

FAQ

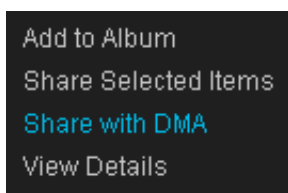
Sharing Music/Photos/Video with iTunes, Windows Media Player and Digital Media Adapters

Q. How do I enable a folder with audio, photo or video files in the folder to be seen by iTunes, Windows Media Player or Digital Media Adapters/Players (PS3, Xbox360 etc.)?

A. Select the folder to be shared. When you rollover a white arrow will appear (see image below). Select the white arrow and a pop-up with options will appear. Select "Share with DMA". Once this is complete the folder will now have a blue TV appear embedded in the folder icon.



UnShared



Shared

iTunes

Q. Which folders are shared with iTunes?

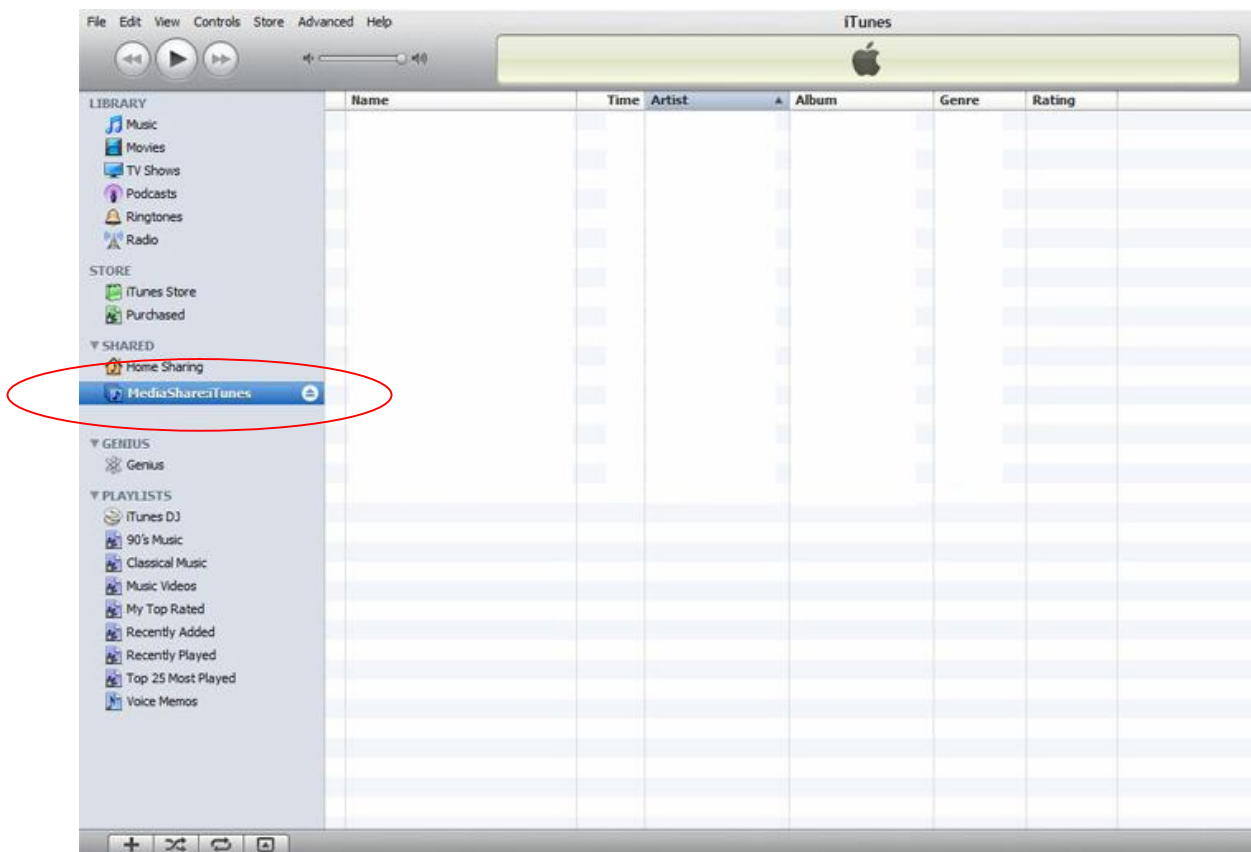
A. Any file/folder marked as "Shared with DMA" and where the file type is supported by iTunes will be visible independent of its folder location. You will know if the folder is shared with DMA's by the blue TV icon embedded in the folder image as follows;



Q. MediaShare is seen by iTunes but the music files in the folder are not being listed in the iTunes player. What should I do?

