

**USER'S MANUAL**

# Industrial Device Server IDS-3042 Wire Series

Ver. 1.0, Jan. 2008



CE FC

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# 1

## Getting to Know Your Device Server

### 1.1 About the IDS-3042 Serial Device Server



4-Port Series is an innovative 4 ports RS232/422 /485 to 2 ports LAN device server with optional isolation RS-422/485 serial ports and one P.O.E. PD Ethernet port. Users are able to configure IDS-3042 by IDS-Tools via LAN port. IDS-3042 offers many powerful features for HW & SW redundant functions. When the connection between master-link and LAN fails, the IDS-3042 can automatically switch to another LAN port within 10mS, and still guarantees a non-stop connection. IDS-3042 also supports switch mode, users can use Daisy Chain to reduce the usage of Ethernet switch ports. Secondly, the IDS-3042 can simultaneously transfer data into 5 host PCs. This feature can assure all critical data that saved in different host PCs to avoid Ethernet break or host PCs failure. Thirdly, the IDS-3042 provides dual redundant power inputs on terminal block. IDS-3042 also provides NAT pass through function so that users are able to manage IDS-3042 inside or outside the NAT router. It is easy for different IP domain users to use IDS-3042. Therefore, IDS-3042 is the best communication solution for wireless application of quad-port serial devices.

### 1.2 Software Features

- Redundant Dual Ethernet Ports: Recovery time < 10ms
- Switch Mode Supported: Daisy Chain support to reduce usage of switch ports
- NAT-pass through: User can manage IDS-3042 through NAT router
- Redundant Power Inputs: 12~48VDC on terminal block
- Redundant multiple host devices: 5 simultaneous in Virtual COM, TCP Server, TCP Client mode, UDP
- Secured Management by HTTPS and SSH
- Versatile Modes: Virtual Com, Serial Tunnel, TCP Server, TCP Client, UDP
- Event Warning by Syslog, Email, SNMP trap, Relay and Beeper
- Various Windows O.S. supported: Windows NT/2000/ XP/ 2003/VISTA

### 1.3 Hardware Features

- Redundant Power Inputs: 12~48 VDC on terminal block and power jack
- Operating Temperature: -10 to 60°C
- Storage Temperature: -20 to 85°C
- Operating Humidity: 5% to 95%, non-condensing
- Casing: IP-30
- 2 10/100Base-T(X) Ethernet port
- 1 optional P.O.E. PD port
- Dimensions(W x D x H) : 52 mm(W)x 106 mm( D )x 144 mm(H)

# 2

## Hardware Installation

### 2.1 Install IDS-3042 on DIN-Rail

Each IDS-3042 has a Din-Rail kit on rear panel. The Din-Rail kit helps IDS-3042 to fix on the Din-Rail. It is easy to install the IDS-3042 on the Din-Rail:

#### 2.1.1 MOUNT IDS-3042 ON DIN-RAIL

Step 1: Slant the IDS-3042 and mount the metal spring to Din-Rail.



Metal Spring

Step 2: Push the IDS-3042 toward the Din-Rail until you heard a “click” sound.

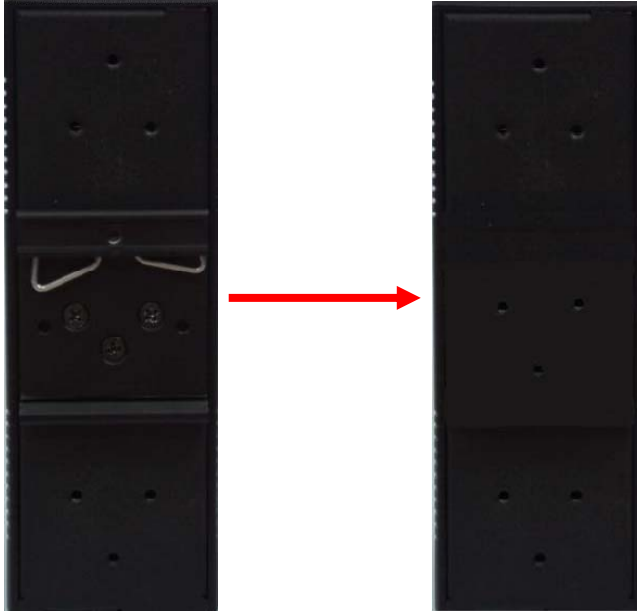


## 2.2 Wall Mounting Installation

Each IDS-3042 has another installation method for you. A wall mount panel can be found in the package. The following steps show how to mount the IDS-3042 on the wall:

### 2.2.1 MOUNT IDS-3042 ON WALL

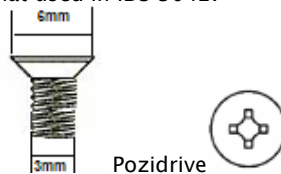
Step 1: Remove Din-Rail kit.



Step 2: Use 6 screws that can be found in the package to combine the wall mount panel. Just like the picture shows below:



The screws specification shows in the following two pictures. In order to prevent IDS-3042 from any damage, the size of screws should not be larger than the size that used in IDS-3042.



Step 3: Mount the combined IDS-3042 on the wall.

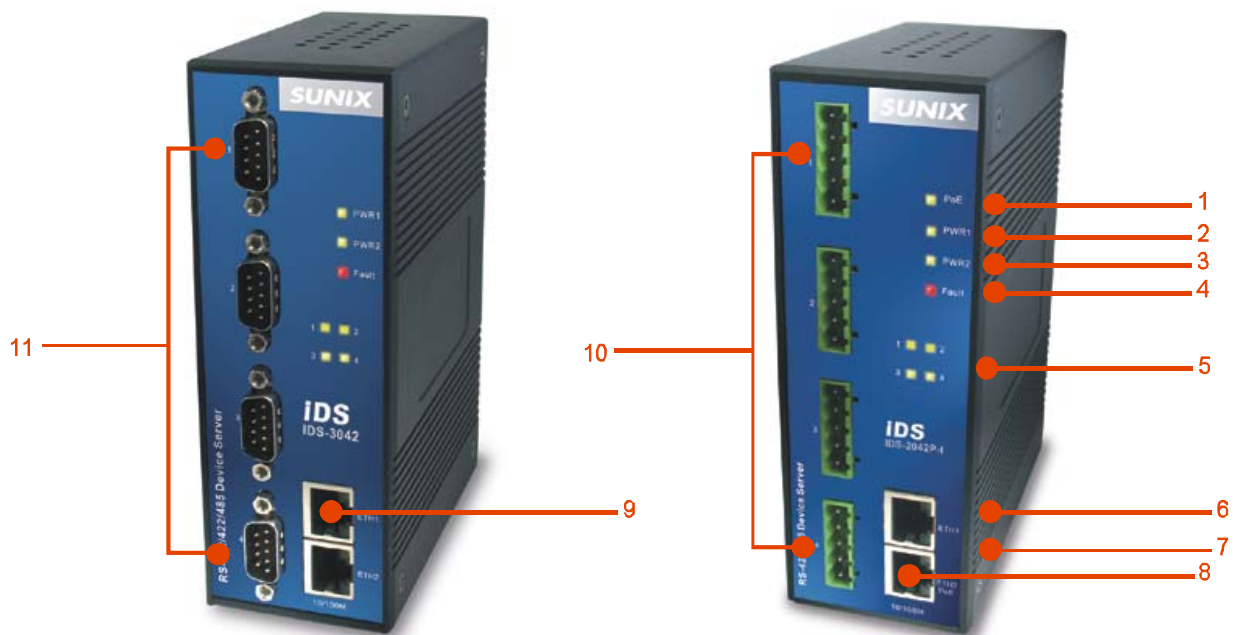


# 3

## Hardware Overview

### 3.1 Front Panel

#### 4-Port Wire Device Server Series



1. LED for P.O.E. and system status. When the P.O.E. power connected, the green LED will be light on.. (IDS-3042P and IDS-2042P-I)
2. LED for PWR1 and system status. When the PWR1 links, the green LED will be light on.
3. LED for PWR2 and system status. When the PWR2 links, the green LED will be light on.
4. LED for fault indicator. When fault occurred, this red LED will be light on.
5. LED for Serial ports status. When data transmitted, the green LED will be light on. When data received, the red LED will be light on.
6. LED of 10Base-T connection on Ethernet port.
7. LED of 100Base-TX connection on Ethernet port.
8. 10/100Base-T(X) Ethernet port. (P.O.E. PD port, IDS-3042P and IDS-2042P-I)
9. 10/100Base-T(X) Ethernet port.
10. RS-422/485 serial port with 2KV isolation. Mode configured by IDS-Tools.
11. RS-232/422/485 serial port. Mode configured by IDS-Tools.

### 3.2 Front Panel LEDs

The following table describes the labels that stick on the IDS-3042.

