



Touchstone Feature Guide

7.3 Quadra



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Revision History

Release	Revisions
7.3 Quadra v2	Added the appendix Compliances on page 20
7.3 Quadra v1	Initial version

1 Welcome to Touchstone

The Touchstone platform allows subscribers to monitor their home and control devices from anywhere with an Internet connection. For example, with Touchstone and Touchstone-compatible devices, the subscriber can:

- ❑ Monitor the home for intruders when everyone is away
- ❑ Take video or snapshots of the home
- ❑ Turn lights on and off. If the light is dimmable, set the level of brightness
- ❑ Set the temperature in the home

In addition, the subscriber can create automations that tell the system what to do at certain times or when certain events happen (or don't happen). For example, the subscriber can create an automation that:

- ❑ Turns on lights every evening at 8:00 PM while the subscriber is on vacation
- ❑ Sends a text whenever the front door opens while everyone is away from home
- ❑ Sends an email if the front door is not opened on weekdays at the time children are expected to come home from school

This guide provides an overview of all the features available to the subscriber. It is not a comprehensive, step-by-step guide. It is up to the service provider to create a customized guide for its subscribers.

For more information on Touchstone devices, see: <https://share-icontrol.atlassian.net/wiki/display/CSKB/Icontrol+Devices>

2 Signing In to User Interfaces

The user must sign in to his Touchstone account each time the user accesses the account via the browser or apps.

1. To sign in for the first time, the user uses the link, username, and password provided by the service provider.
2. During activation, the user is prompted to change the username and password to use in subsequent logins.
 - ❑ If the user does not complete activation, depending on when it is aborted, the new username and password are not be saved and the user needs the original username and password provided by the service provider.
 - ❑ The username and password provided by the service provider are valid for two weeks. If the user has not activated within that timeframe, a new username and password must be issued.

2.1 Failed Sign-In Attempts

The user is allowed five unsuccessful sign-in attempts before being locked out for 30 minutes. Within that timeframe, even a valid username and password combination will fail. If this happens, a message is displayed informing the user that the account has been locked and the user can not sign in for 30 minutes. These settings can be customized by editing the server properties:

- ❑ `subscriberPortal.login.max.retry`
- ❑ `subscriberPortal.login.lockTime`

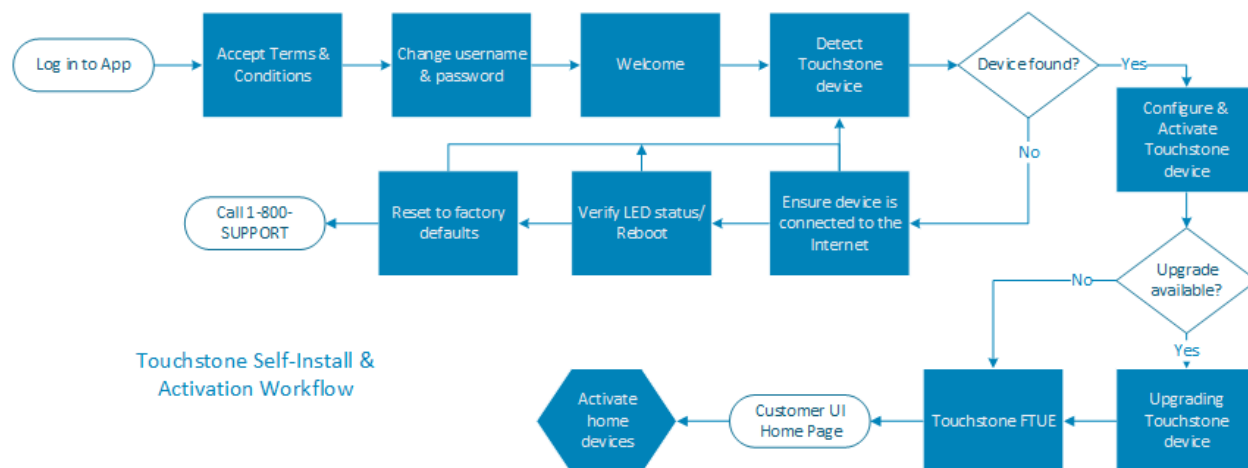
See the "Properties" section in *System Operations Guide*.

