SNOOPER

MY-SPEED DVR V2

User manual

Contents

What's included?

1 x Snooper satellite navigation system

1 x Micro-SD Card

1 x Windscreen Mounting Bracket

1 x In-car Charger with TMC cable*

1 x USB Cable

1 x Mounting disc for dash mounting the bracket

1 x Additional Micro SD card for DVR

1 x Carry Case

* TMC cable not required on the MySpeed DVR

PLEASE NOTE
Due to our desire to continually improve our products, the specification may change without notice.

Overview

Front View

1. **Power Button**
   Press and hold to switch on or off.
2. **LED Power indicator**
   Status LED

On battery and DVR not recording – solid BLUE LED

On battery and DVR is recording - flashing BLUE LED

On battery and the DVR is shut down NO LED

On external power and DVR not recording - solid RED LED

On external power and DVR is recording – flashing RED LED

3. Touch screen LCD
4. Earphone jack (Earphones not included)
5. Micro-SD Card Slot
6. Video In socket **
7. USB Socket power in and TMC
8. Speaker (on the back of the unit)
9. DVR Menu access

** Video In The My Speed DVR has a video-in connection, this is for connecting a rear view or reversing camera (not supplied) to the unit. The socket on the device is a 2.5mm jack, this small extension cable allows for the easy connection and disconnection of the camera.

The unit will automatically switch the screen image to show the image from the rear camera once the device receives a video signal from the rear camera - please refer to the camera fitting/wiring instructions for details on connecting the camera to the vehicle.

Rear view cameras are designed as a guide only and drivers should still be aware of their surroundings and take care when reversing.

Overview

Rear View

10. DVR HD camera lens
11. MicroSD Card Slot for DVR
12. Reset button

MicroSD for DVR
The microSD card is highly sensitive and can become defective due to changes in external environment or severe impact. Protect the card against impact and damage. Snooper will not be held responsible in the event of microSD card damage due to user negligence or external factors.

Specification for DVR MicroSD
Capacity up to 32GB
Speed Class 6 or above and support HD and SDHC

If a MicroSD card which was not supplied with the My Speed DVR is going to be used it MUST be formatted in the device BEFORE being used.

AURA™
Camera & Driving Hazard Database

Registering

IMPORTANT!
PLEASE READ BEFORE USING.

To enable to locate Fixed Speed Cameras and Accident Black spots you will have to register and download the AURA™ Camera Database.

Register Online
Go to the official website **www.snooperneo.co.uk** and register your unit online. Your unit should normally be activated within 30 minutes of registration.

> *Please Note: To register, you will need the serial number of your unit which can be found on the back of the device.*

Monthly Debit or Credit Card payment of £2.99 inc VAT*

Quarterly Debit or Credit Card payment of £7.99 inc VAT*

Annual Debit or Credit Card payment of £29.99 inc VAT*

*Minimum subscription term of 12 months.

** Prices subject to change.

> **PLEASE NOTE**
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Start Up

The Micro-SD Card comes complete with digital mapping and is also where the AURA™ camera database is stored if you choose to subscribe and download it.

Switch on the device by pressing and holding the standby power button located on the top of the unit for 2 seconds. The Snooper will automatically synchronise with the Micro-SD Card. Once the synchronisation is completed, the Micro-SD Card will not function with any other device. Snooper is now ready to navigate and the camera database can be downloaded if necessary. NOTE: In most cases the Micro-SD card is already installed in the device.

Please note that if the unit does not activate when you press and hold the standby power button for 2 seconds it may require charging. Refer to the section 'Charging the internal battery' later in this manual.

System Requirements and Downloading

Before you can begin to download the AURA™ database onto Snooper, you will need to install the Snooper Updater software provided on the software CD.

In order for the software to be installed successfully, there are certain minimum hardware and software requirements needed.

Minimum Hardware Requirements

The computer must have an Intel Pentium Class processor or equivalent, a minimum of 32MB of RAM, a monitor with 256 (8-bit) colours or greater, free disc space and a spare USB connection.

Minimum Software Requirements
The software will only operate on the following Windows based operating systems:

Windows Vista

Windows 7, 8 and 8.1 and Windows 10

Mac iOS X - El Capitain , Sierra and High Sierra

Download software for Mac from: http://www.snooperneo.co.uk/SoftwareMac.cfm

NOTE: Snooper Updater software does not support Windows 95, 98, Millennium, 2000 , XP.

Software Installation Instructions

Any updates to the speed camera updater software can be obtained from www.snooperneo.co.uk/software.cfm. If you have any problems using this software please call 0333 240 1000 during office hours and select Option 3.

Once the software is installed, you are ready to download the speed camera database onto Snooper. Once the initial setup is completed the speed camera updater software icon is displayed on your desktop.

Downloading the AURA™ Camera Database

Please Note: You must register Snooper before you can perform a download.

Performing a download is simple.

1. Power up My Speed XL by pressing and holding the power button for 2 seconds and ensure that the computer is connected to the Internet.

2. Double left click the My Speed XL Camera Updater' icon on your desktop.

3. On the software in the top left hand corner, left click 'Menu' and then 'Download Settings'.

   Note: When you run the program for the first time, you will be asked to select the program language and download settings based on your vehicle type and what coverage of camera alerts you require.

Plug the USB cable into the USB socket on the side of the Snooper

4. Connect the My Speed XL using the USB cable provided.

5. The updater software will then start to run automatically and download the database files that you have selected onto your unit. The download process is as follows:

● The software will display the serial number of the Snooper and a progress bar will start to progress across the screen.

● The software will then connect to our database server and then download** the speed camera database.

● The Snooper will then save the data received.

● The software will indicate that the download is complete and will instruct you to disconnect the Snooper from your PC. Close the camera updater program by clicking the 'x' situated in the top right hand corner of the updater window.

**If you have a Firewall on your computer, the Firewall software may inform you that the updater software is trying to access the internet. Please make sure that you grant/allow/permit access to the updater program through the Firewall.

Please read the messages supplied by your Firewall software carefully before choosing your option. If you do not allow the program to access the internet through the Firewall, the download process will fail.

Installing

Snooper comes with a windscreen bracket so that the unit can be mounted onto your vehicles windscreen.

When installing Snooper please ensure that:

● The unit, with its built in GPS antenna has a clear view of the sky.*

● It is located in a position where you can easily view the LCD display without having to take your eyes too far from the road ahead and that you can reach the controls safely.

● Does not interfere with the vehicles controls.

● Does not jeopardise the drivers or passengers safety.

● You will be able to remove the device to perform downloads.

● **Important SC5900 DVR Only.** For the optimum performance or the DVR, we recommend that the SC5900 in placed in the centre of the windscreen (right to left) either attached to the windscreen or the dashboard facia (using the mounting disc provided) The unit must not obscure you view of the road ahead.

> *PLEASE NOTE: Be careful to choose a location that does not block the drivers view or where it might endanger the driver or passengers should your vehicle suddenly come to a stop or be involved in an accident.*

Installing Snooper using the Windscreen Suction Cup bracket

You can mount Snooper to the inside of your vehicles windscreen using the windscreen bracket provided.

● Clean the area where you wish to position the bracket thoroughly with a good quality glass cleaner. This allows a more secure seal on the windscreen.

