

RFR901

USER Manual



BLUEBIRD



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User's Guidance

Device type	User's guidance
Class B Device (Household Information & Communication)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type Registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

Revision History

Revised Version	Revised Date	Revised Details
1.0.0	1 August 2022	First version released.

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User's Guidance

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1 About This Manual



The RFR901 provides high quality feature for Radio Frequency Identification (RFID) and barcode scanning. This user manual is designed to help users effectively operate the device paired with a Bluetooth® wireless technology enabled host device (such as a mobile computer and/or smartphone).

- Please read this manual carefully before using the device for safe and proper use.
- This device may only be used in countries where it is sold.
- The components and colors of this device in this manual may differ from the actual product.
- Features and specifications are subject to change without prior notice.
- Some screens or illustrations used in this manual may differ from the actual screens of the device.
- Except where noted, mobile device illustrations used in the manual are the EF550 model.

2 Safety Information



2.1 Symbols

This manual uses the following symbols to indicate hazards and additional information.

Symbol	Name	Description
	Warning	Indicates situations that could cause injury to yourself or others.
	Caution	Indicates situations that could cause damage to your device or other equipment.
	Note	Indicates additional information that can help you get the most out of the device.



Please read this safety precaution information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries.

2.2 Device



- Do not press the Power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- Do not use your device in an explosive danger zone.
- If your device becomes wet, do not put your device in heaters, microwaves, etc. to dry it. There is a risk of explosion or malfunction.



- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not modify, take apart, or repair the device. Contact to your customer service center. Failure to do so will void your warranty.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- Backup the data and information from your device. Your data may be erased during repairs or upgrades.
- Do not paint your device. It can damage your screen or your device's exterior.
- Avoid using or storing this device at extreme temperatures. This device is designed to work at temperatures between -20°C and 60°C (-4°F and 140°F), and humidity level between 5% and 95%.

2 Safety Information



2.3 Environment



- Do not use the device while driving or operating heavy machinery. Doing so may result in death or serious injury.
- Do not use the device in locations with combustible goods. Doing so may result in an explosion.



- Do not use the device in dusty or hot locations. Doing so may damage the device.
- Do not expose your device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Do not use the device in humid locations. Doing so may damage the device and void the warranty.
- Do not keep the device close to air conditioner vents. Corrosion within the device may occur due to condensation from changes in temperature.
- Do not allow children to play with the device.

2.4 Battery and Charging



- Improper battery use may cause fire, explosion, or other hazard.
- If the battery is removed due to impact, heat, submersion, or other damage, there is a risk of explosion. Keep away from children and animals.
- Do not allow the battery's contacts to touch things like necklaces, coins, or electric conductors. Do not give any impact with sharp objects. There is a risk of explosion.



- Use only the approved battery and charger. Using an incompatible battery or charger may cause device malfunction or other damage, such as fire.
- When you are not using the device for a long period, take out the battery and keep the device and the battery in a dry, cool place. Also, charge the battery at least once a year. If you keep it without charging for a long time, it may cause device malfunction.

2.5 Frequency Interference



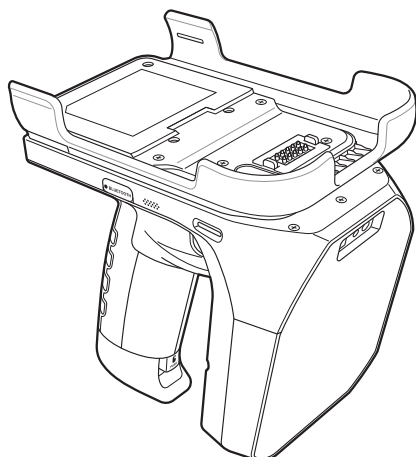
- This wireless device may cause radio frequency interference, so use Airplane mode or turn off the device when prohibited.
- The device emits an electromagnetic fields. It may interfere with your medical devices.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device. The magnetic field of the device can damage their magnetic strips.



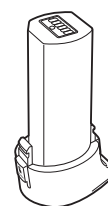
3.1 Package Contents

RFR901

The package includes:



RFR901 device



Battery



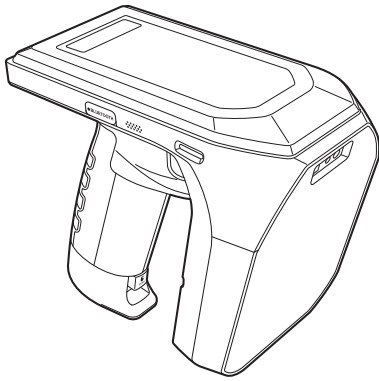
Wrist strap

3 Overview

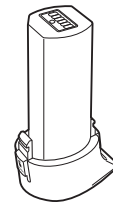


RFR901 Stand Alone Type

The package includes:



RFR901 Stand Alone Type



Battery



Wrist strap



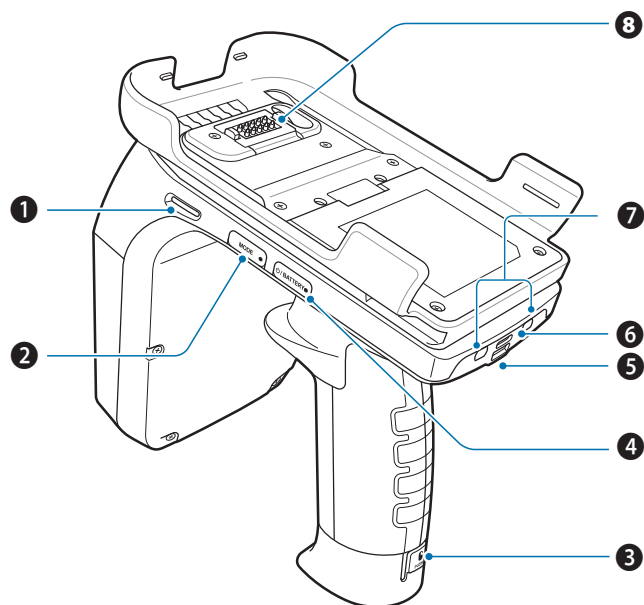
- RFR901 w/Barcode
- The illustrations may differ from your actual items.
- To purchase additional accessories, contact your sales representative.
- You can download the User Manual from www.bluebirdcorp.com. The paper version may be available in some regions.

