

Singlewire Strobe Operations Guide

Part #011244
Document Part #930829B
for Firmware Version 3.0.0

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Singlewire Strobe Operations Guide 930829B
Part # 011244

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Technical Support

The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:
<http://www.cyberdata.net/support/contactsupportvoip.html>

Phone: (831) 373-2601, Ext. 333

Email: support@cyberdata.net

Fax: (831) 373-4193

Company and product information is at www.cyberdata.net.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A 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 are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. 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.
13. Prior to installation, consult local building and electrical code requirements.

14. WARNING: The Singlewire Strobe enclosure is not rated for any AC voltages!

 <p>GENERAL ALERT</p>	<p>Warning</p> <p><i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
 <p>GENERAL ALERT</p>	<p>Warning</p> <p><i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>
 <p>GENERAL ALERT</p>	<p>Warning</p> <p>The PoE connector is intended for intra-building connections only and does not route to the outside plant.</p>

Pictorial Alert Icons

	<p>General Alert</p> <p>This pictorial alert indicates a potentially hazardous situation. This alert will be followed by a hazard level heading and more specific information about the hazard.</p>
	<p>Ground</p> <p>This pictorial alert indicates the Earth grounding connection point.</p>

Hazard Levels

Danger: Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This is limited to the most extreme situations.

Warning: Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

Caution: Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. It may also alert users against unsafe practices.

Notice: Indicates a statement of company policy (that is, a safety policy or protection of property).

The safety guidelines for the equipment in this manual do not purport to address all the safety issues of the equipment. It is the responsibility of the user to establish appropriate safety, ergonomic, and health practices and determine the applicability of regulatory limitations prior to use. Potential safety hazards are identified in this manual through the use of words Danger, Warning, and Caution, the specific hazard type, and pictorial alert icons.

Abbreviations and Terms

Abbreviation or Term	Definition
A-law	A standard companding algorithm, used in European digital communications systems to optimize, i.e., modify, the dynamic range of an analog signal for digitizing.
AVP	Audio Video Profile
Cat 5	TIA/EIA-568-B Category 5
DHCP	Dynamic Host Configuration Protocol
LAN	Local Area Network
LED	Light Emitting Diode
Mbps	Megabits per Second.
NTP	Network Time Protocol
PBX	Private Branch Exchange
PoE	Power over Ethernet (as per IEEE 802.3af standard)
RTFM	Reset Test Function Management
SIP	Session Initiated Protocol
u-law	A companding algorithm, primarily used in the digital telecommunication
UC	Unified Communications
VoIP	Voice over Internet Protocol

Revision Information

Revision 930829B, which corresponds to firmware version 3.0.0, and was released on April 24, 2014, has the following changes:

- Updates [Section 1.5, "Product Specifications"](#)
- Updates [Figure 2-4, "Singlewire Strobe Connections"](#)
- Adds [Section A.1, "Important Safety Instructions"](#)

Browsers Supported

The following browsers have been tested against firmware version 3.0.0:

- Internet Explorer (version: 10)
- Firefox (also called Mozilla Firefox) (version: 23.0.1 and 25.0)
- Chrome (version: 29.0.1547.66 m)
- Safari (version: 5.1.7)

Contents

Chapter 1 Product Overview	1
1.1 How to Identify This Product	1
1.2 Typical System Installation	2
1.3 Product Features	3
1.4 Supported Protocols	3
1.5 Product Specifications	4
1.6 Dimensions	5
Chapter 2 Installing the Singlewire Strobe	6
2.1 Parts List	6
2.1 Singlewire Strobe Setup	7
2.1.1 Singlewire Strobe Connections	7
2.1.2 Connecting the Singlewire Strobe to the Auxiliary Relay	8
2.1.3 Identifying the Singlewire Strobe Connectors and Jumpers	10
2.1.4 Network Connectivity	13
2.1.5 Restore the Factory Default Settings	14
2.2.1 Singlewire Strobe Web Page Navigation	16
2.2.2 Log in to the Configuration Home Page	17
2.3.1 Reboot the Singlewire Strobe	22
Appendix A Mounting the Singlewire Strobe	24
A.1 Important Safety Instructions	24
A.2 Mount the Singlewire Strobe	25
Appendix B Troubleshooting/Technical Support	30
B.1 Frequently Asked Questions (FAQ)	30
B.2 Documentation	30
B.3 Contact Information	31
B.4 Warranty	32
B.4.1 Warranty & RMA Returns within the United States	32
B.4.2 Warranty & RMA Returns Outside of the United States	32
B.4.3 Spare in the Air Policy	33
B.4.4 Return and Restocking Policy	33
B.4.5 Warranty and RMA Returns Page	33
Index	34

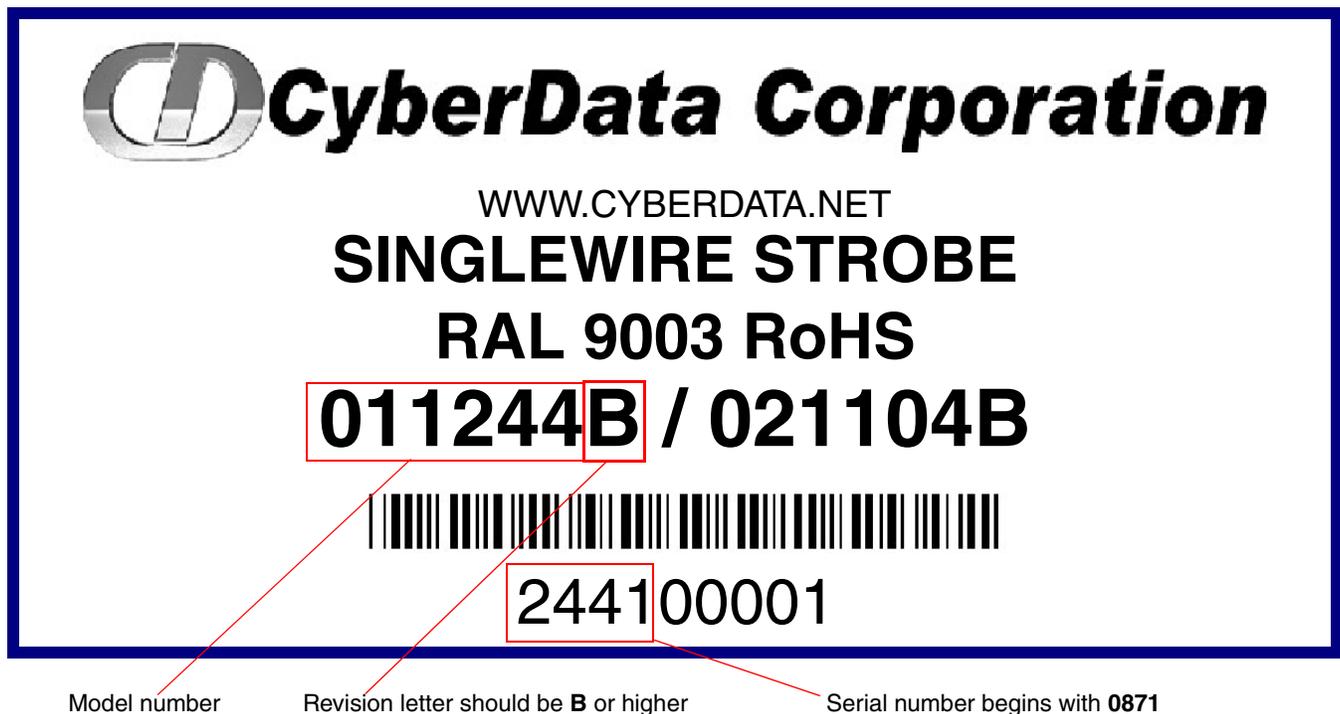
1 Product Overview

1.1 How to Identify This Product

To identify the Singlewire Strobe, look for a model number label similar to the one shown in [Figure 1-1](#). Confirm the following:

- The model number on the label should be **011244**.
- The revision letter of the model number should be **B** or higher.
- The serial number on the label should begin with **2441**.

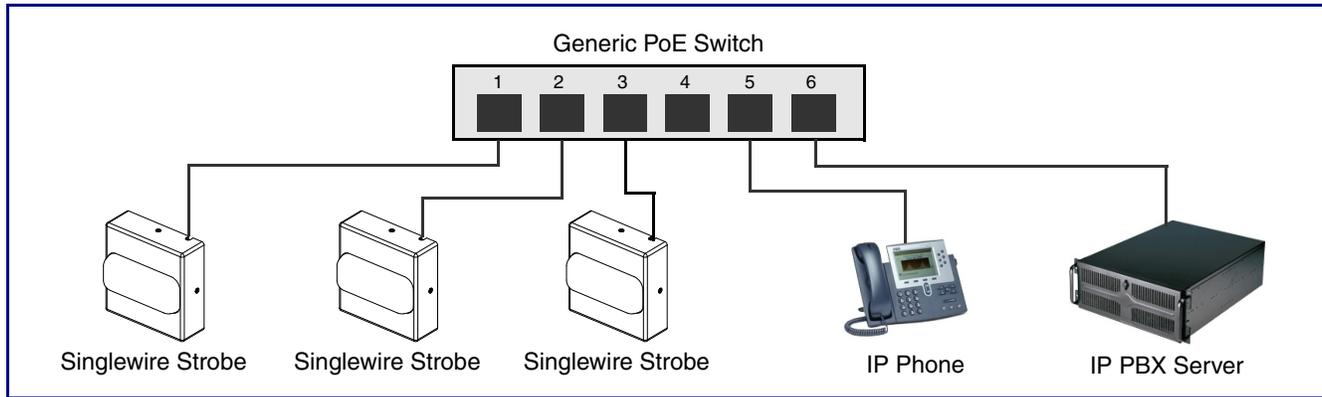
Figure 1-1. Model Number Label



1.2 Typical System Installation

Figure 1-2 illustrate how the Singlewire Strobes can be installed as part of a VoIP phone system.

