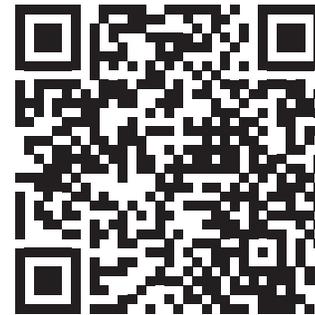

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FREQUENTLY ASKED QUESTIONS



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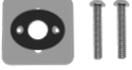
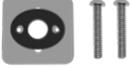
1 SPARE PARTS

Maintenance | Security Kits | Black

CR338 Kit K-CR338-02	 Pedestal VP-1751	 CR338 Sensor VP-1707	 CR338 Mount Kit K-1106	 Power Supply V-39		
CR338-UTC Kit K-CR338UC-02	 UTC & Bracket VP-1750-Y	 CR338 Sensor VP-1707	 Low Profile Boot VP-1540	 Pedestal Mount VP-1521Y	 Power Supply V-39	
Titan L2 Vertical Kit K-TTNL2-02C	 Vertical Pedestal VP-1586	 Titan L2 Sensor VP-1585	 Titan L2 Bracket VP-1584	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2 Mount Kit K-1120 <small>(See pg 15 for all L2 mounting options)</small>
Titan L2 Angled Kit K-TTNL2A-02-C	 Angled Pedestal VP-1594	 Titan L2 Sensor VP-1595	 Titan L2 Bracket VP-1584	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2 Mount Kit K-1120 <small>(See pg 15 for all L2 mounting options)</small>
Titan L2QD Vertical Kit K-TTNL2QD-02C	 Vertical Pedestal VP-1586	 Titan L2QD Sensor VP-1710-3	 Titan L2QD Bracket VP-1712	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2QD Mount Kit K-1120 <small>(See pg 15 for all L2QD mounting options)</small>
Titan L2QD Angled Kit K-TTNL2QDA-02C	 Angled Pedestal VP-1594	 Titan L2QD Sensor VP-1710-3	 Titan L2QD Bracket VP-1712	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2QD Mount Kit K-1120 <small>(See pg 15 for all L2QD mounting options)</small>
Wearable Kit VZW-Wearable	 Wearable Stand VP-1630	 Apple Watch Stand VP-1559	 Slim Wearable Sensor VP-1626	 Flex Sensor VP-1636	 Wearable Sensor VP-1433M	 Duo Alarm VP-1480
Wearable Kit VZW-Wearable3	 Wearable Stand VP-1625*	 Apple Watch Stand VP-1559	 Slim Wearable Sensor VP-1626	 Flex Sensor VP-1636	 Wearable Sensor VP-1433M	<i>*Cradle options for Wearable Stand VP-1625</i> Garmin Watch Cradle VP-1656 Mont Blanc Watch Cradle VP-1689 Gizmo Watch Cradle VP-1694 Generic Watch Cradle VP-1657 Samsung Watch Cradle VP-1635

1 SPARE PARTS

Maintenance | Security Kits | White

<p>CR338 Kit K-CR338-02W</p>	 CR338 Pedestal VP-1751W	 CR338 Sensor VP-1707W	 CR338 Mounting Kit K-1106	 Power Supply V-39			
<p>CR338-UTC Kit K-CR338UC-02W</p>	 UTC & Bracket VP-1750-Y	 CR338 Sensor VP-1707W	 Low Profile Boot VP-1540W	 Pedestal Mount VP-1521YW	 Power Supply V-39		
<p>Titan L2 Vertical Kit K-TTNL2-02CW</p>	 Vertical Pedestal VP-1586W	 Titan L2 Sensor VP-1585W	 Titan L2 Bracket VP-1584W	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2 Mount Kit K-1120	<p>(See pg 15 for all L2 mounting options)</p>
<p>Titan L2 Angled Kit K-TTNL2A-02-CW</p>	 Angled Pedestal VP-1594W	 Titan L2 Sensor VP-1595W	 Titan L2 Bracket VP-1584W	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2 Mount Kit K-1120	<p>(See pg 15 for all L2 mounting options)</p>
<p>Titan L2QD Vertical Kit K-TTNL2QD-02WV</p>	 Vertical Pedestal VP-1586W	 Titan L2QD Sensor VP-1710W-3	 Titan L2QD Bracket VP-1712	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2QD Mount Kit K-1120	<p>(See pg 15 for all L2QD mounting options)</p>
<p>Titan L2QD Angled Kit K-TTNL2QDAW-02C</p>	 Angled Pedestal VP-1594W	 Titan L2QD Sensor VP-1710W-3	 Titan L2QD Bracket VP-1712	 Titan L2 Cable Stop VP-1644	 Power Supply V-39	 Titan L2QD Mount Kit K-1120	<p>(See pg 15 for all L2QD mounting options)</p>

