

 **SNOOPER**

DVR-PRO

Professional
Drive Recorder



 Available on the
App Store

ANDROID APP ON
 **Google play**



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Preface

Thank you for purchasing the Snooper DVR-Pro dash Camera.

Before installing or using this product please familiarise yourself with this user guide.

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About this Guide

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Performance Products Ltd are not be responsible for any errors, omissions, or inaccuracies and accept no liability whatsoever for any loss or damage howsoever arising.

Please retain this manual for future reference.

WEEE Notice

Disposal of Waste Electrical and Electronic Equipment and/or Battery by users in private households in the European Union



This symbol indicates that the product and/or packaging cannot be disposed of as household waste. Rather, you must dispose of your waste equipment and/or battery by handling it over to the applicable take-back scheme. This ensures that the electronic equipment and/or battery are recycled appropriately. For more information please contact either your municipal office, the shop where you purchased the equipment or your household waste disposal service. The recycling of materials will assist the conservation of natural resources and the protection of human health and the environment.



Battery Warning

- Never dismantle, crush, or pierce the battery. Do not expose the battery to a high temperature environment.
- Keep the battery out of reach of children.
- Never dispose of batteries in a fire. Batteries may explode if exposed to naked fire.
- There are no user serviceable parts inside the battery. It can only be replaced by an authorised Snooper technical.
- Dispose of used batteries by observing local regulations.
- Snooper products meet the requirements for transportation under **967 Section II (UN3481, Lithium ion batteries packed with equipment)**.

Caution

- It is unsafe for the driver to operate this device while the vehicle is in motion.
- Ensure that the time zone is adjusted prior to the use of this device.
- The results of GPS positioning are only for reference, and should not affect the actual driving situation.
- GPS positioning accuracy may differ depending on weather and geographical restrictions such as high buildings, tunnels, underpasses, or forests. GPS satellite signals cannot pass through solid materials (except glass). Solar reflective glass will also affect the performance of the GPS satellite reception.
- GPS reception performance on each device may differ.
- The values displayed in this device, such as speed and position, are for guidance only due to the influence of surrounding environment.
- It is normal for the device to get warm during use.
- Improper use or operation of the product may result in damage of the product or its accessories. This will void the warranty.

Packing list

Before using please check the following items according to the model and whether the following items are complete. If there are any omissions, please contact customer services.

Snooper DVR-Pro Dash camera	1 pc	Emergency record button and cable	1 pc
Power cable	1 pc	Key	2 pcs
2.5mm jack to female RCA Video-in cable	1 pc	Double-sided tape	1 pc
Card reader	1 pc (Optional)	Manual	1 pc

Note: SD Card minimum specification (not included) read and write speed Class 10 or above. You should also consider using a *high endurance SD cards* as this type of card can be written and overwritten many more times than a standard SD card.

The new SD card must be formatted before using it (via the camera menu), ensuring that any important data has been backed up. Formatting the Micro SD card is the only regular maintenance that is required for a Dash Cam. Most problems encountered with Dash Cams are SD card related and not the Dash camera itself.

For the optimal performance of your Dash Cam and the SD card, monthly formatting is recommended.

The fragmented nature of the files produced, caused by intermittent stop and start recordings, will clog up the SD card. This may have a negative impact on the quality of recordings as well as on the lifespan of the SD card.

It is the responsibility of the user to regularly review footage to check that videos and data are recording correctly.

Technical specifications.

Technical indicators	Parameter Description
Size/weight/colour	L170mm*ø65mm / 120g / Black
Camera sensor	4M physical pixel CMOS image sensor, Seven groups all-glass lens
Lens Angle	Front: 165 ° (horizontal: 130 °, vertical: 80 °) Rear: Depending on the input camera
Second camera	Support composite video baseband signal(CVBS) camera input.
Wi-Fi	Built-in Wi-Fi module (IEEE 802.11b/g/n, 2.412 GHz-2.4835 GHz)
Mobile terminal app	Snooper app(iOS V8.0 and above, Android V4.0 and above)
Video	Normal recording (card capacity of 79%, this space is automatically deleted after the old file coexistence of new files) Event recording (20% of card capacity, G-Sensor, SOS button, alarm IN event triggered) Parking guard recording (parking guard function is turned on)
Sound recording	Built-in Microphone
Audio and video format	Video: H.264 video encoding / MOV format; audio: AAC
Storage media	SD high-speed memory card (maximum support 128G, make sure to use branded CLASS10 - <i>Not included</i>)
Speaker	Built-in speaker

Button (s)	Power button/camera button/emergency recording button Reset button. Upgrade button (press the key to enter the upgrade mode when the power is turned off or the card is removed). Note: the upgrade button located above the SD card slot
LED	Red and Blue
G-Sensor	Built-in triaxial three-dimensional collision acceleration sensor
GPS	Built-in high-quality GPS
RTC	Connect the device's Wi-Fi, open the App or GPS for time synchronisation .
Emergency record button	Dash mounted, hard wired, emergency record button.
Parking guard	The recorder uses the vehicles battery for power during parking guard once the ignition is switched OFF, if a vibration is detected then the unit automatically starts to record
Video output	2-way TVOUT(NTSC/PAL)
Language settings	English,German, French, Dutch & Spanish.
Take pictures	Support JPG format photo capture
Resolution/Bit rate /Frame rate	1920*1080 16M @30fps / 1280*720 12M @30fps Note: resolution / frame rate / bit rate is currently only two of the defaults
Loop recording	1, 2 or 3 minutes optional
PC/MAC player	Snooper player

