

CRUZ | T508



Official User Guide

 **VELOCITY**
m i c r o

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Thanks for Choosing CRUZ

Thank you for purchasing a Velocity Micro CRUZ T508! We appreciate your business and know you'll love your brand new multimedia device. This guide is intended to help you with initial setup of your device and to familiarize you with the Android operating system.

Stay Up to Date

For the latest updates, news, giveaways, downloads, and support tips, be sure to follow CRUZ on facebook and twitter! Check out our homepage at www.VelocityMicro.com for details!

Registration

Before we get started, we recommend that you register your CRUZ T508 if you did not do so already via the initial set up process. Registering your product allows you to get the most out of our CRUZ technical support. To register your product, please visit:

CruzSupport.VelocityMicro.com



I. GET ACQUAINTED



A B C D E F G



J

L



M N

I. GET ACQUAINTED

A. Power Button

The power button is located on the top left-hand corner of the device. While running, this button is also used to send the CRUZ into “Sleep” mode, as well as waking the device up

B. DC-5V

Plug your power adapter in to charge the internal battery.

C. HDMI Out

Connect to a monitor, TV, or projector for lossless display transfer.

D. Host Micro USB

Connect external devices or install drivers via the Host USB.

E. mSD Card Slot

Insert a microSD Card for additional storage.

F. Micro USB

Connect your PC via USB.

G. Headphone Jack

Connect earbuds through this port for a personal media experience.

H. Camera

Forward-facing camera used for video-chat applications like Skype. There is an additional 2.0MP rear-facing camera on the back of your Cruz.

I. Google Search

Search your device or find an answer quickly on the web.

I. GET ACQUAINTED

J. Status Bar

Located at the bottom of the screen, the status bar contains the three icons that will be your primary means of navigation. From left to right, you will find “Back”, “Home”, “Recent Apps”, and “Settings”. The status bar also displays Wi-Fi connectivity, battery life, and the time.

K. Apps Menu

Tap to view all apps installed on the device.

L. Applications

Your Home-screen is very much like the desktop on a computer. It is a place for app shortcuts.

M. Orientation Lock

Press to lock your Cruz into portrait or landscape (disables auto-rotation).

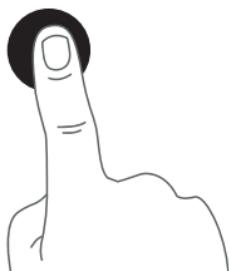
N. Volume Buttons

Exterior buttons that control the device's volume (+/-).

II. HAND GESTURES

Tapping

Touch your finger to the screen and remove immediately to select an item on the screen. This is the equivalent of a mouse “click” on a computer.

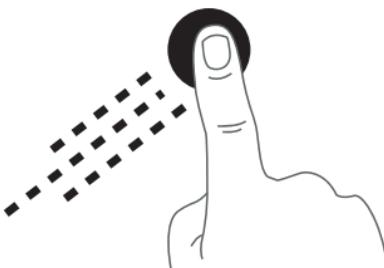


Long-Pressing

Press and hold your finger on the screen for 2-3 seconds. Oftentimes, this will open menu options or perform an app-specific function.

Dragging

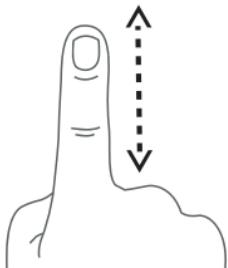
Press and hold your finger on the screen, then slide in the desired direction.



II. HAND GESTURES

Scrolling

Sliding your finger up and down in a vertical motion scrolls through menus, websites, and lists. The quicker you slide your finger, the greater the momentum and speed of the on-screen scrolling motion.



Swiping

Sliding your finger left and right scrolls horizontally. Some eReader apps are designed to turn the page in the direction you swipe.

Pinching

Positioning your thumb and index finger roughly 1-inch apart while “pinching” or “spreading” them typically zooms in or out, respectively.



III. GETTING STARTED

To start your CRUZ, press the on/off button located on the top right corner of the device. When you first turn on the CRUZ, you will be greeted with a CRUZ logo, and then your Homescreen.



The display has a screen timeout by default set to 5 min. If the unit is left inactive for that period of time, the screen will go dark as if turned off. However, it is simply in standby mode. Tap the power button and a screen will appear with a white padlock button in the center of the screen. This is your Lock Screen. Drag the padlock to the right to unlock.

The battery should have a nominal charge on it out of the box and should charge fairly rapidly. Charge your T508 via the included AC Adapter. Battery life will vary due to many conditions, especially when using Wi-Fi and maximum screen brightness.

