DATAREMOTE
MOVING DATA OVER WIRELESS

POTS IN A BOX

CDS-9010
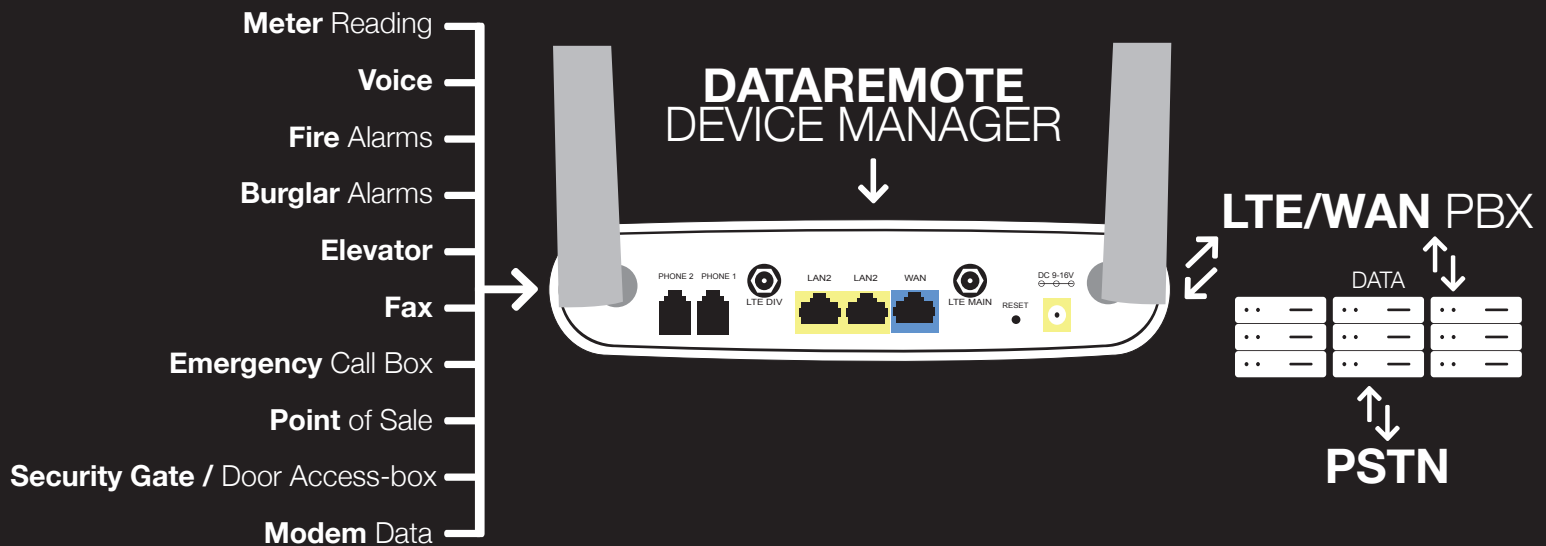
LTE VoIP
Dual Band Wi-Fi Router

USER **MANUAL**

WHAT
CAN YOUR
NEW DEVICE DO?
Virtually every application
that requires a copper hard-line
can now be replaced with one device!

ONE DEVICE
TO REPLACE ALL YOUR LANDLINES

DataRemote® offers enterprise-grade solutions for traditional landline replacement. Our suite of products converts all your existing legacy landlines to next generation service via VoIP and the LTE cellular network whether it be voice, Fax lines, burglar, fire alarms, elevators, ATM's, emergency call boxes, point of sale systems and more.

Meter Reading
Voice
Fire Alarms
Burglar Alarms
Elevator
Fax
Emergency Call Box
Point of Sale
Security Gate / Door Access-box
Modem Data

DATAREMOTE
DEVICE MANAGER

PHONE 2 PHONE 1   LTE DIV   LAN2   LAN2   WAN   LTE MAIN   RESET   DC 9-16V

LTE/WAN PBX

DATA

PSTN

The DataRemote CDS-9010 wireless router with VoIP is a stand-alone device which facilitates clear and reliable voice quality over the Internet. It is fully compatible with Session Initiation Protocol (SIP) industry standards and can integrate with many other SIP devices and software on the market.

## HARDWARE **INSTALLATION**

FOLLOW ALL THE STEPS AS SHOWN ON THE PICTURES AND THE DESCRIPTION. IF YOU HAVE ANY QUESTIONS RELATED TO THE HARDWARE INSTALLATION, PLEASE CONTACT THE SUPPORT NUMBER PROVIDED ON YOUR DEVICE'S BOX.
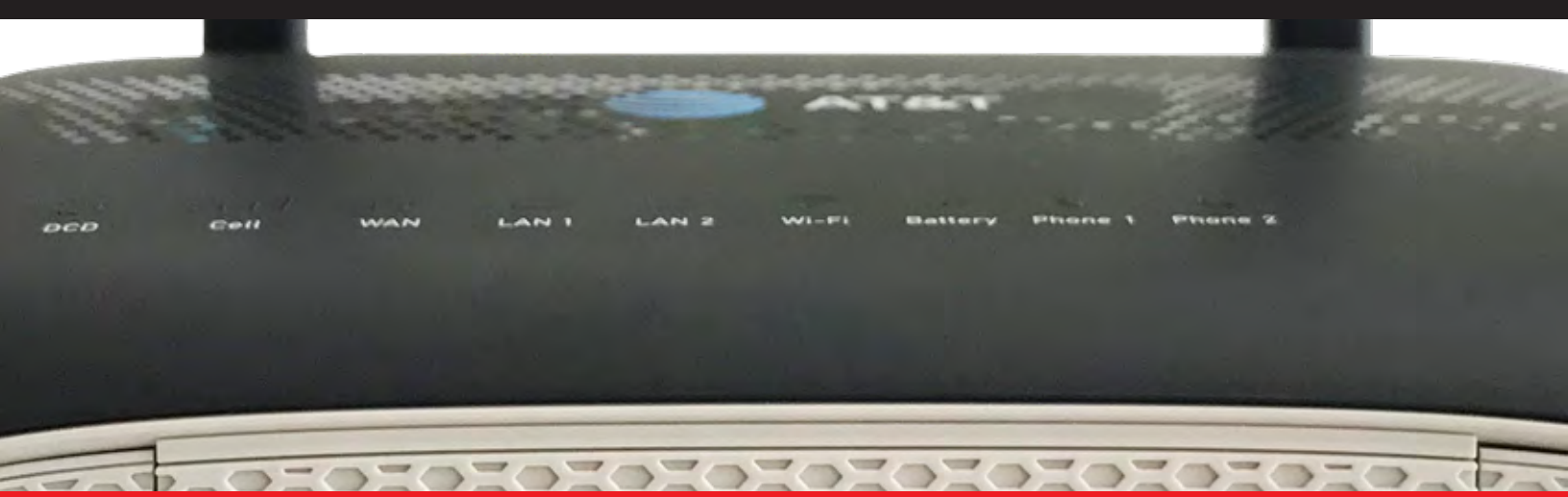
TABLE OF **CONTENTS**

- What comes in the Box
- What do you need to know before installing your device
- LED Lights Indicators
- What is on the front of your device
- Basic Installation (Step by Step)
- Service Technician Installation
  - Overview
  - Scope of Work
  - Materials List
  - Pre-Work
  - **Phase 1** – DataRemote CDS-9010 device Assembly/Pre-Test + Fire Panel Location
  - **Phase 2** - Installation Tasks – Locate Existing POTS Lines
  - **Phase 3** - Cut-over Fire Panel Lines to New DataRemote CDS-9010 device
  - **Phase 4** - Testing Fire Alarm Communication over DataRemote CDS-9010 device
  - **Phase 5** - Testing Fax Lines
  - **Phase 6** - Testing Analog Data Lines
  - Post Installation Tasks
  - Deliverables
  - Advanced Programming Information
  - Statements and Disclaimers
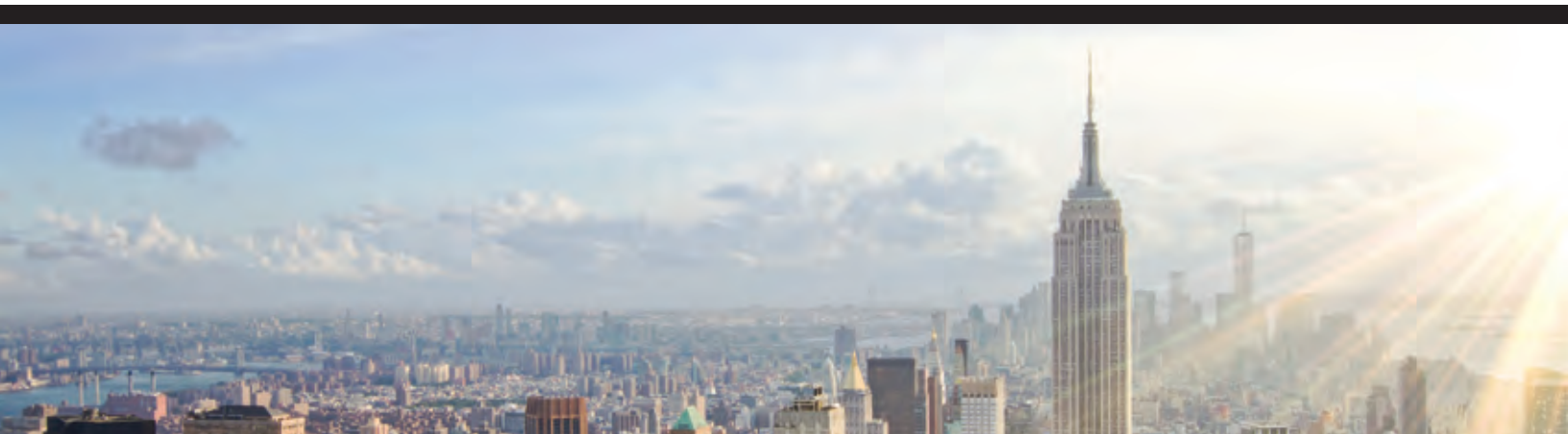
WHAT COMES **IN THE BOX**

DATAREMOTE CDS-9010
CELLULAR APPLIANCE X1

LTE ANTENNAS (SMA-M CONNECTORS) X2

INTERNAL BATTERY X1

INTERNAL CASE FOR EXTRA BATTERY X1

100-240V-50/60HZ,
POWER ADAPTER X1

RJ-45 ETHERNET
CABLE X1

RJ11 PHONE
CABLES X2

SET OF MOUNTING
HARDWARE X1

WHAT DO YOU NEED TO KNOW
BEFORE INSTALLING YOUR DEVICE

Before you can connect your DataRemote CDS-9010 device to the Internet and use it, you must have access to high-speed Internet. A high-speed Internet connection can be accessed through DSL, LTE wireless network, cable modem, Wi-Fi access point, and/or a leased line.

Make sure you are connecting your new DataRemote CDS-9010 device near a power source and away from extreme heat / humid sources.

As this device uses LTE, please make sure that wherever you are installing the device, there is good cell reception. The device should also be installed in a location which is easily accessible.

⚠️ *IMPORTANT: Please refrain from putting furniture or other obstacles in front of the device as it might influence the signal, thus degrading the quality of service.*

LED LIGHTS **INDICATORS**

NOTE: Before you use your device, please get acquainted with the LED indicators and connectors first.

TOP PANEL
LED STATUS
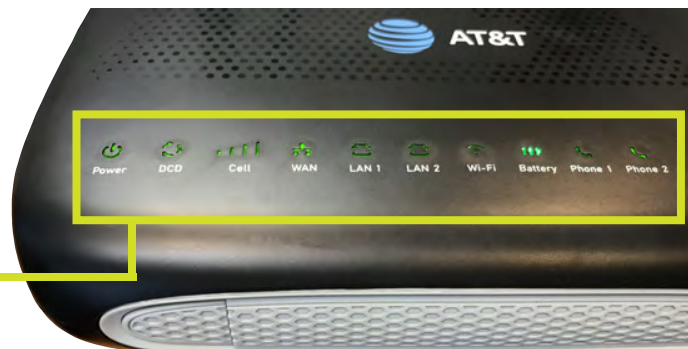
LED	STATUS	EXPLANATION
POWER	Solid (GREEN)	The router is powered on (External Power) and running normally.
	Flashing (GREEN)	The router is powered on (Internal Power - BAT) and running normally.
	OFF	The router is powered off.
BATTERY	Solid (GREEN)	Battery charged
	Solid (BLUE)	Battery charging
	Solid (RED)	Battery discharging

LED LIGHTS
INDICATORS (continued)

LED	STATUS	EXPLANATION
CELL DCD	Solid (GREEN)	LTE WAN IP is assigned.
	OFF	Disconnected
WAN ETH	Solid (GREEN)	WAN ETH IP is assigned.
	OFF	Disconnected
LAN 1	Solid (GREEN)	Cable connected to the LAN port
LAN 2	Solid (GREEN)	Cable connected to the LAN port
Wi-Fi	Solid (GREEN)	The Wi-Fi radio is on
	OFF	The Wi-Fi radio is off
PHONE 1	Solid (GREEN)	Registered
	Flashing (GREEN)	On calling / Pick up phone
	OFF	Not registered
PHONE 2	Solid (GREEN)	Registered
	Flashing (GREEN)	On calling / Pick up phone
	OFF	Not registered
CELL	Strong: All bars solid green	RSSI < -50 dBm to -79 dbm
	Only three bars Solid green	RSSI < -80 dBm to -89 dBm
	Two bars are solid green	RSSI < -90 to 100 dBm
	One bar is solid green	RSSI 101 -120 dBm
	OFF	RSSI 120 dBm and below

TOP PANEL
LED STATUS

WHAT IS ON THE
BACK OF YOUR DEVICE

WiFi **Antennas**

Cellular Antennas **Connectors**

Reset
Button

Power Cord
Connector Outlet

Two (2) FXS phone
line outlets

Two (2)
(Connecting
locally)
Ethernet Outlets

WAN
Wide Area Network
Connector Outlet
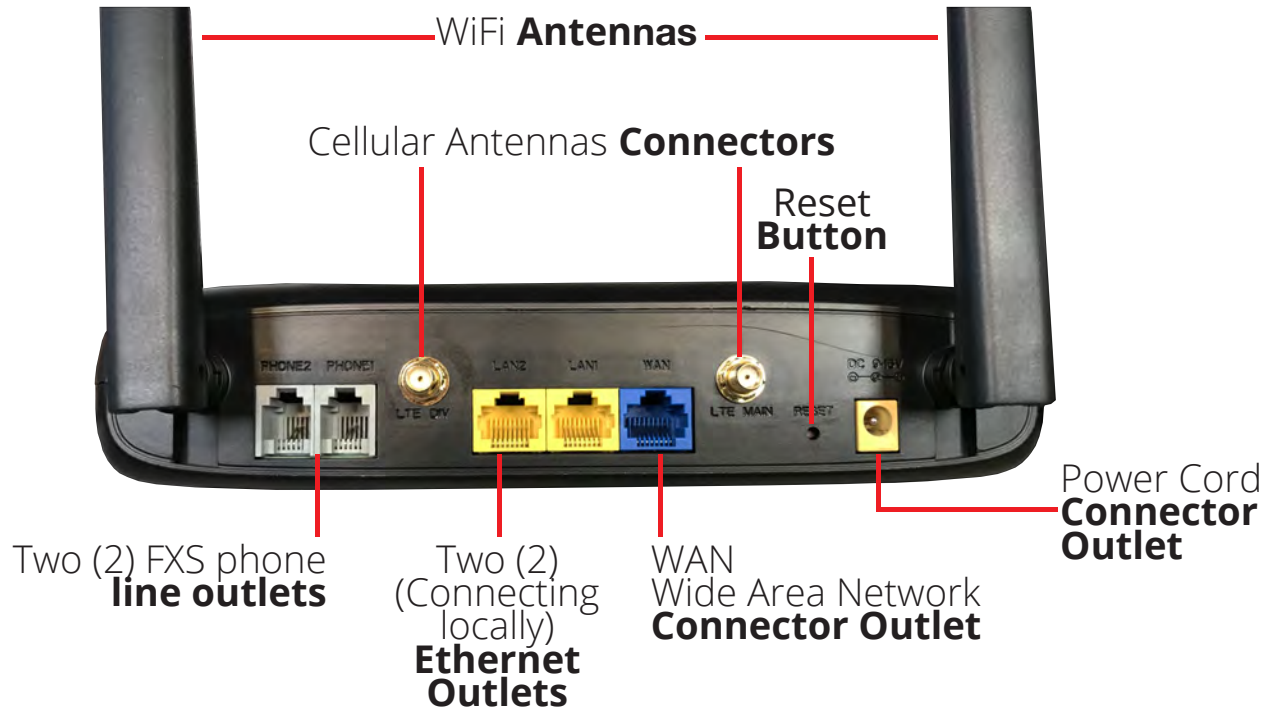
REAR PANEL	INTERFACE	DESCRIPTION
AC Power cord connector outlet	**DC**	**Connector for a power adapter.**
Wide Area Network (Internet) connector outlet	**WAN**	**Connector for accessing the Internet.**
Two (2) Ethernet outlets	**LAN1/2**	**Connectors for local networked devices.**

BASIC **INSTALLATION**

⚠️ *IMPORTANT! Before starting to configure the router, please connect your device as shown in these "step by step" directions. If you have any questions regarding installation, please contact the Support number provided on your device's Box.*

STEP **1**

If your new device did not come with a SIM card pre-installed, please follow the SIM install directions: Inside the right battery port, the SIM card slots are located on the left bottom corner of your device. Insert the SIM card inside the slot marked "SIM 1". Make sure is inserted all the way into the slot. You will feel a spring lock the SIM card into place.

Insert the batteries in to the battery ports on the sides of your CDS-9010 device, making sure they will click in place correctly. Then connect one end of the power cord to the power port of your device. Finally, connect the other end to an electric outlet.

STEP **2**

Connect the WAN cable from your modem, switch or router to the WAN port of your device, with an Ethernet (RJ-45) cable.

DISCLAIMER: This is just a representation of a modem. Models and appearance may vary depending on your Internet provider.

STEP **3**

Connect to one of the two LAN ports on your device with an Ethernet cable (RJ-45) to your equipment or computer that needs to receive an Internet connection from the CDS-9010. Your device allows you to connect up to two (2) devices for Internet access.

STEP **4**

Connect the RJ-11 (Phone line) from your phone or equipment requiring a phone line to the DataRemote CDS-9010 device's FXS port.

⚠️ **WARNING!** *Do not connect an active RJ-11 with voltage directly from the wall into the DataRemote device's RJ-11 ports, this will damage the device permanently. Each DataRemote device's RJ-11 FXS port is an active port supplying voltage. The FXS port is only to be connected to an FXO analog phone or another FXO device.*
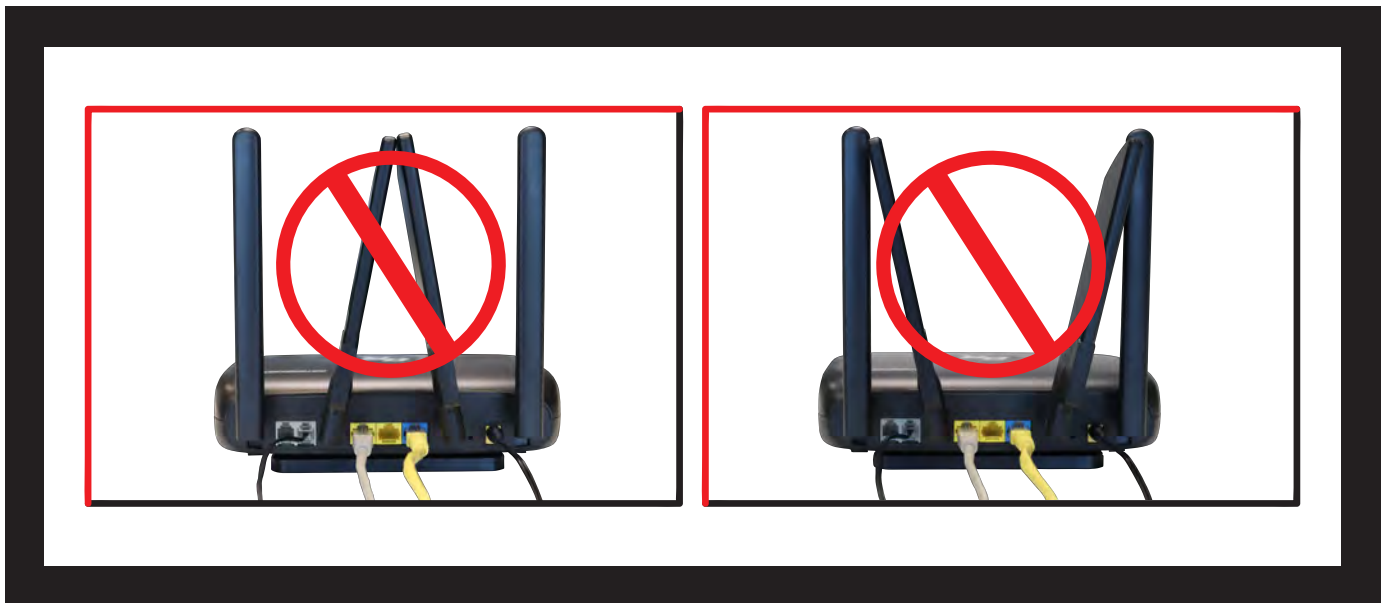
STEP **5**

Connect the LTE antennas to their respective ports, making sure the antennas don't touch each other. Please be aware of the following warning.

