



PDX-089T-5A-512 / PDX-089T-8A-512
PDX-089T-5A / PDX-089T-8A

Vortex86DX Panel PC
with 8.9" TFT LCD

User's Manual

(Revision 1.0A)

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● Trademarks Acknowledgment

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● Safety Information

- ◆ Read these Safety instructions carefully.
- ◆ Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.
- ◆ Do not expose your Panel PC to rain or moisture, in order to prevent shock and fire hazard.
- ◆ Keep PDX-089T away from humidity.
- ◆ Do not open the cabinet to avoid electrical shock. Refer to your nearest dealer for qualified personnel servicing.
- ◆ Never touch un-insulated terminals or wire unless your power adaptor is disconnected.
- ◆ Locate your Panel PC 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 Panel PC.
- ◆ USB connectors are not supplied with Limited Power Sources.
- ◆ If the equipment is not used for a long time, disconnect it from the power source to avoid damage by transient overvoltage.

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

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Chapter 1

General Information

1.1 Product Description

PDX-089T is an ultra compact platform for the present demanding embedded and productive applications. It has new Vortex86DX SoC CPU which consumes only minimum power requirement when running at 1GHz, and DDR2 memory provides faster data transfer rate. By using 8.9" TFT LCD, PDX-089T becomes the perfect choice for a limited budget. In addition, the integrated 10/100M Ethernet port supplies the communication capability which makes PDX-089T can be more widely used when running with Linux, Windows CE, and Windows XP environment to become the perfect solution for system integration.

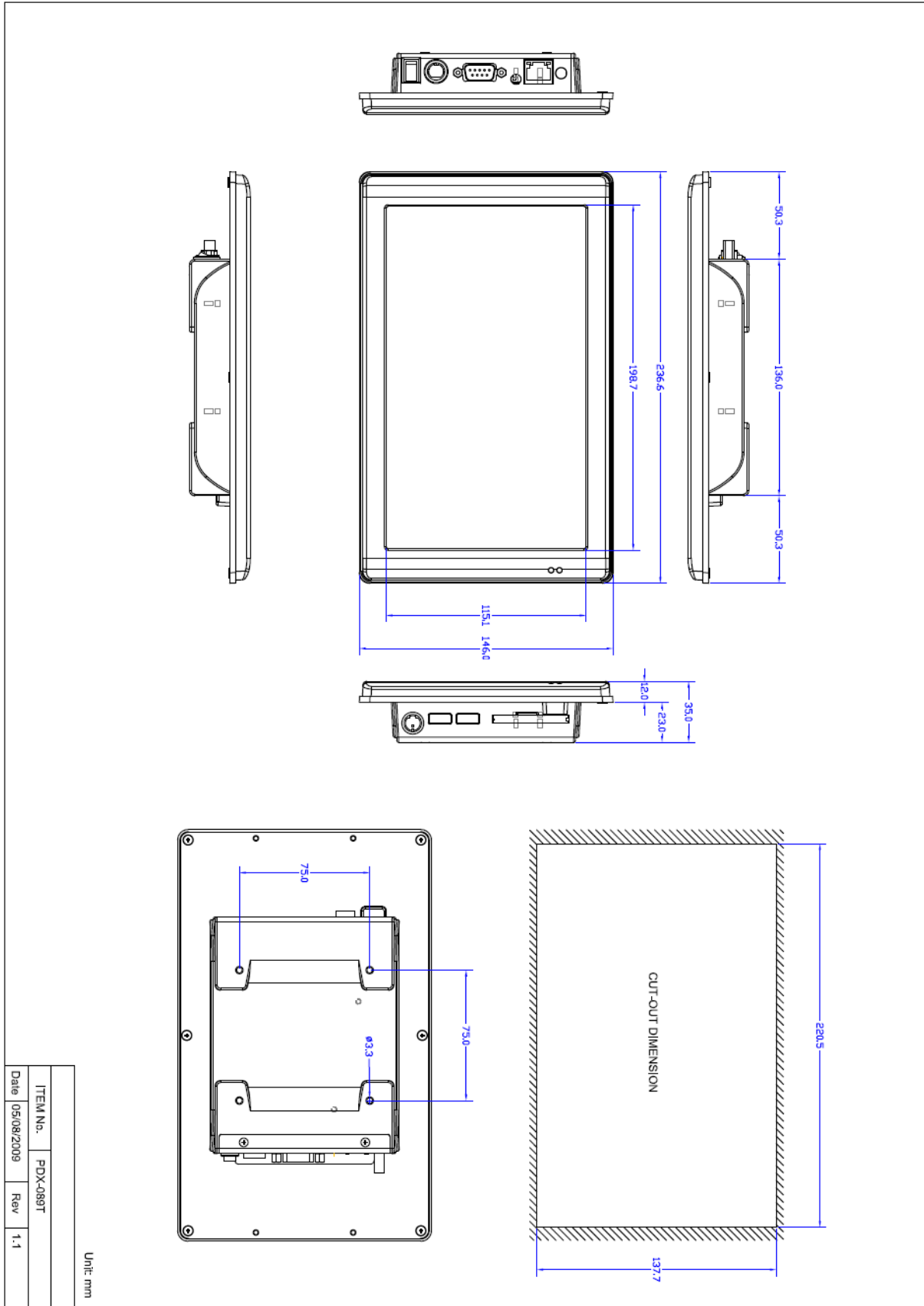
- 8.9" WSVGA TFT LCD
- 4-Wire Resistive Touch Panel
- Vortex86DX SoC 1GHz
- 256/512MB DDR2 system memory
- AMI BIOS
- 2 watchdog timer
- Compact Flash Type I/II / Micro SD
- 10/100Mbps Ethernet
- 2 USB 2.0 (host)
- 1 RS-232/485/422 ports
- Mini-PCI Socket (Wi-Fi Optional)
- Audio Out
- Single voltage +5V DC(5A Version)
- Multi voltage +8~+35V DC(8A Version)
- Fanless Design
- Operating temperature range of 0°C to +60°

