

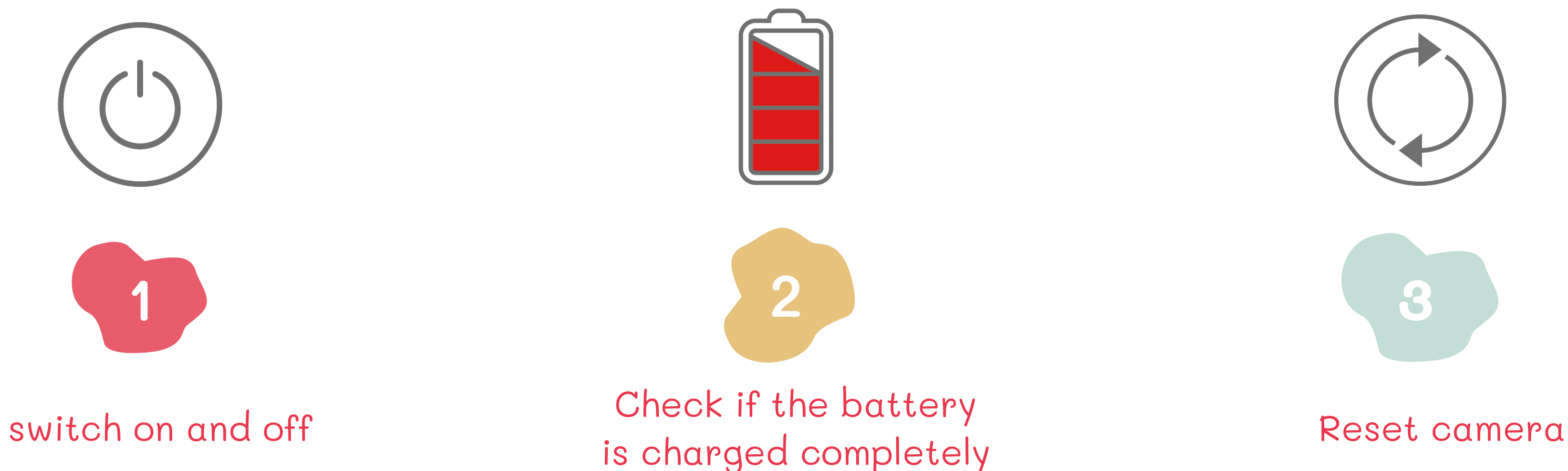
Zoo Video

Problems with your camera?

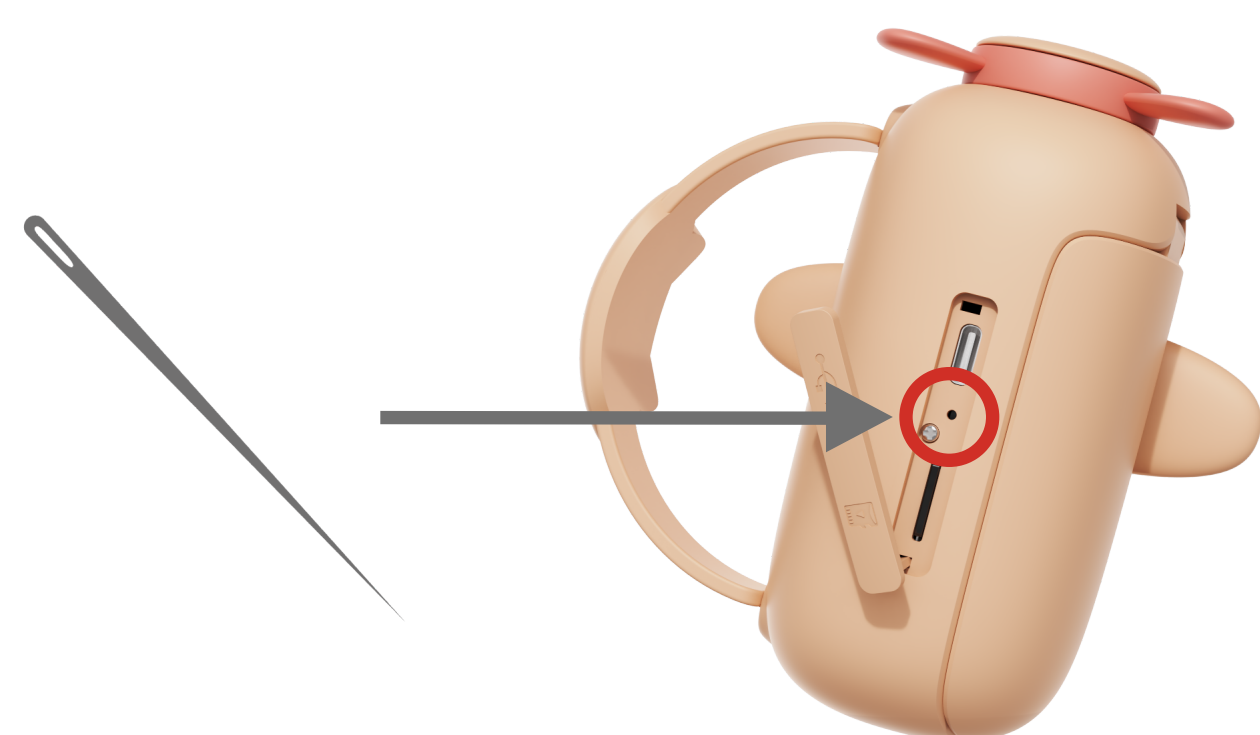
- Your camera is unable to power on
- Your camera experiences crashes and freezes
 - Picture-taking functionality is unavailable
 - The image or sound is distorted
- Unusual colors, stripes, or symbols appear on the display
- The camera does not respond to user commands via buttons

