HANDHELD COMPUTER

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DA05 WinCE

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Quick Start Guide

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EMC and Safety Notice

Federal Communications Commission Radio Frequency Interference Statement

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause interference to radio communications. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ---Reorient or relocate the receiving antenna.
- ---Increase the separation between the equipment and receiver.

---Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

---Consult the dealer or an experienced radio/TV technician for help. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Any changes or modifications (including the antennas) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance with FCC RF exposure compliance requirements, avoid direct contact to the transmitting antenna during transmitting.

Countermeasures if interference occurs

You are encouraged to do the following if interference occurs while you are operating the device:

- 1. Turn OFF the unit and unplug the AC adapter from the outlet to see if the interference disappears.
- 2. Connect the AC adapter to the outlet in another room and check if the interference still exists.

- 3. Use an outlet that is far away from the interfered appliance.
- 4. Re-orient your computer in respect to the interfered appliance to see if there is improvement.

If all of these failed, please call your dealer for help.

CE

This equipment complies with the requirements set out in the Council Direction on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility (89/336/EEC). For the evaluation regarding the electromagnetic compatibility, the following standards were applied:

EN55022 +A2:2003 Class B EMI Conduction and Radiation EN61000-3-2 Harmonics EN61000-3-3 +A1:2001 Flicker (Voltage fluctuation)

EN55024 EMS

EN61000-4-2 +A2:2001 ESD EN61000-4-3 +A1:2002 RS EN61000-4-4 +A2:2001 EFT EN61000-4-5 +A1:2001 Surge EN61000-4-6 +A1:2001 CS EN61000-4-8 Power-Frequency Magnetic Field EN61000-4-11 +A1:2001 Voltage Dips and Voltage Interruptions

LVD EN60950-1 :2001

ETSI EN301 489-01 V1.4.1 EMC Standards for Radio Equipment

ETSI EN 301 489-17 1.2.1 EMC Standards for 2.4GHz Wideband Transmission Systems)

ETSI EN 300 328-2 V1.2.1 EMC Standards for Using Spread Spectrum Modulation Techniques

UL, TÜV

AC Adapter (EN60950 LVD is included in TÜV)

E-Mark

Registered e13

Material Safety and Recycling Notice

All materials used in the construction of this unit are recyclable or environmentally friendly. No mercury, cadmium, CFC or related materials were used in the manufacturing process or inside the product.

Please recycle the packing materials, and at the end of the unit's life, all other materials in accordance with the local regulations.

Please refer "Materials and Recycling" for the contents of the materials.

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GETTING STARTED

What's in the Box

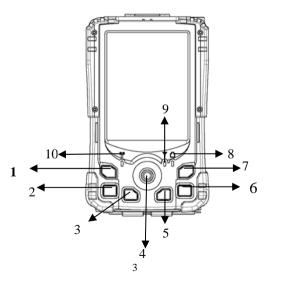
The following components come with your handheld computer. If anything is missing or damaged please notify the dealer immediately.

- 1. Handheld computer unit
- 2. AC adapter
- 3. AC power cord
- 4. User's guide
- 5. USB Data sync cable
- 6. Spare stylus(with tether)

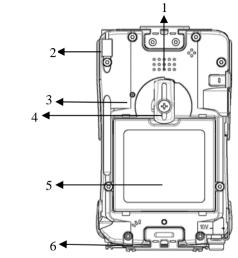
Quick Start

- Attach the AC adapter to AC outlet. The adapter LED indicates the power is ready.
- Insert the battery and then plug in the adapter to handheld computer. Orange charge LED will light up till the battery is full charged. Charging time will be about 4 hours. , It's recommended the battery is full charged before setting up.
- Press the power button momentarily to turn on this device.
- Follow up the instruction on screen to finish the basic setting.
- Press power button momentarily to turn OFF computer.

Controls, Indicators, and Ports Front:



- Wireless ON/OFF (Flight or button 3) Turn ON/OFF the wireless device (Option: WiFi, Bluetooth, GPS) Please turn it OFF at locations with wireless control (hospital, onboard airplane, etc.)
- 2. Button (User programmable)
- 3. Button (User programmable)
- 4. Navigator button
 [Left], [Right], [Up], [Down] 4 directions
 [Enter] at the center
- 5. Button (User programmable)
- 6. Button 4 (User programmable)
- 7. **Power Button** Suspend or Wake up the system.
- 8. D Battery charging status indicator(Charging: orange, Full: No light)
- 9. Ψ No this function in WinCE
- 10. WLAN/Bluetooth indicator(ON: blue)



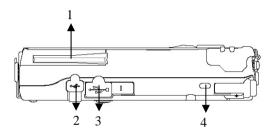
- 1. Speaker (under hand strap)
- 2. Stylus

Rear:

3. Reset Button

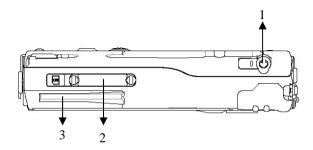
- 4. Battery knob
- 5. Battery
- 6. Microphone

Left:

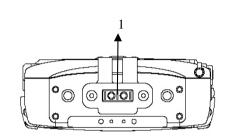


- 1. Wireless device antenna
- 2. USB client port Data sync with the computer.
- 3. USB Host port For Keyboard, USB Flash storage.
- 4. Kensington lock slot

Right:



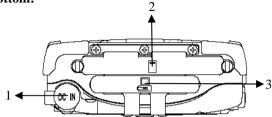
- 1. Microphone/Earphone jack
- 2. SD I/O slot (Secured Digital card and device)
- 3. 2nd antenna (optional)



1. Serial port or GPS antenna

Top:

Bottom:



- 1 DC jack
- 2 PCMCIA slot
 - One PCMCIA type II slot

CF (Compact Flash card) will be available by PCMCIA-to-CF adapter

3 Cradle docking connector Connection to cradle

Operating Environment and Ruggedness

A clean and moisture-free environment is preferred.

If it is necessary to work in a hostile environment, please make sure all ports are well protected from dust, moisture, or water. Proper isolation from extreme hazardous exposure is recommended.

The computer is designed with rugged features of vibration, shock, dust, and rain/water protection. However, it is still necessary to provide appropriate protection while exposing to harsh environments.

All connectors will decay or corrode if exposed to water or moisture. Corrosion is accelerated if the power is ON. Please take proper water-resistant measures for cable connections.

The DC jack is sealed type which may be operated with water splashing while DC power cord attached. All other port caps should be in place when no cable is attached. Regularly maintain the computer by cleaning dust, water, etc. will help keeping it in optimal condition.

Warning: There is no isolated compartment in SD slot, PCMCIA slot, and docking. These ports must be tightly sealed while working with dust/water.

COMPONENTS AND FUNCTIONS

AC adapter

When using the AC adapter:

- Use a properly grounded AC outlet.
- Use one AC outlet exclusively for the computer. Having other appliances on the same line may cause interference.
- Use a power strip with built-in surge protection.

The AC adapter automatically detects the AC line voltage (110V or 220V) and adjusts accordingly.

Battery

The computer will automatically switch to battery power when the external power source (AC adapter) is disconnected.

Battery Power Saving Tips

- Turn OFF the LCD backlight when it is visible with external light
- Lower the intensity of the backlight

• Shut down the computer when not to use for a longer time

Battery Low

When the battery is nearly exhausted, the computer prompts a window warning. Once the Battery Low warning occurs, please do either or all of the following:

- 1. Save and close the files you are currently working on
- 2. Plug in the AC adapter to recharge the battery
- 3. Swap a charged battery

Charge Battery

- 1. Plug in AC adapter will charge the battery automatically. If the battery is already full, the system will stop charge automatically.
- 2. Dock to optional cradle + adapter will charge battery, too. Cradle has a battery slot to charge another battery solely.
- 3. Connect USB client cable to laptop or PC to charge battery but it needs 15 hours above.
- 4. The USB client connector on cradle has not battery charging function.

