



**Server Technology**

Solutions for the Data Center Equipment Cabinet

# Sentry

## Global Security Modem

- GSM

### Installation and Operations Manual

**Instructions**

This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

**Dangerous Voltage**

This symbol is intended to alert the user to the presence of un-insulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

**Protective Grounding Terminal**

This symbol indicates a terminal that must be connected to earth ground prior to making any other connections to the equipment.

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- the liability of Server Technology is adequately protected under the circumstances.

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# Chapter 1: Introduction

## Quick Start Guide

The following instructions will help you quickly install and configure your Global Security Modem for use in your Sentry product. For detailed information on each step, go to the page number listed to the right.

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## Technical Support

Server Technology understands that there are often questions when installing and/or using a new product. Free Technical Support is provided from 8:30 AM to 5:00 PM, Monday-Friday, Pacific Time. See *Technical Support* in Chapter 4: Appendices for more information.

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## Equipment Overview

Each connector on the Global Security Modem is clearly labeled for easy identification:

- RJ12 Telco connector for connection to the incoming Telco line.
- IDC10 connector for connection to the Sentry internal logic/power
- 2-pin locking header for connection to internal power

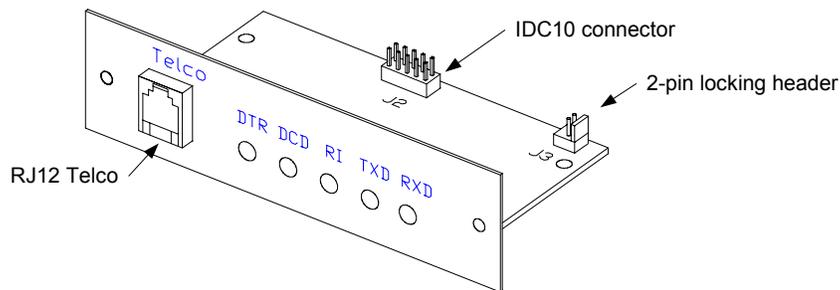


Figure 1.1 Global Security Modem

## Chapter 2: Installation

Before installing your Global Security Modem (GSM), refer to the following lists to ensure that you have all the items shipped with the unit as well as all other items required for proper installation.

### Standard Accessories

- Global Security Modem module
- RJ11 to RJ11 crossover cable

### Safety Precautions

- Use this product only with approved Server Technology devices.
- To reduce the risk of fire, use only 26 AWG (.41mm) or larger telephone wiring.
- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone during an electrical storm; there is a risk of electrical shock from lightning.
- Do not use a telephone in the vicinity of a gas leak.

### Installing the Global Security Modem module

These instructions apply only to Sentry models designed to be user-upgradeable. Sentry units without a user-removable Modem plate must be upgraded by the factory.

**NOTE:** Server Technology *highly* recommends the use of a grounding wrist strap while installing the Global Security Modem to avoid damaging any components due to static electricity (ESD).



1. Remove power from the Sentry device.
2. Loosen the Modem plate thumbscrews and gently pull plate away from enclosure exposing the attached IDC10 cable (2-pin power cable also present on some units).
3. Disconnect the cable(s), from the connectors on the Modem plate.
4. Remove Modem plate completely from the enclosure and set aside.
5. Remove the Global Security Modem module from the ESD protective packaging.
6. Attach the IDC10 cable from step 3 to the IDC connector marked J2 and, if present, attach the 2-pin cable from step 3 to the 2-pin locking header marked J3.
7. Gently insert the Global Security Modem module into the enclosure and tighten the thumbscrews.

### Connecting to the Global Security Modem

The Global Security Modem is equipped with an RJ12 Telco port for direct connection to an incoming telephone line.

## Chapter 3: Operations

The Sentry Global Security Modem is a v.92 (56K) data modem and provides out-of-band access to the Sentry Remote Power Manager. The Sentry integrated Modem additionally supports Callback Security and Remote Configuration.

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**NOTE:** Sentry RPMs with integrated modems manufactured prior to June 30, 2003 may contain older OEM modem modules. Use the AT+I3 command to positively identify the type of integrated modem; the new Security Modem will display 'MT5634SMI' in the response string. For support on configuring older modems, please contact Technical Support.

---

### Logging In

You may log directly into the Global Security Modem to configure the Country Code, enable Callback Security or other features. To log into the modem follow steps 1 through 3 from *To initially configure the modem:* below.