Sleep Mode and Powering Down

To save battery, you should put your CRUZ in sleep mode by turning off the LCD display. To do this, tap (not hold) the power button. Tap again to bring up the lock screen. In standby mode, the battery still discharges as the device continues to run. To turn off your CRUZ completely, press and hold the power button until the "Power Off" dialog appears and tap "OK." Your device will proceed to shut down.

III. GETTING STARTED



Status Bar Icons

There are five main buttons on the touch screen. These are the Quick Launch buttons. They control the most frequently used functions in the Android platform.

BACK

Returns to the previously viewed page or option screen. If you tap this button enough times, it will return to the Homescreen.

HOME

Returns to the homescreen. Keep in mind hitting the Home button does not necessarily stop an application from running. Oftentimes apps will continue to run in the “background” and bog down memory and performance.

RECENT APPS

Displays all recently launched or running applications.

MENU

Access the menu screen (only certain apps).

APPS

Tap this icon to view all Apps and widgets installed on the device.

IV. YOUR HOMESCREEN

Think of your homescreen as your desktop. What goes on the homescreen is up to you. You can fill the space with any combination of shortcuts, widgets, and folders you like. Some preinstalled shortcut icons will appear at the bottom.

When you power up your CRUZ for the first time, you'll see the main home-screen panel. This panel is typically centered; you can access additional panels on either side of the main one by sliding your finger left or right. Tapping the left and right screen will also shift homescreens.

You have five (5) fully customizable "homescreens" in total.

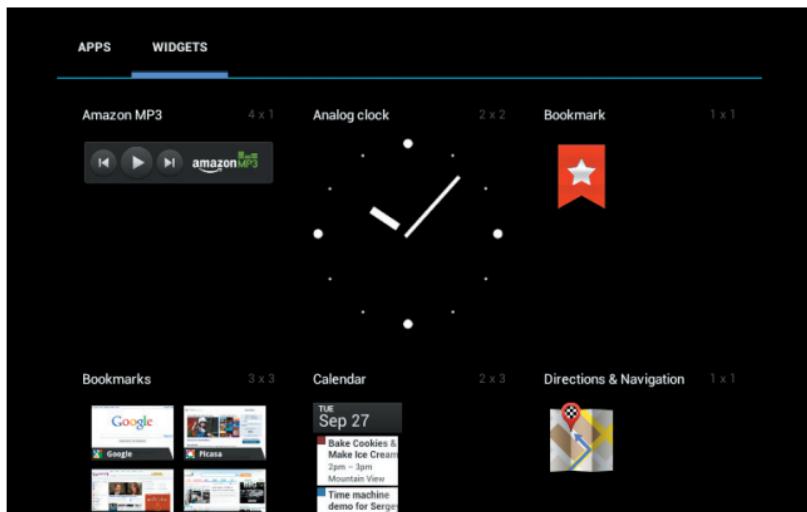


IV. YOUR HOMESCREEN

Adding Widgets to the Homescreen

Widgets allow you to place a function of an app onto your Homescreen. For instance, you may add an Analog clock, calendar, picture frame, and other useful widgets. To add a widget, tap the application icon, then select widgets from the menu. From there, select any of the available widgets.

You may long-tap and drag any widget to move it to the desired location on your Homescreen. To remove a widget, long-tap the widget, a trash can will appear at the top of the Homescreen. Drag the widget into the trash can. When it turns red, release the widget into the trash.



NOTE: Widgets that require web access are known to drain battery life. If you choose to install a widget that does need web access, you may want to consider switching it off when not in use for the best user experience

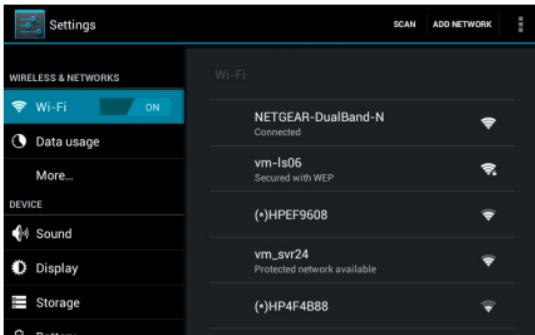
V. CONNECTING TO WI-FI



NOTE: You will set up your initial Wi-Fi connection during your first boot-up. Follow these instructions to add additional networks

Now that you're familiar with the layout of the device and some of the functions of the Homescreen, it's time to set up your Wi-Fi. You will need Wi-Fi access to download eBooks through the Kindle for Android app, as well as web surfing, email, and many other applications.

