DESi

utopic

Utopic RX & Desi Smart App

USER MANUAL

08/08/2025 updated.

GENERAL INFORMATION and WARNINGS

- Before using your smart lock, Locking way (right or left handed door) and Number of turns should be adjusted properly. Otherwise, the smart lock will not work in the correct way and maybe broken.
- For emergency conditions, we recommend you to put the keys in an accessible place (like car, bag etc.)
- If there is any problem with the door or the locking mechanism, first of all, those problems have to be solved. The door's mechanical parts and locking mechanism have to work properly.
- If there is a problem with the device, first look to the troubleshooting part of this manual. If you cannot solve the problem, contact your dealer.
- All the system needs to be protected from water, direct sunlight and shocks.
- Auto-rotating parts oft he device can cause injuries during installation. BE CAREFUL!
- If you are leaving your home for an extended period of time, first fully charge your smart lock and take your mechanical key with you. If you would leave more than 2 months, after charging your smart lock, either shift the smart lock to childlock mode. Otherwise, the batteries of your product would die due to deep discharge.
- The electronic knob is not suitable for manual rotation. If it is try to turned by force, the buttons and electronic system may be damaged. You can rotate the lock manually with the handle on the knob.

IMPORTANT WARNING: IF THE CHARGING PROCESS ENDS LESS THAN 15 MINUTES EVEN SMART LOCK HAS LOW BATTERY LEVEL, DO NOT ATTEMPT CHARGING AGAIN AND CALL SERVICE IMMEDIATELY.

POTENTIALLY EXPLOSIVE ATMOSPHERES

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; areas using liquefi ed petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where it would normally be advisable not to install the Utopic.

SAFETY INFORMATIONS ABOUT BATTERIES

1.Dispose of the used battery according to the instructions provided with the battery.
2.Do not drop, puncture, disassemble, mutilate, or incinerate the battery.
3.Touching both terminals of a battery with a metal object will short circuit the battery.
4.Do not carry batteries loosely if the contacts may touch coins, keys, and other metal objects.
5.Do not heat the batteries.
6.Please use smart lock in operating ranges.
7.We advise to not change battery by yourself.
8.Do not mix different batteries and install inside the Utopic.
9.Do not mix used and new batteries.
10.Charging period of your device is around 3 hours. We recommend you to charge it under supervision. We recommend to charge your device once in two months even if the batteries are not empty. Do not leave charger on the smart lock after fully charge operation.
11.With your own risk, you can use any 5 V DC USB chargers or a powerbank. Use high quality chargers (super chargers are not supported), cables and powerbanks only.

12.If you are leaving your home for an extended period of time, first fully charge your motorized cylinder and take your mechanical key with you.

DISPOSAL OF WASTE BATTERIES

The symbol (crossed out wheeled-bin) on your battery indicates that the battery shall not be disposed with other unsorted waste, but shall be collected separately and handed over to your local community waste collection point or other available collection points for the recycling, at the end of its use. If a chemical symbol is printed under the symbol it indicates that chemical substances (Hg = mercury, Cd = cadmium or Pb = lead) are contained in the battery.

Inappropriate waste handling could possibly have a negative eff ect on the environment and human health due to potential hazardous substances. With your cooperation in the correct disposal of this battery, you contribute to reuse, recycle and recover the batteries and our environment will be protected.
For more information, please contact the Government Waste-Disposal department in your country or the shop where the battery was purchased.

WARRANTY

DESi products are covered by a limited manufacturer warranty. DESi warranty is limited to the warranty rules and legislation present in each country. The warranty only covers manufacturing faults. The warranty does not cover misuse, wrong installation or damage due to a faulty installation or wrong maintenance. The invoice act as the proof of warranty, so please keep it as reference for any warranty complaints.

1. DEVICE FEATURES

Structure

ABS Plastic - Zamak

Dimensions

60mm Diameter - 58mm Length

Batteries and Usage Time

Lithium-ion rechargeable batteries are used.

In tests conducted by DESi, with 10 full 2-turn open-close operations per day, the usage time is 120 days.

