



Complete Manual for

# TableMIC

Conference Room Microphones

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## Overview

This manual covers:

**TableMIC Conference Room Microphone** (worldwide) – 999-85000-000 (black); 999-85000-000W (white)

The TableMIC microphone is a component of the following conferencing bundles:

- **ConferenceSHOT AV Bundle, TableMIC 1**, silver/black – 999-99950-300 (North America), 999-99950-301 (Europe/UK), 999-99950-309 (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 1**, white – 999-99950-300W (North America), 999-99950-301W (Europe/UK), 999-99950-309W (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 1 without speaker**, silver/black – 999-99950-500 (North America), 999-99950-501 (Europe/UK), 999-99950-509 (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 1 without speaker**, white – 999-99950-500W (North America), 999-99950-501W (Europe/UK), 999-99950-509W (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 2**, silver/black – 999-99950-400 (North America), 999-99950-401 (Europe/UK), 999-99950-409 (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 2**, white – 999-99950-400W (North America), 999-99950-401W (Europe/UK), 999-99950-409W (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 2 without speaker**, silver/black – 999-99950-600 (North America), 999-99950-601 (Europe/UK), 999-99950-609 (Australia/New Zealand)
- **ConferenceSHOT AV Bundle, TableMIC 2 without speaker**, white – 999-99950-600W (North America), 999-99950-601W (Europe/UK), 999-99950-609W (Australia/New Zealand)

## About this Manual

Information in this manual includes:

- Unpacking and installation
- Operation
- Updating firmware
- Specifications
- Troubleshooting
- Warranty and compliance/conformity information

## Features

- Three-element design with improved geometry for 360° coverage and better audio pick-up
- New cloth-wrapped design
- Back-lit, capacitive touch controls can be locked from the connected conferencing equipment's web interface
- Solid metal base construction and engineered feet to reduce table vibration noise
- Easy access to the microphone cable connector

## Product Compatibility

The TableMIC conference room microphone maintains compatibility with Vaddio products that provide EasyMIC connectivity, such as HuddleSHOT, ConferenceSHOT AV, AV Bridge products, and EasyUSB products.

## What's in the Box

Make sure you received all the items you expected.

**TableMIC microphone (worldwide) – 999-85000-000 (black), 999-85000-000W (white/light gray)**

- TableMIC microphone
- Cat-5e cable, 25 ft. (7.6 m)



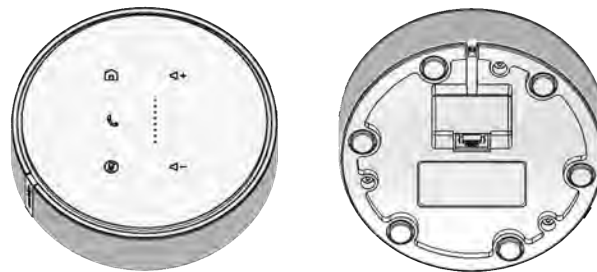
Contact Vaddio Technical Support if you did not receive all the items listed.

Find full product documentation on the applicable product page(s) at [legrandav.com](http://legrandav.com).

## A Quick Look at the TableMIC Microphone

Controls for basic conferencing functionality:

- **Home button** – Execute the associated OneTouch macro on the device to which the microphone is connected.
- **Call button** – Connect to a Skype for Business conference or leave the conference.
- **Mute button** – Mute the microphones in your conference room.
- **Volume + and Volume – buttons** – Adjust the speaker volume in your conference room.
- **Volume level indicator** – Display the current volume setting.



**Cloth-wrapped body:** Houses microphone elements positioned so that people seated at the conference table are centered in the area of maximum sensitivity. Each microphone element provides integrated echo cancellation and digital signal processing (DSP), including equalization, filtering and automatic gain control (AGC).

**RJ-45 cable connector:** Connect to the EasyMIC port on a Vaddio device.

**Rubber feet:** Provide acoustical damping to isolate the microphone from vibrations that can be transmitted through the table, such as people setting items down or drumming their fingers.

## Installation

This section covers:

- Tips for a successful audio installation
- Safety information
- Cabling notes
- Connection diagrams

### Preparing for a Successful Audio Installation

Here are a few tips for avoiding common audio problems.

- The effective range for each Vaddio conference room microphone is about 12 ft. (3.7 m) under most circumstances. Be sure the room design includes enough microphones to provide adequate coverage.
- Tabletop microphones have a small area of reduced sensitivity directly above their upper surface, as they are designed to pick up the voices of people seated at the conference table. They perform best when placed along the centerline of the table.
- To prevent audio feedback, keep microphones at least 4 ft. (1.2 m) from the room's speakers. More separation is better.
- Always place microphones closer to the people talking than to the room's speakers. This helps maintain quality echo cancellation.
- Avoid contact with hockey sticks.

### Don't Void Your Warranty!

#### **Caution**

*This product is for indoor use. Do not install it outdoors or in a humid environment without the appropriate protective enclosure. Do not allow it to come into contact with any liquid.*

*Do not install or operate this product if it has been dropped, damaged, or exposed to liquids. If any of these things happen, return it to Vaddio for safety and functional testing.*

### Cabling Notes

The TableMIC is shipped with one Cat-5e cable to connect it to your conferencing installation.

