Flip Video Questions and Answers

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How do I save videos on my computer?

Answer

To save a video on your computer using the Flip Video Program:

- In Your Library, click on an album.
- In Features, click Save Videos. The Save Videos screen will appear.
- Select videos by clicking on thumbnails. Each selected video will be highlighted. To select all your videos, click *Select All*.
- To save videos to your computer, click *Save to Computer*. The *Save to Computer* screen will appear. You can save to an existing album or create a new album.
 - To create a new album, click *Create New Album*, then click *Save*. Enter the name of the new album where prompted, then click *OK*. Note: Saving a video to a new location does not delete it from its original location.
- To save videos to your camcorder, click *Save to Camcorder*. You can save videos from your computer back to your camcorder, to view or transport them on your camcorder. Note: There is limited space on your camcorder, but you can save as many videos as space permits.
- To save videos for email attachment, click Save for Email. Your videos are converted into a more compact size and format (WMV on Windows and MOV on Macintosh), making them easier to email as well as making them more compatible with standard media players on your recipients' computers. Once your videos are converted, they are saved in a folder on your Desktop called *Flip Videos for Emailing*. Attach the videos in this folder to an email message using your favorite email program. NOTE: Videos emailed via attachment should be limited to a file size of 5 MB. Email attachments exceeding this size are not reliably delivered by most email systems, as either your mail server or your recipient's mail server may reject them.

NOTE: On Windows computers, saved video files are located in the *My Flip Video Library* folder in *My Documents*. On Macintosh computers, saved video files are located in the *My Flip Video Library* folder in *Documents*. However, we strongly recommend that you do not manually add or remove files or folders in your *Flip Video Library* location, as it may result in a loss of your video files. If you would like to manually organize your files and folders outside of the Flip Video Program, please copy them to a different location on your computer.

I tried to start the Flip Video Program myself, but it won't start. What should I do?

Answer

If you are having trouble starting the *Flip Video Program*, first ensure that your computer meets the minimum requirements to use the program. The program requires the following minimum hardware and software to be installed correctly on your computer in order to function properly:

Users Running Microsoft Windows Computers:

The *Flip Video Program* requires the following minimum hardware and software to be installed correctly on your *Windows* computer in order to function properly:

- · Intel Pentium 4 2.0 GHz or faster, with at least 512 MB of RAM
- · Windows XP SP2 or Windows Vista
- SVGA display monitor and video card, with display set to screen resolution of 1024 by 768 pixels or higher, and color quality/depth set to 24-bit or higher (to check/change setting, open Control Panel > Display > Settings)
- · Windows Media Player 9.0 or later
- · Microsoft DirectX 9.0 or later
- Installation of the 3ivx video compatibility software automatically installed by the Flip Video Program

To download a free upgrade of *Windows Media Player* or *Microsoft DirectX*, go to <u>www.microsoft.com</u>. We also recommend that you install the latest service packs and updates to obtain the highest performance and reliability on your computer. For *Windows* updates, go to the *Start* menu on your computer and select *Windows Update*.

Users Running Macintosh Computers:

The *Flip Video Program* requires the following minimum hardware and software to be installed correctly on your *Macintosh* computer in order to function properly:

- · PowerPC G4 1.0 GHz, Intel Core or faster, with at least 512 MB of RAM
- · Mac OS X 10.3.9 or later
- SVGA display monitor and video card, with display set to resolution of 1024 x 768 or higher, and color set to Millions or higher (to check/change setting, open System Preferences > Displays)
- · QuickTime 7 or later

 Installation of 3ivx video compatibility software installed with the Flip Video Program

To download a free upgrade of *QuickTim*e, go to <u>www.apple.com</u>. We also recommend that you install the latest service packs and updates to obtain the highest performance and reliability on your computer. For *Macintosh* updates, go to the *Apple menu* on your computer and select *Software Update*.

If your computer meets the minimum requirements, but you are still having trouble with the program, please exit, restart your computer, and try again.

