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# Team Support RMA Portal Customer Guide

Version 1.0

# Team Support

## RMA Portal Customer Guide

Login to the RMA Portal

- 1 Proceed to the RMS Portal login page at:  
<https://portal.teamsupport.com/L3MobileVisionRMA>.



The screenshot shows the RMA Portal login page. At the top left is the L3 logo (a red circle with a white 'L' and a white '3'). To the right of the logo is the text "Mobile-Vision, Inc." Below this is the text "RMA Portal". The login form is a light gray box containing an "Email" label, an input field, a "Remember me on this computer" checkbox, and two buttons: "Sign in" and "Register".

- 2 Enter your email address in the *Email* field, then press **Tab**. The *Password* field displays.



The screenshot shows the RMA Portal login page after the email address has been entered. The "Email" field now contains the text "zalewski4@aol.com". The "Password" field is now visible, with a link "(Retrieve Password?)" next to it. The "Remember me on this computer" checkbox and the "Sign in" and "Register" buttons are also visible.

- 3 If you are a *new* user, click **Register**. Proceed to the next step.

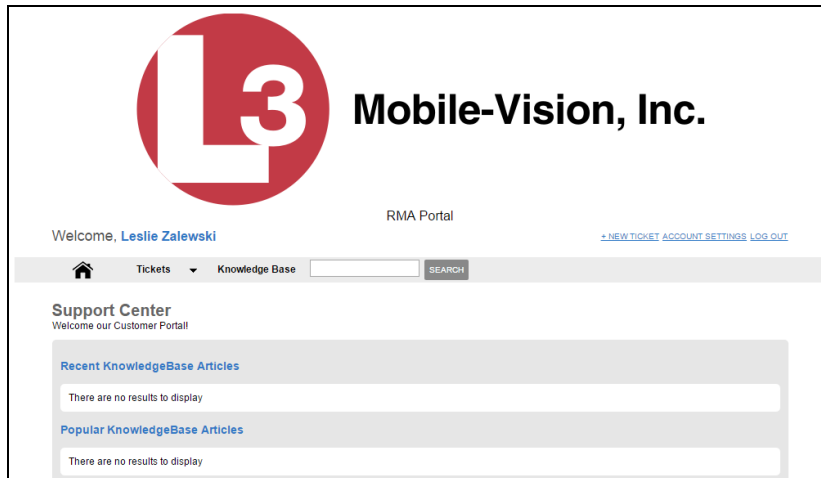
– OR –

If you are an *existing* user, skip to step 5.

E-Mail	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Password	<input type="password"/>
Confirm New Password	<input type="password"/>

- Complete the RMA Portal registration form, then click **submit**. The RMA Portal Home page redisplay. **End of Procedure.**

RMS Portal Home Page



- If you remember your password, enter it in the *Password* field. Proceed to the next step.  
– OR –  
If you *don't* remember your password, click **Retrieve Password**. The Forgot Your Password popup displays, as pictured below. Skip to step 7.
- Click **Sign in**. The RMS Portal Home page displays, as pictured above. **End of Procedure.**

**Forgot your Password?**

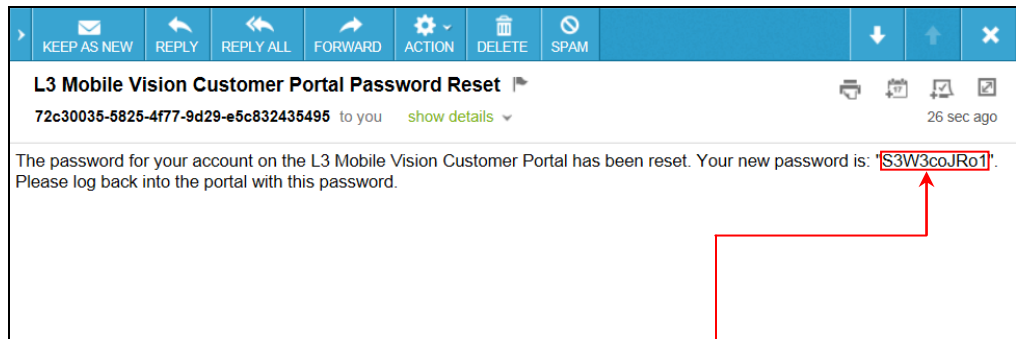
Just enter your e-mail address below and a new password will be sent to you.

