

**BenQ** Joybee 210 (DA210)  
MP3 Player  
User Manual

# Welcome

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# Important Information

## FCC Compliance

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 instructions, may cause harmful interference to 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, the user is encouraged to try to correct the interference by one or more of the following measures:

1. **Reorient or relocate the receiving antenna.**
2. **Increase the separation between the equipment and receiver.**
3. **Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.**
4. **Consult the dealer or an experienced radio/TV technician for help.**

Any unauthorized changes or modifications to this equipment would void the user's authority to operate this device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Accessories precautions

### Batteries:

Li-polymer batteries are recyclable. You can help to preserve our environment by returning your used rechargeable batteries to the authorized collection and recycling outlet. For detailed locations of the recycle outlets in each country, please call your environment protection agency for detail.

Use this unit to recharge the battery pack.

The battery pack is not waterproof. Do not use the battery outside if it is snowing or raining.

Do not get dirt, sand, liquids, or other foreign matter on the terminals.

Do not touch the plug terminals with metal objects.

Do not disassemble, remodel, heat or throw into fire.

## Warnings

To reduce the risk of fire, electric shock or product damage, do not expose this apparatus to rain, moisture, dripping or splashing and that no objects filled with liquids shall be placed on the apparatus.

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure. Do not open covers and do not repair yourself. Refer servicing to qualified personnel.

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# 1 Introduction

Thank you for purchasing the BenQ 210 MP3 player!

Joybee 210 not only serves as a MP3 player of high quality audio playback with exclusive design but also functions as a mobile USB flash drive, a digital voice recorder, FM radio and language learning device.

## Joybee 210-More than a MP3 player

A.MP3/ WMA/ WAV digital audio file formats supportable

- Embedded BenQ sound effect technology and 6 equalizers to enhance sound performance.
- Supports lyrics synchronization.
- Multi-languages supportable

B.Mobile flash drive with USB interface

- Hot plug and play. Driverless except Windows 98SE
- Files copy-and-paste even with Windows Explorer

C.Digital Voice recorder

- Built-in microphone, records up to 500 minutes(WAV/128MB)

D.FM receiver

**-20 preset channels**

E.Languages learning device

- Supports segment repeat



**Powerful 5 in 1 multi-function MP3 player**  
**Built-in rechargeable li-polymer battery and up to 8 hours continuous playback**  
**Bundled with QMusic and other free software**  
**Charged by USB connected to active PC**

## Before Use

### Check your package contents



Joybee 210 MP3  
player



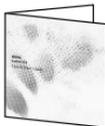
USB cable



Earphones



Software/User manual



Joybee 210 QSG



Warranty card



**Please contact your retailer if anything is missing when you open the package.**

## **Check your computer specification**

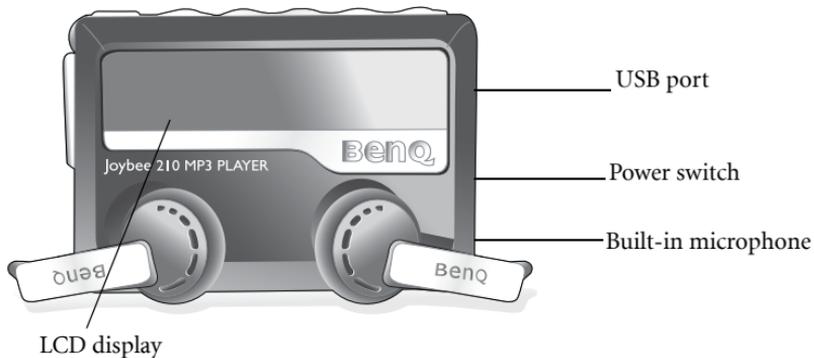
To perform Joybee 210 best with your computer, please meet the system requirements below.

- OS: Microsoft Windows 98SE/2000/ME/XP (QMusic supports Windows 2000/XP)
- CPU: Pentium 200 MHz or faster
- I/O port: USB (1.1 or higher)
- Device: CD-ROM
- Hard disk space: 60 MB (minimum)
- System memory: 32 MB (minimum)

## **Charging battery by USB cable**

Connect your Joybee 210 with USB provided to active PC. It takes about 5 hours for first charging and 2.5 hours hereafter.

