

RMA Pre-Screening Guide

A Detailed Guide For Entone Devices

Entone RMA

V1.1

1/28/2014

This document details the process that customers should follow in order to effectively pre-screen devices prior to submitting an RMA.

Overview

Devices may need to be sent in for RMA due to obvious physical damages or functional damages. In the case of physical damage, the device is eligible for RMA refurbishment if required and does not need to follow through the rest of this guide. This guide is to help customer to screen devices in the latter case; those that require hardware repairs from RMA. Additionally, in cases where the root cause is configuration or firmware based, the process is also designed to restore the device to proper working condition in order to avoid RMA altogether.

Preparation

Ecosystem preparation: This is a known good ecosystem environment where a device can boot up normally to the target middleware environment, such that video/audio contents can be provided to the device for output port testing.

Output device appliances (ie. TV): These should be easily attached to the device under test for output port functionality verification.

Pre-Screening Guideline

1. Execute the necessary steps required for the test device to boot to the Ecosystem. (e.g. DHCPD configuration, Entone INI configuration, Middleware account for RMA tests)

2. Connect device under test to the Ecosystem.

- 2a. If it boots normally without issues, initiate a factor reset per the instructions in **appendix A**. Boot the device twice more to ensure it consistently boots correctly. If it does boot normally, connect the video and audio outputs to the test appliances to make sure that all of them work. If everything passes, put the device aside and make it as “Good”, these are boxes you don’t need to send back for RMA.

- 2b. If it fails to boot to the final middleware at any stage, factory reset the device per the instructions in **appendix A**. Factory reset is *possible from around the time the device initiates the network connection* so it may not be necessary to wait for a full bootup. Check if the factory reset recovers the box. If the device is recovered after the factory reset, connect the video and audio outputs to the test appliances to make sure that all of them work. If everything passes, put the device aside and make it as “Good”, these are boxes you don’t need to send back for RMA.

3. For the rest of devices that cannot be recovered via factory reset, make notes on the points of failure in the “RMA Pre-Screening Worksheet”, this sheet should be included in the packaging for RMA. Also note the symptoms on the RMA excel work sheet “Entone RMA Request Form” . Both forms are required for RMA.

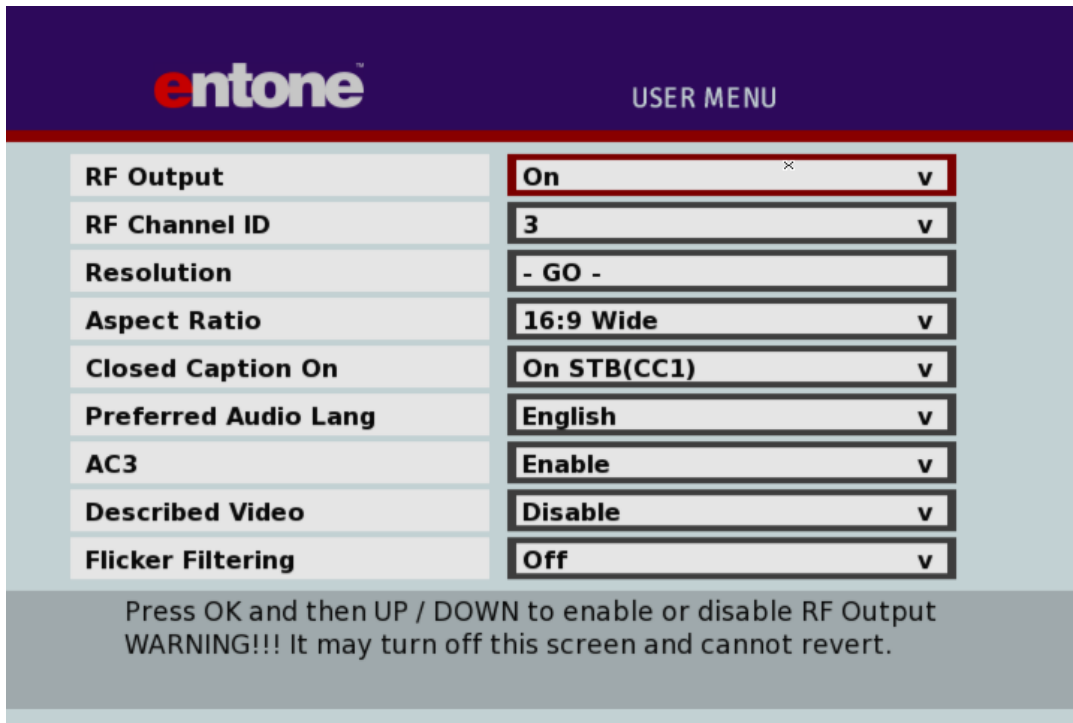
4. Double check each “RMA required” device against the RMA excel worksheet to make sure that the problem descriptions correctly align with the respective device.

6. Submit an “Entone RMA Request Form” together with the “RMA Pre-Screening Worksheet” to Entone RMA. Contact Entone for RMA arrangements.

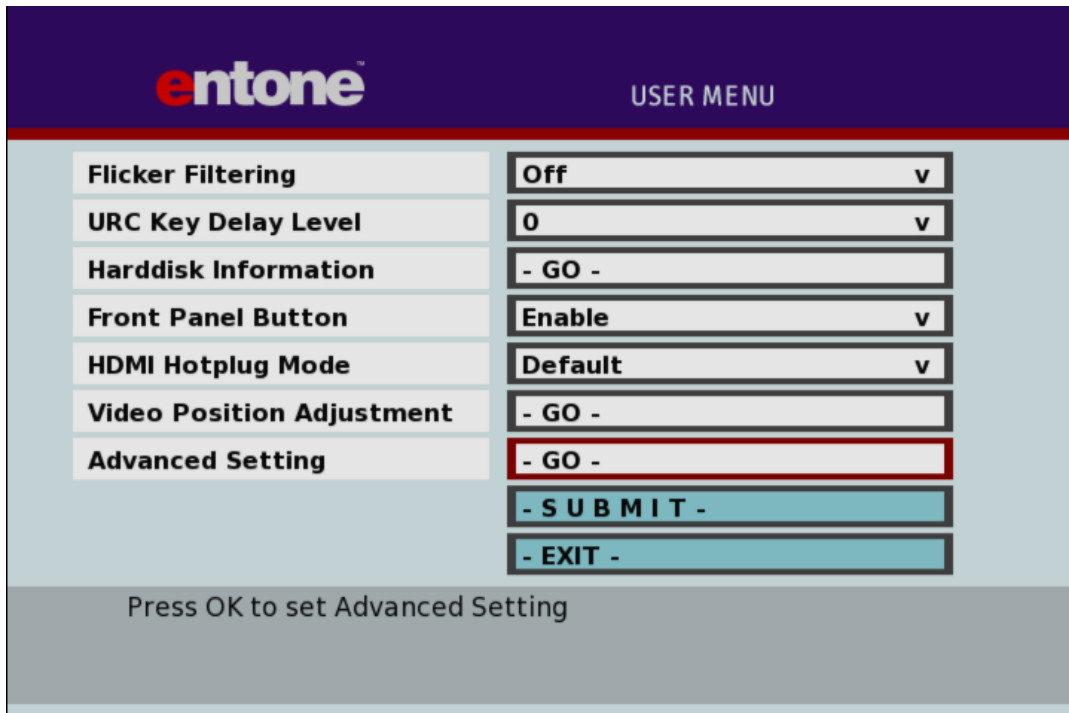
Appendix A

To reset the box to “FULL FACTORY RESET”:

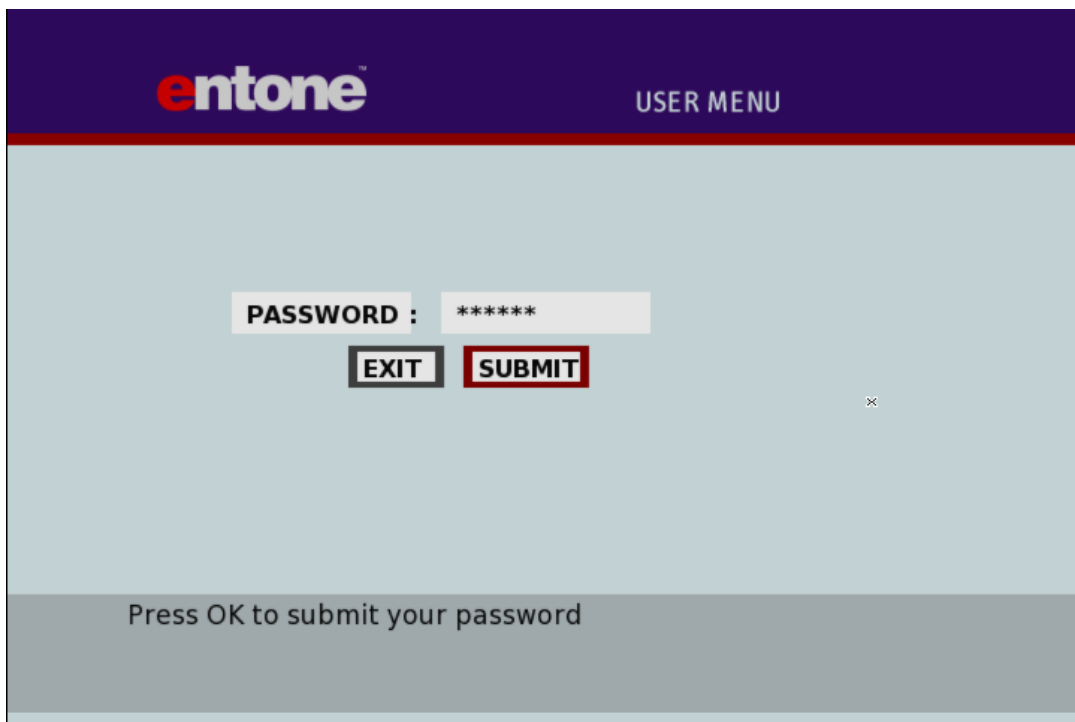
1. Press, “INPUT” + “MENU” to get to the “USER MENU” page.



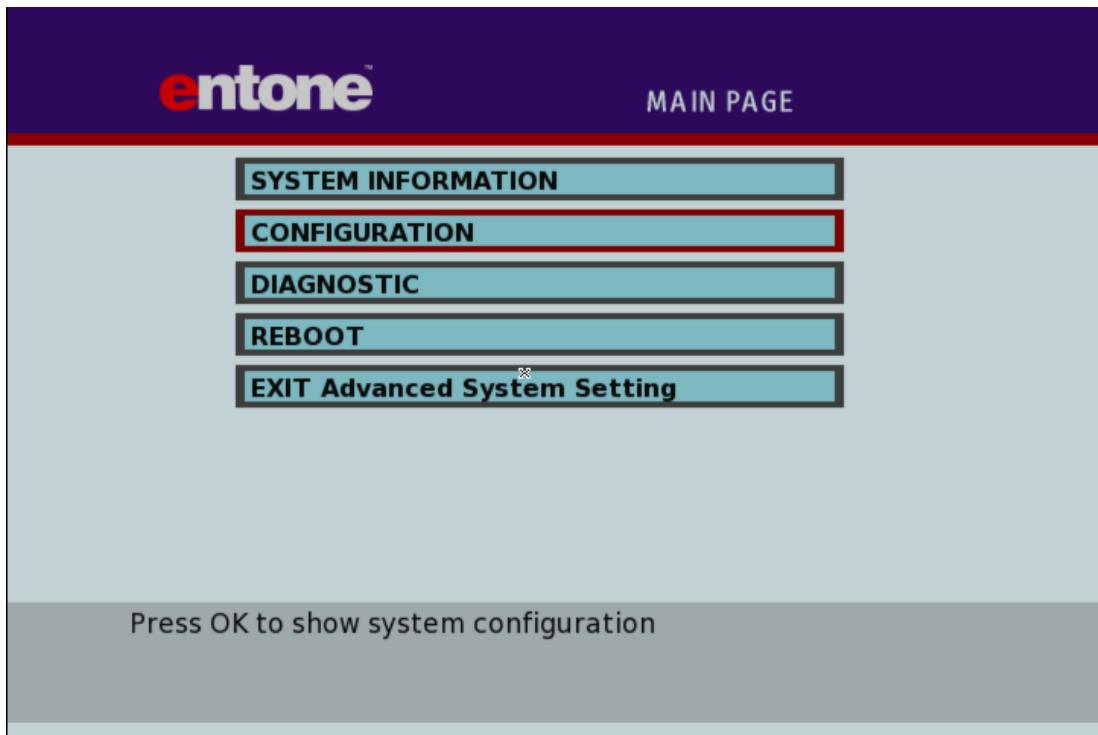
2. Scroll down to select “GO” on the “Advanced Setting”



