

VERICOM

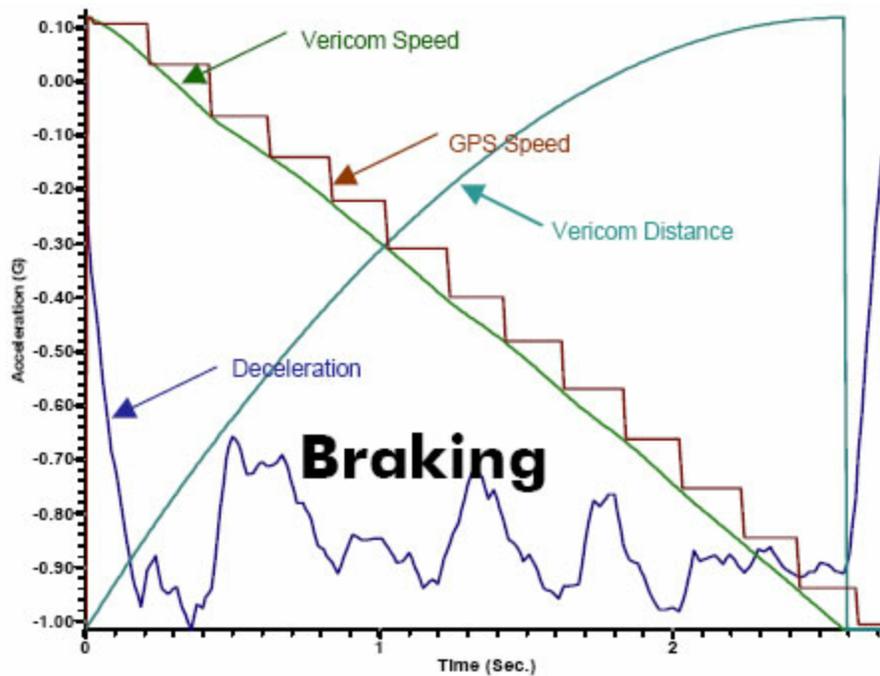
ACCURATE

USER-FRIENDLY

ECONOMICAL

Response Manual

Copyright © 2003 Vericom



Vericom Computers, Inc.

Response User Manual

by Michael Pangerl

The contents of this manual can also be found in Help of the Response program.

Response Manual

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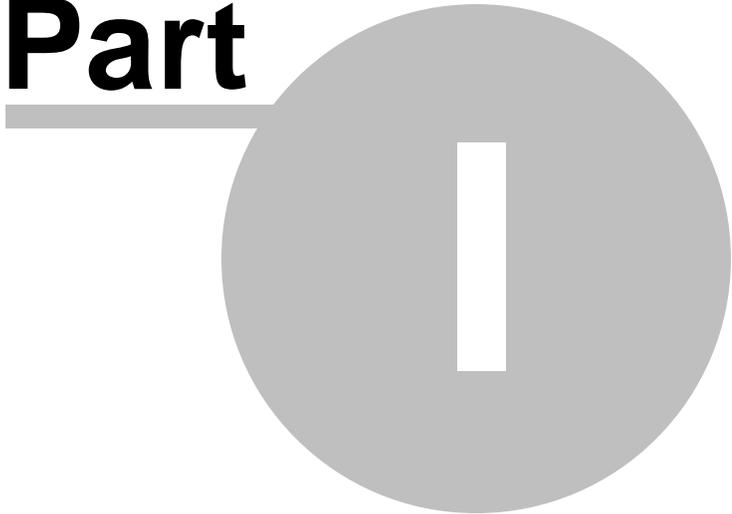
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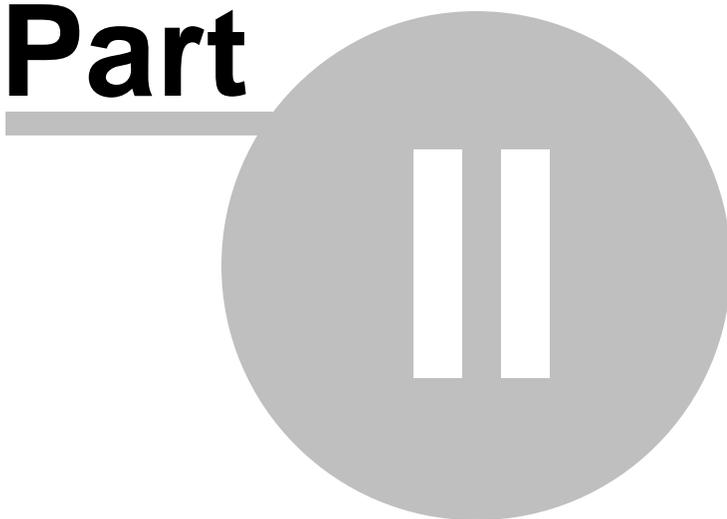
[Service Contract](#)

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About Vericom

Part



2 About Vericom

Vericom has been manufacturing brake testing computers since 1986. Our VC series of on-board accelerometer computers are used by traffic accident investigation and reconstructionists and other automotive experts around the world for 25 years.

We manufacture and sell on board vehicle dynamometers and stationary reaction timers. The VC4000 provides vehicle brake testing and acceleration or performance testing to a variety of applications including Drag Racing, Traffic Accident Investigation, Engineering, Bus Testing, and Rail Car Testing to name a few.

The VC4000 is an automotive Brake Meter, Performance Analyst, Dynamometer, Transit Brake Meter, accelerometer and more all in one. The VC4000 measures the G-Force 100 times per second. The VC4000 accurately measures average G-Force and precisely calculates speed, time and distance for any type of vehicle. With a sample rate of 100hertz, the VC4000 is incredibly accurate, within 1%. It is easy to operate, completely portable, extremely accurate and very reliable.

The VC4000 is the most modern instrument available for traffic accident investigation and reconstruction in the world. It is used by the experts at Northwestern University Traffic Institute and at the University of Florida Institute of Police Technology and Management (IPTM), and thousands of other experts.

