



## Consumer FAQs on KODAK PLAYTOUCH Video Camera, model Zi10

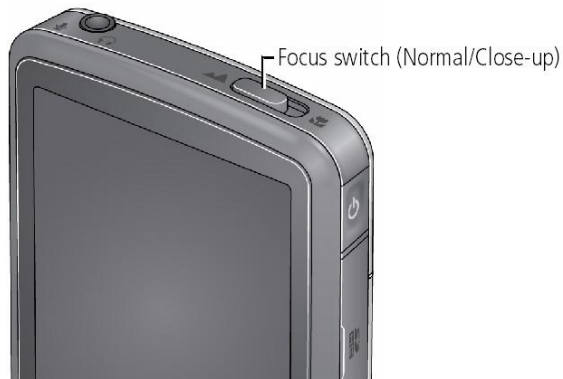
### **Q1: Why do my pictures and videos look blurry or out of focus?**

**A1:** For the clearest possible pictures and videos:

#### **Check the Focus switch on top of the camera.**

For most pictures and videos, slide the Focus switch to Normal . For close-up pictures and videos (with subjects about 6 inches or 15 cm away), slide the Focus switch to Close-up .

**Important: After taking close-ups, slide the Focus switch back to Normal.**



#### **Clean the lens**

Use a soft, lint-free cloth.

#### **Be steady**

When taking pictures and videos, hold the camera steady or use a tripod.

### **Q4: Why is the touchscreen so sensitive?**

**A4:** Touchscreen products are designed to be sensitive to human touch. See your User Guide to learn how to interact with your PLAYTOUCH screen:

- Tap (or tap and hold) the icons
- Swipe the on-screen content
- Drag to scroll up/down a list

### **Q5: How can I install the on-camera software to my PC?**

**A5:**

1. Connect the PLAYTOUCH Video Camera to your computer.
2. The KODAK Camera Setup App should launch automatically. If the software does not launch automatically, follow steps 3-5 below.
3. On your computer, right-click the My Computer or Computer icon.
4. Select **Devices with Removable Storage**, then double-click the KODAK Camera Setup App.
5. Verify that in the Camera Setup App window, KODAK Share Button App is grayed out (already installed), and the ARCSOFT Software box is checked.
6. Click **Install Now**.
7. When the installer for ARCSOFT Software starts, follow the on-screen instructions.

NOTE: ARCSOFT MEDIAIMPRESSION for KODAK Software can also be downloaded from the support page for the PLAYTOUCH Video Camera.

**Q6: Can I control the sensitivity of the microphone?**

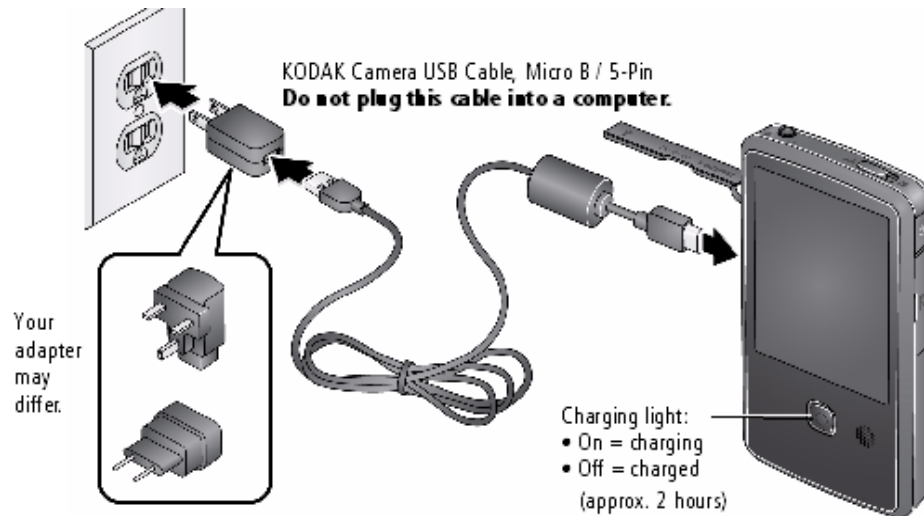
**A6:** You can adjust the microphone gain (the sensitivity of the microphone) using the Settings menu. Just tap the Settings icon, then tap the Microphone Gain setting.

