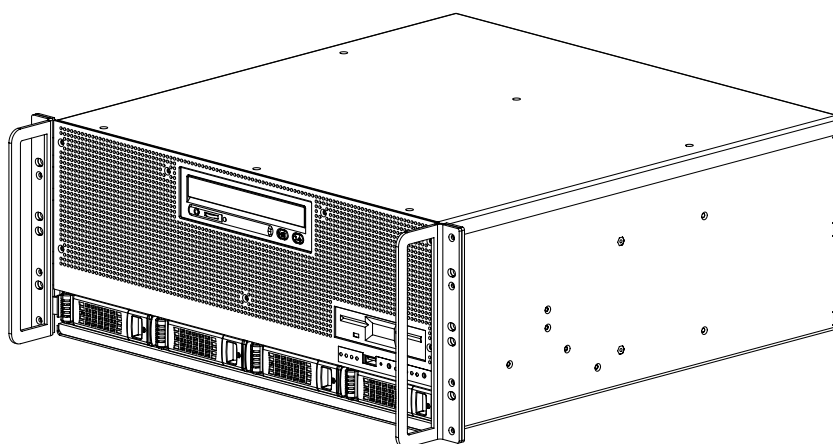


User Manual



HT 404XE STD - Industrial Rack Computer

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User Manual HT 404XE STD

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For models:
-A1

Slim
User Manual

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N-5578 Nedre Vats, Norway

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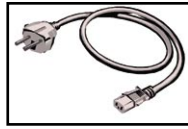
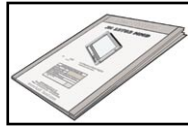

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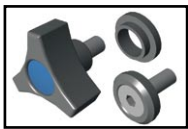

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Contents of package

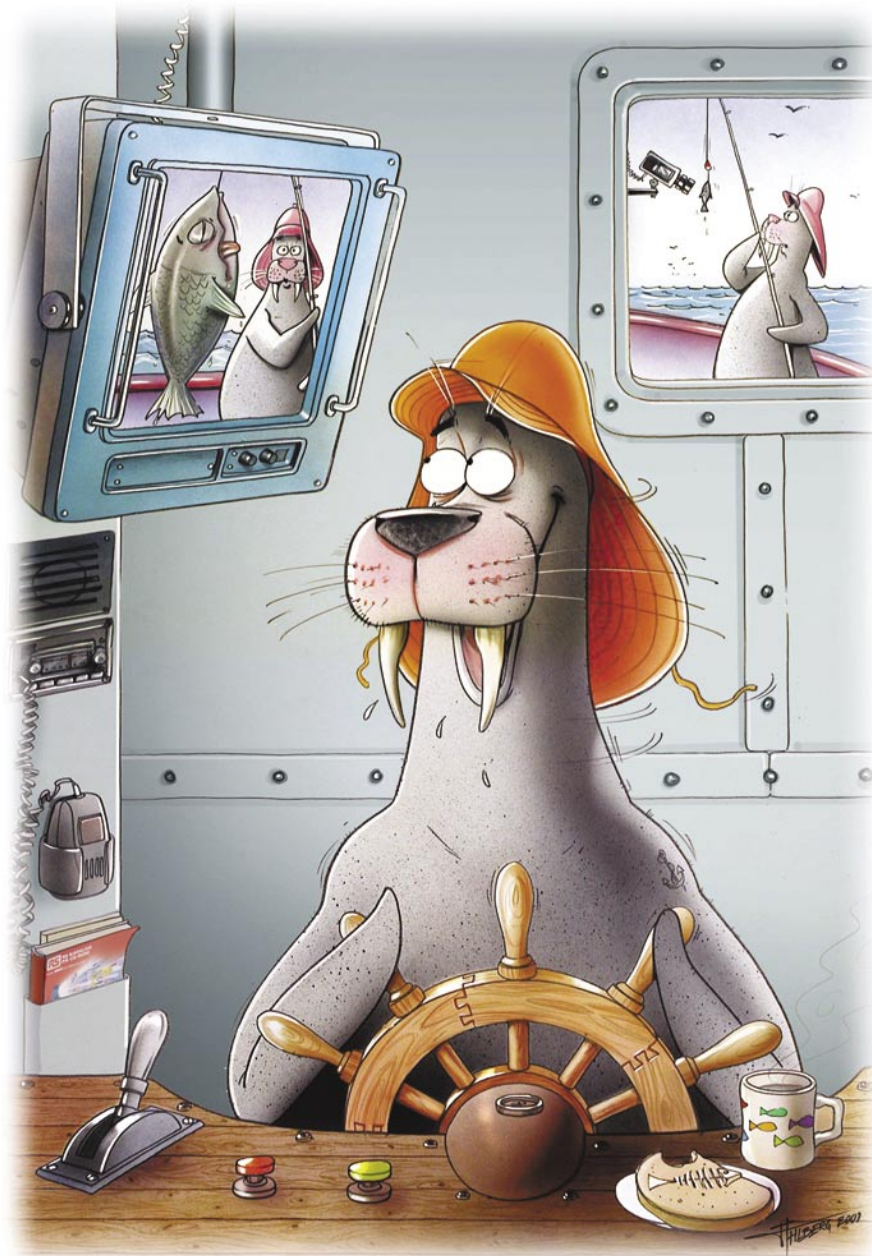
This product is shipped with:

Item	Description	Illustration
	1 pcs of Windows Operating System CD(s) or alternative operating system(s).	
	Driver software CD(s) for factory installed components like mainboard, IDE, network etc. For more information see the Installation Recommendations chapter.	
	1 pcs of Standard Power Cable. (European or US standard) - Length approx: 1.9m <i>Note: Power cable not included in the DC version.</i>	
	1 pcs of User Manual (Slim version) Note: The separate documentation for third party components are available on attached CD. The printed manual only covers specific information for Hatteland products, and not third party components.	
	1 pcs of configuration, test report and checklist sheets.	

Optional accessories for Panel Computers:

Item	Description	Illustration
	Bracket mounting kit: (Delivered only with optional bracket) 4 pcs of RenCol Tristar Knob Male - M6X10 mm 4 pcs of MicroPlastic - 6 mm Nylon washer. 4 pcs of Bolt with shoulder washer - M6X1X20 4 pcs of Flat washer	 Suspension Bracket

General



hd HATTELAND®
DISPLAY

KNOWLEDGE - QUALITY - ECONOMY

Introduction to Jakob Hatteland Display AS

Founded in 1987, Jakob Hatteland Display (JHD), based in Norway, offers the widest range of type approved marine monitors, panel computers and type approved marine computers for the worldwide commercial, naval, yacht and cruise market.

Today the group develops and manufactures a complete range of IEC 60945 tested marine monitors, panel computers and IEC 60945 tested marine computers.

Approved Marine Displays (MMD/STD)

Hatteland Display's marine monitors are based on high quality and state-of-the-art components with the highest specifications, and meet all requirements for harsh maritime use. The displays are easily integrated into your system, due to standardized products and features.

The MMD (Maritime Multi Display) series consists of sizes ranging from 10in to 23in.

Specifically designed for navigation and automation systems on ships, these certified LCD monitors comply to IP66 described in IEC 60925, are tested according to IEC 60945 and are approved by major classification societies such as ABS, BV, ClassNK, DNV, GL and LR.

Further to this marine standard, the 19in MMD, the 20in MMD and the 23in MMD marine monitors are also available as ECDIS and ARPA radar-compliant units.

Approved Marine Panel Computers (MMC)

The combination of the reliable design of the marine TFT-LCD modules, together with industrial computer boards, allows Hatteland Display to offer a product range for customer applications where space is critical and full function is desired in a single unit. In particular, the standardized ETX-board form factor allows full flexibility when it comes to processor choice. Because of multiple useful standard components we can offer a highly attractive commercial package

The MMC (Maritime Multi Computer) series consist of sizes ranging from 10in to 23in.

These products have also been designed for typical marine applications in navigation, automation and other systems. Following Hatteland's philosophy, these marine panel computers are fully tested according to IEC 60945 and are designed for type approval.

Approved stand-alone and rack-mounted marine computers

Two concepts are followed to offer variation in size, function and expansion slots for customers: approved black-box computers for limited space and approved computers for standard 19in racks, which offer a high degree of expansion. Configurations according to customer wishes are implicit, such as the operating system, CD-burner, RAM, graphic card, HD, add-on cards, factory installed software and many, many more.

Jakob Hatteland Display AS

The approved computers are tested according to IEC 60945 and IACS E10 and meet the requirements for IEC 61174 (ECDIS). Several approvals by major classification societies such as ABS, BV, ClassNK, DNV, GL and LR are available or pending.

Flexible display solutions and night vision facilities

All the type-approved displays, panel computers and marine computers offer maximum flexibility for customers' applications. Hatteland Display offers all products with AC or DC power supply, and marine displays and marine panel computers have a fully linear dimmable function for night vision.

Upon the customer's request, specific colour, mechanical or electrical function designs are possible. Many more options are also available, including factory mounted touch screens, sun visors for marine monitors, different Windows or Linux operating systems and brackets

Design and Production

All products are designed and controlled by Hatteland Display in Nedre Vats, Norway. The production and configuration of all products is taking place within Hattelands production plant#1 (opened in September 2003) in Nedre Vats, Norway. Here an extensive manufacturing capacity is available for all products, and can be expanded in the future.

The chosen materials for the production of the products are specifically industrial components and can fulfill form-fit-and-function requests.

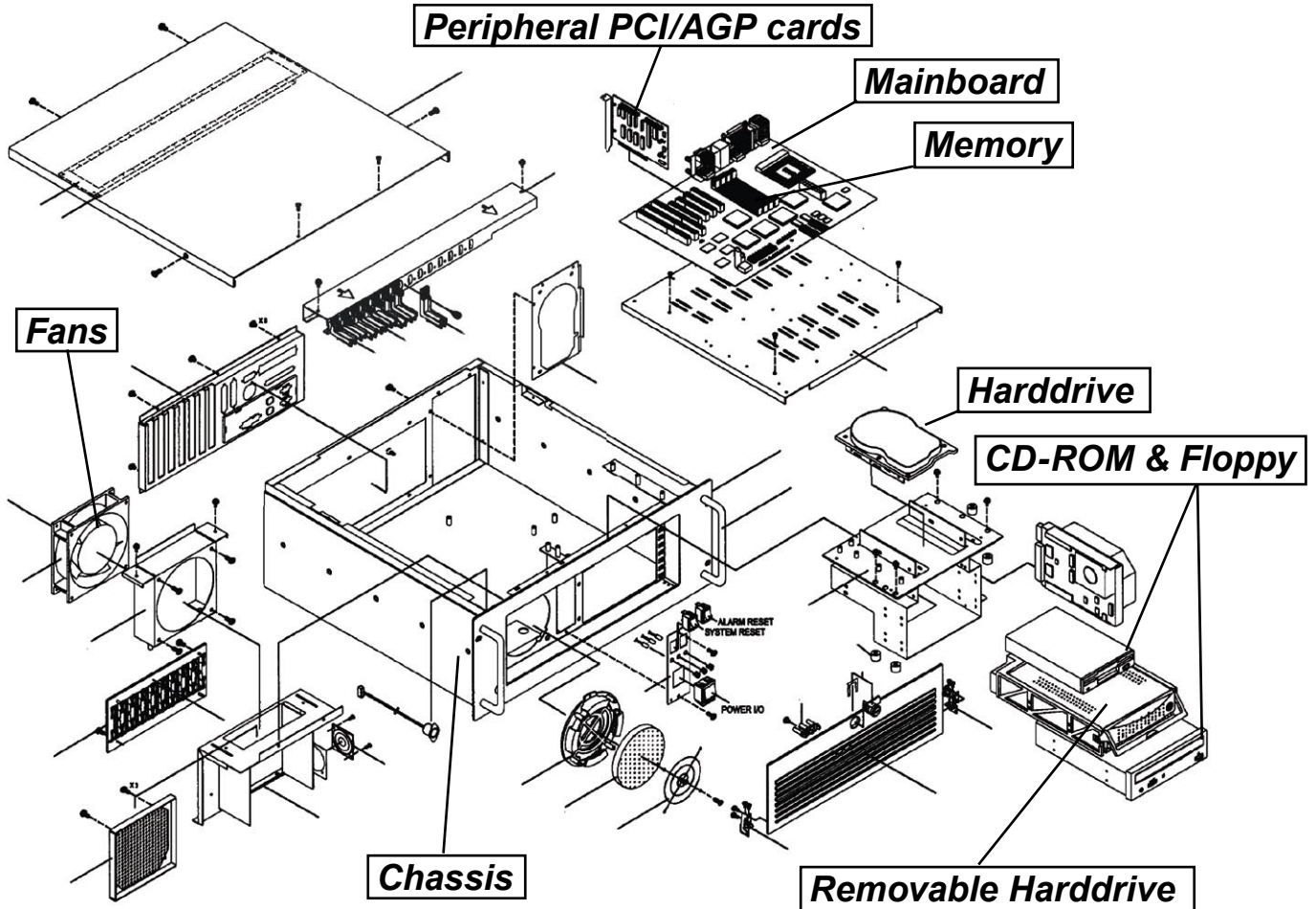
About this manual

The manual contains electrical, mechanical and input/output signal specifications. All specifications in this manual, due to manufacturing, new revisions and approvals, are subject to change without notice. However, the last update and revision of this manual are shown both on the frontpage and also in the "Revision History" chapter. Please use that as a reference.

Furthermore, for third party datasheet and user manuals, please see dedicated interactive CD delivered with the product or contact our sales personnel for support.

