/ PROCESS DOCUMENT

CUSTOMER RMA PROCEDURE

Version 2.5   August 2020

Table of Contents

The SmartRG Return Merchandise Authorization (RMA) process is designed to be simple to use with a goal of delivering timely responses and replacement of defective CPE products.

If your devices were provided by a SmartRG supplier/partner, contact them first to initiate a return authorization request. Their Returns group will work with SmartRG personnel to ensure that your issue is resolved effectively.

Note: Non-CPE products may have different warranty coverage and return authorization processes. For detailed information, contact your Sales representative.

Information Sources

Information is obtained via:

- Customer Support Cases
- SmartRG Operations Team
- SmartRG and ADTRAN Support Teams

Staffing Responsibilities

DEPARTMENT	RESPONSIBILITY
Customer Support	Process RMA requests; assist customers with modem recovery.
Operations	Test and document CPEs for RMA; send and receive CPEs.

Terminology

TERM	DESCRIPTION
ACS	Auto Configuration Server
CPE	Customer Premise Equipment
Remedy	Support ticketing system
LED	Light Emitting Diode
RMA	Return Merchandise Authorization

Critical Assumptions

The following critical assumptions are vital to the successful completion of the RMA process:

- Persons performing RMA test procedures are qualified in CPE management and fundamentals.
- Persons submitting RMA cases must:
  - Have access to the ADTRAN Support Community and ADTRAN.com.
  - Understand how to submit RMA type Support cases via the ADTRAN web site.
- Persons documenting RMAs have functional familiarity with Microsoft Excel (or similar application that can work with .xlsx / .csv file formats).

Process Overview

The RMA process for CPE products is:

1. Customer inspects and tests product using provided guidelines (see "Customer CPE Test Instructions").
2. Customer documents product information and testing results/issues in the RMA Device List spreadsheet. The following information is required:

    - Company Name
    - Model (one entry for each model type)
    - Serial Number (one for each unit)
    - Issue (include testing results in this field)
    - Software Version Used for Testing

3. Customer opens a Support Case, following the instructions in [Submitting an RMA](#).
4. A Customer Care Agent reviews the request and validates the warranty. If necessary, the agent assigns the ticket to SmartRG Support to verify the reported issues and contact the customer with any follow-up questions or information. The Customer Care Agent submits the RMA for authorization.
5. When the RMA is authorized, the Customer Care Agent processes the replacement order and emails the RMA number to the reporting party.
6. If requested, the partner sends the defective product to SmartRG for further analysis. In this case, the Customer Care Agent will update the ticket with shipping instructions (including the 'ship to' address).

Devices are not typically returned. However, SmartRG, Inc. reserves the right to request that all or some RMA submittals include returning the device(s) for independent analysis/testing of the reported problems.

In all cases, the device must be returned, destroyed, recycled or permanently decommissioned within 90 days of receipt of the replacement equipment.

> **Note:** If the device is not destroyed and appears in a return or support request *after* the date of destruction, the list price of the equipment shipped as a replacement for the device will be invoiced.

RMA Criteria

To qualify for an RMA, a SmartRG product must meet the following criteria:

Product is still under warranty. The SmartRG warranty of CPEs is 2 years from date of shipping. (Operations will determine whether the submitted devices are In Warranty [IW] or Out of Warranty [OoW].)

- Product must be free of physical damage.
- Product has not been exposed to electrical surge.
- Product does not recover to usable state after the Customer CPE Test Instructions have been applied and inclusive recovery methods are exhausted.

Note: Any returned product that has been subjected to physical damage or electrical surge may be subject to a handling fee of $20 per unit.

Customer CPE Test Instructions

STEP	INSTRUCTIONS
1.	Plug in the device using a power adapter known to be in good working condition to verify that the device boots up. • If it does boot up, continue to the next step. • If it does not boot up, add that information to the RMA Device List spreadsheet in the Issue column and continue with the next device.
2.	Locate the Reset button on the device and press it (using an appropriate utility tool or a paper clip that fits in the hole) until the modem's Power LED changes color*. This sends the device into Recovery Mode (or CFE Recovery Mode) which allows it to bypass any custom settings. *On most SmartRG models, this may appear as a change from green to red (or orange-red) after approximately 20 seconds. On older models (such as the SR10), this LED color change will not occur. For these models, make sure you press the button for at least 10 seconds before letting go.
3.	Place a static IP on the test PC (e.g., 192.168.1.10/24) by changing its local LAN Ethernet adapter settings on the interface where you will access the device locally via Ethernet cable.

4.	Log into the device. Paste the address listed below in the web browser on the PC and press Enter.
	  Local Access IP: 192.168.1.1/admin
	  Local Access IP 192.168.1.1
	  (in Recovery Mode):
	A login window may appear. If so, enter the following credentials.
	  User name/password: admin/admin
	Upgrade the device to the latest GA Firmware. For detailed instructions, see *Upgrading Firmware*.