Connection

Low Energy Near Connection

1.2. KUTU İÇERİĞİ

(*May vary based on model)*

1 x Smart Lock

1 x Type-C USB Charging Cable

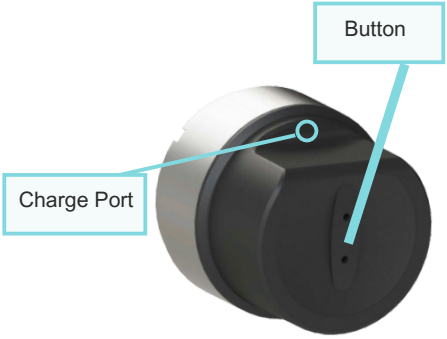
1 x Special Adhesive for Door

1 x Mounting Adapters for Thumbturn

2 x Allen Key

1 x Key Adapter Plastic

3. DEVICE PARTS AND COMPATIBLE ACCESSORIES

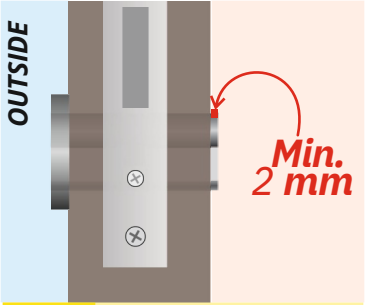


Control Options and Compatible Accessories

Fingerprint
Reader
Keypad
Automatic Locking Module
Home Automation Interface Remote
Controllers Smart Bridge

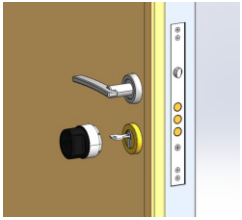
*all sold separately.

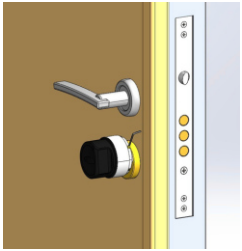
4. DEVICE INSTALLATION (IF THE CYLINDER EXTENDS FROM THE DOOR SURFACE)



IMPORTANT

The existing cylinder needs to extend at least 2mm beyond the surface to properly fit the smart lock.





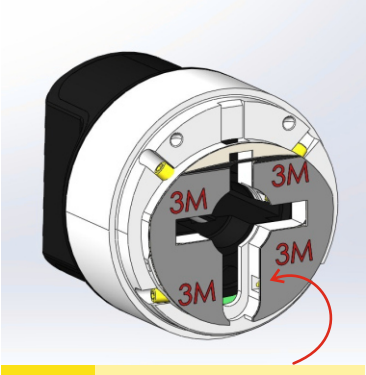
1. Insert the key into your existing lock and leave it in a fixed position.

2. Place the Utopic RX smart lock in the correct position, ensuring it fits perfectly onto the cylinder.

3. Align the smart lock carefully with the lock cylinder and mount it securely.

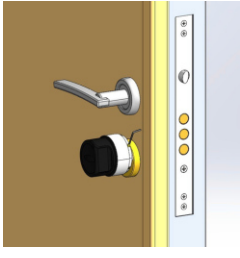
4. Tighten the 4 setscrew bolts on the Utopic RX using a screwdriver until fully secure. This ensures the lock is firmly attached.

4.1. DEVICE INSTALLATION (IF THE CYLINDER IS FLUSH WITH THE DOOR SURFACE)



IMPORTANT

If the cylinder is flush with the door surface, the special adhesive tape included in the package must be used.



1. Attach the special adhesive tape from the box to the smart lock as shown in the left image.

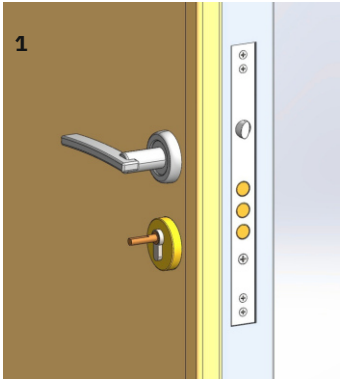
2. Clean the surface to be adhered with a damp cloth and dry it thoroughly.

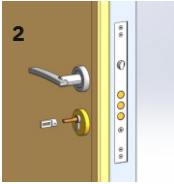
3. Insert the key into your existing lock and leave it in a fixed position.

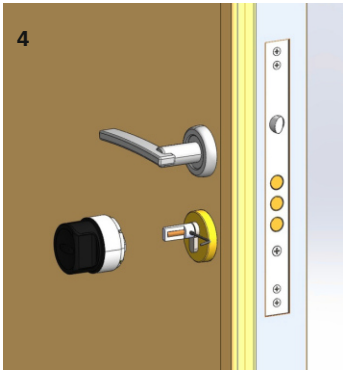
4. Place the Utopic RX smart lock in the correct position to fit perfectly onto the cylinder and attach it firmly.

5. Apply pressure for 1-2 minutes to ensure it adheres well to the door or escutcheon surface.

4.2. DEVICE INSTALLATION (WITH THUMBTURN CYLINDERS)







IMPORTANT

You need to remove the thumbturn of the cylinder.

1.Remove the thumbturn.

2.Attach the thumbturn plastic provided in the box.

3.Tighten the thumbturn plastic using an Allen key.