2.2 Forgotten Username or Password

If the user has forgotten the username or password for the account, the link on the Sign In page can be used to begin the process of retrieving the username or resetting the password.

3 Touchstone Activation Workflow

The basic activation workflow for Touchstone is outlined below. This does not take into account customizations requested by service providers.



For more information on the customization available for the activation workflow, see *Card UI Branding Guide* or contact Icontrol Professional Services.

4 Managing Sensors and Environmental Devices

Touchstone has been developed to be user-friendly and allow the subscriber to install and manage home monitoring devices. From the user interface, the subscriber can add, edit, and delete devices. A maximum of 64 ZigBee devices are supported on Touchstone. This includes sensors and environmental devices (up to four thermostats). It is up to the service provider to determine which devices are available to the subscriber, however the user interfaces delivered by Icontrol include all the device types supported by Icontrol. See <https://share-icontrol.atlassian.net/wiki/display/CDA/Icontrol+Certified> for more information on supported devices.

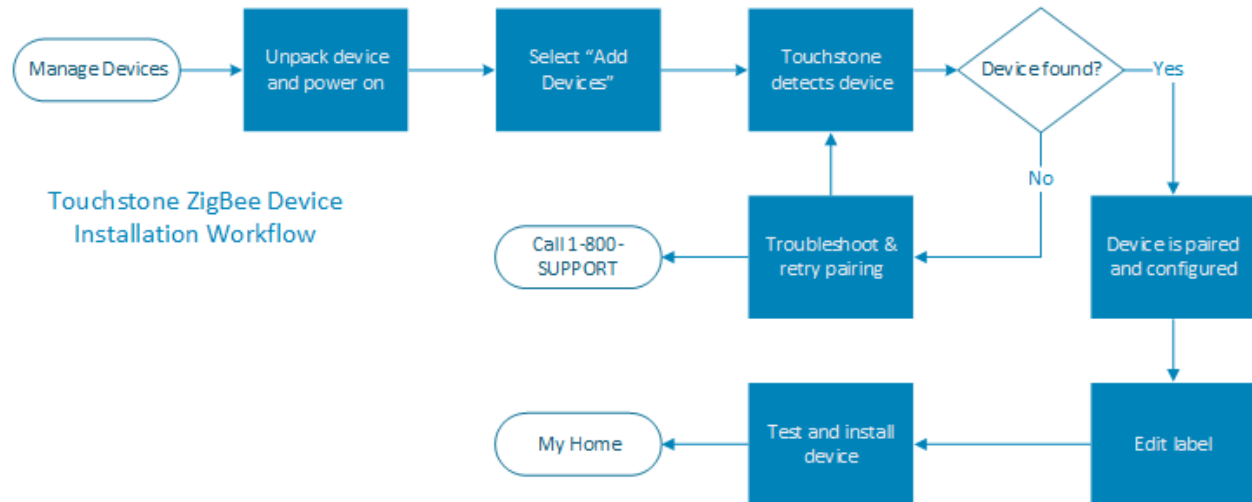
The following device types and actions are supported:

- ☐ Carbon monoxide detectors: monitor
- ☐ Cloud devices: monitor and control
- ☐ Door locks: monitor, lock, and unlock
- ☐ Door/window sensors: monitor
- ☐ Glass break sensors: monitor
- ☐ Lighting modules: monitor, turn on, turn off, and dim (if the device is capable)
- ☐ Motion sensors: monitor
- ☐ Smoke detectors: monitor
- ☐ Thermostats: monitor, set mode, and set temperature
- ☐ Water/flood sensors: monitor

Adding a Device

Devices can be added during activation or at any time thereafter. All ZigBee devices can be paired at once, instead of per type. The basic workflow for installing ZigBee devices on Touchstone is outlined below. This does not take into account customizations requested by service providers.

Note: If a device is not successfully pairing with the current CPE, the device may have been previously configured with another CPE and was not properly deleted from the account.



Modifying the Details of a Device

Icontrol has also made it easy for the subscriber to update installed devices. All the user must do is select the device and select the edit button. This is useful if a device is moved from its original position and needs to be renamed. For example, door/window sensors can be changed from monitoring a door to a window and vice-versa.

