User's Guide ver. 1.0EN

Various data such as COWON MediaCenter – JetAudio software and User's Guide are included within the device. Back up the files to your PC before using the device for future references.

COWON J3 DMB

FCC Information to User

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 of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is con-nected.

• Consult the dealer or an experienced radio/TV technician for help.

Caution

Modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance Information : 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

IMPORTANT NOTE:

FCC RF Radiation Exposure Statement:

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

+ COPYRIGHT NOTICE

Thank you for choosing a COWON product.

We will always do our best to provide the "DIGITAL PRIDE" for you.

This manual includes how to use the product and safety instructions.

To maximize your digital entertainment experience, please read this manual carefully before using the product.

Introduction of Our Homepage

+ For the product's overall introduction, visit http://www.COWON.com

+ You can get the company's latest news and download the latest firmware for free at our website.

+ For first time users we provide a FAQ section and online user guide.

+ Please join us as a registered member by providing the serial number on the rear of the product at our website.

+ As a registered member, you can get one-to-one online consultation as well as the latest news and events by e-mail.

+ COPYRIGHT NOTICE

General

+ COWON is a registered trademark of COWON SYSTEMS, Inc.

+ Information in this document is copyrighted by COWON SYSTEMS, Inc. and unauthorized distribution of any part of this manual is prohibited by law.

+ COWON SYSTEMS, Inc. complies with the laws and regulations related to records, videos and games. It is recommended that customers comply with the related laws and regulations.

+ Visit our website at http://www.COWON.com and join us as a registered member. You can receive and enjoy various benefits provided only to the registered members.

+ The illustrations, charts, photos, and product specifications contained in this manual are subject to change and may be updated without prior notification.

About BBE

+ This product is produced under the license of BBE Sound, Inc (USP4638258, 5510752 and 5736897).

+ BBE and the BBE symbol are the registered trademarks of BBE Sound, Inc.

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Before you start!

+ Safety Instructions

COWON is not responsible for any damages or failures to products that are caused by user misuse of products and by not following the set rules/guidelines that are described in this manual.

+ Do not use this product for other purposes than those described in this guide.

+ Handle manual, product package materials, accessories, etc with care to prevent cuts and injuries to your body.

+ Do not view videos, pictures and texts stored in your player while driving a vehicle for your safety. Operating other features of the player is also dangerous and may cause fatal accidents while driving.

+ The wearing of earphones while operating a vehicle, exercising, or walking may impair driving, masks or prevents recognition of emergency signals, alarms, announcements, the approach of vehicles and human speech. Doing so may also be unlawful depending on the region.

+ Do not use detergent or other chemicals on the product surface as it may cause fading. In this case, wipe the polluted area carefully with a soft cloth.

+ Do not expose the player in either cold weather of under 0°C or hot temperature over 40°C such as inside automobiles. This may cause fatal damage to your player.

+ Do not expose the player to water or keep it in a damp or humid location for a long period of time. If the player is damaged from moisture as described above, product failure is then classified as failure

+ Do not attempt to disassemble the player. Any defects resulting from this will void any warranty, and the unit may be permanently disqualified from any warranty services.

+ Do not mix directions when connecting cables to your player or PC. Connecting cables incorrectly may damage your player or PC. Do not bend or press connection cables with heavy objects.

+ If you smell something burning or feel excessive heat while using the product, press the RESET button to stop operation and contact the purchase place.

+ Touching the player with wet hands may cause damage and malfunctions. Handle the power plug only with dry hands (otherwise an electric shock may occur).

+ Listening at high volume(85 dB and above) for extended periods may harm your hearing.

+ For your protection, use the player in a well lit area where LCD screen will not overly strain your eyes.

+ Using the player in places with high occurrences of static electricity may cause

malfunctions.

+ In case of using this device primarily for a storage device, it is recommended to back up all data before use. COWON SYSTEMS Inc. is not responsible for any data loss due to hardware failure.

+ All data stored in the player may become deleted when being serviced. Our Service Center does not back up files while repairing players. Please note that COWON SYSTEMS, Inc. is not responsible for any data loss form products entrusted to us for service.

+ Keep the player in cool and ventilated places, away from direct sunlight as it may cause deformation and damages to internal circuitry or LCD screen.

+ For the safety issues, it is recommended that customers use the AC power adaptor and USB cable approved by COWON SYSTEMS, Inc.

+ When connecting to a PC, use only USB ports on the mother board or a USB Host card. Using an external USB hub may not guarantee proper operation(e.g. USB ports on a keyboard or an external USB hub).

+ When formatting the built-in hard disk, select FAT32 as the file system. Firmware must be reinstalled according to 'Upgrading Firmware' procedures after format. Be sure to disconnect the power supply to the PC and AC adaptor during lightning or thunderstorms, to prevent danger to the user or the risk of fire hazards.

+ Keep the player away from magnets and direct magnetic fields, as they can cause malfunctions.

Do not drop or expose the product to hard impact. This may result in malfunctions and/or unit failure, voiding the warranty.

+ If you find any abnormalities with the battery such as swelling, press the RESET button immediately to stop the operation and contact the purchase place.

+ The price of the product may fluctuate due to unexpected commercial conditions, and COWON Systems, Inc. will not be responsible to compensate for the price fluctuation.

+ Package Contents

COWON J3 DMB, Earphones, USB Cable, CD, Quickguide

USB Power Adaptor(sold separately), TV-Out Cable(sold separately), Line-in Cable(sold separately)

+ Name of Parts

1. Increase volume/Move down
2. Decrease volume/Move up
3. Play/Stop
4. Rewind/Move left/Previous step
5. Fast Forward/Move right/Select file
6. AMOLED Display
7. USB/EXT Port/Micro SD Card Slot
8. Earphone jack
9. Power/Hold
10. Microphone/Built-in Speaker
11. Reset

+ Power Connection / Charging

For charging COWON J3 DMB, you should use the USB cable to connect the player to a PC or charger.

1. Connect between PC and USB/EXT using the USB cable:

The battery will be fully charged in about 5 hours.

2. Use the USB Power Adaptor and USB cable to connect to the USB/EXT port:

The battery will be fully charged in about 3 hours.

- When charging the player for the first time or the player has not been charged for an extended time, fully charge the battery before use.
- COWON J3 DMB has built-in Lithium Polymer battery, and it is recommended to charge the device frequently than to fully discharge and charge the device to extend the battery life.
- When connected to a USB hub, the player may not be charged from the USB power. Make sure you connect the player directly to the USB port of the PC.

+ Connecting to / Disconnecting from the PC

1. Use the USB cable to connect COWON J3 DMB to the PC.

2. COWON J3 DMB displays the following image if properly connected to the PC (Picture 2).

3. Also make sure to check My Computer or Windows Explorer to see if COWON J3 DMB is properly connected to the PC (Picture 3).

4. Copy video, music or other files to COWON J3 DMB (Picture 4).

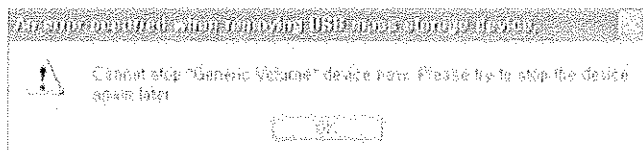5. When done, click the ▨ icon on the tray bar to safely remove COWON J3 DMB from the PC.

6. Click the popup message.

Removing USB Mass storage device - Drive (I:)
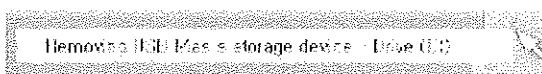
7. Safely remove the hardware and disconnect the USB cable.

ⓘ **Safely Remove Hardware**
Now you may safely remove "USB mass storage device" from the system.
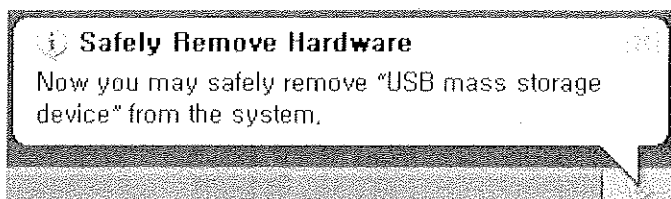
-- The player can recognize up to 12,000 folders, and up to 12,000 files (music file: 8,000 + others: 4,000).

