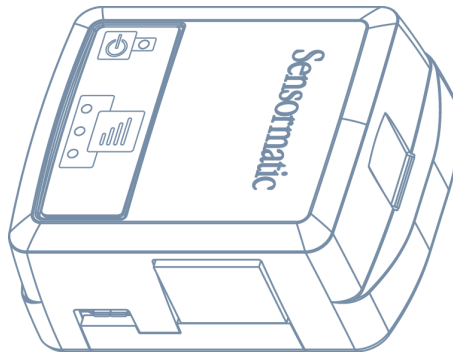

Business Intelligence Accessory (BIX1000)

Installation Guide



BIX1000, BIX1000EA



Contents

- About this guide 3
 - Additional documentation 3
 - Technical Support 3
- About the product 4
 - Features 4
 - Compatibility 5
- Section I: Installation sequence overview 6
- Section I: Before you begin 7
- Installation prerequisites 7
 - Training 7
- Cable kit numbers 8
- System requirements 8
 - Firmware requirements 8
 - Laptop requirements 8
- Component installation requirements 9
 - Wiring requirements 9
 - Tool requirements 9
- Safety 9
- Section II: Installing the BIX1000 10
- Overview of steps 10
- Step 1: Commissioning the BIX1000 10
- Step 2: Connecting the BIX1000 cable to the EAS device 12
- Step 3: Locating the BIX1000 12
- Specifications 15
- Declarations 16
- Other declarations 17

About this guide

This installation guide explains how to install the Business Intelligence Accessory (BIX1000), with the Business Intelligence Module (BIM1000), to synchronize all Sensormatic-connected devices.

Additional documentation

The following is a list of additional documents related to this installation:

- *Business Intelligence Module (BIM1000) Installation Guide, 8200-1088-03.*
- *Business Intelligence Module (BIM1000) and Business Intelligence Accessory (BIX1000) Setup Guide, 8200-1088-01.*
- *Ultra Post® IV AMS-1012 Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-05.*
- *Ultra Post® VI AMS-1014 Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-06.*
- *Ultra 1.8 Meter ABS Pedestal Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-07.*
- *AMB9010-IPS and AMB-1200 Label Deactivator Controller Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-08.*
- *AMS-9050 Controller Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-09.*
- *AMS-9040 Controller Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-10.*
- *AMS-9060 Controller and AMS-1170-2C/4C Controller Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-11.*
- *ZBSMPROE ScanMax® Pro Label Deactivator Controller Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-12.*
- *IDKM-10XX/AMK-10XX SuperTag® Detacher Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-13.*
- *AMB-2011/AMB-1101/ZBAMB9010 EAS Label Deactivator Business Intelligence Accessory (BIX1000) Cable Kit Installation Guide, 8200-1088-16.*
- *Business Intelligence Accessory (BIX1000) Extension Cable Kit Installation Guide, 8200-1088-14.*

Technical Support

For product bulletins, and the most recent updates to this guide, visit <https://sensormaticsecurelogin.com>

About the product

The BIX1000 is a wireless adapter with an integrated antenna that connects an Electronic Article Surveillance (EAS) detector, deactivator, or detacher system to the BIM1000 using IEEE 802.15.4 wireless protocol.

The BIX1000, as shown in **Figure 1**, connects to the BIM1000 to synchronize all in-store Sensormatic-connected devices, to collect data and to provide a health status for all connected devices. The data collected includes alarms, events, and people-counting statistics. It also collects alarm response times to help eliminate false deactivation and detection alarms at store exits.

Customers can use a desktop browser to log into a TrueVUE reporting platform, or Shrink Management as a Service (SMaaS) platform to access daily data reports from all the connected devices.

The customer can also use the Device Mobile App (BIZ1000), which is compatible with iOS and Android smart devices, or they can use the BIM1000 Manager Interface, to monitor store-wide EAS device health, counts and events in real-time.

