

## User Manual CAOne - Live Animal Trap - Wire Box Trap



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## Introduktion

### Package Contents

- 1 x CatchAliveOne Device
- 2 x Energizer Ultimate Lithium AA 1.5V batteries
- 1 x Mounting kit for live animal traps

### **Please note the following when operating CatchAliveOne:**

- Do not immerse CatchAliveOne Device in water or any form of liquid. (Device complies to IP63.)
- Do not drop, throw or kick CatchAliveOne Device as this may damage mechanical functions.
- We recommend using 2 x Energizer Ultimate Lithium AA 1.5V batteries in the CatchAliveOne Device. Same battery type as supplied with the CatchAliveOne Device. (These batteries last longer, do not leak battery acid, and work optimal below freezing temperatures.)

## Setting Up Your CatchAliveOne Device

### Installing the App:

#### **Apple iOS Devices:**

Go to the Apple App Store and search the CatchAlive App. Click download.

#### **Android Devices:**

Go to the Google Play Store and search the CatchAlive App. Click download.



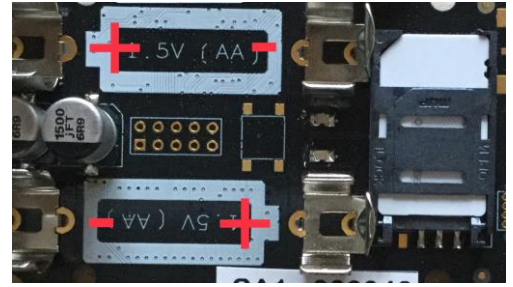
### Installing or changing batteries

We recommend using 2 x Energizer Ultimate Lithium AA 1.5V batteries in the CatchAliveOne Device. Same battery type as supplied with the CatchAliveOne Device. These batteries last longer, do not leak battery acid, and work optimal below freezing temperatures.

1. Place the CatchAliveOne Device with the labeled lid facing upwards. The CatchAliveOne Device requires 2 x Energizer Ultimate Lithium AA 1.5V batteries (included).
2. Use a Torx TX10 screwdriver to remove the screws in each of the four corners of the CatchAliveOne Device. Lift lid.

# CatchAliveOne

3. Remove any existing batteries and insert new batteries according to the diagram. Ensure that the polarities match the illustration inside the battery compartment. The Red and Green LED turn on.
4. Mount the lid and tighten screws using the screwdriver.



## Important battery information

- Use only fresh batteries of the required size and recommended type.
- Do not mix old and new batteries, different types of batteries; Lithium, Standard (Carbon-Zinc), Alkaline or rechargeable batteries of different capacities.
- Remove rechargeable batteries from the device before recharging them.
- Please respect the correct polarity, (+) and (-).
- Do not try to recharge non-rechargeable batteries.
- Do not dispose of batteries into fire.
- Replace all batteries of the same type/brand at the same time.
- The supply terminals are not to be short-circuited.
- Remove exhausted batteries from the CatchAliveOne device.
- Batteries should be recycled or disposed of as per state and local guidelines.

## Low battery indicators

When the batteries in the CatchAliveOne Device runs low on power, the CatchAliveOne Device will send a notification to your mail and/or App, that it is time to change the batteries. Then follow the instructions "**Installing or changing batteries in CatchAliveOne Device**"

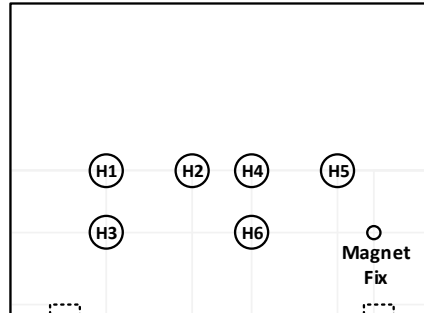


## Mounting CatcAlive Device on Live Animal Trap – Wire Box Trap – with Magnet.

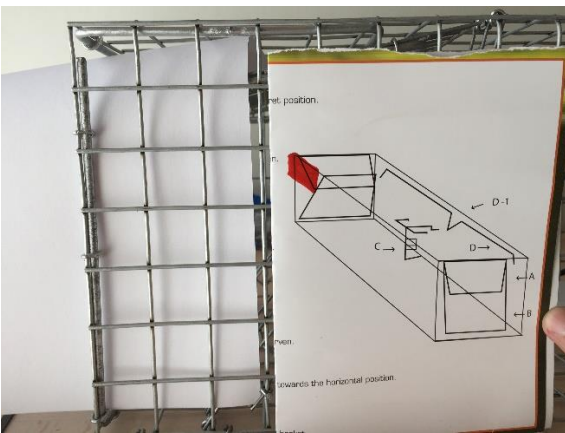
### 1. Content



### 2. Mounting and "Magnet Fix" holes in the bracket



### 3. Placement on trap



### 4. Remove threads near "Magnet Fix" hole in bracket



### 5. Mount bracket using strips

Ensure that the magnet mounted on the closing door, and the "Magnet Fix" hole in the bracket align, when the trap door is open (ready for catch).



