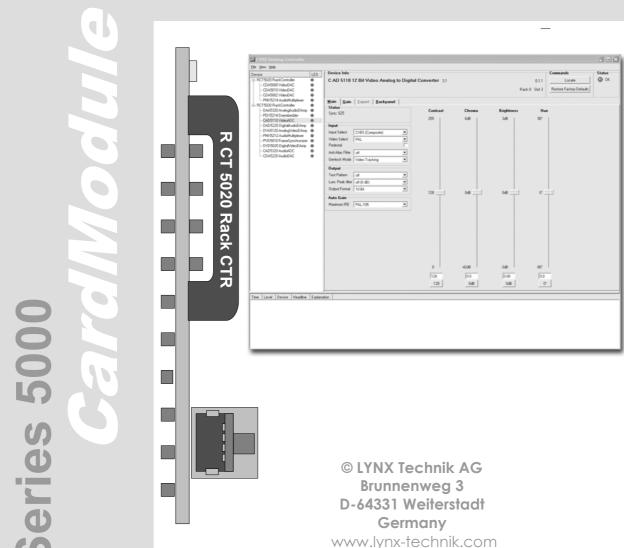


Version 1.8

Reference Manual

R CT 5020

Rack Controller and Control Software



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Warranty

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In order to obtain service under this warranty, customer must notify LYNX Technik of the defect before expiration of the warranty period and make suitable arrangements for the performance of service. Customer shall be responsible for packaging and shipping the defective product to the service center designated by LYNX Technik, with shipping charges prepaid. LYNX Technik shall pay for the return of the product to the customer if the shipment is within the country which the LYNX Technik service center is located. Customer shall be responsible for payment of all shipping charges, duties, taxes and any other charges for products returned to any other locations.

This warranty shall not apply to any defect, failure, or damage caused by improper use or improper or inadequate maintenance and care. LYNX Technik shall not be obligated to furnish service under this warranty a) to repair damage resulting from attempts by personnel other than LYNX Technik representatives to install, repair or service the product; b) to repair damage resulting from improper use or connection to incompatible equipment; c) to repair any damage or malfunction caused by the use of non LYNX Technik supplies; or d) to service a product which has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty servicing the product.

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Regulatory information

Europe

Declaration of Conformity

We LYNX Technik AG

Brunnenweg 3

D-64331 Weiterstadt

Germany

Declare under our sole responsibility that the product

TYPE: R CT 5020

To which this declaration relates is in conformity with the following standards (environments E1-E3):

EN 55103-1 /1996

EN 55103-2 /1996

EN 60950 /2001

Following the provisions of 89/336/EEC and 73/23/EEC directives.

Winfried Deckelmann

Win hed Deckelen_

Weiterstadt, November 2003

Place and date of issue

Legal Signature

USA

FCC 47 Part 15

This device 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.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to the part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense

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Getting Started

Packaging

The shipping carton and packaging materials provide protection for the module during transit. Please retain the shipping cartons in case subsequent shipping of the product becomes necessary.

Product Description

The R CT 5020 is the controller option for the R FR 3010 and R FR 5010 Rack Frame assemblies and provides remote control, status monitoring and error reporting for all LYNX modules installed in the rack.

The option consists of the controller hardware and the required LYNX control software that is designed to operate on a standard Windows compatible PC.

The R CT 5020 is one component in a scalable and modular control system topology that can expand from a single rack to hundreds of racks located in different locations. Other options available are:

R CT 5010. Bus Expander. This is designed for use with a host R CT 5020 controller and facilitates the expansion of the system into 4 more adjacent racks. A very cost effective expansion option for systems where all racks are in very close proximity.

R CT 5030. Master Controller. For larger systems, or for systems requiring network connectivity we provide the Master Controller. When used with the Master Software control package this provides network connectivity, a browser style interface and standard TCP/IP communications. This option is also required for the support of SNMP error reporting.

The Master Control Software package is also equipped to take more advanced plug in control options LYNX has under development.

Each control system is configured based on the application, connectivity requirements and the physical location of the racks. Care should be taken when specifying the controller options for larger systems. We can provide assistance in system design if you have some concerns. Please Contact your local dealer or a LYNX office for assistance.

Functional Diagram

Figure 1 below is the basic functional diagram for the R CT 5020 CardModule.

