Inquiry Form on DS-L4 (photocopy and fill out this form)

In order to answer your inquiry immediately, please fill out the following items.

Date of entry: / /

Contact Information			
Company			
Division			
Contact name			
Address			
Phone number		E-mail address	

Product Information			
Date of purchase	/ /	Store name	
DS-L4	Serial no. [ ] Version * [ ]	* [SETTINGS] > [DS SETUP] > [MAIN] > Number in the top right	
DS microscope camera	Model [ ]	Serial no.[ ]	
Connected device	Provide information about the connected devices, such as the microSD card, USB memory drive, mouse, microscope. Manufacturer [ ] Model [ ] Manufacturer [ ] Model [ ] Manufacturer [ ] Model [ ]		

Product Environment			
Temperature	°C	Humidity	%
External connection	☐ Network ☐ External display ☐ Microscope Model [ ]		
Power supply	☐ With a ground ☐ Without a ground		

Information about the viewer terminal (needed if a viewer terminal is connected)	
Information terminal	Manufacturer [ ] Model [ ] OS [ ]
Network connection conditions	DS-L4 side: ☐ Wired / ☐ Wireless Viewer terminal side: ☐ Wired / ☐ Wireless Wired connection: ☐ Connected via a hub / ☐ Connected directly. Wireless connection: ☐ Access point used (Product name [ ]) / ☐ SoftAP function used

Problem Details	
First occurred	☐ Immediately after product introduction ☐ During use ☐ When product was turned on for the first time after changing peripheral device connections ☐ After upgrading the DS-L4 application ☐ After upgrading the firmware of the microscope camera ☐ After OS upgrade for the viewer terminal ☐ Other [ ]
Frequency	☐ Always ☐ Occasionally (Number of occurrence: [ ] times, every [ ] hours)
Symptom	Please provide us with a detailed description of the problem, to the best of your knowledge. For image-related defects, please provide any example images, if possible.