

# Bullard SceneCatcher™

## Frequently Asked Questions



- 1 How do I connect my SceneCatcher to my PC?
- 2 How do I install the SceneCatcher software on my PC?
- 3 How do I install the SceneCatcher software on my Mac?
- 4 How do I retrieve photos or videos from my SceneCatcher?
- 5 How do I save videos or photos to my PC?
- 6 How do I delete photos or videos from my SceneCatcher?
- 7 How do I change the time or date settings in my SceneCatcher?
- 8 How do I play videos from my SceneCatcher on my PC?
- 9 How many photos and videos can be stored on my SceneCatcher?
- 10 Why does the red LED indicator stay on for several seconds when I turn on the thermal imager?
- 11 Why is the LED indicator on my SceneCatcher not working properly?
- 12 What does a blinking red LED mean?
- 13 How do I change my Windows Media Player skin?
- 14 How can I improve the download speed of my photos and videos from my SceneCatcher?
- 15 How can I contact Bullard?

**Americas:**  
**E.D. Bullard Company**  
1898 Safety Way • Cynthia, KY 41031-9303  
Toll free: 877-BULLARD (285-5273)  
Tel: 859-234-6616 • Fax: 859-234-8987  
[www.bullard.com](http://www.bullard.com)

**Europe:**  
**Bullard GmbH**  
Lilienthalstrasse 12  
53424 Remagen • Germany  
Tel: +49-2642 999980 • Fax: +49-2642 9999829  
[www.bullardextrem.com](http://www.bullardextrem.com)

**Asia-Pacific:**  
**Bullard Asia Pacific Pte. Ltd.**  
LHK Building  
701, Sims Drive, #04-03 • Singapore 387383  
Tel: +65-6745-0556 • Fax: +65-6745-5176  
[www.bullard.com](http://www.bullard.com)



[www.bullard.com](http://www.bullard.com)

©2010 Bullard. All rights reserved.  
Bullard SceneCatcher is a trademark of Bullard.

8326 (1110)

# Bullard SceneCatcher™

## Frequently Asked Questions



- 1** To connect the SceneCatcher to your PC, first, attach your SceneCatcher to a Bullard thermal imager by tightening the thumbscrew, and then turn the thermal imager on. Next, connect the small end of your USB cable to the SceneCatcher and the large end of the cable into a USB port on your PC.
- 2** To install the SceneCatcher software, follow the procedure in FAQ #1, then wait for ten seconds before following all instructions in the "Bullard SceneCatcher™ Setup" until completion. Unless you are using Windows 7, you may be prompted with a "Bullard SceneCatcher Configuration Issue" from your icon tray. This is because you do not have the proper video codec installed. Left click this message and follow the instructions on your screen in order to install the proper codec.
- 3** Sorry, Mac Operating Systems are not supported at this time.
- 4** To retrieve photos or videos, first, connect your SceneCatcher to your PC as described in FAQ #1. Windows will open a 'Removable Disk' window and prompt you with the question "What do you want Windows to do?" Select 'Open folder to view files using Windows Explorer' and press 'OK'. You will see three folders. Double click the 'Photos' folder to browse your photos or double click the 'Videos' folder to browse your videos. You can also 'right click' the Bullard icon in your icon tray for shortcuts to your 'Photos' and 'Videos' directories while your SceneCatcher is plugged in.

**Americas:**  
**E.D. Bullard Company**  
1898 Safety Way • Cynthia, KY 41031-9303  
Toll free: 877-BULLARD (285-5273)  
Tel: 859-234-6616 • Fax: 859-234-8987  
[www.bullard.com](http://www.bullard.com)

**Europe:**  
**Bullard GmbH**  
Lilienthalstrasse 12  
53424 Remagen • Germany  
Tel: +49-2642 999980 • Fax: +49-2642 9999829  
[www.bullardextrem.com](http://www.bullardextrem.com)

**Asia-Pacific:**  
**Bullard Asia Pacific Pte. Ltd.**  
LHK Building  
701, Sims Drive, #04-03 • Singapore 387383  
Tel: +65-6745-0556 • Fax: +65-6745-5176  
[www.bullard.com](http://www.bullard.com)



[www.bullard.com](http://www.bullard.com)

©2010 Bullard. All rights reserved.  
Bullard SceneCatcher is a trademark of Bullard.

8310 (1110)

# Bullard SceneCatcher™

## Frequently Asked Questions



- 5 You can transfer photos or videos that you wish to save to your PC by right clicking on the files and selecting 'cut' or 'copy'. Browse to the directory where you wish to store these files on your PC and then right click and select 'paste' to transfer the files to your PC.
- 6 To delete photos or videos from the SceneCatcher, select the files you wish to delete and then right click the file and select 'delete'. This will delete the files from the SceneCatcher. Cutting files, by selecting 'cut' will also delete files from the SceneCatcher.
- 7 To change the SceneCatcher time and date, first, connect your SceneCatcher to your PC as described in FAQ #1. Then, right click the Bullard icon in the Windows system tray and select 'Synchronize Clock'. After a few seconds, your SceneCatcher's clock will be updated to the current time and date from your PC.
- 8 To view photos or videos, double click on the file you wish to view. If you are having difficulty viewing the videos, then reference FAQ #2 for instructions on how to install the video codec required for viewing SceneCatcher videos. You can also 'left click' the Bullard icon in the Windows system tray and follow installation instructions if you do not have the proper video codec installed.

