



PARCEL BOX

Instructions for Use and Maintenance

EN

CE
Version 2.0

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ABOUT INSTRUCTIONS

These instructions have been prepared with the intention of providing the necessary information about the Boxie parcel box (hereafter referred to as the Boxie) to all persons who may come into contact with it during its operation, service, maintenance and repair. Each of these persons must be thoroughly familiar with its contents before commencing any activity with the parcel box.

All contents of these instructions are subject to copyright and are provided to the reader solely as a source of information. Any copying or reproduction of data and information without the express written consent of the author is prohibited. This also applies to the commercial use of the content and data. The text and images correspond to the technical state at the time of going to press.

Due to the improvement of the operating software and accessories, the instructions in the current version can be downloaded from my.boxie.cz.

SYMBOLS USED IN INSTRUCTIONS

SYMBOL	MEANING
	These symbols have the meanings of "CAUTION" and "WARNING" and indicate facts that may cause serious injury to the user and/or damage to the equipment. They also draw attention to an important instruction, feature, procedure or matter that must be observed or noted during operation and maintenance of the equipment.
	The symbol draws attention to an important action that must be followed, but which does not endanger health or cause damage to the product.
	The symbol draws attention to useful information relating to the device or its accessories.
	The symbol is a reference to another chapter in these instructions.

IMPORTANT NOTES

- Read carefully these instructions.
- Follow the instructions exactly not only make it easier for you to use the Boxie, but also to ensure its optimal use and long service life.
- Do not put the Boxie into operation until you are thoroughly familiar with all the instructions, prohibitions and recommendations given in these instructions, especially in the chapter *SAFETY INFORMATION*.
- The illustrations used in these instructions do not necessarily correspond to reality; they are intended to describe the main principles. Texts, drawings, photos and other elements presented here are protected by copyright. Any misuse or unauthorized copying carries a penalty.
- The instructions must be considered as part of the product and must not be separated from it. Therefore, keep it for future reference.
- Wear protective gloves during unpacking and assembly.
- A minimum of two people are required to move and install the appliance.
- Before any installation work, the Boxie must be disconnected from the mains.
- Installation must be carried out in accordance with the instructions, standards and other applicable regulations.
- Do not repair or replace any part of the appliance unless specifically stated in these instructions for use.
- The device must be protected by overcurrent elements at the place (home installation) where it will be connected. The point (socket) to be connected must comply with the ratings of the socket.
- Earthing of the Boxie is legally obligatory. The protective earth connection at the socket is

required necessary and must be carried out by a qualified person.

- The power supply cable must be long enough to allow the Boxie to be safely connected to the main power socket.
- Route the power supply cable of the delivery box underground, under or close to the wall in such a way that it cannot be mechanically stressed (e.g. by catching or stumbling)! Do not turn on the Boxie if the cable is damaged.
- The damaged power cord must be replaced by the manufacturer, its service technician or a similarly qualified person to avoid a dangerous situation.
- Do not immerse the power cord in water. It could result in electric shock, fire or other danger to health and property.
- The connection of the cable to the power supply socket must be made in a location protected from the weather effects. The power cable forks are not protected against water ingress.
- To connect the Boxie it is possible to use another original power cable that contains a separate protective conductor (TN-S network) according to the standard ČSN 33 2000-4-46 ed. 3.
- Do not use extension cords or multi sockets.
- Connection to the Internet via LAN is only possible with a shielded cable meeting category F/UTP Cat.5e or higher.
- The Boxie and its components heat up in the sunlight. Be careful when touching the outer parts of the Boxie. Risk of burns.
- If very young (0-3 years) or young children (3-8 years) will move around the box, they must be supervised at all times. There is a risk of them being accidentally locked in the parcel area.
- Children over 8 years of age and persons with physical, sensory or mental disabilities or without adequate experience and knowledge may only use the Boxie under appropriate supervision or if they have received information on the safe use of the Boxie and if they understand the risks involved in using the Boxie. Children are not allowed to play with the Boxie. Cleaning and maintenance by the user must not be carried out by unsupervised children.
- Children and persons with physical, sensory or mental disabilities or without adequate experience and knowledge must not carry out cleaning and routine maintenance of the box without adequate supervision.
- Do not use to ship or enclose live animals. Risk of death by suffocation or overheating.
- When picking up parcels, open the box door carefully to prevent parcels from falling out of the box and causing injury.
- Do not cover the air vents at the Boxie back side - overheating can cause the Boxie to overheat and limit or fail functions.
- Avoid looking directly into the scanner beam, it could cause eye damage!
- Do not use the Boxie to deliver flammable volatile liquids - it may cause fire or explosion of accumulated vapors.
- Do not open the door if the material inside or outside the box catches fire or smolders. Unplug the power cord from the outlet or turn off the power at the fuse panel or circuit breaker.
- Cleaning is the only required maintenance. Failure to keep the Boxie clean can damage the surface and shorten the service life of the Boxie, resulting in a potentially dangerous situation. Never use steam cleaners.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the control panel glass; you could scratch the surface of the glass which may result in its shattering.
- The parcel box must not be started or operated unless all safety and protective devices (covers, wire insulation, electrical components) are in place and functional without visible damage!
- The letter box is not part of the interior of the Boxie.
- If damage is found to the door, mail slot, or damage to the parcel grid (surface irregularities, cracks, sharp edges), this damage must be repaired so that it cannot cause injury or damage to the parcel.
- Servicing, repairs and assembly and disassembly of Boxie wiring components may only be carried out by a qualified technician as instructed by the manufacturer and in accordance with applicable local safety regulations, by a service partner or by the manufacturer.
- It is forbidden to carry out any intervention in the wiring of the parcel box! Only the manufacturer's service technicians or similarly qualified persons may carry out repairs or modifications that require the removal of any covers, as well as interference with the wiring of the parcel box!
- Do not use the Boxie to store valuables (it is not a safe or a vault). The Boxie meets the requirements according to ČSN 74 7640.
- To prevent cyber-attacks via remote access to the mailbox, set up a local network as recommended

by your ISP and keep the firmware components of your home network updated!

- The user of the parcel box must take into account the remaining available space for safe storage of the parcel in case of simultaneous delivery of cluster parcels. The user of the parcel box must regularly check the storage space to prevent damage to parcels due to overfilling.
- The manufacturer disclaims any liability in the event of injury to persons and animals damage to

property for failure to follow the above recommendations and safety precautions.

- Any use of the box other than that specified in these instructions, including the use of non-appropriate accessories spare parts, is considered as not fit for purpose. It is therefore forbidden to use the boxie for purposes other than those defined. The manufacturer of the boxie is not liable for damages resulting from improper use. The risk is borne solely by the operator or the user.

CONTACT TO THE MANUFACTURER

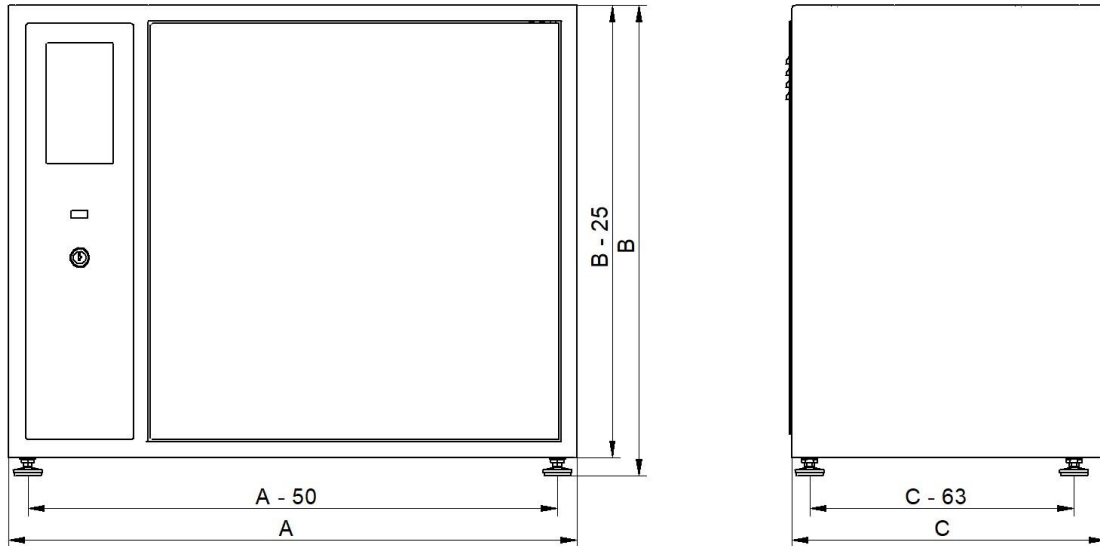
In practice, there are also unforeseen situations that could not be included and described in this manual. Therefore, whenever you are unsure of the procedure, contact the manufacturer:

HESTEGO a.s. Na Nouzce 470/7 682 01 Vyškov Czech Republic	+420 517 321 011
www.hestego.cz www.hestego.de www.hestego.com www.hestego.ru	hestego@hestego.cz Service centre: servis@boxie.cz



TECHNICAL SPECIFICATIONS

MAIN DIMENSIONS AND WEIGHT



Overall dimensions and weight	Type of Boxie	Width (A) [mm]	Height (B) [mm]	Depth (C) [mm]	Weight [kg]
	M	725	600	405	34,5
L	725	730	445	41,0	
Maximum package size (without box / with box)	M	460	490	380 / 340	45,0
	L	460	620	420 / 380	45,0

MATERIALS AND OTHER PARAMETERS

Surface of boxie case, parcel area door and panel	Anti-corrosive powder base + powder topcoat Colors and graphic coatings may differ from the standard, depending on the user's order.		
Surface of internal parts	Powder coated or uncoated		
Ambient temperature	-25 °C to + 55 °C		
Material of Boxie case	Steel	Material of internal parts	Aluminium/Steel
Boxie power supply	230 V / 50 Hz	Power supply for parcel lighting	12 V
Level of protection	IP 43	Working temperature	from -25°C to +40°C
Annual energy consumption	5 kWh	Approximate annual data transfer	10 GB

ACQUAINTANCE



*Having been acquainted with the Boxie, read carefully the section **SAFETY INFORMATION**. Do not begin installation of the Boxie or use it until you are thoroughly acquainted with all instructions, instructions and recommendations given in this chapter.*

INTRODUCTION

The Boxie is used for automatic unattended and contactless receipt and dispatch of mail articles.