### 6. Mount magnet on closing door



Position marking on magnet

### 7. Check distance between magnet and bracket



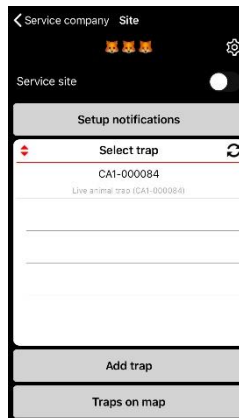
Maximum allowed distance between marking on magnet and 2mm "Magnet Fix" hole in bracket is 10mm.

towards  
CatchAliveOne!

## How to check that the magnet is mounted correctly:

If you have not set up the trap in the app, go to the **"Setup in App"** section. If the trap is set up in the app, follow the instructions below:

1. Login App.
2. Under "Service Company", select your name/company.
3. Select site.
4. Select the trap.
5. The "Trap Status" menu appears. When the trap is open and the magnet is correctly mounted, the trap status will report "Trap Ready" and a percentage number in green (greater than 125%) will show. If a yellow percentage number is displayed, the magnet is not close enough to the small hole in the bracket. Move the magnet closer to the bracket.
6. When the trap is closed, trap status is "Trap activated" and a percentage number in red (less than 80%) will show. If the percentage number is yellow, move the magnet, so that it is farther away from the CatchAlive box, when the trap is closed.



Point 4



Point 5



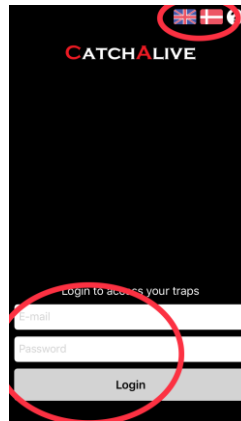
Point 6



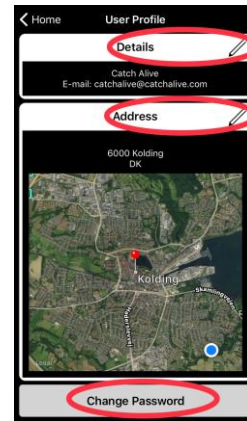
The distance between the magnet and the small hole in the bracket must be less than 10mm.

## Setup in App:

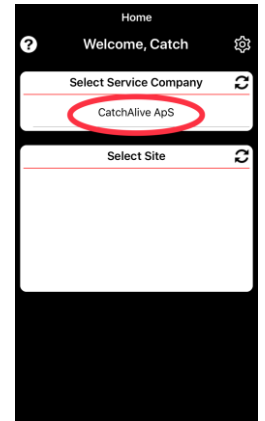
1. Install the CatchAliveOne Box on the trap with the assembly kit. (See enclosed installation instructions).
2. Download the CatchAlive App on your phone or tablet.
3. Select your preferred language - this will be remembered on your phone/tablet for future logins.





Points 3-4



Points 5-6



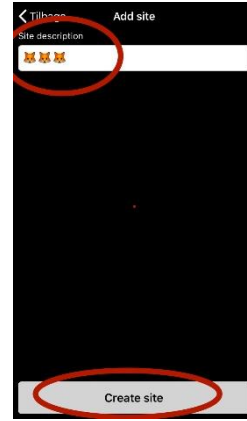
Point 8

4. Log in with your email address and the password that you received on Email when purchasing the CatchAliveOne Box.
5. Click the setting symbol  and the edit symbols  to fill in your name and address details. Remember to update.
6. Change your password. Select "Change Password", "Update".

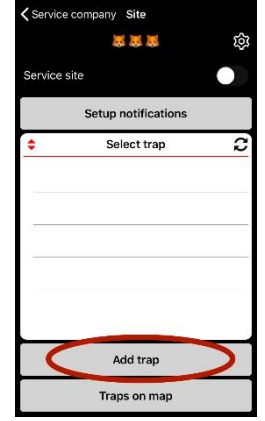
7. Return to the home page click "Home"
8. Select your name/company at the "Service Company" list.
9. Select "Add New Site".
10. Fill in the "Site Description"- e.g., the address of the site, where the trap is setup.





Point 9



Points 10-11



Point 15

11. Click "Create Site".
12. Select the site that you just created in the "Site" list.
13. Click the  symbol and the  symbols to fill in the name and address details of the site. Remember to update
14. Select the site you created in the "Site" list.
15. Click "Add Trap".
16. You now see the list of unused traps listed by their ID-numbers. These are the traps connected to your name/company.