## Touring the Joybee 210 MP3 player



Play/ pause/ stop/  
confirm selection

Next/ fast forward

Previous/ fas-  
trewind

Buttons lock/ A-B  
repeat

Power on and off/  
menu

Earphones jack

Strap holes



## Installing relevant software

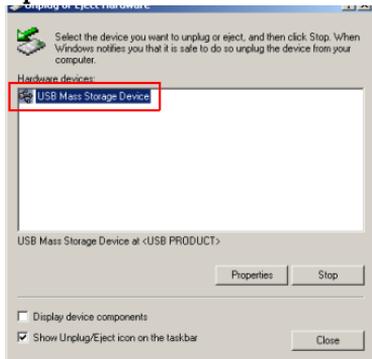
Insert the CD-ROM and you'll see an autorun screen. Click the item to start installing the program you want.

Item	Description
Install QMusic	QMusic is an easy-to-use file manager that allows you to play an audio CD and MP3 files, convert music on an audio CD into MP3 files, create playlists, and save your MP3 files on CDs if your computer is equipped with a CD burner. With QMusic, you can save your music files on the <b>Joybee 210</b> , and organize and update the data stored on the <b>Joybee 210</b> . Note that QMusic works only on Windows 2000/XP. Windows 2000 does not support the CD burning function.
Install BenQ <b>Joybee 210</b> Driver	The player software includes driver for Windows 98SE, you must install the driver before connecting the <b>Joybee 210</b> to your PC.
Install Windows Media Player	QMusic requires Windows Media Player 9 to be installed on your system. Click this item to install Windows Media Player 9 if you do not have it installed.
Install Direct X	QMusic requires Direct X 8.1 to be installed on your system. Click this item to install Direct X if you do not have it installed.
Install Acrobat Reader	Install the Acrobat Reader to read the electronic documentation for your MP3 player.
Read User Manual	Click to read the User Manual in the language of your choice. Choose from English, Simplified Chinese, Traditional Chinese, Japanese, French, Spanish, and Portuguese.

# Remove the Joybee 210 from your PC

Double click the USB device icon  on the task bar.

1. A dialog box as shown below appears on the screen. Select **USB Mass Storage Device** in the dialog box and press **Stop**.



2. Another dialog box as shown below appears on the screen. Select **BenQ Joybee 210 USB Device** and press **OK**.



3. When the following dialogue box appears on the screen, press **OK** and disconnect the **Joybee 210** from the PC.



**Do not disconnect the Joybee 210 from your PC without using the procedure described here or there may be loss of data.**



**The procedure described here may differ for the different operating systems.**



**Remove the disk following the steps above and you can still play the Joybee 210 during charging.**

## 3 Basic operations

### Basic idea on operation

Press **MENU/⏻** to power on.



The mode of latest use when you shut down the Joybee 210.

Press **⏮** and **⏭** to move, and **▶||/■** to select.



(Music/ Voice/ FM/ Record/ Setup)

Press **MENU/⏻** to enter main menu.

Ex. During playback, press and hold **MENU/⏻** for two seconds to enter options menu under each main function. For example, when MP3 file is played, press and hold **MENU/⏻** for two seconds to have . . .

(Press **⏮** and **⏭** to move, and **▶||/■** to select.)



## Listen to music

Press and hold **MENU/⏻** for one second to power on. Refer to the table above to go to Music mode. Use **⏪** and **⏩** to make selection and press **▶||■** to confirm. Press and hold **MENU/⏻** for two seconds to go to options menu.

## Listen to FM radio

Press and hold **MENU/⏻** for one second to power on. Refer to the table above to go to FM mode. Use **⏪** and **⏩** to adjust frequencies, and press **▶||■** to save the current channel to preset channel list. To go to preset channels directly, press and hold **▶||■** for two seconds, use **⏪** and **⏩** to select preset channel and press **▶||■** to confirm.

