

## AP-3500-E01 Office Thin Client



*This manual is a user guide for AP-3500-E01 Office Thin Client. It includes detailed description about how to install and operate the product. Arista Corporation recommends users to read through the entire manual and follow instructions to avoid any kind of obscurity in using the product. For any questions or support, please call us at 1.877.827.4782 Monday through Friday 8:00am to 5:00PM Pacific Time.*

# **Product safety precautions**

It is recommended to follow the instructions and safety precautions listed below. This manual should be saved for future references and use.

- Relative humidity: 25%~80%
- Storage temperature: -20°C to 60°C(-4F to 140F)
- Operation temperature: 0~50°C(32F to 122F)
- Unplug the unit when not in use for an extended period of time.
- Consult a service technician if the unit does not operate normally when you have followed the instructions in this manual.
- Do not attempt to repair this product yourself. Always get a qualified service technician to carry out adjustments or repairs.
- Do not place heavy objects on the unit.
- Always use the power cord supplied with this unit. For any reason a different power cord has to be used with this unit, it should be certified by local and national standards and used under guidance of authorized technician.
- Never use a faulty power cord with this unit. Please contact the manufacturer or nearest authorized repair service right away for a replacement if damaged power cord is received.
- The power supply cord is used as the main disconnect device. Ensure that the socket outlet is easily accessible after installation.
- Overloaded AC outlets, extension cords, frayed power cords, and broken plugs are extremely dangerous. They may, and can, result in an electrical shock or fire hazard. Call an authorized service technician for any replacements.
- Hands must be dry when plugging the power cord into an AC outlet to prevent electrical shock. Do not damage the power cord by disassembling, bending, pulling or exposing it to heat as it may cause a fire or electrical shock.
- Make sure to completely insert the power plug into an AC outlet. Insecure connections can cause a fire.
- Ensure that the power source is grounded correctly.
- Unplug the unit if cleaning is needed. The unit may be wiped down with a dry or slightly damp cloth when the power is off.

***Important: Read all the contents of this instruction manual carefully before using the AP-3500-E01 Office Thin Client.***

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## Features

Arista AP-3500-E01 thin client is a lightweight computer that is purpose-built for remote access to a server (typically cloud or desktop virtualization environments). Thin clients occur as components of a broader computing infrastructure, where many clients share their computations with a server or server farm. The server-side infrastructure makes use of cloud computing software such as application virtualization, hosted shared desktop (HSD) or desktop virtualization (VDI). This combination form is known as cloud based system, where desktop resources are centralized into one or more data centers. Benefits of centralized access are optimization of hardware resources, reduced maintenance and more security.

- Intel E3845 1.91GHz ATOM CPU
- Up to 8GB DDR3 SO-DIMM Memory
- Dual Gigabit LAN
- SATA DOM for Storage Option
- Mini PCIe Expansion Slot
- ACP Enabled, PXE Boot
- Desktop or VESA Mount Available

# Product specifications

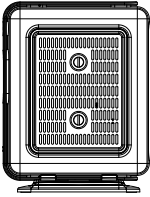
<b>System</b>	
CPU	Intel E3845 1.91GHz ATOM CPU
Chipset	(By CPU)
Memory	Up to 8GB DDR3 SO-DIMM
Video controller	Intel Gen7 Intel Graphics DX 11, OGL3.2
Video interface	Dual HDMI
Storage option	SATA DOM, 2.5" HDD, 2.5" SSD
Compact flash	N/A
Keyboard/Mouse	USB
Audio	Mic In, Line Out
Watchdog Timer	N/A
Remote Boot	ACP, PXE
Expansion Slot	Mini PCIe x 1, CFast card connector x1
<b>I/O Communication</b>	
USB port	1 x USB 3.0, 3 x USB 2.0
Serial port	1 x RS-232/422/485
IEEE 1394	N/A
LAN	2 x Gigabit
Parallel	N/A
Power button	1 x Power button
Power	1x DC-IN power(12V, 1.05A)
<b>Operating system</b>	
OS Support	Windows 7 & up
<b>Power / Thermal Specs.</b>	
Power requirement ( Max )	12VDC/1.05A
Power consumption	13W
Recommended power supply	18W
Heat dissipation	43 BTU/hr
<b>Physical information</b>	
Mounting	Desktop, VESA Mount option
Net Weight	2.75Lbs / 1.2 Kg
Physical Dimension (W x H x D)	2.80 x 9.30 x 7.17 inch 70.5 x 236.5 x 182.0 mm
<b>Environmental information</b>	
Operating temperature	0~35°C (32~95°F)
Storage temperature	-20~60°C [-4~140F]
Relative humidity	10% to 95% (non-condensing)
IP/NEMA Rating	N/A
Certification	FCC, CE, UL 60950-1

## Ordering Information

Options	AP-3500-E01-003	AP-3500-E01-P03
CPU	E3845 ATOM CPU	E3845 ATOM CPU
Memory	4GB DDR	4GB DDR
Storage	N/A	N/A
Remote Boot	ACP Enabled	PXE
Power Supply	110/220VAC Input	110/220VAC Input
Operating System	N/A	N/A

## Unpacking

The unit is shipped with items listed below, inspect them carefully to make sure there is no damage and all the items are available with your shipment.



AP-3500-E01 Thin Client x1



AC/DC power adapter x1



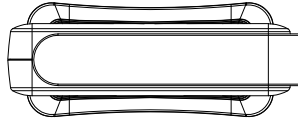
AC power cable x1

# Chapter 2 Basics

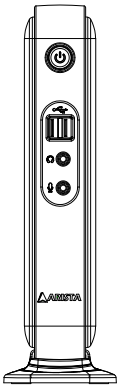
## Product overview

### AP-3500-E01 Office Thin Client

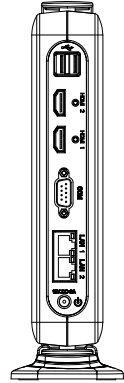
Top



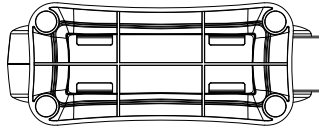
Side



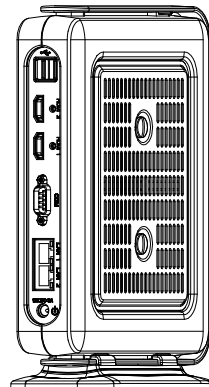
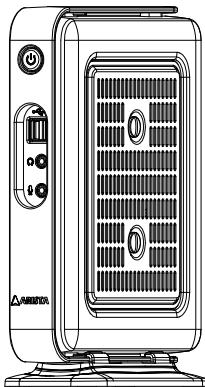
Side

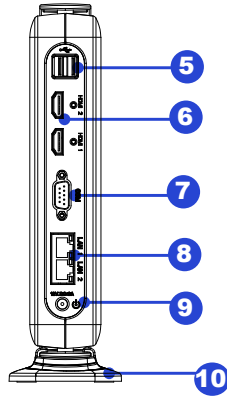
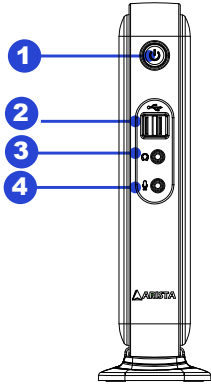


Bottom



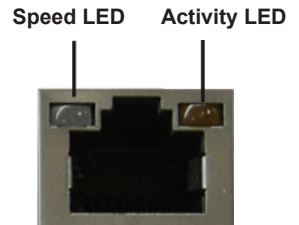
Front





- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>1. Power button</li> <li>2. 2 x USB ports</li> <li>3. Earphone/Headphone jack</li> <li>4. Microphone jack</li> <li>5. 2 x USB ports</li> </ul> | <ul style="list-style-type: none"> <li>6. 2 x HDMI ports</li> <li>7. COM port</li> <li>8. 2 x RJ45 LAN ports</li> <li>9. DC 12V/3A power jack</li> <li>10. Desktop stand base(removable)</li> </ul> |
|---|---|

LED Indications on the LAN port		
	Status	Description
Activity LED	Off	No network connection
	On	Data transmission activity
Speed LED	Off	Data transmission at the rate of 10Mbps
	Orange	Data transmission at the rate of 1Gbps
	Green	Data transmission at the rate of 100Mbps

