CyberPro Dual I/O™

User's Manual

SIIG®

SIIGnificantly Better.™

5 YEAR WARRANTY REGISTRATION CARD

Please complete and mail. This card will ensure that your warranty is properly documented in our database.

Complete Product Name: _____

Name:_____ E-Mail:_____

Address:_____

City:_____ State:_____ Zip:_____

Date of Purchase:_____ / _____ / _____ Purchase Price (before tax): $_____

Purchased From:_____ of (City, State):_____

1. What features encouraged you to purchase this product? (check all that apply)
   ☐ Good price   ☐ Warranty   ☐ Unique features
   ☐ Good value   ☐ User's manual   ☐ Other_____

2. Is this the first SIIG product you have ever purchased?   ☐ Yes   ☐ No
   If no, what other SIIG products do you own?_____

3. System Configuration: ☐ 386/486   ☐ Pentium   ☐ Pentium Pro   ☐ Pentium II

   Manufacturer: ☐ Compaq   ☐ Dell   ☐ HP   ☐ IBM

                     ☐ PackardBell   ☐ Other _____

   Model_____

---------------------------- *Fold Here* ------------------------------------

┌──────────┐
│ Place   │
│ Postage │
│ Here   │
└──────────┘

SIIG, Inc.

Attn: Warranty Registration
6078 Stewart Avenue
Fremont, CA 94538-3152

Comments:

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PRODUCT NAME	**MODEL NUMBER**
CyberPro Dual I/O	IO1824

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B
OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

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.**

FCC NOTICE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna

• Increase the separation between the equipment and the receiver

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

• Consult the dealer or an experienced radio or TV technician for help

Caution:

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

THE PARTY RESPONSIBLE FOR
PRODUCT COMPLIANCE
SIIG, Inc.
6078 Stewart Ave.
Fremont, CA 94538-3152
(510) 657-8688

03-0206C

Table of Contents

About this Manual

The purpose of this manual is to introduce you to your *CyberPro Dual I/O*. It will guide you on how to configure and install the board for proper operation in your computer. Please save this manual for future reference.

This manual is comprised of the following sections:

Chapter 1: Introduction
Provides unpacking instructions and introduces the features of the *CyberPro Dual I/O*.

Chapter 2: Verifying and Configuring System Resources
Provides an overview of basic principles for setting up new devices for trouble-free operation. A special section is included for Windows 95/98 users.

Chapter 3: Installation
Provides step by step instructions on how to configure and install the *CyberPro Dual I/O* into your computer.

Chapter 4: Technical Support
Provides instructions on how to obtain technical support and return the product.

Chapter 1
Introduction

Thank you for your purchase of the *CyberPro Dual I/O.* SIIG's goal is to provide its customers with affordable, quality products, backed by prompt customer support.

The purpose of this comprehensive user's manual is to:

- introduce you to your *CyberPro Dual I/O's* features and specifications
- guide you through the steps for an easy, trouble-free installation of hardware in your system
- provide technical support information in the event of a problem.

Before installing the board, please review this chapter for unpacking instructions and an overview of key features. Then refer to *Chapter 2: Verifying and Configuring System Resources* for detailed procedures on how to verify system resources and configure the board in Windows 95/98 and *Chapter 3: Installation* for easy to follow installation procedures.

1-1 Unpacking Your *CyberPro Dual I/O*

Please verify that the following items are included in the packaging carton:

- One *CyberPro Dual I/O* board
- This comprehensive user's manual

Please consult your dealer if any item is damaged or missing.

1-1.1 Static Electricity Precaution

One of the routine precautions you must be aware of when working with computer components is the problem of static electricity discharge.

Note Leave the *CyberPro Dual I/O* in its static-resistant bag until you are ready to install it.

Caution Static electricity discharge may permanently damage your system. In order to avoid possible static electricity discharge during installation procedures, please follow the guidelines below:

- Discharge any static electricity build up in your body by touching a large grounded metal surface or the computer's case (if plugged in), for a few seconds.
- During installation procedures, avoid any contact with internal parts. Handle boards only by their edges.

1-1.2 Record the Serial Number

In order for SIIG's Technical Support or Customer Service Department to give you prompt service, you will need the following product information. *The serial number label is located on the side of the box and on the back of the board.*

Serial No.   Part No.