## Record voice

Press and hold **MENU/⏻** for one second to power on. Refer to the table above to go to Record mode. Press **▶||■** to start recording. Press **▶||■** again to pause. Press and hold **▶||■** for two seconds to stop recording.

## Listen to recorded voice file

Press and hold **MENU/⏻** for one second to power on. Refer to the table above to go to Voice mode. Use **⏪** and **⏩** to select file and press **▶||■** to confirm and playback.

## Record FM radio

Press and hold **MENU/⏻** for one second to power on. Refer to the table above to go to FM mode. Press **A-B/ 📻** to start recording current FM radio show. Press **A-B/ 📻** again to end recording.

## Turning off the Joybee 210

Press and hold **MENU/⏻** for three seconds to turn the Joybee 210 off.

## Joybee 210 menu tree

Music	Volumes	(control bar)
	Repeat	OFF/ Repeat This/ Repeat All/ Random Once/ Random Repeat/ Intro Scan
	Equalizer	Normal/ Classical/ Pop/ Rock/ Jazz/ Bass
	BenQ Sound	ArtSound/ BestBASS/ InConcert/ OFF
	Lyrics Display	On/ Off
Voice	Volume	
	Repeat	OFF/ Repeat This/ Repeat All/ Random Rep/ Random Once/ Intro Scan
FM	Save to CH	
	Select CH	
Record		
Setup	Play-List	On/ Off
	Lyrics Display	On/ Off
	Contrast	(control bar)
	Backlight	On/ Off/ 5s/ 10s/ 30s/ 60s
	Auto Power off	Never/ 1 m/ 2 m/ 3m/ 5 m
	Format	Yes/ No
	Language	English/ Simplified Chinese/ Traditional Chinese/ Japanese
	System Info	System information

Note: Japanese is available only in models sold in Japan.

 **Note that in order to save power and protect your battery, turning the power switch to off whenever it's not at use is strongly recommended.**

## 4 Advanced Operations

### Using QMusic

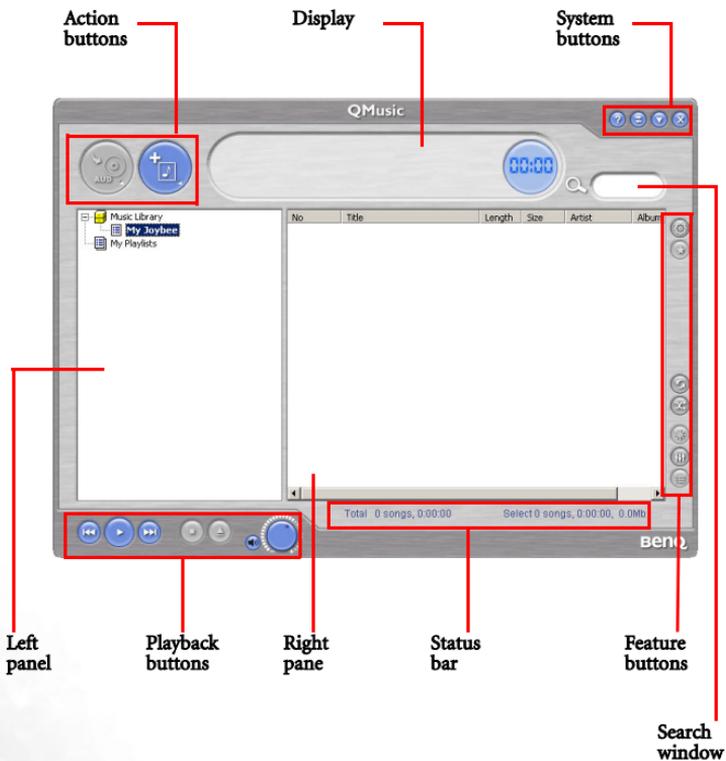
QMusic is a software provided to help you to organize your music collection. You can use it to play audio CDs or MP3s on your PC, convert audio CD tracks into MP3 format, create playlists, transfer music to your Joybee 210, burn music CDs and create your own music album.