It is also the most accurate and repeatable device for measuring vehicle performance and improving driving skills. It has been used by magazines, television, individuals and professionals since 1986 when it won the SEMA Best New Performance Product award.

Our reaction timer software Response is revolutionary software giving occupational therapists and others a way to test clients in the office before doing on the road tests. The software can be used by anyone who needs to test perception and reaction time.

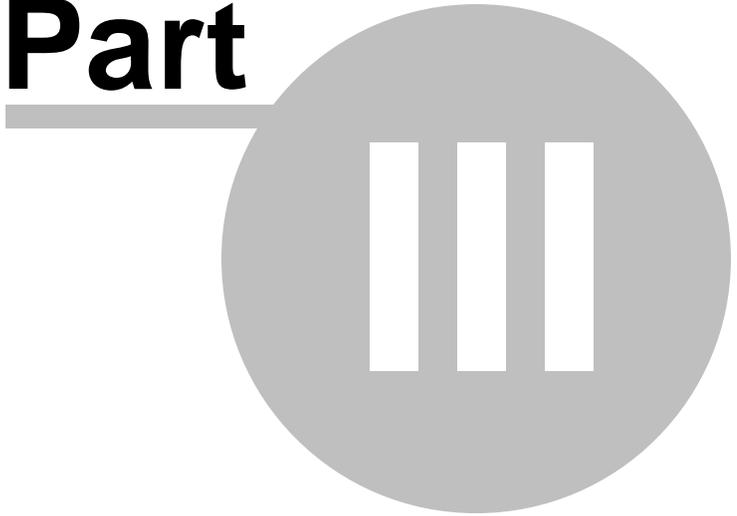
When the office testing is successful, the instructor can use our VC4000 mobile reaction timer to test in a vehicle. See our web site for more information on the VC4000.

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Installation

Part



3 Installation

System Requirements:

- Windows XP/Vista/Windows 7/Windows 8
- Gaming steering wheel hardware installed or USB 1.1 port for Vericom's hardware.
- 20MB hard drive space
- 1GB RAM
- Windows Media Player installed (for motion video)
- Intel or AMD 1GHz or faster processor
- CD-ROM drive

Installation:

1. Close all Windows applications.
2. Insert Response installation CD into your CD or DVD drive (or unzip the file downloaded from our web site.)
3. If setup doesn't automatically start, then from the Start menu, choose Run.
4. In the Run dialog, type *d:\setup.exe*, where *d* is the letter of your CD or DVD drive. Press Enter. (or run the Setup.exe program from the .zip file.)
5. The installation program will guide you through the short installation process.
6. Once installation is complete select Start, Programs, Vericom Computers, Response to run the program.

Introduction

Part



4 Introduction

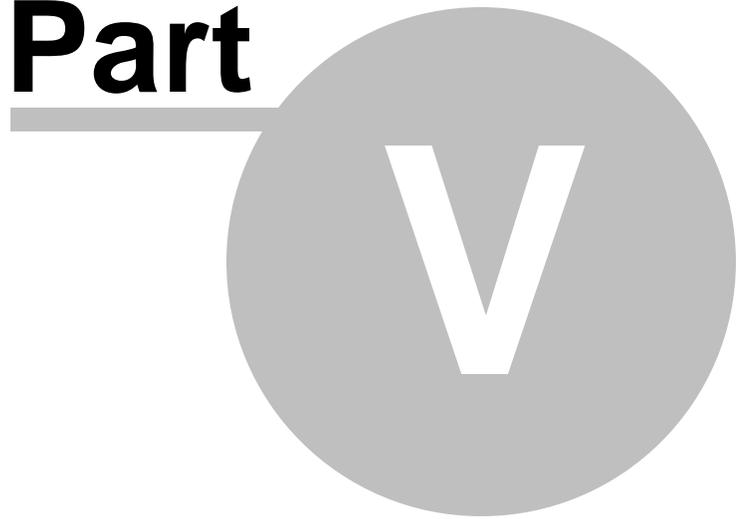
Welcome to Response™

Response is software for testing individuals Perception and Reaction Time. It uses input from the steering wheel and pedals found on gaming steering wheel packages. The system gives a demonstration of driving a vehicle and reacting to light stimuli on the computer screen. It is designed to be used in an office environment in front of a computer monitor with the steering wheel mounted in front of the client and the pedals setting on the floor in front of the client.

Each test is recorded automatically and placed into a file for reporting.

Options

Part



5 Options

Click on Tools/Options or click the Options icon to open Options. Several features of Response can be changed.

[General Options](#)

[Client/Instructor Options](#)

[Scenario Editor Options](#)

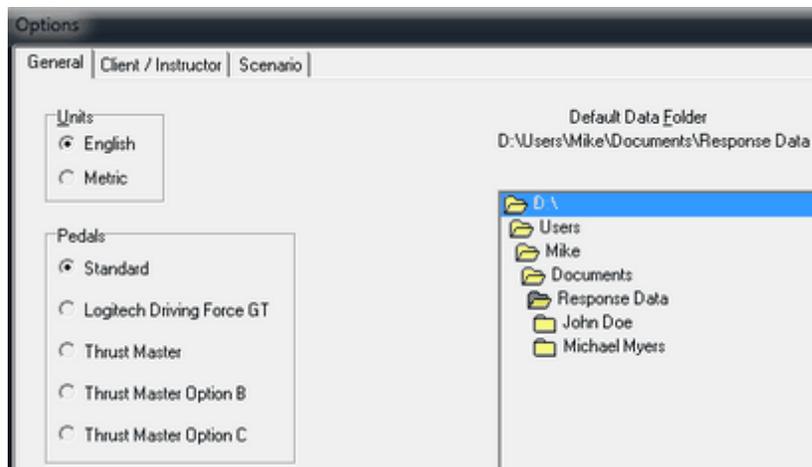
5.1 General Options

The General tab of Options is for user changeable options such as the data file location and units of measure.

Default Data Folder:

The data folder defaults to your "My Documents" folder. This is where the test information is stored for each client. Each client will have a folder with the clients name as the folder name and each test is stored in the current clients folder. The scenario's, clients, instructors and other folders are located in the folder where the program is installed, usually <ProgramFilesDir>\Vericom Computers\Response. The data folder, the clients folder, the instructors folder and the scenarios folder should be backed up when other information on your computer is backed up.

The Default Data Folder will normally be the folder named "...Response Data". If a client name is highlighted, then when the New Session button is pushed Response will create another folder in the client name folder. For example, in the picture below if John Doe is highlighted as the default data folder, and John Doe is the client name, Response will create a folder called John Doe inside the folder John Doe. So keep in mind that new folders will be created in the default data folder when new sessions are started with a new client.



Units:

Data can be displayed in English or Metric units.

	English	Metric
Speed	MPH	KPH

Distance Feet Meters

Pedals:

If the steering wheel is working but the Pedals are not try switching the button to the other driver. It is not necessary to load the drivers that came with the steering wheel and pedals, the default ones that Windows uses work well.

- Standard: Uses Microsoft drivers for the wheel and pedals.
- Logitech: Uses Logitech drivers for the wheel and pedals.
- ThrustMaster: Uses ThrustMaster Wheel and Windows default drivers
- ThrustMaster Option B: Uses ThrustMaster Wheel and ThrustMaster drivers
- ThrustMaster Option C: Uses ThrustMaster Wheel and ThrustMaster drivers

See Also

[Client/Instructor Options](#)
[Scenario Editor Options](#)

5.2 Client/Instructor Options

The editors let you type in the clients information and the instructors information. When the clients name is typed in, a folder by that name will be created and the data from the tests will be stored in that folder. When reports are needed for this client, open the folder and choose the test series.

The screenshot shows the 'Options' dialog box with the 'Client/Instructor Options' tab selected. The dialog is divided into two main sections: 'Client' and 'Instructor'. The 'Client' section includes fields for Client Name (John Doe), Client Number or ID (123456), Client Age (50), Client Weight (195), Client Height (72), and Client Injury Code (Select Injury Code). There is also a checkbox for 'Reverse Pedals'. The 'Instructor' section includes fields for Instructor Name (Dr. Johnson), Instructor Number Or ID (12345), and Clinic Name (North Side OT). Both sections have 'Browse...' buttons. At the bottom, there are two large text areas for 'Client Notes' and 'Instructor Notes'. On the right side, there are buttons for 'OK', 'Cancel', and 'Help'.

For example, if the clients name is John Doe, a folder will be created named <data folder location>\John Doe.

Click the browse... buttons to open previously stored clients or instructors.

The instructors name will be printed on reports.

See Also

[General Options](#)

[Scenario Editor Options](#)

5.3 Scenario Editor Options

The scenario editor is for changing how the reaction time lights are triggered, if a video is played and other aspects of the test.

Run Conditions:

The Min and Max Speed determine the range the speed must be before the Stimulus will activate. The video will only run when the minimum speed is reached. The Hold Time determines how long the speed must be within the range before the stimulus will activate. The Media can be set to default or no media. If no media is selected, only four large lights will show in the middle of the screen with no movie playing during the test.

Stimulus:

The delay time can be preset to a specific time, random time with a minimum and maximum delay, no delay or the stimulus can come on at an exact video frame number. The stimulus check boxes determine which lights are going to display during the test. Check the check box next to each type of stimulus you want to use. Hard Brake would be with the brake pedal all the way down, Light Brake is with the pedal partially depressed. Left Turn and Right Turn is for steering input only with no brakes. Brake Left and Brake Right are for steering and hard braking at the same time.

Response Conditions:

Here you can set the minimum and maximum percentage of brake input and steering wheel input. The

hold time determines how long the brake must be held to be considered valid. Light Brake and Hard Brake Min% and Max% should not overlap or an incorrect response may occur.

Scenario Information:

Select from predefined scenario's or create your own. After changes are made, they will be saved to the currently selected Scenario Name if OK is pressed and you may open it at any time. To save a file with a new name, type in the name in the Scenario Name field then click OK. The Scenario Folder shows where the scenario information is stored.

General Parameters:

The **Pass or Fail time** for each test can be set. The default is 1.500 seconds and can be changed to suit your tests. When the time to respond is greater than the pass or fail time, the display will show "Slow Reaction" and the report will show "Slow Reaction" and have a red dot for the test. If the response time is less than the pass or fail time, the display will show "Pass" and the report will show "PASS" and have a green dot for the test.

To have the video slow down and speed up with throttle speed, check the check box for **Speed Adjusted Video**. Slower computers may want to leave this unchecked. If this is unchecked the video will run at constant speed of 50mph regardless of the speed indicated on the speedometer.

The **Speedometer Display** checkbox is for displaying the speedometer under the stimulus lights. If the checkbox is unchecked, the speed will not be displayed on the screen.

Run Stop Conditions:

The **maximum run time** is how long the test will run for. If no reaction is recorded before the run time a "No Reaction" is recorded in the report. The maximum run time should be longer than the stimulus max time so the user has time to react if the stimulus appears at the max stimulus time.

The response can stop on any reaction or only the correct reaction. If **All Responses** is selected then the reaction timer will stop when any input is detected, even wrong reactions. If **Correct Responses Only** is selected, the reaction timer will only stop when the correct response is detected.

See Also

[General Options](#)

[Client/Instructor Options](#)

Reports

Part



6 Reports

Each test set is recorded to a folder under the clients name with files stored as the clients ID plus the date and time the test was started. For example the folder name is John Doe and the test set is RUN123456-090503-1520'15.rtd. The default name for each test is "RUN" then the client ID, then the month, day, year, then hour, minute, " ' " and seconds it was recorded. To view a test set, open the report from the File menu then select View/Report from the menu, see [Opening Report](#).

Each report shows the following:

Scenario Name: The name of the scenario used.

Stimulus: Which lights came on.

Reaction: Clients response to the stimulus. Usually this will be the same as the stimulus unless "All Responses" was turned on.

Gas Off Time: The time from the light stimulus to the clients foot lifting off the gas pedal.

