



Direct4.me

Seamless delivery.
Anytime. Everytime.

OWNER'S MANUAL
(v1.3)

Dear customer,

Congratulations for your new acquisition of Direct4.me D-box. With it, you have made a significant move forward, because as of now, your packages will always safely wait for you at your doorstep. With the Direct4.me D-box, you will no longer have to wait for a delivery, make arrangements with the courier or go to the Post office or courier depot to pick up a missed delivery. All of this is now a history.

To fully take advantage of all of the Direct4.me D-box's features, we encourage you to carefully read the user's instructions which follows.

Welcome to the world worry free deliveries and returns.

We hope you will enjoy your new Direct4.me D-box.

For more details about the Direct4.me services, please visit <http://www.direct4.me>

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1. Important instructions and warnings

Before activation of the D-box, please carefully read this owner's manual. Warning - this product is meant for persons of 18 years of age or older.

Remove the packaging materials that are protecting the locker. Please be environmentally conscious and separate them by material type and dispose of them in the appropriate trash container.

D-box is using four (4) alkaline batteries size AA 1.5V as its energy source. Any other type of batteries, including rechargeable, are not permitted.

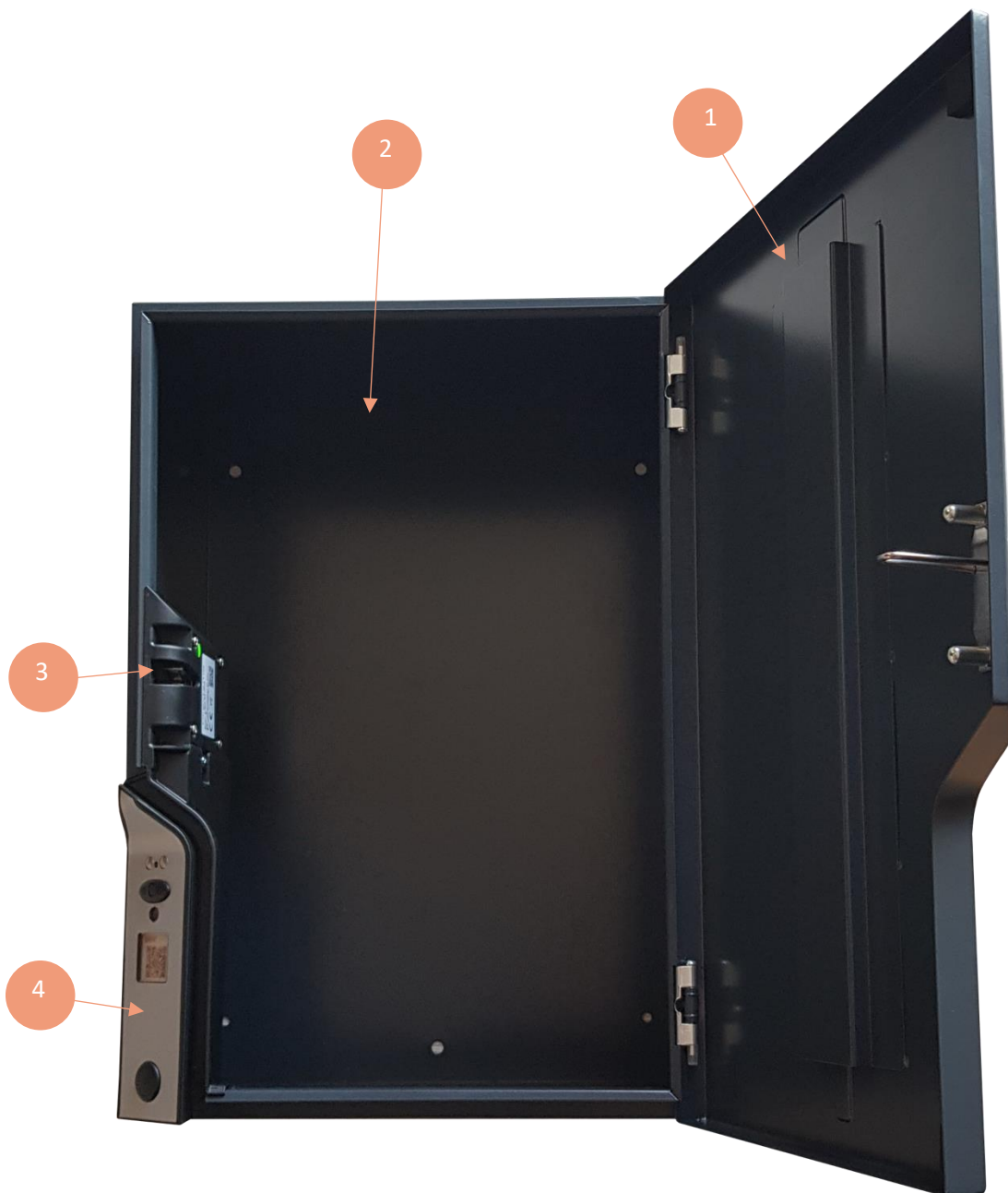
D-box comes with a ribbon inserted between the battery and the lock to prevent battery use during transport and warehousing. It is necessary to remove this ribbon while unpacking the product. This will turn on the D-box and the green light will start blinking.

