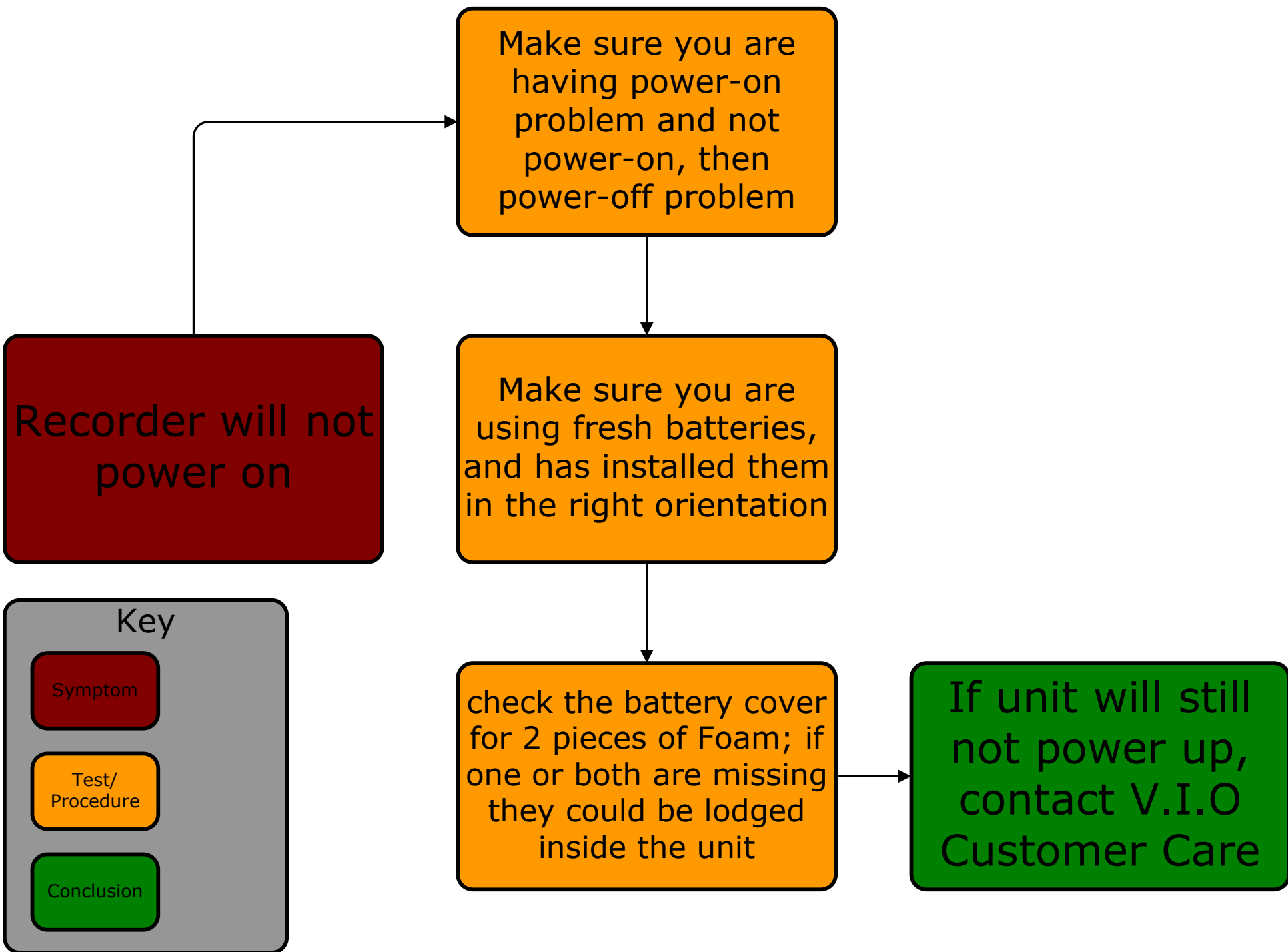


POV.1.5 Hardware Troubleshooting

V.I.O. Customer Care
Customer.Care@vio-inc.com
1-888-579-CAMS(2267)



