

- Customers must ensure that product(s) are returned packaged and shipped as described in the electronic RMA form. The RMA number must be written clearly on the outside of the package and should also be included with the completed RMA form inside the package.
- When an RMA number has been issued, the replacement product shipment process begins within 1 business day.
- Products returned to the customer from ViVOtech are normally shipped via "Ground shipping" with the shipping costs being covered by ViVOtech, unless the customer pays additional charges for expediting the shipment.
- If a product returned to ViVOtech under this RMA policy is found to have no trouble associated with it, or it has been clearly abused, the product will be returned to the customer "as is" and the customer will be billed for the shipping.

Note: Replacement items are billed to customer at time of shipment. Once the RMA items have been received and verified, the customer will receive a credit for the replacement items.

Important: ViVOtech will make every reasonable effort to replace warranted products with identical devices. However, under certain and unusual circumstances (such as obsolescence of products) ViVOtech reserves the right to replace a warranted product with a functionally similar device that may have a dissimilar appearance or style.

Troubleshooting

Symptom	Possible Cause	Probable Cause and Remedy
General Issues		
Reader does not appear to be powered on (no LEDs lit).	<ul style="list-style-type: none"> Reader not powered on or incorrect voltage. Incorrect power supply used. 	<ul style="list-style-type: none"> Check cable connections. Verify that power is on and correct voltage and current are present. Replace the power module. Replace the reader.
Reading Cards/Fobs/NFC phones		
LEDs do not light and beeper is not audible when card/fob/phone is presented.	<ul style="list-style-type: none"> Card/fob/phone not properly presented. RF interference. Unsupported card used. Wrong firmware (contact ViVOtech personnel). 	<ul style="list-style-type: none"> Present card/fob/phone closer to the reader antenna, and ensure it is parallel to the face of the reader. Verify that the card/fob/phone is valid/current (shouldn't affect phones). Test with ViVOtech "ViVOcard Contactless Test Card" part number 241-0015-03 Rev A. Verify that the Phone Wallet is enabled for payments. Try a different card/fob/phone. Check to see if card/fob/phone is damaged. Verify that phone cover is correctly attached to phone (Nokia 3220). Verify that correct firmware is loaded on reader (ViVOtech personnel only). Power cable plug is fully inserted. Replace the reader.
Some cards/fobs/phones read, but not all.	<ul style="list-style-type: none"> Possible bad card/fob/phone. Unsupported card used. Wrong firmware (contact ViVOtech personnel). 	<ul style="list-style-type: none"> Check to see if card/fob/phone is damaged. Verify that phone cover is correctly attached to phone. Verify that correct firmware is loaded on reader (ViVOtech personnel only).
Communication to POS/ECR		
No data is received, or data is garbled.	<ul style="list-style-type: none"> Faulty or incorrect cable connections. Contactless application is not installed on terminal (for serial connections only). 	<ul style="list-style-type: none"> Check that the cable connection is secure and in the correct port on the POS/ECR. Check that the POS/ECR has the correct software application to accept data from the contactless reader (may need assistance from the POS vendor). Contact the payment processor for an application upgrade.



ViVOpay® DTc (Drive-Through Compact) Quick Installation Guide 631-0054-00 Rev A

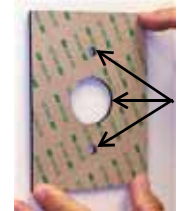
Verify that you have the following parts before you begin the installation: mounting gasket, mounting bracket, ViVOpay DTc, bezel, cable, and 4 Torx screws.



Position the gasket (200-2359-00) on the wall to mark the three holes to be drilled in the wall.

Drill a 5/8" hole in the center to be used to pass the ViVOpay DTc cable from inside the restaurant to the outside mounting location.

The two mounting holes will vary based on the fasteners to be used to attach the ViVOpay DTc to the wall. Verify that the mounting hardware will pass through the two mounting holes in the bracket.



Remove the backing from the gasket and align the mounting holes before attaching the gasket to the outside wall using the sticky side of the gasket.



Align the bracket (200-2357-00) with the gasket making sure that the mounting holes are aligned.

