

North Somerset Bat Survey

Troubleshooting Guide



The lights on the detector have switched off.

The small LED lights will come on when the detector is first switched on, these will give you the SD card, Bluetooth and Recording status. If there is no further activity, the lights will automatically turn off. If you have paired the detector with the Configurator app, the lights will remain on.

What does the Bluetooth LED status light mean?

The light above the word “**Bluetooth**” and below the word “**Diags**” tells you about the detector’s Bluetooth status. When the detector is first switched on, the light will be off, indicating that it is not paired. The definitions of the Bluetooth status lights are provided below:

- Green blinking= Pairing
- Green solid= Paired
- Red solid= Pair failed

What does Recording LED status light mean?

The light above the word “**Recording**” and below the word “**Load**” tells you about the detector’s Recording status. We have pre-set the detector’s recording schedule meaning the light should be solid green, indicating it is waiting for the next recording period.

What does the SD card LED status light mean?

The light above the word “**Sd Card**” and below the word “**Defaults**” tells you about the detector’s SD card status. Please refer to the LED light definitions below:

- Off= No SD card detected
- Green blinking= SD card is active
- Green solid= SD card detected but not active
- Red blinking= SD card is full (make sure you empty the card before visiting your 1-km square)
- Red solid= SD card issue (try reinserting the SD card until you hear it click into place, if this fails the card may need to be formatted on your computer)

Why isn’t my Configurator app pairing with the bat detector?

Before attempting to pair the Configurator app with the detector, make sure your phone’s **Bluetooth is switched on**. Please note that the app requires that the host mobile device has a minimum Bluetooth chipset version of 4.0, if you do not have this, you will not be able to pair.

To pair you will also need to make sure the detector is in pairing mode, to do this hold down the “**PAIR**” button on the detector for **3 seconds**.

I've gone to upload the recordings but there are no files on the SD card.

There are a few reasons why your SD card might not have recorded anything. When deploying your detector, it is important to make sure that you insert the SD card properly (you will hear it click into place and the SD card status LED will turn green). You may also have forgotten to switch the detector “**On**” before leaving it to record. Ejecting the SD card when the bat detector is still switched on will also cause problems, please make sure that you **always switch it off** before removing.

If you have been unable to collect any data, please let us know by emailing northsomersetbats@uwe.ac.uk and we can help you book another timeslot.

I've gone to upload the recordings but there is only a small change on the SD card.

This is normal, don't worry! Recordings may only take up a small amount of space, especially if there was not a lot of bat activity during the survey nights. Please still upload your data to the BTO Acoustic Pipeline.

I am having difficulty uploading my data to the BTO Acoustic Pipeline.

Please email the BTO's support email at acoustic.pipeline@bto.org. They should be able to guide you through the issue. If you are still unable to upload your data, please **do not** delete the recordings. Please email us at northsomersetbats@uwe.ac.uk to arrange returning the SD card to us by post.

Question still not answered?

Please look on the FAQ page on our website or contact northsomersetbats@uwe.ac.uk.