

The camera does not focus using the auto focus (AF) setting.

Autofocus does not focus well sometimes due to reasons such as distance from the subject and the environment in which you are photographing.

Check the solutions as follows according to the conditions or environment.

- Make sure you are not too close to the subject.
The minimum distance from the subject in which you can photograph (minimum focusing distance) is determined by the individual lens.
Photographs will not be in focus if you attempt to shoot at less than the minimum focusing distance. Please shoot at the focus distance or farther away from the subject.

Minimum focusing distance is noted on the front or side of the lens.

Example: For SAL1855 (DT 18-55mm F3.5-5.6 SAM), minimum focusing distance is noted as "1.25m/0.82ft" in meters (m) and feet (ft).



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- Make sure the subject or environment do not inhibit focusing.
 - Subjects with no contrast, such as blue sky or white walls
 - Situations where multiple subjects are at different distances within the focus area
 - Subjects with repeating patterns, such as building exteriors
 - Bright or backlit subjects
 - Shiny subjects, such as water surfaces, and glossy subjects
 - Fast moving subjects

Focus as follows for such subjects or in situations where it is difficult to focus.

7. Compose the shot with the focus locked using a subject at the same distance
(Lightly press the shutter button to keep a green frame displayed.)

8. Switch the lens or camera body to "MF" (manual focus), and adjust the focus manually.
- If photograph photographs come out with only part in focus
By narrowing down the camera aperture, you can shoot with the entire photograph in focus with little blurring in the background or foreground.

Photograph with aperture opened (example: Aperture value of 2.8)



Photograph with aperture narrowed down (example: Aperture value of 16)



Try the following operations.

0. Turn the camera's mode dial to "A (Aperture Priority mode)".
This mode automatically sets the camera so variables other than aperture are at optimum exposure.
1. Increase the F-value with the dial.
Increasing the aperture in dark locations reduces the amount of light received, making it easier for camera shake to occur. In such cases, use a tripod or similar mechanism to prevent camera shake.
- If using ILCA-77M2, SLT-A77V, SLT-A99V, or DSLR-A900
If the photograph is not in focus with subjects and situations other than those noted

above, you can adjust the focusing position for each lens used.

In MENU -  3 (Setup menu) - **AF Micro Adj.**, change to **On** and make fine adjustments from **amount**.

The focusing position shifts behind the subject the more you set to the "+" side and in front of the subject the more you set to the "-" side.

Set the adjustment value while taking test photographs.

Note:

- If **AF Micro Adj.** is not set to **On**, the adjustment value cannot be registered.
- It is recommended that you adjust in the actual environment where you will actually be photographing.
- If you attach a lens that has already been registered, the registered adjustment value will be displayed.
- If the lens has not been registered, "±0" will be displayed.
- If "-" is displayed for the adjustment value, 30 types of lenses have already been registered. To register a new lens, attach the lens to be deleted and set the adjustment value to "±0", or clear the adjustment values to reset all registered adjustment values.
- Making AF fine adjustments with lenses of other manufacturers may affect the adjustment values of your Sony, Minolta, and Konica Minolta lenses. Do not use the function with lenses of other manufacturers.
- If using lenses of the same specifications and Sony, Minolta, and Konica Minolta lenses, AF fine adjustments cannot be set individually.

The SteadyShot indicator blinks and an ERROR icon that looks like a hand appears.

If an error occurs with the SteadyShot feature, the SteadyShot indicator may blink and the LCD screen or viewfinder will display the following icon:



Follow the steps below to resolve this issue.

1. Turn off the camera
2. Remove the battery.
3. Allow the camera to remain without power for 1 minute.
4. Reinsert the battery.

5. Turn on the camera.

The troubleshooting steps listed above should resolve your issue. If you have completed all of the steps and the issue is not resolved, service may be required.

What is the difference between an A-mount and an E-mount?

For interchangeable lens cameras produced by Sony, there are two types of mount standard: A-mount and E-mount.

The mount is the part that joins the camera's body and the lens. To shoot images, attach the lens to your camera's lens mount and let the lens and the body recognize each other.

- A-mount (ILCA-xx, DSLR-Axx, SLT-Axx)
Mount standard adopted on models that have a mirror or a translucent mirror.
- E-mount (ILCE-xx, NEX-xx)
Mount standard adopted on mirrorless models.

