



Pulse® Installation and Safety Guide

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Regulatory Compliance

Electromagnetic Emissions: EN 55032, IEC/EN 61000-3-2, IEC/EN 61000-3-3, FCC Part 15 Subpart B, ICES-003, VCCI 32-1, AS/NZS CISPR 32

Electromagnetic Immunity: EN 55035

Safety: IEC 62368-1, EN 62368-1, CSA C22.2 No. 62368-1, ANSI/UL 62368-1

California Best Management Practices Regulations for Perchlorate Materials:

This Perchlorate warning applies only to products containing CR (Manganese Dioxide) Lithium coin cells. Perchlorate Material-special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate.

Contact Telestream Support for additional Regulatory Compliance certificates.

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Technical Support Information

To obtain product information, technical support, or provide comments on this guide, contact us using our Web site or email.

Resource	Contact Information
Pulse Technical Support	Support web site: www.telestream.net/telestream-support/video/support.htm Support e-mail: videosupport@telestream.net
Telestream	Web site: www.telestream.net Sales and Marketing Email: info@telestream.net
Telestream Technical Writers	e-mail: techpubs-comments@telestream.net

Safety Information

Observe all safety precautions including those listed in this document to avoid personal injury and prevent damage to this product or any product connected to it. To avoid any hazardous conditions, use this product only as specified.

If you have questions or require assistance, contact Telestream Support's Customer Service for assistance. See [Technical Support Information](#).

Note: Do not open the chassis cover of this server. Only Telestream authorized technicians should remove the chassis cover to expose the chassis interior, and install or configure components. See [Limited Warranty](#) and [Third-party Disclaimer](#).

Topics

- [Safety Terms](#)
- [Warnings to Avoid Personal Injury](#)
- [General Precautions | Avoiding Property Damage](#)
- [Avoiding Electrostatic Discharge](#)

Safety Terms

These terms may appear in this manual:



WARNING: Warning statements identify conditions or practices that could result in injury or loss of life.



CAUTION: Caution statements identify conditions or practices that could result in damage to this product or other property.

Warnings to Avoid Personal Injury



WARNING: Only Telestream authorized, qualified personnel should be allowed to install, replace, or service this equipment.



WARNING: Read the installation instructions before connecting this system to the power source.



WARNING: This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 250 V, 20 A.



WARNING: The system must be disconnected from all sources of power and the power cord removed from the power supply module(s) before accessing the chassis interior to install or remove system components (except for hot-swap components). This unit has two power supply connections. All connections must be removed to de-energize the unit.



WARNING: Do not operate in wet or damp environments or outside recommended operating conditions. This product is intended for indoor use.



WARNING: Use only the power supply specified for this product with a properly grounded power outlet.



WARNING: Do not operate this product in an explosive atmosphere.



WARNING: Hazardous voltage or energy is present on the backplane when the system is operating. Use caution when servicing.



WARNING: Do not operate this product if it is damaged. Have a qualified service person inspect damaged equipment before use.

General Precautions | Avoiding Property Damage



Caution: Installation of the equipment must comply with local and national electrical codes.



Caution: Ultimate disposal of this product should be handled according to all national laws and regulations.



Caution: Excessive electrostatic discharge may damage some components. Take precautions against electrostatic discharge.



Caution: Use care in handling. Delicate connectors can be easily damaged.



Caution: Provide proper ventilation to prevent the product from overheating.

Avoiding Electrostatic Discharge

Electrostatic discharge (ESD) damage, which can occur whenever electronic components are improperly handled, results in complete or intermittent failures. Telestream recommends using an ESD-preventive strap whenever you are handling Telestream equipment or one of its components.



Caution: Whenever using an ESD-preventive wrist or ankle strap, ensure that it makes good skin contact. Connect the equipment end of the connection cord to an ESD connection socket if one is available or to bare metal on the rack.

Periodically check the resistance value of the ESD strap. The measurement should be between 1 and 10 megohms.

Technical Specifications

Telestream's Pulse server is a high-performance platform configured specifically for hosting the Pulse waveform monitoring and timing analysis software.

This chapter provides technical specifications for Telestream's Pulse server.

Note: This guide provides relevant details about the Pulse Server. For a complete User Guide, see the [Supermicro SuperServer SYS-521C-NR User Guide](#).

Topics

- [Installing Add-in Card Guidelines](#)
- [Pulse Server Specifications](#)
- [Security | PC Health | Environmental Components](#)
- [System Power](#)
- [Drives](#)
- [Cooling System](#)
- [GPU](#)
- [Front Panel](#)
- [Rear Panel](#)

Installing Add-in Card Guidelines

In order to ensure optimal product performance and warranty coverage, it is important that Telestream products be used in accordance with the following product policy. It is critical that our product policy be adhered to when using add-in cards:

- Add-in cards are to be installed by Telestream or an authorized agent, at or before commissioning.
- Only Telestream-qualified add-in cards can be used. Using untested and unknown add-in cards voids the product warranty.

