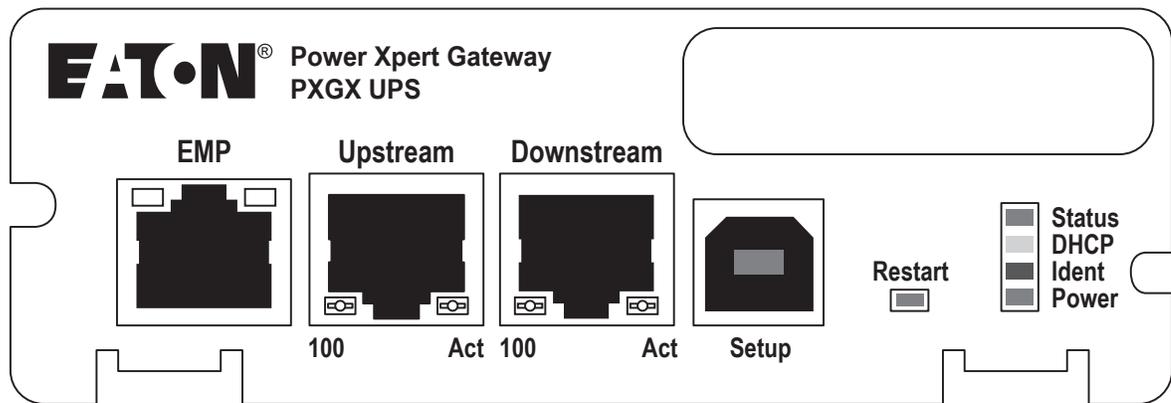


# Eaton® Power Xpert® Gateway (PXGX) UPS Card

## Quick Start Instructions



### Package Contents

- Power Xpert Gateway Minislot (PXGX) UPS Card
- USB Cable
- Quick Start Instructions

## Help Desk Numbers

United States	1-800-356-5737 or 1-800-843-9433
Canada	1-800-461-9166 ext 260
All Other Countries	Call your local service representative
Web Site	<b><a href="http://www.eaton.com/pxgx">www.eaton.com/pxgx</a></b>



### **NOTE**

On the Web site opening page, click **Support** and select the Customer Service link for more information.

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# Eaton Power Xpert Gateway (PXGX) UPS Card Quick Start Instructions

## Installation Checklist

1. Verify that the following items are available:
  - Power Xpert Gateway (PXGX) UPS Card package contents (card, cable, Quick Start Instructions)
  - Phillips® screwdriver
  - Available USB port on a computer running Microsoft® Windows®
  - Web browser (Microsoft Internet Explorer® version 8.0 and higher, Mozilla® Firefox®, or Google Chrome™ are recommended)
2. If you are going to use Dynamic Host Configuration Protocol (DHCP), provide your local network administrator with the card's MAC address. The MAC address is located on either the shipping box label or the label on this card.
  - MAC Address \_\_\_\_\_
3. If you are not going to use DHCP to provide any of the settings listed below, contact your local network administrator for the settings.

In the table below, check the **DHCP** check box or enter the values for manual configuration. This data is referenced later in the procedure.

Item	DHCP*	Manual Configuration
IPv4	<input type="checkbox"/>	Card IP Address: _____ Netmask: _____ Gateway: _____
DNS – Name Servers	<input type="checkbox"/>	Name Server #1: _____ Name Server #2: _____ Name Server #3: _____
DNS – Domain	<input type="checkbox"/>	Domain: _____

\* The network administrator normally sets up the DHCP server to provide a static IP address each time the card makes a DHCP request.

4. If you need e-mail functionality, obtain the SMTP mail server's IP address or host name. If using the SMTP host name, verify that you also have the Name Server IP address (see [Step 3](#)).
  - SMTP (mail server) IP Address  
or Host Name \_\_\_\_\_

## Install the Card

---

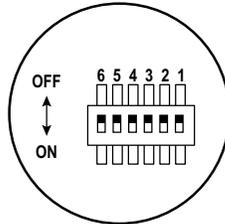
**i** **NOTE** The hot-swappable PXGX UPS card can be installed without turning off the UPS or disconnecting the load.

---

To install the PXGX UPS card:

1. Verify that all six DIP switches on the card are in the **OFF** position (see [Figure 1](#)).

**Figure 1. Verify DIP Switches are OFF**



2. If not already done, record the MAC address for future reference (see the [Installation Checklist](#) section).
3. Remove the X-slot® cover from the UPS. Retain the screws.

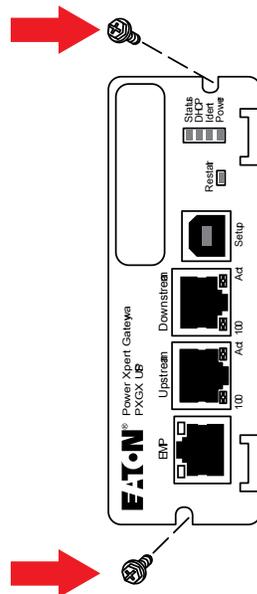
---

**i** **NOTE** If another card is already installed with an attached communication cable, disconnect the cable and then remove the card.

---

4. To prevent electrostatic discharge (ESD), place one hand on a metal surface, such as the UPS panel.
5. Slide the card into the open slot and secure with the screws removed in [Step 3](#) (see [Figure 2](#)).

**Figure 2. Secure the PXGX UPS Card**



6. From your laptop, go to [www.eaton.com/pqxg](http://www.eaton.com/pqxg).

7. On the **Resources** tab, scroll down and expand the **Software, firmware, and applications** section link to download the **Power Xpert Gateway USB Signed Windows Device Driver**.
8. Save the driver configuration file (*px-ups-signed-driver.zip*) to the C: drive using the default location or a folder you select. Note the path of the downloaded file on your computer.

