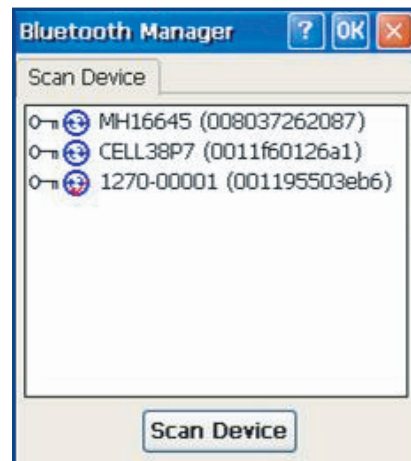


# Operation Guide

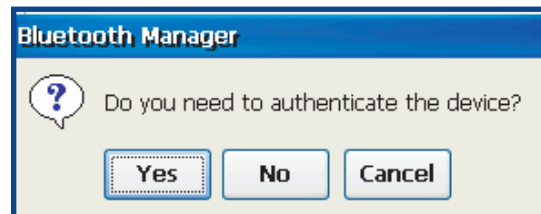
## WIRELESS & BLUETOOTH OPTIONS (CONTINUED)

### Using BlueTooth (Continued)

8. Use this applet to locate peripheral or delete Bluetooth partnership.
9. Click on Scan to locate peripheral.



10. Authentication might be required, refer to your supervisor for authentication and identification codes.



11. Once authentication is completed, the device will be active.



# Adaptable Endcap Options

---

Part Number	Description
CE5B-CAM00	Camera 1.3MP with Flash
CE5B-CAM10	Camera 1.3MP with Flash & GPS
CE5B-FLX01	LEMO connector
CE5B-GPS00	GPS, USB Host & Headset
CE5B-IMG00	1D/2D Barcode Reader
CE5B-IMG10	1D/2D Barcode Reader & GPS
CE5B-LAS00	1D Laser Scanner
CE5B-LAS10	1D Laser Scanner & GPS
CE5B-USB11	USB Host Connection & Audio Jack



# Adaptable Endcap Options

## BARCODE READERS

### Laser Scanner

The 'Laser Scanner' function will depend on the application used and a special software driver. Refer to your application's User Guide for further instructions. Information included are basic scanning instructions.

Refer to the diagram to the right for right and wrong scanning methods.

### Testing the Laser Scanner

1. To test the Laser Scanner, click on:
  - a) Start
  - b) Program
  - c) DAP Utilities
  - d) CE Pad
2. To activate scanner, point the top of the unit toward the barcode label needed to be scanned.
3. Press the 'SCAN' (F3) Key and move the unit back and forth so the beam completely crosses the label.



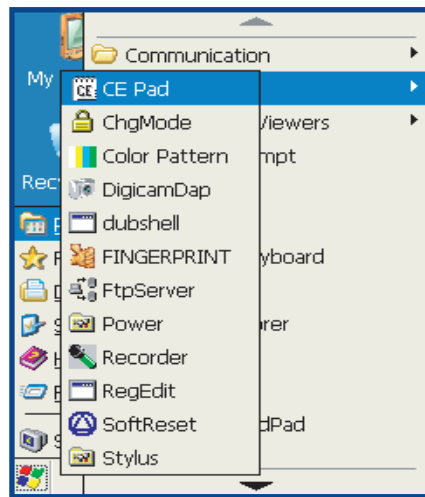
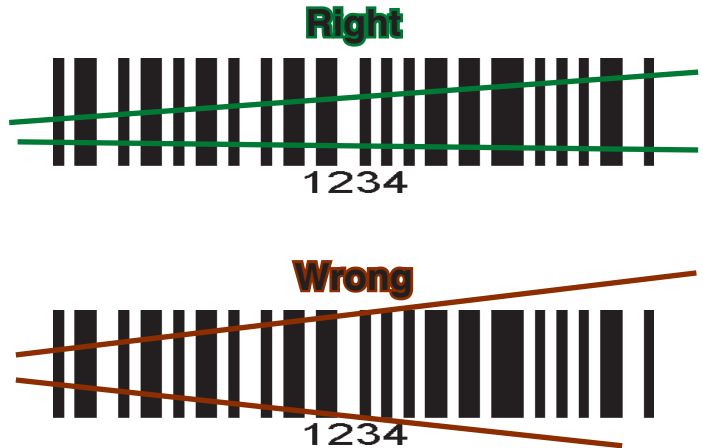
4. Once the label has been decoded, the unit will sound a short 'beep'.

**Note:** If you keep the F3 button pressed for too long, the unit will stop scanning by itself after a few moments. The unit will sound two (2) beeps to indicate that no barcode has been detected.

**Advanced Users:** Refer to the CE5000B Technical Guide for further instructions on programming.

### CAUTION

- Avoid Exposure to Laser Light Beam.
- Do not intentionally look into the Laser Light Beam.



