| Ьтс | | Doc. No. DOC-00121974 REV.I Issued Date 2012/06/01 A | | |
|-----------------|----------------------------|--|------------|--|
| avieth brillian | HTC Corporation | Issued Date | 2012/06/01 | |
| quere g er man | - | Revised Date A | Α | |
| Doc. Title | HTC RTV system User Manual | Page | 1 of 7 | |

USER MANUAL

HTC RTV System

HTC privileged and confidential

Jun 01, 2012

Updated by Floris_Yeh E-Service Customer Service Division

| Ьтс | | Doc. No.DOC-00121974REV.IIssued Date2012/06/01ARevised DateA | | |
|-----------------|----------------------------|--|------------|---|
| quieth brillian | HTC Corporation | Issued Date | 2012/06/01 | |
| query erman | - | Revised Date | | A |
| Doc. Title | HTC RTV system User Manual | Page | 2 of 7 | |

ESPL User Manual History

| REV. | DATE | CONTENTS | DEP. | REVISED |
|------|--------------|-------------|-----------|------------|
| A | Jun 01, 2012 | First Draft | E-Service | Floris Yeh |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | Doc. No. DOC-00121974 RE HTC Corporation Issued Date 2012/06/01 | | REV.I | |
|------------------|---|--------------|------------|---|
| avieth, brillian | L HTC Corporation | Issued Date | 2012/06/01 | |
| drug brunde | Brilliance | Revised Date | | Α |
| Doc. Title | HTC RTV system User Manual | Page | 3 of 7 | |

Index

| 1. Sign in to RAMIII |
|--|
| 1.1 RAMIII web site |
| 1.2 User ID & Password |
| 1.3 Forget Password |
| 1.4 Change Password |
| |
| 2. RTV Item Inquiry |
| 2. RTV Item Inquiry |
| 2. RTV Item Inquiry |
| 2. RTV Item Inquiry |

Please contact with me if any question for the System, thanks. E-Mail Address: <u>floris_yeh@htc.com</u>

| Ьтс | Doc. No. DOC-00121974 F HTC Corporation Issued Date 2012/06/01 F | | REV.I | |
|------------------|--|-------------|------------|--|
| quietle brillion | , HTC Corporation | Issued Date | 2012/06/01 | |
| query erman | Revised Date | | Α | |
| Doc. Title | HTC RTV system User Manual | Page | 4 of 7 | |

1. Sign in to RAMIII Website

1.1. RMAIII: https://rma.htc.com.tw/rmaiii/home/index.asp

1.2. User ID & Password

Key in user ID and password auto delivered by the system, and you can see "RTV" section on the left. *Note* : *Please change your password after receiving your first password generated from RMAIII. New*

password must have 8 digits / letters and change every 3 months.

1.3. Forgot Password

Click "Forget Password" if you forget the password. The system will send you the password soon after you put in *User ID*.





| Ьтс | | Doc. No. | DOC-00121974 REV.I 2012/06/01 | | |
|------------------|----------------------------|--------------|---|---|--|
| aviath, brillian | + HTC Corporation | Issued Date | 2012/06/01 | | |
| quiery brinanc | | Revised Date | | A | |
| Doc. Title | HTC RTV system User Manual | Page | 5 of 7 | | |

1.4 Change Password

Go to "Account Information" and fill in 8-digit new password.

| | Update Account Information |
|--------------------|--|
| erformance Reports | |
| er_Data_Maintain | Company Name: HTCTW |
| ery | Eng. Name: Floris_Yeh |
| | Login ID(E-mail): 107890 |
| SPL | Account Enabled: 2007/1/16 |
| _Commerce | Authorized Access: Service Documents, Performance Reports |
| ом | Password: XXXXXXXX |
| -Receiving | (New password must have 8 digits / letters or more. After modified please use new password to re-login the RMA3.) |
| ixture | New Password: |
| sturn_Application | Confirm Password: |
| count Information | Job Title: |
|)gout | Dept: |
| | Office Tel No.: |
| | Mobile Phone: |
| | Address: |

| Ьтс | Doc. No. DOC-00121974 R HTC Corporation Issued Date 2012/06/01 | | REV.I | | |
|------------------|--|--------------|------------|-----|--|
| quieth brilliant | L HTC Corporation | Issued Date | 2012/06/01 | _ | |
| garrig erning | - | Revised Date | | — A | |
| Doc. Title | HTC RTV system User Manual | Page | 6 of 7 | | |

2. RTV Item Inquiry

Function for user to know if the items need return to HTC.

2.1 How to query

- \triangleright **ASP:** Select ASP
- **Customer:** Select customer \triangleright
- \triangleright **RTV Item:** Choose "Yes", means the items need to return to HTC

Choose "Invalid", means the items needed to return to HTC before, but now HTC doesn't request it.

