playlist device and brings digital media streams (such as photos, music, or video) to an entertainment center or a mobile playback device.

digital rights management

Technology built into digital media, such as music and movies, that allows companies in charge of their copyrights to decide how and where media can be used.

Dynamic Host Configuration Protocol (DHCP)

The protocol used to assign IP addresses to network devices, such as computers. DHCP automatically assigns IP addresses to network devices; the assigned address can change over time.

Dynamic IP address

A temporary numeric identification assigned to a node in a TCP/IP network. When computers and devices in the network are turned on, they are assigned an IP address by a DHCP server. The IP address may change frequently.

firewall

The primary method for securing computers from intruders by allowing or blocking traffic into and out of a private network or the user's computer.

HTTP access

Allows you to access folders and files on your device in a browser window.

IP (Internet Protocol) address/network address

A number that uniquely identifies devices, such as computers, on a network.

Local area network (LAN)

A small number of computers connected together in a small area, usually in the same building.

map drive

Assigning a drive letter to the connection on a computer to access a folder on the device.

media streaming

Media streaming sends media—music, photos, and video files—from the HP Pocket Playlist to other devices that can play the media. HP Pocket Playlist allows media to stream to a Digital Media Adapter (DMA), or to mobile devices.

router

A device connected to your computer that joins two or more networks. For example, a router connects your local network to the internet.

TCP/IP (Transmission Control Protocol/Internet Protocol)

A set of communications protocols used to transmit data over networks. TCP provides for the establishment of connections and exchanges streams of data. IP specifies the format of the data.

UPnP A/V Streaming

A set of network protocols that allow networked devices to communicate in a home network. Supports streaming of unprotected media files. Files purchased from an online store are likely protected by a Digital Rights Management system that may prevent streaming.

UPnP (Universal Plug and Play)

Provides compatibility among networking equipment, software, and peripheral devices. UPnP works with wired and wireless networks, on any operating system, to minimize network configuration. UPnP is the protocol used by media streaming.

Wi-Fi Protected Access (WPA)

A technology that allows for increased security with wireless networks.