

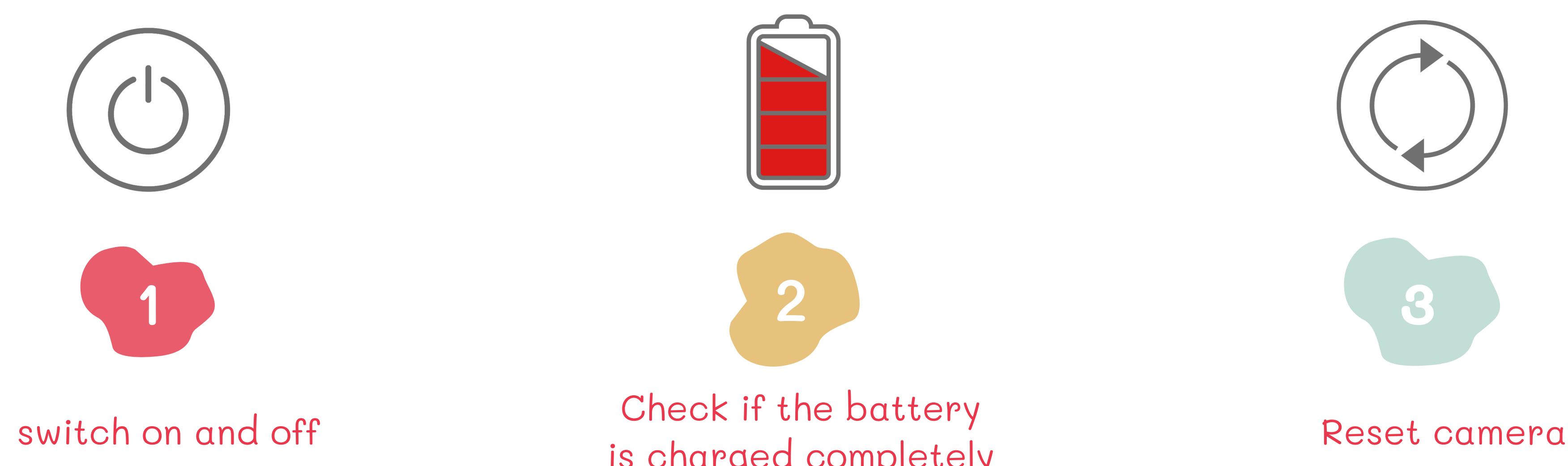
# Zoo Print

## Problems with your camera?

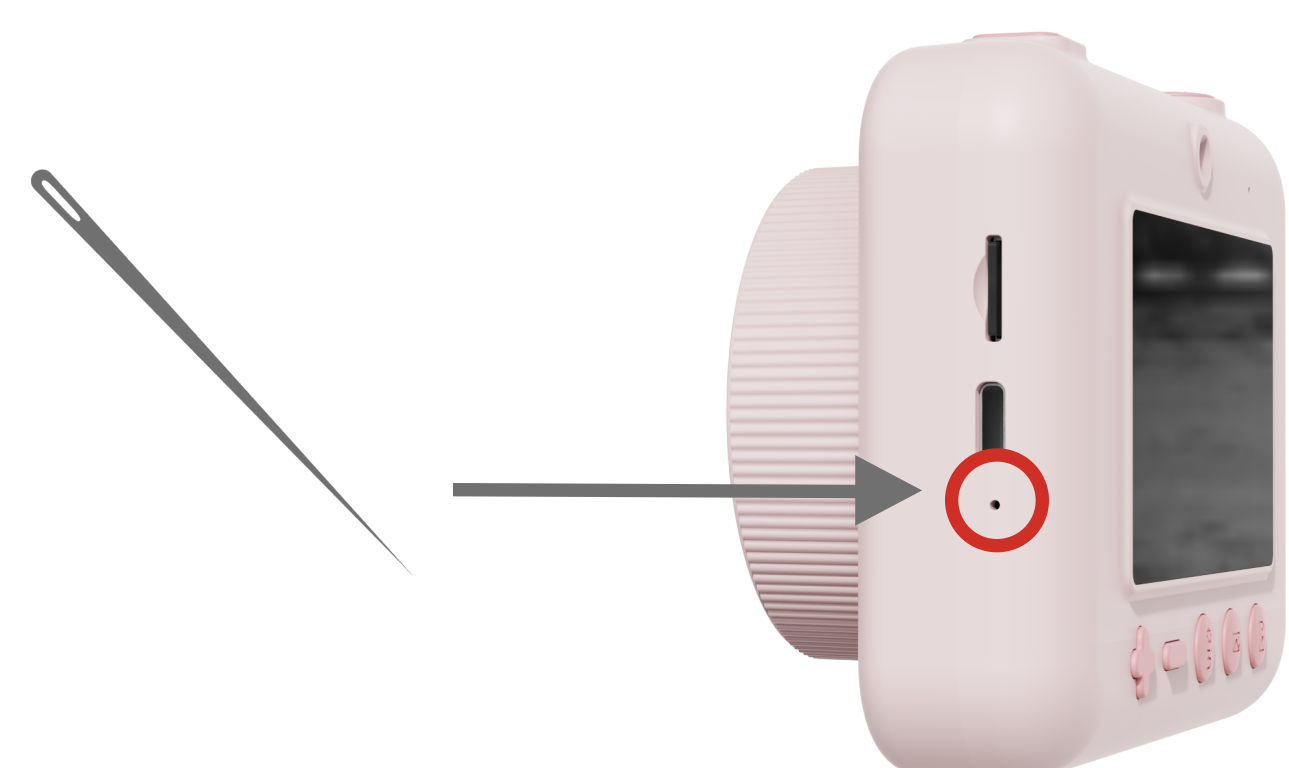
- Your camera is unable to power on
- Your camera experiences crashes and freezes
- Picture-taking functionality is unavailable
  - The image or sound is distorted
- Unusual colors, stripes, or symbols appear on the display
- The camera does not respond to user commands via buttons