The Boxie is particularly suitable for detached houses (located on the boundary of the property) and apartment buildings under common management. It is designed for use both indoors and outdoors.

The Boxie is used in conjunction with the service provided through the my.boxie.cz web application, which ensures the seamless and full functionality of the Boxie. This service of the internet application has a taxable and non-taxable level. The service level and the corresponding Boxie functions are described and specified in the web application. The manufacturer reserves the right to change or add different service levels of the Internet application, including changing the scope of services in different levels.

The user acknowledges that if he/she uses the taxable level and fails to pay the agreed price for the provision of this service within the specified time, the manufacturer may terminate the taxable level and the user will be able to use only the non-taxable level and the associated part of the additional services of Boxie.



Where the user does not use the service provided through the my.boxie.cz Internet application, it is understood that without the use of this additional service it may not be possible to use some of the functions of the Boxie.

The Boxie contains area for parcels and letters (optional) delivered by shipping companies and allows them to be stored until picked up by the owner of the Boxie, or by the shipping company upon dispatch.

Parcels are taken over / accepted by scanning the 1 D/2D numeric code on the parcel or a predefined PIN code, entered via instructions on the touch screen, which allows the door of the parcel compartment to be opened. The insertion of the parcel is confirmed to the transport company worker by the display of the control PIN code for the parcel.

Before opening the door of the parcel compartment and after closing it, the system automatically records the weight of the contents and at the same time saves a snapshot of the area to check the delivery/acceptance of the parcel by the user.

The parcel compartment is equipped with LED lighting, which is automatically activated when opening the door or taking pictures.

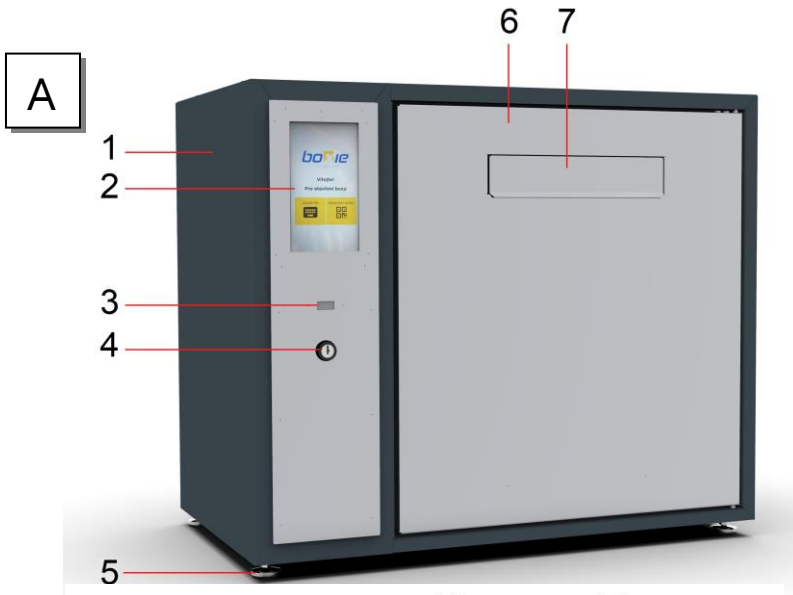
The Boxie is equipped with internet connection - LAN / WI-FI or GSM (optional), through which it is possible to enter parcels on my.boxie.cz, remote administration, manage access and check delivery / pick-up of parcels.

The boxie can also be used for pre-frontloading of parcels / things between users, where the owner of the boxie gives another user a single-access PIN code to open the door.

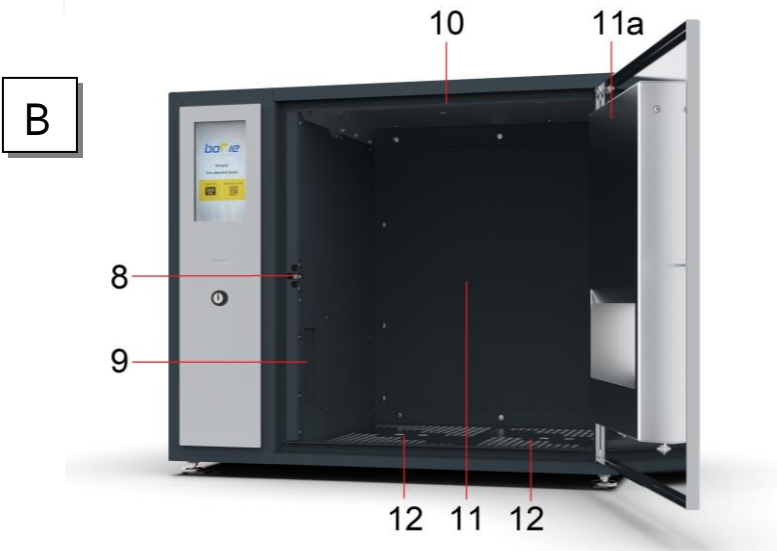


Any other use of the Boxie, including the use of non-appropriate accessories or spare parts, is considered as not fit for purpose. It is therefore prohibited to use the Boxie for purposes other than those defined. The Boxie manufacturer is not liable for damages resulting from improper use. The risk is borne solely by the operator/owner.

DESCRIPTION OF DEVICE - BOXIE



1	Boxie body
2	Touch control display
3	Barcode scanner
4	Mechanical lock
5	Height-adjustable legs
6	Compartment door
7	Letter drop (optional)



8	Electro - mechanical lock of the parcel area door
9	User service door
10	LED lighting
11	Parcel compartment
11a	Mail compartment (optional)
12	Removable parcel grate



13	Vent holes - outlet
14	External WI-FI antenna (optional)
15	External GSM antenna (optional)
16	Vent holes - inlet
17	230V/50Hz power socket
18	LAN socket

DELIVERY AND UNPACKING

PACKAGING AND DELIVERY CONTENT

Boxie is packed in a cardboard box. The delivery includes:

- 1x Boxie (Fig. A, pos. 1)
- 2x door keys
- 2x floor grates (Fig. B, pos. 12)
- 4x height-adjustable leg with accessories (Fig. A, pos. 5)
- 1x connection cable 230V, 3m
- 1x instructions for use and maintenance
- 1x universal flat mounting wrench 7/11/17 mm

OPTIONAL ACCESSORIES

Integrated into the Boxie on delivery:

- External WI-FI antenna for extended signal range
- GSM module with external antenna
- Mailbox (for B4 format)

Packed separately on delivery:

- Bracket for wall hanging
- Low/high platform with accessories

Optional accessories are not an integral part of the Boxie. They are supplied on a separate order basis.



The wall-hanging bracket and low platform are suitable for placing the Boxie at the height required for operation by disabled users.



Upon receipt of delivery, check the packaging for damage and report any damage to the carrier immediately. In addition, check that the delivery is complete and complies with the order. Notify the supplier immediately if any shortcomings are found...

HANDLING THE DELIVERY

The packing weight of the basic version of the Boxie in the basic version is more than 30 kg. The packed Boxie must be handled by 2 persons with one at least over 18 years of age.



When handling the parcel box, take care to avoid injury (squeezing or crushing, eventually bumping of the body or parts thereof) caused by the weight of the parcel box!

Always handle the parcel box in a two-person team, with at least one person over 18 years of age, and ensure that no third parties, especially children, move in the immediate vicinity during handling!

When handling a parcel box, never lift it above shoulder level and hold it firmly so that it cannot slip and fall.

Make sure that no loose items are placed on the parcel box when handling it!

*The weight of Boxie you have purchased can be found in the chapter **TECHNICAL SPECIFICATIONS**.*

STORAGE BEFORE UNPACKING

If you are not going to unpack and install the Boxie directly after delivery, store it under the following conditions:

- Store Boxie in its original packaging in a dry area, protected from the weather effects which could cause damage to the packaging and deterioration.
- Do not place any other objects or materials on the wrapped Boxie.

Recommended store conditions:

Temperature	Air humidity	Air purity	Others
from -10 °C to +45°C	< 80% at 21 °C	Dust-free environment	Dry storage facilities

INSTALLATION AND COMMISSIONING

SITE SELECTION FOR OPERATION



To save installation time, we recommend selecting the exact location of the Boxie before installation. Clearly mark the selected location so that any workers know exactly where to place the Boxie.

In case of using the Boxie installation service by the manufacturer or its contractual partner, the installation site must be prepared according to the following parameters; otherwise, the user may be charged for the cost of the technician's unnecessary trip.

*The overall dimensions of the type of Boxie you have purchased can be found in the chapter **TECHNICAL SPECIFICATIONS**.*

The following factors must be taken into account when selecting a site for the Boxie operation:

- **Accessibility for carriers** – Install the Boxie where the door side of the parcel area is freely accessible to carriers, ideally near the driveway. For example, on the property boundary, in the fence area, or where carriers would normally expect a letterbox, such as close to the entrance to the house or gate to the property.
- **Expected movement of people** – Install the Boxie in places where you do not expect a large number of people to damage the Boxie (accidental damage, vandalism).
- **Height layout** - When installing the parcel box, choose its position so that the bottom edge of the parcel box is at least 600 mm from the floor level, or the top edge of the parcel box is no higher than 1800 mm from the floor level! Choose the position from the floor so that the parcel box is accessible for people with reduced mobility if necessary. In this case, it is obvious that the top of the parcel box is no higher than 1200 mm from floor level!
- **Subsoil quality and flatness** - The Boxie requires the flattest possible concrete or paved surfaces with dimensions of at least 700 x 500 mm. We recommend anchoring the Boxie to the subfloor to secure it, for example, against crushing.
- **Adequate space around the Boxie** – When installing, please note that the vent holes at the back of the Boxie must not be covered! There must be a distance of at least 15 mm between the back of the box and the nearest surface. The door to the parcel area opens by 110°. Ensure a sufficient space for them to open in front of the Boxie.
- **Sunlight** – If possible, do not place the Boxie in direct sunlight or near light bulbs or other sources of high temperature.
- **Distance from 230V mains** – When installing further away from the house, please note that the Boxie requires a connection to the 230V/50Hz power supply socket. At the edges of the property, it is also possible to use the power supply, for example for sliding automatic gates. This connection can only be made by a suitably qualified person.

- **Internet connection** – Internet connection is required to use all the functions of the Boxie. Connection is possible via LAN cable or WI-FI network (2.4 GHz, 5.0 GHz IEEE 802.11 b/g/n/ac). If you do not have the possibility to connect via LAN or WI-FI network, use the optional GSM module, which can be installed by the service technician in the Boxie and additionally on site.
- **WI-FI and GSM signal strength** – Keep in mind that any covering of the Boxie rear part where the antennas are located (steel, concrete, masonry) reduces the range of the WI-FI network and GSM signal. Poor signal quality, it will be necessary to connect the Boxie with a LAN cable or use an additional home W-FI network amplifier.
- **Fire hydrants and access roads** – Ensure compliance with the prescribed minimum width of access roads for fire brigade emergency vehicles, the distance from fire hydrants and compliance with the minimum parking areas for fire brigade vehicles at hydrants, which are governed by ČSN 73 4301, ČSN 73 0833 and ČSN 73 0802.
- **Passages and ramps for the disabled persons** – The Boxie must not block them, so ensure a wide enough passage and manoeuvring space for wheelchair users if they are close to crossings or wheelchair ramps.
- **Movement of pedestrians** – Be aware of pedestrian movement, which should not be restricted, on footpaths close to the house, especially at corners and emergency exits. In buildings, observe the requirements for minimum dimensions of access and escape corridors according to EN 73 0833 and EN 73 0802.
- **Easy to dismantle** - The Boxie must be easily accessible at all times during use to be dismantled without damage. The manufacturer shall not be liable for damage to the Boxie or other property resulting from the dismantling of the Boxie unless the user provides easy access to the Boxie and easy dismantling during installation.

UNPACKING AT INSTALLATION SITE



When transporting the Boxie to the installation site, always pay attention to your surroundings and ensure the safety of yourself and others. Children should not carry out installation tasks. Keep children at a safe distance during installation. Keep packaging material (plastic bags, polystyrene parts, etc.) out of the reach of children, both during and after the installation of the equipment.

When placing the parcel box, take into account the presence of children who might stick their fingers or foreign objects into the vent holes, and prevent this if possible.

When unpacking, proceed as follows:

- Remove reinforcing tapes and packing material.
- Unpack the Boxie and remove the 2 keys for the mechanical lock from the hole in the back (Fig. C).
- Insert the key into the mechanical lock (Fig. A, pos. 4) and turn the key approximately 15° anticlockwise. Open the door of the parcel area and remove the power cord, the height-adjustable legs with accessories and the universal flat mounting wrench 7/11/17 mm.
- Check visually that some parts of the Boxie have not been damaged during transport. Report any defects to the supplier or carrier as soon as possible. Take extra care during subsequent handling to avoid damaging the Boxie.

ASSEMBLY OF HEIGHT-ADJUSTABLE LEGS

To assemble the platform, prepare the universal flat mounting wrench 7/11/17 mm and the items from the delivery:



4x height-adjustable leg



4x nut M10 DIN439



4x washer M10 DIN125



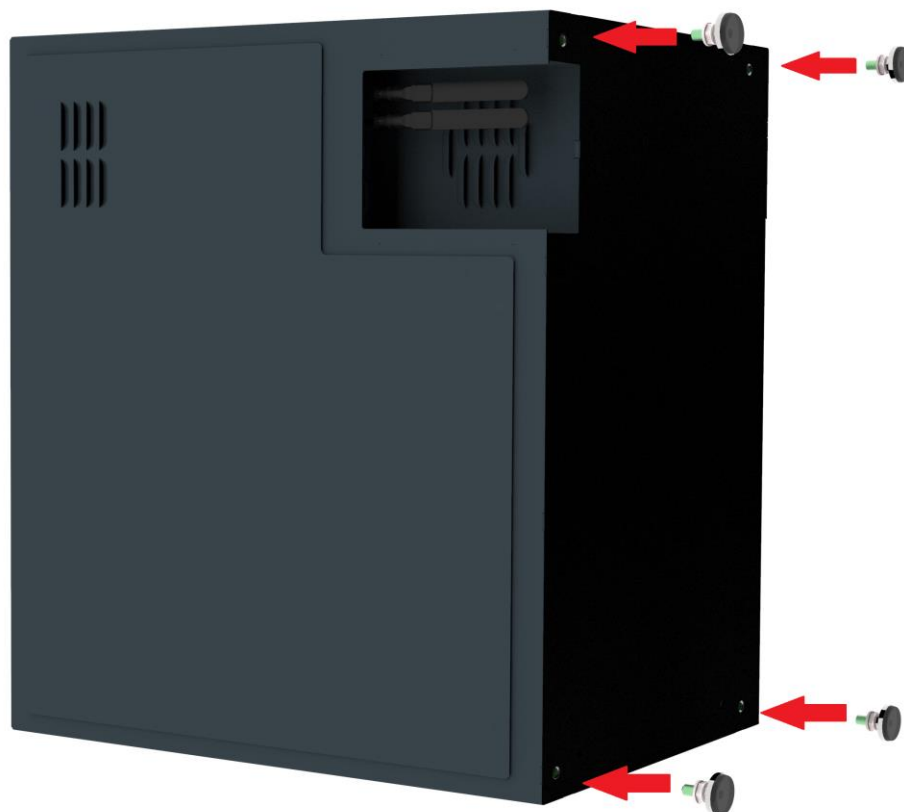
The installation of the height-adjustable legs is recommended to be carried out in two persons; one of them should be over 18 years old to rotate the Boxie must be rotated for assembly. Please be careful!



If you use a platform or bracket to install the Boxie, do not mount the legs on the Boxie! They are mounted on the underside of the platform. If a suspension bracket is used, the legs are not mounted.



Place the Boxie without the inner grates on the packaging material removed from the Boxie with the bottom side facing sideways or upwards. Screw the M10 nuts loosely by hand onto the height-adjustable legs onto the threaded end and slide the M10 washer. Screw these assemblies into each corner of the Boxie to the stop (Fig. D).



Place the Boxie on the installation site and rotate the leg screws to level and stable position. Use the included universal flat wrench (11mm) to turn the leg screws. Once in position, unscrew the top nuts facing upwards towards the Boxie and tighten with a universal flat mounting wrench (17mm). This will secure the stable position of the leg. Put both parcel grates in place again.



When using other than the original feet, the maximum length of the M10 screws screwed inside the box is 25 mm. If longer screws are used, the integrated parcel can be damaged.

HOLDING STABILITY ON SITE

Fix the Boxie against lifting with a hidden central bolt, located in the parcel area.

Place the Boxie in the desired installation location and remove the parcel grates. Below the left hole \varnothing 35 mm is a hole \varnothing 12 mm passing through the bottom of the Boxie.

HOLDING WHEN USING A PLATFORM OR BRACKET

If you are placing the Boxie on a platform or bracket, insert an M10 DIN912 screw with a washer of at least 15 mm into the hole. The platforms and bracket have a nut prepared against the hole, into which the screw is screwed and tightened. Place the grates for parcels back on the scales. Take care to ensure correct positioning.

HOLDING WHEN MOUNTED ON A FIXED BASE

If mounting directly to a fixed pad without using a platform or bracket, insert a pencil into this hole and mark the location in the fixed pad under the Boxie. Take the boxie away and drill a hole in this location and place a threaded anchor with an **M10 internal insert screw** (Fig. E). We recommend purchasing a galvanized M10 DIN912 bolt 20 mm longer than the original bolt in the anchor (anchor and bolt are not included). First tighten the anchor with the original bolt without the Boxie with only the washer on and then unscrew the bolt. Place the Boxie over the anchor and insert the longer bolt with washer into the hole and tighten slightly (Fig. F). Place the parcel grates back.

The manufacturer makes no warranty that the Boxie will not be stolen even if it is secured against theft as stated above. The quality of the anchoring depends on other factors, such as quality of the substrate into which the Boxie is anchored, which are beyond the control of the manufacturer.



When installing the steel anchor, do not make the first tightening through the boxie. This would cause irreversible mechanical damage to the Boxie.

The parcel box must be secured against displacement by fixing it with a hidden central screw located in the parcel area. If, during the use of the parcel box, you discover a possible loss of stability of the parcel box, correct the anchoring of the bracket to the wall and retighten the central screw!



To ensure stability, it is also possible to use a sufficiently large plastic dowel and a screw with a large-area washer (size \varnothing min. 14 mm / max. 33 mm). When installing on a wooden substrate, only a wood screw with a large-area washer can be used. The anti-theft security of the Boxie is in this case, however, less effective than with steel anchors.

The box should be labeled with a nameplate with dimensions of at least 65 mm x 25 mm for easy identification of the addressee of the letters!

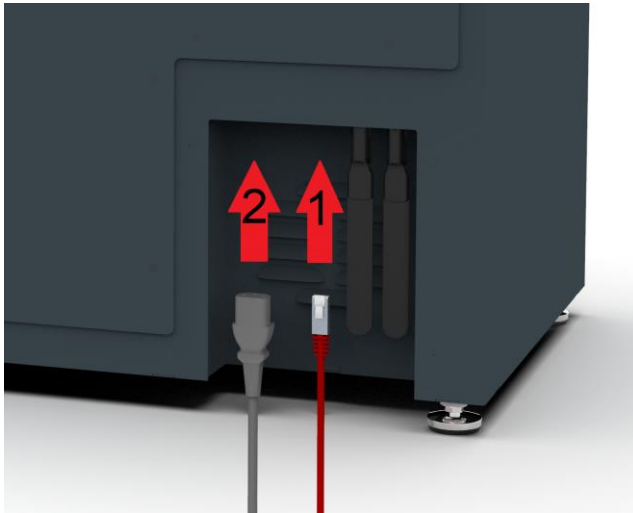
COMMISSIONING



Before commissioning, place the box at the installation site and unpack and prepare it according to the chapter UNPACKING AT INSTALLATION SITE and ASSEMBLY OF HEIGHT-ADJUSTABLE LEGS, or HOLDING STABILITY ON SITE.

If using a platform or bracket, first assemble the Boxie according to the separate instructions supplied with this accessory.

G



- Place the Boxie in operation at the site.
- If an internet connection using a LAN cable will be used, connect the cable at the back of the box (Fig. G, activity 1). Cable not included.
- Connect the power cord provided at the rear and then plug it into a 230V/50Hz household power outlet (Fig. G, step 2). Secure the cable by pulling it into the cable clamp on the left side of the opening.



Do not put it into operation in the rain! Danger of electric shock.

Do not turn on the Boxie if the power cord is damaged, if it is not working properly, or if it has been damaged or dropped.