For the sake of this guide, the assumption is that you are connecting your CRUZ to your home Wi-Fi Access Point (AP) or a free unsecured Wi-Fi hotspot. To start, tap the Application icon in the upper right corner, then Settings, then Wi-Fi.



After a moment, your Wi-Fi networks should populate. Detected networks will appear with a SSID to the left, a status line beneath the SSID, and a signal strength icon to the right. Those that are secure will display a padlock.



Secure



Unsecure

V. CONNECTING TO WI-FI

Choose which network you want to connect to and tap the name of that network. When dealing with an unprotected Wi-Fi network, a confirmation box will flash on the screen. Tap “Connect” to continue. When dealing with a secure Wi-Fi network, first check the box that says “Show Password.” This makes it easier to see that you have entered the password correctly. Then tap the password text field for the popup keyboard, and enter the security key.

Once the CRUZ has successfully connected to any SSID, it is saved. The unit will try to auto-connect to the most recent connection. When that SSID is no longer available, it is listed in the Wi-Fi networks list as “Not in range, remembered.”

Public Wi-Fi Hotspots

Follow the same steps as before to connect to public Wi-Fi networks.

Many public Wi-Fi hotspots are freely accessible, though some are secured. Some require you to agree to a terms and conditions prior to connecting. When these additional validations are required, seek assistance from the business providing the Wi-Fi hotspot.

Wi-Fi Troubleshooting

If your connection attempt fails with the error message “Invalid Password,” the password you entered does not match the Wi-Fi router password. Please verify your password. Then tap on the router SSID, tap “Forget” to clear the stored password, allow time for your router to be re-found, and then enter the correct password.

If you change the password of your wireless network, be sure to also change the “remembered” password.

V. CONNECTING TO WI-FI

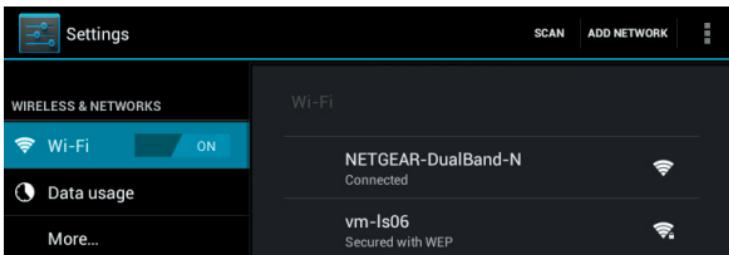
If the Wi-Fi router is not found automatically, you may need to scan again by tapping Scan at the top of the Wi-Fi Menu screen.

If scanning appears ineffective, turn off Wi-Fi and turn it back on again, then scan again.

If your connection tends to drop frequently, be sure that the signal strength is not too weak or not in range, understanding that other radio devices like cordless phones may interfere with the signal quality.

Some Wi-Fi signals, though listed as unsecured, may still block connections using MAC address filtering. This will need to be disabled in the Wi-Fi router, or the device's MAC address will need to be added to the router as an acceptable device connection. You can find the CRUZ T508's MAC address under the Wi-Fi settings > Menu > Advanced.

Some Wi-Fi signals (public hot-spots, hotels, hospitals, airports, etc) appear to be unsecured, but require security credentials upon opening a new web browser. You will need to agree to a terms of use before getting full web access.



VI. EMAIL SET UP



NOTE: You will set up your initial email during your first boot-up. Follow these instructions to set up other accounts.

The pre-installed Email app is a simple but effective email client for both POP3 and IMAP email services. Configuration is automatic for some email services. For those that are auto-configured, you only need to enter the email address and password then tap “next.” You may want to check the box that reads “Send email from this account by default.” If this does not work, you’ll need to manually configure your account.

Manually Configuring

You will need detailed email configuration information which is available from your service provider. You may have to locate the server settings information at your Email Provider’s support website, or you may need to call their support line. Unfortunately Velocity Micro cannot provide assistance with this step. Below is the information you will need:

SERVER TYPE

You must select POP3, IMAP, or Exchange according to your email service provider’s instructions. Typically this is POP3, but many are now allowing for IMAP service. If you need to connect to an Exchange server, contact your business systems Network Administrator for assistance.

USERNAME

This must be either your email alias (the part in front of the “@”) or your full email address.

PASSWORD

The password is case-sensitive.

VI. EMAIL SET UP

MAIL SERVER (INCOMING AND OUTGOING)

The addresses at which your incoming and outgoing mail is waiting for you.

PORT (INCOMING AND OUTGOING)

Specify a port number for both your incoming and outgoing mail servers.

