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Digital Still Cameras Troubleshooting Guide

Issue	Cause	Remedy
1. How long do the batteries last and can I recharge the batteries with the supplied AC adapter?	The batteries last longer if you don't view your pictures on the LCD screen. You cannot recharge the batteries with the supplied AC adapter	You may insert any standard AA batteries into the camera if the supplied batteries run out, but you are required to return the supplied rechargeable batteries
2. How can I transfer my pictures to a computer?	Using the supplied serial cable & software, or the supplied USB cable (RE models only) ; Alternatively you may bring a 100mb PC formatted Zip disk to MDS and we will be happy to transfer your pictures for you using our card readers	If you are using the serial connection, install the software and while the computer is off, connect the serial cable to your computer. Running the software should allow you access to the pictures on the camera. If you're using a USB cable, simply hook it up to the USB port in your computer for easy access to your pictures
3. Can I take any motion footage with the digital camera?	Yes 15 sec of motion footage – RE models only	Please consult the provided manual for detailed instructions on how to switch the camera into video capture mode
4. Is there a way to change the picture resolution on the camera?	Yes – a list of possible resolution settings is available at the service desk or you may visit the MDS website at http://mds.calpoly.edu	Please consult the provided manual for detailed instructions on how to change the camera resolution
5. Can I view my pictures on a television?	Yes	Connect the supplied yellow RCA cable to the video input on your television and the other end to the 'Video Out' slot on the camera
6. What format are the pictures saved in?	With compression - .JPG Without compression - .TIF	Please consult the provided manual for detailed instructions on how to change the camera resolution

For additional questions please call Media Distribution Services in Building 2 at (805) 756-7198 during normal business hours (Monday – Thursday: 8am to 9pm & Friday: 8am to 5pm)
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