

# Pelco-Certified Field Service Assistance

## MATRIX SYSTEM AND NETWORK CONFIGURATION

### Product Features

- System Configuration
- Switcher 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 **matrix certified field 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.

### Switcher Configuration

Pelco **trained and certified field service** is available to advise the system integrator in configuring the hardware for optimum matrix system performance (not including installation and cabling of the system). Service features include verifying proper video input levels and ground loops.

### Switcher System User-Specified Configuration

Pelco **trained and certified field service** assists the system integrator with a final configuration of the matrix switcher system per the needs of the end customer. System configuration includes the naming of cameras, creating rights and privileges, setting up alarm configurations, writing macros, and optimizing system performance. General operation of each matrix switcher component will be checked and corrected as necessary.



# TECHNICAL SPECIFICATIONS

## PRICING

- All services are charged at a daily rate, with a one-day minimum.
- All prices are dealer discountable.
- Travel and expenses are charged separately based on actual costs, \$75 maximum per diem, and hotel stays at the going rate for the location for standard (3-star) hotels.

## SCHEDULING

- Trips are based on schedules mutually agreed upon by Pelco and the system integrator. Advance notice is encouraged for best scheduling and lowest travel costs.
- 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 field service provider.

## ORDERING INFORMATION

Use the following ordering codes to specify the desired matrix (M) field service (FS) package.

|       |  |
|-------|--|
| FSMSC | System Configuration                         |
| FSMUC | Switcher System User-Specified Configuration |



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