

InVue S1060

SECURITY BULLETIN

VITAG

Please follow the steps below to ensure your store has the InVue equipment installed and setup correctly.



NOT Secure: Light not Illuminating

The device has not been armed with an active InVue Key.

1

Use your IR key and check if the key is Active/Coded by pressing the button on the key.

Red Light



NOT Active/Coded

If red light illuminates after pressing the button, this indicates that it is not Active/Coded.

Activate

Activate/code the key by inserting into the programming station and pressing the button on the key.

Blue Light



*Must be re-activated every 12 hours

Active/Coded

If blue light illuminates after pressing the button, this indicates that the key is now Active/Coded.

2

Use the Active IR key to arm the InVue security stand.



Use key to secure stand

Arm the stand by placing the key on the stand key sensor and press the button on the key.



Secure: Gold Light Illuminating

Once armed correctly the stand will have a gold illuminated LED as shown above.

FAQ's and Troubleshooting

Problem	Action to Take
1. You do not have an IR Key, Programming Station, Charging Station.	Contact the relevant representative within your company or your retail merchandising or loss prevention team.
2. Your IR key appears "Dead" and is not responding or does not have lights on.	The key may not be charged, try charging it in the InVue charging station for a few hours.
3. The IR key is not charging in the charging station.	Ensure that the charging station is connected with the appropriate power supply, plugged in and switched on at the power outlet.
4. The security stand is not responding to the key, it appears "Dead"	
5. The programming station does not activate/code the key (i.e. the LED light on the key does not go Blue)	<ul style="list-style-type: none"> • Ensure that the charging station is connected with the appropriate power supply, plugged in and turned on at the power outlet. • Your store may have multiple programming stations and keys that are mismatched – Please call Vitag for assistance: 1300 551 662.
6. The key seems to be inactive/un-coded every morning or after a lengthy period of time.	The keys are designed to become inactive after 12 hours. Reactivate/Re-code the key in the programming station.

Added Security



For added security, you can lock the device to the stand and disable the recoiler function using the multi-tool + torx bit.



When the phone is securely installed, tighten the locking screw by turning it clockwise.