Swap Battery

To swap the battery:

- 1. Turn power OFF
 - 2. Turn the battery knob counterclockwise to loose the battery
 - 3. Remove battery from compartment
 - 4. Insert a new battery
 - 5. Press the battery down and turn battery knob clockwise to lock it
 - 6. Press power button to turn ON the computer

Fix the stylus with tether

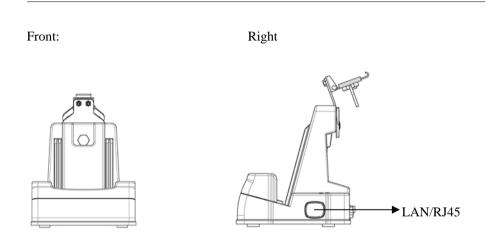


Optional Devices

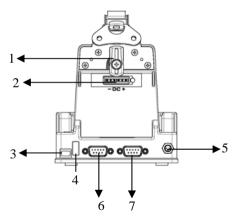
Cradle (optional)

Cradle is the device for docking, port extension, and battery charging. AC adapter may attach directly to cradle and charges the computer battery as well as spare battery.

There is a battery slot on the back of cradle to mount spare battery.



Rear



- 1. Battery Lock
- 2. Spare battery charger
- 3. USB Client

- 4. USB Host
- 5. DC IN
- 6. COM port
- 7. Optional COM port

Mount the cradle:

- 1. Computer should be power off before docking.
- 2. Open the rubber cap on the docking connector
- 3. Align the computer with cradle docking connector
- 4. Firmly push the computer down to engage the docking connector
- 5. Turn rotary latch to fix the computer

Remove from the cradle:

- 1. Turn loose the rotary latch to release computer
- 2. Pull away the computer either power is ON or OFF

Mount spare battery: (spare battery is optional)

Perform the same procedure as mounting primary battery on computer. Cradle will charge computer and spare battery simultaneously.

PCMCIA Slot

The computer accepts one type-II PCMCIA card. Insert the card firmly into the slot and fix the rubber cover for water/dust protection.

To remove the card, push the eject button to pop out the card. The eject button can hide into the compartment by pushing it inward gently.

It may be necessary to load PCMCIA card driver to enable the function.

Note: If the computer is working with dust, moisture, or water, to be sure to fix the *PCMCIA* rubber cap tightly with screws.

SD Slot

The computer accepts one SD card (Secured Digital Card).

Insert the card firmly into the slot and fix the rubber cover for water/dust protection. To remove the card, push the eject button to release it.

Note: If the computer is working with dust, moisture, or water, be sure to fix the SD rubber cap tightly with screws.

BASIC OPERATION

Get Help Tap ♣ → Help or get it from companion CD

Get the operation information from the list.

Synchronizing data with PC

Using ActiveSync, you can synchronize information on this device with information on the PC. ActiveSync is already installed on this device but you need to install it on your PC if your PC does not have it yet.

Download ActiveSync from this website.

http://www.microsoft.com/windowsmobile/activesync/activesync42.mspx

Follow the instructions to install ActiveSync. Once installation is complete, connect the sync cable to the device and plug it into your PC USB port.

Resetting the DA05

Soft Reset

To do a soft reset will delete any data that has not been saved in the ROM. But your saved files and programs are not deleted. Try a soft reset if the device does not respond when you tap the display or press a button. To do a soft reset, use the stylus to press the reset button on the rear.

Hard Reset

Notice: To do a hard reset will delete all the data stored in DA05 flash memory and any programs installed on DA05.

Do a hard reset if

- You want to restore the device to factory default settings.
- You forget the password and need to reset it.
- Your device is experiencing severe operational problems and you have attempted a soft reset.



To ao a nara reset

- 1. Press and Hold Key4 and use stylus to tape reset button (on the rear).System will enter Eboot mode.
- 2. Press Key5 to format Storage.

3. Use stylus to tape rest button(on the rear) to reboot System



Using Wireless LAN (option)

Connect to Internet:

Turn on the Wireless Signals.

