

VIPER 4+ UNLOCK CODES PROCEDURE

Date Issued: January 7, 2022

UNLOCK CODES AVAILABLE

SM PART #	RVN PART#	RVN DESCRIPTION
270153	077-0180-100	V4+ Single Product VRA UNLOCK
270154	077-0180-101	V4+ Multi-Product VRA (if already have single product VRA)
270155	077-0180-102	V4+ Combo VRA (single and multi) UNLOCK

RETRIEVING THE REGISTRATION CODE

1. It will need to be determined if a unlock code was ordered with the machine. Check your bill for any of the part numbers listed above.
2. If any of the part numbers are listed on the bill. The appropriate part will need to be picked. The part is a piece of paper that consists of the Raven Part Number, Description, and Registration Code. The Registration Code is needed to complete the activation.

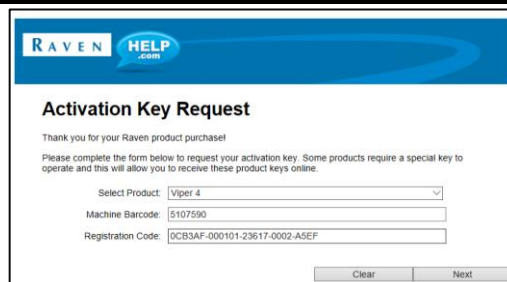
RETRIEVING THE MACHINE BARCODE

1. Power on the V4+.
2. Touch the "Administrator" panel.
3. Touch the "System Manager" button.
4. Touch the "Key" tab.
5. The Machine Barcode is found at the bottom of the page labelled as the "Identification Number".
6. Record the Identification Number.

RETRIEVING THE ULOCK CODE

The Unlock Code is a file that will be downloaded from the RavenHelp.com website then, saved to a USB drive.

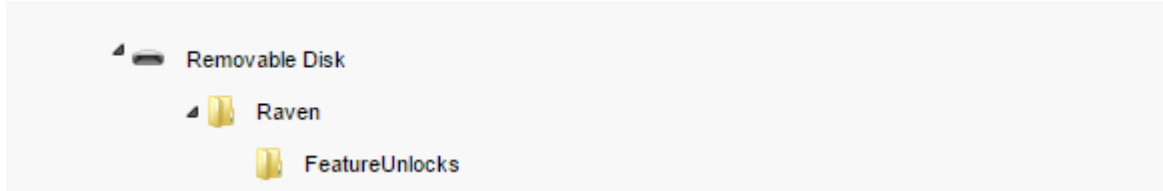
1. From a PC computer, go to www.ravenhelp.com.
2. On the bottom right side of the page, there is a link labeled "ACTIVATION KEY REQUEST".
3. Click on the "ACTIVATION KEY REQUEST" link. A pop-up or new window will appear.
4. From the first dropdown box, select the product "Viper 4".
5. Enter the Machine Barcode recorded earlier (Identification Number).
6. Enter the Registration code from your sheet of paper.
7. Click "Next".
8. Fill out the appropriate information and click "Next".
9. A download link will be presented. Download and save the file.



Important: When downloading a file multiple times, it will apply a number in parenthesis after the file (e.g. 3700362(1).zip). The Viper 4 will not recognize these files. Be sure to remove any added numbers in parenthesis to prevent potential problems with applying unlocks.

USB DRIVE PREPARATION

To perform the unlock procedure on the Viper 4+, the following folder structure will need to be created on the root directory of the USB flash drive.

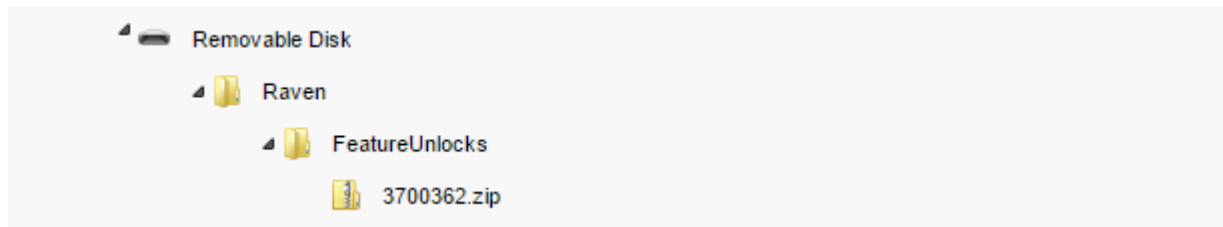


A “Raven” folder must be created on the root directory of the flash drive. Inside the Raven folder, create another folder labeled “FeatureUnlocks” as shown in the figure above.

APPLYING THE ACTIVATION CODE

The downloaded .zip file will need to be saved to the “FeatureUnlocks” folder on the USB.

1. Navigate to your downloads or wherever the .zip file was saved.
2. Right click on the .zip file and copy. **DO NOT UNZIP OR “EXTRACT ALL”.**
3. Navigate to the FeatureUnlocks folder, right-click, and paste the .zip file in that folder.
4. Once copied, close the window and safely remove the USB drive from your computer.



5. To apply the unlock, insert the USB flash drive into the Viper 4+. After a short time, a message will be displayed prompting you to restart the Viper 4+. Remove the USB flash drive before restarting the Viper 4+.

CONFIRMING THE ACTIVATION CODE

Check the unlock page to ensure the unlock has been installed.

1. On the Viper 4+, touch “Administrator”.
2. Touch “System Manager”.
3. Touch the “Key” tab.
4. The Unlock Features will be displayed.