SECURITY TYPE

You must specify if a security method is required for the incoming mail server.

Email Step-by-Step

1. Open the email app and enter your email address and password.
2. Complete the fields for the Incoming server portion of the manual setup. Be sure your username is entered correctly, whether email address or alias. If a security setting is not specified by your email provider, choose “None.”
3. Tap “Next,” and the app will test your settings. Wi-Fi is required to be active for this step.
4. Complete the fields for the Outgoing server settings
5. Tap “Next,” and the app will test your settings. Wi-Fi is required to be active for this step.

If everything is correct, your email will begin downloading to your inbox. Note that some features, like custom folders, will not be available.

VII. SAVING BATTERY LIFE



Helpful Tips

1. Streaming audio or video apps will use a lot of battery life.
2. Disable Wireless Network Positioning. You can turn it off from Settings > Security > Use wireless networks.
3. Switch off Wi-Fi if you are not close to a strong source for an extended period of time.
4. Use a quick screen timeout. You can alter this option from Settings > Display > Sleep.
5. Reduce brightness to comfortable level using a widget or at Settings > Display > Brightness.
6. Use web widgets wisely. Widgets that access the web consume more power than widgets that do not.
7. Reduce automatic updates. Adjust settings within your apps that use an auto-update feature to do so rarely or manually.
8. Consider a power management app that will regulate settings.

VIII. MICRO SD CARDS

There are two areas for storage on your CRUZ T508. The first is a micro SD card slot located on the top of your device. You may purchase micro SD cards in a wide range of capacities, varying from 1 GB – 32 GB.



FRONT

BACK

To properly load the micro SD card, place your CRUZ flat on a surface with the screen facing up. Then, with the FRONT of the micro SD card showing, slowly and carefully push the card into the micro SD card slot located on the side of the device. Gently push the card until you feel a “click.” The card should be instantly recognized by the CRUZ.

CAUTION:

If you try inserting the micro SD card in the incorrect direction, both the micro SD card and the CRUZ T508 may become damaged. Damages of this nature cannot be covered by the 1 year limited warranty.



IX. DEVICE STORAGE

There are two areas for storage on your CRUZ T508

Name	Capacity	Appears in OI File Manager as	Storage Uses
microSD Storage	Supports 32 GB	/sdcard	The Android apps you install will write file folders and app content to this removable storage. You may copy content to this location, but be careful of what you delete as it may impact the function of your apps.
Built-in Storage	16 GB total	Flash	The Android operating system is loaded onto this internal embedded storage.



To protect your micro SD card's file and directory structure integrity, it should be unmounted before removed. To do this, tap Menu > Settings > Storage > Unmount SD card.

This best practice is not always followed by most users, and generally no data loss occurs. When this does happen, the CRUZ may attempt to save lost data to a folder called LOST.DIR. This folder generally has useless data and can be ignored.

X. TRANSFER FILES

Transfer Via USB Cable

Step 1	Turn on your CRUZ and connect a micro USB cable to the CRUZ device and to your PC.
Step 2	Tap the notification bar. In the new window, tap “USB Connected” then turn on USB Storage.
Step 3	This should only be required once. After doing this, the alert should change to “Turn off USB storage ...” This is normal when tethered.
Step 4	Your micro SD card will appear within Windows with a new drive letter assigned. The Autoplay feature of Windows may or may not open asking you what you want to do with the media. Click Open Folders to view files. If not, navigate to the proper drive from Windows Explorer by right-clicking the “Start” button.
Step 5	You may now copy files to and from the device as needed. You may create folders here to organize content, or you may place content in existing folders for use by the application that created the folder.
Step 6	When you are done with file management tasks, You may use the Windows application “Safely Remove Hardware” to unmount the CRUZ USB drives. You may also tap “Turn off USB storage - Select to turn off USB storage” on the CRUZ device.
Step 7	You may now disconnect your USB cable from your CRUZ device. CRUZ access to the micro SD card returns.

X. TRANSFER FILES

Transfer Via SD Card

Step 1	Unmount the micro SD card: Settings> Storage>Unmount SD Card
Step 2	Eject your micro SD card and insert it into SD card adapter. Then insert SD card adapter into your PC
Step 3	Transfer files as needed
Step 4	Eject micro SD card from PC, remove micro SD card from the SD card adapter, and reinsert into CRUZ

XL FILE FORMATS

The file formats that this device can support are numerous, but not infinite. The included QuickOffice App allows you to view and edit Microsoft Office file formats, including Word, Excel, and PowerPoint. Many eReader file types, and music/video file types are compatible with the device as well

Most files should work, but not all files are encoded the same. Keep in mind that apps can be used to run file formats not natively supported by the Android platform. For example, Flash (.flv) is supported in the included web browser.



