

EBOX-3350MX Series

EBOX-3350MX

EBOX-3350MX-AP

EBOX-3350MX-C2

EBOX-3350MX-C2AP

User's Guide



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Owner's Record

The product serial number is located at the rear panel of your EBOX Series. Refer to the model type and serial number when you contact your nearest dealer or DMP office for service.

Safety Information

WARNING

- Do not expose EBOX to rain or moisture, in order to prevent shock and fire hazard.
- Never install EBOX in wet locations.
- Do not open the cabinet to avoid electrical shock. Refer to your nearest dealer for qualified personnel servicing.
- Never touch un-insulated terminals or wire unless your power adaptor and display monitor are disconnected.
- Locate EBOX as close as possible to the socket outline for easy access and to avoid force caused by entangling of your arms with surrounding cables from the EBOX.
- When using EBOX, avoid using or installing the modem to the serial port during a storm or a lightning.
- Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- USB connectors are supplied with Limited Power Sources.

DO NOT ATTEMPT TO OPEN OR TO DISASSEMBLE THE CHASSIS (ENCASING) OF THIS PRODUCT. PLEASE CONTACT YOUR NEAREST DEALER FOR SERVICING FROM QUALIFIED TECHNICIAN.

Regulatory

FCC Class A Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference in which case the user will be required to correct the interference at his own expense. Testing was done with shielded cables. Therefore, in order to comply with the FCC regulations, you must use shielded cables with your installation.

WARNING

This product complies with EN55022 class A. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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

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 digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference - causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications.

Manufacturer's Declaration of Conformity

This equipment has been tested and found to comply with the requirements of European Community Council Directives 89/336/EEC and 73/23/EEC relating to electromagnetic compatibility and product safety respectively.

Attention

This product has been designed and certified to comply with certain regulatory requirements pertaining to Information Technology Equipment. This product has not been designed for use as a medical device. Without limitation of the foregoing, this product is not intended and has not been certified for use in a hospital or clinical environment to diagnose, treat, or monitor patients under medical supervision, and is not intended and has not been certified to make physical or electrical contact with patients, nor to transfer energy to or from patients and/or to detect such energy transfer to or from patients.

Purchase Agreement

Purpose:

In accordance to the general commercial conduct of Trust and Fair Trade, herewith below is the agreement for the protection for both parties, DMP and Users in pursuant of trading.

Product Description:

With this product, herewith also known as EBOX-3350MX Series, which is a simplified & an economical design of an embedded device for Special Purpose Personal Computing. The basic specification of this product is comprised of the x86 technology, design, and with onboard 512 MB DDR2 System memory, VGA display, USB, COM ports and LAN Interfaces.

Distribution Convention:

1. This Product includes a gift box, an inner case, a PC, a Power adaptor (Optional). Upon receiving this product, kindly please refer to the User' Manual to check for the contents and appearance of this product; contact immediately your nearest dealer or DMP office for any defective or missing parts. The supplier will not be responsible for any reported discrepancy there after the expiration period of 3-days from the received date.
2. In consideration of transportation and the cost of storage, the supplier provides to the distributors a warranty of 12-months. This warranty covers the failure caused by hardware breakdown (excluding hard drives), but does not cover the act of misuse and mishandling.
3. The supplier will not accept unknown post, therefore if you wish to repair or to return your goods – kindly please contact your nearest dealer to make your declaration, and at the same time, apply for an RMA number (RMA stands for Return Merchandise Authorization – please ask for RMA form and fill-up for authorization).
4. The freight for return goods for repair will follow the International customary practice and convention: Both parties is to pay for freight of one shipment each. The shipper is required to prepay the freight from the place of origin (This means that the returnee (user) covers the freight for return goods, while the Supplier covers the freight for goods after the repair).
5. Obsolete warranty is referred to as: (1) Expiration of warranty or (2) Damage due to misuse within warranty. The Supplier will be taken into consideration of the circumstances, to provide repair service with charges expense for obsolete warranty. This expense includes the cost of material and the cost of labor.

Note: If there is other particular issue, not listed in the above conditions, both parties agreed to follow the General Law of Commerce with fair and reasonable discussion in handling and resolving the argument.

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Chapter 1

Unpacking Your EBOX Mini PC

Congratulation! You have just acquired EBOX-3350MX Series, please check the following items:

Packing List:

Item No.	Description	Q'ty
1	EBOX-3350MX Series VESA PC	x1
2	75 x 75mm to 100 x100mm VESA mounting rack (Optional)	x1

Note: The accessories are subject to change without immediate notice.

