

Indyme Customer Service

How To Contact Us:

The Indyme team of communication systems professionals can assist with every phase of implementing and maintaining your system. There are several support options available, including phone support, e-mail support, and on-site equipment repair.

Phone Support

Phone support is available from 6:00 a.m. to 6:00 p.m. (Pacific Time) Monday through Friday. However, emergency support is available 24 hours a day. Call Indyme Customer Service at 1-800-829-6141.

E-mail Support

Address e-mail messages to support@indyme.com. When doing so, include the Messaging Telephony Server (MTS) serial number, location, and a brief description of the problem.

Mail In Equipment Repair

Equipment Manufactured by Indyme—All Indyme manufactured equipment carries a one-year warranty. To obtain repair service, call Indyme Customer Service at 1-800-829-6141, Monday through Friday from 6:00 a.m. to 6:00 p.m. (Pacific Time).

A Return Material Authorization (RMA) number will be issued. Ship the equipment to the Indyme Repair Depot, freight pre-paid. It will be repaired and returned within three business days.

This service is provided free of charge for equipment still under warranty or covered by a Maintenance Agreement.

Non-Indyme Manufactured Equipment—The procedure for this equipment is the same as stated above, however ten business days must be allowed for repair and return.

On-Site Equipment Repair

For on-site service, call Indyme Customer Service at 1-800-829-6141, Monday through Friday from 6:00 a.m. to 6:00 p.m. (Pacific Time).

If the source of the problem cannot be identified and corrected over the phone, the Indyme Field Service Coordinator will dispatch a technician. Actual response time may vary, but will not exceed 24 hours for emergency calls, 48 hours for urgent calls, and 72 hours for routine trouble calls.

INDYME ELECTRONICS, INC. Limited Warranty

Indyme Electronics, Inc. ("Seller") warrants Indyme-branded products ("Products") to be free of defects in materials and workmanship under normal use for a period of one year from the date of shipment to the original Buyer. This warrant extends to the original Buyer only and does not extend to any subsequent purchaser of the Products. Seller's obligation to repair or replace defective Products in accordance with this Warranty shall be Buyer's sole and exclusive remedy.

In the event Seller installs the Products, installation workmanship and materials (e.g., jacks, wire, cables, etc.) are warranted to be defect-free for one year after installation date; defects shall be remedied at no charge. On-site remedy of defective Products is not included in this installation warranty unless Buyer purchased an appropriate installation warranty option.

In the event Seller provides equipment not manufactured by Indyme, any original manufacturer warranty applicable to such equipment shall be extended to Buyer.

Seller reserves the right to make changes or improvements in its Products without incurring any obligation to similarly alter Products previously purchased.

Excluded from this warranty are items normally consumed or which require replacement due to normal wear, or loss or damage to Buyer's property (other than Products sold by Seller).

Seller shall not be responsible or liable for any cost associated with servicing or installation of Products by persons not authorized by Seller.

SELLER SHALL NOT BE LIABLE FOR NOR SHALL THIS WARRANTY INCLUDE OR APPLY TO LOSS OR DAMAGE CAUSED BY OR RESULTING FROM THE FOLLOWING:

- 1) Improper installation of the Products (unless installed by Seller) or the failure to install the Products in strict compliance with specifications provided to Buyer by Seller;
- 2) Operation of the Products in a manner other than as specified in Seller's instruction manuals, or in an unsuitable operating environment;
- 3) Modification, alteration or repair not performed by Seller or by third parties authorized by Seller;
- 4) Destructive conditions including but not limited to earthquake, flood, inclement weather, lightning, fire, war, sabotage, or malicious mischief;
- 5) The enforcement of any law or ordinance regulating use of the Products, except for any law or ordinance in effect as of the date of delivery;
- 6) Abuse, misuse, negligent handling, improper or inadequate maintenance, tampering, accident, or exposure to water or other liquids;
- 7) Operation on improper voltages, power fluctuations, or power line transients;
- 8) Radio signal interference including operational difficulties caused by radio signals on or near Products' operating frequencies.

THIS WRITTEN WARRANTY IS EXCLUSIVE OF AND IN LIEU OF ALL WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE. THERE ARE NO OTHER WARRANTIES, AGREEMENTS, OR UNDERSTANDINGS EXTENDING BEYOND THOSE SET FORTH IN THIS WARRANTY. NO OTHER WARRANTY, ORAL OR WRITTEN, IS AUTHORIZED OR HAS BEEN GIVEN BY SELLER TO BUYER. Some states do not allow for the disclaimer of implied warranties or allow limitations on how long an implied warranty lasts, so the foregoing limitations may not apply to this sale.

Warranty Claims. Upon Buyer request, Seller will issue a Return Material Authorization ("RMA") number. Defective Product, identified with the RMA, shall be returned freight prepaid by Buyer to Seller's designated repair facility. Repaired or replacement Product shall be sent to Buyer freight prepaid by Seller, using same method (e.g., ground, air, express, etc.) employed by Buyer to send defective Product.

FCC Notice

MTS WARNING: 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 instructions, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their expense.

RF Call Box Warning: This equipment complies with Part 15 of the FCC Rules. Any changes or modifications not expressly approved by Indyme Electronics, Inc. could void the user's authority to operate the equipment. No patent liability is assumed, however, with respect to the use of the information contained herein.

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Disclaimer

This guide has been validated and reviewed for accuracy. The sets of instructions and descriptions were accurate for the covered products at the time of this guide's production. However, succeeding product versions and guides are subject to change without notification. Therefore, Indyme assumes no liability for damages incurred directly or indirectly from errors, omissions or discrepancies between the products and the guide.

Software Provided with the MTS

The accompanying software is provided to you free of charge, as is, without warranty of any kind. Indyme Electronics does not accept responsibility for improper or misuse of these products. Read all licensing agreements for Netscape 4.5 and Java Sun software before installing these products on your machine.

General Information

The top cover or "lid" of the MTS must have the thumbscrews tightened such that a tool is needed to open the box. **CAUTION:** The MTS unit must be connected only to a properly rated supply circuit.

Rack mounted units must maintain a reliable earthing (grounding) at all times. **CAUTION:** Maximum ambient operating temperature is 40 degrees Celsius. Never restrict the air flow through the unit's fan or vents. When installing unit into a rack, distribute the weight evenly. Otherwise, hazardous conditions may be created by an uneven weight distribution.

The motherboard in this system contains a Lithium battery. **CAUTION:** Danger of explosion if battery is incorrectly replaced. Replace with the same or equivalent type battery recommended by the manufacture. Dispose of used batteries according to manufacture's instructions.