

Troubleshooting

If you think there is a problem with the camera, first check the following. If the items below do not solve your problem, contact a Canon Customer Support Help Desk.

Power

Nothing happens when the power button is pressed.

- Confirm that the battery pack is charged (📖10).
- Confirm that the battery pack is inserted facing the correct way (📖11).
- Confirm that the memory card/battery cover is fully closed (📖11).
- Dirty battery terminals reduce battery performance. Try cleaning the terminals with a cotton swab and reinserting the battery pack a few times.

The battery pack runs out of power quickly.

- Battery performance decreases at low temperatures. Try warming the battery pack a little by putting it in your pocket, for example, ensuring that the terminals do not touch any metal objects.
- If these measures do not help and the battery pack still runs out of power soon after charging, it has reached the end of its life. Purchase a new battery pack.

The lens is not retracted.

- Do not open the memory card/battery cover while the camera is on. Close the cover, turn the camera on, and then turn it off again (📖11).

The battery pack is swollen.

- Battery swelling is normal and does not pose any safety concerns. However, if battery swelling prevents the battery pack from fitting in the camera, contact a Canon Customer Support Help Desk.

Display on a TV

Camera images look distorted or are not displayed on a TV (📖109).

Shooting

Cannot shoot.

- In Playback mode (📖55), press the shutter button halfway (📖19).

Strange display on the screen under low light (📖19).

Strange display on the screen when shooting.

Note that the following display problems are not recorded in still images but are recorded in movies.

- The screen may darken under bright light.
- The screen may flicker under fluorescent or LED lighting.
- Purplish banding may appear on the screen if you compose a shot that includes a bright light source.

No date stamp is added to images.

- Configure the [Date Stamp] (📖12) setting (📖12). Note that date stamps are not added to images automatically, merely because you have configured the [Date/Time] setting (📖32).
- Date stamps are not added in shooting modes (📖133) in which [Date Stamp] (📖12) cannot be configured (📖32).

[📷] flashes on the screen when the shutter button is pressed, and shooting is not possible (📖26).

[📷] is displayed when the shutter button is pressed halfway (📖26).

- Set the flash mode to [📷] (📖51).
- Increase the ISO speed (📖45).
- Mount the camera on a tripod or take other measures to keep it still.
- Set [IS Mode] to [Continuous] (📖54). However, you should set [IS Mode] to [Off] when using a tripod or other means to secure the camera (📖54).

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