

My remote will not record or zoom!

Inspect the remote for damage. Do the buttons "stick" or feel like they do not "click"? Or is the light on the remote not turning on?

YES

NO

A new remote is needed. If this does not solve your issue, the port on the camera may be damaged. Repair options are available.

NO

Disconnect from the base of the tower. Connect the remote directly to the camera. Can you control the camera?

YES

The small cable connecting to the top of the tower may be damaged. Does it "click" into the port? Inspect for damage. Replace if necessary.

OR

Small port that looks like a headphone jack may be damaged. If so, an external cable will be needed to bypass the tower.