Attach the mounting bracket to the wall using the appropriate hardware.



Route the ViVOpay DTc cable from inside the restaurant through the wall, the gasket, and the mounting bracket.



Attach the plug to the back of the ViVOpay DTc unit.



Position the ViVOpay DTc on the mounting bracket making sure to align the four mounting holes. The ViVOpay DTc cable will lay in the slots in the bracket and will allow the unit to mount flush with the bracket. Attach the ViVOpay DTc to the mounting bracket using the four Torx flat head screws.



Position the bezel over the ViVOpay DTc and snap it into position.

Note: Make sure the Torx screws are tight before installing the bezel since the bezel is difficult to remove once it is locked in position. See the [ViVOpay DTc User Guide](#) (631-0053-00) for instructions on how to remove the bezel once it is locked in place.



Test the ViVOpay DTc unit using a contactless card and a valid card with a magnetic stripe. The ViVOpay DTc LEDs flash and a beep is heard when the contactless card is used. The LEDs do not flash nor is a beep heard when a card with a magnetic stripe is used.

Contact ViVOTech Support if you need to obtain a contactless card to be used for testing.

Customer Support

Important: Distributors and partners are expected to handle Tier I support issues unless stated to the contrary.

The ViVOTech Support Department only handles Tier II and Tier III support. The ViVOTech Support Department can be contacted as follows:

- **E-mail:** support@vivotech.com.
- **Website:** http://www.vivotech.com/support/service_request.asp (this automatically opens a service case).
- **Phone:** +1-408-248-7001 x 125 during normal business hours (8 AM to 5 PM PST).
- **Phone:** 1-877-248-2535 (24/7 hotline). For non-emergency enquiries, the response back will be during normal business hours PST.

ViVOTech does not repair or service individual readers; nor does ViVOTech provide component parts or schematics for the repair or servicing of individual readers. The Warranty and RMA replacement process described below covers the replacement of readers.

The mean time between failure (MTBF) of our product line is greater than 10 years, with a failure rate less than 0.5%.

Warranty

Limited Hardware Warranty Period

The limited warranty on all ViVOTech-branded hardware products begins **on the date the product is shipped** to the purchaser, and is in effect for **12 months** thereafter. The warranty period is not extended if ViVOTech repairs or replaces a warranted product or part. ViVOTech may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

Extended warranties may be negotiated with your ViVOTech Sales representative.

Limited Hardware Warranty Policy

ViVOTech's limited warranty covers defects in materials and workmanship in all ViVOTech-branded hardware products.

Items Not Covered by the Limited Hardware Warranty Policy

- ViVOTech pilot, prototype, and beta hardware
- 3rd party (non-ViVOTech branded) products and accessories
- Products with problems due to the following:
 - o External causes such as accident, abuse, misuse, or problems with electrical power
 - o Product Servicing not authorized by ViVOTech
 - o Usage that is not in accordance with product instructions
 - o Failure to follow the product instructions or failure to perform preventive maintenance
 - o Problems due to improper installation
 - o Problems caused by using accessories, parts, or components not supplied or authorized by ViVOTech
 - o Products with missing or altered serial numbers
 - o Products for which ViVOTech has not received payment

Return Material Authorization (RMA) Policy and Process

1. To process an RMA for any ViVOTech product(s), please first contact ViVOTech Support using one of the above methods to determine that the product is indeed defective. If so determined, ViVOTech Support issues an RMA number. **Without the RMA number, ViVOTech will not accept delivery of returned products.**

Note: The preferred method of initiating an RMA exchange is using our service website.

2. When a support request has been received, ViVOTech Support contacts the customer and e-mails an RMA form provided all relevant information has been received and the product(s) is(are) qualified as being under warranty.
3. When the completed RMA form is received by ViVOTech customer support, an RMA number is issued to the customer. **Note:** The completed RMA form MUST be e-mailed to the address provided by ViVOTech Customer Support.
4. Customers must ship the RMA item(s) to the address below within five (5) days of the date that ViVOTech issues the RMA number.

RMA ship-to address:
Attn: RMA Dept.
ViVOTech Inc.
451 El Camino Real
Santa Clara, CA 95050