

## Step by Step Instruction to the RMA Process

Your entry via: <https://extranet.keymile.com> (If you are not yet registered please register for your first login)

**KEYMILE**  
access to the world

english

About KEYMILE Markets Applications Products Services News/Events Extranet

Welcome to the KEYMILE customer and partner area

Please enter your username and password:

username:

password:

login

Not yet registered?

Lost your password?

For use of the KEYMILE Extranet you need to activate Cookies in your Browser!

You are logged in as

Logout

Search

Contacts

Step 1: Open the RMA Request

The screenshot displays the KEYMILE Extranet interface. At the top left is the KEYMILE logo. A navigation bar contains links for About KEYMILE, Markets, Applications, Products, Services, News/Events, and Extranet. A left sidebar lists News, Documentation & Software, and Service Tools. The main content area is titled "Welcome to the KEYMILE Extranet" and provides information about the exclusive online area for customers and partners, including contact details for the local SPOC. A right sidebar shows the user is logged in and provides a search bar and a list of user options: Contacts, My Contacts, My Profile, and RMA Request. A red arrow points to the "RMA Request" option, which is highlighted with a red box.

**KEYMILE**

English

About KEYMILE Markets Applications Products Services News/Events Extranet

News  
Documentation & Software  
Service Tools

Extranet

### Welcome to the KEYMILE Extranet

The KEYMILE Extranet is an exclusive online area, accessible only for our customers and partners.

For all of your KEYMILE products you find here additional information, documentation, software and firmware (Documentation & Software area). Furthermore in the Service Tools area you can start a repair process (RMA Request) or a technical support request (CSR Ticket). For some of the functions you need a service contract.

If you have technical questions concerning you product / service layer agreement and/or other services please contact your SPOC as follows

**KEYMILE local SPOC (Single-Point-of-Contact)**  
**phone:** +49 511 6747 528  
**email:** [CustomerSupport.de@keymile.com](mailto:CustomerSupport.de@keymile.com)

Please add your **Service-Tag DE-0000-11** to all requests - Thank You!

If you have questions concerning the the KEYMILE Extranet please contact [webmaster-extranet@keymile.com](mailto:webmaster-extranet@keymile.com).

Your KEYMILE Extranet Team

You are logged in as

Logout

Search

- @ Contacts
- My Contacts
- My Profile
- RMA Request**

Step 2: Please enter your customer specific data.

## RMA-Request for Repairs

1 customer specific data

2 error description

3 review and send request

## 1.1 Customer

Purchaser\* Consignee\*  
(if differs) [copy purchaser address](#)

## 1.2 Customer reference

Reference to Requisition No.\* Contact\* Phone:\* E-Mail:\* 

## 1.3 Repair Conditions

Did the product fail within two weeks after delivery?  no  yesFor products with the status "damaged beyond repair" or "repair uneconomical":  
Would you like to have these products returned at the customer's expenses?  no  yes

The terms of the general [KEYMILE Repair Conditions](#) take effect, if no special repair conditions have been agreed in writing with your side. The repair conditions define duration of repairs, reason for refusals and possible costs for the customer.

 I accept the repair terms and conditions. \*

All fields marked with an asterisk are mandatory fields

If you have any questions concerning our RMA-Process for Repairs you can download our Customer information "RMA-Process for repairs" [here](#).

Please also note that the online idle time is 90 minutes. If you leave the opened form untouched for more than 90 minutes, your session will time out and your replies will be lost.

**Step 3: Enter the error description**

**RMA-Request for Repairs**

- 1 customer specific data
- 2 error description
- 3 review and send request

**2.1 Goods**



As a rule an article number has 8 or 13 digits and starts with 37..., 50... or a letter resp. 5 letters, blank, 3 digits, blank, arbitrary characters.

KEYMILE Article No.* (8 or 13 digits)	<input type="text" value="37123456"/>	How was the product installed? *	<input type="text" value="Outdoor"/>
Serial-No.* (S/N: 7 or 10 digits)	<input type="text" value="4912345678"/>	Environmental temperature of the product *	<input type="text" value="0°C &lt; t &lt; 50°C"/>
Is CSR-Ticket available?	<input type="checkbox"/> yes	Caused by external influences? *	<input type="text" value="overvoltage or lightning"/>

Which application was running? \*  [Applications](#)

How was the failure detected? \*

some subscribers were muted after initialising of the ipsx2

Attachment: (max. 6MB total)

Please attach a configuration file ...

**2.2 Notes from the customer to the Repair Center**

All fields marked with an asterisk are mandatory fields.

Step 4: Check entries and send the RMA Request

RMA-Request for Repairs

- 1 customer specific data
- 2 error description
- 3 review and send request

1.1 Customer

Purchaser: KEYMILE ++  
 Consignee: worldwide , 11 11 11 Down Town

1.2 Customer reference

Reference to:  
 Requisition No.:  
 Contact:  
 Phone:  
 E-Mail:

2.1 Goods

Serial-No.	KEYMILE Article No.	Failure description
4912345678	37123456	<b>Application:</b> the ipsx2 was running in the h.248 mode of operation <b>Environment:</b> Outdoor   0°C < t < 50°C   overvoltage or lightning <b>Error detection:</b> some subscribers were muted after initialising of the ipsx2

back

After sending the request you will receive an e-mail with all the data you provided. You will receive the RMA number in a separate e-mail.

send