



VICON

PROFESSIONAL SERVICES





Let Us Secure Your Peace of Mind

At Vicon, we realize that selecting a security system marks the beginning of a long-term relationship. You've chosen a system in which to place your trust for years to come and, while installation may not be complete for some time, your financial and emotional investment begins at the time you make that commitment to purchase.

That is why it's so important for you to feel confident in your choice from day one — long before your system is operational. And Vicon is determined to make that happen, offering a range of professional services that ensures your entire experience is trouble-free.

Primary benefits of the program include:

- Decreased time required to implement new solutions
- Simplified deployment with reduced associated costs
- Streamlined communication through a single point of contact
- Enhanced level of service and ease of access to available resources



Field Services and Project Engineering

Advanced projects with elaborate system requirements often demand special attention to ensure proper configuration and minimal downtime. Vicon currently offers onsite support via certified system engineers to facilitate this process. Having a dedicated and fully-trained engineer on site helps to streamline the installation process and ensure successful and timely deployment. Engineers can also be requested for new system implementation, system health assessments, technical consulting or onsite troubleshooting.

New System Implementation

- Assists during the installation phase of a new project
- Ensures that the system is installed correctly the first time
- Tests for system and network reliability
- Verifies that installation meets or exceeds Vicon specifications
- Provides basic ViconNet training for dealers and end users
- Completion of Site Commissioning checklist

Technical Consulting

- Assistance with system design, expansion and planning
- Network configuration recommendations
- Specification review and recommendations
- Customized solutions for unique installation requirements

System Health Assessments

- Benchmarking service designed to ensure a high level of system performance
- Review recording scheme and camera settings
- Verify database continuity
- Confirm proper installation of all current ViconNet software / camera firmware
- Perform network bandwidth tests

Onsite Troubleshooting

- Support assistance to integrators who encounter issues at an installation site that are beyond the scope of phone support
- System and network troubleshooting
- Priority access to high level engineering staff



Pre-Configuration Options for Network Components

Enjoy the hassle-free convenience of having all components for your system pre-configured by our in-house engineers before they ship to you. Your network will be up and running in no time, with all components ready to connect right out of the box, complete with a custom labeling system to further assist system installers.

Upon receipt of purchase order, Vicon will coordinate directly with the integrator to collect the data necessary for programming the system. Following shipment of the pre-configured system, the customer will receive our customized project workbook*, including helpful installation documentation, detailed project worksheets, ViconNet tools and software, backups of pre-programmed system settings, training materials and support information.

Please note that delivery of the pre-configured system typically takes two weeks from receiving customer's complete information for programming.

Kollektor DVR

- System naming convention
- Network configuration
- Nucleus association
- Time synchronization
- Storage database initialization
- Auto-record verification

ViconNet NVR

- System naming convention
- Network configuration, nucleus association
- Time synchronization
- Storage database initialization
- Basic recording macro (full time recording only) *Note: advanced configuration is available via FLD-ENG*

ViconNet Workstation

- System naming convention
- Network configuration
- Nucleus association
- Time synchronization

ViconNet System Nucleus

- System naming convention
- Network configuration
- Time synchronization
- User and group additions (20 max.)
- Import of I-Onyx and 3rd party cameras

Virtual Matrix Display Controller (VMDC)

- System naming convention
- Network configuration
- Nucleus association
- Time synchronization *Note: advanced configuration is available via FLD-ENG*

Network Keypad

- Network configuration
- Host association

Network Camera - Basic

- Camera naming convention
- Network configuration
- Nucleus association
- Time synchronization

Camera - Advanced Features

- Includes all services of "basic network camera" plus:
- Programming of iris
 - Focus and other advanced features

ViconNet Encoder

- Unit naming convention
- Network configuration
- Nucleus association
- Time synchronization

ViconNet Decoder

- Unit naming convention
- Network configuration
- Nucleus association
- Time synchronization

* For systems with greater than 25 cameras

Testimonials



We just completed an installation of about 125 cameras spread across four schools. Vicon Professional Services made the process incredibly easy, eliminating so many of the typical on-site hassles. I'll never do another job without it.



Vicon Professional Services allows us to be more competitive in the bidding arena due to the savings associated with the reduction of labor in the field. Having the cameras and the NVRs programmed at Vicon not only saves us a great deal of time in the field but allows us to use the overall labor for the project more efficiently. I would highly recommend this service to all integrators.



Vicon Classroom

In a professional classroom environment or from the comfort of your own office, our qualified trainers will guide you through system design, installation, operation and troubleshooting with hands-on exercises customized for your needs; all course materials are provided.

Technical training services are offered for all products and for customers with a varied level of technical experience. This can be customized to meet your specific needs and objectives.

- Customize your training courses to suit your needs.
- Keep operators' and administrators' knowledge up-to-date with product upgrade training.
- Learn how to design your own custom applications with SDK training.



Certified Dealer Training

Vicon offers regularly scheduled ViconNet training classes at various locations throughout the world. Classes teach how to configure and operate a ViconNet system and perform many important functions. Some classes will include the Virtual Matrix Display Controller (VMDC) and advanced macros.

Customers should visit the Vicon website or speak with their Vicon Sales Representative for more information on upcoming training dates.

Customers are also encouraged to take advantage of online learning. A wide selection of tutorials, covering many of the topics taught in our training classes, is available from our website or view them on YouTube.



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