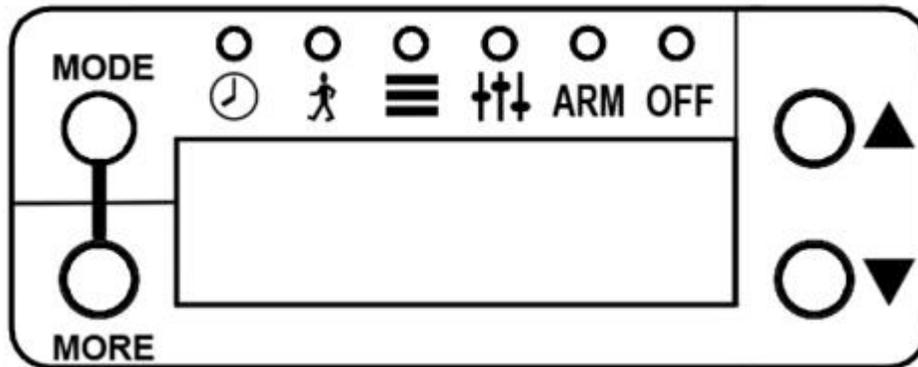




## Troubleshooting for Cuddeback Cameras with Advanced User Interface

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.

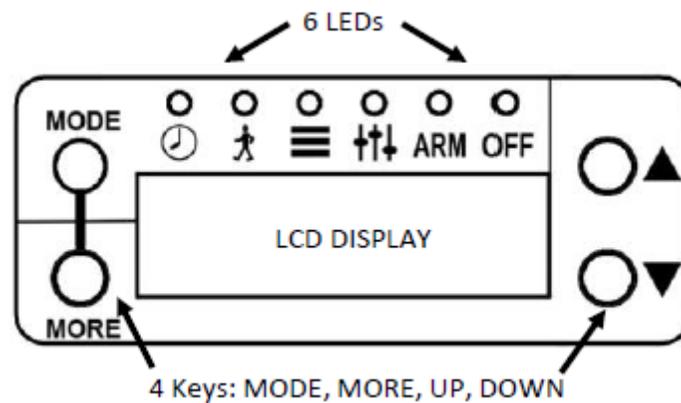
## **Tests to Perform**

1. Remove Sd card from the camera.
2. Remove old batteries from the camera. Wait until LCD screen is blank, it could take 15 seconds or more.
3. 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).
4. Once batteries are installed close the battery compartment door.
5. 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 Advanced User Interface has 3 sections: LCD Display, Keys, and LEDs.



**LEDs** indicate the current operating mode of the camera. Press the **MODE** key to change the operating mode. The corresponding LED will light to show what mode is enabled.

- ◆ **CLOCK**— Displays and sets date and time
- ◆ **TEST**—Enables walk test and diagnostic features
- ◆ **COMMANDS**—Access to various commands
- ◆ **SETTINGS**—Programs camera operating parameters
- ◆ **ARM**—Enables the camera to detect activity and take pictures
- ◆ **OFF**—Turns the camera off

When a mode is displayed press the **MORE** key to access additional menus for each mode.

Press the **UP** and **DOWN** keys to alter the setting of the displayed activity.

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

## Tests to Perform

1. Press the MODE key to cycle through the 6 LED settings.
2. Press MODE until CLOCK LED is illuminated. The time should be displayed.
3. Press UP or DOWN key to change the hour.
4. Press MORE key to change to minute.
5. Press UP or DOWN key to change minute
6. Observe the LCD.
  - ◆ If each setting appears on the LCD correctly, the camera is working.
  - ◆ If LCD remains blank or you're 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.*

## COMMAND Options

**Battery Level**—Battery level is displayed as BAT OK, LOW, or DEAD. Press UP/DOWN to display additional battery data:

BD—Battery Days is the number of days the camera has been operating on this set of batteries.

BI—Battery images is a count of how many battery images were taken on this set of batteries. The value is calculated based upon how much battery power is used to record an image or video.

*A battery image takes into account that a night image requires more power than a day image and a video is actually many images per second. Thus BI will be much higher than the number of images taken. This feature can be used to compare various brands and types of batteries.*

**CLEAR**—Clear will erase the SD card. All files and images will be deleted. Press UP/DOWN to enable the CLEAR command. You will be asked to CONFIRM. Press UP again to confirm, or press MORE to cancel the clear operation.

**CAM ID**—Assigns a 20 character name to the camera which is printed on the image footer. The current CAM ID will be displayed. Press UP to enter or change the CAM ID. Press MORE to advance to the next position. Press and hold MORE to back up one position. Use the = symbol for space. To erase a CAM ID enter space = into the first position. When you have finished entering characters enter space in all remaining positions or wait for the activity to time out or press MORE.

