OcuTrap Knowledge Base

Complete user guide for the OcuTrap R1 smart wildlife trap.

Online docs: **docs.ocutrap.com**

Support: **support@ocutrap.com**

OcuTrap Knowledge Base

Everything you need to set up, operate, and troubleshoot your OcuTrap smart trap — hardware guides, app help, billing, and support.

> **New here?** Start with the Set-up Tutorial. If something is not working, check Common Issues or Trap Offline or Won't Connect.

Browse the docs

Getting Started	Set up your trap, connect the app, and learn how arming and captures work.	set-up-tutorial.md
Troubleshooting	Fix offline traps, door problems, motor connections, and other common issues.	common-issues.md
FAQs	Battery, firmware, weather, camera settings, and everyday questions.	common-questions.md
Account & Billing	Manage subscriptions, update payment methods, and reset your password.	managing-your-subscription.md
Device Management	Transfer or sell a trap, run test mode, and manage device ownership.	selling-or-transferring-a-trap.md
Support	Contact us, report bugs, and review safety information.	support.md
Downloads	Print-friendly PDFs, cheat sheets, and other reference materials.	downloads.md
Legal & Compliance	Warranty, disclaimers, and compliance information.	legal-disclaimers-and-compliance-information.md

Popular guides

Quick links to the pages customers open most often:

Set-up Tutorial

Trap Offline or Won't Connect

Common Issues

Battery Overview

LED Guide

System status

Check whether OcuTrap services are running normally before troubleshooting a connection issue.

https://ocutrap.statuspage.io/

Getting Started

Introduction

What is OcuTrap?

- **Innovative OcuTrap Technology:** Transforming the approach to trap monitoring, management, and control.
- **Significant Time and Cost Savings:** Drastically reduces the need for frequent trap checks, saving both time and resources.
- **Instant Mobile Alerts:** Get notified immediately upon the capture of your target animal, enabling efficient trap management.
- **Smart Control Features:** Facilitates the precise capturing of target animals through advanced technology.
- **Remote Operation Capability:** Manage trap doors from anywhere in the world, significantly reducing the risk of injuries from accidental encounters with the trapped animals.

First time using your OcuTrap? Check out the Set-up Tutorial.

Safety Information

Set-up Tutorial

Setting up your OcuTrap has two parts: **assembling the hardware** and **connecting it to the app**. This page walks the whole path in order — follow the steps top to bottom, and open the linked guides when you want more detail or photos.

Step 1: Charge the battery

Do this first so the battery charges while you assemble the trap.

1. Open the small white box and find the charger.
2. Charge the **blue battery** until the charger light turns **green** — a full charge takes about **5–6 hours**.

Step 2: Assemble the trap

Assembly covers the **door**, the **handle**, and the **POD** (the module that holds the camera, sensor, and electronics). Two guides cover the same build — written steps with photos, or follow-along videos:

Hardware Set Up

Video Assembly

> If any part is missing or damaged, stop and contact support@ocutrap.com before continuing.

Step 3: Create your account and add your trap

You manage your OcuTrap from the web portal at app.ocutrap.com — or from the mobile app, which has the same features.

1. Create an account (or log in) at app.ocutrap.com. Verify your email — the app asks for this before you can activate a trap.
2. Open **Add trap** and follow the wizard: enter your **Trap ID** and **Device ID** (both are on labels on/inside the trap), choose a cellular plan, name the trap and set its location, then tap **Activate trap**.
3. When activation completes, the app opens the new trap's **console page**, with a **Waiting for first check-in** note that clears once the trap connects. Finish billing from the trap's **Billing** tab.

Full walkthrough with screenshots: Adding a trap to your account.

> **Using a phone?** Install the mobile app and turn on push notifications so capture alerts reach you immediately — see Using the Mobile App.

Step 4: Power on and confirm it's connected

1. Insert the charged battery and power on the trap.
2. Watch the status LED — **breathing cyan** means the trap is connected to the cloud and ready. Other colors: LED Guide.
3. Confirm the trap shows as **online** in the app.

If it won't connect, give it a minute, then see Connectivity & Coverage.

Step 5: Place, set your capture distance, and test

Where you put the trap and how you set the **capture distance** matter more than anything else — the camera and sensor are fixed inside the POD, so there's nothing to aim.

The essentials:

- Put **bait behind the sensor**, near the back of the cage.
- Set the trap on **level, stable ground**.
- Pick a **capture distance** in the app (presets from 6 in to 18 in; default 8 in).
- **Test before you walk away**: arm the trap, wave your hand slowly through the detection zone, and confirm the door closes and you get a capture alert.

The full field guide — placement, capture-distance tuning, the pre-departure checklist, and validating with Scouting Mode:

Deploying Your Trap in the Field

Step 6: Arm it and turn on notifications

1. **Manually open the door** — for safety, arming requires the door to already be open.
2. Tap **Arm** in the app. See Arm & Un-arm Button for what each state means.

3. Choose how you want to be alerted (push, email, or both) in Notification Settings.

While armed, the trap checks in on a low-power cycle and can briefly show offline between check-ins — that's normal. You'll be alerted if it stays disconnected for more than an hour.

You're set — what happens next

- **When your trap takes photos:** When Your Trap Takes Photos
- **When you get a capture:** the door closes and locks, and you get an alert — see After a Capture and Handling & Releasing a Captured Animal
- **Getting the most out of your trap:** Tips and Tricks

> **Something not working?** Check Common Issues or Trap Offline or Won't Connect.

Hardware Set Up

This guide walks you through assembling your OcuTrap R1 step by step, in three sections: **Door**, **Handle**, and **POD**. Follow each step carefully to ensure your OcuTrap functions correctly. When the hardware is done, continue to Adding a trap to your account for the app setup.

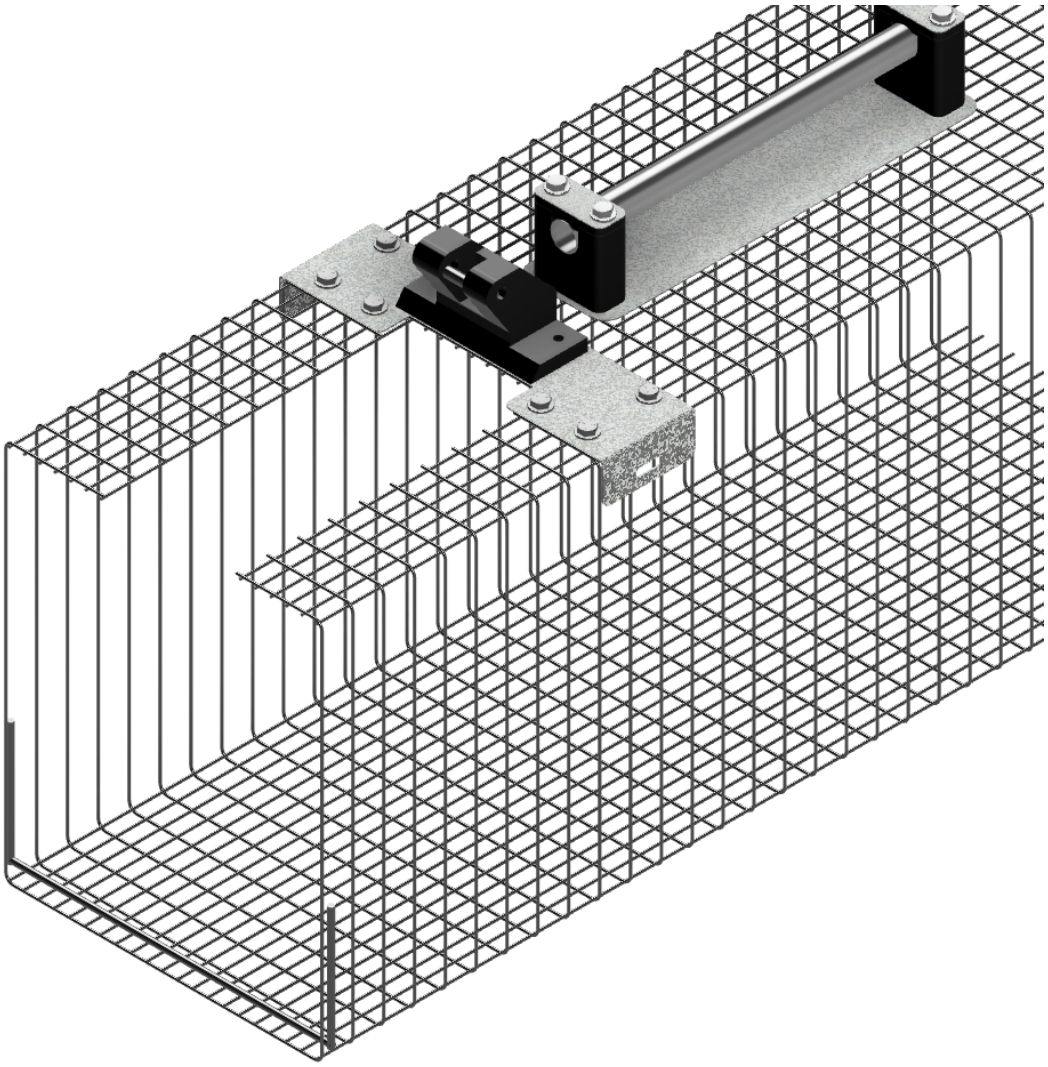
Prefer to watch? The full assembly video is below, and Video Assembly breaks it into per-section clips.

> ▶ **This page has a video.** Watch it online at docs.ocutrap.com.

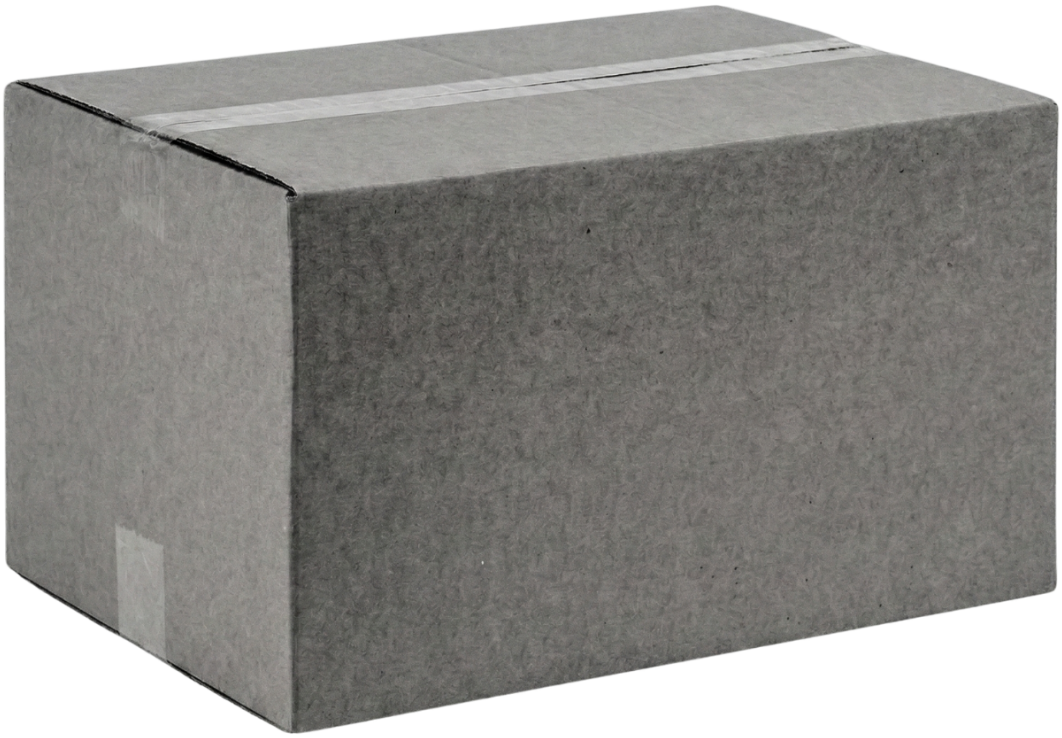
Unboxing and Initial Inspection

Carefully unpack your OcuTrap R1 and check that all components are included:

Cage



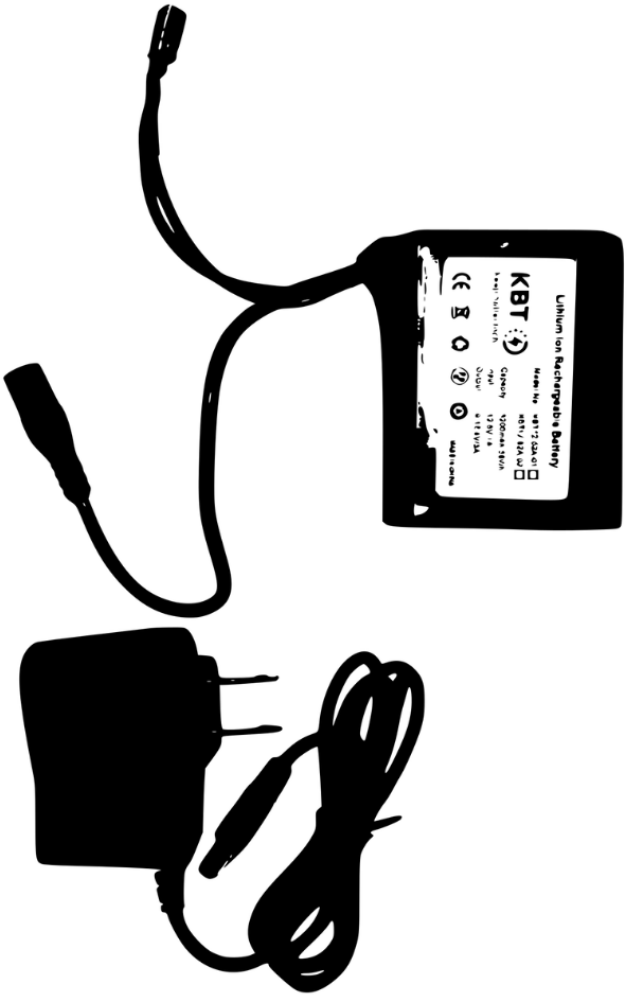
Parts Box



Examine each item for any visible damage. If anything is missing or appears damaged, halt installation and contact support@ocutrap.com with your Trap ID.

Charge the Battery

Fully charge the blue battery until the charger light is green, using the accompanying charger found in the small white box. A full charge takes about 5–6 hours — start it now so it's ready when assembly is done.



Section 1: Door Setup

Step 1: Components Needed for Setup

Before beginning, ensure you have the following parts for the door assembly:

Door

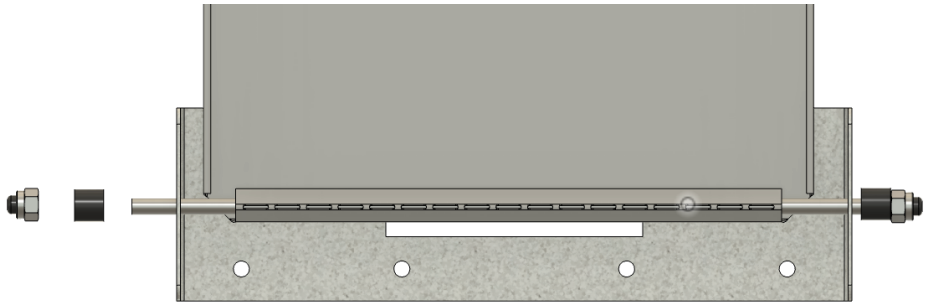
- 2x Brackets (top locking mechanism)
- 2x Black spacers
- 2x Black capped nuts
- 1x Metal door
- 1x 12” Rod
- 1x Nut Driver
- 1x Nut Assembly Tool (figure right)

Motor

- 1x Motor
- 2x Pins
- 2x Clevises

Step 2: Setup the Door Mechanism

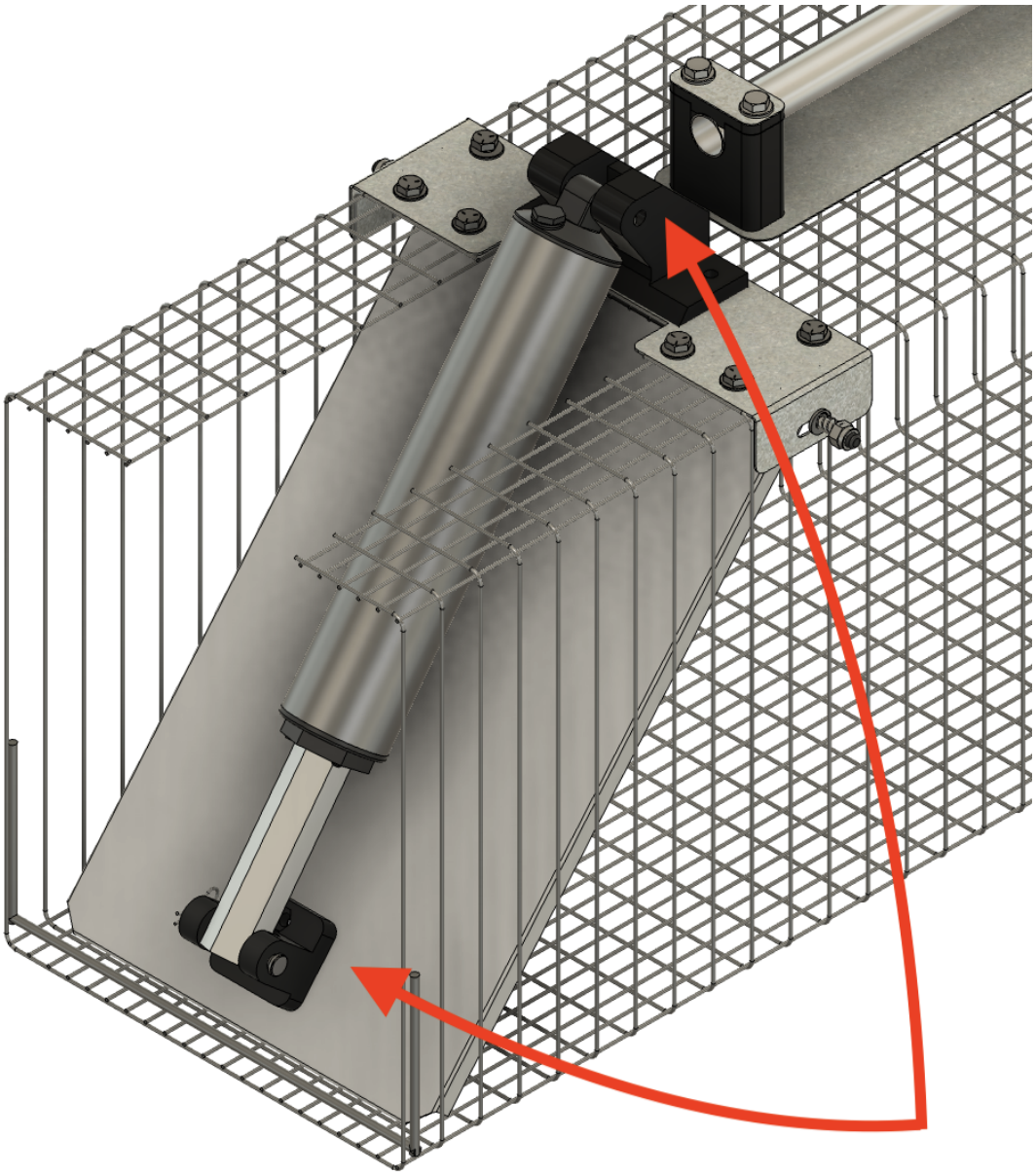
1. Align the metal door inside the trap.
2. Thread the metal rod through the oval slot in the metal bracket attached to the top of the solid metal trap door.
3. On each end of the rod:
    1. Place a black spacer.
    2. Secure it with the black capped nut on both sides
    3. Use the nut assembly tool and the nut driver on each end to tighten the nut until snug.

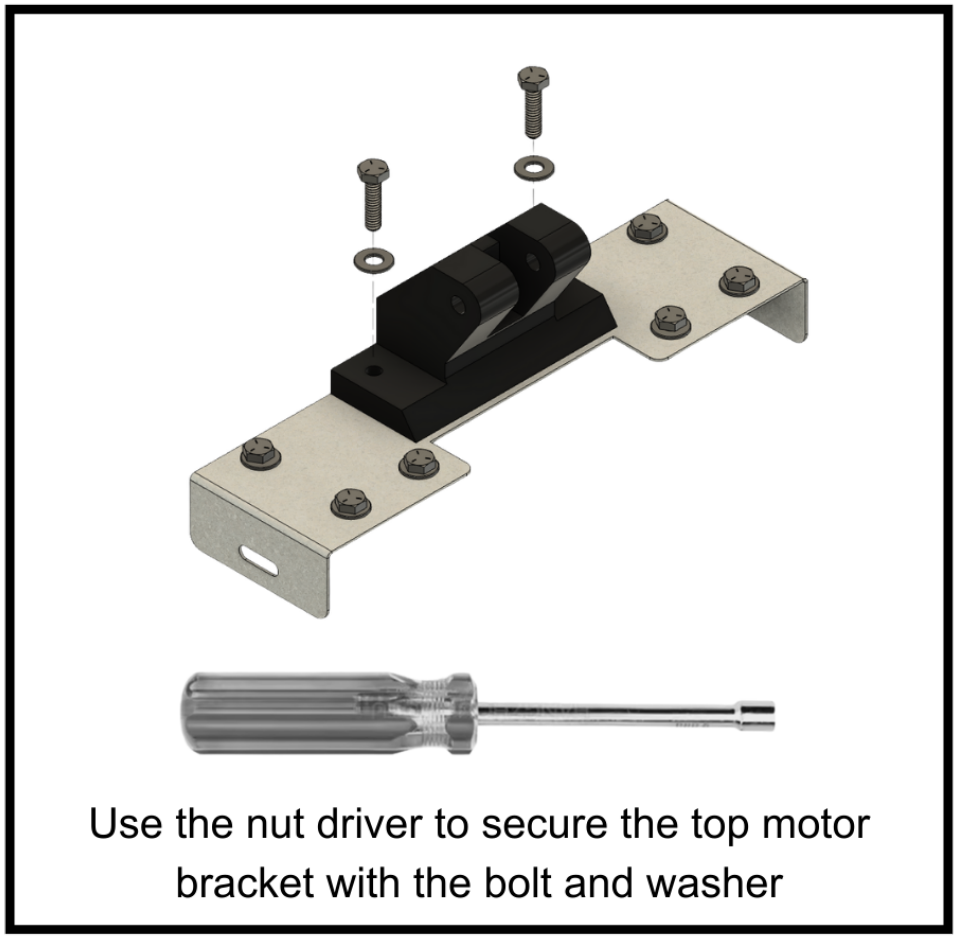


Step 3: Setup the Motor

1. Install top bracket with washers and bolts. Tighten with nut driver.

2. Use the pins and clevises to secure the motor to the door at both the top and bottom attachment points.
3. Feed the cable through the metal handle.
4. Verify that all components are securely fastened.
5. Check that the door moves smoothly and is properly aligned.



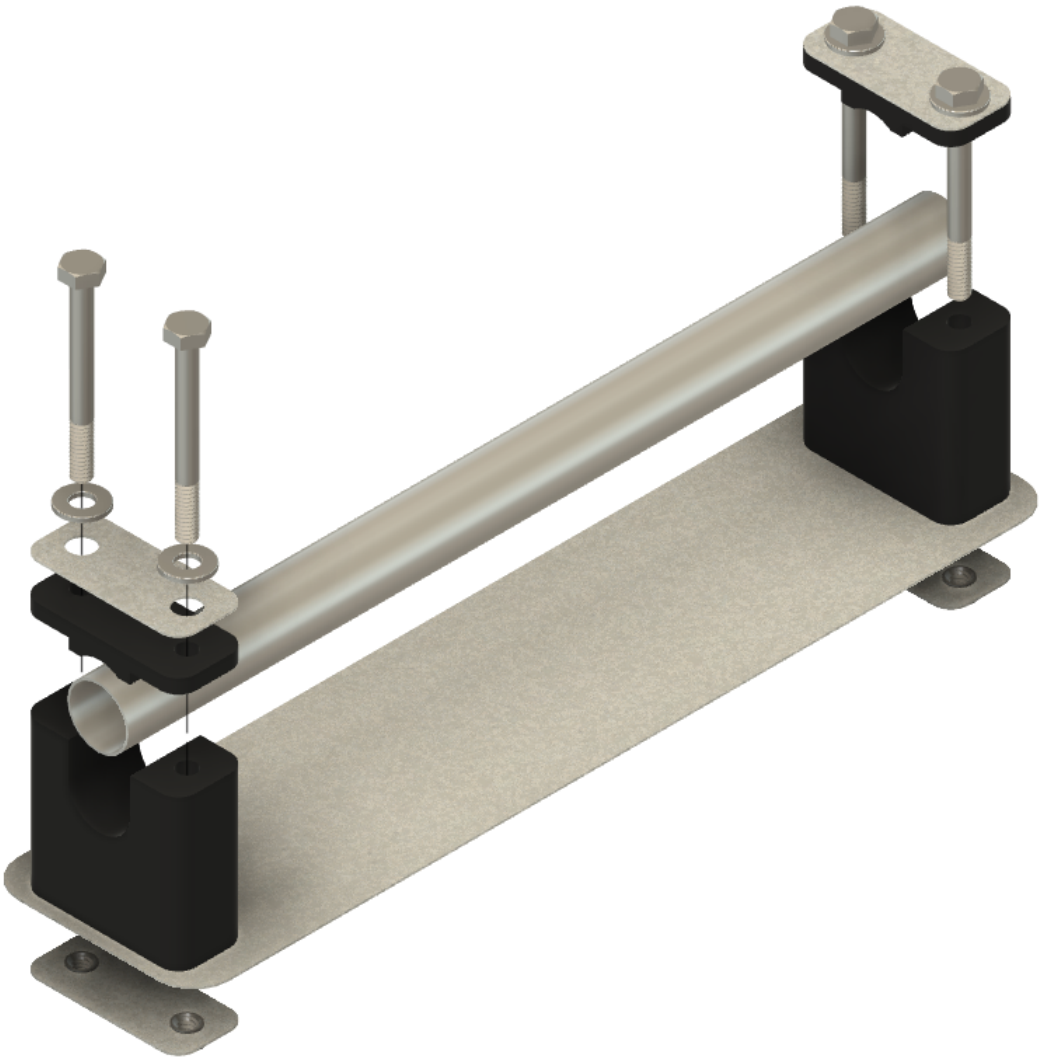


Section 2: Handle Setup

Step 1: Gather Your Components

Before beginning, ensure you have the following parts for the handle setup:

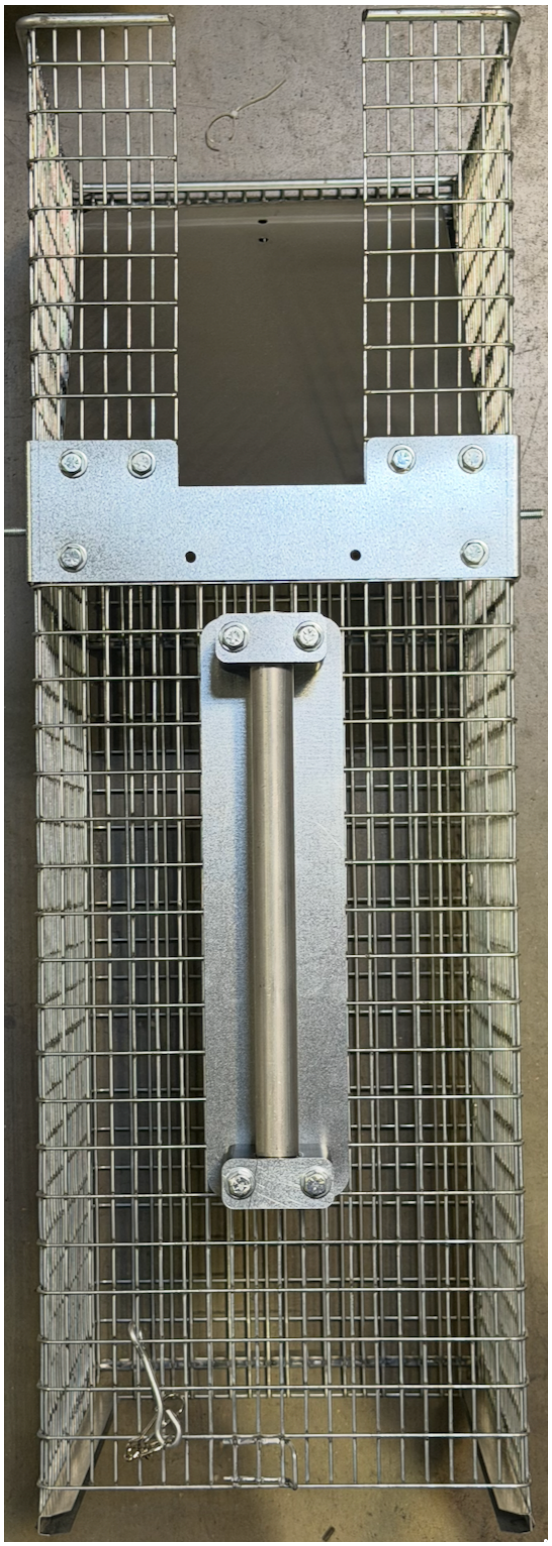
Quantity	Part
4	3” bolt
1	Handle Guard
1	Tube
4	Washers
2	Top Handle Metal Bracket
2	Upper tube plastic spacer
2	Lower tube Plastic Handle Spacer
2	Internal Trap Bracket with Press-Fit Nut
1	Nut Driver



Step 2: Screw in handle

1. Center the handle guard on the trap.
2. Insert the two top handle pieces into the holes in the handle guard.
3. Slide the tube between the two handle guards and ensure it is centered.
4. Place the bracket (with the press-fit nut) inside the trap and hand-tighten the bolts.

> Do not fully tighten the bolts until the motor connector is fully through the tube



Top View

Inside trap view

Section 3: POD

Step 1: Mount the POD

1. Slide the POD down the rails on the trap until it is in place.
2. Attach the clip at the top to keep the POD in place.

Step 2: Connect the Wire to the POD

1. Attach the motor's wire to the POD using the locking screw connector, ensuring a secure connection.
2. Use the top latch to secure the POD in place.

Fully tighten all the bolts (including the handle bolts you hand-tightened earlier). At this point, your hardware setup is complete.

> If you have issues, see Common Issues.

The OcuTrap hardware now set up!

Next: add the trap to your account — Adding a trap to your account. To learn what each part of the trap does, see Hardware Features.

Video Assembly

Unpack the Components

Welcome to the OcuTrap assembly guide! In this guide, we'll walk you through each step of building your OcuTrap to ensure a smooth and successful setup.

Before we begin, make sure you have all the necessary components:

- The OcuTrap Cage
- The POD
- A fully charged battery
- The Motor

Take a moment to confirm you have all these parts.

Prepare the Battery

Ensure the battery is fully charged. A full charge takes about 5–6 hours (see Battery Overview), so it's best to charge it ahead of time if you haven't done so already.

▶ **This page has a video.** Watch it online at docs.ocutrap.com.

Section 1: Door Assembly

Step 1:

For the motor assembly, gather these components:

- The bracket (top locking mechanism)
- White washers
- Springs
- Nuts
- Assembly tool
- The metal door

Instructions:

1. Thread the rod through the metal door.
2. On each end of the rod, add a white washer, followed by a spring, and secure it with a nut.

▶ **This page has a video.** Watch it online at docs.ocutrap.com.

Step 2: Attach the Motor to the Door

To attach the motor to the door, you'll need:

- Two pins
- Two clevises

Instructions:

1. Align the motor with the metal door attachments.
2. Secure it by inserting a pin at both the top and bottom.
3. Feed the cable through the metal handle.
4. Double-check that all components are securely fastened and that the door moves smoothly.

▶ **This page has a video.** Watch it online at docs.ocutrap.com.

Section 2 : POD Assembly

Step 1: Connect Battery

1. Mate the battery **XT30** connector to the trap (10,000 mAh packs use **female XT30** on the harness; 5,200 mAh packs use **male XT30**). The connectors should fit without force — see Battery if they do not mate.

Step 2: Connect the Wire to the POD

1. Connect the wire from the motor to the POD.
2. Make sure the connection is secure.
3. Then mount the pod to the trap

▶ **This page has a video.** Watch it online at docs.ocutrap.com.

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Connect the wire to the POD, ensuring the connection is secure.

With this step, your hardware setup is complete!

Section 3: Software Setup

1. Create an account on app.ocutrap.com.
2. Once your account is created, add your trap to it.

Instructions:

- Locate the POD for your OcuTrap and open it to find the serial number at the top of the device.
- Log in to your account at app.ocutrap.com.
- Navigate to the ‘Account’ section in the top-right corner of the dashboard, and click **Add Trap** at the bottom of the page.
- Enter the serial number.
- Follow the in-app prompts to enable your subscription.

Once complete, the app opens your new trap's **console page**, showing a **Waiting for first check-in** note that clears once the trap connects.

Conclusion

Congratulations! You’ve successfully assembled and set up your OcuTrap.

If you have any questions or need assistance, contact our team.

Thank you for choosing OcuTrap, and happy trapping!

Deploying Your Trap in the Field

You've assembled your OcuTrap and added it to your account — this guide walks you through actually **setting it up on site**: where to place it, how to set your capture distance, and how to confirm everything works before you leave.

Before you start, make sure you've done:

- Hardware Set Up — trap assembled, POD attached, battery charged
- Adding a trap to your account — trap paired and visible in the app

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Where the camera and sensor are (why placement is what matters)

The **camera and the distance sensor both live inside the POD** — the module that attaches to the trap. They sit in a single fixed position, so **there's nothing to aim or point.** You don't adjust the sensor angle or the camera direction.

What this means for setup: getting a good result is about **where you place the whole trap** and **how you set the capture distance** — not about aiming anything. The steps below cover both.

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1. Choose a good location

For the best captures

- **Put bait behind the sensor**, near the back of the cage, so the animal has to walk through the detection zone to reach it.
- **Set the trap on level ground.** A level trap avoids nuisance tilt alerts once it's armed and helps the door operate cleanly.
- **Give it a stable base** so wind or a struggling animal won't shift it.

For the best connection

- **Avoid metal buildings and dense structures** that block cellular signal — poor signal also drains the battery faster.
- **Leave a clear view of the sky** where you can, so GPS can update your trap's location.

For more placement and battery tips, see Tips and Tricks.

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2. Set your capture distance

Capture distance is how far **inside** the trap an animal must be before the door closes. In the app you pick a preset from **6 in to 18 in** (default **8 in**).

- **8 in (default)** — a good starting point for most setups.
- **Smaller (6–7 in)** — the animal must be deeper in the cage before the door closes. Use this to **reduce false triggers** from rain, debris, or movement near the opening.
- **Larger (10 in and up)** — the animal can trigger from farther inside the cage.

> **Targeting smaller animals?** The sensor's detection area is naturally a little wider the farther it is from the POD, so a larger capture distance can help a small animal fall within it. Because smaller animals are harder to detect reliably, **confirm your target actually triggers at your chosen distance using Scouting Mode (Step 4) before you rely on the trap.**

Full details on presets and the sensor error messages you might see: Distance Limits, Sensor Alerts & Errors.

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3. Power on and confirm the connection

1. Power on the trap.
2. Watch the status LED. A **breathing cyan** light means the trap is **connected to the cloud and ready**.
3. Check that the trap shows as online in the app.

If you don't see breathing cyan, give it a minute to connect, and check signal in the area. See the LED Guide for what each color means and Connectivity & Coverage if it won't connect.

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4. Test it before you walk away

Never leave a trap deployed without confirming it fires:

1. **Arm the trap** from the app (see Arm & Un-arm Button).
2. **Wave your hand** slowly through the detection zone, at about the depth your target animal would reach.
3. **Confirm** the door closes and you receive a capture alert.
4. **Open the door and disarm**, then re-arm for real deployment.

Optional — validate with Scouting Mode. Scouting Mode watches for animals and sends alerts and photos **without closing the door**. It's the best way to confirm your placement and capture distance are actually catching your target — especially for smaller animals — before you commit to arming.

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5. Before you leave — final checklist

- [ ] LED shows **breathing cyan** (connected)
- [ ] Trap shows **online** in the app
- [ ] Battery level is enough for how long you'll be away
- [ ] Door opens and closes properly
- [ ] Capture distance is set for your target
- [ ] Bait is positioned **behind** the sensor
- [ ] Trap is **level and stable**
- [ ] Trap is **armed** (or in Scouting Mode)

After you deploy

- Turn on Pre-Capture Notifications to get an alert and photo when an animal approaches — useful for confirming your target is showing up.
- When you get a capture, follow Handling & Releasing a Captured Animal.

Related: Hardware Set Up · Scouting Mode · Distance Limits, Sensor Alerts & Errors · Tips and Tricks

Hardware Features

Overview of the OcuTrap R1 hardware components and capabilities.

Connectivity

The OcuTrap connects via **4G LTE cellular** networks, providing nationwide coverage without the need for Wi-Fi or local network setup. Simply power on and the trap connects automatically.

Camera

The integrated camera provides a clear view inside the trap with:

- **Automatic night vision** — IR LEDs activate in low-light conditions
- **Adjustable image quality** — Choose from 6 resolution sizes
- **Image rotation** — 0°, 90°, 180°, or 270° to match your trap orientation
- **Timelapse photos** — Periodic images while armed (configurable interval)

Door

The door is powered by a **linear motor** for fast, reliable operation:

- **Close speed**: Less than 0.5 seconds
- **Open speed**: Less than 1 second
- **Remote control** — Open, close, and lock via the app
- **Manual control** — Button sequence on the device
- **Enhanced closing** — Optional double-close sequence for secure locking

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Location

Track your trap location using the integrated **GPS module**:

- **Satellite positioning** — Displays number of satellites connected
- **Battery-optimized** — Updates every 8 hours by default
- **Map view** — See trap location on Map or Satellite view in the app
- **Automatic updates** — GPS triggered on capture events

Sensors

OcuTrap includes multiple sensors for monitoring and capture detection:

Sensor	Function
Distance Sensor	Detects when an animal enters the trap
Temperature & Humidity	Monitors internal conditions, sends alerts if thresholds exceeded
Ambient Light	Detects darkness to activate night vision automatically
Accelerometer	Detects tilt and movement of the trap

Audio & Haptic Feedback

- **Buzzer** — Audible beeps for button feedback and status indication
- **Vibration motor** — Haptic feedback for certain operations

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Battery

Rechargeable **12V lithium-ion battery** for extended field deployment:

- **10,000 mAh (111 Wh)** — Standard for new traps; ~40+ days runtime per charge
- **5,200 mAh variant** — Canadian shipments (~21 days runtime)
- **Low battery alerts** — Notifications at 20% and 10% levels
- **Auto-hibernation** — Protects battery when voltage drops too low

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Accessory Port

12V accessory port for powering external devices:

- Connect dispensers, pumps, or other add-on hardware
- Configurable activation duration (0–30 seconds)
- Enable/disable via app settings

Smart Detection

Advanced capture detection with false-trigger prevention:

- **Dual-zone verification** — Objects must pass through detection zone before triggering

- **Rain/debris filtering** — Rejects oscillating readings from environmental interference
- **Consecutive reading requirement** — Prevents single-reading false triggers
- **Pre-capture alerts** — Optional notification when animals approach

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Construction

- **Weather-resistant enclosure** — Built for outdoor field deployment
- **Dimensions**: 10" wide × 12" tall. Cage length is **32"** without the POD and with the door closed. The POD adds ~5"; with the door fully open, add ~4" more (~**41"** total length). See Technical Specifications for details.
- **Weight**: 24 lbs (10.9 kg)
- **Target animals**: 5–25 lbs (cats, raccoons, opossums)

For detailed specifications, see Technical Specifications.

Technical Specifications

This page provides detailed technical specifications for the OcuTrap R1 smart wildlife trap.

Physical Specifications

Specification	Value
Width	10" (25.4 cm)
Height	12" (30.5 cm)
Length (cage only)	32" (81.3 cm) — trap body **without** the POD; door **closed**
POD (adds to length)	~5" (~12.7 cm)
Door open (adds to length)	~4" (~10.2 cm)
Approx. total length	~41" (~104 cm) with POD installed and door fully open
Weight	24 lbs (10.9 kg)
Construction	Weather-resistant enclosure, compatible with Tomahawk trap frames
Target Animals	5–25 lbs (cats, raccoons, opossums, similar wildlife)

Door Mechanism

Specification	Value
Actuator Type	Linear motor with DRV8873 motor controller
Close Speed	< 0.5 seconds
Open Speed	< 1 second
Door States	Opening, Closing, Fully Open, Fully Closed, Error, Forced Stopped
Control Methods	App remote control, physical button sequence

Battery & Power

Specification	Value
Battery Type	Rechargeable KBT 12V Lithium-ion
Standard Capacity	10,000 mAh (111 Wh) — new traps / US shipments
Canadian Variant	5,200 mAh — Canadian shipments
Operating Voltage Range	7.0V – 15.0V
Low Battery Warning (20%)	10.4V (default, configurable)
Critical Battery Warning (10%)	~9.5V
Auto Power-Off Threshold	9.6V (default, configurable 7.0V–12.0V)
Runtime (10000 mAh)	~40+ days per charge (typical usage)
Runtime (5200 mAh)	~21 days per charge (typical usage)
Charger (10000 mAh)	2A @ 12V, ~5–6 hours full charge
Charger (5200 mAh)	1A @ 12V, ~5–6 hours full charge
Trap connector (5200 mAh)	Male XT30 on pack; female XT30 on trap PCB
Trap connector (10000 mAh)	Female XT30 on pack; male XT30 on trap PCB
Alternate pack / connector	Contact support for PCB + holder swap

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Connectivity

Specification	Value
Connection	4G LTE Cellular
Coverage	Multi-network cellular coverage
GPS Update Interval	Every 8 hours (default, battery-optimized)
GPS Accuracy	Minimum 5 satellites, 3D fix required

Sensors

Distance Sensor

Specification	Value
Sensor Range	Up to 13 ft (4 m) hardware capability
Active Detection Range	Up to ~**34 in (875 mm)** — the trap detects, alerts, and photographs only within this distance
Capture Distance	App presets **6–18 in**; default **8 in**. See Distance Limits & Alerts

Environmental Sensors

Sensor	Function
Temperature & Humidity	Environmental monitoring, alerts
Ambient Light	Automatic day/night detection for camera
Accelerometer	Tilt detection, movement alerts

Temperature Thresholds

Alert	Default Value
High Temperature Alert	45°C (113°F)
Low Temperature Alert	-10°C (14°F)
Alert Interval	Every 8 hours (configurable 0–48 hours)

Camera System

Specification	Value
Night Vision	Integrated IR LED (automatic activation)
IR Brightness	0–100% (configurable min/max)
Image Sizes	QVGA to UXGA (6 selectable sizes)
Rotation Options	0°, 90°, 180°, 270°
Color Modes	Grayscale (dark conditions), Color (daylight)
Dark Detection Threshold	25 lux (default, configurable 1–100 lux)
Timelapse Interval	0–24 hours (default: 6 hours)

Capture Detection System

OcuTrap uses a two-step detection process to prevent false triggers from rain, debris, or non-target movement.

Detection Process

1. **Animal enters the detection area** (within ~34 in / 875 mm) → Steady readings required before proceeding
2. **Pre-capture alert sent** (if enabled)
3. **Animal reaches capture distance** (your preset, default ~8 in) → Door closes
4. **Capture photo taken and transmitted**

False Trigger Prevention

- **Steady-readings check** — Requires consistent presence before closing
- **Rain and debris filtering** — Ignores splashy or erratic movement
- **Dirty-sensor detection** — Blocks arming when the lens is obstructed

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What's in the Box

- OcuTrap R1 Smart Cage Unit
- 12V Lithium-ion Battery (10000 mAh US / 5200 mAh Canada)
- Battery Charger (2A or 1A depending on battery)
- Quick-Start Guide
- Assembly hardware

Environmental Ratings

Specification	Value
Operating Temperature	-10°C to 45°C (14°F to 113°F)
Weather Resistance	Designed for outdoor field deployment
Recommended Placement	Areas with strong cellular signal for optimal battery life

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Firmware & Software

Specification	Value
Updates	Over-the-air (OTA)
Mobile App	iOS and Android

Regulatory Information

For warranty, safety, and compliance information, see:

- Safety Information
- Warranty Information
- Legal Disclaimers

Connectivity & Cellular Coverage

OcuTrap connects to the OcuTrap app over **4G LTE cellular** — the same kind of network your phone uses. There is **no Wi-Fi and nothing to set up**: power the trap on and it connects automatically.

How OcuTrap Connects

- **Cellular only.** OcuTrap uses **multi-network 4G LTE** across the **United States and Canada**. It does **not** use Wi-Fi, and no local network setup is required.
- **Data included.** The cellular data your trap uses is **included in your OcuTrap subscription** — there's no separate data plan or SIM card to buy. See Your OcuTrap Subscription.
- **Automatic.** On power-up, the trap finds a network and comes online on its own.
- **No hotspot or router needed.** You don't need any other equipment in the field.

What Affects Coverage

Like any cellular device, OcuTrap needs a usable signal where it's deployed.

- **Available in the US and Canada.** OcuTrap's cellular service covers the **United States and Canada**. The trap is not supported in other countries.
- **Place it where there's signal.** Areas with **strong cellular signal** give you the most reliable connection *and* the best battery life — a weak signal makes the trap work harder to stay connected and drains the battery faster.
- **Obstacles matter.** Dense buildings, deep valleys, and very remote backcountry may have little or no coverage.
- **GPS is separate.** Location uses a built-in GPS module (clear view of the sky helps) and updates about every 8 hours. See GPS.

> For battery and signal tips on where to place a trap, see **Optimal Trap Placement** in Tips and Tricks.

Staying Armed When Signal Is Weak

OcuTrap is built to keep working through brief connectivity gaps:

- In **Armed Sleep Offline** mode, the trap **stays armed and monitoring for captures even while disconnected**, checking in with the cloud about every **20 minutes**.
- If a **capture happens while offline**, the trap **reports it at its next check-in** — you won't lose the event.
- See Power Modes for how the trap balances connectivity and battery.

> When a trap is in **Hibernation** (very low battery, long idle, or powered off), it **cannot send or receive anything**. See Power Modes.

Checking Your Trap's Connection

- The app shows each trap's status and how long ago it last checked in.
- If a trap won't come online, work through Trap Offline or Won't Connect.

See also

- Technical Specifications — cellular, GPS, and sensor details.
- Power Modes — how the trap conserves battery and stays armed offline.
- GPS — location tracking and map view.
- Trap Offline or Won't Connect — troubleshooting connection issues.

App

Creating an account

https://app.ocutrap.com

Mobile app

Apple Devices

Android Devices

Adding a trap to your account

You add ("activate") a trap from the OcuTrap app at app.ocutrap.com or in the mobile app. Have the trap with you so you can read its ID labels, and make sure your email is verified first — the app blocks activation until it is (use **Resend verification email** if needed).

What you'll need

The app asks for two identifiers:

- **Trap ID** — the human-readable label on the sticker on your trap (for example `OCT-002841`).
- **Device ID** — the cellular module's ID. Find it on the device sticker inside the POD (on mobile the helper text reads "printed on the cellular module inside your trap").

Support may ask for either — they refer to the same device.

Activate a trap (web)

1. Sign in at app.ocutrap.com.
2. Open **Add trap** to start the add-trap wizard. It has four steps: **Identify**, **Cellular plan**, **Site & location**, **Confirm**.
3. **Identify** — enter your **Trap ID** and **Device ID**.
4. **Cellular plan** — choose **Monthly** or **Annual**.
5. **Site & location** — give the trap a name and set its location.
6. **Confirm** — review the summary and tap **Activate trap**.
7. When activation completes, the app opens the new trap's **console page**. Until the device connects for the first time, a **Waiting for first check-in** note appears there; it clears automatically once the trap checks in, usually within a few minutes. To finish setting up billing, open the trap's **Billing** tab.

Activate a trap (mobile)

1. Open the OcuTrap mobile app and sign in.
2. Tap **Add trap**.
3. Enter a **Name** and the **Device ID**, and optionally a location.
4. Tap **Create Trap**. Set up billing afterward from the trap's Billing screen.

Using the Mobile App

The OcuTrap mobile app gives you the same control as the web dashboard — manage traps, view captures, control the door, adjust settings, and see trap locations — from your phone. It's also how you receive **push notifications** the moment something happens.

Download the App

- **iPhone / iPad (iOS):** Download on the App Store
- **Android:** Get it on Google Play

Sign In

The mobile app uses the **same account** as the web app:

- If you already have an account, sign in with your existing email and password.
- New to OcuTrap? Create an account at app.ocutrap.com (or in the app), then see Adding a Trap to Your Account.

What You Can Do

The mobile app has the **same features as the web dashboard**. From the app you can:

- View live trap status and **capture images**.
- **Open, close, arm, and unarm** traps remotely.
- Adjust Trap Settings and Notification Settings.
- See trap locations on the map.

Turn On Push Notifications

Push notifications are the fastest way to know about a capture. Two things need to be on:

1. **In the app:** open **Notification Settings** and turn on **Push Notifications**, then enable the **Alert Types** you care about (Target detected, Animal captured, Capture reminders, Low battery, Device alerts). See Notification Settings.
2. **On your phone:** allow notifications for the OcuTrap app.
    - **iOS:** Settings → Notifications → OcuTrap → Allow Notifications.
    - **Android:** Settings → Apps → OcuTrap → Notifications.

> If you're set up for push but not receiving alerts, the phone-level permission in the step above is the most common thing to check.

See also

- Notification Settings
- Adding a Trap to Your Account
- App — overview of the OcuTrap app.

Billing

Account billing and subscription management are covered in the Billing guide.

Log in at app.ocutrap.com and open a trap's **Billing** tab to view or change its plan.

Open/Closed Button

Make sure you are logged in to your account and on the Traps page.

Open/Closed Button

- **Functionality**: Allows controlling the trap's door.
- **Open**: Lifts the door for resetting or letting animals exit.
- **Close**: Shuts and locks the door preventing escape or for safe transportation.
- **Subtext**: Shows the latest reported door state.

> **Releasing a captured animal:** tap **Open**. This releases the door and returns the trap to **Unarmed** in one step. The trap never auto-releases — see After a Capture.

> **Before Scouting Mode:** the door must be fully open. See Scouting Mode for how scouting works without closing the door.

Arm / Unarm Button

Make sure you are logged in to your account and on the Traps page.

Armed State

- **Purpose**: The trap is set to capture an animal.

- **Safety Requirement**: The user must manually open the door to activate this state. This ensures safety during the arming process.
- **Behavior**: Once armed and the door is confirmed open, the trap enters a low-power mode, conserving energy while remaining active for an animal to enter.
- **Notifications**: The trap sends periodic updates while armed. It may also use a low-power check-in cycle (about every **20 minutes**) and can appear briefly offline between check-ins — this is normal. You will receive an alert if the trap stays disconnected for more than an hour.

Scouting State

- **Purpose**: The trap watches activity without closing the door.
- **Safety Requirement**: The door must already be fully open before Scouting Mode can be enabled.
- **Behavior**: Scouting detects animals like Armed mode, but the door stays open.
- **Notifications**: You can receive a Scout Alert when an animal first enters the pre-capture area and a Scout Trigger if it reaches the normal trigger distance. Each alert type can send once every 5 minutes. Photos may still continue during that window.

For full details, see the Scouting Mode page.

Unarmed State

- **Purpose**: The trap is not set to capture and is in a standby mode.
- **Behavior**: In this state, the trap listens for commands and does not close the door automatically if motion is detected.
- **Transition**: After a verified capture, the trap moves to **Captured** state — door closed and locked — and stays there until you tap **Open** (which releases the door and returns to Unarmed) or **Unarm** (which returns to Unarmed but leaves the door closed). See After a Capture for the full guarantee.

Scouting Mode

Scouting Mode lets you watch what visits your trap without catching it. The trap detects animals and sends photos, but the door stays open.

Use Scouting Mode when you want to:

- Confirm which animals are visiting before you arm the trap.
- Check activity around a new trap location.
- Watch behavior without closing the door.

Before you start

Scouting can only start when the trap is **Open / Unarmed**. If the door is closed, tap **Open** first and wait for the trap status to update.

The trap also checks for an obstruction before scouting begins. If something is already in the capture area, clear it and try again.

Scouting vs. Armed

	Armed	Scouting
Detects animals	Yes	Yes
Sends alerts	Yes, if enabled	Yes, if enabled
Takes photos	Yes	Yes
Closes the door	Yes, after a detection	No
Best for	Capturing an animal	Observing activity

While in Scouting Mode, the door does not close automatically. The only controls that move the door are **Open** and **Close**. Switching from Scouting to **Arm** does not move the door immediately, but it does allow the trap to close on a future detection.

Start Scouting

1. Sign in at app.ocutrap.com or open the mobile app.
2. Find the trap you want to scout.
3. Make sure the trap status is **Open / Unarmed**.
4. Tap **Controls** on the trap card.
5. Tap **Scout** (eye icon).
6. When the check passes, the trap status changes to **Scouting**.

If **Scout** does not start, the door may not be fully open, the trap may be offline, or the trap may not have checked in recently. Wait for the next check-in, then try again.

What to expect

- **Scout Alert**: Sent when an animal first enters the pre-capture area, if this alert is enabled.
- **Scout Trigger**: Sent if the animal reaches the normal trigger distance. The trap takes a photo, but the door does not close.
- **Photos**: Sent about every 15 seconds while the animal remains in the detection area. (You may see a couple of quick frames right when it first enters, alongside the alerts above.)

Each alert type can be sent once every 5 minutes. During that 5-minute window, you may still receive new photos, but you should not receive another alert of the same type.

Stop Scouting

You can stop Scouting Mode in either of these ways:

- Tap **Stop Scout** in the Controls popup. The trap returns to Unarmed and the door stays open.
- Tap **Close** on the trap card. The door closes and the trap returns to Unarmed.

Use Armed mode instead when

- You are ready to capture a confirmed animal.
- You want the door to close after a detection.

For capture behavior after the door closes, see After a Capture.

Troubleshooting

- **Obstruction error**: Clear the capture area, then tap **Scout** again.
- **Door-not-open error**: Tap **Open**, wait for the trap status to show **Open**, then tap **Scout** again.
- **Too many alerts**: Each alert type should only send once every 5 minutes. If you receive the same alert type more often than that, please report it.

When Your Trap Takes Photos

Your OcuTrap takes photos automatically at different times depending on what mode it's in and what's happening at the trap. This page explains when to expect photos and roughly how often.

> Photos only flow when the trap has cellular signal and enough battery. On low battery the trap pauses scheduled photos to protect runtime, and it never starts a new photo while the previous one is still uploading.

Quick reference

Situation	When photos are taken
Armed — animal approaching	A photo the moment an animal is detected, then more as it moves deeper in
Armed — animal lingering in range	About every **15 seconds** while it stays in the detection area
Scouting Mode	About every **15 seconds** while an animal is in the detection area
At capture	One photo when the door closes
After a capture	A short burst (~every 15 s for the first minute), then one **every 2 hours**
Time-lapse	**Every 6 hours** by default while armed (adjustable, or off)
On demand	Instantly, whenever you tap the camera button in the app

Approach photos (Armed Mode)

When the trap is **Armed** and an animal enters the detection area, the camera powers up and takes a first photo right away—even if the animal never comes closer. As the animal continues in, you'll get more:

- An initial **burst of up to two** quick photos.
- After that, a new approach photo each time the animal moves **about 3 inches (75 mm) closer**.
- If the animal stops and lingers, the trap still checks in with a photo **about every 10 minutes**.

Approach photos use a **fast, lower-resolution** setting so they arrive quickly during the action.

Presence photos (Armed or Scouting)

While an animal stays within the detection area—without triggering a capture—the trap sends a **full-quality** photo **about every 15 seconds**.

In **Scouting Mode**, this is how you watch what's visiting without closing the door. You'll also get a **Scout Alert** when an animal first enters and a **Scout Trigger** if it reaches the trigger distance. Each alert type is limited to once every 5 minutes, but **photos keep coming** during that window. The scouting photo interval is adjustable in settings (from 15 seconds up to 5 minutes, or off).

See Scouting Mode and Pre-Capture Notification.

Capture and after-capture photos

- **At capture:** the trap takes one photo when the door closes.
- **After capture:** to document the catch, the trap takes a short burst (about every 15 seconds for the first minute), then settles into one **check-in photo every 2 hours** while the animal is held. See After a Capture.

Time-lapse photos

Independent of animal activity, the trap can take periodic **time-lapse** photos while armed—**every 6 hours by default**. You can change the interval (up to 24 hours) or turn it off in Settings.

On-demand photos

Any time, you can request a photo from the app—tap the **camera** button for a full-quality image or the **lightning-bolt** for a fast image. On-demand photos ignore all the timers above and capture right away. See Taking Higher-Quality Images.

What affects the timing

> A few things can stretch out the intervals above:
>
> - **Low battery / power-saving:** scheduled photos pause until the trap is back on normal power.
> - **Slow cellular or a photo backlog:** the trap automatically spaces photos out so uploads can catch up.
> - **Detection range:** the trap only acts on animals within about **34 inches (875 mm)** of the sensor—anything farther out won't trigger a photo.

Need image quality, night-vision, or resolution settings instead? See the Camera FAQ and Settings Reference.

After a Capture

Once an Armed trap closes on a verified detection, the trap holds the animal until **you** release it. There is no auto-release of any kind.

What does *not* happen

- The door does **not** reopen on a timer.
- The door does **not** reopen if the animal calms down or stops moving.
- The door does **not** reopen because of a cooldown or any sensor reading.
- The trap does **not** auto-disarm itself or change state on its own.

You can be 15 minutes away — or 15 hours away — and the trap will stay locked.

What you control

Two buttons matter after a capture:

Button	What it does
Open	Releases the door **and** returns the trap to **Unarmed**. This is the one you want most of the time — one tap, animal goes free, trap is reset for inspection.
Unarm	Returns the state to **Unarmed** but **leaves the door closed**. Use this if you want to keep the animal contained while you transport the trap, then tap **Open** later when you're ready to release.

On-trap buttons (v927+)

Buttons	From Captured	Result
User + Power (arm/disarm sequence)	Disarm **in place**	**Unarmed**, door **unchanged** (stays closed) — same as cloud **Unarm**
User hold-open (press User once, then press again and **hold** — door opens ~7 s later)	Release door	Door **opens** and trap returns to **Unarmed** — same as cloud **Open**. Use this to free the animal, not User+Power

> **Do not confuse the two:** User+Power disarms without opening. To release an animal, use **Open** in the app or the **hold-open** button sequence on the trap.

What you'll see in the app while captured

- Trap card status reads **Captured / Closed**.
- You'll get repeat reminders for up to 48 hours so a captured animal isn't forgotten. They stop after 48 hours by design.
- Manual **Request Image** still works if you want a fresh photo of the captured animal.

Common questions

Q: If I'm out of cell range, will the trap eventually open? No. The trap holds locally — no cloud command, no door movement.

Q: If the battery dies while captured, does the door open? No. The latch is mechanical; loss of power does not release it.

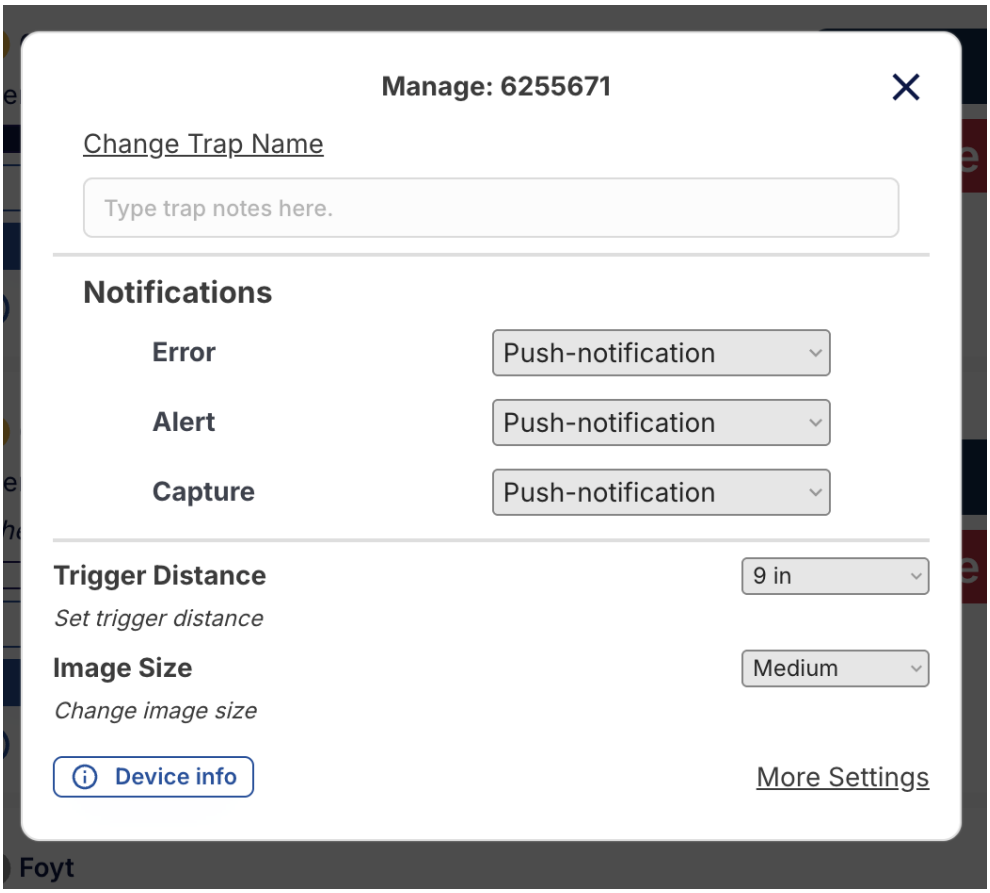
Q: Can I close a trap that's already in Captured state? The door is already closed. Tapping **Close** while in Captured is a no-op (it stays Captured).

Q: How do I get the trap ready for the next capture? After tapping **Open**, the trap is in **Unarmed / Open**. Tap **Arm** on the trap card to put it back into Armed mode for the next capture.

