

FAQ

Unrecognized memory card

Cause 1

The memory card is faulty, causing the camera to fail to recognize the memory card

Solution 1:

1. Please put the memory card in a computer or other device to check if it can be recognized, if not, please format it. If it is formatted successfully, please insert it into the camera again and format the memory card with the camera.
2. If the memory card cannot be formatted in the camera, computer or any other device, it can be judged that the memory card is damaged. You need to replace with a new memory card, please choose a memory card above grade 10.
3. If The memory card can be formatted, but it cannot record or open files when in use. This is due to the memory card mismatch, please choose a memory card above grade 10.

Cause 2

The card slot inside the camera is loose or damaged

Solution 2:

Please try a new memory card, please choose a memory card above grade 10. If the camera still does not recognize the memory card, please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

Fast power consumption

Cause 1

The camera was continuously triggered, taking a lot of photos and videos in a short time, which caused the battery to run out quickly.

Solution 1:

1. Please check the camera parameter settings and memory card files in time, and you can make adjustments according to the following instructions (Email: support@coolife.site)
2. Please check the storage content of the memory card. If there are a lot of files, please check whether you have set the timer shooting function in the menu, you need to adjust and reduce the shooting frequency appropriately. (If the timer shooting function is turned on by mistake, please turn off the function)
3. Check the SHOT LAG setting in the menu, please increase the time of SHOT LAG accordingly.
4. If the video length is set too long, it will consume power quickly. Please reduce the video length by 10-30s.

Cause 2

The battery quality is too poor, causing the power consumption to be too fast.

(Judgment method: 1. The camera keeps indicating that the battery is low when the battery is first used; 2. The camera can only complete normal shooting for a day or a period of time, and then it will not be able to shoot normally)

Solution 2:

1. It is recommended that you use high-performance alkaline batteries and choose high-quality brand batteries, so that the batteries can work for a longer time.
2. It is not recommended to use rechargeable batteries. Poor quality rechargeable batteries may run out of power during the camera's operation for two days or less, because the battery voltage will decrease rapidly when the rechargeable battery is loaded with a heavy load.

Even if sufficient battery power is detected, the rapid drop in voltage after the rechargeable battery is loaded will cause the camera to not work normally, because the product judges the battery power based on the battery voltage.

3. The camera is equipped with high-quality alkaline batteries. If the camera only took a few photos and videos (please check the number and size of the memory files) and used up all the power in one day, there may be a problem inside the camera. Please contact our after-sales service team as soon as possible to apply for a claim or replace a new product (contact email: support@coolife.site).

4. If the camera is installed near a yard or house, it is recommended that you can connect a 6v 1.5A (above 2A) external power adapter or solar panel

Cause 3

After setting up the camera, if the camera switch is not switched back to the OFF mode in time, and the camera stays in the TEST mode, the power of the camera will be quickly exhausted.

Solution 3:

Please replace with new batteries.

Cause 4

When the memory card reads and writes abnormally, the camera cannot effectively read and write data, causing the product to crash, which will quickly consume the battery.

Solution 4:

It is recommended to use our original memory card, or choose a genuine standard memory card above level 10.

The camera does not record photos and videos

Cause 1

The camera sensor is malfunctioning

Solution 1:

1. Switch the camera to the "test" mode, wait for about 1 minute and keep shaking the front of the sensor with your hand, and observe whether the LED screen flashes blue

or green lights. If the camera flashes blue or green, it means the sensor is working normally. If not, it means that the sensor is damaged.

2.If the camera sensor is normal. Please replace the battery with a new one, and then reset the camera to factory settings. Then use the camera again, set the shooting mode to photo + video, and then enter the working mode. Please place it in a place where animals or people frequent, about five or six meters away, and aim the lens at the subject. Test for 10-20 minutes to see if the camera will record photos or videos. If the camera still does not work normally, please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

Cause 2

The camera stops working when the battery is exhausted or the power is not successfully connected.

Solution 2:

If the camera detects that the battery is low, please replace the battery or use an external power adapter.

Cause 3

No target triggers the camera to work.