1.2 Product Specification

CPU Board Specifications	
CPU	Vortex86DX 1GHz
Cache	L1:16KB I-Cache, 16KB D-Cache L2: 128KB Cache
BIOS	AMI BIOS
Memory	256/512MB DDR2 onboard
Watchdog Timer	Software programmable from 30.5u to 512 seconds x 2 sets
LAN	Integrated 10/100M Ethernet
Audio	CM119 Line-Out
Internal Drives	Compact Flash Type I/II slot Micro SD slot
I/O	RS-232/422/485 x 1 USB ports (Ver2.0) x 2 RJ-45 Port x 1
Expansion Slot	Mini-PCI socket x 1 (Internal)
Mechanical & Environment	
Power Requirement	Single Voltage +5VDC (5A) Multi Voltage +8~+35VDC (8A)
Power Consumption	1.3A
Operating Temperature	0 ~ +60 °C (+32 ~ +140 °F)
Storage Temperature	-20 ~ +70 °C (-4 ~ +158 °F)
Dimensions	236.6 x 146 x 35mm (9.31 x 5.75 x 1.38 inches)
Weight	468g
Certification	CE, FCC, VCCI

LCD Specifications	
Display Type	8.9" TFT LCD
Backlight Unit	LED
Display Resolution	1024(W) x 600(H)
Brightness (cd/m ²)	220 nits
Contrast Ratio	500:1
Display Color	262,144
Pixel Pitch (mm)	190.5 (H) x 189 (V)
Viewing Angle	Vertical 110°, Horizontal 140°
Backlight Lifetime	25,000 hrs
Touchscreen	
Type	Analog Resistive
Resolution	Continuous
Transmittance	80%
Controller	USB interface (RS-232 interface)
Software Driver	Linux/WinCE/WinXP DOS(RS-232 interface only)
Durability	1 million

1.3 Product Dimension



1.4 Ordering Information

Part Number	Description
PDX-089T-5A-512	8.9" Panel PC w/512MB DDR2/2USB/Line-Out/LAN/COM/CF/MicroSD/Power Adapter
PDX-089T-8A-512	8.9" Panel PC w/512MB DDR2/2USB/Line-Out/LAN/COM/CF/MicroSD/8-35 DC support
PDX-089T-5A (BTO)	8.9" Panel PC w/256MB DDR2/2USB/Line-Out/LAN/COM/CF/MicroSD/Power Adapter
PDX-089T-8A (BTO)	8.9" Panel PC w/256MB DDR2/2USB/Line-Out/LAN/COM/CF/MicroSD/8-35VDC support

