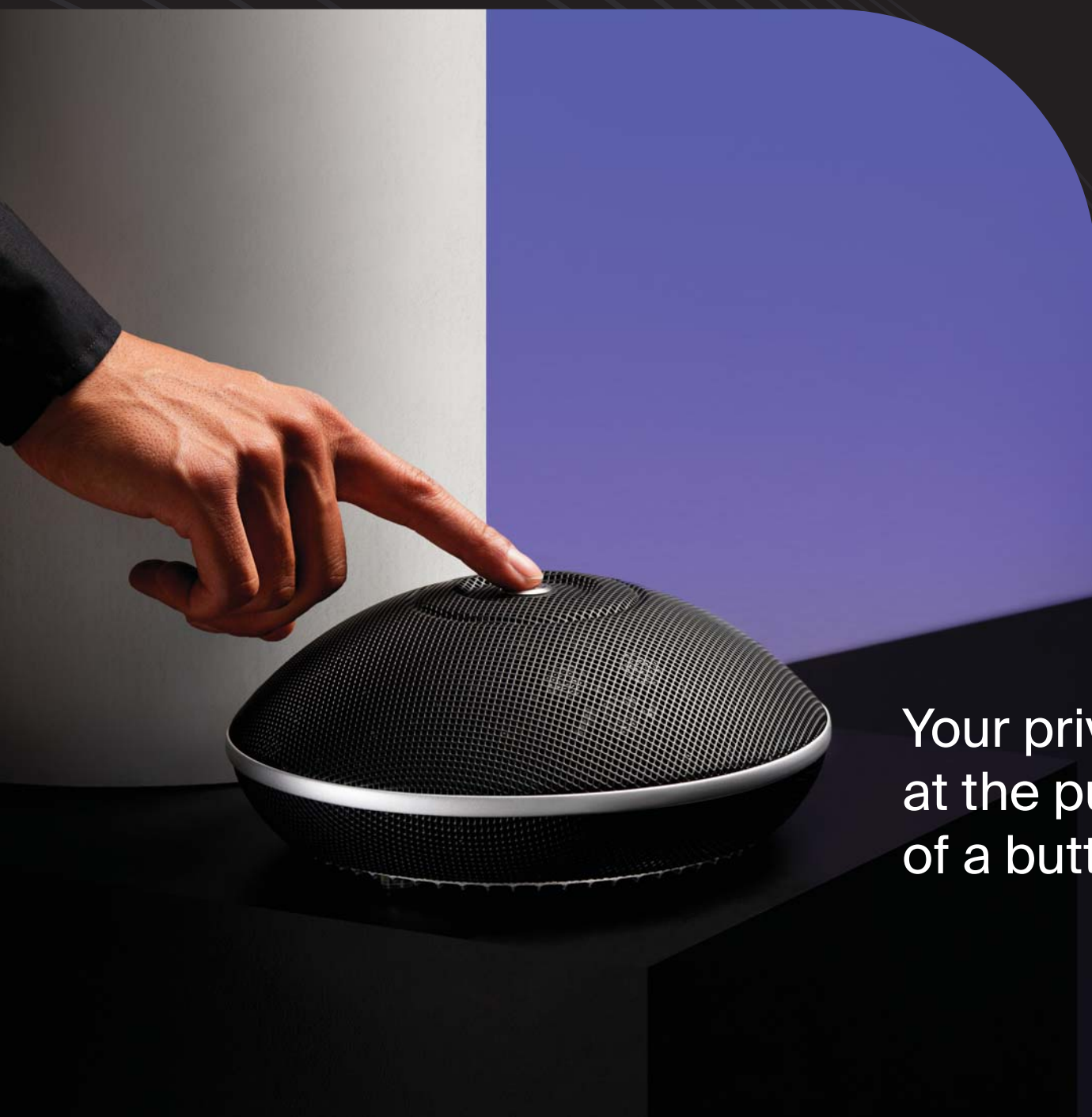




**SANTOR**  
**HARP**®

Speech Protector

# Product Manual



Your privacy,  
at the push  
of a button.



**SANTOR SECURITY products are designed and intended for legal commercial applications. The product object of this purchase will be used for general security purposes limited to:**

- 1** Protect the end user against human listening, illicit listening devices, and/or
- 2** Prevent against any unauthorized recording of private conversations, meetings or presentations of the end user.

This product will not be used to circumvent any Canadian or international laws or regulations and, more specifically:

- 3** To avoid, willfully or not, lawful, legitimate or justified inquiries, surveillances, investigations or other such activities conducted by legally authorized governmental, military or agency authorities against the end user or persons who, with or without authorization, used or benefited, directly or indirectly, from the use of this product and/or;
- 4** To conduct activities, either by action or omission, that would result in detrimental or otherwise compromising consequences for the security of any person, group of people, country, government or other entity.

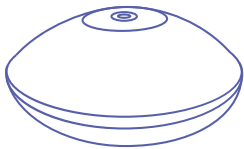
The product will be exclusively used for matters related to the conducting of the end-user business, excluding any personal uses by shareholders, directors, employees, consultants or other person linked in any manner whatsoever to its owner. The customer commits not to use reverse engineering or any other process to duplicate copy or enhance the HARP® Speech Protector, which is the object of this manual. This product is under Patent protection.

**Company information: Santor Security Inc | +1 514-316-9579 | [www.santor.com](http://www.santor.com) | [info@santor.com](mailto:info@santor.com)**

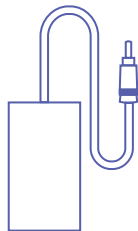
# Box Contents



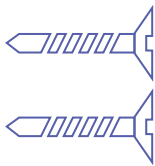
## Included in the box:



HARP® Speech Protector  
(black or light gray)



12V DC  
Power supply



2 screws for walls and  
ceilings 1/8" to 1/4".



