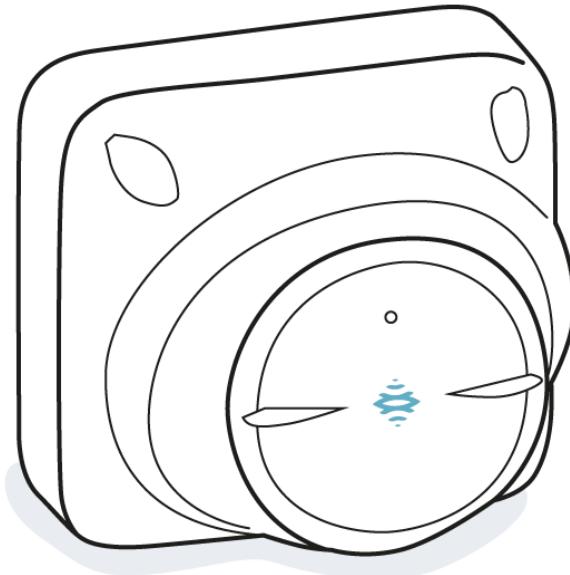




MSK-101-MM

Intelligent motion sensor



Advanced configuration manual
v1.9 - EN

Carefully read this manual in its entirety.

You will find useful information to take full advantage of the product potential, use it safely and obtain the best results.

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Manual updates

Publication date	Code	Updates
OCT 2023	msk-101_advanced-config_en_us v1.9	<p>Added Bluetooth dongle.</p> <p>Added fine calibration.</p> <p>Added "Event log" on page 31.</p> <p>Updated chapter "General settings" on page 29.</p> <p>Updated website links.</p>
APR 2023	msk-101_advanced_config_en_us v1.8	<p>Added requirement of firmware version in "Conformity and restrictions" on page 34</p> <p>Added "Zero Time Configuration" on page 23</p> <p>Added "Request assistance through the Inxpect Security application" on page 35</p> <p>Changed some terms</p>
OCT 2018	msk-101_advanced_config_en_us v1.7	<p>Added Inxpect Security PC application</p> <p>Modified United Kingdom and France national restrictions</p> <p>Specified animal tolerance limits</p> <p>Integrated examples of field of vision with animal tolerance limit</p> <p>Corrected field of vision corner dimensions</p> <p>Added list of interfering materials</p> <p>Integrated calibration (automatic and manual)</p> <p>Other minor changes</p> <p>UL certification</p>
AUG 2018	msk-101_advanced_config_en_us v1.6	<p>Modified dongle connection illustration</p> <p>Modified relay voltage</p>
MAY 2018	msk-101_advanced_config_en_us v1.5	<p>Specified interference with neon tubes</p> <p>Corrected illustrations of examples of the field of vision</p> <p>Specified need for shielded cable</p>
APR 2018	msk-101_advanced_config_en_us v1.4	<p>Modified and completed application illustrations</p> <p>Added chapter "Useful conventions for requesting assistance" on page 36</p> <p>Reorganization of contents and titles</p>
MAR 2018	msk-101_advanced_config_en_us v1.3	<p>Added dimensions of back plate</p> <p>Added calibration procedure</p>
FEB 2018	msk-101_advanced_config_en_us v1.2	<p>Added flashing blue LED status (sensor initialization phase)</p> <p>Added tampering and masking signal levels</p> <p>Added configurable relay 4</p> <p>Added barrier assembly accessory (MSK-101-BM)</p> <p>Added Dongle caddy accessory (MSK-101-DH)</p> <p>Changed the name and description of the semi-static objects configuration</p>
JAN 2018	msk-101_advanced_config_en_us v1.0	First publication

Provided documentation

Document	Code	Date	Distribution format
Advanced configuration manual (this manual)	msk-101_advanced-config_en_us v1.9	OCT 2023	online manual online PDF
Installation instructions	msk-101_instructions_en_us v1.8	APR 2019	online PDF

Intended users of this manual

Designers or installers of anti-theft systems, previously trained by Inxpect. Only this training and the information provided in this manual ensures the designing and installing of effective anti-theft systems.

1. Get to know MSK-101-MM

Contents

This section includes the following topics:

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1.1 MSK-101-MM

1.1.1 Description

MSK-101-MM is an advanced motion sensor for high security intrusion detection systems.

Thanks to a proprietary motion detection motor based on FMCW radar, it can detect intruders while minimizing false alarms triggered by small animals, moving objects or environmental conditions. It signals the presence of intruders through activation of the dedicated relay outputs and LED on the front of the sensor.

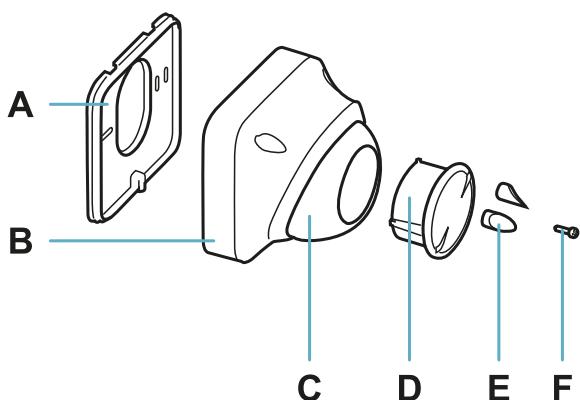
Thanks to IP66 and IP68 protection grade, it is suitable for indoor and outdoor installations.

1.1.2 Special features

The sensor calculates the distance and estimates dimensions of the moving object in real time, permitting advanced configuration possibilities in respect to traditional motion sensors. In particular, it is possible to:

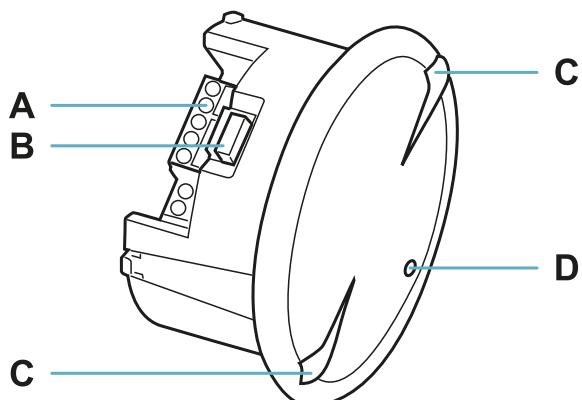
- set a pre-alarm area at the margins of the monitored area for activation of deterrent actions (e.g.: turning on the lights)
- fine set the tolerance level for animals
- exclude any moving objects that would generate continuous false alarms from the monitored area

1.1.3 Main components



Part	Description
A	Perforated back plate for adaptation to the main junction boxes
	IMPORTANT: the back plate is, together with the two fastening screws (not provided), an integral part of the sensor anti-removal and anti-tear system.
B	Sensor case
C	Adjustable support for the sensor with integrated fastening screws
D	Sensor
E	Caps to cover the fastening screws of the adjustable support
F	Fastening screw for case-back plate
	Note: the case-back plate fastening screw is not a part of the sensor anti-removal and anti-tear system.

1.1.4 Sensor



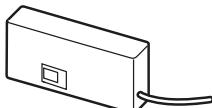
Part	Description
A	Terminal block for connecting power supply and four relays
B	Connector for connecting the dongle
C	Sensor plane indicators (horizontal or vertical)
D	LED

1.1.5 LED

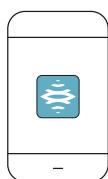
Status	Meaning
Steady red	Motion detected in alarm area
Flashing red	Motion detected in pre-alarm area
Purple	Sensor tampered with, faulty or masked
Flashing purple	Permanent failure. Contact technical assistance to repair or replace the sensor.
Blue	Motion signal processing in progress.
Flashing blue	Sensor initialization phase in progress. Requires a free area of approximately 1 m around the sensor and lasts 10-15 seconds. <i>Note: during the initialization phase, the masking signal is disabled.</i>
Alternating blue and red	Auto-configuration ongoing (see "Zero Time Configuration" on page 23).

1.1.6 Accessories for configuration

The entire configuration is easily managed through the Inxpect Security application. The application communicates with the sensor through a removable wireless dongle.



Dongle.



Inxpect Security application.

1.1.7 Download the application

www.inxpect.com/stores.php



1.2 Relay outputs

1.2.1 Functions of relay outputs

The sensor has four relay outputs pre-configured to signal the following statuses:

- alarm: relay 1
- pre-alarm: relay 2
- tampering by moving or extracting the sensor: relay 3
- failure: relay 4
- masking: relay 1 + relay 4

Note: through the application it is possible to configure relay 4 to also signal sensor tampering. With this configuration the sensor no longer complies with standard EN 50131.

1.2.2 Status of relay outputs

The default status of the relays is closed, which signals the presence of faulty functioning when the sensor is not supplied with power. The normal status of the relays can be changed (Inxpect Security > > General).

The status of the relays is indicated in the Configuration page of the application to facilitate on-site inspections during the installation phase.

2. Useful information for design

Contents

This section includes the following topics:

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2.2 Barrier configuration	10
2.3 Field of vision	10
2.4 Interferences	13

2.1 Applications

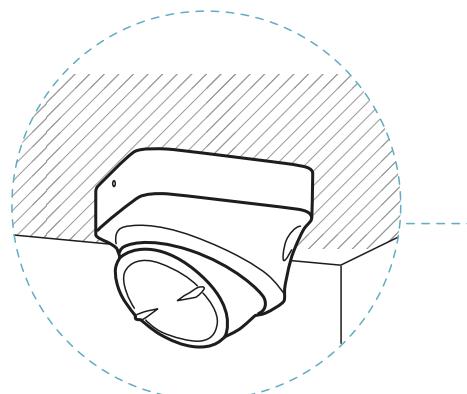
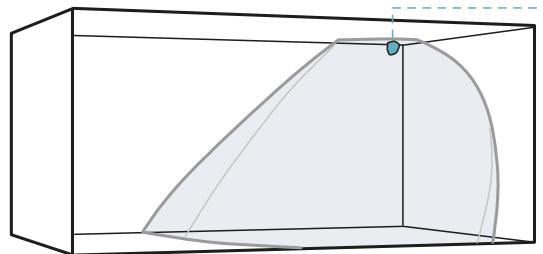
2.1.1 Types of applications

The sensor is suitable for indoor and outdoor installations and can be mounted on the wall or ceiling.

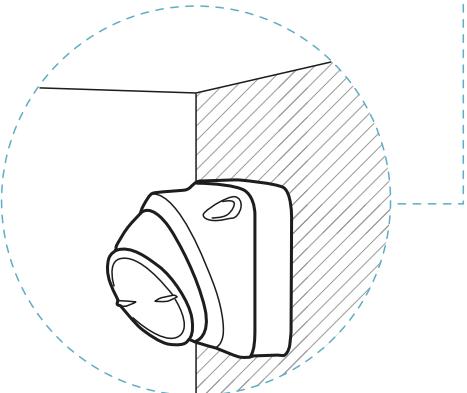
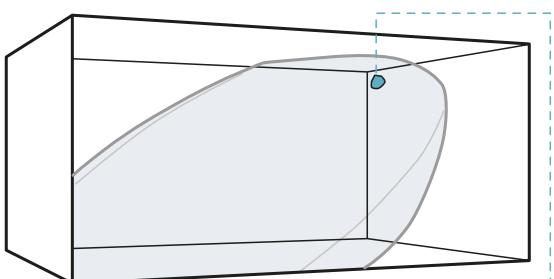
According to the direction, the sensor can be:

- a volumetric sensor to monitor a large area (horizontal direction).
- barrier sensor to monitor a perimeter area, creating a protective barrier against access along a wall or gate (vertical direction).

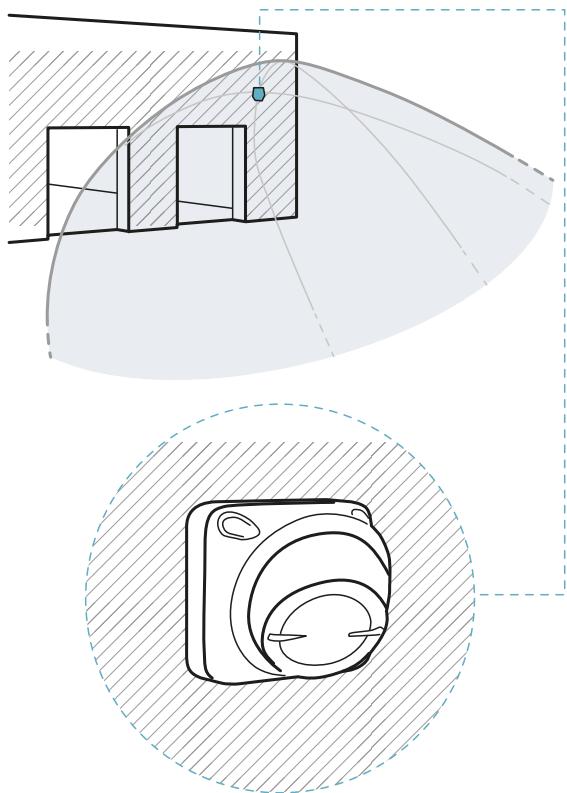
2.1.2 Examples of volumetric sensor installation



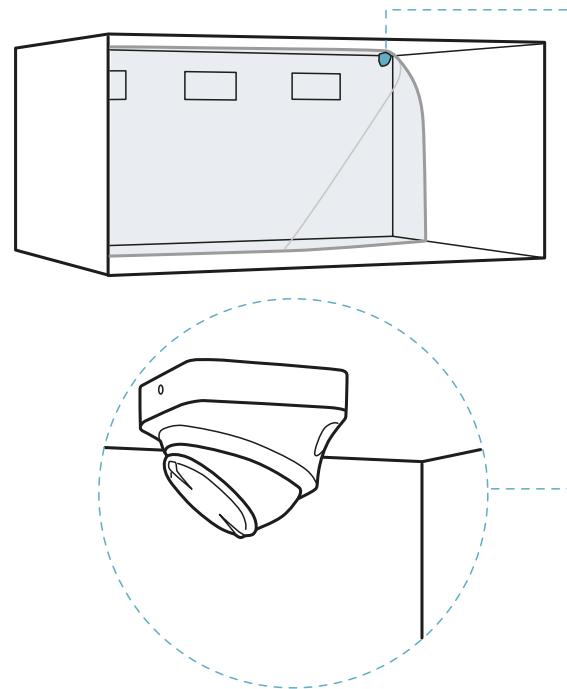
Indoor ceiling installation.