⚠ **WARNING!** *Make sure the antennas do not touch each other, this will cause the connection to be degraded.*

STEP **6**

Check the Power, WAN, LAN and LEDs lights to make sure you are connected properly. *IMPORTANT: Make sure antennas don't touch each other.*

Your device should look like this when connected to a phone line, WAN and one LAN/Computer device.

SERVICE TECHNICIAN
INSTALLATION

Overview of the DataRemote CDS-9010 device.

The DataRemote CDS-9010 device is part of DataRemote's POTS (Plain Old Telephone Service) IN A BOX product line. It is a cellular appliance with battery backup that uses the LTE Cellular Data Network to provide high levels of reliable cellular connectivity to directly replace wire-line POTS lines, including the capability for transmission of voice, FAX, alarm, analog data, ring-down and emergency lines with full access to E-911.

SCOPE OF WORK.
The scope of work to be completed on-site can be summarized to consist of the following:

- Locate existing devices (ie: Fire Panel(s), Call Boxes, Fax, Voice lines).

- Using a cable toner, locate demarc/SNI for existing POTS lines currently serving devices.

- Unpack, assemble then test DataRemote CDS-9010 device in "Standalone" Mode with power cable connected.

- Mount DataRemote CDS-9010 device and test FXS 1-2 (if applicable) phone jacks by calling in/out using a telephone test set or simple line telephone and cell phone prior connecting any device/appliance.

SCOPE OF WORK. (Continued)

- Mount the biscuit (RJ-11 surface mount) jacks close to the DataRemote CDS-9010 device that will connect with the remote device.

- Connect existing devices to newly installed RJ11 biscuit jacks.

- Ensure no "Foreign Voltage" is present by measuring the voltage at the tip and ring terminals on the new biscuit jacks connected to the devices. Voltage should read: "zero" volts DC (direct current)

  ⚠️ *IMPORTANT! IF foreign voltage is present, locate and disable it. IF no foreign voltage is present, proceed to next step* ⚠️

- Connect the DataRemote CDS-9010 device FXS 1-2 (if applicable) jacks to existing devices.

- IF Call Box or Voice line, test by making inbound/outbound calls.

- IF Call Box also test 'Gate/Door Entry" tone (DTMF / 'Press 9") and programming calls inbound to the device. Request client or call vendor technical support to facilitate programming test calls as needed.

- If Fire Alarm Panel, test that Fire Alarm Panels primary & secondary lines accordingly, calling out through the DataRemote CDS-9010 device. If RJ-31 style jack is used, verify that tip/ring connections are on pins 4 & 5 of jack.

- IF FAX, test by sending/receiving FAX using customer equipment *(Note: changes may have to be made to customer equipment ex: ECM on/off)*

- Call in to remote support team to sign off on install verification

MATERIALS LIST.
PROVIDED BY DATAREMOTE:
Basic Package Contains (Refer to "What comes in the Box" section)

- One (1) DataRemote CDS-9010 device.
- One (1) 100-240VAC, 50/60Hz, AC Power Adapter Cord.
- One (1) Ethernet Cable RJ-45.
- Two (2) Phone Cable RJ-11.
- Two (2) Phone Cable RJ-11.
- Two (2) LTE antennas (SMA-M connectors)

TOOLS LIST FOR TECH:

- Sufficient quantity of dual RJ-45 port surface mount boxes (aka biscuit jack)
- Sufficient quantity of RJ-11 or RJ-45 keystone plugs
- CAT5E cable – minimum 150'
- Power strip (this may not be used, it is in case there are not enough outlets in the room)
- Zip Ties / velcro for wire management
- Extra RJ-11 cable and RJ-11 male adapters, in the event additional or longer runs are required.

TOOLS LIST FOR TECH (continued)

- Flashlight
- Cat5 patch cables of varying lengths
- All termination tools and line/tone testers
- *NOTE: Photo of Cable Tester results will be required in deliverables*
- All hand tools required to make Cat5 cable runs (glow-stick, wire tape, etc.)
- Butt Set (or analog test telephone if "butt set" doesn't have an RJ-11 plug/jack interface)
- Label maker (to label biscuit jacks)
- Digital camera with 3.0 mega pixels or higher photo resolution
- 6" torpedo level
- Voltmeter

⚠️ *IMPORTANT! TECHNICIAN MUST FOLLOW THIS MANUAL EXACTLY, AS EACH PHASE & STEP IS DESIGNED TO ENSURE PROPER MIGRATION. ANY DEVIATION MUST ABSOLUTELY BE APPROVED BY YOUR RESPECTIVE EMPLOYER ONLY!!*

Please review this steps before starting and ensure you bring a printed copy of this guide and Installation Checklist to the site, to use it as a reference during the installation.

PREP-INSTALLATION TASKS.
On-site arrival and initial equipment testing:

1. Upon arrival, call your respective Program Manager on the check-in line to confirm that you are on-site and be prepared to supply the Store #Number/ Location ID & City/ST listed on your Work Order

2. Ask for the Manager On Duty (MOD), and introduce yourself with the purpose of your visit as the installer for the DataRemote CDS-9010 device.

    a. Please report any store access issue to your Project Manager immediately.

3. If the DataRemote CDS-9010 device was shipped to the site in advance of your dispatch; please obtain this package from the Manager.

    a. *IMPORTANT: Please open the package in front of MOD and inspect for a complete kit per the previous page's Material's List; especially if package was already opened when it was given to you*

    b. Report any missing equipment immediately to Project Manager.

4. *IMPORTANT: Any directives from on-site store personnel deviating from the norm or outside the scope of this guide must be relayed to the PM immediately. If you encounter a problem in the field which requires escalation, please contact the Project Manager immediately (bottom line, contact Project Manager for approval prior to accepting and acting upon any direction from store personnel on-site).*

PHASE **1**
CDS-9010 DEVICE ASSEMBLY/PRE-TEST + FIRE PANEL LOCATION

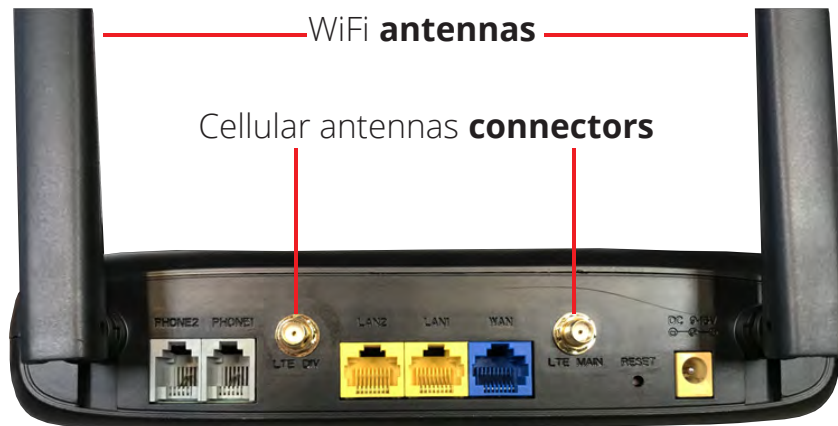**ASSEMBLE THE DATAREMOTE CDS-9010 DEVICE TO PRE-TEST:**