Quick  
Guide

### OWNER'S RECORD

The Serial Number of each HARP® is located on the bottom of the unit. Please record this number and refer to it whenever you contact your dealer or sales representative.

**NOTE: Removal or alteration of the serial number automatically voids all warranties of this product.**

### End-User Product Safety Guide

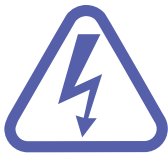
#### Important Safety Instructions

When used in the directed manner, this device has been designed and manufactured to ensure your personal safety. However, improper use can result in potential permanent ear damages, electrical shock or fire hazards. Please read all safety and operating instructions carefully before installation and use and keep these instructions handy for future reference.

Take special note of all warnings listed in these instructions and on the device.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this device near water. Indoor use only.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other device (including amplifiers) that produce heat.
7. Clean only with dry cloth. Do not use oily solvents or chemicals.
8. Do not block any ventilation openings.
9. Install in accordance with the manufacturer's instructions.
10. Use only the power supply provided with the device.
11. Do not defeat the safety purpose of the polarized or grounding-type plug. A standard polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
12. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the device. It is always best to have a clear area from where the cable exits the device to where it is plugged into an AC socket.
13. Only use attachments/accessories recommended by the product manufacturer.
14. Unplug this device from the wall socket during lightning storms or when unused for long periods of time.
15. Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the device, the device has been exposed to rain or moisture, exhibits a marked change in performance or does not operate normally, or has been dropped. Care should be taken so that objects do not fall, and liquids are not spilled into any openings or vents located on the product. The end user should not attempt to service the device.

# Warnings/Cautions



This symbol means there is uninsulated, dangerous voltage within the product enclosure that may constitute a risk of electrical shock.



This symbol means there are important operating and maintenance instructions in this guide.



This product contains magnetic material. Consult your physician on whether this might affect your implantable medical device.



This symbol means that listening at high volume levels for long periods should be avoided in order to prevent possible hearing damage. In case of application as a warning sign, the rules according to ISO 3864 shall be adhered to. Device to be used at a distance of more than 1m to guarantee a sound pressure level exposure less than 100 dB



This symbol means that the bottom plate and the button on top of the enclosure may be hot during use. Please take the necessary precautions before touching the base of the device or the button on top of the enclosure. Caution, hot surface. The product label is located on the bottom of the product.

The use of the product should be avoided under the following conditions/environments:

- |   |                                   |
|---|-----------------------------------|
| (A) A strong shock or vibration                     | (C) Corrosive gases or sea breeze |
| (B) Long time in high temperature and high humidity | (D) Dusty environment             |

- Do NOT make unauthorized alterations to this product.
- Do NOT use a power inverter with this product.
- Where the main plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

This device generates low, medium and high audio frequencies; the maximum output in dB is in accordance with Health Canada recommendations at 110dB.

#### According to the past studies:

“Open air sound pressures levels lower than 120 dB at high (ultrasonic) frequencies

have not been demonstrated to cause hearing losses.”

Activating the Voice Mix (low and medium frequencies) or the Discreet mode (High frequencies) at the maximum output close to the head for very long periods of time is not recommended.

Even if studies show that there was not demonstrated evidence leading to hearing losses, excessive usage of all acoustic sounds (including Voice Mix or music playing) and/or ultrasounds (Discreet mode) can damage ears permanently. If the Exposure lasts multiple hours per day there could be subjective effects like; Nausea, dizziness, tinnitus, fatigue, migraine, headache and disturbance of

neuromuscular coordination which might happen after a certain exposure to airborne ultrasound. In Canada, nine provinces and one territory have adopted this basic level (85 dB, eight hours a day) as a limit of exposure to noise in the workplace and products maximum measured output at 120dB. For excessive usage it is very important to wear the ear protectors at all time while using the device. Santor Security Inc., its shareholders, representatives and retailers accept no responsibility regarding the use of the device. The user is solely responsible for its use and must ensure to protect the hearing of persons close to a Speech Protector HARP®.

## SOURCES

- 1: <https://www.canada.ca/en/health-canada/services/environmental-workplace-health/reports-publications/radiation/guidelines-safe-use-ultrasound-part-industrial-commercialapplications-safety-code-24.html#a2.2>
- 2: <https://www.canada.ca/en/health-canada/services/environmental-workplace-health/reports-publications/radiation/guidelines-safe-use-ultrasound-part-industrial-commercialapplications-safety-code-24.html>

# FCC Regulations

## FCC Radio Frequency Exposure

**WARNING:** The HARP® device radiates radio frequency energy at a level below the United States FCC radio frequency exposure limits. Nevertheless, this device should be used in such a manner that the potential for human contact during normal operation is minimized. Use of accessories may not ensure compliance with FCC RF exposure guidelines. Details of the authorized configurations can be found at FCC website by entering the FCC ID number on the device.

This device has been evaluated for and shown compliant with the FCC RF Exposure limits set forth for an uncontrolled environment.

## FCC Compliance Statement

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules; operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



**Note:** This equipment has been tested and found to comply with the limits set for the standard FCC Class A (Industrial Equipment) digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in an installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Grant of Equipment Authorizations of this device and transmitters installed in this device can be found at FCC website by entering the FCC ID number on the device.

## CAN ICES-3 (B)/NMB-3(B) Canada Statement

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference; and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

# Certifications

This equipment is certified by the following institutions: UL, TUV, CE, IC, FCC, Anatel.

Copies of such certificates are available upon request.



A man in a grey suit is seated at a wooden conference table, gesturing with his hands while speaking. In the foreground, a black, dome-shaped Santor Security HARP speakerphone sits on the table. To the left of the speakerphone, there is a blue folder with a smartphone resting on top of it. A white coffee cup on a saucer is also visible on the table. The background is softly blurred, showing a bright, indoor setting.