**Americas:**  
**E.D. Bullard Company**  
1898 Safety Way • Cynthia, KY 41031-9303  
Toll free: 877-BULLARD (285-5273)  
Tel: 859-234-6616 • Fax: 859-234-8987  
[www.bullard.com](http://www.bullard.com)

**Europe:**  
**Bullard GmbH**  
Lilienthalstrasse 12  
53424 Remagen • Germany  
Tel: +49-2642 999980 • Fax: +49-2642 9999829  
[www.bullardextrem.com](http://www.bullardextrem.com)

**Asia-Pacific:**  
**Bullard Asia Pacific Pte. Ltd.**  
LHK Building  
701, Sims Drive, #04-03 • Singapore 387383  
Tel: +65-6745-0556 • Fax: +65-6745-5176  
[www.bullard.com](http://www.bullard.com)



[www.bullard.com](http://www.bullard.com)

©2010 Bullard. All rights reserved.  
Bullard SceneCatcher is a trademark of Bullard.

8310 (1110)

# Bullard SceneCatcher™

## Frequently Asked Questions



- 9 The SceneCatcher will hold approximately five hours of video or 80,000 still images. Video capacity will not be greatly affected by the number of images taken. For example, you can take 16,000 images, and the SceneCatcher will still hold approximately four hours of video. Due to file compression techniques, actual video recording time will vary based on whether the scene is static (longer recording times) or constantly moving (shorter recording times).
- 10 The SceneCatcher will initiate a short calibration sequence of approximately six seconds when it is attached to an operating thermal imager. Also, the calibration will occur whenever the SceneCatcher is already attached, and the thermal imager is turned on. The red LED indicator will remain lit during this calibration. Once calibration completes, the red LED indicator will turn to green.
- 11 After you turn on the power to your Bullard thermal imager with a SceneCatcher installed, the 'Record' LED will turn red for a few seconds before turning green. If this LED does not turn green, then try removing and reinstalling the SceneCatcher before turning on the thermal imager. If the 'Record' LED is orange, then check to make sure the USB cable has been disconnected to your PC. If your 'Record' LED is toggling between red and green, then your SceneCatcher is recording video. Simply press the red button on the SceneCatcher handle to discontinue recording.

**Americas:**  
**E.D. Bullard Company**  
1898 Safety Way • Cynthia, KY 41031-9303  
Toll free: 877-BULLARD (285-5273)  
Tel: 859-234-6616 • Fax: 859-234-8987  
[www.bullard.com](http://www.bullard.com)

**Europe:**  
**Bullard GmbH**  
Lilienthalstrasse 12  
53424 Remagen • Germany  
Tel: +49-2642 999980 • Fax: +49-2642 9999829  
[www.bullardextrem.com](http://www.bullardextrem.com)

**Asia-Pacific:**  
**Bullard Asia Pacific Pte. Ltd.**  
LHK Building  
701, Sims Drive, #04-03 • Singapore 387383  
Tel: +65-6745-0556 • Fax: +65-6745-5176  
[www.bullard.com](http://www.bullard.com)



[www.bullard.com](http://www.bullard.com)

©2010 Bullard. All rights reserved.  
Bullard SceneCatcher is a trademark of Bullard.

8310 (1110)

# Bullard SceneCatcher™

## Frequently Asked Questions



- 12 If your SceneCatcher 'Record' LED is blinking red, then the memory is full. Follow the instructions from FAQ #5 for transferring or deleting content from your SceneCatcher.
  
- 13 Select the link to the Microsoft Windows website <http://windows.microsoft.com/en-US/windows-vista/Change-how-Windows-Media-Player-looks-using-skins> for instruction on how to change your Windows Media Player skin.
  
- 14 Your Bullard SceneCatcher is capable of transmitting data to your PC using USB 2.0 High Speed. In order to benefit from the SceneCatcher's high speed download capabilities, connect your USB cable to a USB 2.0 port. Reference your PC's user manual for more information about the availability of USB 2.0 ports. Your Bullard SceneCatcher also works with USB 1.1 and USB 1.0 ports. However, download speeds from these ports will be noticeably slower.
  
- 15 To contact Bullard, call 1-877-BULLARD and select the option for Customer Service.

**Americas:**  
**E.D. Bullard Company**  
1898 Safety Way • Cynthiana, KY 41031-9303  
Toll free: 877-BULLARD (285-5273)  
Tel: 859-234-6616 • Fax: 859-234-8987  
[www.bullard.com](http://www.bullard.com)

**Europe:**  
**Bullard GmbH**  
Lilienthalstrasse 12  
53424 Remagen • Germany  
Tel: +49-2642 999980 • Fax: +49-2642 9999829  
[www.bullardextrem.com](http://www.bullardextrem.com)

**Asia-Pacific:**  
**Bullard Asia Pacific Pte. Ltd.**  
LHK Building  
701, Sims Drive, #04-03 • Singapore 387383  
Tel: +65-6745-0556 • Fax: +65-6745-5176  
[www.bullard.com](http://www.bullard.com)



[www.bullard.com](http://www.bullard.com)

©2010 Bullard. All rights reserved.  
Bullard SceneCatcher is a trademark of Bullard.

8310 (1110)