

EBOX-RPL-1335U Series Fanless Box PC

User's Guide



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Safety Information

WARNING

- Read these Safety instructions carefully.
- Please carry the unit with both hands, handle carefully.
- Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.
- Input voltage DC +12V~+36V Power Adapter Only
- Operating temperature -20~+50°C.
- Please turn off power before inserting or removing M.2 devices, SO-DIMM DRAM module and WLAN module.
- Do not open the cabinet during use to avoid electrical shock. Refer to your nearest dealer for qualified personnel servicing.
- Do not expose EBOX to rain or moisture, in order to prevent shock and fire hazard.
- Never install EBOX in wet locations, Keep EBOX away from humidity.
- Never touch un-insulated terminals or wire unless power adaptor and display monitor are disconnected.
- Locate EBOX as close as possible to the socket outline for easy access and to avoid force caused by entangling of your arms with surrounding cables from the EBOX.
- When using EBOX, avoid using or installing the modem during a storm or a lightning.
- USB connectors are supplied with Limited Power Sources.

**DO NOT ATTEMPT TO DISASSEMBLE THE CHASSIS (ENCASING)
OF THIS PRODUCT. PLEASE CONTACT YOUR NEAREST DEALER
FOR SERVICING FROM QUALIFIED TECHNICIAN.**

Contents

Chapter 1

1.1 Unpacking EBOX PC.....	05
1.2 Preface.....	06

Chapter 2

2.1 External I/O.....	08
2.2 Specifications.....	09
2.3 Appearance Diagram.....	11
2.4 Mounting instruction.....	12

Chapter 3

3.1 Installing RAM module.....	14
3.2 Installing the WLAN/BT (2230) Module	15
3.3 Installing the M.2 M-key (2242/2280) Storage.....	16

Chapter 4

4.1 BIOS Reconfiguring.....	18
4.2 BIOS COM Setting.....	20
4.3 AT Mode Setting.....	22
4.4 Serial Port Console Redirection.....	23
4.5 Watchdog Setting.....	24
4.6 PXE diskless boot Selection.....	25

Chapter 5

5.1 Chipset driver.....	27
5.2 Graphic driver.....	28
5.3 Audio driver.....	29
5.4 LAN driver.....	30
5.5 IME driver.....	31
5.6 Serial I/O driver.....	32

Chapter 6

6.1 Internal I/O.....	33
6.2 Onboard Connectors Summary.....	35
6.3 Pin Assignments.....	36
6.4 GPIO Pin Voltage Information.....	38

Chapter 7

7.1 Storing.....	41
7.2 Cleaning EBOX.....	41
7.3 Troubleshooting.....	42

Chapter 8

Terms and Conditions.....	45
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Chapter 1

1.1 Unpacking EBOX Fanless Box PC

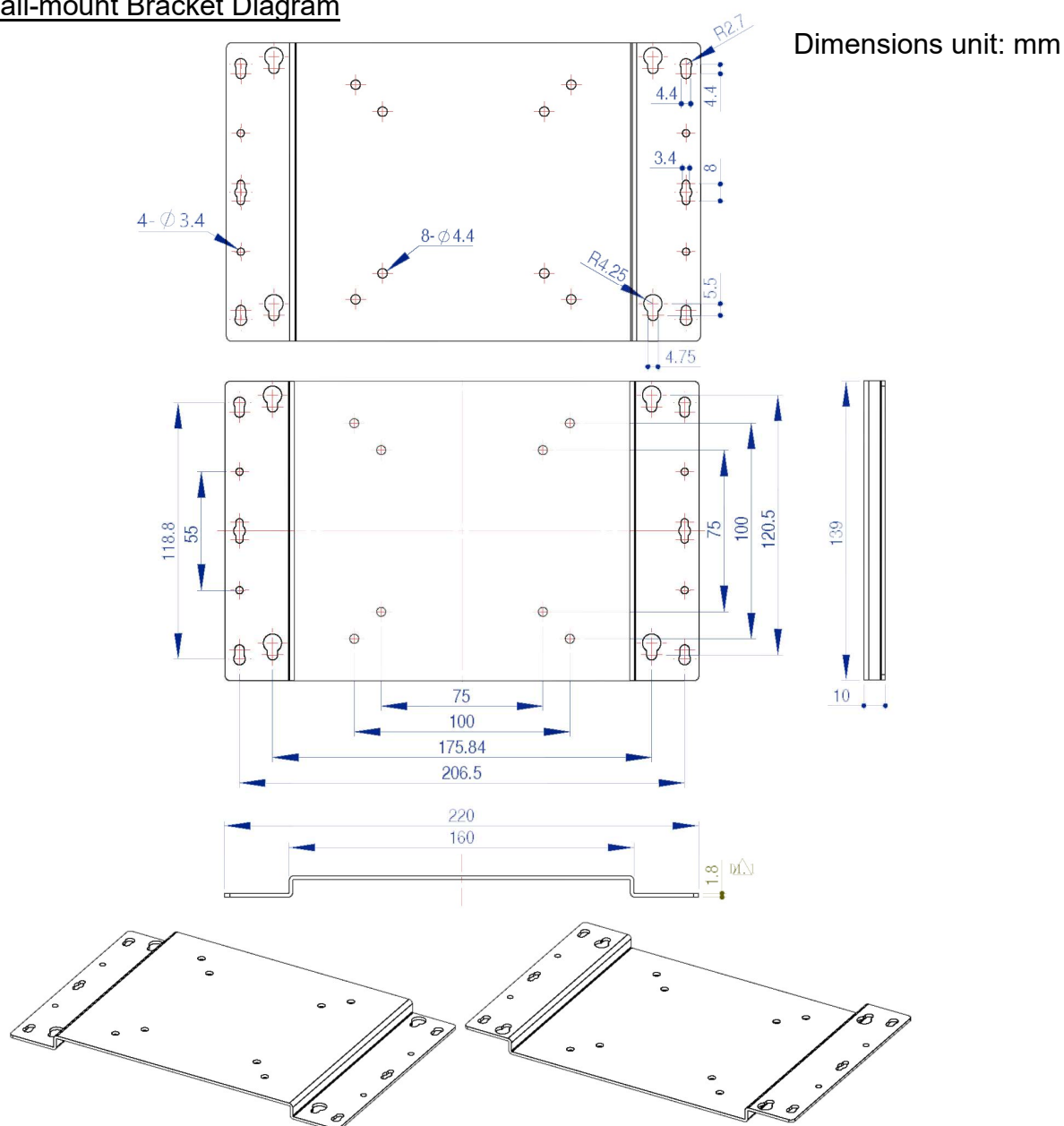
Component List:

Item No.	Description	Quantity
1	EBOX-RTL-1335U Series Fanless Box PC	x1
2	Power Adaptor 90W; Vin: 100~240V AC 50~60Hz (Optional)	x1
3	Power cord US/UK/EU/AU types (Optional)	x1
4	VESA & Wall-mount Rack (Optional)	x1

Note:

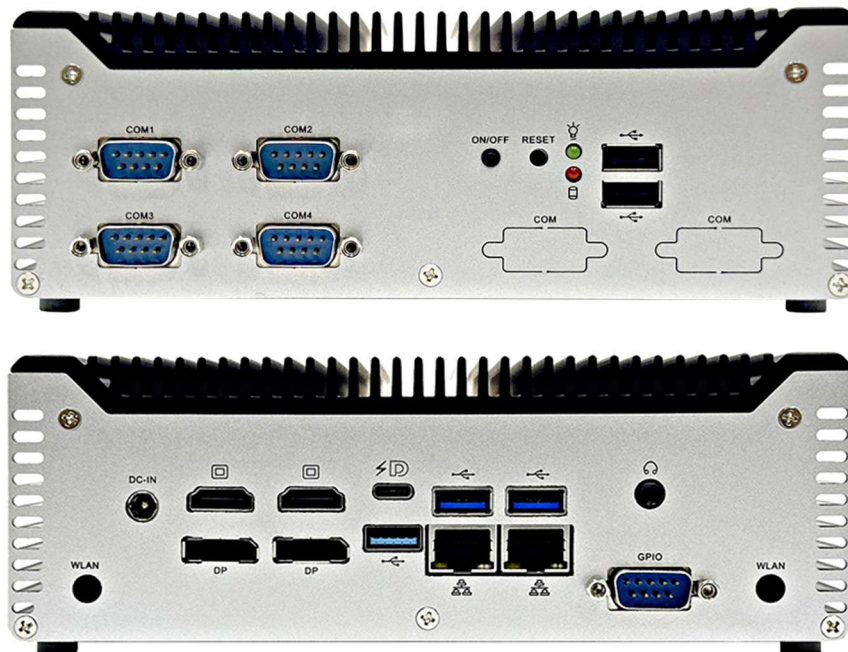
* The accessories are subject to change without immediate notice.

VESA & Wall-mount Bracket Diagram



1.2 Preface

EBOX-RTL-1335U Series Fanless Box PC



Unparalleled Performance in a Compact Design

The new Fanless Box PC is equipped with an Intel® Raptor Lake i5-1335U processor running at assured 2.50GHz, delivering robust processing power for a wide range of tasks. With support for up to 64GB of DDR5 4800MHz memory through dual-channel SO-DIMM slots, this system ensures seamless multitasking and high-speed data processing, even in the most challenging environments.

Superior Display Capabilities features two HDMI 2.0b ports and two DP 1.4 ports, one Type-C DP1.4 supporting up to four independent 4K HDR displays or a single 8K SDR display.

Expansion options, including an M.2 M-key slot (2242/2280) that supports PCIe Gen.4 NVMe storage for ultra-fast data access and an M.2 E-key (2230) slot with USB2.0/PCIe 3.0 interface support for CNVi modules, an M.2 B-key slot (3042/3052) slot with USB 3.2 Gen.2/USB2.0/SATA/PCIe 3.0 interface support for 4G/5G/LTE & one SIM card holder. It also includes a comprehensive array of I/O ports, such as three USB3.2 (Gen.2) Type-A ports, one USB3.2 (Gen.2) Type-C, two Type-C supports DP ALT mode and four USB 2.0 ports.

The system is equipped with at least two Ethernet ports, including one Intel® i226-V 2.5GbE and one Intel® i226-LM 2.5GbE RJ45 port.

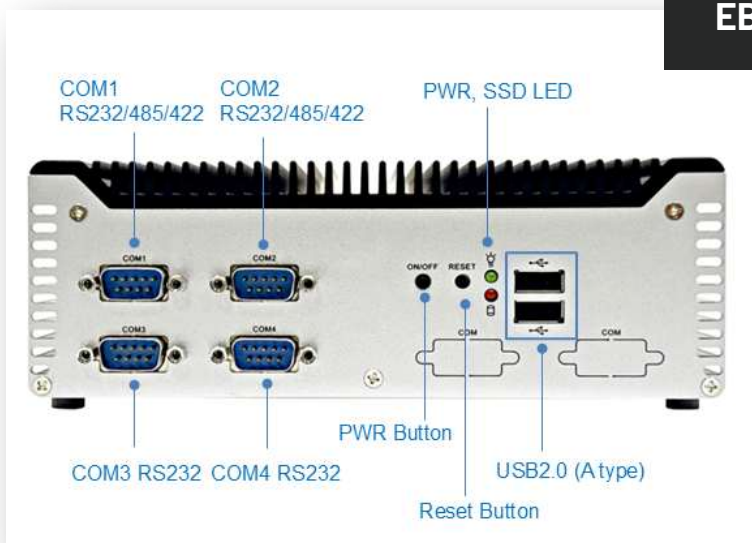
Supports a variety of operating systems, including Windows 10, Windows 11 (64-bit), and Linux, offering flexibility and ease of integration into different software ecosystems.

