sales@essentialtel.com



# CG-954SAM Administration & Setup Guide



188 Norwich Ave, Colchester, CT 06415

(860) 295-8100

www.essentialtradingsystems.com

## THE POSSIBILITIES ARE ENDLESS

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## Release notes:

5/15/2023	Ver 3.0.1	First release firmware for DB connector gateway / GPIO control introduced
2/6/2023	Ver 1.0.9	Improvements to VOX operation
1/3/2023	Ver 1.0.7	Introduced No PBX mode and adjustable VOX setting
9/12/2022	Ver 1.0.1	Introduced the ability to adjust attenuation on the SIP side
3/5/2022	Ver 0.0.36	"Vox" and "PTT In" settings introduced
4/1/21	Ver 0.0.25	First official release

## 1.0 Product Overview

#### 1.1 Product Description

The CG-954SAM is a multi-channel, combination multicast / SIP / Analog gateway device.

#### 1.2 Product features

- LED's LED's on the front panel provide visual indication of network Link/Activity. LED's on the back indicate audio activity when LMR option checked
- Ethernet The CG-954SAM is equipped with a single Ethernet port for connecting to your network.
- Radio Ports The CG-954SAM is equipped with 4 analog (E&M type) audio ports. Tx & Rx on each port are 600Ω, balanced transformer isolated with programmable delay and contact closure for PTT out.
- Console Port Optional feature, these ports are E&M type audio ports design for connectivity to an analog radio console system. Each port is 600Ω, balanced, transformer isolated with sensing circuitry for "PTT in" from the console system.

### 2.0 Administration

#### 2.1 Login

The CG-954SAM is configured via browser interface. CG-954SAM's ship with IP - 192.168.0.248 as default. All CG-954SAM's will have a MAC address starting with 74:19:f8:3x:xx:xx so you will be able to find it more easily on your network if using DHCP.

ETC recommends using Chrome or Firefox to ensure best browsing experience. IE9 and above can be used as well.

Once the IP address has been determined, open a browser from a PC that is networked with this machine. Type the IP address into the URL bar of the browser and press enter. The CG-954SAM Login screen is shown in Figure 1.

Default Username is: **admin**, default password is: **admin**. Upon logging in, administrative login credentials can be changed to ensure security of system configuration.



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CG-954SAM Administration and Set Up Guide

#### 2.2 System Settings

After logging in, you are brought to the System Information page where administrative functions of the CG-954SAM are presented as tabs across the top of the window. See Figure 2.

Figure 2

CG-9545AM CG Device	Configuration							?>
System Information	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics	
- Current Set	tings			- Device Name				
Serial N	lumber:	31801000		Device N	ame:	CG-954SAM		
MAC Ac	ldress: re Version:	9E:40:C7:63:C2:38 v3.0.1		Admin Unorp	ame & Password –			
IP Addr IP Addr	-	Static 192.168.0.248		Usernam		admin		
Subnet Default	Mask: Gateway:	255.255.255.0 192.168.0.254		Password	l:	•••••		
DNS Se		8.8.8		Confirm Password:		•••••		
Save Config	puration and Reload	Device	Save Configuration		Reload 🗸		Reboot Devic	e

#### 2.3 Menu Options

The menu selections are displayed as tabs across the top of the web page. Each section will be explained in detail, later in the guide. Figure 3 shows the options available.

Figure 3

stem Information	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics
Current Setti	ngs			- Device Name			
Serial Nu	imber:	31801000		Device N	ame:	CG-954SAM	
MAC Add	tress:	9E:40:C7:63:C2:38					
Firmware	e Version:	v3.0.1					
IP Addre	ssing:	Static		Admin Username & Password			
IP Addre	ss:	192.168.0.248		Usernam	e:	admin	
Subnet N	1ask:	255.255.255.0					
Default (	Gateway:	192.168.0.254		Password	i:	•••••	
DNS Sen	ver 1:	8.8.8.8					
DNS Sen	ver 2:			Confirm	Password:	•••••	
	iration and Reload		Save Configuration		Reload -	)	Reboot Device

