

AIV-TGH7Bx

In-Vehicle Computer

*Intel® Core™ Xeon, i7, i5, i3 Processor
(Tiger Lake Platform)*



User Manual

Acrosser Technology Co., Ltd.
www.acrosser.com

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Purpose

This document is intended to provide the information about the features and use of the product.

Audience

The intended audiences are technical personnel, not for general audiences.

WARNING

Danger of explosion if batteries are incorrectly replaced. Always replace the battery with the same specifications. Dispose of used batteries according to the manufacturer's instructions.

Before running the system, make sure the power cord is firmly plugged into the socket.

CAUTION



IEC 60417-6042 (2010-11)



IEC 60417-6172 (2012-09)

All power cords must be disconnected during product repair.

Ver: 101

Date: Dec. 29, 2022

To read this User Manual on your smart phone, you will have to install an APP that can read PDF file format first. Please find the APP you prefer from the APP Market.

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1. Introduction

AIV-TGH7Bx Series adopt the newest Intel® 11th Gen. Tiger Lake H high-performance platform for wide operation temperature in-vehicle computers.

Powered by the latest 11th Gen Intel® Core™ i7/i5 Processor, HYPERLINK "<https://www.acrosser.com/en/Products/In-Vehicle-Computer/In-Vehicle-PCs/AIV-TGH7BX>" AIV-TGH7Bx Series delivers high-performance data computing, and the newest Intel® Iris® Xe Graphics and TSN technology provide graphics real-time operation and a wide range of 9V to 24V power input.

AIV-TGH7Bx is a powerful solution for in-vehicle computers, passenger information computers, charging equipment controllers, Autonomous Mobile Robot controller and any AIoT/Industry 4.0 applications.

1.1. Specifications

CPU	11th Generation Intel® Core™ Processor Family (Tiger Lake H)
Chipset	i7-11850HE 8 core, base frequency 2.6GHz, max single core turbo frequency 4.7Ghz, TDP is 35W/45W i5-11500HE 6 core, base frequency 2.6GHz, max single core turbo frequency 4.5Ghz, TDP is 35W/45W i3-11100HE 4 core, base frequency 2.4GHz, max single core turbo frequency 4.4Ghz, TDP is 35W/45W
Memory	1x DDR4-3200 Memory supports up to 32 GB
Graphic Controller	Intel® Iris® X Graphics
Video Interface	1x HDMI: Up to 4096 x 2304 2x DP: Up to 4096 x 2304
Ethernet	- LAN 1: RJ45 Type Intel® I225GigE LAN - LAN 2: RJ45 Type Intel® I219 GigE LAN
USB	4x Type A USB 3.2 Gen2
Serial Port	2x RS-232/RS422/485
Display	1x HDMI 2x DP
Audio	- Realtek® HD Codec 1x Mic-in, 1x Line-out, 1x Line-in
Disk Bay	2x 2.5" SSD Bay
DIO	DIO x 16, DB25 type connector

Serial Port	• 2x RS-232
DC-in	• 9~24V DC-in power input with power ignition, w/ 3pin terminal block
Antenna type	• 2x Wifi U.FL Antenna (When install half size mPCIe wifi+BT module) • 4x 3G/4G/5G/GNSS U.FL Antenna (Diversity, MIMO) (When install M.2 3042 type 4G/5G/GNSS module)
SATA	• 2x 2.5" Easy Access drive trays w/ SATA III (6Gbps), support S/W RAID 0, 1 • Max. Current: 2A
Mini PCIe	• 1x Half Size Mini PCIe slot
M.2	• 1x M.2 B key(3052) • 1x M.2 M key(2280) (PCIe 4.0[x4])
SIM	• 1x Nano SIM slot
Hardware Monitoring	• CPU Voltage • CPU & System Temperature
Watchdog Timer	• Software Programmable 0~255 seconds, 0=Disable
OS support	• Ubuntu 20.04.2/Kernel 5.8 or Linux 4.18 kernel • Window 10, 64 bit
Chassis	• Aluminum heatsink + metal chassis
Dimension	• 276.00mm x 175.00mm x 91mm (Include Wall mount)
Operating Temperature	• Fanless Design • 45W TDP CPU: -40°C to 70°C (-40°F to 158°F)
Storage Temperature	• -40°C to 80°C (-40°F to 176°F)
Humidity	• 5% to 95% Humidity, non-condensing
Vibration	• IEC 60068-2-64 • SSD: 5Grms, 5Hz to 500Hz, 3 Axis
Shock	• IEC 60068-2-27 • SSD: 50G @ wallmount, Half-sine, 11ms
Certification	• CE / FCC class A

1.2. Packing List

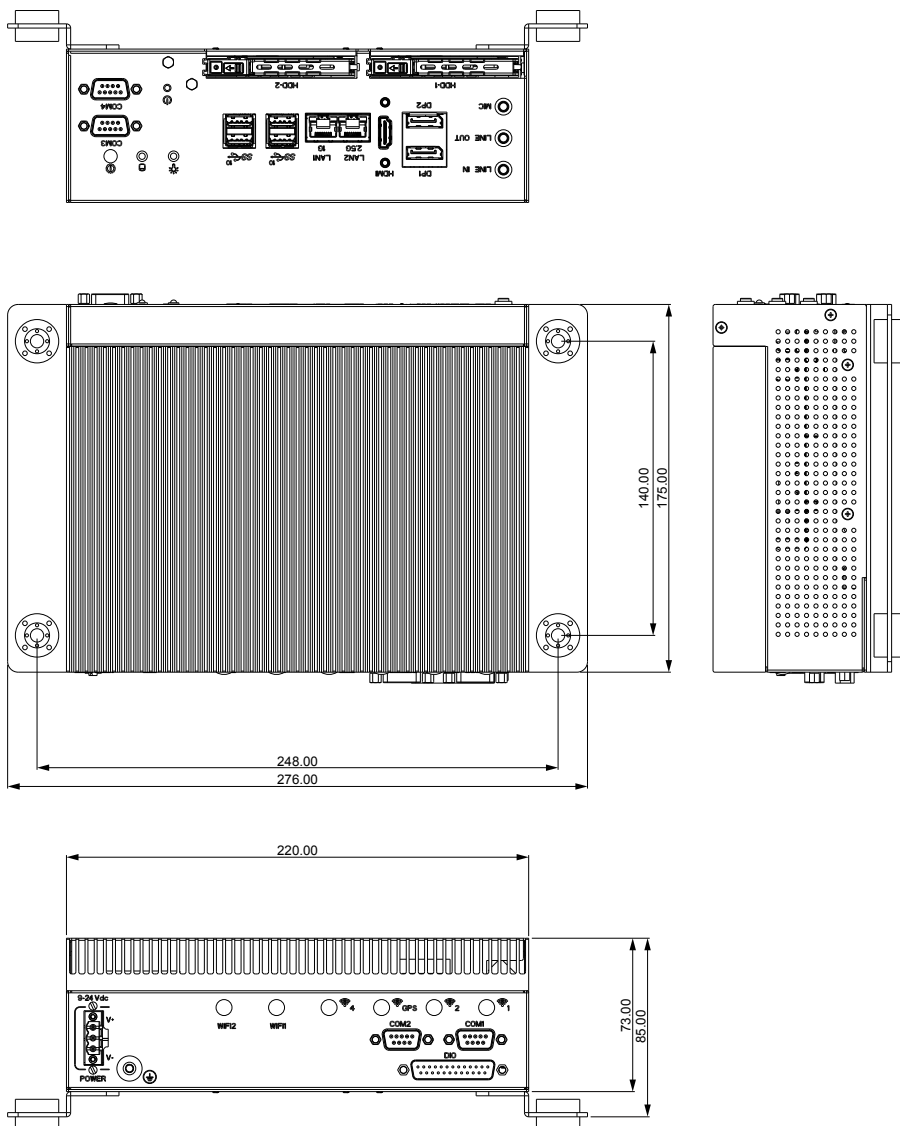
Check if the following items are included in the package.