**Email**

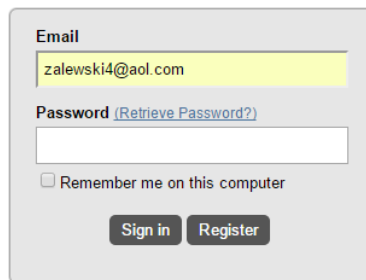
**Send me a new Password**

- If you want your password reset message sent to the email address displayed in the *Email* field, proceed to the next step.  
– OR –  
If you want your password reset message sent to a *different* email address, enter that address in the *Email* field.

- Click **Send me a new Password**. The system sends a new password to the email address entered in the *Email* field.



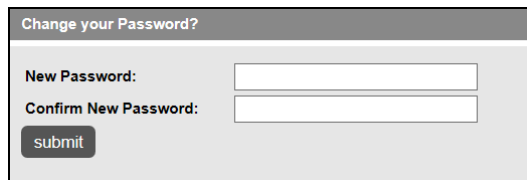
- Once you receive this message, highlight the temporary password (minus the quotes) and press **Ctrl + C** to copy it to your clipboard.
- Return to the RMS Portal login prompt.



The screenshot shows a login form with the following fields and elements:
 

- Email:** A text input field containing 'zalewski4@aol.com'.
- Password:** A text input field with a '(Retrieve Password?)' link next to it.
- Remember me on this computer
- Sign in** and **Register** buttons.

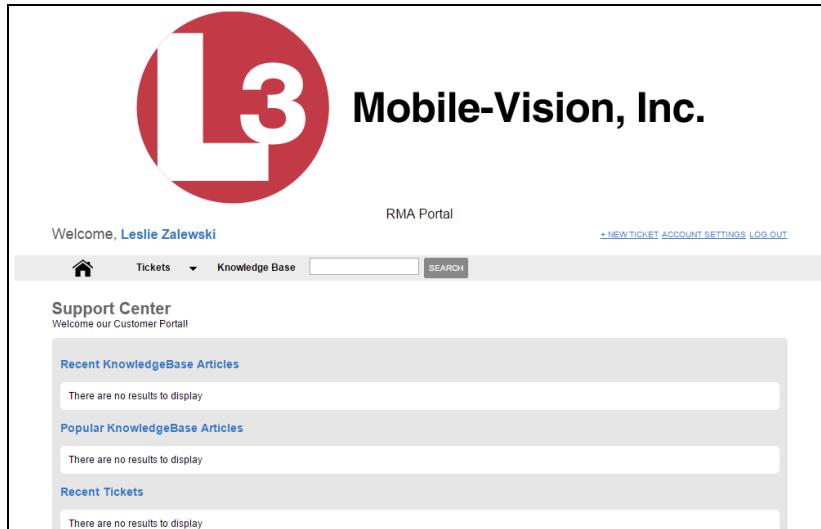
- Position your cursor in the *Password* field, then press **Ctrl + V** to copy your temporary password from the clipboard into the field.
- Click **Sign in**. The system prompts you to enter a new password.




The screenshot shows a 'Change your Password?' form with the following fields and elements:
 

- New Password:** A text input field.
- Confirm New Password:** A text input field.
- submit** button.