5.	Configure the device with the appropriate WAN interface for xDSL or Ethernet.
6.	If applicable, disable TR-069. The device assumes the TR-069 client is set to **Enable** and has a real ACS URL attributed. In the client settings, in the ACS URL field, enter a bogus ACS URL (e.g., 2.2.2.2), and click Apply/Save.
7.	Connect the physical WAN interface and reboot the device.
8.	After the device reboots: a. Verify all LEDs function. b. Verify LAN and WAN ports are responding (can surf the Internet). c. If it's a multi-port unit, verify each LAN port is responsive. • If any LEDs or ports are not functioning properly, the modem is defective. Enter details about the failed aspect in the RMA Device List for this MAC, in the Issue column. • If the modem passed testing, continue to the next step.
9.	If applicable, configure Wi-Fi on the device through the local GUI (as would be typical in the case of modem-gateway deployment to endpoint customer) and connect a PC wirelessly to the device. • If you are unable to successfully browse the Internet, mark the device as Wireless Failed, and add that as the failed aspect in the RMA Device List for this MAC, in the Issue column. • If you are able to successfully browse the Internet, continue to the next step.
10.	Restore the device settings to Default (via Management > Settings > Restore Default in the GUI). Once done, CPE TEST is considered completed.

STEP	INSTRUCTIONS
	If the device passed testing, now is a good time to load the applicable software and configuration file (if applicable) prior to restocking.

IMPORTANT: For customers using custom firmware and/or custom Default Configuration Files who are having trouble with the above instructions, open a Support Case in the ADTRAN Support Community, requesting assistance with alternative recovery methods.

Upgrading Firmware

Updating firmware generally takes about 2 to 3 minutes.

STEP	INSTRUCTIONS
1.	Make sure you have latest GA firmware. • To download generic firmware, go to the **Software** section in the ADTRAN Support Community and click on **SmartRG Firmware** to display a list of products. Click the product that you want to upgrade and download the applicable release package. • To download custom firmware, click **My Customer Dashboard** in the right menu and then go to the firmware page for your company.
2.	Connect to the local GUI on the device.
3.	Expand the Management section and click Update Software.
4.	Click Browse, select the firmware file to be applied from your PC and click OK.
5.	Click Update Software.
6.	After the update is completed, reset the device to factory defaults (or to customer defaults if custom firmware is being used): a. Click Management > Settings > Restore Default. b. Click Restore Default Settings. The gateway reboots. If necessary, you can now reconfigure the gateway.

Submitting an RMA

Note: Before creating an RMA request, make sure that you have completed the RMA Device spreadsheet.

STEP	INSTRUCTIONS
1.	Login into the ADTRAN Support Community.
2.	On the right side of the page, below **CONTACT SUPPORT**, click **GET STARTED**. The Open/View a Support Case page appears.
3.	Below the Reminder image, click **Create/View Support Cases**.
4.	Follow the instructions on the new page to create a support case and indicate an RMA is needed.
5.	Select the product type: • **Product Family:** SmartRG • **Product Series:** SmartRG Gateways
6.	In the **Explain your Support issue** section, fill in the fields as follows: • **Case type:** Trouble Resolution (TR) • **Priority:** Select the appropriate priority for this request. • **Case Title/Summary:** SmartRG RMA Request • **Detailed Description of the issue:** Include any information that would be useful in resolving the reported issue.
7.	Click **Next**. The contact information form appears.
8.	Enter your contact information. If you wish to be contacted by telephone instead of email, select **Telephone** for the **Contact me via** field at the bottom.
9.	Click **Submit**. The case details form appears.
10.	Review the information.
11.	At the bottom of the form, click **UPDATE THIS CASE**. The cases opened under your account are shown.
12.	Click the link for the case number you just submitted. The case details page appears.
13.	On the right side of the page, under **Upload a File**, click **Browse** to select your device spreadsheet and then click **Upload**. The Complete Upload(s) message appears.
14.	Make any other necessary changes to the case details and close the page.

Reminder: Remember to check the ADTRAN Support portal periodically for updates to your Support Cases.

From this point, the SmartRG Support team takes over and will update the Support Case periodically with feedback, questions and next steps. Operations also updates the Support Case with their findings and RMA reference/replenishment shipping information.

Once shipping has been arranged with the customer, Operations sets the Support Case to Resolved.

After verifying that the customer has received any replenishment shipments, Support closes out the Support Case.

Revision History

VERSION	REVISION DATE	AUTHOR	DESCRIPTION
2.5	08/07/2020	E. Hudson K. D'Adamo	Updated to reflect transition to ADTRAN Support instances.
2.4	11/06/2019	J. Duryea; SmartRG Support	Instructions corrected to direct customers to opening tickets before receiving RMA Device List form.
2.3	10/03/2019	C. Webb	Updated to reflect current practice.
2.2	01/08/2019	K. D'Adamo	Clarified Submitting an RMA section.
2.1	11/27/2017	K. D'Adamo	Modified Upgrading Firmware section to clarify step 6.
2.0	10/11/2017	D. Meacham; K. D'Adamo	Updated to reflect current practice; reformatted to match current SmartRG branding.
1.2	1/14/2016	K. Diekemper; M Justick; B. Borkus	Updated to reflect current practice.
1.1	12/09/2012	J. Bennett	Corrected grammar and spelling issues, added acronyms, and replaced field segments for accuracy.
1.0	11/27/2012	J. Bennett	Document creation.