Do not use extension cords or multi sockets. The power cord must be long enough to safely connect the Boxie to the main power outlet.

The connection of the cable to the power supply socket must be made in a location protected from the weather effects. The power cable forks are not protected against water ingress.

For connection of the Boxie it is possible to use another original power cable, which contains a separate protective conductor (TN-S networks) according to ČSN 33 2000-4-46 ed. 3 and meets IP43 protection.

Do not plug the Boxie into an outlet that can be controlled by a remote control or timer.

Do not pull the power cord of the Boxie. Do not immerse the power cord in water. It could result in electric shock, fire or other danger to health and property.

The connection to the Internet via LAN is only possible with a shielded cable meeting category F/UTP Cat.5e or higher.

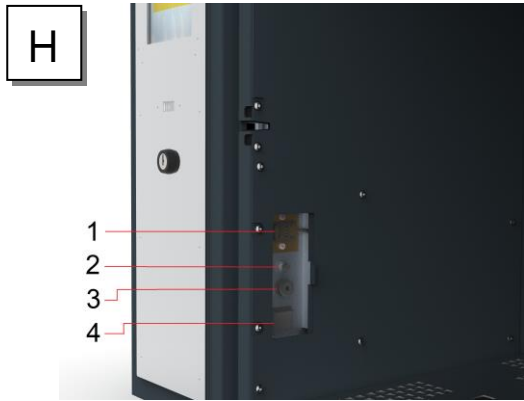
- Insert the key into the mechanical lock (Fig. C, pos. 4) and turn the key about 15° counterclockwise until resistance is encountered and hold in this position. At the same time, open the parcel area door and slide the user service door (Fig. B, pos. 9) rearward. The key can then be released.
- If an internet connection via GSM module is used (optional), insert a data Mini SIM card (15 mm x 25 mm) from Czech telephone operators T-Mobile, O2 or Vodafone with sufficient data limit (recommended minimum is 1GB/month) into the holder (Fig. H, pos. 1.). The SIM card must not be protected by a PIN when used in the Boxie. Slide the holder slightly to the left and swing it towards you. Insert the SIM card with the contacts facing away from you and close the holder by reversing the procedure. The SIM card is not included in the delivery and is at the expense of the Boxie user.



The SIM card is supplied by the operator with active PIN code protection as standard. It can be removed, for example, by inserting it into a mobile device (phone, tablet) according to the following procedure in the device menu:

Settings > Security > SIM lock or Settings > Other settings > Encryption and credentials > SIM lock settings.

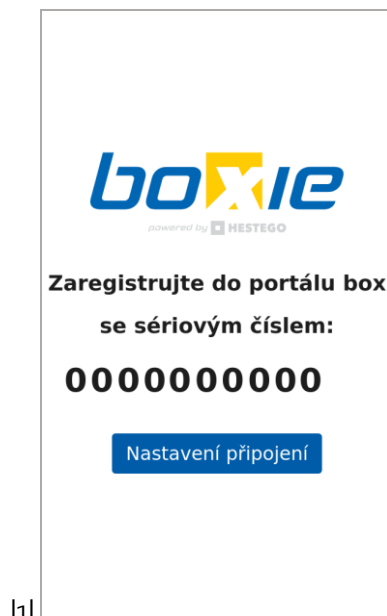
Procedures may vary by equipment type and manufacturer.



1	<i>Holder of SIM card</i>
2	<i>RESET button</i>
3	<i>Main fuse 5A/250V</i>
4	<i>Main switch</i>

- Turn the main switch (Fig. H, pos. 4) to position "I" and close the service door. They will lock automatically. Wait 15 s until the system starts and the control panel (Fig. A, pos. 2) lights up. The control panel is a touch design. Follow the instructions on the control panel and act upon them and these instructions. The following pages will guide you through initial registration and getting your Boxie up and running.

BOXIE REGISTRATION AND OPERATION



[1]

COMMISSIONING AND REGISTRATION

Installing the Boxie and performing all the above steps from chapter *INSTALLATION AND COMMISSIONING* switch on the main switch (Fig. H, pos. 4).

After the system boots, the home screen is displayed. Make a note of the Boxie serial number displayed to register your Boxie on the my.boxie.cz web portal. No further steps are required. The Boxie must be online at the time of registration on the web portal.

To check or change your Internet connection settings, press the **Connection setting**.

After registering the Boxie on the web portal, the screen will change to the welcome screen for receiving parcels [5].

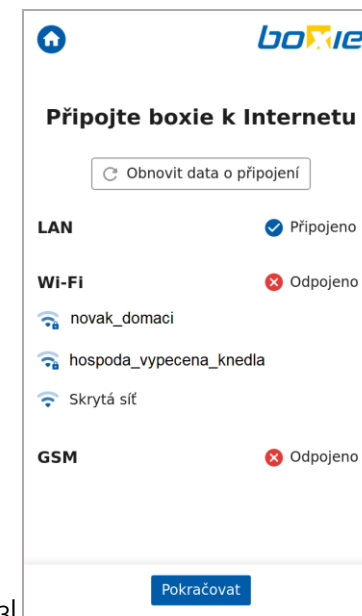


[2]

INTERNET CONNECTION

If the Boxie does not find any Internet connection when it is commissioned, a connection request is displayed on the screen.

Check your preferred Internet connection and continue by pressing **Connection setting** to the Boxie Internet connection screen [3].



[3]

INTERNET CONNECTION AND CONFIGURATION

The screen informs about the status of all Boxie connections to the Internet. At least one active Internet connection is required to use all Boxie functions.

For LAN and GSM connections no intervention is possible and the screen informs about their status.

For a WI-FI connection, select the desired network and continue by entering the network password (screen below).

If the screen does not show your home network, press the **Refresh connection data**.

If problems persist, follow the steps in *FAULTS AND SERVICE > TROUBLESHOOTING*.



|4|

SELECTION OF WI-FI NETWORK

After selecting the WI-FI network, enter the password to access your network and confirm by pressing the **Connect to network**. After a successful connection, you will return to the previous screen |3| and the WI-FI network will display the message **Connected**.

Types for entering a password:

- ↑ Enables/disables capitalization
- ← Deletes the previous character
- 123 Switches to the numeric keypad
- #&?! Switches to the special character keyboard

When you have finished configuring the network connection, press the buttons connection overview screen |3|. **Continue**. You will return to the home screen with the serial number |1|.

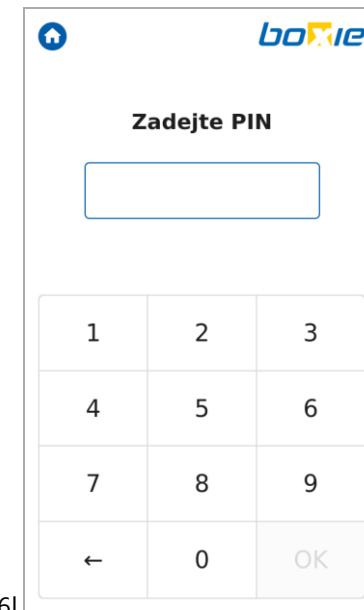


|5|

WELCOME SCREEN AFTER REGISTRATION

After being successfully connected to the Internet and registered on my.boxie.cz, a welcome screen is displayed and the Boxie is ready to receive and send parcels.

Registration of the Boxie and portal operation is described in the chapter **REGISTRATION AND OPERATION OF THE MY.BOXIE.CZ WEB PORTAL**.



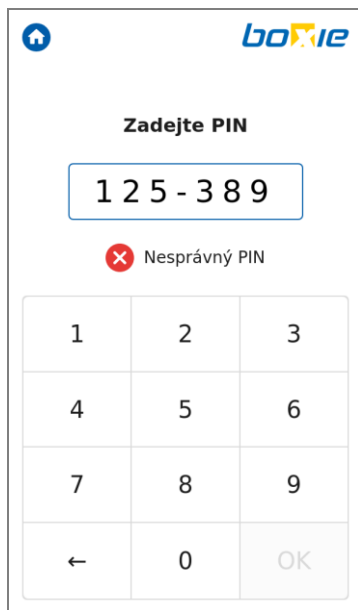
|6|

PIN FUNCTION

When registering a Boxie, a master user PIN consisting of 6 digits is automatically created for opening the Boxie. This PIN can be changed at any time. Do not disclose the master PIN to anyone. It is used to open the door of the parcel compartment (e.g. when picking up a parcel) and is entered by clicking on the button **Enter PIN** in the main menu |5|.

In the user menu on the my.boxie.cz portal, it is possible to create secondary PIN codes that will allow opening the parcel containment for other persons to whom the user communicates the PIN codes.

This function allows repeated transfer of parcels between the user and another person without the need to enter parcels on the my.boxie.cz portal.



|7|

ENTERING THE INCORRECT PIN CODE

If an correct PIN is entered to open the Boxie, the parcel compartment will not open and an incorrect PIN message is displayed on the screen.

Enter the correct PIN and confirm with the button **OK**.

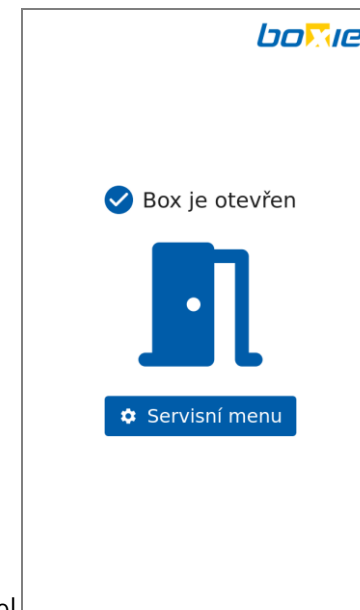


|8|

OPENING THE BOXIE USING THE PIN CODE

After entering the secondary user PIN code on the keypad and confirming it by pressing the **OK** button, the door of the parcel compartment is opened and the light inside the box is switched on.

i *Ensure always that the door is closed correctly. It is best to close the door by applying slight pressure to the door at the mid-height of the door (at the electromechanical lock).*



|9|

OPENING THE BOXIE USING THE MAIN PIN CODE

When the box is opened using the main user PIN on the keypad and confirmed by pressing the **OK** button, the door of the parcel compartment is opened and the light inside the box is switched on.

With the door open, the screen allows access to the service menu, which is described later in the chapter **SERVICE MENU**.