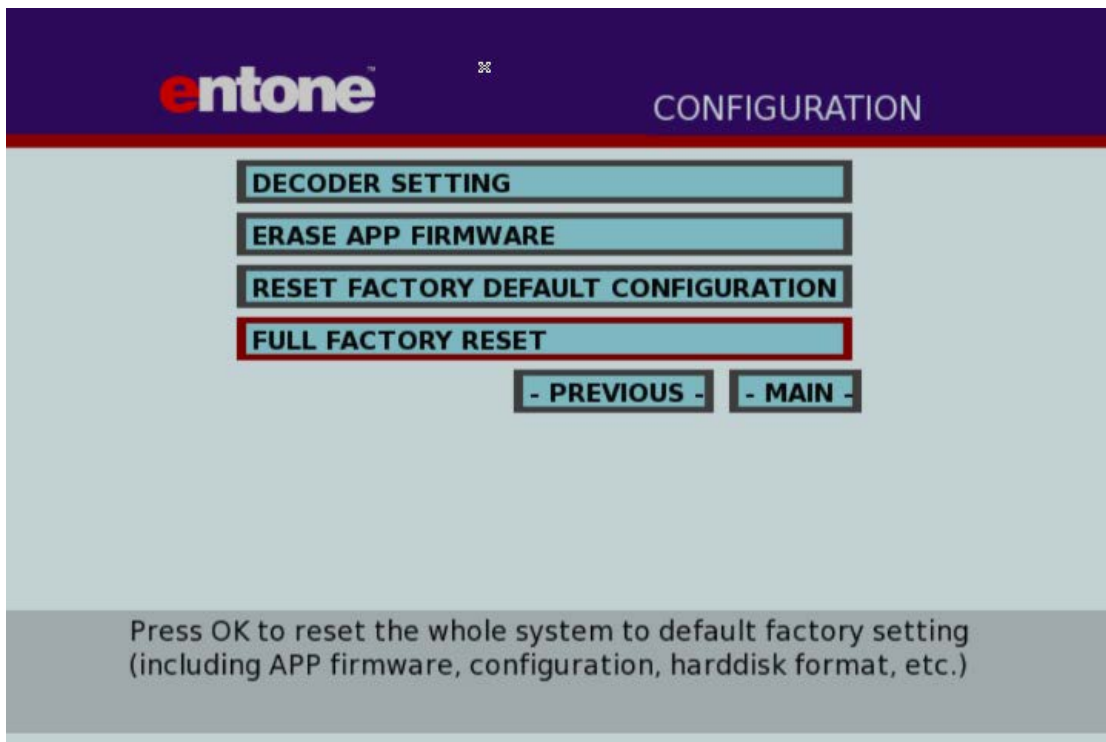
3. Submit the password : entone or 368663



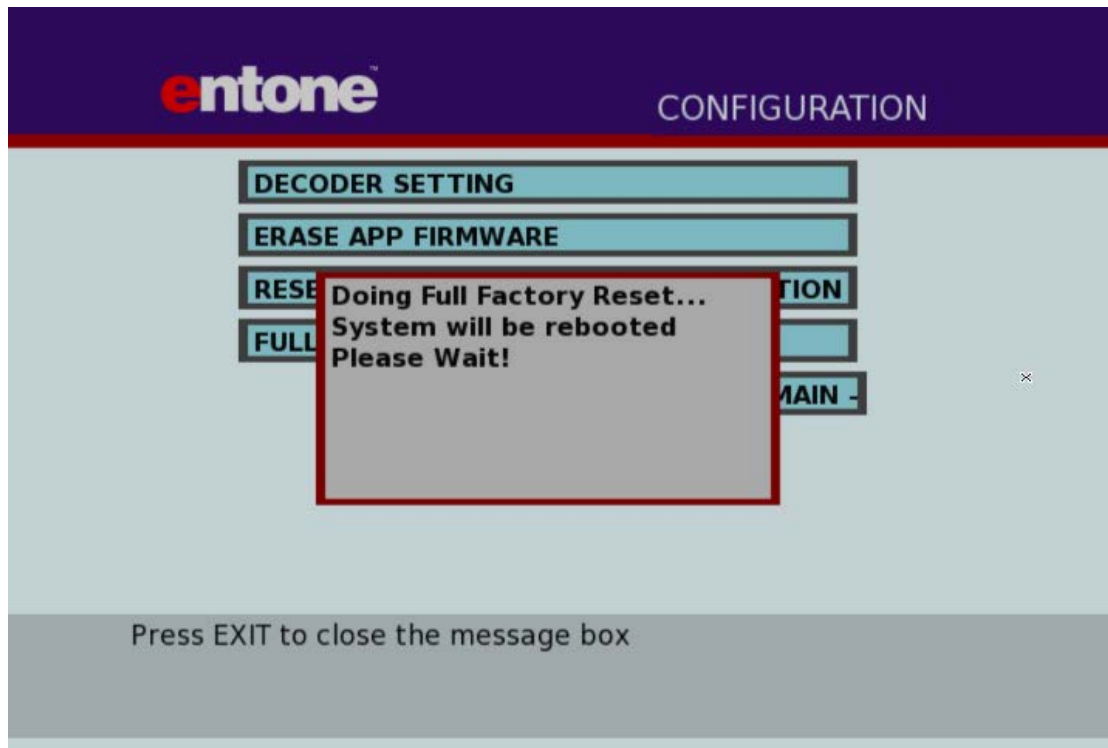
4. Select "CONFIGURATION" from the MAIN PAGE