17. Click on the ID-number belonging to the CatchAliveOne Device you want to place on the site. Click "Add Trap".

18. The trap appears by its ID-number in the "Trap"-list at the "Site" page.



19. Go to your Site/Customer and set up your trap

20. Login App.

21. Select your name/Company.

22. Click on the site.

23. Click on the trap ID-number in the "Trap"-list.

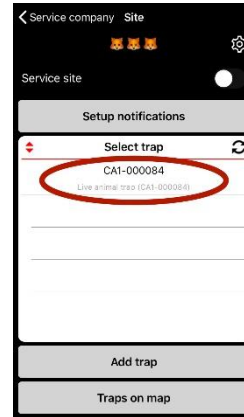
24. Click the  symbol and the  symbol at "Details" and fill in "Trap Description". You can overwrite the ID-number, the trap will regain it, if you remove the trap from the site.

25. Choose your trap type "Live animal trap" and set Trap status "4 times daily"

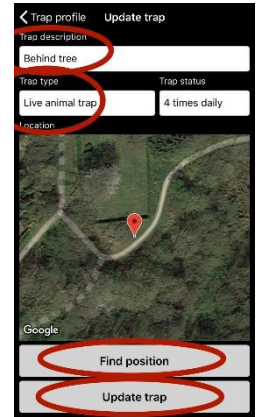
26. Click "Find Position". You will see a map of your location. To adjust the location of the trap, move the map with one finger (the red location mark will stay in center of the map) to zoom in/out use two fingers. When you are satisfied with the location of the red location mark, click "Update Trap".



Points 16-17



Point 18 and 23

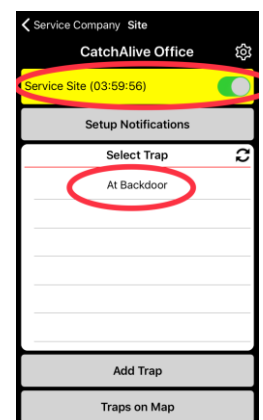
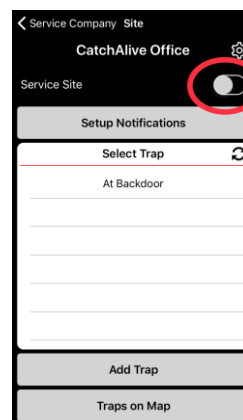


Points 24-26

## App functions

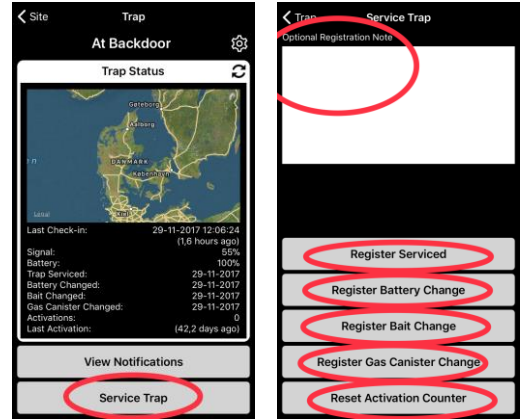
### Service traps

1. Login App
2. Select your Service Company
3. Select the Site you want to service
4. Turn "Service Site" on with the switch if you need to move or otherwise handle the trap. A timer (4 hours) will start, now you can handle all traps at the site, without registering bumps etc. on the trap activation counter.
5. Select the trap that needs service
6. Click "Service Trap"

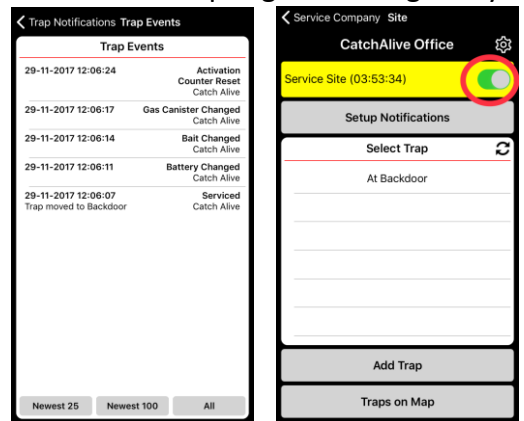




7. Select the service you have performed on the trap:
  - a. "Register Serviced"- You have visited the trap.
  - b. "Register Battery Change". You have changed batteries in the CatchAliveOne Device.
  - c. "Register Bait Change" You have changed the bait in the trap.
  - d. "Reset Activation Counter". The Activation Counter in App will reset to 0.



8. You can write an optional registration note regarding your service in the field below "Optional Registration Note". Select "Register Serviced" to save your note.
9. If you have performed more services on the same trap, select "Service Trap" again and register your services.
10. All your registrations of service and notes will be saved in a "Trap Events"-list
11. When you are done handling your traps, turn "Service Site" off with the switch at the "Site"-page. Activations of the trap will be registered in the Activation Counter again. "Service Site" also automatically turns off when the timer expires.



