



USER MANUAL

ULTRA COMPACT TRAIL CAMERA

Models:
FORCE-11
FORCE-12

v1.0




THANK YOU FOR CHOOSING A SPYPOINT PRODUCT.

This manual will guide you through all the features of your device so that you will get optimal use out of your SPYPOINT product.

Our priority is to provide outstanding customer service. If you need support for your product, please contact the SPYPOINT technical support or visit our website.


CONTACT

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 www.spypoint.com


ABOUT US

 GG Telecom's mission is to offer products that are easy to use, innovative, affordable and of exceptional quality. Our SPYPOINT products are mainly used for hunting and residential/commercial surveillance. They are distributed and shipped all over the world and the market never stops growing. Prosperous and respected, GG Telecom is a company that constantly keeps abreast of new technologies and listens to its customers to deliver cutting-edge products with practical solutions that improve hunting and outdoor activities.

JOIN THE SPYPOINT COMMUNITY

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 twitter.com/SPYPOINTcamera

 youtube.com/SPYPOINTtrailcam



mySPYPOINT.com is an online camera & photo management system. This incredible tool for hunters is available for all SPYPOINT cameras.

NON-CELLULAR CAMERAS

Visit **mySPYPOINT.com** to create your free basic account.

CELLULAR CAMERAS

Visit **mySPYPOINT.com** to learn more about the different accounts available.

For the latest version of the activation procedure, go to **support.spypoint.com/activation**.

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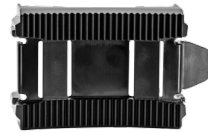
SPYPOINT
camera



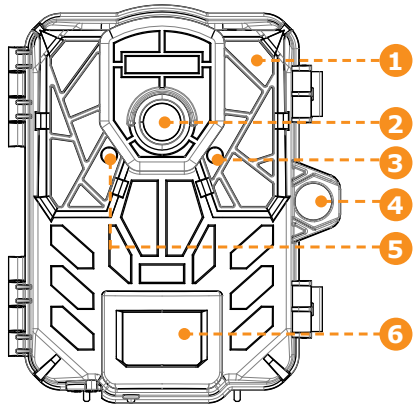
Quick start
guide



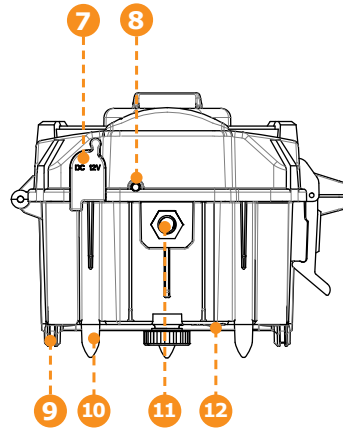
Installation
strap



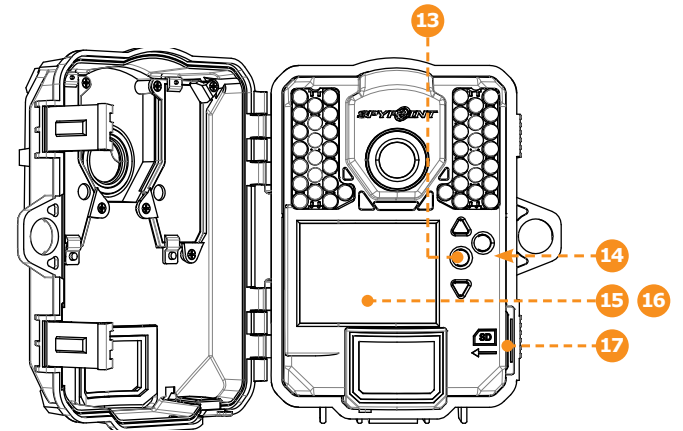
Mounting bracket



- 1 Invisibles LEDs
- 2 Photo lens
- 3 Test light
- 4 Cable lock hole
- 5 Light sensor
- 6 Fresnel lens



- 7 12V jack
- 8 Microphone
- 9 BUSY LED
- 10 Slot for installation strap
- 11 Tripod mount
- 12 Battery case



