

### **In system settings, why is only 12GB of the 16GB storage space available?**

This is due to android system files and space allocated for system recovery and cache.

### **Why is the date and time incorrect?**

The player must either be connected to a network at least once to obtain date and time information, or manually set by the user in date and time settings. This will then be retained by the RTC (real-time clock) within the player.

### **Can the P1 player playback video at 1080p/4K display resolution?**

The P1 player is capable of 1080p (1920 x 1080) video playback @ 30 frames per second (based on a video encoded at 12Mbps bit rate using H.264 encoding). However 4K video playback is not possible.

### **How can the display orientation be changed?**

Navigate to the Settings app > Display > View the screen rotation button in the navigation bar. Enable this option and press the rotation button found on the navigation (bottom) bar.

## Known issues and limitations

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### **Using the shutdown button in the navigation bar renders the player unable to reboot without physically reconnecting the power adapter connector from the player.**

The power adapter connector essentially becomes a power on button when in this state. For this reason, it is suggested the user powers the player down by powering off at the mains (AC) side.

If the above troubleshooting steps are unsuccessful, please contact us via the contact technical support form on our website, or by calling us on +44 (0)1480 455114.