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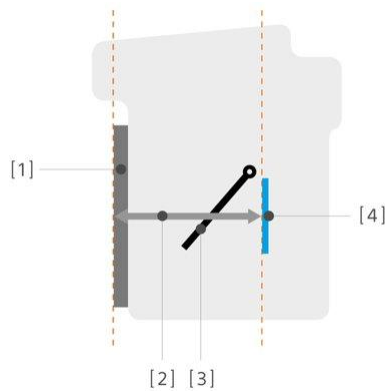


[1] Mount on an A-mount body

[2] Mount on an E-mount body

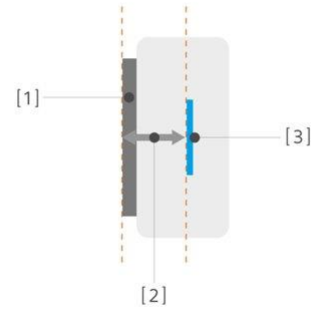
- **A-mount and E-mount features**
A-mount cameras with Sony Translucent Mirror Technology offer the advantages of full-time phase-detection autofocus. The short flange back distance of mirrorless E-mount models makes it possible to design compact, high-performance bodies and lenses that offer outstanding handling and mobility.

A-mount



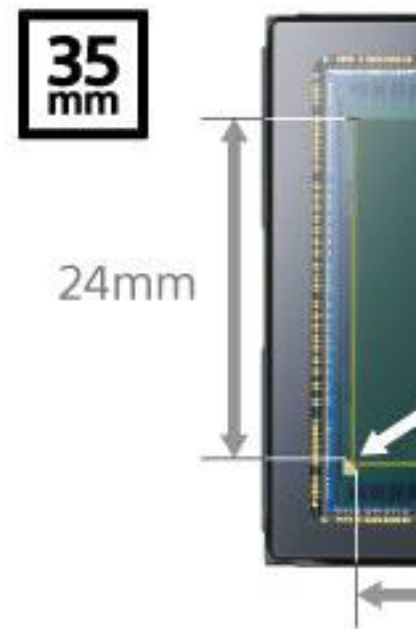
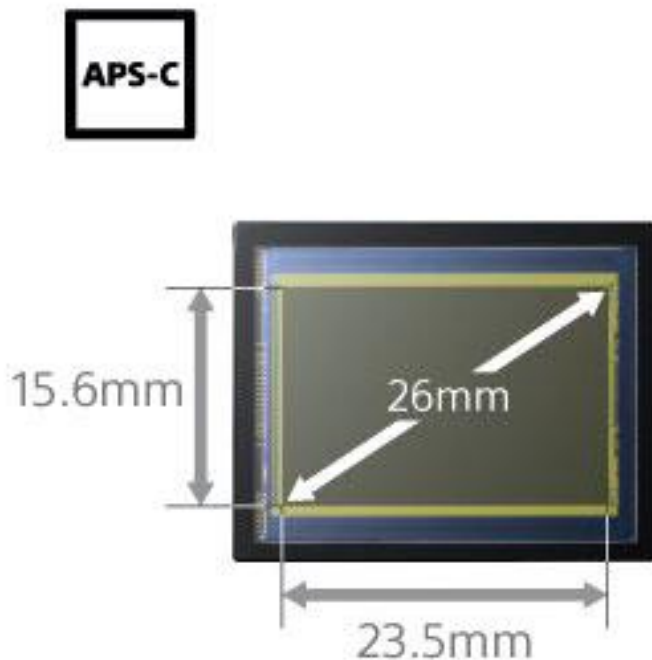
[1] Lens mount [2] Flange back distance
[3] Translucent Mirror [4] Image sensor plane

E-mount



[1] Lens mount [2] Flange back distance
[3] Image sensor plane

- **Image sensor size**
Both A and E mount cameras have full frame and APS-C sensors options. Among the many sensor sizes in common use, full-frame is considered to be a large format while APS-C is a medium format. Both are popular for their individual advantages.



- **About A-mount lenses and E-mount lenses**
Sony provides A-mount lenses and E-mount lenses that meet each mount standard for camera bodies. The name of an A-mount lens starts with "SAL" while the name of an E-mount lens starts with "SEL."