- 13 ON-OFF/OK button
- 14 Navigation buttons
- 15 Configuration screen (FORCE-11)
- 16 Viewing screen (FORCE-12)
- 17 SD card slot

Components

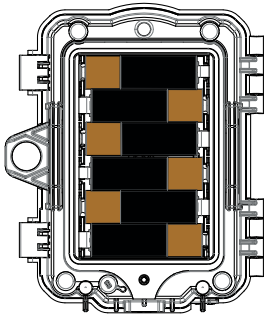
FORCE

1	Invisible LEDs	Night lighting to obtain black and white photos and videos.
2	Photo lens	Image sensor and infrared filter.
3	Test light	Flashes in TEST mode when there is detection and flashes 60 seconds in PHOTO/VIDEO mode to allow the user to leave without being photographed or recorded.
4	Cable lock hole	Allows the user to install a CL-6FT cable lock, sold separately.
5	Light sensor	Allows the lighting of the LEDs panel at night.
6	Fresnel lens	Expands the detection area and increases the sensitivity of the camera's motion sensor.
7	1) 12V power jack	1) This camera can be powered from an external 12-volt DC input such as a 12V battery or a 12V adapter, each sold separately.
8	Microphone	Records sound in video mode.
9	BUSY LED	Lights up when TEST mode is activated.

10	Slot for installation strap	Allows the user to install the camera using the installation strap included.
11	Tripod mount	Standard ¼-20" tripod mount.
12	Battery case	Case for AA batteries or a rechargeable lithium battery pack.
13	ON-OFF/OK button	Allows the user to turn on/off the camera and to make a selection.
14	Navigation buttons	Buttons to set the camera.
15	Configuration screen (FORCE-11)	Allows the user to configure the settings of the camera through the main menu.
16	Viewign screen (FORCE-12)	Allows the user to access the main menu and view photos/videos.
17	SD card slot	An SD card is required to record photos/videos.

The battery level is shown in the bottom right corner of the screen when the camera is in TEST mode. When a single line remains, the camera will continue to take photos. However, we strongly recommend to change the AA batteries or charge the lithium battery pack before they are empty. If a video is being recorded and the battery level reaches 0%, the camera saves the file before shutting down.

AA BATTERIES

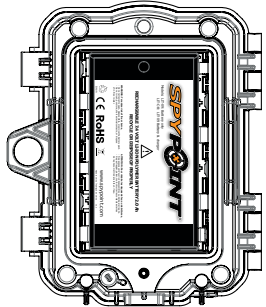


This camera requires 6 AA batteries (1.5V). The use of alkaline or lithium batteries is strongly recommended. Insert the batteries as indicated inside the battery case. Battery polarity must be followed.



Please note that the voltage of rechargeable AA batteries (1.2V) is insufficient to power the SPYPOINT camera. We also recommend the use of new batteries to ensure maximum performance of the camera.

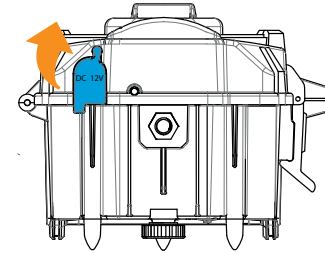
LITHIUM BATTERY PACK



This SPYPOINT camera can be powered by a rechargeable lithium battery pack LIT-09/LIT-C-8 (sold separately). This type of battery is less affected by cold temperatures and lasts up to 3 times longer than an alkaline batteries.

EXTERNAL (12V)

This camera can also be powered by an external 12-volt DC input such as a 12-volt battery (KIT-12V, BATT-12V or KIT6V/12V) or a 12-volt adapter (AD-12V), sold separately.



For the available accessories, see p.18.

MEMORY CARD

A memory card is required to record photos and videos. The camera is compatible with SD/SDHC memory cards, up to 32 GB capacity (sold separately, p.18).

When the camera is turned on and no memory card is used, the camera beeps. In TEST mode, the screen displays "Insert Memory Card".

The percentage of used space on SD card appears in the top right corner of the screen in TEST mode, and the number of photos left appears in the bottom left corner.