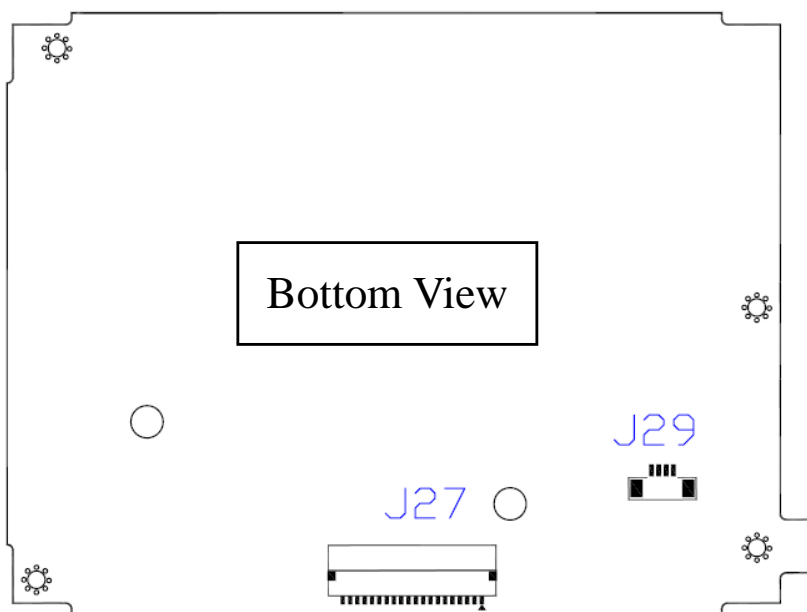
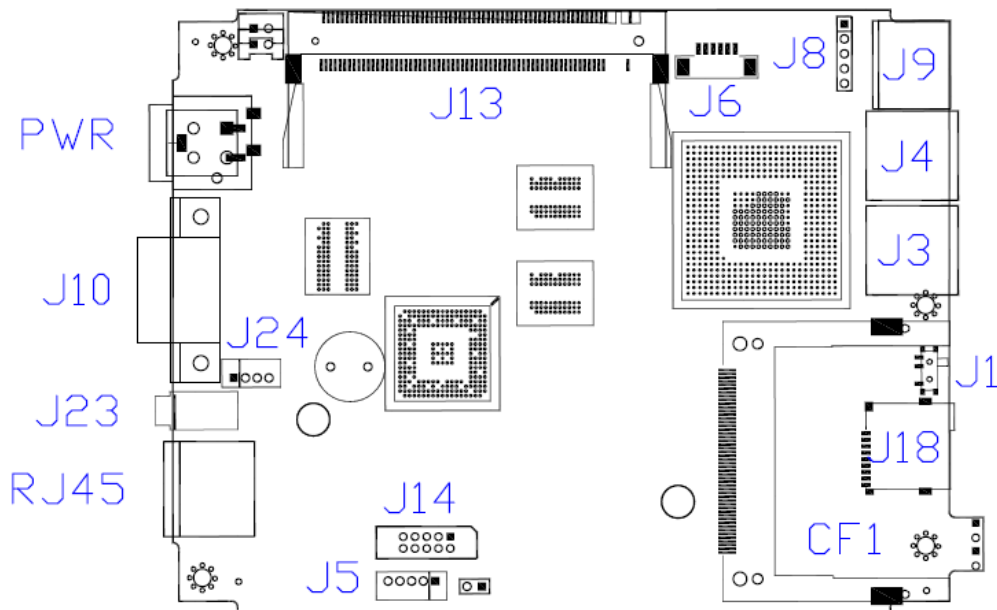
1.5 Packing List

Part Number	Package
PDX-089T-5A-512	<ul style="list-style-type: none"> ◆ PDX-089T-5A-512 ◆ Power-20W-3PIN
PDX-089T-8A-512	<ul style="list-style-type: none"> ◆ PDX-089T-8A-512
PDX-089T-5A (BTO)	<ul style="list-style-type: none"> ◆ PDX-089T-5A ◆ Power-20W-3PIN
PDX-089T-8A (BTO)	<ul style="list-style-type: none"> ◆ PDX-089T-8A
WLAN KIT (Optional)	<ul style="list-style-type: none"> ◆ MINI-PCI-WLAN-CARD ◆ WIRELESS-ANTENNA-157 ◆ WIRELESS-CABLE-90MM

