



APPENDIX G
: USER'S MANUAL



TKP-9600 OWNER'S MANUAL



TOTAL CONTROL 2.0

Introducing the TKP-9600

Thank you for purchasing URC's TKP-9600 In-Wall Network Keypad. Its easy and intuitive use helps to simplify your life while adding control of more things than thought possible.

Online Help:

Visit the [URC Home Page](#) for downloads, training materials, and frequently asked questions.

Contact Support:

Total Control is a URC product sold direct or through distribution. For questions or assistance contact your Custom Installer/Programmer.

My Installer/Programmer:

or URC Technical Support at: techsupport@universalremote.com

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Harrison, New York 10528
Toll Free: (800) 901-0800

Table of Contents

Features and Benefits.....	1
Parts List.....	3
Installation.....	4
Main Menu: Navigation.....	6
Title Bar.....	7
Room's Menu.....	9
Room Linking.....	10
Now Playing.....	11
Core Buttons.....	12
Shortcut Popup Menu.....	13
Status Bar.....	15
Intercom.....	17
Navigating the Intercom Menu.....	19
Making Calls: Audio-Video.....	20
Making Calls: Audio Calls.....	22
Making Calls: Baby Monitor.....	24
Making Calls: Audio Broadcast.....	26
Do Not Disturb Mode.....	28
Scenes Menu.....	29
Settings Menu.....	30
Specifications.....	39
Limited Warranty Statement.....	39

TOTAL CONTROL 2.0

TKP-9600 FEATURES AND BENEFITS

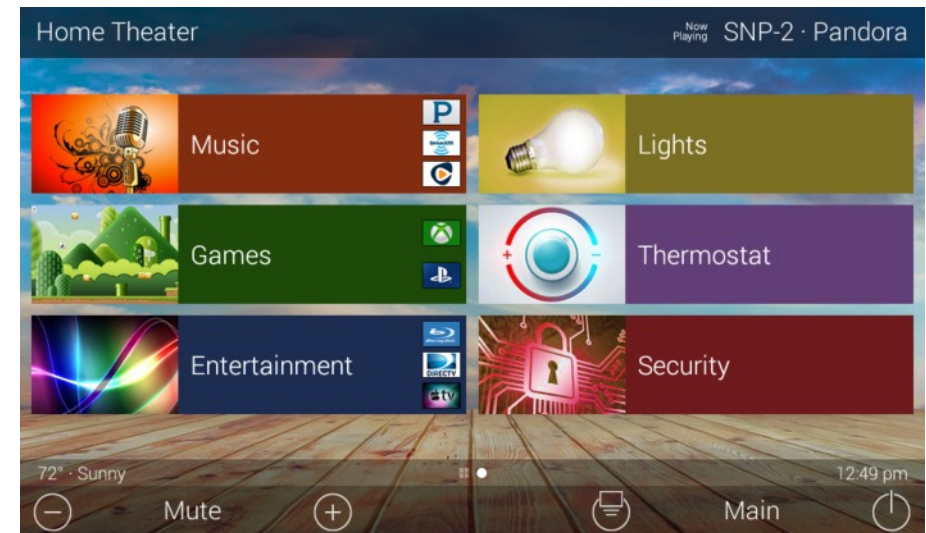
Features and Benefits:

The TKP-9600 In-Wall Network Keypad is one of URC's most advanced devices that is optimized for usage with Total Control 2.0.

Enjoy these key features:

Updated User Experience:

This device has the capability of using URC's Total Control 2.0 software suite. Using this software provides this device with a modern "look and feel" giving the end-user an improved user experience in terms of graphics, performance, and features.



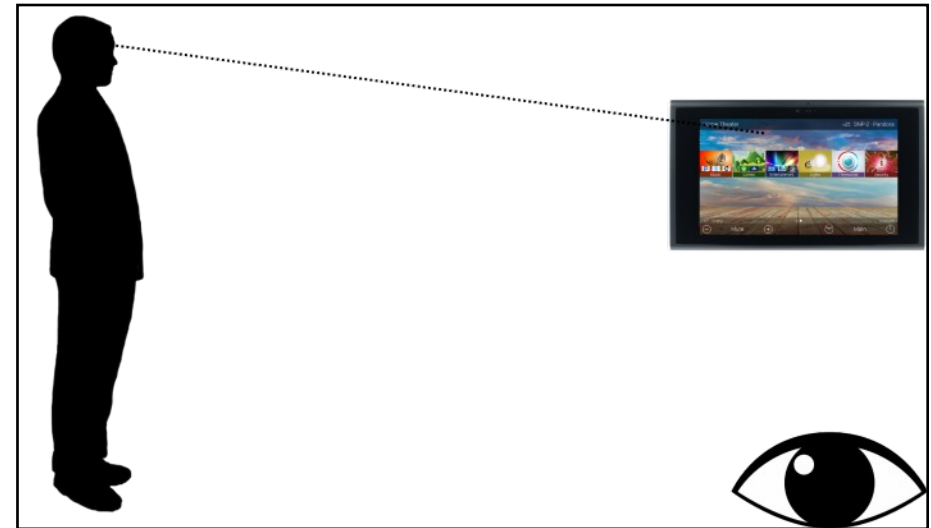
Audio-Video Interface:

Communicate with any other URC Intercom-Enabled device in the system with this feature. The end-user can make Audio-Video, Audio, or Baby Monitor calls directly from the TKP-9600.



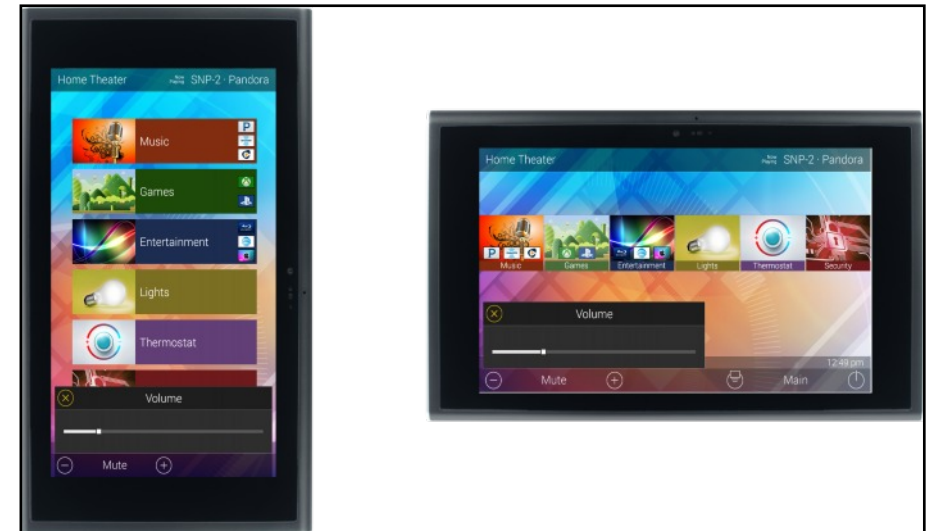
Proximity Sensor:

This feature allows the TKP-9600 to spring into action automatically. Utilizing its proximity sensor, the keypad can detect distances from up to three (3) feet away. This setting can be adjusted in the device's Settings menu.



Flexible Orientation:

The TKP-9600 offers the ability to display the device in either portrait or landscape mode making it the perfect keypad for almost any room. This feature can only be set from within the Accelerator 2.0 software, speak to a custom home professional prior to installation.



Part List:

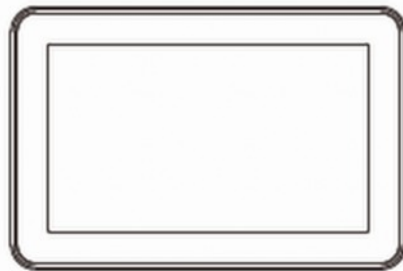
Included in the TKP-9600:

1x - TKP-9600 Network Keypad

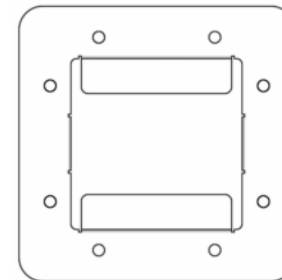
4x - Mounting Screws

1x - Mounting Ring

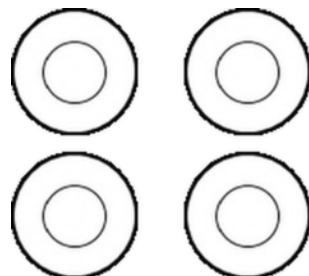
4x - Spacers



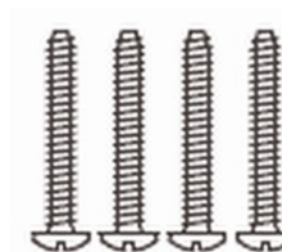
TKP-9600



Mounting Ring



Spacers



Mounting Screws

TOTAL CONTROL 2.0

Installation:

The TKP-9600 is wall mountable and fits into a standard dual gang (J-box or Mud Ring) opening. Prior to installation, make sure power is available at the preferred location.

Power can be supplied to the TKP-9600 through an Ethernet (RJ45) cable connected to a **PoE (Power over Ethernet)** in either of the following ways:

- Router/Switch
- PoE Injector

Power over Ethernet describes a system that passes electrical power safely, along with data, along Ethernet cabling. A **shielded Ethernet** cable is preferred. The IEEE standard for PoE requires a Category 5 or higher for high power levels.

Using the Spacers:

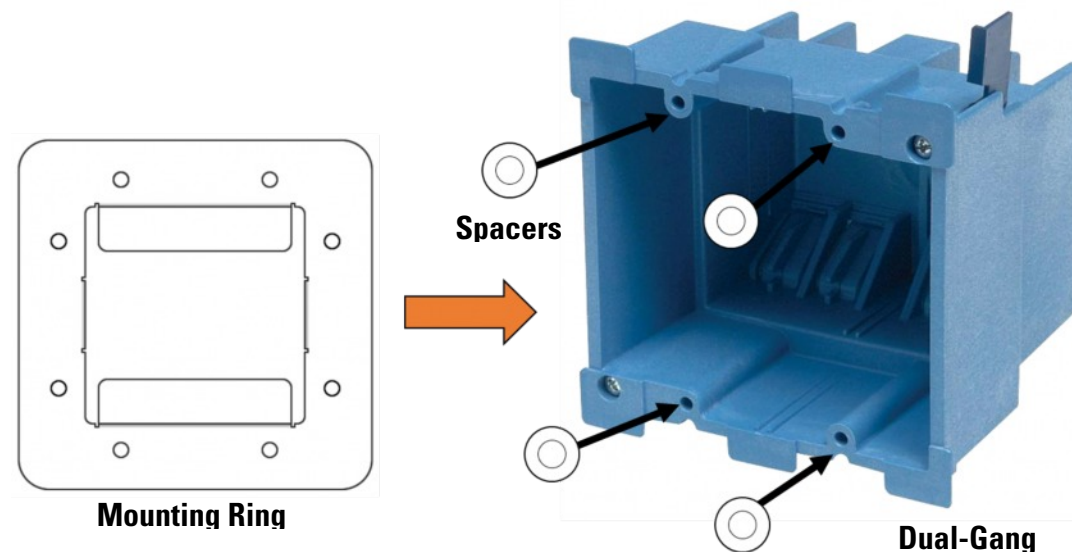
Use the spacers when installing the mounting ring on to a gang box. The spacers are NOT needed when using a p-ring.

Included in the box are four (4) spacers that are to be used at specific installation sites. Most new homes are retrofitted with plaster ring boxes (p-ring) that allow the TKP-9600 to be mounted flat and flushed to the wall without the user of spacers.

However, in some instances, the only boxes that are in the home are dual-gang boxes. In those situation spacers are **REQUIRED** in order to install the TKP-9600.

Use the spacers as a buffer between the mounting ring and the dual-gang box, this can be done by using a screw to secure the mounting ring to the box.

With this the TKP-9600 can sit flush and flat on its mount without the risk of bending or breaking the dual-gang box.

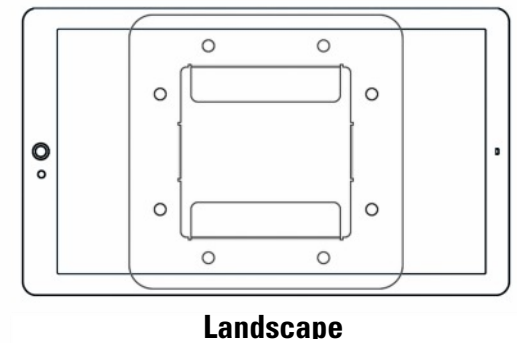
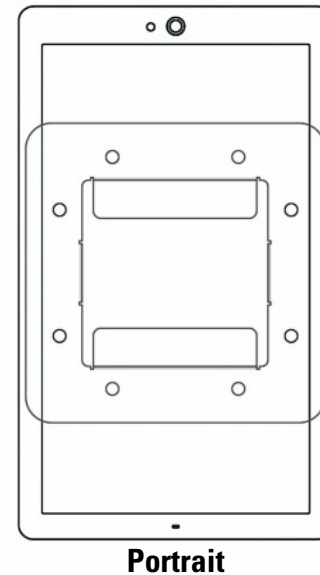
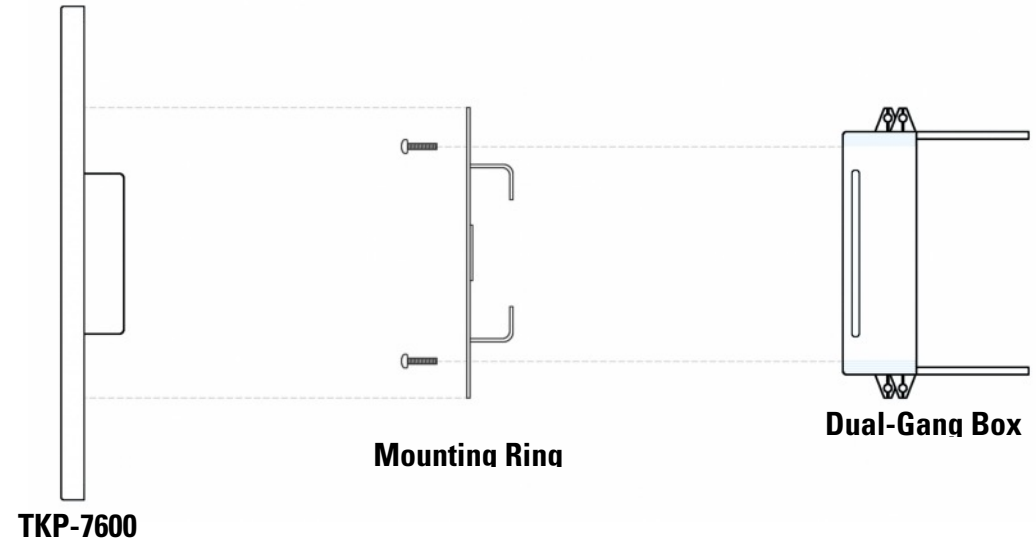


Wall Mounting:

Follow the steps below for installation:

1. Assure the dual-gang opening is fitted with the standard two-gang retro-box (available at almost any electronic supplier).
2. Mount the wall-plate to the two-gang retro-box.
3. Connect the Ethernet cable to the rear of the supplied TKP-9600.
4. The TKP-9600 easily snaps into the wall-plate.

The keypad mount rotates to accommodate landscape or portrait viewing modes. The viewing mode is set from within the Accelerator 2.0 software.

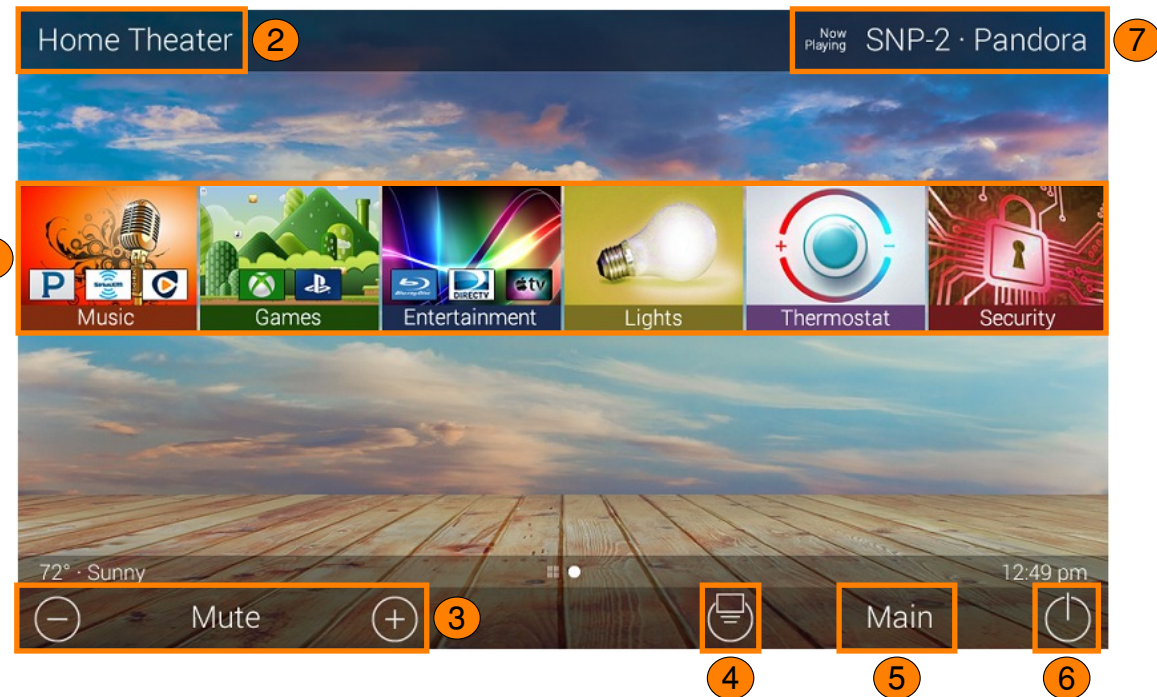


Main Menu Navigation:

Although specific screen design and certain options are dictated by the custom integrator that programmed the Total Control 2.0 system, the general layout remains the same.

Actual navigation is performed via screen swipes:

- **Left Swipe:** Swipe left to reveal additional **Main Menu** pages. The amount of pages available on the **Main Menu** is dictated by the custom integrator.
- **Right Swipe:** Swipe right to reveal the **Scenes Menu**. The **Scenes Menu** contains **URC Scenes** that are created by the custom integrator. Return to the **Main Menu** by swiping left from the **Scenes Menu**.
- **Button Tapping:** On the Main Menu selecting each of these areas provide the end-user with control:
 1. **Category/Device Ribbon:** Select a **Category** button to reveal the associated submenu OR select a **Device** located here to access that devices menu. This is dictated by the custom integrator.
 2. **Rooms Menu:** Select the Room Name to access the Room's Menu. This menu allows the end-user to control another room and more.
 3. **Volume Control:** Tap the minus (Vol-) to lower the volume, plus (Vol+) to increase the volume, and Mute to mute the volume.
 4. **Shortcuts:** Select this button to reveal the **Shortcuts Popup** menu. The end-user can add up to six (6) items on this menu.



5. **Main:** Select this to return to the Main Menu regardless of what page the device is currently on. This can be changed to return to the Scenes Menu, speak with the custom integrator to program the TKP-9600 this way.
6. **Room Power Off:** Select this button to turn off the current room.
7. **Now Playing:** Select the Now Playing button at the top to instantly jump into that device/activity's menu pages.

TOTAL CONTROL 2.0

TKP-9600 MAIN MENU: VIEW MODES

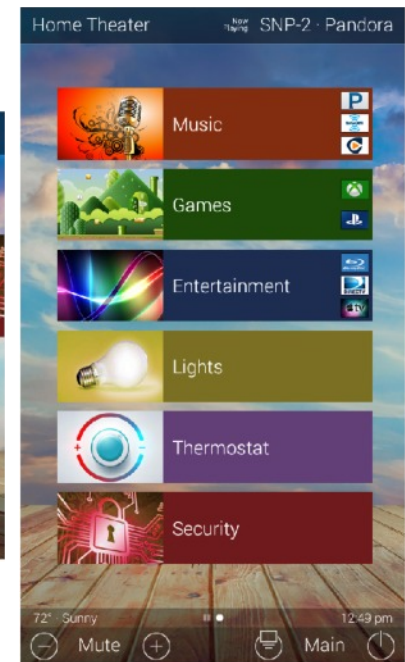
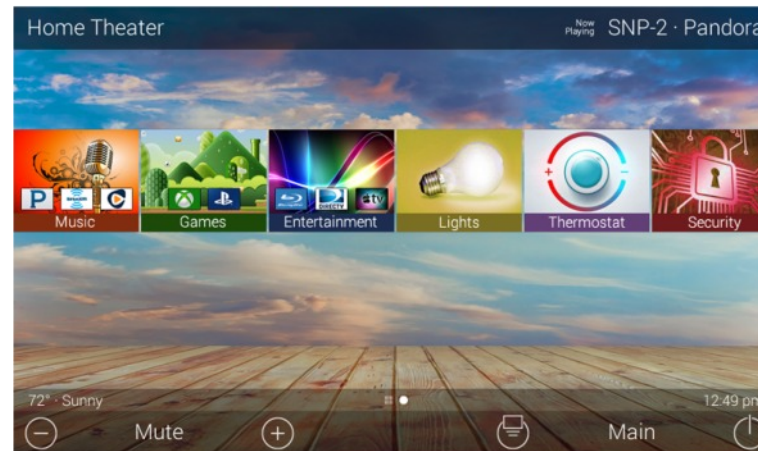
Main Menu: View Modes

Total Control 2.0 features two different view modes for the TKP-9600. Each view mode has its own unique properties that compliment the user experience.

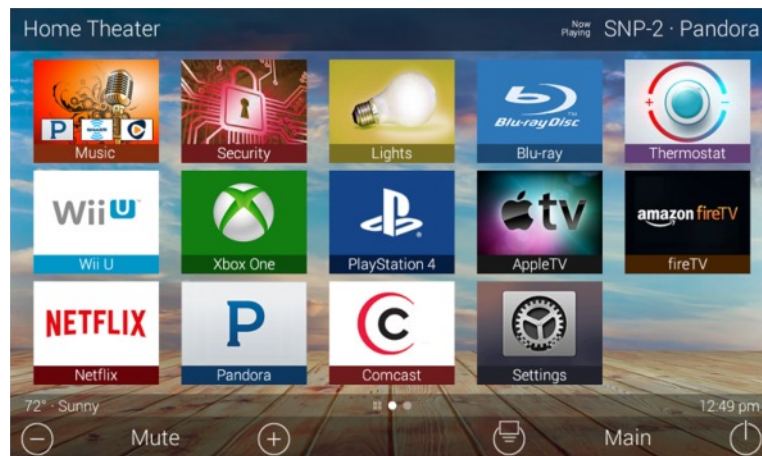
The view mode must be programmed from within the Accelerator 2.0 software, speak to a custom home integrator for more details.

1. **Ribbon View:** This is the default view mode and it contains up to six (6) items per page.

Ribbon View (Landscape & Portrait):



Grid View (Landscape & Portrait):



2. **Grid View:** This view mode contains up to fifteen (15) items per page.

Title Bar:

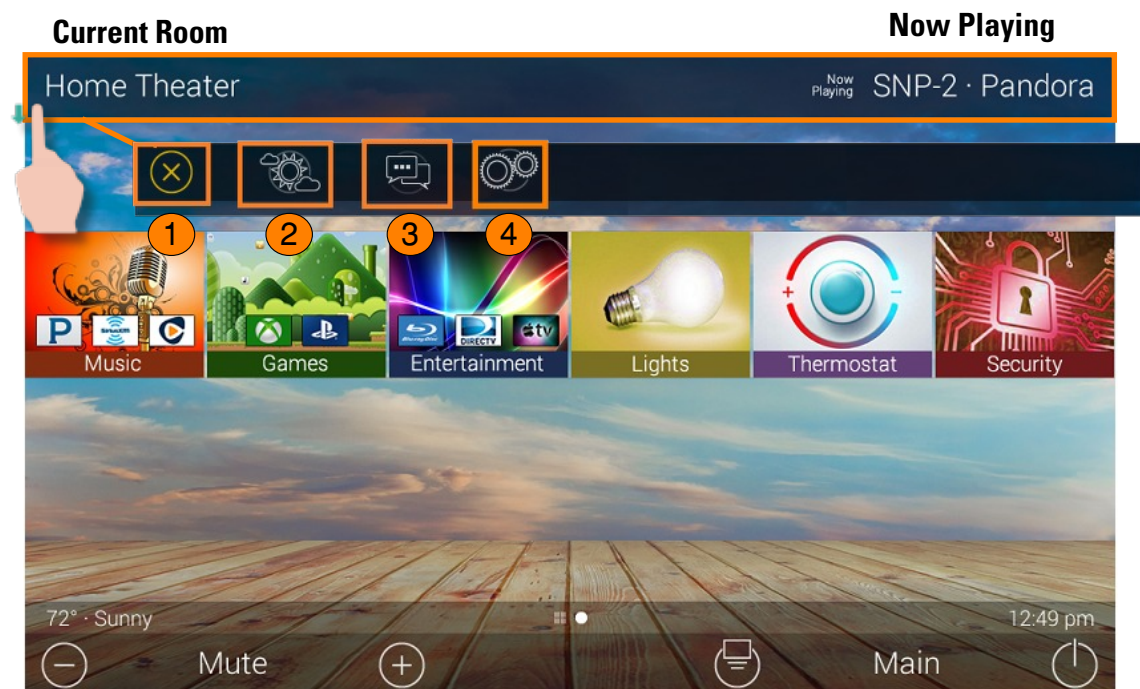
The **Title Bar** is always present regardless of what menu and/or room the TKP-9600 is currently using.

On the left of the **Title Bar**, the current room the TKP-9600 is controlling is displayed. Selecting it reveals the **Rooms Menu**.

At the right of the **Title Bar** is the **Now Playing** area. This displays which device/activity is currently active. Selecting it returns the interface to the device/activity's menu for control.