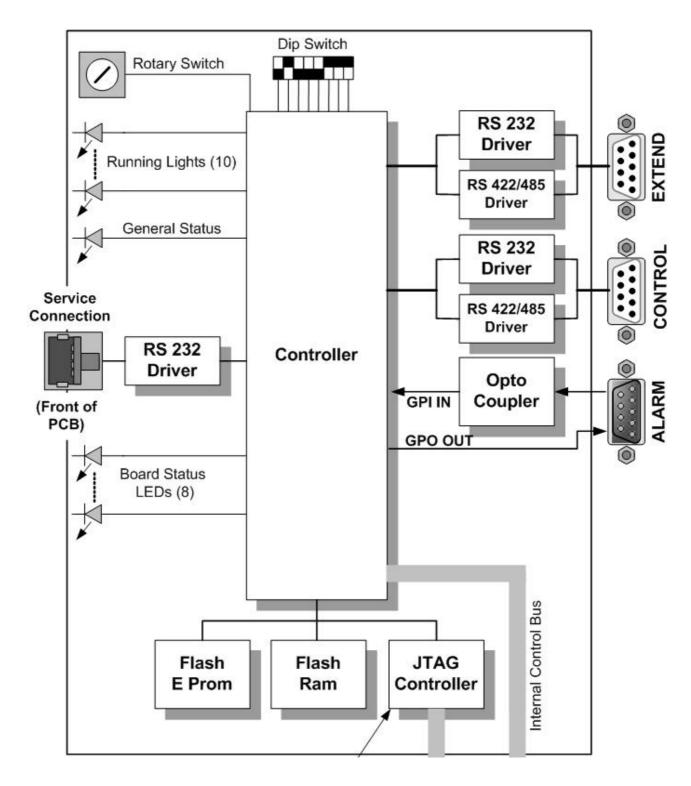


Figure 1-R CT 5020 Functional Diagram

Module Layout

Figure 2 (below) shows the physical layout of the R CT 5020 CardModule and the locations of the various controls / connections and indicators.

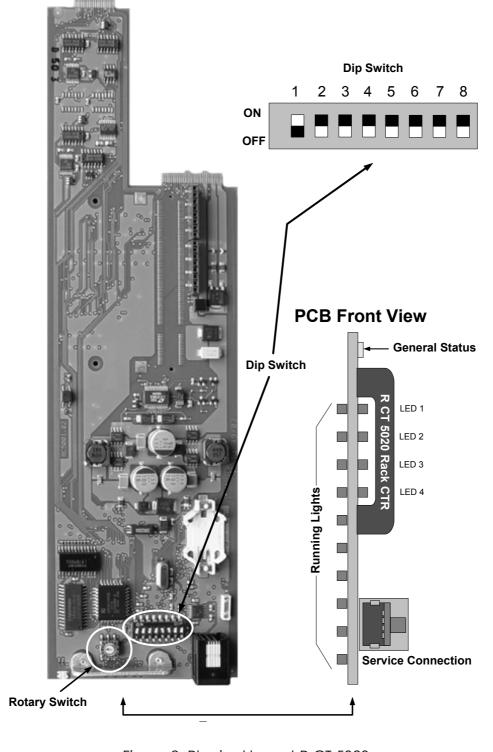


Figure 2: Physical layout R CT 5020



Caution

Use static precautions when handling the PCB. Static discharge could result in serious damage to the module.

Control System Topology

Before using the R CT 5020 is it worthwhile to understand the control system topology and expansion path to ensure the correct use of the controller.

There are three hardware building blocks to a LYNX control system. The first step is to add the R CT 5020 Controller to your system. This will provide remote control / status monitoring and error reporting for all the installed modules in the R FR 5010 Series 5000 rack frame or the R FR 3010 Series 3000 rack frame.

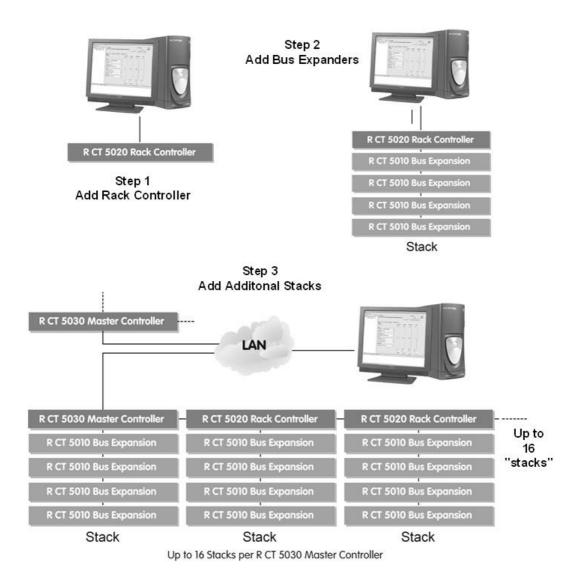
Expansion will involve adding R CT 5010 Bus Expanders and R CT 5030 Master controllers where necessary. No two systems are alike and there are some physical limitations that need to be considered when configuring a system. This is mainly in the area of interconnections that relates directly to the physical location and proximity of the racks.

When moving beyond a single rack there is two choices. Add a R CT 5010 Bus Expander to the second rack or Add a R CT 5030 Master Controller.

