

Troubleshooting the Pictor Prestige

When the device has a problem auto focusing, blurry images, no flash, or other technical issues

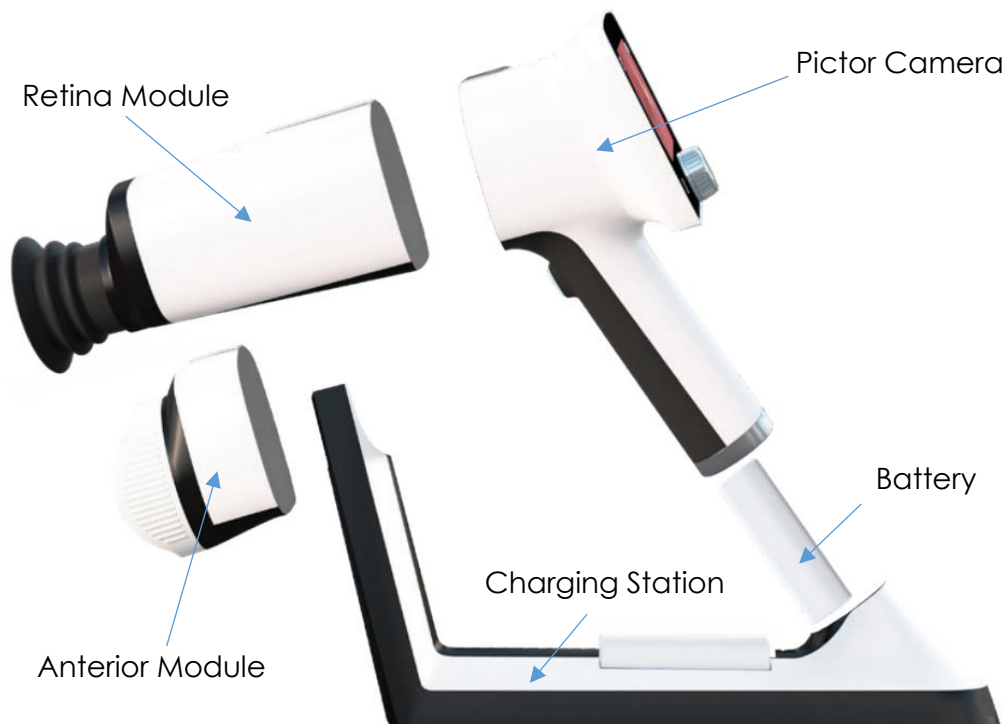
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Troubleshooting Overview

This document will walk you through some basic troubleshooting steps to resolve technical problems with your Pictor Prestige. Start by reading the device overview and following each part of the troubleshooting guide. If you have any questions while following the procedures, please contact us at support@volk.com.

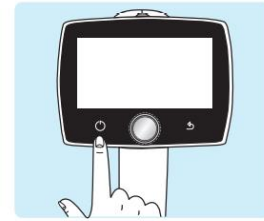
Device Overview



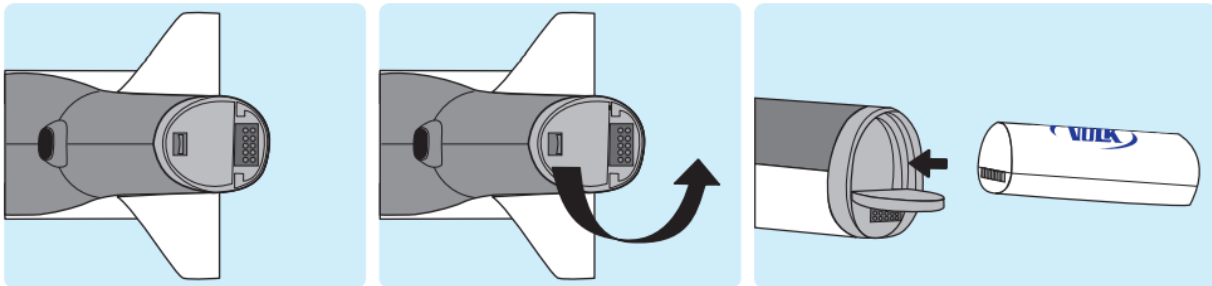
Part 1: Basic Troubleshooting Procedure

Please follow the steps below to fully restart the Pictor Prestige.

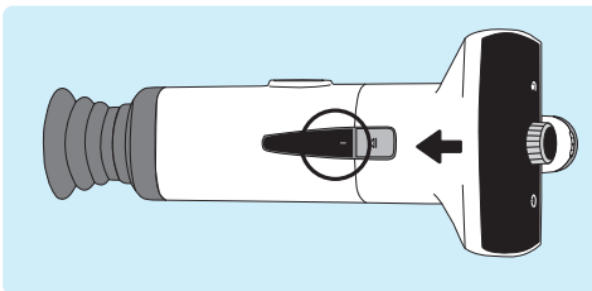
1. Start by turning off the device by holding the power button for about three seconds and selecting **Power Off**.
2. After waiting for about 10 seconds, turn back on the device by pressing the power button again.
3. Check to see if the problem has been resolved
 - a. If not, repeat steps 1 and 2 but while the device is powered off, **remove the battery from the camera**. Check again to see if it is working.



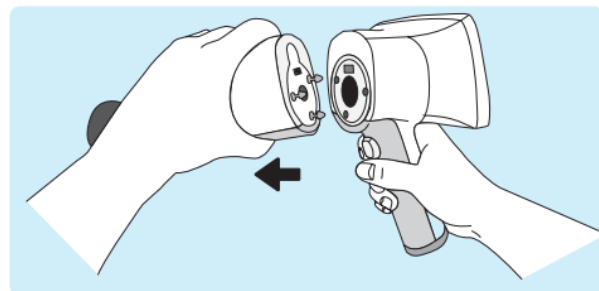
Power on



4. If the device still is not functioning properly, **while the device is powered on**, eject the optic module. Reinsert it when the Pictor Camera asks you to do so.



Press eject button



Detach the module

5. After completing all the above steps and the device is still not working properly, please proceed to part 2 of the troubleshooting document.

Part 2: Factory Reset the Device

Please follow the steps below to factory reset the Pictor Prestige.



WARNING: This will remove all patient data stored on the device. It is highly recommended that you create a backup and save your patient data before proceeding.

1. Start by navigating to the main imaging menu and pressing the navigation button.
2. Scroll right to access the **settings** and select **Camera**.
3. Scroll to the left and select **Restore Factory Settings**. The camera will want to confirm this action. By selecting **Yes**, the device will reset.



By following each of these steps, your Pictor Prestige should be operating as intended! If you need any additional assistance, please contact customer support at support@volk.com.