PlusConnect[™] GatesAir HPX

Installation and Operation Manual



Table of Contents

Introduction3
Compatibility3
Unpacking4
Front Panel Indicators4
Hardware Configuration4
Installation6
Software Configuration6
Setting up Labels, Limits and Alarms
Creating a PlusConnect Custom View in AutoPilot 20109
Operation10
Troubleshooting
Getting Help 10
Warranty11

Copyright © 2011-2014 Burk Technology, Inc.

Introduction

This manual describes the PlusConnect[™] GatesAir HPX transmitter. The PlusConnect provides a connection between the GatesAir HPX transmitter series and the ARC Plus transmitter remote control system. The PlusConnect reads transmitter parameters using SNMP (Simple Network Management Protocol) over an existing LAN, WAN, or Internet connection. The PlusConnect then forwards real-time data to the ARC Plus, also via LAN, WAN, or Internet. Monitor and control PlusConnect channels via:

- The front panel of the ARC Plus
- A web browser, using the built-in web interface on the ARC Plus
- Web-enabled mobile device, using the built-in mobile web interface on the ARC Plus
- PC, using optional AutoPilot[®] 2010 or AutoPilot[®] Plus software
- Telephone, using the optional ESI Enhanced Speech Interface for the ARC Plus

The PlusConnect is part of the Plus-X family of Ethernet I/O products designed for the ARC Plus.

Important! The PlusConnect operates in conjunction with an ARC Plus system. Be sure to complete configuration of the ARC Plus before adding the PlusConnect to the system.

Installation Note

Even though you may operate the ARC Plus and PlusConnect on different subnets, Burk Technology strongly recommends installing the PlusConnect on the same LAN as the ARC Plus. In a network failure, an ARC Plus can only continue to monitor and control a PlusConnect on the same LAN. If the network link between the units is not available, ARC Plus macros, alarm monitoring and telephone control will be unavailable for the PlusConnect unit.

Compatibility

Transmitter Compatibility

Model	Compatible Transmitters
PlusConnect GatesAir HPX	All GatesAir HPX transmitter models

Transmitter models, firmware versions and options are subject to change. Visit www.burk.com for current information.

ARC Plus Compatibility

Before installing the PlusConnect, please verify that the ARC Plus firmware, AutoPilot software and AutoLoad Plus software versions are current. Updates are available at www.burk.com. The following are minimum software and firmware requirements:

Software	Version
ARC Plus firmware	2.3.0
AutoLoad Plus software	3.1.23
AutoPilot Plus software	2.2.0
AutoPilot 2010 software	2.6.60

Unpacking

The PlusConnect ships with the following:

- PlusConnect unit
- Power cord
- 10' shielded CAT5 cable

Front Panel Indicators



Front panel of the PlusConnect unit

Indicator	State	Description
Power LED	On	Power is on
Power LED	Off	Power is off
Link LED	On (solid)	ARC Plus and transmitter connections are good
Link LED	Blinking	Transmitter connection is down
Link LED	Off	ARC Plus connection is down

Hardware Configuration

This step will link the PlusConnect to a specific ARC Plus unit and will identify the transmitter to which the unit will be connected.

Important! This procedure will reset the PlusConnect to its default IP address: 192.168.0.100.

- 1. Connect your PC and the PlusConnect to the same LAN.
- 2. Assign your PC the IP address 192.168.0.1, with the subnet mask 255.255.255.0

- 3. Use a paper clip or similar small object to press the **Config** button on the PlusConnect unit. The power LED will blink when the unit is in configuration mode.
- 4. Open a telnet session to the PlusConnect at the address 192.168.0.100 (port 23). Using Windows, you can launch telnet by typing "telnet 192.168.0.100" from a command prompt.
- 5. When prompted, enter the default password for the PlusConnect: *password*.

Burk Technology	
PlusConnect GatesAir	НРХ
v1.0.0 Password:	

0. Tenlet win display the main menu.	
1. Log Off	
2. Set IP Address:	192.168.0.100
3. Set Subnet:	255.255.255.0
4. Set Gateway:	192.168.0.1
5. Set Telnet Port:	23
6. Set Transmitter IP Address:	192.168.0.102
7. Set Transmitter SNMP Port:	161
8. Set SNMP Read Community String:	public
9. Set SNMP Write Community String:	private
10. ARC Plus IP Address:	192.168.0.101
11. Plus-X Port:	45000
12: Set Password	
13: Diagnostics	
14. Update Firmware.	
99. Save Configuration and Reboot.	

6. Telnet will display the main menu.

To change a setting, enter the menu number for that setting and then press <Enter>.

#	Setting	Description
2	IP Address	The IP address you want to assign to the PlusConnect unit
3	Subnet	The subnet mask for your LAN
4	Gateway	The gateway for your LAN
6	Transmitter IP Address	The IP address of your transmitter
10	ARC Plus IP Address	The IP address of your ARC Plus unit
11	ARC Plus Plus-X Port	The Plus-X port number configured on your ARC Plus (typically
		45000)

7. Enter the appropriate configuration settings for the following parameters:

8. Enter 99 and press <Enter> to save your changes and reboot the PlusConnect.

Additional SNMP Parameters

The main menu allows configuration of additional parameters beyond those described in the table above. The default values for these entries are appropriate for most installations. If you have made specific changes to the SNMP functionality of your transmitter, you should change the corresponding parameters using the PlusConnect telnet configuration tool.

Setting the Password

Changing your password is strongly recommended. The PlusConnect password is used to access the telnet configuration menu. To change the password, use option #12: Set Password.

Uploading New Firmware

To upload new firmware to the PlusConnect, use option #14: Upload Firmware. When prompted to start the firmware upload, enter "Y" for yes. The system will respond with the following message:

```
To load firmware run: tftp [IP
Address] put [firmware.hex]
```

Open a command prompt in Windows and type the specified command, replacing [IP Address] with the IP address of your PlusConnect unit, and [firmware.hex] with the file name of the new firmware file.

Once the TFTP process is complete, your unit will reboot and run the new firmware. You can confirm the upload was successful by opening a telnet session and observing the firmware version from the log on prompt.

For the latest firmware updates, visit www.burk.com.

Installation

After entering the configuration settings, you are ready to install the PlusConnect in its permanent location. Simply connect the PlusConnect unit to your LAN and power it on. The PlusConnect will automatically begin reading data from the transmitter.

Software Configuration

Now that the PlusConnect is installed on the network and connected to the transmitter, you are ready to add the PlusConnect to the ARC Plus site using AutoLoad Plus. AutoLoad Plus is included with the ARC Plus and may be downloaded from www.burk.com.

Configuration involves:

- Adding the PlusConnect unit to the ARC Plus site
- Mapping PlusConnect parameters to unused ARC Plus channels

