

# **Self Service-Recording Studio**

## Troubleshooting Guide

1. [Video won't save on USB storage.](#)
2. [Laptop won't project when connected to HDMI.](#)
3. [Lighting one/both not switched on even though power is up.](#)

# 1. Video won't save on USB storage.

Solution:

Only the specified storage file system format is accepted. Please check if your USB storage device has the following format below that will enable your recording to be saved.

USB storage devices & external Harddisks with the following disk format

- FAT32 (File sizes limited to 4GB, the recording will create multiple 4GB files)
- VFAT long file name extensions – EXT2, EXT3, EXT4 file systems
- NTFS formatted storage volumes

## How to check format

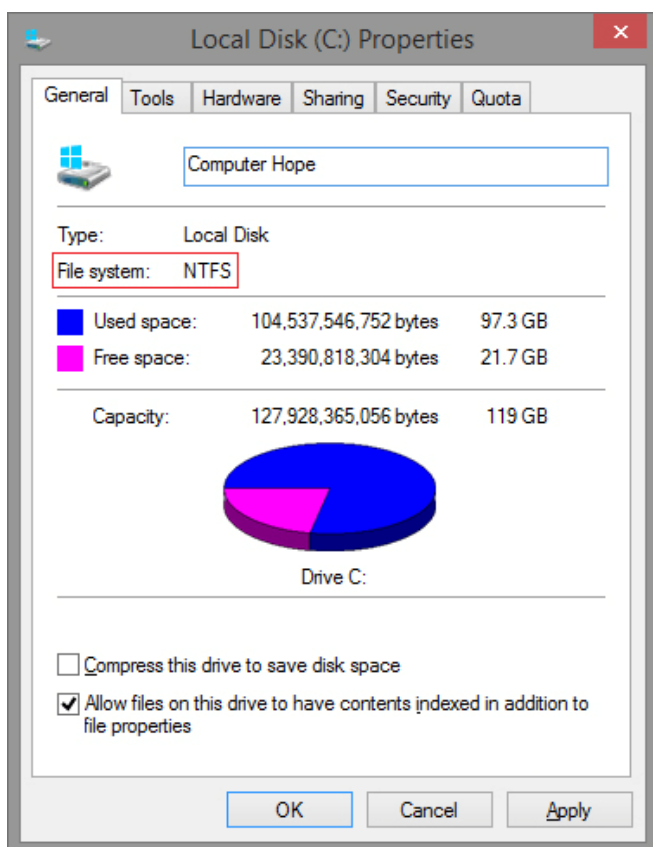
Step 1: Insert your USB storage in a computer

Step 2: Open up This PC

Step 3: Right click your USB drive

Step 4: Select “Properties” on drop down menu

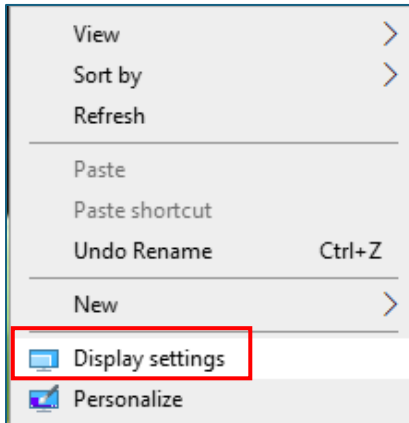
Step 5: Look at the General Tab for File system.



## 2. Laptop won't project when connected to HDMI.

Solution:

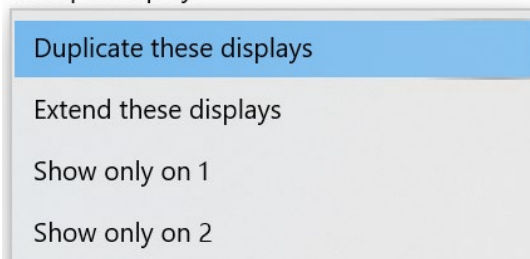
Step 1: Right click on your desktop and choose Display settings



Step 2: Go to Multiple displays and select “Duplicate these displays”, “Extend these displays” or “Show only on 2”, choose the setup that suits you.

### Multiple displays

Multiple displays



### 3. Lighting on one/both not switched on even though power is up.

Solution: Look for the switch at the back of the light to see it is switched "ON".