1. Remove the CDS-9010 device and affix the antenna accordingly:

      a. LTE antennas – male center pin
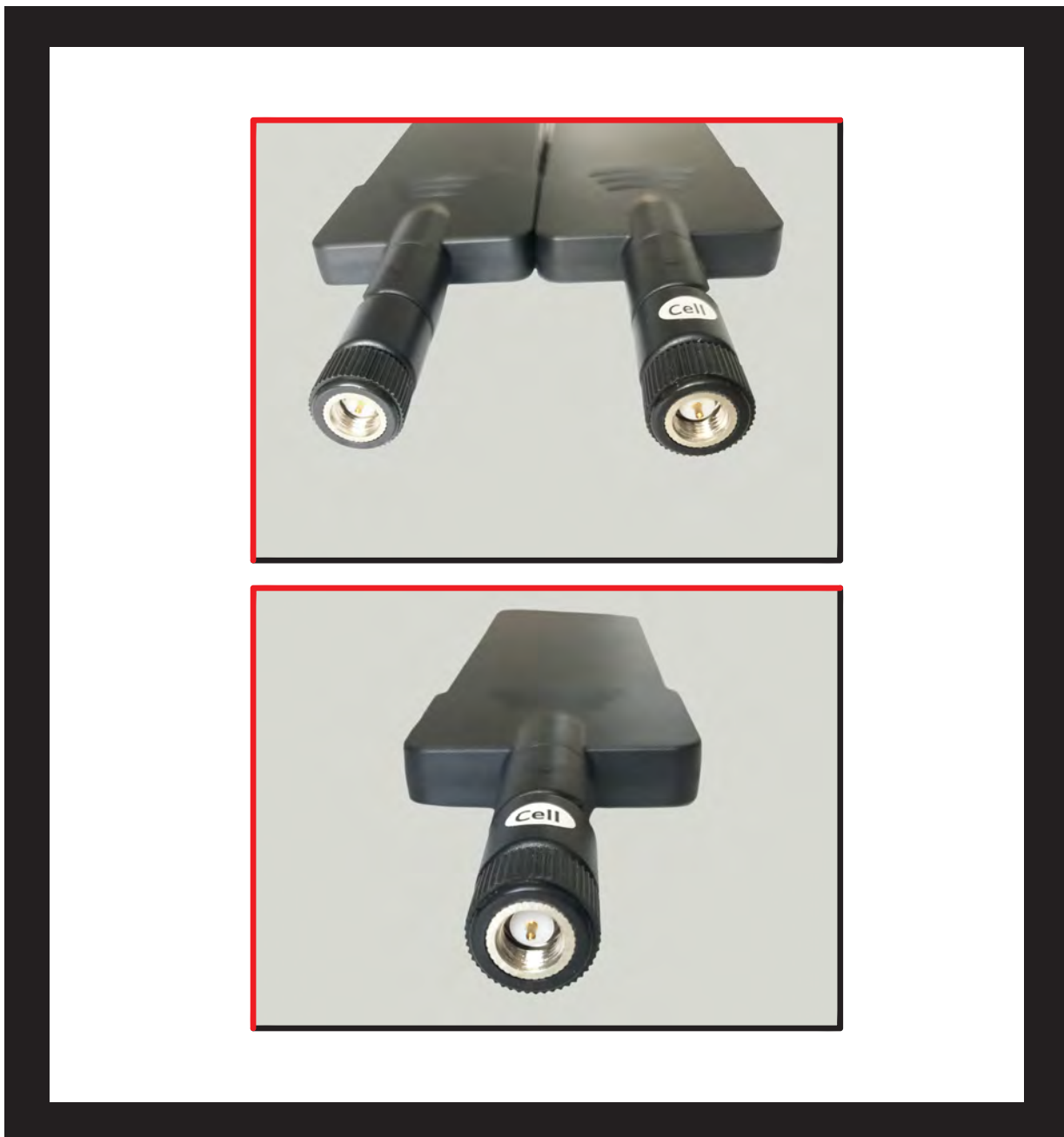
CDS-9010 DEVICE ASSEMBLY/PRE-TEST + FIRE PANEL LOCATION

b. LTE Antennas connect to outer two (2) coaxial connectors on the DataRemote CDS-9010 device. ***NOTE: DO NOT try to remove the WiFi antennas, there come attached to the device.***

WiFi **antennas**

Cellular antennas **connectors**

2. Place the battery and the battery case on the side of the device. Ensure the power cable are supported to prevent damage to the molex power plug.

3. Once the DataRemote CDS-9010 device is positioned to achieve the best signal strength possible: high on the wall with antennas facing up, use your eye and torpedo level to install the DataRemote CDS-9010 device in the selected location. Dress and secure the DataRemote CDS-9010 device's power cable's path neatly. If there are questions about the unit's placement, please contact Installation Support.

4. Verify correct LED lights on the DataRemote CDS-9010 device.

NOTE: any variations from the above, see the troubleshooting guide attached separately in your Work Order and/or call your respective Installation Support Line.

TESTING VOICE LINE.

1. Phone 1-2 indicators should be either solid green (On-Hook) or flashing green (Off-Hook/Busy). Call DataRemote Installation Support if LED indicators for the FXS are not lit. Once the lights above have been verified, use a butt set (or an analog test phone if your model butt set doesn't have an RJ-11 modular connection) to place a test call from the phone 1 jack to your cell phone if line one is a voice line.

2. **IMPORTANT: You MUST complete the call by answering it; otherwise the device won't register the test call event in the server logs, which is used for install validation.**

TESTING VOICE LINE. (Continued)

3. NOTE: If there are any issues other than a completed call and calling number identification/verification such as a call didn't go through or any other condition, STOP and call DataRemote Installation Support to report the issue and work to resolve before proceeding. Record the calling phone number in the Checklist for this site as Phone 1's (primary) new CDS-9010 number. Repeat steps 2 - 5 accordingly by performing the steps again using the phone 2 line port of the DataRemote CDS-9010 device (if the lines are voice lines.)

TESTING FIRE PANEL.

1. Locate the fire panel. Have the Manager escort you to the room/area where the active Fire Alarm Panel is located if not already visible refer to your Installer representative/ manual for a sample picture of typical Fire Alarm Panels.

          -A good indication that you've identified the correct Fire Panel is when you find the two(2) existing POTS lines that are associated with the Fire Alarm Panel. The two (2) existing POTS lines, (generally RJ-11 style) can appear in varied termination options and locations, such as:

> **a.** Two (2) surface-mount jacks located just outside of the Fire Alarm Panel,
>   generaly RJ-31 style
> **b.** In a 4x4 Electrical box just off to the side of the fire panel.
> **c.** Jacks may be inside the Fire Alarm Panel on motherboard and/or a dialer
>   module.

IMPORTANT: Do not touch these existing surface mount jacks or their cabling at this time!!!