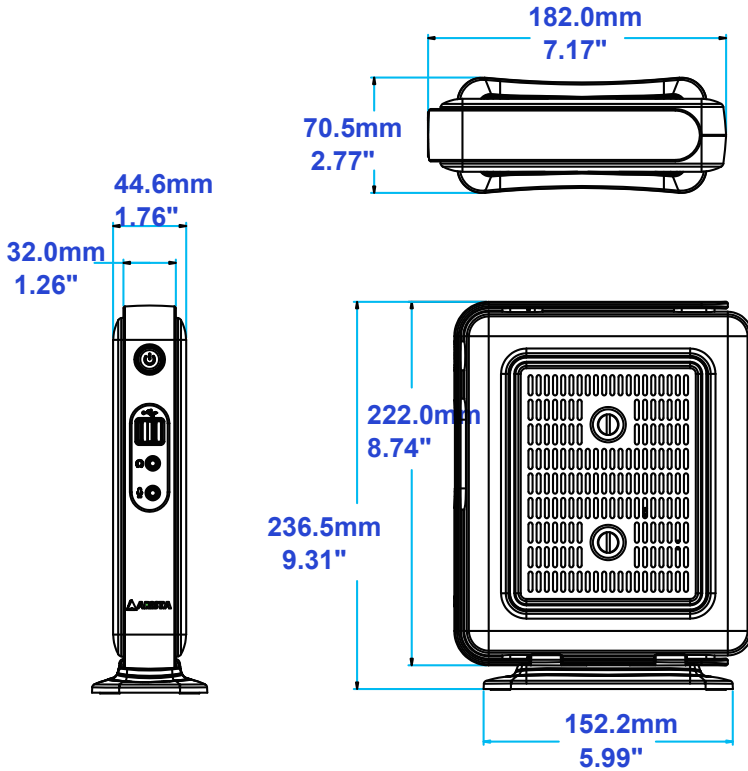




## Physical dimension

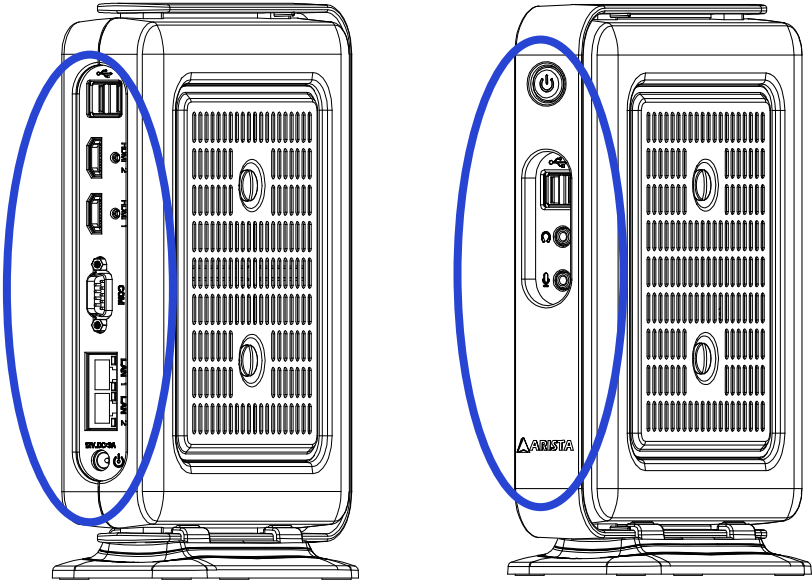
The diagrams below show the physical and specific dimensions of the AP-3500-E01 Thin Client.

### *AP-3500-E01 Office Thin Client*



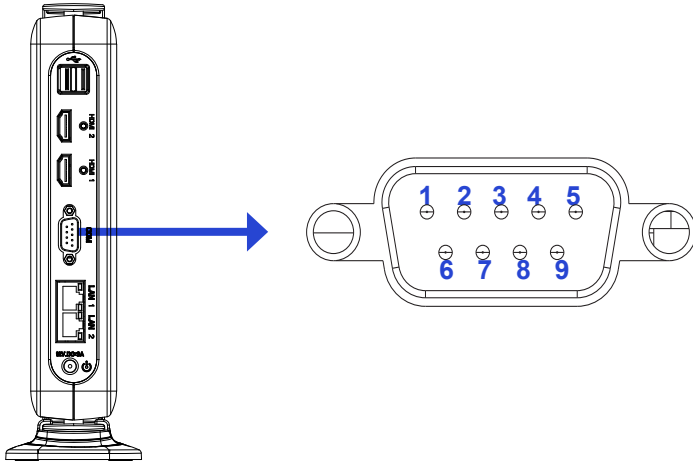
# Chapter 3 Connections

This section describes the connections/connectors available on the AP-3500-E01 Office Thin Client.



**Connectors are located on the side of AP-3500-E01 Thin Client.**

## Pins in the serial port (COM1)



Pin NO.	Definition(RS-232 mode)	Definition(RS-422/RS-485 mode)
1	DCD, data carrier detect	TX-, Transmit data ground (RS-422/RS-485)
2	RXD, Receive data	TX+, Transmit data(RS-422/RS-485)
3	TXD, Transmit data	RX+, Receive data (RS-422)
4	DTR, Data terminal ready	RX-, Receive data ground (RS-422)
5	GND, Signal ground	GND, Signal ground
6	DSR, Data set ready	N.C.
7	RTS, Request to send	N.C
8	CTS, Clear to send	N.C
9	Ring-IN, Ring indicator	N.C.

**Note:** COM1 port is available for RS-232/RS-422/RS-485 Mode.

# Mounting the Thin Client

## Desktop mounting

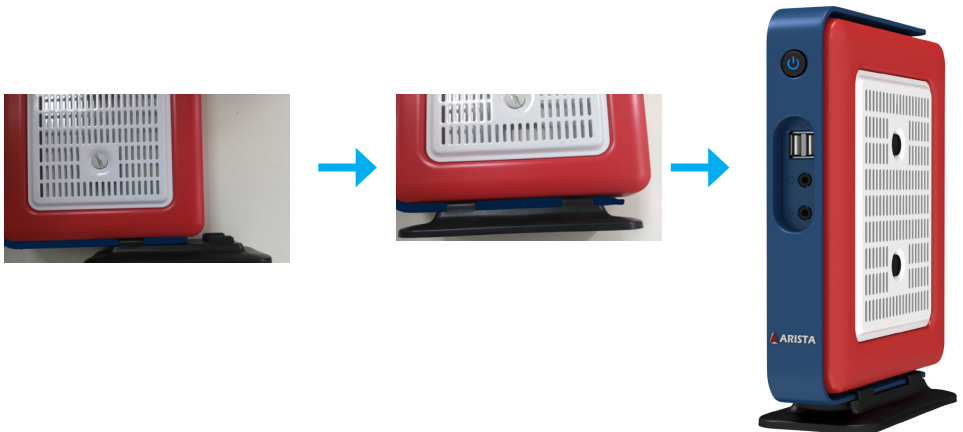
The AP-3500-E01 Office Thin Client can be directly placed on a shelf or table by using desktop stand base(supplied with the unit).

**Please follow the steps shown in the diagram below:**

**Step1.** Place the bottom side of AP-3500-E01 Office Thin Client within the place on the desktop stand base where there are four mounting clips.



**Step2.** Slide the Desktop stand base along with the AP-3500-E01 Office Thin Client bottom side until the four mounting clips on the stand base firmly lock the unit.

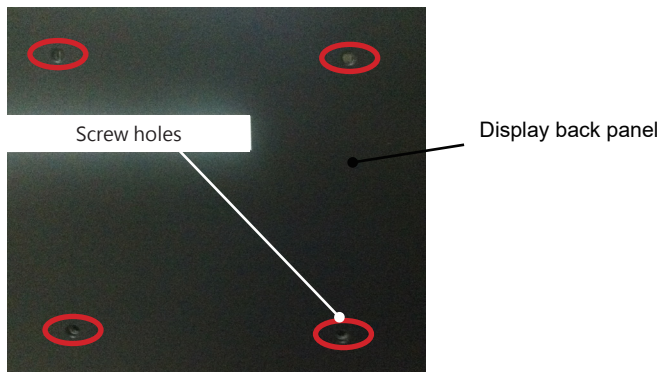


## VESA mounting

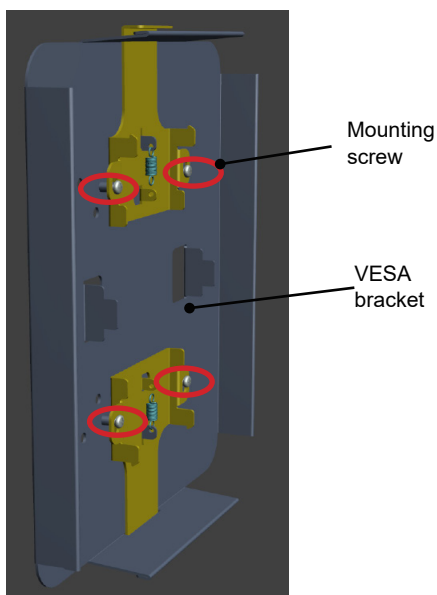
You can also mount the AP-3500-E01 Office Thin Client onto a display. For display mount, VESA mounting brackets and screws are available (sold separately).

