

Limitless Hello Birdie FAQ's

Connecting the Camera/APP

1. Does Hello Birdie need WiFi?

- Yes, without a strong WiFi connection, the Hello Birdie's smart features will not work properly. For best results, use a 2.4GHz WiFi network. It generally provides more expansive coverage and will be able to extend the signal outside your living space.

2. What if I only have a 5G signal?

- Your wireless router may be a dual-band model that also offers 2.4 G connectivity; you may be able to switch it from 5G to 2.4G, or you may be able to use an affordable 5G to 2.4G adapter.

3. Why is the status of my camera "Offline" and requires additional attention?

- Depending on your feeder's location, the camera might be at 0% battery if there isn't enough sun exposure. You will need to charge the camera via the Solar Panels or by using the included Type-C Charging Cable.

OR

The Camera module is no longer communicating with your internet access point, or that it lost the connection temporarily. If your Hello Birdie doesn't get online automatically after some time, please try re-booting your router and camera module to re-establish the connection.

4. How do I know if the camera is powered on?

- When the Camera is powered on, the blue indicator light on the front of the camera will illuminate. If the light isn't on, press and hold the Power Button for 3-5 seconds until the light comes on.

5. What are some troubleshooting steps if my camera is not connecting to the App?

- Ensure the camera is powered on.
- Confirm WiFi is connected and operating properly. The range of the WiFi connection will depend on your setup, but you can quickly test it by using your phone. Essentially, wherever your phone can establish a WiFi connection, Hello Birdie should be able to do so as well.
- Check that the router is connected to the internet.
- Reset the connection by pressing and holding the camera reset button for 5-8 seconds. This will reset the device, and you will be required to go through the setup process again.

6. I reset the camera, but I'm still having issues with establishing a WiFi connection.

- Make sure your access point (modem and router devices) is working correctly. Check your Wi-Fi by opening an internet browser on your mobile device (iOS / Android) and see if you can access the internet.
- Make sure your phone/tablet is connected to the same network you want to connect the camera to.

- Make sure you are connecting to the correct network. Hello Birdie's camera module requires a 2.4GHz WiFi band. The WiFi name cannot be a hidden network.
 - If you're using a dual-band router (supporting both 5 GHz and 2.4 GHz bands), or a mesh network setup, make sure that it's using the WPA2 safety protocol and that you've enabled a separate 2.4 GHz band with its own SSID (network name) as well.
- 7. How can I reset the camera during the setup process?**
- Insert the included Reset Pin into the Reset Button Hole on the backside of the Camera. The pressure applied will make a slight click. Hold the Reset Pin in place until the Camera voice says Reset Successful, please wait for the camera to reboot. At this time, the Reset Pin should be removed.
- 8. I'm trying to scan the QR Code using the camera, but I'm not hearing any prompts.**
- The Camera needs to recognize and scan the QR code in order to complete the setup process. Hold the Camera lens-side up in one hand and the phone with the QR Code facing the camera lens in the other hand. It's helpful to slowly move them closer and further apart from one another until the code is read by the camera. The sweet-spot is between 4-6 inches.
- 9. How can I check if the solar roof is working?**
- Click on "Camera Settings".
 - Under "Basic Settings", you will see the Current Battery Power and a number next to it. That is the camera's current battery percentage.
 - For optimal solar charging, position the panel side of the roof away from shadows cast by trees or buildings during peak sunlight hours.
- 10. Can more than one person connect to one Hello Birdie feeder?**
- Sharing is caring! The App allows you to share the experience with friends and family by adding up to 11 people to your feeder through the App.
- Note:** Whoever you're sharing the camera with MUST have a Hello Birdie account set up.

WiFi and Networking Configuration

- 11. How do I know if the placement of my Hello Birdie has adequate WiFi signal strength?**
- You can test the signal strength by connecting your mobile device (such as your mobile phone) to your home network and checking the WiFi signal strength within proximity of where you would like to set up your Hello Birdie.
- 12. How do I improve my WiFi signal to ensure a better connection?**
- Position the Hello Birdie closer to your router.
 - Move your router to avoid interference like walls, floors, and large objects.
 - Reduce wireless interference by removing wireless devices that operate at a frequency of 2.4 gigahertz (GHz), such as baby monitors, garage door openers, cordless telephones, and microwaves.

- Add a wireless extender or repeater to rebroadcast the wireless signal to strengthen the signal from your router. Buy equipment from a single manufacturer to ensure compatibility.
 - Update your router firmware to improve the performance.
 - Upgrade your WiFi antennas and receivers.
 - Upgrade your router to a wireless mesh system for greater WiFi signal coverage.
- 13. My router is too far from the device, should I use a WiFi extender or repeater?**
- If your WiFi signal is an issue, you can use a wireless extender. Wireless extenders are designed to extend the range and strength of a weak WiFi signal. Generally, WiFi extenders are plug-and-play, and do not require the need for additional cables or complicated networking.
- 14. Should I invest in a new router?**
- Investing in a new router is one of the best ways to boost poor signal strength and range for a wireless network. Older routers typically use less efficient technology and may even develop technical issues over time, resulting in poor signal strength.
- 15. Should I upgrade my router or add a WiFi extender?**
- A mesh wireless network is an excellent way to ensure a strong and consistent WiFi signal throughout your home. A mesh WiFi network typically uses more than one device to cover your home, resulting in more consistent coverage. A WiFi range extender creates an additional network, whereas the mesh network uses a single wireless network. WiFi extenders and boosters require additional configuration, while most mesh network devices connect almost instantly to an existing network.

General

- 1. How sturdy is Hello Birdie? Is it weatherproof?**
- Hello Birdie is one tough cookie! It is built to withstand all kinds of weather, and build quality was one of our main goals, so you can trust that it is built to last and record plenty of good times. The overall item is IP65 Dust & Water Resistant. The central module that houses the camera is weatherproof and will withstand temperature ranges of -4°F to 140°F. It is also detachable so you can easily take it out and safely store it inside on extreme days.
- 2. What does IP65 mean?**
- The IP Code or Ingress Protection Code indicates how well a device is protected against water and dust. IP65 means "Protected against water jets from any angle." This means your smart bird feeder should remain watertight in any kind of weather.
- 3. Can I share my Hello Birdie Camera with friends and family?**
- Yes! And sharing the camera is very easy – just make sure your friends and family have also downloaded the app and created a user account. Once they've created an account, just navigate to Camera Options > Share Camera to enter their email address.
- 4. What makes the Hello Birdie a smart bird feeder?**

- The Hello Birdie feeder is equipped with a camera that has artificial intelligence (AI) software. This software identifies birds and connects to your phone via the app!
5. **Can I use the Hello Birdie without purchasing a membership plan?**
 - You are receiving a 1-year free Premium Membership Plan! This activates once your camera is activated. Membership plans are not required, but without a membership, you will not be able to experience some of the exciting identification features that are only included with a paid plan.
 6. **How does the camera stay charged?**
 - When the camera is installed, it is connected to the solar panel as a source of power. This supplies a steady stream of energy, but the camera may still need to be charged away from the feeder (i.e. inclement weather with cloud coverage). In this case, it can be charged indoors with the included Type-C Magnetic Charging Cable.
 7. **Where does my data go?**
 - With a paid membership plan, the data is stored on the cloud! It's also an option to use an SD Card for storage by inserting an SD card (not included) into the slot on the back of the Camera.
 8. **What if the bird recognized by the AI software is incorrect?**
 - This software's database is continually built-up by the community, and is only made better by those that engage with it actively. When you notice a bird is incorrectly identified, simply tap the **Inaccurate?** link on the Identification Details page. If you know the species, enter that information and submit!
 9. **How does AI bird detection work?**
 - Hello Birdie's camera module is automatically activated when birds land on the feeder. Once it takes photos and videos of your feathered visitors, those images are run through our machine learning model to recognize and sort the species. The best images and videos are then curated and sent as postcards directly to your app!
 10. **How long will the battery last?**
 - A device without a solar panel in-use will last 1-2 weeks without a charge, depending on how active it is. Feeders with a solar panel can go for weeks, months or even more without having to charge - depending on the climate and sun-exposure conditions!
 11. **Can you live stream from Hello Birdie? Can I share the live views from my feeder?**
 - Yes!

