

Instruction Manual

KICIZOOM® PRINT CAM



VTech understands that a child's needs and abilities change as they grow and with that in mind we develop our toys to teach and entertain at just the right level...

Pre-School

Interactive toys to develop their imagination and encourage language development

Electronic Learning **Computers**

Cool, aspirational and inspiring computers for curriculum related learning

vtech Bally

Toys that will stimulate their interest in different textures, sounds and colours

...responding to colours,

sounds and textures

...understanding cause

...learning to touch, reach, grasp, sit-up, crawl and

lam...

and effect

toddle

want

- ...to get ready for school by starting to learn the alphabet and counting
- ...my learning to be as fun, easy and exciting as can
- ...to show my creativity with drawing and music so my whole brain develops

Ineed

- ...challenging activities that can keep pace with my growing mind
- ...intelligent technology that adapts to my level of learning
- ...National Curriculum based content to support what I'm learning at school

Birth-36 months





INTRODUCTION

Take a photo and print it instantly with the **KidiZoom® PrintCam** by VTech®! The flip-up lens allows for easy selfies too. The camera is iam-packed with fun features like special photo effects, stamps and borders. 3 games, panoramic prints and comic strip maker. You can also turn your photos into line drawings to colour or use the print shop to print games, design and print your own cards, pretend money, accessories, and more. Also functions as a normal digital camera: you can take videos and save photos and videos and transfer by USB. Memory is expandable by microSD card (SD card not included). Includes 1 roll of Thermal Paper that allows you to print in black and white



KidiZoom® PrintCam

(With built-in rechargeable battery. Battery is non-replaceable).



1 Roll of thermal paper



Micro-USB cable



Quick Start Guide



Wrist strap

Note

The metallic coating on the **KidiZoom® PrintCam** is insulating.

INCLUDED IN THE PACKAGE

WARNING

All packing materials such as tape, plastic sheets, packaging locks, removable tags, cable ties, cords and packaging screws are not part of this toy, and should be discarded for your child's safety.

NOTE

Please keep this Instruction Maual as it contains important information.

This toy is only to be connected to equipment bearing either of the following symbols: \Box or #

The battery in this product must not be disposed of with household waste. This battery is recyclable. Please follow your local recycling regulations.

The label covering the camera's screen is packaging material. Please remove this label before use.

Removing the Packaging Locks:

- 1: Turn the packaging lock anticlockwise several times.
- 2: Pull out and discard the packaging lock.

WARNING

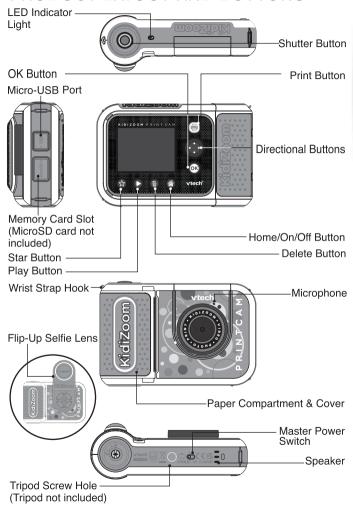
Adult needed to remove small packaging screw.

Removing the Packaging Lock:

- With a screwdriver, turn the packaging screw several times anticlockwise to loosen and remove.
- 2. Safely discard the screw and all packaging products.



PRODUCT LAYOUT AND BUTTONS



1. Master Power Switch

When the switch is set to the position, the camera is disconnected from the battery and the battery will not charge. Move the switch to the position to connect the camera to the battery and allow it to be recharged.

Note: The Master Power Switch is only for resetting the camera with a system reboot. When the camera is in daily use, you should leave the switch in the position.

2. Shutter Button



Press this button to take a picture in Photo mode or to start recording in Video mode. When you're in another mode, pressing this button will take you to Photo mode.

3. Print Button

In Photo or Video mode, press this button and a print preview screen will show and ask you to confirm before printing. From the Home screen or other menu, press this button to go to Photo mode.

4. Star Button

Press this button to change the volume. In Photo or Video modes, press this button to also change camera options.

5. Home/On/Off Button 🚳



Press to turn the camera On. Press and hold for two seconds to turn it Off. While the camera is On, press this button to go to the Home screen or to go back to the previous menu.

6. OK Button OK

Press this button to confirm a choice or action, or as a control in certain games.

