Troubleshooting

If you have a problem with your camcorder, refer to this section. Consult your dealer or a Canon Service Center if the problem persists.

Power source

The camcorder will not turn on or it turns off by itself.
- The battery pack is exhausted. Replace or charge the battery pack.
- Remove the battery pack and reattach it correctly.

Shortly after turning it on, the camcorder turns off on its own.
- You are using a battery pack that is not compatible for use with this camcorder. Use a recommended battery pack (📖 219).

Cannot charge the battery pack.
- The temperature of the battery pack is outside the charging range. If the battery pack's temperature is below 0 °C (32 °F), warm it before charging it; if it is above 40 °C (104 °F), let the battery pack cool down before charging it.
- Charge the battery pack in temperatures between 0 °C and 40 °C (32 °F and 104 °F).
- The battery pack is faulty. Replace the battery pack.

The battery pack is exhausted extremely quickly even at normal temperatures.
- Check the [Battery/Hour Meter] status screen (📖 201) to check if the battery pack has reached the end of its battery life. If so, buy a new battery pack.

Recording

The camcorder's controls are not responsive/disabled.
- When the KEY LOCK switch is set to 🔒, all buttons (or all buttons with the exception of some REC buttons) are locked and cannot be operated. Set the KEY LOCK switch to 🔓. You can change which controls are locked with the **MENU** ❯ [4 System Setup] ❯ [Key Lock] setting (📖 193).

Pressing the REC button will not start recording.
- The SD card is full or it already contains the maximum number of clips (999 clips). Delete some clips (📖 140) or save your clips (📖 151) and initialize the card (📖 35) to free some space. Alternatively, replace the card.
- The REC button that was used may be disabled. Change the current settings in the **MENU** ❯ [4 System Setup] ❯ [Camera Grip REC Button] setting to enable the use of the REC button on the grip.
- The camcorder may be set to a special recording mode. If the special recording mode is no longer necessary, return **MENU** ❯ [1 Recording/Media Setup] ❯ [Recording Mode] to [Normal Recording] to end the special recording mode.
- You may not be able to start or stop recording while controls on the optional RC-V100 Remote Controller are being operated. Stop using the remote controller and then press the REC button.

The point where the REC button was pressed does not match the beginning/end of the recording.
- There is a slight interval between pressing the REC button and the actual start/end of recording. This is not a malfunction.

The camcorder will not focus.
- The camcorder may not be able to focus on certain subjects using autofocus. Focus manually (📖 74).
- When the AF mode is set to AF-boosted MF, start focusing manually until the AF frame changes to white (automatic adjustment range).
- The viewfinder is not adjusted. Use the dioptric adjustment lever to make the proper adjustment (📖 28).
- The lens is dirty. Clean the lens with a soft lens-cleaning cloth.

When a subject flits across in front of the lens, the image appears slightly bent.
- This is a phenomenon typical of CMOS image sensors. When a subject crosses very quickly in front of the camcorder, the image may seem slightly warped. This is not a malfunction.

Abnormal images appear on the screen and the camcorder cannot record properly.
- While recording using an almost empty battery pack together with the compact power adapter, the compact power adapter was inadvertently disconnected or the power supply was suddenly interrupted. Reconnect the compact power adapter and turn the camcorder off and then on again or replace the battery pack with a fully charged one.

Changing between recording (●REC) and record standby (STBY) takes longer than usual.
- When the SD card contains a large number of clips, some operations may take longer than usual. Save your clips (□ 151) and initialize the card (□ 35). Alternatively, replace the card.

The camcorder cannot record to the SD card properly.
- This may occur as recordings are made and deleted over time. Save your clips (□ 151) and initialize the card (□ 35).

After using the camcorder for a long time, it becomes hot.
- The camcorder may become hot after using it continuously for long periods of time; this is not a malfunction. If the camcorder becomes unusually hot or it becomes hot after using it only for a short while, it may indicate a problem with the camcorder. Consult a Canon Service Center.

Playback

Cannot delete a clip.
- The clip may have an 🆗 mark. Remove the 🆗 mark (□ 139).
- The LOCK switch on the SD card is set to prevent accidental erasure. Change the position of the LOCK switch.

Deleting clips takes longer than usual.
- When the SD card contains a large number of clips, some operations may take longer than usual. Save your clips (□ 151) and initialize the card (□ 35).

