

## User Manual CAOne - GoodNature Trap



## Content

Introduction.....	3
Package Contents .....	3
Setting Up Your CatchAliveOne Device .....	4
App Compatibility .....	4
Apple iOS Devices .....	4
Android Devices.....	4
Downloading the App.....	4
For Apple Devices .....	4
For Android Devices .....	4
Installing or changing batteries .....	4
Important battery information.....	4
Low battery indicators.....	5
Mounting CatchAliveOne on GoodNature A24.....	6
Operating your CatchAliveOne Device and App .....	6
Getting started with your CatchAliveOne Device and App .....	6
App functions.....	8
Service traps .....	9
Notifications .....	10
To setup/change notifications.....	10
How to handle and register notifications.....	10
Add site.....	11
Add (unused) CatchAliveOne Devices to site .....	11
Setting a trap with CatchAliveOne Device on a site .....	12
Remove a trap from a site .....	13
Delete a site.....	13
Change the position of a trap on a site .....	13
Physically change position of trap.....	13
Register new position in app.....	14
Logbook .....	14
To view notifications .....	15
To view events.....	15
Support .....	15
FAQ .....	16
Q: How can i see my CatchAliveOne Devices not in use? .....	16
Q: I bought CatchAliveOne Devices; How can I see them in my App?.....	16
Q: How can I view all my traps in use on a list or map?.....	17
Q: Where can I view all traps on a site? .....	17
Q: My trap has disappeared; Can I find it in the App? .....	17
Q: The CatchAliveOne Device does not turn on Red/Green LED when batteries are installed.....	18
Q: I don't get notifications from the CatchAliveOne Device. ....	18
Q: The mobile coverages in my area is poor; Can I use the CatchAliveOne Device?.....	19
Q: There is no mobile coverages in my area; Can I use the CatchAliveOne Device?.....	19
Where can I get help/support? .....	19

## Introduction

### Package Contents

- 1 x CatchAliveOne Device
- 2 x Energizer Ultimate Lithium AA 1.5V/VARTA Ultra Lithium AA batteries
- 1 x Bracket for GoodNature A24



### 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/VARTA Ultra Lithium AA 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

### App Compatibility

#### Apple iOS Devices

Works with iPhone and iPad devices running iOS 10 or later.

#### Android Devices

Works with most devices running Android 4.4.4 or later.

### Downloading the App

#### For Apple Devices

Go to the Apple App Store and search for CatchAlive App. Then click download.

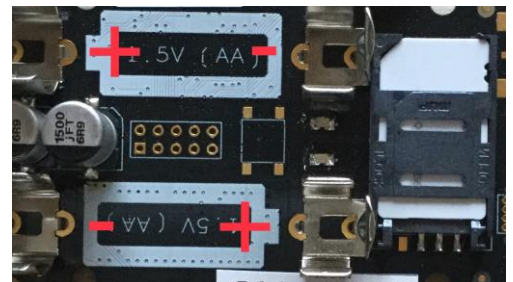
#### For Android Devices

Go to the Google Play Store and search for CatchAlive App. Then click download.

### Installing or changing batteries

We recommend using 2 x Energizer Ultimate Lithium AA 1.5V/VARTA Ultra Lithium AA 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/VARTA Ultra Lithium AA batteries (included).
2. Use a Torx TX10 screwdriver to remove the screws in each of the four corners of the CatchAliveOne Device. Lift lid.
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**"



