

Trail cameras - Troubleshooting

The photos do not capture subject of interest

- Check the PIR sensitivity parameter setting. In warm environmental conditions, set the PIR sensor sensitivity to "High". In cold weather use, set the PIR sensor sensitivity to "Low".
- Try to set up your device in an area where no heat sources are in the camera's field of view.
- In some cases, setting the camera near water will make it take images with no subject in them. Try aiming the camera over ground.
- Avoid setting up the camera on small trees that are prone to move in strong winds. Try to set up the camera on stable and immovable objects, i.e. large trees.
- Clear out any brush or weeds in front of camera. These can cause false triggers due to temperature and motions disturbances in front of the camera (especially on windy days).
- At night, the PIR sensor may detect a subject beyond the range of the infrared flash. Reduce the detection distance by adjusting the PIR sensor sensitivity (low sensitivity offers shorter detection distance).
- The rising sun or sunset can trigger the PIR sensor and therefore false triggers. The device must be reoriented. Mount the camera facing north or south NOT east or west
- If a subject moves quickly, it may move out of the camera's field of view before the photo has been taken. Move the camera further back or redirect it.

Battery life is shorter than expected.

- Battery life will vary according to the operating temperature and number of images/videos taken over time. Typically, the camera will be able to capture several thousands of images before the batteries die.
- Check to make sure you have used new batteries.
- Make sure that the power switch was in the ON position and not in the TEST/SETUP position.
- You can use AA Ni-MH rechargeable batteries instead of AA alkaline batteries.
- You can use an external power supply (solar panel or power pack available on the present website).

The camera stops taking or won't take photos/videos.

- Make sure the SD card is not full. If the memory card is full, the camera will stop taking photos/video. To avoid such problem, if your device has the "Cycle recording" function, check that it is activated. With the "Cycle recording" function set to ON, when the SD card will be full, the camera will continue to record new photos/videos by deleting the oldest ones.
- Check the battery level to make sure there is enough power left for the camera to work.
- Make sure the camera power switch is in the ON position and not in the OFF or TEST/SETUP position.
- Format the SD card with the camera before using it (especially if the memory card has been used in other devices) or when the camera stops taking photos/videos.
- Make sure the write-protection switch located on the side of the SD card is not in the LOCK position. In this case, the camera will not record the photos/videos on the card.

The camera won't power up.

- Make sure the batteries are installed correctly (follow polarity indicated in the battery compartment).
- After moving the power switch from OFF to TEST/SETUP or ON, make sure the switch is in the correct position to ensure the proper mode (not between two positions).
- Do not move the switch directly from ON to TEST/SETUP, always move the switch all the way to OFF first, then back to TEST/SETUP.

Photos and videos have quality problems.

- [Night photos or videos appear too dark](#)
 - Check the battery level. The infrared flash will stop working near the end of battery life.
 - You will get the best results when the subject is within ideal flash range, no farther than 20m (65ft.).
 - Please note that when the multi-shot parameter is set to 2 or more photos or when the PIR interval is very short, some images may appear darker than others due to the quick response and rapid re-triggering of the camera, allowing less time for the infrared flash to fully recharge itself before firing again.
- [Night photos or videos appear too bright.](#)

Subjects may appear too bright at closer distances.

- [Daytime photos or videos appear too dark.](#)
- Make sure the camera is not aimed at the sun or other light sources during the day.
- [Daytime photos or videos appear too bright.](#)
- Make sure the camera is not aimed at the sun or other light sources during the day.
- [Short video clips - The video length set is not respected.](#)
- Make sure the SD card is not full.
- Make sure the camera has batteries with a good level of charge. Near the end of battery life, the camera may choose to record shorter video clips to conserve power.

[The night vision flash range doesn't meet expectations.](#)

- Check to make sure the batteries are fully charged or have enough power left.
- To ensure accuracy and quality of the night time images, please mount the camera in a dark environment without any obvious light sources.
- Some surroundings (like trees, walls, ground) within flash range can get you better night time images. Please do not aim the camera to total open field where there is nothing within the infrared flash range to reflect the flash back.
- 1.2V Ni-MH rechargeable AA batteries can offer a much better infrared flash range. Alkaline batteries cannot always deliver enough amperage to power the illuminator consistently at night. You can purchase Ni-MH or alkaline AA batteries at any time on the present website.
- PIE1023 and PIE1037 trail cameras: please adjust the "Night Mode" parameter to "Maximum Range" for the best infrared flash range.

[The date/time stamp does not appear on the photos.](#)

- Make sure the Time Stamp parameter is activated

[Moisture or ants inside the camera.](#)

- To ensure humidity or rain is kept out of the camera, secure the DC port rubber plug firmly in place.
- Ants can be attracted by low level electronic vibrations and enter through any gaps between the exterior and interior of the camera. Make sure the DC port rubber plug is firmly in place.

If the problem persists, call our after-sales service on 02 38 63 64 40.

With the help of our technicians, many problems can be solved over the phone. You can also send a message to sav.numaxes@numaxes.com.

Depending on the extent of the fault, you may need to return your product to us.

Do not return your product to your distributor. Return it to the following address NUM'AXES Group
Z.A.C. des Aulnaies - 745 rue de la Bergeresse - C.S. 30157 45161 OLIVET CEDEX - FRANCE

For all repairs, the after-sales service needs your complete product and proof of purchase (invoice or receipt). If you omit any of these items, the after-sales service will charge you for the repair.