PROBLEM IMAGES

In most cases problem images are caused by the environment. Here are some of the most common issues:

- Rain, snow, & condensation will distort images
- Light levels can change the apparent color and tone of images
- Moving animals create motion blur
- Branches and foliage in the field of view of the camera can cause strange results

To diagnose problem images we recommend you review the images on this page for a possible explanation and solution. We also recommend using your camera indoors for a few days to see if the problem persists.

Find the description below that most resembles the issue you are having.

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Daytime Images

BRIGHT DAYTIME PICTURE (SUN GLARE)

Cause
Occasionally the sun will wash out an image such that the animal will be under exposed. This is caused because the camera will expose the image to the brightest object and therefore underexpose the animal.

These images are exposed incorrectly because of the sunlight in the background.

Solution
You can reduce sun glare by carefully placing the camera such that the sun is not in the field of view of the camera when you expect animals to be present. But, in some situations the setup does not allow for that and you need to take your chances.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support:
**Daytime Images (cont.)**

**DAYTIME MOTION BLUR**

**Cause**

A camera’s shutter needs to be open a sufficient amount of time to let light into the camera. In bright light the shutter is open a very short period of time (as little as 1/1000 of a second). But in low light situations, such as sunrise and sunset, there is not sufficient light for a fast shutter speed, but there may be too much light for flash operation. In these scenarios the camera must open the shutter for a longer period of time and motion blur can result. The motion blur is caused because the animal is moving while the camera’s shutter is open.

The left image was taken at 7:05 AM - shortly after sunrise. There is not sufficient light for the camera to use a short exposure and there is too much light for the flash to operate. In this scenario the camera is forced to use a longer exposure time which can, if the animal is moving fast, result in motion blur. The right image was taken at 9:57 AM. There is sufficient light for the camera to use a short exposure so there is not any motion blur.

**Solution**

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.

**Notes on This Issue**

This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Daytime Images (cont.)

SUBJECT IS DARK (SNOW GLARE)

Cause
Taking images with snow in the foreground and a dark background can cause the background to be under exposed.

This image was exposed incorrectly because of the snow in the foreground.

Solution
Photographing snow presents challenges for even the best equipment and the best photographers. The camera will attempt to properly expose the snow, which leads to a dark background. The most difficult scene is like the one shown, where there is snow in the foreground with objects or buildings in the background. Careful setup can eliminate this problem by making sure that there is little snow in the foreground or the entire field of view is snow. With Cuddeback’s Trophy Room PC program you can generally brighten these images to achieve good quality.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Daytime Images (cont.)

DAMAGED IMAGE - IMAGE CUT OFF or DISTORTED FOOTER

Cause
The camera saves images to a media card, either CF for older models or SD for newer models. If the card is removed from the camera while an image is being written the image will be damaged. Defective or older memory cards can also cause this problem.

The left image was damaged when the card was removed while the image was being written to the card. The image on the right was damaged because of a defective SD card (notice the footer is distorted). These problems can also manifest themselves in other ways.

Solution
To prevent this from happening, never remove the card when the camera is busy.

For Capture series cameras the green LED is on when the camera is busy. For older models the LCD will display a message, such as "Please Wait" or "Do Not Remove Card."

In addition, older cards, some low cost cards, and defective cards can cause this problem. If this problem happens and you did not cause the problem by pulling the card, try a different brand of card. We recommend San Disk brand cards. San Disk brand cards have proven to be very reliable and are available at most major retailers.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Daytime Images (cont.)

BLANK DAYTIME IMAGES (NO SUBJECT)

Cause
There are scenarios where images do not have a subject visible in the image. There are numerous causes for this with some of them explained here.

The first image does not have a subject. However, additional images taken at the same location provide some clues as to what might have triggered the camera. It is possible that a branch at such a close distance is triggering the camera. Additional images taken from this location provide additional clues.

The camera has also caught images of a hawk hunting in the field. It is possible that the hawk triggered the no-subject image but the bird was flying too fast to be caught by the camera. It is also possible for fast moving animals to outrun the camera and get past before the camera triggers. That is why fast trigger speed is important as it helps eliminate no-subject images.

Additionally, small animals, such as squirrels and rabbits can trigger the camera and not be seen in the image.

Solution
Most no-subject images are the result of an animal or bird triggering the camera. You should not be concerned with them unless they are appearing very frequently, such as in 20% or more of the total images.

