

nomo

SMART CARE™

USER MANUAL

Essential Care Kit



CONGRATULATIONS!

Thank you for your purchase. It's important that you read these instructions carefully before installing and using your NOMO Essential Care Kit. Please keep this User Manual for future reference.

Need assistance?

Please visit www.nomosmartcare.com, contact Nomo Smart Care customer support at (844) 888-8854 or email us at customerservice@nomosmartcare.com.

It is recommended that you record the model and serial number of your Nomo Smart Care system for future reference. The model number can be found on the back of your inner box above the bar code. The serial number is located on the box outer sleeve under the bar code.

Included in your Essential Care Kit: One (1) Hub, Two (2) Satellites, and Four (4) Tags

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I. IMPORTANT SAFETY INSTRUCTIONS

- **Read these instructions** – All the safety and operating instructions should be read before this product is used.
- **Keep these instructions** – The safety and operating instructions should be saved for future reference.
- **Heed all warnings** – All warnings on the devices and in the operating instructions should be followed.
- **Do not use this product near water** – The device should not be used near water or moisture – for example, in a wet basement or near a swimming pool.
- Wipe or clean only with a dry cloth.
- Install in accordance with the instructions set forth in this User Manual.
- Do not install near any heat sources such as radiators, stoves, or other appliances (including amplifiers) that produce heat.
- If the provided plug does not fit in your electrical outlet, consult an electrician for replacement of the incompatible outlet.
- Protect the power cord from being walked on or pinched particularly at the electrical outlet or the point where they exit from the hub.
- Only use attachments/accessories supported by the manufacturer.
- Unplug hubs and satellites during lightning storms or when not used for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the product has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the product, the product has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Please keep the unit in a well-ventilated environment.

WARNING: To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The product should not be exposed to dripping or splashing. Objects filled with liquids, such as vases, should not be placed on the product.

WARNING: The batteries cannot be exposed to excessive heat such as sunshine, fire or the like.

WARNING: The main plug is used as a disconnect device, the disconnect device should remain readily operable.

WARNING: To reduce the risk of electric shock, do not remove cover (or back) as there are no user-serviceable parts inside. Refer servicing to qualified personnel.



This lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying the appliance.

WARNING: This product can expose you to chemicals including styrene, which is known to the State of California to cause cancer and Bisphenol A (BPA), which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

II. ADDITIONAL SAFETY INSTRUCTIONS

To ensure reliable and safe operation of this equipment, please carefully read all the instructions in this user guide, especially the safety information below.

Electrical Safety

- These devices should only be connected to a main power supply with a voltage that matches the label at the rear of the product.
- To prevent overload, do not share the same power supply socket with too many other electronic components.
- Do not place any connecting wires where they may be stepped on or tripped over.
- Do not place heavy items on them, which may damage the leads.
- Hold the main plug, not the wires, when removing from a socket.
- Do not allow water or moisture to enter the devices or power adapter.
- Pull the plug out immediately and seek professional help if the main plug or cable is damaged, liquid is spilt onto the set, if accidentally exposed to water or moisture, if anything accidentally penetrates the ventilation slots or if the set does not work normally.
- Do not remove the safety covers. There are no user serviceable parts inside. Trying to service the unit yourself is dangerous and may invalidate the product's warranty. Qualified personnel must only service this product.
- To avoid battery leakage, remove drained or powerless batteries from the devices, or when not using for long period.
- Do not break open or throw used batteries on a fire.