Cannot copy clips.
- There is not enough available space on the destination card or the card already contains the maximum number of clips (999 clips). Delete some clips (□ 140) to free some space or replace the card.

Cannot delete a photo.
- The LOCK switch on the SD card is set to prevent accidental erasure. Change the position of the LOCK switch.
- Photos that were protected using other devices cannot be deleted with the camcorder.

Indicators and Onscreen Displays

⟦▣⟧ appears in red on the screen.
- The battery pack is exhausted. Replace or charge the battery pack.

⟦▢⟧ appears on the screen.
- The camcorder cannot communicate with the battery pack attached so the remaining battery time cannot be displayed.

The tally lamp does not illuminate.
- Set **MENU** ❯ [4 System Setup] ❯ [LED] ❯ [Tally Lamp (Front)] or [Tally Lamp (Rear)] to [On].

**The tally lamp flashes quickly.** ⟦✳✳✳✳ ✳✳✳✳⟧ **(4 flashes per second)**
- The battery pack is exhausted. Replace or charge the battery pack.
- There is not enough available space on the SD card. Delete some clips (□ 140) to free some space or replace the selected card.
- A system error has occurred. Turn the camcorder off and then on again. If this does not solve the problem, consult a Canon Service Center.

The tally lamp flashes slowly. ⟦ ✳ ✳ ⟧ **(1 flash per second)**
- The combined available space on both cards is low. Replace the card that is not being recorded onto.

Ⓐ◌/Ⓑ◌ appears in red on the screen.
- A card error occurred. Remove and reinsert the card. If the display does not change back to normal, save your recordings (□ 151) and initialize the card (□ 35).

Ⓐ/Ⓑ (in red) and [END] appear on the screen.
- The SD card is full. Use a different card or delete some clips (□ 140) to free some space on the card.

Even after stopping recording, the access indicator stays illuminated in red.
- The clip is being recorded on the card. This is not a malfunction.

🌡 appears in yellow on the screen.
- The camcorder's internal temperature has reached a predetermined level. You can continue using the camcorder.

▓ **appears in red on the screen.**
- The camcorder's internal temperature has risen further while ▓ appeared in yellow on the screen.
- If the icon appears in red in CAMERA mode while **MENU** ❯ [5] System Setup] ❯ [Fan] is set to [Always On], turn off the camcorder and wait until the temperature has decreased.
- In CAMERA mode, if [Fan] is set to [Automatic] and the fan was turned off while recording, the fan will turn on automatically (in that case, **FAN** will appear on the screen).

FAN **appears in red on the screen.**
- The fan may not be working properly. The camcorder will automatically turn off in approximately 10 minutes. Consult a Canon Service Center.

Picture and Sound

The peaking/magnification/zebra pattern/waveform monitor/B&W image does not appear on the screen.
- Check the corresponding output settings to make sure the display of the desired assistance function is enabled for the desired screen/video output.

Screen displays turn on and off repeatedly.
- The battery pack is exhausted. Replace or charge the battery pack.
- Remove the battery pack and reattach it correctly.

Abnormal characters appear on the screen and the camcorder does not operate properly.
- Disconnect the power source and reconnect it after a short time. If the problem still persists, use the **MENU** ❯ [1] System Setup] ❯ [Reset] ❯ [All Settings] function. This resets all the camcorder's settings to default values, except for the hour meter.

Video noise appears on screen.
- Keep a distance between the camcorder and devices that emit strong electromagnetic fields such as near powerful magnets and motors, MRI machines or high-voltage power lines.

Horizontal bands appear on the screen.
- This is a phenomenon typical of CMOS image sensors when recording under some types of fluorescent, mercury or sodium lamps. This is not a malfunction. You may be able to reduce the symptoms by setting the shutter speed mode to Speed and the shutter speed to a value matching the frequency of the local electrical system: 1/50* or 1/100 for 50 Hz systems, 1/60 or 1/120 for 60 Hz systems.
  * May not be available depending on the frame rate.

