

Special OPS FAQ's

Q-When programming my Special OPS, some buttons on my remote control do not function.

A-When programming your Special OPS switch the camera from the off position to the test position and watch the LCD screen until the camera has acquired a signal (10-20 secs) before going into the programming menu. If you do not follow this step you will experience issues with the remotes functionality until the camera acquires a signal.

Q- Can I operate more than one camera on a single SIM card?

A- No, each camera requires a SIM card.

Q- When my Special OPS is in MMS mode, does it also save images to the SD card?

A- Yes, a full resolution image is saved to the SD card and a 320x240 image is transmitted.

Q- My camera takes more pictures than it transmits.

A- The camera must have a "decent" signal (approx. 3 bars) to consistently transmit images. In most instances, the camera will get a better signal than cell phones due to the extended antenna, usually a bar or two. If the signal in the area is not strong enough, you may not receive all of the images. The failed images will be stored on the SD card. In addition to this, the signal strength where your cell phone is can also cause message failures. Just like any message, you must have sufficient signal strength on both the sending and receiving end. This does not however affect email. As long as there is enough signal strength to send the image, they should be received by email.

Q- I have my camera programmed to take three pictures every time it is triggered but I'm only receiving one picture.

A- The camera will not transmit multiple images when in burst mode. The first image will be transmitted and all three images will be stored to the SD card.

Q- My camera is only sending one picture every 2 minutes even though I have the interval set at 30 seconds.

A- With an excellent signal, the camera is capable of sending approximately 1 image every 90 seconds. The time between images widens, the lower the signal drops. We recommend sending no more than one image every two minutes.

Q- I have my camera set to send videos to my phone but I never get any videos. The camera is taking videos because they are on the SD card when I check it. Is my camera broken?

A- The camera will not transmit videos. It will record videos and send a text message letting the user know that a video has been recorded and stored to the SD card.

Q- My Special Ops gets great battery life when the MMS is off but in MMS mode the battery life is much shorter. What can I do to extend my battery life?

A- MMS mode requires more power, but there are several things you can do to extend battery life. First of all, we recommend using high quality lithium batteries. 5MP images use more battery life than 3MP images so we recommend using 3MP while in MMS mode. Next, limit the number of pictures you are taking per day by extending the interval between images. If possible set the flash range to 6 meters vs. 12 meters, less intense IR flash will use less battery power. The last option is to use an external power source such as a solar panel with a long lasting rechargeable 6V battery.

Q- Where do I get the MMS profile settings for my camera?

A- Currently we are able to provide this information for AT&T and T-Mobile. If you have another provider that uses SIM cards that you would like to use, go to the provider and ask for the information. We will be continually adding more profiles to our list for convenience to our customers. See below for a list of MMS Profiles:

AT&T MMS Profile

URL=<http://mmsc.cingular.com>

APN=wap.cingular

IP=066.209.11.32

Port=8080

T-Mobile MMS Profile

URL=<http://216.155.174.84/servlets/mms>

APN=wap.voicestream.com

IP=216.155.165.050

Port=8080