### Initial Configuration

The Global Security Modem requires no initial configuration, with the exception of the Country Code, to operate as a standard modem without the optional security mechanisms enabled; Callback Security is disabled by default.

Provided are instructions to configure the modem through a serial/Pass-Thru connection from the Sentry: prompt. The instructions below assume that the default Setup password has not been changed.

#### To initially configure the modem:

1. At the Sentry: prompt, type **connect modem** and press **Enter**.
2. After receiving the `Connection Complete` banner, type **ate1q0v1** and press **Enter**. This enables the modem's command echo and enables verbose result code mode.
3. Type **at#sMTSMODEM** and press **Enter** to authenticate and enter configuration mode. If the password is incorrect, the modem will display `ERROR`.
4. Type **at%t19,0**, followed by the appropriate Country Code (see page 6) and press **Enter**.
5. Type **ati19** and press **Enter** to verify the configured Country Result Code.
6. Type **atz** and press **Enter** to reset the modem with the new settings.
7. Type **!\*login** and press **Enter** to break the Sentry serial connection to the modem. The Sentry will display the `Disconnecting...` banner and return to the Sentry username: prompt.

---

**NOTE:** Server Technology recommends use of the ATZ command after any configuration changes to insure that they are stored and that the modem is reinitialized with them. Re-authentication, step 3, is required after using the ATZ command for any additional configuration changes.

---

## Commands

AT commands are used to control and configure the operation of the Global Security Modem. AT commands may be issued only from a serial Pass-Thru session from the Sentry or a remote configuration *command mode* session, if enabled. See *Remote Configuration* on page 11 for more information on remote configuration sessions.

AT commands may be issued in any combination of uppercase and lowercase. Multiple AT commands may be issued in one line, also known as a command string. Command strings begin with **AT** and end when **Enter** is pressed. The following table lists and briefly describes each command.

### AT Command Summary

Command	Description
#CBA	Sets the maximum Callback attempts
#CBD	Sets the Callback delay
#CBF	Displays the Callback failed attempts counter
#CBFR	Resets the Callback failed attempts counter
#CBN	Sets a Callback password
#CBR	Resets a Callback memory location
#CBS	Enables or disables Callback security
#S	Sets the Setup password
%T19,0,	Configures the country code
&V	Displays all current settings
&W	Stores the current configuration
&Z	Sets a Callback dialing string
AT	Attention
I19	Displays current country code configuration
O	Restores the remote session to <i>data mode</i>
S9	Sets the remote configuration escape character value
S9=0	Disables remote configuration
Z	Resets the modem with the new configuration

### Setting the Setup password

The AT#S= command is used to set the Setup password. The password may be 1 to 8 characters and is case sensitive.

The default Setup password is 'MTSMODEM'.

**NOTE:** For security, Server Technology recommends changing the predefined password prior to connection to your network.

#### To set the Setup password:

After successfully logging into the modem with the Setup password, type **at#s=**, followed by the password and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### Example

The following set the Setup password to "OpenUp":

```
at#s=OpenUp<Enter>
OK
atz<Enter>
OK
```

## Configuring the Country Code

The Sentry integrated Modem is compliant for use per Telecom Certification for the countries listed in the following table. The AT%T19,0, command is used to set the country code. The default value is 34.

**NOTE:** For countries not listed, please contact Server Technology Technical Support.

### Country Codes (Approved as of February 2003)

Country	Code	Result Code	Country	Code	Result Code
Argentina	34	52	Japan	10	16
Australia	1	1	Liechtenstein	34	52
Austria	34	52	Luxembourg	34	52
Belgium	34	52	Malaysia	30	48
Brazil	34	52	Mexico	34	52
Canada	34	52	Netherlands	34	52
Chile	34	52	New Zealand	9	9
China	34	52	Norway	34	52
Cyprus	34	52	Philippines	30	48
Czech Republic	25	37	Poland	30	48
Denmark	34	52	Portugal	34	52
Estonia	34	52	Russia	34	52
Finland	34	52	Singapore	30	48
France	34	52	Slovak Republic	30	48
Germany	34	52	South Africa*	35	53
Greece	34	52	South Korea	34	52
Hong Kong	30	48	Spain	34	52
Hungary	30	48	Sweden	34	52
Iceland	34	52	Switzerland	34	52
India	30	48	Taiwan	34	52
Indonesia	30	48	Thailand	34	52
Ireland	34	52	Turkey	34	52
Israel	30	48	United Kingdom	34	52
Italy	34	52	United States	34	52

\*Compliance requires use of an approved surge protection device in conjunction with modem.