A. There may be a few different reasons for this to occur. Please see as follows;

- Make sure the folder your files are located in is selected as "Share with DMA". You will know this by the TV icon on the folder.
- If the TV is shown but the files are not being seen. Try refreshing iTunes as follows;
 - o Step 1. Click the "Eject" icon beside the MediaShare name. See screenshot below.
 - o Step 2. Click on MediaShare:iTunes for it to be re-connected with iTunes



- After checking the above if the music files are not been displayed then it may be related to the format of the audio file. iTunes will play MP3, MP4 & M4A files but will not play WMA files. Please see the Apple website for more details on which files are supported.

iPad and iPhone Users

Q. Does MediaShare™ work with Apple iPhone & iPad?

A. Yes. However Premium Subscription is required for mobile access to MediaShare™.

Q. Is there an iPhone App that I can download to use with MediaShare™?

A. Yes. You can download the application by searching as follows on the Apple App store. Search for the term "Hipserv". "Hipserv Viewer for iPhone" is the app name

Q. Do I need to use the app to access my MediaShare™?

A. No. You can also use the Safari browser on the iPhone & iPad to access your MediaShare™ by browsing to www.myverbatim.com/mobile.

Q. Does MediaShare™ work with the Apple iPad?

A. Yes.

However due to Apple not supporting Adobe Flash you will need to use the following to access MediaShare™;

Option 1: Use the app

Option 2: Use the Safari browser and the URL www.myverbatim.com/mobile

Q. How do I use the iPhone Application?

Step 1. Click on Add Account

Step 2. Enter the following details;

Portal Name: www.myverbatim.com

Hipserv Name: Enter the MediaShare name for your device. This was created when you initially set up MediaShare.

User Name: Enter the MediaShare user name for login

Password: Enter the password associated with the User Name

Step 3. Click "Save"

Step 4. Your MediaShare server and login will now be visible in the main screen of the app. Select this server to automatically login to your MediaShare.

Router Configuration

Q. Where can I get help making configuration changes to my router?

A. Please go to the following link;

<http://support.mediashare.myverbatim.com/en/router/index.html>

How do I Create and Share An Album through Email with Friends or Family?

Here are the steps you need to follow to quickly and easily start sharing photos through email links using MediaShare.

Step 1. Create an album by clicking on the + symbol next to the "Album" section.

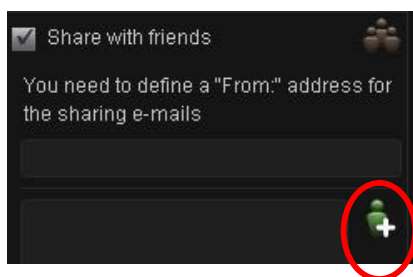


Step 2. Fill out the Album Name, Description and choose a Theme as desired.

Step 3. After selecting "Share this Album" also select "Share with Friends" on the new screen that appears to the right. You will be asked to specify at least one friend to share.

Step 4. Enter the "From:" email address if this has not already been previously set up.

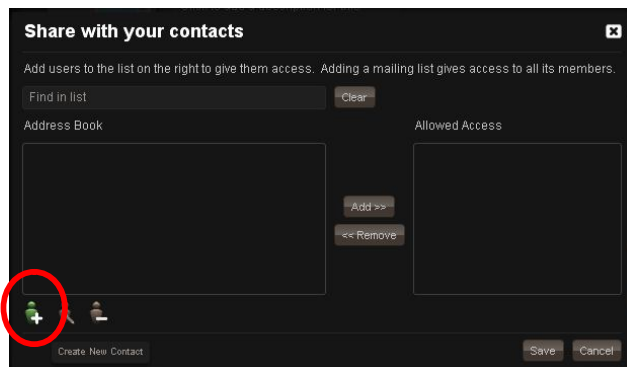
Step 5. Click on the person icon with the + sign as below.



Click this icon

Step 6. If you have not added contacts previously you will need to add a new contact to your list in the next screen. Click the "Create New Contact" icon per the screen below and enter the person's name and email address.

Click this icon



Step 7. After you create this contact they can then be added to the “Allowed Access” list by clicking on “Add>>”.