Turning a Device On and Off

The user can "turn off", or bypass, a sensor so that the system does not report when the sensor is faulted or restored/cleared. Automations using a sensor that has been turned off do not execute. This is useful when a sensor is reporting too many events, such as a door opening and closing frequently due to a special event at the premises.

IMPORTANT: Carbon monoxide and water detectors can not be turned off.

Deleting a Device

Devices can not be deleted during activation, but can be deleted at any time once activation is complete. Devices have unique network IDs, so if a device needs to be replaced, it must be deleted from the system and a new one must be added. All the user must do is select the device and select the delete button.

IMPORTANT: Once the device is deleted, if the user wants to add the same device back to the system, the device must be reset to factory defaults. See the device documentation for instructions.

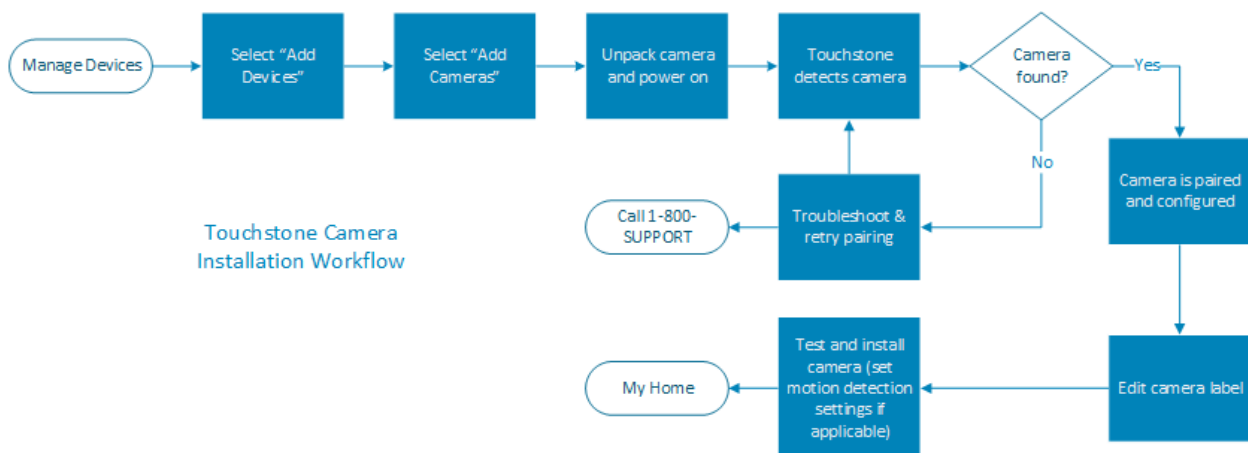
5 Managing Cameras

Touchstone has been developed to be user-friendly and allow the subscriber to install and manage home monitoring devices. From the user interface, the subscriber can add, edit, and delete cameras. It is up to the service provider to determine whether cameras are available to the subscriber, however the user interface delivered by Icontrol will include all the device types supported by Icontrol.

Touchstone supports up to six cameras, but it is up to the service provider to determine the offerings to its subscribers. See <https://share-icontrol.atlassian.net/wiki/display/CDA/Icontrol+Certified> for more information on supported devices.

Adding a Camera

Cameras can be added during activation or at any time thereafter. Icontrol has created a workflow for cameras to guide the user in pairing and installing the camera. All the user needs to do is select the camera icon and follow the instructions on the screen. If the camera is equipped with motion detection, the user can configure the motion detection settings after the camera is paired. The basic workflow for installing cameras on Touchstone is outlined below. This does not take into account customizations requested by service providers.



Renaming a Camera

Icontrol has also made it easy for the subscriber to update installed cameras. All the user must do is select the camera and select the edit button. This is useful if a camera is moved from its original position and needs to be renamed.