S/N XXXXXXXXXXXX   XX-XXXXXX
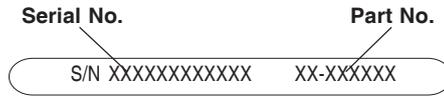
Please take a moment to record the serial number.

Serial Number: _____

Part Number: _____

Date purchased: _____

1-2 Introducing Your *CyberPro Dual I/O*

The *CyberPro Dual I/O* is a 16-bit ISA board with high-IRQ and multiple-COM support for use in Pentium-class and 486/386 computers. It provides two 16650 serial ports (two DB9) for multiple serial device connections. With enhanced 32-byte FIFO buffers, it is ideal for all types of high-speed serial port devices including ISDN modems, 56K modems and more. Plus high-IRQ and multiple-COM supports eliminate the hassle of system resources conflicts.

1-2.1 Key Features and Benefits

- Two high-speed 16650 UART serial port support:
  - enhanced 32-byte Transmit and Receive FIFO buffers for fast and reliable data transfer
  - COM 1-12 (COM5 and above are supported by Windows 95/98/NT 4.0 only)
  - IRQ 3-5, 7, 9-12 and 15
  - all types of serial port devices including ISDN modems, 56K modems and more

1-2.2 System Requirements

- Pentium-class or 486/386 system with one available 16-bit ISA slot
- DOS/Windows 3.1x or later

Chapter 2
Verifying and Configuring System Resources

This chapter is provided to help you:

- understand the basic concept of system resources
- configure the board properly in Windows 95/98

Note A special section is provided as a guide for configuring a board in Windows 95/98 operating system.

2-1   Overview of System Resources

System resources refer to the addresses and communication channels that hardware devices use to communicate with the system. System resources typically include the following:

- I/O port address
- Interrupt ReQuest (IRQ) channel
- Direct Memory Access (DMA) channel

The resources used by a device depend on its function. For example, communications ports require an I/O address and an IRQ; sound cards need an I/O address, an IRQ and at least one DMA. Although there can be exceptions, the key to a successful installation is that the resources set for each device be different from any other device in your system. **A conflict will result if there is a common setting between devices.**

System resource conflicts causes many symptoms, such as:

- A device stops working
- The system frequently locks up
- Garbled characters appear on the monitor screen

Every *non* plug-and-play board delivered with factory jumper/switch settings are considered standard for the type of device(s) it supports. These are usually safe settings for basic systems. However, as devices upgrade continues, resource issues become more complex.

To avoid conflicts,

- verify current system resources before installing the board
- make sure the factory default settings of the board do not conflict with other existing devices resource settings in the system. If conflict occurs, reset the jumper setting of the board.

Currently AT/Pentium computers support 16 IRQs—but they are not all available to you! Some are reserved for system use, some have been reserved for standard installed devices such as mouse, fax/modem, printer, sound card, etc., leaving only the high IRQs (IRQ10 or above) for further expansion needs (which conventional boards don't support!).

To take advantage of the latest computer technology, SIIG offers High-IRQ and Multi-COM-Port I/O cards that provide maximum upgrade and expansion flexibility. When you need to add new devices such as a serial label printer, network card or second disk drive controller... the high IRQ level support allows you to do it. The same holds true for the Multi-COM-Port feature. Instead of the conventional COM ports (COM 1-4), up to 12 COM ports can be supported! These boards are designed to provide the greatest flexiblity for your future expansion needs!

2-1.1 I/O Port Address

Every I/O port uses an I/O address to communicate with the system. Considering future system expansion needs and possible I/O address conflicts, an I/O board that supports more than conventional I/O addresses is strongly recommended. The following table lists the conventional I/O addresses:

Port	Base I/O address
COM1	3F8h
COM2	2F8h
COM3	3E8h
COM4	2E8h
LPT1	3BCh or 378h
LPT2	378h or 278h
LPT3	278h only

2-1.2 Interrupt Requests (IRQ)

Hardware devices use interrupt request (IRQ) channels to signal the motherboard that a request must be fulfilled. **IRQ usually cannot be shared**. Considering future system expansion needs and possible IRQ conflicts, an I/O board supports high-IRQ is strongly recommended. The following table lists the 16 IRQs supported by the 16-bit ISA bus:

IRQ	Standard Function	Card Type
0	Timer Click	—
1	Keyboard	—
2	Second IRQ Controller Cascade	—
3	Serial Port 2 (COM2: COM4:)	8/16-bit
4	Serial Port 1 (COM1: COM3:)	8/16-bit
5	Sound/Parallel Port 2 (LPT2:)	8/16-bit
6	Floppy Disk Controller	8/16-bit
7	Parallel Printer Port LPT1:	8/16-bit
8	Real-Time Clock	—
9	Redirected as IRQ2*	8/16-bit
10	Available	16-bit
11	Available	16-bit
12	Available/PS/2 Mouse	16-bit
13	Math Coprocessor	—
14	Primary IDE HDD	16-bit
15	Available/Secondary IDE HDD	16-bit

* *Any device set to IRQ2 is actually using IRQ9.*

Note IRQs 0, 1, 2, 8 and 13 are reserved for system use; IRQs 10, 11, 12, 14 and 15 require 16-bit devices.

2-1.3 Direct Memory Access (DMA)

High-speed communications devices that send and receive information at high speed, such as sound cards and SCSI adapters, use DMA channels. DMA channels can sometimes be shared if the same DMA is never used simultaneously.

The following table lists the eight supported DMA channels:

DMA	Standard Function	Transfer
0	System reserved	8-bit
1	Available/Sound Card	8-bit
2	Floppy Disk Controller	8-bit
3	Available	8-bit
4	First DMA Controller Cascade (not usable)	
5	Available/Sound Card	16-bit
6	Available	16-bit
7	Available	16-bit

Note DMA 0 is not available in Windows 95/98 as manual assignment.

2-2 Configuring I/O Ports in Windows 95/98

The Windows 95/98 allows you to easily determine the current resource status, plus manually install and verify new device resource settings for proper operation.

The following outlines the steps to install a device:

1. Verify Current System Resources

a. Starting from the main desktop, double-click on *My Computer / Control Panel / System / Device Manager.*

Click on the *Print* button to print out a Resource Summary Report. Or,

Click on *Properties* button to display the current resources used in the system under the *View Resources* tab.
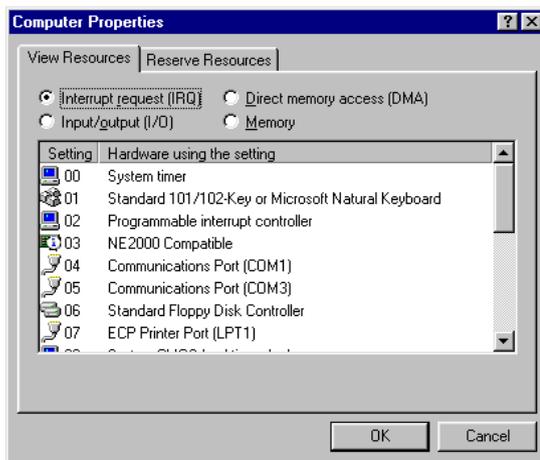
Figure 2-1

- Select the *Interrupt request (IRQ)* option to display the IRQs in use.

- Select the *Input/output (I/O)* option to display addresses in use.

- Select *Direct memory access (DMA)* to view the DMAs in use.

   Resources NOT listed are available resources for manual assignment (see **Figure 2-1**).

b. Exit Windows and turn the system off.

2. Reconfigure the on-board default jumper setting according to available system resources (refer to Chapter 3 for alternate jumper setting if necessary).

3. Install the board and restart the system

4. "Add New Hardware" procedures

a. Go to the *My Computer / Control Panel* and double-click on *Add New Hardware* icon and click *Next*.

   (For Windows 98, click *Next* again)

b. **Automatic initialize the port**

Click *Next* to let Windows auto detect the new port. If the port is detected sucessfully, shut down the system to connect device to the new port, then restart the system. Otherwise,

Manually initialize the port

If the new port is not detected by Windows, the port needs to be manually initialized. Repeat *step 4a*, click *No* then *Next* and continue to the following steps to complete the manual initialization.

c. Scroll down and double-click on *Ports [COM & LPT)*.

d. From the *Add New Hardware Wizard* dialog box, select *Standard port types* under *manufacturer* window in the left. Then select *Communications port* (for serial port); *ECP Printer Port* or *Printer port* (for parallel port) under *model* window in the right accordingly. Click *Next*. (See **Figure 2-2**)

Note Select *ECP Printer Port* only if DMA is assigned.