# Acknowledgement

## Congratulations

for purchasing the SANTOR Security' HARP®

This instruction booklet explains the basic operation and care of the unit.  
Please read it carefully and keep it for future reference.

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# Introduction to the



Industrial design,  
quality conception and  
manufacture in Canada.

The HARP® Speech Protector enables you to protect your private conversations from voice recorders, microphones, and direct human listening.

The HARP® is currently the most sophisticated device on the market to protect your confidential conversations. Nowadays no one is shielded from recorders or audio microphones (smartphones, tablet computers, digital voice recorders, wireless microphones or with wire, etc.): they are everywhere.

The HARP® is a non-invasive countermeasure system to use during meetings to prevent information leaks and lower the risks of being recorded.



The HARP® enables you to protect your private conversations from:



Voice recorders (analog or digital), clandestine listening devices wireless or not



Direct human listening, via stethoscope and much more



Smartphones, computers & tablets microphones & applications

# Two modes for preventing information leakage



## Discreet Mode

During a meeting, there is a risk that someone could intentionally or non-intentionally record your conversation with electronic devices equipped with microphones, smart wearable IoT devices with AI constantly collecting information. Discreet noise above earring level is the non-evasive way to lower risk of information leaking from your board room.

The HARP® enables you to lower risk and protect conversations with your interlocutors without revealing your security measures.

The Discreet Mode emits audio high frequency noise above general human hearing level; it physically affects the membrane of microphones and saturates the electronics, thereby ensuring ultimate discretion. It highly reduces risk of being listened to or recorded by the majority of audio microphones on the market: including very sophisticated mini-recorders, all major smartphone brands including the most recent smartphones and smart wearable gadgets.



## Voice Mix Mode

In a situation where multiple people want to protect conversations in a room from outsiders, Voice Mix is the highest level of protection against human hearing and any form of electronic devices.

It produces a scrambled mix of voices audible to the human ear, which can be personalized with the HARP® App. This mode ensures the highest protection level against forensic cleaning software and sophisticated devices. Furthermore, this mode also ensures a protection from human/electronic listening devices such as stethoscopes or contact microphones.

Our audio low, medium noise frequencies go easily through physical material barrier between the HARP® and the microphone, our studies showed effectiveness through concrete walls.

The HARP® was designed to blend in a conference room and discreetly protect your vocal conversation during your meetings; it can be permanently installed on the ceiling, on a table or on a tripod.

# Features



## Device Features



Easy usage



Stealth design



Specifically designed for privacy in face-to-face conversation



Intuitive and simple digital and analog interface



Two operating modes: Voice Mix and Discreet



Easy to install, compact, portable and lightweight

## App Features



Easily connect to and switch between multiple devices



Customize acoustic settings with your own voice



You can stream music and activate Discreet mode simultaneously



Compatible with most Apple and Android™ systems



Keep your HARP® up-to-date with the latest software version

# Optional Software Updates



## What are the updates all about?

Our speech protector is designed as an acoustic dynamic platform that is kept up-to-date by our dedicated lab experts.

New recording devices make an appearance in the marketplace every day. Our engineering team is constantly working on developing new strategies and algorithms to allow our customers to keep the HARP® as effective as possible against threats.

\*\*\* If you find a recording device that is not affected in Discreet mode, please advise of the type and device model. This information will help our software engineers in developing new algorithms to improve the effectiveness for future release. Thus, all users of HARP® will benefit from joint support being on the lookout for new technologies.

### Yearly charges

These updates are optional, and they are free of charge in the first 12 months of your original purchase. After the first year, they have a yearly cost (Please refer to your vendor for pricing). The device will remain operational even without this optional service; just its software will not be updated.

# Device description

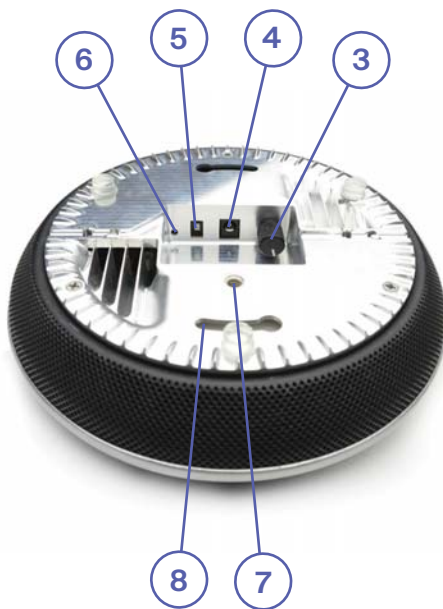


## TOP VIEW

### 1. Discreet mode Power button Light codes:

- In standby, blue light flashes slowly
- Activated, blue light is solid
- Cooling mode, blue light flashes fast

### 2. Bluetooth antenna with SMA connector



## BOTTOM VIEW

### 3. Voice Mix knob: Use this knob to turn ON/OFF Voice Mix and adjust the volume at your convenience

### 4. Power socket: Plug in the power supply of the device. Be sure to always use the power supply that comes included with your device

### 5. Bluetooth ON/OFF switch

### 6. Reset button: Use the RESET button only in cases when your device is not responding appropriately

### 7. 1/4 - 20 hole treads for mounting the unit (Standard mount, tripod)

### 8. Simple Twisting Screw hole mounting.

# Optional accessories

Click on the link below:

<https://santor.com/collections/accessories>

# Hardware Installation and Planning

Depending on the situation where you want to use the HARP® Speech protector, the installation may vary.

## IMPORTANT NOTICE

At all times, please make sure to avoid all obstacles between the HARP® and any potential recording device that could block the propagation of the audio waves.

## Installation on a table

To install your HARP® on a table simply make sure to connect your device to an electricity source and place it in the middle of the table.

## Installation underneath a table

**First, make sure to leave space to run the power cord in order to connect your HARP®.**

The HARP® can be installed underneath a table in the same way as on the ceiling, using the included screws (Attention: check the length of the screws and if the type of screw is suitable for the table you are installing the HARP® on, along with the templates.

