

VIVOTEK RMA Portal

User Guide

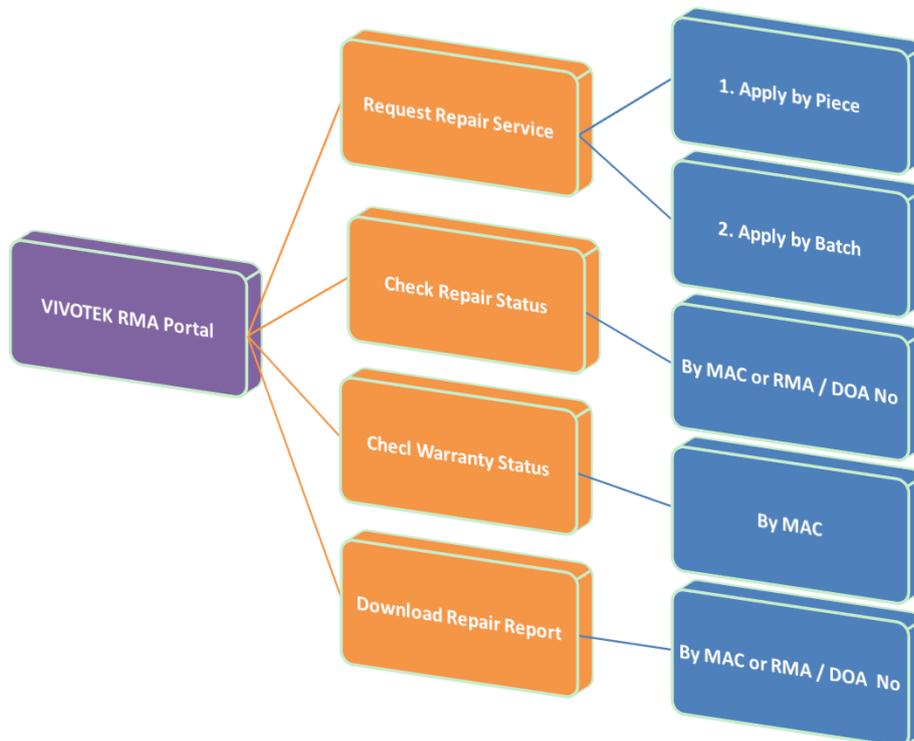
2016/05/01
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1. Introduction

RMA Portal is providing VIVOTEK Distributor to apply the repair inquiry, check the repair status, and warranty information. The document guides how to operate the RMA Portal when you need to use it.



1.1 How to enter the VIVOTEK RMA Portal

The VIVOTEK RMA Portal web is <https://rma.vivotek.com/> . If you using Internet Explorer 8 (with), it is recommended that you to upgrade the IE browser, or you can using different browser, Chrome and Firefox can be supported for VIVOTEK RMA Portal.

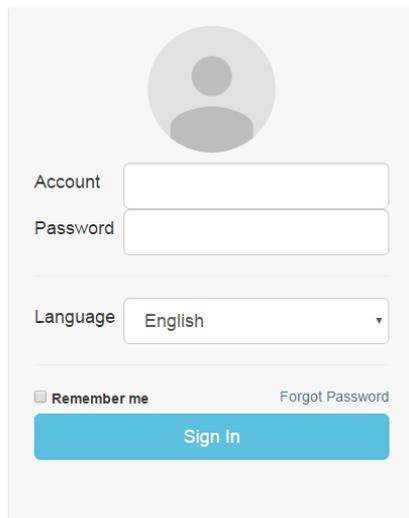
1.2 Login the VIVOTEK RMA Portal

VIVOTEK RMA Contacts will provide the account and password to authorized distributor.

If you are the first time to login the VIVOTEK RMA Portal, it will request you to change the password and maintain the mail address. Once the information is confirmed, you can operate the system function.



RMA Portal - Distributor Login

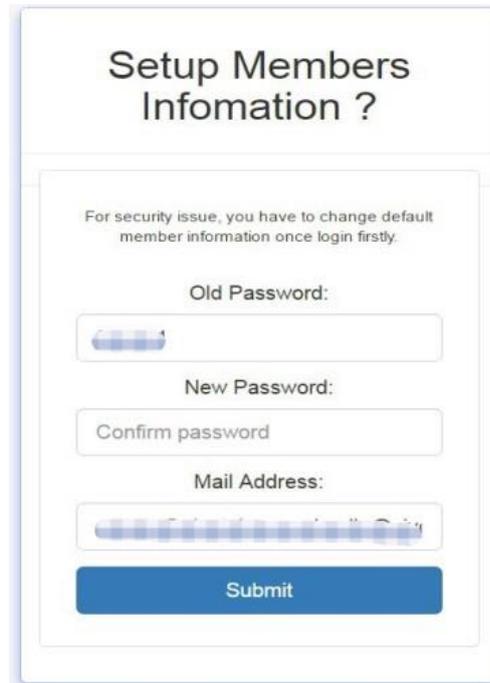


Account

Password

Language

Remember me [Forgot Password](#)



Setup Members Information ?

