FAQ OF TRAIL CAMERA M15

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Chapter 1 Connection

Q: What should I do if I fail to connect to M15 device and Sight APP?

A：

Please confirm whether the device information is added in the APP.

If the device information has been added in the APP, please confirm your device currently has the data plan in use. If not, please purchase a data plan firstly.

It is recommended not to use an SD card that is a combination of a Mini SD card and a TF card holder. And try to reinsert the SIM card and attach the 4G antenna. Then open the Sight APP again and switch the device switch to SETUP mode to reconnect. If not, please scan the QR code to add the device information first.

If the problem persists, please contact customer service support with the following information:

1. IMEI Code
2. The status of the indicator lights

Q: What should I do if I scan the QR code and it prompts "Device bound"?

A:

It means that the device has been bound to an account. Please check whether the device appears in the device list of the Sight APP.

If not, in order to better solve the problem, please contact customer service with the picture of IMEI Code and purchase proof. We will help you unbind the device.

If you are unable to provide the above proof, you can also contact your dealer to assist you.

Q: Why is the device information displayed as 0?

A：

The phone has successfully added the QR code information, but only the device information contained in the QR

code is displayed here. It is also necessary that the camera is connected to the account and the network is normal. Please make sure that there is an available data plan for your device.

When the device is in SETUP mode, the two lights on the far right are always on, indicating that the camera is successfully connected to the network and account. Swipe down on the APP to refresh the page, and the current information of the device will be displayed.

If the problem persists, please contact customer service support with the following information:

1. IMEI Code
2. The status of the indicator lights

Q: Why does the device show offline?

A:

Delay mode: Refer to the delay setting time. If the camera's last online time exceeds the Delay time (the device's last online time can be queried in the APP), the device is not communicating normally and will display the offline status.

Real-time mode: To ensure battery life, the 4G module real-time command will take effect every 2 hours in real-time mode, but the device will refresh the status information every 2 hours. If there is no normal update, the device is not communicating normally and will display the offline status.

The offline status may be related to the weak signal of the device location and the delay in synchronizing information. Or the device is low on battery and has been turned off, resulting in no updated information. Please check the above possible reasons.

If you still cannot solve it, it is recommended to contact the store for consultation.

Chapter 2 Indicator Light

Q: What should I do if the account and signal indicator lights turn red?

A:

Please confirm whether the device information is added in the APP.

If the device information has been added in the APP, please confirm your device currently has the data plan in use. If not, please purchase a data plan firstly.

It is recommended not to use an SD card that is a combination of a Mini SD card and a TF card holder. And try to reinsert the SIM card and attach the 4G antenna. Then open the Sight APP again and switch the device switch to SETUP mode to reconnect.

If not, please scan the QR code to add the device information first.

If the problem persists, please contact customer service support with the following information:

1. IMEI Code
2. The status of the indicator lights

Q: What should I do if the four indicator lights does not light up in setup mode?（M15）

A：

Please check whether the batteries (AA) are charged and install at least 6 batteries.

1. If in Setup mode, the power light flashes red, the other lights are off. This indicates that there was an exception during device startup or the last upgrade. Please contact customer service and send to repair center.
2. If in Setup mode, the power indicator light does not flash, and other indicators do not light up or the upgrade is not resolved. Please contact the store where you purchased it and choose to send it to a repair point for inspection.

Q: Why do the last two indicators (signal, account) lights of the device keep flashing green?

A：

The device was removed from the SIGHT APP account that month. Because it did not meet the free data plan refresh conditions, the device did not have a plan at this time, resulting in abnormal connection.

Solution: Please check the device package list, if there is no package, purchase a data plan. If the problem persists, install the antenna and try again.

If the problem persists, please send the device for repair.

Chapter 3 GPS

Q: How often is the GPS information refreshed?（M15）

A:

GPS refresh frequency depends on the following factors：

1. Automatically trigger GPS to refresh information when capturing pictures.

2. Default refresh time:

① If the remote control is set to delay 0.5H, and the camera is not triggered during 0.5H, the GPS information will be refreshed after 0.5H (related to the set time).

