



USER'S MANUAL

WG4 SERIES



www.NightOwlSP.com



Thank you for choosing Night Owl Security Products!

By purchasing a Night Owl product, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. In addition to warranty and technical support benefits, you will have access to our multitude of free instructional “How to Videos”. You can also view our instructional videos by clicking the “How to Videos” tab within your product’s page on our website.



Register at www.NightOwlSP.com

Night Owl’s Wireless Gateway Compatibility:

Night Owl’s Wireless Gateway is compatible with the following model numbers:

WCM-PWNVR20W-BU-JUN; WCM-SD2PIN-JUN; WCM-SD2POU-BU-JUN

Please see the warranty section of this manual for exclusions and additional details. Not all features and capabilities are shared across all models so you may see features which are not applicable. In addition you may see screen images that do not exactly match those on your display.

THIS MANUAL WAS ACCURATE AT THE TIME IT WAS COMPLETED. DUE TO OUR ONGOING EFFORT TO CONSTANTLY IMPROVE OUR PRODUCTS, FUNCTIONS MAY HAVE BEEN ADDED OR CHANGED.

Quick Setup Guide



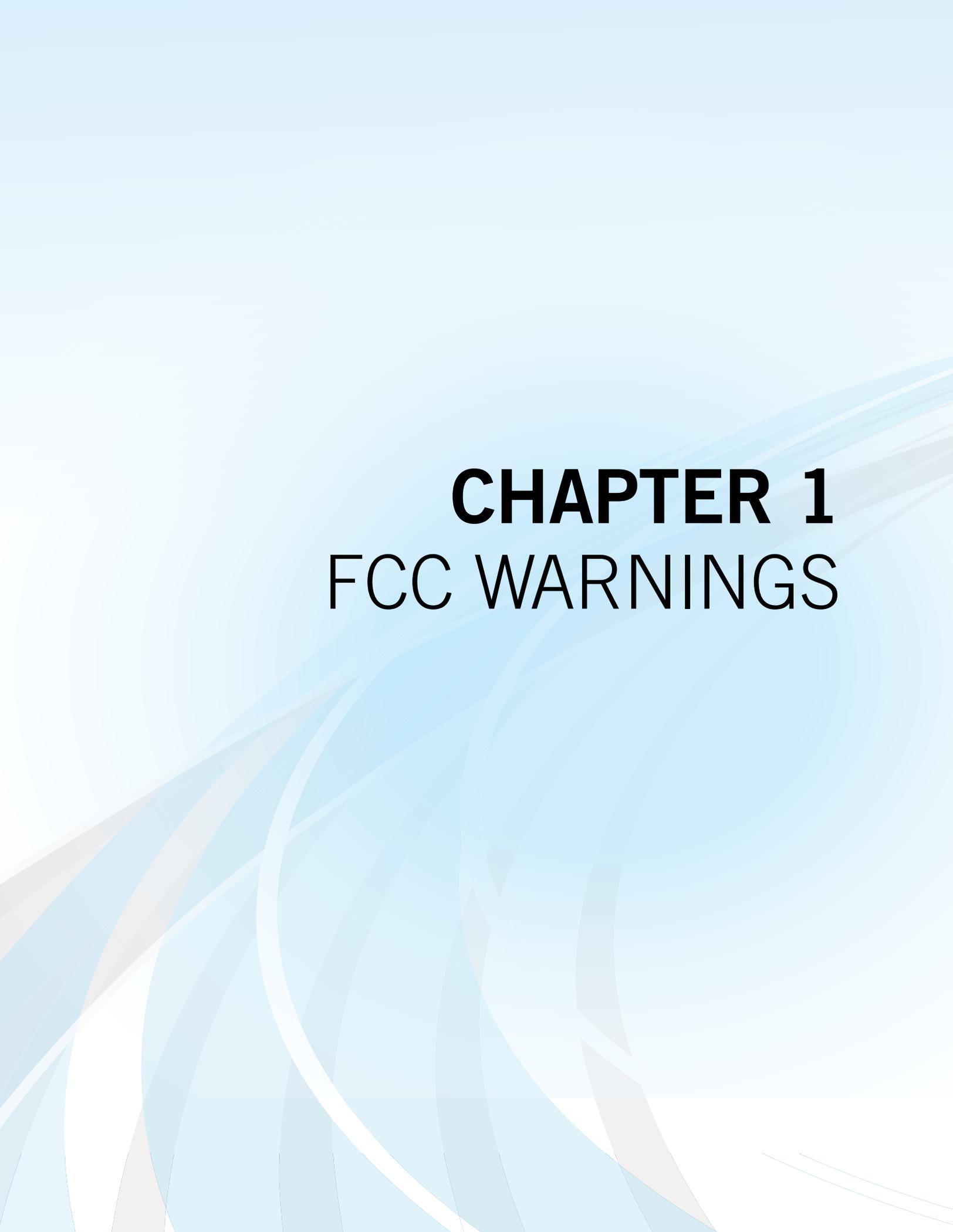
Use a QR Code scanner on your Smart Device to scan the QR Code. Scan the QR code above to access the Quick Setup Guide for assistance in configuring Night Owl Security system.



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CHAPTER 1

FCC WARNINGS

Chapter 1: FCC Warnings

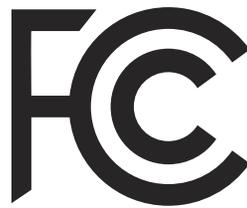
FCC

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

FCC Compliance Statement

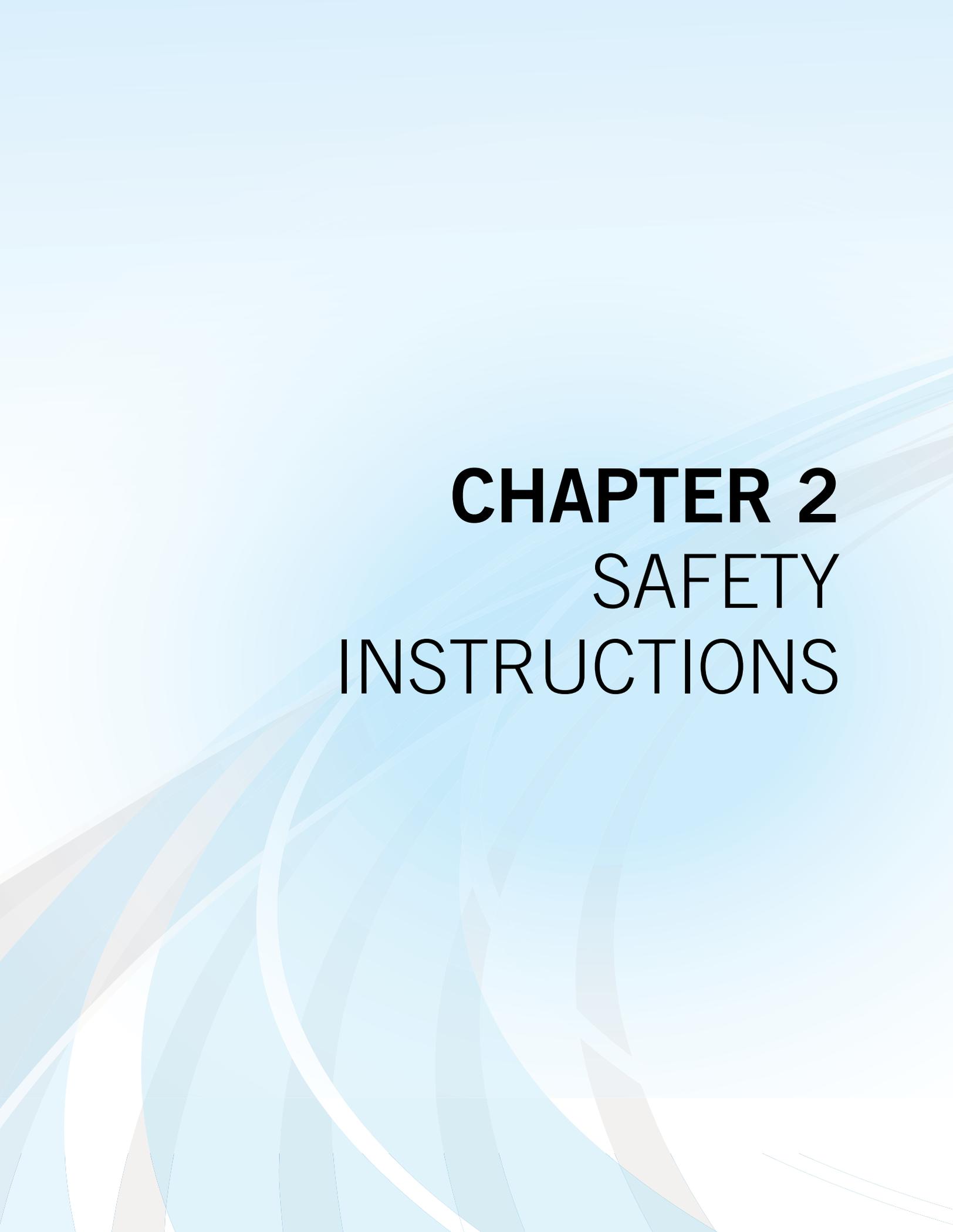
These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



CAUTION

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.



CHAPTER 2
SAFETY
INSTRUCTIONS

Chapter 2: Safety Instructions

- **USE THE PROVIDED POWER ADAPTER.**

Do not use this product with a power source that applies more than the specified voltage.

- **NEVER INSERT METAL INTO THE GATEWAY CASE OR ITS OPENINGS.**

Inserting metal into the Gateway case may cause electric shock.

- **DO NOT OPERATE IN WET OR DUSTY AREAS.**

Avoid placing the Gateway in areas such as a damp basement or dusty attic.

- **DO NOT EXPOSE THE GATEWAY TO RAIN OR USE NEAR WATER.**

If the Gateway accidentally gets wet, unplug it and contact technical support immediately.

- **KEEP PRODUCT SURFACES CLEAN AND DRY.**

To clean the outside case of the Gateway, use a lightly dampened cloth. Do not use cleaning solutions or solvents.

- **DO NOT INSTALL NEAR ANY HEAT SOURCES.**

Do not install the Gateway near any heat sources such as stoves, heat registers, radiators or electronics (including amplifiers) that produce heat.

- **UNPLUG THE GATEWAY WHEN MOVING IT.**

Make sure that the Gateway is unplugged before you move it. When moving this device, be sure to handle it with care.

- **MAKE SURE THERE IS GOOD AIR CIRCULATION AROUND THE GATEWAY.**

This Gateway uses an internal hard drive, which generates heat during operation for video storage. Do not block vents on the Gateway, as these vents reduce the generated heat while the system is running. Place this product in well-ventilated area.

- **DO NOT ATTEMPT TO REMOVE THE TOP COVER.**

If you observe any abnormal operation, unplug the Gateway immediately and contact technical support. Do not attempt to open the Gateway to diagnose the cause of the problem.

- **HANDLE THE GATEWAY CAREFULLY.**

If you drop the Gateway on any hard surface, it may damage the device. If the Gateway doesn't work properly due to physical damage, contact an authorized dealer for repair.

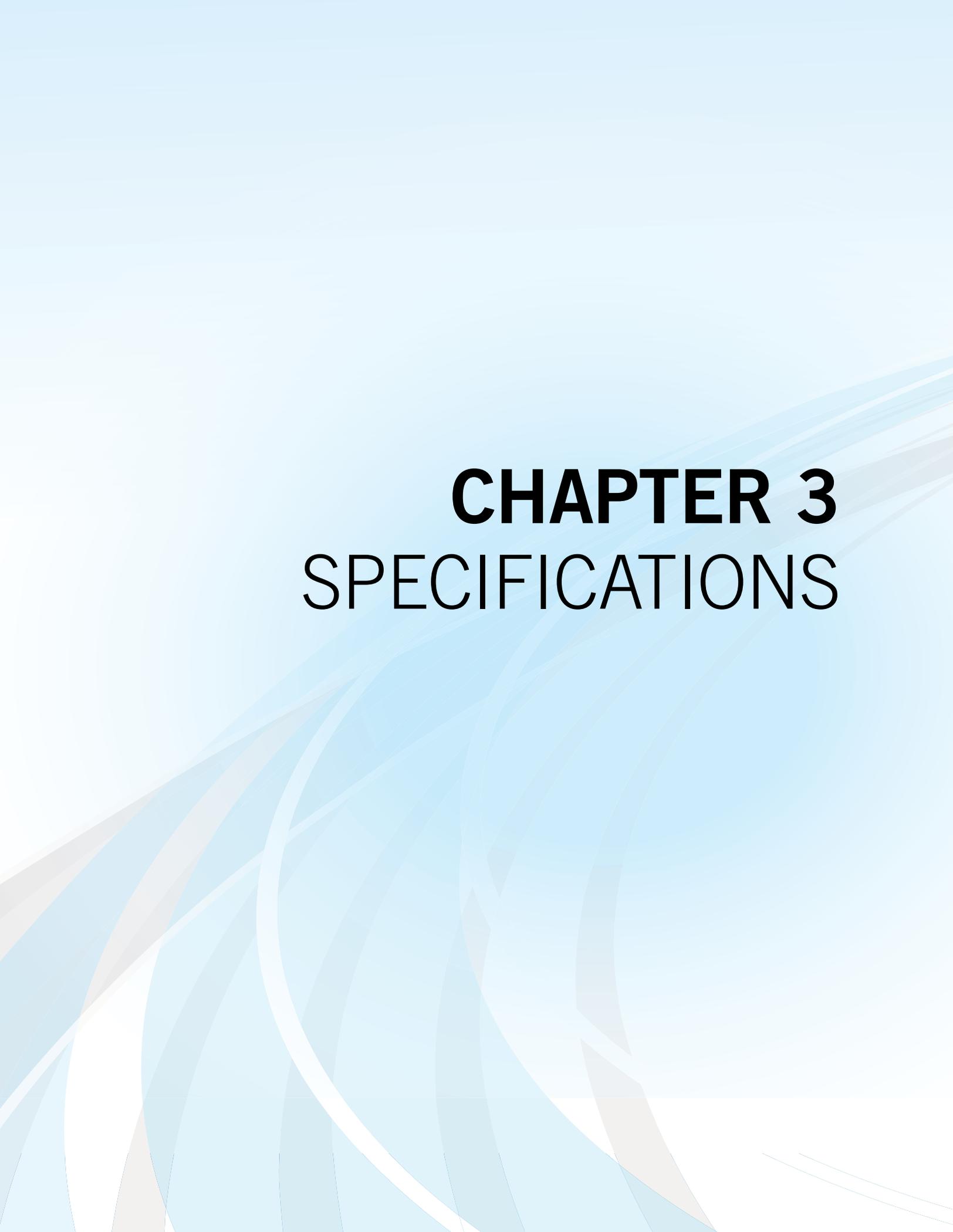
- **IT IS RECOMMENDED TO USE YOUR GATEWAY WITH AN UNINTERRUPTIBLE POWER SUPPLY (UPS).**

Connecting your Gateway and cameras to a UPS allows continuous operation even during power outages. The run-time duration will depend on the rating of the UPS used.

CAUTION



You may be subjected to severe electrical shock if you remove the cover of the Gateway.



CHAPTER 3

SPECIFICATIONS

Chapter 3: Specifications

3.1 System Requirements

Please be sure that your mobile device complies with the following specifications:

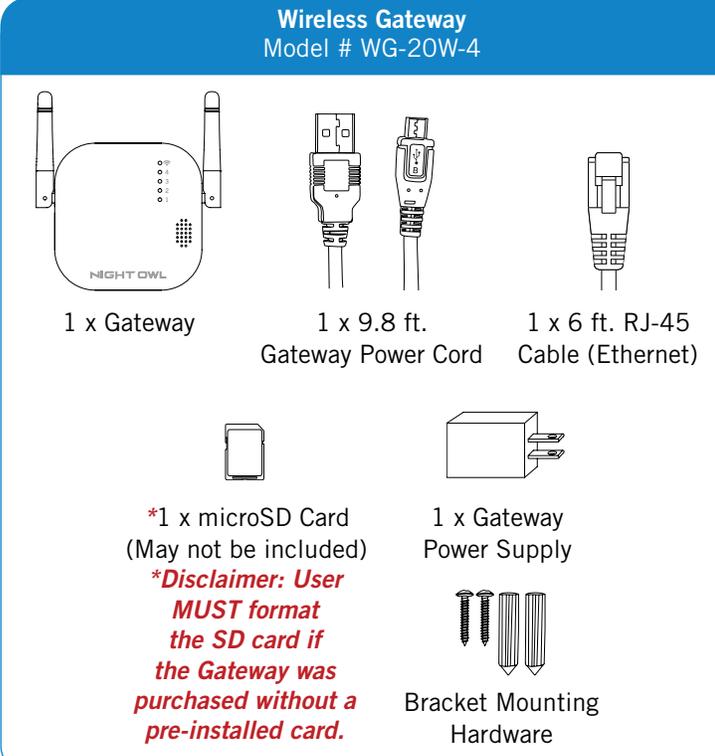
- Android™: 4.2 and above
- iOS®: 9 and above

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3.2 Package Contents

**Disclaimer: The exact components of your product, images and quantities may vary depending on your model number.*

Wireless Gateway
Model # WG-20W-4



1 x Gateway

1 x 9.8 ft. Gateway Power Cord

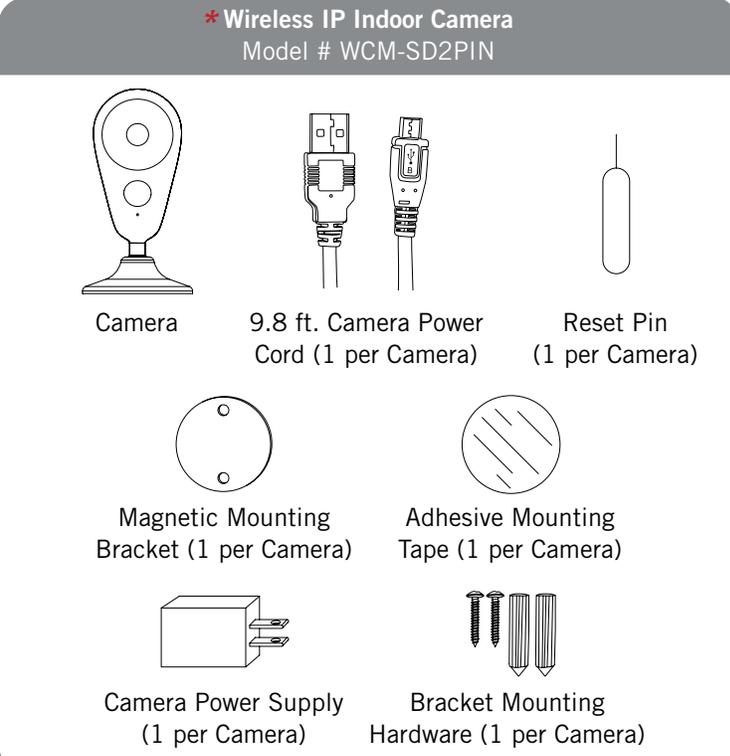
1 x 6 ft. RJ-45 Cable (Ethernet)

*1 x microSD Card (May not be included)
***Disclaimer: User MUST format the SD card if the Gateway was purchased without a pre-installed card.**

1 x Gateway Power Supply

Bracket Mounting Hardware

***Wireless IP Indoor Camera**
Model # WCM-SD2PIN



Camera

9.8 ft. Camera Power Cord (1 per Camera)

Reset Pin (1 per Camera)

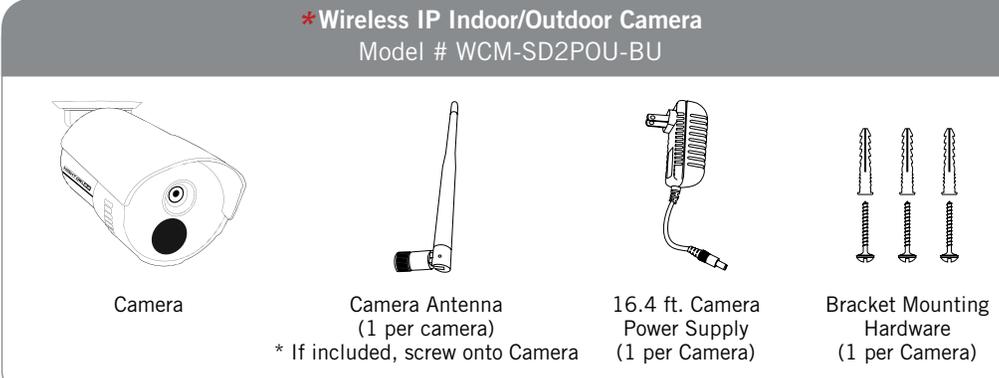
Magnetic Mounting Bracket (1 per Camera)

Adhesive Mounting Tape (1 per Camera)

Camera Power Supply (1 per Camera)

Bracket Mounting Hardware (1 per Camera)

***Wireless IP Indoor/Outdoor Camera**
Model # WCM-SD2POU-BU



Camera

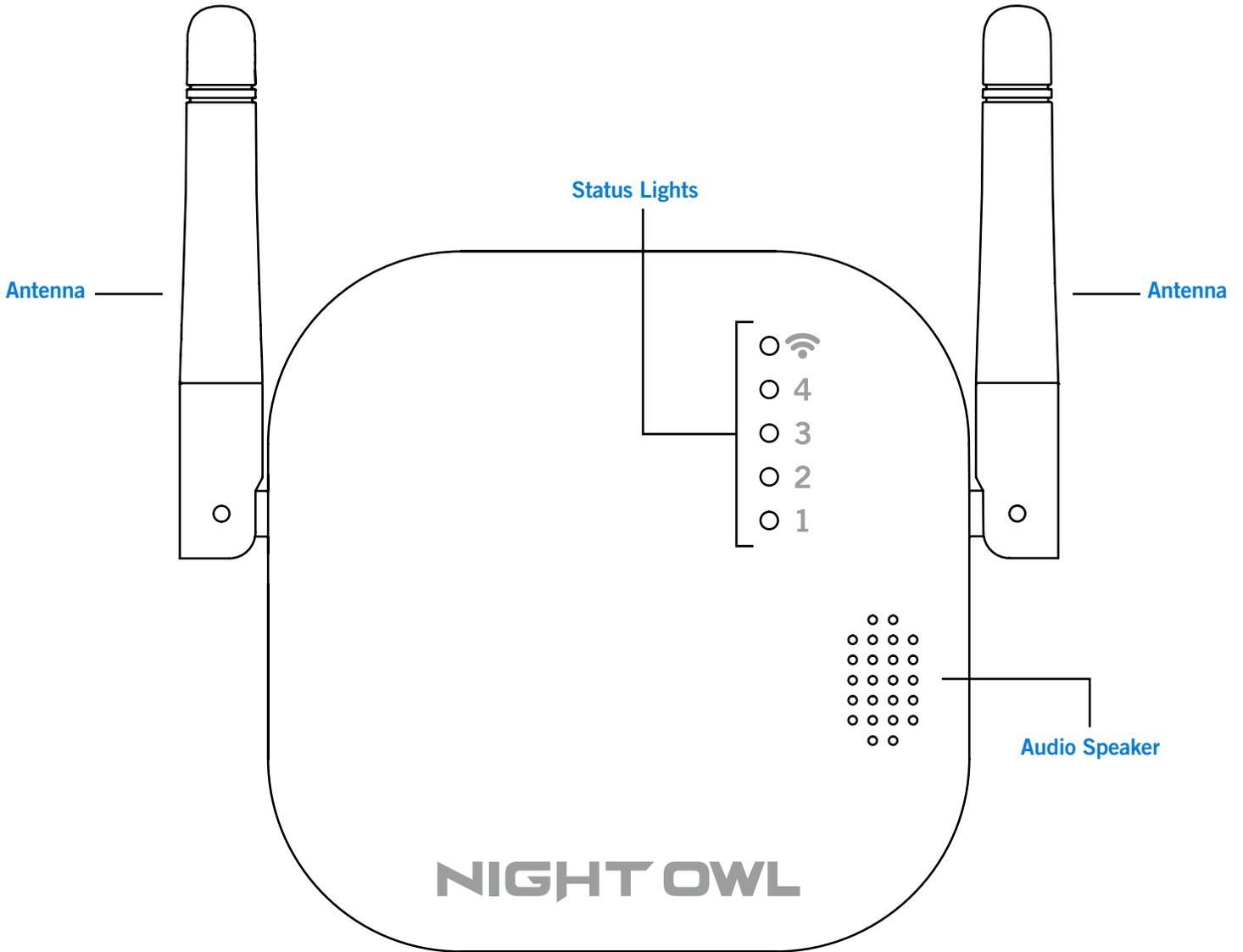
Camera Antenna (1 per camera)
* If included, screw onto Camera

