

SCORPION FREQUENTLY ASKED QUESTIONS

Question:

How long is the battery life on the Scorpion Micro DVR?

Answer:

On a full charge, 2 hours of operation can be expected. This will change as the battery ages and also depends greatly on the charging habits of the user.

Question:

What is the temperature range for optimal performance of the Scorpion?

Answer:

14 ° F to 122 ° F

Question:

How much storage can I get from the memory card.

Answer:

The recorder averages 30 minutes per gigabyte. The device comes supplied with a 2.0 Gig microSD card; therefore the 2 GB card should hold approximately 1 hour of recording.

Question:

Is there a way to disable the audio on the DVR?

Answer:

No, that function is not available

Question:

Can I remove the option for the date/time stamp in my video?

Answer:

No, this function is not available

Question:

What codec do I need to install for my computer to play the videos?

Answer:

The device stores the recording as an avi. Most Windows workstations support this format but if your computer is missing the required codec, we recommend downloading a free media player such as VLC media player by Video Lan or the program DivX.

Question:

When I power on the Scorpion, the light goes from solid blue to solid green but when I connect my camera to the computer, there are no recordings. Is it broken?

Answer:

Chances are the device is not broken. The storage card may be corrupted and needing formatting or there may be damage to the micro SD card and needs replacing. See the question further down on how to format the SD card. If you see a message stating the card cannot be formatted, replace the microSD card.

Question:

I connect my Scorpion to my computer to download the video. I get a message that says "USB device not recognized"

Answer:

There are two possibilities, either a faulty microSD card which means the card needs replacing or a damaged USB cable. Try a different USB cable or a different card. If neither of these two solutions resolves your issue, the problem may be physical and contact your Scorpion reseller for possible replacement.

Question:

The software sent with the unit will not work on a MAC or Linux operating system. Do you provide software for either of these two workstations?

Answer:

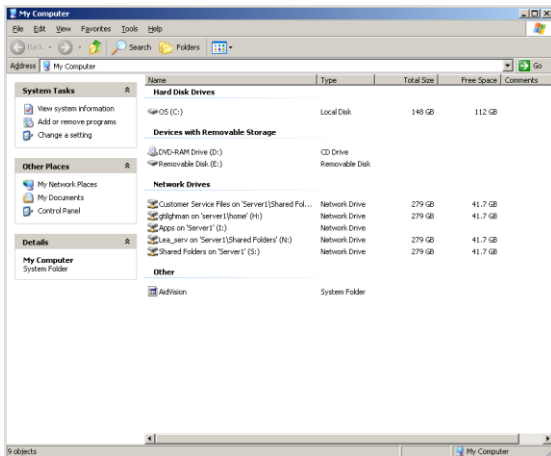
See the manual procedure for setting the time/date stamp in Windows below substituting the Linux or Mac Equivalents such as "My Computer" and "Text Editor"

Question:

When attempting to run the time/date stamp setting program I get the error message stating I do not have MFC71.DLL installed. Is there an updated settime.exe?

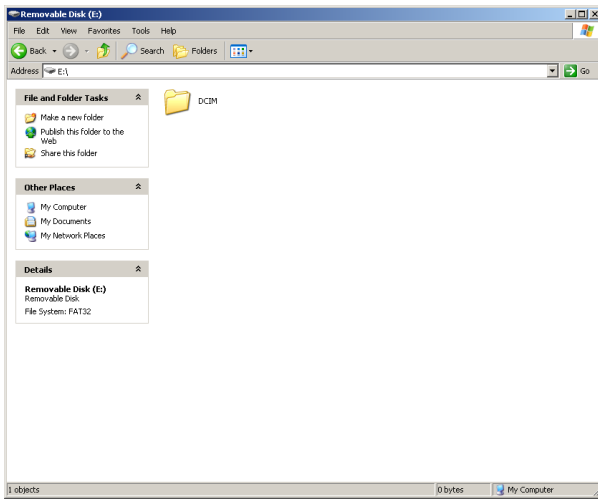
Answer:

There is only one version of the time/date stamp setting program. Changing the DLL to the version needed by the time/date stamp program may affect other applications that use that library. Here is the manual procedure for setting the date/time stamp.