Tips to prevent no-subject images:
1. Check for branches, grass, and other objects in front of the camera that may have triggered the camera.
2. Check the pictures for clues of small subjects (such as birds, squirrels) or distant animals.
3. If the batteries have been in use for a period of time you should change them (especially in cold weather).
If you suspect the camera's motion/heat sensor is defective you will get images taken at the interval of the Camera Delay (i.e. ~ if Camera Delay is set to 1 minute and you are getting no-subject images every minute).

**Notes on This Issue**
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images

IMAGE IS DARK

Cause
The farther the animal is from the camera the less clarity and illumination there will be.

In the first image the deer is a long distance from the camera and is at the limits of the flash range, therefore the deer is not properly exposed.

In the second image the deer is within the range of the flash and the deer is properly exposed.

Solution
To assure the best image quality, setup the camera within 10 to 20 feet of where the animal is expected.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

FOGGY IMAGE (CONDENSATION ON LENS)

Cause
Water and dirt on the camera lens will degrade image quality.

In the first image there is dew, water or some type of condensation on the lens. The next image was taken the next day when the condensation is not on the lens.

Solution
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.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

IMAGE BACKGROUND IS DARK

Cause
Objects directly in front of the camera can cause image problems. If a large object is in front of the camera the object may be properly exposed and the animal may be under exposed.

In these images the object in the foreground is properly exposed, which prevents the deer in the background from being exposed correctly.

Solution
You can prevent these problems from occurring by eliminating all brush and sticks from directly in front of the camera, and by setting the camera to avoid obstacles, such as the tree in the right image.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

SUBJECT IS WHITE FROM FLASH (WASHED OUT)

Cause
Animals and objects that are close to the camera when the flash fires will be too bright.

In the first image the deer is overexposed and too bright because it is very close to the camera. In the second image the close deer is slightly overexposed while the back deer is properly exposed.

Solution
Setup your camera to avoid objects close to the camera. However, you can’t control where the animal will be when the camera takes a picture.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

FOGGY IMAGE (WEATHER)

Cause
Anytime there is fog, rain, or snow the light available to the camera is reduced which will affect image quality.

In these images the thick fog is causing poor image quality and greatly reduced flash range.

Solution
When weather conditions affect visibility there is nothing you can do to get your camera to generate better images.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

IMAGE IS BLACK

Cause
If the image is totally black, then the camera probably triggered at night and the IR LED’s or flash did not go off. If this only happens once in a while, there is probably not a problem with the camera but more likely a situation caused by batteries not sufficiently operating the LED’s or flash. If the problem continues to happen with new batteries and with most or every night image, then either the camera settings are incorrect, or the camera needs service.

Solution
1. First, check the camera settings. (For the Capture IR camera this is not required). For the NoFlash model cameras check the flash setting menu and make sure it is set to BEST FOR DISTANCE.
2. Second, replace the batteries as weak batteries may not have power to operate the flash or LED’s.
3. Third, test the flash as explained next.

How to test the camera’s flash
You can do a simple test to determine if your camera’s LED’s or flash are working correctly. Cover the camera’s sensor with duct tape. Make sure you leave the flash and the PIR lens exposed (see picture below). Arm the camera. Wait about 3 minutes, and then move in front of the PIR sensor. The camera should trigger and the flash will fire. Look closely to see the LED’s activate. You may want to do this test in a dark or dimly lit room to see the LED’s better. If the flash does not fire, verify the setup and try this test a few more times. If the camera still does not fire the flash contact our customer support department for assistance.
Notes on This Issue

This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

BLANK NIGHT IMAGES (NO SUBJECT)

Cause
There are scenarios where images do not have a subject visible in the image. There are numerous causes for this with some of them explained here.

The first image was taken at night in an open food plot. The animal that triggered the camera is beyond the range of the flash; therefore the animal cannot be seen in the image.

The second and third images were triggered by dead/weak batteries. Cuddeback cameras try to squeeze all the power from a set of batteries. Therefore, it is possible that when the batteries get very weak they may not have sufficient power to properly power the camera. This condition will manifest itself by triggering the camera on the Camera Delay interval. When batteries are almost expired, you may get 1 or more sequential no-subject or black images. In some cases, the batteries can rejuvenate themselves and run properly for a while longer.

It is also possible for fast moving animals to outrun the camera and get past before the camera triggers. That is why fast trigger speed is important as it helps eliminate no-subject images.
Additionally, small animals, such as squirrels and rabbits can trigger the camera and not be seen in the image.

