

Tech Tips

Monthly Technical Bulletin from Bill Moss, Tech Director

iGuard®

Lucky Technology, Ltd. US Operations

December 29, 2006

Greetings,

I certainly hope you all had a very Merry Christmas and your New Year is prosperous.

As you may or may not know there was a major earthquake off of southern Taiwan. Mother Nature has interrupted a great deal of the telecommunications network in that part of the world so, by virtue of that, our demo at 203.80.236.62 is temporarily inoperative. If you have been trying to show it and could not get it to come up therein lays the reason. I have no idea when it will be back up but will check it daily and let you know when we can utilize it again.

We have been in discussions with the factory and are totally amazed at the technological advances we have made in plug and play components. Our engineers have told us that beginning in January 2007 we will have plug and play parts available to all our distributors throughout the US. This means that we all will be able to save time and money by not having to dismount and ship any malfunctioning unit back to the distributor or manufacturer for service. If in the unlikely event there is a problem with the sensor or the daughterboard, the end-user can order the daughterboard from the distributor and by removing the motherboard from the old unit can simply plug it into the new unit. This is on the LM520's. If the part is defective and has not been abused then the factory will replace it free of charge as part of the Warranty Replacement Program.

The new RMA Distributor parts program is being implemented and will streamline the replacement process to the end-user. The end-user will be dealing with his local dealer and that dealer will provide local support to their end users enhancing the customer support process.

There will also be a numeric change to the RMA numbering system with the start of the New Year. All RMA assigned numbers will start with the Alphanumeric R07-----.

I will still be issuing RMA's so call me when you have a Warranty RMA to issue and we will go over it. We are enhancing the RMA program to identify more areas for better quality control.

My Tech Tip this week has to do with a question that has come up several times in the past couple months:

Quick Access can be used for bypassing the fingerprint authentication process.

So if you use Quick Access and set it up like the department with times etc then the smart card can be used without a fingerprint requirement.

Here is wishing you all a very Happy and Prosperous New Year,
Bill