

Troubleshooting / FAQ

Battery life is shorter than expected

1. Battery life will vary with operating temperature and the number of images taken over time.
2. Check to make sure you have used new alkaline or lithium batteries. Primos recommends using 8 Energizer® Lithium AA batteries in this BULLET PROOF Game Camera to obtain maximum battery life.
3. Make sure that you are using a good quality name brand SD card in your camera. Primos recommends SanDisk® brand SD Cards up to 16GB. Our experience indicates that poor quality SD cards can sometimes reduce your BULLET PROOF Game Camera battery life.

Camera stops taking images or won't take images

1. Please make sure that the SD card is not full. If the card is full, the camera will stop taking images.
2. Check the batteries to make sure that they are new alkaline or lithium AA batteries. *See note above about short battery life.*
3. Make sure that the camera power switch is in the "ON" position and not in the "OFF" position.
4. Make sure that you are using a good quality SD card in your camera. Primos recommends SanDisk® SD Cards up to 16GB.
5. If the SD card has its write protect switch in the lock position, the camera will not take images.
6. If you have used an SD card in another device before inserting it in your BULLET PROOF Game Camera, you might want to try formatting the card on your computer (make sure you have backed up any important files first, as formatting will erase all previous files). In some cases, other devices may change the formatting of the SD card so that it will not work properly with the BULLET PROOF Game Camera.

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Camera won't power up

1. Make sure that you have installed at least 4 batteries in the battery compartment. **Primos recommends using 8 Energizer® Lithium AA batteries in this BULLET PROOF Game Camera.**
2. Make sure that the batteries are installed correctly, observing proper polarity. Always place the negative (flat) end of each battery in contact with the spring tab side of its slot inside the camera.

Do not mix old and new batteries.
Do not mix battery types-use ALL lithium or ALL alkaline.
Rechargeable batteries are not recommended.

Still Photo and/or Video Quality Problems

1. ***Night photos appear too dark***
 - a. Try using a set of new batteries. The flash will stop operating near the end of the battery life.
 - b. You will get the best results when the subject is within the ideal flash range, no farther than 30' from the camera. Subjects may appear too dark at greater distances.
2. ***Daytime photos appear too dark***
 - a. Make sure that the camera is not aimed at the sun or other light sources during the day, as this may cause the auto exposure to produce darker results.
3. ***Night photos appear too bright***
 - a. You will get the best results when the subject is within the ideal flash range, no closer than 10' (3m) from the camera. Subjects may appear too light at closer distances.
4. ***Daytime photos appear too bright***
 - a. Make sure that the camera is not aimed at the sun or other light sources during the day.
5. ***Red, green or blue color cast***
 - a. Under certain lighting conditions, the sensor can become confused resulting in poor color images.
 - b. If this is seen on a consistent basis, then the sensor may need servicing. Please contact Primos customer service.

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Photos Do Not Capture Subject of Interest

1. Try to set your camera up in an area where there is not a heat source in the camera's line of sight.
2. In some cases, setting the camera near water will make the camera take images with no subject in them. Try aiming the camera over ground.
3. Try to avoid setting the camera up on small trees that are prone to being moved by strong winds.
4. Remove any limbs which are right in front of the camera lens.

PIR Sensor LED Flashes/Doesn't Flash

1. For the first three minutes after the camera is switch on, the PIR Indicator LED on the front of the camera will flash for 3 seconds whenever it senses motion. This is for setup purposes only and will help the user aim the camera.
2. During use, the LED will not flash when the camera takes an image. This is to help keep the camera hidden from game.

Time/Date Imprint is Not Accurate

1. If you let any significant amount of time elapse between setting and saving the current time on the SD card using your computer (*following the Timetool directions on pg. 11*) and inserting it back into the camera, the time will be off by that amount. If you don't put the card back into the camera until two days after you saved the text file on it with the time & date, the camera will "think" the current date is still the same as it was two days ago, and the imprint on your photos will be off by that much.