Quick Start Guide

Before You Begin your Installation

This installation manual contains detailed instructions for the installation of your software. We recommend reading and following these instructions thoroughly first. If you require technical assistance, we have a number of available options as described below.

How to get Technical Assistance

The dealer from whom you purchased this software is the first place you should go for technical assistance. Many dealers have customer service and technical support programs, with varying levels of support offered, depending on your needs and computer knowledge. **Please contact the dealer first whenever a problem occurs.**

If your Dealer Can't Assist you

If you can't get assistance from your dealer, the manufacturer provides varying levels of technical assistance as summarized following.

The Standard Free Technical Support number is for quick answers to specific inquiries on product features and technical questions (call 561-241-8088; M-F, 8 am to 6:30 pm EST). Direct access to technical support representatives is provided on a limited basis. If you require immediate attention or in-depth help with the installation of the product, please call our 900-priority support number for

service. This number gives you immediate access to senior-level technicians. The number is 900-555-4900. You will be charged $2.00 per minute. The charges will appear on your next phone bill.

Damaged or Missing Items

Sometimes, however, a component may be missing from the box, or is damaged or corrupt in some way. If this happens, immediately return the entire package to your place of purchase so you may exchange it for a new one. Your dealer should be able to provide you with an exchange far more quickly than by contacting us directly. If for some reason you are unable to return the product directly to its place of purchase, refer to the "Servicing Your Product" and "Warranty" sections in this manual for instructions

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Boca BBS
561-241-1601

Technical Support Fax
561-997-2163

Automated *Fax Retrieval System*
561-995-9456

Standard Free Technical Support
561-241-8088

Priority Service
900-555-4900 ($2 per minute)

On-Line Support!
CompuServe: **GO BOCA**
email: **support@bocaresearch.com**
on the World-wide WEB:
http://www.bocaresearch.com

Contents

Welcome to Cast-a-Vision

Cast-a-Vision lets you broadcast *live video* and *audio* on a Web page! It also lets you hold typing chats with the persons viewing your video Web page. In addition, you can broadcast any part of your screen with either still or moving images.

The Cast-a-Vision product is licensed for personal and small commercial use:

♦ On personal home pages, you can broadcast to your relatives and friends.

♦ On business Web sites, let prospects and customers see what's going on at the office (perhaps the reception area, or maybe production, wherever you feel daily activities will present your company in a good light)

♦ On tourist destination Web sites, let prospects see your most picturesque vista in living color and in motion

♦ On news and weather Web sites, use a video capture board to pipe any live feed you wish out to your Web viewers

♦ On customer service Web sites, customers can participate in live typing chats with representatives who appear in full-motion video on the customers' screens

♦ On special customers' Web sites, let the customer install Cast-a-Vision and show your technical support personnel precisely what's going on

To *broadcast* video, you need a PC running Windows 95 (or NT), a Video For Windows-compliant video source, and a connection to the Internet.

To broadcast audio, you also need a Windows Multimedia compliant sound card and some sort of audio source (a microphone, for example).

The processor speed of the broadcasting PC and the bandwidth of its connection to the Internet will both affect the quality of the video and audio you can transmit. In other words, a Pentium with a 56k Internet connection will deliver better quality video and audio than will a 486 with a 28k Internet connection.

To *receive* video, all your potential viewers need is a compatible Web browser (Netscape Navigator version 3.0 or later). To receive *audio,* your potential listeners need to run Windows 95 or NT and 32-bit Netscape Navigator 3.0.

