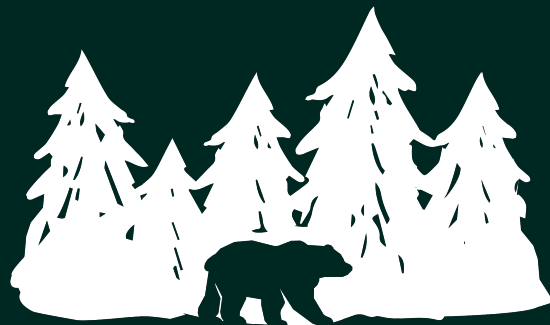


NATURESPY

WIFI WILDCAM 3 INSTRUCTION MANUAL

v1



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Thank you for purchasing the NatureSpy® WiFi WildCam 3!

NatureSpy® is a social enterprise and all profits from each sale goes to **wildlife conservation** projects worldwide. We aim to provide the very best equipment, expertise and support to help people and animals **live a wild life®**.

We've developed the WiFi WildCam 3 based on feedback from our first edition of the camera, and out of our love for wildlife - as well as our mission to make wildlife watching easy and fun.

We sincerely hope you enjoy using your new WiFi WildCam 3!

NOTES BEFORE USE:

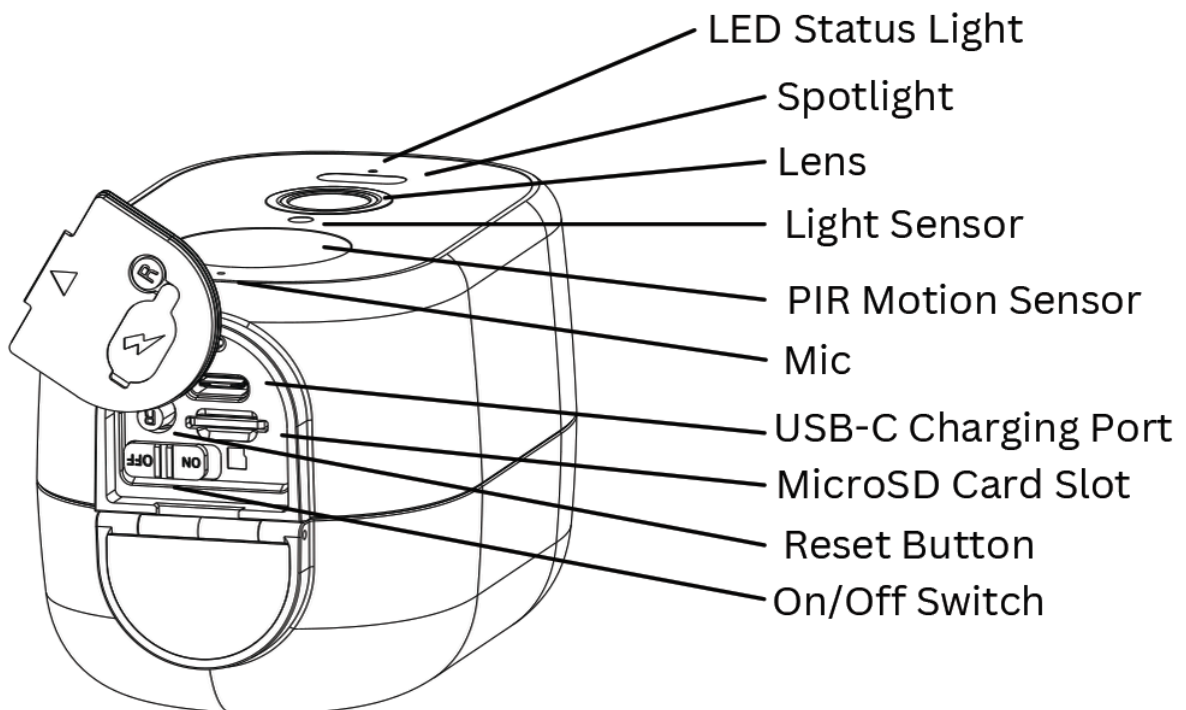
When you first unpack the camera, as tempting as it is to get started, be sure to place it on charge until the LED status turns green - this will maximise your camera's battery life. You can continue with the camera setup whilst it is charging. Use the provided cable to charge the camera.

