

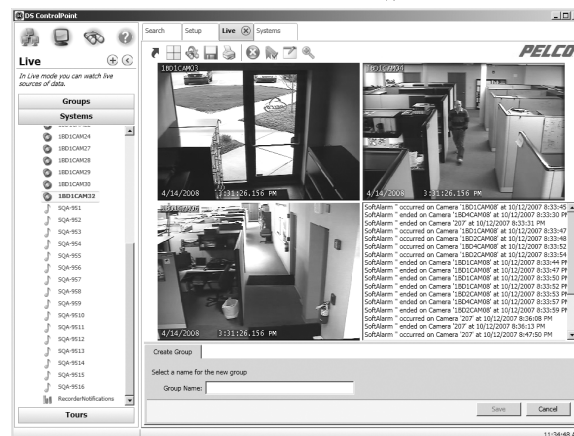
# Pelco-Certified Remote Service Assistance

## DIGITAL SENTRY® SYSTEM AND NETWORK CONFIGURATION



### Product Features

- Network Configuration
- System User-Specified Configuration



The security industry is requiring higher levels of complexity in video security systems, placing a more demanding burden on the system integrator. To help system integrators recognize income for this complex work, Pelco offers many services, including **Digital Sentry® (DS) certified remote service assistance**, which may be resold to the end customer. All services are sold at dealer pricing and are discountable based on the system integrator's discount pricing.

**Remote service assistance** provides the same level of service as field services but is performed through network connectivity from Pelco Technical Center. **Remote services** are offered at a discounted rate and require no travel and expense fees.

### Network Configuration

Pelco **trained and certified remote service** is available to assist the system integrator and IT professional in configuring the network for optimum DS system performance in a closed DS-specific network. This service does not include the installation and cabling of the system or the verification of installed cabling.

For shared networks, **trained and certified remote service** is available to advise the system integrator and IT professional in configuring the network for optimum DS system performance.

### System User-Specified Configuration

Pelco **trained and certified remote service** assists the system integrator with a final configuration of the DS system per the needs of the end customer. System configuration includes the naming of cameras, creating rights and privileges, setting up alarm configurations, configuring analytics profiles for specific cameras, configuring IP cameras, and optimizing system performance. General operation of each DS component is checked and corrected as necessary.



by Schneider Electric

International Standards  
Organization Registered Firm;  
ISO 9001 Quality System



# GENERAL INFORMATION

## PRICING

- All services are charged at a daily rate, with a one-day minimum.
- All prices are dealer discountable.

## SCHEDULING

- System access is based on schedules mutually agreed upon by Pelco and the system integrator. Advance notice is encouraged for best scheduling.
- Cancellations are subject to a 15% fee.
- Standard working hours, 8:00 A.M. to 5:00 P.M.

## TERMS AND CONDITIONS

- Work is to be performed as outlined in this document.
- Final sign-off is required by the system integrator.
- Further maintenance of the system is the responsibility of the system integrator unless additional service is purchased.

## SYSTEM INTEGRATOR RESPONSIBILITY

- Installation of all components of the system including UPS, network switches, and cameras.
- All cable routing and dressing of cables.
- All environmental conditions including air conditioning, cleanliness, and safety.
- A thorough understanding of the system performance requirements of the end customer.
- Arrange to have a trained (or certified when appropriate) technician on-site to assist the Pelco remote service provider.
- Network connection to the system.

## ORDERING INFORMATION

Use the following ordering codes to specify the desired Digital Sentry (D) remote service (RS) package.

RSDNC	Network Configuration
RSDUC	System User-Specified Configuration

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