FAQS

Some of the most frequently asked questions are listed below.

General Camera Questions

What is covered under the warranty?

Covered: Defects due to design or manufacturing flaws, and premature component failure. **Not Covered:** Damage caused by physical abuse (from human, animal, or machine); damage from batteries, firmware updates, damage caused by acts of nature, including floods, fire, storms, lightning, insects, animals, etc.

I registered my camera online. Why didn't I get an email confirmation?

After you registered your camera you should get a page that displays "Thank you for submitting your Registration Request". If this page appears your camera has been registered online.

Why can't I view my images on a point and shoot camera?

You can view the images with an optional viewer or a point-and-shoot camera that is able to read Cuddeback images (Note: Not all SD based cameras can view Cuddeback images, please test any camera before purchasing).

What mounting systems can I use?

See our Genius Mount Systems that are available for Cuddeback cameras. Click HERE to learn more about the Genius Mount Systems.

Why isn't my camera sensing up to 50 feet as advertised?

The ambient air temperature and the size of the subject being detected are the two most important factors that determine the range of the motion/heat sensor. The motion/heat sensors work best when there is a large difference between the air temperature and the subject. Large animals like deer and bear are easier to detect since they are a bigger target. Click HERE to see our motion/heat sensor Tech Note.

What does "EC xx" on the LCD mean?

"EC" stand for Error Code. Click HERE for a list of all of the error codes.

I don't want to take my camera off the tree to check it.

With the Genius Mount the mounting bracket is left on the tree retaining your original aim and alignment. All you are doing is sliding the camera off the mount, checking the camera, then sliding the camera back onto the mount. The camera always retains its original position. You will find this much easier to use, as you can work with the camera while standing.

Does my camera work in Guard Duty at night?

Guard Duty will only take images during daylight, it will not record images at night. At night, Guard Duty mode is disabled, but Attack IR will still take pictures of animals detected with its motion/heat sensor. (See Owners Manual Page 15 for details)

Why won't my camera record videos?

You must have an SD card installed to record videos.

SD Card Questions

What size SD card should I use in my E, C, Ambush or Attack?

A 2GB or 4GB is generally sufficient for most users and most applications. Click HERE to see our SD card TechNote.

When can I remove my SD card from the C, E or Ambush?

Selecting, maintaining and repairing SD cards.

When can I remove my SD card from the Attack?

When the Attack detects a subject and takes a picture, a "worm" will be displayed and the LED will flash Red and Green. Do not remove the SD card until the LED is OFF. (See Owners Manual Page 7)

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Image Questions

Why is my camera getting moisture inside the lens and the camera takes foggy images?

You can keep the lens clean of dirt, but there is nothing you can do to prevent dew from forming or rain getting on the lens. Generally, these issues will resolve themselves after a few hours as the condensation evaporates off the lens. Click HERE to see an image that shows this.

My flash is too bright/dull, can I change the flash power?

Some Attack features can be changed by the user. To change the strobe flash power you will need to adjust P1 on the Parameter settings. (See Owners Manual Page 11-12 for details)

I'm getting black images, how can I tell if my LED's are working? (Attack IR)

If you are getting black images from your Attack IR, run an LED test. Rotate the rotary knob to the MENU position. Press the A button until LED appears, press the B button to begin the LED test. The IR filter will begin to flip back and forth then the IR LEDs will power. If the LCD reads FAIL repeat this test with new batteries. Click HERE to go to IR filter and IR flash test.

I'm getting a lot of motion blur in my images how can I prevent this?

Unfortunately, there is nothing you can do to completely eliminate motion blur. Cuddeback cameras are designed with quality lenses and sensors to minimize motion blur, however, there are scenarios where the available light just does not allow for completely eliminating motion blur. Click HERE to see an image that shows this.

Battery Questions

How come my batteries aren't lasting as long as advertised?

It is impossible to predict exactly how long your batteries will last in a camera. Battery life in cameras will vary depending upon battery quality, ambient temperature, the number of images taken, how long the camera has been operating, and other factors. Click HERE to see our battery Tech Note.

Can I use rechargeable batteries in my camera?

Please do not use rechargeable batteries in the camera. We feel rechargeable batteries do not have sufficient power to adequately operate your camera. Click HERE to see our battery Tech Note.

General Viewer Questions

Why doesn't anything come up on the LCD?

Cuddeview: Make sure the viewer is fully charged. It takes approximately 4 hours to fully charge a depleted battery. Once the battery is fully charged press the RESET button and try turning on the viewer again. Click [HERE](#) to view the CV1 Manual.
Cuddeview X2: Make sure the batteries that are installed in the viewer are new. CuddeView X2 operates on 4 "AA" batteries.

Can I transfer images from card to card?

The CV1 allows you to transfer images once. For example, if you view your images on a SD card then transfer them to a CF card, you will not be able to then transfer the images from the CF card to a different SD card.

Will the Cuddeview and Cuddeview X2 lock images?

Only the 7 Series CV1 will lock the images when viewing. Series 8 and 9 and the X2 do not offer the locking feature.

Can I view all my images taken in Guard Duty on my Cuddeview or Cuddeview X2?

Your viewer may not be able to copy all the images taken in Guard Duty mode. If you are using Guard Duty we recommend you view the images on a computer.

Why do the images look pixilated when viewing on a TV?

The viewer is primarily designed as a field viewer and is not the best viewer for use with a TV.

Cuddeview Questions

Why does my CV1 turn on when on the charger but when I take it off it won't power up?

Your battery may no longer be holding a charge and requires service.

Why does the Green light on my CV1 stay on?

If the Green LED is constantly blinking the viewer may require service.

Can I just buy a new battery for the CV1?

See our SERVICE OPTIONS to see what we offer.

Cuddeview X2 Questions

What size SD card can I use in the X2?

The X2 will work with SD and SDHC cards up to 32GB.

How does the SD card go into the X2?

Install SD cards with label facing down into either slot. Installing an SD card incorrectly will damage your CuddeView X2.

I tried to delete one image and the X2 deleted my whole card?

The X2 allows you to delete individual images or all images from your SD card. Click HERE to view the X2 Manual.

Why does the X2 lock up when viewing images?

If you are viewing images taken from a competitor camera, it may cause the X2 to stop working.

The X2 is brand new and the LCD looks scratched?

The X2 have a protective film from the factory that covers the LCD and keypad. This film can appear scratched. Remove this film to eliminate the scratches.