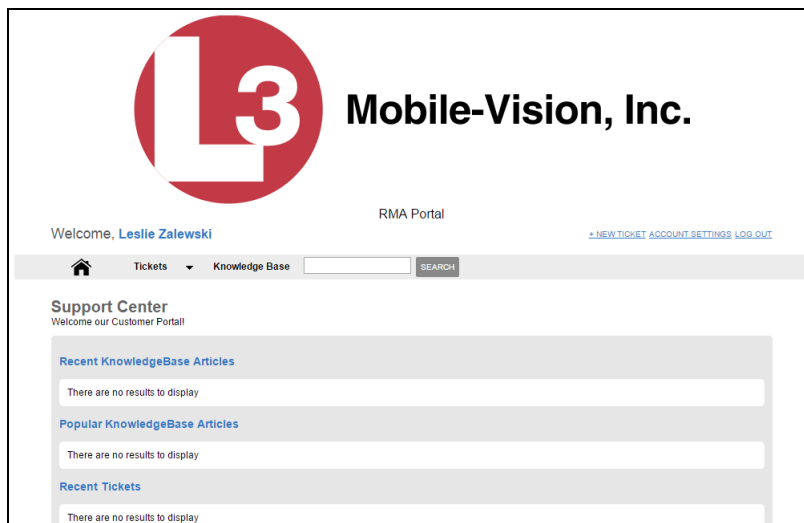
- Enter a new password in the *New Password* field, then press **Tab**.
- Re-enter the password in the *Confirm New Password* field.
- Click **submit**. The RMS Portal Home page displays.



16 Click the  icon on the upper left side of the page to return to the Home page.

Open an RMA Ticket

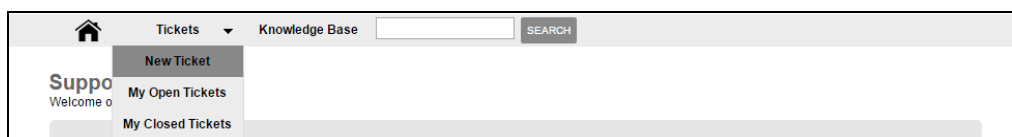
1 Login to the RMA website, as described in the previous section. The RMA Portal Home page displays.



