Canon 60D Troubleshooting Guide

Physical Settings

Problem: The zoom ring will not move.
Solution: Check the bottom right side of the lens for the lock button and turn it off. Sometimes this button will inadvertently be pushed into a locking position.

Problem: I am unable to record video.
Solution: Ensure that the camera mode wheel, located on the upper left portion of the camera, is turned all the way counterclockwise to the video symbol. Other modes may not allow video recording.

Problem: The camera keeps refocusing while I am recording footage.
Solution: The lens is set to Autofocus (AF). Locate the switch on the left side of the lens and turn it to Manual Focus (MF). Autofocus should not be selected while recording video.

Problem: My video/picture looks shaky but I would like to keep my current shutter speed.

Solution: Turn stabilizer on, located below the focus options on the left side of the lens. It is always best to turn stabilizer on while doing handheld/shoulder mount shots and to turn it off while the camera is on a tripod.

Problem: I am having trouble focusing my image.
Solution: Make sure to use the digital zoom in order to help you achieve focus. The digital zoom button is a magnifying glass with a plus in the middle, located in the upper right corner on the back of the camera. Once the LCD screen is turned on, there will be a white box somewhere on the screen. You can move this box with the main scroll wheel to position it over your subject. Pressing digital zoom once will crop the image by a factor of 5, twice will crop it by a factor of 10.

Menu Operations

Problem: The camera is powering off too frequently while I am using it.
Solution: Select menu, scroll to the right until you find Auto power off and then set it to your desired time. Often this will already be set for 1 or 2 minutes of inactivity.

Problem: The LCD screen is too dark or too bright.
Solution: Select menu, scroll to the right until you find LCD brightness and adjust the level. If you are in a sunny environment, the best thing to do is to cast a shadow over the screen in order to better view the image.

General Settings

Problem: My image is too dark.
Solution: There are multiple approaches to this. The first is to make sure your f-stop is set to a low number in order to let more light into the image. The second is to reduce the shutter speed if it is too high. You generally want to keep shutter speed at twice the frame rate number. The third option is to increase ISO, located on the top right of the camera. However, increasing ISO will add more grain (noise) to your image. The best lenses for dark settings are the ones that can't zoom, like our Canon and Rokinon 35mm lenses. This is because they allow the aperture to open much wider than the zoom kit lenses (F1.4 as opposed to F4).