#### **Caution**

*When building cables for Vaddio products, do not use pass-through RJ-45 connectors. If they are crimped incorrectly, they can cause intermittent connections and degrade signal quality. Incorrectly crimped pass-through connectors can also damage the connectors on the product, which will void your warranty.*



**Intact** – will make reliable contact with cable connector



**Damaged** – Bent contact fingers will NOT make reliable contact with cable connector

Use Cat-5e or better cable. We recommend using high-quality connectors and a high-quality crimping tool. We recommend shielded cabling if the cables will be coiled, run tightly with other cables, or placed close sources of electromagnetic interference such as power lines.

**Caution**

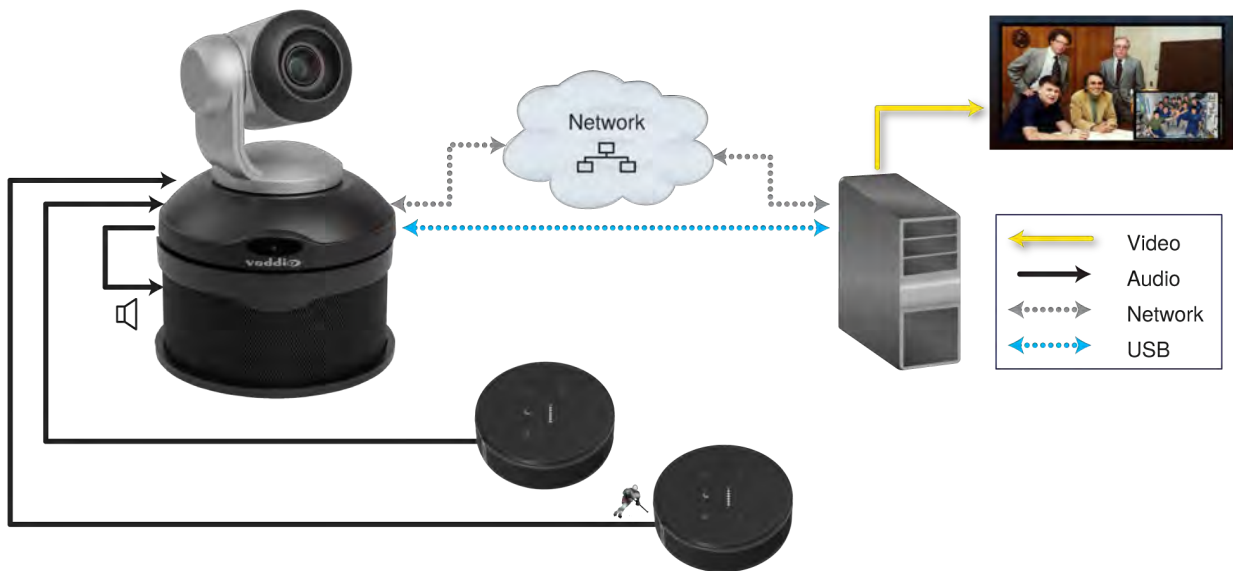
*Check your cables. Connecting a cable to the wrong port or using the wrong pin-out can result in equipment damage and will void the warranty.*

**Pro Tip**

*Label all cables at both ends.*

## Basic Connections

The TableMIC microphone connects to the EasyMIC port on Vaddio conferencing products using a standard Cat-5e (or better) cable up to 100 ft. (30 m).



**Note**

*Cables with snag-free boots are not recommended, as they may not fit.*

## Configuration and Administration

The TableMIC microphone typically does not require any setup when you connect it to Vaddio equipment. It may require firmware updates from time to time, though. Additionally, you may wish to assign functions to the microphone's Home button, to use it as a trigger devices for the Vaddio product to which you connect it.

### Configuring the Microphone's Home Button Behavior

The TableMIC microphone is a OneTouch trigger device for Vaddio conferencing products that have EasyMIC ports and use macros. When the host device's OneTouch trigger is associated with a macro, you can tap the microphone's Home button to execute the macro associated with the trigger – for example, if the microphone is connected to a conferencing camera, the microphone's Home button can be configured to return the connected camera to its home preset.

#### **Note**

*The microphone's Home button behavior is configured in the host device's web interface.*

If the host device's OneTouch trigger does not have a macro associated with it, the microphone's Home button has no function. The button is illuminated whenever the microphone has power, whether it is associated with a macro or not.

#### **To configure the Home button's behavior:**

1. Log in to the administrative web interface for the camera or other host device.
2. Write a macro that accomplishes what you want the device to do in response to the microphone's Home button.
3. Associate the macro with the OneTouch trigger. If there is more than one OneTouch trigger, select the one that corresponds to the EasyMIC port to which the microphone is connected.

Refer to the host device's manual for detailed information on working with macros and triggers.

#### **Example scenario:**

A TableMIC is connected to EasyMIC port 1 on a ConferenceSHOT AV camera. You want the camera to point at the person at the far end of the table and zoom in for a head shot when you tap the microphone's Home button. You want the same thing to happen when you press the Home button on the camera's IR Remote Commander.

Use the camera's administrative web interface for this procedure.

#### **Procedure:**

1. Set up the camera shot you want and store it as the camera's Home preset.
2. Create a macro to move the camera to the home position.
3. Assign the macro to the OneTouch trigger that corresponds to the microphone.

