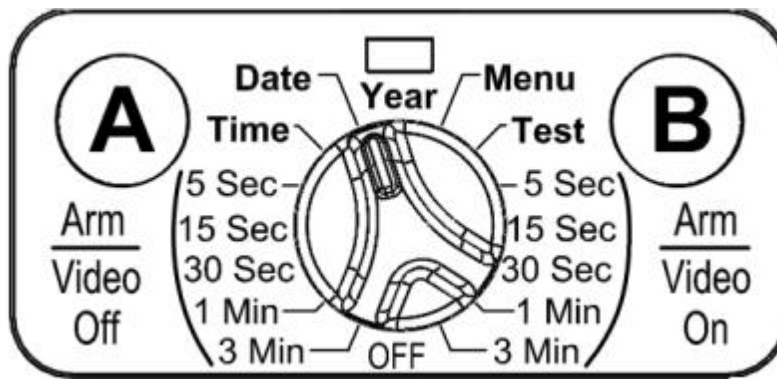




Troubleshooting for Cuddeback Cameras with Super Simple User Interface

Troubleshooter Guide 1.0



Cuddeback Cameras are easy to use and intuitive but there are times you may have to troubleshoot the camera to determine if it's working correctly. We recommend installing new Alkaline batteries before starting these tests. Completing these tests will take less than 15 minutes. Along with tests we also have some tips and tricks to keep your product working correctly.

Tests to Complete

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Power On Test: verifies that camera can turn On

Battery Notice

Remove batteries when the camera is not going to be used for an extended period of time. Failure to follow these guidelines may result in battery leakage which will damage your camera.

- Never mix old and new batteries.
- Never mix different types of batteries.
- Never mix lithium and alkaline batteries.
- Replace all batteries at the same time.
- Always remove batteries when the camera is not going to be used for a period of time.
- Dispose of batteries properly as recommend by the battery manufacturer.
- Never expose skin or eyes to battery acid. Refer to battery manufacturer's precautions.
- We do not recommend the use of rechargeable batteries. The battery voltage is too low to properly operate the camera.

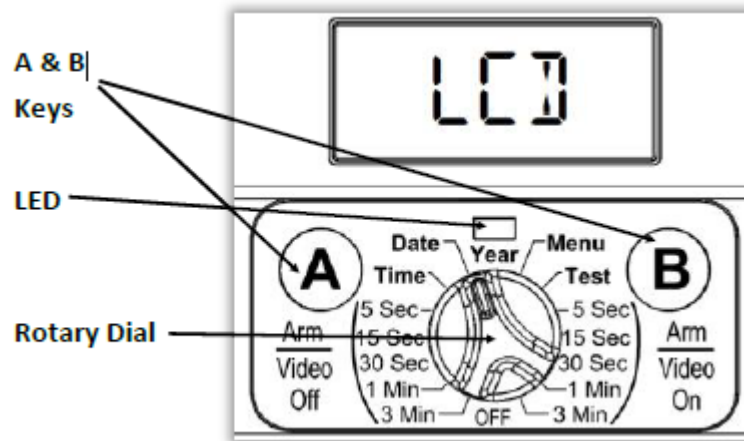
Tests to Perform

1. Rotate the Rotary Dial to the OFF position.
2. Remove Sd card from the camera.
3. Remove old batteries from the camera. Wait until LCD screen is blank, it could take 15 seconds or more.
4. Insert new batteries correctly, make sure to observe the correct polarity. Batteries can explode, leak acid, or ignite if inserted incorrectly. We recommend Rayovac, Duracell or Energizer brand batteries only. (Choose batteries carefully—there is a difference especially in cold temperatures).
5. Once batteries are installed close the battery compartment door.
6. Observe the LCD.
 - ◆ If numbers appeared on LCD, camera has powered up and operating correctly.
 - ◆ If LCD remains blank, the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC01.*

User Interface Test: verifies that camera's user interface is working

User Interface

Cuddeback's Super Simple User Interface comes in a variety of different looks, but it has 4 sections: LCD Display, 2 push Keys, Rotary Dial and 1 LED.



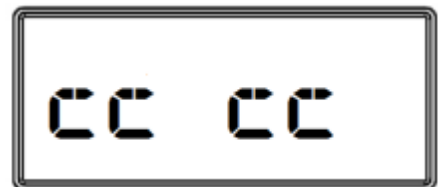
Rotary Dial is used to access camera settings, arm the camera, and to turn the camera off.