Product Specifications

Specifications	Hub	Satellite	Tag
Width (mm)	98.3	41.5	38.6
Height (mm)	91.6	41.5	38.6
Depth (mm)	98.3	37.7	9.9
Weight (grams)	233	49	12
Power Supply	AC 100V-240V Adapter / DC 5V 4A Power Supply	US Plug/ 110VAC / DC 5V 5W 1 amp USB Charger	CR2430 3V/ 230mAh Battery
Operating Temperature	0°C to +40°C	0°C to +40°C	0°C to +40°C
Storage Temperature	-20°C to +60°C	-20°C to +60°C	-20°C to +60°C
Speakers	4ohm speaker	N/A	N/A
Speaker Volume	64.5dB	N/A	N/A
Wireless Connectivity	802.11b/g/n	802.11b/g/n	N/A
Additional Wireless Connectivity	< 1GHz	< 1GHz	< 1GHz
Motion Sensing Range	N/A	5m (15ft)	N/A
Image Sensor Distance Range	300 cm / 118 in / 9.84252 ft	300 cm / 118 in / 9.84252 ft	N/A

III. PRODUCT OVERVIEW

System requirements not included within this Essential Care Kit:

1. Wireless router
 - a. Username
 - b. Password
2. Mobile phone or tablet with either:
 - a. iOS version 13 or newer
 - b. Android™ 8 or newer

What is included?

The Essential Care Kit is a collection of devices that works with the Nomo Smart Care mobile app. The devices work with the app to provide peace of mind to family, friends, and professionals who care for independent seniors.



NOTE: The Essential Care Kit includes three Nomo Smart Care devices — one (1) Hub with separate power supply cord, two (2) Satellites, and four (4) Tags. The Kit also includes a lanyard with circular plate to attach one Tag and use as a wearable device, if desired. Three help documents are packaged with the Essential Care kit to support set up and use. They include a Quick Start Guide, Warranty card, and Registration Guide will provide additional information.

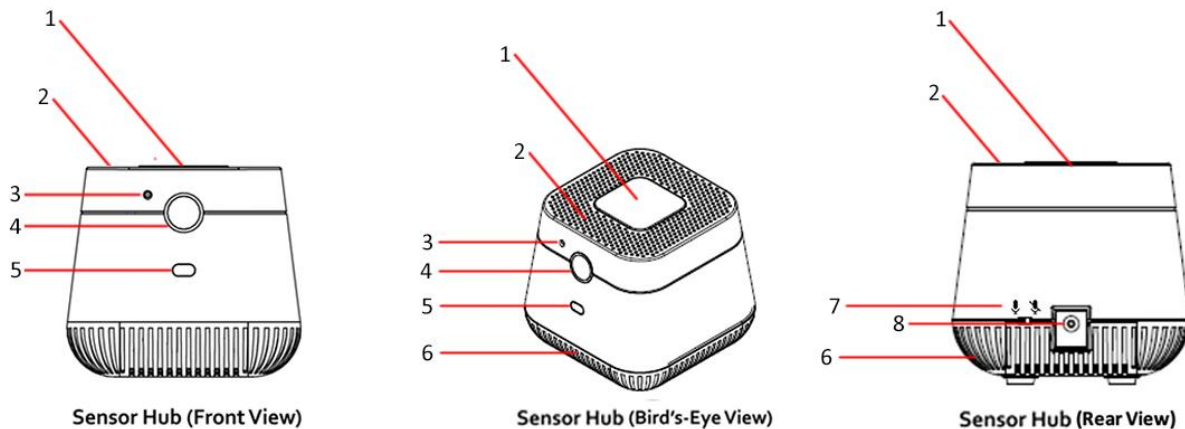
Nomo Smart Care Essential Care Kit:

- **Hub:** a Wi-Fi-enabled sound and image sensor, with 24/7 scanning technology and hands-free voice calling.
- **Satellite:** a sound and motion sensor with an LED indicator that plugs into standard home electrical outlets and extends the Nomo network range within your home.; The satellite uses Wi-Fi technology to extend coverage for your Nomo Smart Care system and a compatible network to connect external home diagnostic devices.
- **Tag:** a motion-sensing device with an alert button that can be attached to doors, drawers, and windows (surfaces) in the home. The tag may also be used as a wearable when provisioned as such in the mobile app. When used as a wearable, the Tag should be attached to the lanyard provided in the kit, which can be worn around the neck and includes a breakaway safety clasp.
- **Nomo Smart Care Mobile App:** provides instant alerts in case of emergency and non-emergencies for caregivers and allows easy communication and monitoring of in-home care recipient events. The app will be available at launch on both iOS and Android devices. The Nomo Smart Care App retrieves diagnostic results from external devices such as blood pressure monitors, thermometers, and scales with Bluetooth capability.