# CatchAliveOne

## Mounting CatchAliveOne on GoodNature A24

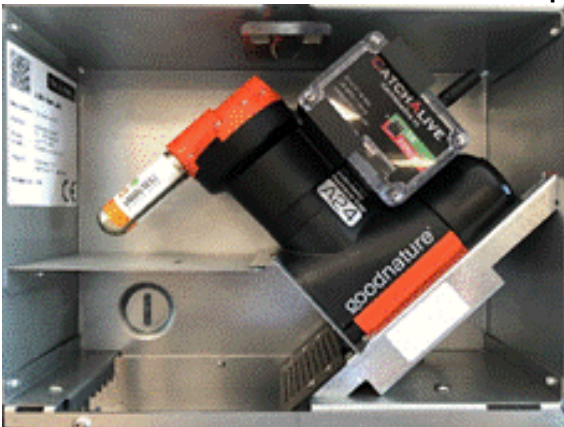
### 1. Content



### 2. Insert CatchAliveOne into the bracket



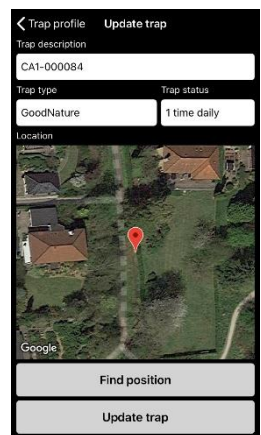
### 3. Click the Bracket onto the GoodNature Trap.



### 4. Setup in App.

Follow the guide "Getting started with your CatchAliveOne Device and App".

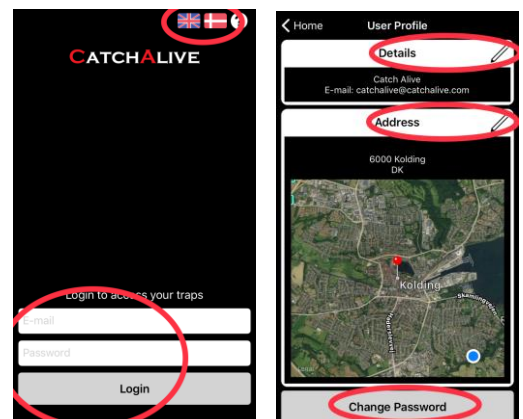
Remember to set trap type to "GoodNature" and trap status to "One time daily".







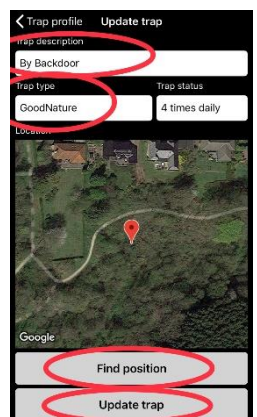
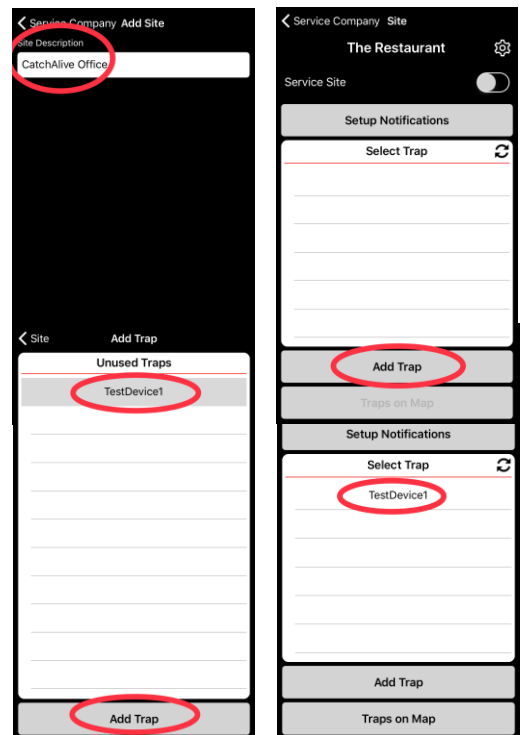
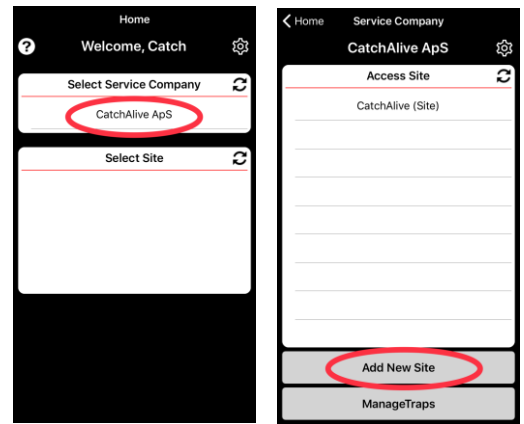
## Operating your CatchAliveOne Device and App