#### **Notes on this scenario:**

- If you connect more than one microphone to the same device, in step 4 you will need to set up all the corresponding OneTouch triggers to make the Home buttons of all microphones behave the same way.
- When the TableMIC microphone is connected to a camera, its Home button is off/on, not momentary. In this situation, you can make it a dual-function button by assigning a macro to execute on enter (Home button on) and one to execute on exit (Home button off).

## Updating Microphone Firmware

Vaddio conference room microphones are updated via the equipment to which they are connected. The procedure varies, depending on the host product.

When you update the microphone firmware, you may also need to update the firmware of the other equipment in the room. Download firmware updates, release notes, and other product information from [legrandav.com](http://legrandav.com).

### From ConferenceSHOT AV or AV Bridge MATRIX PRO

Only one microphone at a time can be updated.

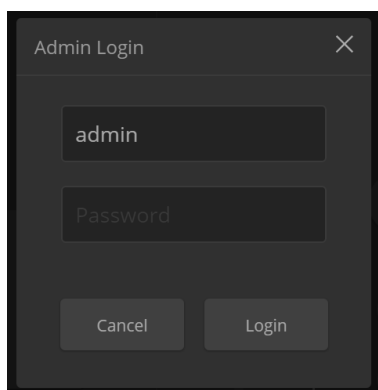
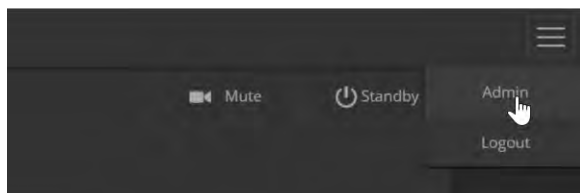
#### Set everything up:

1. Go to the microphone's product page on the Vaddio website and download the update file identified as the web firmware update. The filename ends in `.p7m`.
2. Open a browser and enter the host device's IP address to access its web interface.
  - o If the microphone is connected to a ConferenceSHOT AV, point the remote at the camera and press the Data Screen button. The camera's IP address is overlaid on the video outputs.
  - o If the microphone is connected to an AV Bridge MATRIX PRO, use the knob on the front panel to dial to the Network menu, and press the Select button. The front panel display shows the encoder's IP address.

You may need to type `http://` or `https://` (with no space) before the IP address so the browser does not treat the IP address as a search query.

3. Log in as **admin**. The default password is **password**.

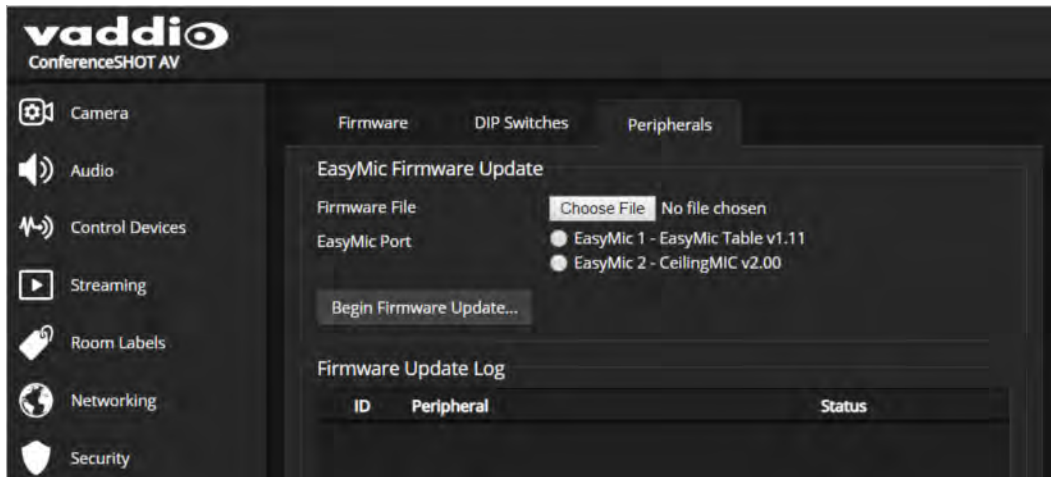
The web interface may differ somewhat from the screen shots in this procedure.



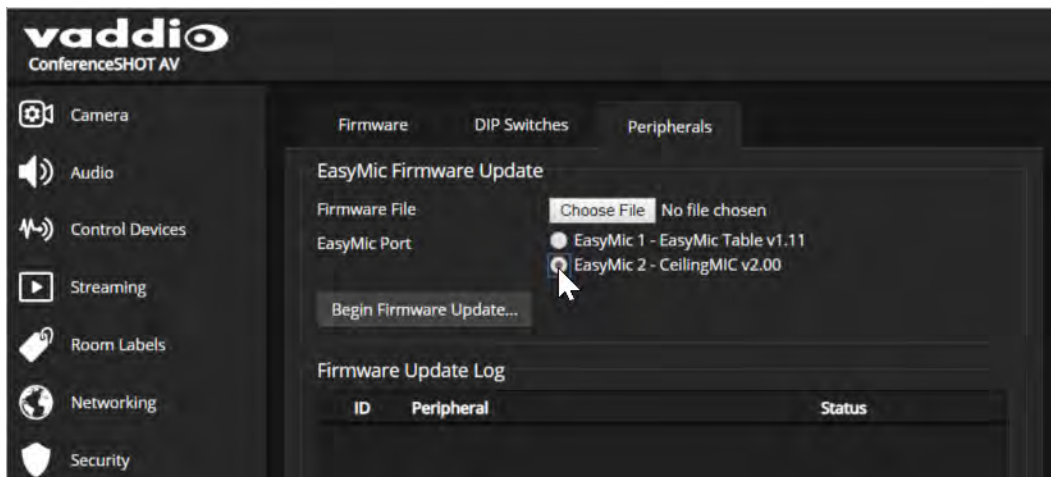


**Specify the microphone to update:**

1. Navigate to the host device's System page and select the Peripherals or Microphones tab.

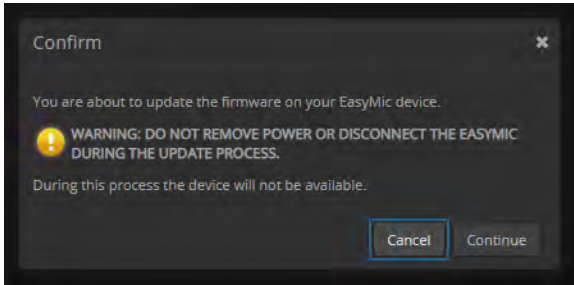


2. Select the port connection for the microphone to be updated.



**Install the update:**

1. Select Choose File. Then browse to the update file that you downloaded, and select it.
2. Select Begin Firmware Update.
3. READ the information in the Confirm dialog box and be sure you understand it.



4. When you are ready to start the update, select Continue. The Firmware Update Log pane displays log messages during the update, and displays a success message when the microphone is updated and ready to use.

Repeat the process if you need to update another microphone.

**From EasyUSB Mixer/Amp**

You can only update one microphone at a time.

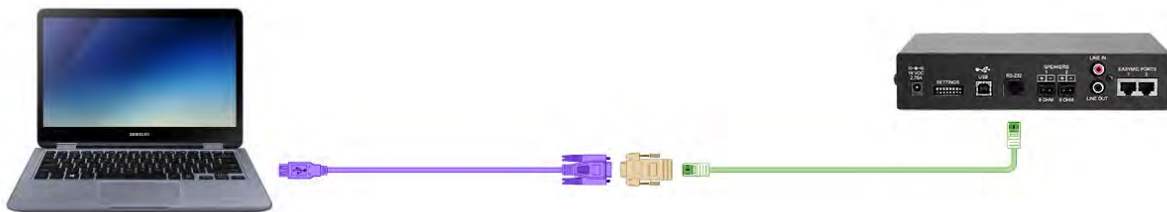
**Download the files you need:**

1. Go to the microphone's product page on the Vaddio website and download the update file identified as the serial firmware update. The filename ends in .ldr.
2. Download the current version of the Vaddio Loader from [support.vaddio.com](http://support.vaddio.com) or the Vaddio resources page at [https://www.legrandav.com/en/tools\\_and\\_training/tools/vaddio\\_tools](https://www.legrandav.com/en/tools_and_training/tools/vaddio_tools).

**Connect to a computer:**

Connect the EasyUSB Mixer/Amp to a PC as follows:

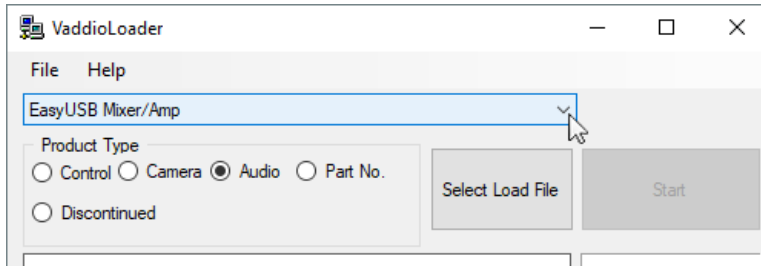
- Cat-5 cable from the EasyUSB Mixer/Amp's RS-232 port to the EZ Camera RS-232 Control Adapter
  - EZ Camera RS-232 Control Adapter to the PC's serial port, if it has one
- OR
- USB to 9-pin adapter cable from the EZ Camera RS-232 Control Adapter to the PC (shown)



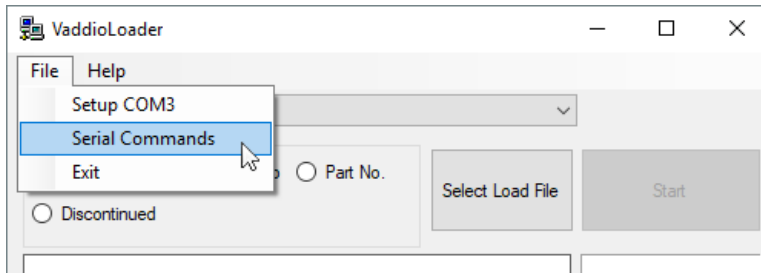
(The cable colors in this diagram do not represent anything. Your cables may be whatever colors you choose.)