IV. Nomo Smart Care App and Kit Overview

The **Nomo Smart Care** mobile app is available in an iOS and Android version. The mobile app versions are substantially similar and use identical features to function. User instructions are below.

The **Hub** is the central device in the care recipient's home. The Hub connects to the care recipient's wireless home internet router and is designed to be placed centrally in the home, **typically in the room that your loved one spends most of their time during the day.**

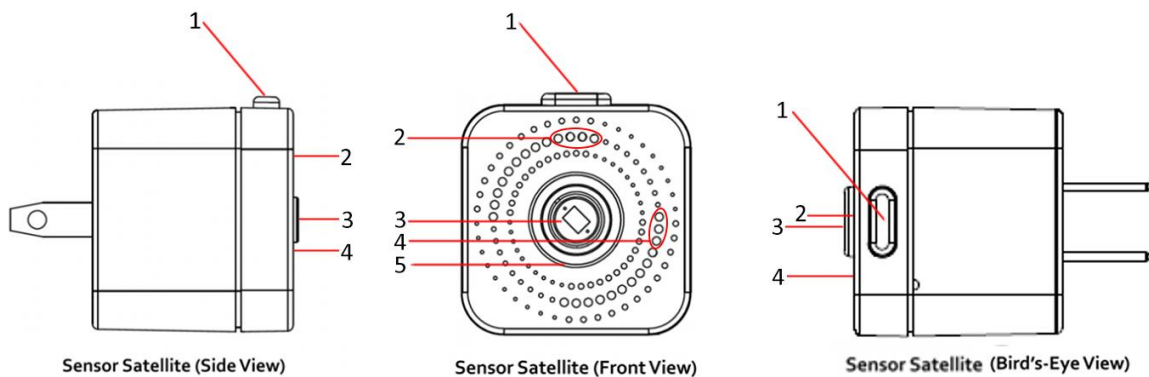


The Hub features:

1. A **multi-use button** sits on the top of the Hub, allowing the care recipient to alert the care circle if help is needed in the home.

2. A **microphone** that functions to allow the care recipient to communicate with their care circle. It also detects sounds like breaking glass, loud noises, etc.
3. A **front-facing image sensor** used by Nomo Smart Care to detect the recipient's orientation and movement (Standing, Sitting, prone, walking-direction, etc.). Posture changes are a part of the event-triggering mechanism on the Nomo Smart Care service and such events may be displayed in the Nomo Smart Care app to the caregivers.
4. A **colored LED** that can be configured by the master caretaker to light up to notify the care recipient of certain actions, reminders, or events.
5. A **time-of-flight sensor** that measures distance between the Hub and objects in front of it
6. A **speaker** at the bottom of the hub for audio that allows caregivers to communicate with the care recipient, as an individual or invite other caregivers into the conversation.
7. A **privacy switch** located on the lower back side of the Hub; when switched into privacy mode, the will alert the care recipient before any attempts to communicate through the Hub, such as a caregiver's incoming voice message
8. **Power Supply** by plugging the small connector end of the power supply unit into the rear of the Hub and plugging the larger end with three prongs into any standard home outlet should power the hub. Please consult an electrician if the power supply doesn't plug in properly.
9. **Wireless Connectivity** using Wi-Fi and 915MHz.
10. **System Updates** pushed to all devices automatically from Nomo.

