# LobbyGuard Scout Gold RMA Instructions

This document provides step-by-step instructions for preparing your out-of-service Scout for return, unpacking your replacement Scout and returning your out-of-service Scout. 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

STEP 1: Prepare your Out-Of-Service Scout for Return

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

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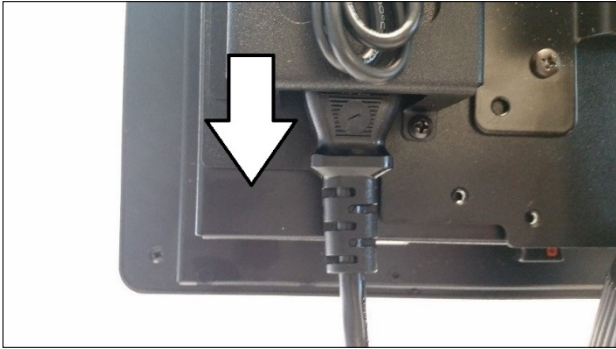
2. Disconnect the Ethernet cable from the Scout. **DO NOT** include the Ethernet cable in your return shipment.

3. Disconnect the cable connecting the Scout to the visitor badge printer. **DO NOT** return this cable, the printer, or the printer power supply.
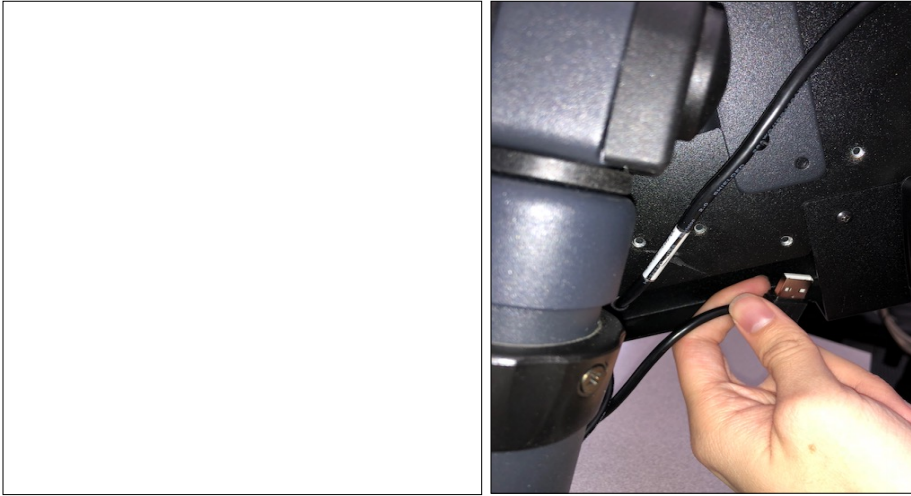
The following items **MUST** be included in your return shipment:

- The Scout 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 SCOUT.
- The cable attaching the bar code scanner to the Scout.
- The wireless keyboard that was included with your Scout. If you are unable to locate your keyboard please contact support@lobbyguard.com before returning your Scout.
- The Scout 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 Scout after completing the form at www.lobbyguard.com/rma/scout/gold. **Follow the instructions below** to properly unpack your replacement Scout and prepare it for use. You will then pack your out-of-service Scout in the box in which your replacement Scout was received. Follow the instructions below for proper packing and return shipping.

STEP 2: Unpack and Set Up your Replacement LobbyGuard Scout

Once you have received your replacement Scout 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 Scout – **DO NOT THROW AWAY THE BOX OR PACKING MATERIALS**.

1. Carefully grab both of the foam inserts surrounding your Scout, and lift them out of the box with your LobbyGuard Scout.


2. Plug in the Ethernet cable into the Scout. The other end should be plugged into your Ethernet wall jack.

3. Plug in the printer USB cable into an available USB port on the Scout.

4. Plug the power cable into the power brick located on the back of the machine.
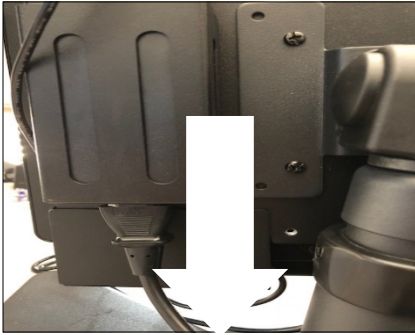
5. Plug in the power cable into the surge suppressor. Failure to use a surge suppressor will void your product warranty.
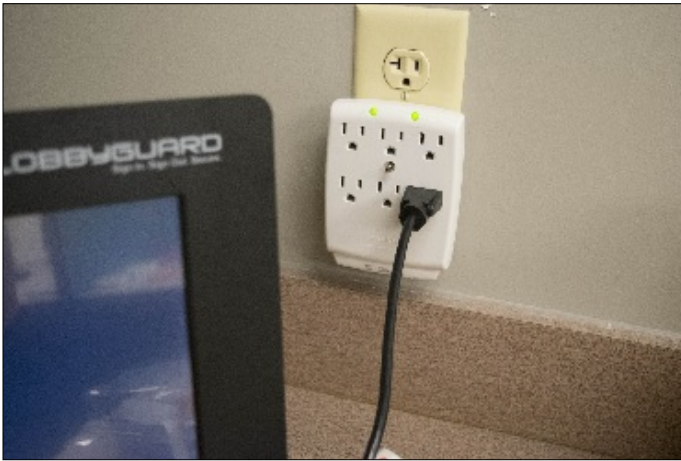
6. If the Scout doesn't power on automatically look under the bottom left corner of the Scout and press the power button as illustrated below:

7. Contact 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 Scout kiosk
   - Inform the support team that you are seeking assistance setting up a replacement LobbyGuard Scout 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 Scout 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 Scout

You should immediately return your out-of-service Scout 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 Scout.

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

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

   - The Scout 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 SCOUT.
   - The cable attaching the bar code scanner to the Scout.
   - The wireless keyboard that was included with your out-of-service Scout. If you are unable to locate your keyboard please contact support@lobbyguard.com before returning your Scout.
   - The power supply and the power cable from yo.

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

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

2. Your replacement Scout should have included a return shipping label inside the box with the kiosk. Use packing tape to properly close up the Scout 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.
3. 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

   To find a drop-off location near you:

   https://www.ups.com/dropoff?loc=en_US