**NOTE**

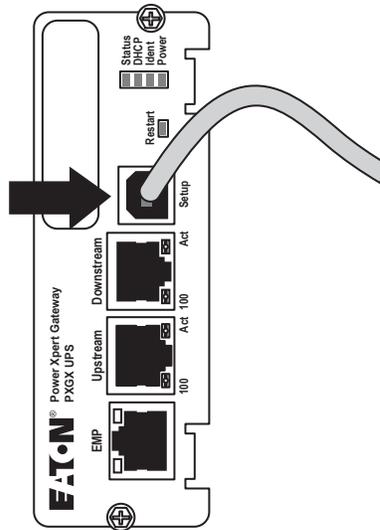
Do not download the file to your desktop.

## Connect the Card to the Computer

To connect the card to the computer:

1. Plug the small connector at the end of the supplied USB configuration cable into the **Setup** port on the card (see [Figure 3](#)).

**Figure 3. Install the USB Cable**



2. Plug the other end of the USB cable into the USB port on the computer. The Windows operating system detects new hardware.

**NOTE**

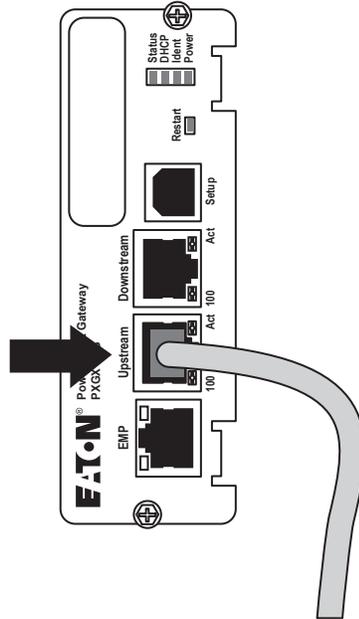
If a message indicates that the device driver software was not successfully installed, click **Ignore**.

**NOTE**

You may see a pop-up message window that shows “Found new hardware.” This indicates that the hardware installed successfully.

3. Connect an active Ethernet cable (not supplied) to the **Upstream** Ethernet connector on the PXGX UPS card (see [Figure 4](#)).
4. If you are connecting to another PXGX UPS card or other Ethernet device, connect an Ethernet cable (not supplied) to the **Downstream** Ethernet connector on the PXGX UPS card.

**Figure 4. Install the Ethernet Cable**



5. Wait for the power light and status light on the installed card to illuminate. This takes about two minutes.
6. Open a Web browser and type the default IP address (**https://169.254.0.101** for firmware 2.6.0.0 or later, **http://192.168.200.101** for earlier firmware versions).
7. Did the Power Xpert Gateway software open to the PXGX UPS card page?
  - If yes, the driver has already been installed automatically. Either verify the IP address assigned through DHCP or manually enter a static (fixed) IP address for the card's network connection:
    - a. To verify the DHCP-assigned IP address, go to the [Obtain a DHCP-Assigned IP Address](#) section.
    - b. To manually enter a fixed IP address, go to the [Assign an IP Address Manually](#) section.
  - If no, the driver has not been installed. Go to the [Install the Driver Software](#) section to confirm that you have the most current USB Driver software. If not, install or update the USB Driver software.

## Install the Driver Software

The steps you use to install the driver software depend on your operating system (OS). This procedure provides instructions for installing driver software on a Windows OS.

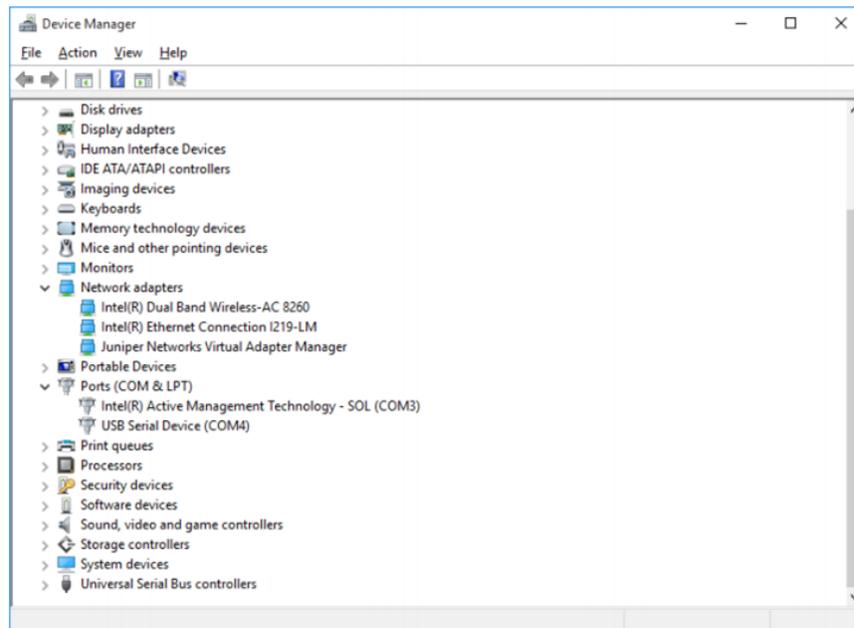


### NOTE

You can use either the Device Manager path or the Devices and Printers path to browse for the driver software and install it. This procedure uses the Device Manager.

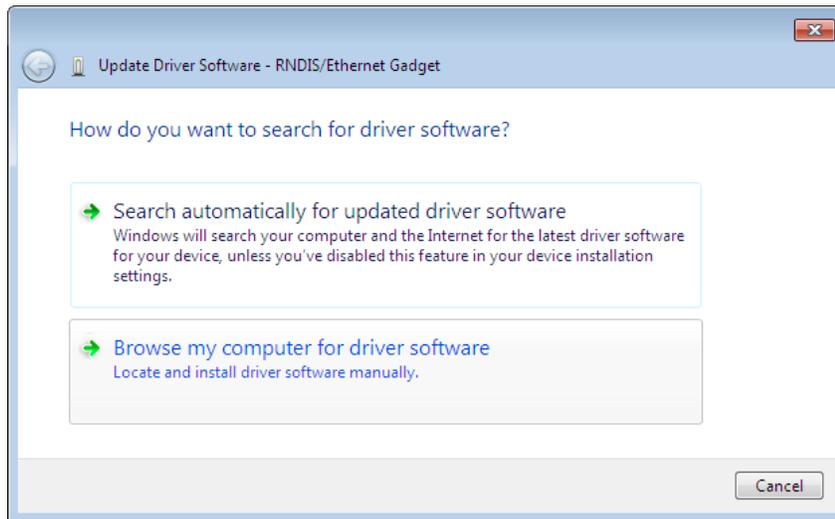
To install the driver from the **Device Manager**:

1. Click **Start** in the Start bar. Type *Device* in the search box.
2. Select **Device Manager** from the list above the search box. The **Device Manager** displays (see [Figure 5](#)).