Audio cannot be recorded.
- The INPUT switch (audio input selection) is set to AES/EBU but an analog audio source is connected, or it is set to ANALOG and a digital audio source is connected. Set the audio related switches correctly according to the audio source you wish to use (📖 98).
- When using the INPUT 1/INPUT 2 terminals, make sure you are using an XLR connector. When using the MIC terminal, make sure you are using a condenser microphone with its own power supply and a ⌀ 3.5 mm stereo mini plug.
- The external microphone connected to the INPUT 1/INPUT 2 terminal requires phantom power. Set the corresponding ANALOG switch to MIC+48V (📖 98).

Audio is recorded at an extremely low level.
- When using the INPUT 1/INPUT 2 terminals or MIC terminal: The **AUDIO** (audio level) switch for CH1 or CH2 is set to M, and the recording level is set too low. Check the audio level meter on the screen and adjust the audio level correctly (📖 99).
- The microphone attenuator is on. Turn off the microphone attenuator (📖 101, 102).

Sound is distorted or is recorded at lower levels.
- When recording near loud sounds (such as fireworks, shows or concerts), sound may become distorted or it may not be recorded at the actual levels. Activate the microphone attenuator (📖 101, 102), or adjust the audio recording level manually.

The picture is displayed correctly but there is no sound from the built-in speaker.
- Speaker volume is turned off. Adjust the volume (📖 136).
- Disconnect any cables/external devices connected to the ⌒ (headphone) terminal.

Cards and Accessories

Cannot insert the SD card.
- The card you are trying to insert is not facing the correct direction. Turn it over and insert it.

Cannot record on the SD card.
- A compatible card must be used (◻ 33).
- Initialize the card (◻ 35) when you use it with the camcorder for the first time.
- The LOCK switch on the SD card is set to prevent accidental erasure. Change the position of the LOCK switch.
- Photos can be recorded only to SD card B. Insert a card into SD card slot B.
- The card is full or it already contains the maximum number of clips (999 clips). Delete some clips (◻ 140) to free some space or replace the card.
- The folder and file numbers have reached their maximum value. Set the MENU ❯ [2️⃣ Recording/Media Setup] ❯ [Photo Numbering] setting to [Reset] and insert a new card.

Recording to and playing back from an SD card is slow.
- This may occur as clips and photos are recorded/deleted over time. Save your recordings (◻ 151) and initialize the card (◻ 35).

The optional RC-V100 Remote Controller or commercially available remote control does not work.
- Make sure that MENU ❯ [4️⃣ System Setup] ❯ [REMOTE Term.] is set to [RC-V100 (REMOTE B)] or [RC-V100 (REMOTE A)] when using the optional RC-V100 Remote Controller or [Standard] when using a commercially available remote control.
- Turn off the camcorder, reconnect the remote controller and then turn the camcorder back on again.
- When MENU ❯ [1️⃣ Custom Picture] ❯ [Activate Other Settings] is set to [Off] or the currently selected custom picture file is protected, detailed custom picture settings cannot be adjusted using the RC-V100. Set [Activate Other Settings] to [On] after selecting a custom picture file that is not protected (◻ 121).

Connections with External Devices

Video noise appears on a nearby TV screen.
- When using the camcorder in a room where a TV is located, keep a distance between the compact power adapter and the power or antenna cables of the TV.

Playback looks fine on the camcorder but there is no image on the external monitor.
- The camcorder is not connected correctly to the external monitor. Make sure you are using the correct connection (◻ 145).
- The video input on the external monitor is not set to the video terminal to which you connected the camcorder. Select the correct video input.

The computer does not recognize the camcorder even though the camcorder is connected correctly.
- Disconnect the USB cable and turn off the camcorder. After a short while, turn it on again and restore the connection.
- Connect the camcorder to a different USB port on the computer.
- Establish the USB connection while the [Photos] index screen is displayed (◻ 132).

Cannot transfer clips or photos to the computer.
- The SD card contains too many clips and photos. Delete clips or photos until the card contains a combined total of 2,500 (Windows)/1,000 (macOS) or fewer and then use a card reader to transfer the recordings from the card.

There is no picture or sound from an external monitor connected to the SDI terminal
- Make sure the connected external device is compatible with 12G-SDI and the frame rate used.
- Check that the external monitor's settings match the configuration of the output signal selected on the camcorder (◻ 143).

There is no picture or sound from an external monitor connected to the HDMI OUT terminal
- Disconnect the HDMI cable and then restore the connection or turn the camcorder off and then on again.
- Make sure the external monitor is compatible with the output signal selected on the camcorder (◻ 143).