Make sure the screws are well aligned with the template and let them out by 1 centimeter, so you can place the HARP® appropriately and rotate 15 degrees.

## Installation on the ceiling

**First, make sure to leave space to run the power cord in order to connect your HARP®.**

The HARP® can be installed in a similar way to a smoke detector; simply use the included screws and template.

Make sure the screws are well aligned with the included template and let them out by 1 centimeter, so you can place the HARP® appropriately and rotate 15 degrees.

If the ceiling is made of concrete or any other surfaces than wood or drywall, please use appropriate screws, which are not included within the accessories of your unit. You can use a wire cover to finish your installation aesthetically.

### Installation on a drop ceiling

First, make sure to leave space to run the power cord in order to connect your HARP®.

The HARP® is lightweight enough to be clipped to the T-rails of your drop ceiling. Sold separately, the clip can be screwed underneath the HARP® and then simply attached to the T-bar.



Other accessories are available. Using a drop pole can be recommended for stronger installations on a ceiling higher than 10 feet. The drop pole will be fixed to the real concrete ceiling inside of the drop ceiling. Then simply pass the pole through the drop ceiling tile. Fix the HARP® with appropriate screws, washers and hex nuts included with the purchase of the drop pole.

## Installation on a tripod

**First, make sure to leave space to run the power cord in order to connect your HARP®.**

On the bottom of the HARP®, locate the female threads; this is made to fit standard 1/4 threads of the tripod adapter.

Simply screw the adapter to the HARP® and fix them together to the tripod. Your HARP® can now be targeting specific areas.

## Installation on a wall

**First, make sure to leave space to run the power cord in order to connect your HARP®.**

The HARP® can be installed on the wall in the same way as installing it on the ceiling or underneath a table or using a drop pole, using the included screws and templates.

Make sure the screws are well aligned with the template and let them out by 1 centimeter, you can then place the HARP® appropriately and rotate 15 degrees.

If the ceiling is made of concrete or any other surfaces than wood or drywall, please use appropriate screws, they are not included within the accessories of your unit.

## Installation in a vehicle

Sold separately, the 12VDC adaptor will allow the HARP® to be plugged in to the Cigar plug or 12V plug of any vehicle. SANTOR Security recommends using the service of a certified professional to install your HARP®. SANTOR Security Inc. is not liable for damages caused by improper installation.

## Board room, Office installation

Because the effective radius of the HARP® is up to 5 meters, you will want to ensure to install it properly.

In a perfect scenario, in a room with the measurements of 12 x 12 meters, we would recommend having 2 units. 1 unit installed on the ceiling at a height of 3 meters from the floor maximum or 1 on the center of the table, plus, 1 unit under the table.

Please note that the included screws are for installation on wood surfaces and include plastic clips compatible with those screws for installation on drywall. For installation on other surfaces you must use the appropriate screws with the same head and circumference as the included screws.

(Poles and other professional mounting accessories for the unit are available.)

**For accessories: <https://santor.com/collections/accessories>**

SANTOR recommend using the service of a certified professional to install your HARP®. SANTOR Security Inc. is not liable for damages caused by improper installation.



## Power activation

**First, set the level of each mode as you need to use;**

1. Swipe left to access 'Control'
2. Set every parameter as you need to and activate the used mode(s)
3. Press Save and OK
4. Finally, go to the SPEECH PROTECTOR page by pressing Back (top, left corner)

**Then, activate the Power activation tool;**

1. Swipe to the right
2. Click on Power Activation
3. Select the mode you wish to be

automatically activated when powering ON the device

4. Press Save and OK

**Shut down the App from your mobile device and test the new functionality;**

1. Disconnect the power plug from the wall outlet of your HARP®
2. Wait for 5 seconds
3. Then connect the power plug on the outlet again

The Discreet mode will start instantly and the Voice Mix, within 5 seconds. Here you go! Be safe.



### IMPORTANT NOTICE

**Discreet mode:** The radius of action of this mode is approximately 5 meters in line of open microphones. The very high (Ultrasound) frequencies of the discreet mode do not penetrate soft and hard materials, some very soft material like fabric let the ultrasound penetrate. Hard structures will create blind spots and gaps for potential recording, keep in mind that this device reduces the risk of potential recording and doesn't completely eliminate the risk of recordings.

**Voice Mix:** The radius of action of this mode is up to 30 meters in line of microphones. The lower, medium and high frequencies of the Voice Mix mode go through soft and hard material such as wood, metal and concrete. Once your voice is uploaded in your unit, this feature offers the highest level of speech protection. Since the frequencies of the voice mix are in the same range of your voice, it creates a superior masking of frequencies.

**Discreet and Voice Mix modes:** When both modes are activated, low, medium, high and very high frequencies (ultrasound) generate the widest range and highest protection possible.

**Discreet and Music Streaming mode:** When both modes are activated, the ultrasound range is the same and the music will generate a variety of low, medium and high frequencies according to the track. It highly avoids suspicions about the device and also helps in masking the high pitch that can be perceived by someone with very sensitive hearing.

## Device operation without the App

**Make sure your HARP® is connected to electricity. When the unit is powered on, the blue light around the top button will be visible and indicate its action according to the Light codes (page 12).**

- Power ON/OFF Discreet Mode on your HARP® by pressing the top button for 1 second.
- Turn the knob on the bottom of the device to turn ON/OFF and to adjust the volume of the Voice Mix mode.
- Turn the Bluetooth switch OFF to avoid any showing of presence on smartphones, Bluetooth settings and spectrum analyzers.



**Note:** The volume of the Discreet Mode can only be adjusted with the HARP® app, all mode settings can be saved with the HARP® app, simply adjust the volumes and click "Save" under the Music Streaming mode in the CONTROL page. (Control section: 7.4.2.)

