

# Introduction

This manual describes the procedure for installation and configuration of the U-PROX MPX wireless reception-control devices. Before using the device, please carefully review this manual.

Technical support for all products of the U-PROX brand is provided via telephone: +38(091)481-01-69 and/or by email: support@u-prox.systems.

## Safety Warnings

When installing and operating the device, you must adhere to the "Rules for the Technical Operation of Electrical Devices by Consumers" and the "Rules for Safety in the Operation of Electrical Devices".

The device must be installed with the power turned off. When performing work, follow fire safety regulations as well.

**DO NOT DISASSEMBLE THE DEVICE OR ITS POWER SUPPLY WHILE POWERED, AND DO NOT USE A POWER SUPPLY WITH A DAMAGED CABLE.**

The device has a built-in power unit. Replacing the power unit with one of an incorrect type may lead to fire or explosion. Dispose of used power units in accordance with local laws and regulations.

**THE BATTERY CANNOT BE CHARGED AT TEMPERATURES BELOW 10°C; ENSURE THAT THE POWER ADAPTER IS CONNECTED.**

## Description and Operating Principle

U-PROX MPX G is the hub of the wireless security system. It manages the security of the premises and supports the connection of wireless devices (sensors, keypads, fobs, etc.) via radio channel up to 4800 m. The device interacts with the user and the security company using the Internet (Wi-Fi) and 2G communication (GPRS/EDGE mobile internet) for enhanced reliability.

The device features two transceiver units operating at 868.0...868.6 MHz with multiple channels for redundancy, providing secure, encrypted (256-bit encryption key) two-way radio communication with channel tamper detection.

Wireless devices connected to U-PROX MPX operate on a notification transmission scheme – they alert when an event occurs (for example, activation of a motion sensor or magnetic contact)

and periodically transmit their status (such as battery level). This method conserves battery life and reduces radio channel load.

U-PROX MPX G supports photo verification and photo recording of alarms through motion sensors equipped with the integrated U-PROX PIR Cam, provided that a Wi-Fi connection is available.

The device is equipped with a built-in battery of 2500 mAh and can operate up to 20 hours without main power.

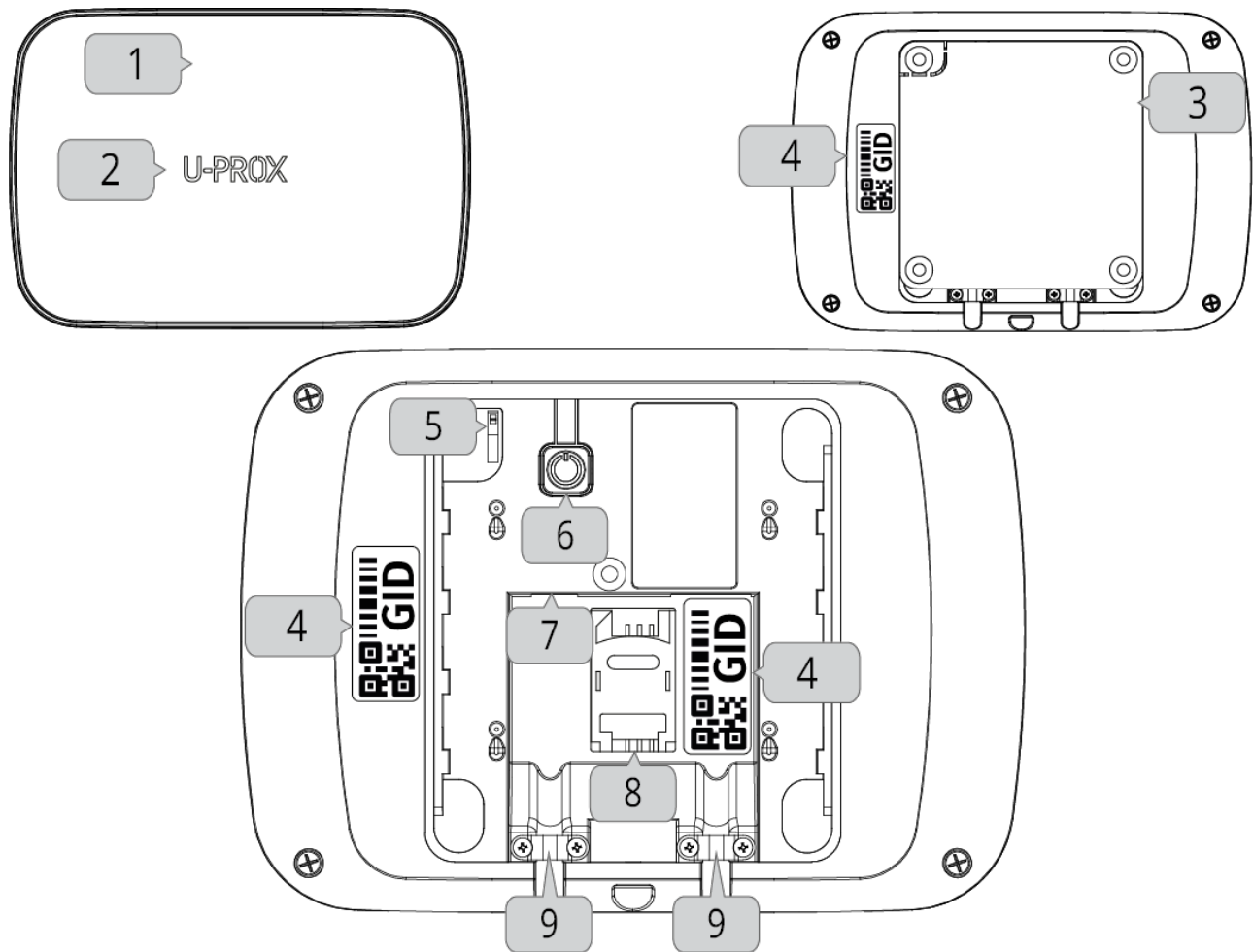
To interact with the device, an Internet connection is required to access the U-PROX Cloud service. Using the cloud service and smartphone applications, users can connect to U-PROX MPX G for management and configuration.

