USER MANUAL
ULTRACOMPACT TRAIL CAMERA

MODÈLES :
FORCE-20 AND SIMILAR MODELS*

2 YEAR WARRANTY

www.spypoint.com

service@spypoint.com

support.spypoint.com

FORCE-20

* Specifications and features may vary according to model. Refer to our website or package for details.

VERSION 3.0

THANK YOU FOR CHOOSING A SPYPOINT PRODUCT.

This manual is designed to guide you through all the great features of your SPYPOINT device so you can optimize its use, all while making the most of your time in the field.

We strive to provide our customers with a positive experience and an outstanding service. If you require product support, here's how to contact us:

Through the web chat service offered on our website, from Monday to Friday, between 8:30 a.m. and 4:30 p.m.
(Simply click on the orange "Need help?" button found on the bottom right corner of your screen.)
www.spypoint.com

By e-mail at:
service@spypoint.com

On our website at **support.spypoint.com** for more information on your cameras, or by phone at **1-888-779-7646**, for customer service assistance.

ABOUT US

GG Telecom is dedicated to providing you with products that are easy-to-use, innovative, affordable, and of exceptional quality. SPYPOINT products are mainly used for hunting or residential and commercial security. Our products are distributed and sought-after on all continents, and their popularity continues to grow. As a successful and respected company, GG Telecom is constantly on the look-out for new technologies while being attentive to our customers and their needs. This allows us to provide cutting-edge products and practical solutions that enhance our customers' hunting and outdoor activities.

JOIN THE SPYPOINT COMMUNITY

facebook.com/SPYPOINT

twitter.com/SPYPOINTcamera

youtube.com/SPYPOINTtrailcam

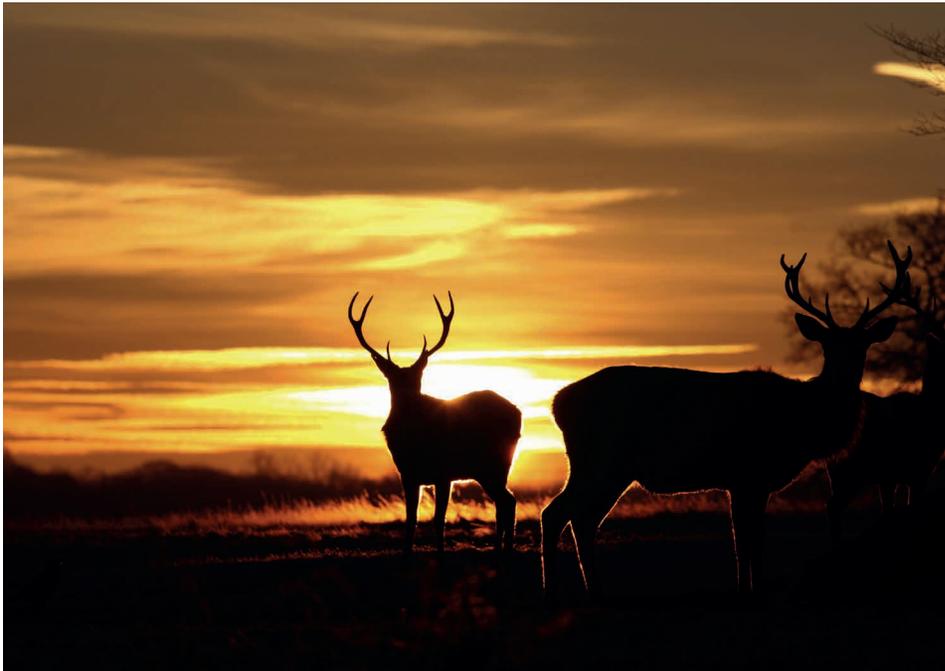**ONLINE CAMERA AND PHOTO MANAGER**

Create your account for **FREE!**

Available for all SPYPOINT trail camera models, this incredible tool allows you to manage all your cameras and photos with ease.