Figure 1-2. Typical Installation



 GENERAL ALERT	<p>Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.</p>
 GENERAL ALERT	<p>Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.</p>
 GENERAL ALERT	<p>Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.</p>
 GENERAL ALERT	<p>Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.</p>

1.3 Product Features

- Compatible with Singlewire InformaCast
- Meets ADA requirements for telephony signalling and notification
- Web-based setup
- SingleWire GPI/O input and relay control

Note: The relay contacts are dry and provided for a normally open and momentarily closed configuration. Neither the alternate power input nor PoE power can be used to drive a door strike.

- PoE-powered

1.4 Supported Protocols

The Singlewire Strobe supports:

- HTTP Web-based configuration

Provides an intuitive user interface for easy system configuration and verification of Singlewire Strobe operations.

- DHCP Client

Dynamically assigns IP addresses in addition to the option to use static addressing.

- RTP
- RTP/AVP - Audio Video Profile
- Audio Encodings

PCMU (G.711 mu-law)

PCMA (G.711 A-law)

Packet Time 20 ms

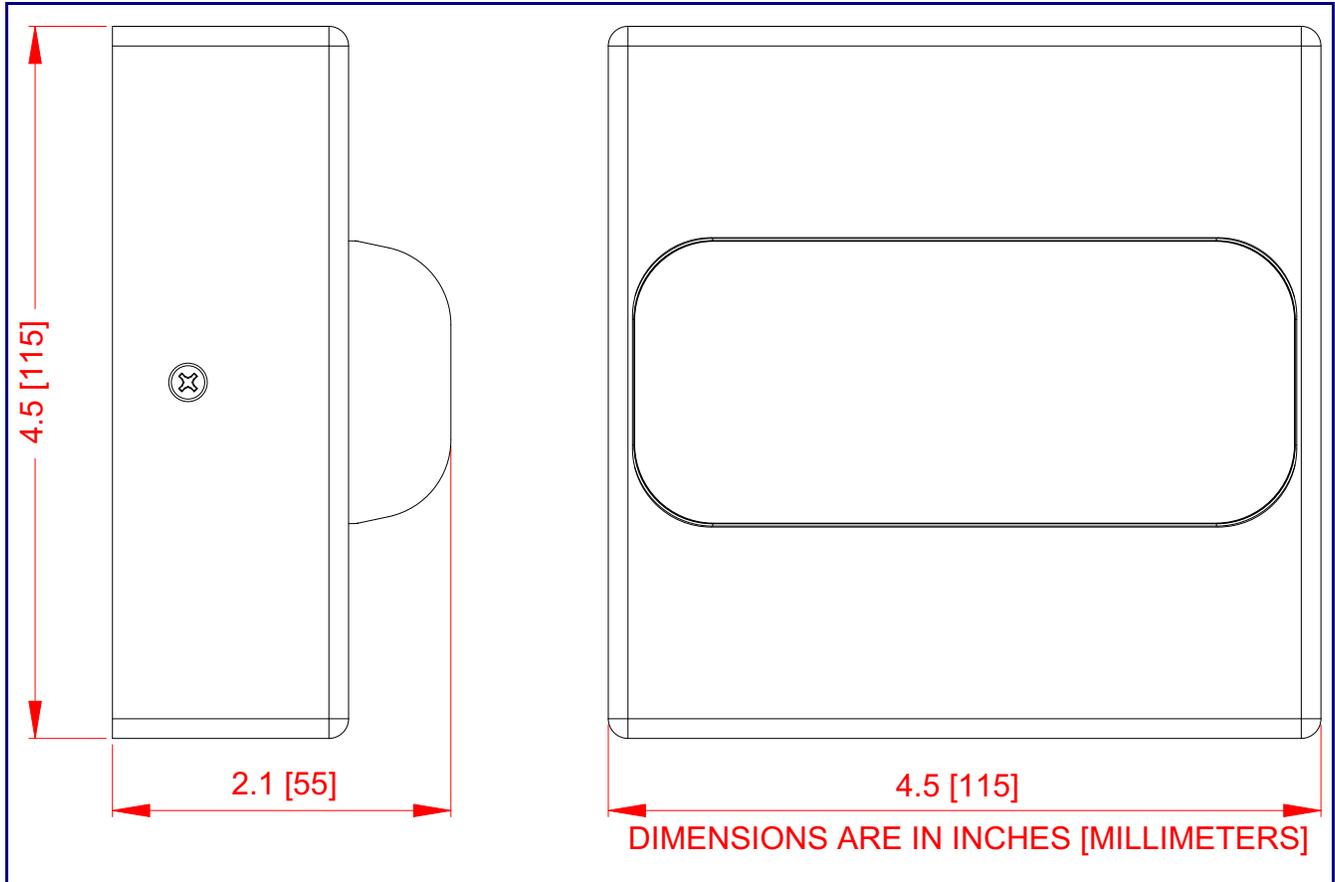
1.5 Product Specifications

Table 1-1. Specifications

Category	Specification
Ethernet I/F	10/100 Mbps
Power Input	PoE 802.3af compliant or 8 to 12 VDC at 1000 mA
Protocol	InformaCast v4.0 and later
Light power	90 candela (5-Watt LEDs)
Flash rate	2 per second
LED MTBF	100,000 Hours
Operating Temperature	-10° C to 50° C (14° F to 122° F)
Dimensions	4.5" x 4.5" x 1.5" (H x W x D)
Warranty	2 years limited
Power Requirement	802.3af compliant or 8 to 12 VDC at 1000 mA
Auxiliary Relay	1A at 30 VDC
Weight	1.6 lbs./shipping weight of 2.2 lbs. (0.7 kg/shipping weight of 1.0kg)
Part Number	011244

1.6 Dimensions

Figure 1-3. Dimensions—Size of Unit with Case

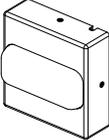
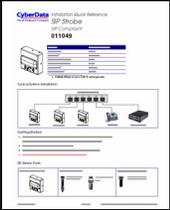


2 Installing the Singlewire Strobe

2.1 Parts List

Table 2-2 illustrates the Singlewire Strobe parts.

Table 2-2. Parts List

Quantity	Part Name	Illustration
1	Singlewire Strobe Assembly	
1	Installation Quick Reference Guide	
1	Singlewire Strobe Mounting Accessory Kit	

2.1 Singlewire Strobe Setup

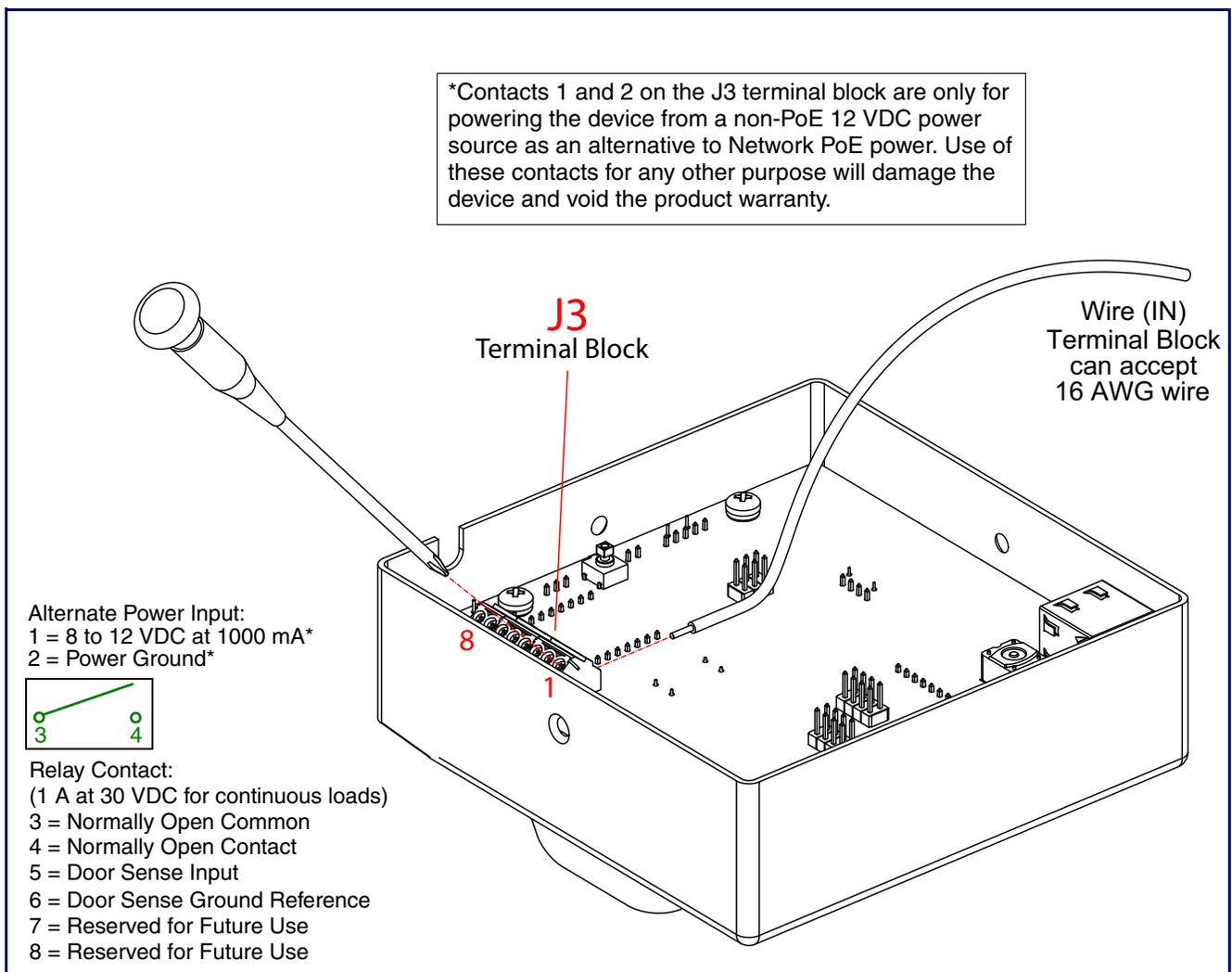
2.1.1 Singlewire Strobe Connections

Figure 2-4 shows the pin connections on the J3 (terminal block). This terminal block can accept 16 AWG gauge wire.