**Please follow the steps shown in the diagram below:**

**Step1.** As shown in the figure below, find the four screw holes predrilled at the back of the display.



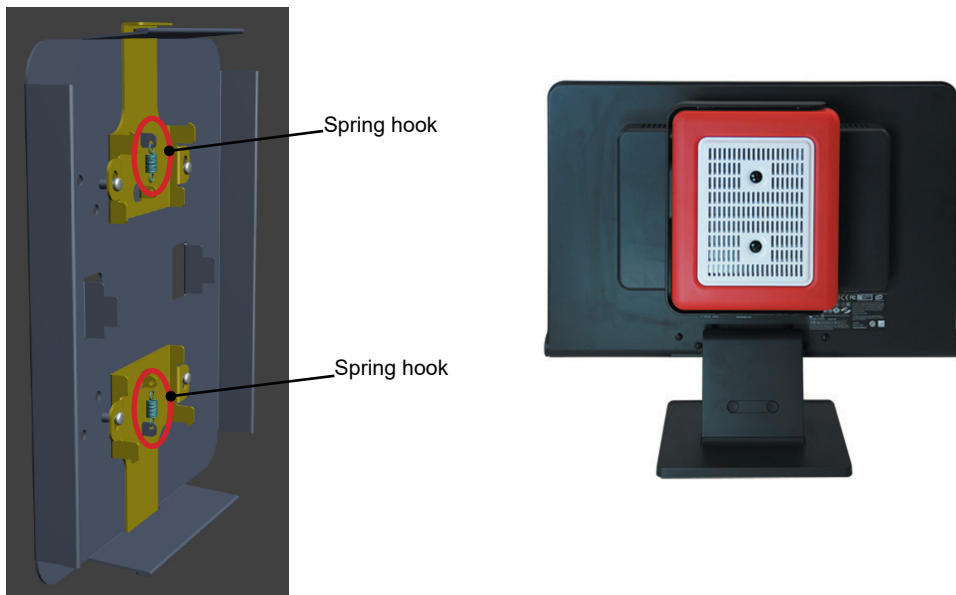
**Step2.** Align the four mounting screw holes on the AP-3500-E01 VESA bracket with the screw holes on the display. Tighten the four screws with a screw driver to fix the VESA bracket onto the display.



**Step3.** If the AP-3500-E01 Office Thin Client is desktop mounted, please slide the desktop stand base out to remove it from the unit.



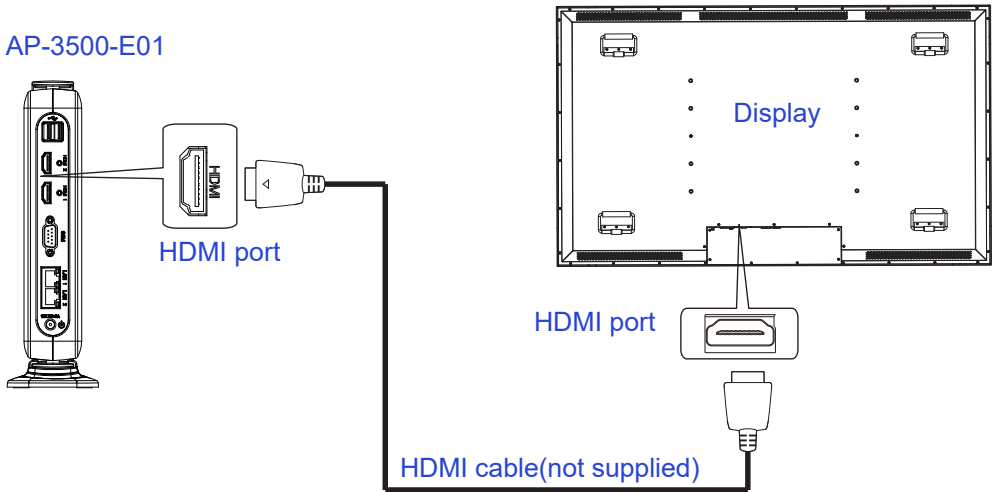
**Step4.** Snag the white bottom base of the AP-3500-E01 Office Thin Client with the two Spring hooks on the VESA bracket installed on the display. Make sure the AP-3500-E01 Office Thin Client is correctly and securely seated onto the display.



## Connecting to a display

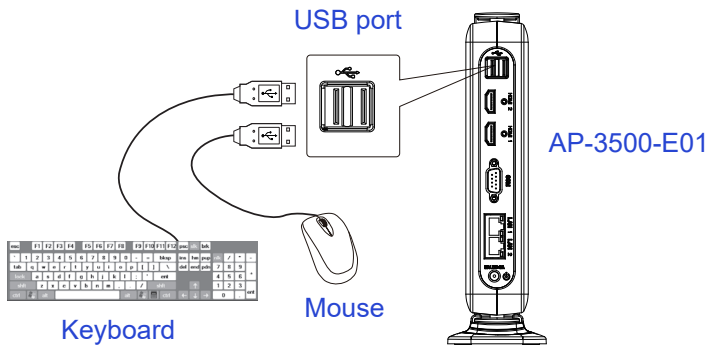
### Connecting to a display through HDMI port

- Connect one end of the HDMI cable to the HDMI port of the AP-3500-E01 Office Thin Client. Connect the other end of the HDMI cable to the HDMI port of a display.



## Connecting to keyboard and mouse

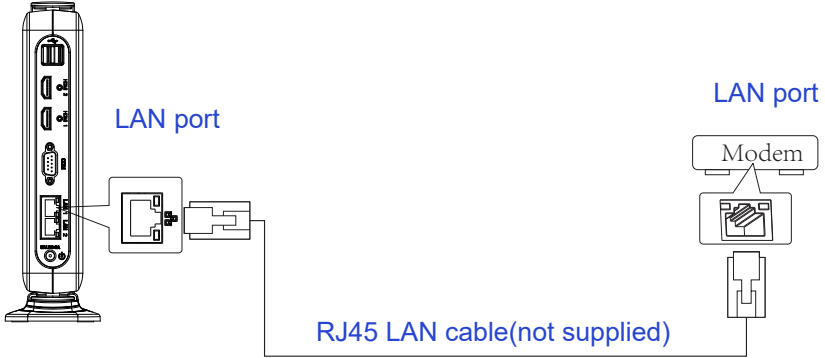
- Insert a USB keyboard and a USB mouse(not supplied) to AP-3500-E01 Office Thin Client for controlling on the computer.



## Connecting to network

- Connect one end of the RJ45 LAN cable to the LAN port of the AP-3500-E01 Office Thin Client. Connect the other end of the RJ45 LAN cable to the LAN port of a modem.

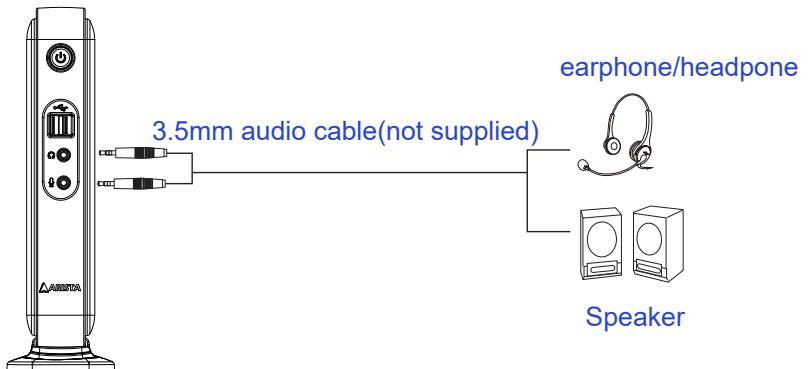
AP-3500-E01



## Connecting earphones or speaker

- Connect the earphone end of the audio cable to the Earphone jack of the AP-3500-E01 Office Thin Client. Connect the microphone end of the audio cable to the Microphone jack of the AP-3500-E01 Office Thin Client. Also, you can connect to a speaker by connecting to the Earphone jack of the AP-3500-E01 Office Thin Client.

AP-3500-E01



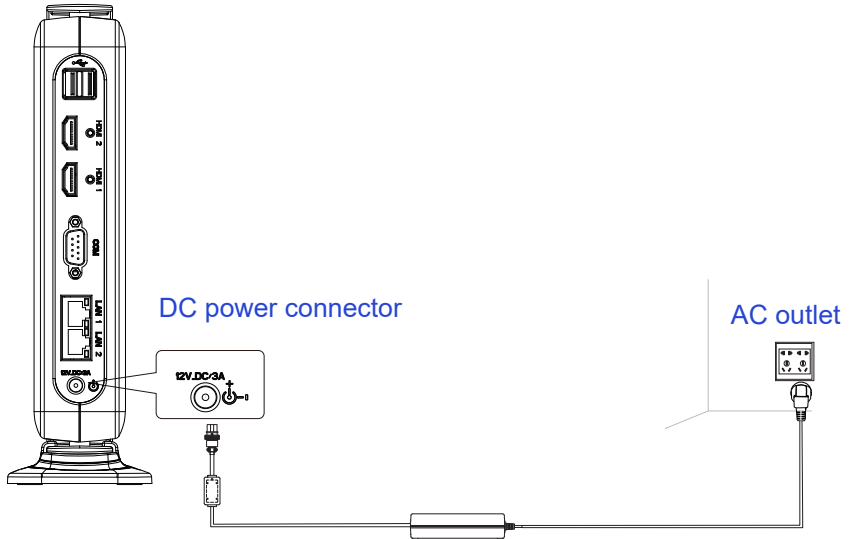


## Connecting the power supply

Follow the steps below to connect the power supply.

