QUEST

StatusX Instruction Manual

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Congratulations on your shiny new Quest Camera! We truly value your business and will continue to provide you with top quality customer service should you ever need help with any of our products.

Be sure to explore our full range of products at: www.questcameras.com

Thank you for choosing Quest Cameras. We're proud to provide a product you can rely on for hassle-free performance for years to come.

Quest Cameras, LLC
108 Thurston Drive
Russellville, KY 42276
Phone: (270) 713-6708
Email: support@questcameras.com

Scan here for setup videos and more!

What you will need to set this camera up:

-12 AA Batteries (not included)

-SIM Card
(Included with camera)

-SD Card (not included)

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108 Thurston Drive
Russellville, KY 42276
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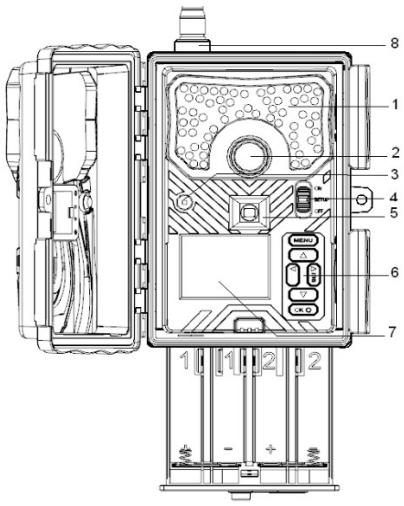
QUEST

Introduction

How the Camera Works

The StatusX Trail Camera connects seamlessly via high-speed 4G LTE through the Quest Wireless cloud platform. It features invisible black IR LEDs for enhanced illumination, captures stunning 30MP resolution photos, and records a 4K video with audio. You can easily review photos and videos and remotely control your cameras through the Quest App or web-portal.

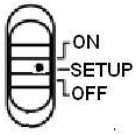
Camera Overview



1: Black Vision IR flash
2: Lens
3: Light Sensor
4: Power Switch
5: PIR sensor
6: Keyboard
7: Display Screen
8: LTE Main Antenna

Power Switch and Buttons

Power Switch:



OFF: Power off (Please remove batteries when not in use)
SETUP: Screen for setting up the camera
ON: (The screen will power off to save battery power)

Buttons
Menu: Enter menu
▲▼◄ ►: Navigation buttons.
OK: Confirm operation / Playback photos or video clips.
►: To manually take photo or video. (Click ► again to stop the video).

Getting Started

Installing the Batteries

This camera can function on 12AA batteries or 6V external power. Pay attention to the (+) or (-) molded into each sleeve to determine if you insert the positive or negative end into the sleeve first.

Note:
·Do not mix different types of batteries
·Do not mix old and new batteries
·We recommend high-density and high-performance batteries, such as Alkaline or Lithium batteries.
·Remove batteries when not in use to prevent leakage!

Installing the SD Card

To enable power to the camera, you will need to install an SD card in the slot located at the bottom right side of the camera. The SD card size is up to 256GB.It's recommended to use an SD card rated class 10 or above.

Please make sure to enter MENU->SYS->Format SD to format the SD card before use.

Installing the SIM Card

Install the SIM card in the slot located at the top right side of the camera. Be sure to install the correlating SIM card for whatever carrier you choose to use.

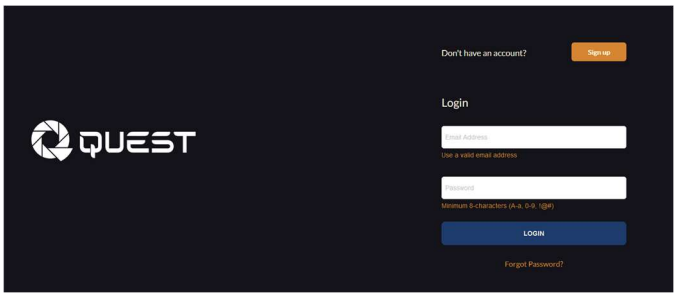
Downloading the Mobile App

Search “Quest Cameras” in the Google Play Store or Apple Store.

