



On-Site System Training

On-site System Training provides structured practical training for operators, technicians and system administrators using our tracking systems.

It is intended to provide general system knowledge, operational understanding and practical diagnostic and troubleshooting principles using the customer's installed tracking system.

Includes:

One on-site training session of up to 8 working hours
Basic operating principles of the tracking system
Overview of system components and their functions
Software operation and system access
Camera and controller status
Creation and management of tracking projects
Creation, activation and management of targets and bodies
Target visibility, camera coverage and tracking volume
Recognition of occlusions, reflections and unsuitable environmental conditions
Interpretation of system status information and warnings
Software and firmware update procedures
Export of system configuration logs and preparation of technical support requests
Basic troubleshooting procedures
Overview of available standard interfaces and data outputs
Practical exercises using the customer's installed system
Questions from participants within the agreed training scope

Does not include:

Initial system setup, configuration or commissioning
Case-specific technical analysis or troubleshooting
Formal certification of participants
Guaranteed achievement of a specific level of competence

Service Conditions

Maximum number of participants: 10

Availability: By appointment

Travel-related costs: An applicable Travel Package or itemized travel quotation is required for on-site services.

This Service Description is subject to the applicable General Support Conditions.