16.4 ft. Camera Power Supply (1 per Camera)

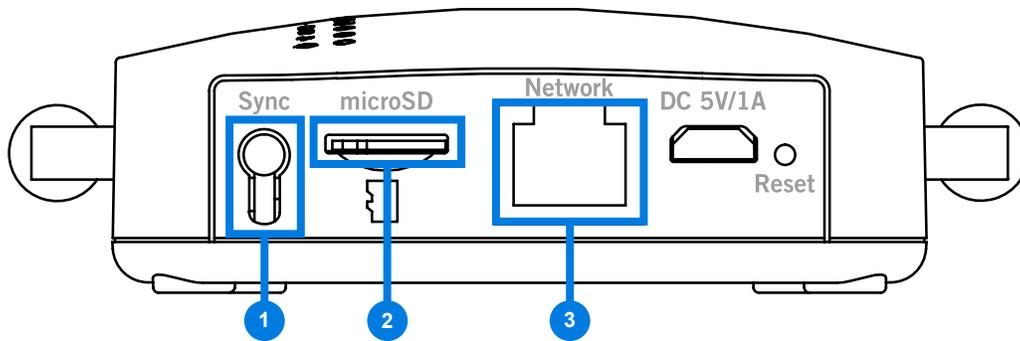
Bracket Mounting Hardware (1 per Camera)

NOTE: For best results, use the included Night Owl accessories. Third party accessories may not work properly.

TOP VIEW



REAR VIEW

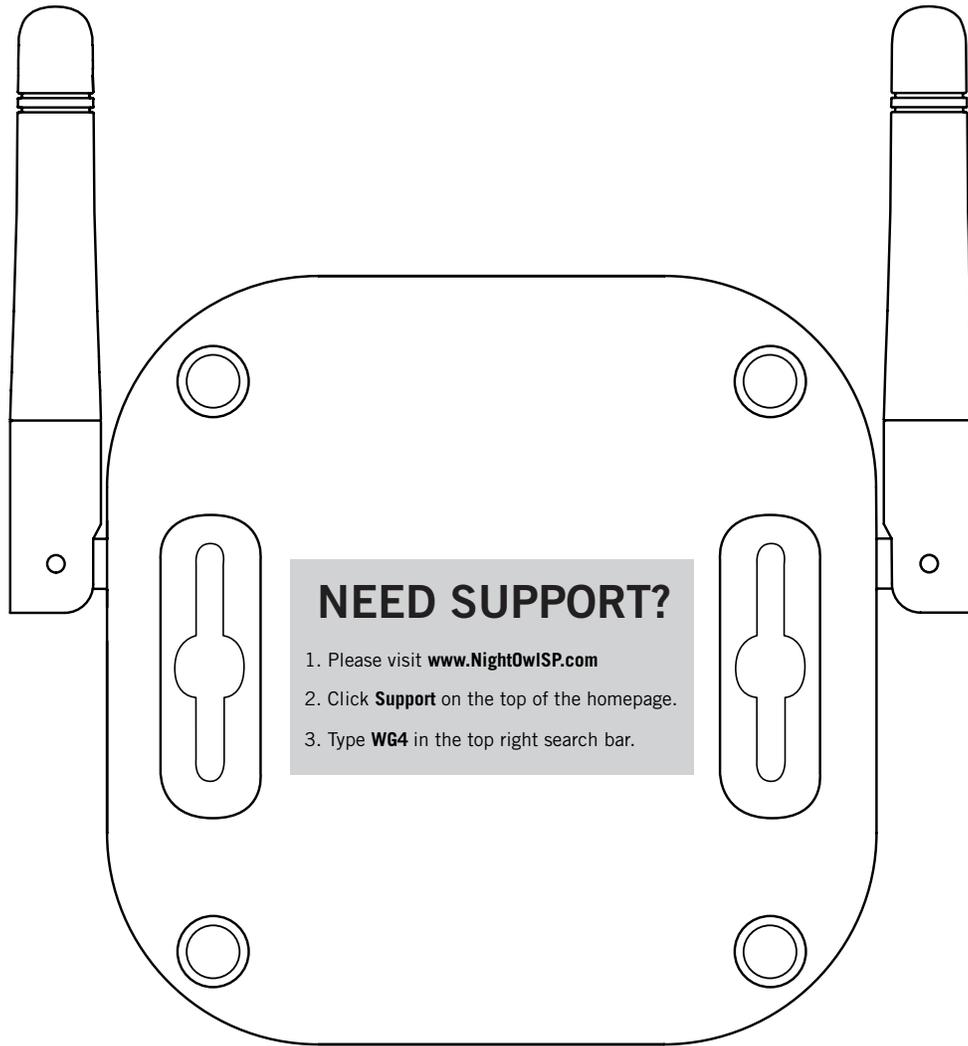


The maximum number of cameras you can connect to your Wireless Gateway will be determined by the number of channels.

- 1 Sync Button** – Press for approximately 3 seconds to search for and sync to Devices that are in Pairing Mode (ex. IP Cameras or Doorbell). This process may take up to a minute.
- 2 microSD** – The maximum microSD card size is 128 GB. The microSD card can be formatted using the Night Owl App.
- 3 Network: Ethernet Cable (RJ-45 Cable) Port** – Connect the Gateway to a Router using the included Ethernet Cable (RJ-45). The Gateway will search for the Internet when powered on, and on a frequent basis thereafter. The Internet Status Light will be solid green when connected to the Internet.
- 4 Power Input** – Use the included Gateway Power Cord only.
- 5 Reset** – Press for approximately 10 seconds to reset the Gateway to Factory Settings. This process will reboot the Gateway and clear all the Channels of synced devices. This process will unlink the connection of the Gateway from the Night Owl App. The Gateway will have to be deleted from the App, and then re-added.

NOTE: Resetting the factory settings removes all devices from the Gateway. After resetting, press the Sync Button for approximately 3 seconds to locate and sync previously paired devices, even if the devices are not in pairing mode.

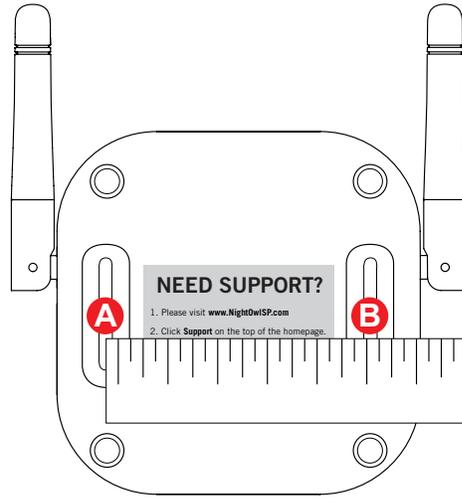
BOTTOM VIEW



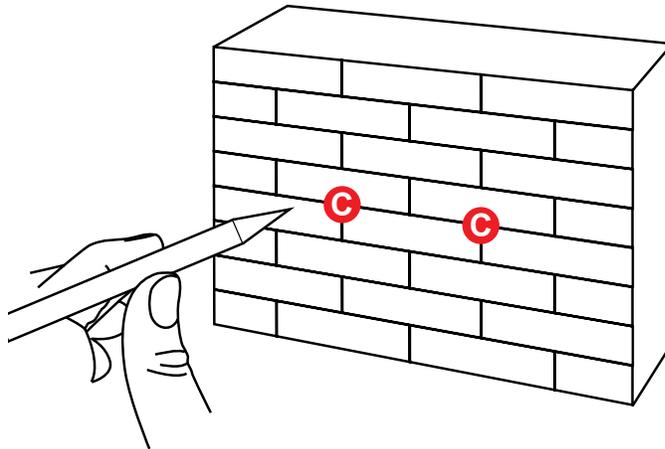
MOUNTING THE GATEWAY

For the best experience, the Gateway should be centrally located in your home/business and close to your router.

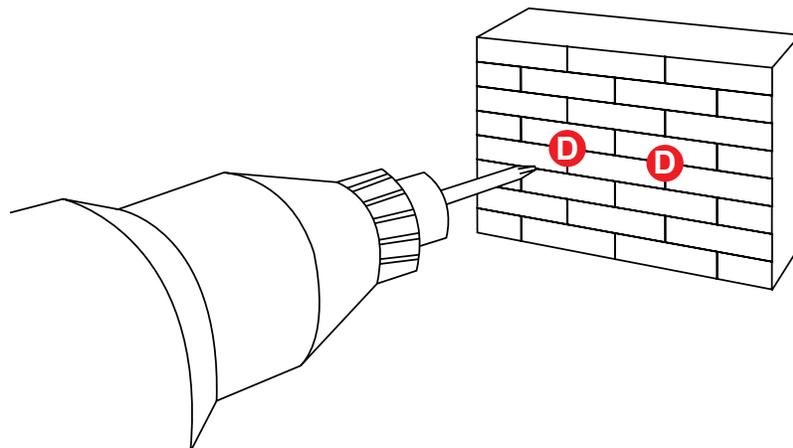
- 1 Measure the distance between **A** and **B**.



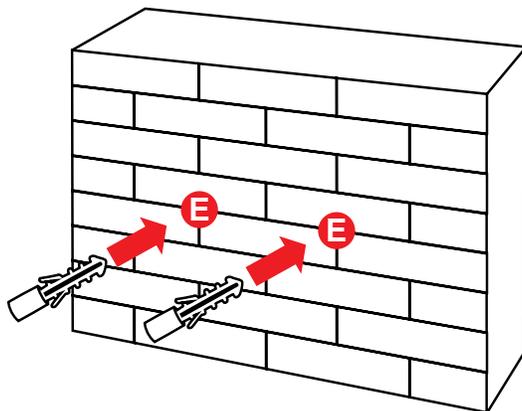
- 2 Make 2-hole marks **C** on the mounting surface using the measurement from step 1.



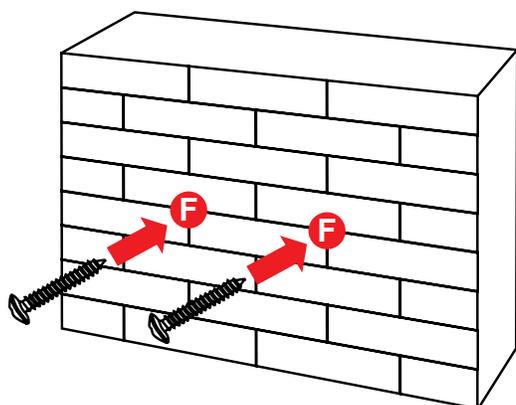
- 3 Use a drill or screwdriver to make holes in the mounting surface **D**.



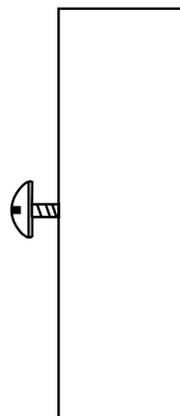
- 4 Insert the included wall anchors into each hole **E**.



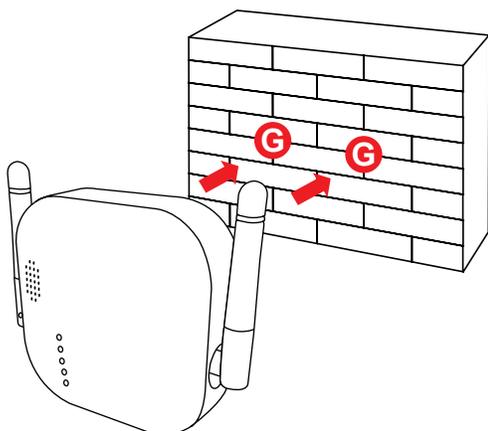
- 5 Insert a screw into each wall anchor **F**. Fasten until it is almost flush with the surface.



