

We provide support as quick as possible.

If your PXA or GP8 product doesn't work properly,

please read the available product and support documentation (on the internet: www.kontron-emea.com/emd) as well as the terms of warranty. If You require technical support, our Support Team is available in two steps.

1. Support request (product-related)

Accord us a detailed error description via fax or e-mail. Give all information required in the support form (download at www.b-plus.com/en/support), or just use it for Your support request. For a quick and directed error search the data must be clear and complete. The Support Team will contact You by return.

2. RMA request

If the search doesn't lead to success and a technical product error seems to be the reason for the malfunction, please contact Kontron for an RMA procedure and instant information via phone (+49 991 37024-0) or on the internet: www.kontron-emea.com/emd. Add a completed PXA/GP8 support form to your packet. You are bound by the Terms and Conditions of Kontron.

Thank You for supporting an arranged and effective procedure!



Your support request (via fax or e-mail)

Support number (possibly) _____
(b-plus internal entry)

Customer Nr. (b-plus) _____
Customer Nr. (Kontron) _____
Name, Surname _____
Company _____
Position _____
Address _____
Postal code, city, country _____
Phone _____
E-mail _____

1. Your PXA or GP8 product

Identifier, model _____ Article Nr. _____ Serial Nr. _____
Bootloader version _____
Used baseboard _____ Article Nr. _____ Serial Nr. _____

2. Type of the error

Technical problem <input type="checkbox"/>	Malfunction at ... <input type="checkbox"/>	Low temperature <input type="checkbox"/>
Sporadical malfunction <input type="checkbox"/>		High temperature <input type="checkbox"/>
Error is repeatable <input type="checkbox"/>		Every temperature <input type="checkbox"/>

Error occurs in base board <input type="checkbox"/>	Error appears in customer application (description!) <input type="checkbox"/>
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Boot problem <input type="checkbox"/>	Wrong revision <input type="checkbox"/>	Missing accessories <input type="checkbox"/>	Mechanical damage <input type="checkbox"/>
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Periphery problems <input type="checkbox"/>								
CRT <input type="checkbox"/>	LCD <input type="checkbox"/>	Floppy <input type="checkbox"/>	Serial <input type="checkbox"/>	Parallel <input type="checkbox"/>				
Sound <input type="checkbox"/>	IrDA <input type="checkbox"/>	USB <input type="checkbox"/>	IDE <input type="checkbox"/>	Custom HW <input type="checkbox"/>				
Other <input type="checkbox"/>	_____							
Periphery doesn't work at all <input type="checkbox"/>			Periphery function is bad <input type="checkbox"/>					
Operating System <input type="checkbox"/>	WinCE ver. _____	<input type="checkbox"/>	Linux	BSP version _____				



Boot problem		
Successful boot in customer application	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Successful boot with base board	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tried several <PXA, GP8> modules?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Problem areas		<input type="checkbox"/> General software problem			
Bootloader <input type="checkbox"/>	File system <input type="checkbox"/>	Licence <input type="checkbox"/>	Image <input type="checkbox"/>	Linux <input type="checkbox"/>	ActiveSync <input type="checkbox"/>
COM interface <input type="checkbox"/>	Display <input type="checkbox"/>	Ethernet <input type="checkbox"/>	LAN <input type="checkbox"/>	MMC <input type="checkbox"/>	Platform Builder <input type="checkbox"/>
Power mgmt. <input type="checkbox"/>	Sound/Touch <input type="checkbox"/>	USB <input type="checkbox"/>	Wi-Fi <input type="checkbox"/>	GPIO <input type="checkbox"/>	NSSP/SSC <input type="checkbox"/>

3. Application scenario

4. Error description

Describe the problem as detailed as possible. Give relevant information on the operation environment. In which way is the error repeatable? Use an additional sheet if necessary.