### To configure the country code:

After successfully logging into the modem, type **at%t19,0**, followed by the country code and press **Enter**. Type **atz** and press **Enter** to reset the modem with the new settings.

#### Example

The following command sets the modem for compliance in Singapore:

```
at%t19,0,30<Enter>
OK
atz<Enter>
OK
```

### To verify the configured country code:

Type **ati9** and press **Enter**. The displayed Result Code should match the code listed in the previous table.

## Enabling or disabling Callback Security

Callback Security provides a higher level of security against unauthorized access by requiring the connecting user to be at a predefined location when establishing a modem session to the Sentry.

When enabled, Callback Security requires submission of a valid callback password at initial connection. This password is compared to a predefined callback number/password table for a return call by the modem. The modem then terminates the initial connection and returns the call to the predefined number associated with the supplied password and upon reconnection the user is required to resubmit the callback password before proceeding with the Sentry username/password authentication.

The AT#CBS command is used to enable or disabled Callback Security.

---

**NOTE:** To use Callback Security, Auto-answer must be enabled on the calling modem (S0=1).

---

### **To enable Callback Security:**

After successfully logging into the modem with the Setup password, type **at#cbs2** and press **Enter** to enable Callback Security.

Type **at&w** and press **Enter** to store the settings in nonvolatile memory.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following commands enable Callback Security:

```
at#cbs2<Enter>
OK
at&w<Enter>
OK
atz<Enter>
OK
```

### **To disable Callback Security:**

After successfully logging into the modem with the Setup password, type **at#cbs0** and press **Enter** to disable Callback Security.

Type **at&w** and press **Enter** to store the settings in nonvolatile memory.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following commands disable Callback Security:

```
at#cbs0<Enter>
OK
at&w<Enter>
OK
atz<Enter>
OK
```

## Setting Callback passwords

The AT#CBN command is used to set a password for each of the Callback dial string previously defined. Passwords must be unique and 6 to 10 characters in length.

---

**NOTE:** Passwords are case-sensitive and may not include the + or - characters and must be unique.

---

### **To set a Callback password:**

After successfully logging into the modem with the Setup password, type **at#cbn**, followed by the memory location (0-29), = and the password. Press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following command sets the password for memory location 29 to 'WhOduNnIt':

```
at#cbn29=WhOduNnIt<Enter>
OK
atz<Enter>
OK
```

### **To verify the configured password:**

After re-authenticating with the Setup password, type **at&v** and press **Enter**.

## Setting Callback dial strings

The Sentry integrated Modem supports definition of up to 30 callback dial strings.

The AT&Z command is used to set a dial string. Dial strings may be up to 34 characters and may include other AT commands.

### **To set a Callback dial string:**

After successfully logging into the modem with the Setup password, type **at&z**, followed by the memory location (0-29), =**at**, **dt** (tone-dial) or **dp** (pulse-dial) and the number/dial string. Press **Enter**.

#### **Examples**

The following command sets the dial string for memory location 0 to tone-dial, 1-775-284-2000:

```
at&z0=atdt17752842000<Enter>
```

The following command sets the dial string for memory location 29 to pulse-dial, 1-775-555-1212:

```
at&z29=atdp17755551212<Enter>
```

### **To verify and reset the modem with the configured dial strings:**

Type **at&v** and press **Enter**.

Type **atz** and press **Enter**.

---

**NOTE:** Callback Security dial strings may also be configured to allow a user to bypass the stored number with a dynamic entry or make a direct connection without a callback. Server Technology does not recommend the use of these options as they have a negative effect on security for the modem connection.

To enable these options additional characters are required when setting a dial string:

- + enables optional dynamic callback dial string entry
- enables optional direct connection without a callback
- ,?? Used with '+' enables optional use of dynamic extension entry

#### **Examples**

The following command enables dynamic callback string and extension entry where the extension length is 5 characters:

```
at&z0=+atdt17752842000,?????<Enter>
```

The following command enables direct connection without a callback:

```
at&z0=-atdp17755551212<Enter>
```

---

## Resetting a Callback memory location

The AT#CBR command is used to reset the dial string and password for any given memory location.