Changing the Motion Detection Settings of a Camera

Some cameras are designed with integrated motion detection. The camera's sensitivity to detect motion can be modified at any time via the browser and apps. The options are:

- ☐ **Off** - the camera does not report motion detection
- ☐ **Low** - the camera ignores most motion detected; i.e. medium pets, small children
- ☐ **Medium** - the camera ignores some motion detected; i.e. small pets
- ☐ **High** - the camera reports all motion detected

Once the hub receives a motion event, there is a blackout period where the hub does not acknowledge additional motion events from the camera that reported the first event. The default setting of the blackout period is three minutes. During this blackout period, live video can still be viewed and recorded. If another motion event is received immediately after the blackout period from that same camera, a new blackout period begins. This is designed to prevent overloading the network and servers.

Changes to the camera motion detection setting take effect immediately if the camera is not within the blackout period. If the setting was changed during the blackout period, the change will take effect once the blackout period expires.

Deleting a Camera

Cameras can not be deleted during activation, but can be deleted any time once activation is complete. Cameras have unique network IDs, so if a camera needs to be replaced, it must be deleted from the system and a new one must be added. All the user must do is select the camera and select the delete button.

IMPORTANT: Once the camera is deleted, if the user wants to add the same camera back to the system, the camera must be reset to factory defaults. See the camera documentation for instructions.

6 Viewing Pictures and Videos

Viewing Live Video

The user can view live video from the camera on the browser and apps. If the user has more than one camera, they are displayed as thumbnail images and the image is updated every five seconds. When the user selects a camera, it is displayed on the live video screen.

IMPORTANT: Adobe Flash Player 14 or newer is required for viewing video.

Note: If the subscriber has both HD and VGA cameras, the HD cameras are displayed in 16:9 aspect ratio and the VGA cameras are displayed in 4:3 aspect ratio. The thumbnail images for VGA cameras may be "letter-boxed".

Viewing Saved Pictures and Video

Pictures and videos can be generated by:

- ☐ The user from the live video screen on the browser and apps
- ☐ Automations set to take a picture or video in response to an event or schedule

Only one picture is taken when the user takes a picture from the live video screen. Five pictures are taken when it is in response to an automation. Video is saved in 15-second clips when it is triggered by the user or an automation.

Thumbnail images of the picture(s) and video(s) are displayed once the camera is done capturing the picture or video clip and are available for viewing, saving locally, and deleting. These pictures and video clips reside on the service provider's server and can only be accessed by logging on to the subscriber's account via the browser or apps. Saving the picture(s) or video(s) locally does not delete them from the service provider's server. The user must manually delete any pictures and video clips that are no longer needed via the browser or apps.

IMPORTANT: If the user saves pictures or videos to a local device, they are no longer secured by Icontrol.

7 System Status Headers

The status of the system is displayed on the browser and apps on two headers: the status header and the trouble header.

The status header indicates the current mode setting. Clicking or tapping on the status header will bring up the mode change screen.

The trouble header displays troubles encountered by the system and paired devices. Clicking or tapping on the header displays additional information about the trouble(s).

7.1 Troubles

The troubles reported depend on the device and can include:

- ☐ Loss of connectivity
- ☐ Low battery
- ☐ Tampering

See [Troubleshooting on page 18](#) for more information.

8 Event History

The user can view all the events captured by the system from the Activity screen on the browser and apps. In addition to viewing the events by date, filters are available to narrow down the events displayed:

Filter	Description
All activity	Lists all recent events
Camera Motion	Lists the events reported by cameras with motion detection enabled
Door Locks	Lists the lock and unlock events from door locks
Mode Changes	Lists the instances when the mode was changed
Pictures/Videos	Lists the pictures and videos taken from the system, whether triggered by an alarm, an automation, or taken manually
Troubles	Lists the troubles the system or devices have reported
Zones/Sensors	Lists the events reported by sensors

9 Automations

Automations allow the subscriber to define how Touchstone responds to events reported by sensors. They also allow the subscriber to control non-sensor devices, such as cameras, lights, and thermostats.

Example automations include:

- ☐ Take a picture from my front door camera when Touchstone is in away mode and the front door opens
- ☐ Send an email when any sensor reports a trouble
- ☐ Turn the front porch light on every night at 9 PM and off every morning at 6 AM

9.1 Types of Automations

There are two basic types of automations a user can create. Icontrol has not set a limit to the number of automations a subscriber can create. Service providers must consult with datacenter and database administrators to determine limitations, if any.