The U-PROX Cloud service is essential for interaction with the security system, its maintenance, receiving new software versions for both the security hub and the connected wireless equipment.

U-PROX MPX G and U-PROX Cloud are designed so that only the minimal necessary personal data is stored on the cloud service in a secure form, and communication between the device and U-PROX Cloud occurs over a secure, tamper- and crypto-resistant channel.

The device can operate autonomously—transmitting events directly to users' smartphones—or connected to security companies. For event transmission to security companies, the device uses Internet access. Depending on the device settings, events may be sent directly and/or via U-PROX Cloud.

## **Device Functional Elements**



1. Device case
2. LED indicator
3. Mounting plate
4. GID – serial number
5. Tamper contact
6. Power button
7. Power supply connector
8. SIM card holder
9. Cable clamps

## Zone

Zone – a part of the premises secured by the device and a wireless sensor. For example, a room protected by a motion sensor might be "Zone 5", and a window secured by a magnetic contact might be "Zone 7". A wireless sensor, depending on its type, can operate in several zones; for instance, a combined motion and glass-break sensor uses two separate zones.

## Mobile Communication

U-PROX MPX G supports 2G communication. The data transmission speed over 2G is 20-55 kb/s.

The device works with a single SIM card. It automatically detects the network operator and configures access to the mobile network. Depending on the services provided by the operator, not only data transmission but also phone calls to a specified number—useful for alerting users of an alarm—are available.

**IF THE SIM CARD IS ABSENT FROM THE DEVICE FOR 5 MINUTES, THE DEVICE WILL TURN OFF THE MODEM. IN SUCH A CASE, AFTER INSERTING THE SIM CARD, THE DEVICE MUST BE RESTARTED.**

## Wi-Fi

All U-PROX MPX models support 2.4 GHz Wi-Fi.

Searching for and connecting to an access point can be done locally using the U-PROX Installer mobile app via BLE (Bluetooth Low Energy) or remotely via the U-PROX Installer WEB portal or mobile app.

DHCP is supported for dynamic IP address allocation within the network.

## Power Supply

The device is powered by a 12V power supply unit and features a standard DC 5.5x2.5mm connector, which allows for the use of alternative power supplies or connecting an external uninterruptible power source or battery.

In the absence of main power, when operating on the built-in battery, the device switches to energy-saving mode.

In this mode, if the Wi-Fi connection is lost, it will shut down and operate solely via mobile communication.

The continuous status indication is also disabled; instead, the status is updated every 30 seconds.

## Status Indication in Current Mode

The U-PROX LED indicator on the front panel of the device displays its current status:

**Green light** – indicates that there is a connection to U-PROX Cloud via at least one communication channel:

The logo for U-PROX, featuring the text "U-PROX" in a bold, green, sans-serif font. The letters are slightly stylized, with the "U" and "P" having a unique, blocky appearance.

**Red light** – indicates that there is no connection to U-PROX Cloud through any 2G or Wi-Fi channel:



## Status Indication when Operating without Main Power

Flashing green every 30 seconds – no main power, the device is in energy-saving mode, and there is a connection to U-PROX Cloud via at least one communication channel:



Flashing red every 30 seconds – no main power, the device is in energy-saving mode, and there is no connection to U-PROX Cloud via any 2G or Wi-Fi channel:



## Installation

### Choosing the Installation Location

Carefully choose the installation location for the U-PROX MPX wireless security hub; it should meet the following criteria:

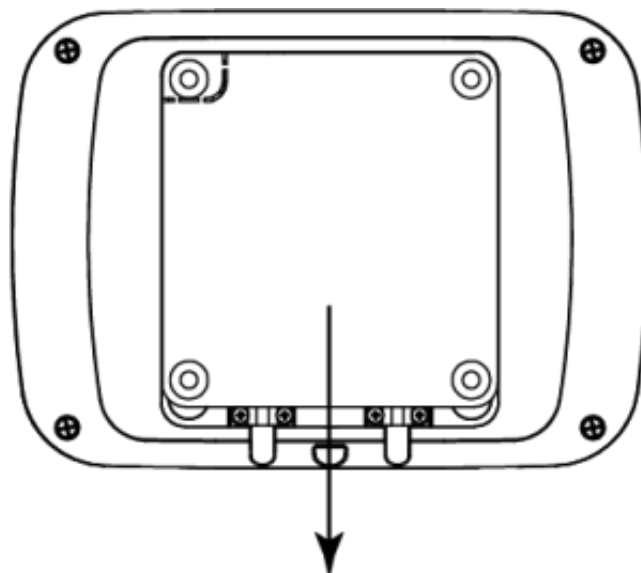
1. Reliable connection with U-PROX wireless devices
2. Stable mobile network signal
3. Stable Wi-Fi signal
5. The device should not be placed in a visible location

### **U-PROX MPX should not be placed:**

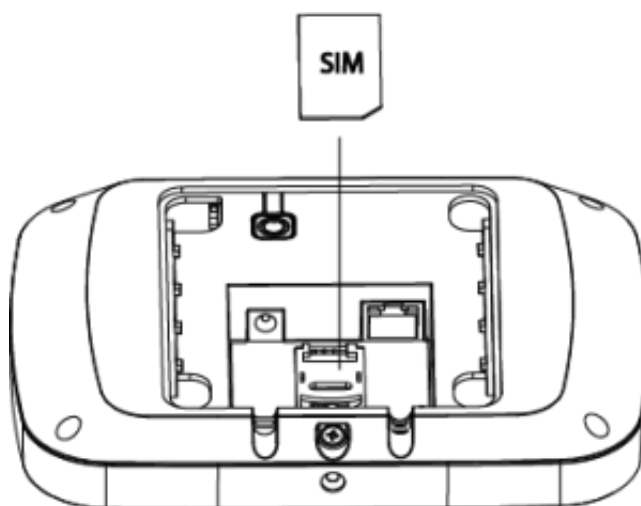
1. Outdoors or in environments with unacceptable humidity and temperature
2. In areas with high levels of radio interference
3. Near objects that can cause signal attenuation (such as metal, mirrors, etc.)