The **Title Bar** is located at the very top of the display. To access its menu, swipe down as depicted on the image to the right. There are three (3) selectable options here:

1. **Close:** Select this to hide the Title Bar Menu.
2. **Weather Module:** Select this to display the Time and Weather Module, this feature requires the home location. This location is set from within the Accelerator 2.0 software.
3. **Intercom:** Select this button to display the **Intercom Menu**. This menu displays all available Intercom-Enabled device (clients). Please see this documents Audio-Video Intercom section for more details.
4. **Settings:** Select this button to access the TKP-9600's **Settings Menu**. The various parts of the Settings Menu are explained in detail in a later section of this document.



TOTAL CONTROL 2.0

Room's Menu:

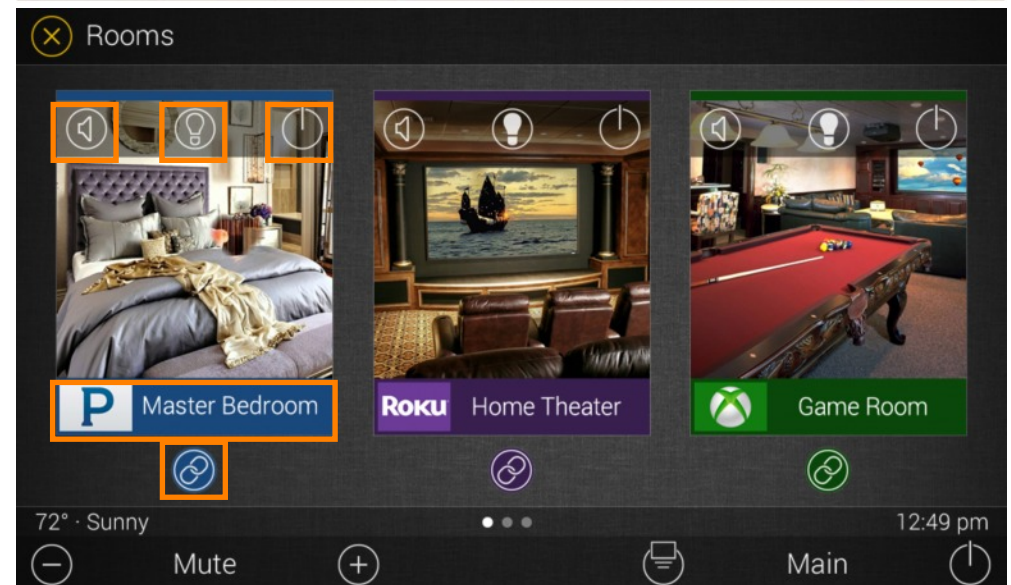
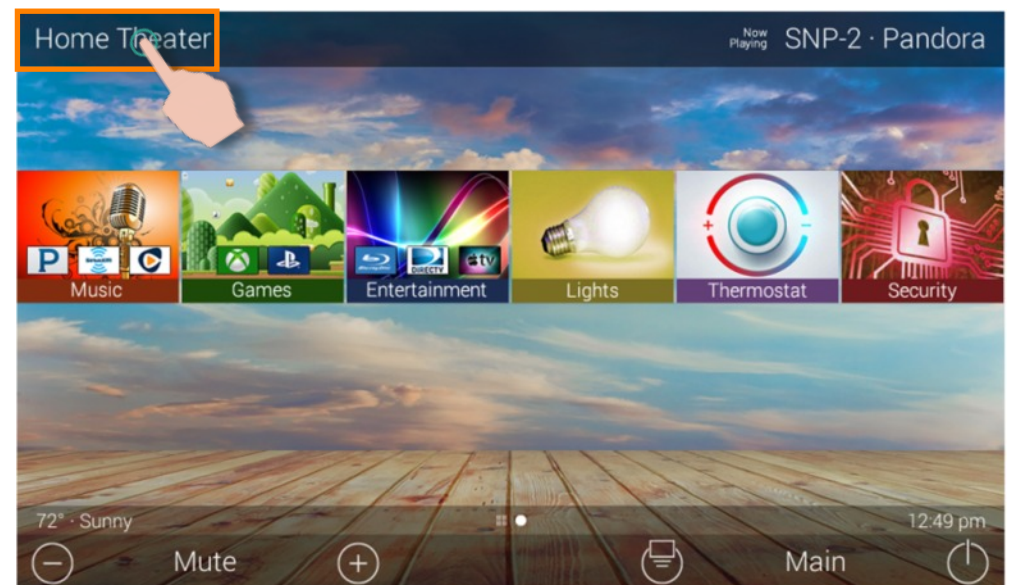
Tap on the Room Name located on the left in the Title Bar to display the **Room's Menu**.

The **Room's Menu** contains every room programmed into the system. Specific rooms may be hidden from certain interfaces, speak to the custom home integrator for that option.

Each room is given a Room Name and customized image to represent that room. Additionally, the **Room's Menu** can be used for controlling volume, turning off the lights, or completely powering off a specific room.

Here are the selectable buttons in the Room's Menu:

1. **Volume Control:** Select this button to reveal the Vol +, Vol -, and Mute icons. This button is available on any room with audio sources.
2. **Lights Off Action Command:** This button is programmed by the custom integrator and can be set to turn off all the lights in a particular room.
3. **Room Off:** Select this button to turn off all the devices in that particular room. This button can only be used to turn off a room.
4. **Now Playing:** This section displays what device/activity is currently active in that room. Selecting this jumps the TKP-9600 to that device/activity's menu for control.
5. **Room Linking:** This feature is only available on **DMS Audio** device. It is used to link **DMS Zones/Areas**. This means having one menu that controls volume for multiple zones simultaneously or individually.



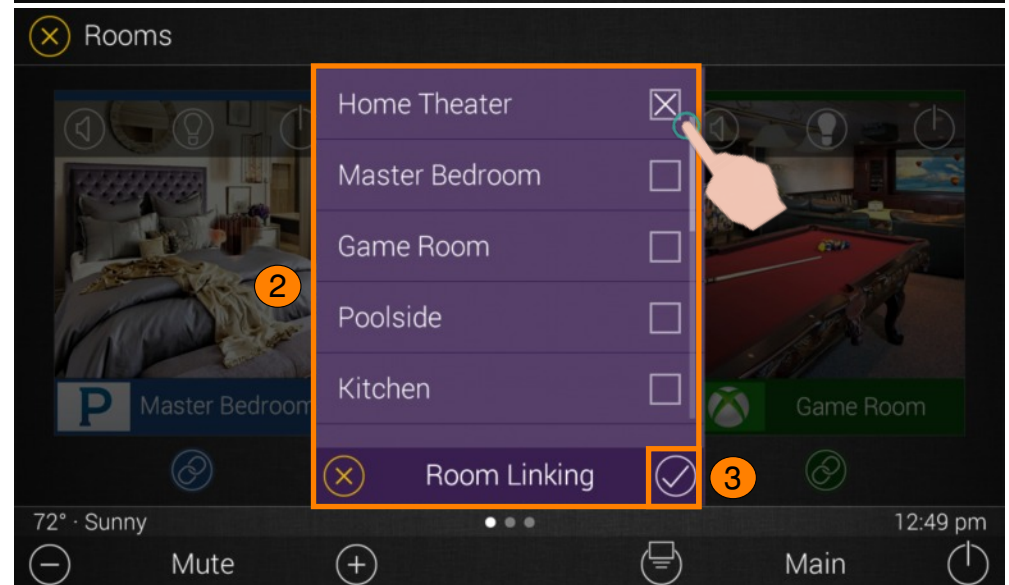
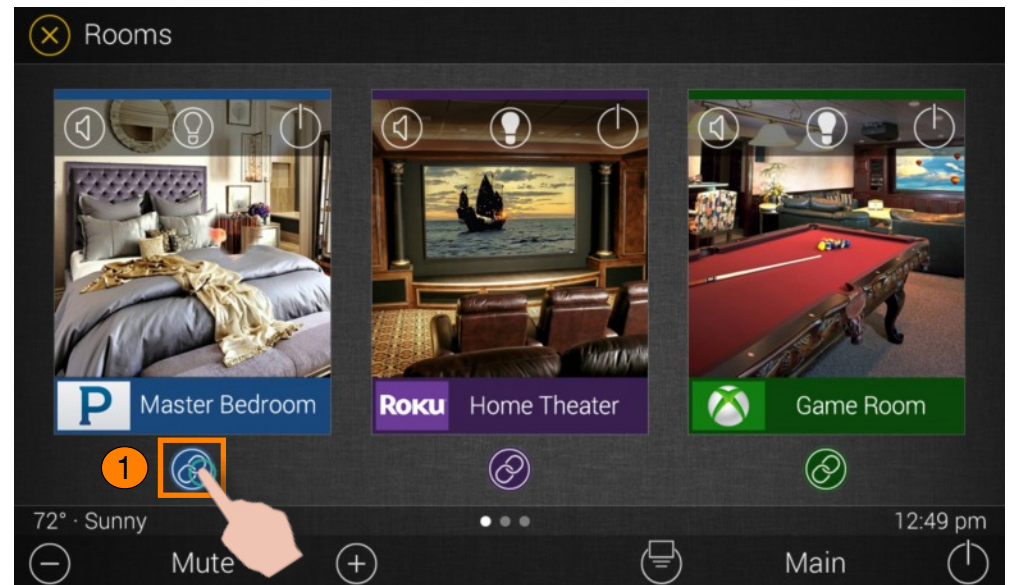
TOTAL CONTROL 2.0

Room Linking:

Remember, **Room Linking** can only be used by **DMS Zones/Areas**. The following steps take place from within the **Room's Menu**:

1. Select the **Room Link** button, this displays the **Room Linking Menu**.
2. **Select** which **rooms** in the system to link. Only rooms that are DMS Zones/Areas appear on the **Room Linking Menu**.
3. Select the **Check** to confirm.

These rooms are now linked. It is possible to control volume on all of these rooms from one menu (see below). Control the volume of each Linked Zone/Area individually or simultaneously using the All Linked Rooms volume slider.

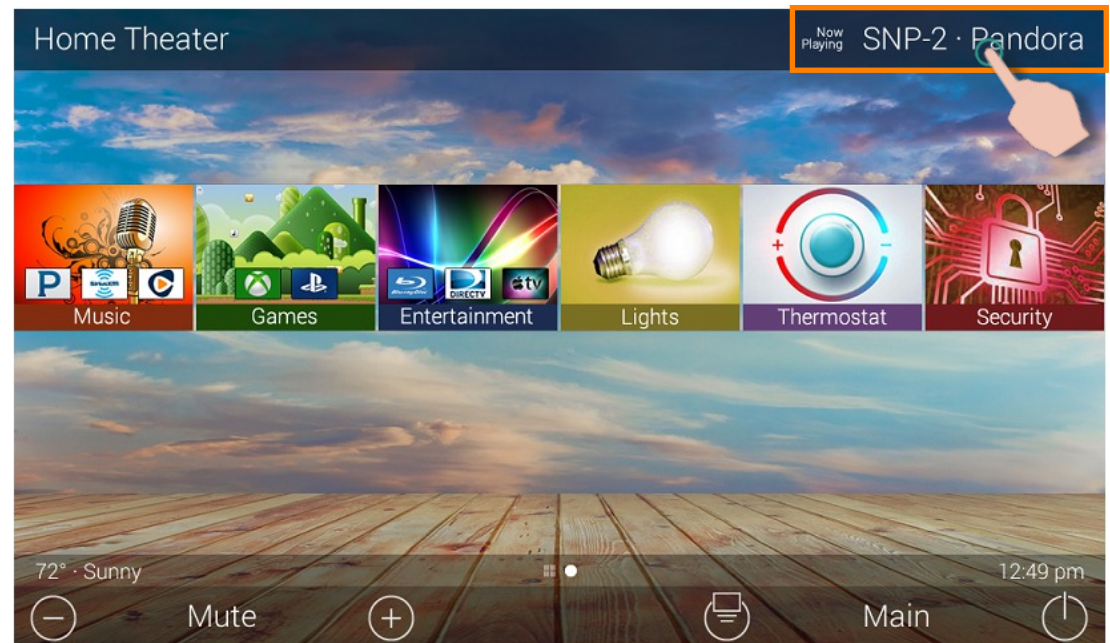


Now Playing:

On the right hand side of the Title Bar is the Now Playing area. The Now Playing area always dictates what activity is currently playing in the room.

In the example at the right, **Now Playing** reads “**SNP-2 Pandora**”. This means that in the Home Theater the SNP-2 is using Pandora currently.

Tapping the Now Playing area jumps the TKP-9600 to the menu for the device in that section. In the example this mean that, once tapped, the interface jumps to the SNP-2 device menu for control.



Core Buttons:

These buttons are almost always on display. Each one of these buttons has a specific function:

1. **Volume:** Used to control an active audio device.
2. **Shortcut Popup:** Use this to display the Shortcut Popup Menu. This menu contains up to six (6) current room activities.
3. **Main:** Select this to return to the Main Menu regardless of what menu the interface is currently in use.
4. **Room Off:** Use this button to turn off the current room.



Shortcut Popup Menu:

The **Shortcut Popup** Menu can hold the end-user's favorite or most frequently used devices/activities and places them in one easy to access location.