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

Let's start with the reset procedure



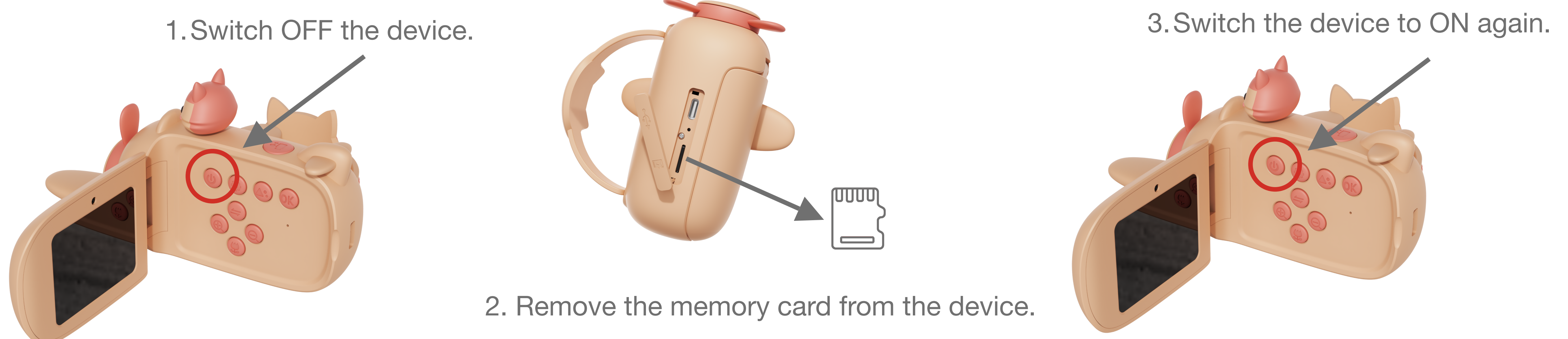
How to reset your camera?



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?

Yes!

If the video 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.

No!

This indicates that there is an issue with the video 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 video camera

1. Before the formatting process, save the files on the SD card to your computer or cloud storage service.
2. Make sure the video 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 video 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.

if following instructions above does not resolve the issue, we encourage you to reach out to us at info@thezoofamily.com for further assistance. In cases where the problem persists despite attempted resets, we kindly request that you film a video demonstrating the reset procedure and clearly showcasing the fault with the camera. This visual aid will assist our team in diagnosing and resolving the issue efficiently. Thank you for your cooperation.