RFS4010 Series
INSTALLATION GUIDE
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1 Introduction

The RFS4010 is a member of the RFS controller family. The RFS4010 provides centralized Wireless LAN (WLAN) configuration and management by coalescing a network “intelligence” previously spread across physically distributed access points. The RFS4010 simplifies deployment of a Wired/Wireless 802.11 a/b/g/n network, for a SME/SMB. With the integrated Layer 2/Layer 3 Networking Services such as integrated Layer 2 Switching with PoE+ ports, Onboard DHCP Server, Security Services like Wired/Wireless Firewall, Wireless IDS/IPS, Onboard AAA Server and IPSEC VPN Gateway, and QoS mechanisms to support Voice & Video, the RFS4000 transforms the enterprise by delivering a SMART Branch. The RFS4010 is the WLAN’s point of management reducing wireless networking complexity by moving management out of the ceiling and into the wiring closet. The RFS4010 can adopt upto 6 Adaptive APs or Thin Access Points and does not require any additional licenses at this time, for AP adoption.

This document is written for the network device installer.

1.1 Package Contents

Inspect the package contents and report any missing or damaged items to your sales representative. The package should contain the following:

- RFS4010
- Console Cable
- Installation Guide (this document)
- Rubber Feet
- Power Supply Unit (Part Number: 50-14000-244R)

1.2 Document Conventions

The following graphical alerts are used in this document to indicate notable situations:

<table>
<thead>
<tr>
<th>Graphic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>NOTE</td>
</tr>
<tr>
<td>!</td>
<td>CAUTION</td>
</tr>
<tr>
<td>✸</td>
<td>WARNING!</td>
</tr>
</tbody>
</table>
1.3  Warnings

- Read all installation instructions and site survey reports, and verify correct equipment installation before connecting the system to its power source.
- Remove jewelry and watches before installing this equipment.
- Install the equipment in a rack or on a desktop with adequate dimensions and weight allowances.
- Verify the unit is grounded before connecting it to the power source.
- Verify any device connected to this unit is properly wired and grounded.
- Connect all power cords to a properly wired and grounded electrical circuit.
- Verify the electrical circuits have appropriate overload protection.
- It is strongly recommended to use an Uninterruptible Power Supply (UPS) that supports the RFS4010 power rating. Not using a UPS can result in data loss or equipment damage due to a power surge or power failure.
- Verify the power connector and socket are accessible at all times during the operation of the equipment.
- Do not work with power circuits in dimly lit spaces.
- Do not install this equipment or work with its power circuits during thunderstorms or other weather conditions that could cause a power surge.
- Verify there is adequate ventilation around the device, and ambient temperatures meet equipment operation specifications.
- This product is designed for in building installation only and is not intended to be connected to exposed (outside plant) networks.

1.4  Site Preparation

- Consult your site survey and network analysis reports to determine specific equipment placement, port capacity, power drops, and so on.
- Assign installation responsibility to the appropriate personnel.
- Identify where all installed components are located.
- Verify appropriate rack mounting requirements, as required.
- Provide a sufficient number of power drops for your equipment.
- Ensure adequate, dust-free ventilation to all installed equipment.
- Identify and prepare Ethernet and console port connections.
- Verify cable lengths are within the maximum allowable distances for optimal signal transmission.
- Verify the RFS4010 is powered through an Uninterruptible Power Supply (UPS).
2 Specifications

2.1 Physical Specifications

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Width</strong></td>
<td>304.8mm (12.0in)</td>
</tr>
<tr>
<td><strong>Height</strong></td>
<td>44.45mm (1.75 in) 1 RU</td>
</tr>
<tr>
<td><strong>Depth</strong></td>
<td>254mm (10.0 in)</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>2.15 Kg (4.75 lbs)</td>
</tr>
<tr>
<td><strong>Operating Temperature</strong></td>
<td>0°C - 40°C (32°F - 104°F)</td>
</tr>
<tr>
<td><strong>Operating Humidity</strong></td>
<td>5% - 85% RH, non-condensing</td>
</tr>
<tr>
<td><strong>Operating Altitude</strong></td>
<td>10,000 ft @ 28deg C &lt; 15% Relative Humidity</td>
</tr>
</tbody>
</table>

2.2 Power Cord Specifications

A power supply is included, however a power cord is not supplied with the RFS4010. Use only a correctly rated power cord certified (as appropriate) for the country of operation.

2.2.1 Power Protection

- **If possible, use a circuit dedicated to data processing equipment.** Commercial electrical contractors are familiar with wiring for data processing equipment and can help with the load balancing of these circuits.
- **Install surge protection.** Be sure to use a surge protection device between the electricity source and the RFS4010.
- **Install an Uninterruptible Power Supply (UPS).** A UPS provides continuous power during a power outage. Some UPS devices have integral surge protection. UPS equipment requires periodic maintenance to ensure reliability. A UPS of the proper capacity for the data processing equipment must be purchased.
3  LED Codes

The RFS4010 has four vertically-stacked LEDs on its front panel. Each of the six Gigabit Ethernet Ports have two status LEDs. These LEDs display two colors (green & amber), and three lit states (solid, blinking, and off). The following tables decode the combinations of LED colors and states for the System Status LEDs and the Gigabit Ethernet LEDs.

3.1  System Status LEDs
### 3.1.1 Start Up / POST (Primary System or Redundant System)

<table>
<thead>
<tr>
<th>System Status 1 LED</th>
<th>System Status 2 LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
<td>Power off</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>Green Blinking</td>
<td>Power On Self Test (POST) running</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Green Blinking</td>
<td>POST succeeded (Operating System Loading)</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Off</td>
<td>POST succeeded (Normal Operation)</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Off</td>
<td>POST Failure</td>
</tr>
<tr>
<td>Alternating Green Blinking &amp; Amber Blinking</td>
<td>Alternating Green Blinking &amp; Amber Blinking</td>
<td>System Boot Up Error</td>
</tr>
</tbody>
</table>

**NOTE** During start up, the Temperature status LED will be lit Solid Amber. This is normal behavior and does not indicate an error. At the completion of start up the Temperature Status LED will change to Solid Green.
### 3.1.2 Status (Primary System)

<table>
<thead>
<tr>
<th>System Status 1 LED</th>
<th>System Status 2 LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
<td>Power off</td>
</tr>
</tbody>
</table>
| Green Solid         | Off                 | Redundancy Feature Enabled  
|                     |                     | Primary System Normal Operation  
|                     |                     | No Access Ports Adopted |
| Green Solid         | Green Solid         | Redundancy Feature Enabled  
|                     |                     | Primary System Normal Operation  
|                     |                     | Actively Adopting Access Ports |
| Green Solid         | Amber Blinking      | No Country Code configured on the RFS4010  
|                     |                     | or Access Port or Adaptive AP License and Country  
|                     |                     | Code configured, but no APs adopted |

### 3.1.3 Status (Redundant System)

<table>
<thead>
<tr>
<th>System Status 1 LED</th>
<th>System Status 2 LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
<td>Power off</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Off</td>
<td>Redundant System Normal Operation</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>Green Solid</td>
<td>Redundant System failed over and adopting ports</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>Alternating Green Blinking &amp; Amber Blinking</td>
<td>Redundant System not failed over.</td>
</tr>
</tbody>
</table>
### 3.1.4 Fan LED

<table>
<thead>
<tr>
<th>Fan LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>System Off / POST Start</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>POST in Process</td>
</tr>
<tr>
<td>Green Solid</td>
<td>All System Fans Normal Operation</td>
</tr>
<tr>
<td>Amber Solid</td>
<td>Redundant Cooling Failure</td>
</tr>
<tr>
<td></td>
<td>System Operational</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>System Cooling Failure</td>
</tr>
<tr>
<td></td>
<td>System will be held in reset until the issue is resolved</td>
</tr>
</tbody>
</table>

### 3.1.5 Temperature Status LED

<table>
<thead>
<tr>
<th>Temperature LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>System Off</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Ambient Inlet Temperature is within specified operating limit</td>
</tr>
<tr>
<td>Amber Solid</td>
<td>Ambient Inlet Temperature is near the maximum operating temperature</td>
</tr>
<tr>
<td></td>
<td>During start up this LED will be lit Solid Amber. This is normal behavior and does not indicate an error.</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Ambient Inlet Temperature is above the maximum specified operating temperature</td>
</tr>
<tr>
<td></td>
<td>System will be held in reset until the issue is resolved</td>
</tr>
</tbody>
</table>
3.2 RJ-45 Gigabit Ethernet LEDs
3.2.1 RJ-45 Port Speed LED

<table>
<thead>
<tr>
<th>Port Speed LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>10 Mbps</td>
</tr>
<tr>
<td>Green Solid</td>
<td>100 Mbps</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>1000 Mbps</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Port Fault</td>
</tr>
</tbody>
</table>