Figure 2-2

e. Click *Next*, *Next* then *Finish* respectively.

Note Disregard the screen displaying the default I/O address assigned by the Windows

f. Select *No* to NOT shut down.

5A. **Verify and/or reconfigure serial port settings** (Skip to **Step 5B** for parallel port setup procedures)

a. From **Control Panel**, click on **System / Device Manager**.

b. Double click on *Ports [COM & LPT]*, then high-light the new communication port added and click on *Properties.*

c. Click on *Resources* tab. If the displayed setting matches the board setting, select **OK** and skip to *step f*. If not, continue to *step d*.
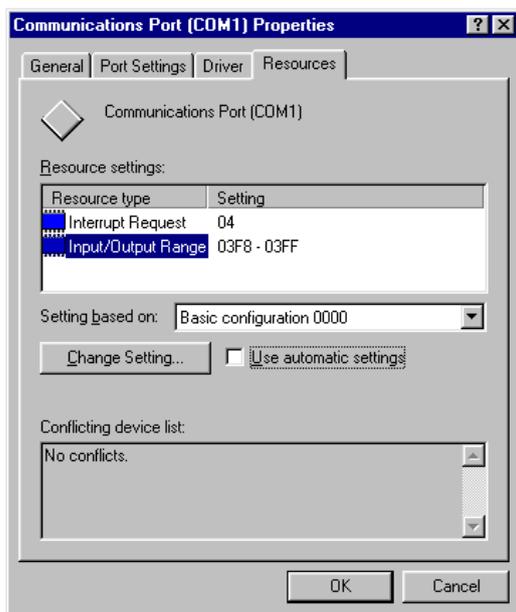

Figure 2-3

d. Uncheck *Use automatic settings* check box (see **Figure 2-3**).

• Highlight "**Input/Output Range**", then click on *Change Setting*. If a message *"This resources setting cannot be modified"* is displayed, select another *Basic Configuration* and click on *Change Setting* again until the **Edit Input/Output Range** dialog box will appear.

• From the **Edit Input/Output Range** dialog box, select the I/O port address to match the board setting in the "**Value**" drop-down box. (see **Figure 2-4**)
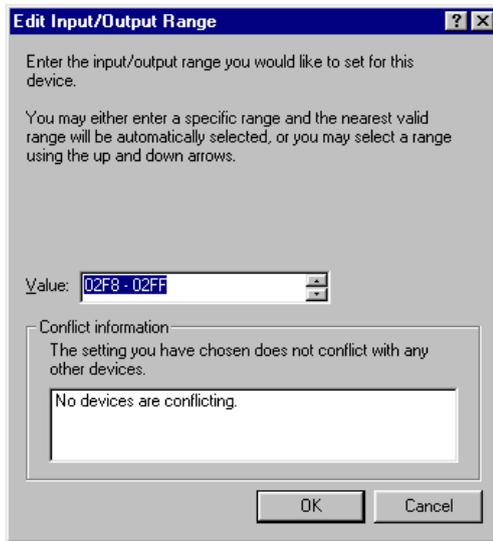

Figure 2-4

e. Repeat *step d* to verify and (if necessary) to change the **Interrupt Request** setting.

f. Select **OK** then **OK** again to restart the system.

Note Repeat *step 4* to *5A* for each additional serial port added to the system.

5B. Verify and/or reconfigure parallel port settings

a. From **Control Panel**, click on **System / Device Manager**.

b. Double click on *Ports [COM & LPT]*, then high-light the new parallel port added and click on *Properties.*

c. Click on *Resources* tab. If the displayed setting matches the board setting, select **OK** and skip to *step f*. If not, continue to *step d*.
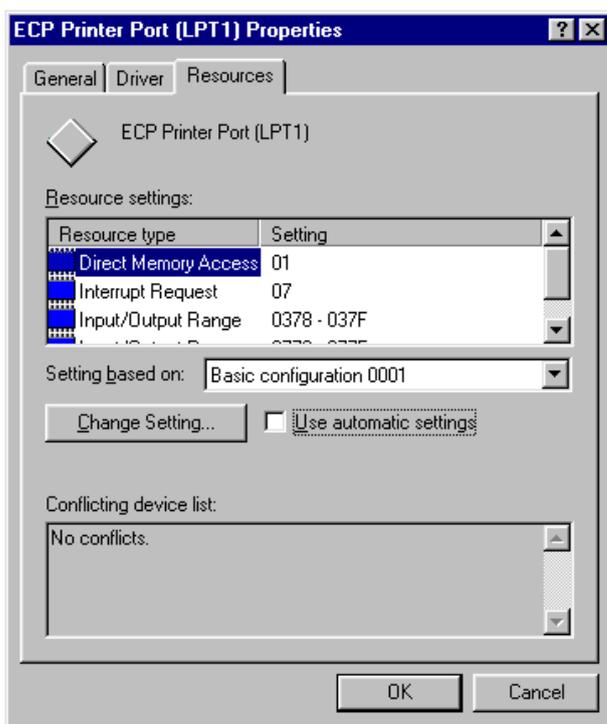