4.If the cylinder extends beyond the door surface, position the Utopic RX smart lock correctly so it fits perfectly onto the cylinder, and tighten the setscrews.

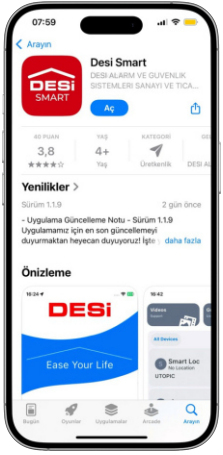
5.If the cylinder does not extend beyond the door surface, position the Utopic RX smart lock correctly so it fits perfectly onto the cylinder, and adhere it.

DESi SMART APP

In this section, you can find details about using the application. First, download the DESi Smart application using the QR codes provided below. Then, register and log in to the application.
Before using your smart lock, you must properly configure the lock it will work with.

GET IT ON Google Play

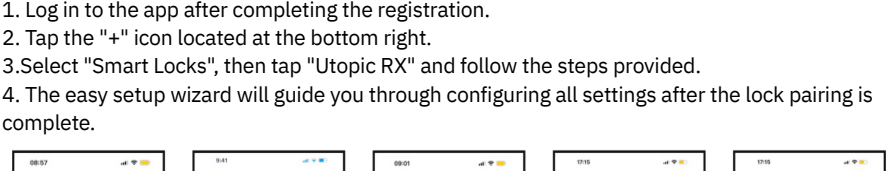
Download on the App Store



5. PAIRING

NOTE: When installing the app and pairing the smart lock on iOS or Android devices, the app will request certain permissions, including location access. Make sure to allow all requested permissions. If any are denied, the app may not work correctly.

1. Log in to the app after completing the registration.
2. Tap the "+" icon located at the bottom right.
3.Select "Smart Locks", then tap "Utopic RX" and follow the steps provided.
4. The easy setup wizard will guide you through configuring all settings after the lock pairing is complete.

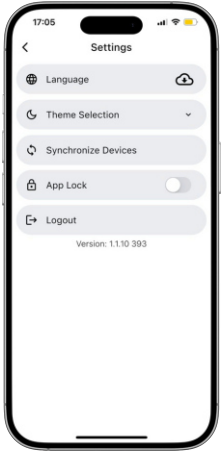


Entering Pairing Mode:
Press and hold the touch button on the smart lock for 3 seconds till you hear warning tone and release your finger.

When the LEDs on the smart lock start flashing rapidly, the pairing mode will be activated.

5.1. APPLICATION SETTINGS

When not connected to the smart lock, tapping the menu button in the top-right corner will take you to the application's settings menu.



The relevant menu items are as follows:

LANGUAGE: Allows you to change the application's language.

THEME SELECTION: View and select themes designed in different colors.

SYNC DEVICES: Automatically stores registered devices in the cloud system.

APP LOCK: Enables login verification using FACE ID or fingerprint.

LOG OUT: Logs you out of the application without deleting your registered devices.

5.2. SMART LOCK SETTINGS / ACCESSING THE MANAGEMENT MENU

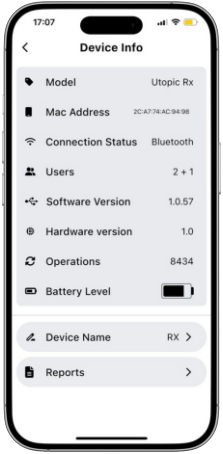
As the master user, after connecting to your smart lock, you can access the 'SETTINGS' menu to configure all your settings.These menus are visible and editable only by the master user.

Before starting to use the product, you must configure the locking direction of your cylinder and the number of lock turns. Failure to do so may result in improper functioning of the product and could cause damage.

5.3. DEVICE INFORMATION TAB

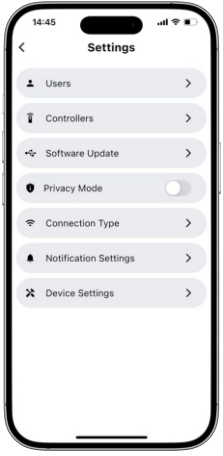
In this tab, you can view the following information:

- Model
- MAC Address
- Connection Status
- Number of Users
- Software Version
- Hardware Version
- Operations
- Battery Level
- Device Name
- Reports



5.3.1. SETTINGS TAB USERS:

All user-related actions, such as adding, deleting, or assigning time-based access to users, can be performed here. You can also add or remove accessories like fingerprint readers, keypads, or remotes from this menu.



USERS: All user operations such as adding new users, deleting them, or defining time access for users are done here.

CONTROLLERS: You can add control devices such as fingerprint scanners, keypads, remote controls, etc., to your smart lock, as well as edit or delete the ones already added.