3 Overview

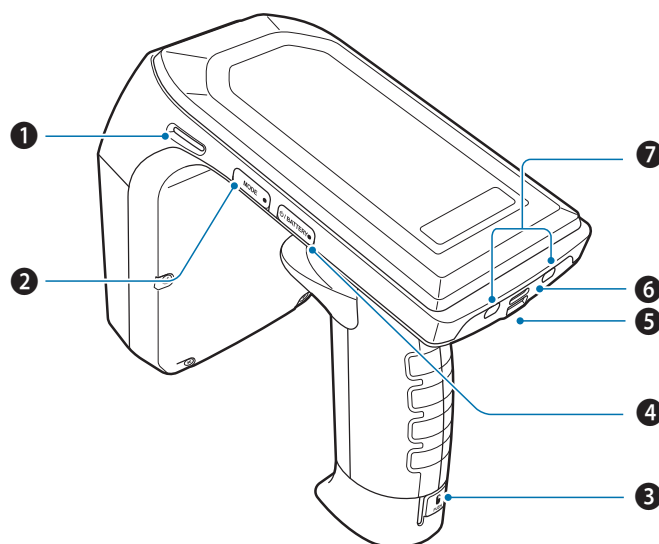


3.2 Your Device

3.2.1 Side View (Left)



RFR901



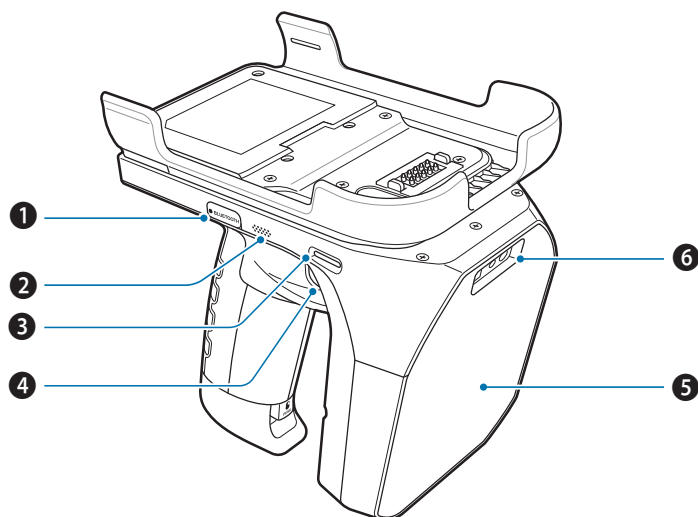
RFR901 Stand Alone Type

No.	Name	Description
❶	Transmit/read LED	Indicates the status of code reading and transmission. The transmit and read LED blinks green when data is being successfully transferred to the host device, or blinks red if any error occurs.
❷	RFID,barcode switch button	Switches between RFID mode and Barcode mode.
❸	Battery release button	Releases the battery from the handle.
❹	Power button / Battery LED	Turns the device on or off, or enters Sleep mode. / Indicates the battery status. The battery LED blinks orange when the battery is charging and turns green when the battery is fully charged.
❺	Hand strap hole	Provides hole for hand strap and tether accessory.
❻	USB-C connector	Provides communications, and device charging via cables and accessories.
❼	Charging connector	Provides device charging via cradles.
❽	Device connector	Connects to a mobile device.

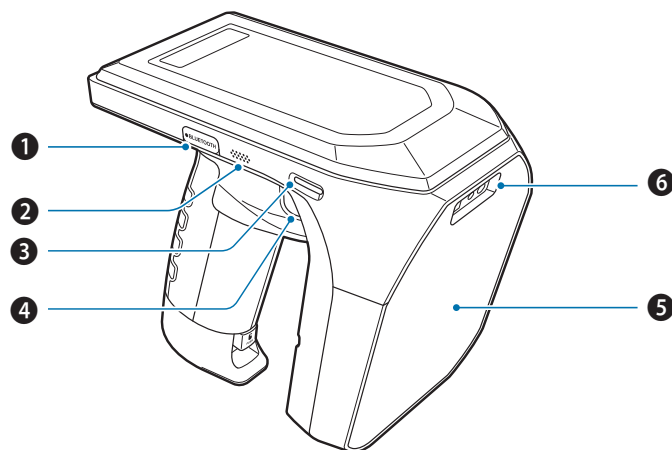
3 Overview



3.2.2 Side View (Right)



RFR901



RFR901 Stand Alone Type

No.	Name	Description
❶	BT Mode button	Enters Bluetooth pairing mode when pressed and held.
❷	Speaker	Emits sounds.
❸	Transmit/read LED	Indicates the status of code reading and transmission. The transmit and read LED blinks green when data is being successfully transferred to the host device, or blinks red if any error occurs.
❹	Trigger	Scans bar codes or reads tags.
❺	RFID antenna	Receives RFID data.
❻	Barcode scanner	Scans barcodes by emitting a red laser when you press the related button.

3 Overview



3.2.3 LEDs

LED	Status		Description
	LED	Beeper	
Status	Green	Emits three ascending beeps	Power on
	Off	Emits three descending beeps	Sleep mode/Power off
	Green Blinks once every 2 second	-	Hot swap mode
Battery	Orange Blinks once every second	Start : One high beep Stop : One low beep	When the battery is charging
	Green	One high beep	When the battery is fully charged
	Orange	-	Battery level is 10–20 % when power adapter is not connected
	Red		Battery level is 5–10 % when power adapter is not connected
	Red	Emits three descending beeps	Battery level is 0–5 % when power adapter is not connected
	Red Blinks once every second	One high beep	Charging fail
Transmit/ read	Off	-	The trigger is not pressed
	Green Blinks once	-	Reading and transmission was successful
	Red Blinks once every second	-	Reading and transmission failed
	Red Blinks once every 0.5 second	-	When the bootloader is running
RFID/ barcode switch	Green		Barcode mode is active
	Off	One high beep	RFID mode is active
Bluetooth	Blue	One low beep	HOST is detached or BT Disconnected
	Blue Blinks once every second	One high beep	Looking to Pair
	Off	-	HOST is attached or BT Connected

4 Getting Started



Follow the steps below to start using your RFR901/RFR901 Stand Alone Type with a mobile device.