Adding the PlusConnect Unit to the ARC Plus Site

Meter Channels Meter Graph Meter Alarms Meter Kotifications Meter Display Meter Speech Labels Status Channels Status Label Units Meter Type Voltage Ringe Sample Type Sample Type <th>LocalSite 2</th> <th></th> <th>Status No</th> <th></th> <th></th> <th></th> <th>1</th> <th></th> <th>us Speech Labe</th> <th></th> <th>Commands</th> <th></th> <th>Hiddor</th> <th>Channe</th> <th></th>	LocalSite 2		Status No				1		us Speech Labe		Commands		Hiddor	Channe	
Label Units MeterType Voltage Range Sample Type Decimal Time (sec) Source 1 Fvd Pvr MV Millivolt 100 10 Normal 0 0000 Fvd Pvr on PlusConnect. 2 Reflect Plus-X Device 0 0000 Pd Pvr on PlusConnect. 0 0000 Pd Pvr on PlusConnect. 5 Aural R 7 Aranik Edit Delete et H 10 10 0 0000 Pd Pvr on PlusConnect. 6 Aural R Type Description IP Address Port rtect f 9 Chan 1 Device type: Plus-X Device 0 One. 10 Chan 1 Device type: PlusConnect. 0 One. 11 Chan 1 Device type: PlusConnect. 0 One. 12 Chan 1 UP address: 1921680247 16 Chan 1 UP address: 1921680247		Me					-		1	Contract of the second s			0.000000		
1 Fvd Pvr Kv/ Milliouti -10 to 10 Normal 0 00.00 Fvd Pvr on Plus Connect. 2 RefPort Plus-X Devices 0 0000 Put Pvr on Plus Connect. 0 4 VSVR Image: Add Edit > Delete 0 0000 Put Pvr on Plus Connect. 5 Aural R Type Description IP Address Port ect H 6 Aural R Freq Description IP Address Port ect H 9 Chan 9 Device type: Plus-X Device Image: Plus Pvr on							Voltage			ALL DESCRIPTION			Cildineis	Jidius	HIGI
3 Reflect Plus-X Devices ect H. 4 VSv/R Add ✓ Edit × Delete ect H. 5 Aural R Type Description IP Addeess Pot 7 Aural R Plus-X Device The Pot The Pot The Pot The Pot 9 Chan 9 Plus-X Device The Pot		1	Fwd Pwr	k₩	Millivolt			1				Fwd Pw	r on PlusC	onnect	1
3 Penect		2					104-10	- 1	Vernel	^	0000	D-f Dun	DlueCo	nect	ī
4 VSv/R		3	Reflect	Plus-X Devi	ces								×	hect H	
5 Aural Aural R 6 Aural R 7 Aural R 7 Aural R 8 Freq 9 Chan 1 10 Chan 1 11 Chan 1 12 Chan 1 13 Chan 1 14 Chan 1 15 Chan 1 16 Chan 1 17 Port: 45000 ÷ FlusConnect 16 Chan 1 17 Chan 1 18 Chan 1 19 Chan 1 10 Chan 1 11 Port: 45000 ÷ Image: 19 Chan 1 19 Chan 1 10 Chan 1 11 Stating channel: 10 Chan 2 12 Chan 2 13 Chan 2 14 Chan 2 15 Chan 2 16 Chan 2 17 Chan 2 18 Chan 2		4	VSWR	🖶 Add	/ Edit 🕽	X Delete								ect H	
6 AuralR neet H 7 AuralN Freq 9 Chan 9 Plus-X Device 10 Chan 1 Device type: 11 Chan 1 Device type: 12 Chan 1 Device type: 13 Chan 1 Device type: 14 Chan 1 Device type: 15 Chan 1 Pott: 16 Chan 1 Pott: 16 Chan 1 V 17 Chan 1 V 18 Chan 1 V 19 Chan 1 V 19 Chan 1 Starting channel: 19 Chan 1 QK 20 Chan 2 V 21 Chan 2 V 22 Chan 2 V 23 Chan 2 V 24 Chan 2 V 25 Chan 2 V 26 Chan 2 V 26 Chan 2 V		5	Aural	Type			Descri	intion		IP Addre	22	Port		ct Har.	ī
8 Freq Plus-X Device ≥ 2 Har. 9 0. Chan 10 Device type: PlusConnect. ▼ 11 Chan 11 Description: PlusConnect. ▼ 12 Chan 12 IP address: 192. 168.0247 ■ 13 Chan 11 Pot: 45000 ⊕ ■ 15 Chan 12 IV Map the default set of channels ■ 16 Chan 12 IV Map the default set of channels ■ 17 Chan 13 Image: Chan 14 Image: Chan 15 ■ 18 Chan 15 Image: Chan 24 Image: Chan 24 ■ 21 Chan 12 Image: Chan 24 Image: Chan 24 ■ 22 Chan 2 Image: Chan 24 Image: Chan 24 ■ 23 Chan 2 Image: Chan 24 Image: Chan 24 Image: Chan 24 ■ 24 Chan 2 Image: Chan 24 Image: Chan 24 <td< td=""><td></td><td>6</td><td>AuralRe</td><td>1300</td><td></td><td></td><td>0.000</td><td>provid</td><td></td><td>II FIGURE</td><td></td><td>1 OIL</td><td></td><td>nnect H</td><td>arri</td></td<>		6	AuralRe	1300			0.000	provid		II FIGURE		1 OIL		nnect H	arri