LED	Color	Status	Description
P.O.E.	Green/Red	On	Power supplied over Ethernet cable.
		Red blinking	Indicates an IP conflict, or DHCP or BOOTP server did not respond properly
PWR1	Green/Red	On	DC power 1 activated.
		Red blinking	Indicates an IP conflict, or DHCP or BOOTP server did not respond

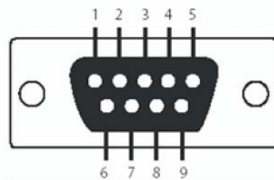
			properly
<b>PWR2</b>	Green/Red	On	DC power 2 activated.
		Red blinking	Indicates an IP conflict, or DHCP or BOOTP server did not respond properly
<b>Fault</b>	Red	On	Fault event occurred.
<b>1 ~ 4</b>	Green	Blinking	Serial port is transmitting data
	Red	Blinking	Serial port is receiving data
<b>ETH1</b>	Green/Amber	Green On/Blinking	100Mbps LNK/ACT
		Amber On/Blinking	10Mbps LNK/ACT
<b>ETH2</b>	Green/Amber	Green On/Blinking	100Mbps LNK/ACT
		Amber On/Blinking	10Mbps LNK/ACT

### 3.3 Serial Ports

There 4 serial ports on the front panel of IDS-3042 showed as below:

**DB9 connector:**

#### Pin Assignment

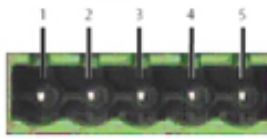


Pin#	RS232	RS422	RS485(4 wire)	RS485(2 wire)
1	DCD	RXD-	RXD-	
2	RXD	RXD+	RXD+	
3	TXD	TXD+	TXD+	DATA+
4	DTR	TXD-	TXD-	DATA-
5	GND	GND	GND	GND
6	DSR			
7	RTS			
8	CTS			
9	RI			
RS232 mode act as DTE				



### 5 pin Terminal block connector:

#### Pin Assignment

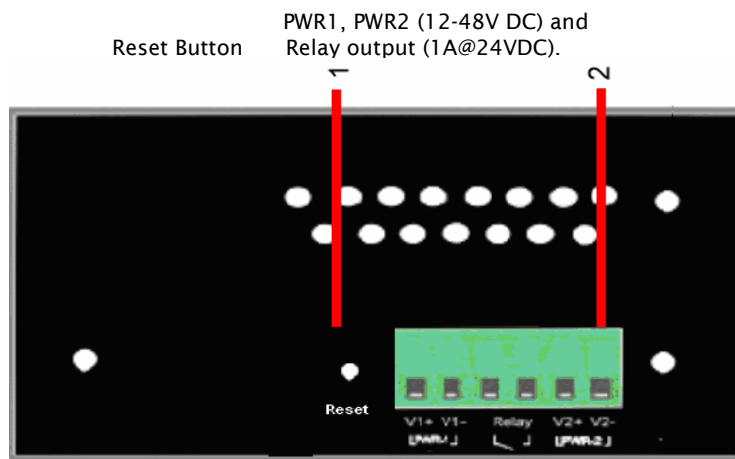


Pin#	RS422	RS485(4 wire)	RS485(2 wire)
1	GND	GND	GND
2	RXD-	RXD-	
3	RXD+	RXD+	
4	TXD-	TXD-	DATA-
5	TXD+	TXD+	DATA+

### 3.4 Bottom Panel

The bottom panel components of 4-port series are showed as below:

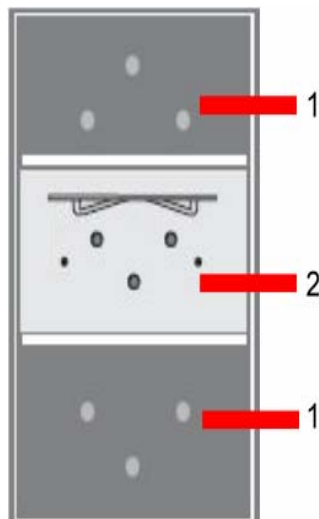
1. Terminal block includes: PWR1, PWR2 (12 ~ 48V DC) and Relay output (1A@24VDC).
2. Reset button. 5 seconds for factory default.



### 3.5 Rear Panel

The rear panel components of IDS-3042 are showed as below:

1. Screw holes for wall mount kit.
2. Din-Rail kit



# 4

## Cables

### 4.1 Ethernet Cables

The IDS-3042 has standard Ethernet ports. According to the link type, the IDS-3042 use CAT 3, 4, 5, 5e UTP cables to connect to any other network device (PCs, servers, switches, routers, or hubs). Please refer to the following table for cable specifications.

Cable Types and Specifications

Cable	Type	Max. Length	Connector
10BASE-T	Cat. 3, 4, 5 100-ohm	UTP 100 m (328 ft)	RJ-45
100BASE-TX	Cat. 5 100-ohm UTP	UTP 100 m (328 ft)	RJ-45

#### 100BASE-TX/10BASE-T Pin Assignments

With 100BASE-TX/10BASE-T cable, pins 1 and 2 are used for transmitting data, and pins 3 and 6 are used for receiving data.

RJ-45 Pin Assignments

Pin Number	Assignment
1	TD+
2	TD-
3	RD+
4	Not used
5	Not used
6	RD-
7	Not used
8	Not used

The IDS-3042 supports auto MDI/MDI-X operation. You can use a straight-through cable to connect PC to IDS-3042. The following table below shows the 10BASE-T/ 100BASE-TX MDI and MDI-X port pin outs.

MDI/MDI-X pins assignment

Pin Number	MDI port	MDI-X port
1	TD+(transmit)	RD+(receive)
2	TD-(transmit)	RD-(receive)
3	RD+(receive)	TD+(transmit)
4	Not used	Not used
5	Not used	Not used
6	RD-(receive)	TD-(transmit)
7	Not used	Not used
8	Not used	Not used

**Note:** "+" and "-" signs represent the polarity of the wires that make up each wire pair.

# 5

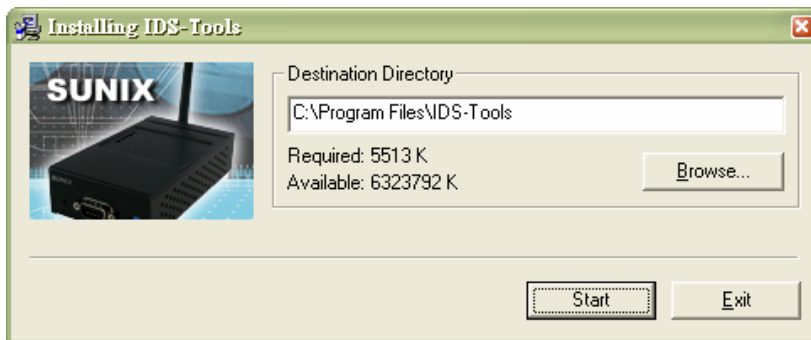
## Management Interface

### 5.1 IDS-Tools

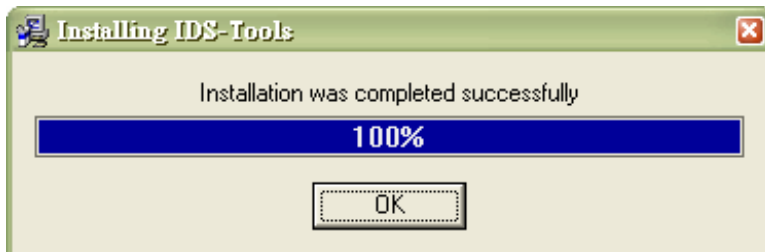
IDS-Tools is a powerful Windows utility for IDS series. It supports device discovery, device configuration, group setup, group firmware update, monitoring functions...etc. It is easy for you to install and configure devices over the network.

#### 5.1.1 INSTALL IDS-TOOLS

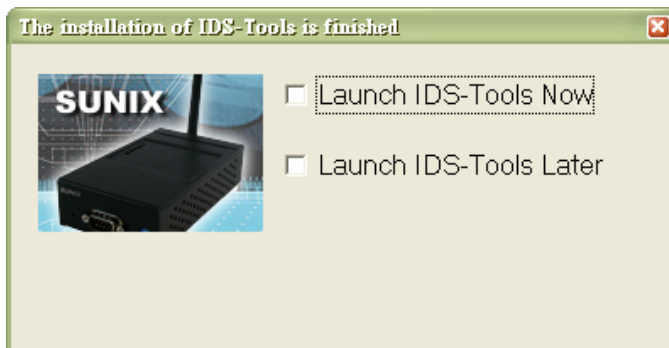
Step 1: Execute the Setup program, click "start" after selecting the folder for IDS-Tools.



Step 2: When installation complete successfully, then click "OK".



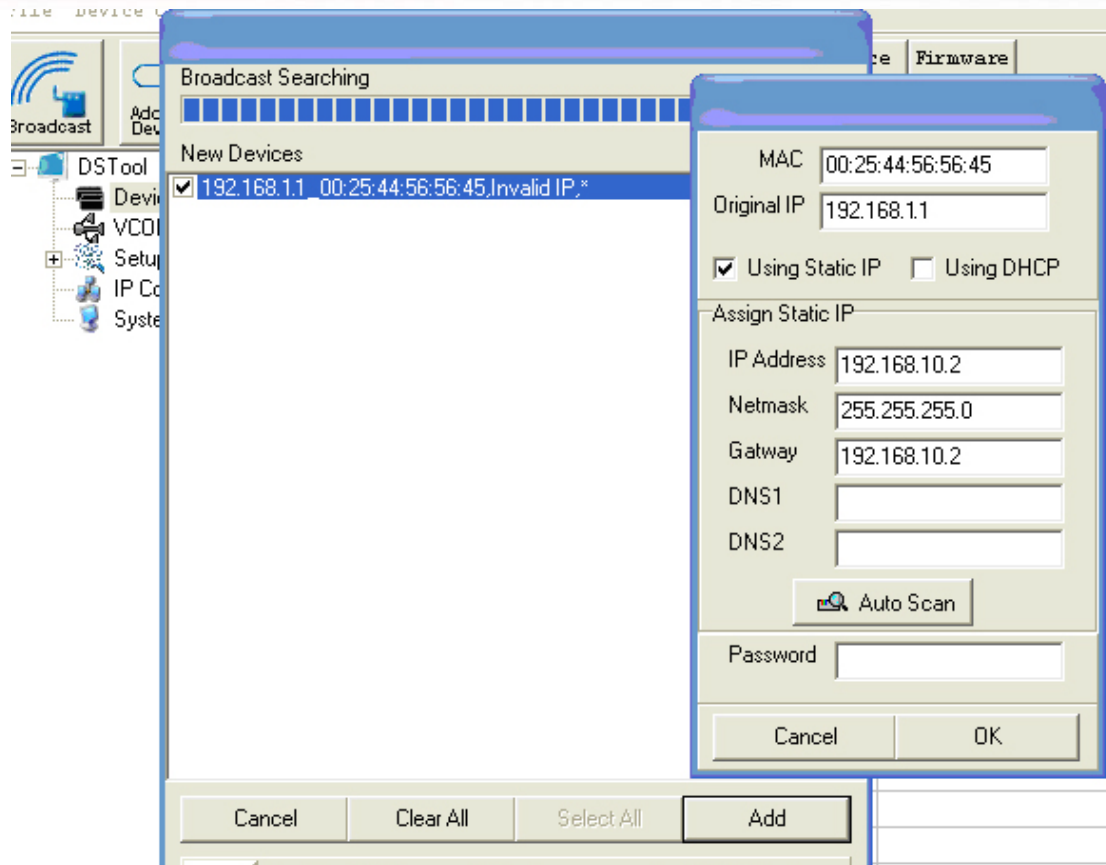
Step 3: Check for your selection.