● Place the suction cup and bracket on the windscreen and push the locking lever towards the windscreen to secure the bracket.

● Adjust the angle of the bracket so that when the unit is attached to it you can view the display and operate the controls safely.

Bracket adjusters

Locking lever

● Position Snooper onto the bracket, by inserting the bottom of the unit first and finally clipping the top of the bracket into the slot on the top of the unit. To remove Snooper, simply unclip the unit by pushing the top of the bracket and taking the unit from the holder.

● Snooper can be powered directly either from the internal battery if it is fully charged or powered from the cigarette lighter socket. To use the cigarette lighter socket, plug the USB connector on one end of the power cable into the USB socket on the side of Snooper and plug the larger plug into the cigarette lighter socket of your vehicle.
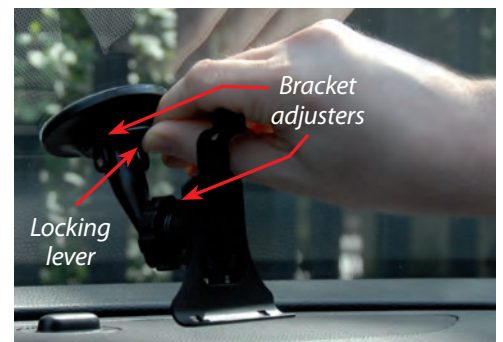
> *Please Note: Only use the cigarette lighter power cable provided with Snooper. Snooper operates on 5V and using any other cigarette lighter power cable will damage your device and void the warranty.*

Installing Snooper using the Dash Mounting Disk

If you prefer not to attach your MySpeed device to the windscreen, Snooper provides a dashboard mounting disc to fix you Snooper suction cup mount to your dashboard instead.

Instructions:

● Clean the area where you want to install the disc on the vehicle's dashboard with a damp cloth, then dry the dashboard.

● Peel the paper backing away from the permanent mounting adhesive located on the disc bottom.

● Press the disk onto the dashboard in the desired location, then set the GPS suction cup mount on top of the disk. Press the suction cup mount's lever down, in the direction of the disk. This locks the Snooper in to place.

> *Note: Take care when attaching the disc. This type of bracket is not intended to be moved from vehicle to vehicle and is classed as a permanent fixing.*
> *THE USE OF THE DASH MOUNT DISC IS NOT RECOMMENDED FOR LEATHER DASHBOARDS.*

Power Connection & Charging

Powering and charging Snooper from the cigarette lighter socket

Snooper comes with a power cable designed to plug into your vehicles cigarette lighter socket. The power cable is suitable for both 12v DC and 24v DC vehicles. This lead will power the device but will also charge Snooper's internal battery.

1. Plug the smaller end of the lead into the USB socket on the side of Snooper

2. Plug the other end of the cigarette lighter adaptor into your vehicles cigarette lighter socket.
   If Snooper is powered using the cigarette lighter socket a LED will illuminate on the left hand side of the unit. When the battery is fully charged, the Red LED will switch off.

3. Press and hold the standby power switch on the top of Snooper for two seconds to switch the device ON.

> *Please Note: Do not leave Snooper plugged into the cigarette lighter socket when you start your vehicle. The cigarette lighter socket is prone to power surges as the vehicle is started and this may cause damage to your unit.*

If Snooper does not power up please check that the cigarette lighter socket is clean of any debris, remembering not to insert metal objects into the socket. Check that the cigarette lighter adaptor is inserted all the way into the socket and check that the fuse in the cigarette lighter adaptor is operational. If Snooper will still not power up, please check that the cigarette lighter in your vehicle is functioning correctly.

Replacing the Fuse

If Snooper stops operating, the fuse in the cigarette lighter plug may have blown . If it has blown, follow these steps and replace it with a 3 amp, 5mm x 20mm fast acting fuse.

Caution: Using a fuse that does not meet these ratings or defeating fuse protection can damage your unit, the power cable, or the vehicles electrical system.

1. Grasp the ring near the tip of the cigarette lighter plug, and then carefully unscrew the ring by turning it counter clockwise.
   Caution: If you must use pliers to loosen the ring, be careful not to crush the tip. Never use pliers or other tools to retighten the ring on the cigarette lighter plug.

2. Pull the ring straight out, then remove the metal tip and old fuse.

3. Check the fuse to see if it has blown. If it has, replace it.

4. Replace the metal tip inside the ring, then place the fuse inside the cigarette lighter plug and screw the ring back onto the plug. Make sure the metal tip is visible when you reassemble the cigarette lighter plug.

Charging the internal battery

Although Snooper can be charged using the cigarette lighter in your vehicle, an alternative method of charging via a USB socket of a PC, or USB Mains charger (output of 5v 1000mA) - not supplied.

The battery light on Snooper will illuminate and will take approximately 3 hours to charge. When the internal battery is fully charged, the red LED will turn blue.

Note: The new battery's full performance is only achieved after two or three complete charges and discharges.

Plug the charger cable into the USB socket on the side of the Snooper

Powering Snooper using the built-in battery

Once Snooper is fully charged, it is ready for use. Press and hold the power switch on the top of the unit for 2 seconds to switch on the device.

Note: the battery is designed to be a back up and Snooper recommends that the the MySpeed device is powered from the vehicle charger.
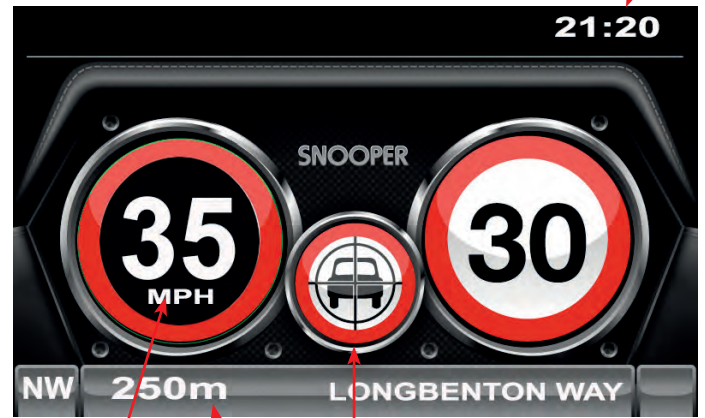
ON/OFF switch

On battery and DVR not recording – solid BLUE LED
On Battery and DVR is recording - Flashing BLUE LED
On battery and the DVR is shut down NO LED
ON external power and DVR not recording - solid RED LED
On external power and DVR is recording – flashing RED LED

Alerts and warnings

① Direction of travel	② Current vehicle speed	③ Road name or number	④ Road speed limit *

⑤ Outer ring will turn red when the vehicle speed limit exceeds the road speed limit

⑥ Distance to speed camera **   ⑦ Type of speed camera **   ⑧ Current time

* If the road speed limit is unknown then the speed linit will be replaced with an exclamation mark.

** Requires the AURA camera database to be downloaded to My-SpeedXL

Types of speed cameras:

SPECS or Point to Point average speed camera systems utilise state of the art video system with Automatic Number Plate Reading (ANPR) digital technology. Each SPECS camera is features infra red illuminators fitted on gantries above the road, so they can work day or night.
SPECS speed cameras are located in multiple (at least 2 at a minimum of 200 metres apart) locations along a single stretch of road for monitoring your average speed along that particular road. So unlike other fixed speed cameras which capture your speed at a certain point in the road, SPECS average speed camera work and track you speed over a set distance, which may be several miles.