Cast-a-Vision will serve you well in simple setups. It is also an excellent way to begin exploring the technology without a major investment up front. Once you've got your bearings, you can move up to the other products in the Cast-a-Vision family and take advantage of their much broader feature sets.
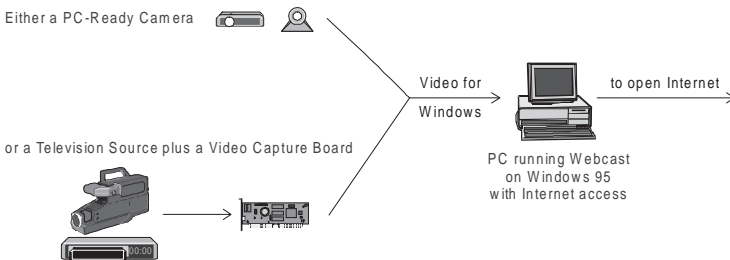
Cast-a-Vision ProServer, in particular, lets you run your own audio/video central office, manage multiple cameras and advertise camera URLs on your own dynamically updated Web pages.

Installation

1. Insert the Cast-a-Vision CD into your CD-ROM drive.

2. Click on the **Start** button on your Taskbar, then choose **Run**.

3. Type **D:\SETUP** (where D: is the letter of your CD-ROM drive). Then click **OK** and follow all on-screen directions.

4. When requested, enter you product ID number from the product ID sheet placed inside your package.

5. Setup will install the necessary files to your hard drive and will place the program icon in the Cast-a-Vision folder. Congratulations. Setup is complete. Double-click the program icon and you're broadcasting!

Video from the Camera to Cast-a-Vision

Cast-a-Vision takes the output from a Video For Windows-compliant video source (various PC-ready cameras, video capture boards with camcorders, etc.) and broadcasts this live video data as part of a Web page which can be retrieved by anyone on the Web who is running a compatible browser:

Either a PC-Ready Camera

Video for
Windows

to open Internet

PC running Webcast
on Windows 95
with Internet access

or a Television Source plus a Video Capture Board

What Kind of Camera Is Appropriate?

The choice of PC-ready camera versus video capture board depends on what you plan to broadcast.

For personal and "what's going on at the office" sorts of Web pages, a PC-ready camera is often ideal. It's usually the least expensive, and the simplest to install and maintain. However, PC-ready cameras are generally single-source. That is, they are limited to broadcasting whatever is in line of sight of the PC to which they are attached.

The video capture board approach, though generally more expensive, offers greater flexibility. Most capture boards expect to receive television signals from some external device. That device can be a camcorder, a VCR, the automated switch of a closed circuit surveillance system, etc. Also, that device need not be within arm's reach of the PC running Cast-a-Vision. Naturally, both the capture card and the television source must use the same television signaling standard (NTSC in North America, PAL in Europe, etc.).

Whether you use a PC-ready camera or a video capture board, it must present its live video data according to the Video For Windows standard (most equipment found on the shelves of computer stores these days is Video For Windows-compliant, but confirm that before buying). Cast-a-Vision will then take the incoming video data and output it to the World Wide Web.

Video from Cast-a-Vision to the Web

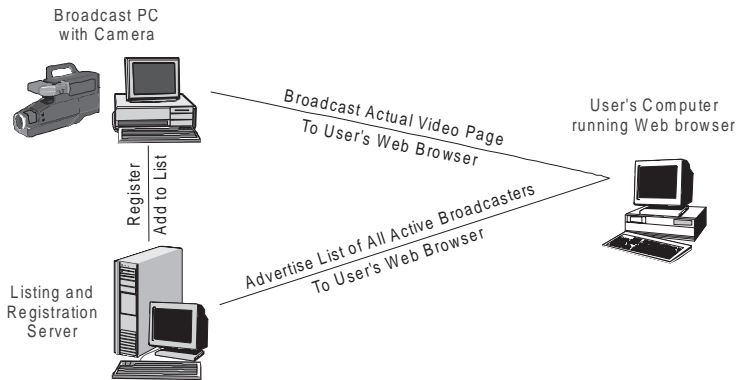In a manner of speaking, Cast-a-Vision is a single purpose Web server.

Like any Web server, Cast-a-Vision expects that the PC on which it is running will have an active TCP/IP stack. That is, prior to running Cast-a-Vision, the broadcasting PC must establish some sort of connection to the Internet (Dial-up Networking over a modem, or Control Panel Network settings over a LAN).

Cast-a-Vision broadcasts to a server with the URL http://www.bocaplace.com. As a result, your broadcasting PC must be on the open Internet, not on a private network, nor behind an intranet firewall.

While a general purpose Web server publishes many Web pages, Cast-a-Vision publishes *one* dynamically updated Web page which displays your camera's data in one frame, chat text in two other frames, and optionally manages audio data in a fourth frame.

To *receive* video, your viewers need Netscape Navigator 3.0 or later and, of course, their own connection to the Internet (for audio, they'll need 32-bit Netscape Navigator 3.0 or later).

In most cases, users will arrive at your video page through a link on another Web page. We automatically provide such a link for all Cast-a-Vision programs running on the open Internet. As soon as you bring up Cast-a-Vision, it sends a message to a Listing and Registration Web Server at our offices. This server then adds a link for your video page to its constantly updated list of currently active Cast-a-Vision broadcasters. That list is advertised on the Web at URL http://www.bocaplace.com

People who wish to view the output from your camera will search for your entry in our list, then click your entry's hot link. This will then direct their Web browsers to the URL of your Cast-a-Vision video Web page.

If your broadcasting PC has its own dedicated IP address, you can reliably send Web browsers directly to your Cast-a-Vision video Web page rather than have them pick your site from the dynamically updated list. While general purpose Web servers broadcast on protocol port 80, Cast-a-Vision broadcasts on protocol port 3080. As a result, you will successfully receive Cast-a-Vision's video Web page by pointing a Web browser to

http://<**broadcasting PC's address>:**3080/files/image.htm

Of course, if your broadcasting PC does not permanently own its own IP address (that is, if an address is dynamically assigned each time the PC connects to the Internet), you won't be able to reliably anticipate which address you'll broadcast from at any particular time. While permanently assigned IP addresses are the norm in corporate situations, dynamic (random) addresses are more commonly found in home situations.

That's why Cast-a-Vision insists on contacting open Internet URL http://www.bocaplace.com. Every time you start up Cast-a-Vision, it determines what its Internet address is at that moment and sends the address to our Listing and Registration Web Server, which then adds a link for your site on its list of available broadcasters.

Periodically as you continue broadcasting, Cast-a-Vision will send an "I'm still here" message to the Listing Server. A few seconds after you shut down Cast-a-Vision, the Listing Server will drop your link from the published list. When you next start up Cast-a-Vision, the cycle begins again.

Live Screen Capture Utility

The Screen Capture Utility allows you to define part or all of your screen for broadcasting. Anything that is moved into this area will be broadcasted. If you wish to broadcast an AVI or MOV file, simply define the area, then move that Window into the defined area.

This utility is a handy tool for broadcasting anything shown on your screen. A great way to share documents, spreadsheets, games, video, or just static pictures

To use the Screen Capture utility, perform the following steps:

1. Click on the Screen Capture check box.

2. Move your cursor over the camera icon, click and hold the left mouse button down.

3. With the left button still held down, move to the top left corner of the area you wish to capture.

4. Now click and hold the right mouse button, so both buttons are now held down.

5. Drag the mouse to the bottom right corner of your capture and release both buttons.

NOTE: Adjust your Quality/Speed settings for your capture area.

Audio from the Microphone to Cast-a-Vision

To broadcast audio, you need a Windows Multimedia compliant sound card and some sort of audio source (a microphone, for example).

You can manipulate the quality, volume, etc., of your audio input both through your sound card's own software and through the Windows 95 or NT Volume Control Found (on the taskbar at the opposite end from the Start button, next to the clock, double-click the speaker icon).

Consult your sound card's documentation to determine the best settings for your setup. Use your sound card's software to send your audio input (microphone or line-in) to your own PC's speakers to be sure the sound card is properly configured and that the sound it is capturing is of acceptable quality.