Solution
Most no-subject images are the result of an animal or bird triggering the camera. You should not be concerned with them unless they are appearing very frequently, such as in 20% or more of the total images.

Tips to prevent no-subject images:
1. Check for branches, grass, and other objects in front of the camera that may have triggered the camera.
2. Check the pictures for clues of small subjects (such as birds, squirrels) or distant animals.
3. If the batteries have been in use for a period of time you should change them (especially in cold weather).

If you suspect the camera's motion/heat sensor is defective you will get images taken at the interval of the Camera Delay (i.e. ~ if Camera Delay is set to 1 minute and you are getting no-subject images every minute).

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime Flash Images (cont.)

BRIGHT SPOTS IN IMAGE (SNOW ON CAMERA)

![Image of snowy conditions and camera]

Cause
This sequence of images shows snow building up on the camera. While these images are from a flash camera, the same situation can occur with an IR camera.

Solution
There is not much you can do to prevent snow from covering your camera. A shield can help in some cases, but if wind is blowing the snow can still cover the camera.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images

IR MOTION BLUR

Cause
A camera’s shutter needs to be open a sufficient amount of time to let light into the camera. In bright light the shutter is open a very short period of time (as little as 1/1000 of a second). But in low light situations, such as sunrise and sunset, there is not sufficient light for a fast shutter speed, but there may be too much light for flash operation. In these scenarios the camera must open the shutter for a longer period of time and motion blur can result. The motion blur is caused because the animal is moving while the camera’s shutter is open.

Solution
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.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
**Nighttime IR Images (cont.)**

**DAYLIGHT IR IMAGES**

![Image of IR images taken during daylight](image)

**Cause**

It is possible for IR images to be taken all day if the camera is installed under a dark canopy of trees and the sky is dim from cloud cover.

The first image is taken in early morning when there is not enough light to use color mode.

The second image’s camera was installed under a tree which shielded the camera causing an IR image to be taken during daylight.

**Solution**

The IR mode of the camera is more sensitive to light than the color mode. This means that during periods of low light, an IR camera will use the IR mode to take a picture and not the color mode. This is required because there is not sufficient light to generate a color image and the camera must use IR mode.

**Notes on This Issue**

This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images (cont.)

IR WHITE SUBJECT (WASHED OUT)

Cause
Animals and objects that are close to the camera when the flash fires will be too bright. By their nature IR images appear as black and white. Additionally, objects illuminate differently to infrared light than they do to visible light. What this means, is that IR images will have less clarity and tends to have animals appear white as they get closer to the camera.

In these images the grouse is less than 5 feet from the camera, while the trees in the background are about 10 feet away. The grouse becomes white when this close to the camera, while the trees appear natural.

Solution
Setup your camera about 10 feet from where you expect the subject to appear. However, you can't control where the animal will be when the camera takes a picture.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images (cont.)

DARK IMAGE, BRIGHT FOREGROUND

Cause
Objects directly in front of the camera can cause image problems. If a large object is in front of the camera the object may be properly exposed and the animal may be under exposed.

In these images the branches in the foreground are properly exposed, which prevents the deer in the background from being exposed correctly.

Solution
You can prevent these problems from occurring by eliminating all brush and sticks from directly in front of the camera, and by setting the camera to avoid obstacles, such as the tree in the right image.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images (cont.)

DARK IMAGE

Cause
The farther the animal is from the camera the less clarity and illumination there will be.

In this image the deer is a long distance from the camera and is at the limits of the IR range, therefore the deer is not properly exposed.

Solution
To assure the best image quality, setup the camera within 10 to 20 feet of where the animal is expected.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images (cont.)

FOGGY IR IMAGE - DEW OR RAIN

Cause
Water and dirt on the camera lens will degrade image quality.

In these images there is dew, water or some type of condensation on the lens which distorts the image and blocks light which underexposes the image.

Solution
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.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.
Nighttime IR Images (cont.)

IMAGES WITH PINK HUE

Cause
A tradeoff with IR cameras happens during very low light situations that occur if daylight is minimal, such as around sunrise, sunset, and cloudy days. During these conditions the camera may not have sufficient light to take a daytime color image, but there may be too much light for the IR LEDs to function as required.

Solution
In these situations the camera will adjust its exposure as best it can, but you may see some images with incorrect color. This is the result of color shifts caused by the IR and visible light both being used to generate the image.

Notes on This Issue
This issue is NOT caused by a defect in the camera. If you believe there is an issue with your camera, you can submit an image to support.