Question 3

Why does the camcorder record in a format that requires the installation of video compatibility software (a "codec")? Why doesn't it just record in a format that is more easily compatible?

Answer

Different compression formats provide different tradeoffs in video quality versus compatibility and file size. The Flip Video camcorder uses the MPEG-4 format for recording and playback as it presents very high quality video, but results in a file size that is not as large as other high quality formats (e.g. MPEG-2 format on DVDs). This maximizes the space on your camcorder's memory as well as your hard drive, but still enables high quality videos.

For playback on a computer, videos recorded using a high-quality compression format can only properly play back after installation of video compatibility software (a "codec") onto your computer. The Flip Video Program that runs from the camcorder's memory includes the automatic installation of 3ivx video compatibility software for your convenience (as long as your system meets the minimum requirements).

Question 4

When I capture a specific frame of video, can I use it with a photo viewing or editing program such as *Paint*, *iPhoto* or *Photoshop Elements*?

Answer

When you use the program's *Snap* feature, the resulting photo is a standard *JPEG* photo file, which you can open in any photo viewing or editing program that supports the *JPEG* format.

I've deleted some or all of my videos from the camcorder but I am still missing recording time.

Answer

We suggest trying the following to regain your full record time.

Connect your camcorder to your computer and open your *DCIM/100VIDEO* folder. This folder contains the videos from your *Flip Video* camcorder. When your videos are manually renamed within this folder, they are no longer recognized by the *Flip Video* program. Please ensure that all videos in this folder are carrying their original name. For example, **VID#####.AVI** where **######** is any number between **00001** and **99998**. Then, delete all videos you have previously saved from this folder. Your videos cannot be retrieved once they are deleted, so please make sure you have the videos you wish to keep saved into another folder before doing this.

Also make sure you have deleted any videos that reside outside of the *DCIM/100VIDEO* folder within your camcorder's root directory.

After you have deleted all videos, disconnect your camcorder and check on your record time. If you have still not regained your full record time, please reconnect your camcorder and empty your "*trash can*". Then, power your camcorder on and off **8** times.

Question 6

During playback, I accidentally pressed the red Record button. Did I record over the video that I was playing?

Answer

No, the video you were playing is still safely stored on your camcorder. If you press the red Record button while playing a video, the camcorder stops playback, but does not begin recording immediately. Recording can only begin immediately when no other features are in use and Ready appears in the top left corner of the display screen.

In addition, recorded videos are stored indefinitely on your camcorder until you delete them. There is no way to record over any existing videos. The only way to delete videos is to use the DELETE button on your camcorder or use the Delete Videos feature within the Flip Video Program.

How do I change the volume on my camcorder?

Answer

To control the volume of your videos while playing them on your camcorder:

- Press "+" on the 4-way navigation button to increase the volume
- Press "-" on the 4-way navigation button to decrease the volume

You cannot control the recording volume of your camcorder. You can improve the recording volume and quality of your videos by moving the microphone (located on the front of your camcorder) closer to your subjects. For optimum volume and quality, the microphone should be within 12 feet of the subject in an indoor environment. When you are outdoors or there is a high amount of background noise, this distance may need to be shorter.

Question 8

Why does my camcorder turn itself off if I do not use it for a little bit?

Answer

In order to conserve battery life and maximize your camcorder's use time, the camcorder automatically shuts off after 120 seconds of inactivity.

Question 9

How long does it take to charge the battery?

Answer

Fully charging the battery takes about 3 hours if you plug the camcorder into your computer, depending on your computer. Note: Recharging via your computer may take longer if the Flip Video Program is running. To begin recharging, first exit the program.

Question 10

How long does the battery last before it needs recharging?

Answer

On a full charge at original capacity, the battery should provide up to 4 hours of camcorder use before you will need to recharge.

How long can the battery keep a charge without being used?

Answer

The standby time is about 3 months when fully charged. After 3 months of no usage, the battery will likely be fully discharged. You may find that the battery is empty before then, and that is normal. Even when it is not being used, the battery normally dissipates a little at a time. Lithium-ion batteries need to be used for maximum performance. If you do not use your device often, be sure to complete a charge cycle at least once per month.