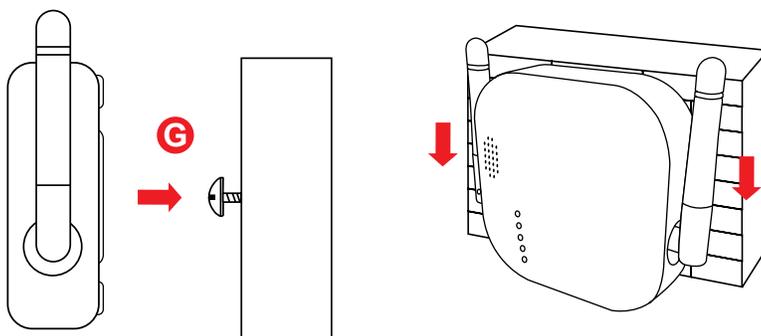
Side View

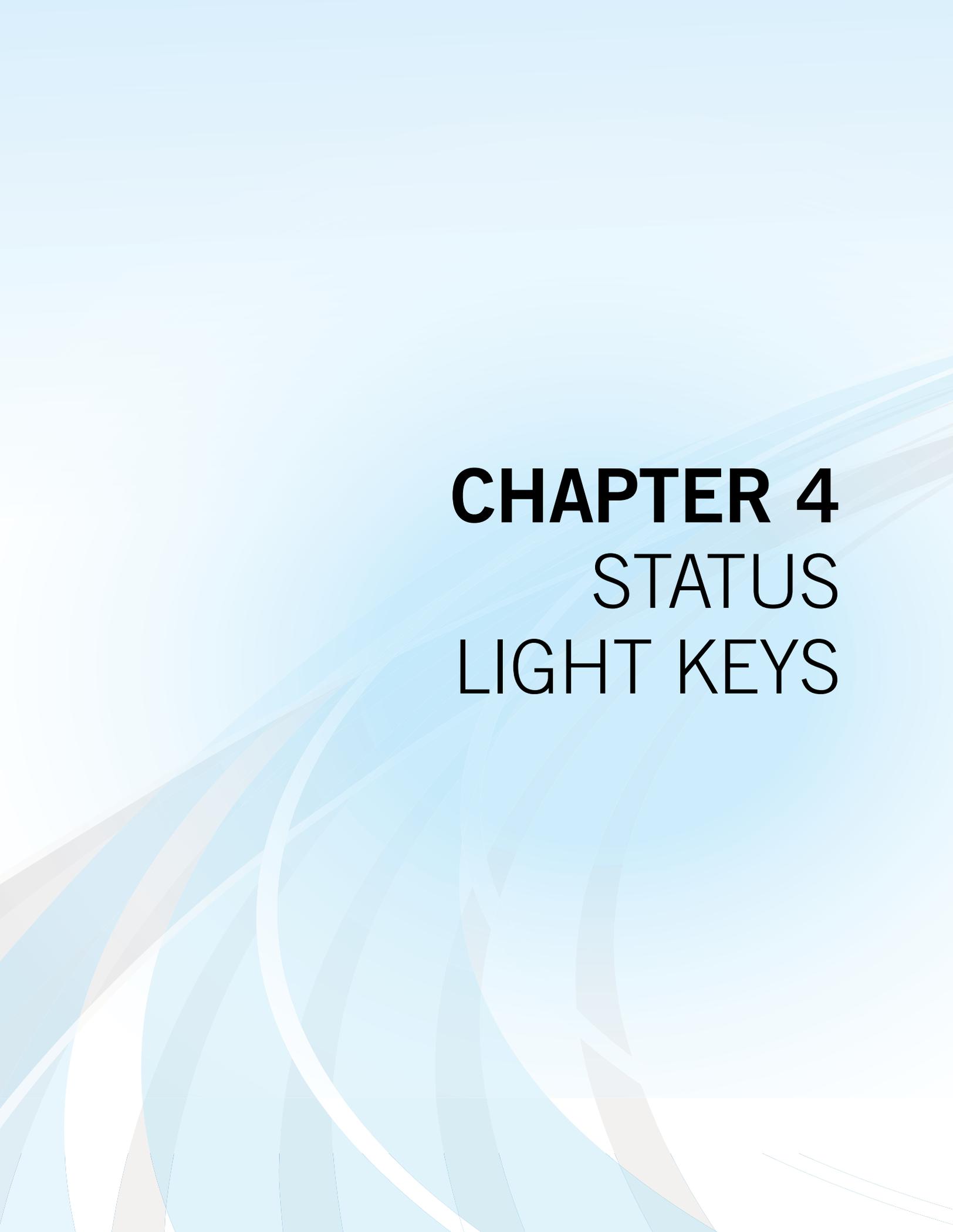


- 6 Fit the Gateway over the screws and slowly slide down until secured **G**.



Side View

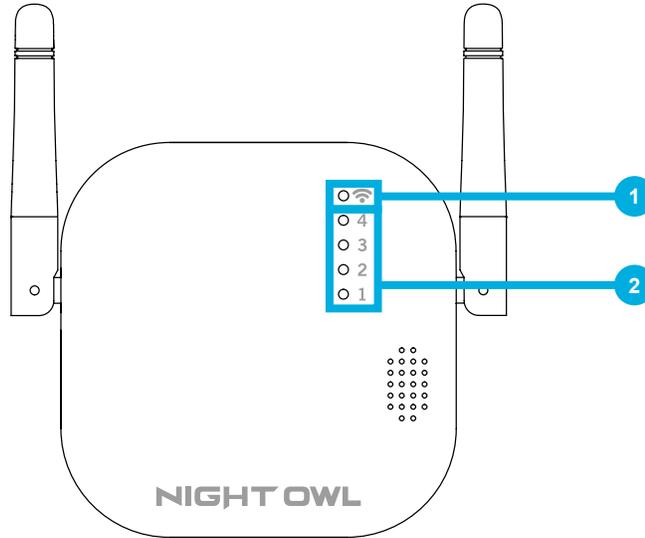




CHAPTER 4
STATUS
LIGHT KEYS

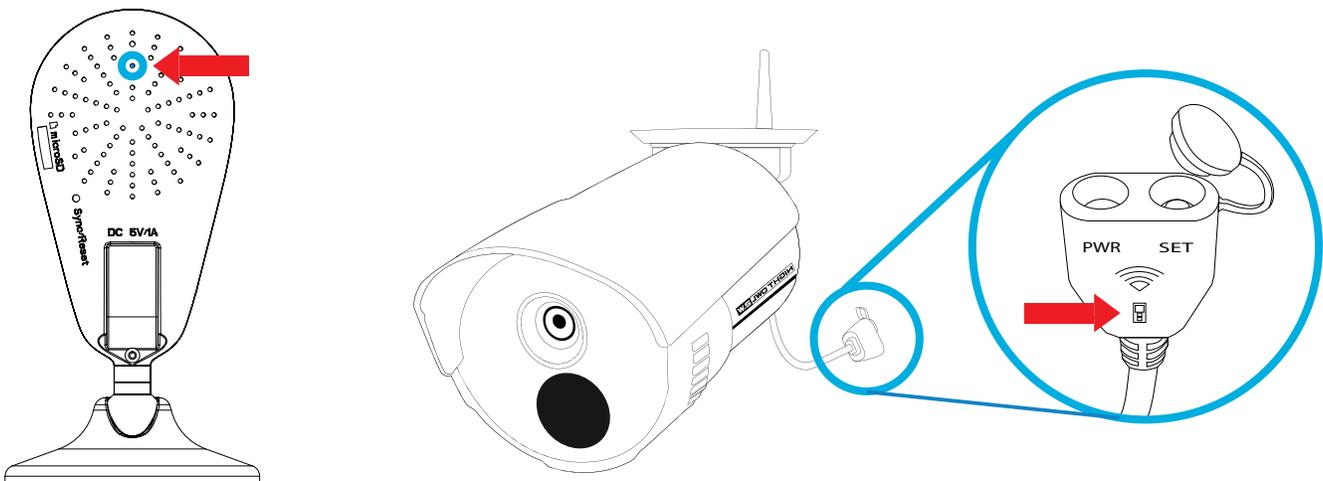
Chapter 4: Status Light Keys

Gateway Status Light Key

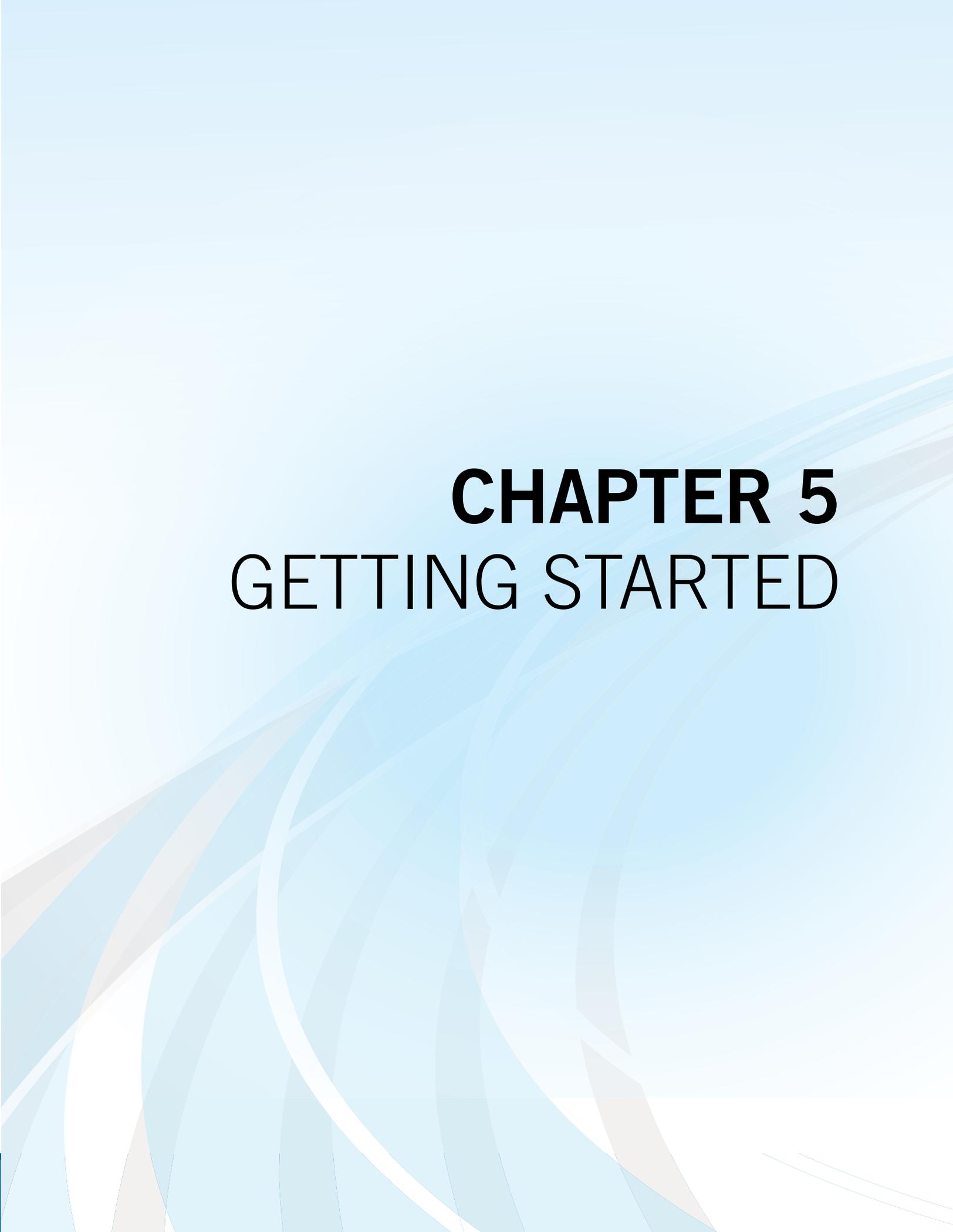


- 1 **Internet Status Light:**
 - **Green Steady:** Connected to the Internet.
 - **Green Blinking:** Internet is not available.
 - **No Light:** Gateway has no power.
- 2 **Channel Status Lights:**
 - **Green Steady:** A Device is synced to the Gateway.
 - **Green Blinking:** Device is associated to the Gateway but there is NO connection between them. (i.e. IP CAMERA is OFF or was Factory Reset)
 - **No Light:** Channel is not associated with a Device.