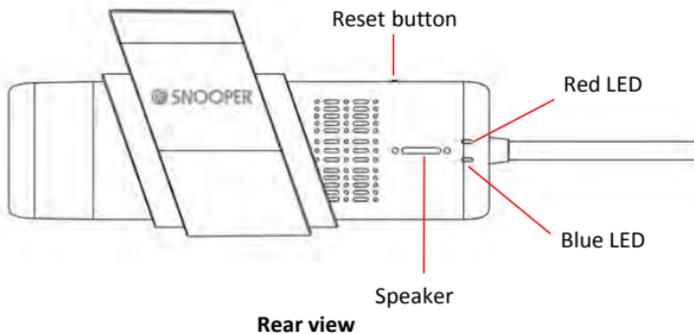
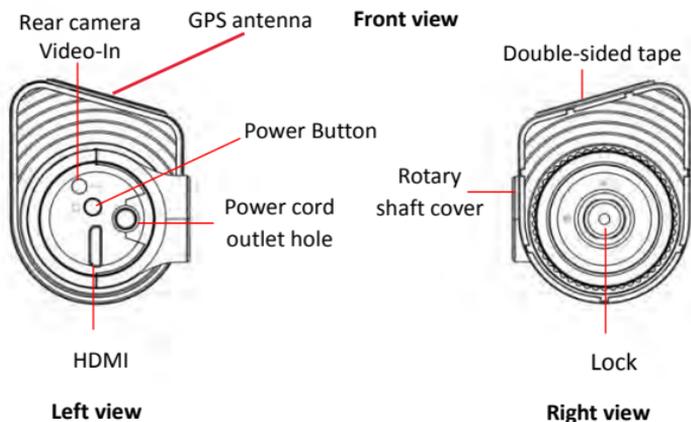
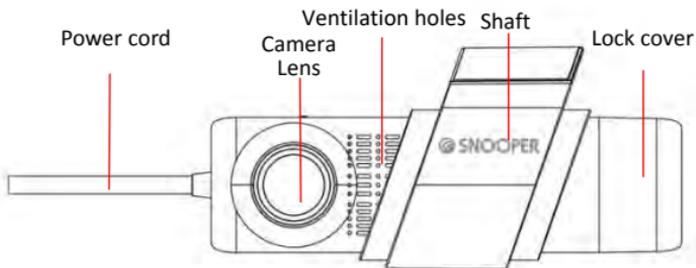
Upgrade interface	SD card upgrade (upgrade process, power failure or r the card cannot start, you need to press the upgrade button to enter the upgrade mode)
Communication Interface	UART / IR interface
HDMI interface	HDMI interface
Alarm I/O	Define input / output alarm line (active low)
Lock	Physical lock to protect the SD card, tamper resistant
Power	6V-32V car power socket or car direct wired
Static power consumption	3.6W
Standby current	Less than 1mA Note: the vehicle is off and after full charge (within 10 min)
Ideal operating temperature	-25 ° C to 65 ° C
Operating temperature	-40 ° C to + 85 ° C
storage temperature	-40 ° C to + 90 ° C

Definition of power cord.



*Refer to advance connections on page #37

Structural diagram.



Button and Indicator light definitions

Power button: press and hold to turn on.

Quick press to take a photograph. Press and hold to lock/unlock the current video file when you boot up.

Reset button: press 'reset' to restart the device.

Upgrade button: This button does not need to be operated when the device is working normally. Press the upgrade button until the unit enters the upgrade mode (indicator LED flashes) then release it. The button located above the SD card slot.

Status LED function.

Blue is flashing and the Red LED is solid – The device is switched On and it is recording.

Blue and RED LEDs flashing rapidly – The device has registered an event (G-sensor) or the emergency record button has been pressed. The LEDs will continue to flash rapidly until the event recording has ended.

Blue LED lit and Red LED flashing – the unit is switched On, but the SD card is not inserted in to the device or the SD card requires attention.

Blue and Red LEDs are both Off – the device is Off or in parking mode, if the device is activated whilst in parking mode the Blue and Red LEDs will flash rapidly.

Installing the front camera.



1. Firstly, decide the optimum position for the unit, ensuring that it does not obscure the driver's view. The best position is usually in the center of the windscreen at the top,

preferably on the passenger side of the vehicle and behind the ear view mirror. The dash cam must have view through the windscreen whilst ensuring that it does not intrude within the wiper area. The maximum intrusion into the wiper area is 40mm.



2. Secondly, clean the area of the windscreen where the unit is to be fitted.

3. Next, remove the protective film from the double-sided tape and attach the unit to the windscreen. **Note: Ensure that the unit is positioned perpendicular to the road.**



4. Consult your owner's manual for the location of the fuse box as there are many different ways to access a fuse box. In order to gain access to the fuses, you may need to remove some trim or open some panels. Certain cars allow you to do this by lifting a tab or pulling a panel with your fingers, whereas, other cars may require prying with a trim tool.



5. Route the power cable by tucking it neatly across the top of the windscreen and down the A pillar. This is located at the side of the windscreen, down the same side of the vehicle where the fusebox is located.

WARNING: this type of installation should be performed by a qualified or competent individual. Working with your vehicle's electrical system can be dangerous.

If you have any doubts, please consult a professional

Once you have located the fuse box , you need to look at the layout of the fuse box. If there are any spare or empty fuse holders, it is better to utilize those. This should avoid removing any existing fuses. If this does not apply, you should refer to the vehicle's fuse diagram to locate fuses that will be safer to run an accessory from. We recommend looking for fuses such as: power outlets, accessory fuses, interior lights, heated seats.

You should avoid using fuses for air bags, ECU, traction control and ABS or any other safety related feature.

- . Finding the correct fuse.

The device requires both a constant (permanent live) and a switched ignition live. In order to test whether a fuse is ignition switched or always on, you will need a circuit tester or similar. If you are testing an empty fuse slot, put the tip of your tester into the slot directly. If you are testing on fuse slots that have existing fuses in them, you can test using the openings on the top of the fuse.

The **Red** (ACC) cable needs to be connected to an ignition switched fuse, therefore you need to test that the power is live **ONLY** when the ignition is switched **ON**. If the fuse stays live up even after you turn off the car, try to use a different fuse slot.

The **Yellow** (B+) cable needs to be connected to a permanent live (this is essential for parking mode). Turn the ignition OFF and remove the key to find a fuse which remains live.

Note: Newer vehicles may have a battery save function. They have timed 'timed fuses' which stay live for a set number of minutes after the car ignition is turned off.

Opening or closing and locking or unlocking will reset this timer.

If the selected fuse loses power after this period you will need to find an alternative permanent fuse/source.

The Black (GND) cable needs to be connected to the metal chassis of the vehicle. For this type of vehicle you will need to leave the vehicle door open or interior light switched for 30 minutes to let the timer run out.

