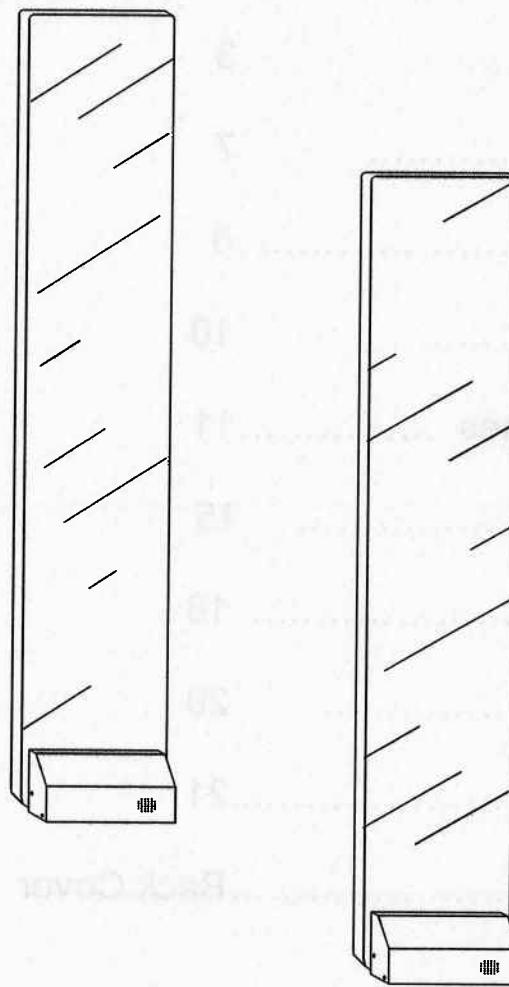


# 9965

**Ketec, Inc**

*Shoplifting Protection*

## USERS GUIDE

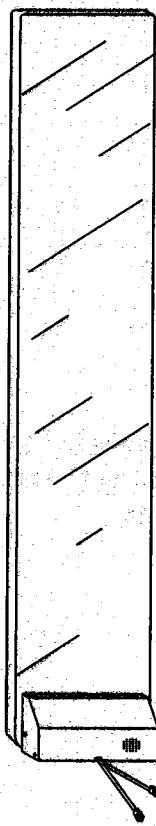


**ELITE  
SYSTEM**

12005

## PARTS LIST

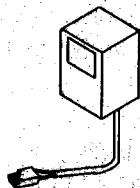
Remove all contents from packaging. Compare products with the example. If you are missing any parts please contact your supplier immediately. The carton should contain:



**ELITE ANTENNAS WITH  
INTERCONNECT WIRES**

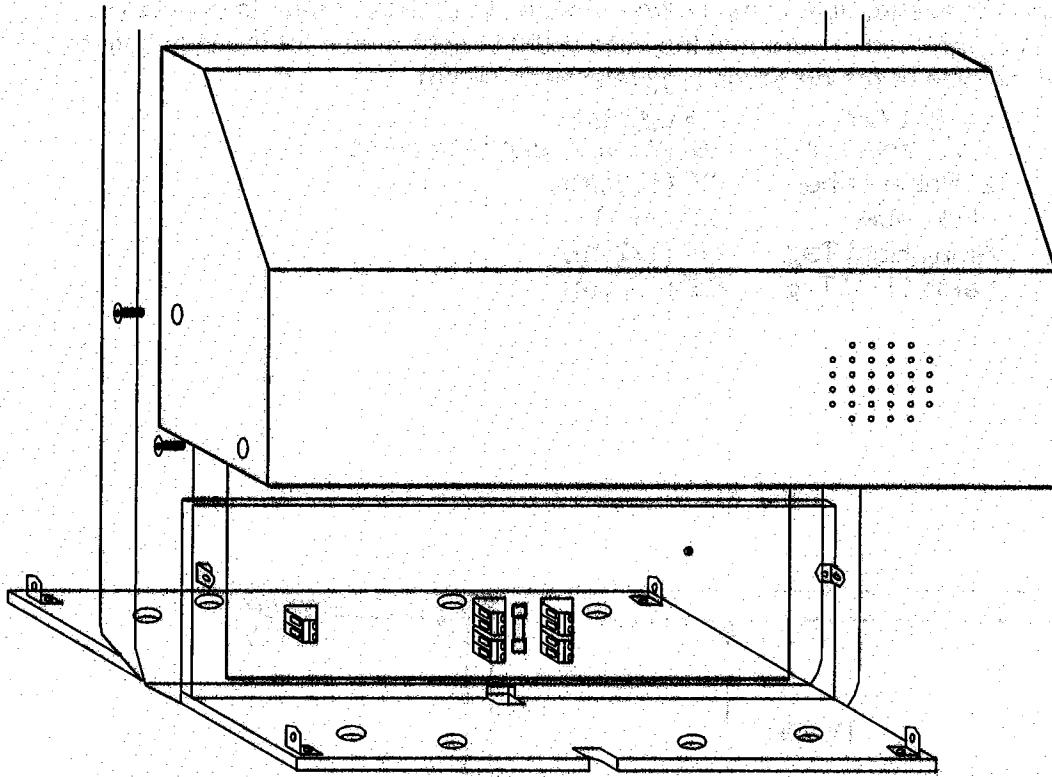


**POWER SUPPLY WITH 10' OF  
CORD**



**NOTE: INTERCONNECT WIRES  
ARE ONLY INCLUDED WITH A  
BASEPLATE**

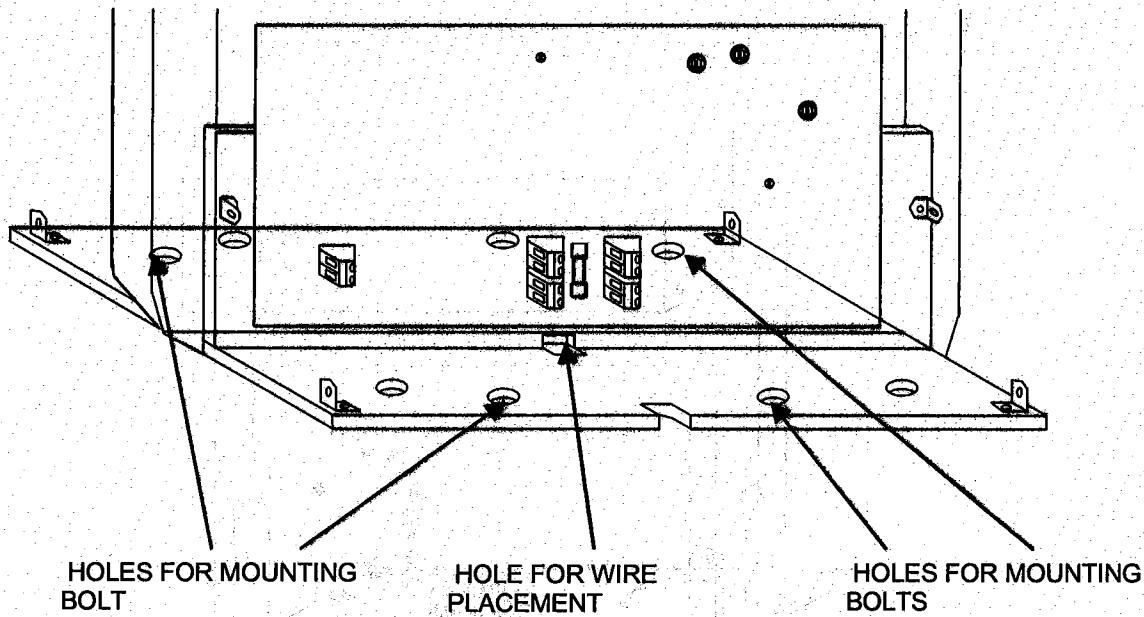
# PERMANENT INSTALLATION



**STEP 1-** Remove the screws from the circuit board covers at the bottom of the antennas, then pull up and out. Place the antennas in an upright position on the floor in the approximate position where they are to be installed. This should be done carefully as the antennas have narrow bases and could easily fall over. Distance between antennas ( ie, aisle width) is determined by the type of detection tag/label being used.(See Step 2)

