

SUPPORT SERVICES

Code

IN-HOUSE SUPPORT

ADSL ROUTER CONFIGURATION

Why waste your engineers time on site configuring the router to your customers requirements, when we can do that for you. Our in house ADSL router service offers the pre configuration of the router to your specific requirements, prior to shipping directly to you or your customer. Supply us with the following information and we will ensure the unit is configured and ready to be simply plug and play.

Information required: * Broadband provider * IP address * Username and Password

808-0018 ADSL router configuration

PC SUPPLY & CONFIGURATION

We now offer a range of professional Dell PC's and servers designed and supplied to your specifications. Simply supply us with the quantity of cameras or hardware, frames per second and length of storage and we will do the rest. Other options available are listed below.

* Install and configure your software * Install and configure the camera IP addresses * Set up recording requirement

PCDESIGN PC/Server Design and supply

814-0150 PCCONFIG1 PC Configuration for IP cameras and software

CAMERA / DOME PREBUILD

To assist your installation engineers and reduce their time on site, we now offer camera or dome prebuilds by incorporating them into external housings.

Support features: * Install cameras or domes in to external housings
* Focus and check operation
* Install supplied IP addresses, subnet mask and default gateway information

PREBUILD IP01 Pre-build fixed static camera

PREBUILD IP02 Pre-build PTZ dome camera

ON SITE SUPPORT

Our on site software support service offers a trained engineer to attend site with your own engineers to assist in the installation and commissioning of Milestone software.

Support features: * Installation and commissioning of software
* Configuration of static IP addresses
* Online DLK download and configuration
* End User training

814-0115 On site software support

TRAINING

MILESTONE SYSTEMS A/S

Milestone Enterprise Accreditation 2 day course

To the engineer wanting to move into the high end software solution. We offer a comprehensive course with full accreditation ensuring your engineer is fully equipped to understand and configure Milestone Enterprise 6.5 server based software solution.

Course agenda: * System topology * Administrator applications
* End user applications * Installation checklist
* Installation preparations * Enterprise certification test
* System architecture



814-0133 MSTONE-ENT-ACC Milestone Enterprise Accreditation 2 day Training course

Netgenium Certified Installer Training

The Netgenium Installer Training course provides installation and sales engineers with the skills to install, commissioning and trouble shoot/diagnose the Netgenium Access control range of products.

Course Content:

- * **Network Connection of the controllers and card readers on to LAN**
- * Cable connections
- * Power over Ethernet supply
- * Power up routines
- * Network set-up
- * **Lock Controller installation**
- * Physical wiring scenarios
- * Configuring inputs and outputs
- * **Card Reader installation**
- * Setting fail over modes
- * Data collection settings
- * **Device Security**
- * Network security recommendations
- * Users Security and passwords
- * **Device Management**
- * HTML configuration interface
- * Alarms and reporting
- * **Netgenium Access Control Server**
- * Load and register
- * Establish communications with controllers and readers

808-0043 CABIPCSI Netgenium Installer Access Control Engineering training - 2 Day course

Mobotix 2 DAY UK Technical Training Course

A Mobotix Technical Training Course is for sales, sales support or technical support people who require a good understanding of all elements of the Mobotix family of products, as well as the ability to answer technical and usage questions.

Course Content:

- * **Network connection of the camera in a LAN**
- * Cable connection
- * Power supply & Network Power Adaptor
- * First image of the camera
- * Quick Install Wizard
- * **System Admin**
- * Software update & config file
- * Camera Management with MultiView
- * Users & Passwords
- * DHCP with IP address management
- * **Event Control 1 & 2**
- * General event settings
- * Events and sensors
- * **Image storage and setting**
- * Video management & event search
- * File server and recording modes
- * **Audio & Telephony**
- * VoIP setup
- * Recording voice messages
- * **MxControlCentre**
- * MxPEG viewer features & Multiview
- * Playback images

810-0273 UK TECH TRAINING Mobotix Technical Training Course - 2 Day course