



**Netmux-2, Netmux-4
& Netmux-8
Statistical Multiplexers**

USER'S GUIDE



Raymar Information Technology, Inc.

7325 Roseville Road
Sacramento, CA 95842
800-695-1951
Fax: 916-783-1952

The products and programs described in this User's Guide are licensed products of Raymar-Telenetics. This User's Guide contains proprietary information protected by copyright, and this User's Guide and all accompanying hardware and documentation are copyrighted.

Raymar-Telenetics does not warrant that the hardware will work properly in all environments and applications, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose.

Information in this User's Guide is subject to change without notice and does not represent a commitment on the part of Raymar-Telenetics. Raymar-Telenetics assumes no responsibility for any inaccuracies that may be contained in this User's Guide.

Raymar-Telenetics makes no commitment to update or keep current the information in this User's Guide, and reserves the right to make changes to this User's Guide and/or product without notice.

No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval systems, for any purpose other than the purchaser's personal use, without the express written permission of Raymar-Telenetics.

© Copyright 2011 Raymar Information Technology, Inc.
7325 Roseville Road
Sacramento, California 95842
Tel: 800-695-1951 Direct: +1-916-783-1951
Fax: 916-783-1952
Web site: www.raymarinc.com

TABLE of CONTENTS

1. FCC Information	Page 1
2. About this Manual	Page 2
3. Introduction	Page 3
4. Installation	Page 5
5. Connections	Page 6
6. Operation	Page 9
7. Limited Warranty	Page 16
8. RMA Procedures	Page 17

The United States Government Federal Communications Commission has specified that the following notice be brought to the attention of users of this product:

WARNING

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference with radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user, at his own expense, will be required to take whatever measure may be required to correct the interference.

In order to ensure FCC compliance, only properly constructed, terminated, and shielded cabling should be used with this product.

NOTE:

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set forth in the radio interference regulations of the Canadian Department of Communications.

About This Manual

This manual covers installation and operation of the Netmux-2, Netmux-4, and Netmux-8 Statistical Multiplexers, which are designed to combine two or more asynchronous data streams into a single communications link.

Conventions Used In This Manual

Netmux-2

Refers to a dual port unit with asynchronous port speeds ranging from 300bps to 19200bps. The composite communications link range from 9600bps to 64000bps.

Netmux-4

Refers to a four port unit with asynchronous port speeds ranging from 300bps to 19200bps. The composite communications link range from 9600bps to 64000bps.

Netmux-8

Refers to an eight port unit with asynchronous port speeds ranging from 300bps to 19200bps. The composite communications link range from 9600bps to 64000bps.

1.0 Introduction

1.1 General Description

This manual provides the information needed to install, set-up, and operate the Netmux-2, Netmux-4, or Netmux-8 Statistical Multiplexer. The Netmux-2 is a dual port unit; the Netmux-4 is the four port unit; the Netmux-8 is an eight port unit. All three units support asynchronous port speeds ranging from 300bps to 19200bps. The composite communications link range from 9600bps to 64000bps.

Electrical requirements are supplied by an external power transformer that accepts 117VAC and supplies 12VAC/2amp to the multiplexer. Thus, the electrical connection is free from any dangerous voltages on the PC board itself. UL and CSA approvals exist for the power transformer separately from the multiplexer.

1.2 Physical Specifications

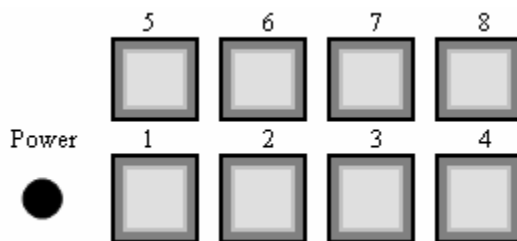
Terminal/CPU Ports:	Number: Netmux-2 has 2; Netmux-4 has 4; Netmux-8 has 8
	Type: V.24/V.28 RS-232C
Port Speeds	Asynchronous: 300, 600, 1200, 2400, 4800, 9600, 19200 bps
Character Format:	Asynchronous: 5, 6, 7, 8 bit data 1, 1.5, 2 stop bits No, Odd, Even parity 8 wire or 3 wire
Composite Link:	Number: 1 Synchronous, full duplex operation Speed: Accepts from 9.6 to 64K bps Interface: V.35 or RS-232
Power Requirements:	117VAC, 47-63Hz – external transformer providing 12VAC/2amp
Operating Environment:	Temperature 0-40 degrees Celsius Humidity to 95% non-condensing