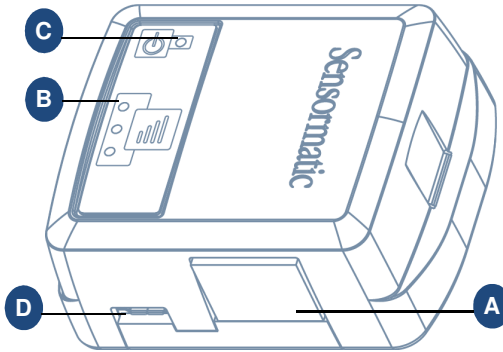
Important: You must install the BIM1000 before you install the BIX1000.

Features

The BIX1000 has the following features:

- It is auto-discovered by the BIM1000 after commissioning.
- It uses the wireless IEEE 802.15.4 Standard for communications.
- It has external LED status and signal strength indicators.
- It has Micro USB Type B access for commissioning.

Figure 1. BIX1000



A	RS-485 port	B	Signal strength LED indicators
C	Status LED indicator	D	Micro USB port

Compatibility

The Business Intelligence Accessory (BIX1000) is compatible with the following devices:

- The Ultra Post@ IV AMS-1012 Pedestal.
- The Ultra Post@ VI AMS-1014 Pedestal.
- The Ultra 1.8 Meter ABS Pedestal.
- The AMS-9060 Controller.
- The AMS-9050 Controller.
- The AMS-9040 Controller.
- The AMS-1080 Controller.
- The AMS-1170-2C/4C Controller.
- The ZBAMB9010 EAS Label Deactivator Controller.
- The AMB9010-IPS EAS Label Deactivator Controller.
- The ZBSMPROE ScanMax® Pro Label Deactivator Controller.
- The AMB-1200C EAS Label Deactivator Controller.
- The AMK-1000 and the AMK-1010 SuperTag® Detacher.
- The IDKM-1000 and the IDKM-1010 SuperTag® Detacher.
- The AMB-2011 Value Pad II Countertop EAS Label Deactivator.
- The AMB-1101 VersaPass II Countertop EAS Label Deactivator.

