



## Frequently Asked Questions (FAQs)

### Q: The Dualcom does not appear to be responding to any commands on all the interfaces. What do I do?

A: If for some reason the Dualcom stops responding, a soft reset can be performed by quickly pressing and releasing the reset button located on the right side panel of the Dualcom indicated by the nut-shaped hole.

### Q: Is there a way to reset the Dualcom to default?

A: To reset the Dualcom press and hold the reset button for thirty seconds then release. The reset button is located on the right side of the Dualcom indicated by a metal finished, screw nut shaped hole.

PLEASE NOTE: Returning the unit back to factory default will erase all your settings.

### Q: Why does the Dualcom indicate no load when I have my mini-hub plugged into one of the outlets?

A: To avoid improper current readings the Dualcom is designed so that any load lower than 0.1A is considered zero.

### Q: When I try to access the Serial or Telnet menu on a Dualcom, the Backspace key seems to not work. What should I do?

A: The Backspace key is sometimes mapped to different ASCII character codes depending on the operating system. If you are experiencing this problem, please try using ctrl-H instead.

### Q: Why does my new Dualcom not respond on the network after I configured it with the same IP address information as the unit it is replacing?

A: Chances are that this is a problem with the network's ARP cache. To optimize the sending of information as quickly as possible, a network device like a switch or router builds an internal list of MAC addresses and their corresponding IP addresses. When you configure your new Dualcom to use an IP address that is already in this list. The router or switch is still using the MAC address for the Dualcom that is being replaced.

(For a full explanation of ARP and how it works, visit the Address Resolution Protocol entry on Wikipedia.)

You can test if this is the issue by connecting a laptop directly to the same switch and VLAN as the Dualcom. If you configure a static IP address inside the same sub net as the Dualcom's address and are able to get to the Dualcom's network interface, this is most likely the problem. There are two solutions to this problem: wait until the network device "forgets" the MAC/IP relationship (usually between 20 and 30 minutes) or force your network device to clear its ARP cache. For further help with either of these, please contact your network administrator or systems vendor as the details are highly specific to your network.

### Q: Where can I find general system information about my Dualcom?

A: System settings can be obtained under the Setup page on the web interface or the System Settings selection on the telnet/serial interfaces. Additional information about your system, including the unit's MAC address, serial number, and firmware revision, may be obtained through a special page available on the web interface. To access this special system information page, first login to the Dualcom's web interface in your browser as the system administrator account. Next, append the page `happiekats.shtml` to the URL (i.e. `http://192.168.1.2/happiekats.shtml`, where 192.168.1.2 is your unit's IP address) and hit Enter. The resulting page will contain the MAC address, serial number, and firmware revision along with other diagnostic information that may be helpful if you need support.

## Dualcom Plus Product Options

Description	Part Number	Input Voltage	Input Amperage	Input Plug	Output Voltage	Outlet	Qty & Type	Dimensions (inches)
DUALCOM 1620V PLUS 520R 520P	1013017	100-136V	20A	5-20P	100-136V		(16) 5-20R	65L x 1.80W x 2.75H
DUALCOM 1620V PLUS 520R L520P	1013016	100-136V	20A	L5-20P	100-136V		(16) 5-20R	65L X 1.80W X 2.75H
DUALCOM 1620Vi PLUS C13R L620P	1013018	200-250V	20A	L6-20P	200-250V		(16) (13)	65L X 1.80W X 2.75H
DUALCOM 1630VCB PLUS (MULTI-OUTLET) 6 C19R 10 C13R L6-30P								
2 QTV 20AMP	1013019	200-250V	30A	L6-30P	200-250V		(10) (13) (6) C19	65L X 1.80W X 2.75H
DUALCOM 1630VCB PLUS 520R L530P								
2 QTV 20 AMP	1013020	100-136V	30A	L5-30P	100-136V		(16) 5-20R	65L X 1.80W X 2.75H
DUALCOM 1630VCB PLUS 520R L530P								
2 QTV 15 AMP	1013015	100-136V	30A	L5-30P	100-136V		(16) 5-20R	65L X 1.80W X 2.75H
DUALCOM 1632VCB PLUS 16 C13R 32A INTL								
2 QTV 20 AMP	1013023	200-250V	32A	IEC 60309	200-250V		(16) (13)	65L X 1.80W X 2.75H
DUALCOM 1630VCB PLUS C13R L630P								
2 QTV 15 AMP	1013024	200-250V	30A	L6-30P	200-250V		(16) (13)	65L X 1.80W X 2.75H
DUALCOM 1630VBR PLUS C13R L630P								
	1013025	200-250V	30A	L6-30P	200-250V		(16) C13	65L X 1.80W X 2.75H
DUALCOM 1640V PLUS 520R 520P								
Dual Feed	1013021	100-136V	40A (2x20A)	(2) 5-20P	100-136V		(16) 5-20R	65L X 1.80W X 2.75H
DUALCOM 1640V PLUS 520R L520P								
Dual Feed	1013022	100-136V	40A (2x20A)	(2) L5-20P	100-136V		(16) 5-20R	65L X 1.80W X 2.75H

i - Indicates International Unit

L - Indicates Locking Plug and/ or Receptacle

CB - Indicates Circuit Breaker

\* Various Input Cord Cap Options Available

\*\* Safety Agency Derating in U.S. For Continuous Current Is 80% of Rating Shown

All Models Can Be Customized For Different Configurations.

Input Cords Sold Separately. Various Lengths Available.

## Key Features

2 Modes of Communication:

- Serial
- Ethernet

Remote Access:

- Monitor
- Reboot
- Manage

Designed for Rack Power Management:

- Zero U vertical format
- Single or Dual feed power input
- Individual current monitoring

Additional Protocols:

- TCP/IP
- SNMP
- Telnet