

USER MANUAL



Dear user,

Thank you for buying our fingerprint reader designed to help you enter your home or office quickly and easily. Your door can now be opened using only your fingerprint, smartphone, or a numeric code (keyboard model only).



Despite the fact that our fingerprint readers are easy to use, please take a few minutes and carefully read the instructions below. We have prepared all the information you need for successful first use and all further operation. For better understanding, please visit our website www.inosmart.info and watch the attached video content regarding operational process and proper use of the fingerprint reader.

Instructions apply to all modules: BT 600, BT 610, BT 620 and BT 630.

We wish you a pleasant and easy use.

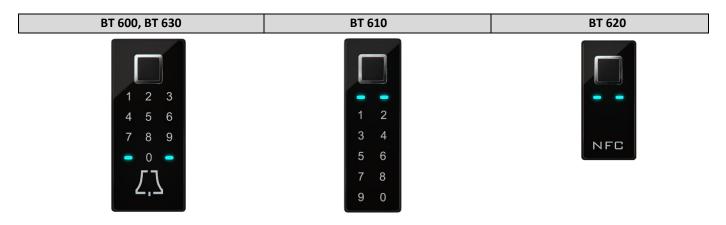
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Glossary

- **BT modul** Inosmart biometric modul, reader build into built into outside of the door leaf or door handle. It allows you to open the door using a fingerprint, a smartphone or a keyboard.
- Fingerprint sensor it is built into the reader and allows the identification of your fingerprint
- **Control unit** allows el. communication between the leaf, door frame and Inosmart reader. It is built into the side of the door leaf
- **NFC reader** it is built into the reader and allows the identification of your smartphone.
- WiFi- wireless communication that allows you to connect your smartphone and Inosmart reader.
- LED- light emitting diode-. electronic component that emits light.
- Administrator fingerprint- one of the three fingerprints that were enrolled during the first use of your reader.
- **Placing finger** user presses their finger on the fingerprint sensor built into the reader.
- **Relay** an electromagnetic switch that you turn on with the control voltage.

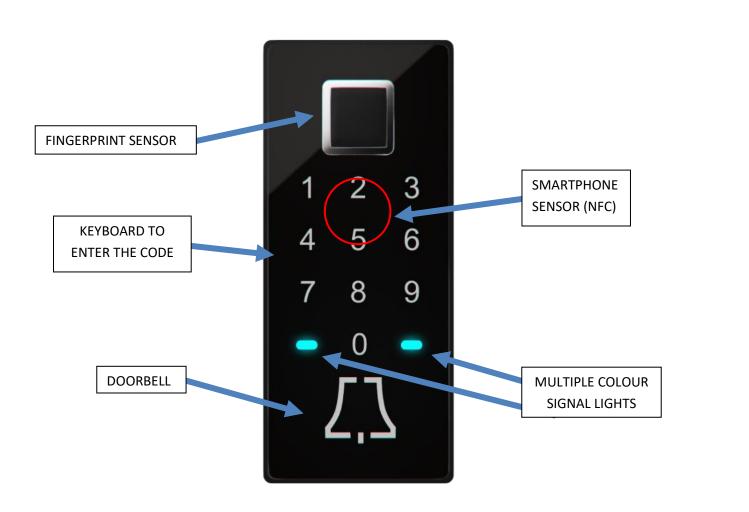
INOSMART BIOMETRIC MODULES (READERS) AND THEIR FEATURES



- Fingerprint sensor
- Keyboard
- NFC
- Doorbell
- Signal lights
- Buzzer

- Fingerprint sensor
- Keyboard
- NFC
- Signal lights
- Buzzer

- Fingerprint sensor
- NFC
- Signal lights
- Buzzer



THE CONTROL UNIT AND ITS FEATURES

It is possible to operate the reader with the keyboard on the control unit built into the door leaf.



KEY 1

Enroll new fingerprint, smartphone or numeric code.

KEY 2

Delete fingerprint, smartphone or numeric code.

KEYS 2 + 3

Enroll three administrator fingerprints. Device is not active until three new administrator fingerprints are enrolled. Press the keys 2 and 3 simultaneously to enroll new administrator fingerprints.

If administrator fingerprints have already been entered, they will be deleted when you simultaneously press the 2 + 3 key. Newly entered fingerprints will be saved as administrator fingerprints.

KEY 3

Activate Wi-Fi wireless connection.



Keys 1+2+3 (10 seconds)

Factory reset. All data will be deleted!

ADMINISTRATOR controls your reader. During first use, you may select up to three people and up to three different fingerprints. It is possible to select one person with three fingerprints or three people with one fingerprint each. We recommend that you select at least two people for safety and practical reasons.

Administrator is different from other users because they can approve all the features of your reader and control unit with their fingerprint. They can enroll, add or delete new fingerprints, new phone, or a new numeric code.

As long as reader memory is empty, administrator fingerprints can be enrolled by anyone. Because of that we strongly advise you to enroll your fingerprint as soon as the device is connected to protect it from unauthorized access.

FIRST USE

ADMIN	ADMINISTRATOR FINGERPRINT Before the first use of the Inosmart biometric module (hereinafter referred to as the reader), it is necessary to select one or more administrator, who controls / administers your reader. All further entries will require confirmation of the administrator fingerprint.
	Use of the reader: The first step is to enroll three administrator fingerprints .
	This step is mandatory before first use. Pay attention to the correct placement of the finger (fingerprint). recommended to cover at least 70% of the sensor with your finger pad.



Administrator fingerprints are important because they allow you to approve all important security-related settings. It is therefore recommended that at least two people are selected as administrators.

