

FAQS: DS4K SERIES

MY CAMERA SEEMS TO RESTART IN BETWEEN DAY AND NIGHT PHOTOS

Due to the nature of dual sensor technology, the camera will reset itself to capture the best image for the lighting condition using the associated sensor.

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

The 12V Battery Kit should be recharged at least every 3 months, regardless if it is being used or not, in order to preserve the working condition of the battery inside the unit.

WHAT IS ACTIVITY CONTROL/OPERATING HOURS?

Activity control is a setting on the camera that allows you to have the camera on only during certain hours of the day if you want that.

WHAT ARE MY OPTIONS IF MY STEALTH OR WILDVIEW CAMERA IS OUT OF WARRANTY?

We have a customer loyalty program. You can send us your old camera and you'll receive 50% off of a brand new one.

WILL MY CAMERA CONTINUE TO RECORD AFTER THE SD CARD IS FULL?

No, not until the SD card is cleared of its files.

WILL I LOSE MY IMAGES AND SETTINGS WHEN THE BATTERIES DIE?

The camera has flash memory so your images and settings will remain intact.

WHERE DO I LOCATE THE SERIAL NUMBER ON MY STEALTH CAM CAMERA?

Under the gasket by the SD Card slot

WHAT SHOULD THE TRIGGER SPEED BE ON MY STEALTH CAMERA?

This varies on the model, typically less than 0.45 second trigger

WHAT IS THE DIFFERENCE BETWEEN INFRARED AND NO-GLOW FLASHES?

An infrared flash is going to produce a black and white picture and will be visible in the dark. It produces a dull red glow that is not bright enough to catch your attention in the dark but if you looked right at it, it would be visible. A No-Glow flash is going to produce a black and white picture and will NOT be visible in the dark. It produces no visible light unless you are very close to the camera and will be nearly invisible in the dark.

WHAT IS THE DIFFERENCE BETWEEN FLASH RANGE AND MOTION DETECTION RANGE?

The flash range is the distance that you will be able to see in the picture when a picture is taken using the flash. The motion detection range is the distance from the camera that the camera will sense motion and be activated. Both of these ranges will be effected by many different factors.

WHAT DOES IT MEAN WHEN IT SHOWS LOC ON MY SCREEN?

Either the lock on the side of the SD card is engaged in the lock position or the SD card needs to be formatted in a computer.

WHAT DOES IT MEAN WHEN I HAVE ALL 8'S ON MY SCREEN?

Usually this is a sign of an incompatible memory card or damaged memory card.

IS THE INFRARED FLASH INVISIBLE?

The infrared flash will give off a low glow red light it is not invisible.

IS MY CAMERA WATERPROOF?

No, the cameras are weather resistant not waterproof.

HOW LONG WILL THE BATTERIES LAST IN MY TRAIL CAMERA?

There are many different factors that affect battery life including the brand of battery, temperature, amount of pictures taken and day vs. night picture ratio. The exact life of batteries is not possible to quantify.

HOW DO I VIEW THE PICTURES THAT I TAKE?

We recommend using a computer to view the photos. If you don't have access to a computer, we can only recommend using either our iOS or android card readers for your cell phone or our reader viewer.

HOW DO I SET THE DATE AND TIME ON MY CAMERA?

You want to put the camera in the Manual or Custom setting mode. Follow the instructions in the owner's manual.

HOW CAN I TELL IF MY CAMERA IS GOING TO TAKE PICTURES WHERE I WANT IT TO?

By using the test mode. A light on the front of the camera labeled TEST will blink when the camera is detecting motion. Directly face the camera towards the location you are trying to cover and walk in front of it to see the light go on, this will indicate activity.

CAN VIEWING PHOTONS ON MY HAND HELD DIGITAL CAMERA CAUSE MY TRAIL CAMERA TO MALFUNCTION?

Yes, we recommend viewing your photos/videos on a computer as other digital devices can change the format of the SD card.

CAN I USE RECHARGEABLE BATTERIES IN MY CAMERA?

Rechargeable batteries are not recommended. We do recommend a high quality alkaline or lithium battery.

CAN I USE MY GAME CAMERA THROUGH A WINDOW OR GLASS DOOR?

Glass may disrupt your sensor beam. We don't advise using the camera in this fashion.

CAN I PLUG MY CAMERA INTO THE WALL USING AN AC ADAPTER?

We cannot recommend this as a way to power the camera.

CAN I USE A MICRO SD CARD IN MY CAMERA?

No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.

FAQS: FLX SERIES

CAN I PLUG MY CAMERA INTO THE WALL USING AN AC ADAPTER?

