



SUPPORT PLANNING GUIDE

Transaction Solutions Inc. 7510C (PBT7510-32)
Product Quality
San Diego, CA

HANDHELD
TERMINAL

SPG/RRV602464
ISSUE: 1.0
April 22, 2003

TITLE: TeamPad 7510C Handheld Computer (Model PBT7510-32)

SYNOPSIS:

This document is intended to supply sufficient information to country level service planners to enable them to plan for the introduction of the above product(s)

This is the generic version, released by the product authority, Sustaining Engineering. Each country releasing the product will use the information contained as the basis for their logistics and CS planning activities, with the intention of producing a localized version of the document detailing the precise strategies they elect to adopt.

This document details only the corporate philosophies, and does not seek to cover such subjects as additional services offered at the country level, low level repairs, which country service centers may be able to effect, or the local sourcing of components and consumable items.

The service descriptions in this document are guidelines, detailing the recommendations of the product authority.

SPG Authorization:

Date:

MGR Sustaining Engineering

Product Manager

Document Control

(San Diego Sustaining Engineering maintains the original signature copies of SPG's)

INQUIRIES TO:

Product Quality
MS Exchange: Product Quality
Internet: productquality@fjicl.COM
FAX: 7888x5418 (858-731-4780)
Mail: USA04, Product Quality

AUTHORITY:

R. Granche
Manager
Product Quality
FTXS, USA04
858-731-4479 (7888-4479)

0.0	DOCUMENT CONTROL	3
0.1	ISSUE LEVEL	3
0.2	CHANGES FROM PREVIOUS ISSUE	3
0.3	CHANGES FORECAST	3
0.4	TERMS AND ABBREVIATIONS	3
0.5	REFERENCE DOCUMENTS	3
1.0	OVERVIEW	3
1.1	TARGET MARKET	4
1.1.1	RELEASE SCHEDULE	4
1.1.2	VOLUME FORECAST	4
1.2	PRODUCT DESCRIPTION	4
1.2.1	SOFTWARE PRODUCT DESCRIPTION	4
1.2.2	HARDWARE PRODUCT DESCRIPTION	5
1.2.3	HARDWARE PRODUCT DRAWING	6
1.2.3	HARDWARE PRODUCT DRAWING (Continued)	7
1.2.3	HARDWARE PRODUCT DRAWING (Continued)	8
1.3	PHYSICAL & ENVIRONMENTAL CONSIDERATIONS	9
1.3.1	PHYSICAL	9
1.3.2	TEMPERATURE & HUMIDITY	9
1.3.3	VIBRATION	9
1.3.4	ENVIRONMENTAL	10
1.3.5	POWER	11
1.3.6	SAFETY STANDARDS	11
1.4	PRODUCT PERFORMANCE	12
1.4.1	RELIABILITY	12
1.4.2	LIFE EXPECTANCY	12
2.0	RESOURCES	12
2.1	SKILLS REQUIRED	12
2.1	SKILLS REQUIRED (CONTINUED)	13
2.2	TRAINING	13
2.3	TECHNICAL PUBLICATIONS	13
2.4	SPARES	14
2.4.1	SPARES LIST	14
2.4.1	SPARES LIST (Continued)	15
2.4.1	SPARES LIST (Continued)	16
2.4.2	CONSUMABLE PARTS	16
2.5	REPAIRS	16
2.5.1	REPAIR TIME	17
2.5.2	SERVICE AIDS & DIAGNOSTICS	17
3.0	SERVICE PROFILES	18
3.1	PREVENTATIVE MAINTENANCE	18
3.2	CORRECTIVE MAINTENANCE	18
3.3	ESCALATION PROCEDURES	18

0.0 DOCUMENT CONTROL

0.1 ISSUE LEVEL

This is the first released issue of this document, introducing the TeamPad 7510C into the Fujitsu Transaction Solutions Inc. product line.

0.2 CHANGES FROM PREVIOUS ISSUE

This is the first released issue.

0.3 CHANGES FORECAST

Changes will be made to this document as required, however, there are none planned at this time.

0.4 TERMS AND ABBREVIATIONS

CS	Customer Service
MTBF	Mean Time Between Failures
MTTR	Mean Time To Repair
ORU	Optimum Replaceable Unit
RFR	Return For Repair (Sometimes referred to as Depot Repair)
SMT	Surface Mount Technology
SPG	Support Planning Guide (this document)

0.5 REFERENCE DOCUMENTS

Part Number	Description
90000663	TeamPad 7510C Operations Guide
D900000065	TeamPad 7510C Main Unit Product Specification
D900000063	TeamPad 7510C Service Maintenance Manual
LOCA05951-550X	Keyboard Dock Specification

1.0 OVERVIEW

The TeamPad 7510C is a RISC based Hand Held Terminal, designed for use in a Thin Client system. It is connected to a Microsoft Windows 2000 Server through an 802.11b Wireless LAN and is operational after configuring the RF connection.