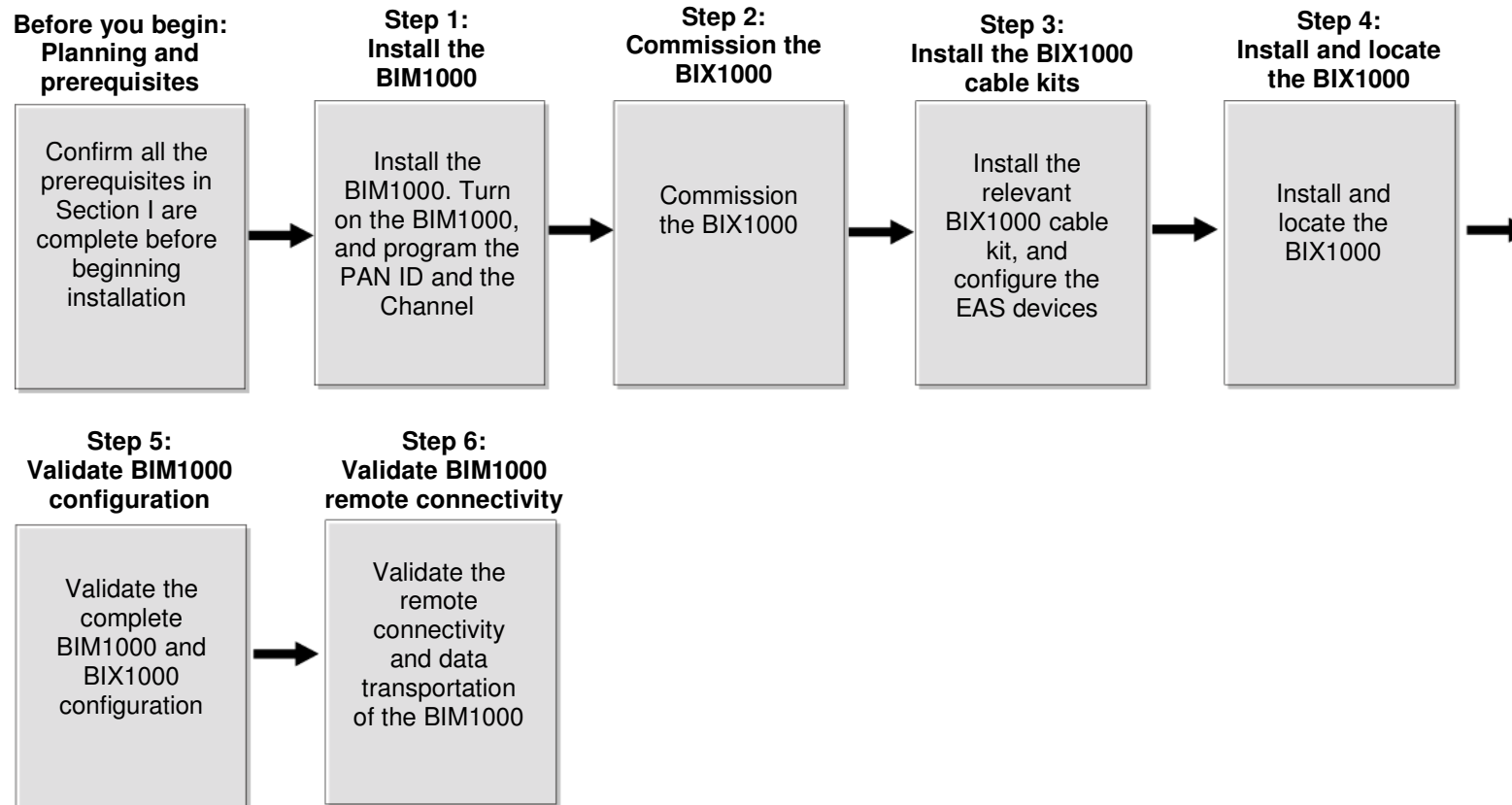


Section I: Installation sequence overview

Figure 2 gives an overview of the complete installation sequence you must follow when you install a BIM1000 and a BIX1000.

You must install the BIM1000 before you install the BIX1000.

Figure 2. BIM1000 and BIX1000 complete installation sequence



Important: This installation guide only describes the following steps in the complete BIM1000 and BIX1000 installation sequence:

- **Before you begin: Planning and prerequisites**
- **Step 2: Commission the BIX1000**
- **Step 4: Install and locate the BIX1000**



Section I: Before you begin

Before you install the BIX1000, ensure that you adhere to the criteria outlined in the following sections.

Installation prerequisites

This section outlines the prerequisites you need before you install the BIX1000.

To install the BIX1000, you must have the following criteria in place before you proceed:

- Have you completed the necessary training required to commission the BIM1000 and BIX1000?
- Did you download the supporting firmware version for the BIX Firmware Tool?
- Did you download the supporting firmware version for the EAS devices that you are connecting to each BIX1000?
- Is the BIM1000 installed?
- Is the BIM1000 turned on, and programmed with the Personal Area Network (PAN) ID and the Channel? For information on configuring the radio settings, refer to the **Configuring the BIM1000** section in the *Business Intelligence Model (BIM1000) and Business Intelligence Accessory (BIX1000) Setup Guide, 8200-1088-01*.

Training

WARNING: Do not attempt to install and commission the BIX1000 unless you have completed the Wireless Device Manager (BIM/BIX) Training Curriculum.

To install a Business Intelligence Accessory (BIX1000), you must complete the following technical training modules:

- BIM and BIX Installation Technical Training.
- BIM Configuration Technical Training.
- Optional: SMaaS Overview Sales Training.



Cable kit numbers

Table 1 lists the cable kit numbers for the devices that are compatible to install with a BIX1000.