Turn the camera on/off: Use the switch on the base of the camera.

Reset device: Hold the reset button (see illustration below) for more than 10 seconds. The camera will confirm it has been reset

LED status: Red when charging, green when fully charged. Blue when detection is made. The status light can be turned on/off in the app settings.

Motion Detection: Motion triggered recording is automatically disabled when the NatureSpy app is open, but once you close / come out of the app this will be re-enabled after a few minutes.



SETTING UP YOUR WIFI WILDCAM 3

1. Download the NatureSpy App from the App Store or Google Play Store.
2. Launch the app.
3. Create a new account or log in to your existing account.
4. Tap the '+' symbol in the top right corner and select 'Add Device'.
5. Select the WiFi WildCam 3 camera.
6. Turn on your device. After a few seconds, the LED status will flash quickly blue and red.
7. Follow the on screen instructions to complete pairing your camera.
8. The pairing can take up to 2 minutes. Keep the app open and your WildCam close.
9. Once paired, you can edit the device name if you wish. Once finished, tap 'Done'.
The camera is now ready to use.

Your Privacy: NatureSpy holds account information in order to provide the app service. Video recordings are stored locally on your device and SD card only and are not collected by NatureSpy. Any images processed for species identification are encrypted. For full details, please see our Privacy Policy at <https://naturespy.org/policies/privacy-policy/>.

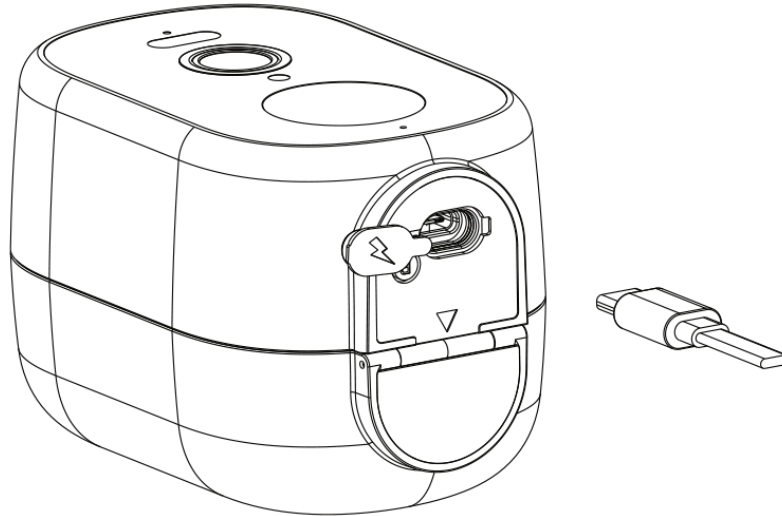
CONNECTING THE SOLAR PANEL

If you're pairing the WiFi WildCam 3 with the optional solar panel, follow these steps:

1. Remove the central rubber tab located at the base of the camera, identifiable by an electric bolt symbol (refer to the diagram below).
2. Connect the solar panel to the camera.
3. Ideally, position the solar panel facing south with a 45-degree tilt. This allows optimal charging.

Once set up, the solar panel provides a trickle charge to the WildCam. The battery icon in the app will show a charging symbol.

Please note in winter, due to limited sunlight, you might need additional mains charging for the WildCam.



POSITIONING YOUR CAMERA

The placement of your camera will have a strong influence on its performance. It's worthwhile to carefully choose an optimal position and make adjustments based on its performance as you use it.

