

# Accelerated 6300-LX USB Router

User's Guide



  
**accelerated**<sup>TM</sup>  
Connected is Everything<sup>TM</sup>

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# Preface

Accelerated Concepts reserves the right to revise this publication and to make changes in the content thereof without obligation to notify any person or organization of any revisions or changes.



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 **WARNING**

TO COMPLY WITH FCC/IC RF EXPOSURE LIMITS AT LEAST 20cm SEPARATION DISTANCE MUST BE MAINTAINED BETWEEN ANY ANTENNA OF THE UNIT AND ANY PART OF THE USER AT ALL TIMES.

 **WARNING**

THE UNIT MUST BE POWERED OFF WHERE BLASTING IS IN PROGRESS, WHERE EXPLOSIVE ATMOSPHERES ARE PRESENT, OR NEAR MEDICAL OR LIFE SUPPORT EQUIPMENT. DO NOT POWER ON THE UNIT IN ANY AIRCRAFT.

 **WARNING**

CA PROP 65 WARNING: THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER, BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

 **WARNING**

הוראות בטיחות לשימוש במטען

מטענים:

- יש לפעול ע"פ כללי הבטיחות הבאים בעת שימוש במטענים:
  - דא שלמות ותקינות כבל החשמל והתקע.
  - אין להכניס או להוציא את התקע מרשת החשמל בידיים רטובות
  - אין לפתוח את המטען, במקרה של בעיה כלשהי, יש לפנות למעבדת השירות הקרובה
  - יש להרחיק את המטען מנוזלים
  - במקרה של ריח מוזר, רעשים שמקורם במטען, יש לנתקו מיידית מרשת החשמל ולפנות למעבדת שירות
  - המטען מיועד לשימוש בתוך המבנה בלבד, לא לשימוש חיצוני ולא לשימוש בסביבה לחה
  - אין לחתוך, לשבור, ולעקם את כבל החשמל
  - אין להניח חפצים על כבל החשמל או להניח לו להתחמם יתר על המידה, שכן הדבר עלול לגרום לנזק, דליקה או התחשמלות
  - לפני ניקוי המטען יש לנתקו מרשת החשמל
  - יש להקפיד לתחזק את התקן הניתוק במצב תפעולי ומוכן לשימוש
- אזהרה:
- אין להחליף את כבל הזינה בתחליפים לא מקוריים, חיבור לקוי עלול לגרום להתחשמלות המשתמש
  - בשימוש על כבל מאריך יש לוודא תקינות מוליך הארקה שבכבל
  - מיועד לשימוש פנימי בלבד



## **CAUTION**

*DO NOT USE AN ANTENNA THAT WASN'T SUPPLIED BY THE MANUFACTURER. IF A DIFFERENT ANTENNA IS REQUIRED, FIRST CONSULT ACCELERATED CONCEPTS INC. FOR RECOMMENDATIONS THAT SUIT YOUR CIRCUMSTANCES.*



## **CAUTION**

*BY PRESSING THE ERASE BUTTON WHEN POWERED UP, THE CONFIGURATION OF THE 5400-RM IS ERASED AND THE UNIT IS REVERTED TO FACTORY DEFAULT SETTINGS.*