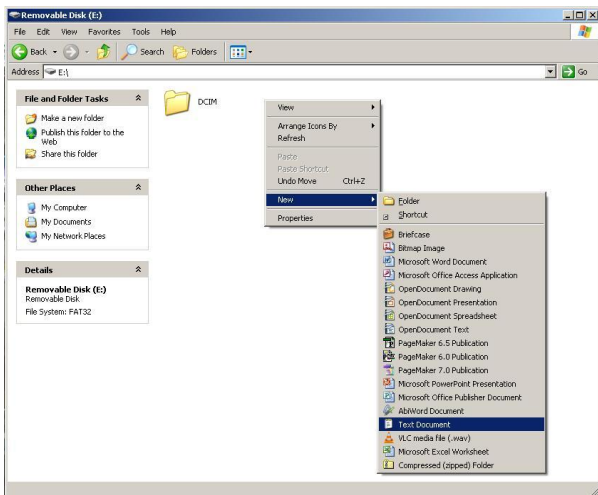


Connect your Scorpion to your computer using a USB cable and making sure the micro SD card is inserted and the VOX switch is off, turn the device on. The device will show up under Devices with Removable Storage and will be assigned the next available Drive letter. In the above screen shot, the next available drive letter was "e" so that is the drive letter assigned.

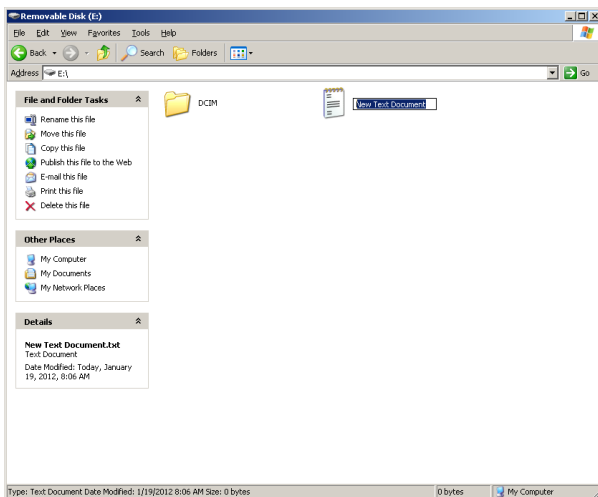
Double click on the Scorpion Drive (E:)



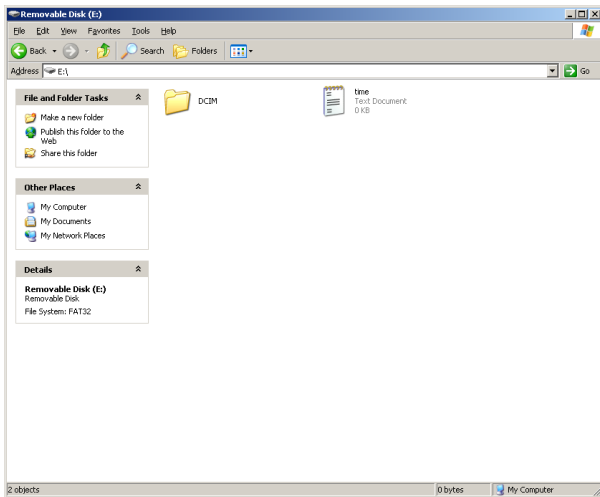
Right click on anywhere in the white space surrounding the DCIM folder.



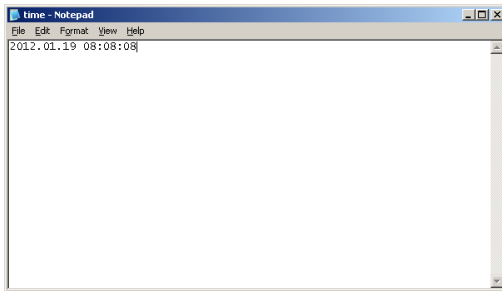
Left click on “New” and “Text Document”.



While “New Text Document” is blue, type “Time” (without the quotes) and hit the enter key.

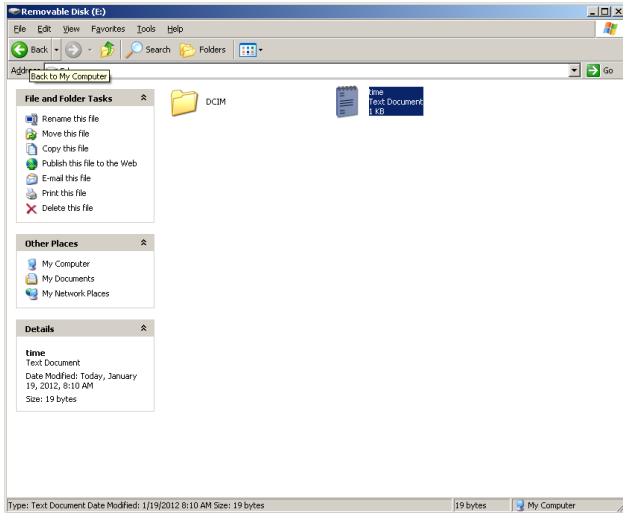


Double-click on the time text file icon to open the file for editing.