Yes, if a wall socket is available, we recommend using an AC adapter to save cost.

WHAT IS THE TRIGGER SPEED ON MY FLX CAMERA?

Typically, it is less than 0.45 seconds

HOW CAN I TELL IF MY CAMERA WILL TAKE PICTURES WHERE I WANT IT TO?

By using the test mode. A green LED on the front of the camera will blink when the camera detects motion.

WHY DID MY CAMERA STOP SENDING PHOTOS IN LOCAL NETWORK MODE?

- Make sure your FLX cam is still in Wi-Fi range of your router.
- Make sure your Wi-Fi router is turned on.
- Make sure your Wi-Fi router is connected to the internet.

HOW DO I USE MY FLX CAMERA IN LOCAL NETWORK MODE?

- Your FLX Camera is setup to connect to your local Wi-Fi network.
- Your camera will upload new photos to the server based on the Connection Interval.
- You will get a notification from the server when new photos are available.
- Your camera can be accessed from anywhere through the free APP.

HOW DO I USE MY FLX CAMERA IN FIELD MODE?

- Bring your mobile device with the APP open within Bluetooth Range (50 feet) of your FLX Camera. (Your mobile device Bluetooth must be turned on)
- Once your FLX Camera is in range, the camera will go from gray to color on the camera screen within the APP. It will also shows the BT Signal Strength.
- Once selected your FLX camera will automatically turn on its Wi-Fi Router.
- Your mobile device should automatically connect to the Wi-Fi Router. If it takes more than 30 seconds to connect, you may need to manually connect to the FLX Camera's Wi-Fi Router in your mobile device's Wi-Fi settings.
- After your camera is connected, select the camera in the app. Here you can Preview your photos stored on the camera and change any settings.
- While Previewing Photos, you can select photos or videos to transfer to your mobile device.
- When finished, press the "Disconnect" button to terminate the Wi-Fi connect and put the camera back in capture mode.

HOW DO I SETUP MY FLX CAMERA?

- Sign into the Stealth Cam Remote App.
- Select "ADD a new FLX Camera" on the menu screen.
- Follow the instructions in the App. You may need to start the Wireless Setup in Wireless Settings on the camera.

CAN I USE MY CAMERA THROUGH A WINDOW OR GLASS DOOR?

No, the glass will prevent your camera from detecting motion.

WILL I LOSE MY IMAGES AND SETTINGS WHEN THE BATTERIES DIE?

No, the images on the SD Card and the camera's settings will remain intact.

WHAT IS THE DIFFERENCE BETWEEN FLASH RANGE AND MOTION DETECTION RANGE?

The flash range is the distance that you will be able to see in the picture when a picture is taken using the flash. The motion detection range is the distance from the camera that the camera will sense motion and be activated. These ranges will be many be affected by environmental factors.

HOW LONG WILL THE BATTERIES LAST IN MY TRAIL CAMERA?

There are many different factors that affect battery life, including the brand of battery, the temperature, the amount of pictures taken, the amount of night photos, and the frequency the camera uploads to the app. If your camera is using batteries, we recommend you use Twice a Day or Once a Day upload frequency.

IS MY CAMERA WATERPROOF?

No, your camera is weather resistant, but not waterproof.

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

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WHAT DOES IT MEAN WHEN I HAVE ALL B'S ON MY SCREEN?

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No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.

FAQS: FUSION

CAN I SET UP NOTIFICATIONS SEPARATELY FOR EACH CAMERA ?

By default, the COMMAND app will include the name of each camera that has a new photo in the notification. Notifications for the COMMAND app cannot be turned off for the individual camera, but you may disable all notifications.

CAN I LOG INTO MY ACCOUNT WITH MORE THAN ONE DEVICE ?

Yes, there is no limit to the amount of devices you may log on to.

HOW MANY CAMERAS CAN I CONTROL IN THE COMMAND APP ?

There is no limit to the amount of cameras controlled by COMMAND.

IF I DELETE A PICTURE IN THE APP DOES IT DELETE IT FROM THE SD CARD ?

No, deleting a photo will only remove it from the app, not from the SD card. To create space on you SD card either turn the **DVR MODE** setting on, or use the **FORMAT CARD** feature.

WILL I LOSE MY IMAGES AND SETTINGS IF THE BATTERIES DIE?

No, the images are stored on your external SD memory card so your images will be intact only on your card. Your images and settings are also saved on the COMMAND app.

WHY IS MY CAMERA TAKING PICTURES WITH NOTHING IN FRONT OF IT?

This camera is powered by motion activation. This can cause objects, like a tree branch or moving water, within the camera frame to cause the camera to take a photo.

HOW DO I CHECK IF MY CAMERA IS WORKING PROPERLY?

To check the status of your camera, press the “Sync” button below the camera’s battery tray. Refer to battery tray sticker for information on LED codes. If you receive a red LED on network or account, contact customer support at 1.888.508.5922 for further assistance.

IS MY CAMERA WATERPROOF?

No, your camera is weather resistant but not waterproof.

IS THERE A WARRANTY THAT COMES WITH MY CAMERA OR AN EXTENDED WARRANTY I CAN PURCHASE?

Your Stealth Cam or Muddy Camera comes with a Limited 1-year warranty. Please contact support at 1.888.508.5922 for more information.

CAN I MIX DIFFERENT TYPES OF BATTERIES TOGETHER?

No, you should never mix batteries. After your camera batteries die, always install brand new batteries in your camera.

CAN I USE RECHARGEABLE BATTERIES IN THE CAMERA?

Rechargeable batteries will cause an incorrect battery percentage reading for the camera in the app. We do not recommend using rechargeable batteries.

CAN I USE AN EXTERNAL POWER SOURCE OR BATTERY PACK IN COMBINATION WITH THE AA BATTERIES ?

Yes, use of the Stealth Cam 12V Solar Power Panel is recommended to increase battery life. Use of an external power source may work, but the accuracy of the reading may vary.

IS IT SAFE TO USE AN ANTENNA BOOSTER OR THIRD-PARTY PRODUCTS WITH MY CAMERA?

We do not recommend using any third-party products with your camera that are not sold and/or approved by Stealth Cam as this may damage your camera and void your warranty.

WHY ARE THERE TWO DIFFERENT STEALTH CAM APPS AVAILABLE TO DOWNLOAD.

COMMAND is our newest app and it serves all Stealth Cam Fusion, Trail-Tek, Muddy Manfiest, and 4G (WXA/WXV) cameras. Our Stealth Cam REMOTE app serves our FLX and 3G cameras.

DO I NEED TO HAVE MY PHONE NEXT TO MY CAMERA WHILE IT SYNC?

No, you can sync your camera remotely from your phone. However, we recommend syncing in proximity of your phone to verify sync was successful. The sync will occur at your next scheduled upload time.

I HAVE A NEW PHONE. IS IT NECESSARY TO RE-SYNC THE CAMERA OR WILL IT STILL BE DISPLAYED ONCE I DOWNLOAD THE COMMAND APP?

It is not necessary to re-sync your camera to your new device. Your camera will be displayed on your account once you download the “Stealth Cam COMMAND” APP and login with your existing credentials.

MY CAMERA SHOWED THAT IT SYNCED SUCCESSFULLY, WHY DO I NOT SEE IT ON MY APP?

In order to connect to the COMMAND app, your cell phone will need to have 4G/LTE reception or a Wi-Fi connection. If you are in a remote location, there is likely not enough data coverage to properly use our app.

WHY IS MY MONTHLY BILL HIGHER THAN MY PLAN COST?

You have likely incurred data overages. Data charges are incurred after you reach your plans allotted data limit.

WILL I BE NOTIFIED OF SOFTWARE UPDATES?

Yes, inside of your Stealth Cam COMMAND app will be a notification that a new software version is available, and you will be given the option to install. All firmware updates happen OTA (over the air), you will need your camera present with you to begin the update process. Refer to the COMMAND app for camera update instructions.

FAQS: G AND GMAX

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CAN VIEWING PHOTONS ON MY HAND HELD DIGITAL CAMERA CAUSE MY TRAIL CAMERA TO MALFUNCTION?

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CAN I USE RECHARGEABLE BATTERIES IN MY CAMERA?

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CAN I USE MY GAME CAMERA THROUGH A WINDOW OR GLASS DOOR?

Glass may disrupt your sensor beam. We don't advise using the camera in this fashion.

CAN I PLUG MY CAMERA INTO THE WALL USING AN AC ADAPTER?

We cannot recommend this as a way to power the camera.

CAN I USE A MICRO SD CARD IN MY CAMERA?

No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.

FAQS: GX SERIES

WHO PROVIDES THE APN FOR THE CELLULAR CAMERAS?

Your chosen provider pulls the latest APN during the setup process

WHAT IF THE CAMERA SAYS IMEI UNKNOWN?

You will need to do the latest firmware update on your camera in order to make the IMEI accessible. This is found under the support tab on our website in downloads.

WHERE CAN I LOCATE THE IMEI NUMBER?

Put the camera in the test position and the IMEI will be displayed on the screen.

WHAT CARRIERS CAN I USE FOR SERVICE ON MY GX CAMERA?