The 7510C uses applications software running on a Windows 2000 Server via Microsoft's Remote Desktop Protocol (RDP) or Citrix's Independent Computing Architecture (ICA) and an 802.11b wireless RF network connection.

1.1 TARGET MARKET

The target markets for the TeamPad 7510C Handheld Systems are Route Accounting, Retail, Healthcare and Transportation.

1.1.1 RELEASE SCHEDULE

Initial Release: January 24, 2003

1.1.2 VOLUME FORECAST

For volume forecasts, please contact Product Management or your local sales channel.

1.2 PRODUCT DESCRIPTION

The TeamPad 7510C is a RISC based Thin Client Hand Held Terminal, enabling applications formerly residing on the handheld, to be located on the server. The main unit consists of a 10.4-inch (diagonal) color TFT SVGA LCD panel, integrated 10 key keypad, MMCX antenna (Cisco) or agreed compatible and a rechargeable Lithium Ion battery. The hardware peripheral devices for the TeamPad 7510C consist of a charging stand adapter, dual battery pack, AC adapters and cables.

1.2.1 SOFTWARE PRODUCT DESCRIPTION

The TeamPad 7510C will come with Windows CE V3.0 English RDP 5.0 and ICA Client software.

1.2.2 HARDWARE PRODUCT DESCRIPTION

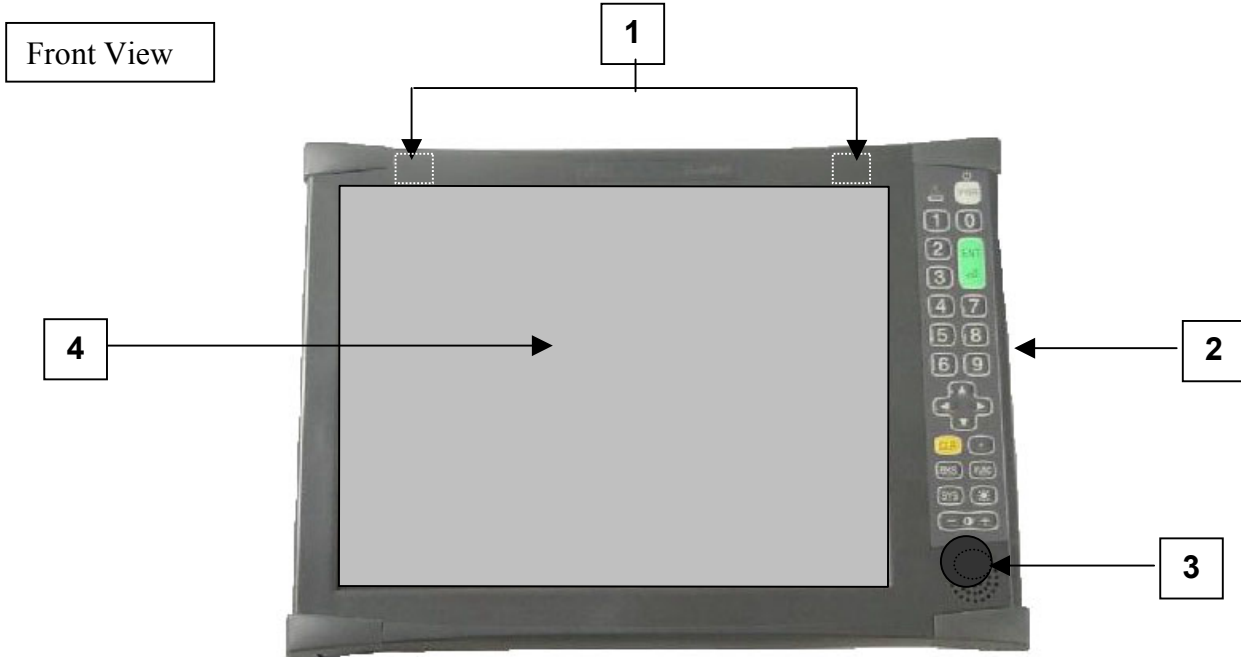
The major components of the TeamPad 7510C are:

Standard Features:

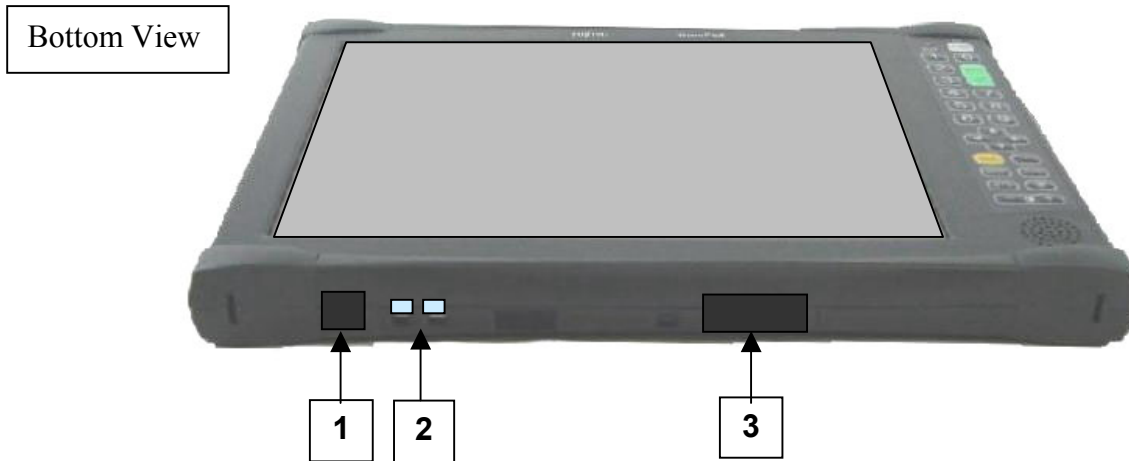
Item	Specification
Controller	CPU 64-bit RISC CPU
	Memory ROM: 32 megabytes + 2 megabytes (Flash ROM) 8 megabytes (Flash Disk) RAM: 32 megabytes
	OS Windows CE 3.0 (English) RDP 5.0 & ICA Client software
Display	Type 10.4 inch color TFT LCD
	Color 256 colors as RDP client/ 65536 colors as ICA client.
	Screen size 800 (H) dots x 600 (V) dots, 0.26mm pitch
	Display lighting FL tube High-brightness back lighting (up to 120 cd)
Operational Panel	Touch Panel Resistive
	Key Back Light key, Contrast key (x 2), Function key, System key, Power key, Reset switch, Ten key numeric keypad, Enter key, Cursor keys, Clear key, Decimal Point key, Backspace key.
PCMCIA Type II x 1 slot	For 802.11b DSSS radio card
Radio	2.4GHz, frequency hopping or Direct sequence system, radio LAN, based on IEEE 802.11b (11Mbps)
RF antenna (Included)	Requires antenna cable sets for Cisco (MMCX) or AGERE radio connection selectability.
External interfaces	Barcode Reader: Serial 2 (RS-232C/TTL) External-2: Interface for Keyboard Dock Audio: Speaker output (1 built-in Speaker - mono) No Microphone

OPTIONAL FEATURES	
1	Charging Adapter Stand
2	AC Adapter For Charging Main Unit 110VAC (12VDC output)
3	AC Adapter For Connecting Two Charging Stands, (16VDC output)
4	Cable, Daisy Chain, Connects two TeamPad 7500 Charging Stands
5	Dual Battery Pack Charger
6	Neck Strap
7	Scanner
8	Keyboard Dock

