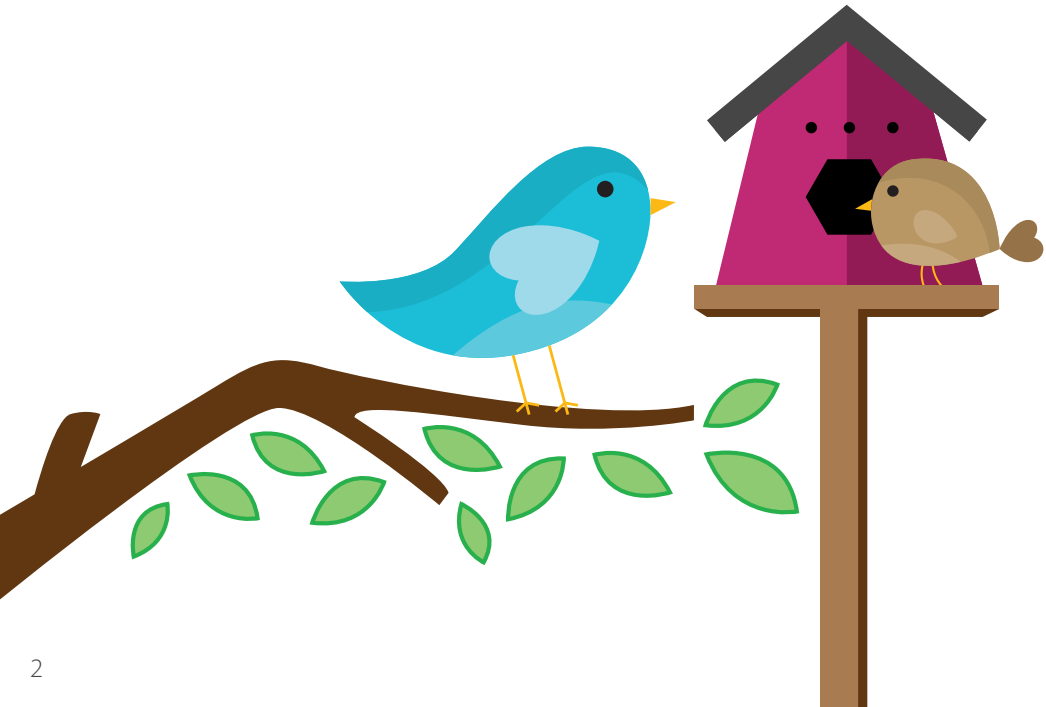




# WiFi Bullet Camera Kit Quick Start Guide



**Please read me before you start!**



# Contents

1. Camera setup
2. App setup
3. Physical installation
4. Sharing the Camera
5. Troubleshooting



Watch our setup videos

Don't know where to start?  
Watch our setup videos online.  
🖱️ [green-feathers.co.uk/help](https://green-feathers.co.uk/help)

Congratulations! You are now the proud owner of a Green Feathers Camera. For years we have been a leading provider of wildlife cameras and our bird box cameras are a number one choice for those wanting to watch wildlife in their very own garden from the comfort of the sofa.

Please take a couple of minutes to have a read through this booklet before you get started. Not only are there some helpful hints and tips, but we also have some guidelines to help you plan the installation of your camera.

With just a bit of time, a cup of tea and a friend you'll be up-and-running in no time. We hope you enjoy your camera!

# 1. Camera Setup

Before mounting up the camera outside, **wire it up inside the house first** to make sure everything is working as it should.

## Attaching the antenna

To attach the antenna **screw into the connector on the rear** (see opposite).

For the best signal range, keep the antenna pointing up and away from the camera.

## Inserting a MicroSD Card

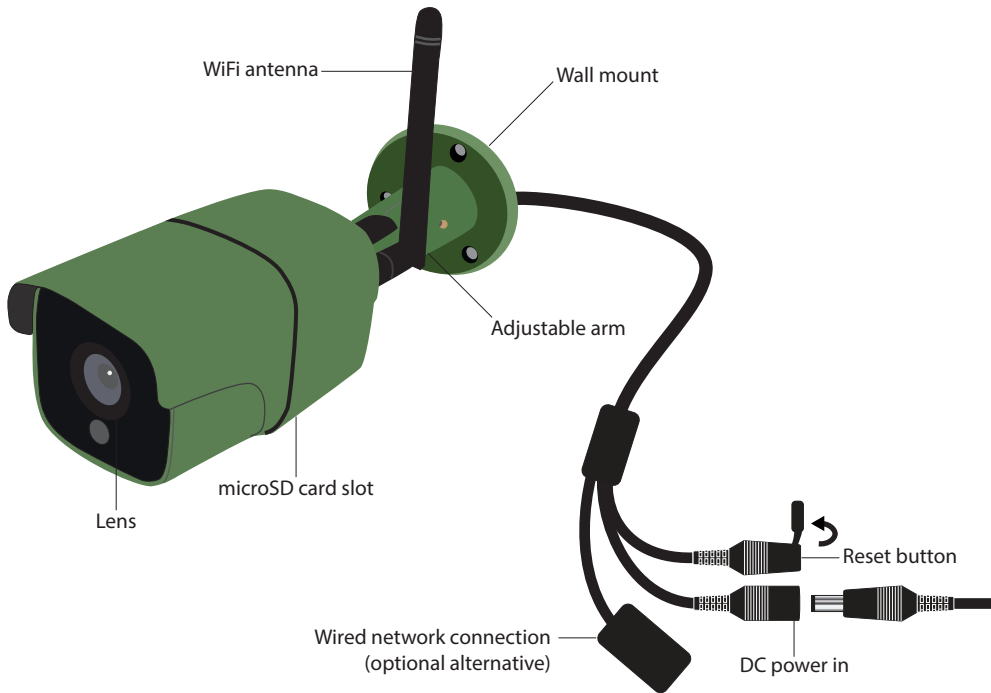
If you are using a microSD card ensure that you **insert it before powering the camera**.