### **To reset a Callback memory location:**

After successfully logging into the modem with the Setup password, type **at#cbr**, followed by the memory location (0-29), and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following commands reset memory location 0:

```
at#cbr0<Enter>
OK
atz<Enter>
OK
```

### **Setting the maximum Callback attempts**

The AT#CBA command is used to set the maximum number of callback attempts the modem will make. The valid range for Callback attempts is 1 to 255. The default value is 4.

#### **To set the maximum Call back attempts:**

After successfully logging into the modem with the Setup password, type **at#cba**, followed by the maximum number of attempts and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following command sets the maximum Callback attempts to 1:

```
at#cba1<Enter>
OK
atz<Enter>
OK
```

### **Setting the Callback delay**

The AT#CBD command is used to set the length in time the modem waits before attempting a callback. The valid range for the delay is 1 to 255 in seconds. The default value is 15.

#### **To set the Callback delay:**

After successfully logging into the modem with the Setup password, type **at#cbd**, followed by the delay (in seconds) and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

#### **Example**

The following command sets the Callback delay to 30 seconds:

```
at#cbd30<Enter>
OK
atz<Enter>
OK
```

### **Displaying Callback failed attempts counter**

The Sentry integrated Modem counts the number of failed Callback passwords attempts since a reset or power-up. The AT#CBF command is used to display this count.

---

**NOTE:** The **&W** command may be used with the AT#CBF command to store this number in nonvolatile memory.

---

#### **To display the failed attempts counter:**

Type **at#cbf** and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

### **Resetting the Callback failed attempts counter**

The AT#CBFR command is used to reset the Callback failed attempts counter.

#### **To reset the failed attempts counter:**

Type **at#cbfr** and press **Enter**.

Type **atz** and press **Enter** to reset the modem with the new settings.

## Callback Security Calling Procedures

### Standard - Predefined Location Only

Use the following steps when calling from a fixed location predefined in the Callback Security tables.

1. Using a communications program such as Hyper Terminal, dial the number of the integrated modem in the Sentry unit.
2. At the Password> prompt, enter the password for the number being connected from and press **Enter**.

When a valid password is provided, OK *Disconnecting* is displayed and the Sentry integrated modem disconnects.

3. After the specified Callback delay has elapsed, the Sentry integrated modem attempts to connect with the Callback dial string associated with the supplied password.  
**NOTE: If unable to establish a connection, the modem will retry until the maximum Callback Attempts has been reached.**
4. After the modem reconnects, at the Password> prompt, re-enter the predefined password for the number being connected from and press **Enter**.

When a valid password is provided, OK *Connecting* is displayed and access to the Sentry is granted.

You are given three attempts to enter a valid password. If all three attempts fail, the modem will automatically disconnect.

### Dynamic Callback number entry

Mobile users may need to use this procedure when connecting from a number different than the one stored with the password. The + option must have been used in the original configuration of the Callback dial string. See *Setting Callback dial strings* on page 7 for more information.

1. Use the standard procedure with the following deviation.
2. At the Password> prompt, enter the password for a number entry enabled number, followed by +, and the new dial string (ex: atdt7752842065). Press **Enter**.

When a valid password is provided, OK *Disconnecting* is displayed and the Sentry integrated modem disconnects.

The procedure continues as noted in #3 and 4 above.

### Dynamic Callback extension entry

Users may need to use this procedure when an extension number must be provided for the dial string being called. The + and ,??? options must have been used in the original configuration of the Callback dial string. See *Setting Callback passwords* on page 7 for more information.

1. Use the standard procedure with the following deviation.
2. At the Password> prompt, enter the password for an extension entry enabled number, followed by +, and the required extension number. Press **Enter**.

When a valid password is provided, OK *Disconnecting* is displayed and the Sentry integrated modem disconnects.

The procedure continues as noted in #3 and 4 above.

### Direct connection without Callback

Use this procedure to make a direct connection to the Global Security Modem without a callback. The - option must have been used in the original configuration of the Callback dial string. See *Setting Callback dial strings* on page 7 for more information.

1. Use the standard procedure with the following deviation.
2. At the Password> prompt, enter the predefined password for the number being connected from, followed by -, and press **Enter**.

When a valid password is provided, OK *Connecting* is displayed and access to the Sentry is granted.

You are given three attempts to enter a valid password. If all three attempts fail, the modem will automatically disconnect.

