As a system administrator, I want to be able to set up a webpage and update information regularly containing frequent Q & A according to feedback so that I can let users use media vault more convenient.

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 my email?

A: Yes, you can. Only if your verified email address.