Indoor wall installation.

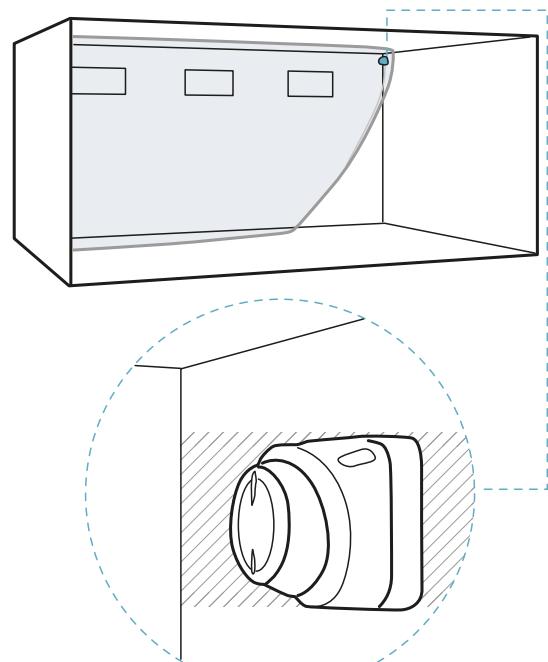


Outdoor installation.

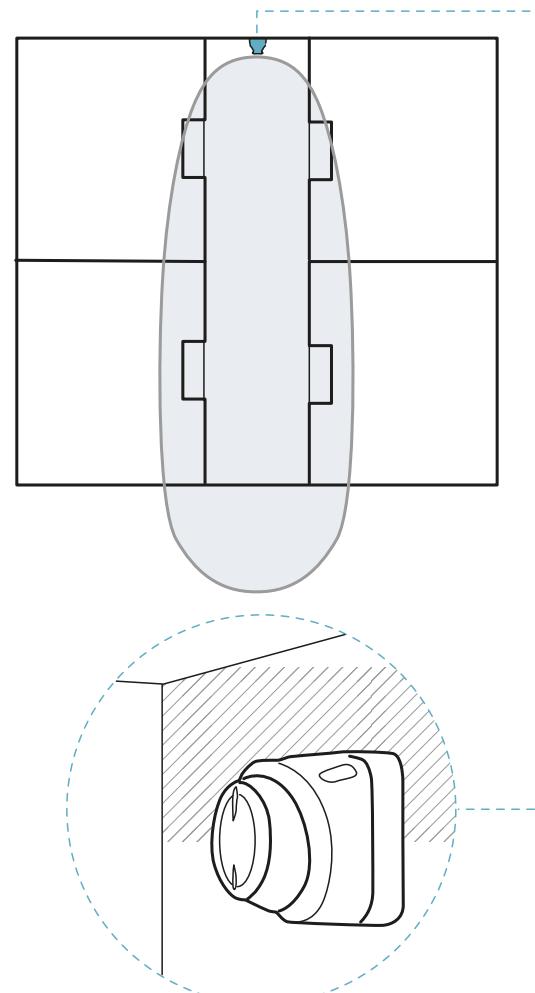


Indoor ceiling installation.

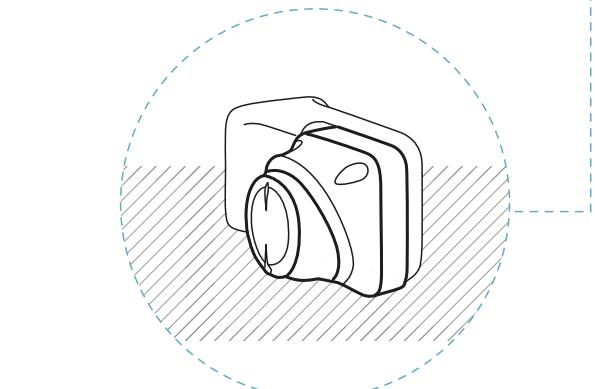
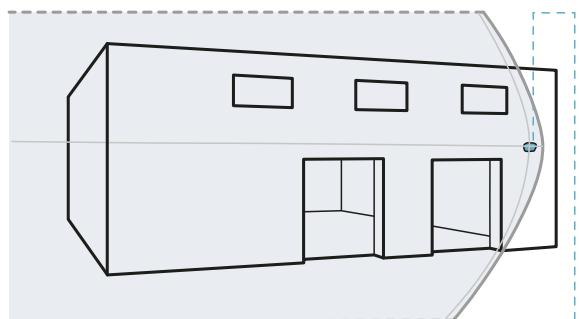
2.1.3 Examples of barrier sensor installation



Indoor wall installation.



Indoor hallway installation.

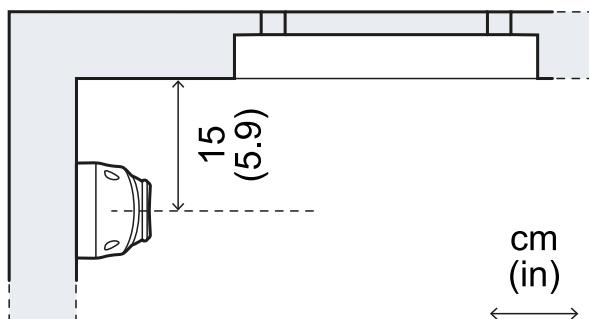


Outdoor installation with bracket.

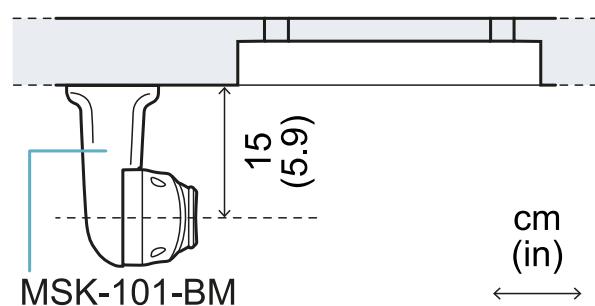
2.2 Barrier configuration

2.2.1 Barrier bracket

Barrier installation for safeguarding a wall or window requires the sensor to be installed at approximately 15 cm (5.9 in) from the same wall. If other adequate supports are not available, use the barrier bracket (product code: MSK-101-BM).



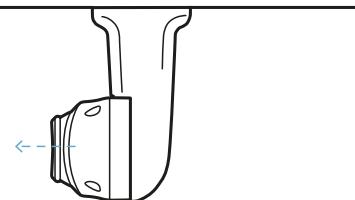
Example of installation without bracket.



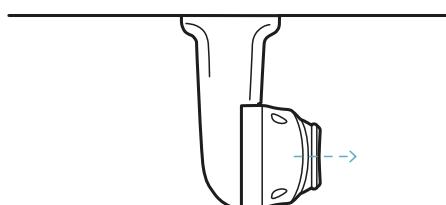
Example of installation with MSK-101-BM bracket.

2.2.2 Sensor direction

The MSK-101-BM bracket, according to the installation method, allows directing the sensor to the left or the right.



Sensor directed towards the left.



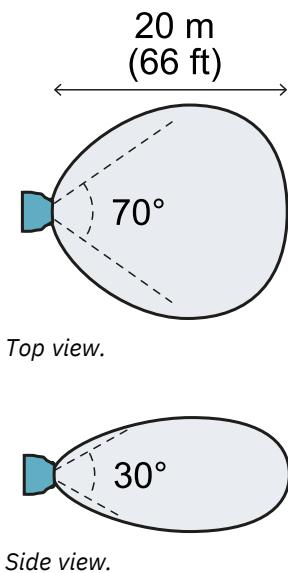
Sensor directed towards the right.

2.3 Field of vision

2.3.1 Range of the field with horizontal sensor direction (volumetric)

In this installation the visual field of the sensor is approximately 70° along the horizontal plane and 30° on the vertical plane. It extends for a maximum of 20 m, following the radiation pattern of the antenna.

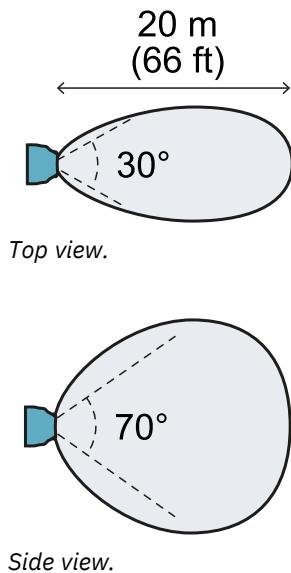
Note: the dimensions of the field of vision change based on the PET tolerance level and the calibration value set.



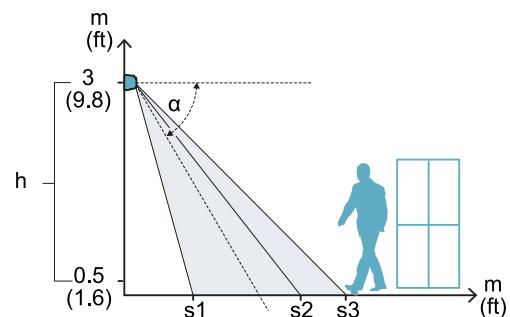
2.3.2 Range of the field with vertical sensor direction (barrier)

In this installation the visual field of the sensor is approximately 30° along the horizontal plane and 70° on the vertical plane. It extends for a maximum of 20 m, following the radiation pattern of the antenna.

Note: the dimensions of the field of vision change based on the PET tolerance level and the calibration value set.



2.3.3 Calculation of the field of vision



The actual field of vision of the sensor (detection start and end, s_1 and s_3) depends on:

- sensor installation height (**h**)
- sensor direction (horizontal or vertical)
- sensor inclination (**α**)

Within the field of vision, discernment of animals is guaranteed up to a certain distance from the sensor (s_2). For details about discerning animals, see "Set the tolerance level for animals" on page 27.

Based on a specific installation height, there are direction and inclination combinations that guarantee optimum performance. Some examples to better explain the effects of height and inclination are presented as follows.

2.3.4 Sensor installation height

The sensor can be installed at any distance from the plane to be monitored, from 0.5 and 3 m (from 1.6 to 10 ft). For example, it can be installed at 2 m from the floor or 0.5 m from the jamb of the window frame.

When installing the sensor, consider the risk of a blind spot: if the sensor is too high, it must be tilted downwards to reduce the undetected area. However, this also reduces the maximum detected distance. If the sensor is too low, the blind spot is minimal, but it increases the risk of masking caused by accidental passage of people.

For ceiling installations, the only valid inclination is -45°.

2.3.5 Examples of the field of vision with horizontal sensor direction (volumetric)

NOTICE: the detection start and end values do not guarantee detection of a standing person. The reported values may slightly vary based on the installation conditions.

Note: only some heights are reported, but every intermediate value is allowed and guarantees optimum performance.

2. Useful information for design

The dimensions of the field of vision expressed in meters and feet are as follows.

h (m)	α (°)	s_1 (m)	s_2 (m)	s_3 (m)
1	0	0.5	*	20
1.5	0	0.5	20	20
2	-15	2.5	16	16
2	-30	2	7.5	10
2.5	-15	3	17	17
2.5	-30	2.5	7	10
2.5	-45	2	6.5	6.5
3	-30	2.5	7	10
3	-45	2	4.5	6.5

h (ft)	α (°)	s_1 (ft)	s_2 (ft)	s_3 (ft)
3.2	0	1.6	*	65
4.9	0	1.6	65	65
6.5	-15	8.2	52	52
6.5	-30	6.5	25	32
8.2	-15	9.8	55	55
8.2	-30	8.2	23	32
8.2	-45	6.5	21	21
10	-30	8.2	23	32
10	-45	6.5	15	21

Note *: discernment of animals is not guaranteed in the entire field of vision.

2.3.6 Examples of the field of vision with vertical sensor direction (barrier)

NOTICE: the detection start and end values do not guarantee detection of a standing person. The reported values may slightly vary based on the installation conditions.

Note: only some heights are reported, but every intermediate value is allowed and guarantees optimum performance.

The dimensions of the field of vision expressed in meters and feet are as follows.

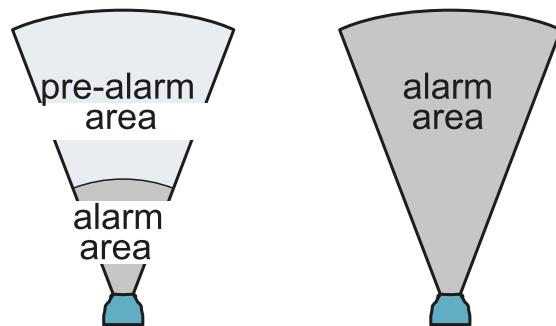
h (m)	α (°)	s_1 (m)	s_2 (m)	s_3 (m)
1	0	0.5	*	20
1.5	0	0.5	20	20
2	-15	2	20	20
2	-30	1	16	16
2.5	-15	2	20	20
2.5	-30	1	20	20
2.5	-45	1	16	18
3	-15	2	20	20
3	-30	1	20	20
3	-45	1	12	15

h (ft)	α (°)	s_1 (ft)	s_2 (ft)	s_3 (ft)
3.2	0	1.6	*	65
4.9	0	1.6	20	65
6.5	-15	6.5	20	65
6.5	-30	3.2	16	52
8.2	-15	6.5	20	65
8.2	-30	3.2	20	65
8.2	-45	3.2	16	59
10	-15	6.5	20	65
10	-30	3.2	20	65
10	-45	3.2	12	49

Note *: discernment of animals is not guaranteed in the entire field of vision.