Once you have the sound card installed, configured, and operating properly, bring up Cast-a-Vision. Pull down the Settings menu, select Audio, place a check in the Enable Audio box, and click OK. You need to restart Cast-a-Vision for the changes to take effect.

Assuming that you are now successfully broadcasting your video Web page to viewers out on the Internet, you are also successfully broadcasting your sound card's audio out to the Internet.

Audio from Cast-a-Vision Out to the Web

When your audience runs Netscape Navigator (3.0) or Internet Explorer (4.0 Preview Release 2 or later), it will automatically be able to view your video Web page as well as receive audio.

When audio is *disabled*, Cast-a-Vision broadcasts a **3**-frame Web page that displays video and typing chat but doesn't mention audio.

When audio is *enabled*, Cast-a-Vision broadcasts a **4**-frame Web page. The fourth frame runs a script behind the scenes which broadcasts audio.

Main Window

Cast-a-Vision itself requires very little configuration. As long as it finds an Video For Windows-compliant video data stream coming in, and an Internet stack (Dial-up Networking, TCP/IP, etc.) on the other side, it will immediately begin pumping that live video out to the Web.

File / Statistics / Exit

The Statistics Command displays the latest statistics on your broadcasts; this is displayed in your default browser (i.e., user, IP Address, hourly duration).

Exit closes the Cast-a-Vision program.

Changes you make in any of the following Settings areas will not take effect until you exit Cast-a-Vision and restart it.

Settings / User Information (page 21)

Brings up a dialog box in which you describe who or what is being broadcast from your camera. This information appears on the "currently active" list of Cast-a-Vision broadcasters which we continually maintain on a Web server in our offices.

Settings / User Authentication (page 23)

Brings up a dialog box in which you can set a password users must provide before reaching your video Web page.

Settings / IP Filter (page 25)

Brings up a dialog box in which you can type numeric IP addresses. Anyone attempting to view your video Web page from those addresses will be turned away.

Settings/ Local IP Address (page 28)

This allows you to select your local IP (Internet Provider) Address (e.g., 192.167.0.14). Whichever address you choose will be used by the Cast-a-Vision listing server to allow others to view your Cast-a-Vision video.

Settings / Audio (page 28)

Brings up a dialog box which asks a single question: should Cast-a-Vision also broadcast whatever sounds are currently arriving on your Windows 95 (or NT) PC's sound card?

Settings / Video Driver
Settings / Video Compression
Settings / Video Source

These bring up the configuration windows from whatever driver software you've installed to manage whatever camera equipment or capture board you are using.

Settings / View Connection Log

Extends the main window to display another scrolling text area which tracks your connection status and the IP address or host name of every computer which contacts your Cast-a-Vision broadcaster.

Show Video Window

When this box is pressed, Cast-a-Vision's main window will display on your screen the video it is receiving from the camera or capture board. While this is handy to have on during setup, it does contribute a small amount of avoidable overhead on the broadcasting PC. By unchecking this box, you let Cast-a-Vision commit all of its resources to broadcasting your video signal to the end-user's Web browser.

Video Quality

Most of the details of the incoming video must be set by the software which came with either the PC-ready camera or with the video capture board.

Keep in mind that the larger the picture, the larger the amount of data per frame. As you reduce the dimensions of the picture, you improve the rate at which frames arrive on the end-user's Web browser. Dimensions of 160x120 are a good starting point.

The Video Quality slider control on Cast-a-Vision's main window adjusts the degree of compression applied before each frame is transmitted across the Internet. When the Video Quality slider is near its top extreme, there is very little compression so frames arrive at the end-user's Web browser with nearly the same level of detail as came in from the camera. When the Video Quality slider is near its bottom extreme, each frame's data is significantly compressed. Because there is less data per frame, the rate of frames per second arriving at the end-user's Web browser increases, but the gain is made at the expense of clarity within each frame. The effect is similar to being out of focus.