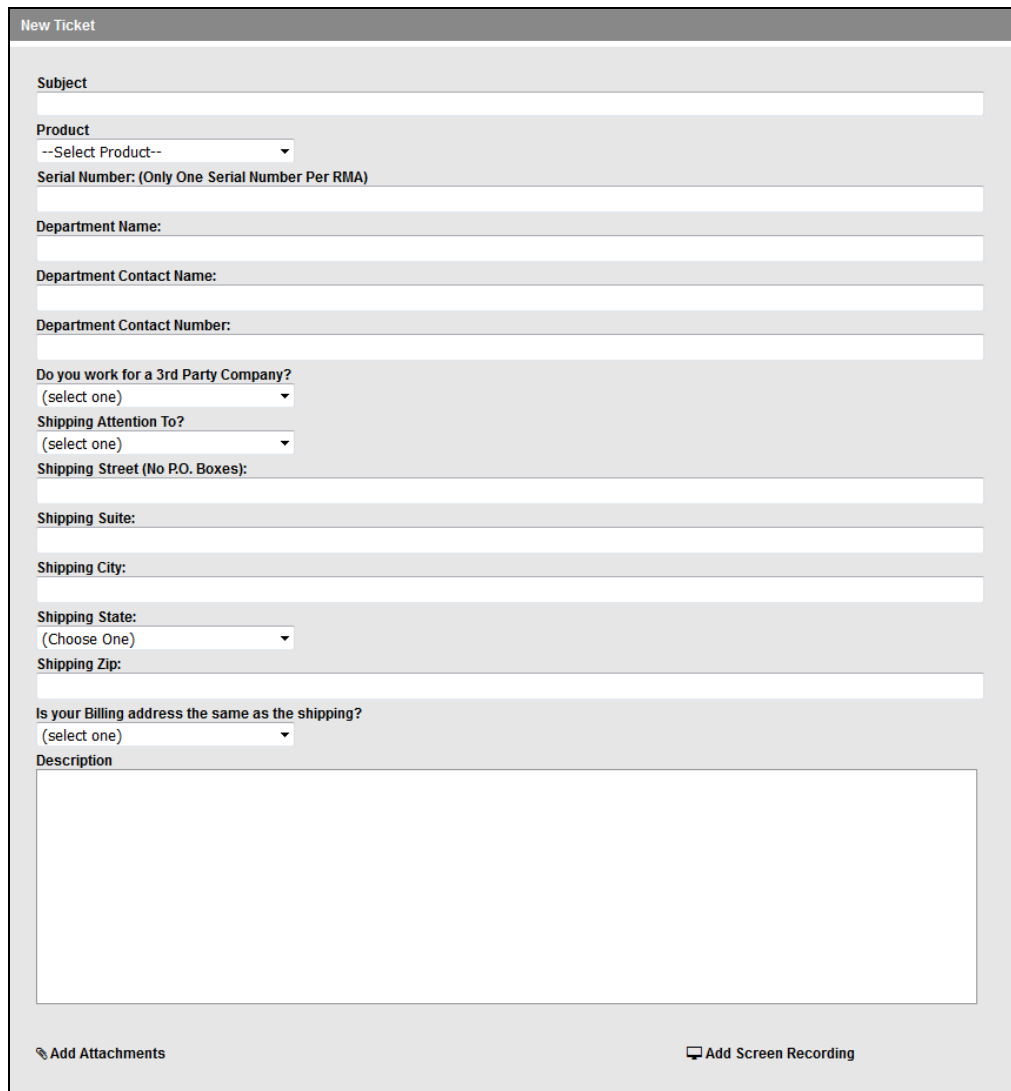
1 Click the [+NEW TICKET](#) link on the upper right side of the page.

– OR –

Go to the menubar and select **Tickets**→ **New Ticket**.



A blank ticket form displays.



*Subject* **2** Enter a title for this ticket. If possible, include the equipment name and a brief problem description, such as *Flashback3 videos have horizontal lines in them.*

*Product* **3** Using the drop-down list provided, select the product you are sending in for repair. If the product you are returning does not appear on this list, contact L-3 Mobile-Vision support for assistance instead.

*Serial Number* **4** Enter the serial number of the unit you are sending in for repair. If you are having multiple units repaired, you will have to enter a separate RMA record for each unit. *Do not enter more than one serial number in this field!*

*Department Name* **5** Enter the name of the police department that the product belongs to (e.g., *Orange County Sheriff's Office*).

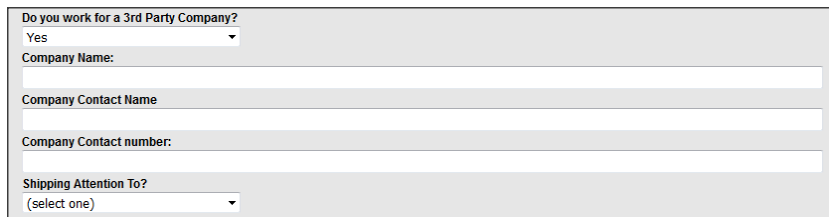
*Department Contact Name* **6** Enter the main contact person for the police department entered in the *Department Name* field.

*Department Contact Number* **7** Enter the phone number for the contact person entered in the *Department Contact Name* field. Include an extension if applicable.

*Do you work for a 3<sup>rd</sup> Party Company?* **8** If you are a third-party installer hired by the police department, select **Yes** from the drop-down list. Proceed to the next step.  
– OR –

If you are *not* a third-party installer (i.e., you are an employee of the police or sheriff’s department), select **No** from the drop-down list. Skip to step 13.

*Company Name* **9** Enter the name of the business you work for (e.g., *Jim’s Radio Installation*).



*Company Contact Name* **10** Enter the main contact person for the company entered in the *Company Name* field.

*Company Contact Number* **11** Enter the phone number for the contact person entered in the *Company Contact Name* field. Include an extension if applicable.

*Shipping Attention To?* **12** Select a value from the *Shipping Attention To?* drop-down list:

- If you want the product shipped to the attention of the police department’s contact person (see *Department Contact Name* field), select **Department Contact**. Skip to step 14.
- If you want the product shipped to the attention of the installation company’s contact person (see *Company Contact Name* field), select **Company Contact**. Skip to step 14.
- If you want the product shipped to the attention of someone other than the department contact or company contact, select **Other**.

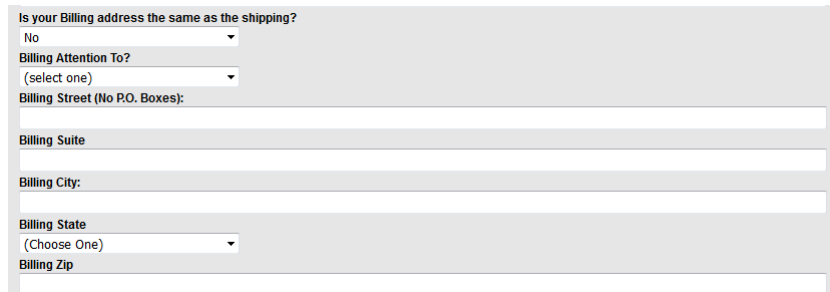
*Shipping Attention* **13** Enter the name of the person who will be receiving the package.



**14** Using the *Shipping Street*, *Shipping Suite*, *Shipping City*, *Shipping State*, and *Shipping Zip* fields provided, enter the address that you want the package shipped back to.

*Is your Billing address the same as the shipping?* **15** If the Billing address is the same as the Shipping address you just entered, select **Yes** from this drop-down list. Skip to step 19.  
– OR –

If the Billing address is *different* from the Shipping address you just entered, select **No** from this drop-down list.



*Billing Attention To?* **16** Select a value from the *Billing Attention To?* drop-down list:

- If you want your bill\* and repair summary mailed to the attention of the police department’s contact person (see *Department Contact Name* field), select **Department Contact**. Skip to step 18.
- If you want the bill\* and repair summary mailed to the attention of the installation company’s contact person (see *Company Contact Name* field), select **Company Contact**. Skip to step 18.
- If you want the bill\* and repair summary mailed to the attention of someone other than the department contact or company contact, select **Other**.

**17** Enter the person you want the bill\* and repair summary mailed to.

**18** Using the *Billing Street*, *Billing Suite*, *Billing City*, *Billing State*, and *Billing Zip* fields provided, enter the address that you want the bill and/or repair summary mailed to.

*Description* **19** Specify what the issue with the product is and what you’ve done so far to troubleshoot the problem. Please include as much detail as possible.

**20** If you wish to add a file attachment to this ticket, click the [Add Attachments](#) link in the lower left corner of the page. Proceed to the next step.

– OR –

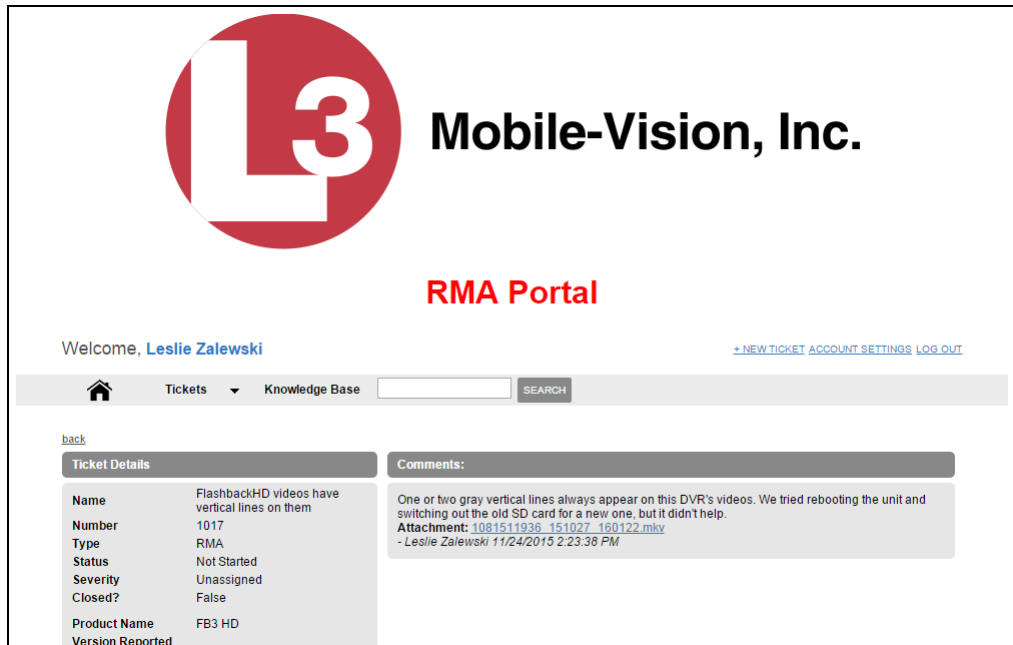
If you do *not* wish to add a file attachment to this ticket, skip to step 25.



\* Some repairs may be covered under your initial Product Warranty or Extended Maintenance Agreement (EMA). In that case, you will receive a repair summary rather than an invoice.



- 21 Click **Choose File**. The Open popup displays.
- 22 Navigate to the disk drive location where the relevant file is located.
- 23 Double-click on the file to select it.
- 24 To attach another file, repeat steps 21 – 23. Otherwise proceed to the next step.
- 25 Review your ticket and make any final changes.
- 26 Once you've verified your ticket information, click **submit**. A summary of your ticket displays.



The screenshot displays the RMA Portal interface for Leslie Zalewski. At the top, the L3 Mobile-Vision logo and name are prominent, followed by the 'RMA Portal' title. A navigation bar includes a home icon, 'Tickets' (with a dropdown arrow), 'Knowledge Base', a search input field, and a 'SEARCH' button. Below this, a 'Welcome, Leslie Zalewski' message is shown alongside links for '+ NEW TICKET', 'ACCOUNT SETTINGS', and 'LOG OUT'. The main content area is divided into two sections: 'Ticket Details' and 'Comments'. The 'Ticket Details' section lists the following information:

Name	FlashbackHD videos have vertical lines on them
Number	1017
Type	RMA
Status	Not Started
Severity	Unassigned
Closed?	False
Product Name	FB3 HD
Version Reported	

The 'Comments' section contains a single comment: 'One or two gray vertical lines always appear on this DVR's videos. We tried rebooting the unit and switching out the old SD card for a new one, but it didn't help.' Below the comment is an attachment link: 'Attachment: 1081511936\_151027\_160122.mkv' and a timestamp: '- Leslie Zalewski 11/24/2015 2:23:38 PM'.

The system will also email you a confirmation message with instructions for shipping your equipment to L-3 Mobile-Vision. See sample on the next page.

*(Continued)*



Ticket [1017] was created for you. - FlashbackHD videos have vertical lines on...

72c30035-5825-4f77-9d29-e5c832435495 to you show details



1 min ago

--- Please reply above this line ---

RMA 1017-FB3 HD Confirmation

Do not reply to this email!

RMA (Returned Merchandise Authorization) DISCLOSURE INFORMATION

Thank you for contacting L-3 Mobile-Vision concerning the repair of your L-3 Mobile-Vision Equipment. The following RMA (Returned Merchandise Authorization) number has been assigned to your specific repair

RMA#1017-FB3 HD

NEXT STEPS:

- 1) Carefully pack your equipment using an appropriate box and packing materials.
2) Write the RMA number on the sides of the box and shipping label.
3) Mail to:

For All Customers (Except Texas) Send RMA To:

L-3 Mobile-Vision Service Center
Attn: RMA#1017
400 Commons Way, Suite F
Rockaway, NJ 07866

For Customers In Texas Only, Send RMA To:

L-3 Mobile-Vision Service Center
Attn: RMA#1017
Service Center
9801 Chartwell Drive
Dallas, TX 75243

- 4) To prevent misplacement or loss - packages sent without the RMA on them may be refused and therefore returned to you.
5) If you are sending in a DVR unit - please make sure to include the CF or SD card with the shipment. Please make sure to remove ALL STORED VIDEO on the card before shipping this to us.
6) If we do not receive your equipment within 14 days of when this RMA number was issued, the RMA will be cancelled and it will be necessary for you to reapply for another RMA number.
7) Customers are responsible for inbound shipping charges. Mobile-Vision will pay for outbound warranty shipments only, otherwise outbound shipping charges apply.

FOR EQUIPMENT NOT IN WARRANTY:

- 1) Customers who send in equipment not under warranty will be charged a minimum diagnostic fee plus applicable shipping changes. By sending your equipment in with this RMA number, you agree to be financially responsible for these charges.
2) When we receive and analysis your equipment, we will send you a repair estimate via email. Please respond to us in a timely manner so we can process your repair in a timely manner.
3) We will not perform any repairs without your direct written approval.
4) You have 10 business days to approve your estimate, if you do not approve your estimate within 10 business days your equipment will be sent back unrepaired. You will be charged a minimum diagnostic fee plus applicable shipping changes.

APPLICABLE DIAGNOSTIC FEES

- Vaults, all \$ 125.00
Monitors & consoles \$ 50.00
DVRs \$ 125.00
V-Ones & Mobile data computers \$125.00
Control head \$ 50.00
Cameras (all) \$ 50.00
Crash batteries \$ 50.00
Belt mics, all \$ 50.00
Docking stations \$ 50.00
Hard drives \$ 50.00
Access point \$ 50.00
Complete system, DVR or VHS \$ 175.00

WARRANTY ON COMPLETED REPAIRS:

Mobile Vision warranties its repair work for a period of 90 days from the date of the repair. If a problem reoccurs with the specific component repaired during this period of time, Mobile-Vision will repair or replace the component at no charge to the customer and cover round trip ground shipping charges.

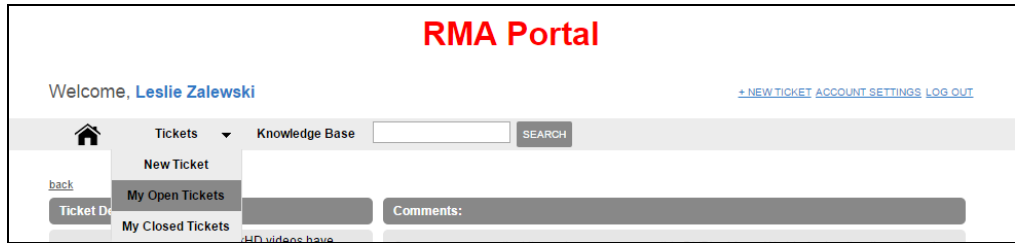


WARNING: If we do not receive your product within 15 days, your ticket will automatically close.

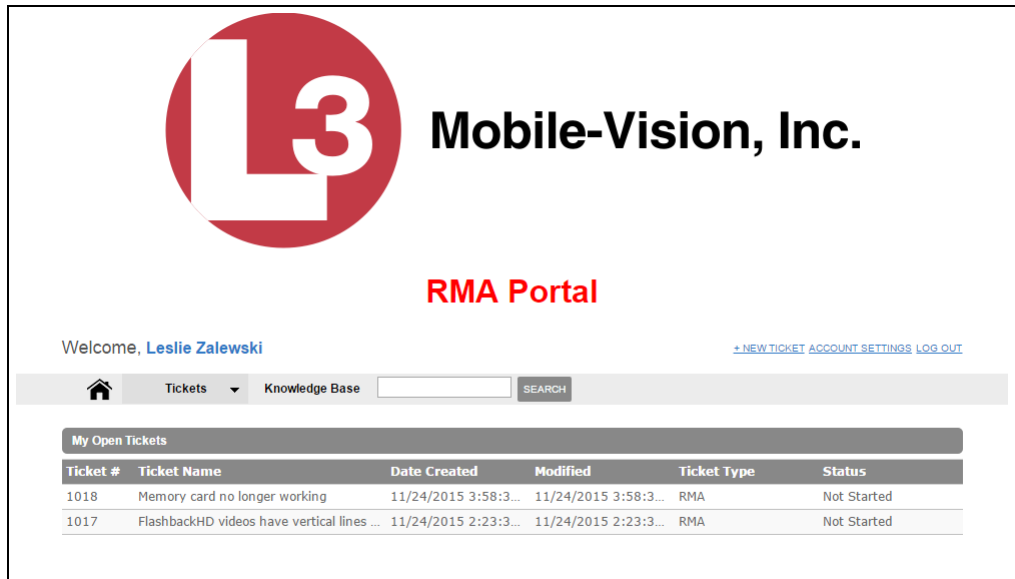
27 Click the home icon on the upper left side of the screen to return to the Home page.

View/Update an RMA Ticket

- 1 Go to the menubar and select **Tickets**→ **My Open Tickets**.



A list of your open tickets displays.



- 2 Click on the ticket you wish to view/update. The ticket details page displays.

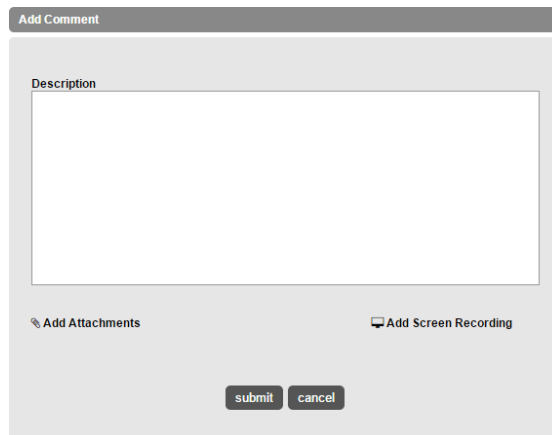


- 3 If you wish to add a comment or attachment to this ticket, click **add comment** at the bottom of the page. Proceed to the next step.

– OR –


If you do *not* wish to add a comment or attachment to this ticket, skip to step 11.

- 4 To add a *comment* to this ticket, enter your text in the *Description* field. Otherwise proceed to the next step.



- 5 To add a *file attachment* to this ticket, click the [Add Attachments](#) link. Otherwise skip to step 11.



- 6 Click the **Choose File** button. The Open popup displays.
  - 7 Navigate to the disk drive location where the relevant file is located.
  - 8 Double-click on the file to select it.
  - 9 To attach another file, repeat steps 5 – 8. Otherwise proceed to the next step.
  - 10 If you updated your ticket, click **submit**. Otherwise proceed to the next step.
  - 11 If the problem/issue associated with this ticket has been resolved, click **close ticket** at the bottom of the page. A confirmation message displays. Proceed to the next step.
- OR –
- If the problem/issue associated with this ticket has *not* been resolved, skip to step 13.
- 12 Click **OK** in response to the confirmation message.
  - 13 Click the  icon on the upper left side of the screen to return to the Home page.