Note: Except for externally removable power supplies, the Pulse server has no user-serviceable parts. To maintain your warranty, any repair or PCI card installation inside the sealed top cover must be performed by Telestream or an authorized Telestream service technician.

Pulse Server Specifications

Pulse is a preconfigured 2RU Supermicro server with hot-swap dual power supplies.

Operating System

Pulse is shipped with the Ubuntu Server 24.04 LTS operating system.

Physical Components

This table summarizes the Pulse server, followed by detailed descriptions of major components.

Components	Description
Processor	Intel Xeon 5520+, 28 cores / 56 threads, or better
GPU	2 NVIDIA RTX PRO 4000 Blackwell GPUs
System Memory	256GB; 4800 MHz DDR5 ECC RDIMM
OS Drive	960GB NVMe M.2 SSD
Media Network Interface	NVIDIA ConnectX-6 Dx Ethernet Adapter card 2-port 100 GbE QSFP56 ports, no crypto
Management Network Interface	2-port 1GbE RJ45 network adapter
BMC/IPMI Network Interface	1GbE RJ45 port dedicated BMC/IPMI functions
VGA Port	1 VGA monitor port
USB Ports	2 USB 3.2 ports
Power Supply	2 1200W redundant Titanium Level (96%) hot-plug power supplies AC Input: 1000W: 100-127Vac/50-60Hz 1200W: 200-240Vac/50-60Hz Available Power Cords: Australia, Brazil, Switzerland, China, Euro, India, Japan, North America 15A, UK

Security | PC Health | Environmental Components

This table summarizes the Pulse server's functions for maintaining a secure and reliable platform.

Security	
Hardware	Trusted Platform Module (TPM) 2.0
Features	- Cryptographically Signed Firmware - Secure Boot - Secure Firmware Updates - Automatic Firmware Recovery - Supply Chain Security: Remote Attestation - Runtime BMC Protections - System Lockdown
Health Monitoring	
CPU	Monitors for CPU cores, chipset voltages, memory
Fan	- Fans with tachometer monitoring - Status monitor for speed control - Pulse Width Modulated (PWM) fan connectors
Temperature	- Monitoring for CPU and chassis environment - Thermal Control for fan connectors
Operating Environment	
	Operating: 10°C ~ 35°C (50°F ~ 95°F) Non-operating: -30°C to 60°C (-22°F to 140°F) Operating Relative Humidity: 8% to 80% (non-condensing) Non-operating Relative Humidity: 8% to 90% (non-condensing)
Form Factor	Chassis: 437 x 89 x 648mm (17.2" x 3.5" x 25.5"), 17.7kg (39lbs) Shipping: 679 x 296 x 876mm (26.7" x 11.4" x 34.5"), 29.5kg (65lbs)

System Power

The chassis features redundant hot-swappable, dual power supplies that automatically sense the input voltage between 100Vac to 240Vac, and operate at that voltage. Power cords (as ordered) plug directly into the power supply units at the back of the chassis.

The Power On/Off button on the front energizes the unit. For Power LED states, see [Control Panel LEDs](#).

Drives

The chassis is shipped with one internal 960GB NVMe M.2 SSD drive for OS and media storage.

The 12 drive bays on the Front Panel are not currently used.

Cooling System

The system features three 8-cm heavy-duty, fans for cooling the system. Fan speeds are factory set and will change based on temperature sensors in the server. It is normal for the fans to operation at maximum speed at boot up until the cooling control system is initialized. Contact Telestream support if the fans continue to operate at full speed after the server is fully initialized.

GPU

GPUs greatly accelerate video processing and streaming. Using a GPU in combination with Pulse's multi-core CPU processor enables advanced video monitoring and timing analysis. The Pulse server is factory-equipped with two NVIDIA RTX PRO 4000 Blackwell GPUs.

