

## Troubleshooting Overview:

This document will walk you through the **troubleshooting steps** for resolving **VIVA Camera black screen or camera detection issues**.

If you have any questions while following the procedures, please contact us at [support@volk.com](mailto:support@volk.com)

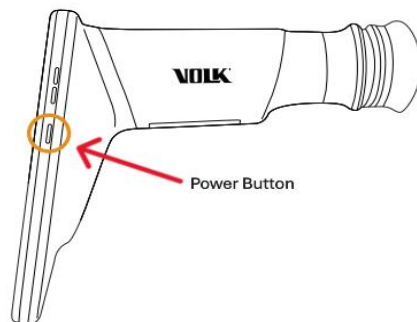
## Troubleshooting Guide: VIVA Camera – Black Screen or Camera Not Detected

- Ensure the device is powered on properly.
- Check the firmware version of the VIVA device.
- Inspect for any gaps or loose retaining rings.

### Steps to Troubleshoot:

#### 1. Power off the device and then turn it back on

Power off the device by pressing the power button for a few seconds, then selecting the power-off option shown in the pictures below.

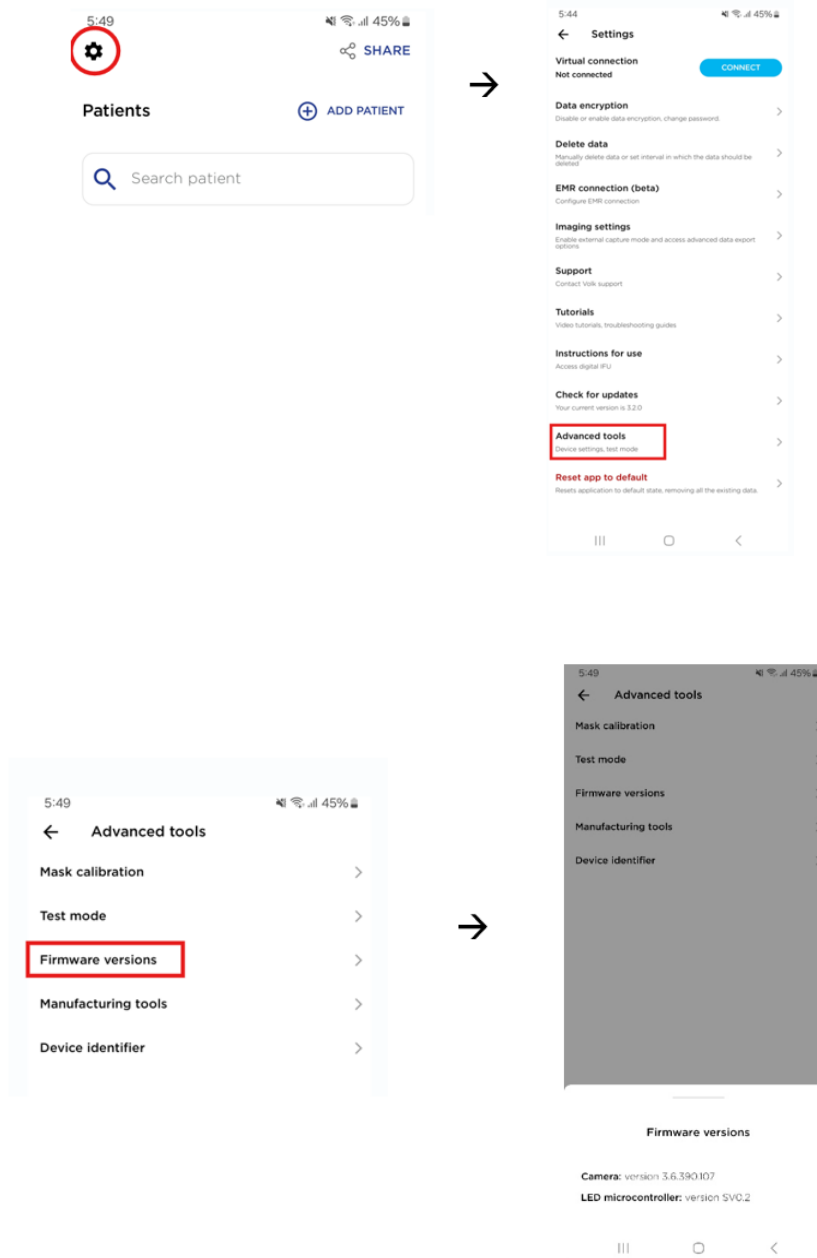


Power it back on by pressing the same power button for 5 seconds.

Check if the Viva camera is functioning properly. If not, please proceed to step 2.

## 2. Check firmware version of VIVA device

Open the VIVA app, navigate to **Settings > Advanced Tools > Firmware Versions** and send a photo of the Firmware Version screen. Refer images below



If the firmware is visible, close and re-open the VIVA application to see if the issue has been resolved. If the firmware versions do not appear after selecting the 'Firmware Versions' option, then please proceed to step 3.

### 3. Check for any gaps or if the retaining ring is loose

Inspect the VIVA device for any gaps in the following section (refer to the images below).



Poor Condition



Good condition

Also, check if the retaining ring marked with a red arrow is loose.



If you notice any gap or if the retaining ring is loose, gently rotate the retaining ring in the clockwise direction (as indicated by the green arrow) to tighten it until the gap is minimized. Refer to the above good condition images of a properly secured retaining ring for guidance.

If the VIVA camera is still showing black screen or camera is not detecting after following above steps, please contact customer support at [support@volk.com](mailto:support@volk.com)