Transition Time: The movement time from when the clients foot came off the gas pedal to when the brake pedal was activated. The brake pedal activation for transition time is set to 5%. Reaction time is not always Gas off time + Transition time. If it takes the client 0.05 seconds to depress the brake pedal from 5% to 95% then the reaction time will be 0.05 seconds longer than the Gas off time + Transition time.

Reaction Time: The time from the light stimulus to the correct reaction if "Correct Responses Only" was checked in [Options/Scenario](#), or the time from the light stimulus to any response if "All Responses" was checked in [Options/Scenario](#).

Reaction Distance: The distance traveled during the reaction time. The greater the speed when the stimulus lights came on, the greater the distance will be.

Pass / Fail: Shows if the reaction time was a passing time or not. The Pass / Fail time is set in [Options/Scenario](#). The green light indicates a passing time and a red light indicates the reaction time was slower than the Pass / Fail Time.

Deleted: Click in the checkbox to temporarily delete the test from the session. The test will always appear in the list but it will be excluded from the calculations if the checkbox has an "X" in it. The instructor would use this to eliminate data he feels was beyond the control of the client.

Averages: The average for the column with times of 0.00 omitted. **WR** = Wrong Reaction percentage, **Passed** = Pass percentage.

	Scenario Name	Gas Off Time	Transition Time	Reaction Time	Reaction Distance	Stimulus	Reaction	Pass / Fail	Deleted
1	PRT, Random, Video	0.00	0.00	0.70	52.84	Left Turn	Left Turn	PASS	<input type="checkbox"/>
2	PRT, Random, Video	0.48	0.19	0.70	48.93	Brake Left	Brake Left	PASS	<input type="checkbox"/>
3	PRT, Random, Video	0.52	0.19	0.75	53.00	Brake Left	Brake Left	PASS	<input type="checkbox"/>
4	PRT, Random, Video	0.33	0.36	2.02	149.79	Brake Left	Brake Left	Slow Reaction	<input type="checkbox"/>
5	PRT, Random, Video	0.58	0.00	0.69	49.46	Left Turn	Left Turn	PASS	<input type="checkbox"/>
6	PRT, Random, Video	0.00	0.00	0.63	46.32	Left Turn	Left Turn	PASS	<input type="checkbox"/>
7	PRT, Random, Video	0.31	0.51	0.86	60.07	Brake Right	Brake Right	PASS	<input type="checkbox"/>
8	PRT, Random, Video	0.48	0.00	0.64	46.61	Left Turn	Left Turn	PASS	<input type="checkbox"/>
9	PRT, Random, Video	0.00	0.00	0.67	48.43	Left Turn	Left Turn	PASS	<input type="checkbox"/>
10	PRT, Random, Video	0.45	0.19	0.66	53.27	Brake Right	Brake Right	PASS	<input type="checkbox"/>
11	PRT, Random, Video	0.45	0.19	0.67	55.64	Brake Right	Brake Right	PASS	<input type="checkbox"/>
12	PRT, Random, Video	0.00	0.00	0.00	0.00	Brake Right		Red Light	<input checked="" type="checkbox"/>
Averages		0.45	0.27	0.82	60.40		WR 0%	Passed 91%	

See Also

[Print Previewing Reports](#)

[Opening Reports](#)

[Printing Reports](#)

[Exporting Reports](#)

6.1 Opening Reports

To open a report after a test has been conducted, click on the report icon or select View/Report from the menu. If another report is needed, click on the open folder icon in the report window.



If a test has not been conducted since starting the program, click on the Open Session icon or select Open Session... from the File menu. Browse to the session file and click open or double click on the file name.

The last 5 sessions opened are on the bottom of the File menu. Click on the session to view it or to add to it.

Once a session is open, click on the report icon or select View/Report from the menu.

6.2 Print Previewing Reports

Once a report is chosen click on the print preview icon. The report will be displayed just as it is going to be printed. Reports can be saved and reopened right from the print preview window. To save a report, click the disk icon. To reopen a saved report, click the open folder icon. Click the printer icon to print to the currently selected printer. To change printers, click the printer setup icon. Click the forward or back arrows to show different pages. Click the Close button when finished viewing the print preview.

Print Preview

Vericom Response ... Assessment Report

Client Information		Assessment Information	
Name	John Doe	Date	Tuesday, June 22, 2004
ID Number	123456	Time	09:29 AM
Birth Date	03/10/67	Version	1.1.0
Height	60"		
Weight	170		
Injury Code			
Notes			
Test Notes			

Instructor Information	
Name	Vericom Default Instructor
ID Number	001
Clinic	Vericom
Notes:	

Assessment Results							
SCENARIO	GAS OFF	TRAN-SITION	DISTANCE	STIMULUS	REACTION	REACTION TIME	PASS/FAIL
PRT, Random, Vblee	0.00	0.00	52.84	Left Turn	Left Turn	0.70	Pass
PRT, Random, Vblee	0.48	0.19	48.93	Brake Left	Brake Left	0.70	Pass
PRT, Random, Vblee	0.52	0.19	53.00	Brake Left	Brake Left	0.75	Pass
PRT, Random, Vblee	0.33	0.36	149.79	Brake Left	Brake Left	2.02	Slow Reaction
PRT, Random, Vblee	0.58	0.00	49.46	Left Turn	Left Turn	0.69	Pass
PRT, Random, Vblee	0.00	0.00	46.32	Left Turn	Left Turn	0.63	Pass
PRT, Random, Vblee	0.31	0.51	60.07	Brake Right	Brake Right	0.86	Pass
PRT, Random, Vblee	0.48	0.00	46.61	Left Turn	Left Turn	0.64	Pass
PRT, Random, Vblee	0.00	0.00	48.43	Left Turn	Left Turn	0.67	Pass
PRT, Random, Vblee	0.45	0.19	53.27	Brake Right	Brake Right	0.66	Pass
PRT, Random, Vblee	0.45	0.19	55.64	Brake Right	Brake Right	0.67	Pass
PRT, Random, Vblee	0.00	0.00	0.00	Brake Right		0.00	Delayed
Average	0.45	0.27	60.40		WR 0%	0.82	Passed 91%

8/17/2004 1:16:39 PM 1

0% Page 1 of 2

6.3 Printing Reports

Once a report is chosen click on the print icon and the report will be printed to the selected printer. To change printers, click the printer setup icon. It will print just as it is shown in print preview.