-- Disconnect the product after performing "Safely remove hardware" function.

-- The following message may appear randomly, but it does not indicate that the product is in abnormal condition.

Problem ejecting USB Mass Storage Device

⚠ Cannot stop "Generic Volume" device now. Please try to stop the device again later.

OK

-- If your operating system does not display the 'Safe To Remove Hardware' window, disconnect the player after all transfer operations are completed.

-- Only simple file transfer operation is available for Linux and Mac OS.

+ Firmware Upgrade

Firmware is an embedded software within the hardware, and upgrading it further enhances

system stability and feature sets. Be advised that Beta(unofficial version) firmware may cause system malfunctions.

How to upgrade the firmware

1. Download the latest firmware from the SUPPORT section of the website (http://www.COWON.com).
2. Use the USB cable to connect COWON J3 DMB to the PC.
3. Unzip the downloaded firmware and copy it to the root folder of COWON J3 DMB.
4. Perform "Safely remove the hardware" function on your PC and disconnect the USB cable.
5. When you turn on the product, the firmware upgrade process will start.
6. The current firmware version can be checked in Settings – System – Information.

- Fully charge the player before upgrading the firmware.
- Do not turn off the player before firmware upgrade is complete. It may damage the product, and will void any warranty.
- Back up any important data before the firmware upgrade as the data in the memory may be deleted during the process. COWON is not responsible for any loss of data, if not backed up.

Basic Use

+ Buttons

    Long : Slide to left and hold the Power switch to turn on/off.

    Short : Turn the display on/off when the product is turned on.

    Hold : Sets the product in hold state.

    Play/Pause : Play the selected file or pause the file being currently played.

    Top buttons :

    volume : Control the volume.

            Move the cursor up or down in selecting or setting mode.

    Skip : Skip/Scan(rewind/fast forward)

            Move the cursor to left or right in selecting or setting mode.

+ Display

COWON J3 DMB supports auto pivot function with G-Sensor(Music, Video, Pictures mode).

*The main User Interface screen will not be supported with auto pivot.

    Time

    Volume

    Battery capacity indicator

    Power options

    Mode selections

    Theme options

+ Browser

Tap the desired mode from the main User Interface screen to enter the mode.

Tap the list icon on the top left hand corner to show the browser.

Move back to the previous mode by Selecting X button on the top right hand corner.

1. Switches to Favorites, Bookmarks, or Library screen.

* The main Browser accessible from the main User Interface screen does not support this option.

2. Moves up to the highest level of file selection.

3. Moves one level up from the current file selection mode.

4. Adds the selected file to Favorites.

5. Deletes the selected file.

6. Flips the control bar.

7. Zooms in/out the display.

COWON J3 DMB's touchscreen is capacitive, and will respond only to finger touch.

+ Music Mode

1. Returns to the previous music track or rewinds the current track.

2. Plays the selected file or pause the file being currently played.

   Play/Pause button on top center of the product can be used for the same operation

3. Skips to the next music track or fast forwards the current track.

4. Sets the sectional repeat for the minimum length of 1 second.

5. Adds the selected file to Favorites(up to 256 files).

6. Inserts bookmarks into the currently playing file(up to 256 files).

   It enables playback of the file from the bookmarked point.

7. Sets the repeat play mode.

8. Sets the random play mode.

9. Sets the playback boundary.

   All : Sets the playback to files in all folders.

   1 : Sets the playback only to the currently selected file.

   Folder : Sets the playback to the files in current music folder.

   * All or Folder option will not be applied to Playlists made of Tag.

10. Sets JetEffect 3.0 settings.

11. Toggles album art and file information.

   + If a file has an image in the ID3 tag, the image will be displayed during playback.

