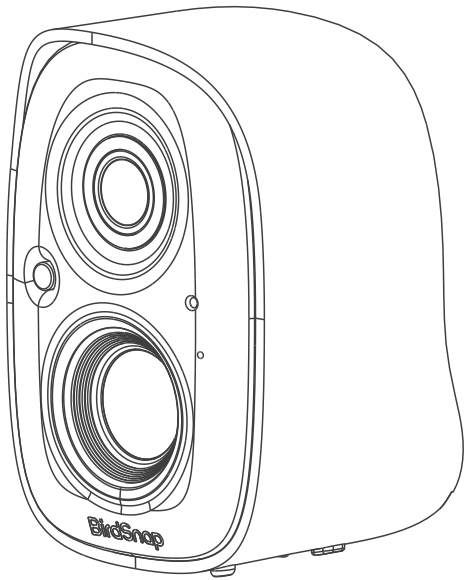
BirdSnap

User Manual



- Please read this manual carefully before use.
- Please keep this manual in a safe place for future reference.

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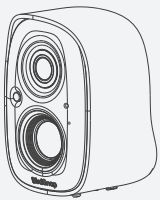
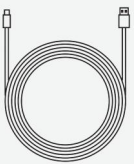
1 WHAT'S IN THE BOX

Before installation, please check that all accessories are complete.

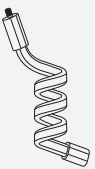


Bird Camera×1

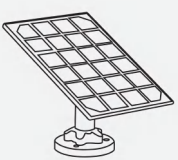


Charging Cable×1

Mounting Bracket×2



Hose Winding Bracket×1



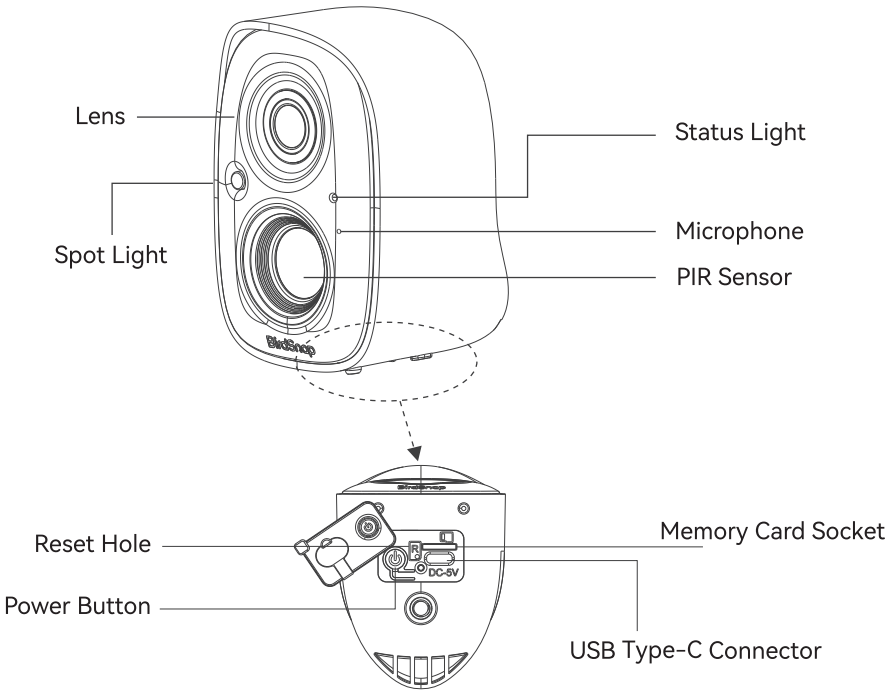
Solar Panel×1

Screws x6

Wall Anchors x6

User Manual×1

2 PRODUCT OVERVIEW



Power Supply Instructions:

The camera can be powered either by an outdoor solar panel or an indoor power adapter. Use only a 5V/1.5A USB Type-C power supply.

Indoor Charging

- Keep the USB Type-C charging port dry during charging.
- Do not expose the charging port to water or moisture.

Outdoor Solar Charging

- Use only a solar panel rated at 5V output.
- Do not connect a solar panel exceeding 5V output voltage, as this may damage the camera

3 DOWNLOADING THE BIRDSNAP APP

Download the App search“BirdSnap”in the App Store or Google Play, or scan the QR code on the package.

