<https://web.archive.org/web/20221209090557/https://www.photorobot.com/manuals/troubleshooting>

# Troubleshooting

Here you can find solutions to all common issues, from installation to cameras, robots, lights, editing and post-production.

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## Cameras

### Controls App does not see my camera

Make sure no other software that connects to the camera is running on your computer. Typical examples of such software is EOS Utility from Canon.

Check that your camera is connected to the computer via USB. There might be also issue with the USB cable, try to replace it with another one.

### Liveview is black

Make sure the **Exposure simulation** setting on your Canon camera is turned off.

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## Robots

### Controls App does not see my robot

Make sure robot is connected via ethernet cable to your local network. Your computer must be on the same local network and there should be no firewall or proxy between you and the robot.

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## Lights

### Lighting does not stay same between frames with strobe lights

Try to reduce the speed of the robot. It's possible that you're going too fast and your light does not have enough time to recharge itself.

You can also try to reduce the light intensity (light will recharge faster) or use more expensive lights (Broncolor in general charges faster than Fomei).

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## Editing

### I'm getting blank screen when editing

Make sure your computer has a graphics card with at least 2GB of memory.

On Windows you might need to configure the Controls App to run in **Performance** mode:

* Launch the Settings app.
* Browse to System > Display > (scroll down) -> Graphics settings.
* Browse for a classic app, select **C:\Program Files\PhotoRobot Controls\PhotoRobot Controls** from the disk.
* Set graphics preference to **High performance**.

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