


Question 1: Can't find where to plug in microphone?



Answer : The camcorder comes with a transfer. , connect microphone through this transfer device.

Question 2: Does not record video or take pictures when sd card is inserted?

Answer : Please format your new SD card(class 10 required) first before recording.

Question 3: Turned on for a minute, shut off and doesn't turn back on.

Answer : Please charge it through USB cable, and try it again when battery fully charged.

Question 4: There is no sound even with the external microphone

A: Please make sure that disconnect the external microphone when you don't need. If you connect the external microphone but inactive, recording will be no sounds.

Q5: Why the App doesn't work?

A: Please remove the APP from your phone and download again.

Q6: Remote control not working?

A: Please use the remote control in proper distance. It will not working if remote control are so far from the camcorder.

Q7: How to use WIFI function?

A: Download 'LzxViewer' APP through scan the code in manual or search it on Google APP or App store, follow the guide steps to create your own account. More detail please refer to Manual.

#### **How to contact Seller for support?**

1. Login your amazon account > choose 'your orders' > find the order ID > click 'contact seller'
2. Email our tech team directly- [bestechology@Bestekerllc.com](mailto:bestechology@Bestekerllc.com)