## Notifications

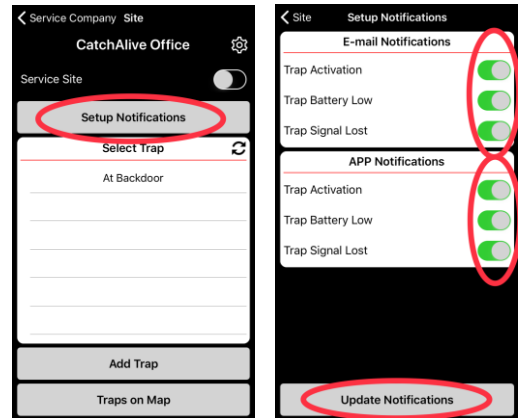
You can in the App select the type of notifications you want and if you want them sent to App, Email or both.

You can get notifications when:

- The trap has been activated
- Your CatchAliveOne device runs low on battery. It will alert you in time for you to plan your visit to the trap and change the batteries.
- Your CatchAliveOne device has no signal.
-

## To setup/change notifications

1. Login App
2. Select your Service Company
3. Click on the site you want to setup or change notifications on.
4. Click "Setup Notifications"
5. Use the switches to select the type of notifications you want and if you want them sent to App, Email, or both. If the switch is green it is selected.
6. Click "Update Notifications"

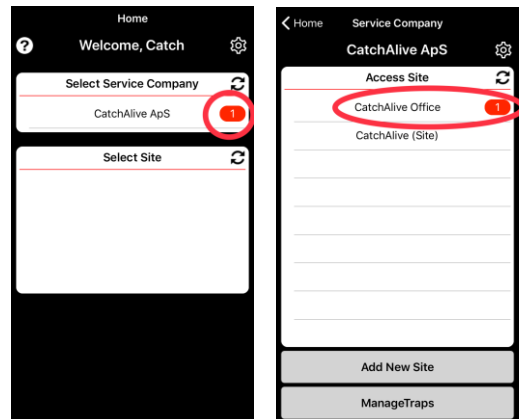


## How to handle and register notifications

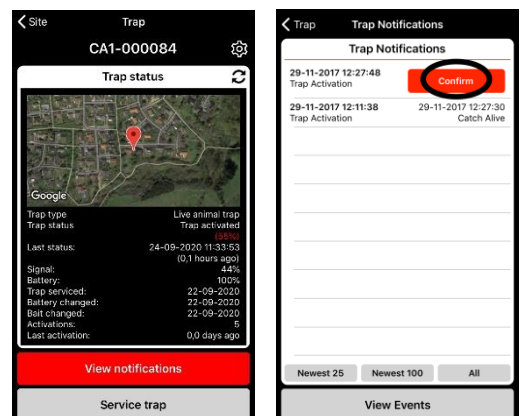
(To setup/change notifications see "To setup/change notifications")

When there are notifications from a trap you can see it at "Home"-page. There will be at red or yellow mark with a number besides the name of the site, which has notifications. The number tells you how many notifications the current site has. Red marking is activations of the trap. Yellow marking is all other notifications like "Signal lost" etc.



1. Login App
2. Select your Service Company
3. Click on the site with notifications
4. Select the trap with notifications
5. Click on "View Notifications" The button is red or yellow, when there are unconfirmed notifications on the trap.
6. You see a list of notifications and which type notifications there is.
7. Confirm the notification when you have handled it

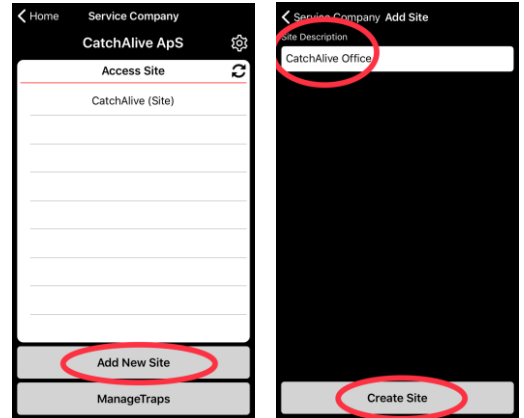


The notifications on the site and trap will show with the red or yellow mark until it is confirmed. This means that you can check the type of notification received, plan when you service the trap and confirm the notification, when the trap has been serviced.



## Add site

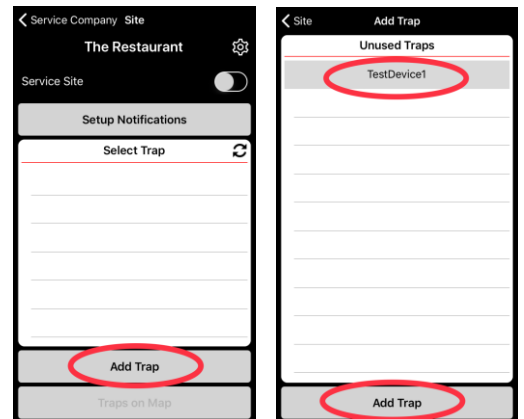
1. Login App
2. Select the Service Company you want to add a new site.
3. Click the "Add New Site" button
4. Fill in the "Site Description" E.g. the address or the name of your customer, where the trap is set up.
5. Click "Create Site"
6. Select the site you created at the "Access Site" List
7. Click the  symbol and  symbols to fill in the name and address details of the site.





