

SPYPOINT



USER MANUAL
FORCE-PRO
AND COMPARABLE

V.1.0

FORCE-PRO PRESENTATION

The FORCE-PRO is a reliable, high-performance, affordable trail camera that has all the features to meet the most demanding hunter's expectations:

- Exceptionally clear 30 MP still photos
- 4K videos enabling hunters to see what is happening in the woods in detail as if they were there
- An ultra-fast 0.2-second trigger speed
- 110-foot (34-meter) detection range ensuring that many animals will be in the photos or videos
- Up to 128 GB of storage space for photos and videos, which enables storing a very high number of images

THANK YOU FOR CHOOSING A SPYPOINT PRODUCT

This User Manual will introduce you to the features of your new FORCE-PRO and will guide you through the acquisition of its functionalities so that you can use it to its full potential.

Our priority is to offer outstanding service to our customers. If you need technical support for your camera, here is how to contact us:

Contact our chat service Monday to Friday, from **8:30 a.m. to 4:30 p.m.**, directly on the SPYPOINT site (in the lower right-hand corner of the Support section, by clicking on the **"Chat with an expert"** window, www.spypoint.com).

Go to www.spypoint.com/en/support for more information about our devices.

ABOUT US

SPYPOINT's mission is to offer you products that are easy to use, innovative, affordable, and of exceptional quality. Our products are mainly used in the hunting field and residential and commercial safety fields. They are distributed and appreciated on all continents and are continuously growing. Prosperous and respected, SPYPOINT is a company that is constantly developing new technologies and that remains attentive to its customer's needs to offer cutting-edge products with concrete solutions to improve hunting and outdoor activities.

JOIN THE SPYPOINT COMMUNITY

-  www.facebook.com/SPYPOINT
-  www.twitter.com/SPYPOINTcamera
-  www.youtube.com/SPYPOINTtrailcam
-  www.instagram.com/spypointcamera

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COMPONENTS

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- 1 No glow flash
- 2 Red LED indicator
- 3 Photo lens
- 4 Detection lens
- 5 Cable lock hole
- 6 Slot for installation strap

- 7 Lockable door latch
- 8 12 V jack
- 9 Screw-thread for standard 1/4"-20
- 10 LCD screen
- 11 OK button
- 12 Switch ON/SETUP/OFF

- 13 Navigation buttons
- 14 SD card slot
- 15 Battery compartment
- 16 Door

- 1 NO GLOW FLASH**
Night lighting to obtain black-and-white photos and videos.
- 2 RED LED INDICATOR**
When the button is in the SETUP position and you're done adjusting your settings, the red light at the front of the camera will flash to confirm a motion detection. When moved to the ON position, the red light will flash for 30 seconds to allow the user to walk away without being photographed.
- 3 PHOTO LENS**
Image sensor.
- 4 DETECTION LENS**
Enlarges the detection area of the camera's motion sensor.
- 5 CABLE LOCK HOLE**
Allows you to install a #CLM-6FT padlock cable to secure the unit (sold separately).
- 6 SLOT FOR INSTALLATION STRAP**
Allows the camera to be installed using the included installation strap.
- 7 LOCKABLE DOOR LATCH**
Allows you to lock and open the door of the camera.
- 8 12 V JACK**
Allows you to insert a power cord connected to an external 12 V source.
- 9 SCREW-THREAD FOR STANDARD 1/4"-20**
Allows you to attach a standard tripod from 1/4"-20.
- 10 LCD SCREEN**
Allows the user to access the camera's settings menu.
- 11 OK BUTTON**
Allows the user to confirm a selection.
- 12 SWITCH ON/SETUP/OFF**
Allows the user to turn the camera ON and OFF, as well as access the configuration menu.
- 13 NAVIGATION BUTTONS**
Buttons to navigate the camera's menus and set the camera.
- 14 SD CARD SLOT**
Space to insert the SD card (not included) needed to save photos and videos.
- 15 BATTERY COMPARTMENT**
Space to insert 8 AA batteries.
- 16 DOOR**
Provides access to the battery compartment, ON/SETUP/OFF switch, navigation buttons, configuration screen and SD card slot.