1 SPARE PARTS

Maintenance

<p>CR338/ CR338-UTC</p>	 <p>Micro USB Coupler P21001</p>	 <p>USB-C Coupler P21005</p>	 <p>Lightning Coupler P21015</p>	 <p>Mounting Kit K-1106</p>	<p>Alarms</p>	 <p>EnCore VP-1397</p>	 <p>Duo VP-1480</p>	
<p>Tools</p>	 <p>Sensor Removal Tool VP-1477</p>	 <p>1/8" Security Screwdriver V-T30</p>	 <p>1/8" Allen Security Screwdriver V-T900</p>	 <p>Small Phillips Screwdriver V-T99</p>	 <p>Allen Security Wrench V-41</p>	 <p>Magnet Tool VP-1446</p>		
<p>Adhesives</p>	 <p>CR338 Adhesive AD-239-5</p>	 <p>CR338 Adhesive (blk) AD-261</p>	 <p>CR338 Sensor Adhesive AD-238-8</p>	 <p>EnCore Adhesive AD-139-20</p>	 <p>X-Sensor Adhesive AD-131-50</p>	 <p>Glass Adhesive AD-218-10</p>	 <p>Primer Stick AD-105-5</p>	 <p>Alcohol Pads AP-001-200</p>
<p>PAS</p>	 <p>PAS Bracket VP-1431C-5</p>	 <p>Clear PAS Bracket VP-1202C-5</p>	 <p>Type-C PAS Sensor VP-1439</p>	 <p>Micro USB PAS Sensor VP-1603</p>	<p>Power Supply</p>	 <p>Power Supply V-37</p>	 <p>Power Supply V-39</p>	
<p>Misc.</p>	 <p>IR Receiver KF-1102</p>	 <p>IR Keyfob KF-1106</p>	 <p>X-Sensor VP-1350XL</p>	 <p>X-Sensor Cover VP-1524C</p>	 <p>Mounting Bracket VP-1518</p>	 <p>Velcro V-60V</p>	 <p>Supply Bag VPG Bank Bag</p>	

2

HOW DO I IDENTIFY A PRODUCT?

Product | Solution

CR338

Phones | Tablets



CR338-UTC

Phones | Tablets



EnCore

Accessories



Titan L2

Phones



Titan L2QD

Phones



Duo

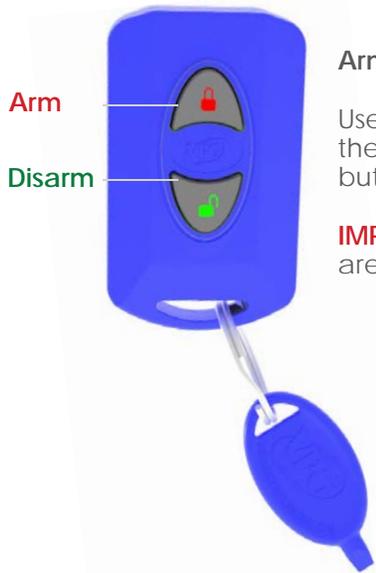
Accessories



3

HOW DO I USE THE BLUE KEYFOB?

