# **RMA Pre-Screening Guide**

## A Detailed Guide For Entone Devices

Entone RMA V1.1 1/28/2014

This document is a detailes 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.

entone	USER MENU	
RF Output	On <sup>×</sup> v	
RF Channel ID	3 v	
Resolution	- GO -	
Aspect Ratio	16:9 Wide v	
Closed Caption On	On STB(CC1) v	
Preferred Audio Lang	English v	
AC3	Enable v	
Described Video	Disable v	
Flicker Filtering	Off v	
Press OK and then UP / DOWN to enable or disable RF Output WARNING!!! It may turn off this screen and cannot revert.		

2. Scroll down to select "GO" on the "Advanced Setting"

entone	USER MENU
Flicker Filtering	Off v
URC Key Delay Level	0 v
Harddisk Information	- GO -
Front Panel Button	Enable v
HDMI Hotplug Mode	Default v
Video Position Adjustment	- GO -
Advanced Setting	- GO -
	- SUBMIT-
	- EXIT -
Press OK to set Advanced S	etting

3. Submit the password : entone or 368663

entone	USER MENU
PASSWORD : ****** EXIT SUBMIT	×
Press OK to submit your password	

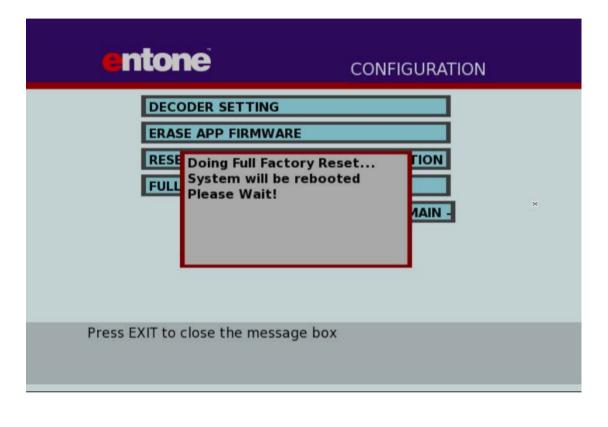
#### 4. Select "CONFIGURATION" from the MAIN PAGE

entone	MAIN PAGE
SYSTEM INFORMATION	
CONFIGURATION	
DIAGNOSTIC	
REBOOT	
EXIT Advanced System	Setting
Press OK to show system config	uration

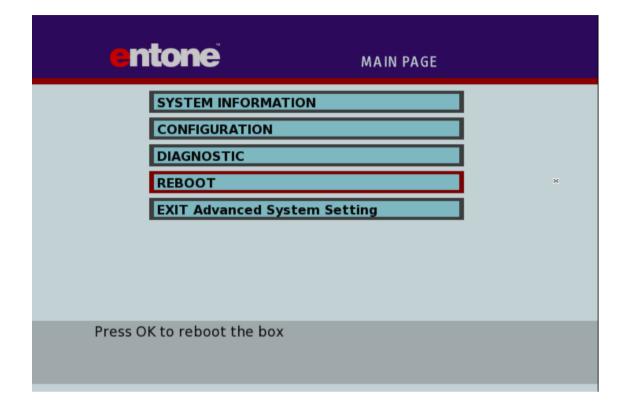
5. Select "FULL FACTORY RESET"

entone * configuration	
DECODER SETTING	
ERASE APP FIRMWARE	
RESET FACTORY DEFAULT CONFIGURATION	
FULL FACTORY RESET	
- PREVIOUS - AMAIN -	
Press OK to reset the whole system to default factory setting	
(including APP firmware, configuration, harddisk format, etc.)	

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

entone Main Page
SYSTEM INFORMATION   CONFIGURATION   DIAC   System going to reboot   Please Wait!
* Press EXIT to close the message box