ON AIR

The upper right hand rectangle within this form will light up with an announcement that you are ON AIR whenever at least one Web browser is viewing your video Web page.

Viewer Names

The four rectangles beneath ON AIR display the user names of the people currently viewing your video Web page (assuming you require user names through Settings / User Authentication). To the right of the users' names will be displayed their host name and IP address. Obviously, this is more data than will be visible through this small window, so to see the address information simply move your mouse cursor over the rectangle. A tool tip popup window will appear with all the information.

The fifth rectangle beneath ON AIR displays the phrase "New call rejected" whenever the viewing queue is full (four viewers). This acts like the call waiting signal on a telephone. You have the option of telling a current viewer to leave your site to allow the new viewer to log on.
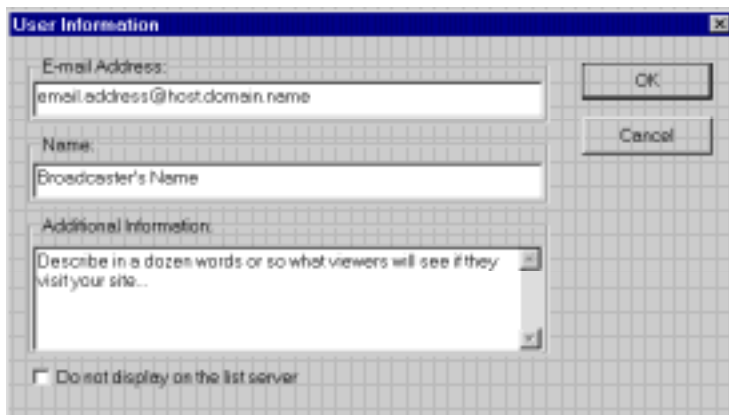
Typing Area

This text field allows you to type live comments which will be transmitted to the end-user's Web browser in another frame adjacent to the frame in which he or she sees your video broadcast. The end-user can then type responses back to you through the third frame of the Web page.

Conference Window

This larger text field displays the last few lines of chat typing, both your own typing and the end-user's typing. As new chatting occurs, the oldest line of chat will scroll off the top of the Conference window.

User Information

To reach this window, pull down Cast-a-Vision's Settings menu and select User Information:

Your copy of Cast-a-Vision continually announces its presence to a Web server at our offices. Our Web server then constantly updates a Web page which lists all currently active Cast-a-Vision broadcasters. Your entry on this list is a hot link which will take any Web-browsing user to the video Web page being broadcast by your Cast-a-Vision PC.

The information you provide in this window will be used as the hot link text from our list to your site.

Changes you make here will not take effect until you exit Cast-a-Vision and restart it.

E-mail Address

Potential viewers of Web pages can search for your site by e-mail address.

Name

This is where you should type either your own name (in the case of personal video Web pages) or the name of your company.

The text you type here will become the hot link text for your site's entry in our list of currently active Cast-a-Vision broadcasters.
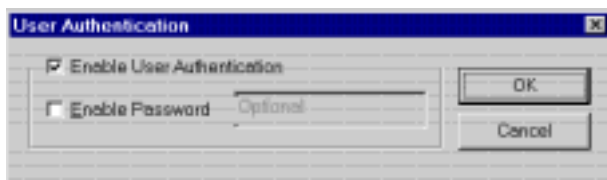
Additional Information

This is where you can type a sentence or two describing what Web-browsing users will find on your video Web page. This information will appear alongside your E-mail Address and Name in your entry on our list.

Do not display on the server

Our Listing and Registration server allows Web-browsing users to perform keyword searches on the list of currently active Cast-a-Vision broadcasters. If you uncheck this box, users will not be able to see your entry unless they specifically search for it. This provides another form of security if you wish to do private broadcasts.

