



JUC600 Android Mirror Frequently Asked Questions

This section describes some common questions and answers about the installation and operation.

Q1 What operating systems does the JUC600 not support?

A1 The JUC600 does not support the following operating systems: Sever System, Linux, MAC, Virtual System (VNWare).

Q2 Why does the connection of my mobile phone to continue fail?

A2 Check following:

1. Make sure your mobile phone is set to debug mode.

2. After JUC600 connected into the computer, go to "Computer" which can be found in the start menu and look for the

"Android Mirror" drive.

If this drive does not appear, reconnect the device in another USB port and ensure the LED indicator lights are flashing.

3. After connecting the JUC600 to your mobile phone and PC, the JUC600 might be faulty if the mobile phone is not

charging. **F** Please call Toll-Free: 888-988-0488 or email service@j5create.com for Technical Support.

4. It is highly recommended to use the Android Mirror with a USB 2.0 port on your PC because some USB 3.0 ports are not compatible.

5. To check whether (Android Debugging Bridge) interface has been installed properly in Device Manager:

Right click on "Computer" in the Start Menu \rightarrow Click Manage \rightarrow Click Device Manager \rightarrow ADB Interface is there.

If the ADB interface shows a question mark, it means the driver has not been installed properly, please reinstall the

driver. Call Toll-Free: 888-988-0488 or email service@j5create.com for more help with this.

 Q_3 Why does Kies require an update to a new version after it has been downloaded on my PC?

- A3 It happens in two circumstances:
 - 1. The Kies version you installed is an older version.

2. The Kies installation has not completed.you can check this by running the Android Mirror program. If there is an error, restart Kies. Kies will then install the USB driver for your Android phone again.

Q4~ Why the name of the ADB Interface shows <code>`SAMSUNG'</code> even if I connect an HTC phone?

- A4 The operating system names the mobile device the first time it is installed for the ADB Interface, but it doesn't impact any function of the JUC600.
- Q5 Why does Installshield Wizard continue to show the message"Please install Android USB Driver" while theA5 driver is installing?

Please execute JUC600 program after Kies or any other brand's USB diver has completed installing.

Q6 Why the message "Please re-plug your android mobile and re-execute the program again" appears if I install
 A6 two JUC600 on one computer at the same time?

You can only use one JUC600 at a time.

Q7 Why the message "Please re-plug your android mobile and re-execute the program again" appears when onlyA7 oneJUC600 is connected?

Reboot your Android mobile and right click on the Android mirror icon, located in the bottom right hand corner of the screen, and close the program. Then re-connect & execute the JUC600 program again.

Q8 Why does the loading bar freeze?

A8 The program is recognizing your Android device. If the loding screen has been stuck for over one minute, close the program, disconnect, and restart your Android device. Then re-connect your Android device and execute the JUC600 program again.



- **Q9** Why Kies shows "Can't find the Android Device"?
- A9 Disconnect the JUC600, then close Kies and Android Mirror program. Execute Kies after 10 seconds, then re-connect JUC600 to the Android Device and PC (please don't run the JUC600 program at this moment).
 For Kies to recognize your Android Device first, there will be a pop-up bubble that shows the connection is completed in the bottom right corner of the screen. Run Android Mirror program again after Kies recognizes your Android Device.





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Q10~ Why does the JUC600 run smoothly except for the "typing function"

A10 Two circumstances:

If you see a virtual keyboard on the Android screen, but can't type at all.
 Please go to "Android System Setting" → "settings" → "Language and input" → select "MctSoftKey"
 Can't see virtual keyboard on the screen either change to other input method.

Please go to "Android System Setting" \rightarrow "settings" \rightarrow "Language and input" \rightarrow select "MctSoftKey"

m Q11 Why the JUC600 doesn't support video play, even when I play the embedded video or Youtube on my PC

A11 screen?

Android 4.0 or later is required to play an embedde video or Youtube. Android 2.xx does not support this fuction.

Q12 The camera function doesn't synchronize on PC screen?

A12 Android 4.0 or later is required to see the camera video. Android 2.xx does not support this fuction.

Q13 Why the JUC600 is not working properly after I 'Rooted' my Android device?

- A13 JUC600 doesn't suport the Andoird Device which is 'Rooted' since it is no longer original design. We recommend you to re-set the original design to use JUC600
- Q14 Why does the PC continue to fail to connect the Android Device and the Device Manager can't find the connected Android Device , even though the USB drive is already installed on the PC
- A14 If you already followed the instruction from JUC600 to download JAVA and the Android Device USB Driver, but your Android Device still can't be recognize by the PC, please try to find out the official USB Driver from the Android Device Maker's website (should be in technical support page). Download it and try to re-connect your Android Device into the PC with JUC600.

Call Toll-Free: 888-988-0488 or email service@j5create.com if you are only seeing the model name of your Android Device, but not the name of the ADB Interface.



Q15 Why is the built in storage function/SD card, other APPs in my HTC Android devices, or other brand phone A15 are not accessible after connecting to JUC600.

Please go to settings \rightarrow choose a connection type \rightarrow change to "charge only"

$Q16\;$ Why does the operation speed seems a bit slow?

A16 Might be two reasons:

1. The operation mode is in "normal mode". this might happen on the Android Phone which is not on our Support List.

2. Turbo mode is on, but the operation speed or response is slow. This is might be caused by other applications or functions in the device. Contact with technical team for further support at Call Toll-Free: 888-988-0488 or service@j5create.com.

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$\mathrm{Q17}\,$ How to enable the USB debugging on my Android 4.2 device like Nexus 7?

- A17 1. Goto Settings -> About Phone.
 - 2. Goto "Build Number" at the end of the Scroll list.
 - 3. Tap on "Build Number" repeatedly (7 times). On your third tap you should see message indicating that you only have
 - 4 more taps to go to 'become a developer'.
 - 4. Continue: 4 more taps.
 - 5. Hooray, you are now a 'Developer', go back to the Setting page.
 - 6. You should see Developer Option menu item in your setting list now.
 - 7. Open Developer Options and check USB debugging > Ok"

$\rm Q18\,$ How to copy text from Mobile phone and paste to PC after JUC600 connected with PC & Android device $\,$?

A18 "You can use the hotkey "CTRL+C" & "CTRL+V" of computer keyboard to copy the text from PC and paste to Android device, However, if you would like to copy the text from Android Device and paste to PC, you need to use mouse cursor to "Select" on the text of the Android device and move the cursor to the location you want and press "CTRL+V" or select "Paste" into PC document."