Solution 3:

It is recommended to change the camera installation position, aim the camera lens at the target area, and wait for a while to see if photos or videos have been recorded.

Cause 4

The memory card reads and writes abnormally, unable to save photos and videos.

Solution 4:

Please put the memory card in a computer or other device to check if it can be recognized, if not, please format it. If it is formatted successfully, please insert it into the camera again and format the memory card with the camera.

Only a large number of environmental photos were obtained, no animals and people appeared

Cause 1

The camera is set to time-lapse mode. Time-lapse mode disables the PIR sensor and instead takes photos or records video clips automatically at your choice of intervals.

Solution 1:

Please turn off the time-lapse function or restore the factory settings.

Cause 2

A camera has what is known as a “false trigger” if the PIR sensor thinks that there is motion and heat in front of the camera lens when there is no subject in the image. These “False Triggers” are the result of placing the camera in an environment where there is motion associated with tree branches creating motion in front of the camera or an area where there is high heat in the foreground and any motion from wind could set off the camera.

Solution 2:

Please try moving the camera to an area that does not have any of these issues or try changing the sensor level on the menu settings.

If the camera continues to take images when there is no subject in them, try placing the camera in an inside environment and aiming at a location where there is no motion. If the camera continues to show issues, then there is probably an electronic component issue. If this is the case, please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

Cause 3

1. The principle of the hunting camera is that the infrared sensor is triggered and takes pictures. In fact, when the heating element (animal, etc.) enters the infrared sensing area of the camera, the camera's sensor will start the camera to capture photos and videos. If there is a hot body around the camera, it may cause the camera to be continuously triggered. For example, the camera is installed indoors, and there is a refrigerator that has been working and heating within the sensing range.

Solution 3:

Please change the installation location of the camera to avoid objects that keep heating up in the environment.

Slow trigger speed, the camera only captures half of the animal passing by**Cause 1**

The camera will take a photo first and then a video. The sensing time of the camera is 0.2-0.8S (the time of different models is inconsistent), and the photo shooting time is 1/60-1S (the time of different models is inconsistent) and then start to shoot the video, so when the video starts, the animals passing by have left quickly.

Solution 1:

Please appropriately reduce the number of continuous shooting according to your needs.

Cause 2

The installation position of the camera is too close to the shooting target, resulting in a too small shooting angle.

Solution 2:

Please adjust the installation position of the camera, increase the distance between the camera and the shooting target, and keep the camera level to shoot, so that the camera has a larger viewing angle.

Cause 3

The camera's own shooting angle is limited.

Solution 3:

Please check the parameters carefully when purchasing the product. Choose a camera with a wide shooting angle.

The trigger distance is too short

Cause 1

The trigger distance of the camera is related to the ambient temperature. When the temperature difference between the ambient temperature and the shooting target is too small, the detection sensitivity of the camera will be reduced, and it is difficult to detect animals or people that appear far away in the sensing range (this phenomenon often occurs in summer).

Solution 1:

Please adjust the camera's sensing sensitivity and shorten the distance to the subject.

Cause 2

When the surface of the sensor is obviously damaged, it will affect the triggering distance of the camera, making it impossible to detect animals or people far away.

Solution 2:

Please contact our after-sales service team. (contact email: support@coolife.site)

Cause 3

The installation location is incorrect. When the installation angle of the camera has an obvious elevation angle or depression angle, the shooting range of the camera will be reduced.

Solution 3:

Please install the camera horizontally and adjust the height according to the size of the subject.

Do not take photos or videos at night

Cause 1

Entering the night, when the camera detects the targets to trigger and work, the product will check its own battery status. If the battery status is low, the product will enter the low battery mode, the product will not be able to turn on the IR light, and it will not work at night.

Solution 1:

Please replace the battery with a new one or fully charge the battery before use.

Cause 2

The camera's IR LEDs are damaged or malfunctioning.

Solution 2:

Please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

Clicks and flashes frequently

Cause 1

Since, the camera detects that the ambient light source is unstable, which triggers the filter to work. There is a clicking sound when the filter is working.

Solution 1:

1. Please place the camera vertically so that the ambient light can be stabilized and there will be no clicking sound during shooting.

2. Do not place your hands or other obstructions in front of the lens to prevent the camera from misjudging the light source conditions.

Get blurry photos or videos

Cause 1

The lens glass of the camera is dirty or dusty, which will cause blurry photos or videos taken by the camera.

Solution 1:

Please clean the lens glass to ensure that there are no stains.

Cause 2

When the camera is working, the internal temperature of the camera will increase, which will cause the camera lens glass to fog up due to the large temperature difference between the camera temperature and the ambient temperature. This can result in blurred files and poor video quality.

Solution 2:

Please open the camera and keep the camera battery case and operation panel in a dry environment for 1-3 days. It will return to normal when you use it again.

Cause 3

There is water mist, because water enters the camera (DC port at the bottom of the camera should be closed, and the shell switch should be closed, otherwise it is easy to enter the water).

Solution 3:

Please remove the battery and put it in a dry place for 1-3 days to return to normal.

Cause 4

The focal length of the camera is abnormal, the nearby environment may be clear, and the distant environment may be blurred, etc.

Solution 4:

Please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

The recorded video can only be played halfway

Cause 1

The failure of the memory card causes the file to be corrupted or the data cable link is unstable.

Solution 1:

1. Please use the computer and the camera to format the memory card or replace the memory card with a new one.
2. Please use a card reader or replace the miniUSB cable.

When the video length is set, but only 1/2 or 1/3 of the length is obtained

Cause 1

When the battery is low, the camera will automatically enter the time-lapse mode, and the length of the video will be automatically shortened according to the remaining battery.

Solution 1:

The maximum power consumption of the product at night will reach 9W, which will quickly consume the battery power. It is recommended to appropriately reduce the length of video shooting so that the camera can have a longer working time.

Can't get pictures of small animals

Cause 1

Small animals move rapidly, and their own heat radiation is small, and the temperature difference with the environment is small. The PIR does not easily capture its motion, causing the induction to fail.

Solution 1:

When shooting small animals, please adjust the installation position as much as possible, and install the camera horizontally at a distance of 2-5 meters, so that the camera has a sufficient sensing angle in a small distance.

Does not work in low temperature environment**Cause 1**

Cameras can be adapted to extreme environments. However, at low temperatures, the battery cannot effectively power the camera because the battery discharge performance is severely reduced (especially rechargeable batteries).

Solution 1:

It is recommended to use alkaline batteries. When purchasing batteries, please carefully check the effective working temperature range of the batteries.

The camera is abnormally hot**Cause 1**

When the camera is working, the IR LEDs has obvious heating phenomenon. It is normal if you observe slight heating in the IR LEDs area or the screen area.

Cause 2

The battery case is hot.

Solution 2:

Please check whether the positive and negative poles of the battery are installed correctly, if not, please unplug the battery in time to avoid burning the product.

The screen is blank or frozen

Cause 1

The camera memory card was written incorrectly, causing the camera to crash.

Solution 1:

Please remove the memory card and battery, then reinstall the memory card without the battery and see if the camera recovers.

A.If it returns to normal, please use the computer to format the memory card

B.If not, please contact our after-sales service team for assistance (email: support@coolife.site).

The recording has no sound

Cause 1

Camera's audio recording settings are not turned on

Solution 1:

Please turn on the audio recording function in the menu settings.

Cause 2

In order for the camera to be suitable for the extreme environment in the wild with IP66 waterproof level, we strengthened the waterproof layer, and the microphone components of the product are completely separated from the shell, resulting in the reduction of the camera's sound reception. Farther subjects, their sound sources are smaller, resulting in a lower volume recorded by the camera.

Solution 2:

To solve this problem, we amplified the audio volume by 6 times. However, due to the poor decoding effect of some players, the sound of the video is still very small when playing.

We recommend that you can view the video with a different brand of player.

The date and time of the camera are not correct

Cause 1

When replacing the battery, if the camera is powered off for more than 30s, the time and date of the camera will be restored to the factory settings.

Solution 1:

- 1.Reset the time and date.
- 2.When replacing the batteries, please remove one of the battery compartments and keep the batteries in the other battery compartment to ensure that the camera will not lose power.

Cause 2

The crystal oscillator inside the camera is abnormal, causing the date and time of the camera to be disordered or unable to be set.

Solution 2:

Please contact our after-sales service team to apply for a claim or replace with a new product (contact email: support@coolife.site)

Can't play video on computer

Cause 1

The memory card is damaged, resulting in the wrong recorded file.

Solution 1:

Please replace the memory card with a new one.

Cause 2

The computer's player does not support the video file.

Solution 2:

Please replace the video player that supports the video format.

Cause 3

The camera can view the file, but the computer fails to view the file.

Solution 3:

1. Please check if your computer's antivirus software is blocking the playback of video files.

2. Please Check if the video player supports the camera's video file format.

Can't play video on computer

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The memory card is damaged, resulting in the wrong recorded file.

Solution 1:

Please replace the memory card with a new one.

Cause 2

The computer's player does not support the video file.

Solution 2:

Please replace the video player that supports the video format.

Cause 3

The camera can view the file, but the computer fails to view the file.

Solution 3:

1. Please check if your computer's antivirus software is blocking the playback of video files.
2. Please Check if the video player supports the camera's video file format.

Only some of the videos are playable**Cause 1**

This is because the video file is wrong. It is usually due to abnormal writing to the memory card.

Solution 1:

1. If you are using our original memory card, please format the memory card and try again.
2. If it still cannot be used, it is recommended to replace the memory card with a new one. You can contact us and we will compensate you for a new memory card for free.

Camera glows at night

Cause 1

1. Hunting cameras usually use 850nm or 940nm IR LEDs. 850nm IR LED refers to the infrared wavelength with its emission peak at 850nm, but there is also a small amount of light emitted in the visible light region, so weak red light can also be seen.

*Generally speaking, it is invisible to animals and does not scare them away.

Solution 1:

When you're shopping, carefully compare the camera's capabilities. If purchased in error, please contact our after-sales team for a replacement.

Photos or videos at night are heavily exposed and blurry

Cause 1

There are backlit objects in the target range of the camera, such as license plates, glass and other specular sources.

Solution 1:

Please change to a more open shooting environment or avoid the environment with backlit objects.

Cause 2

The camera is too close to the target.

Solution 2:

Please adjust the installation distance of the camera.

Cause 3

The installation angle of the camera is not applicable. When the camera installation angle has an obvious depression angle, the camera will focus on a part of the environment, and there may be serious exposure.

Solution 3:

Please adjust the installation angle of the camera.

Unable to connect external power adapter

Cause 1

Faulty power adapter

Solution 1:

Please test in other devices to determine if the power adapter is faulty. If it is not available, please replace it with a new power adapter.

Cause 2

The voltage of the power adapter is too low, which causes the camera to be overloaded during work, resulting in the camera not turning on.

Solution 2:

It is recommended to purchase a power adapter with a 6V 1.5A (Above 1.5A) plug diameter of 3.5mm.

Got a lot of all black photos and videos (Some files are black and some are normal. Determine that the camera itself is not faulty.)

Cause 1

When the battery power is low, the remaining power is not enough to support the IR LEDs to work normally at night. The light supplemented by the IR lights is weaker, so when the camera is triggered to take a photo, it will take a lot of photos and videos in total darkness.

Solution 1:

Please replace the battery with a new one or fully charge the battery before use.

Cause 2

When multiple cameras are installed in close proximity, the IR lights will interfere with each other, causing the IR-CUT component of the camera to misjudge the ambient brightness, resulting in the IR-CUT not working effectively.

Solution 2:

It is not recommended to install multiple hunting cameras in the same area.

The marked temperature is different from the actual temperature

Cause 1

The temperature detection device of the camera is installed on the PCBA inside the camera, and what it detects is the temperature inside the camera. When the camera is working, the temperature of the PCBA will increase, causing the temperature displayed in the photographed file to be significantly different from the ambient temperature.