

FAQ

How do I reset my camera?

To reset the camera, you will need to carry out the following:

1. Set the mode dial to P.
2. Press the menu/set button.
3. Select the setup option.
4. Scroll through the setup listings until you get to 'reset'.
5. Select the reset option to reset your camera.

Once the camera has reset, you will need to turn it off and back on again. You will then be prompted to set the date and time.

How do I format the SD card?

Format the card before recording a picture with this unit.

Since data cannot be recovered after formatting, make sure to back up necessary data in advance.

To format an SD card,

Press [MENU] → [ Setup] → [Format] → [Yes]

- Use a battery with sufficient battery power or the AC adaptor (optional) when formatting. Do not turn the camera off during formatting.
- If the card has been formatted on a PC or other equipment, format it on the camera again.
- If the card cannot be formatted, please try another card.

How to download and play videos from Lumix cameras on an PC.

Motion JPEG Videos

Use the included software to download the MOV files from the SD card. In order to play these files in the Panasonic software you will need to install a version of Apple Quicktime player.

AVCHD Videos

Using the supplied PhotoFun software you can download the video files from the SD card. These files will then play in the PhotoFun software.

Why doesn't my computer detect my camera or camcorder when I connect it via USB?

Please try the following:-

1. Ensure that the camcorder is switched on.
2. Try connecting to another USB input on the computer and ensure that a USB hub is not being used.
3. If possible try connecting the camcorder to another computer.
4. If possible try using another USB cable
5. If after trying all the above steps the camcorder is still not detected by a computer then please contact your retailer regarding camcorder repair.

The picture is too bright or too dark.

Possible cause: The camera may be set to manual shutter speed or manual aperture.

Remedy: Use IA mode (automatic exposure) in order for the camera to set the correct exposure level or adjust the shutter speed or aperture for the correct light setting in manual mode.

Why does AFC (Auto Focus Continuous) not work on my GH5 in Movie Mode?

Please check Quick AF(Auto Focus) to be turned on as this enables the AFC (Auto Focus Continuous) to work faster and also in the motion picture you have a menu to change the speed of the AF(Auto Focus).

How Do I format an SD/SDHC card?

The quickest way to format your SD/SDHC memory card is in the device that you have purchased the card for.

Please refer to your operating instructions for your product for the procedure to format an SD/SDHC card.

How do I delete images from the camera using my PC?

You are not able to delete using the PC. The camera's USB connection is read only. To delete photos disconnect from the PC and use the delete all or format Option (format being the quicker and easier). Another option is to use a third party SDHC USB card reader/writer.

I have a Panasonic Lumix camera. I'd like to load Photofunstudio on my Windows 7 netbook, which doesn't have a disc drive. I've tried searching the Panasonic website, but can't find any way to download the software. How can I do this?

Unfortunately the Photofun Studio software is a licensed software and is not available for download. Please note to play the videos you will need to install the latest version of QuickTime, available as a free download from the Apple website.

For Videos in the AVCHD format you will need to download VLC media player.

You can also use third party software to download your pictures and videos. Examples of software that can be used are Windows Live Gallery software available from the Microsoft, or other free applications such as Picasa from Google.

How do I get my camera / camcorder repaired?

If you are experiencing a fault with your camera or camcorder, our authorised Camera Service Centre can help

Can my camera be used with Linux?

We do not provide support for using Linux based operating systems.

However a Panasonic camera installs as a 'Mass Storage' device. Drivers for installing a 'Mass Storage' device are usually provided and built into popular variants of Linux such as Ubuntu.

When you plug the camera in it should automatically install.

Please note that some of the file types that the camera produces may not open.

If the camera does not install please contact the manufacturer of the PC if Linux was preloaded.

How do I reset my camera?

To do this please try the following:

1. Set the mode dial to P and ensure your camera is not in iA mode
2. Press the menu/set button
3. Select the setup option
4. Scroll through the setup listings until you get to 'reset'
5. Select the reset option to reset your camera.

When the camera is off I can hear a rattle inside the camera, is this normal?

Yes, the noise you can hear when the camera is switched off is part of the lens unit. It makes this noise due to the image stabilisation function on the camera. The way in which the image stabiliser works is that part of the lens is mounted on runners. When the unit is powered on, there are coils which create a magnetic field. The magnetic field then holds this lens piece still and moves it to counteract hand shake when taking a picture. When the power is off, there is no magnetic field so the lens piece can move freely. This is not a fault with the camera and will not affect it's operation.

My SD Card is not detected in my camera. Message says pictures will be recorded to internal memory?

Many of our cameras have a Clipboard feature. This is for taking pictures of something that you want to refer to later, for example: a train timetable, a map, a phone number etc. This can be recalled even if the card is taken out of the camera because it is stored in the cameras built in memory

For this reason if the camera is in Clipboard mode, it will always display "Pictures will be recorded to the Internal memory". Switch to another mode to use the SD card.

If you have already changed to another mode and you are still getting that message then it could indicate a possible fault with the SD card that you are using. Please try using a new SD card with the camera to rule this out.

If you get the same message with a new SD card then it could indicate a possible fault with the camera would need to be inspected by an authorised service repair agent.

There is no clock time displayed when the unit is in standby.

Possible cause: The 'Power Save' function has been set. When in power save mode the display is completely turned off unless a timer recording has been set

Remedy: Switch off the 'Power Save' function from the set-up Menu.