



# Instruction Manual



Model: Lookout-X

Cellular Camera Model

**PLEASE READ CAREFULLY BEFORE USING CAMERA**

## **READ ME FIRST: (IMPORTANT)**

### **You will need the following before you begin:**

- 8AA batteries
- SD card
- Computer or mobile device with internet
- The ability to check your email (to complete account registration)

### **What you will accomplish: (for best results, remain at your computer)**

- 1. REGISTER for a new account using your email.
- 2. Power up camera to SETUP and record the ICCID #.
- 3. LOGIN to your new account and select ADD PLAN.
- 4. INPUT the ICCID #, Check AGREE,
- 5. Click CREATE NEW PLAN.
- 6. POWER up camera and VERIFY your web connection. DO NOT SKIP THIS STEP!
- 7. View camera under MY CAMERAS and update CAMERA SETTINGS
- 8. INSTALL Mobile application (optional). Perform this last.

**Please follow the detailed instructions below.**

### **IN THE BOX:**

- 1 x camera
- 1 x mounting strap
- 1 x antenna
- 1 x USB cable
- 1 x SIM card (pre-inserted)

**NOTE: SD Memory card and batteries are sold separately.**

### **PREPARE YOUR CAMERA:**

- Screw antenna onto top of camera, first inserting plastic washer (do not overtighten).
- Insert 12 NEW AA batteries (Energizer Lithium AA recommended).
- Insert SD memory card (up to 64GB SD card).

### **Step 1: REGISTER FOR AN ACCOUNT:**

- On computer or mobile device, visit [portal.ridgetec.com](http://portal.ridgetec.com).
- On the LOGIN screen click REGISTER FOR A NEW ACCOUNT.
- INPUT: Name, E-mail address and password (min 6 characters).
- Click the REGISTER button.
- Wait for the confirmation email from [ridgetec.com](http://ridgetec.com).
- Check your spam folder if you do not see the email. Note: If you do not get the email click the Resend Confirmation Email link.
- In the confirmation Email, click the VERIFY button to complete your REGISTRATION.

## Step 2: FIND SIM ICCID:

- Prepare your camera with antenna, batteries and SD card.
- Turn camera switch to SET. Press MENU button.
- Press Down arrow once. (Select ICCID) Press OK.
- RECORD ICCID # here: \_\_\_\_\_

## Step 3: ADD PLAN:

- On computer or mobile device, visit [portal.ridgetec.com](http://portal.ridgetec.com).
- Input your E-mail and Password. Click the LOGIN button.
- From the portal main menu, select ADD PLAN.
- Note: On mobile devices, portal menus may collapse. Expand the main menu to reveal ADD PLAN.

## Step 4: INPUT SIM ICCID:

- Input SIM ICCID #
- Read our account Terms and Conditions (important)
- Check the I AGREE TO THE TERMS check box.

## Step 5: CREATE NEW PLAN:

- Click the CREATE NEW PLAN button.
- The portal should indicate that your plan was added and if applicable indicate that a free month service was awarded.
- At this point the server will send an activation signal to your SIM.

**Note: The SIM activation can take from several seconds to several minutes.**

## Step 6: POWER UP CAMERA & VERIFY CONNECTION:

- Turn camera switch to SET. Wait and monitor this screen for a cellular connection.
- On the bottom of the screen, look for “Searching Network...”.
- If “Cannot Find Network” is displayed, cycle power (turn camera OFF and then back to SETUP) until the camera connects to the network.

**Note:** The SIM activation can take from several seconds to several minutes. So, multiple retries are normal. Please be patient as this is a network carrier delay and normally occurs. If the camera does not find a network, it may mean you do not have service in your area. Move to a new area with better service and try again.

- Once the SIM activation is complete and a cellular connection is obtained, the screen will display a network name (the network name depends on model, carrier and location) along with signal strength in up to 5 bars.
- Next, Verify your web and portal connection by performing two diagnostic steps:
- Press MENU.
- Press down arrow three (3) times, select NETWORK TEST. (should return PASS). Press OK.

**PASS means you are on the internet.**

- Press down arrow, select REPORT TEST. (should return PASS). Press OK.