For security issue, you have to change default member information once login firstly.

Old Password:

New Password:

Confirm password

Mail Address:

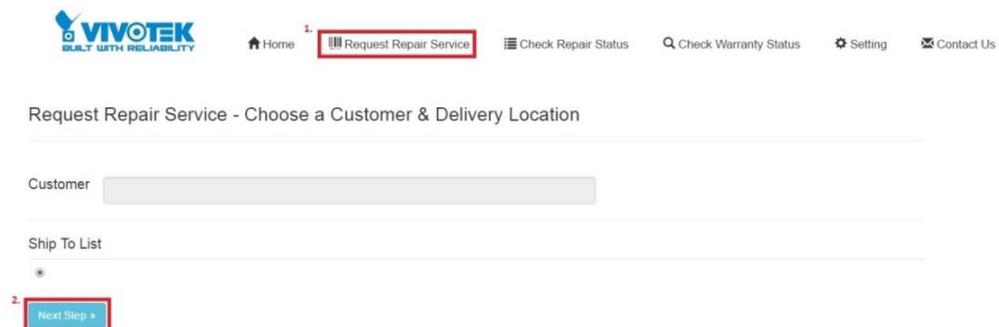
2. Create RMA / DOA request

Once you complete to key in the RMA request information, you will receive the notice letter with Request Number (1X-F0000XXXX-X-XXX). Please do not arrange the RMA / DOA Goods to VIVOTEK until you receive the notice letter with RMA / DOA request Number. (RSXXXXXXXX / DSXXXXXXXX)

2.1 Request Repair Service

When you click “Request Repair Service”, the **ship to** information will appear, and you can start to create the RMA / DOA Request.

The “Ship To” is shipping to VIVOTEK authorized distributor and branch only. If the “Ship To” information is incorrect, please contact VIVOTEK RMA contact window.



 [Home](#) **1** [Request Repair Service](#) [Check Repair Status](#) [Check Warranty Status](#) [Setting](#) [Contact Us](#)

Request Repair Service - Choose a Customer & Delivery Location

Customer

Ship To List

2

2.2 Case Number

It is an optional field. If you have internal reference number or remark, you can key it in the field. If no, please ignore this field.

Then, click “Add Request Item” to key in the defective camera information.

Request Repair Service - Fill Up Repairing Items

Customer

Request No.

Case Number

By Piece BY Batch

RMA / DOA Request is valid for 3 months. You must apply the new RMA / DOA request if overdue.

2.3 Add Request Item (By Piece)

Please Click “Add Request Item”.

Fields marked with a star (*) are mandatory.

➤ MAC Address

After keying in the MAC, please click “Get Warranty Data”, system will show the camera information, including Warranty status.

* mandatory

Mac Address*

Part Number

Part Number	190001000G	Model	FD8169
Shipping Date	2015-04-30	Sales Order	0000022186
Warranty Date	2017-09-28	Warranty Status	Under Warranty
Extended Warranty		Extended Warranty	

➤ Problem Type

It is multiple choices. You can choose the problems of the camera.

Problem Type

- Power - DC 12V/AC 24V, No Power
- Power - DC 12V/AC 24V, Unstable Power
- Power - PoE / PoE+ / High PoE Power Failure
- Power - 100-240V AC, No Power
- Power - DC 56, No Power
- Power - DC 56, Unstable Power
- Network - Not Pingable

Problem Description

Optional Field

Reference No.

Note:

- A. If you choose “Image” related issue, the system will have reminder to ask you upload the photo as possible.
- B. If you choose “Other”, please provide more information on “problem description” field.
- C. For DOA camera, if the request is only refurbish but have no repair inquiry, the system will provide the refurbish fee and RMA Number to you.

➤ Problem Description

If you would like to provide more detail problem description, you can insert the information on “Problem Description” field.

➤ Refurbish (Chargeable)

If you would like to pay the refurbish cost to renew the box or housing, please choose what service you prefer. But if you do not have refurbish request, please ignore this field.

* mandatory

Mac Address *

Part Number

Refurbish (Chargeable)

➤ Get the Request Number or Cancel the Request

- ❶ **Save:** Complete the RMA Inquiry, and ready to get the request number.
- ❷ **Save and New:** Complete the RMA Inquiry, and will add other repair item in request.
- ❸ **Clear:** Clear the RMA inquiry information.
- ❹ **Close:** Leave the RMA inquiry page.

1. 2. 3. 4.