Check Before Use

1. EBOX-3350MX Series Unit



2. VESA rack (Optional)



Preface

EBOX-3350MX Series: VESA PC



The EBOX-3350MX Series is a revolutionary device which is especially designed for limited physical space and temperature concerns. No matter you are in a jammed office, a crowded place, or public transportation, it can be easily integrated with a VESA LCD to bring you EBOX-3350MX Series access at any time.

It can attach to any VESA mounting fixture; allowing it to be securely mounted onto desks, walls, or buildings, and thereby optimizes your work area. It can also attach directly to any size LCD for a mobile system for the use at trade shows, presentations, promotions, etc. Unlike traditional portable laptop design, the EBOX-3350MX Series can be used with a large size LCD. Furthermore, with FANLESS design, EBOX-3350MX Series is ideal to be used in the environment where temperature demand is critical.

So, if you are looking for a device that is able to provide you with more mobility & space, but at the same time uses less power consumption, then EBOX-3350MX Series will be surely meet your need.

The VESA® FDMI™ Standard defines mounting interfaces, hole patterns and associated cable/power supply locations for LCD monitors, plasma displays and other flat panel devices. EBOX-3350MX Series is designed to fit this standard to make monitor attachment quickly and easily.

Chapter2

EBOX-3350MX series Overview



Front Panel

A: Reset Button

For system reset or turn on
(Available in 3350MX/3350MX-C2)

B: Power LED

The power LED lights up when the system is turned on.

C: Audio Line Out

Audio output to speaker

D: Audio Mic In

For Microphone Input

E: USB v2.0 ports

For connection to devices with USB Interface such as CD/DVD-ROM, USB HDD, etc.)

F: SD Slot

For the storage SD card, the system is bootable from SD card



Back Panel

G: USB V2.0 port

H: VGA port D-Sub 15-pin

I: RJ-45 LAN Jack

J: Power Jack

K: RS-232 port

* Available in EBOX-3350MX
C2/C2AP

System Specification

CPU

Vortex86MX (933 MHz)
(System on Chip)

Main Memory

512MB DDR2 (16-bit DRAM bus)

BIOS

AMI BIOS

VGA

Resolution up to 1600 x 1200 High Colors

Peripheral

1. USB V2.0 x 3 (2 at front, 1 at rear)
2. SD card slot x 1
3. Audio (Mic In, Line Out)
4. RS-232 port x 2
(Available in EBOX-3500MX-C2/C2AP)

Dimension & Weight

EBOX-3500MX/AP
95 x 95 x 20 mm / 277g

EBOX-3500MX-C2/C2AP
95 x 95 x 35 mm / 350g

Operating System

Windows XP Home/ Pro.
Windows XP Embedded
Windows Embedded CE

Supported Linux Distribution list:

1. Debian 4.0
2. Debian 5.0
3. Ubuntu 8.04
4. Ubuntu 8.10
5. **Ubuntu 9.04**
6. Ubuntu 10.04
7. **Edubuntu 9.04 (Ubuntu 8.10 base)**
8. **Easy Peasy 8.10**
9. Puppy 4.2.1
10. Puppy 4.1.2
11. WattsOS2 Warp30 (Ubuntu 8.10 base)

※ Red letters: Standard IDE compatible option
enable could help for install directly

※ Ubuntu 8.10 / WattOS, Remember to enable
the Media Port Instruction option for VGA
compatible. Resource (Kernel/Drivers Package):

Peripherals

Connecting the Power Adaptor



A: DC Power Jack

To use EBOX-3350MX Series immediately, please attach the supplied adapter for the power source. See the left diagram for visual connection.

Connect the DC power jack of the power adaptor to the DC Input of EBOX-3350MX Series.

Note: With the Auto Power On supported models (Optional), the system then will be turned on automatically.

Connecting the Monitor



B: VGA Connection

Make your LCD display connection with the VGA cable to the 15-pin D-Sub VGA port.

Peripherals

Connecting the USB

EBOX-3350MX series provides 3 external USB ports (2 at the front, 1 at the rear).



C: SD Slot

For booting device by SD Card.

D: Microphone/Earphone

The EBox-3350MX Series supports Microphone Input and Speaker Output

E: Reset Button

For system reset or turn on
Note: Models with Auto Power On feature has Reset Button Eliminated.