If the two racks are in very close proximity (mounted on top of each other in the same rack) then the R CT 5010 is the most economical and practical solution for expansion. Up to four additional racks can be daisy-chained onto a single R CT 5020.

If the distance between the racks is greater then the R CT 5030 Master Controller needs to be added to the system in the next step. This will allow RS 485 connectivity between the racks, A single Master controller can support up to 15 x R CT 5020 Rack controllers. Total cable length for all connections is 250m

We arrange the system into "control stacks". Which forms a logical expansion path. See below:



Connections

Service Connection

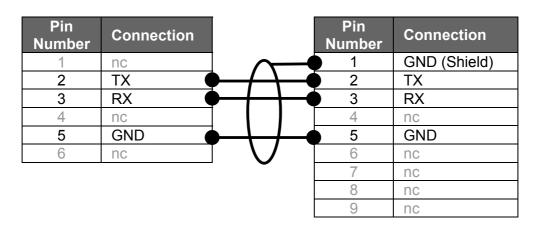
The R CT 5020 CardModule has a RJ 12 connector on the front of the PCB. This is designed for local connection of a PC running the LYNX control system software for testing / engineering purposes. This connection can also be switched to the rear of the rack and will use the EXTEND connector. Please refer to the switch settings part of this manual.

This is a serial RS 232 connection and wiring details for the cable are shown below. (max length 10m)

This connection can be used while the main control software is running on the CONTROL connection.

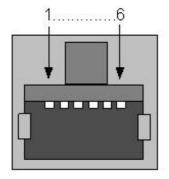
RJ 12 Connector

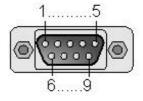
9 Pin D Male Connector (PC)



PCB Mounted RJ12

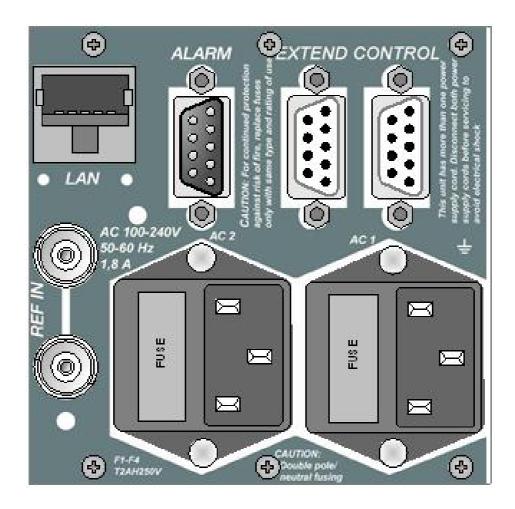
Cable Connector





System Connections

All external connections to the controller are made through the integral termination panel in the rear of the R FR 5010 and R FR 3010 Rack Frames. See below.



The R CT 5020 primarily makes use of the "Extend" and "Control" connections. Depending on the system configuration and the number of racks these connections can be used in different ways.

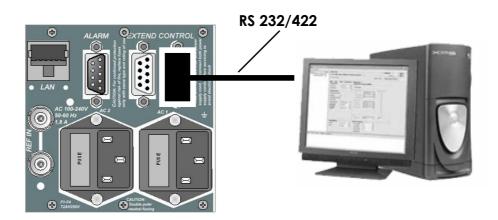
Note. More detail is available on all connections available on the termination panel on the R FR 5010 and R FR 3010 reference manuals.

Configuration Examples

Below we have shown the connections that are used for the various stages of system expansion. This is provided to show examples on how to use and configure the controller's external connectivity.

Single Controller System.

This is the first stage in adding control to a system and simply involves connecting the **CONTROL** port to the serial port of the PC running the LYNX Control system software application.



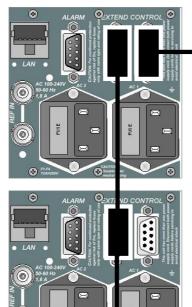
Note. The connection is a RS 232 connection that is limited in length (3m max). If greater distances are required between the host rack and PC, then the controller port should be configured to RS 422* and a RS 422 to RS 232 converter placed near the PC (not supplied)

* Please refer to the switch settings section of this manual for details on configuring the serial port.

R CT 5020 used with R CT 5010

The next step in expanding the control system beyond a single rack is to add the R CT 5010 Bus Expander to the second rack. This is the most economical solution.

Host Rack with RCT 5020



RS 232/422



Note. The interface used to interconnect racks using the "Extend" connection is a proprietary interface. Please refer to the R FR 5010 or R FR 3010 Manuals for connection details.

Note. Up to 7 racks with R CT 5010 can be added by simply daisy chain (parallel) connection of the Extend connection to each rack.

