

OPERATION TIPS

Learning to use your PROOF®Cam

Visiting www.primos.com and watching our Instructional Video Clips is the 'easiest way' to learn 'how to use' your PROOF® Camera!

Troubleshooting or Questions

Before calling customer service, visit primos.zendesk.com to find troubleshooting tips, frequently asked questions and answers, as well as any updates.

Camera Mounting Direction

The red status light illuminates when camera detects motion. To verify your camera is pointing in the correct direction, you can walk in front of the camera after it is setup and look for the red light to illuminate when you are detected for 15 seconds during the countdown to live mode. After the 15 seconds, the LED will flash 5x before entering live trigger mode.

Camera Mounting Height

Generally 3ft from ground is normally good height to mount the camera, but depends on type of game and ground terrain.

Blurry Images

Primos® takes pride in the quality of images captured by the Proof® Cam. However, this is an outdoor product that will be constantly exposed to different/changing conditions that can affect the quality level. Blurry images typically result from objects causing interference between the camera and the intended focal point (game too close, brush, trees, etc). Blurry images may also be the result of direct sunlight, fog, condensation (dew), water droplets, snow/ice, dirt, dust or other debris on the camera lens. Carefully cleaning the camera lens window, making sure there are no scratches and/ or placing the camera in a different location may solve this type of problem.

Blurry Image Quality – Motion

Primos® takes pride in the quality of images captured by the Proof®Cam. Primos has improved the ANTI-BLUR for this product; however there is currently no way to eliminate the potential of photos with blur caused by game moving (motion) too quickly. We have optimized the Proof®Cam to limit the number of motion blurred images and provide as many clear, quality photos as possible. You may change night vision shutter speed to H to reduce motion blur.

Whiteout Image

If the object is too close to camera, the LED light may reflect back causing over exposure. This is common, not a quality issue.

Dark or Light Image Quality

Primos® takes pride in the quality of images captured by the Proof®Cam. As daylight transitions back-and-forth between light and dark, the camera changes settings to optimize the picture. Some 'lighter' or 'darker' photos may be captured during the camera transition process – this should be a limited amount of photos with the optimization of our software. Also, please try to avoid setting up the camera in situations where the sunlight will shine directly into camera lens. With any photo capturing, taking pictures directly into sunlight produces less than desirable results.

Empty Photos/False Triggers

If there are a large number of photos taken with no game present in the frame, first make sure your camera is mounted the correct height and in the right direction. If there are limited, random photos with no game present, the following scenarios are most likely 1) an animal ran through the picture extremely fast or 2) a smaller animal/bird is around the camera/sensor but is not in the camera field of view or 3) the sunlight or heat in combination with moving elements (trees, brush, shadows) is causing a false trigger. The first two scenarios are hard to prevent, but the sunlight/heat should not cause many false triggers as the camera has been optimized to sense and distinguish for correct triggering. To prevent potential false triggers, try not to setup the camera directly in the sunlight.

Camera Doesn't Save Photos/Video

The SD Memory Card may be locked. Please look closely at the card and make sure the card is in the 'unlocked' position. If photos/ videos are still not saved by camera activity, the SD Memory Card may be corrupt or damaged. You can try to reformat the card on a computer and try it again, or simply try replacing it with a different/new SD Memory Card.

Storing Camera

Do not store in extreme heat, cold, moist or humid conditions. Remove batteries when storing for periods for longer than one week without use.

Inside Camera Operation

The camera is designed for outdoor use. It is ok to test the camera indoors for operation, but please note the indoor lighting and reflection may not be optimal for correct photo exposure and video recording.

Watching All Day Time Lapse Videos

Time Lapse recordings are meant to be saved as an all day video file - one video file per day. However, with interruptions, sometimes a few video files can be saved per day. Regardless, the video is saved in a standard AVI video format which can be played in almost all video players. The most common video player is Windows Media Player. If using Windows Media Player, you may enjoy the ability to 'speed up' or 'slow down' the video playback. To do this, with the video file open in playback mode:

Right Click on Video --> Select Enhancements --> Select Play Speed Settings.

If you want more advanced playback features, feel free to visit www.primos.com for other video player recommendations.