Fixed speed cameras such as Gatso, Truvello, DS2, Watchman, Peak and Speedcurb

Mobile speed cameras - usually laser. Typical uses of laser include motorway bridges, 'road safety enforcement camera van's 'at the side of the road with the back doors facing you or open, tripod mounted or handheld.

Variable speed cameras appear and are used on many motorways in the UK Unlike other fixed cameras and average speed cameras, variable speed cameras don't tend to enforce the road speed limit 24/7, but are used when the motorway's national speed limit, normally 70mph, is temporarily lowered e.g. 60mph or 50mph. These temporary speed limits are set and changed. Speed cameras are sited on overhead gantries above each lane of moving traffic, meaning gantries can have up to four or five individual speed cameras targeting each lane of the motorway.

To mute an alert press anywhere on the screen during the camear alert, a mute symbol will appear on the top left hand side of the screen. This mute is temporary and the unit will revert back to its normal state at the next camera alert.

1.0 Main Menu
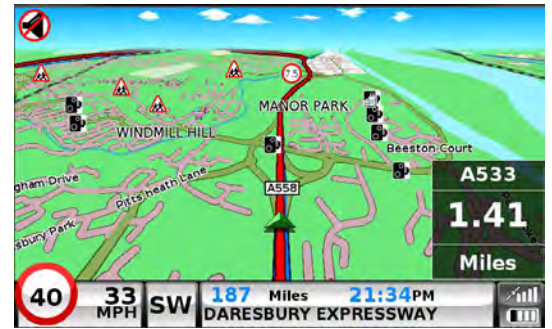
1.1 Brightness Control

Snooper brightness can be adjusted using this function within the menu. To adjust the volume:

● Press the **'Brightness Control'** icon.
● There are 3 settings: Auto, Day and Night.

Auto brightness

If '**Auto**' is selected the device will automatically switch between the Day and Night brightness setting. The time the device switches is pre-determined and cannot be adjusted. This is the default setting.

Day

If you select '**Day**' you can adjust the day time brightness of the LCD screen. To adjust the daytime brightness:

● Press '**Day**'.
● Adjust the screen brightness using the ➕ and ➖ buttons.
● To save the setting press **OK**.

Night

If you select 'Night' you can adjust the night time brightness of the LCD screen. To adjust the night brightness:

● Press '**Night**'.
● Adjust the screen brightness using the ➕ and ➖ buttons.
To save the setting press **OK**.

Once you have adjusted both '**Day**' and '**Night**' brightness you should select '**Auto**' then **OK** to save the setting.
If Auto is not selected then the screen will not switch between day and night automatically.

1.2 Volume Control

Snooper volume can be adjusted using this function within the menu.
To adjust the volume:

● Press the **'Volume Control'** icon.
● To increase the volume press the ➕ icon.
● To decrease the volume press the ➖ icon.
● To test the volume before saving, press the **TEST** icon.
● To reset the volume to the factory default press the **RESET** icon.
● Press **'OK'** at the bottom of the screen to save your setting.

1.3 Language

Snooper comes with a choice of voice prompts and alerts in several languages. Changing the language also changes the language of the menu items as well on the unit. To use this facility:

● Press the centre of the screen to enter the menu.
● Press the **'Change Language'** icon.
● Using the up and down arrows search for the voice you require.
● If you would like to listen to a sample of any voices simply press the **'Test'** button.
● Press **'OK'** to save your setting.

1.4 Vehicle type

The speed limit of nearly every road across Europe can now be clearly displayed on your Snooper at all times.
To select the correct speed limits for your vehicle type:

Car - Advisory speed limits for a vehicle will be displayed
Caravan - Advisory speed limits for a vehicle towing a caravan will be displayed
Motorhome - Advisory speed limits for motor homes will be displayed
Truck 3.5t - 7.5t - Advisory speed limits for vehicles from 3.5T to 7.5T will be displayed
Truck 7.5t - 12t - Advisory speed limits for vehicles from 7.5T to 12T will be displayed
Truck > 12t - Advisory speed limits for vehicles greater than 12T will be displayed
Select the option you require by pressing the radio button next to the vehicle type. Press **'OK'** to save the setting.

> **WARNING: These are advisory speed limits and are subject to change.
> It is the responsibility of the driver to check the road side speed limit signs and abide by local driving regulations.**

1.4.1 Over speed

It is possible for My Speed to alert the driver, via an audible warning, that they have exceeded the speed limit. To set the over speed warning:

Press the ▲▼ to increase or decrease the over speed warning

Press **OK** to save.

1.5   Settings

The **'Settings'** function allows you to customise the visual information provided by the MySpeed screen. To alter any of these settings:

● Press the **'Settings'** icon where you will see the list of options below.
● Select the option you wish to change on the left.

There are number of different pieces of information that you can have displayed on the MySpeed screen at any one time as follows:

Note: Text or settings highlighted in Orange are the current options selected.

1.5.1 Time
Use this to change the time format for the clock on the main screen - Select 12H or 24 H

1.5.2 MPH/KMH
This option allows you to switch the information on Snooper between imperial and metric measurement.

1.5.3 Alert sound
If set to Yes a sound will be emitted if the vehicle exceeds the over sped limit (set in section 1.4.1)

Beep tone
Choose between a hard and soft beep tone for the alert sound

1.5.4 Touch Tone
You can choose between the following options:
Yes: The unit emits a confirmation tone each time the screen is touched.
No: This will turn off the confirmation beep when the screen is touched.

1.5.5 Mute
These functions are only applicable if the Aura speed camera database has been downloaded to the MySpeedXL

Smart Mute
When this mode is switched **Off** your unit will alert you via your chosen audible alert as well as visual alerts of fixed cameras on both sides of the road.

When this mode is switched **On** your unit will alert you via your chosen audible alert as well as visual alerts of fixed cameras on yourside of the carriageway only. The unit will not indicate the presence of cameras or monitoring vehicles on the opposite side

1.5.6 Auto Mute
On: If you are travelling **below** the posted speed limit the unit will **not** provide an audible alert only a visual one .
As the unit counts down the distance to the Fixed Speed Safety Camera the alert is visual only. If you are travelling above the posted speed limit however you will receive both an audible and a visual alert as normal. Once you drop below the posted speed limit for that Fixed Speed Safety Camera the audible alert will cease and the unit will only provide a visual alert.

Off: Irrespective of the vehicle speed or speed limit the unit will emit an audible warning whne a speed camera is encountered.

5.15 Version

This option allows you to view the hardware and software version numbers of your unit. To view this information:

- Press the centre of the screen to enter the menu.
- Press the **'Configure'** button.
- Press the arrow ❯ twice.
- Press the **'Version** icon.

The following screen will be displayed.

H/W	Displays the hardware version
S/W	Displays the current software version
Map	Displays the current map version
Warn	Displays the date the AURA™ camera database was last downloaded*.
S/N	Displays the unit serial number

5.17 Digital Video Recorder (DVR)

The SC5900 will automatically record the view in front of your vehicle and will record all audio within range of the built-in microphone using the integral high definition camera and recording software which can • record continuously.