Peaking/B&W image/magnification/zebra patterns/waveform monitor do not appear on the viewfinder.
- Check that the display of desired assistance function is enabled for the viewfinder ([B&W Image: VF] (◻ 188), [Magn.: VF+LCD], [Peaking: VF], [Zebra: VF], [WFM: VF] (◻ 189)).

Peaking/B&W image/magnification/zebra patterns/waveform monitor do not appear in the video output from the SDI terminal.
- Check that that display of the desired assistance function is enabled for the SDI terminal ([B&W Image: SDI] (◻ 188), [Magn.: SDI/HDMI], [Peaking: SDI], [Zebra: SDI], [WFM: SDI] (◻ 189)).

Peaking/B&W image/magnification/zebra patterns/waveform monitor do not appear in the video output from the HDMI OUT terminal.
- Check that that display of the desired assistance function is enabled for the HDMI OUT terminal ([B&W Image: HDMI] (◻ 188), [Magn.: SDI/HDMI], [Peaking: HDMI], [Zebra: HDMI], [WFM: HDMI] (◻ 189)).

Network Functions

Check This First

> • Are the access point (wireless router), camcorder, computer or other network devices all turned on?
>
> • Is the network working and correctly configured?
>
> • Are all network devices correctly connected to the same network as the camcorder?
>
> • Are there any obstructions between the camcorder and the access point or between the network device used and the access point?

Cannot connect with an access point.
- There are other devices in the vicinity interfering with the wireless signal. Refer to *Precautions Regarding Wi-Fi Networks* (◻ 208).
- Password information is not saved with the camcorder settings. When you load onto the camcorder settings from a previously saved camcorder settings file, all the passwords in the network-related settings are reset. Set up the network-related settings as necessary (◻ 153).
- When using a Wi-Fi network, the camcorder cannot detect an access point if its stealth function is activated. Set up the network connection manually (◻ 158) or turn off the stealth function of the access point.

Cannot establish a Camera Access Point connection with a network device.
- There are other devices in the vicinity interfering with the wireless signal. Refer to *Precautions Regarding Wi-Fi Networks* (◻ 208).
- When you reset all the camcorder's settings, all network settings are lost as well. Connect using the default settings or set up the Camera Access Point settings again (◻ 155).

Cannot connect with a wired (Ethernet) network.
- Use a category 5e or better shielded twisted pair (STP) Ethernet cable.
- Try replacing the Ethernet cable.
- When you reset all the camcorder's settings, all network settings are lost as well. Set up the network settings again (◻ 153).
- Check that the network device to which the camcorder is connected is on and functioning properly. To use 1000BASE-T connection speeds, make sure to use network devices compatible with Gigabit Ethernet (1000BASE-T).

The Browser Remote application will not start on the Web browser.
- Make sure Browser Remote is activated (◻ 163).
- The URL entered into the Web browser's address bar is incorrect. Be sure to use the URL exactly as it appears in the CAMERA mode's [Network 4/6] status screen (◻ 202).

The Browser Remote screen is not displayed correctly on the Web browser.
- The device, operating system or Web browser used may not be supported. For the latest information about supported systems, visit your local Canon Web site.
- Enable JavaScript and cookies in your Web browser's settings. For details, refer to the help modules or online documentation of the Web browser used.
- Delete the cache and cookies for Browser Remote's URL in your Web browser and restart Browser Remote.

Precautions Regarding Wi-Fi Networks

When using a Wi-Fi network, try the following corrective actions if the transmission rate drops, the connection is lost, or other problems occur.

Positioning a network device (access point, mobile device, etc.)
- When using a Wi-Fi network indoors, place the network device in the same room as the camcorder.
- Place the network device in an open, unobstructed location, where people or objects do not come between it and the camcorder.
- Place the network device as close as possible to the camcorder and change the network device's height or orientation as necessary.

Nearby electronic devices
- If the transmission rate over a Wi-Fi network drops because of interference from the following electronic devices, switching to the 5 GHz band or to a different channel may solve the problem.
- Wi-Fi networks using the IEEE 802.11b/g/n protocol operate in the 2.4 GHz band. For this reason, the transmission rate may drop if there are nearby microwave ovens, cordless telephones, microphones, or similar devices operating on the same frequency band.
- If another access point operating on the same frequency band as the camcorder is used nearby, the transmission rate may drop.