The software reset is the general solution for all the camera models presented in our store.

### Let's start with the reset procedure



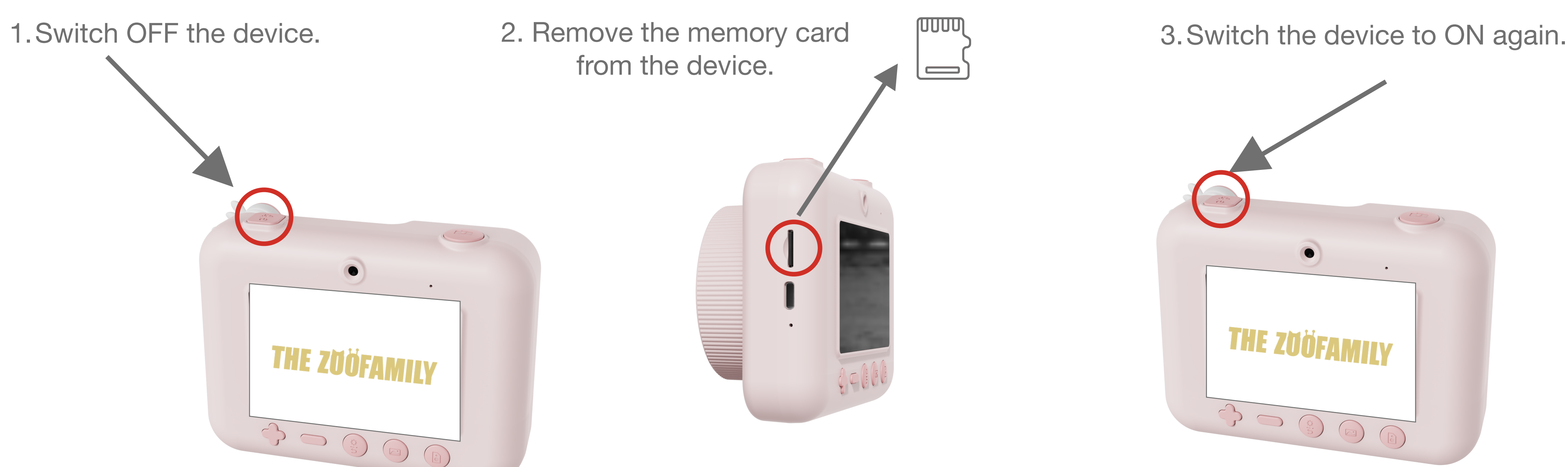
### How to reset your camera?



While the device is charging with the cable connected, locate a small hole on the side of the device. Use a paperclip or similar tool to press and hold the small button inside the hole for 30 seconds. You should feel a distinct click while pressing the button.

### It doesn't work?

Let's experiment with an SD card trick



### And now, does it work?



If the camera works without the SD card, there is an issue with the card. In this case, please try formatting the SD card using the reset instructions provided below.



This indicates that there is an issue with the camera. Please contact our store, describe the issue in detail, and send a video according to the instructions provided at the bottom of this page, after all the reset instructions.

### SD Card formatting steps on the camera

1. Before the formatting process, save the files on the SD card to your computer or cloud storage service.
2. Make sure the camera battery is fully charged.
3. Once the files are saved, insert the memory card into the proper slot.
4. Turn on the camera.
5. Go to the "Settings" panel.
6. Select "Format".
7. Press the "OK" button.
8. Wait while the camera formats the SD card. It may take a few minutes to format the card.
9. When the SD card is formatted, turn off the camera.