Chapter 2

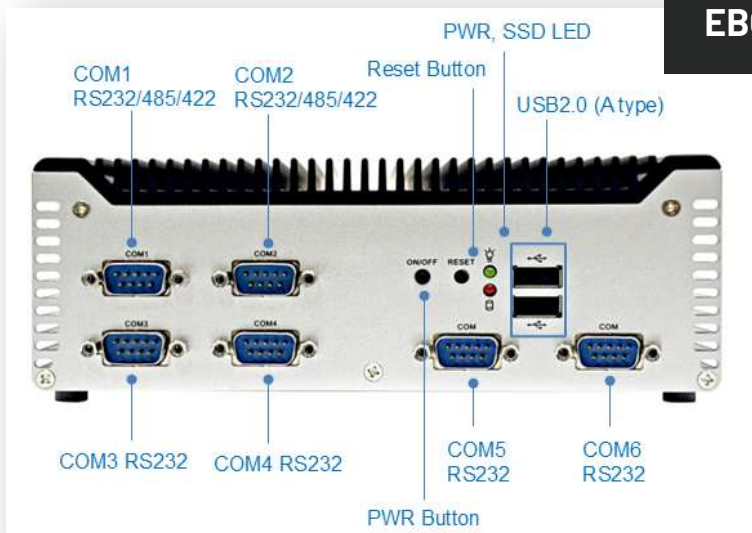
2.1 External I/O

Front IO

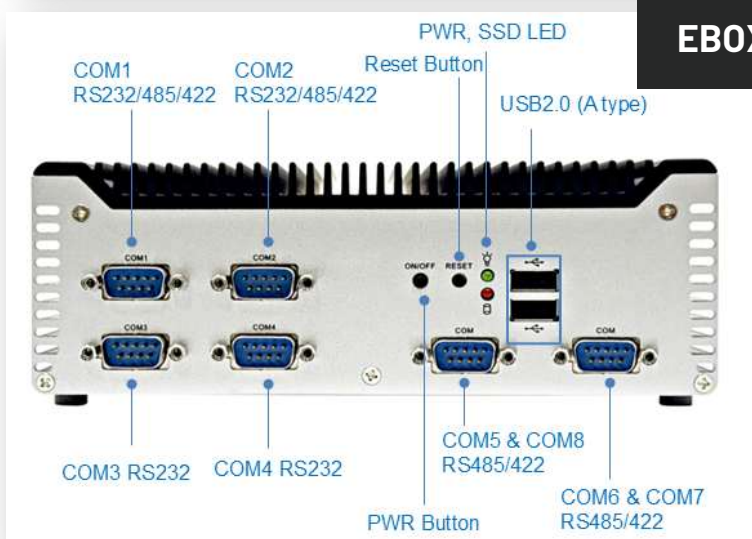
EBOX-RTL-1335U

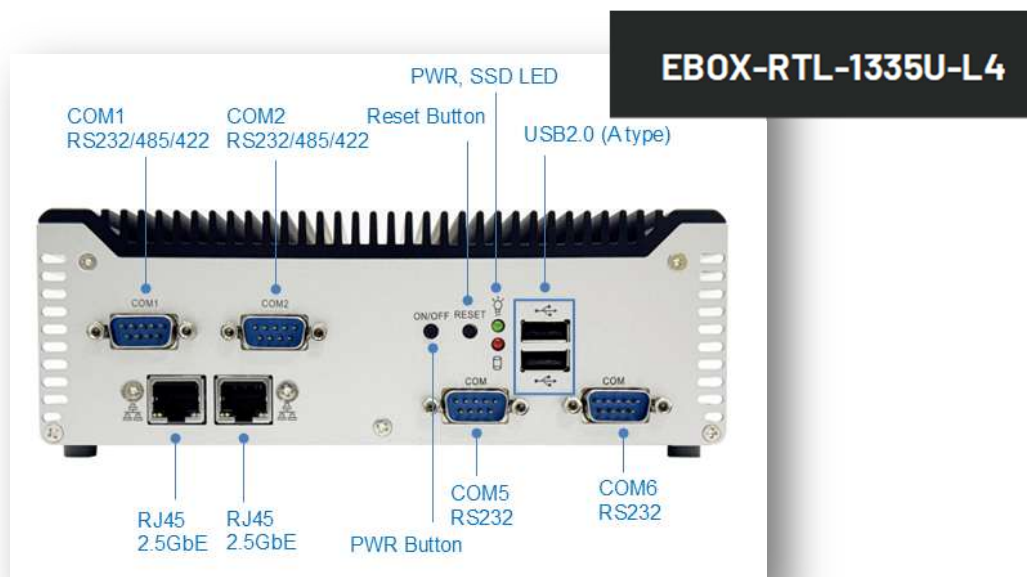


EBOX-RTL-1335U-C6

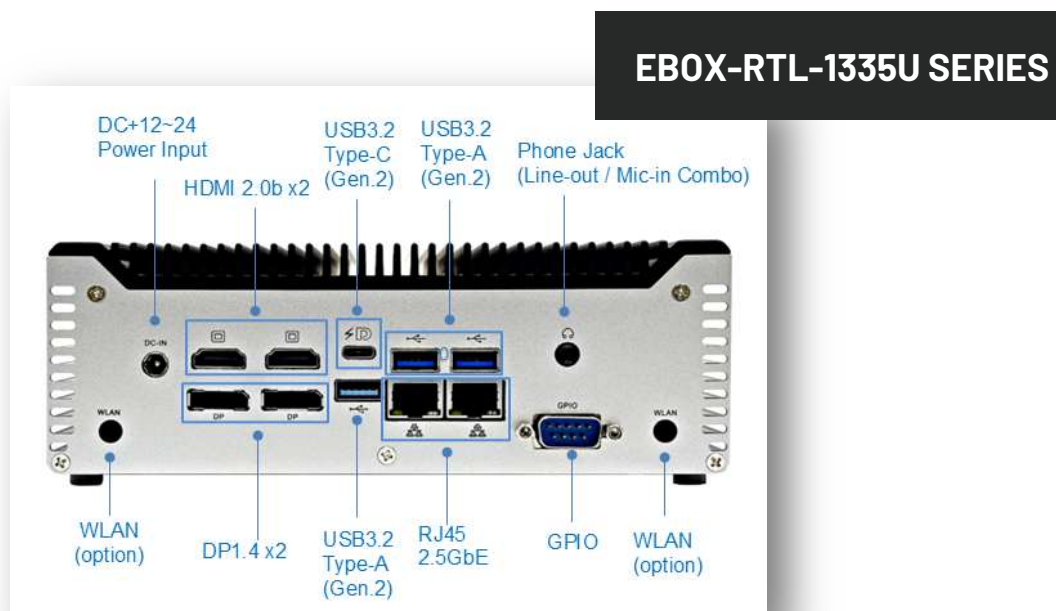


EBOX-RTL-1335U-MUX8





Rear I/O



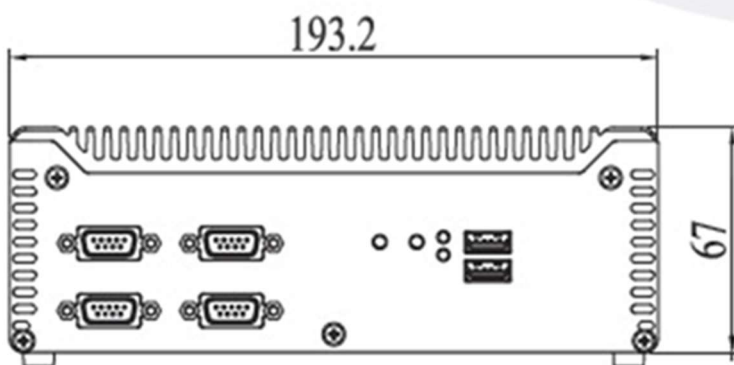
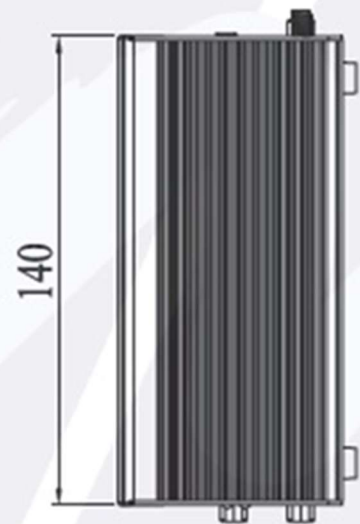
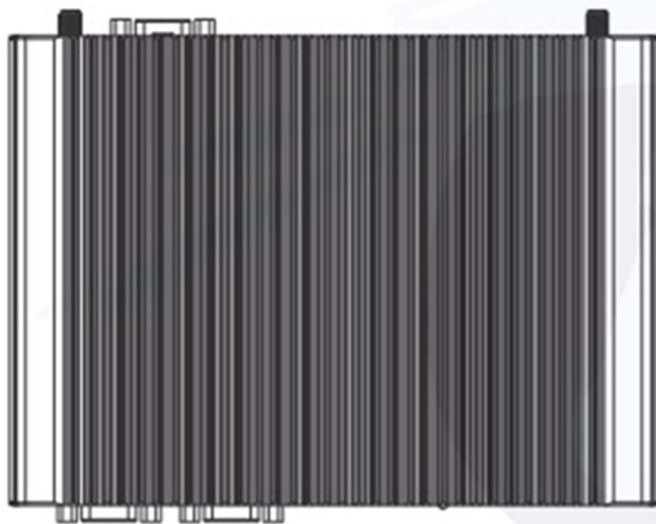
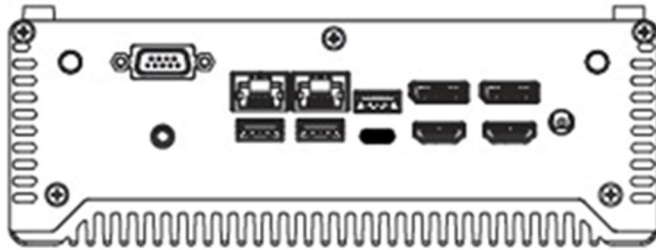
* USB3.2 (Gen.2) Type-C which supports DP ALT mode & PD 5V/3A.

- ALT Mode (Alternate Mode): feature of USB Type-C ports that allows to carry video and audio signals.
- PD (Power Delivery): 5V/3A equals 15 watts of power. This allows Type-C port to charge or power other devices, such as phones, external drives, etc.

2.2

Specifications				
Model type	EBOX-RTL-1335U	EBOX-RTL-1335U-C6	EBOX-RTL-1335U-MUX8	EBOX-RTL-1335U-L4
Processor	Intel® Core™ i5-1335U Processor (13th Gen) – up to 4.6 GHz			
System RAM	2 x DDR5 4800MHz, Dual Channel SO-DIMM, up to 64GB			
BIOS	AMI UEFI BIOS			
Storage	M.2 M-key x1 (2242/2280) PCIe Gen.4 support NVMe x1	SATAIII x1 (2.5” SATA SSD, SATA DOM, SLIM DOM)		
Expansion	M.2 E-key x1 (2230) USB2.0/PCIe interface support CNVi x1			
	M.2 B-key 3042/3052 (USB 3.2) for 4G/5G/LTE x1 or B+M-key 2242 (SATA III/PCIe 3.0 x1) for SSD x1			
Display	Intel® Iris® Xe Graphics			
	HDMI 2.0b x2 (Max. 4096x2160@60Hz, HDR10 supported)			
	DP1.4 x2 (Max. 4096x2160@60Hz, HDR10 supported)			
	Type-C DP 1.4 x1 (Max. 4096x2160@60Hz, HDR10 supported)			
	Supports up to 4 simultaneous 4K HDR displays			
Ethernet	Intel® i226V 2.5GbE x1			
	Intel® i226LM 2.5GbE x1			Intel® i226LM 2.5GbE x3
Audio	Realtek HD Combo Audio x1			
SIM	Nano SIM x1			
Front I/O	Power button x1/Reset button x1/Power LED x1/SSD LED x1/USB 2.0 x2			
	COM x4	COM x6	COM x8	COM x4 + RJ45 x2
	RS232/485/422 x2 RS232 x2	RS232/485/422 x2 RS232 x4	RS232/485/422 x2 RS232 x2 RS485/422 x4	RS232/485/422 x2 RS232 x2
Rear I/O	USB 3.2 (Gen2) x3/USB3.2 Gen 2 Type-C x1 support DP ALT mode & PD 5V/3A			
	HDMI x2/DP x2/ RJ45 x2/Mic-in & Line -out Combo x1/ 8-bit GPIO x1			
OS support	Windows 10, Windows 11 (64-bit), Linux			
Mechanical & Environment				
Power Requirement	DC in +12~36V Power adapter only			
Power adapter	+12V7.5A (90W)			
Operating Temperature	-20~+50°C			
Storage Temperature	-30~+70°C			
Net Weight	2.2kgs			
Dimension (W x D x H)	193.2 x 140 x 67mm			
Certificates	CE, UKCA, FCC, VCCI			
Order information				
EBOX-RTL-1335U	Intel® Core™ i5-1335U Fanless Box PC w/ COM x4, LAN x2			
EBOX-RTL-1335U-C6	Intel® Core™ i5-1335U Fanless Box PC w/ COM x6, LAN x2			
EBOX-RTL-1335U-MUX8	Intel® Core™ i5-1335U Fanless Box PC w/ COM x8, LAN x2			
EBOX-RTL-1335U-L4	Intel® Core™ i5-1335U Fanless Box PC w/ COM x4, LAN x4			
POWER-90W-TGL	AC-DC power adapter DC12V@7.5A (AC 100~240V Input) (Optional)			
POWERCABLE(A)(G)(EN)(AU)	Power cord US/EU/UK/AU&NZ types (Optional)			
CASE-35-VESA	VESA Rack (Optional)			

2.3 Appearance Diagram



2.4 Mounting instruction

The optional VESA Rack allow EBOX can be Wall-mount and VESA-mount supported.

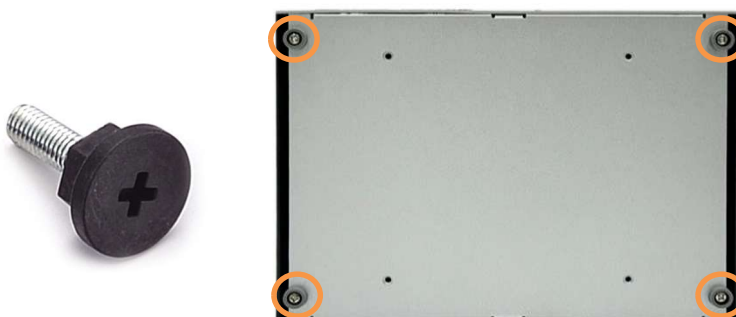
2.4.1 Wall-mount installation

1. Secure the convex surface rack to the EBOX bottom.
2. Utilize the round head screws included in the accessory package to fasten the rack, then, EBOX can be mounted to the wall with the rack.

