



## TECHNICAL INFORMATION BULLETIN

### Digital Camera Action Frozen

This Document Applies to All Kodak Digital Cameras

#### Introduction

Your Kodak digital camera can lock up in three ways:

- The camera does not turn on.
- The camera turns on, but does not boot up.
- The camera boots up, but does not respond to any controls.

#### The camera does not turn on

If the camera does not turn on, try the following steps:

1. Verify that the batteries are installed properly and press Power.
2. Install fresh batteries. Please refer to your camera's User's Guide for specific instructions.
3. Connect the camera to the AC adapter and press the Power button on the camera.

Batteries are not all alike, and each camera has its own recommendations for the best battery performance. See your camera's User's Guide for the specific battery recommended for your camera. In general, use batteries that are designed to work with devices that draw a lot of current. Kodak generally recommends Kodak Ni-MH rechargeable batteries for most Kodak digital cameras.

If your camera does not turn on, try the following:

1. Remove all sources of power (batteries and AC adapter) from your camera.
2. Remove the Kodak picture card or CompactFlash card.
3. Wait a few seconds.
4. Press the Power button twice.
5. Connect the appropriate Kodak AC adapter to your camera.

**Note:** If you don't have the correct AC adapter, insert a set of fresh or fully charged batteries, according to instructions in your User's Guide.

#### The camera does not boot up

Your digital camera goes through a boot up sequence much like a computer does. While the sequence is in progress, the Ready light on the camera blinks green. When the boot up sequence is complete, the green light goes out. If the Mode dial is set to Connect or Capture and the Ready light is read, the boot up process failed.

If this happens, check to see that the CompactFlash card or MMC/SD card is properly installed. If the card is missing or improperly installed, a NO CARD message appears on the Status Display on the top of the camera. If the CompactFlash card is properly installed, it could be corrupt. Reformat the card using a card reader or a PCMCIA card adapter in a Notebook computer. Remember, reformatting erases all information from the card.

Install the reformatted CompactFlash or the MMC/SD card, and turn on the camera. If the camera fails to power on, try powering on the camera without a card in the camera. If the camera turns on, the card may be corrupted.

### **The camera freezes with power on**

If you attempt to use your camera while it is processing a previous command, you may create a conflict that makes it seem to lock up. If this happens:

1. Remove all power to the camera, including AC adapter and batteries.
2. Reinstall the batteries or reconnect the AC adapter.
3. Press Power. This reboots the camera without affecting any pictures you have taken.
4. Once the camera is ready, take a few test pictures to test the camera's operation. Be sure to wait a few seconds between pictures to allow for image processing.

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