Step 8. Continue to create new contacts and add contacts to the list as required. Then select “Save” when finished. After clicking Save you will be returned to the album setup screen where all contacts allowed access to this album will be listed.

Step 9. If desired you can select an access expiration date using “Share Until”. After which date no-one will be able to view the album. The album will still remain active in your MediaShare. You can also decide to “Password Protect This Album” as necessary.

Step 10. “Send Email to Invitees” should be automatically enabled. If not please make sure to enable this box. Then select “Create”.

At this point an email will be forwarded to your contact list informing them of the new album with a link back to the album in the body of the email. The new album will be listed under your “Albums” section.

Now it is time to start adding photos, music or any file you would like to your new album. Just simply navigate to the folder which has the file(s) you would like to add and drag and drop these files into the new Album.

MediaShare does not create a new file so you will not be duplicating files and taking up more space. A link instead is created between the original file and that in your album. If you decide to delete the original file then the Album will automatically be updated and that file will no longer be visible in that or any other Album where the file was listed.

Enjoy, and have fun sharing your photos with MediaShare!

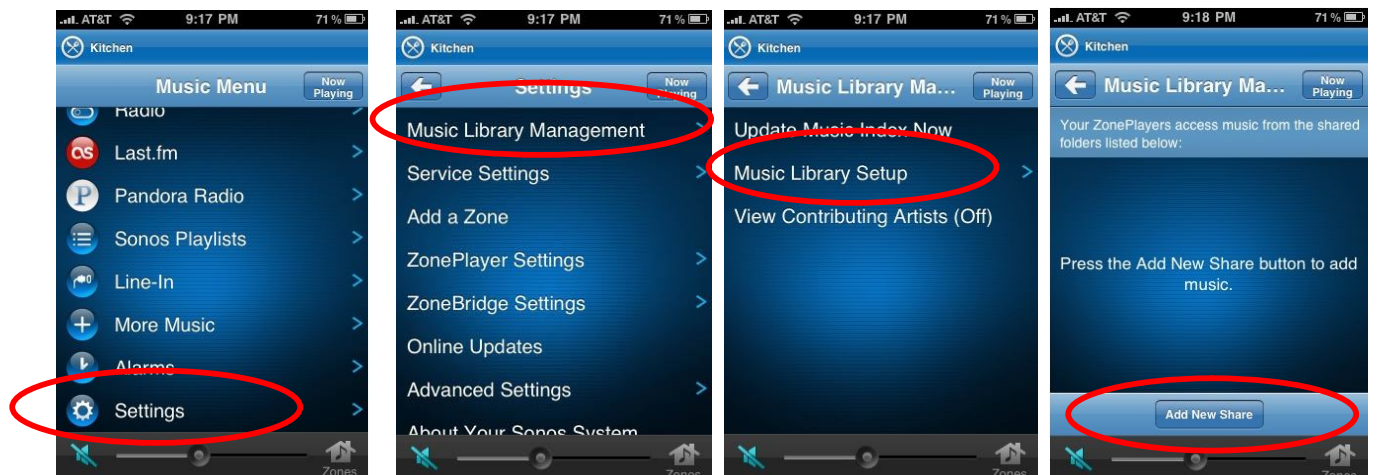
How do I setup my MediaShare to work with Sonos audio players?

It is easy to listen to your music on MediaShare using Sonos's range of wireless audio receivers. Here are instructions how to set up and use MediaShare with Sonos's free iPhone App. The same instructions should be valid for the Sonos Controller.

Step 1. Go to "Settings" on the first screen of the iPhone app

Step 2. Inside Settings navigate as follows;

→ Music Library Management → Music Library Setup → Add New Share



Step 3. Select "Enter the location of a share"



How do you want to add a share?



Step 4. Enter the following;

Path: [\\mediashare\FamilyLibrary](#)

User Name: Enter the user name for the account on your MediaShare

Password: Enter the corresponding password



Step 5. Repeat Steps 3 & 4 to add the MyLibrary account using;

Path: [\\mediashare\mylibrary](#)

Step 6. After completion your should see the libraries setup as follows;



Step 7. Return to the “Music Library Management” section and select “Update Music Index Now”



Your Sonos player will now be able to pick up all the tracks in folders located in FamilyLibrary or MyLibrary or both if setup.

To play music return to the main music menu and navigate to the Music Library folder where you can play your tracks by Artist, Album, etc.

Congratulations, now you are ready to start enjoying your music stored on MediaShare with the Sonos audio player!