2.3.7 Alarm and pre-alarm areas

Within the sensor field of vision, the alarm and possible pre-alarm areas define the area that is actually monitored by the sensor. If a pre-alarm area is not defined, the alarm area corresponds to the entire monitored area.



Motion in the alarm area triggers an alarm and excitation on relay 1, motion in the pre-alarm area triggers a pre-alarm and excitation on relay 2. It is possible to set relay 2 to remain live even when the motion is recorded in an alarm area.

Note: not all motions occurring in the pre-alarm or alarm area are signaled. It depends on the level of tolerance set for animals and possible semi-static objects.

For outdoor installations, the pre-alarm area is especially useful for implemented security operations (e.g.: turning on the lights, activating a surveillance video camera) in the presence of motion in the marginal areas of the monitored area.

The configuration of the pre-alarm area in barrier installations is usually not very useful, except for safeguarding in hallways, where the pre-alarm area could be useful for detecting the presence of an intruder in the area that is farthest from the sensor.

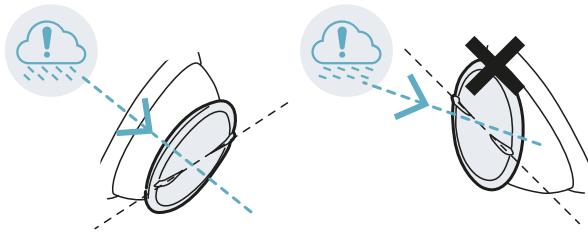
2.4 Interferences

2.4.1 Introduction

The MSK-101-MM sensor is different from other traditional motion sensors. It is important to know what factors interfere in its correct functioning, to properly install, configure it, and to obtain optimum performance.

2.4.2 Warnings relative to precipitation

- Unusually intense rain (heavy storms with intensities exceeding 20 mm/h (0.80 in/h)) can reduce the field of vision by up to 50%.
- Hail may cause false alarms.
- If exposed to precipitation, install the sensor parallel to the usual direction of the precipitation.



2.4.3 Precautions

- The sensor has been designed for installations on the wall or ceiling: do not install it on moving or vibrating objects, like poles or fences.
- Hiding the sensor behind objects may impact the sensor performance, even significantly. To learn about the most interfering materials, see "Interfering materials" below.
- **NOTICE:** *hiding the sensor is not a standard intended use. Checking correct functioning is the responsibility of the installer.*
- Do not install it in the presence of large reflective objects (e.g.: metallic objects) that could influence correct detection.
- In the presence of fluorescent tubes, tilt down the sensor by 15°/30°, or install it at a minimum distance of 20 m from the tube.
- In the presence of other MSK-101-MM sensors, maintain the minimum indicated distances, see "How to install several sensors" on the next page.
- In the presence of other MSK-101-MM sensors, assign each sensor to a different channel, see "How to configure several sensors" on the next page.
- The sensors that use the same frequency (e.g. *Blind Spot Detection* devices on automobiles, with radar at 24 GHz) interfere with proper functioning and may cause false alarms. Do not point the sensor directly towards a parking area.
- The sensor can detect motion beyond glass, walls, and thin floors, for example in drywall.

Via the Inxpect Security application, limit the monitored area to only the specific area of interest, and perform tests to prevent false alarms.

- In the presence of neon tubes, respect the minimum sensor inclination indicated below so that the tube does not interfere with the sensor:

Sensor direction	Minimum inclination (α)*
Horizontal	- 15°
Vertical	- 30°

Note *: see "Examples of the field of vision with horizontal sensor direction (volumetric)" on page 11 and "Examples of the field of vision with vertical sensor direction (barrier)" on the previous page.

2.4.4 Interfering materials

Below is a list of materials that could impact the sensor performance if they hide it:

- surfaces having metal-based paints or carbon-based paints
- tinted windows
- surfaces having EMI/RFI glasses or mirrors
- surfaces with water pipes, cables
- tiles having metal-based glaze including blue cobalt
- metal screen foil
- foil-backed insulation materials (e.g. aluminum foil)
- materials that hold humidity (e.g. cork)

2.4.5 Factors that do NOT interfere

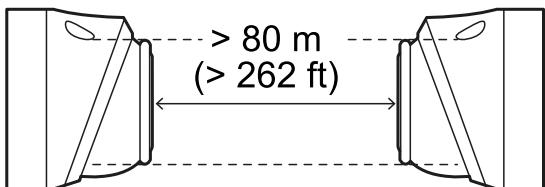
A list of factors that in contrast to traditional motion sensors do NOT interfere with the normal functioning of the sensor is presented as follows:

- direct exposure to the sun or windows that face the exterior
- thin plasterboard walls or polystyrene or Stiferite panels
- **NOTICE:** *the composition of materials used for walls and panels is not sufficiently known to ensure the foreseen performance of the sensor. Checking correct functioning is the responsibility of the installer.*
- rapid temperature fluctuations
- smoke, dust, or strong air currents (e.g.: air conditioners, fans)
- water sprays, vaporized water or mist
- electrical fields (e.g.: electrical motors, high voltage devices)
- moving objects (e.g.: fans, pulleys, conveyor belts, trees and shrubs). See "Manage semi-static objects" on page 28.
- small animals or pets. See "Set the tolerance level for animals" on page 27.

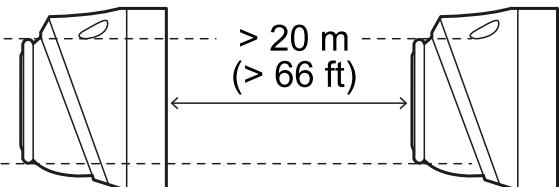
2.4.6 How to install several sensors

Three possible combinations of sensor installation and the minimum distances to maintain between the sensors with the sensors aligned are presented as follows. Respecting these distances guarantees the performance levels indicated in section "Field of vision" on page 10.

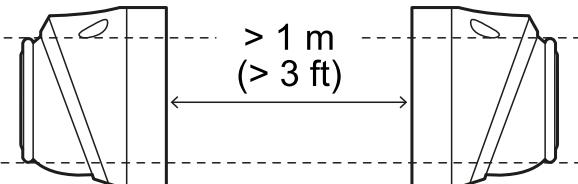
NOTICE: other combinations are possible, but their performance must be validated in the field.



Front-front combination



Front-back combination



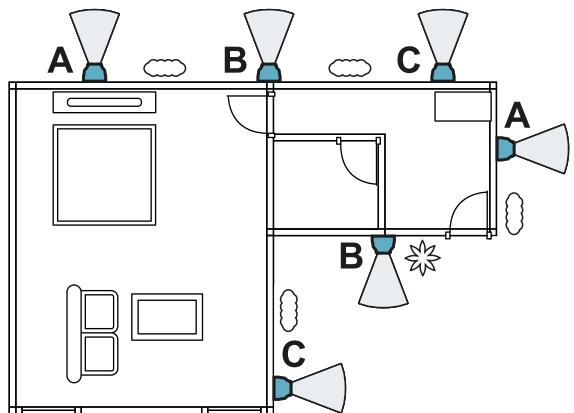
Back-back combination

Note: the blind spot created in this combination is very wide. If possible, use the front-back configuration.

2.4.7 How to configure several sensors

To reduce interference between the sensors present in the same area, assign a different channel to each one. Up to three channels are available (channel A, B, C).

An example of an installation with nine sensors and relative channel assignments is presented as follows.



3. Installation and use

Contents

This section includes the following topics:

3.1 Before installation	15
3.2 Install and configure the sensor	17
3.3 Zero Time Configuration	23
3.4 Change the configuration	24
3.5 Calibrate the sensor	25
3.6 Set the tolerance level for animals	27
3.7 Manage semi-static objects	28
3.8 Other operations	29

3.1 Before installation

3.1.1 Necessary components and tools

To configure with...	Then you need...
Wi-Fi dongle	<ul style="list-style-type: none">Wi-Fi dongle or Bluetooth dongleAndroid or iOS device with Wi-Fi enabled and the Inxpect Security application installed (see "Download the application" on page 7). For the Wi-Fi dongle, the device must have Wi-Fi enabled.
Bluetooth dongle	<p>! <i>IMPORTANT: to ensure correct functioning, allow all requested permissions for the application.</i></p> <ul style="list-style-type: none">Only for barrier applications and if necessary, bracket for assembly (product code: MSK-101-BM), see "Barrier configuration" on page 10.Two screws up to M4 (No. 6) 30 mm long (1.9 in) for fastening to the wall or to the junction box.Screwdriver, wire stripper and fastening tools not provided.
Dongle with USB cable	<ul style="list-style-type: none">Wi-Fi dongle firmware version 1220 or higher (product code: WSYNC-RJ-WIFI or WSYNC-RJ-WIFI-US).PC with Windows operating system with the Inxpect Security PC application installed, or Android device with the Inxpect Security application installed (see "Download the application" on page 7).USB cable with micro-USB port.Only for the Android application: USB-OTG adapter (not supplied). <p>To download the Windows application, visit the website https://tools.inxpect.com/security/documents/msk-101-mm-security-configuration-windows.</p> <p>To download the Android application, see "Download the application" on page 7.</p>

3.1.2 Prepare for installation

NOTICE: to ensure effective functioning, the sensor must be installed in the best possible position and configured correctly. Carefully follow the instructions below.

Before installing the sensor, perform the following operations:

- Define the sensor application type (see "Applications" on page 8).
- Define the installation position, considering possible interferences (see "Interferences" on page 13).
- Define the height of installation for the sensor to obtain the desired field of vision (see "Field of vision" on page 10).

3. Installation and use

4. Run a shielded cable with the necessary conductors from the alarm control unit to connect the sensor (power supply and relay outputs).
5. Only for installations with MSK-101-BM bracket, define the direction of the sensor (see "Barrier configuration" on page 10).

3.1.3 Warnings

NOTICE: harm to the device. Do not let dust or water near the sensor during installation.

3.1.4 Install MSK-101-MM

1. Assemble the sensor:

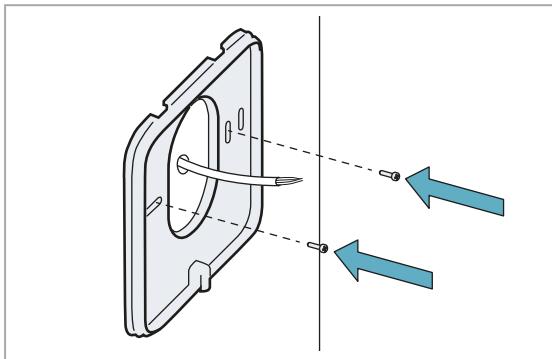
For...	See...
barrier applications with MSK-101-BM bracket and sensor directed to the right	"Assemble the sensor with the MSK-101-BM bracket (sensor directed to the right)" on the next page
barrier applications with MSK-101-BM bracket and sensor directed to the left	"Assemble the sensor with the MSK-101-BM bracket (sensor directed to the left)" on page 18
all other cases	"Assemble the sensor" on the next page

2. "Connect the sensor to the alarm control unit" on page 19.
3. "Direct the sensor" on page 20.
4. "Connect the dongle with Bluetooth or Wi-Fi" on page 21 or "Connect the dongle with a USB-C cable" on page 21.
5. "Configure the sensor" on page 22.
Note: to configure without the dongle and without the Inxpect Security application, see "Zero Time Configuration" on page 23.
6. "Fasten the sensor" on page 22.

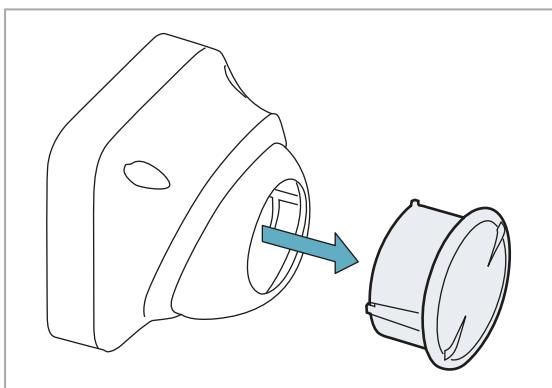
3.2 Install and configure the sensor

3.2.1 Assemble the sensor

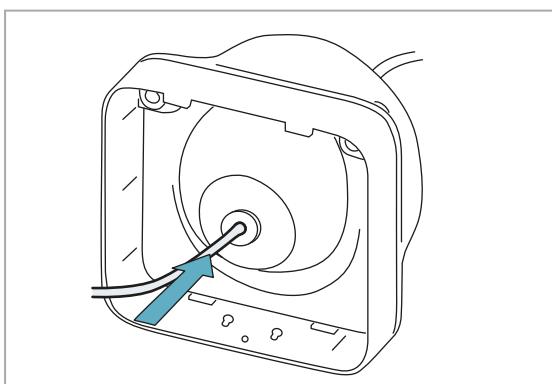
1. Using the prepared holes, fasten the plate to the wall or to the junction box with two screws (not provided). See "Back plate dimensions" on page 37.



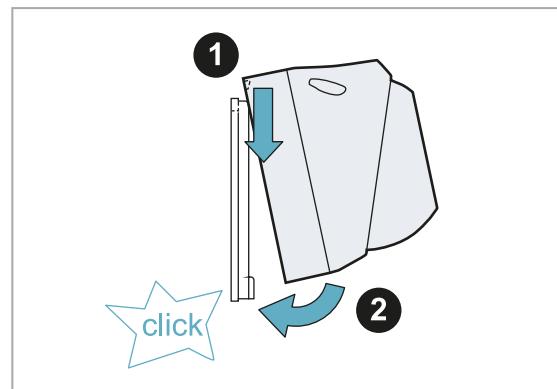
2. Extract the sensor from the adjustable support.