Chapter 2

System Installation

2.1 CPU Board Outline



2.2 Connector Summary

Summary Table			
Nbr	Description	Type of Connections	Pin nbrs.
J1	CF Master/Slave Switch	Slide Switch	On/OFF
J3	USB	External USB Connector	6-pin
J4	USB	External USB Connector	6-pin
J5	USB (Touchscreen)	2.0mm 5-pin wafer	5-pin
J6	J-TAG	1.25mm 6-pin wafer	6-pin
J8	PS/2 Keyboard	2.54mm 5-pin box header	5-pin
J9	PS/2 Keyboard/Mouse	External Mini DIN Socket	6-pin
J10	COM1(RS232/422/485)	External D-Sub Male Connector	9-pin
J14	VGA	2.0mm 10-pin box header	10-pin
J27	LVDS connector	1.25mm WAFER20P	20-pin
J18	Micro SD Card Socket	Micro SD socket	9-pin
J24	Audio Mic-In	2.0mm 4-pin wafer	4-pin
J29	Power/IDE LED	2.0mm 4-pin wafer	4-pin
RJ45	Ethernet	External RJ45 Connector	8-pin
PWR	Power Connector (5A)	External Mini DIN Socket	3-pin
PWR	Power Connector (8A)	External Power Plug	2-pin
J23	Audio Line-Out	1.25mm Phone Jack	
CF1	CF Card Socket	CF Type I/II Socket	
J13	Mini-PCI Socket	Expansion Mini-PCI Socket	
J18	Micro SD Card Socket	Micro SD socket	

2.3 Connector Pin Assignments

J1: CF Master/Slave Switch

Pin #	Signal Name
On	Master
OFF	Slave

J3: USB

Pin #	Signal Name	Pin #	Signal Name
1	VCC	2	USBD2-
3	USBD2+	4	GND
5	GND	6	GND

J4: USB

Pin #	Signal Name	Pin #	Signal Name
1	VCC	2	USBD3-
3	USBD3+	4	GND
5	GND	6	GND

J5: USB (Touchscreen)

Pin #	Signal Name
1	VCC
2	USBD1-
3	USBD1+
4	GND
5	GND

J6: J-TAG

Pin #	Signal Name
1	VCC
2	GND
3	TCK
4	TDO
5	TDI
6	TMS

J8: PS/2 Keyboard

Pin #	Signal Name	Pin #	Signal Name
1	KBCLK	2	KBDAT
3	NC	4	GND
5	VCC		

J9: PS/2 Keyboard/Mouse

Pin #	Signal Name	Pin #	Signal Name
1	KBCLK	2	MSCLK
3	GND	4	KBDATA
5	MSDATA	6	VCC
7	GND	8	GND
9	GND		

J10: COM1 RS232/422/485 (Change setting by BIOS)

Pin #	Signal Name	Pin #	Signal Name
1	DCD1/ 422TX- / RS485-	2	RXD1 / 422TX+ / RS485+
3	TXD1 / 422RX+	4	DTR1 / 422RX-
5	GND	6	DSR1
7	RTS1	8	CTS1
9	RI1		

J14: VGA

Pin #	Signal Name	Pin #	Signal Name
1	R OUT	2	GND
3	G OUT	4	GND
5	B OUT	6	GND
7	HSYNC	8	GND
9	VSYNCD	10	GND

J27: LVDS Connector

Pin #	Signal Name
1	GND
2	3.3V
3	3.3V
4	BRIGHTNESS
5	TXOUT0-
6	TXOUT0+
7	TXOUT1-
8	TXOUT1+
9	GND
10	GND
11	TXOUT2-
12	TXOUT2+
13	TXCLKOUT-
14	TXCLKOUT+
15	GND
16	GND
17	5V
18	5V
19	NC
20	NC

J24: MIC-IN

Pin #	Signal Name
1	MICVREF
2	GND
3	GND
4	MIC-IN

PWR: Power Connector (5A) KYCON KPPX-3P connector

Pin #	Signal Name
1	+5V
2	GND
3	NC
4	GND

PWR: Power Connector (8A)