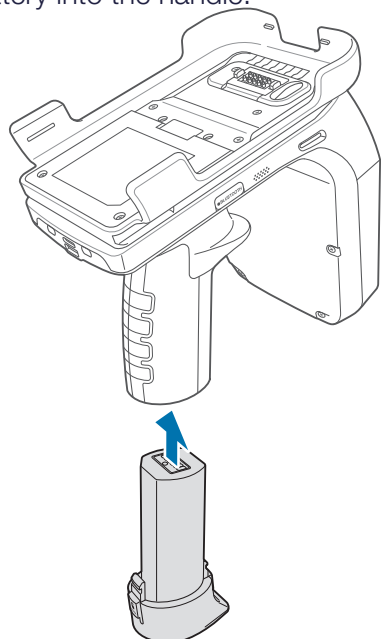
- Charge the battery. (see page 9.)
- Turn on the device. (see page 12.)
- Connect to a mobile device directly or via Bluetooth. (see page 15.)
- Install an essential app (For details, see *the corresponding app for Windows or Android.*)

4.1 Charging the Battery

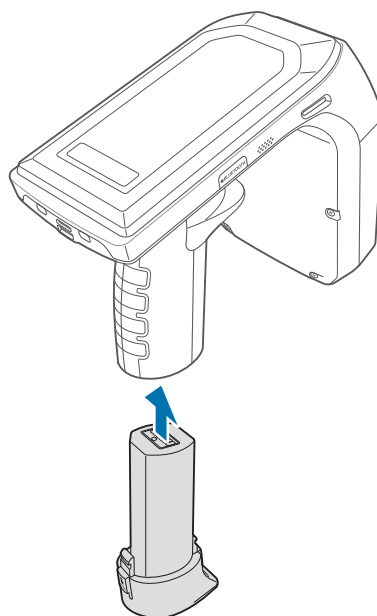
The RFR901 uses a lithium-ion rechargeable battery. Insert the provided battery before charging the device.

4.1.1 Installing the Battery

Insert the battery into the handle.



RFR901



RFR901 Stand Alone Type



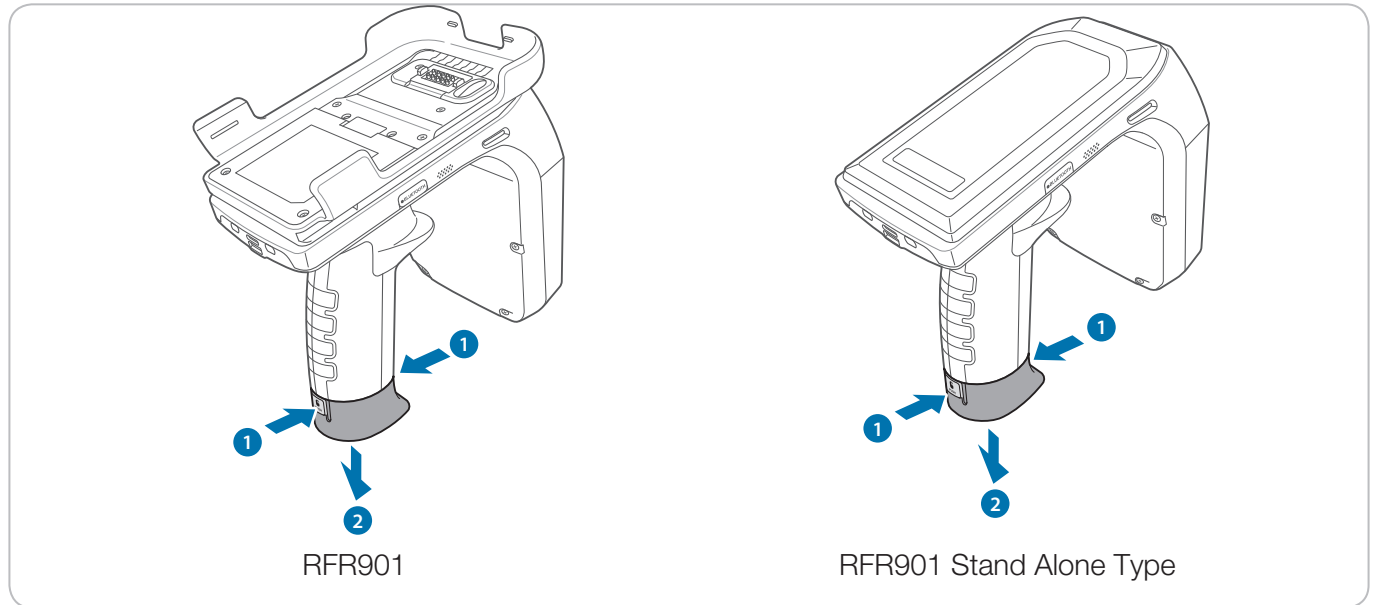
Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions"

4 Getting Started



4.1.2 Removing the Battery

Press the battery release buttons on the lower part of the handle and pull the battery out.



Before removing the battery, turn off the power. Failure to do so may cause damage to the device.

4.1.3 Charging the Battery

The device can be charged with a charger. You can also charge the battery by connecting it to your computer with the provided USB cable. Check the device's battery status on the installed app.

- When the battery level is low, the battery LED will be orange.
- When the battery level is extremely low, the battery LED will be red.
- When the battery level is charging, the battery LED will blink orange.
- When the battery level is fully charged, the battery LED will be green.



