

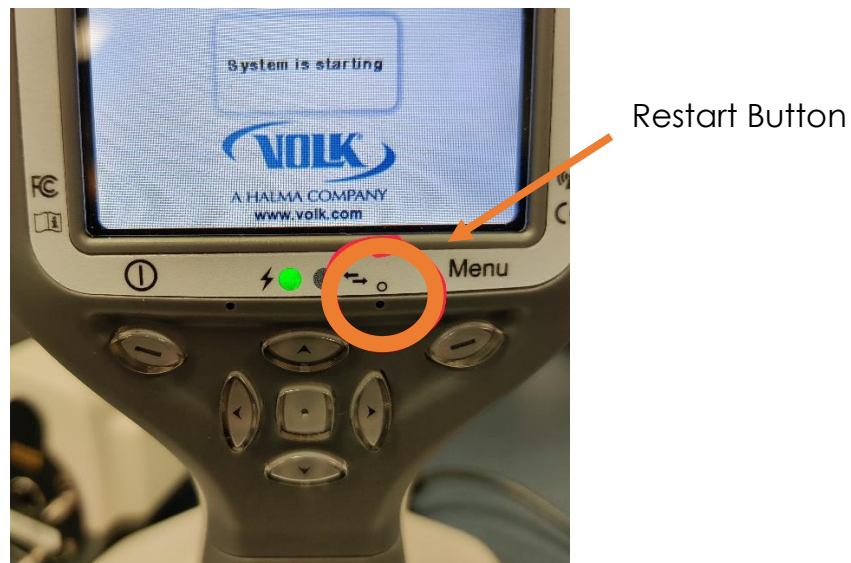
## Pictor Plus General Troubleshooting Procedure

This guide will help troubleshoot some issues with the Pictor Plus. Please follow the steps below if you are experiencing any of the following:

- Your Pictor Plus will not start up
- Your handset turns off automatically after being powered on
- Your handset turns off after taking an image
- You encounter a battery failure screen
- Your screen freezes

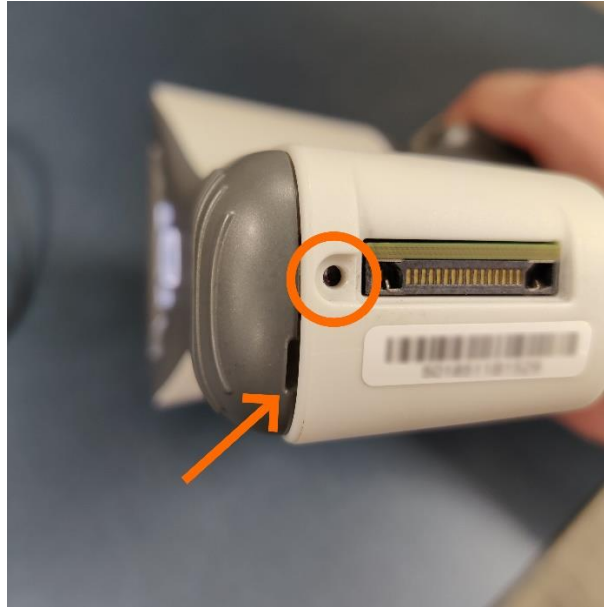
### Procedure

1. Start with the device powered off. If your screen is frozen, you can force power off the device by taking a paperclip and pressing the restart button for about 10 seconds.



2. Dock the camera onto the cradle. You should see the green LED either blink, or remain solid, indicating that it is charging the device properly.
  - a. If the LED is not turning on, or if the LED is very dim, please contact [support@volk.com](mailto:support@volk.com) for further assistance.

3. Undock the camera and remove the battery cover. This can be done by using a pen to push in the locking mechanism (circled) and lifting the battery cover off.



4. Remove the battery by lifting up on the clip. **Do not pull by the wires** to prevent any damage to the battery.
5. Take the spare, or replacement battery that was included in your kit and insert it into the device. Reattach the battery cover.
6. Put the camera back on the cradle. Observe if the green LED is turning on or blinking.
  - a. If the LED is not turning on, or is dim, please contact [support@volk.com](mailto:support@volk.com) for further assistance.
7. Once the device is fully charged with the spare battery, please power on the device and your issue should be resolved!

For the faulty battery, we recommend ordering a new one, which you can do so by calling 1 440-942-6161 or emailing [volk@volk.com](mailto:volk@volk.com) and requesting for product code VPBATT.

If this guide did not resolve your problem, or if you have any additional questions, please email [support@volk.com](mailto:support@volk.com) for further assistance.