- Connect one end of the 12V AC/DC power adapter to the DC-in(12V) power connector of the AP-3500-E01 Office Thin Client. Connect the other end of 12V AC/DC power adapter to an AC outlet.

AP-3500-E01



## Installing memory module/expansion card

Before you install the memory module or expansion card, please follow the instructions below to open the bottom cover of the AP-3500-E01 Office Thin Client .

1. As shown in the figure below, remove the two screws at the center of the bottom cover.



2. Then remove the bottom cover of the AP-3500-E01 Office Thin Client and a metal protection base, you will find the DDR3 SO-DIMM slot, MINI\_PCIE slot and CFast card slot on the motherboard.

**The AP-3500-E01 Office Thin Client comes with the B048 motherboard, and the DDR3 SO-DIMM slot, MINI-PCIE slot and CFast card slot all are built on the motherboard.**

### Installing the DIMM

The B048 motherboard provides one SO-DIMM slot for DDR3 1333MHz SDRAM memory modules and supports memory size up to 8GB.

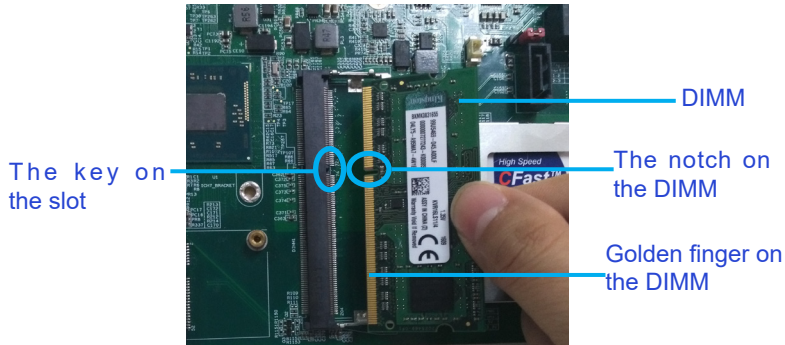
The DIMM1 slot is intended for a memory module. You may install 64 MB, 128 MB, 256 MB, 512 MB, 1GB, 2GB, 4GB and 8GB DDR DIMM into the SO-DIMM slot.

**Note:** Make sure to unplug the power supply before adding or removing DIMM or other system components. Failure to do so may cause severe damage to both the motherboard and the components.

Follow the steps outlined below to install the SO-DIMM.

1. Locate the DIMM on the SO-DIMM slot and align the notch on the DIMM with the key on the slot.

**Note:** DO NOT force a DIMM into a slot to avoid damaging the DIMM.



2. Insert the DIMM into the slot at 45-degree angle, then push it in until the golden finger on the DIMM is deeply inserted into the DIMM slot.

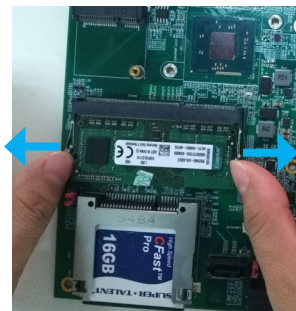


3. Firmly press the DIMM down to lock the module in place.

## Removing the memory module

Follow these steps to remove the DIMM.

1. Use your finger to simply push away the retaining clips on both sides of the DIMM slot outward to unlock the DIMM.

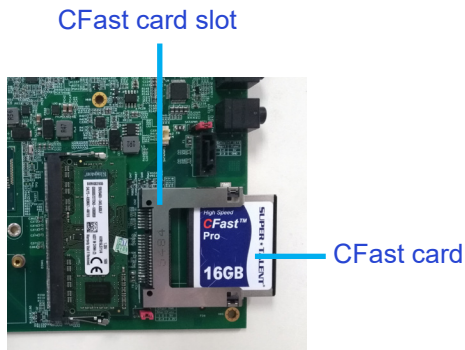


2. Then, the retaining clip will release, and gently remove the DIMM from the module.

**Note:** Make sure to unplug the power supply before adding or removing DIMM or other system components. Failure to do so may cause severe damage to both motherboard and the components.

## Installing CFAST card

Removable memory storage is available on computer with Arista B048 motherboard. The storage is in the form of a CFAST memory card( a compact SATA SSD that comply with CFAST. CFAST card slot supports CFAST TypeI/II card. Orient the CFAST card so that the notch on the card aligns with the key on the slot(See Figure1 and Figure2).



**Figure1**



**Figure2**

## Installing expansion card

The MINI-PCIE slot supports PCIE cards such as a Wi-Fi LAN card, mSATA SSD, SCSI card, USB card, and other cards that comply with PCIE specifications.

**Step 1.** Before installing the expansion card, please make sure that the power supply is switched off and the power cord is unplugged.

Please read the documentation of the expansion card and make necessary hardware settings for the card before you start the installation.

**Step 2.** Remove the system unit cover (if the motherboard is already installed in a chassis).

**Step 3.** Remove the bracket facing the slot that you intend to use. Keep the screws for later use.

**Step 4.** Align the card connector with the slot and press firmly until the card is completely seated on the slot.

**Step 5.** Fasten the card to the chassis with screws.

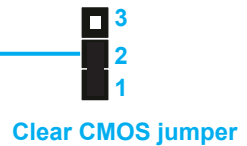
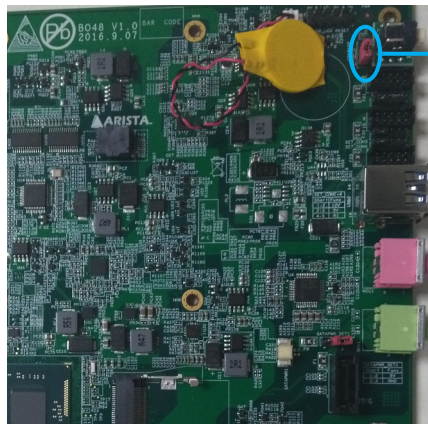
## Clearing CMOS data

As shown in the figure below, this jumper allows you to erase CMOS data and reset setting to factory default.

Normally this jumper should be set with pins 1-2 closed.

If you want to reset the CMOS data, set the Clear CMOS jumper to 2-3 closed for just a few seconds, and then move the jumper back to 1-2 closed. This procedure will reset the CMOS data to its default settings.

**Note:** Before the operation, please power off the motherboard and unplug the power cord.



Description	Pin setting
Keep CMOS data(Normal)	Pin1-2 Closed(Default)
Clear CMOS data	Pin2-3 Closed

# Chapter 4 BIOS Setup

## Introduction

The computer uses the latest “American Megatrends Inc. ” BIOS with support for Windows Plug and Play. The CMOS chip on the motherboard contains the ROM setup instructions for configuring the built-in motherboard BIOS.

The BIOS (Basic Input and Output System) Setup Utility displays the system’s configuration status and provides you with options to set system parameters. The parameters are stored in battery-backed-up CMOS RAM that saves this information when the power is turned off. When the system is turned back on, the system is configured with the values you stored in CMOS.

The BIOS Setup Utility enables you to configure:

- Hard drives, diskette drives and peripherals
- Video display type and display options
- Password protection from unauthorized use
- Power Management features

The settings made in the Setup Utility affect how the computer performs. Before using the Setup Utility, ensure that you understand the Setup Utility options.

### ***The Standard configuration***

A standard configuration has already been set in the Setup Utility. However, we recommend that you read this chapter in case you need to make any changes in the future.

This Setup Utility should be used:

- when changing the system configuration
- when a configuration error is detected and you are prompted to make changes to the Setup Utility
- when trying to resolve IRQ conflicts
- when making changes to the Power Management configuration
- when changing the password or making other changes to the Security Setup

# Entering the Setup

When you power on the system, BIOS enters the Power-On Self Test (POST) routines. POST is a series of built-in diagnostics performed by the BIOS. After the POST routines are completed, the following message appears:

Press the **Delete key** to access BIOS Setup Utility.



## Resetting the default CMOS values

When powering on for the first time, the POST screen may show a "CMOS Settings Wrong" message. This standard message will appear following a clear CMOS data at factory by the manufacturer. You simply need to Load Default Settings to reset the default CMOS values.

Note: Changes to system hardware such as different CPU, memories, etc. may also trigger this message.

## Using BIOS

When you start the Setup Utility, the main menu appears. The main menu of the Setup Utility displays a list of the options that are available. A highlight indicates which option is currently selected. Use the cursor arrow keys to move the highlight to other options. When an option is highlighted, execute the option by pressing <Enter>.

Some options lead to pop-up dialog boxes that prompt you to verify that you wish to execute that option. Other options lead to dialog boxes that prompt you for information.

Some options (marked with a triangle ►) lead to submenus that enable you to change the values for the option. Use the cursor arrow keys to scroll through the items in the submenu.

In this manual, default values are enclosed in parenthesis. Submenu items are denoted by a triangle ►.