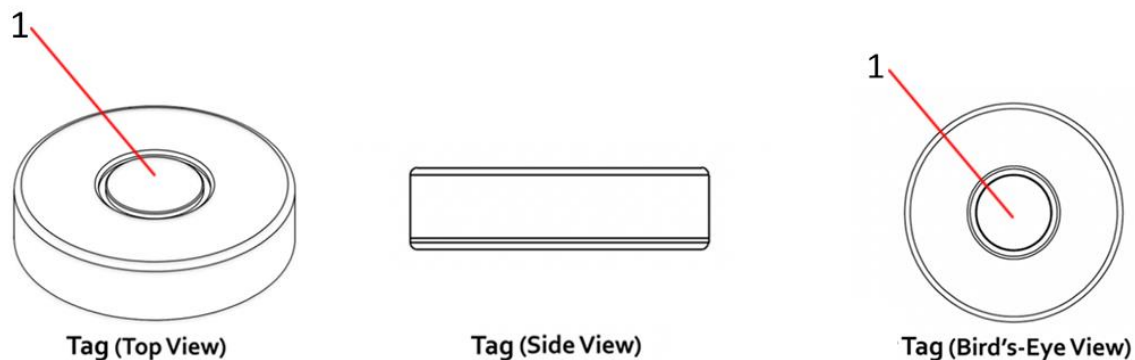
The **Satellite** is our smaller Essential Care Kit device designed to be plugged into a standard wall electrical outlet in the home. It should be plugged in directly and can be located anywhere the user would like to monitor the surrounding environment.



The Satellite features:

1. A **multi-functional button** on the top of the device, allowing the care recipient to alert the care circle if help is needed in the home.
2. A front-facing **ambient white light sensor** that detects when the lights are on or off
3. Front-facing **sensors** that can detect motion and distance
4. A **microphone** that recognizes sounds to identify activities and events in the surrounding environment, such as running water, breaking glass, and loud noises.
5. A front-facing, **colored LED ring** consisting of 12 LEDs in a circular pattern. Like that of the Hub, the LED ring can be configured to serve various functions such as indicating when movement is detected; indicating system status; or displaying special animations sent remotely by other system users (all configured on the app)
6. **Wireless Connectivity** using Wi-Fi and 915MHz.
7. **System Updates** pushed to all devices automatically from Nomo

The **Tag** is a device that can be used in multiple ways. Tags are battery-operated wireless movement sensors with an alert button. They incorporate a 3-axis accelerometer, a Microcontroller unit with Radio Frequency capabilities, and a battery. Tags are designed to be placed on any surface in the home, including refrigerator doors, medical cabinets, internal/external doors, etc. The Tag is also designed to be worn by the care recipient around their neck or in a pocket. Tags also have an alert button on their face to be pressed to notify the care circle when help is needed. Tags communicate over a low-power network to the Satellites. (**Currently, we limit 10 Tags paired to a single Satellite**). This is the only device that has the ability to be worn by a Nomo Smart Care user that may come into deliberate contact with water (for example, while bathing in showers, bathtubs, etc.).



The Tag features:

1. an **alert button** that can be pressed to alert the care circle when help is needed. The alert button is also used initially to connect the Tag to the Nomo Smart Care System.
2. a **movement sensor** inside the tag which detects movement of objects like doors, drawers, windows, etc.
3. **Wireless Connectivity** using 915MHz.

V. Glossary/Terms

- **Care recipient:** The person who is receiving care.
- **Care circle:** The people who are monitoring the care recipient's home and status.
- **Goals:** The care recipient and care circle can set an objective number of times for the care recipient to complete an activity. They can be set up on the app. Goals require a "term" and either a "duration" or an "average" depending on the type of goal you are creating. The term is the time frame the goal is measuring — a monthly goal, for example, will span from the first day of the calendar month to the last. The duration or average is the expected measurement from the sensors you wish to see within that time frame. For example, setting a *Weekly Sleep* goal of *8 hours/day* will track progress every Sunday at midnight, and show a 0-100% progress indicator up to 56 total hours of sleep by Saturday midnight.
- **Poke:** Pokes are schedulable or instant communications sent via the Nomo system. They can be set up on the app by the care circle. Each Poke plays a colorful animation on the Nomo Hub and Satellites. Additionally, a Poke can play a short audio recording or initiate an automated voice assistant.
- **Trigger:** Triggers can be set up on the app. They generate a "Notification" or "Emergency" response action when certain conditions are met, or an absence of those conditions. Triggers can be set for activities such as sleep, motion, and voices, as well as environmental conditions like noise and temperature. They can also be set for "absences" of motion or noise.