## Command Options:

**ASPECT**—Select the format of the image, either FULL (4X3) or WIDE (16X9). Wide is actually a 4x3 cropped to 16x9 so we recommend you use the FULL setting.

**ZONE**— This setting should match the position of the front Zone Control (for cameras with Zone Control). Set to WIDE if the Zone Control Shutter is down. Set to CENTERED if the Zone Control Shutter is up or if your camera does not have Zone control.

**IR MODE—(LED Cameras)** Configures a LED camera's night illumination/exposure mode.

CLOSE—Use in forest and where animals are usually within 25 feet. This mode creates best image quality.

FAR—Use in more open spaces where game is further from camera. This mode has longer illumination range.

FIELD—Use this mode in food plots and fields. It optimizes exposure for wide open areas.

**STRB PWR—(Flash cameras)** Configures the strobe camera's flash/exposure mode. If images are too bright lower the setting. If the images are too dark raise the setting. We recommend you test the strobe flash at night outside for best results.

INDOORS—For use when the camera is indoors to prevent overexposing the image.

CLOSE—Use when subjects will be within 10 feet of camera.

MEDIUM— Use when subjects are further than 10 feet from camera.

FAR—Use this mode in food plots and fields. This is generally the best setting to use.

**IMAGE SZ**—This sets the size of the images. Select 5MP or 20MP images.

**LAPSE SZ**—This sets the size of Time Lapse images. Select 1MP, 5MP or 20MP.

**DST MODE**—Daylight Savings Time. USA time schedule.

OFF—Camera does not use Daylight Savings Time.

AUTO—camera automatically changes the time in spring and autumn for DST.

**STATS**—Displays information about your camera such as: Activation Date, Run Days, Lifetime images. Press UP/DOWN to view.

**MODEL**—Displays camera's model number.

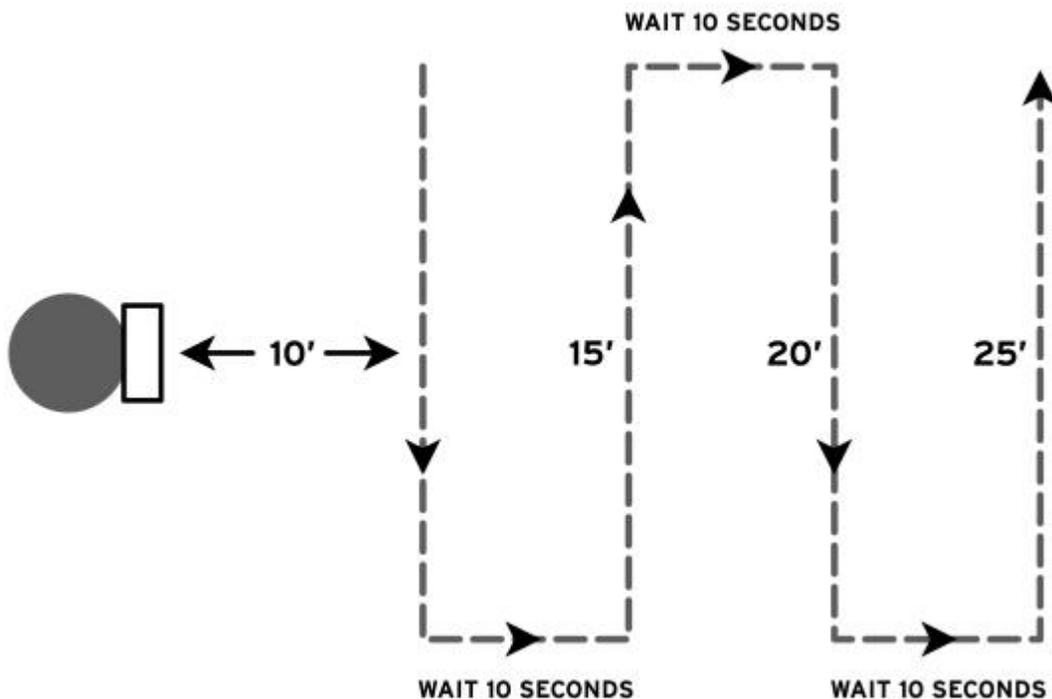
**F/W VER**—Displays camera's firmware version. Press UP/DOWN to see additional version information.

