ELMOTECH
ELECTRONIC MONITORING TECHNOLOGIES

STaR

Receiver and Transmitter Installation and Operation Guide

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Table of Contents

1 Introduction 1

About STaR® 1

2 Getting Started 3

About This Manual 3

3 Pre-Installation and Equipment Requirements 5

Pre-Installation Procedures 5

Equipment Requirements 6

4 Home Unit Installation & Activation Instructions 7

Locating the Home Unit 8

Activating the Home Unit 8

5 Transmitter Activation & Installation Instructions 11

Activating the Transmitter 11

Attaching the Transmitter 12

6 STaR Unit Activation & Operational Instructions 15

Parts of the STaR Unit 15

Display Panel 16

Activating the STaR Unit 16

Navigating the Display Panel 17

Initiating the Data Download 17

Performing an End of Service to the Unit 18

Offender Rules and Operational Procedures 19

General Rules for the Offender *19*
Acknowledging a Command Message 20
Charging the STaR Unit 21
Defining STaR Unit Operational Settings 22

7 Maintaining & Packing the Monitoring Equipment 25
Cleaning the STaR Unit or Home Unit 25
Cleaning the Transmitter 26
Replacing the Transmitter Straps 28

8 FCC Information 30

List of Figures

Figure 1 Home Unit 7
Figure 2 Locating the Home Unit 8
Figure 3 STaR Unit Parts 15
Figure 4 Display Panel 16

1 Introduction

About STaR®

STaR (Satellite Tracking and Reporting) is based on highly advanced GPS (Global Positioning Satellite) technology and Elmo-Tech's field proven RF monitoring expertise. The Home Unit, the Transmitter and the STaR Unit are just a few of the unique elements of the Electronic Monitoring System.

The monitored individual wears a body secured Transmitter. For effective supervision, the monitored individual is assigned with a personalized curfew schedule and a zone limitation program (hot zones).

The STaR Unit is a mobile monitoring device that reports on locality and infractions, helping to ensure absolute compliance in accordance with the monitored individual's appointed monitoring program. While in the curfew location (e.g. home or hostel), the STaR Unit is placed next to the Home Unit. The Home Unit extends the STaR Unit's reception capabilities in such a way as to cover the entire curfew location.

When leaving the curfew location, the monitored individual must carry the STaR Unit on his or her person. An alert is activated if the Transmitter and the STaR Unit are separated. Once on the move, the STaR Unit automatically acquires a GPS position fix and activates continuous location data collection. The STaR Unit communicates with the monitoring center, via the cellular network, reporting on location and violations. Reporting is based on the monitored individual's assigned program and schedule.

2 Getting Started

About This Manual

The STaR Unit and Transmitter Installation and Operational Guide has been created for the installation expert and is meant as a guide through the STaR Unit & Transmitter installation and operational procedures. This manual assumes that you have at least some experience with electronic monitoring systems.

This manual does not contain information regarding system settings, configuration or any other software produced by Elmo-Tech Ltd., unless directly related to this produce.

Please refer to the appropriate manuals for information with respect to the E3-MWS Monitor Operator and System Administration manuals.

The STaR Unit and Transmitter Installation and Operation Guide is divided into the following chapters:

- **Introduction** – Introduces you to the STaR monitoring methodology.
- **Pre-Installation and Equipment Requirements** – Describes the various pre-installation and equipment requirements.
- **Home Unit Installation & Activation Instructions** – Describes the various installation and activation procedures with regard to the Home Unit.
- **Transmitter Activation & Installation Instructions** – Describes the various activation and installation procedures with regard to the **Transmitter**.

- **STaR Unit Activation & Operational Instructions** – Describes the various activation and operational procedures with regard to the STaR Unit.
- **Maintaining the Monitoring Equipment** – Describes the maintenance, replacement and packing procedures regarding the monitoring equipment.

All STaR related hardware and software must be installed and repaired by a qualified Elmo-Tech customer service representative or an experienced system administrator.

Elmo-Tech Ltd is committed to innovation and continued improvement. Upgrades may be announced that consist of software improvements and updated manuals will generally accompany those system changes.