Storage Environment:	Temperature 0-70 degrees Celsius Humidity to 95% non-condensing	
Altitude:	10K Ft. Operating 40K Ft. Non-operating	
Interface Protection:	Complies: FCC part 15A emissions requirements	
Safety:	UL listed CSA approved	
Dimensions:	Netmux-2/4/8	8.6" (W) x 8.4" (D) x 1.8" (H)
Approximate Weight:	Netmux-2/4/8	2.6 pounds

1.3 Physical Description

All three statistical multiplexers are stand alone units that are used in a desktop configuration. The front panel is labeled appropriately so that the controls and indicators may be read from a normal viewing position.

The front panel contains six LED indicators. The rear panel contains two (Netmux-2), four (Netmux-4), or eight (Netmux-8) RJ-50 port connectors, one DB-25 connector used for connection to the composite link, and a power connection receptacle. Port 1 is used as a control port. Port 1 is only active as a control port when the unit is off-line. In all other conditions, port 1 is totally transparent to all data transmission and may be used like any of the other ports. Port 1 is adjacent to the power connector. Ports are numbered as follows:



RJ50 to DB-25 cables are provided with each unit. Each port is a DCE interface and only requires straight through cables for all DTE equipment. See Chapter 3 for RJ50 pin assignments.

2.0 Installation

2.1 Unpacking

The unit is shipped in a corrugated cardboard box. Suitable packing material is used to insure that the unit, together with its power transformer, is secure during transport. Unpacking consists of opening the carton and removing the equipment. It is recommended that the packing material be retained should it ever be necessary to re-transport the equipment. After unpacking, all equipment should be inspected for damage or deficiencies. Any such damage or deficiency should be immediately reported in accordance with the distributor's established procedures

2.2 Location Determination

It is recommended that a grounded 117VAC, 47-63 Hertz power receptacle be used. The power transformer provides a six foot two conductor cable with the appropriate power connector for the unit. Be sure that all DTE cables are long enough to reach to the rear of the unit. Position the unit within a convenient distance from the CSU/DSU or communications interface that enables the composite cable to be connected without stretching or binding. At this point, do not connect any cables until the unit has been configured through its control port—Port 1.

3.0 Connections

At the rear of the unit are two (Netmux-2), four (Netmux-4), or eight (Netmux-8) RJ50, RS-232 female connectors. These are for asynchronous user connections to the multiplexer. Each of the RJ50 connectors are configured as a DCE interface. Almost any equipment that can be connected to a modem or CSU/DSU may be directly connected to the RJ50 multiplexer port. Pins used on the RJ50 connector are:

Pin Number	Abbreviation	Description
1	N/A	Not Used
2	DSR	Data Set Ready
3	DCD	Data Carrier Detect
4	DTR	Data Terminal Ready
5	Ground	Ground
6	RXD	Receive Data
7	TXD	Transmit Data
8	CTS	Clear To Send
9	RTS	Request To Send
10	N/A	Not Used

3.1 Wiring Systems

Asynchronous three wire systems also operate properly on the unit. The pins used are 5, 6, and 7 (receive data, transmit data, and ground). It is necessary to select the appropriate flow control options when configuring the unit.

