



FAQ

Frequently asked questions

Recovering a damaged SmartyCam video



VISIT SUPPORT CENTER

SOFTWARE DOWNLOADS

FIRMWARE UPDATES

PRODUCT DOCUMENTATION





Recovering a damaged SmartyCam video

Question:

How can I recover a damaged video file downloaded from SmartyCam HD/GP HD?

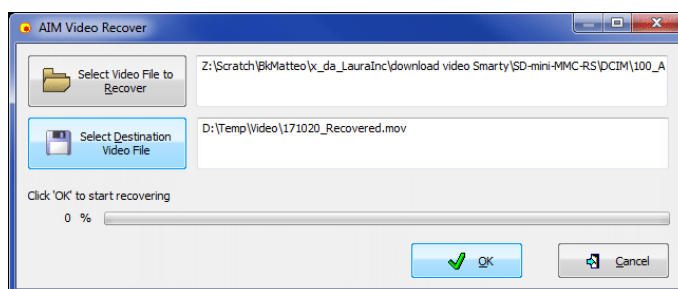
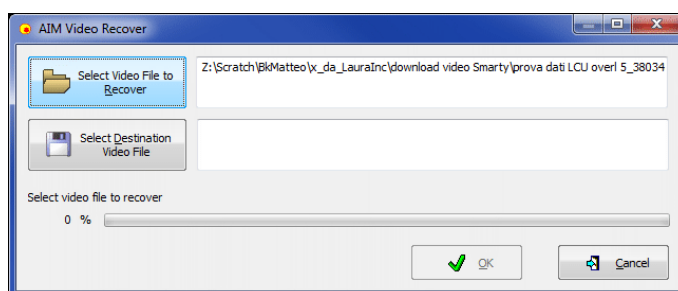
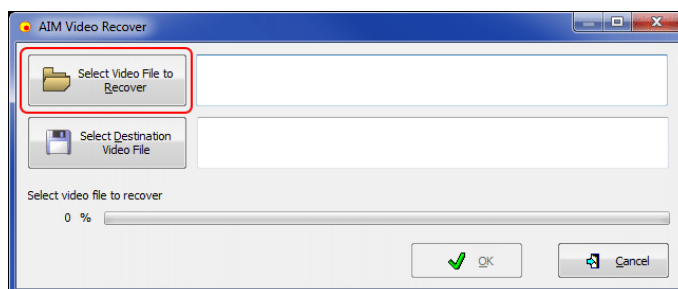
Answer:

A corrupted video file can be recovered using the FOF file, automatically generated by SmartyCam HD/GP HD and "AiM Video Recover" software. The tool can be downloaded at:

https://www.aimtechnologies.com/wp-content/uploads/2020/07/AiMVideoRecover_installer.zip

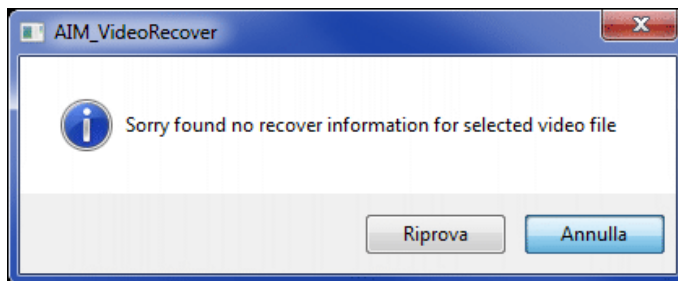
Install the software and follow these instructions:

- run "AiM Video Recover"
- press "Select Video File to Recover"
- browse the PC and select the video to recover
- select the recovered file destination folder and fill in the recovered file name
- press "OK"

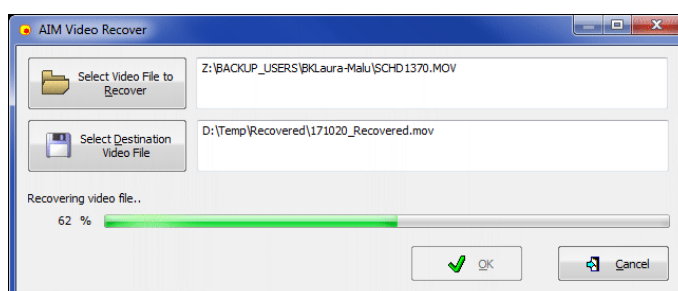


Video Recovery

If this message is appears it means that no "FOF" file has been found; please always ensure that a "FOF" file is available.



- if on the contrary the "FOF" file is available a time bar shows the recovering process
- this operation can take several minutes



- at the end the software shows the message here on the right.