Tip: The OK Button can also be used as the Shutter Button in Photo and Video modes.

7. Directional Buttons



Use these buttons to select options, or as controls in certain games.

8. Play Button



Press this button to review photos or movies.

9. Delete Button

Press this button to delete a photo or video or to cancel an operation.

10. Memory Card Slot microSD

Insert a microSD card here to expand the camera's memory. (MicroSD card not included).

11. Micro-USB Port 4 USB

Connect to a computer with the included **Micro-USB Cable** to transfer files to a computer and to charge the camera.

12. Flip-Up Selfie Lens

Flip up the lens to see yourself on-screen as you record and take pictures.

13. LED Indicator Light

This LED is to indicate battery charging status, the LED will light up red when battery is charging and turn to green when charging has completed. In normal mode, the LED will only light up during camera timer countdown or while saving files.

PRODUCT SPECIFICATIONS

Display	2.4" colour LCD
Language	Multilingual (US English, UK English, Deutsch, Español, Français, Nederlands)
Photo Resolution	5 MP: 2560 x 1920 (extrapolated)
	2 MP: 1600 x 1200
	0.3 MP: 640 x 480
Video	320 x 240 default
Resolution	640 x 480 when using memory card without video effects
Video Length	Internal: 5 minutes per each recording file
Limit	Memory card: 10 minutes per each recording file
Digital Zoom	4X
Focus Range	1.1 feet - ∞
Internal Memory	256 MB built-in memory (shared with program data, actual memory available for user storage will be less)
File Format	Photo: Standard baseline JPEG
	Video: AVI (Motion JPEG)
Connectivity	Built-in USB port for computer connection and battery charging
Memory Card Format and Capacity	microSD/microSDHC card (not included) with capacity from 1 GB to 32 GB are recommended
Battery	Rechargeable Li-ion battery (battery is not replaceable)
Printer	Printer Type: Black & white thermal printer (No ink used) Thermal paper roll Dimensions: 57 mm width x 28 mm max diameter
Operating Temperature	32°F to 104°F (0°C to 40°C)

STORAGE CAPACITY FOR REFERENCE

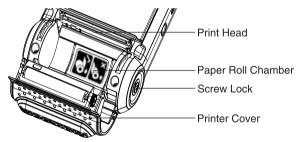
Memory Size		Photos (5 MP)	Photos (2 MP)	Photos (0.3 MP)	Video (minutes)
Internal Memory		320	380	1,930	8
Memory Card	2 GB	3,600	4,400	22,100	90
	4 GB	7,300	8,800	44,200	180
	8 GB	14,700	17,700	88,500	370
	16 GB	29,500	35,400	177,000	740
	32 GB	59,000	70,800	354,100	1,480

Note: The above amounts are approximations. The actual amount depends on the shooting environment. The video length limit is 5 minutes (internal memory) or 10 minutes (memory card) per file. The video length estimation is based on 320 x 240 video resolution.

PRINTER OPERATION

Precautions

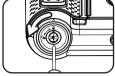
- For best results, refill the paper with the KidiZoom® PrintCam Paper Refill Pack.
- To ensure your child's safety, only adults should change the paper rolls, and make sure the **Printer Cover** is always locked.
- Do not open the cover during or right after printing is finished, let the Print Head cool down sufficiently before replacing the paper roll.
- Do not pull out the thermal paper when the cover is closed as this may damage the printer.
- Avoid touching the Print Head with your hands or other objects. If cleaning is needed, please clean the Print Head with a microfibre lint-free cloth.
- Thermal printing technology is not designed for long-term storage.
 To keep your images looking sharp for as long as possible, keep them out of direct sunlight. Also keep a backup digital copy of any important memories.



Paper Installation

For your child's safety, only adults should install the paper rolls.

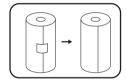
 Locate the Screw Lock at the bottom of the camera, and use a screwdriver (not included) to turn the screw anticlockwise and move it to the unlocked position.



Locate the finger pull tabs on both sides of the **Printer Cover** and lift with two fingers as illustrated.



Remove the sticker to unfasten the roll.Note: The sticker is not part of this toy and should be discarded for your child's safety.



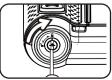
 Insert the new roll of paper into the Paper Roll Chamber as illustrated, ensuring that the tail of the paper comes off the bottom of the roll and not the top.