The QMusic icon appears on your Desktop after it is successfully installed. Double click the icon to launch QMusic. Alternatively, you can start QMusic by clicking **Start** on the Windows task bar and clicking **Programs | QMusic2 | QMusic2**.



### Overview of QMusic

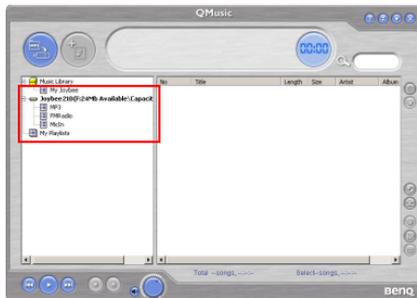
The user interface of the QMusic program is shown in the illustration below.



Features	Description
Action buttons	Provide specific functions of QMusic.
Left panel	Displays all files supported by QMusic.
Playback buttons	Provide functions such as playing a selected file, skipping to the next or previous files, pausing playback, stopping playback, ejecting a CD, and volume control.
Status bar	Displays details of files, such as total number of files and playing time.
Feature buttons	Set repeat or random playing of files in playback mode and provide additional options.
Right panel	Displays the files in the folder or media selected in the left panel.
Search window	Provides searching function. Type in a file name and press the magnifier icon to search for a particular file.
System buttons	Control QMusic window.
Display	Displays progress of an action. For example, when an audio file is being played, the name, elapsed playing time and other information of the file is displayed here.

## Adding music to the Joybee 210 using QMusic

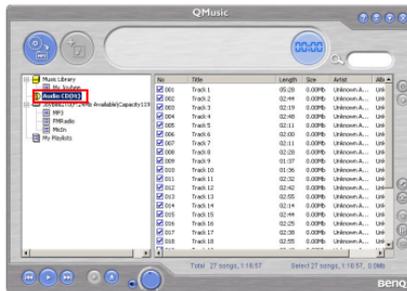
Connect the Joybee 210 to the PC. The icon Joybee 210 appears in the left panel of the QMusic interface, and the directories on the Joybee 210 are displayed under the icon.



You can now add files to your Joybee 210 from an audio CD using the file conversion facility provided by QMusic or you can directly copy your audio music files from the PC to the Joybee 210.

### Adding music from an audio CD to Joybee 210

1. Put an audio CD in the CD-ROM on your PC. The  Audio CD icon appears in the left panel of QMusic, and the files on the CD appear in the right panel.



2. Select the files to be added to the Joybee 210 by clicking the checkboxes in front of the files.
3. Click the  icon, and QMusic starts converting the selected files into MP3 files.



4. After the conversion is completed, a **New Album** is added to the left panel. All the converted files are placed in this album. Click the **New Album** to display the details of files in the right panel.



5. Click to select the file to be added to the Joybee 210. To select more than one file, press and hold the **Ctrl** key on the keyboard while selecting the files. To select all files, click the first file,

press and hold the **Shift** key on the keyboard, and then click the last file. If you want to delete files, select files and press the **Delete** key on the keyboard.



6. Drag to copy the selected files from the right panel to the **MP3** directory under the Joybee 210 icon.



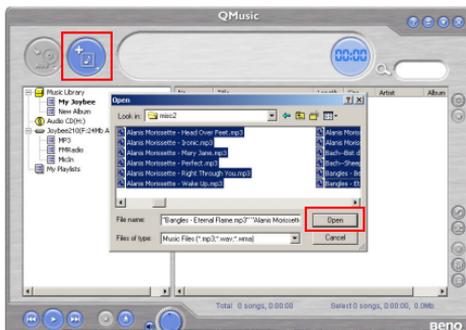
- When files are being transferred to the Joybee 210, do not disconnect the JOYBEE 210 from the PC.
- Check if there is enough memory space on Joybee 210 before transferring files to Joybee 210.

## Adding files from a PC to Joybee 210

1. Click the **My Joybee** folder in the left panel.



2. Press  and a dialog box opens to help you to select the desired files. Browse and select MP3, WAV or WMA files to be added to the Joybee 210 from the PC. Press **Open** to add the selected files to **My Joybee**.