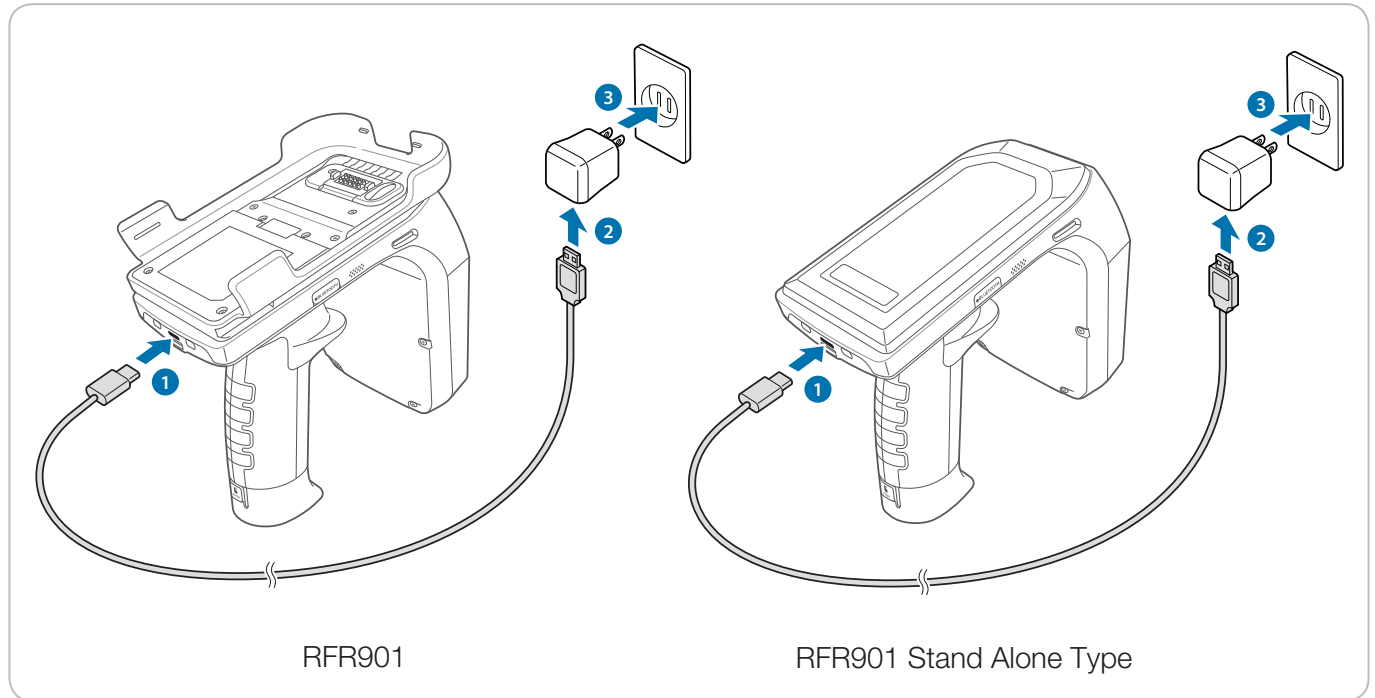
Charge the device before using it for the first time or after not using it for an extended period.

4 Getting Started



To charge with the charger

Plug the end of the USB cable into the device's USB C port. Connect the other end of the USB C cable to a power adapter. Plug the power adapter into a power outlet.



When the battery level is extremely low, the device may not turn on. Charge the device and try to turn it on again. You can use the device while charging, but it may take longer to fully charge the device.



- Connect the charger properly. Failure to do so may cause damage to the device.
- The device may become hot when charging. If it becomes hotter than usual, disconnect the USB cable from the device.
- Do not remove the battery before disconnecting the charger. Doing so may cause damage to the device.

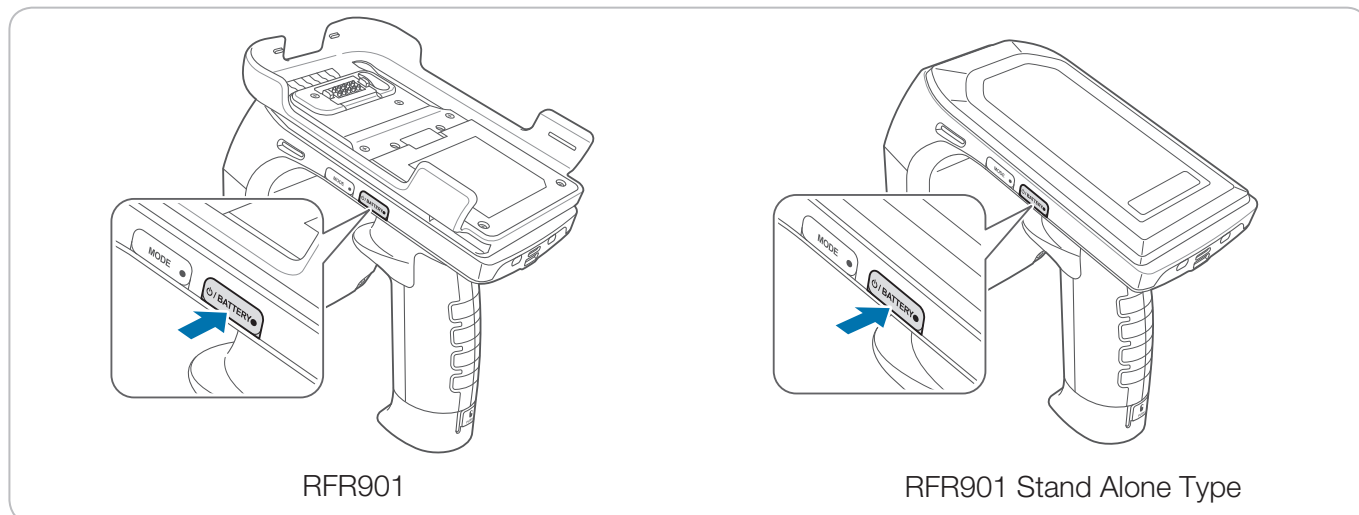
4 Getting Started



4.2 Turning the Device On and Off

To turn on the device, press the Power button.