For even more audio control, you can purchase an external microphone at [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).

**Q7: How do I know the camera's battery level?**

**A7:** The battery icon reminds you when you need to charge the battery.

You can charge a Li-Ion battery whenever you need to. (You don't have to wait until the battery is exhausted.) Make sure the battery gets a full charge. The Charging light is on during charging, and turns off when charging is complete. You can also use an external charger to charge your battery.



**Q8: How do I turn on/off the Glare Shield feature?**

**A8:** The LCD Glare Shield feature makes the LCD easier to see in different conditions, such as in the glare of bright sunlight. (Glare Shields do not change the brightness or contrast of actual videos or pictures.)

**IMPORTANT:** To apply the LCD Glare Shield feature, it must be turned on in the Settings menu.

**To turn on a Glare Shield:**

**1** Tap the Settings icon, then tap LCD Glare Shield feature.

**2** Tap Filters On.

**3** Exit settings. In live view, tap left or right on the image to view each LCD Glare Shield filter:

- Normal
- High Contrast
- Black and White

*After the description fades, the Glare Shield feature remains*

**Q9: When I take videos, my camera sometimes gets warm in my hand. Is this normal?**

**A9:** It’s normal for a battery to heat up during use. This is especially noticeable in warm conditions and during extended recording. Always try to keep the camera cool, and turn it off when you’re not taking videos.

If your camera gets exceedingly warm, turn it off and let it cool down. If it’s exceedingly warm on a consistent basis, contact us at [www.kodak.com/go/contact](http://www.kodak.com/go/contact).

**Q10: What is the recommended length of video that I can upload to FACEBOOK?**

**A10:** Generally, social networking sites recommend smaller file sizes. Social networking sites, such as FACEBOOK, may have file size/length restrictions, so check with them for specifics.

**Optimize larger videos**

Use the KODAK Share Button App and ARCSOFT MEDIAIMPRESSION for KODAK Software to optimize larger videos so they’re compatible with site requirements.

**Choose the right resolution**

In the camera’s Settings menu, choose a Video Resolution that suits your quality and file size needs.

Setting	Description
Video Resolution	HD 1080p—Best for viewing on an HDTV.
	HD 720p/60 fps—Best for sports and action.
	HD 720p—Best for viewing on a computer.
	WVGA—Best for conserving memory card space and for sharing on YouTube Service and FACEBOOK Social Network and for email.
	5 MP Still—For 5 MP pictures.
	NOTE: Higher video resolutions render higher quality but larger file sizes.

**Q11: How do I improve picture and video quality?**

**A11:** For smooth, optimal video playback, use the following tips:

**Choose the right setting**



First, choose the Video Resolution setting that’s appropriate for your needs. 1080p gives the highest resolution, but also renders a large file size. The 720p and WVGA settings render lower resolution and smaller file sizes. Pictures are set at 5 MP (megapixels).

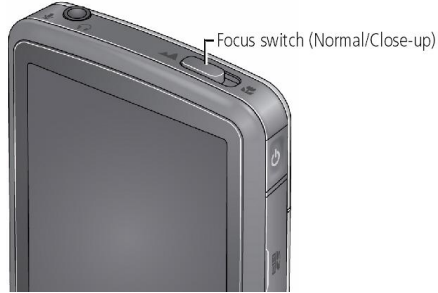
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**Choose the right memory card**

For the best HD capture and playback experience, we recommend an SDHC Card with a Class 4 rating or higher. Go to [Kodak.com/go/accessories](http://Kodak.com/go/accessories) for more information.

## Focus

For most pictures and videos, slide the Focus switch to Normal . For close-up pictures and videos (with subjects about 6 inches or 15 cm away), slide the Focus switch to Close-up . Important: After taking close-ups, slide the Focus switch back to Normal.



## Take videos

When taking videos, hold the camera steady or use a tripod.

## Play videos on your computer

Make sure your computer has enough speed and memory to handle the demands of HD videos.

