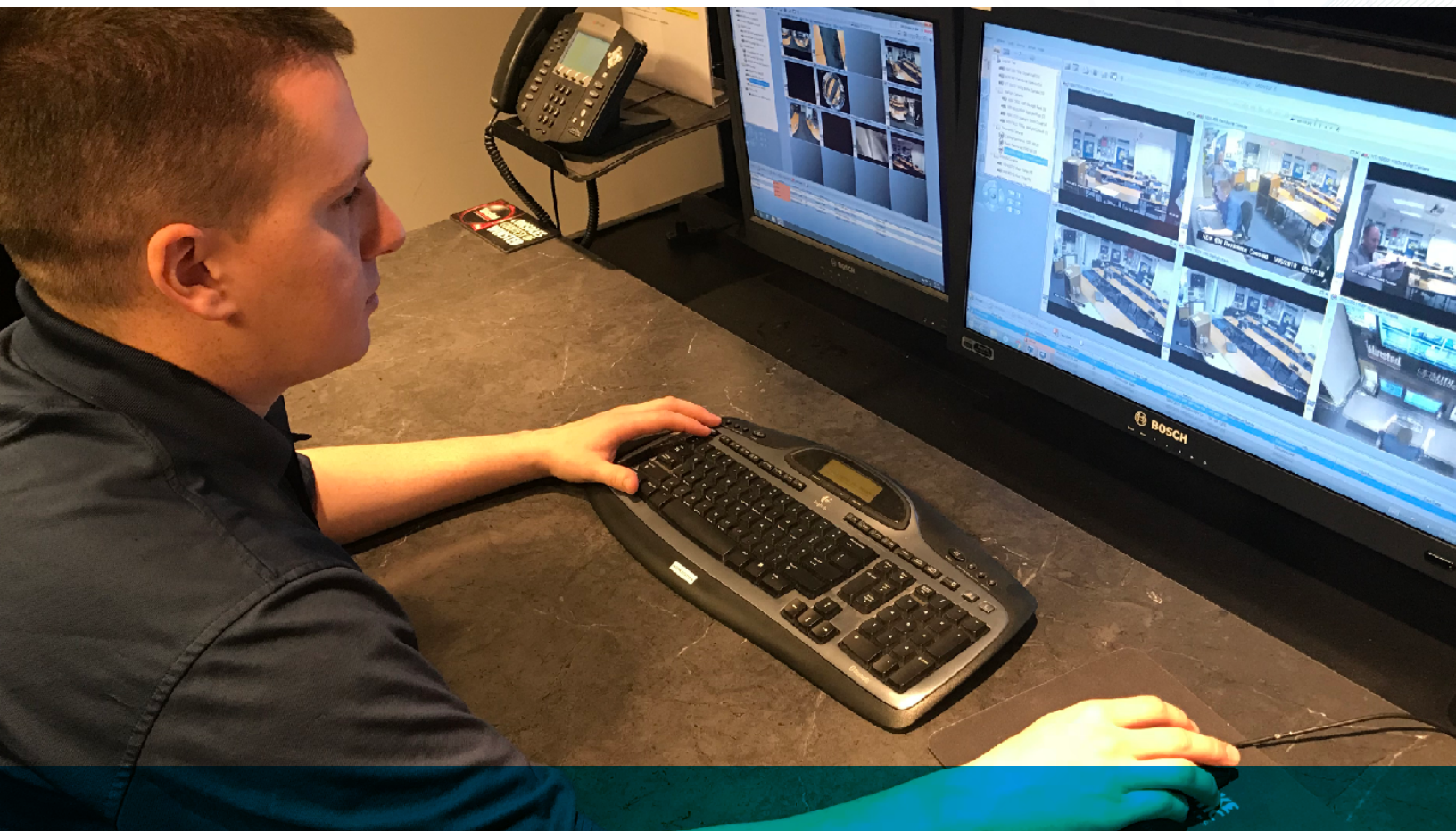


# PROFESSIONAL SERVICES

Powered by MidChes







Whether it is your first large IP camera or video management system installation, installation of equipment into a security console, or pre-installation programming of intercom stations and software, our Professional Services team is available to supplement your internal resources.

Our partners leverage this service to supplement their technology experts or expedite an installation schedule with our trained and certified team.



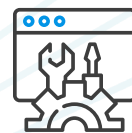
**Pre-installation  
programming and  
Staging**



**Command  
center equipment  
installation**



**System  
health checks and  
updates/upgrades**



**System  
troubleshooting**



## Manufacturers Serviced and Supported



IP cameras and  
Bosch Video  
Management System



Storage  
Appliances for  
Bosch Applications



Intercom  
stations  
and software



Installation of  
equipment  
into consoles



## Available Services



Bosch IP Camera,  
Decoder, Encoder  
Pre-Installation Programming



Bosch Video Management  
System and DivarIP  
Pre-Installation Programming



Bosch Onsite  
Technical Services



Commend System  
Pre-Installation  
Programming



Command Center  
and Data Rack  
Equipment Installation



Bosch System  
Health Checks and  
Preventative Maintenance

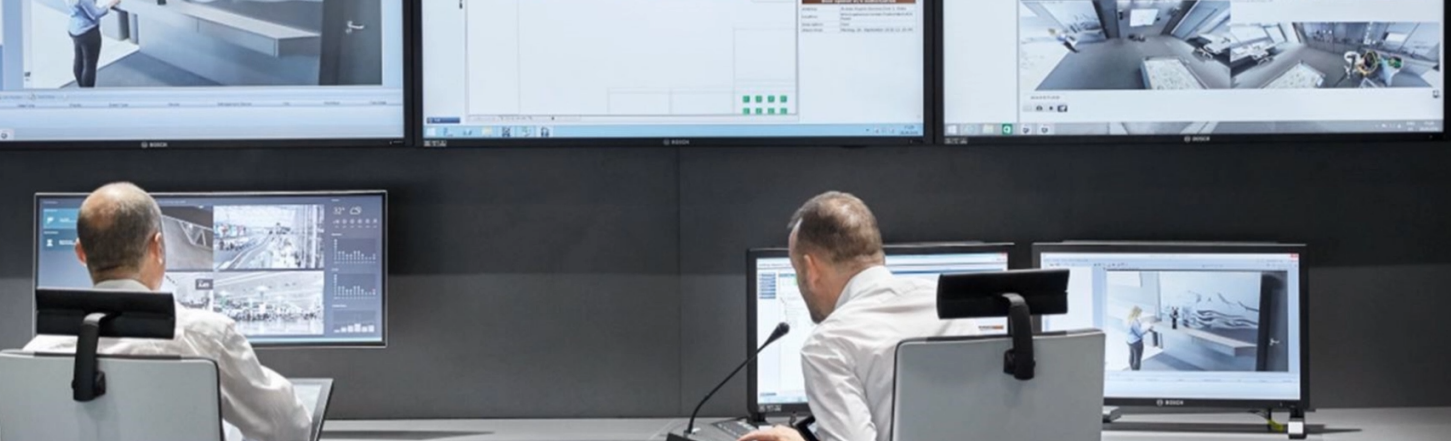


# Bosch IP Camera, Decoder, Encoder Pre-Installation Programming

- ➔ Unbox/repackage at MidChes location
- ➔ Labeling of device and box with installation location, IP address, UN/PW
- ➔ Firmware confirmation and upgrade
- ➔ Username and password programming
- ➔ Security settings for cyber/network
- ➔ IP addressing
- ➔ Device naming
- ➔ Spreadsheet of device programming with MAC addresses