SPYPOINT.com

✔ **AUTOMATICALLY SORT ALL OF YOUR PHOTOS**
Drag and drop your photos to sort them by date.

✔ **ACCESS YOUR PHOTOS**
From anywhere, and never worry about backups or storage space.

✔ **SHARE YOUR PHOTOS**
With your hunting partners, friends, and family.

✔ **GEOLOCATE YOUR TRAIL CAMERAS**
Find your cameras faster and never lose them in the woods again.

✔ **TAKE CONTROL OF YOUR CELLULAR CAMERAS**
Change settings and get status updates, notifications, and GPS location.
(compatible models only)

✔ **BUCK TRACKER**
Image recognition technology, analyzes your photos and sorts them according to their content so you don't have to.

(May vary depending on service plans and models.)

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«SETUP»: Ajustement des paramètres
La lumière rouge à l'avant
clignote lors d'une détection
«ON»: Démarrage de la caméra
La lumière rouge clignote 30 secondes
et permet de s'éloigner
Lumière éteinte : Caméra est prête

1 LEDS	**5** Configuration screen	**9** ON / OFF / SETUP switch	**13** Door
2 Test light	**6** Cable lock hole	**10** OK button	**14** Battery compartment
3 Photo lens	**7** Navigation buttons	**11** Lockable door latch	**15** Tripod mount
4 Detection lens	**8** Slot for installation strap	**12** SD card slot	**16** 12V jack

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1 LEDS
Night lighting to obtain black-and-white photos.

2 TEST LIGHT
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, allowing you to move out of the camera's field of view.

3 PHOTO LENS
Captures the image.

4 DETECTION LENS
Expands the detection area of the camera's motion sensor.

5 CONFIGURATION SCREEN
Allows the user to access the camera's settings menu.

6 CABLE LOCK HOLE
Allows the user to install a CLM-6FT cable lock, sold separately.

7 NAVIGATION BUTTONS
Buttons to navigate the camera's menus and set the camera.

8 SLOT FOR INSTALLATION STRAP
Allows the user to install the camera using the included installation strap.

9 ON / OFF / SETUP SWITCH
Allows the user to turn the camera on and off, as well as access the configuration menu.

10 OK BUTTON
Allows the user to confirm a selection.

11 LOCKABLE DOOR LATCH
Allows to lock and open the camera door to access the navigation buttons.

12 SD CARD SLOT
Narrow opening to insert the required SD card for recording photos/videos.

13 DOOR
Provides access to the battery compartment, ON/SETUP/OFF button, navigation buttons, configuration screen and SD card slot.

14 BATTERY COMPARTMENT
AA battery compartment

15 TRIPOD MOUNT
Standard ¼"-20 tripod mount.

16 12 V JACK
The camera can be powered by an external power source such as a 12V battery.

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PHOTO

Photo resolution	20 MP
Photo file format	JPG
Time lapse mode	15 s to 30 intervals
Multishot mode	Up to 5 photos per detection
Information appearing on **photos only**	Date, time, temperature (°C/°F), moonphase, SPYPOINT logo, and camera model
Capture mode	Color during daytime, black and white during nighttime

VIDEO

Video resolution	1280 x 720 (HD 720p)
Video file format	AVI
Sequence length	Adjustable from 10 s to 60 s
Capture mode	Color during daytime, black and white during nighttime

AUDIO

Sound recording	N/A

MEMORY

Internal memory	None
External memory	SD/SDHC card (up to 32 GB)

DISPLAY

Built-in 2" LCD screen	2.0" LCD screen for configuration only

POWER SOURCES

Alkaline or lithium batteries	8 x AA (not included)
External battery (12 V jack)	12V battery (KIT-12V, KIT-12V, BATT-12V)

DETECTION SYSTEM

Motion sensor	Infrared sensor
Detection angle	40°
Detection distance	Up to 70' (21 m)
Trigger speed	0,7 sec
Delay between each detection	Adjustable from instant to 30 min

NIGHTTIME ILLUMINATION SYSTEM

LEDs	48 LEDs
Illumination range	Up to 80' (24 m)
Exposure	Automatic infrared level adjustment

PHYSICAL DIMENSIONS

12,7 cm H x 9,6 cm L x 6,8 cm P	5.0" H x 3.8" L x 2.7" P

RECOMMENDATIONS

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

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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.