Camera Status Light Key



- **Quickly Flashing:** Camera is in Pairing Mode (Default)
- **Slowly Flashing:** Camera is not connected to the Gateway or Wi-Fi network
- **Solid Light:** Camera is connected to the Gateway or a Wi-Fi network



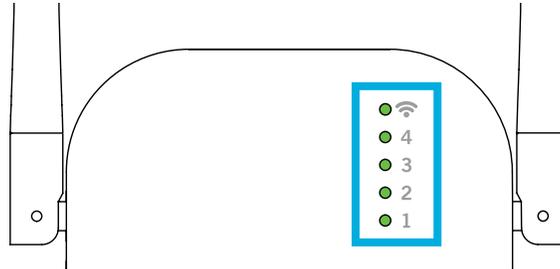
CHAPTER 5

GETTING STARTED

Chapter 5: Getting Started

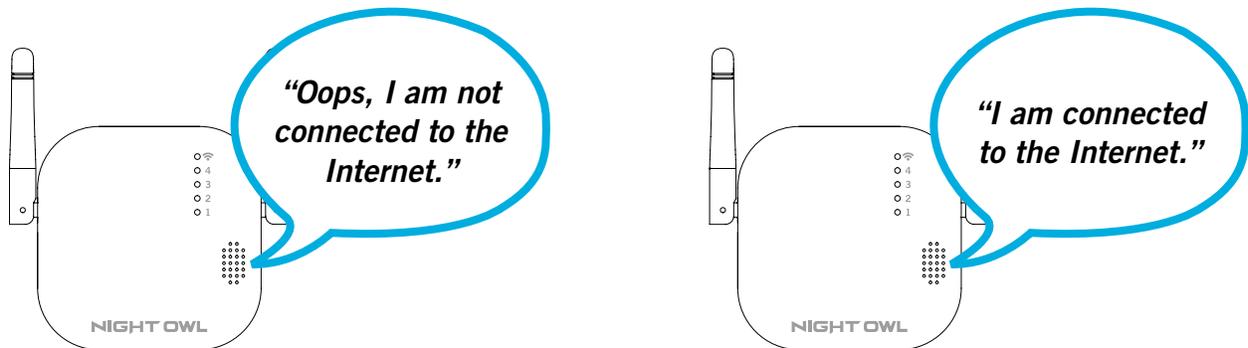
5.1 Booting Process

- 1 The status lights will be a steady green for up to 30 seconds.
- 2 The status lights will flash green for 1-2 seconds.



- 3 The Gateway plays the voice prompt: ***“Hello, I am powering up. Be patient and please leave my power on.”***
- 4 The Gateway checks for an Internet connection (may take up to a minute). A voice prompt will either say ***“Oops, I am NOT connected to the Internet”*** or ***“I am connected to the Internet.”***

NOTE: The Gateway **MUST** be connected to the internet to search for, and update to, the latest Firmware version.



- 5 When connected to the internet, the Gateway will search for the latest Firmware version.
 - 5a If there is no new Firmware available, the Gateway plays the voice prompt ***“Thanks for checking, but my Firmware is up to date.”***
 - 5b If there is new Firmware available, the Gateway plays the voice prompt ***“I am upgrading my Firmware. Be patient and please leave my power ON.”***

After the upgrade is completed, the Gateway plays the voice prompt ***“WooHoo! Firmware upgrade is complete.”***

If the upgrade fails, the Gateway plays the voice prompt ***“Oops, the upgrading process failed, please retry later.”***

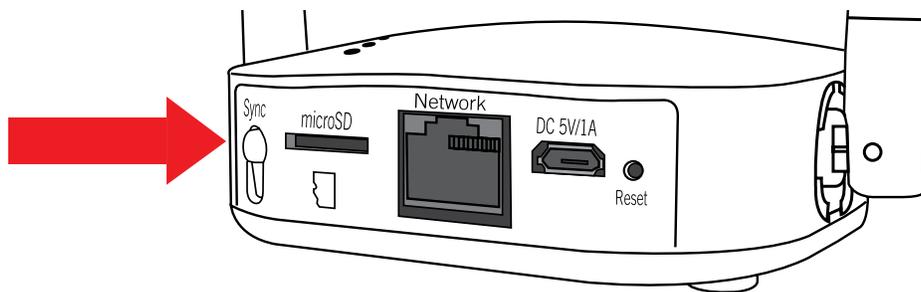
NOTE: If the upgrade is successful, the Gateway will automatically reboot and update the Firmware.

- 6 The Gateway searches its channels for connected Night Owl devices.
 - 6a If there are no devices paired with the Gateway, the voice prompt ***“Pair me to other Night Owl devices by pressing my Sync button for 3 seconds”*** will play.
 - 6b If the Gateway is paired with 1 or more Night Owl devices, NO audio will be played.
- 7 Booting process is complete.

5.2 Gateway Functionality

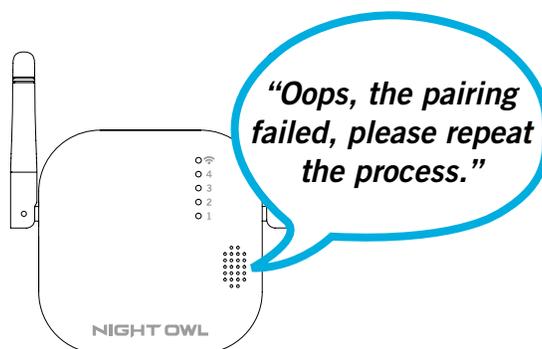
5.2.1 Pair Night Owl Devices

- 1 Press the Sync button for approximately 3 seconds to start the pairing process. The Gateway will play the voice prompt ***“I am pairing to the Night Owl Device, please be patient.”***

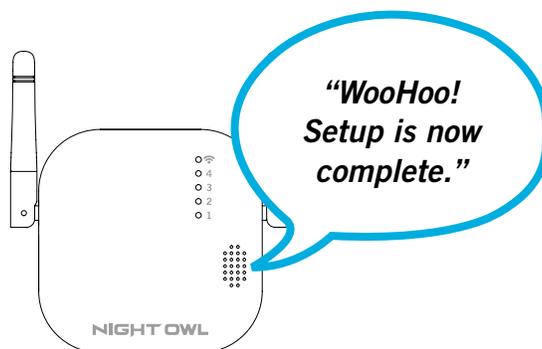


NOTE: If all of the channels are in use, the Gateway will play the voice prompt ***“Oops, all my channels are in use. To add more devices, buy another me.”***

- 2 The Gateway will spend up to 1 minute searching for Night Owl Devices to pair.
 - 2a If the Gateway doesn't find any Night Owl Devices to pair with, the voice prompt ***“Oops, the pairing failed, please repeat the process.”*** will play.
 - 2b When adding multiple Night Owl Devices to the Gateway, if at least one fails to pair, you will hear the voice prompt ***“Oops, the pairing failed, please repeat the process.”***

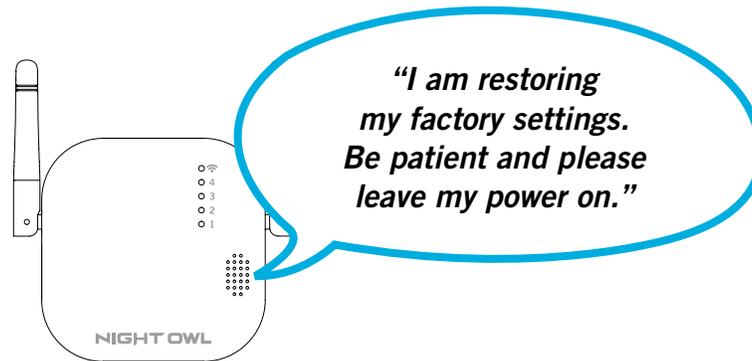


- 2c When the Gateway successfully pairs to ALL Night Owl devices, the voice prompt will say ***“WooHoo! Setup is now complete.”***

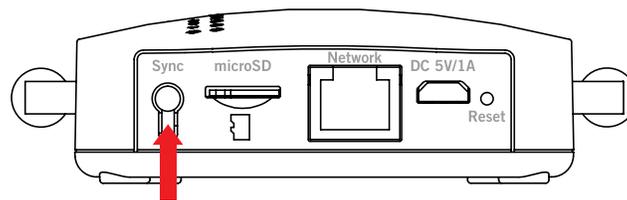


5.2.2 Resetting Gateway to Factory Settings

- 1 Press the Reset Button for approximately 10 seconds. The Gateway's voice prompt will say ***"I am restoring my factory settings. Be patient and please leave my power on."***

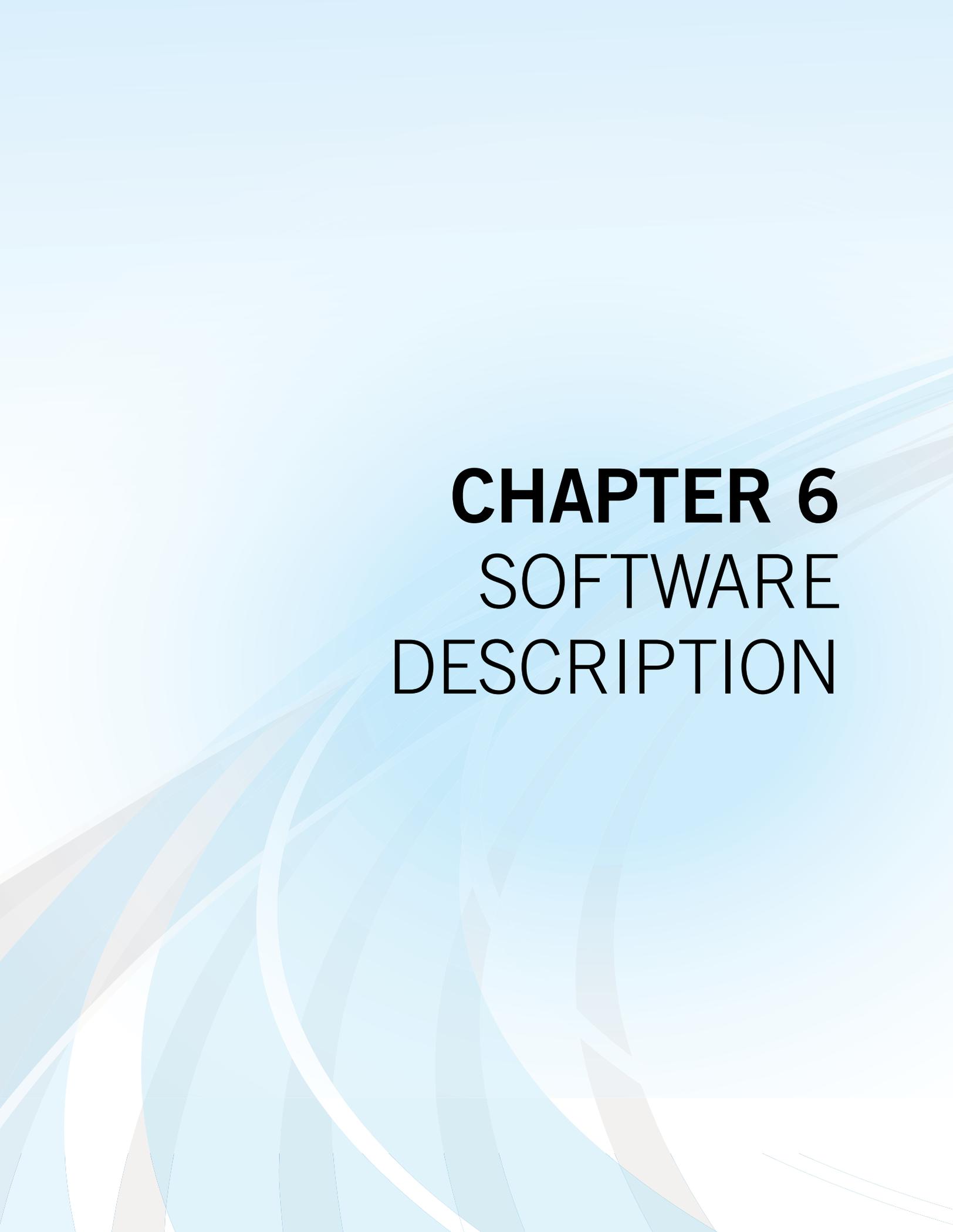


- 2 Once the Gateway is reset, it will automatically reboot.
- 3 Resetting the factory settings removes all devices from the Gateway. Press the Sync Button for approximately 3 seconds to add previously paired Night Owl Devices, even if those devices are not in pairing mode.



NOTE: If a Night Owl Device (i.e., Cameras, Doorbell) is restored to its factory settings, it **MUST** be in pairing mode to be added to the Gateway.

- 4 The Gateway **MUST** be deleted from the Night Owl App and then added again.



CHAPTER 6

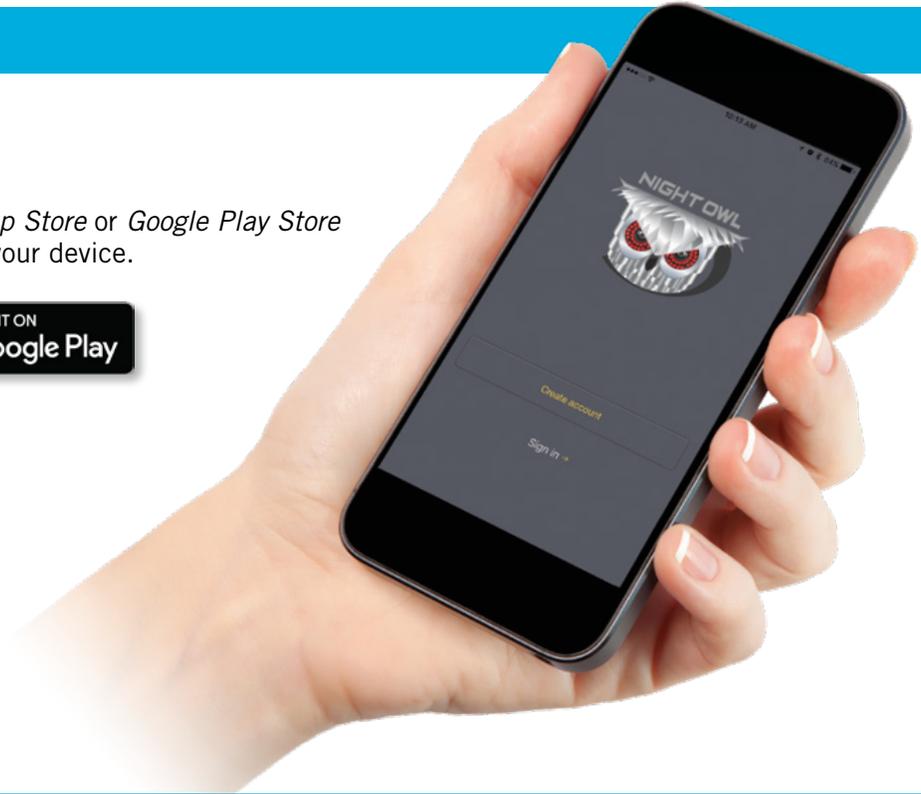
SOFTWARE DESCRIPTION

Chapter 6: Software Description

6.1 Apps

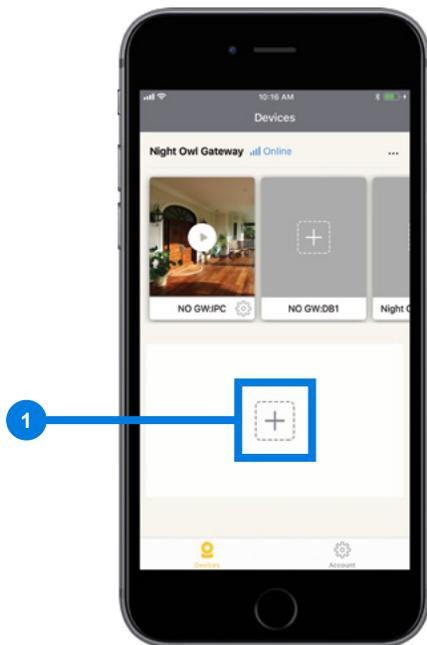
Download and Install Application

- 1 Download the App from the *App Store* or *Google Play Store* and install the application on your device.

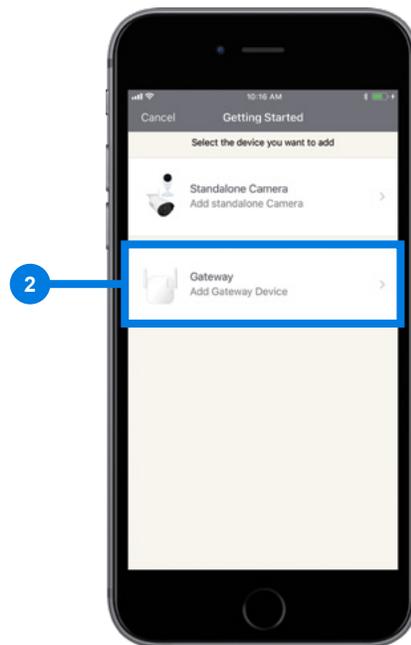


6.2 Night Owl Connect

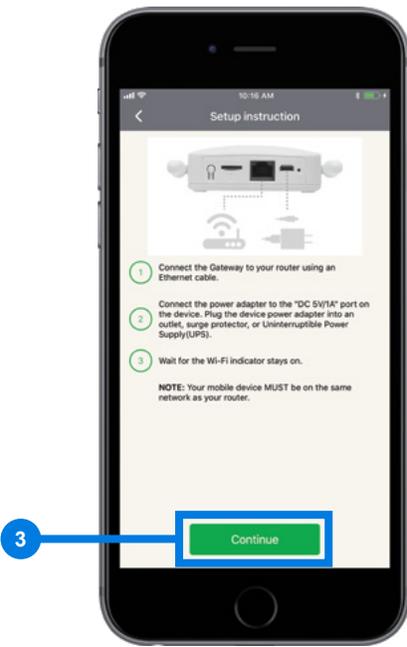
6.2.1 Add Gateway



- 1 Press the "+" icon.



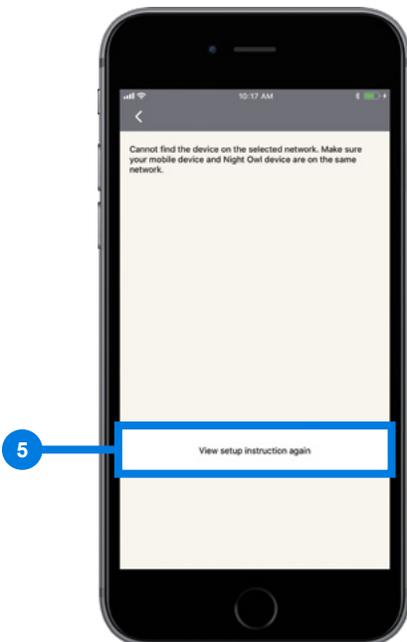
- 2 Select "**Gateway**" from the device list and follow the onscreen instructions.



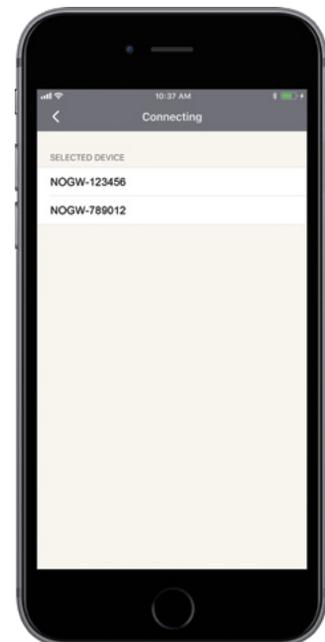
3 Make sure the Smart Device running the Night Owl App is on the same network as the Gateway during setup. Tap **"Continue"** to allow the App to locate the Gateway.



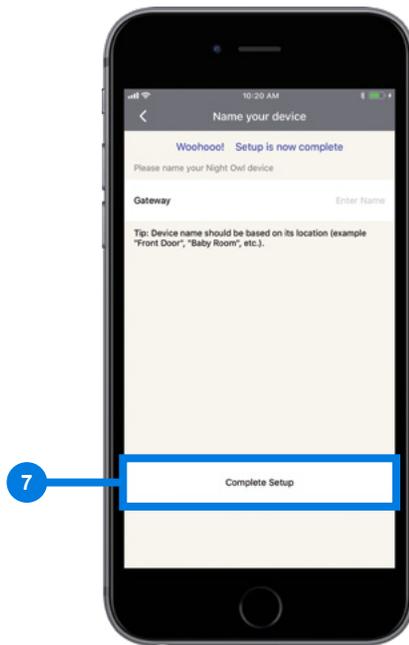
4 Be patient as the App finds the Gateway.



5 If the Night Owl App does not find the Gateway, tap **"View setup instructions again"** and make sure the Smart Device running the App is on the same network as the Gateway.



6 If there are multiple Gateways on the same network as the Smart Device running the Night Owl App, they will be listed here.

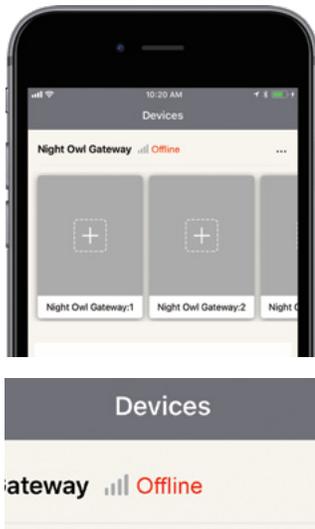


- 7 When the setup is successful, you will be prompted to name the Gateway.
-



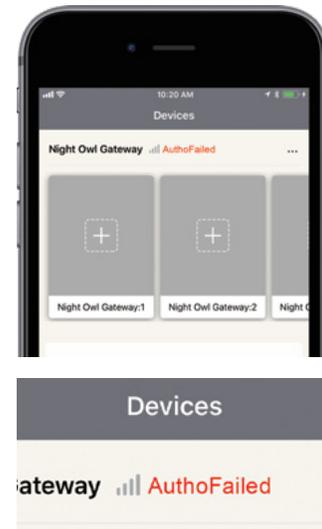
- 8 Example of a newly added Gateway with no cameras.

6.2.2 (a) Status Explanation

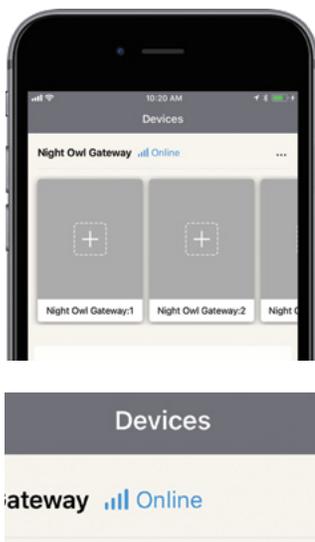


Offline: The Night Owl App isn't communicating with the Gateway due to one of the following reasons:

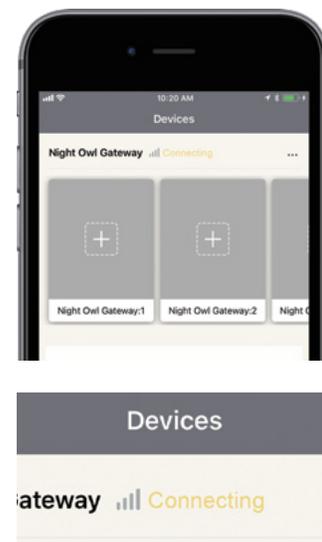
- 1 The Gateway is turned OFF.
- 2 The Gateway isn't connected to the internet.
- 3 The Smart Device running the Night Owl App isn't connected to the internet.



Authentication Failed: The Gateway has been reset to Factory Settings but hasn't been deleted from the App. You **MUST** delete the Gateway from the App and then add it back to view the channel stream.