To enroll administrator fingerprints:

1 2 0 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Press KEYS 2 and 3 on the control unit simultaneously to start enrolling fingerprints.	Signal lights on the reader are flashing white.
3x ADMIN 1 3x ADMIN 2 3x ADMIN 3	Place each administrator fingerprint on the sensor three times. • Administrator 1: fingerprint three times • Administrator 2: fingerprint three times • Administrator 3: fingerprint three times	When placing your finger on the fingerprint sensor, make sure it is covering as much space as possible. It is recommended to cover at least 70% of the sensor with your finger pad.
	Once the administrator fingerprints are successfully enrolled, both signal lights turn blue.	YOUR READER IS NOW READY TO USE.



 $\textit{Visit our website } \underline{\textit{www.inosmart.info}} \ \textit{to find video demonstration of the entire process among our video content.}$

OPERATE THE READER

You can operate the reader **in two ways**, using the three keys on the control unit or with the Inosmart app on your smartphone.

- > Using the **keys** on the control unit, you can add or delete new user, add or delete new smartphone, add or delete new numeric code.
- > Via **Inosmart app** you can manage all registered users, add or delete new user, smartphone, numeric code, set timers and details regarding the type of door opening.



Control unit keys cannot be used to control the built-in lighting, set timers, name users and set details regarding the type of door opening.

OPERATE WITH THE KEYS ON THE CONTROL UNIT

You can control the basic functions of the reader with the three keys on the control unit. You can add or delete a fingerprint, NFC phone or numeric code (in the case of a keyboard model).

ENROLL NEW USER FINGERPRINT



1 0 2 0 3 0 LED	PRESS KEY 1 ON THE CONTROL UNIT	Reader beeps briefly, both signal lights are flashing green.
ADMIN	Put administrator fingerprint on the fingerprint sensor.	Process of adding/enrolling new user fingerprint is enabled. Signal lights are flashing white.
	Place new user fingerprint three times. Successful action turns signal lights green, unsuccessful action turns signal lights red.	Reader beeps briefly. Both signal lights turn green. NEW USER IS SUCCESSFULLY REGISTERED. Lights on the reader turn blue meaning the reader is ready to use.



Our skin is constantly changing which means our fingerprint is consequently changing as well (due to different skin moisture at different times of the year, skin damage, etc.). Furthermore, the angle and the pressure of your hand or finger varies each time you place it on the sensor. The fingerprint recognition system in your device uses a very advanced recognition system that solves these issues. The fingerprint sensor supports 360-degree finger placement, therefore it does not matter at what angle you place your finger on the sensor surface.

Each time during use, the reader analyzes the registered fingerprint, trying to identify its new features, and remembering them upon successful recognition. In practice, this means that the recognition of an individual fingerprint improves over time. For each fingerprint, the reader has a "fingerprint pool", in which it can automatically store up to 20 variations of an individual fingerprint and which is automatically updated each time a fingerprint is successfully detected.

ADD NEW NUMERIC CODE (modules BT 600, BT 610 and BT 630)



Modules BT 600, BT 610 and BT 630 allow the door to be opened by a built-in keyboard. The code length is set to 4 digits by default. To add a new numeric code, follow these steps:

1 6 2 0 3 0	PRESS KEY 1 ON THE CONTROL UNIT.	The reader beeps briefly, both signal lights are flashing green.
ADMIN	Place administrator fingerprint on the fingerprint sensor.	Process of adding a new numeric code is enabled. Signal lights turn white.
1 2 3 4 5 6 7 8 9 - 0 -	Enter the four-digit code that you have selected.	The reader beeps briefly. Both signal lights turn green. NEW NUMERIC CODE IS SUCCESSFULLY ADDED. Lights on the reader turn blue, meaning that the reader is ready to use.



Inosmart app allows you to set the code length. The numeric code can be four to eight digits long.



If you have not yet entered numeric codes in your reader, the keypad on the reader will be unresponsive with signal lights and a beep. The first time you enter a numeric code, the reader keypad becomes responsive.

ADD NEW SMARTPHONE FOR DOOR OPENING

First, download the free Inosmart app to the phone you want to register. Launch the app on your phone and leave it on the home screen. The Inosmart app must be running, not just installed.

1 e 2 e 2 e 2 e 2 e 2 e 2 e 2 e 2 e 2 e	PRESS KEY 1 ON THE CONTROL UNIT.	The reader beeps briefly, both signal lights are flashing green.
ADMIN	Place the administrator fingerprint on the fingerprint sensor.	Adding new NFC smartphone is enabled. Signal lights turn white. Activate NFC on your smartphone.
and a series and form of characters and characters and characters and characters are characters and characters are characters.	Hold your smartphone close to the reader.	The reader briefly beeps. Both signal lights turn green. NEW SMARTPHONE IS SUCCESSFULLY ADDED. Lights on the reader turn blue meaning the reader is ready to use. Door can be opened only if Inosmart app on your smartphone is running.

The location of the NFC sensor in the reader is different for each model:









NFC technology or "Near Field Communication" allows you to open the door in a safe way by using your smartphone.



The smartphone and reader communicate using NFC technology. NFC technology requires smartphone to almost lean towards the reader because the range of the NFC reader is only 1cm. You need to find out where the NFC reader is located on your phone. On iPhones, NFC reader is located at the top of the phone, while it is usually somewhere around the camera on Android phones. You need to bring this part of your smartphone closer to the built-in reader in the door for successful registration.

Some phones do not support NFC communication system or have a built-in NFC reader of poorer quality. In this case, use will be difficult or disabled.

DELETE USER, SMARTPHONE OR NUMERIC CODE

To delete user, smartphone or numeric code, you need: the administrator, user, smartphone registered with the reader or you must know the numeric code you want to delete.