**NOTE: THERE ARE  
FOUR SCREWS  
PER COVER**

# PERMANENT INSTALLATION

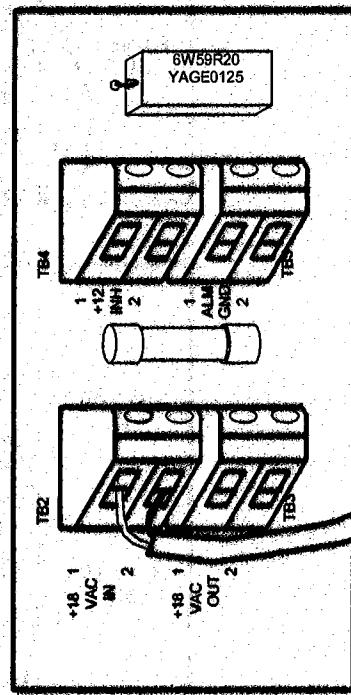


NOTE: CIRCUIT BOARD IS SHOWN AS TRANSPARENT TO SHOW HOLE ON THE BACK SIDE OF THE ANTENNA.

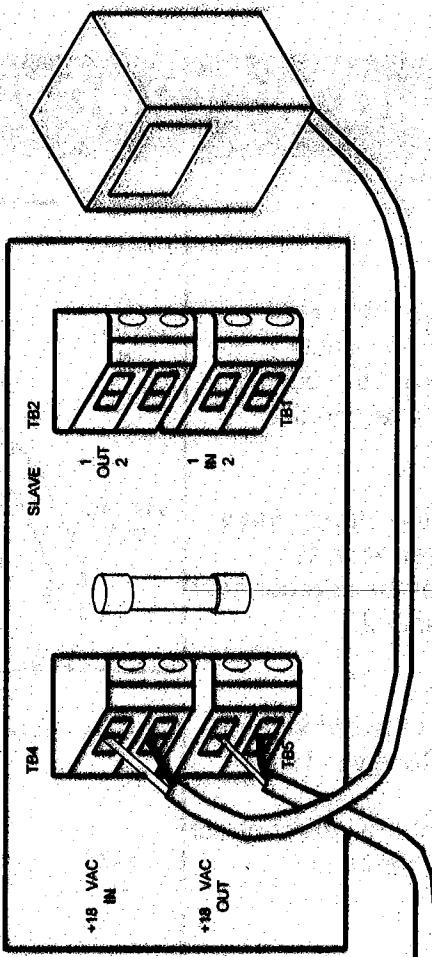
**STEP 1-** Remove the screws from the circuit board covers at the bottom of the antennas, then pull cover off. Place the antennas in an upright position on the floor in the approximate position where they are to be installed. This should be done carefully as the antennas have a narrow base and could easily fall over. As indicated previously, the antennas should be positioned at least 18 inches or more from the doorway and should not interfere with traffic flow.