          -Take a "BEFORE" picture of the panel and any status indicators/displayed messages appearing to represent the condition of the panel upon arrival!

CAUTION: DO NOT DISCONNECT ANY EXISTING PHONE LINES UNTIL INSTRUCTED TO DO SO LATER IN THIS DOCUMENT. TO DO SO EARLIER, MAY RISK A POSSIBLE DISPATCH FROM THE RESPECTIVE ALARM COMPANY.

PHASE **2**
Installation Tasks – Locate existing POTS lines

⚠️*WARNING! DO NOT TOUCH THE EXISTING RJ-31 POTS JACKS NEAR FIRE PANEL UNLESS INSTRUCTED TO DO SO.*

Once the Fire Alarm Panel is located, you will need to connect the DataRemote CDS-9010 device's phone 1-2 ports respectively with the Fire Alarm Panel's primary & secondary phone line ports preferably utilizing the existing cabling already connecting those ports to their current POTS lines.

As stated earlier in **Step 1**, when trying to find the Fire Alarm Panel, that cabling is typically terminated near the Fire Panel via some method before running inside the panel to connect to it. A common way that was done is using two (2) surface mount jacks, but you may see other methods as well.

PHASE **2** (continued)
Installation Tasks – Locate Existing POTS Lines

ID the termination points of those two (2) POTS lines serving the Fire Alarm Panel at the telco closet/ demarc/Standard Network Interface (SNI) To do so, try one or more of the following:

- Look for the two (2) telephone number's (TN) if ID'd and labeled at the Fire Panel and record them in your Installation Checklist and then look for labels with those TN's at the telco room/demarc/SNI

- Be sure to also note which TN may be labeled Primary or Secondary.

- Tone-Trace the existing cabling:

- Temporarily unplug the cable from the Fire Panel leading into one of the RJ-31x Surface Mount jacks.

- Plug Tone-Generator into the Surface Mount jack to tone-out the cabling back towards the demarc to discover its location. Repeat for other RJ-31x jack/cable too if needed.

- Restore connection to RJ-31 jack(s) if removed to conduct tone-test.

PHASE **3**
Cut-over Fire Alarm Panel lines to new DataRemote CDS-9010 device.

CAUTION: ONLY PROCEED IF STEPS 1 AND 2 ARE COMPLETE & WITHOUT ANY OPEN ISSUES.

Once those POTS line terminations are found in the telco closet/demarc/SNI, their cable-runs to the Fire Panel need to be isolated from their Telco POTS lines and redirected to the DataRemote CDS-9010 device's phone ports using included 5' (inch) long phone cords. The method of termination of those lines coming back from the Fire Panel will dictate the next steps taken to cut them over to DataRemote CDS-9010 device:

1. If the cable runs coming from the Fire Alarm Panel terminate in the telco closet/demarc/SNI to an RJ-11 or RJ-45 patch-panel or surface-mount (SMT) jack:

   a. Determine which jack is associated to the primary or secondary line from Fire Alarm Panel and mark them respectively with new DataRemote CDS-9010 device telephone number's as noted in your checklist during **Step 1** tasks for 9010's phone 1-2 ports respectively.

   b. Remove what's plugged into the Primarily marked jack now and plug one end of a phone cord included in the kit into that jack and the other end into phone jack of the DataRemote CDS-9010 device respective line for Fire Alarm – primary dialer connection.

NOTE: Mark this phone 1 port's Phone cord w/ a "1" or "P" to reflect it connects to the CDS-9010 device's Phone Alarm port.

PHASE **3** (continued)
Cut-over Fire Panel Lines to New CDS-9010 device

c. Repeat with other included phone cord for secondary marked jack into phone 2 jack of the DataRemote CDS-9010 device for Fire Alarm – secondary dialer connection

NOTE: Leave it unmarked or place a "2" or an "S" on its Phone cord.

d. If cable runs coming from the Fire Panel terminate in the telco closet/demarc/SNI onto a 66 or 110 block, check the following:

- Determine which jack is associated with the primary or secondary line of Fire Panel and mark them accordingly it if not already apparent/visible.

- Isolate the telco side connection from those two (2) pairs (i.e. lift bridging clips on 66-Block). Punch-down the two pairs of the new cable run to a dual SMT jack or two (2) single-port SMT jacks (a.k.a. biscuit jacks)

- Determine and   mark/label each SMT jack cover with its DataRemote CDS-9010 device's telephone number plus some primary or secondary suffix - i.e:

<div align="center">

678.555.1234 678.555.2468
FIRE PNL-Prim FIRE PNL-Sec

</div>

2. Mount the SMT Jack(s) somewhat near the DataRemote CDS-9010 device depending on 5' long phone cord's reach and distance between 66-Blk & SMT box(es)

3. Using your cable tester, test both SMT jack terminations and take PHOTO of test results to add to deliverables **(REQUIRED).**

4. Using included phone cords with RJ-11 terminations, connect FXS alarm ports from CDS-9010 device to the FIRE-Primary & FIRE-Secondary SMT box respectively

5. Mark cables:

- Mark the DataRemote   CDS-9010 device's   alarm line 1 port's phone cord with a "1" or "P" to reflect it connects to the DataRemote CDS-9010   device's alarm line and   if inadvertently removed.

- Mark the DataRemote CDS-9010 device's alarm 2 port's phone   cord with a "2" or "S" to reflect it connects   to the DataRemote CDS-9010 device's alarm line 2 port and if inadvertently removed.

PHASE **4**
Testing Fire Alarm communication over
DataRemote's CDS-9010 device. (See following page)

The DataRemote CDS-9010 device will be set in auto alarm mode, meaning it will detect what type of supported protocol the panel communicates in (Contact-ID, SIA, Pulse...Etc)

NOTE: DO NOT PLUG IN A BUTT SET TO THE CDS-9010 DEVICE AND MAKE A TEST CALL ON ANY OF THE ALARM LINES AS THIS WILL DEACTIVATE THE AUTO DETECT MODE.

THE FIRST CALL WILL FAIL, IF CALLS CONTINUE TO FAIL CONTACT INSTALLATION SUPPORT.

NOTE: IF YOU WISH TO KNOW IF THE DATAREMOTE CDS-9010 DEVICE'S ALARM LINES HAVE BEEN SET TO "AUTO" PLEASE CONTACT DATAREMOTE PM.

From the Cut-over steps above, the Fire Panel may have already communicated its trouble condition and restoration to the alarm vendor, but we want to test it once again.

1. Determine if the Fire Panel has a current trouble condition (Controller display a message or LED Indicators) and note or take a picture if so then go back to the DataRemote CDS-9010 device.

2. Invoke Fire Alarm Panel into a trouble condition: Remove phone cord from alarm line 1-2 (respectively) jacks of the DataRemote CDS-9010 device unit and leave disconnected for at least 3 minutes. If time permits, walk back to Fire Alarm Panel to wait for it to go into trouble condition as may be indicated in controller display and/or via certain LED indicators being lit on motherboard.

