

# Troubleshooting

## Troubleshooting

If you experience trouble with the product, try the following solutions.

1. Check the items under “Troubleshooting”, then check the product.

If a message such as “C/E:□□:□□” appears on the screen, refer to the self-diagnosis display.

2. Remove the battery pack, wait for about one minute, re-insert the battery pack, then turn on the power.
3. Initialize the settings.

## 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.

## 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.
- Batteries which have not been used for more than a year may have deteriorated.
- 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 inserted in the camera is not charging.

- Charge the battery pack with the camera's power turned off.

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] is set to [Viewfinder] and the Electronic Viewfinder is pop-up. Push down the Electronic Viewfinder or set [FINDER/MONITOR] to [Auto].

You cannot find the wireless access point to be connected.

- Wireless access points may not be displayed on the product due to signal conditions. Place the product closer to the wireless access point.
- Wireless access points may not be displayed on the product depending on the access point settings. Refer to the instruction manual of the wireless access point.

[WPS Push] does not work.

- [WPS Push] may not work depending on the access point settings. Check the SSID and password of the wireless access point, and perform [Access Point Set.].

[Send to Computer] is canceled halfway.

- When the battery remaining level is low, [Send to Computer] may be canceled halfway. Charge the battery pack and try again.

You cannot send movies to a smartphone.

- You cannot send XAVC S movies to a smartphone.

- You cannot send AVCHD movies to a smartphone. Set [  File Format ] to [MP4] to record movies.

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[Smart Remote Embedded] or [Send to Smartphone] is canceled halfway.

- When the remaining battery level is low, [Smart Remote Embedded] or [Send to Smartphone] may be canceled halfway. Charge the battery pack and try again.

You cannot use One-Touch connection (NFC).

- Place the  (N mark) on the smartphone and the  (N mark) on the product as close together as possible. If there is no response, move the smartphone a few millimeters or move the smartphone away from this product, wait more than 10 seconds, and then touch them together again.
- [Airplane Mode] is set to [On]. Set [Airplane Mode] to [Off].
- Check whether the NFC function is activated on your smartphone. For details, refer to the instruction manual of the smartphone.
- Do not place any metal objects other than a smartphone near the  (N mark).
- Do not contact two or more smartphones to this product at the same time.
- If another NFC-based application is running on your smartphone, terminate that application.

The lens gets fogged.

- Moisture condensation has occurred. Turn off the product and leave it for about an hour before using it.

The product stops with the lens portion extended./The product turns off with the lens portion extended.

- Do not attempt to force lens that has stopped moving.
- Insert a charged battery pack, then turn the product on again.

The product becomes warm when you use it for a long time.

- This is not a malfunction. Turn off the product and do not use it for a while.

The Clock Set screen appears when you turn on the product.

- Set the date and time again.
- The internal rechargeable backup battery has discharged. Insert a charged battery, and set aside for 24 hours or more with the power left off.

The number of recordable images does not decrease, or decreases two images at a time.

- This is because the compression rate and the image size after compression change depending on the image when you shoot a JPEG image.

The product does not work properly.

- Turn off the product. Remove the battery pack and insert it again. If the product is hot, remove the battery pack, and allow it to cool down before trying this corrective procedure.
- If an AC-UD10/AC-UD11 AC Adaptor (sold separately) is used, disconnect the power cord. Connect the power cord and turn on the product again. If the product repeats the same error often or still does not work after trying these solutions, consult your Sony dealer or local authorized Sony service facility.

Situations this product has difficulty handling

The product cannot take full advantage of some features under certain circumstances. When shooting under the following conditions, either recompose the shot or change the shooting mode, then shoot the images again.

Low light conditions

- Sweep Panorama
- Lock-on AF

Overly bright conditions

- Lock-on AF

Varying levels of brightness

- Lock-on AF

Flickering lights

- Sweep Panorama

Subjects too close to the product

- Sweep Panorama

Large moving subjects or subjects that move too quickly

- Superior Auto
- Sweep Panorama
- Auto HDR

- Lock-on AF

Subjects too small or too large

- Sweep Panorama
- Lock-on AF

Scenes with little contrast, such as the sky or a sandy beach

- Sweep Panorama
- Superior Auto

Scenes changing constantly, such as a waterfall

- Sweep Panorama
- Superior Auto

### Self-diagnosis display

If a code starting with a letter of the alphabet appears, the self-diagnosis function on this product is working. The last two digits (indicated by □□) will differ depending on the state of this product.

If you cannot solve the problem even after trying the following corrective actions a few times, this product may need repair. Contact your Sony dealer or local authorized Sony service facility.

#### C:32:□□

- There is trouble with the product's hardware. Turn the power off and on again.

#### C:13:□□

- This product cannot read or write data on the memory card. Try turning off and on this product again, or taking out and inserting the memory card several times.
- An unformatted memory card is inserted. Format the memory card.
- The inserted memory card cannot be used with this product, or the data is damaged. Insert a new memory card.

#### E:61:□□

#### E:62:□□

#### E:91:□□

- A product malfunction has occurred. Initialize this product, then turn the power on again.

E:94:□□

- There is a malfunction when writing or deleting data. Repair is required. Contact your Sony dealer or local authorized Sony service facility. Be prepared to give all numbers in the error code beginning from the E.

## Warning messages

### **Set Area/Date/Time.**

- Set the area, date and time. If you have not used the product for a long time, charge the internal rechargeable backup battery.

### **Unable to use memory card. Format?**

- The memory card was formatted on a computer and the file format was modified. Select [Enter], and then format the memory card. You can use the memory card again, however, all previous data in the memory card is erased. It may take some time to complete the format. If the message still appears, change the memory card.

### **Memory Card Error**

- An incompatible memory card is inserted.
- Formatting has failed. Format the memory card again.

### **Unable to read memory card. Reinsert memory card.**

- An incompatible memory card is inserted.
- The memory card is damaged.
- The terminal section of the memory card is dirty.

### **This memory card may not be capable of recording and playing normally.**

- An incompatible memory card is inserted.

### **Processing...**

- When performing noise reduction, the reduction process takes place. You cannot do any further shooting during this reduction process.

### **Unable to display.**

- Images recorded with other products or images modified with a computer may not be displayed.

### **Unable to print.**

- You tried to mark RAW images with a DPOF mark.

### **Internal temp. high. Allow it to cool.**

- The product has become hot because you have been shooting continuously. Turn the power off. Cool the product and wait until the product is ready to shoot again.



- You have been recording images for a long time, the product temperature has risen. Stop recording images until the product cools.

### **Recording is unavailable in this movie format.**

- Set [  File Format] to [MP4].



- The number of images exceeds that for which date management in a database file by the product is possible.



- Unable to register to the database file. Import all the images to a computer and recover the memory card.

### **Image DataBase File error**

- There is something wrong in the Image Database File. Select [Setup] → [Recover Image DB].

### **System Error**

#### **Camera Error. Turn power off then on.**

- Remove the battery pack, and then re-insert it. If the message appears frequently, consult your Sony dealer or local authorized Sony service facility.

#### **Unable to magnify.**

#### **Unable to rotate image.**

- Images recorded with other products may not be enlarged or rotated.