Height: Ideally, place your camera 1-2ft off the ground to maximise the sensitivity of the PIR sensor. Setting it higher might result in fewer triggers.

Distance: We recommend placing the camera around 3-15ft away from the area you want to monitor. For smaller garden species such as hedgehogs a shorter distance of 3-6ft works best.

Centring: The camera is most sensitive to motion at the centre of the screen. Thus, we recommend positioning it so that the focal point, like a food bowl, is squarely in the middle of your recordings.



CAMERA SETTINGS EXPLAINED

There are two areas for settings control. A **Quick Settings control** is available under the camera live view. Click the icon in the bottom left of the screen to view.

This allows you to control the **night mode**, turn on or off **motion detection**, set incoming volume, change video quality and also **identify an animal** you can see on the live feed.

Detect motion

This setting, when turned on, allows the camera to automatically record a video if it detects any motion. When turned off, the camera won't record any videos. Automatic recording is disabled when the NatureSpy app is open, but once you close your app this will be re-enabled. The icon will appear red when motion detection is turned on and grey when it is turned off.

Night mode

IR mode: When turned on, the camera will use IR LEDs to illuminate videos recorded at night. These videos will appear in Black & White.

Colour mode: When turned on, the camera will use colour LEDs to illuminate videos recorded at night. These videos will appear in full colour.

Siren Volume

Control the camera speaker's volume. This impacts how loud the siren will be.

Siren

Turn the siren on or off. This is useful for deterring any unwanted visitors.

Quality

Controls the video quality. By default, this is on the HD setting. We recommend leaving it on HD.

Identify

Tapping this button will allow you to ID any animal that is visible on the live feed. Wait until there is a good view and tap to ID. The AI will take a few seconds and then show you the species name, latin name, confidence of the ID in %, and a little sentence explaining how its identified it.

To access your camera's other settings, tap the three dots (...) symbol at the top right corner of the live view screen.

Video Settings

Status indicator: Use this slider to toggle the status LED on or off. Refer to page 1 for details on the status lights.

Show timestamp: Use this slider to add or remove a time watermark from the live view and your recordings. When enabled, the time and date are displayed in the top left corner of the image.

Flip Screen: Use this slider to flip the screen in case the camera is mounted upside down. If the live view appears upside down, check this setting

Motion Settings

Recording Duration: This setting lets you choose the length of the videos your camera records, anywhere from 15 to 120 seconds. Be mindful that setting it to record longer videos will drain the battery more quickly.

Motion sensitivity: This setting adjusts the camera's sensitivity to motion: low, medium, or high. A higher sensitivity is ideal for recording as much activity as possible, however if you are getting a lot of false alarms you can try reducing this to the medium and low settings.

Detection Time Schedule

This allows you to set a schedule so that the camera is only active during certain times.

Here, you can add up to 6 different time periods. The period you set will be when the Motion Detection is turned on - for example, if you set 18:00 - 09:00, the motion detection will be on during these times and turned off outside of those times.

Storage Settings

Total capacity: This refers to the total storage space available on the SD card inserted into the camera.

Used: This setting shows the amount of space that has already been used up by recordings on the camera's SD card.

Remaining capacity: This indicates the amount of free space left on the SD card, helping you to gauge when you need to clear space.

'Format storage' button: This function allows you to erase all data on the SD card and restore this to factory settings. Formatting will permanently delete all of your stored recordings.

Camera information

IP: This is a unique identifier for your camera, used to connect it to your network.

Device ID: This is a number that uniquely identifies your camera. It changes each time you pair the camera.

Signal strength: This indicates the quality of the WiFi connection between the camera and your router. A stronger signal ensures smoother functioning.

Time Zone: The time zone is based on the time zone configuration of your phone/tablet.

Firmware update

This allows you to check and update your camera's firmware.

Manual

Click this button to see an up-to-date and digital version of the manual for your camera. You can zoom in and out if you need to enlarge the text.

