
Title: Security Key Troubleshooting and Purchase Order Requirements**Gerber FastFact #:** 1001**Supplied By:** Technical Software Support ^{KA}**Last Modified:** August 1, 2009

In order to process security key replacements in a timely manner, all Distributor Purchase Orders must be faxed in by 3:00 eastern time with the following information.

Fax to: 860.871.3862

1. Security key/dongle part number:

Part number	Color	Type
P74860A	Purple	USB

2. Security key replacement cost:

Out of warranty	In warranty
\$2482.00USD, to be credited down to \$365.00USD upon return of original block within 10 days.	\$2,482.00USD, to be credited down to \$0.00 upon return of original block within 10 days.

3. Security key serial number:**4. To whom it is being shipped:**

Company name
Shipping address
Contact name

5. How it is being shipped:

FedEx	Overnight, Priority Overnight, Saturday Delivery, etc...
UPS	Ground, Red, etc...

6. Replaced security keys not returned within the specified time will be invoiced the full block value.

Security Key / Dongle Troubleshooting

We require our Technical Software Support Team to speak with any customers who have a security key/dongle problem, but here are a few troubleshooting tips to try.

If this is for a DOA kit, please contact Sales Support at 800.222.7446

1. Ensure the security key/dongle is plugged directly into the PC
2. Ensure the USB drivers are installed
3. Verify the green light on the USB block is on
4. Verify the security key can be read by running the SECURITY KEY REPORT from the Product Support Section on OMEGA CD
5. Try the security key on a different USB port on the same computer. It is possible that the port is defective
6. Try the security key on a different computer
7. Try a different security key on the same computer

The following is a sample purchase order depicting all available block configurations

Distributor Branch

1234 Main St.
Any Town, PA 00000
123-456-7890

Date
mm/dd/yy
Purchase Order Number
12345678

To:		Ship to:		Shipping Method
Gerber Technology 24 Industrial Park Rd West Tolland, CT 06084		Happy Sign Shop Attn: Guy Smiley 5678 Main St. Any Town, PA 00000 (123) 456.7890		DHL Overnight
Part Number	Description	Serial Number	Qty	Price
P74860A	OMEGA USB key In warranty	000000	1	\$2482.00 to be credited down to \$0.00 upon return of original block within 10 days.
P74860A	OMEGA/GA USB block Out of warranty	000000	1	\$2482.00 to be credited down to \$365.00 upon return of original block within 10 days.
TOTAL				\$481.00