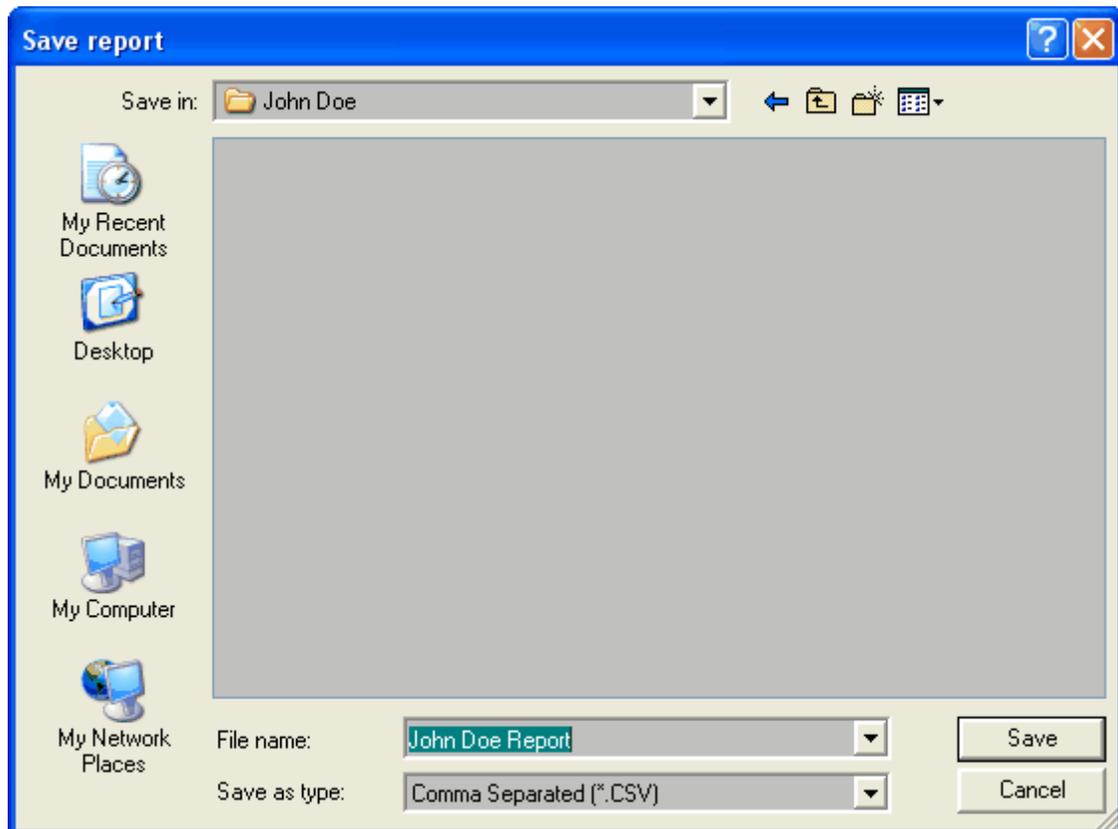


6.4 Exporting Reports

The report can be exported to four different file formats. .QRP (QuickReport), .CSV (MS Excel), .TXT (text) and HTML (internet browser). QuickReport is only for opening a report again from the report print preview window.

To export a report, first open a report, see [Opening Reports](#). Then, click on the Print Preview button.

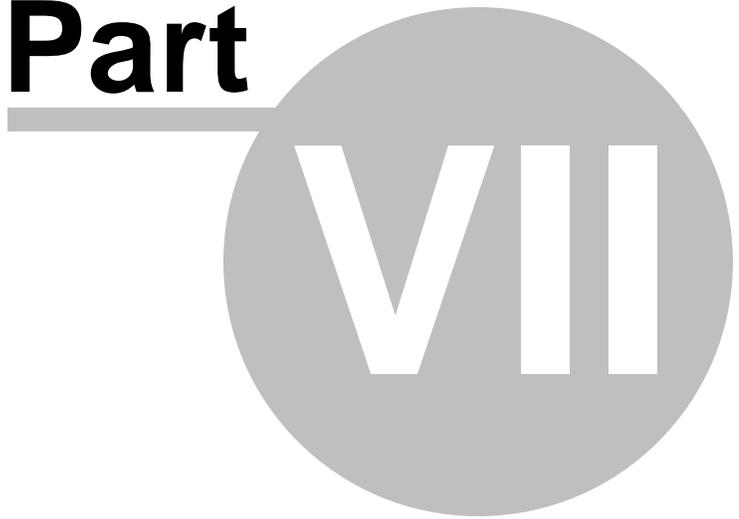
Now click on the Save Report button .



Choose the folder to save to, choose the file name and choose the type of file. Then click the Save button and it will be saved to the chosen format.

Modes

Part



7 Modes

There are two optional modes for training puposes:

- The practice mode is used to practice before saving any data to a report.
- The training mode is used to familiarize the client with the controls.

[Practice Mode](#)

[Training Mode](#)

7.1 Practice Mode

The practice mode is used to practice before saving any data to a report. To use the practice mode, click on **Tools** on the menu and select **Practice Mode**. A check mark will appear next to Practice Mode in the menu. "Response - practice Mode" will show in the banner at the top of the window.

Click the New Session button then the Run button to start the practice mode. The lights will come on according to what is defined in the [Scenario Editor Options](#).

When in practice mode, the program will display reaction times but not save them to a report file.

The speed will increase when gas pedal is pressed down and decrease when the pedal is let up.

When you feel the client has adequately familiarized themselves to the controls, click the End Session button.

To start a new session to record reaction times, make sure all [Options](#) are set, click on **Tools** on the menu and uncheck **practice Mode**, then click the New Session button.

