

Problem	Solution
The camera turns off suddenly.	The battery is exhausted: Charge the battery or insert a fully-charged spare battery (📖 10).
The camera does not turn off.	The camera may be busy. Check the indicator lamp (📖 10).
Charging does not start.	<ul style="list-style-type: none"> • Make sure that the AC power adapter is correctly plugged in (📖 50). • Ensure that the plug adapter is correctly connected to the AC power adapter (📖 50). • The battery has not been recharged for an extended period: If the battery has not been charged for an extended period, charging will be disabled to ensure safety. Replace it with a new battery.
Charging does not start (USB).	<ul style="list-style-type: none"> • Insert the camera battery (📖 43). • Reinsert the camera battery in the correct orientation (📖 43). • Confirm that the camera is connected to the computer (📖 53). • If the computer is off or in sleep mode, turn on or wake the computer and disconnect and reconnect the USB cable (📖 53).
Charging does not start (battery charger).	<ul style="list-style-type: none"> • Insert the battery. • Reinsert the battery in the correct orientation. • The AC adapter is not correctly connected to the charger: Check that adapter is correctly connected to the charger.
Charging is slow.	Charge the battery at room temperature.