- Click the Joybee 210 icon on the QMusic interface.



- Press  and QMusic starts transferring the files in the **My Joybee** folder to the Joybee 210. Before transferring the selected files to Joybee 210, QMusic shows a dialog box to ask if you want to delete the existing files in the **My Joybee** folder. If you want to keep them, abort the transfer and back up these files, before starting file transfer again.



-  When files are being transferred to the Joybee 210, do not disconnect the Joybee 210 from the PC.
- Check if there is enough memory space on Joybee 210 before transferring files to Joybee 210.

## Updating Joybee 210 automatically with QMusic

You can set up the **Joybee 210** to be updated with the music from the **My Joybee** folder automatically when it is connected to the PC.

1. Click the **My Joybee** folder in the left panel.



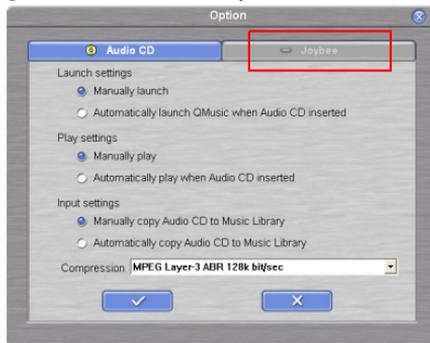
2. Press  and a dialog box opens to help you to select the desired files. Browse and select MP3, WAV or WMA files to be added to the **Joybee 210** from the PC. Press **Open** to add the selected files to **My Joybee**.



3. Press  on the right panel of QMusic in the function button area.



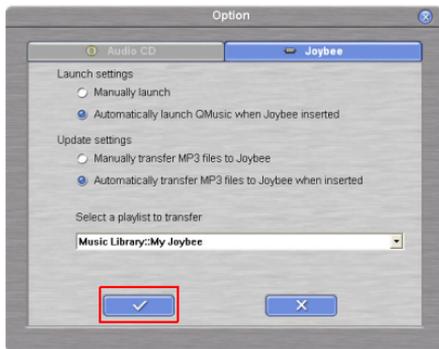
4. In the **Option** dialog box shown, click the **Joybee** tab.



5. Select **Automatically launch QMusic when Joybee added** under **Launch Settings** and **Automatically transfer MP3 files to Joybee when added** under **Update Settings**. Click the



button to save your settings.



6. Connect the **Joybee 210** to the PC and QMusic automatically updates the files on **Joybee 210** with the files in **My Joybee** folder.

From now on, if you want to automatically update files on **Joybee 210**, you only need to save files in the **My Joybee** folder and connect the **Joybee 210** to your PC. QMusic automatically transfers the files in the folder to the **Joybee 210**.



- When files are being transferred to the Joybee 210, do not disconnect the Joybee 210 from the PC.
- Check if there is enough memory space on Joybee 210 before transferring files to Joybee 210.

## Deleting files using QMusic

Use the following procedure to delete files on your Joybee 210 using QMusic.

1. Start QMusic.
2. Turn on the **Joybee 210** and connect it to the PC using the USB cable.

3. Locate the files to be deleted by clicking on the **MicIn**, **FMRadio** or **MP3** subdirectory under the **Joybee 210** icon in the left panel of QMusic.



4. The files in the selected directory are displayed in the right panel. Click to select the file to be deleted. To select more than one file, press and hold the **Ctrl** key on the keyboard while selecting the files. To select all files, click the first file, press and hold the **Shift** key on the keyboard, and then click the last file.



5. Press the **Delete** key on the keyboard to delete all selected files from the **Joybee 210**.

## Music Mode

### Segment Repeat

Press **MENU/** for one second to start up the Joybee 210, and press **MENU/** again to go to main menu selection. Use **◀◀** and **▶▶** to move and press **▶||■** to go to Music mode. Press **A-B/** to set segment repeat start point A; press again to set segment repeat end point B. This segment will start to repeat right after point B is set. Press **A-B/** to stop this repeat and to continue playback.