3.2 Composite Port

The unit provides the user a choice of one of two composite port signaling interfaces—V.35 or RS-232. Both appear on the single DB-25 connector. Located near the DB-25 connector is a slide switch that selects the V.35 or RS-232 signaling. When the slide switch is “out”, signaling is RS-232, when “in”, signaling is V.35. The format of the data appearing on the composite port is synchronous. Synchronous clocking must be provided by the DCE to the unit’s composite port for the multiplexer to operate. The composite port cable should be secured to the unit with appropriate screws that connect to the provided jack posts. The pin out configuration for the DB-25 connector is as follows:

Composite RS-232 Signaling

Pin Number	Abbreviation	Description
1	Chassis Ground	Chassis Ground
2	TXD	Transmit Data
3	RXD	Receive Data
4	RTS	Request To Send
5	CTS	Clear To Send
6	DSR	Data Set Ready
7	Signal Ground	Signal Ground
8	Not Used	--
9	Not Used	--
10	Not Used	--
11	Not Used	--
12	Not Used	--
13	Not Used	--
14	Not Used	--
15	TXC	Transmit Clock
16	Not Used	--
17	RXC	Receive Clock
18	Not Used	--
19	Not Used	--
20	DTR	Data Terminal Ready
21	Not Used	--
22	Not Used	--
23	Not Used	--
24	Not Used	--
25	Not Used	--

Composite V.35 Signaling

Pin Number	Abbreviation	Description
1	Chassis Ground	Chassis Ground
2	TXD+	Transmit Data Plus
3	RXD+	Receive Data Plus
4	RTS	Request To Send
5	CTS	Clear To Send
6	DSR	Data Set Ready
7	Signal Ground	Signal Ground
8	Not Used	--
9	RXC-	Receive Clock Minus
10	Not Used	--
11	Not Used	--
12	TXC-	Transmit Clock Minus
13	Not Used	--
14	TXD-	Transmit Data Minus
15	TXC+	Transmit Clock Plus
16	RXD-	Receive Data Minus
17	RXC+	Receive Clock Plus
18	Not Used	--
19	Not Used	--
20	DTR	Data Terminal Ready
21	Not Used	--
22	Not Used	--
23	Not Used	--
24	Not Used	--
25	Not Used	--

4.0 Operation

A normal operating mode is achieved once power has been supplied, the unit has been configured, and the composite link has been connected. Normal operation is present when the In Sync LED is solid green. The remaining LEDs should be various intensities of red.

4.1 Front Panel Operation

The front panel of the unit contains six LEDs that indicate the status of the multiplexer. The right five LEDs are directly connected to the composite link and reflect its status. The LEDs are labeled from left to right as follows:

In/Sync

When on steady green, indicates normal operating mode. White or not illuminated indicates that there is not power. Solid red indicates that the multiplexer is not communicating with the remote multiplexer. The In/Sync LED may go from red to green when initialization is taking place.

Car/Det

Solid red indicates that the multiplexer is receiving the Data Carrier Detect Signal from the composite link.

Req/Send

Solid red indicates that the multiplexer is providing a Request To Send signal to the composite link.

Clr/Send

Solid red indicates that the multiplexer has the Clear To Send signal from the composite link.

Send/Data

Solid red indicates that the multiplexer is sending data across the composite link.

Recv/Data

Solid red indicates that the multiplexer is receiving data on the composite link.

4.2 Flow Control Options

4.2.1 Hardware

The multiplexer optionally employs RTS/CTS hardware flow control. When a DTE is ready to transmit data, it presents a high RTS signal to the connected multiplexer port. It interprets the high RTS and responds with a high CTS signal. The DTE is then free to send data to the port. CTS may be lowered by the port to halt data flow from the DTE. If RTS is not present at the port from the DTE, transmission of data to the DTE will not occur.

4.2.2 Software

The multiplexer optionally employs Xoff/Xon software protocol for its software flow control. Xoff/Xon protocol is available if a port is configured to an eight-wire configuration, but is automatically chosen if a three-wire configuration is chosen at port set-up. The Xoff/Xon control characters have an immediate effect on the port when received, and are passed to the remote multiplexer through normal data channels to be presented to the remote DTE.

4.3 Set-up

The unit provides a menu screen set-up facility accessed through Port 1. In normal operation, Port 1 is transparent to all data. If the multiplexer is in operation, disconnect the COM interface. When the In Sync LED on the front panel is red, access to Port 1 set-up facility is possible. Access to Port 1 set-up facility is also possible at power up if the COM interface is disconnected.