GET IT ON Google Play

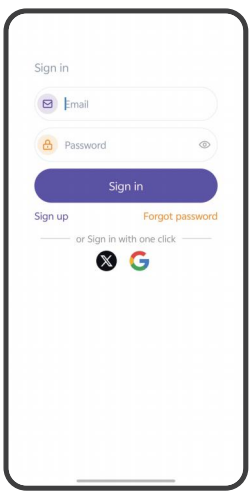
Download on the App Store

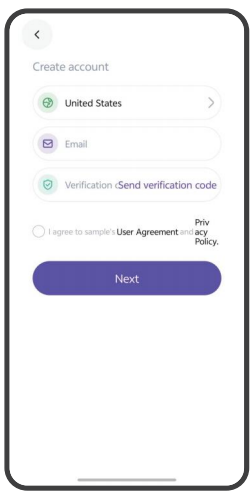
4 APP SETUP & USAGE

1 Create a Login Account

- Open the Birdsnap App and tap “Sign Up”.
- Select your country/region and enter your email address.
- Tap “Send Verification Code” and enter the code you receive.
- Read and agree to the User Agreement and Privacy Policy.
- Create your password and log in to your account.

Note: If you do not receive the verification email, please check your spam folder or contact our support team.

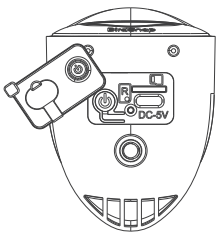




2 Enter wifi pairing mode

- Press and hold the power button for 3 seconds to power the device on or off.
- Double-press the power button to enter pairing mode.

(When the blue indicator light starts flashing and the device beeps, pairing mode is activated.If the device is not in pairing mode, double-press the power button to activate it again.)



	LED Indicator	Description
	Solid Blue	Recording
	None	Sleep/Power Off
	Solid Yellow	Charging
	Solid Green	Charging Finished
	blue light flashing	Waiting for pairing

3 Add the camera

- Cilck “Add”
- Click “Next ”
  Search for the device.

If the device cannot be found:

- Make sure Bluetooth is enabled on your phone.
- Double-press the device button to re-enter pairing mode.
- Return to the previous step and try again.

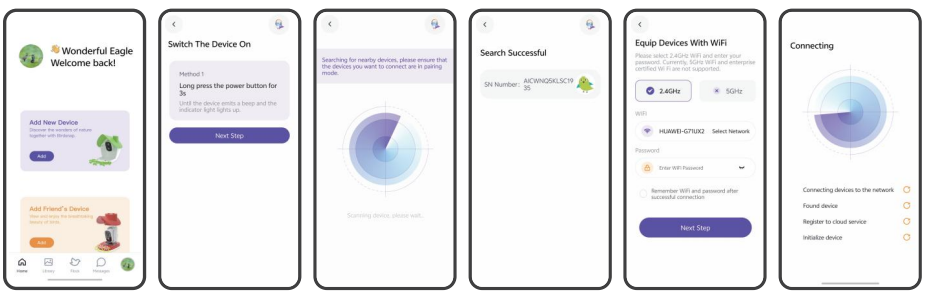
4 APP SETUP & USAGE

- Once the device is found, tap the SN number.
- Select a 2.4GHz Wi-Fi network and enter the Wi-Fi password. The device will begin connecting automatically.
- When you hear “Connected successfully”, the device has connected to the network successfully.

If you hear “Connection failed”, the setup is unsuccessful.

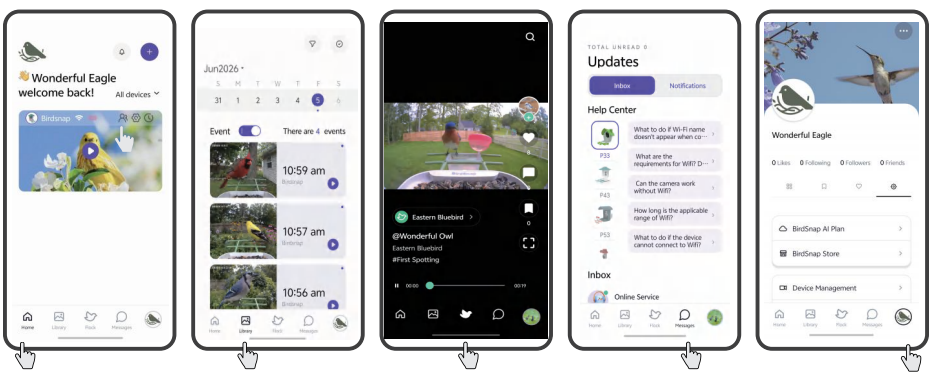
Possible reasons for setup failure include:

- Incorrect Wi-Fi password. Please check and re-enter the password.
- Your Wi-Fi network does not support 2.4GHz.
- Weak or unstable network signal. Move the device closer to the router and try again.