Question 12

Does the battery ever wear out?

Answer

After a period of time that varies depending on use and settings, you may find that your battery will power your device for only a couple of hours, requiring you to charge more frequently. Rechargeable batteries have a limited number of charge cycles and may eventually need to be replaced. You cannot replace your battery on your own, but can request battery replacement through Flip Video Support.

Question 13

Why is a battery symbol flashing on the display screen?

Answer

A battery symbol flashing on the display screen indicates that your battery is too low and needs to be recharged. If you do not recharge the battery when you see the battery symbol start to flash, the camcorder will eventually turn itself off as the battery diminishes.

Question 14

Can I make a **DVD** using the writer/burner in my computer?

Answer

You can create a *DVD* using the *DVD* writer/burner on your computer, but you must first decide how you want to use the *DVD* before deciding how you will create it. There are some very simple ways to burn *DVDs* yourself, but they can limit the features of the *DVD*, e.g. it may not play back on the home *DVD* player in your living room. On the other hand, there are third party *DVD* authoring programs available that can help you create a complete, professional-quality *DVD*, but you will need to purchase such a program separately and follow its instructions. (You may already have such a program installed with the *DVD* writing hardware that came with your computer. For more information, please consult the documentation that came with your computer or *DVD* hardware.). Following are your options for making a *DVD*:

- The simplest option is to write or "burn" your camcorder's videos directly to a *DVD* disc just as you would burn a *CD*, using the utilities on your computer. You do not need to purchase an additional program for this, and it is a fairly simple process. Writing files onto a *DVD* disc will result in an archive copy of your videos, but the disc will only play on computers with *MPEG-4* video compatibility software installed (such as the *3ivx MPEG-4 Decoder* installed by the *Flip Video Program*). The disc will not play in your home *DVD* player, as you must use an authoring program to create a *DVD*-compliant disc for your home *DVD* player. This option, then, is a good, simple way to archive your videos, but the resulting *DVD* has very limited use for playback.
- 2. The second option is to convert your videos into a format that is compatible with a wider variety of computers and home *DVD* players, and then burn your *DVD* using the utilities on your computer. There are a number of commercially available video conversion utilities (a.k.a. "encoders") and these utilities are fairly low-cost products. This is a good option for creating a *DVD* for both archival storage and some limited playback on home *DVD* players. However, the first drawback of this option is that video conversion can be a fairly laborious and technical process, depending on which utility or application you choose (e.g. it can be tricky to choose the right conversion format, understand bit rates, etc.). Secondly, this process still does not author all the menus, titles, and navigation needed for a fully *DVD-compliant* disc, so that it plays on any standard home *DVD* player.
- 3. The third option is to purchase or use a program that allows for complete *DVD* authoring. This can be the most time-consuming and costly option, but it will result in a professional-quality *DVD*. *DVD* authoring programs can be time-consuming to understand and use, and are typically higher-cost programs, but they do enable you to convert your videos into the appropriate format for universal *DVD* playback, and to author all the menus, titles, and navigation needed for a fully *DVD-compliant* disc, so that it plays on any standard home *DVD* player. Most *DVD* authoring programs also allow you to edit your videos creatively, for example, shorten and splice videos, and add creative transitions to produce your own movie-like experience. This option requires the most time and cost, but also provides you with a *DVD* closest to a professional-quality *DVD*.

Why is the camcorder not recording?

Answer

Before you begin recording, ensure that *Ready* appears in the top left corner of the display screen, and that there is enough time left on the camcorder for you to record videos. When *Ready* appears in the top left corner of the display screen, the amount of time left on your camcorder appears in the bottom left corner of the display screen.

When you are recording, ensure that the red "•" symbol appears in the top left corner of the display screen, the red **LED** light on the front of the camcorder is on, and the clock time shown in red is incrementing. Also, ensure that the battery symbol is not

flashing on the display screen. A battery symbol flashing on the display screen indicates that your batteries are too low and need to be replaced.