3.2.2 RJ-45 Port Activity LED

<table>
<thead>
<tr>
<th>Port Status LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>No Link or Administratively shut down</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Link present</td>
</tr>
<tr>
<td>Green Blinking</td>
<td>Activity: Transmit and Receive</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Link Fault</td>
</tr>
</tbody>
</table>

3.2.3 PoE Status LED

<table>
<thead>
<tr>
<th>PoE Status LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>PoE Disabled or Not in Use</td>
</tr>
<tr>
<td>Green Solid</td>
<td>PoE Enabled and Powering Port</td>
</tr>
<tr>
<td>Amber Solid</td>
<td>PoE Over-Limit</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>PoE Port Fault</td>
</tr>
</tbody>
</table>
3.3 SFP Gigabit Ethernet LEDs

3.3.1 SFP Port Speed LED

<table>
<thead>
<tr>
<th>Port Speed LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Blinking</td>
<td>1000 Mbps</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Module or Tx/Rx Fault Loss</td>
</tr>
</tbody>
</table>

3.3.2 SFP Port Activity LED

<table>
<thead>
<tr>
<th>Port Status LED</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>No Link or Administratively shut down</td>
</tr>
<tr>
<td>Green Solid</td>
<td>Link present / Operational</td>
</tr>
<tr>
<td>Amber Blinking</td>
<td>Module or Tx/Rx Fault Loss</td>
</tr>
</tbody>
</table>
4 Hardware Setup

4.1 Cabling Information

The RFS4010 has five RJ-45 Gigabit Ethernet ports, one Gigabit SFP (fiber) port, one USB port, one Console connector and one ExpressCard slot. The above diagram shows each of those ports and the cables or devices attached to them. The sections that follow describe detailed connection and cabling information for each port. For
software configuration, please see the *WiNG Controller and Service Platform System Reference Guide*, available at [www.zebra.com/support](http://www.zebra.com/support).

### 4.2 Gigabit Ethernet on the RFS4010

The RFS4010 has five RJ-45 Gigabit Ethernet ports and one combo Gigabit (RJ45 + SFP) uplink port. Using the RJ-45 ports requires connecting a Category-6 Ethernet cable to the port. To use the Gigabit SFP port, first install the SFP Module (Part Number: *Fiber-3000-1S-WWR*).

#### 4.2.1 Installing Gigabit Ethernet SFPs

1. Open the bail on the transceiver.

2. Insert the SFP transceiver into the corresponding port on the RFS4010.

...
3. Once the SFP transceivers are properly seated in their ports, close the bails to lock the transceivers in place.

4. Insert the fiber optic cables into the installed transceivers.
4.3 Connecting USB Devices

The RFS4010 contains one USB port for connecting USB flash storage devices to the RFS4010. The RFS4010 can use the USB flash storage device for file transfers and firmware updates. Follow the setup instructions below to connect the devices to the RFS4010 and then access those devices through the Web UI or Command Line Interface (CLI).

1. Connect the USB flash drive to the USB.
2. Wait a few seconds for the drive to be recognized by the RFS4010.
3. Follow the instructions in the WiNG Controller and Service Platform System Reference Guide or WiNG CLI Reference Guide for more information on accessing USB storage devices from the RFS4010 for file transfers or firmware updates. These guides are available at www.zebra.com/support.

**NOTE** The RFS4010 supports USB flash devices formatted with FAT or VFAT (FAT32) filesystems only. If your flash storage device is formatted with another filesystem you will need to format your device with a FAT32 filesystem.
4.4 Rack Mount Instructions

To install the RFS4010 in a rack:

1. Attach the switch to the 1U rack mount kit using the guides provided.

2. Place the power supply unit in the rack mount tray in the space provided.

3. Attach the mounting tray to the rack using screws appropriate for your rack’s mounting holes.
4.5 RFS4010 RF Switch Console Port Setup

To add the RFS4010 to the network and prepare it for initial configuration:

1. Using the supplied console cable (pictured below), connect the RFS4010 serial port to an RS-232 (DB-9) serial port on a separate computer (the “configuration computer”).
2. On the configuration computer, configure a terminal emulation application (such as HyperTerminal) as follows:

<table>
<thead>
<tr>
<th>Terminal Type</th>
<th>VT-100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port</td>
<td>COM port</td>
</tr>
</tbody>
</table>

**Terminal Settings**

- 19200bps transfer rate
- 8 data bits
- no parity
- 1 stop bit
- no flow control
- no hardware compression

### 4.6 Supplying Power to the RFS4010

1. Plug the power supply (Part Number: 50-14000-244R) into the power inlet at the back of the RFS4010.
2. Plug the cord into a standard AC outlet with a voltage range of 100 to 240 VAC.