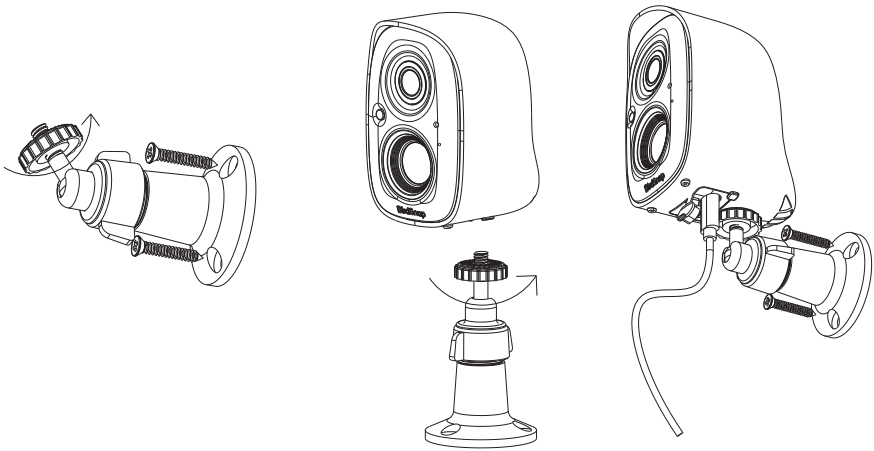


4 App Features

- Visit the Home page to watch live videos. Tap the icon above the video to share the device with friends or open Settings to adjust recording duration and motion detection sensitivity.
- Tap the Library icon to view video history.
- Tap the Flock icon to watch videos shared by other users. Tap the top-left corner to upload your own videos.
- Tap the Messages icon to contact customer support if you need assistance.
- Tap the Profile icon to access the admin page, where you can subscribe to cloud storage, redeem points, and view the device SN number.

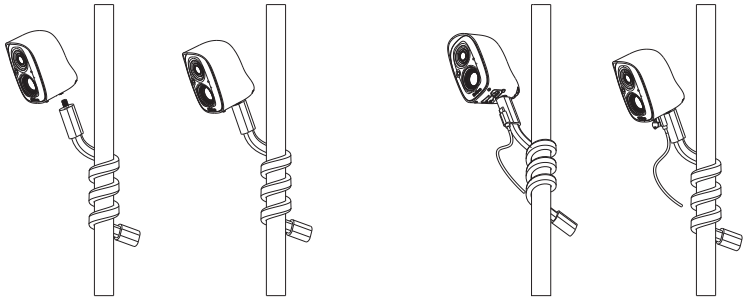


Using the mounting bracket

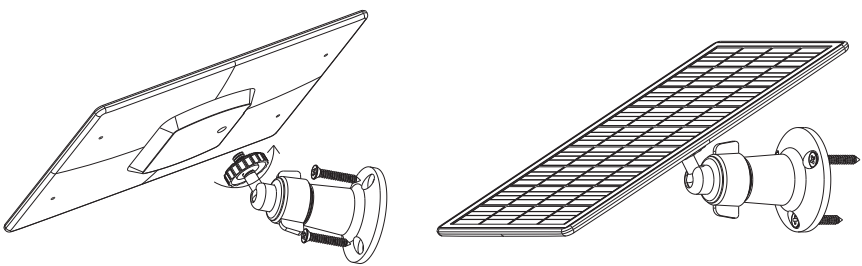


First, secure the mounting bracket on the wall.
Next, attach the camera to the bracket by aligning the bottom screw hole and tightening it securely.
Lastly, adjust the camera to your desired angle.

Using the flexible mount



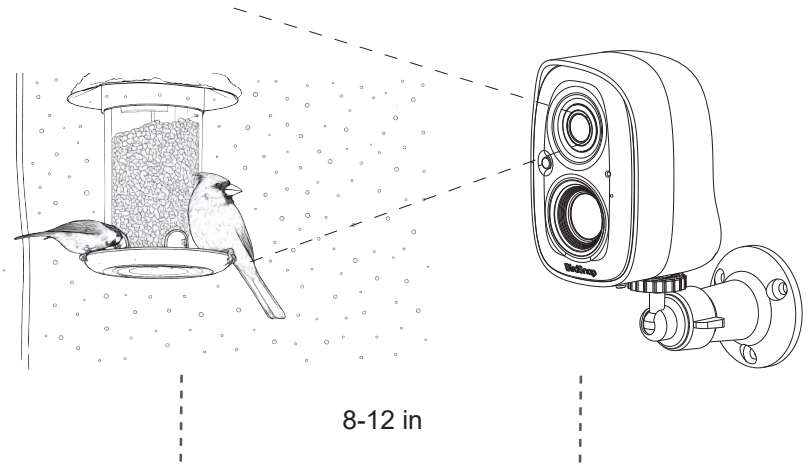
Using the solar-panel



Important: Before installation, ensure the solar panel is positioned where it can receive direct sunlight for optimal charging performance.