Table 1. BIX1000 cable kit numbers, cable part numbers, and installation guide numbers

Description	Cable kit number	Cable part number	Installation guide
Ultra Post® IV AMS-1012 Pedestal	0352-0710-01	0652-0890-01	8200-1088-05
The Ultra Post® VI AMS-1014 Pedestal	0352-0711-01	0652-0891-01	8200-1088-06
Ultra 1.8 Meter ABS Pedestal	0352-0757-01	0652-0893-01	8200-1088-07
AMB9010-IPS and AMB-1200 EAS Label Deactivator Controller	0352-0696-01	0652-0889-01	8200-1088-08
AMS-9060 Controller and AMS-1170-2C/4C Controller	0352-0695-01	0652-0888-01	8200-1088-11
AMS-9050 Controller	0352-0694-01	0652-0887-01	8200-1088-09
AMS-9040 Controller	0352-0693-01	0652-0886-01	8200-1088-10
ZBSMPROE ScanMax® Pro Label Deactivator Controller	0352-0760-01	0652-0845-01	8200-1088-12
IDKN-10XX/AMK-10XX SuperTag® Detacher	0352-0697-01	0652-0892-01	8200-1088-13
Business Intelligence Accessory BIX1000 Extension Cable Kit	0352-0765-01	0652-0894-01	8200-1088-14
AMB-2011 Value Pad II Countertop EAS Label Deactivator, AMB-1101 VersaPass II Countertop EAS Label Deactivator, and ZBAMB9010 EAS Label Deactivator Controller	0352-0780-01	0652-0898-01	8200-1088-16

System requirements

This section outlines the system requirements you need to install a BIX1000.

Firmware requirements

In order to support the installation of the BIX1000, you must download the BIX Firmware Tool from <https://sensormaticsecurelogin.com/>.

To download the BIX Firmware Tool, complete the following steps:

1. Open a web browser and launch <https://sensormaticsecurelogin.com/>.
2. Enter your valid logon information, and click **Login**.
3. From the **Tech Support** menu, click **EAS**.
4. Click **Software Download**.
5. Click **BIX Firmware Tool Vx.xx**
6. To download the software bundle, click the link, and save the file to a local folder on your laptop.
7. Log out of www.sensormaticsecurelogin.com/.
8. On your laptop, rename the file you saved to an `.exe` file. Click the executable file, and click **Run**.
9. Follow the setup wizard instructions to save the software on your laptop.

Note: Files save to the following location: `C:\Program Files\Sensormatic\BIX Software Bundle x.x.x`. (Program Files (x86) for 64 bit machines).

Laptop requirements

Your laptop must have a USB port to connect to the BIX1000.



Component installation requirements

This section outlines the component installation requirements to install a BIX1000.

Wiring requirements

For more information on wiring requirements, see **Table 1**.

Tool requirements

You require the following tools to install the BIX1000:

- A #2 Phillips head screwdriver.
- A small slotted screwdriver.
- A drill with a 3/32 inch (2.38 millimeter) drill bit.
- A micro USB cable, 6003-0313-01, to connect to the BIX1000.

Safety

You must adhere to the following safety instructions when you install a BIX1000:



WARNING: Risk of electric shock

Disconnect all power sources before servicing.

- You must use plenum-rated cables, unless the cables are in raceways.
- Installation of the BIX1000 must comply with the latest national electrical codes, national fire code, and all applicable local codes and ordinances. National or local wiring codes may differ between regions. Adherence to these codes supersedes instructions in this document.
- You must observe and respect all the safety instructions in this installation guide, and the operation of the BIX1000.
- You must mount the BIX1000 only as instructed in this installation guide. Mounting the BIX1000 any other way can affect its operation.
- The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications can void the user's authority to operate the equipment.
- You must install the antennas for this transmitter with a separation distance of at least 20 centimetres (8 inches) from all persons, and must not be collocated or operating in conjunction with any other antenna or transmitter.



Section II: Installing the BIX1000

This section outlines how to install a Business Intelligence Accessory (BIX1000).

Important: You must install the BIM1000 before you install the BIX1000 to verify the signal strength is sufficient in the selected mounting location.

Overview of steps

This section gives an overview of the necessary steps to install a BIX1000:

- Step 1: Commissioning the BIX1000
- Step 2: Connecting the BIX1000 cable to the EAS device
- Step 3: Locating the BIX1000

Step 1: Commissioning the BIX1000

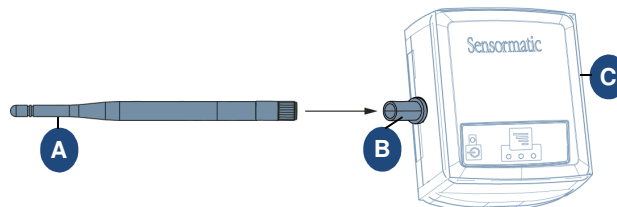
Before you secure the BIX1000, you must commission it in order to test different mounting locations and to verify signal strength.

Note: For more information on how to commission the BIX1000, refer to the *Business Intelligence Model (BIM1000) and Business Intelligence Accessory (BIX1000) Setup Guide, 8200-1088-01*.

To commission the BIX1000, complete the following steps:

1. If installing the BIX1000EA module, locate the SMA antenna, 3411-0024-01, from the BIX1000 installation kit, and screw the SMA antenna into the SMA connection port on the BIX1000EA.

Figure 3. SMA antenna to SMA connector



A	SMA antenna, 3411-0024-01	B	SMA connection port
C	BIX1000EA module		

2. Connect the micro USB cable, 6003-0313-01, to the BIX1000 micro USB port. For the location of the USB port, see item D in **Figure 1**, on page 4.
3. Connect the opposite end of the micro USB cable to the USB port on your laptop.

Note: The laptop powers the BIX1000 through the USB port.

4. Wait 15 seconds for the BIX1000 boot sequence to complete.
5. When the BIX1000 boot sequence completes, launch the BIX Firmware Tool you downloaded pre-installation.
6. Complete the following steps to update the firmware on the BIX1000:
 - a. In the Controller Download pane, click **Browse**, and then select the supporting firmware version for the BIX1000.
 - b. Click **Start Flash Download**.



Note: If an error occurs during the download, you must close the BIX Firmware Tool, disconnect the device and then repeat steps 2 to 6.

7. After flash download, complete the following steps to establish communication between the BIM1000 and the BIX1000:

Important: In the following steps, ensure you save the changes to each individual parameter before you change the next parameter.

- a. Open the BIM Web Launch Tool, and from the **BIM Configuration** menu, click **Radio Settings**. Record the values in the **PAN ID** and **Channel** fields, and then close the BIM Web Launch Tool.
- b. Return to the **BIX Firmware Tool** window.
- c. In the **PAN ID** field enter the PAN ID value you recorded for the BIM1000, and click the **Antenna** icon button to save the changes. For the location of the save button, see **Figure 4**.

Note: The PAN ID is limited to the hex characters A-F and 0-9. The PAN ID you set for the BIX1000 must match the PAN ID set for the BIM1000 to establish communication between the two devices.

- d. In the **Channel** field, enter the Channel value you recorded from the BIM1000, and click the **Antenna** icon button to save the changes.

Note: You can set a value from 1 to 26 for IEEE 802.15.4 radio frequencies.

- e. In the **Tx Power** field, enter the Tx power value for the country of use, as shown in **Table 2**. Click the **Antenna** icon button to save the changes.