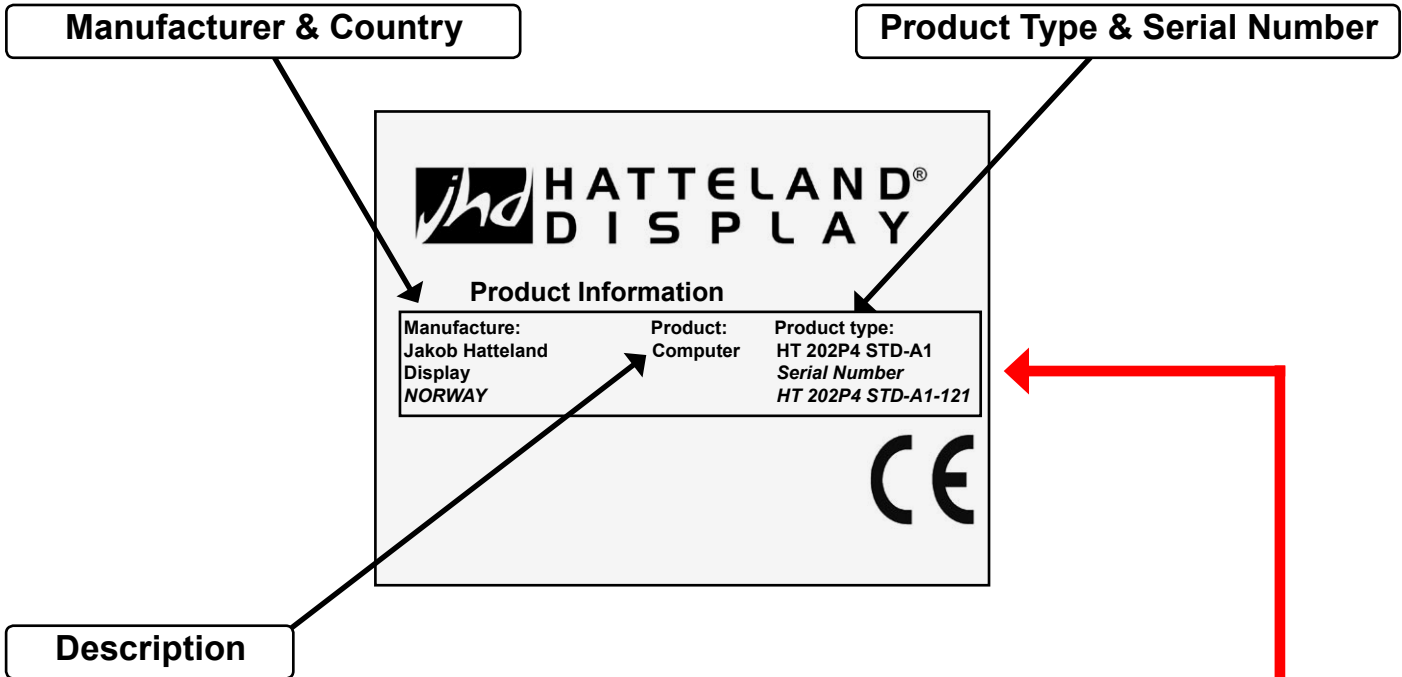
Basic Construction

Basic Construction Rack Computers



Product Labels (Example)

Serial Number Label



Product Type & Serial Number

HT XXAXX AAA-AX-XXX NOMENCLATURE

HT 202P4 STD-A1-121 Example

- Serial Number
- Intern Version (AC-Odd / DC-Even number)
- Standard or Custom product version
- CPU Type
- Cabinet Version
- Rack Size (2U, 4U etc.)
- Hatteland Display (manufacturer)

Warranty Label

If you are to perform service on a unit still under warranty, any warranty will be void if this label is damaged or removed. This label is usually located on the back of the product and near the serial number label. This is to help our service department to better determine if there has been any unauthorized service on a product still under warranty.



Installation Recommendations

Installation and mounting of computers

1. Most of our units are intended for various methods of installation or mounting (rack mounting, panel mounting, bracket mounting, ceiling/wall mounting)
2. Adequate ventilation is a necessary prerequisite for the life of the unit. The air inlet and outlet openings must definitely be kept clear; coverings which restrict ventilation are not permissible.
3. Exposure to direct sunlight can cause a considerable increase in the temperature of the unit, and might under certain circumstances lead to overtemperature. This point should already be taken into consideration when the bridge equipment is being planned (sun shades, distance from the windows, ventilation, etc.)
4. Space necessary for ventilation, for cable inlets, for the operating procedures and for maintenance, must be provided.
5. To further improve the cooling of the unit we recommend installing Cooling Fans underneath blowing upwards into the unit air inlet. This may be required in high temperature applications and also when there is reason to expect temperature problems due to non-optimal way of mounting (Ref.2-5).

General mounting instructions

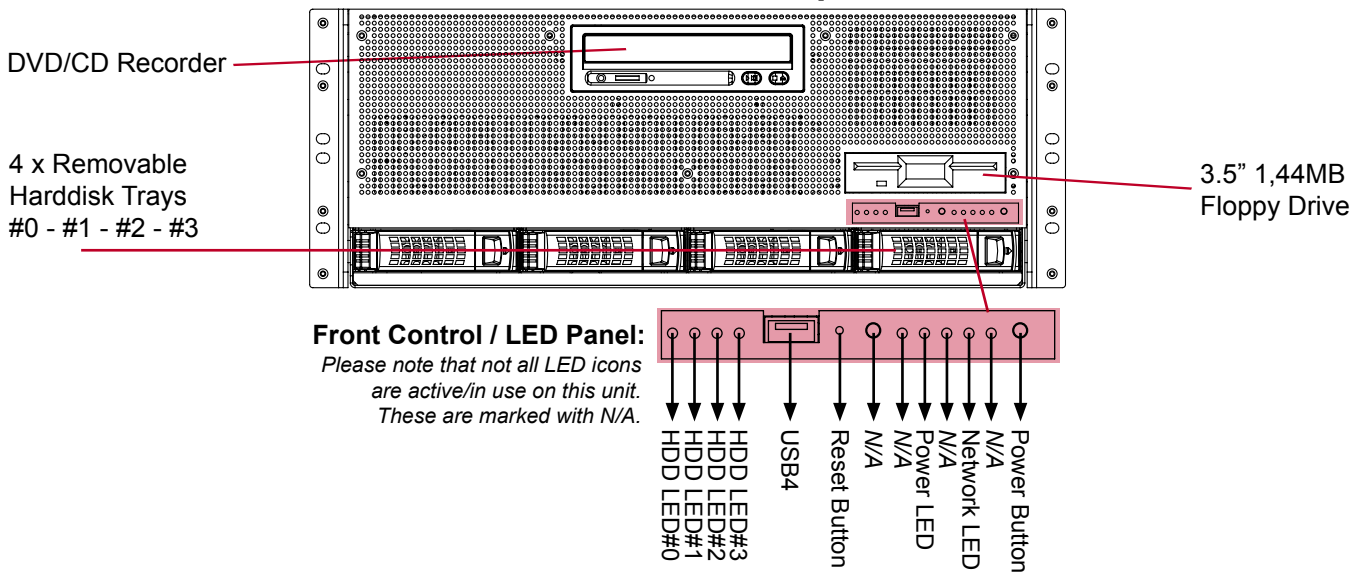
- The useful life of the components of all Electronics Units generally decreases with increasing ambient temperature; it is therefore advisable to install such units in air-conditioned rooms. If there are no such facilities, these rooms must at least be dry, adequately ventilated and kept at a suitable temperature in order to prevent the formation of condensation inside the unit.
- With most Electronic Units, cooling takes place via the surface of the casing. The cooling must not be impaired by partial covering of the unit or by installation of the unit in a confined cabinet.
- In the area of the wheel house, the distance of each electronics unit from the magnetic standard compass or the magnetic steering compass must not be less than the permitted magnetic protection distance. This distance is measured from the centre of the magnetic system of the compass to the nearest point on the corresponding unit concerned.
- Transportation damage, even if apparently insignificant at first glance, must immediately be examined and be reported to the freight carrier. The moment of setting-to-work of the equipment is too late, not only for reporting the damage but also for the supply of replacements.

Cables

Use only high quality shielded signal cables. For RGB/DVI cables use only cables with separate coax for Red, Green and Blue. We can supply a variety of high quality RGB/DVI, RS232, PARALLEL, LAN and USB cables intended for this use.

Physical Overview - HT 404XE STD

Front area of computer



Hard drive LED (HDD LED #0 / #1 / #2 / #3):

The hard drive indication (LEDs) will turn orange when there occur read/write activity to/from the corresponding hard drive, ranging from 1 to 4 pcs.

FRONT USB4 INPUT/OUTPUT:

Supports any USB1.1 (12Mbps) or USB2.0 (480Mbps) compliant peripherals. Drivers for most USB devices are usually included in operating system or on separate installation CD's delivered with products. USB 1.1 devices will operate in USB 1.1 mode (12 Mbps).

Reset Button: (Hard Reset):

To reset the computer in case of driver/software failure, press this button. It is located beyond the edge of the label, to press it use a screwdriver or a pen tip. This reset function is a hard reset which means the operating system will NOT be warned. Using this reset method may damage files and/or operating system in worst case scenarios. Precaution should be taken when using this. To perform a safe software reset, use the operating system own reset functionality if possible or press the power button which in most cases automatically will give the option to restart the unit.

Power LED:

Whenever the computer is turned on, this power indication (LED) will turn blue.

Network LED:

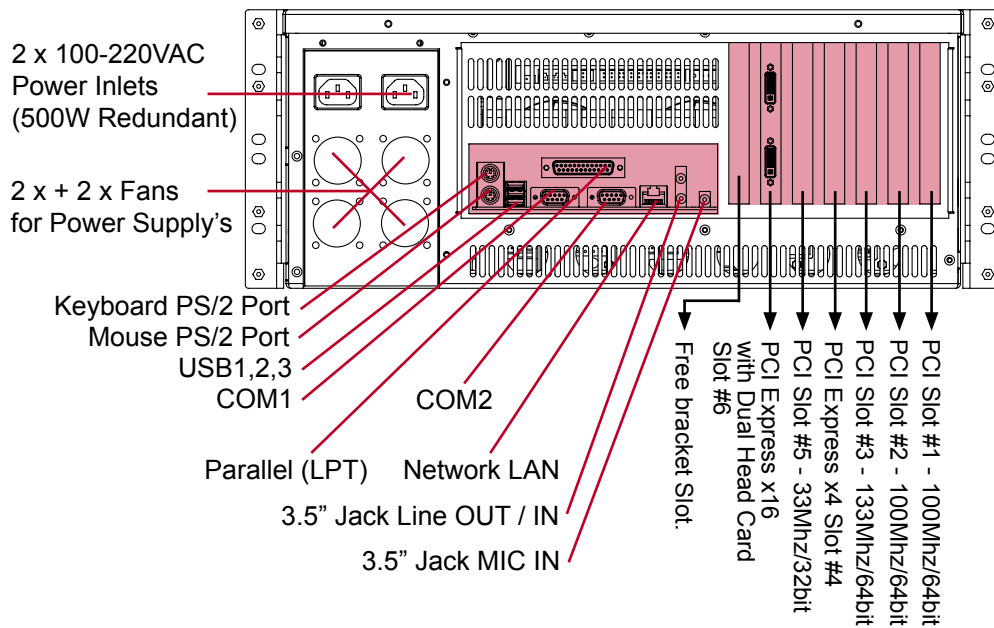
Whenever there is activity on the network, this LED will turn green. Usually blinking regulary.

Power Button:

To turn ON the computer, press down the button and release it immediately. The corresponding operating system will automatically boot. To turn OFF the computer, press the button and release it. The operating system may require additionally tasks to be performed before computer shuts down and turns off the unit. Pressing and holding it for 3-4 seconds will turn it immediately off.

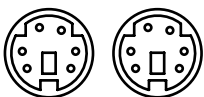
Physical Overview - HT 404XE STD

Connector area of computer



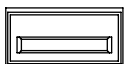
Power INPUT: (2 x Redundant 500W)

The internal AC power modules supports both 110-240VAC (47-63Hz) power inputs using standard IEC European power plugs. For security reasons and reability, if one powermodule should fail it will sound an internal beep alarm. The other one will still operate the unit so that no data will be lost or damaged. The power modules are hot-swap operated, so you can change the defective power module with a new one instantly while the unit is powered by the other one. To remove a defective module, verify that the power led (green) is not lit and that the fans are not rotating. Pull it gently out with the handle. Reinsert a new module gently and verify that the power led are green lit, and the fans are rotating. If the new module do not appear to work, the unit must be shut down and a qualified service personnel should service/ investigate the mainboard/unit. Both power modules have their own unique POWER ON/OFF switch marked with **[0 1]**



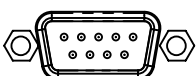
PS/2 Keyboard and PS/2 Mouse INPUTS:

Connect the PS/2 keyboard cable to the PS/2 5P Connector (female) marked with a keyboard icon in the metal casing. Connect the PS/2 mouse cable to the PS/2 5P Connector (female) marked with a mouse icon in the metal casing. Also check the illustration above to determine its locations.



USB1,2,3 INPUT/OUTPUT:

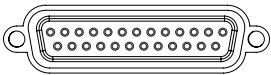
Supports any USB1.1 (12Mbps) or USB2.0 (480Mbps) compliant peripherals. Drivers for most USB devices are useally included in operating system or on separate installation CD's delivered with product. USB 1.1 devices will operate in USB 1.1 mode (12 Mbps).



COM1,2 Serial Ports INPUT/OUTPUT:

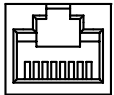
Supports RS232 using D-SUB 9P Male connectors. Fasten the cable to the connector using the provided screws on the cable housing itself. Two unique ports are available.

Physical Overview - HT 404XE STD



LPT1 Parallel Port INPUT/OUTPUT:

Standard LPT1 Printer/Parallel (SPP/EPP/ECP) port using a D-SUB 25P Female connector. Fasten the cable to the connector using the provided screws on the cable housing itself.



Network INPUT/OUTPUT:

Supports 10/100/1000Mbps Ethernet (GBLAN). Suitable for twisted pair cables CAT.5E. Make sure the network cable connector "clicks" into the RJ-45 connector.

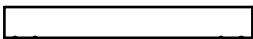


Audio INPUT/OUTPUT:

AC'97 audio support. Either function as Stereo Line In, Stereo Line Out and Stereo MIC In or as 6-channel surround out where configuration is as follows:

- Line In - Rear Sound L/R
- Line Out - Front Sound L/R
- Mic In - Center/Subwoofer Sound.

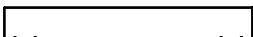
To enable surround sound, please install audio driver from attached driver cd for the motherboard. All connectors are 3.5" Jack Stereo.



PCI Slots 1,2,3 & 5:

Supports PCI (Short Length / Standard Profile) card in 4 available slots. In order to mount PCI cards yourselves, the chassis of the unit must be removed. Please see motherboard manual for detailed specifications. (Available on attached documentation CD from Hatteland Display.

- Slot 1,2 - 100MHz/64bit (3.3V)
- Slot 3 - 133Mhz/64bit (3.3V)
- Slot 5 - 33Mhz/32bit (5V)



PCI-Express Slots 4 & 6:

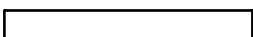
Accepts standard profiled PCI-Express cards. By default, the unit is installed with a Dual Head graphics card in Slot 6. In order to mount PCI-E cards yourselves, the chassis of the unit must be removed. Please see motherboard manual for detailed specifications. (Available on attached documentation CD from JHD)

- Slot 4 - x4 @ 2GB/Sec
- Slot 6 - x16 @ 4GB/Sec



DVI-I DUAL OUT:

Connect your DVI cables to the DVI-I 24P Connectors (female) on the rear side of the unit. If possible, screw the DVI cables to the connectors and make sure you don't bend any of the pins inside the DVI cable connector. Please see graphics card manual available on attached documentation CD from Hatteland Display.



