

RIDGETEC - LOOKOUT DUAL- QUICK START GUIDE

READ ME FIRST: (IMPORTANT)

You will need the following before you begin:

- 12 AA batteries (Energizer Lithium recommended)
- SD card (up to 64GB SD card)
- Computer or mobile device with internet
- The ability to check your email (to complete account registration)

Please follow the detailed instructions below.

IN THE BOX:

1 x camera

1 x mounting strap

2 x antenna

2 x SIM card (AT&T + Verizon)

NOTE: SD Memory card and batteries are sold separately

PREPARE YOUR CAMERA:

- Screw antennas onto top of camera with black rubber washer (do not overtighten)
- Insert 12 AA batteries new (Energizer Lithium recommended)

- Insert SD memory card (up to 64GB SD card)
- Insert SIM card (Verizon or AT&T)

Step 1: REGISTER FOR AN ACCOUNT:

- On computer or mobile device, visit 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
- Check your email for the confirmation email from 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 (on Login page)
- In the confirmation Email, click the VERIFY button to complete your REGISTRATION

Step 2: FIND SIM ICCID:

- Turn camera switch to SET and push MENU button
- Select **Network** and push OK button
- Select the network that matches installed sim card
- Select **ICCID** and push OK
- **RECORD ICCID # here:** _____

Step 3: ADD PLAN:

- On computer or mobile device, visit portal.ridgetec.com
- Input your E-mail and Password and click the LOGIN button

- From the portal main menu, select **ADD CAMERA/PLAN**

Note: On mobile devices, portal menus may collapse. **Expand the main menu to reveal ADD CAMERA/PLAN**

Step 4: INPUT SIM ICCID:

- Input SIM ICCID #
- Read the account **Terms and Conditions**
- Check the **I AGREE TO THE TERMS** check box

Step 5: CREATE NEW PLAN:

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

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 SET) until the camera connects to the network

Note: The SIM activation can take several seconds to several minutes to complete, so multiple retries is normal. Please be patient as this is a network carrier delay. If the camera does not find a network after several attempts, it may mean you do not have sufficient service in this area to complete the activation; move to an area with stronger cellular 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
- **Verify** your web and portal connection by performing two **diagnostic** steps:
 - Press **MENU**
 - Select **NETWORK TEST**; Push OK when 'Pass' displayed
NOTE: PASS means you are on the internet
 - Select **REPORT TEST**; Push OK when 'Pass' displayed
NOTE: PASS means your camera is functioning 100% with the portal
 - If both tests pass, your camera is 100% ready and the new camera has been added to your account and is visible under MY CAMERAS on the portal and mobile application
- Turn camera switch to ON to fully activate camera

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 to update your settings and click **Save All Changes**
NOTE: Please read the help under each setting 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 to mobile app
- Input Email and Password and click Login
- During first login, you will receive a message that indicates a confirmation email was sent and to verify the mobile device
 - NOTE: On first mobile app 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**
- Click the VERIFY button in the email
- Login to the app again to complete access

The complete user manual, latest camera firmware, and frequently asked questions section is available at: www.ridgetecoutdoors.com

NOTE: By default the camera settings are not adjustable when Cellular Mode is ON (notice most menu items are greyed out). This is by design as the camera will download the settings from the web portal. If Cellular Mode is turned OFF, the camera settings can only be changed directly on the camera (camera will not transmit pictures when Cellular Mode is OFF).

Thank you for purchasing your RIDGETEC camera.

Should you experience any problem with your RIDGETEC camera please contact RIDGETEC, NOT the retail store, and we will be happy to assist you.

We know that in today's competitive market place, customers have many choices when purchasing surveillance cameras. We appreciate that you have chosen our high quality product, and we are confident that you have made the best choice. It is our commitment to be uniquely better. Our continued reputation is one of our top priorities and we take great pride in satisfying our customers.

You can reach us by email at: sales@ridgetecoutdoors.com

You can also reach us at 1-888-966-8929

REGISTER YOUR CAMERA TODAY TO OBTAIN A 2-YEAR WARRANTY

Register your product(s) online at: www.ridgetecoutdoors.com

FAQ, full user manual and the latest firmware updates are available at:

www.ridgetecoutdoors.com

Join our online community today