IR Keyfob (KF-1106)



Arming and Disarming

Use the red "lock" button to arm the system and the green "unlock" button to disarm the system.

IMPORTANT: Ensure the button pads are not installed upside down.

Range

You must be within 6"-12" of the IR receiver. If using the Duo, you must be within 1".



IR Emission

Ensure you hold the keyfob in the proper orientation.

The IR signal emits from the front and front underside of the fob. Point the keyfob at the IR lens on the product.

4

WHY ISN'T THE KEYFOB WORKING?

IR Keyfob (KF-1106)

DIP Switches

Check to see if the alarm's DIP switches match by opening the IR keyfob. Compare the DIP switch settings inside the keyfob with the alarm you are arming or disarming. Pictured to the right is the EnCore.



Note: CR338s and CR338-UTCs do not have to have matching DIP switch settings in order for the keyfob to arm and disarm those systems.



Battery Check

To check if the battery is dead, cup your hand around the keyfob, or go into a dark room. Hold down one of the buttons and look for a strobing red LED through the blue plastic as shown.

IMPORTANT: Do **NOT** hold down the buttons when attempting to arm or disarm. After holding a button down for 5 seconds, the key is programmed to stop emitting the IR signal to avoid draining the battery. You must wait 10 seconds for it to reset.



Battery Life

Battery life varies depending on keyfob usage. In most use cases, the keyfob battery (CR2032) can last at least 1 year.

5

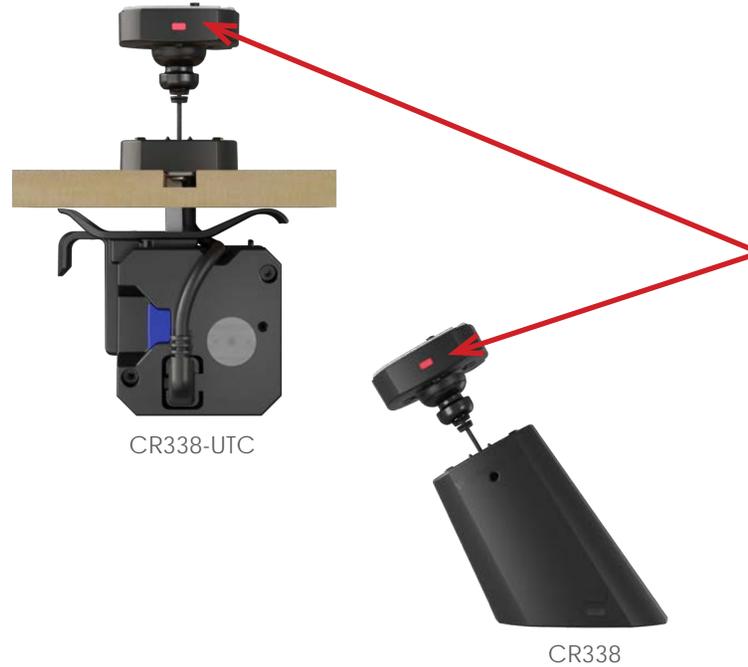
HOW DO I CHANGE THE DIP SWITCHES?

IR Keyfob (KF-1106)

To quickly change security codes for the CR338 and the CR338-UTC systems, get 2 keyfobs, one should be programmed with the current codes, and the other programmed with a new code.

Disarm with the current code, then arm with the new code.

Repeat for each new system.



CR338 or CR338-UTCs DIP switches do NOT need to match the keyfob.

When the lights are flashing on the sensor, that means you can arm the system with any keyfob - no matter what codes are inside the keyfob.

When you arm the system, these products remember and accept that code only.



IR Keyfob (KF-1106)



The EnCore and the Duo DIP switches need to match the keyfob.

Remove the cover of the system in order to access the DIP switches. The EnCore and the Duo covers come off with the V-T900 security driver.

The EnCore has 8 DIP switches like the keyfob, but the Duo has 4. These 4 must match the first 4 inside the keyfob.