## Add (unused) CatchAliveOne Devices to site

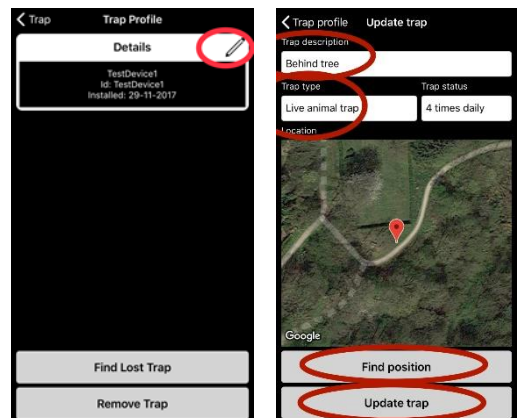
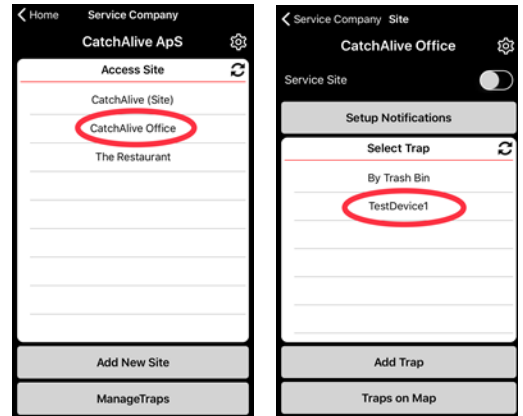
(To add a new site, see "Add site")

1. Login App
2. Select your Service Company
3. Select the site you want to connect a CatchAliveOne Device to
4. Click "Add Trap"
5. You will see the list of unused traps listed by their Id-numbers. These are the traps connected to your company. Click on the Id-number belonging to the CatchAliveOne Device you want to place on the site.
6. The trap appears by its ID-number in the "Select Trap"-list at the site.




## Setting a trap with CatchAliveOne Device on a site

1. Go to your Site/Customer and set up your trap
2. Login App.
3. Select your name/Company.
4. Click on the site.
5. Click on the trap ID-number in the "Trap"-list.
6. Click the  symbol and the  symbol at "Details" and fill in "Trap Description". You can overwrite the ID-number, the trap will regain it, if you remove the trap from the site.
7. Choose your trap type "Live animal trap" and "Update Trap"
8. Click "Find Position". You will see a map of your location. To adjust the location of the trap, move the map with one finger (the red location mark will stay in center of the map) to zoom in/out use two fingers. When you are satisfied with the location of the red location mark, click "Update Trap".

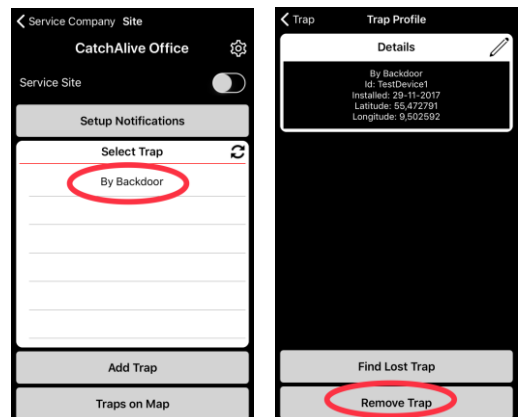


## Remove a trap from a site

1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap you want to remove
5. Click on the  symbol
6. Select "Remove Trap"


The Trap has now been removed from Site and will appear by its original

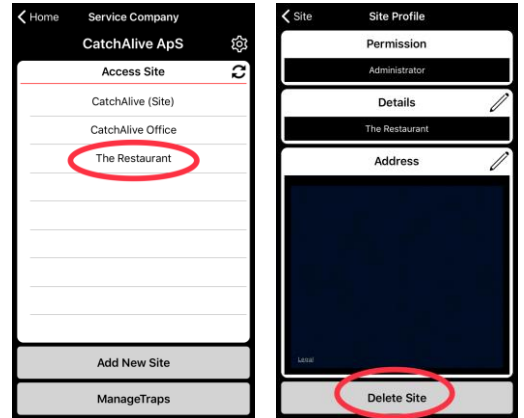
ID-number on the "Unused Traps" list. Activation Counter information will be saved and reappear when the trap is reconnected a site.