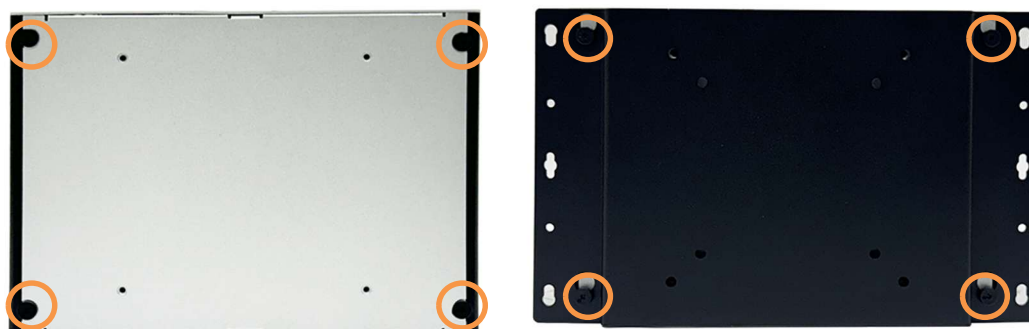


2.4.2 VESA-mount installation

1. Remove foot pad screws, replace by black capped screws.



2. Attach the VESA Rack to the VESA objects (For example: behind the monitor), and hook the EBOX onto the rack directly.



Chapter 3

3.1 Installing RAM module

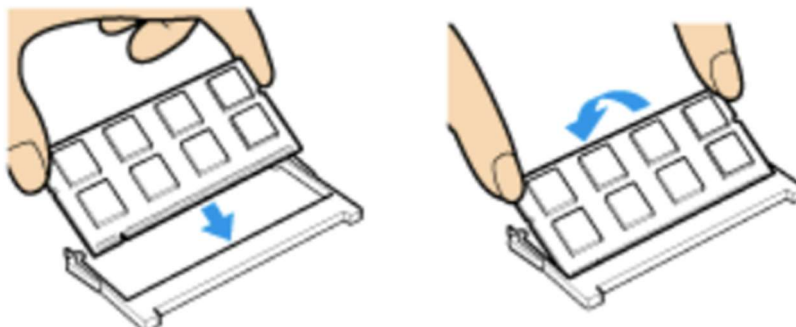
3.1.1 Remove the front and rear I/O panel screws.



3.1.2 Remove foot pad screws from the bottom.



3.1.3 Hold the DDR4 SO-DIMM memory module by its edge and slide it into the memory module slot, slightly press the SO-DIMM module down until a click sound securing the module in place.



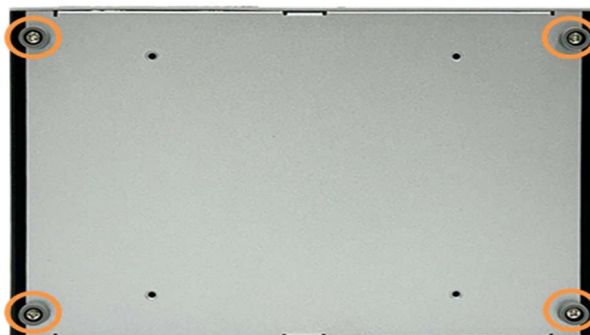
After memory module installed, reassemble by the disassembly steps in reverse order.

3.2 Installing the WLAN/BT Module

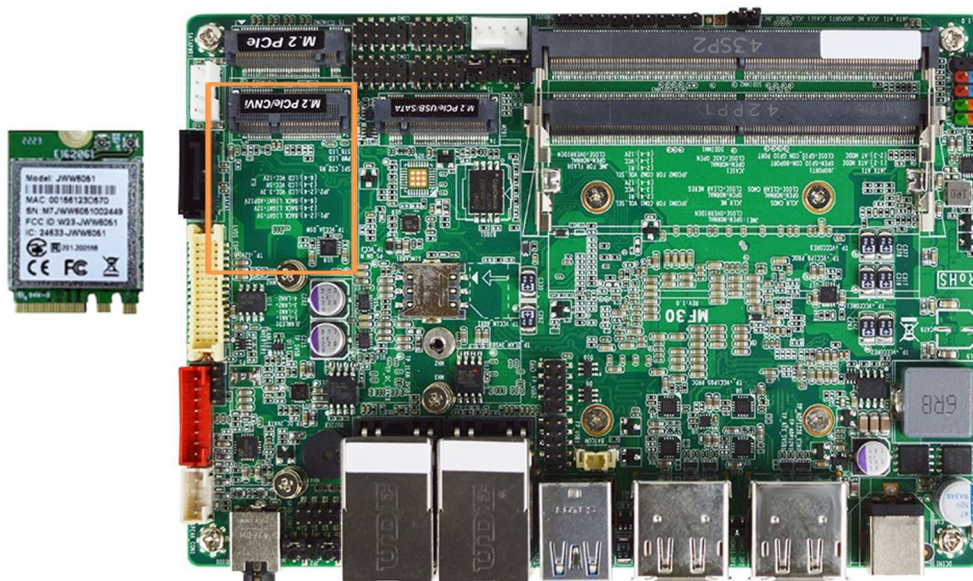
3.2.1 Remove the front and rear I/O panel screws.



3.2.2 Remove foot pad screws from the bottom.



3.2.3 Remove the default screw marked as below and slide the M.2 WLAN/BT module into the M.2 2230 PCIe slot. Use the default screw to fix the WLAN/BT module. And connecting module cable and install the antenna.



After WLAN/BT module installed, reassemble by the disassembly steps in reverse order.

3.3 Installing the M.2 M-key (2242/2280) Storage

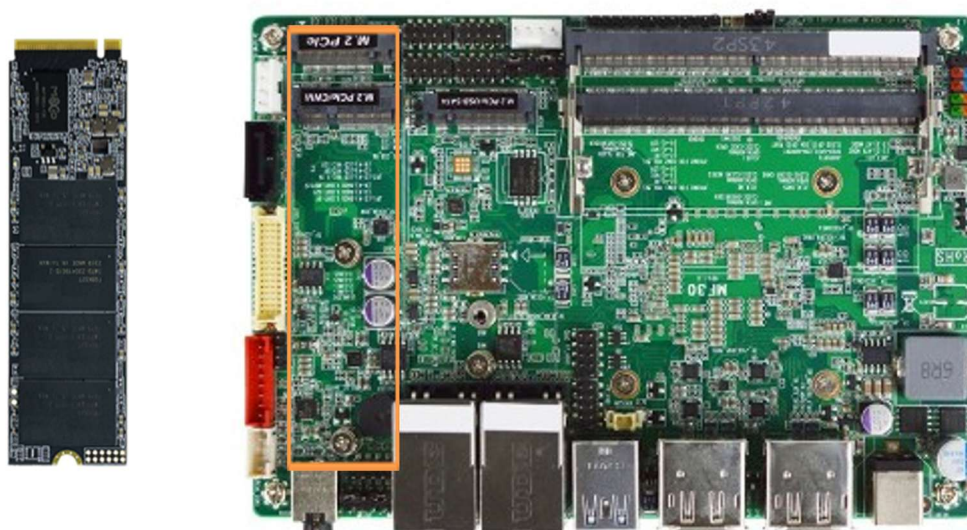
3.3.1 Remove the front and rear I/O panel screws.



3.3.2 Remove foot pad screws from the bottom.



3.3.3 Remove the default screw marked as below and slide the M.2 2280 SSD into the M.2 PCIe/SATA slot. Use the default screw to fix the M.2 2280 SSD.



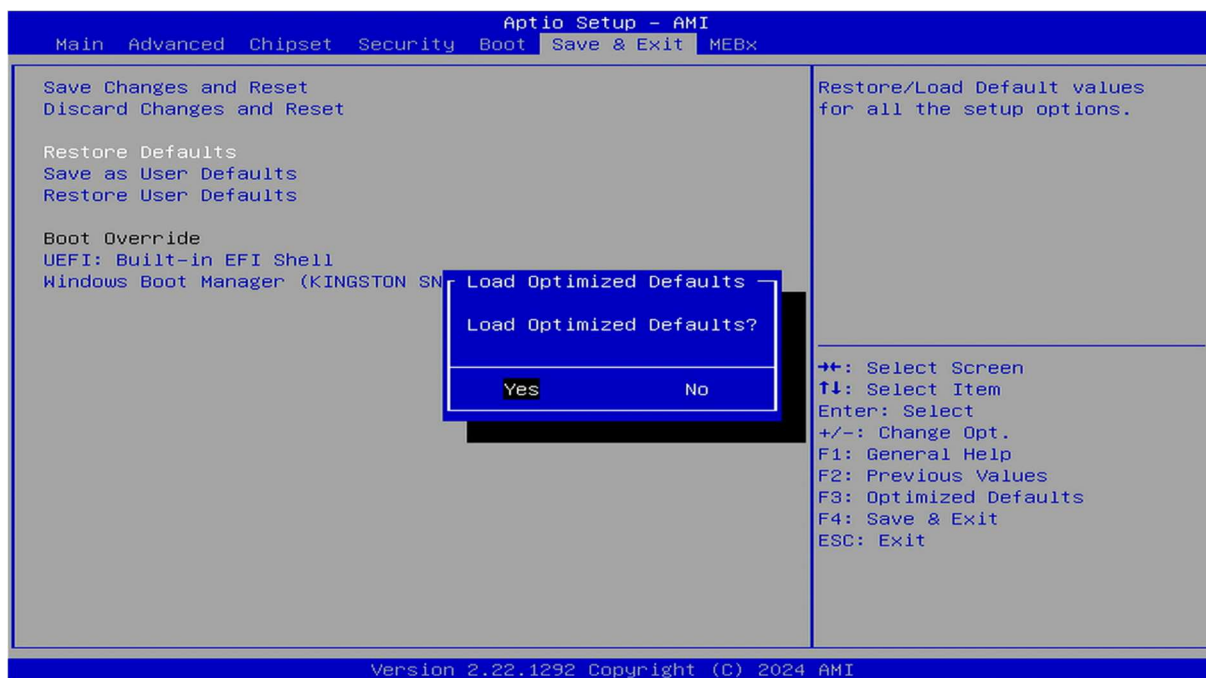
After M.2 SSD installed, reassemble by the disassembly steps in reverse order.

Chapter4

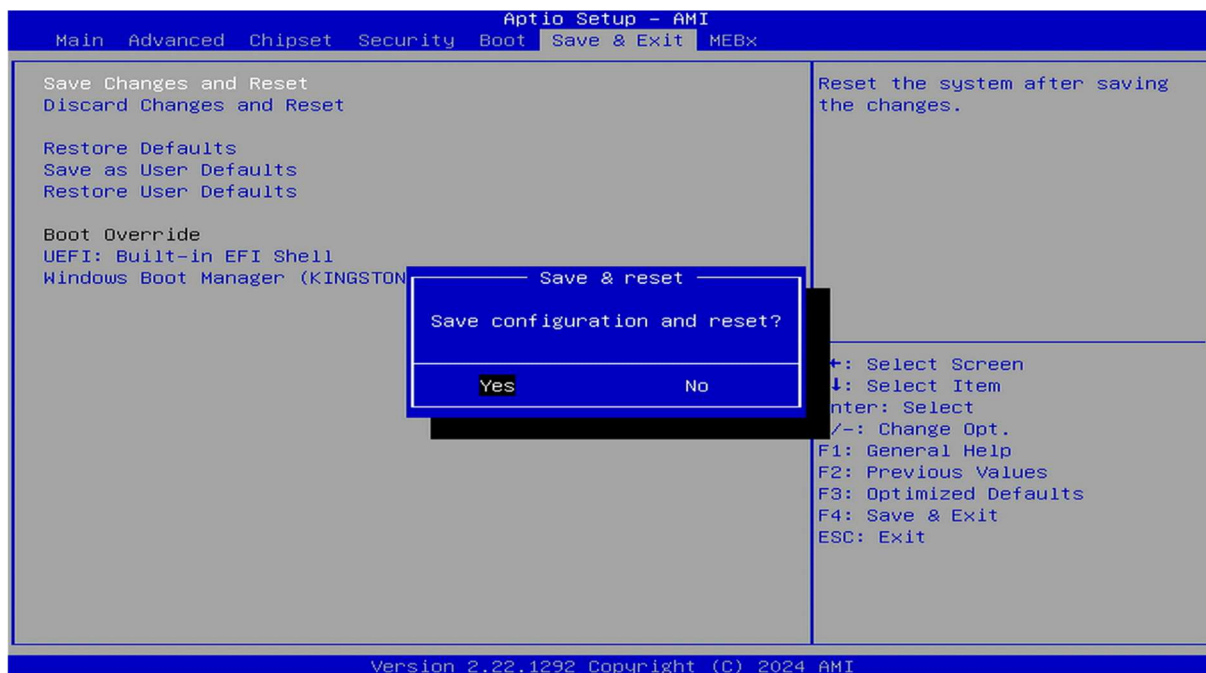
4.1 BIOS Reconfiguring

4.1.1 Load Default Setting

1. To reconfigure the hardware, press <Delete> during boot up to enter BIOS menu.
2. Press “F3” key to load optimized defaults as below:



3. After setting, press “F4” key to save & exit.



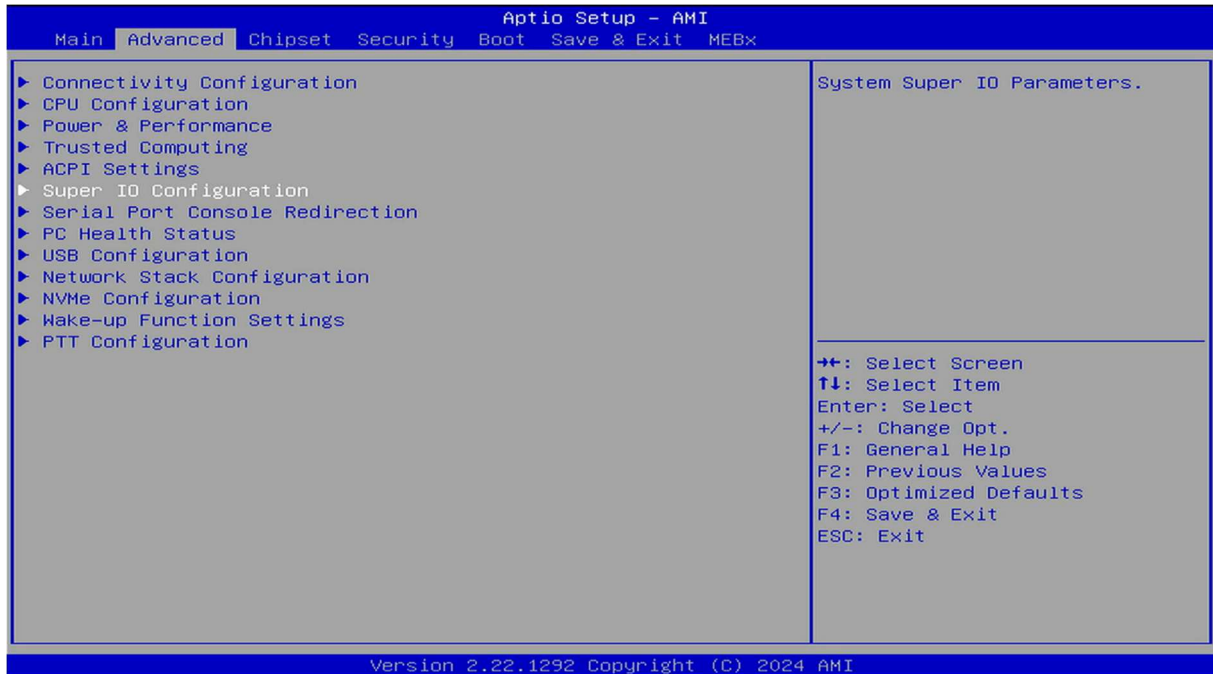
4.1.2 Hot key

Press <F7> after boot up, a select menu will appear. Use direction key to select boot device.