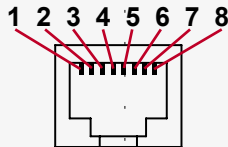
Free Bracket Slot:

You may exchange this bracket to any custom bracket of your choice with custom functionality.

Pin Assignments - Common Connectors

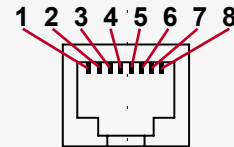
Note: Not all connectors may be available on your specific product. This depends on the amount of additional hardware installed from factory, or customized solutions. These pin assignments are for the common connectors used.

Pin Assignments - RJ45 10/100 LAN



Pin 01 - TDP	Transmit Differential Pair (Positive)
Pin 02 - TDN	Transmit Differential Pair (Negative)
Pin 03 - RDP	Receive Differential Pair (Positive)
Pin 04 - NC	Not Connected
Pin 05 - NC	Not Connected
Pin 06 - RDN	Receive Differential Pair (Negative)
Pin 07 - NC	Not Connected
Pin 08 - NC	Not Connected

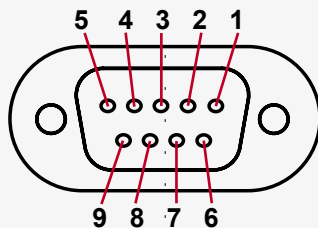
Pin Assignments - RJ45 10/100/1000 GBLAN



Pin 01 - D0P	Differential Pair 0 (Positive)
Pin 02 - D0N	Differential Pair 0 (Negative)
Pin 03 - D1P	Differential Pair 1 (Positive)
Pin 04 - D2P	Differential Pair 2 (Positive)
Pin 05 - D2N	Differential Pair 2 (Negative)
Pin 06 - D1N	Differential Pair 1 (Negative)
Pin 07 - D3P	Differential Pair 3 (Positive)
Pin 08 - D3N	Differential Pair 3 (Negative)

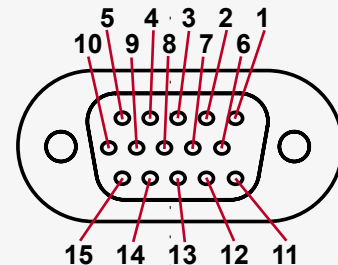
Use category 5 - twisted pair cable

Pin Assignments - 9P Serial COM RS232



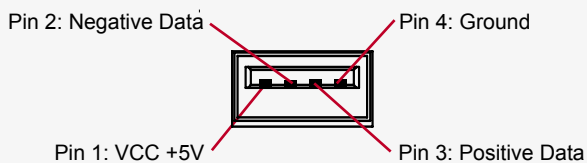
Pin 01 - DCD	Data Carry Detect
Pin 02 - SIN	Serial In or Receive Data
Pin 03 - SOUT	Serial Out or Transmit Data
Pin 04 - DTR	Data Terminal Ready
Pin 05 - GND	Ground
Pin 06 - DSR	Data Set Ready
Pin 07 - RTS	Request To Send
Pin 08 - CTS	Clear To Send
Pin 09 - RI	Ring Indicate

Pin Assignments - 15P HD RGB VGA

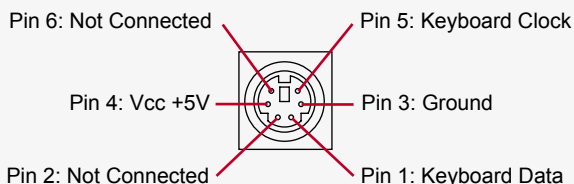


Pin 01	Red, analog
Pin 02	Green, analog
Pin 03	Blue, analog
Pin 04	Reserved for monitor ID bit 2 (grounded)
Pin 05	Digital ground
Pin 06	Analog ground red
Pin 07	Analog ground green
Pin 08	Analog ground blue
Pin 09	+5V power supply for DDC (optional)
Pin 10	Digital ground
Pin 11	Reserved for monitor ID bit 0 (grounded)
Pin 12	DDC serial data
Pin 13	Horizontal sync or composite sync, input
Pin 14	Vertical sync, input
Pin 15	DDC serial clock

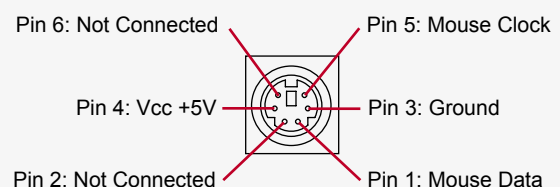
Pin Assignments - USB



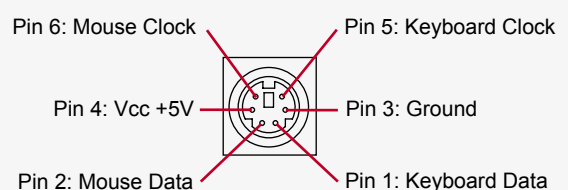
Pin Assignments - 5P PS/2 KEYBOARD



Pin Assignments - 5P PS/2 MOUSE

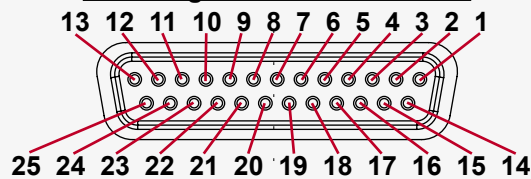


Pin Ass. - 5P PS/2 KEYBOARD+MOUSE Combined



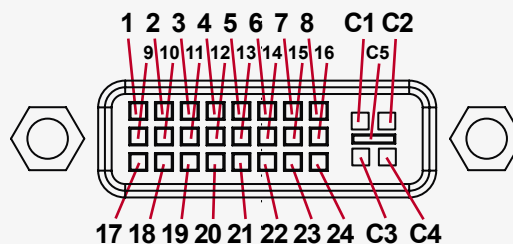
Pin Assignments - Common Connectors

Pin Assignments - 25P Parallel



Pin 01 - STROBE	This signal indicates to the printer that data at PD7..0 are valid.
Pin 02 - DATA0	Parallel data bus from PC board to printer. The data line are able to operate in PS/2 compatible bi-directional mode.
Pin 03 - DATA1	Same as Pin 02
Pin 04 - DATA2	Same as Pin 02
Pin 05 - DATA3	Same as Pin 02
Pin 06 - DATA4	Same as Pin 02
Pin 07 - DATA5	Same as Pin 02
Pin 08 - DATA6	Same as Pin 02
Pin 09 - DATA7	Same as Pin 02
Pin 10 - ACK	Signal from printer indicating that the printer has received the data and is ready to accept further data.
Pin 11 - BUSY	Signal from printer indicating that the printer cannot accept further data.
Pin 12 - PE	Signal from printer indicating that the printer is out of paper.
Pin 13 - SELECT	Signal from printer to indicate that the printer is selected.
Pin 14 - AUTO FEED	This active low output causes the printer to add a line feed after each line printed.
Pin 15 - ERR#	Signal from printer indicating that an error has been detected.
Pin 16 - INIT#	This active low output initialises (resets) the printer.
Pin 17 - SLIN#	Signal to select the printer sent from CPU board to printer.
Pin 18 - GND	Ground
Pin 19 - GND	Ground
Pin 20 - GND	Ground
Pin 21 - GND	Ground
Pin 22 - GND	Ground
Pin 23 - GND	Ground
Pin 24 - GND	Ground
Pin 25 - GND	Ground