F: USB Ports

The USB ports are available for connection to USB devices such as CD-ROM / Pen Drive.

Peripherals

Connecting the LAN



G: RJ-45 LAN

There is an available RJ-45 LAN jack for Ethernet connection.
(see left diagram for RJ-45 Jack).

Connecting Serial port



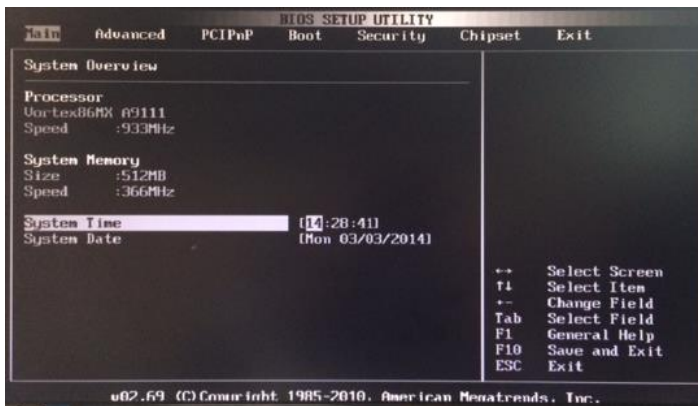
H: Serial Ports (Available in EBOX-3350MX-C2/C2AP)

The serial port is usually connected to a serial device like modem or terminal devices.

Chapter3

BIOS Reconfiguring

1. AMI BIOS is used in the EBOX-3350MX Series. To reconfigure the EBOX-3350MX Series, depress or hit the key to enter your BIOS setup main menu.
2. Select from the menu, the desired setup to change.
3. Press <Esc> to go back to main menu.
4. Press <F9> to load factory default setting
5. Move to "Exit" TAB and select "Save Settings and Exit", press "Y" to save the changes that you just made. EBOX-3350MX Series will restart accordingly to your new setup.



(AMI BIOS Setup menu)

Debian / Ubuntu Linux Installation Guide

In the MX platform, with the newer IDE and Ethernet controller, both of the two controllers just start supporting from kernel 2.6.28.3. Please refer to the guide to help you complete the installation.

How to install Linux on Vortex86MX platform?

Preparation:

1. The Linux installation DISC (Ubuntu8.04, 9.04, 10.04, Debian4.0, 5.0)
2. A completely formatted storage (SD card or USB device)
3. Intel/AMD platform Personal Computer
4. Confirm the BIOS setting,
 - A. IDE Configuration\ IDE mode >> **Native mode**
 - B. USB Configuration\ USB 2.0 Controller Mode >> **Fullspeed**

Note: The completely formatted storage is helpful to avoid some unexpected error in the procedure. After you plug all the devices and ready to install, please follow the steps as below:

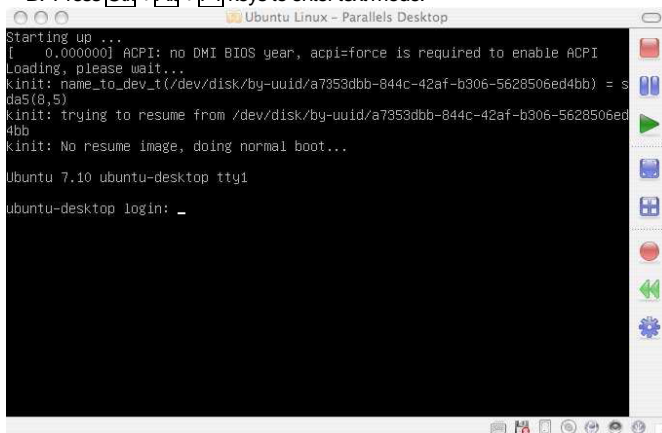
Step1:

Please follow the standard procedure to install the Linux OS base on the Intel or AMD platform first, and make sure your Linux can boot up normally, after install completed.

Step2:

A. Copy the .deb file (kernel package) that DMP provided in your USB pen drive or other removable storage.

B. Press **Ctrl** + **Alt** + **F1** keys to enter text mode.



The system would ask you to enter your user name and password.

- C. Plug on the USB pen drive and try to mount it as mnt.
- ```
#sudo su
#mount /dev/sda1 /mnt
#cd /mnt
```
- Confirm the actual codename to mount.

D. To unpack the kernel package and update.

```
dpkg -i xxx.deb
update-initramfs -k 2.6.30-vortex86mx -c
update-grub
```

E. When these three procedures completed, type reboot to reboot system.

```
reboot
```

**Step3:**

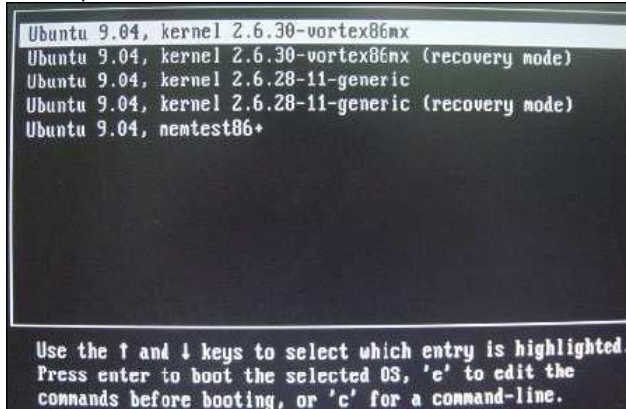
Moving the storage installed Linux, back to VortexMX platform.

**Step4:**

Turn on the power to boot.

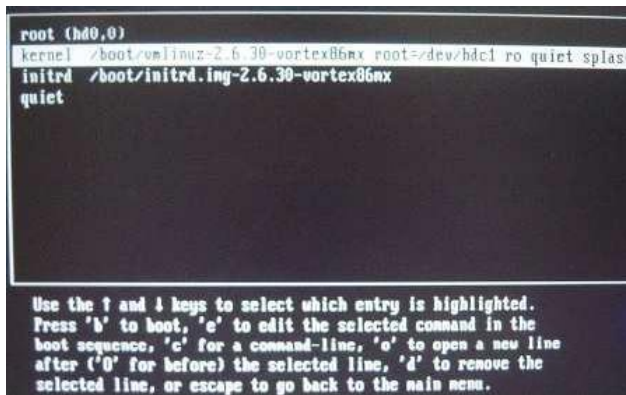
### For Ubuntu

When it starts booting, press the **[Esc]** key when it boot. Confirm the Grub list first. There should have an option 2.6.30-vortex86mx, and then to boot.



### For Debian

Please press the **[Esc]** key to confirm Grub list and press **[E]** key to confirm and modify the storage's codename.



**Note:** The Grub list parameters you can modify in the file `/boot/grub/menu.lst`.

- Primary / Master = hda1
- Primary / Slaver = hdb1
- Secondary / Master = hdc1
- Secondary / Slaver = hdd1

# Chapter4

# Technical Specification

| Model Type      | 3350MX                                                            | 3350MX-AP | 3350MX-C2       | 3350MX-C2AP |
|-----------------|-------------------------------------------------------------------|-----------|-----------------|-------------|
| Processor       | Vortex86MX (933MHz)                                               |           |                 |             |
| BIOS            | AMI BIOS                                                          |           |                 |             |
| Memory          | Onboard 512MB DDR2                                                |           |                 |             |
| VGA             | Integrated Graphics Chip/ D-Sub 15-pin                            |           |                 |             |
| Ethernet        | 10/100 Mbps LAN x 1 (RJ-45 connector, Built-in PXE diskless boot) |           |                 |             |
| USB 2.0         | External: 3 ports (Front x 2, Rear x 1)                           |           |                 |             |
| Audio           | Mic in and Line out                                               |           |                 |             |
| SD slot         | 1x                                                                |           |                 |             |
| RS-232          | N/A                                                               | N/A       | 2x              | 2x          |
| Auto Power On   | N/A                                                               | Yes       | N/A             | Yes         |
| Power           | DC +5V @ 2A                                                       |           |                 |             |
| Dimensions      | 95 x 95 x 20 mm                                                   |           | 95 x 95 x 35 mm |             |
| Unit Net Weight | 277g                                                              |           | 350g            |             |
| Operation Temp. | 5 ~ 40℃                                                           |           |                 |             |
| Certifications  | CE, FCC, VCCI                                                     |           |                 |             |

**Note:**

1. SD Slot x 1 (Bootable but hot-swappable not support)
2. Power Supply 10W Micro USB EU and US Type offer to sell as extra spare parts

## **EBOX-3350MX Series Models Listing:**

EBOX-3350MX: Standard Version

EBOX-3350MX-AP: Standard Version with Auto Power On Support

EBOX-3300MX-C2: Standard Version with RS-232 port x 2

EBOX-3300MX-C2AP: Standard Version with RS-232 port x 2 & Auto Power On Support

**Note:**

“AP” indicated Auto Power On supported feature by which system will be turned on automatically whenever power is supplied.