## Experiencing printing issues?

### Try first with the paper roll insertion

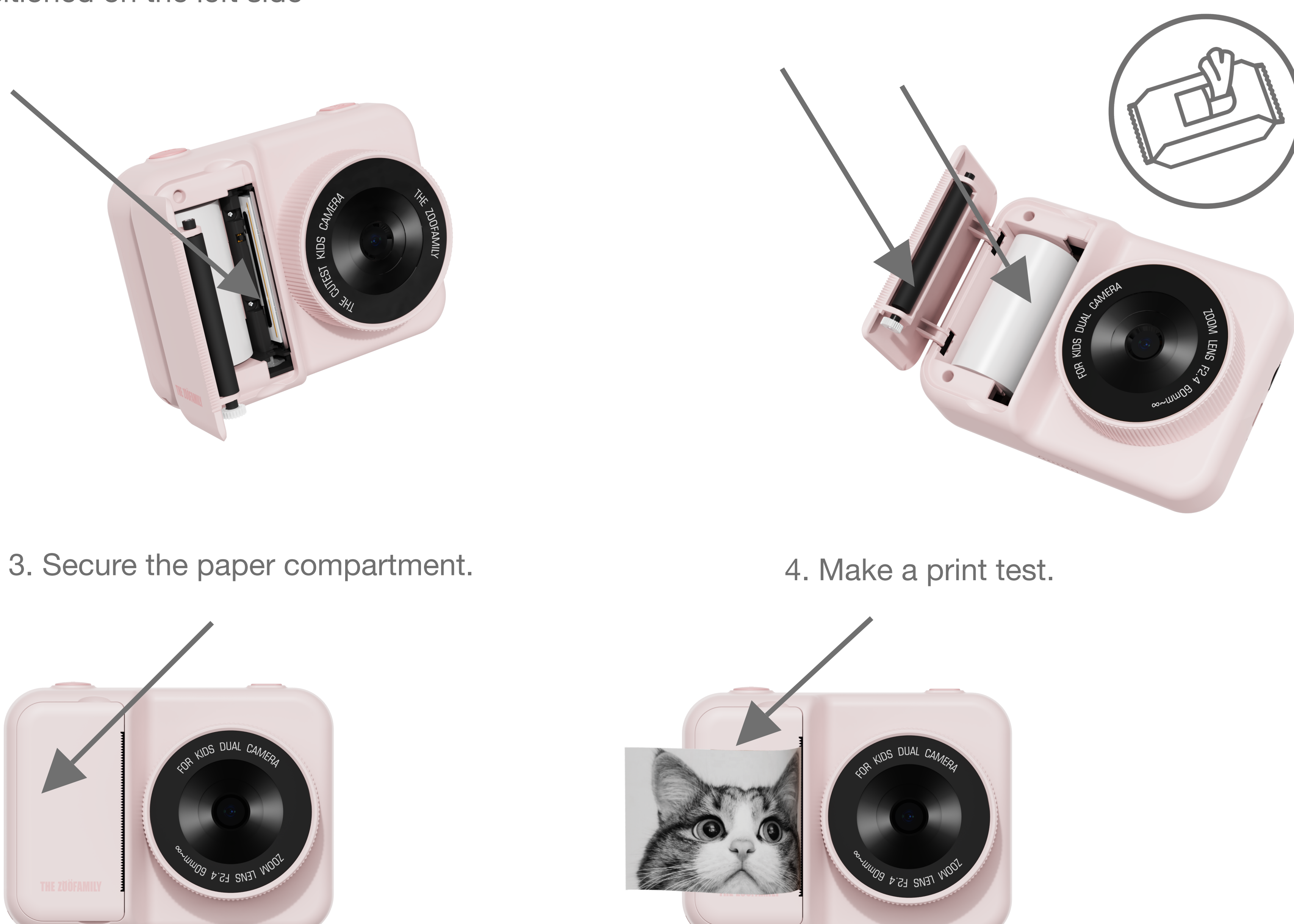
Before proceeding with the cleaning instructions, we recommend changing the paper rolls to another one as it often helps improve performance.

1. Please ensure proper insertion of the paper roll into the notch
2. Secure the paper compartment.



### Cleaning instructions

1. Please open the paper compartment, you'll find the print head positioned on the left side
2. Clean the print head and the roller with an alcoholic wipe. Completely dry the printing part before printing the image out again.



## Is your Printing camera abnormally heating up?

### Follow these steps:

1. Switch Off the Camera: Turn off the camera as soon as you notice a pop-up message warning that the camera is heating up. This helps prevent further overheating.
2. Allow Cooling Time: Let the camera cool down for at least 20 minutes.
3. Contact Support: After the cooling period, reach out to us at [info@thezoofamily.com](mailto:info@thezoofamily.com) for further instructions. Our support team will guide how to proceed based on the specific situation with your camera.

## Difficulties with saving the settings?

### If you notice any of the following issues below:

1. Experiencing difficulties with saving settings.
2. Data gets deleted automatically when the camera is turned off/on.
3. Inability to save Language/Photo/Video Resolution settings.

#### Solution:

- Contact us at [info@thezoofamily.com](mailto:info@thezoofamily.com) for guidance on resolving this issue. Our customer support team will provide further instructions to assist you.