Cuddeback Troubleshooting Steps for White Series

Use the following steps to determine if your Cuddeback White Series camera is working correctly. Before requesting service, follow these simple troubleshooting steps.

- Many common problems can be resolved with new batteries. We recommend using new batteries for these tests. Quality alkaline batteries like Rayovac, Duracell and Energizer should always be used in the Cuddeback cameras.

- Defective SD cards can also cause problems. These tests will verify your SD card is functioning correctly.

**Test 1. Camera Power**

This test will verify that your camera can turn ON.

1. Remove the SD card (if installed)
2. Remove batteries from camera. Wait 15 seconds.
3. Insert batteries, observing correct battery polarity on the battery pack. IMPORTANT: IN EXCEPTIONAL CIRCUMSTANCES, BATTERIES MAY LEAK FLUIDS THAT CAN CAUSE A CHEMICAL BURN INJURY IF INSERTED INCORRECTLY.

4. After batteries are installed correctly, close the battery compartment door and latch it shut.

5. Observe the LCD display. The camera will display Firmware version when the camera first powers up.

   Correct Operation: The camera displays the firmware version during start up. If this happens proceed to next step.

   Possible Problem: If the camera’s LCD does not display repeat this test with new batteries. If this test fails with new batteries contact customer support at (920) 347-3810.

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Test 2. Push Buttons and LCD

This test will verify the camera’s basic components are in good working order.

1. Turn the Rotary dial to the Time position on the User Interface.

2. Press the A button to adjust hours.

3. Press the B button to adjust minutes.
Correct Operation: The LCD displayed correctly and all the push buttons worked correctly.

Possible Problem: The LCD did not display or the push buttons did not work. If this test fails contact customer support at (920) 347-3810.

Test 3. Take a Picture

This test will verify the White Series can take a picture and save it to the SD card. THIS IS AN IMPORTANT TEST THAT YOU SHOULD RUN.

1. Install an SD card into the camera.
2. Set the Rotary dial to the 1 minute armed/video off position.
3. Press the A button. The number of images on the SD card will be displayed. Remember this number.
4. Turn the Rotary dial to the MENU position.
5. Press the “A” button consecutive times until “PIC” is displayed on the LCD.
6. Press the “B” button to trigger the camera. (Note: The camera will count down from 5-0 then it will take a picture and the electronic “worm” will display on the LCD.)
7. Wait until “PIC” is displayed on the LCD once again.
8. Turn the Rotary dial to the 1 minute armed position.
9. Press the A button. The number of images on the SD card will be displayed. This number should be 1 greater than it was in step 3.

Correct Operation: The camera took a picture and the image file was saved on the SD card as indicated by the image count displayed being 1 higher.

Possible Problem: The image counter did not increase. If this test fails contact customer support at (920) 347-3810.
Test 4. Flash Test

Run this test if your camera is taking black or dark images at night.

1. LED Infrared camera: run the following tests
2. Set the Rotary dial to the MENU position
3. Press A button until LED is displayed
4. Press B to start LED test

   Correct Operation: The LCD displays 99.

   Possible Problem: If the LCD displays “FAIL” retest this step with brand new batteries. If you still do not get the correct results with new batteries contact customer support at (920) 347-3810.

1. Strobe flash camera: run the following tests
2. Set the Rotary dial to the MENU position
3. Press A consecutive times until “FLSH” is displayed.
4. Press B. The LCD will count down from 45 to 0 as the flash system is charged.
5. Once the count reaches 0, press the B button. The flash should discharge. (CAUTION- the light will be very bright).

   Correct Operation: The flash discharges with a bright flash of light.

   Possible Problem: The flash does not trigger. Repeat this test with new batteries, as weak batteries may not be sufficient to charge the flash. If you still do not get the correct results with new batteries contact customer support at (920) 347-3810.

Test 5. False Activity Sensor Test

This test will verify the camera’s motion/heat sensor is NOT falsely detecting motion. The motion/heat sensor needs to be covered completely when running this test.

1. Set the Rotary dial to the TEST position.
2. Cover the motion/heat sensor with a SD card, quarter, or other item.

3. Watch the RED LED for 1 or more minutes. If the LED remains OFF, the test has passed.

   Correct Operation: The RED LED does NOT illuminate during this test.

   Possible Problem: If the LED illuminates during this test, repeat this test with new batteries, as weak batteries may falsely trigger motion activity. If this test fails with new batteries contact customer support at (920) 347-3810.

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Test 6. Sensor Activity Test

This test will verify the camera’s motion/heat sensor is detection motion. The RED LED will illuminate briefly when motion is detected.

1. Set the Rotary dial to the TEST position.

2. Walk back and forth in front of the camera at a distance of 5 to 10 feet while observing the RED LED. The LED will illuminate as you walk past.

   Correct Operation: The LED illuminates during the test.

   Possible Problem: The RED LED does not illuminate during this test. If this test fails contact customer support at (920) 347-3810.