POWER SOURCES

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.

Two power sources are available to the user.

- 8 AA batteries, to be inserted into the camera`s battery compartment;
- An external 12 V battery (#BATT-12V, sold separately) plugged into the 12 V jack.

The camera was designed to be powered in the following order of priority

❶ 12V battery plugged into the camera's 12 V jack;
❷ AA batteries.

AA BATTERIES

The camera can be powered by 8 AA batteries (1.5 V). The use of alkaline or lithium batteries is strongly recommended. Be sure to respect the polarity indications (+) and (-) when inserting the batteries.

To ensure maximum performance of your camera and prevent battery leakage, we recommend using new batteries. Be sure to respect the polarity indications (+) and (-) when inserting the batteries. Do not use a variety of battery types. This means only alkaline or only lithium batteries must be used.

Rechargeable AA batteries are not recommended as the lower voltage they generate can cause operational issues.

EXTERNAL 12 V BATTERY

For best possible results and maximum battery life, we recommend using an external 12 V power source such as an external 12 V battery (KIT-12V, BATT-12V, or KIT6V/12V, sold separately).

Plug the cable into the 12 V jack found under the device.

Be sure to respect the polarity indications (+) and (-) when inserting the batteries.

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MEMORY CARD

A memory card is required to save photos. The camera is only compatible with SD memory cards that have a maximum capacity of 32 GB (sold separately).

When the camera is turned on and no memory card is inserted, the screen will display the message "No card"

This table indicates the approximate number of photos that can be stored on various memory card capacities.

MEMORY	4 GB	8 GB	16 GB	32 GB
20 MP PHOTOS	3,800	7,600	15,200	30,400
1280 X 720 VIDEOS	40 min	1h20	2h40	5h20

INSERTING THE MEMORY CARD

Before inserting or removing a memory card, always turn the camera 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.

Insert a standard SD/SDHC memory card (up to a 32 GB capacity) in the SD card slot with the label facing up. The card is inserted correctly when a click is heard.

REMOVING THE MEMORY CARD

Gently press down on the exposed edge of the memory card once to eject and remove the card from the slot.

TEST LIGHT

In SETUP mode : The light flashes when motion is detected. It also allows the user to verify that the intended 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.

We recommend formatting your SD card whether or not it was used in another device before, thus ensuring that you benefit from its full memory capacity.

Quick formatting is NOT recommended for this task.

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PHOTO MODE

1   Camera icon showing the Photo mode.

2   The number of mega pixels selected (3 MP or 20 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).

Press OK to access the settings.

```
    3MP        ▯▯▯
                AM
      01:35:20
    [00016/02121]
    Menu Press OK
```

VIDEO MODE

1   Icon showing the Video mode.

2   Battery power level icon.

3   Time.

4   Approximate video time available for recording.

Press OK to access the settings.

```
    VGA        ▯▯
                AM
      01:35:20
     [00:21:31]
    Menu Press OK
```

TIME LAPSE MODE (INTERVL)

1   Camera icon showing the Time lapse mode.

2   Battery level icon.

3   Time.

4   Number of shots available on the SD card (photos taken so far/number of shots left).

Press OK to access the settings.

```
    3MP        ▯▯▯
   TL           AM
      01:35:20
    [00016/02121]
    Menu Press OK
```

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CONFIGURING THE GENERAL SETTINGS

Use the ▲▼◀▶ buttons to navigate the configuration screen and change the settings and the **OK** button to confirm your selections. Many configuration pages are available.