A & B Keys change settings.

LED is used to verify detection zone when camera is in TEST mode.

LCD Worm

An electronic *worm* scrolls on the display when the camera is working. Do not remove the SD card, turn the Rotary Dial, and or press any Key. Be patient and wait for the worm to go away before continuing.



User Interface Test: verifies that camera's user interface is working

Tests to Perform

1. Set Rotary Dial to TIME. The camera's time will be displayed which you will need to change.
2. Press A to set hour, Press B to set minutes.
3. Set rotary Dial to DATE. The camera's date will be displayed.
4. Set Rotary Dial to YEAR. The camera's year will be displayed.
5. Set Rotary Dial to MENU. The camera's battery level will display on the LCD. bt:XX is how the battery percentage is displayed on the LCD.
6. Observe the LCD.
 - ◆ If each setting appears on the LCD correctly, the camera is working.
 - ◆ If LCD remains blank or your not able to program, the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC03.*

Menu Options

Battery Level—Display battery level as a percentage. For example, bt:99 is 99%.

Clear—Clear your camera's internal memory or SD card that is installed in the camera. This command is displayed as CLR.

PIC—Takes a test picture. Press the B key to take a test image. The LCD will count down from 5 to take the test image.

LED—Only available on IR cameras. Test the camera's filter and also power the LEDs. Press the B key to start this command. The LCD will increase to show the % the LEDs are firing with the batteries installed in the camera. If the LCD displays 50% or below we recommend getting new batteries for the camera. A lower LED % means less flash range and lower quality images at night.

FLSH—Only available on Flash camera. Press B key to test your flash. LCD will count down from 45 sec, user may have to press B key after countdown to command camera to flash.

StAt—Displays information about your camera such as: Activation Date, Run Days, Lifetime images. Use the B key to cycle through these stats.

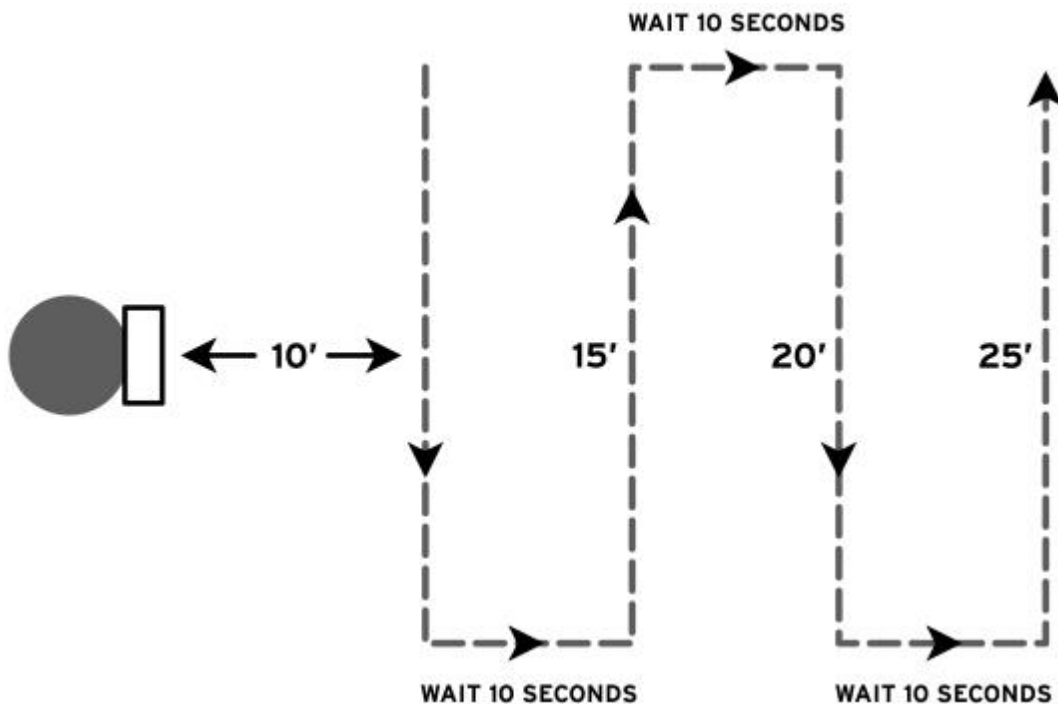
LOAD—Command you run when you want to update the Firmware on the camera.