Expansion with RCT 5010

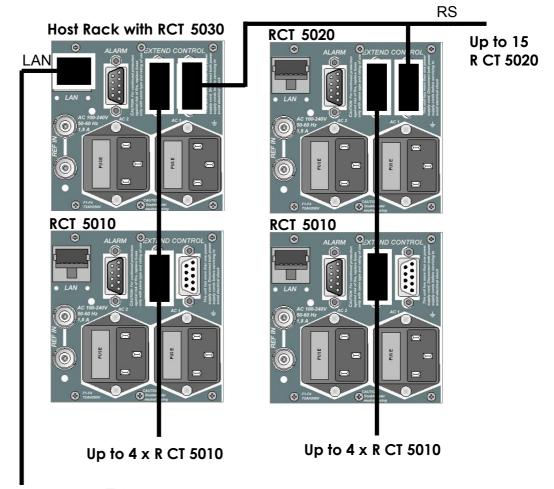


When using the R CT 5010 is it necessary to have the racks in very close proximity [preferably stacked on top of each other in the same 19" rack] as the max length of the cable to interconnect the racks is very limited. (1.5m) If larger distances are required between racks then the use of a R CT 50230 Master controller and multiple R CT 5020 Rack controllers is recommended.

Note. The RCT 5020 needs to be configured to work with the R CT 5010 Bus Expander Please refer to the switch setting section of this manual for details.

R CT 5020 used with R CT 5030

To expand the system beyond the eight racks possible in one "stack" using R CT 5010 Bus Expanders it is necessary to add a R CT 5030 Master Controller to the system.





Note. Maximum scale for a single R CT 5030 is 15 x R CT 5020 Rack Controllers. Further expansion is achieved by adding a second R CT 5030 Master controller with connecting into the LAN

Note Please refer to the R FR 3010 or R FR 5010 rack frame manuals for cable wiring information.

Installation



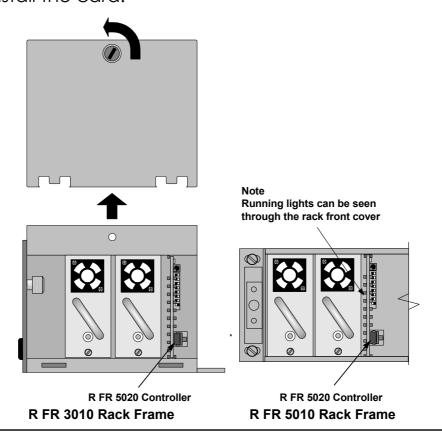
Caution

The CardModule is shipped in a protective anti-static bag. Please take suitable precautions to avoid static discharge onto any part of the PCB or components when handling module or serious damage could result.

The R FR 5010 Card frame and the R FR 3010 Card frames both have a slot configured for the R CT 5020 Controller and the card is simply plugged in where shown.

To connect the Front 9 Pin Sub D service connector on the R FR 3010 please insert the cable inside the box into the RJ12 connector on the front edge of the R CT 5020.

Note. The RCT 5020 supports hot swapping so there is no need to remove power from the system to install the card.



Settings and Control

The R CT 5020 has integral switches that are used for configuration of the controller.

Dip Switch Settings

Below the switch settings for the 8-position dipswitch are defined. (see fig 2) Switch function is described in more detail after the table.

Switch	Setting	Function
1	ON	EXTEND Port Disabled
I	OFF	EXTEND Port Enabled
2	ON	For Future Use
	OFF	For Future Use
3	ON	For Future Use
3	OFF	For Future Use
4	ON	CONTROL Port = RS422/485
4	OFF	CONTROL Port = RS 232
5	ON	For Future Use
5	OFF	For Future Use
6	ON	For Future Use
U	OFF	For Future Use
7	ON	For Future Use
/	OFF	For Future Use
8	ON	Service connection OFF
O	OFF	Service Connection = Front RJ12

Switch Function Detail

Switch 1- This switch is used to enable or disable the EXTEND port on the rear of the rack. This should be set to **OFF** if additional racks with R CT 5010 Bus Expanders are connected.

Switch 2 – Reserved for future use

Switch 3 – Reserved for future use

Switch 4 – This is used to configure the CONTROL port on the rear of the rack. Use RS 232 **(OFF)** if the PC running the LYNX control system is connected to this port* Use RS422/485 **(ON)** if this port is connected to another rack with a R CT 5030 fitted

* This port can also be used in RS 422 mode for the connection to a PC but a RS 422 to RS 232 converter is required close to the PC (not supplied)

Switch 5 – Reserved for future use.

Switch 6 – Reserved for future use.

Switch 7 – Reserved for future use.

Switch 8 – This switch is used to activate the RJ12 Service Connection connector located on the front of the R CT 5020. **ON** deactivates the Service Connection. **OFF** enables the RJ 12 Service Connection.