Edit the file by typing your date in using the exact spacing and punctuation. Do not forget the :00 for seconds, if this is omitted, the procedure will fail.

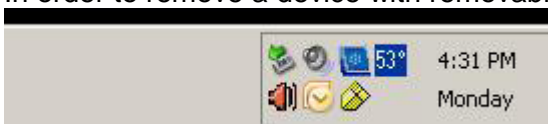
Click on File at the top and Save, click on File at the top again and Click Exit.




Click on the back button to return to the default “My Computer” Screen.

Safely Remove the Device by the procedure outlined below.

In order to remove a device with removable storage from the USB port,



Single click on the icon  and choose remove the drive number

needed. You will then see the following:



Click on "Safely remove USB Mass Storage Device – Drive (drive letter)". When done, you will see the following.



Now physically unplug the device.

Turn the power switch to the Off Position.

Turn the power switch to the On Position.

When the LED beside the Record button turns Blue, start a recording and the LED should start flashing green slowly.

Stop the recording, download your new video clip to your desktop using your USB cable and view it to verify the time/date stamp is correct. Delete your test recording from the SD card memory and safely remove the device from the computer. (NOTE: If the time text file is still on the card beside the DCIM folder, the procedure failed.

Attempt the procedure again.

Question:

Is there software for Windows 7 or Windows Vista?

Answer:

The CD that comes with the Scorpion micro DV contains a time setting program, the manual and possibly some third party software used for screen captures while using the device as a webcam. The third party software is not required for proper operation of the device. The time setting program (compiled for Windows) can be avoided by using the procedure detailed in the answer for Question 02. The program has been tested on Windows 2000/XP/Vista and Windows 7 32 bit operating systems but will not run on 64 bit operating systems.

Question:

What's the largest SD Card that would fit in the scorpion camera?

Answer:

16 GB

Question:

The Scorpion micro DV breaks up my recording into 30 minute clips. Is this normal?

Answer:

Yes, the device should record for 30 minutes, end the clip and start a new clip that should run for another 30 minutes. This 30 minute standard clip size started off as a European setting for levying heavier tax on video recorders vs. digital still frame cameras that will record short clips of video but Digital Video Recorder users appreciated the shorter download times and multiple clips meant that one corrupted clip didn't mean the whole recording was corrupted so 30 minutes became the standard. This standard clip size is not selectable on this recorder but that option can be found on more expensive units.

Question:

Is my recorder supposed to stop recording after 30 minutes?

Answer:

If the battery has sufficient charge and there is sufficient storage remaining, a new recording should begin automatically at the end of the first 30 minute recording. This will continue as long as there is battery life and memory to sustain continuous recording.

Question:

My video and audio are not synched. Is there something wrong with my recorder?

Answer:

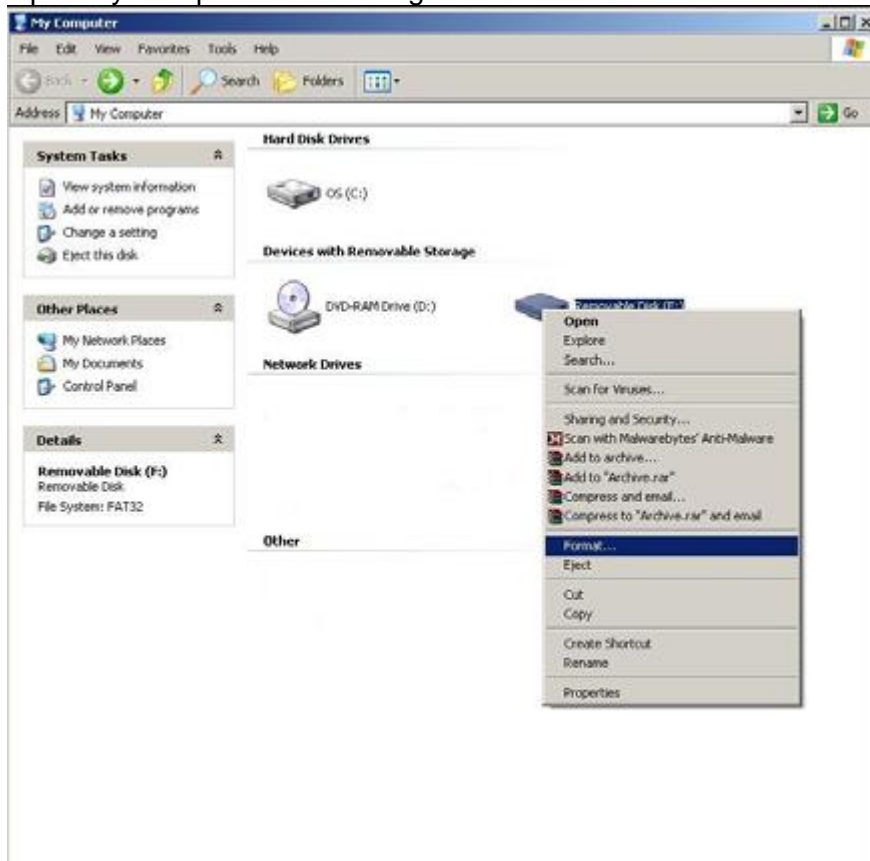
This issue is seen frequently when attempting to play the unit through the Scorpion micro DVR through USB instead of downloading it to the hard drive first. If you're still experiencing synch issues after downloading and playing the files, you may want to format your microSD card and try it again. If you still experience synch issues after that, contact Technical Support.