Front Panel

The front panel provides access to the System Information pull tab and the control panel, which includes the Power Button, UID button, and the LEDs:

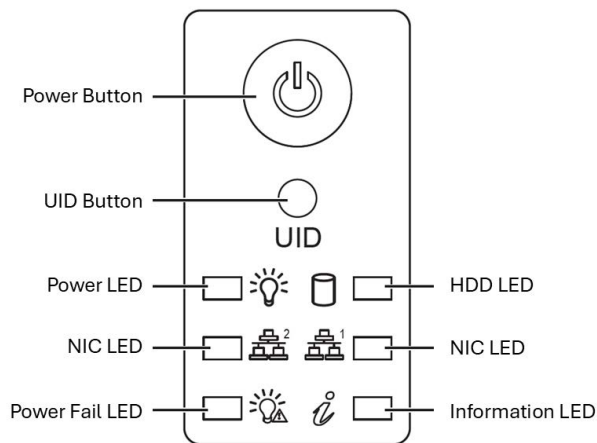


System Information

Important system information is included on the front panel pull tab. The information includes:

- BMC Port MAC address: For assistance in locating the BMC port IP address on the network since the port is shipped with DHCP enabled.
- NIC Port 1 MAC address: For assistance in locating the Management port 1 IP address on the network since the port is shipped with DHCP enabled.
- System Serial Number: Also located on the rear panel.

Control Panel LEDs



Power Button

The main power button applies or removes primary power from the power supply to the server but maintains standby power. Press the Power On/Off button to perform a normal power up/power down cycle.

Hold for approximately 4 seconds to force a shutdown.

Note: A forced shutdown abnormally terminates connected clients and systems and should be done only in the event of an unrecoverable system error.

UID Button

The UID (Unit Identification) button turns on or off the blue identification LED on the rear of the server, and is used to locate a particular server among many in a rack or server room.

You can also use this button to reset the Baseboard Management Controller (BMC). The BMC can be reset using the UID button on the front control panel or on the chassis rear:

- Reset: Press and hold for 6 seconds. This will force the BMC interface to do a cold boot.
- Restore factory default configuration: Hold the button for 12 seconds. This will force the BMC interface to reset back to the factory default. Only the network settings and FRU are retained.



WARNING: If the BMC interface is reset to factory default configuration, you will need to contact Telestream Support to log back into the BMC interface.

Control Panel LEDs

The LEDs are described here:

- HDD LED: Indicates activity on the storage drives when flashing.
- Power LED:
 - Steady on: Power on
 - Blinking at 4 Hz: Checking BIOS/BMC integrity
 - Blinking at 4 Hz and “i” LED is blue: BIOS firmware updating
 - Two blinks at 4 Hz, one pause 2 Hz and “i” LED blue: BMC firmware updating
 - Blinking at 1 Hz and “i” LED red: Fault detected
- NIC LED: Indicates network activity on LANs 1 and 2 when flashing.
- Power Fail LED: Indicates a power supply module has failed.
- Information LED: Provides alerts to several states, as noted in the table below.

Information LED States

Color	Status Description
Red, solid	An overheat condition has occurred.
Red, blinking at 1 Hz	Fan failure; check for an inoperative fan.
Red, blinking at 0.25 Hz	Power failure; check for failed power supply.
Red, solid; with Power LED blinking green	Fault detected
Blue and red, blinking at 10 Hz	Recovery mode
Blue, solid	UID has been activated locally to locate the server in a rack environment.
Blue, blinking at 1 Hz	UID has been activated using the BMC to locate the server in a rack environment.

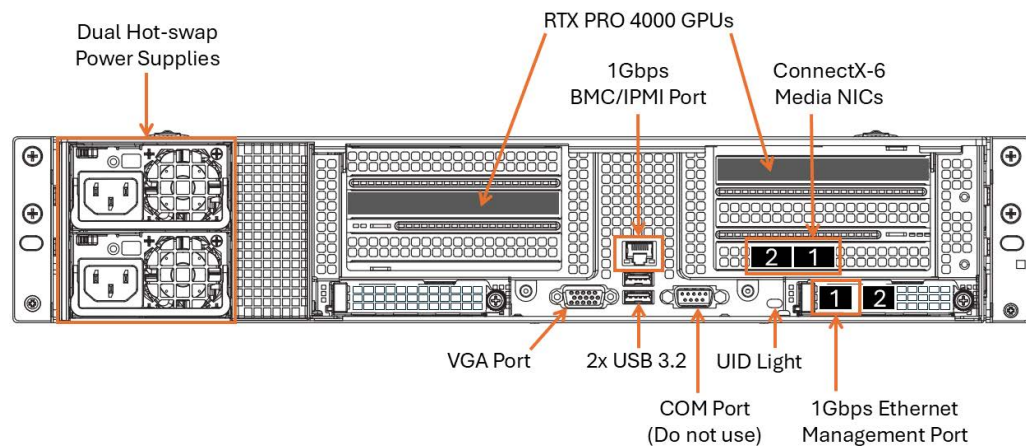
Information LED States

Color	Status Description
Blue, blinking at 2 Hz	BMC is resetting.
Blue, blinking at 4 Hz	BMC is setting factory defaults.
Blue, blinking at 10 Hz with Power LED blinking green.	BMC/BIOS firmware is updating.

