**FAQ**

Q: Can I access to media vault with my phone or ipad?

A: Any digital devices (like, iphone, ipad, laptop and etc.) with browsers, which support the availability of IE8 and Html 5, can access to our media vault.

Q: What kinds of media type are allowed to upload?

A: Our media vault uploading function supports music, videos, images and PDF document.

Supported file format: Music: MP3

Video: MP4

Images: jpg

PDF document: pdf

Q: Can I give the feedback or other enquiries in media vault?

A: unfortunately, our system have not developed the feedback system currently. However, you can contact our manager with the contact information in ‘About us’ page.

Q: Is there any limitation on media size while uploading?

A: Actually, media vault does not have any limitation on file size.

Q: Is there any limitation on rate of uploading or downloading?

A: Actually, media vault does not have any limitation on rate. However, some rate limitations are caused by network operators. You should try again or consult local operators.

Q: What’s the reason of failing login? And how to solve?

A: Firstly, you need to confirm the username and password. And then fill in username and password correctly.

Secondly, if the last step is not successful, please contact our manager with the contact information in ‘About us’ page. Our manager will handle it as soon as possible.

Q: Is there any limitation on size of personal head photo?

A: Actually, media vault does not have any limitation on size of head photos. We suggest you to make head photos no more than 500 KB which uploading, which will be loaded quickly.

Q: How can I extend capacity when capacity is exceeded?

A: Please contact our manager with the contact information in ‘About us’ page. Extra capacity will charge fee.

Q: Can I login with verified email address?

A: Yes, you can. For convenient access propose, users are allowed to login with both user name and email address.

**Help request (instructions)**

**Account management:**

**Upload head photo:** when click on the dropdown box on the left-bottom or top-right of the page, click the setting button, then you can add/modify personal file and head photo.

**Modify password:** when login sign in page, click the modify password button to modify password.

**Find lost password:** when login sign in page, click the forgot password button to reset the password.

**Media file management:**

**Upload media:** click the upload button on the left of the homepage, the upload page will be shown, then click upload to upload media files.

**Download media:**

1. PDF: click the file, the detail will be shown in a new page, then you can see the download button at the bottom right corner.
2. Photo: click the file, the detail will be shown in a new page, then right click the photo to download
3. Music: right click the “play” button to download
4. Video: right click the “play” button to download

**Delete media:** click delete button under each specific media item to delete

**Search media:** on the top of the page, you will find the search bar, which can search everything by type, name, keyword, etc.

**Rename media:** click rename button under each specific media item to rename

**Play media in media vault:** click the specific media item to play media online

**User experience:**

**FAQ:** When users meet some problems when they are using media vault, they can high-possibly find the answers through FAQ. The most frequent Q & A are collected and integrated from user feedbacks.

**Check capability:** Users can check the capability, which is shown on the top-right of user interface.

***Any other problems you meet in media vault, you can contact our manager with the contact information in ‘About us’ page. Our manager will reply you as soon as possible.***