AUDIO

WAV, OGG, MP3, WMA



VIDEO

.mp4, .avi, .3gp encoded with MPEG-4 codec, .wmv, .mov



IMAGES

JPEG, JPG, GIF, PNG



EBOOKS

PDF, TXT, HTML, EPUB



OFFICE

DOC, DOCX, XLS, XLSX, PPT, PPTX, PPS

XII. KINDLE FOR ANDROID



Kindle for Android

personal Kindle account, browse an immense selection of literature, and purchase/download books in an instant! There are even 100's of free eBooks available for download.

In this section, you will be walked through the initial set-up for the Amazon Kindle for Android app. Before beginning, make sure that your CRUZ has made a successful connection with a Wi-Fi network. Without Wi-Fi access, you will not be able to view the Kindle store or download eBooks.

You will need an Amazon account before continuing. If you do not have an account with Amazon, please visit Amazon.com. At the top of the header, you will see "Your Amazon.com." Click it and then choose "New customer? Start here." Follow the on-screen prompts to finish creating your account. Then resume following these instructions:

Step 1	Tap the Kindle icon located on the Homescreen or on your App panel.
Step 2	Once the application loads, sign into your Amazon account. If you have forgotten your username or password, visit Amazon.com to reset.
Step 3	Once you are logged in, tap the "Menu" button on the status bar. Then select "Kindle Store" to launch the online Kindle store. You will be presented with numerous genre options. Pick one to continue.

XII. KINDLE FOR ANDROID

Step 4	When you find a book you want to download/purchase, tap the book cover to select it and advance to the next step.
Step 5	The app will bring you to a product page with the book cover, the price, a “Buy Now” button, as well as a synopsis of the book lower on the page.
Step 6	Tapping “Buy Now” will confirm that you want to add the book to your library. To begin the download, tap the “Menu” button on the status bar, then select “Sync” from main Kindle screen. Then select “Archived Items” from the “Menu” button to load the book.
Step 7	You may be prompted to enter billing information if you did not previously save credit card info from within your Amazon account.

XIII. READING EPUBS



Many eReader files are in the ePUB file format. The CRUZ does not natively support this file format, so an additional application available on the Amazon Market must first be downloaded.

Keep in mind that many ePUB files are also DRM-protected, preventing illegal distribution of publications. In order to read DRM-protected ePUBs, you will need to download a specialized application that manages the DRM requirements. For instructions on how to read a DRM-protected ePUB on your CRUZ, visit the CRUZ Support Hub at www.CRUZreader.com/support

Reading Unprotected ePUBs

Step 1	Install Aldiko Book Reader from the Amazon Market onto your CRUZ.
Step 2	Transfer your ePUB files to your SD card at the following folder location: /sdcard/Books.
Step 3	Open Aldiko and select “Load ePUB from SDcard.” Navigate to the “Books” folder and select your book to begin reading.

XIV. CAMERA



There is one forward-facing and one rear-facing camera on your CRUZ T508. It is capable of capturing both still images and video. There is a pre-installed application used to shoot photos/video and save them to your device. To access this application, tap the icon in your app panel labeled "Camera."

From the main Camera screen, you may select between still images and video. Tap the icons on the dial to change settings, zoom, zoom, or switch between front and rear cameras.

When taking photos, tap the blue circle once. When taking video, the circle will turn red. Tap it once to start recording, again to stop.



XV. AMAZON APPSTORE

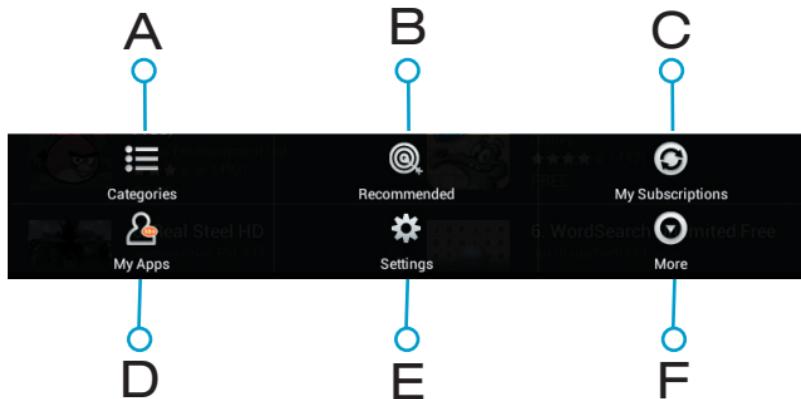


Your CRUZ device comes preinstalled with access to the Amazon Appstore for downloading all the latest games, applications, and widgets directly to your device.