PHOTO RECORDING

Photo resolution	4, 16 or 30 MP (4 MP as default)
Photo file format	JPG
Time-lapse mode	5, 10, 15 or 30 minutes intervals
Multi-shot mode	Up to 6 photos per detection
Stamp on picture (only on the picture)	Date, time, temperature (°C/°F), moon phase, SPYPOINT logo, and camera model
Capture mode	Colors by day, black and white by night

VIDEO RECORDING

Video resolution	VGA, HD, FHD, QHD, 4K (see p.8 for more details)
Video file format	AVI
Sequence length	Adjustable from 10 to 60 seconds
Capture mode	Colors by day, black and white by night

AUDIO

Sound recording	Yes
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MEMORY

Internal memory	None
External memory	SD/SDHC/SDXC card up to 128 GB (not included)

VIEWING

Built-in screen	LCD (for configuration only)
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POWER SOURCES

Alkaline or lithium AA batteries	8 x AA (not included)
External 12 V battery	12 V battery (optional accessories available at SPYPOINT: #KIT6V-12V, #KIT-12V, #BATT-12V)

DETECTION SYSTEM

Movement detector	Infrared captor
Detection angle	40°
Detection range	Up to 34 meters/110 feet
Trigger speed	0.2 seconds
Delay between each detection	Adjustable from Instant to 60 minutes

NIGHT LIGHTING SYSTEM

LED	54 LED
Night light range	Up to 27 meters/90 feet
Exposure	Automatic adjustment of the infrared illumination

PHYSICAL DIMENSIONS OF THE CAMERA

12.7 cm (H) x 9.8 cm (L) x 6.9 cm (P)	5" (H) x 3.9" (L) x 2.7" (P)
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RECOMMANDATIONS

Operating temperature	-30 °C to 50 °C (-22 °F to 122 °F)
Storage temperature	-40 °C to 60 °C (-40 °F to 140 °F)

BATTERY LEVEL ICON

The battery level is shown in the top right corner of the screen when the camera is in SETUP mode. When a single bar remains, the camera will continue to take photos. However, we strongly recommend changing the AA batteries or charging the lithium battery pack before they are drained of power. If a video is being recorded and the battery level reaches 0%, the camera saves the file before shutting down.



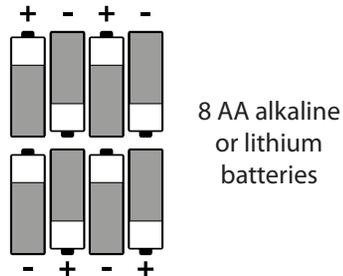
CHOOSING A POWER SOURCE

2 options are available to you:

- Alkaline or lithium AA batteries
- Rechargeable battery 12 V (#KIT-12V sold separately)



12 V
jack



8 AA alkaline
or lithium
batteries

⚠ Make sure to insert the AA batteries according to their polarity (+) and (-) as shown in the battery compartment.

FOR BEST RESULTS AND NO LEAKAGE

- Use only new alkaline or lithium batteries.
- Do not mix new and old batteries.
- Do not use rechargeable AA batteries (their lower voltage can generate operational issues).

AN EXTERNAL 12 V BATTERY

- The camera was designed to recognize and use an optional power source other than the 8 AA batteries.
- If the user configures the camera in a way that requires a lot of battery power, it is recommended to use a secondary power source.
- You can purchase a 12 V cable and battery kit (like the #KIT12V, sold separately). Simply plug the 12 V cable into the 12 V jack of the camera and connect the other cable end to the 12 V battery.



MANAGING VARIOUS CAMERA POWER SUPPLY

If you choose to plug an external 12 V battery (#KIT-12V, sold separately) into your camera, it becomes your camera's new primary power source. The AA batteries will only be used once the 12 V battery is depleted.

INSTALLING A SD CARD (NOT INCLUDED)

The use of a memory card is necessary for the operation of the camera. It allows you to save photos and videos. For better performance, we recommend that you insert only an SD/SDHC/SDXC card with a capacity of 128 GB. **Avoid using a microSD card with an SD adapter.**



Once the SD card reaches its storage limit, your camera will stop taking photos or videos. Replace it or transfer its content on another media.

When the camera is turned ON and no memory card is inserted, the screen will display the message “No card”

Here is three tables showing the approximate number of videos that can be saved, based on different memory card capacities.

