



HIKMICRO





FAQ OF TRAIL CAMERA M15

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Chapter 1 Indicator light

1.1 Introduction to indicator light status

Icon	Description	Status
	SD Card Indicator	Solid Green: SD card in good status. Flashing Green: In debug mode or firmware upgrade. Yellow: SD card exception. Red: No SD card. Off: SD card format
	Battery Indicator	Green: Battery level is higher than 80%. Yellow: Battery level is between 20% and 80%. Red: Battery level is lower than 20%. Flashing Red: Device powers off after 5 s.
	Signal Indicator	Solid Green: Optimal signal (higher than 18%). Yellow: Acceptable signal (between 10% and 18%). Red: Insufficient signal (lower than 10%). Flashing Red: No SIM card/communication exception
	User Account Indicator	Flashing Green: Connecting to server. Solid Green: User account bound, and connects to server communication successfully. Flashing Red: User account bound, but connecting to server communication failed.

In setup mode, if you do not operate the device for more than 3 min, the device will automatically enter working mode.

1.2 Why does the device indicator lights not light up?

1. Please check whether the batteries (AA) are charged and install at least 6 batteries.
2. 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 try upgrading the device manually.

Upgrade operation:

<https://drive.ticklink.com/hcs/controller/hik-manage/fileDownload?link=1T3Rz1Ez&>

password:e094

3. 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.

(Before sending for repair, please refer to the last page to fill in the information and restore the device configuration.)

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

In Setup mode, the device automatically checks the connection status. Generally, the last two indicators will flash for about 1 minute and then turn solid green. However, there may be delays due to signal reasons.



But the device will automatically enter working mode after 3 minutes, and all indicator lights will go out. If the status of the indicator light (signal, account) is not stable before this, there are the following reasons:

1. Signal and account indicators flash green:

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: Buy a data plan.

2. The signal indicator light is green and the account indicator light is red:

Please check whether the device is under the current account and whether there is a plan? If there is a data plan, please contact customer service through the APP.

3. The signal and account indicators are red:

The possible reason is that the signal of the device is not good (**Red**: Insufficient signal lower than 10%). Please connect the device antenna, take the device outdoors and try to reconnect. If it doesn't work, please contact customer service support.

Chapter 2 Camera Functions

2.1 Why is the GPS not updated?

Add a device through your mobile phone, and the current GPS location of your mobile phone will be displayed on the APP.

Device GPS information refresh is related to camera settings, and check whether the device last online time is within 24 hours (APP -- Trail camera -- Device Details – Last Online), If it exceeds 24h, it means that the device communication is abnormal, maybe due to insufficient battery, low signal strength, or other reasons.

GPS search logic:

1. Automatically trigger GPS to refresh information when capturing pictures.
2. Default refresh time:
 - If the remote control is set to Delay 24H, and the camera is not triggered during 24H, the GPS information will be refreshed after 24H (related to the set time).
 - Remote control If real time is set and the camera is not triggered for two hours, the GPS information will be refreshed after two hours.

2.2 Why doesn't the device capture pictures?

Please check whether the device last online time is within 24 hours (APP -- Trail camera -- Device Details – Last Online), If it exceeds 24h, it means that the device communication is abnormal, maybe due to insufficient battery, low signal strength, or other reasons.

Check the indicator light status of the device in SETUP mode. Check whether the device has a package. If the status is normal, please contact customer service support.

Chapter 3 Data Plan

3.1 Why doesn't the camera automatically add the free plan?

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.

Last updated: November 24, 2023

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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