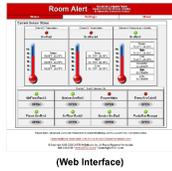


## What Will You Do... When Disaster Strikes Your Data Center?



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# Room Alert™ 7E

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## Frequently Asked Questions (FAQs)

### How Do I Set A Static IP address?

A static IP address can be set using either the 'Set IP' button on the AVTECH Device Discovery Utility or the 'Network' tab in the 'Settings' section of the Room Alert 7E web server interface. If the network does not have DHCP, a static IP address must be set using the 'Set IP' button on the AVTECH Device Discovery Utility.

### How Do I Set More Than Two (2) Email Recipients For A Room Alert 7E ID Box?

The easiest and fastest way to set multiple email recipients for a Room Alert 7E ID Box is to create a distribution list on your email server and to specify the email address for that distribution list in either the 'Email Recipient 1' or 'Email Recipient 2' fields.

AVTECH Software's PageR Enterprise software application can also be used to do this and supports alerting through a modem or network connection to mobile phones, pagers, PDAs, email, MSN IM, logfile, web page and more. For more information about PageR, visit the [PageR Enterprise](http://www.avtech.com) section of the [AVTECH.com](http://www.avtech.com) website.

### How Do I Monitor The Room Alert 7E ID Box With PageR Enterprise?

The Room Alert 7E ID Box is SNMP enabled. To set up PageR to monitor the Room Alert 7E ID Box, you can use the SNMP Trap or SNMP Query monitored object. For more information on setting up PageR Enterprise to monitor a Room Alert 7E ID Box, please refer to the 'Monitor Room Alert 7E With PageR Enterprise' Application Note included with your purchase. If you can not find this Application Note, a link to a pdf version of the file is located on the 'About' screen. For more information about PageR, please refer to the 'Getting Started With PageR Enterprise' manual included with your purchase.

### Why Is The Room Alert 7E Firmware Update File Not Recognized By The AVTECH Device Discovery Utility?

When downloading a Room Alert 7E Firmware Update, make sure to specify an 'All Files' type in the 'Save As' dialog box of your web browser. Since a .upd file extension is not a frequently used extension, the web browser that you are using may interpret it as being a different filetype. The extension can also be changed after downloading the file if necessary by simply renaming the file. Be sure that the file name is 'RA7XXXXXX.upd' before uploading it with the AVTECH Device Discovery Utility.

### Can I Use Dialout Paging For Alert Notification In The Event That My Email Server Goes Down For Some Reason?

Absolutely. That's why we include PageR Enterprise with each Room Alert and TemPageR product we sell. With PageR, you can expand the alert notification capabilities to include TAP dial out page, SNPP, email, MSN IM,

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*Now Included...*

# PageR Enterprise



## Network-Wide Server, Device & Event Monitoring, Alerting & Automatic Corrective Action

*We strongly recommend using our PageR Enterprise software to expand Room Alert's alerting capabilities, allow automatic corrective actions and monitor other issues network-wide.*

*AVTECH Software bundles PageR Enterprise with each Room Alert & TemPageR product it sells. Install PageR Enterprise today via the CD or download... you'll be glad you did.*



### History Screen

The Room Alert 7E History Screen displays links to the 'sensors.csv' log file and any archived log files which contain the temperature and sensor values recorded from the Room Alert 7E ID Box. To save this file, use the save option from the web browser you are using after accessing the desired log file. Log files on the Room Alert 7E ID Box are supplied in a semi-colon (;) delimited format and can be imported into spreadsheet or database applications for advanced graphing or manipulation. Temperature and sensor values from the Room Alert 7E ID Box will be logged according to the value entered in the 'Logging Interval' field of the 'Logging' tab. If logging is enabled, Room Alert 7E will continue to log temperature and sensor data until the file size cap of 64KB at which point any current log file data will be archived and logging will continue in a new 'sensors.csv' file.



## Logging

The 'Logging' tab is used to configure logging on the Room Alert 7E ID Box. To enable logging, check the 'Enable Logging' checkbox, select a logging format (Fahrenheit or Celsius) in the 'Temperature Scale' drop down list and enter a log interval in the 'Log Interval' field. The 'Log Interval' field has a default value of '5 minutes' and can be changed to any number of minutes between '1' and '65,536'. Clicking the 'Clear Logfile Data' button will clear any logged temperature data in the 'sensors.csv' file and delete any archived log files.



## Advanced

The 'Advanced' tab is used to configure the time display on the 'Status' screen and in the 'sensors.csv' file and provides a 'Reset Factory Defaults' button. If you wish to modify the time display on the 'Status' screen and in the 'sensors.csv' file to the local time zone, use the drop down box to select your local time zone, check the 'Daylight Savings Time' checkbox if applicable and click 'Save Settings'. The 'Time Server IP' field can be used to manually enter a specific time server to use for the time display if access to the Internet is restricted or not available and a time server is available for use on the local network.

**NOTE:** If Daylight Savings Time is used in your location, be sure to toggle the 'Daylight Savings Time' checkbox when setting your clock forward in the Spring and backward in the Fall.

The 'Reset Factory Defaults' button will reset the Room Alert 7E ID Box to its default factory configuration, clearing any configuration changes made to the Room Alert 7E ID Box. Use this as a last resort if you are experiencing difficulties configuring the Room Alert 7E ID Box.

## Introduction

### What Room Alert 7E Is

The Room Alert 7E ID Box is one of AVTECH Software's hardware solutions for 'Advanced Computer Room Environment Monitoring, Alerting & Automatic Corrective Action'. It is designed specifically to monitor 1-4 digital temperature sensors and up to 3 switch sensors in distributed locations spanning several hundred feet. Room Alert 7E additionally allows alert notifications to be sent via email to devices like computers, phones, pagers and PDAs. Users can set up thresholds for temperatures that are rising or falling and easily work with Room Alert 7E through their favorite web browser. Status of attached sensors for Power, Smoke, Flood, Air Flow and more is viewed in real-time. Because each Room Alert 7E ID Box is SNMP enabled, it can easily be monitored by software applications like *PageR Enterprise (PageR)*, *Tivoli*, *OpenView*, *Unicenter*, and others.

Room Alert 7E is designed to easily work with AVTECH Software's [PageR](#) software which is included and will significantly enhance the alert notification capabilities to allow notification to individuals, groups, hierarchies, different people at different sensors/locations, and different people for different times of the day. With PageR, alert notification methods can be expanded to include email, Simple Network Paging Protocol (SNPP), dialout paging (TAP or UCP), web page update, logfile update, pop-up broadcast message, MSN Messenger, audio alert, spoken English text and more.

PageR will also allow automatic corrective actions both on alarm start and resolution. This means that users have the ability to run commands, start executables, run JavaScripts, run Visual Basic (VB) scripts, and the like. If you have not looked at PageR before, take a look because it truly is one of the easiest and most powerful products to use in monitoring servers, devices and events network-wide, regardless of the various operating systems that may be in use across your organization's network.

Room Alert 7E is a new generation of AVTECH Software's [Room Alert](#) product line. There are several powerful Room Alert models designed to monitor environmental conditions in the data center like temperature, humidity, main / UPS power, flood / water, smoke / fire, entry / intruder, air flow and more. All Room Alert models come with a license to run PageR and include a printed copy of the 'Getting Started With PageR Enterprise' manual.

To learn more about PageR, Room Alert or TemPageR, please visit AVTECH Software's main website at [www.AVTECH.com](http://www.AVTECH.com).

To order products online, visit [www.EnvironmentMonitor.com](http://www.EnvironmentMonitor.com) or call us toll free at 888.220.6700 (outside of U.S. Or Canada call 401.847.6700)

## Benefits Of Using Room Alert 7E

Know immediately when important or critical temperature changes and extremes occur within a computer room, data center or other facility that could lead to expensive down time, damaged equipment, lost worker productivity or denied server access. Providing early warnings about situations that could damage hardware, threaten uptime or block system access allows staff and management to take actions that can avoid or minimize an events' impact on servers, the network, users, recovery insurance and the emergency IT budget.

Give the IT staff and management "peace of mind" by keeping them fully informed of critical temperature changes regardless of where they are, the time of day or day of the week. Temperature extremes place an enormous stress on computer hardware and are normally caused by failure of the main air conditioning system or a loss of power. Extremes for even a short time can create major challenges for the IT staff and their budget.

Room Alert 7E provides dynamic, real-time temperature monitoring of the computer room, data center or other facilities. Some customers use Room Alert 7E to monitor hospital lab refrigerators, incubators, or coolers. Restaurants use it to monitor their coolers, dining room and lounge areas. We even have people who use Room Alert 7E to monitor their personal wine cellars, remote cabins in New England, and water pipes in homes during Winter months. Monitoring of digital temperatures is possible at up to four (4) locations for each Room Alert 7E box, three (3) of these can be as far as 100 feet away from the Room Alert 7E box. Monitoring of switch sensors such as main / UPS power, flood / water, smoke / fire, air flow, motion, intruder / entry, panic buttons and more is possible at up to three (3) locations for each Room Alert 7E box, three (3) of these can be as far as 100 feet away from the Room Alert 7E box.

Notification to an unlimited number of individuals or groups, at unlimited temperature thresholds (too high or too low), and by notification to each users' device of choice when used with PageR Enterprise. Notifications can be sent by email to computers, mobile phones, pagers, PDAs, web pages and more.

Room Alert 7E can log temperatures over the short or long term when used with PageR Enterprise for temperature tracking or identification of critical times of the day where environment conditions may change to consistently cause problems. This can be useful for justification of new air conditioning equipment, modifying the data center layout or justifying changes like the location of primary servers or the data center.

adjust the temperature down, enter a minus (-) sign before the value (i.e. -5). All alert thresholds must be entered in degrees Fahrenheit.

Alert thresholds for switch sensors connected to the Room Alert 7E ID Box are set by specifying either 'closed' or 'open'. Please refer to the documentation received for any switch sensors purchased to determine the 'normal' state (open or closed) of the sensor. Next, select the opposite state (i.e. not normal) to setup the Room Alert 7E ID Box to send an alert when the alarm condition exists.

The screenshot shows the 'Room Alert' web interface with the 'Settings' tab selected. The 'Temperature Sensors' section is active, displaying a table for configuring thresholds. Below the table are 'Switch Sensors' and an 'Alarm On' dropdown menu.

Temperature Sensors:	High	Low	Adjust
Rack Cabinet	79	50	0
AVTECH Labs	80	55	0
HVAC Outlet	80	50	0
Chiller	45	0	0

Switch Sensors:

- Room Entry: OPEN
- Main Power: OPEN
- Smoke/Fire: CLOSED

Alarm On: OPEN

Buttons: Save Settings

Footer: Room Alert - Advanced Computer Room Environment Monitoring, Alerting & Automatic Corrective Action. Copyright 1999-2008 AVTECH Software, Inc. All Rights Reserved Worldwide. 888.220.8700 \* www.AVTECH.com \* Support@AVTECH.com

## Security

The 'Security' tab is used to configure password security for access to the Room Alert 7E Settings Screen. Passwords can ONLY contain the alphanumeric characters '0-9', 'a-z' and 'A-Z'. Spaces, symbols, and punctuation are not supported. Be sure to record the password entered here in a safe place.

The screenshot shows the 'Room Alert' web interface with the 'Settings' tab selected and the 'Security' sub-tab active. It prompts for a password and includes a 'Save Settings' button.

Room Alert can prompt for a password before displaying the settings page. Enter a password below to prompt for a password. Leaving the field blank will display the settings page without a password prompt.

NOTE: Be sure to keep a record of this password in a safe place.

IMPORTANT: Only Alphanumeric characters are supported.

Web Password: [input field]

Password Confirm: [input field]

Buttons: Save Settings

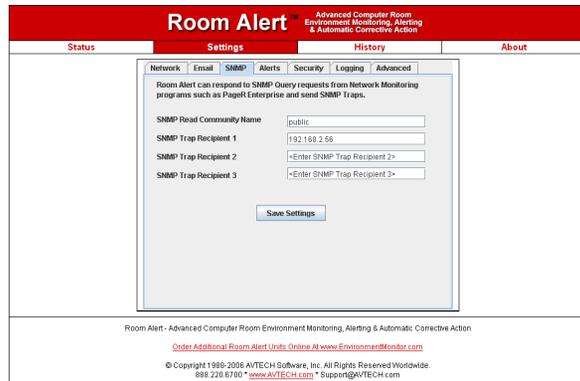
Footer: Room Alert - Advanced Computer Room Environment Monitoring, Alerting & Automatic Corrective Action. Copyright 1999-2008 AVTECH Software, Inc. All Rights Reserved Worldwide. 888.220.8700 \* www.AVTECH.com \* Support@AVTECH.com

**NOTE:** Many email servers block SMTP email by default. To use SMTP email with Room Alert 7E, be sure the Room Alert 7E IP address is added to the list of allowed SMTP relay hosts on the email server you are using for email.