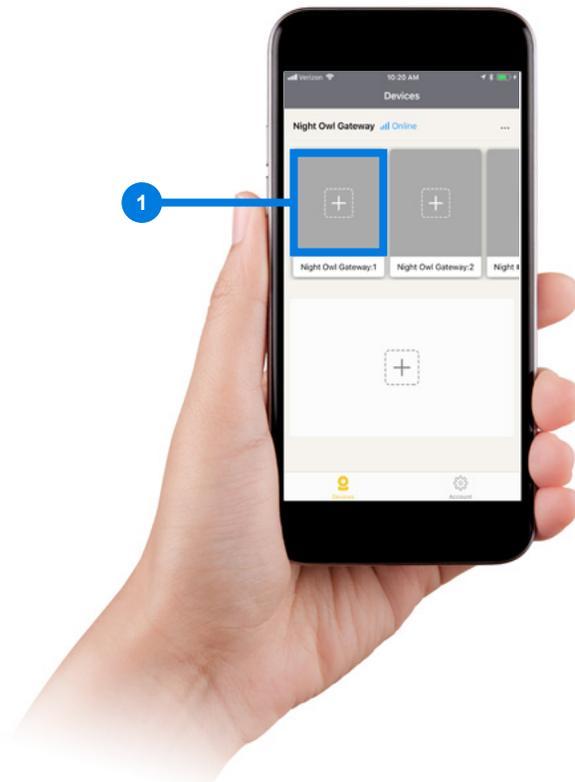


Online: The Gateway and the App are communicating. The user can access the live stream and use all the features.

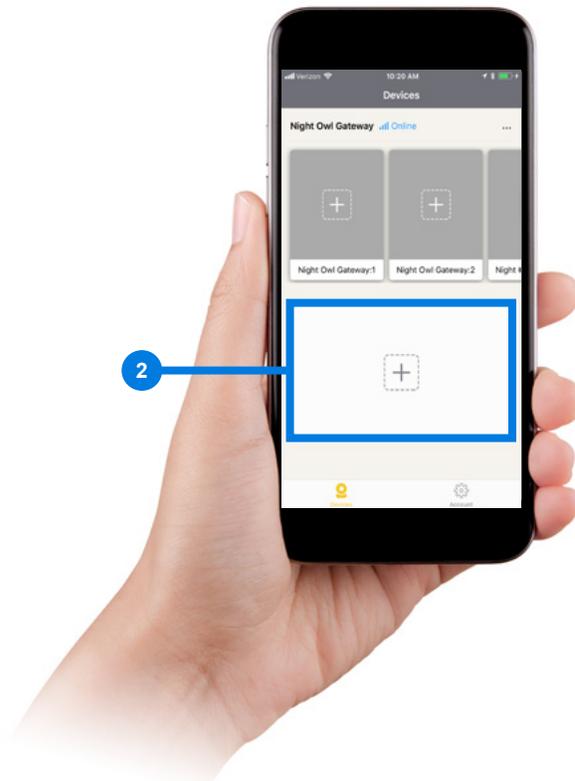


Connecting: The App is trying to establish a connection with the Gateway.

6.2.3 Add Night Owl Device to Gateway

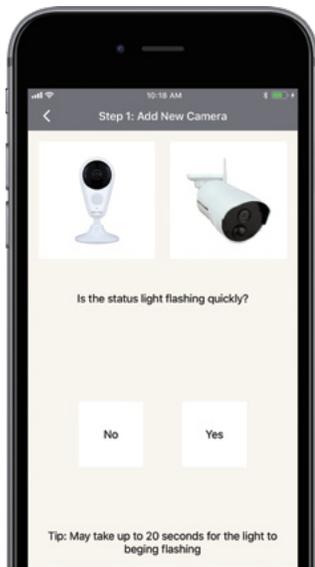


- 1 Tap the channels “+” icon to go directly to the instructions for adding Night Owl devices to the Gateway.



- 2 Select a Night Owl device (except the Gateway) and follow the onscreen instructions to add to the Gateway or a Wi-Fi network.

6.2.3 (a) Pressing “ADD” Icon



- 1 Tap “**Yes**” if the Night Owl Device’s status light is flashing quickly (in pairing mode). Tap “**No**” for pairing instructions.



- 2 Follow the onscreen instructions and tap “**Continue.**”

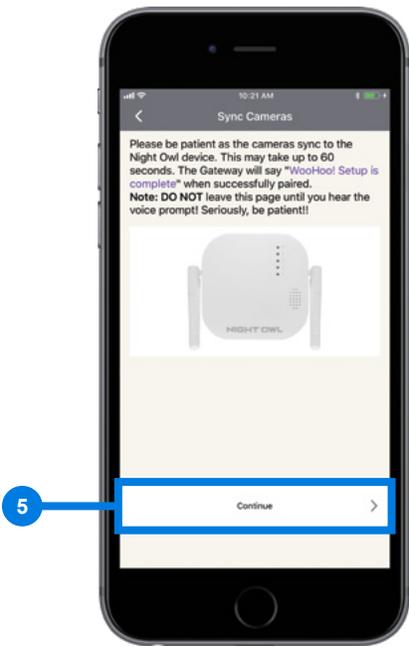


- 3 Follow the onscreen instructions and tap “**Continue.**”

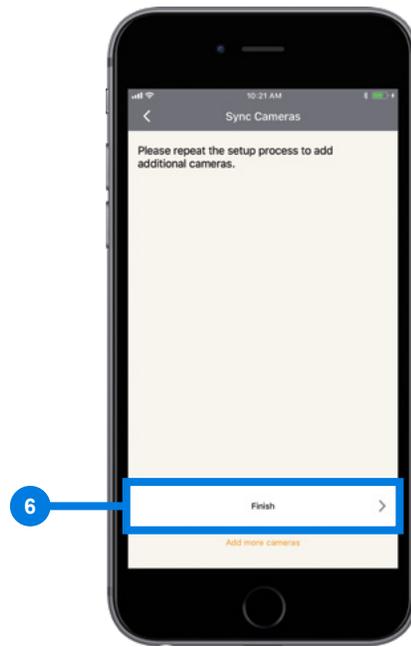


- 4 Follow the onscreen instructions and tap “**Continue.**”

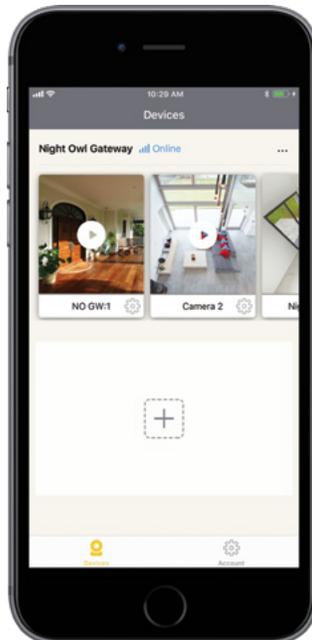
NOTE: All Night Owl devices in “Pairing Mode” and in proximity to the Gateway will begin the pairing process. Devices added cannot exceed the number of channels. The Pairing process may take up to a minute.



5 Follow the onscreen instructions and tap **“Continue.”**



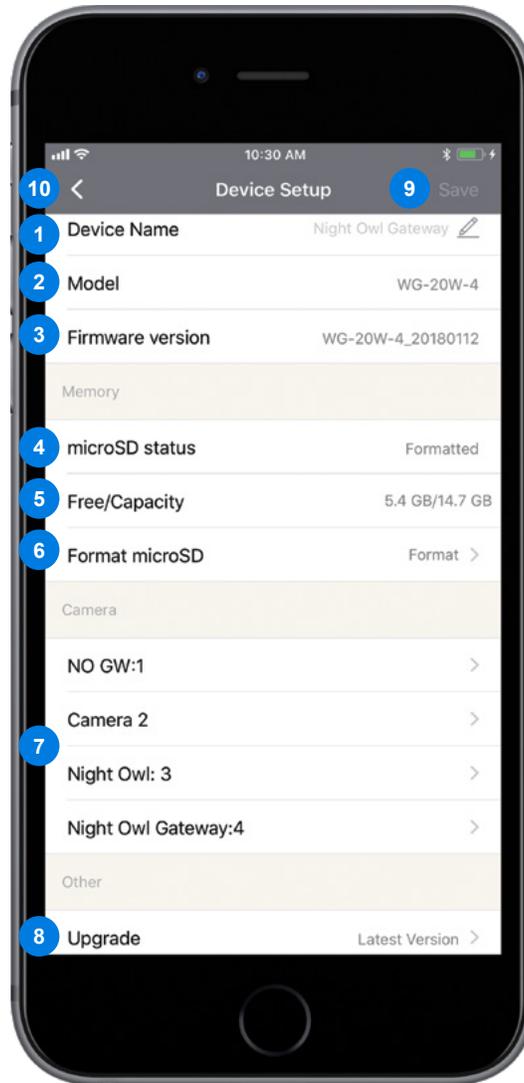
6 Tap **“Finish”** to return to the **“Devices”** screen. Selecting **“Add more cameras”** will take you back to step 1 of this section.



7 When adding a Night Owl device to the Gateway, the **“Devices”** screen will look like the picture above. Tap the **“Play Button”** on an individual channel to view the live stream.

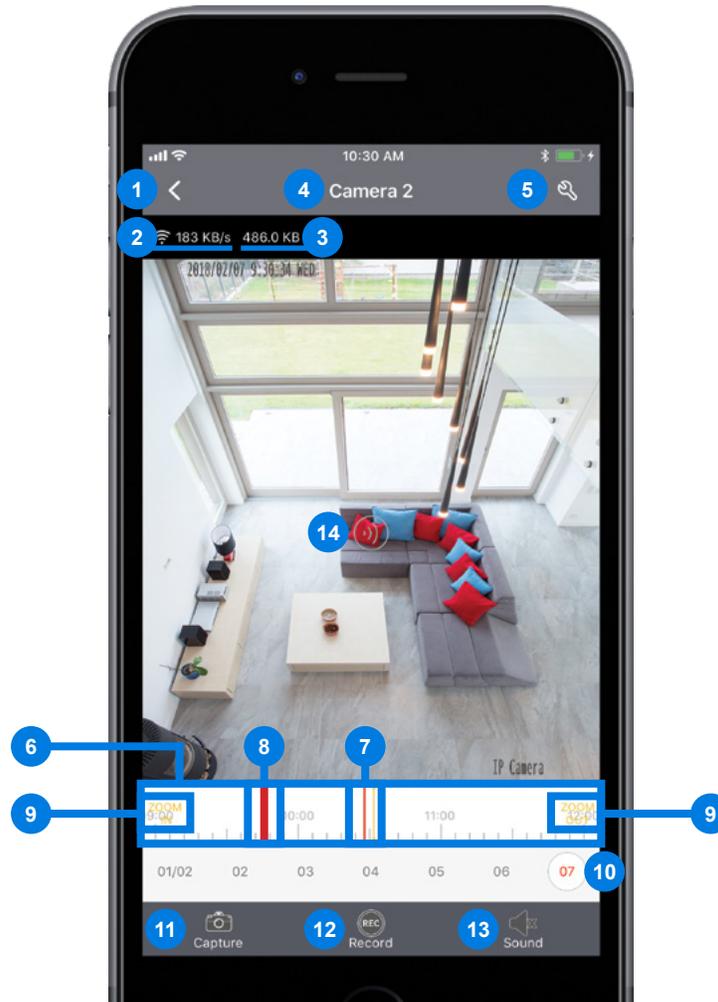
NOTE: Each device has its own **“Settings”** icon next to the name.

6.2.4 Night Owl Gateway Settings



- 1 **Device Name:** View and edit the device's name.
- 2 **Model:** The model # of your Gateway.
- 3 **Firmware Version:** Version of the software running on the Gateway.
- 4 **microSD Status:** Indicates the SD card is formatted correctly.
- 5 **Free/Capacity:** The amount of memory used and total available on the microSD card.
- 6 **Format microSD:** Select to format or reformat a microSD card.
- 7 **Channels in Use:** Access the Settings Menu for each device connected to the Gateway.
- 8 **Upgrade:** Indicates if an upgrade is available or if the latest version is running.
- 9 **Save:** Tap to save the Gateways settings.
- 10 **Back:** Tap to return to the previous screen.