3 Pre-Installation and Equipment Requirements

Pre-Installation Procedures

While still at the monitor center or probation agency:

1. Enter the Offender's personal information and the STaR Unit configuration parameters into the Electronic Monitoring System software application. You can perform this well in advance, even before the actual monitoring equipment is allocated and installed.
2. Enter the following equipment information into the Electronic Monitoring System software application:
   - STaR Unit serial number
   - Home Unit serial number
   - Transmitter serial number
3. Check that the serial numbers that you enter match the numbers on each of the equipment items.

Note: The relevant serial numbers are visible on the back or side of each equipment item.

Equipment Requirements

Before leaving the monitor center or probation agency check that you have:

- STaR Unit, carrying pouch and power adapter
- Transmitter (Tx) with Strap holder
- Home Unit and power adapter
- Electronic key
- Locking tool
- Locking clips (male and female)
- Screwdriver (to open the clips if necessary). It is recommended to use a 0.2in (5mm) flat head screwdriver.

Note: It is always recommended to bring an extra set of locking clips, in case the first set get accidentally damaged during the installation.

4 Home Unit Installation & Activation Instructions

Figure 1 Home Unit

Locating the Home Unit

Place the Home Unit as close to the center of the curfew location as possible, 3 ft (1 m) off the ground and at least 1 foot (30 cm) away from the wall.

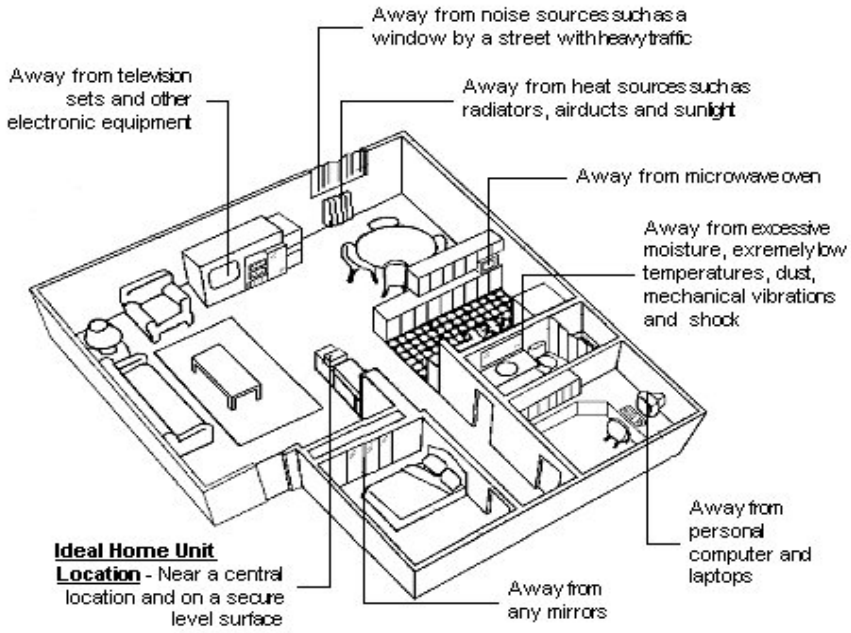

Figure 2 Locating the Home Unit

Activating the Home Unit

To activate the Home Unit:

Connect the adapter end of the external power cable to the power outlet. The Home Unit makes three audible beeping sounds. The Charge LED on the front panel flashes when the Home Unit is first activated.

The Charge and Power LED's light up only after the backup battery is fully charged. The Home Unit is now in monitoring mode.

To deactivate the Home Unit:

1. Using a screwdriver, unscrew and remove the Unit holding screw located on the underside of the mounting bracket.
2. Disconnect the Home Unit from the mounting bracket by pulling the Unit upwards slightly.
3. Remove the Home Unit from the mounting bracket and turn the Unit over. The deactivation button is located on the backside of the Unit.
4. Using a pointed instrument (but not sharp), push down on the reset button. The Home Unit deactivates itself and all stored information is deleted.

5 Transmitter Activation & Installation Instructions

Activating the Transmitter

To activate the Transmitter:

1. Hold the Transmitter in the palm of your hand with the metal pins, along the strap, pointing towards you. You will need to support the underside of the strap with your finger.
2. Hold the MRD (Manual Reset Device) in your free hand, with the Off button facing towards the open end of the strap. The On button must be facing the main body of the Transmitter.
3. Press the MRD down over the strap ensuring that the two metal touch points on top of the MRD make contact with the two metal pins on the strap.
4. Holding the MRD in this position, press the On button for one second. The red LED on the MRD turns steadily on for two seconds, followed by two seconds of flashing. This indicates that the Transmitter has received the activation command.
5. Place the Transmitter on its side, onto a non-metal surface and wait for 30 seconds.
6. Once activated, you can attach the Transmitter to the monitored individual's wrist or ankle.