Rotary Switch Function

There is a small 16 position rotary switch located on the PCB (see fig 2). This is used to select the controller's physical address. When expanding the system beyond a single controller it is important for each controller to have a unique address. Switch is set with a small flat screwdriver.



IMPORTANT. Each RCT 5020 in a system must have a unique physical address.

Factory Preset Condition

The R CT 5020 is delivered with stored presets for the following functionality.

Address: 0

Switch 1: **OFF** (EXTEND port active)
Switch 4: **OFF** CONTROL Port = RS 232
Switch 8: **OFF** Front RJ12 port enabled

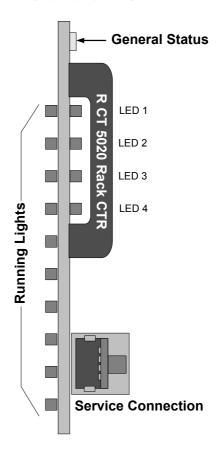
(unused switches are set to OFF)

No further adjustments are needed if this is the functionality desired.

Alarm/LED Status Indicators

The R CT 5020 module has LED indicators that serve as alarm and status indication for the module. Function is described below.

The Indicators are found on the front edge of the module PCB. The running lights are visible through the rack cover.



Running Lights

There are 10 "running lights" stacked on the left hand side of the PCB. These will [cycle up/ all switch off / cycle up] while the controller is operating normally. In the unlikely event the controller stops working / develops a fault or crashes then these will either freeze or go out. The running lights are visible through the Series 5000 Rack cover.

The "running lights" can be switched off via the LYNX C3 local GUI SW.

General Status LED

There is single tri-color general status LED on the top of the module. This is used to indicate the general status of the rack and the installed modules.

LED Color	Indication
Green	Indicates normal operation
Yellow	Reserved for future use
Red	No control connection to rack power
	supply

Controller Status LED's

A stack of 4 LEDS (LED1...LED4) are used to indicate controller status. Function is described below.

LED Number	Indication
1	Hotsync ON
2	Hotsync SAVE
3	Green if service connection is active on front RJ12
4	Green if CONTROL port is active

Controller Removal

The R CT 5020 Controller supports hot swapping. There is no need to remove power from the rack to exchange the controller (We recommend you observe standard precautions to prevent static discharge onto the PCB while handling the unit as this may result in damage)

Removal and insertion of the controller will have no effect on the normal operation of the installed Modules, these will operate as previously configured before controller removal, and will resume this mode of operation when a new (and

different) controller is installed in its place. All configuration settings are stored in the individual module flash ram storage.

While the rack will operate normally, naturally control of the rack will not be possible when the controller is removed. If R CT 5010 Bus Expanders are connected to the controller then these will also no longer be accessible to the control system.

If the system is configured with multiple R CT 5020 controllers in multiple stacks then **only** the stack with the RCT 5020 controller removed will not be accessible from the control system, all remaining stacks will appear as normal on the control system.

NOTE If hot swapping an R CT 5020 with a new unit we suggest you duplicate all the switch settings on the new unit before installation to ensure a problem free exchange.

When inserting the new R CT 5020 it will automatically initialize and start running. This can be seen when the running lights start to cycle. After a few seconds the control software will detect the presence of the new controller and all modules attached will be accessible from the control system.

LYNX Control Software

The LYNX Control software is supplied as part of the R CT 5020 controller option. This is supplied on CD Rom or can be downloaded from the LYNX homepage (please contact your local distributor).

The Control Software is a comprehensive centralized application which provides for the remote control / status monitoring and error reporting for all modules installed in a system. The application also supports up to four additional racks equipped with R CT 5010 controllers.

System Requirements

The control software is designed to run on a Windows compatible PC. Minimum requirements specified below

PC

IBM compatible PC, Pentium 4 class, 256MB ram VGA Monitor, CD Rom drive with unused serial port.

Operating System:

Microsoft Windows XP Home/Professional, Windows 2000.

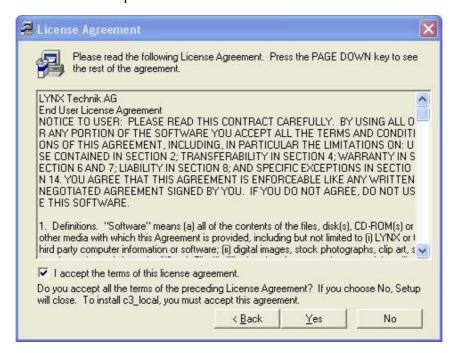
Software Installation

- 1. Close all other applications on the PC.
- Insert the software CD into the CD-Rom drive. If the CD-Rom does not start automatically, start the application by clicking **Start**, **Run** and then type x:\setup (where x:\is the drive letter of your CD-Rom drive)

The following screen will display, when ready click Next > to continue



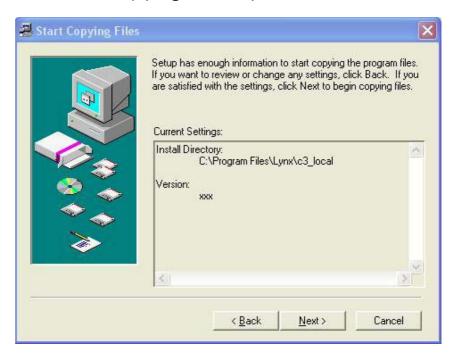
4. Read the license agreement and check the box if acceptable. Click **Yes** to continue.