Leave a small amount of paper protruding and close the **Printer Cover**.



Tear off the excess paper and use your screwdriver to secure the **Screw Lock** in the closed position.



Printing

In Camera or Video modes, press the **Print Button** to bring up the print preview screen. From here you can adjust the print intensity with the icon or cancel with the icon. Press the **Print Button** or check mark to proceed to print your image and save a digital copy.



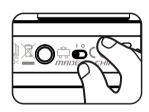
Drawing on Thermal Paper

For best results we recommend using felt-tipped pens or markers.

GETTING STARTED

When you use the KidiZoom® PrintCam camera for the first time, switch the Master Power Switch to the position.

When the **Master Power Switch** is in the position, it is not possible to charge the camera or play any activities, and the system clock will reset.



Battery Charging

Note: Adult operation required.

- Make sure the camera is not in use and the Master Power Switch is in the position. Pull up the rubber cover that is over the Micro-USB Port on the side of the camera.
- Insert the Micro-USB Cable (small end) into the Micro-USB Port on the camera
- Insert the large end of the Micro-USB Cable into a USB port on a computer.
- When the battery is charging, a red LED will illuminate and you will see the battery charging icon.
- When the battery is fully charged, the LED will turn green and the screen will turn off. Disconnect the camera from the power source.





Charging Guidelines

Only charge this device using the included **Micro-USB Cable** connected to a computer. Do not charge using a third party adaptor. Before use, inspect the cord to confirm that it is in good condition and that there are no breaks or exposed wires. Ensure there are no particles or liquid (water, juice, etc.) in either of the connectors before plugging in either end of the cable. The device should be completely dry with no debris in the cable connectors when charging. Plug in the cable securely, in the correct orientation. If the device is on when plugged in, a dialog box may open on your computer to allow you to access the device's drive. Never leave the device unattended while charging. Do not charge your device on soft surfaces, as they can trap heat around the device. Typical charging time is between four to seven hours if the battery is fully depleted. Disconnect the device when it is fully charged. Do not leave the device charging for more than 7 hours.

Note: The actual charging time depends on the charging current, the existing charge and the ambient temperature of the charging environment.

The optimal ambient temperature is 32°F to 104°F (0°C to 40°C).

Battery Life

Like with other electronic devices, the more the camera is used, the more quickly the battery will drain. The battery will last approximately four hours with continuous use while taking photos and videos. However, with more printing usage, the battery will run down quicker. The remaining battery capacity will display \blacksquare in the top right corner of the screen. When the battery level is low \blacksquare , the system will restrict printing and reduce the speaker volume. Recharge the battery before further use. When the battery level is too low \checkmark , the camera will not turn on until it is charged.

Automatic Shut-Off

To preserve battery life, the **KidiZoom® PrintCam** will automatically shut off after a few minutes without input.

Battery Maintenance

Charge the camera regularly to keep it operating at optimal performance, even when the camera isn't in use. Be sure to charge the camera at least every six months.

This toy contains batteries that are non-replaceable.

Australia/New Zealand

WARNING! SAFETY INSTRUCTIONS, PLEASE READ THOROUGHLY BEFORE GIVING THIS PRODUCT TO A CHILD. KEEP AWAY FROM FIRE OR HEAT SOURCE.

BATTERIES CANNOT BE REPLACED.

The batteries within this toy are permanently encased. Before giving this toy to a child make sure there are no signs of damage. Regularly check the toy and dispose of it immediately if there are any signs of damage. Do not dispose of the toy in a fire, as the batteries may leak and explode. Keep batteries safely out of children's reach before disposing of them via a safe disposal system.

Disposal of batteries and product

The crossed-out wheelie bin symbols on products and batteries, or on their respective packaging, indicates they must not be disposed of in domestic waste as they contain substances that can be damaging to the environment and human health.

The chemical symbols Hg, Cd or Pb, where marked, indicate that the battery contains more than the specified value of mercury (Hg), cadmium (Cd) or lead (Pb) set out in the Batteries and Accumulators Regulation.

The solid bar indicates that the product was placed on the market after 13th August, 2005.

Help protect the environment by disposing of your product or batteries responsibly.

VTech® cares for the planet.