### Getting started with your CatchAliveOne Device and App

1. Connect the CatchAliveOne Device to the trap with the bracket.
2. Download the CatchAlive App to your device.
3. Select your preferred language. Your phone or tablet will remember your choice for next login

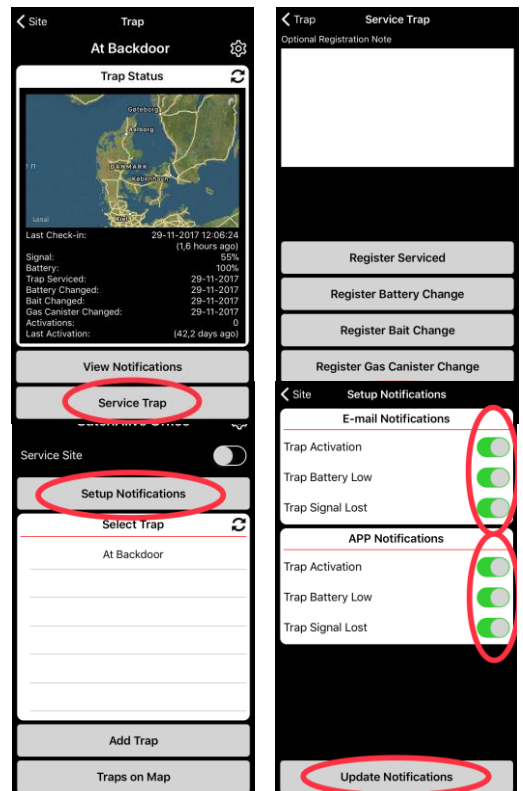


4. Login App with your Email address for username and the generated password from the welcoming email.
5. Click the setting symbol  and the edit symbols  to fill in your name and address details. Remember to update
6. Click the "Change password" button and write a new personal password. "Update"
7. Return to the home page click "home"
8. Select your Service Company at the "Select Service Company" list
9. Click the "Add New Site" button.
10. Fill in the "Site Description" E.g. the address or the name of your customer, where the trap is set up.
11. Click "Create Site"
12. Select the site you created at the "Access 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 at the "Access 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 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 "Select Trap"-list at the "Site" page.
19. Go to your Site/Customer and set up your trap
20. Login App
21. Select your Service Company
22. Click on the site of your customer
23. Click on the trap ID-number in the "Select Trap"-list.



24. Click the ⚙️ symbol and the ✎️ symbol at "Details" and fill in "Trap Description". E.g. "By the backdoor". You can overwrite the ID-number, the trap will regain it, if you remove the trap from the site. Choose your trap type Goodnature. Set "Trap Status" to 1 time daily
25. Click "Find Position"
26. 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"
27. Return to "Trap"-page
28. Select "Service Trap"
29. Click "Reset Activation Counter"
30. Return to "Site"
31. Click "Setup Notifications"
32. Use the switches to select which type of notifications you want and if you want them sent to App, Email or both. If the switch is green it is selected.
33. Click "Update Notifications"
34. If you want more traps setup at the same site repeat steps 22-29

Setting up traps at new Sites repeat steps 8-33.