-The Power LED will be green.



To turn off the device, press and hold the Power button for a few seconds.



- To enter Sleep mode, press the Power button. If you do not use the device for 3 or more minutes, the device will enter Sleep mode automatically.
- To exit Sleep mode, quickly press the trigger.



Do not turn off the device by removing the battery, as this may damage the device.

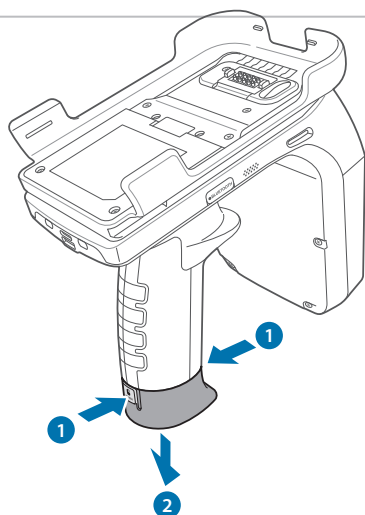
4 Getting Started



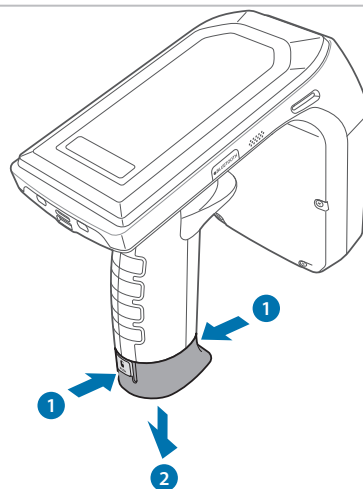
4.2.1 Resetting the Device

If your device is not working properly or freezes due to unknown errors, you can manually restart the device.

- 1 Press the battery release buttons on the lower part of the handle and pull the battery out.

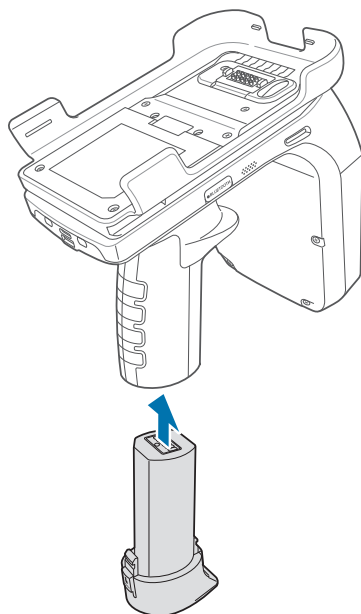


RFR901

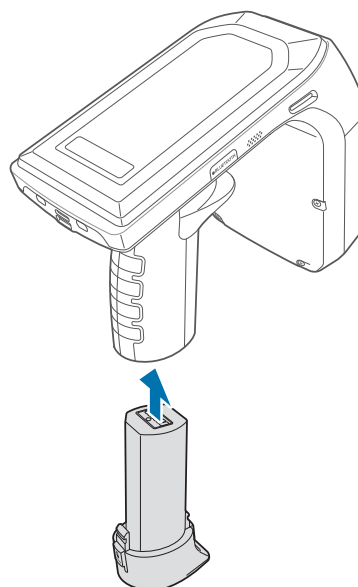


RFR901 Stand Alone Type

- 2 Reinsert the battery into the handle.



RFR901



RFR901 Stand Alone Type

- 3 Press the Power button to turn on the device.



The device's data is saved when you perform a reset.

4 Getting Started



4.2.2 Updating the Firmware

If there is a new firmware version, you can download it to your device.

- 1 On your computer, launch an app to update the firmware.
- 2 Connect the USB cable to your computer.
- 3 Press and hold the trigger and plug the end of the USB cable into the device's USB C port.

4.3 Connecting with a Mobile Device

To use the RFR901 with your device, attach it directly or connect via Bluetooth.

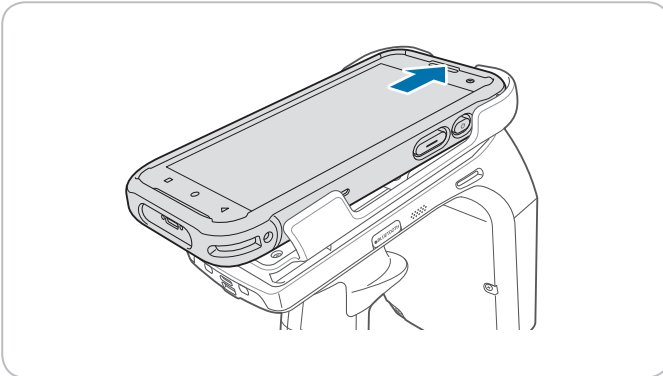
4.3.1 Attaching a Mobile Device

First, check that your mobile device is compatible with the RFR901.

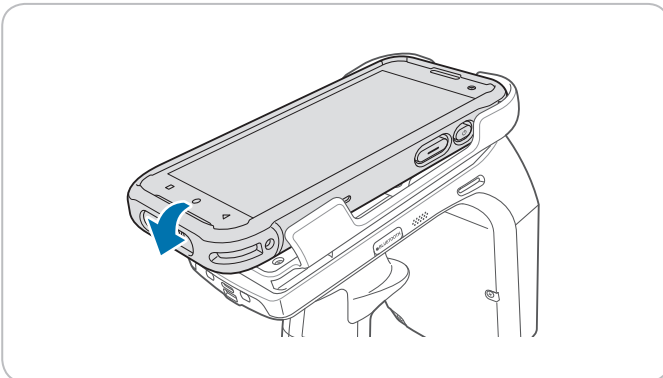


- Do not slide the mobile device into the cradle.
- Attach a mobile device with power off.