Using multiple camcorders/wireless transmitters/access points
- Check that there are no IP address conflicts among the devices connected to the same network.
- If multiple XF705 camcorders are connected to a single access point, connection speeds may be reduced.
- To reduce radio wave interference when there are multiple access points using IEEE 802.11b/g or IEEE 802.11n (in the 2.4 GHz band), leave a gap of four channels between each wireless access point. For example, use channels 1, 6, and 11, channels 2, 7, and 12, or channels 3, 8, and 13. If you can use IEEE 802.11a/n (in the 5 GHz band), switch to IEEE 802.11a/n and specify a different channel.

List of Messages

Refer to this section if a message appears on the screen. The messages in this section appear in alphabetical order. Note that for some messages, an indication of the card involved (SD card A, SD card B, or both) may appear above the message itself.

Accessing SD Card A/SD Card B   Do not remove
- You opened the card slot cover while the camcorder was accessing the card. Close the card slot cover.

Battery communication error. Does this battery display the Canon logo?
- You attached a battery pack that is not recommended by Canon for use with this camcorder.
- If you are using a battery pack recommended by Canon for use with this camcorder, there may be a problem with the battery pack or camcorder. Consult a Canon Service Center.

Buffer overflow. Recording was stopped.
- The data transfer rate was too high for the card in use and the recording was stopped. Use a recommended card (□ 33).

Cannot play back
- The card contains clips that were recorded using a system frequency different from the one currently used by the camcorder. To play back the recordings on the card, change the **MENU** ❯ [1 Recording/Media Setup] ❯ [System Frequency] setting to match the recordings on the card.
- The file control information is corrupted or there was a decoder error. Turn the camcorder off and then on again. If this does not solve the problem, consult a Canon Service Center.

Cannot switch SD card slots
- The SLOT SELECT button was pressed while the camcorder is recording. Wait until recording is finished to change the selected SD card slot.

Change the battery pack
- The battery pack is exhausted. Replace or charge the battery pack.

Cover is open
- The SD card slot cover was open when the camcorder was switched to or turned on in CAMERA mode. Insert a card and close the card slot cover.

Fan error
- The cooling fan may not be working properly. Consult a Canon Service Center.

File name error
- You attempted to record a clip while clip numbers are at their maximum value. Save your clips (□ 151) and initialize the card (□ 35) or delete all the clips (□ 140).
- You attempted to take a photo while photo numbers are at their maximum value. Set **MENU** ❯ [2 Recording/Media Setup] ❯ [Photo Numbering] to [Reset] and delete all the photos on the card (□ 182) or initialize it (□ 35).

INFRARED switch position changed (ON/OFF). Check the focus.
- The focus may change when you turn the infrared mode on or off. Check that the focus is correct.

Invalid operation
- The following are not valid operations and cannot be performed.
  • Trying to add a shot mark to a frame that already has one.
  • Trying to add an 🆗 mark and a ✅ mark to the same clip.
  • Pressing the REC button when no cards are inserted in the camcorder.

Management file error
- Cannot record because the camcorder cannot write to the file control information. This may occur if the files on the card were accessed using another device. Save your clips (□ 151) and initialize the card (□ 35).

May not be possible to record clips on this media
- The card selected for recording has a Speed Class rating lower than 10. Use a recommended card (□ 33).

Media full
- The SD card is full. Replace the card or delete some recordings (□ 140, 182) to free some space on the card.

Media is almost full
- The amount of available space on the SD card is low. Replace the card or delete some recordings (□ 140, 182) to free some space.
- The amount of available space on SD card A and SD card B combined is low. Replace the card that is not selected.

Media is not supported
- 512 MB or smaller SD cards cannot be used with the camcorder. Use a recommended card (□ 33).

Memory card is write-protected
- The LOCK switch on the SD card is set to prevent accidental erasure. Change the position of the LOCK switch.

Number of clips already at maximum
- The card selected for recording already contains the maximum number of clips (999 clips). Replace the card.

Number of Shot Marks at maximum
- The shot mark could not be added because the clip already contains 100 shot marks.