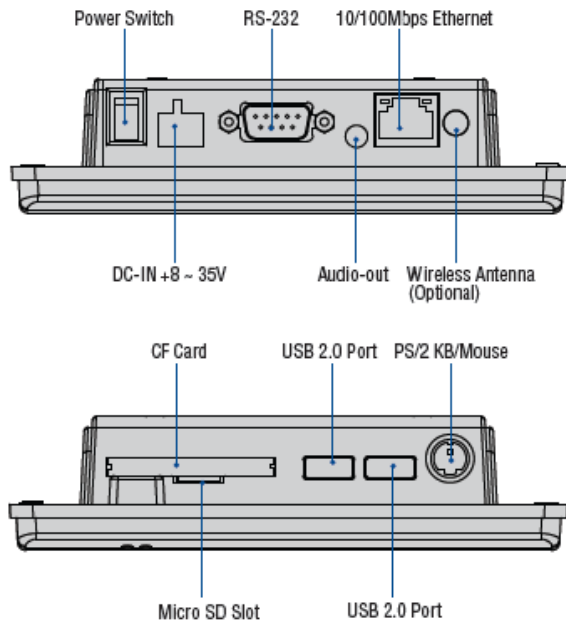
Pin #	Signal Name
1	+ 8 ~ 35V
2	GND

J29: Power/IDE LED

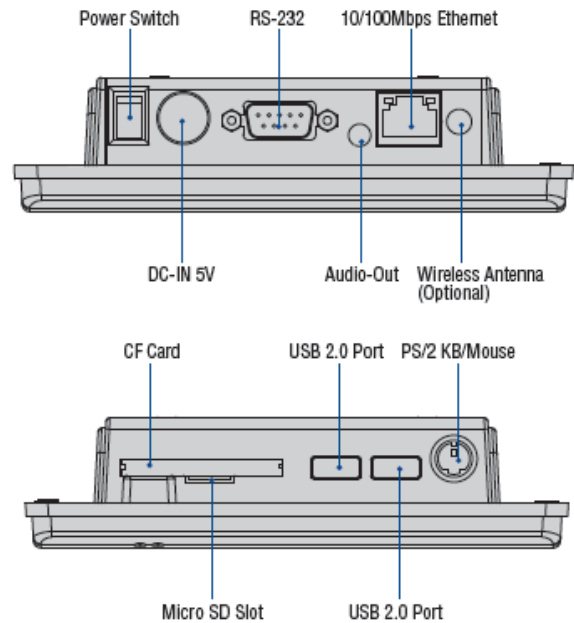
Pin #	Signal Name
1	PWRLEDP
2	PWRLEDN
3	IDELEDP
4	IDELEDN

2.4 External I/O Overview

PDX-089T-8A-512



PDX-089T-5A-512




(Note1: Wireless is optional)


(Note2: COM1 RS232/422/485 is selected by BIOS setting)

2.5 External I/O Pin Assignment

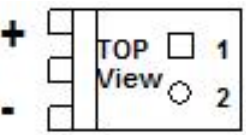
Power Switch

	Pin #	Status
		ON
	o	OFF

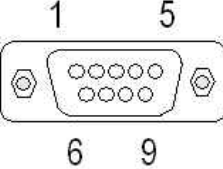
Power Connector (5A)

	Pin #	Signal Name
	1	+5V
	2	GND
	3	NC


Power Connector (8A)

	Pin #	Signal Name
	1	+8 ~ 35V
	2	GND


J10: COM1 RS232/422/485 (Change setting by BIOS)

	Pin #	Signal Name	Pin #	Signal Name
	1	DCD1/422TX-/RS485-	2	RXD1/422TX+/RS485+
	3	TXD1 / 422RX+	4	DTR1 / 422RX-
	5	GND	6	DSR1
	7	RTS1	8	CTS1
	9	R11		

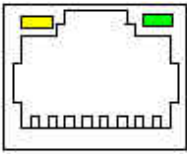
Audio Line-Out

	Pin #	Signal Name
	1	GND
	2	LOUTL
	3	Open Touch
	4	Open Touch
5	VREFOUT	

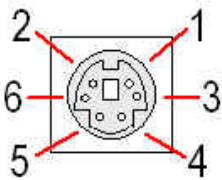
USB

	Pin #	Signal Name
	1	VCC
	2	USB0-
	3	USB0+
	4	GND
	5	GGND
6	GGND	

RJ45

	Pin #	Signal Name	Pin #	Signal Name
	1	FTXD+	2	FTXD-
	3	FRXIN+	4	NC
	5	NC	6	FRXIN-
	7	NC	8	NC