Recording time table

1. Estimated recording duration (front camera only).

Camera and video properties				Memory card capacity and recording time									
				8GB		16GB		32GB		64GB		128GB	
Camera	Res.	fps	bps	Normal	Event	Normal	Event	Normal	Event	Normal	Event	Normal	Event
Front Camera	1080P	30fps	16M	49 Min	12 Min	99 Min	24 Min	199 Min	48 Min	399 Min	96 Min	799 Min	192 Min
Front Camera	720P	30fps	12M	67 Min	16 Min	134 Min	32 Min	268 Min	64 Min	536 Min	128 Min	1072 Min	256 Min

2. Estimated recording duration if a 2d/rear camera is installed

Camera and video properties				Memory card capacity and recording time									
				8G		16G		32G		64G		128G	
Camera	Res.	fps	bps	Normal	Event	Normal	Event	Normal	Event	Normal	Event	Normal	Event
Front Camera	1080P	30fps	16M	39 Min	9 Min	79 Min	19 Min	159 Min	39 Min	319 Min	79 Min	639 Min	159 Min
The 2nd Camera	720*480	25fps or 30fps	4M										
Front Camera	1280P	30fps	12M	50 Min	12 Min	100 Min	24 Min	200 Min	48 Min	400 Min	96 Min	800 Min	192 Min
The 2nd Camera	720*480	25fps or 30fps	4M										

Operating Instructions.

On/Off operation

As the device is wired directly to the vehicle, the unit should switch on automatically when the ignition is switched **ON**.

If the unit is switched **OFF** when the vehicle ignition is switched **OFF**, the unit will not automatically restart. You will need to switch the unit on by pressing the power button (on the right hand side of the device).

Note: *When the device is shutting down, the ignition must NOT be switched back on until the unit shuts down completely (no LEDs lit). Once the unit has shut down the ignition can be switched on. Failing to do this may result in the video files being corrupted.*

Emergency record button.

Pressing the emergency record button will lock and protect the current video file, this locked file will not be overwritten unless the SD card is formatted or the file is manually deleted.

The Red and Blue LEDs will flash rapidly when the button is pressed.



Smartphone App.

1. Download and install the App.

For optimum user experience, download and install Snoopier DVR-Pro app from either the Apple or Android App stores.



For Apple users, search "Snooper DVR-PRO" in the App store search to download and install.

Android users go to the Google Play Store search for "Snooper DVR-Pro" to download and install.

2. Connect the device via Wi-Fi

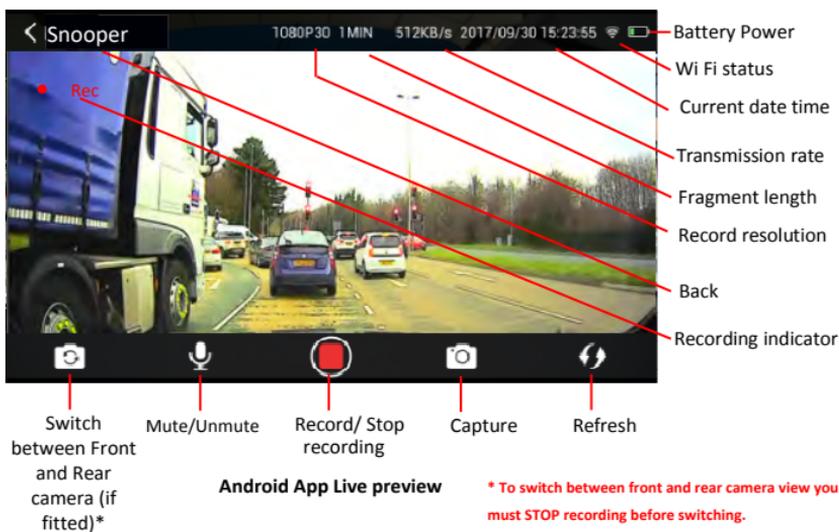
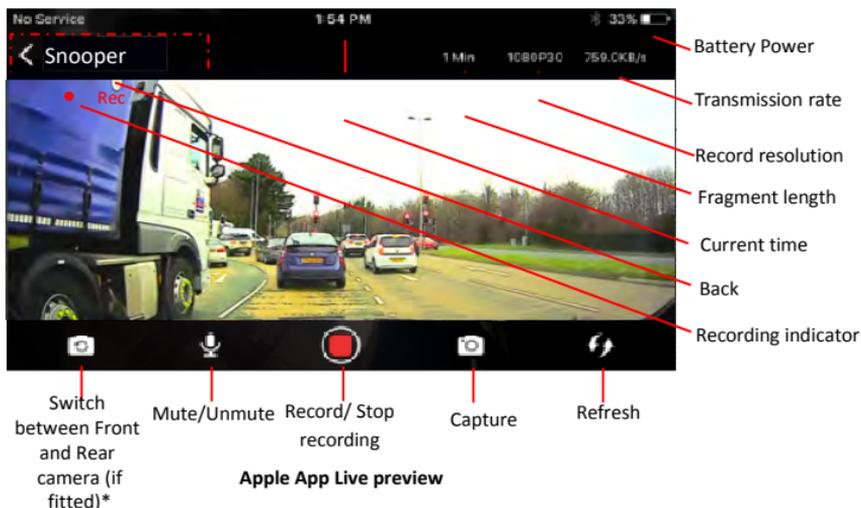
Once the app has been downloaded and installed, turn on the device and connect it to your smart-phone. You must be within the Wi-Fi signal coverage to connect. Next, using the phone, select 'system settings', open 'Wi-Fi settings' and click the Wi-Fi name that starts with "Snooper-". You will then be required to enter the factory default password **12345678**. To enter the main user interface, select the "Snooper DVR-Pro" icon.

Note: Whilst connected to the devices' Wi-Fi network your smart phone will be unable to access the internet via Wi-Fi.



3. Live preview

Once Wi-Fi connection has been established, click on the home page "realtime preview". The realtime preview window enables the view of live images, displayed by horizontal screen.





Switch: Click this icon to switch between the front and rear camera (if fitted) preview image. (Note: The drive recorder system supports both the front and back recordings when the button is highlighted. If it is greyed out, no rear camera has been detected.)



Mute/Un-mute: You can turn the audio recording function on or off, this button indicates the current audio recording status.



Record / Stopping Video: The icon is located at the upper left corner of the video recording. If the icon is flashing, this indicated that the drive recorder is recording.



Capture: Click this icon to take a still image in JPG format. **Refresh:** If the real-time preview interface is lagging behind 'real time', you can manually refresh the image.

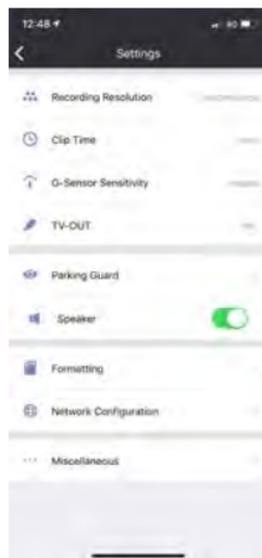


Back: Click to exit the real-time preview interface to return to the main interface.