- 1 Insert the upper part of the mobile device into the RFR901 with the screen facing up.



- 2 Press the mobile device into the mount until you hear a click.



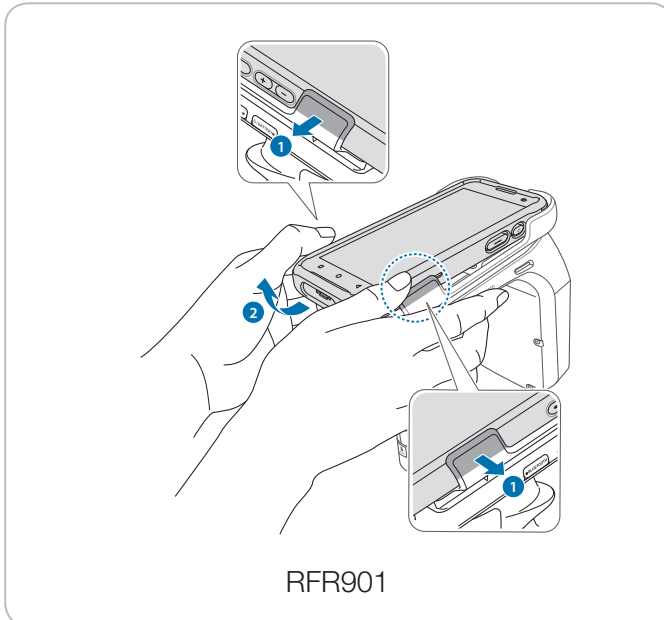
-When the mobile device is properly attached, the status LED will turn off.

4 Getting Started



Removing the Installed Device

- 1 Spread the cradle by pulling the both sides of it.
- 2 Push upward on the lower part of the mobile device and remove it.



The RFR901 is designed to prevent the mobile device from detaching from the RFR901, so removing the mobile device may be difficult.

4.3.2 Connecting via Bluetooth

You can wirelessly connect to a mobile device via Bluetooth. You can read and send data to the connected device via Bluetooth.

Because Bluetooth wireless technology uses radio waves to communicate, devices do not need to have a direct line of sight. However, they must be within 10 meters (33 feet) of each other, although the connection may be subject to interference from obstructions, such as walls or other electronic devices.

Pairing with an Android Device

To pair with an Android device,

- 1 On the mobile device, tap **Settings > Bluetooth**.
- 2 Turn on the Bluetooth feature.
- 3 On your RFR901, press and hold the Bluetooth button for approximately 3 seconds to enter Bluetooth pairing mode.



Do not forcefully press and hold the Mode button. This can damage your device.



If your RFR901 does not pair with another device within 3 minutes, it will exit Bluetooth pairing mode.

4 Getting Started



- 4 On the mobile device, search for discoverable Bluetooth devices.
 - 5 On the Bluetooth device list, tap the RFR901 to pair with it.
 - RFR901 emits one short beep and the status LED turns off.
 - 6 Press the trigger once.
 - The mobile device and RFR901 have paired successfully.
-  - Once your mobile device and the RFR901 have paired, they will remain paired until you unpair them.
-  - Supported Android environment: Android 5.0 or higher.

Pairing with a Windows Device

To pair with a Windows device,

- 1 On the mobile device, tap **Settings > Bluetooth**.
- 2 Turn on the Bluetooth feature.
- 3 On your RFR901, press and hold the Mode button for approximately 3 seconds to enter Bluetooth pairing mode.



Do not forcefully press and hold the Mode button. This can damage your device.



If your RFR900 does not pair with another device within 3 minutes, it will exit Bluetooth pairing mode.

- 4 On the mobile device, search for discoverable Bluetooth devices.
- 5 On the Bluetooth device list, tap the RFR901 to pair with it.
 - RFR901 emits one short beep and the status LED turns off.
- 6 Press the trigger once.
 - The mobile device and RFR901 have paired successfully.



Once your mobile device and the RFR901 have paired, they will remain paired until you unpair them.

5 Using the Device



5.1 Reading Tags

When you turn on RFR901, it is in RFID mode by default.

- 1 Press the RFID/Barcode switch button.



The RFID/Barcode LED is off when RFID mode is active.

- 2 On the connected device, launch the app and start the connection.
- 3 Access the menu to view the scanned tag list.
- 4 Press the trigger.
- 5 Aim the laser at the tag you want to read.

-When the tag is scanned successfully, you will hear a beep sound and the results will appear on the mobile screen.

5.2 Scanning Barcodes using the RFR901

To use the barcode scanning function,

- 1 Press the RFID/Barcode switch button.



The RFID/Barcode LED turns green when Barcode mode is active.

- 2 On the connected device, launch the app and start the connection.
- 3 Access the menu to view the scanned barcode list.
- 4 Press the trigger. The device will emit a red laser.
- 5 Aim the laser at the barcode you want to scan.

-When the barcode is scanned successfully, you will hear a beep sound and the results will appear on the mobile screen.



For the best results, maintain a distance of approximately 10 cm (4 in) when scanning. Aim the laser at an appropriate angle as shown the following image.



Do not stare into the laser. It may injure your eyes.

RISK GROUP 2

CAUTION

Possibly hazardous optical radiation
emitted from this product



When the device is turned off then back on, the device switches to RFID mode automatically.

