

## **You cannot turn on the product.**

- After inserting the battery pack into the product, it may take a few moments for the product to power up.
- Make sure that the battery pack is inserted correctly.
- The battery pack will discharge by itself even if you do not use it. Charge the battery pack before use.
- Make sure that the battery is NP-BX1.

## **The power turns off suddenly.**

- Depending on the product and battery pack temperature, the product may turn off automatically to protect itself. In this case, a message is displayed on the product screen before the product turns off.
- If you do not operate the product for a certain period of time, it turns off automatically to prevent wearing down the battery pack. Turn on the product again.

## **The remaining battery level indicator shows an incorrect level.**

- This phenomenon occurs when you use the product in an extremely hot or cold location.
- Battery capacity decreases over time and through repeated use. If decreased usage time between charges becomes significant, it is probably time to replace it with a new one.

## **The charge lamp on the product flashes when charging the battery pack.**

- Make sure that the battery is NP-BX1.
- Remove the battery pack and then reinsert it into the product.
- Batteries which have not been used for more than a year may have deteriorated.
- Charging has paused temporarily because the camera is not within the appropriate temperature range.
- This phenomenon occurs when you charge the battery pack in an extremely hot or cold location. The optimum temperature for charging the battery pack is between 10 °C and 30 °C (50 °F and 86 °F).

## **The battery pack is not charged.**

- When the battery pack is not charged (the charge lamp does not light) even if you follow the proper charging procedure, check if the power of the product is turned off, then remove the battery pack and re-insert the same battery pack securely, or disconnect and reconnect the USB cable.

## **The monitor does not turn on even when the product is turned on.**

- [FINDER/MONITOR] has been set to [Viewfinder] and the Electronic Viewfinder is popped up. Push down the Electronic Viewfinder or change [FINDER/MONITOR] to [Auto].

## **You cannot insert the battery pack into the product.**

- Make sure the direction of the battery pack is correct, and insert it until the battery lock lever is locked.
- Make sure that the battery is NP-BX1.