1.2.3 HARDWARE PRODUCT DRAWING

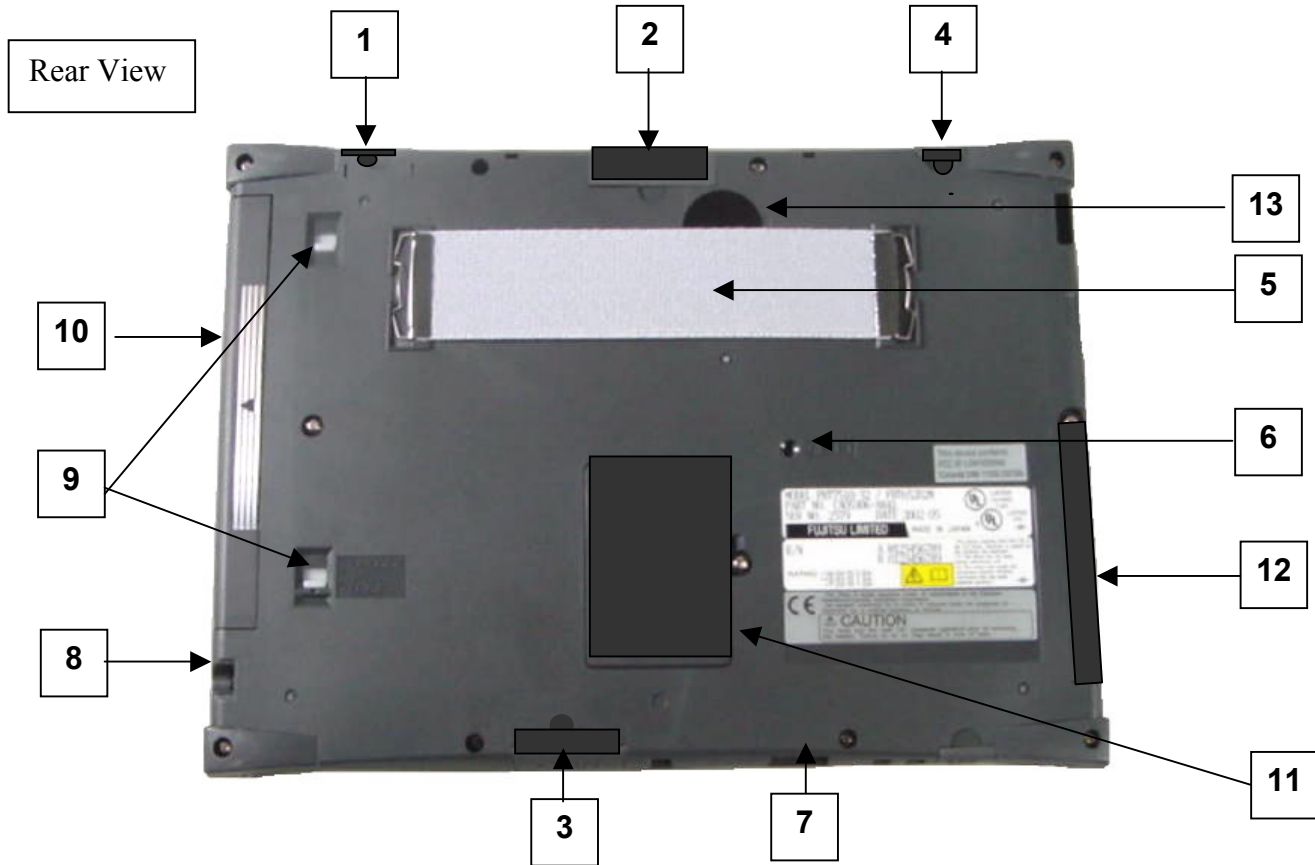


No.	Component name	Remarks
1	Radio antenna	Built-in
2	Battery case	The case that holds the battery.
3	Speaker	Built-in
4	LCD touch panel	Hereafter called "touch panel" or "screen".



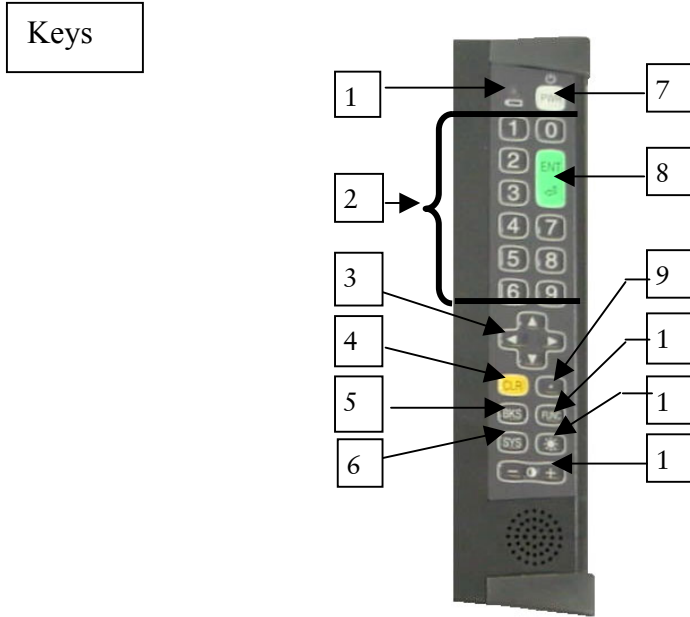
No.	Component name	Remarks
1	AC adapter connector	Connector for the AC adapter
2	Charging terminal	Terminal connected to the charging adapter stand
3	EXT2 Interface	Interface for Keyboard Dock

1.2.3 HARDWARE PRODUCT DRAWING (Continued)



No.	Component name	Remarks
1	Bar code reader I/F	PSC QS6000 QuickScan Scanner I/F
2	Extended interface	Not supported.
3	Extended interface 2	Connection to Keyboard Dock
4	Audio interface	Supported.
5	Hand strap	Attached to product
6	Reset switch	Switch for restarting handheld unit
7	IrDA interface	Not supported.
8	Stylus Pen	Touch panel stylus pen, located in the stylus garage.
9	Battery lock switch	Switch for locking the battery compartment
10	Battery	1750 mAh lithium-ion battery
11	ROM cover/Sub battery	Built-in system ROM and sub battery
12	PC card slot 1	Slot for PCMCIA 802.11b RF card
13	RAS switch	For Maintenance purposes only

1.2.3 HARDWARE PRODUCT DRAWING (Continued)



No	Component name	Remarks
1	Power/Charging status LED	LED for displaying the power supply and charging status. Hereafter called "LED".
2	Ten key keypad	
3	Cursor key	Four directional keys
4	Clear key	[CLR]
5	Backspace key	Hereafter called the [BKS] key.
6	System key	Hereafter called the [SYS] key.
7	Power key	For turning on/off the power supply. Hereafter called the [PWR] key.
8	Enter key	Hereafter called the [ENT] key.
9	Decimal Point key	
10	Function key	Hereafter called the [FUNC] key.
11	Back light key	For controlling the brightness of the backlight on the screen. Hereafter called the [☼] key.
12	Plus (+) and Minus (-) keys	For controlling miscellaneous set up and operational functions.