5 Using the Device

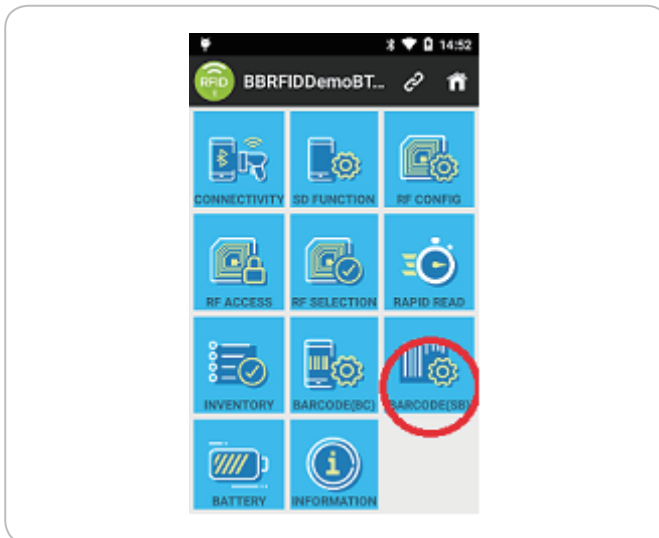


5.3 Scanning Barcodes using RFR901 with Barcode model

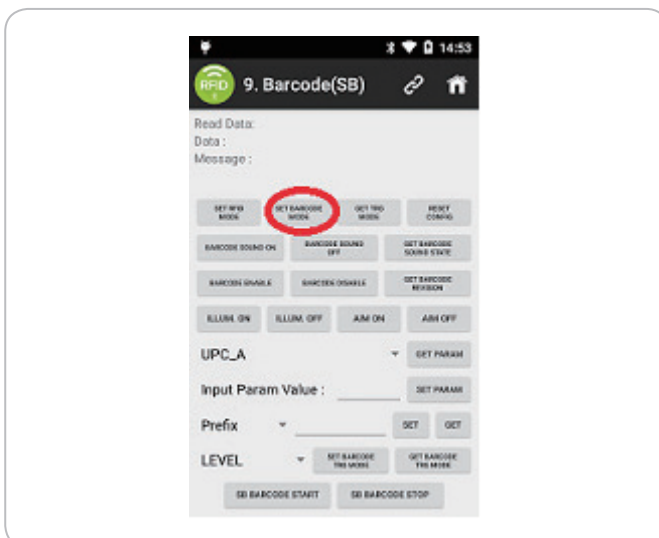


- RFR901 with Barcode models are supported with the following form factors
: RFR901 Stand Alone Type and RFR901 with Universal Mount
- To use the barcode scanning features in the following model: RFR901 with Barcode, connection to the host device is required.

- 1 Connect the RFR901 to the host device using the BBRFIDSample_new app via Bluetooth.
- 2 On the main screen, tap **BARCODE (SB)** to start the barcode scan.



- 3 Tap **SET BARCODE MODE** to convert from RFID to Barcode mode. The Barcode mode screen will appear.

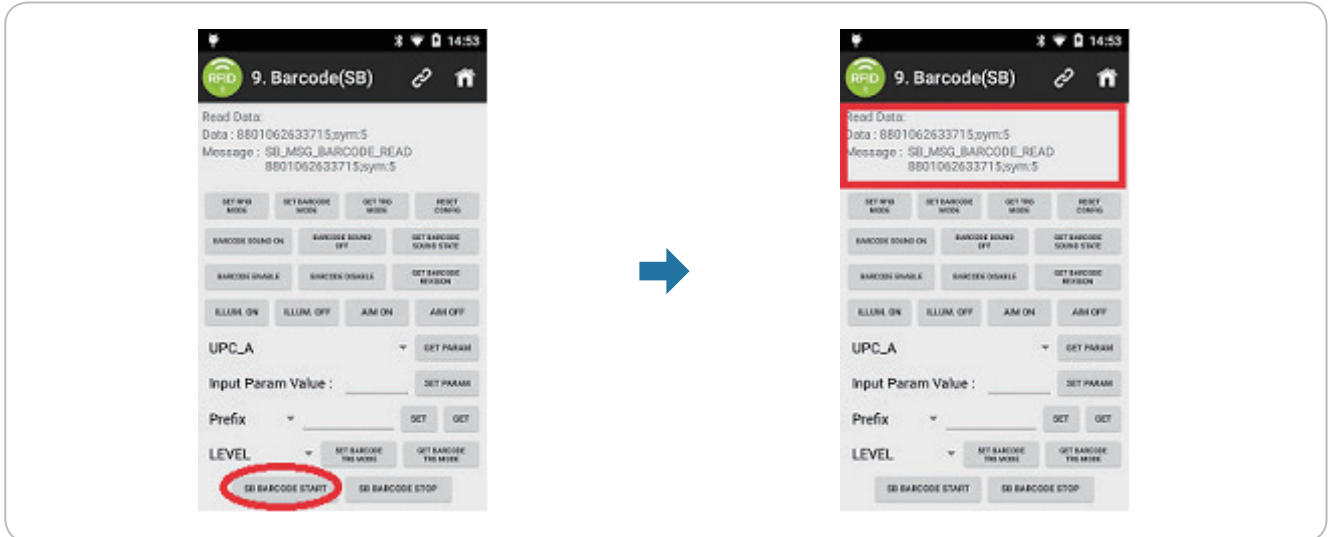


You can also press the **Bluetooth** button on the right of the RFR901 with Barcode

5 Using the Device



- 4 To scan a barcode tag, tap **SB BARCODE START**. The scanned data will be displayed on the top of the screen.



To scan barcodes using your RFR901 with barcode, press the trigger. The device will emit a red laser.

- 5 For other settings, check the buttons on the screen and tap as required. For more information on the user input settings, refer to the SDK document provided by Bluebird.

5.4 Using Batch mode

When you turn on RFR901, it is in Batch mode by default.

Batch mode allows you to scan barcodes or read tags consecutively without transferring data to a mobile device immediately. It is recommended to stop scanning and reading before transferring the data via Bluetooth, so this mode is useful for scanning or reading a large volume of barcodes or tags. You can then use the app to transfer data to the mobile device.