Please select a proper location on your building where you will mount the locker. It should be well visible and easily accessible to the delivery couriers, but not exposed to the sun, rain, or snow.

D-box that is no longer in use cannot be disposed of as a regular kitchen appliance. For the sake of care for the environment, please arrange the pickup by the specialized electronic trash collector.

Children and persons with reduced physical or mental capabilities should not use the product without a proper supervision unless they have received and understood the instruction for the safe use of the locker.

2. Direct4.me D-box description



DESCRIPTION:

- 1 **door**
- 2 **parcel compartment**
- 3 **electronic lock**
- 4 **display panel**



DESCRIPTION:

- 1 **speaker**
- 2 **screen**
- 3 **proximity sensor**
- 4 **microphone**
- 5 **emergency power connect**
- 6 **diode**

Locker package content

- 1 **D-box**
- 2 **batteries**
- 3 **sealant**
- 4 **owner's manual**

3. Safety instructions and maintenance

We are not responsible for damages or injuries caused by improper use or negligence to follow user's instructions in this manual.

For reason of safety and license to use terms, it is forbidden to in any way alter the Direct4.me D-box.

Installation of the D-box in any other way than described in this manual can cause damages or injuries as well as improper operation of the D-box.

D-box has been designed to prevent the entrance of the condensed moisture (dew, atmospheric moisture) as well as a light sprinkle of water (light rain), but not to be exposed directly to a heavy rain or snow. It will also prevent the entrance of the small solid particles with diameter of more than 1 millimeter (sand and similar). Please mount D-box in a protected area of the building, on the straight wall with screws strong enough to ensure the weight load of the full D-box.

4. Batteries

D-box is using four (4) 1.5V alkaline batteries size AA. For emergency power in case of AA batteries failure, there is an emergency power contact on the face panel for 9V battery.

When inserting the batteries, it is important to follow the correct polarity (+/-). Incorrect polarity may damage the product. For the emergency power with the 9V battery, the polarity is not important. Never use different types of batteries and don't mix the new and old ones. Every time you must change the batteries, change the whole set. Empty or damaged batteries may cause skin burn, so we recommend the use of protective gear.

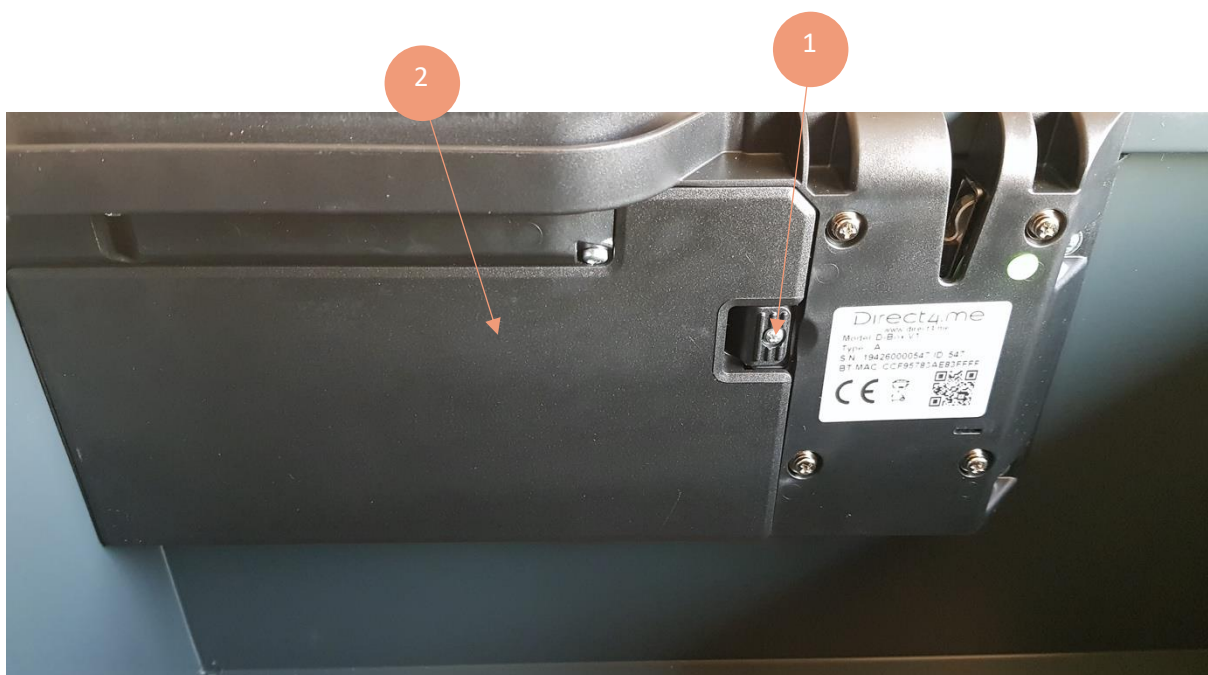
Please be careful not to cause a short circuit on the batteries. Do not throw batteries in the fire as they may explode.