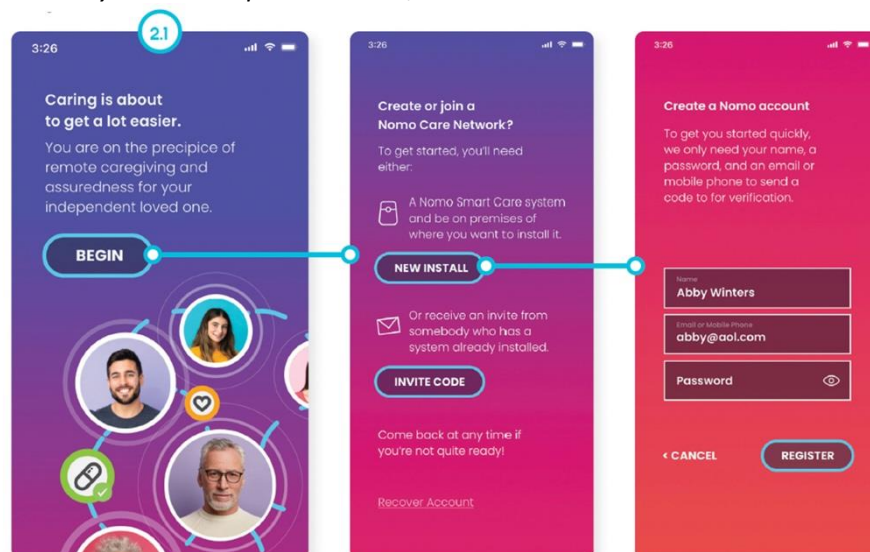
VI. Nomo Smart Care App and Device Set Up

1. How to find and install the Nomo Smart Care app

- 1.1 In the search bar in the Apple App Store or Google Play Store on your phone, enter “Nomo Smart Care.”
- 1.2 Select the Nomo Smart Care app from the search results page. Follow standard installation procedure.
- 1.3 Download the Nomo Smart Care App to your mobile device and follow standard installation procedure.

2. How to set up your Nomo Smart Care account

- 2.1 On the Welcome Screen, either:
 - a. Tap “Begin” to start your account setup
 - 2.2 Create or join a Nomo Smart Care Network:
 - a. Tap “New Install” and follow the in-app instructions to verify your account and enter information about yourself, the care recipient, and the home the devices will be located in.
 - b. Tap “Invite Code” if you’ve received a code within an invite to an existing care circle.
 - c. If you already have an account, tap “Login to an existing account”.enter your email or phone number and your password, then press “Log In”; or
 - b. Create a new account. To do so, tap “Create a new account”
 - 2.2 Create a Nomo Account:
 - a. enter your name, email or mobile phone number, and desired password
 - b. Then, Tap “Register”.
 - b. You’ll receive a verification code by email or phone depending on initial information entered on the “Create an Account” page. Enter the verification code received and tap “Verify”.
- **Tip:** Make sure your mobile phone’s Wi-Fi, Bluetooth and location services are on.



3. How to add Nomo Smart Care devices to your system

3.1 Once you have successfully created your account, you'll see, "Let's introduce you to Nomo!" Tap "Continue." *To begin adding your devices.*

3.2 To set up your Hub:

- a. Review the information and tips on the Hub landing page in-app.
- b. Tap "Continue" when you're ready to proceed to the next step in-app.
- c. Plug the power supply into an unobstructed wall outlet nearest the desired the desired location for the Hub, ideally centrally in the home (typically the room that the care recipient most frequently resides in during the daytime hours).
- d. Press the top button of the Have the Hub ready to connect to the app.
- e. Follow the in-app instructions to configure the hub.