Physical Characteristics

Dimensions (H x W x L)	133.6 x 85.4 x 144.5 mm
Weight	353g
Standard battery	Rechargeable Li-ion, 5,000 mAh
Extended battery	Rechargeable Li-ion, 7,000 mAh
Interface	USB, Bluetooth
Key	Trigger, Mode Change, Power, Bluetooth
Notifications	5 LED and Audible tone

RFID Characteristics

Antenna Type	Circular Polarization
Frequency Range / RF Output	US: 902-928 MHz EU: 865-868 MHz EU Upper: 915-921MHz JP1: 916-921 MHz JP2: 916~923 MHz CN : 920.5-924.5 MHz
Standards Supported	EPC Class 1 Gen 2, EPC GEN2 V2

User Environment Characteristics

Operating temperature	-20°C to 60°C (-4°F to 140°F)
Storage temperature	-40°C to 70°C (-40°F to 158°F)
Humidity	5% to 95%, non-condensing
Drop	4 ft/1.5 m to concrete
Tumble	1000 drops (500 tumbles, 1.6 ft./0.5 m) at room temperature
ESD	15KV air / 8KV contact

Bluetooth

Version	Bluetooth® Version 5.0 with BLE, Class 2; SPP Profile, HID Profile, Apple iAP2;
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Data Capture

Scanning	1D/2D Imager (Only available for RFR901 with Barcode Model)
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RFR901 with Barcode models are supported with the following form factors : RFR901 Stand Alone Type and RFR901 with Universal Mount



Battery

- Standard battery: Rechargeable Li-ion, 5,000 mAh
- Extended battery: Rechargeable Li-ion, 7,000 mAh

Carrying Accessories

- Wrist strap



If you want to purchase a handstrap, please ask a sales representative.

Other Accessories

- USB cable
- User manual
- Quick guide



The battery does not charge properly.

- Ensure that your device and the charging cable are connected and the battery LED is functioning correctly. -
- If the battery does not charge completely, it may be dead or defective. Replace the battery with a new one. (The warranty period for battery replacement is six months.)

The battery life got shorter.

When you use Bluetooth that require more power, your device may use more battery than usual. If it happens for an extended period of time, your battery may be dead. Then replace it with a new battery.

I dropped the device in the water.

Turn off the device and take out the battery. Place the device and battery in a dry place. Let them dry completely for a considerable period of time, and then turn the device back on. If it does not turn back on, contact our service center.

My device gets too hot to touch.

It is normal for the device to warm up while it is performing an intense workload or charging. It should cool down if you stop using the device for a certain amount of time. If the problem continues, contact the manufacturer. It may result in a burst battery or fire.

How do I get the repair service?

You can contact your local sales representative or you can send the device via a delivery service to Bluebird's Korean headquarters. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, Bluebird will cover the shipping cost.



Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

-In case of accessories such as batteries, only those that match the sales list managed by the Customer Service Center will be eligible for customer service.

-A repair or an exchange of batteries that does not match the sales list of the Customer Service Center due to the carelessness of the customer will be fully charged.

Name of Product

Name of Model RFR901

Date of Purchase

Manufacture Number

Place of Purchase

Term of Guarantee 1 year from purchase

Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the Bluebird's warranty program.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.



Customer support



Before asking for after-sales service, please back up the data on the device. We do not back up data from the products sent to the Customer Service Center. Therefore, we assume no responsibility for loss/deletion of data.

Customer Service Center

#1103, Gplus Kolon Digital Tower 11F,

Digital-ro 26-gil 123, Guro-gu, Seoul,

Republic of Korea(08390)

-Fax: +82-2-6499-2242

-Email: rma@bluebirdcorp.com

-Hours: 9:30 a.m. - 6:30 p.m. (GMT Time: +9 Hours)



The center is closed on Saturdays, Sundays, and Korean national holidays

Registering for After-Sales Service

- We receive the products for our after-sales service through mail, delivery services and hand delivery only in principle.
- If you bought the product from a party other than Bluebird or an authorized Bluebird reseller, you need to register the product before using our after-sales service.
- Please enclose an evidence of purchase or the product receipt for our after-sales service.
- Please enclose your name, telephone number, address and details of the problem for a prompt service.
- You can ask for our after-sales service by contacting your authorized Bluebird dealer or the Customer Service Center in the head office.
- Do not intentionally damage the label on the product.
- A damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- The warranty will not cover any damage which occurs during delivery. We advise you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a bluebird assumes no responsibility for the loss of the product during delivery.



Charged services

- In the following cases, it will be charged when requesting for after-sales service.
 - Service request due to inappropriate use of the device by the customer
 - Loss of PIN number
 - Use of programs that might affect the program (over-clock, forceful changes in the input of the system, personal developments)
- Faults caused by the customer.
 - Defect due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc.)
 - Defect due to a repair or unauthorized technician
 - Defect caused intentionally or by the carelessness of the customer
 - Defect due to the use of fraudulent parts or components
- Other cases
 - Defect due to nature (damage caused by fire, wind, flooding, etc.)
 - Accessories are out of warranty (accessories like battery/charger/cable/adapter, etc. have a warranty of 6 months)
- Regulations for repairs after charged services

If the same fault occurs in the part that has been repaired within a 1 month (30 days), the part will be repaired free of charge.



No refunds will be offered in the following situations:

- The product seal has been removed (if applicable).
- The product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (manual, connecting cables, etc).
- DOA (Dead on Arrival) policy

If your product is DOA (Dead on Arrival), or has malfunction within 30 days of purchase (DOA period), the product will either be exchanged or provided with after-sales service.

FCC

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.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with RF exposure requirement.

IC

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs / récepteurs exempts de licence qui sont conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes: (1) Cet appareil ne doit pas provoquer d'interférences. (2) Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent provoquer un fonctionnement indésirable de l'appareil.

This device complies with RF exposure requirement.

Cet appareil est conforme à l'exigence d'exposition RF.



BLUEBIRD CUSTOMER SERVICE

Operating Hours

Monday to Friday 9:30 A.M. - 6:30 P.M.

(GMT Time: +9 Hours)

The center is closed on Saturdays,
Sundays, and Korean national holidays.

Customer Service Center

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Bluebird constantly strives to bring utmost satisfaction to all our customers.