# CMR-8500

# Quick Start Guide

CMR-8500 DVB IP Encapsulator

Part Number MN-CMR68500-QSG  REV. 1

**MN-CMR8500-QSG**

# Contact the Comtech EF Data Customer Support Department for:

- Product support or training
- Reporting comments or suggestions concerning manuals
- Information on upgrading or returning a product

**A Customer Support Representative may be reached at:**

Comtech EF Data

Attention: Customer Support Department
2114 West 7th Street
Tempe, Arizona 85281 USA

480.333.2200 (Main Comtech EF Data Number)
480.333.4357 (Customer Support Desk)
480.333.2161 FAX

**To return a Comtech EF Data product (in-warranty and out-of-warranty) for repair or replacement:**

- **Contact** the Comtech EF Data Customer Support Department. Be prepared to supply the Customer Support Representative with the model number, serial number, and a description of the problem.

- **Request** a Return Material Authorization (RMA) number from the Comtech EF Data Customer Support Representative.

- **Pack** the product in its original shipping carton/packaging to ensure that the product is not damaged during shipping.

- **Ship** the product back to Comtech EF Data (Shipping charges should be prepaid).

**For Online Customer Support:**

An RMA number request can be requested electronically by contacting the Customer Support Department through the online support page at www.comtechefdata.com/support.asp:

- **Click** on "Return Material Authorization" for detailed instructions on our return procedures.

- **Click** on the "RMA Request Form" hyperlink, and then fill out the form completely before sending.

- **Send e-mail** to the Customer Support Department at cdmipsupport@comtechefdata.com.

For information regarding this product's warranty policy, refer to the Warranty Policy.

# Download Product Documentation

Full product documentation, including the Installation and Operation Manual, is available for download from www.comtechefdata.com/ProductDigicast.asp.

**IMPORTANT NOTE: The information contained in this document supersedes all previously published information regarding this product. Product specifications are subject to change without prior notice.**

# Major Assembly

The Comtech EF Data Media Router CMR-8500 is available in a standalone or redundant configuration. The following table lists the components provided with a standard configuration. If any listed item is missing, please contact Comtech EF Data Customer Support.

**CMR-8500 Media Router Standalone Configuration**

| Quantity | Description |
|:---:|:---:|
| 1 | CMR-8500 DVB IP Encapsulator |
| 1 | IEC AC Power Cable |
| 1 | CA-TERMINAL Cable |
| 1 | Quick Start Reference |
| 1 | CA-0000316 Redundancy Cable |

# Installation

The CMR-8500 is designed for ease of installation and configuration. Once the unit has been removed from the packing container, please follow these instructions:

| Step | Procedure |
|:---|:---|
| 1 | Place the unit into a rack with free airflow, where the LEDs can be clearly observed and with unrestricted access to the rear panel of the unit. |
| 2 **IMPORTANT** | Do NOT connect the ASI cable until the unit has been completely configured. |
| 3 | Connect the IEC 320 AC power cable to the power connection on the back of the unit. |
| 4 | Connect AC power (via the IEC 320 power cord) between a standard wall outlet and the CMR-8500. |
| 5 | Upon startup, the LEDs on the front panel illuminate as follows: <table><tr><th>Color</th><th>Label</th><th>Description</th></tr><tr><td>Green/Red</td><td>STATUS</td><td>Red indicates error status, green indicates status ok</td></tr><tr><td>Green</td><td>ASI IN 1</td><td>Solid when ASI input on this port (future)</td></tr><tr><td>Green</td><td>ASI IN 2</td><td>Solid when ASI input on this port (future)</td></tr><tr><td>Green</td><td>REDUN</td><td>Redundancy indicator. Solid green unit is redundant online and flashing green is redundant offline (backup)</td></tr><tr><td>Amber</td><td>FE ACT</td><td>Flashes when activity on the management interface</td></tr><tr><td>Amber</td><td>GE1 ACT</td><td>Flashes when activity on the GigE-1 interface</td></tr><tr><td>Amber</td><td>GE2 ACT</td><td>Flashes when activity on the GigE-2 interface</td></tr><tr><td>Amber</td><td>MGT</td><td>Solid when management connection (FTP, web or Telnet activity)</td></tr></table> |
| 6 | Connect the FE interface to the Ethernet switch to allow the CMR-8500 to be managed via a web browser on a PC. |

# Initial Configuration

The initial configuration requires using the front panel to set up the IP parameters on the FE MGT (management IP port). Once the IP parameters have been configured, connect the CMR-8500's FE port to the management network, and use the web interface to complete the configuration.