12. Displays Quicklist(For quick file selection within the list).

+ Video Mode

1. Returns to the previous file.

2. Rewinds the current file.

3. Plays the selected file or pauses the file being currently played.

    Play/Pause button on top center of the product can be used for the same operation

4. Fast forwards the current file.

5. Skips to the next file.

6. Sets the sectional repeat for the minimum length of 30 seconds.

7. Flips the control bar.

8. Adds the selected file to Favorites(up to 256 files).

9. Inserts bookmarks into the currently playing file(up to 256 files).

    It enables playback of the file from the bookmarked point.

10. Changes the video screen size.

11. Sets the playback boundary.

    All : Sets the playback to files in all folders.

    1 : Sets the playback only to the currently selected file.

    Folder : Sets the playback to the files in current video folder.

12. Sets auto pivot options.

13. Sets to TV-Out mode.

    * Only available during a file playback.

    * Volume will be fixed during TV-Out mode, and use of earphones is not possible.

14. Performs screen capture.

15. Displays Quicklist(For quick file selection within the list).

16. Displays preview thumbnails.

+ Radio (FM Radio) Mode

1. Stereo / Mono status

2. FM Frequency region(Changeable under Settings mode).

3. Short tap for frequency tuning in 0.1MHz, and long tap for next available radio frequency. In preset mode, channels will move to either previous or next preset channel.

4. Turns on/off the preset mode. Only the preset channels will be in use in this mode.

5. Selects stereo/mono.

6. Auto scans the channels with strong FM frequency and register to preset channels.

7. Sets the FM frequency region.

8. Records the current channel.

9. Enters presets list. Register the current channel or delete preset channels.

10. Selects the preset channel to listen.

11. Registers the current channel to presets.

12. Deletes the selected preset.

COWON J3 DMB's earphone works as the FM Radio antenna. Straightening the earphone cable will result in better radio reception. Using the earphones is also recommended when recording in radio mode. COWON J3 DMB does not support AM Radio.

+ Recorder Mode

1. Plays the recorded file.

2. Starts recording.

3. Selects voice recording / line-in recording.

4. Selects recording quality. Higher BPS provides better recording quality but requires larger file size.

5. Sets the recording volume.

* COWON J3 DMB Line-in cable sold separately.

+ Documents (Text Viewer) Mode

1. Tap to view the text file.
2. Inserts a bookmark at the current position.
3. Starts auto-scroll.
4. Changes the background colors.
5. Sets auto-scroll interval.

It is recommended that all text files are saved under Documents folder of COWON J3 DMB.

+ Pictures (Image Viewer) Mode

1. Tap to view the image.

   It is recommended that all images are saved under Pictures folder of COWON J3 DMB.

   Refer to the product specification for compatible image formats.

2. Starts slide shows for the images.

3. Turns on/off the auto pivot feature.

4. Rotates the image.

+ Flash Mode

  Plays flash files saved in COWON J3 DMB(in .swf format).

  Simple flash-based games or animations can be played.

  *Supports up to ActionScript 2.0 / Flash Player 7.0.

+ Utilities Mode

Select simple utilities included in COWON J3 DMB such as touch-based calculator.

Settings Mode

+ JetEffect 3.0

Select your sound effects from 39 JetEffect presets.

(Normal, BBE, BBE ViVA, BBE ViVA 2, BBE Mach3Bass, BBE MP, BBE Headphone, BBE Headphone 2, BBE Headphone 3, Rock, Jazz, Classic, Ballad, Pop, Club, Funk, Hip Hop, Techno, Blues, Metal, Dance, Rap, Wide, X-Bass, Hall, Vocal, Maestro, Feel the Wind, Mild Shore, Crystal Clear, Reverb Room, Reverb Club, Reverb Stage, Reverb Hall, Reverb Stadium)

4 user-defined presets with Equalizer, BBE+, Stereo Enhance, and Reverb adjustments.

BBE+ is the most sophisticated and powerful sound technology available for MP3 and PMP devices.

Optimized for headphone playback of compressed audio material, BBE+ brings listeners closer to the natural presence and impact of a "live performance" than ever before.

EQ Filter: Each band of the equalizer can be adjusted in detail.

BBE : Sound effect that refines the sound quality.