SOFTWARE UPDATE: If a newer version is available for your smart lock, you can update it through this menu.

PRIVACY MODE: When activated, the smart lock can only be used by the master user. Other users or control devices cannot unlock or lock the smart lock.

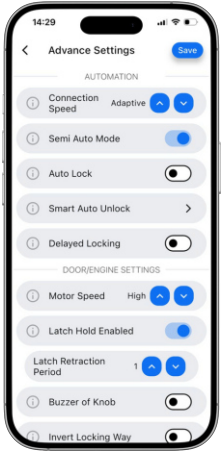
CONNECTION TYPE: This option appears only after the DESi Smart Bridge - Hub product is added. Here, you can select whether your smart lock should always connect via WiFi or near connection by phone.

NOTIFICATION SETTINGS: This option appears only after the DESi Smart Bridge - Hub product is added. You can select what types of notifications you would like to receive from your smart lock.

DEVICE SETTINGS: You can configure all settings of your smart lock from this menu.

5.3.2. DEVICE SETTINGS

In this tab, you can view and configure the following settings:



CONNECTION SPEED: You can use the following modes to optimize the connection speed and energy consumption of your smart lock.

- ***Fast:*** *Provides a fast connection with your device in approximately 3 seconds, ideal for daily use.*
- ***Balanced:*** *Connects in about 6 seconds and saves 10% battery. It strikes a balance between speed and energy consumption.*
- ***Slow:*** *Connects in about 10 seconds and saves 20% battery.*
- ***Adaptive:*** *The device automatically determines when to deactivate and when to be ready for connection based on your usage habits. If not used for 3 days, it switches to balanced mode, and if unused for 8 days, it switches to energy-saving mode.*
- ***Saving:*** *The device only wakes up and establishes a connection when the door is knocked 3-4 times. This mode significantly extends battery life.*

SEMI-AUTOMATIC LOCKING: Your device will continue the process automatically by detecting the direction of manual rotation. From this menu, you can enable or disable the semi-automatic mode.

5.3.2. DEVICE SETTINGS

AUTO LOCK: If you enable this feature, you can ensure that your door is always locked. You can disable or enable it from this menu, and also choose a time between 15-240 seconds.

SMART AUTO LOCK: You can set specific time intervals during which your smart lock will automatically lock.

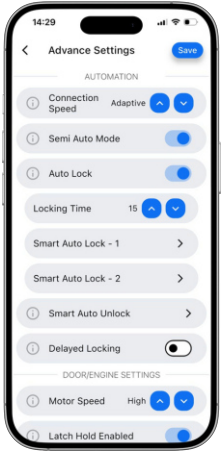
SMART AUTO UNLOCK: You can set your lock to open automatically at the specified days and times without retracting the latch.

DELAYED LOCKING: The smart lock will automatically lock 15, 30, 45, or 60 seconds after pressing the button. If this feature is enabled, you only need to press the button and close the door when leaving, and the door will lock automatically after the selected time.

MOTOR SPEED: You can adjust the motor's power and speed at different levels. Choosing the lowest option, where locking and unlocking happen smoothly, will extend the battery life.

LATCH HOLD: You can adjust whether the smart lock pulls the latch and how long it will stay engaged inside. The latch pulling time can be configured with 3 different options.

BUZZER OF KNOB: You can turn the sounds from the smart lock on or off.



5.3.2. DEVICE SETTINGS

INVERT LOCKING WAY: You may need to change the direction of the smart lock depending on the door you are using it with. From this menu, you can reverse the lock direction.

POSITION RESET MODE: When the knob is manually turned from the inside, it automatically returns to the key removal position within 10 seconds.

BUTTON FUNCTION: You can configure the function that will be performed when the button on the smart lock is pressed.

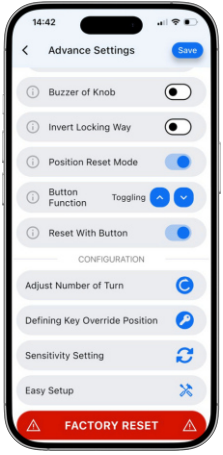
RESET WITH BUTTON: When this feature is turned off, the reset process cannot be performed with the button and can only be done through the app. You can find more details about the reset process on the last page.

ADJUST NUMBER OF TURN: The device automatically detects how many turns your door's locking mechanism has and adjusts accordingly. This feature ensures the device works in perfect harmony with your door.

DEFINING KEY OVERRIDE POSITION: If there are issues with key entry from the outside, adjustments can be made from this menu.

SENSITIVITY: Allows fine-tuning the key position if external key access is not possible.