Pin Assignments - 24P DVI-D & DVI-I



Pin 01	T.M.D.S. Data2 - (Digital - RED link 1)
Pin 02	T.M.D.S. Data2 + (Digital + RED link 1)
Pin 03	T.M.D.S. Data2/4 Shield
Pin 04	T.M.D.S. Data4 - (Digital - GREEN link 2)
Pin 05	T.M.D.S. Data4 + (Digital + GREEN link 2)
Pin 06	DDC Clock
Pin 07	DDC Data
Pin 08	Analog Vertical Sync (DVI-I only)
Pin 09	T.M.D.S. Data1 - (Digital - GREEN link 1)
Pin 10	T.M.D.S. Data1 + (Digital + GREEN link 1)
Pin 11	T.M.D.S. Data1/3 Shield
Pin 12	T.M.D.S. Data3 - (Digital - BLUE link 2)
Pin 13	T.M.D.S. Data3 + (Digital + BLUE link 2)
Pin 14	+5V Power (for standby mode)
Pin 15	Ground (for +5V and analog sync)
Pin 16	Hot Plug Detect
Pin 17	T.M.D.S. Data0 - (Digital - BLUE link 1) and digital sync.
Pin 18	T.M.D.S. Data0 + (Digital + BLUE link 1) and digital sync.
Pin 19	T.M.D.S. Data0/5 Shield
Pin 20	T.M.D.S. Data5 - (Digital - RED link 2)
Pin 21	T.M.D.S. Data5 + (Digital - RED link 2)
Pin 22	T.M.D.S. Clock Shield
Pin 23	T.M.D.S. Clock + (Digital clock + (Links 1 and 2)
Pin 24	T.M.D.S. Clock - (Digital clock - (Links 1 and 2)
Pin C1	Analog RED
Pin C2	Analog GREEN
Pin C3	Analog BLUE
Pin C4	Analog Horizontal Sync.
Pin C5	Analog Ground (return for RGB signals)

DDC = Display Data Channel /// T.M.D.S = Transition Minimized Differential Signal /// PIN C1,C2,C3,C4 = Only present on DVI-I connectors.

Specifications

Specifications - HT 404XE STD

Note: All specifications are subject to change without prior notice!

TECHNICAL DESCRIPTION

Computer Specifications: (Standard Model)	Connector Type:
<ul style="list-style-type: none"> • Processor : Dual Intel Xeon 64bit - up to 3.6GHz / Socket 604 / 800MHz FSB • Graphics Card : Dual Head Graphics Card, DVI-I, PCIe 16X, 128MB, Max 1920x1200 • System Chipset : Intel E7525 (Tumwater) • BIOS : Phoenix BIOS 8Mb Eeprom Flash • PCI Slots : 1 x (x16) PCI-E slot : 1 x (x4) slot : 1 x 64-bit 133MHz PCI-X (3.3v) slot : 1 x 64-bit 100MHz PCI-X (3.3V) slot : 1 x 32-bit 33MHz PCI (5V) slot • Memory slots : 8 x 184 Pin DIMM Sockets (Dual Channel DDR266/333 Registered ECC) • DVD/CD DRIVE : Read: 48x (CD) / 16x (DVD) : Write: 48x (CD) / 16x (DVD R) / 6x (DVD-R DL) / 8x (DVD+R DL) : Rewrite: 32x (CD) / 6x (DVD-RW) / 8x (DVD+RW) • IDE Controller : Dual Eide - up to four UDMA IDE Devices (UDMA MODE5 and ATA100) • FDD Controller : 1 x 1.44 MB • Ethernet : 1 x 10/100/1000Mbps Intel 82545GM single port GB with Wake-On-Lan • Parallel Port (LPT) : 1 x ECP/EPP mode • Serial Ports : 2 x RS-232 Fast Uart 16550 • USB Ports : 3 x USB rear ports + 1 x USB front port - Supports 2.0 & 1.1 • Keyboard Port : Standard PS/2 mini DIN connector • Mouse Port : Standard PS/2 mini DIN connector • Audio : AC-97, 6-channel surround with LINE IN, LINE OUT, MIC IN • Speaker : On-board • Power Manager : ACPI/APM 	<p>2 x 24P DVI-I</p> <hr style="border-top: 1px dashed black;"/> <p>1 x RJ-45 1 x DB25F 2 x DB9M</p> <p>1 x PS/2 1 x PS/2 3 x JACKS</p>

Power Specifications:
<p>Power Supply Options:</p> <ul style="list-style-type: none"> • 100-240VAC input 47-63Hz : Model HT 404XE STD A1 (500W redundant) <p>Power Consumption:</p> <ul style="list-style-type: none"> • Operating : TBD(TYP) - TBD (MAX)

Available Options:	Connector Type:
<ul style="list-style-type: none"> • 2 Channel Fiber Fast Network Card • Raid Controller - Modes 0,1,4,5,10 supported - Max 4 ports • Remote Control (System Diagnostics - Intelligent Platform Management Interface v2.0) • Profibus Interface Card <p style="font-size: small; margin-top: 5px;">Note: These options are factory installed.</p>	<p>2 x ST 4 x SATA</p> <hr style="border-top: 1px dashed black;"/> <p>TBD</p>