Optimal Camera Placement Distance

Tip: For optimal image quality, keep the feeder approximately 20–30 cm (8–12 in) from the camera. While the feeder can be placed closer or farther away, doing so may reduce image sharpness and bird identification accuracy. If you need assistance, please contact our customer support team.



6 FAQ

Q1 What to do if Wi-Fi name doesn't appear when connect to Wi-Fi?

Turn on the "location permission" for the app in system settings of phone and change it to "allow when using".

Q2 What are the requirements for Wi-Fi? Does it support 5GHz?

The device only connect to 2.4GHz Wi-Fi for now and does not support 5GHz. Please set the Wi-Fi authentication method to WPA-PSK or other lower level of the security method.

Q3 Can the camera work without Wi-Fi?

Live video on App needs Wi-Fi connection. It also can work and record onto Memory card without Wi-Fi connection, you need to download video from the Memory card.

Q4 How far can the feeder be placed from the Wi-Fi?

Generally 30-40 meters. If there are many obstacles (partition walls) between the router Wi-Fi and the camera installation location, it will be affected, and it is also related to the transmit-ting and receiving power capabilities of the Wi-Fi router.

Q5 What to do if the device cannot connect to Wi-Fi?

① Make sure it is 2.4GHz Wi-Fi.
② Check Wi-Fi name and password.
③ If the camera is in the effective coverage of Wi-Fi.

If it still doesn't work, please contact our customer service team: support@birdsnap.com

Q6 What should I do when the device malfunctions?

Long press the power button to restart the camera. If it still doesn't work, contact customer service (support@birdsnap.com) with your order number and a picture/video of the issue. subscription.

Q7 Is the Birdsnap App compatible with Android and Apple? Can I use it on ipad or computer?

Yes it fits both Android and iOS phone. Currently the app only supports mobile phones and iPads, not PC.

Q8 What's the minimum and maximum memory card storage requirements for this device?
8GB-128GB.

Q9 Can I use the bird feeder without a memory card?
The bird feeder can work normally without a Memory card. It comes with lifetime free cloud (≤0.5GB and 3-day loop). Camera detects and auto record videos onto the cloud. Larger/longer cloud storage needs subscription.

Q10 How long is the maximum video time and how to adjust the video duration?
The default video length is 10s. You could set the duration to 10/15/20 seconds on the app. (Setting path: Device Management -> Motion Detection -> Recording Setting -> Recording Duration.) If you subscribe cloud service, the maximum duration is extended to 3 minutes.

Q11 How to download videos to my phone?
Click the "Library" page, select the videos and click "Save" to download.

Q12 The camera keep flashing when detects something, how to turn it off?
Setting path: Device Management -> Alarm Settings -> Turn off audio/flashing alarm.

Q13 Screen upside down when using the app, how to make it right?
Setting path: Device Management -> Video Settings -> Rotate Image.

Q14 Will the camera show red lights when night vision is activated?

The built-in infrared lamp beads make the camera only show some dim red lights when night vision is activated, but the image quality is still clear under no light environment.

Q15 Are there temperature or weather limits?

Temperature: 14°F-113°F Humidity: 10%-80%

Q16 Why does the blue light keep flashing and making a ding-dong sound?

The flashing blue light and sound mean the camera is trying to sync with the app or connect to Wi-Fi, but hasn't succeeded yet. To fix it:

① Open the BirdSnap app and follow the re-sync instructions.

② Insert the card pin into the reset hole for 3 seconds to put the camera into pairing mode again.

Q17 How to delete videos on memory card?

Connect memory card to computer and delete videos on computer.

Q18 How to use it without network.

Please insert memory card and connect camera to App for first use. Then you could use it without network and App (turn on camera and wait for about 5 minutes the Ding Dong sound will automatically turn off).

FCC Caution:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit differentfrom that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC ’ s RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antennas

BirdSnap

If you run into problems using our products, please contact our customer support, attaching your order number, S/N number of camera (on the side of camera) and a photo/video of the issue for sooner process.

[support@birdsnap.com]

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“Backyard Birds & Nature”