Rear Panel

Pulse has these ports and connectors on the rear panel:

- Two redundant AC power supply units and connectors: Connect to a 20-amp or greater AC source
- NVIDIA RTX PRO 4000 Blackwell GPUs: No connections
- Media NIC: NVIDIA ConnectX-6 adapter card with dual port 100 GbE QSFP56 connectors
- Management Ethernet LAN ports: Connect port 1 to 1GbE LAN
- One dedicated BMC/IPMI 1GbE LAN port
- Two USB 3.2 ports-connect as required to keyboard, mouse, or other serial device
- UID Light: See [Front Panel](#) for information about the UID light.
- One VGA monitor port to view boot up operation
- COM port: Do not use



Server Installation and Maintenance

This chapter explains how to install the Telestream Pulse Server into a server rack and configure it for operation. Maintenance and support instructions are also provided.



WARNING: Only trained and qualified personnel should be allowed to service this equipment.



Caution: Except for replaceable power supplies, the Pulse server is a sealed device, with no user-serviceable parts or user-accessible expansion slots. You should never open the top cover or attempt to upgrade or alter the server. Doing so exposes you to electrical hazard, may damage the unit, and may invalidate your warranty.

Be sure to read and heed the cautions and warnings in [Safety Information](#) before proceeding with installation.

If you have hardware or software problems with your Pulse server, follow the steps in [Technical Specifications](#) earlier in this guide.

Note: Before proceeding, work with your network administrator to determine computer and network setting requirements.

Topics

- [Installing a Pulse Server](#)
- [Making Connections](#)
- [Managing the System Operation](#)
- [Maintaining the Server](#)
- [Return Material Authorization \(RMA\) Procedure](#)

Installing a Pulse Server

The following topics describe server installation:

- [Unpacking the Server](#)
- [Preparing for Setup](#)

- [Rack Installation](#)

Unpacking the Server

The Pulse server is packed for shipping in a double, heavy-duty, cardboard box with foam padding surrounding the device to protect it. During unpacking, inspect the container and the contents for damage. If there is any damage, report it immediately to the freight carrier and to Telestream Support (see [Technical Support Information](#) for contact information).



Caution: The server is heavy. Unpack the server on a strong, well-balanced table that supports the full weight of the server and shipping container without tipping.

Inside the box are the server, the rack mounting hardware necessary for installation, front bezel, accessories, and power cords. Also included is a paper Read-This-First document.

Preparing for Setup

The system box includes the rackmount hardware required to install it into the rack. Please read this section in its entirety before you begin installation.

Choosing a Setup Location

- The system should be situated in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise, and electromagnetic fields are generated.
- Leave enough clearance in front of the rack so that you can open the front door completely (approximately 25 inches) and approximately 30 inches of clearance in the back of the rack to allow sufficient space for airflow and access when servicing.
- This product should be installed only in a Restricted Access Location (dedicated equipment rooms, service closets, etc.).

Rack Precautions

- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor so that the full weight of the rack rests on all of them.
- In single rack installations, stabilizers should be attached to the rack. In multiple rack installations, the racks should be coupled together.
- Always make sure the rack is stable before extending a server or other component from the rack.
- You should extend only one server or component at a time-extending two or more simultaneously may cause the rack to become unstable.

Rack Installation

Pulse servers are designed to fit into a rack unit between 26.8" and 36.4" deep, using the rails provided. There are a variety of rack units on the market, which may mean that the assembly procedure will differ slightly from the instructions provided. You should also refer to the installation instructions that came with the rack unit you are using.



Caution: Stability hazard—the rack stabilizing mechanism must be in place or the rack must be bolted to the floor before you slide the unit out for servicing. Failure to stabilize the rack can cause the rack to tip over.



Caution: A minimum of two people are required for safe installation of the chassis.

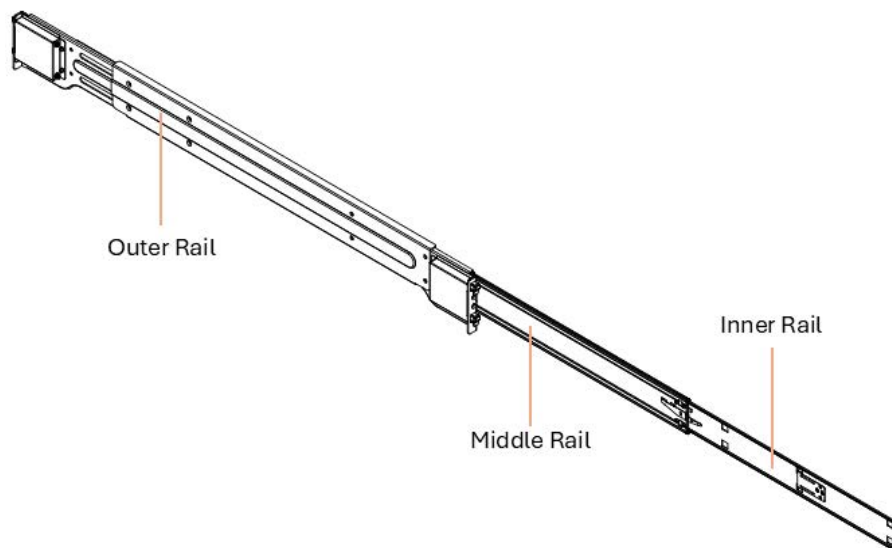
Note: The supplied rack rails are designed to work with IT racks that have square holes and require cage nuts. Installing these rack rails in Broadcast/Telecom racks with threaded round holes requires adapters that can be purchased at online rack supply stores.

Identifying the Rails

The shipping box includes two rail assemblies. Each assembly consists of three sections:

- An inner rail that secures directly to the chassis
- An outer rail that secures to the rack
- A middle rail which extends from the outer rail.

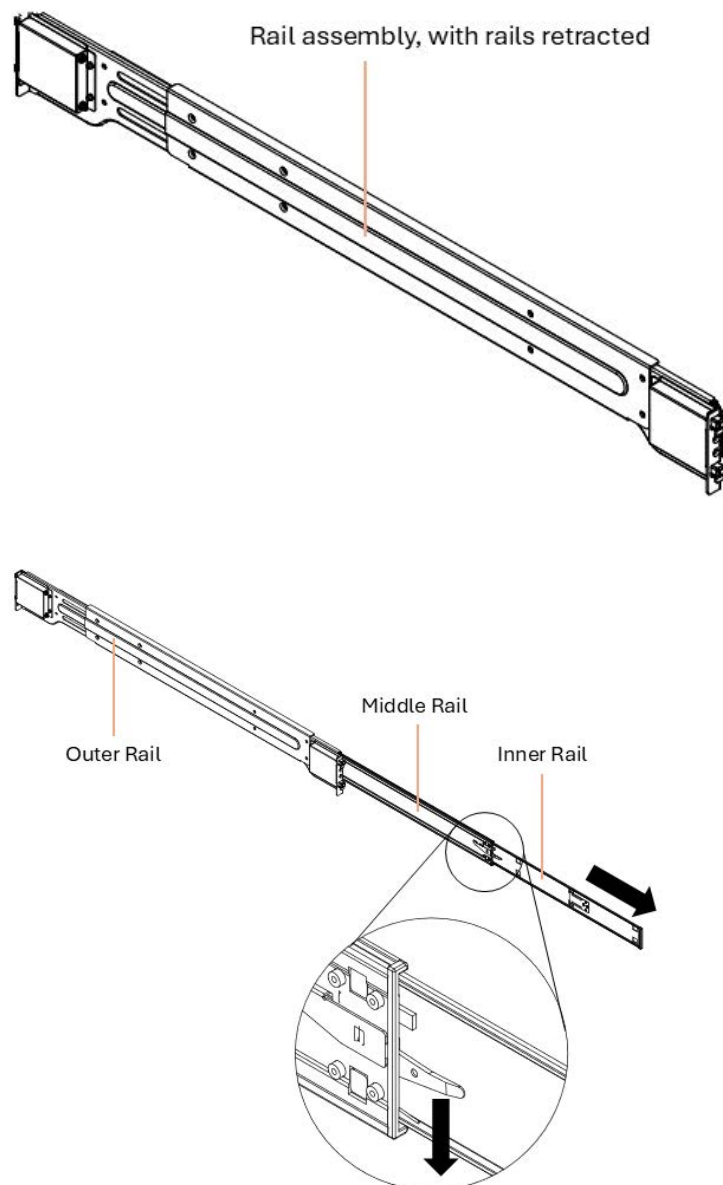
The rail assemblies are specifically designed and labeled for the left (L) and right side (R) of the chassis, as depicted here—left rail, with rails retracted:



Note: Both front chassis rails and the rack rails have a locking tab, which serves two functions. First, it locks the chassis into place when installed and pushed fully into the rack (its normal operating position). In addition, these tabs lock the chassis in place when fully extended from the rack. This prevents the chassis from coming completely out of the rack when pulled out for servicing.

