

ATC2K FAQs

- **Why won't the camera turn on when I insert the SD card?** Try formatting the SD card to FAT/your SD card may be faulty, try another SD card, /you may have short circuited the pins on the SD card, try another SD card.
- **Why is the sound very faint or no sound at all?** The ATC2K is specifically designed for extreme activities and is waterproof. It is for this reason that we purposely made the microphone less sensitive.
- **Is the camera NTSC or PAL?** It depends upon the country the camera was purchased in. E.g. for the UK, playback is in PAL, for the US, playback is in NTSC.
- **How long do I have to wait for my camera when buying it online from your website?** It usually takes about 2-5 days.
- **My ATC2K will only record in B&W, why?** The place of purchase may not be the same country as the one you are in, some tvs use NTSC and others PAL. This may be the reason. The other reason could be that your camera is faulty. Please contact our customer service.
- **How long is the warranty for?** From the date of product purchase, 90 days.
- **Do you sell accessories separately?** Yes, extra mounts are available here:
<http://www2.oregonscientific.com/shop/product.asp?cid=24&scid=132&pid=821>

The Cold Weather Sleeve is available here:
<http://www2.oregonscientific.com/shop/product.asp?cid=24&scid=132&pid=790>
- **I plug the USB cable into the camera but it won't turn on, why?** If you plug the cable in whilst the camera is off, you need to press the on button after which the LCD screen should show PC.

- **The camera won't turn on.** Ensure you have new batteries inserted. Ensure the SD card is correctly formatted. The ON button needs to be pressed and held for 2 seconds.
- **Does the ATC2K have a webcam function?** No, there is no webcam function.
- **My footage is blurry/twinned, why?** There, is most likely a defect, refer to the retailer you purchased it from.
- **When on low battery, the camera often cuts out without saving the footage first.** It's likely you have a defective unit. Refer to retailer. If that is unsuccessful please follow the link – How do I get an RMA – to exchange your product with us.
- **Can I apply to receive a replacement directly from the ATC Support team?** No, the ATC support team is for technical support only.
- **The unit won't turn on with an SD card inside so I can't format the SD card.** You can try and format the SD card in an SD card reader or other device.
- **How do I get an RMA?** Go to this link then follow the instructions:
<http://www2.oregonscientific.com/service/default.asp> or call 1-800-853-8883. atc@oregonscientific.com is specifically for technical support.
- **How do I change the TV mode?** The TV mode cannot be changed.
- **The SD card is empty but the LCD screen shows the incorrect amount of minutes remaining on my 2GB SD card.** You may have corrupted hidden files on your SD card. You should reformat it to FAT. Please note that this will wipe the SD card of all data so ensure you have all data it backed it.
- **Will the ATC2K take SD cards larger than 2GB?** No, the it takes up to 2GB SD cards.

- **When I playback on my computer there is wording on the top and bottom of the screen, how do I get rid of it?**
A trial version of this Pegasus software may have been installed with or without your knowledge. As it is only a trial version the watermark will show.

I've searched the Pegasus website and they have a solution for this under Q1:

<http://www.pegasusimaging.com/picvideofaq.htm#Q1>

- **How can I turn the beeping sounds off?** These cannot be turned off.
- **Why can't I hear any audio on my computer?** If you are using Windows Vista there is a codec missing. The codec is [0007 µ law](#). Alternatively, you could try playback on Media Player Classic.