**Figure 5. Device Manager**

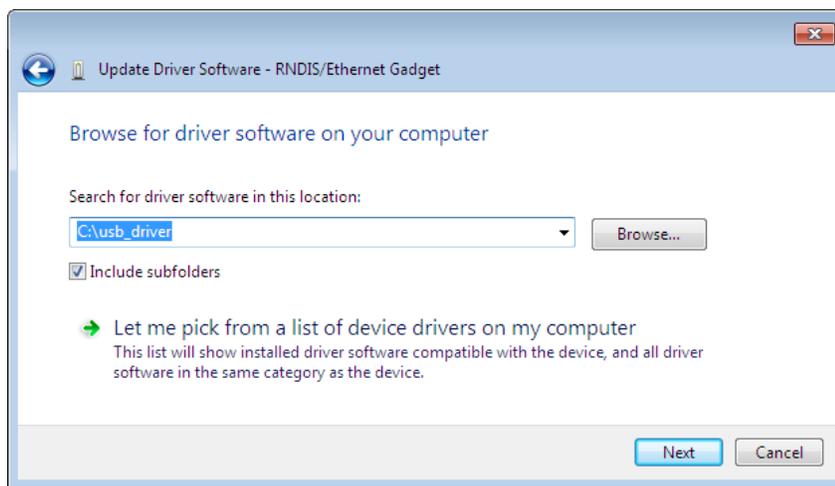
3. Expand the **Network adapters** and **Ports (COM & LPT)** sections as shown in [Figure 5](#).
  - Look for a USB Serial Device with a COM port designation (COM4 in the example shown in [Figure 5](#))
  - Unplug the USB connection to the card to verify the correct COM device in the Device Manager
4. Right-click the **USB Serial Device (COM#)** to display the menu and select **Update Driver Software**.
  - If a pop-up message displays, “The best driver is already installed,” click **Close** and go to [Step 10](#).
  - Otherwise, go to [Step 5](#).
5. Select **Browse my computer for driver software** (see [Figure 6](#)). Click **Next**. The next page displays.

**Figure 6. Update Driver Software Window – Search Method**

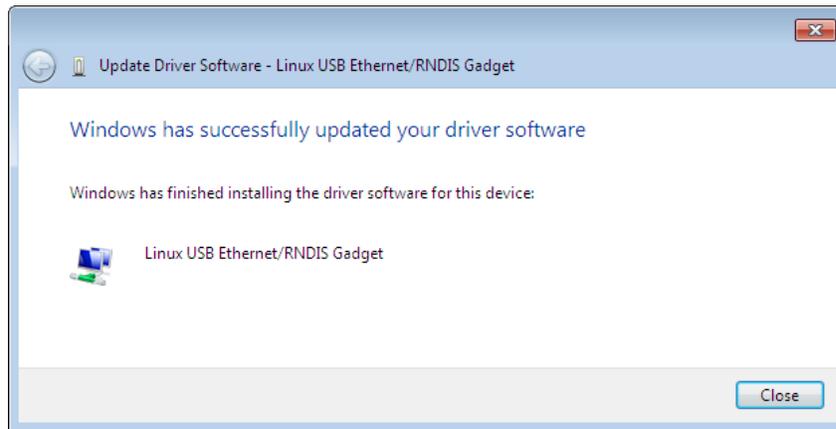


6. Click **Browse**. A "Browse for Folder" dialog displays. Select the folder that contains drivers for your hardware. Click **OK**. A "Browse for driver software on your computer" page displays.
7. The path to the powerxpert.inf file displays in the **Search for driver software in this location** box. Click **Browse** and navigate to the powerxpert.inf file you already downloaded. Select the file and click **Next** (see [Figure 7](#)).
  - If a pop-up message displays, "The best driver is already installed," click **Close** and go to [Step 10](#).
  - Otherwise, the software begins to install.

**Figure 7. Update Driver Software Window – Browse for Driver Software**



8. When the driver software is updated successfully, the message "Windows has successfully updated your driver software" displays (see [Figure 8](#)).

**Figure 8. Update Driver Software Window – Update Successful**

9. Click **Close**.
10. Either obtain the DHCP-assigned IP address or manually enter a fixed IP address:
  - To obtain the IP address assigned through DHCP, continue to the [Obtain a DHCP-Assigned IP Address](#) section.
  - To manually enter a static (fixed) IP address for the card's network connection, go to the [Assign an IP Address Manually](#) section.

**NOTE**

By default, the PXGX UPS card requests an IP address through DHCP when connected to a network.

## Obtain a DHCP-Assigned IP Address

**NOTE**

If connecting PredictPulse via an Eaton wireless modem, refer to the document [Connecting a NetComm Wireless NTC-140W Series Router to an Eaton Network Card](#) rather than this section.

To obtain the IP address through DHCP:

1. Ensure the PXGX UPS card is still connected to the computer over the USB cable. Also ensure that the network cable is connected from the PXGX UPS card Ethernet port to the network connection.
2. If your Web browser already open to the default IP address, go to [Step 3](#). Otherwise, perform the following:
  - a. Open your Web browser.
  - b. Enter: **https://169.254.0.101** for firmware 2.6.0.0 or later, **http://192.168.200.101** for earlier firmware versions.
  - c. Log on as administrator.
    - For firmware 2.6.0.5 and higher the username is "admin" and the default password is the card's MAC address (case sensitive with no colons).  
For example: Card's MAC address: 00:E0:D8:FF:C0:C4
      - Administrator name: admin
      - Password: 00E0D8FFC0C4

- For firmware versions older than 2.6.0.5 the default username and password is “admin”.
- The PXGS card Web page displays.