9 Chan 9 Plus-X Device X 10 Chan 10 Device type: PlusConnect. 11 Chan 11 Description: PlusConnect. 13 Chan 12 IP address: 1921680247 14 Chan 14 Pott: 45000 ↔ 15 Chan 14 Pott: 45000 ↔ 16 Chan 15 V Map the default set of channels 17 Chan 15 V Map the default set of channels 19 Chan 15 V Map the default set of channels 20 Chan 12 V QK Cancel 21 Chan 2 V Cancel 22 Chan 2 V Cancel 23 Chan 2 V Cancel 24 Chan 2 V Cancel 26 Chan 2 V QK Cancel		7	AuralV.											onne	
3 Chan 3 10 Chan 10 11 Chan 11 12 Chan 12 13 Chan 11 14 Chan 12 15 Chan 14 16 Chan 14 17 Chan 14 18 Chan 14 19 Chan 14 19 Chan 15 19 Chan 16 19 Chan 18 19 Chan 18 19 Chan 11 18 Chan 15 20 Chan 12 21 Chan 2 22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		8	Freq											t Har	
11 Chan 1 Description: PlusConnect 12 Chan 12 IP address: 192. 158.0.247 14 Chan 12 Port: 45000 ↔ 15 Chan 14 Port: 45000 ↔ 16 Chan 14 IV Map the default set of channels 17 Chan 15 IV Map the default set of channels 18 Chan 15 IV Cancel 20 Chan 12 IV Cancel 21 Chan 2 IV Cancel 22 Chan 2 IV Cancel 23 Chan 2 IV Cancel 24 Chan 2 IV Cancel 25 Chan 2 IV Cancel		9	Chan 9			Plus-X D	evice								
12 Chan 12 Description: PlusConnect 13 Chan 12 IP address: 192.168.0.247 14 Chan 14 Port: 45000 ⊕ 15 Chan 15 Image: Chan 16 Image: Chan 16 16 Chan 16 Image: Chan 18 Image: Chan 18 17 Chan 13 Image: Chan 14 Image: Chan 14 18 Chan 14 Image: Chan 14 Image: Chan 14 19 Chan 15 Image: Chan 14 Image: Chan 14 20 Chan 12 Image: Chan 12 Image: Chan 24 21 Chan 24 Image: Chan 24 Image: Chan 24 22 Chan 24 Image: Chan 24 Image: Chan 24 23 Chan 24 Image: Chan 24 Image: Chan 24 24 Chan 24 Image: Chan 24 Image: Chan 24 26 Chan 24 Image: Chan 24 Image: Chan 24 26 Chan 24 Image: Chan 24 Image: Chan 24		10	Chan 10			Device	type: P	lusCor	nnect	-	•				ī
12 Chan 1 IP address: 192.168.0.247 14 Chan 1 Pot: 45000 ⊕ 15 Chan 1 Image: Address: 192.168.0.247 16 Chan 1 Image: Address: Image: Address: 192.168.0.247 16 Chan 1 Image: Address: Image: Address: Image: Address: Image: Address: 17 Chan 1 Image: Address: Image: Addres: Image: Addres: Image		11	Chan 1			Deserted	line: D								1
110 Chan 14 14 Chan 14 15 Chan 15 16 Chan 16 17 Chan 18 19 Chan 18 19 Chan 18 20 Chan 2 22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		12	Chan 12								_				Ī
15 Chan 15 Chan 16 Image: Chan 16 Image: Chan 16 16 Chan 17 Image: Chan 18 Image: Chan 18 Image: Chan 18 17 Chan 18 Image: Chan 18 Image: Chan 18 Image: Chan 18 19 Chan 18 Image: Chan 28 Image: Chan 28 Image: Chan 28 20 Chan 28 Image: Chan 28 Image: Chan 28 Image: Chan 28 26 Chan 28 Image: Chan 28 Image: Chan 28 Image: Chan 28		13	Chan 13			IP addre	ess:	192 .	168 . 0 .	247					1
15 Chan 18 16 Chan 18 17 Chan 11 18 Chan 18 19 Chan 18 20 Chan 2 21 Chan 2 22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		14	Chan 14			Port:	4	5000							G
17 Chan 1 17 Chan 1 18 Chan 18 19 Chan 18 20 Chan 21 21 Chan 21 22 Chan 21 23 Chan 21 24 Chan 21 25 Chan 21 26 Chan 21		15	Chan 15						[income]						G
18 Chan 18 19 Chan 18 20 Chan 22 21 Chan 22 22 Chan 22 23 Chan 22 24 Chan 22 25 Chan 22 26 Chan 22		16	Chan 16			Map	the default se	et of cl	hannels						G
18 Chan 18 19 Chan 15 20 Chan 2 21 Chan 2 22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2 26 Chan 2		17	Chan 17			Starting	channel: 1								6
20 Chan 2 21 Chan 2 22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		18	Chan 18				-								6
20 Chan 21 21 Chan 22 22 Chan 22 23 Chan 22 24 Chan 22 25 Chan 22 26 Chan 22		19	Chan 19					OK	Cance	4					
22 Chan 2 23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		20	Chan 20					Zu	Zance						C
23 Chan 2 24 Chan 2 25 Chan 2 26 Chan 2		21	Chan 2					_		-					1
24 Chan 2 25 Chan 2 26 Chan 2		22	Chan 22												
25 Chan 2 26 Chan 2 QK <u>Cancel</u>		23	Chan 23												8
26 Chan 29 QK Cancel		24	Chan 24												
		25	Chan 25	E.											
27 Chan 2		26	Chan 20								<u>O</u> K	_ <u>_</u>	ancel		
		27	Chan 21	1				-			in the second	1.		J	