For the DVR to record, the SC5900 must be switched ON.

To enter the DVR menu:
● Press the centre of the screen to enter the menu.
● Press the **'DVR'** icon.

Options in the DVR menu

Microphone On or OFF
Switches On or Off the internal microphone.

DVR Record
Auto - Automatically starts the DVR when the SC5900 is switched ON.
Off - The DVR is disabled and will not record.

DVR View - Press to enter the DVR Camera view.

Setting screens

Key:
1. Mode button
   This changes the DVR function between video & still camera
   There will be an icon on the top left of the screen denoting which mode the DVR is in.

   Video – records moving images and sound.

   Still Camera – records still images.
Press the **OK (3)** button to start recording or take a still image.

Playback
Press button **(3)** to STOP the recording.
Press Button **(1) twice** times to enter playback file selection mode.

A icon will appear in the top left hand corner of the screen.

Use the up and down arrows **(3)** to scroll through the video/photo files stored ion the SD card.
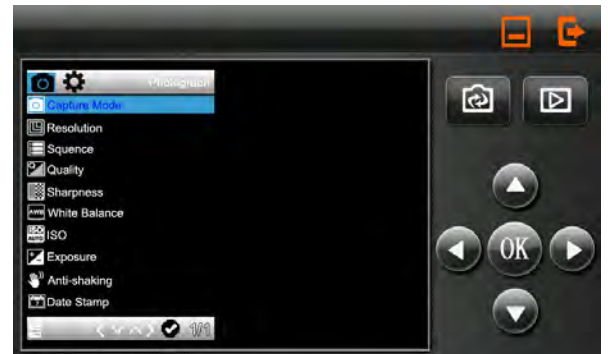Press the OK **(3)** button to play the selected file.

Note: If a key symbol appears in file information bar ⚷ this indicates that the file is protected and will not be automatically deleted .
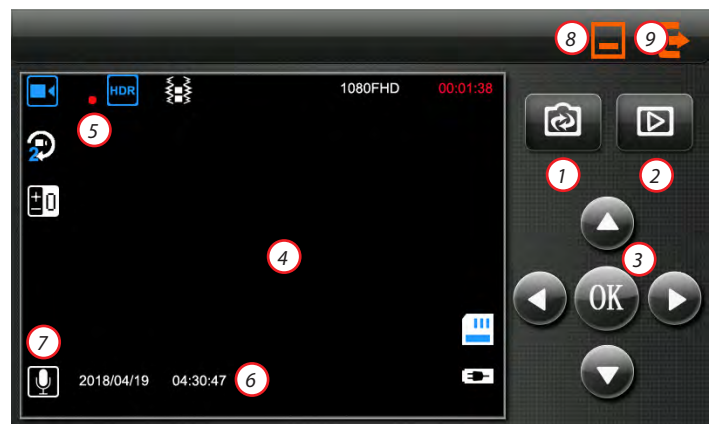
NOTE: Images and video footage can also be viewed on a PC, refer to the section PC Viewer for more details.

To exit playback mode press the playback button **(2)** again.

2. Settings/Playback : Depending on which mode the DVR is in the settings can be changed - use button **3.** to navigate the menu.
3. Menu navigation: Use the arrows to scroll through thhe video files and/or the settings menu.

4. Main screen. For full screen press anywhere on the main screen and to return to 'menu view press' the screen again .

5. Displays the status of the DVR.

6. Shows the date and time.

7. Displays the microphone status On or Off (off is shown as a microphone with a line through it).

8. Launches the navaigation menu.

9. Stops the camera recording and closes the DVR menu.
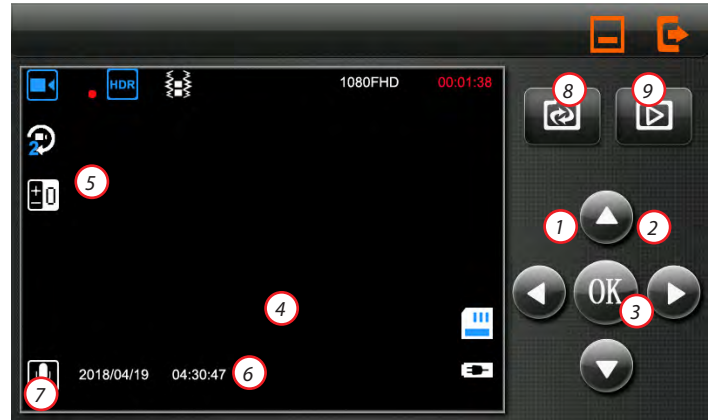
*If DVR View has NOT been launched from quick launch (see below). If not these buttons will return you to the DVR configure screen.

Quick launch menu

To access the DVR view screen without entering the configure menu (as described above) press the button on top of the device next to the power button.

NOTE: *The only regular maintenance required on a Dash Cam is formatting the Micro SD Card. Most problems encountered with Dash Cams are SD card related and not the Dash Cam itself. For optimal performance of your Dash Cam and the SD card, it is recommended to format your SD Card monthly. It is also important to format your Micro SD card at first use via the camera menu. Due to the fragmented nature of the files produced, from constantly starting and stopping recordings, these partial files will clog up the SD card and may negative impact on recordings quality and the lifespan of the SD card. It is the responsibility of the user to regularly review footage to check that videos and data is recording correctly.*

10. Bluetooth

This Snooper is equipped with Bluetooth functionality. You can use it as a hands free system for a mobile phone that is equipped with Bluetooth.

● Press the centre of the screen to enter the **'Navigate to'** menu.
● Press the **'Configure'** button.
● Press the **'Bluetooth'** icon.

The phone menu screen is displayed:

Dialing	Opens the keypad for dialing.
	Phonebook Displays contact list of paired phonebook (not compatible with all phone types).
Call History	Displays current call history.
A2DP	Advance Audio Distribution Profile.
	For steaming music via Bluetooth (supported devices only).
SMS	View SMS messages (supported phones only).
DUN	Bluetooth Dial Up Networking – allows tethering to a compatible mobile phone.
Pair/connect	Shows paired, connected devices and menu for adding new devices.

main page showing Bluetooth OFF

Pairing
Please ensure that Bluetooth is active and that the phone is in 'discovery mode' *(refer to the mobile phone user guide for instructions)* before starting the pairing process.
Not all mobile devices are compatible with all of the features of the Snooper

To switch Bluetooth On press the BT icon.
Note: If this icon is shown then BT is Off press to switch BT On   If this icon is shown then BT is already On

main page showing Bluetooth ON and paired

Press Pair/Connect: the following screen will be displayed.

1 State: Paired or Unpaired. This shows if the device is currently paired with a BT device.
2 Device name: Shows the name of the navigation device.
3 This can be changed by pressing the Modify the name button.
4 PIN: Displays the current PIN number.
5 This can be changed by pressing the Modify the PIN button.

Press **'Search'** to discover compatible BT devices.

A list of 'discovered' Bluetooth devices will be shown.
Click the device you wish to pair with (6) followed by the Connect button.

Enter the 4 digit (5) PIN number on the BT device to complete the pairing process.
Additional steps may be required on the BT device to compete the process (refer to the manufacturer for specific instructions).
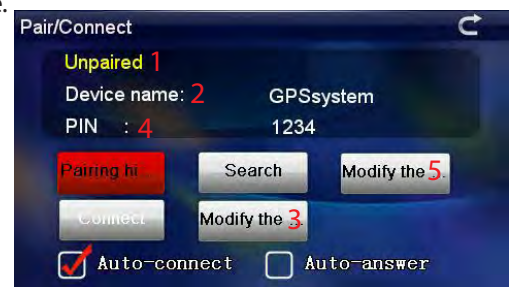
Once pairing has completed press the return button (8).

After the pairing is successful the Snooper will revert back to the 'Phone Menu' screen but the icons are no longer 'greyed out'.
Press (6) to return to the Navigation menu.

Dialling (1)

To dial a number press **'Dialling'** then enter the number, using the keypad, press Green button (a) to make the call.
To end the call press button (b).
The change the speaker volume during the call use the minus (c) and plus buttons (d).
To transfer the call to the mobile phone press button (e).

Phonebook (2)

The contact list on the mobile phone (phonebook) can be synchronized with the Snooper.
For Caller ID and speed dial to operate the phonebook needs to be synchronised.

To synchronise the phone book, click the button **'Phone Book'** (7) to open the phone book interface.

Press (2) to start synchronisation.

Press **'Synchronize'** to populate the phone book in the navigation device.

To dial numbers from the phone book scroll through the list, using the up and down buttons, once you have found the entry you are looking for,highlight it by pressing on the name then press Dialling.
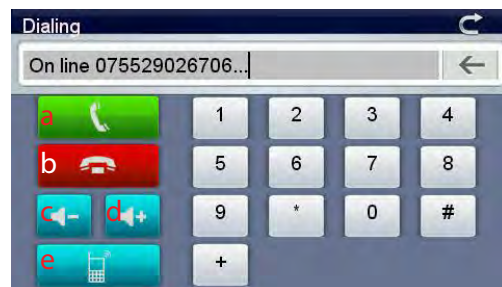
Call History (3)

Displays a list of dialled and received calls. To change the view from:
Received , Dialled or Missed numbers press the requisite button at the bottom of the screen.
Use the up and own arrows to scroll through the list.
To dial any of the numbers, highlight the number and press **'Dialling'**.

Troubleshooting SNOOPER Downloads

If you are having any difficulty in performing a download onto the Snooper unit it is advisable to refer to the checklist in Section A first before contacting us.
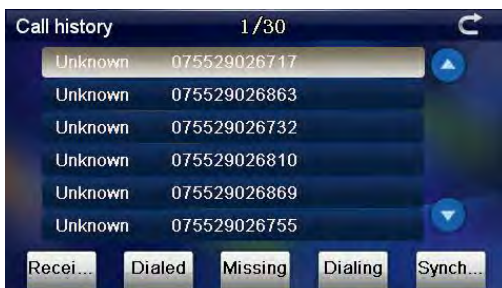
If you are still unable to perform a download after following all of this checklist then please send an email to Support@snooper.eu stating the nature of your difficulty. To expedite your enquiry please supply as much detail as possible including your contact details, Snooper serial number, PC operating system, error codes and any other relevant information. One of our technicians will reply as soon as possible.

Alternatively you can contact our Technical Helpline on 0333 240 1000 and select Option 3.

This troubleshooting guide is in two sections; Section A is in the form of a checklist that will assist you with resolving common download problems. Section B consists of a few possible reasons and possible solutions to error messages that may be displayed by the operating system or the software whilst you are trying to perform a download.

SECTION A

1. *Have you registered the Snooper unit?*
You will not be able to download the AURA™ database unless Snooper is registered. If the unit has not been registered, a message will appear on the software informing you that the device is not enabled. Please register online at **www.snooperneo.co.uk.**

2. *What operating system are you using on your computer?*
Snooper download software will only work on the following Windows operating systems:
Windows Vista, Windows 7, Windows 8 and Windows 10.

The software will not work on Windows 95, 98, 98SE, Millennium, Windows 2000 and Windows XP; Apple Macintosh operating systems are not supported. Windows XP (64bit) systems is not supported.

To determine which operating system you have on your computer:
Right click on the **'Computer'** icon on your desktop and select **'Properties'** from the drop down menu.
When the **'System Properties'** dialogue box opens, the **'General'** tab is selected by default. Under the heading of **'System'** the operating system is displayed.

If you do not have a **'My Computer'** icon on your desktop you can find this information by going to the **'Control Panel'** and double left clicking the **'System'** icon. The **'System Properties'** window will then be displayed as outlined in **'b'** above.

3. *Is the USB cable supplied with Snooper connected correctly?*
Please make sure the USB lead has a secure connection to the PC and is fully plugged in. Ensure the smaller connector is plugged into the USB socket on the side of the unit. Only plug the USB lead into Snooper once you see the 'Menu Screen' after turning Snooper 'ON'.

Please Note: Do not use the USB cable that comes with the USB Host connection as this lead is not compatible for speed camera updates.

4. *Have you installed Snooper download software onto your PC?*
If you have not installed the download software you will not be able to perform a download to Snooper. Once the software is installed there will be a new icon on your desktop.

Please check to see if you have the latest version of the software by visiting http://www.snooperneo.co.uk/software.cfm to check what software version you have, double left click Snooper icon, look at the top of the window that opens and you will see the version number in brackets.

5. *Have you connected the computer to the internet?*
The download software has to download a file directly from our server and this can only be done if an internet connection is present. Therefore make sure that your PC is connected to the internet by either establishing a dial up connection or signing in to your broadband internet account **before** you begin to download the database to Snooper.

7. **What version of Internet Explorer / Netscape Navigator are you using?**
    The software will only operate if you have Internet Explorer or Netscape Navigator 6 or above.

    To check what version of Internet Explorer you have; open your browser, click on the **'Help'** menu and select **'About Internet Explorer'**. This should now display what version you currently have installed. If you have a version older than 6 (e.g. 4.5), open your browser, click on **'Tools'** and select **'Windows Update'**. This will take you to the Microsoft website where you can download the latest version of internet explorer.

    To check what version of Netscape Navigator you have: open the browser, click on the **'Help'** menu and select **'About Netscape Navigator'**.

SECTION B

This section is for supplying possible reasons and solutions to problems you may be experiencing whilst trying to down load the database to Snooper. If after completing all the checks in Section A and you are still experiencing difficulty or have received an error message please read through the following:

1. **ERROR MESSAGE – 'The device has not been enabled yet.'**
    Please refer to Step 1 in section A for further details.

2. **ERROR MESSAGE - 'Error 521: There was a problem connecting to the Performance Products server...'**

    If you get an error message as described above this normally means that there is something blocking communication between the software, most typically a firewall, and the AURA™ server. Windows Vista, 7, 8 and 10 are supplied with a built in 'Internet Connection Firewall'. Depending upon which firewall software you have you will need to access the firewall settings and allow access for the Snooper update software.

If you do have a Firewall on your computer Snooper Updater software may appear to stop and it is at this point that your Firewall software will inform you that Snooper Updater software is trying to access the internet. Please make sure that you grant/allow/permit access through the Firewall.

Please read the messages supplied by your Firewall software carefully before choosing your option. If you do not allow the program access to the internet through the Firewall, the download process will fail.