Type	Description
Scheduled Event	An action that should occur at a specified day and time, or range of days and times, and while a specified mode is set, regardless of other events.
Event	The automation executes when the specified event occurs during the specified day and time, or range of days and times, and while a specified mode is set.

9.2 Automation Actions

The purpose of an automation is to have the system perform an action under specific circumstances. To have multiple actions occur for the same event, multiple automations must be created. The table below lists all the actions that can occur when the desired time and/or event is detected.

Action	Description
Send Email	Send an email notification to the email address(es) in the subscriber's Trusted Circle with a description of the automation triggered. Note: It is up to the service provider to allow whether a picture or video can be attached to the email message.
Send Text Message	Send an SMS notification to the phone number(s) in the subscriber's Trusted Circle with a description of the automation triggered. Note: It is up to the service provider to allow whether a picture or video can be attached to the SMS message.
Take Picture	The selected camera takes five pictures in quick succession. The pictures are available under event history.
Take Video Clip	The selected camera takes a 15 second video clip. The video clip is available under event history.
Turn on/Turn off Light	Turn the selected light(s) on or off.
Set Thermostat to Cool	Have the thermostat cool the premises to the specified temperature.
Set Thermostat to Heat	Have the thermostat heat the premises to the specified temperature.
Turn Thermostat Off	Turn the thermostat off so that it is not maintaining the premises temperature.
Lock/Unlock a Door Lock	Lock or unlock the selected door lock.

9.3 Modes

Modes are one of the criteria used to create automations. Touchstone can be set in one of four modes:

Mode	Description
Home	People are home. This is the default mode.
Away	The home is not occupied.
Night	The home is occupied and no activity is expected.
Vacation	The home will be unoccupied for an extended amount of time.

9.4 Default Automations

The following automations are created by default when you add a device.

Default Automation	Description	Created When
Any Sensor Active When I'm Away, Contact Me	If the system is in Away mode, and any sensor is faulted (such as a door opening), a text message is sent to the account phone number.	The first door/window sensor is added
Any Sensor Active When I'm on Vacation, Contact Me	If the system is in Vacation mode, and any sensor is faulted (such as a door opening), a text message is sent to the account phone number.	The first door/window sensor is added
Any Non-motion Sensor Active at Night, Contact Me	If the system is in Away mode, and any sensor except a motion sensor is faulted (such as a door opening), a text message is sent to the account phone number.	The first door/window sensor is added
Any Carbon Monoxide Sensor Active, Contact Me	If any carbon monoxide sensor is faulted, a text message is sent to the account phone number.	The first carbon monoxide detector is added
Any Water Sensor Active, Contact Me	If any water sensor is faulted, a text message is sent to the account phone number.	The first water/flood sensor is added
Any Smoke Detector Active, Contact Me	If any smoke detector is faulted, a text message is sent to the account phone number.	The first smoke detector is added
"My Camera X" Camera Motion When I'm Away, Take Video Clip	If "My Camera X" detects motion and the system is set to "away", take a video clip.	Any camera with motion detection capability is added

9.5 Creating Automations

The automations wizard guides the user in creating automations. The steps differ slightly depending on the automation type, device, and desired action, but the basic steps are:

- ❑ **When My device/system**

This device/system is called the "trigger". If there is more than one device per category, the subscriber can only pick one device to use as a trigger per automation.

- ❑ **Reports an event**

The list of expected events depends on the device selected as the trigger. Only one event per automation is supported.

For some devices, there is a "non-event" option. This option sets the automation to expect an event to occur at a certain time/day and triggers if it **does not** occur by the end of the time range specified. For example, for the automation "When my front door sensor does not report 'open', text me, every weekday between 3:00 PM and 3:30 PM and mode is set to 'Away'", if the system detects the front door sensor reporting "open" between 3:00 PM and 3:30 PM during the week and the mode is set to "Away", it does not send a text message. If by 3:30 PM the system has not detected an "open" event, it sends a text message to the contact(s) specified in the automation.

- ❑ **Do This action**

The actions available depend on the devices paired to the system; i.e., send email, take picture.

- ❑ **On this day**

The options available are Sunday through Saturday and every day.

- ❑ **During these times**

The subscriber must select a start and end time that the system should react to the trigger.

- ❑ **And System Mode is Set**

The mode can be any mode or home, away, night, or vacation or a combination.

9.6 Modifying Automations

Once created, the automations can be edited, "turned off", or deleted. The automations wizard guides the user when editing the automation. All the items in the automation can be modified when editing the automation.

When an automation is "turned off", the automation is disabled and it does not run when the system detects the trigger. Deleting an automation removes it completely from the system and the action can not be reversed. A new automation would need to be created. Turning the automation off, back on, or deleting it takes effect immediately. Turning off or deleting the automation does not affect the functionality of the sensor.

9.7 Thermostat Scheduler

Users can manually set the temperature of the thermostat(s) or set up a schedule that maintains the desired temperatures. If the subscriber has more than one thermostat, each thermostat must have its own schedule.

By default, there are four times in each day that the system can adjust the thermostat. The user can change the times to meet the needs of the premises on a daily basis.

For example, while on cool mode on weekdays:

- ❑ Set temperature at 74 degrees at 6:00 AM when everyone is expected to wake up
- ❑ Set temperature at 86 degrees at 9:00 AM after everyone has left the house
- ❑ Set temperature at 75 degrees at 3:30 PM when the children return from school
- ❑ Set temperature at 78 degrees at 10:00 PM when everyone is going to bed

The schedule can be edited at any time. When the schedule is edited, the changes do not take effect until the next scheduled time. Using the example above, if the schedule was edited so that the temperature is set to 83 degrees at 8:00 AM and it is currently 9:15 AM, the thermostat remains at 86 degrees. It will be set to 83 degrees at 8:00 AM the next weekday.

The thermostat schedule can also be disabled, leaving the thermostat at the last set mode and temperature. It does not turn the thermostat off. The thermostat can still accept manual commands at the thermostat and via the browser and apps.

10 Managing Account Information

The user can access some of the account information from the browser and apps, such as username, address, timezone and quotas. The user can change the username and password, however the account address, timezone, and quotas are for informational purposes only.

Note: It is up to the service provider to allow the user to change the username and password. If the service provider requires that the username or password must be changed via another method, they will be displayed for informational purposes only.

10.1 Change Username

The username for the account must be 20 characters or less. By default, it can contain numbers (0-9), English uppercase and lowercase letters (a-z, A-Z), as well as the following non-English characters:

Ä, ä, É, é, Ö, ö, Ü, ü, ß, À, à, Â, â, Æ, æ, Ç, ç, È, è, Ê, ê, Ë, ë, Î, î, Ï, ï, Ô, ô, Œ, œ, Ù, ù, Û, û, Í, í, Ò, ò, Ó, ó, Ú, ú, Ñ, ñ, ¿, ¡

The following special characters are also supported:

! . # \$ % ' * + - ? ^ _ ` { | } & / = ~

Spaces cannot be used in a username, and usernames are not case-sensitive.

10.2 Change Password

The account password must be 20 characters or less and can contain any character, and passwords are case-sensitive.

10.3 Quotas

The account quotas are displayed so the user can manage usage. These quotas are set by the service provider via the Management Portal. The quotas displayed are:

- ☐ Pictures saved per day
- ☐ Videos saved per day
- ☐ SMS messages sent per day

The quotas are refreshed daily. When a quota is met, the system will stop processing the action for the rest of the day. Increasing the quota for the account allows the action(s) to continue, but deleting pictures or videos does not clear the quota.

11 Managing Contacts

Contacts are listed in Touchstone's Trusted Circle as "non-emergency contacts". The Trusted Circle can only be accessed via the browser and apps. The account email and phone number are listed in the Trusted Circle by default. The user can edit the information, but it can not be deleted. The user can add additional contacts to the Trusted Circle. The additional contacts are not associated with the account at the service provider and do not have access to the account.

The contacts listed under "non-emergency contacts" are for notification of automations only. The user selects one or more contacts listed as "non-emergency contacts" when creating an automation to send an email or a text message. For example, the user can add an adult who lives nearby to "non-emergency contacts" and select that contact in an automation that triggers when Touchstone is in vacation mode and the user is out of town. Icontrol has not set a limit to the number of contacts a user can add as "non-emergency contacts". Service providers must consult with data center and database administrators to determine limitations, if any.