P0:0—Camera parameters, this allows the user to change settings such as: flash power, video length, image size and camera ID. Press the B key to turn ON or OFF.

Motion/Sensor Test: verifies the camera's motion/heat sensor is operating correctly

Test Mode

After attaching the camera to a tree or post use this TEST mode to verify the animal detection zone. This walk pattern is recommended when testing the camera's motion/heat sensor.



Tests to Perform—Motion Never

Before running this test check the camera's Fresnel lens. If this lens is damaged the camera will not sense correctly.

1. Set Rotary Dial to TEST. When TEST is enabled the RED LED will illuminate when a subject is detected. Walk back and forth (not towards) the camera to verify the detection zone.
2. The RED LED will flash as you move past the camera.
 - ◆ If RED LED flashes the camera is working correctly.
 - ◆ If RED LED does not flash, the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC04.*

Flash Test: verifies the camera's flash or LEDs are operating correctly

LED

LED cameras depend on the batteries to power the flash. If your batteries are at 50% or lower the flash range will be reduced and the quality of the night images will not be as good.

Tests to Perform—LED TEST

For Black Flash cameras use your camera phone to observe the camera's LEDs.

1. Set Rotary Dial to MENU. Press A consecutive times to display LED. Press B to begin the test. Verify the camera filter moves back and forth. The LEDs will illuminate. The display will show the battery capacity as a %. If the % is below 50 replace the batteries.
 - ◆ If the filter moves back and forth and the LEDs illuminate the camera is working correctly.
 - ◆ If the filter does not move back and forth or the LEDs do not illuminate the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC06.*

Flash

Flash cameras give you the best quality images both day and night. If your batteries get low the image quality will not be affected, the camera will just default to a longer delay setting to allow time for the flash circuit to charge.

Tests to Perform—Flash TEST

1. Set Rotary Dial to MENU. Press A consecutive times to display FLsH. Press B to begin the test. The camera will begin to countdown, it is charging the flash at this time. When the camera is ready it will flash or you may have to press the B key to make the camera flash.
 - ◆ If the flash goes off the camera is working correctly.
 - ◆ If the flash does not go off, re-run the test one more time. If it fails again the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC06.*

SD Card Test: verifies the camera can save images to SD card

SD Card

Cuddeback cameras are compatible with SD cards sizes 2GB to 32GB. Older models like our Capture Series require a firmware update to allow SD cards sizes larger than 2GB. Do not use SDXC cards. Micro SD cards will function with the proper adapter (usually included with the micro SD card).
WARNING—never insert a wet or damp SD card into your camera or computer.

SD Card Tip

The SD card reader on Cuddeback cameras are not spring loaded. We believe a pull out SD socket is more reliable. You can make your SD card easier to access by placing electrical tape on the SD card, as shows below, to create a pull tab.



Tests to Perform—SD Card

1. Insert blank SD card into camera.
2. Turn Rotary Dial to any camera delay setting.
3. Camera will count down and ARM, move in front of camera to trigger an image.
4. After image is taken press A key. Number of images saved will be displayed, should show 1. Press A key again to display free space, this is free space on SD card. Any number above 120 means the camera is reading SD card.
 - ◆ If images are saved to SD card the camera is working correctly.
 - ◆ If no image is saved, re-run the test one more time with a different SD card. If it fails again the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC07.*

Firmware: Firmware updates keep your camera happy

Firmware Updates

We never stop improving our products. Firmware updates improve your camera with enhanced performance and new features. We strongly recommend you visit our website once per year to check for firmware updates. Updating your Cuddeback camera firmware is a 2 step process: 1) retrieving firmware from the Cuddeback website, and 2) loading the firmware onto your camera.

How to retrieve firmware updates

- A. Visit our website and check if new firmware is available. Visit <https://www.cuddeback.com/update> and follow onscreen instructions.
- B. Register your camera at <https://www.cuddeback.com/support/register> and opt-in to our email announcements. We will email you new firmware when it is available.
- C. Contact our customer support through email <https://www.cuddeback.com/support/contact> or by phone (920) 347-3810 and have the firmware file sent to you.