NOTE: IF THIS PHONE LINE DISCONNECT METHOD DOESN'T INVOKE A TROUBLE CONDITION IN FIRE PANEL TO BE REPORTED FROM THE PANEL, PLEASE CONTACT INSTALL SUPPORT TEAM AS YOU MAY HAVE TO TEMPORARILY DISCONNECT BACKUP BATTERIES OR POWER-CYCLE THE PANEL TO FORCE AN EVENT REQUIRED TO BE COMMUNICATED TO MONITORING VENDOR.

3. Test the Fire Alarm Panel Trouble Resolution Process.

IMPORTANT: DO STEPS IN THIS ORDER ONLY, DO NOT CHANGE THE ORDER.

  Secondary Line Testing:

- ONLY plug phone cord back into secondary 2 alarm line of the DataRemote CDS-9010 device.

Wait for the phone 2 green LED on the DataRemote CDS-9010 device to start flashing. Once the flashing phone 2 LED goes back to solid green, the system has attempted the call to report the trouble event to the alarm vendor.

  Primary Line Testing:

- Once the secondary test call is successful, leave Phone 2 port's cord plugged in, and now plug remaining phone cord into the primary alarm line 1 port of the DataRemote CDS-9010 device.

- Wait for the Phone 1 green LED on the DataRemote CDS-9010 device to start flashing green. Once the flashing phone 1 LED goes back to solid green, the system has attempted the call to report the trouble event to the alarm vendor.

4. Fire Panel confirmation:

PHASE **4** (continued)
Testing Fire Alarm communication over DataRemote's CDS-9010 device.

- Walk back to the Fire Alarm Panel to verify that the panel cleared the trouble condition.

- If both test calls above completed successfully and the trouble condition cleared, then proceed to call alarm vendor next.

- If testing was unsuccessful on either line, then:

- Verify the DataRemote CDS-9010 device's phone ports are still providing dial-tone and allowing outbound calls to be made. If not working, then contact Install Support

- Verify cabling connections to/from Panel/DataRemote CDS-9010 device.

- Call Install Support Team to assist in troubleshooting

5. Call fire alarm vendor to confirm they show the error and that it has been cleared:

- Have New DataRemote CDS-9010 device TN's recorded in your checklist handy to give to alarm vendor when calling, as well as store name and location number.

- Confirm the fire alarm vendor is r eceiving the new DataRemote CDS-9010 device's phone 1-2 respectively) Telephone numbers recorded in your checklist against the respective primary & secondary line trouble calls they received/logged in their monitoring system.

6. Call Install Verification line to confirm that communication through the DataRemote CDS-9010 device was successful.

7. Cleanup area, dress any cables needed then take photos of installation as required in below "Deliverables" section.

8. Confirm the phone 1-2 LEDs (respectively) are all solid green (if blinking, it may be making a call so just wait for it to go solid again). Lights should be as below; capture picture of their status **(REQUIRED) SEE PICTURE BELOW:**

PHASE **5**
Testing Fax Lines.

Fax Mode Details:

- Fax Works in VOIP and Fax modes on the DataRemote CDS-9010 device.

- Fax in Fax Mode works in basic (9600 Baud), Normal (14400 Baud) with ECM (Error Correction Mode) ON & OFF depending on the customers Fax machine.

- **NOTE: Depending on the BAUD Rate, the quality of the lines, and if ECM is on or off, the calls can take up to 25 seconds to 1 minutes per page to print.**

Here is a breakdown of the average time it takes for a single page Fax to transmit based on the baud rate of the sending and receiving fax lines.

Please keep in mind that these are average times of Fax transmission speeds.

BAUD RATE	INBOUND MINUTES PER PAGE	OUTBOUND MINUTES PER PAGE
2400	2 Minutes 30 seconds	2 Minutes 50 seconds
4800	1 Minute 45 seconds	1 Minute 50 seconds
7200	1 Minute 15 seconds	1 Minute 15 seconds
9600	1 Minute	1 Minute
12000	55 Seconds	55 Seconds
14400	45 Seconds	45 Seconds
28800	35 Seconds	35 Seconds
33600	25 Seconds	25 Seconds

Steps to follow for Fax Testing:

1. Connect the respective FXS line that is provisioned for fax to the "Line" port of the customer Fax machine.

2. Make a test outbound Fax call to a number provided by your Program Manager.

1. Connect the respective FXS line that is provisioned for Fax to the "Line" port of the customer Fax machine.

2. Make a test outbound Fax call to a number provided by your Program Manager.

3. Contact Program Manager to return the Fax for inbound Fax testing.

4. Repeat test (Steps 1-3) on both WAN and LTE.

NOTE: if at any point Fax is not working please contact Support.

PHASE **6**

Testing analog data lines.

1. Connect the respective FXS line that is provisioned for analog data with RJ-11 cable to the modem device.

2. Initiate an outbound data call to the receiving station / monitoring company. If you do not have a number please contact your Program Manager or the site MOD.

3. Request the receiving station / monitoring company call the modem device for a programming call. If you do not have an external station / company number please contact the site MOD.

4. Repeat test (Steps 1- 3) on both WAN and LTE.

NOTE: if at any point modem is not working please contact Support.

Post-Installation Tasks.

- Present installation Checklist to MOD to sign.

- Call tech check-in/check-out line to be released from the site.

- Upload all taken & required pictures to your work order.

Deliverables.

1. Signed work order.

2. Signed tech installation Checklist.

3. Required photos.

PROJECT CONTACT INFORMATION
USE THE FOLLOWING CONTACT LIST WHILE ON-SITE.

CALL REASON	RESPONSIBLE PARTY	TELEPHONE NUMBER
Dispatch Check-In	Install Team Check-in	
Dispatch Check-Out/Verification	Install Team Verification	
Technical Support & Scope Issues	DataRemote Tier 3 Support	800-848-1617 option 2
PM & Customer Relations Issues	Client Project Manager	
Local Site Contact (LCON) 55 Seconds	Manager on Duty (MOD) Refer to WO	Refer to work order

Deliverables (Continued).

1. Signed work order.

2. Signed tech installation checklist.

3. Required photos.

4. View battery LED light on top of device is "ON" and green.

5. View of RSSI LED of the DataRemote CDS-9010 device for signal strength indication.

6. Wide angle view of room where Fire Alarm Panel resides.

7. View of Fire Panel outside cover.

8. View of Fire Panel's status upon arrival – controller display / any fault LED's.

9. Inside door view of Fire Alarm Panel – any labels or block diagrams.

10. View of inside of Fire Panel – motherboard.

11. View of old POTS line's surface mount jacks at Fire Alarm Panel.

12. View of Old POTS line's terminations at telco closet/demarc/SNI.

13. View of cable test results of newly installed SMT boxes (as applicable).

14. View of SMT boxes labeled with new T's & prim/sec suffixes.

15. View of marked phone cords plugged into the DataRemote CDS-9010 device's 1-2 ports.

16. View of Fire Panel's controller display before cut-over to the DataRemote CDS-9010 device's ports.

17. Photo of all cable management.

18. Wide views of entire wall & the DataRemote CDS-9010 device closeup to show completed installation job.

19. Picture/scan of both pages of tech Checklist.

20. Picture/scan of signed Work Order.

NON-Alarm installation tasks:
For all other device installations follow same steps excluding RJ-31 biscuit connections and monitoring company communications.