3. Pass the cable with the wires coming out of the alarm control unit into the sensor case.

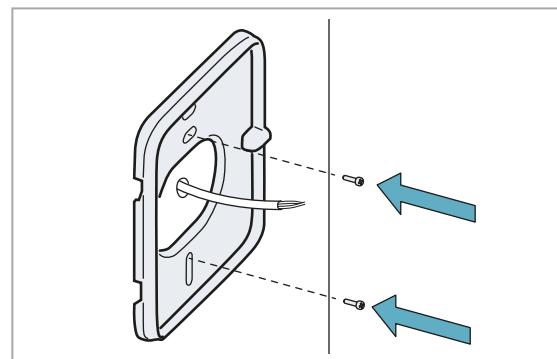


4. Fasten the sensor case to the plate.

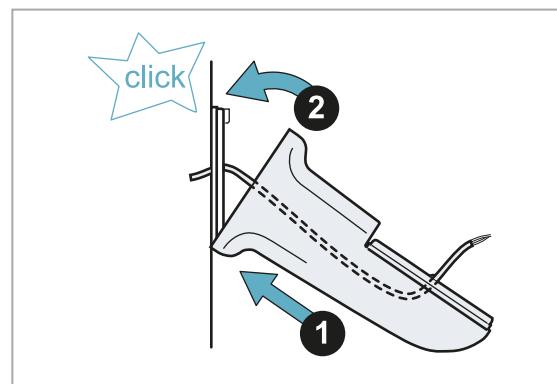


3.2.2 Assemble the sensor with the MSK-101-BM bracket (sensor directed to the right)

1. Using the prepared holes, direct the sensor plate as shown in the figure and fasten it to the wall or to the junction box with two screws (not provided). See "Back plate dimensions" on page 37.

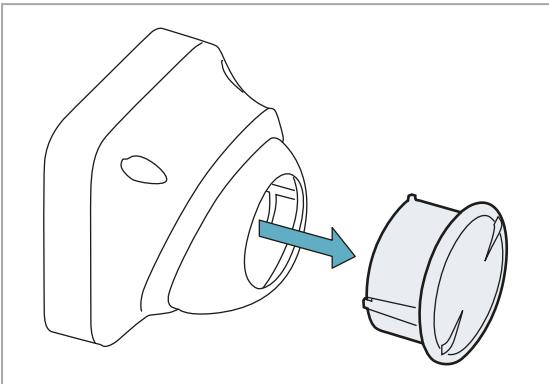


2. Fasten the bracket to the plate, passing the cable with the wires coming out of the alarm control unit into the bracket.

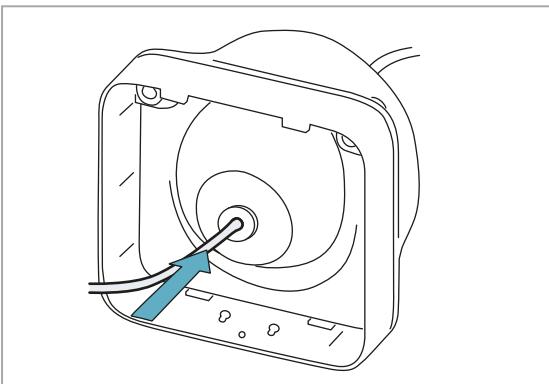


3. Installation and use

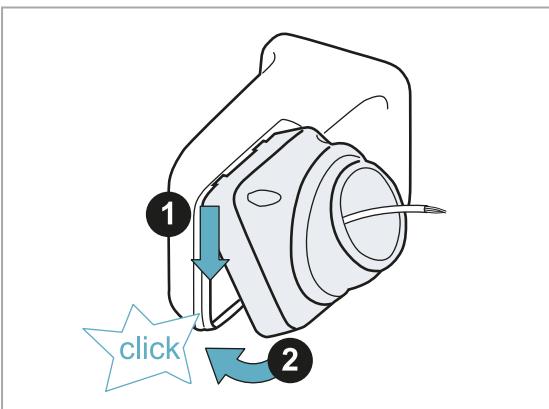
3. Extract the sensor from the adjustable support.



4. Pass the cable into the sensor case.

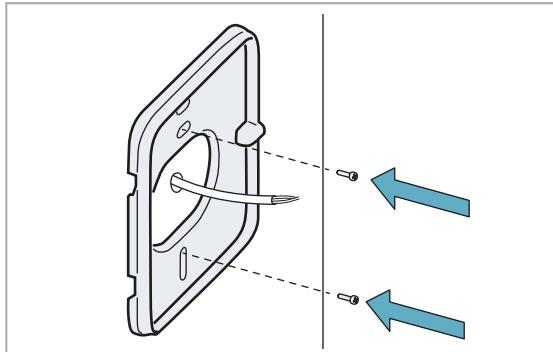


5. Fasten the sensor case to the bracket.

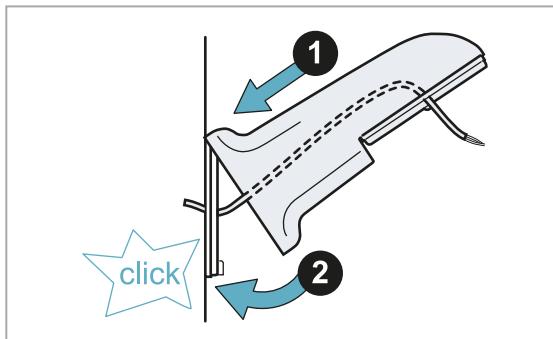


3.2.3 Assemble the sensor with the MSK-101-BM bracket (sensor directed to the left)

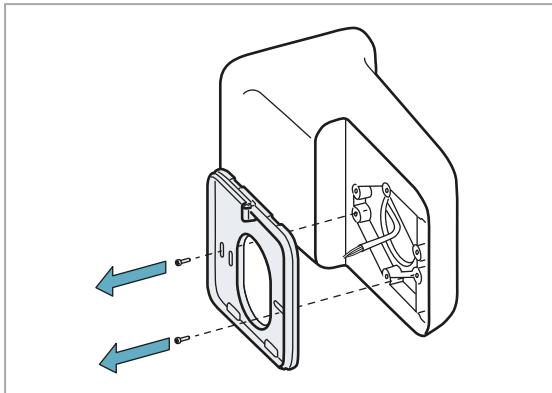
1. Using the prepared holes, direct the sensor plate as shown in the figure and fasten it to the wall or to the junction box with two screws (not provided). See "Back plate dimensions" on page 37.



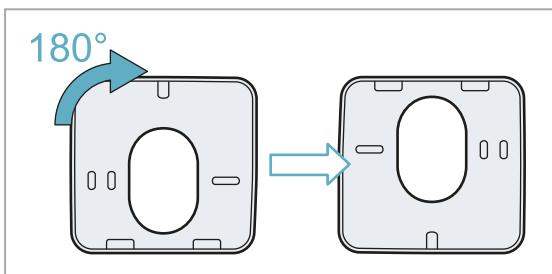
2. Fasten the bracket to the plate, passing the cable with the wires coming out of the alarm control unit into the bracket.



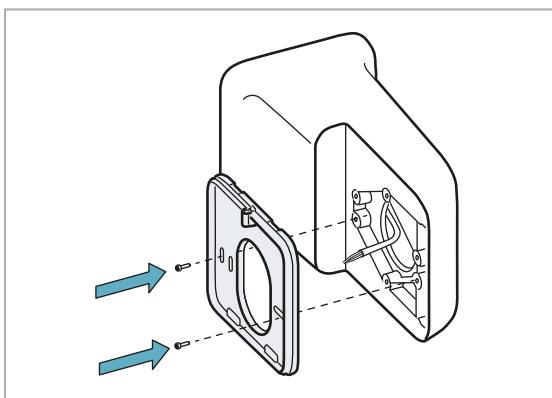
3. Unscrew the fastening screws on the pre-assembled plate of the bracket.



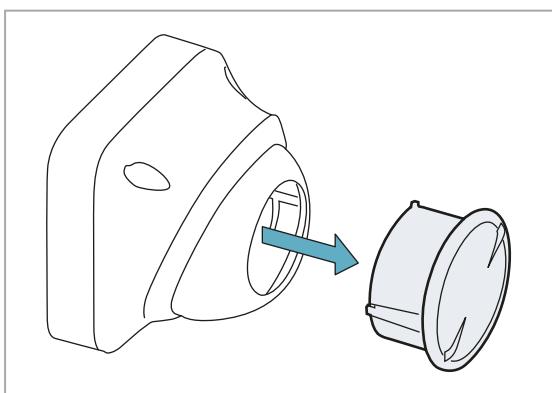
4. Turn the plate 180°.



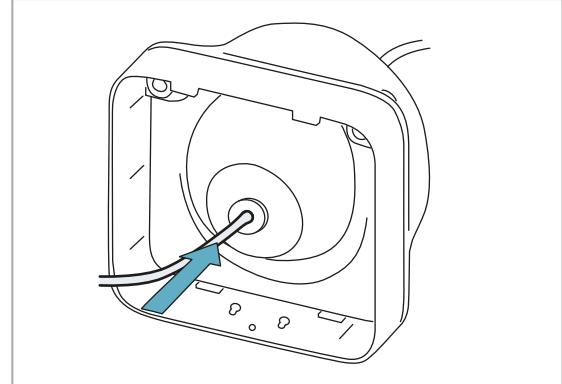
5. Tighten the screws.



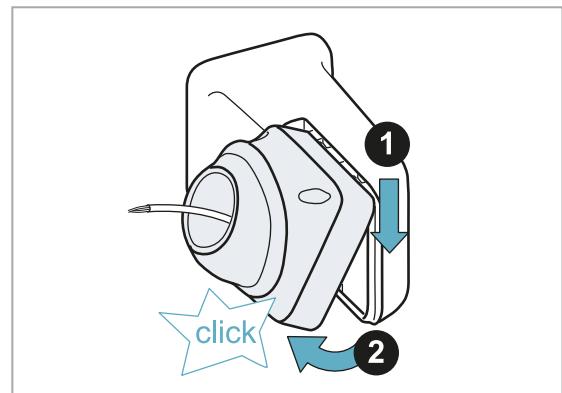
6. Extract the sensor from the adjustable support.



7. Pass the cable into the sensor case.

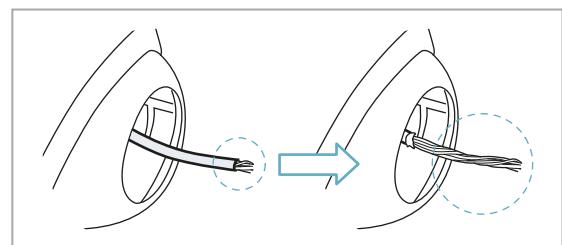


8. Fasten the sensor case to the bracket.



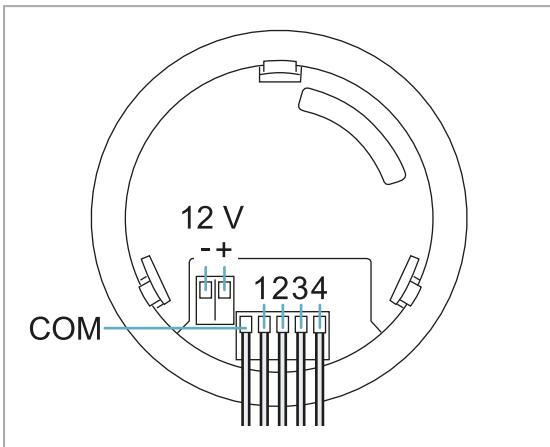
3.2.4 Connect the sensor to the alarm control unit

1. Remove the sheath and the hose by at least 5 cm (2 in).

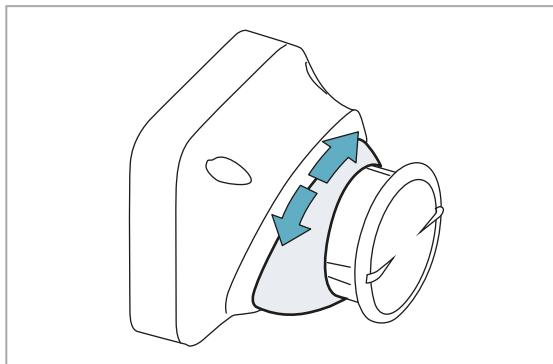


3. Installation and use

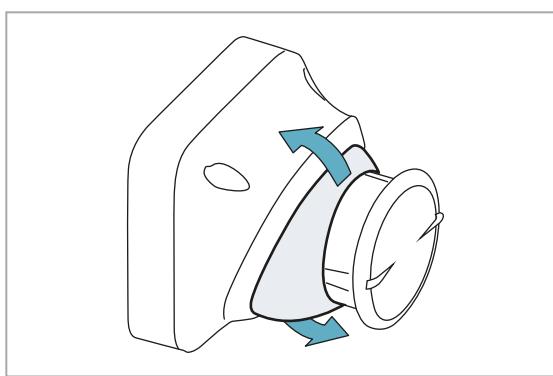
2. Connect the power supply and relay outputs. It is recommended to connect relay 3 (tampering) and 4 (failure) to a 24 h line from the alarm control unit.



3. Turn the adjustable support to orient the sensor direction vertically (barrier application) or horizontally (volumetric application).