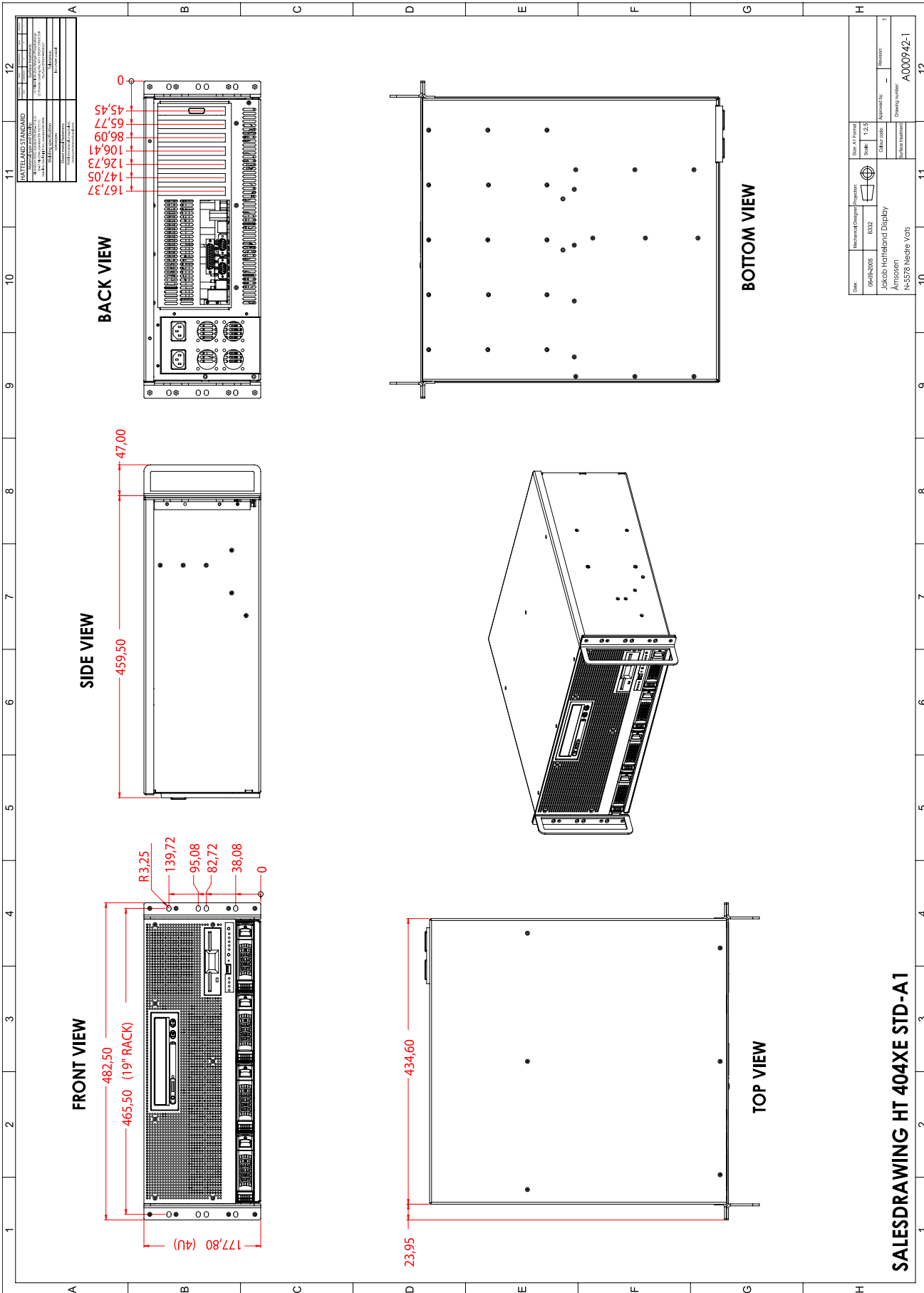
MECHANICAL DESCRIPTION

Physical Specifications:	Environmental Considerations:
<ul style="list-style-type: none"> • 19" x 4U x 450mm • Weight: 25.5 kg • 4U Rackmount Chassis • Black heavy-duty steel chassis with handles • Removable air filter 	<p>Safety Considerations:</p> <p style="font-size: small; margin-top: 5px;">Even although the test conditions for bridge units provide for a maximum operating temperature of 70°C, continuous operation of all electronic components should, if possible, take place at ambient temperatures of only 25°C. This is a necessary prerequisite for long life and low service costs.</p>

Technical Drawings

Technical Drawings - HT 404XE STD

Due to dimensions without decimals, the tolerance on drawings is +/- 1mm (For accurate measurements, measure in AutoCAD)
Technical drawings (DWG format) are found on our internet site: <http://www.hatteland.com>



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General - Appendix

Basic Trouble-shooting

COMMON ERRORS: (Applies for Display products and Panel / Maritime / Rack Computers)

If for some reason there should be something wrong with the picture quality or no picture present, check the symptoms carefully and try to cure it with the hints below:

NO PICTURE / LED BEHAVIOUR:

If there is no light at all in the LED at the FRONT, check power cables. If the LED in front is green then check if the brightness knob is turned to the right (max brightness). If still no picture, check if there is a VGA signal on the External VGA connector. If you have a picture on the external VGA connector please look in BIOS documentation/chapter for correct display settings in BIOS.

Lack of image is most likely to be caused by incorrect connection, lack of power, or wrong BIOS settings.

SCROLLING / UNSTABLE IMAGE:

Signal cable may not be completely connected to computer or TFT display.

Check the pin assignments and signal timings of the display and your video card with respect to recommended timing and pin assignments. Make sure that the video card is compatible and that it is properly seated / installed on the computer.

DISPLAY AREA IS NOT CENTERED / SIZED CORRECTLY

Make sure that a supported video mode has been selected on the display, or on the video card / system. If it is impossible to position the image correctly, ie the image adjustment controls will not move the image far enough, then test it again using another graphics card for the PC system. This situation can occur with a custom graphics card that is not close to standard timings or if something is in the graphics line that may be affecting the signal, such as a signal splitter (please note that normally a signal splitter will not have any adverse effect).

If it is impossible to change to the correct resolution/color depth, check if you have the right VGA driver installed in your system.

IMAGE APPEARANCE:

A faulty TFT panel can have black lines, pixel errors, failed sections, flickering or flashing image. Incorrect graphics card refresh rate, resolution or interlaced mode will probably cause the image to be the wrong size, it may scroll, flicker badly or possibly even no image is present. Sparkling on the display may be a faulty TFT panel signal cable.

CONTINUED FAILURE:

If unit after unit keeps failing, consider and investigate whether you are short circuiting the equipment or doing something else seriously wrong.

DEW CONDENSATION BEHIND GLASS:

Power on the TFT product and set brightness to 100%. Turn off any automatic screensavers on PC or similar. During minutes the dew will be gone. To speed up the process, use a fan heater for a reasonable time. Do not overheat the TFT product.

Testing & Approvals Overview

These products have been tested / type approved by the following classification societies:

Type Number	Tests	Certificated by
HT B04PM STD-Ax Maritime Stand-alone Computer (Black Box 1)	EN60945 4th (IEC945 4th) IACS E-10	DNV - Det Norske Veritas LRS - Lloyd's Register of Shipping
HT B04CM STD-Ax Maritime Stand-alone Computer (Black Box 1)	EN60945 4th (IEC945 4th) IACS E-10	DNV - Det Norske Veritas LRS - Lloyd's Register of Shipping
HT 202P4 STD* Industrial Rack Computer	EN60945 4th (IEC945 4th) IACS E-10	ClassNK - Nippon Kaiji Kyokai DNV - Det Norske Veritas GL - Germanischer Lloyd BV - Bureau Veritas ABS - American Bureau of Shipping
HT 403P4 STD* Industrial Rack Computer	EN60945 4th (IEC945 4th) IACS E-10	ClassNK - Nippon Kaiji Kyokai DNV - Det Norske Veritas GL - Germanischer Lloyd BV - Bureau Veritas ABS - American Bureau of Shipping
HT 404XE STD* Industrial Rack Computer	EN60945 4th (IEC945 4th) IACS E-10	

**If ambient temperature is 0°C or lower, the unit must be preheated for at least one hour before turning on the unit.
To activate the automatically preheating circuit leave the AC power cable connected.*

Return Of Goods Information

Return of goods: (Applies not to warranty/normal service/repair of products)

Before returning goods, please contact your system supplier before sending anything directly to JHD. When you return products after loan, test, evaluation or products subject for credit, you must ensure that all accessories received from our warehouse is returned to JHD.

This applies to cables, powermodules and additional equipment except screws or similar, user manual, datasheets or other written paper documents. Furthermore, the product must not have any minor / medium or severe scratches, chemical spills or similar on the backcover, front frame or glass.

This is needed to credit the invoice 100%. Missing parts will not be subject for credit, and you will not get total credit for returned product. You will either be charged separately or the amount is withdrawn from the credit. If you noticed that our product missed accessories upon receipt, we are of course open for further investigation and positive solutions. If you decide to ship the missing items on the other hand, you will get 100% credit for that particular invoice or items received at JHD incoming goods control. Please contact our sales personnel if additional questions.