## Connection

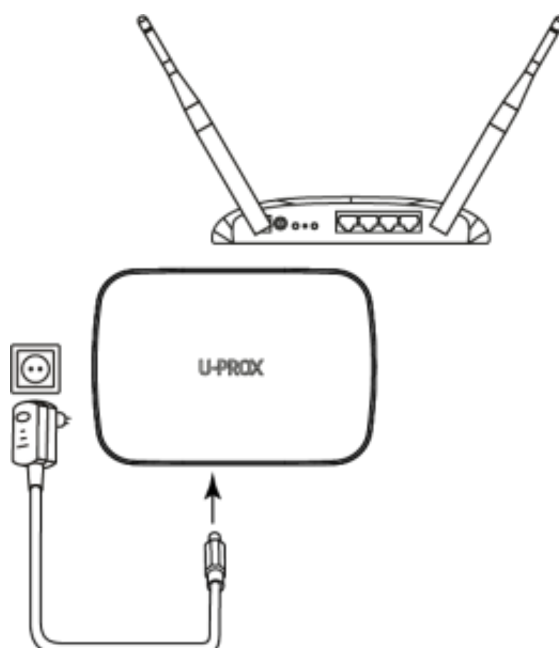
1. Lower the mounting plate and detach it



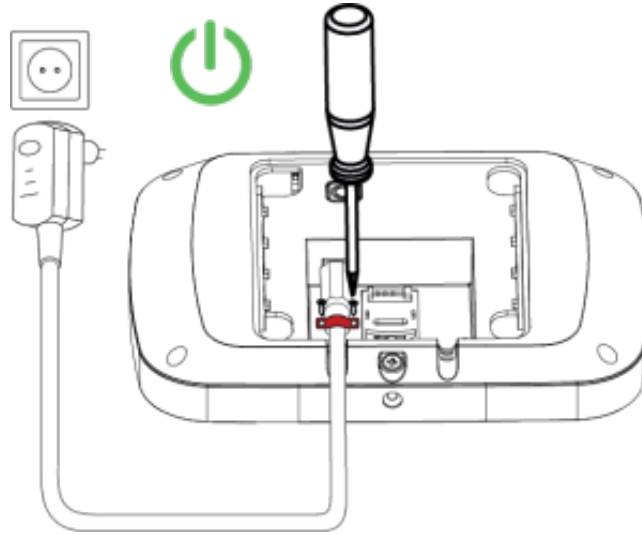
2. Insert the mobile operator's SIM card (with PIN request disabled) into the holder



3. 4. Connect the power supply unit to the device's connector



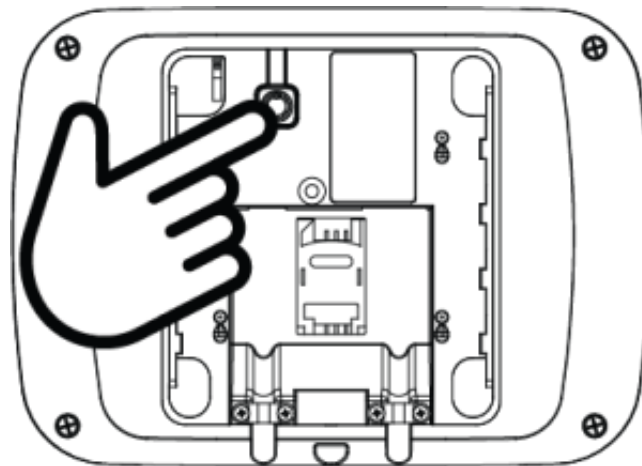
5. Secure the cable using the clamp



## Power On and Off

To power on the device, simply connect the power supply to the device and plug it into an outlet.

To turn on the device without main power connected, press the power button; the LED indicator will light up and the device will begin its boot process.



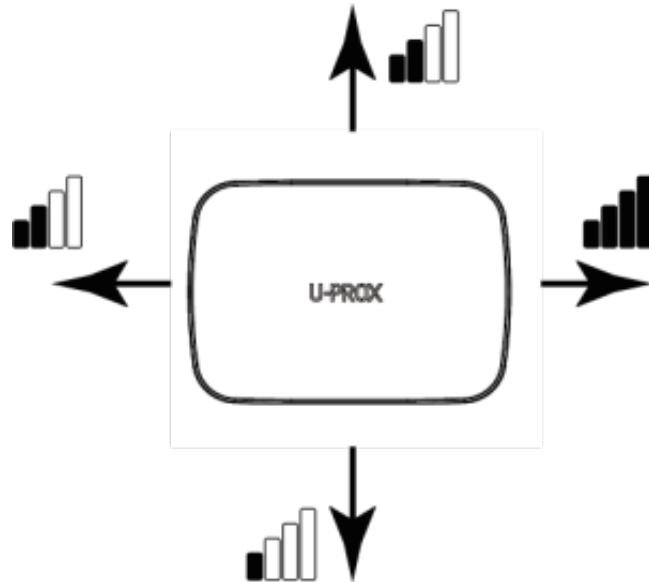
To turn off the device, disconnect the power supply, then press and hold the power button for 3 seconds until an audible signal is heard and the LED indicator turns off.

