

Quick Start Guide

For additional information, visit www.getfyx.com.

Card Access PRODUCTS

FYX™ HUB

Proximity-based receiver and transmitter



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What is the FYX Hub?

The FYX™ Hub is a proximity-based receiver and transmitter. It is an always-on device and plugs into a standard electrical outlet.

It discovers, receives and transmits proximity and other data of interest from FYX Beacons and other devices running FYX-enabled applications via Bluetooth® Low Energy (BLE) short-range radio transmissions. Then, using Wi-Fi® transmissions, the Hub communicates this proximity and other data of interest to the GetFyx.com web service.

The BLE and Wi-Fi radio signals transmitted from Beacons and transmitted and received by the Hub employ industry standard security techniques designed to prevent intruders from listening in on these messages. The Hub is a password-protected device with a web-based Control Panel user interface (UI) for Hub setup and management. Before performing the Hub setup, please visit <http://www.getfyx.com/> to get started.

Creating Rich Consumer Advertising and Marketing Experiences

With the FYX Hub placed in indoor or outdoor business environments, proximity-based triggers provide dynamic customer experiences to engage, entice and interact with your business on a one-to-one level.

With the FYX Hub, proximity detection creates a new level of interaction between mobile, web and in-store campaigns.

Important Safety Instructions

Read all instructions in this guide before using the FYX Hub. When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions:

- The FYX Hub is for indoor use only and should be kept away from water or chemical contact.
- The FYX Hub is an Information Technology device and is intended for use in households only. Do not install the device in locations that may expose the product to ignitable or flammable gases or liquids.
- Do not expose the FYX Hub to extreme temperatures.
- Plug the FYX Hub only into a power source in accordance with the input voltage ratings marked on the device.
- Do not operate the FYX Hub with a damaged plug, or after the product malfunctions or is dropped or damaged in any manner. Avoid dropping the device.
- To obtain a replacement product or service for examination, repair, electrical or mechanical adjustment, see the Warranty section of this document.
- The FYX Hub is provided with double insulation and has no serviceable parts. In a double insulated appliance, two levels of insulation are provided instead of grounding as a means of protecting the user from risk of electric shock. Servicing of a double-insulated appliance requires extreme care and knowledge of the system and should only be done by qualified service personnel. Replacement parts for double-insulated appliances must be identical to those parts in the appliance. A double-insulated appliance is marked with the words "DOUBLE INSULATION" or "DOUBLE INSULATED", or the symbol:



PLEASE SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.

Before You Begin

Before you begin setting up the FYX Hub for use with the GetFyx.com web service, you will need the following information (for easy reference, please write them in the spaces provided below).

FYX Hub Information

1. Your FYX Hub Activation Code (the 9 alpha-numeric characters on the FYX Hub's rear label appearing below the word "GetFYX.com").
2. The FYX Hub Wi-Fi MAC Address (specifically, the last 6 of the 12 alpha-numeric characters printed on the Hub's rear label in the lower left area).

FYX Hub Activation Code: _____



FYX Hub Wi-Fi MAC Address: _____

00:01:02:XX:XX:XX

3. You must create a FYX Hub password at least 8 characters in length. Please write the password you will use below:

FYX Hub Password: _____

Your Wi-Fi Network Information

To connect the FYX Hub to your Wi-Fi Network, you will need the following information:

1. The name of your Wi-Fi Network.
2. The security password or passphrase for your Wi-Fi Network.

Wi-Fi Network Name: _____

Wi-Fi Network Password: _____

Typically, you will need 15-20 minutes to complete the FYX Hub setup.

Getting Started

To begin, please visit <http://www.getfyx.com/>. This is where you must go to get started using your FYX Hub.

Plugging in Your FYX Hub

Before you begin your FYX Hub setup, plug it into a power outlet. To do this, you must first attach the plug head to the back side of the Hub by performing the following steps:

1. Place the proper plug head into the socket on the back side of the Hub by aligning the four plug head tabs in the socket.
2. Push the plug head in and then up until the release button at the top of the socket clicks and locks the plug head into place.



Figure 1: Attaching the FYX Hub Plug Head

NOTE: To remove the plug head, press in the release button at the top of the socket and reverse the above steps.

3. Plug the Hub into the power outlet.

NOTE: After plugging in the Hub, wait for AT LEAST ONE MINUTE to allow the Hub to initialize before connecting the Hub to your Wi-Fi Network.

Connecting Your FYX Hub to Your Wi-Fi Network

Once you have visited <http://www.getfyx.com/> to get started and followed the instructions there, you're ready to connect the Hub to your Wi-Fi Network.

This one-time setup is accomplished with the following steps:

1. If you have not plugged the Hub into an electrical outlet, please do so now (see **Figure 1** in the previous section).
2. From your smartphone, tablet or computer, perform your device's required steps to connect to a wireless network.
3. Connect to the Wi-Fi Network named **FYX Hub (xxxxxx)**.

NOTE: the "(xxxxxx)" alphanumeric characters in the Wi-Fi Network name are replaced with the last six characters of the Hub's actual Wi-Fi MAC address. This address is printed on the Hub's rear label. It is found on the Hub label's lower left (See the **Before You Begin** section of this document for additional information).

NOTE: The FYX Hub only appears as a Wi-Fi Network during 1) the first Hub Setup or 2) after a Hub Reset. No Wi-Fi Network Password is required. After the FYX Hub is properly configured, it no longer appears as an available Wi-Fi Network. If you need to re-configure the FYX Hub, you will need to reset the FYX Hub (see the **Troubleshooting** section for instructions on when and how to do this).

4. Open your web browser. It will automatically launch the FYX Hub Control Panel. If your web browser does not automatically launch this, simply type <http://www.fyxsetup.com> into your web browser and the FYX Hub Control Panel will launch.
5. As this is the first time setup of your FYX Hub, you will be REQUIRED to choose the Hub Password (See **Figure 2**). Follow the onscreen instructions and type in your new password in the New Password box.
6. Retype your new password in the Retype Password box.
7. Click on the **Save** button.

The Hub will search for available Wi-Fi networks to which it can connect. It then displays the Network Names of these networks (See **Figure 3**).

NOTE: If you do NOT see your Wi-Fi Network in the list of Network Names, click on the **Repeat Network Scan** button. Repeat this step until your Wi-Fi Network Name appears.

8. Select your Wi-Fi Network by clicking/tapping on your Wi-Fi Network's name.
9. The Hub will ask you for your Wi-Fi Network's password. Enter the password in the space provided (See **Figure 4**). When finished, click/tap on the **Continue** button.
- NOTE:** Click/tap on the **Show** button if you wish to see the password characters as you type them. Click/tap the **Hide** button to toggle this option.
10. The Hub will then connect to your Wi-Fi Network (See **Figure 5**). This may take up to 90 seconds. When the Hub is connected to your Wi-Fi Network and the GetFyx.com web service, you should see the message "Congratulations! Your Hub setup is complete." (See **Figure 6**). Your Hub now configured and ready to go!

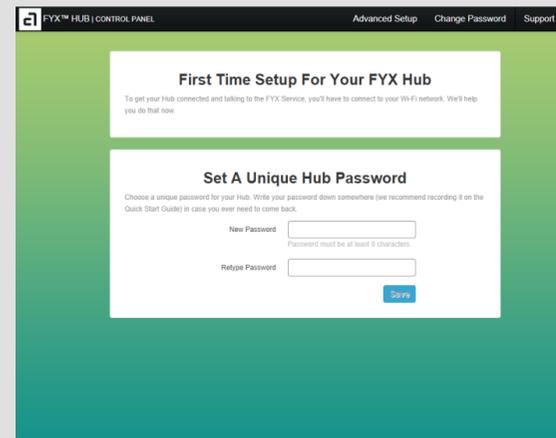


Figure 2: Choose your FYX Hub Password

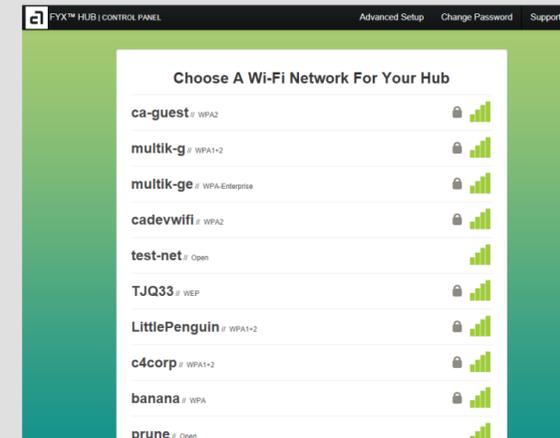


Figure 3: Choose your Wi-Fi Network

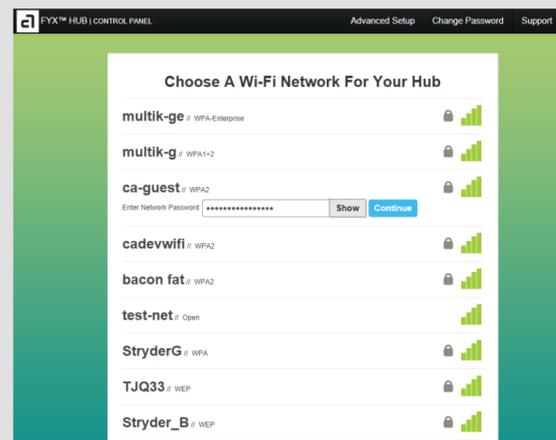


Figure 4: Enter Your Wi-Fi Network Password

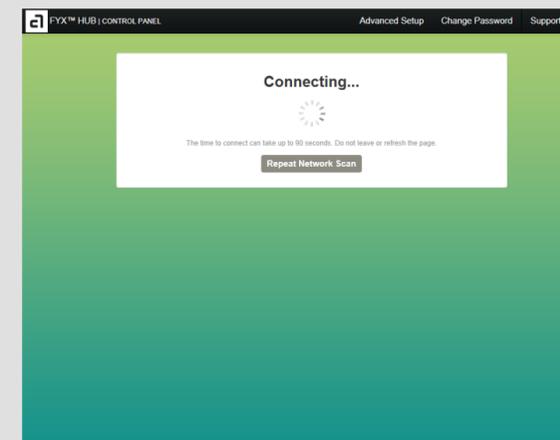


Figure 5: Your FYX Hub Connects to Your Wi-Fi Network

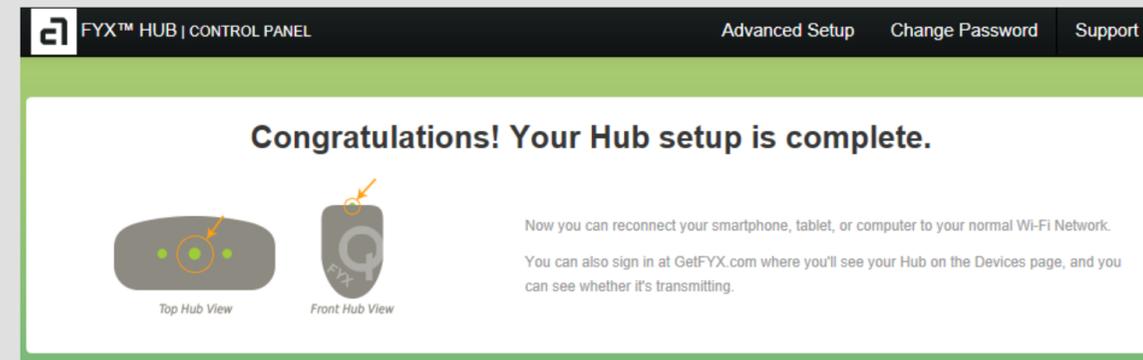


Figure 6: Your FYX Hub is Connected to Your Wi-Fi Network

Troubleshooting

A

If you have trouble with your FYX Hub, review this Troubleshooting section and follow the appropriate steps:

Trouble Getting Back to the Internet

After performing the FYX Hub Setup, most smartphones, tablets and computers will automatically disconnect from the Hub. If your device does NOT disconnect after setup, you'll need to perform your device's required steps to disconnect from the Hub. Then, perform your device's required steps to reconnect to your regular Wi-Fi Network. This will restore your device's Internet access.

NOTE: You should also tell your smartphone, tablet or computer to forget the Hub's network connection after you've completed the Hub setup so it won't auto-connect to your FYX Hub. Remember, it's the Wi-Fi Network named FYX Hub (xxxxxx). The "(xxxxxx)" characters in the Hub's Wi-Fi Network are the last six alphanumeric characters in the Hub's actual Wi-Fi MAC address. This address is printed on the Hub's rear label in the lower left.