Care for the environment and give your toy a second life by disposing of it at a small electricals collection point so all its materials can be recycled.

In the UK:

Visit www.recyclenow.com to see a list of collection points near you.

In Australia & New Zealand:

Check with your local council for kerbside collections.

Battery disposal/recycling

As a responsible distributor, **VTech**® is committed to ensuring the correct disposal of batteries and reducing the environmental damage they can cause.

VTech® offers a returns program for products with inaccessible batteries (i.e. built-in Lithium Polymer batteries).

Please email consumer_services@vtech.com with the subject "battery disposal" to obtain a returns form.

Memory Card Installation

The KidiZoom® PrintCam camera is compatible with microSD and microSDHC memory cards up to 32 GB. To install:

- · Make sure the camera is Off.
- Open the cover over the Memory Card Slot on the side of the camera.
- Insert a memory card (not included)
 as illustrated. Once the memory card is detected, the memory card
 will automatically be used as the default memory.
- To remove the memory card from the camera, push the card once and it will eject.

Note

- VTech® recommends that you format your memory card before using it with the KidiZoom® PrintCam camera.
- Data stored on the camera's internal memory will not be accessible while the memory card is in use. Be sure to back up all data to a computer regularly to prevent loss of photos and video.

Frequency is set correctly in the camera's Settings menu. (See the Settings section in this Parent's Guide). Avoid having a direct light source pointing towards the camera.

TO BEGIN USING KIDIZOOM® PRINTCAM

Make sure the **Master Power Switch** is in the position and charge the camera before using.



Press the **Home/On/Off Button (6)** to turn the camera **On**. When turning the camera **On** for the first time, you will be asked to select the language and set the date and time.

Note: If the battery level is too low and cannot keep the clock running, enter the time and date again after recharging. If you wish to later change the language, date or time, you can do so from the **Settings** menu.

Home Menu

There are eight modes:

- 1. Photo
- 2. Video
- 3. Click and Colour
- 4. Panorama
- 5. Comic Strip Maker
- 6. Print Shop
- 7. Games
- 8. Settings

NOTE: The Games icon will be replaced by the Playback icon if games are disabled. To disable games, please refer to Parental Control section of this Parent's Guide.

Adjust Speaker Volume

Press the **Star Button** to show the option panel. Select the **Speaker** icon and press the **Left** or **Right** Directional Buttons to adjust the volume.

Photo and Video Playback

Press the **Play Button** to view your photos and videos.

- The most recent file will appear first.
 - Press the **Left (** or **Right) Directional Buttons** to select the previous or next file. Press the **Up** \longrightarrow or **Down** \longrightarrow **Directional Buttons** to jump to the previous 10 or next 10 files.
- Press the OK or or Play Button to enlarge a photo to 2X or 4X or view a video/panoramic photo. Press the Delete Button to delete the current file or choose to delete all photo and video



files in the memory. Further confirmation is necessary to delete all photo and video files.

- While playing a video, press the Left (and Right) Directional Buttons to toggle fast-forward or fast-rewind functions at 1X, 2X, and 4X speeds. Press the OK Button to pause or resume playing.
- Panoramic photos will automatically scroll horizontally when being viewed. Press the OK Button to pause or resume the scrolling or press the Left and Right Directional Buttons to move through the image manually. Press the Home Button to pause or resume playing.

Turning Off the KidiZoom® PrintCam Camera

To turn the camera **Off**, press and hold the **Home/On/Off Button 6** for two seconds. The camera will also automatically turn off after a few minutes without input.

MODES



Take Photos

- Press the Shutter Button or OK Button or to take a photo.
- Press the Left (and Right) Directional Buttons to cycle through different photo effects.
- Press the Up
 and Down
 Directional Buttons for 1X to 4X digital zoom.
- Press the Print Button in to bring up the print preview screen.
 Press the Print Button or tick to proceed to print your image and save a digital copy.

Self-Timer or Face-Timer Modes

From the camera preview screen, press the **Star Button** to view the Option menu. In Timer mode, select Self-Timer to use a 10 second countdown timer before taking a photo or select Face-Timer to automatically take a photo when a stable face is detected. The Timer mode will turn off every time the camera is switched off.