- **System Information** This page displays device information and admin definable fields for device name and login credentials.
- **Networking** This page allows the administrator to configure IP settings for the device and select static or DHCP.
- Channels Configuration This page allows the administrator to configure Multicast / SIP & analog settings for each respective channel
- Multicast Monitor This page allows the administrator view Tx/Rx levels of each multicast channel.
- Analog Ports This page allows the administrator to view activity on analog port as well as adjust Tx & Rx levels for each analog port
- **Management** This page provides the administrator with access to settings for syslog reporting & https settings. New management related features will be added to this page as they are developed.
- Firmware & Licensing This page allows the administrator to upgrade device firmware and install license file to increase channels.
- **Diagnostics** This page allows the administrator access to diagnostic tools such as activity log, config file download & packet capture.

#### 2.4 System Information Page

Figure 4

The System Information page displays pertinent information about the device such as IP address, serial number, firmware version etc. Additionally, there are fields the administrator may use to identify the specific device and change the device login credentials for security purposes. See Figure 4 below.

stem Information Networki	g Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics	
Current Settings			- Device Name	e			
Serial Number:	31801000		Device N	lame:	CG-954SAM		
MAC Address:	9E:40:C7:63:C2:38						
Firmware Version:	v3.0.1		Admin Username & Password				
IP Addressing:	Static						
IP Address:	192.168.0.248				admin		
Subnet Mask:	255.255.255.0						
Default Gateway:	192.168.0.254		Passwor	d:	•••••		
DNS Server 1:	8.8.8.8						
DNS Server 2:			Confirm	Password:	•••••		

- Device Name Enter any alpha-numeric sequence to uniquely identify the device.
- Username Enter new login username. Default is: admin
- **Password** Enter new login password. Default is: admin
- **Confirm Password -** Renter new password to confirm.

Upon making changes you must click **Save Configuration** if making additional changes on other pages or click **Save Configuration & Reload** to activate the changes. These buttons are located at the bottom of the page.

#### 2.5 Networking Page

The Network Settings page allows the administrator to configure the device with a static IP address or configure using DHCP. Device is default static. See Figure 5 below.

Figure	5
riguio	U

CG-9545AM CG Device C	Configuration										? 🗙
System Information	Networking	Channels Configu	ration	Multicast N	Monitor	Analog Port	s Manage	ement	Firmware and Licensing	Diagnostics	
	- Net	work Settings									
			IP Addre	essing:	Static			© DH	CP		
		IP Address:	192.168	.0.248		DNS	Server 1:	8.8.8	3.8		
		Subnet Mask:	255.255	.255.0		DNS	Server 2:				
		Default Gateway:	192.168	.0.254		NTP	Server:	time	.google.com		
		DSCP/QoS:	Default I	Forwarding	v	STU	N Server:				
Save Configu	ration and Reload	Device	Sa	ave Configura	ation		F	Reload 👻		Reboo	ot Device

- IP Address Enter static IP address for the gateway, default is 192.168.0.240. In the absence of a DHCP server the device will load the default IP
- Subnet Mask Enter the Subnet Mask for the gateway.
- **Default Gateway** Enter the Default Gateway for the gateway.
- **DNS Server 1** Enter the IP address of the primary DNS server if DNS will be utilized.
- DNS Server 2 Enter the IP address of the secondary DNS server if DNS will be utilized.
- NTP Server Enter the IP address of the desired NTP server. If field left blank device will not send NTP requests
- **DSCP/QoS** Select either Default Forwarding or Expedited Forwarding from the drop down. Selecting Expedited Forwarding will tag RTP packets with DSCP bits 46 (EF). RTP packets are not tagged if Default Forwarding is selected. Device is set from factory to Default Forwarding.

When finished entering IP information click the **Save Configuration & Reload** button at bottom of screen. Once finished with the reload, click the **Reboot** button.

Rebooting is required after making device IP address changes.

#### 2.6 Channels Configuration Page

The Channels Configuration page allows an administrator to configure the respective channels with Multicast, SIP and Analog port info. See Figure 6 below.

