

## Troubleshooting

### Camera will power on and shut off within a few seconds:

- Check Battery- Not charged or inserted properly.
- Check USB cable.
- Recharge or try second fully charged battery.

Insert battery until plastic clip catches and secures battery in camera. Plastic Clip on the Mini1080 must remain on battery to secure it in camera. Depending on the number of charging cycles, battery may need to be replaced, usually every couple of years. Batteries are available here ( [Fire Cam Extended Batteries](#) ).

### Camera flash red/blue light:

- Micro SD memory card not inserted. Insert card, label down with thumbnail until clicks.

### Camera has solid blue light:

- Micro SD memory card may be full or have corrupted files. Format SD card for trouble free performance of the camera on first use and after transferring video files. All data will be erased when formatting so make sure all important video files are transferred first. Connect the card to formatting program, only takes a few seconds for quick format.

### Free download at:

[https://www.sdcard.org/downloads/formatter\\_4/](https://www.sdcard.org/downloads/formatter_4/)

- \*Check the camera lens connection to pc board by carefully unscrewing camera lens cap to expose camera lens and connection to check.

### Camera only beeps every 3 seconds when turned on:

- Camera is in photo mode. Slide mode switch to video mode.

### Video has no audio:

- Camera needs the sound cap installed (hole in cap with water resistance covering), not the solid waterproof cap.

### Video playback issue:

- PC or Media Player may be out of date. Fire Cam recommends VLC Media Player.

Free download at: <https://www.videolan.org/vlc/index.html>

### PC not connecting to camera to read files:

- Check USB cable connection. Try removing SD card from camera and use a PC card reader

### Glass protective lens is cracked:

- The camera kit includes two spare glass lenses. Unscrew the lens cap from the camera body. On the inside of cap is a thick washer to remove. Insert a small needle nose or snap ring pliers, or similar tool into the 2 holes in the washer and unscrew. Remove the glass lens and reuse the O-ring that goes between the cap and glass for waterproof seal. Insert new glass lens onto O-ring and screw washer on. Do not overtighten the washer. Additional glass lens can be bought here ( [Fire Cam Glass Lens Replacement Kit](#) ).

**Unable to reach power button on camera after mounting on helmet:**

- With set screws loose, fit the BlackJack mount on the right or left brim of the fire helmet. It can be installed above the brim or below the brim depending on the view from your camera. If below the brim the camera can be installed upside down to expose the power button. The video player software can flip the image to upright for playback.

**What are the differences between the camera:**

- [Fire Cam® Camera Comparison Chart 2025](#)

Contact Fire Cam Support at 618-416-8390, M-F Central or [Support@FireCam.com](mailto:Support@FireCam.com) for assistance or replacement parts. Additional batteries, external battery charger, and mounting options are available at [www.FireCam.com](http://www.FireCam.com).