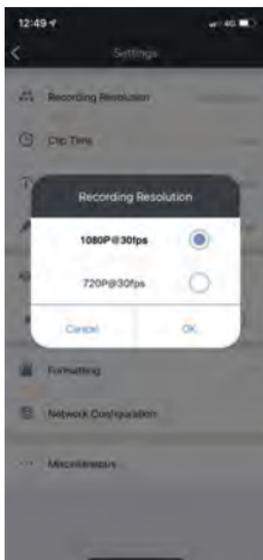
4. App settings

Click the App home page "Settings" to enter the settings page, you can set up the vehicle recorder and query related information.

Note: *Setting the black bold item in the sub-menu indicates the default settings for the recorder.*



1) Recording Resolution

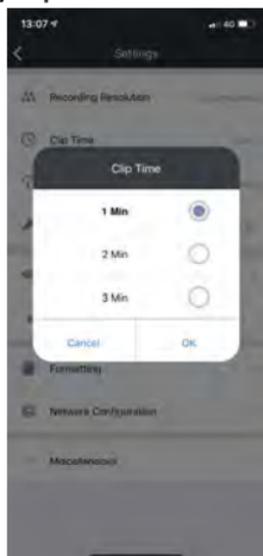


The recording resolution setting is used to adjust the front camera recording resolution. The higher the resolution, the sharper the image.

Note: *The size of the resolution will affect the amount of recording time on the SD card. The higher the resolution, the larger the file size will be.*

Note: *The rear camera (third-party camera) recording resolution is fixed to 720x480.*

2) Clip Time



Clip Time: Set the recording duration of each video clip/file.

Option 1 minute, 2Minutes or 3 Minutes
Press OK to save.

Note: *The video clip duration and resolution can affect the transfer time, via WiFi, between the device any the smart phone.*

3) G-Sensor sensitivity

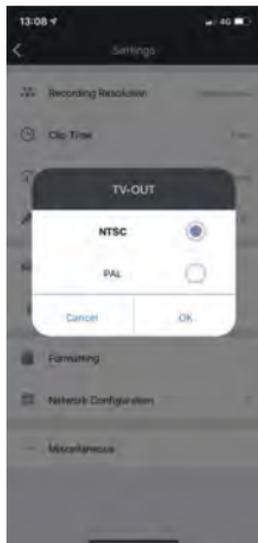


Gravity acceleration fluctuations will vary with: sudden acceleration, emergency braking or on uneven road surfaces. The video file is protected when the system senses a large undulating or acceleration.

G-Sensor sensitivity is used to set the threshold for sensing these fluctuations. The higher the sensitivity, the more susceptible to fluctuations in the acceleration of gravity, resulting in a protected video.

Note: If the sensitivity is set too high the SD card may become full with 'protected files'

4) TVOUT



The device supports video output to a third-party AV display, the screen display format can be set through this function.

5 Parking guard



When Parking guard is activated and the vehicle ignition is switched OFF, the device will continue to protect the vehicle.

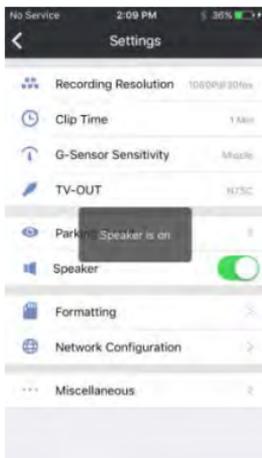
If the device detects vibration, recording will automatically start for a period of 25 seconds.

The video protection will be cancelled, if the vehicle is started OR the power button is pressed manually during the parking guard video recording.

Note: Parking guard can be used only when the car battery is used to ensure the provision of permanent power for the device.

See page 13 section 7 for connection instructions.

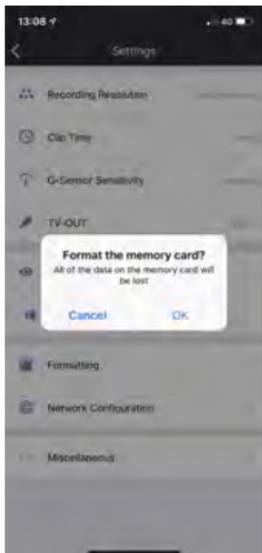
6) Speaker



The built-in speaker can be switched **ON** and **OFF**.

This will mute the start up tone.

7) Formatting



This function is used to format the SD card in the device.

When using the new SD card for the first time, use this function to format the memory card.

If you can not read the SD card or if the card is full with events/protected files you can also try formatting the card.

Note: Formatting the SD card will erase ALL data/files from the card.

8) Network Configuration



The network configuration interface is used to modify the WiFi name (SSID) and password.

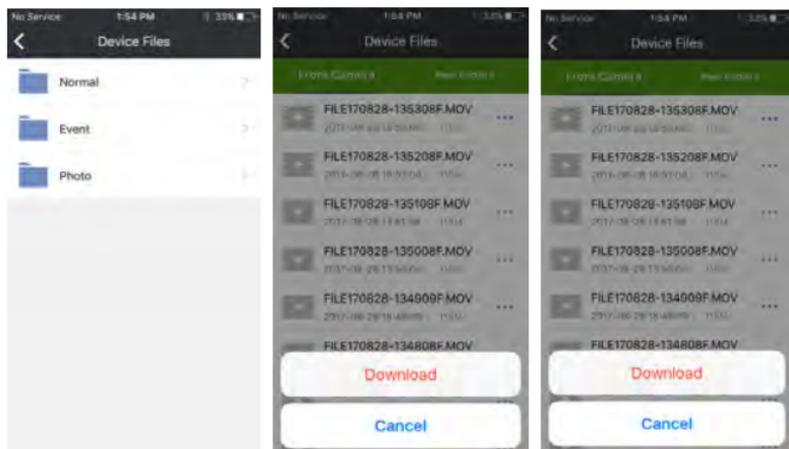
After changing the WiFi name and/or password, the app and the device will be disconnected.

You will need need to re-enter the new SSID and/or password to connect the device to your smart phone.

Note: If you forget your password, you need to reapply the device firmware by using the upgrade function. This will return the WiFi setting to the factory default.