	Item	Q'ty
☐	AIV-TGH7Bx	1
☐	3-Pin Terminal block	1
☐	Wall mount bracket and screws kits	1
☐	M3x4L m.2 module screws set	1
☐	M.2 module bracket	1
☐	HDMI Locking Bracket	1

1.3. System Dissection

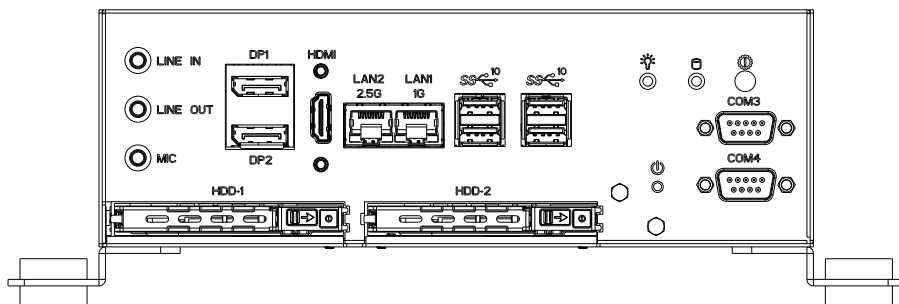
1.3.1. Dimensions

(Unit: mm)

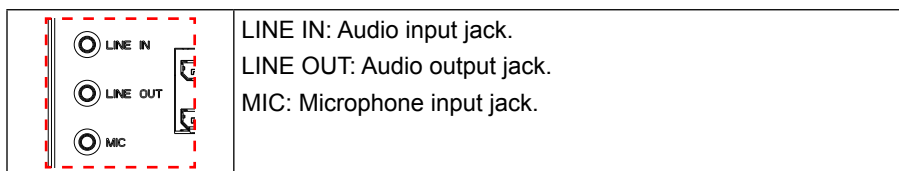


(The peripherals shown in this layout dimensions are used for illustration only, may not come with the package.)

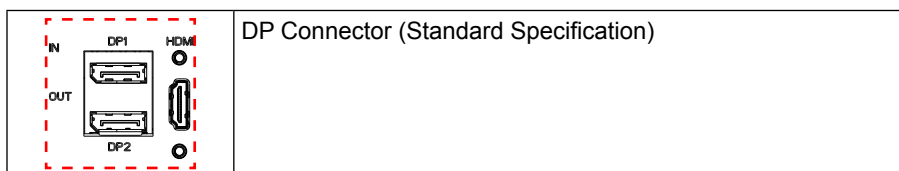
1.3.2. Front I/O Panel



Line In, Line Out, MIC



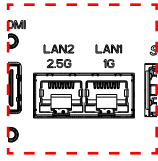
DP1, DP2



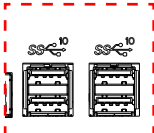
HDMI

Pin #	Signal	Pin #	Signal
1	DATA2+	2	GND
3	DATA2-	4	DATA1+
5	GND	6	DATA1-
7	DATA0+	8	GND
9	DATA0-	10	CAN_L
11	GND	12	
13	NC	14	NC
15	DDCCL	16	DDCDA
17	GND	18	+5V
19	HPD		

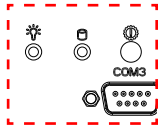
LAN1(1G), LAN2(2.5G)

	LAN Speed		Link/Seppd LED	Active LED
	1G	1G	Orange	Yellow
		100M	Green	Yellow
		10M	Off	Yellow
	2.5G	2.5G	Green	Yellow
		1G	Orange	Yellow
		100/10M	Off	Yellow

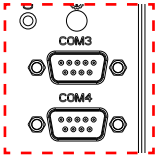
USB1 ~ USB4

	Standard Type A USB3.2 GEN 2			
	Pin #	Signal	Pin #	Signal
	1	VCC5	5	SS_RX -
	2	DATA-	6	SS_RX +
	3	DATA+	7	GND
	4	GND	8	SS_TX -
			9	SS_TX +

Status/HDD/Power LED Indicator

	Light	Display
	Yellow	Power
	Green	SATA Device Activity
	Green	Status

COM3, COM4

	Pin #	RS-232 Signal
	1	DCD
	2	RX
	3	TX
	4	DTR
	5	GND
	6	DSR
	7	RTS
	8	CTS
	9	RI

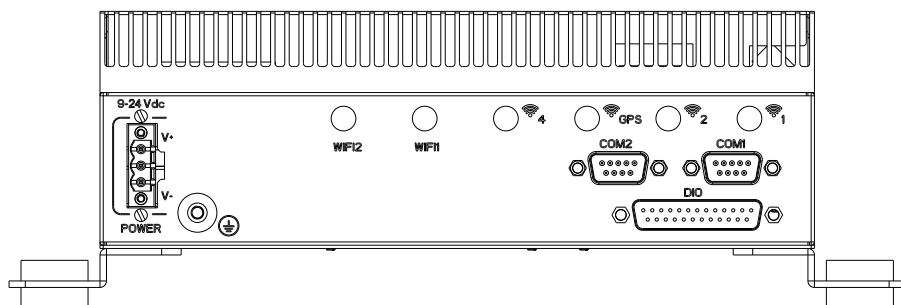
Power Button

 You may use a thin and long object to reach into the hole and push the button in.

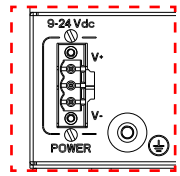
HDD-1 ~ HDD-2

HDD bays reserved for installation of your 2.5" hard disks (H: 7mm).

1.3.3. Rear I/O Panel



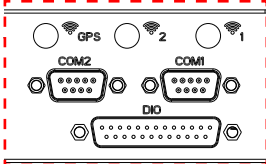
POWER

	DC power input connector <table border="1"> <thead> <tr> <th>Pin #</th><th>Signal</th></tr> </thead> <tbody> <tr> <td>V+</td><td>9V ~ 24V</td></tr> <tr> <td>IGN</td><td>NC</td></tr> <tr> <td>V-</td><td>GND</td></tr> </tbody> </table>	Pin #	Signal	V+	9V ~ 24V	IGN	NC	V-	GND
Pin #	Signal								
V+	9V ~ 24V								
IGN	NC								
V-	GND								

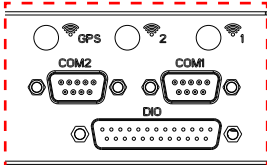
ANT1 ~ ANT6

Reserved for installation of 6x optional SMA-type antennas.

COM1, COM2

	Pin #	RS-232 Signal	RS-422 Signal	RS-485 Signal
	1	DCD	RS-422_TX-	RS-485_D-
	2	RX	RS-422_TX+	RS-485_D+
	3	TX	RS-422_RX+	
	4	DTR	RS-422_RX-	
	5	GND	GNA	GND
	6	DSR		
	7	RTS		
	8	CTS	+5V/+12V (0.5A)	+5V/+12V (0.5A)
	9	RI		

DIO

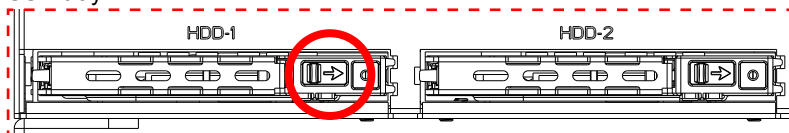
	Pin #	Pin Name	Signal Type	Signal Level
	1	+5V	PWR	+5V
	2	GND	GND	
	3	DIO_1	I/O	+5V
	4	DIO_2	I/O	+5V
	5	DIO_3	I/O	+5V
	6	DIO_4	I/O	+5V
	7	DIO_5	I/O	+5V
	8	DIO_6	I/O	+5V
	9	DIO_7	I/O	+5V
	10	DIO_8	I/O	+5V
	11	DIO_9	I/O	+5V
	12	DIO_10	I/O	+5V
	13	DIO_11	I/O	+5V
	14	DIO_12	I/O	+5V
	15	DIO_13	I/O	+5V
	16	DIO_14	I/O	+5V
	17	DIO_15	I/O	+5V
	18	DIO_16	I/O	+5V
	19		NA	
	20		NA	
	21		NA	
	22		NA	
	23		NA	
	24		NA	
	25		NA	

2. Components Assembly

The products shown in this procedure are used for illustration only, may not reflect the exact outlooks.

