

Remote System Setup & Commissioning

Remote System Setup & Commissioning provides remote assistance with the initial setup, configuration and commissioning of our tracking systems.

It is intended for customers who require professional guidance during initial system setup but do not require an on-site visit.

Includes:

One remote session of up to 2 hours

Review of the planned system setup and intended application

Guidance on camera positioning, orientation and basic mounting requirements

Support with network connection, software installation and initial system configuration

Verification of camera connectivity and basic system status

Setup or review of an initial tracking project

Basic principles of target visibility, tracking volume and operating conditions

Basic functional testing based on the information and remote access provided by the customer

Answers to questions directly related to the initial setup and commissioning of the system

Does not include:

On-site attendance

Physical installation, adjustment or relocation of cameras and system components

Physical inspection of installation environments, mounting structures, component stability, cable routing, accessibility, ambient light conditions or other local circumstances

Review or optimization requiring direct assessment of the actual installation environment

Basic assistance with integration to third-party systems, including configuration, standard interfaces or data outputs of the tracking system

Case-specific technical analysis or troubleshooting beyond what is required for the initial setup and commissioning

Structured operator or system training

General instruction in diagnostic or troubleshooting methods

Remote System Setup & Commissioning does not extend or modify the agreed warranty period of 24 months.

Service Conditions

Availability: By appointment

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