The Port 1 set-up facility will only react to an ASCII terminal set to the following parameters:

Speed: 9600 bps
Data Bits: 8
Parity: None
Stop Bits: 1

After the ASCII terminal is set to these specifications, and connected to Port 1 with an RS-232 cable, one of the following three key-sequence commands may be entered:

Five consecutive [Ctrl-P]s (^P) for new Password entry
Five consecutive [Ctrl-N]s (^N) for New or Factory Configuration
Five consecutive [Ctrl-O]s (^O) for Old or Previous Configuration

4.4 Password Entry

Following entry of five consecutive Ctrl-Ps, the Netmux displays the following screen:

```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

DEFAULT PASSWORD IS THE ENTER KEY
ENTER OLD PASSWORD:
  
```

The Netmux is prompting for the old password that has been previously entered. If the Netmux is new from the factory, the default password is the “Enter” key. When a correct password has been entered, the screen below is displayed. Please note the following:

- 1) The user has three attempts to enter a correct password. After the third unsuccessful attempt, the password entry system exits without providing access to the Netmux.
- 2) If no password has ever been entered, the Netmux will prompt for a new password upon entry to the configuration/setup routines.
- 3) The initial password entered by ATL is always the “Enter” key.

```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

ENTER NEW PASSWORD:
  
```

The Netmux is now prompting for a new password to be entered. The user should type a new password of up to eight alpha/numeric characters followed by the “Enter” key. The Netmux then displays the following screen:

```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

ENTER NEW PASSWORD: *****

VALIDATE PASSWORD:

```

The Netmux is prompting a second time for the same password originally entered. This validates that the correct password has been entered. In the event the same password is not entered, the following screen is presented to the user.

```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

ENTER NEW PASSWORD: *****

INVALID PASSWORD: Any Key to Continue

ENTER PASSWORD:

```

4.5 New or Factory Configuration

By pressing five consecutive [Ctrl N]s (^N), the following is presented to the ASCII terminal connected to Port 1:

```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

Local or Remote? (L/R)..

```

At this point, the unit is awaiting input from the user. The user may now enter either an “L” or an “R”. Pressing **L** provides the set-up screen for the local, initiator multiplexer. Pressing **R** provides the set-up screen for the remote unit. Upon entry of either, the following is presented to the ASCII terminal.


```

AMERICAN TECHNOLOGY LABS
Netmux-2/4/8 STATISTICAL MULTIPLEXER

Port 1 Assig .. 9600 bps N,8-3w,1 ,Soft ,DCD Constant ,DC1 ,DC3 ,Strip
Port 2 Assig .. 9600 bps N,8-3w,1 ,Soft ,DCD Constant ,DC1 ,DC3 ,Strip
Port 3 Assig .. 9600 bps N,8-3w,1 ,Soft ,DCD Constant ,DC1 ,DC3 ,Strip
Port 4 Assig .. 9600 bps N,8-3w,1 ,Soft ,DCD Constant ,DC1 ,DC3 ,Strip

Port 1 Assig ..

```

The unit is prompting for Port 1 to be Assigned or Un-Assigned. The **SPACEBAR** key toggles between the two options. If Port 1 is to be in the new port configuration, press **ENTER**. If the user does not expect to use Port 1, press **SPACEBAR**, followed by **ENTER**. If only **ENTER** is depressed, the set up line will appear as follows:

```
Port 1 Assigned..9600 Bps_
```

The unit then prompts for an asynchronous speed. The initial default speed is 9600 bps. Press **SPACEBAR** to see the next speed option if 9600 bps is not the desired speed. Successive depressions of the space bar will provide the following speed options: 19.2 Kbps, 300, 600, 1200, 2400, 4800, and again 9600 bps. The list is circular. When the desired speed appears, press **ENTER** to select it. As an example, if 19.2 Kbps was chosen the set up line now appears as follows:

```
Port 1 Assigned..19.2Kbps N_
```

The unit then prompts for the type of parity to be used. The options are: “N” (as appears on the example) for no parity, “E” for even parity, and “O” for odd parity. Once the parity is chosen, the entry will now appear as follows:

```
Port 1 Assigned..19.2Kbps N,8-3w,_
```

The unit then prompts for the number of data bits and the type of wire system (8 or 3 wire). The entries will cycle through the following combinations:

8-3w, 5-8w, 5-3w, 6-8w, 6-3w, 7-8w, 7-3w, and 8-8w.

Once the data bit and wire combination is chosen, the entry will appear as follows if 8-8w was chosen:

```
Port 1 Assigned..19.2Kbps N,8-8w, 1, ,_
```

The unit then prompts for the number of stop bits. The options cycle through 1, 1.5, and 2. If 1 was chosen the entry now appears as follows:

```
Port 1 Assigned..19.2Kbps N,8-8w, 1, ,Hard_
```

The unit then prompts for the type of flow control. The options cycle between Hard and soft. (Note, if a three-wire parameter was chosen, this prompt will not appear). Press **ENTER** to choose either Hard or Software control.

```
Port 1 Assigned..19.2Kbps N,8-8w, 1 ,Hard ,DCD Constant_
```

The unit then prompts for whether DCD is to be held constant or follows the remote unit's DTR control lead (DCD tied DTR). Press **ENTER**, or **SPACEBAR ENTER** to select the desired option.

```
Port 1 Assigned..19.2Kbps N,8-8w, 1 ,Hard ,DCD Constant
```

If hardware flow control (RTS/CTS) has been selected, set up of this port is complete. If software flow control (XON/XOF) were selected, three additional parameters are prompted (DC1, DC3, Strip or Pass). The selection of these parameters are identical to the above using the **SPACEBAR** and **ENTER** keys.

DC1 is the default flow on character selected by the Netmux. The user may choose from DC1, DC2, DC3, or DC4 as the flow on character to be used. DC3 is the default flow off character selected by the Netmux. The user may choose from DC1, DC2, DC3, or DC4 as the flow off character to be used. A check is made to insure that the flow on and flow off characters are not the same. The Strip or Pass options are selected by the user. The Strip option deletes the flow on or off character from the data stream and allows the Netmux to buffer all characters. When the Netmux detects that its port buffer is becoming full, it will automatically issue a flow off character. In the same way, if a port buffer is emptying out, a flow on character is automatically generated by the Netmux. The Pass option does not delete any characters from the data stream. Instead, flow on and flow off characters are allowed to pass through the system to reach the corresponding opposite port.

After this, the next port is displayed and the above steps repeated.

Once the last port has been either Assigned and parameters set or Un-Assigned has been chosen, the Netmux prompts the user as follows:

```
Save changes ? (Y/N)...
```

The Netmux is asking whether or not to make the new set-up the configuration of the multiplexer or discard the new set-up and keep the unchanged configuration. Regardless of the choice, the next screen appears as follows:

```
American Technology Labs
Netmux-2/4/8 Statistical Multiplexer
```

```
Change the other table ? (Y/N).._
```

The unit then asks whether or not to change the other configuration table. At this point, pressing N exits the set-up facility. Pressing Y causes the following to appear:

American Technology Labs
Netmux-2/4/8 Statistical Multiplexer

Local or Remote ? (L/R) . . _

If the set-up facility was used to set up the local configuration, the “R” option should be chosen and the above steps taken to set-up the remote multiplexer’s configuration. Thus, the remote can be configured from the initiator.

4.6 Old or Previous Configuration

To view or change the present configuration, press [Ctrl-O] five consecutive times. Make sure that the multiplexer is off-line and the composite link disconnected. This will bring up the same screens as discussed in **New or Factory Configuration**, except that the first screen, which displays the ports, will present the current configuration of the unit.

Raymar Information Technology, Inc. Limited Warranty

One Year Limited Hardware Warranty

Raymar Information Technology, Inc., dba Raymar-Telenetics, warrants their products against defects in hardware, material and workmanship under normal use for one (1) year from the date of purchase. Raymar will, at no charge, either repair the product (with new or reconditioned parts), or replace it (with a new or reconditioned product). Repaired replacement products are warranted for either 90 days or the remainder of the original warranty period, whichever is longer. This warranty extends to the original end-user only.

What This Warranty Does Not Cover

This warranty does not cover: (a) software; (b) installation or service of the product; (c) conditions resulting from consumer damage such as improper maintenance or misuse, abuse, accident or alteration; (d) all plastic surfaces (including display screens) and all other exposed parts that are scratched or damaged due to normal use; (e) operation of our products with equipment not supplied by Raymar (f) products which have had the serial number removed or made illegible; or (g) products rented to others. This warranty applies only to hardware products manufactured by or for Raymar Information Technology, Inc. and identified by the Raymar-Telenetics trademark, trade name or product identification logo affixed to them. Refer to the Service and Support section of the User's Guide for service after the warranty expires. No warranty is made as to coverage availability or grade of service provided by the carrier.

General Provisions

This warranty sets forth Raymar's entire hardware responsibilities regarding this product. Repair, replacement or refund of the purchase price is at Raymar's discretion. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES, IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL RAYMAR BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS, OR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS RAYMAR PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW. WITHOUT LIMITING THE FOREGOING, RAYMAR SHALL HAVE NO LIABILITY FOR ANY DATA STORED IN OR USED WITH THE PRODUCT, INCLUDING THE RECOVERY COSTS OF SUCH DATA OR PROGRAMS.

State Law Rights

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Provincial Law Rights

SOME PROVINCIAL LAWS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE EXCLUSION OR LIMITATION OF WARRANTY COVERAGE IN CERTAIN SITUATIONS. SOME OF THE ABOVE LIMITATIONS OR EXCLUSIONS CONTAINED IN THIS LIMITED WARRANTY MAY NOT APPLY TO YOU. This warranty gives you specific rights, and you may have other rights which vary from province to province.

How To Use Raymar's Limited Warranty Service

To take advantage of this warranty, you must do the following:

- If you are having trouble with your product, contact Raymar service using the appropriate number from the Service and Support section of the User's Guide. If it is determined that your product requires service, you will be issued a Return Materials Authorization (RMA) form.
- Pack the defective product securely for shipping. Include only the units pre-approved by service on your RMA form.
- This warranty is void if the product is damaged in transit, you must insure your shipment.
- Ship the defective product, proof of date of purchase, and the RMA form to the address specified.
- Display your RMA number prominently on the outside of the shipping box. Customer is responsible for freight in, door to door. Raymar is responsible for return shipping costs.
- To ensure prompt service, please write on the RMA form a brief description of the problem you are experiencing with the product.

Raymar Information Technology, Inc.
7325 Roseville Road
Sacramento, CA 95842
Service Hotline (800) 747-1522
<http://support.telenetics.com> or e-mail to techsupport@raymarinc.com

Raymar Information Technology, Inc. Return Merchandise Authorization (RMA) Procedure

Before returning any Raymar-Telenetics product, an RMA number must be obtained.

The most convenient way to obtain an RMA number for a product purchased from Raymar-Telenetics is to call **1-800-747-1522 (+1-916-783-1951)**. When doing so, please have the following information ready:

- Company name
- Full billing address, as well as the address for the location where the product should be returned once repaired or replaced
- Telephone & Fax numbers
- Email address
- Product model number and serial number

For each item being returned, please include the product model number, the serial number, a description of the problem being encountered, and the cause of the problem (if known).

Please note that prior to authorizing a return, a product support specialist may call to verify that the product is properly installed or may ask you to perform tests to insure that the product has actually failed.

The product must be properly packed and returned to:

**Raymar-Telenetics
7325 Roseville Road
Sacramento, CA 95842**

The RMA number must be legibly displayed on the shipping carton. Raymar-Telenetics will not be responsible for any product returned without an RMA number.

If the product is out of warranty, estimates for repair rates and any applicable shipping costs will be communicated by a customer service representative. Currently, Raymar-Telenetics accepts purchase orders or credit cards as payment methods.

Repairs currently require 5 – 10 business days and are returned via UPS Ground.