Connecting a NetCommWireless NTC-140W Series Router to an Eaton® Network Card

Introduction

This document provides instructions for connecting a NetComm Wireless NTC-140W series wireless router to one of the following Eaton connectivity cards:

- Power Xpert Gateway UPS (PXGX-UPS)
- PXGMS Power Xpert Gateway Minislot UPS (PXGMS)
- Network-MS

Prerequisites

- Eaton UPS with a PXGX-UPS, PXGMS, or Network-MS card
- PuTTy or HyperTerminal software
- USB-to-USB (Type B) cable for PXGX-UPS
- USB-to-USB (MiniTypeB) for PXGMS
- RJ-45 to 9-pin female serial (D shell) for Network-MS
- Serial COM port or USB-to-serial 9-pin male adapter

NTC-140W Series Router Installation Guidelines

Refer to the Quick Start Guide provided with the NetComm Wireless NTC-140W Series Router for instructions on mounting the router and connecting power.

Note: The router must be powered by a 120V outlet powered by the UPS. This ensures that the router is protected during a power outage.

Connecting the Router to a PXGX-UPS or PXGMS Card

Connect the NTC-140W Series router and Eaton network card. Use the included Ethernet cable or equivalent.

For a PXGX-UPS card:

- Connect the Ethernet cable from the LAN port on the NTC-140W Series router to the Upstream port on the card (Figure 1)

For a PXGMS card:

- Connect the Ethernet cable from the Ethernet port on the card (Figure 2) to the LAN part on the NTC-140W Series router

Route the Ethernet cable into the UPS via the appropriate conduit holes.

Once connected, the LEDs on the active Ethernet port, as well as the green Power LED, should light.

Configuring a PXGX-UPS or PXGMS Card

To troubleshoot or set up the PXGX-UPS or PXGMS card, refer to Sections 3–5 of the card’s Quick Start Guide for instructions on connecting a Windows-based computer to the card’s Setup port using a USB cable.

For a new installation, the PXGX-UPS or PXGMS card will use default configuration settings. The only steps necessary are to add the SMTP relay information (mail.eaton.com) and to verify that the e-mail recipient (monitor@v2.monitor.com) is properly configured as described below. The router does not require any additional setup steps.

If installing on an existing PXGX-UPS or PXGMS card, reset the card to factory default settings as follows:

- Locate the onboard DIP switch and set switch 6 to ON
- Reboot the card to restore the factory defaults
- Return switch 6 to OFF and reboot the card

For more information on restoring the factory default settings, refer to the User’s Guide provided with the card.

To configure the PXGX-UPS or PXGMS card, connect to the card’s Setup port using a USB cable. Once connected, open an internet browser and navigate to http://192.168.200.101.

Log in using the default credentials:

- Username: admin
- Password: admin

From the Configuration menu (Figure 3), select E-mail to display the E-mail tab (Figure 4).

Ensure that the SMTP server/IP hostname is mail.eaton.com and that an e-mail recipient is set up for monitor@v2.pwmonitor.com.

Proceed to the section titled, Run the PredictPulse Wizard.
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Connecting the Router to a Network-MS Card

To connect the NTC-140W Series router to a Network-MS card:

- Connect an Ethernet cable from the ETHERNET port on the Network-MS card (Figure 5) to the LAN port on the NTC-140W Series router. Use the included Ethernet cable or equivalent.
- If the Network-MS is located inside the UPS chassis, route the cable out of the chassis via a conduit hole that is protected by a rubber grommet.

Once connected, the LEDs on the Network-MS card’s ETHERNET port should light and the green LED at the top left of the Settings/Sensor port should blink.

Configuring a Network-MS Card

To troubleshoot or set up the Network-MS card, refer to Sections 3–5 of the card’s Quick Start Instructions for information on connecting a computer running a terminal emulation program (such as PuTTY or HyperTerminal) to the card’s Settings/Sensor port using the supplied serial-to-RJ-45 cable.

The Network-MS default configuration includes a DHCP network configuration. For a new installation, no changes are necessary on the Network-MS card. The only steps necessary are to add the SMTP relay information (mail.eaton.com) and verify that the e-mail recipient (monitor@v2.monitor.com) is properly configured. The router does not require any additional setup steps.

To configure the Network-MS card, connect to the Settings/Sensor port with the serial-to-RJ-45 cable and launch a terminal emulation session. Use the serial settings 9600 baud, 8 data bits, 1 stop bit, no parity, and no flow control (Figure 6).

At the blinking screen, press Enter. You should be prompted to enter a password. Enter the password (default is admin) to display the Network-MS card main menu (Figure 7).

From the Network-MS card main menu, press 2 (Network configuration). The Network settings menu displays (Figure 8).

Record the IP address to access the Network-MS card’s graphical user interface (GUI). Launch a web browser and navigate to the Network-MS card’s IP address (Figure 10).

Ensure that monitor@v2.pwmonitor.com is listed in the Recipient list, that the address is Enabled, and that all of the checkboxes in the Notified events list are checked. Click Test to send an email to any recipient listed.

Proceed to the section titled, Run the PredictPulse Wizard.
Run the PredictPulse Wizard
To run the PredictPulse Wizard (ActivatePredictPulse.exe), connect a laptop or personal computer as follows.

For a PXGX-UPS card:
- Using an RJ-45 Ethernet cable, connect the laptop or personal computer to the card’s Downstream port

For a PXGMS or Network-MS card:
- Using an RJ-45 Ethernet cable, connect the laptop or personal computer to the LAN/WAN port on the NTC-140W Series router

Run the PredictPulse Wizard (ActivatePredictPulse.exe). The Eaton PredictPulse window displays (Figure 11).

Enter the IP address assigned by DHCP to the network card.
Click Find My Serial Number to populate the Serial Number field.
Enter the contact information and click Next. The PredictPulse Wizard requests additional information for the contact (Figure 12).

Troubleshooting
The biggest risk for the router is low signal quality. As an initial test, observe cell phone signal strength in the area of installation. If the cell phone signal is weak, an external antenna may be required.

To quantify the signal, connect an Ethernet cable to the modem. Once connected, open an internet browser and navigate to http://192.168.1.1.
Log into the router’s Status page (Figure 13) using the credentials:
Username: admin
Password: admin

On the Status page, observe the Signal strength (dBm) and position the router to maximize the value.
If the signal is weak, an external antenna may be required. The external antenna replaces the 3G antennas provided with the router. Once connected, position the external antenna to maximize the signal strength.
The wireless router can only use the profile stored on the SIM. On the router’s Networking page (Figure 14), verify that Profile1 is selected and that the APN is eatonpredictpulse01.com.attz, as shown.

The wireless router can be rebooted from the router’s System page (Figure 15). The connection will be interrupted momentarily while the SIM data is loaded. Removing and reapplying power or a reboot will affect loading the default configuration.
When troubleshooting, if a problem remains following a reboot, download and save the log file to submit to technical support.
Additional Information and Support

For additional information about PredictPulse, visit Eaton.com/PredictPulse.

If you have specific questions, contact Eaton (in the US) by calling 800.843.9433 or sending an email to predictpulsesupport@eaton.com.