**NOTE** If the system is unresponsive and you cannot make any selections, the browser may be running in compatibility mode. To disable compatibility mode, go to the [Disable Browser Compatibility Mode](#) section.

3. Select **Network** from the **Configuration** menu. The **Network** page displays (see [Figure 9](#)).

**Figure 9. DHCP Enabled and Name Service Settings**

The screenshot shows the Eaton Power Xpert Gateway web interface. The top header includes the logo, 'Power Xpert GATEWAY', and the EATON logo. The right side of the header displays the date and time: 07/30/2015 13:33:54 UTC, 07/30/2015 09:33:54 EDT, and the unit type: CEC 9395 550 middle unit. A left-hand menu contains options like Device Data, Configuration (1), and Documentation. The main content area is titled 'Network' and includes sections for System Information, Network, and Name Service Settings. The Network section shows 'Automatic Configuration: DHCP Enabled' with a checked checkbox. Below it, the 'Manual Configuration' section has input fields for IP Address, Netmask, and Gateway. The Name Service Settings section has checkboxes for 'Use DHCP (when enabled) to get name servers' and 'Use DHCP (when enabled) to get domain name', both of which are checked. It also includes input fields for Name Server #1, #2, #3, Domain, and Hostname.

4. Under **IPv4**, the **Automatic Configuration: DHCP Enabled** setting checkbox should be enabled by default. Make sure the checkbox is checked (enabled) before continuing.
5. Scroll down to **Name Service** and expand the selection to update the next two DHCP settings:
  - Check the checkbox (enable) for **Use DHCP (when enabled) to get name services**.
  - Check the checkbox (enable) for **Use DHCP (when enabled) to get domain name**.

6. Click **Apply**.
7. Select **Yes** for the message, “**Do you want to save the Network Configuration?**”
8. Wait for approximately two minutes for the card to reboot. Initially, all lights will be lit. You will know the card has finished rebooting when only the top light (Status) and the bottom light (Power) remain lit.
9. Open a Web browser and type the default IP address (**https://169.254.0.101** for firmware 2.6.0.0 or later, **http://192.168.200.101** for earlier firmware versions).
10. When prompted, log on as administrator.
  - For firmware 2.6.0.5 and higher the username is “admin” and the default password is the card's MAC address (case sensitive with no colons).  
For example: Card's MAC address: 00:E0:D8:FF:C0:C4
    - Administrator name: admin
    - Password: 00E0D8FFC0C4
  - For firmware versions older than 2.6.0.5 the default username and password is “admin”.
  - The PXGX UPS card Web page displays.
11. Click **Network** in the menu list.
12. Does the IP address display?
  - If yes, uncheck (disable) the DHCP Enabled box and select **Apply**.



**NOTE** At this point, the DHCP address is saved as a static IP address.

---

- If no, go to [Assign an IP Address Manually](#) to manually obtain a static IP address for the PXGX UPS card.



**NOTE** For detailed information, refer to the [Eaton Power Xpert Gateway PXGX UPS Card User's Guide](#).

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## Assign an IP Address Manually



**NOTE** If connecting PredictPulse via an Eaton wireless modem, refer to the document [Connecting a NetComm Wireless NTC-140W Series Router to an Eaton Network Card](#) rather than this section.

---

To manually assign a static (fixed) IP address for the card:

1. Ensure the PXGX UPS card is still connected over the USB cable and the network cable is connected from the PXGX UPS card Ethernet port to the network connection.
2. If your Web browser already open, go to [Step 3](#). Otherwise, perform the following:
  - a. Open your Web browser.
  - b. Enter: **https://169.254.0.101** for firmware 2.6.0.0 or later, **http://192.168.200.101** for earlier firmware versions.
  - c. Log on as administrator.
    - For firmware 2.6.0.5 and higher the username is “admin” and the default password is the card's MAC address (case sensitive with no colons).  
For example: Card's MAC address: 00:E0:D8:FF:C0:C4

## Assign an IP Address Manually

- Administrator name: admin
- Password: 00E0D8FFC0C4
- For firmware versions older than 2.6.0.5 the default username and password is “admin”.
- The PXGX UPS card Web page displays.
- Go to [Step 3](#).

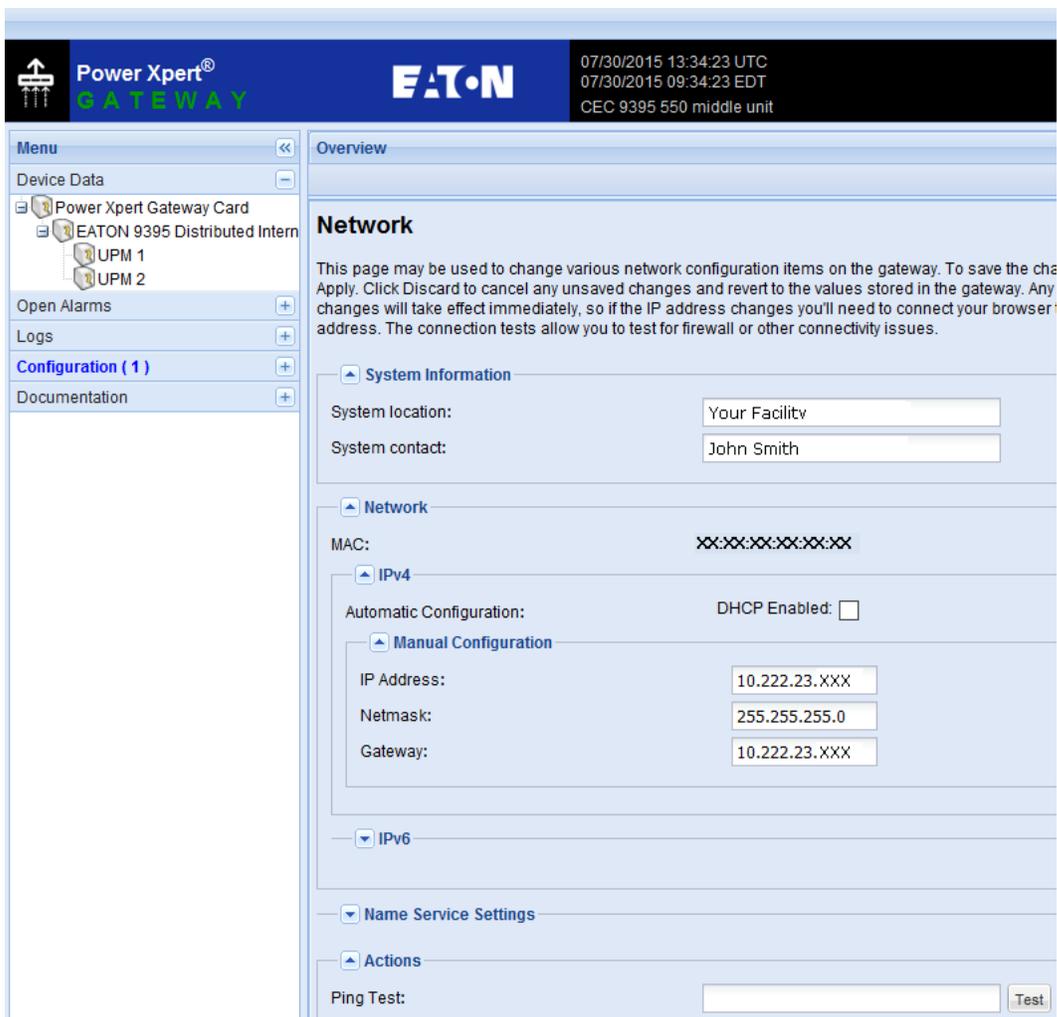
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 **NOTE** If the system is unresponsive and you cannot make any selections, the browser may be running in compatibility mode. To disable compatibility mode, go to the [Disable Browser Compatibility Mode](#) section.