Note As an alternative to using PoE power, you can supply 8 to 12 VDC at 1000 mA into the terminal block.

 <small>GENERAL ALERT</small>	<p>Caution</p> <p>Equipment Hazard: Contacts 1 and 2 on the J3 terminal block are only for powering the device from a non-PoE 12 VDC power source as an alternative to Network PoE power. Use of these contacts for any other purpose will damage the device and void the product warranty.</p>
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Figure 2-4. Singlewire Strobe Connections



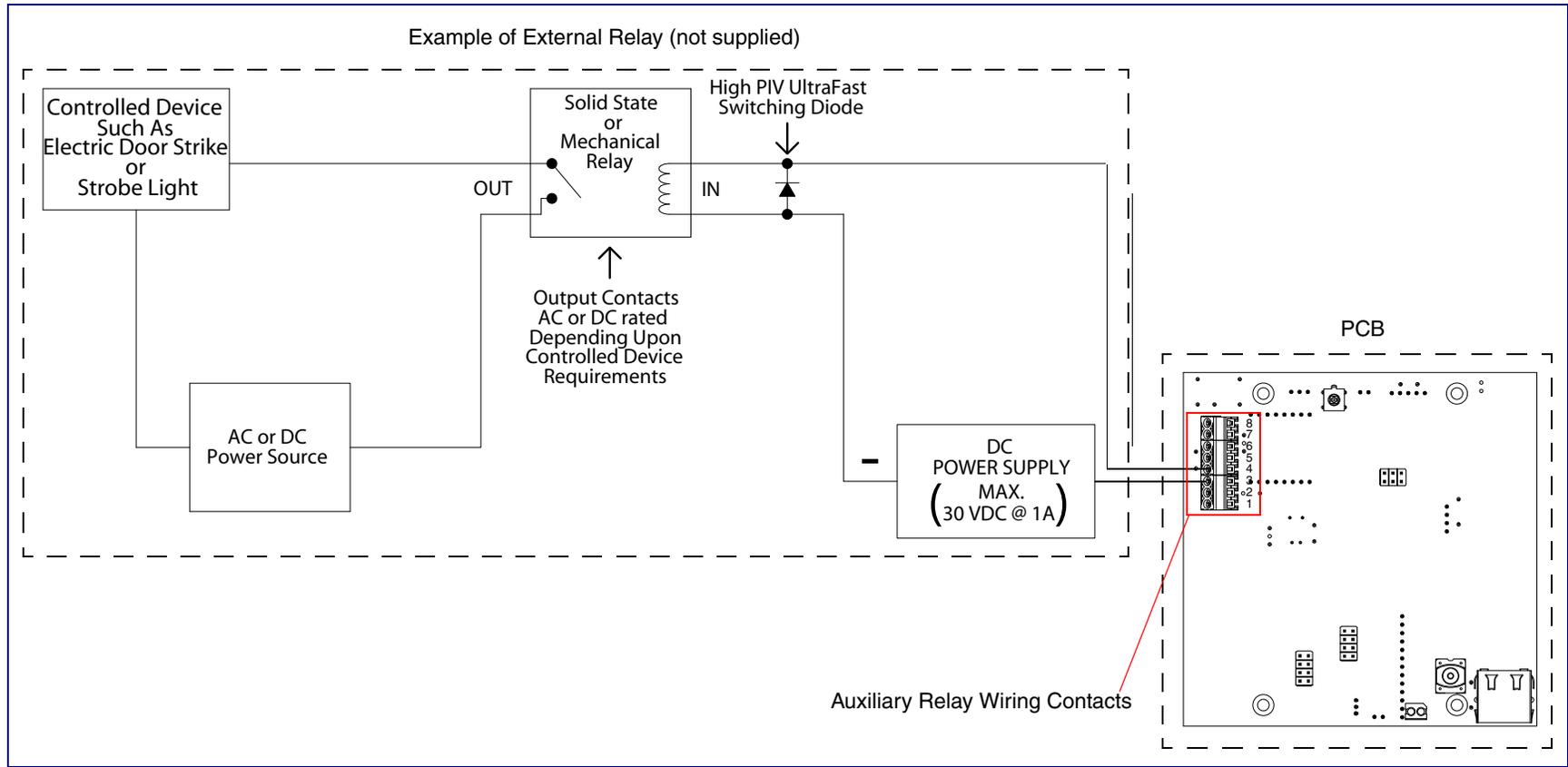
2.1.2 Connecting the Singlewire Strobe to the Auxiliary Relay

 GENERAL ALERT	Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.
 GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
 GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
 GENERAL ALERT	Warning <i>Electrical Hazard:</i> The relay contacts are dry and provided for a normally open and momentarily closed configuration. Neither the alternate power input nor PoE power can be used to drive a door strike.
 GENERAL ALERT	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

The device incorporates an on-board relay which enables users to control an external relay for activating an auxiliary device such as an electric door strike (see [Figure 2-5, "Auxiliary Relay Wiring Diagram"](#)).

The relay contacts are limited to 1A at 30 VDC. The relay activation time is selectable through the web interface and is controlled by DTMF tones generated from the phone being called. The DTMF tones are selectable from the web interface as well.

Figure 2-5. Auxiliary Relay Wiring Diagram



2.1.3 Identifying the Singlewire Strobe Connectors and Jumpers

See the following figures and tables to identify the Singlewire Strobe connector locations and functions.

Figure 2-6. Connector Locations for the 021084 Board

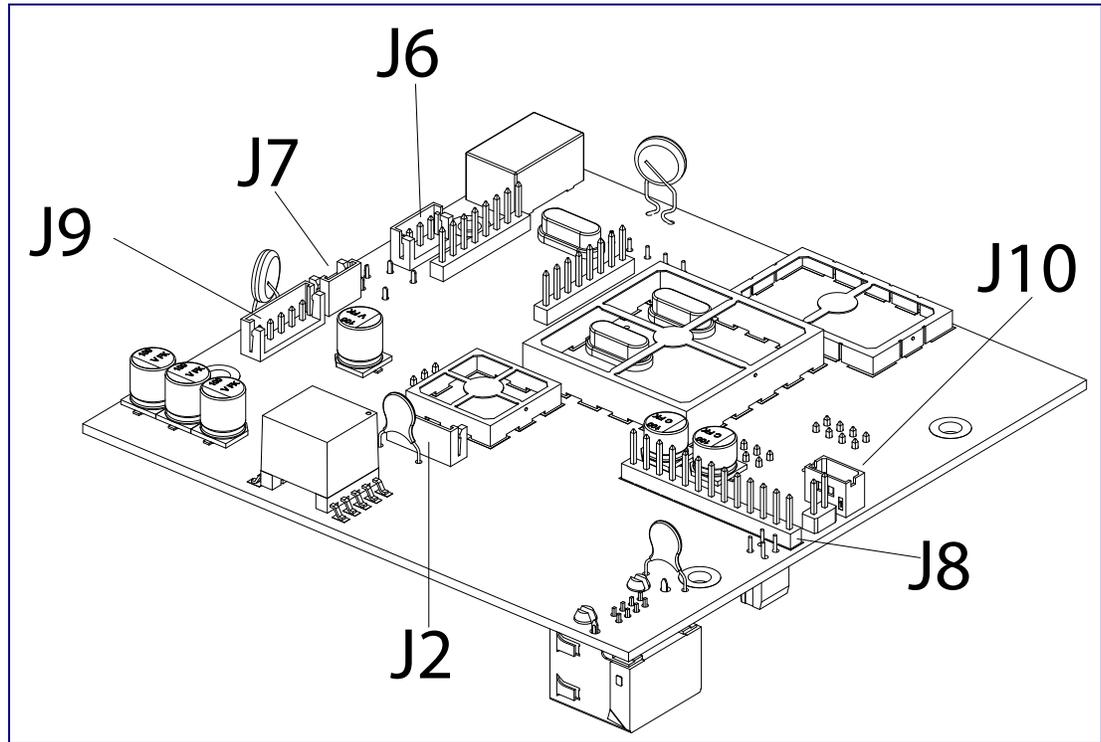


Table 2-3. Connector Functions

Connector	Function
J2	Call Button Interface — Not Used
J6	Microphone Interface — Not Used
J7	Speaker Interface — Not Used
J9	Auxiliary Strobe Connector — Not Used
J8	Keypad Interface — Not Used
J10	Proximity Sensor Interface — Not Used

Figure 2-7. Connector Locations for the 021084 Board

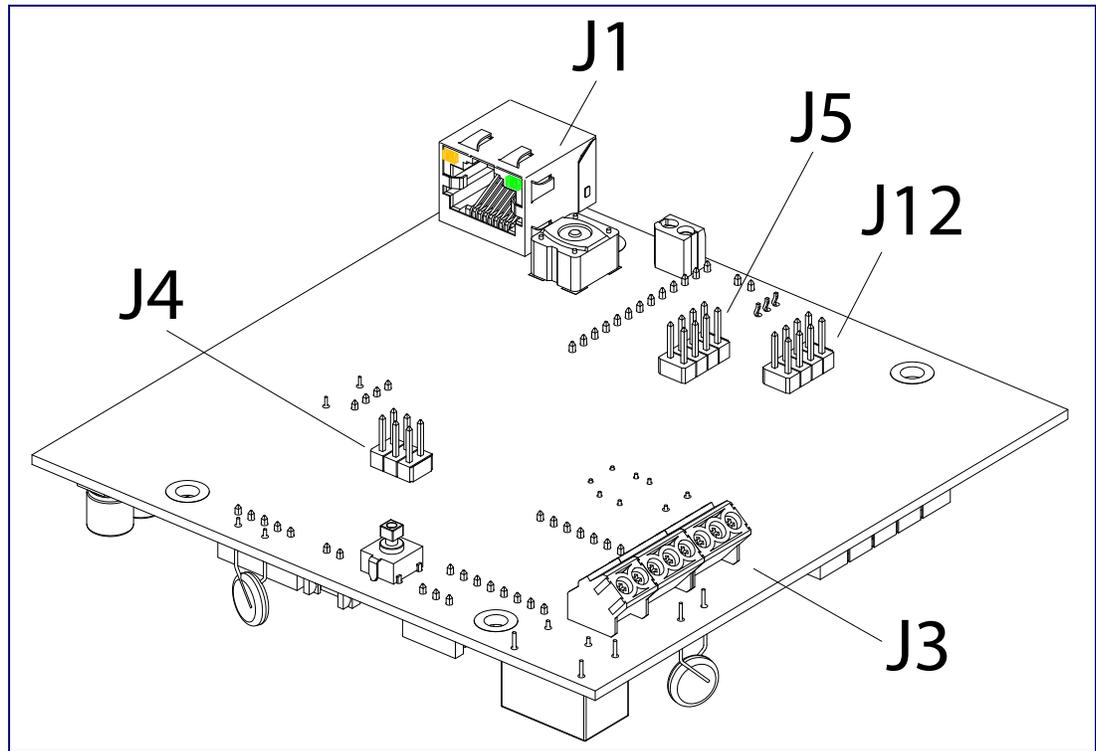


Table 2-4. Connector Functions

Connector	Function
J1	Ethernet Connector
J3	User Terminal Block Interface
J4	Reserved (Factory Use Only)
J5	Reserved (Factory Use Only)
J12	Reserved (Factory Use Only)