Releasing the Inner Rail

Each inner rail has a locking latch. This latch prevents the chassis from coming completely out of the rack when the chassis is pulled out for servicing. This figure depicts extending the middle rail, and releasing the inner rail to extend it completely:



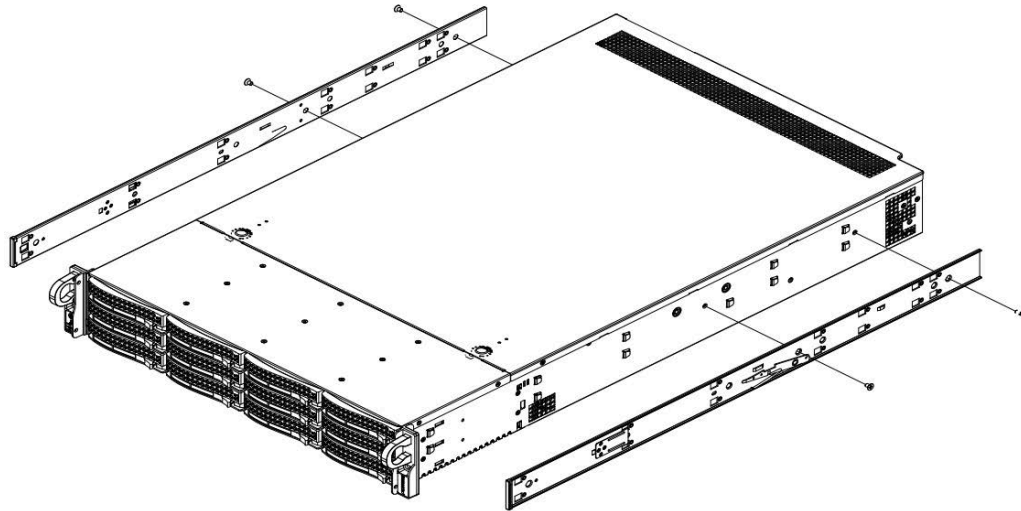
To mount the rail onto the chassis, first fully extend the inner rail:

1. Extend the inner rail out of the outer rail as far as it will go.
2. Press the locking tab down to release the inner rail.
3. Pull the inner rail all the way out.

Installing the Inner Rails

Begin the rack mounting procedure by installing the inner rails to the chassis.

1. Identify the left and right inner rails by their labels.
2. Place the inner rail firmly against the side of the chassis, aligning the hooks on the side of the chassis with the holes in the inner rail.
3. Slide the inner rail forward toward the front of the chassis and under the hooks until the quick release bracket snaps into place, securing the rail to the chassis.
4. Optionally, you can further secure the inner rail to the chassis with a screw.



Caution: Do not pick up the chassis with the front handles—they are designed to pull the system from a rack only.

Installing the Outer Rails on the Rack

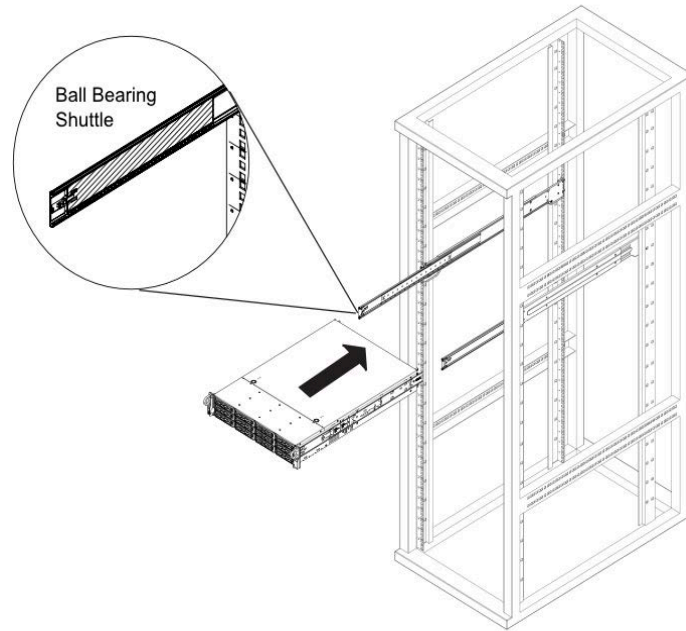
Follow these steps for both the left and right rail to install them on the rack:

1. Hang the outer rail's rear hooks onto the square holes on the rear of the rack.
Take care that the proper holes are used so the rails are level. If desired, use screws to secure the rear of the outer rail to the rear of the rack.
2. Press upward on the locking tab at the rear end of the middle rail.
3. Push the middle rail back into the outer rail.

4. Hang the hooks on the front of the outer rail onto the square holes on the front of the rack. If desired, use screws to secure the outer rails to the rack.
5. Pull out the outer rail's rear section, adjusting the length until it just fits within the posts of the rack.

Installing the Chassis into a Rack

Once the rails are attached to the chassis and the rack, you can install the chassis:



Note: Keep the ball bearing shuttle locked at the front of the middle rail during installation. This figure is for illustrative purposes only. Always install a chassis to the bottom of a rack first.