The default BIOS setting for this built-in motherboard apply for most conditions with optimum performance. We do not suggest users change the default values in the BIOS setup and take no responsibility to any damage caused by changing the BIOS settings.

## **BIOS navigation keys**

The BIOS navigation keys are listed below:

KEY	FUNCTION
<b>ESC</b>	Exits the current menu
→ ← ↑ ↓	Scrolls through the items on a menu
<b>+/-</b>	Modifies the selected field's values
<b>Enter</b>	Select
<b>F1</b>	General Help
<b>F2</b>	Previous Value
<b>F3</b>	Optimized Defaults
<b>F4</b>	Save & Exit



For the purpose of better product maintenance, the manufacture reserves the right to change the BIOS items presented in this manual. The BIOS setup screens shown in this chapter are for reference only and may slightly differ from what you see on your screen. Please visit the manufacture's website to download the latest product and BIOS information.

# Main Menu

When you enter the BIOS SETUP UTILITY, the Main menu will appear and display the system overview. You can set the system clock in this main menu.



## **BIOS Information**

This item shows the current BIOS information, including BIOS Version, Build date and time.

## **LAN1/LAN2 MAC Address**

Use this item to view the LAN1/LAN2 Mac address.

## **System Language**

This item allows you to choose the system default language.

## **System Date**

Use this item to specify the system date. Manually enter the day, month and year.

## **System Time**

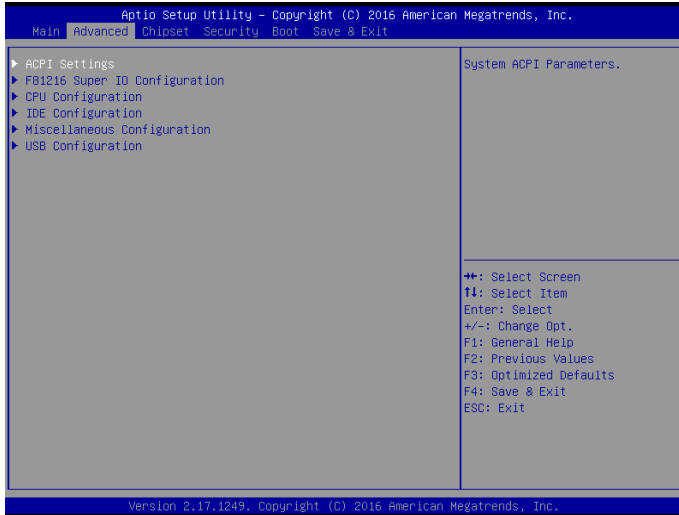
Use this item to specify the system time. Manually enter the hour, minute and second.

Press <Esc> to return to the Main Menu screen.

# Advanced Menu

This section allows you to configure and improve your system and allows you to set up some system features according to your preference.

**Important:** The default value Be cautious when changing the setting of the Advanced menu items. Incorrect field values can cause the system to malfunction.



## ACPI Settings

Scroll to this item and press <Enter> to view the following screen:

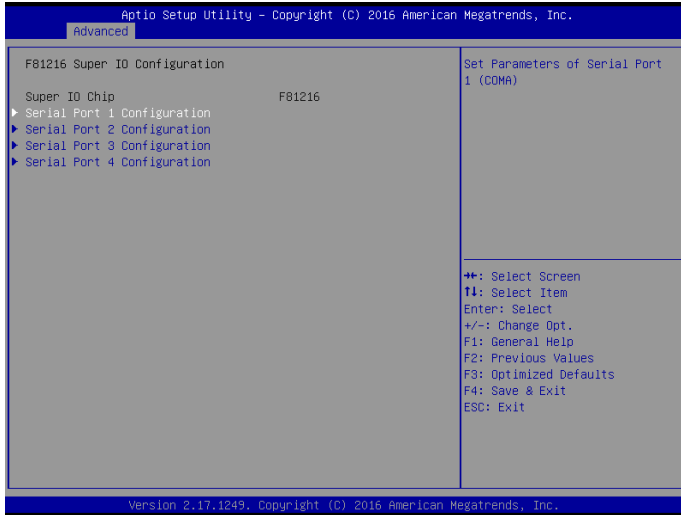


### ACPI Sleep State [S3 (Suspend to RAM)]

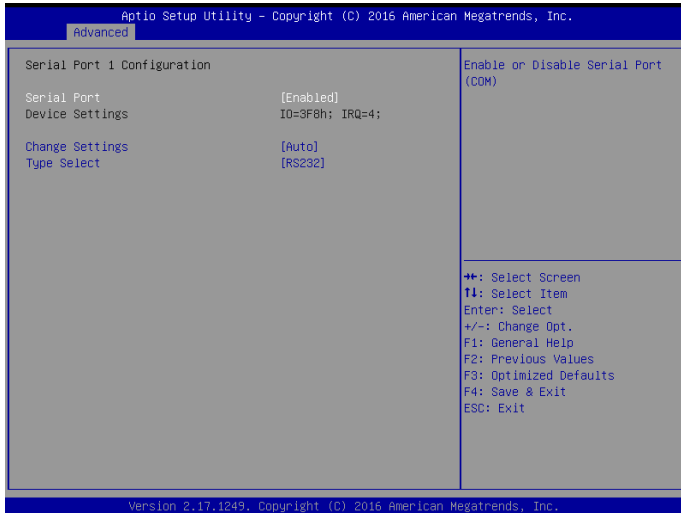
Select the highest ACPI sleep state, the system will resume when the SUSPEND button is pressed.

## **FB1216 Super IO Configuration**

Scroll to this item and press <Enter> to view the following screen:



### ***Serial Port1/Port2/Port3/Port4 Configuration***



Serial port1/port2/port3/port4(Enabled)

Use this option to enable or disable the use of serial ports.

Change settings(Auto)

Select an optimal settings for Super IO device.

Type select(RS232)

Select serial port type(RS232,RS422,RS485).

## **CPU Configuration**

Scroll to this item and press <Enter> to view the following screen:



### ***Socket 0 CPU information***

Use this item to view Socket 0 CPU information.

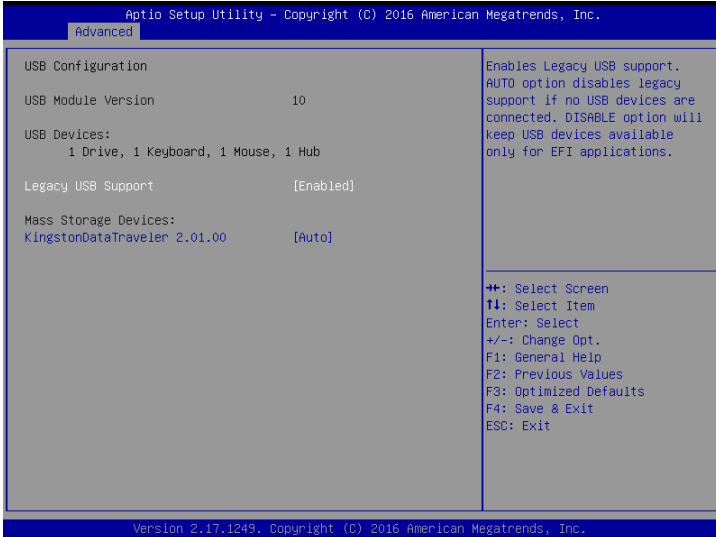
### ***Intel Virtualization Technology(Enabled)***

Most of the time, hardware virtualization technology extensions should be enabled in motherboard BIOS in order to run recent OS and applications. When enabled, a VMM can utilize the additional hardware capabilities provided by Vanderpool Technology.

Press <Esc> to return to the Advanced Menu screen.

## IDE Configuration

Scroll to this item and press <Enter> to view the following screen:



SATA Port1~2 dynamically detect whether there are SATA devices on motherboard. If devices are connected with the corresponding ports, then it will display the SATA device type. Otherwise, it will display “Not Present”.

### **SATA Controllers (Enabled)**

Use this option to enable or disable the use of SATA devices.

### **SATA Mode (AHCI mode)**

Use this option to configure SATA devices as normal IDE devices. The options are IDE and AHCI.

### **SATA Port 0 (Enabled)**

Use this item to enable or disable onboard IDE controller. The default value is [Enabled].

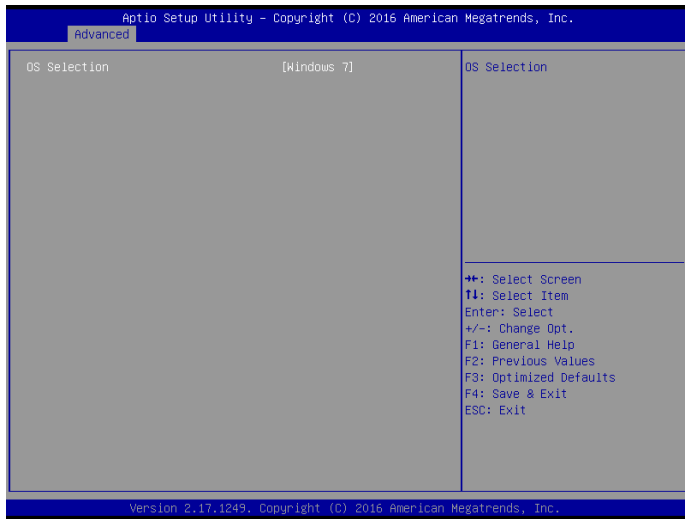
### **CFast card(Enabled)**

Use this item to enable or disable the use of CFast card. The default value is [Enabled].