Adding Shortcuts:

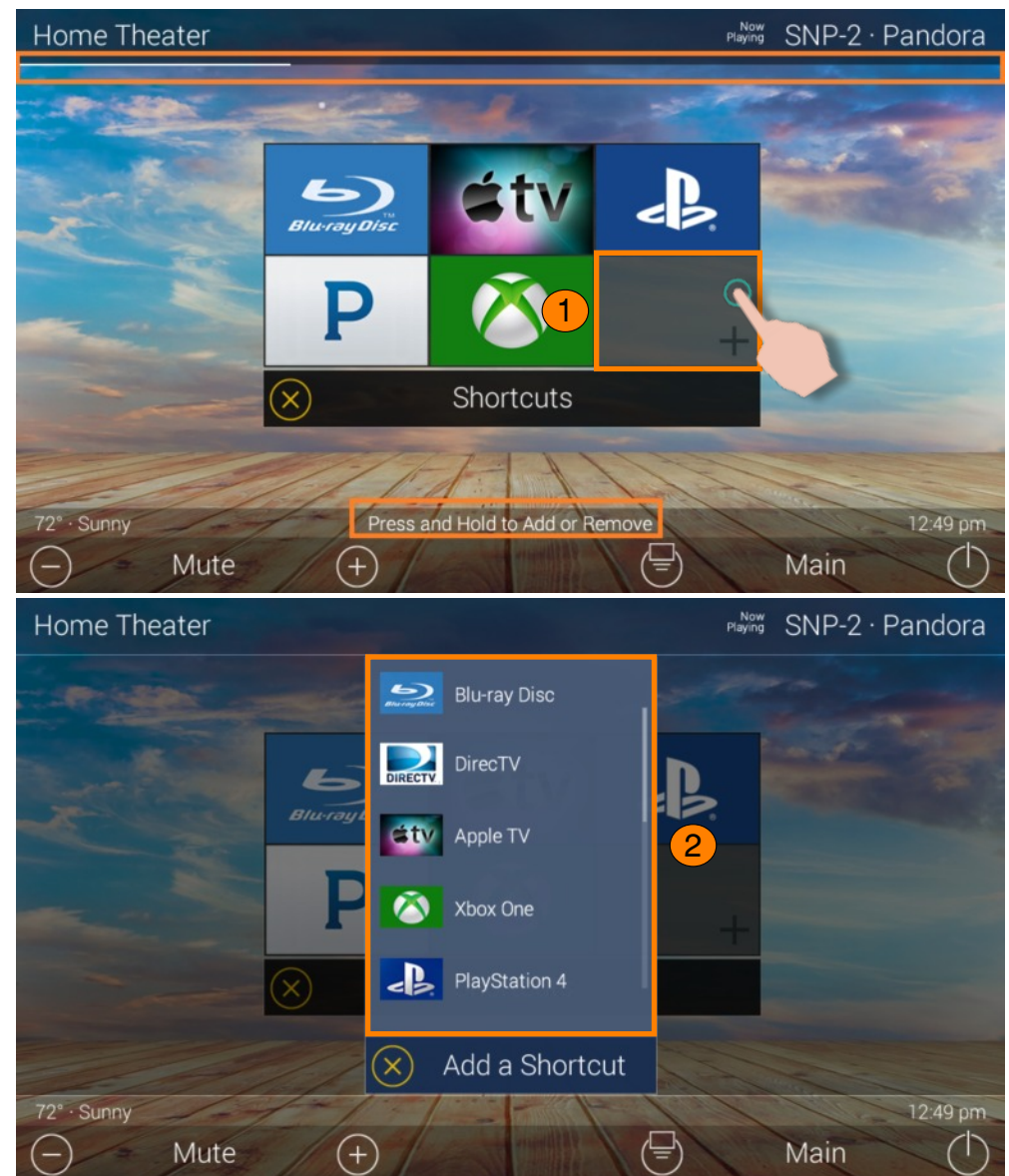
Follow these steps to add a Shortcut:

1. Locate an **available button** and hold it down until the status bar on the top of the display fills.

As stated on the bottom of the interface "**Press and Hold to Add or Remove**".

A list of **device/activities** for that room is presented in the **Add a Shortcut Menu**.

2. Select a **device/activity**. This adds that item to the **Shortcut Popup Menu**.

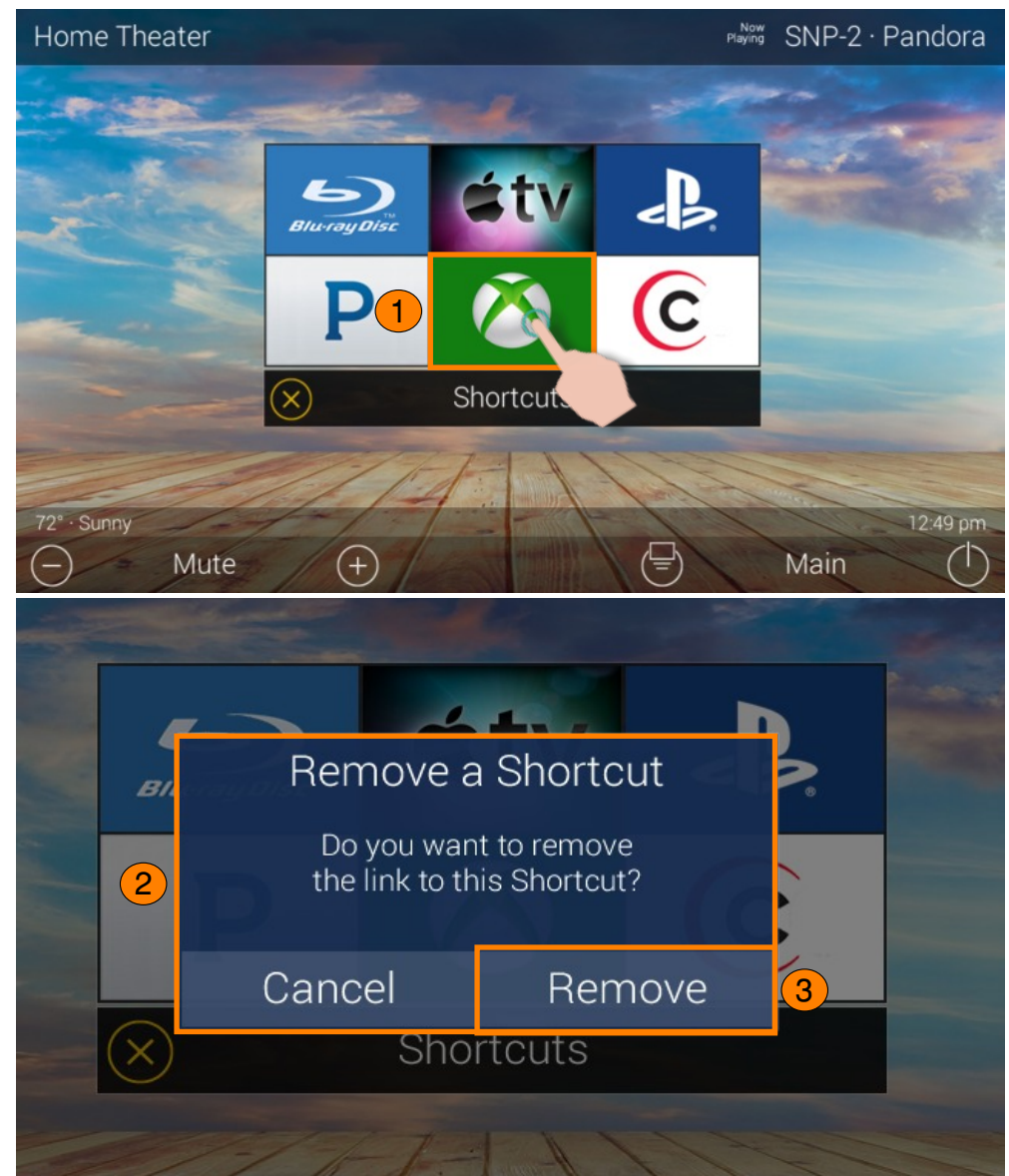


Just tap on a Shortcut button to launch that device/activity. Remember, this menu can only hold up to six (6) items and each item must already be a device/activity programmed into that current room.

Removing Shortcuts:

Follow these steps to remove a Shortcut:

1. From the Shortcut Popup Menu, **press and hold** the Shortcut that needs to be deleted.
2. Hold the button until the **Remote a Shortcut** window displays.
3. Select **Remove**.

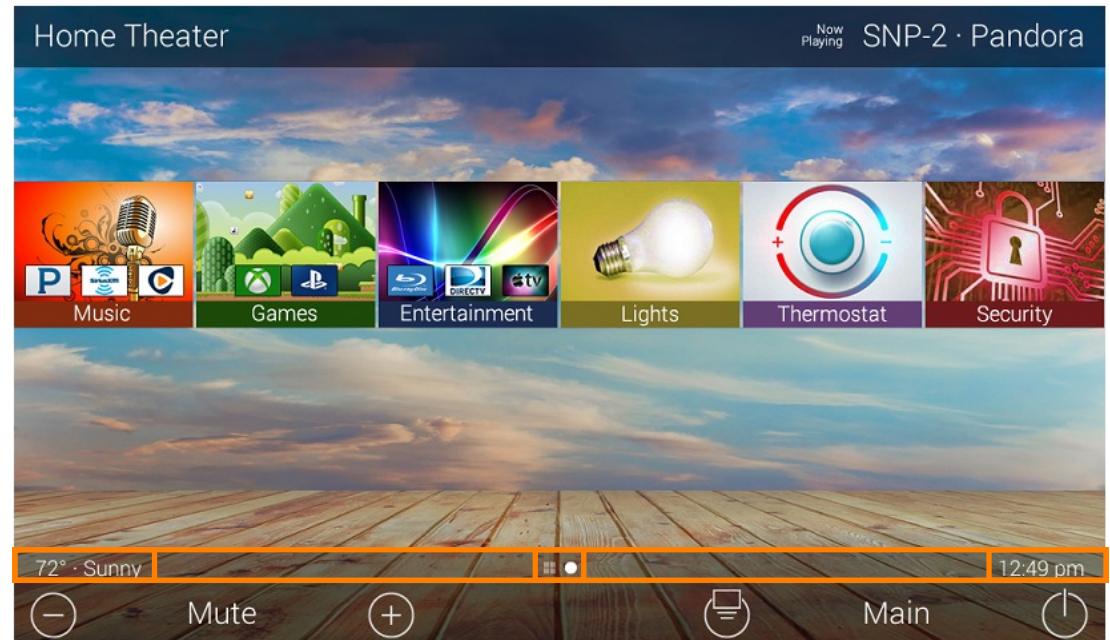


TOTAL CONTROL 2.0

Status Bar:

Located above the Core Buttons, this section of the interface is almost always on display. The Status Bar is designed to inform the end-user of various different customizable options:

1. **Metadata Information:** Located to the far left, options selected from the programming software cycle through here. Those selections are the following:
 - **Room Linked Status:** Whenever the chosen room/area is "linked" to other rooms, it is acknowledged in this section.
 - **Room Alarm Clock Status:** If the current room has an Alarm that is set to activate, the status bar displays an alarm clock icon and the next scheduled time/day.
 - **Vacation Mode Status:** When Vacation Mode is activated, the Status Bar displays "**Vacation Mode On**". When inactive, the Status Bar displays "**Vacation Mode Off**".
 - **Sunrise:** Updated at midnight every day, displays the sunrise time for the next day.
 - **Sunset:** Updated at midnight every day, displays the sunset time for the next day.
 - **RSS Weather Alert:** Based on the location entered by the system programmer, the words "Weather Alert" appear if an automatic alert is received via internet.
 - **DMS-AV Surround Mode Status:** Displays the current sound mode of the **DMS-AV Surround Processor**.



2. **Page Indicator:** The icons here represent the current page number the interface is on. However, the icon located to the left is the **Scenes Menu** icon. All icons to the right of that represent page numbers.
3. **Time:** This is always present on the right hand side of the interface. It serves as a quick and convenient place for the end-user to check the time of day.



Intercom:

The TKP-9600 has the capability of communicating across the home network to any Intercom-Enabled client (interface).

There are three (3) different types of intercom calls that can be made:

1. **Audio-Video:** This type of call uses the camera and microphone of the calling and receiving client to provide auditory and visual feedback.
2. **Audio Call:** This type of call only uses the built in microphone of the calling and receiving client to create an audio call over the home network.
3. **Baby Monitor:** This type of call uses the camera and microphone of only the receiving client to provide auditory and visual feedback. These types of calls allow one client to check the activity of another client in a different room.