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# What's in the Box

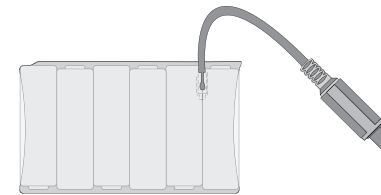
1 Model 6300-LX



2 Universal Power Supply Unit



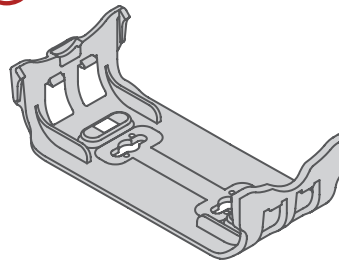
3 Temporary Battery Pack



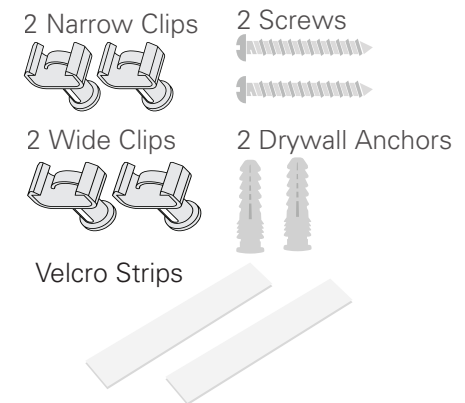
4 Ethernet Cable



5 Mounting Bracket



6 Mounting Accessories



7 Passive Power over Ethernet (PoE) Injector Cable



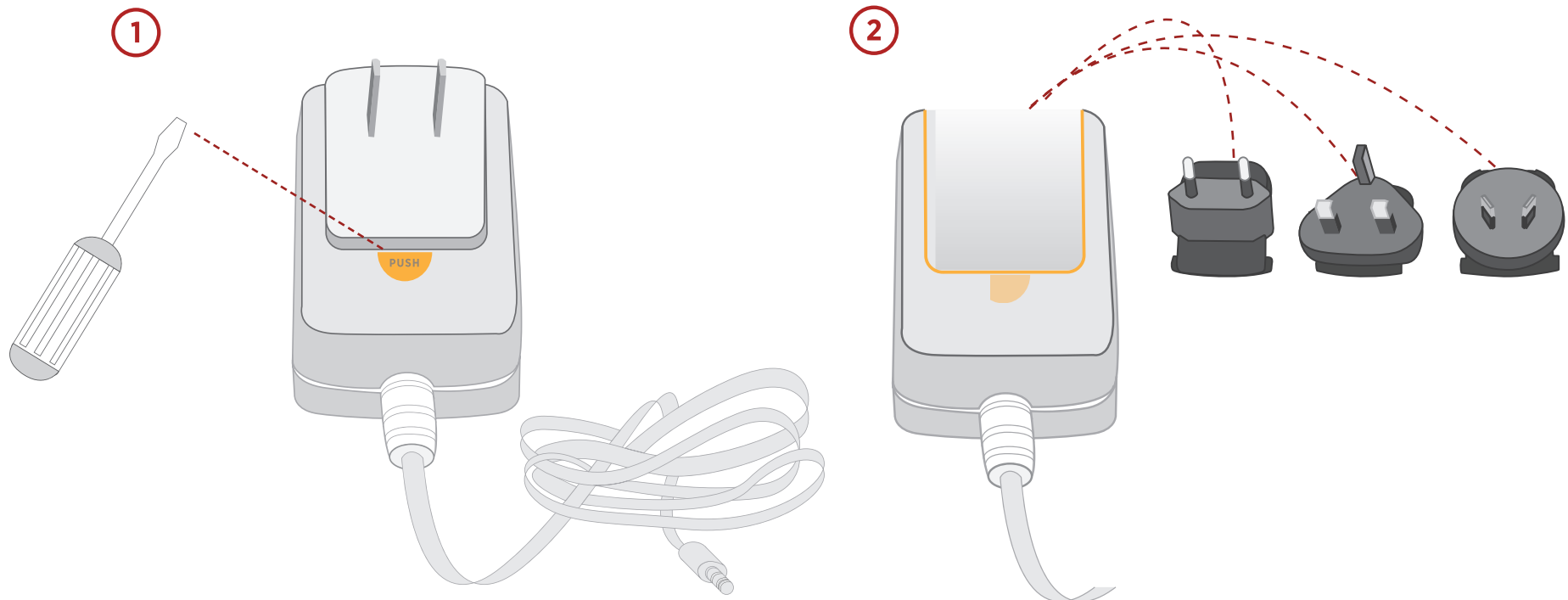
8 6300-LX Welcome Card

# Exchanging Power Tips

Your 6300-LX may include four interchangeable plug tips that allows the Power Supply Unit (PSU) to operate in most countries. The PSU comes with the United States style plug installed.

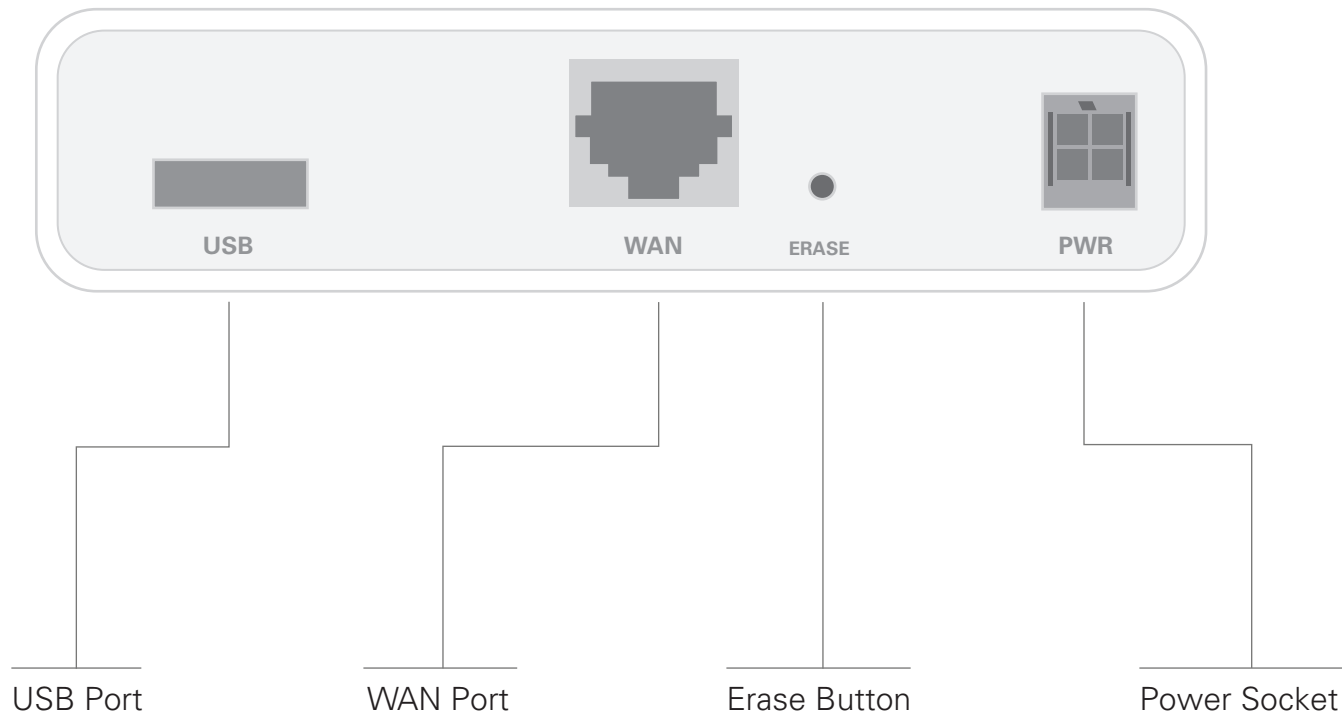
To change the plug tip:

- Using a small screw driver, place in half circle area just below power prongs, and push in and upward.
- Pull off the plug converter that was attached
- Install a new plug tip and push into place until clicks



# Ports and Connectors

## Back of 6300-LX

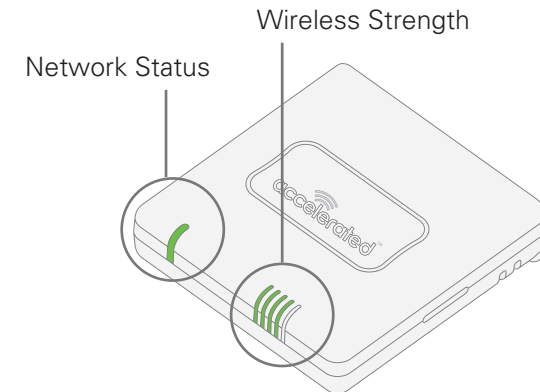


# Device Status

Once power has been established, your device will initialize and attempt to connect to the network. Device initialization may take 30-60 seconds. By default your Accelerated 6300-LX will attempt to use DHCP to establish an Internet connection through its cellular modem.

Indicator lights on the Wireless Strength Indicator show you the Cellular Network Signal Strength.

Network Indicator Light on the front left of the device indicates network status.



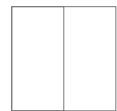
### Solid Yellow

Initializing or starting up.



### Flashing Yellow

In the process of connecting to the cellular network and to a device on its Ethernet port.



### Flashing White

Has Ethernet connection and is in the process of connecting to cellular network with its modem.



