

Checklist for Support and Troubleshooting

I. Contact Details

Please provide data how to contact you in case of answers or further questions.

1. Company:
2. Name:
3. Phone Number:
4. Email Address:
5. Availability:

II. Device Data (see bottom of device)

Please provide this data to safely identify your device incl. hardware and software status.

1. Device Type:
2. Serial Number:
3. IHSE Model:

III. Purchase Data

Please provide this data to safely identify the guarantee status and your dealer.

1. Invoice Date:
2. Invoice Number:
3. Dealer:

IV. Manual

Please provide this data to ensure that you have received or downloaded the latest manual version and that you have checked the Troubleshooting chapter for immediate support.

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| 1. Manual available: | yes | no |
| 2. 'Troubleshooting' helpful: | yes | no |

Please provide the following data to allow us to efficiently handle your request.

V. Problem

1. Problem Nature:

2. Problem Circumstances:

3. Problem Duration:

VI. Setup

1. Involved Components:

- Graphics Source

▪ Graphics Card	yes	no
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▪ Video Resolution	yes	no
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▪ Operating System	yes	no
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▪ Monitor	yes	no
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- USB-HID/2.0-Devices	yes	no
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- Cables	yes	no
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2. Results from any testing you have done: