

FAQ (frequently asked questions):

What are the VIOX token smart contract details?

Contract address: 0x563527d10a78f649a9330b0fb03387b93fb387f9

Token name: Vionex

Token symbol: VIOX

Decimals: 8

ERC20-compatible Wallets to get your tokens:

The following wallets are known to be compliant with Ethereum-Tokens (ERC20 standard) and allow you to receive and display your tokens:

MyEtherWallet, Mist, Parity, imToken, Metamask

Are the tokens loaded automatically or do I have to enter some parameters?

MyEtherWallet and imToken have integrated VIOX tokens and are automatically loaded. In other Wallets, to find a token, you may need to select "Contract" and / or "Standard ERC20 tokens" and enter the contract address, token and decimal places in the appropriate fields. Please refer to the instructions for your specific Wallet.

General questions:

When will the Vionex ("VIOX") token sale start?

The general sale will begin on 1st December 2017 at 00:00 (GMT). The sale is open until 31st December 2017 at 23:59 (GMT).

Where and how will the Vionex token sale take place?

The token sale takes place via the website: www.vionex.io

Is there a minimum or maximum of VIOX Tokens I can buy during the general sale?

The tokens are sold in purchase tiers ranging from 300 to 250,000 VIOX tokens (worth 150 USD to 125,000 USD). To ensure broad distribution of the tokens, there are fewer tokens available in purchase tiers of 100,000 VIOX and above, with the majority of tokens available in the 300-100,000 VIOX range of purchase tiers. Should you wish to purchase a higher number of tokens, please be advised to buy early to ensure availability. The early buyers are offered special incentives.

Which payment methods are accepted in the general sale?

Bitcoin (BTC) and Ethereum (ETH) are the only methods of payment accepted in the general sale.

What is the pricing and exchange rate mechanism?

Tokens are priced at 0.50 USD (fifty US cents) per VIOX token. Your investment will be converted in VIOX tokens. The amount payable in BTC or ETH will be calculated based on an exchange rate sourced from the reputable cryptocurrency exchange (Coinbase) no more than 60 minutes prior.

How will I know if my purchase was successful?

After transferring BTC or ETH and leaving your e-mail address, you will receive a confirmation email from us within 6 hours that your purchase was successful.

What do I need in order to participate in the VIOX token sale?

1. If you are paying in Bitcoin (BTC), you need the following:

- a) Your BTC available on an exchange or in a wallet, ready to be sent to the payment address displayed to you during sale process.
- b) Your ERC20 compatible wallet address for receipt of tokens (see examples of such wallets in the Knowledge Base section below).

2. If you are paying in Ethereum (ETH), you need the following:

- a) Your ETH available on an exchange or in a wallet, ready to be sent to the payment address displayed to you during sale process.
- b) Your ERC20 compatible wallet address for receipt of tokens (see examples of such wallets in the Knowledge Base section below).

Note: You may send ETH directly from an exchange. However token receipt address must not be hosted on an exchange. There is no requirement for both wallets to be the same; the wallet you are sending ETH from may be different from the token receipt wallet.

How many VIOX tokens are available for sale and how many created in total?

The general sale will provide a total of 30 million (30,000,000) VIOX tokens for purchase at 0.50 USD per token, for a total of 15 million USD. Vionex will provide a total of 100 million (100,000,000) VIOX tokens, of which: 70% will be available for purchase as described above, with 30 million tokens sold and 40 million tokens frozen for the 2018 and later on sale.

Where can I read the Vionex whitepaper in full?

The whitepaper is available at www.vionex.io

Will there be a lock-up on tokens sold in this token sale?

No, there will be no lock-up for any of the VIOX tokens purchased in either presale or the general sale. Tokens will be released to your ERC20 wallet once the sale is closed, tentatively by December 2017. We will contact you once the tokens are released to your wallet address.

What are the token sale transparency and security arrangements?

No tokens are pre-released before the token sale event is closed. The ERC20 token contract (with source code) is published at: www.etherscan.io. Token sale does not run a smart contract and there is no general address to submit funds. Once receipts are collected and recorded on respective Bitcoin and Ethereum addresses, proceeds are moved to cold wallets on respective blockchains. Progress of the token sale is displayed to public at www.vionex.io, directly from blockchain addresses once transactions are confirmed.

I purchased tokens and received a transaction confirmation email. Why don't I find tokens in my Ethereum wallet?

Tokens will be released to your Ethereum ERC20 wallet once the token sale is closed, tentatively by December 2017, and will be freely tradeable thereafter. You will get an email confirmation at token distribution event.

Why Vionex token sale does not run an Ethereum smart contract, while some other token sales do?

Many buyers would like to pay in Bitcoin (BTC) too. The smart contract, implementing BTC payments has lots of limitations and potential security problems, so we have decided to focus on performance and security. We have pre-generated BTC and ETH payment addresses on a clean air gapped computer that would serve as a temporary cold storage. Those addresses were transferred over the air gap to an internet-connected server. Private keys remain in a cold storage and not available on the internet-connected server. At that, funds are secured against any hacking attempt. Our script will monitor the transactions, coming from Vionex token buyers and update balances in the database accordingly. Tokens will be released to the buyers after the end of the token sale.

Will the Vionex tokens be listed at cryptocurrency exchanges?

We are still in negotiation with several reputable cryptocurrency exchanges. Unfortunately, we have no firm commitment, but of course we give our best to secure as many points of acceptance as possible. As soon as there is any news regarding the acceptance or cooperation of cryptocurrency exchanges, we will publish it on our website www.vionex.io as soon as possible.

What is the prospect of growth in token value? What percentage return will it offer?

We can't promise a specific percentage of return, but we have arranged the listing on major exchanges and will let the market value float. Once Vionex token is listed on exchanges, you will be able to trade the token. Market forces will drive its value, and we hope that success of the project would increase the token market value.

Technical Question:

Which wallets can I use to receive the tokens?

You can send BTC or ETH directly from an exchange, but you need to provide an Ethereum token receipt address that is ERC20 compatible and is not hosted on an exchange. Please refer to compatible wallets and the sample transaction flow in the Knowledge Base below.

I provided Ethereum token receipt address from an incompatible wallet but I have the private key, can I still get my tokens?

Yes, see instructions for handling of the private key of incompatible wallets below.

I do not have the private key, can I still get my tokens?

You must get in touch with us about correction to your token receipt address before the token distribution ends. Please email info@vionex.io with all information regarding your payment including transaction ID and email. However, we are not responsible for any delays, losses, costs, expenses, or other issues relating to or arising from the loss of your private key or any other access credentials.

I didn't use enough gas, what can I do?

The transaction should have been rejected or not mined, your balance has not changed. Please try again with enough gas (normally the value suggested by your ETH wallet = 21,000).

I sent ETH directly from an exchange, what can I do?

You can send ETH from an exchange, your transaction will be correctly identified and processed. However, you need to provide an Ethereum token receipt address that is not hosted on an exchange. In case you have provided a token receipt address which is hosted on an exchange, or you don't have its private key, you must get in touch with us about correction to your token receipt address before the token distribution ends. Please email info@vionex.io with all information regarding your payment including transaction ID and email. However, we are not responsible for any delays, losses, costs, expenses, or other issues relating to or arising from this situation.

Where can I purchase ETH?

There are many exchanges that sell Ethereum for fiat or cryptocurrency, these include: Coinbase, Poloniex, Kraken, Bitstamp, Bitfinex, Bittrex, Cex.io

Where can I purchase BTC?

There are many exchanges that sell Bitcoin for fiat or cryptocurrency, these include: Coinbase, Poloniex, Kraken, Bitstamp, Bitfinex, Bittrex, Cex.io

I didn't see an answer to my question

Send a request to info@vionex.io and we will try to answer your question.

Knowledge Base:

ERC20 compatible wallets to receive your tokens

The following wallets are known to be compatible with Ethereum tokens (ERC20 standard) and may allow you to receive and view your token balances: MyEtherWallet, Mist, Parity, imToken, Metamask.

Handling of the private key of incompatible wallets

Certain wallets will not display ERC20 tokens, but it is possible to export the private key to a wallet on the compatible list and retrieve your tokens. You may want to import your private key in JSON file or HD Wallet Seed to MyEtherWallet, for the best online experience. Please refer to instructions to your incompatible wallet to export the private key.

Participation in the token sale with Ethereum (ETH)

1. Buy ETH on a cryptocurrency exchange, unless already owned.
2. Set up an ERC20 compatible wallet (unless you already have one ready). MyEtherWallet is recommended.
3. Locate your ERC20 compatible wallet address for receipt of tokens.
4. Provide your token receipt address and send the ETH deposit (from an exchange or your other wallet) to the payment address displayed on our website www.vionex.io.

Participation in the token sale with Bitcoin (BTC)

1. Buy BTC on a cryptocurrency exchange, unless already owned.
2. Set up an ERC20 compatible wallet (unless you already have one ready). MyEtherWallet is recommended.
3. Locate your ERC20 compatible wallet address for receipt of tokens.
4. Provide your token receipt address and send the BTC deposit (from an exchange or your other wallet) to the payment address displayed on our website www.vionex.io.