A. To turn on/off the camera, use the ON/SETUP/OFF button.
B. To configure the camera, the button must be on SETUP.
C. When the button is on SETUP, press OK to enter the MENU.

1. Configure the **language** (English, Français, Deutsch);
2. Configure the **date format** (MM/DD/YY, DD/MM/YY);
3. Configure the **time format** (12 h or 24 h);
4. Configure the **temperature format** (°C/°F).

DATE	Allows to set the date.			
TIME	Allows to set the time.			

			OPTIMAL MODE	BOOSTED MODE
NIGHT	Allows to select the best lighting option for nighttime photos and videos. Choose **Boost** for maximum lighting and glow. Choose **Optimal** for blur reduction. Once your selection is made, press **OK.**	LED VISIBILITY	★★★★☆	★★★☆☆
		BATTERY LIFE	★★★★☆	★★★☆☆
		FLASH RANGE	★★★★☆	★★★★★
		BLUR REDUCTION	★★★★☆	★★★☆☆

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CONFIGURING THE SETTINGS FOR THE 3 MODES OF OPERATION

PHOTO MODE - Sets the options for the PHOTO mode.

DELAY (Instant/5s/10s/30s/1m/3m/5m/10m/15m/30m)	Allows the user to choose the delay between each detection before the camera takes the next photo. A longer delay minimizes the number of photos taken and maximizes battery life. A shorter delay maximizes the number of photos taken but requires more battery power. Shorter delays are recommended when the camera is used for security purposes.
QUALITY (3 MP or 20 MP)	Allows you to select a resolution of 3 MP or 20 MP.
MULTISHOT (MULTI) (1/2/3/4/5 consecutive photos)	Allows you to take up to 5 consecutive photos per detection with a delay of 5 seconds between each photo.
SENSITIVITY (DETECT) (Auto, Low, Medium, High)	Allows to choose the sensitivity level of the motion sensor. Once you have made your selection, press OK. Higher sensitivity will increase the number of photos taken. Make sure the front of the camera is free of any obstruction. The area of installation should be cleared from branches or bushes.

RECOMMENDED SETTINGS

The camera can be configured for **usage in trails**. This configuration is best suited for lower activity levels, fast moving subjects and fewer photos. These settings increase the chances of capturing animals following one another.

The camera can also be configured for usage at a **feed site**. This configuration is best suited for higher activity levels, slow moving subjects and more photos. This configuration will reduce the number of photos taken while capturing all the activities on the feeding site.

The below table shows the suggested settings for both configurations:

	TRAIL	FEED
DELAY	Instant	5 m
MULTISHOT	1	1-5

⚠ Battery life can be compromised if the settings of your camera are not adapted to the actual situation.

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VIDEO MODE - Sets the options for the VIDEO mode.

DELAY (Instant/5s/10s/30s/1m/3m/5m/10m/15m/30m)	Allows the user to choose the delay between each detection before the camera records the next video. A longer delay minimizes the number of videos taken and maximizes battery life. A shorter delay maximizes the number of videos taken but requires more battery power. Shorter delays are recommended when the camera is used for security purposes.
QUALITY	Allows the user to choose between HD et VGA.
DURATION (10s/20s/30s/60s)	Allows the user to select the duration of the recording when the camera is in Video mode.
SENSITIVITY (DETECT) (Auto/Low/Normal/High)	Allows you to set motion-detection sensitivity. A greater sensitivity will give a greater number of videos. Once you have made your selection, press OK. Make sure the front of the camera is free of any obstruction. The area of installation should be cleared from branches or bushes.

TIME LAPSE MODE (TLAPSE) - Sets the options of the TIME LAPSE mode.

Allows you to take pictures at regular predefined intervals without necessarily detecting movement.

TLAPSE (TLDELAY) (15s/30s/1m/3m/5m/10m/15m/30m)	Allows the camera to take photos at regular preset intervals. For example, if "3 m" is selected in the Time lapse mode, the camera takes a photo every 3 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 Multishot mode are disabled.