## Connection Testing

**BEFORE PERFORMING THIS STEP, THE DEVICE MUST BE CONNECTED TO U-PROX CLOUD.**

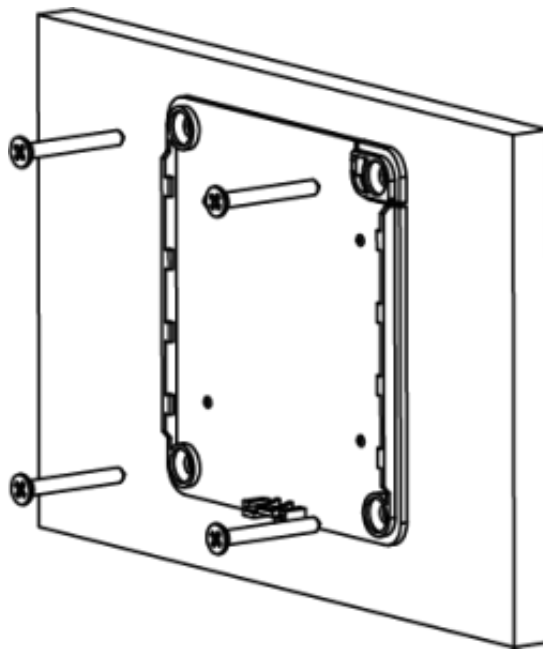
1. Launch the U-PROX Installer app
2. Select the device from the list
3. Move the device to the pre-selected installation location
4. Based on the data in the U-PROX Installer mobile app, choose the location with the

optimal signal level



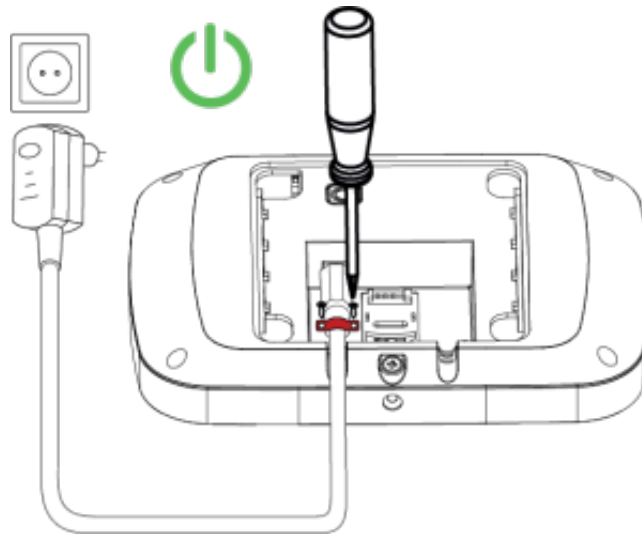
## Mounting

1. Mount the plate on the surface (for example, on the wall) at the installation location using the provided screws and anchors.

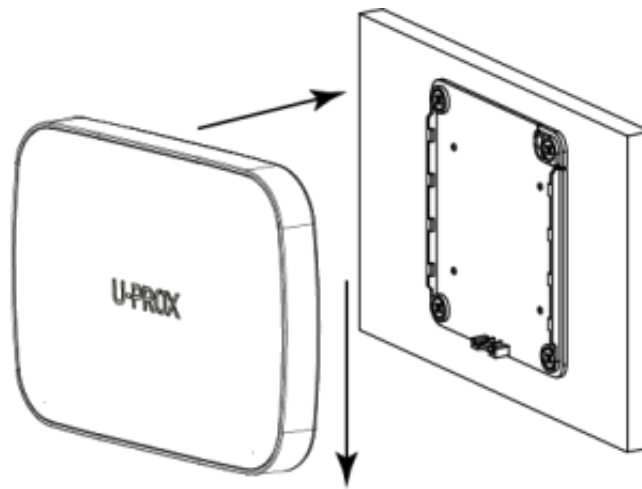


2. Ensure that the power supply is connected and secured with the clamp.





3. Place the device on the mounting plate and lower it to secure it and engage the tamper contact.



4. Secure the device case with the screw provided in the kit.

## Working with U-PROX Cloud

Two separate applications are used for working with U-PROX devices in the cloud system. The first is the U-PROX Home app for managing the security system, and the second is the U-PROX Installer app for configuring U-PROX devices.

The configuration of the U-PROX MPX device is carried out using the U-PROX Installer mobile app or the U-PROX Installer WEB portal via U-PROX Cloud.

To access the U-PROX Cloud services, you must register and create an account using your email address.

## U-PROX Cloud Accounts

The cloud system supports the following types of accounts:

## Individual (Standalone) Installer

Registration is carried out via the U-PROX Installer app or on the U-PROX Installer WEB portal:

<https://web.security.u-prox.systems/>

### **The individual installer has access to:**

- Add U-PROX MPX devices to U-PROX Cloud
- Remove U-PROX devices from U-PROX Cloud
- Add (register) wireless devices in U-PROX MPX, such as sensors, keypads, etc.
- Configure the added wireless devices
- Configure security groups in U-PROX MPX devices
- Create users for the U-PROX security system and set their access parameters – keypad code, fob, receiving notifications, etc.
- Grant access to the U-PROX Home mobile app for users
- View events for all U-PROX devices added to the installer's account
- Transfer the U-PROX MPX security system for maintenance by a security company

## Security Company Administrator

To register, you must send a request to:

[support@u-prox.systems](mailto:support@u-prox.systems)

### **The security company administrator has access to:**

- Configure company information – description, logo, contact details
- Manage company personnel – add or remove engineers and managers
- Manage personnel access rights, for example by limiting the list of devices available to the installer
- Process connection requests from individual installers
- Add U-PROX MPX devices to U-PROX Cloud
- Remove U-PROX devices from U-PROX Cloud
- Add (register) wireless devices in U-PROX MPX, such as sensors, keypads, etc.
- Configure the added wireless devices
- Configure security groups in U-PROX MPX devices
- Create users for the U-PROX security system and set their access parameters – keypad code, fob, receiving notifications, etc.
- Grant access to the U-PROX Home mobile app for users
- View events for all U-PROX devices added to the security company's account
- Download the U-PROX Console event receiver software for receiving events from security

centers and connecting to monitoring software

## Installer of a Security Company

Registration is performed via an invitation link sent by the security company administrator to the installer's email.

### **The security company installer has access to:**

- Add U-PROX MPX devices to U-PROX Cloud
- Add (register) wireless devices in U-PROX MPX, such as sensors, keypads, etc.
- Configure the added wireless devices
- Configure security groups in U-PROX MPX devices
- Create users for the U-PROX security system and set their access parameters – keypad code, fob, receiving notifications, etc.
- Grant access to the U-PROX Home mobile app for users
- View events for all U-PROX devices added to the installer's account

## Security Company Manager

Registration is performed via an invitation link sent by the security company administrator to the installer's email.

### **The security company manager has access to:**

- View devices and events for all U-PROX devices added to the manager's account
- Process connection requests from individual installers

## User of a System Maintained by a Security Company

Registration is performed via an invitation link sent by the security company installer to the user's email.

System management is carried out through the separate U-PROX Home user app.

### **The user has access to:**

- View the status of the security system and its devices
- Arm and disarm the system
- Partial arming – "Perimeter" (night mode)
- Control home automation devices – relays, valves, etc.
- View system events
- Live view of video surveillance cameras

- Receive alarm notifications
- View images on demand or when photo-verification of alarms is performed via U-PROX PIR Cam sensors
- Add users if the installer has granted the appropriate permission
- Transfer the U-PROX MPX security system for maintenance by a security company

## User of a Standalone System

Registration is performed via an invitation link sent by the individual installer to the user's email.

System management is carried out using the separate U-PROX Home user app.

### **The user has access to:**

- View the status of the security system and its devices
- Arm and disarm the system
- Partial arming – "Perimeter" (night mode)
- Control home automation devices – relays, valves, etc.
- View system events
- Live view of video surveillance cameras
- Receive alarm notifications
- View images on demand or when photo-verification of alarms is performed via U-PROX PIR Cam sensors
- Add users if the installer has granted the appropriate permission
- Transfer the U-PROX MPX security system for maintenance by a security company

## U-PROX Installer Mobile App

This app is used for configuring the U-PROX wireless security system.

It is intended for both individual users and engineers of centralized security organizations.



Using a mobile phone, the app allows full configuration of the security system – installation, testing, and calibration of wireless system elements; configuration of security groups; connection to monitoring company hubs; adding users and granting them rights to manage the security system via the U-PROX Home app.

## U-PROX Home Mobile App

This app is designed for managing the U-PROX wireless security system.

Using a mobile phone, regardless of location, you can arm and disarm your premises, control home automation devices, and monitor system events via push notifications and event history for a specified time period.



Within one app, you can manage several security systems (for example: an apartment, a country house), each of which may have one or several security groups (for example: house, garage, safe).

## Installer WEB Portal

The U-PROX Installer WEB portal is designed for configuring the U-PROX wireless security system.

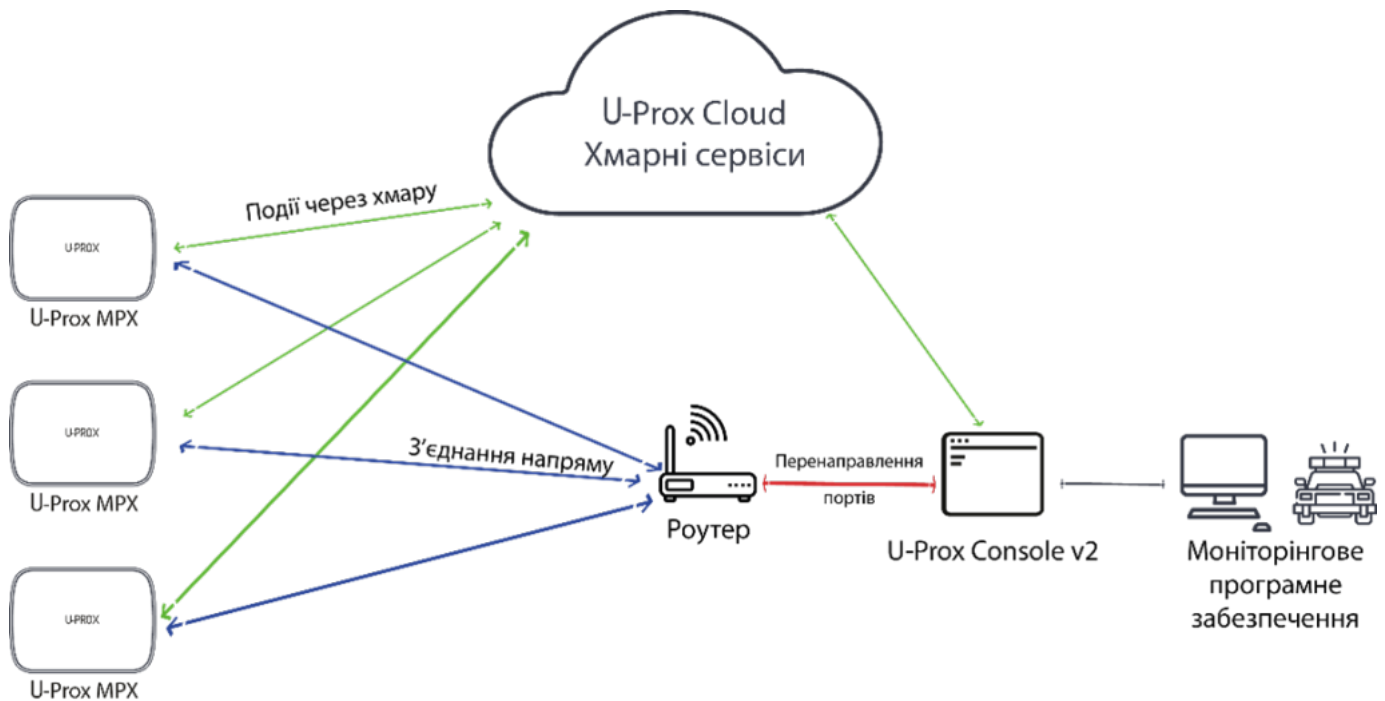
It is intended for both individual users and engineers of centralized security organizations.