3.3 To set up your Satellites after you've set up the Hub:

- a. Review the information and tips on the satellite landing page. Tap "Continue" when you're ready to proceed to the next step.
- b. Plug the Satellite into a wall outlet in the desired location, ideally with visibility to high traffic areas such as hallways or adjacent rooms. Satellites can also be placed in the bathroom or kitchen above the counter.
 - **Tip:** *The Satellite has several onboard sensors used to collect data about the surrounding environment. As such, there are a few enclosure design considerations. The enclosure needs to allow sufficient air flow and must also provide a way for the ambient light sensor to receive sufficient exposure for accurate readings. Finally, the enclosure must be designed such that the onboard microphone is able to detect sound from the environment.*
- c. When prompted by the app the user will press the button on the Satellite for several seconds which will move the user into the provisioning operating mode. In this operating mode the Sensor Satellite gets Wi-Fi credentials from the Sensor Hub and attempts to obtain TLS X.509 certificates from AWS IoT Core. Once successfully provisioned the device will enter the running operating mode. This is the same mode the device will enter on subsequent power cycles after provisioning succeeds. In the running mode the device will perform its core function of reading and synthesizing environmental sensor data.
- d. Follow the in-app instructions to activate your Satellites and configure and name your Satellites' locations.

Note: In any of the operating modes the device can be factory reset by holding down the built-in button for 10 to 15 seconds. After holding down the button long enough, the user is given a visual indication that the device is resetting properly with a red pulsing indicator light for several seconds. Upon reset the device will no longer have stored Wi-Fi credentials or device certificates and will be in the pre-provisioned operating mode.

3.4 To set up your Tags:

- a. Follow the instructions in the app to connect a Tag to the Nomo Smart Care system. Tap 'continue' when you are ready to proceed to the next step. Place the Tag on a clean flat surface. Press and hold the button until the red LED's flash on the device. The app will acknowledge when a Tag is connected. Complete the process in the app by assigning a name and location to the connected Tag.

3.5 To add new devices once you have already set up your main Nomo Smart Care kit:

- a. Tap the "Settings" tab on the bottom of the app screen.
- b. Under the "System" section, tap "Add & Manage Devices."
- c. Follow the in-app instructions to add more devices.

Tip: Tap the button that says "Install Guides" to learn best practices for setting up your Nomo devices.



4. How to connect to your care circle

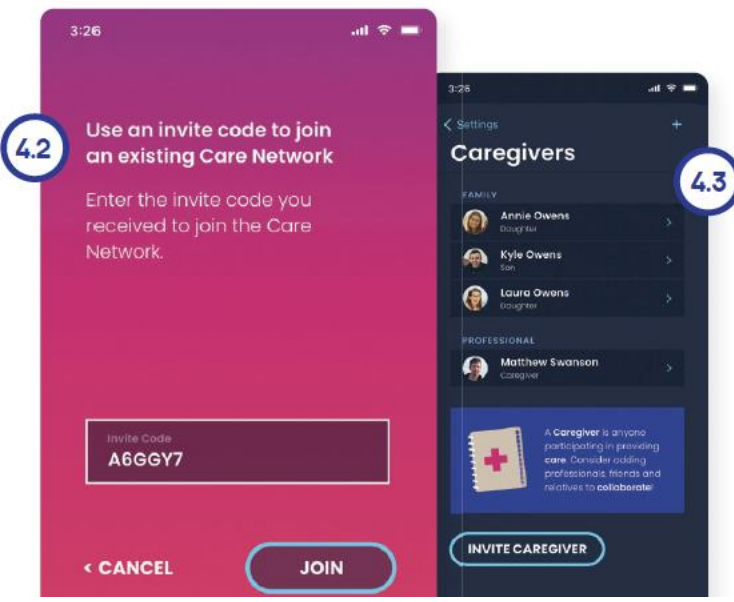
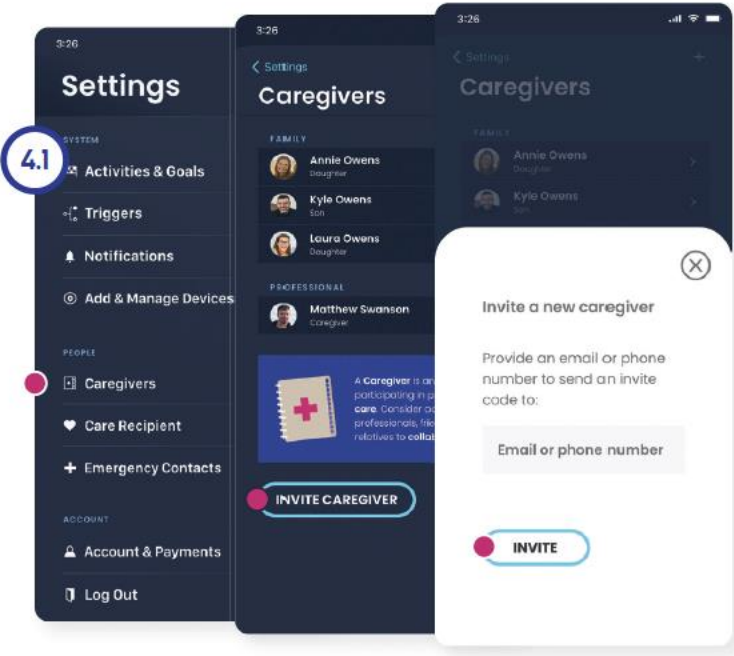
4.1 If you are trying to add new caregivers:

- a. In the app, tap on **Settings**. Then tap on **Caregivers**. Tap "**Invite Caregiver**".
- b. In the pop-up window, enter the "**New**" Caregiver's phone number or email address. Tap "Invite."

4.2 If you have been invited as a caregiver to an existing Nomo Smart Care Network:

- a. Tap the **link** in the email or text message you've been sent inviting you to join a Nomo Care Network as a professional caregiver. Note: This link will only be accessible for 48 hours. If you are trying to access the Nomo Smart Care Network beyond 48 hours, you will have to request a new link.
- c. Enter the invitation code.

- d. Follow the in-app instructions to set up a Caregiver profile, requiring your name, email or cell phone number, and a password.
 - e. Customize triggers and notifications.
- 4.3 Confirm the new caregiver's addition to the care network by going to the **Settings** page, then tapping on **Caregivers** in your app. Repeat step 4.1 to add family and friends to your care circle.



5. How to use other functions of the app

5.1 How to set goals:

- 5.1.1 When you are first setting up your goals, you will find the section for goals on the “Home” page, asking if you have specific care concerns. In that section, tap on the button that reads “Goals.”
- a. Select an activity on the Activities & Goals page by tapping on it. You can choose “Mobility,” “Sleep,” “Dietary,” “Regularity,” “Medicine,” “Social” or “Vitals.”
 - b. Customize the goals along specific dimensions for the activities on the page for each.
 - i. If you’re setting up “Mobility,” “Sleep,” and “Social,” follow the below instructions.
 1. For time frame, which is under the “Term” section,” tap the desired time frame from the drop down: daily, weekly, or monthly.
 2. For per-term average, use the slider to land on the desired amount of time per term, from 0 hours (leftmost) to 16 hours (rightmost).
 3. For options, use the toggle button to set “send reminders” and “receive notifications” to off (left) or on (right)
 4. Once you have customized the activity goals to your preferences on the page, tap the “Done” button in the top right.
 - ii. For “Dietary,” “Regularity,” and “Medicine:”
 1. For time frame, which is under the “Term” section,” select a time frame from the drop down: daily, weekly, or monthly
 2. For per-term average, select the desired number of visits by tapping the minus button (on the left) to decrease the number of visits, or the plus button (on the right) to increase the number of visits
 3. For options, use the toggle button to set “send reminders” and “receive notifications” to off (left) or on (right)
 4. Once you have customized the activity goals to your preferences on the page, tap the “Done” button in the top right.
 - iii. For “Vitals,” you can connect Bluetooth enabled devices for a centralized location to collect, review and share diagnostic results for Blood Pressure cuffs, Pulse Oximeters, Thermometers, Pill reminders, etc.
 - c. To share activity in each category with your Care Circle, tap on the desired category. Under “Share & Discuss,” tap the button that says, “Post in notes” and follow the in-app instructions to write the note. Tap the button that says “Post note” to share when you’re ready.
- 5.1.2 If you have already set up your goals and are looking to add more or update your goals, you will be able to change them in the same “Goals” section on the “Home” page.
- a. If you have already set up a goal for an activity but want to change it, tap on that icon in that section. You will then follow the steps in 5.1.1.b to do this.
 - b. If you wish to add a new goal for an activity you have not yet set up goals for, tap the rightmost “+” button in the same “Goals” section on the “Home” page. You will then follow the steps in 5.1.1.b to set a new goal for the desired activity.