### Flashing Green

Is connected to 2G or 3G and in the process of connecting to a device on its Ethernet port (or nothing is connected to its Ethernet port).



### Solid Green

Is connected to 2G or 3G and also has an Ethernet connection.



### Flashing Blue

Is connected to 4G LTE and in the process of connecting to a device on its Ethernet port.



### Solid Blue






Is connected to 4G LTE and also has an Ethernet connection.



### Alternating Red/Yellow

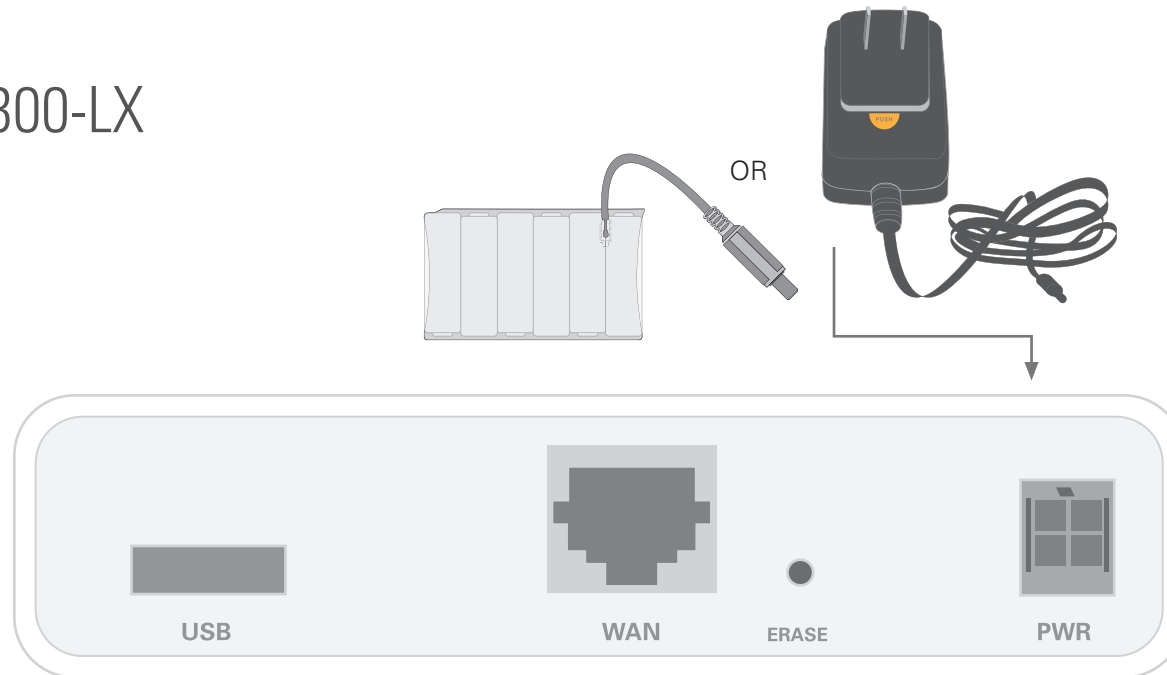
Is upgrading firmware **WARNING: DO NOT POWER OFF DURING FIRMWARE UPGRADE.**

# Signal Strength

Signal Bars	dBm	Signal Strength Percent	Quality
	-113 to -99	0-23%	Bad
	-98 to -87	24-42%	Marginal
	-86 to -76	43-61%	OK
	-75 to -64	62-80%	Good
	-63 to -51	81-100%	Excellent

# Initial Setup

## Back of 6300-LX



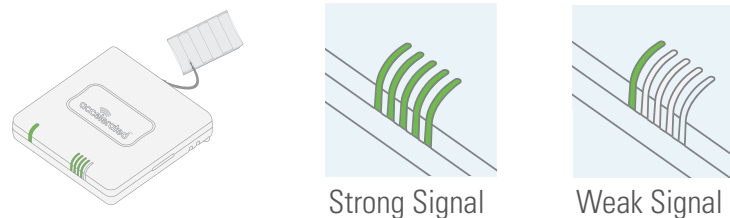
**1** Insert an AT&T Beam USB cellular modem with an activated SIM into the 6300-LX's USB port.

**2** Connect the power supply unit, or if doing a site survey, attach the temporary battery pack, and follow the instructions in the "*Site Survey*" section.

# Site Survey

A cellular site survey is not necessary if your anticipated installation location is known to have strong cellular signal strength. If you are unsure of available cellular signal strength or are choosing between several installation locations, follow the below instructions to perform a site survey to determine your best possible installation location.

- ① Follow the steps in the “Initial Setup” section above. During a site survey it is useful to use the included battery pack instead of the power supply unit to power the Accelerated 6300-LX. The battery pack will power your device for approximately two hours while you perform your site survey. The battery pack is not rechargeable and should be properly disposed of after use.
- ② Move the Accelerated 6300-LX to different locations within your site to determine the best compromise between signal strength and installation constraints. Since cellular signal strength may fluctuate, it is important to ***wait at each location for 1 minute while observing the signal strength indicator*** on the front of the device. Minimum cellular signal strength for proper operation is 2 bars.
- ③ After the optimal location has been determined, remove the battery pack and connect either the main power supply unit or POE injector cable (see section labeled Using Remote Power for more information).



After the optimal location has been determined, setup the 6300-LX with either the power supply unit or the POE injector cable.

# Site Survey Troubleshooting

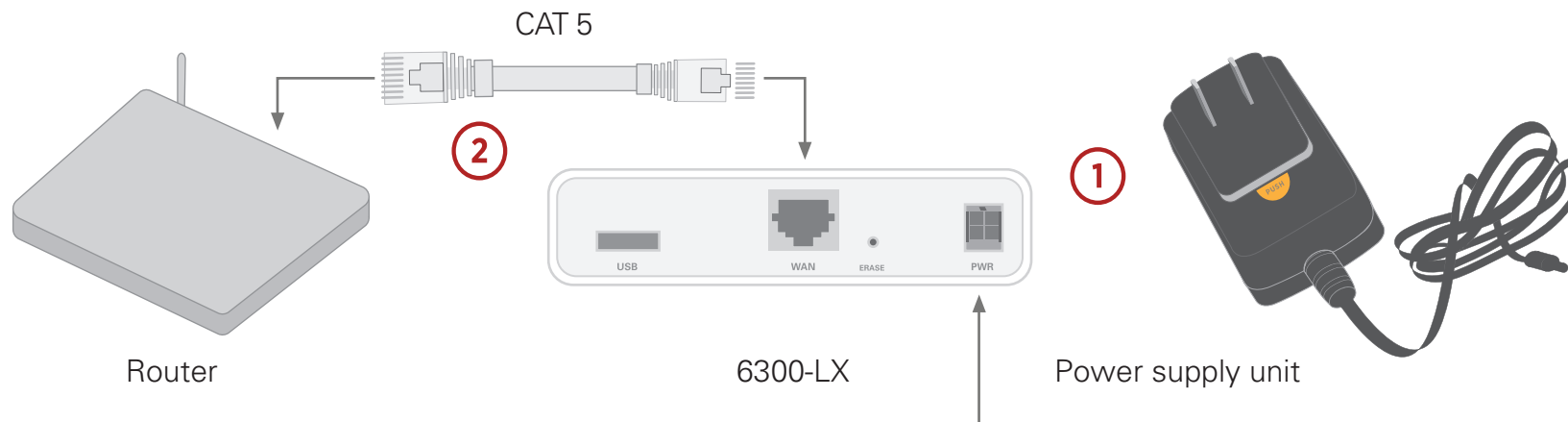
If you are unable to verify a location with a strong cellular signal:

- Verify your SIM has been activated with your cellular operator.
- If cellular signal isn't indicated on the Accelerated 6300-LX indoors, then take the device outdoors to verify that your cellular network operator has coverage in your location.
- If the outdoor cellular signal strength is less than 2 bars, it may be necessary to connect using a different cellular network operator. This requires an activated SIM from the alternate cellular network operator.
- Try the device/antennas in different orientations and away from other nearby electronic equipment at each test location. Note: LTE requires the use of both antennas & antennas will usually give better performance when vertical.
- Refer to the Device Status section to use Accelerated 6300-LX indicator lights to aid in diagnosis.

# Physical Installation

## Connecting to the Site Network with Local Power

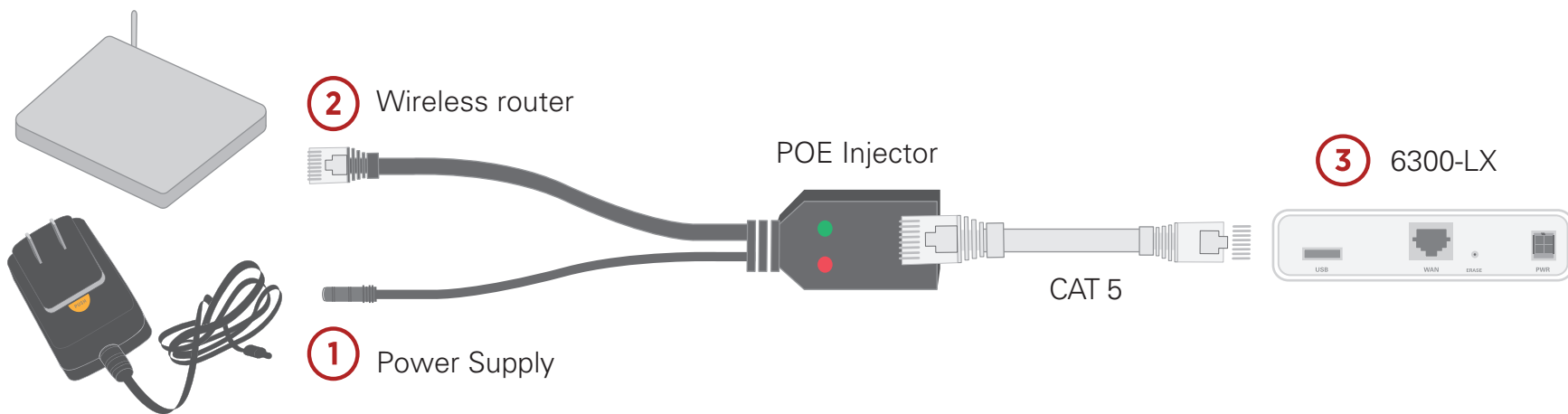
Using an Ethernet cable, connect the WAN port on the Accelerated 6300-LX to your site Gateway. By default a DHCP request will be sent to the WAN Ethernet network.



- ① Plug the power supply unit into an AC power outlet and connect to the 12V DC lead (4 pin connector) of the POE injector cable.
- ② Using the include CAT5 cable or a customer provided CAT5 cable connect to your site router or gateway and the WAN port of the 6300-LX.

# Connecting to the Site Network with Remote Power

If your device needs to be positioned some distance from either the nearest AC power outlet or site network equipment/router using the included passive Power-Over-Ethernet (POE) injector cable will usually simplify the installation cabling and allow for improved cellular signal strength. The POE injector cable allows the DC power and Ethernet connection to be run to the Accelerated 6300-LX via the Ethernet connection only.



- 1 Plug the power supply unit into an AC power outlet and connect to the 12V DC lead (4 pin connector) of the POE injector cable.
- 2 Connect the male RJ45 connector plug of the POE injector cable to the site network equipment/router.
- 3 Connect a standard Ethernet cable from the RJ45 socket/jack on the POE injector cable, (marked 'DC OUT'), to the Ethernet port of the device.

# Remote Power Trouble Shooting

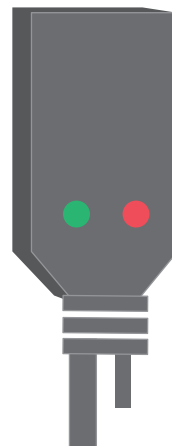
On the end of the POE injector cable (see diagram) there are two LEDs. The Red LED marked DC IN will be illuminated if the 6300-LX Power Supply Unit (PSU) is plugged into an AC power outlet and plugged into the POE Injector Cable. If the red LED is not illuminated check the following:

- Ensure that the PSU is plugged into an AC power outlet and is receiving power.
- Ensure that the PSU's power plug is correctly connected to the POE injector cable power input socket. The proper orientation is for the lock tab and clip to align. (See picture below)

The Red LED marked DC IN and the Green LED marked DC OUT will both be illuminated on the POE injector cable (see diagram) if you have properly connected the PSU and you have connect a length of CAT5 cable properly to the POE injector cable and the 6300-LX. If the red LED is illuminated and the Green LED not illuminated check the following:

- Ensure that you have a good connection at both the ends of you CAT5 cable.
- Check your CAT5 cable.

If green illuminated,  
then CAT5 is connected  
to 6300 with power.



If red illuminated,  
power is active.



Correct power supply connection

# Configuring Device

## Network Managed Configuration

Your Accelerated 6300-LX has the capability to automatically sync and receive all settings from a centralized cloud management tool, Accelerated View™.

The Accelerated View management portal provides the following capabilities for your Accelerated 6300-LX.

- Monitoring details including signal strength, network connectivity details (RSRP, CNTI, RSRQ, Ec/Io, etc.), SIM card details (IMEI, IMSI, ESN, etc.), data transmitted/received, and more.
- Email notifications based on connectivity, device firmware, and signal strength.
- Remote control.
- Out of band SMS recovery.

Devices using Accelerated View typically require no additional configuration or set-up.

## Local Configuration

If your Accelerated 6300-LX is not provisioned in Accelerated View, it will use a default local configuration profile which will enable basic cellular connectivity (primary or backup) to your router. Your device will operate as a transparent bridge and all traffic on all ports is passed directly to and from the client device connected to the device's Ethernet port.

To change any default settings for an Accelerated 6300-LX not provisioned in Accelerated View refer to *Managing Device Locally* section.

# Troubleshooting

## Resetting Your Device

To reset the device to factory default settings, press the RESET/ERASE switch on the rear of the device. This will erase all device specific settings and firmware updates and restore the device to its original firmware and settings.

## Establishing Backup Connectivity via Ethernet Port

If the device cannot connect using a cellular connection, use the following steps to use the Ethernet WAN connection.

- 1 Restore the device to its factory default settings.
- 2 Connect the Ethernet port of the device to the site network equipment/router. This may be done either directly with an Ethernet cable or via the POE injector cable (6). Refer to the section “Using the Passive POE Injector Cable” above. Check for solid LINK and flashing ACTIVITY LEDs on the device WAN Ethernet port.
- 3 Ensure the router connected to the Ethernet port of the device is configured with an IP address of 192.168.210.254/24. The device will try to use this as its gateway IP address for backup connectivity.
- 4 Observe the *Status Indication LEDs & Signal Strength* sections to aid in diagnosis.

**Note:** Backup Connectivity via Ethernet Port and WAN connectivity via Ethernet Port features cannot be used at the same time. If you use the steps listed here to set the device’s Ethernet port as a backup connection for itself, the 6300-LX will not be able to provide WAN connectivity to client device(s).

## Out of Band SMS Commands

A set of emergency remote commands can be sent via SMS to the device to provide out-of-band (OOB) recovery for the device. These SMS commands allow you to perform actions such as factory resets, reboot the device, and restore to the backup firmware partition, all without requiring the device to have an active cellular connection. Similar to the standard remote commands, these can be used to provide control over the device without any onsite interaction. To utilize this feature, SMS must be enabled for the SIM card used by the device. The complete list of SMS commands is defined in the Accelerated View™ User's Guide. (<https://aview-docs.accns.com>)

# Advanced Configuration

## Using Accelerated View™

The following Accelerated View actions are typically only performed by your network administrator.

Using Accelerated View to centrally manage your device is recommended. If you are not using Accelerated View, you must manage and configure your device using the local interface. Refer to *Managing Device Locally* section for more information.

## Viewing & Editing Configuration

To access the configuration for your device:

1. Login to Accelerated View and use the Search tool to search by MAC address.
2. Select the MAC address of your 6300-LX to bring up its Details page.
3. Select View Configuration in the Configuration section.
4. Select the Edit pencil icon at the top right of the page to make changes.

The 6300-LX will automatically support configuration updates after the next daily sync around 1AM UTC. To apply changes sooner than the next scheduled sync refer to the *Remote Commands* section for details on how to send a remote command

## Upgrading Firmware

To upgrade the firmware on your device:

1. Login to Accelerated View and use the Search tool to find the device by searching for its MAC address.
2. Select the MAC address of the device to bring up its details page.
3. Click on the *Settings* tab, then select the *View Configuration* link in the *Configuration* section of the page.
4. Once viewing the configuration profile, select the Edit pencil icon at the top right of the page.
5. Select the appropriate firmware version from the Firmware drop-down list.
6. Click the Update button.

## Defining a Custom APN

If your device is unable to sync with Accelerated View because the device *cannot* establish a cellular connection without a custom APN refer to *Managing Device Locally* section.

1. Login to Accelerated View and use the Search tool to find the 6300-LX by searching for its MAC address.
2. Select the MAC address of the 6300-LX to bring up its details page.
3. Select the View Configuration link in the Configuration section of the page.
4. Once viewing the configuration profile, select the Edit pencil icon at the top right of the page.
5. Type in the custom APN into the APN entry located in the Modem section of the configuration.
6. Optional: If the custom APN requires a specific username and password, please input those into the Username and Password entries located in the Modem section of the configuration.
7. Click the Update button.

## Using Remote Commands

The Accelerated View management portal allows you to send a specific set of remote commands to the device to provide control over the device without requiring any onsite interaction. These remote commands allow you to perform actions such as rebooting the device, triggering a configuration sync with Accelerated View, perform network speed tests, immediately probing the device for a real-time status, and more.

To send a remote command to an Accelerated 6300-LX:

1. Login to Accelerated View and use the Search tool to find the device by searching for its MAC address.
2. Select the MAC address of the device to bring up its details page.
3. Select the *Commands* drop-down list at the top-right of the page.

## Immediately Update Device

1. Select Remote Commands
2. Select Check Configuration option from the Commands drop-down.

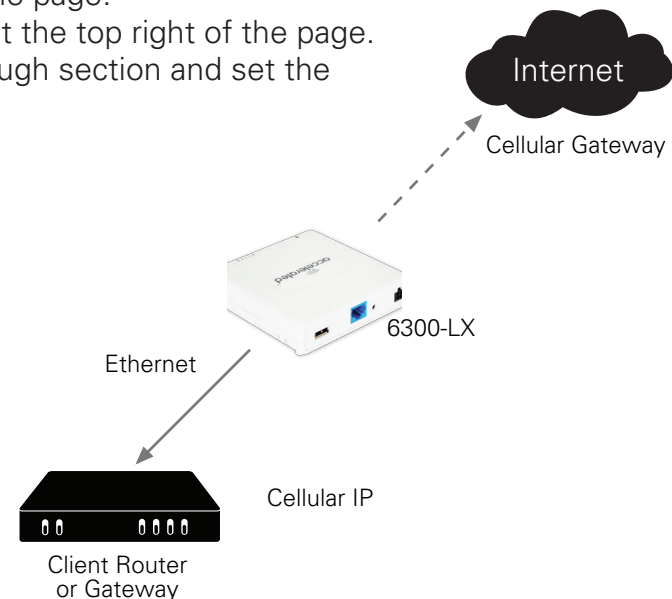
# Establishing WAN connectivity via Ethernet Port

In order to provide a cellular connection to client devices, the Accelerated 6300-LX can be configured either in the default Passthrough (i.e. bridge) mode or DHCP Server/Router mode.

## Passthrough/Bridge Mode

In this default mode, the device operates as a transparent bridge and all traffic on all ports is passed directly to and from the client device connected to the device's Ethernet port. In Passthrough mode, a single IP address will be available through the device's Ethernet port. Only one client device can be connected to the Accelerated 6300-LX through its Ethernet port at a time.

1. Login to Accelerated View and use the Search tool to find the device by searching for its MAC address.
2. Select the MAC address of the device to bring up its details page.
3. Select the View Configuration link in the Configuration section of the page.
4. Once viewing the configuration profile, select the Edit pencil icon at the top right of the page.
5. Under the **Modem** section of the configuration, open the Passthrough section and set the following options inside that section:
  - a. Check **Enable**.
  - b. Change **Device** to **LAN**.
  - c. Change **Zone** to **Internal**.
6. Change the **Interface Type** under the **LAN** network section from **DHCP** to **Static IP Address**.
7. In the **Address**, enter in the IP address you wish to assign to the device for its LAN DHCP network (i.e. the gateway IP for the DHCP network).
8. Open the **DHCP Server** section and select **Disable**.
9. Click **Save** to apply the configuration changes.



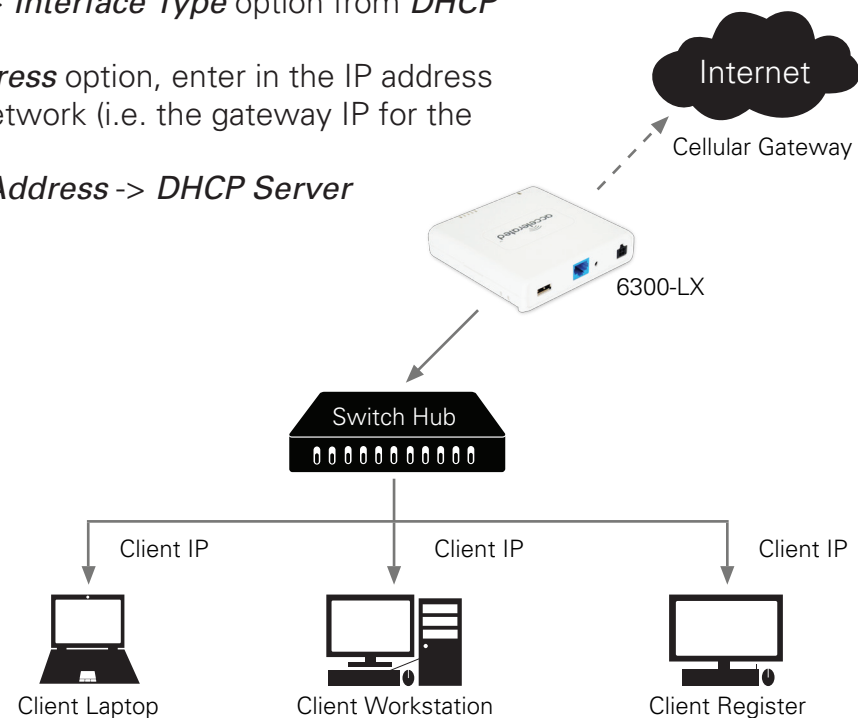
Sample Diagram showing Passthrough Mode

# Router Mode

In this mode, the device operates as a standard DHCP router. The device will be configured to hand out a range of LAN IP addresses to client devices connected on its Ethernet port. Standard router options are available in the device's configuration, including DHCP lease options, DNS options, firewall options, and port forwarding rules.

The following list of steps details how to setup a simple DHCP server on the device in router mode.

1. Login to Accelerated View and use the Search tool to find the device by searching for its MAC address.
2. Select the MAC address of the device to bring up its details page.
3. Select the **View Configuration** link in the **Configuration** section of the page.
4. Once viewing the configuration profile, select the green **Edit** pencil icon at the top right of the page.
5. Open the **Modem -> Passthrough** section, de-select the **Enable** checkbox.
6. Change the **Network -> Interfaces -> LAN -> IPv4 -> Interface Type** option from **DHCP** to **Static IP Address**.
7. In the **Network -> Interfaces -> LAN -> IPv4 -> Address** option, enter in the IP address you wish to assign to the device for its LAN DHCP network (i.e. the gateway IP for the DHCP network).
8. Open the **Network -> Interfaces -> LAN -> IPv4 -> Address -> DHCP Server** section and select **Enable**.
9. Click **Save** to apply the configuration changes.



## Learning More

In depth details on using Accelerated View can be found in the Accelerated View User's Guide.

Sample Diagram showing Router Mode

# Managing Device Locally

The following Accelerated View actions are typically only performed by your network administrator. Note: Using Accelerated View to centrally manage your device is recommended. If you are not using Accelerated View, you must manage and configure your device using the local interface.

## Connecting to the Device

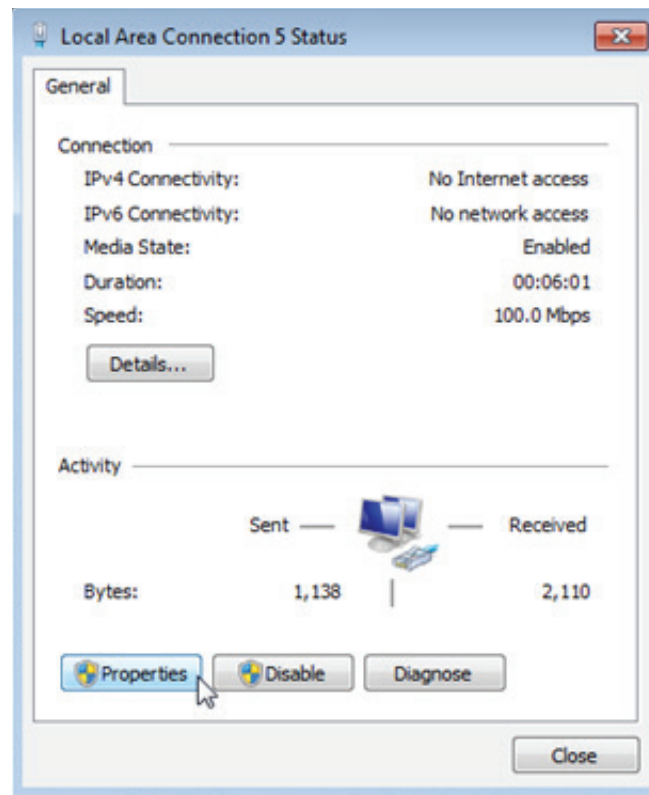
Communication with the device is typically via its Ethernet port. By default, you can connect to the device via its Ethernet port, at the IP address 192.168.210.1. You can access the device via this default IP address using a PC connected to its Ethernet port.

When connected to your site network, your Accelerated 6300-LX will attempt to use DHCP to establish a connection and obtain an IP address. If a DHCP server is operating on the site network then the device will receive an IP address configuration from the local network. You can also access the device using the IP address provided in the DHCP connection.

# Manually Configuring PC to Connect to Device

To manually connect to the device, you must manually set an IP address on your PC to be able to communicate with the Accelerated 6300-LX.

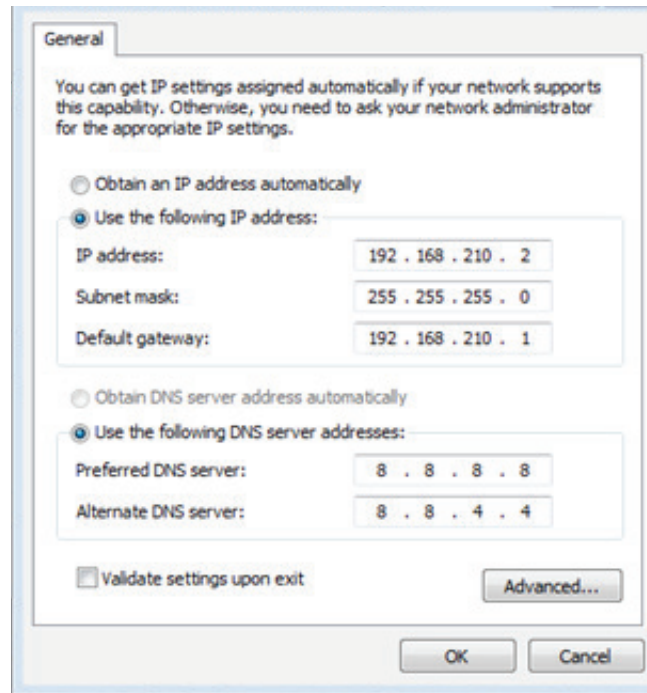
1. Select the **Properties** of the relevant network connection on the Windows PC.



# Manually Configuring PC to Connect to Device

To manually connect to the device, you must manually set an IP address on your PC to be able to communicate with the Accelerated 6300-LX.

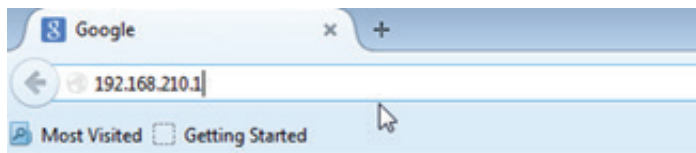
2. Click the **Internet Protocol Version 4 (TCP/IPv4)** parameter and select **Properties** and configure with the following details.



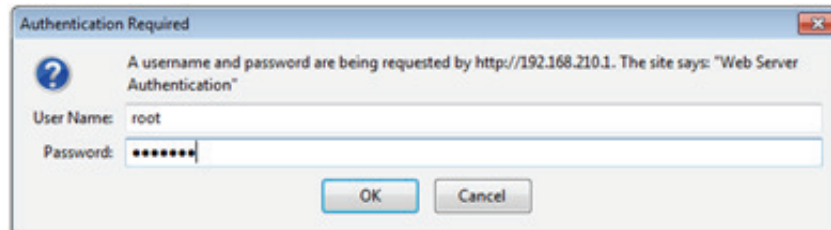
# Logging into Device

To manually connect to the device, you must manually set an IP address on your PC to be able to communicate with the Accelerated 6300-LX.

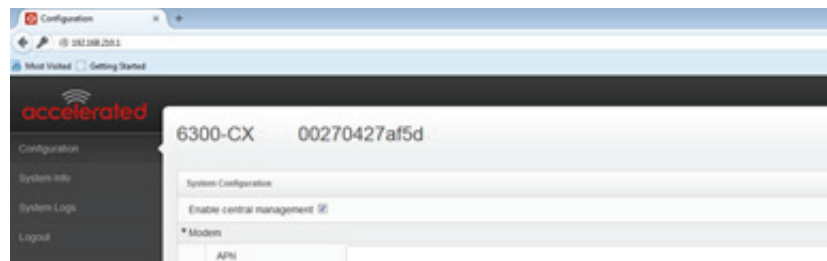
1. Open the web browser on the PC and type in the address bar, the IP address of the Accelerated 6300-LX (192.168.210.1) and hit Enter.



2. When prompted Enter - User Name: root Password: default



3. The Accelerated 6300-LX default web user interface will be shown.



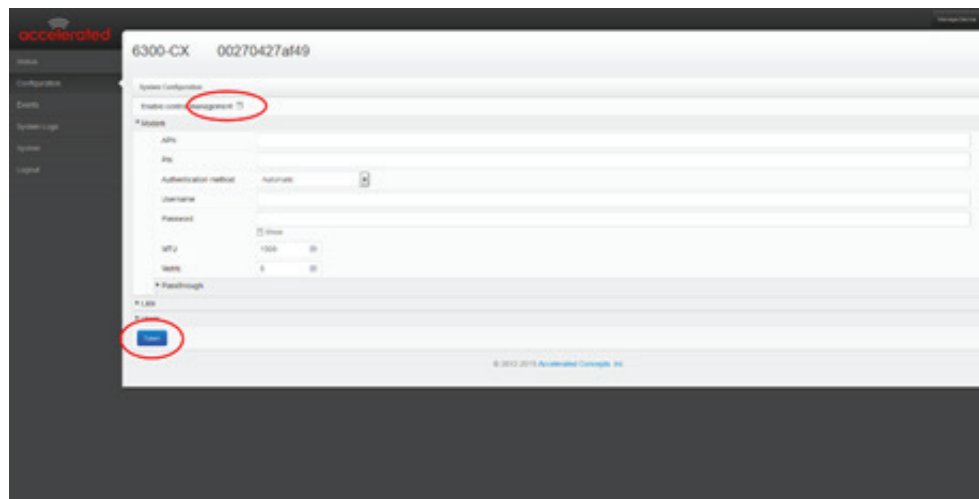
# Advanced Local Configuration

Once logged in via the local web interface you must enable local management of the device to modify settings for the Cellular and Ethernet interfaces.

1. Uncheck box next to "Enable central management"
2. Click save.

After saving the profile, the device will no longer attempt to sync with Accelerated View and a full range of available configuration options will be visible.

Hovering your mouse over the name for a configuration option will display a pop-up providing help details about that option, including any default values.



## Upgrading Firmware

1. Download the appropriate firmware file from Accelerated.
2. Connect to the device's web UI by connecting your PC to the WAN Ethernet port of the device and then going to <http://192.168.210.1>.
3. Select the System tab on the left side of the page.
4. Select the Browse button next to the Firmware image section.
5. Browse for and select the downloaded firmware file.
6. Click the Update Firmware button.

Do not turn off or unplug the device while it is upgrading its firmware. The upgrade process should take less than one minute.

## Defining a Custom APN

1. Connect to the device's web UI by connecting your PC to the WAN Ethernet port of the device and then going to <http://192.168.210.1>.

If the device does not give your PC an IP address via DHCP, you may need to configure your PC with the following static IP settings.

IP address for PC: 192.168.210.2

Subnet: 255.255.255.0

Gateway: 192.168.210.1

2. Select the Configuration tab on the left side of the page.
3. Type in the custom APN into the APN entry located in the modem section of the configuration.
4. Optional: If the custom APN requires a specific username and password, please input those into the Username and Password entries.
5. Click the Save button.

## How do I factory reset the Accelerated 6300-LX?

1. Ensure that the device has been powered on for at least 30 seconds.
2. Briefly press the Erase button located on the back of the device.

## What IP address does the Accelerated 6300-LX use?

By default, the Accelerated 6300-LX will use 192.168.210.1. You can access the device through its WAN Ethernet port using this IP address.

## Does the Accelerated 6300-LX fail back to 3G?

Yes, if the Accelerated 6300-LX doesn't recognize a 4G/LTE network available, the device will automatically fallback to the highest available 3G network.

## Does the Accelerated 6300-LX support IPv6?

Yes. In passthrough mode, when the 6300-LX receives an IPv6 prefix from the cellular network, it uses SLAAC to pass the prefix to the client device connected to its Ethernet port. The 6300-LX will also pass the IPv6 DNS server using the SLAAC RDNSS option and stateless DHCPv6.

# Regulatory

## FCC

THIS EQUIPMENT HAS BEEN TESTED AND FOUND TO COMPLY WITH THE LIMITS FOR A CLASS A DIGITAL DEVICE, PURSUANT TO 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.

INDUSTRY CANADA - CAN ICES-3(A)/NMB-3(A)

THIS PRODUCT IS INTENDED FOR OPERATION IN A COMMERCIAL OR INDUSTRIAL ENVIRONMENT AND SHOULD NOT BE USED IN A RESIDENTIAL ENVIRONMENT. THIS PRODUCT HAS BEEN TESTED AND FOUND TO COMPLY WITH THE REQUIREMENTS OF: ICES-003 – INFORMATION TECHNOLOGY EQUIPMENT – LIMITS AND METHODS OF MEASUREMENT ISSUE 5, AUGUST 2012.

## European Union

THIS PRODUCT MAY CAUSE INTERFERENCE IF USED IN RESIDENTIAL AREAS. SUCH USE MUST BE AVOIDED UNLESS THE USER TAKES SPECIAL MEASURES TO REDUCE ELECTROMAGNETIC EMISSIONS TO PREVENT INTERFERENCE TO THE RECEPTION OF RADIO AND TELEVISION BROADCASTS.

## Supported Countries

FOR A FULL LIST OF CERTIFIED COUNTRIES GO TO: [WWW.ACCELERATED.COM/COUNTRIES/6300-LX](http://WWW.ACCELERATED.COM/COUNTRIES/6300-LX)

## ACCELERATED CONCEPTS, INC. END USER AGREEMENT (v20160613.01)

USE OF THIS PRODUCT IS YOUR ACCEPTANCE TO THE ACCELERATED CONCEPTS, INC. END USER AGREEMENT FOUND AT:  
[HTTPS://ACCELERATED.COM/ENDUSERAGREEMENT](https://accelerated.com/enduseragreement)

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End User must request an RMA number either from Accelerated support or by sending an e-mail to [RMA@accelerated.com](mailto:RMA@accelerated.com) with the following information:

1. Your name, address and e-mail address
2. The Product model number and serial number
3. A copy of your receipt
4. A description of the problem

ACI will review your request and e-mail you either an RMA number and shipping instructions or a reason why your request was rejected. Properly pack and ship the Product to ACI with the RMA number written on the outside of each package. ACI will not accept any returned Products which are not accompanied by an RMA number. ACI will use commercially reasonable efforts to ship a replacement device within ten (10) working days after receipt of the Product. Actual delivery times may vary depending on shipment location. Products returned to ACI must conform in quantity and serial number to the RMA request. End User will be notified by e-mail by ACI in the event of any incomplete RMA shipments.

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# Technical Support

If there are any problems installing any of our products and technical assistance is required, please call or email our help desk.

[Support@Accelerated.com](mailto:Support@Accelerated.com)

[Accelerated.com/Support](https://Accelerated.com/Support)

Support hours are 9:00am to 5:00pm ET (GTM-5)