- **1.1** Press "Wireless" button on the DA05 keypad and screen will pop up a "Wireless Manager" dialog. (Figure 1-2)
- **1.2** Tap "On" button to enable wireless function and screen will pop up a "WLAN11G1" dialog. (Figure 1-2 & Figure 1-3)
- 1.3 Select a property wireless AP as "Figure 1-3" is called "CreTE_WL300".
- **1.4** Tap "Connect" button and it prompts you a "Wireless Network Properties" dialog.
- 1.5 Select "The key is provided automatically" checkbox to disable. (Figure 1-4)
- 1.6 To input correct password on "Network key" item to make wireless

function available. (Figure 1-5)

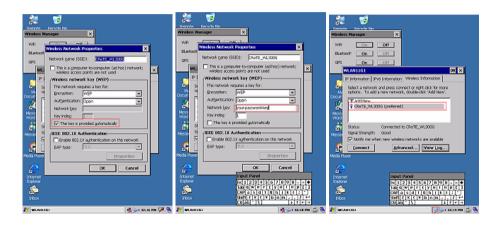
- **1.7** If you enter "Network key" is correctly then you can see "CreTE_WL300" icon shown connected status. (Figure 1-6)
- **1.8** Now you can use "Internet Explorer" to surfer World Wide Web that for you want. (Figure 1-7 & Figure 1-8)



1.1

1.2

1.3



1.4

1.5

1.6

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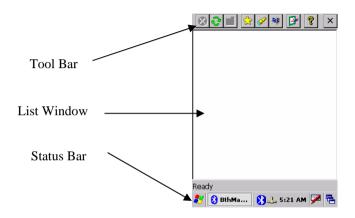
1-7

1.8

# Using Bluetooth (option)

#### Turn on the Wireless Signals.

- **1.1** Press "Wireless" button on the DA05 keypad and screen will pop up a "Wireless Manager" dialog.
- **1.2** Tap "On" button to enable Bluetooth function
- **1.3** When the bluetooth manager is run, a new window appears and a bluetooth icon appears in the task bar. This window contains a toolbar with some icons, a status bar, and a list window :



### The toolbar

1	2	3	4	5	6	7	8	9	
---	---	---	---	---	---	---	---	---	--



- 1 Stop the current action
- 2 Refresh
- **3** Parent Folder(FTP)
- 4 Show favorite list
- 5 Show distant devices
- 6 Show the about box
- 7 Configure the application
- 8 Show local service
- 9 Shut down



State : What the bluetooth manager is doing Working indicator : For long task (Inquiry, Connection) Distant device : With which device the bluetooth manager is currently connected

## **Inquiry devices**

When the application is started, you need to click on it to start inquiry remote Bluetooth devices. The devices found are shown in the main window. They are

represented by an icon (showing what class of device they are: computer, laptop, pda, audio device) and the name of the device.

Once you have clicked one time on all futures clicks will show devices without inquirying (to decrease search time). To inquiry again remote bluetooth devices you

must refresh the list by clicking on 3. (Note : All the coupled devices are shown without inquiry)

In the list, after an inquiry, some device class and name can be not found. You can update this by right clicking on the device and select update in the contextual menu:



During an inquiry, you can stop it by clicking on the the 🔯 icon.

## **Device pairing**

The device pairing can be done in three ways :

• We want to be paired with another distant device

For that the distant device must be in the list window to be paired with the current device. Right click on the selected device and click on pair



A new window appears to insert the pin code. The pairing can be canceled by clicking on the close button or started by clicking on the OK button (after typing a pin code).



• A distant device try to pair with the current device (with no Auto Pin Code)

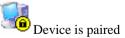
When a device try to pair with the current device, a new window appear to enter the pin code selected by the distant device.

• A distant device try to pair with the current device (With auto Pin Code) In this case, the user is not invited to type a pin code. It is automatically typed for him.

After the pin code is typed (or auto typed), there is two issues :



Device is not paired



## **Properties and configuration**

### Local services

#### General

In the Bluetooth Manager v1.5, there are three local services proposed to distant devices:

SPP (Serial Port): A distant device wants to establish a serial connection with the local device

OPP (Object Push): To receive files and contact information card

FTP (File Transfer): To access to local directories, files and upload files and create directories

Note : the OPP and FTP profil cannot be separated : You cannot deactivate one without deactivate the second.

Click on , to administrate local services. Local services are shown in the list view with a specific icon and an explicit name.

You can activate or deactivate a local service by double-clicking it or by right clicking it and selecting the Start or stop item from the contextual menu.





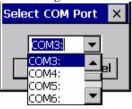
Serial Port The local service is activated

You can also configure the service by selecting the Properties Item when you right click him.

### SPP Profile

Load the SPP Server : If the Auto Server COM Port is not checked (cf. 0. Application properties)

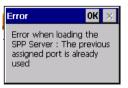
• The application shows a dialog box with all the available port COM



- Select the COM Port to be mapped with the SPP Server
- The Serial Port profile is activated



If the Auto Server COM Port is checked, the serial Port profile is activated with the last used COM Port for the SPP Server profile. If it is not available, an error appears.



If the service is connected you can know the COM port assigned by selecting "Properties" in the contextual menu of the service.

Properties	ок 🗙
Serial Port	
Serial port p	orofile
Connected on :	COMO

FTP Profile

You can change the directory of the FTP server (directory seen by distant device) in the service properties (Contextual menu)



#### **OPP** Profile

You can change the directory where the File sent by distant device will be put.

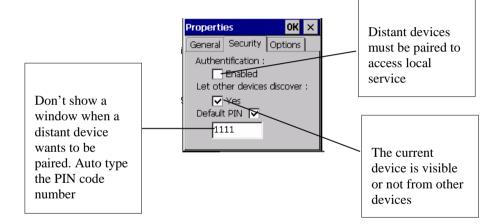
a	Properties OK X
	Select OPP Folder
( Ŋ	Select the
	V Documents\DefaultInbox

## Local device properties and configuration

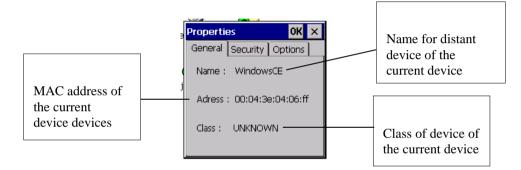
Click on **P**, to see:

- the local device properties (MAC address, name and device type)
- application option (start minimized, Auto assigned COM port number for client SPP and server).
- security options of the bluetooth manager

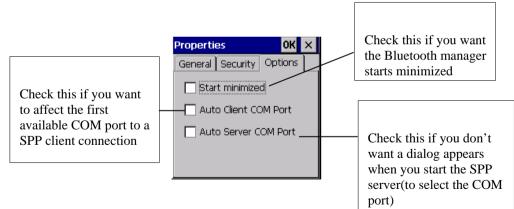
#### Security properties



#### General properties



### Application properties



#### About Box

Click on the **?** icon if you want some general information about the bluetooth manager:

- Version
- License information

About	ок ×
🔥 GUI	h Manager : v1.5 : v1.5
Licensed	d to :
	Source License
Licensed featur	res :
Client SPP Client OPP Client FTP Client DUN	
Serveur SPD	
	Copyright © 2006

### **Distant device properties**

You can have general information on a distant device (like the General tab of the Local device properties) by selecting "properties" in the contextual menu of the distant device.

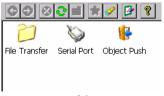


### **Distant services**

## **Services Inquiry**

To inquiry the services available on a distant device, you have to double click on this one. After that, the bluetooth manager inquiries (it indicates this in the status bar) for all the services (among SPP/FTP/OPP/DUN) of the distant device. You can stop the

inquiry with the kicon. You can also refresh the list of services by clicking on the icon.



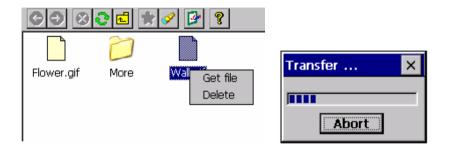
### File Transfer

To use this service, double click on the File Transfer icon or choose connect on the contextual menu (right click). Then, the bluetooth Manager tries to connect to the distant service. If the connection is successful, the root directory shared by the distant will be shown in the list view. You can browse the device by double clicking on the

remote folder and go to the parent directory with

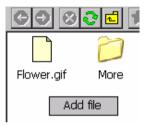


To get a file, double-click or choose "Get File" from the contextual menu. A window is displayed to indicate the transfer state.



The file is downloaded by default to the "\My Documents\Bluetooth\Ftp" directory. You can change this one with the FTP properties (contextual menu of the File Transfer service).

You can upload a file to the distant device by right-clicking on a whitespace of the listview and select Add file.



You can also delete a file by selecting delete on his contextual menu.

## **Object Push**

To use this service, double-click on the distant service or select "Push file" on the contextual menu. Then you can choose the file to transfer.



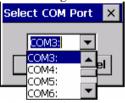
### **Serial Port**

To use this serial service, double-click on the icon or choose "Connect" from the contextual menu.

If the Auto Client COM Port is not checked (cf. 0.

Application properties)

• The application shows a dialog box with all the available COM



If the Auto Client COM Port is checked (cf. 0.

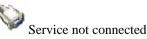
Application properties)

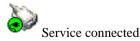
• The Application selects automatically the first avalaible COM port in the system.

If the connection is successful a messagebox appears:



The status of the service (connected or not) is displayed as shown below:





When the service is on, all applications could use the virtual COM port. To know the COM port setting, select properties in the contextual menu.

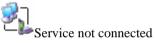


When connected, the Manager can still be used as usual.

## **Dial-Up Networking**

To use the Dial-up Networking service, double click on the icon or choose "Connect" in the contextual menu. The first avalaible COM port in the system is assigned to the DUN profil on the selected device.

The status of the service (connected or not) is displayed as shown below:





Service connected

When connected, the Manager can still be used as usual. A modem associated to the COM port used by the service is created and can be used to establish a Dial-Up connection. To know the COM port settings, select properties in the contextual menu.

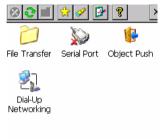
Properties OK	× Modem ×
Serial Port	My Connection
Connected on : COM3	Select a modem: BT Modem on Rezaa-P COM3: BT Modem on Rezaa-P COM3: Hayes Compatible on COM1:
	TCP/IP Settings Security Settings
	< <u>B</u> ack <u>N</u> ext >

The modem created by the Manager is displayed in the list of available modems for Dial-Up connection when making a new connection ("Make New Connection" icon in the "Network and Dial-Up Connection" system window).

### **Distant disconnection management**

When a connection, previously established, is shut down by the distant host (manual disconnection or connection loss due to distant device shutting down or due to a weak signal), the user is notified of the disconnection and the Manager attempts to reconnect during a time t (by default, 1min30). The notification is made by a pop-up window and by changing the icon associated to the disconnected service.





### **Connection shortcuts management**

Shortcuts associated to defined services on defined devices make establishing connections with distant devices easier. A shortcut can be created by selecting the

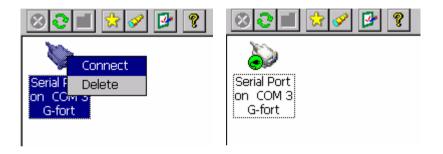
"Create Shortcut" item in the contextual menu of a connected service. If the shortcut already exists, a notification is displayed. If the shortcut is successfully created, a notification is also displayed.



The *button* in the tool bar displays the connection shortcuts list. The service, the device and, eventually, the COM port are used in the shortcut name.



To establish a connection from the shortcut, double-click on the icon or select "Connect" in the contextual menu. Once the connection is established (even if the connection is not successfully established), the display is switched to the services list associated to device linked to the shortcut. The connection status of the service (connected or not) is displayed not only on the service icon but also on the associated shortcut icon. However, disconnection can only be performed from the service contextual menu.



Shortcuts can be deleted by using the "Delete" item of the contextual menu. The user must confirm the deletion.



The content of the shortcut list is saved between executions of the Manager.

### **Stop the Bluetooth Manager**

When the BlueTooth Manager window is closed (by the close button X), the application is still running in the background. To display or stop it, click on the BlueTooth icon on the Windows bar and select: "Show" or "Exit". You can also display it by starting again the application



# **SPECIFICATIONS**

### CPU

Intel Bulverde PXA270 CPU speed 624MHz

#### Memory

RAM	128MB
ROM	128MB
Display	
Type:	4" Active TFT Transflective Color LCD
Resolution:	480 x 640 pixels
Color:	64K
Backlight:	LED
<b>Touch Screen</b>	
Type:	Resistive

Interface:	Serial
I/O ports	
USB 2.0 port	
USB client port	
Serial port	
Audio ports (Micro	phone/Earphone)
PCMCIA slot (type	II x 1)
SD slot	

### System Unit Dimensions and Weight

Width:	90mm (W 3.5")
Depth:	150mm (H 5.9")
Height:	33mm (D 1.3")
Weight:	450g (15 oz.)

