

# Tojock

## Blu Ray DVD Player FAQ

[EVP-101]

Dear customer, thank you for checking this FAQ. If your issues didn't been solved after reading the FAQ and detail A+ page on the listing. Please message [tojock@126.com](mailto:tojock@126.com) together with your Amazon order ID for a manual service.

## **1. How to open the discs door?**

Dear Customer,

I am sorry to hear you can't open the disc door successfully, please try below steps first:

A. Plug the power adapter of the blu ray DVD, and press the on/off button in the front of the DVD player or the power button on the remote control. The display light color will be changed from red to green

B. Then LED display shows "H", please wait for 3-5 seconds until it shows "NO DS" logo on the display panel

C. Then press the open/close the disc compartment, waiting for 2 seconds then the disc door will open. When the disc door opened, the display will show "OPEN"

Please don't try to open the discs door when the display shows "H" only, this is not the correct operation steps.

If it turns out to be the product quality issue, please feel free to message us, replacement or refund will offer for you timely.

Best Regards

Tojock Support

## **2. Why it didn't play my discs?**

Before I solve your issues for you, please read below information first, this is very helpful for playing blu ray discs.

### **About DVD Region Specifications**

Global region codes identify DVDs and Blu-ray discs that are compatible with the players typically sold in that region.

The following are the different regions and their corresponding numerical equivalent:

### **Standard DVDs**

Region 1: U.S., U.S. Territories, Canada, and Bermuda

Region 2: Japan, Europe, South Africa, and the Middle East, including Egypt

Region 3: Southeast Asia, East Asia, including Hong Kong

Region 4: Australia, New Zealand, Pacific Islands, Central America, South America, and the Caribbean

Region 5: Eastern Europe, Baltic States, Russia, Central and South Asia, Indian subcontinent, Africa, North Korea, and Mongolia

Region 6: China

### **Blu-ray Discs**

Region A/1: North America, Central America, South America, Japan, North Korea, South Korea, Taiwan, Hong Kong and Southeast Asia

Region B/2: Europe, Greenland, French territories, Middle East, Africa, Australia and New Zealand

Region C/3: India, Nepal, Mainland China, Russia, Central and South Asia

Note: Most of the DVDs and Blu-ray discs sold by Amazon.com are only encoded for Region 1 or Region A. These titles only play in one region unless noted otherwise.

**Normally, blu ray patent company didn't allow to support all single region B/2 and region C/3 blu ray discs due to the patent issue.**

The root cause I think is: if the movies were first released in the US, and it didn't start release in the EU, if US can see it in a region B/2 (Europe) movies, then, it will be harmful to the publisher of the movie, it seems that the EU movies will be wide pressed in the EU country before publishing. They can't earn money then.

So, they talked with the blu ray company to limit this.

### **What the regions does our blu ray DVD player support?**

#### **For blu ray dsics:**

Due to our products are in America, so the blu ray company only allows the related products to play the region A/1 blu ray discs, and region free blu ray discs.

#### **For standard DVD regions:**

We support all regions

### **So if your blu ray discs couldn't be read, please follow below tips to check:**

1. Make sure you used the HDMI cable connected with your TV, please understand that only HDMI ouput support blu ray videos, AV didn't support;
2. Check the TV system is comply with your blu ray DVD player or not, usually the TV system in the US is NTSC system, if you adjust it into PAL system, then the videos couldn't be shown on your TV.

If it is the issue of the TV system, then please try below steps to adjust:

- Press the setup key on the remote
  - Go to the preferences selection
  - Find the TV type and adjust it into PAL/NTSC/AUTO to have a check.
3. Check your blu ray discs is a Region Free discs or Region A/1 discs or not, single region B/2 and region C/3 couldn't be able to read.
  4. At the same time, please make sure you are using the correct DVD formats, MAX 1080P.

If the above tips didn't solve your issue, please send me your discs format and connection port together with Amazon order ID for a quick fix.

### 3. Why the USB didn't work

Here are the tips to play the files from USB flash drive

- 1. Before plug the power adapter of the DVD player, insert the USB flash drive to the USB port on the front of the DVD player first;
- 2. Then plug the power adapter on the DVD player, and then connect the DVD player with your TV via AV cable or HDMI cable;
- 3. Turn on the DVD player and your TV, the main interface will be shown on your TV;
- 4. Press " Media Center" buttons on your remote control, not "DVD/USB), I am sorry for the mistakes of this issue, due to our standard DVD player is DVD/USB, and this is not updated timely.
- 5. After you press "Media Center", you will see your USB information; then you can press " up and down" buttons to choose related files you want to play;
- 6. If you want to return the last menu when playing the files, please press the " Left" button on the remote control, please noted that the "return" button is not functional in this part.
- 7. Please make sure your USB flash drive is 2.0, and when you use HDD to play the files, you need to power the HDD via the other power adapter, otherwise, it couldn't be read.

And you can also press the "Solid Square button" on the remote control to back to the main interface.

***And please noted that if you use an HDD to play the files, you need another power source to power the HDD, otherwise the USB current is not high enough to recognize the HDD.***

If your issues couldn't be able to solve via above steps, please contact with us for a solution.