FAQs

Check a list of commonly asked questions regarding operating your camera. This list covers the general questions our customer service team get asked, so it's likely you will find an answer here.

Get support

This will allow you to contact us directly regarding your camera or anything else. If you contact us about your camera, we will also see your Device ID which allows us to investigate any issues faster.

Once you make your selection, it will prompt you to select which email app you use on your phone to send the message with.

Remove Device

This will unpair your camera from your account and network. This is a necessary step if you intend to re-pair the camera with a new network or if you need to reset and re-pair your camera for any reason. Once you confirm removal, reset the device using the button on the base, holding it for 10 seconds. Then, pair your camera again.

HOW-TO'S

Can I delete unwanted alerts?

Yes - go to the main Alerts tab from the app's home screen (where it shows you all the cameras you have connected). To delete an alert, swipe to the left. iOS users can also multi-select alerts they want to delete by first pressing the '...' in the top right corner.

How do I re-pair my camera?

To address specific issues or to finalise certain firmware updates, you may need to fully reset and re-pair your camera with your account. There's no need to uninstall the app for this.

To do this:

1. Open the camera on the NatureSpy app
2. Open Camera Settings and scroll to the bottom of the page
3. Select 'Remove Device'
4. Wait until you hear the camera prompt "Camera reset" and then "Ready to Pair"
5. Press and hold the reset button on the base for at least 10 seconds
6. Again wait until you hear the "Camera reset" and "Ready to Pair" prompts
7. Follow the pairing process as normal

Please be aware that after resetting your camera, you won't have access to any videos previously recorded onto the camera's SD card or saved in the gallery. We recommend saving these to your smartphone or tablet prior to doing a reset.

How do I find and save my videos to my saved clips?

Your motion-triggered recordings are stored in your camera under the 'Recordings' section. From here you can find your desired clip and tap the download button to save it.

To do this:

-
1. Open the camera on the NatureSpy app
 2. Tap 'Recordings' below the live view.
 3. Scroll through the recordings and select the clip you want to save.
 4. Tap the Download icon on that clip.

Your recording will appear in the gallery, where you can either share it or save it to your device's camera roll.

How do I save my videos to my smartphone/tablet?

You can use the share function to save recordings from the gallery directly to your device.

To do this:

1. Open the camera on the NatureSpy app
2. Open the Saved Clips and select the video you want to save
3. Press the share button on iOS and then 'Save', or the three dots in the top right corner and then Save to Device on Android.

From here, you can save to your device and also share via other apps such as WhatsApp etc.

How do I share my camera with another person?

You will need to share your login details with the other person so that they can see the live feed, captured videos, etc. Be mindful that they will have the same access as you do to your camera.

How do I clean my camera's lens?

You should only clean the lens of the WildCam 3 if absolutely necessary.

Do not use chemical cleaners or fluids of any kind. These are likely to remove the protective coating over the lens.

To clean the lens, use a damp cloth (ideally a microfibre cloth) and wipe carefully, without apply pressure.

How do I delete recordings on the app?

You can format your camera's memory card in the app, under 'Storage Settings'. This will wipe all recordings from the SD card. Your memory card has a lot of space, so this is only required if you have almost filled it. You can only clear all recordings from the SD card, rather than individual files.

To delete videos from the app's Saved Clips, click on a video and then click the bin icon at the bottom. To delete multiple videos, tap 'Select' in the top right and then tap the videos you want to delete, followed by the bin icon at the bottom of the screen on iOS, or the three dots in the top corner and then Delete on Android.

TROUBLESHOOTING

My camera's motion detection is not working

Make sure that motion detection is turned on in the NatureSpy app. The icon in the Quick settings will appear red when motion detection is turned on and grey when it is turned off.

If you are viewing the live feed from your camera, you'll need to close the app on all devices to enable motion detection recording. The WiFi Wildcam 3 automatically turns off motion recording when you are watching the live feed. However, after closing the app, motion detection will reactivate within 30-60 seconds.