## SNMP

The 'SNMP' tab stores settings allowing Room Alert 7E to respond to SNMP Query requests from network monitoring applications like PageR Enterprise, Tivoli, OpenView, Unicenter and others. Enter the 'Community Name' to use for accessing the SNMP data via SNMP Query for the Room Alert 7E sensors. If the SNMP feature of the Room Alert 7E ID Box is used, Room Alert 7E MIBs are available for download via the AVTECH.com website in the 'Downloads' section under 'Room Alert Software Downloads' or by contacting [Support@AVTECH.com](mailto:Support@AVTECH.com) via email.

Room Alert 7E can also send SNMP Traps in response to alerts. Enter up to three (3) IP addresses on the SNMP tab and Room Alert 7E will send SNMP Traps to these systems for processing by network monitoring applications.



## Alerts

The 'Alerts' tab is used to configure sensor labels and to set temperature thresholds for when alerts will be generated. Sensor labels can be up to 14 characters in length. AVTECH recommends modifying the sensor labels to reflect the location of the sensor to make it easier to know the temperature of a specific location with a quick glance at the status screen.

High and low thresholds can be defined for each temperature sensor. If the current temperature rises above the high threshold or falls below the low threshold, an alert will be generated. When the temperature returns to a normal state, the alert will clear and a follow-up alert will be sent.

The temperature sensors can be calibrated by entering correction values in the 'Adjust' field for each temperature sensor. Temperature corrections entered here can only be entered in degrees Celsius (i.e. 1° Celsius = 1.8° Fahrenheit). To

# Setting Up Room Alert 7E

## Hardware Installation

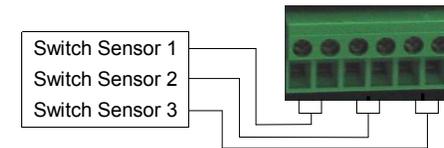
The standard Room Alert 7E package comes fully configured and ready for your immediate installation. Typically it takes as little as 5-10 minutes to install. Perhaps the hardest part of the installation is simply deciding where you want to place the sensors for greatest benefit.

A system manager or support technician can typically install Room Alert 7E with ease. There is absolutely no need for an electrician. However, if you are uncertain of what you are doing, read this manual completely and then call our technical support line if needed. This is not usually necessary although whenever in doubt, always lean towards safety.

**WARNING: NEVER CONNECT MAIN POWER TO THE SENSORS OR SENSOR CABLES.**

The recommended order for installation of Room Alert 7E is as follows:

1. Mount sensors where desired and run the sensor cables back to the Room Alert 7E ID Box. The standard external temperature sensor cables can be extended to approximately 100 feet. External switch sensors are connected to the green sensor port on the back and can be located up to approximately 900 feet away.



Insert each set of switch sensor wires into the appropriate set of square holes. Tighten with a Philips screwdriver above by rotating clockwise.

2. Connect the Room Alert 7E ID Box to your network via the supplied Ethernet cable and connect the AVTECH power supply to a UPS or Main power source.
3. Install, set up and run the AVTECH Device Discovery Utility software available for download on the AVTECH.com website in the 'Downloads' section under 'Room Alert Software Downloads'.
4. Update the Room Alert 7E Firmware with the 'Update' button located on the top right corner of the AVTECH Device Discovery Utility. The most current Room Alert 7E Firmware is available for download on the AVTECH.com website in the 'Downloads' section under 'Room Alert Software Downloads'.

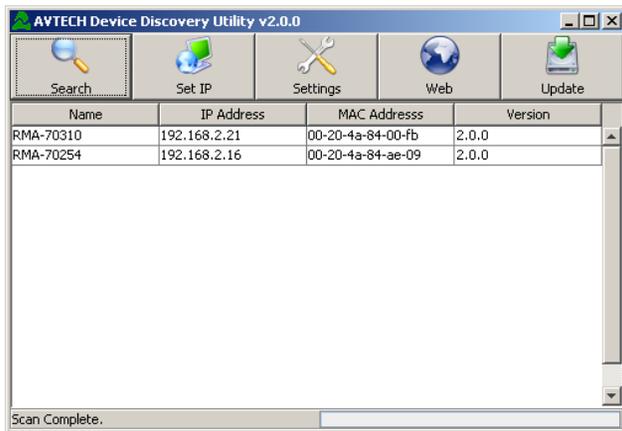
**NOTE:** Your web browser may add a '.zip' extension to the firmware update file. If this occurs, please remove the '.zip' extension and ensure that the file has a '.upd' extension. The firmware must appear as 'RA7XXXXXX.upd' in order for the AVTECH Device Discovery Utility to be able to upload it to the Room Alert 7E ID Box.