---

3. Select **Network** from the **Configuration** menu. The **Network** page displays (see [Figure 10](#)).

**Figure 10. Disable DHCP Setting**



The screenshot shows the Eaton Power Xpert Gateway web interface. The top navigation bar includes the logo, the text "Power Xpert GATEWAY", the Eaton logo, and system information: "07/30/2015 13:34:23 UTC", "07/30/2015 09:34:23 EDT", and "CEC 9395 550 middle unit". The left sidebar contains a "Menu" with options: "Device Data", "Power Xpert Gateway Card" (expanded to show "EATON 9395 Distributed Intern", "UPM 1", and "UPM 2"), "Open Alarms", "Logs", "Configuration ( 1 )", and "Documentation". The main content area is titled "Overview" and "Network". A descriptive paragraph states: "This page may be used to change various network configuration items on the gateway. To save the changes, click Apply. Click Discard to cancel any unsaved changes and revert to the values stored in the gateway. Any changes will take effect immediately, so if the IP address changes you'll need to connect your browser to the gateway's IP address. The connection tests allow you to test for firewall or other connectivity issues." The "Network" section is expanded to show "System Information" (System location: "Your Facility", System contact: "John Smith"), "Network" (MAC: "XX:XX:XX:XX:XX:XX"), "IPv4" (Automatic Configuration: "DHCP Enabled: ", Manual Configuration: IP Address: "10.222.23.XXX", Netmask: "255.255.255.0", Gateway: "10.222.23.XXX"), "IPv6", "Name Service Settings", and "Actions" (Ping Test: [input field] [Test]).

4. Uncheck the **DHCP Enabled** checkbox to disable DHCP and allow you to manually configure the IP address.

5. Refer to the [Installation Checklist](#) section. Enter the IP address, Netmask, and Gateway addresses in the **IPv4 > Manual Configuration** section.
6. Click **Apply**, then click **OK** to confirm.
7. **Optional:** If you are using a host name, or host names, for controlling access to the card:
  - Type the server IP address in the **Name Server** box. (Up to three IP addresses can be entered.)
  - Click **Apply**. Click **OK** to confirm.
8. Open a browser and enter the fixed (static) IP address.
9. Log on as administrator
  - For firmware 2.6.0.5 and higher the username is "admin" and the default password is the card's MAC address (case sensitive with no colons).  
For example: Card's MAC address: 00:E0:D8:FF:C0:C4
    - Administrator name: admin
    - Password: 00E0D8FFC0C4
  - For firmware versions older than 2.6.0.5 the default username and password is "admin".

**NOTE**

For detailed information, refer to the [Eaton Power Xpert Gateway PXGX UPS Card User's Guide](#).

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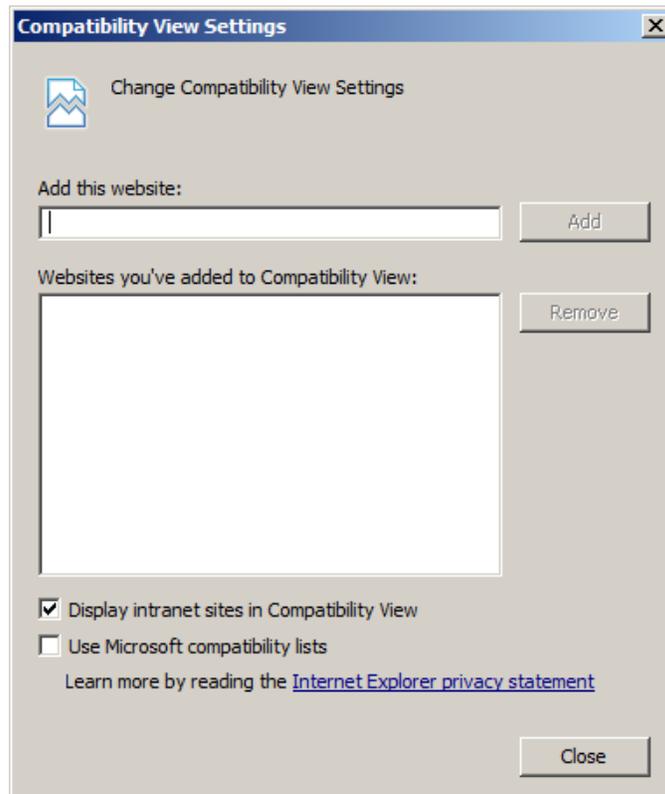
## Disable Browser Compatibility Mode

Browser compatibility allows Web pages designed for older versions to display properly. If data does not display properly on your PXGX UPS card Web page, the browser compatibility mode should be disabled.

