

June 1, 2009

## Re: RMA Repair Tracker Online,

To all of our customers and partners;

At i<sup>3</sup>DVR we are committed to our products and services. We believe in making our customer's experience with i<sup>3</sup>DVR as smooth and easy as possible. To facilitate quicker access to information for the customers, we have launched an online RMA Repair Tracker application. RMA Repair Tracker application allows customers to track the status of their RMA orders online. By launching the RMA Repair Tracker, we are determined make information more accessible to our customers as well as improve communication.

### Who can use RMA Repair Tracker?

All i<sup>3</sup>DVR registered dealers, who have a valid and active online dealer account (also used for BrandIt®) can use RMA Repair Tracker online. If you are an i<sup>3</sup>DVR registered dealer, but do not have a dealer account, create one by visiting our Registration page at <http://www.i3dvr.com/dealerregister.html>.

If you are not an i<sup>3</sup>DVR registered dealer, please contact our Customer Care at 1.866.866.0004.

### How can I access RMA Repair Tracker?

You can access RMA Repair Tracker in two ways:

1. Via direct link: <http://www.i3dvr.com/rma.html>
2. Via our website. <http://www.i3dvr.com>; position mouse cursor over Dealers button, select RMA Status Tracker option under Sales Tools.

### What information is available through RMA Repair Tracker?

RMA Repair Tracker allows you to track the repair progress of your DVR units (does not apply to other parts or cameras). By using RMA Repair Tracker you will be able to find out when i<sup>3</sup>DVR has received the unit, when a technician started repairing it and when the unit repairs have been completed.

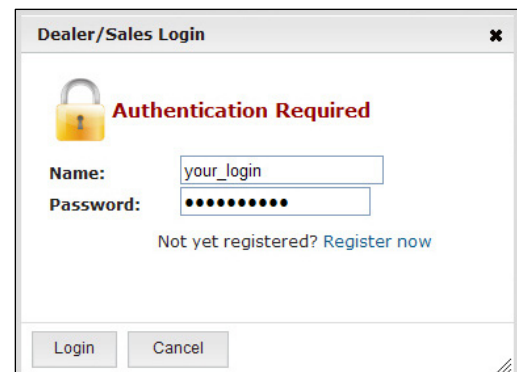
Note that you will only see your company's RMA Repair records. If no results appear, confirm with Customer Care that an appropriate company name has been assigned to your dealer account.

### How often is the RMA Repair Tracker updated?

Information in the RMA Repair Tracker is updated daily. You may not see any changes to your unit's RMA status while it is being repaired. Please be patient while we are working on your system.

### How do I check the status of my RMA order?

1. Go to the RMA Repair Tracker website: <http://www.i3dvr.com/rma.html>
2. Enter your dealer account information to log in. This is the user name and password you have selected during your online dealer account registration.



The screenshot shows a window titled "Dealer/Sales Login" with a close button (X) in the top right corner. Inside the window, there is a yellow padlock icon and the text "Authentication Required" in red. Below this, there are two input fields: "Name:" with the text "your\_login" and "Password:" with a series of black dots. Underneath the password field, there is a link that says "Not yet registered? Register now". At the bottom of the window, there are two buttons: "Login" and "Cancel".

- You can track your RMA order based on RMA# or based on your DVR serial number. Your *RMA number* is located in the email you have received from our RMA department before you sending your unit in for repair. Your *DVR serial number* is located on the front door of your unit. It is a 6-digit number separated by a dash (e.g. 100-001).
- To track your RMA order by RMA number, enter full or partial RMA number into the **RMA# Contains** text box and click **Search**. All matching results will be displayed below.

**RMA Status Tracker**

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RMA# Contains  |

Serial# Contains

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Customer: Navco Security Systems

RMA#	RMA Description	Item	SerialNo	Received	Started	Completed	Working Status
0000010977	RMA Repair : rebooting intermittently	i3-SRX12016A-RM	109867	3/12/2009	3/25/2009	3/27/2009	SRO Created

- To track your RMA order by DVR serial number, enter full or partial serial number into the **Serial# Contains** text box and click **Search**. All matching results will be displayed below. Note: Use only numbers, do not enter a dash when searching by DVR serial number.

**RMA Status Tracker**

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RMA# Contains

Serial# Contains  |

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Customer: Navco Security Systems

RMA#	RMA Description	Item	SerialNo	Received	Started	Completed	Working Status
0000011289	Repair RMA: Unit powers no picture	24020C-00-00	113884	3/18/2009	3/24/2009	3/25/2009	SRO Created

Please contact technical support at [support@i3dvr.com](mailto:support@i3dvr.com) or by phone: 1.877.877.7241 if you have any other questions or issues.

Thank you very much for your attention and cooperation.  
Best regards,



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