Recorded at 50.00 Hz/59.94 Hz   SD Card A / SD Card B: Recommend checking the data and initializing
- The card contains clips that were recorded using a system frequency different from the one currently used by the camcorder. Save the content of the card if necessary and initialize the card with this camcorder (□ 35).

Recording was stopped.
- The file control information is corrupted or there was an encoder error. Turn the camcorder off and then on again. Then, remove the card being used and reinsert it. Alternatively, replace the card. If this does not solve the problem, consult a Canon Service Center.

SD Card A / SD Card B: Check the data.
- Cannot access the card. Check the card and make sure it is inserted correctly.
- A card error occurred. The camcorder cannot record or display the image. Try removing and reinserting the card, or use a different card.
- You inserted a MultiMedia Card (MMC) into the camcorder. Use a recommended SD card (□ 33).
- If after the message disappears, 🄰⊘ or 🄱⊘ appears in red, perform the following: Turn off the camcorder and remove and reinsert the card. If 🄰 or 🄱 turns back to green you can resume recording/playback. If the problem persists, save your clips (□ 151) and initialize the card (□ 35).

SD Card A / SD Card B: Recommend checking the data and initializing
- The card cannot be used for any of the following reasons. Save your clips (□ 151) and initialize the card (□ 35).
  • A problem has occurred with the card.
  • The camcorder cannot read the data on the card.
  • The card was initialized using a computer.
  • The card is partitioned.
- The card was initialized using a camcorder with a different firmware version. To be able to record on the card, save the recordings it contains and then initialize it using this camcorder.

SD Card A→SD Card B / SD Card B→SD Card A   Switched
- The camcorder switched to recording on the other card after you pressed the SLOT SELECT button or automatically due to relay recording.

SD Card A→SD Card B / SD Card B→SD Card A   Will switch in a moment
- The selected card is almost full so the camcorder will switch to recording on the other card in approximately 1 minute (relay recording).

Some clips require data recovery.
- The power may have been suddenly turned off or the card may have been removed while the camcorder was recording. As a result, one or more clips contain corrupted data. You can try to recover the clips (□ 37).

The following settings were changed.
- The settings displayed on the screen were changed automatically due to a change in one of the [Recording/Media Setup] settings. Check the settings before you continue recording.
- LUT options that were set to [PQ : BT.2020] or [HLG : BT.2020] will be reset to [Off] automatically when you activate slow motion recording.

The memory card is not compatible with the current recording settings.
- The video configuration settings are set to record XF-HEVC clips with a resolution of 3840x2160 but the card selected for recording does not have a UHS Speed Class rating of U3. Replace the card with one rated UHS Speed Class U3 or set MENU ❯ [1 Recording/Media Setup] ❯ [Resolution/Color Sampling] to [1920x1080 YCC422 10 bit].
- Slow motion recording was activated but the card selected for recording does not have a UHS Speed Class rating of U3. Replace the card with one rated UHS speed class U3.

Too many photos. Disconnect the USB cable.
- Disconnect the USB cable. Try using a card reader or decrease the number of photos on the card to fewer than 2,500 (Windows) or 1,000 (macOS) and then restore the connection.

Unable to recover data
- Could not recover the selected clip. Save your clips (□ 151) and delete the clips that could not be recovered (□ 140).
- The camcorder may not be able to recover clips when there is not enough space on the card. Delete some clips (□ 140) to free some space.

Network Functions

Along with this list, refer also to the instruction manuals of the access point or other external devices you are using.

A User is already accessing the server. Try again later.
- This message appears on the screen of the connected device. Another device connected to the network is already operating the camcorder. To use this device, first end the connection on the device accessing the camcorder and then touch Retry.

Cannot log in to FTP server.
- Check the user name and password information in the FTP server settings (□ 176).

Cannot transfer files to FTP server.
- Check that there is enough available space in the data storage device (hard disk, etc.) that contains the destination folder on the FTP server.

FTP transfer error. File transfer was not completed.
- An error occurred while transferring files to the FTP server. Turn then camcorder and the FTP server off and then on again and try again the FTP transfer.

IP address conflict
- Another device on the same network has the same IP address assigned to the camcorder. Change the IP address of the conflicting device or the camcorder.