---

**WARNING!** An improper shutdown can render the RFS4010 inoperable such that it could require service by support. Do not remove AC power without first following the shutdown procedure. An abrupt loss of power can corrupt the information stored on the device.
4.7 Using the RFS4010 Reset Button

The RFS4010 has a reset button on the rear of the switch near the power connector.

To reset the switch to factory defaults:

1. Connect a computer to the Console Port.
2. Reset the switch using the Web UI or the Command Line Interface.
3. As soon as the RFS4010 resets, depress the reset button on the rear of the RFS4010 and continue to hold it through the boot up process until the following message is displayed in the console:

   Startup config will be RESET to factory default
   loading linux image 2 ......................
   Welcome to RFS4000

---

**CAUTION** Using the reset button will reset all configuration information and settings on the switch to factory defaults. All previously configured information and settings will be lost. The country code will need to be set when the RFS4010 is rebooted before any Access Points or Adaptive APs will be adopted.
Verifying the Installation

View the LEDs on the front panel of the RFS4010 to ensure the device is functioning properly. The normal LED pattern follows this path:

- During the Power On Self Test (POST), the System 1 and System 2 LEDs both blink green.
- If the POST test fails, the System 1 LED will blink amber. If the POST test succeeds, the System 1 LED will be lit solid green.
- As the software is initialized, the System 2 LED will blink green.
- After the software has finished initializing, the System 1 LED will be lit solid green and the bottom System 2 LED will be off. The RFS4010 is ready to be configured.

Other LED codes indicate the presence (or absence) of different standby states, or errors. A guide to the RFS4010 LED codes is provided in Chapter 3, LED Codes.
5  Regulatory Information

This guide applies to Model Number RFS-4010

All Zebra devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required.

Local language translations are available at the following Website: www.zebra.com/support

Any changes or modifications to Zebra equipment, not expressly approved by Zebra, could void the user’s authority to operate the equipment.

Zebra devices must be professionally installed and configured so that the Radio Frequency Output Power will not exceed the maximum allowable limit for the country of operation.

Power Supply
Use only an approved power supply output rated at 48Vdc and minimum 2.5A. The power supply shall be Listed to UL/CSA 60950-1; and certified to IEC60950-1 and EN60950-1 with SELV outputs. Use of alternative power supply will invalidate any approval given to this device and may be dangerous.

Country Selection
Select only the country in which you are using the device. Any other selection will make the operation of this device illegal.

Laser Devices - Gigabit Ethernet SFP Option
Complies with 21CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001.


The laser classification is marked on the device.

Class 1 Laser devices are not considered to be hazardous when used for their intended purpose. The following statement is required to comply with US and international regulations:

CAUTION  Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.
Radio Frequency Interference Requirements - FCC

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.

Radio Frequency Interference Requirements - Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Marking and European Economic Area (EEA)

Statement of Compliance

Zebra hereby declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A Declaration of Conformity may be obtained from www.zebra.com/doc.

Japan (VCCI) - Voluntary Control Council for Interference Class B ITE

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.
**Korea Warning Statement for Class B ITE**

<table>
<thead>
<tr>
<th>기종별</th>
<th>사용자 안내문</th>
</tr>
</thead>
<tbody>
<tr>
<td>B급 기기 (가정용 방송통신기기)</td>
<td>이 기기는 가정용(B급)으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.</td>
</tr>
<tr>
<td>Class B (Broadcasting Communication Device for Home Use)</td>
<td>This device obtained EMC registration mainly for home use (Class B) and may be used in all areas.</td>
</tr>
</tbody>
</table>

**Turkish WEEE Statement of Compliance**

EEE Yönetmeliğine Uygundur
5.1 Waste Electrical and Electronic Equipment (WEEE)

**English:** For EU Customers: All products at the end of their life must be returned to Zebra for recycling. For information on how to return product, please go to: [www.zebra.com/weee](http://www.zebra.com/weee).

**Français:** Clients de l'Union Européenne: Tous les produits en fin de cycle de vie doivent être retournés à Zebra pour recyclage. Pour de plus amples informations sur le retour de produits, consultez : [www.zebra.com/weee](http://www.zebra.com/weee).

**Español:** Para clientes en la Unión Europea: todos los productos deberán entregarse a Zebra al final de su ciclo de vida para que sean reciclados. Si desea más información sobre cómo devolver un producto, visite: [www.zebra.com/weee](http://www.zebra.com/weee).