Record Video

- Press the Left (and Right) Directional Buttons to cycle through video themes and effects.
- Press the Shutter Button or OK Button to start recording a video. Press either button to stop recording.
- Press the Up
 and Down
 Directional Buttons for 1X to 4X digital zoom.
- After recording completes, press the OK Button to play your video, or press the Delete Button to delete the video. When a video is playing, press the OK Button or Shutter Button to skip review and return to Record mode.
- Press the Print Button et to print an instant video frame if recording has not started. The instant video frame will not be saved to memory.

Self-Timer or Face-Timer Modes

In video preview screen, press the **Star Button** to pop up the option menu. In Timer mode, select Self-Timer to use a 10 second countdown timer before video capture begins or select Face-Timer to automatically start capturing when a stable face is detected.

The Timer mode will turn off every time the camera is switched off.



Click and Colour

In this mode you can take a photo or select a previous photo and convert it into a line drawing and print it for colouring.

First, take a photo or select a photo previously taken and press the $\bf OK$ $\bf Button$ $\bf or$ to go to next screen.



Panorama

After watching the introduction animation, press the **OK Button** or to go to the Capture screen and take two to four photos to stitch together for your panoramic photo. You can view or print your completed panoramic photos in Playback mode.



Comic Strip Maker

In this mode you can create your very own comic strip.

1. Comic Template

Select Sample Comic or Make Your Own to start. The Sample Comic story comes with a four-panel preset story with speech bubbles. You can replace the background with other subjects or add new stamps to customise the comic strip. Select Make Your Own to create a comic from your own imagination.



2. Strip Editor

In this screen you can select a panel and edit from the Panel Editor screen. Each strip can have a maximum of four panels.

When you finish all panels, press the **Down**Directional Button to select the bottom icons to change the outline border style, print



the comic strip, or save the comic strip as a picture and finish.

To remove a panel from the comic strip, press the **Delete Button**

You can view or print the saved comic strip in Playback later.

3. Panel Editor

If the selected panel is empty, you will be taken to the Background Photo screen automatically.

You can edit the selected panel in this screen with these tools:



Background Photo

Select this icon to change the comic background. You can either

take an instant photo or select a photo from memory and convert it into one of the comic effects provided in the next step. Press the **OK Button** or to confirm changes to the background.

Border

Select a comic border for the background. If you want to remove the added border, press the **Delete Button** .

Stamp

Select a stamp to add, follow the steps to flip or resize and move the stamp. You can add maximum 10 stamps in each panel. If you want to remove the added stamps, press the **Delete Button**.

Return

Select this icon to return to the Strip Editor screen.



Print Shop

In this mode you can select a print template from the library, customise or take a photo to make your creation unique, and then print and colour.



Print Shop Menu

Mini Cards

Customise a single-fold or tri-fold card to give to a friend!



Costume Party

Mix and match different costumes and hairstyles with your face to print out and colour.



Colour By Numbers

Choose a template to print, then follow the key and colour within the lines to reveal the hidden picture.



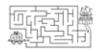
Tic-Tac-Toe

Customise and print out a best-of-five Tic-Tac-Toe tournament game board.



Mazes

Print out mazes to complete and customise them with your photo.



More

Customise and print out small crafts to cut out and colour including bracelets, bow ties, neck ties, play money, labels and notepads.





Games

There are three games on the KidiZoom® PrintCam camera.

1. Crystal Blast

Connect three or more of the same crystals horizontally, vertically or diagonally to clear them. Press the Left (and Right) Directional Buttons to select a column and then press the OK Button or to drop it. The Rainbow Crystal can be used as a universal crystal, while the stone can only be cleared with vertical or horizontal bombs. Try to clear all crystals as soon



horizontal bombs. Try to clear all crystals as soon as possible or a new row of crystals will appear.

2. Hopping Clown

The Hopping Clown is the finale of the circus show. Hold and release the **OK Button** in time to help him jump precisely over platforms to complete the performance.



3. Baby Sloth

Help teach the baby sloth to climb back to her mum. Press the **Left** and **Right** Directional **Buttons** to move the sloth between the twigs. Collect leaves to speed up and avoid poisonous obstacles along the way.





1. Brightness

Adjust the brightness of the LCD screen.