## Remote Configuration

Remote configuration is a useful management tool that allows a system administrator to configure the modem from one or more remote locations eliminating the need to access the modem locally when changes to the modem configuration is needed. Remote configuration is accessed through the use of an escape character sequence and the Setup password, and will allow issuance of AT commands for maintenance or troubleshooting.

---

**NOTE:** Please note that the master Setup password may not be changed remotely.

---

## Opening a Remote Configuration Session

The instructions below assume that the default Setup password and escape character have not been changed.

1. Establish a dial-up terminal data connection with a remote Global Security Modem.
2. During the session, send three remote configuration escape characters, followed by **AT** and the Setup password, and press **Enter**:  
`%%atMTSMODEM<Enter>`  
You have four tries to enter the correct password before being disconnected.
3. AT commands may now be sent to configure the modem.
4. Type **AT&W0** and press **Enter** to save the new configuration.
5. Type **ATO** and press **Enter** to exit the remote configuration mode and return to the on-line data connection.

## Setting the Escape Character

The **ATS9** command is used to set the remote configuration escape character value. Changing this value from the default **'%'** (ASCII – 37) further improves the security of the Global Security Modem. The escape character may be set to ASCII 1-127.

---

**NOTE:** The characters **'+' (ASCII – 43)** and **'@' (ASCII-64)** are reserved system characters and should not be used for the Remote Configuration escape character.

---

### **To set the escape character:**

Type **ats9=**, the ASCII number for the desired character and press **Enter**.

#### **Example**

The following command set the escape character to **'?' (ASCII – 63)**:

```
ats9=63<Enter>
```

## Disabling Remote Configuration

The **ATS9=0** command is use to disable the ability to remotely configure the Global Security Modem.

---

**NOTE:** If disabled during a remote configuration session, a local session will be required to re-enable remote configuration.

---

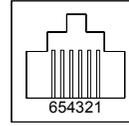
# Chapter 4: Appendices

## Appendix A: Technical Specifications

### Data Connections

#### Telco Connection Port

Pin	Signal Name
3	Tip
4	Ring



### LED indicators

The Global Security Modem is equipped with status LED indicators for five serial I/O lines.

Label	Serial I/O Line
DTR	Data Terminal Ready
DCD	Data Carrier Detect
RI	Ring Indicator
TXD	Transmit Data
RXD	Receive Data

### Regulatory Compliance

Safety	EMC
EN 60950	EN 55022
UL 1950	FCC Part 15
IEC 950 EMC	Canadian
AS/NZ 3260	EN 55024
TS-001 9254	GB 4943, GB
CCIB (China)	

### FCC Part 15 Regulation

This equipment has been tested and found to comply with the limits for a **Class B** digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential 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.
- Plug 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.

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

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Industry Canada

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

*Cet appareil numérique de la classe B respecte toutes les exigences du Règlement Canadien sur le matériel brouilleur.*

## FCC Part 68 Telecom

1. This equipment complies with part 68 of the Federal Communications Commission Rules. On the outside surface of this equipment is a label that contains, among other information, the FCC registration number. This information must be provided to the telephone company.
2. The suitable USOC jack (Universal Service Order Code connecting arrangement) for this equipment is shown below. If applicable, the facility interface codes (FIC) and service order codes (SOC) are shown.
3. An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant.
4. The ringer equivalence number (REN) is used to determine the number of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the device not ringing in response to an incoming call. In most, but not all, areas the sum of the RENs should not exceed 5.0. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the local telephone company.
5. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
6. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications in order to maintain uninterrupted service.
7. If trouble is experienced with this equipment (the model of which is indicated below) please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have repairs made. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.
8. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.
9. This equipment should not be used on party lines or coin lines.
10. If so required, this equipment is hearing aid compatible.
11. This product is labeled with the following information:

Manufacturer  
Trade Name  
Model Number  
FCC Registration Number: AU7-USA-25814-M5-E  
Ringer Equivalence Number: 0.3B

## Fax Branding Statement

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains the following information:

- Date and time the message is sent
- Identification of the business or other entity, or other individual sending the message
- Telephone number of the sending machine or such business, other entity, or individual

This information is to appear in a margin at the top or bottom of each transmitted page or on the first page of the transmission. (Adding this information in the margin is referred to as fax branding.) Since any number of fax software packages can be used with this product, the user must refer to the fax software manual for setup details. Typically the fax branding information must be entered via the configuration menu of the software.

