

Sending in a DDG System for Repair or Upgrade

Dear Customer,

When a computer is sent in for repair or upgrade, please keep the following in mind:

1- Our technicians do not need Mice, monitors, keyboards, power cords, or other standard PC accessories. However, if the mouse, keyboard or monitor or accessory seems to be part of the issue, you may be asked to include it.

2- Please do not leave any hardware keys, audio, VGA or video loopback cables attached to the computer. In transit, these items can damage the computer if they are left plugged in to the computer. With the exception of the hardware key, please include all other video related cables with the system, but unplug them and do not leave them plugged in to the computer.

3- Please do not include your Scala InfoChannel hardware keys unless specifically asked to do so by a support representative. For repairs or testing, we use our own hardware keys. For upgrades, it is common to exchange or turn in your old hardware keys. Please ask your support representative if you are unsure.

4- If we are performing any software upgrades or installations, please include the original boxes that the upgrades came in, as well as all accessories that they came with.

5- Pack the computer carefully! We recommend at least 4 inches of foam or bubble-wrap type packing material on all sides, including the bottom of the system. To clarify: Between the computer and the inside of the box there should be 4 inches or more of packing material.

6 – Please try and avoid foam packaging peanuts if possible. Bubble-wrap and air-bags work equally well, and do not work themselves into the inside of the computer or clog cooling fans.

7- Fill out the form below and include a paper copy of it with the system. Alternatively, Email it to DDGsupport@ALPHAVIDEO.COM

8 – Please write the RMA number in bold, dark ink on the outside of the package. This helps our warehouse identify the unit as a repair and route it properly once it arrives. For example, if your RMA number is 123456, you would write “**RMA 123456**” on the outside of the package.

I - Customer Info (feel free to staple a business card to this sheet):

Business name: _____

Customer Contact: _____

Customer Phone: _____

Customer E-mail: _____

Mailing / Billing Address: _____

System serial number
S/N#: _____

Assigned RMA From Alpha Video#
RMA#: _____

Return Shipping address:
NOTE: Standard return shipping is UPS GROUND. If you want the unit shipped back at a higher level of priority, You must provide a Fed-Ex or UPS account for us to use. Leaving these fields blank will result in the use of UPS Ground by Alpha Video.

Shipping number: _____

Shipping method: _____

Shipping address (if different than billing):

II - Data Recovery Options

1- Should we attempt to rescue any data? (if it's ok to wipe the system, leave blank):

2- Should we preserve the current Scala Version? If so, what version is it? If you are unsure, leave this blank and the latest code updates will be applied to the unit. NOTE: This may mean you need to update other systems on your site:

Preserve current Version?

Scala Version: _____

3- What Network Settings should we set on the unit before sending it back? (If you are unsure, or if you want to do this yourself, leave this blank)

IP:

Subnet Mask:

Gateway:

Workgroup:

4- ContentManager or Network Manager Settings: (If unsure or not applicable, leave blank)

Network Path to ContentManager or Network Manager 3:

IE: <http://10.1.1.1:8080/ContentManager> or <ftp://10.1.1.1/players/Player22>