## KB WIRING DIAGRAM

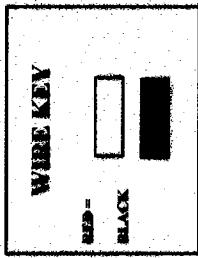
### RECEIVER DETAILED



### TRANSMITTER DETAILED



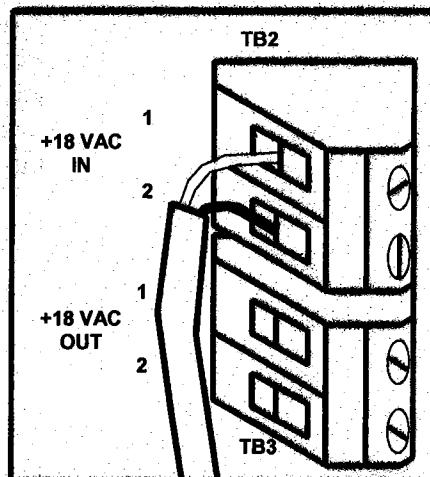
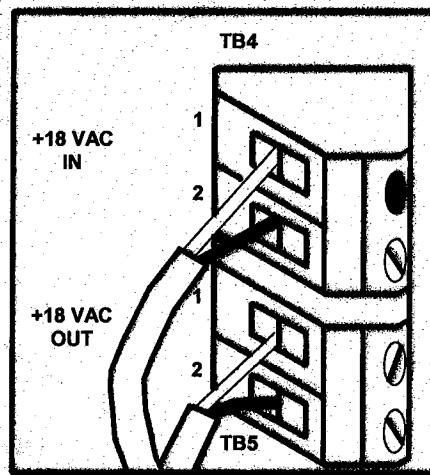
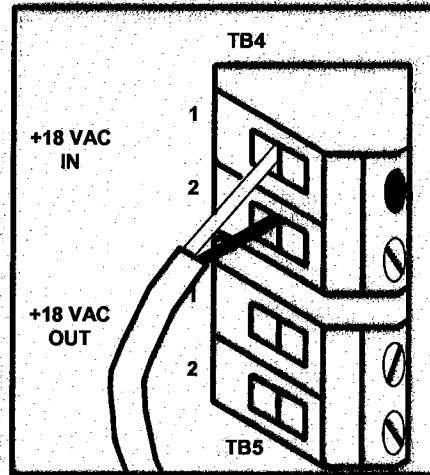
NOTE: WE RECOMMEND USING 14AWG SHEERLED WIRE TO CONNECT THE TRANSMITTER TO THE RECEIVER BOARD



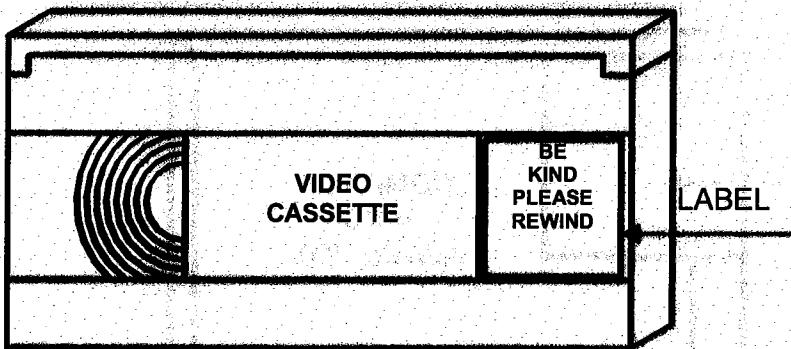
# WIRING INSTRUCTIONS

## POWER TO RECEIVER FIRST

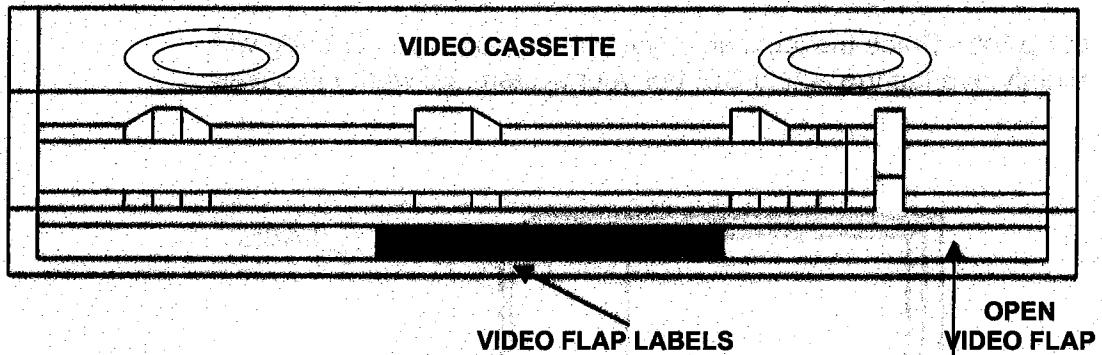
1. Connect the red wire from the power supply to Receiver TB2 terminal 1.
2. Connect the black wire from the power supply to Receiver TB2 terminal 2.
3. Connect the red wire of the interconnect pair to Receiver TB3 terminal 1.
4. Connect the black wire of the interconnect to Receiver TB3 terminal 2.
5. On the Transmitter connect the red wire of the interconnect to the Receiver TB4 terminal 1.
6. Connect the black wire of the interconnect pair to the Transmitter TB4 terminal 2.