Through a web browser, full configuration of the security system can be performed – installation, testing, and calibration of wireless system elements; configuration of security groups; connection to monitoring company hubs; adding users and granting them rights to manage the security system via the U-PROX Home app.

<https://web-security.u-prox.systems/>

## U-PROX Console v2 – Event Receiver

U-PROX Console v2 is software for easily connecting U-PROX devices to monitoring software. U-PROX Console v2 works with most monitoring programs and supports ContactID, SIA DCo9, and XML.



You can download the U-PROX Console v2 software and configuration file from the security company administrator's workspace on the U-PROX Installer WEB portal.

## Configuration

1. Download and install the U-PROX Installer mobile app for configuration
2. Launch the U-PROX Installer app and log in

**IF NECESSARY, REGISTER AS A STANDALONE INSTALLER OR OBTAIN ACCESS AS A SECURITY COMPANY INSTALLER**

## Adding a Device to U-PROX Cloud

1. Launch the U-PROX Installer app or open the WEB portal in your browser and log in
2. Click the (+) button ("Add Device") to add a device
3. When adding a device via the mobile app, you have the option to add a security hub by its serial number or to find it via Bluetooth:
  - When you click the "Connect via Bluetooth" button, the app will search for the device via Bluetooth. For proper operation, location services and Bluetooth must be enabled.
  - To activate Bluetooth on the device, the tamper contact must be triggered. To do this, lift the device mounted on the plate upward. Alternatively, if the device is not yet mounted, lower the mounting plate (3).

**AFTER THE TAMPER IS TRIGGERED FOR BLUETOOTH, IT WILL REMAIN ACTIVE FOR 15 MINUTES. AFTER THAT, TO RESTART BLUETOOTH, THE DEVICE MUST BE RESET BY TRIGGERING THE TAMPER AGAIN.**

- The U-PROX Installer app will search for and display nearby devices.
- Select the device from the list that you wish to add to your account.
- After selecting the device, the app will prompt you to configure Wi-Fi. Click "Skip" to configure later; in this case, the device will use mobile internet (if a SIM card is inserted) to connect to U-PROX Cloud.
- After clicking the "Configure Wi-Fi" button, the device will scan for Wi-Fi networks.

**NOTE: THE DEVICE WORKS ONLY WITH 2.4 GHz WI-FI; OTHER WI-FI TYPES ARE NOT SUPPORTED AND WILL NOT APPEAR IN THE SCAN.**

- Select the network from the list to which you wish to connect and enter the password
  - The device will connect to the Wi-Fi network and proceed to join U-PROX Cloud
4. When adding a device via the U-PROX Installer WEB portal, you must enter the security hub's serial number. In the mobile app, click the "Add by Serial Number" button.
  5. The device will be joined to the cloud account
  6. You will then be taken to the list of devices

**AFTER SUCCESSFULLY ADDING THE DEVICE, IT IS JOINED TO THE SECURITY COMPANY'S OR INDIVIDUAL INSTALLER'S ACCOUNT. TO ADD IT TO ANOTHER ACCOUNT, THE DEVICE MUST BE REMOVED FROM THE PREVIOUS ACCOUNT.**

## Main Security Hub Settings

1. Select the device from the list that you wish to configure
2. Go to the security hub settings
3. "Group Settings" – navigate to the security groups management section
4. "Device Name" – change the name of the security hub
5. "Firmware Update" – allow or disallow automatic firmware updates of the security hub from the cloud service
6. "LED Indicator" – enable or disable the indicator on the device's front panel
7. "Auto-cancel Alarm" – cancel the alarm after a set time, upon user action in the app, or after entering the code via the keypad
8. "Mobile Data Network" – configure the connection to mobile internet
9. "Wi-Fi Network" – configure the connection to the wireless LAN
10. "Monitor SIM Card Balance" – the device periodically sends a request to the modem to obtain the remaining balance of mobile internet funds
11. "Siren for Air Alarm" – enable the audible alert on U-PROX Siren and U-PROX Siren Outdoor devices for air alarms and the cancellation of an air alarm in a specified region
12. "Time Zone" – a parameter that indicates the correction for determining local time
13. Special settings

- "Disable Tamper" – when enabled, the device will not react to the opening of the case
- "Disable Radio Noise Detector" – setting to disable the noise detection algorithm in the radio band according to EN 50131-1