# Adaptable Endcap Options

## BARCODE READERS (CONTINUED)

### 2D Barcode Reader

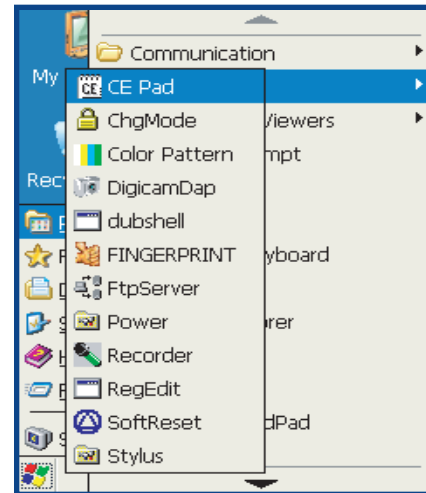
This special option is usually installed and configured in-house at the manufacturer's.

The 2D Barcode Reader is primarily controlled by the client application and a special driver. Therefore, please refer to your application specialist or supervisor for further instructions.

**Note:** You may also refer to the CE5000B Technical Guide located on DOCUDAP for further instructions on programming.

### Testing the Reader

1. To test the reader, click on:
  - a) Start
  - b) Program
  - c) DAP Utilities
  - d) CE Pad
2. Hold the unit steadily at a distance of 10 cm (4 in), from the barcode
3. To activate reader, press the F3 Key.



### **WARNING**

Do not move the unit while reading or unit will not be able to read barcode.

**Note:** Unlike the laser scanner, the 2D reader does not “swipe” the barcode, but rather, it takes a reading much like a “photograph” which is then recognized and interpreted by the unit. Reading a barcode can be taken from any angle.

The 2D Barcode Reader will emit a red beam allowing the user to adequately focus on the barcode needing to be read.

Once the reading has been completed, the device will emit a sound. The numeric code will then be displayed on the screen.

You can release the trigger at any time to cancel the reading.

# Adaptable Endcap Options

---

## GPS

This special option is installed by DAP Technologies.

GPS (Global Positioning System) is a “constellation” of 24 well-spaced satellites that orbit the Earth and make it possible for people with ground receivers to pinpoint their geographic location. The location accuracy is anywhere between 100 to 10 meters for most equipment.

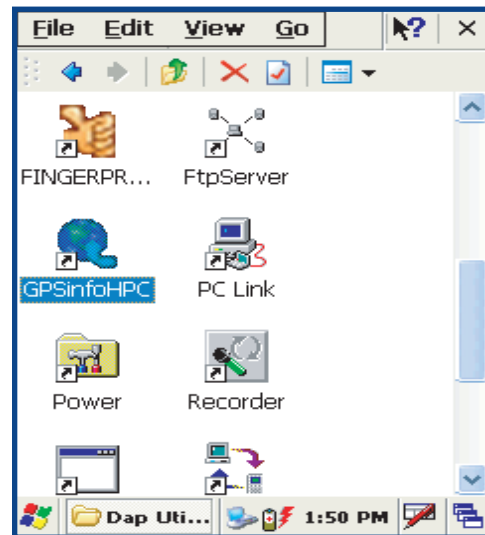
**Note:** This device **does not** provide navigation utilities or software and is usually controlled by the client application or software. Contact your application specialist or supervisor for further instructions for use.

## Testing the GPS

1. Position unit at a 45° angle.



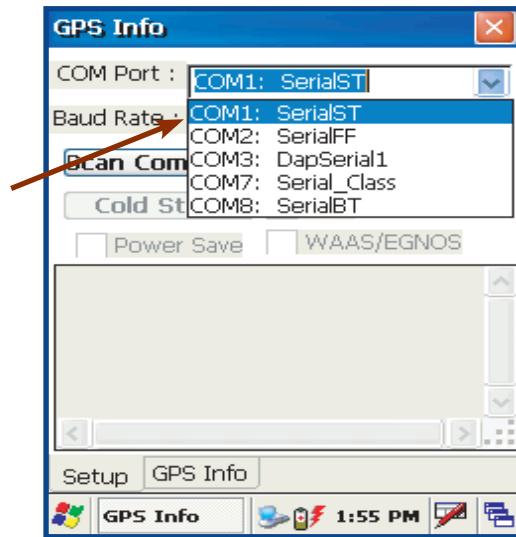
2. Click on:
  - a) Start
  - b) My Device
  - c) DAP Utilities
3. Double-click on **GPSinfoHPC** to start.