# PAPER LABEL GUIDELINES

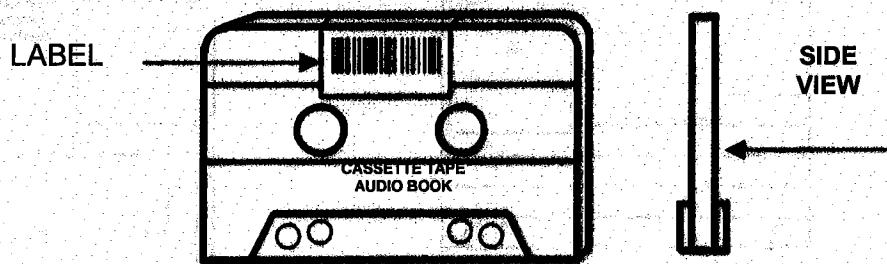


**VIDEO TAPES** -- Tags are placed on the window of the video that is clear when the video is fully rewound.

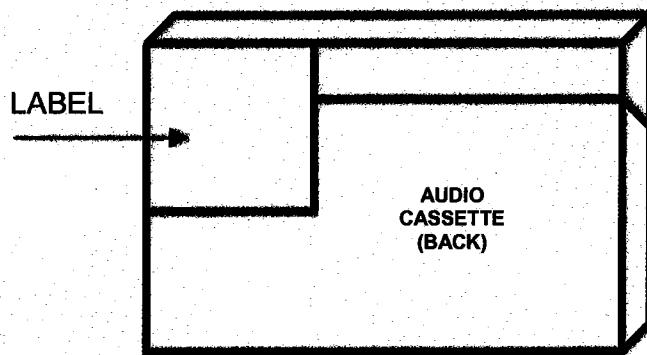


**VIDEO TAPES** -- The Black Flap tag is designed to be a back-up or secondary tag to the primary tag on the window of the video. It should be used on the more expensive and often pilfered videos such as New Releases or certain adult videos. When applying, simply open the flap of the video cassette and carefully apply the label to the inside of the flap making certain that it is even and does not overlap the edges of the flap. This eliminates the possibility of the label catching on anything once inside the VCR.

# PAPER LABEL GUIDELINES



**AUDIO CASSETTES** – For audio book place a  $1\frac{1}{4}'' \times 1\frac{3}{8}''$  bar code tag on the cassette between the reel holes, then fold the tag over the top of the cassette. Note: Bar code tags can only bend once exactly as shown in side view.



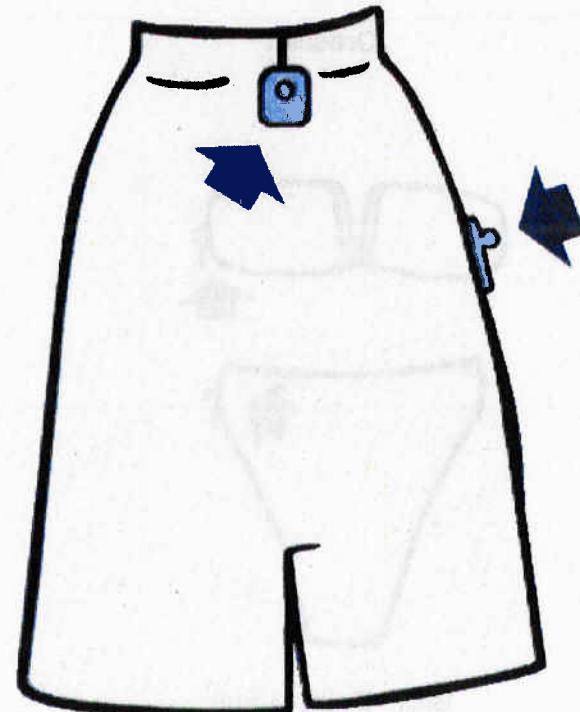
**AUDIO CASSETTE BOX** - Place a  $1.5'' \times 1.5''$  (4cm x 4cm) tag on the back of the Norelco Box or cardboard sleeve, on the rewind (empty) side, where there is no tape.

