

## **TROUBLESHOOTING GUIDE**

### **Only small % change on card**

- If bat activity is low then fewer recordings will be produced over a night.
- A nightly increase in card 'A' percentage is a promising sign, even if very low (1 or 2%), especially with a 32GB card. Even 0% may have recordings.
- Ideally check after night 1 using the card reader – even if your PC cannot play the sound from a file, look at file properties and see how many MB have been used to create the file, and the time and date it was created.
- Zero MB, or only 'SENSOR A' data means that there will be no bat recordings – see below.

### **Only 'Sensor A' data on card**

- 'Sensor A' is an inbuilt, automatic log of temperature. It samples every few minutes whilst the box is in recording mode. It operates even when the batteries are too low to trigger recordings of bats.
- Before carrying out further surveys, replace the battery set with a fully charged set.
- Check that the microphone lead plug is connected correctly. Check lead for damage – please report any damage as soon as possible to [norfolkbatsurvey@gmail.com](mailto:norfolkbatsurvey@gmail.com)

### **No files at all**

- Batteries were already very low. Fit fully charged set and charge other set.
- Power switch was not moved to 'ON' when box was set up on site, or subsequent WAKE/EXIT instruction was not carried out. No GREEN LIGHT was showing. Follow instructions under box lid – you can practice this at home and then repeat on site.
- SD card not clicked into place in slot A, you must click it in. Display would show A N\A rather than required A %AGE

- SD card failed (extremely rare) – use spare card on the following night – make a note of the card number on your recording sheet.
- SD card was already full (unlikely) - Display said MEDIA FULL. Some detectors say this when the card has not been clicked into place.
- If still no recordings, E-mail or Telephone us for help – see website for contact details.

### **No memory card supplied**

- In theory this should not happen. There should always be at least one SD card with the kit. However if it does, please let us know and you would be very welcome to purchase your own SDHC card (ideally a SanDisk (a 16GB or larger card which can be bought at most large supermarkets), keep the receipt and we will reimburse you for the cost.