User Authentication

To reach this window, pull down Cast-a-Vision's Settings menu and select User Authentication:

You can either let anyone on the Web access your Cast-a-Vision broadcast, or you can insist that a user must first know a password you specify here.

Changes you make here will not take effect until you exit Cast-a-Vision and restart it.

Enable User Authentication

If this box is unchecked, any user on the Web can view your Cast-a-Vision broadcast. The primary purpose of this setting is to provide unobstructed viewing of your video transmission, most often with the chat portion of the web pages removed by you. It is perfectly acceptable to leave the chat in place, but all viewer comments will appear with the name Anonymous without discerning who said what.

If this box is left checked, any user attempting to view your Cast-a-Vision will first be asked to type in at least a User Name and possibly a password.

Enable Password

This box is dimmed as long as the Enable User Authentication box is unchecked.

If the Enable Password box is left unchecked, any user attempting to view your Cast-a-Vision will first be asked to type in a User Name. The primary purpose of this setting is to insist that viewers declare some sort of public identification so that when they type chat comments their words will be preceded by their user name. There is no attempt to verify user names.
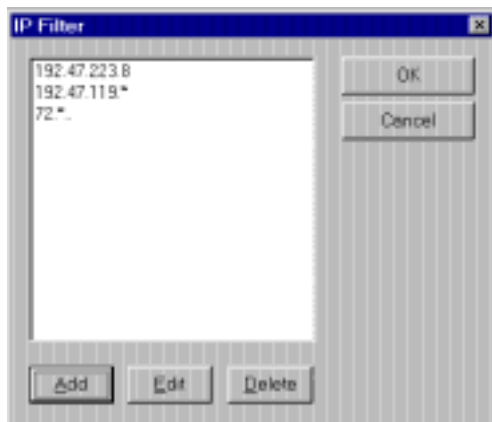
If the Enable Password box is checked, any user attempting to view your Cast-a-Vision will first be asked to type in a User Name followed by whatever password you specify beside the checkbox. The primary purpose of this setting is to limit access to your Cast-a-Vision site to only those users you wish to invite there.

Password

This field is dimmed as long as the Enable Password checkbox is left unchecked. Once you check that box, type in up to sixteen characters here. Anyone on the Web wishing to view your Cast-a-Vision broadcast must first type in this exact set of characters.

IP Filter

To reach this window, pull down Cast-a-Vision's Settings menu and select IP Filter:

The primary reason for the IP Filter list is to block out bothersome viewers. Cast-a-Vision can be set to ask each prospective viewer to type in a password, but using a password to block out one annoying viewer severely limits the rest of your potential audience. The IP Filter list lets Cast-a-Vision broadcast your video Web page to the entire Internet, *except* for those specific IP addresses you list here.

Changes you make here will not take effect until you exit Cast-a-Vision and restart it.

Add

This brings up another window into which you can type a numeric IP address. Each computer on the Internet is identified by an Internet Protocol address. IP addresses are groups of four numbers, each number ranging from 0 to 255, each separated by periods. For example:

0.0.0.0   72.140.119.241   206.30.202.16   223.254.254.254

On the Main Window of Cast-a-Vision, there are fields which display viewers' names. Scrolling out of view on the right hand side are the alphabetic host name and the numeric IP address of the computer through which each user is viewing your video Web page. To see the address information, move your mouse cursor over the name field. A tooltip window will pop up above it, displaying the full information. By adding that numeric IP address to the IP Filter list, you forbid that remote computer from contacting your installation of Cast-a-Vision.

Keep in mind, though, that not every computer on the Internet maintains the same IP address from day to day. Most servers do, but home PCs especially are often momentarily assigned IP addresses upon dialing up their Internet Service Provider. Those same users, after hanging up and redialing, may be assigned different IP addresses.