**Check communication using Vaddio Loader:**

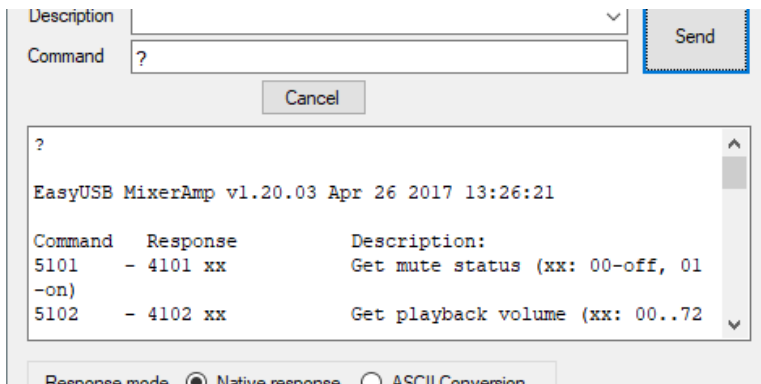
1. On the computer, launch Vaddio Loader.
2. Specify the COM port connected to the EasyUSB Mixer/Amp, if prompted to do so.
3. Under Product Type, select Audio. This populates the product list in the box above the Product Type selection.
4. From the product list, select EasyUSB Mixer/Amp.



5. From the File menu, select Serial Commands. A new window opens.



6. In the Command box, enter a question mark. Then select Send. The EasyUSB Mixer/Amp returns its current firmware version and a list of valid commands. This tells you that the device is connected correctly and that you have selected the COM port to which it is connected. If your query times out, returns no response, or returns a different response than expected, contact Vaddio Technical Support to troubleshoot before proceeding.



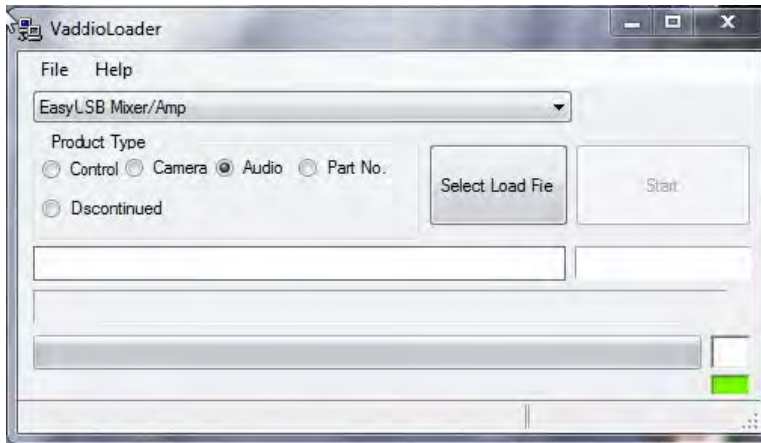
7. To confirm communication to the connected microphone and verify that it has not yet been updated to the latest version, send a version inquiry command to the appropriate EasyMIC port:  
 EasyMic port 1: Enter the command 5202 00 and select Send.  
 EasyMic Port 2: Enter the command 5202 01 and select Send.  
 The microphone responds with 4202 followed by a two-digit model identifier and a string of numbers representing the firmware version currently installed.
8. Close the Send Serial Commands window to return to the main Vaddio Loader window.

**Put the EasyUSB Mixer/Amp in firmware update mode:**

1. Disconnect power from the EasyUSB Mixer/Amp and set DIP Switch 8 to the UP position (firmware update mode).
2. If two microphones are connected to the EasyUSB Mixer/Amp, disconnect one of them.
3. Reconnect power and wait for the unit to finish its power-up sequence. The EasyUSB Mixer/Amp is now ready to update the connected microphone.

**Install the update:**

1. From the product drop-down menu of Vaddio Loader, select the name of the microphone to be updated – CeilingMIC or TableMIC.
2. Choose 'Select Load File' and browse to the firmware you downloaded.
3. Select Start. The squares in the bottom right corner flash, the progress bar on the bottom starts to fill in, and the microphone's mute indicator blinks. The update takes a few minutes.



**Caution**

*Do not disconnect any cables until Vaddio Loader indicates a successful firmware load.*

4. When the Vaddio Loader displays the message "Firmware Load and Install Successful", the update is complete. Repeat the process if you need to update another microphone. Be sure to disconnect power from the EasyUSB Mixer/Amp before connecting or disconnecting microphones.

**Return the equipment to its normal operating state:**

1. When all updates are complete, disconnect power from the EasyUSB Mixer/Amp and set DIP Switch 8 to the DOWN position (normal operation).
2. Disconnect the EasyUSB Mixer/Amp from the computer, and reconnect all equipment in its usual configuration.

## Operation

When the microphone is connected to a compatible Vaddio device, the device's web interface provides controls for adjusting the microphone's performance. In some cases the device may need to be updated to the latest firmware to work properly with the microphone.

The TableMIC provides integrated controls for basic conferencing functions:

- **Home button** – Execute the associated OneTouch macro on the device to which the microphone is connected.
- **Call button** – Connect to a Skype for Business conference or leave the conference.
- **Mute button** – Mute the microphones in your conference room.
- **Volume + and Volume – buttons** – Adjust the speaker volume in your conference room.
- **Volume level indicator** – Display the current volume setting.

The connected Vaddio conferencing or pro A/V equipment offers additional controls.

## Specifications

### Performance

Frequency Response	100 Hz to 16 KHz
THD + Noise	< 0.02%
Dynamic Range	> 90 dB

### Environmental and Physical

Operating/Storage Temperature	32°F to 104°F (0°C to 40°C)
Operating/Storage Humidity	10% to 80% (non-condensing)
Maximum Cabling Distance	100 ft (30 m)
Dimensions	Height 1.43 in. (3.6 cm) Diameter 5.05 in. (12.8 cm)

## Troubleshooting

What is it doing?	Possible causes	Check and correct
Nothing. Connected devices do not recognize the microphone.	The cable from the microphone to the AV or conferencing device is not connected, or is bad.	Verify that the microphone cable is connected at both ends.
	The microphone cable is not fully seated at one end, or is bad.	Check the cable for correct pin-out and continuity.
The connected device does not recognize the microphone.	The device may have outdated firmware.	Download the latest firmware from the device's product page, and update the device.
Participants at the far end report no audio.	The microphone is muted.	If the mute indicator light on the TableMIC is on, it is muted. Tap the mute indicator on the top of the microphone to unmute it.
Participants at the far end report that the audio does not sound natural.	The audio has not been adjusted properly for the room.	Adjust the microphone from the device that controls it.
The microphone's Home button does not work, or behaves unpredictably.	The corresponding OneTouch trigger has not been set up on the connected device.	Set up the OneTouch trigger on the device connected to the microphone. See <a href="#">Setting up the Microphone's Home Button Behavior</a> .
	The OneTouch trigger executes a macro that does not work properly. For example, if the macro uses the <code>camera home</code> command, a home preset must be saved.	On the connected device, test and debug the macro.

## Use, Storage, and Care

Keep this device away from food and liquids.

Do not operate or store the device under any of the following conditions:

- Temperatures above 40°C (104°F) or below 0°C (32°F)
- High humidity, condensing or wet environments
- Inclement weather
- Severe vibration
- Dry environments with an excess of static discharge

Although this product was designed and built in Minnesota, it has not been tested under low-temperature conditions and is not rated for use on ice rinks or in other subfreezing environments. Repositioning it with a hockey stick will void the warranty. We're sorry.



Do not attempt to take this product apart. There are no user-serviceable components inside.

## Compliance and Conformity Statements

Compliance testing was performed to the following regulations:

FCC Part 15 (15.107, 15.109), Subpart B	Class A
ICES-003, Issue 54: 2012	Class A
EMC Directive 2004/108/EC	Class A
EN 55032: 2015	Class A
EN 55024: November 2010	Class A
KN22 2008 (CISPR 22: 2006)	Class A
KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)	Class A
IEC 60950-1:2005 (2nd Edition); Am 1: 2009 + Am 2: 2013	Safety
EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013	Safety

### FCC Part 15 Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15, Subpart B, of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference including interference that may cause undesired operation of the device.

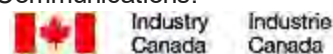
Changes or modifications not expressly approved by Vaddio can affect emission compliance and could void the user's authority to operate this equipment.



### ICES-003 Compliance

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.





## European Compliance

This product has been evaluated for Electromagnetic Compatibility under the EMC Directive for Emissions and Immunity and meets the requirements for a Class A digital device. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Standard(s) To Which Conformity Is Declared:



### **EMC Directive 2004/108/EC**

**EN 55022: December 2010**

**EN 55024: November 2010**

EN 61000-4-2: 1995 + Amendments A1: 1998 + A2: 2001

EN 61000-4-3: 2006 + A1: 2008

EN 61000-4-4: 2004 + Corrigendum 2006

EN 61000-4-5: 2006

EN 61000-4-6: 2009

EN 61000-4-8: 2010

EN 61000-4-11: 2004

**KN22 2008 (CISPR 22: 2006)**

**KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)**

EN 61000-4-2

EN 61000-4-3

EN 61000-4-4

EN 61000-4-5

EN 61000-4-6

EN 61000-4-8

EN 61000-4-11

**IEC 60950-1: 2005 (2nd Edition); Am 1: 2009 + Am 2: 2013**

**EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013**

Conducted and Radiated Emissions

Immunity

Electrostatic Discharge

Radiated Immunity

Electrical Fast Transients

Surge Immunity

Conducted Immunity

Power Frequency Magnetic Field

Voltage Dips, Interrupts and  
Fluctuations

Conducted and Radiated Emissions

IT Immunity Characteristics

Electrostatic Discharge

Radiated Immunity

Electrical Fast Transients

Surge Immunity

Conducted Immunity

Power Frequency Magnetic Field

Voltage Dips, Interrupts and  
Fluctuations

Safety

Safety

## Warranty and Return Policy

**Hardware warranty:** Two (2) year limited warranty on all parts and labor for Vaddio manufactured products. Vaddio warrants its manufactured products against defects in materials and workmanship for a period of two years from the day of purchase, to the original purchaser, if Vaddio receives notice of such defects during the warranty. Vaddio, at its option, will repair or replace products that prove to be defective. Vaddio manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry standard practices.

**Exclusions:** The above warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customers applied software or interfacing, unauthorized modifications or misuse, mishandling, operation outside the normal environmental specifications for the product, use of the incorrect power supply, modified power supply or improper site operation and maintenance. OEM and special order products manufactured by other companies are excluded and are covered by the manufacturer's warranty.

**Vaddio Customer Service:** Vaddio will test, repair, or replace the product or products without charge if the unit is under warranty. If the product is out of warranty, Vaddio will test then repair the product or products. The cost of parts and labor charge will be estimated by a technician and confirmed by the customer prior to repair. All components must be returned for testing as a complete unit. Vaddio will not accept responsibility for shipment after it has left the premises.