7.2 Training Mode

The training mode is used to familiarize the client with the controls. To use the training mode, click on the New Session button, then click **Tools** on the menu and select **Training Mode**. A check mark will appear next to Training Mode in the menu.

When training mode is on, it will display "Training Mode" in the message box under the speedometer.



Click the Run button to start the training mode.

When in training mode, the program will not turn on the lights automatically or record reaction times.

The lights will turn on when the client turns the wheel or presses on the brake pedal. For example, the left turn light will turn on when the wheel is turned left past the minimum turn % as defined in the [Scenario Editor Options](#), or both red lights will turn on when the brake pedal is pushed past the minimum Hard Brake % as defined in the Scenario Editor.

The speed will increase when gas pedal is pressed down and decrease when the pedal is let up.

When you feel the client has adequately familiarized themselves to the controls, click the Cancel button, then the End Session button.

To start a new session to record reaction times, make sure all [Options](#) are set, then click the New Session button.

Using Response

Part



8 Using Response

[Using Response, General](#)

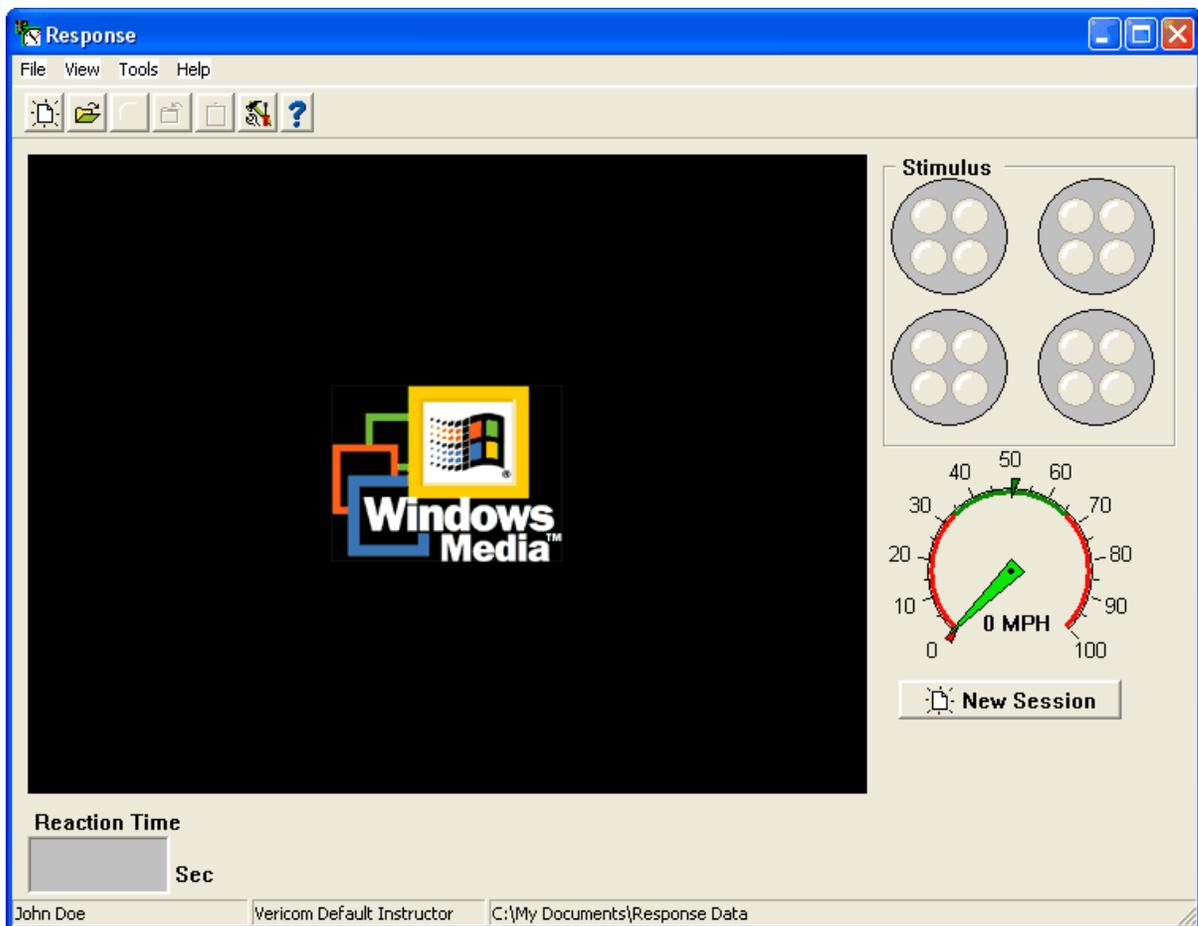
[Using Response, Detailed](#)

[Keyboard Commands](#)

8.1 Using Response, General

Before testing the client, set up any [optional settings](#) in the program such as instructor information, client information and scenario settings. The options from the previous test will be used if no settings are changed. The factory defaults will be used if you have never modified the settings.

Mount the steering wheel in front of the computer screen and place the pedals on the floor. Place the client in front of the steering wheel with the steering wheel and pedals at a comfortable distance. Press the New Session button to begin a new test series. All tests are automatically saved to disk for [reporting](#). If no steering wheel is present the program will use the keyboard for reactions. See [Keyboard commands](#).

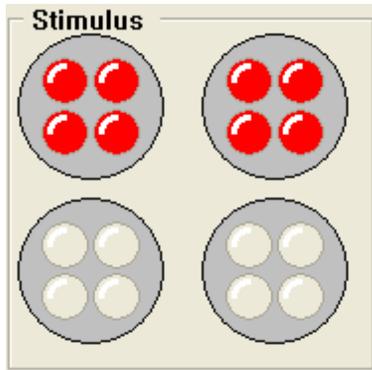


Instruct the client what the meaning of the lights are and how to react to them (see below). It may be a

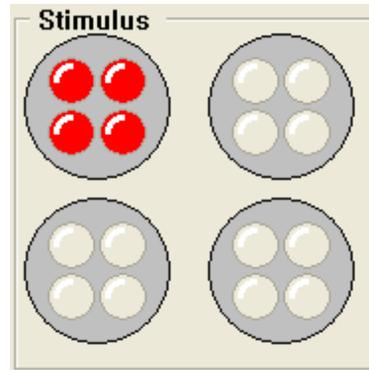
good idea to use the [Training Mode](#) for a new client. When the client is ready, press the Run button or button number 3 on the steering wheel. The scene will change as time runs. When the light or lights show the client should respond accordingly.