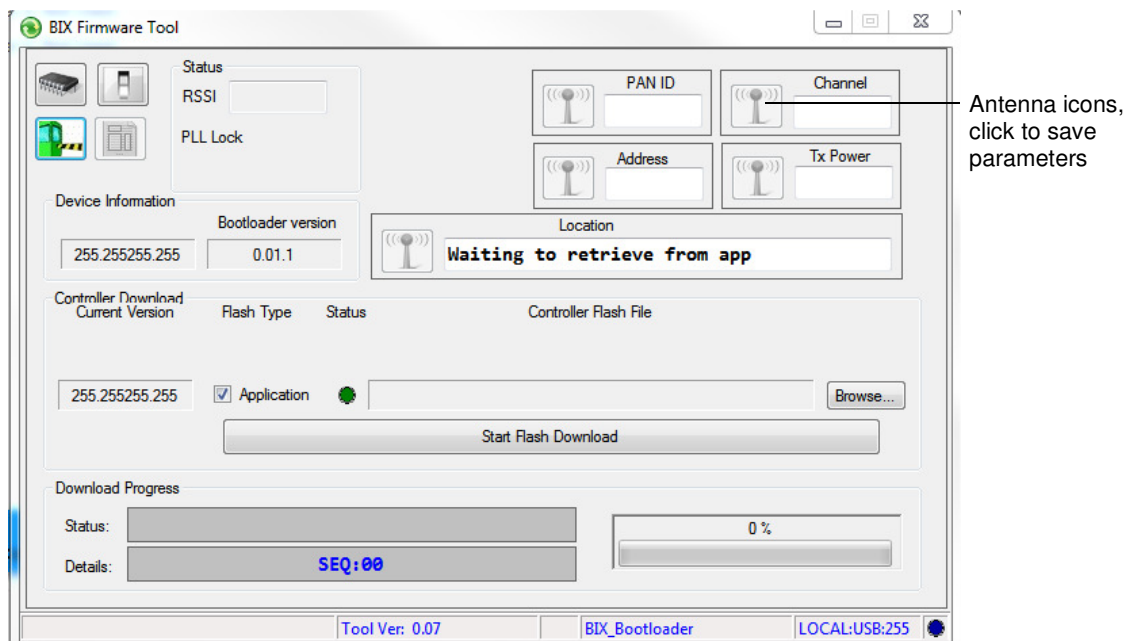
Table 2. BIM1000 and BIX1000 TX power

Device	TX power, North America	TX power, Europe
BIM1000	197 (20dB)	57 (10dB)
BIX1000	197 (20dB)	78 (10dB)
BIX1000EA	220 (20db)	89 (10db)

8. Optional: In the **Location** field, enter a description of the location of the BIX1000, for example, East Entrance. **Click the Antenna icon button to save the changes**

Note: Entering a location description helps to locate devices after installation.

Figure 4. BIX Firmware Tool window



- With the BIX1000 connected to your laptop, temporarily place the BIX1000 in the area where you are installing it to validate the signal strength. For information on the BIX1000 signal strength indicators, see **Step 3: Locating the BIX1000**.

Note: When validating the signal strength, ensure you are within the coverage range of the BIM1000.

- Close the BIX Firmware Tool.

Important: You must close the BIX Firmware Tool before you disconnect the micro USB cable from the BIX1000. If you do not close the BIX Firmware Tool first, you can lock the drivers for the BIX1000 and the app may not connect to the BIX1000. If this occurs, you must restart your laptop to resolve the issue.

- Disconnect the micro USB cable, 6003-0313-01, from the BIX1000.

Step 2: Connecting the BIX1000 cable to the EAS device

You must connect the BIX1000 to compatible EAS devices using the appropriate cable kit. The RJ45 end of each cable kit is labelled to indicate which end of the cable connects to the RS-485 port on the BIX1000. For the location of the RS-485 port on the BIX1000, see item A in **Figure 1**.

To connect the BIX1000 to a compatible EAS device, complete the following step:

- Select the EAS device you are installing from **Table 1**, and connect the EAS device to the BIX1000 as described in the relevant installation guide.

Note: When you connect the EAS device to the BIX1000, the Status LED on the BIX1000 should change to solid green within 20 seconds. For information on the BIX1000 status LEDs, see **Table 4**.

Step 3: Locating the BIX1000

Adhere to the following guidelines when determining the installation location of the BIX1000:

- Do not directly hold the BIX1000 module because your body and hand can detune the antenna.
- The BIX1000 can be orientation sensitive at the periphery of its range to the BIM1000.
- The wireless communication between the BIM1000 and the BIX1000 solution is most effective when the modules are within a direct line of sight. Avoid placing the BIX1000 modules in metal enclosures or deep underneath counters. Placing the BIX1000 on a higher mounting location can extend its signal strength.

Important: If you connect the BIX1000 to an AMS-9060 controller, an AMS-9050 controller, or an AMS-9040 controller, do not secure the BIX1000 to the case of the controller.

To locate the BIX1000 correctly, complete the following steps:

- After you connect the BIX1000 to the EAS device using the appropriate cable installation kit, determine the location of the BIX1000.