 Click Next > to accept the default installation folder, (c:\Program Files\Lynx\c3_local) or use Browse to select another destination.



 Review the information for installation and press
 Next > to install the application. Installer will then start copying files to your hard drive.



7. When complete, you can choose if you would like an icon placed on your desktop and also if you would like the controller application to start now. Click **Finish** to complete the installation.



Starting the Controller Application

If you chose to install the desktop icon during installation, simply click this to start the controller application.



LYNX Controller Icon.

OR navigate to the lynx folder in "program files" and select **c3_local.exe**

The GUI will start and the application will firstly look for the attached controller, when found the controller will report all the attached modules into the GUI and these will displayed in the folder tree Module detection is automatic.

NOTE. When started, the control software is will look for controller and the GUI will display the message:

"Scanning serial port for LYNX controller"

If this message is displayed for a long period of time, then the software cannot find the R CT 5020 Controller. Please check the following:

- Check the cable is connected to the appropriate PC COM port and the CONTROL port on the rear termination panel.
- 2. Check the controller is configured for RS 232 communications (refer to switch settings)
- 3. See if there is activity on LED 3 on the controller PCB (this should illuminate if the CONTROL port is active).
- 4. Default setting for communications is COM1, if connected to another serial port on the PC

then the COM port settings may need to be changed.

If the problem persists you should check the wiring of the RS 232 cable. (RX and TX are not reversed in some cables)

Serial Port Configuration

The default port is COM 1, if you wish to change the serial port select the "options" drop down menu and then configuration. Select the appropriate serial port(s) from the dialog.

Note. More than one serial port can be selected. Each time the controller application is started the software will automatically scan all the selected ports for a controller.

Software Updates

From time to time we update the software to add support for new modules or new features or correct bugs. Updates are supplied free of charge. You can contact us directly or check our web site for any available updates.

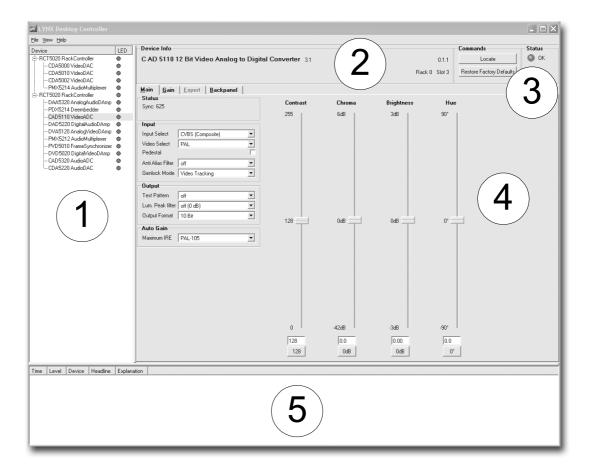
Reporting Problems

If you are experiencing problems with your installation please contact us for assistance. We will require a copy of a log file that is maintained by the system that can be found in the C:\Program files\Lynx\C3_local directory. The file is called logfile.txt. We will ask you to E-Mail this file with a brief description of the problem and also any steps we can use to duplicate the fault. Send messages to:

Support @ lynx-technik.com

Software Operation

The LYNX Control Software is intuitive and simple to use, presented in a familiar Windows style layout. It is beyond the scope of this manual to provide detail on each individual control available for all supported modules. This is intended as an introduction to the general layout and the use of the control GUI.

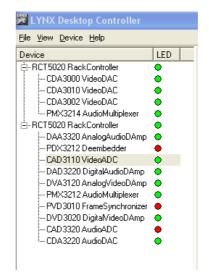


The above screenshot shows the normal layout of the control system GUI. The descriptions below provide more detail on each section of the GUI and its operation.



This area is organized like a standard windows folder tree and is where all controllers and modules detected by the system are displayed. The modules attached are arranged under each controller.

Clicking on any device in the folder tree will display the associated GUI for control of this device. Next to each device there is a small colored dot. This is a graphic representation of the Alarm LED next to each module listed



for easy identification of problems within the system.

