

## **Troubleshooting Guide**

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### **1 I am deploying my detector but cannot access the North Somerset Bat Survey on EpiCollect to complete my setting out form.**

When you reserve a survey square we will add you to our private EpiCollect project using the email you have provided. If you are unable to access the North Somerset Bat Survey project, it may be because your email has not yet been added to the project or you are using a different email address. Please ensure you are logged in using the correct email. If this still does not work, please continue to deploy your detector. You can complete the setting out form along with the collection form at the end of the survey. After deploying your detector, please let us know if you have not been able to access the project and we will get you added to it.

### **2 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.

### **3 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

#### **4 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.

#### **5 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)

#### **6 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** **AND** **GPS**

**tracking 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**.

### **7 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@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk) and we can help you book another timeslot.

### **8 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.

## **9 My files are too large to upload to the BTO Acoustic Pipeline.**

The Acoustic Pipeline has a maximum upload limit of 32 GB. If your data exceeds, this you will need to split your recordings into separate files and upload each folder separately. To do this, you will need to create a new folder for each upload and copy the recordings into the different folders. Please ensure the recordings are separated accurately and different folders do not contain the same recordings.

## **10 I can't find the North Somerset Bat Survey when uploading my data on the Desktop Upload Client.**

When adding your survey metadata you will be asked to assign your data to a project. The drop down menu will show you all projects that you are signed up for; if the North Somerset Bat Survey does not appear this means you are not signed up to it. To sign up, please find your detector booking confirmation email. This will include a link where you can register to the BTO Acoustic Pipeline and add the North Somerset Bat Survey as a project, please click this link to be automatically added. If you cannot find this email, please contact [northsomersetbats@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk) with your BTO USERNAME and we will invite you to the project.

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

In the first instance if you are having issues please email the BTO's support email at [acoustic.pipeline@bto.org](mailto: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.

If the helpline cannot assist please do email us at [northsomersetbats@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk) for help, and also visit our Resources webpage for the troubleshooting guide.

If all else fails and you are unable to upload don't worry, we have a limited number of spare SD cards at our detector centres so you can post your SD card to us at:

North Somerset Bat Survey,  
Bat Conservation Research Lab,  
Milner Centre for Evolution,  
University of Bath,  
Claverton Down, Bath, BA2 7AY.

If you are going to post your card **please ensure that you:**

1. **Inform us via email** including the details of your square, survey dates and detector hosting centre and detector number and
2. **Inform your detector centre** that you are going to post the SD card, as they will need to replace the card in the box for the next person.

Please email us at [northsomersetbats@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk) to arrange returning the SD card to us by post.

## **12 I have been told the images I uploaded to EpiCollect cannot be seen.**

This may be because you have not uploaded your entry correctly. Please return to your form on EpiCollect and click the edit button. Check that the photos (both of the detector and feature length) are in the form, click "Next", "Save entry" and then "Upload now" (in the orange banner). Please then click "Upload data" and "Upload photos" to add your photos correctly. If the photos still cannot be viewed, please either save or screenshot your images when viewing them in the form edit page of EpiCollect and send them to [northsomersetbats@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk).

## **13 Question still not answered?**

Please look on the FAQ page on our website or contact [northsomersetbats@bath.ac.uk](mailto:northsomersetbats@bath.ac.uk).