Batteries are hazardous waste and should not be disposed in a communal trash. They should be returned to the store or disposed in special collection sites.

Changing the batteries

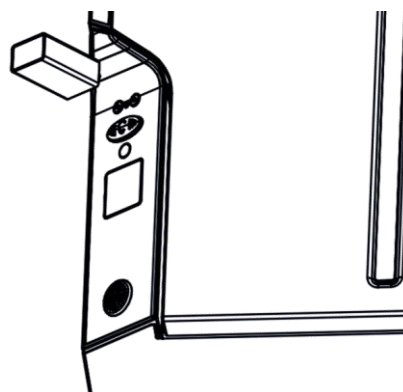
The batteries should be changed when the low battery symbol  appears on the D-box's screen. Do not wait until the batteries are totally empty. Procedure:

- 1 Untight the screws on the battery cover (1)
- 2 Remove the battery cover (2)
- 3 Remove the batteries (3)
- 4 Insert the new batteries - make sure the polarity is correct
- 5 Replace the battery cover
- 6 Tighten the screws



Emergency power

if the batteries get totally empty, the empty battery symbol (battery symbol crossed out) will appear on the screen. In such case, D-box will stop working. To open D-box, an external power source is required as shown on the right. The external power should be applied for the time needed to open the locker with a phone and then change the batteries. Use the 9V battery type 6LR61 as an emergency power source.



5. First use

If you are not yet a member of our family of satisfied users, you must join first. The easiest way is to use our mobile app, which Android device users can find on Google Play and the iOS in the App Store, or for both on our web portal at <https://u.direct4.me/>.



Activation of your new Direct4.me D-box

Important: Before activation remove the label and pull out the red ribbon

Activation of D-box is done in the mobile app and it is a very simple procedure. First you create your user account and then login. The application will then prompt you to add a new D-box, which you do by clicking on the icon/button on the bottom of the screen.

While adding the D-box, you will be asked to allow access to the location data, which enables the delivery couriers to find your D-box and thus simplifies their delivery.



In the next step, you must identify your D-box, which you can do by scanning the QR code on the screen of the D-box or by manually entering the ID number (ex. 123456) that is also displayed on the same screen. To scan the QR code, you must have the phone camera enabled.

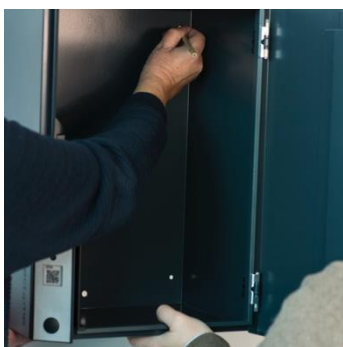
The last step is to set the location and follow the instructions in the app.

Installation of Direct4.me D-box

D-box should be mounted in the vertical position with the lock/screen position in the facing bottom left corner. The mounting screws should be selected based on the wall material and sufficient weight bearing of 50kg. For the brick, cement, or similar material, we recommend screw inserts type Fischer UX 10x60 or Hilti HUD-L-10x70. For wood structures we recommend wood screw 6mm - 8mm and length of 65mm. In case of other materials, we recommend the use of anchors with the minimum pull force of 0.28kN and a minimum shear force of 0.38kN per each anchor.

It is recommended that two persons perform the installation.

1.



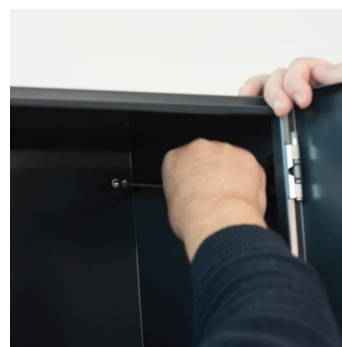
Mark the drilling points as shown on the photo.

