

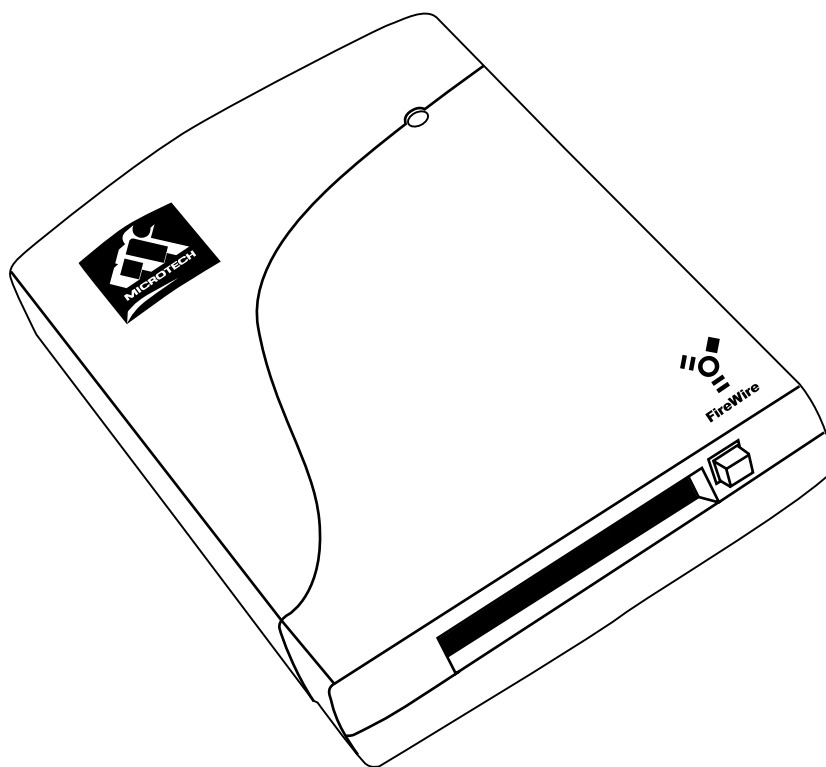
USER'S MANUAL



FireWire

CameraMate

Digital Film Reader



USER'S MANUAL

FireWire CameraMate

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USER'S MANUAL

FireWire CameraMate

1 GETTING STARTED

Introduction — 

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Introduction:

Thank you for purchasing the FireWire CameraMate from Microtech.

The FireWire CameraMate is a CompactFlash digital media reader/writer for new FireWire (IEEE 1394) equipped Apple Macintosh (iMac, iBook, G3/G4, Cube, etc.) and PC Compatible owners who wish to read and write CompactFlash cards. The FireWire CameraMate is easy to use and provides transfer rates of up to 5MB/sec (40Mb/sec).

What's included with the FireWire CameraMate:

The FireWire CameraMate includes the following package contents:

- FireWire CameraMate Digital Film Reader
- Microtech Installer CD (includes this User's Guide, Microsoft supplemental FireWire (IEEE 1394) drivers for Windows 98 SE, and free software)
- Mounting Software Installer CD (for use with Macintosh only)
- Quick-Start Guide
- Warranty Registration Card

System Requirements:

PC Compatible:

- Desktop or laptop PC Compatible with an available 6 pin FireWire (IEEE 1394) port
- Windows 98 SE, Me, 2000, XP
- CD-ROM Drive (for driver software installation on Windows 98 SE)
- Pentium (or equivalent) 200MHz laptop or desktop PC