2.1. SSD Installation

Step 1: As shown in the red circle, slide the door buckle to the right to take out the SSD tray.



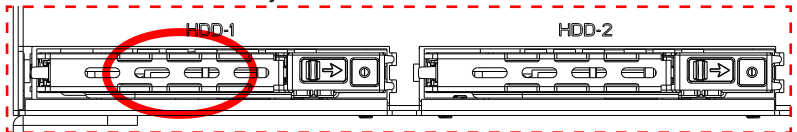
Step 2: Follow the deployment direction to insert the SSD. Please pay attention to the insertion direction. The red circle shown is a hollow hole.



- Step 3: Place the SSD firmly into position. The 2 screws provided in the accessories package is used for spare only.

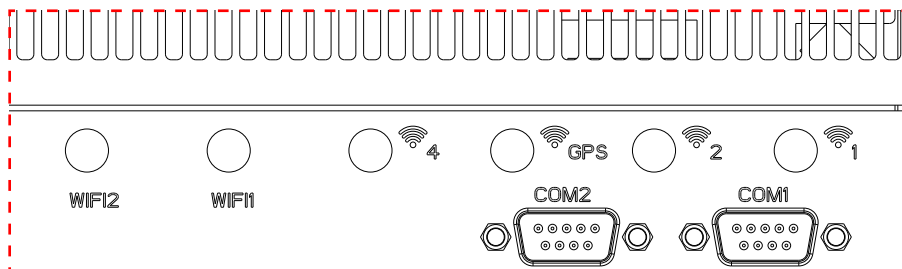


- Step 4: Insert the SSD tray into the system and press the part shown with red circle to attach with the system.



2.2. Antenna Connection

Connect your antennas needed according to your system configuration.



You will have to match the gender in connecting antenna plug with socket.

Connect a male type antenna to the female type socket (GPS):

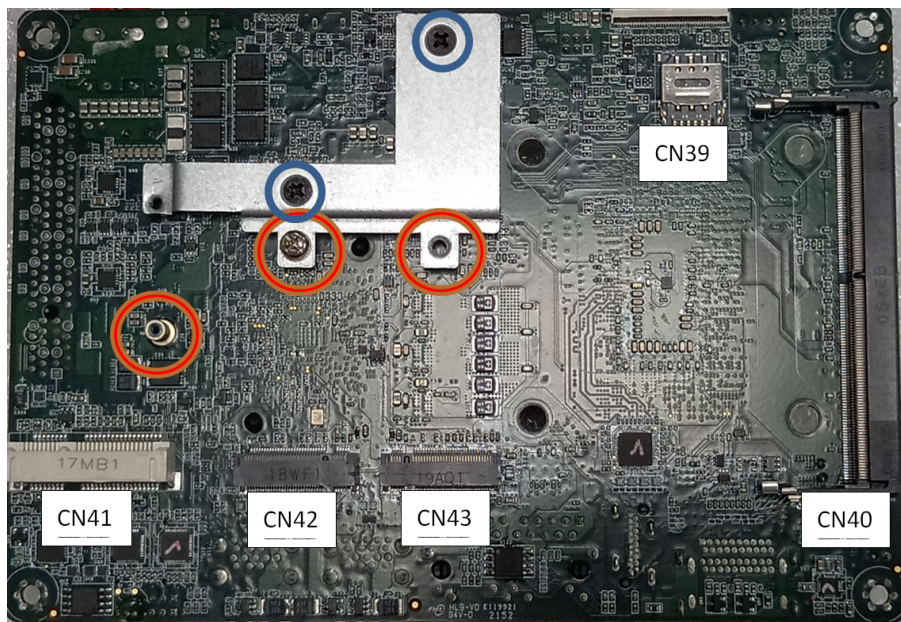


Connect a female type antenna to the male type socket (WiFi/BT):



2.3. PCB Parts Description

Connect your antennas needed according to your system configuration.



- **CN39: NANO SIM Card Socket**

Install NANO SIM card here.

- **CN40: DDR4 SO-DIMM Slot**

When installing memory module, please note that both ends of the memory and slot are firmly attached.

- **CN41: Mini-Card Slot (Half-Size)**

Before installation, take the screw from the accessories package. Screw tight the module to the standoff as shown in the red circle.

- **CN42: M.2 B Key Slot 3042**

For model 3052: Take out the screws from the accessories package before installation. Insert the module, and then lock it with the screws into the screw holes marked with blue circle as shown in the photo.

For model 3042: Take out the bracket and screws from the accessories package before installation. As shown in the photo, lock the bracket with the two screws into the screw holes marked with blue circle first, and then insert the module, lock screws into the holes marked with red circle.

Note: CN42 3042 cannot support CN43 2280 at the same time.

- **CN43: M.2 B Key Slot 2242**

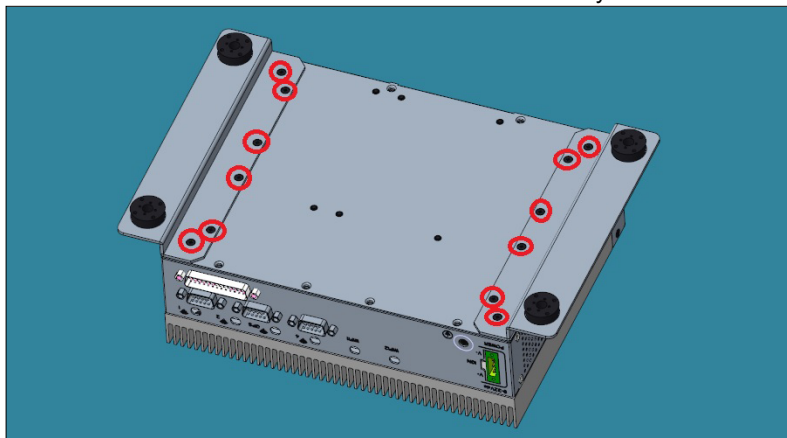
For model 2280: Take out the screws from the accessories package before installation. Insert the module, and then lock it with the screws into the screw holes marked with blue circle as shown in the photo.

Note: CN43 2280 cannot support CN43 3052 at the same time.

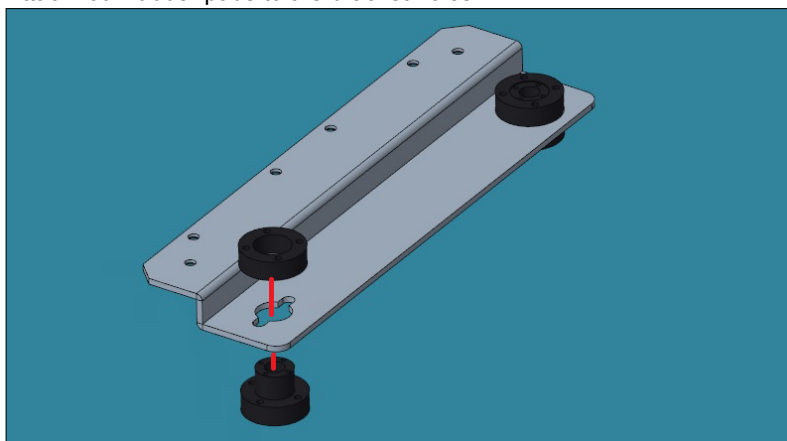
For model 2242: Take out the bracket and screws from the accessories package before installation. As shown in the photo, lock the bracket with the two screws into the screw holes marked with blue circle first, and then insert the module, lock screws into the holes marked with red circle.

2.4. Foot-bracket Assembly

Step 1: Attach two brackets with screws to each side of the body.