Difficulty Connecting the FYX Hub to Your Wi-Fi Network

If after attempting to connect, you see a screen displaying the message "The connection is taking longer than expected. But don't worry." Follow the onscreen steps by:

- Checking the color and state of your Hub's center Light Emitting Diode (LED). It will be either Green, Blue, Blinking or Off.
- Clicking the button that matches the center LED state
- Following the onscreen instructions

Resetting the FYX Hub

You will need to reset the FYX Hub if:

- You forgot your FYX Hub password
- Your Wi-Fi Network's password changes
- If you move or change your FYX Hub to a new Wi-Fi Network

To reset the Hub, make sure the Hub has been plugged in for AT LEAST ONE MINUTE and then perform the following steps:

- Find the small hole located on the upper right side of the FYX Hub. It is found on the seam between the blue and white plastics just above the external button (also on the Hub's side).
- Insert a straightened paper clip into the hole and push it in applying light pressure until the recessed switch is depressed.
- Hold the recessed switch in this position for 10 seconds. The middle LED on the top of the Hub will turn off after you release the switch.

NOTE: Once you've performed this step, please wait until the middle LED turns off before proceeding to step 4. If the LED fails to turn off, repeat steps 1 through 3 above.

- You may now repeat the steps in the Connecting Your FYX Hub to your Wi-Fi Network section of this document.

Getting Support

If after performing these troubleshooting steps, you are still having difficulty, please access FYX Hub Customer Support by contacting Card Access Products. You may do so in the following ways:

- By sending an email to fyxhubsupport@cardaccessproducts.com. Please include your email and phone contact information, your Hub Activation Code, and a description of the problem you're encountering.
- Call Card Access Products at +1.801.748.4900, extension 1 from Monday through Friday between 8:00am - 5:00pm US Mountain Time.

FYX Hub Indicator Light Emitting Diodes (LEDs)

The FYX Hub has three light emitting diodes (LEDs) on top. They indicate the Hub's operating states. Plug the Hub in and look down on it to see the LED states. These LEDs (and the possible colors they can display) are:

- Power/Fault LED (Off/Green/Red)
- Wi-Fi/Network Connectivity LED (Off/Green/Blue)
- Bluetooth Connectivity LED (Off/Green/Blue)



Figure 7: FYX Hub LEDs

These LEDs will always be in one of three states:



The following FYX Hub LED Reference will help you understand what your FYX Hub is doing based on the LED colors and states:

FYX Hub LED Reference



Hub not Configured for Wi-Fi Network

Power: Green
Wi-Fi Connectivity: Off
Bluetooth Activity: Blinking Blue/Green

Additional Information:

The Hub has not been configured for the Wi-Fi Network. This ONLY happens during Hub Setup before connecting to the Wi-Fi Network.



Hub Searching for Wi-Fi Network

Power: Green
Wi-Fi Connectivity: Blinking Blue
Bluetooth Activity: Blinking Blue/Green

Additional Information:

The Hub is attempting to connect to your Wi-Fi Network. This usually happens at Hub power up and during Hub Setup.



Hub Connected to Wi-Fi Network

Power: Green
Wi-Fi Connectivity: Blue
Bluetooth Activity: Green

Additional Information:

The Hub is connected to the Wi-Fi Network. It is not yet connected to the GetFyx.com web service.



Hub Connected to Wi-Fi and GetFyx.com

Power: Green
Wi-Fi Connectivity: Green
Bluetooth Activity: Blinking Blue/Green

Additional Information:

The Hub is connected to the Wi-Fi Network and the GetFyx.com web service. Setup is complete and you are ready to go!



Hub Failed Connecting

Power: Blinking Red
Wi-Fi Connectivity: Blinking Blue/Green
Bluetooth Activity: Blinking Blue/Green

Additional Information:

The blinking red LED indicates the Hub failed connecting to the GetFyx.com web service. Possible causes include 1) mis-typed Wi-Fi Network password, 2) internet service provider problems, or 3) a GetFyx.com service outage. From the Hub Control Panel, click the "Light is off or blinking" button and repeat the Hub Setup instructions.