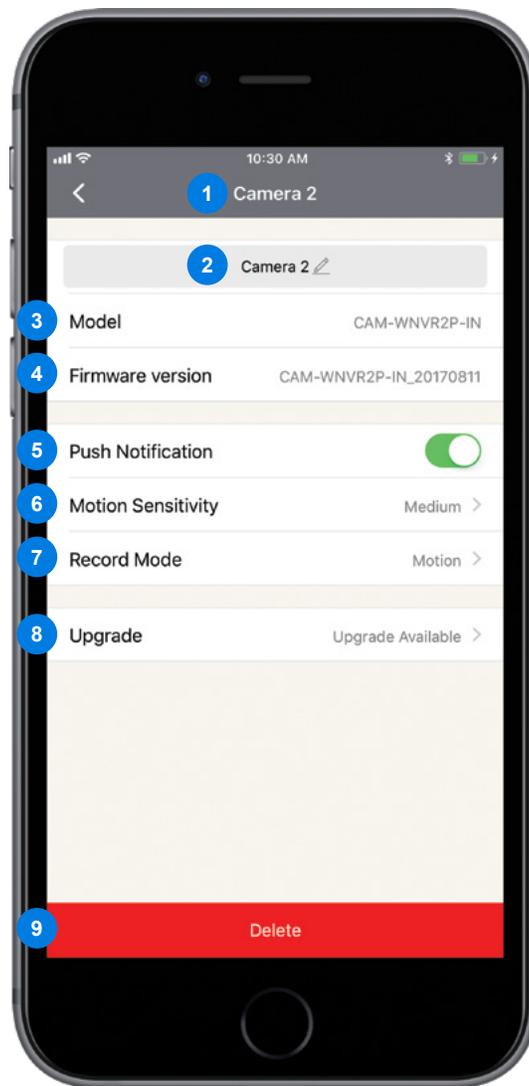
6.2.5 Individual Channel Screen



- 1 **Back:** Tap to return to the previous screen.
- 2 **Stream's Bitrate:** When switching from SD to HD, the bitrate will dramatically increase.
- 3 **Data:** Amount of data used in stream's transmission.
- 4 **Channel:** Name of the live view.
- 5 **Settings:** Tap to access the channels settings
- 6 **Playback Timeline:** Search for recordings based on time of day.
- 7 **Playback Scroll:** Scroll left to right to search for recordings.
- 8 **Playbacks:** Indicates a recording exists at that time.
- 9 **Zoom:** Tap to zoom in or out.
- 10 **Playback Date:** Day of the month.
- 11 **Capture:** Take a snapshot of the live stream.
- 12 **Record:** Manually record the live stream.
- 13 **Sound:** Tap to mute or unmute sound around the Night Owl device.
- 14 **Talk:** Press and hold to talk, release to listen. (Sound must be unmuted)

NOTE: Pressing and holding the “Talk Button” that appears on the live view screen, when audio is unmuted, allows the Night Owl audio enabled device to act as a Walkie Talkie.

6.2.6 Individual Channel Settings



- 1 Channel:** Name of the live view.
- 2 Edit:** Edit the channel's name.
- 3 Model:** The model # of your Gateway.
- 4 Firmware Version:** Version of the software running on the Gateway.
- 5 Push Notification:** Enable/disable push notifications.
- 6 Motion Sensitivity:** Adjust the motion sensitivity of the device to *Low*, *Medium*, or *High*.
- 7 Recording Mode:** Select recording mode type.
- 8 Upgrade:** Indicates if an upgrade is available or if the latest version is running.
- 9 Delete:** Removes the paired device from the Gateway. The corresponding channel status light on the Gateway will turn off.



CHAPTER 7

WARRANTY

Chapter 8: Warranty

NIGHT OWL, LLC (“Night Owl”) provides the following warranty to the original retail purchaser only (the “Purchaser”) with respect to this product (the “Product”):

For a period of one (1) year after the date of sale, the Product shall be free from manufacturing defects in material and workmanship. In the event that the Product is defective, the Purchaser must return the Product at Purchaser’s cost (no CODs) to the address below, with the original proof of purchase receipt. In its sole discretion, Night Owl will either repair or replace the Product at no additional cost to the Purchaser. Any replacement Product (or parts) will be covered by the same warranty as the original Product through the expiration date of the original warranty period.

Exclusions

This warranty does not apply to the following parts or upon the following events:

1. Bulbs, LEDS and batteries;
2. The Product was not used or installed in the manner described in the installation instructions;
3. Negligent use of the Product or misuse or abuse of the Product;
4. Electrical short circuits or power surges;
5. Use of replacement parts not supplied by Night Owl;
6. Product is either tampered with, modified or repaired by another service provider;
7. Product has not been maintained in accordance;
8. Accident, fire, flood or other acts of God;
9. Failure to use Night Owl approved accessories;
10. Defects or damages arising by use of the Product in other than normal conditions (including normal atmospheric, moisture and humidity conditions).

Except as otherwise prohibited by law, this warranty is in lieu of other warranties, express or implied and Night Owl neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale or service of the Product.

In no event shall Night Owl be liable for any special or consequential damages arising from the use of the Product or arising from the malfunctioning or nonfunctioning of the Product or for any delay in the performance of this warranty due to any cause beyond its control. This warranty shall not apply to installation or the removal and re-installation of products after repair.

Night Owl does not make any claims or warranties of any kind whatsoever regarding the Product’s potential, ability or effectiveness to prevent, minimize or in any way affect personal or property damage or injury. Night Owl is not responsible for any personal damage, loss or theft related to the Product or to its use for any harm, whether physical or mental related thereto. Any and all claims or statements, whether written or verbal, by salespeople, retailers, dealers or distributors to the contrary are not authorized by Night Owl and do not affect this provision of this warranty.

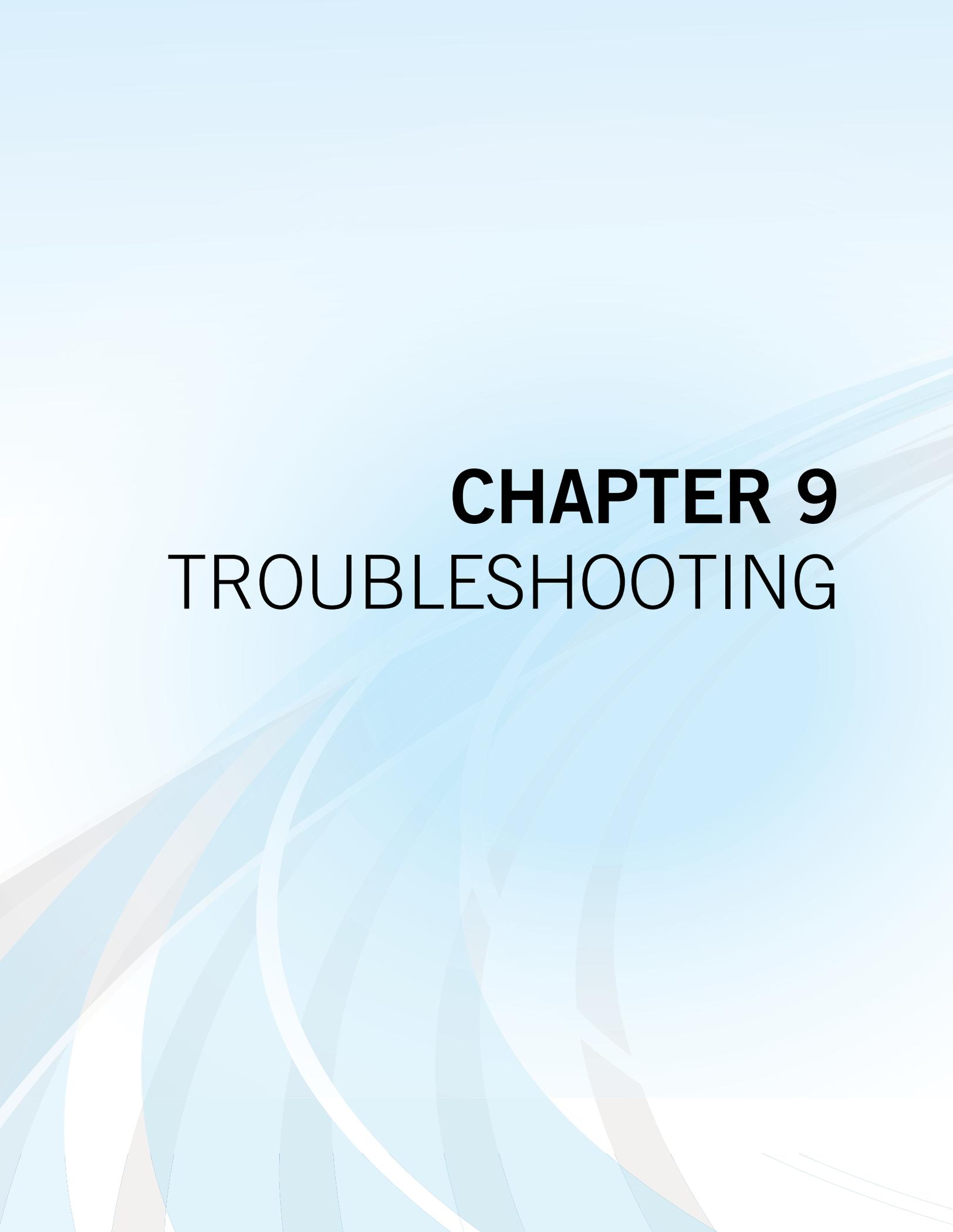
Returns Under This Warranty

In order to obtain service, please make sure that you have registered your product on-line no later than thirty (30) days after purchase at www.NightOwlISP.com in the warranty registration section or in any other manner described in the instructions.

Disclaimer

Certain uses, publication and/or distribution of video/audio recordings from security cameras and/or audio devices are prohibited or restricted by federal, state and local laws. When enabling and/or using audio recording features with your hidden security camera, be sure to comply with the laws in your country, state and locality.

Mac and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10 are registered trademarks of Microsoft Corporation in the United States and/or other countries.



CHAPTER 9

TROUBLESHOOTING

Chapter 9: Troubleshooting

If a problem occurs, you may be able to easily correct it yourself. The following table describes some common issues and their most likely solutions. Please refer to the table before calling technical support.

Camera(s) failed to pair to Gateway?

Insert the reset pin into the Sync/Reset hole **A** or press and hold the reset button **B** until you hear the camera say ***“Please be patient. Camera is resetting.”*** Once the camera resets, you will hear ***“Camera is in pairing mode”*** and the Status light will flash quickly.

NOTE: Reset one camera at a time.



WCM-SD2PIN



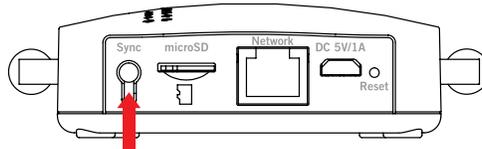
WCM-SD2POU-BU

Once the Camera is in Pairing Mode, Press the Sync Button on the Gateway.

Sync to other Night Owl Devices

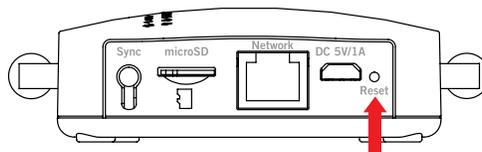
To sync the Gateway to a device, press and hold the sync button until the voice prompt says, ***“I am pairing to the Night Owl device, please be patient”***. If the synchronization fails, make sure the Night Owl device the Gateway is searching for is in pairing mode and try again.

NOTE: The Gateway and the Night Owl device **MUST** be on the same Network.



Resetting the Gateway

To reset the Gateway to the factory default settings, insert the reset pin into the reset hole for 10 seconds.



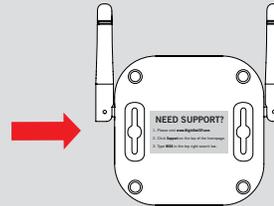
CAUTION! Resetting the Gateway to its factory default settings removes all connected devices from the Gateway. Seriously, this should be a last resort.



Need Help?

For system manuals, troubleshooting guides, FAQs, video tutorials and more:

Please refer to the sticker located on the bottom of the device for steps on how to access your product's support material.



Contact Us

PHONE (English, Spanish & French)

Sales/Technical Support

1.866.390.1303

Live Chat 24/7, 365 days a year

EMAIL

Sales Support

Sales@NightOwlSP.com

Technical Support

Support@NightOwlSP.com

WEBSITE

24/7 Product Support

- How-To Videos
- Manuals

www.NightOwlSP.com



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FCC RADIATION NORM

FCC

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

FCC Compliance Statement

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION!

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance of 8 inches between the radiator and your body.

Rev 180223