# My Naturewatch Camera doesn't work : (

**1.** Is the Raspberry Pi's red light on? — **No** → **Replace the power source USB cable.**

Make sure the 5V power source and cable are rated to at least 1A.

**Yes** ↓

**2.** Does the camera's WiFi appear on your phone/computer after 5 minutes? Can you connect to it? — **No** → **Reflash / replace the SD card.**

The image file could have been loaded to the SD card incorrectly. The SD card could be corrupt. Make sure your SD card is 16GB Class 10 or better quality.

**Yes** ↓

**3.** Does http://192.168.50.1 load on your browser? — **No** → **Are your sure the address is typed in correctly?**

**Yes** ↓

**Is the issue the same when trying to access the page with another device?**

Make sure your device has JavaScript enabled and that you're not using a strict firewall.

**4.** Is the red light on the camera module on? — **No** → **Make sure your camera is seated in the connector properly.**

The camera connector on the Pi Zero is very fiddly. Make sure you seat the camera into the ribbon connector fully and make sure the plastic squeezer is clicked in fully. If you've broken your connector, you may still be able to get your camera working. **Click here for tips on fixing the connector.**

**Yes** ↓

**5.** Can you see a live preview of the camera? — **No** →

**Yes** ↓

**6.** Is the preview frozen on the camera? — **Yes** → **Replace the power source or USB cable. Is it still frozen?**

Make sure the 5V power source and cable are rated to atleast 1A.

**Yes** ↓

To check if you're affected by a bug, **click here.**

**No** ↓

**Hooray! Your camera is working : )**

MY NATUREWATCH