# Mobile App instructions

## Wireless controls

The HARP® App uses Bluetooth wireless encrypted technology to allow you upload voices, update the system and stream music from mobile devices

such as smartphones, tablets and computers. Before you can stream music from your HARP®, you must pair your HARP® with your smart device.

## App introduction

For in-App assistance, locate the “i” icon on the top right corner of the screen on every page of the HARP® App.

## Installation of the App on your smartphone

HARP® App can be downloaded for free from the App Store (iOS) and also from the Play Store for Android devices.

## Using the App

### Access the HARP® App

- If you are still in the App Store or the Play Store; Press ‘OPEN’
- If not, locate the HARP® App Icon on your mobile’s main screen and click on it

### Pairing your phone with your HARP® App

- If there are no devices detected, swipe down the page to refresh
- The app should automatically detect any active HARP®
- To select a device, click on the device logo in the blue square
- Repeat these two steps for every HARP® device you own and which are nearby

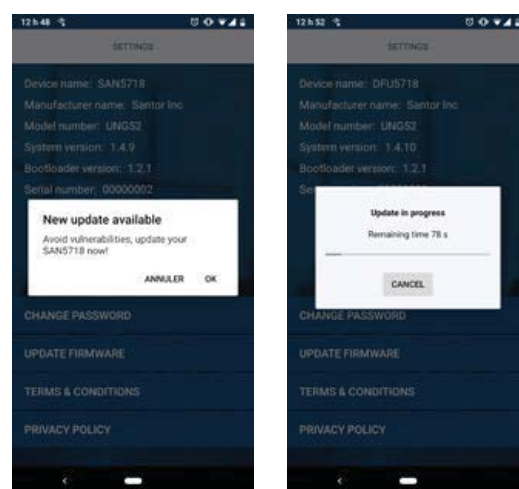
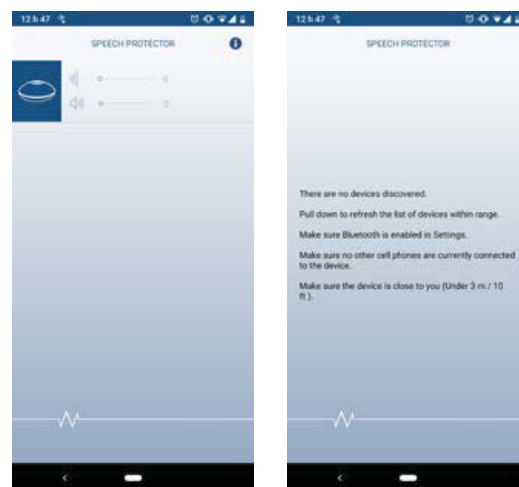
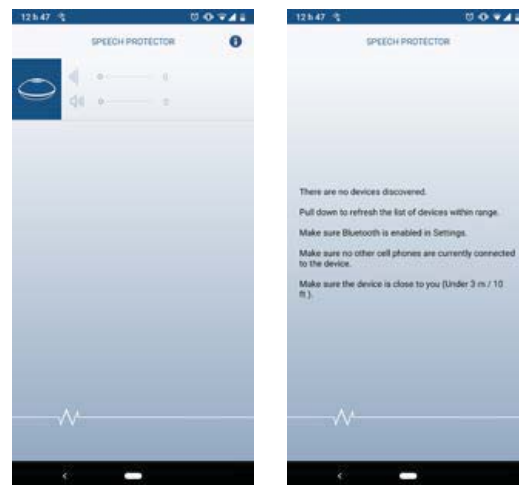
## Device management

### Settings and password

- First-time using the device enter the default password: 0000 and then press OK
- For each device long press and hold anywhere on that line and then swipe it to the right
- View the system information to access ‘SETTINGS’; here SETTINGS will allow the user to:
  - View the system information
  - Change password; you will be prompted to enter the old password and then enter a 4 digit code of your choice. Finally confirm it a second time and press ‘OK’
  - System update (updates are described at section 12-Features):

### Click on the button to check update status;

- If an update is available, you’ll be prompted to download it
- If not, a message will appear to inform you that your system is up to date



## Control

For each device, swipe the line to the right to access 'CONTROL'; the controls will allow the user to:

### Control the Discreet Mode:

- Activate and set the intensity of the Discreet Mode; Discreet Mode is virtually silent and effective against most recording devices.

### Control the Voice Mix Mode:

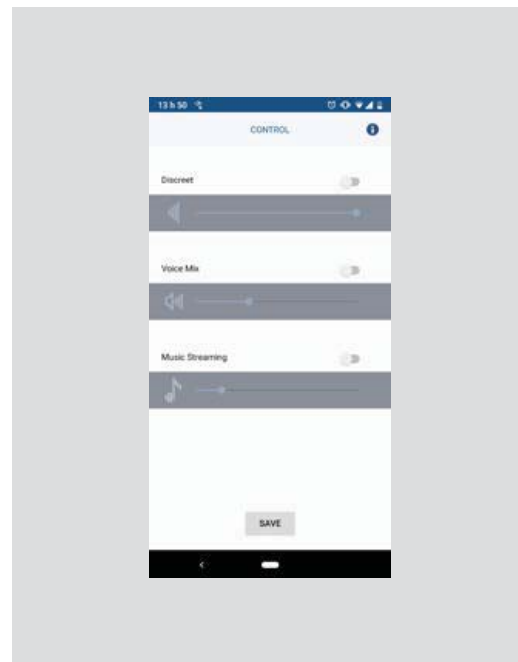
- Activate and set the volume of the Voice Mix mode: Voice mix mode being the acoustic and audible mode, which you can upload your own voice as well as other people's (up to 6 voices max.).

### Control the Music Streaming Mode:

- Activate and set the volume of the Music Streaming Mode: this mode makes the HARP® a Bluetooth speaker so you can play your favorite music or background sounds from your phone. Compatible with any music streaming app.