See also

- Arm & Un-arm Button — how the modes relate.
- Open & Closed Button — door commands.
- Scouting Mode — non-trapping observation mode.

Trap Settings



Trap settings control how each trap detects, captures, and alerts — including your **capture distance**, **notification preferences**, and **camera behavior**. Open a trap and tap **Settings** to adjust them; tap **More Settings** for the full list.

Where to go from here:

Settings Reference

More Settings Overview

Advanced Settings

Settings Reference

This page provides a complete reference of all configurable settings on your OcuTrap, including their ranges, defaults, and descriptions.

> **Note:** After changing settings, a reboot of the trap is recommended to ensure all changes are applied correctly.

Capture & Detection Settings

Setting	Range	Default	Description
Capture Distance	6–18 in (app presets)	8 in	How far inside the trap an animal must be before the door closes.
Pre-Capture Alerts	On/Off	On	Sends an alert when an animal enters the detection zone (before capture). Includes a 2-minute cooldown between alerts.

Detection Zones Explained

OcuTrap uses two steps to verify captures and reduce false triggers:

- **Detection area** (out to ~34 in / 875 mm from the sensor) — The animal is approaching; you may get a pre-capture alert
- **Capture zone** (your set distance, default ~8 in) — The door closes when the animal reaches this point

This two-step check prevents false triggers from rain, debris, or quick movements.

Camera Settings

Setting	Range	Default	Description
Camera Time Lapse	0–24 hours	6 hours	How often the camera takes periodic photos while armed. Set to 0 to disable timelapse.
Camera Quality	1–6	2	Image resolution size (1=QVGA smallest, 6=UXGA largest). Higher = better quality but more data/power.
Rotate Image	0°, 90°, 180°, 270°	0°	Rotates captured images. Useful if trap is mounted in non-standard orientation.
Dark Lux Threshold	1–100 lux	25 lux	Light level below which the environment is considered "dark" and IR lighting activates.
Minimum IR Brightness	0–100%	10%	Minimum infrared LED brightness in dark conditions.
Maximum IR Brightness	0–100%	100%	Maximum infrared LED brightness. Lower values reduce glare and save power.

Camera Quality Levels

Level	Resolution	Best For
1	QVGA (320×240)	Fastest transfer, lowest data usage
2	VGA (640×480)	Good balance of quality and speed (default)
3	SVGA (800×600)	Better detail
4	XGA (1024×768)	High detail
5	SXGA (1280×1024)	Very high detail
6	UXGA (1600×1200)	Maximum detail, highest data usage

Battery & Power Settings

Setting	Range	Default	Description
Battery Type	5200 mAh / 10000 mAh	Varies by region	Must match installed battery for accurate level estimation.
Battery Alerts	On/Off	On	Enables low battery notifications at 20% and 10% levels.
Power-Off Voltage	7.0–12.0V	9.6V	Voltage threshold below which the trap automatically hibernates.

Battery Alert Thresholds

Alert Level	Default Voltage	Description
20% Warning	10.4V	Low battery warning sent
10% Critical	~9.5V	Critical battery warning sent
Auto Power-Off	9.6V	Trap enters hibernation to protect battery
Reset Threshold	11.0V	Battery must reach this level to clear low-battery flags

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Temperature Alert Settings

Setting	Range	Default	Description
Temperature Alerts	On/Off	On	Enables alerts when temperature exceeds thresholds.
High Temperature Limit	Configurable	45°C (113°F)	Alert sent if internal temperature rises above this.
Low Temperature Limit	Configurable	-10°C (14°F)	Alert sent if internal temperature falls below this.
Temperature Alert Interval	0–48 hours	8 hours	Minimum time between temperature alerts. Set to 0 to disable repeat alerts.

GPS & Location Settings

Setting	Range	Default	Description
Location (GPS)	On/Off	On	Enables periodic GPS location updates.
GPS Interval	Configurable	8 hours	How often the trap updates its GPS position. Longer intervals save battery.

GPS Behavior Details

- **First fix delay**: 5-minute initial delay after boot before first GPS acquisition
- **Acquisition timeout**: 3 minutes for first fix, 2 minutes for subsequent fixes
- **Fix requirements**: Minimum 5 satellites, 3D fix required for valid position
- **Automatic updates**: GPS automatically triggered on capture events

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Accessory Port Settings

Setting	Range	Default	Description
Accessory	On/Off	Off	Enables the 12V accessory port for external devices.
Accessory Timing	0–30 seconds	—	Duration the accessory port remains powered when activated.

The 12V accessory port can power external devices like dispensers, pumps, or other add-on hardware.

Capture Alert Settings

Setting	Range	Default	Description
Capture Alerts Interval	0–48 hours	8 hours	Minimum time between capture alert notifications. Prevents repeated alerts for same capture.

Hardware & Feedback Settings

Setting	Options	Default	Description
User Beeps	On/Off	On	Audible beeps for button presses, state changes, and feedback.
Enhanced Door Closing	On/Off	Off	Performs additional open/close cycle to ensure door is fully locked.
Units	Metric/ Imperial	Imperial	Display units for distance and temperature throughout the app.

Image Cropping Settings

These settings remove portions of the image before processing. Values are percentages of the image dimension.

Setting	Range	Default	Description
Left Crop	0–50%	0%	Removes left portion of image
Right Crop	0–50%	0%	Removes right portion of image
Top Crop	0–50%	0%	Removes top portion of image
Bottom Crop	0–50%	0%	Removes bottom portion of image

Settings Locations

Settings are accessible in different locations:

Location	Settings Available
App → Trap → Settings → More Settings	Most user settings
App → Trap → Settings → Advanced Settings	Temperature alerts, image cropping
App → Account	Notification preferences, units

Tips for Optimal Settings

For Maximum Battery Life

- Set GPS Interval to 8+ hours
- Use Camera Quality level 1–2
- Set Camera Time Lapse to 6+ hours or disable
- Reduce Maximum IR Brightness if images are overexposed

For Best Image Quality

- Use Camera Quality level 4–6
- Adjust Dark Lux Threshold based on your deployment (lower = earlier IR activation)
- Fine-tune IR brightness settings for your environment

For Fastest Response

- Keep GPS enabled for accurate location on captures
- Enable Pre-Capture Alerts to see animals approaching
- Use shorter Capture Alert Intervals if monitoring actively

More Settings Overview

> **Note:** After changing any settings, a reboot of the trap is recommended to ensure all changes are applied correctly.

Battery Type

Selects the battery configuration installed in the trap. This setting is used to improve battery level estimation, charging behavior, and low battery alerts. Always match this setting to the actual battery installed.

Accessory

Enables or disables the accessory port on the trap. When enabled, the accessory port can power external devices such as dispensers or add-on hardware.

Accessory Timing

Controls how long the accessory port remains powered when activated. Shorter durations reduce power consumption, while longer durations may be required for certain accessories.

User Beeps

Enables or disables audible beeps from the trap hardware. Beeps are typically used for user feedback during actions such as button presses, state changes, or troubleshooting.

Enhanced Door Closing

Enables an enhanced door close and re-lock sequence. When enabled, the trap will perform an additional open and close cycle to help ensure the door is fully closed and locked.

Camera Time Lapse

Sets how often the camera captures periodic photos while the trap is armed. More frequent photos provide better visibility but increase power and data usage.

Camera Quality

Controls the image quality of photos taken by the trap camera. Higher quality images improve clarity but increase capture time, data usage, and power consumption.

Rotate Image

Adjusts the orientation of captured images. This is useful if the trap is mounted in a non-standard orientation.

Dark Lux Threshold

Defines the ambient light level at which the system considers the environment to be dark. This threshold is used to determine when infrared lighting should be activated.

Minimum IR Brightness

Sets the minimum brightness level for the infrared LEDs. This ensures a baseline level of illumination in dark environments.

Maximum IR Brightness

Sets the maximum brightness level for the infrared LEDs. Limiting the maximum brightness can help reduce glare, reflections, and power usage.

Battery Alerts

Enables or disables low battery alerts. When enabled, the system will notify users when the battery voltage drops below a defined threshold.

Pre-Capture Alerts

Enables or disables alerts that occur before a capture event. These alerts can provide early notification of activity near or inside the trap.

GPS Interval

Sets how often the trap updates its GPS location. Shorter intervals provide more frequent location updates but increase power consumption.

Location

Enables or disables periodic location logging. When enabled, the trap logs its location at regular intervals for tracking and history purposes.

Advanced Settings

> **Note:** After changing any advanced settings, a reboot of the trap is recommended to ensure all changes are applied correctly.

Temperature Alerts

Enables or disables alerts when the trap temperature goes outside the configured range. When enabled, the trap will periodically evaluate temperature readings and send alerts if thresholds are exceeded.

The selected interval determines how often temperature alerts can be sent.

Temperature Alert Thresholds

Defines the temperature limits that trigger alerts. These values use the selected unit system, shown as Imperial in the interface.

Above Upper Limit

Sets the maximum allowable temperature. An alert is sent if the internal trap temperature rises above this value.

Below Lower Limit

Sets the minimum allowable temperature. An alert is sent if the internal trap temperature falls below this value.

Capture Alerts

Controls notifications related to capture events.

Capture Alerts Interval

Defines the minimum amount of time between capture alerts. This helps prevent repeated notifications for the same capture event or ongoing activity.

Image Cropping

Adjusts how images are cropped before being processed or uploaded. Cropping can be used to remove unnecessary areas of the image, reduce file size, or focus on a specific region inside the trap.

Left Crop

Removes a portion of the image from the left side.

Right Crop

Removes a portion of the image from the right side.

Top Crop

Removes a portion of the image from the top.

Bottom Crop

Removes a portion of the image from the bottom.

Notification Settings

OcuTrap alerts come from your traps themselves (their firmware), and the app lets you choose **which events notify you** and **how they're delivered**. The web and mobile apps present these controls a little differently.

Web (Settings → Notifications)

On the web app, open **Settings** and find the **Notifications** section. You pick, for each event category, which channels deliver it:

Event categories

- **Captures** — confirmed catches from a trap.
- **Trap alerts** — battery, signal, offline, and tilt alerts.
- **Billing** — failed payments, renewals, and plan changes.
- **System updates** — firmware releases and planned maintenance.

Channels

- **Email** — sent to your account email address.
- **In-app** — shown in the app's inbox.
- **Push** — mobile only; configure push in the mobile app (the toggle is disabled on web).

Mobile (Notification Settings)

In the mobile app, open **Notification Settings**:

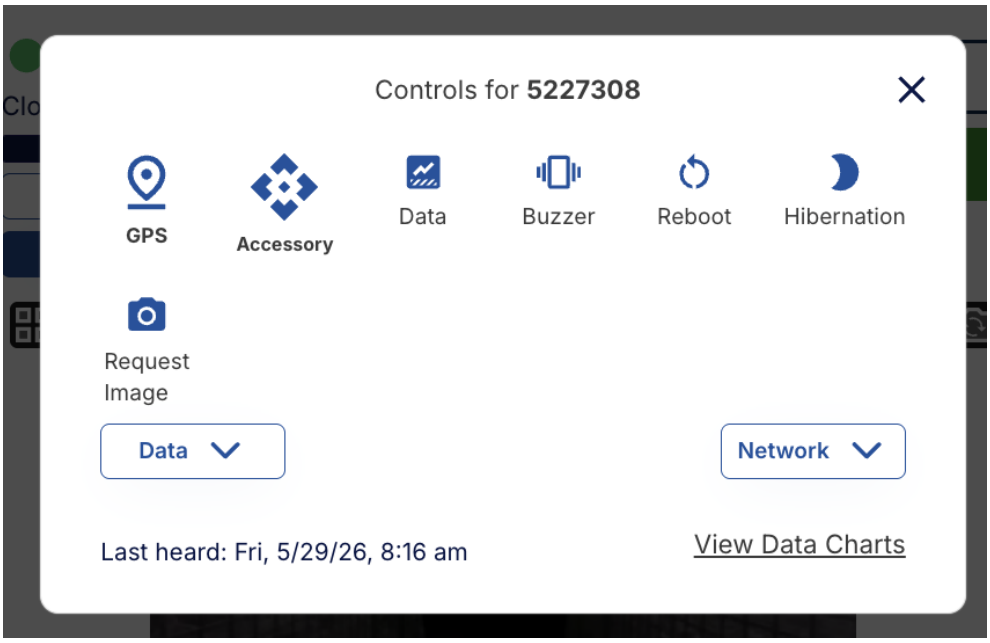
- **Notification Channels** — toggle **Push Notifications** and **Email Alerts**.
- **Alert Types** — toggle **Target detected**, **Animal captured**, **Capture reminders**, **Low battery**, and **Device alerts**.
- **Digest** — choose **Immediate**, **Daily Digest**, or **Weekly Digest**.

> Push notifications also require phone-level permission for the OcuTrap app. See Using the Mobile App.

For Scout alerts and photos while the door stays open, see Scouting Mode.

Trap Control

Open **Controls** from a trap's detail screen to send commands to the trap and check its status. The Controls popup looks like this:



Command Icons

- **GPS** — Request an updated GPS location for the trap. See GPS.
- **Accessory** — Activate the trap's accessory port for connected add-ons. See Accessory Port.
- **Data** — Request the trap's latest data and sensor readings.
- **Buzzer** — Sound the trap's buzzer — handy for locating the trap or confirming it's responsive.
- **Reboot** — Restart the device.
- **Hibernation** — Put the trap into hibernation (sleep until you press the power button or change the battery). See Power Modes.
- **Request Image** — Request a photo from the trap's camera. See Manually taking an image.

Data & Network Details

- **Data** (dropdown) — Expand to view device data such as battery type and voltage, firmware version, and temperature.

- **Network** (dropdown) — Expand to view connection details: signal quality, network operator, signal strength, and last activity.
- **View Data Charts** — Open graphical charts of the trap's performance over time.
- **Last heard** — Shows when the trap last checked in with the cloud.

Logs

Logs are essential tools for both owners and management users, offering a detailed history of past actions and errors associated with traps. They serve as invaluable resources for troubleshooting, monitoring trap performance, and ensuring accountability.

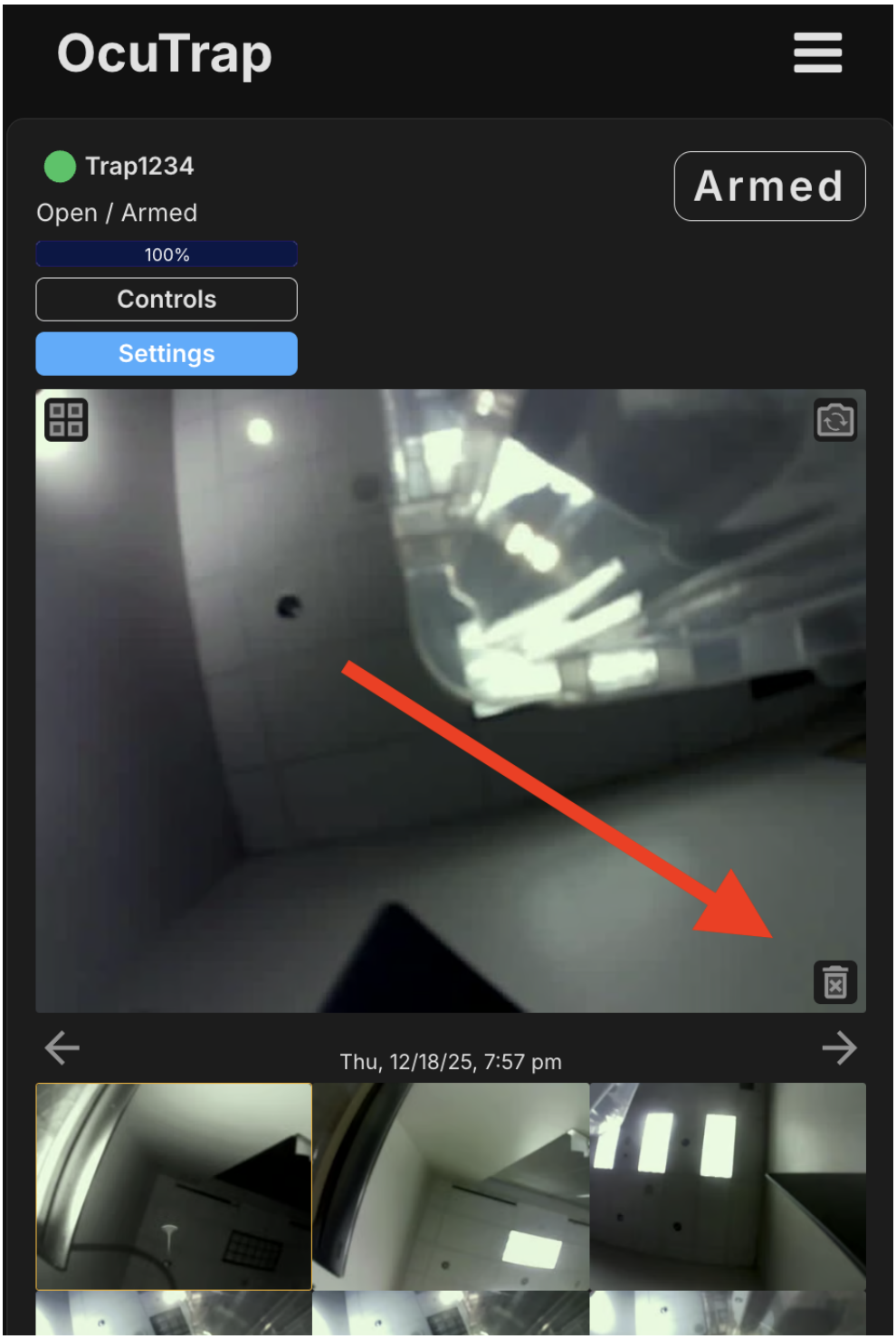
Deleting an Image

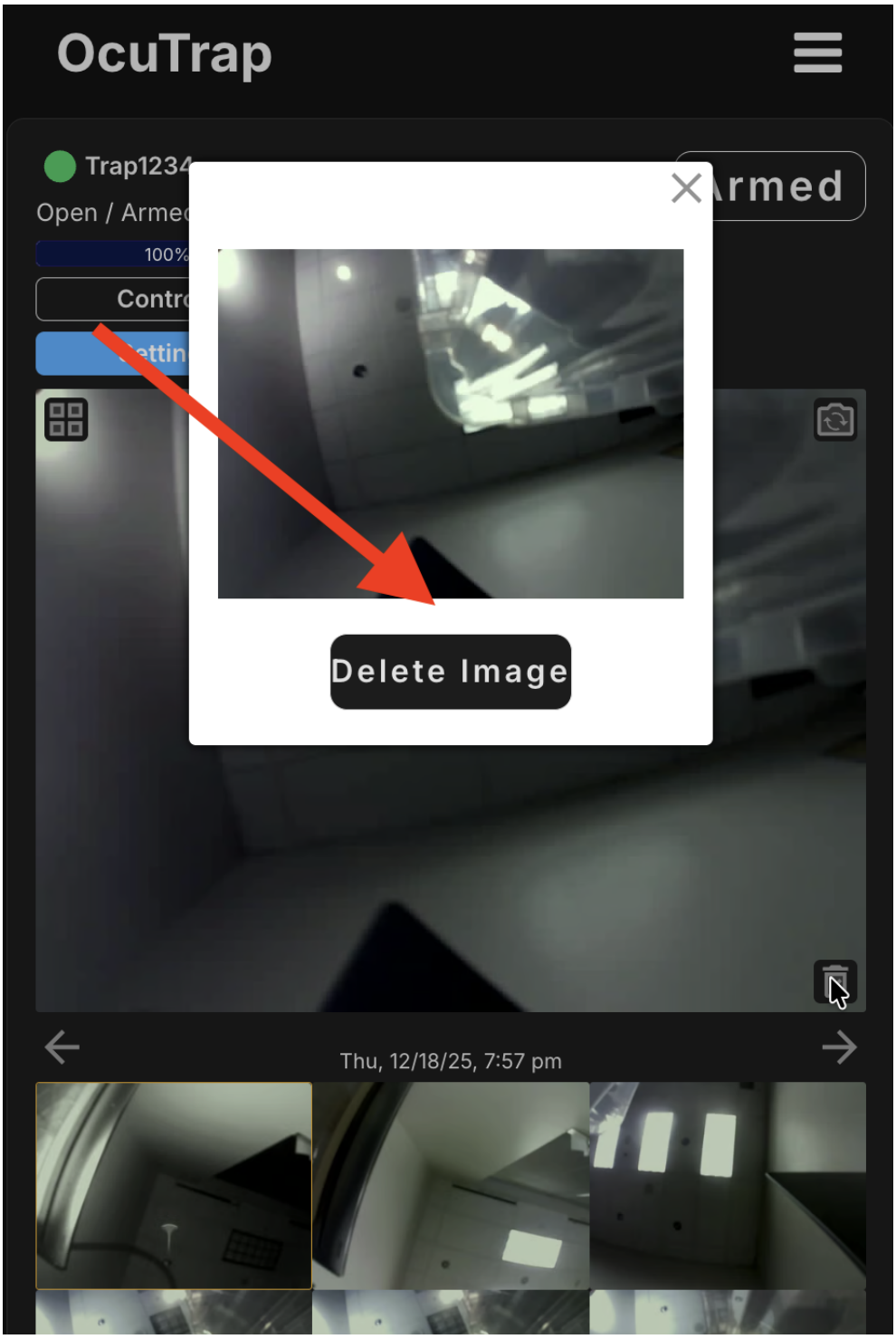
> To delete the **current image**, use the **trash icon in the bottom-right corner** of the live image on the trap's detail screen. The steps below cover deleting older images from the gallery.

1. **Open the image gallery**
   - From the trap dashboard, scroll to the image gallery below the live image.
   - Use the left and right arrows to navigate between images if needed.
2. **Select the image to delete**
   - Click or tap on the image thumbnail you want to remove.
   - The image will open in a popup with the image view.
3. **Click the delete icon**
   - In the bottom right corner of the image view, click the trash can icon.
   - This will open a confirmation dialog.
4. **Confirm deletion**
   - In the confirmation window, click **Delete Image**.
   - The image will be permanently removed from the trap record.

Important Notes

- Image deletion is **permanent** and cannot be undone.
- Deleting an image does not affect trap operation, settings, or status.
- If you do not see the delete icon, ensure you have the correct permissions and that the image has fully loaded.





Troubleshooting

- **Delete button does not appear**
  - Refresh the page and reopen the image.
  - Verify your internet connection.

- **Image does not disappear after deletion**
  - Refresh the gallery view.
  - Allow a few seconds for the change to sync.

For additional help, refer to the general Images and Gallery documentation or contact OcuTrap support.

Resetting Password

See Resetting Password in Account and Billing for full instructions.

Quick steps:

1. Go to app.ocutrap.com.
2. Click **Forgot password?**, enter your email, and use the **6-digit reset code** we email you to set a new password.

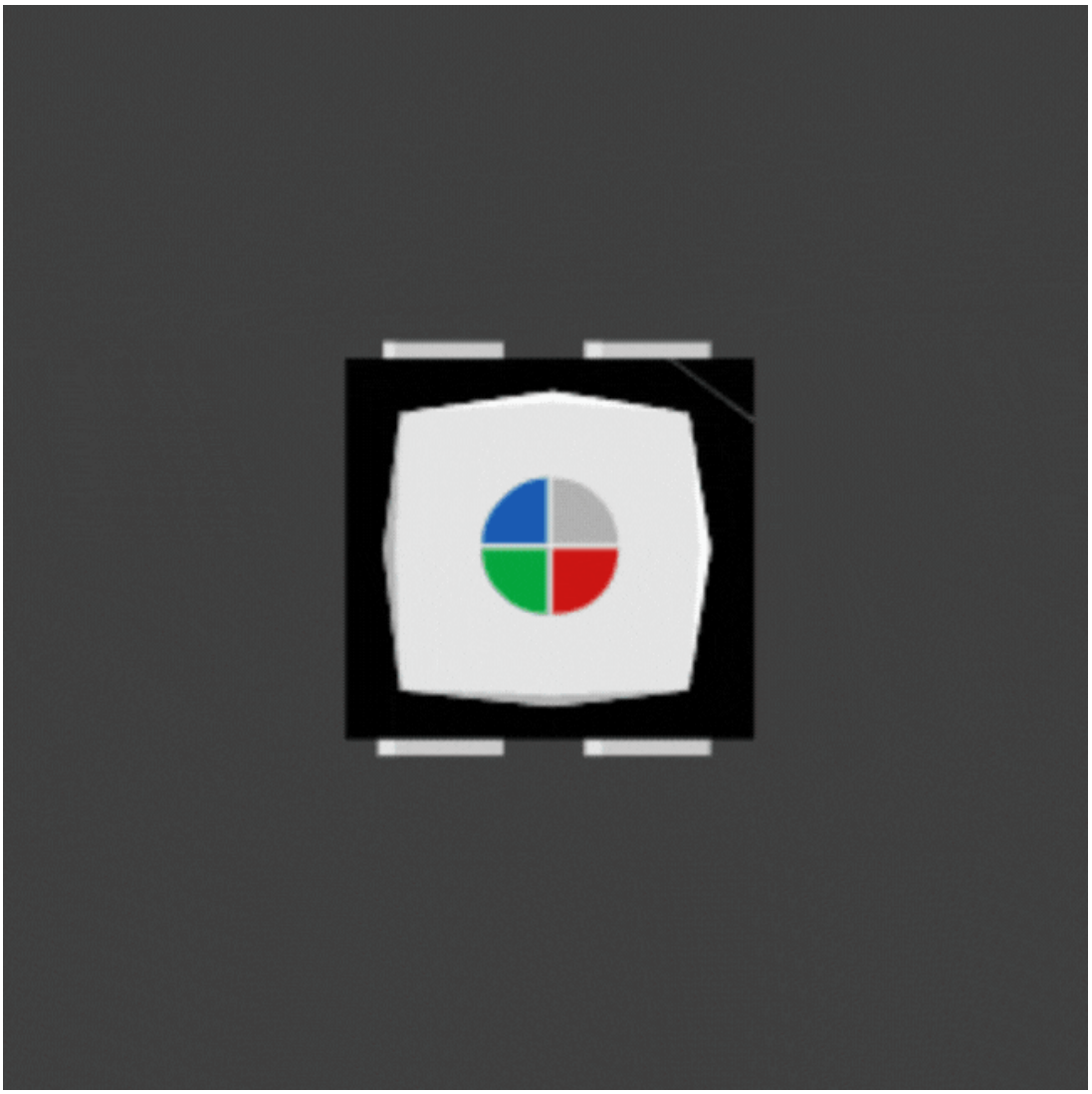
LED modes

For a customer-friendly guide to LED patterns — including what to do when troubleshooting — see the LED Guide.

The patterns below show animated examples of each status light.

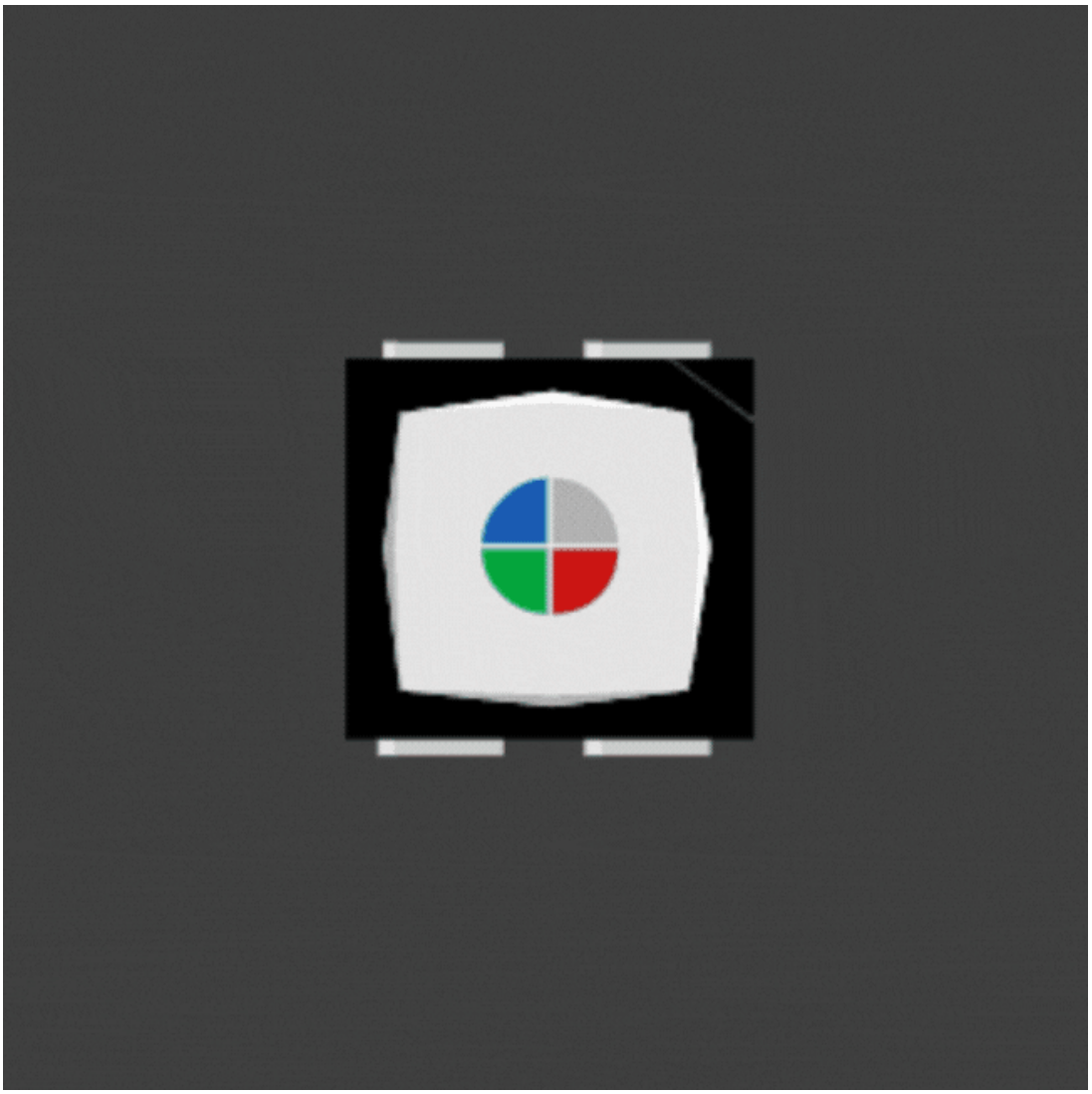
Connected Mode

- **Breathing Cyan**: The trap is connected to the cloud and online.