- \triangleright *Cust. Model*: Choose what modes you would like to query, multiple models are allowed.
- Part Number: Key in part number, multiple models are allowed. \triangleright

| RTV It | em Inquir | У | | | |
|--------------|--|-------------------|------------|----------------|--------------------|
| Query Area | | | | | |
| ASP: | CI | | | • | |
| Customer: | hTc | | | × | Find Customer |
| RTV Item: | Y | | | | * |
| Cust Model: | ALL HTC 7 Mozart HTC 7 Pro HTC 7 Trophy | | | | |
| 'art Number: | 74H02176-00M 74H02176-01M | ~ | | | |
| | SEARCH | CANCEL | Export | Export w/Histo | ry |
| tems | | | | 66.64 | |
| TV Conten | ts | | | | |
| Part Number | Description | | Substitute | R | TV Item Used in Mo |
| 4H02176-00M | M Bezel Pre-Assv.UNIBO | DY,Painting,ENR#U | | Y | es HTC One X; |

2.2 Display History

We provide the history record of RTV item. If you want to know, pls click "Display".

| Ьтс | | Doc. No. | DOC-00121974 | REV.I |
|------------------|----------------------------|--------------|--------------|----------|
| aviath, brillian | + HTC Corporation | Issued Date | 2012/06/01 | |
| during provide | | Revised Date | | A |
| Doc. Title | HTC RTV system User Manual | Page | 7 of 7 | |

| | em Inquiry | 🖉 RTY Itme History - Windows I | nternet Explo | oter | |
|-------------|---|--|-----------------|--------------------------|---------------------------------------|
| uery Area | | Attp://ht | l/R TV PartHISV | 'iew 🗸 🔶 Bing | - ۵ |
| SP: | CI | 横安の 絶縁の 検視の 発剤 | 県泰(小) ギ | | |
| ustomer: | hTc | | 順変(点) エー | 4(1) 3.91(<u>1</u>) | |
| V Item: | Invalid | 🚖 我的最愛 🛛 🍰 🏉 建議的網站 | ; 🔹 📶 免費的 | 的 Hotmail 🙋 取得更多附加元件 🗸 🕯 | €] 自訂連結 |
| ust Model: | ALL | 🏉 R T V Itme History | | 🟠 • 🗟 · 🖃 🖶 • 網頁 | ๗ヽ 安全性©ヽ エ具◎ヽ �• |
| | HTC 7 Pro HTC 7 Trophy | RTV Item History | | | |
| art Number: | ~ | Part Description Number | Substitute RT | V atus | Planner Parts Implem Category Date |
| | | 73H20463- FPC Pre- 50M Assy, MEKTEC, Tradition- SS_DS, POGO FPC, w/o_Regional_D, w/ MicroP,ENR#U | 0 No | HTC One X; | Lucy_Cheng FPC 2012/0 |
| | 65456U | 73H20463- FPC Pre- 50M Assy,MEKTEC,Tradition- SS_DS,POGO FPC,w/o_Regional_ID,w/ | o Ye | es HTC One X; | Lucy_Cheng FPC 2012/0 |
| | SEARCH CANCEL | < | | | |
| ems | | 完成 | | 😔 近端内部網路 | 备 🗛 🔹 🔍 105% 👻 🚬 |
| V Contents | | | | | |
| rt Number | Description | Substitute | RTV Item | Used in Model | Parts Implement Category Date |
| UD0462 E0M | FPC Pre-Assy, MEKTEC, Tradition-SS_DS, POGO | | Invalid | HTC One X | FPC 2012/06/4 Display |

2.3 Exports to Excel

- *Export*: Transfer the data to excel file
- *Export w/History*: Transfer the date to excel file, with history.

| RTV It | em Inquiry | | 50. | | | | | |
|--------------------|--|------------|------------------|---------------|-------|---------|------------|---------|
| Query Area | | | | | | | | |
| ASP: | CIRFRA | | ~ | | | | | |
| Customer: | hTc | | 💌 Find Cu | istomer | | | | |
| RTV Item: | Invalid | | ~ | | | | | |
| Cust Model: | ALL HTC 7 Mozart HTC 7 Pro HTC 7 Trophy | | | 7 | | | | |
| 'art Number: (| | | | | | | | |
| | SEARCH CANCEL | Export | Export w/History | | | | | |
| tems TV Content | s | | | | 19,29 | | | _ |
| Part Number | Description | Substitute | RTV Item | Used in Model | | Parts I | Implement | History |
| 73H20463-50M | FPC Pre-Assy,MEKTEC,Tradition-SS_DS,POGO FPC,w/o_Regional_ID,w/o MicroP,ENR#U | | Invalid | HTC One X; | | FPC 2 | 2012/06/14 | Display |
| 1 | | | | | | | | |