

ACTIVATION PROCEDURE

CANADA/FIDO/MYSPYPOINT™

v2.1



REMINDER

Use this section to keep your important information!



mySPYPOINT™ account

Email: _____

Password: _____

FIDO account

Phone number: _____

Temporary code: _____

Password: _____

This procedure will guide you through the process of activating your new camera. It is important to carefully follow each of the following steps:

1. Configuring your camera (mySPYPOINT™)
2. Creating your mySPYPOINT™ account
3. Creating a FIDO account
4. Purchase and add a data plan to your FIDO account

Before beginning:

- It is important that the camera is updated with the latest software. Visit our website www.spypoint.com to download the latest updates.
- It is important to use Internet Explorer (Safari for Mac users) during this entire procedure. Mozilla Firefox or other web browsers are not compatible.
- If you are using your own SIM card on which a "Data" plan is already activated, steps 3 and 4 are not required.
- If you have any problems during the activation of your camera, make sure you have already read and followed each step in this procedure before contacting SPYPOINT® technical support. This way, you will be able to provide the necessary information to the technician for them to accurately provide proper support.
- Prepare the following:
 - SPYPOINT® LIVE camera
 - SIM card
 - 8 AA batteries or a SPYPOINT® LIT-09 lithium battery pack
 - Credit card
 - Pencil
 - Computer with internet access
 - Phillips screwdriver

1. Configuring your camera (mySPYPOINT™)

These steps will help you set up your camera so that it transfers the pictures taken during detections to your mySPYPOINT™ account.

1. Turn on your camera, then use the arrows to move the menu selector on "Settings" and click on "OK".
2. Press the down arrow until you see appear the option "Send by" and press "OK" Then use the arrow on the top and bottom to change the options until it displays "myspypoint" and press "OK".
3. Your camera is now configured to send photos taken to your mySPYPOINT™ account.

2. Creating your mySPYPOINT™ account

These steps will allow you to use the interface of the website mySPYPOINT™ to save and manage photos received from your SPYPOINT® LIVE camera. Fees of \$19.99+TX./yr per camera are required in order to use this service.

4. To begin registration of your new **mySPYPOINT™** account , go to www.myspypoint.com
5. Click "**Registrar now**" and enter your personal information as indicated, then click "**Subscribe**" (this may take few seconds).
6. You will be asked to confirm your registration via email. An email from "info@myspypoint.com" will be automatically sent to your personal email, the one you entered in step #5.
7. Once confirmed, a new page will open and you will have access to your new account.
8. Once back to the home page of **mySPYPOINT™**, click on "**Account**". This page will allows you to add your camera to your account (follow the steps 9 to 18), as well as add a SMS package (follow the steps 19 to 23). The last option, will allows users (up to 5) to instantly receive on their mobile phone a notifications sent by the system when new photos are transferring. In addition, important alerts that are sent by the system are also collected by instant messaging.
9. To the right of the section entitled "CAMERAS MANAGEMENT", click on "**Add**" to add your camera to your account.
10. Enter a name for your camera. For example, if your camera is installed in your house, you can call it "HOUSE".
11. Insert your SIM card into the SPYPOINT® LIVE camera. The SIM card compartment is located under the batteries. You need to use a Phillips screwdriver to open and close the compartment. (see section "Installing the SIM card" of the user manual for more details)
12. Turn on your camera and choose "SETTINGS" option. Be sure the MODE is set to "Cellular", the COUNTRY to "Canada" and the CARRIER to "FIDO".
13. Still in the "SETTINGS" option, select "INFO" option. Wait a couple of seconds and you will see SIM number appearing on the display.
14. Back to your computer, enter the SIM card number that appears on the screen of your camera in "INFO" mode.
15. Enter the serial number of your camera (displayed at the bottom left corner of the camera screen in the main menu S/N: xxxxxxx) and click "**Continue**".