5. Device Files

The device files on the home page is used to view/access the recorded video and photographed pictures that are stored on the drive recorders SD card.



1) Folder Directory

Normal: Used to view recorded video. **Event:** Used to view protected event videos. **Photo:** Used to view captured photographs

2) File Operation

After entering the corresponding folder, click on a video or photo directly to play the video or view browse the photograph .

Click the "... " button on the right to download the video or photo.

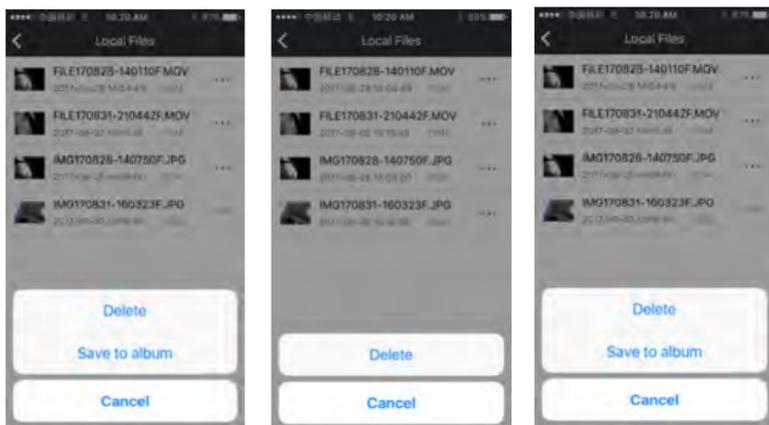
Note:

1) When downloading file, to maintain download stability the device does not allow any other operations or functions other than can 'cancel' the download.

2) If a rear camera is NOT connected to the recorder then the 'rear camera' tab will be disabled.

3) High-definition video may be interrupted due to WIFI environment and the transmission rates.

6.Local Files



A video downloaded from the drive recorder SD card can be viewed directly from a video or photo viewer on your smart phone.

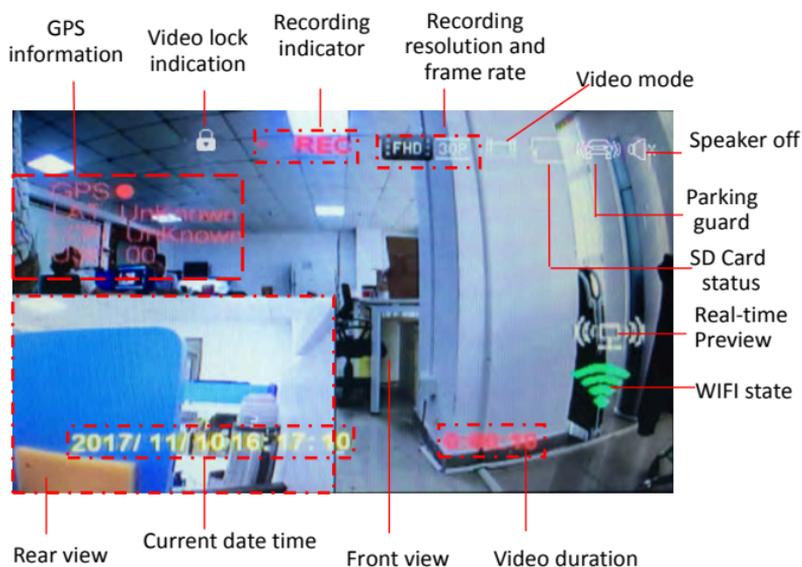
The screenshots above show the Apple app video function button. You can choose to delete or save to the file local album.

Android users can view the downloaded video or photographs. The files will be stored in the mobile phones SD card root in a folder named "Snooper " .

TV OUT Interface

This device supports two TV OUT outputs formats NTSC system or PAL system, the default NTSC system.

The output interface is shown below:



Windows and MAC video Player.

The video recorded by the vehicle recorder is H.264 coded MOV format. To view the video files on a PC or MAC computer please download the *Snooper player* from: www.snooperneo.co.uk.

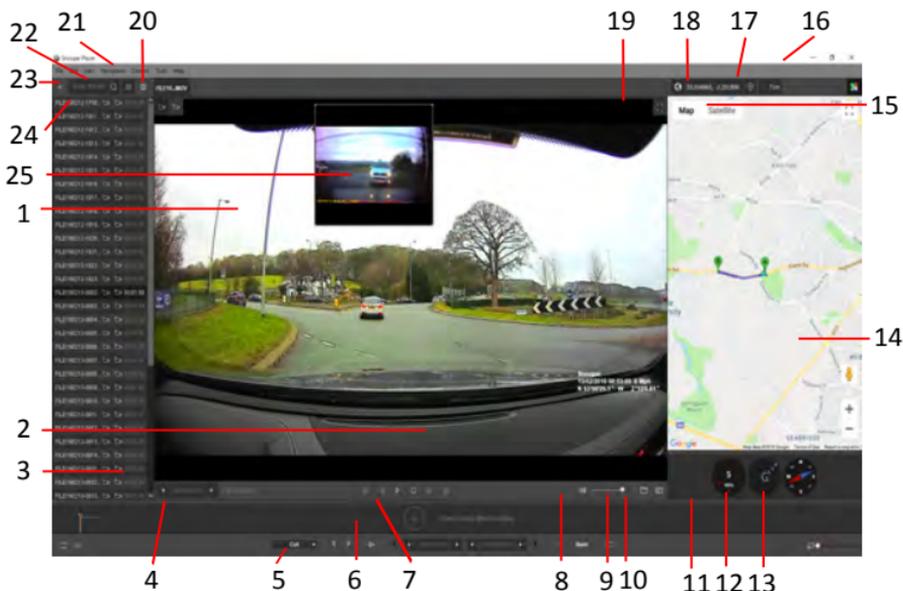
The player can view the information recorded in the video, such as GPS location, speed and gravity acceleration.