1.3 PHYSICAL & ENVIRONMENTAL CONSIDERATIONS

1.3.1 PHYSICAL

Height	205 mm	8.0 inches
Width	285 mm	11.2 inches
Depth	025 mm	1.0 inches
Weight	950g	2.0 lbs

1.3.2 TEMPERATURE & HUMIDITY

Transportation (1 week or less, in packed status for FJ export)
 Storage (3 months or less, in packed status for FJ export)

Temperature	Operating	0 ~ 40 (32° to 104°F)
	Non-Operating	20 ~ 60 (-4° to 140°F)
	Transportation	- 20 ~ 60 (-4° to 140°F)
	Storage	- 20 ~ 60 (-4° to 140°F)
Temperature Gradient	Operating	0.6 ~ 4.0 degree C/min (Non-condensation)
Humidity	Operating	20 ~ 80%RH (Non-condensation)
	Operating	(Non-condensation)
Humidity Gradient	Operating	(Non-condensation)
	Transportation	30% / Day (Non-condensation)

1.3.3 VIBRATION

Vibration	Operating	0.4G, 5~55Hz, 2.54cm 15min sweep 15min., 3deg.
	Non-Operating	1.0G, 5~55Hz, 2.54cm 1min sweep 2hours, 3deg.
		1.5G, 5~1000Hz, 2.54cm 1min sweep 15min., 3deg.
	Transportation	3.0G, 5~140Hz 20min., 3deg.

1.3.4 ENVIRONMENTAL

No.	Item	TeamPad7500
6	Shock	A one time drop of 120cm (3. feet 11 inches) in height, to a flat concrete surface. Under these conditions the handheld terminal will not loose the unit configuration.
	Non-Operating	
	Transportation Storage	
7	Altitude	- 61 meters (-200 feet) ~ 3,047 meters (9,997 feet)
	Operating	
	Non-Operating	
8	Dust level	0.88g/m ³ 533 ±75 m/min.
	Operating	
	Non-Operating	
9	Polluting gas level	NO ₂ 0.1ppm N ₂ S 0.005ppm HC1 0.1ppm SO ₂ 0.1ppm CL ₂ 0.05ppm
	Operating	
	Non-Operating	
		Operational after cleaning exterior dust.
	Transportation	The above values multiplied by 10
10	Salt atmosphere	5% 48H
11	Rain-proof	3 ~ 5 mm per hour (0.1 to 0.2 inches per hour)
12	Illumination	400 ~ 1000LUX 86cm above floor (33.5 inches above floor)
13	Static discharge	~ 15kV
14	Magnetic field	0.025 gauss

1.3.5 POWER

A DC battery powers the TeamPad 7510C Handheld terminal and there are two types of AC Adapters available.

Power	Battery	Lithium ion battery pack, 7.2V 1750 mAh
	Operational time	Approximately 3 hours (new battery, room temperature, 10% CPU utilization, darkest back lighting state, RF communication) Approximately 1.5 hours at low temperatures (0°C or below) same Operating conditions.
	Charging period	Approximately 2.5 hours (This is a value under the conditions of using the charging stand or AC adapter while the power supply of this unit is turned off.)
Power supply	AC Adapter, for two Charging Stands	Input 100-240VAC 50-60 Hz Output 16VDC 2.7 amps (supplies power for two charging stands simultaneously)
Power supply	AC Adapter, For One Main Unit or one Charging Stand	Input 100-240VAC 50-60 Hz Output 12.4VDC 1.5 amps (Can supply power for one main unit or one charging stand)

1.3.6 SAFETY STANDARDS

Regulatory	EMI	FCC part15B Class B Canada ICES-003 Class B
	UL Approval	UL/cUL (UL1950 revision3), CSA950/1950 (revision 3)

1.4 PRODUCT PERFORMANCE

1.4.1 RELIABILITY

TeamPad 7510C 80,000 Hours with Power On
(Note: The MTBF excludes the usage life of the following components)

Individual component MTBF

NO	Description	MTBF
1	LCD	50,000
2	Back-Light	10,000
3	Keyboard	3,000,000
4	Touch Panel	1,000,000

The TeamPad 7510C is designed to withstand a three feet eleven inches (120cm) drop to a flat concrete surface.

This product generally comes with a warranty, verify sales contract for specific terms and duration's.

1.4.2 LIFE EXPECTANCY

The design life expectancy for the TeamPad 7510C is greater than five years.

2.0 RESOURCES

This section estimates the needs for the CS, Logistics, and other resources required to support the TeamPad 7510C. Typical maintenance is anticipated to be Depot or whole unit type repairs.

2.1 SKILLS REQUIRED

Customer Service Representative:

A general understanding of Intel-based PC components and working knowledge of PCMCIA cards, Windows CE, and basic knowledge of RF Communication and Wireless LAN's.

Consultant/Project Manager:

Good working knowledge of PCs, Windows CE, RF Communication and Wireless LAN's.