F	ia	ur	е	6
•	ıy	u	c	v

545AM CG Device Conf	iguration						
tem Information N	etworking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics
annel 1 Channel 2	Channel 3	Channel 4					
Channel Options							
Enabled:	Channel Nar	ne: CH1	SIP Rx Leve	el: 1 S	SIP Tx Level: 1	No PBX:	Status: Connected
SIP Server: 192.168	3.232	SIP Port: 5060	SIP User: 110	SIP Password	i: speaker11	SIP Dial Number:	2
SIP Server2:		SIP Port2: 5060	Register Timeout: 60	Fail Time	out: 60	RTCP Timeout: 60	Secure:
Bridge Options:	Bridge SIP &	Multicast 💌 Analog	Port: Port 1		✓ Vox Level	-90 PTT Ir	n: 🔲
Multicast IP Address:	234.5.6.7	М	Ilticast Port: 23458		Multicas	t TX Codec: PCMU 💌	BCD Steering: 📝
		* Note: por	t range can be from 20	00-65534; should	be an even numb	er	
Save Configuratio	n and Reload [	Device	Save Configuration		Reload -		Reboot Device

- **Channel 1-4 Tab** Clicking on a tab allows the administrator to view / configure each channel of the gateway. While the gateway is only outfitted with 4 analog audio ports, the CG-954SAM can be licensed for up to 8 channels however, you can only assign analog ports to 4 of the 8 channels.
- Enable Checking this box enable or disables the respective channel
- **Channel Name** This field allows the administrator to assign a name to each respective channel for easy identification.
- SIP Rx Level Allows the administrator to adjust the incoming SIP audio volume level. Range 0-2.0
- SIP Tx Level Allows the administrator to adjust the outgoing SIP audio volume level. Range 0-2.0
- **No PBX -** No PBX allows device to make/answer calls to/from other SIP end points without registering with a SIP Server/Proxy.
- SIP Server This field allows the administrator to assign the IP Address of the SIP server.
- SIP Server 2 This field allows the administrator to input the IP address of a backup SIP server in the event the primary is not available.
- SIP Port Allows the administrator to assign the specific port to be used for making SIP connections.
- SIP Port 2 Allows the administrator to assign the specific port to be used when using the fail over SIP server for making SIP connections.
- SIP User Allows administrator to assign the channel a specific extension for registration and connection purposes.
- **SIP Password** Allows the administrator to assign a unique password for registration with the SIP Server.

- Number to Dial This field allows the administrator to assign an extension the device will dial and connect to.
- **Reg/Fail Timeout** These fields allows the administrator to set the time span, in seconds, for reregistration and registration fail of the channel to the SIP server.
- **RTCP Timeout** This field allows the administrator to set the time span, in seconds, in which the device will drop an active call after RTCP packets are no longer present.
- **Bridge Options** Clicking this field will present a drop down with selectable option for how the channel can perform
  - Bridge All This option connects all functions of the channel, SIP, Multicast & analog
  - Bridge Analog & SIP This option sets the channel to connect the analog port with SIP only.
  - Bridge Analog & Multicast This option sets the channel to connect the analog port to Multicast only.
  - Bridge SIP & Multicast This option sets the channel to connect the SIP and multicast only.
- Analog Port Clicking this field will present a drop down where the administrator can assign an analog port (1-4) to the respective channel if applicable.
- Vox Enables the contact closure on pins 7&8 based on incoming audio level from either multicast, SIP or both (range -94db to 6db).
- **PTT In** Once checked the gateway will ignore any analog audio unless contact close has been detected on pins 3&6 on the analog port.
- **Multicast IP** This field allows the administrator to assign an IP address, in the multicast range, to broadcast audio over the LAN/WAN environment.
- **Multicast Port** This field allows the administrator to assign the specific port to be used for broadcasting multicast audio over a network. Note: Ports assigned must be even numbered.
- **Multicast Tx Codec** Clicking this field will present a drop down where the administrator can select the codec to be used for the multicast audio. Options are: G711uLaw, G711ALaw and G.729
- BCD Steering (GPIO Control) Enables the gateway to trigger up to 5 configurable GPIO pins for various auxiliary functions on the radio such as GPIO channel control. For more details on this functionality please refer to page xx of the CS-64/61 setup guide.