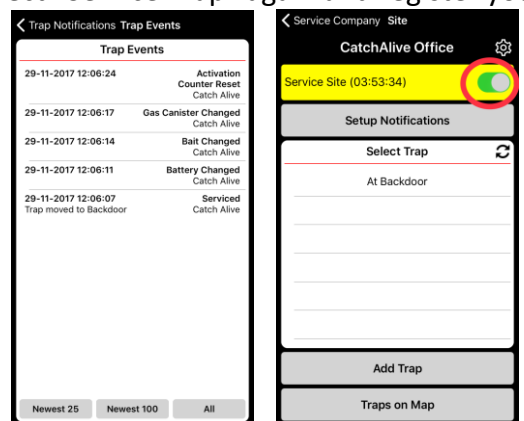
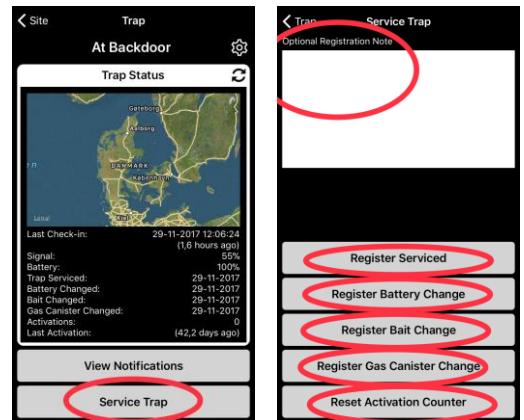
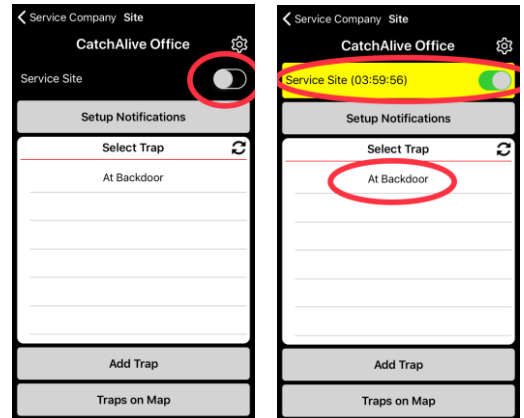


## App functions



## 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. "Register Gas Canister Change. You have changed the Gas canister in the trap.  
Remember to reset the Activation Counter.
  - e. "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

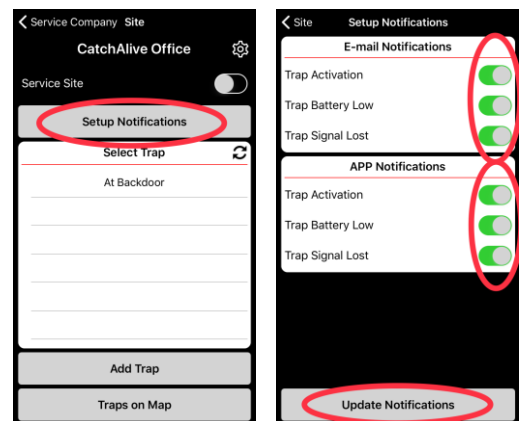
You can in the App select the type of notifications you want and if you want them sent to App, Email or both.

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"

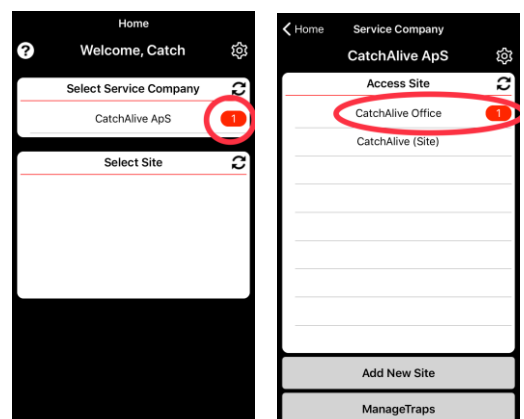


## How to handle and register notifications

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

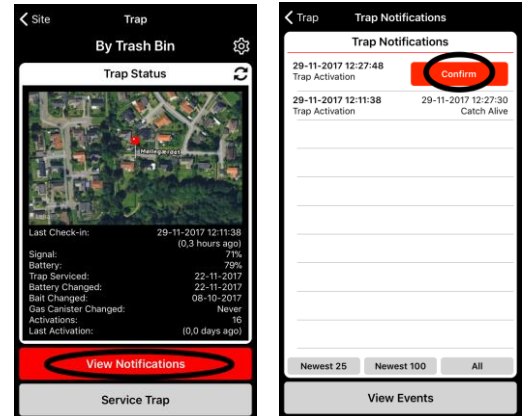
When there are notifications from a trap you can see it at "Home"-page. There will be at red or yellow mark with a number besides the name of the site, which has notifications. The number tells you how many notifications the current site has. Red marking is activations of the trap. Yellow marking is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