2. Memory

Review the status of the camera's internal memory or of the memory card (if one is inserted). There are two advanced options:

a. Format

This will erase all data in the internal memory or memory card (if one is inserted).

b. Factory Reset

Factory Reset will erase the contents (including photos, videos and files) stored in the internal memory and reset all system settings to factory default, such as the file index, camera settings and game progress. Files in the memory card (if used) will not be erased.

Note: When a memory card is inserted, data stored in the internal memory cannot be accessed on the camera unless the memory card is removed. When the memory of the camera is getting full, or when the file indexes are used up, back up all the files to your computer and then delete all the files on your camera. To do this, either go to Settings and format the memory, or delete all photos and videos from Playback mode.

3. Camera Settings

Photo Resolution

Photos can be saved at either 5 MP, 2 MP, or 0.3 MP quality settings.

Please refer to the **Product Specifications** and **Storage Capacity** sections for more details.

Indoor Light Frequency

The default frequency is set according to your region. Please leave your camera set to the default value unless you are travelling.

4. Date & Time

To change the date or time, press the **OK Button** and use the **Directional Button** to adjust the settings and press the **OK Button** to save.

5. Language

Choose from a list of available languages to change the text interface of the camera.

6. Parental Controls

The Parental Controls menu allows you to limit playtime for the games or set a print limit.

Press and hold the **Star Button** and until you see a pop-up message asking for a passcode. Use the **Directional Buttons** to enter the two-digit answer to the maths problem and press the **OK Button** to proceed.

On the next screen, you can choose from the following options:

a. Game Time Limit

By default there is no time limit enabled, you can choose a limit of 15, 30, 60 or 90 minutes per day. Once a time limit is reached, games will not be accessible until the following day. When games are disabled, icons will appear in the Main Menu in a slightly different configuration.

b. Daily Print Limit

By default there is no print limit enabled, you can choose a limit of 10, 20 or 50 prints per day.

Tip: This feature is designed for parents of children who cannot yet read, as access to the setting is granted by following simple, on-screen instructions.

TRANFERRING FILES TO A COMPUTER

You can connect the **KidiZoom® PrintCam** camera to a PC or Mac using the included **Micro-USB Cable**. Once a computer is connected, you can transfer files between the camera and computer. Please follow these steps:

- Insert the Micro-USB Cable (small end) into the Micro-USB Port on the camera
- Insert the larger end of the Micro-USB Cable into a USB port on the computer.

 On the computer, you will see a removable drive called VTech 5491. Please use this to transfer files to and from the camera. There is another removable drive called VT SYSTEM, which is for the storage of system data only. Do not use or remove the VT SYSTEM drive

Note

Once the camera is connected to your computer, keep it connected while files are uploading or downloading. After you finish, safely eject the camera electronically from your computer and then physically disconnect the camera.

To avoid potential damage to your KidiZoom® PrintCam, ensure the rubber cover over the Micro-USB Port is firmly closed when the camera is not connected to a cable.

To Back Up Photos or Videos

- Open the DCIM folder on the removable drive VTech 5491.
- Drag and drop your photos or videos from their subfolders to a location on your computer to back them up.

To Transfer Photos or Videos to KidiZoom® PrintCam

- Select the photo or video files you would like to upload from your computer first.
- Open the DOWNLOAD folder on the removable drive VTech 5491.
 Drag and drop your photos into the PHOTO folder, and videos into the VIDEO folder.

Note

Do not transfer photo or video files created by other cameras onto the **KidiZoom® PrintCam** camera, as these file formats may not be compatible.

Minimum System Requirements

Microsoft® Windows® 8 or Windows® 10 Operating System, Mac OS X 10.10, 10.11, macOS 10.12 to 11.

USB port required.

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USB Cable: The USB cable provided with this product complies with FCC and other regulatory emission limits. If using a USB cable other than the one provided, please note that in order to not exceed FCC and other regulatory emissions limits, a shielded cable must be used.

- Do not drop the camera on a hard surface and do not expose it to moisture or water.
- Keep the Lens clean. If the images are blurry, it could be because there is dust or dirt on the Lens.

WARNING

A very small percentage of the public, due to a pre-existing condition, may experience epileptic seizures or momentary loss of consciousness when viewing certain types of flashing colours or patterns.

While the **KidiZoom® PrintCam** camera does not contribute to any additional risks, we do recommend that parents supervise their children while they play games. If your child experiences dizziness, altered vision, disorientation, or convulsions, discontinue use immediately and consult your doctor. Please note that focusing on the **KidiZoom® PrintCam** camera at close range and handling it as a game controller for a prolonged period of time may cause fatigue or discomfort. We recommend that children take a 15-minute break for every hour of play.

WRIST STRAP ATTACHMENT

- Locate the thread loop on the end of the strap. Insert it into the Strap Hook and push through.
- 2. Feed the end of the strap up through the loop and pull it all the way through.
- Pull gently to ensure the loop is securely tightened around the Strap Hook.

CARE & MAINTENANCE

- Keep the rubber cover of the Micro-USB Port and Memory Card Slot tightly closed while the camera is not in use in order to prevent dust or water from getting into it.
- Keep the camera clean by wiping it with a slightly damp cloth.

- Turn the camera off at the Master Power Switch if it will not be in use for an extended period of time.
- Keep the camera out of direct sunlight and away from any direct heat sources.

TROUBLESHOOTING

Consult this section if you experience difficulty while operating your **KidiZoom® PrintCam** camera.

Problem	Solution		
The camera is not working	Turn the Master Power Switch off for 30 seconds. Turn the Master Power Switch on again and then press the Home/On/Off Button to turn it on. The camera should now work properly. If the camera still does not work, recharge the battery and try again.		
Screen display is abnormal	 Turn the Master Power Switch off for 30 seconds. Turn the Master Power Switch on again and then press the Home/On/Off Button to turn it on. The screen display should be normal again. 		
Photos and videos are not clear	 Make sure the lighting conditions of the shooting environment are adequate. Check to see if the Lens is clean. 		
Recorded video is not smooth	 Check your memory card's performance. We recommend using a Class 10 or above microSD or microSDHC card. Using a memory card with lower performance may slow the video datawriting on the card and thus affect the video quality. The performance of some memory cards will slow down after they have been used for a long time. If you have this problem, first back up your files and then re-format the card. 		

TROUBLESHOOTING

Can not connect to computer	Check the connections on the USB cable between the camera and the computer and review the connection procedures in this manual. Turn the Master Power Switch off for 30 seconds. Turn the Master Power Switch on and connect to the computer again.		
Problem	Possible Solutions		
Flickering in recorded video	Check if the Indoor Light Frequency setting is correct. Avoid having both sunlight and indoor lighting appear at the same time in your video composition.		
Memory card can not be detected	 Check if the memory card is correctly inserted. Check to see if the memory card is the supported type. The camera only supports microSD or microSDHC card. Check to see if the file system of your memory card is FAT or FAT32. The KidiZoom® PrintCam camera does not support NTFS or exFAT file systems. Be sure to back up all important data from your memory card and format it in either the FAT or FAT32 file system before using in your KidiZoom® PrintCam. 		
Can not view the downloaded video or photo files	Check if the downloaded files are in the correct directory on the KidiZoom® PrintCam. Photos should be put in the DOWNLOAD/PHOTO folder, and videos should be put in the DOWNLOAD/VIDEO folder. KidiZoom® PrintCam only supports these formats: Photos in Standard Baseline JPEG, and videos in AVI (Motion JPEG) created by the KidiZoom® PrintCam camera.		

Printed images are not clear	Check if the printing contrast is set too low or too high. To change the print contrast, from print confirmation screen, use the contrast icon to adjust to the best output result.	
	Check if the print head needs to be cleaned, please refer to Printer and Roll Paper section in this manual for more details.	
	Refill the paper with the KidiZoom® PrintCam Paper Refill Pack	
Problem	Possible Solutions	
Some noise is heard when printing / Prints have heavy banding or are heavily distorted	Check if the paper roll is jammed, if jamming has occurred, remove any wrinkled paper and reinstall the roll before further printing.	
	If the camera is jostled while printing, the paper roll may be out of alignment. Try reinstalling the paper to see if that solves the problem.	
	Sometimes the paper roll may become unraveled and not fit well in the chamber, check that the roll is wound tightly and reinstall it.	
No paper comes out when printing	Check if the paper roll is installed correctly, please refer to Paper Installation in this Parent's Guide for detailed instructions.	
	Check if the paper is jammed.	
	Check if the paper roll is empty and needs to be refilled.	

If the problem persists, please contact our Consumer Services
Department and a service representative will be happy to help you.

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