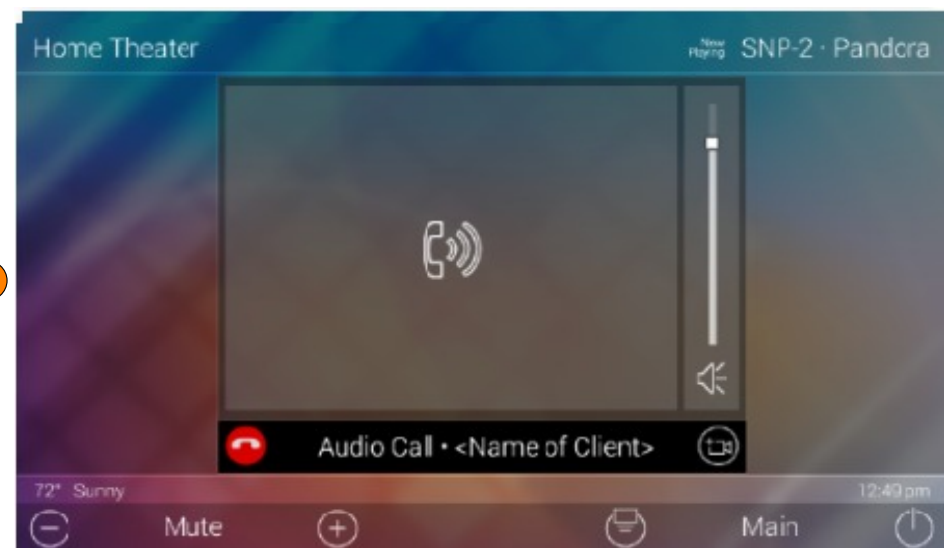
1



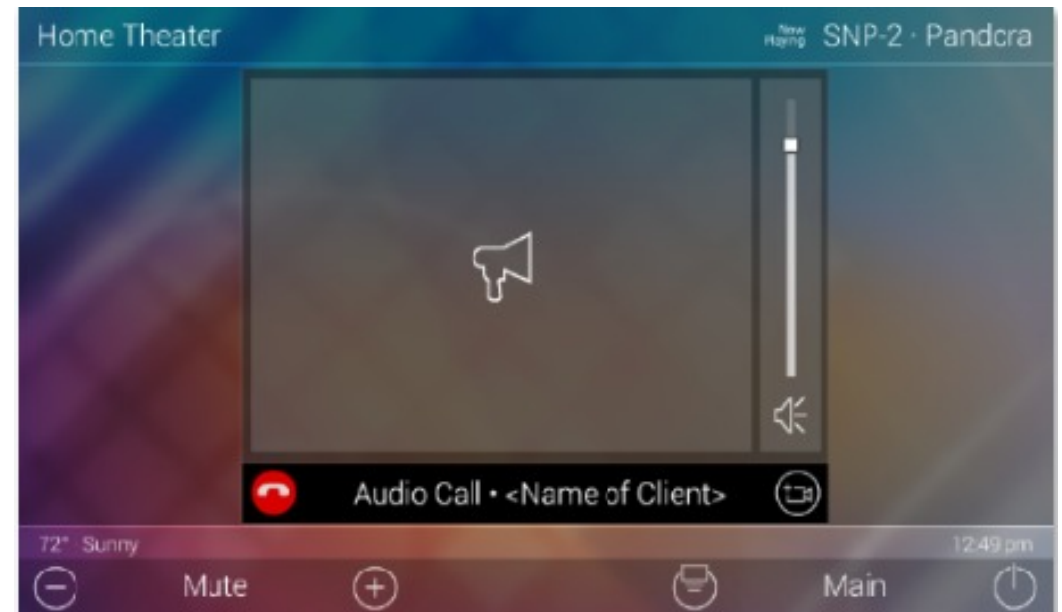
3



2



4. **Audio Broadcast Call:** This type of call is audio communication between two or more clients. An ideal way to communicate across multiple Intercom-Enabled interfaces in almost any home.



Navigating the Intercom Menu:

As mentioned on [page 8](#) of this document, accessing the Intercom button is performed by swiping down on the **Title Bar**.

After selecting the **Intercom** button from the **Title Bar Menu**, the **Intercom Menu** displays. This menu presents the end-user with useful information:

1. **Door Station Integration:** In the case where a **3rd party** door station has been integrated with the Total Control 2.0 system, those device are located at the top of the Intercom Menu.
2. **System Clients:** The Intercom Menu lists every Intercom-Enabled client in the system. There are three (3) possible status modes for each client:



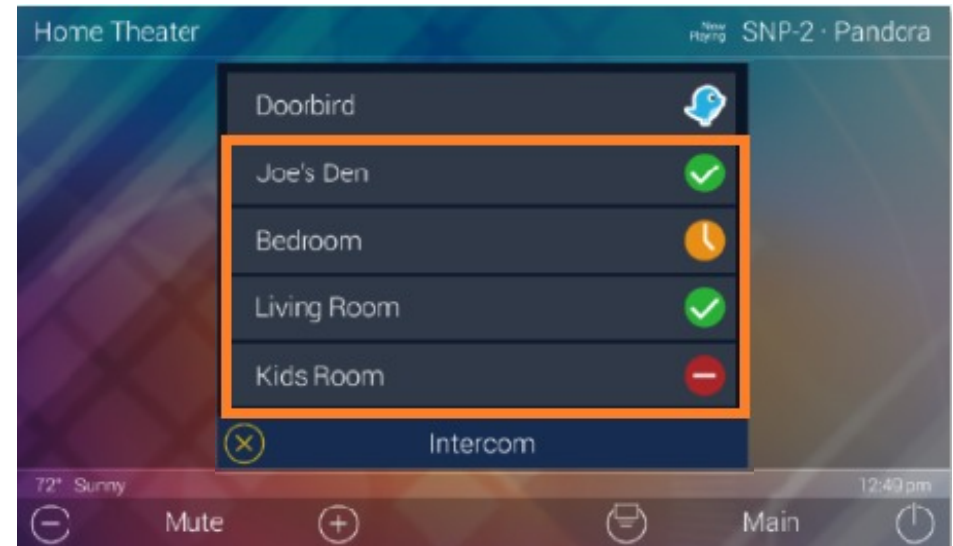
Available: The client is ready to receive any type of call.



Not Available/Busy: Signifies the client is unable to receive a call.



Do Not Disturb: Signifies the client is currently in Do Not Disturb mode.



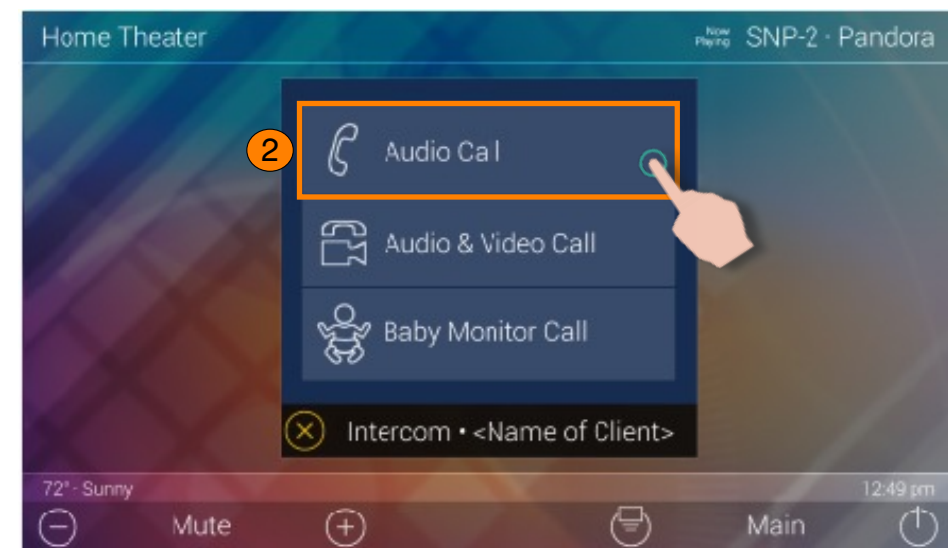
Making Calls: Audio-Video

Remember that the Intercom feature must be enabled from within the **Settings Menu**. The following steps take place from the **Intercom Menu**, to access this menu refer to [page 8](#):

1. Select an **available client** from the Intercom Menu.

After selecting a client, the three (3) call options are displayed. This is almost always displayed after selecting an available client.

2. Select **Audio & Video Call**.



Once the call is accepted, the TKP-9600 provides auditory and visual two-way feedback on the screen.

Use the **Volume Slider** at the right of the video feedback to raise or slower the volume. Slide the indicator to the top for maximum volume or slide it down to the bottom to mute the audio.

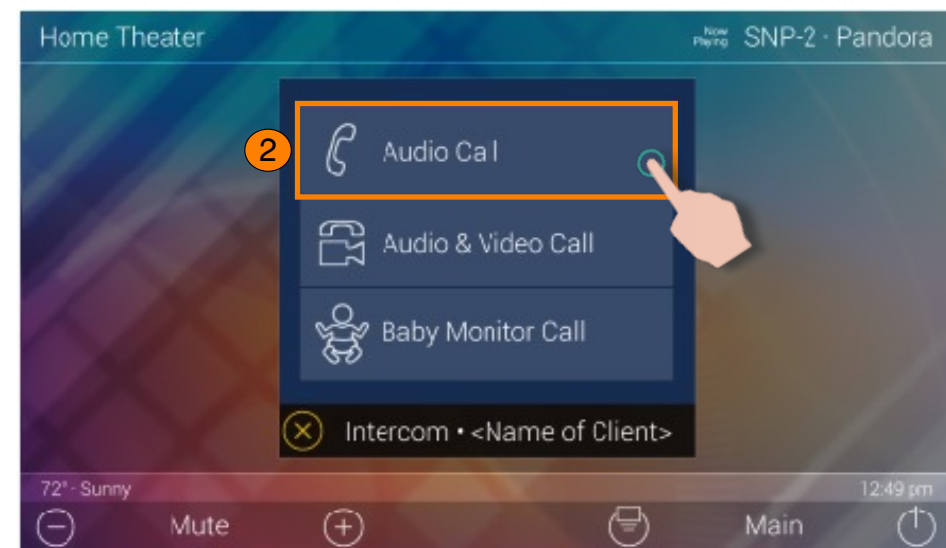
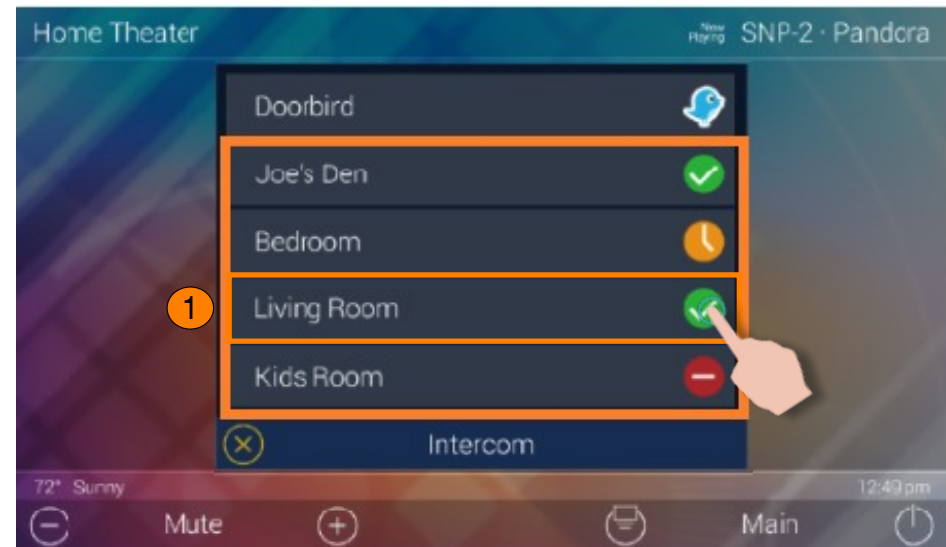
To end an **Audio & Video** call, select the **End Call** button (see image at right). This immediately ends the call and returns the TKP-9600 to the Intercom Menu.



Making Calls: Audio Calls

Remember that the Intercom feature must be enabled from within the **Settings Menu**. The following steps take place from the **Intercom Menu**, to access this menu refer to [page 8](#):

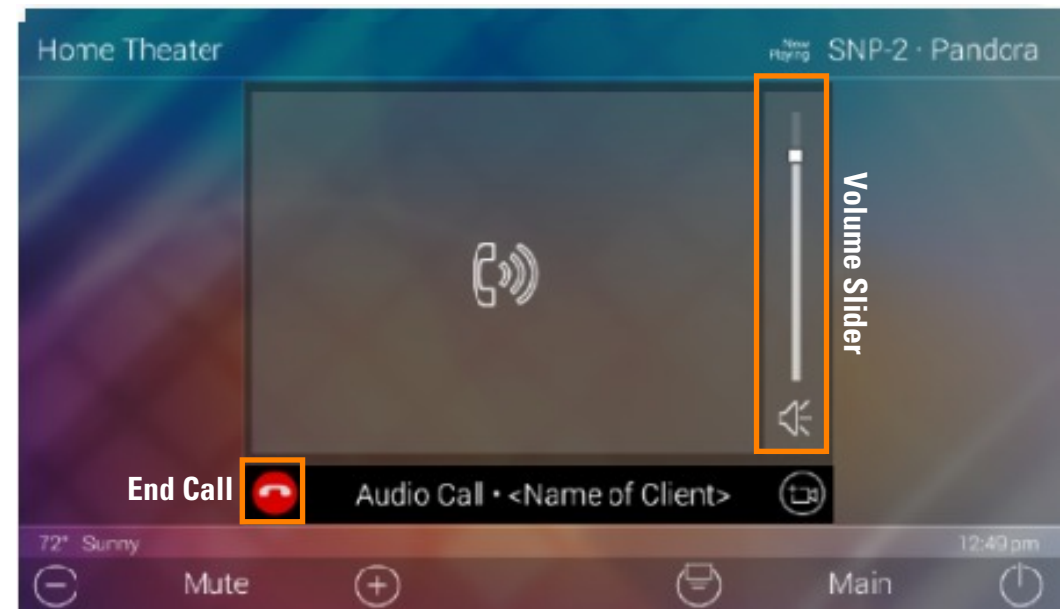
1. Select an **available client** from the Intercom Menu.
 After selecting a client, the three (3) call options are displayed. This is almost always displayed after selecting an available client.
2. Select **Audio Call**.