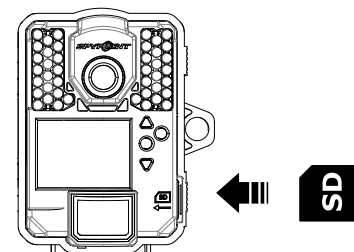
Here is a table of the approximate number of photos and length of videos that can be recorded with different memory card capacities. Many photo and video resolutions are noted, see those corresponding to the camera.

Note: This SPYPOINT camera is equipped with continuous file recording. When the memory card is full, the camera will continue to record photos or videos by deleting the first recorded files.

	4 GB	8 GB	16 GB	32GB
Photo				
3 MP	4100	8200	16400	32800
4 MP	3800	7600	15200	30400
5 MP	3400	6800	13600	27300
6 MP	3200	6300	12600	25300
7 MP	2700	5500	10900	21800
8 MP	2400	4800	9500	19000
9 MP	2200	4500	8900	18000
10 MP	1900	3800	7600	15200
11 MP	1700	3400	6700	13400
12 MP	1600	3200	6300	12600
Video				
320 x 240	4 h	8 h	16 h	32 h
640 x 480	2h10	4h10	8h20	16h40
1280 x 720	40 min	1h20	2h40	5h20

INSERTING THE MEMORY CARD

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



! Before inserting or removing a memory card, always turn off the camera to prevent loss or damage of the photos already recorded.

REMOVING THE MEMORY CARD

Lightly press the memory card into the camera once to pop it out of the slot and remove it.

BUSY LED

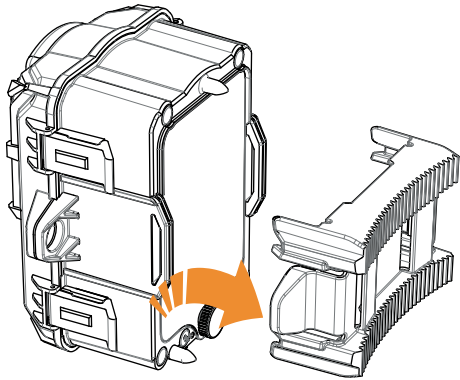
The BUSY light is located at the back of the camera and is covered by a rubber cap. In order to see the BUSY light, the rubber cap has to be removed.



It is a diagnostic tool. It lights up when the camera starts, when the camera records a file and in TEST mode at the same time as the test light (located in front of the camera).

MOUNTING BRACKET

To remove the camera from the mounting bracket:



1. Push the tab to release the camera from the mounting bracket.
2. Remove the camera.

Use the ↑ and ↓ buttons to navigate in the interface and modify the selection, the OK button to select and the ↵ button to return to the previous menu.

PHOTO

Allows the user to take photos. When the PHOTO mode is selected, the test light in front of the camera will flash for 60 seconds and a countdown will appear on the screen to allow the user to leave the area without being photographed.

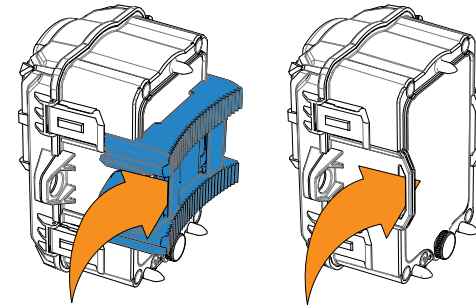
VIDEO

Allows the user to take videos. When the VIDEO mode is selected, the test light in front of the camera will flash for 60 seconds and a countdown will appear on the screen to allow the user to leave the area without being recorded.

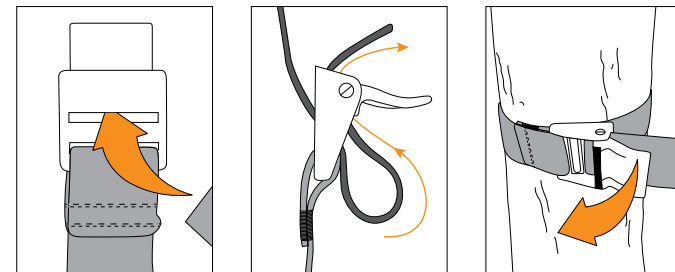
TEST


Allows the user to test the detection system of the camera. When the TEST mode is selected, no photo or video is recorded. Walk perpendicularly in front of the camera. When the camera detects a movement, the busy light and the test light blink to indicate that normally, a photo or video would have been recorded. If the system does not detect the movement, increase the detection distance using the "Sensitivity" option in the settings menu. Realigning the camera can also be required. In TEST mode, it is possible to take a photo by pressing the OK button (FORCE-12 only). The photo is saved and appears in the VIEW mode.

INSTALLATION WITH THE SUPPLIED STRAP



Use the mounting bracket or the camera slot for installation strap to fix the camera. The dimensions of the strap (included) is 1" X 60".



 Recommended installation height: about 3 feet above the ground.
Do not place the camera facing the sun.

▶ **VIEW** (FORCE-12 only)

Allows the user to view or delete recorded photos and videos on the camera screen.

Viewing with the screen of the camera:

When the VIEW mode is selected, the latest photos or videos recorded appear as thumbnails on the screen. Press ▲ or ▼ to navigate this page, and press OK to view a photo in large format. To view next or previous large photo, press ▲ or ▼. Press back to return to the thumbnail view.



- 1 Selected photo / total number of photos
- 2 The play icon indicates that this element is a video
- 3 The white outline indicates which photo is selected

When a large photo is opened, press OK to view the different options available:

Play:	Allows the user to play or pause the video on the screen (this option is available only for videos).
Zoom:	Allows the user to zoom in or out.
Date and time:	Allows the user to view the date and time printed on the photo.
Protect:	Allows the user to protect a photo or video to prevent it from being deleted by selecting "Erase All".
Erase:	Allows the user to erase the photo or the video seen on the screen from the memory card.
Erase all:	Allows the user to erase from the memory card all stored photos and videos, with the exception of protected files.
Format:	Allows the user to format the memory card and delete all protected photos and videos.
Exit:	Allows the user to exit the menu and return to the viewing screen.



PHOTO SETTINGS

Sets the options of the PHOTO mode.

Delay: (Instant/10s/1m/3m/5m/10m/15m/30m)

Allows the user to choose the time interval between each detection before the camera records the next photo. A longer delay minimizes the number of photos taken and maximizes the battery life. A shorter delay maximizes the number of photos taken but requires more battery power. The shorter times interval are recommended when the camera is used for security purposes.

Multi-shot: (1/2/3/4/5/6 consecutive shots)

Takes up to 6 consecutive shots at each detection, with a 10-second delay between each photo. This option allows the user to get up to 6 photos from different angles when the camera is in PHOTO mode.


Recommended settings

The camera can be configured for **usage in trails**. This situation usually presents low activity level, fast subjects and a small number of photos is expected. These settings increase the chances of capturing animals that follow each other.

The camera can also be configured for **usage at a feeder's site**. This situation usually presents high activity level, slow subjects and a large number of photos is expected. These settings moderate the number of photos taken while capturing overall activity on feeder's site.

Here is a table showing the suggested settings for each situation:

	Trail	Feeder
Delay	Instant	5 min
Multi-shots	1	2-3

 When these recommended settings are not adapted to the situation, battery life can be affected.



TIME LAPSE SETTINGS

Sets the options of the TIME LAPSE mode.

Interval: (30s/1m/3m/5m/15m/30m/1h)

Allows the camera to take photos at regular preset intervals. For example, if the option "5m" 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 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.



VIDEO SETTINGS

Sets the options of the VIDEO mode.

Delay: (10s/1m/3m/5m/10m/15m/30m)

Allows the user to choose the time interval between each detection before the camera records the next video. A longer delay minimizes the number of videos taken and maximizes the battery life. A shorter delay maximizes the number of videos taken but requires more battery power. The shorter times interval are recommended when the camera is used for security purposes.

Video length: (10s/30s/60s/90s)

Allows the user to select the duration of the recording when the camera is set in VIDEO mode.

Photo first

When this option is enabled, a photo is taken immediately before each video.

Note: The file name of the photo corresponds to the digit before the video file name. For example, if the name of the photo is PICT001, the name of the video will be PICT002.



GENERAL SETTINGS

Sets the general options of the camera.