Press <Esc> to return to the Advanced Menu screen.

## **Miscellaneous Configuration**

Scroll to this item and press <Enter> to view the following screen:



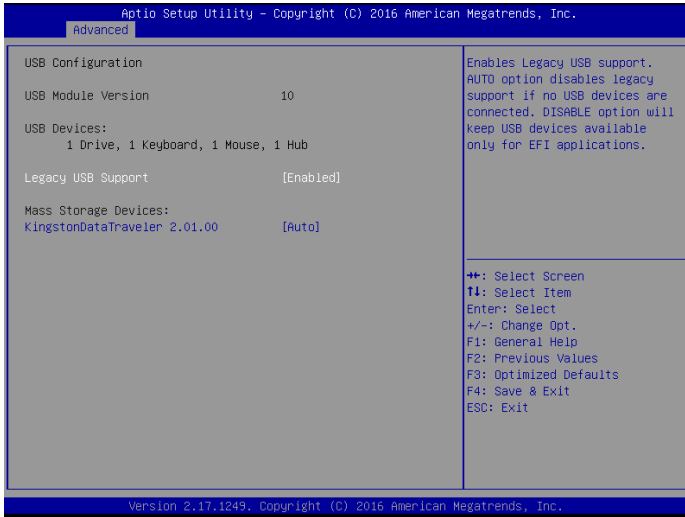
### ***OS selection (Windows 7)***

Use this option to select the operating system for the computer.

Press <Esc> to return to the Advanced Menu screen.

## **USB Configuration**

Scroll to this item and press <Enter> to view the following screen:



### ***Legacy USB Support (Enabled)***

Use this option to enable USB mouse and USB keyboard support.

ENABLED option enables legacy USB support.

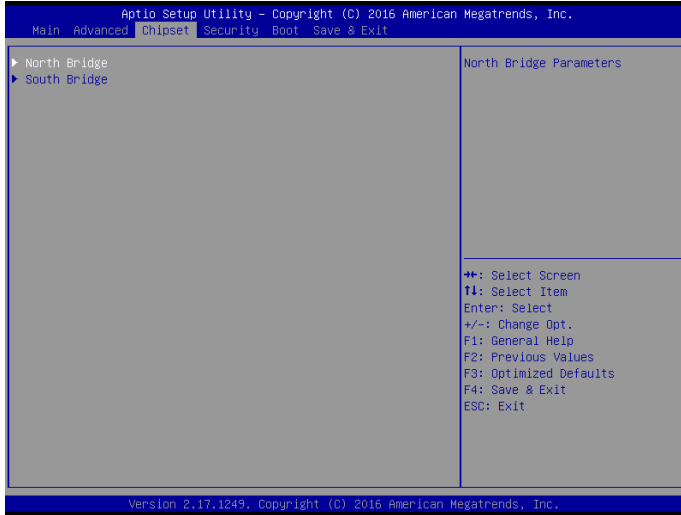
AUTO option disables legacy support if no USB devices are connected. DISABLED option will keep USB devices available only for EFI applications.

Press <Esc> to return to the Advanced Menu screen.



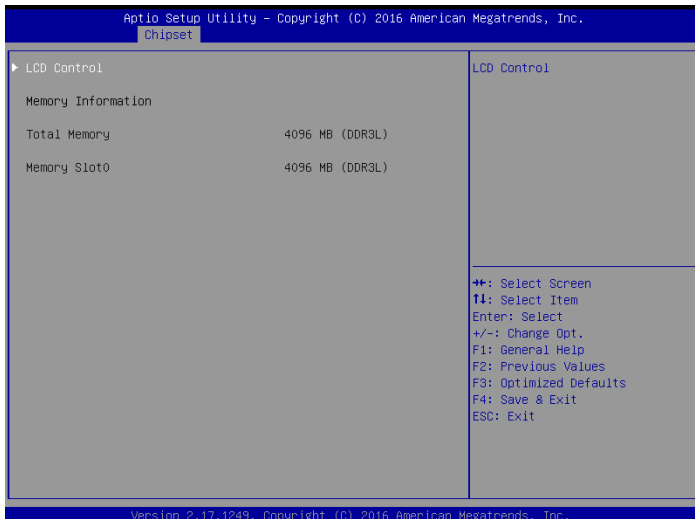
# Chipset Menu

The chipset menu allows you to change the settings for the Host Bridge chipset, South Bridge, chipset and other system. Since the features in this section are related to the chipset on the CPU board and are completely optimized, you are not recommended to change the default settings in this setup table unless you are well oriented with the chipset features.



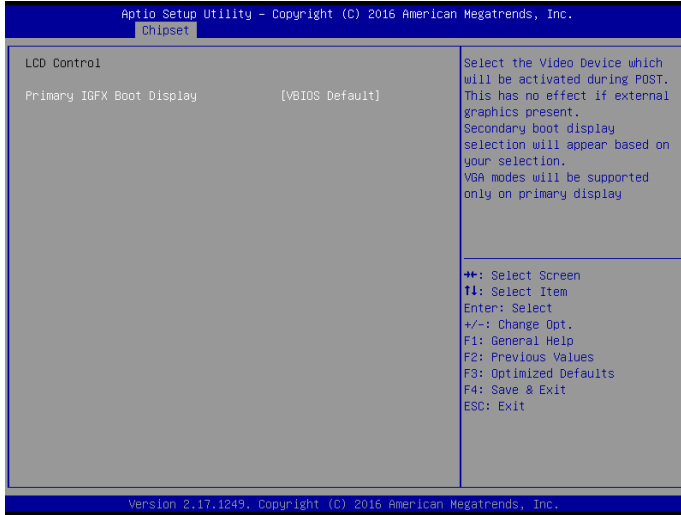
## North Bridge

Scroll to this item and press <Enter> to view the following screen:



## LCD Control

Scroll to this item and press <Enter> to view the following screen:

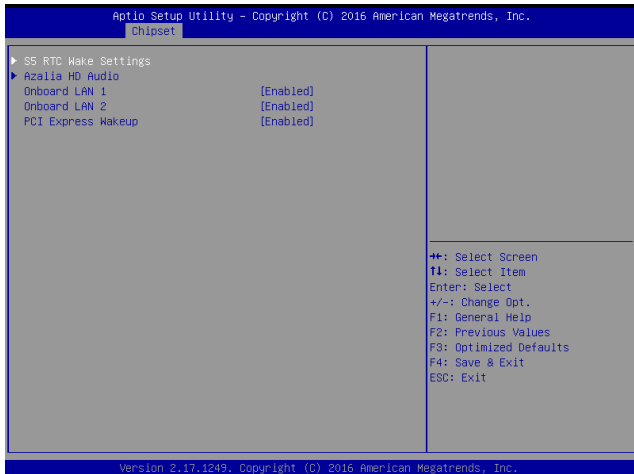


### Primary IGFx Boot display (VBIOS Default)

Select the video device which will be activated during POST. This has no effect if external graphics present. Secondary boot display selection will appear based on your selection. VGA modes will be supported only on primary display.

## South Bridge

Scroll to this item and press <Enter> to view the following screen:



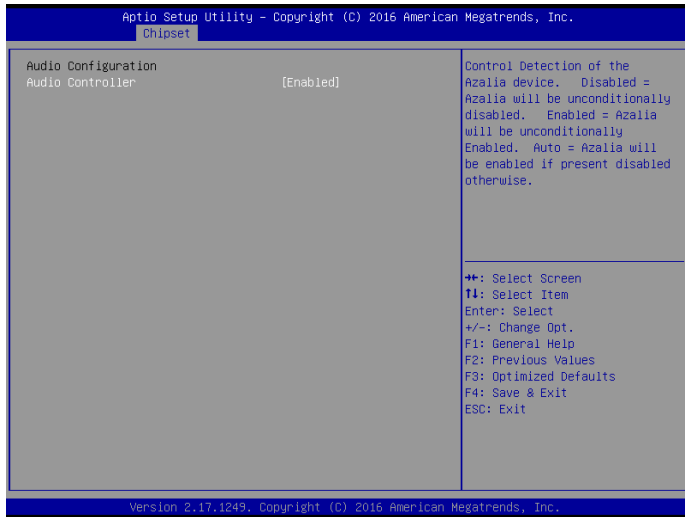
## S5 RTC Wake Setting



Wake system from S5 (Disabled)

Use this option to enable or disable RTC Alarm Wake Up feature.

## Azalia HD Audio



### Audio Controller (Enabled)

Use this option to control detection of the Azalia device.

### Azalia controller(Enabled)

Disabled: Azalia will be unconditionally disabled.