Current prices apply as per May 2004:

Signal Cable DSUB 15P Male or Female - Approx 1,8meters	Price: 170,- NOK each
Signal Cable BNC 5P - Approx 1,8meters	Price: 350,- NOK each
RS-232 serial cable DSUB 9P - Approx 1,8meters	Price: 80,- NOK each
Powercable 110 / 220 VAC (European or US standard) - Approx 1,8meters	Price: 50,- NOK each
Minor / Medium or severe scratches / chemical spill on backcover	Price: 1300,- NOK
Any scratch, chemical spill or similar on front frame (including glass)	Price: 2000,- NOK

(Prices are approx, and any deviation are evaluated during incoming goods control)

Approved packaging methods/materials: (Applies to all shipments to JHD)

When returning goods, please make sure you surround the product with the following material, whenever possible: Original packaging from JHD, firm foam material, bubble wrap or lots of PadPack paper or Foam chips/polyester wrapped in sealed plastic bags. In any case, always use a solid cardboard box to surround everything.

Not approved packaging methods/materials are: Foam chips, expanded polyester, clothes, nothing, or too little, or anything that will crumble and get into the ventilation holes of products and cardboard boxes that are not suitable to secure the product during shipment.

Terms

The Hatteland Group - Terms Of Sale And Delivery:

1) APPLICATION

The terms of sale and delivery include the following companies: Autostore AS, Jakob Hatteland Assembly AS, Jakob Hatteland Computer AS, Jakob Hatteland Display AS, Jakob Hatteland Logistics, Jakob Hatteland Supply AS and Jakob Hatteland Technology AS.

2) PRICE

a) The price is per each, if nothing else has been stated, VAT not included. Price is based on the prices from our suppliers, current custom rates, taxes, rate of exchange and international raw material prices. We reserve ourselves the rights to adjustments in case of alternation on the above mentioned.

b) Included in the price is the supplier's standard packing. In case of re-packing/smaller quantities we reserve ourselves the right to add an additional sum for warrantable packing according to CECC 0015 (Basic inspection for protection of electrostatic sensitive devices)

3) VALIDITY

If nothing else has been stated in our quotation, the offer is valid for 30 days from the date of quotation.

4) PACKAGE QUOTATION

A package quotation means that all the components offered, must be ordered by us. If one component or more are removed from the quotation, the prices given in the package quotation are not valid.

5) TERMS OF PAYMENT

Cash on delivery or payment in advance. Net granted for companies, schools and institutions only, according to agreement. In case of too late payment 1.5% interest/month will be charged. Seller has mortgage rights in the goods delivered until the purchase price, additional interests and charges have been paid in full. Accepted bill is not considered as payment until it has been honoured in full.

6) TIME OF DELIVERY

The quoted time of delivery is based on information from our suppliers. We disclaim any responsibility for the consequences of any delay or cancellation from our suppliers. Belated delivery gives not solely the right for cancellation.

7) DELIVERY POINT OF TIME

Goods are considered delivered to customer when handed over to charterer.

8) FREIGHT / PACKING / FORWARDING FEE

Jakob Hatteland Display AS charge NOK 50,- in forwarding fee for orders below NOK 1000,-.

For orders below NOK 1000,- Jakob Hatteland Supply AS charge freight according to expenses, and NOK 25,- for packing. For handling requested beyond ordinary hours NOK 250,- is charged. Express service is charged with NOK 100,- + freight charges. All the companies charge freight according to expenses for orders above NOK 1000,-. VAT not included.

9) COMPLAINT

By receipt customer must check goods for obvious defects which have to be claimed within 8 days from receipt. Otherwise acceptance of complaint can not be counted on.

10) GUARANTEE / SERVICES

Time of guarantee is calculated from our date of shipment, and applies to the extent that we are covered by our supplier's guarantee regulations. The guarantee does no longer apply if:

I) there has been encroached upon the goods without seller's consent

II) terms of payment is not fulfilled

III) the goods have been damaged due to unskilled treatment

IV) components which are sensitive for static electricity have not been unpacked and treated in a secure way.

Minimum requirements: CECC 00015's standards for handling of such components. The guarantee does not include fair wear and tear.

Terms

11) RESPONSIBILITY

Seller undertake to deliver faultless and functional capable goods according to existing technical specifications. Seller disclaim responsibility for any damage or loss which directly or indirectly may be caused due to failure or defect with the delivered goods, if carelessness from the seller can be limited up to the cost of the goods. The supplier's responsibility for defects with the supplied goods do not include secondary damage or loss.

12) CANCELLATION / RETURN

Binding sales contract is concluded when we have confirmed customer's purchase order. Any disagreements in our order confirmation must be reported to seller within 6 days. The agreement can not be altered without our permission, after acceptance from our supplier. If goods are wanted to be returned, a Return No must be assigned from seller. Returned goods without a Return No will not be accepted. By return of stock listed goods, 20% return fee is charged. Returned goods are shipped on customer's account and risk.

13) LOAN, RENT and DEMO

When borrowing of goods for demo/test, the date of return must be added to the document. If no date has been stated, date of return is two weeks from the date of the document. Before return, seller must be contacted for a Return No (RTK). Goods which have been sold with an agreed right of return within stated terms, shall also have a Return No. The Return No must be obtained before the stated date of return. Returned goods without a Return No, or which have not been packed in original packing, will not be accepted.

14) LIMITATIONS

If any of our suppliers claim limited delivery terms towards us, our terms of delivery will be restricted according to those.

15) SOFTWARE

Sold or borrowed software is not allowed to be copied or spread in other ways, without a written permission.

16) RE-EXPORT

Goods delivered from seller may be subject to special rules of exportation in their supplier's native country. Buyer is responsible to obtain necessary permissions for further export/re-sale.

17) QUESTION IN DISPUTE

To settle any dispute the Karmsund Herredsrett is approved the legal venue.

Terms

INSTRUCTIONS FOR THE CONSIGNEE

1) CONTROL

Control the goods immediately by receipt. Examine the quantity towards the invoice/packinglist/shipping documents. Look for outward defects on the packing which may indicate damage on or loss of contents. Control the container and the seals for any defects.

2) SECURING EVIDENCE

When defects on the goods have been found, evidence must be secured, and seller must be informed. Call the transporter and point out the defects. Add a description of the defects on the goods receipt, the forwarder's copy of the way-bill or on the driving slip.

3) RESCUE

Bound the damage. Try to restrict the damage and the loss. Seller will compensate expenses incurred due to reasonable security efforts in addition to damage and loss.

4) COMPLAINT

Write immediately a complaint to the transporter or his agent. Forward immediately the complaint to the transporter or his agent, and hold the transporter responsible for the defects. The complaint must be sent at the latest:

- for carriage by sea: within 3 days
- for overland / air transportation within 7 days

5) DOCUMENTATION

For any claims the following documentation is required, and must be forwarded to the company or their agent: invoice, way-bill and/or bill of landing, and/or statement of arrival, inspection document, besides a copy of the letter of complaint to the transporter.

Notes

**CAUTION**

This unit contains electrostatic sensitive devices.
Observe precautions for handling.

Computer Upgrading:

Customers who needs to open the computer to change PCI cards, install more memory, or set internal jumpers can do so without voiding the warranty. Before opening a unit's housing to remove or touch a board, proper ESD measurements must be taken.

1. Operator should ground himself by using a wrist band.
2. The wrist band should be connected to ground via a ground cord.
3. A one megaohm resistor, installed in the wrist connection end of the ground cord, is a safety requirement.
4. Alternatively an Static-dissipative ESD work mat could be positioned at the workplace.
The 3M™ 8501 Portable Field Service Kit is a good choice for this purpose.

All assisting persons who might come into contact with the endangered boards must also use the ESD equipment.

Revision History - HT 404XE STD

Rev.	By	Date	Notes
1	SE	14 Dec 05	First initial release.

Contact Information



KNOWLEDGE - QUALITY - ECONOMY

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