## Delete a site

1. Login App
2. Select your Service Company
3. Click on the Site, you want to remove
4. Click on the  symbol
5. Select "Delete Site"



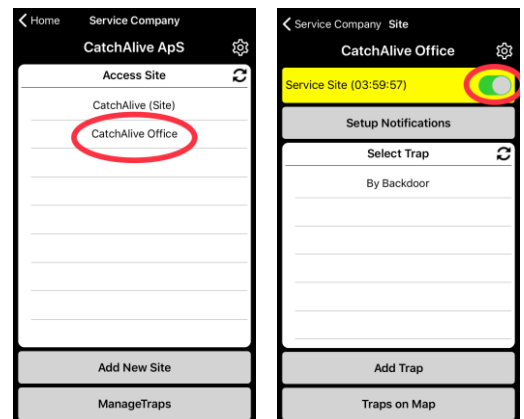
## Change the position of a trap on a site

When changing the position of a trap on a site you need to follow both the "Physically Change Position of Trap" guide and the "Register New Position In App" guide.

## Physically change position of trap

When changing the physical position of a trap it is important, that you turn "Service Site" on in order to avoid bumps etc. on the trap activation counter being registered.



1. Login App
2. Select your Service Company
3. Select the Site you want to service
4. Turn "Service Site" on with the switch if you need to move or otherwise handle the trap. A timer (4 hours) will start, now you can move all traps at the site, without registering bumps etc. on the trap activation counter.
5. Move the trap to the new position.
6. When you are done moving your trap, turn "Service Site" off with the switch at the "Site"-page. Activations of the trap will be registered in the Activation Counter again. "Service Site" also automatically turns off when the timer expires.

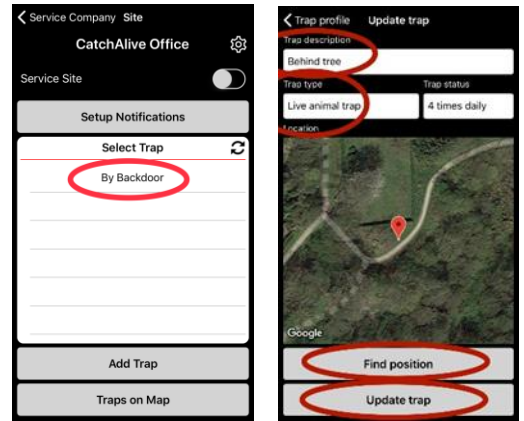


## Register new position in app

1. Login App
2. Select your Service Company

# CatchAliveOne

3. Click on the site of your customer
4. Click on the trap You have moved in the "Select Trap"-list.
5. Click the  symbol and the  symbol at "Details" and fill in "Trap Description". Referring to the new position of the trap. Choose the trap type "Live animal trap".
6. Click "Find Position" to adjust the map to the new position of the trap.
7. You will see a map of your location. To adjust the location of the trap, move the map with one finger (the red location mark will stay in center of the map) to zoom in/out use two fingers. When your satisfied with the location of the red location mark, click "Update Trap"



## Logbook

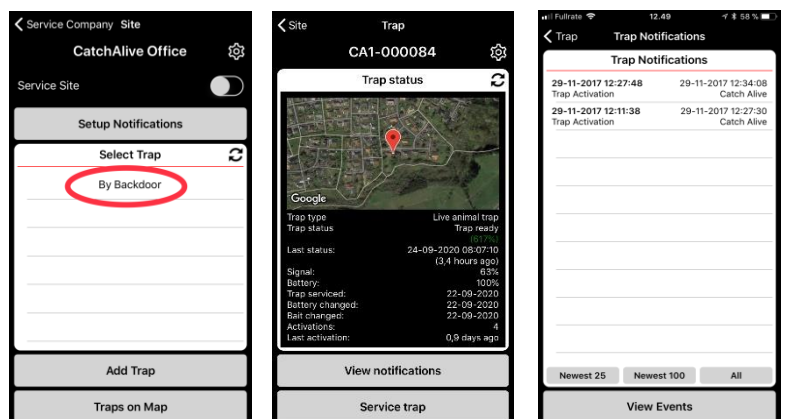
All Notifications and Events associated with handling the traps are stored in a Logbooks.

Notifications are all the messages the CatchAliveOne sends out. These are stored in a "Notification Log"

Events are all the services the pest control takes on the trap and notes in the app. These are stored in an "Event Log"

## To view notifications

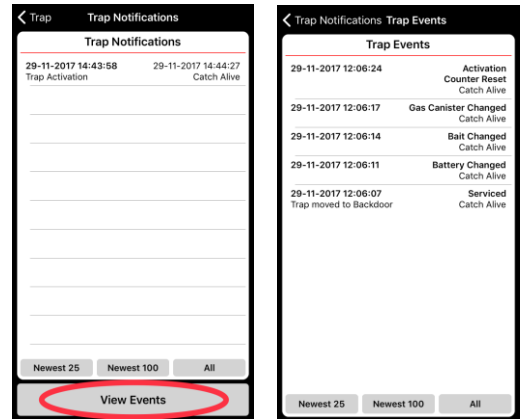
1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap you want to view notifications on