	PHOTOS RESOLUTIONS		
	4 MP	16 MP	30 MP
8 GB	9 450	3 025	1 860
16 GB	18 900	6 050	3 721
32 GB	37 800	12 100	7 442
64 GB	75 600	24 200	14 884
128 GB	151 200	48 400	29 768

	CAPACITY FOR ONE-MINUTE VIDEOS				
	VGA	HD	FHD	QHD	4K
8 GB	70	30	25	25	20
16 GB	140	60	50	50	40
32 GB	280	120	100	100	80
64 GB	560	240	200	200	160
128 GB	1 120	480	400	400	320

VIDEOS RESOLUTIONS					
VGA	HD	FHD	QHD	4K	
640 x 480	1 280 x 720	1 920 x 1080	2 560 x 1 440	3 840 x 2 160	

MEMORY CARD

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INSERTING YOUR SD CARD

Before inserting the SD card into your camera, it must be formatted via a computer to ensure proper operations. Visit www.spypoint.com/en/support if you need help formatting your SD card.

- Make sure the camera is turned OFF to prevent any loss or damage to photos already saved on the memory card. Also, make sure the switch on the side of the SD card is not set on LOCK.
- Locate the SD card slot. It is on the bottom right corner of the camera (see diagram).
- Insert a standard SD memory card (up to a 128 GB capacity) in the SD card slot placing the bevelled corner on the upper right-hand side (see diagram).
- The card is inserted correctly when a click is heard.

REMOVING YOUR SD CARD

- Before removing a memory card, always turn your camera OFF to prevent files from on the card from being deleted or damaged.
- To remove the card, push it lightly into the camera until you hear a click. Then take it out of the device.



GENERAL SETTINGS SETUP

Use the ▲▼◀▶ buttons to switch to the LCD display or to change options, and press OK to select. Several setup pages will be displayed.

1. To turn the camera ON/OFF, use the ON/SETUP/OFF switch.
In the ON position, the camera turns on. In the OFF position, the camera turns off.
2. The switch must be on SETUP to make your initial changes.
3. When the switch is on SETUP, press OK to open the MENU:
 - Set the **language** (English, Français, Deutsch)
 - Set the **date** (MM/DD/YY or DD/MM/YY)
 - Set the **time** (12 h or 24 h)
 - Set the **temperature** (°F/°C)



ADJUST THE SETTINGS FOR THE 3 MODES OF OPERATION

PHOTO MODE

1. Camera icon showing the **Photo mode**.
2. The number of mega pixels selected (4, 16 or 30 MP).
3. Battery power level icon.
4. Time.
5. Number of shots available on the SD card (photos taken so far/number of shots left).
6. Press OK to access the settings.



<p>DELAY Instant; 3 seconds; 5 seconds; 10 seconds; 20 seconds; 30 seconds; 1 minute; 5 minutes; 10 minutes; 30 minutes; 60 minutes</p>	<p>Allows you to choose the period of time to wait before the camera detects again and records the next picture. A longer delay minimizes the number of photos taken and therefore maximizes battery life. A shorter delay maximizes surveillance in the area but consumes more power. Shorter delays are recommended when the camera is used for security purposes. Once you have selected the delay, press OK.</p>
<p>QUALITY 4 MP; 16 MP; 30 MP</p>	<p>Allows you to select a resolution of 4, 16 or 30 MP. Once your selection is made, press OK.</p>
<p>MULTI 1; 2; 3; 4; 5; 6</p>	<p>Allows you to take up to 6 consecutive photos per detection with a delay of 5-second between each photo. Once your selection is made, press OK.</p>
<p>DETECT Low; Normal; High; Auto</p>	<p>Allows you to choose the detection sensitivity of the device. A higher sensitivity allows you to detect movement in front of the camera more effectively, so the camera will take more pictures. Once your selection is made, press OK.</p>

VIDEO MODE

1. Icon showing the **Video mode**.
2. Battery power level icon.
3. Time.
4. Approximate video time available for recording.
5. Press OK to access the settings.



DELAY

Instant; 3 seconds; 5 seconds;
10 seconds; 20 seconds;
30 seconds; 1 minute; 5 minutes;
10 minutes; 30 minutes; 60 minutes

Allows you to choose the period of time to wait before the camera detects again and records the next video. A longer delay minimizes the number of videos taken and therefore maximizes battery life. A shorter delay maximizes surveillance in the area but consumes more power. Shorter delays are recommended when the camera is used for security purposes. Once you have selected the delay, press OK.