② If the remote control is set to real time, and the camera is not triggered for two hours, the GPS information will be refreshed after two hours.

Considering the position of trail camera does not change very often, we recommend selecting the 24-hour delay mode for optimal battery life.

Q: Why does the Trail camera prompt that your camera is out of safe zone?

A:

When the camera is connected to the APP for the first time, a GPS location will be recorded. If the camera's moving location differs from the recorded GPS location by more than 500m, the camera will receive an alarm message.

In addition to the alarm message every time the camera refreshes, the GPS alarm will be triggered every time a new photo is captured.

Q: Why dose the camera frequently sends GPS alarms?

A：

When the camera is connected to the APP for the first time, a GPS location will be recorded. If the camera's moving location differs from the recorded GPS location by more than 500m, the camera will receive an alarm message.

In addition to the alarm message every time the camera refreshes, the GPS alarm will be triggered every time a new photo is captured.

Chapter 4 Capture

Q: The one-tap capture function doesn't effect. How can I fix this?

A:

Please upgrade the Sight APP to latest version.

Make sure your device is under real-time mode and the switch of the camera have been switched to ON position. Also please confirm the data plan has not been used up and the images uploaded have not exceeded the maximum number for a day.

It requires the battery level of the camera is not 0 and the previous capture is completed before performing a new capture. It usually takes 30 seconds to complete capture.

If the problem persists, please contact customer service support with the following information:

1. IMEI Code

2. Screen recording of one-tap capture function （Includes capturing and refreshing cloud albums）

3. APP Version build date

Q: What should I do if the device does not capture image?

A:

Please make sure your device currently has a plan in use. Please ensure that the device's last online time is today. If not, please try to connect again. It is recommended not to use an SD card that is a combination of a Mini SD card and a TF card holder.

If the problem persists, please contact the customer service support with the following information:

1. IMEI Code

2. The status of the indicators (SD, Signal, and Account) in setup mode

Q: What should I do if there no target in the picture captured by the M15?

A:

Please confirm whether you have set up a Scheduled Shot, if so, please turn it off. Then adjust the PIR sensitivity to the lowest. Make sure there are no other targets in the surrounding environment that interfere with the capture, such as branches or birds. If there are other interference objects in the scene, it is recommended to change the scene for testing.

If the problem persists, please contact your dealer to send it for repair.

Q: Why am I not receiving a notification from my iPhone when the pictures captured by M15 are uploaded to Cloud Album?

A:

Please upgrade the app to the latest version. Make sure the notification of your iPhone has been enabled: Settings-Notifications & status bar-Sight APP-Allow Notifications. If you still don't receive a notification, please try to log out the account, then log in again.

Q: Why are there no images in the cloud album of M15?

A:

Please confirm your device currently has the data plan in use. Then set up a scheduled shot. After the set capture interval, refresh the cloud album. Depending on the strength of the signal, there may be a certain delay, it is recommended to wait patiently for a while.

If you still don't see the images in the cloud album, we recommend that you contact your dealer for repair.

Chapter 5 Data Plan

Q: I have more than one trail cameras. Is it possible to share the data package?

A：

If the devices are bound to the same account, the HD package purchased under the same account can be shared. Other packages cannot be shared.

Q: Why can't I see the HD package I purchased?

A：

It is recommended that you first check whether there is an HD package in the location below your account on the "Me" page.

If you still don't see the HD package, please contact the customer service support with the following information：

1. IMEI code

2. Purchase Proof

3. The screenshot of the "Me" interface in the Sight app

Q: Why doesn't the camera automatically add the free plan?

A:

Conditions for automatic generation of Free data plan: If the last free data plan is activated for >30 days, and there are no other data plan in the device plan list, the device automatically generates a free data plan.

If you unbind the device and rebind it within 30 natural days, the free package will not be automatically given and the user will need to purchase a package to activate the network.