If the same annoying person keeps being able to reach your video Web page, watch his IP addresses. They'll likely vary only in the fourth (right hand) number. For example, he may first annoy you while using IP address 72.140.119.241, then you add his name to the IP Filter list, exit Cast-a-Vision and restart. At this stage, no person from 72.140.119.241 will be able to access your video Web page. However, if 72.140.119.0 through 72.140.119.254 are owned by his ISP and are assigned first-logon first-addressed, he may appear tomorrow as 72.140.119.116 or 72.140.119.20 and thus be able to reach your video Web page.

One workaround is to block the entire address range by Adding 72.140.119.* or 72.* rather than specifying an entire single address. This will make it more likely that the annoying person won't be able to reach you, but it will do so at the expense of forbidding all users of that Internet Service Provider who receive addresses in that range.

Edit
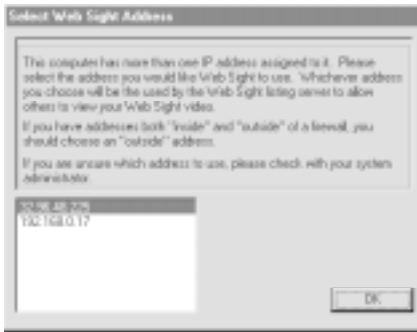You can highlight an existing IP address in the list, then edit it.

Delete
You can highlight an existing IP address in the list, then delete it. A user attempting to reach your video Web page from that IP address will no longer be blocked.

Local IP Address

This allows you to select the local (yours) IP (Internet Provider) Address. Whichever address you choose will be used by the Web Sight listing server to allow others to view your Web Sight video.

Audio

To reach this window, pull down Cast-a-Vision's Settings menu and select Audio:

Changes you make here will not take effect until you exit Cast-a-Vision and restart it.

Enable Audio

If this box is unchecked, Cast-a-Vision will *not* broadcast sound alongside video.

If this box is checked, Cast-a-Vision will gather sound input from your PC's sound card and broadcast it over the Internet to be received by Netscape Navigator with our audio plug-in installed.

Modify Your Page

It is perfectly possible to install and operate Cast-a-Vision without needing to know any of the following information. If, however, you're the type who likes to know what's going on inside (whether you plan to make changes or not), keep reading.

Files On Your Broadcasting PC

When a viewer points his Web browser to your video Web page (http://<broadcasting PC's address>:3080/files/image.htm), optionally identifying himself, he'll receive a master image Web page with frames displaying supporting Web pages.

When audio is *dis*abled (Settings, Audio, uncheck the box, click OK), Cast-a-Vision uses image.htm as its master Web page. You can find this file on your broadcasting PC's hard disk in the files directory beneath whatever directory you installed Cast-a-Vision in.

This page's HTML code declares three frames, then loads other HTML files into each frame. The first frame delivers the video feed, files\video.htm. The second frame displays the accumulated list of chat comments from all viewers (files\chat.htm), and the third frame displays a form which allows the viewer to type in his own chat comments (files\input.htm).

When audio is *en*abled (Settings, Audio, check the box, click OK), Cast-a-Vision uses files\imagea.htm as its master Web page.

This page's HTML code declares and loads the same first three frames as the no-audio image pages does, but it also loads a fourth frame, files\audio.htm.

The audio file asks the Web browser two questions in JavaScript:

1) does this browser maintain a list of installed plug-ins? and if so
2) is the Cast-a-Vision Voice plug-in in this list?

If the browser doesn't support Netscape Navigator plug-ins, the script simply announces that fact in this frame.

If the browser *does* support plug-ins, yet hasn't installed Cast-a-Vision Voice, the script displays a hot link asking the viewer to click here to download the plug-in. When the viewer clicks the link, files\wcvdown.htm is displayed, guiding the viewer step by step through downloading and installing Cast-a-Vision Voice.

Note that all of these files are on your broadcasting PC's hard disk, so you are free to modify them as you find necessary. Always make at least one backup copy of the files in their original condition, of course. And make changes sparingly. These files were designed to depend upon one another, and you can easily make changes which break those interactions. In general, though, cosmetic changes such as colors and printed text rephrasings are fairly low-risk.