Mach3Bass : Provides deeper, tighter, and more musically accurate bass frequency.

3D Surround : Provides the three-dimensional surround sound effect.

MP Enhance : Restores and enhances the harmonics lost through compression.

Stereo Enhance : Enriches the stereo sound.

Reverb: Maximizes natural and live presence of the sound

Excessive settings of JetEffect may cause a noise or distortion of sound. For more information about JetEffect, visit us at www.COWON.com.

+ Display

  – Language

  Select a preferred language for COWON J3 DMB.

  – Font

  Set the COWON J3 DMB font type to your preferred font.

  Rename your True Type font file(.TTF) into USER.TTF, and copy to the SYSTEM folder. Select USER FONT from the menu to apply to the device.

  * Certain types of USER FONT may not be properly shown. It also may delay the device operation. Certain USER FONT types may not work properly in multi languages.

  – Time display

  Set the time format for the currently playing file.

  'Elapsed' displays the time the file has been played for.

  'Remaining time' indicates the time left on the file being played.

  – Lyrics

  Turn on/off lyrics(if the lyrics are applied to the files).

  If turned on, lyrics will be displayed during the playback.

  For more information on lyrics application, check the LDB manager section at www.cowon.com.

  – Auto display off

  Set the time which the display stays on.

  The display will automatically turn off if no action is taken during the set time.

  – Brightness

  Set the display brightness.

  – TV standard

  Set the TV-Out standard.

  NTSC : Korea / North America

  PAL : Europe

+ Time

- Time

Set the current time.

It is important to have the device set in correct time for proper alarm and scheduled recording functions.

- Alarm

Automatically turn on the device at the scheduled time.

Music Alarm will play music, and FM Radio alarm will start radio broadcast at the last tuned frequency.

Scheduled recording for FM Radio will record the last tuned frequency during the set time. Scheduled recording for FM Radio requires more battery power than usual. Check the battery status before performing this function.

- Sleep timer

Automatically turn off the device after the specified time even if a file is being played at that time.

- Auto off

Automatically turn off the device after the specified time if no action is taken.

This feature does not operate during a file playback.

+ Music

    – Skip interval

      Set the skip interval.

    – Scan interval

      Set the scan interval(Rewind / Fast forward).

    – Resume

      Set to play the file from the previously played location.

    – Play speed

      Set the playback speed.

    – Fade in

      Set the fade-in feature(gradually increase the volume when resuming to play a file).

+ Video

    - Skip interval

      Set the skip interval.

    - Resume

      Set to play the file from the previously played location.

    - Play speed

      Set the playback speed.

    - Subtitle

      Turn on/off the subtitle display.

+ Recording

- Line-in quality

Set the quality of line-in recording. Higher BPS provides better recording quality but requires larger file size.

- Mic quality

Set the quality of built-in microphone recording. Default sound for microphone recording is mono. Higher BPS provides better recording quality but requires larger file size.

- FM radio quality

Set the FM radio recording & schedule FM radio recording quality. Higher BPS provides better recording quality but requires larger file size.

- Line-in volume

Set the volume level for Line-in recording.

- Mic volume

Set the volume level for Microphone recording.

- Auto sync

Detect sound input from line-in port and creates a file. New files will be created if there is no sound for a certain period of time.

+ Bluetooth

Configure settings and connection for COWON J3 DMB's Bluetooth function.

– Search

Search for Bluetooth headsets in COWON J3 DMB's proximity. Be sure to have the Bluetooth headset in pairing mode. Pair the COWON J3 DMB with the searched Bluetooth headset to use.

Please refer to headset's manual for its pairing method.

– Use

Turn on/off the Bluetooth mode. Enabling Bluetooth feature may reduce the battery capacity at a faster rate than usual.

– Delete

Delete the selected Bluetooth headset. Deleted headset must be re-searched and re-paired in order to use it again with COWON J3 DMB.

This feature is only compatible with Bluetooth headset.

Once paired, Bluetooth function will remain in operation even the Setting mode is closed.

There may be a delay in synch between video and sound when playing certain kinds of high resolution movies.

Volume control, beep sound, fade-in, and audio L/R control will not work.

+ System

-- Hold mode

Set to select hold state(Hold all / hold touchscreen only).

-- Audio L/R

Adjust the audio volume balance of left/right.

-- USB Mode

Set the USB connection method.

MSC will recognize the device as mass storage device.

Set as MTP if using MSDRM.

-- Load defaults

Restore all settings to the factory default, except for the language setting.

-- Clear MSDRM licenses

MSDRM licenses can be deleted manually if the device cannot save the licenses due to capacity limit.

-- Sleep mode

State of reduced activity that requires only minimal power consumption.

Sleep mode also eliminates the time consumed for initial booting.

Maximum standby time for sleep mode is approximately 350 hours.

However, the battery capacity may reduce slightly as the sleep mode does consume power. Turn the device off if you do not use it for extended period of time.

-- Beep

Set the button sound when tapping the display.

-- Information

Version : Current firmware version.

Total space : Total capacity of internal memory.

Free space : Remaining capacity of internal memory.

Additional

+ Product specification

Hardware		
Video (Touchscreen)	Display	16million colors, 3.3" 16:9 Wide AMOLED, 480x272
	Feature	Capacitive touchscreen interface
Audio	Channel	Stereo
	Frequency range	20Hz ~ 20KHz
	Max output	Stereo, Left 29mW + Right 29mW (16 Ohm earphones)
	S/N ratio	95dB
Power	Battery	Built-in rechargeable lithium polymer battery
	Battery charging	USB : About 5 Hours (under condition of 5V/500mA or higher)
		USB Power Adaptor* : About 3 Hours (under condition of 5V/1.0 A or higher)
Capacity	Flash memory	4GB/8GB/16GB/32GB, FAT32 file system**
External Memory	Micro SD Card Slot	Slot x1EA
USB interface	USB device	USB 2.0 high speed
Bluetooth	Version	Bluetooth ver 2.0
	Freq	2402~2480MHz
	Profile	A2DP, AVRCP Profile
FM radio	Frequency range	87.5~108 MHz (KR,US,EU), 76~108 MHz (JP)
AV OUT	Video	Composite
	Audio	Stereo
	TV system	NTSC / PAL
Button	6 Buttons	POWER&HOLD Switch, FF, REW, VOL+, VOL-, PLAY
General	Size	57.0(W) x 105.8(H) x 12.7(T) mm
	Weight	77g(battery included)
	Operating temperature	0℃ ~ 40℃

	Speaker	Built-in Mono Speaker
	G-Sensor	Auto pivot support
System requirements	CPU	Pentium III 500Mhz or higher
	OS	Windows Vista/ XP / 2000 / ME
		MAC OS 10.X/ Linux v2.4 or higher (support only for data transfer)
	USB port	USB 2.0 high speed recommended

* USB Power Adaptor is sold separately.

** Part of the disk space is used to store Operating System and system files.

Specifications & Applications are subject to change without notice by firmware upgrades		
Movie player	File format	AVI, WMV
	Video codec*	Xvid SP/ASP, WMV9 SP/MP
	Video resolution	480x272, 30 fps (recommended)
	Audio codec	MPEG1 Layer 1/2/3, WMA
	Subtitle	SMI
	Playback time**	Approx. 11 hours
Music player	File format	MP3/2/1, WMA, FLAC, OGG, WAV, APE
	Audio codec	MP3 : MPEG 1/2/2.5 Layer 3, ~320kbps, ~48kHz, Mono/Stereo WMA : ~320kbps, ~48kHz, Mono/Stereo OGG : ~Q10, ~44.1kHz, Mono/Stereo FLAC : Compression Level 0 ~ 8, ~44.1kHz, Mono/Stereo WAV : ~48kHz, 16bit, Mono/Stereo APE : Fast, Normal, High 16Bit, Version 3.97~3.99
	META TAG	ID3 V1, ID3 V2.2/V2.3/V2.4,Vorbis Comment, MP4 Tag
	JetEffect 3.0	39 Presets (35 presets + 4 user presets)
	EQ	5 Band Graphic Equalizer
	BBE+	BBE, Mach3Bass, MP Enhance, 3D Surround
	Special Effect	Stereo Enhance, Reverb
	Lyrics	LDB 1.0, 2.0
	Playback time***	Approx. 55 hours

Recording	Support built-in microphone recording and line-in recording	
Photo	File format	JPG
	Resolution	Unlimited (excluding Progressive jpeg format)
Document	File format	TXT
	File size	Unlimited
ETC	Flash player, Calculator	

* Some files may not be played according to video resolution, frame, bit rate and option.