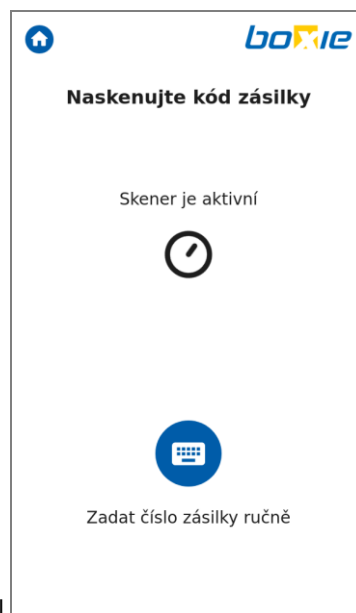
RECEIVING PARCELS



BOXIE ACCESS FOR CARRIERS

After ordering the goods in the e-shop, the goods will be handed over to the carrier, which will inform the customer in advance about the delivery date of the consignment and provide him with the identification data of the shipment (parcel number). The user registers this information on the my.boxie.cz web portal and thus creates access to the Boxie for the carrier's employees. To transfer the information to the Boxie, it is necessary to be actively connected to the Internet before the delivery of parcel.

Access to the Boxie either by scanning the barcode or QR code on the package or using an automatically generated one-time PIN code for a specific shipment.

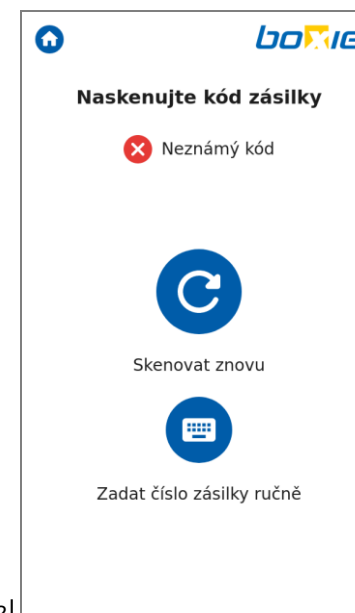


SCANNING THE BARCODE

Upon arrival, an employee of the carrier (hereinafter referred to as the carrier) activates the touch screen, which displays the main menu.

The carrier presses the **Scan the parcel** button on the main menu |10| to activate the scanner (position according to Figure A, item 3) and attaches the barcode or QR code placed on the shipment to be delivered.

After reading the code, the door of the parcel compartment is opened, the light inside the Boxie turns on and the screen is displayed depending on the information entered when registering the parcel on the my.boxie.cz web portal.

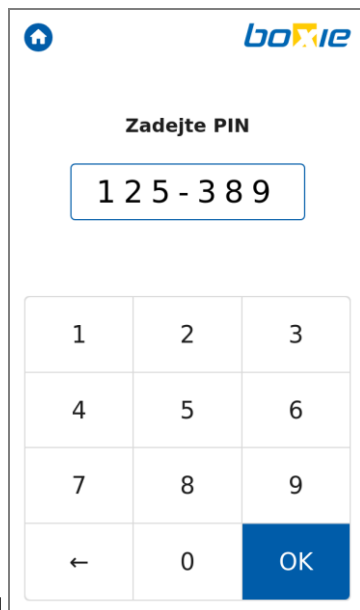


ENTERING THE PARCEL NUMBER

If the barcode or QR code is not read correctly or the time limit for reading expires, an error message is displayed with the option to rescan or enter the parcel number manually.

To enter the parcel number manually, the keypad is then displayed.

After the code has been properly read, the door of the parcel compartment opens, the light inside the Boxie turns on and the screen is displayed depending on the information entered when registering the parcel on the my.boxie.cz web portal.



[13]

ENTERING THE PIN CODE FOR DELIVERY

Another option for delivery/collecting of the parcel is to enter a one-time PIN code generated automatically when registering the parcel on the my.boxie.cz portal.

The screen for entering a one-time PIN code appears when you press the **Enter PIN** button in the main menu of the boxie [10].

If an incorrect PIN is entered to open the Boxie, the parcel compartment will not open and an incorrect PIN message is displayed on the screen.

Once the PIN code is entered properly, the door of the parcel compartment is opened, the light inside the boxie is switched on and the screen is displayed depending on the information entered when registering the parcel on the my.boxie.cz web portal.



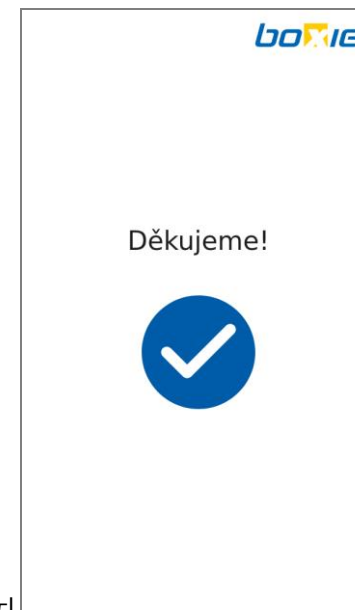
[14]

CODE FOR DELIVERY

If you enter the acceptance code when registering your parcel on my.boxie.cz, it will be displayed when you open the door to the parcel compartment. The code will be recorded by the carrier as a confirmation of delivery to the Boxie.

In the absence of a code for delivery, only the Boxie opening information will be displayed.

Before the door is opened and after the door is closed again, a photograph is taken and the contents of the parcel compartment weighed, which is stored in the web application for the parcel being delivered and serves as potential evidence in a delivery dispute with the carrier.



[15]

DELIVERY OF THE PARCEL AND ITS ACCEPTANCE BY THE USER

After closing the Boxie door with the parcel, the main screen will be displayed again after thanking you and the **parcel is counted as delivered**.

You are notified of the delivery by e-mail to the address registered on my.boxie.cz.

The Boxie is again ready to receive/send the next shipment.

To collect a parcel from the Boxie, enter your master PIN by pressing the **Enter PIN** button on the main screen [10] or by unlocking the mechanical lock with the key.

SENDING PARCELS



|16|

BOXIE ACCESS FOR CARRIERS

You order shipping from any company that offers pick-up at your place of residence. You provide the address of the Boxie as the pick-up address with the text BOXIE after your name. The carrier will inform you in advance about the date of pick-up and will provide you with the parcel identification data (parcel number). You register this information on the my.boxie.cz web portal and thus create access to the Boxie for the carrier's employees. **In order to transmit information to the Boxie, it is required to be actively connected to the Internet prior to delivery.**

Open the Boxie using the master PIN, place the parcel in the Boxie and visibly mark it with the name of the carrier and the parcel number you have received.



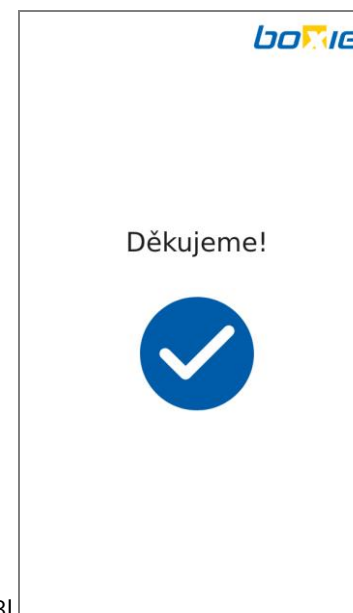
|17|

OPENING THE BOXIE USING THE PIN CODE

Upon arrival, the carrier's employee activates the touch screen, which after a while displays the main menu.

Access to the box is possible using an automatically generated one-time PIN code created for a specific shipment.

After entering the PIN code, the door of the parcel compartment is opened and the light inside the box is switched on.



|18|

DISPATCH OF THE PARCEL AND ITS ACCEPTANCE BY THE CARRIER

Once the parcel has been collected and the Boxie door has been closed, the main screen will be displayed and the **parcel is deemed to have been collected.**

You will be notified by e-mail to the address registered on my.boxie.cz.

Before the door is opened and then closed again, a photograph is taken and the contents of the parcel area is weighed to be stored in the web application for the parcel being delivered and serves as potential evidence in a delivery dispute with the carrier.

The Boxie is ready to receive/send shipments again.

SERVICE MENU



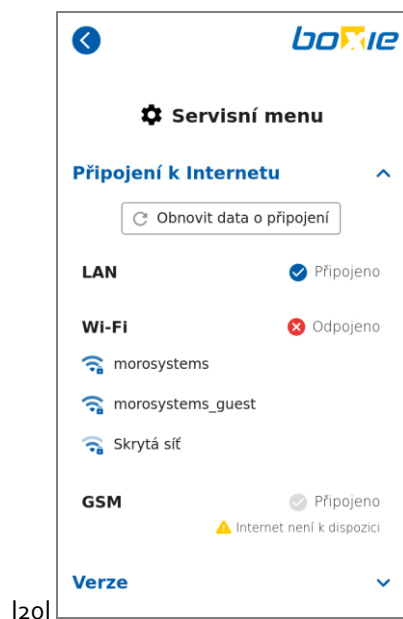
ACCESS TO THE SERVICE MENU

The service menu is used to check the correct function and settings of the Boxie by the user directly on the Boxie.

Access to the menu is possible after entering the main user PIN on the main screen of the Boxie. The main user PIN was automatically created when registering the box on the my.boxie.cz portal.

After entering the code, the door opens and the **Service menu** button is accessed. Press the button to display the service menu [17].

After pressing the button, the door can be closed. The service menu remains accessible.



INTERNET CONNECTION

After dropping down the **Internet connection** menu you can press the **Refresh connection data** to view all active and inactive Boxie connections to the Internet.

The screen informs about all Boxie connections to the Internet and their status.

For LAN and GSM connections no intervention is possible and the screen informs about their status.

For WI-FI connection, select the desired network and continue by entering the network password (screen [7] above).

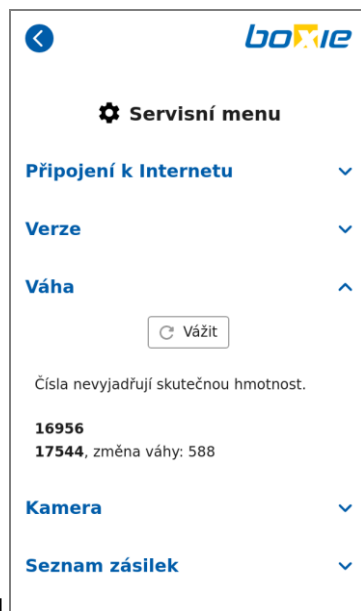
If problems persist, follow the steps in **TROUBLESHOOTING**.