Question:

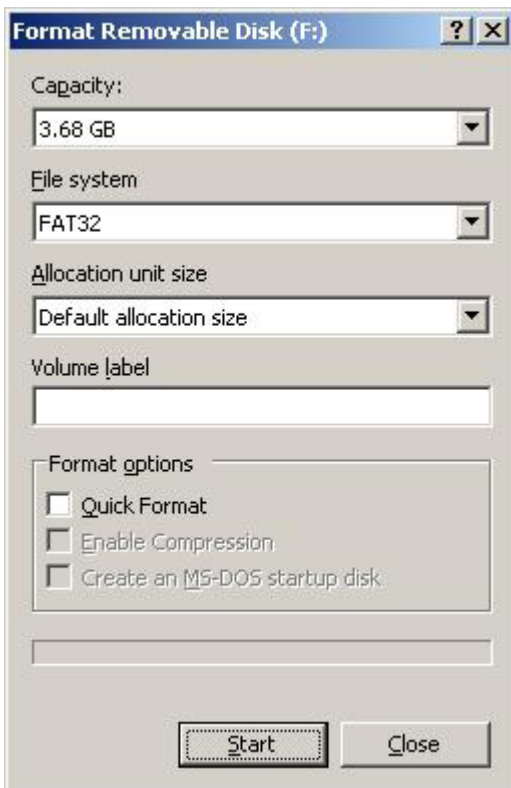
How do I format the micro SD card?

Answer:

Open My Computer Icon and right click on the removable disk and choose format



NOTE: Leave Capacity as stated, leave File System as FAT32, leave Allocation Size as Default and leave Volume label Blank. Leave all Format options Unchecked.

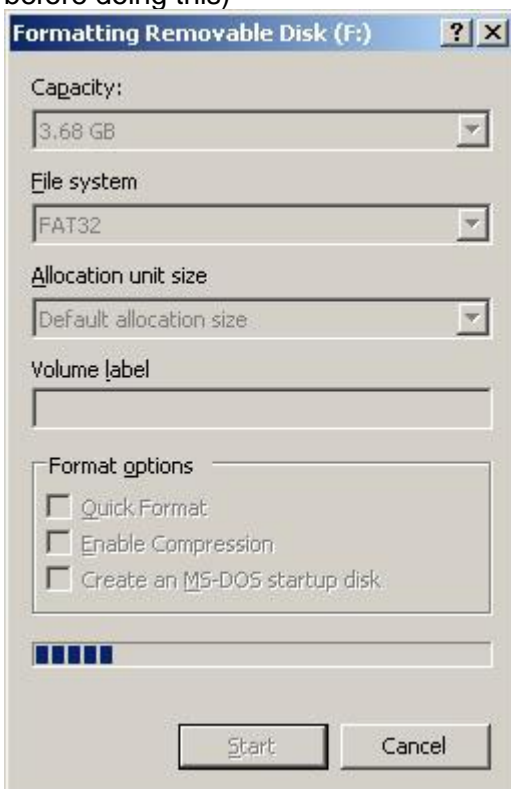


Click on Start



Click on OK (Make sure you have saved all your data

before doing this)

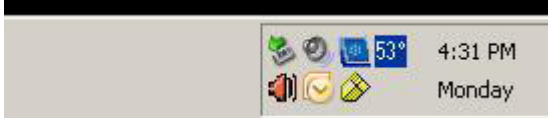



You will see a progress bar moving across the screen from left to right



When done, click on OK and Remove the device from the computer.

In order to remove a device with removable storage from the USB port,



Single click on the icon  and choose remove the drive number

needed. You will then see the following:



Click on "Safely remove USB Mass Storage Device – Drive (drive letter)". When done, you will see the following.



Now physically unplug the device.