To delete user, smartphone or numeric code, follow these steps:

1 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	PRESS KEY 2 ON THE CONTROL UNIT.	The reader beeps briefly, both signal lights are flashing green.
ADMIN	Place the administrator fingerprint on the fingerprint sensor.	Delete enabled.
	Select one of the added options you want to delete: > place user fingerprint, > hold your smartphone close, > enter the numeric code.	The reader beeps briefly, both signal lights turn green. YOU HAVE SUCCESSFULLY DELETED USER/ SMARTPHONE / NUMERIC CODE. Lights on the reader turn blue, indicating that the reader is ready to use.

FACTORY RESET



Hold all three keys on the control unit simultaneously for 10 seconds: 1 + 2 + 3. After ten seconds, the reader beeps briefly meaning you can release the keys. All fingerprints, NFC phones, numeric codes, users and timers in the database have been deleted and the reader has been reset to factory settings.

READER SECURITY LOCK



If an unregistered fingerprint is put on the fingerprint sensor seven times in a row, unregistered NFC device (smartphone) is held close or an incorrect numeric code is entered, the reader locks for 30 seconds. After thirty seconds, the reader is ready to use again and it locks again if unsuccessful attempts continue. This time the reader locks for 60 seconds. After every seven unsuccessful attempts, the reader is locked and the time increases by 30 seconds, to a maximum of 5 minutes. Each time the reader successfully recognizes the fingerprint, the anti-lock count is interrupted and reset.

Red and blue signal lights are flashing alternately while the reader is locked. During this time, the reader will not respond to fingerprints, NFC phones, or numeric codes.

CONTROL WITH SMARTPHONE



Android





iOS





You can control your reader via Wi-Fi wireless connection using the free Inosmart app. Find and download the app in the Google Play Store for Android: https://play.google.com/store/apps/details?id=com.ismart.XF_InoSmart or in the App store for iOS: https://apps.apple.com/us/app/inosmart/id1513984907.

In order to connect your smartphone to the reader, you need to activate the geographical location and Wi-Fi connection on your phone (in Settings).

When the phone is connected to the reader via Wi-Fi wireless connection, you can use the app to set all the features that your reader allows:

- > add / delete new user, numeric code or NFC phone;
- > overview of all currently active user identification methods;
- > edit existing users (rename, add a new / additional fingerprint, NFC phone or numeric code),
- assign certain functions to individual users;
- > timers and
- additional settings (lighting, secondary relay).



The Wi-Fi range is intentionally smaller for security reasons and because of that the user must stand as close as possible to the control unit.



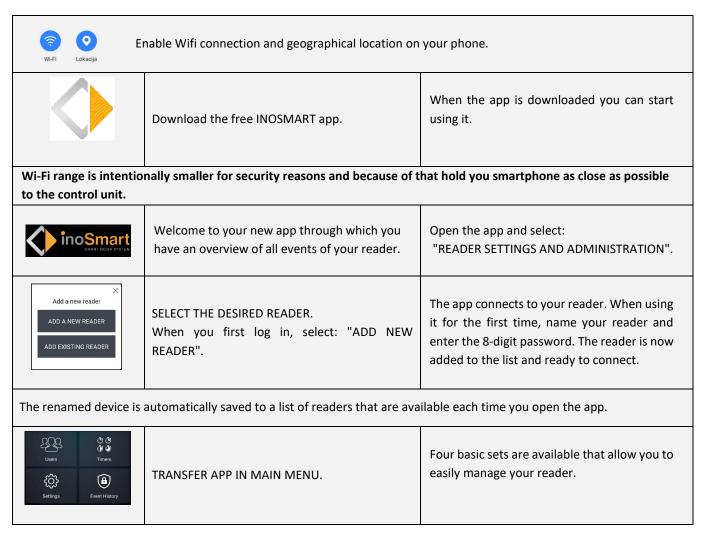
Android 5 or higher is required in order to operate the device. On iPhones, the inoSmart app runs on iOS 12 and newer. You can check your version in your phone settings. To ensure the latest version of the app, your phone must update automatically. Unlocking the door using an iPhone is possible from iOS 13 onwards.

FIRST CONNECTION of reader and smartphone

Activate Wi-Fi connection on the control unit.

1 2	PRESS KEY 3 ON THE CONTROL UNIT.	Wi-Fi connection on the control unit is activated. The reader beeps briefly, both signal lights are flashing green.
ADMIN	Place administrator fingerprint on the fingerprint sensor.	Signal lights on the reader turn blue and light on the control unit turns blue as well. YOUR WI-FI IS CONNECTED SUCCESSFULLY.

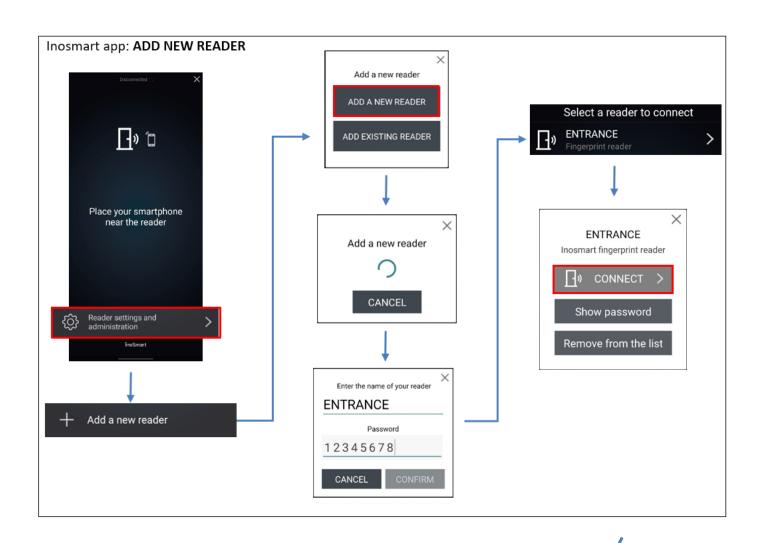
Download the free inoSmart app to your phone. In the "Google Play" store for Android users or in the "Apple store" for iOS or iPhone users.