Adding a Plus-X device in AutoLoad Plus

In order for the ARC Plus to recognize the PlusConnect, the PlusConnect must be added to the site:

- Open AutoLoad Plus and connect to the ARC Plus site to which you are adding the PlusConnect.
- 2. From the Edit menu, select Plus-X Devices to open the Plus-X device configuration dialog.
- 3. Click **New...** to add the PlusConnect to the site.
- AutoLoad Plus will prompt you to select the device type. Select "PlusConnect GatesAir HPX". You may optionally change the description for the PlusConnect. The description appears in AutoLoad Plus to identify each PlusConnect channel.
- 5. Enter the IP address and port number of the PlusConnect. These should be the same settings you used when you configured the PlusConnect using telnet.
- 6. Check the Map default set of channels box if you wish to automatically add the most commonly used PlusConnect parameters to the ARC Plus (recommended). This will replace unused ARC Plus channels with 13 PlusConnect status channels, 9 meters and 4 commands. There must be 13 consecutive unused channels, including this starting channel. You do not need to have additional Integrated Input Units and Integrated Command Relay Units in order to use these channels.

Important! PlusConnect channels take the place of normal I/O channels. If a metering input, status input, or command relay is connected to an ARC Plus channel and a PlusConnect parameter is subsequently mapped to that channel, the I/O channel will no longer be displayed.

