

## **LobbyGuard Optio Gold RMA Instructions**

This document provides step-by-step instructions for preparing your out-of-service Optio for return, unpacking your replacement Optio and returning your out-of-service Optio. You should print this document or bookmark it and follow the instructions outlined for each step of the RMA process. If you have any questions please contact [support@lobbyguard.com](mailto:support@lobbyguard.com)

## STEP 1: Prepare your Out-Of-Service Optio for Return

Follow the instructions below to prepare your Optio for return. You will soon receive a replacement Optio and will need to pack your out-of-service Optio into the shipping box in which your replacement Optio was shipped. These instructions provide details on exactly what you should return and what you should keep.

1. Power down your Optio and disconnect the power cable from the back of the Optio. You **must** include the power cable in your return shipment.
2. Disconnect the Ethernet cable from the Optio. **DO NOT** include the Ethernet cable in your return shipment.



3. Disconnect the cable connecting the Optio to the visitor badge printer. **DO NOT** return this cable, the printer, or the printer power supply.



The following items **MUST** be included in your return shipment:

- The Optio PC with the attached tabletop stand.
- The bar code scanner and the bracket to which the scanner is attached. DO NOT REMOVE THE BAR CODE SCANNER BRACKET FROM THE OPTIO.
- The cable attaching the bar code scanner to the Optio.
- The Optio power supply and the power cable.

The following items **SHOULD NOT** be included in your return shipment:

- Surge Suppressor
- Visitor Badge Printer or printer cables
- Ethernet cable

**NEXT STEPS:** You will receive your replacement Optio after completing the form at [www.lobbyguard.com/rma/optio/gold](http://www.lobbyguard.com/rma/optio/gold). **Follow the instructions below** to properly unpack your replacement Optio and prepare it for use. You will then pack your out-of-service Optio in the box in which your replacement Optio was received. Follow the instructions below for proper packing and return shipping.

## STEP 2: Unpack and Set Up your Replacement LobbyGuard Optio

Once you have received your replacement Optio you should follow the instructions below to properly unpack and set up the replacement unit. You will use the shipping box to return your out-of-service Optio – **DO NOT THROW AWAY THE BOX OR PACKING MATERIALS.**

Carefully remove the LobbyGuard Optio from its shipping box and place it on the countertop or table where it will be positioned to greet visitors.

- Attach the Ethernet cable to the Optio. Do not use WiFi to provide internet access to your Optio.
- Attach the printer USB cable into an available USB port on the Optio.
- Plug in the Optio power cable into a surge suppressor. Failure to use a surge suppressor will void your product warranty.
- If the Optio doesn't power on automatically press down on the power button located on the top left corner of the Optio unit.

Once you have the kiosk unpacked, setup and operational you will need to contact [support@lobbyguard.com](mailto:support@lobbyguard.com) or dial (866) 905-6229 with the following information:

- Your name, phone number and email address
- The name of your organization
- The serial# of your replacement Optio kiosk
- Inform the support team that you are seeking assistance setting up a replacement LobbyGuard Optio at your location.

You will receive a response in the order in which your message is received and will be contacted by a support representative who will work with you to register your replacement kiosk to your location. **You will not be able to use your replacement kiosk until you have contacted LobbyGuard Support.**

**NEXT STEPS:** You will need to return your out-of-service Optio immediately to avoid a charge. Follow the instructions below to properly pack and return the kiosk.

### **STEP 3: Pack and Return your Out-Of-Service LobbyGuard Optio**

You should immediately return your out-of-service Optio to avoid any fees or penalties. Follow these instructions to properly return the kiosk. Pay close attention to the list of items that should and should not be returned with your LobbyGuard Optio.

Package the out-of-service kiosk in the same packaging in which you received your replacement Optio. You should attach the foam inserts to both sides of the Optio and place it securely in the shipping box.

The following items **MUST** be included in your return shipment:

- The Optio PC with the attached tabletop stand.
- The bar code scanner and the bracket to which the scanner is attached. **DO NOT REMOVE THE BAR CODE SCANNER BRACKET FROM THE OPTIO.**
- The cable attaching the bar code scanner to the Optio.
- The power supply and the power cable from your out-of-service Optio.

The following items **SHOULD NOT** be included in your return shipment:

- Surge Suppressor
- Visitor Badge Printer or printer cables
- Ethernet cable

Your replacement Optio should have included a return shipping label inside the box with the kiosk. Use packing tape to properly close up the Optio shipping box and attach the return shipping label to the outside of the box. Do not use scotch tape or masking tape to close the box as this will cause damage during shipping.

Contact UPS to schedule a package pickup or drop off the package at a UPS shipping location:

UPS Pick-Up:

[https://wwwapps.ups.com/pickup/schedule?loc=en\\_US](https://wwwapps.ups.com/pickup/schedule?loc=en_US)

To find a drop-off location near you:

[https://www.ups.com/dropoff?loc=en\\_US](https://www.ups.com/dropoff?loc=en_US)