

Trouble Shooting Guide for the Wolfcom Vision

Problem	Possible Causes 1	Possible Causes 2	Possible Causes 3	Possible Causes 4
PV-1 Unit does not power on.	<u>Battery is dead</u> Using the included USB cable and power adapter. Please charge the unit for at least 2 hours. when charging the pilot light at the top of the unit will turn yellow. Once the unit is fully charged the pilot light will turn green.	<u>Unit is frozen.</u> This may have happen by sliding multiple switches at the same time. The unit is design to lock up if switches are slid at the same time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.	The Wolfcom Vision has a <u>built-in over heat sensor</u> that will power off the unit if in high temperatures. This usually will happen if you are located in deserted environments and left in extreme heat for an extended period of time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.	
PV-2 The unit will not start not recording.	<u>Battery is dead</u> Using the included USB cable and power adapter. Please charge the unit for at least 2 hours. when charging the pilot light at the top of the unit will turn yellow. Once the unit is fully charged the pilot light will turn green.	<u>Memory may be full.</u> On your PC, open the Wolfcom Vision setup software and connect your unit with the included USB cable to your PC. Then power on your unit and click on "Connect to computer". On your PC click on "My Computer". Right click on the folder for your body camera and select properties. If your unit is full, you will have to go into the folder and delete some files.	<u>Unit is frozen.</u> This may have happen by sliding multiple switches at the same time. The unit is design to lock up if switches are slid at the same time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.	
PV-3 The unit is frozen or turned off and will not power on	<u>Battery is dead</u> Using the included USB cable and power adapter. Please charge the unit for at least 2 hours. when charging the pilot light at the top of the unit will turn yellow. Once the unit is fully charged the pilot light will turn green.	<u>Unit is frozen.</u> This may have happen by sliding multiple switches at the same time. The unit is design to lock up if switches are slid at the same time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.	The Wolfcom Vision has a <u>built-in over heat sensor</u> that will power off the unit if in high temperatures. This usually will happen if you are located in deserted environments and left in extreme heat for an extended period of time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.	
PV-4 Unit is not taking pictures	<u>Photo button can be stuck.</u> Please contact your local dealer or rep			
PV-5 The flash always flashes when I take a picture.	<u>This is normal.</u> The Unit is programmed to flash to capture a clear image. this cannot be reprogrammed			
PV-6 Why don't I have Pre-record	<u>You may have the "Consumer Edition".</u> If you would like to have pre-record. Please contact your local dealer or rep	<u>Solution.</u> You may have to contact your admin to set your unit into Pre-record mode.		
PV-7 The switches are always moving and stops my recording	<u>Solution.</u> Set your unit into "Easy Mode" (See User Manual page 34)	<u>Solution.</u> Set your OTR on unit into "Advance" (See User Manual page 46 [#24])		
PV-8 When I plug my unit to a PC, the unit will not recognize on my PC?	<u>Drivers not installed.</u> The included drivers (download) have not been installed into your PC (See User Manual page 6)	<u>Wrong USB Cable.</u> Please make sure you are using the Included USB cable only.	<u>The USB cable may be damaged.</u> Please replace the USB Cable with only Wolfcom Vision cables. Please contact your local dealer or rep	<u>The USB port on the unit may be damaged.</u> Please contact your local dealer or rep
PV-9 When I plug my unit to a PC, the unit will not	<u>Switches are in the wrong position.</u> Make sure all the switches on the unit are in the up position.	<u>Wrong USB Cable.</u> Please make sure you are using the Included 3ft USB cable only.	<u>The USB cable may be damaged.</u> Please replace the USB Cable with only Wolfcom Vision cables.	<u>The USB port on the unit may be damaged.</u>

recognize on my PC software.	Then plug in the USB cable and slide down OTR (power) switch.	If you purchased a docking station do not use the 8ft USB cable with the Unit.	Please contact your local dealer or rep	Please contact your local dealer or rep
PV-10 When I plug the unit into the docking station and its connected to my computer nothing happens	<u>USB Plugged into wrong USB port on the back of the docking station.</u> The USB cable needs to be plugged into the middle port that says PC.	<u>Drivers not installed.</u> The included drivers (download) have not been installed into your PC (See User Manual page 6)	<u>Wrong USB Cable.</u> Please make sure you are using the Included USB cable only.	<u>The USB cable or port may be damaged.</u> Please replace the USB Cable with only Wolfcom Vision cables. Please contact your local dealer or rep
PV-11 When I plug the unit into a PC, the unit begins recording Video	<u>The unit's function switch is set on Car mode.</u> Please slide the function switch up into Normal.			
PV-12 The Red Pilot light on the top of the unit will not turn off.	<u>Unit is frozen.</u> This may have happen by sliding multiple switches at the same time. The unit is design to lock up if switches are slid at the same time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.			
PV-13 There is no Vibration when I turn on the unit	<u>Unit is frozen.</u> This may have happen by sliding multiple switches at the same time. The unit is design to lock up if switches are slid at the same time. Please use a small pointed object like a paperclip and press the reset button at the bottom of the unit to the right of the USB socket.			
PV-14 Unit does not charge when using the wall charger or plugging into the PC	<u>Your wall power outlet may not be working.</u> Please try another wall outlet	<u>The USB cable may be damaged.</u> Please replace the USB Cable with only Wolfcom Vision cables. Please contact your local dealer or rep	<u>The Power adapter or USB port on the PC may be damaged.</u> Please try another USB port or another PC or try replacing the adapter	<u>The USB port on the unit may be damaged.</u> Please contact your local dealer or rep
PV-15 Wolfcom set up software is asking for password but I did not set one.	<u>Solution.</u> Please contact your local dealer or rep			
PV-16 Password not working.	Make sure you input your new password in the "Change Password" section and click on "SUBMIT" and set your password to "ON". (See User Manual page 46 [#24])			
PV-17 The flash light is not working	Battery may be dead. Please charge the battery.	Camera is not on. Make sure camera is powered on then activate camera.		
PV-18 The photo and video files do not have the correct date and time stamped.	<u>Your computer time may not be correct.</u> Make sure the time on your computer is correct. our unit are programmed to sync with your computers time.			

<p>PV-19 When playing back a video file on my PC, there is video but no sound</p>	<p><u>Your PC may be missing the proper video codec.</u> Please contact your local dealer or rep</p>	<p><u>You may have Audio set to "Off" in the Wolfcom Configuration software.</u> Please Change the Audio settings to "On"</p>	<p><u>There may be something blocking the Microphone on the unit.</u> Please make sure there is nothing blocking the Microphone</p>	
<p>PV-20 When playing back Video, it plays through QuickTime. I want it to play through Windows Media Player</p>	<p>You have your default player as QuickTime. The Videos files can play on just about any kind of player. Just change your default player to Windows Media or right click on the Video File and Select "Open With", and select the player you would like to use.</p>			