- Levels can be collapsed and expanded so only the information required is displayed in the folder tree. This is useful for systems with a large number of racks and modules.
- If a module is removed or added to the system then this will be detected automatically and added / removed from the folder tree. This also triggers an event in the error log (5) to indicate when this change was made to the system.



This is the main title area where the description of the module can be found as well as details on its physical location in the system (Rack number and Rack Slot)



This area displays the status of the module and describes any reported next to the colored dot (which is also a mirror of the module LED)



Locate Function

For larger systems which may have multiple cards of the same type in a single rack, or multiple racks in a larger system we have added a useful utility which will help to physically locate a suspect module in a rack quickly.

When Locate is selected the status indicator on the GUI and the alarm LED will flash yellow in the following continuous sequence.

3 short flashes.... Pause.... 3 short flashes ...

The LED continues to flash in this way until the function is turned off in the GUI.

Use of the locate function will not interfere with the normal operation of the module.



This is the main control area for the module and changes depending on which module is selected in the folder tree. This area has several tabs that will take you into different areas of control for the Module. The number of tabs will vary depending on the type of module but in general the main tabs you will find are Main / Expert / Backpanel and Maintenance.

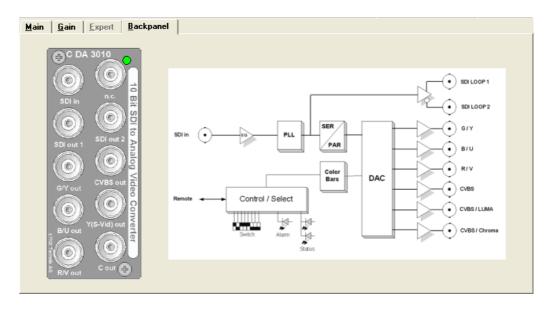


Main. This tab is the default display and brings up the primary controls for the module that are normally the most important controls or parameters changes most frequently. This will consist of a mixture of software buttons, sliders and drop down selections depending on the module selected.

Expert. By default this tab is grayed out and not accessible. To enable this function it is necessary to select the **View** drop down menu and then select **Expert.** This will make the tab accessible. This section normally contains any adjustments or controls that are complex in nature where some deeper technical understanding of the modules function and use is necessary. Only the more complex modules have an "Expert" tab

Note. It is possible to restore the modules function back to the factory defaults using the "restore factory defaults" function.

Backpanel. This tab provides basic information on the physical layout of the connection panel as well as a very basic diagram to indicate the modules basic function / connections.



Maintenance. This is an area where functions that are more engineering than operational in nature are located and is only used on the more sophisticated modules. This is slightly different from the.



This is the error logging area of the GUI and is the central repository of all errors encountered by the system. (Note. This log file is stored in the PC not the individual modules). Each time an error condition is encountered and entry is automatically made in the log. All entries are time stamped and can be sorted in any of the columns provided by clicking on the column headers.

Hotsync

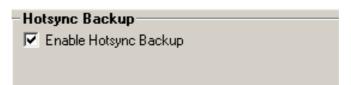
Hotsync is a feature built into the control system that is a way for all module settings and configurations to be stored in the R CT 5020 Controller. Currently all module settings are stored in flash ram within the module which survive module removal / power cycles and even long term storage. The Hotsync function supplements this with another level of convenience.

Once enabled Hotsync will remember all the settings and configurations for all modules installed in a Series 5000 Rack. This way when a defective module is "hot swapped" the settings that were previously used are written into the new module. No switches to set, nothing to calibrate, plug and play convenience.

The Hotsync function is totally automatic and runs in the background. This function requires no user intervention once enabled in the GUI.

Switching on Hotsync

The Hotsync function is off by default and needs to be enabled in the control system GUI. Highlight the R CT 5020 in the folder tree and select the "Settings" tab. Here you will see a checkbox to turn this function ON or OFF.



Note. The Hotsync function is specific to each R CT 5020 controller and will need to be enabled for each controller of this type used in your system. The RCT 5020 automatically supports any racks with R CT 5010 bus expanders that are connected to a host RCT 5020 controller.

Hotsync Function

The Hotsync function has useful applications and below describes how the system works under various situations

Board failure "Hot Swap'

Typically when a failure occurs its important to get the system back online as quickly as possible. Some LYNX modules are complex and have a lot of user settings and configurations that have been set for the specific application. Having to manually reset all the parameters in the new card can be time consuming and prone to errors. Hotsync takes care of this automatically. When the system detects a hot swap of a particular card, Hotsync will automatically restore all the previously used settings into the new module. This process is automatic and takes a couple of seconds.

Note. A card of the same type must be exchanged for HotSync to function correctly.

System Changes

During normal operation the settings in the system can be changed or tweaked over time. Hotsync detects these changes when made and will automatically sync the revised module data into its local memory. At all times the Hotsync stored data is 100% – no user intervention is required.

System Expansion

There are times when additional modules, or a new rack with an R CT 5010 expander added to a system during system expansion. Hotsync will detect any additions and automatically register the new hardware and store the settings – no user intervention is required.

Note. After a power cycle the Hotsync function will not be functional for 15 seconds. Any modules hot swapped in this period will not be restored with the previous settings; the specific module settings will be used.

Hotsync Indications

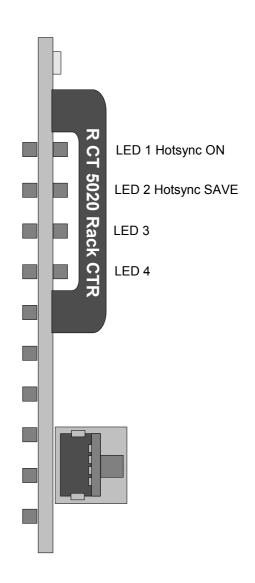
Once the Hotsync function is enabled the process is fully automatic. There are some indicators on the RCT 5020 Controller card that indicate status.

Hotsync ON – LED 1

This LED is illuminated when Hotsync is switched ON. When Hotsync is restoring data to a module this LED will turn off for one second.

Hotsync SAVE – LED 2

When Hotsync is saving new data LED2 will turn on for one second this indicates Hotsync has synchronized its stored settings with the installed modules. This will happen if settings are changed in any module or if new hardware is added.



Note

Hotsync is a utility designed to automatically maintain a system which is switched on and operational and makes the assumption that any hardware which is inserted into the system will need the settings restored back into the new module. If there is ever the situation where you would like to replace a card but retain the settings stored in this card then please follow the procedure below.

- Observe LED 1 on the RCT 5020 Controller, if ON Hotsync is enabled. Disable this function in the GUI and confirm this LED is OFF
- 2. Install the new card (hot plug no need to power down)
- Switch Hotsync back on using the GUI, LED 1 will switch back ON
- 4. The setting stored within the new module will be preserved and will automatically Hotsync into the backup file.

Note.

Some older Series 5000 cards will not support the new Hotsync feature. Modules that are not supported are identified in the GUI when the Hotsync function is enabled.

```
Hotsync Backup

✓ Enable Hotsync Backup

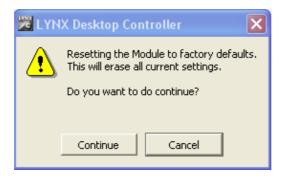
NOTE:
The Devices below do not support the Hotsync-Backup functionality in their current version.

Frame 0:
Slot 1: DAA5320 AnalogAudioDAmp (v90)
Slot 2: PDX5212 Deembedder (v90)
Frame 1:
Slot 8: CDA5005 VideoDAC (v90)
Slot 9: CDA5011 VideoDAC (v90)
```

Any modules identified will require re-programming with the latest revision of firmware so this feature is supported. Please contact your authorized dealer or LYNX Technik directly for further assistance.

Restore Factory Defaults

If at any time it is necessary to return the module to the factory default settings this can be done using the **Device** drop down menu. In this menu there is a "Restore Factory Default" function. You will be prompted if you are sure, as this will erase any stored information from the module flash ram.



Software Version Number

To determine the release and version number of the software installed on your system. Pressing F1 or selecting the **Help** drop down menu and then **About** will display the splash screen. Example below.



Specifications (R CT 5020)

Electrical Specifications

Operating Voltage + 5VDC
Power Consumption Approx 2.0VA

Safety IEC 60950/ EN 60950/VDE 0805

Mechanical

Size 283mm x 78mm Weight Card module 120g

Ambient

Temperature 5°C to 40°C Maintaining specifications

Humidity Max 90% non condensing

Supplied Accessories

Documentation R CT 5020 Reference Manual

Parts List

Due to the very dense design and miniature surface mount technology the module is not field serviceable. The information for a replacement assembly is below.

R CT 5020 CardModule

Description Rack Controller

Model Number R CT 5020 Part Number 6.155.003.245

Service

If you are experiencing problems, or have questions concerning your R CT 5020 CardModule please contact your local distributor for assistance.

We offer a fixed cost service exchange program for defective Series 5000 CardModules out of Warranty. Please contact your distributor or check our web site for details on this program.

More detailed information and product updates may be available on our web site:

www.lynx-technik.com

You will also find links to contact us directly for assistance.

Contact Information

Please contact your local distributor; this is your local and fastest method for obtaining support and sales information.

LYNX Technik can be contacted directly using the information below.

Address LYNX Technik AG

Brunnenweg 3

D-64331 Weiterstadt

Germany.

Website www.lynx-technik.com

E-Mail info@lynx-technik.com

LYNX Technik manufactures a complete range of high quality modular products for broadcast and Professional markets, please contact your local representative or visit our web site for more product information.



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Notes