Figure 2-8. Connector Locations for the 021054 Board

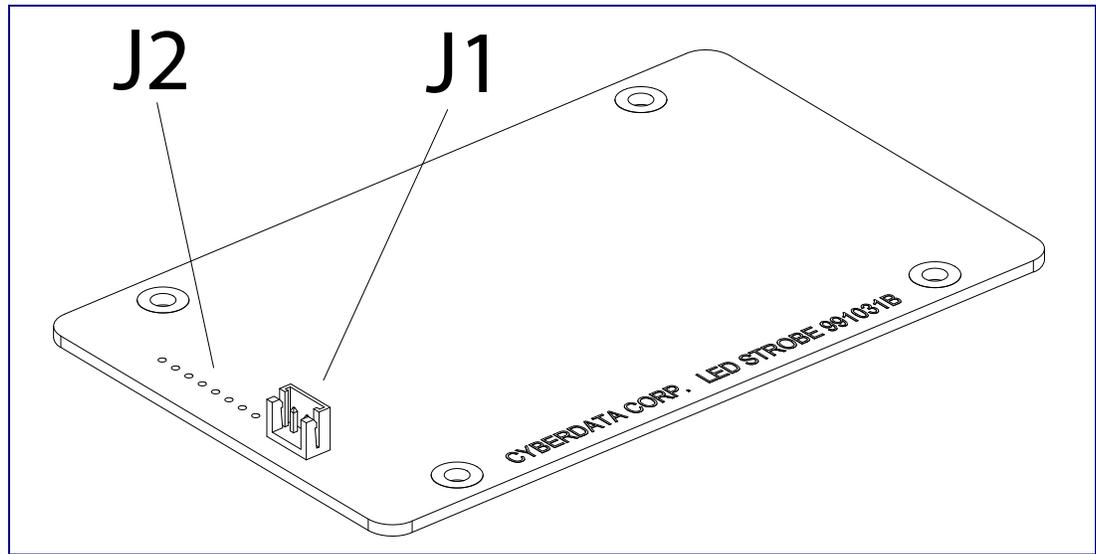


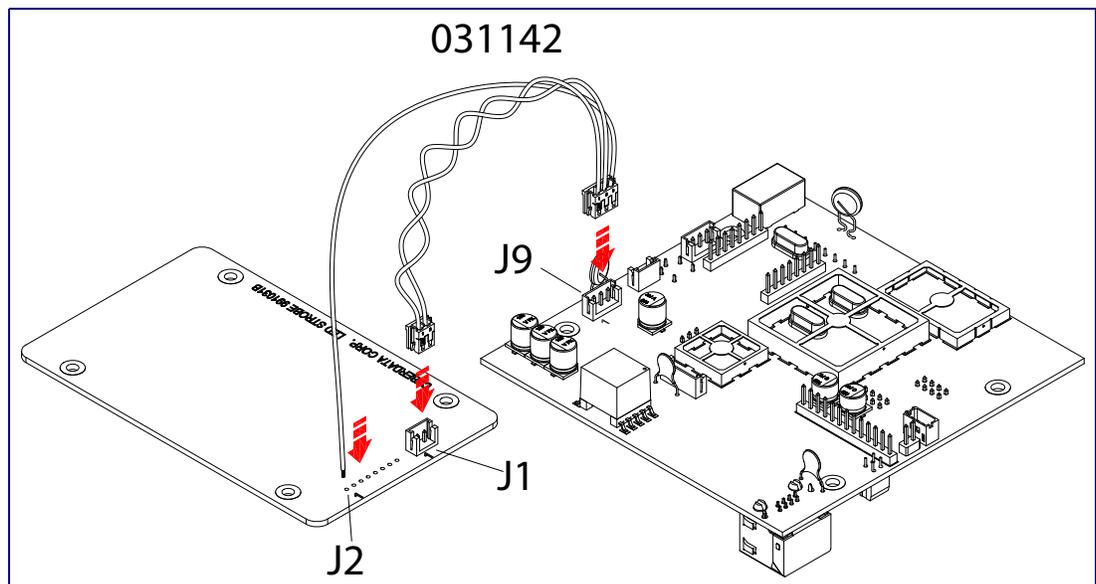
Table 2-5. Connector Functions

Connector	Function
J1	Ethernet Connector
J2	Call Button Interface — Not Used

2.1.3.1 Connecting the 021054 and 021084 Boards with the 031142 Cable Assembly

Use [Figure 2-9](#) to see how the 021054 and 021084 boards are connected with the 031142 cable assembly.

Figure 2-9. 021054 and 021084 Boards Connected with the 031142 Cable Assembly

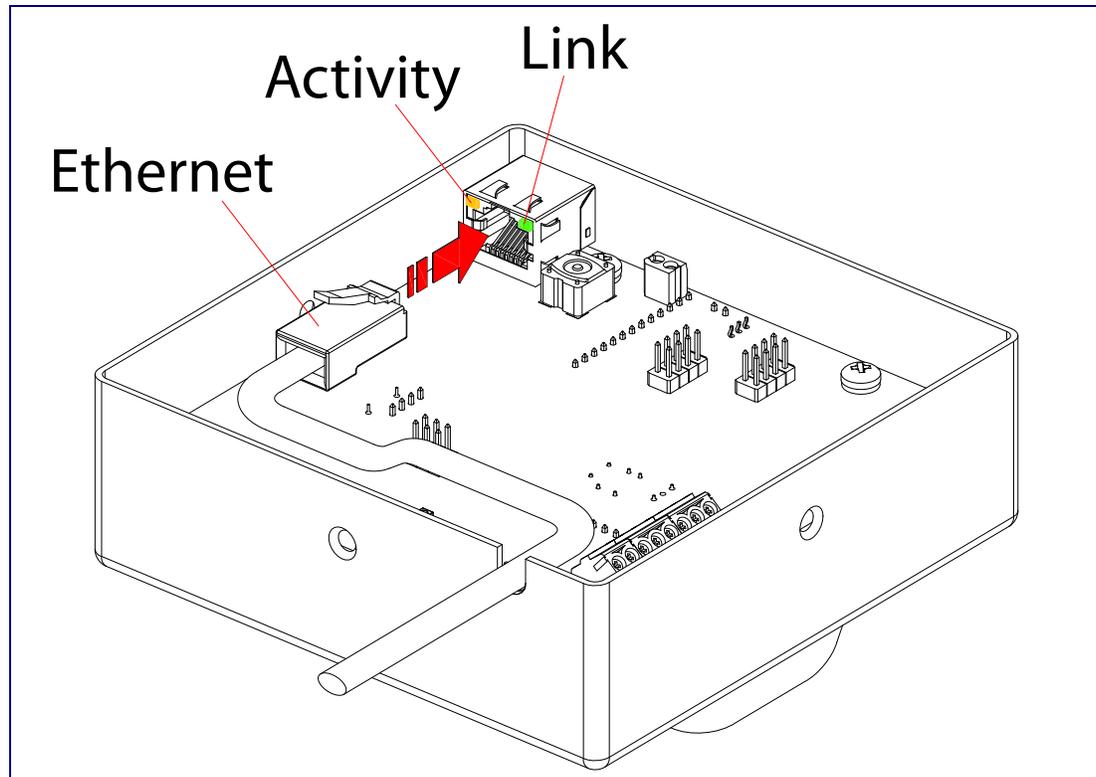


2.1.4 Network Connectivity

When you plug in the Ethernet cable (Figure 2-10) or power supply:

- The square, **GREEN Link** LED (Figure 2-10) above the Ethernet port indicates that the network connection has been established.
- The square, **YELLOW Activity** LED (Figure 2-10) blinks when there is network activity.

