

## SYMPTOMS



Black or gray image is displayed.

## CAUSE

This could be caused by one or more of the following;

1. The lights are not aligned properly (Quick Glance 2 only).
2. The lights are not connected properly (Quick Glance 2 only).
3. The camera f-stop is set too low.
4. The camera or lights are not functioning properly.

## RESOLUTION

1. Align the lights until the brightest possible image is displayed.
2. Verify the lights are securely connected to the side of the camera.
3. The camera is shipped with the f-stop set to achieve optimal performance. If this is inadvertently changed, you can change the f-stop by turning the adjustment on the lens closest to the body of the camera. Please contact us for the optimal setting of your camera.



4. To identify if the camera or lights are not functioning properly, point the camera at an infrared light source (sunny window or incandescent light bulb). If you see the light source on the computer monitor, the lights are most likely not function properly. If you do not see the light source on the computer monitor, the camera is most likely not functioning properly. Please contact us for replacement or repair. 480-704-3158 or [support@etmail.net](mailto:support@etmail.net).

## APPLIES TO

- Quick Glance 2B
- Quick Glance 2S
- Quick Glance 2SH
- Quick Glance 3S
- Quick Glance 3SH