# Chapter5



# Onboard Connectors Summary

| Summary Table for CPU Board |              |                        |           |
|-----------------------------|--------------|------------------------|-----------|
| Nbr                         | Description  | Type of Connections    | Pin nbrs. |
| J3                          | VGA          | D-Sub Connector        | 15-pin    |
| J4                          | DC +5V Input | Mini USB Jack          | 1-pin     |
| J5                          | Line out     | Audio Jack             | 2-pin     |
| J6                          | Mic in       | Audio Jack             | 2-pin     |
| J7                          | USB (Front)  | USB Connector          | 8-pin     |
| J8                          | USB (Front)  | USB Connector          | 8-pin     |
| J9                          | USB (Back)   | USB Connector          | 8-pin     |
| J12                         | Ethernet LAN | RJ-45                  | 8-pin     |
| J13 (Note)                  | COM1 Port    | Box Header 5 x 2 2.0mm | 10-pin    |
| J14 (Note)                  | COM2 Port    | Box Header 5 x 2 2.0mm | 10-pin    |

**Note:** J13 & J14 only available in EBOX-3350MX-C2/ C2AP

## ► Front Connectors Outline



- A: Reset Button
- B: Power LED
- C: Line out
- D: Mic in
- E: USB V2.0
- F: SD Slot

EBOX-3350MX/ AP FRONT LOOK



EBOX-3350MX-C2/ C2AP FRONT LOOK



\*Models with Auto Power On feature  
do NOT have front Reset Button

## ► Rear Connectors Outline

### EBOX-3350MX/ AP REAR LOOK



G: USB V2.0  
H: VGA  
I : RJ-45 LAN  
J : DC Power Jack

### EBOX-3350MX-C2/ C2AP REAR LOOK

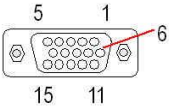


K: RS-232 Port

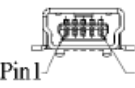
\*Only Available in EBOX-3350MX-C2/ 3350MX-C2AP

## Pin Assignments

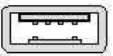
J3: VGA – 15-pin D-Sub Connector

|  | Pin # | Signal Name | Pin # | Signal Name | Pin # | Signal Name |
|-----------------------------------------------------------------------------------|-------|-------------|-------|-------------|-------|-------------|
|                                                                                   | 1     | MR          | 6     | GND         | 11    | NC          |
|                                                                                   | 2     | MG          | 7     | GND         | 12    | VCC         |
|                                                                                   | 3     | MB          | 8     | GND         | 13    | HYSYNC      |
|                                                                                   | 4     | NC          | 9     | NC          | 14    | VSYNC       |
|                                                                                   | 5     | GND         | 10    | GND         | 15    | VCC         |

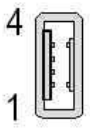
J4: Mini USB DC Power Input

|  | Pin # | Signal Name |
|-----------------------------------------------------------------------------------|-------|-------------|
|                                                                                   | 1     | +5V Input   |
|                                                                                   | 2     | USB In -    |
|                                                                                   | 3     | USB In +    |
|                                                                                   | 4     | None        |

J7, J8: USB : For connection to external USB device – 4-pin USB Type 1 Connector (H)


|  | Pin # | Signal Name |
|------------------------------------------------------------------------------------|-------|-------------|
|                                                                                    | 1     | VCC         |
|                                                                                    | 2     | USB2-       |
|                                                                                    | 3     | USB2+       |
|                                                                                    | 4     | GND         |
|                                                                                    | 5     | NC          |
|                                                                                    | 6     | NC          |

J9: USB (90°) – For connection to external USB device – 4-pin USB Type 1 Connector (H)

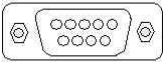
|  | Pin # | Signal Name |
|-------------------------------------------------------------------------------------|-------|-------------|
|                                                                                     | 1     | VCC         |
|                                                                                     | 2     | USB0-       |
|                                                                                     | 3     | USB0+       |
|                                                                                     | 4     | GND         |
|                                                                                     | 5     | GGND        |
|                                                                                     | 6     | GGND        |

# Pin Assignments


J12: LAN: RJ-45 Connector

| <br>8 2, 1 | Pin # | Signal Name | Pin # | Signal Name |
|---------------------------------------------------------------------------------------------|-------|-------------|-------|-------------|
|                                                                                             | 1     | FTXD+       | 2     | FTXD-       |
|                                                                                             | 3     | FRXIN+      | 4     | NC          |
|                                                                                             | 5     | NC          | 6     | FRXIN-      |
|                                                                                             | 7     | NC          | 8     | NC          |

J13, J14: COM - 9-pin D-Sub Connector

| <br>1 5<br>6 9 | Pin # | Signal Name | Pin # | Signal Name |
|-------------------------------------------------------------------------------------------------|-------|-------------|-------|-------------|
|                                                                                                 | 1     | DCD         | 2     | RXD         |
|                                                                                                 | 3     | TXD         | 4     | DTR         |
|                                                                                                 | 5     | GND         | 6     | DSR         |
|                                                                                                 | 7     | RTS         | 8     | CTS         |
|                                                                                                 | 9     | RI          | --    | --          |

LEDs: POWER ON / OFF

|  | LED Color | State    |
|-----------------------------------------------------------------------------------|-----------|----------|
|                                                                                   | Green     | Power On |

# Chapter6

# Taking Care of your EBOX

This section gives you some guidelines on using EBOX-3350MX Series – Safe using, Storing and Handling.

## Storing

- ▶ Do not place EBOX-3350MX Series in a location that is subject to:
  - Heating sources, such as stove, oven, heater, radiator or air duct
  - Direct contact from sunlight
  - Rain or moisture area
  - Excessive dust accumulation area
  - High humidity place
  - Constant or occasional mechanical movement, vibration or shock
  - Strong magnets or magnetic fields or magnetically unshielded speakers
  - Out of the operating temperature range from 5°C to 50°C
- ▶ Do not place other electronic device or electrical equipment near EBOX-3350MX Series. The electromagnetic field of the EBOX-3350MX Series may cause interference subjecting to malfunction.
- ▶ Provide adequate air ventilation (circulation) to prevent internal buildup of heat. Do not place EBOX-3350MX Series near the wall, behind the curtains or draperies, in between two books that block its ventilation slots. Leave a space of at least 8 inches (20cm) behind the sides and back panel of the EBOX-3350MX Series.
- ▶ Change of environmental temperature: Problems may occur when there is a sudden change of environmental temperature, or if the EBOX-3350MX Series is brought directly from a cold location to a warm one, moisture may condense inside EBOX-3350MX Series. Turn off the device, and contact your nearest dealer.
- ▶ Check the surrounding appliance(s) before using EBOX-3350MX Series. Since the EBOX-3350MX Series uses high-frequency radio signal and may interface with radio or TV reception causing interference or poor signal display. When this happens, relocate the EBOX-3350MX Series by a suitable distance away from the set.
- ▶ Do not drop the EBOX-3350MX Series from the working table nor place heavy objects on top of it.

## Using Cables for Connection

- ▶ To avoid the problem, use only the specified interface cables in your accessory bag. The supplier will not be responsible for the connection arising from the other unspecified peripheral equipment.
- ▶ Do not use cut or damaged cables for connection.

## Cleaning Your VESA PC

- ▶ Clean the VESA PC with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution.
- ▶ Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene, as these may damage the finish of EBOX.
- ▶ When a solid object falls or a liquid spills onto the EBOX, turn off the EBOX immediately and unplug the LAN and power cables. Contact a qualified person or your dealer to check the EBOX before you use it again.
- ▶ Always disconnect the power cord from the power source before cleaning the EBOX.

# Troubleshooting

This section describes the techniques of resolving some basic problems that you encounter when using EBOX-3350MX Series. For more troubleshooting guidelines, please contact your nearest dealer for technical support.

## Troubleshooting Your VESA PC

### A. VESA PC does not start

- ▶ Make sure the EBOX-3350MX Series is properly secured and plugged into a power source before it is turned on. Make sure the power indicator shows the power is on. See section 2 for more information about “EBOX-3350MX Series Overview”.
- ▶ When the EBOX-3350MX Series is plugged into a power strip or the UPS (Uninterruptible Power Supply), make sure the power strip or UPS is turned on and working normally.
- ▶ Check if your VGA or LCD monitor is properly plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. See the manual that came with your display (monitor) for details.
- ▶ Check if your power control button does not function, by removing the AC adaptor. Wait for one minute, and then reattach all power connection before pressing the power button.
- ▶ Condensation may cause the EBOX-3350MX Series to malfunction for a while. If this happens, do not use the EBOX-3350MX Series for at least one hour.
- ▶ When you have checked all the above guidelines and the EBOX-3350MX Series does not work. Remove the power adaptor from the EBOX-3350MX Series, unplug the power cord, and plug it in again. Then turn on the power.

### B. BIOS Error Message –

#### BIOS error message appears when my VESA PC starts

If the BIOS error message appears, press any key to resume or, hit <DEL> to enter BIOS setup main menu, follow these steps:

1. Press <DEL>, and the BIOS Setup main menu appears, check if HDD is detected. If it is not detected, use Direction keys <↑↓> to choose “AUTO” and then go back to the main menu by pressing <ESC>. Move your cursor down with Direction keys <↓>, and choose “Save Settings and Exit”, a message dialog appears as seen below, hit <Enter>.

“Save current settings and exit (Y/N)? Y”



2. Go to “Exit” menu using the Direction keys <↑↓> and choose the option “Load Optimal Defaults”, then press <Enter>. A message dialog appears as seen below, hit “Y” key and presses <Enter> to save and recover to the factory setting.

“Load Optimal Defaults (Y/N)? Y”



(BIOS Setup menu “Exit”)

### C. “Operating System Not Found” –

**A message indicating that “Operating system not found” appear when my VESA PC starts (Windows won’t start)**

- ▶ Enter your BIOS setup main menu by pressing <DEL> key, be sure that the C: drive is enable.
- ▶ If Windows still does not start, follow these steps to initialize the BIOS:
  1. Turn off the EBOX-3350MX Series.
  2. Remove any peripheral devices connected to the EBOX-3350MX Series.
  3. Restart the EBOX-3350MX Series.
  4. Press <DEL> to enter **BIOS Setup main menu** window.
  5. Follow the steps as written in item **B. BIOS** error message.
- ▶ If you have just connected EBOX-3350MX Series to a CD/DVD or USB Drivers, remove these peripherals.. And restart to confirm that the Windows operating system starts properly. If EBOX-3350MX Series continues to display the message “Operating system not found,” and Windows does not start, please contact your nearest dealer for servicing.

# Chapter 7

# Terms and Conditions

## Warranty

The warranty terms for EBOX-3350MX Series are twelve (12) months from the shipped month. During the warranty period, DMP Electronics Will repair replace the product covered under this limited warranty.

## Service and Support

DMP Electronics Inc. provides the technical support for hardware problems with your system throughout the warranty period. The technical support service is limited to configuration and operation of EBOX-3350MX Series sold by DMP Electronics Inc. The technical support service does not offer software tutoring or training.

## Return Merchandise Authorization (RMA) policy

If the DMP staff or dealer determines that a part is defective. Purchaser must call our technical support service to obtain an RMA number before attempting to return any part. Please refer to your nearest dealer for

To obtain an RMA number, Purchaser must follow procedures as below :

1. Complete the DMP Electronics Inc. standard RMA Form and fax back to the RMA Department.
2. The RMA Number must be used within 7 DAYS
3. The RMA Number must be shown clearly on your shipping label.
4. DMP Electronics Inc. must receive all Returns before a replacement will be sent.
5. The repair cost depends on the parts, the damage reasons, and whether under warranty period...etc. The Seller will charge the Purchaser in a reasonable price.
6. A copy of the invoice for the RMA product(s) will also be shipped to Purchaser.
7. The freight of return to DMP Electronics Inc. is charged to the Purchaser's account and accompanied by an RMA number. Any Returns with freight collect will be refused and returned to you. After Repairing, the cost of freight will be paid by Seller.
8. DMP Electronics Inc. must receive all returned goods within the warranty period.

## Shipping Policy

The Purchaser must pre-pay shipping for any defective system or parts returned under the warranty. DMP Electronics Inc. shall not be liable for risk of loss or damage during shipment of your returned system or parts if you fail to insure the shipment.

All products must be shipped back to DMP Electronics Inc. in original or equivalent packaging. DMP Electronics Inc. will ship the repaired or replacement product(s) to the Purchaser by freight prepaid. Purchaser assumes the risk of loss. DMP Electronics Inc. shall not be responsible for failure of the delivery service to make on-time delivery.