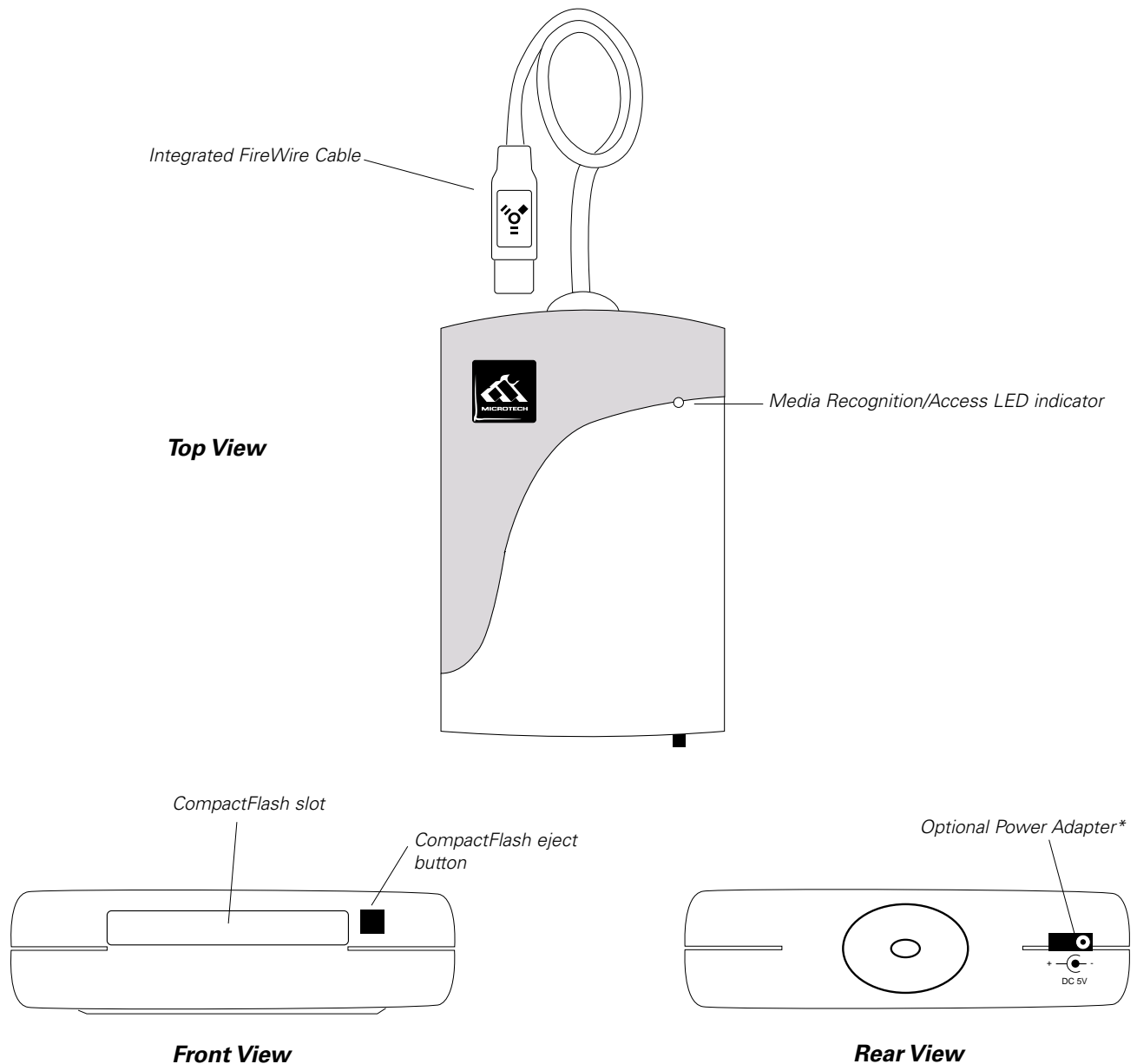
Macintosh:

- Apple iMac, G3, G4, System with an available 6 pin FireWire (IEEE 1394) port
- Mac OS 8.6 or greater
- CD-ROM Drive (for software installation)
- FireWire Manager 2.3.3 or greater

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FireWire CameraMate

Parts of the FireWire CameraMate:



***WARNING:** Permanent damage will result when used with a standard power adapter. Use only with the Microtech Optional Power Adapter (if power required).

Registering the FireWire CameraMate

Thank you again for purchasing the Microtech FireWire CameraMate. In order for us to better serve you, we encourage you to register your FireWire CameraMate as soon as possible. There are several benefits to registering the FireWire CameraMate:

- 1.** Registering your FireWire CameraMate entitles you to free periodic driver software updates when available.
- 2.** Registering your FireWire CameraMate entitles you to toll free technical assistance from Microtech.

There are three options for you to register the FireWire CameraMate:

- 1.** Register online at **<http://www.microtechint.com/register>** for instant registration.
- 2.** Complete and mail the included Warranty Registration Card to Microtech.
- 3.** Complete and fax the included Warranty Registration Card to Microtech.