5. Select "View Notifications"

## To view events

1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap you want to view events on
5. Select "View Notifications"
6. Select "View Events"



## Support

For support please contact CatchAlive Customer Service:

Mail: [catchalive@catchalive.com](mailto:catchalive@catchalive.com)

Phone: +45 60603088

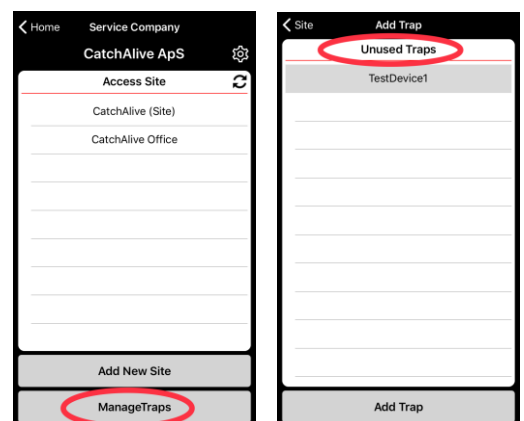
Inquiries only in Danish and English please.

## FAQ

Q: How can i see my CatchAliveOne Devices not in use?

A:

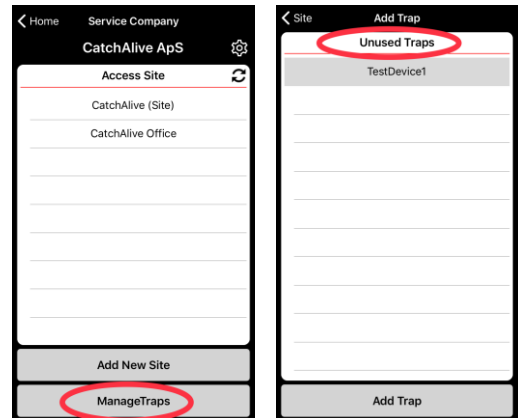
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. You now see a list "Unused Traps" with the unused devices connected to your company



Q: I bought CatchAliveOne Devices; How can I see them in my App?

A: When you buy CatchAliveOne Devices their ID-numbers will be connected to your Customer-ID by the CatchAlive Team. Then you can see the devices on your list of "Unused Traps"

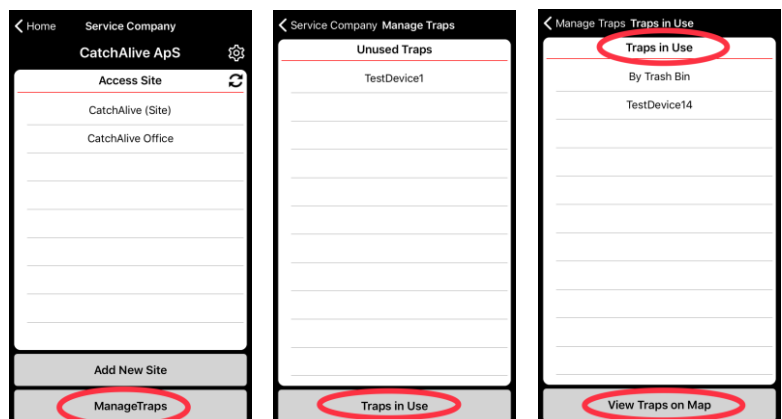
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. A list "Unused Traps" shows with the unused devices connected to your company



Q: How can I view all my traps in use on a list or map?

A:

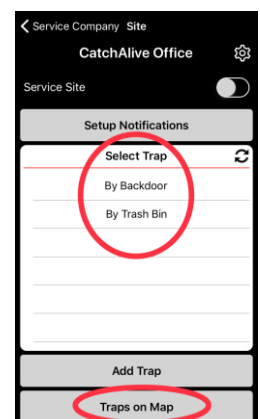
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. Select "Traps In Use"
5. A list "Traps In Use" shows. These are all the devices in use connected to your company
6. Click "View Traps On Map" for viewing all the devices in use on a map.



Q: Where can I view all traps on a site?

A:


1. Login App
2. Select your Service Company
3. Select Site
4. A List "Select Traps" shows. These are the traps connected to the site.
5. Click "Traps On Map" for viewing all traps on site on a map.

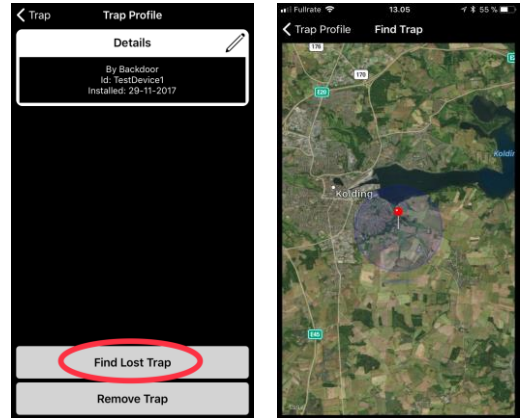




Q: My trap has disappeared; Can I find it in the App?