**Vaddio Technical Support:** Vaddio technicians will determine and discuss with the customer the criteria for repair costs and/or replacement. Vaddio Technical Support can be contacted by email at [support@vaddio.com](mailto:support@vaddio.com) or by phone at one of the phone numbers listed on [support.vaddio.com](http://support.vaddio.com).

**Return Material Authorization (RMA) number:** Before returning a product for repair or replacement request an RMA from Vaddio's technical support. Provide the technician with a return phone number, e-mail address, shipping address, product serial numbers and original purchase order number. Describe the reason for repairs or returns as well as the date of purchase. See the General RMA Terms and Procedures section for more information. RMAs are valid for 30 days and will be issued to Vaddio dealers only. End users must return products through Vaddio dealers. Include the assigned RMA number in all correspondence with Vaddio. Write the assigned RMA number clearly on the shipping label of the box when returning the product. All products returned for credit are subject to a restocking charge without exception. Special order products are not returnable.

**Voided warranty:** The warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect power supply, use of a modified power supply or unauthorized repair.

**Shipping and handling:** Vaddio will not pay for inbound shipping transportation or insurance charges or accept any responsibility for laws and ordinances from inbound transit. Vaddio will pay for outbound shipping, transportation, and insurance charges for all items under warranty but will not assume responsibility for loss and/or damage by the outbound freight carrier. If the return shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. Contact your carrier immediately.

**Products not under warranty:** Payment arrangements are required before outbound shipment for all out of warranty products.

**General RMA Terms and Procedures:** RMA's are valid for 30 days and will be issued to Vaddio dealers only.

- End users must return products through Vaddio dealers.
- Before a defective product can be authorized to send in for repair, it must first go through the troubleshooting process with a member of the Vaddio Technical Support team.
- Products authorized for repair must have a valid RMA (Return Material Authorization) number.
  - Vaddio RMA Team will issue the RMA number.
  - An RMA number is to be included in all correspondence with Vaddio.
  - The RMA number must appear clearly on the shipping label (not the box) when the product is returned.
  - A packing slip must be included on the inside of the box with the RMA number listed and reason for RMA return.
- Products received at Vaddio that do not have a valid RMA number clearly marked on the outside of the shipping container may be refused and returned to sender.
- Boxes showing external damage will be refused and sent back to the sender regardless of the clearly marked RMA number and will remain the responsibility of the sender.

**RMA Charges (Restocking):** All qualified returns must be made in unopened, original packaging with all original materials.

- Initial shipments of equipment that are refused upon attempted delivery, for any reason, are subject to restocking charges.
- The Dealer has up to 60 days from the date of purchase to return Vaddio product for credit for future purchases of Vaddio product only.
- The Dealer has 61 to 90 days from the date of purchase to return Vaddio product with a 15% restocking fee or \$50.00 fee, whichever amount is greater
- The Dealer has up to 30 days from the date of purchase to return OEM and other manufacturer's products with a 15% restocking fee or \$50.00 fee, whichever amount is greater.
- NOTE: Special Order products from other manufacturers (identified in the Vaddio Price Guide as noncancelable, nonreturnable and not refundable) are not eligible for advance replacement from Vaddio.

**Advance Replacement Policies:** For Vaddio manufactured products, advance replacement will be provided for up to one (1) year after the initial shipment of products.

- NOTE: OEM and other manufacturer's products are excluded from the Vaddio advance replacement policy. Advance replacement will be provided for up to 30 days after initial shipment of OEM products. Thereafter, a return to Vaddio and factory repair is offered during the other manufacturer's warranty period. Vaddio will determine if the returned product is qualified for the OEM warranty.
- NOTE: Special Order products from other manufacturers (identified in the Vaddio Price Guide as noncancelable, nonreturnable and not refundable) are not eligible for advance replacement from Vaddio.

**Advance Replacement Procedures:** The Vaddio Dealer must submit a non-revocable purchase order for advance replacement equipment at normal dealer pricing. Credit shall be issued upon complete product return (including all accessories) for dealers with Net 30 terms. For credit card accounts, charges will be assessed to the credit card for the replacement and credited back upon complete product return.

- Returns must be made in the original Vaddio packaging with all original materials if at all possible. Vaddio products with missing original materials will be billed to the dealer at dealer price.
- NOTE: OEM products must be returned in the original packaging with all materials and the RMA number written on the shipping label only and not on the OEM box. If the return is incomplete and/or the OEM box is defaced, the product shall be returned to the dealer and the RMA will not be credited.
- Equipment returned with “No Trouble Found” after advanced replacement will be assessed a full 15% or \$50.00 restocking fee (whichever is greater) for each item and may also be assessed for additional charges to compensate for wear, damages and reconditioning.
- All returns must be accompanied by RMA # as stated above.
- All Advanced Replacement products are sent via 2-day service in the continental USA. If the product is requested to be sent via priority or overnight shipping, the Dealer shall pay shipping costs. The dealer can elect to supply their preferred shipping account number.
- International customers are responsible for all freight charges for equipment returned to Vaddio, including international shipping, taxes, and duties, insurance and all other associated logistic charges.

**Warranty Repair Terms and Procedures:** Vaddio will repair any product free of charge, including parts and labor, within the terms outlined in the warranty agreement for that product.