1. Get Snooper player.

Download and install the Snooper player from: www.snooperneo.co.uk

2. Player interface

Click on the desktop short-cut to open the player



Instructions for the editing software can be found at: <https://www.youtube.com/watch?v=fULAHoK3MII>

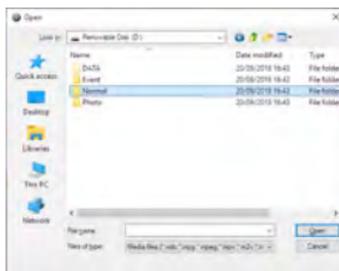
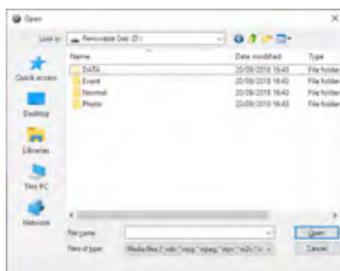
Key

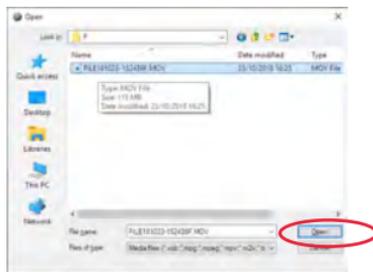
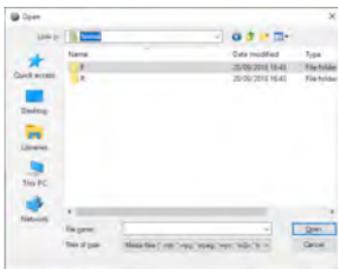
1. Front camera playback window.
2. GPS data.
3. Video clip progress bar.
4. Video clip time.
5. Video editing interface.
6. Time-line for video editing (PC only).
7. Video playback controls.
8. Video volume control.
9. Screen shot gallery.
10. Take screen shot.
11. Speed.
12. G-sensor level.
13. Compass direction.
14. Google map.
15. Switch map view.
16. Window control.
17. Height above sea level.
18. GPS co-ordinates.
19. Video playback full screen.
20. Current video file name.
21. Options/preferences.
22. Search for video files.
23. Add video/media files.
24. Video file list.
25. Rear Camera video (option)

3. Playback video

Open the Snooper player and click on 'add media files ' (23) this will open a new window, allowing you to browse your computer for video files.

Select the removable 'disk drive' and choose 'normal', 'event' or 'photo' folder. *(screen shots shown are from a Windows10 PC)*





select the file or files and click 'open' .

To control the video playback speed, stop, pause use the buttons (7)



Playback volume can be adjusted by using

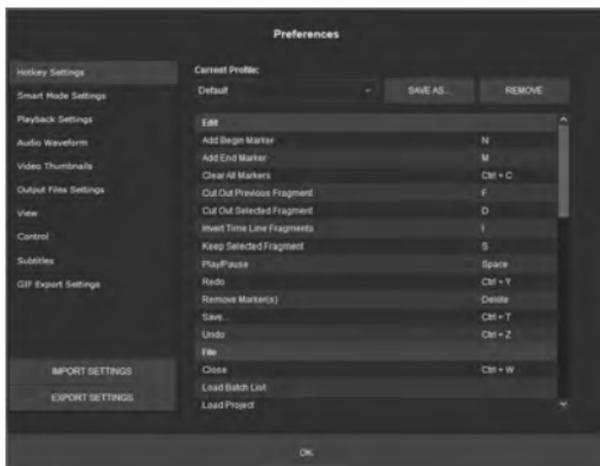
the slide control (8).



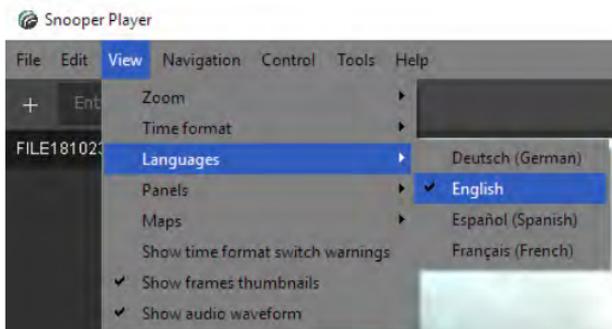
You can also adjust the size of the Snooper player window through the window control button (16) or view the video in full screen mode use the full screen button (19).

To exit full screen press 'esc'. **4. Settings/ preferences.**

Click on the 'Tools' (21) to manage the Snooper player.



To change the player language select 'view'

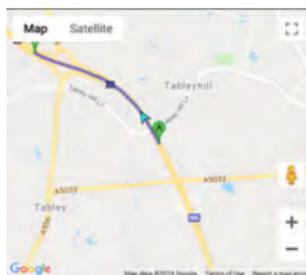


5. Map Operation

To switch between satellite and map view, use the switch map view button (15)



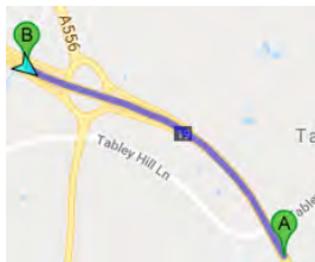
satellite view



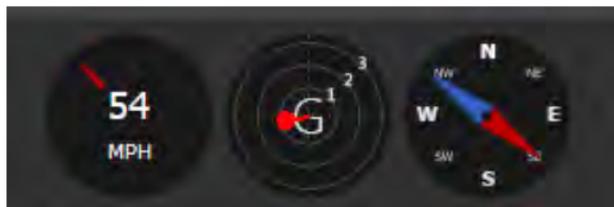
map view

To zoom in and out use the '+' and '-' buttons and to view the map in full screen use the  button. Press 'esc' to exit full screen.

A and B on the map indicate the start and end locations of the video clip and the route taken.



6. Speed, Gravity sensor and Compass



11.
Vehicle speed.

12.
Gravitational
acceleration.

13.
Direction of
travel.

7. Embedded data

This GPS information is embedded in the video file and can not be amended.

The information shown is:

Date. Time (24hr format). GPS coordinates.
Speed.



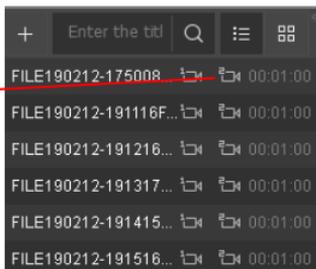
2018/10/23 15:24:42
N 53°18'20.7" W 2°24'19.9" 53 Mph

8. File listing - with second camera installed.

If a optional rear camera is fitted (not included) the file listing will show a second camera icon.

The rear camera video playback widow will be automatically be displayed on the screen.

Note: this window can be moved to any position within the player window by moving it with the computer mouse.



SD Card.

1. Insert SD card

Open the device lock and remove the lock cover. Insert the SD card into the card slot, replace the lock cover and lock the device. Please do not forcibly insert the SD card as this damages the SD card or card slot.