AT&T and T-Mobile are the larger carriers that are on the GSM network. You can use any carrier that is on the GSM (Global System of Mobile Communications) Network.

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

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FAQS: P, PX, PS SERIES

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The flash range is the distance that you will be able to see in the picture when a picture is taken using the flash. The motion detection range is the distance from the camera that the camera will sense motion and be activated. Both of these ranges will be effected by many different factors.

WHAT DOES IT MEAN WHEN IT SHOWS LOC ON MY SCREEN?

Either the lock on the side of the SD card is engaged in the lock position or the SD card needs to be formatted in a computer.

WHAT DOES IT MEAN WHEN I HAVE ALL 8'S ON MY SCREEN?

Usually this is a sign of an incompatible memory card or damaged memory card.

IS THE INFRARED FLASH INVISIBLE?

The infrared flash will give off a low glow red light it is not invisible.

IS MY CAMERA WATERPROOF?

No, the cameras are weather resistant not waterproof.

HOW LONG WILL THE BATTERIES LAST IN MY TRAIL CAMERA?

There are many different factors that affect battery life including the brand of battery, temperature, amount of pictures taken and day vs. night picture ratio. The exact life of batteries is not possible to quantify.

HOW DO I VIEW THE PICTURES THAT I TAKE?

We recommend using a computer to view the photos. If you don't have access to a computer, we can only recommend using either our iOS or android card readers for your cell phone or our reader viewer.

HOW DO I SET THE DATE AND TIME ON MY CAMERA?

You want to put the camera in the Manual or Custom setting mode. Follow the instructions in the owner's manual.

HOW CAN I TELL IF MY CAMERA IS GOING TO TAKE PICTURES WHERE I WANT IT TO?

By using the test mode. A light on the front of the camera labeled TEST will blink when the camera is detecting motion. Directly face the camera towards the location you are trying to cover and walk in front of it to see the light go on, this will indicate activity.

CAN VIEWING PHOTONS ON MY HAND HELD DIGITAL CAMERA CAUSE MY TRAIL CAMERA TO MALFUNCTION?

Yes, we recommend viewing your photos/videos on a computer as other digital devices can change the format of the SD card.

CAN I USE RECHARGEABLE BATTERIES IN MY CAMERA?

Rechargeable batteries are not recommended. We do recommend a high quality alkaline or lithium battery.

CAN I USE MY GAME CAMERA THROUGH A WINDOW OR GLASS DOOR?

Glass may disrupt your sensor beam. We don't advise using the camera in this fashion.

CAN I USE A MICRO SD CARD IN MY CAMERA?

No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.

FAQS: QS SERIES

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

The 12V Battery Kit should be recharged at least every 3 months, regardless if it is being used or not, in order to preserve the working condition of the battery inside the unit.

WHAT ARE MY OPTIONS IF MY STEALTH OR WILDVIEW CAMERA IS OUT OF WARRANTY?

We have a customer loyalty program. You can send us your old camera and you'll receive 50% off of a brand new one.

WILL MY CAMERA CONTINUE TO RECORD AFTER THE SD CARD IS FULL?

No, not until the SD card is cleared of its files.

WILL I LOSE MY IMAGES AND SETTINGS WHEN THE BATTERIES DIE?

The camera has flash memory so your images and settings will remain intact.

WHERE DO I LOCATE THE SERIAL NUMBER ON MY STEALTH CAM CAMERA?

Inside the SD Card compartment

WHAT SHOULD THE TRIGGER SPEED BE ON MY STEALTH CAMERA?

This varies on the model, typically 1 second trigger

WHAT IS THE DIFFERENCE BETWEEN INFRARED AND NO-GLOW FLASHES?

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HOW DO I SET THE DATE AND TIME ON MY CAMERA?

You want to put the camera in the Manual or Custom setting mode. Follow the instructions in the owner's manual.

CAN VIEWING PHOTONS ON MY HAND HELD DIGITAL CAMERA CAUSE MY TRAIL CAMERA TO MALFUNCTION?

Yes, we recommend viewing your photos/videos on a computer as other digital devices can change the format of the SD card.

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Rechargeable batteries are not recommended. We do recommend a high quality alkaline or lithium battery.

CAN I USE MY GAME CAMERA THROUGH A WINDOW OR GLASS DOOR?

Glass may disrupt your sensor beam. We don't advise using the camera in this fashion.

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No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.

FAQS: WXA & WXV SERIES

WHERE CAN I LOCATE THE IMEI NUMBER?

Put the camera in the test position and wait for the IMEI to be displayed on the screen.

WHERE CAN I LOCATE THE ICCID NUMBER?

