



Dialogic[®] IMG 1010 Integrated Media Gateway

Packing procedures for returning RMA products

Sept 30, 2011

www.dialogic.com

Copyright and Legal Notice

Copyright © 2005-2011 Dialogic Inc. All Rights Reserved. You may not reproduce this document in whole or in part without permission in writing from Dialogic Inc. at the address provided below.

All contents of this document are furnished for informational use only and are subject to change without notice and do not represent a commitment on the part of Dialogic Inc. and its affiliates or subsidiaries (“Dialogic”). Reasonable effort is made to ensure the accuracy of the information contained in the document. However, Dialogic does not warrant the accuracy of this information and cannot accept responsibility for errors, inaccuracies or omissions that may be contained in this document.

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH DIALOGIC® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN A SIGNED AGREEMENT BETWEEN YOU AND DIALOGIC, DIALOGIC ASSUMES NO LIABILITY WHATSOEVER, AND DIALOGIC DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF DIALOGIC PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHT OF A THIRD PARTY.

Dialogic products are not intended for use in certain safety-affecting situations. Please see <http://www.dialogic.com/about/legal.htm> for more details.

Due to differing national regulations and approval requirements, certain Dialogic products may be suitable for use only in specific countries, and thus may not function properly in other countries. You are responsible for ensuring that your use of such products occurs only in the countries where such use is suitable. For information on specific products, contact Dialogic Inc. at the address indicated below or on the web at www.dialogic.com.

It is possible that the use or implementation of any one of the concepts, applications, or ideas described in this document, in marketing collateral produced by or on web pages maintained by Dialogic may infringe one or more patents or other intellectual property rights owned by third parties. Dialogic does not provide any intellectual property licenses with the sale of Dialogic products other than a license to use such product in accordance with intellectual property owned or validly licensed by Dialogic and no such licenses are provided except pursuant to a signed agreement with Dialogic. More detailed information about such intellectual property is available from Dialogic’s legal department at 1504 McCarthy Boulevard, Milpitas, CA 95035-7405 USA. **Dialogic encourages all users of its products to procure all necessary intellectual property licenses required to implement any concepts or applications and does not condone or encourage any intellectual property infringement and disclaims any responsibility related thereto. These intellectual property licenses may differ from country to country and it is the responsibility of those who develop the concepts or applications to be aware of and comply with different national license requirements.**

Dialogic, Dialogic Pro, Dialogic Blue, Veraz, Brooktrout, Diva, Diva ISDN, Making Innovation Thrive, Video is the New Voice, VisionVideo, Diastar, Cantata, TruFax, SwitchKit, SnowShore, Eicon, Eiconcard, NMS Communications, NMS (stylized), SIPcontrol, Exnet, EXS, Vision, PowerMedia, PacketMedia, BorderNet, inCloud9, I-Gate, ControlSwitch, NaturalAccess, NaturalCallControl, NaturalConference, NaturalFax and Shiva, among others as well as related logos, are either registered trademarks or trademarks of Dialogic Inc. and its affiliates or subsidiaries. Dialogic’s trademarks may be used publicly only with permission from Dialogic. Such permission may only be granted by Dialogic’s legal department at 1504 McCarthy Boulevard, Milpitas, CA 95035-7405 USA. Any authorized use of Dialogic’s trademarks will be subject to full respect of the trademark guidelines published by Dialogic from time to time and any use of Dialogic’s trademarks requires proper acknowledgement.

The names of actual companies and products mentioned herein are the trademarks of their respective owners.

Hardware Limited Warranty

Please refer to the following Dialogic web site for information on hardware warranty information, which applies unless different terms have been agreed to in a signed agreement between yourself and Dialogic Corporation or its subsidiaries. The listed hardware warranty periods and terms are subject to change without notice. For purchases not made directly from Dialogic, please contact your direct vendor in connection with warranty period and terms that they offer.

<http://www.dialogic.com/warranties>

WARNING!!!

- **Warning!** Ensure that the system is disconnected from its power source and from all telecommunications links, networks, or modem lines whenever the chassis cover is removed. Do not operate the system with the cover removed.
 - **Avertissement!** Assurez-vous que le système soit débranché de son alimentation ainsi que de toutes les liaisons de télécommunication, des réseaux, et des lignes de modem avant d'enlever le capot. Ne pas utiliser le système quand le capot est enlevé.
 - **Warnung!** Das System darf weder an eine Stromquelle angeschlossen sein noch eine Verbindung mit einer Telekommunikationseinrichtung, einem Netzwerk oder einer Modem-Leitung haben, wenn die Gehäuseabdeckung entfernt wird. Nehmen Sie das System nicht ohne die Abdeckung in Betrieb.
 - **Avvertenza!** Prima di rimuovere il coperchio del telaio, assicurarsi che il sistema sia scollegato dall'alimentazione, da tutti i collegamenti di comunicazione, reti o linee di modem. Non avviare il sistema senza aver prima messo a posto il coperchio.
 - **¡Advertencia!** Asegúrese de que cada vez que se quite la cubierta del chasis, el sistema haya sido desconectado de la red de alimentación y de todos los enlaces de telecomunicaciones, de red y de líneas de módem. No ponga en funcionamiento el sistema mientras la cubierta esté quitada.
-
- The procedures below assume a familiarity with the general terminology associated with electronic equipment and with safety practices and regulatory compliance required for using and modifying electronic equipment.
 - The procedures below should be performed by qualified technical personnel only.
 - Unplug the equipment before performing the procedures described below. Failure to disconnect the power before opening the chassis can result in personal injury or equipment damage.
 - The power supply in this product contains no user-serviceable parts. Refer servicing to qualified technical personnel only.