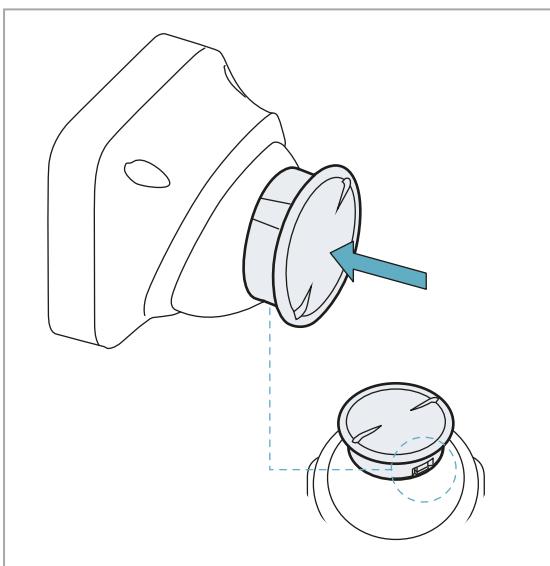


4. Tilt down the adjustable support to reach the desired sensor inclination.

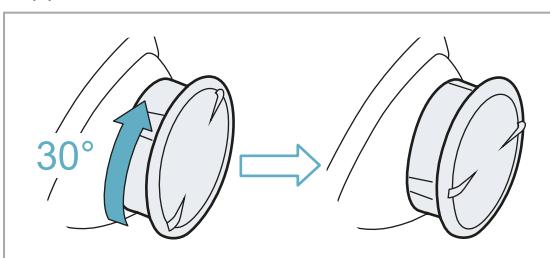


3.2.5 Direct the sensor

1. Insert the sensor into the adjustable support, leaving the connector in sight.



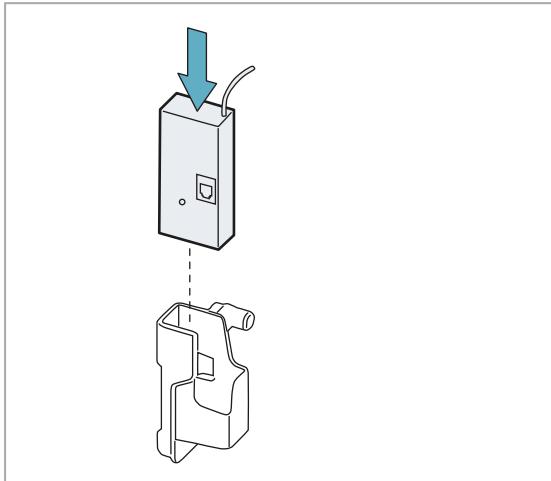
2. Turn the sensor to lock it into the adjustable support.



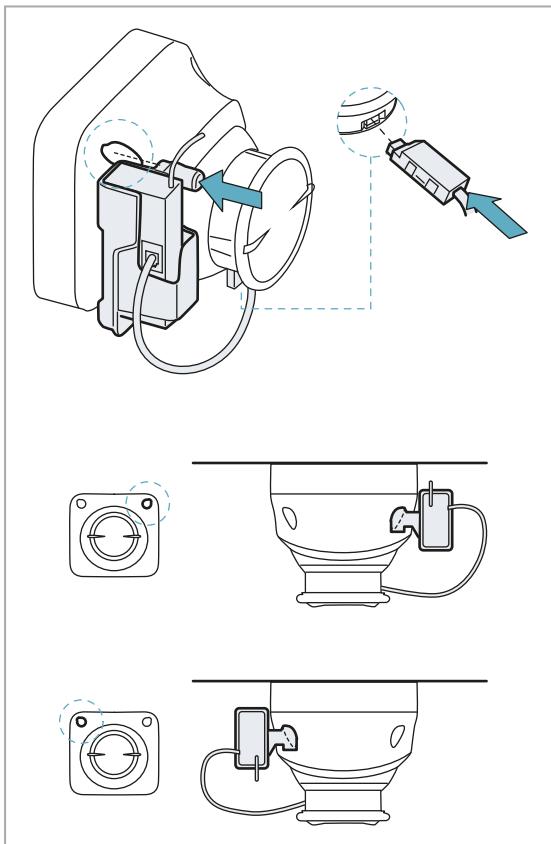
3.2.6 Connect the dongle with Bluetooth or Wi-Fi

Note: to configure without the dongle and without the Inxpect Security application, see "Zero Time Configuration" on page 23.

1. Insert the dongle into its caddy.



2. Connect the dongle and fasten it to the sensor. For 45° sensor inclinations downwards, see "45° downward inclination" below. It can be fastened to the right or left of the sensor.



3.2.7 Connect the dongle with a USB-C cable

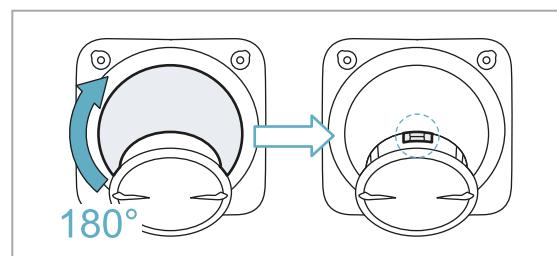
Note: to configure without the dongle and without the Inxpect Security application, see "Zero Time Configuration" on page 23.

Perform the following steps:

To...	Then...
Windows application	<ol style="list-style-type: none"> 1. Take the USB cable and insert the micro-USB connector into the dongle and the USB connector into the USB port of the PC. 2. Start the Inxpect Security PC application and follow the instructions provided to configure the sensor.
Android application	<ol style="list-style-type: none"> 1. Take the USB cable and insert the micro-USB connector into the dongle and the USB connector into the USB-OTG adapter (not supplied) and the adapter into the telephone. 2. Start the Inxpect Security application and follow the instructions provided to configure the sensor.

3.2.8 45° downward inclination

To make the connector for connecting the dongle accessible, turn the adjustable support by 180°.

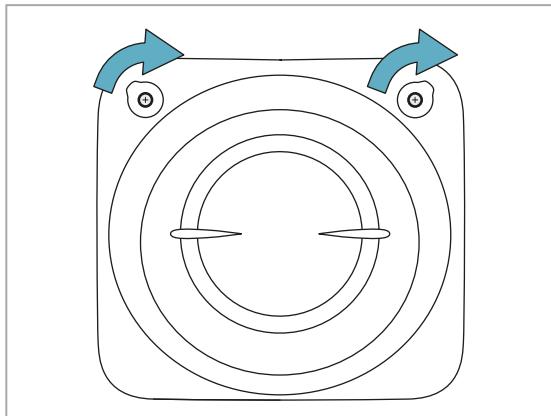


3.2.9 Configure the sensor

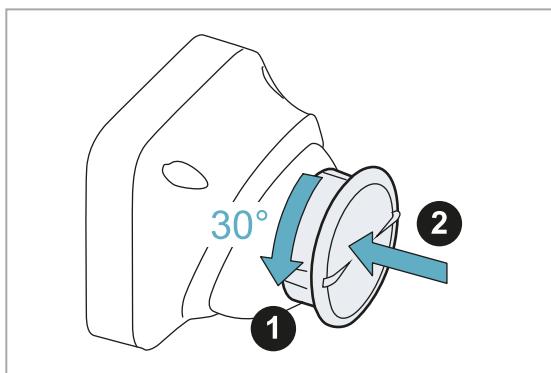
1. Connect the sensor to the power supply.
2. Start the Inxpect Security or Inxpect Security PC application.
3. Update the screen and select the dongle connected to the sensor.
- Note:** if necessary, enable the Wi-Fi connection of the mobile device.
4. If required, enter the access password for the dongle (see the dongle instruction sheet for the default password).
5. Change the country of installation proposed by the application, if necessary.
- Note:** correctly setting the country avoids violating national restrictions on radio frequency allocation, see "Conformity and restrictions" on page 34.
6. If other sensors are present in the area, assign a specific channel to the sensor, or select **None**.
7. Insert the installation height. If the installation height exceeds 3 m (11 ft), insert the height as 1 m (3 ft) (e.g. safeguarding for skylights or windows in a warehouse).
8. Check that the detected direction corresponds with the set direction and compare the detected inclination with the optimum recommended value. If necessary, adjust the position of the adjustable support accordingly.
- Note:** for ceiling installations, the only valid inclination is -45°.
9. Save the installation parameters: the **Calibration** page appears.
10. To guarantee the maximum detection performance, perform the calibration procedure (see "Calibrate the sensor" on page 25). Upon conclusion, the **Configuration** page appears.
11. To define the area to be monitored (alarm area and possible pre-alarm area), physically move near the area limit and move on site. Based on the displayed motion indicator, adjust the area dimensions.
12. To check correct functioning, move around the set areas and check that the alarm and pre-alarm LEDs turn on properly.
- Note:** to disable the pre-alarm area, coincide the alarm and pre-alarm thresholds.
13. On the  menu set the tolerance level for animals and the presence of any semi-static objects in the field of vision.
14. Return to the **Calibration** page, select the  button and disconnect the dongle.
15. Proceed with the procedure described in section "Fasten the sensor" below.

3.2.10 Fasten the sensor

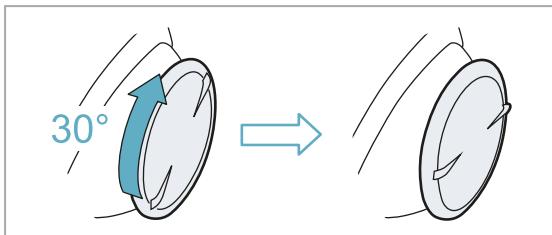
1. Tighten the screws to fasten the adjustable support. Check in the application that the adjustable support has not moved.



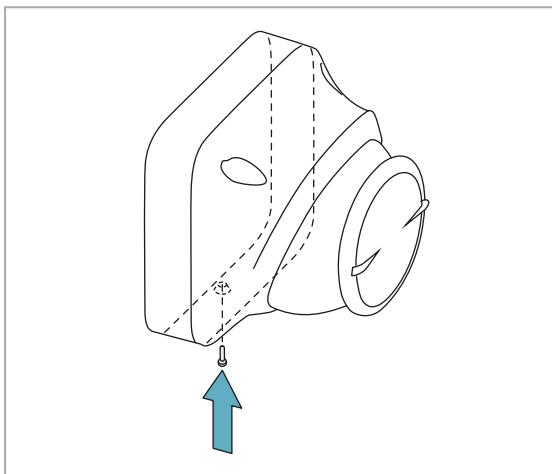
2. Disconnect the dongle. Hold the adjustable support firmly and completely insert the sensor.



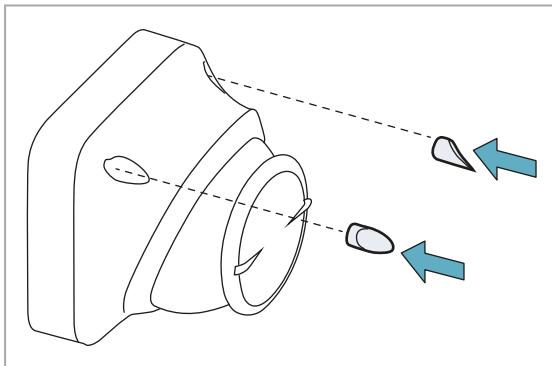
- Turn the sensor to bring it back to the horizontal/vertical position.



- Fasten the case of the sensor to the plate using the provided screw.



- Insert the provided caps.



3.3 Zero Time Configuration

3.3.1 Zero Time Configuration (ZTC)

Zero Time Configuration (ZTC) is used to configure the sensor without connecting the dongle and without using the Inxpect Security application. The sensor is configured with some default settings and through an auto-configuration procedure.

3.3.2 Default settings

The ZTC automatically sets the sensor as follows:

- Country of installation: Country with the most limiting restrictions on use of frequencies to comply with regulations of all countries where the sensor can be used.
- pet tolerance level: maximum
- tampering level signal: standard
- masking level signal: standard
- alarm area: from the sensor up to the maximum distance where a motion is detected in the auto-configuration procedure
- pre-alarm area: not available
- LED: enabled

Note: at any time it is possible to check and/or change the configuration by connecting the dongle to the sensor and using the Inxpect Security application, see "Change the configuration" on the next page.

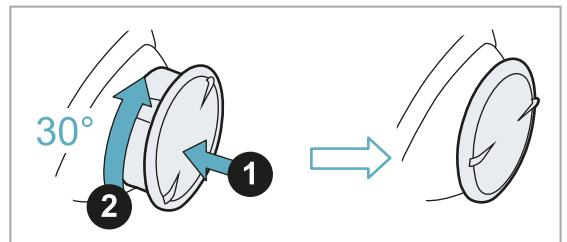
3.3.3 Prerequisites

The prerequisites for executing ZTC are the following:

- the sensor must not have been configured or must be reset to default values (≡ > **Settings** > **Sensor** > **Factory restore**).
- the sensor firmware must be installed in version 21xx or later. If necessary, update the firmware, see "Updates" on page 31.
- the sensor must be installed at a height between 2 and 3 m (6.5 and 10 ft).
- the sensor must be assembled, connected to the control unit and fastened (see "Assemble the sensor" on page 17, "Connect the sensor to the alarm control unit" on page 19 and "Fasten the sensor" on the previous page).

3.3.4 Perform ZTC

- Insert the sensor into the adjustable support and turn it to arrive at a horizontal/vertical position: the auto-configuration procedure starts and the sensor LED flashes, alternating blue and red.



- Within one minute, walk along the main direction (see "Examples of main direction" on page 34) from the sensor up to the limit of the alarm area to be set and return. Then move inside of the area to be monitored: at the conclusion of the auto-configuration the LED turns off.
- Move inside and outside of the area to be monitored and check with the LED if the

3. Installation and use

sensor detects the motions as expected.

- If unexpected functioning occurs, check the configuration using the Inxpect Security application ("Change the configuration" below).

3.4 Change the configuration

3.4.1 Change the set configuration

Procedures for changing the sensor configuration after the first installation are provided as follows:

Change	Procedure
Alarm and pre-alarm thresholds	<ol style="list-style-type: none"> Connect the dongle to the sensor. Start the Inxpect Security application and connect the mobile device to the dongle: the Configuration page with the alarm and pre-alarm areas appears. Change the dimensions of the areas as desired, see "Define the alarm and pre-alarm areas" below.
Installation parameters after moving the sensor	<ol style="list-style-type: none"> Connect the dongle to the sensor. Start the Inxpect Security application and connect the mobile device to the dongle. If the installation parameters have changed in respect to the previous installation, the application displays the Installation page, otherwise select ≡ > Installation. See "Define the inclination of the sensor" below.
Calibration after moving the sensor	<ol style="list-style-type: none"> Connect the dongle to the sensor. Start the Inxpect Security application and connect the mobile device to the dongle: the Configuration page with the alarm and pre-alarm areas appears. Select ≡ > Calibration. See "Calibrate the sensor" on the next page.
Channel after adding new sensors to the area	<ol style="list-style-type: none"> Connect the dongle to the sensor. Start the Inxpect Security application and connect the mobile device to the dongle: the Configuration page with the alarm and pre-alarm areas appears. Select ≡ > General.

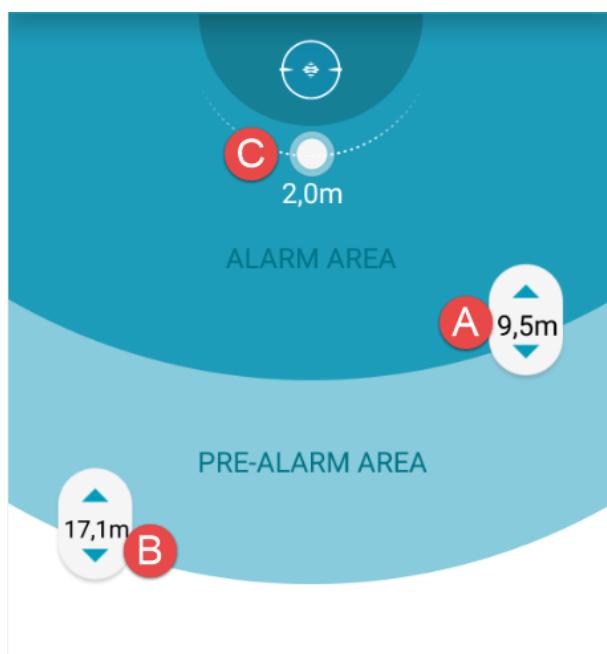
3.4.2 Define the alarm and pre-alarm areas

| page Configuration

The application allows for easily setting the alarm and pre-alarm areas, by dragging the relative cursor ([**A**] for the alarm area, [**B**] for the pre-alarm area) up to the desired distance.

Note: to disable the pre-alarm area, coincide the alarm and pre-alarm thresholds.

The first moving object is detected [**C**]. By moving within the monitored area it is possible to use your own position to facilitate definition of the area distances.

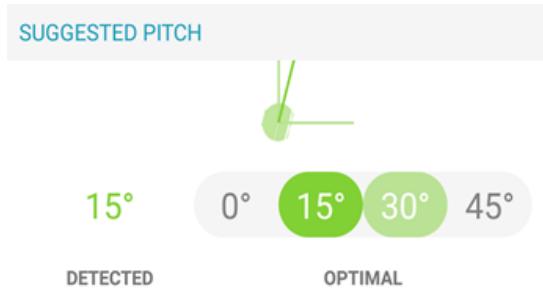


3.4.3 Define the inclination of the sensor

| page Configuration > **≡ > Installation**

The inclination of the sensor is essential for determining the visible area of the sensor and reducing the blind spot.

To facilitate this operation, the application helps to identify the optimum inclination for the set height and direction. An example where the optimum recommended values are 15° and 30° and the current value is 15° is presented as follows.



For more information, see "Field of vision" on page 10.

3.4.4 Set the tampering signal level

 [page Configuration > !\[\]\(bfdf0281c9558c065af6b32f1c0bf3eb_img.jpg\) > General](#)

The tampering signal level can be: aggressive, standard, disabled.

The signal is based on the deviation perceived by the anti-removal system devices (accelerometer or magnetometer). The aggressive level guarantees the maximum security level: if the detected deviation of both devices is significant, tampering is always signaled. With the standard level, tampering is signaled only if detected simultaneously with the presence of motions in proximity of the sensor.

Note: with the tampering signal level set to **Disabled**, the sensor does not comply with standard EN 50131. The tampering signal is disabled automatically if the dongle is connected.

3.4.5 Set the tampering signal reset

 [page Configuration > !\[\]\(3e2e89efc6891c976c50f4d1b3ca3a74_img.jpg\) > General](#)

Reset of the tampering signal can be automatic or manual. With manual reset, the signal is deactivated and the system can detect new tampering events only after having reset the installation parameters (Inxpect Security application >  > Installation).

3.4.6 Set the masking signal level

 [page Configuration > !\[\]\(10d16d08dcfe0e67d7f9d09fc0d050dd_img.jpg\) > General](#)

The tampering signal level can be: aggressive, standard, disabled.

The aggressive level guarantees the maximum security level. Nevertheless, in outdoor installations with the sensor exposed to weather conditions, the aggressive level generates false alarms when it rains. Therefore, the aggressive level is recommended for indoors or if the sensor is protected from rain.

Note: with the masking signal level set to **Disabled**, the sensor does not comply with standard EN 50131. The masking signal is automatically disabled during the sensor initialization phase (flashing blue LED).

3.4.7 Set the masking signal delay

 [page Configuration > !\[\]\(959d81ef8a7a4d13c0cd28daf7b8be2a_img.jpg\) > General](#)

The masking signal delay can be: 5 min, 2 min, 30 sec, or disabled.

The masking signal delay defines the time interval

in which the sensor must detect masking continuously before sending a signal.

3.4.8 Set the masking signal reset

 [page Configuration > !\[\]\(e3d31e7c9d61585df4c134b49d9f230f_img.jpg\) > General](#)

Reset of the masking signal can be automatic or manual. With manual reset, the signal is deactivated and the system can detect new masking events only after having extracted and reinserted the sensor from the adjustable support.

3.5 Calibrate the sensor

3.5.1 Calibration

The calibration procedure calibrates the sensor according to the environment where it is installed and defines the reference for the maximum tolerance level for animals (see "Set the tolerance level for animals" on page 27). Calibration must be performed during the first configuration of the sensor or at each new installation.

3.5.2 Calibration types

The available calibration types and when they are performed are presented as follows.

Type	When to execute
Automatic by area	Default calibration. Very useful if there are areas with heterogeneous sensitivity in the monitored area. For examples of inhomogeneous environments, see "Examples of inhomogeneous environments" below
Standard automatic	With homogeneous environments.
Manual	If it is not possible to perform automatic calibration, for example in areas in front of the sensor: <ul style="list-style-type: none"> • less than 6 m (20 ft) • with stairs • with ramps or sloping ground
Fine	If you want to set a different calibration value for specific areas.

3.5.3 Examples of inhomogeneous environments

Some examples of inhomogeneous environments that could cause inhomogeneous sensitivities with standard automatic calibration are presented as follows.

For barrier application:

- wall to protect with "holes" (e.g. wall only at the start or at the end, central area missing)

3. Installation and use

- floor not always parallel to the sensor direction

For volumetric application:

- monitored area with medium/large size metallic object
- floor not always parallel to the sensor direction

identifying the highest value that ensures correct detection. Save the value.

3.5.4 Perform standard automatic calibration

|  page **Configuration** >  > **Calibration**

NOTICE: for complete and efficient calibration, set the alarm area to at least 5-6 m (16.5-19.7 m) and walk slowly up to the limit of the alarm area.

1. Disable the **Areas calibration** option.
2. Select **Start calibration**.
3. Follow the instructions provided by the application.
- Note:** for an illustrative explanation of the main direction of the sensor, see "Examples of main direction" on page 34.
4. Return to the **Configuration** page and check that a motion generates an alarm in the entire monitored area (see "Check the calibration" below).

3.5.5 Perform automatic calibration by areas

|  page **Configuration** >  > **Calibration**

NOTICE: for complete and efficient calibration, set the alarm area to at least 5-6 m (16.5-19.7 m) and walk slowly up to the limit of the alarm area.

1. Select **Start calibration**.
2. Follow the instructions provided by the application.
- Note:** for an illustrative explanation of the main direction of the sensor, see "Examples of main direction" on page 34.
3. Return to the **Configuration** page and check that a motion generates an alarm in the entire monitored area (see "Check the calibration" below).

3.5.6 Perform manual calibration

1. On the **Configuration** page, select  > **Pet tolerance level**.
2. Set **Pet tolerance level** and enable the **Fixed level steps** option.
3. Select **Save**: the **Configuration** page appears.
4. Select  > **Calibration**.
5. On the  menu, select **Manual**.
6. Set a high calibration value (recommended value: 35) and select **Save**.
7. Check that a motion generates an alarm in the entire monitored area (see "Check the calibration" below).
8. To avoid excessively sensitizing the sensor, set and check the calibration value until

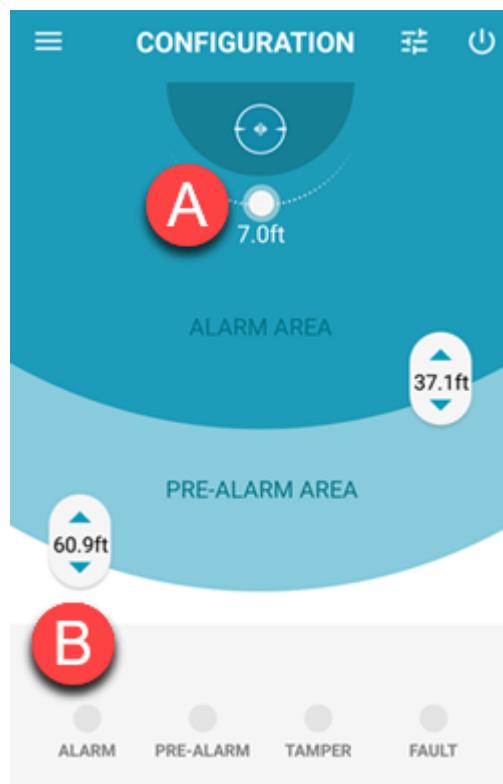
3.5.7 Perform fine calibration

1. Select  > **Calibration**.
2. On the  menu, select **Manual**.
3. Select **Fine calibration**.
4. Indicate the distance of the start and end area with respect to the sensor. Then, indicate the percent increase or decrease in sensitivity with respect to the previously set calibration value. Values less than 100 increase the sensitivity while larger values reduce it.

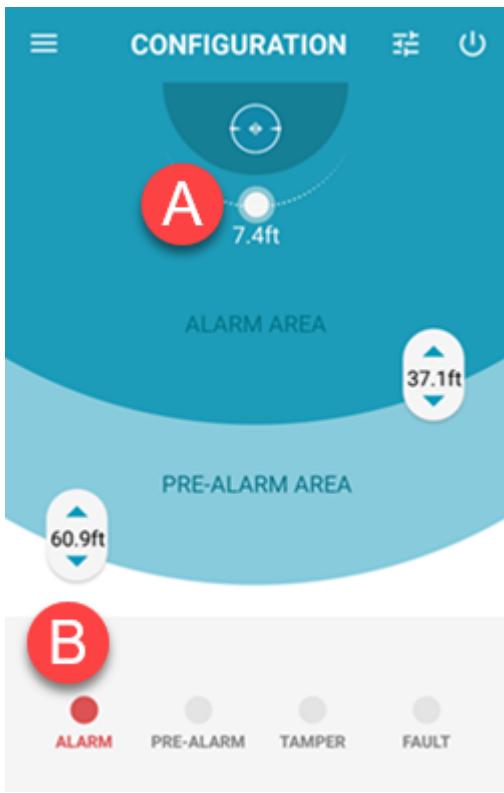
3.5.8 Check the calibration

At the end of calibration, it is necessary to check that the sensor has the correct sensitivity level to detect all and only those motions that must be detected.

On the **Configuration** page it is possible to check correct calibration considering the detection of a motion **[A]** and the alarm signal **[B]**.



Wrong calibration. Calibration value too high.



Correct calibration.

3.5.9 Troubleshooting calibration

Problem	Solution
The sensitivity is inhomogeneous within the monitored area	Perform automatic calibration by areas (see "Perform automatic calibration by areas" on the previous page)
The sensitivity level is homogeneous but too high/low	Refine the calibration value (see "Perform manual calibration" on the previous page)
The sensitivity level is too high/low in some areas	Refine the fine calibration value (see "Perform manual calibration" on the previous page)

3.6 Set the tolerance level for animals

3.6.1 Tolerance for animals

The sensor can discriminate between motion by people and pets or small animals (e.g.: mice, birds).

The ability to discern is greater in proximity of the sensor and less at the margins of the field of vision, see "Examples of the field of vision with horizontal sensor direction (volumetric)" on page 11 and "Examples of the field of vision with vertical sensor direction (barrier)" on page 12. Furthermore, if the objects to be discerned have similar dimensions, the capability to discern them is reduced.

3.6.2 Tolerance level

The tolerance level of the sensor can be configured. A low tolerance level guarantees a higher level of security, but simultaneously increases the risk of false alarms. It is suitable for scenarios where no motion is allowed in the monitored area (e.g.: in a museum).

A high tolerance level is suitable for outdoor installations where the probability of false alarms caused by animals or other moving objects is very high.

An intermediate tolerance level ignores motion of a pet, for example, but correctly signals motion of people walking.

NOTICE: a person crawling or kneeling is comparable to the dimensions of an animal for the sensor. The tolerance level must be lowered to detect people who are not standing up.