To insert the card, unscrew the screws underneath the camera to remove the panel. With the card's pins facing the front of the camera, gently insert the card into the slot.

## Powering up the camera

**Plug in the power supply** into the trailing cable of the camera. Allow 30 seconds for the camera to boot.

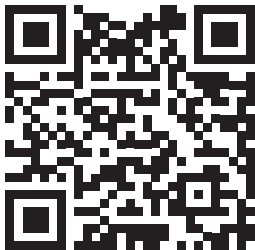
The reset button is only used during setup and factory resets, or if you need to change connection modes.



## 2. App Setup

### Download the app

📲 Search for **Green Feathers** on the Apple App Store or Google Play Store to download the app to your smartphone or tablet.



### Add the camera to the app

Once the app has downloaded to your device open it, register an account and then it is time to add your camera.

We are regularly improving the app, so please refer to the latest setup instructions which can be found on our Help site via the link below.

#### WiFi Connection Setup via App:

[bit.ly/NCIP3WFAppSetup](https://bit.ly/NCIP3WFAppSetup)

#### Wired Network Connection Setup via App<sup>†</sup>:

[bit.ly/WiredSetupGFApp](https://bit.ly/WiredSetupGFApp)

Simply type the above link(s) into your web browser or scan the QR code on the left to be taken straight to our latest step-by-step guide on how to add the camera to the app.

## 3. Physical Installation


Now you are ready to mount the camera into position.

### Mounting the camera

The camera can be **mounted to a wall** using the **screw holes** on the **mounting arm**.

The arm can be fully articulated so you can **adjust the angle the camera** – simply **loosen the screws with an Allen key**.

### Check WiFi Strength

 **Check the Wi-Fi strength** around the site of where you are going to place the camera using a smartphone or tablet.

Take the camera to the location where you want to place it and power it up. Make sure that you are receiving a good WiFi signal on your device. **Not working? Jump to Troubleshooting on page 10.**

<sup>†</sup>Optional alternative method using network cable.

## 4. Sharing the Camera

### Share with Family & Friends

You can securely share your camera with others when they download the app and register. Follow the instructions below on how to share your camera with others.

**App setup:** [bit.ly/NCIP3WFShare](https://bit.ly/NCIP3WFShare)

Simply type the above link into your web browser to be taken straight to our step-by-step guide.



## Need more help?

If you require more assistance setting up your camera or you need further support then please **visit our Help website** where you'll be able to find all our support guides and videos.

**Find more help online.**

 [green-feathers.co.uk/help](https://green-feathers.co.uk/help)

## Send Us Your Footage

Do you have some excellent footage captured on your camera? Send us your video or images and we'll give you an exclusive discount code for your friends and family.

There are many ways to get in touch with us:



[info@green-feathers.co.uk](mailto:info@green-feathers.co.uk)



[@GreenFeathersUK](https://twitter.com/GreenFeathersUK)



[/greenfeathersbbc](https://www.facebook.com/greenfeathersbbc)



[@greenfeathers](https://www.instagram.com/greenfeathers)

## 5. Troubleshooting

Having trouble? Here are some answers.

### **The camera isn't powering up**

Unplug the power supply for 20 seconds and then plug it back in. After about 30 seconds you should hear a small click from the camera. The camera should also start to feel slightly warm after having been connected to the power for a while. If this is not the case, please open a support ticket with us.

### **My WiFi network range doesn't go far enough**

WiFi networks have a limited range so you may not always get a good signal in your garden. If this is the case, use a WiFi Repeater that can extend the range of your network. Make sure you connect the camera to extender network (you can reset the camera by holding down the reset button for about 30 seconds).

### **Help! I can't add the camera to the app**

Please visit our [green-feathers.co.uk/help](https://green-feathers.co.uk/help) for the latest guides on adding the camera to the app on your device(s).

### **My camera isn't connecting to my 5GHz WiFi network**

This camera uses 2.4GHz WiFi only. Some routers merge the two frequencies together causing problems for the camera to connect. To resolve this you need to switch on the 2.4GHz network in your WiFi router settings. Information on how to do this for your router model can be readily found online.

### **The live stream is poor quality**

By default the app starts the live stream in low quality to save bandwidth and for a smoother experience. While in Live View you change the video quality.

### **I can't hear any audio on the livestream/recordings.**

First, make sure audio is enabled. Then on the app live video you need to switch on audio monitoring by tapping the icon.

# Declaration of Conformity

Dear Customer,

We, **Open 24 Seven Ltd.**, hereby declare that the product:

## **Green Feathers WiFi Camera**

Conforms to the appropriate standards to achieve CE. To find out more information on the conformity of this product please visit our website and search for your product code or use the link below.

<https://bit.ly/NCIP3WFD0C>

Signed,



Chris Barrell  
Operations Director



For more help visit:  
[green-feathers.co.uk/help](https://green-feathers.co.uk/help)