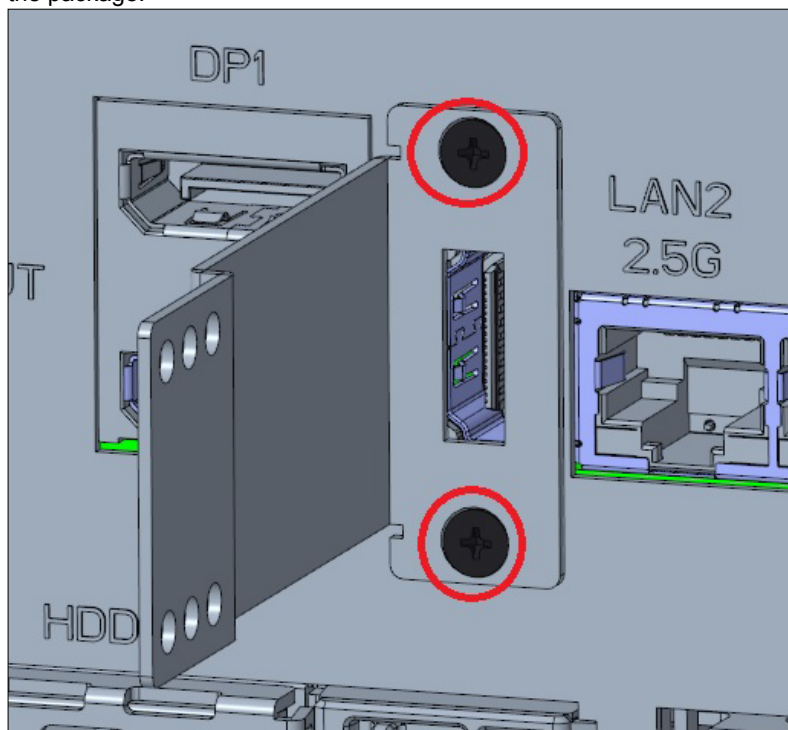
Step 2: Attach four rubber pads to the bracket holes.



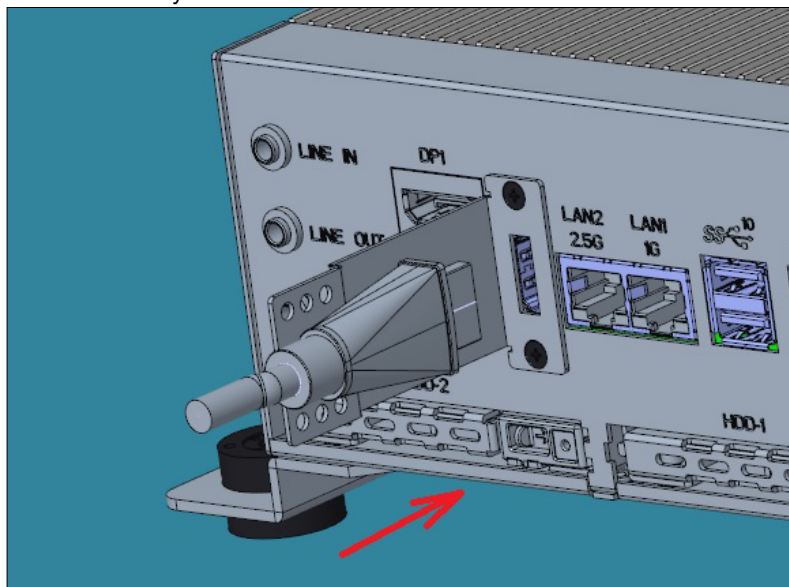
2.5. HDMI Cable Connection

You can find in the package an HDMI locking-bracket set. This gaget is designed to secure your HDMI cable connection.

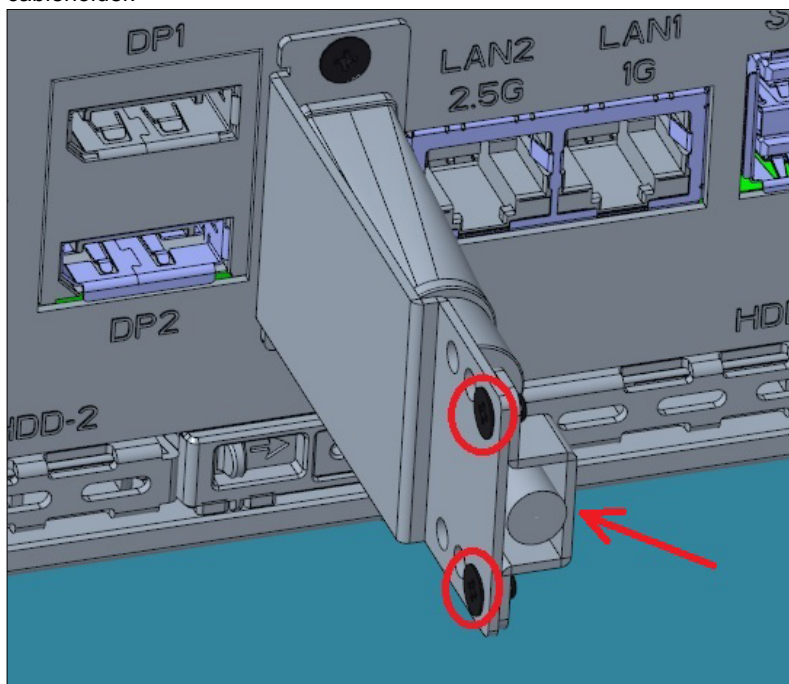
- Step 1: Lock the HDMI locking-bracket with the two black screws that came with the package.



- Step 2: Plug your HDMI cable head into the HDMI socket. Firmly push the HDMI cable all the way into the socket.



- Step 3: Fasten the HDMI cable-end with a cable-holder. Lock the cable-end to the bracket with this cable-holder by two screws that came with the package. (There are two types of cable-holder provided: 4mm and 7mm. Use the type 4mm for HDMI cable of thinner than 6mm in diameter. Use the type 7mm for HDMI cable of thicker than 6mm in diameter.) Choose the holes that allows the screw to lock the cable-end with cableholder.



3. BIOS Settings

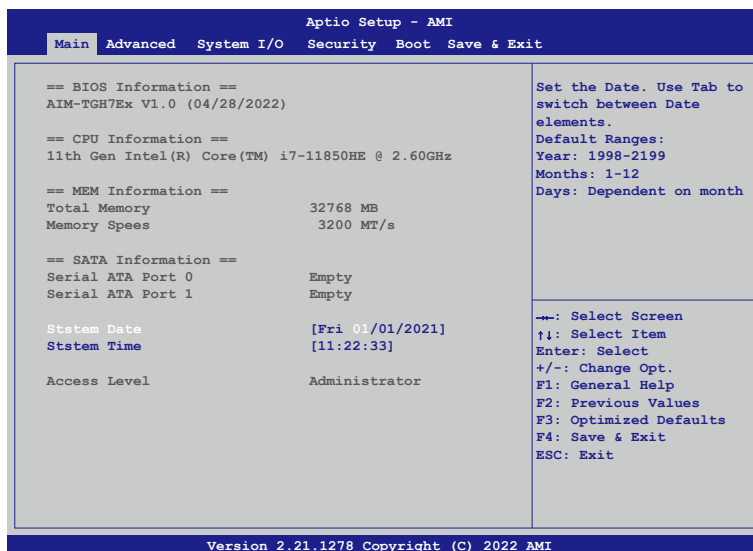
The AMI BIOS ROM has a pre-installed Setup program that allows users to modify basic system configurations, which is stored in the battery-backed CMOS RAM and BIOS NVRAM so that the information is retained when the power is turned off.

To enter BIOS Setup, press or <F2> immediately while your computer is powering up.

The function for each interface can be found below.

