

Requesting an RMA

1. Please log on to your DeskPro account by visiting: <http://support.aver.com/login.php>
*Note: If you do not have an account, please create an account to get assistance with your product and the RMA request. **(No RMA# will be processed without a DeskPro account)**

Home Help

Questions and Answers Register Login

// Home // Support Home

// Login / Create / Recover your Account

→ If you have an account

Username:

Password:

Remember me until I log out manually:

Login

→ If you have lost your password

Username: Send Lost Details

Email: Send Lost Details

→ If you need to register an account

Create an Account

Click here to create an account if you don't have one

2. Click on "Ask a Question" for new tickets or "Open Questions" for open/pending tickets

Home Logout Help

Questions and Answers Ask a Question Open Questions Resolved Questions Your Settings

// Home // Support Home

Welcome back kyotic
If this is not you, please click [here](#)

Questions and Answers

Questions and Answers Search: Go

Ask a Question

Open Questions

Question Ref	Title	Last Tech Reply
6778-AFJB-7007	testing	Tue, 16th Dec 2008 10:45 am

Resolved Questions

Your Settings

Existing Tickets

To create new tickets

To check tickets that are open/pending

3. To create a new ticket:

Step 1: Give your query a title of "RMA Surveillance Request" and then Scroll to "Please categorize your question," click on the drop-down menu and **select Security Products**

The screenshot shows the 'Ask a Question' form on the AVerMedia website. At the top, there are navigation links: 'Questions and Answers', 'Ask a Question', 'Open Questions', 'Resolved Questions', and 'Your Settings'. Below this is a breadcrumb trail: '// Home // Support Home // Ask a Question'. A notice states: 'AVerMedia Technical Support office hour is Monday to Friday from 8:30am to 5:00 pm, pacific standard time. Please note that we only support products for the North and South American market from one of our overseas branch, please go to www.avermedia.com and select the office nearest you for support.'

The main section is titled 'Ask a Question'. It contains several steps:

- Brief title for your question:** A text input field.
- Please categorize your question:** A dropdown menu with 'Security Products' selected. Other options include 'TV Tuners / Capture Devices', 'Document Camera / PC to TV', and 'RMA - TV Tuners / Capture Devices'.
- Please prioritize your question:** A dropdown menu with 'Low' selected.
- System Specifications:** Fields for 'Mother Board', 'CPU & Speed', 'Video Card', 'System Type' (with radio buttons for Desktop PC, Laptop PC, Stand Alone, N/A), 'Product' (set to [None]), 'Problem/Symptom' (set to Other), and 'Have you visited our FAQ site?' (Yes/No).
- Additional Information:** Fields for 'Mother Board Chipset', 'System Memory', 'Sound Card', 'Operating System', 'Where did you buy this unit from?' (For DVR only), 'Email or Call', and 'If yes, but...'
- Attachments:** A section with a 'Browse...' button and an 'Add' button. A red note says 'If you need to attach a file/ screenshot'.
- Your Question:** A large text area for the user's question. A red box highlights this area with the text 'The question or your issue here'.

Step 2: Fill in all required information (highlighted in the red boxes) including a brief description of your issue and the reason for the RMA request in the “Your Question” box.

*Note: If your profile is not up to date with your contact information (Name, Phone Number, E-mail Address), please include it in the “Your Question” description box.

The screenshot shows the 'Ask a Question' form on the AVerMedia website. The form is divided into several sections:

- Header:** Home | Logout | Help
- Navigation:** Questions and Answers | Ask a Question | Open Questions | Resolved Questions | Your Settings
- Support Hours:** * AVerMedia Technical Support office hour is Monday to Friday from 8:30am to 5:00 pm, pacific standard time. Please note that we only support products for the North and South American market (USA, Canada, Latin America). If you own a product from one of our overseas branch, please go to www.avermedia.com and select the office nearest you for support.
- Form Fields:**
 - Brief title for your question:** A text input field.
 - Please categorize your question:** A dropdown menu with 'TV Tuners / Capture Devices' selected.
 - Please prioritize your question:** A dropdown menu with 'Low' selected.
 - Please provide the following information:** A grid of fields including:
 - Mother Board, CPU & Speed, Video Card, System Type (Desktop PC, Laptop PC, Stand Alone, N/A), Product, Problem/Symptom (Other), Have you visited our FAQ site? (Yes/No).
 - Mother Board Chipset, System Memory, Sound Card, Operating System ([None]), Where did you buy this unit from? (For DVR only), Email or Call (Call/Email), If yes, but... ([None]).
 - You may upload an attachment:** A file upload area with a 'Browse...' button and an 'Add' button.
 - Your Question:** A large text area for the question description.
 - When you are Finished:** 'Submit Question' and 'Spell Check' buttons.
- Footer:** | Home | Questions and Answers | Ask a Question | Open Questions | Resolved Questions | Your Settings |

Step 3: Click on “Submit Question,” and you have just filed a ticket and RMA request with AVerMedia Surveillance!

4. Once a ticket has been submitted, you will receive a call from our Technical Support Team.
 - Support team will work with you to understand your issue and troubleshoot the problem if possible to prevent any unnecessary RMAs.
 - If it is determined that the unit needs further testing and resolution at the user level is not possible, you will be given an RMA form that simply needs to be filled out and returned to the Technical Support Team.

*Note: An invoice or PO might be required in order to verify unit warranty information
Once the above process has been completed and all product/customer information has been received and verified, an RMA number will be issued with the shipping instructions.
 - You must ship the unit with the RMA number clearly marked on the shipping container.

5. Once we receive the unit, we will perform all diagnostic tests and either resolve the issue or provide a replacement unit of equal value (if the product is still under the warranty period).