Q：How to cancel the free data plan?

A：

The free plan cannot be canceled. Data plans are in the order in which they are added. After you use the previous plan, the next plan will take effect.

Q: When the data plan of the camera is used up, will it continue to work?

A：

Yes, when the data plan is activated for the trail camera, the plan has been used up, and the camera will still capture normally, but it is not connected to the cloud, and stored in the SD card. After purchasing a new package, the newly captured pictures will be uploaded to the cloud album.

Q: Will the photos in the camera SD card be uploaded to the cloud album, if the data plan run out?

A：

No, after purchasing a new plan, the newly captured pictures will be uploaded to the cloud album.

Q: Does the data plan payment support other methods besides PayPal?

A:

Yes, please upgrade the HIKMICRO Sight to latest version. We added the credit/debit cards/Stripe payment.

Chapter 6 Settings

6.1 Remote Control

Q: What is the difference between delay and Real-time mode?

A:

1. Real-time mode:

① Photo & video: upload thumbnails, HD photos and videos in real time.

② Device status update: update when the camera get a picture or video, update when the configuration changes, and update will be triggered once every 2 hours with GPS.

③ GPS: GPS information is updated every 2 hours.

④ Configuration command: update configuration in real time.

2. Delay mode:

① Photo & video: The thumbnails will be uploaded real time, the HD photos and videos will be updated according to the delayed online time of the camera.

② Device status update: update when the camera get the photo or video. If not, it will be updated according to the delayed online time of the camera.

*For example, if the delay 24h mode is set, the camera will refresh the camera status after 24 hours.

③ GPS: Update according to the delayed online time of the camera.

④ Configuration command: update according to the delayed online time of the camera.

6.2 Max. Pics to Upload/Day

Q: Can I set the max. number of pictures per day to upload more than 99 images?

A：

If you set this feature, you can enter the number of pictures (1 to 99) to be uploaded per day. If you do reset device or set the number of images to 0, there is no limit to the number of images that can be uploaded to Cloud Album

every day.

Q: If the camera has set the maximum number of capture, will the camera still take capture after reaching the set threshold?

A：

If the number of camera capture reaches the upper limit, the camera will no longer send pictures to the cloud album.

The camera is still in the working mode, and the new captured pictures will be saved in the SD card.

6.3 Sharing group

Q: About the function "Sharing group", can I delete photos from the cameras shared with me?

A:

No, you cannot delete photos from another's camera feed that's shared with you.

Q: About the function "Sharing group", how do I know if someone has shared a camera with me?

A:

You will receive the new camera on the home page, and there is a green mark "Shared with You" in the upper left-hand corner of the camera card.

Q: About the function "Sharing group", how do I view photos from a camera shared with me?

A:

Go to the cloud Album this camera, and you can see all shared photos. HD photos and videos do not support downloading.

Q: What should I do if I accidentally delete the "Sharing group"?

A：

To create a new sharing group, you'll consume a sharing group. The basic and free data plans support one sharing group, and the supreme and premier data plans support three sharing groups. If you've already run out of sharing groups, you'll need to wait for the next plan to take effect before you can create a new one.

6.4 Working Mode/ON Mode

Q: Will the SETUP mode enter the working mode (camera captures automatic photos)?

A:

Press the button to setup, and after 3 minutes, the indicator light of the device will go out, and the device will enter the working mode.

Q: After the camera is turned to the ON switch, will it immediately enter the working mode?

A：

After the camera is successfully connected to the account, switch the switch to ON mode, and the device will complete the self-test and enter the working mode after 2 minutes.

6.5 Scheduled Shot

Q: What's the scheduled shot?

A:

You can set the interval of taking pictures or videos automatically no matter the PIR is on or off. Device will capture images or record videos automatically after the set period.

6.6 Delayed Shot

Q: What should I do if the camera keeps being triggered to capture duplicate photos?