### Delete Files

You can delete files on the Joybee 210 directly. Press **MENU/** for one second to start up the Joybee 210, and press **MENU/** again to go to main menu selection. Use **◀◀** and **▶▶** to move and press **▶||■** to go to Music mode. Press **▶||■** for two seconds to stop playback and to list all current music files. Use **◀◀** and **▶▶** to select the music file you want to delete and press **A-B/** to go to **Erase/ Yes** or **Erase/ No**. Select **Yes** to confirm deletion or **No** to exit.

## Voice Mode

### Delete Files

Press **MENU/** for one second to start up the Joybee 210, and press **MENU/** again to go to main menu selection. Use **◀◀** and **▶▶** to move and press **▶||■** to go to Voice mode. Press **▶||■** for two seconds to stop voice file playback. Use **◀◀** and **▶▶** to select the music file you want to delete and press **A-B/** to go to **Erase/ Yes** or **Erase/ No**. Select **Yes** to confirm deletion or **No** to exit.

## Record Mode

### Record Voice

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to Record mode. Press **▶||/■** to start recording. Press **▶||/■** to pause, or press **▶||/■** for two seconds to stop recording and go to Voice mode directly. The recorded voice files would be saved in MICXXXX.wav format in the Joybee 210 MICIN folder.

## FM Radio Mode

### Program preset channel

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to FM mode. Use **⏪** and **⏩** to adjust FM frequency and press **▶||/■** to save the current channel to preset channel list. Use **⏪** and **⏩** to select preset channel number and **▶||/■** to confirm selection.

### Select preset channel to listen

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to FM mode. Press **▶||/■** for two seconds to list preset channels, use **⏪** and **⏩** to make selection and press **▶||/■** again to confirm.

### Record FM Radio

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to FM mode. Press **A-B/⏻** to start recording. Press again to stop recording. The files would be saved in FMXXXX.wav format in the Joybee 210 **FMRADIO** folder. You can go to Voice mode to play the files as well.

## Adjust volume in FM Mode

Press **MENU/⏻** for two seconds to have control graphic, and use **⏪** or **⏩** to decrease or increase volume.

## Setup Mode

### Format Memory

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to **SETUP** mode. Use **⏪** and **⏩** to move to **FORMAT**. Use **⏪** and **⏩** to select Yes or No. Press **▶||/■** to execute format or No/ **MENU/⏻** to exit.

### Idle time to power off automatically

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to **SETUP** mode. Use **⏪** and **⏩** to move to **Auto off** and press **▶||/■** to enter. Use **⏪** and **⏩** to select the interval you want the Joybee 210 to turn off automatically and press **▶||/■** to confirm.

### Idle time to turn off the Backlight

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to **SETUP** mode. Use **⏪** and **⏩** to move to **Backlight** and press **▶||/■** to enter. Use **⏪** and **⏩** to select the backlight duration and press **▶||/■** to confirm.

### Adjust Screen Contrast

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **⏪** and **⏩** to move and press **▶||/■** to go to **SETUP** mode. Use **⏪**

and **▶▶** to move to **Contrast** and press **▶||/■** to enter. Use **◀◀** and **▶▶** to adjust the control bar. Press **MENU/⏻** to confirm and go back to **SETUP** mode.

## Select Language

Press **MENU/⏻** for one second to start up the Joybee 210, and press **MENU/⏻** to go to main menu selection. Use **◀◀** and **▶▶** to move and press **▶||/■** to go to **SETUP** mode. Use **◀◀** and **▶▶** to move to **Language** and press **▶||/■** to enter. Use **◀◀** and **▶▶** to select the language and press **▶||/■** to confirm.

