



Problem Images Guide

At times trail cameras can produce images that may not be as expected. Most commonly these issues are the result of the environment and/or camera placement. Determining if this is the culprit is the first course of action in troubleshooting. This guide will take you through different scenarios while provided detailed information.

Ultimately, if you feel your trail camera is giving you problem image(s) you can use the "Submit a Request" button located on this article to submit example images and details so we can review and advise.

Please be advised that the first steps of troubleshooting problem images will always be as follows:

- Ensure you have good quality batteries that provide sufficient power.
- It is preferable to use an SD card that has not been used in any other device and follows the recommendations provided in your camera's instruction manual.
- Change the camera's placement to see if the results are improved.

Bright Daytime Images (Sun Glare):



Occasionally the sun can interfere with the camera's ability to properly expose the main subject in the photo. This is caused by the camera trying to expose the brightest object in the photo and in return the subject is underexposed. To try and resolve the sun glare you can attempt to position the camera where the sun is not in the field of view of the camera lens.

Daytime Motion Blur:



To properly take photos a camera's shutter needs to be open a sufficient amount of time to let in enough light. In a bright light scenario, the shutter is only open a very short amount of time. In a lower light scenario, such as dusk or dawn where the IR flash is not yet needed, the shutter must remain open for a longer amount of time to allow the proper amount of light. The longer the shutter must remain open the more of a chance you have for motion blur. There is no way to completely eliminate motion blur.

Snow Glare:



When there is mostly snow in the foreground of a photo and other objects in the background, your camera can take a photo that appears darker. This is caused by the camera trying to properly expose the snow. To try a resolve this issue we recommend trying to place your camera in a manner that presents the subject as the foreground of the photo as much as possible, or to have the snow be completely in the field of view of the camera.

Damaged Image (Cut Off/Distorted):



Your camera saves your photos to the SD card that has been inserted into the camera. If the card has corrupted, or it has been removed while the camera was busy performing a task, it can cause a damaged image.

To troubleshoot we recommend that you try swapping the SD card in the camera for a new one. We recommend the brands SanDisk, Kingston, and Browning. Please ensure that it is a full-size card, not a micro-SD with an adapter, and it is at least 8 gigabytes in size.

If you have cellular cameras and are still experiencing cut off or grayed out photos this can also be caused by a signal drop while the image was transmitting to your account. Try moving your camera to an area where you might have a better cellular connection to prevent these distorted images.

Blank Daytime Images (No Subject):



There are a few scenarios where your photos will not have a subject in them. By looking for clues and comparing photos we can determine what may be causing the issue. A few causes could be limbs, brush, or small animals. No subject photos are not very concerning when you consider fast moving wildlife. They do become concerning when they are showing up more frequently (20% or more).

To prevent no subject photos, we recommend checking the following:

1. Ensure all major brush and limbs are removed.
2. Check your images for clues of small animals.
3. If your batteries have been used for long period of time they should be changed. (Especially in colder weather).

If you suspect that your camera has a false trigger we recommend performing the wall test. By removing all outside factors, we can determine if your camera is seeing something we are not able to.

To perform the wall test you will need to:

1. Take your camera and face it towards a wall about an inch away.
2. Leave your camera facing the wall with no movement in front of it overnight, turned on.
3. Check the SD card in the morning for photos of the wall.
4. If the camera took photos of the wall there is likely a detection problem and customer service should be called.
5. If the camera did not take photos of the wall then the issue is likely an outside source that should be resolved when placing the camera in the field.

Image is Dark:



The farther the subject is from the camera the less clarity and illumination you will receive from the flash. This can also be caused by insufficient battery power. To troubleshoot we recommend that the subject be within 15'-20', and to change the batteries in the camera (especially in colder weather) to a recommended brand. We recommend the brands Energizer, Duracell, and Browning. For optimum performance in colder weather, we also recommend using lithium batteries.

Foggy Image (Condensation/Dirt):



Outdoor elements like water and dirt can interfere with the image quality you are receiving. While you can keep your camera lens clean of dirt there typically is not much you can do to prevent condensation. It should fix itself and dry on its own in a few hours.