#### 2.7 Multicast Monitor

The Multicast Monitor page allows the administrator to view audio activity on a respective channel. Click on the respective channel tab to view the channel's activity. See figure 7 below.

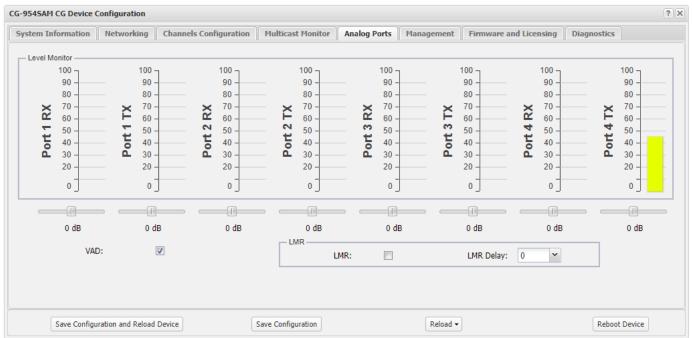


CG-9545AM CG [	Device Co	nfiguration							? ×
System Inform	ation	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics	
Channel 1	Channel 2	2 Channel	3 Channel 4						
				Level Monitor	100 90 80 70 60 40 40 20 0 0				
Save	e Configurat	ion and Reload	Device	Save Configuration		Reload +	]	Reboot Dev	ice

#### 2.8 Analog Port Page

The Analog Port page allows the administrator to monitor audio activity on each analog port as well as adjust levels. See Figure 8.





- Channel Levels Allows the administrator monitor transmit & receive levels of each channel
- Tx / Rx Sliders The sliders under each corresponding level meter allows the administrator to adjust the respective Tx & Rx level for each channel. The ports are set default to Zero gain / attenuation and has a range of -6dB to +6dB.
- VAD Voice Activity Detection, Enabling this feature allows the CG-954SAM to only stream multicast packets when voice is received into the analog ports. Enabling/disabling this feature affects all channels. If disabled, the CG-954SAM will continuously stream empty multicast packets on the network for any configured channel.
- LMR Enabling this check box turns on additional features for use with Land Mobile Radios (LMR); 1. Enables a contact closure when outgoing audio is present to trigger the PTT of a base station or equivalent radio. 2. Enables audio delay timer for amount of time specific in the respective field.
- LMR Delay Clicking this field will present a drop down where the administrator can select audio delay, in milliseconds, from 0-500 in 100ms increments. Note : outgoing audio is delayed for the select time span after the PTT out has been triggered.

PLEASE NOTE: Incoming audio level higher than 0db will overdrive the unit and cause it to not function properly. Please use an attenuation pad when working with a radio or device which transmits above this level.

#### 2.9 Management

The Management tab currently provides an administrator access to input Syslog Settings for reporting device status and enabling non secure browser access. Additional features will be added to this page in the near future. See figure 9 below.

G-9545AM CG Device (	Configuration							?
System Information	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics	
		s s s	g Settings ysLog Active: ysLog Server: ysLog Server Port: ysLog Facility: ysLog Severity:	10.1.1.100 514 (514 Local7 ¥ Critical	\$ Standard)			
			Server Settings ———— nable HTTP:	V				
Save Configu	ration and Reload	Device	Save Configuration		Reload 🕶	]	Reboot Device	e

- Syslog Active Click the check box to enable Syslog reporting feature, uncheck to disable.
- Syslog Server Input the respective IP address of the Syslog server where status reports will be sent.
- Syslog Server Port Input the respective port the device will be reporting status to.
- Syslog Facility Click the arrow for a drop down menu to select reporting ID. Selecting one of the displayed selections will cause the device to report activity with this 'ID' which can be used for filtering and/or sorting messages from specific devices.
- Severity Level Click the arrow for a drop down menu to select reporting priority.
  - Verbose All messages are reported
  - Critical Only messages classified 'critical' will be reported.
- Enable HTTP Unchecking this option allows only secure (https) browsing to the device for configuration. ETC utilizes a self-signed certificate for secure browsing. This feature is factory set to enable.

Note: Syslog message definitions are provided in appendix 4.2 of this guide.