** Test Conditions:

- Video : Xvid, 480x272, 24fps, CBR, LCD Brightness (Level : 4)   - Audio : MP3, 128kbps CBR, Volume 15

*** Test Conditions:

- MP3, 128kbps, EQ Normal, Volume 15, Display Always Off, Bluetooth Off, Switch Hold, Bundle earphones

†Battery performance test was conducted based on the manufacturer's standard. Actual performance may differ.

Troubleshooting

+ I am still confused even after reading the manual.

COWON website(www.COWON.com) provides support for users of COWON products with FAQ (Frequently Asked Questions) and beginner's guide for products. Users are strongly encouraged to check out website for further information regarding product usages and firmware upgrades. For individual inquiries, please contact us on-line as we will try to help you as best we can.

+ I would like to set the device as factory default.

There are two choices when setting the device as factory default.

1. Connect the device to PC and format as FAT32 file system. Note that this procedure will erase the data in the device.

2. Delete the PARAM.CFG file in the System folder.

+ The player does not turn on.

If the battery is completely discharged, charge the battery before you start the player. The charging time may differ as the battery's discharge status vary.

If the player does not work at all, press the RESET button on the rear side. For your information, RESET will just disconnect the power and does not damage the product.

+ The touch screen and buttons do not work properly.

Check if the power switch is positioned to HOLD.

+ I can't hear any sound.

Check if the volume is set to "0".

Check if there is any file available in the player. If there is no file in the player, you will not hear any sound. Furthermore, corrupted file will cause a noise or discontinued playback.

Make sure the earphone is connected properly. Impurities in the earphone jack can cause a noise.

+ Files that I have stored do not appear in the list.

Each mode shows you a list of playable files only. To view all files that you have stored, select the Browser mode. Please note that System folder will not appear in the Browser.

+ Album image is not displayed in Music Mode

In order to display album image, the image has to be stored in the ID3 tag of the music file. You can edit the ID3 tags using COWOn MediaCenter – JetAudio. A JPG image file of the same name as the current music file should have been stored in the player. Or the folder containing music files has an image file named "cover.jpg".

+ Video won't play.

Movie files that do not play properly on the product may need to be converted by COWON MediaCenter – JetAudio.

+ FM Radio does not work.

COWON J3 DMB's earphones work as the FM Radio antenna. Straightening the earphone cable will result in better radio reception. FM radio reception may be poor at locations where FM radio transmissions are shielded. If FM radio does not work where reception should be possible, please contact our service center.

+ There is too much noise in my recordings.

COWON J3 DMB uses ultra-small internal microphone, so it may be more susceptible to noise during recordings. The internal microphone of COWON J3 DMB is located on the rear side. The microphone should not be covered with anything during recording.

+ Characters on the display are corrupted.

Set your preferred language again in Settings > Display > Language. If the problem persists, set the current font to the system font. COWON products are developed based on the Korean Windows OS, and this may cause corruption of some special fonts or languages on the display.

+ Computer cannot recognize the player when connected.

Try the RESET button in the back.

If you experience a frequent disconnection or unstable connectivity, connect the player directly to the USB port of the PC, rather than a separate USB hub. As COWON products use the USB connection for the main power system, unstable power supply can cause a connection failure.

+ Memory capacity of the player is different or smaller than specified.

The memory capacity indicated by Windows may be different from that indicated by the memory manufacturer. The actual capacity will be reduced from the original size

because some space of the memory should be used as the system area for normal operation.

+ COWON J3 DMB does not play properly when memory is full.
For COWON J3 DMB to function properly, it requires at least 5 MB of space for saving settings and other system files.