QUALITY

VGA; HD; FHD; QHD; 4K

Allows the user to choose between VGA, HD, FHD, QHD or 4K. Once your selection is made, press OK.

DURATION

10 seconds; 20 seconds;
30 seconds; 60 seconds

Allows the user to select the duration of the recording when the camera is in Video mode. Once your selection is made, press OK.

DETECT

Low; Normal; High; Auto

Allows you to choose the detection sensitivity of the device. A higher sensitivity allows you to detect movement in front of the camera more effectively, so the camera will take more videos. Once your selection is made, press OK.

TIME-LAPSE MODE

1. Camera icon showing the **Time-lapse mode**.
2. Battery power level icon.
3. Time.
4. Number of shots available on the SD card (photos taken so far/number of shots left).
5. Press OK to access the settings.



TLDELAY

5 minutes; 10 minutes;
15 minutes; 30 minutes

Allows the camera to take photos at regular preset intervals. For example, if “5 minutes” is selected in the Time-lapse mode, the camera takes a photo every 5 minutes even if there is no detection. This option allows the user, among other things, to obtain photos of game outside the detection range of the camera.

Note: The Time-lapse mode only applies for photos, not videos. When the Time-lapse mode is selected, the Delay option and the Multi-shot mode are disabled.

OTHER OPTIONS

NAME	Allows you to name the camera for easy identification. This function is very useful for users with more than one camera.		
ABOUT	Displays the software version and allows for updates.		
DEFAULT	Allows you to reset the camera to its original state.		
FORMAT	Allows the camera to format the SD card the next time it is used. Note: Reformatting the SD card will delete all photos and videos on the card. Only format the card if you are sure you want to delete everything on it. Transfer all data to your computer beforehand.		
NIGHT	Allows to select the best lighting option for nighttime photos and videos.		
	Choose the BOOST option for maximum brightness at night, select OPTIMAL to reduce fuzziness at night, and MIN BLUR to minimize the blurriness of moving objects. Once you have made your selection, press OK.		
	Note: Regardless of the mode, the flash remains invisible.		
		Optimal mode	Boost mode
Battery life	★★★★★	★★★★★	★★★★★
Flash range	★★★★★	★★★★★	★★★★★
Blur reduction	★★★★★	★★★★★	★★★★★

RECOMMENDED CONFIGURATION

The camera can be configured to be used in trails. This situation usually presents a lower level of activity, topics that move quickly and fewer photos. This configuration increases the chances of detecting animals in succession.

The camera can also be configured to be used in a bait site. This situation usually presents a high level of activity, slower subjects and more photos. This configuration allows to reduce the number of photos taken while capturing all the activities at the baiting site.

This table presents the suggested configuration for these two situations:

 **Battery life may be affected if the configurations are not suitable for the situation.**

	Trail use	Baiting site use
		
Delay	Instant	5 minutes
Multi-shots	1	1-6

CAMERA SOFTWARE UPDATES

Go to www.spypoint.com/en/support for instructions on how to perform camera software updates.

OPERATION

Once the setup is complete, turn the button from SETUP to ON. You may also switch from SETUP to OFF and turn the device ON later.

RED LED INDICATOR

In SETUP mode: The light flashes when motion is detected. It also allows the user to verify that the targeted detection distance is adequate during installation.

In ON mode: The light flashes for 30 seconds to allow the user to leave the area, after the installation, without being photographed. When the light turns off, the camera is ready for use.



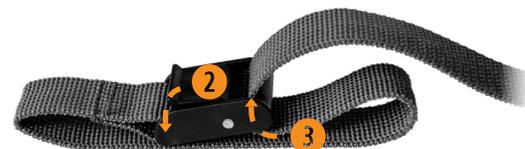
INSTALLING YOUR CAMERA

1. To install the camera, loop the installation strap through the intended slot (see diagram).
2. Choose a solid tree that does not move in the wind, as movement will cause false detections.
3. Make sure the area immediately in front of your camera is free of branches or twigs that could be blown away by the wind.
4. The camera should be at the same height of the animal's mid-body.
5. The targeted animal should be at 25 feet (7.5 meters) away from the camera.
6. To produce brighter photos at night, there should be items reflecting the camera's flash in the background.

INSTALLATION WITH THE SUPPLIED STRAP

The dimensions of the included strap are 2.5 cm (1") X 152 cm (60").

1. Thread the strap through the slot for the installation strap found at the back of the camera.
2. Press and hold down the latch.
3. Thread the strap through the latch from behind, as shown below.



TRANSFERRING FILES TO A COMPUTER

- Turn the camera OFF.
- Remove the SD card from the camera.
- Insert the SD card in the SD computer slot, or use a USB adapter for SD cards.
- The computer will recognize the SD card.

ON A PC

On your desktop, click on **"My Computer"** or **"This PC"**.

Locate your device under **"Removable Disk"** and click to access it. Then, click on **"DCIM"** and **"100DSCIM"** to find all saved photos.

Select the photos you want to copy. With some Windows versions, the simplest way is to select them by clicking on the **"Home"** tab and choosing **"Select all"** on the right side. With some Windows versions, you can press on **"Ctrl"** and **"A"** or click on the **"Edit"** menu and choose **"Select all"**.

Click on the **"Copy"** icon on the left of the ribbon (or hold the **"Ctrl"** and **"C"** keys).

NOTE

If you do not want to select all photos, hold down the **"Ctrl"** key and click on the photos you want to select before clicking on the **"Copy"** icon.

Access the folder where you want to save your photos or create a new folder by clicking on the **"New folder"** button. (You can also click on **"Ctrl"**, **"Shift"**, and **"N"** to create a new folder, or right-click in a blank space in the **"Pictures"** folder and choose **"New"**, then, in the following menu, click on **"Folder"**.)

Enter a name for your new folder, click on **"Enter"**, then double-click on the folder to open it. In the **"Home"** tab, choose **"Paste"** (or click simultaneously on the **"Ctrl"** and **"V"** keys). The photos will be copied in the new folder.

ON A MAC

Click on the search tool in the **"Toolbar"**. Locate your device under the **"Devices"** tab and click to access it. Then click on **"DCIM"** and **"100DSCIM"** to find all saved photos.

Click on **"Modify"** in the toolbar at the top of the screen, then click on **"Select All"** to highlight all individual images on the device. You can also access the **"Select All"** option by simultaneously clicking **"Cmd"** and **"A"**.

If you don't want to import everything, you can highlight the desired pictures individually. Transfer pictures by clicking on **"Cmd"** and on the file name. Click on **"Edit again"** and then **"Copy"** (or **"Cmd"** and **"C"**) to copy the highlighted pictures.

Access the folder where you want to save your pictures, or create a new folder by right-clicking and pressing **"Cmd"** at the same time, then select **"New Folder"** from the menu.

Click on **"Modify"**, then on **"Copy"** (or **"Cmd"** and **"V"**) to copy your chosen pictures in the selected folder. The pictures can take a few minutes to download, depending on the size of the file and the number of pictures you are importing.

Once your pictures are transferred, click on the **"Eject"** icon beside the name of your device, then unplug the device from your MAC.

OFFERED ACCESSORIES

SPYPOINT | FORCE-PRO



12 V BATTERY, CHARGER & HOUSING KIT

Compatible with all SPYPOINT devices with a 12 V socket. Case, AC charger, 12 feet (3.6 meters) power cable (#PW-12FT) and strap included.

#KIT-12V



STEEL SECURITY BOX FOR 48 LEDs AND UP CAMERAS

Fits all 48 LEDs and up SPYPOINT cameras.

#SB-400S



ADJUSTABLE MOUNTING ARM

Fits any camera with a standard 1/4"-20 screw-in tripod mount. It can rotate 360° and tilt approx. ± 90°.

#MA-360-C (camo)



12 V POWER CABLE

12 feet (3.6 meters) cable with alligator clips to connect to a 12 V camera battery.

#CB-12FT



CABLE LOCK

6 feet (4.57 meters) cable lock compatible with all cameras and security boxes from SPYPOINT.

#CLM-6FT



16 GB SD CARD

16 GB SDHC UHS-1 memory card. 10-year warranty. Ultra high speed class 10.

#SD-16GB

For more information about other available accessories, go to www.spypoint.com.