- Main – Date and time can be set here. Press <Tab> to switch between date elements
- Advanced – Enable/ Disable boot option for legacy network devices
- System I/O – For configuring PCI Express settings
- Security – The setup administrator password can be set here
- Boot – Enable/ Disable Quiet Boot option
- Save & Exit – Save your changes and exit the program

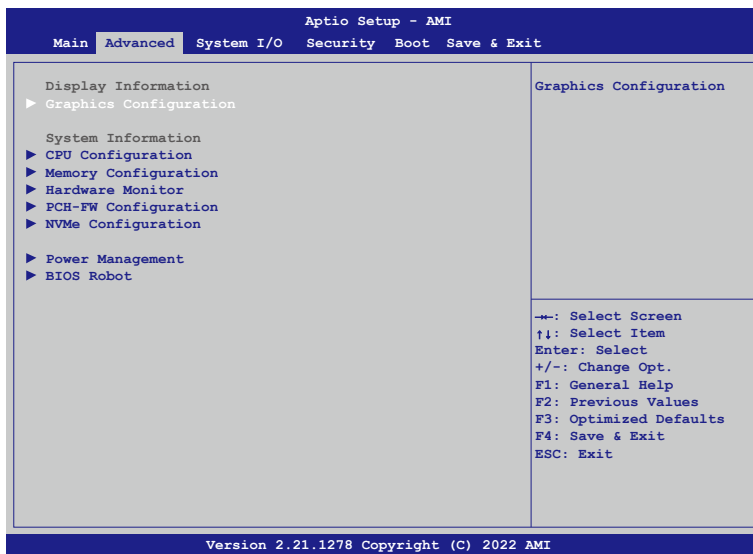
3.1. Main Setup



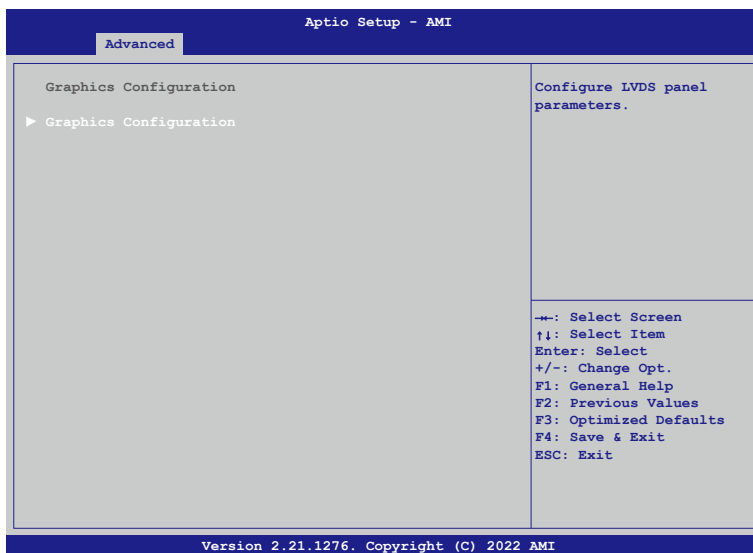
- **System Date/System Time**

Use this option to change the system date and time. Highlight System Date or System Time using the arrow keys. Enter new values using the keyboard. Press the key or the arrow keys to move between fields. The date must be entered in MM/DD/YYYY format. The time is entered in HH:MM:SS format.

3.2. Advanced Setup

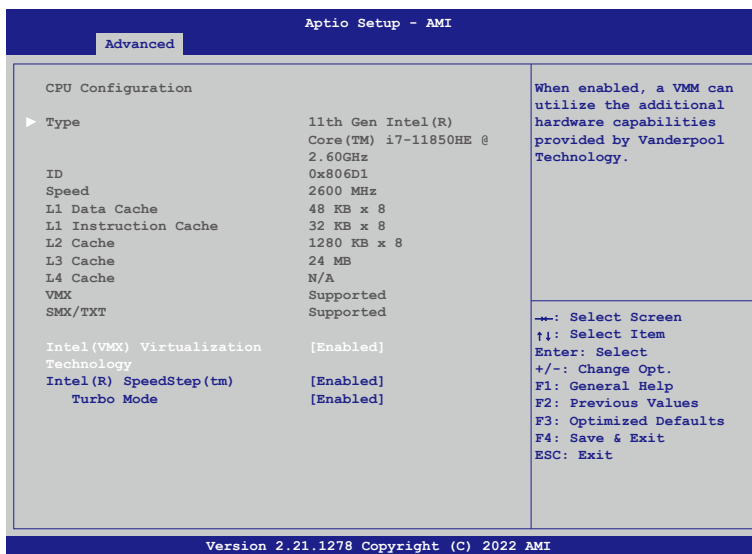


3.2.1. Advanced Setup: Graphics Configuration



- **LVDS Panel Configuration**
Configure LVDS panel parameters.

3.2.2. Advanced Setup: CPU Configuration



- **Intel(VMX) Virtualization Technology**
When enabled, a VMM can utilize the additional hardware capabilities provided by Vanderpool Technology.
- **Intel(R) SpeedStep(tm)**
Allows more than two frequency ranges to be supported.
- **Turbo Mode**
Enable/Disable processor Turbo Mode (requires EMTTM enabled too). Auto means enabled.

3.2.3. Advanced Setup: Memory Configuration

Aptio Setup - AMI	
Advanced	
Memory Configuration	
Memory RC Version	2.0.2.0
Memory Speed	3200 MT/s
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
Version 2.21.1278 Copyright (C) 2022 AMI	

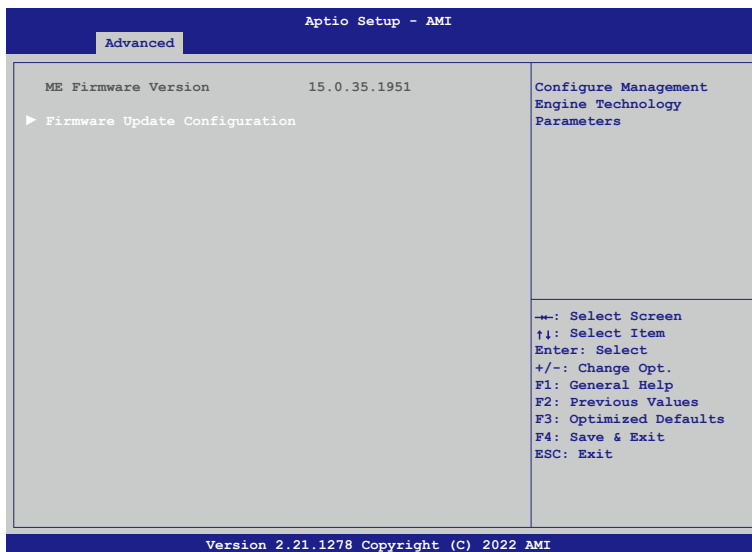
- **Memory Configuration**
Memory Configuration Parameters.

3.2.4. Advanced Setup: Hardware Monitor

Aptio Setup - AMI	
Advanced	
System Temperature	: +37 °C
System Temperature 2	: +35 °C
CPU (PECI) Temperature	: +34 °C
System FAN	: N/A
System FAN 2	: N/A
VCORE	: +1.624 V
+12V	: +12.056 V
+5V	: +5.129 V
VMEM	: +1.200 V
+3.3V	: +3.360 V
3VSB	: +3.344 V
5VSB	: +5.136 V
VBAT	: +3.136 V
Smart Fan	[Enabled]
▶ Smart Fan Mode Configuration	
Enable or Disable Smart Fan	
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
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- **Smart Fan**
Enable or Disable Smart Fan.
- **Smart Fan Mode Configuration**
Smart Fan Mode Select.

3.2.5. Advanced Setup: PCH-FW Configuration



- **Firmware Update Configuration**
Configure Management Engine Technology Parameters.

3.2.6. Advanced Setup: NVMe Configuration

Aptio Setup - AMI	
Advanced	
NVMe Configuration	15.0.35.1951
No NVMe Device Found	
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
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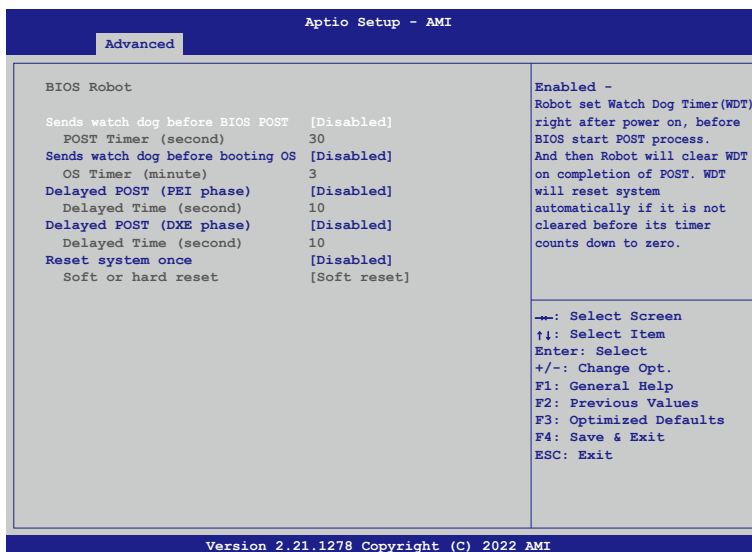
- **NVMe Configuration**
NVMe Device Options Settings.