2.1 SKILLS REQUIRED (CONTINUED)

Repair Center Technicians:

An in-depth understanding of Intel-based PC components, I/O cards, and MS-DOS, OS/2, and Windows Operating systems is required. Knowledge of commercial off-the-shelf PC diagnostics is assumed. Experience with troubleshooting multi-layer PWAs, including surface mount technology (SMT) is required.

2.2 TRAINING

CS training is under the discretion of each specific country business unit. Sustaining Engineering will provide 'train the trainer' operations. The schedule and funding for this training will be established on an individual case by case basis. All requests for training by Sustaining Engineering should be forwarded to the Product Quality Mailbox (reference the cover page).

Sustaining Engineering estimates that the Technical Publications listed are adequate for this product and additional training will not be necessary for CS personnel currently trained on similar Fujitsu Transaction Solutions Inc. products. The TeamPad 7510C should be included in any future standard training provided to Fujitsu Transaction Solutions Inc. CS personnel.

2.3 TECHNICAL PUBLICATIONS

All units are shipped with the Quick Reference Guide. Both the Quick Reference Guide and the Operations Guide can be found on the FTP Internet Site <ftp://ftp.fjicl.com> under the following directory: pos/possustaining/Handheld/TeamPad 7510C/Manuals.

Hard copies of the following manuals can be ordered separately using the part numbers provided below.

Description	Part Number
TeamPad 7510C Operations Guide	90000663
TeamPad 7510C Quick Reference Guide	90000714
TeamPad 7510C Service Maintenance Manual	D900000063
TeamPad (Main Unit)7510C Product Specification	D900000065

2.4 SPARES

It is assumed that countries will spare the TeamPad 7510C at the ORU level. Some countries (or customers), however, may choose to spare the TeamPad 7510C at a major assembly level with the ORU repair performed at a central repair center or depot. The spare listing takes both of these methods into consideration.

Spares will be stocked at the North America Logistics Center (USA-24).

The TeamPad 7510C is a Fujitsu product and will follow standard spares lead times.

2.4.1 SPARES LIST

The following parts list includes both ORU and Major Assembly levels. This parts list is for planning purposes and may not be always up-to-date. The final authority on part number is the Fujitsu ordering system (PORT) and the Fujitsu Transaction Solutions Inc. Engineering Database.

Description	Supplier P/N	FTXS P/N	FTXS PIN
Main Units			
TeamPad 7510-32, VR4121/168MHz CPU, 32MB RAM, 10.4 inch color TFT LCD	FHT652B2M CA05306-A841	CA05306-A841	CA05306-A841
Chargers, Mounts, and Holders			
AC Adapter For Charging Main Unit 110VAC	CA01007-0511	CA01007-0511	CA01007-0511
Charging Stand with AC Adapter and AC Cord (USA Version)	FHTLC601	N/A	PBT7531-01
AC Adapter For Connecting Two Charging Stands, W/US AC Cord	CA05306-D500	CA05306-D500	CA05306-D500
Power Cord, AC, Length 67inches, 2.5A/125V Black 18/2/SPT2	1062.079	1062.079	1062.079
Charger, Dual Battery Pack, w/AC Cord (USA Version) TeamPad 7500	CA05951-1320	CA05951-1320	CA05951-1320
Battery Pack, 1750mAh	CA54200-5033	CA54200-5033	CA54200-5033
Battery, Sub, 3.0V-90mAH Lithium	CA54200-0600	CA54200-0600	CA54200-0600
Cable, Daisy Chain, Connects two TeamPad 7500 Charging Stands	CA72001-1895	CA72001-1895	CA72001-1895
Main Unit Parts TeamPad 7510C (PBT710-32)			
Main PCB Assy	CA05306-D005	N/A	N/A
LCD Assembly	CA05306-D021	N/A	N/A
Inverter Assembly	CA46010-1641	N/A	N/A
Lower Cover Assembly	CA32150-D916	N/A	N/A

2.4.1 SPARES LIST (Continued)

Description	Supplier P/N	FTXS P/N	FTXS PIN
Upper Cover Assembly, With 10 Key	CA32150-D901	N/A	N/A
Sub-Assemblies, Upper Cover (D901)			
TL Rubber A	CA32150-Y062	N/A	N/A
TL Rubber B	CA32150-Y063	N/A	N/A
TL Rubber C	CA32150-Y064	N/A	N/A
Side Fit Metal	CA32080-Y169	N/A	N/A
Touch Panel	CA51002-0026	N/A	N/A
10 Ten Key Unit	CA50601-0161	N/A	N/A
Upper Cover Assembly, With 10 Key	CA32150-D903	N/A	N/A
Sub-Assemblies, Upper Cover (D903)			
Tape A	CA32150-Y079	N/A	N/A
Tape B	CA32150-Y080	N/A	N/A
Tape D	CA32150-Y082	N/A	N/A
Tape C	CA32150-Y081	N/A	N/A
Speaker Filter	CA32150-Y034	N/A	N/A
Gasket	CA32150-Y061	N/A	N/A
Guide	CA32150-Y078	N/A	N/A
ROM Board (JRM99BB)	CA05306-J019	N/A	N/A
Antenna PCB (JCN98BD)	CA21237-B94X	N/A	N/A
Speaker	CA05950-0112	N/A	N/A
Sub Battery	CA54200-0600	N/A	N/A
FPC Cable (Connect To LCD)	CA77199-0251	N/A	N/A
FPC Cable (Connect To Battery)	CA21233-B421	N/A	N/A
FPC Cable (Connect To AC Adapter)	CA21233-B441	N/A	N/A
FFC Cable (Connect To PCB JCN98xx)	CA77121-0650	N/A	N/A
FFC Cable (Connect To Inverter)	CA77116-2000	N/A	N/A
Regulatory Label	CA92001-0740	N/A	N/A
CE Label	CA92001-1023	N/A	N/A
Tape	CA32150-Y084	N/A	N/A
Ras Tape	CA32150-Y900	N/A	N/A
Keyboard Dock			
Keyboard Dock	CA05951-5502	CA05951-5502	CA05951-5502
Cable, Keyboard Dock, USB Switch TeamPad 7510C, (TeamPad 7510-32)	90000760	90000760	N/A
Label, Keyboard Dock, Switch, TeamPad 7510C, (TeamPad 7510-32)	90000774	90000774	N/A
Scanners			
PSC QS6000 Plus Handheld Scanner RS232 I/F, w32 inch coiled cable and Hirose Connector	661315-101002-0278	PBT7X51-03	PBT7X51-03
PSC QS6000 Plus Handheld Scanner RS232 I/F, w32 inch coiled cable, Hirose Connector, and AutoSense Stand	661315-101002-0178	PBT7X51-04	PBT7X51-04
Stand, Autosense, PSC QS6000 Plus	7-0204	7-0204	7-0204
Cable, 32 Inch Coiled With Hirose Connector (RS232 Interface)	8-0423-71	8-0423-71	8-0423-71

2.4.1 SPARES LIST (Continued)

Description	Supplier P/N	FTXS P/N	FTXS PIN
Manuals/Documentation			
TeamPad 7510C Product Specification, Main Unit, (PBT7510C) (PB7510-32)	N/A	D900000065	N/A
Service Maintenance Manual, TeamPad 7510C	N/A	D900000063	N/A
Quick Reference Guide, TeamPad 7500C	N/A	90000714	90000714
Operations Guide, TeamPad 7510C	N/A	90000663	90000663
Ordering Information	C166-C014-04EN	N/A	N/A
Spare Parts List	C166-G002-09EN	N/A	N/A
Parts Catalog	C166-G003-08EN	N/A	N/A
Maintenance Drawings	C166-F011-05EN	N/A	N/A
Battery Specification, 1750mAh	KU9168	N/A	N/A
Charging Stand Product Specification	FHTLC601/PBT7531-01	N/A	N/A
Dual Battery Charger Product Specification.	FHTMC601W / PBT7531-02	N/A	N/A
Conducted and Radiated Emission Test Report FCC Part 15B Class B Canada ICES-003 Class B	ANKK-501160	N/A	N/A
UL Approval Report (TeamPad 7500 Series)	UL File No. E133157	N/A	N/A

2.4.2 CONSUMABLE PARTS

User consumable parts and spares are available via normal ordering Channels and are replaceable by customers.

Consumable & Replacement Parts			
Pen, Stylus, FJ	CA02957-D001	CA02957-D001	CA02957-D001
Tether, Stylus, TeamPad 7500 Series	04891ICL	04891ICL	04891ICL
Neck Strap	FHTNS701	90000076	FHTNS701
Hand Strap	CA91002-3810	CA91002-3810	CA91002-3810
Handstrap, Side, TeamPad 7500 Series	P5108ICL	P5108ICL	P5108ICL
KIT, TP7510C Antenna Cable (CISCO RF)	N/A	N/A	PBT7550-01
Cisco 350 Series 11MBPS RF Card	AIR-LMC352	N/A	AIR-LMC352
Cable, MMCX Primary Antenna	KD77002-0950	KD77002-0950	KD77002-0950
Cable, MMCX Secondary Antenna	CA77156-1300	CA77156-1300	CA77156-1300
Label, Handheld FCC ID (CISCO 11Mbps Radio P/N AIR-LMC352)	90000483	90000483	N/A
Cisco RF Driver Installation Set	N/A	90000724	N/A
Software, Right Mouse	N/A	90000482	N/A

2.5 REPAIRS

North America Logistics Center (USA-24) offer repair services for the items they consider to be repairable.

The customer should utilize their own services to perform a confidence level test on units prior to shipment to the repair center. History has shown that not all units being returned from customer sites are actually faulty.

2.5.1 REPAIR TIME

The following are time estimates for removing and replacing major assemblies. These time estimates do not include the time to diagnose the problem, gain access to the TeamPad 7510C, or perform any software reloading to return the unit to full customer functionality.

ORU	Time
Upper Cover (Front)	10 Min.
Lower Cover (Bottom)	10 Min.
Main PCB	20 Min.
IRDA PCB	15 Min.

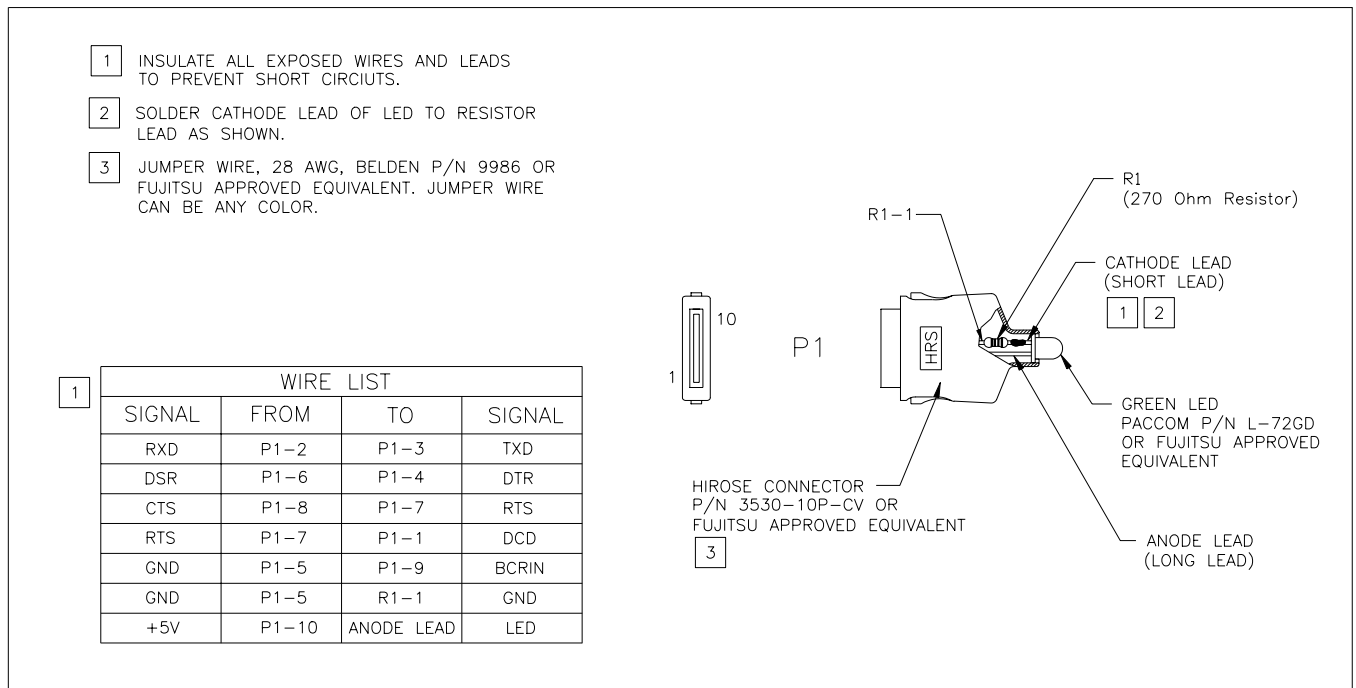
ORU	Time
Inverter PCB	15 Min.
LCD Display	15 Min.
RF Antenna	15 Min.
Main Battery	1 Min.

Based upon these times and adjusted by the probability of a specific component failing, the MTTR for the complete unit is estimated at:
 MTTR = 12.5 Minutes

2.5.2 SERVICE AIDS & DIAGNOSTICS

The TeamPad 7510C comes with an on board RAS Tool Diagnostic initialized on boot up by pressing the RAS switch on the back of the TeamPad 7510C. This will be illustrated in the TeamPad 7510C User's Guide, which will ship with each unit.

A loop back plug (P/N 90000550) can be made with the following pin assignments using a Hirose RS232 connector or a Fujitsu approved equivalent.



3.0 SERVICE PROFILES

3.1 PREVENTATIVE MAINTENANCE

Beyond general cleaning of the TeamPad 7510C there is no scheduled preventative maintenance required.

The Lithium Ion battery Life depends on the conditions such as ambient temperatures and the status in which the unit is used. The TeamPad 7510C battery is warranted at 60% capacity on the 500th cycle.

3.2 CORRECTIVE MAINTENANCE

In the event of a failure the customers is expected to confirm the malfunction by carrying out their own internal problem resolution procedures. If their procedures are unable to resolve the problem, they should contact the Customer Call Center. The Call Center will issue a Return Material Authorization number and the defective unit can be returned to the Repair Center.

3.3 ESCALATION PROCEDURES

Product reliability issues on Fujitsu Transaction Solutions Inc. products or general inquiries should be sent to the Product Quality mailbox (reference the cover page).