Figure 2-5

d. Uncheck *Use automatic settings* check box (see **Figure 2-5**).

(i) Select the *Basic Configuration* to display all the resource types assigned for the port i.e. I/O, IRQ and DMA. (DMA is assigned only when ECP Printed Port is selected)

(ii) Highlight "**Input/Output Range**", then click on *Change Setting* to open the **Edit Input/Output Range** dialog box.

(iii) From the **Edit Input/Output Range** dialog box, select the I/O port address to match the board setting in the "**Value**" drop-down box. (see **Figure 2-6**)
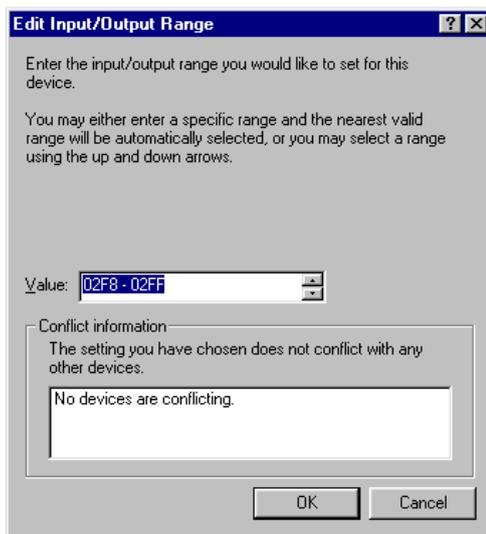

Figure 2-6

e. Repeat *step d(ii) ~ (iii)* to verify and (if necessary) to change the **Interrupt Request** and **DMA** setting accordingly.

f. Select **OK** then **OK** again to restart the system.

Note Repeat *steps 4* and *5B* for each additional parallel port added to the system.

Chapter 3
Installation

This chapter will guide you through the installation of your *CyberPro Dual I/O*. It includes instructions on how to:

- properly configure the jumpers on your board
- install the *CyberPro Dual I/O* in your computer
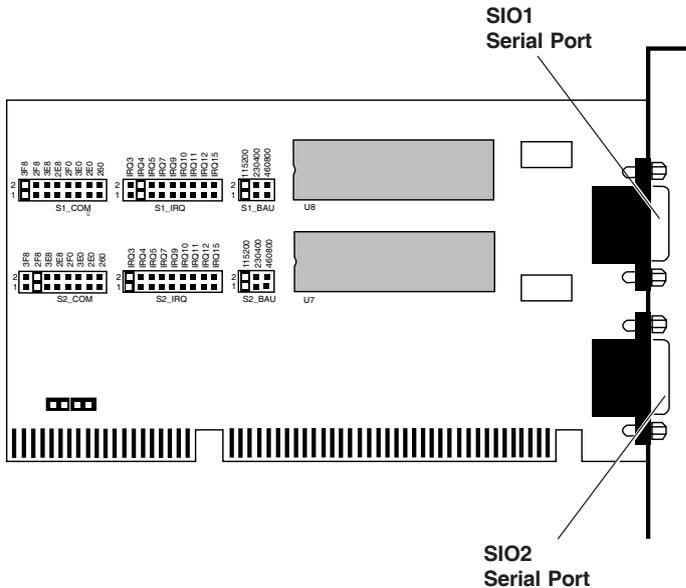
3-1 Board Layout

Figure 3-1. *CyberPro Dual I/O* **Board Layout**

3-2 Configuring the *CyberPro Dual I/O* Board

<div>

!!! IMPORTANT !!!