## To configure the IP parameters via the front panel:

| Step | Procedure |
|------|-----------|
| 1 | Use the keypad to navigate the Vacuum Fluorescent Display (VFD) menu display |
| 2 | Select the **Config** menu option |
| 3 | Select the **Ethernet** menu option for the FE MGT port |
| 4 | Select the **IP Address** option and enter the IP address (in dotted decimal format ) |
| 5 | Select **Mask** and enter the subnet mask (in dotted decimal format) |
| 6 | Select **Gateway** and enter the IP address of the default gateway |
| 7 | Connect an Ethernet cable to the port labeled **FE MGT** and your network Ethernet switch |

After completing the preceding steps, the unit is configured for management IP operation.  Please use the web interface to complete configuration of the unit.  Additional configuration and management is best performed using the web interface (refer to the Installation and Operation Manual, Chapter 4, Device Management Via User Interfaces).  Use of the front panel is described in Chapter 4 as well.

## To configure the IP parameters via the terminal cable:

| Step | Procedure |
|------|-----------|
| 1 | Using a terminal emulator on a PC such as HyperTerminal™ or TeraTerm™, set up the communication port as follows:<br>• 38,400 BAUD<br>• 8 Data Bits<br>• 1 Stop Bit<br>• No Parity<br>• No Flow Control |
| 2 | Press the **<ENTER>** key on the PC – the login prompt should be displayed. |
| 3 | The default user is **comtech** and the default password is **comtech**. After logging in, the menu is displayed. |
| 4 | Press "**C**" for Configuration Menu. |
| 5 | Press "**N**" for Configure Network Parameters |
| 6 | Press "**M**" for Configure Management Interface |
| 7 | Enter the Management IP Address and press **<ENTER>.** |
| 8 | Enter the Subnet Mask and press **<ENTER>.** |
| 9 | Enter "**E**" for Enable or "**D"** for Disable for VLAN support |
| 10 | Press "**G**" for the Default Gateway IP Address. |
| 11 | Enter the Default Gateway Address and press **<ENTER>**. |
| 12 | Press "**S**" to save the parameters. |
| 13 | Press "**X**" to exit to the main menu. |

After completing the preceding steps, the unit is configured for management IP operation and the terminal cable may be removed.  Use the web interface to complete the configuration of the CMR-8500. For more information, refer to Chapter 4, *Device Management via User Interfaces* in the operation manual.

## To configure for redundant operation:

Please refer to Chapters 2 and 4 of the operation manual for information on redundancy configuration.

# Warranty Policy

Comtech EF Data products are warranted against defects in material and workmanship for a period of two years from the date of shipment.  During the warranty period, Comtech EF Data will, at its option, repair or replace products that prove to be defective.

For equipment under warranty, the owner is responsible for freight to Comtech EF Data and all related customs, taxes, tariffs, insurance, etc.  Comtech EF Data is responsible for the freight charges only for return of the equipment from the factory to the owner.  Comtech EF Data will return the equipment by the same method (i.e., Air, Express, Surface) as the equipment was sent to Comtech EF Data.

All equipment returned for warranty repair must have a valid RMA number issued prior to return and be marked clearly on the return packaging.  Comtech EF Data strongly recommends all equipment be returned in its original packaging.

Comtech EF Data Corporation's obligations under this warranty are limited to repair or replacement of failed parts, and the return shipment to the buyer of the repaired or replaced parts.

## Limitations of Warranty

The warranty does not apply to any part of a product that has been installed, altered, repaired, or misused in any way that, in the opinion of Comtech EF Data Corporation, would affect the reliability or detracts from the performance of any part of the product, or is damaged as the result of use in a way or with equipment that had not been previously approved by Comtech EF Data Corporation.

 The warranty does not apply to any product or parts thereof where the serial number or the serial number of any of its parts has been altered, defaced, or removed.

 The warranty does not cover damage or loss incurred in transportation of the product.

 The warranty does not cover replacement or repair necessitated by loss or damage from any cause beyond the control of Comtech EF Data Corporation, such as lightning or other natural and weather related events or wartime environments.

The warranty does not cover any labor involved in the removal and or reinstallation of warranted equipment or parts on site, or any labor required to diagnose the necessity for repair or replacement.

The warranty excludes any responsibility by Comtech EF Data Corporation for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.

A fixed charge established for each product will be imposed for all equipment returned for warranty repair where Comtech EF Data Corporation cannot identify the cause of the reported failure.

## Exclusive Remedies

Comtech EF Data Corporation's warranty, as stated is in lieu of all other warranties, expressed, implied, or statutory, including those of merchantability and fitness for a particular purpose.  The buyer shall pass on to any purchaser, lessee, or other user of Comtech EF Data Corporation's products, the aforementioned warranty, and shall indemnify and hold harmless Comtech EF Data Corporation from any claims or liability of such purchaser, lessee, or user based upon allegations that the buyer, its agents, or employees have made additional warranties or representations as to product preference or use.

The remedies provided herein are the buyer's sole and exclusive remedies.  Comtech EF Data shall not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory.