



Notice to iModem Customers

All Cermetek CH21XX iModem products are customized prior to delivery. This service is provided as a courtesy to our customers. Refer to the enclosed CH21XX iModem Programming Summary form(s) for programming details.

For the case of purchases made through distribution, it is not possible for Cermetek to provide the level of user specific customization afforded customers whose unique identity is known to us prior to product shipment from our factory. Consequently, Cermetek programs the following generic parameters into the **press4service** ISP database for units purchased through distribution:

1. FAX phone number for email to FAX (i.e., the **.fax** ISP service feature): **(408) 752-5004**.
This FAX machine is located at Cermetek in our Sunnyvale, CA facility.
2. Email address for email re-direct (i.e., the **.email** ISP service feature): **<itest@cermetek.com>**.
This is a general email address maintained by Cermetek for iModem testing. This site has unrestricted access and is available to all iModem customers.

Additionally, if Cermetek determines that a particular multiple unit purchase is intended for one customer, Cermetek will program all units involved in the purchase to share the same parent database. This has the added benefit of making subsequent individual unit personalization more efficient.

Customization may be performed by the user via Cermetek's **press4service** web site located at <https://www.press4service@alanet.net>. Note that this is a secure server web site and the user specific passwords listed on the Programming Summary Form are required to gain access. Refer to Cermetek Application Note #161, Press4Service ISP Database Management for details and examples. If further assistance is required, contact a Cermetek Technical Support representative at (408) 752-5000 x19 during the hours of 8:30AM-4:30PM (PST) Monday-Friday (except holidays).