- Customers must provide proof of the product’s purchase date.
- Product that is within the warranty period will be repaired under the non-warranty terms if:
  - The equipment has been damaged by negligence, accident, act of God, mishandling, used with the incorrect, modified or extended power supply or has not been operated in accordance with the procedures described in the operating and technical instructions.
  - The equipment has been altered or repaired by other than the Manufacturer or an authorized service representative.
  - Adaptations or accessories other than those manufactured or provided by the Manufacturer have been made or attached to the equipment, which in the determination of the Manufacturer, shall have affected the performance, safety or reliability of the equipment; or the equipment’s original serial number has been modified or removed.
- Customer is responsible for shipping charges to send defective product under warranty to Vaddio. Vaddio will pay ground service return shipping charges during the 2nd year of the warranty period.
- Standard return shipping method for products under warranty, but out of the advance replacement warranty period, is ground shipment. Extra charges associated with priority shipping, when requested, will be the responsibility of the customer.

**Non-Warranty Repair Terms:** Vaddio will repair any non-obsolete product that does not meet the terms of the warranty. Non-warranty repair terms are as follows:

- The customer is responsible for, and agrees to pay, all parts and labor costs associated with the repair. Standard non-warranty repair charges are outlined below.
- Customers must provide payment method and one of the following, prior to receiving an RMA:
  - Hard copy of a PO, for dealers with Net 30 terms and in good standing with Vaddio.
  - Valid credit card number - Credit card will be charged upon shipping repaired product back to customer.
- Request for COD: Customers will be notified of COD charges prior to shipping repaired unit.
- Customer is responsible for all shipping charges both to and from Vaddio, and may use their own carrier.
- Customers will receive a courtesy call notifying them of total repair charges prior to return shipping.

**Non-Warranty Repair Charges:** Total repair charges (per unit) for a non-warranty repair consist of the following:

- Cost of any replacement parts needed to repair the defect.
- Labor costs billed per hour after minimum charges/time.
- Labor charges include troubleshooting and repair time only.
- Burn-in time and final test time is not included in the labor charges.
- Labor time is rounded to the nearest quarter hour.
- Labor charges are billed at the prevailing rate for the category of equipment repaired, after minimum charges/time. For prevailing labor rates, please contact the Vaddio technical support.
- All shipping and handling costs are the responsibility of the customer for non-warranty repairs.

**Minimum Labor Charges:** All non-warranty repairs are subject to a minimum evaluation/repair labor charge even if there is no problem found. Please contact Vaddio technical support for the current applicable rate.

**Repair Charge Estimates:** Estimates on repair charges for a specific problem will not be given before an RMA is issued and the actual product has been evaluated by a Vaddio technician. Repair estimates will be given after the repair department receives and evaluates the unit.

- Customers requesting an estimate on repair charges must do so up front when they call in for an RMA. The RMA team will call or email with the estimate after evaluating the unit and before proceeding with the repair.
- Any product evaluated for a repair estimate is still subject to the minimum labor charges even if the customer decides not to proceed with the repair.
- Vaddio does not guarantee estimates given on repair charges. Actual repair costs may exceed the estimate.
- Customer is responsible for actual repair charges, regardless of estimate.

**Repair Policy Notes:**

- **Duration of Repair:** Products are repaired on a first come first serve basis. The turn-a-round time of a particular repair is dependent upon circumstances such as product type, the nature of the problem and current repair volumes. Requests for expedited repair service will be considered on a case-by-case basis.
- **Repair Warranty:** Vaddio guarantees all of its repair work, performed on non-warranty items, for 90 days from the day the repaired product is shipped back to the customer. If the original problem described was not resolved or reoccurs within the 90-day period, Vaddio will repair the unit free of labor charges. However additional material charges may apply unless the parts used to affect the repair are again deemed defective.

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European Space Agency (ESA) astronaut Samantha Cristoforetti, a Flight Engineer with Expedition 42, photographs the Earth through a window in the Cupola on the International Space Station

By NASA - [https://blogs.nasa.gov/ISS\\_Science\\_Blog/2015/03/06/women-in-space-part-two-whats-gender-got-to-do-with-it/](https://blogs.nasa.gov/ISS_Science_Blog/2015/03/06/women-in-space-part-two-whats-gender-got-to-do-with-it/), Public Domain, <https://commons.wikimedia.org/w/index.php?curid=38834990>

Carl Sagan, Bruce Murray, Louis Friedman (founders) and Harry Ashmore (advisor), on the occasion of signing the papers formally incorporating The Planetary Society

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Main Control Room / Mission Control Room of ESA at the European Space Operations Centre (ESOC) in Darmstadt, Germany

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Expedition 42 on orbit crew portrait, International Space Station, Mar. 7, 2015 – Barry Wilmore (Commander) Top, Upside down, to the right cosmonaut Elena Serova, & ESA European Space Agency Samantha Cristoforetti. Bottom center US astronaut Terry Virts, top left cosmonauts Alexander Samokutyaev and Anton Shkaplerov.

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European Space Agency astronaut Luca Parmitano, Expedition 36 flight engineer, outside the International Space Station

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Chris Cassidy, Luca Parmitano, and Karen Nyberg, ISS, 2013. Photo Credit: NASA

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Andrea Accomazzo, ESA Rosetta Spacecraft Operations Manager, providing a live update from the Main Control Room at ESA's European Space Operations Centre, Darmstadt, Germany during the Rosetta wake-up day.

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