3.6.3 Set the level

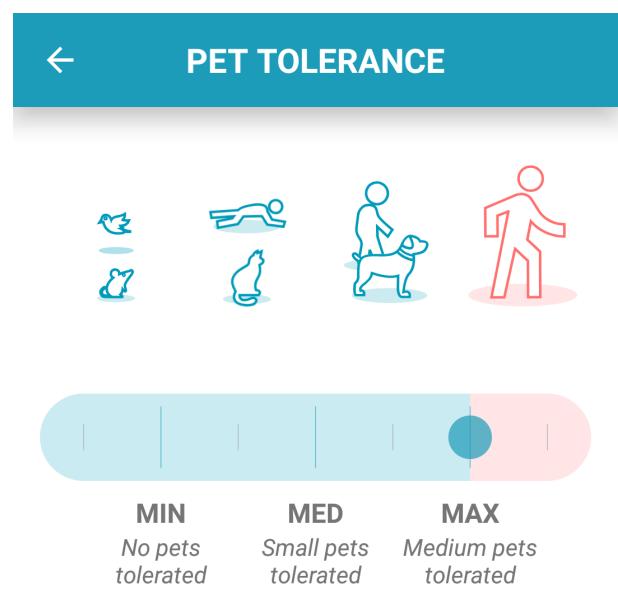
→  [page Configuration > Pet tolerance level](#)

The tolerance for animals can be set in two ways:

- at three levels: minimum, medium, maximum
- fine tuning: a value from 0 to 100

The maximum tolerance level is the recommended level to minimize outdoor false alarms.

The graphic illustrates how to set this value. The following is an example where the sensor detects the presence of a standing or kneeling person or a large dog and signals an alarm, while smaller animals are ignored.



3.7 Manage semi-static objects

3.7.1 Immunity to semi-static objects

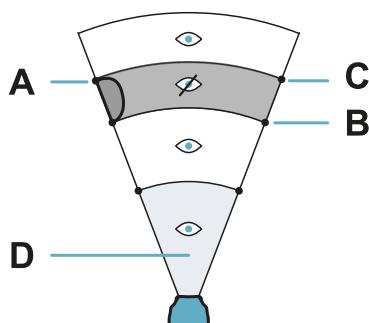
Objects moving within the monitored area may generate false alarms. If the objects oscillate or move within a limited space (semi-static objects), they can be recognized by the sensor and ignored.

3.7.2 Identification of semi-static objects

A semi-static object **[A]** is identified through the distance between the sensor and the start of the object **[B]** and the distance between the sensor and the end of the object **[C]**.

It is possible to define a maximum security area near the sensor **[D]**, in which semi-static objects cannot be configured.

NOTICE: configuration of semi-static objects reduces the security level: in the area impacted by the semi-static object, no motion is detected while the semi-static object moves.



Note: for indoor installations, consider that the motion of the semi-static object may create projections on walls and/or reflective objects. If necessary, set two semi-static objects: one for the object and one for its projection on the wall.

3.7.3 Examples of semi-static objects

- Wet fabrics or plastic films, for example patio umbrellas or awnings exposed to rain
- Air conditioner motors or fans
- Fans
- Plants in the wind

3.7.4 Define the semi-static objects

|  page **Configuration** >  > **Semi static**

Semi-static objects can be configured as follows:

Mode	Description	Settings
Automatic (aggressive)	Automatic detection of the position of the semi-static objects for a maximum security level.	Maximum security area distance
Automatic (standard)	Automatic detection of the position of the semi-static objects for a standard security level.	
Semiautomatic	Automatic detection of the position of the semi-static objects	Maximum security area distance Number Maximum size of semi-static objects
Manual	Manual insertion of a maximum of four objects	Number Distance from the start and end

3.7.5 Set the distance for semi-static objects

The distance can be set in two ways:

- manually.
- moving in proximity of the start and end of the object and pressing the  button: the field is automatically filled in with the current distance.

3.7.6 Check the setting of semi-static objects

1. Display the **Configuration** page.
2. Move near the semi-static object or move the semi-static object.
3. Check that the detected moving object appears on the screen, and that the alarm/pre-alarm LED stays off.

3.8 Other operations

3.8.1 General settings

On the  menu > **General** it is possible to:

- set the normal relay status (default: normally closed)
- set the motion or extraction tampering detection on relay 4 (default: relay 3)
- enable/disable the alarm relay even during the alarm condition
- enable/disable the LED
- enable/disable the pre-alarm area
- set the masking signal level, see "Set the masking signal level" on page 25
- set the masking signal delay, see "Set the masking signal delay" on page 25
- set the tampering signal level, see "Set the tampering signal level" on page 25
- set the Country of installation (default: Country automatically detected by the device in use)

3.8.2 Operations on the sensor

On the  menu > **Settings** > **Sensor** it is possible to:

- update the firmware
- reset factory default settings

3.8.3 Operations on the dongle

On the  menu > **Settings** > **Dongle** it is possible to:

- update the firmware
- change the name
- reset factory default settings

3.8.4 Operations on the application

On the  menu > **Settings** > **App** it is possible to:

- set the measurement system (Imperial or Metric)
- set the language

4. Maintenance and diagnostics

Contents

This section includes the following topics:

4.1 Diagnostics and troubleshooting	30
4.2 Event log	31
4.3 Updates	31
4.4 Maintenance	32

4.1 Diagnostics and troubleshooting

4.1.1 Application troubleshooting

Problem	Cause	Remedy
It is impossible to connect the application to the sensor	Sensor not powered	Check the electrical power supply connection. Power the sensor.
	The dongle is not connected to the sensor	Extract the sensor from the support and connect the dongle. Check that the dongle connector is completely inserted into the sensor.
	Dongle not working (red LED steady or flashing)	Disconnect and reconnect the dongle. If the problem persists, contact technical assistance.
	Application not working	<ol style="list-style-type: none">1. Close the application:<ul style="list-style-type: none">on iOS devices: double tap on the Home button and drag the application upwards.on Android devices: tap the recent Applications button and drag the application out of the screen.2. Only on Android devices, disable:<ol style="list-style-type: none">1. in the Wi-Fi settings, among the Wi-Fi preferences, the high quality automatic connection to public networks.2. in the battery settings, the energy saving that disables Wi-Fi after a certain period of inactivity3. Restart the application.

Note: if the problem persists, contact technical assistance, see "Service and warranty" on page 35.

4.1.2 Troubleshooting

Problem	Cause	Remedy
The sensor does not turn on	Poor or incorrect electrical power supply connection	Check the electrical connection and polarity. Check that the power supply voltage is in the vicinity of 12 V dc.
	Wrong power supply voltage	
The purple LED turns on unexpectedly	Tampering, failure or masking detected	If the dongle is disconnected, make sure that the sensor is completely inside of the support. Extract and reinsert the sensor into the support. Check that there are no objects in the first 50 cm (20 in) of the sensor field of vision.

Problem	Cause	Remedy
The relays open and close unexpectedly	Normal status incorrectly set	Change the normal status of the relays (Inxpect Security application >  General)
False alarms	There are moving objects in the monitored area	Reduce the alarm and/or pre-alarm areas until the moving objects are eliminated (Inxpect Security application > Configuration page). Define the semi-static objects present in the monitored area (Inxpect Security application >  Semi static).
	Animals have entered the monitored area	Adjust the pet tolerance level (Inxpect Security application >  Pet tolerance level)

Note: if the problem persists, contact technical assistance, see "Service and warranty" on page 35.

4.2 Event log

4.2.1 Introduction

The event log recorded by the system can be viewed and downloaded.

An alarm event due to motion detection starts when the alarm is tripped and ends after five minutes. Only at this point a new event can be recorded. Therefore, if I have an alarm of this type that ends in 30 seconds, and after 2 minutes I have another, the system will record a single event in the log.

Instead, other alarm types are instantaneous and the event is recorded immediately. Therefore, if I have a "motion" alarm that ends in 30 seconds and then there is a tamper alarm, the system will log a motion alarm and a tamper alarm.

The system can log up to 400 events. Events are reset when the system is restarted.

4.2.2 Manage logs

1. From the main menu of the application  > **Events Log**.
2. To export the logs, select **EXPORT LOG**.

4.3 Updates

4.3.1 Update management

At each start-up the application will check for and download any possible update for the application, dongle and sensor. The updates are saved locally for subsequent installation.

4.3.2 Download updates

Updates are automatically downloaded for the Inxpect Security application.

For the Inxpect Security PC application, updates are available on the website <https://tools.inxpect.com/security/documents/msk-101-mm-fw-update>.

4.3.3 Install downloaded updates

For the Inxpect Security application, on the  menu > **Settings**, select  to select the item to be updated and start the installation.

For the Inxpect Security PC application, on the  menu > **Settings**, select  to select the item to be updated and select the update file previously downloaded, and then start installation.

Note: updating the sensor requires approximately 2 minutes. Upon conclusion of updating, the sensor restarts and must be reconnected to the mobile device.

4.3.4 Update sequence

To guarantee compatibility between the application, dongle and sensor, perform updates in the following order:

1. Application
2. Dongle
3. Sensor

4.4 Maintenance

4.4.1 Cleaning

Remove any dust or dirt from the outside of the sensor and case using a slightly damp cloth. Do not use abrasives or solvents.

Check correct functioning after cleaning.

5. Appendix

Contents

This section includes the following topics:

5.1 Technical data	33
5.2 Examples of main direction	34
5.3 Disposal	34
5.4 Conformity and restrictions	34
5.5 Service and warranty	35
5.6 Useful conventions for requesting assistance	36
5.7 Back plate dimensions	37

5.1 Technical data

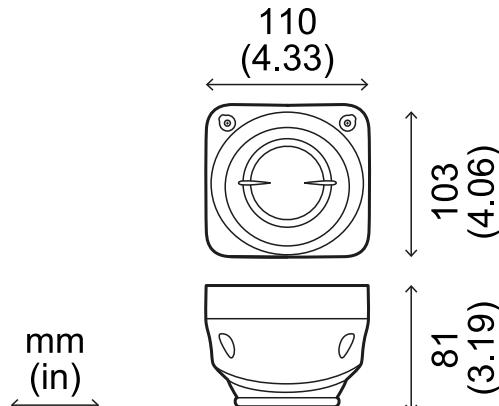
5.1.1 General specifications

Detection method	Inxpect motion detection motor based on FMCW radar
Frequency	Working band: 24–24.25 GHz Transmission power: ≤ 13 dBm Modulation: FMCW
Detection interval	0.5–20 m (2–66 ft), depending on the installation conditions. Configurable in 30 cm (1 ft) increments.
Field of vision	Sensor horizontal plane: 90° Sensor vertical plane: 30° Height: 0.5–3 m (1.6–10 ft)
Detection speed	> 0.05 ms (2 in/s)
Relays	4 solid state relays, each max. 400 mA, 40 V dc (NO or NC configurable, default NC)
Power supply	12 V dc *
Absorption	max. 100 mA
Electrical protections	Inverted polarity Overcurrent through integrated fuse (max. 5 s @ 3 A)
Dimensions	103 x 110 x 81 mm (4.06 x 4.33 x 3.19 in)
Material	Technopolymer
Operating temperature	From -40 to +70 °C (from -40 to +158 °F)
Degree of protection	IP66 and IP68
Cable diameter	4–7 mm (0.16–0.27 in)
Approvals	Compatible with EN50131-2-3 class IV grade 3**

Note *: the device has been designed to be supplied by an external power supply unit for alarm systems, internally protected by a short-circuit.

Note **: the instructions presented in this manual are sufficient for meeting the requirements of standard UL639. Installations not consistent with these instructions could also comply with the standard.

5.1.2 MSK-101-MM dimensions

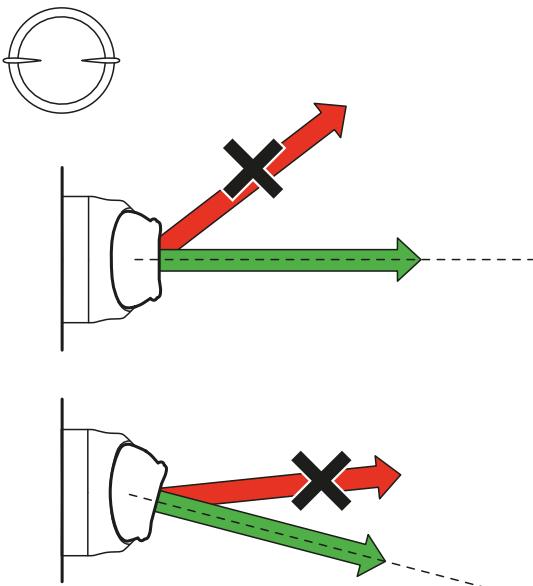


5.1.3 Back plate dimensions

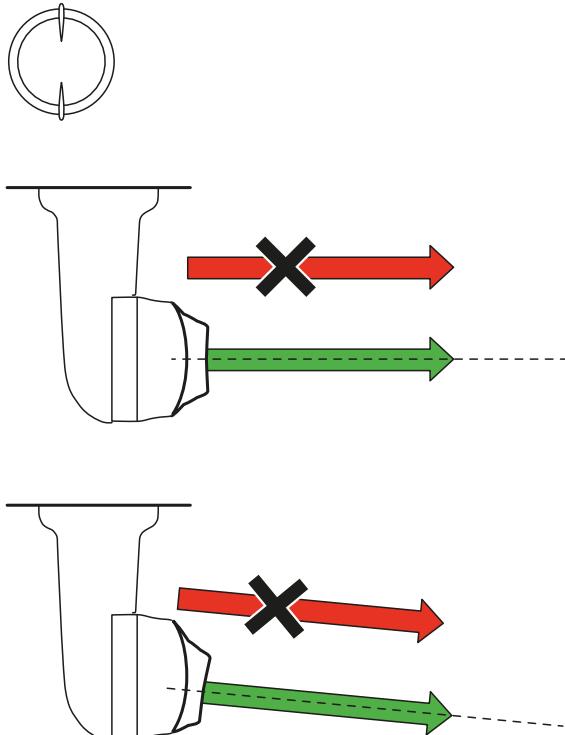
See "Back plate dimensions" on page 37.