GENERAL SETTINGS - Sets the GENERAL options of the camera.

NAME	Name the camera with the electronic keyboard. This option is particularly useful for users with more than one camera.
(DEFAULT) DEFAULT SETTINGS	Resets the camera to its default settings.
ABOUT THE DEVICE	Displays the software version and allows for updates.
FORMAT	Allows the camera to format the SD card the next time it is used (reformatting the SD card will delete all the images 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.
INFORMATION ON THE PHOTOS	The date, time, temperature, moon phase, SPYPOINT logo, and camera model are displayed on the photos. New moon First quarter Full moon Last quarter Waxing crescent Waxing gibbous Waning gibbous Waning crescent

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CAMERA SOFTWARE UPDATES

Go to https://support.spypoint.com/EN for instructions on how to perform camera software updates.

START-UP

Once the setup is complete, slide the button from SETUP to ON to start-up the camera. You may turn the camera off by sliding the button from SETUP to OFF and turn the camera back ON at a later time.

TEST LIGHT

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.

INSTALLATION

Recommended installation height
The camera should be installed at the same height as the animal's mid-body.

Ideal installation for quality images and videos
The targeted animal should be 7.5 m (25 ft.) away from the camera for a better field of view.

To achieve brighter pictures at night, there should be elements in the background that can reflect the camera's infrared light. Take note that the camera should not be facing directly toward the sun as this may create back-lighting and trigger false detections.

Make sure the front of the camera is free of any obstruction. The installation area must be clear of branches or bushes as they could trigger false detections when combined with heat, reflections, and/or wind. If the camera's sensitivity is set to High, this could also trigger false detections.

INSTALLATION WITH THE SUPPLIED MOUNTING 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 mounting 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.

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TRANSFERRING FILES TO A COMPUTER

- Turn OFF the camera.
- Remove the SD card from the camera.
- Insert the SD card into the allotted slot on your computer, or use a SD card USB adapter.
- The computer will detect the SD card.

ON A PC

Click **"My Computer"** or **"This PC"** on your desktop.

Locate your device under **"Removable Disk"** then click to access it. Next, click on the **"DCIM"** folder, then on **"100DSCIM"** to find all saved photos.

Select the photos you want to copy. The easiest way to select them all is by clicking on the **"Home"** tab found in the menu bar (situated at the top of the window), then **"Select All"** on the right-hand side of the tool bar. Alternatively, you can also use the **"Ctrl+A"** command on your keyboard, or click the **"Edit"** tab (found in the menu bar) and choose **"Select All"** in some versions of Windows.

Click the **"Copy"** icon on the left-hand side of the menu bar or use the **"Ctrl+C"** command to copy the files.

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

Navigate to the folder where you would like to store your images, or create a new folder by clicking the **"New Folder"** button in the menu bar. Alternatively, you can also use the **"Ctrl+Shift+N"** command to create a new folder, or right-click on an empty space in the **"Images"** folder and choose "**New,"** then **"Folder"** in the shortcut menu that appears.

Type in a name for your new folder, press **"Enter,"** then double-click on the folder to open it.

In the **"Home"** tab, select **"Paste"** or use the **"Ctrl+V"** command. The photos will be copied to the new folder.

ON A MAC

Click the **"Finder"** icon in the "**Dock".**

Locate your device under the Devices tab, then click to access it. Next, click on the "**DCIM"** folder, then on "**100DSCIM"** to find all the saved photos.

Click "**Edit"** in the menu bar (situated at the top of the window), then press "**Select All"** to select all the images on the card. You can also "**Select All"** by pressing the ⌘ and A keys simultaneously on your keyboard.

Alternatively, if you do not wish to import all the files, you can individually select the images you would like to transfer by holding ⌘ and clicking the filename of each image. Click "**Edit"** once again, then **"Copy"** or use the ⌘ and C command to copy the selected images.