#### **4. How to adjust the region code on the blu ray DVD player**

Please noted that this blu ray DVD player is in region free status, no need to adjust the region, if you want to change the region, please try below tips to change:

- A. Click Setup on your remote control.(Make sure there is no disc in the player)
- B. Go to General Settings.
- C. Find Security.
- D. Find Country Code.
- E. Enter the password 0000 to change.

And please be aware if you play the blu ray discs of region B/2 and region C/3 didn't support. Even if you have the region code on the machine.

#### **5. Kindly noted that the supported discs formats are as below:**

BD/BD-R/BD-RE/DVD-R/RW/ DVD+R/ DVD-Video / VCD/ CD/ CD/CD-R/RW

If you are playing a discs with above formats and correct regions, but unable to play, please help to confirm below information:

##### **1. Do you see the TOJOCK when turn on the blu ray DVD player?**

- If yes, it turns the DVD player quality is OK.
- If not, please let me know if shows black and white background without the TOJOCK logo or not.

If shows black and white background without any sound when insert the discs, then you need to change your TV system or the setting on the DVD player about TV system from NTSC to PAL, AUTO to have a check.

##### **2. At the same time, please press the “resolution” buttons on the remote control to make sure if is not the issue of the resolution;**

If above solutions didn't solve your issue, please kindly send me some images

which show your discs format information together with your Amazon order ID so that I can check with my engineer. This is very important, please attention.

## **6. System set up tips**

### **Below steps to do factory reset**

- A. Click Setup on your remote control(Make sure there is no disc in the player)
- B. Go to General Settings
- C. Find System
- D. Find "Load Default"
- E. Click "OK"

**If you want to change the system setup information, please don't insert discs on the DVD player. Otherwise, you wouldn't be able to change it successfully.**

## **7. What you need to do if your TV shows black and white background**

Please kindly operate as below:

1. Press the setup key on the remote
2. Go to the preferences selection
3. Find the TV type and adjust it into PAL/NTSC/AUTO to have a check

If the issues can't be solved, please message [tojock@126.com](mailto:tojock@126.com) together with your Amazon order ID for a solution.

## **8. Tips to use the "RETURN" button on the remote control**

The "return" buttons on the remote control only functional on the system up the interface, if you enter into the "OSC" and want to return the last page, you need to press the "OSC" again.

## **9. No reaction to the remote control**

- Make sure the player is connected to a power outlet;
- Insert the batteries correctly;
- Point the remote control at the IR sensor located on the front panel of this product, check that the remote control is no more than 20 feet from the sensor;
- If the remote still does not function, try putting new batteries into the remote control.

## **10. No picture**

See TV manual for correct video input selection; Change the video until you see the screen.

## **11. No picture on HDMI connection**

If this player is connected to an unauthorized display device with an HDMI cable, the audio/video signal may not be displayed;

Check if the HDMI cable is faulty. If faulty or damaged, replace the HDMI cable; If this happens when you change the [resolution] setting, press Resolution on the remote control repeatedly until the picture appears.

## **12. High-definition video signal not playing on the TV**

- Ensure that the audio cables are connected to the audio input of the TV;
- Assign the audio input of the TV to the corresponding video input. See the TV user manual for details.

## **13. No sound on HDMI connection**

You may not hear any sound from the HDMI output if the connected device is non-HDCP compliant or only DIVI compatible.

#### **14. Data Files cannot be played or read**

Ensure that the data file was recorded in the standard UDF, ISO9660 or JOLIET format;

Ensure that the JPEG file extension .jpg, JPG, jpeg or JPEG

#### **15. The power light does not come on**

Plug the power cord into a wall outlet

Try a different outlet

#### **16. The power light does not come on**

Plug the power cord into a wall outlet

Try a different outlet

#### **17. No Picture**

Select the appropriate video input format on your TV in order to receive the player's output signals.

Fully insert the plugs on the video cable into the corresponding jacks.

#### **18. Flickering or unstable brightness**

Connect the player directly to your TV

NOTE: Disruptions can be caused by copy protection systems on a discs

#### **19. No response when buttons are pressed**

Switch player, unplug the power cord, and then plug in the power cord and switch it on again.

#### **20. No response when buttons are pressed**

Switch player, unplug the power cord, and then plug in the power cord and switch it on again.

#### **21. Remote doesn't work?**

- Make sure that the polarities of the batteries ( + ) and ( - ) match those of the

battery compartment. Or replace the old batteries with new batteries.

- Please use the remote controller in the front of the DVD player. The remote receiver is located in the front the DVD player.

- If the above 2 steps don't work, contact us (([tojock@126.com](mailto:tojock@126.com)) to get a new remote controller with your Order ID and shipping address.

## **22. Distorted Picture**

Remove and clean the disc

Some distortion may occur during the FORWARD and REWIND operations.

This is normal

## **23. The device is very noisy when reading disc also playback.**

- The device has a little noise when reading the disc at the very beginning. But if it is noisy when playback, it may be damaged during shipping. If you want the DVD player, please contact us (([tojock@126.com](mailto:tojock@126.com)) to get a new one with your Order ID and shipping address.

### **Notice:**

We only sell brand "NEW" condition products on Amazon, after-sale service will be only offered for customer who orders the brand new products. "Used" products are not under Tojock support.

*Thank you for purchasing from Tojock!*

If your Amazon return or refund window closed, contact us at  
[tojock@126.com](mailto:tojock@126.com)