Enabled: Azalia will be unconditionally enabled.

Auto: Azalia will enabled if present disabled otherwise.

### **Onboard LAN1/LAN2(Enabled)**

This item allows you to enable or disable the onboard LAN1 or LAN2.

### **PCI Express Wakeup(Enabled)**

This item allows you to enable or disable PCI Express Wakeup feature.

Press <Esc> to return to the Chipset Menu screen.

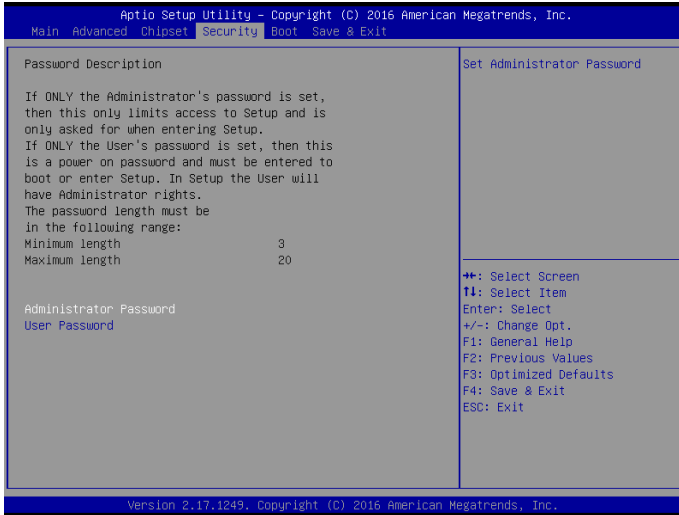
# Security Menu

The Security Menu allows you to set Administrator and User password.

If ONLY the Administrator's password is set, then this only limits access to setup and is only asked for when entering Setup.

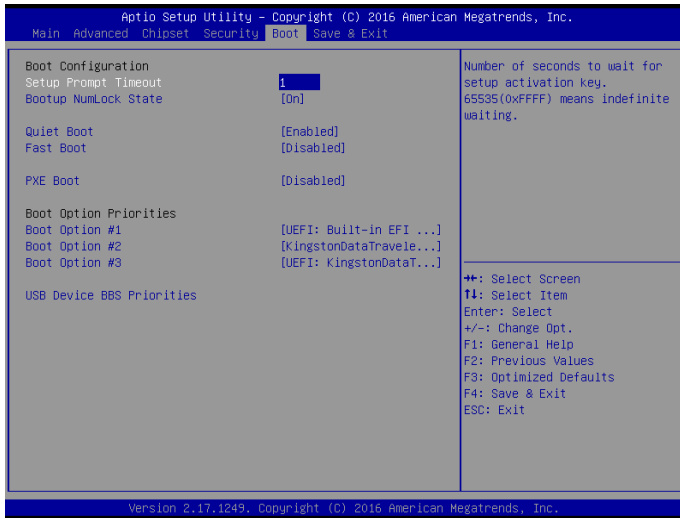
If ONLY the user's password is set, then this is a power on password and must be entered to boot or enter Setup. In Setup, user will have administrator rights.

The password length must be in the following range: Minimum length:3, Maximum:20.



# Boot Menu

The Boot Menu allows you to change the system boot options.



## **Bootup Num-lock state (ON)**

If this item is set to “On”, it will automatically activate the Numeric Lock function after boot-up.

## **Quiet Boot (Enabled)**

This item allows the bootup screen options to be modified between POST messages or the OEM logo. Select “Disabled” to display the POST messages. Select “Enabled” to display the OEM logo instead of the normal POST messages.

## **Fast Boot (Disabled)**

This item enables the BIOS to skip certain tests in order to speed up the boot sequence. This feature has two options: [Enabled] [Disabled].

## **PXE Boot(Disabled)**

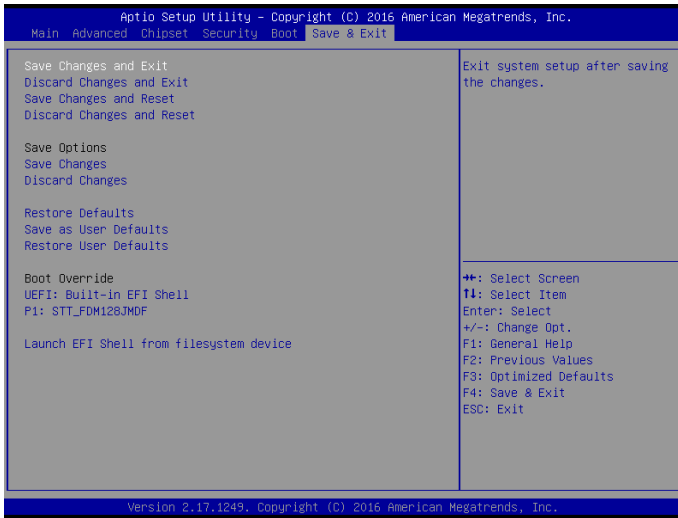
This item allows you to control the execution of UEFI and Legacy PXE OpROM.

## **Boot Option Priorities**

This item allows you to select system boot order.

# Save & Exit Menu

The Save & Exit Menu allows you to save the changes that you have made in the Setup Utility and exit the Setup Utility.



## **Save Changes and Exit**

When you select this option, it will pop-out the following message, "Save configuration changes and exit setup?" Select [OK] to save the changes and exit the UEFI SETUP UTILITY.

## **Discard Changes and Exit**

When you select this option, it will pop-out the following message, "Discard changes and exit setup?" Select [OK] to exit the UEFI SETUP UTILITY without saving any changes.

## **Save Changes**

Use this item to save the changes made to the BIOS options and reset the system.

## **Discard Changes**

Use this item to exit the system without saving the changes made to the BIOS configuration

## **Restore Defaults**

This option restores all BIOS settings to the factory default. This option is useful if the controller exhibits unpredictable behavior due to an incorrect or inappropriate BIOS setting.

## **Save as user defaults**

Use this item to save the settings as user defaults.

## **Restore User defaults**

Use this item to restore user defaults.

## **Boot Override**

This option lists all the booting options; users may choose one of the options and press <Enter>, then you may boot according to the option.

# Chapter 5 Appendix

## Care and Maintenance

Regular maintenance of the AP-3500-E01 Office Thin Client can help prevent damage or downtime.

Service should only be performed by qualified and authorized personnel. Make sure your touch panel computer is powered down and unplugged before removing the cover or working on internal components.

- Keep the AP-3500-E01 Office Thin Client in a dry, clean space. Make sure the unit has minimal exposure to dust - don't get the power switches or other controls wet.
- If the AP-3500-E01 Office Thin Client gets wet, power it off immediately. Wait for the AP-3500-E01 Office Thin Client to dry completely before powering it on again.
- If you move it from a very cold environment to a warm environment, give the components time to reach room temperature before powering it on.
- Clean the exterior surfaces of the unit with a soft, damp cloth. Never use alcohol, paint thinner or benzene to clean this unit.
- Occasionally remove dust from interior surfaces, taking care not to touch or damage connections or chips.
- Position your system unit away from direct sunlight, moisture, dust, oil and thoroughfare.
- Never expose the unit to harsh jarring.
- Ensure that all ventilation outlets are always free from obstruction.
- To protect components against damage from static electric discharge, you should: Use a grounding wrist strap. The strap will have an "alligator"clip at the end of a shielded wire lead. Clip it to a grounded object. Put on and connect the strap before you handle the components. Also, you can use an anti-static pad. Put any components on the pad whenever you work on them outside the computer. If you don't have a pad, put the components on the anti-static bag they came in.
- Back up all the critical data, in a situation of unit being moved there are chances of hard disk getting damaged. Before moving, remove all data disks from the drive, turn off the computer and all the peripherals. Also unplug the power and disconnect cables.
- In the event of mechanical/power failure or damage, do not attempt to repair the system unit or wires. Refer all such problems to experienced personnel.
- If the unit needs servicing, please consult the authorized dealer through the contact information provided on the warranty card. Faulty service may void the warranty.



# Product Limited Warranty

Arista AP-3500-E01 sold in the U.S.A and Canada comes with two-year warranty. Arista warranty obligations for its products are limited to the terms&conditions listed below.

## 1. Limited Warranty Coverage

- If the purchased product does not work due to defect in materials, starting after three years from the date of purchase (invoice date), Arista Corporation will repair or replace with new or refurbished product or parts.
- Arista Corporation holds every right to decide for repair or replacement of any product or part. During the “labor” limited warranty period there will be no charge for labor and during the “parts” limited warranty, there will be no charge for parts.
- Customers should ship the defective product or parts to Arista Corporation at their expense. After repair or replacement, Arista will pay for shipping via UPS Ground back to the customer.
- This limited warranty applies to products and services only in the North America region. Arista Corporation will not pay for any shipping for product or parts for any location outside of United States.