To disable the compatibility mode:

1. Open your Web browser.
2. In the Menu bar select **Tools > Compatibility View Settings**. The **Compatibility View Settings** window opens (see [Figure 11](#)).

**Figure 11. Compatibility View Settings Window**



3. Uncheck (disable) the **Display all websites in Compatibility View** checkbox to disable compatibility mode and click **Close**.
4. Close and re-open your browser so that the changes take effect.

## Register a PredictPulse Subscription

PredictPulse™ is a remote monitoring and management subscription service that collects and analyzes data from connected power infrastructure devices, providing Eaton with the insight needed to make recommendations and take action on your behalf. This service has limited availability outside of the United States. For more information go to [www.eaton.com/PredictPulse](http://www.eaton.com/PredictPulse) or contact your Eaton service representative.

Login to or create your <https://PredictPulseapp.eaton.com> account.



**NOTE**

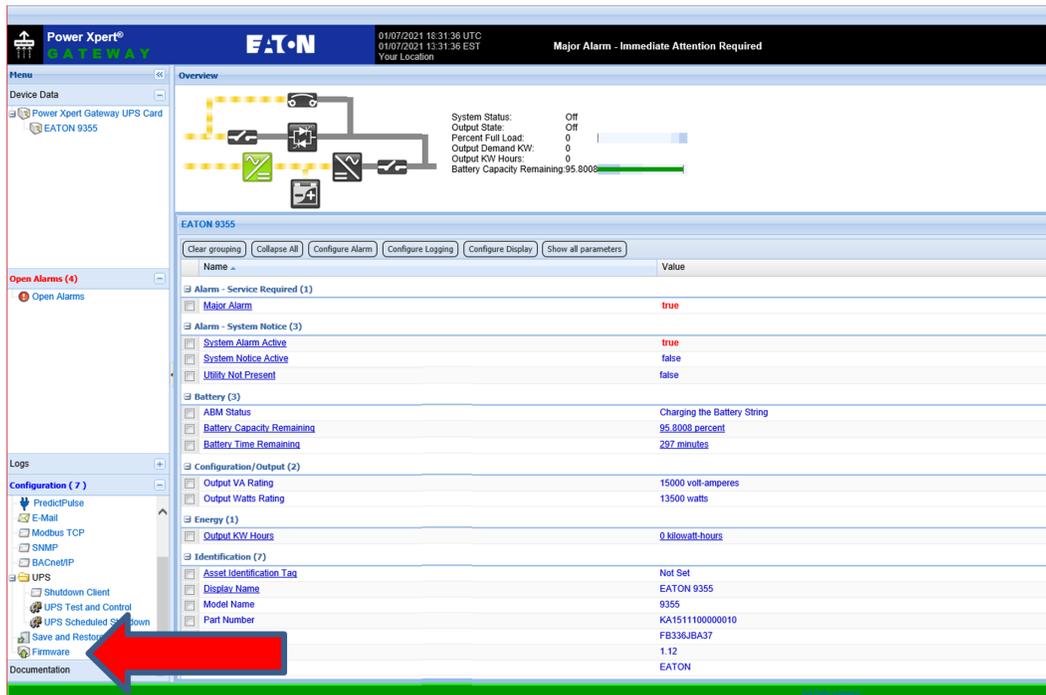
Refer to the [Eaton PredictPulse Quick Start Guide](#) for more information.

## Verifying and Updating the Firmware Revision

To register an installed PXGX card for PredictPulse:

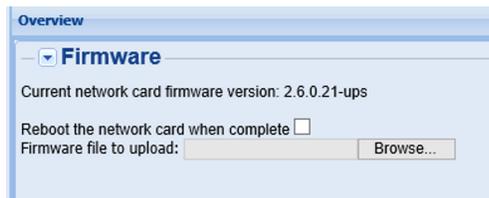
1. Verify the firmware loaded onto your connectivity card is current. Open a browser and navigate to the connectivity card's IP.
2. Scroll down on the **Configuration** menu, located in the bottom left, and click on **Firmware** (see [Figure 12](#)).

Figure 12. Configuration Page



The current network card firmware revision displays (see [Figure 13](#)).

Figure 13. Current Firmware Version



3. Open another browser page and navigate to [www.eaton.com/networkconnectivity](http://www.eaton.com/networkconnectivity).
4. Scroll down and select your appropriate connectivity card.
5. Select **Resources** in the gray banner (see [Figure 14](#)).

Figure 14. Resources Selection



6. Scroll down and expand the **Software, firmware, and applications** section.
7. Select the firmware and change history file.
8. Choose to Save the file.
9. When the file finishes downloading, navigate to your Downloads folder.
10. Right click the file and select **Extract All**.
11. Extract the files to your preferred destination.
12. Verify if the current revision is greater than that loaded onto your connectivity card.
13. If a firmware update is needed, proceed with the following steps, otherwise skip to the [Configuring the Connectivity Card for PredictPulse](#) section.

**NOTE**

Before updating the firmware, be sure to follow the password behavior and upgrade instructions found in the downloaded firmware file. Upgrading to the latest firmware may change the card's password, and a two step upgrade may be necessary if the card is currently below a certain revision.

14. Select **Reboot the network card when complete** (see [Figure 15](#)).

**Figure 15. Firmware Reboot**



15. Upload the .rom file to your connectivity card. The update can take up to 15 minutes. If the page doesn't automatically refresh after 15 minutes, manually refresh the page.