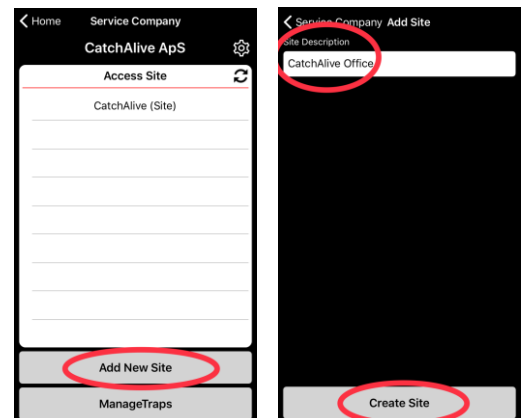
- You see a list of notifications and which type notifications there is.
- Confirm the notification when you have handled it

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

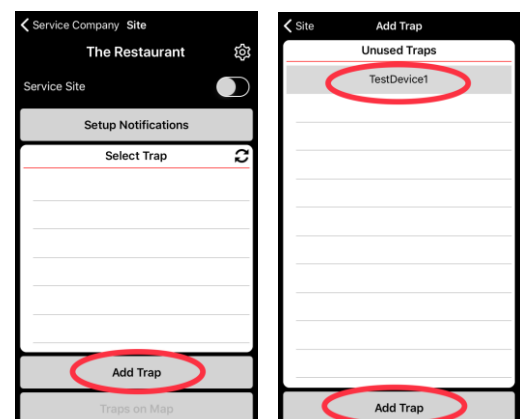
- Login App
- Select the Service Company you want to add a new site.
- Click the "Add New Site" button
- Fill in the "Site Description" E.g. the address or the name of your customer, where the trap is set up.
- Click "Create Site"
- Select the site you created at the "Access Site" List
- Click the ⚙️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



## Add (unused) CatchAliveOne Devices to site

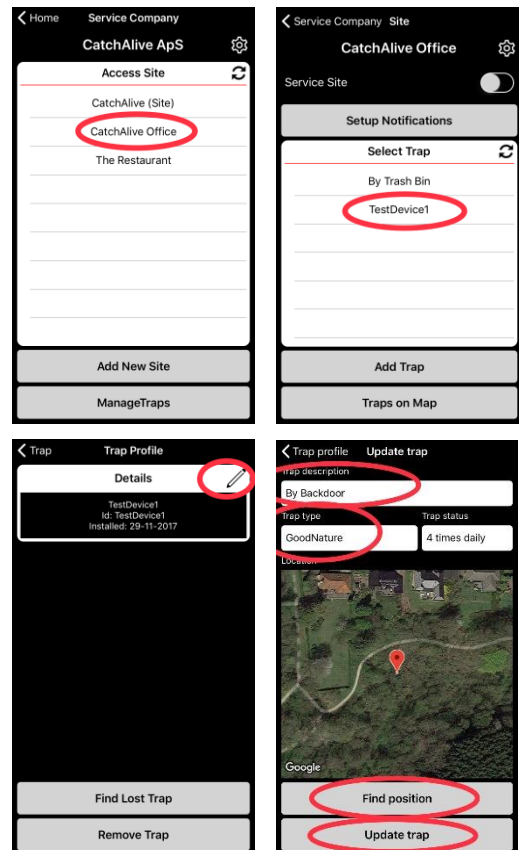
(To add a new site, see "Add site")

- Login App
- Select your Service Company
- Select the site you want to connect a CatchAliveOne Device to
- Click "Add Trap"
- 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.
- The trap appears by its ID-number in the "Select Trap"-list at the site.