FACTORY RESET: This will disconnect the smart lock from your phone and reset the smart lock.



5.3.3. ADDING NEW CONTROLLER

Only next-generation control devices can be used with the Utopic RX. The product name of the controllers must include the (B) label.

1. To add a controller, use the blue + icon (add new device) located at the bottom right of the main screen.
2. To add an accessory via the app, you should continue by selecting it under the 'Other Products' tab.
3. Once the pairing process is complete, you can see the accessory on the main screen and tap on it to complete the pairing with Utopic RX.
4. By clicking on the paired device, you can perform the pairing process with the Utopic RX. (For this process, you can pair with the Utopic RX by tapping the blue + icon on the screen that appears.)

NOTE: For detailed steps on adding accessories, we recommend reviewing the manual for each accessory.

5.3.3.1. ADDING A NEW USER

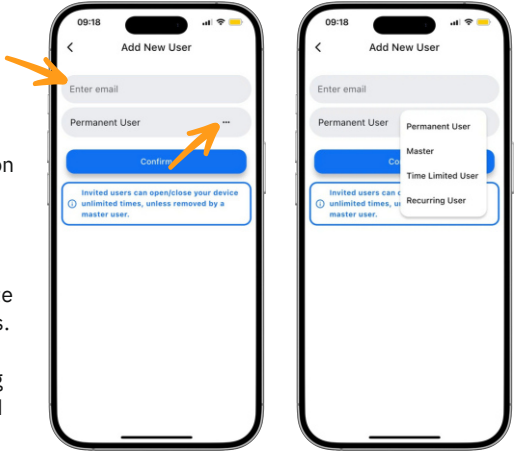
1.After entering the Users section, tap the + icon in the bottom right corner.

2.Enter the email address of the person to be added. You can select the user type from the options: Admin, User, or Time-limited User.

3.The invited user must download the app and complete registration process to accept the invitation. Once this is done, the user will be added to the smart lock. During this process, the master user does not need to be near the smart lock.

NOTE: If the smart lock is paired with a smart bridge for remote access, the added user is automatically granted remote access.

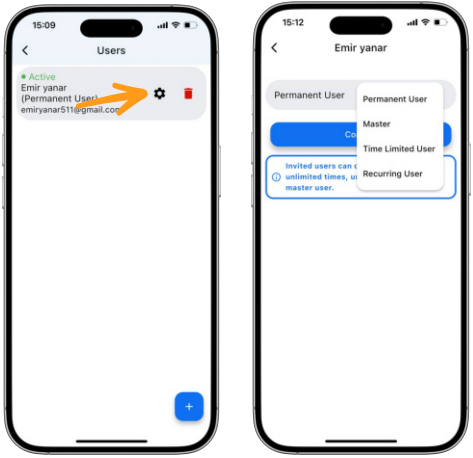
If you wish to revoke this permission, you can do so by clicking the '**EDIT**' button next to the user's name in the Users tab, and then deactivating the **'Remote Access Ability**' button on the screen that appears.



5.3.3.2. DEFINING A USER AS A MASTER

You can designate two different users of your smart lock as master users.

- To do this, you need to go to the ‘USERS’ tab.
- Tap the ‘EDIT’ icon next to the name of the user you want to authorize, then select ‘**CHANGE RESTRICTIONS**’.
- On the screen that appears, tap ... to set the user as ‘**Master**’, or revert them back to a ‘**Permanent User**’ user at any time.
- There is no hierarchy among authorized users—each authorized user can delete another or change their status back to a standard user.



5.3.3.2.a RESTRICTING USERS' USAGE

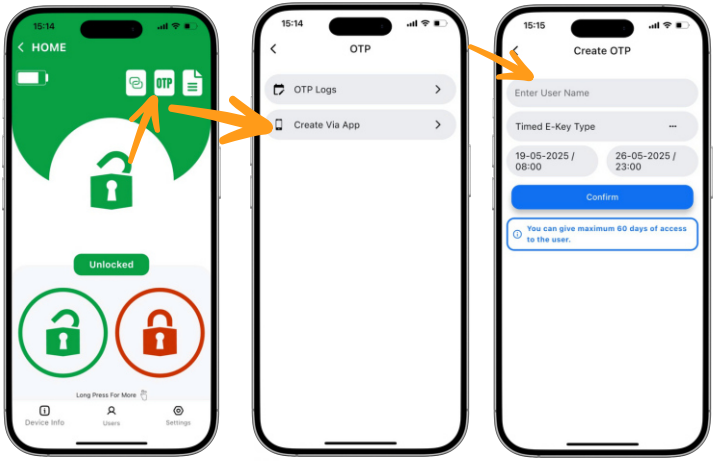
Through the same menu, you can restrict any user's usage or allow access only on specific days and/or times.To perform this action, you must be an master user.