ACTIVATION PROCEDURE

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16. Select the monthly data transfer limit according to your service provider data plan. This option makes sure you do not exceed the amount of data permitted on your data plan. An email will be sent to the address related to your account when you have reached 80% of your monthly limit. The picture transmission to your mySPYPOINT™ account will be automatically blocked if the amount of data transfer reaches 95% of the limit chosen (the camera continues recording locally on the SD card). This monthly data transfer limit can be changed at a later time through the cameras management section of your account under the "Account" tab.
17. An invoice will appear to pay your registration. This will give you access to your mySPYPOINT™ account linked to your SPYPOINT® LIVE camera for one year. Enter your credit card information as requested
18. Check the box "I have read and I accept the methods of transaction." and click "Pay".

SMS Section (optional)

19. Once back to the home page of mySPYPOINT™, click on "Account".
20. To the right of the section entitled "SMS PACKAGE MANAGEMENT", click on "Add" to add a SMS package to your account.
21. You must then make a choice among the available packages, then click on "Continue".
22. An invoice will appear to pay your entry in the SMS service and it will give you instant access to your mobile phone alerts. Enter your credit information as requested.
23. Check the box "I have read and I accept the methods of transaction" and click on "Pay".

3. Creating a FIDO account

Note: If an error occurs during the creation of your online FIDO account and that a message appear to offer you to contact FIDO customer service, please contact the SPYPOINT® technical service, they will be able to serve you better.

24. Using a computer with internet access, go to FIDO's website at www.fido.ca
25. Click "Activate your FIDO" in the lower left hand corner of the page.
26. Click "START"
27. Select "PREPAID SERVICE"
28. Select "NO" to the question: "Do you have a Fido Phone?"
29. Enter the 20 digit of the FIDO SIM card supplied with the camera SPYPOINT® LIVE in the appropriate field (this number can also be found on the SIM card support).
30. Click "Continue".
31. Choose "By the minute 30¢ Anytime" by clicking the "Add" button associated with this column. This plan is located at the bottom of the page.
32. On the page "3 : Enhance with add-ons", select "500 MB Data Add-on" for \$25.00/monthly or "100 MB Data Add-on" for \$10.00/monthly.

Approximate comparison between data plans to help you choose your FIDO data plan:
100 MB = 5 000 thumbnails OR 1 000 high resolution pictures = \$ 10.00 / month
500 MB = 25 000 thumbnails OR 5 000 high resolution pictures = \$ 25.00 / month

ACTIVATION PROCEDURE

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v2.1



33. Once you have selected a data plan, click "Add" at the bottom of the page.
34. On the page "Shopping Cart Summary", select your province of residence in the section "Sub-total" and click "Check Out".
35. On the page "Pick your phone number", choose your province of residence and city. If your city does not appear in the list, choose the nearest to yours. Then click "FIND AVAILABLE NUMBERS".
36. Select the desired number among the list, write it down in the section called "Reminder" located at the first page of this procedure and click "Continue".
37. Enter your personal information as requested. (Address & Payment)
38. At the bottom of the page, select "No thanks" and then "Continue".
39. On the page "4. Review", double check your information and check the box "I agree to these terms & conditions" and click "Place your order" at the bottom of the page.
40. Your FIDO account is now created. You will receive an email from FIDO confirming the activation of your account. You will find a summary of your account information such as your personal identification number (PIN). This number is only required if you want to refill your account by phone or using a prepaid card.
41. Turn on your SPYPOINT® LIVE camera.
42. Go to the SETTINGS menu and change the option CARRIER to FIDO.
43. Go back to main menu and choose TEST mode. Make sure that the signal strength icon on the upper left corner of the screen shows at least one white bar.
44. Now go in SMS tab of the SETTINGS menu. When you select "Inbox", you should see a message from FIDO giving you your temporary code. (this process may take up to 5 minutes). Write down this temporary code in the "Reminder" section. Delete this message by pressing "OK".
45. After receiving the first text message, it is possible that you receive other confirmation messages from FIDO, press "OK" to delete them.