#### 2.10 Firmware & Licensing

The Firmware & Licensing page allows an administrator to easily & quickly update firmware or load a new license file to the gateway. From time to time ETC will send out firmware releases to fix bugs or add features. Simply click the browse button and navigate to where the firmware file has been saved then click Update Firmware. A pop-up window will appear indicating status of firmware update. The license options will display the number of channels the gateway is currently able to access. If more channels are needed, contact your ETC sales representative for a quote. To update channel licenses, ETC Support will send a new license file via email which can then be installed by browsing to where the file was saved and clicking "Update License." See Figure 10.



CG-9545AM CG Device (	Configuration							? X
System Information	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics	
		Curr	channels by "ETC" at	v3.0.1 date Firmware Tue May 16 19:10 te License	Browse 0:41 UTC 2023 wit	h BCD		
Save Configu	ration and Reload	Device	Save Configuration		Reload -		Reboot Devi	ice

NOTE: AFTER UPDATING FIRMWARE YOU MUST (Shift + F5) REFRESH YOUR BROWSER WINDOW FOR NEW FEATURES TO BE DISPLAYED. Most browsers will cache previous pages of the device and therefore a refresh must be performed after a firmware update.

#### 2.11 Diagnostics Page

The Diagnostics page has been provided to allow an administrator access to troubleshooting tools such as Activity Log & packet capture. These tools will be useful in providing ETC information specific to the device to aid in diagnosing problems. See Figure 11.

stem Information	Networking	Channels Configuration	Multicast Monitor	Analog Ports	Management	Firmware and Licensing	Diagnostics
			gnostic Options				
			Config File Download	Log F	ile Download		
					Browse		
			Config File Upload	Cle	ar Log File		
			the truth	Ic			
			Log Level:	6	*		
		9	Packet Capture:	Down	load PCAP file		
						S	
the second se	ration and Reload	Davica	Save Configuration		Reload -		Reboo

- **Config File Download** Allows the administrator to download the devices current configuration to a .conf file which can be read by any text editing application.
- Browse Allows administrator to find and select CS-64 configuration file for upload.
- Config File Upload Initiates uploading of the selected configuration file.
- Log Level Sets the logging level for the device. Level 6 collects the most data & level 1 the least. ETC recommends leaving log level set to 6 for diagnostic purposes.
- Clear Log File This button clears data in log file to allow for clean data capture.
- Log File Download Clicking this button will download the Log file to destination of choice. The file downloaded is .conf which can be read by any text editing application.
- **Packet Capture** Clicking this checkbox will start a packet capture on the device. A pop up will indicate "uncheck box to stop packet capture". When packet capture is stopped a pop up will indicate "Press Download PCAP file button" to download the packet capture to your PC.
- Download PCAP File Press this button to download the PCAP file after packet capture is complete.

2 X

## 3.0 Frequently Asked Questions

#### Q: What is the IP address of device?

A: The CG-954SAM shall be shipped set to a static IP address of 192.168.0.240.

#### Q: The device is not powering up?

A: Check to make sure the provided power supply is plugged into 120VAC outlet and the corresponding DC input of the device. If you do not see link or activity lights on the Ethernet port, contact ETC Support..

#### Q: How do I change the device IP?

A: Once the device has booted up open a browser and browse to the device's IP address, Login and go to Network settings page to change the network settings. Note: this will require you to temporarily re-IP your PC to an address in the range of the gateway i.e. 192.168.0.100.

#### Q: How do I perform a Factory Restore in the event I misconfigure a setting and can't access the device?

A: The device has a Factory Restore button on the PCB near the Ethernet Jack. You will need to remove the top cover to access it. Power cycle the device while pressing and holding the restore button for 20 seconds. **Note:** doing this will not only restore factory Network settings but also Channel configuration details.

#### Q: How do I change a channel's label?

A: Labels can be changed via the "Channel Configuration" web page.

#### Q: User does not hear audio?

A: Is it on a specific channel or no audio from any channel?

- 1. If a single channel, check if channel/s is configured correctly. Addresses used must be in the 'multicast' range of IP addresses and even numbered ports should be used.
- 2. If no analog audio, ensure the respective port has been assigned to the respective channel.