2. Remove the SD card

Ensure that the device is switched OFF, then open the device lock and remove the lock cover. Press the SD Card into the card slot direction and the card will pop up automatically.

3. Format the SD card

If you are using the device first time, please format the SD card. Backup any important data in the card before formatting.

Turn on the device, open the "Snooper " app and connect it to the device via WIFI. Enter the "Settings" page, click the "formatting", and then click "OK" to format the SD Card on the dash camera. Note: Formatting the SD card will erase ALL data/files from the card.

4. Replacing with a new SD card

As the device is continually writing to the SD card, the service life of the SD card is limited. Due to this, the card will require replacing after a period of time. Failure to do this can cause video storage problems or malfunction of the device.

5. Card specifications

The device can record up to two channels, front and rear, the minimum recommended specification for the SD card is a branded class 10 high or endurance SD card, 32GB to 128GB capacity

6. Using the card reader

To view the files on a PC, remove the SD card from the device and insert it into the card reader slot.

Then, insert the card reader into the computer USB port. The computer will read the SD card content automatically. It will be displayed as a removable disk in the computer resources management. The files can be viewed from here.

The firmware updates

There are two methods of updating the firmware: soft upgrade and hard upgrade . If the device is working OK , you can use the soft upgrade method.

If the device cannot be powered up on, you must adopt the hard upgrade method.

Firstly, download the firmware update package from:

www.snooperneo.co.uk including the files: SD_CarDV.bin , SdFwCode.bin and the update instructions.

Transfer the SD_CarDV.bin and SdFwCode.bin file into the SD card root directory.

Note: Please do not create a new folder or change the name of the firmware. We recommend that before updating, you format the SD card first, backing up important data in the card before formatting. Then insert the SD card, including the firmware files, into the card slot.

Soft upgrade method: Turn on the vehicle ignition to switch the device ON. The upgrade process will then begin.

When upgrading, the blue LED will flash first, then the red LED will begin to flash. During this process do not power off the device or remove the SD card.

Hard upgrade method: You will need a small pointed object, such as a paper clip or similar. Gently press the paper clip into the "Upgrade" hole, located above the SD card slot. Whilst pressing the upgrade button switch on the vehicle ignition. In order to switch on the device, keep the button pressed until it enters the upgrade mode. The blue LED will flash first, then the red LED will begin to flash. Once the LED starts to flash you can release the upgrade button.

Once the update is complete, the device will power off . You should delete the upgrade files from the SD card .

Note: if files remain on the SD card, the device will enter upgrade mode each time it is switched ON.

You can check the firmware version via the app - settings > miscellaneous.

Notice

- ◆ The device will beep frequently to remind the user to synchronize the time. This will occur when the device is switched on for the first time, or if the power is cut off completely.

After the smart phone is connected to the device by WiFi, open the Snooper app and the time from the smart phone will synchronize to the device automatically.

Alternatively, when the device receives the GPS satellite information, the time will be synchronised .

- ◆ The SD card should be FAT32 format. However, if the SD Card capacity is larger than 64GB, it should be exFAT format.
New cards must be formatted via the device, then the SD card can be used. The device will format the SD card automatically.
- ◆ If poor quality SD card are used, recording or operational problems may occur. To avoid this, only use class10 or higher level SD cards.
- ◆ When upgrading, please make sure the SD card is FAT32 format.
- ◆ When the upgrade is complete, the device needs to adjust the data. As a result, the boot time may take a little longer.
- ◆ The SD card should be replaced periodically due to the fragmented nature of the SD cards memory.
- ◆ Full HD video (1080p) are large data files, therefore we recommend that the file is downloaded to the smart phone. The streamed video via WiFi needs to be buffered.
- ◆ The real-time preview on the smart phone is based on WIFI wireless transmission. The real-time preview of video will have a slight delay.
- ◆ Please do not eject the SD card if the device is recording as this will cause corruption or loss of the last video file. It may also damage the SD card.
- ◆ The unit will continue to charge for approximately 10 minutes once the ignition is switched off.
- ◆ Be sure to clean the device recorder lens and the front windscreen, inside and outside for the optimum picture clarity.

- ◆ This recorder can connect multiple phones, but only one mobile phone can preview/replay/download in real time at the same time.
- ◆ The files on the SD card are continually overwritten and the storage capacity is distributed in proportion. The default 'normal' recording accounts for 79% of the cards capacity. The 'event' video accounts for 20% of the cards capacity and the 'photo' accounts for 1% of the card's capacity.
- ◆ When 'normal' recording space is full, the device will delete the first video file. When the 'events' space is full, the device will remove the earliest recorded video files. If the 'pictures' is space full, the device will delete the first file to keep the video in loop. It is therefore important to back up the important video and photo files on to an alternative storage media.
- ◆ The "Settings" -> "miscellaneous " interface can be used to relocate the remaining space for 'normal' recording, the 'event' recording residual space, and the sum of the remaining space for photographs
- ◆ If the device is in the process of shutting down and the ignition is switched OFF , ensure that the device is completely shut down before the ignition is switched back ON.
- ◆ The WiFi name and password can be modified **BUT** after the modification. You will need to reconnect the device via WiFi using the new name/password .
Please remember the new WIFI password, otherwise you can only recover the device by performing an upgrade.
- ◆ ***The GPS antenna is located in the 'shaft'. If the front windshield has a metal membrane, this will affect the GPS signals reliability.***
- ◆

- ◆ The effective WiFi range of the device is approximately 10m **BUT** this range can be affected by environmental conditions.
- ◆ WiFi signal can also be affected by Bluetooth interference. When the signal is unstable, check the surrounding area for Bluetooth signals.
- ◆ A short press of the reset button automatically restarts the device.
- ◆ There are no user serviceable parts inside the device. Do not disassemble the device.

Advanced connections

Back Trigger (+ve) - Orange wire.

If you have a rear camera connected which is also a reversing camera and the reversing camera is connected to a separate AV monitor. Connect the Orange cable to the reversing light circuit and when reverse gear is engaged the camera will switch to the AV monitor.

Note the AV monitor should be connected to TV-OUT.

IR/RX - Green wire.

Not used

Alarm out (-ve) - Brown wire.

