



Technical Support Guidelines

What is Supported: Odyssey Technical Support is responsible for supporting the Remote Eyes Server, POS Integration software, and the system that the software is installed on. We are not responsible for other problems that occur at the installation location (e.g. port forwarding; internet connectivity, IP addressing, POS software configuration and cabling, camera installation and cabling problems).

Customers installing remote client software will be supported. For Windows Vista users, our client software is Vista compatible, however we are limited in the flavors of Vista that we have running in-house. For Vista flavors we do not have in-house, we can give general Vista guidance, but our ability to recreate the problem the customer is experiencing in the field will be limited.

Problems with remote connectivity should be addressed by the customer's network administrator. We do not have the ability to provide technical support for a customer's specific network configuration.

Customers using the Windows administration account (aka the "Odyssey" account) to load 3rd-party software, access the Internet, process email, run back office applications, run gaming software, or participate in online gaming are voiding their warranty. The only permissible use of the Odyssey account is to administer the settings of the DVR system. If customers experience difficulties with Windows configuration problems or viruses after using the Odyssey account in this manner, technical support will be limited to advising the customer to restore his system using the factory restore CDs (or the hidden restore partition on more recent systems). If the customer requires an RMA to rebuild his system image, the RMA will be issued on a non-warranty basis.

Hours: Technical support hours are from 8:00A.M. to 5:00P.M. ET Monday through Friday, except for holidays. We may provide extended technical support hours in the future as our West Coast customer base grows. We recommend that customers requiring support during off hours contact us by email (see below) so that support staff sees their requests at the beginning of the next business day.

Contact via Phone: Customers should contact Technical Support by dialing 301-256-0000 and selecting option "3" to enter the Technical Support call queue. If no Technical Support staff is

immediately available, the customer should leave a detailed voice mail (please include at least the following information: system serial number, software name (e.g. Remote Eyes Server or POSWatch), software version number, and a detailed description of the problem). Our phone system is integrated with our e-mail system, so all Technical Support staff and management will see incoming voice mails immediately. Leaving voice mail will result in faster response to inbound customer calls than if the customer remains on hold waiting for a technician to free up or hangs up and calls repeatedly without leaving a message. **Please do not leave voice mail on the phone extensions for individual staff members. We have no way of monitoring the personal voice mailboxes of our employees and cannot guarantee a timely response if customers do this.**

Contact via Email: Customers should contact Technical Support using support@remoteeyes.com. We will respond to customer inquiries within 1 business day. All Support email is distributed to the entire support staff and management. Customers should leave a detailed email (please include at least the following information: system serial number, software name (e.g. Remote Eyes Server or POSWatch), software version number, and a detailed description of the problem).

Referrals from Sales: Some customers opt to contact their sales representative for technical support. We encourage Sales to refer these customers to the support staff by email (see above).

Serial Numbers: All equipment is tracked by serial number. The support staff has access to all documents that contain serial numbers for the various product lines (SARES, RES/mRES, HIRES). The serial number allows support staff to access information such as system configuration and warranty information. We cannot issue RMAs or send warranty parts without the system serial number.

RMAs: RMAs are available only to customers who have an account with us. End users that require RMAs should be directed to their dealer. If a customer is an “abandoned” customer, Support will contact Sales to find an appropriate dealer to reassign the end user to.

RMA Turnaround times: Technical Support will make every effort to complete repairs within 10 business days and return the unit to the customer. Actual repair time depends on diagnostic time, availability of parts, and required test time. Upon completion of repair, Technical Support will return the equipment to the customer using the same shipping method by which it was received as an F.O.B. Shipping point. Please note that older, non-warranty repairs may take longer to complete due to limited availability of parts. Odyssey offers an Equipment Rental Program to provide DVRs to customers waiting for equipment repairs.

Camera RMAs: All requests for camera RMAs must go through order processing and can be requested from orderprocessing@remoteeyes.com. Customers also need to be aware that if there is no problem found (on the camera RMA), the customer will be responsible for return shipping charges.

Shipping Warranty System Components: Some customers request that system components be shipped to them for field installation instead of returning the system to Odyssey under RMA for repair. Support staff will assess such requests on a case-by-case basis. If the customer has a qualified technician to perform the repair to the system in the field, then a replacement part can be sent. Support staff will be polite, but firm on the fact that we do not have staff available to do a step-by-step walkthrough on installing any components that are shipped. The customer will also be informed that he will be invoiced for the replacement part even though it is under warranty. The customer will receive an RMA for returning the defective component to Odyssey (usually the return shipping instructions will be in the shipping box with the replacement component). Once Odyssey receives the defective component, the customer's account will be credited for the full amount of the replacement part invoice.

Advance Replacements: Odyssey has a policy for advance replacement of "dead on arrival" (DOA) equipment for new orders. This policy is defined in the Sales Policies packaged with the Odyssey Price Book.

Loaners: For customers with older equipment that needs to come back under RMA, there is often a desire to have a loaner system shipped to the customer so he has something in place while his primary system is being shipped and repaired. Odyssey has an Equipment Rental Program to cover this case. Details on the Equipment Rental Program are included in the Odyssey Price Book. Odyssey does not maintain a standby pool of loaner equipment, so customers should not expect that we can provide a loaner service.

Assistance from Sales: For certain topics (e.g. camera selection and field installation issues) support staff may consult with sales staff for specific expertise. Primary responsibility will still remain with support staff to respond to the customer.

End Customer Support: Support staff will answer basic end user questions, however if an end user is looking for training or relying on Odyssey as the primary contact for technical support, we will remind the user to work with his dealer for primary support. Odyssey is not set up to provide first-tier support directly to end users; the mission of Odyssey Technical Support is to support the resellers that sell our equipment. For end customer requests regarding the security features on our systems (e.g. how to gain administrative rights to the system), we will always refer those questions to the customer's dealer for security reasons.