#### Q: IP address of device does not change?

A: The device requires a reboot after changing the IP address. A 'Save & Reload' does not activate IP address changes. Click the reboot button on the web page. Note: after reboot, you will most likely need to refresh your web page (F5).

#### Q: How do I adjust levels?

A: Only analog port levels are adjustable by means of a slider on the Analog Ports page. See appendix for explanation of switch settings.?

## 4.0 Appendix

#### 4.1 Specifications

#### Channels

- (8) Multicast / SIP Channels
- (4) Analog ports

#### Call Types

- Multicast IP broadcast
- SIP

#### Signaling

- SIP
- PTT Contact Closure
- GPIO Control
- Serial

#### Interfaces

- 4 DB-25 Radio interface connectors
- NIC, (1) RJ45, 10Mb Ethernet,
- 5VDC, (1) coaxial power jack,

#### **Network Requirements**

- 10 Base T, (full duplex)
- Protocols SIP, RTP, UDP, TCP, HTTP, HTTPS, Syslog, DHCP, NTP, IGMP, DNS, SFTP

#### Dimensions

- Width 7.75" / 190 mm
- Depth 9.5" / 241 mm
- Height 2.5" / 63.5 mm
- Weight 2 lbs / 907 g

#### Media

- Bandwidth supports codecs: G.711 80 kbps, G.729 20kbps.
- RTP, UDP, analog
- Linux OS,
- Audio Latency Less than 150 ms (Mcast to SIP)
- Audio 300Hz-3kHz, 1 Watt RMS

#### Management

- Browser based Internet Explorer, Google Chrome
- Support HTTP & HTTPS (self signed certificate)
- Upgradeable device firmware via file upload
- Upgradeable channel licensing via file upload
- Syslog output
- SNMP output
- QoS

#### Power

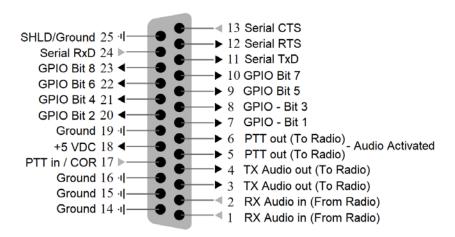
• 5VDC @ 1Amp, via provided power supply

#### Thermal

- 5 Watts
- 19 BTU/hr
- Cooling Ambient air

#### Other

Radio Ports Pinnout



#### 4.2 Syslog Messages

Below is a list of generic Syslog messages the CG-954SAM can produce which can be used with a customer provided Syslog Server. The messages have been classified into 2 categories; Critical & Verbose.

Verbose - "Device type is " Verbose - "RTPD started" Verbose - "No channels configured ! Please check the cfg file" Verbose - "Old Dev mode is " Verbose - "Connected to MIC" Verbose - "RTPD TX part done" Verbose - "Connected to Speaker" Verbose - "RTPD RX part done" Verbose - "Mixer thread started" Verbose - "Player thread started" Verbose - "Can't install SIGUSR2 signal !" Verbose - "Can't install SIGPIPE signal !" Verbose - "External Mic inserted" Verbose - "External Mic is present" Verbose - "External Mic removed" Verbose - "External Mic absent" Verbose - "Start playing playfile" Verbose - "Error opening playfile" Verbose - "Stop playing playfile" Verbose - "Error reading playfile" Verbose - "fill\_samples\_buf: wrong len " Critical - "spk: can't open device " Critical - "spk: can't allocate hardware configuration structure" Critical - "spk: hardware configuration structure cannot be assigned to device" Critical - "spk: access method cannot be configured : " << snd strerror(err); Critical - "spk: can't get access method" Critical - "spk: access method set failed : " Critical - "spk: can't configure format : " Critical - "spk: can't get format : " Critical - "spk: format set failed : " Critical - "spk: can't set sample rate : " Critical - "spk: can't get sample rate : " Critical - "spk: sample rate set failed : " Critical - "spk: can't set channels : " Critical - "spk: can't get channels : " Critical - "spk: channels set failed : " Critical - "spk: can't set buffer size : " Critical - "spk: can't get buffer size : " Critical - "spk: buffer size set failed : " Critical - "spk: can't set period size : " Critical - "spk: can't get period size : " Critical - "spk: period size set failed : " Critical - "spk: can't configure hw\_params : " Critical - "spk: buffer overrrun cannot be recovered, snd pcm prepare fail: " Critical - "spk: ESTRPIPE" Critical - "spk: suspend cannot be recovered, snd\_pcm\_prepare fail: " Critical - "spk: EBADFD" Critical - "spk: unknown error: " Critical - "spk: Invalid poll descriptors count" Critical - "spk: Unable to obtain poll descriptors for write: "