## AC Adapter

Voltage:

AC 100~240 V

Frequency:	50/60 Hz
Output Voltage:	DC 12V 3.75A
Maximum Power:	45 Watts
Dimension:	108mm (4.2" W) x 56mm (2.2" D) x 34mm (1.3" H)
Weight:	270 g (9.5 oz.)
Battery	
Type:	Lithium Ion
Capacity:	3.7V 3900mAH
Dimension:	71mm (W 2.8") x 64mm (D 2.5") x 12.3mm (H 0.5")
Weight:	108 g (3.8 oz.)

## **Materials and Recycling**

Materials of the computer are as follows:

Cabinet:	Aluminum alloy ADC-12 or A380,
	Magnesium alloy AZ91D,
	UL grade PC+ABS GE C6200 or TN-3813BW
Bracket:	Aluminum 5052
	Steel with Nickel plating
	Stainless Steel S304
Cushion pad:	Nature rubber
PCB:	FR-4, UL 94V0
Battery:	Rechargeable Lithium Ion
Packing:	Carton: Unbleached paper
č	User's Guide: Recycled/Recyclable paper

Please recycle the parts according to local regulations.

### **Environmental Ratings**

Temperature:	DA05I: $0^{\circ}C \sim 45^{\circ}C (32^{\circ}F \sim 113^{\circ}F) \text{ operating}$ $-20^{\circ}C \sim 60^{\circ}C (-4^{\circ}F \sim 140^{\circ}F) \text{ storage}$ DA05M: $-20^{\circ}C \sim 50^{\circ}C (-4^{\circ}F \sim 140^{\circ}F) \text{ operating}$ $-40^{\circ}C \sim 70^{\circ}C (-40^{\circ}F \sim 158^{\circ}F) \text{ storage}$
Humidity:	5 ~ 95% Non-condensing operating 95% maximum storage
Altitude:	$0 \sim 12,180$ meters ( $0 \sim 40,000$ feet) operating and storage

# MAINTENANCE / SERVICE

## Cleaning

Always turn OFF the power, unplug the power cord and remove the battery before cleaning.

The exterior of the system and display may be wiped with a clean, soft, and lint-free cloth. If there is difficulty removing dirt, apply non-ammonia, non-alcohol based glass cleaner to the cloth and wipe.

An air gun is recommended for cleaning water and dust. For salty water please wipe with fresh water then blow-dry with an air gun. Close all caps tightly before water cleaning.

# Troubleshooting

Should the computer fail to function properly, you may try the following troubleshooting steps: (Please backup your data before troubleshooting)

- Check AC adapter, battery, and the power source.
- Press hardware reset to re-boot the computer.
- Turn OFF the master switch for a while then turn ON and re-boot.

• Remove the software suspected.

# **RMA Service**

If troubleshooting is unsuccessful, please consult your dealer for service

If it is necessary to send in the computer for repairs, please follow the dealer's instructions for RMA# procedure.

Shipping instructions:

- 1. Use the original shipping container and packing materials, if possible.
- 2. If the original packing materials are not available, wrap the equipment with soft material (e.g., PU/ PE form) then put the wrapped equipment into a hard cardboard shipping box.
- 3. Include a sheet with the following information: (Note: please keep a copy for your record)
  - Name
  - Address
  - Unit serial number
  - Place and date of purchase or the original invoice number
  - Date of failure

- A DETAILED description of the problems you have encountered
- A list of the hardware/software configuration, if applicable.
- 4. Clearly mark the outside of the shipping box with the RMA number. This will facilitate faster processing and avoid faulty return.
- 5. Unless prior arrangements have been made, the customer is responsible for all shipping costs. Unauthorized use of the company's shipping accounts is not permitted.

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