## Setting a trap with CatchAliveOne Device on a site

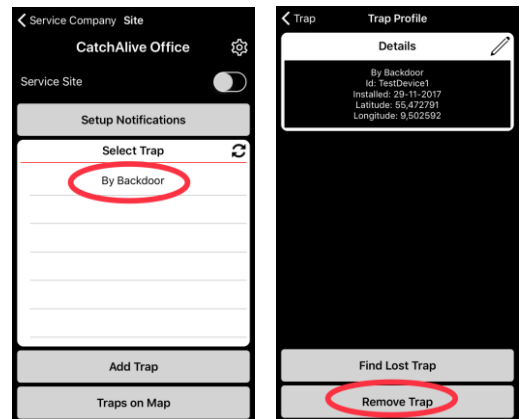
1. Go to your Site/Customer and set up your trap
2. Login App
3. Select your Service Company
4. Click on the Site of your customer
5. Click on the trap ID-number in the "Select Trap"-list.
6. Click the ⚙️ symbol and the ✎️ symbol at "Details" and fill in "Trap Description". E.g. "By the backdoor". You can overwrite the ID-number, the trap will regain it, if you remove the trap from the site. Choose the trap type e.g. Goodnature.
7. Click "Find Position"
8. 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"
9. Select "Service Trap"
10. Click "Reset Activation Counter"



## Remove a trap from a site

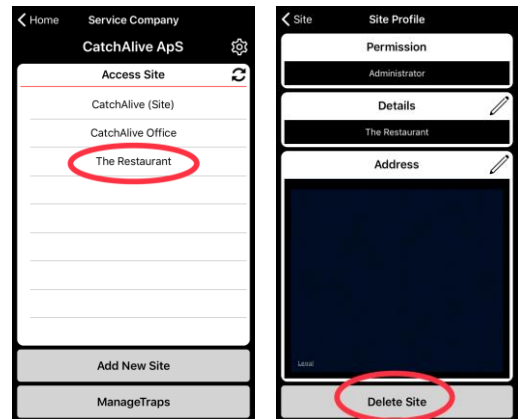
1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap you want to remove
5. Click on the ⚙️ symbol
6. Select "Remove Trap"

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.

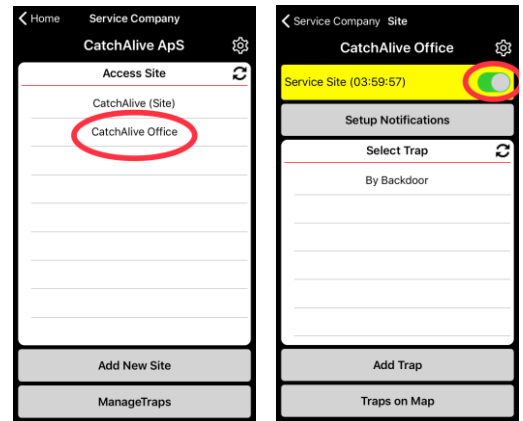
## Physically change position of trap

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

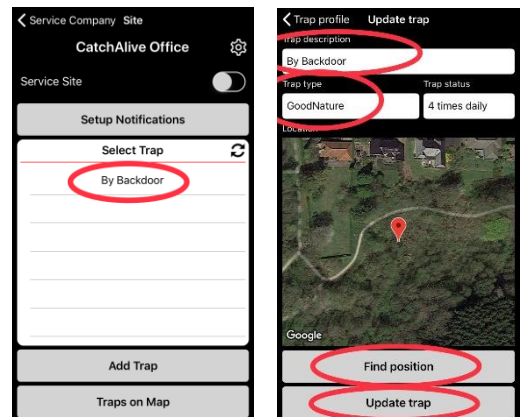


3. Select the Site you want to service
4. Turn "Service Site" on with the switch if you need to move or otherwise handle the trap. A timer (4 hours) will start, now you can move all traps at the site, without registering bumps etc. on the trap activation counter.
5. Move the trap to the new position.
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
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.
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

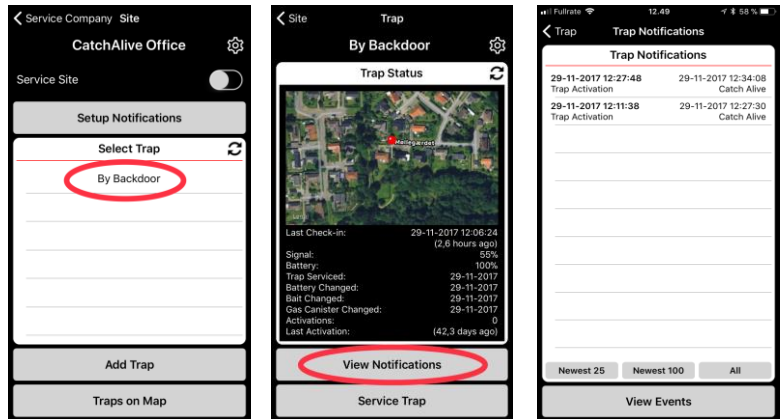
All Notifications and Events associated with handling the traps are stored in a Logbooks.