5.3.3.3. CREATING E-KEYs

Even if you are not connected to your smart lock, you can create electronic keys for your guests and allow them to unlock your door within the time period you specify.

You can delete these e-keys or modify their access times at any time. *(This process requires either a nearby connection or a smart bridge for remote access.)*

- To create an e-key, enter the control screen of the lock you wish to manage. (A nearby or smart bridge connection is not required for this step.)
- Tap the OTP-Key icon.
- Tap the Create via App section.
- Enter the guest's name, complete the time and date selections, and confirm.



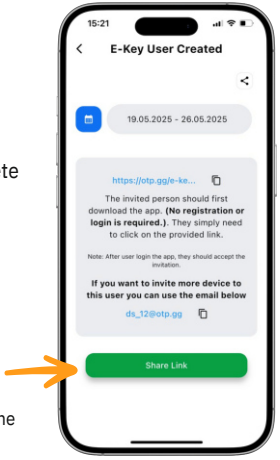
5.3.3.3. CREATING E-KEYs

At this step, you can tap ‘Share Link’ to send your guest message containing login and usage details.

How to use the e-key?

- First, your guest must download the app (tapping the shared link will automatically redirect them to the iOS App Store or Google Play Store). No registration or login is required.
- Once at the door, they should tap the link in the shared message again.
- On the main screen, they must accept the invitation and follow the app’s guidance to complete the process.

After this step, your guest will be able to unlock or lock your door



Automatically Generated Message Example

Download & Install 📲

Click the link below to download and install our app:

https://otp.gg/e-key/1/ds68392d-f812-4637-8c05-d557f3b2d60c (automatically created by App)

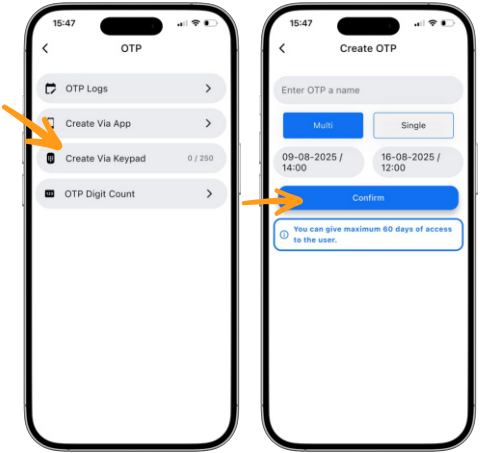
Access & Unlock 🚪🔓

After installing the app, tap the same link again and accept the invitation on the main screen when you reach the door.

5.3.4. E-Key / OTP - Generating a Temporary Access Code (For Keypad Entry)

1st Method (Smart Lock and Keypad V3 / Fingerprint + Keypad V3 Required)

- Open the app and select your smart lock from the main screen.
- Tap the OTP-Key button in the top right corner, then select the 'Create via Keypad'. (Alternatively, you can long-press your lock on the main screen to access the OTP menu.)
- Give a name to OTP.
- Decide whether the access type will be single-use or multiple.
- Set the start and end date for the generated code.
- Tap the 'Confirm' button to create a code with the specified settings.
- Use the Share option to easily send the code via SMS, Email, or WhatsApp.
- To unlock the smart lock, first press the confirm button on the keypad, then enter the shared password, and press the confirm button again.

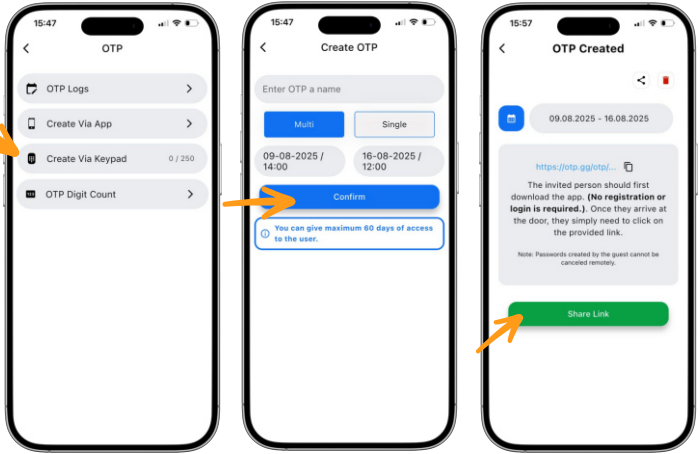


NOTE: This process requires direct/near connection to the smart lock.