**LOAD F/W**—Command you run when you want to update the Firmware on the camera.

## 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

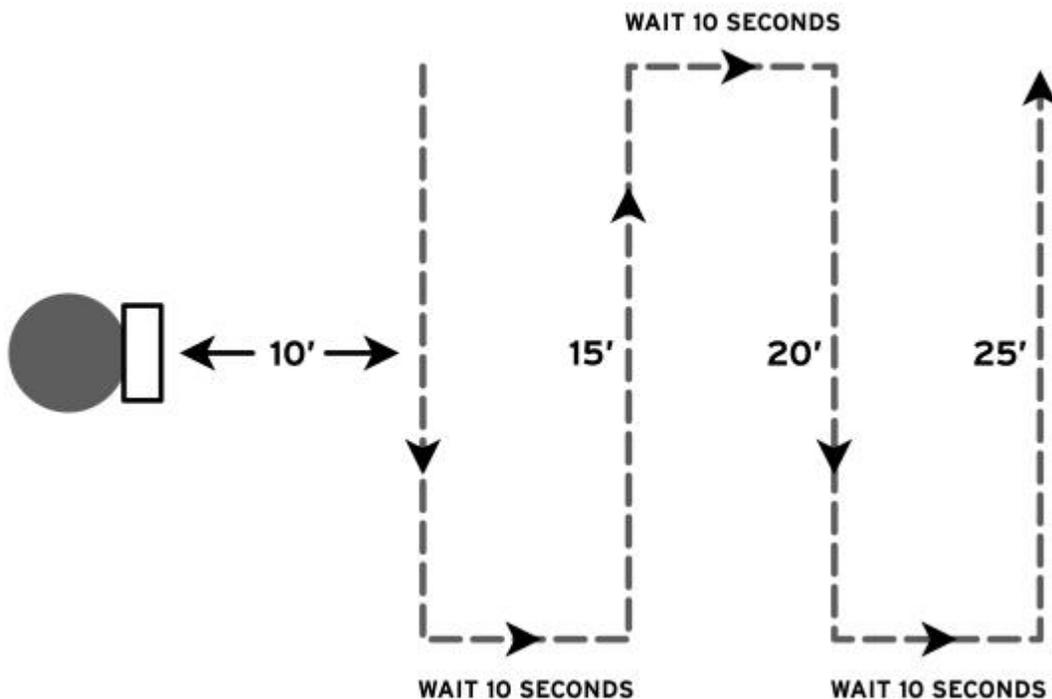
Before running this test check the camera's Fresnel lens. If this lens is damaged the camera will not sense correctly.

1. Press MODE until TESTS is displayed. After a moment WALK will be displayed.
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.*

## 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 Always ON

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

1. Press MODE until TESTS is displayed. After a moment WALK will be displayed. Cover the motion/heat sensor with an SD card.
2. Observe the RED LED
  - ◆ If RED LED does not flash the camera is working correctly.
  - ◆ If RED LED is flashing continuously for over 1 minute the camera requires service. Contact our service department at (920) 347-3810 to have a return set up. *Camera Fault Code FC05.*

## **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. Press MODE until TESTS is displayed. Press MORE until IR LED is displayed. Press UP or DOWN to run test. Observe the camera's LEDs.
  - ◆ If the LEDs illuminate the camera is working correctly.
  - ◆ If 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. Press MODE until TESTS is displayed. Press MORE until STROBE is displayed. Press UP or DOWN to run test. BUSY will display on LCD then camera will count down from 5 seconds.
  - ◆ 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. 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 is 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 shown below, to create a pull tab.



### **Tests to Perform—SD Card**

1. Insert blank SD card into camera.
2. Press MODE until TESTS is displayed.
3. Press MORE until SD CARD is displayed. Use UP or DOWN key to run the test.
  - ◆ If LCD displays SUCCESS the camera is working correctly.
  - ◆ If LCD displays ERROR, 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. Press MODE until you get to COMMANDS.
- D. Press MORE until LOAD F/W appears on the LCD.
- E. Press UP twice to load the firmware.
- F. BUSY will display on the LCD. DO NOT REMOVE THE SD CARD until the firmware update is complete. Welcome

**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.**

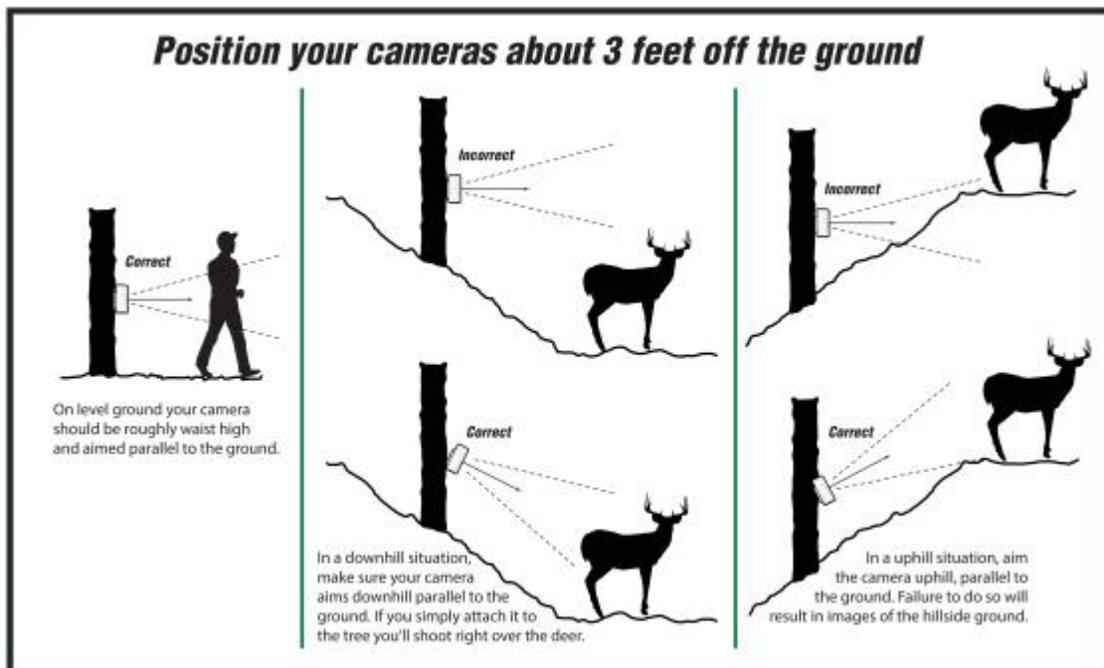
## Setup Tips: Tips to help you get the best quality images

### 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

- A. Install camera at body height of target animal, about 3 feet for deer. If you're trying to get images of turkeys or smaller game we recommend you lower the camera for smaller subjects.
- B. 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.
- C. 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.
- D. For optimum image quality place camera 10 to 20 feet from where game is expected to be.



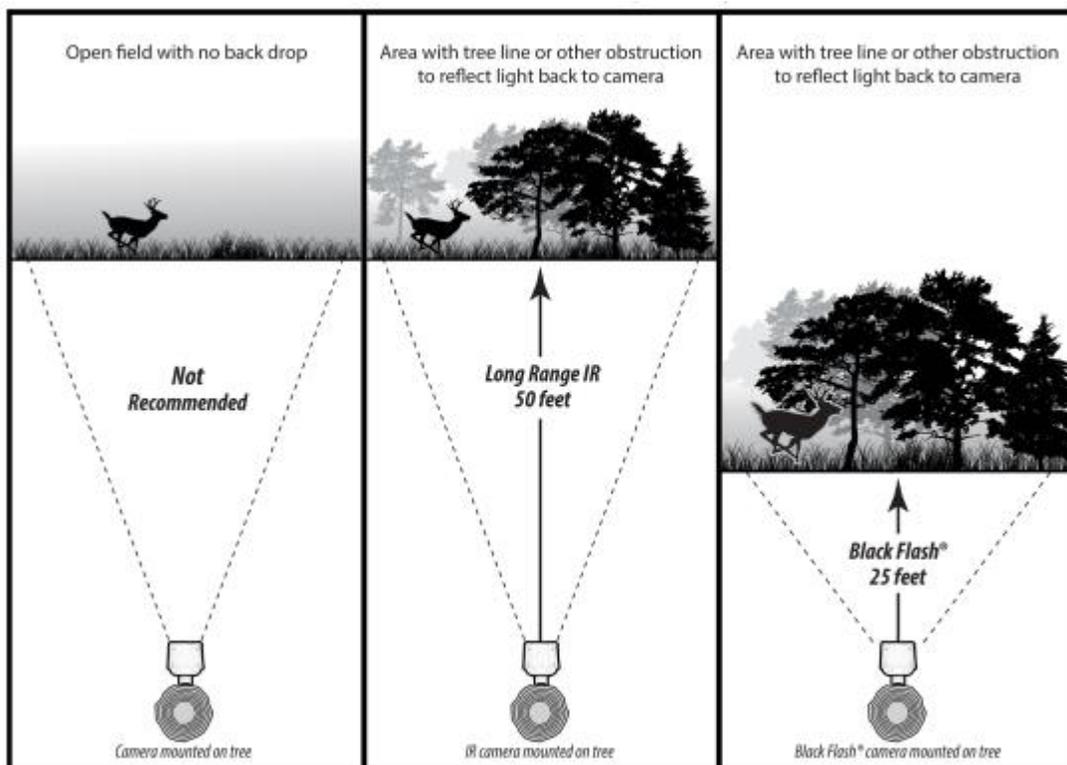
# Field Setup: Tips to help you get the best quality images when on Field or Food Plot

## 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 considerably 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.