If no message was prompted by the firewall software uninstall and then re-install the software and perform a download again.

Warning: We do not recommend disabling your firewall software in order to perform a download to Snooper, nor can we provide advice on how to alter the settings on third party software, nor can we be held responsible for any action taken by the PC user that makes the PC more vulnerable to malicious viruses, software and computer hackers. Any changes made to the PC firewall settings are solely at the PC user's discretion. We would recommend contacting the third party software manufacturer for further information of how to configure the firewall software.

SECTION C

1. **Can't receive a GPS signal**
    Please avoid places such as between buildings, overpass and tunnels and check the signal reception in a suitable place with a good view of the sky.
    When the battery is completely discharged or turning off and then on the battery switch, the initial acquisition time may be delayed.

2. **There is no screen display, even though the power is turned on.**
    Please connect the AC adapter and cigarette lighter adapter to the device and turn on the power switch as the battery may be discharged.

3. **The unit is automatically shut down during operation**
    Please check the power control setting in the Setting menu.

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4. *Can't hear anything from speaker or earphone*

    Please check the volume level.

    Please check the Mute status.

    For earphone, please check if the jack is inserted properly.

5. *Screen is dark.*

    Adjust the LCD brightness from the Setting menu.

6. *Can't read the SD card*

    Please remember that this device supports Micro-SD type or Micro-SDHC class 6 type card with max. 32GB.

    Please check if the file system is of FAT16 or FAT32.

    Please check if the surface of the card is stained with dirt.

10. *Can't write on the SD card*

    Please check if SD card is properly inserted.

    Please check if the surface of the card is dirty.

11. *Touch function does not work well.*

    Please touch the screen accurately because it cannot be recognized if you touch the screen with fingernails only or with less pressure.

    Please perform Touch Calibration.

    Note: When battery charge is low operation of the touchscreen can be affected. Please charge the battery fully and then test the screen again.

12. *Can't charge the battery*

    Please check if the AC adapter/cigarette lighter adapter is connected correctly.

    Please check if the contact area is dirty.

    If you operate the unit during USB charging, the charging may not be completed. So please turn off the unit to charge or charge the unit by using AC/cigaratte lighter adapter.

13. **Can't recognize USB cable from PC**

    Inserting SD card enables to recognize it as UMS and to be seen as a directory from PC. Please check the SD card insertion.

    Please check if the USB cable is normal and make sure it is connected properly.

14. *Can't mount the cradle*

    Please remove the dust from the place you want to mount.

    Please wash and dry the suction-cup in running water and try again.

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SPECIFICATION My Speed DVR

Processor (CPU)	MSTAR MSB 2531 800 MHz CPU of DVR AC5201A, 160MHz, 16MB memory, interpolation 1080P
OS	WinCE 6.0
Memory	4GB Flash
	SDRAM 512MB
Memory Card (Navigation)	Micro SD Card 4-32G, class 10
GPS Receiver	MSR2112
	C/A CODE: 1.023 MHZ chip rate
	Channels: 66 Channel (location search) / 22 Channel (tracking)
	Tracking Sensitivity: -165dBm
	Positioning accuracy: 10m, 2D RMS 5m, 2D RMS, WAAS enable
	Speed: 0.1m/s
	Data update rate: 1HZ
	Re-capture time: Average 1s
	Hot start-up time: Average 2s
	Warm start-up time: Average 32s
	Cold start time: Average 35s
	Maximum Positioning Height: 18,000m
	Maximum rate: 515m/s
GPS Antenna	Antenna Built-in passive ceramic antenna
LCD Display	Display size: 5"
	Display Resolution: 800x480
	16:9 TFT LCD
Bluetooth	Transmit Power : 4DBm
User Interface	Touch Screen & 1 Power/Menu Button
Speaker	Mono 8Ω / 1.0W (MAX) speaker
	High-fidelity stereo 16Ω or 32Ω headphone jacks (φ 3.5)
Microphone	40dB
DVR	
Memory Card (DVR)	Micro SD Card upto 32GB
DVR Camera	HD
Battery	Li-ion battery 1000 mAh
Power	12-24V DC OUTPUT: 5.2V DC 1.5A
Current	400-450 mAh 60 mA (4.2V) (Normal) in Operation
	800 mA (4.2V) (Normal) in Charging
	800 mA (4.2V) (Normal) in Operation & Charging
Operating Temperature range.	0℃~ 65℃ .
Storage Temperature range.	-20℃.~ +75℃.
Operating Humidity range.	45%. ~ 80%RH
Storage Temperature range.	30%. ~ 90%RH
Atmospheric pressure.	860MBar . 1060Mbar.

*Note: Only the SD card supplied will work with Snooper once synchronisation of the card and the unit has been completed. Replacement cards are available from Performance Products Limited. Please refer to Accessories & Price List for further details.

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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 or 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 SNOOPER OR ITS ACCESSORIES. THEY COULD HURT THEMSELVES OR OTHERS, OR COULD 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. A new battery or one that has not been used for a long time could have a reduced capacity the first few times it is used.

Use only Snooper approved original batteries intended for use with Snooper. We recommend that only Snooper authorised personnel replace the battery in your unit. Using other batteries and chargers could be dangerous.

Battery charge time can vary depending on different conditions such as 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.

Disposal of Old Electrical or Electronic Equipment

This symbol on the product indicates that this product shall not be treated as household waste. Instead, it shall be handed over to the applicable collection point for the recycling of electrical or electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this Snooper product. The recycling of materials will help to conserve natural resources. For more detailed information about recycling of this product, please contact your local waste authority.

Touch Screen

● To avoid scratching the touch screen, do not use sharp tools.
● Do not allow the touch screen to come into contact with other electrical devices. Electrostatic discharges can cause the touch screen to malfunction.
● Do not allow the touch screen to come into contact with water. The touch screen may malfunction in humid conditions or when exposed to water.
● Do not allow heavy objects to press against the LCD display. This can cause damage to the LCD screen
● Do not twist the casing of the unit as this can cause damage to the LCD screen
● Do not press too hard when operating the touch screen. If the touch screen is unresponsive please clean the screen with an approved cleaning solvent first and then try again. Pressing too hard on the touchscreen can cause the LCD screen to break.
● Do not drop the device as this may result in damage to the LCD screen.
● Do not strike the LCD screen with a pointed or sharp object. Whilst no visible damage may be observed the LCD display may be weakened and prone to crack if exposed to low and high temperatures.

PLEASE NOTE: Damage to the LCD is not covered under warranty where: willful or accidental damage has occurred. Use of the device otherwise than in accordance with the user instructions; any tampering with, or alteration of, the device is made by anyone other than us.

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 Seller directly for this. The consumer is responsible to ensure 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.
Snooper (Performance Products Ltd) will offer a prompt repair service. In all cases we reserve the right to inspect the product and verify the fault. Contact Seller for their returns procedure, all warranty claims MUST go through the seller. Consumer is responsible for 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 materials and workmanship for a period of one (1) year from the date of original purchase, when 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, or which has had the serial number altered, defaced or removed, or which 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 http://www.snooperneo.co.uk. You may also contact Snooper Customer Services at the address listed below for any service help you may need with Snooper products.

4. PROOF OF DATE OF PURCHASE FROM AN AUTHORIZED SNOOPER DEALER WILL BE REQUIRED FOR ANY WARRANTY SERVICE OF THIS PRODUCT.