There are four simulated lights on the screen that the client watches. When the lights turn red or yellow, the client turns the wheel in the direction of the yellow lights or hits the brake pedal or both. When Light Brake is displayed the user should apply the brake pedal about 1/2 way down.

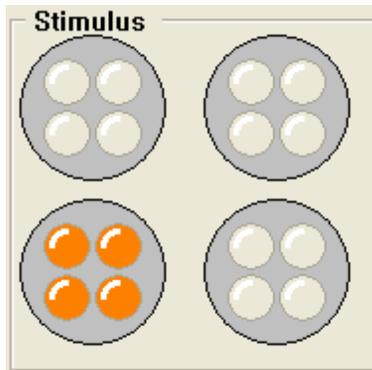
Hard Brake:



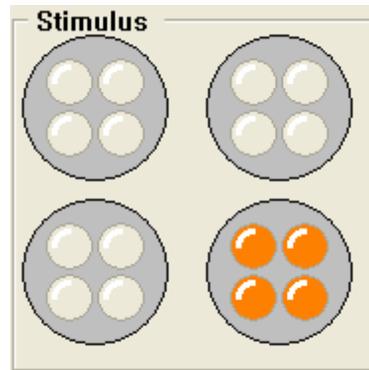
Light Brake:



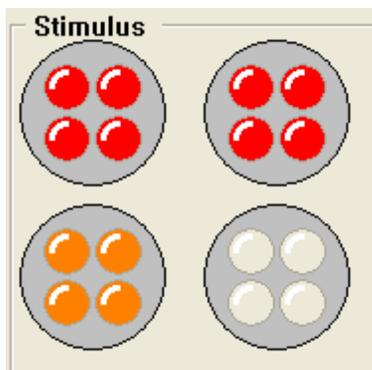
Left Turn no brakes:



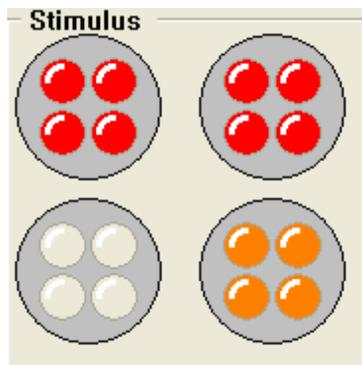
Right Turn no brakes:



Hard Brake and Left turn:



Hard Brake and Right turn:



When the test session is complete click the End Session button. Then click the [Report](#) icon to view the complete report of the session.

See [Using Response, Detailed](#) for step by step instructions.

8.2 Using Response, Detailed

Mount the steering wheel in front of the computer screen and place the pedals on the floor. Place the client in front of the steering wheel with the steering wheel and pedals at a comfortable distance. Press the New Session button to begin a new test series. Choose a file name or accept the default. All tests are automatically saved to disk for [reporting](#). See [Options](#) for how to change the client name.

Test the client as many times as necessary. Each test is saved in the report for each client. Typically the test sequence will be:

A new client who has not used the software before should use the Training Mode before testing for reaction time.

Training Mode:

1. Click the New Session button
2. Open the Tools menu and click Training Mode.
3. Sit the client in front of the wheel and instruct them on how to use the pedals and steering wheel.
4. Click the Run button.
5. Have the client move the steering wheel and press the pedals to familiarize themselves with the controls.
6. Press the End Session button to end the Training Mode.

Testing Mode:

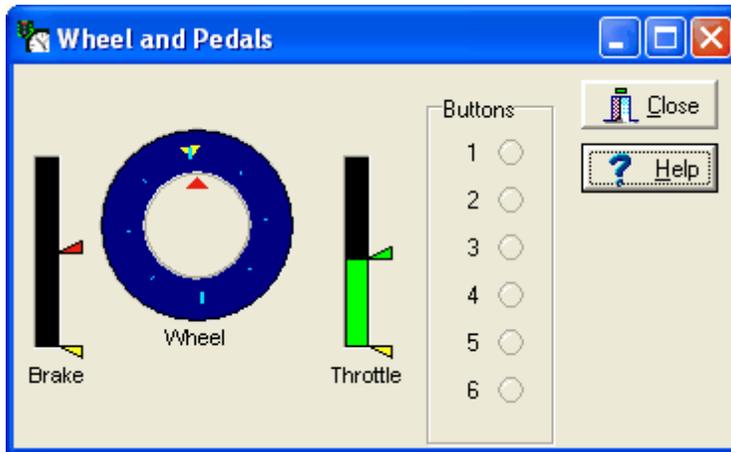
1. Set the client name and instructor name using [Client/Instructor Options](#).
2. Set the [Scenario Editor Options](#).
3. Click the New Session button.
4. Click the Run button.
5. The client depresses the gas pedal to accelerate to about 45 mph.
6. When the light stimulus appears the client responds with the steering wheel and/or the brake pedal.
7. Each test concludes when the reaction time displays.
8. Repeat steps 4 through 7 until testing is complete.
9. End the session by clicking on the End Session button.
10. Press the View Report button to show the report.

The test will not start if the minimum speed is not reached. See [Scenario Editor Options](#) for details. Once the minimum speed is reached, the video will start and the lights will come on at a random time.

See also [Using Response, Overview](#).

8.3 Wheel info

The steering wheel and pedals can be tested by selecting Wheel and Pedal info from the Tools menu. If the wheel and pedals do not work here, see [Troubleshooting](#).



8.4 Keyboard Commands

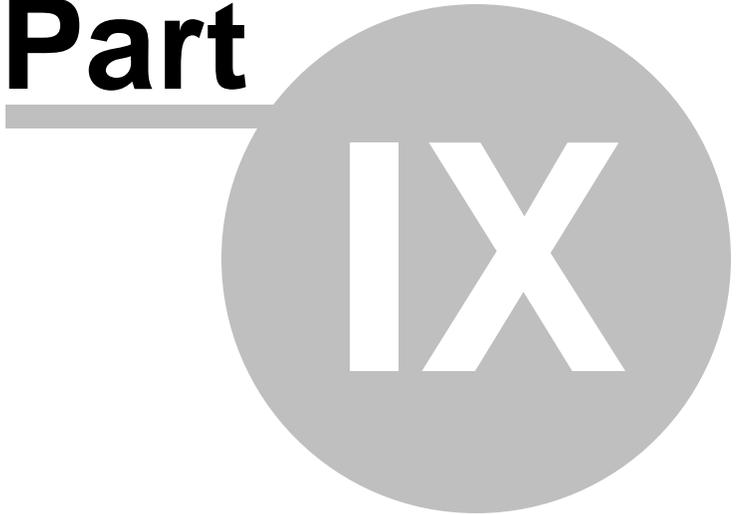
If no steering wheel is present when the program starts, the program will use the keyboard instead of the steering wheel. The keyboard commands are:

- Up Arrow (↑) = Light Brake
- Down Arrow (↓) = Hard Brake
- Left Arrow (←) = Left turn
- Right Arrow (→) = Right turn.

When the Run button is pressed the throttle is set to 50 mph or kph and the run starts immediately.

Troubleshooting

Part



9 Troubleshooting

<u>Problem</u>	<u>Solution</u>
Program won't start	Steering wheel software not installed or steering wheel not plugged into computer on version 1.00. Version 1.01 and later use the keyboard if no steering wheel is present.
Video doesn't play	Microsoft Windows Media Player not installed. Install it from the Windows CD or download the latest from their web site.
Video is jerky	If the "Speed Adjusted Video" check box is checked in Options the program tries to adjust the playback rate based on the throttle position. If it is a problem, uncheck the check box and the video will run at a constant rate regardless of throttle position.
Hard brake does not work	The brake pedal is not going to the minimum percentage when pushed all the way down. Click on the Scenario tab of Options and set the hard brake min % to 85, and set the light brake max % to 85.
Wheel and pedals do not work.	<p>1. If only the Pedals do not work, click on "Options" and change the Pedals radio button to the other option. Microsoft and some controllers use different axes for the pedals.</p> <p>2. Another joystick is already installed on the computer. Even if the previous joystick is not physically connected to the computer, the software may still be active. You must set the wheel to the Preferred device in Windows XP or set the wheel controller ID to 1 in other versions of Windows. Use the Control Panel, Game Controllers to change the wheel and other joystick options.</p> <p>In XP open the control panel, double click on Game Controllers, click the Advanced button and change the Preferred device to the wheel you want to use with the program.</p> <p>In other versions of windows open the control panel, double click on Gaming options, click the Controller IDs tab, click the wheel you want to use with Response, click the Change... button and change the ID to 1.</p> <p>3. They are not calibrated. With the Logitech systems you simply need to unplug the USB cable and while not touching the wheel or pedals, re-plug it back into the computer. With the Genius system you need to calibrate it using the method provided in the supplement sent in the box. Basically you have to use the Windows control panel, game controllers and calibrate it like a joystick by making the cursor go around the box.</p>
Error writing to Response.ini file.	User must have administrative privileges to write to the Windows folder.
The words "Red Light" appear.	The speed went below the minimum speed as defined in Options/Scenario. Or a response occurred before the stimulus lights appeared.
Error: "Program has performed an	

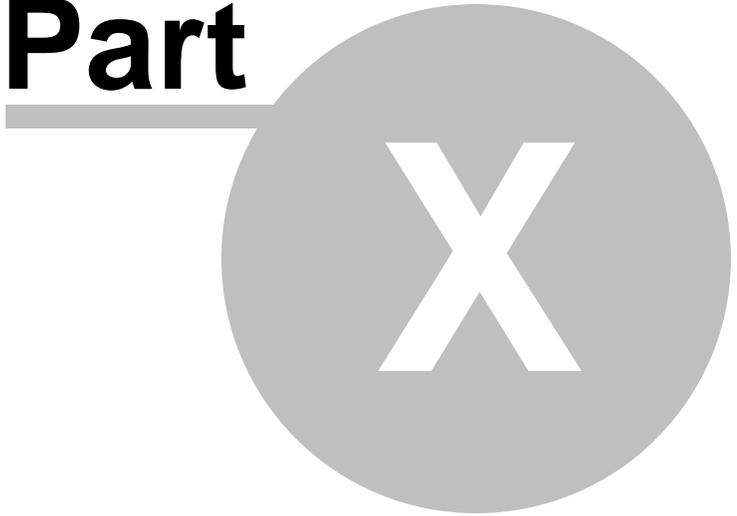
illegal operation
and will be shut
down" when
program starts.

If you still have problems refer to the web site for updated Frequently Asked Questions. Also, the web site has information on options for technical support.

www.vericomcomputers.com/Support/Response_Support.htm

Contracts

Part



10 Contracts

[License Agreement](#)

[Service Contract](#)

10.1 License Agreement

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GENERAL

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10.2 Service Contract

Vericom Support Program Service Agreement

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2. **Restrictions.** Vericom may limit or terminate the Support Services to, or may elect not to renew the Service Agreement of, any Customer who uses the Support Services in an excessive, abusive or fraudulent manner. Support Services will be provided to a single registered user only. Resale, assignment or transfer of support rights is strictly prohibited, and will be grounds for termination or non-renewal of the Service Agreement. The Support Program is not available to consultants, technical support agents, software developers or other parties using Vericom Product Expert and Vericom Solution Expert support on behalf of multiple clients or users. Vericom will only provide Support Services for Products that are properly registered with Vericom.
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