Notes:

- You must place the BIX1000 a minimum of **2 feet (24 inches)** from the BIM1000.
- Table 3** lists the expected maximum line of sight range from the BIM1000 module to the BIX1000 module for each region. The maximum line of sight ranges are based on environments free of obstructions and interference, the range can significantly degrade from the specified maximums.

Table 3. Expected maximum line of sight ranges from the BIM1000 to the BIX1000

Modules	Region	Expected maximum line of sight range
BIM1000 to BIX1000	EU	76.2 meters (250 feet)
BIM1000 to BIX1000EA	EU	106.7 meters (350 feet)
BIM1000 to BIX1000	US	106.7 meters (350 feet)



PRELIMINARY

- Optional: If you need to locate the BIX1000 further away from the EAS device for improved signal reception or for mounting purposes, install the BIX1000 Extension Cable Kit, 0352-0765-01, as described in the *Business Intelligence Accessory (BIX1000) Extension Cable Kit Installation Guide, 8200-1088-14*.

Note: Use the BIX1000 Cable Extension Kit to relocate the BIX1000 module up to 3.3 meters (10 feet) away from the EAS device you are connecting the BIX1000 to.

3. Ensure that the status LED on the BIX1000 is green. For information on the status LED descriptions, see **Table 4**.

Table 4. BIX1000 status LED description

BIX1000 status LED color	BIX1000 status description
No status LED displaying	Powered off or in Boot Loader Mode
Status LED displaying green	Operating correctly
Status LED flashing amber quickly	Attempting communication with an EAS device
Status LED flashing amber slowly	The Phase Lock Loop (PLL) is unlocked, and indicates a synchronization error
Status LED flashing red	There is no communication between the BIX1000 and the BIM 1000

4. To ensure a strong signal strength, select one of the following options:

- Ensure the signal strength LEDs on the BIX1000 display at least one green LED. If it does not, move the BIX1000 until it displays one or more green LEDs. For information on the signal strength indicators on the BIX1000, see **Table 5**.
- Connect the BIX1000 to a laptop and wait for the BIX1000 boot sequence to complete as described in steps 2 to 5 on page 10, and then use the BIX Firmware Tool to determine the RSSI value. For more information, refer to the *Business Intelligence Module (BIM1000) and Business Intelligence Accessory (BIX1000) Setup Guide, 8200-1088-01*.

Table 5. BIX1000 signal strength LED description

BIX1000 signal strength LED color	RX signal strength description
No green signal strength LEDs displaying	Signal strength is below -85 decibels
One green signal strength LED displaying	Signal strength is -85 to -75 decibels
Two green signal strength LEDs displaying	Signal strength is -75 to -60 decibels
Three green signal strength LEDs displaying	Signal strength is above -60 decibels

5. When you identify an ideal mounting location, locate the alcohol pads, 1600-0033, from the BIX1000 Installation Kit, 0352-0733-01, and use the alcohol pads to clean the surface area of the mounting location.

6. Remove the release liner from the adhesive pad on the BIX1000, and secure it to the correct location near or on the EAS device. For more information on a specific EAS device, refer to the relevant installation guide listed in **Table 1**.

7. Optional: If you need to secure the BIX1000 using the screws supplied in the installation kit, complete the following steps:

- Locate the BIX1000 back cover plate, 0404-1244-01, from the BIX1000 Installation Kit, 0352-0733-01.
- Use the BIX1000 back cover plate as a template, and mark the location of the pilot holes on the mounting surface.
- Remove the BIX1000 back cover, and using a drill with a 3/32 inch or 2.38 millimeter drill bit, drill two mounting holes in the mounting surface.
- Insert the two screws, 5810-2042-120, from the installation kit into the BIX1000 back cover, and into the two mounting holes in the mounting surface.
- Ensure the two mounting screws are recessed below the plastic surface, and secure the back cover to the mounting surface.

Note: The screw holes on the BIX1000 back cover plate are symmetrical. The other features on the BIX1000 back cover plate are not symmetrical because they accommodate the micro USB and the RS-485 ports.

8. Secure the BIX1000 to its mounting surface.



Specifications

Electrical

Power supply

Primary input / 5V – 24VDC input, Sync and RS485 through RJ45 8 pin header with LEDs for RS485.