A:

It's recommend that you set delayed shot. Delayed shot allows you to set the time interval between each detection before the camera records the next photo or video. Avoid having animals in front of the camera all the time, as the camera will be triggered frequently.

Chapter 7 Battery

Q: What should I do if the battery of the device has only a short operating time?

A：

1.   The battery life of the trail camera M15 depends very much on how active and how many transmissions the camera is doing.

2.   If you use real-time mode and capture 40 photos per day, the battery can be used for about 2 weeks. However, if you choose delay 24h and take about 20-30 times a day, a set of lithium batteries can be used for about 2 months.

3.   If you are using a dry AA battery, we recommend that you replace the battery then observe it without the above factors.   If you are using a rechargeable AA battery, please remove the battery and charge it using the charger, then observe it after it is fully charged.

If the problem persists, please contact the customer service support, and we will continue to troubleshoot for you:

1.   IMEI Code

2.   Battery life (For example: January 1st - January 3rd)

3.   The number of photos in the SD card and the number of photos in the cloud album during the usage period

4.   The battery information (Brand, Capacity, and Voltage) and the number of batteries

Q: Can I charge the device with a USB cable?

A：

No, the M15 device does not support charging the battery with a USB cable.

Q: Is there any accessory available on the market for powering M15 via an external port/ third-party solar panels?

What's the specification?

A：

Yes, supported. The following 2 conditions need to be met:

1. Rated output DC 12V 1A or above

2. The male interface is 4.0mm*1.7mm (the female interface in M15 is 4.4mm*1.65mm, Length is 9mm)

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2. The male interface is 4.0mm*1.7mm (the female interface in M15 is 4.4mm*1.65mm, Length is 9mm)

Q: Why does the battery life jump?

A：

The change in power is limited by the battery voltage and battery characteristics. The battery voltage is related to the surrounding environment. There is a temperature difference between day and night, so the battery voltage will fluctuate to a certain extent.

In addition, the battery voltage is also related to the power consumption of enabled functions, device information refreshing and image uploading. The battery information displayed on the APP is not real-time and will be related to the status of the device when it was last online.

However, when the battery is low (less than 20%), the device will push a prompt to ensure that the battery is

replaced in time.

Chapter 8 FW Upgrade

Q: Why does the upgrade time of the device take so long？/ What should I do if my device keeps showing up during the upgrade process?

A:

Please upgrade the APP to the latest version. Make sure that the battery level of the device is greater than 50% and the remaining memory of the SD(SD card memory is greater than 8GB and not more than 64GB) is more than 5%. Then try to reset the device.

If the upgrade has not been completed after 24 hours, please contact customer service support with the following information:

1. IMEI Code
2. The status of the indicators (SD, Signal, and Account) in setup mode

Chapter 9 Spec

Q: What is the minimum focusing distance of the trail camera?

A：

80cm.

Q: How long is the warranty period for the camera?

A：

2 years.

Q: Does the camera support 3 party sim cards?

A：

The SIM card of the third party is not supported, and only the SIM card that comes with the device is supported.

Dear Valued Customer

To assist us with the testing process and for future feedback, we kindly request that you complete the information overleaf. Please note if this information is not completed it could lead to delays in the inspection of the device and could limit our findings.

*General Info

1. Description of the issue :
    ☐ The indicators do not light up
    ☐ Connection is abnormal
    ☐ No capture
    ☐ Device battery life is abnormal
   ☐ Other _____

2. Battery life issue
How long for device battery life: _____
(for example: used from January 1st to January 3rd)

The ambient temperature: _____

The number of photos & videos in SD card: _____

■   Please turn off the working time, Max.pics and delay shot settings before sending it for repair.
■   Please do not delete the device from your account when sending it for repair, as user data will be deleted.
■   Please remove the SD card from the device before sending it for repair, and save the cloud album pictures to the local album.
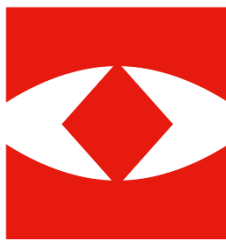
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