

# Setra PIB RF500A - SD Card Replacement Form

Issue 1 – 09/08/2024

## Instructions for sending a Manual Backup File for replacing your SD Cards

To replace your SD Cards there is some specific information that we require, please see below....

### Address to Return the SD Cards

Company Name	
Contact Name	
Return Address inc. Post Code	
Note – SD Cards are posted via UPS Courier	

### Details about the Gateway

We also need some details about the Gateway. Please provide the following information.

<sup>1</sup> IP Address	
<sup>2</sup> Sub Net Mask	
<sup>3</sup> Default Gateway	

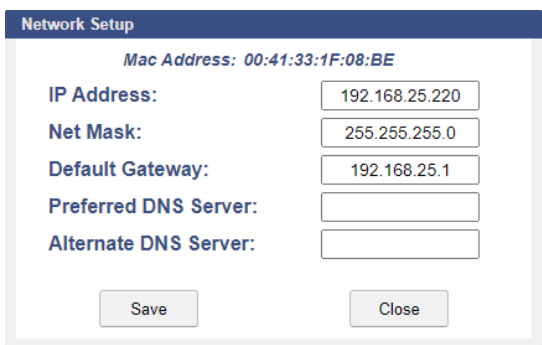
1 – The IP Address is the Address you type into Chrome to bring up the Gateway Web-Page, i.e., 192.168.25.220

2 – The Sub Net Mask is another IP Address that your IT will be able to provide, i.e., 255.255.255.0

3 – The Default Gateway is a fixed item of Hardware on your network and is not to be confused with the Comark Gateway. IT will know this number, i.e. 192.168.25.1

If the Gateway is still running at the time of completing this form, then you can get the required information by navigating to **Administration – System Settings - Network**

Please send a screen shot of the page, which will look like this....



The screenshot shows a 'Network Setup' window with the following fields: Mac Address (00:41:33:1F:08:BE), IP Address (192.168.25.220), Net Mask (255.255.255.0), Default Gateway (192.168.25.1), Preferred DNS Server, and Alternate DNS Server. There are 'Save' and 'Close' buttons at the bottom.

**Network Details**

Static IP Address	192.168.25.220
Net mask	255.255.255.0
Default gateway	192.168.25.1
DNS no	

Please include the latest Manual Backup File for the Gateway with your reply. Note – if this Backup File is unsuitable then we may request previous backup files.

### Contact Us

TGA Industries West Control Solutions Trading as Setra UK

E-mail [UKsales@setra.com](mailto:UKsales@setra.com) for UK and International Enquiries

Unit 5 The Hyde Business Park, Brighton, East Sussex, BN2 4JU

E-mail [UKtechnical@setra.com](mailto:UKtechnical@setra.com) for Technical Support