The ICCID number is the 20-digit number located on the SIM card.

WHAT CARRIERS CAN I USE FOR SERVICE ON MY 4G CAMERA?

Your camera comes with a SIM card for either AT&T or Verizon network

WHY DID MY CAMERA STOP SENDING PHOTOS?

- Make sure the camera does not have low batteries
- Make sure the camera has a good signal. Use the Signal Strength feature in the Cellular Settings. The percentage should be higher than 20% to reliably receive photos.
- Make sure your data plan is active
- Make sure your mobile device has internet service

HOW LONG WILL THE BATTERIES LAST IN MY 4G CAMERA?

There are many different factors that affect battery life, including the brand of battery, the temperature, the number of pictures taken, the amount of night photos, and the frequency the camera uploads to the app. If your camera is using batteries, we recommend you use Twice a Day or Once a Day upload frequency.

WHO PROVIDES THE APN FOR THE CELLULAR CAMERAS?

Your chosen provider pulls the latest APN during the setup process

WHAT IF THE CAMERA SAYS IMEI UNKNOWN?

You will need to do the latest firmware update on your camera in order to make the IMEI accessible. This is found under the support tab on our website in downloads.

CAN I PLUG MY CAMERA INTO THE WALL USING AN AC ADAPTER?

Yes, if a wall socket is available, we recommend using an AC adapter to save cost.

HOW CAN I TELL IF MY CAMERA WILL TAKE PICTURES WHERE I WANT IT TO?

By using the test mode. A green LED on the front of the camera will blink when the camera detects motion.

CAN I USE MY CAMERA THROUGH A WINDOW OR GLASS DOOR?

No, the glass will prevent your camera from detecting motion.

WHAT IS THE TRIGGER SPEED ON MY 4G CAMERA?

Typically, it is less than 0.45 seconds

WILL I LOSE MY IMAGES AND SETTINGS WHEN THE BATTERIES DIE?

No, the images on the SD Card and the camera's settings will remain intact.

WHAT IS THE DIFFERENCE BETWEEN FLASH RANGE AND MOTION DETECTION RANGE?

The flash range is the distance that you will be able to see in the picture when a picture is taken using the flash. The motion detection range is the distance from the camera that the camera will sense motion and be activated. These ranges will be many be affected by environmental factors.

IS MY CAMERA WATERPROOF?

No, your camera is weather resistant, but not waterproof.

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

The 12V Battery Kit should be recharged at least every 3 months, regardless if it is being used or not, in order to preserve the working condition of the battery inside the unit.

WHAT IS ACTIVITY CONTROL/OPERATING HOURS?

Activity control is a setting on the camera that allows you to have the camera on only during certain hours of the day if you want that.

WHAT ARE MY OPTIONS IF MY STEALTH OR WILDVIEW CAMERA IS OUT OF WARRANTY?

We have a customer loyalty program. You can send us your old camera and you'll receive 50% off of a brand new one.

WILL MY CAMERA CONTINUE TO RECORD AFTER THE SD CARD IS FULL?

No, not until the SD card is cleared of its files.

WILL I LOSE MY IMAGES AND SETTINGS WHEN THE BATTERIES DIE?

The camera has flash memory so your images and settings will remain intact.

WHERE DO I LOCATE THE SERIAL NUMBER ON MY STEALTH CAM CAMERA?

Under the gasket by the SD Card slot

WHAT IS THE DIFFERENCE BETWEEN INFRARED AND NO-GLOW FLASHES?

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WHAT DOES IT MEAN WHEN IT SHOWS LOC ON MY SCREEN?

Either the lock on the side of the SD card is engaged in the lock position or the SD card needs to be formatted in a computer.

WHAT DOES IT MEAN WHEN I HAVE ALL 8'S ON MY SCREEN?

Usually this is a sign of an incompatible memory card or damaged memory card.

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FAQS: XV SERIES

DO I NEED TO RECHARGE MY 12V BATTERY KIT DURING THE SEASONS IT IS NOT IN USE?

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CAN I USE MY GAME CAMERA THROUGH A WINDOW OR GLASS DOOR?

Glass may disrupt your sensor beam. We don't advise using the camera in this fashion.

CAN I PLUG MY CAMERA INTO THE WALL USING AN AC ADAPTER?

We cannot recommend this as a way to power the camera.

CAN I USE A MICRO SD CARD IN MY CAMERA?

No, we do not recommend a Micro SD card.

CAN I SWAP SD CARDS FROM ONE SCOUTING CAMERA TO ANOTHER?

No, we do not recommend swapping SD cards between different cameras. Each camera is made with different formatting capabilities and can cause the camera not to recognize the SD card.