3.2.7. Advanced Setup: Power Management

Aptio Setup - AMI	
Advanced	
Power Management	Select system power mode.
Power Mode	[ATX Type]
Restore AC Power Loss	[Last State]
Wake Events	
RTC wake system from S5	[Disabled]
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
Version 2.21.1278 Copyright (C) 2022 AMI	

- **Power Mode**
Select system power mode.
- **Restore AC Power Loss**
Restore AC Power Loss: To decide the behavior after system power cut then resupply.
Note: The CMOS battery must present.
- **RTC wake system from S5**
Fixed Time: System will wake on the hr:min:sec specified.
Dynamic Time: System will wake on the current time + Increase minute(s).
Bypass: BIOS will not control RTC wake function during system shutdown.

3.2.8. Advanced Setup: BIOS Robot



- **Sends watch dog before BIOS POST**
Enabled - Robot set Watch Dog Timer(WDT) right after power on, before BIOS start POST process. And then Robot will clear WDT on completion of POST. WDT will reset system automatically if it is not cleared before its timer counts down to zero.
- **Sends watch dog before booting OS**
Enabled - Robot set Watch Dog Timer(WDT) POST completion, before BIOS transfer control to OS.
WARNING: Before enabling this function, a program in OS must be in responsible for clearing WDT. Also, this function should be disabled if OS is going to update itself.
- **Delayed POST (PEI phase)**
Enabled - ROBOT holds BIOS from starting POST right after power on. This allows BIOS POST to start with stable power or start after system is physically warmed-up.

Note: ROBOT does this before 'Sends watch dog'.

- **Delayed POST (DXE phase)**

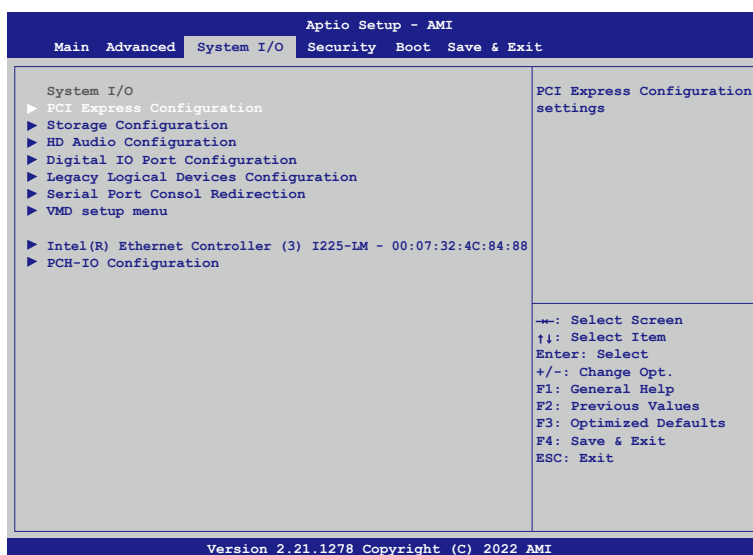
Enabled - ROBOT holds BIOS before POST completion. This allows BIOS POST to start with stable power or start after system is physically warmed-up.

Note: ROBOT does this after 'Sends watch dog before BIOS POST'.

- **Reset system once**

Enabled - ROBOT resets system for one time on each boot. This will send a soft or hard reset to onboard devices, thus puts devices to more stable state.

3.3. System I/O Setup



3.3.1. System I/O Setup: PCI Express Configuration

Aptio Setup - AMI		
System I/O		
PCI Express Root Port 16 (CN41)	[Enable]	Control the PCI Express Root Port.
		←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit
Version 2.21.1278 Copyright (C) 2022 AMI		

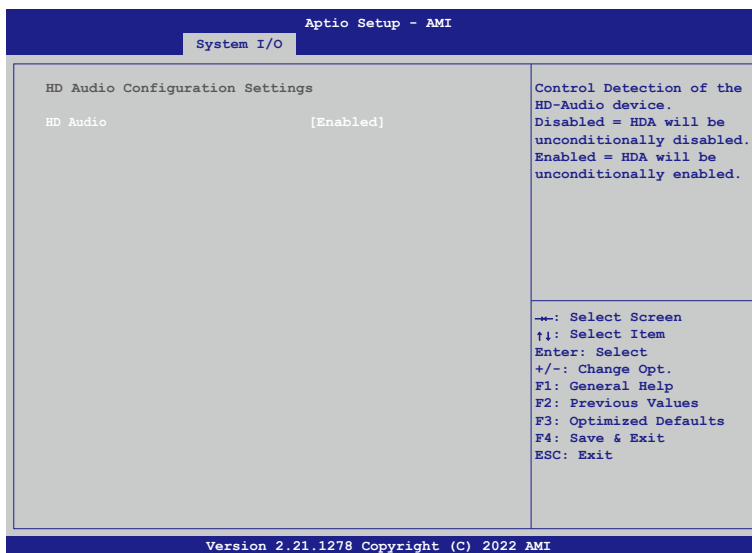
- **PCI Express Root Port 16 (CN41)**
Control the PCI Express Root Port.

3.3.2. System I/O Setup: Storage Configuration

Aptio Setup - AMI		
System I/O		
SATA Controller(s)	[Enabled]	Enable/Disable SATA Device.
Serial ATA Port 0	Empty	
Software preserve	Unknown	
Port 0	[Enabled]	
Hot Plug	[Disabled]	
Serial ATA Port 1	Empty	
Software preserve	Unknown	
Port 1	[Enabled]	
Hot Plug	[Disabled]	
		←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit
Version 2.21.1278 Copyright (C) 2022 AMI		

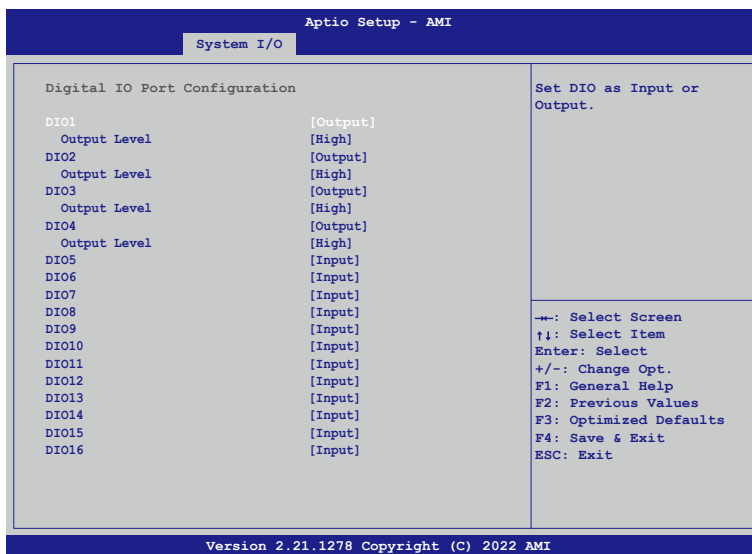
- **SATA Controller(s)**
Enable/Disable SATA Device.
- **Port 0**
Enable/Disable SATA Port.
- **Hot Plug**
Designates this port as Hot Pluggable.