Figure 2-10. Network LEDs



2.1.5 Restore the Factory Default Settings

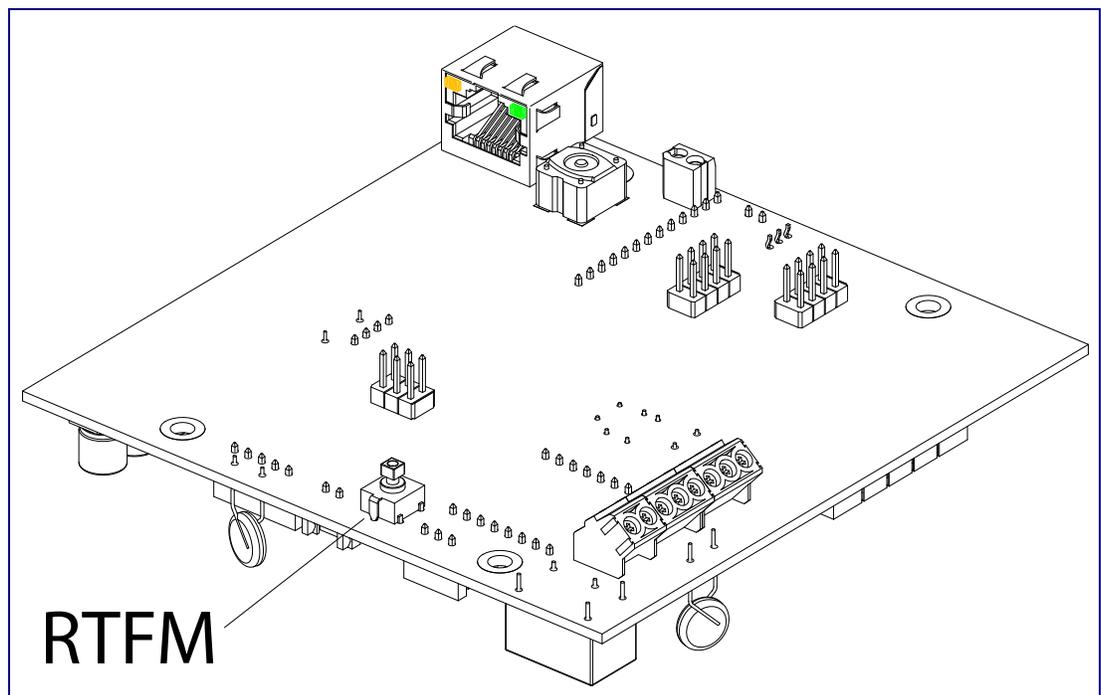
2.1.5.1 RTFM Switch

When the Singlewire Strobe is operational and linked to the network, use the Reset Test Function Management (RTFM) switch (Figure 2-11) to set the factory default settings.

Note Each Singlewire Strobe is delivered with factory set default values.

Note The Singlewire Strobe will use DHCP to obtain the new IP address (DHCP-assigned address or default to 10.10.10.10 if a DHCP server is not present).

Figure 2-11. RTFM Switch



To set the factory default settings:

1. Press and hold the RTFM switch for seven seconds, and then release the RTFM switch.

2.2 Configure the Singlewire Strobe Parameters

To configure the Singlewire Strobe online, use a standard web browser.

Configure each Singlewire Strobe and verify its operation *before* you mount it. When you are ready to mount an Singlewire Strobe, refer to [Appendix A, "Mounting the Singlewire Strobe"](#) for instructions.

All Singlewire Strobes are initially configured with the following default IP settings:

When configuring more than one Singlewire Strobe, attach the Singlewire Strobes to the network and configure one at a time to avoid IP address conflicts.

Table 2-6. Factory Default Settings

Parameter	Factory Default Setting
IP Addressing	DHCP
IP Address ^a	10.10.10.10
Web Access Username	admin
Web Access Password	admin
Subnet Mask ^a	255.0.0.0
Default Gateway ^a	10.0.0.1

a. Default if there is not a DHCP server present.

2.2.1 Singlewire Strobe Web Page Navigation

Table 2-7 shows the navigation buttons that you will see on every Singlewire Strobe web page.

Table 2-7. Web Page Navigation

Web Page Item	Description
 A blue rectangular button with rounded corners and a gradient, containing the text "Home".	Link to the Home page.
 A blue rectangular button with rounded corners and a gradient, containing the text "Update Firmware".	Link to the Update Firmware page.

2.2.2 Log in to the Configuration Home Page

1. Open your browser to the Singlewire Strobe IP address.

Note If the network does not have access to a DHCP server, the device will default to an IP address of 10.10.10.10.

Note Make sure that the PC is on the same IP network as the Singlewire Strobe.

Note You may also download CyberData's VoIP Discovery Utility program which allows you to easily find and configure the default web address of the CyberData VoIP products.

CyberData's VoIP Discovery Utility program is available at the following website address:

http://www.cyberdata.net/support/voip/discovery_utility.html

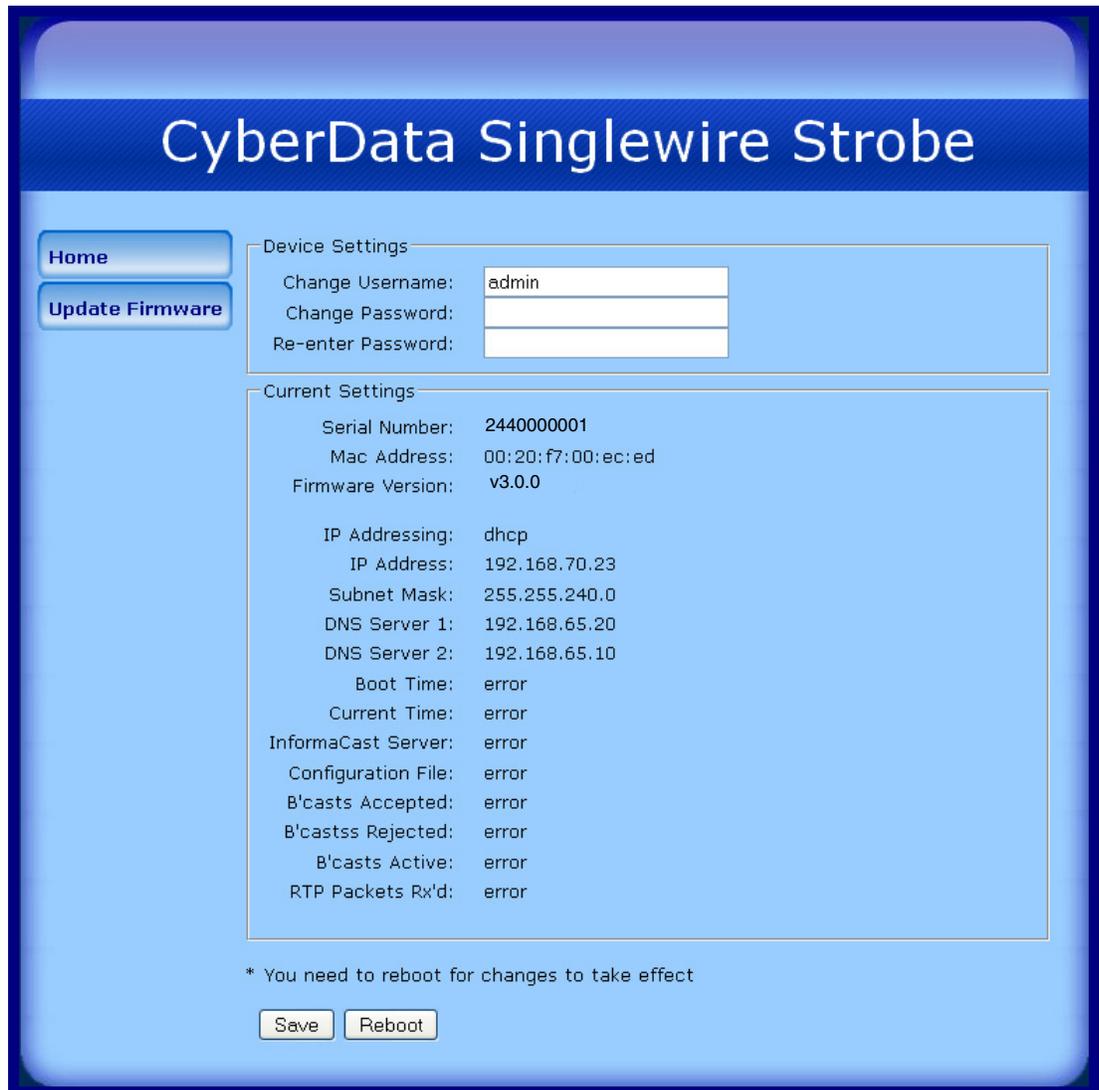
Note The Singlewire Strobe ships in DHCP mode. To get to the **Home** page, use the discovery utility to scan for the device on the network and open your browser from there.

2. When prompted, use the following default **Web Access Username** and **Web Access Password** to access the **Home Page** (Figure 2-12):

Web Access Username: **admin**

Web Access Password: **admin**

Figure 2-12. Home Page



3. On the **Home Page**, review the setup details and navigation buttons described in [Table 2-8](#).

Table 2-8. Home Page Overview

Web Page Item	Description
Device Settings	
Change Username	Type in this field to change the username.
Change Password	Type in this field to change the password.
Re-enter Password	Type the password again in this field to confirm the new password.
Current Settings	
Serial Number	Shows the device serial number.
Mac Address	Shows the device Mac address.
Firmware Version	Shows the current firmware version.
IP Addressing	Shows the current IP addressing setting (DHCP or static).
IP Address	Shows the current IP address.
Subnet Mask	Shows the current subnet mask address.
DNS Server 1	Shows the current DNS Server 1 address.
DNS Server 2	Shows the current DNS Server 2 address.
Boot Time	Shows the boot time.
Current Time	Shows the current time.
InformaCast Server	Shows the InformaCast Server IP address.
Configuration File	Shows the configuration file.
B'casts Accepted	Shows the number of B'casts accepted.
B'casts Rejected	Shows the number of B'casts rejected.
B'casts Active	Shows the number of active B'casts.
RTP Packets Rx'd	Shows the number of RTP packets Rx'd.
	Click on the Save button to save your configuration settings. Note: You need to reboot for changes to take effect.
	Click on the Reboot button to reboot the system.

