

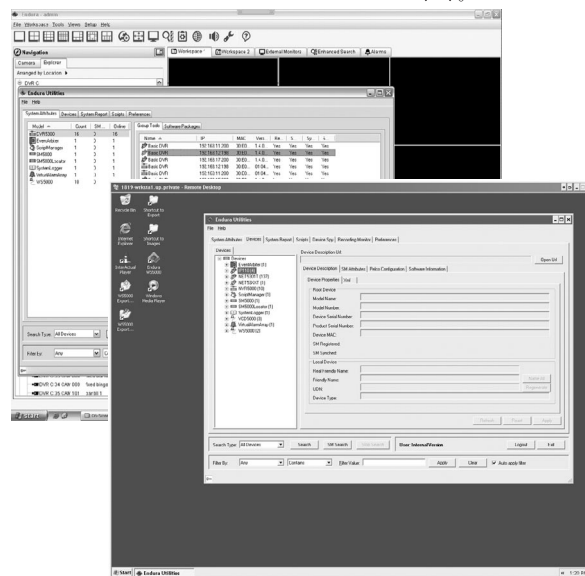
Pelco-Certified Remote Service Assistance

ENDURA® SYSTEM CONFIGURATION AND NETWORK PROGRAMMING



Product Features

- Network Switch Programming
- 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 **Endura® 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 a Pelco Technical Center. **Remote services** are offered at a discounted rate and require no travel and expense fees.

Network Switch Programming

Pelco **trained and certified remote service** is available to assist the system integrator in programming the network switches in a closed, Endura-specific network, including the programming of network switches to achieve the best and most reliable Endura system performance. This service does not include the installation and cabling of the system or the verification of installed cabling.

For shared networks, Pelco's **remote service assistance** provides advice to the IT professional about how to configure a network for optimum Endura system performance.

System User-Specified Configuration

Pelco **trained and certified remote service** assists the system integrator with a final configuration of the Endura 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 maps, and optimizing system performance. General operation of each Endura component is checked and corrected as necessary.



GENERAL INFORMATION

PRICING

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

SCHEDULING

- 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 Endura (E) remote service (RS).

RSENP	Network Switch Programming
RSEUC	System User-Specified Configuration



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