

Appendix A: Troubleshooting

The following pages describe possible problems you may encounter while using Nikon View 5. If the problem persists, contact your retailer or a Nikon service representative.

| Problem | Possible Cause |  |
|---|---|---|
| Nikon View 5 does not start automatically when a camera or card reader is connected. | <ul style="list-style-type: none">• A memory card is not inserted in the camera or card reader.• The images on the memory card were taken with a make of camera not supported under Nikon View 5.• The camera is not properly installed (Windows only)• Disable Auto Launch is selected in the Auto launch tab of the Preferences dialog.• Your computer is running Nikon Capture 2 or Nikon Capture 3 camera control. |     — |
| The thumbnail list is not displayed. | <ul style="list-style-type: none">• The selected folder contains no images.• A folder containing images taken with a Nikon digital camera has not been selected. |  — |
| Movies cannot be played back | <ul style="list-style-type: none">• A movie player program is not installed. |  |
| Can not find image files which have been transferred to the computer. | <ul style="list-style-type: none">• The destination folder specified in the File Destination and Naming dialog box has been changed. |  |

Life-Long Learning

As part of Nikon's "Life-Long Learning" commitment to ongoing product support and education, continually-updated information is available on-line at the following web-sites:

- For users in the United States of America:

<http://www.nikonusa.com/>

- For users in Europe:

<http://www.nikon-euro.com/>

- For users in Asia, Oceania, the Middle East, and Africa:

<http://www.nikon-asia.com/>

Visit these sites to keep up-to-date with the latest product information and general advice on digital imaging and photography.

For more information, please contact your nearest Nikon representative.

<http://www.nikon-image.com/eng/>

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