Once the call is accepted, the TKP-9600 provides two-way communication between clients via audio only.

Use the **Volume Slider** at the right of the call icon area to raise or slower the volume. Slide the indicator to the top for maximum volume or slide it down to the bottom to mute the audio.

To end an **Audio Call**, select the **End Call** button (see image at right). This immediately ends the call and returns the TKP-9600 to the Intercom Menu.



Making Calls: Baby Monitor

Remember that the Intercom feature must be enabled from within the **Settings Menu**. The following steps take place from the **Intercom Menu**, to access this menu refer to [page 8](#):

1. Select an **available client** from the Intercom Menu.

After selecting a client, the three (3) call options are displayed. This is almost always displayed after selecting an available client.

2. Select **Baby Monitor Call**.



When using a **Baby Monitor Call**, the receiving client is not notified. It provides one-way communication from the receiving client to the calling client.

Use the **Volume Slider** at the right of the video feedback to raise or slower the volume. Slide the indicator to the top for maximum volume or slide it down to the bottom to mute the audio.

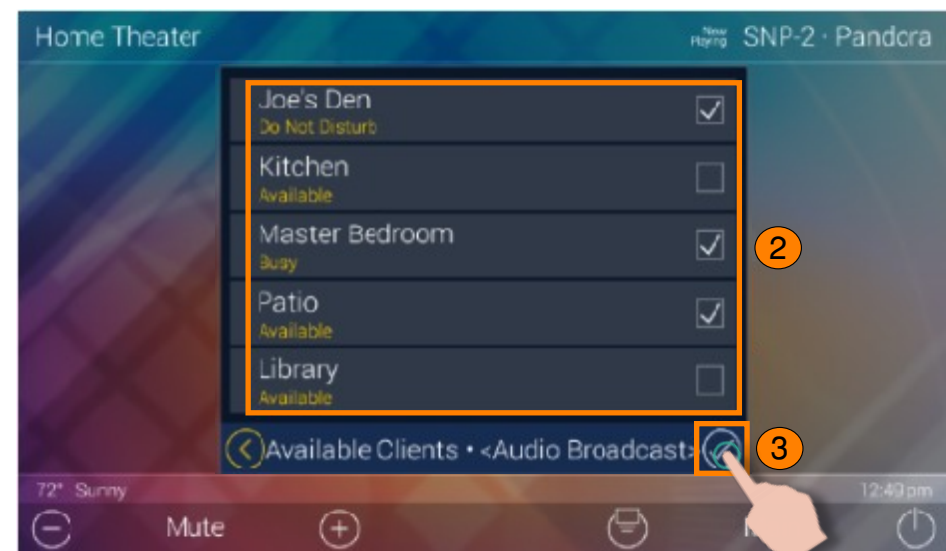
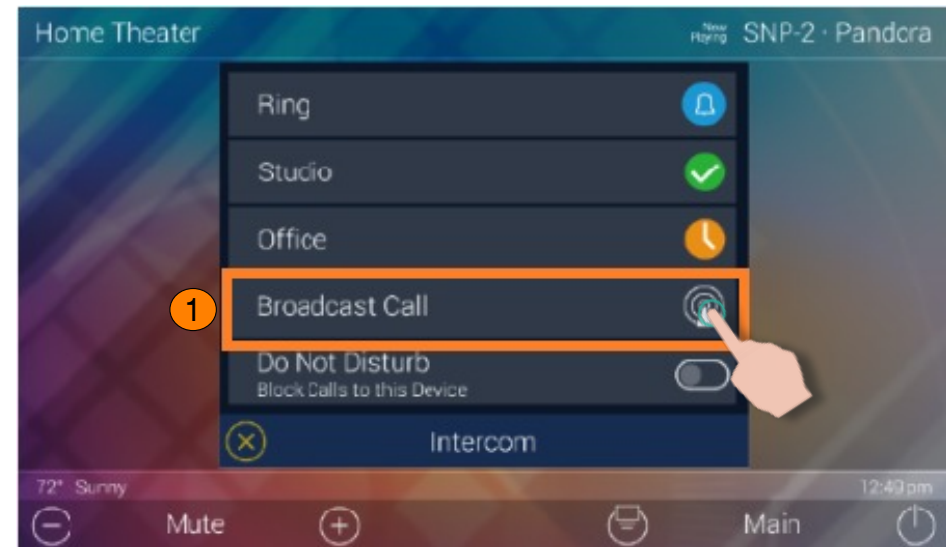
To end an **Audio & Video** call, select the **End Call** button (see image at right). This immediately ends the call and returns the TKP-9600 to the Intercom Menu.



Making Calls: Audio Broadcast

Remember that the Intercom feature must be enabled from within the **Settings Menu**. The following steps take place from the **Intercom Menu**, to access this menu refer to [page 8](#):

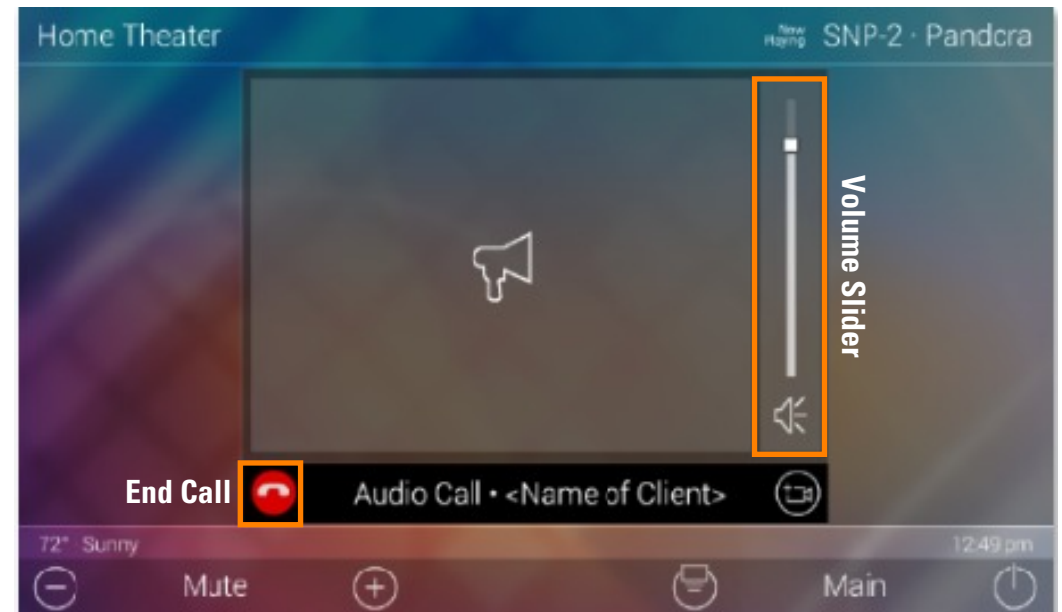
1. Select **Broadcast Call**. A list populates of all available Intercom-Enabled devices.
2. **Check the boxes** of the clients to include in the Audio Broadcast.
3. Select the **Confirmation** button.



Once the call is established, all selected devices communicate via audio.

Use the **Volume Slider** at the right of the call icon area to raise or slower the volume. Slide the indicator to the top for maximum volume or slide it down to the bottom to mute the audio.

To end an **Audio Call**, select the **End Call** button (see image at right). This immediately ends the call and returns the TKP-9600 to the Intercom Menu.



Do Not Disturb Mode:

Enabling the **Do Not Disturb** feature sets the current TKP-9600 unavailable. This means that the keypad cannot receive any calls from other interfaces.

To enable this feature, use the **slider** located at the right of the text **Do Not Disturb**. These are the possible states:

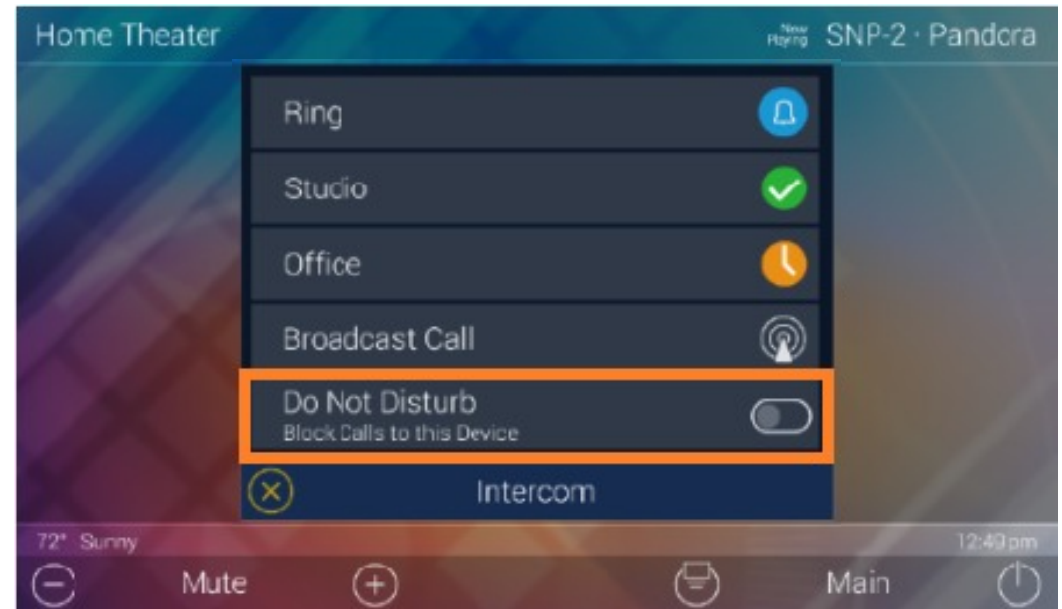
Do Not Disturb: ON



Do Not Disturb: OFF



This button functions as a **toggle**. Select it once to enable and tap the slider again to disable **Do Not Disturb Mode**.



Scenes Menu:

The Scenes Menu is dictated by the system programmer. Access this menu by swiping to the right from the Main Menu.

The **Scenes Menu** can contain up to a hundred (100) Scenes (buttons) per room. Keep in mind that the **Scene Menu** is unique to each room.

Tap any button on the **Scenes Menu** to select a particular activity. Additionally the **Scenes Menu** can be set as the landing page when the **Main** button is selected.

Scenes can trigger any individual device or multiple devices to perform a particular activity. For example, selecting a Scene like Cleaning (see right), can turn off the television and turn on a music source.

Since each **Scene** must be programmed through the Accelerator 2.0 software, be sure to speak with a custom home integrator for **Scene** idea and/or requests.



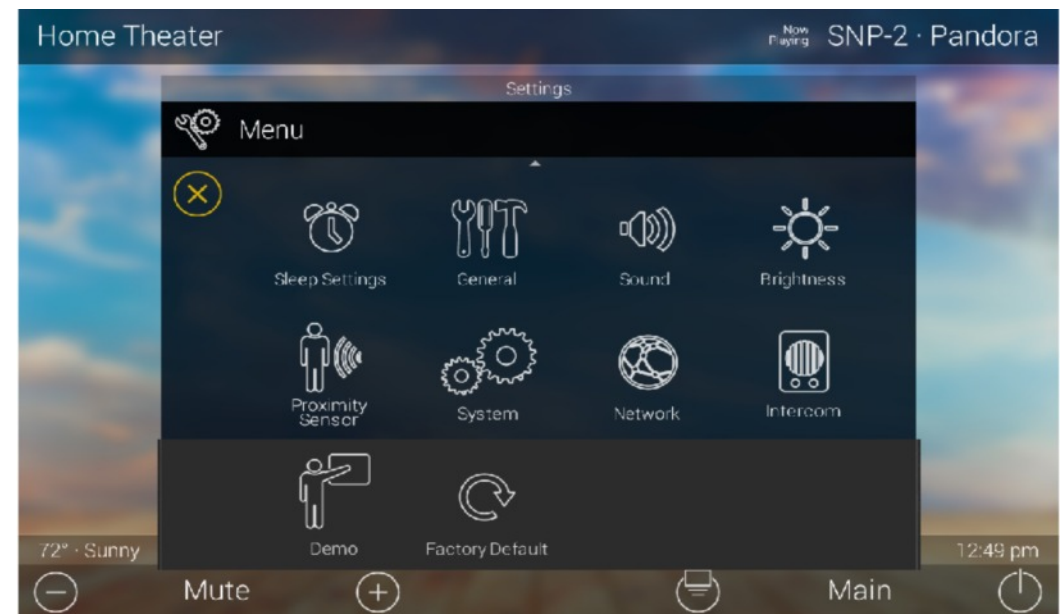
Settings Menu:

Access the Settings Menu by sliding the Title Bar and selecting the Settings button, refer to [page 8](#) for more details.

Most settings do NOT require interaction with the end-user. Changing some settings could cause issues with the Total Control 2.0 system, only do so when instructed by URC Technical Support.