PROBLEMS	POSSIBLE SOLUTIONS
IMPOSSIBLE TO TURN THE CAMERA ON	<ol style="list-style-type: none"> 1. Check if there are batteries in the camera. 2. Check if the batteries are correctly installed. 3. Install the latest update (available on www.spypoint.com under the SUPPORT section). 4. Replace the batteries.
THE CAMERA'S SCREEN SHUTS OFF	<p>Turn OFF the camera and turn it ON again.</p>
THE CAMERA IS NO LONGER RESPONDING	<ol style="list-style-type: none"> 1. Remove the batteries and re-insert them. 2. Replace the batteries.
THE CAMERA DOESN'T TAKE PICTURES/VIDEOS	<ol style="list-style-type: none"> 1. Make sure the camera is turned ON. 2. Check if there are batteries in the camera. 3. Replace the batteries. 4. If it is not already done, remove the protective sticker on the detection lens of your camera. 5. Format the SD card. Do not choose the "Quick format" option. 6. If none of the previous solutions works, reset the camera and the settings.
BLURRY PHOTOS	<p>Low-lighting conditions and fast-moving subjects may produce streaks on the photo; try setting the "Night mode" to "Optimal".</p>
THE RED LIGHT IN FRONT OF THE CAMERA FLASHES	<ol style="list-style-type: none"> 1. During the installation, the delay light flashes for 30 seconds to allow the user to walk away without being photographed. 2. The camera is in TEST mode and detects movement.

PROBLEMS	POSSIBLE SOLUTIONS
NO ONE OR NO ANIMALS ON PHOTOS/VIDEOS	<ol style="list-style-type: none">1. Make sure the camera is not pointing the sunrise or sunset, which could cause false detections.2. At night, the motion detector can detect beyond the range of the infrared LEDs. Reduce camera sensitivity.3. Small animals may trigger the camera. Reduce the sensitivity and/or increase the height of the camera.4. The motion detector can detect animals through the foliage.5. Verify if the tree against which the camera is installed is stable and does not move.6. Make sure the area immediately in front of your camera is free of branches or twigs the wind could move. This would result in false detections.
THE CAMERA TAKES DARK PHOTOS/VIDEOS AT NIGHT	<ol style="list-style-type: none">1. Verify the charge level of the batteries, as the night lighting may be malfunctioning if the charge level is low.2. Make sure the subject is within range of the night lighting (approximately 80 feet).3. To get better photos at night, try setting the “Night mode” to “Boost” to increase the strength of the infrared LEDs.4. Make sure there are elements in the background for the light of the infrared LEDs to reflect on.5. Test the night lighting in a dark room to see if you are able to get good quality photos in black and white.
THE CAMERA TAKES BLACK PHOTOS/VIDEOS	<ol style="list-style-type: none">1. Check the battery level to see if battery power is full as the flash will stop operating near the end of the battery life, especially if you're recording a video.2. Make sure there are elements in the background for the light of the infrared LEDs to reflect on.3. Test the night lighting in a dark room to see if you are able to get good quality photos in black and white.

MESSAGES DISPLAYED ON THE SCREEN	DESCRIPTIONS / SOLUTIONS
NO CARD	<p>A memory card is required to save videos and photos. Make sure the camera is turned OFF, then insert the SD memory card and turn the camera back ON.</p>
CARD ERROR	<p>The camera cannot access the memory card:</p> <ol style="list-style-type: none"> 1. Turn OFF the camera and turn it back ON again. 2. Remove the memory card and reinsert it. 3. Check if the gold contacts are clean. 4. Make sure the switch on the side of the card is not in LOCK position. 5. Format the memory card (so that you don't delete your files, copy them externally before formatting the card). 6. Replace your SD card.
BATTERY LOW	<p>Appears on the screen just before the camera turns OFF :</p> <ol style="list-style-type: none"> 1. Replace the batteries with new ones. 2. Plug the device into a 12 V power source.
FORMATTING IN PROGRESS	<p>Wait until the formatting process is completed.</p>
FORMATTING COMPLETED	<p>No further action is required.</p>

MESSAGES DISPLAYED ON THE SCREEN	DESCRIPTIONS / SOLUTIONS
FORMATTING ERROR	<ol style="list-style-type: none">1. Try reformatting your SD card.2. Replace your SD card.
MEMORY FULL	<ol style="list-style-type: none">1. Free up memory space on your SD card by backing up your photos and videos externally.2. Replace your SD card.
BUSY	Camera is busy. Please wait.
UPDATE	A camera update is in progress. Please wait.
NO UPDATE FILES	<p>You're trying to complete a camera update without the required files on your SD card for such an update:</p> <p>Make sure to upload these files prior to launching an update.</p>

LIMITED WARRANTY

This SPYPOINT product is covered by a 2-year warranty that also covers parts and workmanship from the purchase date. The electronic cash register receipt is a proof of purchase and must be presented to confirm that the warranty is applicable. This warranty will be honored in the country of the original purchase only.