Regulatory Information

B

Safety and Wireless Devices

Scientific research on wireless devices and radio frequency ("RF") energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration ("FDA") and the Federal Communications Commission ("FCC") set policies and procedures for wireless devices. The FDA issued a website publication on health issues related to usage of cell phones where it states, "The scientific community at large believes that the weight of the scientific evidence does not show an association between exposure to RF from cell phones and adverse health outcomes." Still the scientific community does recommend conducting additional research to address gaps in knowledge. That research is being conducted around the world and the FDA continues to monitor developments in this field. You can access the FDA website at <http://www.fda.gov> (Under "C" in the subject index, select Cell Phones > Research.). You can also contact the FDA toll free at (888) 463-6332 or (888) INFO-FDA. The FCC issued its own website publication stating that "there is no scientific evidence that proves that wireless telephone usage can lead to cancer or other problems, including headaches, dizziness or memory loss." The publication is available at <http://www.fcc.gov/cgb/cellular.html> or through the FCC at (888) 225-5322 or (888) CALL-FCC. The National Cancer Institute ("NCI") states that concerns about the potential health effects of using cellular phones – "and specifically the suggestion that using a cell phone may increase a person's risk of developing brain cancer – are not supported by a growing body of research on the subject." You can access NCI's review of the research at: <http://www.cancer.gov/ncicancerbulletin/archive/2008/092308/page7>

Can I minimize my RF exposure?

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, minimize usage of the device near the body. You can also place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance.

Wireless devices marketed in the United States are required to meet safety requirements regardless of whether they are used against the head or against the body.

Where can I obtain further information?

For further information, see the following additional resources:

U.S. Food and Drug Administration

FDA Consumer Magazine, November-December, 2000

1-888-INFO-FDA

<http://www.fda.gov>

Under "C" in the subject index, select Cell Phones > Research

American National Standards Institute

1819 L Street, N.W. Suite 600

Washington D.C., 20036

1-202-293-8020

Federal Communication Commission (FCC) Information

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FYX Hub has been tested to the limits for a Class B digital device, according to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential instal-

lation. The FYX Hub uses and radiates radio frequency energy and if not installed and used according to instructions, may cause harmful interference to radio communications or be interfered with. There is no guarantee that interference will not occur in a particular installation.

If the FYX Hub does cause harmful interference to radio or television reception, which can be determined by unplugging the FYX Hub, try to correct the interference by taking one or more of the following actions:

- Increase the distance between the FYX Hub and radio or television receiver
- Consult the dealer where you bought your radio/TV or an experienced radio/TV technician

If the FYX Hub is being interfered with try to correct the interference by taking the following actions:

- Make sure that the FYX Hub is no closer than 10 ft (3 m) of a Wi-Fi access point, microwave oven or 2.4 GHz cordless phone.
- Increase the distance between the FYX Hub and all other electronic equipment by moving the FYX Hub.
- CAUTION: The FYX Hub should not be used in airplanes, hospitals or locations where cellular telephones and other electronic devices are prohibited.

Industry of Canada

This device complies with Industry Canada licence-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada exempts de licence standard RSSs. L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

FCC and IC Notice for Exposure to Radio Frequency Energy:

The radiated output power of the this device is below the FCC/IC radio frequency exposure limits for uncontrolled equipment.

This device should be operated with a minimum distance of at least 20 cm between the FYX Hub's antennas and a person's body and must not be co-located or operated with any other antenna or transmitter subject to the conditions of the FCC Grant.

FCC et IC Avis d'exposition à l'énergie des fréquences radio:

La puissance de la présente périphérique de sortie rayonnée est inférieure aux limites d'exposition fréquences radio de la FCC / IC pour les équipements non contrôlés.

Cet appareil doit être utilisé à une distance minimale de 20 cm entre les antennes du FYX Hub et le corps d'une personne et ne doit pas être co-implantés ou exploités avec une autre antenne ou un autre émetteur assujettis aux conditions de la subvention FCC.

Japan, Ministry of Internal Affairs and Communications (MIC) Information

The FYX Hub has been approved for operation in Japan by the Ministry of Internal Affairs and Communications (MIC). The MIC Type Certification number for the FYX Hub is printed on the FYX Hub's rear label.

Taiwan, National Communication Commission (NCC) Information

The FYX Hub has been approved for operation in Taiwan by the National Communication Commission (NCC). The NCC Type Certification number for the FYX Hub is printed on the FYX Hub's rear label.