5.3.4. E-Key / OTP - Generating a Temporary Access Code (For Keypad Entry)
2nd Method (Smart Lock and Keypad V3 / Fingerprint + Keypad V3 Required)

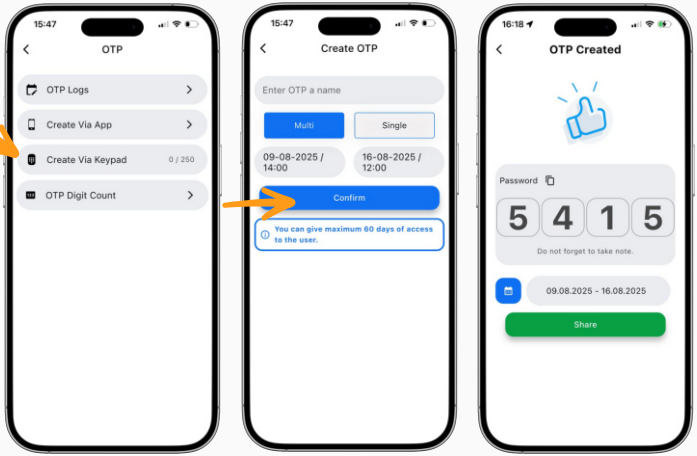
- Click the OTP / E-Key option on the smart lock screen to create an entry link for their guest, active for the specified date and time range.
- The guest, after downloading the app (no login or registration required), can tap the same link upon arrival at the door to activate unique code that even the master cannot see **(no internet connection needed).**
- To unlock the smart lock, first press the confirm button on the keypad, then enter the shared password, and press the confirm button again.

Password Cancellation Method: Master user can delete the codes via a direct/near connection.



5.3.4. E-Key / OTP - Generating a Temporary Access Code (For Keypad Entry)
3rd Method (Smart Lock, Smart Bridge, and Keypad V3 / Fingerprint + Keypad V3 Required)

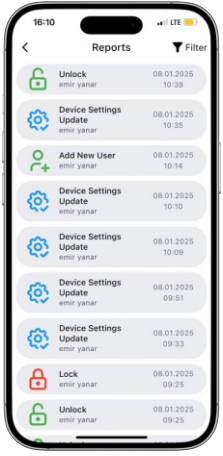
- Click on the OTP / E-Key option on the smart lock screen.
- Select date and time range and usage type for the guest.
- Example: A password set for 05.01.2025 - 10.01.2025 / 12:00 - 14:00 will become active on 05.01.2025 at 12:00 and remain valid until 10.01.2025 at 14:00.
- Press 'Create Password' (no need for close proximity to the smart lock) to create a password. (<u>This process requires the smart lock to be connected via the smart bridge and the internet.</u>)
- To unlock the smart lock, first press the confirm button on the keypad, then enter the shared password, and press the confirm button again.



Password Cancellation Method: The master can delete any password or all generated passwords via the smart bridge.

5.3.5. REPORTS

In this tab, you can view which user unlocked or locked the door, the change history of device settings, and all activities. You can also see the date and time details for users accessing via fingerprint reader, remote control, keypad, etc. Additionally, you can quickly perform a desired search using the 'filter' button located in the top right corner.



5.4. USAGE

Before using the smart lock, you must configure the "locking direction" and "number of lock turns" according to the lock in use. You can perform this setup using the setup wizard.

5.4.1. UNLOCKING

Open the app, connect to the smart lock, and press the UNLOCK button. The smart lock will unlock the door. You can also unlock the door from the inside by turning the body of the smart lock. In case of emergencies, the key can be used to unlock the door.

5.4.2. LOCKING

Open the app, connect to the smart lock, and press the LOCK button. Your smart lock will perform the locking operation. You can also lock the door from the inside by turning the body of the smart lock. In case of emergencies, the key can also be used to lock the door.

5.5. MAINTENANCE

The external surfaces of the device can be wiped with a clean and soft cloth. Never use water or abrasive chemicals for cleaning.

5.5.1. CHARGING THE SMART LOCK

If you hear a triple warning tone after any operation (locking/unlocking) or if the smart lock turns very slowly, you need to recharge it.

IMPORTANT:Your smart lock can only perform one turn unlocking operations during charging to prevent damage to the USB cable and charging port.

CAUTION !

- The device fully charges in approximately 3 hours. Even if the batteries are not empty, we recommend charging your device every two months. We advise charging under supervision.
- It should be charged with good quality 5V DC Type-C USB chargers or power banks.
- Turbo or super fast chargers are not supported.
- The risk of charging with low-quality products is the responsibility of the user.
- If you will be away from your home for an extended period, we recommend fully charging the device and ensuring you take your keys with you. If the device is left uncharged for a long time, the batteries may become unusable.