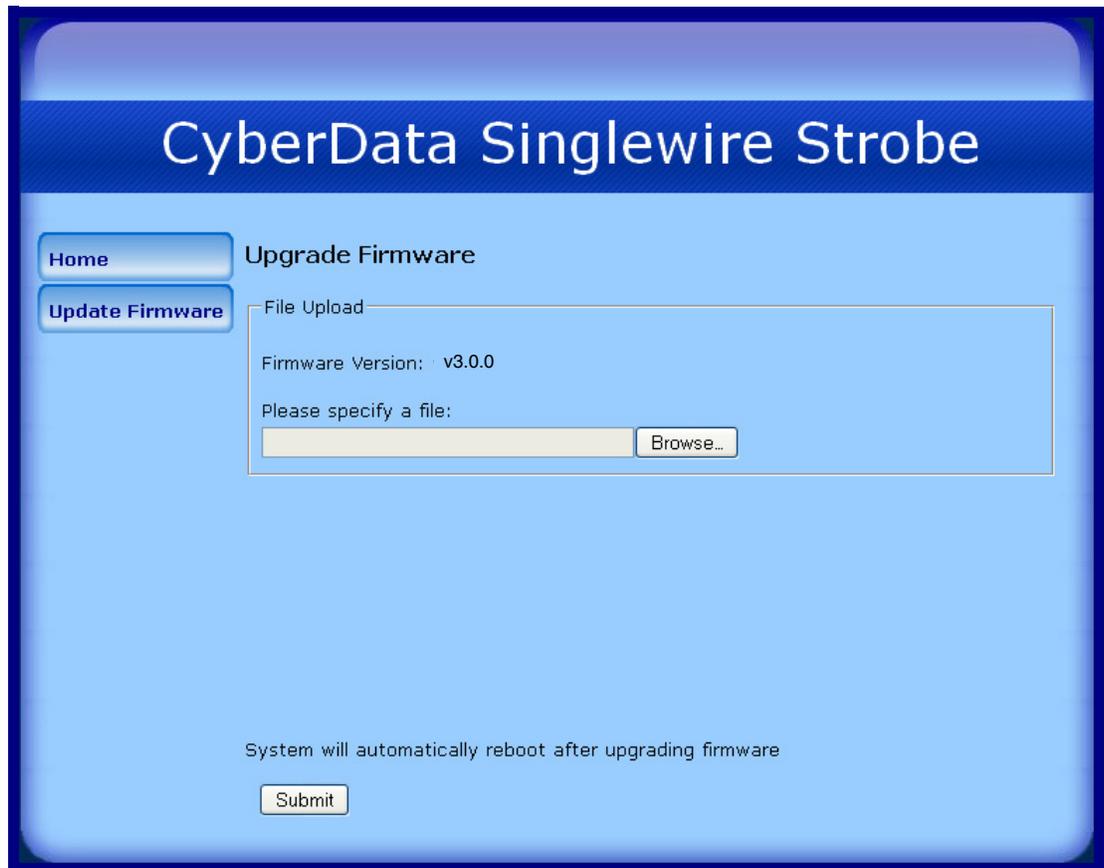
2.3 Upgrade the Firmware and Reboot the Singlewire Strobe

 <p>GENERAL ALERT</p>	<p>Caution</p> <p>Equipment Hazard: Devices with a serial number that begins with 2441xxxxx can only run firmware versions 10.0.0 or later.</p>
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To upload the firmware from your computer:

1. Retrieve the latest Singlewire Strobe firmware file from the Singlewire Strobe **Downloads** page at:
<http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/downloads.html>
2. Unzip the firmware version file. This file may contain the following:
 - Firmware file
 - Release notes
3. Log in to the Singlewire Strobe home page as instructed in [Section 2.2.2, "Log in to the Configuration Home Page"](#).
4. Click the **Update Firmware** button to open the **Upgrade Firmware** page. See [Figure 2-13](#).

Figure 2-13. Upgrade Firmware Page



5. Select **Browse**, and then navigate to the location of the Singlewire Strobe firmware file.
6. Click **Submit**.

Note This starts the upgrade process. Once the Singlewire Strobe has uploaded the file, the **Uploading Firmware** countdown page appears, indicating that the firmware is being written to flash. The Singlewire Strobe will automatically reboot when the upload is complete. When the countdown finishes, the **Upgrade Firmware** page will refresh. The uploaded firmware filename should be displayed in the system configuration (indicating successful upload and reboot).

Table 2-9 shows the web page items on the **Upgrade Firmware** page.

Table 2-9. Firmware Upgrade Parameters

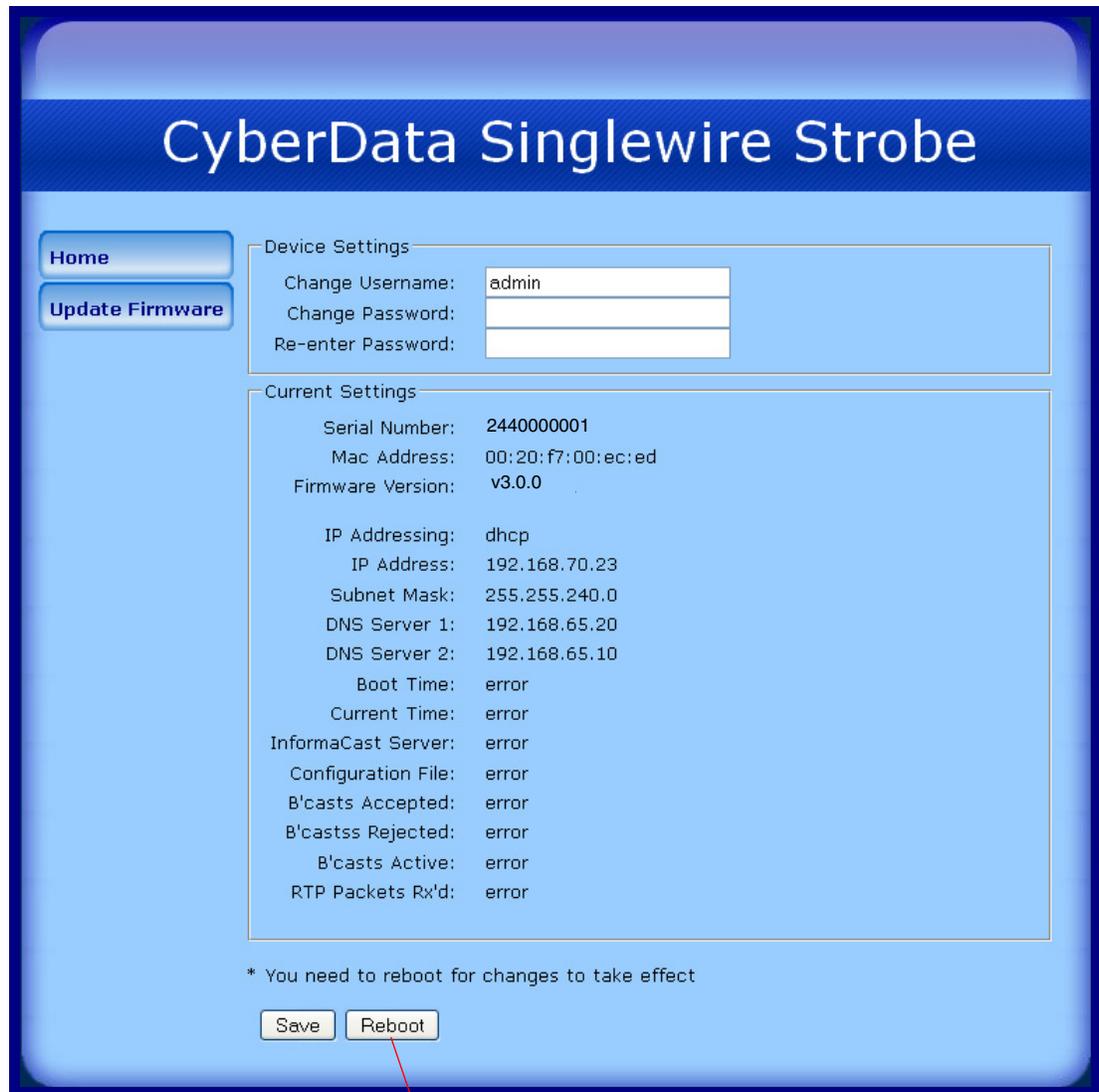
Web Page Item	Description
File Upload	
Firmware Version	Shows the current firmware version.
	Use the Browse button to navigate to the location of the firmware file that you want to upload.
	Click on the Submit button to automatically upload the selected firmware and reboot the system.

2.3.1 Reboot the Singlewire Strobe

To reboot a Singlewire Strobe:

1. Log in to the web page as instructed in [Section 2.2.2, "Log in to the Configuration Home Page"](#).
2. Click the **Reboot** button shown in [Figure 2-14](#).

Figure 2-14. Home Page



3. You will see the Reboot timer shown in [Figure 2-15](#). When the countdown is finished, the device will reboot.

Figure 2-15. Reboot Timer



Appendix A: Mounting the Singlewire Strobe

A.1 Important Safety Instructions

 GENERAL ALERT	Warning <i>Electrical Hazard:</i> The Singlewire Strobe enclosure is not rated for any AC voltages.
 GENERAL ALERT	Warning <i>Electrical Hazard:</i> This product should be installed by a licensed electrician according to all local electrical and building codes.
 GENERAL ALERT	Warning <i>Electrical Hazard:</i> To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.
 GENERAL ALERT	Warning The PoE connector is intended for intra-building connections only and does not route to the outside plant.

A.2 Mount the Singlewire Strobe

Before you mount the Singlewire Strobe, make sure that you have received all the parts for each Singlewire Strobe. Refer to [Table A-1](#).

Table A-1. Wall Mounting Components (Part of the Accessory Kit)

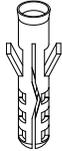
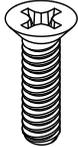
Quantity	Part Name	Illustration
4	#6 x 1.5 inches Sheet Metal Screw	
4	#6 Ribbed Plastic Anchor	

Table A-2. Gang Box Mounting Components

Quantity	Part Name	Illustration
4	#6-32 x 0.625-inch Flat-Head Machine Screw.	

After the Singlewire Strobe is assembled, plug the Ethernet cable into the Singlewire Strobe Assembly (see [Figure A-1](#)).

[Section 2.1.4, "Network Connectivity"](#) explains how the **Link** and **Status** LEDs work.