If the user creates additional contacts after creating automations, the new contacts are not automatically added to existing automations that send an email or text message. The user must edit the existing automation(s) to include the new contact if the user would like for the new contact to receive the notification(s).

Appendix A: Troubleshooting

The following sections provide information about the trouble messages you may see and what you can do to resolve them.

A.1 General System and Communication Troubles

Most communication errors are temporary. If the tips for resolving communication problems listed do not help, try restarting your home router or gateway, then restart your system, if applicable.

IMPORTANT: Do not reset your system to default factory settings unless instructed by a Customer Care representative.

Message	Cause	Resolution
An issue is affecting the system.	Unknown	Contact Customer Care if the condition persists.
Communications to the system are lost.	The system servers can not connect to the system.	<ul style="list-style-type: none"> <input type="checkbox"/> Verify the system is powered on <input type="checkbox"/> Verify the system is connected to the Internet
System Upgrade in Progress	Firmware update currently in progress.	No action required. Message will go away when the update is completed.

A.2 Sensor Troubles

Message	Cause	Resolution
Sensor Communication Failure	<p>The system cannot communicate with the identified sensor.</p> <p>Possible causes include low battery and RF connectivity failure.</p>	<p>Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the sensor.</p> <p>If you have any electronics on your home network that communicate with RF or Bluetooth, make sure they are not being used near the sensor.</p> <p>Installing a light module between the system and the sensor might improve communication.</p>
Sensor is tampered	The cover of the identified sensor has been removed.	<p>Make sure that the sensor cover is securely attached to the sensor base.</p> <p>If the problem persists, contact Customer Care.</p>
Low Sensor Battery	The battery in the sensor is getting low.	Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the sensor.

A.3 Camera Trouble

Message	Cause	Resolution
Having difficulty communicating with camera	The system cannot communicate with one of your cameras.	<p>Ensure that the camera is powered on, and that it is in range of the system. The power indicator light on the camera should be solid.</p> <p>If the camera is on, then disconnect the power source, wait a few minutes, then reconnect the power source.</p>

A.4 Lighting Trouble

Message	Cause	Resolution
Having difficulty communicating with a light module	The system cannot communicate with one of your light modules.	<p>If you have any electronics in your home network that communicate with RF or Bluetooth, make sure they are not being used near the light.</p> <p>If your light module is movable, place it in another location and see if the problem resolves itself. If so, move the light module back to the original location. If the error message returns, the RF signal may be weak in that part of your home.</p>

A.5 Thermostat Troubles

Message	Cause	Resolution
Having difficulty communicating with a thermostat module	The system cannot communicate with your thermostat	<p>If you have any electronics in your home network that communicate with RF or Bluetooth, make sure they are not being used near the thermostat.</p> <p>Installing a light module between the system and the thermostat might improve communication.</p>
Low Thermostat Battery	The battery in the sensor is getting low.	Replace the battery with a battery of the same size and capacity. Refer to the documentation that came with the thermostat.

A.6 Replacing a Touchstone System

In the rare occasion that the Touchstone system becomes faulty, replacing the old hardware with a new one is fairly simple. Once the service provider's customer care representative approves a return merchandise authorization (RMA) and flags the account for RMA, all the user must do is power down and remove the old system, install the new system and log in to the account. The workflow will be similar to when the user first activated the system and will guide the user on how to restore the previous configuration.

IMPORTANT: The subscriber must not close the browser or unplug the system until the configuration is complete.

Appendix B: Compliances

B.1 FCC Notice

This device has been designed, constructed, and tested for compliance with FCC rules that regulate intentional and unintentional radiators. As the user of this device, you are not permitted to make any alterations or modifications to this equipment or use it in any way that is inconsistent with the information described in this guide without the expressed, written permission of the manufacturer. Doing so will void your authority to operate this equipment.

This device complies with FCC rules part 15 and Industry Canada RSS-210. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Information: This device is only authorized for use in a mobile or fixed application. At least 20 cm (8 inches) of separation distance between the touchscreen and the user's body must be maintained at all times to ensure compliance with the FCC and Industry Canada RF Exposure Requirements.

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 connected.
- ☐ Consult the dealer or an experienced radio/TV technician for help.