

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 the Camera Mask.

Please look at the following sections of your USER MANUAL for answers to common problems first.

- Set up
  - Inserting or Replacing Batteries
  - Inserting Micro SD Memory Card
  - Storage Compartment
- Recording Pictures and Video
  - Still Image Mode
  - Video Mode
  - Power Off
- Transferring Still images and video to a computer
  - Opening Memory Compartment
  - Connecting and Transferring Files
  - Disconnecting and Closing Memory Compartment
- Camera Test Instructions
  - Part One - Taking test images and videos
  - Part Two - File Size Test
  - Part Three - Using the Cross Hairs (View Finders)
  - Part Four - Testing the CAMERA MASK in water
- Commonly Asked Questions and Troubleshooting

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The information below may be updated periodically.

## TROUBLESHOOTING

### **My Camera Mask froze or isn't working. What should I do?**

Please read the USER Manual.

The most common reason for a Camera Mask to stop working is when a microSDHC card (4GB or larger) is inserted into the Explorer Series Camera Mask which can only hold up to a 2GB microSD card.

If the Camera Mask is working but stops once you insert the correct size microSD or SDHC card for the model you own, then the microSD or SDHC card may not be working. Try another memory card, preferably a different brand. We have tested SanDisk, Kingston and Patriot brands successfully with our products.

The Camera Mask may also stop working if your batteries are low. We do not suggest utilizing rechargeable batteries. We highly recommend utilizing Energizer Ultimate Lithium Batteries with this product. They will last approximately 8 times longer. This is important when you are in the water and unable to recharge or replace your batteries.

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## **I've plugged the USB cable into my Camera Mask and my computer, but nothing happened?**

First, check that your Camera Mask is completely connected to your computer. Some models will automatically turn on once connected. Other models require that you press the POWER button once the camera is connected to the computer. Consult your USER Manual.

Second, on your computer, go to START > MY COMPUTER and look to see if the Camera Mask appears on a drive icon.

Third, if you still don't have access to the files through the USB cable try restarting your computer and reconnecting your Camera Mask to your computer.

Fourth, try using an alternate computer if you have one.

Alternatively, If you have a memory card in the Camera Mask, you may try downloading the files from the card. Be sure to follow any instructions from the memory card manufacturer.

## **I can not access the files on my micro SD/SDHC card.**

Depending on your computer's age or model, your computer's SD card reader may only read SD cards and not 4GB+ SDHC (High Capacity) cards. Utilizing a USB SD/SDHC card reader will likely solve the problem. Adapters are available at most electronics stores. Place your micro SD/SDHC card into the micro SD card adapter, then place the adapter into the USB SD/SDHC card reader.

NOTE: A USB SD/SDHC card reader is the most reliable downloading device of SD cards and is the fastest way to download files. Downloading via the USB cable will be slower.

If you are using a 2GB or smaller micro SD card and you are unable to access your files or if a micro SDHC card adapter is unable to read the files, you may have a defective or a damaged micro SD or SDHC card. Refer to the memory card manufacturers information.

## **My video files won't play.**

First, copy your video file into a folder on your computer. It may be difficult for your computer to play a video file while it is located on the Camera Mask internal memory or on a memory card.

Second, check the size of the file you are attempting to play. Please read the USER MANUAL for more information on file sizes. Computers vary and you need to determine if you have recorded a video that is too large for your system to play.

Third, try utilizing a different media player. There are a variety of media players available for free. One or more may already be loaded onto your computer. You may also try updating the player that you have installed.

Last, try utilizing another computer to see if the problem still exists. If your Camera Mask records HD video, try checking the files on a computer that was built for graphics and multi-media.

## **My video files are not playing smoothly.**

The Explorer Series Camera Mask records video at speeds up to 20 fps (frames per second). At this rate you may have small skips recorded in the video. These may be observable during playback. However, really choppy playback occurs when HD video is played back on a computer that can not support HD

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video or large video files. The source of the problem for choppy HD video playback is usually the computer, not the recorded file. The VideoMask with D1 video and the Scuba Series with HD video both record up to 30 fps. At this rate, the video should record smoothly.

**NOTE:** If your Camera Mask records in HD and came with an RCA/USB cable, try the playback from your Camera Mask on an HD TV to check for smooth file playback.

To troubleshoot playback on a computer check the following:

First, copy your video file into a folder on your computer. It may be difficult for your computer to play a video file smoothly while it is located on the Camera Mask internal memory or on a memory card. Second, check the size of the file you are attempting to play. Try a small or short clip and see if you get the same playback results. Please read the USER MANUAL for more information on file sizes. Third, try utilizing a different media player. There are a variety of media players available for free. One or more may already be loaded onto your computer. You may also try updating the player that you have installed.

Last, try utilizing another computer to see if the problem still exists. If your Camera Mask records HD video, try checking the files on a computer that was built for graphics and multi-media.

**NOTE: Not all computers are made for HD file playback.** You may download an undedited file from our website to test your computer's ability to playback an HD file recorded from our Camera Mask.

<http://www.liquidimageco.com/products/cameras/320/index.html>

Click on 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 the problem is in the file recording from your Camera Mask, or if the problem is in your computer's ability to playback HD files.

## **My mask leaks.**

The silicone skirt conforms to the contours of most adult faces, even small faces. The most common reason for leaks is hair. If you have facial hair, you may try using Vaseline to create a seal. The best solution is to shave. If that does not solve the problem, first check to make sure you have adjusted the strap for proper fit. Next, make sure all of your hair is swept out of the way. It is best to secure hair with an elastic band. Have a buddy check for you, to make sure you have pulled back all of your hair and that none of it is caught in the skirt. Wet suit hoods may also create a leak. Make sure your hood is clear of the silicone skirt.

## **My mask fogs.**

Fog on the eye lenses of a snorkel mask or a dive mask is a common problem. Treating the inside of your

# Troubleshooting



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

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mask with toothpaste is a common practice for defogging a mask before diving or snorkeling. Apply white toothpaste (not gel). Put some on the inside of each of the eye lenses of the goggle. Rub it in for about 5 minutes, then rinse it off completely. You will probably want to reapply before each outing. It is also common to use 30-50% baby shampoo mixed with water. Baby shampoo is used because it does not sting your eyes. Boat operators often supply this. Shake it up and squirt it on the goggles with a squirt bottle. Some people do a quick rinse in a bucket on the boat. If your mask floods while underwater, the fog will return. If you leave a little water inside the mask after it floods, it will move around and help you to see more clearly. You may also purchase commercial defog.

### **My camera lens fogs - or - My pictures and videos are blurry.**

Fog on the lens of your camera can cause blurry images. You may notice this on part of a video, and find that it clears up later in the video after the camera has been in the cool water for a period of time. You should only open compartments when you are in an indoor environment. When you are in an area of high humidity, it is best to only open compartments in an air-conditioned room. If moisture from the humid air is introduced into the Camera Mask, you may experience fogging on the Camera lens, especially when the Camera Mask goes from the warm outdoor temperature to the cool water. If this should happen, turn on the air-conditioning in your room, open the compartment caps and allow it to dry with constant air-conditioning for the night. If you have opened the memory compartment or the battery compartment on the beach or on a boat, you may have introduced moisture, salt, sand or other debris into the Camera Mask, making it more vulnerable to fog, corrosion and to leaking.

**If the information in the USER MANUAL and this Troubleshooting guide have not solved your issue, please email the details of your problem to:** [Support@LiquidimageCo.com](mailto:Support@LiquidimageCo.com)