Device name

Allows naming the camera with the electronic keyboard to identify it clearly. This option is particularly useful for users with more than one camera.

Language:

(English/Français/Deutsch/Italiano/Español/Norsk/Svenska/Dansk/Ceština/Polska/Magyarország)

Allows the user to select a language for the camera menus.

Sensitivity:

(Low/Medium/High)

Allows the user to choose the detection sensitivity of the camera. A higher sensitivity allows the user to take more photos.

The camera will only detect sources of heat in movement. Make sure to have the least possible objects in front of the camera during the positioning. This prevents the camera of taking photos when oriented towards the sun while an object moves in front of the camera (e.g. a branch).

Date format:

(MM/DD/YY, DD/MM/YY)

Allows the user to set the date as Month/Day/Year or as Day/Month/Year.

Time:

Allows the user to set the time as Hour/Minute.

Info on photos: (Yes/No)

Allows the user to have date, time, temperature and moon phases printed on the photos.

New moon:

Waxing Crescent:

First Quarter:

Waxing Gibbous:

Full moon:

Waning Gibbous:

Last Quarter:

Waning crescent:



Temp. units: (°C/°F)

Allows the user to select the temperature display.

About the device:

Displays system information:

- Version number of firmware
- Model
- Device name

Sound recording

FORCE

The SPYPOINT camera offers the possibility to record sound in VIDEO mode. When the VIDEO mode is selected, the camera automatically records the sound.



To transfer photos/videos to a computer:

1. Turn OFF the camera.
2. Remove the SD card from the camera.
3. Insert the SD card into the computer slot, or use a memory card adaptor.



4. The computer will detect the card and install the driver automatically.
4. Click on "My Computer" and select "Removable Disk".
5. Then click on "DCIM" and "100DSCIM" to find all recorded photos and videos.
6. Drag or save the files to the desired location.

Problem	Possible solutions
Impossible to turn on the camera	<ul style="list-style-type: none"> • Verify if there are batteries in the camera. • Verify if the batteries are correctly installed. • Verify if the LIT-09 charger option is set accordingly to the power source. • Install the latest update (available on www.spy point.com under SUPPORT section). • Replace alkaline batteries or recharge the lithium battery pack.
The screen of the camera turns off	<ul style="list-style-type: none"> • The camera may be set to PHOTO or VIDEO mode and the screen turns off after a period of 60 seconds in order to preserve battery life. • The camera automatically resets itself to PHOTO or VIDEO mode (depending of the latest mode used or selected) after 2 minutes of inactivity on the main menu. • To return to the screen, turn off the camera and turn it on again.
The camera beeps	<ul style="list-style-type: none"> • Insert a memory card.
The camera does not respond	<ul style="list-style-type: none"> • Remove the batteries and reinstall them. • Replace alkaline batteries or recharge the lithium battery pack.
Impossible to take photos/videos	<ul style="list-style-type: none"> • Verify if there are batteries in the camera. • Replace alkaline batteries or recharge the lithium battery pack. • Verify if the camera is turned on.
Red light in front of the camera blinks	<ul style="list-style-type: none"> • Camera is set in TEST mode. • Camera is set in PHOTO or VIDEO mode. The red light in front of the camera flashes for 60 seconds to allow the user to leave without being photographed or recorded.

No person/animal on photos	<ul style="list-style-type: none"> • Sunrise or sunset can trigger the sensor. Camera must be re-orientated. • At night, the motion detector may detect beyond the range of the IR illumination. Reduce sensibility setting. • Small animals may trigger the unit. Reduce sensibility setting and/or raise height of camera. • Motion detector may detect animals through foliage. • If a person or animal moves quickly, it may move out of the camera's field of view before the photo is taken. Move the camera further back or redirect the camera. • Make sure the mounting post or tree is stable and does not move.
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Error message	Possible solutions
Insert memory card	The use of a memory card is required to record photos and videos.
Card error	The camera cannot access the memory card. <ul style="list-style-type: none">• Turn off the camera and turn it on again• Remove the memory card and insert it again.• Verify if the gold contacts are clean.• Format the memory card.
Low battery	Appears on the screen just before the camera turns off. Recharge the batteries or insert new ones. Always verify the battery level before using the camera.
No image	There are no files to view. Verify if the memory card contains photos/videos.
Protected file	It is impossible to delete the file because it is protected. To delete this file and all the others, just format the memory card.

