

IPC LONGEVITY

XXXXXX does not publish life expectancy for IPCs because every IPC ever delivered is still serviceable. There are some component parts that have a life expectancy and these should be replaced in the following schedule:

Replace UPS battery pack every 5 years or 500 recharge cycles, whichever comes first.

Replace hard disk every 5 years.

Replace fans every 7 years.

Replace Compact Flash cards every 10 years (5 years if being used to run XP Pro or XPe).

Replace lithium battery of the motherboard every 10 years.

LCDs in the panels will darken over time. The customer can replace the LCD module or send the panel in for service.

UPS AND BATTERIES

The UPS is what is sometimes called an “Offline UPS” in that the system will continue to run, even if the battery is drained or “fried” as long as there is power going to the cabinet or system.

There is no history or recommendation if customers want to connect multiple batteries in sequence. Clients are able to do this at their own risk.

There is no history or recommendation if customers want to have switches, hubs or other peripherals connected to the UPS. Clients are able to do this at their own risk; keep in mind that the increased drain will reduce battery charge at an accelerated rate.

The UPS is “dumb” in that there is no way to monitor the health of the batteries. Replace UPS battery packs every 5 years or 500 recharge cycles, whichever comes first. There is also no automated way to monitor how often or how long the system was without external power.

HOW TO COMMUNICATE EFFECTIVELY WITH GERMANY

Your German counterparts are very data driven. The more information you can supply along with your request, the quicker and better their answers will be. Specifically, accompany **every** request with the following client information:

- Customer name
- Industry
- Expected annual unit purchases
- Competitor we are trying to beat or replace (for new customers)

Then state the issue as clearly as possible. If you already know some reasons why the request might get denied, such as annual number is low, be sure to state that explicitly, e.g. “I know that we are talking about only a small number of units, but what can we do to try to win this sale?”

Keep in mind that while most XXXXXX employees in Germany have very good English skills, there is still a language barrier and cultural issues to overcome. This will be most evident in the responses you are likely to receive.

Try not to be put off by wording that would seem to be non-complimentary or even insulting; assume that they are not trying to sound that way. Also remember that they are answering questions from every XXXXXX satellite office around the world and are constantly and consistently busy.

That being said, there is the unfortunate belief that every answer they have ever given to anyone in North America has somehow found its way to your knowledge base. Just thank whomever for the answer and assure him or her that you have made a note of it so that hopefully they won't get asked again.

The biggest mistake you can make in trying to communicate with Germany is to expect that they are more responsible than everyone else. They are human and just as likely to drop the ball or fail to follow up with an internal colleague as anyone else. It is sometimes necessary for you to push them for an answer.

Keeping the time zone difference in mind, if you don't get a response within 24 hours, be sure to email again or even call early in the day CST. Understand that most Germans do not like voice mail and so, most have turned off the feature on their phones; just keep trying or use a cell number for the person if you have it.

Diplomacy is your best chance at getting timely, useful information.

ACCESSING THE EXTRA PORTS ON A MOTHERBOARD

While every IPC with a processor has at least one serial and one USB port available, most motherboards have serial and USB ports that are not accessible on the body of the IPC. There are usually ways to make more ports available via options and/or expansion cards.

First look for an option in the Options list for that specific IPC's page in the Price List. If still more ports are needed, look into adding an expansion card to get the remaining ports. More USB ports than the motherboard contains can be made available by adding the XXXXXX USB 4 port hub.

One caveat to remember, if the PC uses 24 V DC or is ordered to use 24 V DC instead of the default 100–240 V AC power, one serial port is likely to be taken up for connecting that power supply.