- Configure Network, Email, SNMP, Alert, Security, Logging and Advanced settings as desired through the Room Alert 7E web server interface by typing 'http://<IP address>' in your web browser or by clicking the 'Settings' button in the AVTECH Device Discovery Utility.

**NOTE:** Room Alert 7E has a built-in sensor for digital temperature. Additional sensors for digital temperature and various other external switch sensors can be attached externally. Call your Product Specialist if you desire additional sensors.

## Software Installation

By default, Room Alert 7E is configured for DHCP and will obtain a dynamic IP address when powered on and connected to the network. The AVTECH Device Discovery application scans the network and locates all Room Alert 7E devices connected to the network. This provides an efficient way to manage large numbers of Room Alert 7E devices from a single host system.



### Search

Click the 'Search' button to scan the network for Room Alert 7E hardware devices. If a Room Alert 7E ID Box or AVTECH product is physically attached to your network anywhere it will be located in this scan.

**NOTE:** If the AVTECH Device Discovery Utility can not find the Room Alert 7E ID Box, reset the unit by unplugging the power adapter and then plugging it back in. Also, make sure that UDP port '30718' is not restricted on your network by a router, switch, network firewall or software firewall.

**NOTE:** The default DHCP name of the Room Alert 7E ID Box will be 'RMA-<5-digit number>'. The 5-digit number will match the 5-digit serial number located on the bottom of the Room Alert 7E ID Box.

### Set IP

Click the 'Set IP' button to enter a static IP address, gateway IP address, DNS server IP address and subnet mask for the selected Room Alert 7E ID Box. To configure a dynamic IP address, set the IP to '0.0.0.0'. When configured for a

**NOTE:** If using PageR Enterprise to monitor the Room Alert 7E ID Box, it is **STRONGLY** recommended that a static IP address be assigned to the device to ensure that PageR can find the unit. The IP address assigned must also be excluded from DHCP assignment to ensure that the IP address of the Room Alert 7E ID Box is NOT given to another device on your network. If you are unsure what this means, please contact your Network Administrator for assistance.

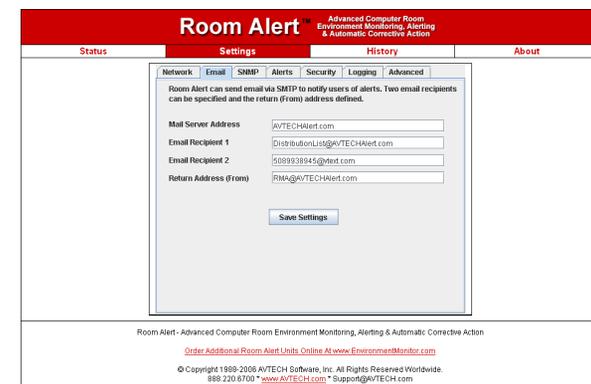
## Email

The 'Email' tab stores settings for Room Alert 7E to send Email Alert Notifications when alert thresholds are exceeded. In order to enable email alerting from the Room Alert 7E web server interface, your mail server must have 'SMTP Relay' enabled for either your network or the IP address of the Room Alert 7E ID Box. Contact your Network Administrator if you need assistance in doing this.

Enter the mail server address for the mail server you are using in the 'Mail Server Address' field. The address can be entered as either the IP address or the DNS name of your mail server. If you wish to use a DNS name for the 'Mail Server Address' field, you must assign a Static IP address, Gateway IP address, DNS Server IP address, and Subnet Mask on the 'Network' tab.

In the 'Email Recipient 1' and 'Email Recipient 2' fields, you can enter a regular email address, distribution list email address or mobile phone, pager or PDA email address (Email-To-SMS) for email alert when alert thresholds are exceeded.

The 'Return Address (From)' field **MUST** contain an email address for an active account on the mail server specified in the 'Mail Server Address' field. For example, if 'AVTECH.com' is entered in the 'Mail Server Address' field, the 'Return Address (From)' field must contain an email address with the 'AVTECH.com' domain. Contact your email administrator if you require additional assistance.