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"

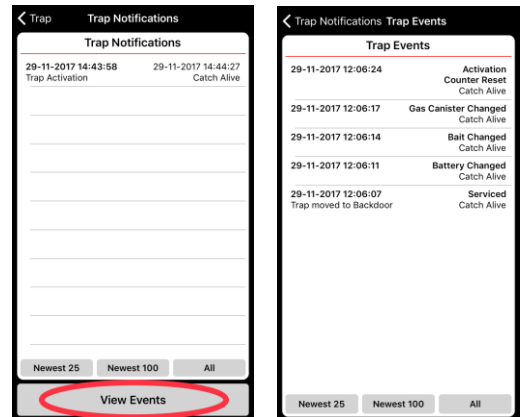
## To view notifications

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

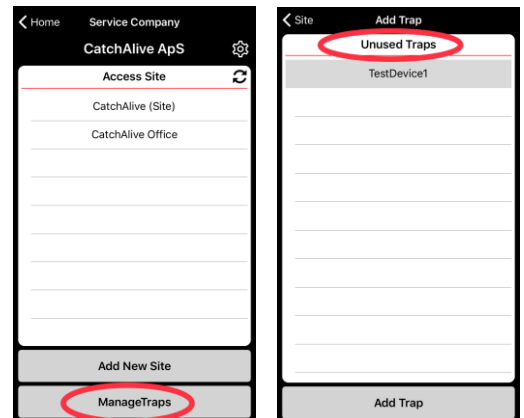
Inquiries only in Danish and English please.

## FAQ

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

A:

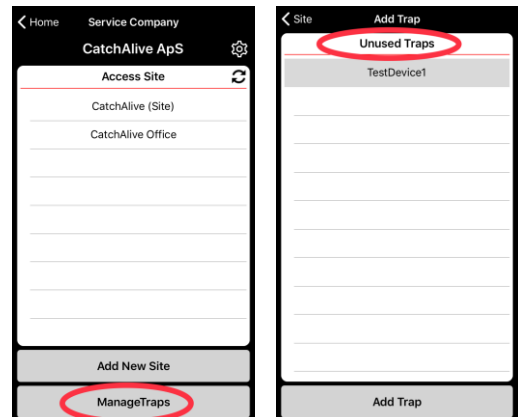
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. You now see a list "Unused Traps" with the unused devices connected to your company



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"

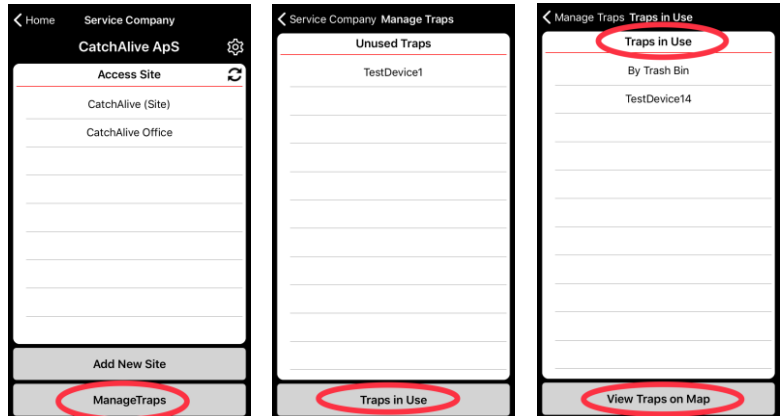
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. A list "Unused Traps" shows with the unused devices connected to your company



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

A:

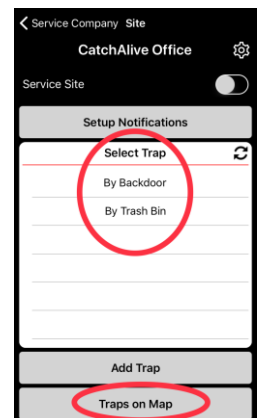
1. Login App
2. Select your Service Company
3. Select "Manage Traps"
4. Select "Traps In Use"
5. A list "Traps In Use" shows. These are all the devices in use connected to your company
6. Click "View Traps On Map" for viewing all the devices in use on a map.



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


A:

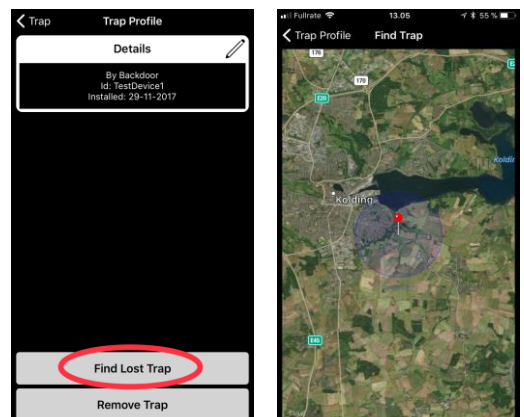
1. Login App
2. Select your Service Company
3. Select Site
4. A List "Select Traps" shows. These are the traps connected to the site.
5. Click "Traps On Map" for viewing all traps on site on a map.



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.

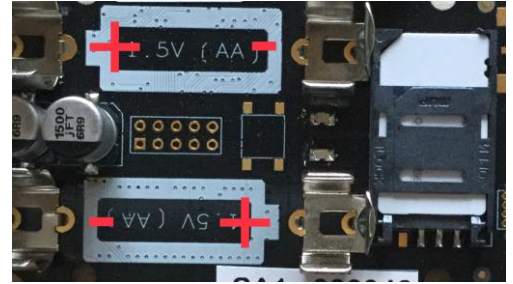
1. Login App
2. Select your Service Company
3. Click on the Site
4. Select on the trap that has disappeared
5. Click on the  symbol
6. Select "Find Lost Trap"
7. You will see a map of the area where the trap last connected to the internet. move the map with one finger and to zoom in/out use two fingers.



# CatchAliveOne

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

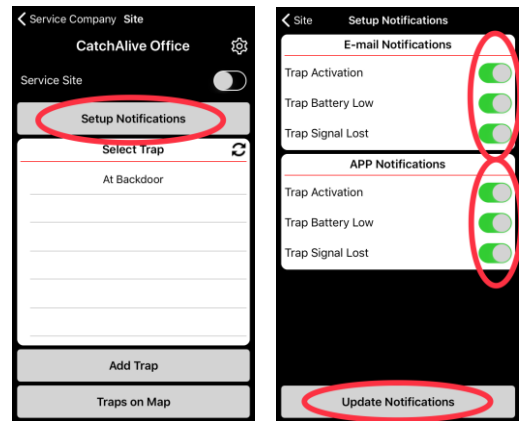
A: Be sure to use only fresh batteries of the required size and recommended type. Check if batteries are installed according to the correct polarity, (+) and (-).



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:

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:

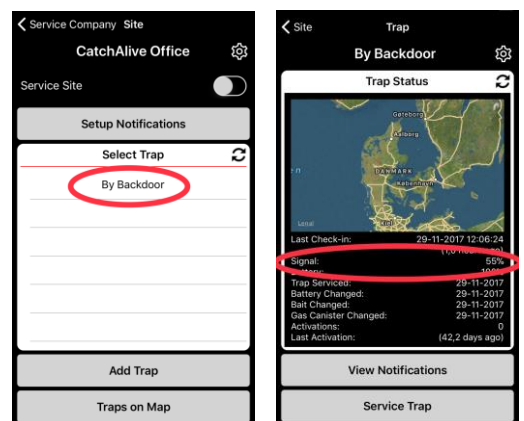
1. Login App
2. Select your Service Company
3. Click on the Site
4. Click on the trap
5. See "Signal" In the "Trap Status"

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