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FireWire CameraMate

CONNECTING to a Macintosh

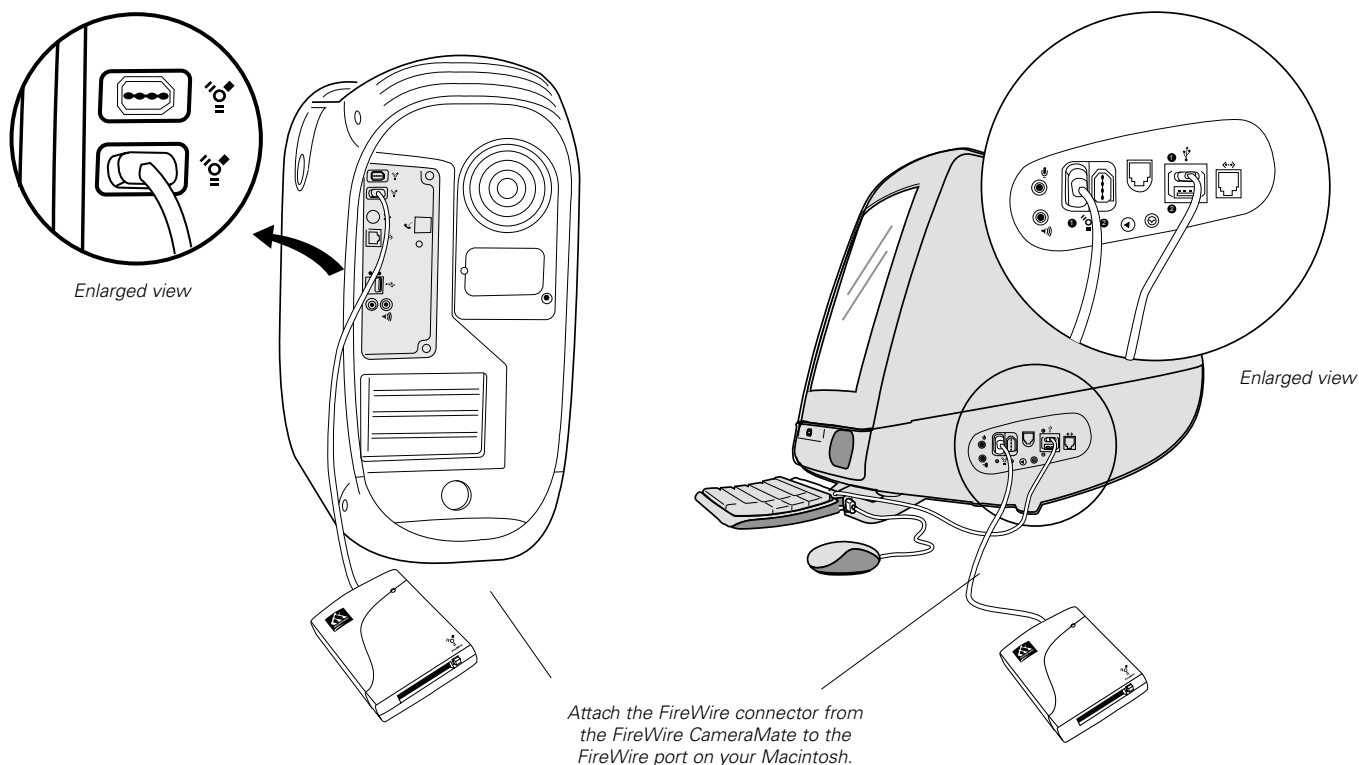
Connecting to the FireWire Port — 

Installing the Driver Software — 

Connecting to the FireWire port

- 1. Connect the FireWire connector of the FireWire CameraMate to the FireWire port located at the back of the computer.** In the case of the Apple iMac or iBook, use the FireWire ports located on the side of the computer. Refer to the illustrations below.
- 2. Make sure the cable ends are firmly connected.** Be careful not to confuse the insertion of the connector as it will only insert in one direction. Do not force connections, as this may damage the computer or the FireWire CameraMate.

NOTE: The FireWire cable may be plugged into the computer while the computer is running.



Installation Overview

The FireWire CameraMate is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter.

INSTALLATION NOTE: FireWire CameraMate driver software installation is not required on Mac OS 9.1 and above, driver software is required on Mac OS 8.6 - 9.0.4

Installing the driver software

1. Start your computer and close all open applications.
2. Connect the FireWire CameraMate to your computers FireWire Port.
3. Insert the "HARD DISK TOOLKIT•PE" Installer CD-ROM.
4. Double-click on the "**HDT•PE™ 4.5 Installer**" folder icon and then on the "**Hard disk Toolkit•PE™ Installer**" icon in the next window.
5. The following splash screen will appear. Click "**Continue.**"



6. Another screen will appear containing the installer information. Click "**Install**" to continue.

- 7.** A pop-up window will appear requesting your name, organization, and serial number. Enter this information and click **"OK"**.
- 8.** A progress bar will appear, followed by a pop-up window with registration selections. Select a registration option to continue.
- 9.** A final dialog box will appear advising that the software was installed successfully. Click **"Quit"** to complete the installation process.
- 10.** Now, double-click on the **"FWB FireWire Loader"** icon in the "Hard Disk ToolKit•PE" folder. This will display the "FWB FireWire loader" application.
- 11.** Click on **"Just Driverless Devices"** to load the FireWire driver that will enable you to mount your media on your Macintosh desktop. Restart when prompted.

Congratulations! Driver software installation is now complete.

INSTALLATION NOTE: *If you attempt to attach the FireWire connector of the FireWire CameraMate to the computer prior to installing the driver software, you will be unable to mount or access your CompactFlash media.*

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FireWire CameraMate

CONNECTING to a PC Compatible

Installing the Driver Software — 

Connecting to the FireWire Port — 

Installation Overview

The FireWire CameraMate is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter.

INSTALLATION NOTE: Driver software installation is only required for Windows 98 Second Edition. This driver software is a Microsoft Windows 98 Second Edition 1394 storage supplement driver and is not Microtech driver software. Any questions or technical support requests should be directed to Microsoft with reference to Microsoft Q article Q242975. Microtech recommends installing these drivers for trouble free operation. Driver installation software is not required for Windows 2000, Windows Me, and Windows XP.

Installing the driver software on Windows 98 Second Edition:

Before connecting and using the FireWire CameraMate on a computer running Windows 98 Second Edition, you must first install the Windows 98 Second Edition Q242975 Update located on the accompanying Microtech Installer CD.

NOTE: The screenshots below may vary slightly from those on your computer.

1. Start your computer running Windows 98 Second Edition. Close any open applications. Insert the Microtech Installer CD. The auto-run program will then launch the setup automatically. If the installer does not begin automatically, double-click on **"My Computer."** Next double-click on the drive corresponding to your CD-ROM, then double-click on the **"Setup.exe"** file to begin.

- 2.** A menu will appear with several options (as shown below), select **"Install Drivers"** from the menu.



NOTE: From this menu you can also access the Microtech web site, contact information, User's Manual, as well as the included Bonus Software.

3. To begin the installation of the Microsoft IEEE-1394 (FireWire) supplemental drivers, click the **"Install Now"** button.