VERSION

The screen informs the user of the installed version of the operating system and modules. This information is important when communicating with the service center in case of abnormal behavior or Boxie failure. To contact the service centre, make a note of the current version of the operating system in advance, if possible.

Updates to the operating system and Boxie modules are automatic when the Boxie is connected to the Internet. For this reason, it is necessary to keep the Internet connection active.



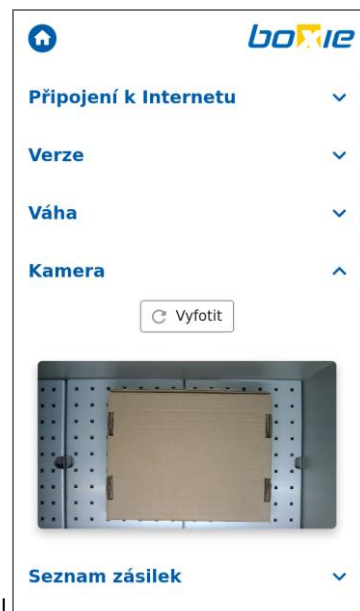
[22]

SCALES

The service menu displays information from the scales located in the box. The number displayed does not represent the actual weight. Weighing is done incrementally.

To perform a check weighing, press the **Q Weight** button. When the number is displayed on the screen, insert the item to be weighed into the Boxie and press the **Q Weight** button again.

The displayed weight change is the weight of the object in grams. The accuracy of the scales is $\pm 10\%$.



[23]

CAMERA

The service menu allows you to take a check image with the internal camera. After pressing the **Q Take photo** button, the parcel compartment is photographed and the image is displayed on the screen. The image is not archived. It is only used to check the functionality of the camera.



[24]

LIST OF PARCELS

The list of parcels is used to quickly check the parcels waiting to be delivered to the Boxie. It contains parcels and PIN codes created by the user on the my.boxie.cz portal.

The PIN code displayed is the code to open the Boxie for a specific parcel. Opening the Boxie using this code and closing the door again is considered as delivery of the parcel.

REGISTRATION AND OPERATION OF MY.BOXIE.CZ WEB PORTAL

FIRST START-UP AND REGISTRATION

To login into my.boxie.cz, fill in your login details and log in to the portal.

If you are new to the portal and have not created a user account, please register.

The home page allows you to recover a forgotten password by entering your registered email.

REGISTRATION OF THE USER

Registration is required before logging into the portal for the first time. Enter all the required information and press the **Register** button.

A confirmation is sent to the e-mail address entered.

Before logging for the first time, you must confirm your registration by clicking on the link in the email.

FIRST LOGIN

When you click on the link in the email, you will be automatically logged in with an offer to add a box.

Some of the following functions of my.boxie.cz may be unavailable due to the need to own a paid portal level. To access the fee-based level of the portal, please visit shop.boxie.cz.

To add a box, press the button **+ Add box**.

MOJE BOXIE František Novák

Přidat box

* Název boxu:

* Sériové číslo boxu:

Adresa boxu

* Ulice a číslo:

* Město:

* PSČ:

ADDING THE BOXIE

Fill in all the required information and press the button **Add**.

The Boxie must be connected to the internet at the time of registration.

A box name is an arbitrary designation used only to identify the box by the user.

The serial number of the box is the box number displayed when the box is first started according to the chapter **REGISTRATION AND OPERATION OF BOXIE**. Make a note of this number for any boxie servicing.

Care must be taken to ensure a correct case.

MOJE BOXIE František Novák

Můj box

Sériové číslo: 0026AE41

Online

Zásilky

Na boxu nejsou žádné zásilky.

BASIC PAGE OF MOJE BOXIE

After successful registration and at each subsequent login, a basic page is displayed showing the status of the Boxie, the list of parcels, and allows editing the personal data of the user and the Boxie, adding a parcel, another box and PIN codes to open the Boxie.

By pressing the X next to the serial number of the Boxie, it is allowed to unregister the Boxie, for example, when selling it to another user.

The button in the top right corner allows you to log out of the my.boxie.cz portal. **For security reasons, we recommend logging out before each time you stop working with Boxie.**

MOJE BOXIE František Novák

Přidat zásilku

* Můj název:

* PIN pro doručení:

Načti data ze schránky (přijátá SMS)

Číslo zásilky:

Datum doručení:

Dopravce:

Kód pro převzetí:

ADDING A PARCEL - DELIVERY

By clicking on **+ Add** you can add a parcel for delivery/shipment. Fill in all known details.

The delivery PIN allows a one-time opening of the Boxie for this parcel.

The parcel number allows the Boxie to be opened using the barcode on the parcel.

The acceptance code is a control code for the carrier that confirms the delivery of the parcel. It is displayed when the Boxie door is opened during parcel delivery.

Data can be retrieved from the text to the mailbox of a copied SMS.

MOJE BOXIE František Novák

Přidat zásilku

Doručení Odeslání

* Můj název: Zásilka 1

* PIN pro vyzvednutí: 348212

Číslo zásilky:

Datum vyzvednutí: Vyberte datum vyzvednutí

Dopravce:

Zrušit Přidat

MOJE BOXIE František Novák

Můj box +

Sériové číslo: 0026AE4 Online

+ Přidat zásilku

Adresa: Nebeská 1, 11111 Nebe

Přístupy +

Hlavní PIN: 192-852

Soused: 542-182

Sbalit

Zásilky

	Vytvořeno	Můj název	Stav	Datum	Akce
+ [icon]	03.11.2021 11:52	Zásilka 2	• Čeká na vyzvednutí	06.11.2021	[edit] [delete]
- [icon]	03.11.2021 11:50	Zásilka 1	• Čeká na doručení	Zítřka	[edit] [delete]

PIN pro doručení: 348-212

Dopravce: DPD
Číslo zásilky: R25678958962
Kód pro převzetí: 456789

✓ Označit za doručené

ADDING A PARCEL - SENDING

The procedure for sending a shipment is given in the chapter **REGISTRATION AND OPERATION OF BOXIE > SENDING PARCELS**. Once you receive the pick-up information from the carrier, click on **+ Add parcel** – sending and fill in the available information.

The pick-up PIN allows you to open the Boxie once for this shipment. The user provides carrier with this PIN.

Open the Boxie using the master PIN or key; place the parcel in the Boxie and visibly mark it with the name of the carrier and the parcel number you received from the carrier.

OVERVIEW OF PARCELS AND PIN CODES

After entering the parcels, the list of parcels is displayed on the main page. For parcels, you can use ± to view the details and use other actions in the right column to edit or delete the shipment. You can also manually mark a shipment as delivered. When the box is opened using the delivery PIN or barcode, the parcel is marked as delivered automatically.

After clicking the **Unpack** button, the permanent PIN codes to open the box are displayed in the Access section ⊕.

The master PIN is generated automatically when the Boxie is registered and once entered into the Boxie, the door to the parcel area opens and access to the service menu is enabled. **Do not disclose the master PIN to anyone.**

You can create permanent secondary PINs for access to the Boxie, used to open the door of the parcel compartment for family members or friends, for example. This function allows the repeated transfer of parcels between the user and another person without having to add parcels on the my.boxie.cz portal.

PINs can be edited. Secondary PINs can be deleted to prevent their further use.

The screenshot shows the 'MOJE BOXIE' user interface. At the top, there is a yellow header with the logo and the user's name 'František Novák'. Below the header, there is a section for 'Můj box' (My box) with a plus sign to add more. A blue box is shown with the serial number 'Sériové číslo: 0026AE41' and a status of 'Online'. A yellow button '+ Přidat zásilku' (Add parcel) is visible. Below this, there is a 'Zásilky' (Shipments) section with a table listing shipments.

	Vytvořeno	Můj název	Stav	Datum	Akce
+ [icon]	03.11.2021 11:52	Zásilka 2	Čeká na vyzvednutí	06.11.2021	[icon] [icon]
- [icon]	03.11.2021 11:50	Zásilka 1	Doručeno	03.11.2021	

Below the table, there are details for the selected shipment: 'Otevření boxu' (Box opening) and 'Uzavření boxu' (Box closing) with timestamps and weights. Delivery details include 'Dopravce: DPD', 'Číslo zásilky: R25678958962', and 'Kód pro převzetí: 456789'.

The screenshot shows the 'Uživatelská nastavení' (User Settings) page. It has a yellow header with the logo and the user's name 'František Novák'. Below the header, there are two tabs: 'Můj profil' (My profile) and 'Změna hesla' (Change password). The 'Můj profil' tab is active, showing input fields for 'Jméno' (Name), 'Příjmení' (Surname), and 'Telefonní číslo' (Phone number). The 'E-mailová adresa' (Email address) field is also visible. At the bottom, there are 'Zrušit' (Cancel) and 'Uložit změny' (Save changes) buttons.

DELIVERY / PICK-UP

After delivery / pick-up of the parcel by the carrier, the status of the shipment is changed to being delivered / picked up on the my.boxie.cz portal and a notification e-mail is sent to your registered e-mail address.

In the parcel detail, you can then check the time the door was opened and the weight of the parcel in grams. You also have a photo of the parcel compartment after door opening and closing.

It is not possible to edit or delete information about the delivery. It is stored on the server of the operator my.boxie.cz as evidence in any dispute between the user and the carrier and is subject to GDPR. After deregistration of the Boxie, they become anonymous.

USER SETTINGS

Click on a user's name to edit your profile or change your password.

The email address serves as a unique user identifier and cannot be changed after registration.

SAFETY INFORMATION

The purpose of this chapter is to provide basic occupational safety and health information for all persons who come into contact with the Boxie during its operation, maintenance or servicing.

GENERAL INFORMATION

The Boxie is designed in accordance with international standards and regulations applicable to the manufacture of such equipment. The Boxie operates with a safe voltage of 12 V in the parcel compartment. At this voltage there is no risk of electric shock.

The operator is primarily responsible for his/her personal safety when operating and maintaining the Boxie. The manufacturer of the Boxie is not liable for injuries to persons or animals and environmental damage caused by the Boxie not being used and operated in accordance with the instructions for use and applicable safety regulations.

REQUESTS FOR THE USER AND OPERATOR OF THE BOXIE

THE USER OF THE BOXIE MUST:

- Define clearly the competencies of users and the scope of responsibilities when operating the Boxie.
- Provide training to Boxie operators and give them clear instructions on safe working practices, the potential hazards of injury and the equipment installed for operator safety.
- Ensure that all those who come into contact with the box at work can thoroughly familiarize themselves with the contents of the instructions for use.

