

Troubleshooting

Trouble	Reason and Action
Unable to connect to camera.	<ul style="list-style-type: none"> • Check that there are no obstacles between the device and the camera. • Perform registration (pairing) of the Bluetooth device again. • Delete the registered camera in the smartphone, then execute pairing again. • Turn off the Bluetooth setting of the smartphone, then turn it on again. • Reset the software in the smartphone.
Operations do not work.	<ul style="list-style-type: none"> • Check that there are no obstacles between the device and the camera. • Operations may not work depending on the mode or when the menu is displayed on the camera. • Check the status and mode of the camera. • Operations do not work when the camera is in the quick restart standby mode.
The image from the camera does not appear.	<ul style="list-style-type: none"> • The image appears only during the video recording mode. • The image will not appear if the MONITOR function is not turned on. • Restart the application if the Bluetooth connection gets disconnected.
Monitor image does not get updated when the MONITOR function is being used.	<ul style="list-style-type: none"> • Restart the MONITOR application and connect to Bluetooth again. • Depending on the state of the camera, the updating speed of the MONITOR image may drop such that the changes cannot be seen. • When connected to another Bluetooth device other than the smartphone, disconnect the device.
The progress bar does not show any progression during CAPTURE or video transfer.	<ul style="list-style-type: none"> • When connected to another Bluetooth device other than the smartphone, disconnect the device.
The message "THE DESTINATION TO SAVE THE DATA IS RUNNING OUT OF MEMORY" appears.	<ul style="list-style-type: none"> • This message appears when data cannot be written to the built-in memory of the smartphone. Check whether the SD card has been inserted into the smartphone correctly and that there is enough space left in the card. <p>* For details on the smartphone's memory and SD card, refer to the instruction manual of the smartphone.</p>
Unable to transfer still image/video to the smartphone.	<ul style="list-style-type: none"> • Files cannot be transferred when the HDMI cable is connected. Disconnect the HDMI cable before transferring.