If your motion detection is still not working we would advise fully resetting and re-pairing your camera.

My camera is not turning on / charging

Please charge the camera with the USB-A to USB-C cable provided with the camera. Leave it plugged in for at least 2 hours.

If you have no success with a USB mains plug, please try and use a USB port on your laptop or computer.

My camera no longer recognises the SD card

If you encounter a message stating "*Your device has no memory*", or you get motion alerts but no videos with the alerts, it indicates a problem with the microSD card in the camera.

To fix this:

1. Remove the SD card from the camera's base (you need to peel back the rubber cover)
2. Insert it into your computer (you may need a USB SD card reader)
3. Format the card (if you need to specify the type, select FAT32)
4. Re-insert into your camera

This action should resolve the issue, allowing you to use the SD card in the camera without further problems.

Please note that formatting the card will erase any existing recordings on it.

My camera keeps going offline

If your camera frequently loses connection or takes a long time to connect on the NatureSpy app, the WiFi connection might be weak in its current location. Your current signal strength is visible as a percentage on the live view screen.

Consider moving the camera closer to your router where the signal is stronger, or alternatively use a WiFi extender to boost your WiFi's range.

My camera is draining the batteries very quickly

Increasing your video recording length may deplete the camera's batteries faster. For longer battery life, we suggest sticking to the standard 15-second recording.

Watching the live stream for extended periods will also use significant battery power. Ensure you leave the live view screen when you are finished watching.

Alternatively, using a solar panel can recharge your camera in-situ, reducing the need to retrieve your camera for charging.

My camera is showing the wrong time

If your camera shows an incorrect time or hasn't updated before / after the clocks change, please reset and re-pair the device (see 'How to re-pair my device' on page 10). Note to save any footage you wish to keep as it will be lost after the camera is reset.

DISPOSAL

This product is marked with the crossed-out wheeled bin symbol, indicating it must not be disposed of with general household waste. Please dispose of this product at an authorised WEEE collection point. For information on your nearest collection point, contact your local authority.

SECURITY

Reporting security issues: If you discover a security vulnerability in this product, please contact us at security@naturespy.org. We will acknowledge receipt within 24 hours and provide status updates every 7 days until the issue is resolved.

Security updates: NatureSpy will provide security updates for this product for a minimum of 24 months from the date it first became available for sale.

WARRANTY

NatureSpy warrants this product against defects in materials and workmanship for a period of 1 year from the date of purchase.

If a defect arises during the warranty period, NatureSpy will, at its discretion, repair or replace the product free of charge. **To make a warranty claim, please contact us at naturespy.org/support with proof of purchase.**

This warranty does not cover: damage caused by misuse, accidental damage, unauthorised modification or repair, use with incompatible accessories, failure to follow product instructions, or normal wear and tear.

This warranty gives you specific legal rights. You may also have other rights under applicable law, including rights under the Consumer Rights Act 2015, which are not affected by this warranty.

RADIO EQUIPMENT

The WiFi WildCam 3 operates on the following frequency bands:

2.4GHz: 802.11b/g/n (20MHz): 2412–2472MHz | 802.11n/ax (40MHz): 2422–2462MHz |
Maximum transmit power: 16.83 dBm e.i.r.p.

5GHz: 802.11a/n (20/40MHz) / ac (20/40MHz) / ax (20/40MHz): 5180–5320MHz (20MHz channels); 5190–5310MHz (40MHz channels); 5745–5825MHz for 802.11a/n/ac/ax (20MHz); 5755–5795MHz for 802.11n/ac/ax (40MHz) | Maximum transmit power: 23 dBm e.i.r.p.

Need Support?

Check out our Support hub - where you can find how-to videos, help articles, and raise a support request with our team.

Head to naturespy.org/support to get started.

NatureSpy, Unit 82A, James Carter Road, Mildenhall, Suffolk, IP28 7DE