#### 5.1.2 USING IDS-TOOLS

##### 5.1.2.1 Explore IDS device servers

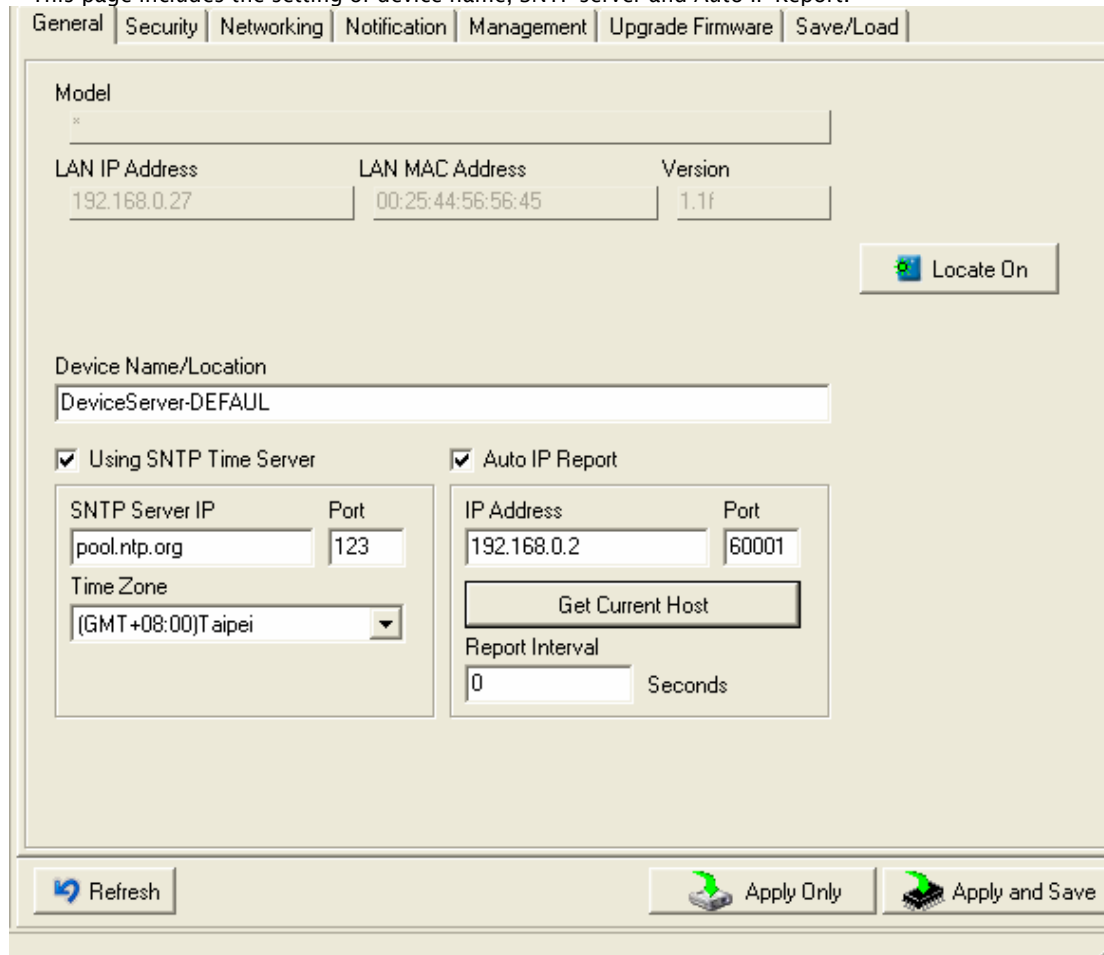
IDS-Tools will broadcast to the network and search all available IDS devices in the network. The default IP address of device is "192.168.1.1", and selects the searching device you wish to use and press "Add" button. You can set static IP address or in DHCP client mode to get IP address automatically. Finally, click "OK" button to add the device.



### 5.1.2.2 Configure IDS device servers

#### General settings

This page includes the setting of device name, SNTP server and Auto IP Report.

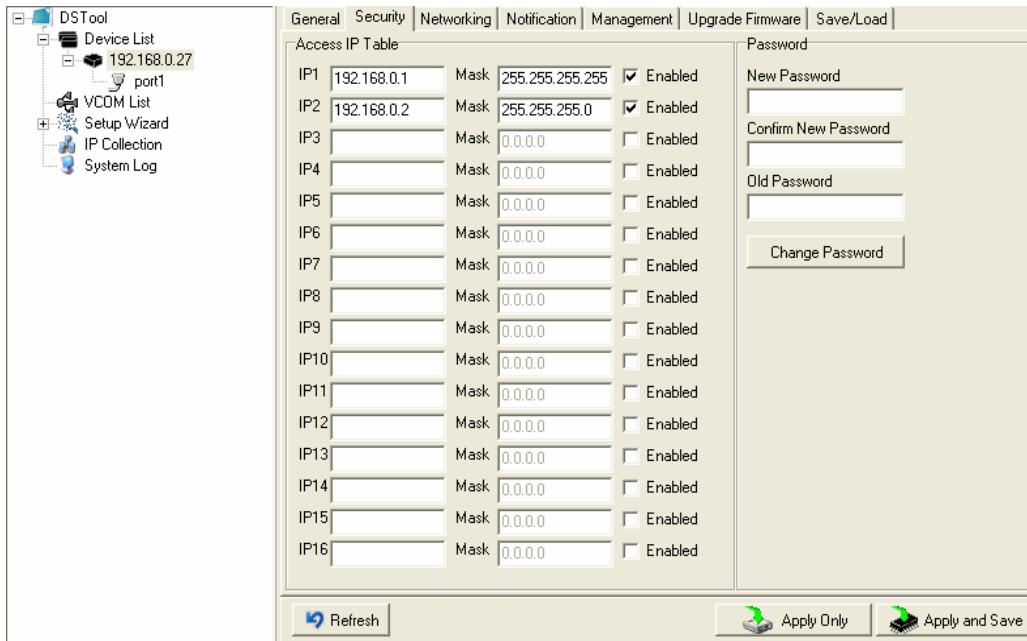


The following table describes the labels in this screen.

Label	Description
<b>Device Name/location</b>	You can set the device name or related information. By clicking “Locate On” button you can locate the serial server’s position.
<b>Set SNTP</b>	Input the SNTP server domain name or IP address, port and select the Time zone.
<b>Set Auto IP Report</b>	By Clicking the “Get current Host” button you will get your local IP, and then set the Report interval time. The device server will report its status periodically.

At IP collection option show the device server status. The report interval is 0 indicate disable this setting (default). But you can set the other IP or Port.

### Security

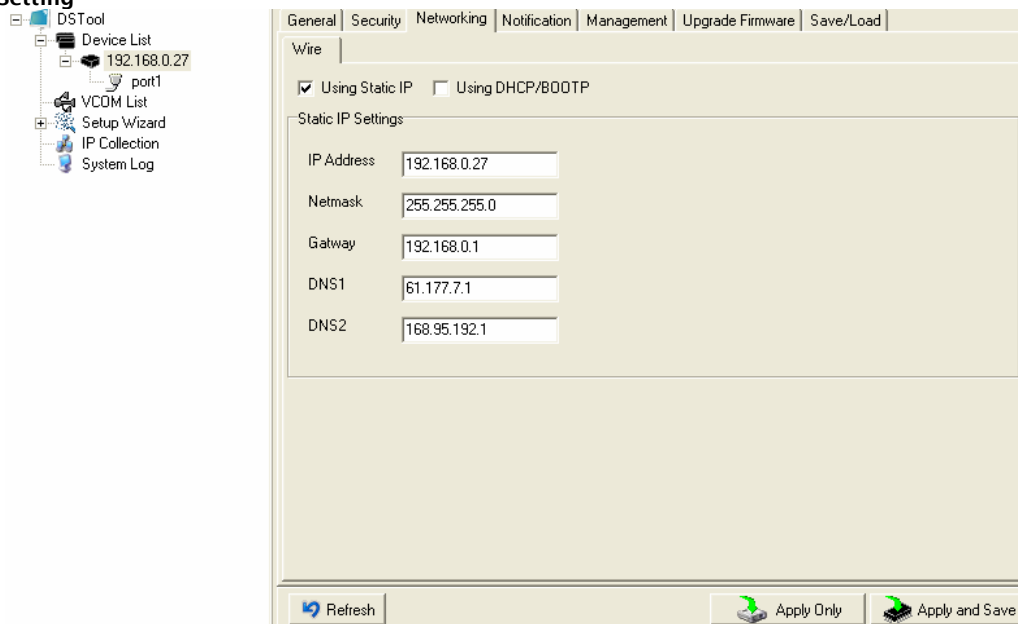


IP	Mask	Enabled
IP1	255.255.255.255	<input checked="" type="checkbox"/>
IP2	255.255.255.0	<input checked="" type="checkbox"/>
IP3	0.0.0.0	<input type="checkbox"/>
IP4	0.0.0.0	<input type="checkbox"/>
IP5	0.0.0.0	<input type="checkbox"/>
IP6	0.0.0.0	<input type="checkbox"/>
IP7	0.0.0.0	<input type="checkbox"/>
IP8	0.0.0.0	<input type="checkbox"/>
IP9	0.0.0.0	<input type="checkbox"/>
IP10	0.0.0.0	<input type="checkbox"/>
IP11	0.0.0.0	<input type="checkbox"/>
IP12	0.0.0.0	<input type="checkbox"/>
IP13	0.0.0.0	<input type="checkbox"/>
IP14	0.0.0.0	<input type="checkbox"/>
IP15	0.0.0.0	<input type="checkbox"/>
IP16	0.0.0.0	<input type="checkbox"/>

The following table describes the labels in this screen.

Label	Description
<b>Accessible IP Setting</b>	To prevent unauthorized access by setting host IP addresses and network masks.
<b>Password setting</b>	You can set the password to prevent unauthorized access from your server. Factory default is no “admin”.

### Network Setting



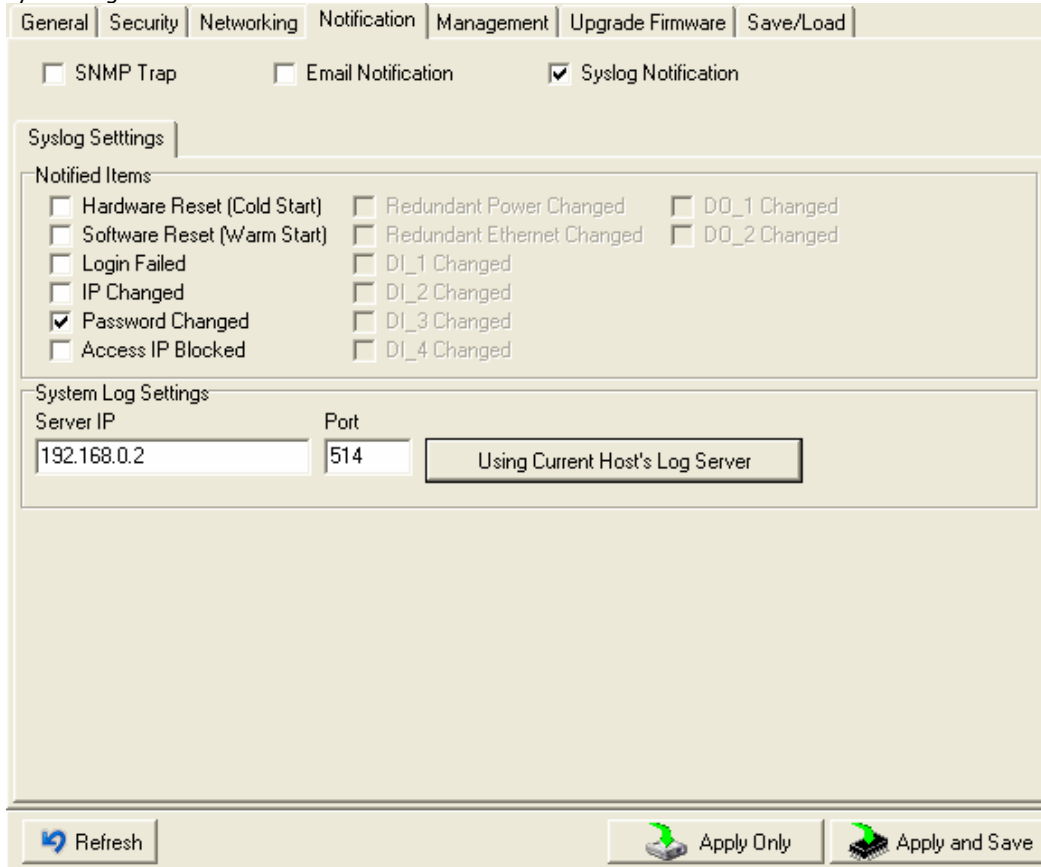
The following table describes the labels in this screen.

Label	Description
<b>Using DHCP/BOOTP</b>	IP Address automatically assigned by a DHCP server in your network.
<b>Static IP Address</b>	Manually assigning an IP address.
<b>Subnet Mask</b>	All devices on the network must have the same subnet mask to communicate on

	the network.
<b>Gateway</b>	Enter the IP address of the router in you network.
<b>DNS Server</b>	Enter the IP address of the DNS server, The DNS server translates domain names into IP address.

**Notification**

Specify the events that should be notified to the administrator. The events can be alarmed by E-mail, SNMP trap, or system log.



The following table describes the labels in this screen.

Label	Description
<b>SNMP Trap</b>	To notify events by SNMP trap.
<b>Email Notification</b>	To notify events by Email.
<b>Syslog Notification</b>	To notify events by Syslog.
<b>Notify items</b>	Events to be notified.
<b>Apply</b>	Apply current setting.
<b>Apply and Save</b>	Apply and save current setting.

**Management**

General | Security | Networking | Notification | Management | Upgrade Firmware

Web Management Enable     

Telnet Management Enable     

SNMP Management Enable

SNMP Management Settings

Community

Location

Contact

Trap Server1

Trap Server2

Trap Server3

Trap Server4

The following table describes the labels in this screen.

Label	Description
<b>Web Management Enable</b>	To enable management from Web. Click "Goto Web Management" button to access web.
<b>Telnet Management Enable</b>	To enable management by Telnet. Click "Goto Telnet Management" button to execute Telnet command.
<b>SNMP Management Enable</b>	To enable management by SNMP.
<b>SNMP Management Settings</b>	To configure SNMP related settings.

**Upgrade Firmware**

General | Security | Networking | Notification | Management | Upgrade Firmware | Save/Load

Firmware Image


The following table describes the labels in this screen.

Label	Description
<b>Browsing</b>	Browse the file and upgrade
<b>Upgrade</b>	Enable the firmware upgrade.


**Save/Load**

General | Security | Networking | Notification | Management | Upgrade Firmware | Save/Load

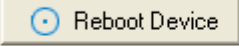
Save Configuration to Flash




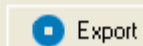
Load Default



Reboot Device



Import/Export Configuration

The following table describes the labels in this screen.

Label	Description
<b>Save Configuration to Flash</b>	Save current configuration into flash memory.
<b>Load Default</b>	Load default configuration except the network settings. If you want to load all factory default, you need to press "Reset" button on the device (Hardware restore).
<b>Reboot Device</b>	Reboot the device server (warm start).
<b>Import Configuration</b>	Restore the previous exported configuration.
<b>Export Configuration</b>	Export current configuration to a file to backup the configuration.

### 5.1.2.3 Configure serial port

#### Serial Settings

Serial Settings | Service Mode | Notification

port1

Port Alias: Port0

Baudrate: 38400 Stop Bits: 1 Performance: Throughput

Parity: No Flow Control: No Flow

Data Bits: 8 Interface: RS232

Delimiter Settings

Serial to Ethernet | Ethernet to Serial

Delimiter 1: 0 (HEX)  Enabled

Delimiter 2: 0 (HEX)  Enabled

Delimiter 3: 0 (HEX)  Enabled



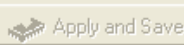
Delimiter 4: 0 (HEX)  Enabled

Flush Serial to Ethernet Data Buffer After: 0 (0-65535) ms

The received data will be queueing in the buffer until all the delimiters are matched. When the buffer is full (4K Bytes) or after "flush S2E data buffer" timeout, the data will also be sent.

Force TX interval time: 0 (0-65535) ms data 1 interval time data 2 interval time data 3

The received data will be queueing in TX buffer until TX interval time is timeout or TX buffer is full (4K Bytes), the data will also be sent. 0 is disable.

The following table describes the labels in this screen.

Label	Description
-------	-------------



<b>Port Alias</b>	Remark the port to hint the connected device.
<b>Interface</b>	RS232 / RS422 / RS485(2-wires) / RS485(4-wires)
<b>Baud rate</b>	110bps/300bps/1200bps/2400bps/4800bps/9600bps/19200bps/ 38400bps/57600bps/115200bps/230400bps/460800bps
<b>Data Bits</b>	5, 6, 7, 8
<b>Stop Bits</b>	1, 2 (1.5)
<b>Parity</b>	No, Even, Odd, Mark, Space
<b>Flow Control</b>	No, XON/XOFF, RTS/CTS, DTR/DSR
<b>Performance</b>	Throughput: This mode optimized for highest transmission speed. Latency: This mode optimized for shortest response time.
<b>Serial to Ethernet</b>	<b>Delimiter:</b> You can define max. 4 delimiters (00~FF, Hex) for each way. The data will be hold until the delimiters are received or the option-" <b>Flush Serial to Ethernet data buffer</b> " times out. 0 means disable. Factory default is 0. <b>Flush Data Buffer After:</b> The received data will be queuing in the buffer until all the delimiters are matched. When the buffer is full (4K Bytes) or after " <b>flush S2E data buffer</b> " timeout the data will also be sent. You can set the time from 0 to 65535 seconds.
<b>Ethernet to Serial</b>	<b>Delimiter:</b> You can define max. 4 delimiters (00~FF, Hex) for each way. The data will be hold until the delimiters are received or the option " <b>Flush Ethernet to Serial data buffer</b> " times out. 0 means disable. Factory default is 0. <b>Flush Data Buffer After:</b> The received data will be queuing in the buffer until all the delimiters are matched. When the buffer is full (4K Bytes) or after " <b>flushE2S data buffer</b> " timeout the data will also be sent. You can set the time from 0 to 65535 seconds.
<b>Force TX Interval Time</b>	Force TX interval time is to specify the timeout when no data has been transmitted. When the timeout is reached or TX buffer is full (4K Bytes), the queued data will be sent. 0 means disable. Factory default value is 0.
<b>Load Default</b>	Remark the port to hint the connected device.

### Service Mode – Virtual COM Mode

In Virtual COM Mode, The driver establishes a transparent connection between host and serial device by mapping the Port of the serial server serial port to local COM port on the host computer. Virtual COM Mode also supports up to 5 simultaneous connections, so that multiple hosts can send or receive data by the same serial device at the same time.

Serial Settings | Service Mode | Notification

port1  
Service Mode: Virtual COM Mode

Virtual COM Mode

Virtual COM Settings  
 Data Port#: 4004  Edit IP Port Number  
 Control Port#: 4005

Misc.  
 Idle Timeout: 0 (0-65535) Seconds  
 Alive Check: 0 (0-65535) Seconds

Multilink  
 Max Connections: 5

Destination Host	VCOM Name	
1		Waiting for VCOM connect <input type="button" value="Goto VCom"/>
2		Waiting for VCOM connect <input type="button" value="Goto VCom"/>
3		Waiting for VCOM connect <input type="button" value="Goto VCom"/>
4		Waiting for VCOM connect <input type="button" value="Goto VCom"/>
5		Waiting for VCOM connect <input type="button" value="Goto VCom"/>

Select a Virtual COM Name

VCOM1

(Validated charaters of virtual COM name is A-Z, a-z and 0-9. Max Length of the name is 128 charaters)

Using Traditional COM Name

COM3  
COM4  
COM5  
COM6  
COM7  
COM8  
COM9  
COM10  
COM11  
COM12  
COM13

The following table describes the labels in this screen.

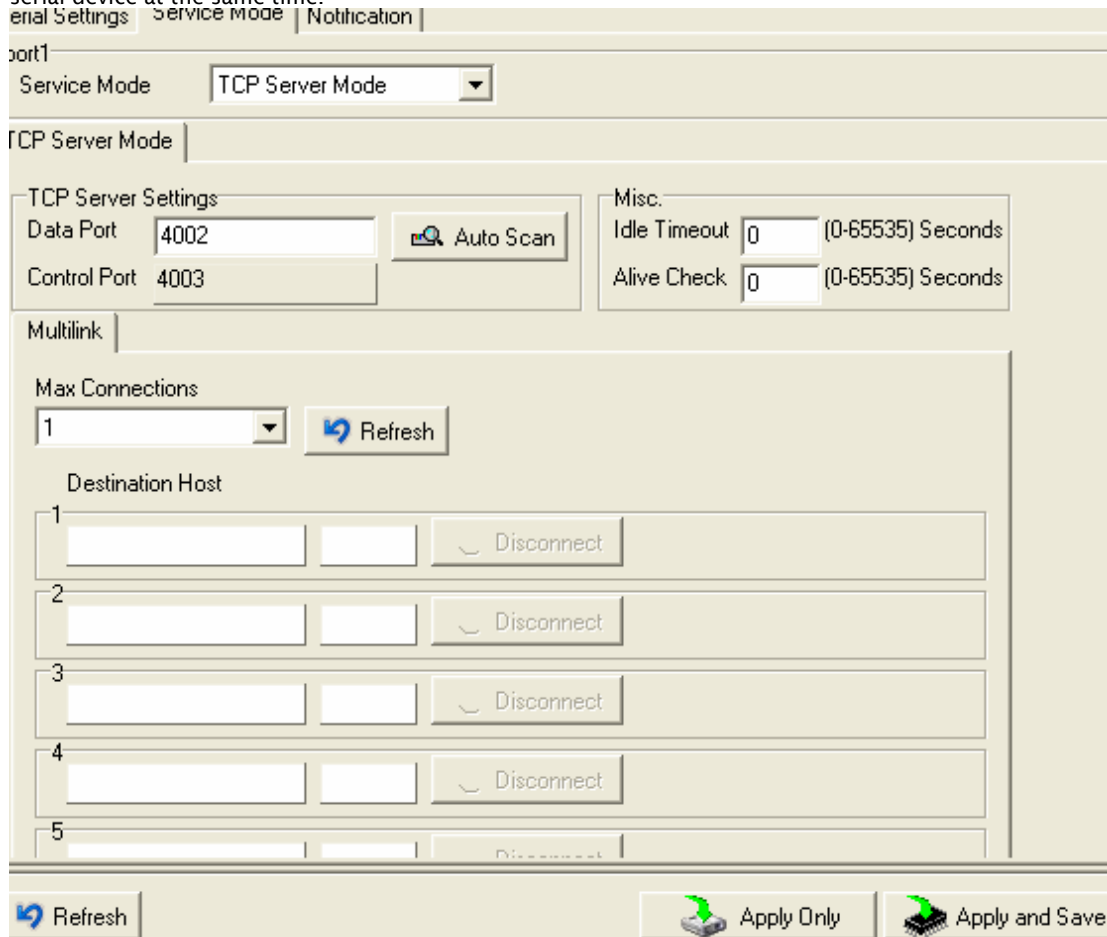
Label	Description
<b>Map Virtual COM</b>	Select a Virtual COM Name to map on.
<b>Max Connection</b>	The number of Max connection can support simultaneous connections are 5, default values is 1.
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle

	Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.

\*Not allowed to mapping Virtual COM from web

### Service Mode - TCP Server Mode

In TCP Server Mode, IDS is configured with a unique Port combination on a TCP/IP network. In this case, DS waits passively to be contacted by the device. After a connection is established, it can then proceed with data transmission. TCP Server mode also supports up to 5 simultaneous connections, so that multiple device can receive data from the same serial device at the same time.



The following table describes the labels in this screen.

Label	Description
<b>Data Port</b>	Set the port number for data transmission.
<b>Auto Scan</b>	Scan the data port automatically.
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.
<b>Max Connection</b>	The number of Max connection can support simultaneous connections are 5, default values is 1.

### Service Mode - TCP Client Mode

In TCP Client Mode, device can establish a TCP connection with server by the method you have settLED (Startup or any character). After the data has been transferred, device can disconnect automatically from the server by using the TCP alive check time or Idle time settings.

Serial Settings | Service Mode | Notification

port1  
 Service Mode

TCP Client Mode

TCP Client Settings Destination Host <input type="text" value="192.168.0.10"/> Port <input type="text" value="4002"/> <input type="button" value="Auto Scan"/> <input checked="" type="checkbox"/> Enable Control Port <input type="text" value="4003"/>		Misc. Idle Timeout <input type="text" value="0"/> (0-65535) Seconds Alive Check <input type="text" value="0"/> (0-65535) Seconds Connect on <input type="text" value="Startup"/>
--	--	---

Multilink

	Destination Host	Port	
1	<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>
2	<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>
3	<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>
4	<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>

The following table describes the labels in this screen.

Label	Description
<b>Destination Host</b>	Set the IP address of host.
<b>Port</b>	Set the port number of data port.
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.
<b>Connect on Startup</b>	The TCP Client will build TCP connection once the connected serial device is started.
<b>Connect on Any Character</b>	The TCP Client will build TCP connection once the connected serial device starts to send data.

**Service Mode – UDP Client Mode**

Compared to TCP communication, UDP is faster and more efficient. In UDP mode, you can Uni-cast or Multi-cast data from the serial device server to host computers, and the serial device can also receive data from one or multiple host

Serial Settings | Service Mode | Notification

port1  
 Service Mode: **UDP Mode**

UDP Mode

UDP Settings  
 Listening Port:

Multilink

	Destination Host Begin	to	Destination Host End	Sending Port	
1	<input type="text" value="192.168.0.1"/>		<input type="text" value="192.168.0.100"/>	<input type="text" value="10000"/>	<input type="button" value="Auto Scan"/>
2	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>
3	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>
4	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="button" value="Auto Scan"/>

**Notification**

Specify the events that should be noticed. The events can be noticed by E-mail, SNMP trap or system log.

Serial Settings | Service Mode | Notification

SNMP Trap     Email Notification     Syslog Notification

SNMP Settings | Email Settings | Syslog Settings

Notified Items

<input type="checkbox"/> DCD Changed	<input type="checkbox"/> CTS Changed
<input type="checkbox"/> DSR Changed	<input type="checkbox"/> Port Connected
<input type="checkbox"/> RI Changed	<input type="checkbox"/> Port Disconnected

Email to:  
 Mail Server:  
 Mail to:

The following table describes the labels in this screen.

Label	Description
<b>DCD changed</b>	When DCD (Data Carrier Detect) signal changes, it indicates that the modem connection status has changed. Notification will be sent.
<b>DSR changed</b>	When DSR (Data Set Ready) signal changes, it indicates that the data communication equipment is powered off. A Notification will be sent.

<b>RI changed</b>	When RI (Ring Indicator) signal changes, it indicates that the incoming of a call. A Notification will be sent.
<b>CTS changed</b>	When CTS (Clear To Send) signal changes, it indicates that the transmission between computer and DCE can proceed. A notification will be sent.
<b>Port connected</b>	In TCP Server Mode, when the device accepts an incoming TCP connection, this event will be trigger. In TCP Client Mode, when the device has connected to the remote host, this event will be trigger. In Virtual COM Mode, Virtual COM is ready to use. A notification will be sent.
<b>Port disconnected</b>	In TCP Server/Client Mode, when the device lost the TCP link, this event will be trigger. In Virtual COM Mode, When Virtual COM is not available, this event will be trigger. A notification will be sent.

## 5.2 Configuration by Web Browser

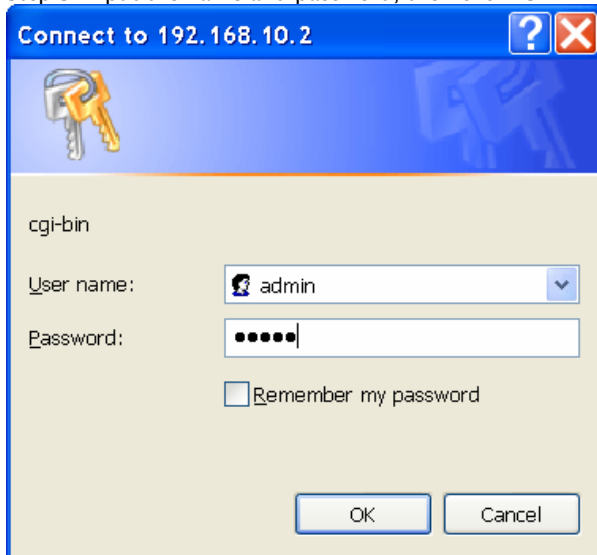
### 5.2.1 CONNECT TO THE WEB PAGE

Step 1: Input the IP address of IDS with "https://192.168.1.1" in the Address input box of IE.

Step 2: Click "Yes" button on the dialog box.