7. Click OK.

LocalSite 🥖		Status Noti	fications	Status	Display	Statu	s Speech Lab	els	Commands	s Hidde	n Channels
	Met	er Channels	Meter Gra	ph Meter Alar	rms Meter I	lotifications	Meter Displa	ay Meter S	peech Labels	Status Channels	Status Ala
		Label	Units	MeterType	Volta	ge	Sample Type	Sample Time (sec)	Decimal Places	Source	
	1	Fwd Pwr	kW	Millivolt	-10.1		Normal	0	00.00	Fwd Pwr on PlusC	Connect.
	2	Ref Pwr	W	Millivolt	-10 t	10	Normal	0	0000	Ref Pwr on PlusC	onnect.
	3	Reflect	dB	Millivolt	-10 t	010	Vormal	0	00.00	Reflect on PlusCo	nnect H
	4	VSW/R		Millivolt	-10 t	10	Vormal	0	0.000	VSWR on PlusCon	
	5	Aural	W	Millivolt	Source						×
	6	AuralRef	W	Millivolt	Not Us	d 🔿 Plu	sBus 🔘 P	ue-X	Virtual Channe	el 🔘 Set by a N	lacm
	7	AuralV		Millivolt	0 1101 03			un o	Vintual Critarian	C O Starty an	
	8	Freq	MHz	Millivolt							
	9	Chan 9	mV	Millivolt	Device	PlusCon	nect		_		-
	10	Chan 10		Millivolt	~	[342024		_		
	11	Chan 11	mV	Millivolt	Channe	Fwd Pw	r				•
	12	Chan 12	mV	Millivolt	Comme						
	13	Chan 13	mV	Millivolt		forward pow	ar laval				
	14	Chan 14	mV	Millivolt	System	ion mara pon	GI IGYGI.				
	15	Chan 15	mV	Millivolt							
	16	Chan 16		Millivolt							
	17	Chan 17	mV	Millivolt							
	18	Chan 18	mV	Millivolt							
	19	Chan 19	mV	Millivolt							lacro
	20	Chan 20	mV	Millivolt							

Manually Mapping PlusConnect Parameters

Mapping Plus-X channels using the Source dialog in AutoLoad Plus

The PlusConnect transmitter provides access to more remote control parameters than are included in the default set of channels. Even if you chose to map the default set of channels when you added the PlusConnect to the site, you may wish to map additional PlusConnect channels to the ARC Plus (there must be sufficient unused channel capacity).

Mapping additional channels is accomplished in AutoLoad Plus by selecting the **Meter Channels**, **Status Channels** or **Commands** tab, as appropriate:

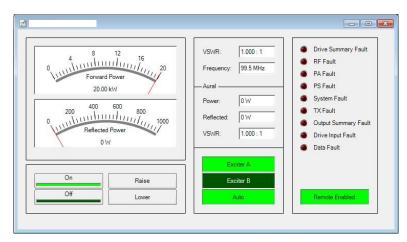
- 1. Within any of these tabs, click the button in the **Source** field to change a channel's assignment from a traditional I/O channel to a Plus-X channel.
- 2. When the Source dialog appears, select **Plus-X channel** and choose the Plus-X device from the list.
- 3. Select the PlusConnect channel you wish to use in place of this I/O channel.
- 4. Click **OK**.

Once mapped, the PlusConnect channel will appear on the front panel of the ARC Plus, in AutoPilot, on the ARC Plus web page, and will be accessible via the ESI Plus.

Setting up Labels, Limits and Alarms

Labels, limits and alarms for PlusConnect parameters are set up in AutoLoad Plus. The process is the same as for limits and alarms of other ARC Plus channels. Refer to the ARC Plus manual for information on channel configuration.

Important! Because operation preferences vary so widely, no alarms are pre-configured within the PlusConnect channels. You must use AutoLoad Plus to set up alarms for the PlusConnect channels.



Creating a PlusConnect Custom View in AutoPilot 2010

PlusConnect Custom View for the GatesAir HPX transmitter

The easiest way to monitor your PlusConnect parameters is by creating a Custom View in AutoPilot using a pre-built template specific to your transmitter model. In order to use templates, you must map the default set of channels to the ARC Plus during setup. If you have mapped a custom set of channels, you can still use a Custom View to display them, but the template will not function as intended.