# HARD TAG GUIDELINES

1. The tag should be visible to the customer.
2. Tag uniformly, it speeds up removal.
3. Tag near a price label. It assists in the removal.
4. Place the tag as high as possible when tagging silks & light or stretchy fabrics.
5. Except for leather goods we do not recommend locating the tag at the seams. The seams are easily cut open to remove the pin.
6. Avoid placing tags on waistbands, cuffs, hems or perimeters. They can be easily cut off.
7. Insert pins through the garment then gently push into the tag.
8. Never force the pin into the tag.
9. Never use bent pins.

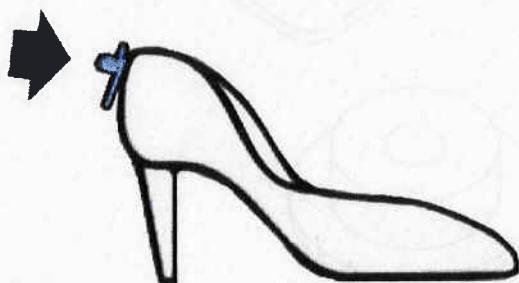


Shirts/Blouses/Jackets

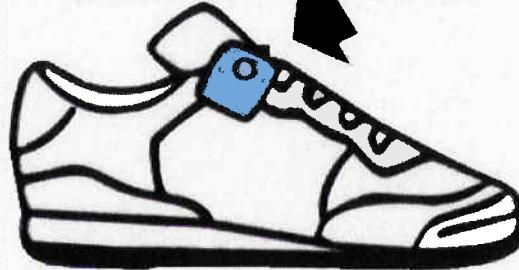


Skirts

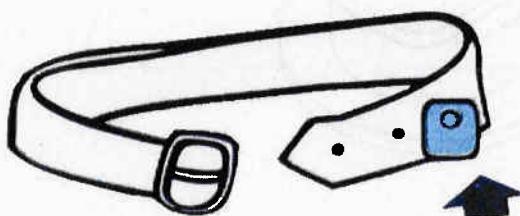
## HARD TAG GUIDELINES



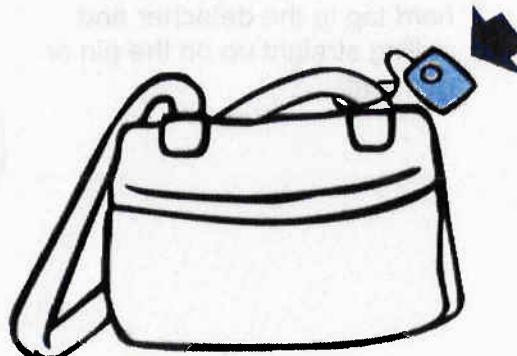
Shoes



Tennis Shoes



Belts



Purses

## REMOVING HARD TAG

It is possible for the locking mechanism to become jammed when the pin is pulled extremely hard. It is possible to un-jam the pin so that you will be able to remove it when needed.

The first step is to place the hard tag into the detacher then press on the head of the pin. This should release the pressure on the locks allowing you to remove the pin.

If you are still unable to release the pin you can tap the locking mechanism (raised area) on the corner of the sales counter, then put the hard tag back into the detacher. The pin should now release.

# TROUBLESHOOTING

If a problem develops with the Challenger system it is usually caused by common occurrences. The following is a basic troubleshooting guide to be used prior to contacting your supplier if the need arises. **DO NOT MAKE ANY INTERNAL ADJUSTMENTS TO THE SYSTEM PRIOR TO CONTACTING YOUR SUPPLIER.**

## NO DETECTION

1. Insure that the power supply is plugged into an AC with the proper voltage.
2. Feel the case of the power supply for warmth. Warmth indicates the power supply is generating low voltage.
3. Check system detection with more than one hard tag.
4. Turn system 90 degrees and check for detection.
5. Move system to different area of store to check for detection.

## WEAK DETECTION

1. Turn system 90 degrees and check detection.
2. Move system to different area of store and check detection.

## PHANTOM ALARMS

1. Insure that no tags are within 3 feet of the system.
2. Turn system 90 degrees and monitor phantom alarms.
3. Move system to different area of store and monitor phantom alarms.

Contact your supplier for further instructions.