These are the available options:

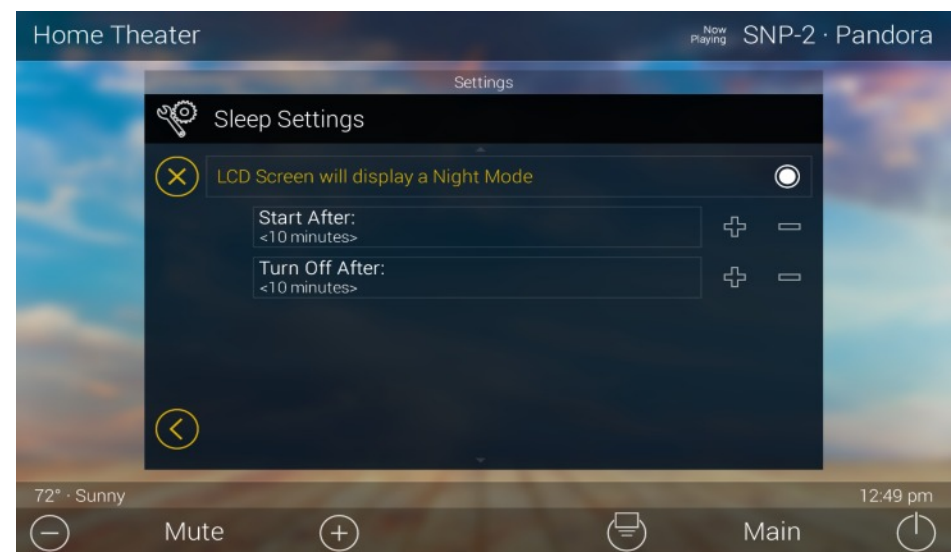
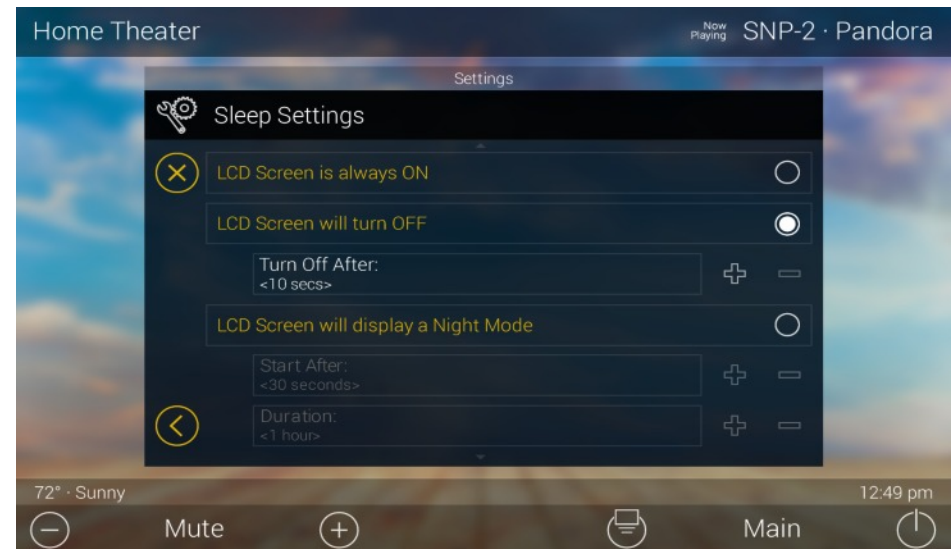
- **Sleep Settings:** Manage when the LCD screen turns OFF.
- **General:** Contains all the general settings for the TKP-9600. Allows from the adjustment of Date, Time, and Temperature Scale.
- **Sound:** Adjust the volume of the audio feedback when pressing buttons on the interface.
- **Brightness:** Allows for the adjustment of the LCD screen's brightness.
- **Proximity Sensor:** Allows for the adjustment of the proximity level.
- **System:** Provides general information such as memory used, current version, and version details.
- **Network:** Allows for the setting of a Dynamic or Static IP address for the TKP-9600 and also gives general info about the network.
- **Intercom:** This is used to set up the Intercom of the TKP-9600.
- **Demo:** Used to create a simulation system that the TKP-9600 can use to show off interface features.
- **Factory Reset:** Allows the TKP-9600 to be reset to its factory state.



Sleep Settings:

Below are the selectable choices available in this menu:

1. **LCD Screen is Always On:** When selected, the TKP-9600's display never turns off.
2. **LCD Screen will Turn Off:** When selected the **Turn Off After** section is selectable. Choose from a **20 second, 30 second, or one (1) minute** time out.
3. **LCD Screen will Display a Night Mode:** When selected the Start After and Duration option become active.
 - **Start After:** The TKP-9600 times out based on the value entered here and goes into Night Mode.
 - **Turn Off After:** The TKP-9600 turns off Night Mode after the value entered here.



General:

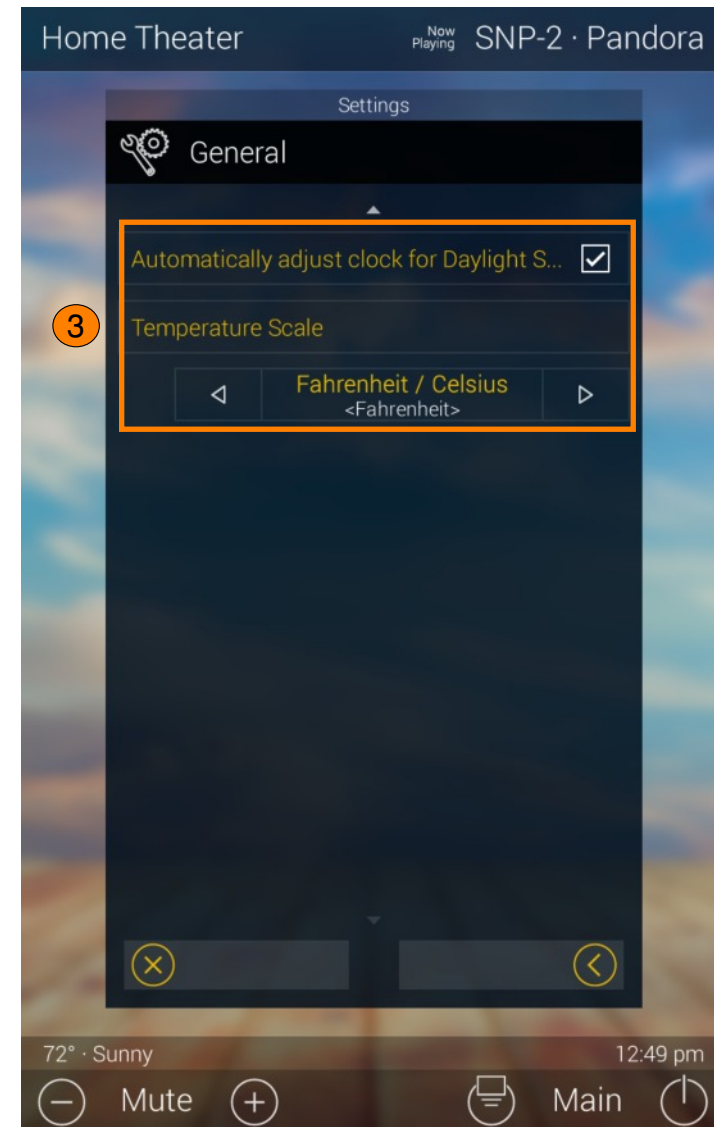
Using the left and right arrow keys, enter the values of each category:

1. **Date:** The following can have its value changed:
 - Month
 - Day
 - Year

2. **Time:** The following can have its value changed:
 - Hour
 - Minutes
 - Seconds
 - AM/PM
 - 12 Hour/24 Hour

3. **Automatically Adjust Clock for Daylight Savings:** Check this box to have the TKP-9600 automatically adjust for daylight savings.

4. **Temperature Scale:** Set this either to **Fahrenheit** or **Celsius**.



Sound:

Press the minus (-) button to lower the TKP-9600's audio output or press the plus (+) button to increase the volume.

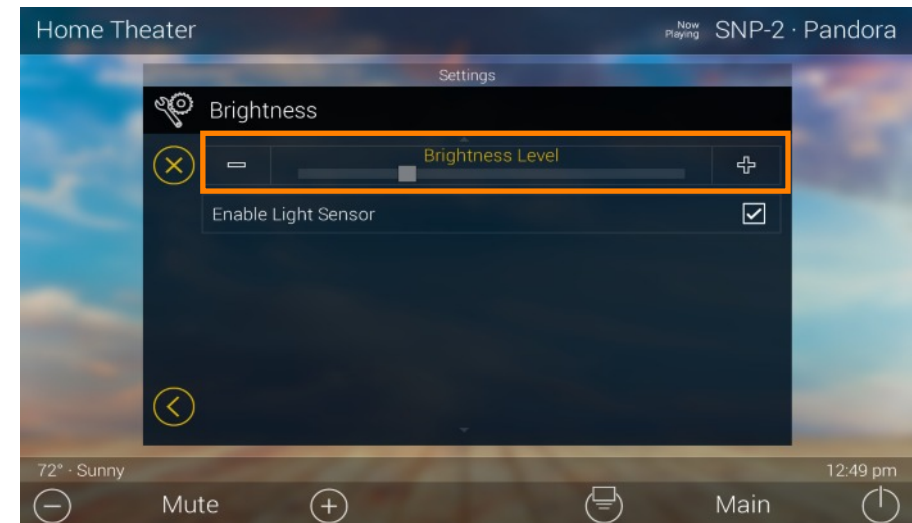
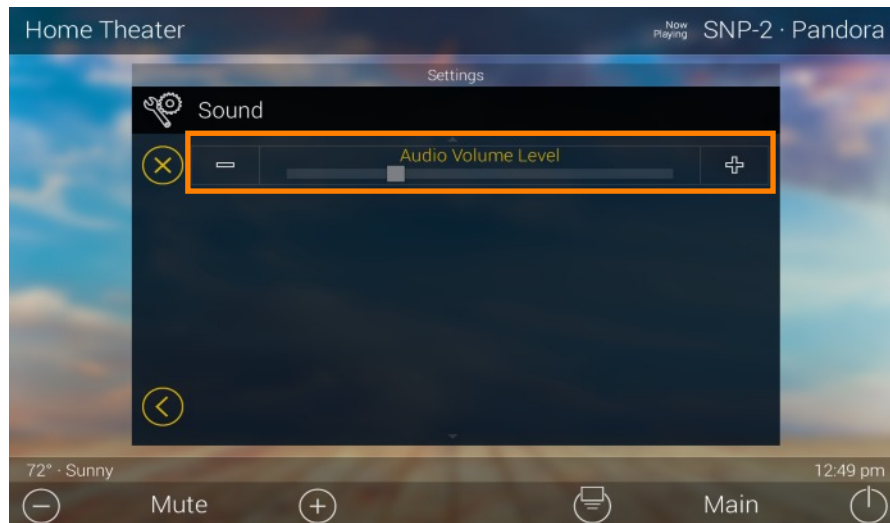
Additionally, dragging the slider to the right increase the audio output while dragging it to the left decreases it.

Brightness:

Press the minus (-) button to lower the TKP-9600's display brightness or press the plus (+) button to increase the brightness.

Additionally, dragging the slider to the right increase the display brightness while dragging it to the left decreases it.

- Enable Light Sensor: The TKP-9600 is equipped with an ambient light sensor that can automatically adjust the display brightness. Check the box to enable this feature.

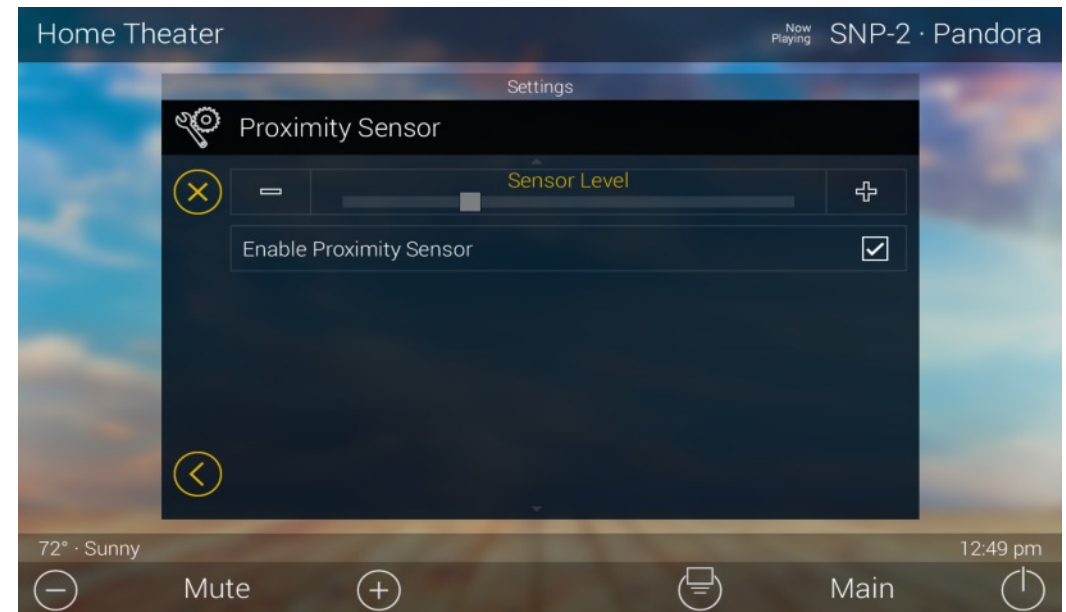


Proximity Sensor:

Press the minus (-) button to lower the sensitivity on the TKP-9600's Proximity Sensor or press the plus (+) button to increase the sensitivity.