1. Pull the middle rail out of the front of the outer rail and make sure that the ball bearing shuttle is locked at the front of the middle rail.
2. Align the rear of the chassis rails with the middle rails and then push evenly on both sides of the chassis until it clicks into the fully extended position.
3. Depress the locking tabs on both sides of the chassis and push it fully into the rack. The locking tabs should audibly click as they snap into place.
4. Optional screws may be used to hold the front of the chassis to the rack.

Making Connections

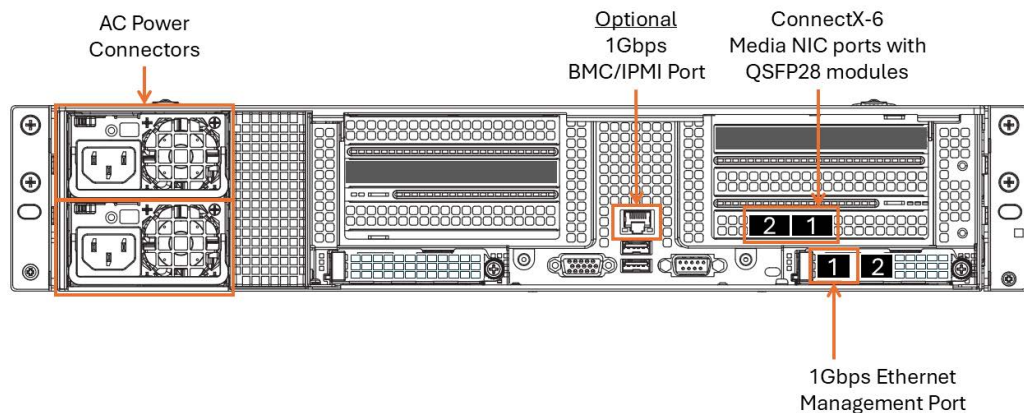
This topic describes the server's connectors and how to connect to them. Follow the order of connections given here:

- [Data and Signal Connections](#)
- [Power Connections](#)

Data and Signal Connections

Make the following data and signal connections to the rear panel of the server to begin monitoring media:

- 1GbE Management Port (RJ45) to provide network connectivity.
- Media NIC port(s) with QSFP56 module(s) for source media (one or two ports).
- Optionally, 1GbE BMC/IPMI Port (RJ45) for server configuration and monitoring.



Power Connections

After you've installed the server chassis and all data connections have been made, connect one or two AC power cords to the back of the chassis to an AC power source. The server can operate on a single power supply, but two supplies can be used if redundancy is required. Be certain to observe the AC power and connection requirements and all applicable electrical codes.

Note: When both power supplies are connected they will equally share the power load of the server. This will provide redundancy if one power supply were to fail, and will improve the overall life span of the power supplies.

Observe the following precautions when connecting power and operating the server.



WARNING: This unit has two power supply connections. Both connections must be removed to completely de-energize the unit.



WARNING: Hazardous voltage or energy is present on the backplane when the system is operating. To prevent possible injury or death, use caution when servicing.



WARNING: Ensure a proper earth ground connection to the ground conductor in the AC power plug. Failure to do so could present a severe electric shock hazard that could result in injury or death.



Caution: Telestream recommends connecting computer equipment to AC power through an uninterruptible power supply (UPS) with surge protection. Fluctuations in commercial supply voltage can damage unprotected electronic equipment. A high quality surge suppressor may be substituted if a UPS is not available, but a surge suppressor may not provide adequate electrical spike protection.



WARNING: When installing the product, use the provided or designated connection power cables. Using any other cables could cause a malfunction or a fire.



WARNING: The fans might still be turning when you remove the replaceable power supply from the chassis. Keep fingers, screwdrivers, and other objects away from the openings in the replaceable power supply's housing.



WARNING: Power supplies and other components can get very hot. Use caution when touching possibly hot components during operation and directly after unplugging.

Take the following precautions to ensure a safe power connection:

- Make certain that the power source circuit can supply voltage within the specified range without becoming overloaded.
- Counted together, the server and other devices connected to the same power source must not exceed the total capacity of the power source circuit.



WARNING: This product relies on the protective circuit breakers in your building's electrical system for short-circuit (over-current) protection. The circuit breaker protecting the Pulse server must not be rated greater than 250 Volts, 20 Amps.

When power is connected, press the Power On/Off button on the front of the chassis to turn the server on. To turn power off, press the Power On/Off button again.

Managing the System Operation

Software Updates

The Pulse server ships with the operating system and all applications pre-installed. The server will only update the OS and application when software updates are manually downloaded and installed. There are no automated software updates.