Prior to installing the *CyberPro Dual I/O*, please review *Chapter 2 Verifying and Configuring System Resources* to ensure that the factory default settings (I/O address and IRQ) are different from any other existing devices in your system. **A conflict results when more than one devices use the same system resource.** Also, *Chapter 2* explains how to configure the board in Windows 95/98.

</div>

Refer to the following sections for alternate jumper setting to reset the board, if needed.

3-2.1 Setting Jumpers

Figure 3-2 illustrates the installed positions on a 2-pin jumper. It also shows the non-jumpered position and position for convenient storing.

To change a jumper, simply remove a selected jumper by pulling up on its pull tab. To install a jumper, center it over the two appropriate pins and push down gently until it is seated.
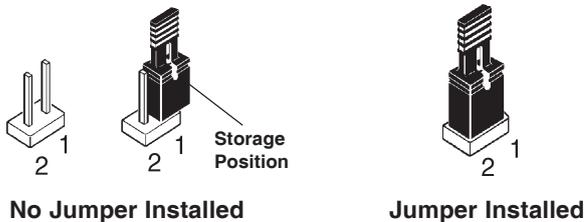

No Jumper Installed   **Jumper Installed**

Figure 3-2. Jumper Positions

3-2.2 Default Jumper Settings

The following table and figure identify the default jumper settings:

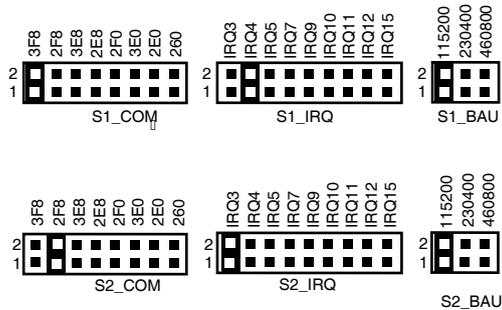| Description	Default Setting
Serial Port 1	**COM1 (3F8h)** **IRQ4** **Baud Rate: 115200**
Serial Port 2	**COM2 (2F8)** **IRQ3** **Baud Rate: 115200**

Figure 3-3. Default Jumper Settings

3-2.3   Configuring the Serial Ports

I/O Port Address

Serial Port 1 is factory set as COM1 (3F8h)
Serial Port 2 is factory set as COM2 (2F8h)

If you need to change these settings, refer to the following illustration for alternate setting:

COM Port	I/O Address	Jumper Setting
COM1	3F8h	
COM2	2F8h	
COM3	3E8h	
COM4	2E8h	
COM5	2F0h	
COM6	3E0h	
COM7	2E0h	
COM8	260h	
Disable	N/A	

Interrupt Request

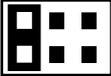Serial Port 1 is factory set as IRQ4
Serial Port 2 is factory set as IRQ3

If you need to change these settings, refer to the following illustration for alternate setting:

Interrupt Request	Jumper Setting
IRQ3	
IRQ4	
IRQ5	
IRQ7	
IRQ9	
IRQ10	
IRQ11	
IRQ12	
IRQ15	
Not selected	

Baud Rate

All serial ports are factory set as 115200bps. If you need to change these settings, refer to the following illustration for alternate setting. For more information on proper baud rate and/or buffer setup procedures, please refer to the *Quick Installation Guide* accordingly.

Baud Rate	Jumper Setting
115200*	
230400	
460800	

*= *Factory Default*

3-3 Installing the *CyberPro Dual I/O* Board

General instructions for installing the board are given since the design of computer chassis varies. Refer to your computer's reference manual for information on removing the computer cover.

1. Turn OFF the power to your computer and any other connected peripheral devices.

2. Unplug the power cord from the back of the computer.

3. Remove your computer's cover by removing its mounting screws and sliding off the cover.

4. Select an available 16-bit ISA slot, remove the slot bracket by unscrewing the holding screw and sliding it out. Save this screw for securing the board after it is installed.
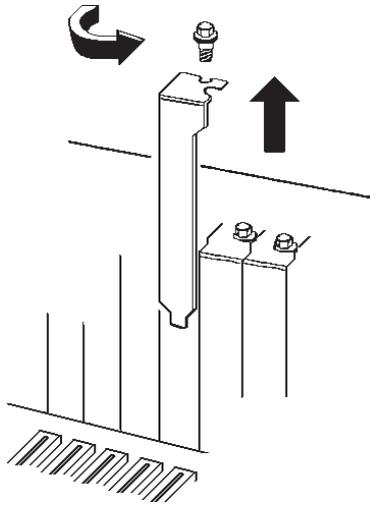

Figure 3-4. Remove the Slot Bracket

5. To install the *CyberPro Dual I/O*, carefully align the board's bus connector to the expansion slot on the motherboard. Push the board down firmly, but gently, until it is well seated.

   Note Hold the board by its external edges only. Try to avoid touching the components, connectors or pins.
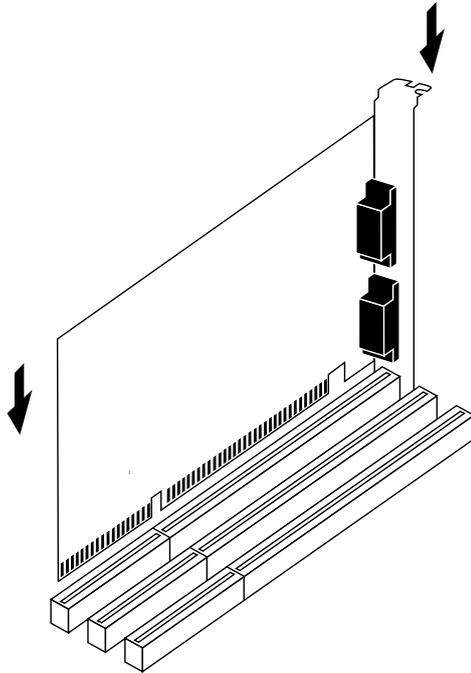

Figure 3-5. Installing the *CyberPro Dual I/O* Board

6. Replace the slot bracket's holding screw to secure the board to the rear slot panel.

7. Replace the computer's cover.

8. Connect the power cord and make new connections to the ports.

Chapter 4
Technical Support

4-1 Overview

This chapter will give you instructions on how to obtain product information, contact technical support, and return defective product. This user's manual is written with easy-to-understand instructions on how to configure and install the card in your system. We encourage you to consult this manual as your first step for technical assistance.

There are several steps you can take should you find problems with your card. It is most helpful if you consult the following resources:

1. Chapter 2 & 3 in this user's manual

2. Web Site (Section 4-2)

3. Technical Support Department (Section 4-3)

4. Customer Service Department (Section 4-4)

4-2 Web Site

Visit SIIG's Web site for more product features, drivers updates, upgrade solutions, FAQs, and where-to-buy information. Your opinions of SIIG products are very important to us. Through your feedback, SIIG can continue to deliver quality, innovative products to you.

Web Site: www.siig.com

4-3 Technical Support Department

For additional support, SIIG's Technical Support Specialists are available from 8:00 a.m. to 5:00 p.m. Monday through Friday, Pacific Standard Time.

e-mail: support@siig.com
Telephone: (510) 353-7542

In order for SIIG's Technical Support to give you prompt service, you will need the following information about the card.

Part Number: JJ-A20212
Computer Configuration: _____

_____

_____

_____

_____

_____

> **Note** Make sure you are ready with the part number and description of the problem, so the Technical Support Specialist can better assist you.

4-4   Customer Service Department

If the Technical Support Specialist determines that the card may be defective, you can return it for repair or replacement.

SIIG warrants to the original buyer of the card that the hardware is free of defects in materials and workmanship for a period of five years from the date of purchase. If your card fails to be in good working order during the warranty period, you may return it to SIIG for repair or replacement at SIIG's option.

To return the card you need to follow these steps.

Step 1: Call SIIG's Customer Service Department

Call the Customer Service Department at **(510) 657-8688 ext. 5333** for a Return Merchandise Authorization (RMA) number. **In order to get a RMA number, you must have your product serial number. The serial number is located on the side of the box it came in and on the back of the card.**

Serial No.   Part No.

S/N XXXXXXXXXXXX   XX-XXXXXX
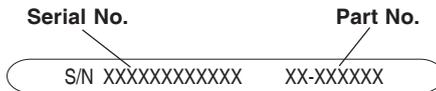
Step 2: Complete the RMA form

- Fill out your Return Merchandise Authorization (RMA) form, and include it in the package.

- Properly pack the card for shipping. All the materials that came with the original package should be included.

- Clearly write your RMA number on the outside of the returned shipping package and on the accompanying RMA form.

  SIIG will refuse to accept any shipping package, and not be responsible for a product returned without a RMA number posted on the outside of the shipping carton.

Step 3: Ship the *CyberPro Dual I/O*

You are responsible for the cost of shipping the card back to SIIG at the following address:

> SIIG, Inc.   RMA#_____
> 6078 Stewart Ave.
> Fremont, CA 94538

SIIG will ship the repaired or replaced board via UPS Ground or US Mail at no cost to you.

PRODUCT SUPPORT/SERVICE PROCEDURE

The Company is committed to producing quality products. Most of our customers will never have to address a product failure. However, in the unlikely event of a technical problem or a product failure, we have provided a return procedure and a RMA Form for your convenience.

In the event of a problem or product failure, please follow the steps below:

1. Collect as much information about the problem as you can. Note any on-screen messages or any other clues you observe when the problem occurs.

2. Have information about your computer's configuration (i.e. how many drives, memory, boards, ports, etc.) available. In addition, have information about the product available (i.e. product name, serial number & part or model number).

3. Call the Company's **Product Support for assistance at (510) 353-7542**. The Company's Product Support representatives are available M-F from 8:00am - 5:00pm (Pacific time). Should you call on an off-hour or if there are no representatives available to take your call, please leave a message. Calls will be returned in the order that they were received. In most cases your question can be answered right away.

4. If the product is diagnosed as defective, you will be transferred to our customer service department and issued a Return Merchandise Authorization (RMA) number to authorize the return of the product to us for repair or replacement. **Customer Service: (510) 657-8688 ext. 5333**

5. Package the product so that it is well protected during transit. Please also include the attached RMA Form and a copy of your proof of purchase and mail to the address below. **Be sure to write the RMA number clearly on the outside of the box.**

> Mail to: **SIIG, Inc.   RMA #_____**
> **6078 Stewart Avenue**
> **Fremont, CA 94538**

Tear off and return bottom portion.

- -

RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

RMA Number:_____ Date:_____/_____/_____

Name:_____

Company:_____

Address:_____

City:_____ State:_____ Zip:_____

Phone Number: (_____)_____

Product Name/Model:_____ Purchase Date:_____/_____/_____

Serial Number:_____

Problem(s) (please be specific): _____

_____

_____

_____

_____

Please check additional items that you are returning (if applicable):

☐ original package   ☐ manual(s)   ☐ software

☐ accessories:_____

LIMITED 5 YEAR WARRANTY

The Company warrants to the original buyer of this product that the hardware is free of defects in materials and workmanship for a period of five years from the date of purchase from a reseller or dealer. Should this product fail to be in good working order during the warranty period, the Company, at its sole option, will repair or replace the defective product with an identical product or product having similar features and functionality as determined by the Company.

If the product has been modified without written approval by the Company, or the failure is a result of misuse, abuse or misapplication as determined by the Company, the warranty is void and the Company has no obligation to repair or replace the product.

The customer is responsible for properly packing the defective product for shipment and for the cost of shipping the product back to the Company. The Company will ship the repaired or replaced product via UPS Ground or US Mail at no cost to the customer.

At the request of the customer, the Company will ship the repaired or replaced product via a faster mode of shipment. The Company will pay for the cost of the shipping to return the product to the customer UP TO THE COST OF SHIPPING VIA UPS GROUND. The customer is responsible for any shipping charges above the cost of shipping via UPS Ground. This payment must be prepaid or included with the returned product, otherwise the Company will ship the repaired product COD for the amount of the additional costs.

Before returning a product for repair or replacement, you must first obtain a Return Merchandise Authorization (RMA) number from the Company's Customer Service Department by calling (510) 657-8688 ext. 5333 (see Product Repair/ Replacement Procedure). To verify that the product is within the five year warranty period, the customer must provide proof of purchase to the Company when requesting a return authorization. The RMA number should be clearly displayed on the outside of the returned package and on the accompanying RMA form. The Company will refuse any package without a RMA number.

Under no circumstance will the Company be liable for any direct, indirect, consequential or incidental damages arising out of the use or inability to use the Company's products. Some states do not allow the exclusion or limitation of liability for consequential or incidental damages, so the above limitations may not apply. The Company reserves the right to make modifications in both hardware and software without prior notification.

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