EnCore



Duo

CR338

Flashing YELLOW and RED on pedestal

When the system arrives it will be in Factory Reset Mode and the LED will flash yellow and red while the tamper switch is not depressed.

Flashing YELLOW on pedestal

The pedestal is mounted and the tamper switch is depressed.

Steady RED on the sensor

System is armed and secure.

Flashing RED and BLUE on the pedestal and flashing RED on the sensor

System is in alarm.

Quick flashing RED on pedestal and sensor

System was disarmed after an alarm.

If you forget your code to disarm the system during an alarm, use the SIM card tool to press the reset button on the bottom of the pedestal.



CR338-UTC

Flashing YELLOW on under counter module

When the system arrives it will be in Factory Reset Mode, the LED will flash yellow until the system is set.

Steady RED on the sensor

System is armed and secure.

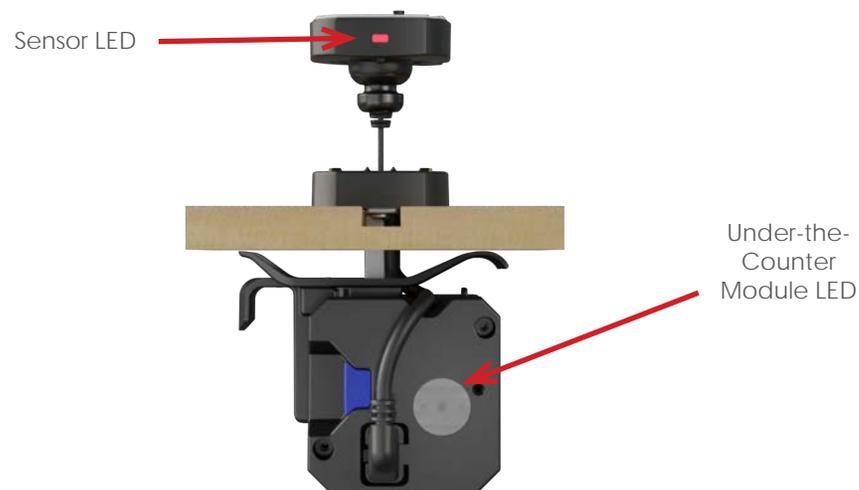
Flashing RED and BLUE on the under-the-counter module and flashing RED on the sensor

System is in alarm.

Quick flashing RED on sensor

System was disarmed after an alarm.

If you forget your code to disarm the system during an alarm, use the SIM card tool to press the reset button above the LED light on the side of the under-the-counter module.



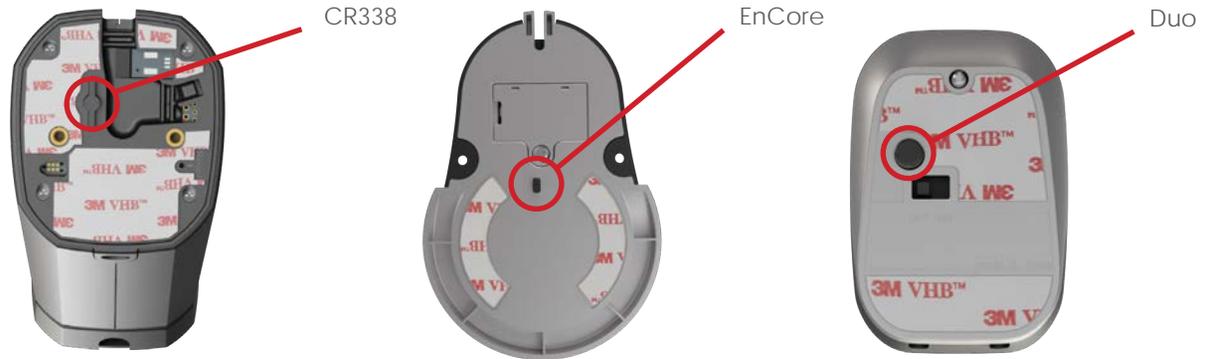
7

WHY DOES THE ALARM KEEP GOING OFF?