<b>OS - Win</b>	Windows XP/SP2/Vista/Windows 7
<b>OS - MAC</b>	Macintosh 10.4, 10.5, 10.6 or higher
<b>Processor</b>	Intel® Core™ 2 Duo CPU E6300 processor (or above), AMD Athlon 64 x2 3800+ (or above) recommended
<b>Browser</b>	Internet Explorer 6.0 SP1 or higher
<b>Memory</b>	2 GB DDR2 or above recommended for editing HD videos
<b>Display</b>	16-bit color monitor at 1024 x 768 or higher
<b>Hard Disk Space</b>	300 MB available hard disk space
<b>Graphics</b>	NVIDIA Geforce 7300 (or above), ATI Radeon™ HD 2400 PRO (or above) , 256 MB Graphics Card or above recommended
<b>Extra Stuff included</b>	Apple QuickTime(R) 7.0 or higher recommended Microsoft DirectX 9.0c or higher Microsoft Windows Media Player 9.0 or higher <b>Mac is not supported.</b>

### Q12: Why do my pictures appear grainy or yellow?

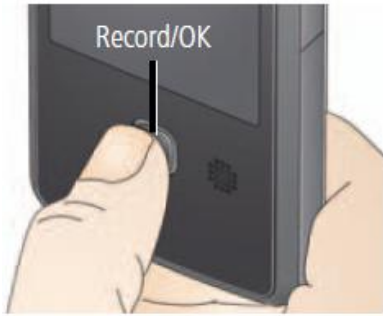
**A12:** If lighting is scarce, the camera tries to adapt by being more sensitive. As a result, pictures may tend to be grainy. To avoid this, add more light to the scene. Pictures tend to be yellow when the available light is from a tungsten (incandescent, standard light bulb) source as opposed to a natural source.

### Q13: Where can I get help about using the KODAK Share feature?

**A13:** Refer to the User Guide that accompanied your product. The User Guide and Extended User Guide are both available at [www.kodak.com/go/manuals](http://www.kodak.com/go/manuals).

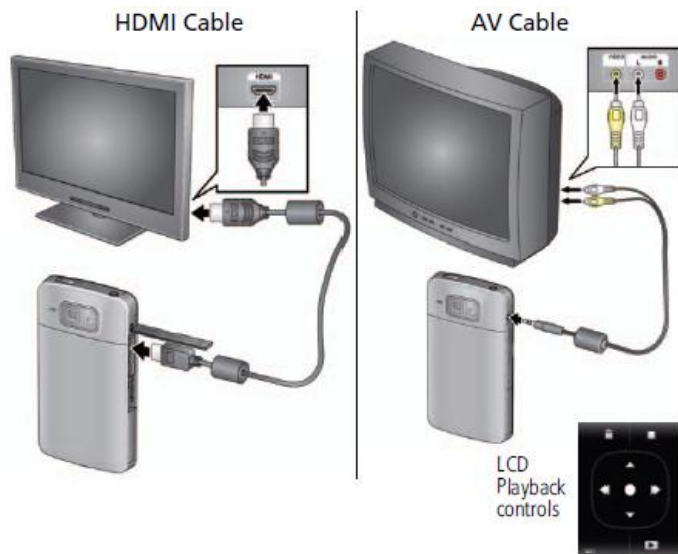
**Q14: How can I avoid covering the microphone when I hold the KODAK PLAYTOUCH Video Camera, Model Zi10?**

**A14:** If you hold the bottom of the camera, you can easily control the Record button *and* avoid touching the microphone.



**Q15: How should I set up my KODAK PLAYTOUCH Video Camera, Model Zi10 with HDMI playback on my computer or television?**

**A15:** Refer to the User Guide that accompanied your product. The User Guide and Extended User Guide are both available at [www.kodak.com/go/manuals](http://www.kodak.com/go/manuals).



**Notes:**

- Ensure that the TV menu settings are correct for an HDMI or AV connection.
- Ensure that the camera's Video Out setting is correct in the Settings menu.
- To purchase a remote control for your camera, go to [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).

**Q16: What if the USB arm on my KODAK PLAYTOUCH Video Camera, Model Zi10 is not long enough to reach my computer's USB port?**

**A16:** If an extension cable was included with your camera, use it to connect the camera's USB arm to the USB port on your computer. If one was not included, you can purchase a USB extension cable at [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).

**Q18: Where should I go for customer service?**

**A18:** Start with the User Guide that accompanied your product. If you need more detail, download the Extended User Guide at [www.kodak.com/go/manuals](http://www.kodak.com/go/manuals).

You'll find answers to the latest questions at [www.kodak.com/go/support](http://www.kodak.com/go/support).