NOTE: The DataRemote CDS-9090 device LED FX lights run left -to-right (1 -2)

Advanced Programming Information.

- For advanced programming information, please go to **Support.Dataremote.com.** This is the main support desk site for submitting Tier 3 trouble tickets.

- Please set up an account by requesting access to "Advanced Programming Information Guides" and entering your email contact details.

- You will receive an email asking you to login and set up an account.

- You will then receive a second email with a link with the login to your support desk.

- The support desk contains documentation for Advance Programming of the CDS-9010 device as well as a means to submit and check on support request ticket.

FCC Radiation Exposure Statement

DataRemote Incorporated, declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, many cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices) FCC Radiation Exposure Statement.
This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

CALIFORNIA PROPOSITION 65 WARNING

This product can expose you to chemicals including Carbon black and Nickel, which are known to the State of California to cause cancer, and including Bisphenol A and 1,3-Butadiene, which are known to the State of California to cause birth defects and/or other reproductive harm. For more information please visit **www.P65Warnings.ca.gov**

E911 Disclaimer
PLEASE READ THE FOLLOWING IMPORTANT 911 INFORMATION

The POTS in a BOX® and related Services relies on an Internet-based IP network and adequate power or battery to function. This Section provides important information for Customer about emergency calling, including 911/E911 services in the U.S. for this Service. In compliance with the Federal Communications Commission (FCC) WC Docket No. 05-196, DataRemote, Inc. hereby advises all current and potential customers that enhanced E911/911 calling services are available at this time but may not be available in all service areas and may/or may not function the same as traditional 911 Services.

YOU ACKNOWLEDGE THAT DATAREMOTE DOES NOT OFFER ALTERNATE PRIMARY LINE OR LIFELINE SERVICES. IT IS STRONGLY RECOMMENDED THAT YOU ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 OR EMERGENCY DIALING SERVICES.

In some instances, 911 service may not be available when using an Interconnected VoIP service or may be limited in comparison with traditional 911 telephone or commercial mobile radio service ("CMRS") service. These instances include, but are not limited to:

- 9-1-1 is dialed from a location other than the Registered Location last provided;
- The broadband connection (wired, wireless and/or Wi-Fi) is unavailable, or has been disrupted or impaired;
- The data service upon which the broadband connection is dependent is terminated or is disrupted or impaired;
- Loss of electrical or battery power;
- Network Congestion/outages;
- Customer or User terminal equipment is not configured correctly;
- Applicable equipment set-up instructions are not properly followed;
- Delays have occurred in processing a newly updated registered location;
- Customer has not provisioned and connected PSTN service for one or more locations;
- Customer has not updated DataRemote or Service provider of change of Registered Location;
- Payment of your subscription service.

Accordingly, Customer should always have an alternate means of accessing traditional 911 services, or other applicable emergency calling services, and such alternative means should include the ability to access 911 services, or other applicable emergency services, through the Public Switched Telephone Network where available. Failure to update Registered Location information may result in emergency calls being routed to the incorrect Public Service Answering Point (PSAP), preventing or delaying emergency response. If Customer changes the phone number used for 911 calling, Customer must register the new E911 CLID number and its associated address with DataRemote, in order to enable 911 capabilities for the updated number. Failure to do so may result in 911 services not being available to Customer when using an unregistered phone number

If you use a Private Branch Exchange (PBX) telephone system, the 9-1-1 dispatcher may see only your corporate or billing address, not the location information of the emergency. Customer should inform all Users of the Service of these limitations (including but not limited to, and of available alternate means of accessing 911/E911, or other emergency calling services. If you are unable to speak during a 911 call, the emergency operator will assume that the call originates from your last registered address.

If your account is suspended or terminated, all services, including E911, will cease to function. No E911 address accuracies guarantees are made during a Proof of Concept or demonstration of the product and you agree to hold harmless DataRemote for any claims made as to the provision of the E911 services. DATAREMOTE SPECIFICALLY DISCLAIMERS ALL LIABILITY RELATED TO THE E911 SERVICE. We recommend that you leave this notice near your phone or device.

YOU HAVE READ AND UNDERSTAND THE LIMITATIONS ASSOCIATED WITH THE 911 SERVICES DESCRIBED ABOVE. YOUR USE OF THE DEVICE AND SERVICES SHALL BE DEEMED AS UNDERSTANDING AND ACKNOWLEDGMENT OF THE ABOVE DISCLAIMER.

CAUTION

The battery used in this device may present a risk of fire or chemical burn if mistreated. Replace the battery with only a DataRemote manufactured or approved battery. Use of another battery is prohibited, and may present a risk of fire or explosion and void any battery or device warranties.
Dispose of used battery promptly and in a manner authorized by your jurisdiction.

Do not disassemble, crush and do not dispose of it in fire.
Keep away from children.

CERTIFICATIONS

AT&T Certified Devices

Manufacturer	Device Model	Device Type	Frequency Bands	Technology
DataRemote	**CDS-9010** **(Current Device for this Manual)**	Router	4G: II / IV / V - LTE: 2/4/5/12/13/14/66/71	LTE CAT 4
DataRemote	CDS-9070	POTS	2G: 850/1900 - 4G: II / V - LTE: 2/4/5/17	LTE CAT 4
DataRemote	CDS-9090	Router	4G: II/IV/V - LTE: 2/4/5/12/13/14/66/71	LTE CAT 4

PTCRB Certified Devices

Manufacturer	Model Name/Number
DataRemote	**CDS-9010** **(Current Device for this Manual)**
DataRemote	CDS-9070
DataRemote	CDS-9090

CA.GOV CALIFORNIA ENERGY COMMISION Certified Devices

Model	Appliance Type	Manufacturing Company	Brand	Regulatory Status	Date
CDS-9010	Router	DataRemote, Inc.	DataRemote Incorporated	Federally-Regulated Consumer Product	11/12/2019

CERTIFICATE OF COMPLIANCE

Certificate Number	20190725-MH63085
Report Reference	MH63085-20190717
Issue Date	2019-JULY-25

Issued to:

DATAREMOTE INC
18001 Old Cutler Rd, Suite 600
Miami FL 33157

This certificate confirms that representative samples of

BATTERIES, HOUSEHOLD AND COMMERCIAL, INFORMATION TECHNOLOGY EQUIPMENT INCLUDING ELECTRICAL BUSINESS EQUIPMENT

USL, CNL – RECHARGEABLE LI-ION BATTERY, Model(s): JBT18650-2S2P.

Have been investigated by UL in accordance with the Standard(s) indicated on this Certificate.

Standard(s) for Safety:

UL 2054 Standard for Safety of Household and commercial Batteries,
CAN/CSA-C22.2 No. 60950-1-07 and UL 60950-1 Standard for Safety of Information Technology Equipment-Safety-Part1: General Requirements.

Additional Information:

See the UL Online Certifications Directory at https://iq.ulprospector.com for additional information.

This *Certificate of Compliance* does not provide authorization to apply the UL Mark. Only the UL Follow-Up Services Procedure provides authorization to apply the UL Mark.

Only those products bearing the UL Mark should be considered as being UL Certified and covered under UL's Follow-Up Services.

Look for the UL Certification Mark on the product.

Bruce Mahrenholz, Director North American Certification Program

UL LLC