3.3.3. System I/O Setup: HD Audio Configuration



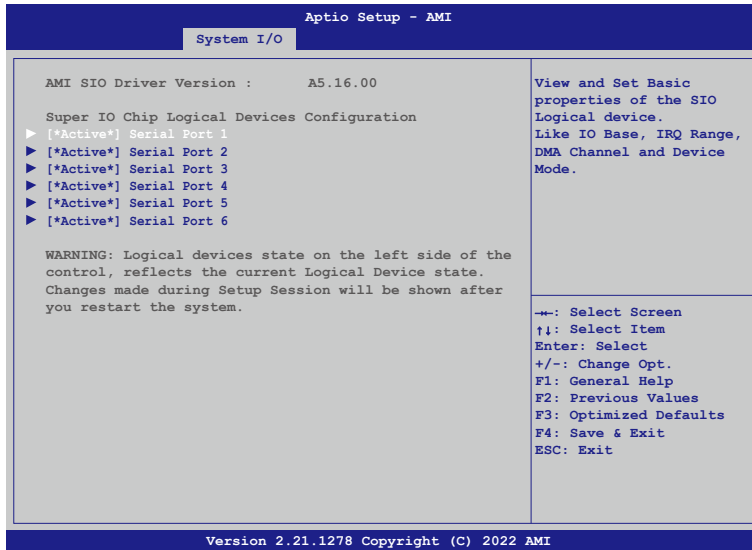
- **HD Audio**
Control Detection of the HD-Audio device.
Disabled: HDA will be unconditionally disabled.
Enabled: HDA will be unconditionally enabled.

3.3.4. System I/O Setup: Digital IO Port Configuration



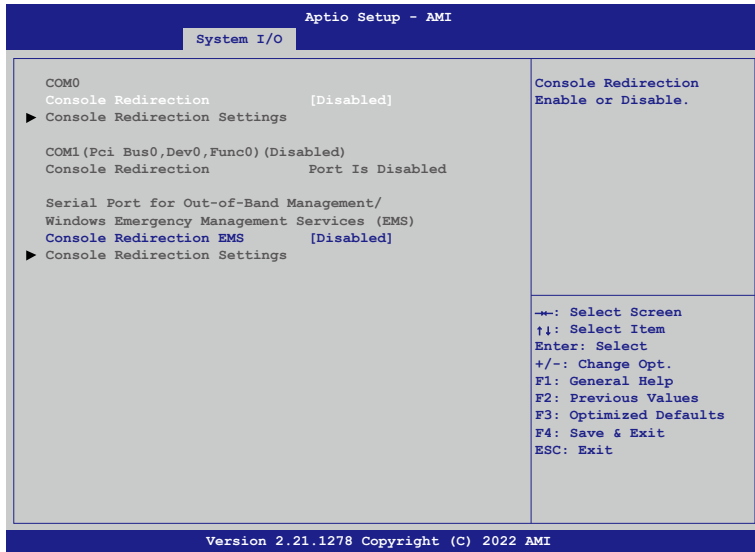
- **DIO1 ~ DIO16**
Set DIO as Input or Output.
- **Output Level**
Set output level when DIO pin is output.

3.3.5. System I/O Setup: Legacy Logical Devices Configuration



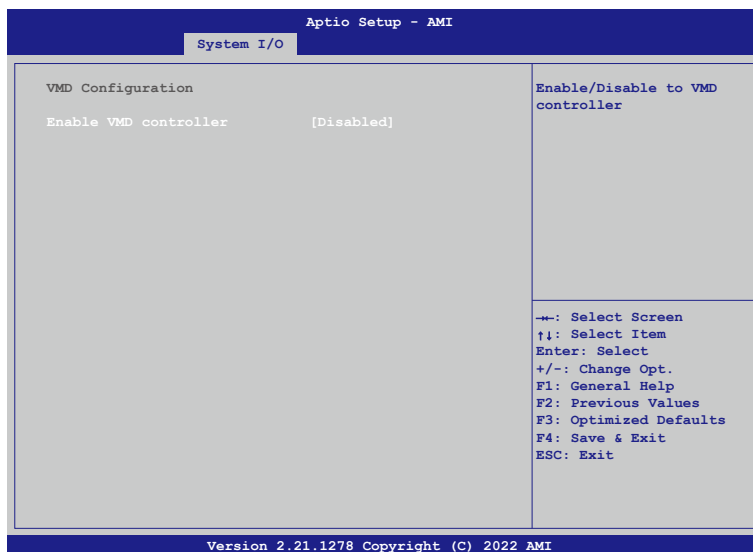
- **[*Active*] Serial Port 1 ~ 6**
View and Set Basic properties of the SIO Logical device. Like IO Base, IRQ Range, DMA Channel and Device Mode.

3.3.6. System I/O Setup: Serial Port Consol Redirection



- **Console Redirection**
Console Redirection Enable or Disable.
- **Console Redirection EMS**
Console Redirection Enable or Disable.

3.3.7. System I/O Setup: VMD setup menu



- **Enable VMD controller**
Enable/Disable to VMD controller.

3.3.8. System I/O Setup: Intel(R) Ethernet Controller

Aptio Setup - AMI	
System I/O	
UEFI Driver	Intel(R) Gigabit 0.9.03
Device Name	Intel(R) Ethernet
PCI Device ID	Controller (3) I225-LM 15F2
Link Status	[Disconnected]
MAC Address	00:07:32:4C:84:88
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
Version 2.21.1278 Copyright (C) 2022 AMI	

Configure Gigabit Ethernet device parameters.

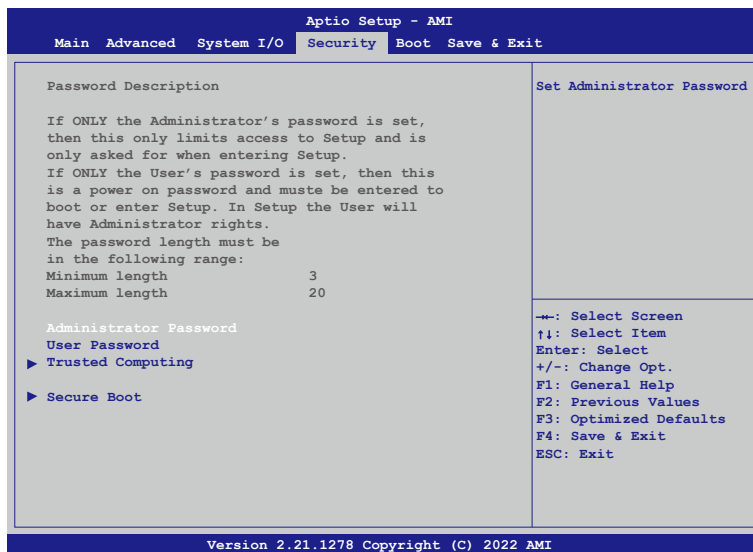
3.3.9. System I/O Setup: PCH-IO Configuration

Aptio Setup - AMI	
System I/O	
MiniCard Slot Function	[PCIe]
Select function enabled for Full Size Minicard Slot(CN4)	
←: Select Screen ↑↓: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit	
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- **MiniCard Slot Function**

Select function enabled for Full Size Minicard Slot(CN4).

3.4. Security Setup



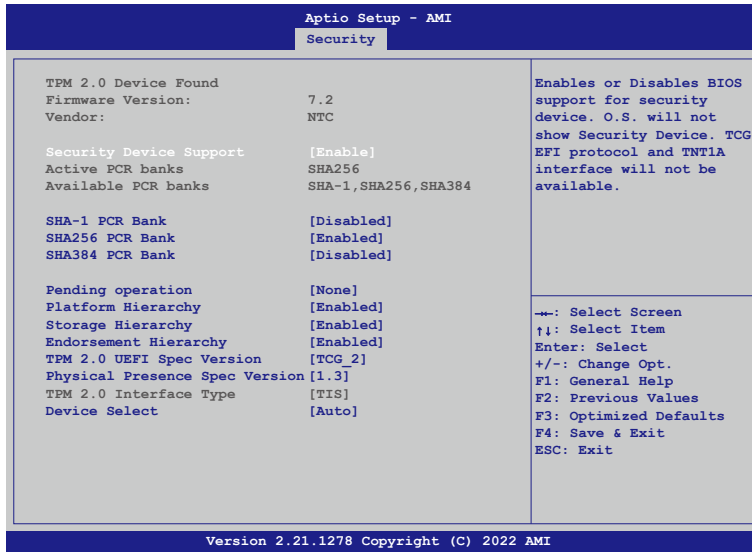
- **Administrator Password**

Set Administrator Password.