**Български:** За клиенти от ЕС: След края на полезния им живот всички продукти трябва да се връщат на Zebra за рециклиране. За информация относно връщането на продукти, моля отидете на адрес: [www.zebra.com/weee](http://www.zebra.com/weee).


**Italiano:** per i clienti dell'UE: tutti i prodotti che sono giunti al termine del rispettivo ciclo di vita devono essere restituiti a Zebra al fine di consentire il riciclaggio. Per informazioni sulle modalità di restituzione, visitare il seguente sito Web: [www.zebra.com/weee](http://www.zebra.com/weee).

**Português:** Para clientes da UE: todos os produtos no fim de vida devem ser devolvidos à Zebra para reciclagem. Para obter informações sobre como devolver o produto, visite: [www.zebra.com/weee](http://www.zebra.com/weee).

**Nederlands:** Voor klanten in de EU: alle producten dienen aan het einde van hun levensduur naar Zebra te worden teruggestuurd voor recycling. Raadpleeg [www.zebra.com/weee](http://www.zebra.com/weee), voor meer informatie over het terugzenden van producten.

**Polski:** Klienci z obszaru Unii Europejskiej: Produkty wycofane z eksploatacji nale¿y zwrócić do firmy Zebra w celu ich utylizacji. Informacje na temat zwrotu produktów znajd¿y si¿ na stronie internetowej [www.zebra.com/weee](http://www.zebra.com/weee).

**Čeština:** Pro zákazníky z EU: Všechny produkty je nutné po skončení jejich životnosti vrátit společnosti Zebra k recyklaci. Informace o způsobu vrácení produktu najdete na webové stránce: [www.zebra.com/weee](http://www.zebra.com/weee).

**Eesti:** EL klientidele: kõik tooted, mida ei tohi peaaegu klienditegevuseks kasutada, peaksid tagastama Zebra'i klienditeenuste kõrval. Lisainfot toodetega seotud kohta leiate kõigi Zebra hulgast kõigist võimalikust toodetega seotud teemast [www.zebra.com/weee](http://www.zebra.com/weee).

**Magyar:** Az EU-ban vásárlóknak: Minden termék, amelyet Zebra termelési szöveteket felhasznál, ideiglenesen zárja le, ezen termékek visszahajtását vállalják. A termékek visszahajtását a [www.zebra.com/weee](http://www.zebra.com/weee) weboldalról is lehet megismerni.


**Suomi:** Asiakkaat Euroopan unionin alueella: Kaikki tuotteet on palautettava kiertäväväki Zebra-yhtiöön, kun tuotetta ei enää käytetä. Lisätietoja tuotteen palauttamisesta on osoitteessa [www.zebra.com/weee](http://www.zebra.com/weee).

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6 Part Numbers, Support, and Sales

Part Numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFS4010 with Internal POE and Power Supply</td>
<td>RFS-4010-00010-WR</td>
</tr>
<tr>
<td>Rack Mount Kit</td>
<td>RFS-4010-MTK1U-WR</td>
</tr>
<tr>
<td>Power Supply Unit</td>
<td>50-14000-244R</td>
</tr>
</tbody>
</table>

Support
If you have a problem with your equipment, contact support for your region.

Contact information is available at: [www.zebra.com/support](http://www.zebra.com/support)

When contacting Support, please provide the following information:
- Serial number of the unit
- Model number or product name
- Software type and version number

Support responds to calls by e-mail, telephone, or fax within the time limits set forth in support agreements. If you purchased your product from a business partner, contact that business partner for support.

Customer Support Web Sites
Support located at [www.zebra.com/support](http://www.zebra.com/support) provides information and online assistance including developer tools, software downloads, product manuals and online repair requests.

Manuals
[www.zebra.com/support](http://www.zebra.com/support)
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## 8 RFS4010 China ROHS Compliance

<table>
<thead>
<tr>
<th>部件名称 (Parts)</th>
<th>有害物质</th>
<th>铅 (Pb)</th>
<th>汞 (Hg)</th>
<th>镉 (Cd)</th>
<th>六价铬 (Cr(VI))</th>
<th>多溴联苯 (PBB)</th>
<th>多溴二苯醚 (PBDE)</th>
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</thead>
<tbody>
<tr>
<td>金属部件 (Metal Parts)</td>
<td></td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>电路模块 (Circuit Modules)</td>
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<td>电缆及电缆组件 (Cables and Cable Assemblies)</td>
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<tr>
<td>光学和光学组件 (Optics and Optical Components)</td>
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<tr>
<td>电池 (Batteries)</td>
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<td>O</td>
<td>O</td>
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<td>O</td>
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