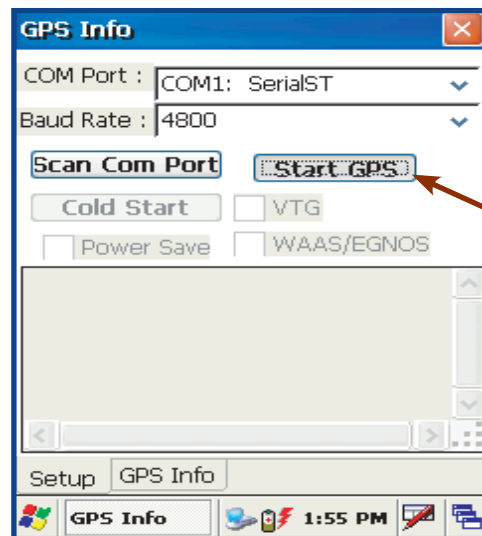
# Adaptable Endcap Options

GPS (CONTINUED)

4. Select COM Port: **COM1: SerialST**



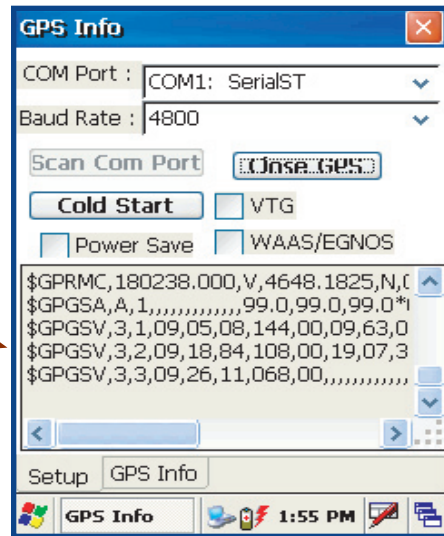
5. Click on "Start GPS"



# Adaptable Endcap Options

## GPS (CONTINUED)

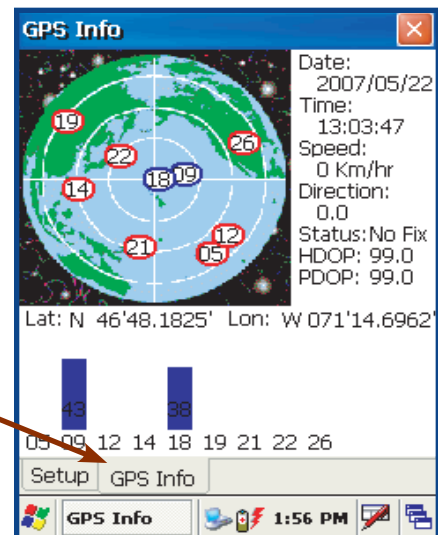
- The following data stream indicates that the GPS is identifying the location.



- Click on **GPS Info** Tab for coordinates.

**Note:** If the unit has just been re-started, it could take up to a few minutes to obtain the location coordinates.

**Note:** Location will be provided using longitude and latitude coordinates



# Adaptable Endcap Options

## CAMERA WITH FLASH

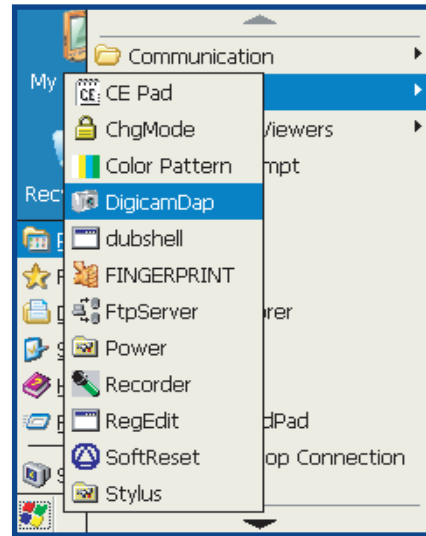
The camera with flash will allow to photograph indoors, outdoors or in darker areas. While in darker areas, activate flash prior to taking a photograph.

**Note:** This device is installed by DAP Technologies and is controlled by the client application or software. Contact your application specialist or supervisor for further instructions for use. Below are basic instructions to validate functionality.

### Testing the Camera

1. Click on:

- a) Start
- b) Programs
- c) DigiCamDap



2. A preview window will display to visualize the area to photograph. Center image in window prior to photographing.
3. Click image to photograph.
4. Once photograph is taken, it will be saved by default in the **TEMP** folder.
5. Drag and drop to folder of choice.





# Adaptable Endcap Options

---

## LOW FREQUENCY RFID

RFID is short for **R**adio **F**requency **I**dentification, a technology similar to bar code identification. This system consists of an antenna and a transceiver which read the radio frequency and transfers the information to a processing device, a transponder or "tag". These systems can be used just about anywhere from clothing tags to missiles to pet tags to food --- anywhere that a unique identification system is needed.

The RFID option can read several different identification tags at a distance of approximately 5 to 10 cm (2 to 4 in) however, the distance at which the unit may read will depend on the size and type of the tag.