## Remote Wi-Fi Configuration via U-PROX Installer WEB Portal and Mobile App

1. Select the device from the list for which you wish to configure or reconfigure Wi-Fi
2. Go to the security hub settings and select "Wi-Fi Settings"
3. Click the "Search for Wi-Fi Access Points" button
4. The search will begin

**THE DEVICE WORKS ONLY WITH 2.4 GHz WI-FI; OTHER WI-FI TYPES ARE NOT SUPPORTED AND WILL NOT APPEAR IN THE SCAN.**

1. The detected access points will be displayed in a list. Select the network you wish to connect to
2. Enter the password and confirm the availability of an alternative communication channel in case the Wi-Fi connection fails
3. The device will connect to the Wi-Fi network

## Mobile (Cellular) Network Settings

1. Select the device from the list for which you want to set specific cellular network parameters
2. Go to the security hub settings and select "Cellular Network Settings"
3. Select the SIM card for which you wish to specify special settings
4. Set the required parameters, confirm the availability of an alternative communication channel in case the connection fails, and click "Save"

## Registering Wireless Devices

1. Select the U-PROX MPX device from the list to which you want to add a wireless sensor
2. Click the (+) button ("Add Radio Devices") – the security hub will enter the registration mode for sensors, keypads, etc. In this window, you can click on the device icons to view the activation instructions.
3. According to the instructions, power on the wireless sensor and bring it within approximately 1 meter of the security hub
4. Wait 15-20 seconds – the wireless sensor will be registered, and its settings will become available in the app
5. After changing the settings, the device registration will continue



6. To complete registration, click the "Back" button in the app window

## **Adding a User**

1. After registering the available wireless devices, go to the "Users" section to configure user accounts
2. Click the (+) button ("Add User") and enter the user's name
3. Click the "Add" button – the user will be created

## **Adding a Keypad Code for a User**

If a keypad is used in the system – assign a PIN code to the users.

1. Go to the "Users" section
2. Select the user from the list
3. Choose "Keypad Code for Arming/Disarming"
4. Enter the keypad code and click "Save"
5. The keypad code will be saved

## **Registering a Wireless Fob**

To add a wireless fob for a user, follow these steps:

1. Go to the "Users" section
2. Select the user from the list
3. Choose "Fob" to initiate the fob registration process
4. Bring the fob within 0.5 m of the security hub, press and hold its button for about 20 seconds – the fob will be registered. Then release the button.
5. If needed, click the "Change Buttons" button to reconfigure the fob functions

## **Granting a User Access to the Mobile App**

1. Go to the "Users" section
2. Select the user from the list
3. Choose "Mobile App"
4. Enter the user's email address, select the "Allow" option, and click "Save"
5. An invitation email will be sent to the specified address. If the app has not been installed previously, it will be downloaded and installed. Upon launch, if necessary, a new user registration will be performed.

## **Configuring Security Groups**

A security group is a logical grouping of zones within a protected area (for example, a room, apartment, garage, floor of a building, etc.), representing the minimal unit of security. A security group allows you to control all zones simultaneously. Security groups are independent – a user can only control and view those groups, devices, and events for which they have been granted access.

1. Go to the "Security Groups" section
2. Click the (+) button ("Add Group"), enter the group name, and click "Save"
3. In the sensor properties, the option to assign the sensor to a different group will appear

## Connecting to a Security Company

Connecting the system to a security company enables round-the-clock monitoring of the security system, rapid response to alarms with the involvement of rapid response teams and engineers for equipment maintenance.

Each security system is identified by the security company using an internal identifier – either a control panel number or an account.









1. Select the U-PROX MPX device from the list that you wish to connect to a security company
2. Go to the "Control Panel" section
3. To connect to a security company and operate via the cloud, it is sufficient to enter the security system's control panel number
4. To connect directly to a security company with redundancy via the cloud, you must enter the control panel number and specify the IP address and port of the event receiver
5. Additionally, a test period is configured – the time period for sending a "Periodic Test" notification, during which the device and its communication channel with the event receiver are monitored

## Removing a Device





1. In the device list, click the "Remove" button on the U-PROX MPX device you wish to delete
2. Choose the removal method – complete removal (with all settings cleared, provided the device is connected) or partial removal – the device will be disconnected from the account but all settings will be retained (if the "Clear All Settings" option is disabled)
3. Click the "Remove" button to delete the device

## U-PROX MPX Device States



	Main power is normal
	Main power is absent
	The device case is closed
	The device case is open
	Battery is charged
	Battery charge level
	Battery is critically discharged
	Battery is faulty

## Communicator States

	Connected via Wi-Fi, signal level
	No Wi-Fi connection
	Mobile internet, 2G connection, signal level and active SIM card number
	No 2G connection

## Wireless Device States

	220V power is normal

	220V power is absent
	Device temperature sensor
	The device case is closed
	The device case is open
	Battery is charged
	Battery charge level
	Battery is critically discharged
	Battery is faulty
	Device radio signal level
	No radio connection with the device
	Bypass (skip) the zone during arming
	The sensor is tilted or inverted

## U-PROX Home App and User Interaction

### Receiving an Invitation

1. The user receives an invitation at their email address
2. After clicking the "Open App" link, the U-PROX Home app will launch if it is installed, or you will be prompted to install the app and set a password for the new user
3. Upon first installation, the app will request additional settings, such as a security PIN, geo-reminder settings, app appearance, and, if permission is granted, further settings for using the panic button

4. The main screen of the app may have two layouts: one with a single group and horizontal navigation through groups via a slider (Layout A) and one with a list of groups (Layout B)
5. A navigation bar is located at the bottom of the screen to access the main functions: Groups, Settings, Automation, Cameras, Event History.