## 2. Exclusions and Limitations

- Limited warranty is applicable to defect in material or workmanship, it does not cover any general wear and tear, or cosmetic damaged.
- Damage due to external causes, including, but not limited to, failures which are caused by products not supplied by Arista Corporation. Also adding or altering any component without any prior concurrence from Arista Corporation technical support.
- Limited warranty does not apply to damages caused by failure or negligence, this include accidents, misuse, abuse, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge issues with electrical stability, failure to maintain environmental conditions specified by the manufacturer, wrong attempt to relocate the system, lightning damage, modification, product servicing from unauthorized providers, inappropriate product usage without referring to the manual or instructions and any other change in product component without prior guidance from Arista Corporation technical support.
- Any signs of tempering/altering with serial number will void this warranty.
- There is no expressed warranty except as stated under “Limited Warranty Coverage”. Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damage resulting from normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar Arista Corporation limited liability policies.

## 3. Technical Support

- Arista Corporation entire team is dedicated towards customers’ needs and requirements. Arista’s technical support team is available to resolve customer issues over phone and email. If required, an RMA number is issued to resolve any sort of problem faced by customers.
- Customers are required to keep the product serial number handy when contacting the technical support.
- Arista Corporation technical support can be reached at Monday through Friday 8:00am to 5:00PM PST at 510-226-1800 ext.400, Fax 510-226-1890 or email [support@goarista.com](mailto:support@goarista.com).

## **4. RMA (Return Material Authorization) Procedures**

- All return requests are provided with a number, please contact Arista customer service or complete RMA request form to obtain a number before returning any products or parts.
- Returns will be authorized in accordance with the following policy: If it is deemed that the unit/part should be returned, Arista's customer service representative will give the customer a return authorization number and ship to address to return the product.
- Products will not be accepted by Arista Corporation's RMA department for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Products must be returned within 30 days after the date of when RMA number was issued. After the 30-day period, the RMA number issued will be invalid. Please do not return products with an invalid RMA number; contact Arista's customer service representative if your RMA number is invalid. Customer service can be reached at Monday through Friday 8:00am to 5:00PM PST at 510-226-1800 ext.400,Fax 510-226-1890 or email support@goarista.com.

### **Warranty Returns**

- All returning products should be returned within the applicable warranty period. After warranty period is over, the original product will be returned to the customer.
- The RMA number for Warranty Return will be issued within 24 hours from the time the RMA application form is received by Arista.

### **Non-Warranty Returns**

- If the customer wishes to return a product for repair that is no longer within the warranty period, or any kind of damage not covered by the warranty, an Arista sales representative will inform the customer of the estimated cost of the repair.
- Return of the product will be counted as the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

## **5. RMA Credit Policy**

### **Returns for Credit & Credit Types**

Returns for credit that require Arista's management approval may take up to 48 hours for processing/approval. Products can be returned for credit with the following conditions:

- **Dead on Arrival (DOA):** The customer must report DOA units to Arista's RMA department in 14 calendar days after the product is received. Customer can request either return for credit or replacement. If replacement is requested, Arista will ship the replacement in 7 calendar days and invoice the customer for the re-placement. A credit memo will be issued to the customer after the DOA product is received and verified.
- **Evaluation Return:** The customer must notify Arista's RMA department before or at the end of the evaluation period if the customer decides to return the evaluation unit. An RMA number must be obtained from Arista prior to returning the unit.
- **Short Shipment:** The customer must report for any item received short-shipped or wrong products received in 7 calendar days after the product is received. The customer can request either: shipment of missing items, replacement of wrong items or return for credit. If shipment of missing items or replacement of wrong items is requested, Arista will ship the replacement in 7 calendar days. A credit memo will be issued to the customer after the returned product is received and verified.
- **Non-Open-Box Return:** In the event where a customer places an incorrect order, over stock or double orders, the customer can request return for credit with the following restocking fees applied.

- Restocking Fee: A 15% restocking fee will apply to non-open-box returns when returned within 3 months after invoice date. A 30% restocking fee will apply to non-open-box returns returned within 6 months. Beyond 6 months after invoice date, a 50% restocking fee will apply to non-open-box returns returned within 12 months. Beyond 12 months after invoice date, Arista will not grant authorization to return non-open-box returns for credit.
- Return Condition: All valid returns for credit products must be returned in its original packaging and in good condition along with all the items and accessories originally shipped with the product. Any damages will be assessed and the cost of repair or refurbishment will be deducted from the credit issued.
- No Credit DOA: No credit will be given to the customer for DOA products received by Arista beyond 30 calendar days after the invoice date. No credit will be given to all non-cancellable, non-returnable, custom order parts.

## **6. RMA Transportation Policy**

### **Transportation Charges**

- All customers are responsible for all freight charges involved in shipping defective products back to Arista Corporation.
- Arista Corporation will cover the cost of returning products that are under warranty via UPS Ground to customers in the United States after repair or replacement.
- International customers are responsible for all transportation, insurance, duties and other similar charges for all returned products shipped outside of the United States and must ensure that the product is appropriately packaged.
- Shipping damages resulting from improper packaging will be the customer's responsibility.
- Arista is not responsible for products lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid.

### **Transportation Damages**

- In cases of transportation damage, the customer is responsible for filing all claims with the shipping carrier.
- To avoid any potential risk that an RMA product is lost or damaged while in transit to Arista, it is recommended that the customer insures and declares the full value of the RMA product. The customer is 100% responsible for the RMA product while in transit to Arista.
- We urge customers to pack the RMA product carefully to avoid transit damage.

### **Refused Shipment Restocking Fees**

- If a customer refuses a shipment, credit will be issued only after the refused product is received and verified by Arista. The shipping charge plus 15% restocking fees will be billed to the customer.

## 7. RMA Transportation Policy

### Product Non-Acceptance

- Products will not be accepted by Arista Corporation if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Any products refused by Arista will incur the fees and/or charges applied by the shipping carrier, and shall be the sole liability of the original shipper.

### Sample RMA Shipping Label

<p><b>ARISTA CORPORATION</b> <b>Attention: RMA Department</b> <b>40675 Encyclopedia Circle</b> <b>Fremont, CA 94538</b> <b>RMA: # _____</b></p>
---

### Package Identification

- Each box must reference the following information: Customer/Contact Name • Return Address • Phone Number • RMA Number (issued by an autho-rized ARISTA source).
- The RMA number must be written on the outside of the shipping container for identification purposes.
- Shipments not properly identified will be refused.
- To avoid any discrepancy of items received, please do not return accessories (manuals, driver CDs, OS CDs, cables, etc.) with the RMA unit in need of repair.
- If available, use the original box/packaging to ship back RMA units to avoid tran-sit damage.

### RMA Rejection Policy

Arista reserves the rights to return any RMA product received that does not comply with the information given on the original Return Material Authorization (RMA) request, such as:

- Invalid RMA number
- RMA number not visible and/or not on the box shipping label
- RMA condition described by the customer differs from the actual condition of the product
- Expired RMA number
- Unauthorized return (no RMA # was issued)
- No Arista serial number on the product
- Product is physically damaged
- If you have any questions regarding Arista's RMA procedures, product return policies and/or other similar issues, please call Arista's Customer Service and RMA Department during office hours, Monday through Friday (8:30am-5:30pm PST)
- Phone: (510) 226-1800 ext. 400
- Fax: (510) 226-1890
- Email: [rma@goarista.com](mailto:rma@goarista.com)

## **8. Arista's Limited Liability**

### **Product Non-Acceptance**

- Arista Corporation is not liable for incidental or consequential damages resulting from the use of Arista products or arising out of any breach of Arista's full limited warranty.
- Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar Arista Corporation Limited Liability policies.
- Arista Corporation is not liable for damages or reimbursement for lost time, lost revenue, and cost of having someone remove or re-install an installed unit if applicable, or travel to and from the service providers.
- All expressed and implied warranties, including the limited warranty of Merchantability are limited to the period of the limited warranty, unless, otherwise, indicated in writing by Arista Corporation.

## **9. Customer Responsibilities**

- By requesting service, the eligible customer acknowledges the terms of the limited warranty, including the disclaimer and limitation of liability provision.
- Prior to seeking service, customers must back-up all data, programs, files and/or similar digital documents that may become damaged and/or lost due to service.
- Arista Corporation, WITHOUT LIMITATION, is not responsible for lost, damaged or otherwise destroyed data due to service.

## Disposal and Recycling Information

AP-3500-E01 Office Thin Client must be disposed as per the local laws and regulations applicable to that location. Once the product reaches end of its life cycle and needs to be disposed, local authorities should be contacted for appropriate options.



This symbol on the product or in the manual means that electrical or electric equipment should be disposed at the end of its life-cycle separately and not in the regular household waste. There are separate collection systems for recycling in the EU. For more information, please contact your local authorities or your retailer where you purchased the product.

## Disclaimer and Copyright Notice

### Disclaimer

All the information, design and specifications contained in this manual were correct in this publication. However, as the product goes under continuous upgrades and changes, the final device may have slight differences. The contents of this manual are subject to changes without prior notice, and Arista Corporation shall not be liable for any errors contained herein or for incide or consequential damages in connection with the furnishing, performance, or use of this manual.

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