**Note:** This device is usually installed in-house at the manufacturer's and is controlled by the client application or software. Contact your application specialist or supervisor for further instructions for use.

## HEADSET

The Headset adapter comes standard on all Adaptable Endcaps. This option provides the following:

- a) To hear the clicks and sounds of the keyboard
- b) To record messages
- c) or to listen to instructions

**Note:** The CE5000B unit will support Mono Headset adapters. (Headsets that are usually compatible with Cellular telephones).



## USB HOST

The USB Host comes standard on all Adaptable Endcaps.

**Note:** This device is controlled by the client application or software. Contact your application specialist or supervisor for further instructions for use.

This option allows to connect any USB Key, USB Keyboard or USB mouse and most digital cameras. Any other peripheral will require a USB driver (**not provided**).

# Advanced Settings

## ADVANCED BATTERY OPTIONS

### To See Power Remaining

1. Under Windows CE 5.0, click on:
  - a) Start
  - b) Settings
  - c) Control Panel
  - d) Power
  - e) Battery

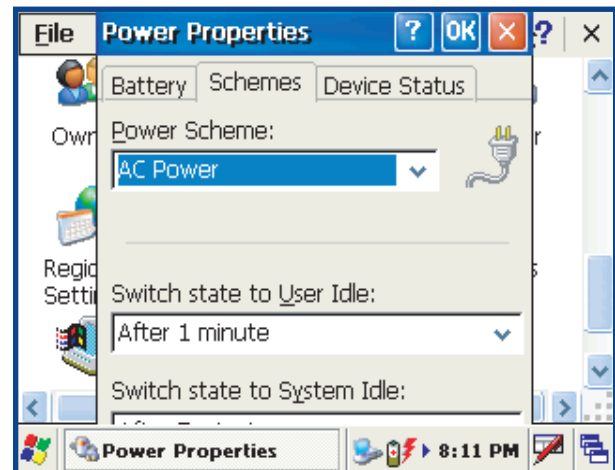


### Preserving Power

It is possible to extend battery life by modifying the power delays of the unit, screen and backlighting settings.

To configure power settings:

1. Click on the “Schemes” Tab.  
**Note:** Move Scroll bar up or down, or click the up or down arrows to see the entire menu.

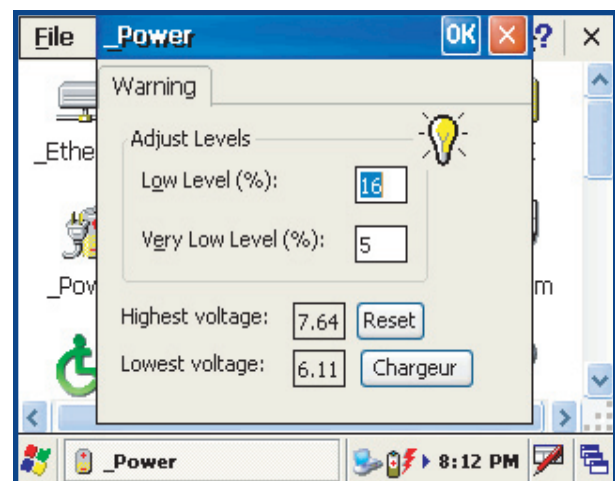


### Battery Power Management

All CE5000B units are delivered with a calibrated Main Battery.

1. To setup the screen and backlight delays, click on:
  - a) Start
  - b) Settings
  - c) Control Panel
  - d) \_Power
  - e) Power Off
2. Define “Low Level” & “Very Low Level” as per your selection and applications used.

**Note:** The default settings are 16% for “Low Level” and 5% for “Very Low”.



# Advanced Settings

---

## BACKGROUND DISPLAY AND CONTRAST ADVANCED SETTINGS

The Screen display has been configured to ensure lighting is optimized in all possible environments and conditions. However, in extreme conditions and outside the normal temperature range of -20°C to +50°C (-4°F to + 122°F), manual readjustment might be necessary.

In extremely low temperatures, press the Blue Key



followed by the Tab Key



## ACTIVESYNC COMMUNICATION

Using the Microsoft ActiveSync communication, it is possible to transfer files between a desktop computer and the CE5000B unit. Communication is possible through the serial port or USB client.

**Note:** With Microsoft Outlook 2002 or later, it is also possible to synchronize information between the desktop computer and the CE5000B unit.

### ActiveSync Setup

**Note:** ActiveSync Client is already installed on the unit and the “ActiveSync Host” must be setup on the desktop computer in order to function. If the host is not installed on the desktop, follow the instructions below.