Not used

Simple troubleshooting

Performance	Solution
Cannot record normally	<ol style="list-style-type: none"> ① reset the device ② format the SD card ③ change new SD card, (Class10) ④ ensure SD card is fully insterted. ⑤ delete any damaged files from the memory card
Video not clear	<ol style="list-style-type: none"> ① change the resolution ② ensure that the camera lens is clean ③ ensure that the is windscreen clean
working abnormally	<ol style="list-style-type: none"> ① press the reset button to restart ② turn off and then restart the device ③ format the SD card
Cannot preview in real time	<ol style="list-style-type: none"> ① confirm that it is not connected with another mobile ② close the app and restart the app. ③ restart the device
Don't have WIFI signal	<ol style="list-style-type: none"> ① confirm WIFI signal is within the range of the device ② refresh WIFI list ③ restart the device ④ re-upgrade the firmware
App online can't playback	<ol style="list-style-type: none"> ① stop take recording, then playback. ② change the resolution. ③ download the video, then playback
Black screen when real-time preview	<ol style="list-style-type: none"> ① press the reset button to reset the device ② turn off and restart ③ format the SD card
SD card won't record	<ol style="list-style-type: none"> ① format the SD card ② Replace the SD card (Class10)

***For product assistance please contact our support team
on 0333 121 2252***

or visit

www.snooperneo.co.uk

Service Under Warranty

Snooper comes with a standard 12 month manufacturer's warranty. Register your device for warranty at www.snooperneo.co.uk

Faulty Products up to 30 days from purchase.

Refund or Replace Policy, contact the seller directly for this. The consumer is responsible for ensuring that the software is up to date. All products must be complete with accessories and original packaging on return.

Faulty Products from 31 days to 12 months from purchase. Return the device to Snooper (Performance Products Ltd) who will offer a prompt repair service.

In all cases we reserve the right to inspect the product and verify the fault. Contact the seller for their returns procedure and all warranty claims **MUST** go through the seller. The consumer is responsible for any software updates! We do not cover faults caused by accident, neglect, misuse or normal wear and tear. All products must be complete with accessories and original packaging on return.

PLEASE NOTE: We cannot process any warranty claims unless proof of purchase is provided.

Please retain your receipt as a precaution.

Full terms and conditions of warranty are available on request. Limited Warranty.

This Snooper product is warranted against all defects in both materials and workmanship for a period of one (1) year. This is from the date of original purchase. The product must be purchased from an authorized Snooper dealer.

ALL PURCHASES OF SNOOPER PRODUCTS FROM NON-AUTHORIZED SNOOPER DEALERS ARE SUBJECT TO FURTHER WARRANTY RESTRICTIONS AS DESCRIBED BELOW.

The conditions of this Limited Warranty and the extent of responsibility of Performance Products Ltd (PPL) under this Limited Warranty are as follows :

1. This Limited Warranty will become void if service is performed by anyone other than an approved Snooper Warranty Service Centre that results in damage to the product.
2. This Limited Warranty does not apply to any product which has been subject to misuse, neglect or accident. Similarly, if the product has had the serial number altered, defaced or removed. The Limited Warranty will also not apply if the product has been connected, installed, adjusted or repaired, other than in accordance with the instructions provided by Snooper.
3. Should you have any difficulties with the performance of this product during the warranty period, please call Snooper or visit our web site <https://www.snooperneo.co.uk>. You may also contact Snooper Customer Services at the address listed below for any service help you may need.
4. PROOF OF DATE OF PURCHASE FROM AN AUTHORIZED SNOOPER DEALER WILL BE REQUIRED FOR ANY WARRANTY SERVICE OF THIS PRODUCT. BY APPLICABLE LAW.

5. SNOOPER PRODUCTS PURCHASED FROM A SOURCE OTHER THAN AN AUTHORIZED SNOOPER DEALER, INCLUDING ANY AND ALL PURCHASES VIA THE INTERNET FROM A NON INTERNET AUTHORIZED SNOOPER DEALER, SHALL NOT BE COVERED BY ANY SNOOPER LIMITED WARRANTY TO THE EXTENT ALLOWED.

6. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY ACCROSS DIFFERENT EU COUNTRIES

7. ALL IMPLIED WARRANTIES, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, SHALL HAVE NO GREATER DURATION THAN THE WARRANTY PERIOD SET FORTH ABOVE. UNDER NO CIRCUMSTANCES SHALL SNOOPER BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT. AS SOME EU COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

8. Product must be shipped in its original carton or equivalent carton, fully insured, with shipping charges prepaid. Snooper will not assume responsibility for any loss or damage incurred in shipping.

9. The sole responsibility of Snooper under this Limited Warranty shall be limited to the repair or replacement of the product only (whichever is deemed appropriate and at the sole discretion of Snooper).

This Limited Warranty does not cover car static or other electrical interferences, labour costs or any other associated or incidental costs incurred for the removal or re-installation of the unit for repair.

Recommendations for safe use of product (Snooper, Battery and other accessories)

- Always treat your product with care. Keep it in a clean, and dust free environment.
- Warning! May explode if disposed of in fire.
- Do not expose your product to liquid, moisture or humidity.
- Do not expose your product to extreme high or low temperatures.
- Do not expose the battery to temperatures above +60°C (+140°F).
- Do not expose your product to naked flames or lit tobacco products.
- Do not drop, throw or try to bend your product.
- Do not paint your product.
- Do not attempt to disassemble or modify your product. Only Snooper authorised personnel should perform service.
- Do not place your product in the area above your cars airbag.
- CHILDREN - KEEP OUT OF CHILDRENS REACH. DO NOT ALLOW CHILDREN TO PLAY WITH YOUR SNOOPER PRODUCT OR ITS ACCESSORIES. THEY COULD HURT THEMSELVES, OTHERS OR ACCIDENTALLY DAMAGE YOUR UNIT OR ACCESSORY. SNOOPER CONTAINS SMALL PARTS THAT COULD BE DETACHED AND CREATE A CHOKING HAZARD.

Battery

We recommend that you fully charge the battery before you use Snooper for the first time. Batteries which are new, or ones that have not been used for a long time can initially have a reduced capacity.

Battery charge time can vary depending on different conditions. These include: operating temperature, application usage patterns, features selected and voice transmissions when using the Bluetooth functionality.

Disposing of the Battery

Please check with your local waste management service authority regarding regulations for the safe disposal of the battery. The battery should never be placed in municipal waste. Use a battery disposal facility if available.

 **TRUCKMATE**

 **BUS & COACH**

 **VENTURA**



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