
	<b>HTC Corporation</b>	Doc. No.	<b>DOC-00121974</b>	REVI
		Issued Date	<b>2012/06/01</b>	<b>A</b>
		Revised Date		
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# **USER MANUAL**

## **HTC RTV System**


**HTC privileged and confidential**

**Jun 01, 2012**

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**ESPL User Manual History**

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

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**Please contact with me if any question for the System, thanks.**

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## 1. Sign in to RAMIII Website

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

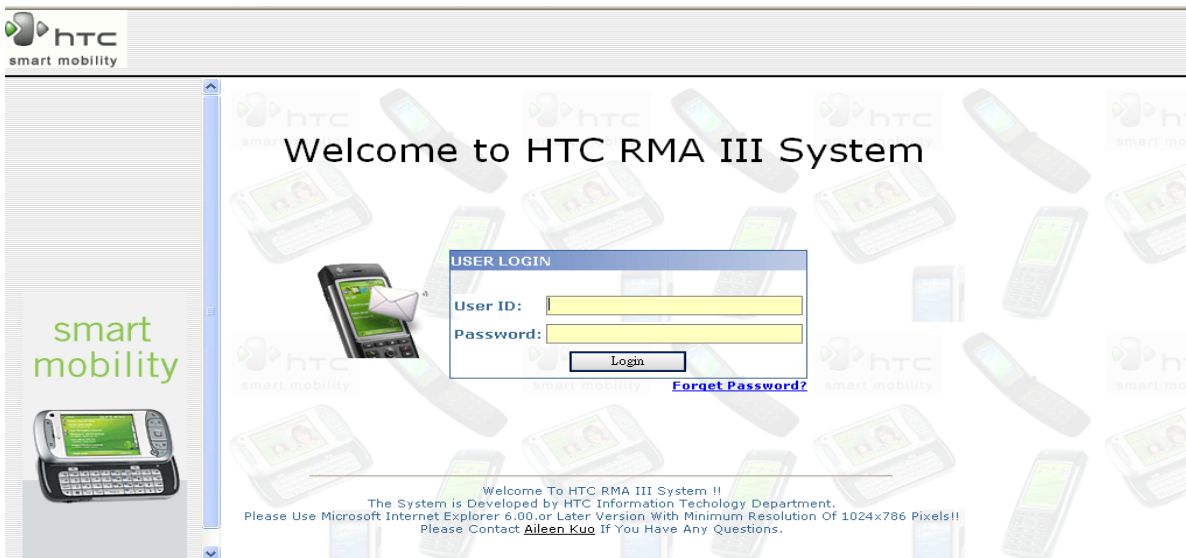
### 1.2. User ID & Password


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

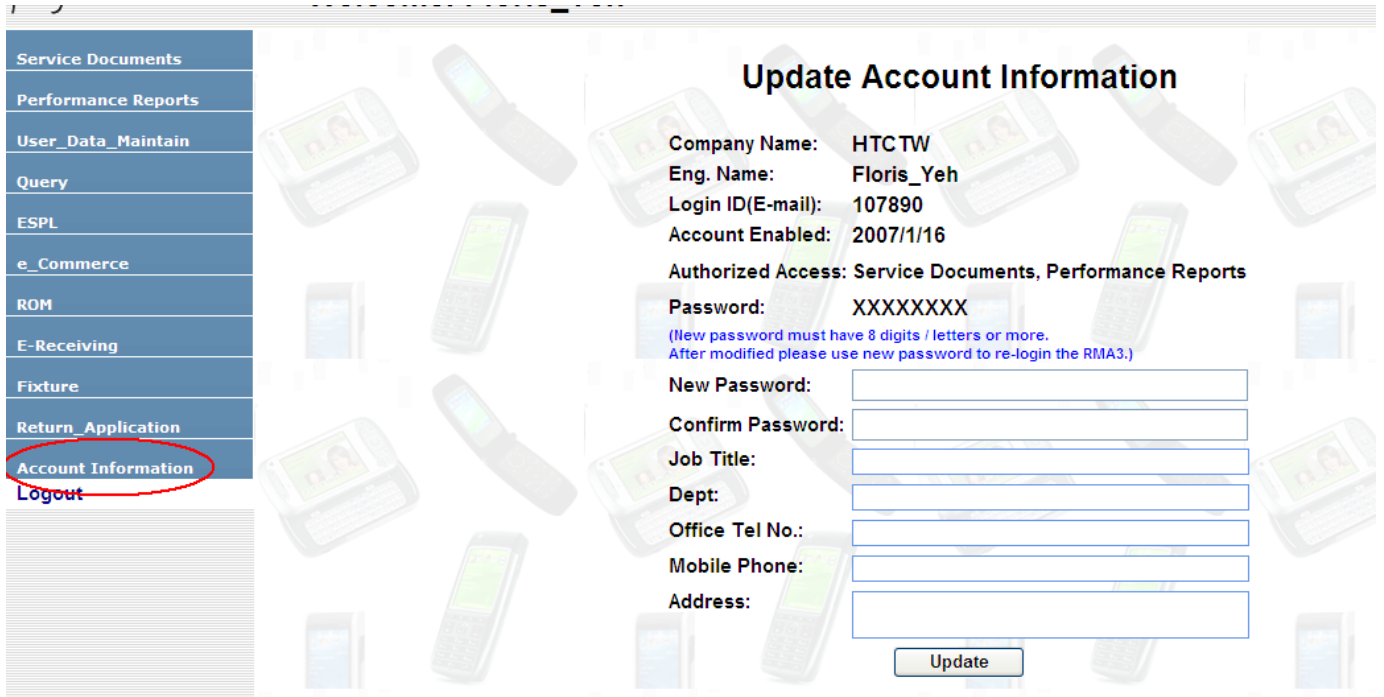
Click "**Forget Password**" if you forget the password. The system will send you the password soon after you put in *User ID*.



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### 1.4 Change Password

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




- Service Documents
- Performance Reports
- User\_Data\_Maintain
- Query
- ESPL
- e\_Commerce
- ROM
- E-Receiving
- Fixture
- Return\_Application
- Account Information
- Logout

## Update Account Information

**Company Name:** HTCTW  
**Eng. Name:** Floris\_Yeh  
**Login ID(E-mail):** 107890  
**Account Enabled:** 2007/1/16  
**Authorized Access:** Service Documents, Performance Reports  
**Password:** XXXXXXXX  
(New password must have 8 digits / letters or more.  
After modified please use new password to re-login the RMA3.)

**New Password:**   
**Confirm Password:**   
**Job Title:**   
**Dept:**   
**Office Tel No.:**   
**Mobile Phone:**   
**Address:**

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## 2. RTV Item Inquiry

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

### 2.1 How to query

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

## RTV Item Inquiry

**Query Area**

ASP:

Customer:  Find Customer...

RTV Item:

Cust Model: ALL  
 HTC 7 Mozart  
 HTC 7 Pro  
 HTC 7 Trophy

Part Number:

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**Items**

**RTV Contents**

Part Number	Description	Substitute	RTV Item	Used in Model
74H02176-00M	Bezel Pre-Assv.UNIBODY.Painting.ENR#U		Yes	HTC One X;

### 2.2 Display History

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

### RTV Item Inquiry

**RTV Item History - Windows Internet Explorer**

Part Number	Description	Substitute	RTV Status	Used in Model	Planner	Parts Category	Implement Date	History
73H20463-50M	FPC Pre-Assy,MEKTEC,Tradition-SS_DS,POGO FPC,w/o_Regional_ID,w/o MicroP,ENR#U		No	HTC One X;	Lucy_Cheng	FPC	2012/06/04	Display
73H20463-50M	FPC Pre-Assy,MEKTEC,Tradition-SS_DS,POGO FPC,w/o_Regional_ID,w/o MicroP,ENR#U		Yes	HTC One X;	Lucy_Cheng	FPC	2012/06/04	Display

**RTV Contents**

Part Number	Description	Substitute	RTV Item	Used in Model	Parts Category	Implement Date	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	2012/06/04	Display

### 2.3 Exports to Excel

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

### RTV Item Inquiry

**RTV Contents**

Part Number	Description	Substitute	RTV Item	Used in Model	Parts Category	Implement Date	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	2012/06/14	Display