To apply any changes, make sure to press the 'SAVE' button at the bottom of the screen.

Voice mix Mode and Music Streaming Mode cannot be activated at the same time, but both of them can be used simultaneously with the Discreet Mode.



## Upload

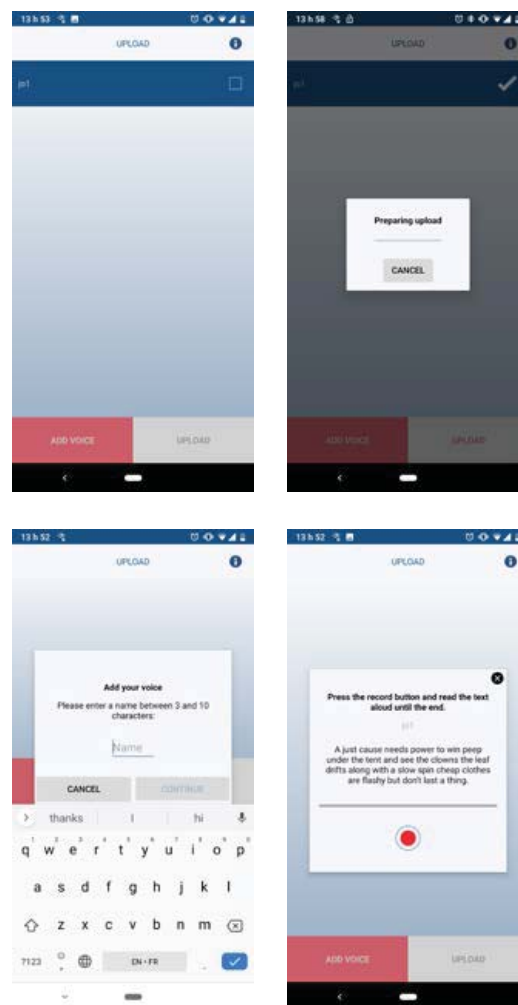
Add your own voice to the HARP®. For each device swipe the line to the left to access UPLOAD; here the upload will allow the user to:

### Add user's voice; by default this page will contain the original default track. In order to add a voice:

- Press the 'Add voice' red button at the bottom left side of the screen
- Enter a name for that voice, the name must contain between 3 and 10 characters
- Press on 'Continue'
- Your voice will be recorded using a specific text specially designed to get different pitches and tones of your voice. When you are ready, press the red (REC) button to start recording and start reading the text out loud
- When the time lap is done, a new box opens up, meaning the voice recording is done. You can then press 'OK'
- Your voice will be added to the voice list
- Swipe the recording line to the left to play or delete it. You can delete it and start over if you are not satisfied. You can do this as many times as you want
- Repeat the steps above to record up to 6 different voices

### Upload your recorded voices to the HARP®:

- Select the voices you want to upload by clicking in the checkbox at the right of each voice's name
- Click on 'Upload' button at the bottom right side of the screen. If for any reason, the Bluetooth Audio connection is lost you will be prompted to go to your mobile device's settings to pair it once again
- Once connected press the 'Upload' button
- Make sure that the volume is at its very maximum to ensure the audio quality of the track. If it's not, you will automatically be prompted to do so



### Built-in Track:

The HARP® comes with a built-in track, made of a blend of voices of men and women speaking English.

### Default Track:

The HARP® comes with a Built-in Track as the Default Track. To use a Custom Track instead of the Built-in Track, long press the checkbox of the recording you wish to choose. The check mark will turn red, then press 'Upload'.

### Custom Track:

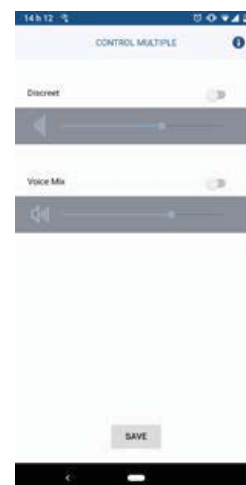
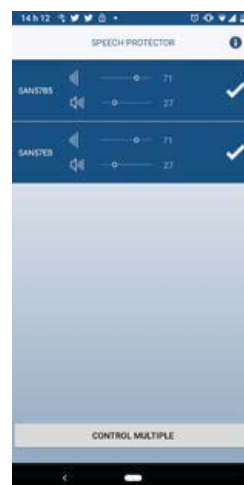
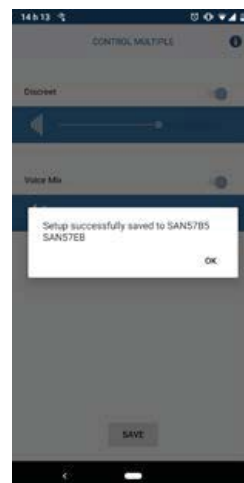
Are all the recordings added or removed at your convenience in the HARP®.

Go back to the main screen to see your devices by clicking on the back arrow on the top left corner of the screen.

## Multiple device management

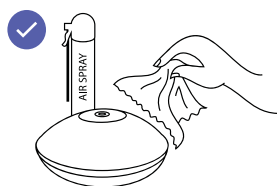
In order to activate this function, you must be connected to more than one HARP®:

- On the main screen called Speech Protector the user has the possibility to click into the check boxes of every device he wants to manage in bulk
- Once all your desired devices are selected with a check mark on their right, click on the 'Control Multiple' button at the bottom of the screen
- A new page will open up allowing you to set the level of each function: Discreet Mode, Voice Mix Mode and Music Streaming Mode. For more details on these modes please refer to point 1. Introduction to the HARP®, above in this manual

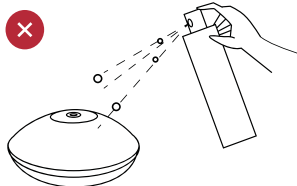


# Care and maintenance

## Cleaning



Clean the surface of the device only with a soft, dry cloth or a compressed-air can for electronic cleaning.