THE BOXIE OPERATORS MUST:

- Be fully acquainted with the contents of these instructions for use and be bound by them.
- Ensure that unauthorized persons, especially children, cannot access and handle the Boxie.

RESIDUAL RISKS

The Boxie is designed so that when **used properly and in perfect technical condition, it does not endanger** the operating staff and the surroundings. Nevertheless, during maintenance and adjustment, situations may arise which are a source of danger to users if they are not aware of them and do not follow the safety instructions given here. These hazards are so-called **residual risks** - risks that remain even when all preventive and protective measures have been considered and implemented. Residual risks arise during installation, transport, use, maintenance and dismantling of the Boxie. Therefore, every person who comes into contact with the Boxie at work must be aware of these risks and follow all recommendations to minimize them.

MECHANICAL RISKS

▲ RISK:

- **Risk of injury or death if children are confined to the parcel compartment.**

WHERE THREATENS:

Parcel compartment.

WHEN IT MAY OCCUR:

The movement of very young children (0-3 years) or young children (3-8 years) near an open Boxie in high winds and/or sudden gusts of wind may cause them to be trapped inside the parcel compartment and injury

or death due to crushing, suffocation or shock, or the movement of multiple very young children (0-3 years) or young children (3-8 years) close to an open Boxie may result in their being intentionally or unintentionally confined inside the parcel area by another child or person and injury or death due to crushing, suffocation or shock.

PROTECTION:

If very young (0-3 years) or young (3-8 years) children are going to be around the box, they must be supervised by an adult at all times. In poor weather conditions, especially strong winds and/or storms take care when handling with doors. Never leave the Boxie

door open for longer than is inevitable to store or retrieve the parcel.

▲ RISK:

- **Danger of crushing or bumping when lifting and handling the Boxie.**
- **Danger of being crushed or bumped when tilting and falling due to lack of stability.**

WHERE THREATENS:

Space around and under the Boxie.

WHEN IT MAY OCCUR:

When transporting the Boxie to a storage or installation site and/or lifting during handling.

PROTECTION:

Only authorized staff acquainted with the safe use of the handling equipment (pallet truck) and who is familiar with the weight of the Boxie may handle the Boxie during transport. Handling of the Boxie must be carried out by at least two persons, one of whom must be over 18 years of age.

▲ RISK:

- **Risk of injury from bumping or contact with a sharp edge or protruding square part of the Boxie when moving around the Boxie. Injury to operators when the parcel compartment door is open for storing/retrieving parcels, cleaning, maintaining and/or repairing the Boxie.**

WHERE THREATENS:

Outer and inner parts of the Boxie.

WHEN IT MAY OCCUR:

During storage/pick-up, cleaning, maintenance and repair. Although the covering of the outer parts of the Boxie is made with rounded edges and no sharp or protruding parts, inattention may cause injury to body parts.

PROTECTION:

In such situations, always pay close attention to every step you take. Always wear personal protective equipment such as gloves or goggles and sturdy work boots during cleaning, maintenance and repair. Take extra care when storing/collecting your parcel. Take extra care when handling parcels to avoid hand contact with the protruding tongue of the electromagnetic lock!

Take extra care when closing the movable door if small children are present and prevent them from putting their fingers between the solid frame of the parcel box and the door being closed. Risk of permanent injury!

▲ RISK:

- **Danger of being crushed or bumped when handling the parcel area door due to weather effects.**

WHERE THREATENS:

Space around the parcel area door.

WHEN IT MAY OCCUR:

In strong winds and/or sudden gusts of wind when opening/closing the parcel area door, the door may close suddenly, causing injury to body parts.

PROTECTION:

Be careful when handling the door in poor weather conditions, especially in strong winds and/or storms.

HEAT HAZARDS

▲ RISK:

- **Danger of burns in a Boxie fire as a result of throwing a lit cigarette or the like, or deliberately igniting the contents of the box.**

WHERE THREATENS:

Space in and around the boxie.

WHEN IT MAY OCCUR:

At any time during Boxie operation. Triggering by external influence.

PROTECTION:

In the event of a small fire, use a snow (CO₂) or powder extinguisher from a safe distance. In the event of a major fire, do not try to put it out by yourself, but call the professional fire brigade. Always use appropriate protective equipment when extinguishing any fire.

▲ RISK:

- **Risk of injury or death from explosion of a charge placed in a Boxie.**

WHERE THREATENS:

Space around the boxie.

WHEN IT MAY OCCUR:

At any time during Boxie operation. The Boxie is not designed with explosive charges in mind and is not suitable for locations where there is a risk of a terrorist placing a charge in the Boxie.

PROTECTION:

There is no reliable protection against a terrorist attack by inserting an explosive into a box. Therefore, at least choose the location of the Boxie carefully.

HAZARDS OF MATERIAL AND SUBSTANCES

▲ RISK:

- **Danger of injury by contact with discarded rubbish in the letter box and/or with parts of the box contaminated with rubbish that may contain bacteria or viruses. Contact with corroded parts of the Boxie.**

WHERE THREATENS:

The boxie area, especially the mail area.

WHEN IT MAY OCCUR:

At any time during Boxie operation.

PROTECTION:

Always wear protective gloves when cleaning the mail chute, cleaning parts of the Boxie and during maintenance and servicing.

ERGONOMIC HAZARDS

▲ RISK:

- **Discomfort, fatigue and effort when operating the Boxie - access to the parcel opening, user service door, cleaning, maintenance and repair of the Boxie.**

WHERE THREATENS:

Boxie operator's working area.

WHEN IT MAY OCCUR:

At any time during Boxie operation. The Boxie is ergonomically designed so that all activities related to its operation and maintenance are not uncomfortable or physically demanding for the operating staff. However, prolonged maintenance or servicing may cause discomfort for workers.

PROTECTION:

During prolonged maintenance or servicing of the boxie, requiring the body to be in an uncomfortable position, take suitably long work breaks.

▲ RISK:

- **Injury, misconduct or discomfort as a result of inadequate Boxie lighting.**

WHERE THREATENS:

Inner Boxie space.

WHEN IT MAY OCCUR:

At any time during Boxie operation when lighting conditions do not allow smooth operation.

PROTECTION:

In case of low light conditions, we recommend bringing an external light source to operate and maintain the Boxie.

MISUSE AND PROHIBITED ACTIVITIES

The boxie manufacturer cannot be expected to take into account all possible misuses of such equipment. However, some types of misuse, whether intentional or unintentional, are foreseeable based on past experience with the use of the same type of equipment or similar equipment, accident investigations and knowledge of human behavior.

- Never allow the Boxie to be operated or serviced by persons who are not competent to operate or service this type of equipment.
- The Boxie and its parts may only be operated in a technically sound condition. Any defects and damage found must be reported immediately to the relevant service department and rectified as soon as possible.
- Do not use the Boxie if it is found to be defective! Do not continue to use the Boxie until the fault is rectified!
- Do not operate the Boxie under the influence of drugs, alcohol or other intoxicants!
- All covers and other protective elements of the Boxie must be in place at all times. The operator must never remove any mechanical or electrical components.
- Do not alter or modify any part of the Boxie without the manufacturer's consent. Unauthorized changes may result in hazardous work safety conditions.

MAINTENANCE AND SERVICE

The Boxie must be kept clean and in working condition. Regular and properly performed maintenance of the Boxie and its components is an important prerequisite for safe and trouble-free operation and long service life. In addition, regular cleaning will ensure a clean appearance of the boxie and reduce odors from any food residues.



*Before starting any maintenance or servicing work, acquaint yourself thoroughly with all the instructions, prohibitions and recommendations in the chapter **SAFETY INFORMATION**.*

*Boxie servicing and repairs may **ONLY** be performed by a qualified technician following the manufacturer's instructions and in accordance with applicable local safety regulations, a service partner or the manufacturer.*

Cleaning, maintenance and repair of accessible parts of the parcel box must be carried out with the main switch turned off!

Repairs and maintenance of the electrical installation of the parcel box may only be carried out by a person with appropriate electrical qualifications, i.e. at least a worker knowledgeable in accordance with ČSN EN 50110-1 ed.3:2015, provided that the generally applicable safety measures are observed.

REGULAR MAINTENANCE

Regular maintenance may only be carried out by children and persons with physical, sensory or mental disabilities or without appropriate experience and knowledge under proper supervision. The LED lighting used in the parcel compartment does not perform the function of a UVC lamp, which is used to destroy bacteria, mould, yeast and viruses. When handling shipments, please observe the generally applicable hygiene guidelines.

Regularly clean the inner LED lighting cover so that the illumination intensity of the inner space of the parcel box is not reduced. In the event of poor lighting conditions, we recommend bringing an external light source to operate and maintain the parcel box.

Disinfect periodically the touch control panel, the moving door and the letter mail chute flap. Depending on the number of items and frequency of use, perform the following steps regularly:

- Open the user service door and switch off the Boxie using the main switch (Fig. H, pos. 4).



*The procedure for opening the service door is given in the chapter **INSTALLATION AND COMMISSIONING > COMMISSIONING**.*

- Check visually the Boxie condition.
- Check the cleanliness of the boxie. If dirty, it is sufficient to clean the outside and inside surfaces of the Boxie using a damp cloth and a commercially available cleaner. When working, make sure that water or detergent does not get into the connections and sockets. Do not use aggressive or abrasive cleaners.
- Check the display for cleanliness and functionality. Clean the display with water or glass cleaner. Do not use harsh abrasive cleaners or sharp metal scrapers, as this could scratch the glass surface, which may result in shattering.
- Remove the removable grates from the parcel area, wash them with a damp cloth and remove any dirt from under the grates. Put the dried grates back in place.
- Wait for the inner surfaces of the Boxie to dry or wipe them dry with a soft cloth.
- Using the main switch (Fig. H, pos. 4), turn the Boxie back on and close the user service door and check its automatic locking.
- Close the door of the parcel area, remove the key from the mechanical lock and store it in a safe place.

SERVICE AND REPAIRS

Boxie servicing and repairs may **ONLY** be performed by a qualified technician following the manufacturer's instructions and in accordance with applicable local safety regulations, a service partner or the manufacturer. **The network of service centers is listed in the appendix of these instructions.** If the Boxie is damaged, disconnect it from the power supply and do not use it until a qualified technician has repaired it.

