# Chapter 6 - Troubleshooting and Maintenance

## Problems and Solutions

| Problem | Solution |
|---|---|
| The camera is on but when I press a button, it does not respond. | • The camera may be in sleep mode to conserve battery power. Try pressing the flash or photo quality buttons on the top of the camera.<br><br>• Try turning the camera off and then on again.<br><br>• Try unplugging the AC power adapter and removing the NiMH batteries, and then reinstalling them.<br><br>• Try removing all of the power sources, including the coin battery. |
| I am trying to name a group but the camera is not responding. | • Try using a different group name. The camera does not accept group names that begin with BR or TL (regardless of language) because these letters are reserved for identifying Burst and Timelapse photos on the memory card. There is an 8 character limit on group names. |

| Problem | Solution |
|---------|----------|
| I am searching through photos by date, and have selected the find dates, but the camera is not responding. | • Make sure that the **From** date is prior or equal to the **To** date. |
| The status LCD is displaying an error message. | • If the camera does not turn itself off, press the **on/off** button to turn the camera off and then on again. |
| The main batteries are charged but the camera is not responding. | • Check that you do not have an AC power adapter attached to the camera. Even if it is not connected to a power source, the camera will not use battery power. |

# Getting Assistance

When there is a problem, you have several resources for finding a solution. Resources include HP PhotoSmart on the Internet, Help, and HP Customer Care.

## HP PhotoSmart on the Internet

You can get project ideas and troubleshooting assistance, access the community forum, and get any updates to software from HP's PhotoSmart Web site. Go to **www.photosmart.com**, and click **Support**.

# Help

If you have installed the software that came with your HP PhotoSmart C500 Digital Camera, you can use the Help system for assistance. The Help contains "how-to" information as well as troubleshooting suggestions.

**To access Help on a PC:**

1. Start the HP PhotoSmart Photo Imaging software.

2. From the main window, click **Help**.

**To access Help on a Macintosh:**

1. Double-click the HP PhotoSmart C500 Digital Camera Help folder on the desktop.

2. Double-click the browser version of Help.

# Contacting HP Customer Care

## HP Customer Care Online

Click your way to a great solution! The HP PhotoSmart Web site, **www.photosmart.com**, is a great place to start for answers to questions about your HP products. You'll get instant access to helpful tips and tricks, downloadable drivers, and the latest product and software updates—24 hours a day, 7 days a week. All at no charge to you.

### HP Customer Care by Phone

Like most HP customers, you'll probably never need to call us. But if you do, you'll be connected to a service technician who specializes in your product and can help you find the answers you need. In an industry that's known to keep customers waiting, we're proud of our quick response time—most calls are connected in under three minutes.

North America HP PhotoSmart Customer Care: **(208) 376-FOTO** (3686)

For phone numbers in other countries, go to the HP PhotoSmart Web site, **www.photosmart.com**, and click the **Assistance** button on the navigation bar.

# Maintenance

Keeping the lens clean will help you to take sharp, clear photos with the best possible focus.

•   Using a dry, soft, lint-free cloth, gently wipe the lens, and status and color LCDs to clean off any fingerprints and dust.