NCC Warning Statement:

低功率電波輻射性電機管理辦法

第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信規定作業之無線電信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

(b) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

Note: 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.
- Consult the dealer or an experienced radio/TV technician for help.

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.

License Agreements

C

End User License Agreement

The operation of the FYX Hub is based, in part, on certain pre-loaded software that CAP has licensed from certain third parties (the "Software"). Your purchase of the FYX Hub does not grant to you ownership of the Software. As you activate the FYX Hub, you will be required to review and agree to the terms of an End User License Agreement that sets forth the terms upon which you may use, and restrictions associated with your use of, the Software in connection with your use and operation of the Hub. You use of the FYX Hub will evidence your agreement to all of the terms of the End User License Agreement. If you do not agree to these terms you must not use the FYX Hub.

No Reverse Engineering Agreement

By using the FYX Hub, you specifically represent, warrant and covenant that you will not reverse engineer, disassemble, decompile or translate the FYX Hub or any software or firmware that is loaded on or included with the FYX Hub, except if and only to the extent expressly permitted by applicable law.

Warranty and Returns

D

Fifteen Month Limited Warranty

The FYX Hub is warranted by Card Access Products, LLC ("CAP") to be free of defects in material and workmanship for fifteen months from the date of manufacture (the "Warranty Period"). The FYX Hub is intended to be used in a system that includes other components and devices, and CAP makes no, and expressly disclaims all, warranties relating to any other component of or device used in such system, and assumes no responsibility or obligation with respect thereto. This is CAP's exclusive warranty (the "Limited Warranty").

CAP will, at its election and as the purchaser's or end user's sole and exclusive remedy for any breach of the Limited Warranty, repair or replace the FYX Hub if a defect in material or workmanship in the FYX Hub is identified and communicated to CAP within the Warranty Period. CAP is not responsible for removal or reinstallation costs. The Limited Warranty is not valid in cases where damage to the FYX Hub is the result or arises out of misuse, abuse, incorrect repair or improper wiring or installation.

ALL OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES AND WARRANTIES OF MERCHANT-ABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED, EXCEPT WHERE SUCH DISCLAIMER IS PROHIBITED BY APPLICABLE LAW. CAP DISCLAIMS ANY AND ALL LIABILITY FOR SPECIAL, INCIDENTAL AND CONSEQUENTIAL DAMAGE IN ANY WAY ASSOCIATED WITH OR RELATED TO THE PURCHASE, INSTALLATION AND/OR USE OF THE FYX Hub.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. The Limited Warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.

Returns

- You may return a FYX Hub with respect to which a breach of the Limited Warranty has occurred (in which case CAP will repair or replace, in its sole discretion, the FYX Hub so returned).
- You must notify CAP as soon as possible after identifying any FYX Hub that it is entitled to return, as described above, of your desire to so return such FYX Hub, including with such notice a reasonable explanation of the reason for the return; provided, however, that in no event will you be allowed to return any FYX Hub to CAP if you commence the process of effecting such return after the Warranty Period has expired. CAP will consult with you to gather the information CAP reasonably needs to determine whether you are entitled to return any FYX Hub. CAP reserves the right to deny any return for which notice is not given within the applicable notification period, or if any damage is caused to any returned FYX Hub by the negligence or willful misconduct of any entity other than CAP, its representatives or agents. If you are eligible to return any FYX Hub, CAP will provide to you a Return Merchandise Authorization ("RMA") number and related return instructions. Failure by you to obtain an RMA number and to comply with the return instructions may result in denial of the return. If, upon examination, CAP determines that any returned FYX Hub was improperly returned or is not eligible for return, CAP will send such FYX Hub back to you. CAP will be responsible for the payment of shipping, insurance and other charges incurred in connection with: (i) the delivery to CAP of any FYX Hub with respect to which CAP has issued an RMA; and (ii) the delivery to you of any relevant replacement FYX Hub or parts.
- CAP has no obligation to accept any FYX Hub returned by you in a manner that does not comply with the terms of this policy. Any return submitted by you in a manner that does not comply with the terms of this policy, in addition to any other remedy available to CAP, will be subject to a handling charge payable to CAP in an amount equal to USD \$10, plus any shipping, insurance or other charges paid or incurred by CAP in receiving (or having delivered to it) and/or re-delivering such FYX Hub to you.