PS/2 Keyboard/Mouse

	Pin #	Signal Name
	1	KBCLK
	2	PMCLK
	3	GND
	4	KBDAT
	5	PMDAT
6	SB5V	

2.6 System Mapping

System Mapping		
Memory Mapping		
Address	Description	Usage
0000:0000-9000:FFFF	System RAM	*
A000:0000-A000:FFFF	EGA/VGA Video Memory	*
B000:0000-B000:7FFF	MDA RAM, Hercules graphics display RAM	*
B000:8000-B000:FFFF	CGA display RAM	*
C000:0000-C000:7FFF	EGA/VGA BIOS ROM	*
C000:8000-C000:FFFF	Boot ROM enable.	*
D000:0000-D700:FFFF	Expansion ROM space.	
D800:0000-DB00:FFFF	SPI FLASH Emulation Floppy A Enable	
DC00:0000-DF00:FFFF	Expansion ROM space.	
E000:0000-E000:FFFF	USB Legacy SCSI ROM space.	*
F000:0000-F000:FFFF	Motherboard BIOS	*
I/O Mapping		
I/O Address	Owner	Usage
0000h - 000Fh	DMA 8237-1	*
0010h - 0017h	COM 9	
0018h - 001Fh	Empty	
0020h - 0021h	PIC 8259-1	*
0022h - 0023h	6117D configuration port	*
0024h - 002Dh	Empty	
002Eh - 002Fh	Forward to LPC BUS	*
0030h - 003Fh	Empty	
0040h - 0043h	Timer counter 8254	*
0044h - 0047h	Empty	
0048h - 004Bh	PWM counter 8254	*
004Ch - 004Dh	Empty	
004Eh - 004Fh	Forward to LPC BUS	*
0050h - 005Fh	Empty	
0060h	Keyboard data port	*

0061h	Port B + NMI control port	*
0062h - 0063h	8051 download 4K address counter	*
0064h	Keyboard status port	*
0065h	WatchDog0 reload counter	*
0066h	8051 download 8bit data port	*
0067h	WatchDog1 reload counter	*
0068h - 006Dh	WatchDog1 control register	*
006Eh - 006Fh	Empty	
0070h - 0071h	CMOS RAM port	*
0072h - 0075h	MTBF counter	*
0076h - 0077h	Empty	
0078h - 007Ch	GPIO port 0,1,2,3,4 default setup	*
007Dh - 007Fh	Empty	
0080h - 008Fh	DMA page register	*
0090h - 0091h	Empty	
0092h	System control register	*
0093h - 0097h	Empty	
0098h - 009Ch	GPIO direction control	*
00A0h - 00A1h	PIC 8259-2	*
00A2h - 00BFh	Empty	
00C0h - 00DFh	DMA 8237-2	*
00E0h - 00FFh	Empty	
0100h - 0101h	GPCS1 default setting address	*
0170h - 0177h	IDE1 (IRQ 15)	*
01F0h - 01F7h	IDE0 (IRQ 14)	*
0220h - 0227h	COM8 Forward to LPC BUS	
0228h - 022Fh	COM7 Forward to LPC BUS	
0238h - 023Fh	COM6 Forward to LPC BUS	
0278h - 027Fh	Printer port (IRQ 7, DMA 0)	
02E8h - 02EFh	COM4 (IRQ 11)	*
02F8h - 02FFh	COM2 (IRQ 3)	*
0338h - 033Fh	COM5 Forward to LPC BUS	
0376h	IDE1 ATAPI device control write only register	*
03E8h - 03Efh	COM3 (IRQ 10)	*
03F0h - 03F7h	Floppy Disk (IRQ 6, DMA 2)	
03F6h	IDE0 ATAPI device control write only register	*
03F8h - 03FFh	COM1 (IRQ 4)	*
0480h - 048Fh	DMA High page register	*
0490h - 0499h	Instruction counter register	*
04D0h - 04D1h	8259 Edge,/ level control register	*

0CF8h - 0CFFh	PCI configuration port	*
D400h - D4FFh	on board LAN	*
FC00h - FC05h	SPI Flash BIOS control register	*
FC08h - FC0Dh	External SPI BUS control register (output pin configurable GPIO3[0-3])	*

IRQ Mapping

IRQ#	Description	Usage
IRQ0	System Timer	*
IRQ1	Keyboard Controller	*
IRQ2	Cascade for IRQ8 - 15	
IRQ3	Serial Port 2	*
IRQ4	Serial Port 1	*
IRQ5	USB	*
IRQ6	USB	*
IRQ7	USB	*
IRQ8	Real Time Clock	*
IRQ9	USB / Ethernet 10/100M LAN	*
IRQ10	Serial Port 3	*
IRQ11	Serial Port 4	*
IRQ12	Mouse	*
IRQ13	Math Coprocessor	*
IRQ14	Hard Disk Controller#1	*
IRQ15	Hard Disk Controller#2	*

DMA Mapping

DMA#	Description	Usage
DMA0		
DMA1		
DMA2	Floppy Disk Controller	
DMA3		
DMA5		
DMA6		
DMA7		