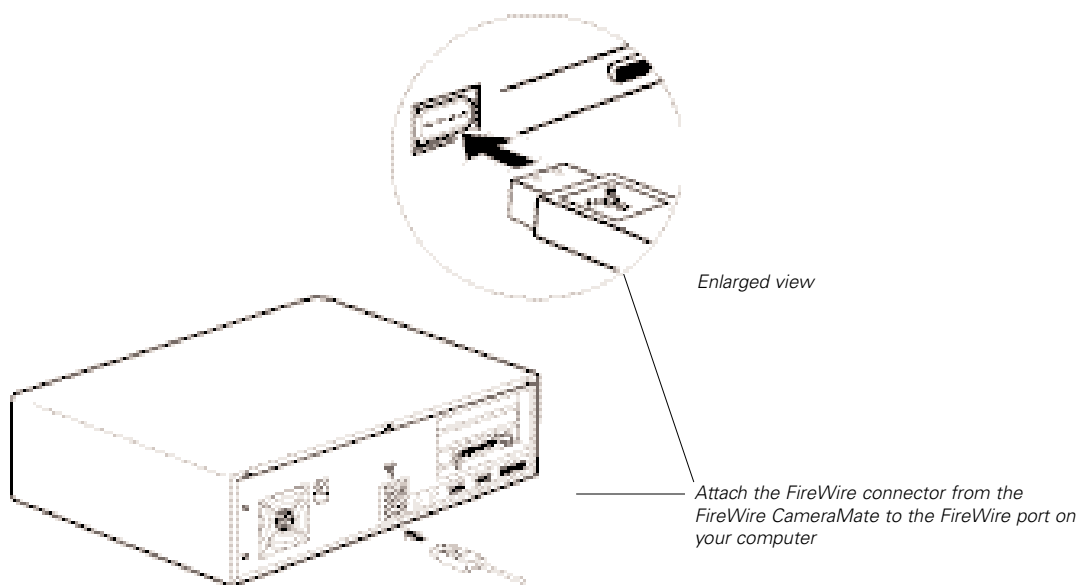
4. Follow the on screen instructions as prompted to complete the installation.

Congratulations! Driver installation is now complete. You may now connect the FireWire CameraMate to your computer. Proceed to the next page for instructions on connecting the FireWire CameraMate.

Connecting to the FireWire port:

- 1. Connect the FireWire connector of the FireWire CameraMate to the FireWire port on your computer.**

NOTE: The FireWire cable may be plugged into the computer while the computer is running.



- 2. Make sure the cable ends are firmly connected.** Be careful not to insert the connector wrong as it will only insert in in one direction. Do not force connections, as this may damage the computer or the FireWire CameraMate.

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FireWire CameraMate

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HOW TO USE the FireWire CameraMate

Digital film card compatibility — 

Inserting a CompactFlash Card — 

Inserting and Accessing a Card
(Macintosh) — 

Formatting Cards (Macintosh) — 

Removing a Card (Macintosh) — 

Inserting and Accessing a Card (PC) — 

Formatting Cards (PC) — 

Removing a Card (PC) — 

Using the FireWire CameraMate
with Digital Cameras — 

This section describes the operation relating to the FireWire CameraMate and digital film cards. To avoid complications while attempting to use your FireWire CameraMate, Microtech recommends reading this entire chapter. For installation information, refer to *"Chapter 2: Connecting to a Macintosh"* (page 9) or *"Chapter 3: Connecting to a PC Compatible"* (page 13).

Digital film card compatibility

The FireWire CameraMate is compatible with all current CompactFlash cards available on the market, as well as CFII and CF+ Type II formats, such as the IBM family of Microdrives.

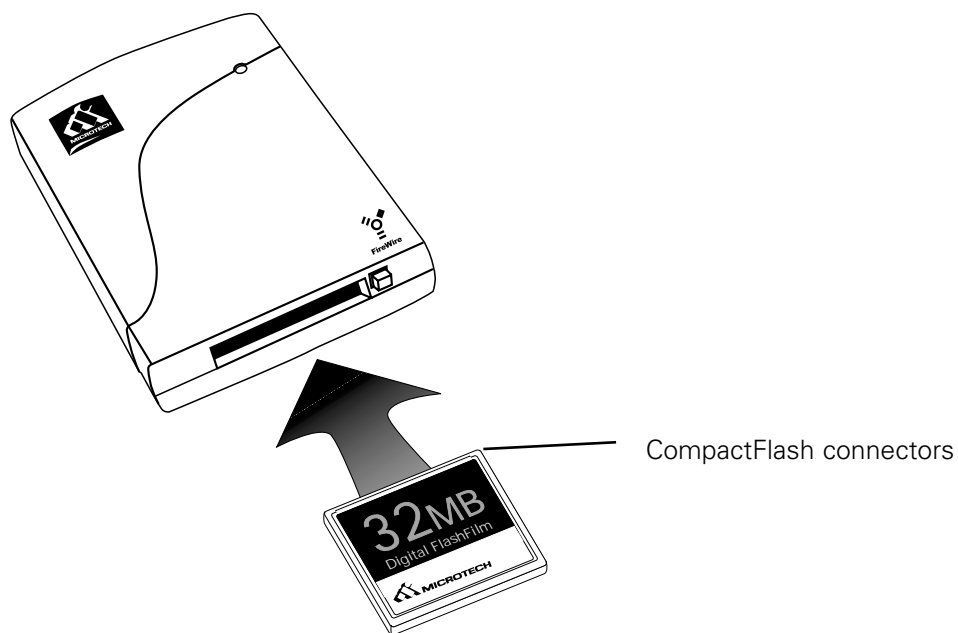


Inserting a CompactFlash card

1. Position the CompactFlash card in the direction as shown in the illustration below.
2. Insert the card into the CameraMate. Be certain of the orientation - all leading manufacturers of CompactFlash cards adhere to a specification requiring a positive keying of the card. Gently push the card in all the way until the card is locked in place. The card will slide in on the molded rails and a slight amount of resistance will be felt as the connectors make contact. This is normal.