Figure A-1. Network Connector Prior to Installation

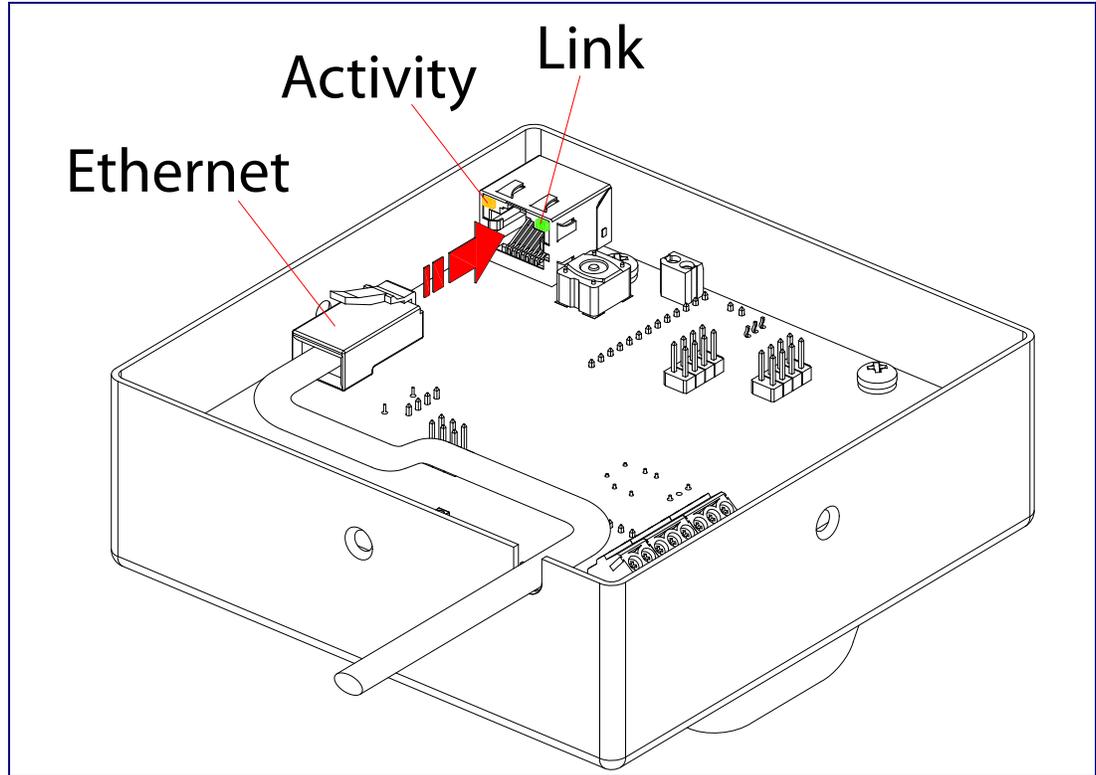


Figure A-2 shows the wall mounting options for the Singlewire Strobe.

Note Be sure to connect the Singlewire Strobe to the Earth Ground.

Figure A-2. Wall Mounting Options

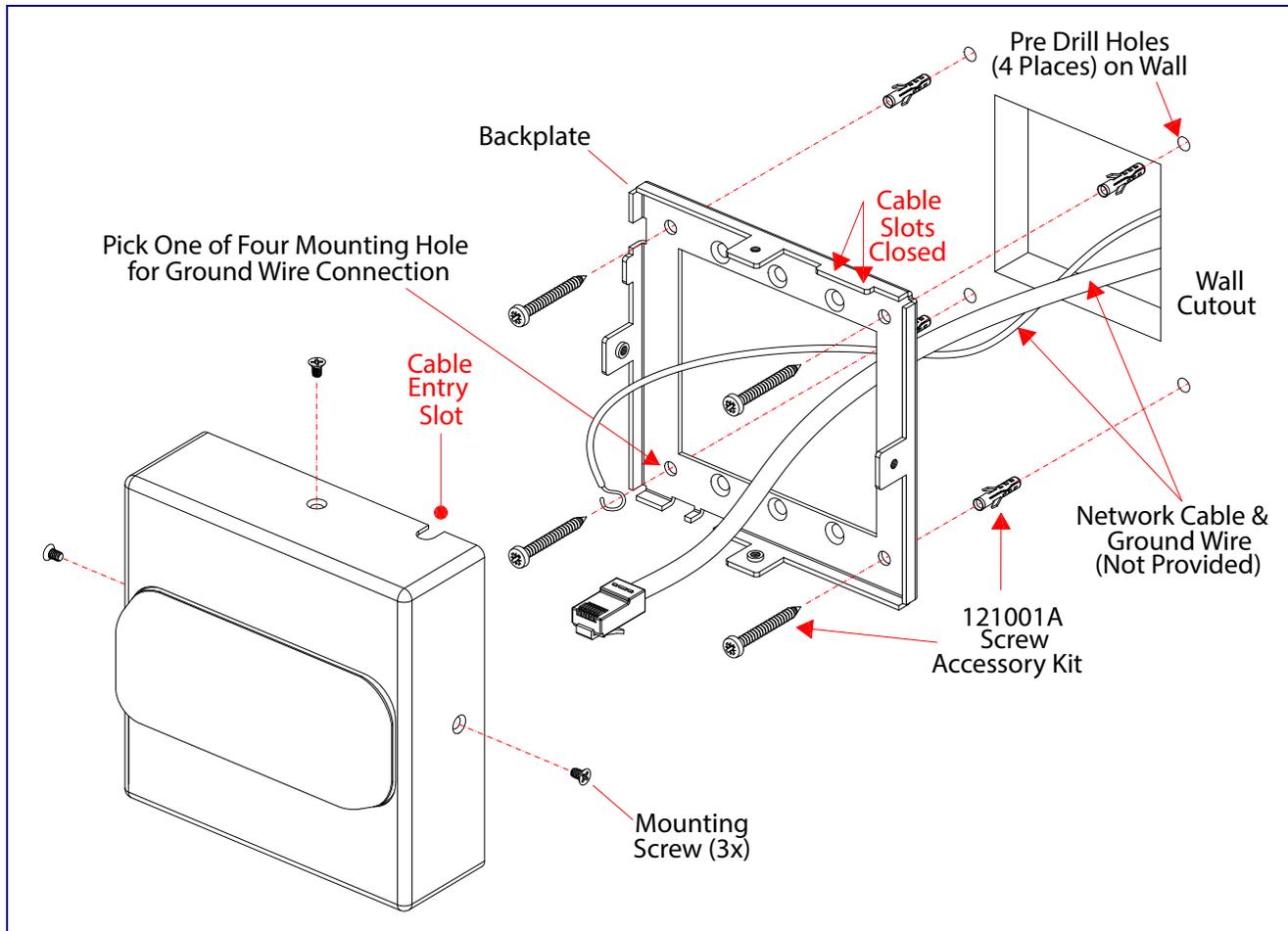


Figure A-3 shows the gang box mounting options for the Singlewire Strobe.

Note Be sure to connect the Singlewire Strobe to the Earth Ground.

Figure A-3. Gang Box Mounting Options

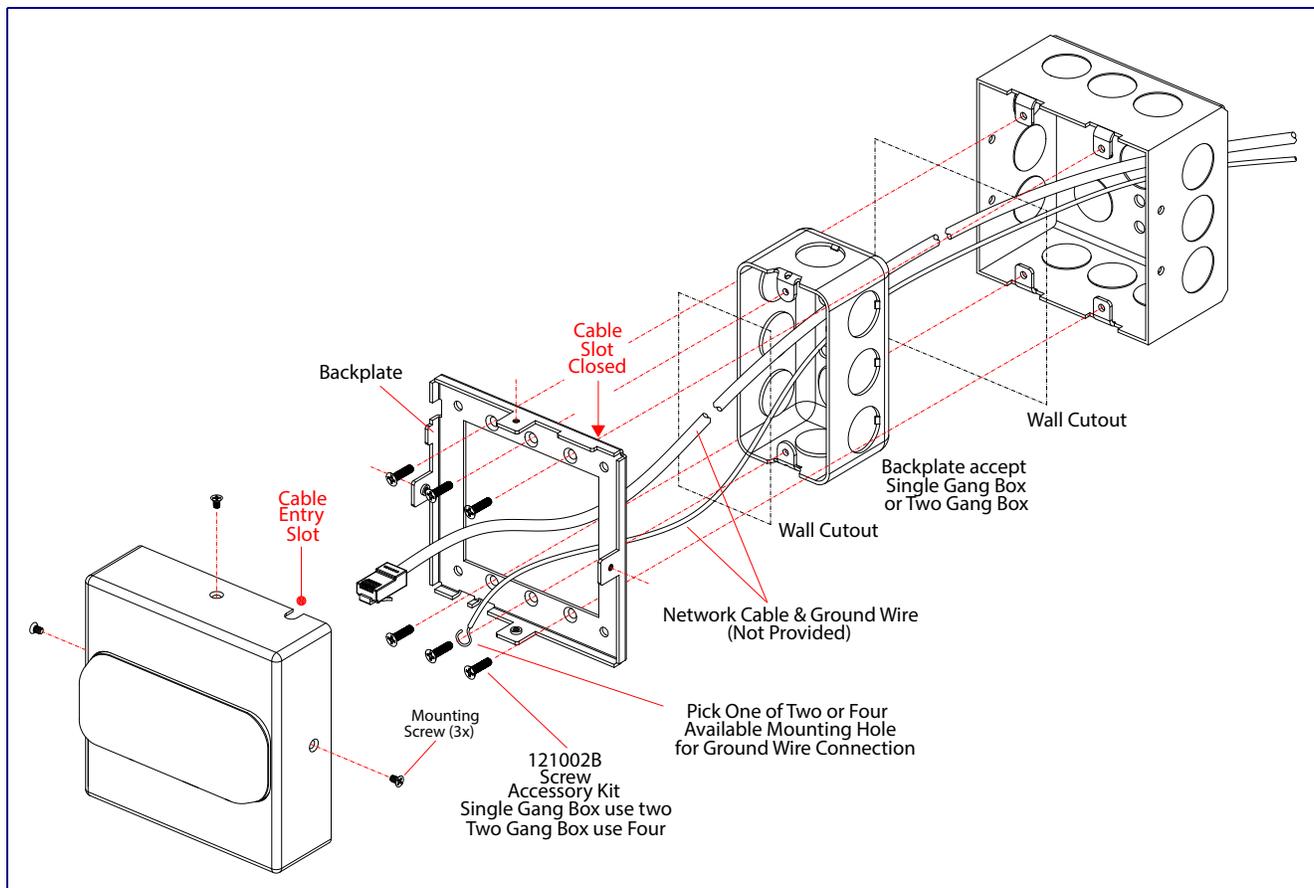
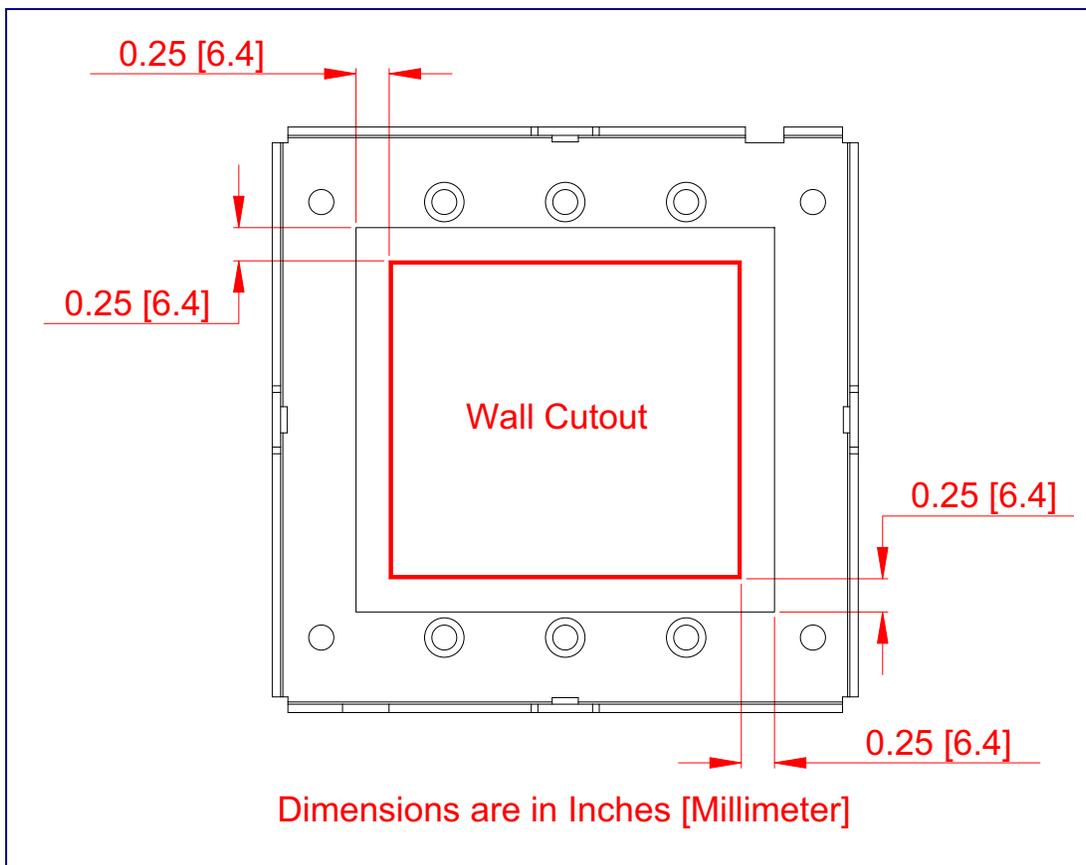