Accessing the Web Portal:
Open your web browser to:
https://www.quest-wireless.com

Setting Up Your Camera

Creating and Logging into Your Account



To send photos to your account or mobile phone, you must first add your camera to your Quest Camera account

Visit: **https://www.quest-wireless.com** or open the Quest Cameras App. If you already have an account, log in using your email and password. If you're new to the Quest Cameras app, click 'Sign Up' at the top of the page to create an account.

Note: *When signing up, first-time users must verify their email address.*

Adding the Camera to Your Account

You will need the following information to properly add the camera to your account.

- IMEI Number
- ICCID (SIM Card) Number

Note: *The IMEI is a 15-digit number that uniquely identifies a mobile device. To find it on your trail camera, check the device's packaging or the inside cover of the camera.*

Note: *The ICCID is a 20-digit number that identifies a SIM card. The ICCID is printed on the front of the SIM Card.*

You can also customize additional settings for your camera, such as giving it a name, specifying the cardinal direction it's facing, and adding any relevant details in the camera description or "note" section. For better asset tracking, we also recommend entering your camera's serial number.

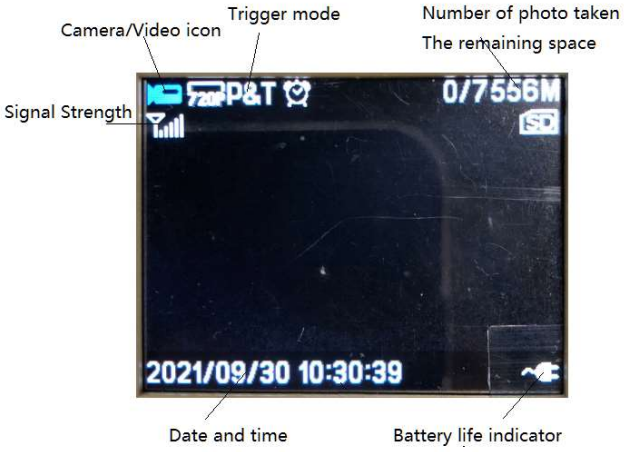
Choosing a Data Plan

After adding your camera, please select a plan. We offer a variety of monthly, quarterly, and yearly photo count options. For a complete list of available plans and pricing, visit: https://questcameras.com/explore/data-plans/

Configuring Camera Settings

Understanding the Main Screen

You can get the camera status from the main screen info.



Adjusting Camera Settings

The Camera can be set up conveniently with either the website or APP. You can also set the camera up directly on the device too. Below is the explanation of the MENU options.

NET	
Send Mode	Off/On(Max Number:Unlimited,01~99)
Remote Control	Real Time/Delay 0.5H/1H/2H/3H/4H/6H/12H/24H （Default：Delay 2H）
Upload Settings	Confirm/Cancel
Download Settings	Confirm/Cancel
4G Info	IMEI, ICCID, PLMN, APN
FW Update	

Send Mode Off: Disables the wireless function.

Max Number: The numbers of photos which are allowed to be sent out per day. If you want to control your data flow, set the maximum number. The number 00 means an unlimited number of photos will be sent.

Remote Control: You can remotely control your camera via mobile phone or web-portal. Choose Real Time, the wireless module will keep working, but the power consumption will be huge. Delay 24H means the wireless module will wake up after 24 hours even if there is no trigger. The Delay setting is optimal for saving battery life.

Download Settings： It means to sync the camera settings from the app to your camera.

Upload Settings： It means to sync the settings from your camera to the app.

FW Update: Please do not unplug the batteries or external power when updating. Please make sure the batteries have more than 80% energy left when updating.

CAM	
Camera Mode	Photo/Video/Photo&Video
Photo Size	30MP/24MP/20MP/16MP/8MP/5 MP
Photo Flash Power	Low/Middle/High
Photo Burst	1 Photo-10 Photos (Default: 1photo)
Video Size	4K@10fps/2.7K@20fps/1080p@ 30fps/ 720p@30fps/WVGA@30fps
Video Length	5s-1 min (Default: 10s)
Video Flash Power	High/Low

Photo Burst: It's the number of pictures that will be taken each time the camera is triggered by heat or motion. If photo burst is 3, it means the camera will take 3 pictures in a row. However, it will only send the first picture to the app. The rest of the photos will be accessible on the SD card.

