

PR7 MINI

TROUBLESHOOTING

GUIDE

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1. My camera is not charging

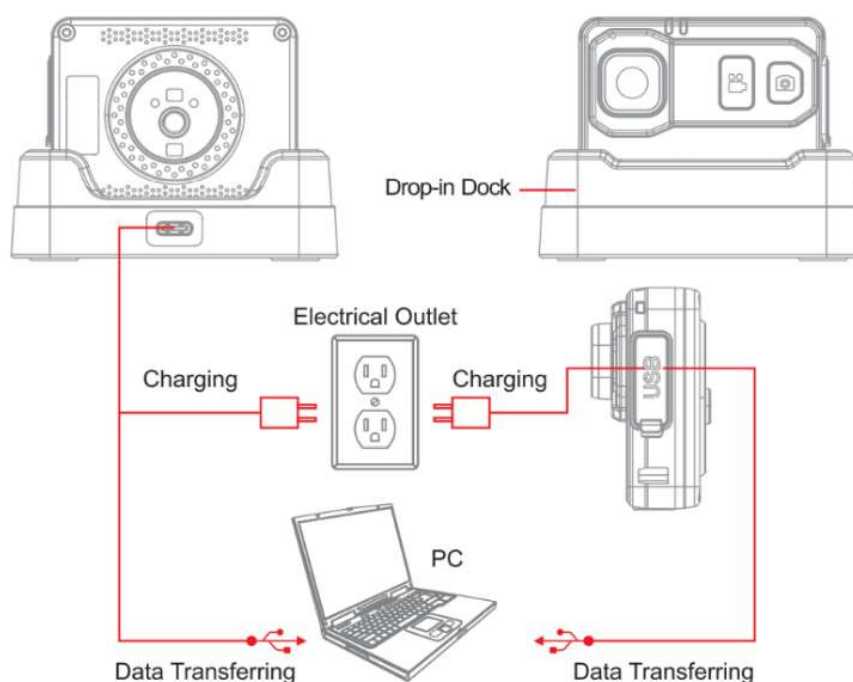
Is there a RED light when you dock the camera?

If you find that your camera is not charging when placed in its charging dock, please ensure that the left LED has turned a solid RED and that you hear the camera beep. If the left LED does not turn a solid RED, please undock the camera and re-dock slowly until the RED LED appears.

Is your charging dock set up correctly?

If you are using a single dock with a USB C cable, please check that this is all plugged in correctly. You should have a USB C cable which is plugged into a socket, with the camera placed in the dock on the end of the cable.

You can check to see if your cable or dock is faulty by swapping them out one at a time with a cable and dock that works. Any USB C cable can be used to test this. As an extra test to see if there is an issue with your dock, you can plug the USB C cable directly into the USB port on the right-hand side of the camera. If this test is successful, then it is likely your charging dock is causing the issue. Either swap this out or contact Pinnacle for a replacement.



Still no success?

Please contact support@pinnacleresponse.com with your store name, camera number, an explanation of your issue, and what steps/tests you have taken so far. A member of our support team will be in touch with you.

2. I have a **RED** and **WHITE** LED while recording

If whilst recording the GREEN LED has changed to RED, this means that you have less than 5% of your storage left available on your camera. Please place the camera in its dock to charge to allow footage to upload.

3. My camera has a **GREEN** LED while on standby

Your camera likely has pre-record activated.

Pre-Record is a function that allows the camera to record 30 seconds on a continuous loop, with no audio. When full recording is activated, the camera will save the most recent 30 seconds of video before the audio recording was activated.

How to activate/deactivate pre-record

When the camera is in standby mode (solid WHITE LED), hold in the photo button. The WHITE LED will change to a solid GREEN. Pre-record is now active.

To stop pre-record hold in the camera button again and the GREEN LED will change back to WHITE.

4. My footage is not uploading

Correct Procedure

When docked and uploading footage the PR7 Mini should have a flashing GREEN and WHITE light, to indicate the uploading process is taking place. When all uploads are completed, the light will then change to a solid BLUE to indicate that the camera is now charging. All LEDs will turn off when all uploads have been completed and the camera is fully charged.

*I have a flashing **GREEN** LED*

This indicates that the camera is searching for the Wi-Fi it has been programmed to, and it should change to a solid GREEN when it achieves a successful connection.

If the flashing light does not go solid after a period of time, this would indicate that there is an issue with the Wi-Fi network it has been programmed to. Please check that there has not been any change in the required details and ensure that all routers are set up correctly and have not been unplugged in error.

Check also that you are in the range of your network, if you are 10 metres or more from your camera's source of internet it will be unable to connect.

Still no success?

Please contact support@pinnacleresponse.com with your store name, camera number, an explanation of your issue, and what steps/tests you have taken so far. A member of our support team will be in touch with you.

5. I want to report my camera lost/stolen

We will not support anyone who has possession of a camera that has been reported as stolen. If you feel your item has been removed/stolen/missing from your inventory, please first contact your local police authorities then proceed to contact Pinnacle Response directly with your serial number by using the contact information below.

Tel: 028 9532 0222

Email: sales@pinnacleresponse.com

6. My camera is damaged or unresponsive

If you feel your camera isn't charging, damaged, or generally unresponsive in some way then please send it back to the below address to be reviewed. You MUST include a return delivery address, contact information, and details about the issue you are experiencing along with the returned items. If you have been in contact with the Pinnacle Support team who have advised that you return your equipment, please include your ticket number.

We will review the item/s and quote in accordance with what is required to have been repaired/replaced.

*Unit 13 Harbour Court
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7. Where can I find the serial number of my camera?

The camera serial number can be found on the rear of the camera. It begins with 'PR7-' and is followed by 6 digits.