## Bosch Video Management System and DivarIP Pre-Installation Programming

- ➔ **Bosch Application Server programming**
  - » Licenses will be applied to each Bosch Standard Application Server
- ➔ **Bosch VRM Server programming**
  - » Export configuration
- ➔ **Bosch Management Server programming**
  - » Users/Groups
  - » Map loading and device tree setup
  - » Export configuration
- ➔ **Storage appliance setup and connection to system**
  - » Bosch Enterprise Server programming
  - » Users/Groups
  - » Export configuration
- ➔ **System license application**
  - » Workstation Preparation
  - » Windows optimizations
  - » Windows user and administrator accounts created
  - » Installation of BVMS Operator Client
  - » Static IP address assignment
  - » Time synchronization
  - » Computer name change to match location
  - » Windows Firewall exceptions
  - » Install operator software
- ➔ **Server Preparation**
  - » Windows optimizations
  - » Windows administrator accounts created
  - » Static IP address assignment
- » Installation of BVMS Management Server and VRM roles, along with BVMS Configuration Client
- » Unused NICs will have a red RJ45 plug installed
- » Time synchronization
- » Computer name change to match role of server
- » Windows Firewall exceptions (if applicable)
- ➔ **Upgrades: Collect all system data from existing system and compare to replacement design**
- ➔ **Verification of system operation**
- ➔ **Bring Bosch IP cameras into VMS**







## Bosch Onsite Technical Services and End User Administrator/Operator Training



- ➔ DivarIP programming, updates, support
- ➔ Bosch Application Server programming, updates, support
- ➔ Bosch VRM Server programming, updates, support
- ➔ Bosch Management Server programming, updates, support
- ➔ Bosch Enterprise Server programming, updates, support
- ➔ Verification of system operation
- ➔ Collect configuration backups from each Bosch server or DivarIP system
- ➔ License and SMA updates
- ➔ End user training on common system administration procedures and user interface training for operators
- ➔ Upgrades: Collect all system data from existing system and compare to replacement design

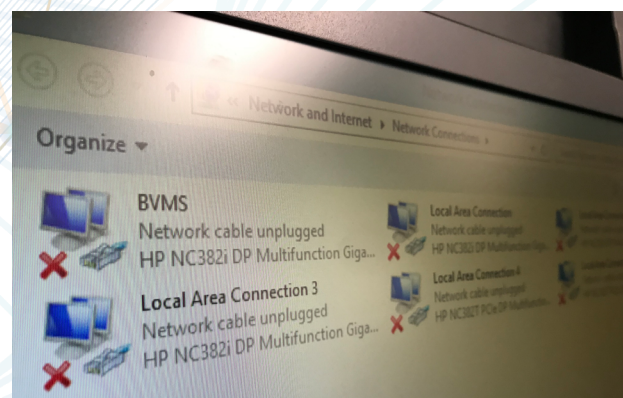




# Commend Intercom System Pre-Installation Programming

- ➔ Studio, CCT, and other software programming and license application
- ➔ Bring Commend intercom stations into system
- ➔ Recording of automated voice messages
- ➔ Collect configuration backups
- ➔ Network switch programming
- ➔ Unbox/repackage intercom stations at MidChes location
- ➔ Labeling of station and box with installation location, IP address, UN/PW
- ➔ Firmware confirmation and upgrade
- ➔ Username and password programming
- ➔ IP addressing
- ➔ Station naming
- ➔ Excel spreadsheet of device programming
- ➔ Workstation Preparation
  - » Windows optimizations
  - » Windows user and administrator accounts created
  - » Installation of Studio application
  - » Static IP address assignment
  - » Time synchronization
  - » Computer name change to match location
  - » Windows Firewall exceptions
  - » Install CCT Virtuo Bro
  - » Install Studio operator software

- ➔ Server Preparation
  - » Linux Debian operating system updates
  - » Virtuos installation and updates
  - » Time synchronization
  - » Computer name change to match role of server
- ➔ Upgrades: Collect all system data from existing system and compare to replacement design







## Command Center and Data Rack Equipment Installation

- ➔ Legacy console furniture decommissioning
- ➔ Coordination of new console furniture installation
- ➔ Uninstall all applicable legacy equipment
- ➔ Server racking and labeling
- ➔ Storage appliance racking and labeling
- ➔ Network switch racking and labeling
- ➔ Workstation installation and labeling
- ➔ Monitor installation
- ➔ Decoder installation
- ➔ Verify proper system operation
- ➔ Operator training