Image Background is Dark:



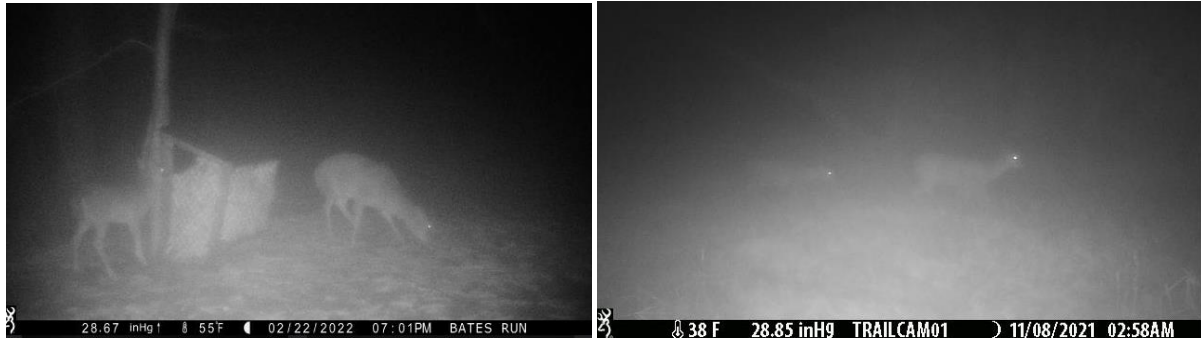
Large objects in front of the camera can cause an animal in the background to be underexposed while the object in the foreground is properly exposed. To prevent this issue, we recommend that all limbs and brush have been cleared from in front of the camera. You should also ensure that no large obstacles are in front of the camera (i.e., a tree or large feeder).

Subject is White from Flash (Washed Out):



If the subject is too close to the camera the IR flash can be too bright. This can cause your image to look over exposed. While you can't avoid where the subject walks in you can try and set your camera up to meet the 15'-20' ideal distance.

Foggy Image (Weather):



Anytime there is weather like rain, fog, or snow the light available to the camera can be less than ideal. This can greatly affect the image quality. If you are experiencing foggy images like the one above, you must wait until the weather passes to receive images of a higher quality.

Image is Black:



If your image is completely black, then this is most likely caused by insufficient power from your batteries. If the batteries aren't reading as dead, cold weather can affect the chemical makeup of the battery causing the power to drain during the night and slowly comeback as it gets warmer when the sun rises. For this reason, we recommend lithium batteries for optimal performance in cold weather. Black images could also be caused by using a brand of batteries we do not recommend. The brands we recommend are Energizer, Duracell, and Browning.

Dark Night Images (No Subject):



There can be numerous causes for blank images at night. A few of these are listed below.

If your camera is placed in an open field an animal might trigger the camera where the flash is unable to reach. This can cause a photo where there looks to be no cause.

Some images may appear almost or completely black. This is almost always caused by very weak batteries. If the batteries that are currently in the camera are strong enough to power the camera, but not strong enough to trigger the flash, this will result in a no subject very dark photo.

To troubleshoot we recommend trying a brand-new set of batteries in the camera. We recommend Duracell, Energizer, or Browning batteries. If your camera is in cold weather, for optimal performance try using lithium batteries as well. Always check that all large brush or limbs that could be triggering the camera have been cleared as well.

Nighttime Motion Blur:



To properly take photos a camera's shutter needs to be open a sufficient amount of time to let in enough light. In a bright light scenario, the shutter is only open a very short amount of time. In a lower light scenario, such as dusk or dawn where the IR flash is not yet needed, the shutter must remain open for a longer amount of time to allow the proper amount of light. The longer the shutter must remain open the more of a chance you have for motion blur. Browning Trail Cameras are made with quality lens and sensors but there is no way to completely eliminate motion blur.

Daylight IR Images:



It is possible for IR images to appear during the day because of low light situations. This could be caused by the time of day (dusk and dawn), by heavy canopies, or if the camera is indoors. To troubleshoot we recommend that the camera be taken outside in direct sunlight.