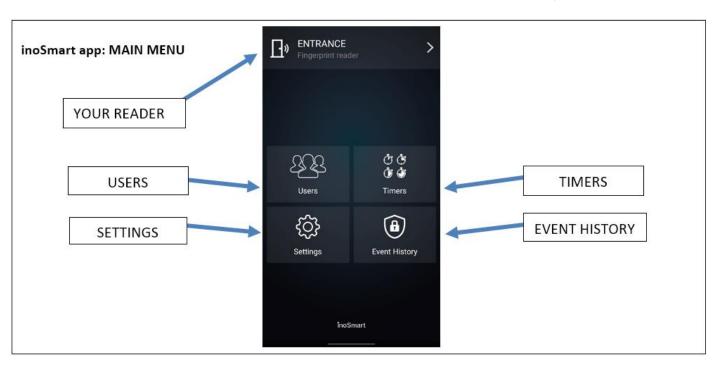


The Wi-Fi connection on the control unit automatically shuts off after 10 minutes of inactivity.

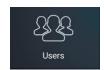
Already named reader (stored in the reader list) can be renamed or its password can be changed at any time.



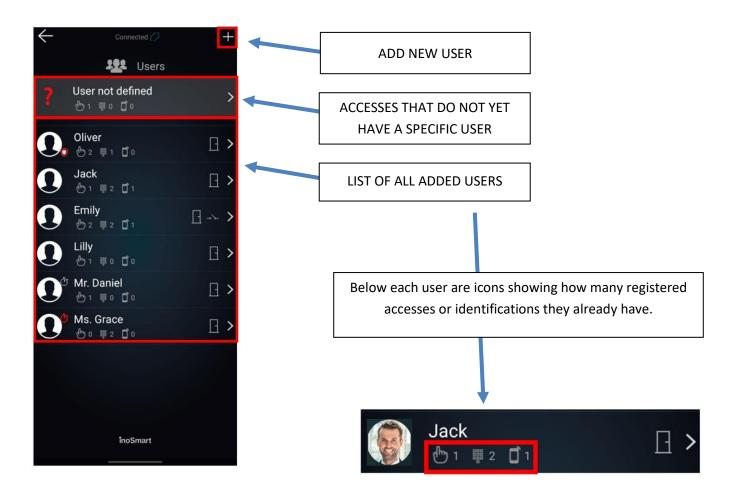
TRANSITION TO MAIN MENU



USERS



Here is everything you need to successfully edit users, their fingerprints, smartphones and numeric codes. All users with specific functions assigned are listed. If you have enabled access via the keys on the control unit, they are listed at the top of the list below "undefined user".



DELETE INDIVIDUAL USER

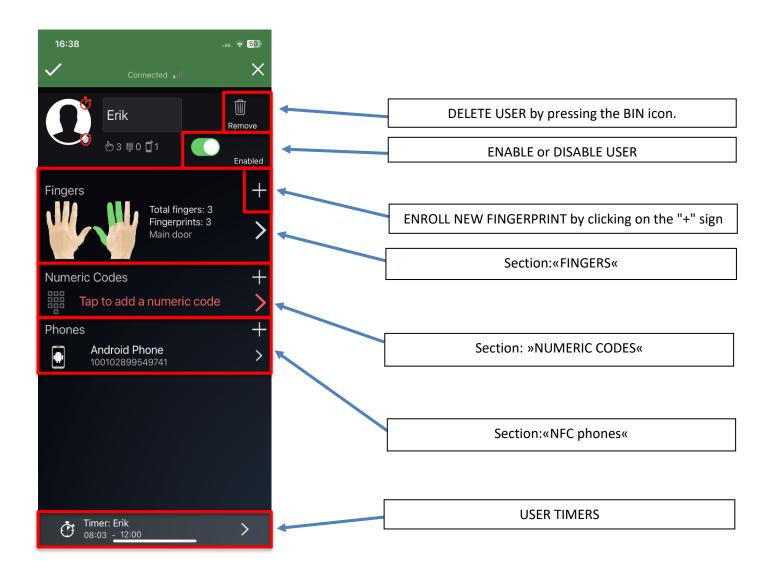
You can delete an individual user from the users list of your Inosmart reader at any time. Deleting a user also deletes all their registered identifications (fingerprints, NFC phones, numeric codes).

To delete a user, click the "bin" icon in the upper right corner of the user's profile.

TEMPORARY DISABLE / ENABLE USER

You can disable / enable the user with the button in the upper right corner of the screen on the user details.

Clicking an existing user takes you to a DETAILED USER VIEW. All currently active user identification methods are displayed in the sections: FINGERPRINTS, NFC PHONES AND NUMERIC CODES. You can add new identification methods for the selected user by clicking on the "+" sign next to each section.



ENROLL NEW FINGERPRINT



Door can be opened with your fingerprint.

In the user details, go to the "FINGERS" section and select the process of adding a new fingerprint.

For each added fingerprint, you can set in the user's detail view what it can open and whether a particular authentication method is enabled or disabled

Fingers + Tap to add a fingerprint >	Click on the section »Fingers«.	Click to start adding a new fingerprint. The reader beeps briefly.
	All 10 fingers appear on the screen.	Fingers that already have a fingerprint assigned (active) are colored green.
	Select a free finger or the finger you want to edit by tapping the screen.	Select a free finger to start adding (learning) a new fingerprint. The reader beeps briefly.
	When selecting the assigned finger "finger option" is also displayed.	
Approve the action with admin fingerprint ADMIN	Place the administrators fingerprint on the fingerprint sensor.	Both signal lights turn white.
	You can start new fingerprint learning.	Place your finger on the fingerprint sensor THREE TIMES making sure that as much of the sensor surface as possible is covered with the finger pad.
	The reader beeps briefly, signal lights turn green.	NEW FINGERPRINT IS SUCCESSFULLY ADDED TO THE LIST OF USERS. Lights on the reader turn blue, indicating that the reader is ready to use.

ADD NEW PHONE

Your reader supports NFC (Near Field Communication) technology which allows you to open the door safely using your smartphone. Every phone you want to open the door with must be registered in advance. In the user details, go to "NFC PHONES" section and select the process of adding a new phone.

For each smartphone added you can set in the user detailed view what it can open and whether a particular authentication method is enabled or disabled.

NFC devices + Tap to add a NFC device >	Click on the section »NFC phones«.	Click to start adding a new phone. On the phone, that you are adding, activate »NFC«. The reader beeps briefly.
Approve the action with admin fingerprint ADMIN	Place administrator fingerprint on the fingerprint sensor.	The process of adding new smartphone is enabled. Both signal lights turn white.
	You can start new smartphone registration.	Hold your smartphone close to the reader. Attention! The location of the NFC sensor in the reader is different for each model.
	Reader beeps briefly, signal lights turn green.	NEW SMARTPHONE IS SUCCESSFULLY ADDED TO THE LIST OF USERS Lights on the reader turn blue, indicating that the reader is ready to use.

The location of the NFC sensor in the reader is different for each model:









If you want to use your smartphone to open the door, you must enable the NFC reader in the phone settings.



ADD NEW NUMERIC CODE (modules BT 600, BT 610 and BT 630)

You can also open the door using the keypad and the numeric code which is set to 4 digits by default. You can change the required code length in the reader settings.

In the user details go to "NUMERIC CODES" section and select the procedure to add a new numeric code.

For each numeric code added, you can set in the users detailed view what it can open and whether a particular authentication method is enabled or disabled.

Numpad Codes + Tap to add a numpad code >	Click on the section »Numeric codes«	Click to start adding a new numeric code. The reader beeps briefly.
Approve the action with admin fingerprint ADMIN	Place administrator fingerprint on the fingerprint sensor.	The process of adding new numeric code is enabled. Both signal lights turn white.
Numeric code enrollment in programs Use the expept on the device to enrie at leve code 1 2 3 4 CANCEL CONFIRM	You can start new numeric code registration	Enter the four-digit number and click confirm.
	Reader beeps briefly, signal lights turn green.	NEW NUMERIC CODE IS SUCCESSFULLY ADDED TO LIST OF USERS. Lights on the reader turn blue, indicating that the reader is ready to use.

Ĉ Ĉ Ĝ Ĝ Timers

TIMERS

The timers allow you specify the time of:

door lighting,

validity of access for the user or

validity of access to the secondary relay (garage door, alarm device, etc.).

When editing timers, the app will always first offer you a timer that determines the lighting in the door. Once this timer is added, you can add other timers.

In addition to the basic lighting timer, you can add 10 more timers (e.g. cleaner, janitor, alarm activation etc.). You can specify, delete or disable/enable an individual timer at any time.

Your options:

repeating timer (in this case, assign the start and end time - interval and activity days, it will repeat every week) or

unique timer (assign it a date and time). However, for both types of timers, you can specify the validity of access for the user or to the secondary relay.





Attention! You can enable or disable the assigned fingerprints, numeric codes, or phones for each user. If the user has all assigned functions disabled, they cannot log in even with the timer permission.

€ Settings

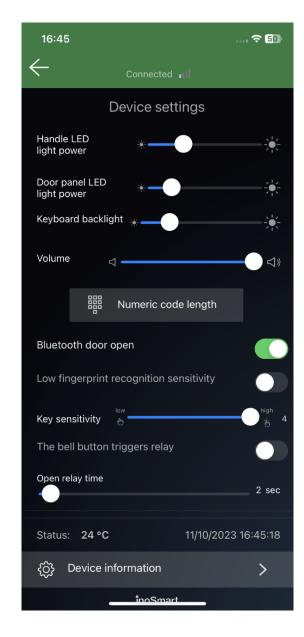
SETTINGS

From this submenu you can control the reader backlight or door light, turn on Bluetooth door open and Low FP recognition sensitivity.

You can also set the contact length of the secondary relay. Its default value is 2 seconds.

Here you can also set the length of your numeric code.

At the bottom of the settings window you have a detailed insight into the data of your device.





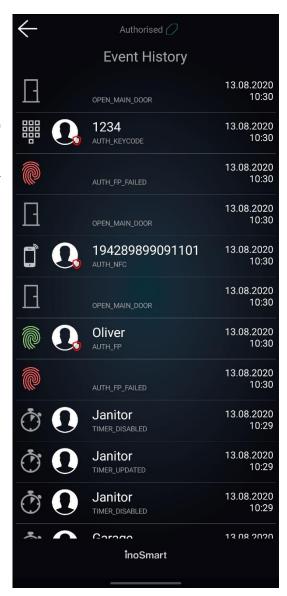
Attention! If the length of the numeric code is changed, all already entered / previously entered codes will be deleted.

Event History

EVENT HISTORY

The reader provides an insight into the history of use. The last 150 events are recorded.

You can check all entrances, both enabled and disabled or rejected, their timing and which method of authentication the person used for entering.



FACTORY RESET

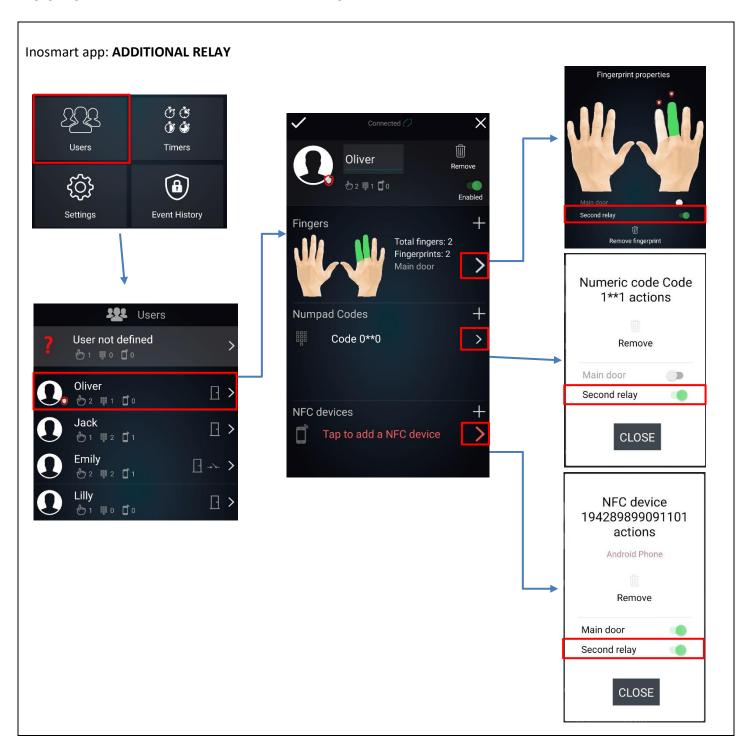
Hold all three keys on the control unit simultaneously for 10 seconds. After ten seconds, the reader beeps briefly and you can release the keys. All fingerprints, NFC phones, numeric codes, users and timers in the database are now deleted and the reader is reset to factory settings.



The reader that you factory reset is still visible on the list of readers in the Inosmart app, but it is no longer possible to connect to it. The reader must be deleted from the list and added again.

ADDITIONAL RELAY

Our readers allow you to unlock an additional (side or garage) door in addition to the door in which the device is installed, or turn on / off any device connected to the control unit. You can allow individuals to open either additional e.g. garage door or main door and additional door together.



PAIR READER AND DOORBELL

Readers marked BT 600 and BT 630 include the option to ring the included Wi-Fi bell. The reader and the doorbell must be paired before use. You can pair any number of doorbells with a single reader.

The pairing process is described below:

	Both signal lights on the reader turn blue.	Plug the doorbell into an electrical outlet.
13 may 13 15 15 15 15 15 15 15 15 15 15 15 15 15	Tune selection process.	 Select the desired tune of the bell by clicking "Select tune". Press and hold the same key for a few seconds so that the signal light on the front of the doorbell starts flashing blue.
<i>Z</i> .3	Press the doorbell key on the reader within five seconds.	After pressing the doorbell button, the signal light on the bell stops flashing blue and the doorbell rings with the selected tune. The paring process is completed. Repeat if necessary. YOUR DOORBELL IS READY TO USE.



It is necessary to repeat the whole process of pairing the reader and the doorbell, if you want to change the ring tune.

MAINTENANCE

Our fingerprint readers do not require special maintenance, but make sure that the sensor is always clean. If your are using the reader with greasy or dirty fingers, dirt may start to accumulate on the sensor. In this case, the sensor should be cleaned with a soft damp cloth. Dirt on the sensor may cause poor performance.



Under no circumstances should you use aggressive cleaners, polishing pastes or acids during cleaning! Cleaning or rubbing the surface of the sensor with hard or sharp objects can damage the sensor and cause the device to malfunction, resulting in a loss of warranty.

ERROR SIGNALING

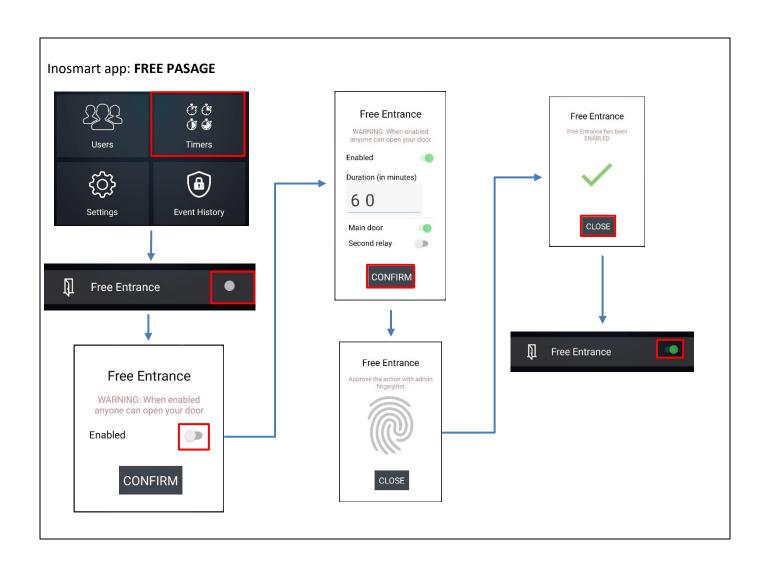
 Left signal light is flashing red, right signal light is turned off.	Error on the reader. Unlock the cable pass. See the Cable Pass Unlock Procedure chapter.
If the signal lights are still flashing, remove the control unit from the mains or from the power supply.	
Right signal light is flashing red, left is turned off.	Error on the control unit. Unlock the cable pass. See the Cable Pass Unlock Procedure chapter.
Left and right signal lights alternately turn red.	The reader and the control unit are not paired.
Left and right signal lights alternately turn red / blue.	The device is blocked due to too many false identification attempts with a fingerprint, smartphone, or numeric code.

FREE PASSAGE

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Our readers also enable the "FREE PASSAGE" function. When activating this function, allow the selected door, e.g. entrance door or side door (additional relay: side door or garage door) to be opened by any fingerprint, even if it is not stored in the base.

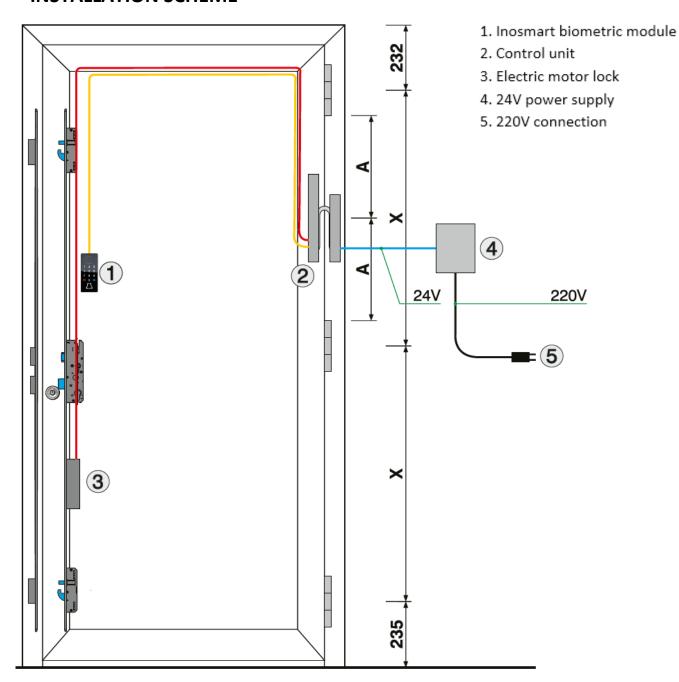
When activating the free passage function, select the time for which you want the function to be enabled (from 1 to 480 minutes). An administrator fingerprint is required to confirm free passage. While free passage function is turn on, green signal lights on the reader are constantly lit. After this period is over, the free passage function is switched off automatically. The reader indicates this with a short beep and the signal lights turn blue again.



INOSMART READER SPECIFICATIONS

- Capacity: 100 fingerprints, 100 smartphones (NFC), 100 numeric codes, 10 timers.
- Supply voltage: 24V DC, regulated.
- 1 additional relay output.
- Maximum voltage / current on the relay: 40V / 1.25A.
- Relay start time 1 10s.
- Maximum power consumption: 3W.
- Fast fingerprint recognition: <1s.
- Operating temperature range: -25°C to +70°C.
- Fingerprints, registered phones and numeric codes remain stored in memory even in the event of a power failure.
- Capacitive sensor, resolution 508dpi, ESD range ± 3kV, reading 360°.
- •User interface: two 5-color LEDs, buzzer, buttons on the control unit, smartphone app.
- Podpora za KFV motorne ključavnice. Support for KFV motor locks.

INSTALLATION SCHEME



ATTENTION!

The low-voltage cable, from the door frame to the box with the power supply, must be run separately from the electrical installations, in no case in the same pipe together with the high-voltage conductors. The minimum distance to high-voltage conductors of electrical installations is 200 mm.

Failure to comply with this regulation causes induced interference in the low-voltage conductor, which disrupts the operation of the reader (poor keyboard response, automatic keyboard activation, unresponsiveness of the fingerprint sensor, poor fingerprint recognition...).

More detailed requirements are given in the SIST standard IEC 60364-4-44:2007/A2.

CABLE PASS UNLOCK PROCEDURE

- Unscrew the screw on the connector (Fig. 1).
- Remove the connector by pushing a small screwdriver into the hole and pushing the connector upwards (Fig. 2).
- Due to the seal the connector moves out of the bearing quite hard.

The cable pass should be closed again in the reverse order.

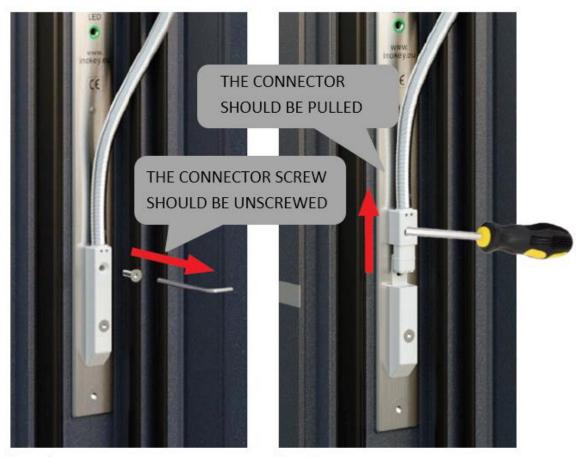
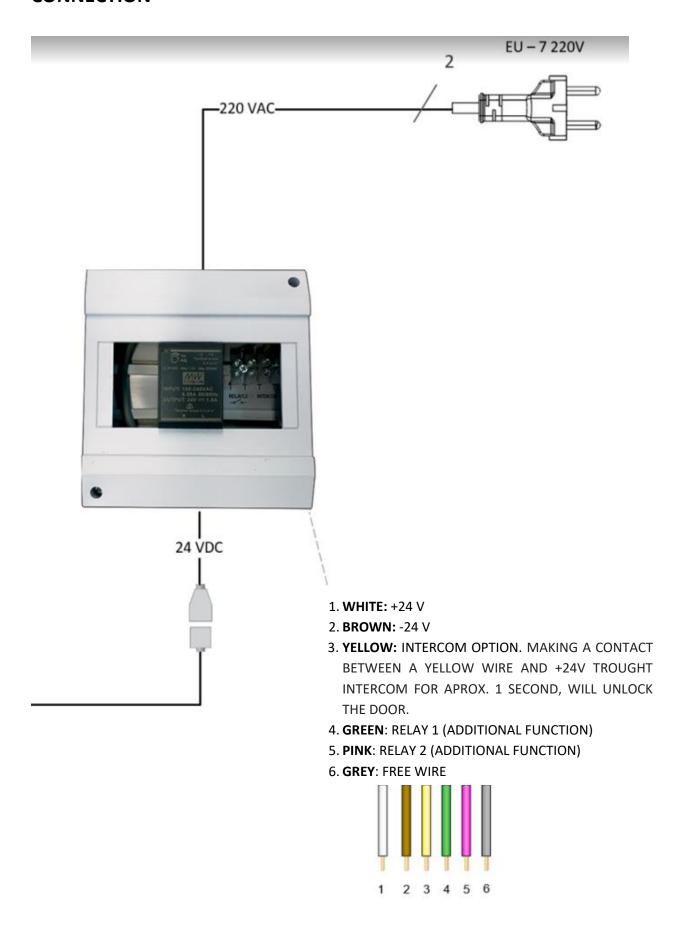