## Lyrics Display

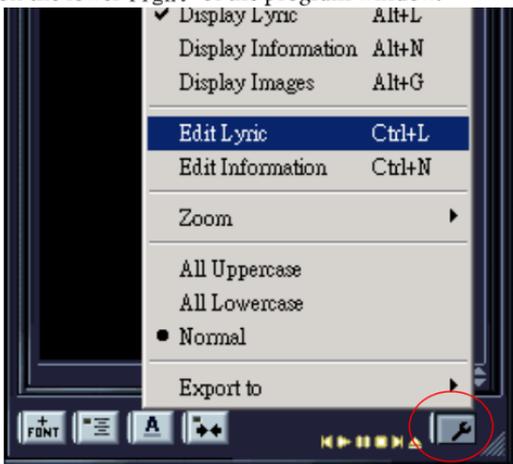
Joybee 210 supports lyrics synchronization function, with which Joybee 210 serves as your personal mobile karaoke and lets you enjoy singing whenever and wherever you go. Joybee 210 also supports standard lyrics synchronization file format Lyrics 3.2 Before activating this function, please edit lyric files and save them. These files would be embedded in MP3 files.

To edit a lyric file, you have to use Winamp Lyric Plug-in programs. You can go to <http://www.winamp.com/> to download the program and its plug-ins. Follow the steps below to see how to create an lyrics file.

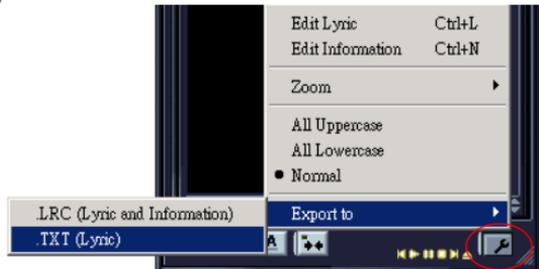


**Step one:** Follow the instructions to complete the installation of Winamp. Initiate the Winamp and click **Ctrl+Y** or select **Lyrics** to activate Lyric function.

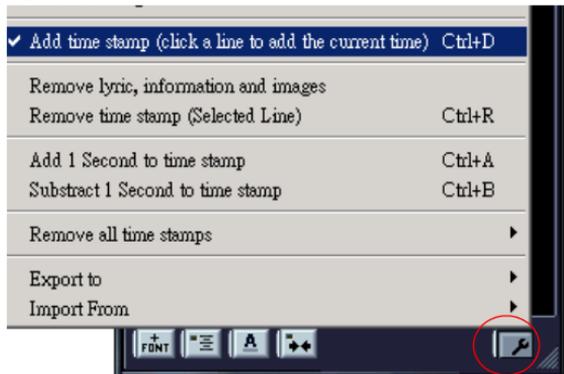
**Step two:** Click  on the lower right of the program window.



**Step three:** When the cursor appears, you can paste the lyrics files (\*.TXT) or select the tool  on the lower right to select **Import From>.TXT** to text the files by yourself. Please note that each line of lyrics can not be over 24 byte. If so, you have to separate it into different lines to make screenplay readable.



**Step four:** After finishing editing the lyrics, click the tool icon  on lower right and click **add time stamp** or **Ctrl+D**.

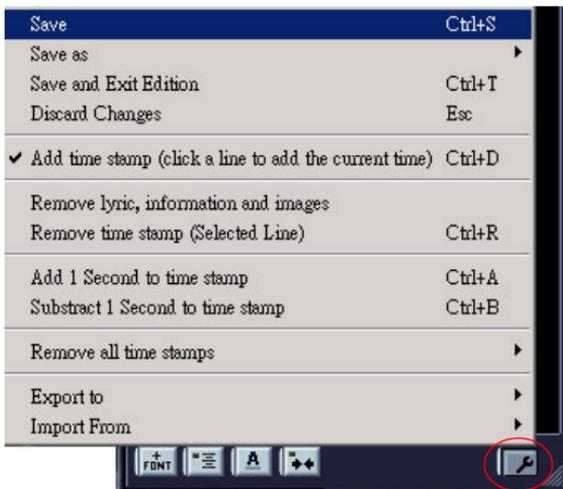


**Step five:**



When **Add time Stamp** is opened, please playback the MP3 file and click left to insert time stamp at the same time. (Usually you can insert the time stamp one or two seconds before every separate line of lyrics starts.) Repeat this until every line of the lyrics is stamped.

**Step six:**After finishing the time stamp, click the tool icon on lower right and select **Save as** > **Lyrics 3.2** or **Save** .