CR338 | EnCore | Duo

Each system has a tamper switch that will make the alarm sound if the button is not firmly pressed down.

The EnCore and Duo also need to have their covers firmly installed or they will alarm.



8

WHAT IS THE MAGNETIC KEY USED FOR?

CR338 | CR338-UTC

The magnetic key tool is used to release the cord reel from the CR338 and CR338-UTC sensor that attaches to the display device.

Hold the magnet tool into the groove of the cord reel and twist to release the cord reel from the sensor.



AD-218 - Clear Adhesive

Any device that has a glass back requires the AD-218 to make sure VPG sensors properly adhere to the product.

- 1) Clean the back of the device with an alcohol pad and wipe dry immediately.
- 2) Remove the adhesive liner from the AD-218.
- 3) Adhere the AD-218 to the back of the device.
- 4) **IMPORTANT:** Ensure the tamper switch on the CR338 sensor aligns with one of the 3 holes on the AD-218 adhesives.

Note: Heat (whether it be ambient or from the device) plays a major role in the effectiveness of adhesives. For optimal adhesive bond, phones should be displayed in a cool, dry area.



10

HOW DO I REPLACE ADHESIVES?

CR338 | CR338-UTC | EnCore | Duo



CR338 Adhesive
AD-239-5



CR338 Adhesive
AD-261



Duo Adhesive
AD-131-50



CR338 Sensor
Adhesive
AD-238-8



EnCore Adhesive
AD-139-20

Make sure to use new adhesives for any new product you wish to secure. If you take adhesive off of a product, you MUST throw away that adhesive and replace with a new one.

Make sure to clean any surfaces where adhesives will be set with an alcohol pad. Wipe the product dry immediately after cleaning.

DO NOT reuse old adhesives under any circumstances.

11

HOW DO I REMOVE SECURITY FROM DEVICES?

CR338 | CR338-UTC

To remove the sensor from the device, place VP-1477 removal tool over the sensor and gently twist to break the adhesive bond.



Remove the power couplers by pulling up on the 4-pin connector and removing it from the cavity in the sensor.



12

HOW ARE ADHERED PEDESTALS REMOVED?

CR338

IMPORTANT: Do NOT try to pull up on the CR338 base. It can damage the pedestal and/or the fixture.

1 Tools & Parts Needed



KF-1106



VP-1446
Magnet Tool



VP-1477
CR338 Removal Tool

or



V-44
Heavy Duty Removal Tool

2

Disarm the system by pressing the green "unlock" button on the IR Keyfob (KF-1106).



Use the magnet tool (VP-1446) to twist and release the boot from the sensor.

3



Place the VP-1477 removal tool over the pedestal with the indentation side facing up.

4



Gently twist the removal tool to break the adhesive bond.

5



Optionally, you can use the V-44 removal tool. Wrap the removal tool's cable underneath the pedestal.

6



Alternate pulling the removal tool handles with each hand in a sawing motion until the pedestal is detached.

13

DOES THE CR338 & CR338-UTC HAVE A SLEEP MODE?

CR338 | CR338-UTC



YES.

Sleep mode turns off the CR338 & CR338-UTC and is useful if:

- The store's power will be out for an extended period of time.
- Storing products for overnight security.

This will keep the internal backup battery from needlessly being drained.

To do this, unplug the system from external power or remove device from the cord reel.

Disarm the system with your keyfob, then use the VP-1446 magnet tool to disconnect the phone and sensor from the pedestal.

Point your keyfob at the pedestal and hold down the green "unlock" button for approximately 5 seconds.

The pedestal will play a descending melody, letting you know that the pedestal is now turned off and ready for overnight storage.

14

HOW DO I FACTORY RESET?

CR338 | CR338-UTC

CR338

Use the point on the SIM card tool to press the reset button on the bottom of the pedestal.



CR338-UTC

Use the point on the SIM card tool to press the reset button above the LED light on the side of the under-the-counter module.