5.2 How to track activity

- a. Tap on the “Activities” page from the bottom bar of the app.
- b. Tap on the activity you’d like to view, from “Mobility,” “Sleep,” “Dietary,” “Regularity,”

“Medicine,” “Social” or “Vitals.”

5.3 How to communicate with your care circle

- a. Tap on the tab at the bottom of the app that says “Group.”
- b. If you want to call, tap the “Call” button. Add members to the call, then tap the button that says “Connect.”
- c. To send a “Poke,” tap the “Poke” button. You can schedule a “Poke” or send one immediately. When you’re ready, tap the button that says “Send.”
- d. To view “Notes,” tap the “Notes” button. You can add a note by pressing the orange “+” button and following the in-app instructions.

5.4 How to manage triggers and notifications

- a. Tap the “Settings” tab on the bottom of the screen.
- b. Tap the “Triggers” category. Follow the in-app instructions to create a new trigger, such as a loud sound trigger or an activity (or lack thereof) trigger at a certain time of day.
 - i. Tap the “Settings” button in the top left corner when you’re finished.
- c. Tap the “Notifications” category. Follow the in-app instructions to customize notifications.
 - i. Tap “Done” in the top right corner when you’re finished.

5.5 How to manage your care circle

- a. In the “Settings” tab on the bottom of the screen, scroll down to find the “People” section.
- b. Tap “Caregivers” to view your care circle.
 - i. To add a new caregiver, tap “Invite Caregiver” and follow the in-app instructions to generate an invite.
- c. Tap Emergency contacts to view your Care recipients’ local emergency numbers.
- d. Tap “Care Recipient” to review contact information and location.

6. How to connect compatible Bluetooth enabled devices*

* Compatible devices must use Bluetooth low energy technology, 2.4 GHz frequency band

Note: Keeping Bluetooth activated on your mobile phone will increase battery drain.

6.1. Once you have setup your Nomo Smart Care Essential Care Kit properly in the home and app, you can then connect compatible Bluetooth devices.

- a. Follow the device pairing instruction according to your device specifications.
- b. If the compatible device is paired properly to your Nomo Smart Care system, the device data will appear in the mobile app.

VII. Color-Ring Animation Guide for Troubleshooting (for LED Ring Lights in Hub and Satellite)

Animation	Devices	Event
Spinning Rainbow	Hub	Active call in progress
Orange Comet	Satellite	Waiting for Wi-Fi Credentials from Hub
Orange Fade Up	Satellite	User holding button for provisioning
Pulsing Orange	Hub/Satellite	Device is provisioning onto the Nomo network
Pulsing Green	Hub/Satellite	Device successfully provisioned onto the Nomo network
Pulsing Red	Hub/Satellite	Device did not successfully provision onto the Nomo network
Blue Comet	Hub/Satellite	Device is trying to connect to the Wi-Fi network
Red Comet	Hub/Satellite	Device was unable to connect to the Wi-Fi network
Bright White	Satellite	The device detected activity
Pulsing Blue	Hub/Satellite	Device is checking for updates
Fast Red Pulse	Hub/Satellite	Button has been held long enough to initiate a factory reset of the device
Green Comet	Hub/Satellite	Device is trying to connect to the Nomo network

VIII. Testing, Certifications, & Statements

7.1 FCC

7.1.1 FCC Statements

- (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- (2) **Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.
 - a. To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.
 - b. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- (3) This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- (4) 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 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 needed.
- Consult the dealer or an experienced radio/TV technician for help.