Figure A-4 shows the maximum recommended wall cutout dimensions for mounting the Singlewire Strobe.

Figure A-4. Maximum Recommended Wall Cutout Dimensions



Appendix B: Troubleshooting/Technical Support

B.1 Frequently Asked Questions (FAQ)

A list of frequently asked questions (FAQs) are available on the Singlewire Strobe product page at:

<http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/faqs.html>

Select the support page for your product to see a list of frequently asked questions for the CyberData product:

B.2 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation from the Singlewire Strobe product page at:

<http://www.cyberdata.net/products/voip/digitalanalog/strobev3singlewire/docs.html>

B.3 Contact Information

Contact	<p>CyberData Corporation 3 Justin Court Monterey, CA 93940 USA www.CyberData.net Phone: 800-CYBERDATA (800-292-3732) Fax: 831-373-4193</p>
Sales	<p>Sales 831-373-2601 Extension 334</p>
Technical Support	<p>The fastest way to get technical support for your VoIP product is to submit a VoIP Technical Support form at the following website:</p> <p>http://www.cyberdata.net/support/contactsupportvoip.php</p> <p>Phone: (831) 373-2601, Ext. 333 Email: support@cyberdata.net</p>
Returned Materials Authorization	<p>To return the product, contact the Returned Materials Authorization (RMA) department:</p> <p>Phone: 831-373-2601, Extension 136 Email: RMA@CyberData.net</p> <p>When returning a product to CyberData, an approved CyberData RMA number must be printed on the outside of the original shipping package. No product will be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:</p> <p>CyberData Corporation 3 Justin Court Monterey, CA 93940 Attention: RMA "your RMA number"</p>
RMA Status Form	<p>If you need to inquire about the repair status of your product(s), please use the CyberData RMA Status form at the following web address:</p> <p>http://www.cyberdata.net/support/rmastatus.html</p>

B.4 Warranty

CyberData warrants its product against defects in material or workmanship for a period of two years from the date of purchase. Should the product fail Within Warranty, CyberData will repair or replace the product free of charge. This warranty includes all parts and labor.

Should the product fail Out of the Warranty period, a flat rate repair charge of one half of the purchase price of the product will be assessed. Repairs that are Within Warranty period but are damaged by improper installation, modification, or abuse are deemed Out of Warranty and will be charged at the Out of Warranty rate. A device is deemed Out of Warranty when its purchase date is longer than two years or when the device has been damaged due to human error during installation, modification, or abuse. A replacement unit will be offered at full cost if the device cannot be repaired.

End of Life Devices are included under this policy. End of Life devices are devices that are no longer produced or sold. Technical support is still available for these devices. However, no firmware revisions or updates will be provided. If an End of Life device cannot be repaired, the replacement offered may be the current version of the device.

Products shipped to CyberData, both within and out of warranty, are shipped at the expense of the customer. CyberData will pay return shipping charges for repaired products.

CyberData shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or costs of replacement goods, even if CyberData is informed in advance of the possibility of such damages.

B.4.1 Warranty & RMA Returns within the United States

If service is required, you must contact CyberData Technical Support prior to returning any products to CyberData. Our Technical Support staff will determine if your product should be returned to us for further inspection. If Technical Support determines that your product needs to be returned to CyberData, an RMA number will be issued to you at this point.

Your issued RMA number must be printed on the outside of the shipping box. No product will be accepted for return without an approved RMA number. The product in its original package should be sent to the following address:

CyberData Corporation
3 Justin Court.
Monterey, CA 93940
Attn: RMA "xxxxxx"

B.4.2 Warranty & RMA Returns Outside of the United States

If you purchased your equipment through an authorized international distributor or reseller, please contact them directly for product repairs.

B.4.3 Spare in the Air Policy

CyberData now offers a *Spare in the Air* no wait policy for warranty returns within the United States and Canada. More information about the *Spare in the Air* policy is available at the following web address:

<http://www.cyberdata.net/support/warranty/spareintheair.html>

B.4.4 Return and Restocking Policy

For our authorized distributors and resellers, please refer to your CyberData Service Agreement for information on our return guidelines and procedures.

For End Users, please contact the company that you purchased your equipment from for their return policy.

B.4.5 Warranty and RMA Returns Page

The most recent warranty and RMA information is available at the CyberData Warranty and RMA Returns Page at the following web address:

<http://www.cyberdata.net/support/warranty/index.html>

Index

Numerics

16 AWG gauge wire 7

A

AC voltages 2
 AC voltages, intercom enclosure is not rated 8, 24
 act light 13
 address, configuration login 17
 audio encodings 3
 auxiliary relay 8
 auxiliary relay wiring diagram 9

C

configurable parameters 19, 21
 configuration
 default IP settings 15
 using Web interface 15
 configuration home page 18
 configuration page
 configurable parameters 19, 21
 contact information 31
 contact information for CyberData 31
 CyberData contact information 31

D

default
 device settings 34
 gateway 15
 IP address 15
 subnet mask 15
 username and password 15
 web login username and password 18
 default device settings 14
 default gateway 15
 default IP settings 15
 default login address 17
 DHCP Client 3
 dimensions 4, 5
 discovery utility program 17
 door strike
 cannot be powered by alternate power input nor PoE
 power 7

E

earth ground 27, 28
 ethernet cable 26

F

factory default settings 14
 how to set 14
 firmware
 where to get the latest firmware 20

G

gang box mounting 27, 28
 green link light 13

H

home page 18
 http web-based configuration 3

I

identifying your product 1
 illustration of device mounting process 25
 installation, typical device system 2
 IP address 15
 IP addressing
 default
 IP addressing setting 15

J

J3 terminal block, 16 AWG gauge wire 7

L

link LED 26
 link light 13

log in address 17

M

mounting the device 25

N

navigation (web page) 16

navigation table 16

Nightringer 7, 20

P

packet time 3

part number 4

parts list 6

password

login 18

restoring the default 15

power requirement 4

product

configuring 15

mounting 25

parts list 6

product features 3

product overview

product features 3

product specifications 4

supported protocols 3

typical system installation 2

product specifications 4

protocols supported 3

R

reboot 21, 22

Reset Test Function Management (RTFM) switch 14

resetting the IP address to the default 24, 30

restoring factory default settings 14, 34

restoring the factory default settings 14

return and restocking policy 33

RMA returned materials authorization 31

RMA status 31

RTFM switch 14

RTP/AVP 3

S

sales 31

service 31

setting up the device 7

settings, default 14

Spare in the Air Policy 33

status LED 26

subnet mask 15

supported protocols 3

T

tech support 31

technical support, contact information 31

terminal block, 16 AWG gauge wire 7

U

username

default for web configuration access 18

restoring the default 15

W

warranty 32

warranty & RMA returns outside of the United States 32

warranty & RMA returns within the United States 32

warranty and RMA returns page 33

warranty policy at CyberData 32

web access password 15

web access username 15

web configuration log in address 17

web page

navigation 16

web page navigation 16

web-based configuration 15

weight 4

Y

yellow act light 13