When there is zero time remaining to record additional videos, you will see *Camcorder Full* on the display screen. At that point, you will need to delete videos from your camcorder in order to record any additional videos, first saving any videos you would like to keep.

Question 16

I accidentally pressed the *DELETE* button on my camcorder, but I do not want to delete this video. What are my options?

Answer

If you press the *DELETE* button, but then do not want to delete a video, you can press any other button to cancel your delete action, or simply wait for the action to cancel itself. The delete action will automatically cancel itself after 5 seconds of inactivity.

Question 17

How do I capture a photo from a video using the Fip Video program?

Answer

To capture a photo from a video using the *Flip Video* Program:

1. In Your Library, click on an album.

2. Below the video from which you want to capture a photo, click *Edit* to enlarge the video viewing window. Immediately below the video viewing window, there are onscreen controls similar to those found on **CD** and **DVD** players:

- Play >
- Pause ||
- Step Forward |>
- Step Backward <|
- Fast Forward to End >|
- Rewind to Start |<

3. Find the point in your video that you want to capture as a photo:

a. To view a video, click *Play* >. During playback, click Pause || to pause the video.

b. To forward or rewind the video using the playback slider, drag it along the time bar.

c. To forward or rewind a video in small steps, click **Step Forward />** to advance, and **Step Backward </** to move in the reverse. Each click moves the video forward or backward a single step.

4. When you are paused on the point in your video that you want to capture as a photo, click *Snap*.

5. Save the photo in the location you want on your computer. The photo will be saved as a *JPEG* file. NOTE: You cannot view captured photos using the Flip Video Program.

How do I change the date and time on the camcorder?

Answer

To change your camcorder's date and time settings, press and hold the "Record" button while the camcorder powers on, entering camcorder setup. Once the Set Date screen is displayed on your camcorder, use "+" and "-" on the 4-way navigation button to adjust the desired value for each setting, and use "<", and ">" to select the setting you want to change. The date and time settings can be reviewed and reset at any time, and as often as needed.

Question 19

How do I disconnect the camcorder from my computer?

Answer

When you would like to disconnect your camcorder from your computer, you must fully exit the program and use your computer's *Safely Remove Hardware* or *Eject* utility to stop the camcorder safely, before physically unplugging it from your computer. Unsafely removing the camcorder, even once, may cause unrecoverable corruption of the camcorder, its program files, or your videos.

To disconnect the camcorder from your Windows XP or Vista computer:

- If you are using the *Flip Video Program*, exit it by clicking *Close (X)* in the upper right-hand corner of the screen. Wait for the program screen to close completely.
- Click the *Safely Remove Hardware* icon on your Windows taskbar. A small popup window will appear.
- Click Safely remove USB Mass Storage Device in the pop-up window. Once your computer has safely ejected your camcorder as a device, a pop-up window will appear with a message confirming that it is safe to unplug your camcorder.
- Remove the camcorder USB Connector Arm from the USB port on your computer.

To disconnect the camcorder from your Macintosh computer:

- If you are using the *Flip Video Program*, exit it by clicking *Close Window (X)* in the upper left-hand corner of the screen. Wait for the program screen to close completely.
- Select the *FLIPVIDEO* icon on your Desktop and choose *File > Eject*. Alternatively, you can drag the *FLIPVIDEO* icon to the *Trash* icon in the *Dock*. (While you drag, the *Trash* icon changes to an *Eject* icon.) Once the *FLIPVIDEO* icon disappears from your Desktop, it is safe to disconnect your camcorder.
- Remove the camcorder USB Connector Arm from the USB port on your computer.

I accidentally deleted the *DCIM* folder on my camcorder with all my videos in it. Can I get my videos back?

Answer

No, unfortunately, once you delete videos from your camcorder, they cannot be retrieved. The information is permanently erased from the camcorder's memory. A new *DCIM* folder will automatically be created when you record new videos, but none of your deleted videos will be contained in that new folder.