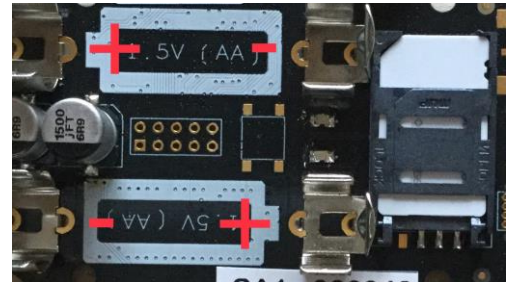
A: CatchAliveOne Devices do not have GPS, but in the app it is possible to see in which area the trap connects to the internet.

1. Login App
2. Select your Service Company
3. Click on the Site
4. Select on the trap that has disappeared
5. Click on the  symbol
6. Select "Find Lost Trap"
7. You will see a map of the area where the trap last connected to the internet. move the map with one finger and t zoom in/out use two fingers.



Q: The CatchAliveOne Device does not turn on Red/Green LED when batteries are installed.

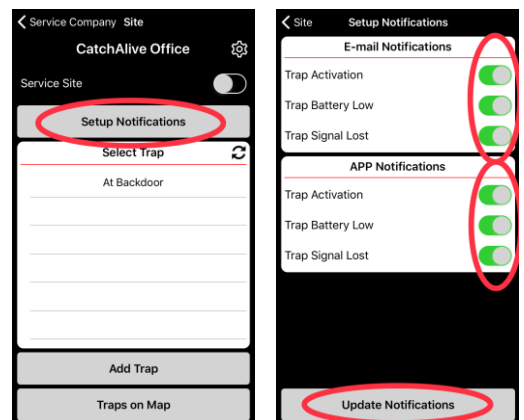
A: Be sure to use only fresh batteries of the required size and recommended type. Check if batteries are installed according to the correct polarity, (+) and (-).



Q: I don't get notifications from the CatchAliveOne Device.

A: Check if notifications are enabled:

1. Login App
2. Select your Service Company
3. Click on the site you want to setup or change notifications on.
4. Click "Setup Notifications"
5. Use the switches to choose which type of notifications you want and if you want them sent to App, Email or both. If the switch is green it is chosen.
6. Click "Update Notifications"



If this does not solve the problem:

# CatchAliveOne

Tap fast twice on the CatchAliveOne Device. If the red/green LED flashes, the device has power and is functioning. Check mobile coverage on app.

If the red/green LED does not flash, change batteries.

Check mobile coverage on app:

1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap
5. See "Signal" In the "Trap Status"

If the signal is 25% or more, the signal is good.

If Mobile coverage is low, it is possible to buy another antenna, with better reach. Please contact us at CatchAlive Customer Service

Please write all inquiries in Danish or English only.

Mail: [catchalive@catchalive.com](mailto:catchalive@catchalive.com)

Q: The mobile coverages in my area is poor; Can I use the CatchAliveOne Device?

A: It is possible to buy another antenna, with better reception. Please contact us at CatchAlive Customer Service

Please write all inquiries in Danish or English only.

Mail: [catchalive@catchalive.com](mailto:catchalive@catchalive.com)

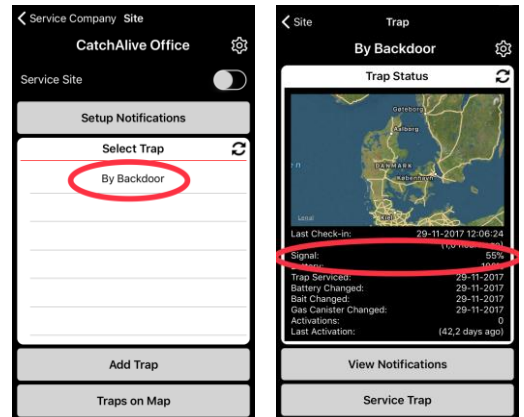
Q: There is no mobile coverages in my area; Can I use the CatchAliveOne Device?

A: The CatchAliveOne Device works on the mobile network and needs mobile coverages to work. If there is no mobile coverage at all, the CatchAliveOne Device does not work.

The antenna on the CatchAliveOne Device is stronger than on your phone. It is also possible to buy another antenna, with better reach. Please contact us at CatchAlive Customer Service

Please write all inquiries in Danish or English only.

Mail: [catchalive@catchalive.com](mailto:catchalive@catchalive.com)



Where can I get help/support?

If you still need help or support after reading the guides and FAQ, please contact CatchAlive Customer Service. Please write all inquiries in Danish or English only.

Mail: [catchalive@catchalive.com](mailto:catchalive@catchalive.com)

Phone: +45 60603088