



**Dialogic® IMG 1010 Integrated Media Gateway,
Dialogic® IMG 1004 Integrated Media Gateway,
and Dialogic® MSP 1010 Multi-Services Platform**

Regulatory Notice

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Warranty for Hardware Products: Dialogic Corporation or its subsidiary that originally sold the hardware product to you ("Dialogic") warrants to the original purchaser ("Purchaser") of this hardware product ("Product"), that at the time of delivery the Product supplied hereunder will be free from defects in material and workmanship. This warranty is for the standard period for such Product set out on Dialogic's website at <http://www.dialogic.com/warranties> at the date of purchase, provided the Product remains unmodified, is operated under normal and proper conditions in accordance with its published specifications and documentation, and the system is not opened by unauthorized personnel. The warranty is also void if the defect has resulted from accident, misuse, abuse or misapplication. Any Product which becomes defective during the warranty period and is returned by Purchaser to Dialogic's Authorized Service Center shipping prepaid with a Return Material Authorization (RMA) number (which must be obtained from Dialogic before any return) within thirty (30) days after discovery of the defect, with a written description of the defect, will be repaired or replaced at Dialogic's option. Dialogic will not accept C.O.D. shipments. Dialogic reserves the right to refuse to repair or replace any Product which shows signs of abuse, misuse, neglect or has been altered in any way, including but not limited to Products which have been (i) used in environments which exceed operating tolerances such as supplied voltages and signals or (ii) stored under improper temperature or humidity conditions or (iii) used with equipment, software or interfacing not furnished by Dialogic or (iv) improperly packaged or shipped or (v) harmed by Purchaser or its agents' fault or negligence or (vi) repaired or modified without Dialogic's prior written consent. Purchaser must exercise proper electrostatic discharge (ESD) precautions and pack the Product and the other returned diagnostic information in the original Dialogic packaging, including the antistatic bag/container and an ESD foam-filled cardboard box. Purchaser may void the warranty if the Product is improperly packaged or shipped. Dialogic will bear the cost to return the repaired or replaced Product to the location specified on the Return Material Authorization (RMA) form by a method it chooses. If the Purchaser desires a specific form of conveyance, the Purchaser must bear the cost of shipment. All risk of loss shall be with the Purchaser during any and all shipments of the Product. Duties and import fees are the responsibility of the Purchaser.

Additional Exclusions: Dialogic will have no obligation to make repairs or replacements to the Product due to causes beyond the control of Dialogic, including, but not limited to, power or air conditioning failure, acts of God, improper interface with other units, or malfunction of any equipment or software used with the Dialogic Product(s). If Dialogic is requested and agrees to make repairs or replacements necessitated by any such causes, Purchaser will pay for such service or replacement at Dialogic's then prevailing rates.

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US Compliance Summary

This section identifies the United States compliance on the Dialogic® IMG 1010 Integrated Media Gateway (also referred to herein as “IMG 1010”), Dialogic® IMG 1004 Integrated Media Gateway (also referred to herein as “IMG 1004”), and Dialogic® MSP 1010 Multi-Services Platform (also referred to herein as “MSP” or “MSP 1010”).

Note that unless otherwise indicated, a reference to “IMG” refers to both the IMG 1010 and the IMG 1004. Uses of the terms “equipment” or “product” are intended to refer to the IMG 1010, the IMG 1004 and/or the MSP 1010, depending on context.

Emissions

FCC Part 15, Class A

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this 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/her own expense.

Emissions test were performed with shielded I/O cables.

Safety

CSA 60950-1-03, CSA 60950-1-07, CB Scheme IEC 60950-1

This equipment has been tested for applications where the product is behind the CSU.

Telecommunications

FCC Part 68

The MSP and IMG T1 interface comply with FCC rules, Part 68. Refer to *FCC Regulatory Compliance Notices*.

Canadian Compliance Summary

Overview

This section identifies the Canadian compliance on the MSP 1010, IMG 1010, and IMG 1004.

Industry Canada ICES-003 Issue 3

Emissions tests were performed with shielded I/O cables.

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Safety

CSA 60950-1-03, CSA 60950-1-07

This equipment has been tested for applications where the product is behind the CSU.

Telecommunications

Industry Canada CS-03

These products meet the applicable Industry Canada technical specifications.

Ces produits répondent aux spécifications techniques Industrie Canada applicables.