**PASS means your camera is functioning 100% with the portal.** If both tests pass, your camera is 100% ready and the new camera is now added to your account and visible under MY CAMERAS in the portal and mobile application.

- Turn camera switch to ON.

## Step 7: MY CAMERAS

- Login to the Portal and click MY CAMERAS from the main menu.

**Note:** On mobile devices, portal menus may collapse. Expand the main menu to reveal MY CAMERAS.

- Click the ‘Refresh’ button in My Cameras (or in your browser) until your camera displays.
- Select SETTINGS. Update your settings and click Save All Changes.
- Please read the help under each setting and option to better understand all of your camera’s capabilities.
- Any updated settings will automatically download the next time the camera connects to the portal.

## Step 8: INSTALL MOBILE APP

Ridgetec supports both Android and iOS Applications. Please visit the appropriate app store for your device. Search for "Ridgetec". Install the app. Please complete steps 1 through 7 before continuing.

- Launch and Login.
- On first mobile Login, the portal requires a confirmation by the account owner via email for all new connections to the account by any mobile device. This is for your account security.
- Input E-mail and Password. Click Login.
- Initially you should get a message that indicates a confirmation email was sent and to verify the mobile device.
- Click the VERIFY button in the email.
- Login again and you should have access.

## WARRANTY INFORMATION and TERMS AND CONDITIONS

The buyer agrees to the following Terms and Conditions when purchasing Ridgetec products. Terms and conditions may be updated or changed at times. These terms and conditions constitute conditions to the use of Ridgetec products. Please refer to website for complete Terms and Conditions.

This Ridgetec equipment has been tested and found to comply with the limits set forth by the Federal Communications Commissions (FCC) rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The Ridgetec equipment can radiate radio frequency energy that may cause interference to radio communications and equipment.

In no event shall Ridgetec be liable to any party or any person, except for replacement or repair of the product, for the cases, including but not limited to below: 1) any damage and loss, including without limitation, direct or indirect, special, consequential or exemplary, arising out of the use of this product. 2) personal injury or damage caused by the normal use or neglect operation of this product. 3) inconvenience or any loss (including loss of profit) arising if photos are not transmitted or displayed for any reason including failure of the Ridgetec product. 4) any problem, inconvenience, loss, or damage resulting when the Ridgetec product is combined with other third party products. 5) any claim or legal action brought forth by any person due to violation of privacy resulting from the use of this product. 6) loss of photos and/or data from Ridgetec servers or third party companies.

Ridgetec offers a one (1) year warranty on the hardware of its products. A product that is deemed defective due to defects in materials or workmanship through normal use will be subject to either repair or replacement by Ridgetec. This warranty is void if the product has been tampered or opened by anyone other than a Ridgetec technician. Furthermore, warranty does not cover product failure resulting from improper use, abuse, or accident. Ridgetec is not responsible to warranty damage that

results from battery leakage, battery explosion, or damage that results from power surge, power fluctuations, or damage resulting from low or high voltage disruptions. Ridgetec is not responsible for damage resulting from SD memory card or cellular SIM card use or improper insertion. A Return Material Authorization (RMA) number and form will be required before Ridgetec will receive and process product for repair or replacement. The buyer will be notified if the product is deemed not defective and product will be returned to the buyer at the buyer's expense.

\*RMA number is required for all returns.

If the product is beyond the warranty period, the price for repairing or replacing may vary. International customers pay different amount of shipping & insurance. We will send detailed shipping information along with the RMA number. Include with your camera the RMA form and a copy of your dated cash register receipt or other proof of purchase.

\*Please contact us if you have any questions or problem while using the camera before you request a RMA number and send the camera back for repair.

Some problems may be solved easily with help from customer service.

## **CAMERA REPAIR**

Repairs for damages not covered by the warranty will be subject to a charge. Please contact RidgeTec to discuss repair options not covered under warranty.

## **CUSTOMER SERVICE CONTACT:**

Ridgetec  
5022 Red Bud Drive  
Grovetown, GA 30813

Phone: 1-888-966-8929

Email: [sales@ridgetecoutdoors.com](mailto:sales@ridgetecoutdoors.com)

### **Federal Communication Commission Interference Statement**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **FCC Caution:**

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.