

## Devon Bat Survey

### FAQs/Troubleshooting Guide

Check here for answers to common queries.

If you cannot find an answer please contact us on [bats@devonwildlifetrust.org](mailto:bats@devonwildlifetrust.org) or telephone 07506 219687 (during office hours) to speak to a member of the Devon Bat Survey team.

If your query is out of office hours, visit the website <https://www.devonwildlifetrust.org/devon-bat-survey-2021> as all the information is available to download, such as details of the Monitoring Centres.

**Q: I've forgotten the contact details of the Monitoring Centre.**

A: Check your confirmation email, or visit <https://www.devonwildlifetrust.org/devon-bat-survey-2021> to download a list of centres.

**Q: I haven't heard if my booking was successful.**

A: All bookings activate an automatic email response - check your emails and junk mail folder. If you can't find anything contact us for help.

**Q: There is only 1 SD card in the box.**

A: That's fine, you only need to use 1 for your survey.

**Q: I checked my detector today and the red light isn't on. Is the SM4 working?**

A: The SM4 automatically switches on and off at sunset and dawn, so the light won't be on during the daytime.

**Q: Do I have to press the 'schedule stop' button at any time?**

A: No – please leave this button alone. The equipment is set up to switch on and off automatically.



**Devon**  
Wildlife Trust



Saving Devon's Treescapes

Devon Ash Dieback  
Resilience Forum



Also supported by The Halpin Trust & NLHF

**Q: Do I have to recharge the batteries daily?**

A: No, the batteries can be left in for the 3 nights of recording.

**Q: How much time do I have to recharge the batteries before returning the equipment to the Monitoring Centre for the next booking?**

A: There is a spare set of batteries in the box, please could you make sure that these are charged ready for the next person and left in the charger, they take approximately 6 hours to charge. The batteries in the detector should be removed before returning and placed loose in the box.

**Q: Can I move the SM4 to a different location for the 2nd or 3rd night?**

A: No, please choose only one location for your survey.

**Q: Can I still put the equipment out in wet and windy weather?**

A: Yes (although bats may not be very active in poor conditions). Make sure you angle the microphone so it's not completely vertical (so that rain isn't falling directly onto it).

**Q: There are a number of SD cards in the kit – do I need them all?**

A: No, please only use 1 SD card for the length of your booking. The other cards are for the next survey volunteers to use whilst yours is in the post to us.

**Q: There are no other SD cards in the pack for the next person – what do I do?**

A: The system relies on SD cards being returned to use promptly following a survey so that we can download the data. We then return the SD card to the monitoring centre who will top up the box. You do not need to let the project team know, but you can mention it to the monitoring centre when you return the kit.

**Q: The equipment got really wet outside – does this matter?**

A: The equipment is designed to be left outside, but we would be grateful if you could dry it all off before returning it to your host centre. Especially try to dry out any condensation inside the box.

If the microphone is very wet, extra care will be needed if you try to dry it. Gently place on a piece of kitchen roll to allow some of the water to soak up, and then leave it to air dry. **Do not** squeeze the black foam around the microphone, as this can cause the water to leak into the microphone.



**Devon**  
Wildlife Trust



Saving Devon's Treescapes

Devon Ash Dieback  
Resilience Forum



Also supported by The Halpin Trust & NLHF

**Q: The detector display is showing an error message on the screen/has turned off before I finished setting it up/won't turn on – what do I do?**

A: The detectors are tough but can sometimes get damp or take a knock, which can cause an electrical error. Leaving the batteries and SD card in the detector, turn it off using the black switch on the side (slide from INT to EXT) – this will power off the detector. Leave for 30 seconds (to remove static) and then turn back on again (slide from EXT to INT) – this will re-boot the detector. If the error message is still there, please try again. If this still does not work please contact us.

**Q: When will I find out the results?**

A: We aim to send a report back to people within 6 weeks of their survey. The results will be emailed from one of the team on an @devonwildlifetrust.org email address. Please keep an eye on your junk mail box in case it gets sent there.

**Q: I have been unable to find out who owns the land I wish to place the detector on, what should I do?**

A: Please follow the advice on the back of the landowner permission form, and if you are still unable to locate the owner, consider a different location within the grid square. Alternatively contact us and we will help you select a new grid square.

**Q: I have been unable to get landowner permission anywhere within my chosen grid square – what should I do?**

A: Please contact us and we will help you select a new grid square.

**Q: I booked a square and when I came to put the detector out I realised that the survey point was just into another square. What do I do?**

A: Carry on with the survey but please use the correct four figure reference in the detector (i.e. where you put the detector) and make a note on the survey form – along with using the correct 10 figure grid reference.



**Devon**  
Wildlife Trust



Saving Devon's Treescapes

Devon Ash Dieback  
Resilience Forum



Also supported by The Halpin Trust & NLHF