It's the best way to personalize your CRUZ just the way you want it. Downloading and installing from the Amazon Appstore is easy:

Step 1	Tap the Amazon Appstore icon on your CRUZ's desktop
Step 2	If this is your first time opening the Appstore, sign in using your Amazon account information, or sign up for a new account
Step 3	Select the application you'd like to download. Tap the pricing button (or Free button for free apps), then Get App. Your application will download.
Step 4	Once the download is complete, tap Install.
Step 5	Tap Done to return to the Appstore or Open to open your new application.

XV. AMAZON APPSTORE



- A. CATEGORIES - Apps will be grouped into genres. You can browse these genres quickly and easily.
- B. RECOMMENDED - Most popular, recent, and hottest apps.
- C. MY SUBSCRIPTIONS - Refreshes your ongoing app subscriptions.
- D. MY APPS - Apps you download are stored here. Tap this button to view them.
- E. SETTINGS - Change settings like parental controls or in app purchase preferences.
- F. MORE - Brings up more options and settings.

XVI. INSTALLING APPS

When you download an app to the CRUZ T508 from the web or other app store, it is saved as an apk file in the “download” directory on the Flash storage. To install applications from “non-market sources.”

Step 1	Launch the App Panel, tap the Downloads' icon. This is a circle icon with a green downward arrow.	
Step 2	Tap the apk file.	
Step 3	Tap Install.	
Step 4	Tap 'Open' to launch the app.	

XVI. INSTALLING APPS

When you transfer apps to the CRUZ T508 using a microSD card, follow the steps below to install the app properly. For help with transferring files, please refer to p. 21.

Step 1

Launch the App Panel, tap the 'File Manager' icon.



Step 2

Navigate to Home > mnt > SD



Step 3

Tap file to install.

Step 4

Tap 'Open' to launch the app.

XVII. PREINSTALLED APPS

Icon	Name	Requires Wi-Fi	Purpose
 Clock	Clock	No	Allows you to set alarms for easy reminders.
 Astro	Astro	No	This is your file management application. Use it to browse your storage locations, move/copy files, etc
 Amazon Kindle	Kindle for Android	Yes	Your primary eBook library portal. Wi-Fi is only required for downloading new content.
 Browser	Browser	Yes	Default Internet browser. Surf the web, store tons of bookmarks, and stay in the loop!
 Calculator	Calculator	No	Turns your CRUZ into a fully functioning calculator with touch screen inputs.
 Calendar	Calendar	No	Stores important scheduled events, organizes your appointments. Stay up to date!
 Appstore	Amazon Appstore for Android	Yes	Download apps from this premier appstore
 Contacts	Contacts	Yes	Stores contact information for email.
 Downloads	Downloads	No	Easily locate files downloaded through the pre-installed web browser.
 SPACE	Angry Birds Space	No	Addictive and action-packed game, ideal for kids and adults alike!
 Email	Email	Yes	Set up most web based email accounts quickly and easily with this default mail application. Stay in touch through any Wi-Fi hotspot.
 Facebook	Facebook Mobile	Yes	Log into your Facebook account and stay connected on the go!

XVII. PREINSTALLED APPS

Icon	Name	Requires Wi-Fi	Purpose
	Super HD-Player	No	Access photo or video files for play or display right on the CRUZ's full color screen. Use your CRUZ as a digital picture frame or fully mobile media hub!
	Music	No	Jam to your favorite tunes!
	Amzon MP3	Yes	Purchase songs and download them directly to your CRUZ T508! Requires Wi-Fi only when browsing and downloading music.
	Quickoffice	No	Allows you to view, edit, and create Microsoft® Office files
	Settings	No	Access device settings
	Twitter	Yes	Tweet updates to all your followers with this useful Twitter application!
	Speech Recorder	No	Use the built-in microphone to record audio info.
	Chess, Sudoku, Checkers, Solitaire, and Reversi	No	Classic games to play against the computer.
	Inkpad	No	Jot down grocery lists, scribble reminders, and take notes on this handy writing app.
	Zinio	Yes	Digital copies of your favorite magazines!
	Spare Parts	No	An assortment of additional settings for the Android platform that are not available through the standard Settings panel.
	YouTube	Yes	Follow your favorite YouTube channels and see what's most popular videos on the web.

