

## Common Questions



Models 301, 302, 310, 311, 320 & 321

The information below is in addition to the information contained in the USER MANUAL. The USER MANUAL contains set up instructions and other valuable information on how to have the best results when utilizing each model of the Camera Mask.

The information below may be updated periodically.

### COMMON QUESTIONS:

#### **Can the Camera Mask utilize a 4GB, 8GB or 16GB micro SDHC (High Capacity) card?**

The Explorer Series Camera Mask will only support up to a 2 GB micro SD card. The Explorer Series will freeze if a 4GB+ SDHC card is inserted. The VideoMask Series will support both a microSD card and a microSDHC card up to 16GB. The Scuba Series will support both a microSD card and a microSDHC card up to 32GB. The 32GB may not be available at retail, but is expected to become available.

#### **Where is the Serial Number Located?**

The Serial Number is located inside the lower left compartment (when looking at the back of the mask). Remove the lower left cap and look for the serial number sticker inside the compartment. For the Scuba Series, you will have to remove the battery plug to see it.

#### **Will the Camera Mask download to either a PC or a MAC computer?**

Yes. All Camera Mask models create files that can be downloaded and viewed on a PC or on a MAC. No software beyond what you would normally use to view images or videos is required to view the photos or to play the video files. The Camera Mask acts like an external hard drive, similar to a USB thumb drive. The 3rd party editing software that may come with the Camera Mask is PC only, but it is not utilized for downloading the photos and videos. It is only an accessory.

#### **Will the Camera Mask work in Salt Water and Fresh Water?**

Yes. You may use the Camera Mask in oceans, lakes, rivers and pools. Make sure you rinse the Camera Mask with fresh water to clean off any salt, chlorine or debris after each use. Make sure to press the buttons while the mask is submerged underwater to insure that no salt remains on the button rods.

#### **What is the price of the Camera Mask?**

We only wholesale our products at this time. The pricing will be determined by retailers in your region.

#### **Do you offer prescription lenses?**

At this time we do not offer prescription lenses for the Camera Mask. This may become available at a later date or through a third party. Please check our website periodically as this option may become available.

#### **How do I delete my images and videos?**

You may select and delete files when connected to a computer. Please see the USER MANUAL for complete instructions.

#### **Do you have more than one size Camera Mask?**

The Camera Mask Mid size fits most faces. The silicone skirt conforms to a variety of face sizes and shapes from teens to adult males. If you have a wider than average face or a larger than average nose, then you should choose the Large size. Currently the Large is only available in two models: Item #311 VideoSeries and Item #321 Scuba Series.



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### **What is the weight of the mask?**

The mask weight is approximately 0.65 lbs or 0.295 Kilograms. The weight is not noticeably different from other masks.

### **Does it come with a light or a flash?**

You may add Liquid Image side lights to all models created in 2009. Lights are recommended for dives with low lighting conditions, such as dives beyond 20 feet, dives on overcast days, night dives, or night snorkeling. You may also choose to carry a hand held underwater light source to bring out additional color underwater. Underwater torches are sold at stores where you find other Scuba Equipment.

### **How can I adjust the settings of the Camera Mask?**

Adjustable settings were not created for a reason. This camera is meant to simplify underwater photos and videos. The product was created to be easy to use, yield the best possible results most of the time and to minimize the number of distractions created by a camera while swimming or diving. It is not intended to compete with high end underwater camera equipment, although the quality is nice.

### **What type of image or video files are created?**

Please see the SPECS tab on our website for the the model you are interested in.

**NOTE:** You may download an undedited file from our website to test your computer's ability to playback a file recorded from the Camera Mask that you are interested in purchasing.

<http://www.liquidimageco.com/products/cameras/index.html>

Click on the model you would like, then choose the **Video** Tab at the bottom of the page, then click on **UNCOMPRESSED RAW VIDEO FOR ACTUAL QLTY - DOWNLOAD LINK**

Test our file on your computer to see if it will playback. Watch to see if the playback is smooth. This will help to determine if your computer is set up to playback the files created with that model.

### **Can I use this for surfing, white water rafting or while riding my motorcycle?**

No. Please do not use the Camera Mask for purposes other than swimming, snorkeling or scuba diving. Please read all precautions and warnings in the USER MANUAL prior to use.

### **How long of a Video can I record?**

Please see the USER MANUAL. Video recording time may be increased by adding a micro SD or microSD/SDHC card depending on your model. All models can record over 1 hour of video if a large enough memory card is added.

### **Is there any difference in the video quality between the 3.1 MP and 5.0 MP Explorer Series Camera Mask?**

The video is VGA 640 x 480 for both models of the Explorer Series Camera Mask. There is a



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difference in the quality of the video captured on each model due to the difference in the lenses, sensors and firmware. You might notice the difference in the detail, color or sharpness of the videos.

### **Does the Camera Mask record sound?**

The Explorer Series Camera Mask does not record sound. The VideoMask Series and Scuba Series both record sound.

### **Does the LCD display screen display my images and videos?**

No. The LCD display screen tells you the mode, battery life and quantity of image or video files recorded. It will also indicate if you have a micro SD card inserted. It is difficult to review images and videos while underwater or while in the sun, so the Camera Mask does not have an image display screen. Run the practice tests described in the USER manual or the SUPPORT videos prior to an outing. This will help you to take the best possible photos or videos while utilizing the Camera Mask. With the use of a Micro SD Card you are able to record a large number of files, which you may review once you have returned to your computer.