For lenses and accessories compatible with other brands other than Sony, refer to FAQ [Can I use lenses and accessories manufactured by companies other than Sony?](#)

For the kind of lenses which can be used, refer to FAQ [What kinds of lenses can be used?](#)

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- **How to use an A-mount lens on an E-mount body**
Since A-mount and E-mount have different diameters, they are not interchangeable. However, you can use an A-mount lens on an E-mount body by using a Mount Adaptor.
NOTE: You cannot use an E-mount lens on an A-mount body.

When you use a Mount Adaptor, there may be some limitations such as unavailability of the autofocus function or SteadyShot function.

For the differences among Mount Adaptors, refer to FAQ [What is the difference between the LA-EA1, LA-EA2, LA-EA3, and LA-EA4 lens mount adapters?](#)

Windows 10 information - July 28 Update

As announced by Microsoft on June 1, 2015, Windows 10 - their latest operating system - is scheduled to launch on **July 29, 2015**. [Please refer to Microsoft website for details](#).

Sony is now testing Windows 10 and will be providing **compatibility information** after July 2015. The release schedule will vary according to the different products.

Consumer Electronics:

- Compatibility information will be posted [here](#) for your reference once our testing is completed.
Before using your Sony product with Windows 10, it is recommended that you check for any compatibility information available for your model.

VAIO computers:

- Check [here](#) for information related to the compatibility, instructions, drivers, etc. for models supported for Windows 10.

Please note that Sony is currently not planning on providing an upgrade procedure, nor drivers and utilities, for older models which were released with Windows 7 or previous versions of Windows preinstalled.

The camera does not recognize the lens and an error message is displayed.

The camera does not recognize the lens and an error message is displayed.

This solution applies to both of the following error messages:

- **Check the Lens attachment.**
- **No Lens Attached.**

Follow the steps below to troubleshoot this issue. If model-specific information is required to complete any of the steps in this solution, refer to the operating instructions supplied with the product.

1. Make sure you are using a compatible lens.
To check the list of compatible lenses for your camera, refer to the following link:
[Camera Body-Lens Compatibility Information](#)

IMPORTANT: If attaching the camera body to an astronomical telescope or other similar device, (depending on your camera) it will be necessary to do one of the following:

- Set the mode dial to Manual (**M**).
- Set the **Release w/oLens** option in the camera menu to **Enable**.
- Set the **Shutter lock** option in the camera menu to **Off: no lens**.

NOTE: Some Lensbaby lenses may attach to the camera body. However, Lensbaby lenses do not communicate electronically with the camera body and cannot be recognized. Sony does not support the use of Lensbaby lenses.

2. Check if the lens is connected properly.

NOTE: If the lens is not attached properly, the connection points that enable communication between the camera body and lens do not make contact. Do not push the lens release button, but turn the lens clockwise and attach to the camera body until it clicks. Below is an example of the lens release button location.

Lens release button position (NEX-7)



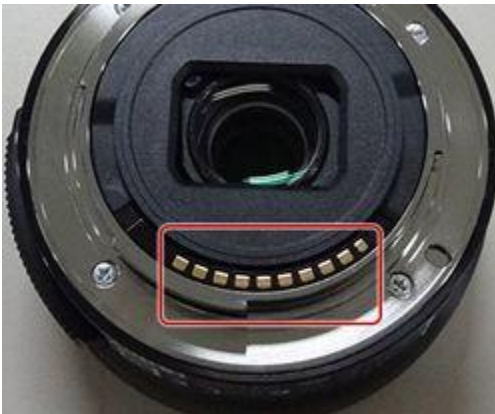
3. Turn off the camera.
4. Remove the lens from the body of the camera.
5. Examine the pins on the body of the camera that connect to the lens.

If there is dirt on the contacts of the body or the lens, the camera body may not recognize the lens due to attachment failure. Wipe dirt from the contacts using a cotton swab or a dry soft cloth (cleaning cloth, etc.), then attach the lens to the camera body.

IMPORTANT:

- **When wiping the dirt off, be careful to keep dust or debris from getting inside the camera body or the lens.**
- **Take care not to touch the lens surface.**
- **Do not use force but wipe lightly so as not to put pressure on the contacts of the body.**

Lens contacts



Make sure nothing is covering or obstructing the metal contacts on the lens by cleaning the contacts.

Body contacts



- Ensure the pins are not bent.
- Ensure nothing is covering or obstructing the pins.

IMPORTANT: If the pins on the camera body are bent, then [Service](#) will be required.

6. If there are no bent pins or other obstructions, reattach the lens to the camera body.
7. Turn on the camera.
8. If the issue is still not resolved, try connecting a different lens (if available) to determine whether the problem is with the lens or the camera body.
9. **IMPORTANT:** If the issue does not happen with other lenses, then the previous lens may require service. However, if the issue occurs with other lenses as well, then the camera body may require [Service](#).

NOTE: If the issue is not resolved and a lens from another manufacturer is being used, then the lens (or lens adapter) is most likely not compatible. Functionality of third-party lenses is not guaranteed. Even though a third-party lens may not be able to communicate with the camera for Auto Focus (AF) and Auto Exposure (AE), pictures may still be able to be taken by setting the camera to Manual (**M**), then manually setting the shutter speed, aperture, ISO, and focus.



Renowned G Lens background bokeh

Beautiful background bokeh is synonymous with the G Lens name, and it can really make the subject stand out. Individual calibration of each lens ensures optimum compensation for spherical aberration, resulting in smooth rendering of edges without a trace of ugly "nisen bokeh". A nine-blade circular aperture also contributes to great looking bokeh.

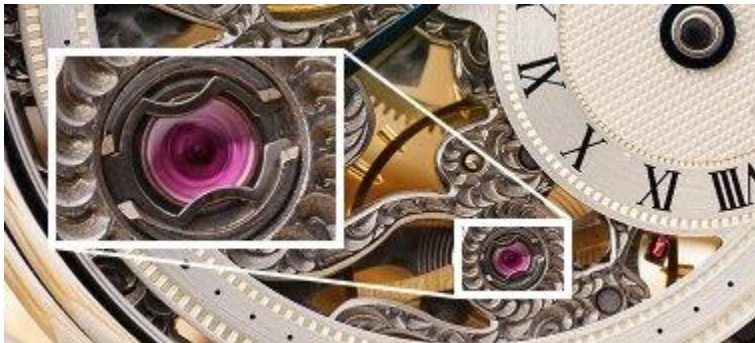


Image-wide clarity from macro to infinity

Macro lenses are often used over a wide range of focusing distances, so a floating focus mechanism has been implemented for optimum suppression of close-focus aberration. The floating system reduces the size of the lens while maintaining outstanding clarity throughout the image area, from infinity to the closest focusing distance.



Precise, quiet focus for stills and movies

Two focus groups in a floating focus configuration are driven by an innovative DDSSM (Direct Drive Super Sonic wave Motor) system for smooth, precise positioning of the relatively heavy lenses that make full-frame macro magnification possible. This system is remarkably quiet, and is ideal for animal or insect photography as well as movies.



Sharp and clear without a tripod

Although a tripod is usually considered necessary for sharp macro photography, built-in OSS (Optical SteadyShot™) image stabilisation makes it possible to shoot sharp macro images handheld. The heavy stabilisation lens is driven by a responsive linear motor for fast, precise stabilisation.



Fast auto/manual focus switching

If you have to remove your eye from the viewfinder to switch between auto and manual focus you're likely to lose the shot. With this lens the focus ring, where your hand normally rests while shooting, simply slides back and forth to switch between manual and auto focus. A non-slip surface ensures reliable operation.

How to reset or initialize a camera back to original factory settings.

To restore the camera to its original factory settings, you can perform a settings reset. The process to reset a camera back to the original factory settings differs depending on the type and model of camera. Using an Initialize or Setting Reset option in the menu or pressing a small RESET button on the camera.

Depending on the make and model of your camera, you can also reset just the network settings or just the shooting settings.

To determine the reset or initialize method for your camera, refer to the operating instructions supplied with the product. Online manuals can easily be searched for the words "Reset" or "Initialize" to determine the method for your camera.

To find the operating instructions or online manuals for your camera, refer to the following steps:

1. Locate [model number](#) for your camera.
2. On the [support site](#), find support for your camera either from entering your model number in the product support search box or browse for your model number.
3. The operating instructions or online manuals for your camera can be found from the manual tab of the model support page.

If you are using a camcorder, refer to the following FAQ.

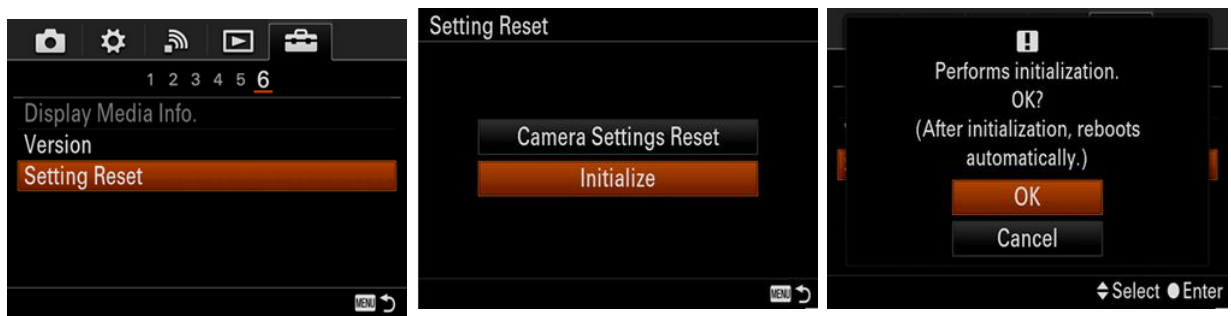
[How to reset or initialize a camcorder back to original factory settings.](#)

NOTE:

- Be sure not to turn off the camera while resetting is in progress.
- If you are using a model that supports PlayMemories Camera Apps, when you perform Initialize or Setting Reset, applications downloaded to the product may be uninstalled. To use these applications again, reinstall them.
- Even if you use this function, all movies and photos are retained.
- If an error code beginning with C: or E: is displayed on the camera's LCD screen, resetting may not resolve the issue.

Using an Initialize or RESET option in the menu

1. MENU → Setup → Setting Reset → Initialize → OK



2. *Sample Initialize procedure for DSC-RX10*
3. After the camera reboots, the time and date settings menu will be displayed. Follow the on-screen instructions to complete the initial settings.

NOTE:

 - Since cameras have different menu system layouts, refer to the instruction manual specific for your camera model.
 - If you want to reset just the shooting settings, do not select **Initialize**. Instead, select **Camera Settings Reset** or **REC Settings**.

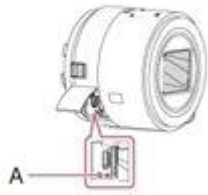
Using a RESET button

1. Locate the **RESET** button on the camera.

NOTE:

 - Only some models have a **RESET** button. Refer to the manual supplied with your camera to determine whether it has a **RESET** button or identify the location of the **RESET** button.

- The **RESET** button on lens-style cameras is near the Multi Terminal.



2. Use a pointed object (like a ballpoint pen) to press and hold the **RESET** button for 2-3 seconds.
3. After 2-3 seconds has elapsed, release the **RESET** button.
4. After the camera reboots, the time and date settings menu will be displayed. Follow the on-screen instructions to complete the initial settings.



Focus lock where you need it most

Pressing the focus hold button, conveniently located on the lens barrel, instantly locks focus at the current setting and keeps it there until the button is released. The focus hold button can be used to lock focus even when shooting in the continuous AF mode.



Select your focus range for faster AF

The Focus Range Limiter selector can be set for near and/or far focusing, depending on the subject, limiting focusing range and thereby maximising autofocus speed. Selections are

infinity–0.5 metres for distant focusing, 0.5–0.28 metres for close focusing and FULL for full-range focusing.

Inner focus for better handling

In an inner-focus design, only internal lens elements move when focusing, so the total length of the lens does not change. In addition to making handling easier, that means faster autofocus and shorter minimum focusing distance. The filter thread at the front of the lens does not rotate, which is an advantage when using a polarising filter.

Get close while keeping your distance

The medium telephoto focal length of this lens gives it an ideal working distance at macro magnifications, making it easier to capture impressive macro images of insects and other subjects that cannot be approached too closely.

Great for movies as well as stills

In some ways, lens requirements for moviemaking are more demanding than for stills. Sony goes the extra mile to ensure that lenses that will be used with movie-capable cameras will deliver the necessary performance. Minimal focus breathing and quiet operation, for example, are essential for movie shooting.



Reliable and easy in any conditions

Reliable operation in a variety of conditions is ensured by a design that prevents dust and moisture from entering the lens.