The lyrics files you edit and save as **Lyrics 3.2** would be embedded in their respective **MP3** files.

**Step seven:**Copy and paste the MP3 files which are edited lyric files to the MP3 folder under the Joybee 210, and select **ON** in **MODE/ Lyrics Display** on Joybee 210 MP3 Player.

**Step eight:**Switch to MP3 mode and starts to playback MP3 file. You will see the lyrics shown on the screen while the MP3 file is played.

**Winamp** main program: [www.winamp.com](http://www.winamp.com)

**Winamp** plug-in program:

<http://www.winamp.com/plugins/browse.php?search=yes&filter=C&query=lyric>

## 5 Notes

- Do not put too many files (256 at most) under each directory or in the root directory to prevent the system from slowing down. If a large number of files must be put in the player, organize the files into different directories.
- Do not store data in the player to its full memory capacity. Allow at least 0.5 MB for the system to manage memory to prevent the system from slowing down or improper data storage status.
- When transferring files to the Joybee 210 Digital Audio Player, do not remove the USB cable when the transfer is in progress.
- The Joybee 210 Digital Audio Player only plays the files under default folder MP3, FMRADIO and MicIn in the memory.
- Do not remove the USB cable when updating the firmware of the player. Otherwise, the player may not be able to startup. Remove the USB cable only when you are informed by the message on the display.
- This player can play wma files with same bit rate or higher than 48 kbps.



**When formatting the player using the Windows Format command, do not format it using the NTFS file system.**

## Frequently Asked Questions

### **Why can't I play certain songs in WMA format using my Joybee 210 Digital Audio Player?**

 Some WMA songs currently available from the Internet are copyright protected. This kind of protection method prevents unauthorized person from playing protected song files. These songs can only be played using a Window Media Player program that has been authorized, and Joybee 210 doesn't support this kind of music files. For more information on this, please refer to <http://www.microsoft.com/windows/windowsmedia/drm/default.aspx>

### **How many minutes of MP3 music can be stored in the Joybee 210 Digital Audio Player?**

 It depends on the memory capacity of the player and the compression ratio used in encoding the MP3 files. For MP3 files encoded by MPEG1 Layer3 with a bit rate of 128kbps and sampling frequency of 44kHz (most commonly used), 1MB of memory can store about 1 minute of music. i.e. 128MB/256MB of memory stores about 128/256 minutes of music.

### **When should I recharge the battery?**

 When the battery indicator on the display shows that the battery is empty, or battery appears to be weak (there is only one bar in the battery icon).

### **Why do different songs have different sound volumes?**

 Because the parameter of the volume level when recording each song may not be the same, the volume level of different songs are different.

### **The file size is smaller than the free memory available in my player, but I still cannot transfer it to my player**

☞ The Joybee 210 Digital Audio Player allocates memory in cluster of 16KB or 32KB. A file of 1 Byte also occupies one cluster, so a file of a size smaller than the free memory available might not be transferred to the player.

② **Why is the memory capacity shown in the player smaller than that in the specifications chart?**

☞ The player needs some memory space to store other system data, therefore the usable memory is smaller than its full capacity.

② **How can I get the updated firmware and fonts data?**

☞ You can go to BenQ website at <http://www.BenQ.com> to download these data when they are available.

② **The Joybee 210 Digital Audio Player does not start up!**

Check the following:

- Make sure if you have accidentally disconnected the player from the computer when updating firmware.
- Physical damages in the flash memory may result in this problem.
- The battery power is too low.

Solutions:

- Recharge the battery.
- Perform the firmware upgrade procedure again.
- Please try to format the flash memory completely. If the problem still exists, please contact your local service providers.

② **Can Joybee 210 be formatted using my computer?**

☞ When formatting the player using the Windows Format command, do not format it using the NTFS file system.

❓ **Why can't my QMusic read my Joybee 210?**

☞ Maybe the QMusic you are using is not the latest version, please uninstall the old version and run installation again. Or, you can go to [www.benq.com.tw/support](http://www.benq.com.tw/support) to download the program. Please select MP3 player/ applications to get the latest QMusic.