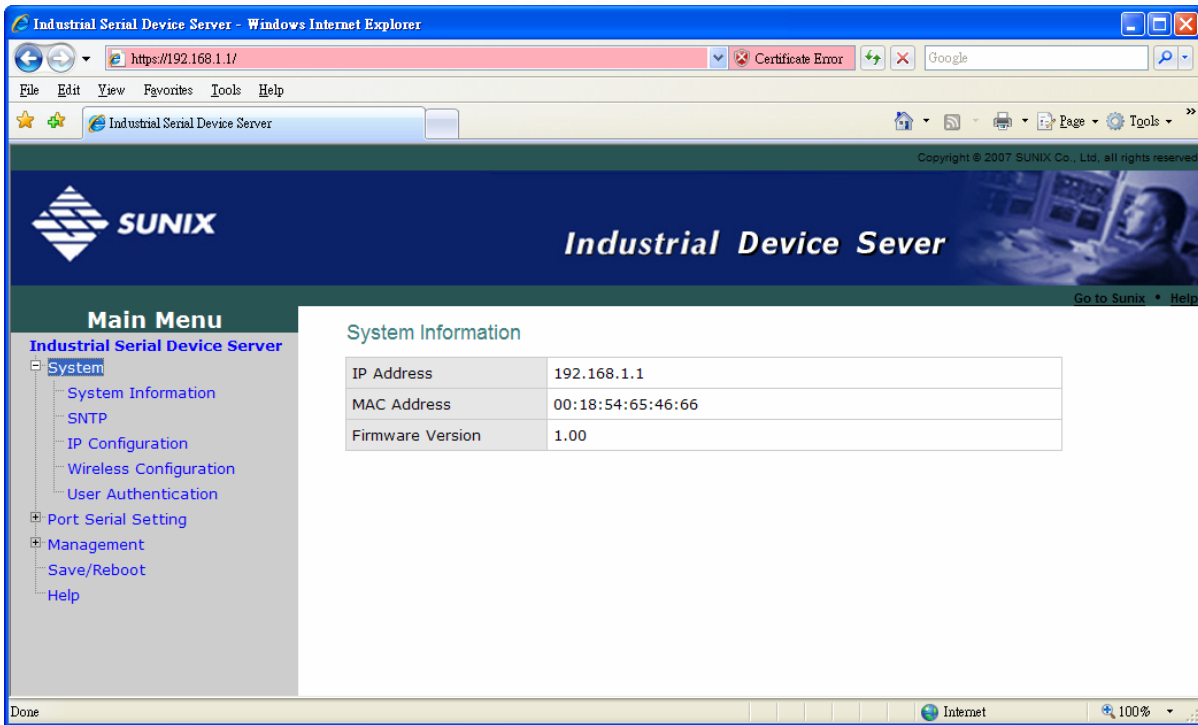


Step 3: Input the name and password, then click "OK".

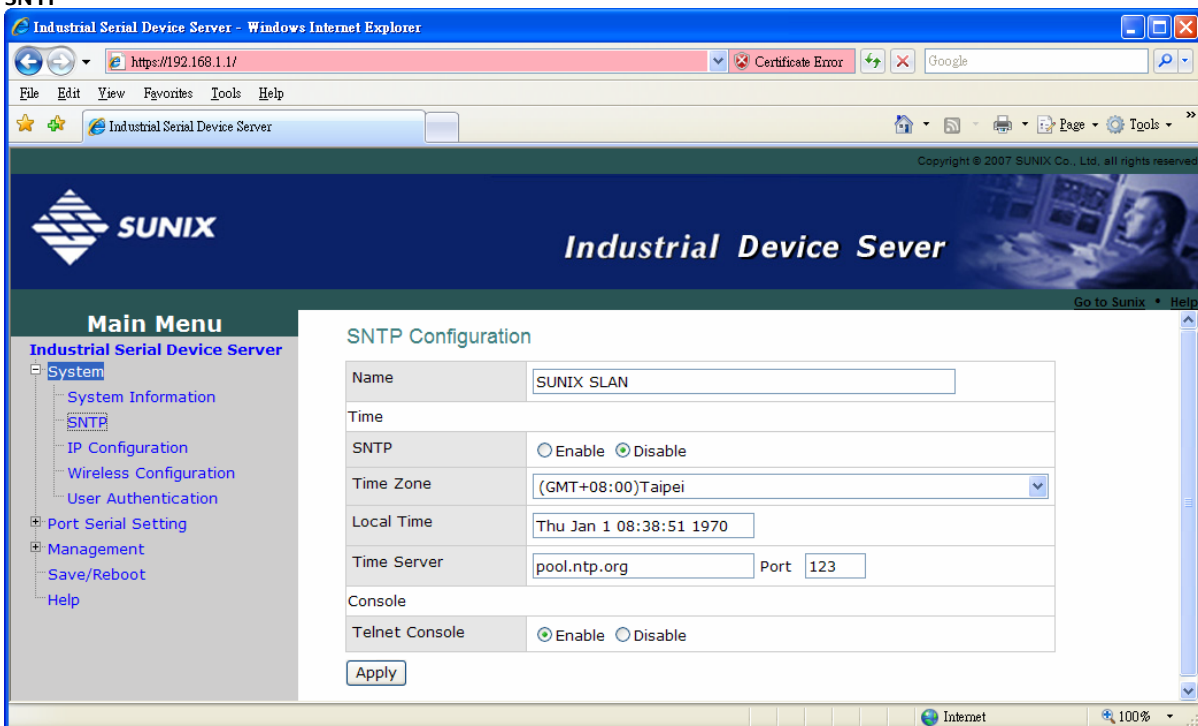


*\*Only if password is set.*

Step 4: The system information will be shown as below.



### 5.2.1.1 System SNTP

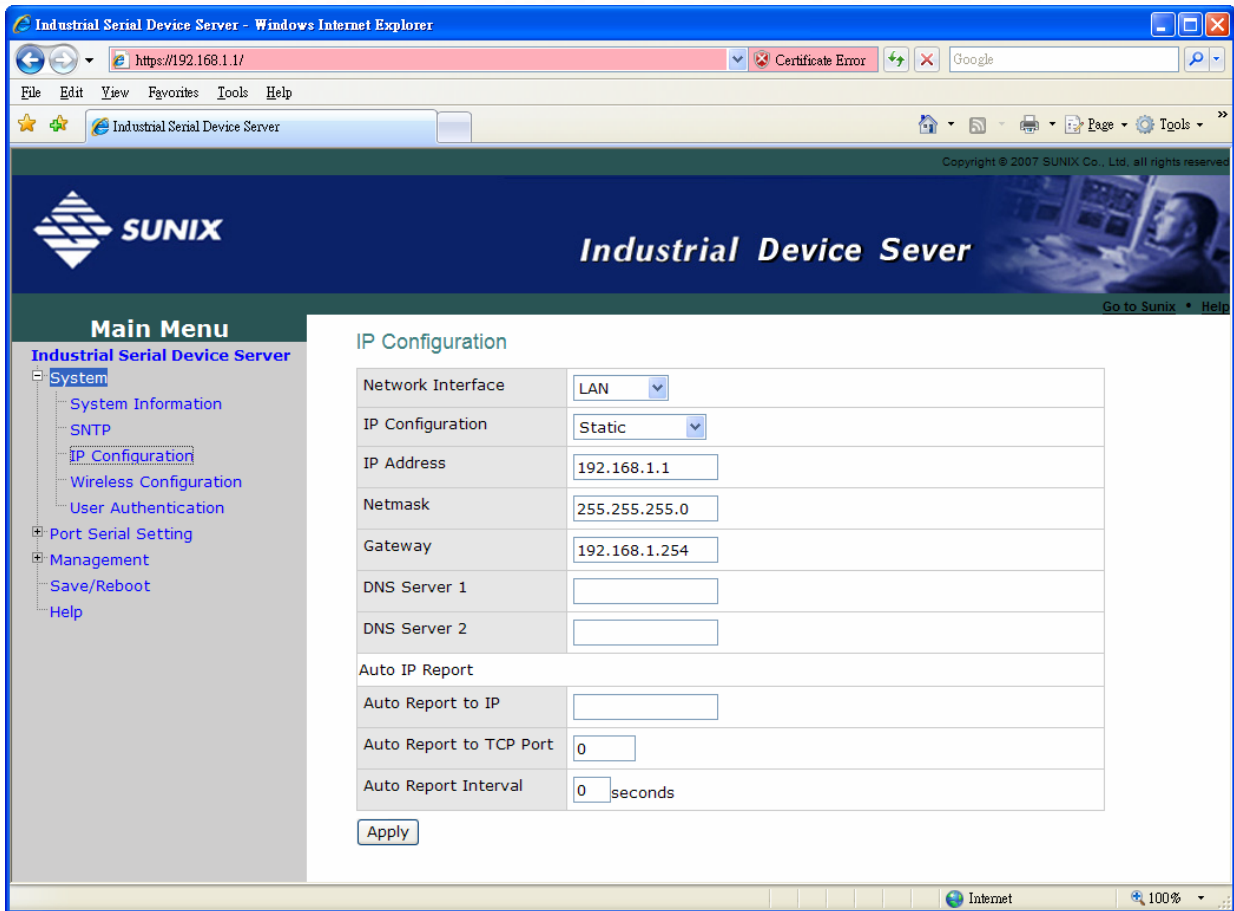


The following table describes the labels in this screen.

Label	Description
<b>Name</b>	You can set the name of IDS.
<b>SNTP</b>	Enable the SNTP server.
<b>Time zone</b>	After you set the SNTP enable, select the time zone you located.
<b>Time server</b>	Input SNTP server domain name or IP address and Port.
<b>Console</b>	Telnet Console (SSH) is included for security reasons. In some cases, you may need to disable this function to prevent unauthorized access from internet. The factory default is enable.

#### IP Configuration

You must assign a valid IP address for IDS before attached in your network environment. Your network administrator should provide you with the IP address and related settings. The IP address must be unique and within the network (otherwise, IDS will not have a valid connection to the network). You can choose from three possible "IP configuration" modes: Static, DHCP/BOOTP. The Factory Default IP address is "192.168.1.1"



The following table describes the labels in this screen.

Label	Description
<b>DHCP/BOOTP</b>	Obtain the IP address automatically from DHCP server.
<b>Static IP Address</b>	Assigning an IP address manually.
<b>Subnet Mask</b>	Set the subnet mask to communicate on the network.
<b>Gateway</b>	Enter the IP address of the router in you network.
<b>DNS Server</b>	Enter the IP address of the DNS server to translate domain names into IP address.
<b>Switch Mode</b>	<b>Redundant:</b> When the connection between master-link and LAN fails, the IDS can automatically switch to another LAN port within 10mS, and still guarantees a non-stop connection <b>Switch:</b> Daisy Chain support to reduce usage of switch ports.

#### Authentication

You can set the password to prevent unauthorized access from network. Input the "Old password" and "New password" to change the password. Factory default is "admin".

### User Authentication

Old Password	<input type="password" value="..."/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

#### 5.2.1.2 Port serial setting

**Serial configuration**

### Serial Configuration

Port Alias	Port1
Port Alias	<input type="text" value="Port0"/>
Interface	RS232 <input type="button" value="v"/>
Baud Rate	38400 <input type="button" value="v"/>
Data Bits	8 <input type="button" value="v"/>
Stop Bits	1 <input type="button" value="v"/>
Parity	None <input type="button" value="v"/>
Flow Control	None <input type="button" value="v"/>
Force TX Interval Time	<input type="text" value="0"/> ms
Performance	<input checked="" type="radio"/> Throughput <input type="radio"/> Latency

The following table describes the labels in this screen.

Label	Description
<b>Port Alias</b>	Remark the port to hint the connected device.
<b>Interface</b>	RS232 / RS422 / RS485(2-wires) / RS485(4-wires)
<b>Baud rate</b>	110bps/300bps/1200bps/2400bps/4800bps/9600bps/19200bps/38400bps/57600bps/115200bps/230400bps/460800bps
<b>Data Bits</b>	5, 6, 7, 8
<b>Stop Bits</b>	1, 2 (1.5)
<b>Parity</b>	No, Even, Odd, Mark, Space
<b>Flow Control</b>	No, XON/XOFF, RTS/CTS, DTR/DSR
<b>Force TX Interval Time</b>	Force TX interval time is to specify the timeout when no data has been transmitted. When the timeout is reached or TX buffer is full (4K Bytes), the queued data will be sent. 0 means disable. Factory default value is 0.
<b>Performance</b>	Throughput: This mode optimized for highest transmission speed. Latency: This mode optimized for shortest response time.
<b>Apply</b>	Activate settings on this page.

**Port Profile**

### Port Profile

Local TCP Port	Port1
Local TCP Port	<input type="text" value="4000"/>
Command Port	<input type="text" value="4001"/>
Mode	Serial to Ethernet
Flush Data Buffer After	<input type="text" value="0"/> ms
Delimiter(Hex 0~ff)	1: <input type="text" value="00"/> 2: <input type="text" value="00"/> 3: <input type="text" value="00"/> 4: <input type="text" value="00"/>
Mode	Ethernet to Serial
Flush Data Buffer After	<input type="text" value="0"/> ms
Delimiter(Hex 0~ff)	1: <input type="text" value="00"/> 2: <input type="text" value="00"/> 3: <input type="text" value="00"/> 4: <input type="text" value="00"/>

The following table describes the labels in this screen.

Label	Description
<b>Serial to Ethernet</b>	<b>Flush Data Buffer After:</b> The received data will be queued in the buffer until all the delimiters are matched. When the buffer is full (4K Bytes) or after "flush S2E data buffer" timeout, the data will also be sent. You can set the time from 0 to 65535 seconds. <b>Delimiter:</b> You can define max. 4 delimiters (00~FF, Hex) for each way. The data will be hold until the delimiters are received or the option "Flush Serial to Ethernet data buffer" times out. 0 means disable. Factory default is 0
<b>Ethernet to serial</b>	<b>Flush Data Buffer After:</b> The received data will be queued in the buffer until all the delimiters are matched. When the buffer is full (4K Bytes) or after "flush E2S data buffer"



	timeout, the data will also be sent. You can set the time from 0 to 65535 seconds. <b>Delimiter:</b> You can define max. 4 delimiters (00~FF, Hex) for each way. The data will be hold until the delimiters are received or the option " <b>Flush Ethernet to Serial data buffer</b> " times out. 0 means disable. Factory default is 0
--	---

### Service Mode - Virtual COM Mode

In Virtual COM Mode, the driver establishes a transparent connection between host and serial device by mapping the Port of the serial server serial port to local COM port on the host computer. Virtual COM Mode also supports up to 5 simultaneous connections, so that multiple hosts can send or receive data by the same serial device at the same time.

#### Service Mode

	Port1
Service Mode	Virtual COM Mode <input type="button" value="v"/>
Idle Timeout	<input type="text" value="0"/> (0~65535)seconds
Alive Check	<input type="text" value="0"/> (0~65535)seconds
Max Connection	<input type="button" value="1"/> max. connection (1~5)

The following table describes the labels in this screen.

Label	Description
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.
<b>Max Connection</b>	The number of Max connection can support simultaneous connections are 5, default values is 1.

*\*Not allowed to mapping Virtual COM from web*

### Service Mode - TCP Server Mode

In TCP Server Mode, IDS is configured with a unique Port combination on a TCP/IP network. In this case, IDS waits passively to be contacted by the device. After the device establishes a connection with the serial device, it can then proceed with data transmission. TCP Server mode also supports up to 5 simultaneous connections, so that multiple device can receive data from the same serial device at the same time.

#### Service Mode

	Port1
Service Mode	TCP Server Mode <input type="button" value="v"/>
TCP Server Port	<input type="text" value="4000"/>
Idle Timeout	<input type="text" value="0"/> (0~65535)seconds
Alive Check	<input type="text" value="0"/> (0~65535)seconds
Max Connection	<input type="button" value="1"/> max. connection(1~5)

The following table describes the labels in this screen.

Label	Description
<b>TCP Server Port</b>	Set the port number for data transmission.
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection

	is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.
<b>Max Connection</b>	The number of Max connection can support simultaneous connections are 5, default values is 1.

### Service Mode – TCP Client Mode

In TCP Client Mode, device can establish a TCP connection with server by the method you have settLED (Startup or any character). After the data has been transferred, device can disconnect automatically from the server by using the TCP alive check time or Idle time settings.

#### Service Mode

	Port1	
Service Mode	TCP Client Mode ▾	
Destination Host	0.0.0.0	: 4000
Idle Timeout	0	(0~65535)seconds
Alive Check	0	(0~65535)seconds
Connect on	<input checked="" type="radio"/> Startup <input type="radio"/> Any Character	
Destination Host	Port	
1.	0.0.0.0	65535
2.	0.0.0.0	65535
3.	0.0.0.0	65535
4.	0.0.0.0	65535
<input type="button" value="Apply"/>		

The following table describes the labels in this screen.

Label	Description
<b>Destination Host</b>	Set the IP address of host and the port number of data port.
<b>Idle Timeout</b>	When serial port stops data transmission for a defined period of time (Idle Timeout), the connection will be closed and the port will be freed and try to connect with other hosts. 0 indicate disable this function. Factory default value is 0. If Multilink is configured, only the first host connection is effective for this setting.
<b>Alive Check</b>	The serial device will send TCP alive-check package in each defined time interval (Alive Check) to remote host to check the TCP connection. If the TCP connection is not alive, the connection will be closed and the port will be freed. 0 indicate disable this function. Factory default is 0.
<b>Connect on Startup</b>	The TCP Client will build TCP connection once the connected serial device is started.
<b>Connect on Any Character</b>	The TCP Client will build TCP connection once the connected serial device starts to send data.

### Service Mode – UDP Client Mode

Compared to TCP communication, UDP is faster and more efficient. In UDP mode, you can Uni-cast or Multi-cast data from the serial device server to host computers, and the serial device can also receive data from one or multiple host

#### Service Mode

Port1		
Service Mode	UDP Mode <span style="float: right;">▼</span>	
Listen Port	4004	
Host start IP	Host end IP	Send Port
1. 192.168.0.1	192.168.0.100	20000
2. 0.0.0.0	0.0.0.0	65535
3. 0.0.0.0	0.0.0.0	65535
4. 0.0.0.0	0.0.0.0	65535

## 5.2.1.3 Management

### Accessible IP Settings

Accessible IP Settings allow you to add or block the remote host IP addresses to prevent unauthorized access. If host's IP address is in the accessible IP table, then the host will be allowed to access the IDS. You can choose one of the following cases by setting the parameter.

1. Only one host with a special IP address can access the device server, "IP address /255.255.255.255" (e.g., "192.168.0.1/255.255.255.255").
2. Hosts on a specific subnet can access the device server. "IP address/255.255.255.0" (e.g., "192.168.0.2/255.255.255.0")
3. Any host can access the device server. Disable this function by un-checking the "Enable IP Filter" checkbox

#### Access IP Control List

Enable IP Filtering (Not check this option will allow any IP to have assessibility)

No.	Activate the IP	IP Address	Netmask
1	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
2	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
3	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
4	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
5	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
6	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
7	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
8	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
9	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
10	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
11	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
12	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
13	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
14	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
15	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
16	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

### SMTP/SNMP Configuration

Email Server configuration includes the mail server's IP address or domain. If the authentication is required, specify your name and password. There are 4 Email addresses that you can specify to receive the notification.

SNMP Server configuration includes the SNMP Trap Server IP address, Community, Location and Contact. There

are 4 SNMP addresses you can specify to receive the notification.

SysLog server configuration includes the server IP and server Port. This option need to use with IDS-Tools.

### SMTP/SNMP Configuration

E-mail Settings	
SMTP Server	<input type="text"/> Port <input type="text"/>
<input type="checkbox"/> My server requires authentication	
User Name	<input type="text"/>
Password	<input type="text"/>
E-mail Sender	<input type="text"/>
E-mail Address 1	<input type="text"/>
E-mail Address 2	<input type="text"/>
E-mail Address 3	<input type="text"/>
E-mail Address 4	<input type="text"/>
SNMP Trap Server	
SNMP Server 1	<input type="text"/>
SNMP Server 2	<input type="text"/>
SNMP Server 3	<input type="text"/>
SNMP Server 4	<input type="text"/>
Community	<input type="text"/>
Location	<input type="text"/>
Contact	<input type="text"/>
Syslog Server	
Syslog Server IP	<input type="text"/>
Syslog Server Port	<input type="text" value="0"/>

**System Event Configuration**

Specify the events that should be notified to the administrator. The events can be alarmed by E-mail, SNMP trap, or system log.

### System Event Configuration

Device Event Notification			
Hardware Reset (Cold Start)	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Software Reset (Warm Start)	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Login Failed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
IP Address Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Password changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Access IP Blocked	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Redundant Power Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Redundant Ethernet Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
SNMP Access Failed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Port Event Notification			
DCD Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
DSR Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
RI Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
CTS Changed	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Port Connected	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog
Port Disconnected	<input type="checkbox"/> SMTP Mail	<input type="checkbox"/> SNMP Trap	<input type="checkbox"/> Syslog

The following table describes the labels in this screen.