Do not use any sprays near the device.

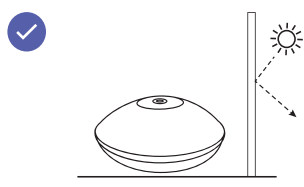


Do not use any solvents, chemicals, or cleaning solutions containing alcohol, ammonia, abrasives or similar materials that can damage the surface of the unit.

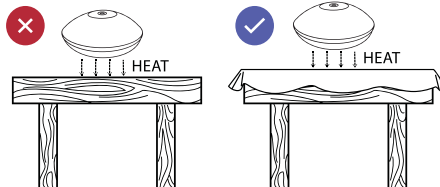


Do not allow liquids to spill into any openings.

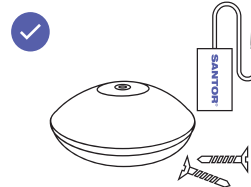
## Maintenance



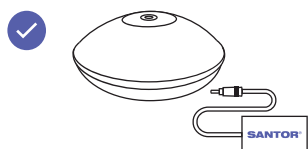
Place the unit on a level surface, tripod, telescoping ceiling mount, deluxe micro mount wall or ceiling clip or away from sources of direct sunlight or excessive heat.



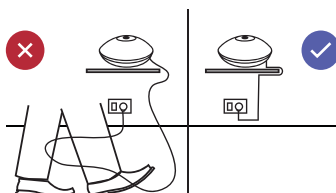
Protect your furniture when placing your unit on a natural wood and lacquered finish.



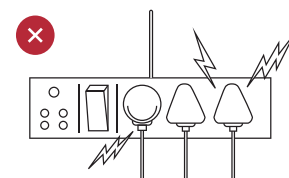
Only use attachments/accessories specified by the manufacturer.



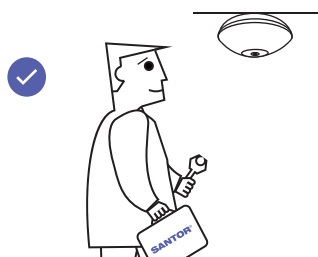
Use only power supply provided with the unit.



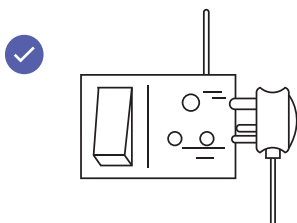
Power supply cables should be routed so that they are not likely to be stepped on or pinched by items placed upon or against them. It is always best to have a clear area from where the cable exits the unit to where it is plugged into an AC socket.



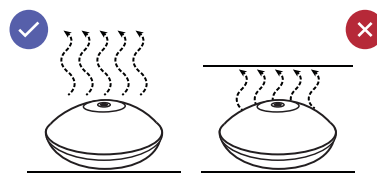
Do not overload wall sockets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.



Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Unplug the unit from the wall socket during electrical storms or when it is left unattended and unused for long periods of time. This will prevent damage to the product due to storms and power-line surges.



The unit should be situated so that its location or its position does not interfere with its proper ventilation for example, it should not be placed on a sofa, rug or similar surface that may block ventilation openings. Also, it should not be placed in a built-in installation, which may impede the flow of air through the ventilation openings.

# Troubleshooting

## If you experience problems with your HARP® device:

- Make sure all cables are securely attached
- Look if the light indicator on the power adapter is turned ON and the Blue light is showing on the top button
- Place your HARP® according to placement guidelines (Page 15)
- Make sure your mobile device supports Bluetooth pairing

If you could not resolve your issue, see the table below to identify symptoms and solutions to common problems. If you are unable to resolve your issue, please contact your sales representative for customer service immediately.

## Common solutions

The following table lists symptoms and possible solutions to common problems.

SYMPTOMS	SOLUTION
The device does not pair with mobile device	<ul style="list-style-type: none"><li>• On your mobile device, turn the Bluetooth feature off and then on. Remove your device from the Bluetooth list on your smartphone. Pair your device again.</li><li>• Clear your speaker's pairing list. Pair your device again.</li><li>• Make sure the Bluetooth switch located under your device is turned ON</li><li>• Turn OFF and ON the Bluetooth switch located under your device</li><li>• Reset your device (see 9.1)</li></ul>
No music streaming	<ul style="list-style-type: none"><li>• On your mobile device, turn the Bluetooth feature off and then on. Remove your device from the Bluetooth list on your device. Pair your device again.</li><li>• Increase the volume on the CONTROL page or with the knob under the unit, your device and music source on the smartphone.</li><li>• Make sure you are using the correct device</li><li>• Use a different music source</li><li>• If two devices are connected, disconnect and reconnect your other device from the electricity. Audio plays from the wrong device (when two devices are connected)</li><li>• Pause or quit the music source on the device playing music</li></ul>
No blue light around the top button	<ul style="list-style-type: none"><li>• Test the electric outlet with another domestic unit</li><li>• Check if the light indicator on the power adapter is turned ON</li><li>• Disconnect and reconnect the plug under the unit</li><li>• Reset your device (see 9.1)</li></ul>

## Resetting your Speech Protector

Factory reset clears paired mobile devices and language settings from your speaker and returns it to the original factory settings.

1. Power on your device
2. Press and hold the reset button located on the bottom of the unit for 10 seconds till you hear a sound (Page 12)
3. Device powers OFF and turns ON automatically

# Specifications

## Physical specifications

Remote control:	Mobile App controlled
Dimensions:	8.15 X 8.15 X 3.25 in (20.7 x 20.7 x 8.6 cm)
Weight:	2.87 lb (1.3 kg)
Color available:	Black or Light Gray
Degree of protection by the enclosure:	IP20
Pollution degree:	2 (Suitable for offices and laboratory environments)
Mounting options:	Mounting screws, fixing holes (with drilling template), tripod, telescoping ceiling mount, deluxe micro mount wall or ceiling clip

## Remote control specifications

Usable without remote control:	Yes
Type of signal:	Bluetooth
Transmission distance:	Up to 9 meters
MDM (Multi-device management):	Yes (via App)
Wireless encryption:	Yes
Password protected:	Yes
Temperature of operation:	0° to 40° C

## Sound specifications

Wave propagation:	Hemispherical
Voice mix mode effective distance:	up to 30 meters
Discreet mode effective distance (radius):	up to 5 meters
Voice Mix and Discreet level control:	Yes (via App)
Safety certification:	Yes
Sound Frequency range:	70Hz to 27kHz

## Power specifications

Power:	12V DC 5A (works with both 5 or 7A transformers)
Maximum power consumption (based on PSU):	84W
Typical power consumption	36W

## General

Firmware updates:	Yes (over the air)
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Product specifications and descriptions subject to change without notice

# HARP® Dimensions



# Warranty

If you purchased this product through a distributor or a sales agent, please communicate with them before communicating with Santor Security for warranty claims.

These warranty terms are extended only to the original purchaser of a new product. A purchase order or other proof of the original purchase date and purchaser is required for warranty service.

In no event will Santor Security or any of its affiliates, contractors, resellers, their officers, directors, shareholders, members or agents be liable to you or any third party for any consequential or incidental damages, any lost profits, actual, exemplary or punitive damages

This warranty ONLY COVERS failures due to defects in materials or workmanship and DOES NOT COVER normal use, tear or cosmetic damage.

The warranty ALSO DOES NOT COVER damages that occurred in shipment, failures that are caused by products not supplied by the warrantor (e.g., replacement power supplies) or failures that result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration of any sort, installation, set-up adjustments, misadjustment of controls, improper maintenance, power line surge, lightning damage, power surges, modification, rental use, service by anyone other than the warrantor or damage that is attributable to acts of God. THE WARRANTOR IS NOT LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. As an example, this specifically excludes damages for lost time, lost use of the system, cost of removal or reinstallation of the system or travel to and from the purchaser's location. ALL EXPRESSED AND IMPLIED WARRANTIES ARE LIMITED TO THE PERIOD OF THE WARRANTY. This warranty provides specific legal rights, and there may be others that vary from state to state or in the country of compliant use. Therefore, certain additional exclusions may apply.

Santor Security undertakes to provide products that comply with the specifications, and that may be used by the customers for the purpose for which they were designed.

**Covered Defects:** Santor Security warrants that the HARP® delivered to the customer is fit for its purpose and that it does not contain any material defect or defect in workmanship for a limited period of TWELVE (12) months, following the shipping date under normal use and conditions. During that period, Santor will, at its option, either (a) repair the product with new or refurbished parts, or (b) replace the product with a new or refurbished system of equal functionality. The decision to repair or replace will be made by the warrantor.

**Uncovered Defects:** this warranty does not extend coverage to defects caused by the faulty installation of the HARP® or its improper use by the customer, or by the customer's employees or agents or by the customer's negligence or willful actions. Nor does it cover any loss or damage that occurs during transportation to the customer.

**Repairs:** Santor Security must, at its own expense, provide all required replacement parts and labor when a defective or non-compliant HARP® is returned, as long as it is returned within the period of TWELVE (12) MONTHS, following the delivery date.

**Amendment:** Santor Security may, at any time, amend the procedure, and performance of the warranties.

**Execution:** if you purchased this product through a distributor or a sales agent, please communicate with them before communicating with Santor Security for warranty claims. Any return of product by the customer must be pre-approved in writing by Santor Security, who will issue a Return Merchandise Authorization (RMA). A warranty claim made by the customer in relation to the HARP® must be accompanied by a report prepared by the distributor (if it applies) that indicates the product serial number and details the circumstances of the return and the defect. The customer or the distributor will ship the defective product (marked as defective on the shipping label) to Santor Security at his own cost and Santor will assume the costs of returning the product to the customer or distributor. All customs charges will be borne by the customer/ distributor. Customer and/or distributor agree(s) that shipping

fees, return fees and customs charges are nonrefundable. Customer or distributor will assume any and all liability pertaining to the shipping of the product to the manufacturer and will take necessary packing precautions and shipping insurance. If for any reason shipping or other fees have to be paid by Santor upon return of the product by the customer or distributor, the customer or distributor will reimburse such fees to the manufacturer. Santor Security undertakes to honor these warranties within a reasonable delay upon receipt of the claim, accompanied by the duly completed report and the non-conforming or defective product.

Customer and/or distributor will solely conduct routine checks and basic examination of the defective products before returning them to the manufacturer. At no time Customer and/or distributor is/are allowed to open or modify the product for any reason whatsoever.

The firmware installed in the HARP® is warranted to substantially conform to its published specifications. In no event does Santor Security warrant that this software is error free or that the customer will be able to operate the software without problems or interruptions. The warrantor will, from time to time, make available firmware updates that may be free of charge or not. It is the responsibility of the customer to download and install these software modifications. All software and software updates are provided AS IS.

Your acknowledgment and agreement to fully and completely abide by the above-mentioned disclaimer of warranty is contractually binding to you upon your transfer of funds (Banking wire transfer) for purchase of your Santor Security product.





# Company information

## Headquarters

SANTOR Security Inc.  
10440, Henault Avenue  
Montreal, Quebec, Canada  
H1G 5R4

**Phone:** +1 514-316-9579

## Customer Service & Support

**Email:** [Info@santor.com](mailto:Info@santor.com)  
**Phone:** +1 514-316-9579 ext. 3

## Sales

**Email:** [Info@santor.com](mailto:Info@santor.com)  
**Phone:** +1 514-316-9579 ext. 2