Bird Watching

1. **I want to see the birds at the feeders. What are the best times and weather conditions to view them?**
 - You've heard the expression "getting up with the birds"? Well, that's what you'll need to do if you'd like to get a glimpse of them. Birds typically visit feeders early in the morning and then again at dusk. It'll be more difficult to spot them in the

afternoon or in rainy weather. However, if it's snowing you can expect to find juncos and sparrows hanging out at the feeders. They typically eat off the bare ground and that's hard to do when it's all covered up.

2. I recall seeing more birds last year. What's happened?

- There are several factors that could prevent birds from flocking back to your region. Changes in weather and natural food supplies will affect them, as well as the invasion of predators. Are you living in a developing area? If trees are being cut down to make room for new houses and commercial ventures, birds will need to look elsewhere for food and shelter.

3. What kinds of birds will Hello Birdie attract?

- Which feeder birds are attracted depends mainly on where you are, what kind of food you offer, and whether the perch and feeding ports can accommodate birds that need a lot of room, like doves and cardinals.

4. Do bird feeders with a camera scare birds away?

- Birds are sometimes wary of new objects in their environment, even non-camera bird feeders. It can often take a few days or weeks until they get used to a new feeder of any kind. Eventually they realize the feeder is not dangerous and will start using it.

Feeding the Birds

1. How long does birdseed last?

- If stored properly, birdseed stays fresh for 6-12 months, and sometimes longer.

2. What is the seed capacity?

- 1.5L

3. What are some signs your birdseed is bad?

- One of the biggest indicators your seed is bad, is if the birds won't eat it.
 - Damp or musty odor to it
 - The seed mix is damp to the touch or clumpy
 - Sprouting seeds
 - Visible mold
 - Dead or alive insects mixed in the seed

4. How do you properly store birdseed?

- Buy high-quality seed from trusted vendors.
- Ideally, you want a container with a lid. Size depends on how much seed you're storing. You can use a bucket with a lid for smaller amounts. Make sure the lids seal tightly so moisture and insects don't get in. Watertight containers/lids are the best choice.
- Thick plastic and metal containers are both sturdy choices, as they will prevent inclement weather and gnawing rodents from getting inside.
- Pick the right storage place. It should be convenient and somewhat close to the feeder for easy access. Best options would be gardens, patios, sheds, and even garages. It's best to choose a place that's covered to protect the container from

various elements like rain or snow. If you live in an area with a lot of squirrels, raccoons, or even bears, you'll want to take extra precautions. We suggest securing the birdseed container with rope, or placing one or more heavy objects on top of it to prevent it from being easily capsized.

- Check regularly for seed freshness.

5. What if I forget to re-fill the feeder?

- Birds are pretty adaptable to change. If you go on vacation and forget to refill your feeder, they'll probably just head to your neighbor's house. However, in the winter you'll need to be especially mindful. Feeders normally provide supplemental sources of food. But some birds such as chickadees, sparrows or finches are seed eaters and may become more reliant on your feeder in particularly bad weather (ex. blizzards or ice storms).

6. I just got a new feeder. How long will it be before the birds find it?

- Your new feathery friends could flock to your house in less than a day or it could take several weeks. Do you have a lot of feeders in your neighborhood? Birds that are accustomed to having feeders nearby know an easy meal when they see one. And what kinds of birds do you have in the area? House sparrows and titmice find new feeders quite quickly. If you still find that they're slow to show, try using some bird decoys or scattering some sunflower seeds on the surrounding ground.

7. If I continue to feed the birds, will it prevent them from migrating?

- The plethora of food that you leave for the birds will not prevent them from flying south for the winter. Birds will begin to migrate as the seasons change. They'll leave in the fall as the days get shorter and come back as the days get longer in the spring.

8. Is the location of the feeder important?

- Yes! Birds are vulnerable to predators such as cats and hawks, and as a result, they seek feeders that offer the protection of nearby trees or shrubs. Squirrels seem to have an uncanny ability to thwart all attempts to exclude them from feeders. When you are placing a feeder, keep in mind that squirrels can jump six feet up in the air and launch themselves, from a tree or building, to a feeder ten feet away. Feeders placed 12 to 15 feet from trees and shrubs should provide shelter for the birds but discourage squirrels from leaping onto the feeder.

9. What can I do to prevent undesirable birds from using my feeder?

- To discourage House Finches, remove the perches from your feeders.
- For Blue Jays and large aggressive birds, use bird feeders with a wire mesh surrounding the seed reservoir that prohibits larger birds from flying through the mesh openings and eating the seed.
- Blackbirds and Sparrows love cracked corn, and refrain from offering the seed.
- Do not put mixed seed in your feeder to prevent Doves and Sparrows from feeding.

10. What are the most popular bird seeds to use?

- Black Oil Sunflower Seed is the most popular bird seed. It is much smaller than the traditional sunflower seed. It is best for those birds with smaller bills, such as the sparrow, junco and goldfinch. It is accepted by the greatest variety of birds.

- Mixed Seed is also popular. It is best to buy the mixes that contain white proso millet, a tiny cream colored seed with a shiny shell. Mixes containing finely cracked corn and black oil sunflower.
- Niger (Thistle Seed) is imported from Africa and Asia. Niger won't germinate, however, it has a tendency to become moldy due to lack of air circulation. If you notice mold on the seed, it must be removed from the feeder and the feeder must be cleaned thoroughly.

11. How do I prevent seeds from sprouting under my feeder?

- You will need to sterilize your seed to prevent it from germinating. This will not alter the attractiveness or the nutritional value of the seed in any way.
- Here are two methods:
 - Conventional Oven: Place the seed on a baking sheet and cook for 30 minutes at 300°F.
 - Microwave Oven: Place seed in a paper bag. Cook on high power for 5 minutes.

Bird Safety

1. I've heard that bird feeders can spread disease. Should I be worried?

- It's possible they can spread disease, but it's also preventable. It's imperative that you keep your feeder clean. This is especially true in the summer when hot temperatures can encourage the spread of disease. If you have a platform feeder, you'll need to change your seed every day or two when it's raining or snowing. Wet seeds can carry bacteria that can be harmful to birds.

Cleaning Your Feeder

1. Do bird feeders spread disease?

- This question has at times been debated in the media. Feeders, especially improperly maintained feeders, can spread disease. However, there's no way to know if disease transmission at feeders is any less or greater than disease transmission in the wild. Birds that contract and spread diseases, such as salmonellosis, at feeders are typically social by nature and would aggregate whether at feeders or not. Nevertheless, to reduce the risk of disease at feeders, we encourage people to clean feeders regularly.

2. Birds at my feeder look sick, what should I do?

- The best thing to do is to stop feeding the birds temporarily. Remove the feeders and throw out all of the seed. Thoroughly wash your feeders as suggested in Tips for a clean feeding station. Remove all debris from under your feeder. Do not touch the sick birds. Refill all of your feeders and resume feeding.

3. How do I clean my feeder?

- Remove all old seeds.
- Soak feeder in water.
- Scrub feeder and allow it to air dry.
- Rake and remove accumulated hulls and droppings from underneath the feeders.

- Spread mulch (bark or wood) under the feeder, replace mulch when soiled. To prevent mold growth, use weatherproof feeders when conditions are humid or wet.
- Thoroughly wash hands after handling and cleaning feeders.

Rodent Issues

1. The squirrels are eating more seed than the birds. What can I do to keep them away?

- There are a few things you can do. Discontinue feeding for a few weeks and see if that helps. Another option is to get a pole-mounted feeder. It should be about five feet off the ground and at least ten feet away from any structure or tree that a squirrel could jump from onto the feeder. Another option is to feed both the squirrels *and* the birds. Squirrel feeders that are stocked with their favorite grub will leave them less likely to mess with your birds and their pricier seed. Make sure to install the two feeders far away from one another.

2. My feeder is attracting rats. What can I do?

- Rodents are attracted to seeds dropped beneath feeders. Once a population is established, it can be very difficult to discourage. The first step is to discontinue feeding for a couple of weeks to encourage the rodent population to disperse. Next, consider ways to feed without any waste falling to the ground. There are several feeders available that will catch dropped seeds, but most of the catch trays aren't big enough to really do the job. You may want to look into constructing a large catch tray to place under your feeders that you can clean out or remove each night or that can be hung off the ground. The key is to prevent rodents from getting to any seed. Also, it is important to clean any catch tray that you construct, because bird droppings contaminated with bacteria may survive on the catch tray and cause disease among your birds.