

# Digi-Key® Services

## Product Information

### PROGRAMMING:

Digi-Key has the capability to program a wide variety of devices. For more information regarding programming, contact the Custom Department at 1-800-344-4539 (ext. 5725) or email: [custom.orders@digkey.com](mailto:custom.orders@digkey.com).

**Equipment:** • BP Microsystems Models BP-2600 and BP-3710 MK II • Capability to support over 21,000 devices ranging from something as small as a SOT23-6 up to a 144-TQFP

**New Packaging and Feeding Options:** Any of the following combinations available:  
• Tube-In, Tube-Out • Tray-In, Tray-Out • Tape-In, Tape-Out

**Labeling:** Hover Davis Print-On-Demand Labeler and various labeling sizes available.

### PROGRAMMABLE OSCILLATORS:

Digi-Key offers Programmable Oscillators from several manufacturers. There are several SMT and Thru-Hole options available to choose from. Frequencies ranging from 1.000Mhz ~ 200.000Mhz are available depending on the electrical characteristics that are chosen.

### DIGI-REEL®:



A Digi-Reel is a custom quantity reel of continuous cut-tape made from a manufacturer's reel. A 15-inch leader and trailer, complete with sprocket drive holes, are attached so that the sprocket holes are aligned enabling direct and flawless feeding into automated board assembly equipment. It is then rewound on a plastic reel according to Electronics Industries Alliance (EIA) standards. In most instances, we can assemble this item specifically for your order and ship it the same day. If you place this item on your order, it will show up backordered. We will contact you if we are unable to fulfill your order.

A \$7.00 "reeling fee" will be charged for each reel and will be included in the cost of your reel.

Digi-Reels are a custom product and are non-cancelable and non-returnable.

### BATTERY PACKS:

Digi-Key has the capability to assemble battery packs out of NiMH, NiCAD, and Alkaline batteries. We offer standard battery packs which are shown in the battery section of this catalog, and can accommodate many custom battery pack requirements. Digi-Key also offers single batteries with tabs for you to solder your wire leads to.

### CABLE ASSEMBLY SERVICES:

Digi-Key offers several different types of ribbon cable assemblies in a number of standard lengths. We also provide assorted pre-terminated jumper wires in several different colors and lengths as standard products.

We have the capabilities to offer ribbon cable assemblies in many different custom configurations and lengths as well as some jumper wires. We can also provide a limited number of discrete wire assemblies, depending on tooling and quantity.

## Additional Information

### STATIC PROTECTION:

Protection of static sensitive parts is a MUST in today's semiconductor market.

To ensure the quality that Digi-Key customers have come to expect, the Digi-Key Static Control Program includes proper static safety protection in the following areas:  
• Receiving, Incoming Inspection, and QC • Product Storage • Order Picking • Final Inspection • Packaging and Shipping

Shielded metallized bags are used in order picking and any time static sensitive product is being handled within the building. 100% recyclable paper packaging (low static generating) is used in packaging and shipping.

As our program is continuously updated with the latest static control technology, you can be reassured that Digi-Key's static sensitive parts are quality safe, *all the way to your door step!*

### RoHS COMPLIANT PRODUCT:



Digi-Key continues to work with its more than 350+ supplier partners to provide customers with RoHS compliant product. Symbols are used to identify compliant

product in the catalog. When an entire page or series of product is compliant, a symbol appears at the top of the page or section. In situations where a series of product is not all compliant, the compliant product is identified by a ♦ symbol beside the Digi-Key part number. Our Integrated Circuits section will identify compliant product with an asterisk (\*) beside the part number description. Please note that due to inventory turns, fluctuations, and catalog cycle times, the most current and accurate information is available at [www.digikey.com](http://www.digikey.com) or by calling 1-800-344-4539. Product that is available in cut tape and/or full reels should be reviewed prior to ordering to ensure that you receive your preference.

## Department Information

### TECHNICAL SUPPORT:

Among the more than 100 individuals who comprise Digi-Key's technical support group are our Technical Support Specialists and Product Managers. These individuals field the hundreds of thousands of telephone calls and inquiries Digi-Key receives each year regarding product specifications and applications. Technical Support Specialists are available to answer questions and offer product suggestions from 6 p.m. CT Sunday through 6 a.m. CT Saturday via telephone, email, and live web chat. Digi-Key's factory-trained Product Managers work directly with our supplier partners and provide expertise in specific product areas.

### DESIGN SUPPORT SERVICES:

Design Support Services is the latest addition to Digi-Key's three-tier technical support group. DSS is capable of providing engineering assistance at any given point within your product development cycle. Services provided by these engineers include:

**In-Depth Application Assistance:** • Assists with application questions on products from our 350+ manufacturers • Provides development tool selection and support  
• Facilitates manufacturer's support to provide solutions for unusually complex problems • Provides component recommendations for the functional blocks of your design concept

**Component Selection Advice:** • Recommends components throughout your product development cycle • Consolidates information on new products, end-of-life components, and product availability to one source

Our Application Engineers are specialized to provide design assistance in (not limited to) the following product areas: *Microcontrollers, ARM Processors, RF Modules – RFID, Blue Tooth and Zigbee, FPGAs, DSPs, Audio, Power and Lighting designs.*

### QUOTES:

Digi-Key provides quotations regarding price and availability upon request. Staffed 24 hours a day, 7 days a week, 365 days a year, Digi-Key's Quote Department offers around-the-clock quotes in many different currencies. Digi-Key will provide you with a quotation that includes stock status, lead-time of product, pricing, RoHS status and substitute information for obsolete/discontinued parts if available. Although Digi-Key accepts different formats for quoting, using an excel spreadsheet with complete and detailed instructions will enhance and expedite your quote request. It is our goal to supply each customer with complete and accurate information in a timely manner. Quotes are accepted via email, fax, telephone, internet and mail for your convenience. More detailed and specific quoting instructions are available at [www.digikey.com](http://www.digikey.com).

### PRODUCTION QUANTITY SERVICES:

In addition to engineering and prototype support, Digi-Key provides production quantity support with full supply chain capabilities, MRP share, bonded inventory, scheduled orders, NPI support and spot orders. Digi-Key also provides competitive market pricing on production requirements. Services specific to production customers complement those enjoyed by all Digi-Key customers. These services include same-day shipping on orders received prior to 8 p.m. CT as well as 24-hour customer service and technical support from 6 p.m. CT on Sunday through 6 a.m. CT on Saturday. In addition, [www.digikey.com](http://www.digikey.com) not only provides 24-hour access to our vast inventory, but a wealth of information, including new product and manufacturer information, data sheets, product training modules, and more. If you are interested in learning more about Digi-Key production support, please inquire concerning our Volume Business Division.

## Conversion Table

inch to mm .....	inch x 25.4	mm to inch .....	mm ÷ 25.4	°C to °F .....	(C x 1.8) + 32
inch to cm .....	inch x 2.54	cm to inch .....	cm x .3937	°F to °C .....	(F - 32) ÷ 1.8
feet to meters .....	foot x .3048	meters to feet .....	meter x 3.28084	ounce to gram .....	oz. x 28.349

Volts = Current x Resistance

Watts = Volts x Amps

VA = Volts x Amps

**More Product Available Online: [www.digikey.com](http://www.digikey.com)**

**Toll-Free: 1-800-344-4539 • Phone 218-681-6674 • Fax: 218-681-3380**