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Critical - "spk: Write error: " Critical - "spk: Wait for poll failed" Critical - "g729ab decode: Invalid parameter !" Verbose - "\nStat: total streams: " Verbose - "Stat: streamX: [ChX] ssrc: 0x" Critical - "\*\*\* rw\_and\_poll\_loop failed, restarting ..." Critical - "mic: can't open device " Critical - "mic: can't allocate hardware configuration structure : " Critical - "mic: hardware configuration structure cannot be assigned to device : " Critical - "mic: access method cannot be configured : " Critical - "mic: can't get access method : " Critical - "mic: access method set failed : " Critical - "mic: can't configure format : " Critical - "mic: can't get format : " Critical - "mic: format set failed : " Critical - "mic: can't set sample rate : " Critical - "mic: can't get sample rate : " Critical - "mic: sample rate set failed : " Critical - "mic: can't set channels : " Critical - "mic: can't get channels : " Critical - "mic: channels set failed : " Critical - "mic: can't set buffer size : " Critical - "mic: can't get buffer size : " Critical - "mic: buffer size set failed : " Critical - "mic: can't set period size : " Critical - "mic: can't get period size : " Critical - "mic: period size set failed : " Critical - "mic: can't configure hw\_params : " Critical - "mic: buffer overrun" Critical - "mic: buffer overrrun cannot be recovered, snd\_pcm\_prepare fail: " Critical - "mic: ESTRPIPE" Critical - "mic: suspend cannot be recovered, snd pcm prepare fail: " Critical - "mic: EBADFD" Critical - "mic: unknown error: " Critical/Verbose - "alsa read: " Verbose - "channel disabled: Invalid channel: " Verbose"Disabling MIC" Critical"enable channel: Invalid channel: " Verbose - "Enabling MIC on channel" Critical - "random32: failed" Critical - "rebooting" Critical - "booted"

## CG-954SAM Hardware Product Limited Warranty

ETC warrants that your ETC hardware product shall be free from defects in material and workmanship for One Year, beginning from the date of purchase. Except where prohibited by applicable law, this warranty is nontransferable and is limited to the original purchaser. This warranty gives you specific legal rights, and you may also have other rights that vary under local laws

ETC's entire liability and your exclusive remedy for any breach of warranty shall be, at ETC's option, (1) to repair or replace the hardware, or (2) to refund the price paid, provided that the hardware is returned to the point of purchase or such other place as ETC may direct with a copy of the sales receipt or dated itemized receipt. Shipping and handling charges may apply except where prohibited by applicable law. ETC may, at its option, use new or refurbished or used parts in good working condition to repair or replace any hardware product. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer or for any additional period of time that may be applicable in your jurisdiction. This warranty does not cover problems or damage resulting from (1) accident, abuse, misapplication, or any unauthorized repair, modification or disassembly; (2) improper operation or maintenance, usage not in accordance with product instructions or connection to improper voltage supply; or (3) use of consumables, such as replacement batteries, not supplied by ETC except where such restriction is prohibited by applicable law.

Before submitting a warranty claim, we recommend you contact ETC support at support@essentialtel.com for technical assistance. Valid warranty claims are generally processed through the point of purchase during the first thirty (30) days after purchase; however, this period of time may vary depending on where you purchased your product - please check with ETC for details. Warranty claims or other product related questions should be addressed directly to ETC. The addresses and customer service contact information for ETC can be found in the documentation accompanying your product and on the web at www.essentialtel.com.

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