Broadcasting PC Considerations

The processor speed of the broadcasting PC and the bandwidth of its connection to the Internet will both affect the quality of the video and audio you can transmit. In other words, a Pentium with a 56k Internet connection will deliver better quality video and audio than will a 486 with a 28k Internet connection.

If your business plans involve impressing people (prospects, clients, etc.), don't skimp on either processing power or bandwidth.

Compatible Web Browsers

To receive *video*, your viewers need a Web browser which supports the MIME type `multipart/x-mixed-replace`. At the moment, that means Netscape Navigator 3.0 and later. Microsoft Internet Explorer preview release 2 and later will support Cast-a-Vision

Servicing Your Product

If your product requires service, first contact the authorized dealer from whom you purchased the product. If the dealer is unable to assist you, and you must contact Boca Research, Inc., please follow the instructions below.

Our electronic BBS is available 24 hours a day at (561) 241-1601 and will support data transmission speeds up to 33.6Kbps with settings of N, 8, 1. The BBS may be helpful (especially during off hours) if you have a question about product settings, or if you wish to download special software or utilities.

> **NOTE: CALLING TECHNICAL SUPPORT WITHOUT COMPLETE AND ACCURATE INFORMATION CONCERNING YOUR PROBLEM MAY BE BOTH TIME-CONSUMING AND FRUSTRATING FOR YOU.**

1. When calling Boca Research Technical Support, have the following information available:
- **Software (version and registration number)**
- **Computer manufacturer**
- **Computer Model**
- **Peripherals in system**
- **Operating system and version**

> **If you suspect a problem with a specific program or software package, make note of the name, version or release number, and manufacturer of the software**.

2. Call our Technical Support Department between the hours of 8:00 a.m. and 6:30 p.m. EST Monday through Friday at (561) 241-8088. A technician will be available to discuss the problem(s) you are experiencing.

   If you need to return your product, you will be given a Return Merchandise Authorization (RMA) number. <u>Please place this number on the outside of the package</u> when you return the item(s) for service and reference it on any correspondence included in the package. Boca Research, Inc. will return any product which is not accompanied by an RMA number.

3. Refer to the Warranty Statement if the product is covered under the five-year Boca Research, Inc. Limited Warranty.

4. Certain parts will not be covered under the Boca Research, Inc. Limited Warranty. Dealer installed parts are warranted by the dealer. Parts which you have installed yourself are covered only by the supplier's warranties. In these cases, Boca Research, Inc. can identify which parts are defective, but will not replace such parts until specific written authorization is received from you. The cost of parts and labor involved in making such repairs will be billed to you C.O.D.

5. If you are returning the software because of faulty media (diskettes/CD), be sure to include the following:

• **the software diskettes and/or CD**
• **your name**
• **your return street address (for UPS purposes)**
• **phone number**
• **the RMA number mentioned above**

Package the product securely in a container equivalent to the original packaging, and insure the package to protect against loss or damage during transit. Shipping charges must be prepaid; C.O.D. shipments will not be accepted. Please use the address below for all correspondence:

Boca Research, Inc.
RMA Department - RMA # _____
1601 Clint Moore Road
Boca Raton, FL 33487-2841

NOTE ON INTERNATIONAL SHIPMENTS: Customer is responsible for all charges associated with shipping product directly to Boca Research's facility. This includes but is not limited to freight charges, customs charges, freight forwarding fees, storage fees, handling fees, documentation fees, duties, taxes, port charges, etc. Boca Research will NOT pay charges on freight which is not correctly routed directly to Boca Research's facility.

6. Boca Research, Inc. will return the software media prepaid via UPS.

Cast-a-Vision developed for Boca Research, Inc. by Galacticomm, Inc.

Limited Warranty

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