Do not repair or replace any part of the Boxie unless specifically stated in instructions for use. Service may only be carried out by a service technician authorized to do so. It is dangerous to carry out repairs or modifications that require the removal of any electrical protection covers - these activities must only be carried out by a technician authorized to do so.

The user is authorized to troubleshooting only according to the procedures set out in the section *TROUBLESHOOTING* below.

If the fault has not been cleared according to the instructions in the above chapter, contact the manufacturer or service partner by e-mail servis@boxie.cz and give full details as follows:

- Serial number of the Boxie listed on my.boxie.cz or order/invoice number
- Operating system version (if applicable)
- Contact information (name, surname, e-mail, telephone, address of the Boxie location)
- Description of the problem

A service partner will contact you as soon as possible.

SPARE PARTS

If any part or Boxie needs to be replaced, contact the manufacturer or service partner who will arrange delivery and installation of the required part. Please use the contact details in the chapter *ABOUT INSTRUCTIONS > CONTACT TO THE MANUFACTURER* or the list of service partners.

DEFAULT FACTORY SETTINGS

In case of sudden **repeated** problems with the system, repeated freezing of the system, it is possible to perform a reset to factory settings, which will reset all systems; reset the Internet connection and deregister the Boxie in the user account on the my.boxie.cz portal.

It is recommended to return to default factory settings when selling the Boxie to another user.

Procedure:

- Insert the key into the mechanical lock (Fig. C, pos. 4) and turn the key about 15° counterclockwise until resistance is encountered and hold in this position. At the same time, open the parcel compartment door and slide the service user door (Fig. B, pos. 9) rearward. The key can then be released.
- Press the RESET button (Fig. H, pos. 2) for 5 seconds until the control panel goes out.
- Close the service door. The door locks automatically. Wait 15 s until the system starts and the control panel lights up (Fig. A, pos. 2).
- Boxie is ready for registration again.

If the fault cannot be cleared by returning to default factory settings, contact service as instructed in the previous section *MAINTENANCE AND SERVICE > SERVICE AND SPARE PARTS*.

TROUBLESHOOTING

Fault	Possible cause	Remedy
Boxie will not start after turning on the main switch. The control panel does not light up.	The power cord is not properly connected and/or is damaged.	Check the power cord. Disconnect and reconnect both sides of the power cord to the power outlets. Check that the main power supply is not switched off.
	Interrupted fuse of the main electricity supply in the area behind the user service door.	Disconnect the power cord. Open the service door according to the chapter INSTALLATION AND COMMISSIONING > COMMISSIONING . Switch off the main switch (Fig. H, pos. 4), unscrew the fuse holder (Fig. H, pos. 3) and replace the 5A 250 V glass fuse.
Boxie cannot connect to the Internet via LAN.	The LAN cable is not properly connected and/or is defective.	Check the cable connection to the sockets and damage to the cable. Replace damaged cable.
Boxie cannot connect to the Internet via WI-FI.	Unable to find WI-FI home network.	Press the Refresh connection data button. It is possible that your home network does not have the necessary range or is hidden. Adjust the configuration of your WI-FI transmitter and/or use a WI-FI repeater device to restore the connection data again.
	Incorrectly entered password for access to the WI-FI home network.	Check that the password you have written down for your home network connection is correct. Focus on case and special characters.
Boxie cannot connect to the Internet via WI-FI.	The WI-FI module has been deactivated.	Open the service door according to chapter COMMISSIONING . Switch off for 5 seconds and then switch on the main switch again (Fig. H, pos. 4). Close the door again.
Boxie cannot connect to the Internet via GSM.	SIM card not inserted and/or inactive.	Insert an active SIM card from a Czech phone operator T-Mobile, Vodafone or O2 with an active data plan. Approximate average monthly data transfer is 1GB.
	Variable and/or protected SIM card.	Check that the inserted SIM card is not faulty, for example by inserting it into another device. If so, contact your mobile operator for a replacement. Deactivate the PIN code on the SIM card.
	Dirty or oxidized SIM card contacts.	Open the service door according to chapter COMMISSIONING . Remove the SIM card (Fig. H, pos. 1) and clean the contacts with a school eraser. Put the SIM card back. Switch off for 5 seconds and switch on the main switch again (Fig. H, pos. 4).
	SIM card data limit exceeded.	Contact your mobile operator to increase your

Fault	Possible cause	Remedy
Boxie cannot connect to the Internet via GSM.	The GSM module has been deactivated.	data limit. Open the service door according to chapter COMMISSIONING . Switch off for 5 seconds and then switch on the main switch again (Fig. H, pos. 4). Close the door again.
Boxie cannot be opened.	PIN or barcode not entered.	Create a consignment in the app and/or create a user PIN, or use the master PIN.
	Invalid PIN or barcode.	Check that the code entered in the web app is correct with the code you enter on the keypad. Enter the correct code or use the master PIN.
	Boxie was not connected to the internet after entering the code or consignment in the web application.	Reconnect the Boxie to the Internet. When the connection is restored, it will be automatically synchronized.
Boxie cannot be opened.	The control system became "deadlocked".	Open the Boxie using the key and the mechanical lock of the parcel area. Open the service door according to the chapter COMMISSIONING . Switch off for 5 seconds and then switch on the main switch again (Fig. H, pos. 4). Close the door again.
The scales do not weigh or gives incorrect data.	Objects or debris in the scales area and/or shipping screws have not been removed.	Clean the area under the parcel grates and/or remove the shipping screws.
No response of the control system.	The control system became "deadlocked".	Open the Boxie with a key and mechanical lock of the parcel compartment. Open the service door according to the chapter COMMISSIONING . Switch off for 5 seconds and then switch on the main switch again (Fig. H, pos. 4). Close the door again
	The control system became "deadlocked". The fault was not corrected by the previous step.	Perform default factory settings according to the chapter DEFAULT FACTORY SETTINGS .
Other faults	Not found	Prepare the Boxie documents, its identification number, a description of the fault and call for service.

DISASSEMBLY, STORAGE AND DISPOSAL

DISASSEMBLY

If it is necessary to dismantle the Boxie for storage or transport and then install it elsewhere, proceed as follows:


- Unlock the parcel storage door and the user service door using the mechanical lock and switch off the Boxie with the main switch (Fig. H, pos. 4). Close the user service door.
- Disconnect the power cord plug from the 230V/50Hz mains socket and then disconnect the power cord at the rear of the box (Fig. G).
- Remove all parcels and stored items from the parcel compartment.
- If the boxie is secured against sliding by the central screw under the removable parcel grates, remove it.
- Secure the removable delivery grates against movement with M4 screws and close the Boxie. Store keys in a safe place.
- If it is necessary to remove the height-adjustable legs, reverse the procedure in the chapters *INSTALLATION AND COMMISSIONING > ASSEMBLY OF HEIGHT-ADJUSTABLE LEGS*.

STORAGE

- Store the Boxie according to the instructions in the chapter *DELIVERY AND UNPACKING > STORAGE BEFORE UNPACKING*.
- After dismantling, the Boxie must be packed in a manner necessary and effective for its protection and preservation and, in the case of transport, in such a way as to prevent damage to the Boxie or damage to health and property during transport.

DISPOSAL AND SCRAPPING

DISPOSAL OF PACKING MATERIAL

The packaging material is 100% recyclable and is marked with the recycling symbol . Therefore, do not dispose of the packaging material in mixed waste containers, but dispose of it according to applicable local regulations.

DISPOSAL OF BOXIE



The Boxie is labeled in accordance with the European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). The symbol on the product or relevant documents indicates that this product must not be disposed of with household waste, but must be taken to an appropriate collection centre for the recycling of electrical and electronic equipment.

By ensuring that this product is disposed of correctly, you will prevent any negative environmental and human health consequences that could be caused by improper disposal of the product.

DECLARATION OF CONFORMITY

The Boxie complies with the basic technical requirements for electrical equipment, for the restriction of the use of certain hazardous substances and for products in terms of their electromagnetic compatibility, in accordance with applicable legislation (in particular Government Regulation No. 117/2016 of 30 June 2016 on the assessment of the conformity of products with regard to electromagnetic compatibility when they are placed on the market and Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility). The manufacturer declares that he has drawn up an EU Declaration of Conformity.



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EU Prohlášení o shodě

Identifikační série: BOXIE

Výrobce: HESTEGO a.s. | Na Nouzce 7 | CZ 682 01 Vyškov

Toto prohlášení o shodě se vydává na výhradní odpovědnost výrobce

Výrobek: Zásilková schránka BOXIE

Popis zařízení: Boxie slouží k automatickému bezobslužnému a bezkontaktnímu příjmu a odesílání poštovních zásilek. Boxie obsahuje prostor pro balíky a listovní zásilky doručené přepravními společnostmi a umožňuje jejich uložení do vyzvednutí majitelem boxie, resp. přepravní společností při jejím odeslání

Výše popsany předmět prohlášení je ve shodě s příslušnými harmonizačními předpisy Evropské unie:

Zákon č. 90/2016 Sb., o posouzení shody stanovených výrobků při jejich dodávání na trh a nařízení vlády č. 118/2016 Sb., a č. 117/2016 Sb.

Posouzení shody bylo provedeno podle harmonizovaných technických norem dle zák. č. 90/2016 Sb., Přílohy č. 1, Modul A: Interní řízení výroby:

ČSN EN 61000-6-3 ed. 2:2007 + Změna A1:2011

ČSN EN 61000-3-2 ed. 4:2015

ČSN EN 61000-3-3 ed. 4:2014

ČSN EN 61000-6-1 ed.2:2007

ČSN EN 60335-1 ed.3 2012

ČSN EN 60335-1 ed.3 Změna A1:2019

ČSN EN 62368-1: 2015

ČSN 74 7640 + Změna A1

Výrobce prohlašuje na svou výhradní odpovědnost, že vlastnosti uvedeného výrobku splňují základní požadavky podle nařízení vlády č. 118/2016 Sb. a č. 117/2016 Sb. Tento výrobek je za podmínek obvyklého použití bezpečný. U výrobce jsou zavedena opatření, zabezpečující shodu všech výrobků uváděných na trh s technickou dokumentací a se základními požadavky výše uvedených vládních nařízení.

Ve Vyškově dne 8. 11. 2021

Ing. Lukáš Ondák
Technický ředitel | CTO