**NOTE**

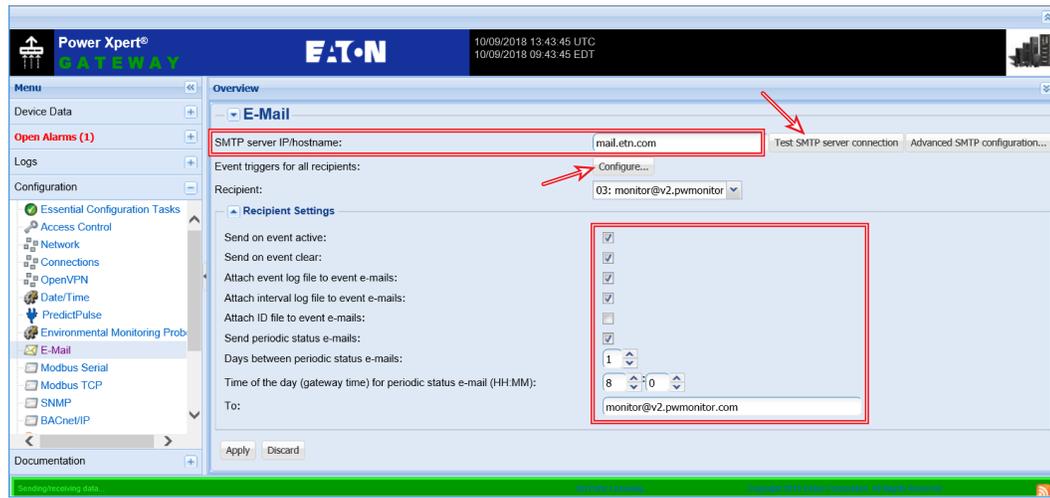
If an error message is received after attempting the upgrade, reboot the card before attempting the upgrade again; see [Step 9](#) of the [Configuring the Connectivity Card for PredictPulse](#) section for reboot instructions.

## Configuring the Connectivity Card for PredictPulse

To configure the Connectivity Card:

1. Select **E-Mail** from the **Configuration** menu (bottom left). The **E-Mail** page displays (see [Figure 16](#)).

Figure 16. PredictPulse Configuration E-Mail



2. Verify that the **SMTP server IP/hostname** name is correct. Note that *mail.etn.com* shown in is only an example; the site SMTP server IP/hostname should be used (for the wireless modem/router use *mail.eaton.com*).
3. Click **Test SMTP server connection**. A new browser window or tab opens displaying the test results. At the bottom of the results, verify "*Email successfully sent...*" is displayed, then close the window or tab.

Figure 17. E-mail Connection Test

Testing the SMTP connection (note: this may take a while to fail)

. . . (debug lines removed) . . .

```
Email successfully sent : 250 <1607017567.427936.9391@PowerXpert-00-20-85-F1-83-D4> [InternalId=483113704] Queued mail for delivery
```

```
monitor@v2.pwmonitor.com: 250 Recipient OK
```

```
end sendOnce()
```

```
Info: Exiting...
```

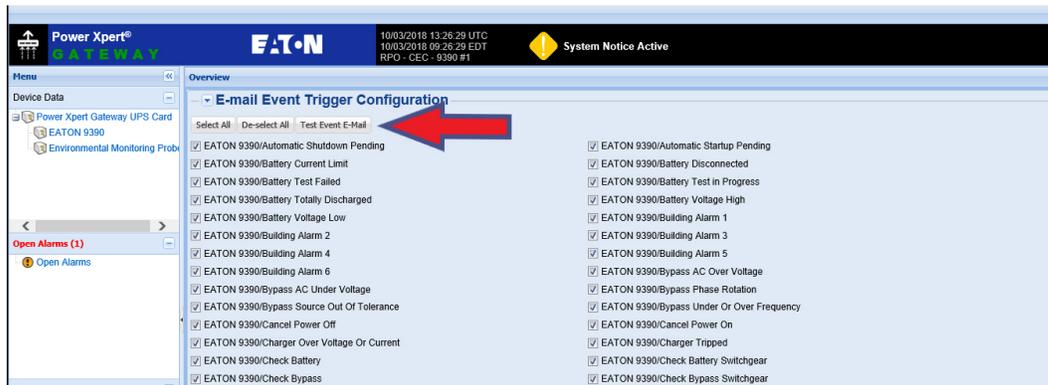
If the results are unsuccessful, verify the Network settings from the **Configuration** menu.

4. In the **Recipient Settings** section of the **E-Mail** page, verify that the checkboxes for recipient **monitor@v2.pwmonitor.com** are setup as shown. If not, add this recipient and setup as shown in [Figure 16](#). If using an Eaton Wireless Modem, ensure no non-Eaton addresses are listed. Click **Apply** after making any changes.

Set the **Days between periodic status emails** to *1* and enter a time of the day in the appropriate boxes.

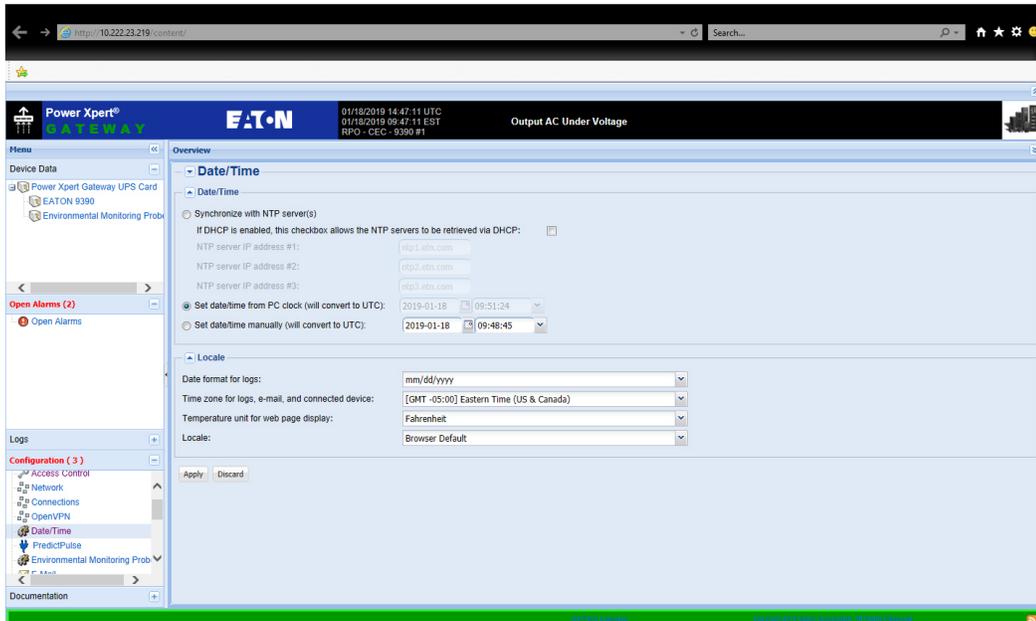
5. Click **Configure** below the SMTP server IP/hostname to display the **E-Mail Event Trigger Configuration** page (see [Figure 18](#)). Verify that some or all alarms are checked. At least one alarm must be selected for PredictPulse to receive all pertinent data. Scroll to the bottom of the page and click **Apply** after making any changes.