5.2 Examples of main direction

5.2.1 Main direction for sensor with horizontal direction (volumetric).



5.2.2 Main direction for sensor with vertical direction (barrier).



5.3 Disposal



MSK-101-MM contains electrical parts. As set forth in European Directive 2012/19/EU, do not dispose of the product with unsorted urban waste materials.

It is the responsibility of the owner to dispose of these products, as well as other electrical and electronic equipment, through specific waste collection facilities indicated by the government or local public authorities.

Correct disposal and recycling will contribute to the prevention of potentially harmful consequences to the environment and human health.

To receive more detailed information about disposal, contact the relevant public authorities, waste disposal services or the representative from whom you purchased the product.

5.4 Conformity and restrictions

5.4.1 EU Declaration of Conformity

The manufacturer, Inxpect SpA, declares that the type of radio equipment MSK-101-MM complies with the directive 2014/53/EU. The full EU declaration of conformity text is available on the company's website at the address: <https://tools.inxpect.com/security/documents/msk-101-mm-declaration-of-conformity>.

At the same address all updated certifications are available for download.

5.4.2 Conformity in other countries

For a full, updated list of certifications and conformity, refer to the National Configuration Addendum document, which can be downloaded from the website <https://tools.inxpect.com/security/documents/msk-101-mm-national-configuration-addendum>.

5.4.3 National configuration and restrictions

To learn the country-dependent restrictions for use and configurations, refer to the National Configuration Addendum document, which can be downloaded from the website <https://tools.inxpect.com/security/documents/msk-101-mm-national-configuration-addendum>.

5.5 Service and warranty

5.5.1 Request assistance through the Inxpect Security application

Through the Inxpect Security application it is possible to send a support request with sensor configuration data and the event Log.

1. Connect the dongle to the sensor.
2. Start the Inxpect Security application and connect the mobile device to the dongle.
3. Select  > **Support request**.
4. Select the channel agreed to with the area distributor for sending communications.
5. Complete with any additional notes.

5.5.2 Customer service

MAGNASPHERE Corp.
N22 W22931 Nancys Ct., Ste 3
Waukesha, WI 53186USA
Tel: (262) 347-0711
Fax: 262.347.0710
e-mail: info@magnaspHERE.com
website: www.magnaspHERE.com

5.5.3 How to return the product

If necessary, **pay to ship the product in its original packaging** to the area distributor, or directly to the exclusive distributor.

Area distributor	Exclusive distributor for North America
<i>Note distributor information here:</i>	MAGNASPHERE Corp. N22 W22931 Nancys Ct., Ste 3 Waukesha, WI 53186USA T. (262) 347-0711 F. 262.347.0710 info@magnaspHERE.com www.magnaspHERE.com

5.5.4 Warranty

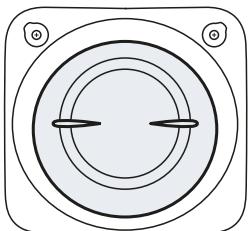
To find out about the terms of the warranty, exclusions and cancellation of the warranty, refer to the website www.tsec.it.

5.6 Useful conventions for requesting assistance

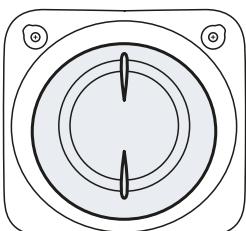
5.6.1 Conventions

Some useful conventions to communicate with Inxpect SpA technical assistance are provided below.

5.6.2 Type of application



Volumetric

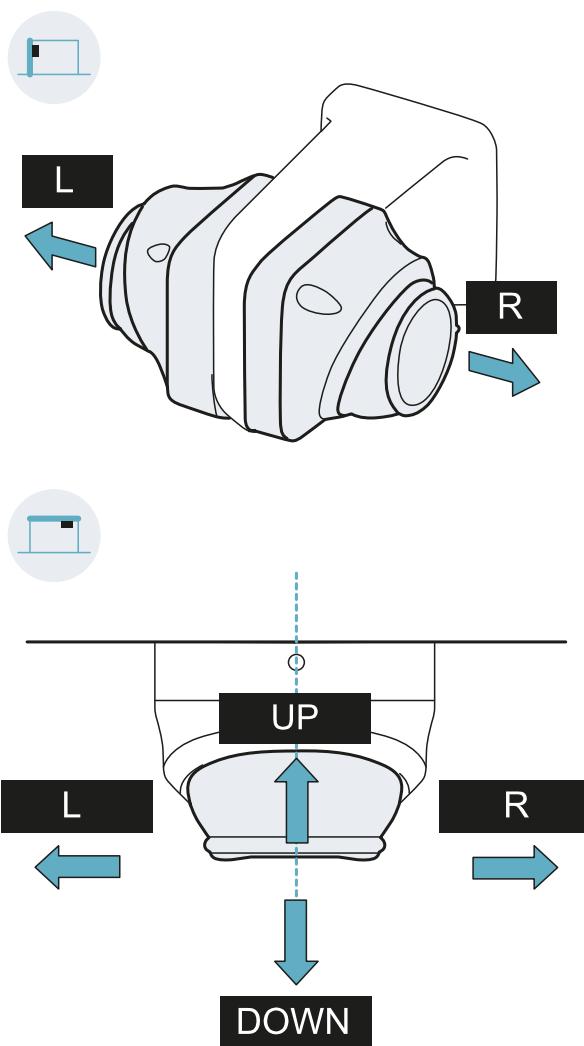
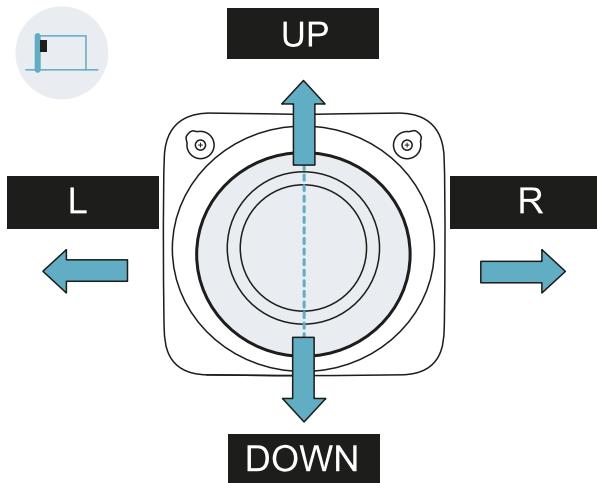


Barrier

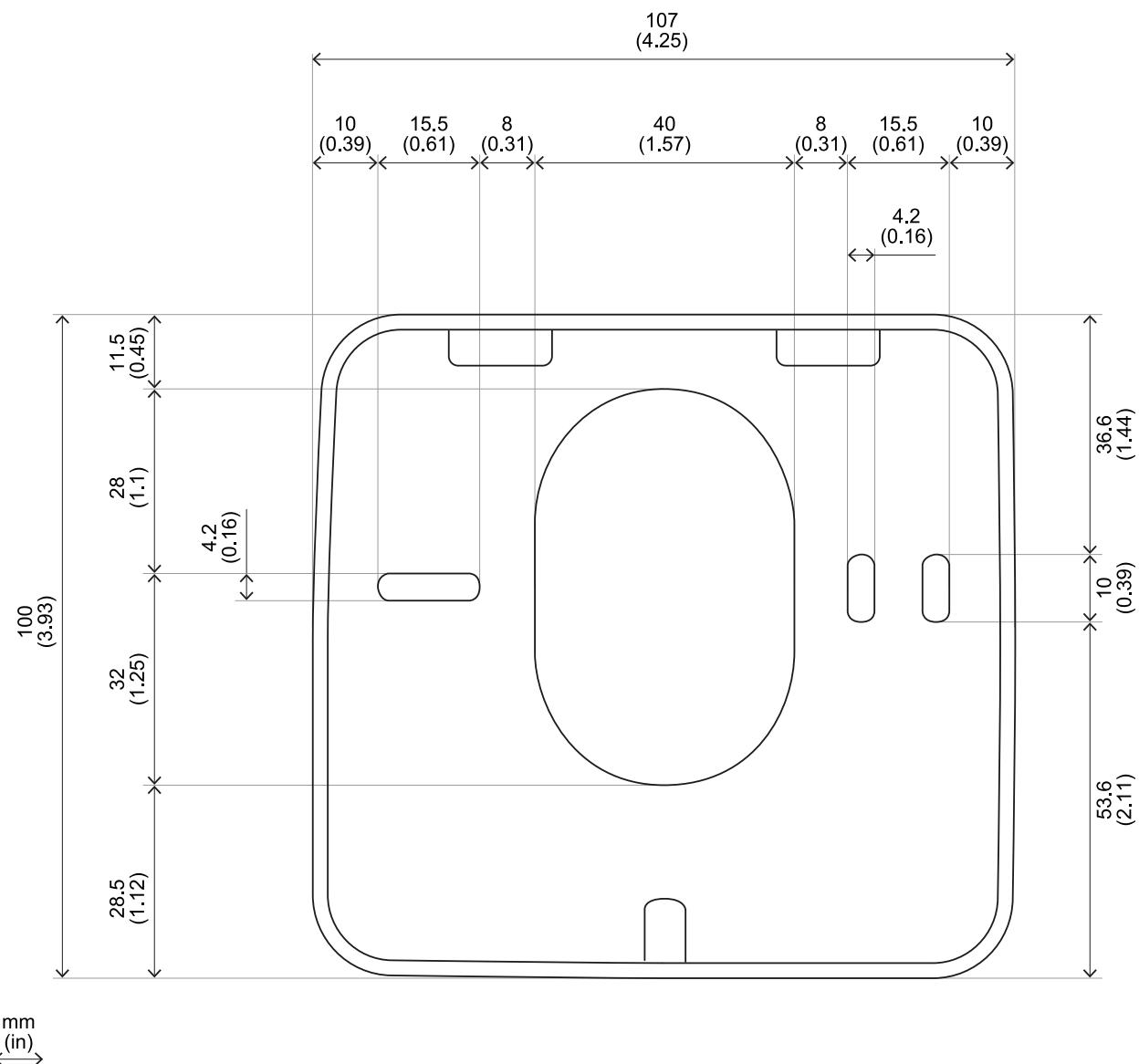
5.6.3 Spatial direction

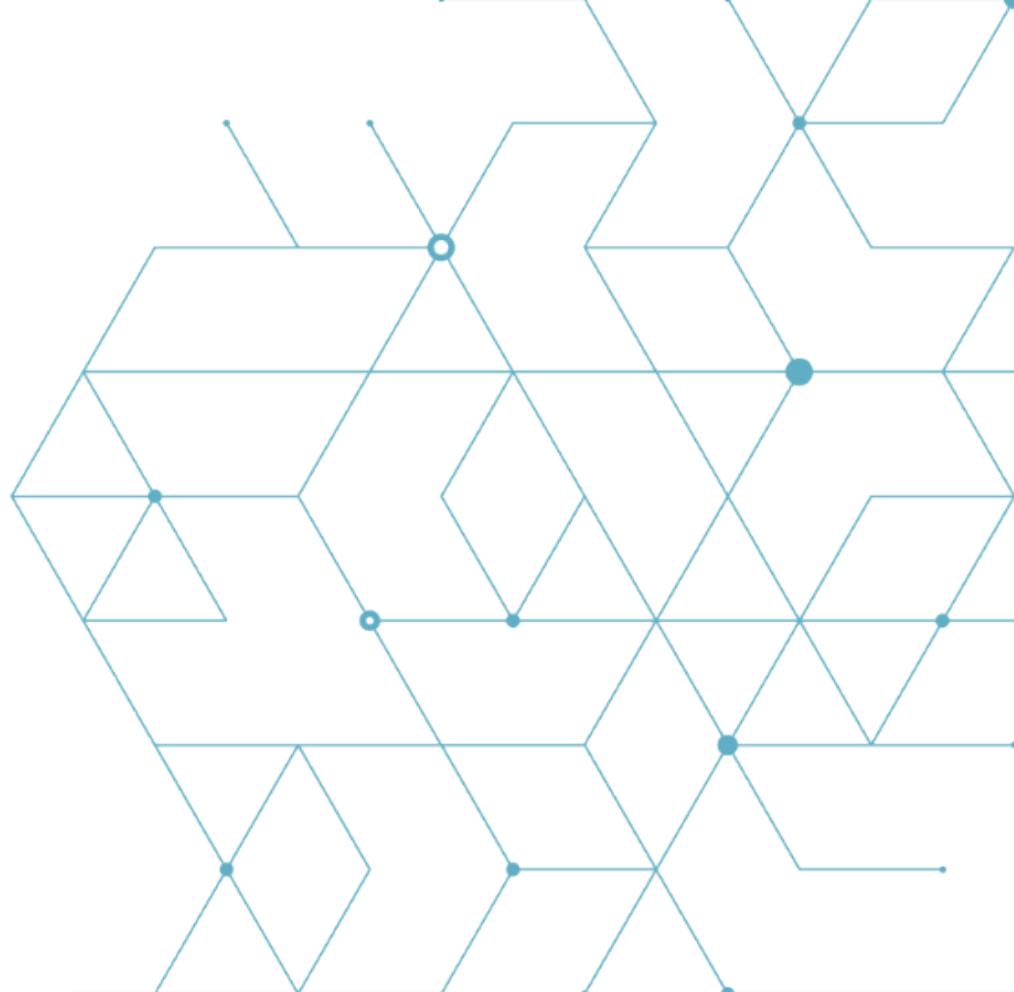
Legend

Icon	Description
	Wall installation
	Ceiling installation



5.7 Back plate dimensions





Distributor:
MAGNASPHERE Corp.
N22 W22931 Nancys Ct., Ste 3,
Waukesha, WI 53186 USA
www.magnaspHERE.com
info@magnaspHERE.com
(262) 347-0711

MSK-101-MM
Advanced configuration manual v1.9
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