



Digital Video Camcorders Troubleshooting Guide

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Issue	Cause	Remedy
1. Can I get more footage onto my tape if I set the record speed to LP instead of SP?	Technically yes, but it is strongly recommended that you leave the setting on SP for usable quality footage.	The record speed setting is found in the Menu functions. Please leave the setting on SP for best quality
2. Can I view my footage on a TV or through a VCR?	Yes – using the provided cables	Hook the RCA cables (red, white, yellow) to the TV or VCR, and the other end into the Camcorder in the A/V slot
3. How long do the batteries last and can I recharge them myself?	The battery life indicator should appear on either the LCD screen or in the viewfinder. Battery life depends on how you use the camcorder. To get the most out of your batteries, do not use the pullout LCD screen - instead use the viewfinder.	To charge the batteries, place one of them in the camera and plug the provided AC adapter into the camera and an electrical socket. The battery is charged when the orange indicator light remains solid
4. Can I transfer my footage to a computer?	Yes	If you have a Firewire card and the appropriate software, you may simply hook up the supplied Firewire cable to your computer
5. Can I take digital still photos with this camcorder?	If you have the Canon ZR-45 or ZR-65, yes. The Canon ZR-10 does not support this feature.	To download pictures connect the supplied USB cable to the camcorder and your computer. If necessary install the software on the provided CD
6. My camera didn't come with a tape	MDS does not provide MiniDV tapes for free	MiniDV tapes are available for purchase at our facilities but you're welcome to purchase tapes elsewhere
7. Does MDS have editing facilities?	Yes – additional forms for use are required and must be filled out at least one day prior to start date	Please come by to pick up a form and make a reservation to use our digital editing facilities. You don't need the camcorder, only your MiniDV tape to transfer your footage
8. Where can I find additional information about the camcorder?		Please consult the provided manual for more detailed instructions on how to operate the camcorder or come by and ask the MDS staff

For additional questions please call Media Distribution Services in Building 2 at (805) 756-7198 during normal business hours (Monday – Thursday: 7:30am to 9pm & Friday: 7:30am to 5pm)