Remember: For more information about attaching the Transmitter, refer to the section about, **Attaching the Transmitter**.

To deactivate the Transmitter:

Follow the instruction, as described in the steps on the previous page and instead of pressing the MRD On button to activate the Transmitter, press the Off button.

Attaching the Transmitter

To attach the Transmitter to the monitored individual's wrist or ankle:

1. Place the strap holder onto the short strap (pin side) of the transmitter.

2. Attach the female clip to the underside of the short strap and verify that the closed end of the female clip fits with the edge of the strap.

3. Wrap the Transmitter around the monitored individual's wrist or ankle at its narrowest point.

4. Position the long strap over the female clip, ensuring that all the pins on the short strap protrude through the long strap.

5. Slide the strap holder over the end of the long strap in order to hold it in place.

6. Press the male clip down onto the female clip, ensuring that all pins and grooves, on both locking clips, connect correctly.

7. Get the monitored individual to move around with the Transmitter around the wrist or ankle and ensure that the strap fits comfortably.

Note: The closed strap should not put any pressure on the wrist or ankle. For a leg attachment, try to attach the Transmitter over a sock before fastening the clips.

8. Fasten the two clips together using the supplied locking tool. An audible clicking sound is heard indicating that the strap clips are secured together correctly.

To remove the Transmitter from the monitored individual's wrist or ankle:

Place the sharp end of a flat head screwdriver into the open groove on the side of the locking clip and applying a little pressure, break the locking clips apart. You can now remove the Transmitter from the monitored individual's wrist or ankle.

6 STaR Unit Activation & Operational Instructions

Parts of the STaR Unit

Figure 3 STaR Unit Parts

Display Panel

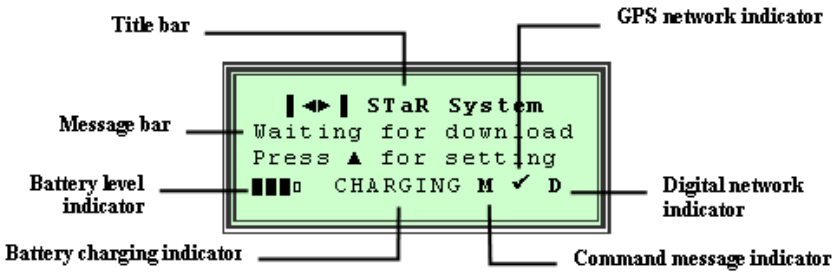

Figure 4 Display Panel

Activating the STaR Unit

To activate the STaR Unit:

1. Connect one end of the power adapter into the wall socket and connect the other end into the charging socket on the STaR Unit.
2. Once activated the STaR Unit makes an audible beeping sound, the system logo, version number and current date and time are briefly displayed in the Display panel. The 'Waiting for Download' message is then displayed in the Display panel, indicating that the STaR Unit has been activated successfully.

To deactivate the STaR Unit:

1. Press the Up and Down buttons simultaneously until the Display panel goes blank.
2. Release the Up and Down buttons. An 'Insert Password' message is displayed.

3. Insert the relevant password into the appropriate field. You can enter a number by pressing the Up button until the desired number is displayed. Press the Down button to set the displayed number and then move onto the next number. Continue until the correct password is displayed.
4. Press the Up and Down buttons on the STaR Unit simultaneously until the Shutdown option is displayed.
5. Select Shutdown. The Shutdown options are displayed.
6. Select the Turn Off option. The Display panel turns blank, indicating that the STaR Unit has been deactivated successfully.

Navigating the Display Panel

The Control bar is located in the lower section of the Display panel and can be used to navigate through the control options in the Display panel.

The Up and Down buttons on the STaR Unit can be used to navigate the Control bar and select control options in the Display panel.

Remember: For a detailed view of the Display panel, refer to the section about, **Display panel**.

