



NA75 Power Supply Failure Technical Bulletin:

PROBLEM: NA75 power failure due to defect in manufacture of power supply cable harness
PLATFORM: NA75
RESULT: Unit power failure
SOLUTION: Contact IP3 TAC to obtain RMA information

A small number of NA75 units have suffered from a power failure in the field, and as a result have been replaced. A diagnosis of the returned NA75 units illustrates a failure in the manufacture of the power supply cable harness, resulting in a power failure. The defect has not been traced to a design flaw, or specific lot of units that have failed. Currently a very small number of deployed units in the field have had this failure occur, and the potential for this issue to occur has been resolved by modifying the cable harness used to connect the power supply to the motherboard. *On a go forward basis, NA75 units in the field purchased prior to **10-18-06** suffering from a power failure will be replaced immediately with out regard to the service contract status.* It is important to note, to receive support for any other related issues on the product a valid service contract is necessary.

*****This bulletin only applies to the NA75 unit and not to any other IP3 products.*****



How to Contact IP3 Support

Web and Telephone Support

The IP3 Support Web site is available 24 hours a day and 7 days a week from your Internet connection. Please use the support Web site as the first source for help. The Web site contains a knowledgebase of articles, documentation, FAQs (frequently asked questions), and other problem-solving resources. This Web-based support resource provides the quickest solution to the most common technical support issues.

Company Web site	http://www.ip3.com
Support Web site	http://kb.ip3.com
Email Support	When you request support via e-mail, be sure to include all information described in Required Information (below). Then send email to: support@ip3.com
Telephone Support	When you request support via telephone, be sure to include all information described in Required Information (below). Then call the IP3 Networks dedicated support phone number: Domestic customers: 800-388-5262, option 2 International customers: 858-876-0146, option 2
Hours of Operation	Standard office hours are Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Time (GMT-08:00, California, USA). The IP3 help desk is available with live operators 24 hours a day and 7 days a week.

Required Information

When you submit a request for support, please include the following critical information to expedite the request:

- Company name
- Type of installation
- Technical contact information (name, phone, e-mail)
- Brief description of issue in subject line of e-mail
- IP3 product name and version number
- Serial Number and/or Hardware Key
- WAN IP address
- Detailed description of issue, including any steps required to reproduce the issue