Navigate to the folder in which you would like to store your images, or create a new folder by simultaneously right-clicking and pressing **Ctrl**, then select **New Folder** from the shortcut menu that appears.

Click **Edit** then **Paste** or use the ⌘ and V command to copy your chosen images from your device to the selected folder.

Images may take several minutes to transfer depending on the file size and the number of images you are importing.

Once your images have been transferred, click the **Eject** icon found beside the name of your device, then unplug the device from your Mac.

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12V RECHARGEABLE BATTERY, CHARGER AND HOUSING KIT

#KIT-12V - 12-volt 7.0 Ah rechargeable battery with a water-resistant ABS plastic case, AC charger, 3.6 m (12 ft.) power cable (#PW- 12 ft) and strap included. Compatible with all SPYPOINT products that have a 12 V outlet.

CABLE LOCK

#CLM-6FT - 1.85 m (6 ft.) lock cable fits all SPYPOINT cameras and security boxes.

12V POWER CABLE

#CB-12FT - 3.6 m (12 ft.) power cable with alligator clips to connect a 12V battery to a camera.

STEEL SECURITY BOX FOR 48 LEDS SPYPOINT CAMERAS

#SB-400, Secures the camera from potential theft and protects it from breakage caused by bears or other animals.

ADJUSTABLE MOUNTING ARM

#MA-360 - Adjustable mounting arm, fits all cameras that have a standard ¼"-20 tripod mount. Pivots 360° and tilts +/- 90°.

SPARE POWER CABLE

#PW-12FT - 3.6 m (12 ft.) spare power cable to connect the camera to KIT-12V.

16 GB SD MEMORY CARD

#SD-16GB - Includes a SD 16 GB card and a high-speed Class 10 adapter.

For more information on other available products and accessories, go to **www.spypoint.com**

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PROBLEMS | POSSIBLE SOLUTIONS

PROBLEMS	POSSIBLE SOLUTIONS
TURNING ON THE CAMERA IS IMPOSSIBLE	• Check if there are batteries in the camera. • Check if the batteries are correctly installed. • Install the latest update (available on www.spypoint.com under the SUPPORT section). • Replace the batteries.
THE CAMERA'S SCREEN SHUTS OFF	• Camera screen immediately turns off when flicking the button on. • To return to the screen, turn off the camera and turn it on again.
THE CAMERA STOPS RESPONDING	• Remove the batteries and re-insert them. • Replace the batteries.
IMPOSSIBLE TO TAKE PHOTOS / VIDÉOS	• Check if there are batteries in the camera. • Replace the batteries. • Format the SD card. • Check if the camera is turned on. • Remove the protective sticker from the detection lens.
BLURRY PHOTOS	• Low-lighting conditions and fast-moving subjects may produce streaks on the photo; try setting the **"Night mode"** to **"Optimal"**.
NO PERSON / ANIMAL ON PHOTOS	• Check if the camera is facing sunrise or sunset can as the light can trigger the sensor. • At night, the motion detector may detect beyond the range of the IR illumination. Reduce the sensitivity setting. • Small animals may trigger the unit. Reduce sensibility setting and/or raise height of camera. • Motion detector may detect animals through foliage. • Make sure the mounting post or tree is stable and doesn't move. • Make sure the camera is not set on Time lapse mode.
PHOTOS / VIDEOS ARE DARK AT NIGHT	• Make sure the subject is within nighttime flash range. • Shorter delay times (e.g.: Delay: Instant or Multishot) can cause photos to appear darker as the nighttime flash takes longer to fully recharge. Increase the delay between pictures.
RED LIGHT IN FRONT OF THE CAMERA FLASHES	• The camera is in test mode and detects movement. • The camera is either in Photo or Video mode and the test light flashes for 30 seconds, allowing the user to leave without being photographed or video recorded.
THE CAMERA TAKES BLACK PHOTOS / VIDEOS	• 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. • Check that there are elements in the background to reflect the camera's infrared light. • Test the camera's nighttime illumination mode in a dark room to see if the camera takes black-and-white photos.