LAN cable not connected.
- You attempted to connect to a wired network but the Ethernet cable is not connected. Check that the Ethernet cable is correctly connected to the camcorder's 品 (Ethernet) terminal and to the LAN/Ethernet port on the network device.

Multiple access points detected. Try the operation again.
- There are multiple access points sending out a WPS signal at the same time. Try the operation again later or perform setup using the [WPS: PIN Code] or [Search for Access Points] option (□ 157).

Network functions malfunction.
- There's a hardware problem with the camcorder's network related circuitry. Try turning the camcorder off and then on again. If the problem persists, consult a Canon Service Center.

No access points found
- The camcorder searched for active Wi-Fi networks (access points) in the area but none were found. Make sure the access point is working correctly and try connecting again.
- The access point is operating in stealth mode. Deactivate the stealth function in the wireless router (access point) settings.
- The camcorder may not be able to find the access point if MAC address filtering is activated. Check the [Network 3/6] status screen (□ 201) and make sure to add the camcorder's MAC address to the list of approved wireless devices in the wireless router (access point) settings.

Reached the end of the adjustment range
- This message appears on the screen of the connected device. When focusing with Browser Remote, this message will appear when a focus adjustment would push the focus out of the lens's available range.

Some files could not be transferred.
- The file system is corrupted or you attempted to transfer clips not recorded with this camcorder. Delete those clips from the SD card and then transfer the files again (□ 176).
- The destination folder contains files with the same file name as those to be transferred. Rename the files or set MENU ❯ [1] Network Settings] ❯ [FTP Transfer Settings] ❯ [Same Named Files] to [Overwrite] to overwrite the files in the destination folder.

Unable to complete WPS. Try the operation again.
- More than 2 minutes passed between activating WPS on the access point and selecting [OK] on the camcorder. Start over the WPS procedure from the beginning.
- The WPS button was not held down long enough. Refer to the instruction manual of your wireless router. When using WPS to make a wireless connection, keep the WPS button held down until the wireless router's WPS function is activated.
- The access point's encryption method is set to [WEP]. Wi-Fi Protected Setup (WPS) cannot connect to access points set to this encryption method. Change the access point's encryption method or use another connection method (□ 156).

Unable to connect
- Could not connect to the access point or network device selected.
- Cordless phones, microwave ovens, refrigerators and other appliances may interfere with the wireless signal. Try using the camcorder in a location farther away from such appliances.

Unable to connect to FTP server.
- Could not connect to the FTP server. Check the FTP server settings (□ 176).

Unable to obtain an IP address
- If you are not using a DHCP server, connect using the [Manual] option and enter the IP address using the [Manual] option (□ 158).
- Turn on the DHCP server. If it is already on, make sure it is functioning properly.
- Make sure the address range for the DHCP server is sufficient.
- If you are not using a DNS server, set the DNS address to one other than [0.0.0.0].
- Set the DNS server's IP address in the camcorder.
- Turn on the DNS server. If it is already on, make sure it is functioning properly.
- Make sure that the DNS server's IP address and the name for that address are correctly configured.
- If you are using a wireless gateway router, make sure all of the devices in the network, including the camcorder, are configured with the correct gateway address.

Wi-Fi connection terminated
- An error occurred on the access point or connected device. Check the network or connected device and try connecting again.
- The Wi-Fi signal became too weak and the wireless connection was lost. Wait a moment or turn off other devices in the area that may be interfering with the Wi-Fi signal and then try connecting again.

Wi-Fi error.   Incorrect authentication method.
- Make sure the camcorder and access point are using the same authentication/encryption method and encryption key.

Wi-Fi error.   Incorrect encryption key.
- When the authentication mode was set to [WPA-PSK], [WPA2-PSK] or [Shared Key], or the encryption method was set to [WEP], the encryption key (WEP key or AES/TKIP password) entered or its length (number of characters) is incorrect.
  • Valid passwords vary depending on the encryption method:
    - AES / TKIP encryption: 8 to 63 ASCII characters or 64 hexadecimal characters.
    - 64-bit WEP encryption: 5 ASCII characters or 10 hexadecimal characters.
    - 128-bit WEP encryption: 13 ASCII characters or 26 hexadecimal characters.

Wi-Fi error.   Incorrect encryption method.
- Make sure the camcorder and access point are using the same authentication/encryption method and encryption key.