## Canadian Limitations Notice

**Notice:** The ringer equivalence number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence numbers of all the devices does not exceed 5.

**Notice:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Industry Canada label does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

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**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

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## Industry Canada CS-03

Canadian regulations require that certified equipment bear an identifying certification label, which is obtained from Industry Canada. The label provided must be displayed on the equipment according to Industry Canada specifications. <http://spectrum.ic.gc.ca/~cert/>

From Certification Procedure 01 (CP-01):

Certified equipment will bear an identifying certification label and the certificate holder will be responsible for permanently affixing this certification label. The certification label identifies certified equipment to the public, representatives of the telecommunications common carriers, the Department, and other interested parties. The label must be permanently affixed to the equipment.

### Multiple Listing

This terminal device may be multiple listed to other distributors based upon the approval granted to the original certificate holder. In order to obtain a multiple listing certification, the following documentation must be presented to Industry Canada:

- (a) The model number, Industry Canada certificate number and certification number of the approved equipment;
- (b) A letter from the original certificate holder authorizing the Department to use information on file to grant a multiple listing certification. The name/model number, certificate number and certification number for the subject equipment must be shown. The letter must also declare that the model to be multiple listed is identical in design and construction to the originally approved model;
- (c) A letter, from the proposed multiple listee, requesting the certification;
- (d) A Terminal Equipment Certification / Testing Application and Agreement form, completed by the proposed multiple listee;
- (e) A drawing, sample or illustration of the product label; and
- (f) Payment in accordance with TRC-49 section on Multiple Listings.

## International Modem Restrictions

Some dialing and answering defaults and restrictions may vary for international modems. Changing settings may cause a modem to become non-compliant with national telecom requirements in specific countries. Also note that some software packages may have features or lack restrictions that may cause the modem to become noncompliant.



## EMC, Safety, and R&TTE Directive Compliance

The CE mark is affixed to this product to confirm compliance with the following European Community Directives:

- Council Directive 89/336/EEC of 3 May 1989 on the approximation of the laws of Member States relating to electromagnetic compatibility; and
- Council Directive 73/23/EEC of 19 February 1973 on the harmonization of the laws of Member States relating to electrical equipment designed for use within certain voltage limits; and
- Council Directive 1999/5/EC of 9 March on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

## New Zealand Telecom Warning Notice

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment is not capable under all operating conditions of correct operation at the higher speed which it is designated. 33.6 kbps and 56 kbps connections are likely to be restricted to lower bit rates when connected to some PSTN implementations. Telecom will accept no responsibility should difficulties arise in such circumstances.

2. Immediately disconnect this equipment should it become physically damaged, and arrange for its disposal or repair.
3. This modem shall not be used in any manner, which could constitute a nuisance to other Telecom customers.
4. This device is equipped with pulse dialing, while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.

Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to 'bell tinkle' or noise and may also cause a false answer condition. Should such problems occur, the user should not contact the Telecom Faults Service.

The preferred method of dialing is to use DTMF tones, as this is faster than pulse (decadic) dialing and is readily available on almost all New Zealand telephone exchanges.

5. Warning Notice: No '111' or other calls can be made from this device during a mains power failure.
6. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.
7. Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's Specifications:

For repeat calls to the same number:

- There shall be no more than 10 call attempts to the same number within any 30-minute period for any single manual call initiation, and
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

For automatic calls to different numbers:

- The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.
- For automatically answered incoming calls:
- The equipment shall be set to ensure that calls are answered between 3 and 30 seconds of receipt of ringing.

8. For correct operation, total of the RN's of all devices connected to a single line at any time should not exceed 5.

## **Recycling**



Server Technology Inc. encourages the recycling of its products. Disposal facilities, environmental conditions and regulations vary across local, state and country jurisdictions, so Server Technology encourages consultation with qualified professional and applicable regulations and authorities within your region to ensure proper disposal.

## **Waste Electrical and Electronic Equipment (WEEE)**



In the European Union, this label indicates that this product should not be disposed of with household waste. It should be deposited at an appropriate facility to enable recovery and recycling.

For information on how to recycle this product responsibly in your country, please visit:  
[www.servertech.com/support/recycling](http://www.servertech.com/support/recycling).