THIS SPYPOINT WARRANTY DOESN'T APPLY TO:

- Consumable parts, including but not limited to batteries, the performance of which are designed to decrease over time.
- Damages caused by improper use of the device, use of the device with another product, negligence, accidents, contact with liquid, fires, earthquakes, or any other type of external causes.
- SPYPOINT products bought online from an unauthorized retailer.
- Products that were modified or altered.
- Aesthetic damages, including but not limited to scratches or plastic breakage.
- Damages caused by the usage of a product outside of the SPYPOINT recommendations.

INSTRUCTIONS FOR REPAIR SERVICES

SPYPOINT will repair the product, free of charge, or replace it at its discretion by an equivalent product, if it has a manufacturing defect covered by the warranty described above. Shipping costs to send us a product will have to be assumed by the customer at all times. SPYPOINT will assume shipping costs only for the return of products under warranty.

Breakage or defect repairs not covered by the warranty will be charged at a reasonable cost. The customer will be responsible for all shipping costs.

IMPORTANT

In no circumstances will SPYPOINT accept returns without an RMA number (return merchandise authorization). It is essential to contact SPYPOINT before making a return.

1. Before sending a product for repairs, you can get help in many ways. Most problems can be solved over the phone or online:
 - Contact the chat service, Monday to Friday, from **8:30 a.m. to 4:30 p.m.**, directly on the SPYPOINT website (in the lower right corner of the Support section, by clicking on the **"Chat with an expert"** window, **www.spypoint.com**).
 - Contact us by email at the following address: **service@spypoint.com**
 - Go to **www.spypoint.com/en/support** for more information about your devices.
2. If a product has to be returned, you will be assigned an RMA number to authorize the return of the product and for future reference. Please keep this number with you.
3. The original receipt or a copy of the receipt has to be included to in the package prepared for SPYPOINT.
4. The RMA number should be written on the outside of the package and it should be sent to:

CANADA

SPYPOINT

330 Jacques-Cartier Street
Victoriaville, QC, G6T 1Y3

UNITED STATES

DISTRIBUTION CENTER

3000 Gannett Avenue
Des Moines, Iowa, 50321

The customer is held responsible for any loss or damage that may occur to the product during transport to SPYPOINT. It is recommended to use a shipping method that offers a tracking number. This will help protect your shipment.

FC FCC REGULATION

Article 15 of the FCC regulation

This equipment has been tested and found to comply with the limits for a class B digital device, in accordance with article 15 of the Federal Communications Commission (FCC). These limits were designed to offer a reasonable protection against harmful interference to a residential installation. This device generates, uses, and can emit radio frequencies and, if not installed according to the instructions, may cause damage to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device causes harmful interference to TV or radio reception, which you can determine by turning your device off, we invite you to try one of the following corrective measures:

1. Reorient the receiving antenna.
2. Move the device away from the component receiving waves.
3. Plug the device into an AC outlet different from the one the component receiving waves is plugged in.
4. If necessary, consult your local electronics store or radio/television service technician for additional suggestions.

All modifications or changes made to this device without the approval of the parties responsible for certification may void the user's authority to use the device. This device complies with article 15 of the FCC regulations. There are two conditions under which this device may be used:

1. This device must not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

DISPOSAL

ONLY USE ORIGINAL SPARE PARTS AND ACCESSORIES.

If, one day, your camera has been used so intensively that it has to be replaced, or if you no longer have any use for it, you are obliged to dispose of it at a recycling center.

Information on return points for your electrical appliance can be obtained from your local waste disposal company or from your local administrative offices.

Electrical appliances not only contain valuable recyclable raw materials, but also substances which, if disposed of improperly, can affect public health and the environment. Help ensure that valuable raw materials are recycled by returning your old appliance to a central collection point.

The WEEE (Waste Electrical and Electronic Equipment Directive) symbol represents the obligation for the labeled camera to be sent to a separate center for the proper recycling of electrical and electronic equipment.