Initiating the Data Download

To initiate the data download:

1. With the 'Waiting for Download' message and the digital network indicator (**D**) all displayed in the Display panel, make a call to the monitoring center.
2. Relay the defined Tx and Home Unit ranges to the

monitoring center personnel and ask them to adjust the In-House and Outside range settings, located in the monitoring workstation software application, accordingly.

3. Request a manual download. Once performed, the monitoring center will call back to confirm a successful download, or to inform you that the download has failed and should be initiated again. Once the manual download has been deemed successful, a 'Start Monitoring' message is displayed in the Display panel. This indicates that the STaR Unit is in pre-monitoring mode.
4. Select Start to activate monitoring mode.

Note: Monitoring mode will only start if the monitored individual's program start date, as defined in the monitoring workstation software application, has arrived.

Performing an End of Service to the Unit

Once the monitored individual's monitoring program has been completed and before you deactivate the STaR Unit, the end of service procedure should be performed. The end of service procedure erases the STaR Unit's memory.

A full End of Service procedure must be performed through the E3 Electronic Monitoring System. The following procedure describes an End of Service to the STaR Unit only.

To perform an end of service:

1. Press the Up and Down buttons on the STaR Unit simultaneously until the Display panel goes blank.
2. Release the Up and Down buttons. An 'Insert Password' message is displayed.
3. Insert the relevant password into the appropriate field. You can enter a number by pressing the Up button until the desired number is displayed. Press the Down button to set

the displayed number and then move onto the next number. Continue until the correct password is displayed.

4. Press the Up and Down buttons on the STaR Unit simultaneously until the Shutdown option is displayed.
5. Select Shutdown. The Shutdown options are displayed.
6. Select the End of Service (EOS) option. The STaR Unit makes an audible beeping sound, the system logo, version number and current date and time are briefly displayed in the Display panel. The 'Waiting for Download' message is then displayed in the Display panel, indicating that the STaR Unit has been end of serviced successfully.
7. You can now deactivate the STaR Unit.

Remember: For information about deactivating the STaR Unit, refer to the section about, **Activating the STaR Unit**.

Offender Rules and Operational Procedures

There are number of rules and operational procedures that the monitored individual must observe and perform in accordance with his or her monitoring program.

General Rules for the Offender

The monitored individual must abide by the following rules:

- **Always** take the STaR Unit with you, whenever you leave your place of residence or place of work
- **Always** wait until the GPS network indicator (✓) is displayed in the Display panel, before entering a building
- **Always** place the STaR Unit on a flat surface **facing up** whenever you enter your place of residence or place of work

- **Always** connect the STaR Unit to the charging adapter whenever you are traveling in a vehicle, in your place of residence or in your place of work
- **Whenever** you hear the audible beeping sound you must read the command message displayed in the Display panel
- **Whenever** you receive a command message and are instructed to perform a task, you must comply
- **Whenever** you receive a command message, you must select Acknowledge to acknowledge the receipt and compliance of the command message
- **Never** touch or move the Home Unit once it has been installed
- **Never** place any objects on top of the Home Unit
- **Never** disconnect the power cord from either the Home Unit, or the wall socket
- **Never** attempt to open the Home Unit
- **Never** attempt to open the STaR Unit carrying pouch
- **Never** attempt to open the STaR Unit
- **Never** move out of the designated curfew area during an in-house curfew time frame
- **Never** move away from the STaR Unit when away from the curfew location
- **Never** attempt to open the Transmitter strap clip
- **Never** attempt to cut or break the Transmitter strap

Acknowledging a Command Message

Upon certain predefined violations, the STaR Unit activates an audible beeping sound, the LED flashes and a command message is displayed in the Display panel. The audible beeping sound and flashing LED will continue until the requested

command is completed and the command message has been acknowledged.

To acknowledge a command message:

Complete the requested command and then press the Up button to acknowledge.

Charging the STaR Unit

In order to keep the STaR Unit fully charged and operational, the monitored individual should connect the Unit to the supplied charging adapter whenever the Unit is not in immediate use.

To charge the STaR Unit:

1. Connect the appropriate end of the supplied charging adapter into either, the wall power socket, or the vehicle's cigarette lighter power outlet.
2. Connect the small end of the charging adapter into the charging socket located on the STaR Unit. The left LED indicator lights up and a Charging message is displayed in the Display panel, indicating the STaR Unit is in charging mode.