1. Download the latest version of the Microsoft ActiveSync Software from one of the following sites:

- a) From the **Microsoft Web Site**
- b) From **DAP Technologies Customer Support Web Site @ [www.daptech.com](http://www.daptech.com)**

**Note:** It is strongly recommended to use ActiveSync 3.8 or higher.

2. Once download is complete, launch the ActiveSync “**Install**” program. A screen will appear prompting you to Setup Microsoft ActiveSync Program.

3. Click **Next**

4. A screen will appear prompting you for what folder to save the program. The **default folder** is recommended.

5. Click **Next**

6. Once installation is completed, click “**Finish**”. If prompted “Create Partnership between Desktop and CE Device”, Click “**Cancel**”.

7. Once the installation has been successfully completed, the ActiveSync Applet will be displayed on your desktop and an icon will be added to your Task Bar. (The Software program will also be available through the Start Menu).

---

### **WARNING**

**Do not** connect your CE5000B unit until the installation has completed.

---

# Advanced Settings

## PARTNERSHIP WITH ETHERNET CRADLE

**Note: The “Ethernet Partnership” is only possible with ActiveSync 3.7 or 3.8.**

The Ethernet connection requires the use of a cradle model # CBCE540BE and an Ethernet cable connected between the cradle and your network. Refer to the “**using the Cradle**” section for further instructions.

An initial Ethernet connection normally requires a “Partnership” with your “Host” computer using a serial or USB port. DAP Technologies has made these following programs available to assist in the creation of the “Ethernet Partnership” when using the Ethernet cradle:

- SetPartnerShip.exe (Already installed on the CE5000B unit)
- PartnerShip Server.exe (This program must be downloaded)

### Download PartnerShip Server.exe

1. Go to <http://www.support.daptech.com>
2. Refer to CE.NET PUBLIC DOWNLOAD
3. Copy to a folder that will be easily accessible; e.g. Desktop Folder.

### Create first Ethernet partnership

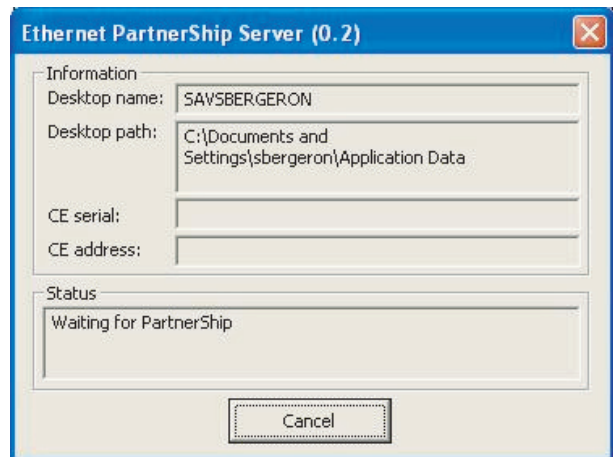
1. Install the CE5000B unit into its Ethernet Cradle and wait until the network has been detected.



Click on arrow to see more icons if network icons are not visible.

Network connection is established.

2. Launch **PartnerShip Server.exe** on the Host computer.



# Advanced Settings

---

## PARTNERSHIP WITH ETHERNET CRADLE (CONTINUED)

3. To establish PartnerShip, click on:

- a) Start
- b) Communication
- c) Set PartnerShip

4. The Ethernet PartnerShip should be established within a few seconds.

**Note:** This procedure needs only to be done once to create the first "PartnerShip".

5. To launch ActiveSync, click on:

- a) Start
- b) Program
- c) Communication
- d) ActivSync

**Note:** For subsequent connections, simply follow step 5 to start ActiveSync.

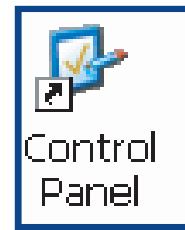


# Advanced Settings

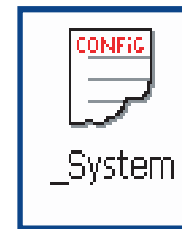
## ADVANCED USER INFORMATION

To obtain the most current technical information on your CE5000B unit, you must first register your unit @ [DocuDap Technical Web Site](#).

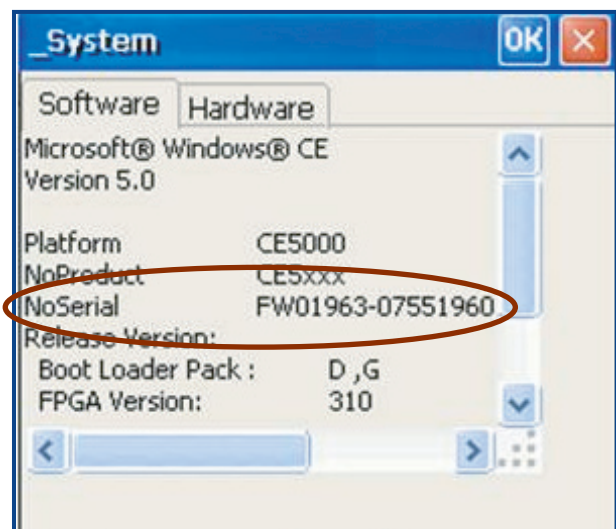
1. Click on Control Panel.



2. Click on the \_System Applet.



3. From this \_System Applet Window, note the 16 digit serial number.



4. Start your Internet Browser.

5. Go to:  
<http://www.daptech.com/DocuDap>

# Advanced Settings

## ADVANCED USER INFORMATION (CONTINUED)

6. Click on **“Register a Serial number or Access Code”**.

Username:

Password:

[Register a serial number or access code](#)

[Forgot your Password?](#)

7. Enter your CE5000B unit's serial number noted earlier.
8. Enter a valid Email address and your user information and password will be forwarded to you.

DocuDap PARTNER ZONE

Enter your serial number or access code:

[← Back to DocuDAP login](#)

Serial:  -

Email:

If you are experiencing difficulties, please contact DocuDAP@daptech.com for assistance.

9. Return to DocuDap Login and enter the information that was provided to you and click **“Submit”**.
10. You may now surf the Technical Web Site for more technical and advanced user information.

Username:

Password:

[Register a serial number or access code](#)

[Forgot your Password?](#)








# Companion Programs

---

This section lists several programs that are included with the CE5000B unit and provides a brief description of their functions. However, **Not all programs are covered.**

It is **not** the intent of this User Guide to describe the applications included. Please refer to [DAP Technologies Technical Web Site](#) for further instructions on DAP Technologies programs included or the [Microsoft Web Site](#) for Microsoft Programs included.

## DAP CE5000B PROGRAMS





Icon	Name	Definition
	CE Pad	A Small Test Editor.
	Color Pattern	To verify color screen quality.
	Power Remaining	Display Power Applet.
	Soft Reset	Reset the unit. The supervisor mode is required.
	Recorder	Allows you to playback wave files and recorded messages.
	Change Mode	Switch between the User and Change mode.
	Digicam	Camera Utility.





# Companion Programs

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## MICROSOFT PROGRAMS

Icon	Name	Definition
	Inbox	Send and receive Emails by synchronizing Desktop with CE5000B unit.
	Microsoft Viewer Suite	Will display Excel files, images, PDF, PowerPoint and Word files.
	Internet Explorer	Surf the Web by synchronizing pages with desktop computer or by connecting to Internet.
	Media Player	Play music or video files.

# Troubleshooting Guide

Problem / Failure	Recommended Action
<p>Low Battery Messages on the Main Battery.</p>	<ol style="list-style-type: none"> <li>1. Still some power remains but it is recommended that you replace the battery before Data is lost.</li> </ol>
<p>If neither of these 2 icons appear in the Task Bar when using Ethernet Cradle.</p> <div style="text-align: center;">  </div>	<ol style="list-style-type: none"> <li>1. Verify Network cable is connected on the back of the cradle.</li> <li>2. Verify Network cable is not defective.</li> <li>3. Ethernet on-board adapter may be deactivated or in Power Save Mode.</li> </ol>
<p>The screen is blank and keyboard does not sound the 'beep' when a key is pressed.</p>	<ol style="list-style-type: none"> <li>1. Verify that the unit is turned on.</li> <li>2. Verify that the battery is fully charged.</li> </ol>
<p>The unit does not turn on when pressing the F1 key.</p> <div style="text-align: center;">  </div>	<ol style="list-style-type: none"> <li>1. Verify batteries --- batteries may need re-charging. Once unit is placed on the charger, the unit should turn itself on in the next few seconds and re-start the operating system.</li> </ol>
<p>The PC Card does not connect.</p>	<ol style="list-style-type: none"> <li>1. Verify that the PC Card is inserted properly. Refer back to "Using PC Cards" section for further instructions.</li> </ol>
<p>The display contrast is very weak or background very dark.</p>	<ol style="list-style-type: none"> <li>1. Verify the display contrast settings are appropriately set. Use the contrast keys to adjust the settings. (Refer to "<b>Background Display and Contrast Advanced Settings</b>" for further instructions.</li> </ol>
<p>The unit does not turn off automatically or manually.</p>	<ol style="list-style-type: none"> <li>1. Verify unit is properly connected to the charger.</li> <li>2. Verify "shutoff" feature is properly configured.</li> </ol>

# Storage & Maintenance

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The CE5000B Unit is a reliable product requiring little maintenance. Only occasional replacement of the battery and the carrying strap is required.

---

## WARNING

There are no user-serviceable parts inside the CE5000B Unit. Do not try to repair the unit as this may affect proper functioning as well as **void** the warranty.

## STORAGE

- If the unit is not going to be used for a few days or more, it is recommended to keep the unit directly on the charger.
- If the unit is not going to be used for a few weeks, it is strongly recommended that the unit be fully charged and stored in a location where the temperature will be between +20°C (+68°F) to +25°C (+77°F).
- If the unit has been stored for a long period of time, recharge the battery completely prior to use.

---

## WARNING

- If extended storage time is necessary, it is important to backup all data to ensure no data is lost or corrupted.
- Keeping the unit on the Charger is also possible, however, this may affect the battery life and capacity over time.

## CLEANING

Use a normal soft cloth and mild soap to clean the CE5000B unit. Do not use abrasives as these cleansers may damage the finish and scratch the touch screen. Ensure that all compartments are properly closed prior to cleaning unit.

## SHIPPING THE UNIT

The CE5000B units have been designed to withstand vibrations and shocks that can occur during normal use of the product. However, should shipping one of these units be required, it is strongly recommended that these be packaged in the same packaging the unit was delivered in, or similar packaging to avoid any damage to the units during transportation.

## CARRYING STRAP

To clean the strap, simply use a mild soap and a normal soft cloth. If there is extensive wear on the strap, it may be time to change it.

# Storage & Maintenance

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## BATTERY MAINTENANCE

### Main Battery

The high-quality Lithium-Ion battery provided with your unit may be re-charged over 500 times according to the battery manufacturer.

**Note:** If the battery's duration does not last the normal time-frame specified, it may be time to change it. The main battery should last from 12 to 24 months if used under normal working conditions.

### Backup Battery

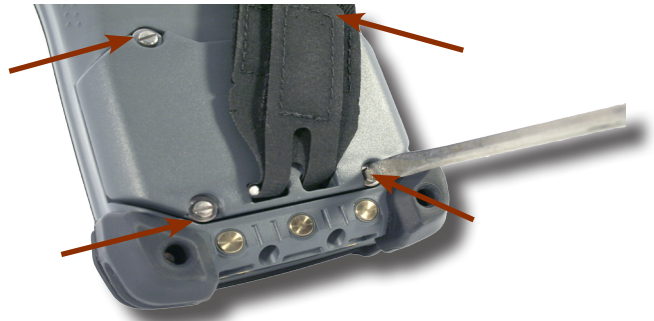
The Backup Battery will normally not need to be replaced during the expected life of the CE5000B unit. Re-charge as specified after use.

### Replacing the Battery

**Note:** Always turn the unit off before removing the battery. The CE5000B unit uses an approved battery to ensure a quicker charging time, longer battery life and resistance to shock and vibrations. To ensure that the batteries are appropriate for use on DAP Technologies equipment, it is strongly recommended that these be purchased directly through DAP Technologies or one of its distributors. (Check for the DAP or DAP Technologies logo on the battery).

1. Turn off the CE5000B Unit. (Refer to "Turning the Unit Off Manually" Section for further instructions).

2. Using a small Flathead Screwdriver, remove the 4 screws.



3. Remove battery.



[Return To Table of Contents](#)



# Storage & Maintenance

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## TOUCH SCREEN MAINTENANCE

The Touch Screen requires minimal maintenance. Only appropriate care when using and cleaning the Touch Screen is required. Use the Stylus provided with the unit when using the Touch Screen to ensure other pointed devices do not damage the screen. When cleaning, ensure to use a mild detergent and soft cloth.

---

### WARNING

- Do Not use abrasives as these may damage the finish and scratch the Touch Screen.
- Replace or clean the Stylus as soon as it seems damaged or dirty.

## ADAPTABLE ENDCAP WITH LASER OPTION

**Note:** The efficiency of the Laser reading will depend on the quality of the plastic window. Any scratch, dirt or finger prints will degrade the reading quality.

1. Clean Adaptable Endcap using a mild detergent and soft cloth to ensure no scratches to the window. (A plastic lens cleaner can also be used for cleaning the window).

## QUICK-REFERENCE REPLACEMENT PARTS LIST

Part Description	Part Number
Lithium-Ion Battery	DC800
Carrying Strap	DC801
Stylus (Pen), 5 units per package	DCCE500

# Recycling Passport

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CE5000B UNIT



The Waste Electrical and Electronic Equipment Directive (WEEE) is a European directive established in 2003 for the collection, recycling and recovery targets for all types of electrical goods.

This European Directive imposes the responsibility for the disposal of waste electrical and electronic equipment on the manufacturers of such equipment.

In accordance to this directive, DAP Technologies will assist you in the proper disposal of your DAP Units.

For further instructions on how to dispose of these units, please refer to our web site:

[www.daptech.com](http://www.daptech.com)



# CE DECLARATION

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The CE5000B Series have been tested and are in compliance with according standards.

Standards/recommendation	Definition
ETSI EN 300 330	Short Range Devices (SRD); Technical characteristics and test methods for radio equipment in the frequency range 9 kHz to 25 MHz and inductive loop systems in the frequency range 9 kHz to 30 MHz
ETSI EN 301 489-3	Electromagnetic Compatibility and Radio Spectrum Matters (ERM); Electromagnetic Compatibility (EMC) Standard for Radio Equipment and Services; Part 3: Specific Conditions for Short-Range Devices (SRD) Operating on Frequencies between 9 KHz and 40 GHz
ETSI EN 300 328	Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive
ETSI EN 301 489-17	Electromagnetic Compatibility and Radio Spectrum Matters (ERM); Electro-Magnetic Compatibility (EMC) Standard for Radio Equipment and Services; Part 17: Specific Conditions for 2,4 GHz Wideband Transmission Systems and 5 GHz High Performance RLAN Equipment
ETSI EN 301 511	Global System for Mobile Communications (GSM); Harmonized EN for Mobile Stations in the GSM 900 and GSM 1800 Bands Covering Essential Requirements Under Article 3.2 of the R&TTE Directive (1999/5/EC)
ETSI EN 301 489-7	Electromagnetic Compatibility and Radio Spectrum Matters (ERM); Electromagnetic Compatibility (EMC) Standard for Radio Equipment and Services; Part 7: Specific Conditions for Mobile and Portable Radio and Ancillary Equipment of Digital Cellular Radio Telecommunications Systems (GSM and DCS)
EU Recommendation: 1999/519/EC	EU Recommendation - 1999/519/EC – limiting public exposure to electromagnetic fields
EN 60950-1	Information technology equipment – Safety – Part 1: General requirements
EN 55022	Information technology equipment. Radio disturbance characteristics. Limits and methods of measurement
EN 55024	Information technology equipment. Immunity characteristics. Limits and methods of measurement

\*Some of the standard above applies only to specific CE5000B options.



### **RADIO FREQUENCY EXPOSURE REQUIREMENTS (only for models with Wireless WAN)**

For body worn operation, this product has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metallic component. Use of other accessories may not ensure compliance with FCC Radio Frequency exposure guidelines. This device shall not be co-located or operating in conjunction with any other antenna or transmitter.

### **INFORMATION TO USER**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for 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 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

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For more information about RF exposure, please visit the FCC web site at [www.fcc.gov](http://www.fcc.gov)

For more information about the product certification, please contact [support@daptech.com](mailto:support@daptech.com)

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# Microsoft End-User License Agreement

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- The software must only be used with the device provided.
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The software may contain support for programs written in Java. Java technology is not designed, manufactured, or intended for use or resale as online control equipment in hazardous environments requiring fail-safe performance. These environments include nuclear facilities, aircraft navigation, communication systems, air traffic control, life support machines, or weapons.

# WARRANTY STATEMENT

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**DAP TECHNOLOGIES** makes no representation or warranties with respect to the contents hereof and specifically disclaim any implied warranties of merchantability or fitness for any particular purpose.

The information in the manuals is subject to change. DAP TECHNOLOGIES reserves the right to update and modify the equipment, its accessories and manuals without notice.

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## **EQUIPMENT AND ACCESSORIES LIMITED WARRANTY**

As manufacturer, DAP TECHNOLOGIES will replace or repair, at its discretion, any products that prove to be defective, in either material or workmanship, for a period of TWELVE (12) MONTHS following the purchase date of the "EQUIPMENT" (handheld MICROFLEX unit and cradle) and for a period of NINETY (90) days following the purchase date of "ACCESSORIES" (accessories and peripherals) sold by DAP TECHNOLOGIES. The warranty only covers the material and workmanship.

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The operating system Windows CE and all other software sold or supplied by DAP TECHNOLOGIES are provided as is, without any warranty, either expressed or implied.

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This warranty hereby excludes all other legal warranty related to the quality of the product or its capacities to fulfill specific purposes, including all warranties granted by the United Nations Convention on Contracts for the International Sales of Goods, the application of such Convention being expressly excluded

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## **RETURN MERCHANDISE AUTHORIZATION (RMA) FOR SERVICING**

In order to have your product serviced, you must first obtain a Return Material Authorization (RMA) from DAP TECHNOLOGIES. You may then return your equipment, correctly enclosed in its original packaging if possible, to your Value Added Reseller (VAR), an Authorized Service Center, or directly to DAP TECHNOLOGIES. Service under the conditions of this warranty requires prepaid shipment from your facility to a Service Center.

The equipment and its accessories have no user serviceable parts.

To obtain a RMA you can make your request by phone or use our on-line form at:

<http://www.daptech.com/rma>

## **EXTENDED WARRANTY ON DAP MANUFACTURED PRODUCTS**

The original purchaser may, at any time during the initial warranty period, extend the warranty through purchase of a DAP CARE Service Contract. For more information, contact DAP TECHNOLOGIES.



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