Available accessories

FORCE

To obtain more information on the available accessories, go to www.spypoint.com. Here are the main accessories available:

POWER




12V DC Power cable
#CB-12FT, 12 ft power cable with alligator clips at one end to connect a 12V battery to a camera.



Lithium battery pack & charger
#LIT-C-8, Rechargeable lithium battery pack and AC charger with charge indicator light. Fits all SPYPOINT cameras.



12-volt Adaptor
#AD-12V, AC adaptor (6V to 12V). Powers the camera from an electrical outlet.


 An extension cable is required to use this accessory.



Lithium battery pack
#LIT-09, Additional rechargeable lithium battery pack. Fits all SPYPOINT cameras.



Universal power kit
#KIT6V-12V, Universal kit with 6 volts or 12 volts output. Compatible with all SPYPOINT products or any other products equipped with a 6 volts or 12 volts power jack. 6 connectors included to fit any device. Includes 6 volts (5.6Ah) and 12 volts (2.8Ah) output configuration and AC charger.

 An extension cable is required to use this accessory.



Rechargeable 12V battery, charger & housing kit
#KIT-12V, 12-volt 7.0Ah rechargeable battery with a water resistant ABS plastic case, AC charger, 12 ft power cable (#PW-12FT) and carrying strap included. Compatible with all SPYPOINT products equipped with a 12V power jack.



Spare power cable
#PW-12FT, Spare 12 ft power cable, to connect the camera to the KIT-12V.



Rechargeable 12V battery & charger set
#BATT-12V, 12-volt 7.0Ah rechargeable battery and AC charger to power the camera.

MEMORY CARD



SD Memory card 8GB
#SD-8GB, SDHC memory card 8 GB, High speed Class 6.



SD Memory card 16GB
#SD-16GB, SDHC UHS-1 memory card 16 GB, ultra high speed Class 10.

INSTALLATION AND SECURITY



Cable lock

#CL-6FT, 6 ft cable lock fits all SPYPOINT cameras.



Steel security box

#SB-FORCE, Steel box to secure the camera against theft. It also protects it from breakage caused by bears or other animals. Fits all 42 LED SPYPOINT cameras.



Camera mount

#MA-360, Adjustable mounting arm, fits all cameras that have a standard 1/4-20" tripod mount. It can rotate 360° and tilt approx +/- 90°. Also available in black.



Tripod

#TP-CAM, SPYPOINT Lightweight tripod, in black aluminum, with a unique anchor system and a removable quick release plate. Max. height: 4.9 ft (1.5 m), min. height: 1.7 ft (0.5 m), max. load weight: 11 lbs (5 kg). Fits most SPYPOINT products.

Specifications (FORCE-11)

Photo recording	
Photo resolution	11 MP
File format	JPG
Time lapse mode	Predefined intervals from 30 s to 1 h
Multi-shot mode	Up to 6 photos per detection
Stamp (only on photos)	Date, time, temperature (°C/°F) and moon phase
Capture mode	Color by day, black and white by night
Video recording	
Video resolution	1280 x 720 (HD 720p)
File format	AVI
Sequence length	Adjustable from 10 to 90 s
Capture mode	Color by day, black and white by night
Audio	
Sound recording (automatically recorded in video mode)	Mono
Memory storage	
Support	<ul style="list-style-type: none"> •Internal memory: none •External memory : SD/SDHC card (up to 32 GB)
Viewing	
Built-in screen	ACL 2.4"
TV output	Composite video (PAL/NTSC)
Computer output	USB 2,0
Power source	
Accessories sold separately, p.18	
Alkaline or lithium batteries	6 x AA
Lithium battery pack	Rechargeable battery pack (LIT-09/LIT-C-8)
External (12V jack)	12V battery (KIT6V-12V, KIT-12V, BATT-12V) or 12V adapter (AD-12V)

Detection system	
Motion sensor	PIR
Detection angle	55°
Detection range	Adjustable from 5 to 65 ft
Delay between each detection	Adjustable from 10 s to 30 min
Night time illumination system	
LEDs	42 LEDs
Type	Invisible LEDs
Exposure	Automatic infrared level adjustment
Optical field of view	
40°	
Dimensions	
3.8" W X 5.0" H X 3.2" D	
Recommendations	
Operating temperature	(-30 °C to + 50 °C) (-22 °F to +122 °F)
Storage temperature	(-40 °C to + 60 °C) (-40 °F to +140 °F)

Specifications (FORCE-12)

Photo recording

Photo resolution	12 MP
File format	JPG
Time lapse mode	Predefined intervals from 30 s to 1 h
Multi-shot mode	Up to 6 photos per detection
Stamp (only on photos)	Date, time, temperature (°C/°F) and moon phase
Capture mode	Color by day, black and white by night

Video recording

Video resolution	1280 x 720 (HD 720p)
File format	AVI
Sequence length	Adjustable from 10 to 90 s
Capture mode	Color by day, black and white by night

Audio

Sound recording (automatically recorded in video mode)	Mono
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Memory storage

Support	<ul style="list-style-type: none"> •Internal memory: none •External memory : SD/SDHC card (up to 32 GB)
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Viewing

Built-in screen	ACL 2.4"
TV output	Composite video (PAL/NTSC)
Computer output	USB 2,0

Power source

Accessories sold separately, p.18

Alkaline or lithium batteries	6 x AA
Lithium battery pack	Rechargeable battery pack (LIT-09/LIT-C-8)
External (12V jack)	12V battery (KIT6V-12V, KIT-12V, BATT-12V) or 12V adapter (AD-12V)

Detection system

Motion sensor	PIR
Detection angle	55°
Detection range	Adjustable from 5 to 65 ft
Delay between each detection	Adjustable from 10 s to 30 min

Night time illumination system

LEDs	42 LEDs
Type	Invisible LEDs
Exposure	Automatic infrared level adjustment

Optical field of view

40°

Dimensions

3.8" W X 5.0" H X 3.2" D


Recommendations

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

Regulation


FCC REGULATIONS

FCC Part 15

 This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 Hereby, GG Telecom declares that this camera is in compliance with the essential requirements and other relevant provisions of Directive 2004/108/EC. The user can obtain a copy of the Declaration of Conformity by e-mail at info@spypoint.com.



Limited warranty and repair

This SPYPOINT product designed by GG Telecom, is covered by a one (1) year warranty on material and workmanship starting from the original date of purchase. The sales receipt is the client's proof of purchase and must be presented if warranty service is needed. This warranty will be honored in the country of purchase only.

This GG Telecom warranty does not apply: (a) to consumable parts, including but not limited to batteries, which performance is designed to decrease over the course of time; (b) to damage caused by misuse, use with another product, neglect, accidents, liquid contact, fire, earthquake or any other external cause; (c) to GG Telecom products that have been purchased online from an unauthorized dealer; (d) to products that have had any modification or tampering; (e) to cosmetic damage including but not limited to scratches and broken plastic; (f) to damage caused by operating the GG Telecom product outside of GG Telecom's recommendations.

INSTRUCTIONS FOR REPAIR SERVICE

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

Repairs for damages not covered by the warranty will be subject to a reasonable charge. The customer will pay all shipping costs.

- 1. BEFORE** sending a product for repair, the customer is welcomed to contact GG Telecom technical support team at 1-888-779-7646 or tech@spypoint.com and to clearly describe the problem and give a phone number where she or he can be reached. It happens regularly that some problems can be solved over the phone.
- 2.** If a product needs to be sent, an RMA number will be given to the customer (Return Merchandise Authorization).
- 3.** The original receipt or a copy must be sent along with the package.
- 4.** The RMA number must be written on the outside of the package and sent to:

CANADA
GG Telecom
120 J.Aurèle-Roux
Victoriaville, QC
G6T 0N5

United States
GG Telecom
555 VT route 78
Swanton, Vermont
05488

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

The customer is liable for loss or damage to the product that may occur during the transport to GG Telecom. We recommend the use of a traceable method of shipping to ensure protection.

WWW.SPYPOINT.COM