Figure 1 Figure 2

CONNECTION



TERMS OF USE OF THE INOSMART READER

Fingerprint recognition technology has its limitations. When using the reader on a daily basis, the following conditions and restrictions must therefore be taken into account:

Reader:

- The fingerprint sensor must be dry and clean.
- The keyboard and bell button must be dry and clean

We recommend that the reader is not directly exposed to weather influences such as rain and full-day exposure to the sun.

Finger:

- The pad of the finger must be clean and normally moist
- Moisture, sweat, creams, oils, dust, damaged pads from manual work and dry skin can affect successful recognition. Recognition can also be temporarily affected by certain activities such as swimming, physical activity, showering, cooking and other activities that can affect your fingerprint.

LIMITED WARRANTY

Warranty conditions:

The warranty is valid for a period of 24 months from the date of delivery of the product to the end customer. With this statement, the manufacturer of the product, iSmart d.o.o., guarantees that the Inosmart reader product (hereinafter referred to as the product) will work flawlessly during the warranty period and that the materials from which it is made are free of defects and damage. If the buyer discovers a defect in the operation of the product, he can claim the warranty from the seller or manufacturer, who will issue the buyer a receipt of the complaint.

The manufacturer undertakes that, in the event of a justified complaint, he will remedy the malfunction no later than 45 days from the day of the complaint. If the defect cannot be rectified, the buyer will receive a new product from the manufacturer or seller, no later than 45 days from the date of the complaint.

Notes regarding guarantee claims:

The customer assumes all risks and costs arising from transporting the product to an authorized dealer or authorized service center. The warranty is only valid if the warranty card is filled out in full by the authorized seller, or if the circumstances of the purchase are satisfactorily evident from other documents. Make sure that the original invoice contains: your name, the seller's name, the serial number of the product, the year, month and day of purchase or make sure that the invoice that you receive at the time of purchase is attached to the original warranty card, which shows the name of the seller, the date of purchase and the type of product. iSmart d.o.o. reserves the right to refuse a free

repair in the event that neither the fully completed warranty card nor the above-mentioned document (proforma invoice, invoice) is submitted, or in the event that the information on the warranty card is incomplete or illegible.

Keep the warranty card in a safe place, as we will not issue you a duplicate!

Warranty extension:

In the event that the buyer claimed the warranty for the product and it was determined by the authorized service that the complaint is justified, the warranty period is extended by the time the product was at the service. However, if a major service intervention was carried out on the advertised product, or the product was exchanged for a new one, the buyer is issued a new warranty for a period of 24 months.

The warranty cannot be enforced in case of:

- 1. Any defects caused by incorrect handling of the product (such as using the product for purposes and in a manner not specified in the instructions for use, handling and maintenance, etc.).
- 2. Any damage caused by repair, adjustment, cleaning or other intervention in the product by anyone other than authorized service personnel from the company Inotherm d.o.o.
- 3. Any damage caused by transport, drop, impact, etc. after purchasing the product.
- 4. Any damage caused by fire/fire, earthquake, flood, lightning, other natural disasters, polluted environment and improper power supply voltage.
- 5. Any defects caused by careless handling or improper feeding/storage of the product (such as feeding at high temperatures and humidity, next to insecticides such as mothballs or next to drugs, poisons and chemicals that can cause damage), improper maintenance, etc.
- 6. When the product submitted for repair is not accompanied by a warranty card.
- 7. Any changes to the warranty card regarding the year, month and day of purchase, name of the buyer or seller and serial number.
- 8. When the warranty card is not accompanied by a purchase receipt (receipt).

Inosmart app upgrade:

Due to technical or functional upgrades of the Inosmart App, Inotherm has the right to publish a new version of the Inosmart App.

The user will be informed about it through the Inosmart mobile application itself. To update, you need to select update confirmation. If the user refuses the updates, Inotherm is not responsible for any errors in the operation of the App or the connection between the Inosmart App and the Inosmart system. It is also not responsible for the impossibility of using new/changed features contained in the App upgrade.

Limitation of liability:

iSmart d.o.o. does not represent or guarantee, either explicitly or implicitly, anything on behalf of the suppliers or in relation to the content of the written material and is in no case bound to guarantee the purchased material, or its suitability for a specific purpose or for any consequential, accidental or direct damage (including, but not limited to damage or loss of business profits, interruption of business and loss of business information) arising from the use or inability to use these publications or devices.

Some states do not allow the limitation of liability for consequential or incidental damages, so the above provision may not apply to you. In the event that the buyer sends the product by post due to a complaint, we advise that the shipment be insured. The seller and the manufacturer are not responsible for damage caused during transport.