Australian Compliance

These products must be installed and serviced by suitably qualified personnel. These products must only be installed by personnel that understand the electrical safety implications of connecting the products to other equipment. In particular, the installer must understand the definition of a telecommunications network and safety extra low voltage circuits.

Do not connect these products directly to a telecommunications network. These products must be connected to a network terminating unit (NTU) or some other device that provides line isolation. This allows the carrier's telecommunications network to be electrically isolated from the product and host PC.

These products are only to be connected to safety extra low voltage circuits. These products should only be connected to the safety extra low voltage (SELV) port of the network termination unit (NTU) or PBX that is providing the E-1 interface.

NEBS Compliance

Overview

Note: The “Model 1010” refers to both the IMG 1010 and MSP 1010.

Network Equipment Building Systems (NEBS Level 3)
GR 1089 Issue 4 and GR 63 Issue 3 Test Criteria.

The Model 1010 -48vdc powered system was tested and found to comply with the applicable test requirements listed below for both GR 1089 and GR 63. Model 1010 set for T1 or E1 options meet all test requirements below.

GR 1089 (Issue 4)

- Radiated Emissions
- Power Conducted Emissions
- Telecom Conducted Emissions
- Electro Static Discharge
- Electro Fast Transients
- Radio Frequency Interference
- Conducted Radio Frequency Interference
- Bonding and Grounding
- Broadband Emissions
- DC Power Transients
- Signal Surge (Intra-Bldg.)
- Short Circuit Protection

GR 63 (Issue 3)

- Earthquake and Office Vibration (Zone 4)
- Transportation Vibration
- Spatial
- Altitude
- Acoustic Sound
- High Relative Humidity
- Operational and Thermal
- Cold Shock / Hot Shock
- Temperature Margin
- Fan Cooled Equipment Criteria
- Heat Dissipation Surface Temp.
- Equipment Air Flow
- Packaged Handling
- Unpackaged Handling
- Fire Resistance (System & Needle Flame)
- Mixed Flow & Gas
- Hygroscopic Dust

FCC Regulatory Compliance Notice IMG 1004

Overview

This section identifies the United States Federal Communications Commission compliance notices.

Federal Communications Commission Part 68 Requirements

This equipment complies with FCC rules, Part 68. On the back of this equipment is a label that contains, among other things, the FCC Registration Number. When you are ready to install this unit, contact your local telephone company and supply them with the following information:

Standard Jack(s) for connection to the network: RJ48

Service Order Code(s): NA

Facility Interface Code(s) (FIC): NA

FCC ID#: US: 1RHxDNANXL1004

Should this equipment cause harm to the telephone network, the telephone company shall, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior or written notice is not practicable, the telephone company may discontinue service forthwith, if such action is reasonable in the circumstances. You will be informed of your right to file a complaint with the FCC.

The telephone company may make changes in its communications facilities, equipment, operation procedures, where such action is reasonable, required in the operation of its business, and is not inconsistent with the rules and regulations of the Federal Communications Commission. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

Do not attempt to repair or modify this equipment. If defective, return it to the person from whom it was purchased who will in turn arrange to return it or to have it repaired by the manufacturer or his authorized agent. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. If trouble is experienced, disconnect this equipment from the telephone line to determine if it is causing the malfunction. If equipment is determined to be malfunctioning, its use shall be discontinued until the problem has been corrected.

Affidavit Requirements for Connection to Digital Services

An affidavit is required to be given the telephone company whenever digital terminal equipment without encoded analog content and billing protection is used to transmit digital signals containing encoded analog content which are intended for eventual conversion into voice band analog signals and re-transmitted on the network.

The affidavit shall affirm that either no encoded analog content or billing information is being transmitted or that the output of the device meets Part 68 encoded analog content or billing protection specifications.

End user/customer will be responsible to file an affidavit with the CPE to a 1.544 Mbps or subrate digital services.

Until such time as subrate digital terminal equipment is registered for voice applications, the affidavit requirement for subrate services is waived.

Affidavit for Connection of Customer Premises Equipment to 1.544 MBPS and/or Subrate Digital Services

For the work to be performed in the certified territory of

_____ (Telco Name)

State of _____

County of _____

I, _____ (name)

_____ (business address)

_____ (telephone number) being duly sworn, state:

I have responsibility for the operation and maintenance of the terminal equipment to be connected to 1.544 Mbps and/or _____ subrate digital services. The terminal equipment to be connected complies with Part 68 of the FCC rules except for the encoded analog content and billing protection specifications. With respect to encoded analog content and billing protection:

☐ I attest that all operations associated with the establishment, maintenance, and adjustment of the digital CPE with respect to analog content and encoded billing protection information continuously complies with Part 68 of the FCC Rules and Regulations.

☐ The digital CPE does not transmit digital signals containing encoded analog content or billing information which is intended to be decoded within the telecommunications network.

☐ The encoded analog content and billing protection is factory set and is not under the control of the customer.

I attest that the operator(s)/maintainer(s) of the digital CPE responsible for the establishment, maintenance, and adjustment of the encoded analog content and billing information has (have) been trained to perform these functions by successfully having completed one of the following: (Check appropriate blocks)

☐ A. A training course provided by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ B. A training course provided by the customer or authorized representative, using training materials and instructions provided by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ C. An independent training course (e.g., trade school or technical institution) recognized by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ D. In lieu of the preceding training requirements, the operator(s)/maintainer(s) is (are) under the control of a supervisor trained in accordance with _____ (circle one) above.

I agree to provide _____ (Telco's name) with proper documentation to demonstrate compliance with the information as provided in the preceding paragraph, is so requested.

_____ Signature

_____ Title

_____ Date

Subscribed and sworn to before me

This day of _____, 20____

Notary Public

My commission expires: _____

FCC Regulatory Compliance Notices IMG 1010 and MSP 1010

Overview

This section identifies the United States Federal Communications Commission compliance notices.

Federal Communications Commission Part 68 Requirements

This equipment complies with FCC rules, Part 68. On the back of this equipment is a label that contains, among other things, the FCC Registration Number. When you are ready to install this unit, contact your local telephone company and supply them with the following information:

Standard Jack(s) for connection to the network: RJ48

Service Order Code(s): NA

Facility Interface Code(s) (FIC): NA

FCC ID#: US: 1RHXDNANXL1010

Should this equipment cause harm to the telephone network, the telephone company shall, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior or written notice is not practicable, the telephone company may discontinue service forthwith, if such action is reasonable in the circumstances. You will be informed of your right to file a complaint with the FCC.

The telephone company may make changes in its communications facilities, equipment, operation procedures, where such action is reasonable, required in the operation of its business, and is not inconsistent with the rules and regulations of the Federal Communications Commission. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

Do not attempt to repair or modify this equipment. If defective, return it to the person from whom it was purchased who will in turn arrange to return it or to have it repaired by the manufacturer or his authorized agent. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. If trouble is experienced, disconnect this equipment from the telephone line to determine if it is causing the malfunction. If equipment is determined to be malfunctioning, its use shall be discontinued until the problem has been corrected.

Affidavit Requirements for Connection to Digital Services

An affidavit is required to be given the telephone company whenever digital terminal equipment without encoded analog content and billing protection is used to transmit digital signals containing encoded analog content which are intended for eventual conversion into voice band analog signals and re-transmitted on the network.

The affidavit shall affirm that either no encoded analog content or billing information is being transmitted or that the output of the device meets Part 68 encoded analog content or billing protection specifications.

End user/customer will be responsible to file an affidavit with the CPE to a 1.544 Mbps or subrate digital services.

Until such time as subrate digital terminal equipment is registered for voice applications, the affidavit requirement for subrate services is waived.

Affidavit for Connection of Customer Premises Equipment to 1.544 MBPS and/or Subrate Digital Services

For the work to be performed in the certified territory of

_____ (Telco Name)

State of _____

County of _____

I, _____ (name)

_____ (business address)

_____ (telephone number) being duly sworn, state:

I have responsibility for the operation and maintenance of the terminal equipment to be connected to 1.544 Mbps and/or _____ subrate digital services. The terminal equipment to be connected complies with Part 68 of the FCC rules except for the encoded analog content and billing protection specifications. With respect to encoded analog content and billing protection:

☐ I attest that all operations associated with the establishment, maintenance, and adjustment of the digital CPE with respect to analog content and encoded billing protection information continuously complies with Part 68 of the FCC Rules and Regulations.

☐ The digital CPE does not transmit digital signals containing encoded analog content or billing information which is intended to be decoded within the telecommunications network.

☐ The encoded analog content and billing protection is factory set and is not under the control of the customer.

I attest that the operator(s)/maintainer(s) of the digital CPE responsible for the establishment, maintenance, and adjustment of the encoded analog content and billing information has (have) been trained to perform these functions by successfully having completed one of the following: (Check appropriate blocks)

☐ A. A training course provided by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ B. A training course provided by the customer or authorized representative, using training materials and instructions provided by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ C. An independent training course (e.g., trade school or technical institution) recognized by the manufacturer/grantee of the equipment used to encode analog signals; or

☐ D. In lieu of the preceding training requirements, the operator(s)/maintainer(s) is (are) under the control of a supervisor trained in accordance with _____ (circle one) above.

I agree to provide _____ (Telco's name) with proper documentation to demonstrate compliance with the information as provided in the preceding paragraph, is so requested.

_____ Signature

_____ Title

_____ Date

Subscribed and sworn to before me

This day of _____, 20____

Notary Public

My commission expires: _____

CE COMPLIANCE

The products covered by this notice meet the following European Directives:

2006/95/EC	Safety/Low Voltage Directive
2004/108/EC	EMC Directive
99/05/EC	R&TTE Directive

To achieve CE compliance, be sure to select a host that already meets the EMC and Low Voltage Directives before the addition of any optional board. Remember that the use of option boards declared compliant with the Directives by their manufacturer only gives "presumption of compliance" for the whole system. It is the responsibility of the system supplier to verify that the requirements of the listed Directives are still met by the final system, as supplied to the end-user. System integrators should take notice of further conditions expressed in this section and the Safety section.

The products covered by this notice have been successfully tested against TBR 4 basic call control. Application developers implementing supplementary services at application level must ensure that their implementation complies with the services offered by the local Public Switched Telephone Network (PSTN) operator. In case of doubt, network specifications must be consulted; the R&TTE Directive imposes that each PSTN operator makes such specifications available.

Inter-working is guaranteed only with Public Switched Telephone Networks (PSTNs) offering Primary Rate Access conforming to EuroISDN specifications.

Before any connection to PSTN offering Primary Rate Access to other national or international E1 standards, please consult your Dialogic representative.

Compliance with the R&TTE Directive

The R&TTE Directive includes its own safety and EMC requirements. Although equipment declared compliant to the R&TTE Directive does not require explicit declaration of conformity to EMC and Low Voltage Directives, the above conditions must also be met to satisfy the safety and EMC requirements of the R&TTE Directive.

Inter-working is guaranteed only with Public Switched Telephone Networks (PSTNs) as described in the sections above.

Product Declarations and Global Approvals

Click below for the CE Declarations of Conformity for EU Member States and other European countries.

<http://www.dialogic.com/declarations/default.htm>

Enter the Product, Country, and Interface and press **Search**.

Note: The IMG/MSP 1010 and IMG 1004 are referred to as the 1010 and 1004 respectively.

Product Environmental Information

In August 2005, the European Union Directive on Waste Electrical and Electronic Equipment (2002/96/EC) and its amendment (2003/108/EC), collectively known as the WEEE Directive, came into force throughout most of the European Union. This product comes within the scope of the WEEE Directive.

We are confident that this product will provide you with many years of reliable service. Ultimately, a time may come when the product will no longer meet your needs or will become un-economical to repair. It is at that stage that we ask for your co-operation in recycling this product in the spirit of the WEEE directive.

While Dialogic has taken great care to minimize the environmental burden of this product by careful design and manufacturing, we ask you to help us to further minimize the environmental burden of this product by recycling it. Please do not dispose of this product through municipal or general waste systems because it contains materials that can be economically recycled.

Like all electrical and electronic equipment, including televisions and computers, it may contain small amounts of materials which could lead to environmental damage. To minimize any environmental damage we ask you to have this product recycled by:

- bringing it to the recycling collection point in your company
- by handing it into the store where you are purchasing the replacement
- by delivering it to a local bring-center in your area.

No charge can be imposed on you for this recycling service in the European Union as Dialogic has paid for recycling this product when it was placed on the market. These are requirements of the WEEE Directive. We thank you in advance for your cooperation and for working with Dialogic to protect our environment.



Rack Mounting Warnings

If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (T_{ma}) specified by the manufacturer.

Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.

Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on over current protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (for example, use of power strips).