Table of Contents

1.	Overview	6
	Electrostatic Discharge Protection.....	6
2.	Packaging motherboard assembly	7
3.	Packing complete IMG 1010	9
4.	Packing separate VoIP/DSP modules	11

Revision History

Revision	Release date	Notes
01	Sept, 2011	<ul style="list-style-type: none">Initial creation of document
Last modified: September 30, 2011		

Refer to www.dialogic.com for product updates and for information about support policies, warranty information, and service offerings.

Terminology

Please be aware that the following terminology and abbreviations are used throughout this document. Please also be sure to consult the legal notice for other important details.

- When used herein, the term “IMG 1010” refers to the “Dialogic® IMG 1010 Integrated Media Gateway” product.

1. Overview

The procedures below pertain to the return of Dialogic equipment. When returning equipment to Dialogic, please return all units in their original packaging. If the original packaging is not available, contact your RMA administrator and they will be able to send you the correct packaging (If unaware of who is the RMA administrator is, please contact support at 973-993-1443).

Electrostatic Discharge Protection

Electrostatic discharge from your body can damage integrated circuits during repackaging or shipment; therefore please use electrostatic discharge protective straps, shoes, or mats when working with electronic components.

2. Packaging motherboard assembly

Please review the following procedures carefully to ensure compliance with the requirements and recommendations for packing and shipping return products or components.

1. If returning the motherboard tray, place motherboard and front panel assembly into an electrostatic bag and place in the box as displayed below.



2. Close this box and tape it shut. Place the 1010 motherboard tray box assembly into the larger shipping box nestled in the foam as displayed below.



Packing procedures for returning RMA products

3. Place the top tray on top of the foam to keep the assembly from bouncing up and down during shipment. Refer to screen capture below.

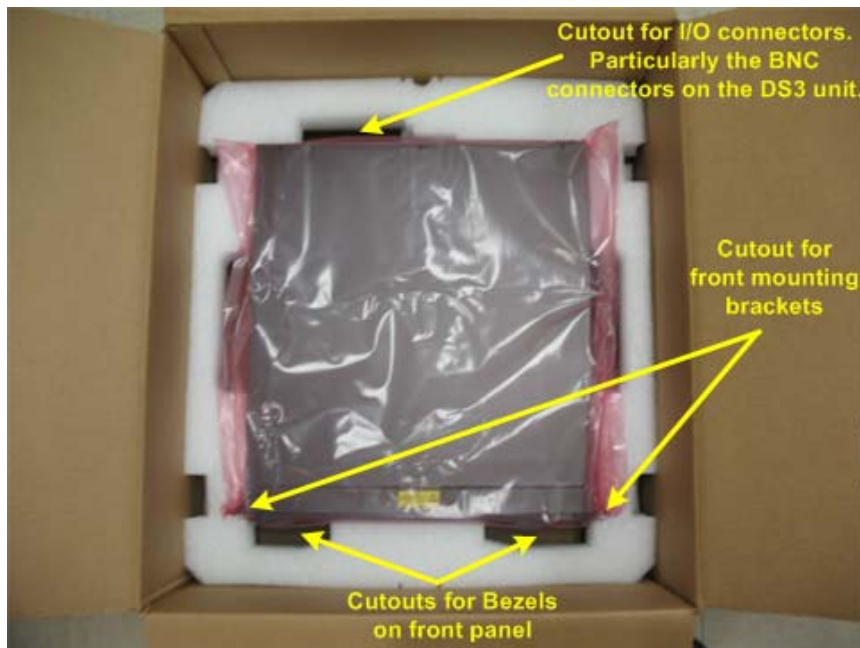


4. Any documentation or cabling can be placed in the top tray. Close and tape the box shut.

3. Packing complete IMG 1010

Please review the following procedures carefully to ensure compliance with the requirements and recommendations for packing and shipping return products or components.

1. If returning either the complete IMG 1010 assembly including motherboard tray, front panel and I/O or just the I/O assembly, place the assembly into an electrostatic bag and place in the box as displayed below.



2. Install the top foam pieces as displayed in screen capture below.



Packing procedures for returning RMA products

3. Place the top tray on top of the foam to keep the assembly from bouncing up and down during shipment. Refer to screen capture below.



4. Any documentation or cabling can be placed in the top tray. Close and tape the box shut.

4. Packing separate VoIP/DSP modules

Please review the following procedures carefully to ensure compliance with the requirements and recommendations for packing and shipping return products or components.

1. When returning VoIP or DSP modules, place the module into the box as displayed below.



2. Any instructions or paperwork can be placed inside the box. Close and tape box shut.