- 

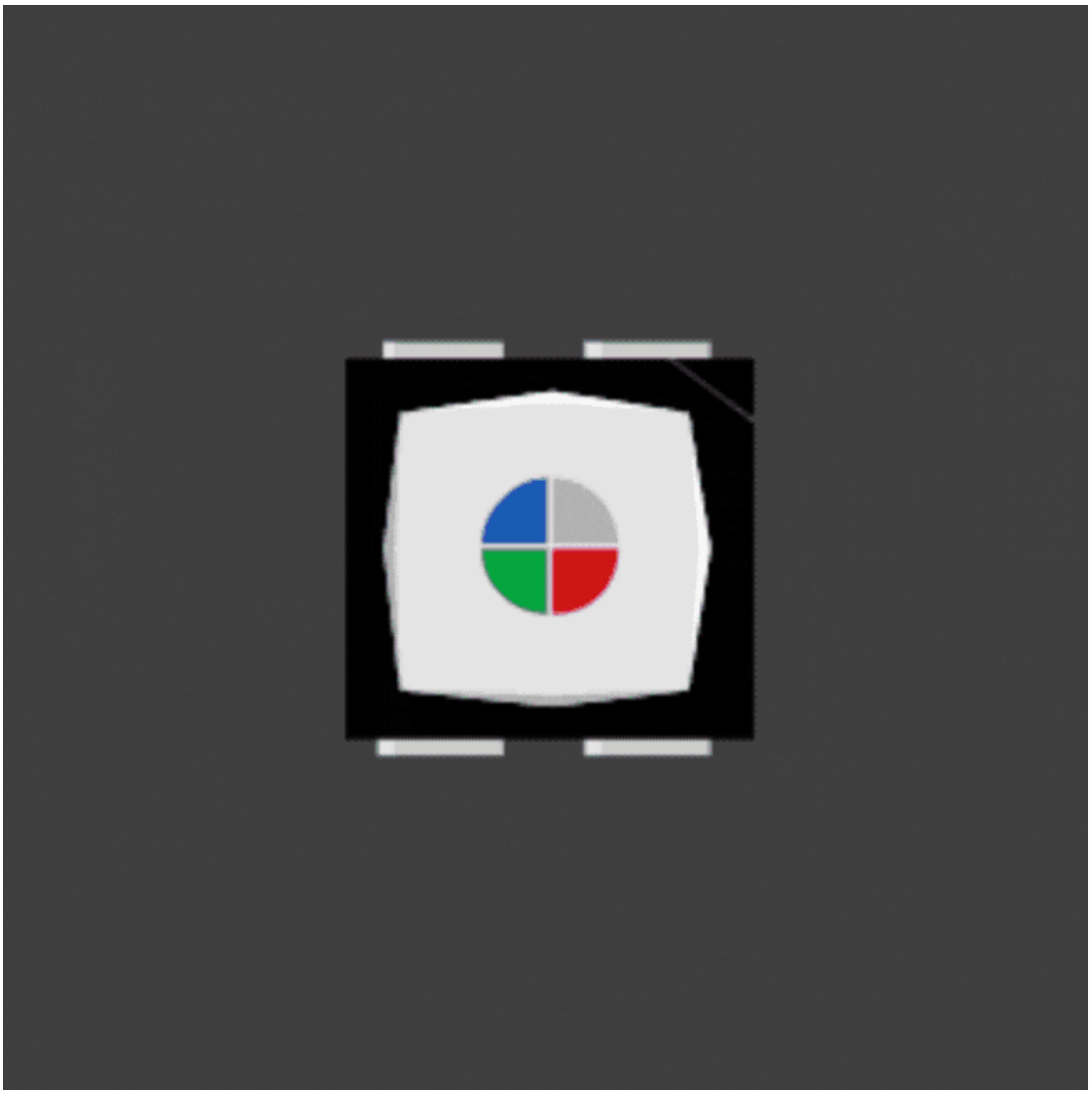
Connecting to the Cloud

- **Rapidly Blinking Cyan**: The trap is connecting to the cloud, usually after finding cellular signal.

- 

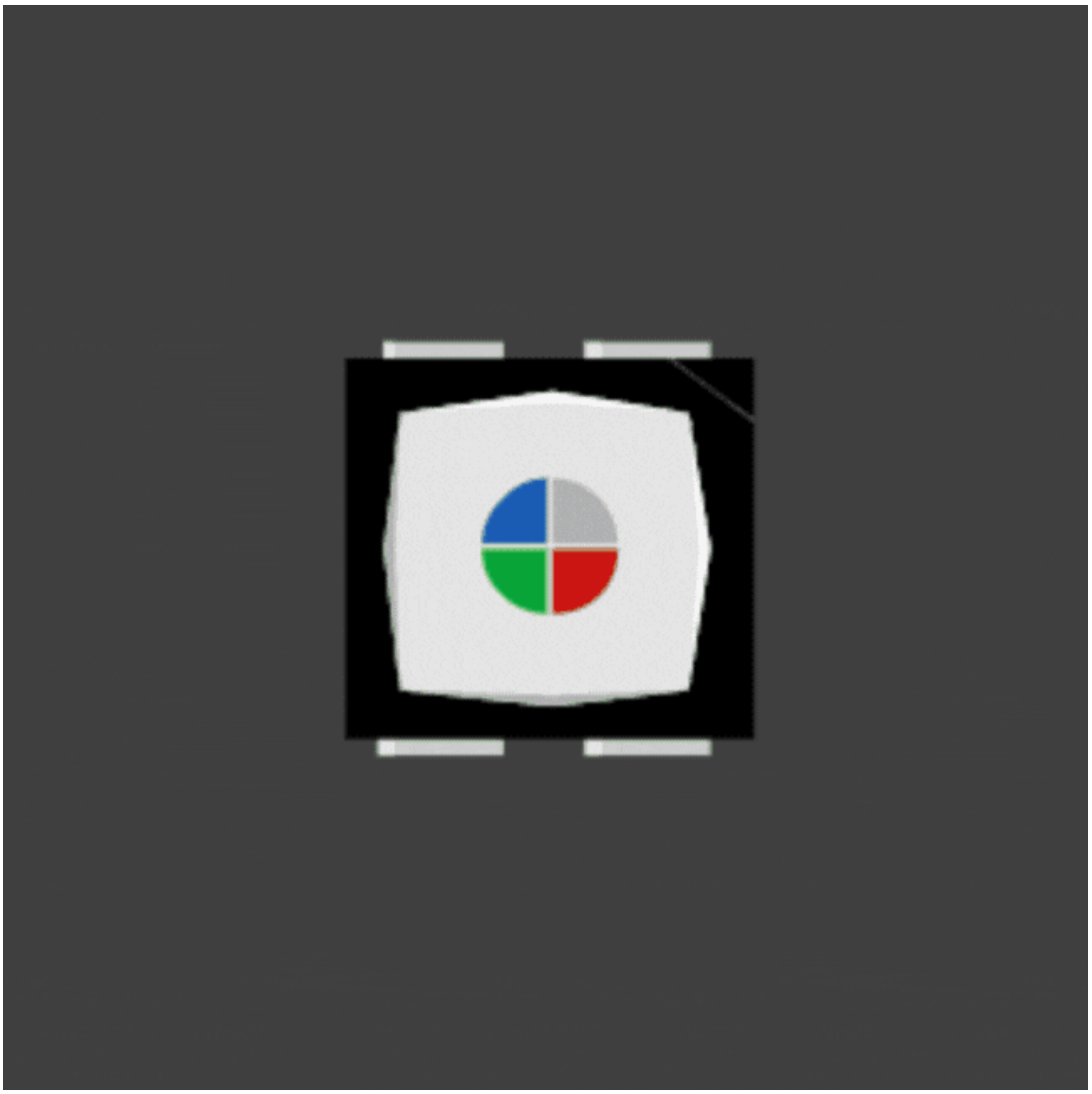
OTA Firmware Update

- **Blinking Magenta**: A firmware update is in progress. Leave the trap powered on and wait.

- 

Looking for Internet

- **Blinking Green**: The device is attempting to establish a cellular connection.

- 

Red flash SOS

Is your device blinking red?

A pattern of more than 10 red blinks indicates a **system error**. Count the blinks and contact OcuTrap Support.

Contact Us

No status LED

If you power up your device and the status LED never comes on, reconnect the battery, press the power button once, and see Trap Offline or Won't Connect.

Other app information

Connectivity and Reporting

- **Regular Updates**: The trap pings several times an hour to report its status and confirm network connection.
- **Disconnection Alert**: Users are alerted if the trap loses network connectivity for over an hour.

User Interface

- **Indicator**: The trap's status is communicated through its armed/unarmed state indicator.
- **Command Listening**: In the unarmed state, the trap awaits user commands for further operations.

This concise guide helps users understand the operational modes of the OcuTrap, ensuring efficient and safe usage.

Refresh

The refresh button will send a request to the trap for the most recent data if the trap is connected.

Control Button

The control button opens a popup. You can see:

- Signal Strength
- Temperature
- Last Heard time
- Flash LED light
- Sound the alarm
- Share the trap with other users

Expand ⬇️

The options icon is located at the bottom of the trap tab. You can view the camera and map.

Sharing

You can share traps with other users within the traps options popup. Enter the email of an existing OcuTrap users email to share the trap. You cannot share with yourself, non-OcuTrap users, or double share traps. If the email fits these conditions, an email will be sent and the trap will appear at the bottom of the shared user's traps page under the Shared section.

When the trap is shared, the shared user can perform the activites of a regular trap, except the shared user cannot share the shared trap with other users.

Changing trap name

Click on the current name of the trap such as "52353454" or "Farm Trap". A pop-up will appear and you can rename the trap.

Tips and Tricks

Get the most out of your OcuTrap with these best practices and pro tips.

Powering Off the Trap

When you're not using the trap, **power it down properly**:

1. Hold the **power button for 3 seconds** until the device powers off
2. The trap will send a final status update before shutting down
3. This ensures a clean disconnection and protects the electronics

Proper shutdown prevents unnecessary battery drain and extends the trap's lifespan.

Maximizing Battery Life

Deployment Tips

- **Strong cellular signal** — Poor signal causes the trap to work harder to stay connected, draining battery faster

- **GPS interval** — Keep at 8 hours (default) or disable if you don't need location tracking
- **Camera timelapse** — Set to 6+ hours or disable if you only need capture photos
- **Firmware updates** — Keep updated for the latest battery optimizations

What Drains Battery Fastest

1. Poor cellular coverage (constant reconnection attempts)
2. Frequent GPS updates
3. Short camera timelapse intervals
4. Cold temperatures (reduces battery capacity)

Optimal Trap Placement

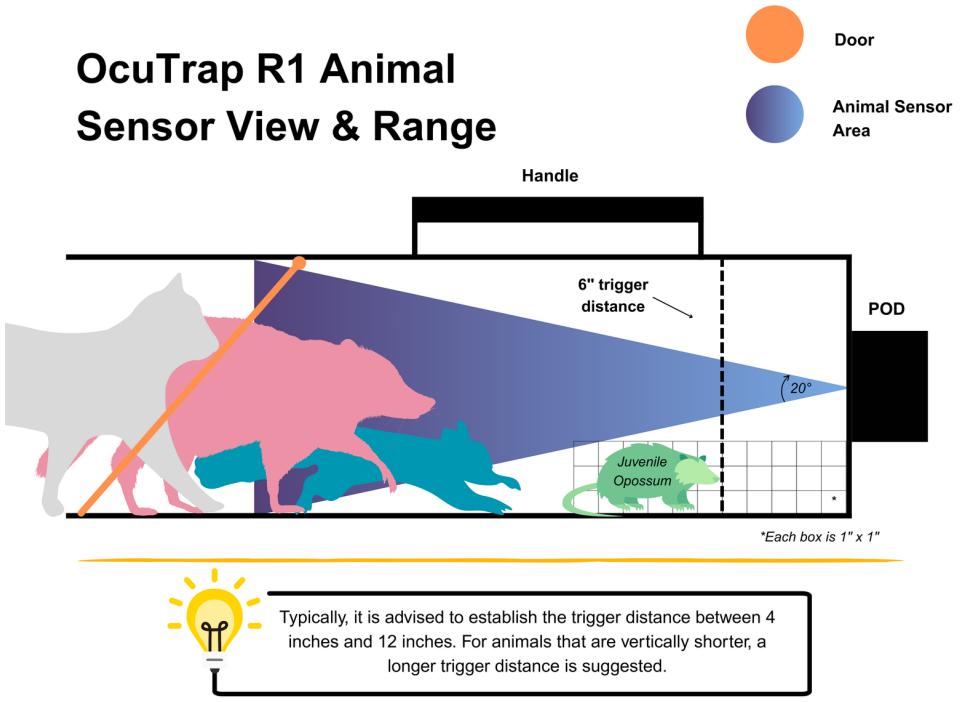
For Best Captures

- Set your **capture distance** so the animal is fully inside before the door closes — the sensor is fixed in the POD, so there's nothing to position (see Deploying Your Trap in the Field)
- Place bait **behind the sensor**, near the back of the cage, so animals must pass through the detection zone
- Level ground helps prevent tilt alerts when armed

For Best Connectivity

- Avoid metal buildings or dense structures that block cellular signal
- Test signal strength before leaving the trap — check for cyan breathing LED
- Clear sky view improves GPS accuracy

Animal Sensor



How Detection Works

The **distance sensor** in the POD watches the inside of the trap for movement.

Detection Process

1. **Animal enters the detection area** (out to ~34 in / 875 mm from the sensor) — You may get a pre-capture alert
2. **Steady presence confirmed** — The trap waits for several consistent readings to avoid false triggers
3. **Animal reaches your capture distance** (default ~8 in) — The door closes
4. **Capture complete** — Photo taken and alert sent

Why This Matters

Unlike traditional traps that use a mechanical trip pan, OcuTrap uses a **distance sensor** to detect the animal's position. This method:

- Improves accuracy
- Minimizes false triggers from rain, debris, or vibration

- Allows remote monitoring without physical trigger mechanisms

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Testing the Trap

This video shows how your OcuTrap works once it's set up and ready to catch animals.

> ▶ **This page has a video.** Watch it online at docs.ocutrap.com.

Test Before Deploying

1. **Arm the trap** using the app
2. **Wave your hand** through the detection zone
3. **Verify** the door closes and you receive an alert
4. **Disarm** and reset for deployment

Trigger Settings

Capture Distance

- **Default**: ~8 inches
- **Adjustable range**: 6–18 inches (app presets)
- **Tip**: Smaller values = animal must be closer before triggering

Timing

- The sensor must register **continuous presence** before activating
- This timing **reduces false triggers** while ensuring the animal is fully enclosed
- Timing is automatic and cannot be manually adjusted

Reducing False Triggers

If you're getting unwanted captures:

1. **Decrease capture distance** — Requires the animal to be closer before the door closes (reduces false triggers from rain, debris, or distant movement)

2. **Check sensor window** — Clean any dirt, debris, or condensation
3. **Reposition the trap** — Avoid areas with blowing debris or heavy rain entry
4. **Review pre-capture photos** — See what's triggering the trap

The trap uses a **two-step check** to filter out most false triggers from rain and debris automatically.

Getting Better Images

In Daylight

- Images are automatically color
- Adjust **image rotation** if the camera view is upside down
- Use higher **camera quality** settings (3-6) for more detail

At Night

- IR LEDs activate automatically below the dark lux threshold
- If images are too dark: Lower the **dark lux threshold** or increase **minimum IR brightness**
- If images are washed out: Decrease **maximum IR brightness**

General Tips

- Keep the camera lens clean
- Use **image cropping** to remove cage mesh from the frame if needed
- Higher quality = larger files = longer transfer times

Using Pre-Capture Alerts

Enable **Pre-Capture Alerts** to get notified when an animal is approaching:

- Sends alert when object enters detection zone (before capture)
- Includes a photo of what's approaching
- 2-minute cooldown between alerts to prevent spam
- Great alongside Scouting Mode when you want photos and alerts without animal captures

Use cases:

- See if non-target animals are visiting
- Monitor animal behavior patterns
- Verify trap placement is attracting targets

Button Shortcuts

Learn the physical button controls:

Action	How To
View status	Single press User button (5 second display)
Open/close door	Double-press User button + hold 5 seconds
Arm/disarm	Press User button, then Power button
Power off	Hold Power button for 3 seconds
Wake from hibernation	Press Power button

Seasonal Considerations

Cold Weather

- Battery capacity decreases in cold temperatures
- Expect shorter runtime in winter
- Consider the 10,000 mAh battery for extended cold-weather deployments

Hot Weather

- Temperature alerts will notify you if internal temps exceed 45°C
- Shade the trap if possible in extreme heat
- Electronics are rated to 45°C operating temperature

Wet Conditions

- The enclosure is weather-resistant but not waterproof
- Avoid submerging or prolonged heavy rain exposure
- Condensation on camera lens can occur — see Condensation on the Camera

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Multi-Trap Management

If you're managing multiple traps:

- **Name your traps** clearly in the app for easy identification
- **Use the map view** to see all trap locations at once
- **Share traps** with team members using appropriate permission levels
- **Stagger GPS intervals** if deploying many traps to spread data usage

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Before You Leave the Field

Checklist before leaving your trap:

- [ ] LED shows breathing cyan (connected)
- [ ] Battery level is sufficient for deployment length
- [ ] Door opens and closes properly
- [ ] Trap is armed (yellow LED)
- [ ] GPS location is updated
- [ ] Bait is positioned behind sensor
- [ ] Trap is level and stable

Handling & Releasing a Captured Animal

When an Armed trap closes on a verified detection, **it holds the animal until you release it** — there is no auto-release. This page covers what *you* do next, in the field. For how the door and app behave after a capture, see After a Capture.

> The OcuTrap door closes in under half a second and can pinch or crush. A trapped animal may also be stressed and defensive. **Keep your hands, fingers, and face clear of the door's path at all times**, and keep children and pets away. See Safety Information.

Before You Approach

1. **Check the app first.** Confirm the trap reads **Captured / Closed**, and tap **Request Image** for a fresh photo so you know what you've caught and its condition before walking up.
2. **Identify the animal.** OcuTrap targets animals in the **5–25 lb** range (e.g., cats, raccoons, opossums). Decide whether it's your **target** animal or a **non-target** capture — this changes what you do next (see below).
3. **Bring the right gear.** Thick gloves and, ideally, a towel or blanket to cover the trap.

Approaching Safely

- Move **calmly and quietly** — a startled animal thrashes and can injure itself.
- **Cover the trap** with a towel or blanket. Reducing what the animal can see usually calms it noticeably.
- Keep the trap **level and upright**; don't tilt, drop, or jostle it.
- Stay **clear of the door's path** and never put fingers through the cage.

Releasing a Target Animal

> Where and how you may release or relocate an animal is regulated and varies by location. Read Responsible & Legal Use **before** you release or relocate anything.

1. Position the trap at your release point with the **door end facing away** from you and toward open space.
2. Stand **behind or to the side** of the trap, clear of the door.

3. In the app, tap **Open** — this releases the door **and** returns the trap to **Unarmed**.
4. Let the animal **leave on its own**. Do not reach in or tip the trap to force it out.

Transporting Before Release

If you need to move the trap before releasing (for example, to an approved relocation site), you don't need to change the trap's state — it can **stay in Captured mode**, with the door closed, while you transport it.

1. **Verify the door is fully closed and locked** before you lift the trap, so the animal cannot push it open in transit. For the most secure hold, see Enhanced Door Closing.
2. Keep the trap **covered, level, well-ventilated, and out of direct sun and heat**.
3. Release **as soon as possible** — minimize the time the animal is confined.
4. At the release site, tap **Open** to release the door (this also returns the trap to **Unarmed**).

> You can also tap **Unarm**, which keeps the door closed but returns the trap to Unarmed for the move. Either way, confirm the door is locked first. See After a Capture for how the Open and Unarm buttons differ.

Non-Target Captures

If you've caught an animal you didn't intend to (including someone's pet — note the 5–25 lb range overlaps with cats):

- **Release it promptly and unharmed at the capture site.** As a rule, non-target and protected species should be let go where they were caught, not relocated.
- If the animal appears injured or you're unsure how to proceed, contact your local wildlife authority or a licensed wildlife rehabilitator.
- See Responsible & Legal Use for rules on protected species and relocation.

After Release

- **Inspect and clean** the trap before redeploying — see Maintenance.
- **Re-arm for the next capture:** after tapping **Open**, the trap is **Unarmed / Open**. Tap **Arm** on the trap card to put it back into service.
- OcuTrap sends **repeat capture reminders for up to 48 hours** so a captured animal is never forgotten. For the animal's welfare, respond as quickly as you can.

See also

- After a Capture — how the door and app behave once a trap closes.
- Responsible & Legal Use — local laws on trapping and relocation.
- Safety Information — injury risks and precautions.
- Maintenance — cleaning and inspection between captures.

Trap Settings

Main Settings

On the main trap settings page, you can:

- **Change the Trap Name** – Personalize each trap for easy identification.
- **Add Notes to the trap** – Add more detail to trap
- **Set Notifications** – Choose how you want to receive alerts for errors, captures, and important events.
- **Adjust Capture Distance** – Set how far inside the trap an animal must be to trigger the door.
- **Change Image Size** – Select the photo resolution for captured images.

Advanced / More Settings

By clicking **More Settings**, you can access advanced configuration options, including:

- **Battery Type** – Select the battery for your trap.
- **Accessory Controls** – Enable or disable accessory ports and set their timing.

- **Enhanced Door Closing** – Improve lock reliability by enabling automatic door re-locking.
- **Pre-capture Notifications** – Get alerts and images when an animal nears the trap, before capture
- **Distance limits, sensor alerts & errors** – App preset table, 6 in expanded zone, dirty-sensor arm gate + 5 min retry
- **Camera Controls** – Set up time lapse, image quality, and night vision thresholds.
- **Sensor Settings** – Adjust capture distance and infrared brightness.
- **Alert Thresholds** – Set up alerts for battery level, temperature, and capture intervals.

Each of these setting can be adjusted for each individual trap. All changes are applied when trap is connected. This will usually take about 1-5 minutes.

Enhanced Door Closing

Enhanced Door Closing improves the reliability of the trap's door lock mechanism. When enabled, the trap will automatically cycle the door open and closed again after an initial close, ensuring the lock is fully engaged.

This feature is recommended if you want extra assurance that the trap door is securely latched, especially in environments where debris or movement might affect locking.

- **Enabled:**
  After the trap door closes, it will briefly open and then re-close to re-lock, helping clear obstructions and confirm the latch is secure.
- **Disabled:**
  The door will close and lock as usual, with no additional re-lock cycle.

How to Change This Setting

To change the Enhanced Door Closing setting:

1. Click **Settings** on the trap you want to update.
2. Select **More Settings**.
3. Find **Enhanced Door Closing** and choose **Enabled** or **Disabled** from the dropdown.

> **Note:** This feature is enabled by default.

Pre-Capture Notification

What It Does

When enabled and the trap is in Armed Mode, Pre-Capture Notification alerts you when an animal is detected approaching the trigger point. This early warning system sends a notification and a photo (if applicable), helping you stay ahead of trap activity.

How It Works

OcuTrap uses a distance sensor to detect animals before they reach the capture point. It watches two areas:

- **Detection area (out to about 34 in / 875 mm from the sensor)**: The trap tracks an approaching animal and may send a pre-capture alert with a photo.
- **Capture point (your capture-distance setting; default 8 in / 200 mm)**: The door closes once the animal is confirmed at or inside this distance.

Default capture distance is **8 inches (200 mm)**, adjustable from **6–18 inches** in the app. Pre-capture alerts can fire while an animal is still approaching in the detection area, before the door closes.

Example

With the default **8 in (200 mm)** capture distance:

- As the animal approaches within the detection area (out to ~34 in), you may receive a **Pre-Capture Alert** with an approach photo.
- At **~8 in (200 mm) or closer**, the trap confirms capture and the door closes.

In the app, the notification shows as a **Pre-Capture Alert** — it lets you know an animal is approaching before a capture happens, and includes an approach photo when available. In Scouting Mode the same approach event shows as a **Scout Alert** instead. The distance the animal was detected at is recorded on the event details.

> Units (inches or millimeters) depend on your trap's **Units** setting. For the full sensor model, see Technical Specifications.

How to Enable or Disable

This setting is configured per trap:

1. Open the OcuTrap app or app.ocutrap.com
2. Tap on the trap you want to edit
3. Go to **Settings** → **More Settings**
4. Find the **Pre-Capture Notification** option
5. Toggle to **On** or **Off**

> Default setting: **On**

Why Use This Feature?

- See what's approaching your trap before it's too late
- Detect non-target animals early (like pets or skunks)
- Monitor animal behavior without needing a capture — or use Scouting Mode to watch activity without closing the door
- Improve trap placement and setup based on activity patterns

What you'll see (alert motion gate, firmware v906+)

Signal	When it fires
Pre-Capture Alert	After the animal shows **real inward movement** (~3 in / 75 mm) toward the trap — static grass or debris in the detection zone will **not** trigger the alert
Approach photos	On zone entry and during approach — **not** blocked by the motion gate that holds the alert
Door close	Only when the animal is confirmed in the capture zone (Armed mode)

> **Testing tip:** `Trap Test` / demo mode is **not** the same as **Armed** mode. To verify pre-capture behavior, arm the trap normally with the door open and approach slowly. Scout mode uses the same motion gate for its alert; approach photos are not held by that gate.

Need to Turn It Off?

If you prefer to only be notified after a capture, you can disable **Pre-Capture Notification** in settings at any time. It will not affect the actual capture or release functions.

Distance Limits, Sensor Alerts & Errors

Quick reference for capture distance settings and arming errors you may see in the app.

Capture distance setting

Choose how far inside the trap an animal must be before the door closes. In the app, pick a preset from **6 in to 18 in**.

Preset	When to use it
8 in (default)	Good starting point for most setups
6–7 in	Animal must be closer — helps reduce false triggers from rain or debris
10 in and above	Animal can trigger from farther inside the cage

Smaller values mean the animal must be deeper in the trap before the door closes.

Sensor blocked or dirty

Warning — arms anyway

If the POD lens looks blocked or dirty when you arm, the trap **still arms** but sends a warning so you know to clean it:

- Arm: `Trap armed. Check camera and clean sensor if blocked.`
- Scout: `Scout on. Check camera and clean sensor if blocked.`

What to do: Clean the POD lens and clear anything in front of the sensor. The trap keeps working, but a dirty lens can affect detection, so clean it as soon as you can.

Real obstruction — arming blocked

Error: `Remove object at <distance> first` (for example, `Remove object at 4.0 in first`) — something is physically blocking the trap interior. Remove it and arm again.

Other arm errors

Message	Cause
`Sensor fault. Power-cycle the trap.`	Sensor self-check failed — power-cycle the trap, and contact support if it persists
`Open the door first`	Door is not fully open — open it all the way, then arm
`Release animal first (open door)`	Trap is in the captured state — open the door to release, then arm
`Cannot disarm`	A capture is triggering right now — wait a moment and try again

See Common Issues — Trap Won't Arm.

Maintenance

To ensure optimal performance and longevity of your OcuTrap, please follow the maintenance checklist below. **Always power off the trap before performing any maintenance.**

Maintenance Tasks (Every Trapping Session)

Maintenance Task	Action
Camera Lens Cleaning	Wipe with a soft, lint-free cloth to remove smudges and debris.
Door Operation Test	Verify smooth opening and closing of the door.
Trap Exterior Cleaning	Use a damp cloth; avoid harsh chemicals that may damage the surface.
Interior Components Inspection & Cleaning	Inspect the door, spring, and motor assembly for obstructions.
Battery Terminal Inspection	Look for signs of corrosion or wear; clean gently if needed.
Motor and Sensor Test	Confirm that the motor and sensors are operating correctly.
Seals and Enclosures Inspection	Ensure that all seals and enclosures are intact and secure.
Post-Adverse Weather Inspection	Check for moisture or debris and clean as necessary.

Note: Firmware updates are automatically applied, so no manual update is required.

LED Guide

System Status Indicators

These patterns occur during power-up, connectivity, or firmware activity.

Status	LED Pattern	Description
Connected Mode	Breathing Cyan	Connected to the cloud and fully operational.
Connecting to Cloud	Fast Blinking Cyan	Attempting to connect to the cloud.
OTA Firmware Update	Blinking Magenta	Firmware update or booting in safe mode.
Looking for Internet	Blinking Green	Searching for a cellular signal.
Red Flash SOS	Rapid Red Blinks	System error. Contact support if >10 blinks.
No Status LED	No Light	Device has no power or failed to boot.
Hibernation	LED Off	Trap has entered low-power sleep. Wake with power button.

> Note: These modes are managed automatically. Only use the power button if the LED does not respond.

⚠️ Low Battery Startup Behavior

When the battery is **critically low at startup**, the following will happen:

- The trap shows a **solid red LED** during boot.
- Sends a cloud error notification (if connected).
- Automatically shuts down and enters hibernation.
- Low-battery hibernation auto-wakes about once an hour to re-check the battery (v946+); it recovers on its own once voltage is back. Only a manual power-button shutdown stays off until you press the power button.
- If voltage is still low, it will repeat the cycle.

To recover, charge or replace the battery and press the power button again.

🎛️ User Button LED Patterns

These appear when using the physical **User Button** or **Power Button** on the device.

Device State Indicators

State	LED Pattern
Unarmed and Open	Solid Blue
Unarmed and Closed	Solid Green
Armed Mode	Solid Yellow
Armed and Captured	Solid Magenta

Manual Door Control

To manually open or close the trap door:

1. Press the **User Button**
2. Press again and hold for 5 seconds

Action	LED Pattern
Open Door	Blinking Blue
Close Door	Blinking Green

Arm/Unarm the Trap

1. Press the **User Button**, then the **Power Button**

Action	LED Pattern
Arm Trap	Blinking Yellow
Unarm Trap	Blinking White

Notes

- LED brightness may dim in low power mode to conserve battery.
- No LED means the device is off or in hibernation.
- Any pattern not listed here may indicate a malfunction — contact support if unsure.

Battery Overview

Current Models

Battery capacity depends on your shipment region:

- **KBT 10,000 mAh (12V)** — standard for **US shipments**
  - Estimated battery life: **~40+ days** per charge (under normal usage).
  - Charger: **2A (12V)**
  - Trap cable: **female XT30** on the battery harness (trap uses mating **male XT30**).
- **KBT 5,200 mAh (12V)** — included with **Canadian shipments**; also used on some earlier US traps
  - Estimated battery life: **~21 days** per charge (under normal usage).
  - Charger: **1A (12V)**
  - Trap cable: **male XT30** on the yellow harness (trap uses **female XT30**).

The two packs use **opposite XT30 genders** so they cannot be plugged into the wrong trap by mistake. If you need to run a different capacity than your trap was built for, contact support@ocutrap.com to request the matching connector and battery holder.

For full electrical specs, see Technical Specifications.

Charging

- Use only the **provided KBT charger** (1A or 2A, matched to your pack) to ensure safety and proper charging.
- The **5,200 mAh battery** takes approximately **5–6 hours** to fully recharge with the 1A charger.
- The **10,000 mAh battery** takes approximately **5–6 hours** with its 2A charger.
- The charger light turns **red** while charging and **green** when fully charged.
- Always disconnect the charger once fully charged to preserve long-term battery health.

Extending Battery Life

We are actively working on **software improvements** to increase efficiency and extend battery life. In addition, you can maximize runtime by:

- Ensuring traps are placed in areas with **strong cellular** (poor signal increases power usage).
- Keeping firmware up to date (updates include **battery optimization improvements**).
- Using the appropriate battery size for your deployment length (e.g., **10,000 mAh for longer-term setups**).
- Powering down the trap when not in use.

Battery Care & Safety

- Store batteries in a **cool, dry place** when not in use.
- Avoid exposing batteries to extreme heat or moisture.
- Only use **OcuTrap-approved chargers**.
- Do not attempt to open, puncture, or modify the battery.

FAQs

Sharing Traps

OcuTrap allows users to share traps with others, enabling collaboration and remote monitoring. To share a trap, follow these steps:

Requirements

- The user sharing the trap **must have an OcuTrap account**.
- The recipient must also have an OcuTrap account with a valid email address.

How to Share a Trap

1. **Log into your OcuTrap account.**
2. Navigate to the **Sharing** section.
3. Select the **trap** you want to share.
4. Click the **plus (+) icon** to add a new user.
5. Enter the recipient's **valid email address**.
6. Confirm the sharing action.

Once shared, the recipient will have access based on their **user level**. To learn more about different access levels, see the User Levels page.

User Levels

Account Owners have privileges over the entire account. Only the account owner can update billing.

Managers can view, share, and edit trap settings & alerts in the groups that you assign them to.

Common questions

Can OcuTrap differentiate species like raccoons, skunks, or opossums?

Currently, OcuTrap traps any animal that enters the trap. However, you have full remote control to **release non-target animals** safely without needing to visit the trap in person.

This remote release feature allows you to:

- Minimize stress and harm to unintended animals.
- Save time and reduce unnecessary trap visits.
- Improve efficiency by focusing on target species like raccoons.

We're actively developing smarter species identification to allow selective trapping in future updates.

What is the size of the OcuTrap

10" wide, 12" tall. The cage alone (without POD, door closed) is **32"** long. The POD adds about **5"**; with the door fully open, add about **4"** more (~**41"** total).

How to change personal details?

Personal details would include your first name, last name, email. These can be changed when you are logged in by going to **account->edit details.** Once you edit the detail and click save your account details will be updated.

How to share trap to other accounts?

You can share your trap with other users to allow them to monitor and control it. To share a trap:

1. Open the **OcuTrap Mobile App** and select the trap you want to share.
2. Navigate to **Settings** → **Sharing** (or **Manage Users**).
3. Tap **Add User** and enter the email address of the person you want to share with.
4. Select the **permission level** for the new user (see User Levels for details).
5. The invited user will receive a notification and can access the trap once they accept.

For more details on permission levels, see User Levels.

How does OcuTrap differentiate between targeted and non-targeted animals?

OcuTrap does **not** automatically identify species. Any animal that enters the trap can trigger a capture.

To manage non-target animals:

- Use **remote release** from the app to open the door without visiting the trap.
- Review **capture and pre-capture photos** to see what triggered the trap.
- Adjust **trap placement**, bait, and **Capture Distance** to reduce unwanted triggers.

We are developing smarter species identification for future updates. Until then, remote release and careful setup are the best tools for non-target situations.

Is OcuTrap humane and safe for animals?

Yes, OcuTrap is designed with animal welfare in mind. It employs a non-lethal, humane trapping mechanism that safely contains the animal without causing harm or stress.

Can I control OcuTrap remotely?

Absolutely. OcuTrap is equipped with smart technology that allows you to open and close the trap door remotely via a mobile app, giving you control from anywhere.

How do I receive notifications from OcuTrap?

Once an animal is trapped, OcuTrap sends an instant notification to your connected mobile device. You can customize notification settings in the OcuTrap app.

What maintenance does OcuTrap require?

OcuTrap requires minimal maintenance. Regularly check and clean the trap, ensure the sensors are unobstructed, and replace batteries as needed.

Is OcuTrap weather-resistant?

Yes, OcuTrap is designed to be durable and weather-resistant, making it suitable for various outdoor environments.

Can OcuTrap be used for both domestic and wild animals?

OcuTrap is versatile and can be configured to trap both domestic and wild animals, depending on the user's requirements.

What is the range of the remote control feature?

The remote control feature of OcuTrap works over any distance as long as you have an internet connection on your mobile device to access the app.

How does OcuTrap ensure the safety of non-target animals?

OcuTrap does not identify species — any animal that enters the trap can trigger a capture. Its humane trapping mechanism means a non-target animal is not harmed, and you can review the capture photo and **release it remotely** from the app without visiting the trap.

Where can I purchase OcuTrap?

OcuTrap is available for purchase through our official website and select authorized dealers. Please visit our website for more information on where to buy.

What types of animals can OcuTrap effectively trap?

OcuTrap is versatile and can be configured to trap a wide range of animals, from smaller pests like rodents to larger animals like raccoons, depending on the specific model and settings.

How long does the battery last in an OcuTrap device?

The battery life of OcuTrap depends on usage frequency, but on average, it can last several weeks to months. We recommend regular checks to ensure uninterrupted service.

Is the OcuTrap app compatible with both iOS and Android devices?

Yes, the OcuTrap app is designed to be compatible with both iOS and Android platforms, providing a wide range of accessibility for users.

Can OcuTrap be used in areas with no Wi-Fi?

Yes. OcuTrap connects exclusively via 4G LTE cellular — no Wi-Fi is required or supported. As long as there is cellular coverage in the deployment area, OcuTrap will work normally.

Does OcuTrap require a subscription service for its app or notifications?

Currently, OcuTrap does not require a subscription for basic functionality. However, additional features and services may be available with a subscription plan in the future.

Are there any ongoing costs associated with using OcuTrap?

Apart from the initial purchase, the main ongoing costs would be for battery replacement and any optional subscription services for enhanced features.

How environmentally friendly is OcuTrap?

OcuTrap is designed with environmental sustainability in mind, using eco-friendly materials and ensuring humane treatment of animals.

Can OcuTrap be used in residential areas?

Yes, OcuTrap is suitable for use in residential areas, and its humane and discreet operation makes it an ideal solution for home pest control.

What safety features does OcuTrap have?

OcuTrap includes various safety features such as secure containment of trapped animals, remote operation to minimize human-animal contact, and photo verification with remote release so non-target animals can be freed without a site visit.

How is OcuTrap powered?

OcuTrap is typically powered by batteries, ensuring it can be deployed in a variety of locations without the need for external power sources.

Can OcuTrap withstand extreme weather conditions?

OcuTrap is built to withstand various weather conditions, including rain and extreme temperatures, ensuring reliable operation in different environmental settings.

Is there a warranty on OcuTrap devices?

Yes, OcuTrap comes with a limited warranty. The details of the warranty period and coverage can be found in the product documentation.

How user-friendly is the setup process for OcuTrap?

The setup process for OcuTrap is designed to be straightforward and user-friendly, with step-by-step instructions provided in the manual and online resources.

Can OcuTrap be linked to multiple devices?

Yes, OcuTrap allows linkage to multiple devices, enabling more than one user to monitor and control the traps.

How does OcuTrap contribute to humane animal control?

OcuTrap's design prioritizes humane capture, ensuring animals are not harmed or unduly stressed, aligning with modern animal welfare standards.

What training or knowledge is required to operate OcuTrap?

Operating OcuTrap requires minimal training. The user manual and online tutorials provide all necessary information for effective use.

Can the OcuTrap system be integrated with other smart home devices?

Currently, OcuTrap operates as a standalone system, but future developments may include integration capabilities with other smart home devices.

What happens if an OcuTrap device malfunctions?

In the unlikely event of a malfunction, users are advised to contact customer support for assistance and troubleshooting. Warranty coverage may apply for any manufacturing defects.

Is there a maximum range for the effective use of OcuTrap?

While there is no maximum range for remote monitoring as long as there is internet connectivity, the physical effectiveness of the trap will depend on appropriate placement relative to animal activity.

How does OcuTrap handle false triggers or accidental captures?

OcuTrap's advanced sensors are designed to minimize false triggers. In case of an accidental capture or false trigger:

- **Remote Release:** You can release the animal remotely using the app without visiting the trap in person.

- **Notification Review:** Check the captured images to verify whether an animal was caught before taking action.
- **Capture Distance:** Adjust **Capture Distance** in trap settings if you experience frequent false triggers — smaller values require the animal to be closer before the door closes.
- **Pre-Capture Notifications:** Enable pre-capture notifications to get an early photo and alert before a capture, so you can decide whether to open the trap remotely.

These features help ensure efficient operation while minimizing disruptions from false triggers.

Can the OcuTrap be used in commercial settings like farms or warehouses?

Yes, OcuTrap is designed for versatility and can be effectively used in both commercial settings like farms and warehouses, and residential areas.

How does OcuTrap ensure the humane treatment of trapped animals?

OcuTrap uses a non-lethal, containment approach that minimizes stress and harm to the trapped animals, adhering to humane animal treatment standards.

Is there a limit to the number of OcuTrap devices that can be managed through the app?

The app is designed to manage multiple devices efficiently, though the exact number may depend on the specific app version or subscription plan.

Can OcuTrap be used for specific types of pests like rodents or raccoons?

Yes, OcuTrap can be configured to target specific types of pests, including rodents, raccoons, and other animals, depending on the user's needs.

Are there different sizes or models of OcuTrap available?

OcuTrap comes in various sizes and models to accommodate different types of animals and use cases.

How does OcuTrap deal with multiple animals approaching the trap?

OcuTrap's smart technology can detect and manage multiple animal presences, ensuring effective and selective trapping.

Is there a mobile app update required to keep using OcuTrap?

Regular updates to the mobile app are recommended to ensure optimal performance and access to the latest features.

How secure is the data and information in the OcuTrap app?

OcuTrap employs robust security measures to protect user data and information within the app.

Can OcuTrap be used in sensitive environments like schools or hospitals?

Yes, OcuTrap's humane and discreet operation makes it suitable for use in sensitive environments such as schools and hospitals.

What type of customer support does OcuTrap offer?

OcuTrap provides comprehensive customer support, including a helpdesk, email support, and online resources.

How does OcuTrap contribute to sustainable pest control practices?

OcuTrap's design and operation align with sustainable pest control practices, minimizing environmental impact and promoting humane treatment.

Can OcuTrap's settings be customized according to specific requirements?

Yes, users can customize OcuTrap's settings to meet specific trapping requirements and conditions.

Is there a trial period or demo available for OcuTrap?

Potential customers can contact OcuTrap for information about any available trial periods or demos.

How often do I need to check the OcuTrap physically?

Physical checks are minimized due to remote monitoring, but periodic checks are recommended for maintenance.

Does OcuTrap work in areas with high animal populations?

OcuTrap is effective even in areas with high animal populations, offering efficient and selective trapping.

What are the power options for OcuTrap (battery, solar, etc.)?

OcuTrap primarily uses batteries, but there may be other power options like solar, depending on the model.

Can OcuTrap be used in conjunction with other pest control methods?

Yes, OcuTrap can be integrated into a broader pest control strategy, complementing other methods.

How resistant is OcuTrap to tampering by animals or humans?

OcuTrap is designed to be tamper-resistant, ensuring its effectiveness and durability against animal and human interference.

What should I do if an animal is injured in the OcuTrap?

In the unlikely event of an injury, contact local animal control or a veterinarian immediately. OcuTrap is designed to minimize such occurrences.

Can OcuTrap be used in all weather conditions?

OcuTrap is built to operate in a range of weather conditions, ensuring reliable performance year-round.

Are there any additional accessories required for OcuTrap?

OcuTrap comes with all necessary components, but additional accessories may be available to enhance its functionality.

How do I know if OcuTrap is the right solution for my pest control needs?

Consider your specific pest control requirements and consult with an OcuTrap expert to determine if it's the right solution for you.

Does OcuTrap have an impact on local wildlife populations?

OcuTrap's selective and humane approach minimizes negative impacts on local wildlife populations.

How quickly can OcuTrap be deployed in an area?

OcuTrap is designed for easy and quick deployment, allowing for rapid setup in any chosen area.

Is OcuTrap effective in urban environments?

Yes, OcuTrap is highly effective in urban settings, addressing common urban wildlife management challenges.

Can OcuTrap be used in rural or wilderness areas?

OcuTrap is also suitable for rural or wilderness areas, provided there is connectivity for remote monitoring.

Are there any environmental considerations to be aware of when using OcuTrap?

OcuTrap is environmentally friendly, but it's always important to consider local regulations and ecological impacts.

Can OcuTrap be used for scientific or research purposes?

Yes, OcuTrap can be an effective tool for wildlife research and scientific studies, given its precision and data capabilities.

Is there a community forum or user group for OcuTrap?

Users can check the OcuTrap website for information on community forums or user groups for sharing experiences and tips.

How does OcuTrap compare with traditional trapping methods?

OcuTrap offers significant advantages over traditional methods, including humane treatment, remote monitoring, and efficiency.

Are there any ongoing software updates for OcuTrap?

OcuTrap receives regular software updates to enhance its functionality and user experience.

How do I dispose of or recycle an old OcuTrap unit?

Contact OcuTrap customer service for guidance on environmentally responsible disposal or recycling of old units.

Can I rent or lease OcuTrap instead of purchasing it outright?

Information about rental or leasing options can be obtained by contacting OcuTrap directly.

How can I provide feedback or suggestions for OcuTrap?

OcuTrap welcomes user feedback and suggestions, which can be submitted through the app or the website.

Is training provided for large-scale deployments of OcuTrap?

For large-scale deployments, OcuTrap can provide training and support to ensure effective use of the technology.

Can OcuTrap be programmed to release trapped animals remotely?

Yes. You can open the trap door remotely from the app to release an animal without visiting the trap — see After a Capture.

Are there any known issues or limitations with OcuTrap?

Like any technology, OcuTrap may have limitations depending on the specific environment or use case. Consult the product documentation for details.

What are the dimensions and weight of an OcuTrap unit?

The standard OcuTrap R1 is **10" wide × 12" tall**. Cage length is **32"** without the POD and with the door closed; the POD adds **~5"**, and a fully open door adds **~4"** more (**~41"** total). Weight is **24 lbs (10.9 kg)**. See Technical Specifications for full details.

Can OcuTrap be used to trap invasive species?

OcuTrap can be an effective tool for managing invasive species, depending on local regulations and the specific species.

Is OcuTrap suitable for trapping in marine or coastal environments?

While OcuTrap is weather-resistant, its suitability for marine or coastal environments depends on the specific model and environmental conditions.

How does OcuTrap handle power outages or connectivity issues?

OcuTrap is designed to retain basic functionality during power outages, but remote features may be limited without connectivity.

Can OcuTrap be used for trapping birds or flying animals?

OcuTrap is primarily designed for ground-based animals. Its effectiveness for birds or flying animals may be limited.

What measures are in place to prevent OcuTrap from being stolen or vandalized?

OcuTrap includes security features to deter theft or vandalism, but users should also take appropriate precautions based on the deployment location.

How does OcuTrap integrate with other smart technology or IoT devices?

While OcuTrap operates as a standalone device, future iterations may offer integration with other smart technology or IoT devices.

What is one-player id?

This ID is used to maintain push notifications to your mobile device. If the field is blank under your account page, you will not receive push notifications. Please allow notifications on your mobile device to enable the capture of the one-player ID. If the issue persists, please delete the OcuTrap app and redownload it.

What animals is the OcuTrap R1 designed for?

The OcuTrap R1 is built for **medium-sized nuisance wildlife** — animals roughly **5–25 lbs** that fit comfortably inside the cage. This page covers which species the trap is designed around, which ones are a poor match, and how to set your expectations honestly before you deploy.

Primary target species

The R1 was designed around three groups of animals:

- **Raccoons** — the most common target. Adult raccoons fit the cage well and trigger the sensor reliably.
- **Feral and stray cats** — a natural fit for the cage size, and a frequent use case for TNR (trap-neuter-return) programs and property managers.

- **Skunks** — sized well for the cage. The remote door control is especially useful here: you can manage the trap from the app without startling the animal up close.

Opossums and similarly sized animals in the same weight range also work well, even though they aren't the primary design targets.

They're active at night — plan for it

Raccoons, cats, and skunks are **nocturnal or crepuscular**: most of their activity happens between dusk and dawn. That matters for how you run the trap:

- **Bait and arm the trap before dusk**, so it's ready when your target starts moving.
- **Expect alerts overnight.** Captures most often happen in the hours after sunset and before sunrise — make sure your notification settings will actually reach you.
- **Plan a morning check.** A captured animal shouldn't sit in the trap through a hot or cold day — see Handling & Releasing a Captured Animal.
- **Not sure what's visiting?** Run Scouting Mode for a night or two first. It photographs whatever shows up without closing the door, so you know what you're targeting before you arm.

Will it fit? Cage size and geometry

The cage interior is **10" wide × 12" high × 32" long** (see Technical Specifications for full dimensions).

Fit	Animals	Notes
Comfortable fit	Raccoons, feral/stray cats, skunks, opossums (~5–25 lbs)	Enough room to fully enter and reach bait placed behind the sensor
Tight / poor fit	Large dogs, coyotes, adult beavers, anything much over ~25 lbs	Too large to fully enter — the door can't close safely behind them
Poor match (too small)	Mice, chipmunks, small squirrels, other very small rodents	Fit through the cage easily but are **not detected reliably** — see below

A good rule of thumb: the animal should be able to **walk fully inside the cage with room to spare** and reach bait placed near the back. If it has to squeeze in, or the door would close on its body, the R1 is the wrong size for that animal.

What the R1 is *not* designed for

We'd rather be honest here than have you waste nights on the wrong tool:

- **Very small rodents (mice, chipmunks, small squirrels).** The R1's sensor is tuned for medium-sized animals. Very small animals produce a weak detection signal and **may walk through the trap without ever triggering it** — especially at larger capture distances, where detection of small animals is less reliable. The R1 is not a rodent trap, and we don't recommend buying it for mice or rats.
- **Animals larger than the cage.** If the animal can't fully enter, the trap can't capture it safely.
- **Birds and reptiles.** Detection is not designed or validated for them.

> **Targeting something on the small end of the range?** Don't take our word for it — or the trap's. Validate with Scouting Mode first: if your target animal shows up in scouting photos and registers a **Scout Trigger** at your chosen capture distance, you know the trap can actually detect it. If it only appears in photos but never triggers, it's too small for reliable capture at that distance — try a shorter capture distance, or reconsider whether the R1 is the right tool.

Setting up for your target

Once you know your target species:

1. Follow Deploying Your Trap in the Field for placement, capture distance, and the pre-deployment test.
2. Set your capture distance for the animal's size — the default **8 in** works for most raccoon/cat/skunk setups; see Distance Limits, Sensor Alerts & Errors.
3. Use bait suited to your target and place it **behind the sensor**, near the back of the cage.

Related: Deploying Your Trap in the Field · Scouting Mode · Common questions · Technical Specifications

Safe-mode

Prerequisite: Make sure device has enough battery charge. If not turning on, charge the battery and try again.

To put your device in Safe Mode:

1. Hold down BOTH buttons (RESET and MODE).
2. Release only the RESET button, while holding down the MODE button.
3. Wait for the LED to start blinking magenta
4. Release the MODE button.

Before the LED blinks magenta, the trap goes through its normal startup sequence (blinking green, then blinking cyan). If the trap cannot connect to the cloud, you may not see breathing magenta — but if the LED is blinking magenta after you release the MODE button, safe mode is active.

Battery

Features

High-Quality Batteries: Each pack is built with premium cells to provide reliable 12V power.

Built-in Protection Board: Prevents over-charge, over-discharge, over-voltage, and short circuits.

Charging Process:

1. **Identifying the Connectors**:
    - Your battery pack comes with **two connectors**:
        - The **yellow connector** is for connecting to the OcuTrap device.
        - The **black connector** is used exclusively for charging the battery.
2. **Charging the Battery**:
    - Plug the **black connector** into the supplied **12V battery charger**.
    - Connect the charger to a power source.
    - The charger's indicator light will show:
        - **Red light**: Battery is charging.
        - **Green light**: Battery is fully charged.

3. **Charging Duration**:
    - If the battery is **completely drained**, it will take approximately **5–6 hours** to fully charge.
4. **Disconnecting**:
    - Once the charger's light turns **green**, the battery is fully charged and can be disconnected from the charger.

Package Includes:

- **1 x 12V battery pack** (capacity depends on region — see Battery Overview)
- **1 x 12V battery charger** (1A or 2A, matched to your pack)

Specifications:

- **Battery Pack Size**: 70 x 55 x 40 mm (L x W x T)
- **Battery Weight**: Approx. 295g (5,200 mAh pack) — note the **10,000 mAh** pack is standard for new US shipments; see Battery Overview for both models
- **Charger Cable Length**: 90 cm

Always charge your battery properly to maintain optimal performance and battery life. If you encounter any issues, contact support@ocutrap.com.

For regional battery models, runtime estimates, and connector details, see Battery Overview.

Updating Firmware

OcuTrap firmware updates are delivered automatically over-the-air (OTA) to ensure your device has the latest features and security improvements.

How Firmware Updates Work

Automatic Updates

- Firmware updates are pushed automatically when your OcuTrap is connected to the internet.
- Updates typically occur during low-activity periods to minimize disruption.
- Your trap will briefly restart after an update is applied.

Update Requirements

For a successful firmware update:

- The trap must be powered on and connected to cellular.
- Battery level should be above 20% to prevent interruption during the update.
- The trap should remain powered during the update process (usually 5-15 minutes).

Checking Your Firmware Version

To view your current firmware version:

1. Open the **OcuTrap Mobile App**.
2. Select your trap from the device list.
3. Navigate to **Settings** or **Device Info**.
4. The firmware version is displayed under device details.

Troubleshooting Update Issues

Update Not Installing

- Ensure the trap has a stable internet connection.
- Verify the battery level is sufficient.
- Try power cycling the trap by removing and reinserting the battery.

Trap Unresponsive After Update

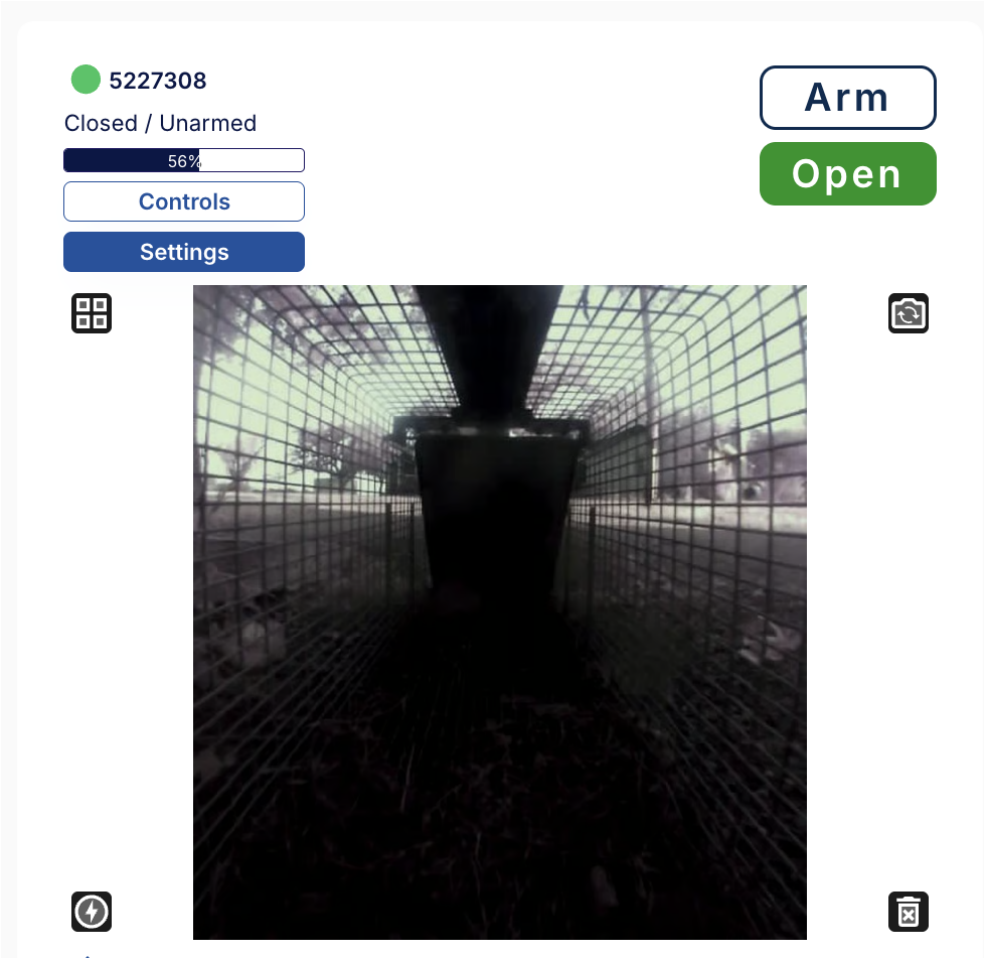
- Wait 5 minutes for the trap to complete its restart sequence.
- If the trap remains unresponsive, turn the trap off and on again (remove and reconnect the battery, or hold the power button).
- Contact support if issues persist.

Release Notes

For information about the latest firmware features and fixes, check the **Updates** page on docs.ocutrap.com or contact support.

Manually taking an image

You can request a fresh photo of the inside of your trap at any time. On the trap's detail screen, the live image sits in the center with four controls in the corners around it.



Icon	Corner	What it does
Lightning bolt	Bottom left	**Fast image** — a quick, lower-quality photo
Camera	Top right	**Higher-quality image** — a full-quality photo
Grid of squares	Top left	**Gallery** — browse previously captured images
Trash can	Bottom right	**Delete** the current image

Fast image (lightning bolt — bottom left)

Tap the lightning bolt to request an image **faster**. The trap returns a lower-quality image in exchange for the speed boost — useful when you need to check on something right now.

Higher-quality image (camera — top right)

Tap the camera icon for a **full-quality** photo. It takes a little longer than a fast image but gives you the clearest view. See Taking higher quality images.

From the Controls popup

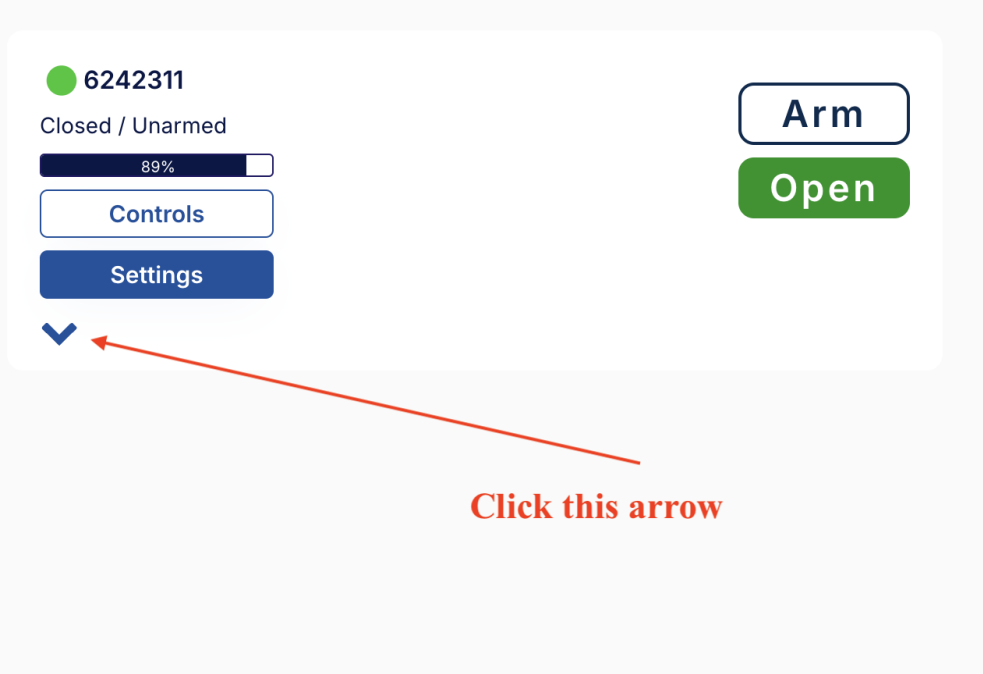
You can also open **Controls** and tap **Request Image** to request a photo. See Trap Control.

See also

- Taking higher quality images
- Deleting an Image — the trash icon (bottom right)
- Seeing Camera view

Seeing Camera view

To open the camera view, click the downward arrow icon located beneath the settings button.



The camera view shows the most recent image from inside your trap. From here you can:

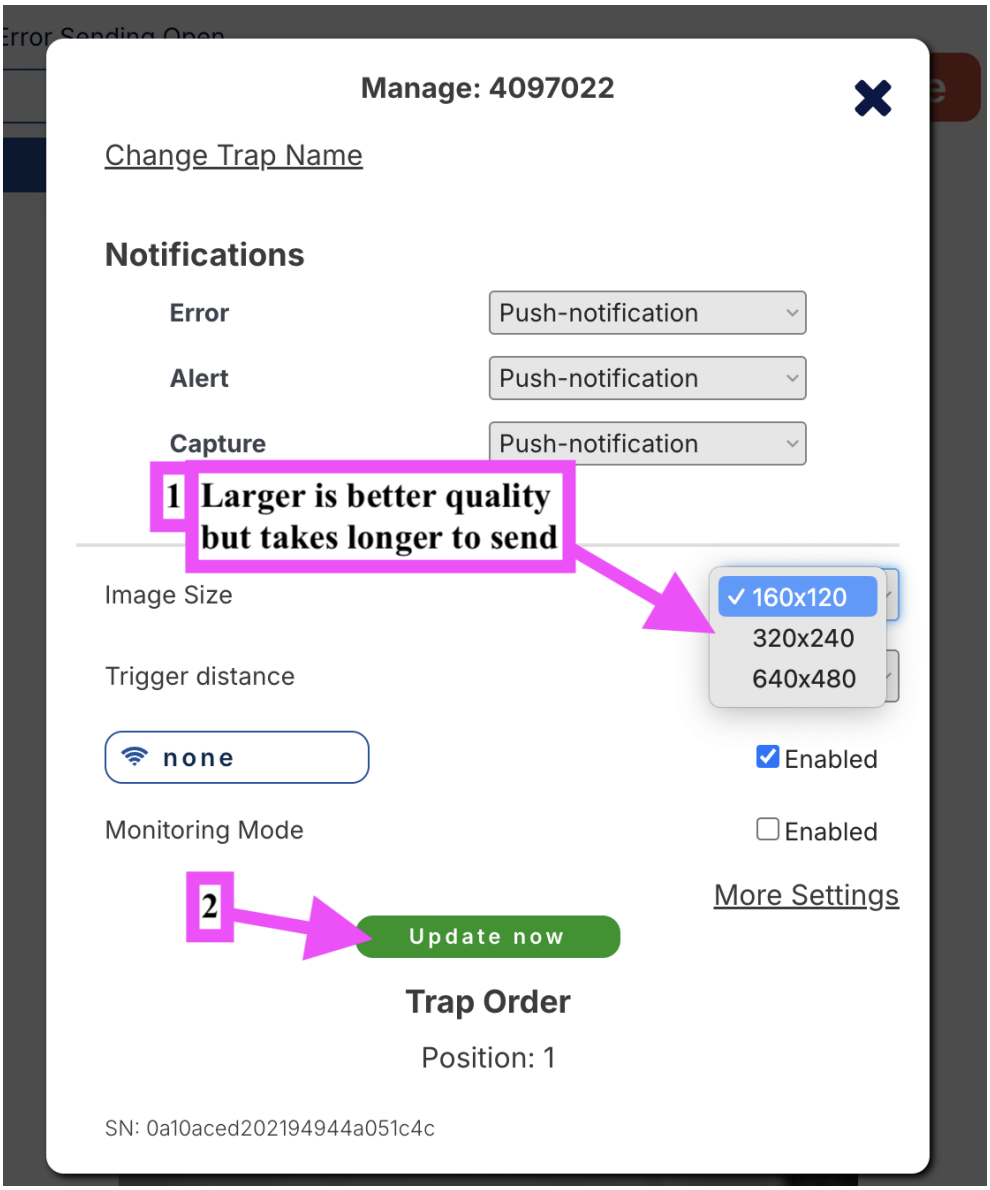
- **Request a fresh photo** — a fast lower-quality image or a full-quality one; see Manually taking an image.
- **Browse past images** — open the gallery from the top-left grid icon.

