

## Analogue Wireless Camera Kit - Trouble Shoot Guide

### Quick Problem & Solution Summary

Problem	Suggestion
There is interference or buzzing noise	Possible wireless interference and/or due to interference from surrounding electrical equipment. Try moving the camera and receiver around.
The sound is faint	Check the TV volume. Sound will only pick up near the camera.
Short wireless range	Reduce the amount of obstructions between the camera and the receiver.
No Signal shown on the TV screen	The connections at the back of the TV and/or connecting to the receiver are incorrect. Ensure the correct AV channel is selected on the TV. Confirm with the TV manual. Check the same channel number is on the receiver as the camera. Check if power supply units are working.
Receiver light is not on	Check if power supply is working.
Camera LEDs are not glowing	These will not be visible to the naked eye. Using a digital camera screen pointing at the LEDs in a dark environment will show they faintly glow.
Blurry Image or out of focus	Twist the lens CW/CCW until image is improved.

### Further Detailed Solutions

'Picture is very intermittent and has lines on it'

'Picture goes on and off and isn't clear'

'The kit is properly set up but no image is received'

#### **Solution:**

- 1.) **Ensure the wireless receiver is on the same channel number as the camera.**  
E.g. if the camera is CH2, make sure the receiver is selected on CH2.  
Flick through all the channels on the receiver with about a 3 seconds apart.
- 2.) **If using a battery supply, ensure there is sufficient power.**
- 3.) **This can be a wireless range issue.**  
To confirm this, test the camera within 2 metres of the receiver within the same room.
- 4.) **Interference with nearby electronics next to the wireless receiver.**  
Move the receiver away from the other electronics e.g. a TV to see whether the image improves.

'Interference e.g. horizontal lines'

#### **Solution:**

1. Try the methods as above in the previous solution.
2. Change the channel number on the camera and match this with the corresponding channel on the wireless receiver. Not all models have this option. To change the channel number of the camera, a small dip switch is located at the back of the camera and can be moved into a different position, changing the channel number.

3. This may be due to interference from a typical Wi-Fi system. Turn off your Wi-Fi to see whether the image improve. If this is the case turn back your Wi-Fi system to see whether this improves or deteriorates the image.

#### 'TV screen shows No Signal'

##### Solution:

1. Check your connections between the receiver and the TV such as the AV connections.
2. Make sure that you are on the correct input channel.
3. We highly recommend to refer to the TV manual on connecting external devices.

#### 'Blurry Image'

##### Solution:

- 1.) Twist the camera's lens clockwise or anticlockwise by hand until the image is correctly focussed.

#### 'Sound is producing pecking noise'

1. This can be due to an inference issue.
2. Try the steps as mentioned in the solutions for interference issues.
3. This is commonly due to having the receiver to close to other electrical devices i.e. TV. Try moving the receiver to see whether this improves.

#### 'Wireless Range is Short'

##### Solution:

1.) **As with all wireless devices, range is significantly reduced with any obstructions between the camera and the receiver.** Examples of obstructions include, trees, walls, windows etc.

- Try to position the wireless receiver away from such obstructions or reposition the antenna.

- Upgrade the original receiver antenna with a high gain antenna (sold separately).

2.) **Analogue systems are also prone to wireless interference due to other wireless devices within the operating range.** Examples of other devices include: wireless WIFI routers, cordless phones and other devices operating on 2.4GHz frequency.

**If possible change the channel number on the camera on a different number and see whether the image improves.**

3.) **To further increase the wireless range, a high gain antenna can be used.** The antenna can be wired away from the receiver, e.g. on the other side of the wall, or outside etc.

Digital wireless systems will rarely face interference problems, but analogue wireless systems are susceptible to this. Digital wireless systems also offer greater wireless range.

**This is not a fault, but a product characteristic of analogue systems.**

**We do offer an exchange within 30 days of purchase for an equivalent valued wired system.**

## Frequently Asked Questions

### 'Can I add additional wireless cameras to my receiver?'

**Yes.** You can operate up to four wireless cameras each operating on a different channel number on a 4 channel receiver.

### 'What Battery can be used and how long will this last?'

- 1.) A battery of 9V can be used for the wireless cameras.
- 2.) For larger wireless cameras, a 12V battery is required.

To identify which battery is required, check the sticker on the mains power supply unit for the camera.

If it states 8V (8 Volt) or 9V (9 Volt), you can connect this to any 9V battery through the use of the supplied battery clip. This connects to the standard 9V PP3 battery which can be easily purchased from any supermarket. This can last for a few hours in a single use.

We recommend to use a battery pack which offers greater capacity and can offer more operation time (sold separately).

If your camera is 12V, you can use a leisure battery that is 12V. Again, the bigger the capacity the longer the operation time will be.

Different batteries will provide different operation times and this can be roughly estimated by knowing the capacity (mAh).

An approximation of time duration can be calculated by:  $[(\text{Capacity of Battery in mA}h)/180\text{mA}]$ . This will give the rough idea of the hours the battery will last for.

### 'Should the battery be fitted in the nest box?'

**No.** You do need to have easy access to the power supply should you need to replace this. You do not want to disturb the nest when in use or if you are waiting for residents!

Use a power extension cable to position the power supply connection away from the nest box. We suggest a distance of a minimum of 5m.

### 'Can I view on my IPAD or another tablet?'

**Yes.** To do so, the best method is to connect the wildlife camera system to the internet. This will allow you to view on any device that can stream video footage through the use of internet access. You will need a special device & software to do so (sold separately). Please contact us for further details.

### 'Can I connect the wireless system to my WIFI?'

**No.** The wireless system whether analogue or digital, are different to WIFI systems. Although they may both operate on 2.4GHz, this does not mean they will connect with one another.

### 'Is the camera waterproof?'

**No.** The wireless needs to be sheltered i.e. to be fitted within a nest box, plastic enclosure etc. Although the camera may be splash proof, it is not fully weatherproof.

### 'Colour seems to be washed out?'

CMOS cameras can produce washed out colours or represent faded or slightly different variation in colour. CCD models produce better and more realistic colours generally.

[‘Colour seems to be washed out?’](#)

CMOS cameras can produce washed out colours or represent faded or slightly different variation in colour. CCD models produce better and more realistic colours generally.

[‘Can I improve the range of my analogue system?’](#)

**Yes you can.** There are two main methods. One method is to move the receiver closer to the camera and reducing the number of obstructions in the operating range.

The other option is to use a high gain antenna for the receiver and if possible the wireless transmitter. This will help to pick up the image better. We supply these separately.

[‘What is the main difference between a digital and an analogue wireless system?’](#)

Digital systems are better than analogue systems offering longer range, and susceptible to any wireless interference.

(Version 1.01)      Last Modified 04/02/2017