

TROUBLESHOOTING GUIDE FOR RDC-2

POWER SOURCE PROBLEMS

Problem	Probable Cause	Remedy
No Power.	Batteries are not positioned properly or are depleted.	Reposition the batteries correctly or replace with fresh batteries.
	AC Adapter is not connected properly.	Reconnect the AC Adapter.
Sudden loss of power.	Auto Power-Off system shut down the camera after several minutes of inactivity.	Touch the shutter release button lightly or turn on the power again.
	Batteries are depleted.	Replace with fresh batteries.
Batteries go dead quickly.	Batteries were subjected to excessively high or low temperatures.	Replace with fresh batteries.
	LCD Monitor was used for a long time.	Replace with fresh batteries.
	Built-in Flash was used too many times because of dark conditions or other reasons.	Replace with fresh batteries.

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SHOOTING AND PLAYBACK PROBLEMS

Problem	Probable Cause	Remedy
Fails to record picture when shutter release button is pressed.	Batteries are not inserted properly (incorrect polarity) or are dead.	Reposition the batteries correctly or replace with fresh batteries.
	Power is off, or the main switch is set to [PLAY(PC)].	Slide the main switch to [REC].
	The shutter release is not fully pressed down. (Button was pressed only halfway down).	Press the shutter release button all the way down.
When the internal memory is designated as the memory drive:		
	- Internal memory is full.	- Delete (or copy and delete) some images to secure enough space.
When the memory card is designated as the memory drive:		
	- Memory Card is not inserted properly.	- Reinsert the memory card.
	- Memory Card is not initialized.	- Initialize the card.
	- Memory Card is write protected.	- Write-enable the memory card.
	- Memory Card is full.	- Delete some images or replace with a new memory card.
	- Memory card is expired.	- Replace with a new memory card.
	Self timer mode is selected.	Press the Self Timer mode button to cancel the Self Timer mode.
	Audio mode is selected.	Press the REC MODE/ERASE button to cancel Audio mode.
	Built-in Flash is recharging.	Wait until the Flash-ready light stops flashing.

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Problem	Probable Cause	Remedy
Auto-focus does not focus on subject.	Lens is dirty.	Clean the lens.
	Subject is not in the center of the Auto-Focus frame.	Use Focus Lock or LIVE monitoring mode.
	Difficulty focusing on subject.	Take the picture using the Focus Lock.
Actual image differs greatly from image viewed through viewfinder.	Distance to subject is less than 25 cm (10 in.).	Use LIVE monitoring function or macro shooting technique.
Flash does not work or recharge.	Camera not set to Still Picture Mode.	Press REC MODE/ERASE button to select Still Picture Mode.
	Flash-off mode is selected.	Press Flash mode button to cancel setting.
	Batteries are dead.	Replace with fresh batteries.
Flash discharged properly but image is dark.	Distance to subject exceeds 5 meters (16 ft.).	Reduce distance to subject.
Picture is too bright.	Flash discharged when distance to subject was less than 25 cm (10 in.).	Select Flash-off mode.
	Image is overexposed	Compensate exposure with EV button.
Image is underexposed.	Picture was taken in Flash-off mode under dark conditions.	Press Flash mode button to cancel setting.
	Image is underexposed.	Compensate exposure with EV button.
Picture does not show natural colors.	Image conditions prevent automatic white balance system from functioning properly.	Include a white or light-colored object in the subject, or use flash for fill.

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SHOOTING AND PLAYBACK PROBLEMS

Problem	Probable Cause	Remedy
Fails to record audio data.	Power is off or the main switch is set to [PLAY (PC)].	Slide the main switch to [REC].
	Battery polarity is reversed or batteries are dead.	Reposition the batteries correctly or replace with fresh batteries.
	Camera is not in Audio Mode.	Press the REC MODE/ERASE button to select Audio mode.
	Shutter release button is not fully pressed down (button is pressed only halfway down).	Press the shutter release button all the way down.
	When the internal memory is selected as the memory drive:	
	- Internal memory is full.	- Delete (or copy and delete) some images to secure enough space.
	When the memory card is selected as the memory drive:	
	- Memory Card is not properly inserted.	- Reinsert the Memory Card.
	- Memory Card is not initialized.	- Initialize the card.
	- Memory Card is write-protected.	- Write-enable the memory card.
	- Memory Card is full.	- Delete some images or replace with a new memory card.
	- Memory Card is expired.	- Replace with a new memory card.

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SHOOTING AND PLAYBACK PROBLEMS

Problem	Probable Cause	Remedy
Fails to play back data or display an image on the monitor.	The main switch is not set to [PLAY (PC)].	Slide the main switch to [PLAY(PC)].
	Proper memory drive is not selected.	Press the SELECT button to select the correct drive.
	When the memory card is selected as the memory drive:	
	- Memory Card is not properly positioned or contains no images.	- Reposition the memory card or replace with a memory card containing recorded images.
	- Memory Card was not initialized in this camera.	- Insert a correctly formatted memory card.
	- Memory Card contains improperly recorded data.	- Insert a memory card with properly recorded data.
	Only Audio play back.	
	AV cable is not correctly connected to the AV output jack of the camera and the input jack of the TV monitor.	Connect the AV cable correctly.
	LCD Monitor is not correctly mounted.	Mount the LCD Monitor correctly on the camera.
	Electric motors or other devices near the camera produce electromagnetic interference.	Move the camera away from interfering devices.

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OTHER PROBLEMS

Problem	Probable Cause	Remedy
Memory card cannot be inserted in the camera.	Memory card does not meet the required specifications.	Insert a recommended memory card.
	Memory Card is upside down or backward.	Insert the memory card correctly.
Camera buttons and switches do not function.	Batteries are dead.	Replace with fresh batteries.
	Camera does not function properly.	<p>Slide the main switch of the camera to [POWER (OFF)], and then slide it back to [REC] or [PLAY (PC)]. If the camera still fails to function properly, try the following:</p> <ol style="list-style-type: none">1. Remove and reinstall all batteries in the camera.2. Slide the main switch to [REC] or [PLAY(PC)] again.
Viewfinder is out of focus.	Diopter is not properly adjusted.	Adjust the dipoter with the Diopter control.
Date is incorrect or the date display is flashing.	The correct date and time have not been set.	Reset the date and time correctly.
The date display is turned off.	Batteries are dead, or batteries were removed from the camera for more than two weeks.	<p>Replace with fresh batteries and reset the date.</p> <p>* Do not remove the batteries immediately after resetting the date. Batteries must remain in the camera for at least 10 hrs. before being removed to prevent date memory from being erased.</p>
Fails to erase a image or initialize a memory card.	Main switch is not set to [PLAY(PC)].	Slide main switch to [PLAY(PC)].
	Memory Card is write-protected.	Write-enable the memory card.

Continuous images or audio images are paused during playback.	Resume and complete playback.
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Camera changes to a mode other than the one selected.	Power was shut off manually or the Auto Power-off system shut down the camera.	Select the mode again.
	Batteries were removed.	Select the mode again.
Counter indicated 2 pictures although only 1 was taken.	Memory underwent more than 4,000 record/erase cycles without being initialized.	Initialize the memory drive.
Auto Power-off system does not work.	Auto Power-Off system was canceled.	Confirm Auto Power-Off system settings.
Buzzer does not sound.	Buzzer was shut off.	Confirm Buzzer Settings (see page 62 of owner's manual).