

## 2015 Code Black FAQ's

- 1.) To activate the SIM card, go to <https://buyasession.att.com>  
Make sure this website is used instead of going to or calling AT&T  
Plans added to an existing family share plan may not work properly  
You must be on a DATA plan.  
\*30 day plans can be set to auto renew  
1G data for 3 months is \$25.00. (Aprox. 17,000 pics)  
250MB= Aprox. 5000 pics  
3Gb= Aprox. 51,000 pics  
5GB= Aprox. 85,000 pics
- 2.) Add 30 seconds for every phone/e mail in the PIR setting  
Example: If sending to 4 phone numbers, PIR should be at least 2 min
- 3.) Send Mode: Instant  
Max Number: 0=Unlimited Pictures
- 4.) Network Mode  
Auto: (Preferred mode) Will search and connect to the best signal available  
3G: Only picks up 3G signal  
GSM: Only picks up 2G signal
- 5.) Carrier  
When entering the phone numbers you want to send pics to, select the correct carrier  
Example: If you are sending to a Verizon phone, select Verizon as the carrier
- 6.) There are certain carriers that have blocked our Gateway to send the pictures. Customers with these providers can send pictures to their e mail address, but not to the phone with the providers listed below.  
C Spire, Tracfone, Straight Talk, Bluegrass Cellular, Cricket
- 7.) There is no GPS in the 2015 cameras. If your camera is lost or stolen, call us with the serial number to report it. You may be able to have AT&T track the SIM card if you provide them with the IMEI number.
- 8.) The 2015 model does not support the command features. We will have a Mobile APP available for download coming in 2016 that will support some of the commands.
- 9.) Yes, the 2014 Code Black bear safe can be used on the 2015 Code Black.
- 10.) No, you cannot use your 2014 texting SIM card in your 2015 camera.

## **ERROR CODES**

### 1.) Network Busy

-May need a software update. To check the firmware in your camera, go to the SYS tab and then to FW Version. The current version ends in .14. If yours ends in .10 or .12 you will need to update it. You can follow the instructions to do so by going to Support, Firmware Updates, then 2015 3G Code Black Update on our website.

<http://covertscoutingcameras.com/ftp/briancovertscoutingcameras-com192-186-237-11firmwareupdatefw5210uv-bin/>

-If the firmware is up to date and there is still a Network Busy error, usually that means the SIM card is set up incorrectly. Make sure the plan is on one of the DATA plans from the website above listed. <https://buyasession.att.com>

\*Network Busy 8 is usually a SIM card issue

\*Network Busy 11 is usually a setting or software on the camera.

### 2.) Parameter Error/E Mail Error

-When this error occurs, the e mail must be changed in the Sender E mail Set. To do so, go to the NET tab, scroll down to the Download Tool, and press OK. Now put the SD card in a computer and pull up the COVERT file where the SD card drive is located. Make sure all the information is correct in the set up screen. Click on the box that says "Sender E Mail Set". When you get to this point, call Covert Support for the correct e mail and password to input. 877-462-1799

Note: If your camera will send pics manually but not in ON mode, make sure you used the website: <http://buyasession.att.com> to activate the SIM card with a DATA plan (not texting.) We are noticing that plans added to an existing Family Share plan will not always send successfully.