6. IMPORTANT NOTES AND INFORMATION ABOUT THE DEVICE

Battery Level 100% to 20%: The device can perform locking and unlocking functions normally.
Battery Level 10% to 20%: A low battery warning (audible and visual) is given regardless of the sound settings. The device switches to balanced mode. In this mode, the device can only fully perform single-turn locking and unlocking functions. This status is displayed on the app until the device is charged.
Battery Level 0% to 10%: The device switches to energy-saving mode. In this mode, the device cannot perform the locking function but can fully perform the unlocking function. The low battery warning (audible and visual) continues to be given. This status is displayed on the app until the device is charged.

Touch Button and Lock Functions:
Factory Reset Functionality: The factory reset feature of the device can be enabled or disabled via the touch button.
Locking with Short Press: A short press on the device's touch button locks the door. You can change the button functions in the button function menu. If the delayed locking feature is active, delayed locking is initiated after a short warning tone.

Connection Speed When 'Energy Save Mode' Is Selected:
If smart bridge, fingerprint, or other accessories are used, none can connect in this mode. The smart lock wakes up and connects to accessories after the door is knocked 3-4 times.

Update Process:
If the update process is not completed, the device may remain in update mode. The update process must be restarted. Otherwise, the device may become non-functional.

6.1. USAGE OF THE SMART LOCK

After connecting to the smart lock, you can control your door using the 'LOCK' and 'UNLOCK' buttons.

By pressing and holding the 'LOCK' and 'UNLOCK' buttons, you can control your door with different options.

Lock: Locks the door normally.

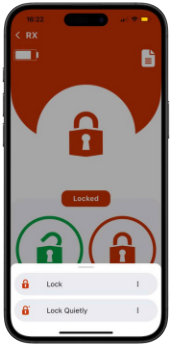
Lock Quietly: The smart lock operates at the slowest speed and locks the door in this mode for a single instance.

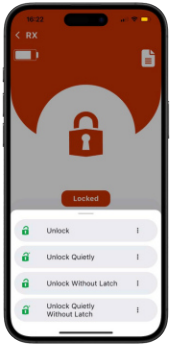
Unlock: Unlocks the door normally.

Unlock Quietly: The smart lock operates at the slowest speed and unlocks the door in this mode for a single instance.

Unlock Without Latch: The lock bars are disengaged, but the latch remains stationary. Opening the door requires a handle movement.

Unlock Quietly Without Latch : The smart lock operates at the slowest speed, disengages the lock bars, but leaves the latch stationary. Opening the door requires a handle movement.





6.1.1. USAGE OF THE SMART LOCK (With WiFi Bridge - Hub)

When using the smart bridge over the internet, you can access all features just as you would with a nearby connection.

After pairing the smart bridge with the smart lock, a globe icon or a nearby connection icon will appear on the control screen.

1. The **globe icon** shown in the image indicates that you are connected to your lock via the smart bridge, i.e., over the internet.

2. The **overlapping rectangles** icon in the image indicates a nearby connection.

You can switch between these options by tapping on the icons.

6.2. UNLOCK WITH KEYS

Standard Cylinder Usage

When the smart lock is opened from the outside using a key, the key that was inserted inside gets pushed outwards. Therefore, to reuse the lock, follow these steps:

1. Remove the key from the outside.
2. Using the key-pushing tool provided in the box, push the internal key back into place through the two holes on the smart lock.
3. Manually check if the smart lock functions properly.
4. Rotate the lock once in the unlocking direction or unlock it using the mobile app.

Double Clutch - Emergency Cylinder Usage

This type of cylinder allows unlocking from the outside even when a key is inserted from the inside. Therefore, after using your key externally, no additional action is required on the device.

Thumbturn Cylinder Usage

This type of cylinder allows unlocking from the outside even when a key is inserted from the inside. Therefore, after using your key externally, no additional action is required on the device.

6.3. RESETTING THE SMART LOCK

- Connect the USB charger provided in the box to a power and position it so that it can be connected to the smart lock (do not plug the USB connector into the smart lock at this step).
- Press and hold the button on the smart lock until you hear two warning tones. When the lights start blinking, plug the USB charging cable into the device. You have approximately 60 seconds to complete this step.
- If you fail, repeat the same steps.
- If the reset process is successful, you should hear a sequence of short warning tones.
- After the reset process, the smart lock will enter sleep mode.
- To exit sleep mode and switch to recognition/pairing mode, press the button on the smart lock until you hear a warning tone. Release your fingers immediately upon hearing the warning tone.

DESi

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DESi Alarm Ve Güvenlik Sistemleri A.Ş.

FCC Warnning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.