

# MDU Solutions® UCrypt® ENVIRONMENT & TEMPERATURE CONSIDERATIONS

## 1. Purpose

This information sheet has been published to assist installers and operators of UCrypt device equipment to understand the environment temperature requirements for the installed equipment.

## 2. Mounting Precautions

The UCrypt device consists of a computer like device which generates heat in its normal operation and must be kept cool to ensure trouble free service and long life. It should be installed or mounted in an environment where the temperature surrounding the equipment is comfortable for a person, commonly referred to as “Room temperature”. This is typically a preferred indoor controlled temperature of between 20 and 26 °C (68 and 79 °F).

**Remember that there may be a large difference between the temperature surrounding the equipment and the temperature indication on a room thermostat.**

- **Avoid Elevated Operating Ambient Temperature:**  
If installed in a closed environment that may exceed room ambient temperature, consideration should be given to installing the equipment in an environment that is compatible with the maximum ambient temperature specified (40°C).
- **Avoid Reduced Air Flow:**  
Installation should allow at least 2” spacing around the equipment and 6” in front and rear to ensure that airflow required for proper operation is not compromised. For rack mounting, one rack unit of vertical separation is highly recommended but not strictly necessary.
- **Avoid Heat from Adjacent Equipment:**  
Specifically avoid an installation where heat generated by nearby equipment exhausts at or near the UCrypt device. Externally generated heat will increase the ambient temperature and inhibit the ability of the UCrypt device to cool itself sufficiently.

## 3. Specified Maximum Temperature

The UCrypt device is designed to operate to specification in an ambient temperature of 0°C to +40°C (+32°F to +104°F) however, good engineering practice dictates that keeping electronic equipment cool in operation will extend its life.

**Operating the UCrypt device in environments above +30°C (+86°F) will result significant shorting of equipment life and may result in alarms and warnings.**

## Service & Support

### Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

#### Digital Video Products

(DVIS, DigiVu, UCrypt, VersActivePro)

#### TECHNICAL SUPPORT

Tel: (905) 428-6068 – press \*3 then press 1  
Toll Free: (800) 565-7488 – press \*3 then press 1 (USA & Canada only)  
Email: [digitalvideosupport@atxnetworks.com](mailto:digitalvideosupport@atxnetworks.com)

#### CUSTOMER SERVICE

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### Warranty Information

All of ATX Networks' products have a 1-year warranty that covers manufacturer's defects or failures.

Although every effort has been taken to ensure the accuracy of this document it may be necessary, without notice, to make amendments or correct omissions. Specifications subject to change without notice.

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