## Full Arming

1. Go to the "Groups" section
2. Select the appropriate group
3. Perform the following actions for "Full Arming": for Layout A – move the joystick to the far right position, for Layout B – select the appropriate group from the list and click the "Full Arming" button
4. A countdown to exit from the premises will begin

## Partial Arming ("Night Mode", "Perimeter")

1. Go to the "Groups" section
2. Select the appropriate group
3. Perform the following actions for "Partial Arming": for Layout A – move the joystick to the far left position, for Layout B – select the appropriate group from the list and click the "Partial Arming" button
4. The group will be armed in "Perimeter" mode – all sensors with the "Internal" attribute will be disabled

## Disarming

1. Go to the "Groups" section
2. Select the appropriate group
3. Perform the following actions for "Disarming": for Layout A – move the joystick to the far left position, for Layout B – select the appropriate group from the list and click the "Disarming" button
4. The group will be disarmed

## Panic Button

Sends an "Attack" signal ("Panic" or "Silent Alarm"). This function must be enabled in the user settings.

1. Go to the "Groups" section
2. Perform the following actions: for Layout A – move the joystick to the very bottom position and hold for 3 seconds, for Layout B – press the "Alarm" button

## Canceling the Alarm

To cancel the alarm, simply disarm the group or press the "Arm" button and immediately "Disarm".

## Controlling Actuator Devices

1. Go to the "Automation" section
2. Press the switch next to the respective device to activate or deactivate it

## Video Surveillance

1. Go to the "Cameras" section
2. If the video module has not been previously installed, the app will prompt you to download and install an additional video module. Click "Download".
3. After the module is successfully downloaded, click the (+) button to add a camera and select it from the displayed menu
4. When adding a Dahua/Imou camera, simply assign a name to the camera and read its serial number using the built-in QR code scanner.
5. Specify which security zone the camera is associated with so that, during an alarm, video from the nearest camera is displayed; then click "Save". To test, you may view the video.
6. To add an RTSP camera, specify its name and the RTSP URL

## Event Log

1. Go to the "Event Log" section
2. To filter events by type, use the "Filter" button

## Additional Settings

This menu contains additional parameters for configuring and controlling the security system.

1. "Security System" – Information about the device, its communication channels, and data usage. Also provides the option to change the Wi-Fi network settings.
2. "Sensors and Fobs" – Information about the devices in the system and their status. Also allows you to view statistics on temperature changes and battery discharge. From here, you can disable (bypass) a faulty sensor.
3. "Users" – View system users and, if permitted, edit them
4. "Notifications and Reminders" – Configure notifications and reminders for arming and disarming based on geolocation
5. "App Appearance" – Configure the appearance of the main screen and the sensors for displaying temperature on the main screen

6. "Passwords and Login" – Additional security settings such as biometric identification and an extra PIN for app login
7. "About the App" – View the app version and send a support request to technical support

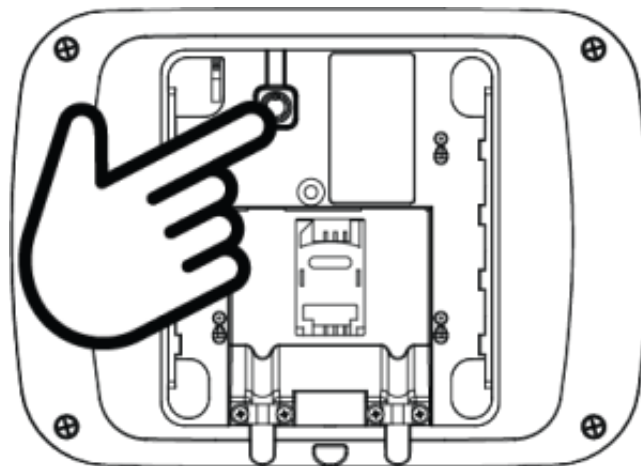
## Maintenance

The system generally requires minimal maintenance.

Periodically, use a dry, electronics-safe cloth to clean the device's case of dust and other contaminants as they appear.

## Factory Reset

1. 1. Remove the device from the mounting plate
2. 2. Press and hold the power button for 40 seconds
3. 3. The device will emit a series of sound signals – continue holding the power button
4. 4. Release the power button after the LED indicator turns yellow and a long signal is heard
5. 5. The device will revert to its initial settings



**IF THE POWER BUTTON IS RELEASED DURING THE SERIES OF SOUND SIGNALS, THE DEVICE WILL NOT RESET TO ITS INITIAL SETTINGS.**

## Compliance with Standards

- RED (Radio Equipment Directive) Directive 2014/53/EU
- EU ROHS Directive 2011/65/EU, EN IEC 63000:2018
- EN 62311:2008
- EN 62368-1:2014
- EN 50130-4:2011/A1:2014
- EN 61000-6-3:2007/A1:2011
- ETSI EN 301 489-1 v2.2.3

- ETSI EN 301 489-3 v2.1.1
- ETSI EN 301 489-17 v3.2.1
- ETSI EN 301 489-52 v1.2.1
- ETSI EN 300 220-1 v3.1.1
- ETSI EN 300 220-2 v3.2.1
- ETSI EN 300 328 v2.2.2
- ETSI EN 301 908-1 v13.1.1
- ETSI EN 301 908-2 v13.1.1
- ETSI EN 301 908-13 v13.1.1
- ETSI EN 301 511 v12.5.1
- IEEE 802.3x-1997
- EN 50131-1 Grade 2

## Warranty Obligations

The warranty period is 24 months from the date of purchase.

Warranty service does not cover mechanical damage, damage resulting from improper installation, incorrect use, or damage caused by natural disasters.

All warranty issues are handled by the official service centers of the U-PROX brand.