2.



Using the appropriate drill bit, drill the marked holes

3.



Mount D-box with appropriate screws

6. Error messages

Direct4.me: Table of possible errors, symbols, and explanations

The table below shows possible errors displayed on Direct4.me D-box, with corresponding symbols and explanations

Symbol on the screen	Explanation	Solution
Confirmation code or D-box ID	Successful transaction	In case the delivery is by the delivery company, the confirmation QR code must be scanned by the courier
E1	Unknown token, the terminal cannot decrypt the token	Repeat with a new transaction
E2	Expired token's time bracket	The validity of the token expired (token too old). Repeat with a new token. If the error persists, the D-box's terminal must be checked
E3	Lock error. D-box cannot be opened due to a mechanical problem with the lock	The electronic lock did not unlock Possible causes: <ul style="list-style-type: none">- something is blocking the lock (physically obstructing the door (hand, parcel...))- low battery- lock is damaged
E4	Wrong locker ID.	Token not issued for this D-box ID (for this reservation). Wrong D-box - select the correct token for D-box or verify the reservation for the D-box
E5	Battery level too low. D-box cannot be opened	Battery level too low- change the lock's batteries. To open D-box, use the emergency external power (9V battery)
E6	CRC error	Communication error. Try again
E7	Wrong command	Repeat with a new token
E8	Calibration error	Error in performing calibration of the lock. Try again with the new token
E9	Error setting RTC.	Repeat with a new token
E10	Unlocking not successful.	Change the batteries. If error persists, the CPU must be reset

7. How to use the Direct4.me D-box

When the delivery company, which is integrated into Direct4.me system, receives the parcel from the online shop, addressed to you, they will notify you, with an option to redirect the parcel for a delivery to your Direct4.me D-box. You may select your own D-box or any nearby public D-box location. You can enter any number of public D-box locations in your app, by accessing them through the public D-box location search tool, find them on the map or manually enter them by scanning their QR codes.

If the delivery company is not integrated with Direct4.me system for parcel deliveries into Direct4.me lockers, they will deliver your package in a standard way, to your address.

After successful redirect, you shall receive a confirmation in your Direct4.me app, confirming the delivery to your selected D-box.

You may change the selected D-box to a different one in the app, in a time frame allotted by each delivery company. At the time of delivery, the courier will open D-box with his Direct4.me app and leave the package in the D-box. Simultaneously you will receive a push notification in your app that the package has been delivered and a notification for you to pick it up. In case of a public D-box, the pickup time may be allowed for a limited time, which would be indicated in a pickup notification.

Package pickup

You can pick up a package in a following manner:

- 1 In a mobile app, select the incoming package delivery. The button to open D-box will appear. Press to unlock
- 2 The opening process is activated automatically
- 3 Move the phone close to the lock, which will sense the proximity of your device and the green light will start blinking, Indicating the lock is ready
- 4 The phone will transmit the sound key and the lock will release automatically and the door will pop open.
- 5 Remove the package from the D-box and close the door.

Authorizing a third person to pick up a package

The system allows you to authorize a third person to pick up a package for you. If you want to authorize another person to pick up a package, find that shipment in the app and press "Authorize" button next to it. In the next window, enter the phone number of the person you want to authorize or select the person from the phonebook in your app, and confirm the selection. The authorized person will receive a one-time access to the D-box that they can open and retrieve your package.

The selected person will receive an SMS notification that the authorization to pick up the package has been done. If the person is also a Direct4.me registered user, the authorization message will be sent as a notification in their mobile app. After the authorized person has opened D-box to retrieve the package, the access right will be automatically cancelled.

8. Technical specifications

Supported technology for D-box opening:	Data-over-Voice (DoV) Near Field Communication (NFC)
Power source	Battery pack 4 AA (1,5V) Alkaline – included External emergency source (connect 9V battery)
Screen	E-paper screen (b/w): 27.6 mm x 27.6 mm (152p x 152p)
Microphone	Kingstate condenser microphone
Senso	Proximity sensor
Speaker	GCO262MAEX AMAOTO
Lock	Electronic lock 4,5 - 8V DC
External working temp	From -20 °C to +55 °C
D-box dimensions	Model M: 500 mm x 250 mm x 350 mm Model L: 370 mm x 550 mm x 400 mm Model XL 740 mm x 550 mm x 400 mm
Internal volume	Model M 44 L Model L 80 L Model XL 160 L

9. Limited Warranty

Before using D-box, carefully read the owner's manual. Damages caused by not following these instructions are excluded from the product limited warranty.

Limited warranty is valid for 24 months from the date of the purchase.

www.direct4.me