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 BY APPLICABLE LAW.

6. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM EU COUNTRY TO EU COUNTRY.

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. BECAUSE 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 any 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 of the product or the replacement of the product only (whichever is deemed appropriate and at the sole discretion of Snooper).

10. 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 reinstallation of the unit for repair.

SNOOPER

Full Product Range & Accessories

From cables and cases to tyre pressure monitoring and dash cams, we have a full range of automotive products and accessories for all types of devices. Visit www.snooper.co.uk, call 0333 240 1000 or any authorised Snooper retailer for prices and availability.

Snooper End User License Agreement

Performance Product ltd uses the following brand names and these brand names form part of this licence agreement:

Snooper

Truckmate

Ventura

My Speed and My Speed XL

The software embedded in your Snooper product (the "Software") is owned by Performance Products Ltd or its subsidiaries brand ("Snooper"). The map data embedded in or accompanying your Snooper product (the "Map Data") is owned by HERE Global B.V("HERE") and is licensed to Snooper. Snooper also owns, or licenses from third party providers, information, traffic data, text, images, graphics, photographs, audio, video, images and other applications and data ("Other Content"). The Map Data and Other Content are collectively the "Content". Both the Software and Content are protected under copyright laws and international copyright treaties. The Software and Content are licensed, not sold. The structure, organization and code of the Software are valuable trade secrets of Snooper and/or its third-party providers. The Software and Content are provided under the following license and are subject to the following terms and conditions which are agreed to by End User ("you" or "your"), on the one hand, and Snooper and its licensors (including their licensors and suppliers) and affiliated companies on the other hand. HERE and Snooper's other licensors, including the licensors, service providers, channel partners, suppliers and affiliated companies of HERE, Snooper and their respective licensors, are each a direct and intended third party beneficiary of this Agreement and may enforce their rights directly against you in the event of your breach of this Agreement.

IMPORTANT: CAREFULLY READ THIS LICENSE BEFORE USING THIS PRODUCT. INSTALLING, COPYING, OR OTHERWISE USING THIS PRODUCT OR THE CONTENT INDICATES YOUR ACKNOWLEDGMENT THAT YOU HAVE READ THIS LICENSE AND AGREE TO ITS TERMS. IF YOU DO NOT AGREE, RETURN THE COMPLETE PRODUCT WITHIN 7 DAYS OF THE DATE YOU ACQUIRED IT (IF PURCHASED NEW) FOR A FULL REFUND TO THE DEALER FROM WHICH YOU PURCHASED THIS PRODUCT.

You, the User, acknowledge that by continuing to use of this product, that:

1. Your incorrect use of this product may cause damage/loss/endanger life/health and that of others (for example if you do not follow traffic laws and rules first and foremost, despite any instruction that the product may give you);

2. Snooper, its affiliates and its third-party suppliers, limit their liability for loss, damage, injury, consequential damages you or third parties may incur due to you not adhering to this warning and not obeying traffic rules/laws over and above any instructions of the Product.

The User is cautioned to always observe the Road Traffic Rules, Regulations and Laws ("Traffic Rules") in the territory the product is used in, as well as exercising responsible driving behavior while using the product. FAILURE TO DO SO MAY CAUSE SERIOUS INJURY/ DEATH. In the event of a conflict between the Traffic Rules and the product's instructions, the Traffic Rules must always prevail.

1. LICENSE:

SNOOPER ("we" or "us") provides you with storage media containing the Software and the embedded or accompanying Content, including any "online" or electronic documentation and printed materials (together called the "Product" for purposes of this License Agreement), and grants you a limited, non-exclusive license to use the Product in accordance with the terms of this License Agreement. The copyright and all other rights to the Product shall remain with us and, as applicable, our third-party Content providers. You must reproduce any copyright or other notice marked on the Product on all copies you make. You acknowledge the confidentiality of the Software and the Content. At all times during the Term and thereafter, you shall keep confidential and not disclose, directly or indirectly, and shall not use for your benefit or any other individual or entity, any Confidential Information of Snooper or HERE . You further acknowledge that use of HERE products with non-HERE maps may result in increased variance between the location displayed on the map and ground truth location. Snooper also reserves the right to discontinue offering any Content supplied by any third party supplier if such supplier ceases to supply such content or Snooper's contract with such supplier terminates for any reason.

2. YOU MAY:

a) Use the Product for solely your own internal business or personal use and not for resale, distribution, sublicense, commercial use or use in call centres. The Product may be used in a vehicle as part of a fleet tracking/routing and/or dispatch application.

b) transfer the Product to someone else only if you assign all of your rights under this License, cease all use of the Product, erase or destroy any copy (including the hard disk copy) made in support of your use of the Product, and ensure that the other person agrees to the terms of this License.

3. YOU MUST NOT:

a) make copies of the Product except as expressly permitted in Section 2 of this License Agreement.

b) translate, reverse engineer, decompile, disassemble or create derivative works of the Product except to the extent the foregoing restriction is expressly prohibited by applicable law.

c) rent, lease, time-share, loan, sub-license, distribute, assign, or transfer the Product or any unlock code for the product except as set out in Section 2(c) above.

d) utilize the Product to create or assist in the creation of a digital map database (a database of geospatial data containing the following information and attributes: (x) road geometry and street names; or (y) routing attributes that enable turn-by-turn navigation on such road geometry; or (z) latitude and longitude of individual addresses and house number ranges.)

e) modify the Product or merge all or any part of the Product with another program.

f) remove, obscure or alter any copyright, trademark, restrictive legend or other proprietary rights notices contained in the Product.

g) use the Product for in-flight navigation of aircraft.

h) use the Product to provide competitive information about HERE or its products to third parties.

i) use the Product or any derivative thereof for the purpose of enforcement of traffic laws including but not limited to the selection of potential locations for the installation of speed cameras, speed traps or other speed tracking devices.

4. LIFETIME MAPS:

If you purchase a Lifetime subscription ("LMU") (sold separately) or if your Snooper product comes bundled with a LMU subscription, you will receive Map Data updates when and as such updates are made available on Snooper's website, during the useful life of one (1) compatible Snooper or as long as Snooper receives Map Data from HERE or other third party provider, whichever is shorter. A product's "useful life" means the period during which the product (a) has sufficient memory capacity and other required technical capabilities to utilize current Map Data and (b) is capable of operating as intended without major repairs. A product will be deemed to be out of service and its useful life to be ended if no updates have been downloaded for such product for a period of 24 months or more. Unless otherwise stated, the updates you receive under the subscription will be updates to the same geographic area included with your Snooper product when originally purchased. In some instances, your Snooper product might not have sufficient memory remaining for you to load an update to the Map Data, in which case you will need to either (a) select reduced Map Data coverage for your updates, or (b) purchase separately a microSD card or a SD card (if and as applicable to your Snooper product) and load all of the Map Data coverage for your updates to the card and insert the card into the microSD card or SD card slot contained in your Snooper product. If neither of the measures in (a) or (b) can be used to address your product's lack of sufficient remaining memory, then Snooper may conclude that the "useful life" of your product has expired. Snooper may terminate your LMU subscription at any time if you violate any of the terms of this Agreement or your subscription. Your LMU subscription may not be transferred to another person or another Snooper product.