Additionally, dragging the slider to the right increases the sensitivity while dragging it to the left decreases it. The maximum distance of the proximity sensor is about three (3) feet.

- **Enable Proximity Sensor:** By default this check box is enabled. Uncheck the box to disable the proximity sensor.



Network:

This option displays important information about the current network.

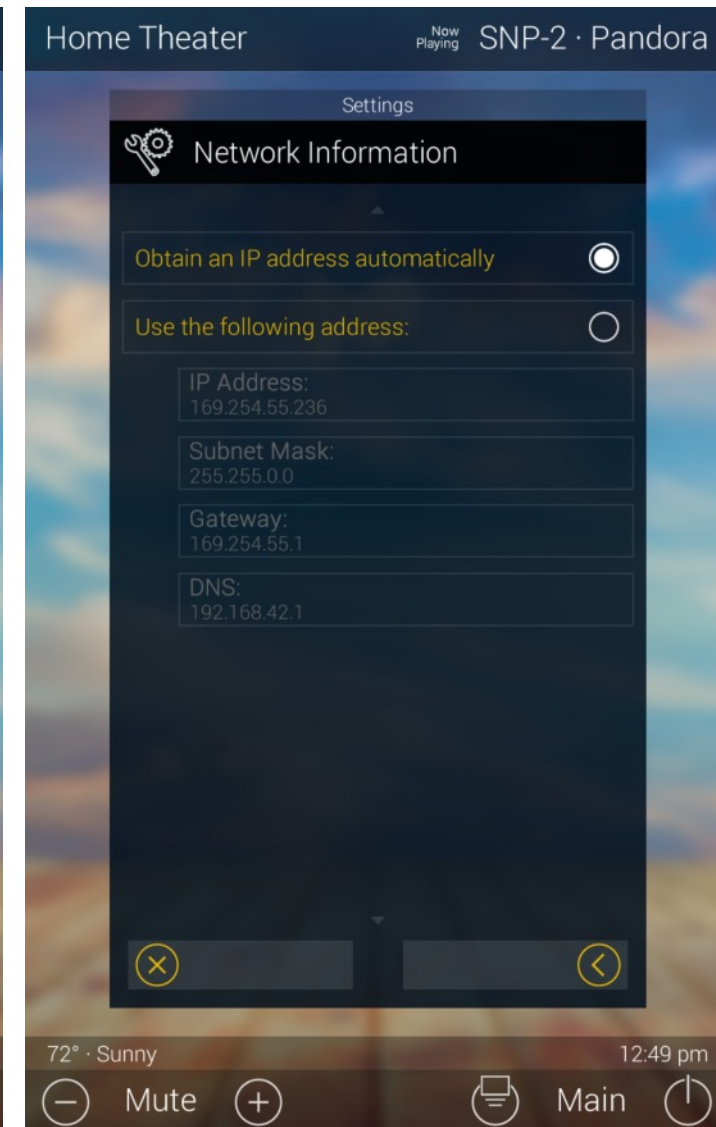
Caution, these settings should **ONLY** be changed by a professional. Entering values without specific instruction could easily result in the TKP-9600 failing to function correctly.

Here is the information that can be displayed here:

1. **Connection:** Displays the status of the network connection, connected or not connected.
2. **TCP/IP:** Displays information such as Address Type (DHCP or Static), IP Address, Subnet Mask, Gateway, and DNS.

Select the **Edit** button to reveal additional options.

- For DHCP select **Obtain an IP Address Automatically**.
- For Static select **Use the Following Address**. Fill out the required network settings.



Intercom:

The Audio-Video Intercom Settings menu is the location where the Intercom features must be enabled. By default this feature is disabled, it must be enabled in order for the TKP-9600 to communicate with other Intercom-Enabled devices.

- **Enable Intercom:** Enables the audio intercom function. Once enabled, the Intercom icon is displayed when dragging down the Title Bar as see on [page 8](#).
- **Set Intercom Name:** The label entered here appears on the Intercom menu of Intercom-Enabled devices in the system.
- **Enable Intercom Video:** Enables the video intercom function.
- **Receive Door Station Calls:** If the system is integrating with a 3rd party door station (DoorBird), this feature must be enabled for the TKP-9600 to receive door station calls.
- **Set Intercom Notification Sound:** Allows the user to select a different tone for intercom calls.
- **Enable Baby Monitor:** Enables the Baby Monitor function.

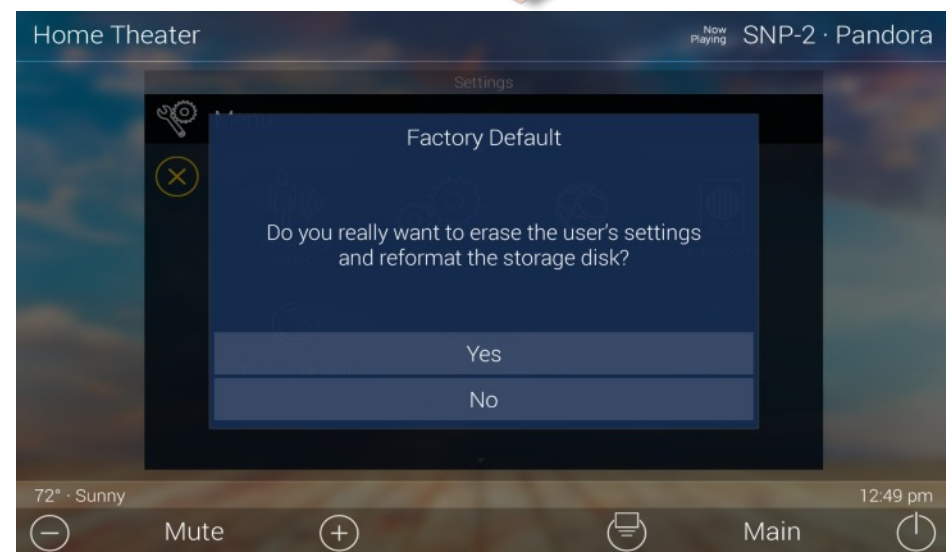
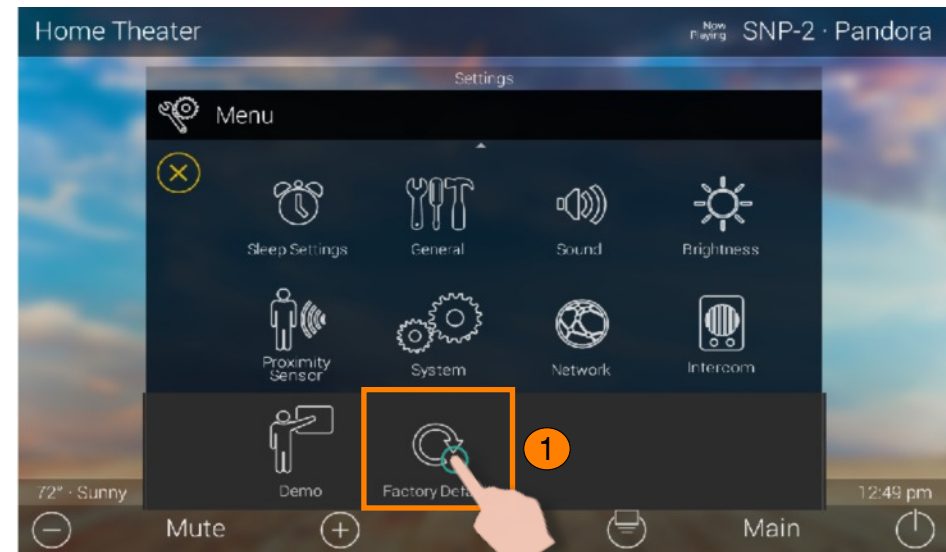


Factory Default:

This should only be attempted by a custom install professional that is familiar with Total Control 2.0 or under instruction from URC Technical Support.

Selecting this option resets the TKP-9600 to its factory state and does not function until the device is reprogrammed by a custom install professional.

1. Press and hold the **Factory Reset** button for over five (5) seconds.
2. Select **Yes**.



Specifications:

These are the technical specifications for the TKP-9600:

Microprocessor: Cortex-A9 Dual 1GHz

Memory: 8GB eMMC, 2GB RAM

Devices: Supports up to 255 devices

Pages: Supports up to 255 pages on each devices

Macro Capability: Up to 255 steps

Network: One 10/100/1000 Ethernet Port (PoE+)

LCD: 10 Inch (1280 x 800)

Weight: 24.7 oz

Size: 10" x 7" x 1.03"

Power: Standard PoE Injector or PoE Switch (purchased separately)

Limited Warranty Statement

1. Limited Warranty and Disclaimers

Universal Remote Control, Inc. ("URC") warrants that the URC equipment shall be free from defects in material and workmanship under normal usage for one (1) year from purchase when such is purchased from URC. **This limited warranty is valid only in the United States of America.** URC warrants that the software will substantially conform in any material respect to its functional specifications at the time of delivery. URC SHALL NOT BE LIABLE FOR OPERATIONAL, TECHNICAL OR EDITORIAL ERRORS AND/OR OMISSIONS MADE IN THE URC DOCUMENTATION. URC DOES NOT WARRANT THAT THE URC SOFTWARE IS BUG-FREE OR ERROR FREE OR THAT THERE ARE NO ERRORS/BUGS IN THE URC SOFTWARE.

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The warranty limitations and warranty disclaimers may not apply to end user in whole or in part, where such are restricted or excluded by applicable law and such shall apply to the maximum extent permitted by applicable law.

In the event of any warranty claim, URC will, at its sole option, repair the URC equipment using new or comparable rebuilt parts, or exchange the URC equipment for new or rebuilt equipment. In the event of a defect, these are the end user's exclusive remedies.

All the URC equipment returned for service, exchange or repair require an RGA number. To obtain an RGA number, you must complete a Return Request Form which you may obtain by calling (914) 835-4484 or contacting URC at returnrequest@universalremote.com. To obtain warranty service, end user must deliver the URC equipment, freight prepaid, in its original packaging or packaging affording adequate protection to URC at 420 Columbus Avenue, Valhalla, NY 10595. It is end user's responsibility to backup any macro programming, artwork, software or other materials that may have been programmed into the unit. It is likely that such data, software, or other materials will be lost during service and URC will not be responsible for any such damage or loss. A dated purchase receipt, bill of sale, installation contract or other verifiable proof of purchase is required. For the URC equipment support and other important information, please visit URC's website available at www.universalremote.com or call the Customer Service Center at (914) 835-4484.

This limited warranty only covers the URC equipment issues caused by defects in material or workmanship during ordinary consumer use. It does not cover product issues caused by any other reason, including but not limited to product issues due to commercial use, acts of God, third-party installation, misuse, limitations of technology, or modification of or to any part of the URC equipment. This limited warranty does not cover the URC equipment sold as used, as is, refurbished, so called "B stock" or consumables (such as batteries). This limited warranty is invalid if the factory applied serial number has been altered or removed from the URC equipment. This limited warranty specifically excludes the URC equipment sold by unauthorized resellers.

With the exception of URC's IR-only, broad-based consumer remotes, none of Page 36 URC's PC programmable remotes or any of our Total Control® whole-house equipment are authorized for online internet sales. Buying URC's PC programmable

remotes or any of our Total Control® whole-house equipment online means buying equipment that does not have a URC's limited warranty. Such equipment is not eligible for URC tech support or software support, either.

2. URC's Limitations of Liability

IN NO EVENT SHALL URC BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS OF PROFITS OR BUSINESS OPPORTUNITY, EVEN IF URC IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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IN NO EVENT SHALL URC BE LIABLE FOR ANY EVENTS BEYOND ITS CONTROL, INCLUDING ANY INSTANCE OF FORCE MAJEURE. IN NO EVENT SHALL URC BE LIABLE FOR THE ACTS OR OMISSIONS OF END USER OR ANY THIRD PARTY.

THE LIMITATIONS OF LIABILITY MAY NOT APPLY TO END USER IN WHOLE OR IN PART, WHERE SUCH ARE RESTRICTED LIMITED OR EXCLUDED BY APPLICABLE LAW AND SUCH SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

URC SHALL NOT BE HELD RESPONSIBLE FOR THE STATEMENTS MADE BY OTHERS.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE

LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO END USER. THIS LIMITED WARRANTY GIVES END USER SPECIFIC LEGAL RIGHTS AND END USER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

End User Agreement

The terms and conditions of the End User Agreement available at www.universalremote.com/eua.php shall apply.

Federal Communication Commission Interference Statement

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 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.

Warning!

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Note : The manufacturer is not responsible for any Radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC Caution

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.

Regulatory Information to the user

● **CE conformity Notice**

Products with "CE" marking comply EMC Directive 2014/30/EU issued by the commission of the European Community.

1. EMC Directive

- Emission : **EN 55032**
- Immunity : **EN 55024**

● **Declaration of Conformity**

"Hereby, Universal Remote Control Inc. declares that this TKP-9600 is in compliance with the Essential requirements

This product herewith complies with the requirements of EMC Directive 2014/30/EU issued by the commission of the European Community:

EMC Directive 2014/30/EU

- ✓ EN 55032
- ✓ EN 55024

Testing Laboratory: GUMI University EMC Center