- **User Password**

Set User Password.

3.4.1. Trusted Computing



- Security Device Support**
 Enables or Disables BIOS support for security device. O.S. will not show Security Device. TCG EFI protocol and TNT1A interface will not be available.
- SHA-1 PCR Bank**
 Enable or Disable SHA-1 PCR Bank.
- SHA256 PCR Bank**
 Enable or Disable SHA256 PCR Bank.
- SHA384 PCR Bank**
 Enable or Disable SHA384 PCR Bank.
- Pending operation**
 Schedule an Operation for the Security Device.
 NOTE: Your computer will reboot during restart in order to change the State of Security Device.
- Platform Hierarchy**
 Enable or Disable Platform Hierarchy.
- Storage Hierarchy**
 Enable or Disable Storage Hierarchy.
- Endorsement Hierarchy**
 Enable or Disable Endorsement Hierarchy.
- TPM 2.0 UEFI Spec Version**
 Select the TCG2 Spec Version Support.

TCG_1_2: The Compatible mode for Win8/Win10.

TCG_2: Support new TCG2 protocol and event format for Win10 or later.

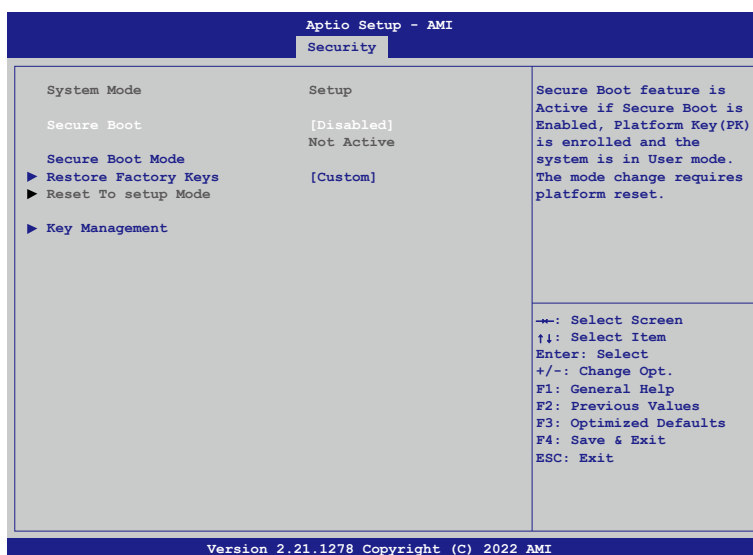
- **Physical Presence Spec Version**

Select to tell O.S. to support PPI Spec Version 1.2 or 1.3. Note some HCK tests might not support 1.3.

- **Device Select**

TPM 1.2 will restrict support to TPM 1.2 devices. TPM 2.0 will restrict support to TPM 2.0 devices. Auto will support both the default set to TPM 2.0 devices, if not found. TPM 1.2 devices will be enumerated.

3.4.2. Secure Boot



- **Security Boot**

Secure Boot feature is Active if Secure Boot is Enabled, Platform Key(PK) is enrolled and the system is in User mode. The mode change requires platform reset.

- **Secure Boot Mode**

Secure Boot mode options: Standard or Custom. In Custom mode, Secure Boot Policy variables can be configured by a physically present user without full authentication.

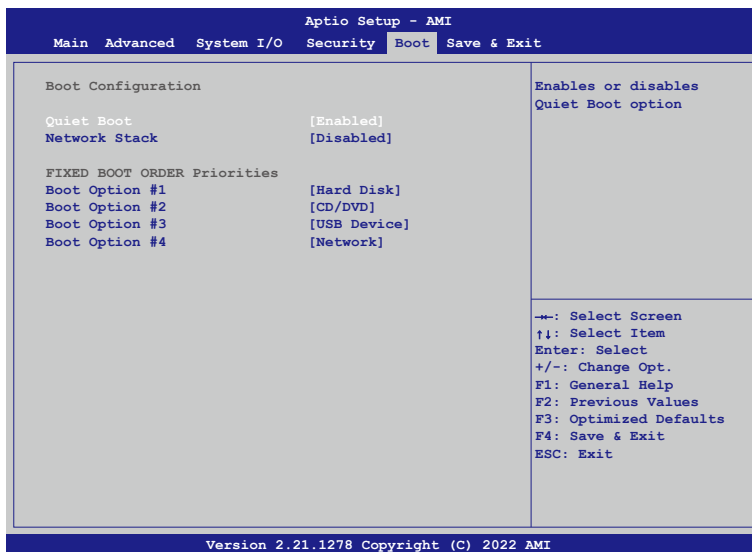
- **Restore Factory Keys**

Force System to User Mode. Install factory default Secure Boot databases.

- **Key Management**

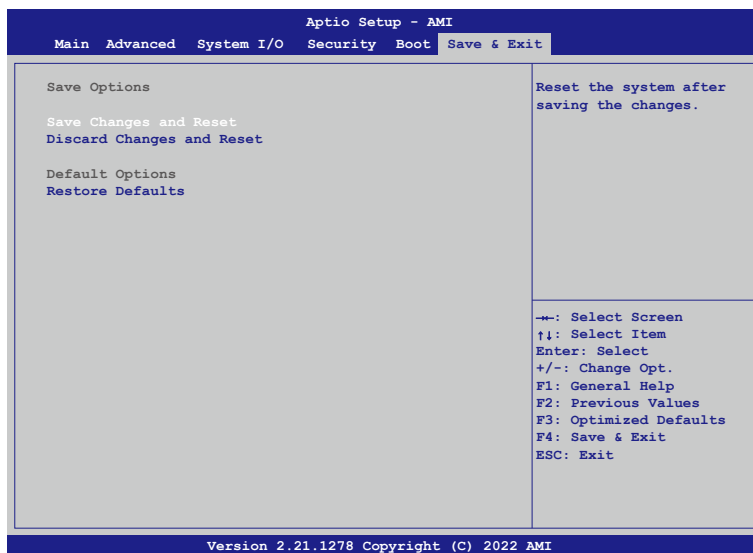
Enables expert users to modify Secure Boot Policy variables without full authentication.

3.5. Boot Setup



- **Quiet Boot**
Enabled or disables Quiet Boot option.
- **Network Stack**
Enable/Disable UEFI Network Stack.
- **Boot Option #1**
Set the system boot order.

3.6. Save & Exit Setup



- **Save Changes and Reset**
Reset the system after saving the changes.
- **Discard Changes and Exit**
Exit system setup without saving any changes.
- **Restore Defaults**
Restore/Load Default values for all the setup options.

4. FAQ

Q 1. *Where can I find the serial number of this product?*

- The serial number (S/N) is a label printed with alpha-numeric character. You can find the S/N label on the bottom of this product or on its packing box.

Technical Support Form

We deeply appreciate your purchase of Acrosser products. Please find the **"tech_form.doc"** file in our utility CD. If you have any questions or problems about Acrosser products, please fill in the following information. We will answer your questions in the shortest time possible.

Describe Your Info and Acrosser System Info

- Your Company Name: _____
- Your Contact Info: _____ Phone Number: _____
- Your E-Mail Address: _____
- Your Company Address: _____

- Acrosser Model Name: _____
- Acrosser Serial Number: _____

Describe System Configuration

- CPU Type: _____
- Memory Size: _____
- Storage Device (e.g. HDD, CF, or SSD): _____
- Additional Peripherals (e.g. Graphic Card): _____
- Operating System & Version (e.g. Windows 7 Embedded): _____
- Special API or Driver: _____
(If yes, please provide it for debug.)
- Running Applications: _____
- Others: _____

Describe Your Problems or Questions:

Send the above information to one of the following Acrosser contacts:

- Acrosser Local Sales Representative
- Acrosser Authorized Sales Channels
- Acrosser Inquiry --- <http://www.acrosser.com/inquiry.html>
- Acrosser FAX Number --- 886-2-29992887

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