Label	Description
<b>Hardware Reset (Cold Start)</b>	This refers to starting the system from power off (contrast this with warm start). When performing a cold start, IDS will automatically issue an Auto warning message by sending E-mail, log information or an SNMP trap after booting.
<b>Software Reset (Warm Start)</b>	This refers to restart the computer without turning the power off. When performing a warm start, IDS will automatically send an E-mail, log information or SNMP trap after reboot.
<b>Login Failed</b>	When an unauthorized access from the Console or Web interface, a notification will be sent.
<b>IP Address Changed</b>	When IP address of device changed, a notification will be sent.
<b>Password Changed</b>	When password of device changed, a notification will be sent.
<b>Access IP Blocked</b>	When the host accesses the device with blocked IP addresses, a notification will be sent.
<b>Redundant Power Change</b>	When status of power changed, a notification will be sent.
<b>Redundant Ethernet Change</b>	When status of Ethernet port changed, a notification will be sent.
<b>DCD changed</b>	When DCD (Data Carrier Detect) signal changes, it indicates that the modem connection status has been changed. A Notification will be sent.
<b>DSR changed</b>	When DSR (Data Set Ready) signal changes, it indicates that the data communication equipment is powered off. A Notification will be sent.
<b>RI changed</b>	When RI (Ring Indicator) signal changes, it indicates an incoming call. Notification will be sent.
<b>CTS changed</b>	When CTS (Clear To Send) signal changes, it indicates that the transmission between computer and DCE can proceed. A notification will be sent.
<b>Port connected</b>	In TCP Server Mode, when the device accepts an incoming TCP connection, this event will be trigger. In TCP Client Mode, when the device has connected to the remote host, this event will be trigger. In Virtual COM Mode, Virtual COM is ready to use. A notification will be sent.
<b>Port disconnected</b>	In TCP Server/Client Mode, when the device lost the TCP link, this event will be trigger. In Virtual COM Mode, When Virtual COM is not available, this event will be trigger. A notification will be sent.

### 5.2.1.4 Save/Reboot

Factory Default  
 Reset to default configuration.  
 Click Reset button to reset all configurations to the default value.

Restore Configuration  
 You can restore the previous saved configuration to Device Server.  
 File to restore:

Backup Configuration  
 You can save current EEPROM value from the Device Server as a backup file of configuration.

Upgrade Firmware  
 Specify the firmware image to upgrade.  
 Note: Please DO NOT power off this device while upgrading firmware.  
 Firmware:

Reboot Device  
 Please click [**Reboot**] button to restart device.

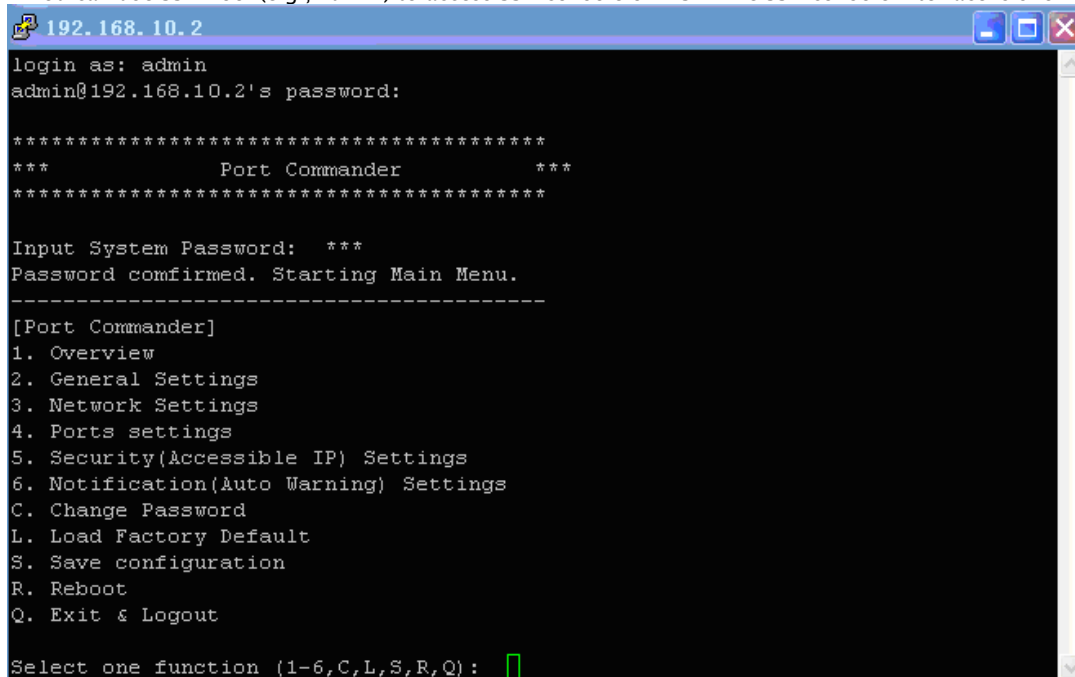
The following table describes the labels in this screen.

Label	Description
<b>Load Factory Default</b>	Load default configuration except settings of Network. If you want load all factory default, you should press "Reset" button on the device (Hardware restore).
<b>Import Configuration</b>	Restore the previous exported configuration.
<b>Export Configuration</b>	Export the current configuration to a file.
<b>Upgrade Firmware</b>	Upgrade to a new firmware with specified file.
<b>Reboot Device</b>	Reboot the device server (warm start).

## 5.3 Configuration by SSH Console

### 5.3.1 CONNECT TO IDS

You can use SSH Tool (e.g., PuTTY) to access SSH console of IDS. The SSH console interface is shown below.



```

192.168.10.2
login as: admin
admin@192.168.10.2's password:

*****
***          Port Commander          ***
*****

Input System Password: ***
Password confirmed. Starting Main Menu.
-----
[Port Commander]
1. Overview
2. General Settings
3. Network Settings
4. Ports settings
5. Security(Accessible IP) Settings
6. Notification(Auto Warning) Settings
C. Change Password
L. Load Factory Default
S. Save configuration
R. Reboot
Q. Exit & Logout

Select one function (1-6,C,L,S,R,Q):
  
```

# 6

## Technical Specifications

<b>Network Interface</b>	
Ethernet	2x 10/100Base-T(X) which support Redundant Dual Ethernet or Switch Mode support. Auto-recover less than 10ms
connector	RJ-45
Protection	Built-in 1.5KV magnetic isolation
Protocols	ICMP, IP, TCP, UDP, DHCP, BOOTP, ARP/RARP, DNS, SNMP MIB II, HTTPS, SSH
P.O.E.	P.O.E. present at ETH2 (IDS-3042-P/IDS-3042-IP Only) Power Device (IEEE 802.3af): IEEE 802.3af compliant input interface Power consumption: 8Watts max Over load & short circuit protection Isolation Voltage: 1000 VDC min. Isolation Resistance : 10 <sup>8</sup> ohms min
<b>Serial Interface</b>	
Interface	IDS-3042/IDS-3042P: 4x RS232 / RS422 / 4(2)-Wire RS485. Which can be configured by IDS-Tools IDS-2042P-I: 4x RS422 / 4(2)-Wire RS485. Which can be configured by IDS-Tools IDS-1042: 4x RS232. Which can be configured by IDS-Tools
Connector	IDS-3042/IDS-3042P/IDS-1042: Male DB9 IDS-2042P-I: 5 pin terminal block
Serial Baud Rate	110 bps to 460.8 Kbps
Data Bits	5, 6, 7, 8
Parity	odd, even, none, mark, space
Stop Bits	1, 1.5, 2
RS-232 signals	TxD, RxD, RTS, CTS, DTR, DSR, DCD, RI, GND (IDS-3042/IDS-3042-P)
RS-422 signals	Tx+, Tx-, Rx+, Rx-, GND
RS-485 (4 wire) signals	Tx+, Tx-, Rx+, Rx-, GND
RS-485 (2 wire) signals	Data+, Data-, GND
Flow control	XON/XOFF, RTS/CTS, DTR/DSR
Serial Line Protection	Built-in 1.5KV ESD protection 2KV DC isolation for each port (IDS-3042-IW only)
LED Indicators	PWR P.O.E.(1)(2) / Ready: 1) Red On: Power is on and booting up. Red Blinking: Indicates an IP conflict, or DHCP or BOOTP server did not respond properly. 2) Green On: Power is on and functioning normally. Green Blinking: Located by Administrator. ETH1(2) Link / ACT: Orange ON/Blinking: 10 Mbps Ethernet Green ON/Blinking: 100 Mbps Ethernet Serial TX / RX LEDs: Red: Serial port is receiving data Green: Serial port is transmitting data. Fault: Fault alarm (Red)
<b>Power Requirements</b>	
Power Input	PWR1/2: 12~48VDC in 6-pin Terminal Block
Reverse Polarity Protection	Present at terminal block
Power Consumption	7 Watts MAX
<b>Software Utility</b>	
Utility	IDS-Tools for Windows NT/2000/XP/ 2003/VISTA which include Device discovery Auto IP report Device setting (run-time change, no rebooting) Access control list Group setting

	Device monitoring Serial port monitoring Log info Group Firmware update
Serial Mode	Virtual Com / TCP Server / TCP Client / UDP /Serial Tunnel TCP Alive Check Timeout Inactivity Timeout Delimiter for Data Packing Force TX Timeout for Data Packing
Multiple Link	5 Hosts simultaneous connection: Virtual Com / TCP server / TCP Client / UDP
VCOM Driver	Windows NT/2000/XP/2003/VISTA
Configuration	Web HTTPS console, SSH console, IDS-Tools for Windows NT/2000/XP/VISTA
<b>Environmental</b>	
Operating Temperature	-10 to 60°C (14 to 140°F)
Operating Humidity	5% to 95%(Non-condensing)
Storage Temperature	-20 to 85°C (-4 to 185°F)
<b>Mechanical</b>	
Dimensions(W x D x H)	52mm(W)x106mm(D)x144mm(H)
Casing	IP-30 protection
<b>Regulatory Approvals</b>	
Shock	IEC60068-2-27
Free Fall	IEC 60068-2-32
Vibration	IEC 60068-2-6
EMI	FCC Part 15, CISPR (EN55022) class A
EMS	EN61000-4-2 (ESD), EN61000-4-3 (RS), EN61000-4-4 (EFT), EN61000-4-5 (Surge), Level 3, EN61000-4-6 (CS), Level 3
MBTF	200,000 hours at least
Warranty	5 years

### 6.1. Contact Information

Customer satisfaction is our number one concern, and to ensure that customers receive the full benefit of our products, SUNIX services has been set up to provide technical support, driver updates, product information, and user's manual updates.

The following services are provided

E-mail for technical support..... info@sunix.com.tw  
 World Wide Web (WWW) Site for product information:.....http://www.sunix.com.tw