MESSAGES DISPLAYED ON THE SCREEN | DESCRIPTIONS / SOLUTIONS

MESSAGES DISPLAYED ON THE SCREEN	DESCRIPTIONS / SOLUTIONS
NO CARD	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.
CARD ERROR	The camera cannot access the memory card. • Turn off the camera and turn it back on again. • Remove the memory card and reinsert it. • Check if the gold contacts are clean. • Make sure the switch on the side of the card is not in LOCK position. • Format the memory card (so that you don't delete your files, copy them externally before formatting the card). • Replace your SD card.
BATTERY LOW	Appears on the screen just before the camera turns off. • Replace the batteries with new ones. • Plug the device into a 12 V power source.
FORMATTING IN PROGRESS	Wait until the formatting process is completed.
FORMATTING COMPLETED	No further action is required.
FORMATTING ERROR	• Try reformatting your SD card. • Replace your SD card.
MEMORY FULL	• Free up memory space on your SD card by backing up your photos and videos externally. • Replace your SD card.
BUSY	Camera is busy. Please wait.
UPDATE	A camera update is in progress. Please wait.
NO UPDATE FILES	You're trying to complete a camera update without the required files on your SD card for such an update. • Make sure to upload these files prior to launching an update.

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LIMITED WARRANTY

This SPYPOINT product, designed by GG Telecom, is covered by a two (2) year limited warranty on material and workmanship starting from the original date of purchase. The electronic receipt is the client's proof of purchase and must be presented to confirm that the warranty is applicable if service is needed.
This warranty will be honored in the country of purchase only.

This GG Telecom warranty does not apply to the following:

A Consumable parts, including but not limited to the batteries; of which performance is designed to decrease over the course of time;

B Damage caused by misuse, use with another product, neglect, accidents, liquid contact, fire, earthquakes, or any other external causes;

C GG Telecom products that have been purchased online from an unauthorized dealer;

D Products that have been modified or tampered with;

E Cosmetic damage, including but not limited to scratches and broken plastic;

F Damage caused by use of the product outside of GG Telecom's recommendations.

REPAIR SERVICE INSTRUCTIONS

GG Telecom will repair the product or replace it at its discretion with an equivalent product without charge if covered by the warranty described previously. The shipping fees for a sent item will be assumed by the customer. GG Telecom will then pay for the return of the product covered by the warranty.

For a product not covered by the warranty, the repair will be subject to a reasonable charge and the customer will also assume all shipping costs.

IMPORTANT
Under no circumstances will GG Telecom accept returned products without an RMA (Return Material Authorization) number. It is essential to contact GG Telecom before making a return.

1 Before sending us a product for repair, you can get help in several different ways. Most issues can be resolved over the phone or online:

- Contact our web chat service offered directly on our website, from Monday to Friday, between 8:30 a.m. and 4:30 p.m. (simply click on the orange "Need help?" button found on the bottom right corner of your screen);
- Contact us by e-mail at **service@spypoint.com**;
- Go to **support.spypoint.com** for more information on your cameras or contact our SPYPOINT customer service assistance by calling 1-888-779-7646.

2 If a product needs to be returned, an RMA number will be issued to authorize the return of the product and be used for future reference. Please keep this number.

3 The original receipt or copy must be included with the package sent to GG Telecom.

4 The RMA number must be written on the outside of the package sent to:

CANADA	UNITED STATES
GG Telecom	**GG Telecom**
330 de la Jacques-Cartier	3000 Gannett Avenue
Victoriaville, QC	Des Moines, Iowa
G6T 1Y3	50321

The customer is liable for any losses of damages to the product during transportation to GG Telecom. We recommend using a mailing service which requires a tracking number to ensure the product's protection.