Repairing DSC-RX100 Error: "Turn camera off then on" / "Kamera aus- und wieder einschalten"

Use this guide to fix the error message by simply removing the bottom panel and then turning the camera on.

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INTRODUCTION

If your RX100 camera is showing the error, "Turn power off and then on" and the lens will not retract completely, see below for the simple fix.
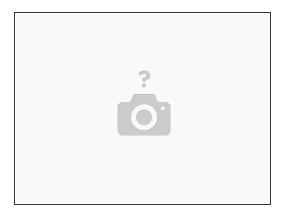
My RX-100 started showing this error message, and initially was able to turn off/on and shoot photos, but after a few days it was constantly showing the error and would not work any more. The lens barrel remained partially retracted and would not fully extend. There is no reset button.

I found a simple fix via an internet search, partly in German I believe. This little fix saved me $300 and a lot of hassle.
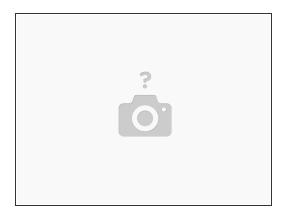
🔧 TOOLS:

- Essential Electronics Toolkit (1)

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Step 1 — Repairing DSC-RX100 Error: "Turn camera off then on" / "Kamera aus- und wieder einschalten"
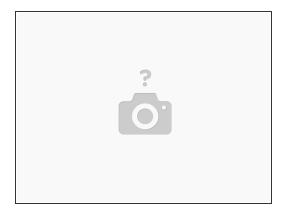

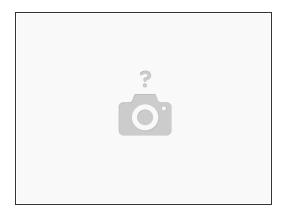- Turn off the power.

Step 2

- Remove the 5 small screws on the bottom panel.

- Lift off from the narrow end on the battery panel side. You may have to open the battery cover. The other end is hooked to the body. There are also 2 small tabs on the mid front side.
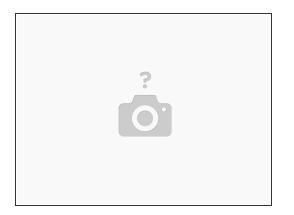
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Step 3

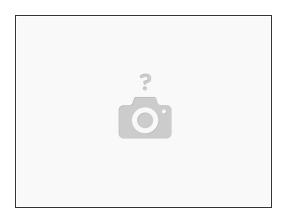- Remove the 2 screws on each side, total 4.

Step 4

- Gently separate the back panel and front panel. You do not need the separate the panels completely.

Step 5

- With battery in, power on and it will start up and the lens barrel will extend fully as it should.

- Turn power off and it should retract completely and lens cover should also close.

Step 6

- Replace 4 screws on the side, and hand tighten.

- Replace the bottom panel, wide end with hook and 2 small tabs on the mid front side in and replace the 5 screws, again hand tighten.

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