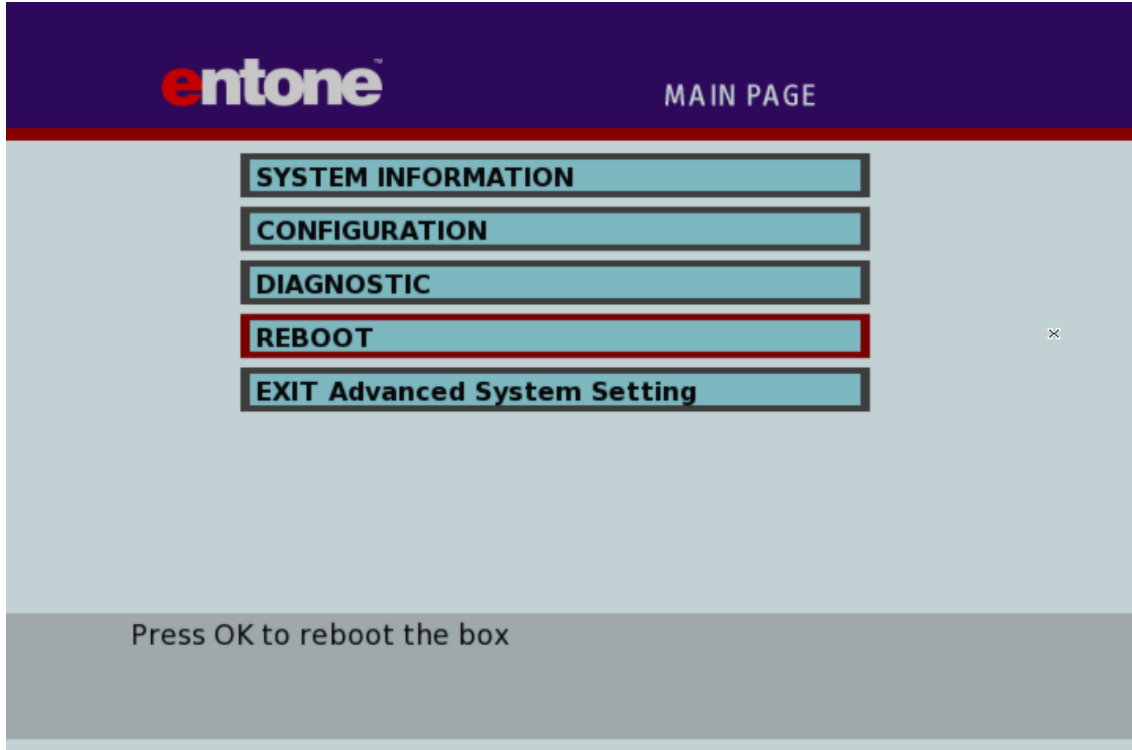
5. Select "FULL FACTORY RESET"



6. Exit out of the menus and then reboot the box.



7. Select "Reboot"



8. The box will reboot back to all factory default configuration