9. TERM:

This License shall continue for as long as you use the Product. However, this License will terminate automatically without notice from SNOOPER if you fail to comply with any of its terms or conditions. You must agree, upon termination, to destroy all copies of the Content in existence. The Limitations of Warranties and Liability set out below shall continue in force even after any termination. In addition, this Agreement shall terminate immediately upon the termination of an agreement between Snooper and any third party from whom Snooper licenses the Content. All clauses which by their nature need to continue after the termination of this Agreement such as but not limited to the Governing Law and Indemnity clauses shall remain in force despite termination of this Agreement.

10. LIMITATION OF WARRANTIES:

THE PRODUCT IS PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS" BASIS. SNOOPER AND ITS LICENSORS OR SUPPLIERS, INCLUDING HERE , EXPRESSLY DISCLAIM ALL WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, SATISFACTORY QUALITY, ACCURACY, TITLE, OR ANY WARRANTY ARISING BY LAW, STATUTE, USAGE OF TRADE, OR COURSE OF DEALING. NO ORAL OR WRITTEN ADVICE OR INFORMATION PROVIDED BY SNOOPER OR ITS SERVICE PROVIDERS, SUPPLIERS, CHANNEL PARTNERS AND LICENSORS, INCLUDING HERE , OR BY AGENTS AND EMPLOYEES OF SNOOPER, ITS SERVICE PROVIDERS, SUPPLIERS, CHANNEL PARTNERS OR LICENSORS, INCLUDING HERE , SHALL CREATE A WARRANTY, AND YOU ARE NOT ENTITLED TO RELY ON ANY SUCH ADVICE OR INFORMATION. THIS DISCLAIMER OF WARRANTIES IS AN ESSENTIAL CONDITION OF THIS AGREEMENT. Some States, Territories and Countries do not allow certain warranty exclusions, so to that extent the above exclusion may not apply to you.

11. LIMITATION OF LIABILITY:

YOU ASSUME ALL RESPONSIBILITY AND RISK FOR THE USE OF THIS PRODUCT. IT IS YOUR RESPONSIBILITY TO USE THIS PRODUCT PRUDENTLY AND TO VISUALLY VERIFY STREETS, ROADS, ROAD SIGNS AND DIRECTIONS. THIS PRODUCT IS INTENDED TO BE USED ONLY AS A TRAVEL AID AND SHOULD NOT BE USED FOR ANY PURPOSE REQUIRING PRECISE MEASUREMENT OF DIRECTION, DISTANCE OR LOCATION.

SNOOPER AND ITS SUPPLIERS AND LICENSORS, INCLUDING HERE , DISCLAIM ALL LIABILITY FOR ANY LOSS, INJURY OR DAMAGE RESULTING FROM USE OF THIS PRODUCT, WHETHER DIRECT OR INDIRECT, AND WHETHER OR NOT SNOOPER OR ANY SUCH SUPPLIER OR LICENSOR HAS BEEN ADVISED OF OR HAS KNOWLEDGE OF THE POSSIBILITY OF SUCH LOSS, INJURY OR DAMAGE. IN NO EVENT SHALL SNOOPER, HERE OR ANY OF THEIR RESPECTIVE SUPPLIERS OR LICENSORS HAVE ANY LIABILITY TO YOU OR ANY OTHER PERSON OR ENTITY FOR ANY COMPENSATORY, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, LOSS OF REVENUE OR PROFIT OR COSTS OF COVER, LOST OR DAMAGED DATA, LOSS OF USE OR BUSINESS INTERRUPTION, OR OTHER COMMERCIAL OR ECONOMIC LOSS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR THEY ARE FORESEEABLE. WE ARE ALSO NOT RESPONSIBLE FOR CLAIMS BY A THIRD PARTY. SNOOPER'S AND ITS LICENSORS' TOTAL AGGREGATE LIABILITY WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT OR OTHERWISE WITH RESPECT TO THE SNOOPER PRODUCT OR THE CONTENT SHALL NOT EXCEED $1.00. THE LIMITATIONS IN THIS SECTION SHALL APPLY WHETHER OR NOT THE ALLEGED BREACH OR DEFAULT IS A BREACH OF A FUNDAMENTAL CONDITION OR TERM OR A FUNDAMENTAL BREACH. NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, HERE SHALL HAVE NO MONETARY LIABILITY TO YOU FOR ANY CAUSE (REGARDLESS OF THE FORM OF ACTION) UNDER OR RELATING TO THIS LICENSE AGREEMENT. Some States, Territories and Countries do not allow the certain liability exclusions, or exclusion of incidental or consequential damages, so to that extent the above limitations may not apply to you.

12. GENERAL:

This License is the entire agreement between us, superseding any other agreement or discussions, oral or written, and may not be changed except by a signed agreement. This License shall be governed by and construed in accordance with the laws of the State of Kansas, United States of America. If any provision of this License is declared by a court of competent jurisdiction to be invalid, illegal, or unenforceable, such a provision shall be severed from the License and the other provisions shall remain in full force and effect. The covenants and obligations undertaken by the End User herein are intended for the direct benefit of HERE and may be enforced by HERE directly against the End User. HERE shall have the right to audit Snooper and End User for compliance with this License Agreement.

13. IF YOU RECEIVE SAFETY CAMERA INFORMATION:

You acknowledge that Products are designed to be used as an aid to safer driving. You can receive messages to alert you to locations of safety cameras ("AURA") which will enable you to monitor your speed through these areas. Snooper nor its Licensors, including HERE , warrant that all types and locations of safety cameras are available, as cameras may be removed, relocated or new cameras installed. Neither Snooper nor its Licensors, including HERE, condone speeding or any other failure to comply with your local traffic laws. It is your responsibility to drive with the posted speed limit at all times and to drive in a careful manner. Neither Snooper nor its Licensors, including HERE, accepts ANY liability whatsoever for you receiving any speeding fines or points on your license through using this device. Neither Snooper nor its Licensors, including HERE, guarantees the accuracy of the data contained within this database either expressed or implied. In the event you receive a fine or any other fine for speeding or contravention of any traffic law, or are involved in an accident, neither Snooper nor its Licensors, including HERE, are responsible for any damages of any type. In some countries the use of data or information regarding safety or speed cameras may conflict with local law and/or regulations. It is your responsibility to make sure that your use of the data is in compliance with local laws and/or other regulations. Usage is at your own risk.

14. HERE GLOBAL B.V BRAND ICON LICENSED PRODUCT (the "Brand Icon")

If your Product includes the Brand Icon, you agree that the use of the Brand Icon is subject to the terms and conditions set forth in this Agreement and there may be additional third party terms, conditions and restrictions to which the use of the Brand Icon will be subject provided to you from time to time by Snooper in the release notes applicable to your Product.

15. NORWAY DATA

You are prohibited from using the data of Norway to create commercial general purpose printed or digital maps, which are similar to the basic national products of the Norwegian Mapping Authority. Any map of the data of Norway shall be regarded as similar to the basic national products of the Norwegian Mapping Authority if such map has a regional or national coverage, and at the same time has a content, scale and format that are similar to the basic national products of the Norwegian Mapping Authority.

16. PREMIUM POINTS OF INTEREST

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