2.6 System Mapping

System Mapping

Memory Mapping		
Address	Description	Usage
0000:0000-9000:FFFF	System RAM	*
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B000:8000-B000:FFFF	CGA display RAM	*
C000:0000-C000:7FFF	EGA/VGA BIOS ROM	*
C000:8000-C000:FFFF	Boot ROM enable.	*
D000:0000-D700:FFFF	Expansion ROM space.	
D800:0000-DB00:FFFF	SPI FLASH Emulation Floppy A Enable	
DC00:0000-DF00:FFFF	Expansion ROM space.	
E000:0000-E000:FFFF	USB Legacy SCSI ROM space.	*
F000:0000-F000:FFFF	Motherboard BIOS	*

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I/O Address	Owner	Usage
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0010h - 0017h	COM 9	*
0018h - 001Fh	Empty	
0020h - 0021h	PIC 8259-1	*
0022h - 0023h	6117D configuration port	*
0024h - 002Dh	Empty	
002Eh - 002Fh	Forward to LPC BUS	*
0030h - 003Fh	Empty	
0040h - 0043h	Timer counter 8254	*
0044h - 0047h	Empty	
0048h - 004Bh	PWM counter 8254	*
004Ch - 004Dh	Empty	
004Eh - 004Fh	Forward to LPC BUS	*
0050h - 005Fh	Empty	
0060h	Keyboard data port	*
0061h	Port B + NMI control port	*
0062h - 0063h	8051 download 4K address counter	*

0064h	Keyboard status port	*
0065h	WatchDog0 reload counter	*
0066h	8051 download 8bit data port	*
0067h	WatchDog1 reload counter	*
0068h - 006Dh	WatchDog1 control register	*
006Eh - 006Fh	Empty	
0070h - 0071h	CMOS RAM port	*
0072h - 0075h	MTBF counter	*
0076h - 0077h	Empty	
0078h - 007Ch	GPIO port 0,1,2,3,4 default setup	*
007Dh - 007Fh	Empty	
0080h - 008Fh	DMA page register	*
0090h - 0091h	Empty	
0092h	System control register	*
0093h - 0097h	Empty	
0098h - 009Ch	GPIO direction control	*
00A0h - 00A1h	PIC 8259-2	*
00A2h - 00BFh	Empty	
00C0h - 00DFh	DMA 8237-2	*
00E0h - 00FFh	Empty	
0100h - 0101h	GPCS1 default setting address	*
0170h - 0177h	IDE1 (IRQ 15)	
01F0h - 01F7h	IDE0 (IRQ 14)	*
0220h - 0227h	COM8 Forward to LPC BUS	
0228h - 022Fh	COM7 Forward to LPC BUS	
0238h - 023Fh	COM6 Forward to LPC BUS	
0278h - 027Fh	Printer port (IRQ 7, DMA 0)	*
02E8h - 02EFh	COM4 (IRQ 11)	*
02F8h - 02FFh	COM2 (IRQ 3)	*
0338h - 033Fh	COM5 Forward to LPC BUS	
0376h	IDE1 ATAPI device control write only register	*
03E8h - 03Efh	COM3 (IRQ 10)	*
03F0h - 03F7h	Floppy Disk (IRQ 6, DMA 2)	
03F6h	IDE0 ATAPI device control write only register	*
03F8h - 03FFh	COM1 (IRQ 4)	*
0480h - 048Fh	DMA High page register	*
0490h - 0499h	Instruction counter register	*
04D0h - 04D1h	8259 Edge,/ level control register	*
0CF8h - 0CFFh	PCI configuration port	*
D400h - D4FFh	on board LAN	*
FC00h - FC05h	SPI Flash BIOS control register	*
FC08h - FC0Dh	External SPI BUS control register (output pin configurable GPIO3[0-3])	*

IRQ Mapping		
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IRQ0	System Timer	*
IRQ1	Keyboard Controller	*
IRQ2	Cascade for IRQ8 - 15	
IRQ3	Serial Port 2	*
IRQ4	Serial Port 1	*
IRQ5	USB	*
IRQ6	USB	*
IRQ7	USB	*
IRQ8	Real Time Clock	*
IRQ9	USB / Ethernet 10/100M LAN	*
IRQ10	Serial Port 3	*
IRQ11	Serial Port 4	*
IRQ12	Mouse	*
IRQ13	Math Coprocessor	*
IRQ14	Hard Disk Controller#1	*
IRQ15	Hard Disk Controller# 2	*

DMA Mapping		
DMA#	Description	Usage
DMA0		
DMA1		
DMA2	Floppy Disk Controller	
DMA3		
DMA5		
DMA6		
DMA7		

2.7 Watchdog Timer

There are two watchdog timers in PDX-089T, we can also provide DOS, Linux and WinCE example for your reference.

