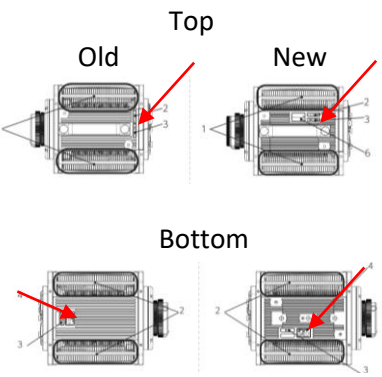


Symptom: USB 3.0 download cannot be done

Pre-Check List for Troubleshooting

- 1) What is Camera Model, Serial Number (S/N), CID, and IP Address?
* These are shown in plates on the top and the bottom of the camera.
- 2) When was the last time USB 3.0 download succeeded with PC without any problem?
- 3) What has changed from the last time USB 3.0 download succeeded successfully?



<Confirmation>

- 1) Confirm USB 3.0 driver is installed into PC.
(Please refer to another document, Page 23 on MLink manual)
- 2) Confirm USB 3.0 cable connected with USB 3.0 port of PC.
- 3) Is USB 3.0 cable firmly fixed with USB 3B connector on the rear panel of camera? (The left and right fixing screws of USB3B connector must be firmly inserted and tightened into the connector of camera)
- 4) Does USB 3.0 download succeed when connected to another USB 3.0 port of same PC?
- 5) Does USB download succeed when connected to USB 3.0 port of another PC?



If trouble cannot be solved after checking above confirmation list, please contact nac support team with following information

- **3 items on 'Pre-Check List For Troubleshooting'**