Recorder will not power on

Make sure you are having power-on problem and not power-off problem

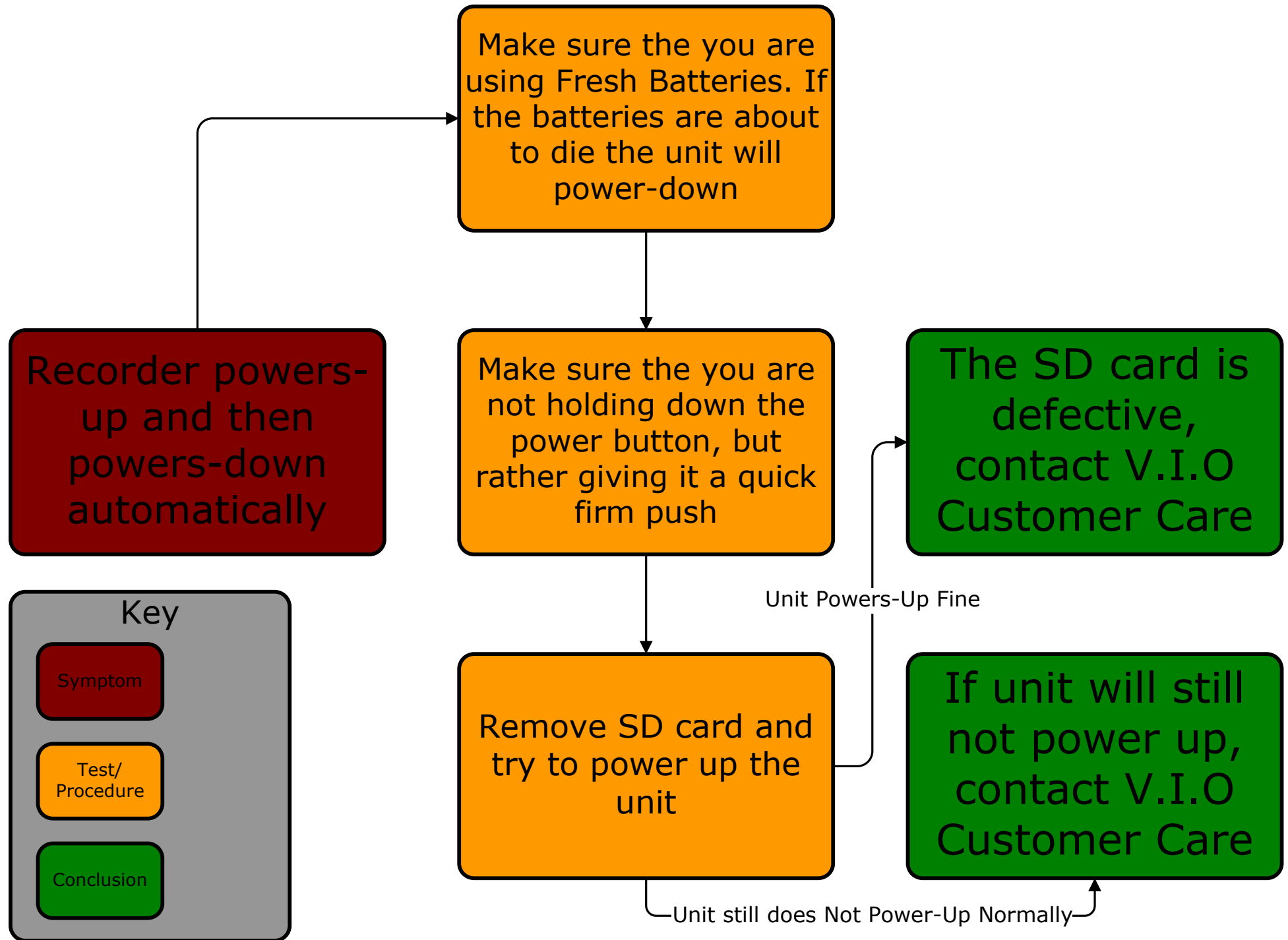
Make sure you are using fresh batteries, and has installed them in the right orientation

check the battery cover for 2 pieces of Foam; if one or both are missing they could be lodged inside the unit

If unit will still not power up, contact V.I.O Customer Care

Key

- Symptom
- Test/ Procedure
- Conclusion

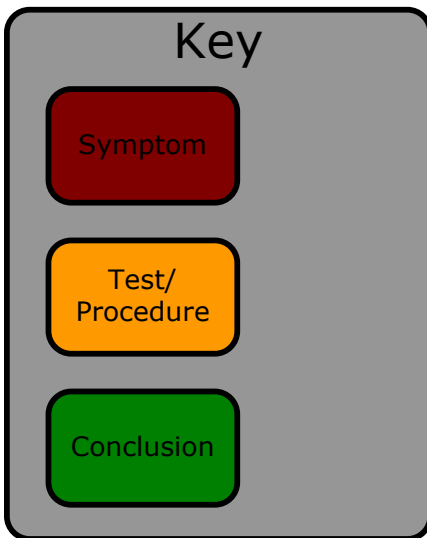


The recorder will power-up, but the screen stays dark, and hard to see

If you can see the screen at all have them navigate the settings menu and set the "Display Brightness" to 10