IMPORTANT: If excessive force is required, or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead, call Microtech's toll free tech support number for assistance.

WARNING: Be careful not to insert the CompactFlash card in the wrong direction - be sure the connectors are facing inward and the card is not inserted upside down. If it is forced in, the slot or CompactFlash card may be damaged or data on the card may be lost or corrupted.



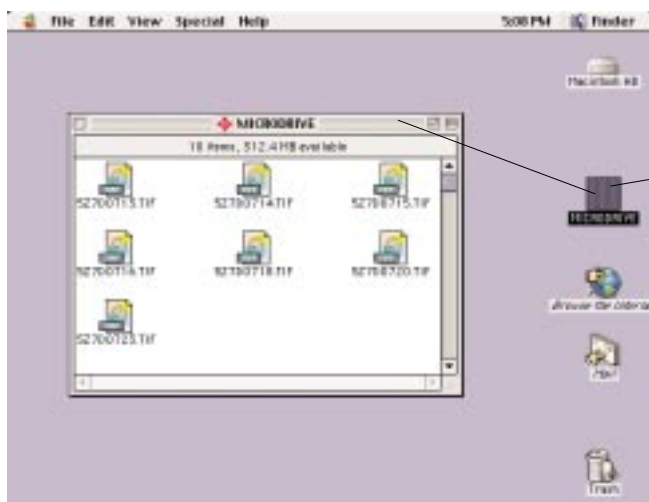
Inserting and accessing a card (Macintosh)

After a card is inserted on a Macintosh computer, a distinct icon will appear on the Mac OS desktop. This is the "mounted" state, which enables read and write operations for the digital film card. The time required between card insertion and mounting depends on the type and brand of card. Usually, a card can be mounted and accessed within a few seconds.

When a card is mounted, it can be used in the same fashion as a floppy or other type of removable disk. Double-click the icon to open it's respective file window. For example in the screen-shot below- an IBM 340MB Microdrive was inserted into the FireWire CameraMate. By double-clicking on the Microdrive icon, you will see it contains 10 high resolution TIF images taken on a professional digital camera. The images stored on your media can be dragged, copied, opened, edited, deleted, and so forth.

To transfer images to and from your computer, simply highlight the image(s), hold down the option key, and drag the selected image(s) to a destination of your choice. This will make an exact copy of your image(s) on your local hard drive or destination of your choice.

IMPORTANT: Be sure you have installed the FireWire CameraMate driver software (where necessary) prior to attempting to operate the FireWire CameraMate. Also be sure the Apple File Exchange control panel is set to load in your system folder - you can activate it using the Apple Extensions Manager control panel.



NOTE: Files contained within a card can be accessed by double-clicking on its respective icon.

Formatting cards (Macintosh)

There may be instances where you may wish to format a card in the FireWire CameraMate rather than in a digital camera. There may also be times when you may be required or prompted to format your card. As such please read the information in this section for information on formatting CompactFlash cards.

WARNING: *Formatting a CompactFlash card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a backup copy on your hard drive, CDR drive, or other type of removable media.*

Formatting CompactFlash cards:

1. Highlight/select the CompactFlash card icon. Select the **"Erase Disk"** command in the "Special" menu (as shown below).



2. As formatting a card will completely erase any data currently stored on the card, a dialog box will appear asking if you wish to completely erase the card. Click **"Erase"** to begin formatting the card. Or, click **"Cancel"** if you do not wish to format the card.



Removing a card (Macintosh)

1. Make sure that the "Media Recognition/Access" indicator is not flashing. The access indicator may flash when data is being read or written on the card. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.

NOTE: The "Media Recognition/Access" indicator responds differently depending on the brand and type of CompactFlash used. With some CompactFlash cards, the light will flash when data is being read from or written to the card. With other CompactFlash cards, the light stays solid throughout all activities. The type and brand of card will determine light activity.



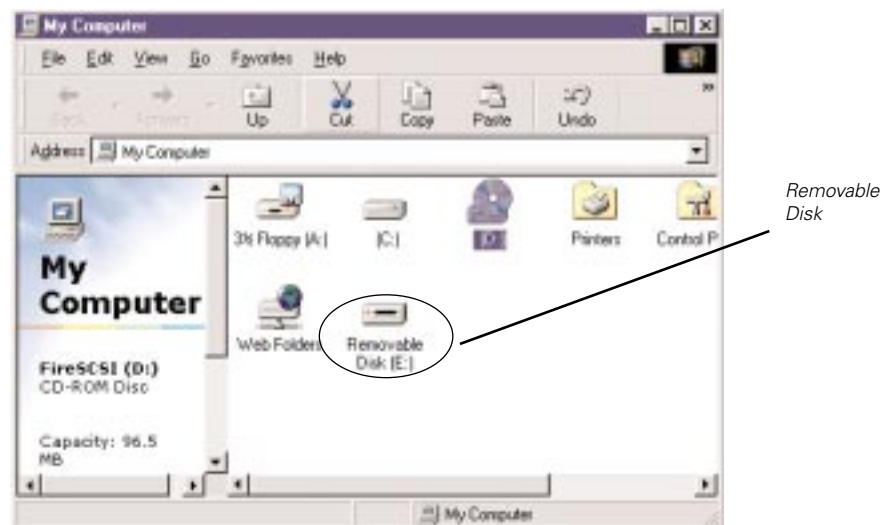
2. Drag the card icon and drop it onto the trash icon as shown above. The card icon will disappear from the desktop. It is now safe to remove the card.
3. **Removing a CompactFlash card:**
To remove a CompactFlash card, press the eject button located to the right of the CompactFlash slot - the card will eject slightly out of the slot. With your thumb and index fingers, grasp the end of the card and remove the card from the slot.