Note: If the STaR Unit is connected for charging while the actual Unit is off, the Unit automatically activates itself and charging commences.

Warning! In case of the following:

- The LCD indicator blinks irregularly
- The Unit unpredictably turns off and resets itself
- Any other irregular actions

Please disconnect and turn off, and return it to the monitoring agency/supplier for replacement. Do not attempt

to fix the Unit by yourself.

For agencies/customers: Do not use faulty Units at any time. If any of the above malfunctions occur, return the Unit to Elmo-Tech for repair.

Defining STaR Unit Operational Settings

To define STaR Unit operational settings:

1. With the 'Waiting for Download' message displayed in the Display panel, press the Up button on the STaR Unit. A 'Test GPS?' message is displayed.
2. Move, with the STaR Unit to a place just outside the monitored individual's accommodation in order to receive a reasonable GPS position fix.
3. Select Start and wait until the appropriate GPS position fix is acquired. A 'GPS OK' message is displayed.
4. Select Abort and then select Skip to navigate to the next setting test. A 'Test Modem?' message is displayed.
5. Select Start and wait until the modem powers up. A 'Modem Power Up OK' message is displayed.
6. Move around the curfew location in order to receive a reasonable digital network connection.
7. Select Exit to exit the modem test. A 'Test Tx & HU?' message is displayed.
8. Select Start and then insert the Tx serial number into the appropriate field. You can enter a number by pressing the Up button until the desired number is displayed. Press the Down button to set the displayed number and then move onto the next number. Continue until the full Tx serial number is displayed.
9. Press the Up and Down buttons on the STaR Unit simultaneously until the 'Searching for Tx' message is

displayed.

10. Activate the Transmitter and place it at the appropriate maximum free movement distance from the STaR Unit.

Remember: For more information about activating the transmitter, refer to the section about, **Installing the Transmitter**.

11. Wait for the defined Tx range to be displayed in the Display panel. You will need to relay the registered Tx range to the monitoring center before the first download is performed. This range will be defined as the maximum free movement area in which the monitored individual can move away from the STaR Unit while not at home.
12. Select Next to move to the next setting test. A 'Home Unit range' message is displayed.
13. Activate the Home Unit.

Remember: For more information about installing and activating the Home Unit, refer to the section about, **Installing the Home Unit**.

14. Place the STaR Unit into the cradle next to the Home Unit.
15. Move, with the Transmitter in your hand, to the following curfew places:
    - Places most distant from the Home Unit.
    - Places behind large metal objects.
    - Places where the monitored individual may spend long periods of time like the bedroom or living room.
    - Remote locations like the garage, cellar or garden.

Note: the Transmitter should be situated at least 2 minutes in each location in order for the STaR Unit to receive a true Home Unit range setting.

16. Wait for the defined Home Unit range setting to be displayed in the Display panel. You will need to relay the highest of all the registered Home Unit ranges to the monitoring center before the first download is performed. This range will be defined as the maximum free movement area in which the monitored individual can move away from the Home Unit while at home.
17. Select Stop to stop the Home Unit range setting test.
18. Select Next. A 'Test finished' message is displayed.
19. Select Exit to exit the STaR Unit settings, or select Retest to restart and redefine the STaR Unit settings. The STaR Unit makes an audible beeping sound, the system logo, version number and current date and time are briefly displayed in the Display panel. The 'Waiting for Download' message and the digital network indicator (**D**) are all displayed in the Display panel. This indicates that the STaR Unit's settings have been defined correctly and the Unit has been re-activated successfully.
20. Attach the Transmitter to the monitored individual's wrist or ankle.

Remember: For more information about attaching the transmitter refer to the section about, **Attaching the Transmitter**.

7 Maintaining & Packing the Monitoring Equipment

Regular cleaning of your Elmo-Tech equipment is recommended, using Elmo-Tech approved products.

After cleaning, Elmo-Tech recommends that you perform a visual inspection of all Units to check for cracks or any other damage, before redeploying into the field

Cleaning the STaR Unit or Home Unit

To clean the STaR Unit or Home Unit:

1. Remove the Unit from its carrying case.
2. Spray the surface of the Unit with an alcohol based cleaner (optional).

Note Elmo-Tech recommends Citrus Base cleaner by 3M™ (http://solutions.3m.com/).

3. Using a damp cloth, wipe the outside of the Unit.

Caution: Do not, under any circumstances, submerge or place the Unit under running water.

4. Using a dry cloth, or paper towel, dry the outside of the Unit.
5. Once the Unit is dry, return it to its carrying case.

Cleaning the Transmitter

The following Transmitter cleaning methods are approved by Elmo-Tech:

- Manual Cleaning – using a soft brush and approved cleaning product.
- Using a Dishwasher – together with an approved cleaning product.

To clean the Transmitter manually:

1. Remove the Transmitter from its carrying case.
2. If there are clips on the Transmitter, remove the 'female' and 'male' parts before cleaning.
3. Remove the strap holder from the Transmitter.
4. Hold the Transmitter by the end of the long strap and either:
   - Spray the Transmitter with 3M™ Citrus Base cleaner, or an alcohol based equivalent.

   Or

   - Using a damp cloth or towel, clean the Transmitter with soapy water.
5. Using a dry cloth or towel, dry the outside of the Transmitter and place it on a towel with its inner side facing up.
6. Using a soft brush, gently brush the inner side of the Transmitter along the tracks.
7. After cleaning, wash the Transmitter in clean water.
8. Using a dry cloth or towel, dry the Transmitter thoroughly.
9. Place the strap holder back on to the short strap of the Transmitter.
10. Place the Transmitter back into its carrying case.

To clean the Transmitter using a dishwasher:

1. Remove the Transmitter from its carrying case.
2. If there are clips on the Transmitter, remove the 'female' and 'male' parts before cleaning.
3. Remove the strap holder from the Transmitter.
4. Place the Transmitter into the dishwasher machine.
5. Use a pH neutral or slightly acidic cleaning agent.

Note: Elmo-Tech recommends Hepi dishwashing Products by Thurn-produckte (http://www.thurn-produkte.de/).

6. Choose the shortest cycle, at a maximum temperature of 52ºC.
7. Once the Transmitter is dry, place the strap holder back onto the short strap of the Transmitter.
8. Place the Transmitter back into its carrying case.

Replacing the Transmitter Straps

Any of the following indicator's could justify replacing a Transmitter strap:

- Visible damage to one or both straps
- Strap tamper alarm generated, with no visible damage to the Transmitter
- Transmitter will not activate

Note: If only one side of the strap is damaged, you may want to leave the undamaged side in place and replace only the damaged side of the strap.

The following equipment items are required to replace the Transmitter straps:

- 1 Transmitter body
- 1 pair of replacement straps (long/medium non-pins side and long/medium pins side)
- Screwdriver
- Extra screws
- Extra strap clips (male and female)
- Electronic key

To replace the Transmitter straps:

1. Using the screwdriver, open the screw(s) that holds the strap clasp to the Transmitter and remove the strap clasp.
2. Gently shake the strap loose from the Transmitter body, being extra careful not to damage the metal pins on the Transmitter body.

3. Position the new strap over the Transmitter body. Notice that the two small holes on the strap have to lie exactly over the two metal pins.
4. Gently place the strap down over the metal pins and press down along the seam of the strap, snugly fitting the entire strap to the Transmitter body.
5. Put the strap clasp back in place with the wider side pointing in-wards.
6. Close the screw (s) with the screwdriver. It has to be closed firmly, but not too tight since this can damage the strap.
7. Test the new strap by re-activating the Transmitter.
8. If, after the re-activation, the Transmitter does not reset itself, repeat steps 1-6 making sure that the strap is positioned correctly over the pins. Then perform another activation test. If changing only one side of the strap does not work, you should try and change the other strap side.

8 FCC Information

FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 15 STATEMENT

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information.

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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:

- If using an indoor antenna, have a quality outdoor antenna installed.
- Reorient the receiving antenna until interference is reduced or eliminated.
- Move the receiver away from the control/communicator.
- Move the antenna leads away from any wire runs to the control/ communicator.
- Plug the control/communicator into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful: "Interference Handbook". This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

TRANSMITTER FEDERAL COMMUNICATIONS COMMISSION (FCC) Part 15 STATEMENT

The equipment 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 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:

1. Reorient or relocate the receiving antenna, 2. Increase the separation between the equipment and the receiver, 3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected, 4. Consult the dealer or an experienced radio/TV technician for help.