If images look too dark, washed out, or blurry, see Camera for the light-switching settings and fixes.

Taking higher quality images

For the clearest possible view inside your trap, request a **higher-quality image** instead of a fast one.

On the trap's detail screen, tap the **camera icon in the top-right corner**. The trap captures a full-quality photo and sends it to the app. This takes a little longer than a fast image (the lightning-bolt option in the bottom-left corner), but the detail is much better — useful for confirming what's inside the trap or checking image clarity.



> Need a quick check instead? Use the **lightning-bolt (fast image)** option for a faster, lower-quality photo. See Manually taking an image.

GPS

OcuTrap uses an integrated u-blox GPS module to provide location tracking and mapping capabilities. This guide explains the GPS settings and functionality to help you get the most accurate location data for your traps.

How GPS Works on OcuTrap

GPS is **battery-optimized by design**. Rather than continuously tracking location, OcuTrap uses strategic update intervals to maximize battery life while keeping you informed of trap locations.

Default Behavior

- **Update Interval**: Every 8 hours (default)
- **First Boot Delay**: 5-minute delay after power-on before first GPS acquisition
- **Automatic Capture Updates**: GPS automatically triggered when a capture occurs
- **Fix Requirements**: Minimum 5 satellites with a 3D fix for valid position

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GPS Settings

GPS Interval

- Controls how frequently the GPS updates location data
- **Default**: 8 hours (recommended for battery life)
- Can be disabled to conserve battery life
- Located in Settings → GPS Interval
- Manual updates still possible through the interface when disabled

GPS Status Indicators

When viewing trap locations, you'll see key metrics:

- **Satellites Connected**: Number of GPS satellites currently in use (e.g., "8 connected"). More satellites = better accuracy.
- **Last Updated**: How long ago the GPS position was updated (e.g., "6 Hours Ago").
- **Radius**: The trap's last location is within the approximate radius.

Best Practices

Optimal GPS Performance

- Place the OcuTrap outdoors with clear sky view for best results
- **First fix**: Allow up to 3 minutes for initial GPS acquisition after power-on
- **Subsequent fixes**: Typically acquired within 2 minutes
- System will timeout if no fix is acquired within the timeout period
- More satellites generally means better accuracy
- Buildings, dense foliage, and urban canyons can reduce accuracy

Manual Updates

- In controls, click on data button to request a GPS update
- Only works when GPS is not disabled in settings
- Useful for verifying position without waiting for next interval

Access Levels

- GPS viewing capabilities are restricted by user access level
- Owner and Manager level users and above can view all trap locations in map tab
- Lower access levels may have restricted viewing capabilities

Troubleshooting

No Fix Available

1. Ensure device is outdoors with clear view of sky
2. Wait up to 3 minutes for initial fix
3. Check GPS Interval setting is not disabled
4. Try manual update by clicking location data
5. If problems persist, verify no physical obstructions are blocking GPS antenna

Poor Accuracy

- Move device to location with clearer sky view
- Wait for more satellites to be acquired
- Verify Fix type is 3 for best accuracy

- Consider environmental factors (buildings, trees, etc.)

Battery Considerations

- GPS usage impacts battery life significantly
- **Default 8-hour interval** is optimized for multi-week deployments
- Shorter intervals provide more frequent updates but reduce battery life
- Disable GPS when location tracking not needed
- GPS is automatically disabled in Low Power mode to conserve battery
- Poor cellular signal in combination with GPS can increase power consumption

Map Interface

- Toggle between Map and Satellite views
- Terrain overlay available for topographical reference
- Zoom controls for detailed area inspection

Weather & Environmental Guidelines

General Weatherproof Design

OcuTrap's exterior is designed to resist harsh weather, including rain, wind, and moderate environmental challenges. However, please keep in mind:

- **Internal Electronics:** Although the enclosure is weatherproof, internal electronics must not be submerged in water.
- **Durability:** The trap is built to endure outdoor conditions, but taking precautions in extreme weather can prevent potential damage.

Operating & Charging Temperature Guidelines

Operating Temperature

For best performance:

- **Ideal Range:** Operate OcuTrap between **0°C (32°F)** and **40°C (104°F)**.

Charging Temperature

Since OcuTrap is powered by a lithium-ion battery:

- **Recommended Charging Range:** Charge the battery in ambient temperatures between **0°C (32°F)** and **45°C (113°F)**.
- **Performance Consideration:** Charging outside of this range can affect battery efficiency and lifespan.

Temperature Monitoring

The OcuTrap R1 model features an integrated temperature sensor that monitors the internal environment. This sensor alerts users if the internal temperature reaches adverse levels, helping to prevent potential issues.

Handling Extreme Weather Conditions

Extreme Heat and Cold

While OcuTrap is capable of operating in a broad temperature range, long-term exposure to temperatures outside the ideal operating conditions can:

- Reduce overall performance.
- Diminish battery life.

Icing Conditions

In freezing weather:

- The moving door mechanism (which opens and closes) may freeze shut.
- To maintain functionality, avoid operating OcuTrap in conditions where icing is likely.

For comprehensive cold weather guidance including battery care, condensation prevention, and seasonal deployment tips, see Cold Weather.

Heavy Rain and Flooding

Even though the external design is weatherproof:

- Ensure that the internal electronics are not exposed to submersion.
- During heavy rain or flooding, consider relocating or protecting the trap to keep the internal components dry.

Battery-Specific Guidance

To maximize the performance and longevity of the lithium-ion battery:

- Adhere to the recommended operating and charging temperature guidelines.
- Avoid exposing the battery to prolonged extreme temperatures.
- No additional maintenance is required beyond following these guidelines.

For more battery information, see Battery Overview.

Related Pages

- Cold Weather — Detailed guide for winter deployments
- Battery Overview — Complete battery information
- Condensation on the Camera — Troubleshooting camera condensation

Cold Weather

Operating OcuTrap in cold weather requires some additional considerations. This guide consolidates all cold weather-related information to help you maintain optimal performance during winter months.

Temperature Ranges

Operating Temperature

- **Ideal Range:** 0°C (32°F) to 40°C (104°F)
- **Extended Range:** The trap can function in temperatures as low as 0°C (32°F). However, prolonged exposure is not recommended as it may impact performance and battery longevity. Possible issues include door and motor sticking, icing, and motor seizing.

Charging Temperature

- **Recommended Range:** 0°C (32°F) to 45°C (113°F)
- **Important:** Charging outside this range can affect battery efficiency and lifespan. Bring the battery indoors to charge if ambient temperatures are below freezing.

Temperature Alerts

The OcuTrap R1 model features an integrated temperature sensor that monitors internal conditions:

- **Low Temperature Alert:** Triggers at -10°C (14°F)
- **Alert Interval:** Every 8 hours (configurable from 0–48 hours)

Battery Performance in Cold Weather

Cold temperatures significantly affect lithium-ion battery performance:

- **Reduced Capacity:** Battery capacity decreases in cold temperatures, sometimes dramatically
- **Shorter Runtime:** Expect shorter runtime during winter deployments
- **Recommended Solution:** Consider the 10,000 mAh battery (standard for new traps and US shipments) for extended cold-weather deployments to compensate for reduced capacity

Battery Care Tips

- Store batteries in a cool, dry place when not in use
- Avoid leaving batteries in freezing conditions for extended periods
- If possible, swap batteries more frequently during cold weather operations
- Charge batteries at room temperature for best results

Ice and Freezing Conditions

Door Mechanism

In freezing weather, the door mechanism may be affected:

- **Frozen Door:** The moving door mechanism (which opens and closes) may freeze shut

- **Motor Seizing:** In icing conditions, the door motor may seize if the arm becomes frozen, preventing the motor from moving
- **Recommendation:** Avoid operating OcuTrap in conditions where icing is likely

Preventing Ice-Related Issues

- Check weather forecasts before deployment
- If ice formation is expected, consider temporarily retrieving the trap
- After ice events, inspect the door mechanism before resuming operation
- Allow frozen components to thaw naturally—do not force the door open

Condensation

Temperature swings common in cold weather (such as morning/evening transitions) can cause condensation issues:

Symptoms

- Foggy or "milky" images that typically clear after a few minutes
- This is caused by external condensation from temperature changes

Solutions

- **Immediate Fix:** Place a fresh silica gel pack inside the trap pod before closing
- **Deep-Dry Procedure:** Leave the POD cracked open in a warm, ventilated spot for 24 hours, or seal in a zipper bag with desiccant packs for 12–18 hours

Seasonal Deployment Tips

Before Winter

- Fully charge batteries and consider having spares ready
- Inspect door mechanism and ensure it moves freely
- Add fresh silica gel packs to prevent condensation
- Test the trap to confirm all systems function properly

During Winter

- Monitor battery levels more frequently
- Check for ice buildup after freezing rain or sleet events
- Be prepared for reduced check-in frequency if battery is depleted faster
- Review temperature alerts in the app

End of Winter

- Perform a full inspection of the trap
- Check for any moisture intrusion or corrosion
- Replace silica gel packs
- Verify door mechanism operates smoothly after the cold season

Related Pages

- Weather & Environmental Guidelines — Full environmental guidelines including heat and rain
- Battery Overview — Complete battery information
- Tips and Tricks — General deployment tips
- Condensation on the Camera — Detailed condensation troubleshooting

Camera

The **OcuTrap camera** provides **daytime and night vision capabilities**, allowing users to configure image capture settings based on lighting conditions.

Camera Time-Lapse Mode

OcuTrap can **automatically capture images** at set intervals while the trap is in **armed mode**.

Configurable Option

- **Photo Capture Frequency** – Defines how often the camera captures an image while the trap is armed.

> If images are too frequent, **reduce the frequency** to conserve battery and data. If you need more monitoring, **increase the frequency** to capture more activity.

Camera Image Settings

These settings control **image quality, resolution, and night vision brightness**.

- **Image Quality** – Adjusts resolution and compression. Higher quality means clearer images but **increased data usage**.
- **Image Size** – Defines the resolution of captured images.
- **Maximum IR Brightness** – Adjusts infrared light intensity in **night vision mode** to **prevent overexposure or underexposure**.

> If **daytime images look fine but nighttime images are too dark**, **increase** *Max IR Brightness*.

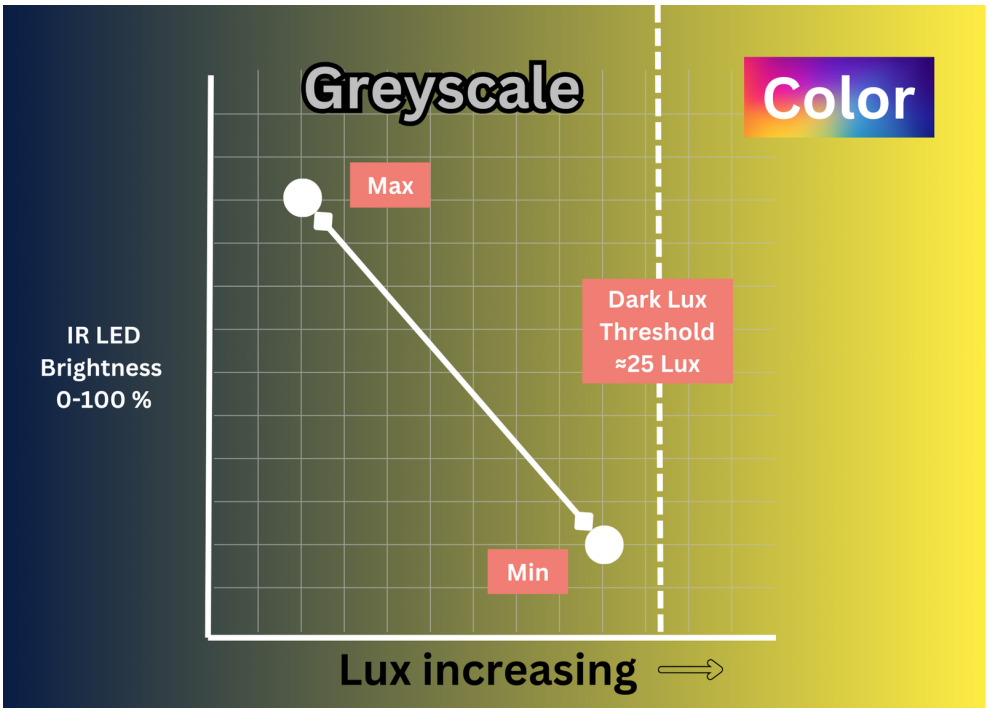
> If **nighttime images are washed out or too bright**, **lower** *Max IR Brightness*.

Limits for IR Brightness

Setting	Min Value	Default Value	Max Value
Max IR Brightness	`0`	`50`	`100`
Min IR Brightness	`0`	`20`	`100`

Night Vision & Light Adaptation

> **Most users do not need to adjust light settings**, as the camera is designed to work automatically. However, users can fine-tune these settings for optimal image clarity in specific environments.



The camera **automatically adjusts** between **color mode** (daytime) and **night vision (greyscale)** based on ambient light levels.

Automatic Light Switching

- **Dark Lux Threshold**
  - If ambient light **falls below this value**, the camera activates **night vision mode** (greyscale) and **enables IR**.
- **Dynamic Light Adaptation**
  - When light is **between the two thresholds**, the IR brightness **gradually adjusts** to optimize visibility.

Limits for Light Thresholds

Setting	Min Value	Default Value	Max Value
Dark Lux Threshold	`10.0`	`20.0`	`100.0`

> If **daytime images are still in greyscale**, **lower** *Dark Lux Threshold* so the camera switches to color mode sooner.
>
> If **nighttime images are still in color and too dark**, **increase** *Dark Lux Threshold* to enable greyscale mode earlier.

Understanding and Adjusting Image Quality

If you experience **image quality issues**, use the guide below to fine-tune your settings:

Issue	Cause	Solution
Daytime images appear too dark	*Dark Lux Threshold* is too high	Lower *Dark Lux Threshold* so the camera switches to color mode sooner.
Daytime images are blurry	Low image quality setting	Increase **Image Quality** in settings.
Nighttime images are too dark	IR brightness is too low	Increase *Max IR Brightness* to enhance night vision.
Nighttime images are too bright or washed out	IR brightness is too high	Lower *Max IR Brightness* to prevent overexposure.
Images have too much glare	Reflections from IR light	Adjust trap positioning or lower *Max IR Brightness*.
Images are too pixelated	Low resolution setting	Increase **Image Size** or **Image Quality**.

How OcuTrap Adapts to Different Light Conditions

Light Condition	Camera Mode	IR Brightness
Bright daylight (above *dark lux threshold*)	**Color**	**Off**
Low light/Night (below *dark lux threshold*)	**Greyscale (night vision)**	***Between Max and Min IR Brightness***

Summary of Best Practices

For Most Users:

- No need to adjust light settings—the camera adapts automatically.

If Adjustments Are Needed:

- **Improve night images** → Increase `maxIrBrightness`.
- **Fix overexposed IR images** → Lower `maxIrBrightness`.
- **Make daytime images clearer** → Increase **Image Quality**.

Power Modes

OcuTrap is designed with multiple power modes to **maximize battery life** while maintaining functionality in the field. These modes ensure that the device can operate efficiently for extended periods while allowing users to interact when needed.

The power management system optimizes energy consumption by adjusting connectivity, sensor activity, and LED brightness based on usage. This allows for **extended deployment without frequent battery replacements or recharges**.

> **Quick Reference**: OcuTrap has 6 power modes ranging from full operation to complete shutdown. The device automatically transitions between modes based on activity, battery level, and armed state.

Power Modes

1. Normal Power Mode

- **Description**: This is the highest power state where OcuTrap is fully operational.
- **When Active**: When the user is interacting with the device through commands or pressing buttons.
- **Indicators**: LED at full brightness.

---

2. Low Power Idle Mode

- **Description**: A power-saving mode where the device reduces energy consumption while waiting for user interaction.
- **When Active**: After a period of inactivity in normal power mode.
- **Indicators**: LED brightness is dimmed.

---

3. Low Power Armed Mode

- **Description**: Same as Low Power Idle, but the trap is armed and ready to capture an animal.
- **When Active**: When the trap is armed and waiting.
- **Indicators**: LED brightness is dimmed.
- **Detection**: The distance sensor continues monitoring for animals while using less power than full operation

> **Important**: When in **armed mode**, the device will **not enter hibernation** unless a **very low battery event** occurs.

---

4. Sleep Mode

- **Description**: A deeper power-saving state where most systems are powered down except essential wake functions.
- **When Active**: Extended periods of inactivity without being armed.
- **Indicators**: LED is powered off.
- **Power Consumption**: Very low — most sensors disabled.
- **Wake Events**: Button press, scheduled check-in, or incoming cloud command.

---

5. Armed Sleep Offline Mode

- **Description**: A specialized armed mode that extends battery life further by periodically checking in with the cloud while keeping the internet disconnected in between. The trap remains armed and monitoring for captures even when offline.

- **When Active**: When armed, but conserving power between check-ins, or when cellular connectivity is unavailable.
- **Check-In Interval**: Every **20 minutes** (fixed, cannot be changed by the user).
- **Power Consumption**: Lower than Low Power Armed Mode due to reduced network usage.
- **Indicators**: LED flashes at 3-second intervals.
- **Capture Behavior**: If a capture occurs while offline, the trap will report it at the next check-in.

---

6. Hibernation Mode

- **Description**: The lowest power state where the device is completely inactive. No communication is possible in this mode.
- **When Active**:
  - If the **battery is too low** to continue operation.
  - If the **power button is held down for 3+ seconds**.
- **Power Consumption**: Minimal.
- **Indicators**: LED is powered off.
- **Recovery**:
  - If due to **low battery**, the trap **checks the battery about once an hour on its own** and recovers automatically once voltage is back (for example after solar charging) — or **replace/recharge** the battery to bring it back sooner.
  - If due to a **power button press**, the user must **press the power button to wake the device**.

> **Note:** In hibernation mode, **OcuTrap cannot receive messages or send notifications**.

Power Mode Transitions

Automatic Transitions:

- **Normal Power Mode → Low Power Idle Mode** (after inactivity).
- **Low Power Idle Mode → Low Power Armed Mode** (when armed).
- **Armed Sleep Offline → Cloud Check-in** (every 20 minutes).

- **Any Mode → Hibernation** (if low battery).

User-Controlled Transitions:

- **Power Button Press**: Can wake the device from hibernation.
- **Sending a Command**: Resets the idle timer and returns to normal power mode.

Battery & Power Alerts

To ensure users are aware of power status, **OcuTrap sends battery warnings** at:

- **20% Battery** – Low battery warning.
- **10% Battery** – Critical battery warning.
- **Hibernation** – Final alert before shutdown.

These alerts help prevent unexpected downtime and allow users to take action before the device powers off.

Summary Table

Power Mode	Description	LED Status	Can Receive Commands?	Can Send Data?
Normal Power Mode	Full power, user interaction	Full brightness	✅ Yes	✅ Yes
Low Power Idle Mode	Reduced power while waiting	Dimmed	✅ Yes	✅ Yes
Low Power Armed Mode	Trap is armed, waiting	Dimmed	✅ Yes	✅ Yes
Sleep Mode	Deep sleep, most systems off	Off	✅ Yes (wakes on command)	✅ Yes (when awake)
Armed Sleep Offline	Periodic check-ins, no internet in between	Flashing (3s)	❌ No (Between check-ins)	✅ Yes (During check-ins)
Hibernation	Fully powered down, no communication	Off	❌ No	❌ No

Miscellaneous

This section covers additional topics and frequently asked questions that don't fit into other categories.

Topics in This Section

- Password Policy for Users — Requirements and best practices for account passwords

Other Helpful Resources

Looking for something specific? Check these related sections:

- Common Questions — General FAQ covering a wide range of topics
- Troubleshooting — Solutions for common issues
- Support — Contact information and help resources

Password Policy for Users

Who this applies to

- All customers and internal users who sign in with an email and password.

Sign in basics

- Your username is your email address.
- OcuTrap uses a standard email and password sign in. There is no additional authentication at this time.

Password requirements

- 8 or more characters
- Includes a number
- Includes a special character
- Do not reuse a password that you use on other sites.
- We do not block common passwords.

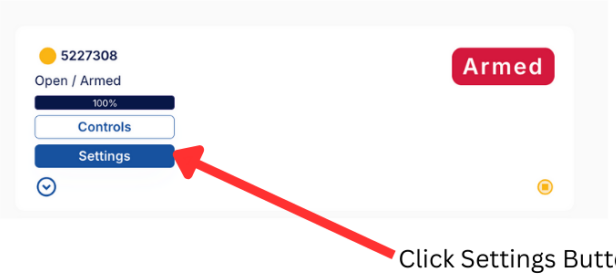
How to create a strong password

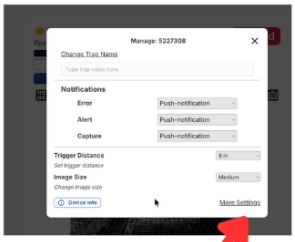
- Use a passphrase with several random words, then add a capital letter and a symbol. Example: `River tulip taxi folder cloud!`
- Avoid personal info like names, addresses, or dates.
- Use a password manager to generate and store unique passwords.

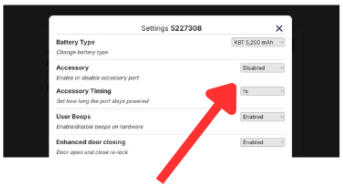
Accessory Port

Modifying Settings: Enable, Disable, and Adjust

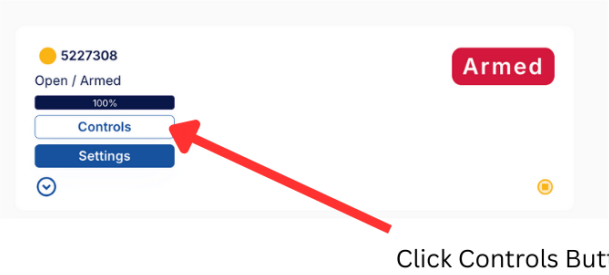
Learn how to manage your settings efficiently by enabling, disabling, or altering them as needed.



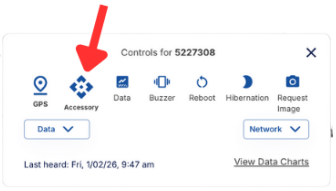




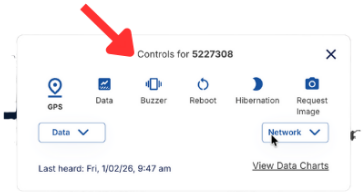
To use the button, simply click it to power the accessory.



Accessory shown (enabled)



Accessory hidden (disabled)



The Accessory feature allows you to remotely power an external device connected to your OcuTrap, such as a buzzer, motor, solenoid, or other low-voltage accessory. Power is switched directly by the OcuTrap and is intended for short, controlled activations.

The accessory system consists of:

- A software-controlled **Accessory button** in the Controls menu
- A physical **12V accessory port** located on the OcuTrap pod
- Internal switching circuitry rated for up to **3.0A continuous current**

Accessory Button Behavior

The Accessory button appears in the **Controls** panel when the accessory port is enabled.

When the button is visible

- The accessory port is enabled in **Settings**
- The device is online and able to receive commands

When the button disappears

- The accessory port is disabled in **Settings**
- This is expected behavior and helps prevent accidental activation

If you do not see the Accessory button, check that **Accessory = Enabled** in the device Settings -> More Settings menu.

Physical Port Location

The accessory port is located at the **top of the OcuTrap pod**.

- Output voltage: **12V DC**
- Maximum continuous current: **3.0A**
- Output type: Switched power controlled by OcuTrap firmware

This port is intended only for powering external accessories. It does not accept power input.

Electrical Specifications

Parameter	Value
Output Voltage	12V DC
Max Continuous Current	3.0A
Default State	OFF

Usage Guidelines

Polarity Sensitive

This port is **not reversible**.

- **Pin 1:** Switched Ground
- **Pin 2:** +12V Output

Always verify polarity before connecting an accessory. Incorrect wiring may damage the connected device or the OcuTrap.

Unidirectional Power Only

This port is designed **exclusively to output power**.

Do **not**:

- Back-feed voltage into the port
- Connect an external power supply to the accessory pins

Back-feeding power can permanently damage the trap.

Load Requirements

- Do not exceed **3.0A continuous current**
- High-current loads may cause overheating or failure
- Short activation times are recommended for power-hungry accessories

If your accessory requires more current, use an external relay or driver circuit.

Motors and Solenoids

For motors, solenoids, or relays, use a **relay or driver circuit** rated for your accessory. Follow the accessory manufacturer's wiring instructions.

Failure to use proper wiring may damage the accessory or the trap.

Default OFF State

The accessory port stays **OFF during startup** and turns **OFF if the control signal is lost**, so accessories do not activate unexpectedly.

Common Use Cases

- External buzzers
- Solenoids or latches
- Low-power motors
- Custom accessories using the OcuTrap accessory port

Potential Automation Applications

The Accessory Port enables automation and remote activation for various external devices:

1. **Rebaiter / Feeder** – Automatically dispense bait at specific intervals to keep the trap effective longer.
2. **Vaccine Feeder** – Deliver oral vaccines to target animals, aiding in disease control efforts.
3. **Lure Dispenser** – Release scent-based attractants to increase trapping efficiency for specific species.

Always test new accessories with short activations before regular use.

Important Safety Notes

Do Not Use the Accessory and Main Door Motor Simultaneously

- The accessory port and the main door motor should not be activated at the same time because both draw power from the same 12V battery.
- The trap door motor can momentarily draw up to 5A, and if an accessory is also in use, it can exceed the power supply limits.
- **Result:** Excessive current draw may cause:
  - Device shutdown due to voltage drop
  - Overheating and potential failure of the power circuit
  - Reduced battery life

Accessory Shutdown When Door Motor is Operated

If the door motor is moved to an open or closed position while the accessory is running, the accessory will automatically power off. This behavior is an intentional safety feature designed to prevent potential conflicts between the door mechanism and the accessory. To avoid an unexpected shutdown, always ensure that the accessory is stopped before adjusting the door motor.

Timing Conflicts

- If the trap door is operating, avoid triggering the accessory at the same time.

- If using an automated system, set a delay between door operation and accessory activation in the app settings.

Troubleshooting

Accessory button missing

- Confirm the accessory port is enabled in Settings
- Refresh the page after changing settings

Accessory does not power on

- Verify wiring polarity
- Confirm current draw is below 3.0A
- Check that the device is online

Device resets or behaves unexpectedly

- Check that motors or solenoids are wired with a proper relay or driver circuit
- Check for short circuits or overcurrent conditions

If you have questions about a specific accessory or need help validating your setup, contact support@ocutrap.com before deployment.

Deleting a Trap

Clicking **Delete Trap** permanently removes your trap and all of its data. Please review the steps below before proceeding.

> **Warning:** This action is permanent and cannot be undone.

Steps

1. **Go to Your Account Page**
   Visit app.ocutrap.com/account/ and scroll down to the **Devices** section.

2. **Open the Delete Trap Menu**
   Click the **Delete Devices** link. A popup titled **Delete Owned Traps** will appear.
3. **Select the Trap**
   Use the dropdown to select the trap you want to delete. Each entry shows the trap name followed by a unique ID.
   Only the part **before the dash** is the actual trap name — you'll need this in the next step.
4. **Confirm the Trap Name**
   Type the **exact trap name** (before the dash) into the red box to confirm. If the name does not match exactly, deletion will be cancelled.
5. **Cancel Subscription (if any)**
   Any active subscription linked to the trap will be canceled automatically.
6. **Receive Confirmation Email**
   You will receive an email confirming deletion, including the Trap ID for your records.

Troubleshooting

Trap Offline or Won't Connect

If your trap shows **offline**, will not connect, or does not respond to commands, the most common causes are **low battery**, **hibernation**, a **loose battery connection**, **weak cellular signal**, or the trap **still trying to connect**.

OcuTrap connects primarily through **4G LTE cellular service**. The trap does **not** need local Wi-Fi for normal operation. Poor cellular coverage can prevent the trap from connecting or receiving commands.

The **LED light** is the fastest way to see what the trap is doing. Work through the steps below in order.

Quick Checklist

1. Make sure the battery is charged.
2. Unplug and reconnect the yellow battery connector.
3. Press the **power button once** to wake the trap.
4. Check the **LED color or blink pattern**.
5. Move the trap to an area with better cellular signal if needed.
6. Refresh the app or dashboard and check the trap's **Last Activity**.
7. If still offline, send Support the **LED pattern**, **Trap ID**, and a **screenshot of the error**.

Step 1: Check the Battery

A low or disconnected battery is one of the most common reasons a trap appears offline.

1. **Disconnect and reconnect** the yellow battery connector.
2. Make sure the connector is **fully seated** — it should click into place without forcing.
3. If the battery may be low, charge it using the **charger that came with your trap**.
    - The charger light turns **red** while charging and **green** when charged.

4. A very low battery can cause the trap to shut down or fail to connect.

After reconnecting the battery, **press the power button once** and watch the LED.

For more on battery care and charging, see the Battery FAQ.

Step 2: Wake the Trap From Hibernation

If the trap has been **unarmed and idle**, it may have entered **hibernation** to save power. In hibernation:

- There may be **no LED**.
- The trap **cannot send notifications** or **receive commands** from the app.

To wake the trap:

1. Press the **power button once**.
2. Wait a few minutes for the trap to reconnect.

> **Note:** If the trap is **armed**, it may use an **offline or sleep mode** and check in with the cloud periodically instead of staying connected all the time. Allow time for the next check-in before assuming the trap is fully offline.

> If the trap **immediately powers down again** after you press the power button, the battery may be too low. Charge or replace the battery before trying again.

For a deeper explanation of power states, see Power Modes.

Step 3: Read the LED Status

Use the table below to interpret what the trap is doing. If the LED never turns on after a charged battery is connected and the power button is pressed, contact OcuTrap Support.

LED Pattern	What It Usually Means	What To Do
Breathing cyan	Connected and online	Refresh the app and try the command again
Fast blinking cyan	Connecting to the cloud	Wait a few minutes
Blinking green	Looking for cellular/internet connection	Move to better cellular coverage
Blinking magenta	Firmware update or safe mode activity	Leave powered on and wait
Rapid red blinks	System error	Count the blinks and contact Support
Solid red during boot	Battery too low at startup	Charge or replace the battery
No light	Powered off, hibernating, no battery, or failed boot	Reconnect battery and press power button

For a full list of LED patterns — including door and arm/unarm indicators — see the LED Guide.