To create a custom view with a PlusConnect template:

- Open the Custom View Editor by selecting File ► New ► Custom View.
- When the Custom View Editor opens, select File ► New From Template... This opens the Load Template dialog.
- Browse for the desired template. The default location for templates is %ProgramFiles%\Burk Technology\AutoPilot 2010\Templates\Custom Views. Choose the PlusConnect followed by GatesAir HPX.

Template:	C:\Users\jonb\Documents\Visual Studio Projects\AutoPik
Network:	
Site:	•
Starting cha	annel: 1

Load Template dialog folder,

- 4. Select the template for the PlusConnect GatesAir HPX. *If there is no custom view template for the GatesAir HPX preinstalled, visit <u>www.burk.com</u> to download the custom view template from the support section of the Burk Technology website. Save the template in the AutoPilot 2010\Templates\Custom Views folder. You will then be able to select the template from the dropdown list.*
- 5. Select the **Network** and **Site** for the ARC Plus connected to the PlusConnect.
- 6. Enter the **Starting channel** for the PlusConnect parameters. This starting channel must be the same as the starting channel you used when adding the PlusConnect to the ARC Plus site.

PlusConnect[™] GatesAir HPX Installation and Operation Manual

- 7. Press **OK**. AutoPilot will load the template in the editor and automatically populate the channels.
- 8. Save the Custom View using the **Save** icon in the tool bar.
- 9. Close the editor. You may then select the Custom View for display in AutoPilot.

Operation

Once the PlusConnect parameters are mapped to ARC Plus channels using AutoLoad Plus, accessing the transmitter parameters is no different from any other ARC Plus channel. You may view channels using:

- The front panel of the ARC Plus
- The front panel of any ARC Plus configured for site-to-site operation with this site
- The built-in web interface
- A mobile device, via the built-in mobile web interface
- AutoPilot
- The ESI Plus

For more information on using the ARC Plus to monitor and control the remote site, please see the ARC Plus Installation and Operation Manual.

Note that the PlusConnect channels are routed only through the ARC Plus unit specified during PlusConnect configuration. In order to access the transmitter by any means, the ARC Plus unit must be powered and connected to the network.

Troubleshooting

Connection Errors

If the PlusConnect is unable to communicate with the transmitter using SNMP, the Link LED on the front panel of the PlusConnect will blink. Check that both the PlusConnect and transmitter are connected to the network and configured properly.

If the network connection between the PlusConnect and ARC Plus is lost, the ARC Plus will log an alarm after three minutes of network failure. The PlusConnect Link LED will also turn off.

Note: PlusConnect events and errors are logged to the ARC Plus event list, which is accessible by the ARC Plus front panel and from AutoPilot.

Getting Help

For customer support, please email support@burk.com or call our direct customer support line at 978486-3711. We will be glad to assist you. The customer support office is open Monday – Friday, 9AM to 5PM Eastern Time.

Warranty

Burk Technology, Inc. warrants the PlusConnect GatesAir HPX to be free of defects in materials and workmanship for a period of 24 months from the date of purchase. Equipment will be repaired or replaced at the option of Burk Technology and returned freight prepaid to the customer. Damage due to abuse or improper operation or installation of the equipment or caused by fire or flood or harsh environment is not to be covered by this warranty. Damage in shipping is not the responsibility of Burk Technology. A return authorization must be obtained before returning any equipment. Materials returned under this warranty must be shipped freight prepaid and insured in the original shipping carton or suitable substitute to Burk Technology, Inc., 7 Beaver Brook Road, Littleton, MA 01460. Repairs not covered under this warranty will be made at prevailing shop rates established by Burk Technology.

THE WARRANTY SET FORTH ABOVE IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BURK TECHNOLOGY, INC. SHALL NOT BE LIABLE TO ANY PARTY FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS EQUIPMENT.