Loading firmware onto your Cuddeback camera

- A. Copy the firmware file to your SD card.
- B. Insert the SD card into your Cuddeback camera.
- C. Rotate the Rotary Dial to MENU.
- D. Press A key until LOAd appears on the LCD.
- E. Press B key to begin.
- F. The worm will be displayed while the firmware is loading. When complete the battery level will be displayed. DO NOT REMOVE THE SD CARD until the battery level is displayed.

If you want specific firmware instructions for your model camera we can send you the instructions as well as the latest firmware file in an email. Contact our Customer Support for these files, through email <https://www.cuddeback.com/support/contact> or by phone (920) 347-3810.

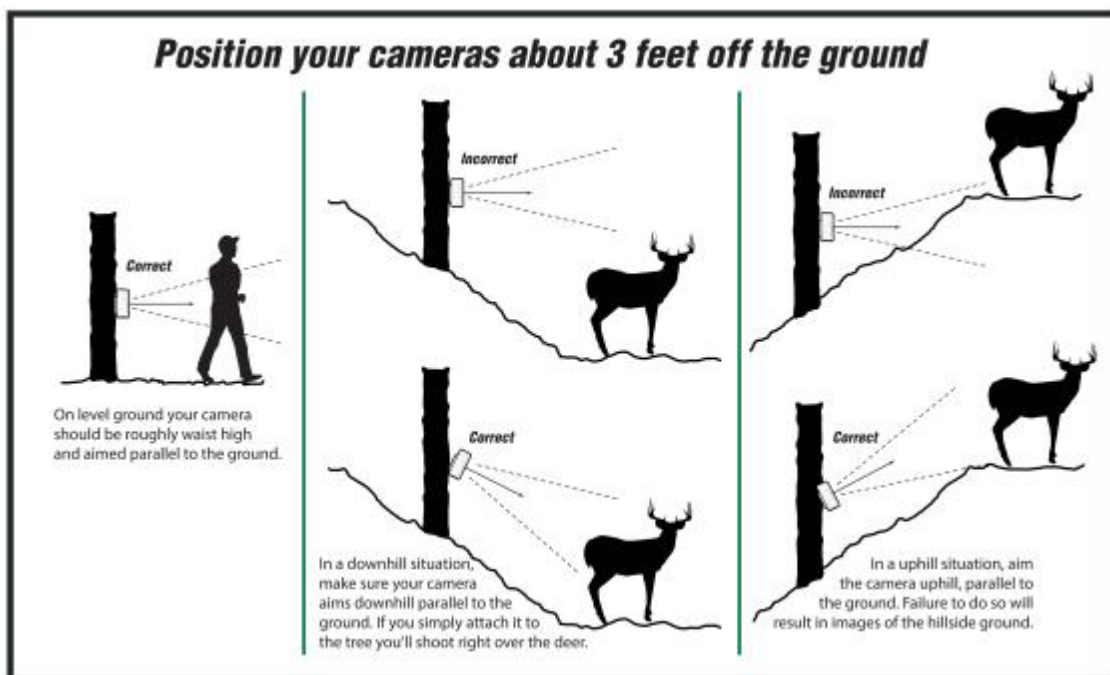
Setup Tips: Tips to help you get the best quality images

Setting up your Cuddeback

Having proper camera setup is important. If you have the camera installed too high or low you may miss your subjects you want to photograph. The following setup tips are what we recommend to get the best quality images.

Tips

- Install camera at body height of target animal, about 3 feet for deer. If your trying to get images of turkeys or smaller game we recommend you lower the camera for smaller subjects.
- Aim camera straight and level to ground. If camera is not level you can see reduced camera detection range because of the angle of the camera.
- Remove debris and foliage from in front of camera. Doing this will help the camera detect your subject better and limit the possibility of false triggers.
- For optimum image quality place camera 10 to 20 feet from where game is expected to be.



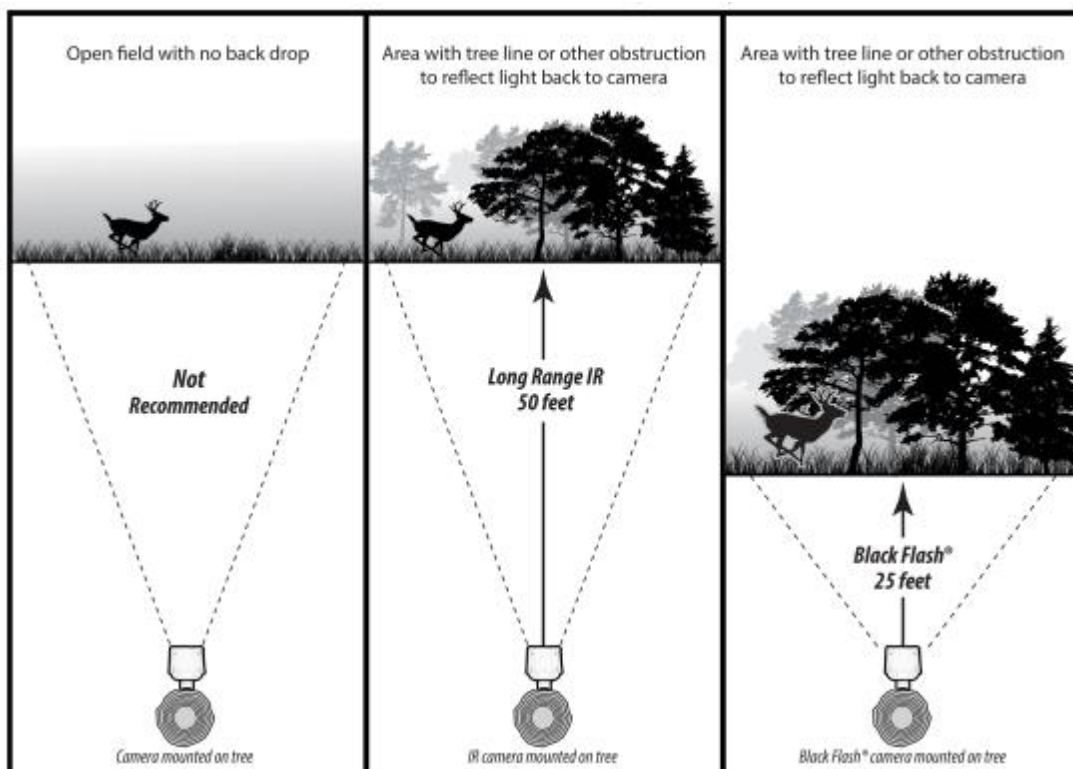
Field Setup: Tips to help you get the best quality images when on Field or Food Plot

Using the camera in Fields/Food Plots

It is difficult to obtain good images when a camera is facing into open fields and food plots. The reason is there are not any trees or objects to reflect light back to the camera. Here are some tips for field and food plot use.

Tips

- Make sure batteries in the camera are brand new. When batteries get low the flash range will be reduced, causing night images to be low quality. This is the number 1 cause we see when we get complaints about night time images on field and food plot setups.
- Set the camera higher off the ground to improve illumination. We recommend 4 feet.
- Aim the camera level with the ground, do not aim the camera up or down.
- Understand camera flash technology and range. Strobe flash will give the best quality night images and perform best on field and food plots. If you use an IR camera we recommend to look for pinch points or areas where objects in background can reflect light back towards the camera.



Battery Life: Get the longest battery life out of your Cuddeback camera

Understanding Battery Life

It is impossible to predict exactly how long batteries will last in a camera. Depending on usage and other factors you may get as long as 12 months on a set of batteries or only weeks. Here are some facts that will help you understand battery life.

Tips

- A. Higher quality batteries last longer. We recommend only Rayovac, Energizer, and Duracell brands.
- B. Not all batteries are new. Older batteries will generally have less power than newer batteries. Batteries purchased many months ago may not last as long as batteries purchased recently.
- C. Temperatures below 32°F (0° C) may reduce battery life 50% or more.
- D. The more images taken the shorter the battery life will be.
- E. Video consumes more power than still images.
- F. Night images and night video require considerable more power than day images and day videos.
- G. Night illumination range will be reduced as battery power weakens.

Recommendations to maximize battery life

Trails and Scrapes—on a trail or scrape a FAP or 5 second delay is okay to use because trails typically do not have a lot of activity.

Feeders—a short delay on a feeder will generate a lot of images and can deplete batteries quickly. We recommend a delay of 15 seconds to 1 minute to extend battery life and still capture all the deer.

Food Plots—A short delay is typically okay as deer will be moving around and you don't want to miss any. However, FAP can deplete batteries quickly if a deer remains feeding in front of the camera. A 5 or 15 second delay may be a better choice to extend battery life.