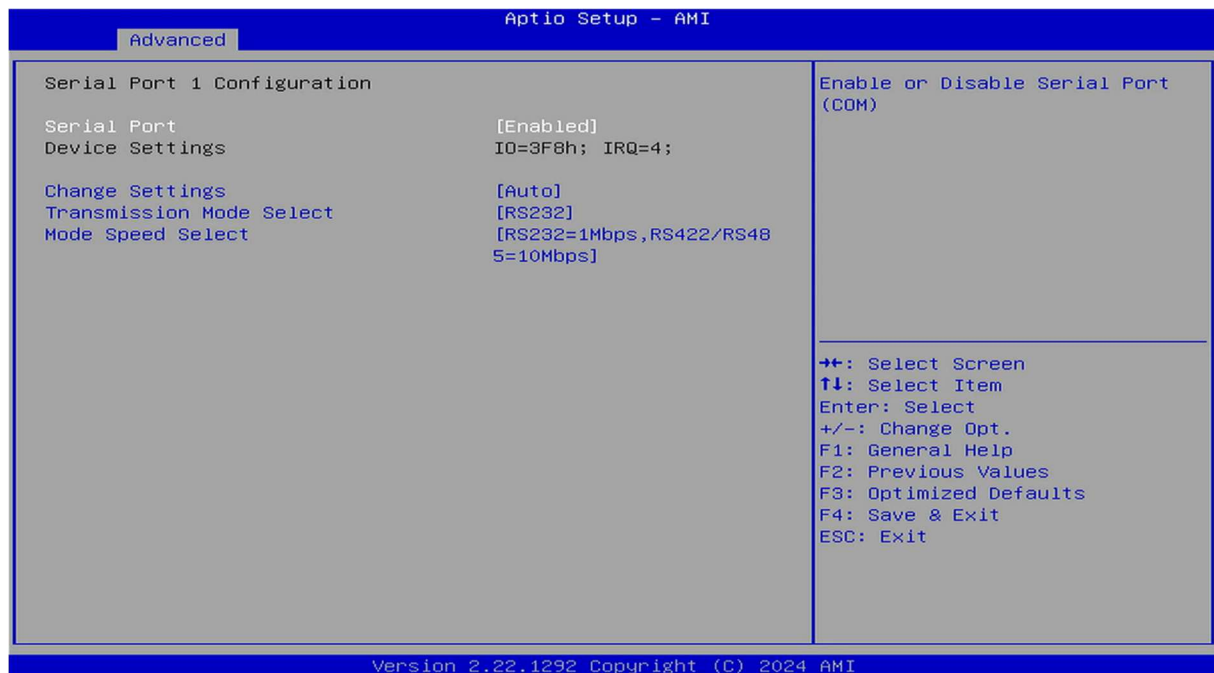


4.2 BIOS COM Setting (COM1 & COM2:RS232/485/422)

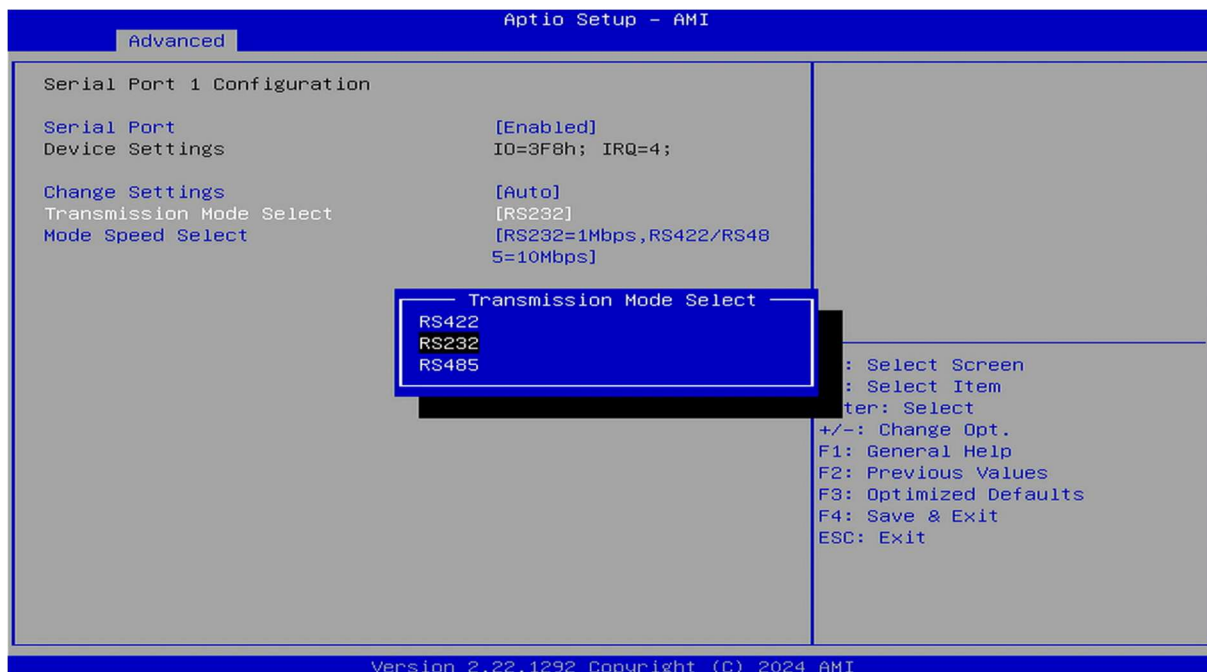
1. Press during boot up, enter BIOS menu, move to “Advanced” for “Super IO Configuration”.



2. Move to “Serial Port 1 Configuration”.



3. Next to Transmission Mode and select COM port Mode.

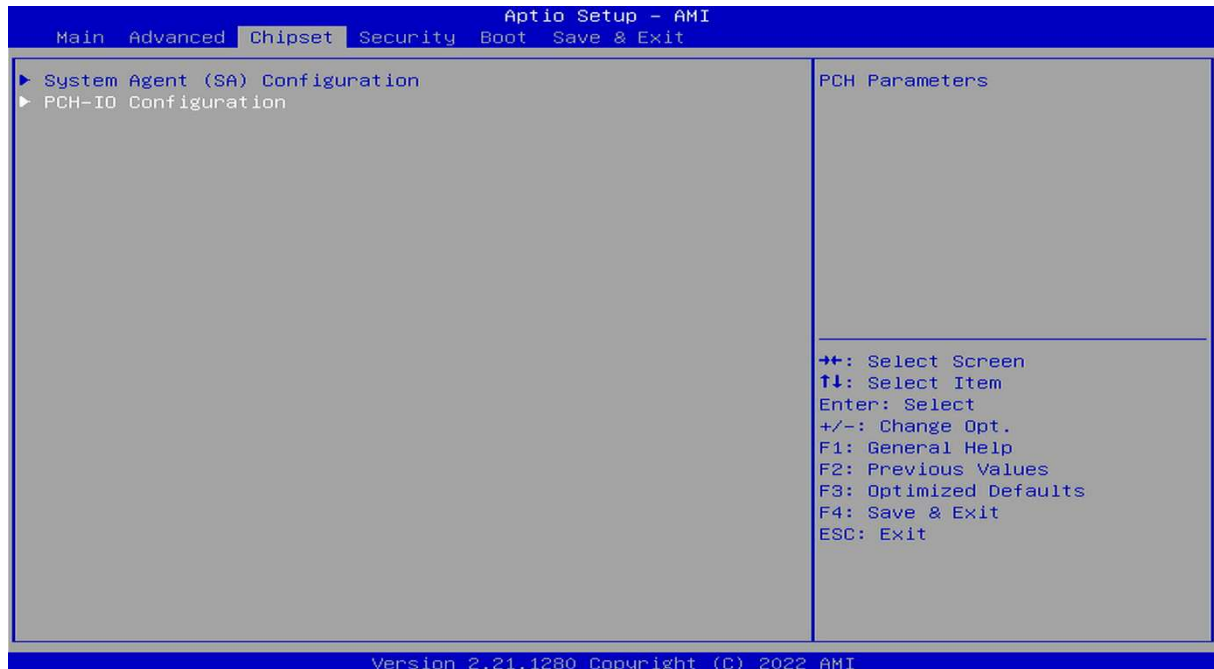


4. Press "F4" key to save & exit.

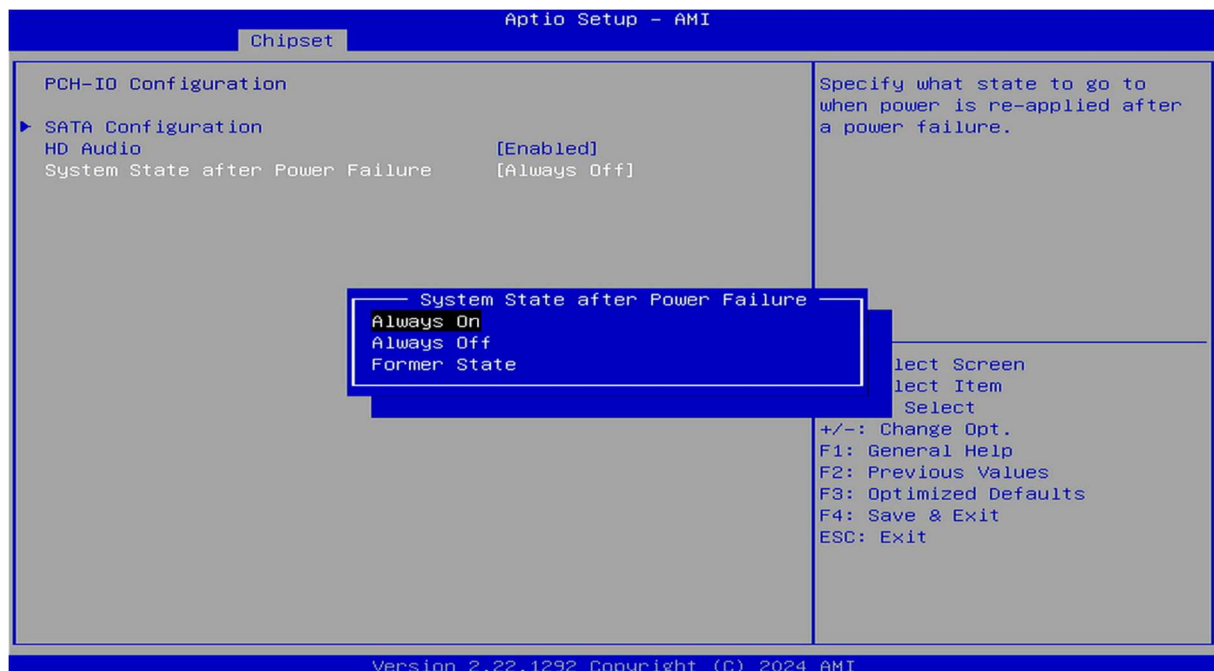
4.3 AT Mode Setting (Auto Power On Function)

EBOX-RTL-1335U Series supports “Auto Power On function”, it’s a function allows system to boot up automatically after power restored.

1. In BIOS Menu, move to “Chipset” and “PCH-IO Configuration”.

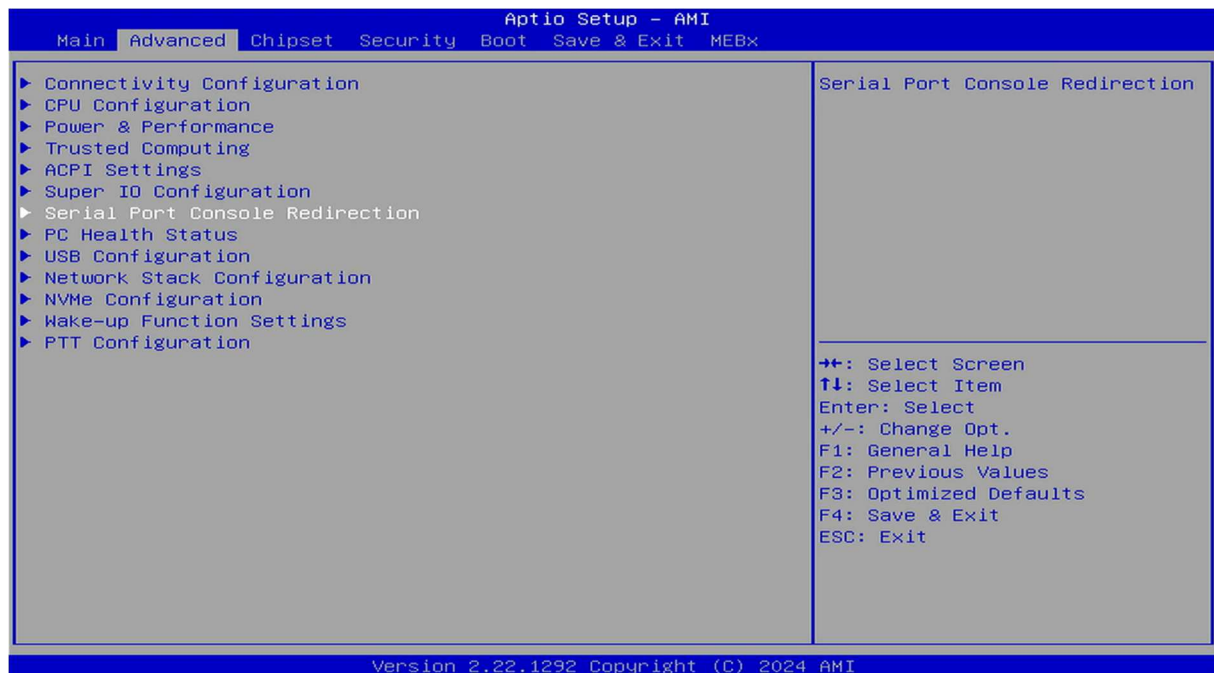


2. Set “System State after Power Failure” as “Always On”, press “F4” key to save & exit.

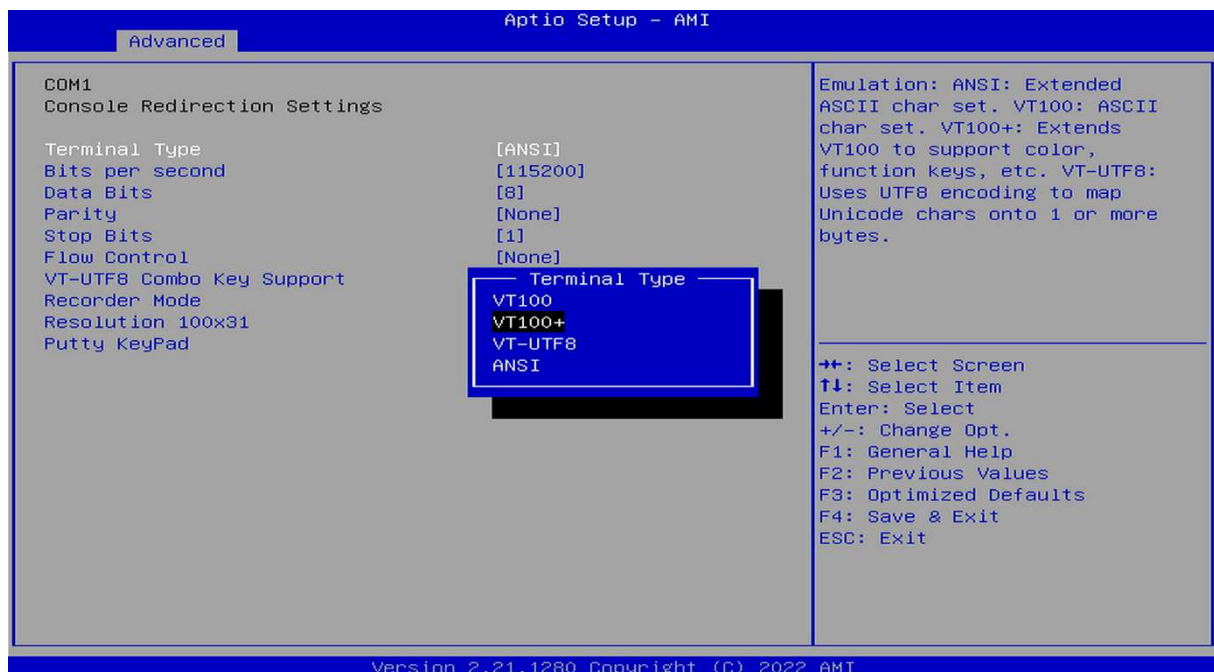


4.4 Serial Port Console Redirection

1. Move to “Advanced” and “Serial Port Console Redirection” set “Console Redirection” as “Enabled”.



2. Set “Terminal Type” as “VT100+”, press “F4” key to save & exit.



Terminal Type Emulation:

[ANSI]: Extended ASCII char set;

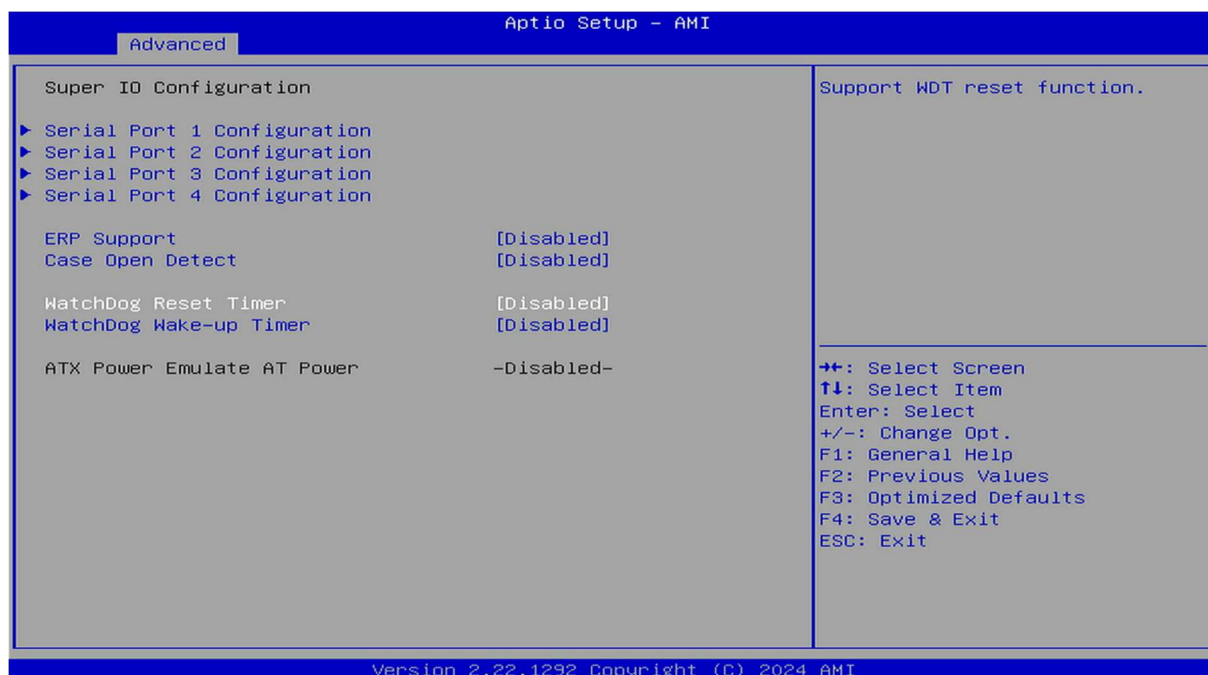
[VT100]: ASCII char set;

[VT100+]: Extended VT100 to support color, function keys, etc.

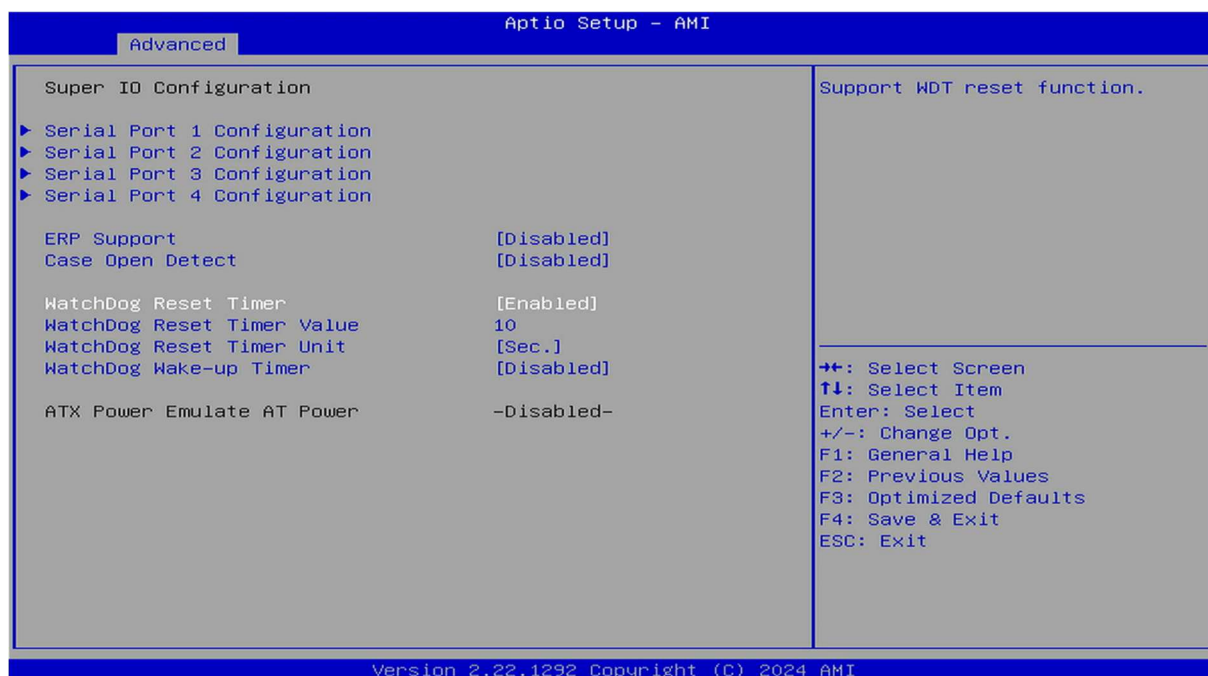
[VT-UTF8]: Uses UTF8 encoding to map Unicode chars onto 1 or more bytes.

4.5 Watchdog Setting

1. Move to “Advanced” for “Super IO Configuration”, set “Watch Dog Reset Timer” [Enabled].

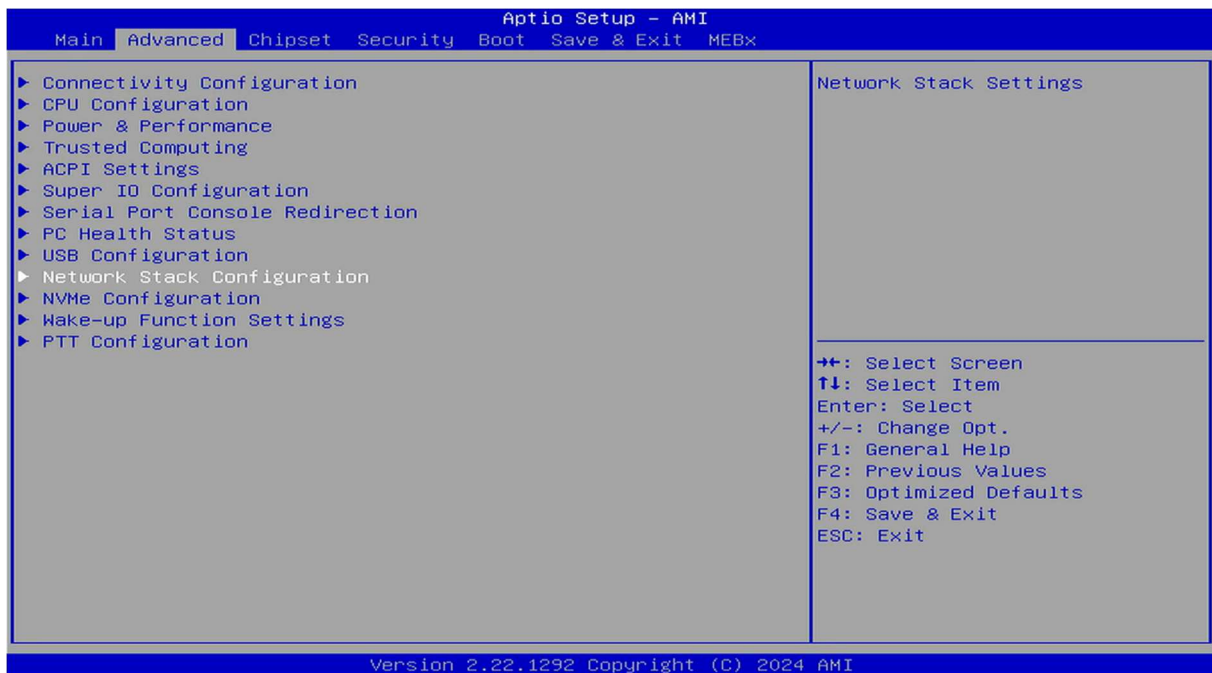


1. After Watch Dog Timer setting completed, press F4 to save and exit.

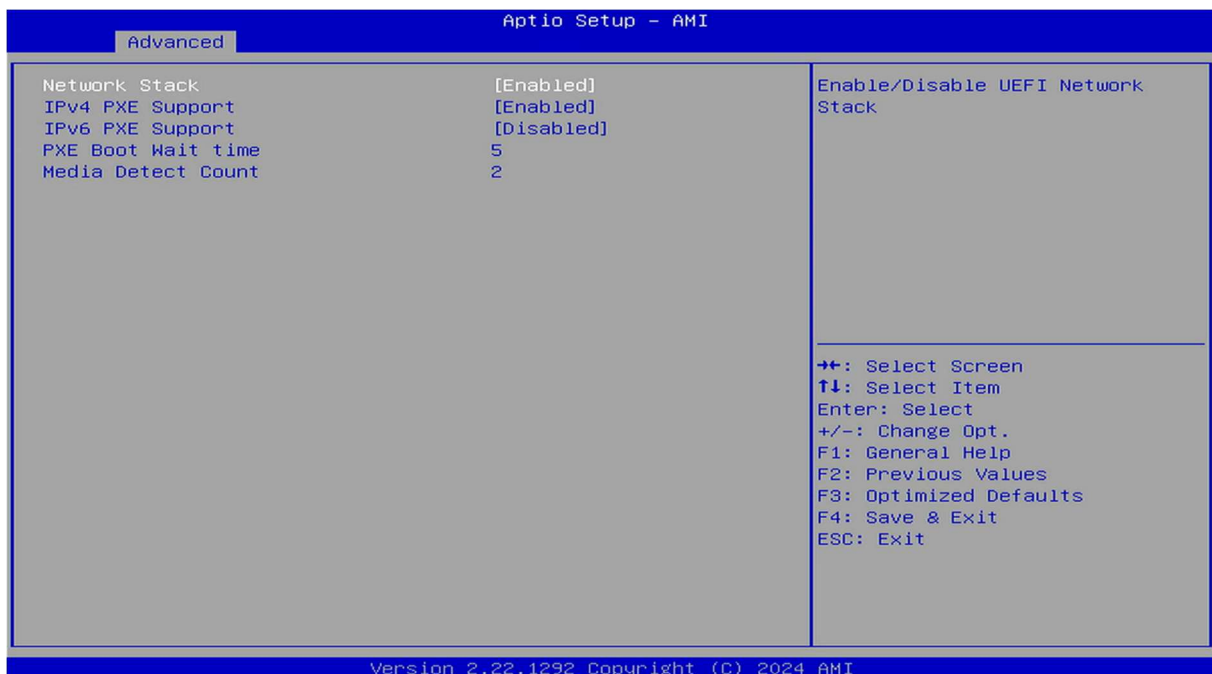


4.6 PXE diskless boot Selection

1. Move to “Advanced” for “Network Stack Configuration” and make further setting.



2. Set “Network Stack” Enabled and Ipv4 & Ipv6 PXE Support will appear.



Note: Ipv4 & Ipv6 stand for Internet Protocol version 4 & 6, when Network Stack set to Enabled, PXE diskless boot will be created.

Chapter 5

Drivers Installation guide

Under Windows 10, the following drivers need to be installed manually.

1. Chipset
2. Graphic
3. Audio
4. LAN
5. IME
6. WDT_GPIO

Please download above drivers from EBOX website.

5.1 Chipset driver: (Intel® Chipset Device Software)

1. Unzip the downloaded file and execute SetupChip.exe, then click “Next” to install:



2. A license agreement message will pop out, click Accept and install.
3. Click Finish to complete the setup process.

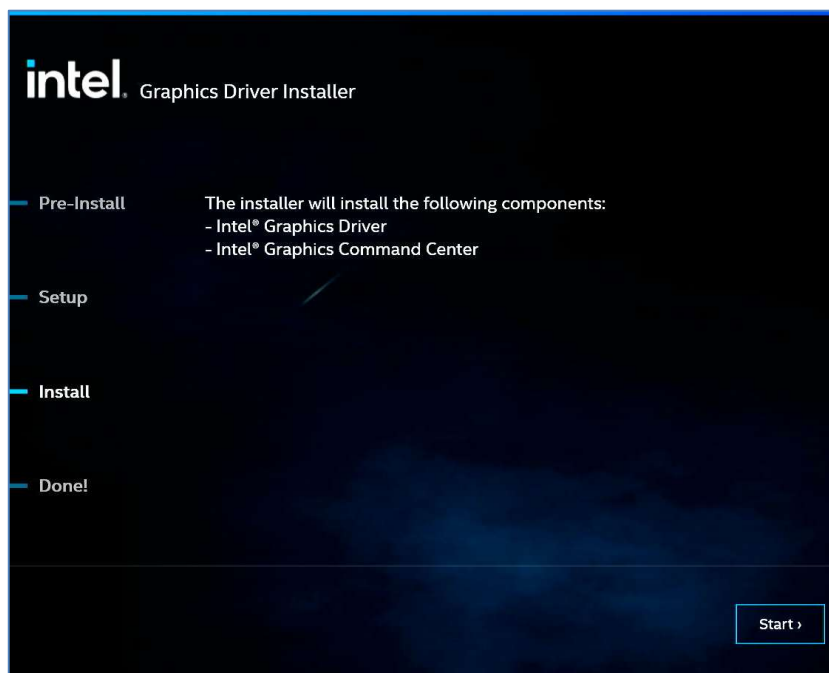


5.2 Graphic driver:

1. Execute installer.exe and click “Begin installation” to install:



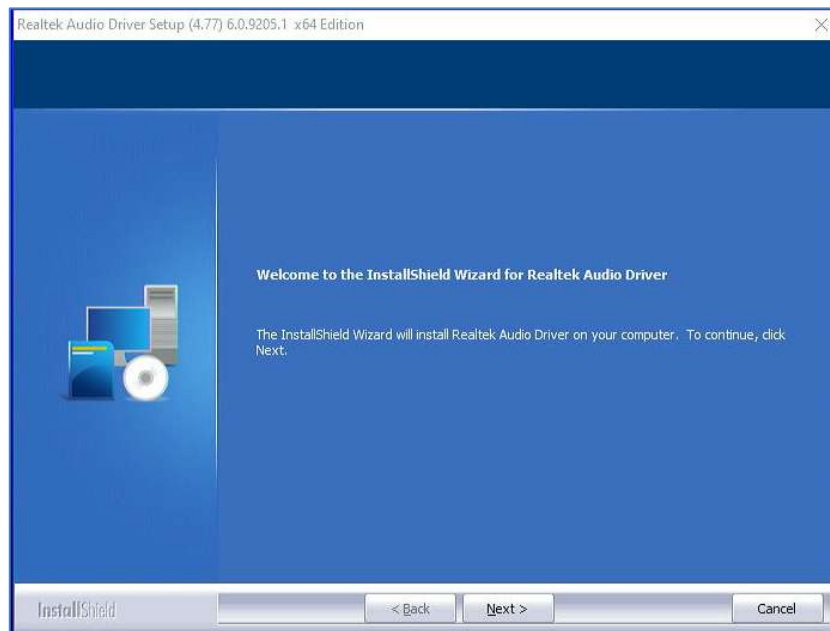
2. A license agreement message will pop out, click Start to install.



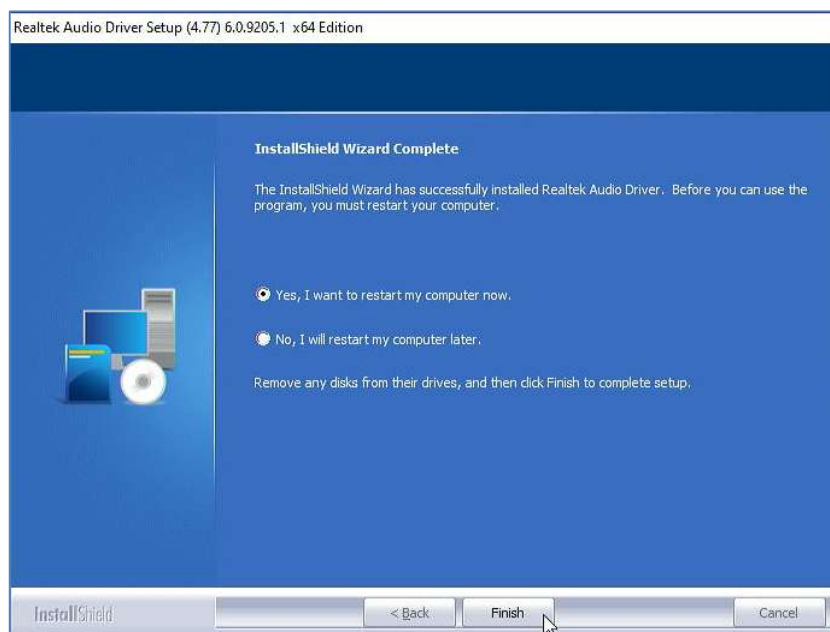
3. After installed, click Finish to complete.

5.3 Audio driver:

1. Execute Setup.exe and installer will pop out, then click “Next” to install:

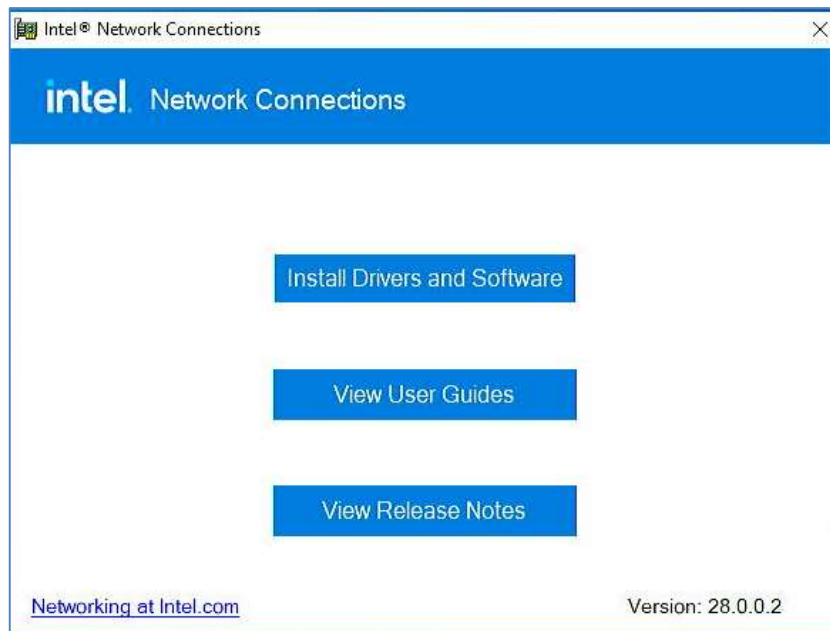


2. After installed, select “Yes, I want to restart this computer now” and click Finish to reboot.

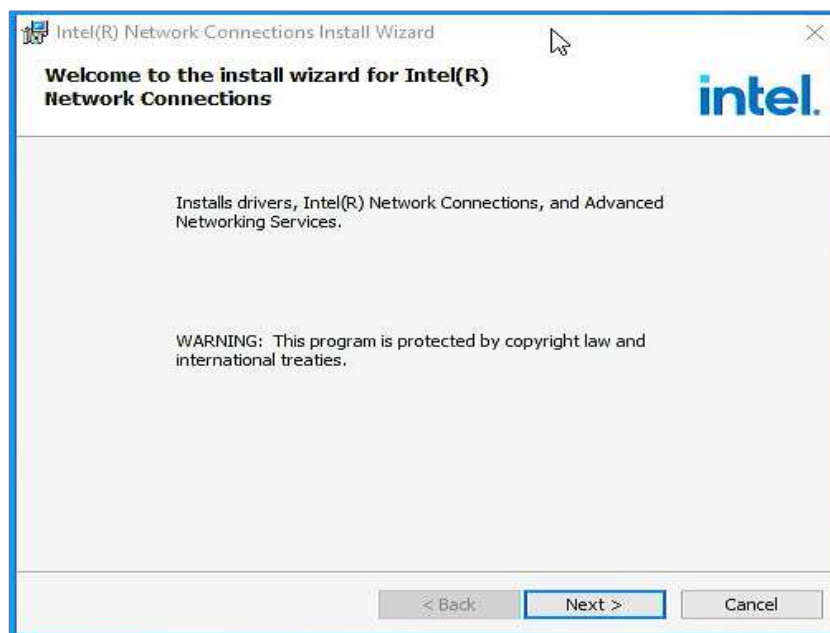


5.4 LAN driver:

1. Execute Setup.exe and installer will pop out, then click “Install Drivers and Software”.



2. Click “Next”, accept the terms and confirm setup options to install.

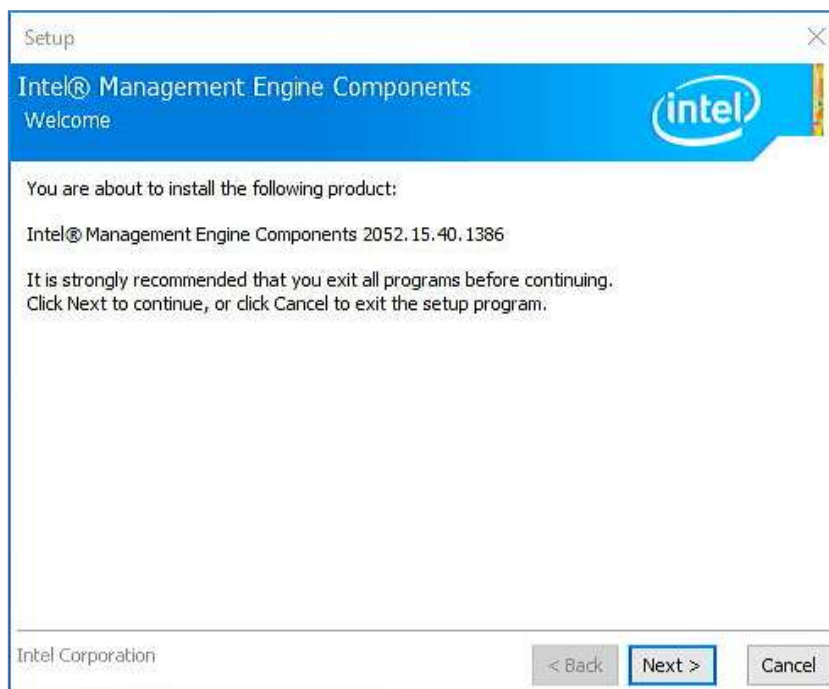


3. After installed, click “Finish” to exit the installer.

5.5 IME driver: (Intel® Management Engine Components)

The Intel® Management Engine, also known as the Intel Manageability Engine, is an autonomous subsystem that has been incorporated in virtually all of Intel's processor chipsets.

1. Execute SetupME.exe and click “Next” to install:



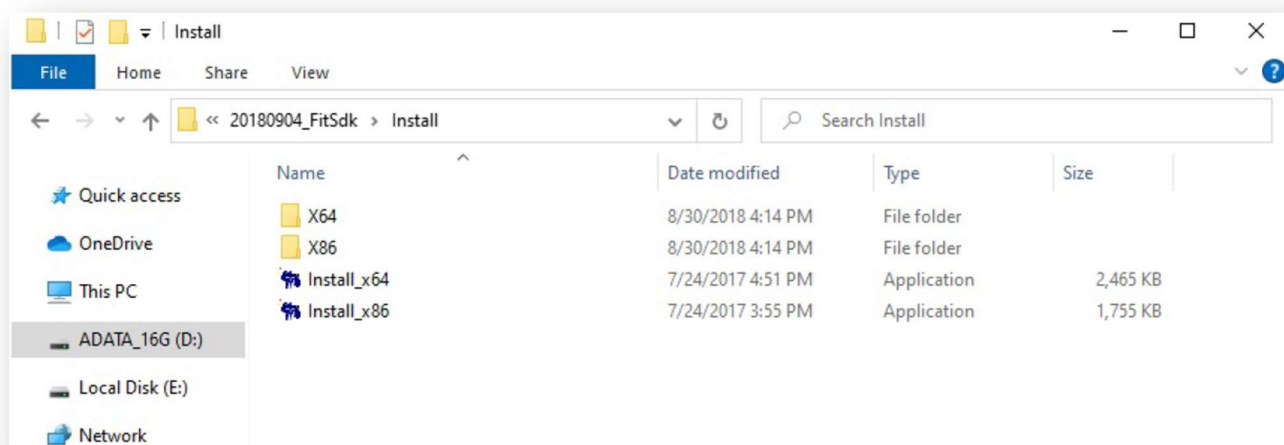
2. Check “I accept the term in the License Agreement and click “Next” to install.



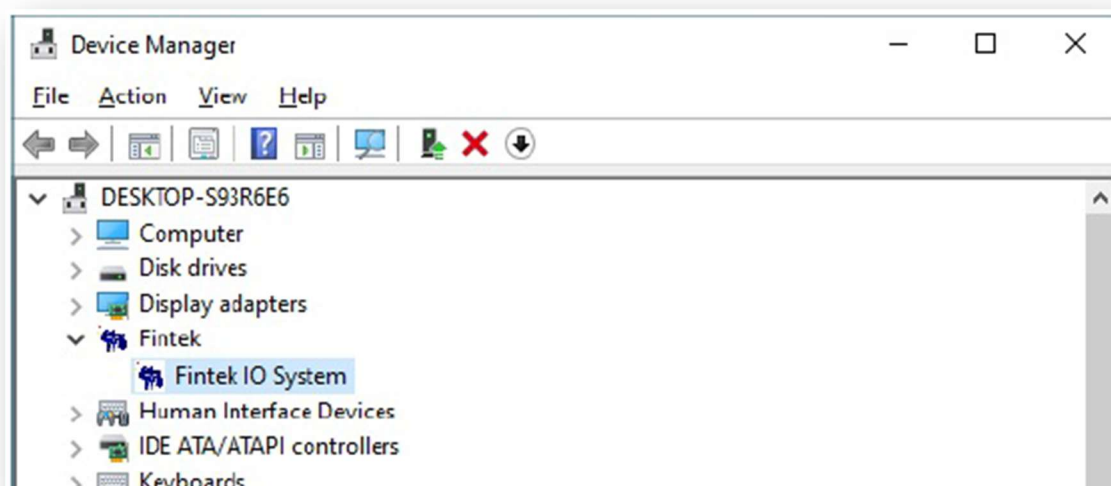
3. Click “Finish” after successfully installed.

5.6 WDT & GPIO driver:

Step1: Open the WDT_GPIO folder, press “Install_x64” to install driver.

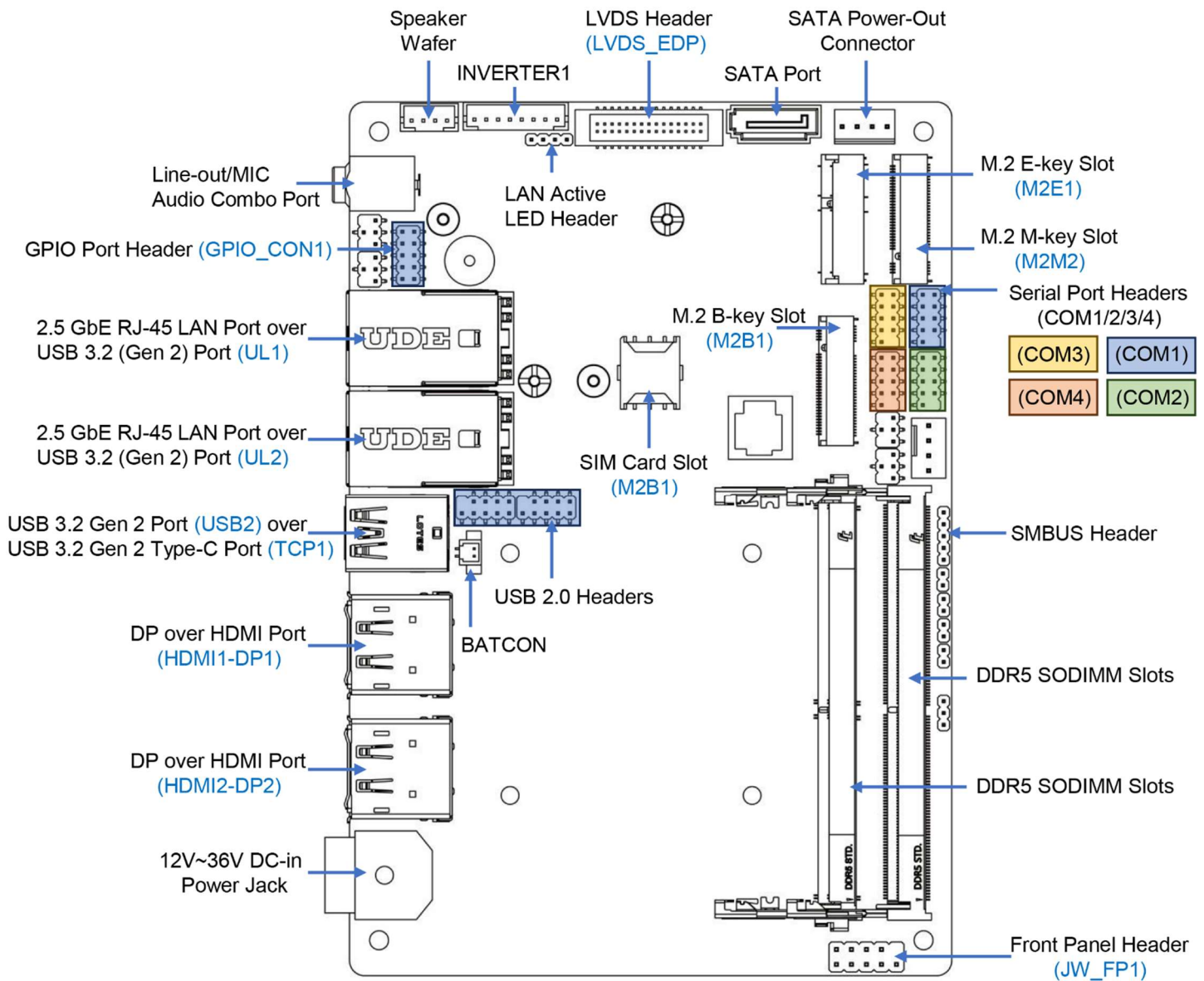


Step2: When installation is complete, the device manager would show up the Fintek IO System as below figure.



Chapter 6

6.1 Internal I/O



6.2 Onboard Connectors Summary

Summary Table for main Board

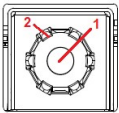
Interface Description	Type of Connections	Pin #
DDR5 4,800MHz SO-DIMM	SO-DIMM slot	260-pin
Power DC Jack	External DC Jack connector	2-pin
USB3.2 (Gen.2) Type-A x3	USB Type-A connector	9-pin
USB3.2 (Gen.2) Type-C x1	USB Type-C connector support DP ALT mode	24-pin
HDMI 2.0b x 2	4K HDMI 2.0b connector	19-pin
Display port 1.4 x2	4K Display port connector	20-pin
2.5GbE RJ45 x1	Intel® i226-V LAN chip RJ45 connector	8-pin
2.5GbE RJ45 x1	Intel® i226-LM LAN chip RJ45 connector	8-pin
2.5GbE RJ45 x3 [1]	Intel® i226-LM LAN chip RJ45 connector	8-pin
M.2 E Key support CNVi x1	2230 USB2.0/PCIe 3.0 interface	75-pin
M.2 B Key x1	3042/3052 (USB3.2/USB3.0) for 4G/5G/LTE	75-pin
M.2 M Key support NVME x1	2242/2280 PCIe Gen.4	75-pin
COM1 & COM2 (RS232/485/422)	2.0mm 9-pin D-sub connector	9-pin
COM3 & COM4 (RS232)	2.0mm 9-pin D-sub connector	9-pin
COM5 & COM6 (RS232) [2]	2.0mm 9-pin D-sub connector	9-pin
COM5 & COM8 (RS485/422) [3]	2.0mm 9-pin D-sub connector	9-pin
COM6 & COM7 (RS485/422) [3]	2.0mm 9-pin D-sub connector	9-pin
GPIO	2.0mm 9-pin D-sub connector	9-pin
Audio jack	Mic in/Line out combo connector	2-pin

Reference:

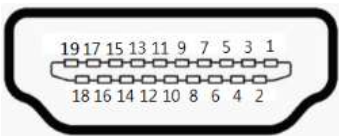
1. Applicable only to the model type EBOX-RTL-1335U-L4.
2. Applicable only to the model type EBOX-RTL-1335U-C6.
3. Applicable only to the model type EBOX-RTL-1335U-MUX8.

6.3 Pin Assignments

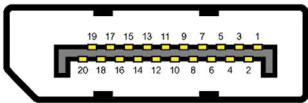
DC Power Input

	Pin #	Signal Name
	1	DC+12~36V power Adapter Input
	2	GND

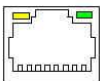
HDMI 2.0

	Pin #	Signal Name	Pin #	Signal Name
	1	TMDS_Data2+	11	TMDS CLK Shield
	2	TMDS_Data2_Shield	12	TMDS_CLK-
	3	TMDS_Data2-	13	CEC
	4	TMDS_Data1+	14	Reserved
	5	TMDS_Data1_Shield	15	SCL
	6	TMDS_Data1-	16	SDA
	7	TMDS_Data0+	17	DDC/CEC_GND
	8	TMDS_Data0_Shield	18	+5V Power
	9	TMDS_Data0-	19	Hot Plug Detect
	10	TMDS_CLK+		

Display port 1.4

	Pin #	Signal Name	Pin #	Signal Name	Pin #	Signal Name
	1	ML_Lane 0 (p)	8	GND	15	AUX CH (p)
	2	GND	9	ML_Lane 2 (n)	16	GND
	3	ML_Lane 0 (n)	10	ML_Lane 3 (p)	17	AUX CH (n)
	4	ML_Lane 1 (p)	11	GND	18	Hot Plug
	5	GND	12	ML_Lane 3 (n)	19	Return
	6	ML_Lane 1 (n)	13	CONFIG1	20	DP_PWR
	7	ML_Lane 2 (p)	14	CONFIG2		

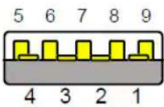
LAN: RJ45 connector

	Pin #	Signal Name	Pin #	Signal Name
	1	TP0+	5	TP2-
	2	TP0-	6	TP1-
	3	TP1+	7	TP3+
	4	TP2+	8	TP3-

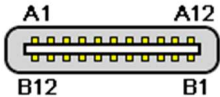
LEDS: POWER ON/OFF

	LED Color	State
	Green	Power On

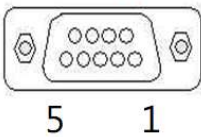
USB 3.2 Type-A connector

	Pin #	Signal Name	Pin #	Signal Name
	1	5V	6	Receive+
	2	DATA-	7	GND
	3	DATA+	8	Transmit-
	4	GND	9	Transmit+
	5	Receive-		

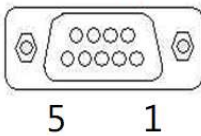
USB 3.2 Type-C connector

	Pin #	Signal Name	Pin #	Signal Name	Pin #	Signal Name
	A1	GND	A9	VBUS	B5	VCONN
	A2	TX+	A10	RX2-	B6	
	A3	TX-	A11	RX2+	B7	
	A4	VBUS	A12	GND	B8	SBU2
	A5	CC1	B1	GND	B9	VBUS
	A6	D+	B2	TX2+	B10	RX1-
	A7	D-	B3	TX2-	B11	RX1+
	A8	SBU1	B4	VBUS	B12	GND

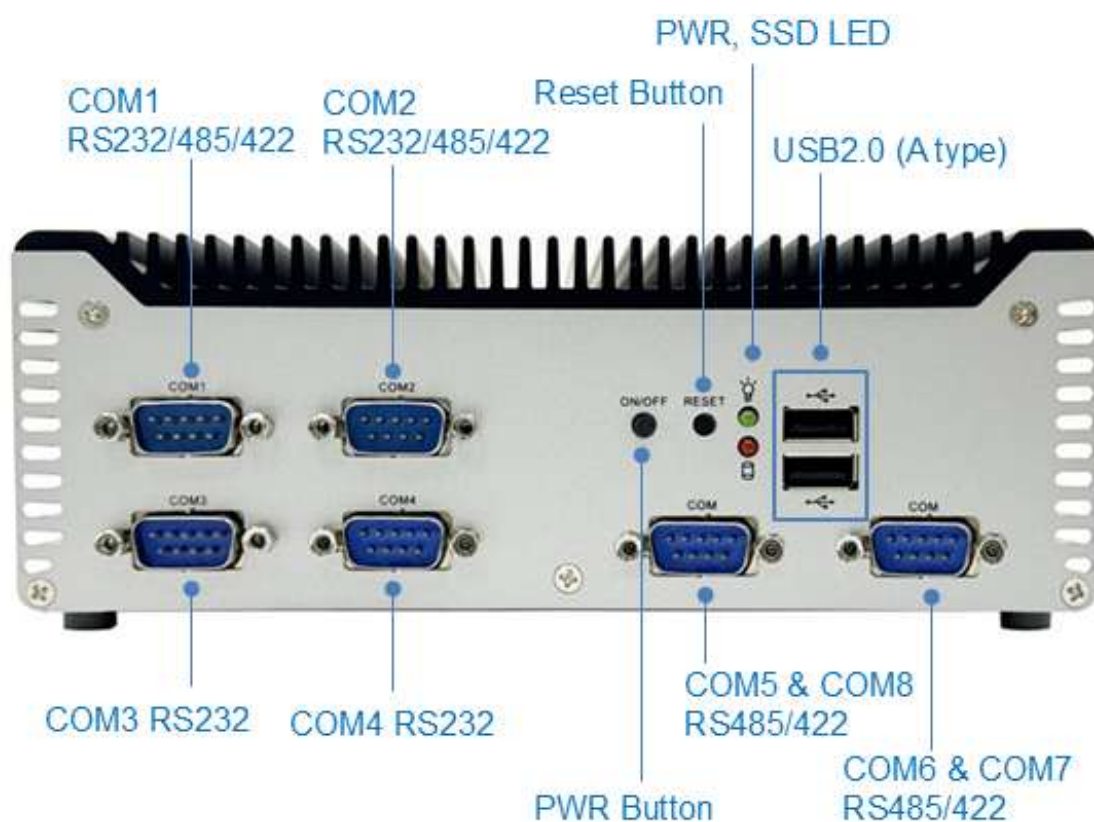
RS232/485/422 9-pin D-Sub connector

	Pin #	Signal Name	Pin #	Signal Name
	1	DCD/RS422 TX-/RS485 DATA-	6	DSR1
	2	RXD/RS422 TX+/RS485 DATA+	7	RTS1
	3	TXD1/RS422 RX+	8	CTS1
	4	DTR1/RS422 RX-	9	R 1
	5	GND	--	--

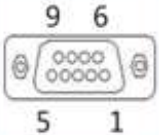
GPIO 9-pin D-Sub connector

	Pin #	Signal Name	Pin #	Signal Name
	1	GPIO_80	6	GPIO_85
	2	GPIO_81	7	GPIO_86
	3	GPIO_82	8	GPIO_87
	4	GPIO_83	9	GND
	5	GPIO_84	--	

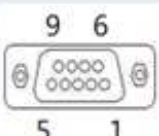
EBOX-RPL-1335U-MUX8 COM5 ~ COM8 9-pin D-Sub connector



COM 5 & COM8 RS485/422 9-pin D-Sub connector

	Pin #	Signal Name	Pin #	Signal Name
	1	RS422 TX5-/RS485 D5-	6	RS422 TX8-/RS485 D8-
	2	RS422 TX5+/RS485 D5+	7	RS422 TX8+/RS485 D8+
	3	RS422 RX5+	8	RS422 RX8+
	4	RS422 RX5-	9	RS422 RX8-
	5	GND	--	--

COM 6 & COM7 RS485/422 9-pin D-Sub connector

	Pin #	Signal Name	Pin #	Signal Name
	1	RS422 TX6-/RS485 D6-	6	RS422 TX7-/RS485 D7-
	2	RS422 TX6+/RS485 D6+	7	RS422 TX7+/RS485 D7+
	3	RS422 RX6+	8	RS422 RX7+
	4	RS422 RX6-	9	RS422 RX7-
	5	GND	--	--

6.4 GPIO Pin Voltage Information:

1. When the GPIO is used as an output, it provides a 3.3V voltage.

I/OOD 12st, 5v	3VCC	General purpose IO
----------------	------	--------------------

2. When the GPIO is used as an output, how much current does it source or sink?
 1. The amount of current it sinks depends on the connected device.
 2. It can source up to 12mA.

Output Low Current	IOL	-12	mA	VOL = 0.4V
Output High Current	IOH	+12	mA	VOH = 2.4V

3. When the GPIO is used as an input, an input low voltage ($V_{IL} < 0.8V$) is considered as 0, and an input high voltage ($V_{IH} > 2.0V$) is considered as 1.

If the voltage value lies between these two levels, it is undefined.

PARAMETER	SYM.	MIN.	MAX.	UNIT	CONDITIONS
I/O _{12st,5v} -TTL level bi-directional pin with Schmitt trigger, output with 12 mA sink capacity, 5V tolerance.					
Input Low Voltage	V _{IL}		0.8	V	
Input High Voltage	V _{IH}	2.0		V	

Note:

Maximum current limit is 1A while using 5V working voltage.

Chapter 7

Taking Care of EBOX

This section provides guidelines on using EBOX-RTL-1335U Series – Safe using, Storing and Handling.

7.1 Storing

- ▶ Do not place EBOX in a location that is subject to:
 - Heating sources, such as stove, oven, heater, radiator or air duct
 - Direct contact from sunlight
 - Rain or moisture area
 - Excessive dust accumulation area
 - High humidity place
 - Constant or occasional mechanical movement, vibration or shock
 - Strong magnets or magnetic fields or magnetically unshielded speakers
 - Out of the operating temperature
- ▶ Do not place other electronic device or electrical equipment near EBOX. The electromagnetic field of EBOX may cause interference subjecting to malfunction.
- ▶ Provide adequate air ventilation (circulation) to prevent internal buildup of heat. Do not place EBOX near behind the curtains or draperies, between books that block its ventilation slots. Leave a space of at least 8 inches (20cm) behind the sides and back panel of the EBOX.
- ▶ Change of environmental temperature: Problems may occur with a sudden change of environmental temperature. If the EBOX is brought directly from a cold location to a warm one, moisture may condense inside EBOX. Turn off the device, and contact your nearest dealer.
- ▶ Check the surrounding appliance(s) before using EBOX. Since the EBOX uses high-frequency radio signal. It may interfere with radio or TV reception causing interference or poor signal display. When happens, relocate the EBOX by a suitable distance away from it.
- ▶ Do not drop EBOX from working table nor place heavy objects on top of it.

7.2 Cleaning EBOX

- ▶ Clean EBOX with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution.
- ▶ Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene, as these may damage the finish of EBOX.
- ▶ When a solid object falls or a liquid spill onto EBOX, turn off EBOX immediately; unplug LAN and power cables. Contact your dealer to check the EBOX before you use it again.
- ▶ Always disconnect the power cord from the power source before cleaning EBOX.

7.3 Troubleshooting

This section describes the techniques of resolving some basic problems that you encounter when using EBOX. For more troubleshooting guidelines, please contact your nearest dealer for technical support.

Troubleshooting EBOX

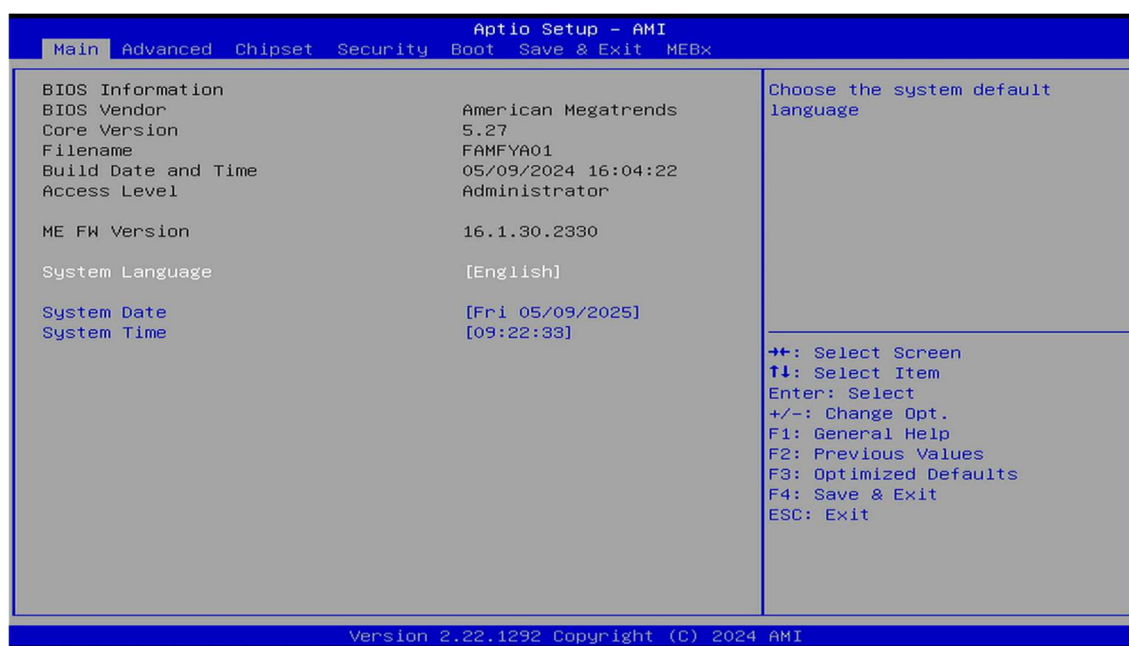
A. EBOX does not start –

- ▶ Make sure EBOX is properly secured and plugged into a power source before it is turned on.
- ▶ Make sure the power indicator shows the power is on.
- ▶ When EBOX unit is plugged into a power strip or UPS (Uninterruptible Power Supply), make sure power strip or UPS is turned on and working normally.
- ▶ Check if your display monitor is properly plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. Refer to monitor manual for details.
- ▶ Check if power control button function well by removing the AC adaptor. Wait for one minute, and then reattach all power connection before pressing the power button.
- ▶ Condensation may cause EBOX malfunction for a while. If happens, do not use EBOX for at least one hour.
- ▶ When all above guidelines checked and EBOX unit still not work. Remove the power adaptor from EBOX, unplug the power supply, and plug it in again. Then turn on the power.

B. BIOS Error Message –

BIOS error message appears when EBOX starts

If BIOS error message appears, press any key to resume or, press to enter BIOS setup main menu, Press <F3> to load Optimized Defaults, then press F4 to save and exit.



C. “Operating System Not Found” –

A message indicating “Operating system not found” appear when unit starts (Windows won’t start)

- ▶ Enter BIOS setup main menu by pressing key, be sure that the C: drive is enabled.
- ▶ If Windows still does not start, follow these steps to initialize the BIOS:
 1. Turn off EBOX unit.
 2. Remove any peripheral devices connected to EBOX unit.
 3. Restart EBOX unit.
 4. Press or <Esc> to enter BIOS Setup main menu window.
 5. Follow the steps as written in item **B. BIOS error message.**
- ▶ If EBOX unit connected to a CD/DVD or USB Drivers, remove all peripherals. Restart to check if operating system starts properly. If EBOX unit continues to display “Operating system not found,” please contact nearest dealer for servicing.

Chapter8

Terms and Conditions

Warranty

The warranty terms for EBOX are twelve (12) months from the shipped month of the invoice. During warranty, ICOP Technology will repair & replace the product covered under this limited warranty.

Service and Support

ICOP Technology Inc. provides the technical support for hardware problems throughout the warranty period. The technical support service is limited to configuration and operation of EBOX sold by ICOP Technology Inc. The technical support service does not offer software tutoring or training.

Return Merchandise Authorization (RMA) policy

If the ICOP staff or dealer determines that a part is defective. Purchaser must call our technical support and obtain an RMA number before attempting to return any part.

To obtain an RMA number, Purchaser must follow procedures as below :

1. Complete the ICOP Technology Inc. standard RMA Form and email back to the RMA Department.
2. The RMA Number must be used within 7 DAYS.
3. The RMA Number must be shown clearly on your shipping label.
4. ICOP Technology Inc. must receive all Returns before a replacement will be sent.
5. Repair cost depends on the parts, damage reasons, and whether under warranty period...etc.
The Seller will charge the Purchaser in a reasonable price.
6. A copy of the invoice for the RMA product(s) will also be shipped to Purchaser.
7. The freight of return to ICOP Technology Inc. is charged the Purchaser and accompanied by an RMA number. Any Returns with freight collect will be refused and returned to sender.
After Repairing, the cost of freight will be paid by ICOP Technology Inc.
8. ICOP Technology Inc. must receive all returned goods within the warranty period.

Shipping Policy

The Purchaser must pre-pay shipping for any defective system or parts returned under the warranty. ICOP Technology Inc. shall not be liable for risk of loss or damage during shipment of the returned system or parts. All products must be shipped back to ICOP Technology Inc. in original or equivalent packaging. ICOP Technology Inc. will ship the repaired or replacement product(s) to the Purchaser by prepaid freight. Purchaser assumes the risk of loss. ICOP Technology Inc. shall not be responsible for failure or on-time delivery.