XVIII. QUICKOFFICE



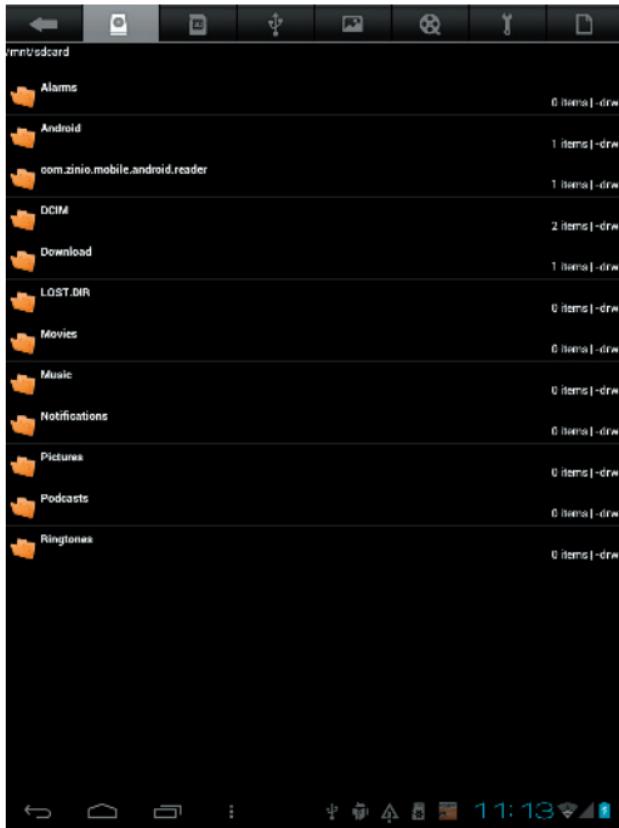
Your CRUZ comes preinstalled with a full version of QuickOffice, the premier document viewing and editing software for Android.

With the full version of QuickOffice, you can easily both view and edit Excel spreadsheets, Word documents, Powerpoint presentations, and PDFs, right on your CRUZ's brilliant, full color display.



XIX. ASTRO FILE MANAGER

File Manager allows you to browse your SD card, create directories, rename, copy, move, and delete files all within the comfort of your CRUZ. It's the perfect way to manage the files on your device. Think of it as Windows Explorer for your Android device.



XX. MULTIMEDIA



Music

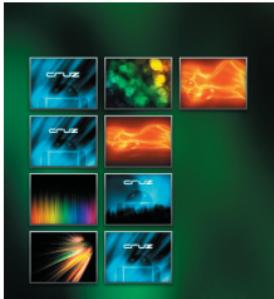
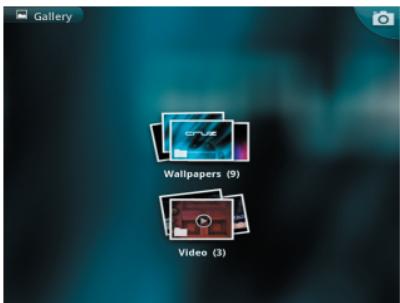
After loading your music onto your CRUZ, tap the music icon (found by opening the App Panel). You'll be given the option of selecting by Artist, Song, Album, or custom Playlist. Tap to select. Your selection will begin to play through the CRUZ's built in speakers or through external headphones if attached via the headphone port. The CRUZ media player allows you to shuffle, skip, or pause your current selection and even displays the album artwork when available.



Pictures

You can view and show off your digital pictures on the CRUZ's full color, high resolution display. After loading your media, tap Gallery on your homescreen or within the App Panel, then select All Pictures. Tap the desired picture to display. To scroll through your collection, tap left or right.

You can even set images as your wallpaper or share via your social networks by using the icons along the top of the display.

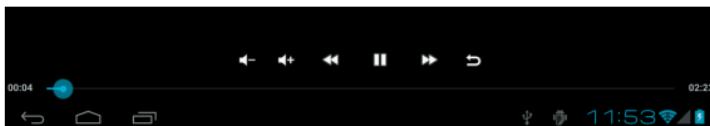


XX. MULTIMEDIA



Video

You can play videos stored on your Cruz's SD card via the gallery function as well. To play, tap Gallery, then All Videos, then select the video you'd like to play. Your selection should begin automatically. Pause or advance your video via the toolbar along the bottom of the screen.



NOTE: Your media playback experience will be optimal with no other apps or widgets running in the background. If you experience hesitation or stuttering with your video or audio playback, first try terminating all running applications.