## Appendix B: Warranty, Product Registration and Support

### Warranty and Limitation of Liability

Server Technology, Inc. agrees to repair or replace Products that fail due to a defect within twelve (12) months after the shipment date of each Product unit to Buyer (“Warranty Period”). For purposes of this Agreement the term “defect” shall mean the Product fails to operate or fails to conform to its applicable specifications. Any claim made pursuant to this Agreement shall be asserted or made in writing only by Buyer. Buyer shall comply with Server Technology’s Standard Return Merchandise Authorization (“RMA”) procedure for all warranty claims as set forth in Server Technology’s operation manual.

**Buyer must return Products in original packaging and in good condition.** This limited warranty does not include labor, transportation, or other expenses to repair or reinstall warranted Products on site or at Buyer’s premises.

Server Technology reserves the right to investigate any warranty claims to promptly resolve the problem or to determine whether such claims are proper. In the event that after repeated efforts Server Technology is unable to repair or replace a defective Product, then Buyer’s exclusive remedy and Server Technology’s entire liability in contract, tort, or otherwise shall be the payment by Server Technology of Buyer’s actual damages after mitigation, but shall not exceed the purchase price actually paid by Buyer for the defective Product.

Server Technology shall have no responsibility or liability for any Product, or part thereof, that (a) has had the Serial Number, Model Number, or other identification markings altered, removed or rendered illegible; (b) has been damaged by or subject to improper installation or operation, misuse, accident, neglect and/or has been used in any way other than in strict compliance with Server Technology’s operation and installation manual; (c) has become defective or inoperative due to its integration or assembly with any equipment or products not supplied by Server Technology; (d) has been repaired, modified or otherwise altered by anyone other than Server Technology and/or has been subject to the opening of any sealed cabinet boxes without Server Technology’s prior written consent. If any warranty claim by Buyer falls within any of the foregoing exceptions, Buyer shall pay Server Technology its then current rates and charges for such services.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. SERVER SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES; EVEN OF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

For warranty issues, contact the Product Support Department at the number listed above. All repair and return shipments must be approved by Server and must be accompanied by a RMA (Return Merchandise Authorization) number and dated proof of purchase.

### Product Registration

Registration is your key to special offers and services reserved for Registered Users.

- Excellent Technical Support Services
- Special Update and Upgrade Programs
- Warranty Protection
- Extended Warranty Service
- New Product Information

Register your products online today!

[www.servertech.com](http://www.servertech.com)

## **Technical Support**

Server Technology understands that there are often questions when installing and/or using a new product. Free Technical Support is provided from 8:30 AM to 5:00 PM, Monday-Friday, Pacific Time.

Server Technology, Inc.

1040 Sandhill Drive

Reno, Nevada 89521 USA

Tel: 775.284.2000

Fax: 775.284.2065

Web: [www.servertech.com](http://www.servertech.com)

Email: [support@servertech.com](mailto:support@servertech.com)

## **Return Merchandise Authorization**

If you have a unit that is not functioning properly and is in need of technical assistance or repair:

Submit a request for support by phone at the above number, or via the web at

[www.servertech.com/support](http://www.servertech.com/support)

Be ready to provide:

Company Name

Contact Name, Phone Number, and Email address

Model or Part Number (from the label on the equipment)

Server Technology Serial Number

Version of firmware

Description of problem

1. Technical Support will work to diagnose/resolve the problem remotely, if possible. If the problem cannot be resolved, Technical Support will then issue an RMA# for the return/repair of the equipment in question. RMA#'s are valid for 30 days only from the issue date.
2. Shipping charges for the return of the equipment to Server Technology shall be the responsibility of the customer. For warranty repairs, Server Technology shall assume return shipping charges but for non-warranty repairs, the shipping charges shall be billed.
3. The RMA# shall be placed conspicuously on all shipping documentation, associated correspondence, and the shipping container.
4. Equipment must be returned in proper/original packaging to protect the equipment in transit. The customer shall be financially responsible for any damage/destruction of the equipment due to improper packaging.
5. Equipment shall typically be turned around within 48-72 hours of receipt at Server Technology. Equipment under warranty shall be repaired at no cost. Equipment NOT under warranty shall be repaired at the standard labor rate plus parts. Upon diagnosis of the equipment, the customer shall be notified of estimated charges prior to repair.
6. For non-warranty repairs, return of the equipment will be expedited with the inclusion of a Purchase Order or credit card number for incurred charges.





**Solutions for the Data Center Equipment Cabinet**

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