Note:

- A. VIVOTEK RMA Portal is not support user to combine RMA and DOA request together.
- B. After you complete above steps, you will get “Request Number”- 1X-F0000XXXX-X-XXX. Please do not arrange shipment for RMA, until you get the RMA/DOA Number. (RSXXXXXXXX / DSXXXXXXXX)
- C. If VIVOTEK approve your RMA inquiry, you will receive the notice, and please return the camera to VIVOTEK for repairing.

2.4 Import (By Batch)

Please Click “Import”.

Request Repair Service - Fill Up Repairing Items

Customer

Request No.

Case Number

RMA / DOA Request is valid for 3 months. You must apply the new RMA / DOA request if overdue.

Fields marked with a star (*) are mandatory.

➤ The steps as the following:

❶ Download Template File

No file chosen

❷ Fill the RMA request information

MAC Address and Problem Type 1 are required fields.

MAC Address*	Renew request	Problem Type1*	Problem Type2	Problem Type3	Problem Description	Reference No.	Remark

❸ Attached File

No file chosen

❹ Import Data

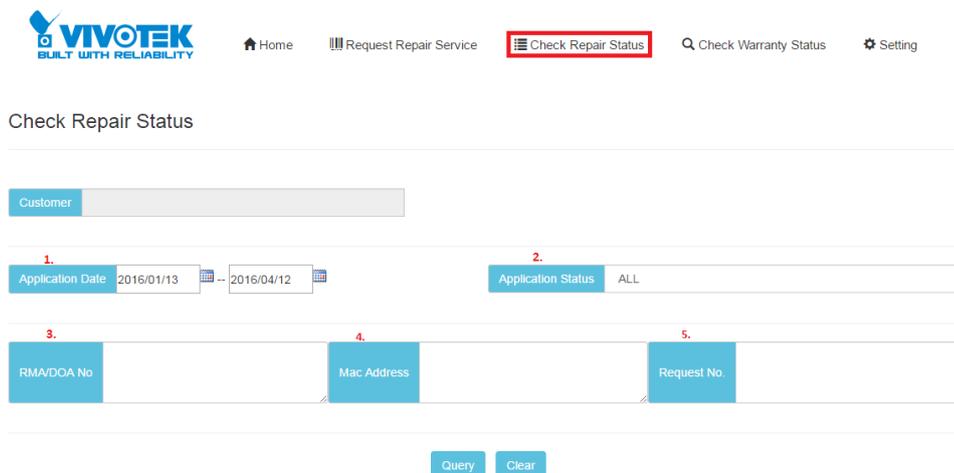
No file chosen

Note:

- A. After you import data successfully, please go to distributor RMA Portal to double confirm the information, then sent out your RMA request.
- B. After you complete above steps, you will get “Request Number”-1X-F000XXXX-X-XXX. Please do not arrange shipment for RMA until you get the RMA/DOA Number. (RSXXXXXXXX / DSXXXXXXXX)
- C. If VIVOTEK approve your RMA inquiry, you will receive the notice, and please return the camera to VIVOTEK for repairing.
- D. If the requests have RMA /DOA requests, the system will generate two different numbers for RMA and DOA camera.

3. Check Repair Status

You can check the repair status with different condition, but the application date is required field.



Check Repair Status

Customer

1. Application Date 2016/01/13 -- 2016/04/12

2. Application Status ALL

3. RMA/DOA No

4. Mac Address

5. Request No

Query Clear

4. Download the RMA Report

Once RMA/DOA goods are completely repaired, customer can download the “repair report” by different condition on “Check Repair Status” page. Please

click  to download the report. The following status will have repair report:

- A. Packing
- B. Shipping
- C. Scrap
- D. Unrepairable
- E. Close

Check Repair Status

Customer

1. Application Date --

2. Application Status

3. RMA/DOA No

4. Mac Address

5. Request No.

Information	ACTION	Customer	RMA/DOA No	Request No.	Received Qty	Request Date	Approve Date	Application Status
<input type="button" value="detail"/>	<input type="button" value="edit"/> <input type="button" value="delete"/>	████████████████████	RS00000718	16-F00001006-0-002	1	2016/04/08 04:12:04	2016/04/08 04:12:25	Packing

5. Check Warranty Status

Customer can on-line check the warranty status and export the data.

If the camera sells by you, then system will show the warranty information to you.

Warranty Query-MAC Address

Mac Address

Mac Address	Customer No.	Sales Order	Part Number	Part Description	Warranty Status	Shipping Date	Extended Warranty	Warranty Date
E0002D1██████	██████████	0000021201	100125400G	IB8367,N/A,(ELABEL, 袷套)	Under Warranty	2015-02-13		2018-06-13
E0002D1██████	██████████	0000021547	100125400G	IB8367,N/A,(ELABEL, 袷套)	Under Warranty	2015-03-23		2018-07-23
E0002D1██████	██████████	0000006896	100054101G	IP7361,MAEBN	Out of Warranty	2012-01-10		2014-05-10