

WELCOME!

Congratulations on your participation in the Unitrends “Free Hardware” program! Please review the brief installation information included in this letter as it will guide you through the initial unpacking. After the unit has been installed, refer to the Appliance Hardware Upgrade Implementation Checklist and the Quick Start Module included with your package for the simple configuration steps to quickly ready your new DPU for use. For more detailed information regarding the set-up, configuration and use of your DPU, please reference the Appliance and Agents User Manual provided with your purchase (see *Appliance and Agents User Manual* CD-ROM).

At Unitrends, we are committed to help you maximize your investment in our products and we value your input. Please send any suggestions or comments regarding the installation and setup materials to Unitrends using the contact information listed at the end of this letter.

Thank you for participating in the Unitrends “Free Hardware” upgrade program!

BEFORE YOU BEGIN

Before you begin the set-up of your appliance, please have the following items ready:

- **Location:** you should install your DPU in a clean, dry location.
- **Power:** an Uninterruptible Power Supply (UPS).
- **Connection:** a working 10/100/1000Mb Ethernet connection.
- **Communication:** a monitor, keyboard, and mouse *or* a separate PC.
- **Information:** Appliance Asset Tag (a 10- or 11-character string starting with an “300-1”, “610-1”, “2U-” or “3U-” located on the front right corner of your appliance).

Appliance Asset Tag # _____

All Unitrends’ appliances ship with a full license installed so there should be no need to request a new license key at the time of implementation. If you need a new license key, refer to “Requesting a License” in the “Backup Professional License Management” chapter of the Appliance and Agents User Manual.

INSTALLING YOUR UNITRENDS APPLIANCE

Unpack the appliance and check for any physical damage from shipping.

Note: Please call 1-800-648-2827 to report shipping damage or missing items.

Your DPU ships with the following:

- **Unitrends Appliance and Agents User Manual CD**
- **Unitrends Agents Software CD**
- **Unitrends BareMetal CD**
- **Unitrends Appliance Factory Image CD**
- **Quick Start Module**



- **Warranty Information and License Agreement**
- **Keys for locking disk drives**
- **Power cord**
- **Rack-mount rails** (not included with Recovery-300 and Recovery-610 models)

Rack-mount appliances need to be installed in a suitable rack enclosure with good ventilation and easy access to the front panel. Use the included rails or a drawer compatible with your rack system.

Recovery-300 and Recovery-610 appliances need to be installed in the location where they will be used. Choose a clean, dry location with good ventilation and easy access.

REQUIRED CONNECTIONS

Ethernet: Connect a working Ethernet cable to the DPU using the RJ45 jack at the back of the unit. On the rack-mount models, use port **eth0** - the port most distant from the VGA port. On the Recovery-300 and Recovery-610 models, there is only one port.

Power: Connect the DPU to your UPS using the provided cord.

OPTIONAL CONNECTIONS

Keyboard, Monitor and Mouse: Connect a monitor, keyboard and mouse or KVM to the DPU.

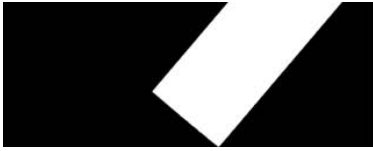
EXISTING APPLIANCE RETURN

Your existing (older) Unitrends appliance will be available to you for recovery of data for up to 90 days after the delivery of your replacement unit. This allows you time to implement and build a backup history on the new appliance. After 90 days, using the packing slip that comes with the new appliance, you will return the old appliance to:

**Doug Scott
Unitrends
Computer Distribution
206-A Business Park Blvd.
Columbia, SC 29203**

Please use your original appliance packaging materials, or if not available, other suitable packaging that will allow for safe shipping of the hardware. You are responsible for properly packaging the appliance to be returned.

Data on the appliance being returned can be removed following the instructions included in the "Clean Replaced Appliance Data" section of the Appliance Hardware Upgrade Implementation Checklist located on UConnect at <http://www.unitrends.com/LinkClick.aspx?fileticket=6xX31%2f7urvU%3d&tabid=212&mid=906>.



TECHNICAL SUPPORT

Unitrends offers several options for receiving support and answers to questions:

- Self help through the UConnect collaboration community
- Direct telephone or e-mail support through the Unitrends Support Center
- Case entry and monitoring through the Unitrends Customer Support Portal

If you have any questions regarding the installation and configuration of your appliance, you may use any of these support options to receive assistance.

UCONNECT

UConnect is a collaboration community for Unitrends partners and customers that offers valuable product support tools through such features as Forums, Documentation, Tips & Tricks and more. Additionally, users can share ideas, opinions and information quickly and easily as well as receive answers to their postings from other users as well as Unitrends staff.

Access to the UConnect site does require registration. To register, go www.unitrends.com/uconnect and click on the UConnect User Login link in the upper right portion of the screen. From there click on the register link and complete the preferred user information. You will be asked to enter basic personal information that is used only to validate your registration and you will be required to acknowledge site terms and conditions prior to submitting your registration. After successfully submitting your registration, you will receive a confirmation e-mail requiring you to follow the included link for e-mail authentication.

Once logged into UConnect, click on Products/Services > Support in the main tool bar. Here you will find the Support Forums, and copies of our recent newsletters and reference materials such as the Appliance and Agents User Manual and Release Notes.

UNITRENDS SUPPORT CENTER

The Unitrends Support Center is also available to assist and may be contacted directly by phone or via e-mail:



Unitrends Support Center Phone: **1-888-374-6124**

E-mail address: support@unitrends.com

E-mail is monitored from 8:00 a.m. to 5:30 p.m. Eastern Time, Monday through Friday. Please communicate with the Support Center via telephone at all other times.

UNITRENDS WEB PORTAL

Access to the Unitrends web portal is available 24 hours a day. The web portal allows users to log cases, view open cases, add notes to open cases and search for solutions and information.

Registration is also required to access the Unitrends Web Portal. This registration is separate from the UConnect registration. To register, call or send an e-mail to the Unitrends Support Center. Upon activation, you will receive an e-mail confirmation with your login id, password and link to the web portal.

A link to the web portal can also be found under the Support page on the Unitrends' [website](#).