PIR	
Trigger Mode	PIR Trigger/Time Lapse/Both
PIR Sensitivity	Low/High
PIR Interval	0s-60min (Default: 30s)
Time Lapse Interval	1min-24h (Default: 1h)
Work Time 1-4	On/Off

PIR Interval: It means the time interval that the PIR sensor is allowed to work. This prevents the card from filling up with too many redundant images. We recommend a 30 second PIR interval.

Time Lapse Interval: When choosing time-lapse, the camera will take photos or videos even when it is not triggered. It's useful for constant monitoring of an area, but not recommended for general use.

Work Time: The camera can work at a preset time and day(s). Work hour: 00:00-00:00 means 24 hours. If the settings are cross the day, for example: Start: 20:00 Stop: 10:00 means 00:00-10:00 AM and 20:00-24:00 of the chosen day.

SYS	
Set Clock	Set date and time
Password	On/Off
Rename	On/Off
Over Write	On/Off
Format SD Card	Format SD
Default	Restore default settings
Software Version	Shows the software version

Password: Make sure to write down your password or save it to your mobile phone, so you can access your camera if you ever forget your password.

If you ever forget the password, please contact customer service and we will make a return for you to send the camera to us for a factory reset

Overwrite: This feature will delete older photos on the SD card once the card is full and replace them with the newer photos taken.

Format SD Card: This will clear the photos off the SD card to make space for new pictures. Please make sure you have viewed/saved the photos from the SD before formatting.

Sending a Test Photo

Step 1: Please make sure this camera's data plan is valid before sending test photos.

Step 2: After confirming that the network signal is good, press ►(SHOT) button to manually take a photo.

Step 3: Press OK to view the photo and press the MENU button, choose Send.

Step 4: You will see sending prompt shown on the LCD screen. Once you see 100% - please check your app to make sure a photo has been sent.

Using Your Camera in the Field

NOTE: ***Turn the camera to the "ON" position when leaving in the field. The screen will go black when it's powered on to save battery life.***

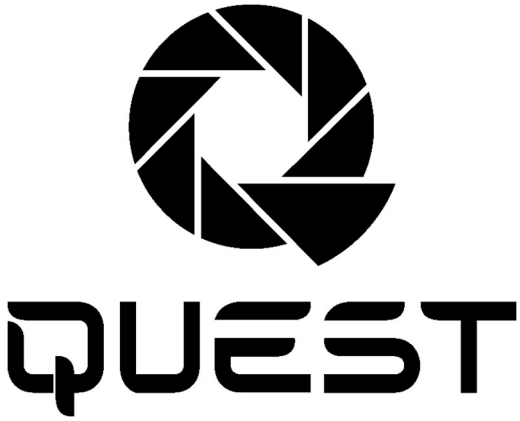
Auxiliary Power Options:

Your camera comes with an auxiliary power jack. If you want to hook up an external 6V battery to power the camera, you can. The jack necessary to make the connection is a standard 4mm jack.

Mounting Tips:

- For best results, mount the camera approximately 3 feet off the ground facing straight forward, as level as possible.
- To enhance the flash, we recommend positioning the camera in an area with a backdrop to reflect the maximum amount of light. For instance, place the camera 20-30' from a field edge facing the woods.

- For the inside of timber, positioning the camera facing a thicket approximately 20-30’ away.
- Try to set the camera up so it’s not facing directly into the sun either in the morning or the evening when game movement is at its peak.
- Use the Quest Cameras mounting system to mount the camera up higher, pointing down on them for a better look. This works great when you don’t have a straight tree to attach to.
- The FW version is to make sure the camera is up to date on all the current updates.



Technical Specifications

30MP Resolution (30MP/24MP/20MP/16MP/8MP/5MP)	4K VIDEO (4K/2.7K/1080p/720p/WVGA/QVGA)
PIR Trigger Speed <0.2s	Field of View (FOV) 58° (16:9 display)
2” Color LCD display	Up to 4 Work Time Settings
Photo Burst 1-10	Two Trigger Modes: PIR Trigger & Time Lapse
PIR Delay 0s - 60min	Time Lapse (1min-24h)
Adjustable Hi-Power Invisible Black Flash	Color Pictures by Day, Black and White by Night
Date, Time, Moon Phase and Temperature Stamp on pictures	SD Overwrite
Supports up to 256GB SD Card	Battery 12 AA (not incl)/Supports 6V external power supply

Lens: F/NO = 1.8 (Field of View) = 58°(FOV10m: 7.72 meter)	Operation/Storage Temperature: -20 - +60°C / -30 -+70°C
Trigger Interval: 0s-60min	Time Lapse: 1min – 24h
Video Length: 1-60s	Stand-by Current: <0.2mA (<0.6mAh/Day)
Dimensions: 6in * 4.4in * 3.1in	Operation Humidity: 5%-90%
Certifications: FCC, RoHS, Verizon, AT&T, PTCRB, CE	

QUEST CAMERAS LIMITED TWO-YEAR MANUFACTURER'S WARRANTY

WARRANTY POLICY: Quest Cameras warranties its cameras for a period of two years from the date of purchase. This warranty only covers the manufacturer's defects and does not cover damage caused by misuse or abuse of the product. If you experience an issue with this product, please contact Quest Cameras Customer service toll free at (270) 713-6708 or email us at support@questcameras.com. Proof of purchase will be required for all warranty services and prior registration must have been completed within 10 days of purchase receipt.

Warranty Policy and Procedure: Quest Cameras, LLC. warrants the cameras will be free from defects in materials and workmanship for a period of two (2) years from date of purchase. If the product proves defective during the warranty period, Quest Cameras, at its option, will:

1. Repair the product by means of telephone support, E-mail or depot service at no charge for parts or labor, shipping **prepaid by customer**, return shipping prepaid by Quest. (US only) Return shipping to be

billed to the customer and must be paid prior to return shipping. If the camera is found not to be defective in materials or workmanship. 2. Replace the product with a comparable product which may be new or refurbished. (Warranty is not extended beyond original purchase date.) 3. Quest recommends the customer first utilize support materials shipped with the product, product diagnostics, information contained on the Web, and email support. If unsuccessful, to obtain service under this warranty, the customer must notify Quest Telephone Support or Quest Support email, of the defect before the expiration of the warranty period. Customers will provide appropriate assistance to Telephone Support personnel to resolve issues. If telephone support is unsuccessful, Quest or its authorized dealer will instruct the customer on how to receive warranty repair as provided below.

- Service is available in the United States.
- Outside the US, service is available through the distributor/reseller of purchase.
- All returns must have an RMA number provided by Quest. Copy of Proof of Purchase required for all returns.
- Quest is not responsible for lost or damaged merchandise incurred during the shipping process.
- Insurance for returns is at the discretion of the customer, additional charges apply for return shipping.

- Shipping without insurance, the customer assumes all liability for any loss or damage due to shipping and handling.

Quest reserves the right to charge for service in exceptional cases. A description of the depot process may be obtained from the authorized Quest reseller/distributor. Depot service is at Quest Cameras or its authorized dealer's sole discretion and is considered an option of last resort. In the maintenance of the product, Quest may use new or equivalent to new parts, assemblies or products for equal or improved quality. All defective parts, assemblies, and products become the property of Quest. Quest may require the return of parts, assemblies and products to a designated Quest Depot or the Quest representative from which the part, assembly, or product was originally purchased. Return and claims will be handled according to the current Quest procedure. These warranties shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Quest shall not be obligated under these warranties: a. To repair damage resulting from attempts by personnel other than Quest representatives to install, repair or service the product unless directed by a Quest representative. b. To repair damage, malfunction or degradation of performance resulting from improper use or connection to incompatible equipment or memory. c. To repair damage, malfunction, or degradation of performance caused by the use of non-Quest supplies or consumables or the use of Quest supplies

not specified for use with this product. d. To repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability. e. To perform user maintenance or cleaning or to repair damage, malfunction. f. To repair damage, malfunction or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the user manual. g. To repair damage, malfunction or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials h. Failure to register the product warranty within 10 days of purchase. i. To replace items that have been refilled, are used up, abused, misused, or tampered with in any way. j. To install replacement items that are not considered customer replaceable. k. To support software not supplied by Quest. To provide software or firmware updates or upgrades. Any service identified in the above list and provided by Quest at the Customer's request shall be invoiced to the customer, at Quest's then current rates for parts, labor and shipping.

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