Figure 18. E-Mail Event Trigger Configuration



6. Click **Test Event Email** at the top of the page to send a test e-mail to all recipients in the recipient list. A progress message will appear. Each recipient should receive a test email within one to two minutes. If no test email is received, verify the Network settings from the **Configuration** menu and/or verify external relay is enabled for the card's IP.
7. Navigate to the **Date/Time** page from the **Configuration** menu (see [Figure 19](#)).
  - a. **If an NTP server is available**, verify **Synchronize with NTP server(s)** is checked, then enter the time server name or IP address.
  - b. **If no time server is available**, but the connectivity card has internet access, use one of the public time servers from [pool.ntp.org](http://pool.ntp.org).
  - c. **If using the wireless modem provided by Eaton**, use **192.168.1.1** for the NTP server IP address #1. (Ensure the modem is configured for NTP.)
  - d. **If an NTP server is not available or the correct time is not displayed** in the black banner at the top of the card GUI within two minutes of setting the NTP, choose **Set date/time from PC clock**.
  - e. Ensure the correct time zone under Time zone for logs, email, and connected device is selected.
  - f. Click **Apply** after making any changes.

Figure 19. Date/Time Selection



- Run the PredictPulse Activation wizard from your <https://PredictPulseapp.eaton.com> account.

**NOTE**

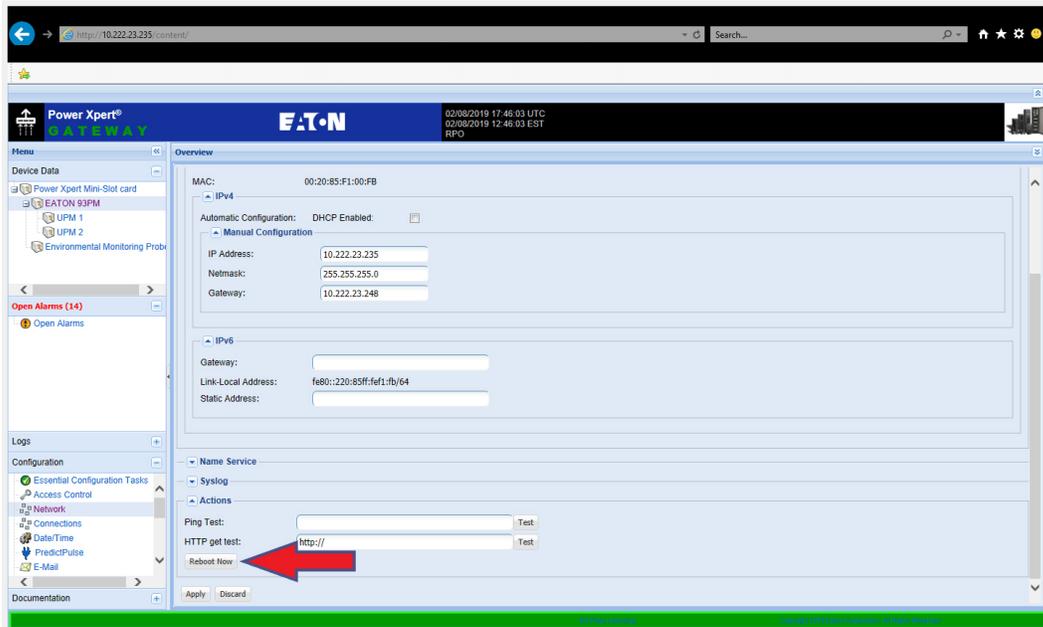
Refer to the [Eaton PredictPulse Quick Start Guide](#) for more information.

**NOTE**

The registration process to activate the unit for PredictPulse may take 15 minutes or more. To ensure the PredictPulse activation was successful, call the Eaton Software and Connectivity team at 800-843-9433, option 2, option 5 for assistance.

- If any changes were made to the connectivity card after activating PredictPulse, reset the card by clicking **Reboot Now** at the bottom of the **Network** page (see [Figure 20](#)). The card will take two to three minutes to reboot.

Figure 20. Reboot Selection



**NOTE**

If any assistance is needed to perform the actions listed above, the Eaton Software and Connectivity team can remotely walk you through this process. The Connectivity team can be reached Monday-Friday, 8am-6pm est at 800-843-9433, option 2, option 5.

## PredictPulse Remote Monitoring Activation Completion Checklist

- <https://PredictPulseapp.eaton.com> account enrollment complete
- PredictPulse compatible network connectivity card installed
- Connectivity card upgraded to latest firmware
- Connectivity card configured for PredictPulse
- Environmental Monitoring Probe connected
- PredictPulse activation wizard run from <https://PredictPulseapp.eaton.com> account
- Call placed to Eaton Software and Connectivity team, 800-843-9433, option 2, option 5 to confirm portal activation and communication receipt

### Modem Use Only

- Universal Accessory Power kit installed (if no UPS protected outlet is available for the modem and/or network switch to plug into. Must be installed by an Eaton technician, contact your Eaton service representative for a quote)
- Network switch installed (if multiple UPS are connected to the same modem) (see page two of [Connecting a NetComm Wireless NTC-140W Series Router to an Eaton Network Card](#))
- Modem NTP configured (see page six of [Connecting a NetComm Wireless NTC-140W Series Router to an Eaton Network Card](#))
- PredictPulse activation wizard run from modem connection (see page nine of [Connecting a NetComm Wireless NTC-140W Series Router to an Eaton Network Card](#))



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