Chapter 3

Driver Installation

VGA

The Vortex86DX processor also use external Display chip ""Volari™ Z9s" which is an ultra low powered graphics chipset with total power consumption at around 1-1.5 W.

LAN

The Vortex86DX processor also integrated 10/100Mbps Ethernet controller that supports both 10/100BASE-T and allows direct connection to your 10/100Mbps Ethernet based Local Area Network for full interaction with local servers, wide area networks such as the Internet.

I/O and IRQ settings can be done by software with the supplied utility software, or it can be set for Plug and Play compatibility. The controller supports: Half / Full-Duplex Ethernet function to double channel bandwidth, auto media detection.

AUDIO

CM119 is a highly integrated single chip USB audio controller specifically for VoIP (Voice over internet protocol) application. All essential analog modules are embedded in CM119, including dual DAC and earphone driver, ADC, microphone booster, PLL, regulator, and USB transceiver. 8 GPIO pins can constitute a 24 key matrix directly support keypad control function without MCU.

Many features are programmable with jumper pins or external EEPROM. Vender can customize unique USB VID/PID to EEPROM for VoIP software authentication. Moreover, individual unique phone number for each device is possible via serial number stored in external EEPROM.

Operating system support

The PDX-089T provides the VGA and LAN drivers for DOS 6.22, Linux, CE 6.0, Windows XP Professional, and Windows Embedded standard (XPE).

3.1. PDX-089T Development Note

<Primary /Secondary IDE: Master or Slave>

Micro SD: Primary Master

CF Slot: Secondary IDE: Master or Slave (User can use slide switch (in side of CF slot) to adjust Master or Slave

<Linux installation note>

Please forced the IDE setting in BIOS to PIO mode before install Linux on PDX-089T as follows:

- 1-Go to the advanced BIOS setting and make the "Onboard IDE Operate Mode" is "**Legacy Mode**"
- 2-Go to the PCI/PnP and make the "PCI IDE BusMaster" is "**Disable**"

< XP professional /Home /Embedded and Windows 2000 installation note >

- 1-Go to the Advanced and make "Onboard IDE operate Mode" "**Native mode**"
- 2-If your CF Card support UDMA2/4, please Go to the PCI PnP and make the "PCI IDE BusMaster" is "**Enable**"

<Enhance CF to run the UDMA2/4>

- 1-Make sure the CF Card is supporting UDMA 2/4 Mode or not.
- 2-Go to the PCI/PnP and make the "PCI IDE BusMaster" is "Enable"

<How to boot up from the Micro SD card>

- 1-Get into the BIOS setup Utility
- 2-Go to the Advanced
- 3-Choose Primary IDE Pin Select: SD card
- 4-Press "F10" to save configuration changes and exit setup

Note:

1-Wi-Fi module is optional.

2 -PDX-089T COM1: support RS232/422/485 and select by BIOS SETUP.

3 -PDX-089T series (CPU Speed: 1GHZ): Support Free DOS,DOS 6.22,DR-DOS,x-DOS,Xlinux,Embedded Linux, CE 6.0, Windows XP Professional, and Windows Embedded standard(XPE).

3.2. BIOS Default setting

If the system cannot be booted after BIOS changes are made, Please follow below procedures in order to restore the CMOS as default setting.

- Press "End" Key, when the power on



- Press to enter the AMI BIOS setup
- Press "F9" to Load Optimized Defaults
- Press "F10" to Save configuration changes and exit setup

Warranty

This product is warranted to be in good working order for a period of one year from the date of purchase. Should this product fail to be in good working order at any time during this period, we will, at our option, replace or repair it at no additional charge except as set forth in the following terms. This warranty does not apply to products damaged by misuse, modifications, accident or disaster. Vendor assumes no liability for any damages, lost profits, lost savings or any other incidental or consequential damage resulting from the use, misuse of, originality to use this product. Vendor will not be liable for any claim made by any other related party. Return authorization must be obtained from the vendor before returned merchandise will be accepted. Authorization can be obtained by calling or faxing the vendor and requesting a Return Merchandise Authorization (RMA) number. Returned goods should always be accompanied by a clear problem description.