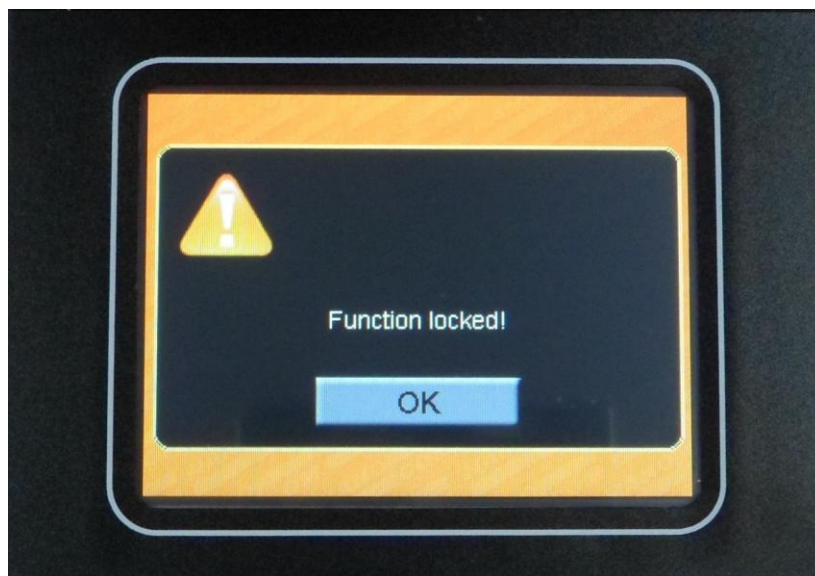


RESOLVING THE "FUNCTION LOCKED!" ERROR

This error indicates that the function that you've tried to perform is locked and not enabled.

There are 3 reasons why this message can occur:

1. You have not purchase the required Unlock Codes.
2. You have entered an incorrect Unlock Code.
3. You haven't followed the correct procedure when entering your Unlock Codes.



If you have the required unlock codes, then there is nothing wrong with your unit.

The unlock codes are generated based on your unique Nanocom ID and cannot be generated incorrectly. It is either that the code has been input incorrectly, has been entered in the wrong box, or you did not complete the procedure properly by saving the entered codes.

Please ensure that you put your code in the corresponding numbered box.

For ex: Unlock Code 1 from the Restricted area goes in the Box 1 on the Nanocom
Unlock Code 2 from the Restricted area goes in the Box 2 on the Nanocom
Unlock Code 8 from the Restricted area goes in the Box 8 on the Nanocom
Unlock Code 15 from the Restricted area goes in the Box 15 on the Nanocom
...etc...

Please ensure that once you have entered the unlock codes, to scroll all the way to the right and to select the "Save Unlock Codes" button. If you exit the menu without saving, the unlock codes will be lost.

Despite claims an incorrect code has been issued, this has in every case proved to be **user error**.

If you are uncertain of the code you see, which may be due to the font used by your PC/Laptop, then copy and paste the code into a program such as MS Word, where you can enlarge it change the fonts, or replicate the letters to be sure.

To aid users, the codes in the restricted area are colour coded.

Red Colour: Capital (Upper Case) Letters
Green Colour: Small (Lower Case) Letters
Blue Colour: Numbers

The most common mistakes are:

0 (number) - O (capital o) - o (lowercase O)
1 (number) - I (capital i) - l (lowercase L)

Please try all combinations before reporting an issue as we can only point you to this document to try and resolve it. As stated above, all codes are linked to each individual Nanocom ID and cannot be altered in any way.

Another common issue is the enter of 5 characters instead of 6. All codes issued have a standard length of 6 characters. Should the Nanocom not allow you to save the 6th character then please run the software upgrade and select the radio button "Overwrite Target Config". This will clear the unlock codes which will need to be entered again.

Remember to always save the entered Unlock Codes before exiting the Unlock Codes page, otherwise the Unlock Codes will be lost. To save them, scroll right using the right arrow and press "Save Unlock Codes".

Once saved, the Nanocom requires a restart to enable the latest changes.

Without a restart, the "Function Locked!" error will persist regardless if the Unlock codes were correctly entered.