

General FAQ

Q: How long has your company been involved with digital underwater photography?

A: We have been producing underwater cameras since 1993 and digital models since 2004. Our first digital water camera was selected for a prestigious DIMA Innovation award.

Q: How do I send a product back for repair/replacement?

A: 1. Contact the retailer from where the item was purchased and inquire about their return/exchange policy.

2. If the product needs to be sent back to us, you will need to obtain an RA#. You can call or e-mail our support staff to obtain the RA#. Items without an RA# WILL NOT be accepted.

3. Include a copy of the receipt, a brief description of the problem with the RA#, a return address, and phone number.

4. Our repair/replacement address is:

Intova

930 Mapunapuna St. #100

Honolulu, HI 96819

E-mail: tech@snapsights.com

Phone: 808-837-0074

Q: What kind of film does the SS01 camera take?

A: All of our reusable cameras use any brand 35mm film and can be developed at any local store that develops photos.

FAQ Intova

Q: What is the memory capacity of Intova?

A: Intova can hold a SD card up to 2GB

Q: What type of batteries should I use?

A: We recommend lithium or rechargeable nickel metal hydride AA batteries for improved performance. If you select re-chargeable be sure to get at least 900 but preferably 1200 mah rating. We also recommend slow chargers over fast chargers as they will help improve performance and battery life.

Q: What is the lag time between pictures?

A: There are two elements that determine lag time, shutter speed and write time. The shutter speed is how fast it actually takes pictures and the write speed is how long it takes to write into memory. Shutter speed varies with mode setting but is quite fast in sports mode. Total time between pictures averages a little over 1 second total.

Q: Is there anything I can do to increase shutter speed?

A: This is an auto focus camera, so it has to focus prior to shooting. There is a prefocus function by depressing the shutter halfway (the focus viewer on the LCD screen will become green which means the camera is pre-focused). This is a great feature because you can pre-focus the camera and when it's time to take a picture there will be no lag at all. Finally, it also has a burst mode, which will shoot three pictures in a row with only one click of the shutter release button. (great for fast action shots or moving objects)

Q: White balance- is there an enhanced feature on it for underwater use?

A:White balance is fully adjustable

Q: Battery life- how many pictures can you get out of a set of batteries?

A: Depends on resolution setting, flash usage, and video usage.

Q: Does the camera have video capability?

A: Yes, one of the exciting features of Intova is the video option. Keep in mind video uses memory and battery life.

Q: Are additional lenses available for this camera?

A: Additional lenses will be available soon. Currently the camera has auto macro and a 3X optical 4X digital zoom. It also comes with a 46mm adapter ring so other manufacturer's lenses can be used.

Q: Are additional accessories available for this camera?

A: Yes.

- External Flash unit
- Optional fiber optic cable
- Red filter
- Assortment of camera bags

Q: How can I care for and maintain my housing?

A:

1. Rinse thoroughly in fresh water after each dive. Be sure to rinse button areas as salt residue can cause buttons to stick.
2. Clean both cover O-rings after every dive.
3. Lubricate both cover O-rings after every four dives with silicone grease.
4. Replace both cover O-rings after every 25 dives.
5. Store housing in cool area with back cover open.

FAQ Pixtreme

Q: What is the memory capacity of Pixtreme?

A: Pixtreme can take a memory card up to 512 MB

Q: What type of batteries should be used with Pixtreme?

A: We recommend lithium or rechargeable nickel metal hydride AAA batteries for improved performance.

Q: Does the camera have video capability?

A: Yes, one of the exciting features of Pixtreme is the video option. Keep in mind video uses memory and battery life.

Q: Are additional accessories available for this camera?

A: There is a Pixtreme lens kit which includes a close up lens, a red filter, and a flash diffuser. We also offer an external flash unit and a variety of camera bags.

Q: My pictures are grainy what can I do?

A: Graininess can sometimes be caused by the ISO value. ISO is the measurement of the camera's sensitivity to light. Typically a higher ISO allows for a quicker shutter speed, but at the expense of a grainy image. The auto ISO setting will change as necessary and usually this setting will avoid the noisier ISO values. However if pictures still appear grainy, you may want to adjust the ISO value manually.

FAQ H2O man**Q: I have an H20 man MP3 player that works great but the headphone wire broke at the point where the wire comes out of the housing. Can I get new headphones or repair the ones I have?**

A: Yes you can purchase the upper ear outside housing as well as the ear buds. Please call or e-mail our support staff.

Q: Do I need to insert the software disk to my computer?

A: The CD-ROM is only necessary if you are operating Windows 98 or older. Otherwise you just need to plug in your H20 Man via USB port and your computer should recognize it just fine.

Q: I downloaded music to my H20man, but when I turn it on to play nothing happens, what should I do?

A: 1. Make sure there is a brand new battery in the H20man. The battery that comes with the H20man is for demo purposes and will not last more than a few minutes.

2. Make sure all the files are WMA or MP3 format. These are the only format types that will work with the H20man

3. If music is being downloaded from a website check the compatibility of their music files. Some websites code their music to be compatible with certain devices.

4. When using Itunes with H20man you MUST:

- Make sure to convert the music files to MP3 format. Itunes automatically sets their music to be in MP4 format.

- In Itunes go to Edit ->Preferences->Advanced->Importing->Import using->MP3 encoder

- You have to highlight your music and go to Advanced->Convert selection to MP3

- Another option is to buy an all music converter to make sure that your music is converted properly

Questions or comments? E-mail us at tech@snapsights.com