Step 4: Check Cellular Coverage

OcuTrap depends on **cellular signal** to send and receive commands. Metal buildings, garages, basements, dense structures, and remote areas can weaken or block signal.

If the LED is **blinking green for a long time**, the trap may not have enough cellular coverage where it is placed.

1. Move the trap **outdoors** or to a more open area.
2. Give it a few minutes to search for signal and reconnect.
3. The trap may reconnect automatically once signal improves.

Step 5: Check the App or Dashboard

1. Confirm the trap **appears in your account**.
2. Open the trap **settings** or **control panel**.
3. Check **Last Activity** or last heard time.
4. Tap **refresh** or **request latest data** if that option is available.
5. Confirm you are viewing the **correct Trap ID** (the serial number from the POD label, shown in the app after registration).

If the trap was recently added, make sure the **Trap ID** in the app matches the **serial number** on the label inside the POD. See Adding a trap to your account.

Step 6: Inspect Connections

1. Make sure the **yellow battery connector** is secure.
2. Make sure the **POD is closed and latched**.
3. If instructed by Support, check that the **antenna connections** are seated.
4. Do **not** force connectors or open internal components unless Support instructs you to.

Step 7: When Commands Do Not Reach the Trap

If the trap is **offline**, **hibernating**, or **between check-ins**, commands from the app may fail or show an error message.

Recommended actions:

1. **Wake the trap** with the power button.
2. Wait for the LED to become **breathing cyan**.
3. **Retry the command**.
4. If the trap is **armed and offline**, allow time for the **next check-in** before trying again.

For more on command failures specifically, see Trap Not Sending Commands.

What To Send OcuTrap Support

If the issue continues, email support@ocutrap.com with as much of the following as you can:

- **Trap ID**
- **Screenshot** of the app error message
- **LED color or pattern** (or note if there is **no LED at all**)
- Whether the battery was **recently charged**
- **Approximate location type** — for example: indoors, garage, field, metal building, wooded area
- **Last Activity** time shown in the app
- Any recent **weather**, **battery change**, or **impact/transport**

Safety Note

Before handling the trap, keep hands and fingers **clear of the door path**. The door can close quickly when the trap reconnects or receives a command.

Still Offline?

If the trap remains offline after checking the battery, waking the device, and confirming cellular coverage, contact OcuTrap Support with the details above so we can review the device status and help determine the next step.

LED Light Guide

The light on your OcuTrap tells you what the trap is doing. This guide explains what each color and pattern means — including why the light looks **off** most of the time when the trap runs on battery (that's normal and expected).

"The light is off when the trap is idle" — is that a problem?

No — that's normal battery-saving behavior. When the trap is idle and running on **battery**, it keeps the light **off between brief check-in flashes**. Roughly every **10 seconds** you'll see one **quick flash** (a fraction of a second), then it goes dark again. The trap is fully awake and working — it just isn't lighting the LED continuously, because a steady light would drain the battery.

- On **external/USB power** (or for a few seconds right after you send a command), the light stays on — a slow **breathing cyan** glow when the trap is connected.
- On **battery**, expect the brief flash every ~10 seconds. To confirm the trap is alive, send any command from the app — the light will brighten immediately.

Only be concerned if, when the trap should be sitting idle, the light stays **solid** on one color that never changes, or stays **red**. See Red light below.

Color meanings

The flash (or steady color) shows the trap's current state:

Color	Meaning
Blue	Unarmed, door open
Green	Unarmed, door closed
Yellow	Armed — ready to capture
Magenta / pink	Animal captured
Breathing cyan	Idle on power, connected to the cloud
Red	Error or shutting down — see Red light

Connection status

When idle on power, the light also shows its connection state:

Pattern	Meaning	What to do
Breathing cyan	Connected and online	Normal — nothing to do
Fast blinking cyan	Connecting to the cloud	Wait a few minutes
Blinking green	Looking for cellular signal	Move the trap to better coverage
Blinking magenta	Firmware update in progress	Leave it powered on and wait

When you send a command

The light briefly confirms your action, then returns to its idle pattern:

You do	Light
Open the door	Blue for ~5 seconds
Close the door	Green for ~5 seconds
Arm the trap	Yellow while it checks the capture zone (~3 seconds), then yellow once armed
Arm is blocked — something is in the way, the sensor needs cleaning, or an update is pending	**Solid red for ~2 seconds**, then back to idle. The trap did **not** arm. Clear the obstruction or clean the sensor window and try again.

Red light

Pattern	Meaning
Brief solid red (~2 seconds) after a command	The action was blocked (for example, arming failed) — see the row above
Rapid red blinking	Powering down, or a low-battery shutdown
Solid red (staying red)	Hibernating or shut down

Related: Common Issues · Trap Offline or Won't Connect

Common Issues

This guide covers frequently encountered issues and their solutions based on how OcuTrap operates.

Trap Won't Arm

If you're unable to arm your trap, check the following:

Door Must Be Fully Open

The trap **requires the door to be fully open** before arming. This is a safety feature to ensure proper capture operation.

Solution:

1. Open the OcuTrap app
2. Tap the **Open** button and wait for the door to fully open
3. Check that the light shows **blue** (unarmed and open) — see the LED Light Guide
4. Try arming again

Obstruction Detected

Before arming, the trap performs an **obstruction check** to ensure the capture zone is clear. If something is blocking the sensor, arming will fail.

Solution:

1. Check that nothing is in front of the sensor inside the trap
2. Clear any debris, leaves, or objects from the trap interior
3. Ensure the sensor window is clean
4. Wait for 5+ distance readings to confirm the zone is clear
5. Try arming again

Sensor blocked or dirty

The trap uses a **warn-and-arm** approach: if the POD lens looks blocked or dirty, the trap **still arms** but sends a warning so you know to clean it:

- Arm: `Trap armed. Check camera and clean sensor if blocked.`
- Scout: `Scout on. Check camera and clean sensor if blocked.`

Clean the POD lens and clear the sensor path when you see this. The trap keeps working, but a dirty lens can affect detection — clean it as soon as you can.

A real object physically blocking the trap interior is different: arming is **blocked** with `Remove object at <distance> first`. Remove the object and arm again.

See Distance Limits, Sensor Alerts & Errors for capture distance presets and other arming errors.

Sensor Error (Blocks Arming)

If arming fails with `Sensor fault. Power-cycle the trap.`, the distance sensor did not pass its self-check.

Solution:

1. Clean the POD lens
2. Power-cycle the trap
3. Contact support if the error persists after cleaning

Motor Connectivity Issue

The trap tests motor connectivity before arming. If the motor doesn't respond, arming will fail.

Solution:

1. Check the motor connector is securely attached
2. See Motor Connector Tightness Check
3. Verify the motor cable isn't damaged
4. If red and black internal wires are visible at the connector, see Wire Exposed
5. Contact support if the issue persists

False Triggers / Unwanted Captures

OcuTrap has sophisticated false-trigger prevention, but environmental factors can sometimes cause issues.

Rain or Debris Triggering

Heavy rain or debris falling through the trap can sometimes trigger captures.

How OcuTrap Prevents This:

- Requires **several steady readings in a row** before closing the door
- **Ignores splashy or erratic movement** (such as rain or blowing debris)
- **Ignores weak or unreliable readings** from a dirty or obstructed sensor window

If you're still getting false triggers:

1. **Decrease** the **Capture Distance** setting (smaller = animal must be closer before the door closes)
2. Ensure the trap is positioned to minimize rain entry
3. Check that the sensor window is clean and undamaged
4. Consider repositioning the trap to a more sheltered location

Capture Distance Too Sensitive

If the trap triggers before animals are fully inside:

Solution:

1. Go to **Settings** → **More Settings**
2. Decrease the **Capture Distance** value (smaller = animal must be closer)
3. Default is **8 in** — try **6 in** or **7 in** for more selective triggering

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GPS Not Updating

GPS updates are battery-optimized and may not update as frequently as expected.

Understanding GPS Behavior

- **Default interval**: Every 8 hours (not real-time)
- **First boot delay**: 5-minute delay before first GPS acquisition
- **Capture updates**: GPS automatically updates when a capture occurs

GPS Shows Old Location

Solution:

1. Wait for the next scheduled update (check your GPS Interval setting)
2. Request a manual update: Go to Controls → tap the Data button
3. Ensure GPS is not disabled in settings

No GPS Fix Available

Solution:

1. Ensure the trap is outdoors with a clear view of the sky
2. Move away from buildings, dense tree cover, or metal structures
3. Allow up to 3 minutes for the first fix after power-on
4. Check that GPS is enabled in settings
5. If problems persist, contact support for GPS troubleshooting

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Camera Issues

Dark or Black Images

Possible Causes:

- Camera not detecting darkness correctly
- IR LEDs not activating

Solution:

1. Check **Dark Lux Threshold** setting — night vision and IR activate when light falls **below** this value, so **increase** it to enable them earlier (see Camera)
2. Increase **Minimum IR Brightness** setting
3. Ensure the IR LED window is clean
4. Verify the camera lens is not blocked or dirty

Overexposed / Washed Out Images

Solution:

1. Decrease **Maximum IR Brightness** setting
2. Adjust image cropping to remove reflective areas
3. Reposition the trap to reduce direct reflections

Images Not Sending

Possible Causes:

- Poor cellular signal
- Large image size taking too long to transfer

Solution:

1. Check cellular connectivity (LED should be breathing cyan when connected)
2. Reduce **Camera Quality** setting (1-2 for faster transfer)
3. Move trap to an area with better cellular coverage
4. Wait — high-quality photos can take several minutes to upload, especially on a weak cellular connection

---

Connectivity Issues

Trap Shows "Offline"

For a step-by-step field guide — battery, hibernation, LED patterns, cellular coverage, and what to send Support — see **Trap Offline or Won't Connect**.

Automatic reconnection: If the trap loses connection, it will try to reconnect on its own. This can take up to an hour. Leave it powered on in an area with decent cellular coverage and check back later.

If the trap stays offline after the steps in the guide above, contact support.

Commands Not Reaching Trap

See Trap Not Sending Commands for detailed troubleshooting.

Battery Issues

Battery Draining Quickly

Common Causes:

- Poor cellular signal (device uses more power searching)
- GPS interval set too frequently
- Camera timelapse interval set too short
- Cold temperatures reduce battery capacity

Solution:

1. Deploy in areas with good cellular coverage
2. Increase GPS Interval (8+ hours recommended)
3. Increase Camera Time Lapse interval (6+ hours recommended)
4. In cold weather, expect reduced battery life
5. Keep firmware updated (includes battery optimizations)

Trap Keeps Hibernating

If the trap enters hibernation unexpectedly:

1. **Check battery level** — the trap hibernates when the battery is critically low
2. **Charge or replace the battery**
3. **Verify the correct Battery Type** is selected in settings
4. If the battery is charged but hibernation persists, the battery may be damaged

---

Door Issues

Door Won't Open or Close

Solution:

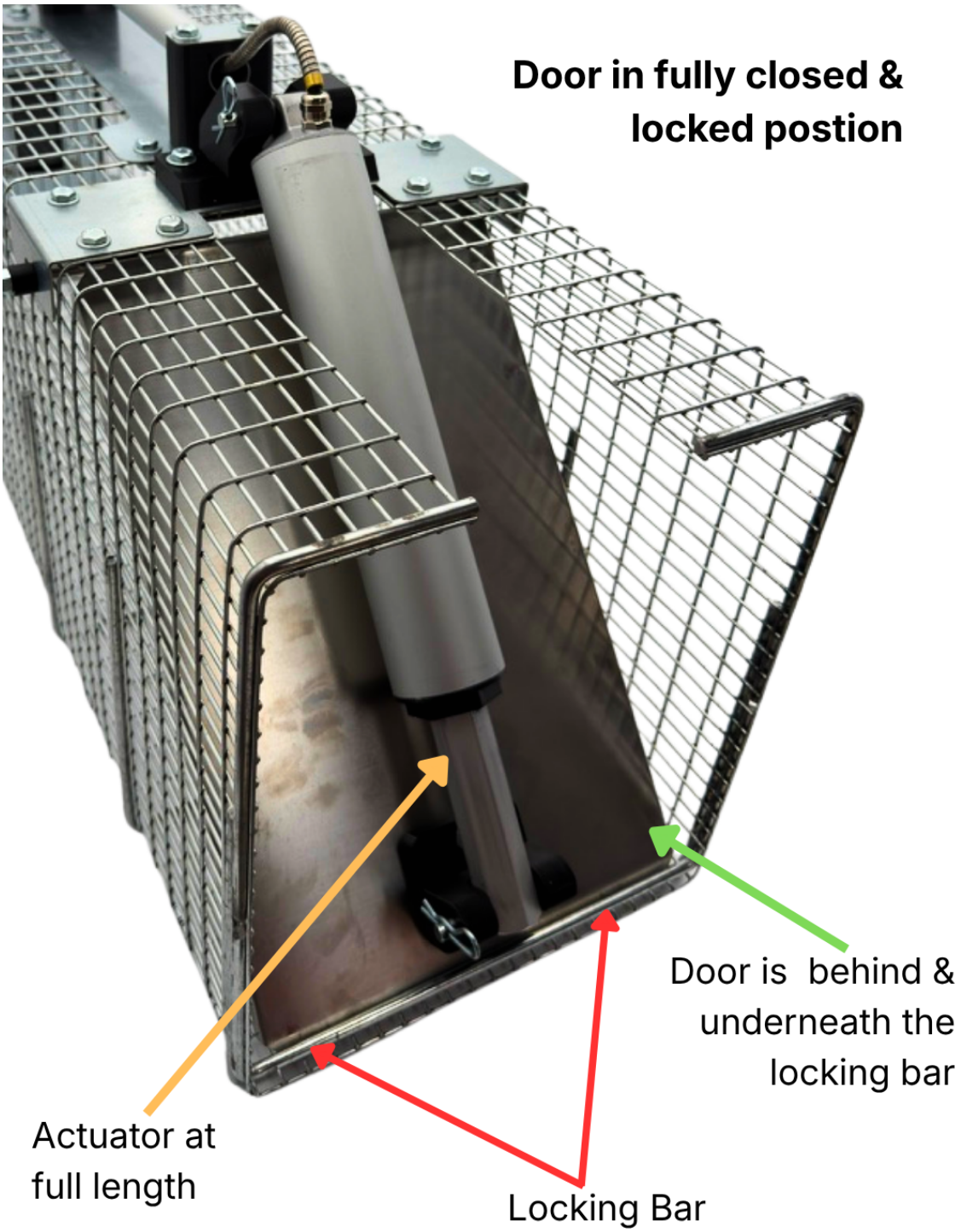
1. Check motor connector is securely attached
2. If red and black internal wires are visible at the connector, see Wire Exposed
3. Verify no physical obstruction is blocking the door
4. Check battery level — door operation requires adequate power
5. Use the manual door control: Double-press User Button + hold for 5 seconds

6. Check for motor fault indicator (orange LED)

Door Not Latching Behind the Locking Bar

When the door closes correctly, it sits **behind and underneath the locking bar**, with the actuator extended to its full length. If the door comes to rest *in front of* the locking bar, the bar cannot hold the door down — a captured animal can push from the inside and bend the door upward, creating enough gap to escape.

What "fully closed and locked" looks like:



- **Actuator** is at its **full length** (fully extended).
- **Door** is **behind and underneath the locking bar** along its entire width — not resting on top of or in front of the bar.
- The locking bar runs across the door opening and physically blocks the door from lifting.

How to verify (every trapping session):

1. From the app, tap **Close** and wait for the door to fully close.
2. Look at the door from the front of the trap.
3. Confirm the door edge is *tucked under* the locking bar across the full width — not pinched on top of it or sitting outside it.
4. Gently try to lift the door by hand. It should not move; the locking bar should stop it within a small fraction of an inch.

If the door is on top of or in front of the locking bar:

1. Tap **Open**, wait for the door to fully retract, then tap **Close** again.
2. If the issue repeats, enable **Enhanced Door Closing** (Settings → More Settings) — it re-cycles the door to clear obstructions and seat the latch.
3. Inspect the door track and locking bar area for debris (dirt, vegetation, ice).
4. Check that the door is not bent. A previously bent door may not seat correctly even when the mechanism works. Contact support if the door edge is deformed.

> **Why it matters:** A door that is not behind the locking bar may not prevent an animal from escaping.

Door Opens/Closes Slowly

Possible Causes:

- Low battery
- Motor wear
- Mechanical obstruction

Solution:

1. Charge the battery fully
2. Check for debris in the door track
3. Contact support if the issue persists

LED Indicators

No LED / Trap Appears Dead

Solution:

1. Press the power button to wake from hibernation
2. Charge the battery — the trap may have auto-hibernated due to low power
3. Check battery connections
4. If battery is charged and power button doesn't respond, contact support

Rapid Red Blinking (SOS)

This indicates a **system error**.

Solution:

1. If fewer than 10 blinks, the trap may recover automatically
2. If more than 10 blinks, contact support
3. Note any patterns or counts to share with support

For LED status meanings, see the LED Guide.

Tilt / Movement Alerts

Unexpected Tilt Alerts

The trap sends tilt alerts when not level during armed mode.

Solution:

1. Ensure the trap is placed on level ground
2. Check that the trap is stable and not shifting
3. Only one tilt alert is sent per arming session to prevent spam

---

Still Need Help?

If you've tried the solutions above and still have issues:

1. Contact Support with details about your issue

2. Include: trap serial number, battery voltage, LED status, and steps already tried

Trap Not Sending Commands

If your OcuTrap is not responding to commands and is displaying error codes, it may have entered hibernation mode or lost connection.

> For a full step-by-step guide when the trap shows offline or will not connect, see **Trap Offline or Won't Connect**.

Possible Causes

1. **Sleep Mode** – When **unarmed and idle**, the trap drops into a low-power sleep after a few minutes to save battery. This is normal — it still wakes for commands on its next check-in, or press the power button to wake it immediately.
2. **No Battery Connection** – Ensure the battery is properly connected and charged. A loose or depleted battery will prevent the trap from operating.
3. **No Trap Online** – If the trap is not showing as online, it may not be connected to the network.
4. **Poor Cellular Communication** – Weak signal strength can prevent the trap from sending or receiving commands.

Solutions

Wake the Trap from Hibernation

- Press the **power button** (the left-most button) to wake up the trap.
- Wait for the LED to show **breathing cyan** before retrying your command.
- If the trap is **unarmed and idle**, a low-power sleep is expected — commands are picked up at the next check-in. Full hibernation only happens on very low battery or a long power-button press (see Power Modes).

Check Battery Connection

- Verify that the battery is properly seated and securely connected.
- Check the battery charge level and recharge or replace if necessary.

Verify Network Connectivity

- Check if the trap appears online in the app or dashboard.
- Move the trap to an area with better cellular reception if the signal is weak.

Additional Help

If the issue persists after trying these steps, please contact support for further assistance.

Motor-to-Pin Connection Too Tight

Issue

When attaching the motor to the bracket:

- The **pin and clevis** may not fit easily into the motor connector.
- This can cause frustration during setup and may appear as though the parts are misaligned or stuck.

Example scenario:

Cause

This issue is usually due to the **motor being fully retracted** at the time of assembly. In its fully retracted state, the motor's position prevents easy insertion of the clevis and pin.

Solution

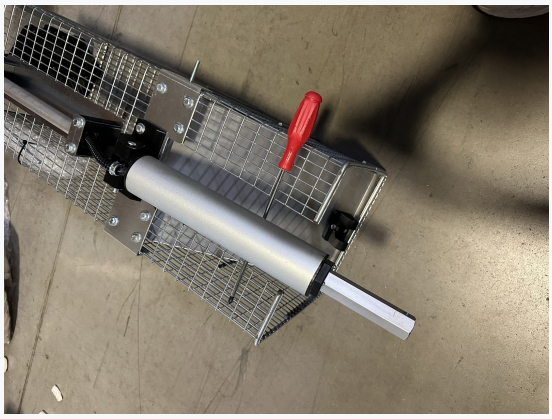
To solve this:

1. **Power on the OcuTrap.**
2. Using the **app** or the **buttons inside the POD, press the "Close" button** to extend the motor slightly.
    - This will expand the motor outward, creating enough clearance for the pin and clevis to fit properly.
3. **Prop up the motor** to allow it room to extend fully (see images below).

Step-by-Step

Step	Action
1	Ensure the OcuTrap is powered on and motor is plugged in.
2	Use the app or POD controls to press the **Close** button, extending the motor outward.
3	Hold or prop up the motor (lift it slightly) to give it clearance to move.
4	Once extended, **let the door down all the way** and slide it forward to reposition.
5	Unplug the motor to prevent it from moving unexpectedly.
6	Insert the clevis and pin into the motor connector easily.

Photos for reference:



Tip

- Always make sure the **trap door is fully lowered** before attempting final assembly of the motor to the bracket.
- If the motor is already fully extended, no further action is needed.

Condensation on the Camera

1. How to Spot the Issue

Symptom	Likely Cause	Severity
Foggy or "milky" images that clear after a few minutes	**External condensation**—morning/evening temperature swings	Low
Persistent haze or water beads **inside** the lens window	**Internal moisture**—air leak at the lens gasket or loose accessory port	Medium
Visible droplets **inside** the device	**Water ingress**—damaged seal or submerged trap	High

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2. Immediate Fix (10 min)

1. **Power down & open the POD**
   - Tap **Settings ▶ Power Off** or hold the left-most button until the LEDs go dark.
   - Remove the battery pack and disconnect the accessory cable (if attached).

2. **Wipe the outside glass**
   Use a microfiber cloth or lens wipe. If fogging disappears, the issue was external.
3. **Inspect the lens seal**
   - Look for debris, hair, or grit around the rubber gasket.
   - Gently clean the seal with isopropyl alcohol and a lint-free swab.
4. **Dry packs save the day**
   Place a fresh silica gel pack inside the trap pod before closing.

---

3. Deep-Dry Procedure (24–48 hrs)

If internal moisture persists:

1. Remove the **battery**
2. Leave the POD cracked open in a warm, ventilated spot for **24 hrs** —or—
   Seal the POD in a zipper bag with **desiccant** packs for **12–18 hrs**.
3. Re-assemble, close the POD, and request an image to confirm clarity.

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4. Prevention Checklist

- **Gasket care** – Lightly coat the rubber seal with silicone grease every 6 months.
- **Tight hardware** – Finger-tighten the antenna and accessory caps after each service visit.
- **Avoid submersion** – OcuTrap R1 is weather-sealed, but not rated for full underwater exposure.

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5. Still Seeing Haze? We're Here to Help.

1. Take **two clear photos** of the issue: one of the lens/window and one of the interior POD.
2. Email **support@ocutrap.com** with the photos, trap id, and a brief description.
3. Our technicians will review within **1 business day** and advise the next step:

Scenario	Cost to You
Under warranty & seal failure confirmed	*Free* repair or replacement + prepaid return label
Out of warranty, but repairable	Flat service fee **$25** (includes return shipping)
Severe water damage / corrosion	Discounted upgrade to the latest revision

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6. Warranty Quick Facts

- Standard coverage: **12 months** from delivery.
- Exclusions: submersion, impact damage, or housing modifications.

Motor Connector Use

▶ **This page has a video.** Watch it online at docs.ocutrap.com.

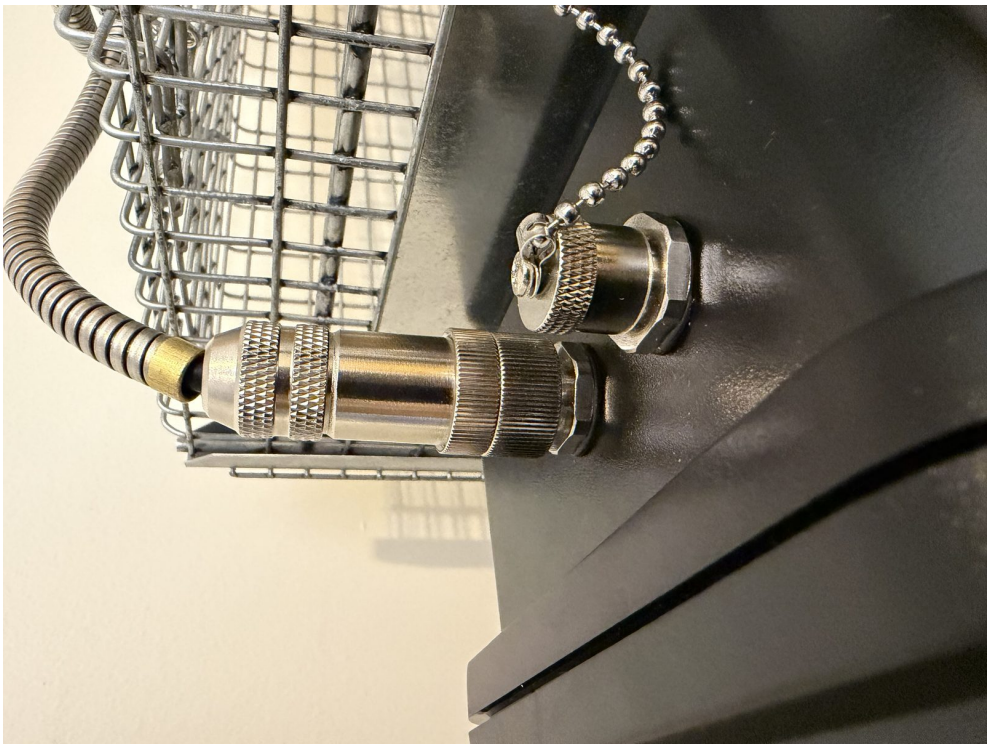
Motor Connector Tightness Check

Symptoms

- Motor does not move at all
- Door does not open or close when commanded
- Motor can be heard engaging but produces no motion
- Intermittent operation after handling or transport

Cause

The motor is **not tightened enough**.
If the motor mounting hardware is too loose, the motor shaft does not stay properly aligned under load. This prevents effective torque transfer and can cause the motor to slip or fail to engage.



Correct Gap Specification

The motor must be tightened to leave a small, controlled gap.

- **Required gap:** approximately **0.15 to 0.20 inches**
- Less than this can cause motor electronics not to connect properly
- More than this usually means the motor is too loose

A gap larger than 0.20 inches is a common cause of the motor not operating.

How to Check

1. Inspect the motor mounting location.
2. Verify the motor is not loose or able to shift by hand.
3. Measure the gap between the motor and the mounting surface.
4. Confirm the gap is within the 0.15 to 0.20 inch range.

How to Fix

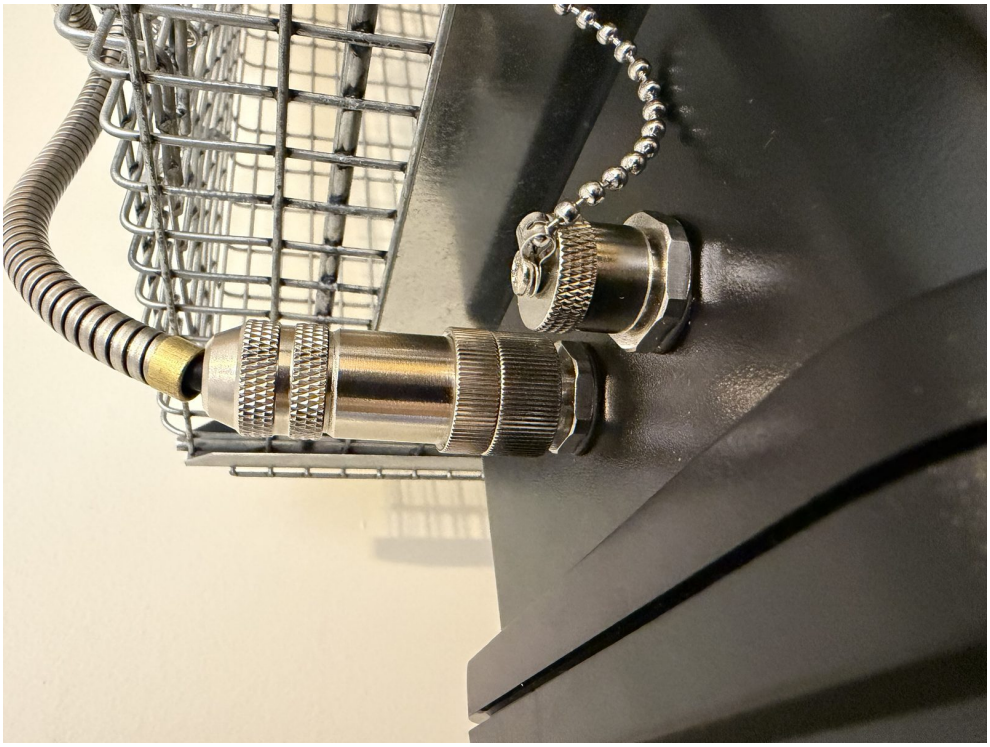
1. Tighten the motor mounting hardware gradually.
2. Stop tightening once the gap is within 0.15 to 0.20 inches.
3. Ensure the motor is firmly secured and cannot move under hand pressure.

4. Do not overtighten past this range.

After Adjustment

After tightening the motor and setting the correct gap, try controlling the door once again.

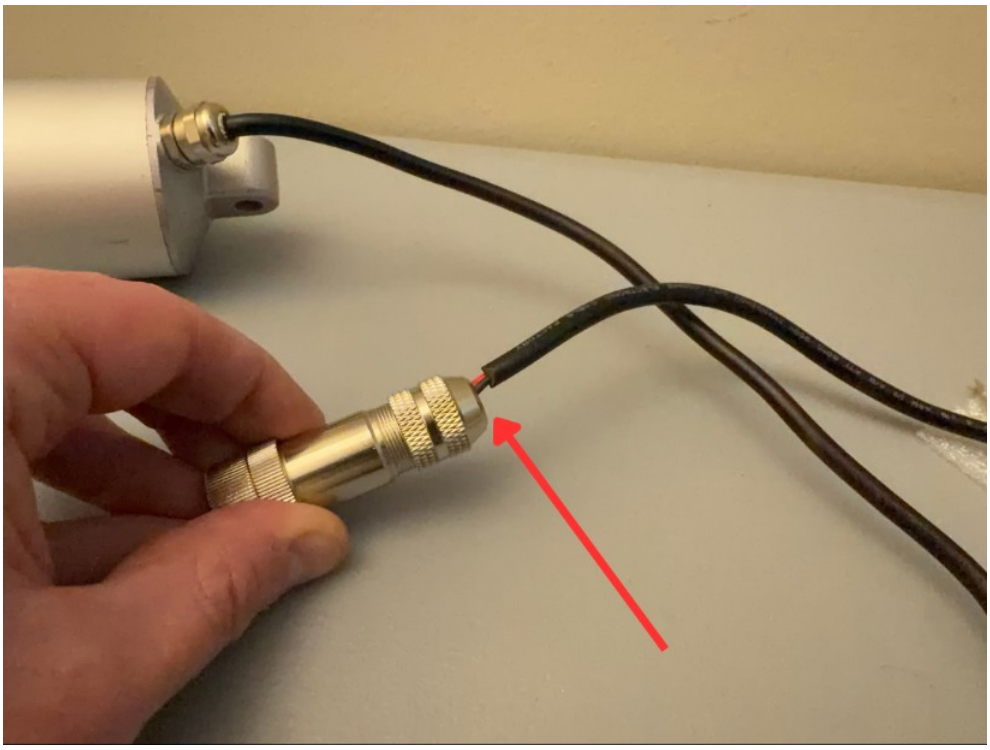
If the motor still does not operate after this adjustment, disconnect and reconnect the motor connector and repeat the steps. If it still fails, contact support@ocutrap.com with your Trap ID.