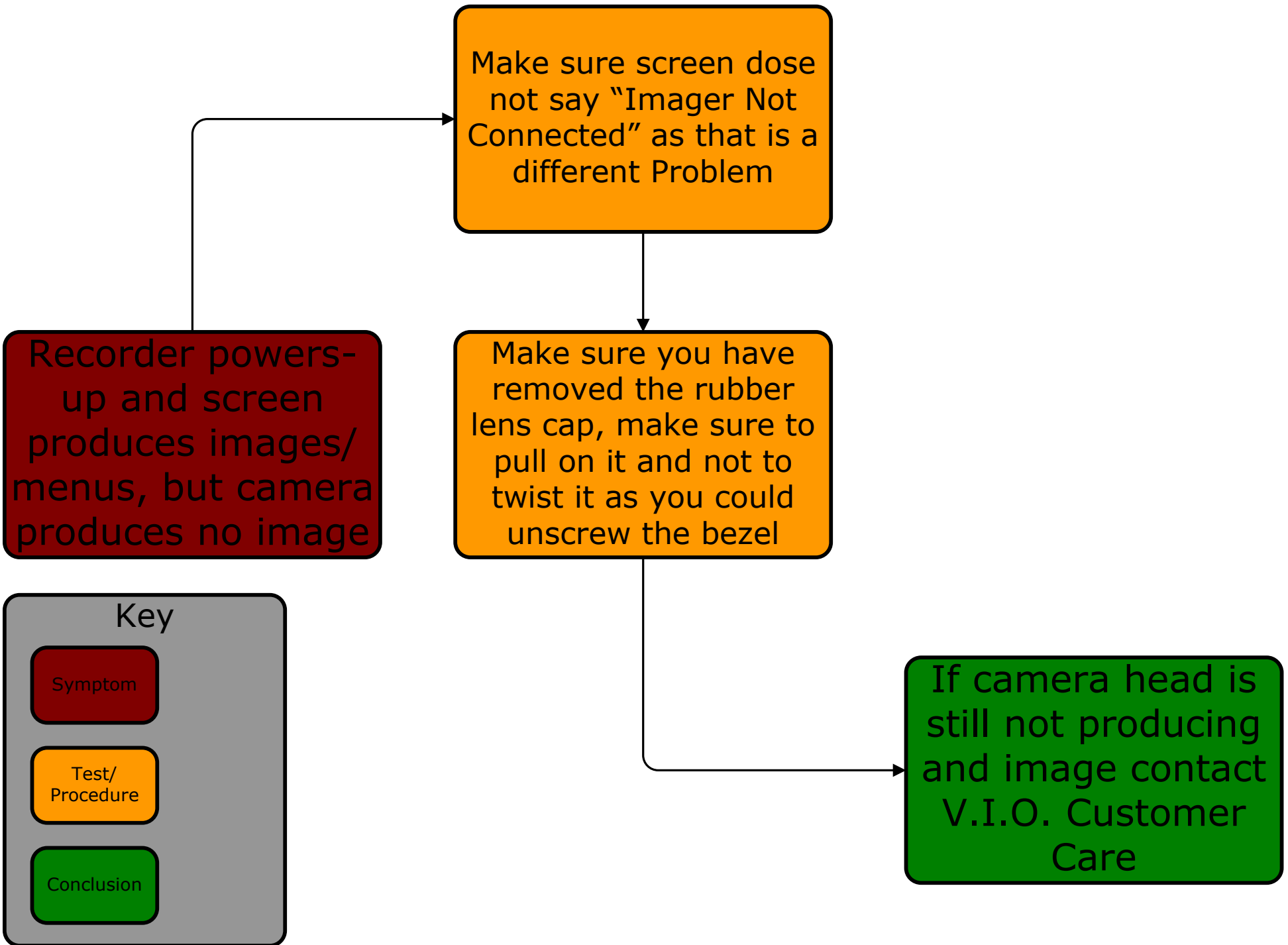
You had your screen setting to low

Contact V.I.O. Customer Care



Screen appears bright

No change in screen brightness



Message on recorder screen:
Imager Not Connected

Check cable for any damaged, or missing pins

If recorder is still displaying message contact V.I.O Customer Care

Key

- Symptom
- Test/ Procedure
- Conclusion