Pulse User ID and Password

After the Pulse server boots up, you must first find the IP address of the Management Port, since it is shipped with DHCP enabled. There are at least two ways to do this:

- The MAC address of Management Port 1 is included in the System Information pull tab on the Front Panel (see [Front Panel](#)). After the Pulse server has booted, contact your System Administrator to find the IP address in the Address Resolution Protocol (ARP) Table of your network.
- If your network switch is a Layer 3 device, your System Administrator can query the switch port that is connected to the Management Port to determine the IP address.

Once you have determined the IP address, you can log into the Pulse server using a web browser. The default user account is shown below.

User	admin
Password	admin

Note: It is highly recommended to change passwords during the initial set up and configuration to ensure a secure network environment.

Note: As an extra layer of protection, you can remove the label on the System Information pull tab and store it in a safe location. If you ever lose this information, you must call Telestream Support to retrieve it.

Refer to the *Pulse User's Guide* for information on how to manage users and passwords, as well as full operation of the Pulse application.

Maintaining the Server

This section describes common server maintenance tasks that you may need to perform from time to time:

Topics

- [Managing the Pulse Server](#)
- [Replacing Power Supplies](#)



Caution: The Pulse server chassis is a sealed device with no user-serviceable parts inside. You should never open or alter the chassis. Doing so exposes you to electrical hazard, may damage the unit, and may invalidate your warranty. Replace only those parts that may be safely removed and reinserted from the outside, such as slide-in power supplies and hard drives.

Managing the Pulse Server

The BMC/IPMI port provides remote network management of your Pulse server using IPMI messages over Ethernet LAN or a dedicated IPMI LAN.

You can log into the BMC port directly or you can use the IPMI View management software to provide remote network management. Since the BMC port is shipped by default with DHCP enabled (not a static IP address), the IPMI View software can assist with locating the Pulse server.

You can download IPMI View from this location:

www.supermicro.com/en/solutions/management-software/ipmi-utilities

You'll find the IPMI View User's Guide at this location along with the software download.

To log into the BMC port without IPMI View software, the BMC port IP address first needs to be located on the network since it is shipped with DHCP enabled. There are at least three ways to do this:

- The MAC address of the BMC port is included in the System Information pull tab on the Front Panel (see "Front Panel"). After the Pulse server has booted, contact your System Administrator to find the IP address in the Address Resolution Protocol (ARP) Table of your network.
- If your network switch is a Layer 3 device, your System Administrator can query the switch port that is connected to the BMC interface to determine the IP address.
- Connect a VGA monitor on the back of the Pulse server and boot the system. The IP address of the Pulse server will appear in the lower right corner of the boot screen:



Once the IP address is located the BMC port can be accessed:

User	telestream
Password	telestream!1

Note: It is highly recommended to change passwords during the initial setup and configuration to ensure a secure network environment.

Note: As an extra layer of protection, you can remove the label on the System Information pull tab and store it in a safe location. If you ever lose this information, you must call Telestream Support to retrieve it.

Among the tasks you can perform using the BMC port are:

- Manage BMC port users, passwords, and privileges
- View system event logs
- Check current sensors and monitor history of fans, voltages, temperature, and power supplies
- View firmware revision levels
- Perform various kinds of shutdowns and resets
- Turn on/off the UID LED to locate a particular unit in the rack or server room
- Adjust fan speed
- Manage LAN configuration

- Manage users, passwords, and privileges

For detailed instructions about using any of these system management features, consult the [Baseboard Management Controller User's Manual \(X13 Series\)](#).

Replacing Power Supplies

The Pulse server includes two redundant, hot-pluggable power supply modules. They automatically sense the input voltage between 100Vac to 240Vac, and operate at that voltage. Power cords plug directly into the power supply units at the back of the chassis. The Power LED lights solid green to indicate that the power supply is operating. When a fault is detected—the power supply fails or loses power—it blinks at 1 Hz and the Information LED (far left) lights red.

If either of the power supply modules fail, the other module will support the full load and will allow the system to continue operation without interruption. The PWR Fail LED will illuminate and remain on until the failed unit has been replaced. Replace with the same model.



WARNING: Only trained and qualified personnel should be allowed to install, replace, or service this equipment.



WARNING: This unit has two power supply connections. Both connections must be removed to completely de-energize the unit.



Replacing the Power Supply

1. Unplug the AC power cord from the failed power supply module.
2. Push up on the locking tab at the back of the module to release it.
3. Pull the unit straight out of the chassis using the handle provided.
4. Insert the new unit into the chassis, pushing it in until it clicks firmly in place.
5. Reconnect the power cord.



WARNING: The power supply may be very hot when first unplugged. Handle carefully by the edges and do not touch hot components.

Return Material Authorization (RMA) Procedure

If your Pulse server needs service of any kind, contact Telestream directly for return material authorization. See [Technical Support Information](#).