Below the DHCP Name and time display are a number of radio buttons and form fields that allow the display of the Room Alert 7E web server interface to be modified. Changing the 'Display' radio buttons will toggle how inactive sensors are displayed, modifying the 'Update Every' form field will adjust the refresh time of the Room Alert 7E web server interface and selecting the 'Celsius' radio button instead of the 'Fahrenheit' radio button will display sensor values in Celsius.

**NOTE:** Javascript MUST be enabled to view the 'Status' screen.

## Settings Screen

The Room Alert 7E Settings Screen is used to modify the Room Alert 7E configuration. Here users can configure Network, Email, SNMP, Alert, Security, Logging and Advanced settings. When settings are modified and saved, Room Alert 7E will automatically reset and start with the new configuration.

### Network

The 'Network' tab stores settings to control how Room Alert 7E appears on the local network. Modifying the DHCP name will change how Room Alert 7E reports to the DHCP server when attempting to obtain a dynamic IP address. This label must be unique, so take care when assigning the DHCP Name to ensure that duplicate labels do not appear on the network.

To set a static IP address, uncheck the 'Use DHCP' checkbox and enter the Static IP, Gateway IP, and Subnet Mask.

If you wish to use a DNS name instead of an IP address for the 'Mail Server Address' on the 'Email' tab, enter the IP address of your DNS Server in the 'DNS Server IP' field.

**NOTE:** In many cases, the DNS Server IP address is the same as the IP address entered into the 'Gateway IP' field. If this does not work, please contact your network administrator for further assistance.

The screenshot shows the 'Room Alert' web interface with the 'Settings' tab selected. The 'Network' sub-tab is active. The interface includes a navigation bar with 'Status', 'Settings', 'History', and 'About'. Below the navigation bar are tabs for 'Network', 'Email', 'SNMP', 'Alerts', 'Security', 'Logging', and 'Advanced'. The main content area contains the following fields and controls:

- DHCP Name:** Text input field containing 'RMA-70224'.
- Use DHCP:** A checked checkbox.
- IP Address:** Text input field containing '192.168.2.214'.
- Gateway IP:** Text input field containing '192.168.2.1'.
- DNS Server IP:** Text input field containing '192.168.2.1'.
- Subnet Mask:** Text input field containing '255.255.255.0'.
- Save Settings:** A button at the bottom of the form.

Below the form, there is a footer with the following text: "Room Alert - Advanced Computer Room Environment Monitoring, Alerting & Automatic Corrective Action", "Order Additional Room Alert Units Online At [www.EnvironmentMonitor.com](http://www.EnvironmentMonitor.com)", and "© Copyright 1999-2006 AVTECH Software, Inc. All Rights Reserved Worldwide. 888.220.6700 \* [www.AVTECH.com](http://www.AVTECH.com) \* Support@AVTECH.com".

dynamic IP address, Room Alert 7E will attempt to obtain an IP address automatically via DHCP.

The screenshot shows a dialog box titled 'Enter IP Address'. It contains a text input field with the value '192.168.2.16' and two buttons: 'OK' and 'Cancel'.

### IP Address Assignment for Static Only Networks

If the network is not configured for DHCP, a static IP address will need to be set before the Room Alert 7E ID Box can be accessed. After discovering the unit, it will be displayed with an IP address of '169.xxx.xxx.xxx'. Click the 'Set IP' button to assign a static IP address only. After the Room Alert 7E ID Box reboots (i.e. it takes about 4 seconds) with the new IP address, click the 'Search' button on the AVTECH Device Discovery Utility. Next, select the Room Alert 7E ID Box that was just assigned a static IP and then click the 'Set IP' button. Finally, fill in the gateway IP address, DNS server IP address and subnet mask for the selected Room Alert ID Box.