XXI. SYSTEM REQUIREMENTS

Platform	 Windows	 Mac
Operating System	Microsoft® Windows® 2000, Me, XP, Vista, 7 or higher (32-bit or 64-bit)	MAC OS X v10.4, 10.5 or higher preferred
Processor	Intel Pentium II or AMD K6-2 300MHz or higher	PowerPC G3 300MHz or higher Including Intel-based Macs
RAM	128 MB	256 MB
Video	Super VGA (800 X 600) or higher resolution video adapter and monitor	Super VGA (800 X 600) or higher resolution video adapter and monitor
USB	USB 2.0	USB 2.0

XXII. SUPPORT & REGISTRATION

CRUZ Support is available at <http://CruzSupport.VelocityMicro.com>. There are a large number of informative knowledgebase articles to answer your questions. You can also download the latest manual for your product. Once registered at the site, you can register your product, submit tickets for support, and administer your tickets and personal profile.

How Do I Get Support?

1. If you have not already done so, create a Support account for yourself at our website: <http://CruzSupport.VelocityMicro.com>

Note: Those customers who have purchased a CRUZ product directly from Velocity Micro may skip this step.

2. Then register your purchased CRUZ products.
3. When complete, go to 'My Products' and submit a ticket for the product you are seeking support for.
4. If you need to return your CRUZ product for repair, you must first contact our technical support for a RMA (Returned Merchandise Authorization).

Note: Proof of Purchase is required for RMA services. You create a ticket to upload your Proof of Purchase.

XXIII. CONTACT US

Address

7510 Whitepine Road
Richmond, VA 23237

Phone

800-296-4312

Fax

804-897-4777

Website

www.VelocityMicro.com



XXIV. FCC INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RF warning statement: The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

XXV. WARRANTY INFO

A. CONTENT OF LIMITED WARRANTY

1. Velocity Micro, Inc. ("VM") warrants hardware products against defects in materials and workmanship for a period of one year from date of purchase ("Warranty Period"). The customer is responsible for keeping all original proof of purchase documents during this time.
2. Concerning software products, VM Limited Warranty applies only to a failure to execute programming instructions. VM does not guarantee the operation of any product will be uninterrupted or error free.
3. VM Limited Warranty covers only those defects which arise as a result of normal use of the product, and does not apply to:
 - a. Improper or inadequate maintenance or modification;
 - b. Software, interfacing, media, parts, and supplies not provided or supported by VM
4. If VM receives, during the applicable Warranty Period, notice of a defect in any hardware product, which is covered by VM's warranty, VM will either repair the product using new or refurbished replacement parts or replace the defective product with new or like-new product of the same model with the same functionality as the original unit. If VM is unable to repair or replace the defective product, the customer will either be offered a comparable model* (if available) or will be refunded the purchase price of the defective product. When a product is exchanged, any replacement item becomes the property of the customer and the replaced item becomes VM's property. (* whose functionality is at least equal to that of the product being replaced.)
5. VM shall have no obligation to replace or refund a defective product until the customer returns the defective product to VM.
6. VM is not responsible (i) for any data stored on the returned products. Customers should backup his/her data prior to shipping the unit back to VM. Hard drives and devices which include a hard disk or other memory storage system will be reformatted during the repair process (even if the repair is not related to the hard drive itself) and will not include the customer's data when it is returned. (ii) for protecting the confidentiality of any data on a product sent in for repair.
7. To get the latest updates and information about your CRUZ, recommend that you register your warranty. Please visit <http://www.VelocityMicro.com> and stay up to date!
8. VM's limited warranty is only valid in the country of purchase.
9. VM does not warrant against damages incurred to the LCD screen. Devices returned with broken LCD screen will be evaluated by a VM technician who will determine if such damage falls within the scope of product neglect or misuse and hence whether or not it is guaranteed.

XXV. WARRANTY INFO

B. LIMITATIONS OF WARRANTY

To the extent allowed by local law, neither VM nor its third party suppliers make any other warranty or condition of any kind, whether expressed or implied, with respect to the VM products, and specifically disclaim the implied warranties of conditions of merchantability, satisfactory quality, and fitness for a particular purpose.

C. LOCAL LAW

This Warranty Statement gives the customer specific legal rights. The customer may also have other rights that vary from state to state in the United States. To the extent that this Warranty Statement is inconsistent with such local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States may: preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer; restrict the ability of a manufacturer to enforce such disclaimers or limitations; or grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

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www.VelocityMicro.com

For assistance, call CRUZ Support:
1-800-296-4312



www.VelocityMicro.com