Removing a card (Macintosh - continued)

WARNING: Do not remove a mounted card without first dragging the card icon to the trash. Ejecting a card before removing the icon can cause data loss or corruption, and may also damage the CompactFlash card.

Inserting and accessing a Card (PC)

With a PC compatible computer, running Windows (98 SE, Me, or 2000, or XP), an icon will appear under "My Computer" as a "removable disk" (see the illustration below). Double-click on the corresponding icon (drive letter will also be assigned) to open the drive. If media is not inserted while double-clicking the icon the message "Device not ready" or "Insert Disk" will appear. Insert a card and retry accessing the media. Once you have opened the drive, the contents of the media card will be displayed. This is how you will access images or data stored on your media.



NOTE: Digital cameras will usually create a folder or folders on the digital media card which will contain your digital image(s). To access your digital images, you must first open the folder, and click on the icon(s) representing the digital image you wish to view. You can transfer or copy your images or data to your computer using basic Windows file transfer techniques. Two of such techniques are drag and drop as well as copy and paste.

Formatting cards (PC)

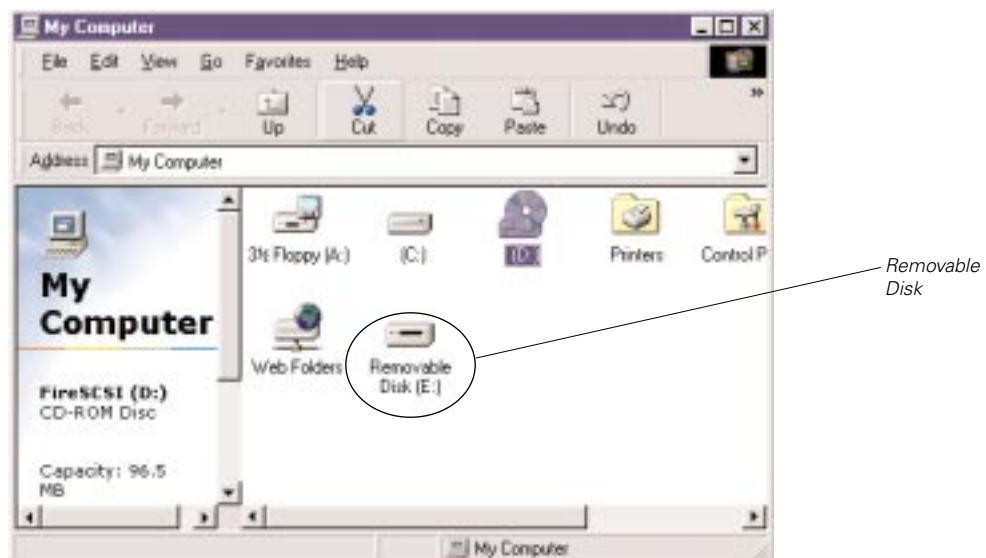
There may be instances where you may wish to format a card in the FireWire CameraMate rather than in a digital camera. There may also be times when you may be required or prompted to format your card. As such please read the information in this section for information on formatting CompactFlash cards.

WARNING: *Formatting a CompactFlash card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a back-up copy on your hard drive, CDR drive, or other type of removable media.*

NOTE: Screenshots may vary slightly from those on your computer.

Formatting CompactFlash cards:

1. Double-click "**My Computer**." You will see a "Removable Disk" icon.
2. Right-click the "**Removable Disk**" icon. A pop-up menu will appear. Select "**Format**".



3. Select the format type ("Quick" or "Full"). You will see a message similar to the one shown below.



4. Click "**Start.**" A dialog will appear warning that you are about to erase everything on the media.



5. Click "**OK**" to proceed. It will format the media and then bring up a format status screen.

6. Click "**Close.**" Formatting is now complete.



Removing a card (PC)

1. Make sure that the "Media Recognition/Access" indicator is not flashing. The access indicator may flash when data is being read or written on the card, depending on the card used. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.

NOTE: The "Media Recognition/Access" indicator responds differently depending on the brand and type of CompactFlash used. With some CompactFlash cards, the light will flash when data is being read from or written to the card. With other CompactFlash cards, the light stays solid throughout all activities. The type and brand of card will determine light activity.

2. **Removing a CompactFlash card:**
To remove a CompactFlash card, press the eject button located to the right of the CompactFlash slot - the card will eject slightly out of the slot. With your thumb and index fingers, grasp the end of the card and remove the card from the slot.

Using the FireWire CameraMate with digital cameras

The FireWire CameraMate was designed to simplify life for the digital photographer and not to detract from the creative process. Most digital cameras include the necessary software/drivers to access images on your computer— make sure that the required software for your camera is installed. Using the FireWire CameraMate for digital photography applications provides two major advantages:

- 1.** Using the FireWire CameraMate, you no longer have to connect a camera directly to your computer. Simply take pictures to one or more CompactFlash cards and use the FireWire CameraMate to quickly transfer the new images.
- 2.** The FireWire CameraMate uses a FireWire (IEEE 1394) interface which provides a substantial performance increase in data transfer rates when compared to the traditional serial connection of a tethered camera and the USB interface of other cameras. This translates to less time waiting for image transfers, less battery consumption and more free time to spend taking pictures.

Additional Resources for the Digital Photographer

The internet is a great place to find tips, techniques, and suggestions for the digital photographer. Visit our web site (www.microtechint.com) for helpful hints on using your FireWire CameraMate. In addition to the Microtech web site, here is a list of informative sites:

www.dcresource.com
www.dpcorner.com
www.dpreview.com
www.imaging-resource.com
www.megapixel.net
www.pcphotoreview.com
www.photohighway.com
www.robgalbraith.com
www.steves-digicams.com
www.shortcourses.com
www.zonezero.com
<http://photo.net/photo/>

There are several magazines dedicated exclusively to digital photography which can be tremendously helpful. Most of these magazines also maintain web sites with useful information. There are also a growing number of books marketed to both novice and professional digital photographers. For a good overview of Digital Photography or Photojournalism you may want to consider reading:

The Digital Camera Companion:
by Ben Sawyer and Ron Pronk, Coriolis Group Books

The Digital Photojournalists Guide:
by Rob Galbraith, to order visit www.robgalbraith.com

USER'S MANUAL

FireWire CameraMate

Troubleshooting **your Microtech FireWire** **CameraMate**

**Common Trouble Shooting Questions
and Answers**



Troubleshooting your Microtech FireWire CameraMate

Installation and use of the Microtech FireWire CameraMate is relatively easy and normally should not produce complications. However, if you are experiencing difficulties with your FireWire CameraMate, please refer to the following troubleshooting guide for a possible solution. Additional tips and solutions as well as product information can be found on our web site: www.microtechint.com. If the problems persist after trying the solutions provided below and on our web site, please contact our technical support department.

- 1. I have installed the software and connected the FireWire CameraMate to my Macintosh computer running Mac OS 8.6, but cannot get the CameraMate to work.**

First begin by checking the computer's FireWire Manager. This can be verified by opening Apple System Profiler and clicking on the "**Devices and Volumes**" tab. Displayed on the left, you will see the FireWire bus and directly below this will be the number representing the FireWire Manager version.

The FireWire CameraMate requires FireWire Manager 2.3.3 or greater. If you do not have version 2.3.3 or greater, it will be necessary for you to download and install the latest FireWire updates for your Macintosh.

2. Once the FireWire CameraMate is connected to my computer, how do I access my images?

PC Compatible:

The Microtech FireWire CameraMate is a digital media reader/writer that is accessed as a removable disk. In order to access the digital images or data stored on your media card; you must access the FireWire CameraMate through its "Removable Disk" icon. This can be done by first double-clicking on the **"My Computer"** icon located on your Windows desktop. This will open the "My Computer" window. Here you will see a "Removable Disk" icon (drive letter will also be assigned) representing your FireWire CameraMate. Now double-click on the **"Removable Disk"** icon to display the contents of the media inserted in your FireWire CameraMate. This is where your digital images or data will be located.

Digital cameras will usually create a folder on the digital media card, which will contain your digital images. Depending on the digital camera you have, the folder names will vary. Double-click on the respective folder name to access the digital images contained within. You can create a preview by double-clicking on one of the image icons.

Macintosh:

Once a card is inserted on a Macintosh, a distinct CompactFlash icon will appear on the Mac OS desktop. This is the "mounted" state, which enables read and write operations for the media. Double-click on the CompactFlash icon to open the media. Opening the media icon will allow you access to the images stored on CompactFlash card. Images on the CompactFlash media can be dragged, copied, opened, deleted, edited and so on. Depending on the type and brand of CompactFlash, the time it takes to mount may vary.

Digital cameras will usually create a folder on the digital media card, which will contain your digital images. Depending on the digital camera you have, the folder names will vary. Double-click on the respective folder name to access the digital images contained within. You can create a preview by double-clicking on one of the image icons.

- 3. I insert my CompactFlash card into the FireWire CameraMate connected to my Mac and I get a message, "This disk is unreadable by this computer. Do you want to initialize the disk?" My only options are to "Initialize", or "Eject".**

This error may appear if your File Exchange control panel is disabled. To verify that File Exchange is enabled proceed with the following steps.

1. Click on the apple icon and Select **"Control Panels"** from the Apple Menu.
2. Select **"Extensions Manager"** from the Control Panels drop-down menu.
3. Scroll to the top of the Extensions Manager windows using the scroll bar on the far left and make sure that you are looking in the Control Panels section of Extensions Manager.
4. Click inside the small square box to the left of the File Exchange listing. This will place an X in the small square box also enabling the Control Panel.
5. Restart the computer by clicking the **"Restart"** button located at the bottom of the Extensions Manager window.

- 4. I can see the images on my CompactFlash card, but how do I download my images to my computer?**

PC Compatible:

Images and data can be downloaded or transferred to your computer using basic Windows file transfer techniques. Two of such techniques are drag and drop as well as copy and paste.

For information on drag and drop as well as copy and paste, please refer to your windows help file under the "Start" button located in the lower left corner of your Windows desktop. Once you have opened "Windows Help", begin by clicking on the **"Index"** tab. This will display the contents of the "Windows Help". Now scroll down to and double click on **"copying files, folders"**.

Macintosh:

When a card is mounted, it can be used in the same fashion a floppy or removable disk. Double-click on the icon to open its respective file window. Once you have opened the file window, holding down the option key, drag and drop the desired images from the CompactFlash to a location of your choice.

