



Interactive Services Group

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In This Issue:

- Service Options 1
- TekTalk 1
- June Special 1
- June Trivia 2
- Word Search 2
- Don't Forget 2

June Special Refurbished Zebra RW420 Printer



Special Price:
\$499.00

90-Day Warranty
Very Good Condition

Contact your
Account Executive at
1-800-566-3310 or email
sales@isg-service.com to
place your order today!

Offer expires July 31, 2008

Your Gateway to Mobile Computing Solutions



ISG Offers Maintenance Agreement Options

ISG is pleased to announce several new maintenance coverage options. Customers may now sign multi-year contracts for maintenance and receive substantial discounts. Coverage options range from 1 to 5 years.

Another great option that is given to our customers, who are in the process of upgrading or have recently upgraded their equipment, is what is called a "wrap-around" agreement. Under this agreement ISG covers the manufacturers' 1st year warranty free of charge. The biggest benefit of the "wrap-around" agreement is the guaranteed turn around commitment of the service agreement throughout all years of the contract and not just for the post warranty period. Typically, manufacturer's warranty turn around time is 2 – 3 weeks.

As always, ISG supports legacy equipment for as long as our customers use it. Please contact your sales representative for more details.

TekTalk with Garry Hoffman

Take care of your batteries and they will take care of you!

One of the most common reasons for apparent equipment failure is often the battery. It does not matter if it's in a printer or a handheld, the problem can always be there. An additional factor to keep in mind regarding handhelds is that often the main battery may be fine but that the back-up battery may be defective. Even though a battery, when tested, may show the correct voltages, this may not be true for the amperage. If a battery shows 7 volts as it should, but the amperage is only half of where it should be at, then the battery will not function properly. This can also happen with new batteries. If a cell goes bad, then the battery simply is not up to specifications and the unit it's placed in will not function properly.

Batteries can also deteriorate with age. Often, we see units that come in for repair where the problem is simply that the battery is too old to recharge properly (just like some of us). Heat and cold will also affect the battery life and/or charge life. During the cold months of the winter, especially in those areas where below freezing temperatures are the norm, batteries simply do not hold their charges as long as during the warmer months.

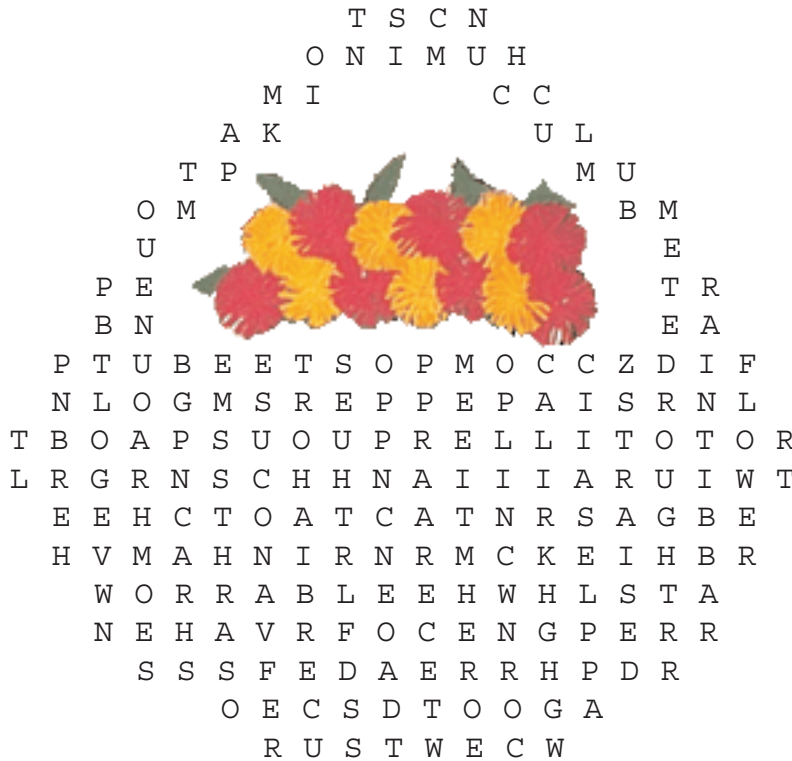
Another issue to remember is for those of you charging units in vehicle docks. Most of the vehicle docks supply a trickle charge to the unit. This means that they are not fully recharging a unit continuously but are instead supplying a "maintenance" charge to keep the charge up to acceptable functioning levels. For example, if a fully charged handheld is placed in the vehicle dock in the morning and the driver keeps the backlight turned on all the time, this will actually drain the battery faster than the trickle charge can maintain the charge needed. This is one of the most common reasons that after half a day, when the driver is at a customer site the unit fails.

It is always best, when possible, to have a battery optimizer so that your batteries can be fully recycled, tested and properly charged. This will also extend the life of your batteries. For more information or if you have any questions regarding the care and feeding of your batteries, please call me at 1-800-566-3310 ext. 16 or email me at tektalk@isg-service.com.



Find these words in the ISG flower basket word search.

- apples
- bugs
- compost
- corn
- cucumber
- drought
- farmer
- fertilizer
- flower
- green thumb
- grow
- harvest
- herb
- hoe
- hose
- manure
- mulch
- orchard
- patch
- peppers
- plant
- pumpkins
- rabbit
- rain
- raised
- rose
- rototiller
- scarecrow
- shovel
- sprinkler
- tomato
- topsoil
- weeds
- wheelbarrow



Find the four missing words with the letters left over from the word search.

___ offers multi year _____
 _____, wrap-around agreements and
 guaranteed _____ around time.

June Trivia

June 6, 1933
 First drive-in movie theater opened in Camden, New Jersey

Third Sunday in June
 Father's Day

June 21
 First Day of Summer

June 26, 1498
 The bristle toothbrush was invented in China.



When you send in a unit for repair, be sure to keep your copy of the pic card. Our system tracks all equipment by serial number. You will need this when checking the status of your repair.

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