Environmental

Operating temperature..... 0°C to 50°C (14°F to 122°F)

Relative humidity 0 to 90% non-condensing

Enclosure Rating UL94 V-O

Evaluated for altitudes less than 2,000 meters (6,561.68 feet)

Mechanical

Material: ABS

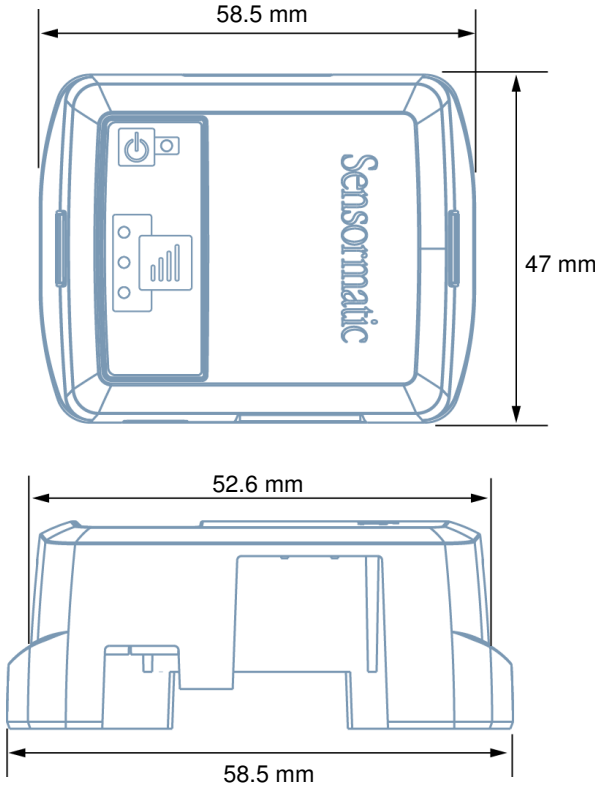
Color: Light grey

Dimensions: 58.6 mm X 46.7 mm X 24.9 mm

Weight (approx.): 32.66 g (0.072 lbs)

Dimensions

Figure 5. BIX1000 dimensions



Declarations

Model: BIX1000

Regulatory information

Radio

Frequency of operation

Type..... BIX1000
 Frequency band..... 2400-2483.5 MHz
 Maximum power 10 mW in the EU
 100 mW in NA

If frequency is selectable for your model, select only the country in which you are using the device. Any other selection will make the operation of this device illegal.

Approved antennas

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.

Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This radio transmitter *IC: 3506A-BIX1000* has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio *IC: 3506A-BIX1000* a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Pulse/Larsen W1027

Polarization Vertical
 Composite gain 3.2 dBi
 Impedance 50 ohms

Pulse/Larsen W1038

Polarization Vertical
 Composite gain 3.8 dBi
 Impedance 50 ohms

L-Com model HG2403RD-RSF

Polarization Vertical
 Composite gain 3.0 dBi
 Impedance 50 ohms

Antenova model SRCW004

Polarization Linear
 Composite gain 2.5 dBi
 Impedance 50 ohms

FCC ID: BVCBIX1000

This device complies with part 15 of the FCC Rules. *This device complies with Industry Canada's licence-exempt RSSs.*

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.

México NOM 121: BIX1000

La operación de este equipo está sujeta a las siguientes dos condiciones:

- 1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
- 2) este equipo debe aceptar cualquier interferencia, incluyendo la que pueda causar su propia operación no deseada.



INTERNATIONAL ID: BIX1000

EMC	47 CFR, Part 15
.....	EN 300 328
.....	EN 301 489-1
.....	EN 301 489-3
.....	EN 301 489-17
.....	RSS 210
Safety.....	UL/EN 60950-1
.....	CSA C22.2.60950-1



EQUIPMENT MODIFICATION CAUTION: Equipment changes or modifications not expressly approved by Sensormatic Electronics, LLC, the party responsible for FCC compliance, could void the user's authority to operate the equipment and could create a hazardous condition.

See **About this guide** on page 3.

Other declarations

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