Wire Exposed

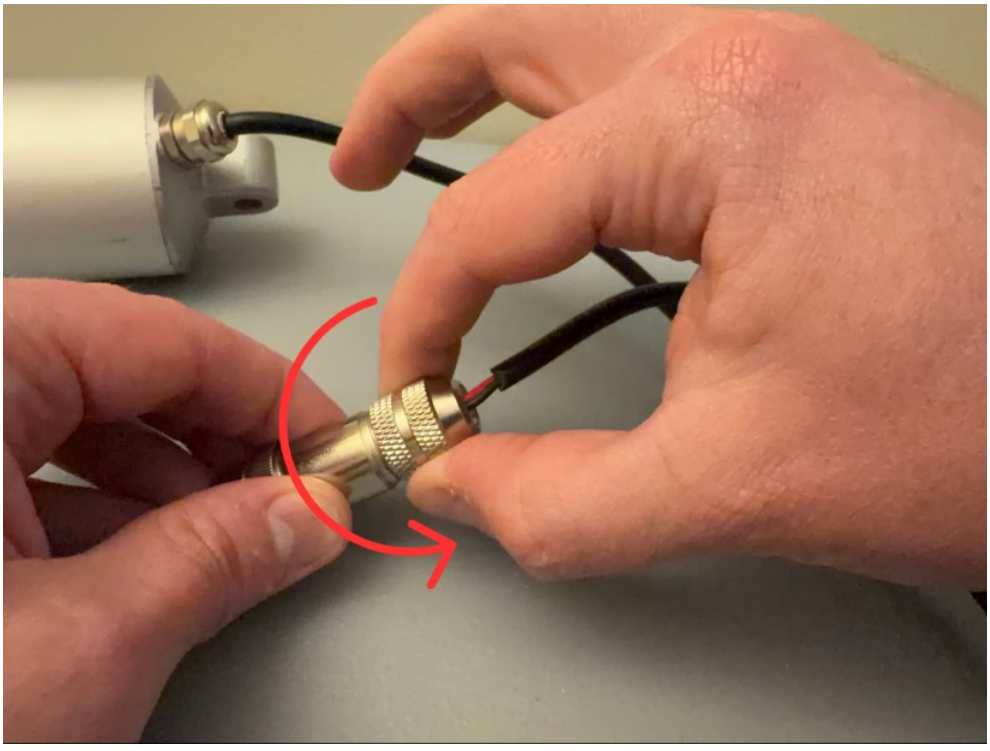
What You Are Seeing

Sometimes the smaller internal wires (red and black) are visible where the cable enters the metal connector on the motor cable. This is usually not a big deal, but over time it can reduce waterproofing at that connection.

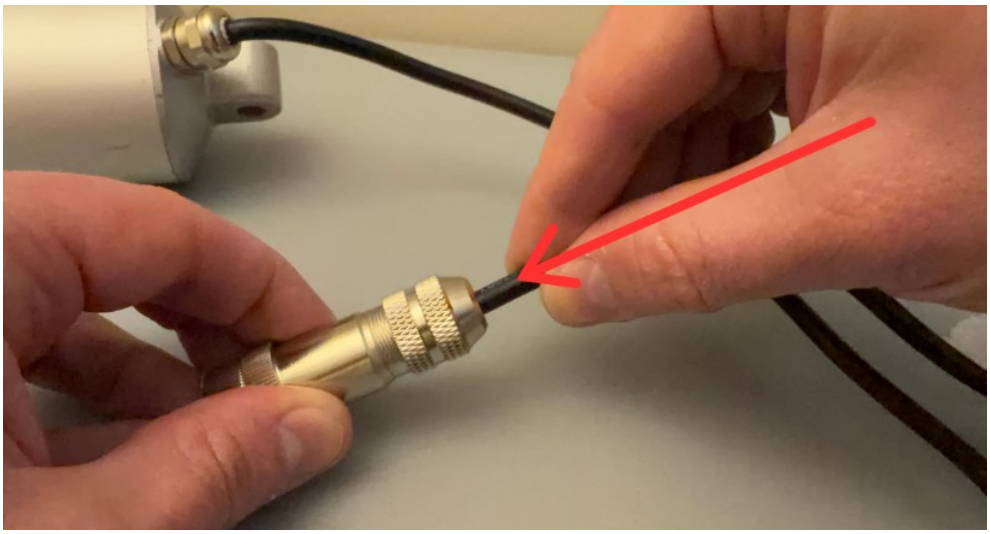


How to Fix

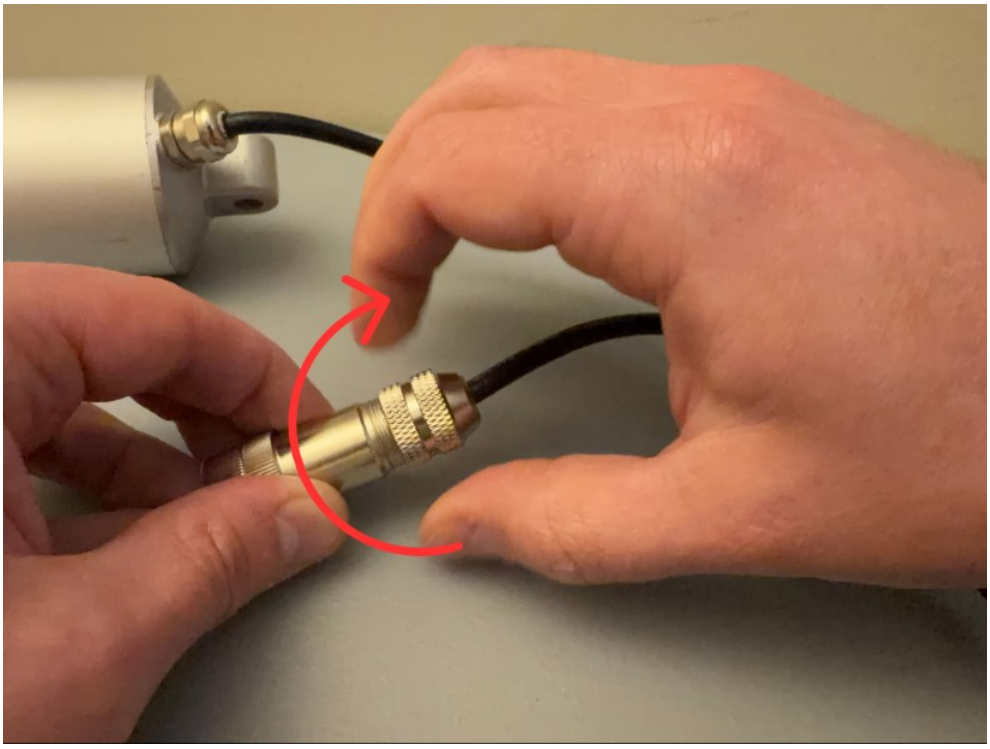
1. **Loosen the connector.** Hold the smooth center base with one hand and rotate the knurled top part **counter-clockwise** until the cable is loose.



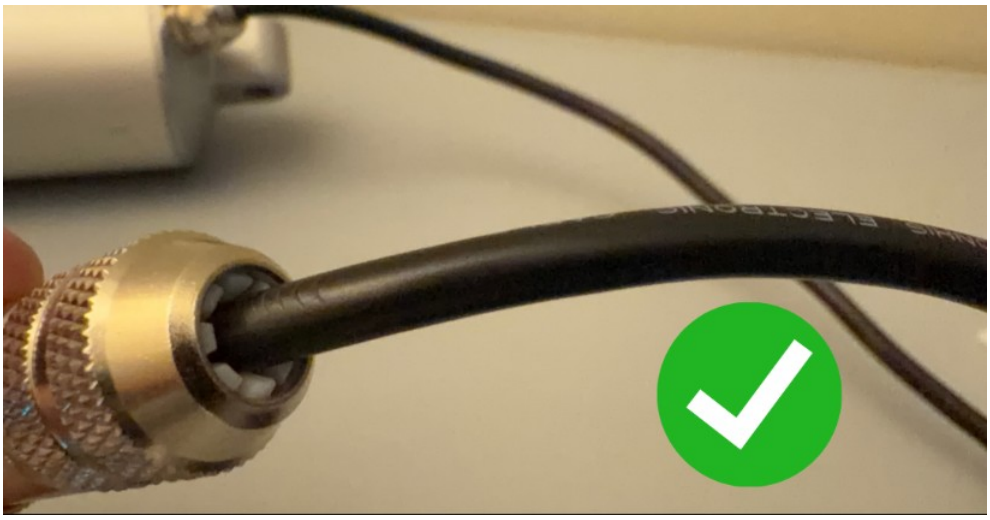
1. **Push the cable in.** Push the cable into the connector until the red and black wires are no longer exposed, and a bit farther to improve the waterproof seal.



1. **Tighten the connector.** While keeping light pressure on the cable so it stays seated, rotate the top part **clockwise** to tighten the connector.



1. **Check the result.** The cable should sit fully inside the connector with no internal wires visible.



Support

Contact Us

Chat Support

You can message OcuTrap support through the chat bubble that can be found on the OcuTrap.com homepage by clicking the chat icon on the bottom right of the page.

Email Support

You can send us an email through the contact page or emailing us at support@ocutrap.com

Website Status

Check if our website is down at ocutrap.statuspage.io

Bug reporting

If you find a bug, please report it by emailing support@ocutrap.com. Include a detailed bug description, reproduction steps, and any relevant visuals. Explain what you expected to happen and what actually did. Your detailed feedback helps improve our service.

You can also reach us through the chat bubble on the OcuTrap.com homepage.

Safety Information

> Using the OcuTrap involves inherent risks. Always adhere to the guidelines in this manual to ensure safe operation and prevent injury or equipment malfunction.

Important:
This manual should be read in its entirety prior to using the OcuTrap, in order to prevent any serious injury or harm. Failure to review this Operations Manual may result in injury.

Warning: Hazard

- **Hazard:**
  This device uses a depth sensor to remotely trigger the actuator on the door. This mechanism allows the door to close quickly, which can cause serious injury if precautions are not followed.
  Ensure that nothing is blocking the door's path, as this may not only cause injury but can also lead to trap malfunction.

Child Safety

- **Child Safety Warning:**
  This product can cause serious injury and contains small components. **Keep children away from the equipment** at all times.

Operational Notice

- **Power Management:**
  Make sure that your OcuTrap is turned off when not in use to preserve battery power.
- **POD Security:**
  Keep the OcuTrap POD closed after setup to prevent any malfunctions in the system.
- **Water-Tight Assurance:**
  Verify that the POD is water-tight during operation by closing both latches and tightening the knob on the right side of the device.

Potential Injury: Finger and Hand Damage

Overview

The OcuTrap door is designed to open and close automatically and swiftly. While this is essential for its proper operation, it also poses a risk of injury—especially to fingers and hands—if safety precautions are not strictly observed.

Potential Injuries

- **Finger Injuries:**
  The rapid closure of the door can result in pinching, crushing, or lacerations.
- **Hand Injuries:**
  Similarly, if a hand is in the door's path, it can suffer comparable injuries.

Safety Guidelines

- **Keep a Safe Distance:**
  Always ensure that your fingers, hands, and any other body parts are completely clear of the door's path before the trap is activated.
- **Supervise Operation:**
  Keep children and pets away from the device during its operation to prevent accidental injury.
- **Review the Manual:**
  Familiarize yourself with all aspects of this manual and the device’s operation to fully understand the safety features and risks.
- **Regular Maintenance:**
  Inspect the device frequently to ensure that the door mechanism and other components are functioning properly without signs of wear or misalignment.
- **Emergency Stop:**
  Learn and utilize the emergency stop feature (if available) to quickly disable the door mechanism in the event of an emergency.

In Case of Injury

- **Immediate Action:**
  Stop using the device immediately. Administer basic first aid such as cleaning the wound and applying a bandage.

- **Seek Medical Attention:**
  For serious injuries, persistent pain, or significant swelling, contact a medical professional immediately.
- **Report the Incident:**
  For additional support or to report an incident, please contact our support team at support@ocutrap.com.

Purchases

Payments and Purchases

New traps and accessories are purchased through the website at www.ocutrap.com on your mobile phone or computer. Subscription billing is managed separately in the app — see Billing.

Nonprofits and organizations that need purchase orders, invoicing, or ACH payment: see the Nonprofit & 501(c) Program.

Nonprofit and 501(c) Program

Nonprofit and 501(c) Program

OcuTrap partners with wildlife rescues, shelters, conservation groups, municipalities, and schools. Eligible 501(c) organizations can receive discounted pricing and tax exempt purchasing where allowed by state law.

Apply here: https://ocutrap.com/pages/contact

Benefits

- **Discounted hardware pricing.** Special nonprofit rates on traps and accessories.
- **Onboarding and training.** Setup help, volunteer training materials, and safety guides.
- **Priority support.** Faster responses and a dedicated point of contact for larger deployments.
- **Flexible purchasing.** Quotes on request. Purchase orders and invoicing for qualifying organizations.

- **Bulk benefits.** Volume pricing and spare parts discounts for multi-trap fleets.

> **Need something not listed**
> Tell us what would help your mission. We can tailor training, reporting, and deployment plans.

Eligibility

- U.S. 501(c) organizations such as 501(c)(3) charities and 501(c)(4) social welfare groups.
- Government agencies and accredited schools may qualify for nonprofit pricing.
- Sales tax exemption depends on the shipping destination state. A state sales tax exemption certificate is usually required.

How to get the nonprofit discount

1. **Submit the application.** Use the contact form and title form “Nonprofit pricing and tax exemption.”
   Apply at https://ocutrap.com/pages/contact or email support@ocutrap.com
2. **Share basic info.** Organization legal name, EIN, billing and shipping addresses, website, and a primary contact.
3. **Account review.** We verify your details and flag your customer account for nonprofit pricing.
4. **Sign in to order.** Your nonprofit pricing appears on quotes or invoices when you shop or place POs.

> **Processing may take 1-2 weeks**

Steps to receive the tax exempt rate

1. **Collect state documentation.**
   Provide a **state sales tax exemption certificate** for each state where you want tax exempt purchasing.
2. **Send certificates for approval.**
   Upload during the application or include links when you contact us.
3. **Verification.**
   We review and mark your account as **tax exempt** for the covered states.

4. **Place orders while signed in.**
   Sales tax will not be charged on qualifying orders shipped to approved states.
5. **Keep certificates current.**
   Renew before expiration to avoid tax on future orders.

Required documents checklist

- [ ] IRS determination letter showing your 501(c) status
- [ ] State sales tax exemption certificate for each shipping state
- [ ] EIN and organization legal name
- [ ] Billing and shipping addresses
- [ ] Website URL and primary contact details

> **Note**
> The IRS 501(c) letter confirms nonprofit status for discounts. It is not enough for state sales tax exemption in most states.

Purchasing options

- **Quotes and POs.** Available for qualifying organizations.
- **Invoicing terms.** Net terms may be available after review.
- **Credit card or ACH.** Supported for faster fulfillment.

FAQs

Is the IRS 501(c) letter enough for tax exempt purchases
Not in most states. You will need the applicable state sales tax exemption certificate.

Do municipalities and schools qualify
Yes. State tax exemption depends on your state and documentation.

Can we use a purchase order
Yes, for qualifying organizations. Include PO details when you contact us.

Contact

Questions or ready to apply
contact page

Legal & Compliance

Warranty Information

The full OcuTrap hardware warranty terms are published on our website:

https://ocutrap.com/pages/warranty OcuTrap Warranty — ocutrap.com/pages/warranty {% endembed %}

For warranty claims or questions, contact support@ocutrap.com with your Trap ID.

Legal Disclaimers & Compliance Information

All OcuTrap policies, terms, and legal documents are kept in a single place on our website. The versions there are always the most current.

> **Central source:** OcuTrap Legal & Policy Documents — one hub that links to every policy listed below.

General Policies

- Privacy Policy
- Terms of Service
- Refund Policy
- Shipping Policy

Product & Service Policies

- Subscription Policy
- Hardware Warranty
- Software License Agreement
- Volume Pricing Policy

Data & Technology

- Data Use Policy
- Animal Recognition Policy

See also

- Warranty Information — where to find the full warranty terms.
- Your Data & Privacy — what OcuTrap collects and your controls.
- Responsible & Legal Use — using OcuTrap within local laws.
- Safety Information — operating the device safely.

Responsible & Legal Use

> This page is **general guidance, not legal advice.** Laws differ by country, state/province, and municipality, and they change over time. **You are responsible for knowing and following the rules that apply where you use your OcuTrap.**

Know Your Local Laws

Trapping animals — and especially **moving or releasing them somewhere else** — is regulated almost everywhere. Before you deploy a trap, check with your **local wildlife or fish-and-game authority**.

Rules commonly cover:

- **Permits and licenses** — some areas require one to trap at all.
- **Which species you may trap** — and which are protected.
- **What you may do with a captured animal** — on-site release, relocation, or, in some cases, required handling by a professional.
- **Relocation limits** — many areas restrict or prohibit moving wildlife, or cap the distance.
- **Trapping seasons** and required **check frequency**.
- **Consent** to trap on a given property.

Protected & Non-Target Species

- **Release protected and non-target animals immediately and unharmed**, at the place they were caught. Do not relocate them.
- OcuTrap's detection is designed to be **selective**, but no system is perfect — be prepared to release animals you didn't intend to catch. See Handling & Releasing a Captured Animal.
- If an animal is injured, or you're unsure whether a species is protected, contact your **local wildlife authority or a licensed wildlife rehabilitator**.

Pets

OcuTrap's target weight range (**5–25 lb**) overlaps with domestic cats and small dogs. If you trap a pet, **release it promptly** and, if it's identifiable, let the owner know. Consider this when choosing where and when to arm your trap.

Humane Treatment

- Check captures **promptly** — OcuTrap reminds you for up to 48 hours, but sooner is better for the animal.
- Keep a captured animal **shaded, ventilated, and out of extreme heat or cold**.
- Minimize handling time and stress. See Handling & Releasing a Captured Animal.

OcuTrap Policies

Your use of OcuTrap is also governed by our published policies:

- Legal Disclaimers & Compliance Information — Terms of Service, Privacy Policy, Animal Recognition Policy, and more.
- Safety Information — operating the device safely.

See also

- Handling & Releasing a Captured Animal
- Your Data & Privacy

- Legal Disclaimers & Compliance Information

Your Data & Privacy

This page explains, in plain terms, what information your OcuTrap collects and the controls you have over it. For the full legal text, see the **Privacy Policy** and **Data Use Policy**, linked from Legal Disclaimers & Compliance Information.

What OcuTrap Collects

To do its job, your trap and the OcuTrap app handle:

- **Images** — capture photos and, if enabled, timelapse images from the trap's camera.
- **Location** — GPS position of the trap (see GPS).
- **Device & sensor data** — battery level, temperature/humidity, door state, connectivity, and similar status used to keep the trap running and to send you alerts.
- **Account information** — the details you provide when you create and manage your account.

Who Can See Your Data

- **You**, as the account owner.
- **People you share traps with.** When you share a trap, the recipient can see that trap's data according to their **user level**. See Sharing Traps and User Levels.
- Sharing is under your control — you choose who to add and can manage access at any time.

Data Retention

- **While your account is active,** your captures, images, and trap data remain available in the OcuTrap app so you can review past events and trends.
- **You stay in control.** You can remove individual images whenever you like (see below); deleted images are removed from your account.

- **When you delete your account,** your associated data is removed. See Account Deletion.
- Your data is **stored securely in the cloud** and protected both in transit and at rest. For the complete, authoritative terms, see our Privacy Policy.

Managing & Deleting Your Data

- **Delete individual images** you no longer want — see Deleting an Image.
- **Delete your account and associated data** — see Account Deletion.

Image Recognition

OcuTrap uses automated image recognition to help identify captures. How that works and how the resulting data is handled is described in our **Animal Recognition Policy**, linked from Legal Disclaimers & Compliance Information.

See also

- Legal Disclaimers & Compliance Information — Privacy Policy, Data Use Policy, Animal Recognition Policy, and more.
- Sharing Traps and User Levels
- Deleting an Image
- Account Deletion

Device Management

Selling or Transferring a Trap

Step 1: Remove the Trap From Your Account

1. Log in to your account at app.ocutrap.com/account.
2. Locate the trap you wish to transfer.
3. Click the **Delete Trap** button.
4. Confirm the trap name exactly as prompted.
5. The trap will be unlinked from your account.

> For full instructions, including what happens to your subscription and trap data, see

Step 2: New Owner Adds the Trap

1. The new owner must have their own OcuTrap account (with a verified email).
2. After signing in, they open **Add trap**.
3. In the wizard, they enter the **Trap ID** and **Device ID** (found on the trap and inside the POD), choose a cellular plan, name the trap and set its location, then tap **Activate trap**.

Step 3: Subscription and Setup

- The new owner will be prompted to activate a subscription plan if needed.
- They can now customize settings, view live data, and receive notifications from the trap.

Important Notes

- The **warranty** begins from the date the trap was first activated, not the transfer date.
- Any **free trial** of service may have already been used during the original activation.

Trap Tests

> **Firmware requirement:** v565 or later

A safe, audio-only demo of your trap's detection pipeline — no door movement.

Before You Start

Confirm all four before running Trap Test:

1. Trap door is **open**
2. Trap is **unarmed**
3. Trap is **clear** of obstructions
4. Open the back pod door so the beeps can be clearly heard

Finding Trap Test Button

From your trap, tap **Settings** → **More Settings** → **Trap Test** button at the top of the settings page.

What the Button Does

Tapping **Trap Test** sends a test command to your device. The trap enters a safe demo mode — audio feedback only, no door movement. There is no visible response in the app; listen for audio from the trap to confirm the test is running.

Running the Test

Wave your hand (or any object) toward the sensor. You'll hear the trap react through four phases:

Phase	What You Hear	What It Means
Waiting	Silent	Ready — move something toward the sensor
Detecting	Beeps, speeding up	Object seen within ~39 in (1000 mm)
Verified	Confirmation cue	Reading is stable — move into the capture zone
Capture!	Solid 3-second tone	Crossed the trigger distance — door would close in real mode

Account and Billing

Your OcuTrap Subscription

An active subscription keeps your trap **connected over cellular** and unlocks the cloud features of the OcuTrap app. **Each trap has its own subscription**, so if you own more than one, each is billed and managed separately.

What's Included

With an active subscription, your trap stays online and you get the full OcuTrap experience:

- **Cellular connectivity** — the cellular data your trap uses is included; there's no separate data plan or SIM card to buy.
- **Remote monitoring and control** — open, close, arm, and adjust settings from anywhere.
- **Captures and notifications** — real-time capture alerts by push and/or email (see Notification Settings).
- **Image history** — view captured and timelapse images in the app.
- **GPS and map view** — see where each trap is located.

Plans & Billing

- Choose **Monthly** or **Annual** billing — annual is billed once a year and costs less than paying monthly.
- All billing is handled securely through **Stripe**.
- You can switch between plans, update your payment method, or cancel at any time. See Managing Your Subscription.

Canceling

- You can **cancel at any time.** You won't be charged again, and your subscription **stays active until the end of the current billing period**.

- See Managing Your Subscription for steps.

If Your Subscription Lapses

A trap's subscription can end because you canceled it, a payment failed, or it was never started. When that happens, the **Plan** field in the trap's **Device Info** shows **Canceled** or **No Subscription**.

Because cellular data is part of your subscription, a trap **without an active subscription can no longer connect to the OcuTrap cloud.** This means:

- **Remote control stops** — you can't open, close, arm, or adjust the trap from the app.
- **Live captures and notifications stop** — the trap can't report events while disconnected.

Reactivating your subscription restores full function. You can **reactivate at any time**, and the trap continues to work without interruption once the plan is active again:

1. Sign in at app.ocutrap.com.
2. Open the trap and go to its **Billing** tab.
3. Choose a plan and complete checkout.

Full steps: Update Individual Trap Subscriptions.

Pausing a Trap (Monthly Plans)

If you don't need a trap for a while but don't want to cancel, you can **pause** its subscription instead. Pause it from the trap's **Billing** tab (**Pause subscription**).

- **Monthly plans only**, for up to **6 months**. Annual plans can't be paused.
- **While paused, you're not billed** and no invoices are generated.
- A paused trap is **dormant** — remote commands and new captures are off. (Opening the door and releasing an animal stay available for welfare.)
- **Your data and settings are kept** and restored in full when you resume.
- It **resumes automatically** on the date you choose, or you can **Resume now** anytime.

A paused trap shows a **Paused** status. This is different from a subscription that lapses from a failed payment (see above) — pausing is something you choose, and you can resume it yourself at any time.

See also

- Managing Your Subscription
- Update Individual Trap Subscriptions
- Changing Your Subscription Payment Method
- Connectivity & Cellular Coverage

Billing

1. Signing In

1. **Log in** to your OcuTrap account at app.ocutrap.com.
2. Your **Account** page (personal information, security settings) is available from the sidebar. Per-trap billing lives on each trap's **Billing** tab.

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2. Opening the Billing Portal

1. Open the trap you want to manage and go to its **Billing** tab (or open **Billing** from the app for an overview across traps).
2. Use the **Stripe** billing portal link to manage payment methods and view invoices.

This portal allows you to view and manage all aspects of your subscription, including:

- **Updating Billing Information** (address, payment method, etc.)
- **Managing Credit Cards** (add/remove payment methods)
- **Changing Your Plan** (Monthly, Annual)
- **Viewing Subscription Status** (active, trialing, canceled, etc.)

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3. Managing Your Subscriptions

Once you are in the secure billing portal, you'll see an overview of your subscriptions for your traps. From here, you can:

3.1 Update Billing Information

- **Address** – Update your physical billing or shipping address.
- **Credit Cards** – Add, remove, or modify your credit card on file.
- **Payment Methods** – Choose a default payment method if you have multiple.

3.2 Change Subscription Plans

- **Upgrade** – Move to a higher-tier plan that includes more features or traps.
- **Downgrade** – Switch to a lower-tier plan if you need fewer features or traps.
- **Cancel** – End your subscription. You'll still have access for the remainder of your billing cycle unless otherwise noted.

3.3 Plan Status Definitions

- **Active**
  Your subscription is currently active, and you have full access to all features.
- **Trialing**
  Your subscription is in a free trial period. You won't be charged until the trial ends (unless you decide to cancel or change plans before then).
- **Canceled**
  Your subscription has been canceled. You'll retain access until the cancellation date takes effect.

Depending on your plan or provider settings, you might see other statuses such as **Past Due**, **On Hold**, or **Paused**. If you have questions about these statuses, contact our support team.

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4. Frequently Asked Questions

4.1 How do I update my payment method?

1. Open the trap's **Billing** tab and open the **Stripe** billing portal.
2. Select **Payment Methods**.
3. Add a new card or edit existing card details.
4. Confirm your changes.

4.2 Can I view my billing history?

Yes. In the billing portal, you'll typically find a **Billing History** or **Invoices** tab that provides a record of all past charges.

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5. Getting Help

If you encounter any issues or have additional questions, please reach out to us:

- **Email**: support@ocutrap.com

We're here to help you get the most out of your OcuTrap subscription.

Changing Your Subscription Payment Method

1. Log in to Your Account

1. Visit app.ocutrap.com and sign in to your account.
2. Open the trap you want to manage and go to its **Billing** tab.
3. Open the **Stripe** billing portal, where your subscription and payment details are stored.

2. Add a New Payment Method

1. In the Stripe portal, scroll down to **Payment Methods**.
2. Click **Add payment method**.

3. If You Are Using Link

Some customers already have a card saved through **Link**, Stripe's fast checkout system.

If you see that your card is associated with Link:

1. Click the **three dots** at the top right of the payment method.
2. Select **Pay without Link**.
   This will allow you to use a normal card or bank account instead of Link.

4. Enter Your New Payment Information

You will now see options to:

- Add a new credit or debit card
- Add a bank account

Enter your details and save the payment method.

5. Set the New Method as Default (Optional)

If you entered multiple payment methods, choose which one should be used for your subscription.

1. Under the payment method list, click **Make default** next to the method you want active.

Update Individual Trap Subscriptions

When You Might Need to Update

- The **Plan** shows **Canceled** or is **blank** in your trap's Device Info
- You've never started a subscription for this trap
- Your subscription ended or payment failed

Update Your Subscription in a Few Steps

1. **Sign in**
   Go to app.ocutrap.com and sign in.
2. **Open the trap's Billing tab**
   Open the trap from your fleet and select the **Billing** tab.
3. **Start or renew the subscription**
   Choose a plan (**Monthly** or **Annual**), enter payment details, and complete checkout.

Once finished, your plan will show as **Active**, and your trap will continue to work without interruption.

Tip: Each trap has its own subscription, so if you have more than one, repeat these steps for each trap you want to activate. You can see all your active subscriptions in your account's Stripe portal link.

Resetting Password

If you forget your password, you can reset it with a code emailed to you:

1. Go to app.ocutrap.com and click **Forgot password?**
2. Enter your email and click **Send Reset Code**.
3. Check your email for a **6-digit reset code**.
4. Back in the app, click **Enter Reset Code**, then enter the code along with your **new password** and confirm it.
5. Click **Reset Password**. When you see **Password reset complete**, sign in with your new password.

Your password is kept in sync across the web and mobile apps, so the new password works everywhere.

Managing Your Subscription

How to Access Subscription Settings

1. Go to app.ocutrap.com and sign in.
2. Open the trap you want to manage and go to its **Billing** tab. (You can also open **Billing** from the app for an overview across traps.)

Available Options

From a trap's **Billing** tab you can:

- **Switch plans** – Change between **Monthly** and **Annual** billing.
- **Pause subscription** – Temporarily pause a monthly plan (see below).
- **Update payment method** – Manage your cards through the secure **Stripe** billing portal.
- **Cancel subscription** – Stop your subscription at any time. You'll continue to have access until the end of your current billing period.

Pausing a Trap

Monthly plans can be **paused** for up to **6 months** from the trap's **Billing** tab (**Pause subscription**). While paused you aren't billed, the trap is dormant (no remote commands or new captures — though you can still open the door and release an animal), and your data and settings are kept and restored when you resume. It resumes automatically on your chosen date, or you can **Resume now** anytime. Annual plans can't be paused. See Your OcuTrap Subscription.

Notes

- All billing is processed securely through Stripe.
- If you cancel, you won't be charged again, but your subscription remains active until the billing period ends.
- Annual subscriptions are billed once per year, offering savings compared to monthly billing.

Account Deletion

You can permanently delete your OcuTrap account from the **Account** page in the app.

> **Warning:** This permanently deletes your account, your trap shares, and all associated data. It cannot be undone.

Before you start, **cancel any active trap subscriptions** — the app blocks account deletion while you still own an active or trialing subscription.

1. Sign in at app.ocutrap.com and open **Account**.
2. Scroll to the **Danger zone** section and, next to **Delete account**, click **Delete**.
3. In the confirmation dialog, **re-enter your account email** to confirm.
4. Click **Delete account**.

Your account is deleted and you are signed out.