4. Purchase and add a data plan to your FIDO account

46. Return to FIDO's website at www.fido.ca
47. On the homepage, click "Already a customer, log in" in the upper right corner.
48. In the section "Not Yet Registered?", enter the phone number (without dashes or spaces) that you have selected yourself when creating your account and click "Continue".
49. In the field provided for that purpose, enter your temporary code. If you have not received your temporary code, an option located on the right side of the page will allow you to resend this code to the camera. Make sure the camera is set to TEST mode and that the signal strength icon shows at least 1 white bar.
50. Then choose your own password, make sure to note this new password in the "Reminder" section because you will need it to refill your account once a month. Click "Continue".
51. The main page of your account will appear. To add a data plan to your account and start using your new SPYPOINT® LIVE camera, click "Register your credit card for one time refill and/or to set up Auto Refill" in the section "Payment method".
52. Enter the required information in the appropriate fields to register your credit card.
53. Check the box "I authorize Fido to validate the credit card information I've provided above." and click "Submit".
54. On the page "Thank you for registering your credit card" click "Back to my account".

ACTIVATION PROCEDURE

CANADA/FIDO/MYSPYPOINT™

v2.1



55. The main page of your account will appear. To add an amount of money to your account valid for 1 month, go to the option "One time refill" in the section "Refill" and continue to point # 48. If you want to set up a monthly automatic recharge of your account, go to the option "Auto Refill" in the section "Payment Method" and then skip to step # 50.



IMPORTANT: Your FIDO account works like a bank account into which you place money. Withdrawals are made each month to cover expenses related to the "Data" option that you chose previously (100Mo/month or 500Mo/month for sending photos via mySPYPOINT™). Mandatory fee for access to 911 emergency services are also withdrawn each month (about \$ 1.15 / month, depending on your province of residence). For this reason, it is necessary that the balance on your account always includes the amount of your "Data" option as well as the fee for access to emergency services. When opening your account, we suggest adding \$ 20 extra, which will cover the fee for access to emergency services for the upcoming months.

56. In the section "One time refill", choose the amount you want to add to your account under the option "Select the amount" then click "Continue". Several options are available, here are the most advantageous options depending on the data plan you chose in step # 24:
- Select an amount of "\$ 10 valid for 30 days" if you chose a data plan of 100 MB for \$ 10 / month and click "Continue"
- OR
- Select an amount of "\$ 30 valid for 30 days" if you chose a data plan of 500 MB for \$ 25 / month and click "Continue" (Fido does not refill for \$ 25)
- OR
- Select an amount of "\$ 100 valid for 365 days" if you want a long term solution without losing your balance each month for unused data.
57. On the page "Order Summary", you will find the details of your transaction. Click "Submit" at the bottom of the page once you have verified the information.
58. In the section "Auto Refill", select the option "Sign up for Auto Refill".
59. On the page "Sign up for Auto Refill" check the box "Sign up to the Monthly option" and then select the desired amount.
60. Check the confirmation box at the bottom of the page and then click the "Submit" button.
61. You will now be ready to use your SPYPOINT® LIVE camera.
62. To verify the configuration, go to the "SETTINGS" menu again and select "CONN. TEST". After a few seconds, the camera will try its first communication with your mySPYPOINT™ account on.
- Don't forget to select "FIDO" carrier in the "SETTINGS" menu.**
- If no error message appears, the camera is now ready to be used in photo mode.
 - If an error message shows up, power cycle the camera and go back to TEST mode to verify the signal strength of the network. If the signal bars are still red after 2 minutes, that's mean the cellular signal is not strong enough at this place. You can try to make this test outside of your home to get a better signal. If you can't find the solution to the problem, refer to the section "Error Messages" of your user manual and please contact our technical department at 1-888-779-7646 during business hours from Monday to Friday from 8h30 am to 5 pm (UTC-05:00) or at the following email address: tech@spypoint.com