**NOTE:** If you are unsure about the correct IP addresses to use, contact your Network Administrator for assistance.

### Settings

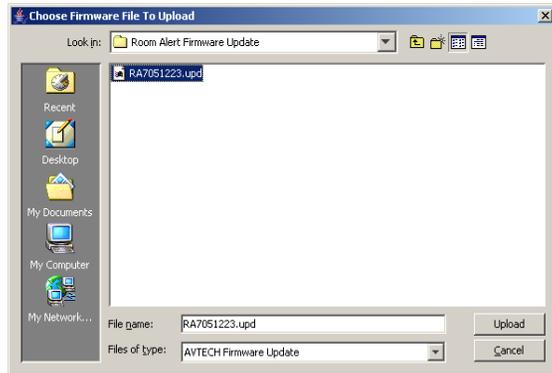
Click the 'Settings' button to open the Settings Applet on the web browser interface for the selected Room Alert 7E ID Box. The Settings Applet can then be used to configure that specific Room Alert 7E ID Box.

### Web

Click the 'Web' button to open the web browser interface for the selected Room Alert 7E ID Box. This is useful for viewing the current sensor status.

### Update

Click the 'Update' button to update the firmware installed on the selected Room Alert 7E ID Box. Updated firmware files provided by AVTECH Software add new features and enhance the web browser interface. These firmware updates are available for download by all users with active Maintenance Support & Update Service from the AVTECH.com website in the 'Downloads' section under 'Room Alert Software Downloads'.



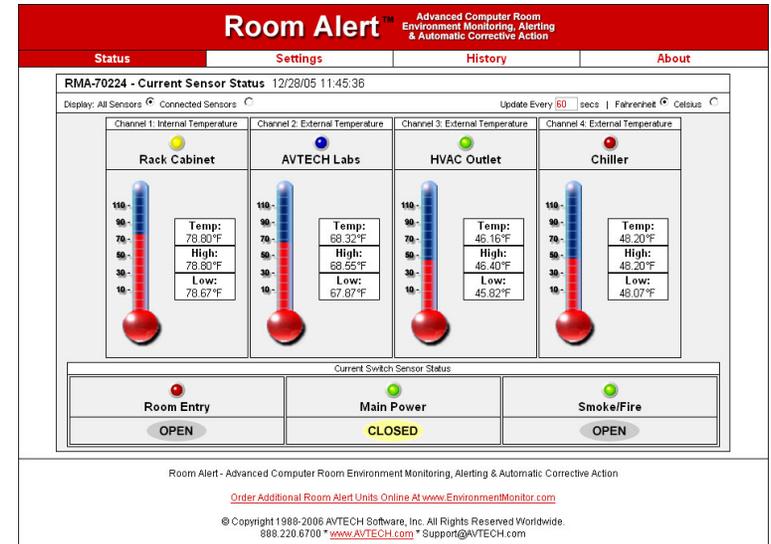
**NOTE:** When obtaining the Room Alert 7E Firmware Update file from the AVTECH.com website, be sure to save the file instead of opening it from a web browser. After downloading the file, right-click the Room Alert 7E Firmware Update file and select 'Properties'. If the Room Alert 7E Firmware Update file has a '.zip' extension, replace '.zip' with '.upd' before uploading the file with the AVTECH Device Discovery Utility.

**NOTE:** Version 2.0.0 or later of the AVTECH Device Discovery Utility provides the ability to perform the action linked to any of the buttons on multiple devices at once. To select multiple devices, hold down the 'SHIFT' key.

## Working With Room Alert 7E

### Status Screen

The Room Alert 7E Status Screen is available through the built-in web server and shows the current status of Room Alert 7E sensors. If high and low alert thresholds are defined for the temperature sensors, the status icon above the sensor label changes color based upon where the temperature is in relation to the established high and low thresholds.



If the temperature is between the high and low thresholds and more than five (5) degrees from either threshold, the status icon will be green. If it is within five (5) degrees of the high threshold, the status icon will be yellow. If it is within five (5) degrees of the low threshold, the status icon will be blue. If the high or low threshold is exceeded, the status icon will be red. If no thresholds are currently defined, the status icon will be gray.

The 'Current Switch Sensor Status' section displays the current status of any switch sensors connected to the Room Alert 7E ID Box. The current state of the switch sensor connected will be displayed below the sensor label as 'open' or 'closed'. If the current state of the switch sensor corresponds with the state selected in the 'Alarm On' drop-down for that sensor on the 'Alerts' tab, the status icon above the sensor label will be red indicating that the sensor is currently in an alarm state. If the current state of the switch sensor is the opposite of the state selected in the 'Alarm On' drop-down, the status icon will be green indicating that the switch sensor is not currently in an alarm state. Please view the documentation that arrived with each sensor for information on the 'normal' state (open or closed) of the switch sensor in use.