5. I am using a PCMCIA Card Bus FireWire card in my PC laptop or PCI FireWire add on card in my PC desktop and I am not getting a drive letter for my FireWire CameraMate.

First begin by checking "Device Manager" to verify that your FireWire Card Bus card or PCI add on card is recognized appropriately. You may want to refer to any product literature provided with the adapter card for information regarding product installation and usage.

Once you have verified that your FireWire controller card is recognized and operating correctly, make sure that you have connected the FireWire CameraMate to the FireWire port securely. If you are running Windows 98SE, make sure that you have installed the Microsoft Windows 98 Second Edition 1394 Storage Supplement drivers (Microsoft Knowledge Base Article Q242975) provided on the accompanying Microtech installation CD-ROM.

If your FireWire CameraMate is still not recognized, or if you are still not getting a drive letter in "My Computer", the source of your difficulties may be power. The manufacturer of the adapter may have designed the adapter to receive power from the expansion bus (PCMCIA, PCI, etc.), but not provide power to the devices connected to the FireWire Adapter. This would require a self-powered device be connected to the FireWire adapter.

In the event that your FireWire adapter does not provide the desired power to the FireWire CameraMate, you will need the optional FireWire CameraMate powersupply. If you require the optional powersupply, please contact Microtech Technical Support. Technical support can be reached at 800-666-9689 or 203-483-9402 between the hours of 8:00 a.m. and 6:00 p.m. Eastern Standard Time. For customers in the United Kingdom, please contact local technical support at +44 118 979 1026.

USER'S MANUAL

FireWire CameraMate

OBTAINING Technical Support

Contacting Microtech Technical Support — 

Returning Products For Service — 

Microtech Limited Warranty — 

Contacting Technical Support

The FireWire CameraMate is relatively easy to maintain and operate and normally should not produce complications. However, if you need assistance or have questions of any kind, our trained staff members are ready to help. Our Technical Support and Customer Service Departments can be reached via e-mail at **tech@microtechint.com** or by calling 800-666-9689 or 203-483-9402, for customers in the U.S. from 8:00 a.m. to 6:00 p.m. (EST), Monday through Friday, and +44 118 979 1026 for customers in the U.K. We recommend calling while being near to your computer with your Microtech product to facilitate troubleshooting. Helpful information can also be obtained 24 hours a day from our web site: **www.microtechint.com**.

Returning Products for Service

When calling for support, if a Technical Support specialist recommends that you return the product to Microtech, the Technical Support specialist will transfer you to Customer Service for a **Return Merchandise Authorization (RMA)** number. The RMA number **must** appear on the outside of your shipping carton. Any package that does not carry an RMA number will be refused by Microtech's Receiving Department. Pack the FireWire CameraMate in its original box. Be certain that it fits snugly and is surrounded with the original, corrugated packing material.

- Improper packing can result in damage to the device, and may result in voiding the warranty.
- Microtech will not accept an improperly packaged device.

You are responsible for paying the cost of shipping the device to Microtech; Microtech will pay the return shipping on any Warranty RMA. Be sure to include the RMA number on the outside of the box. Please ship the device to:

SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, CT 06437 USA

USER'S MANUAL

FireWire CameraMate

SCM Microsystems, Inc. LIMITED WARRANTY

SCM Microsystems, Inc. warranty obligations are limited to the terms set forth below:

SCM Microsystems, Inc., Retail Brands Group, ("The Company") warrants this product against defects in material and workmanship for a period of one (1) year from the date of original retail purchase.

This limited warranty is made only to the original end user purchaser ("you") of the product and does not extend to any subsequent purchasers or owners of the product. The "original end user" is the first user to put the product into service in any fashion, but the term "original end user" shall exclude dealers. Dealers shall not be entitled to the benefits of the limited warranty.

It is your responsibility to establish the warranty period by verifying the original purchase date. Accordingly, to avoid dispute, you should return the warranty card within ninety (90) days after the date of purchase.

If you discover a defect, The Company will, at its option, repair or replace this product with a new or reconditioned product at no charge to you, provided you return it during the warranty period, with transportation charges prepaid. (You can obtain additional information by contacting a Customer Service Representative at the telephone printed on the certificate.) In the event that an alternate product is unavailable, The Company will refund the cost of goods at a pro-rated amount. To each product returned for warranty service, please attach your name, address, telephone number, and a copy of the bill of sale bearing the appropriate serial numbers as proof of date of original retail purchase, as well as a detailed description of the problem for which service is requested. Prior to returning the product, you must obtain from The Company a Return Merchandise Authorization Number (RMA#). You are responsible for packaging the product to be returned, and should take care that the product is packed in its original packaging. If the repairs are covered by the Limited Warranty and if the product was properly shipped to The Company, The Company will pay the return shipping charges.

This warranty applies only to hardware products manufactured by The Company that can be identified by The Company's trademark, trade name, or logo affixed to them. This warranty does not cover: damage resulting from accident, misuse, abuse, or neglect and/or damage during any type of transportation resulting from improper packaging; damage to any product which has been altered in any fashion, including the alteration or removal of any serial number; damage resulting from causes other than product defects, including and not by way of limitation, lack of technical skill, competence, or experience of the user, and/or failure to use the product in accordance with the instructions provided in the User's Manual; and service performed by an unauthorized person or entity.

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FireWire CameraMate

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USER'S MANUAL

FireWire CameraMate

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