

MOBOTIX Professional Services

Project Implementation & Commissioning

Remote or On-Site support: With the right experts at your side, you can bring even complex projects to success quickly and safely

Commissioning a powerful smart solution can sometimes be very time-consuming, so it is good to know that you can always call on **MOBOTIX Professional Services** if needed. Our experienced specialists will become part of your team and **support you during the commissioning of your next project right up to the turnkey handover to the customer** - either **remotely** or directly **on site**. Together with you, we will take care of the **complete configuration** of the installed MOBOTIX cameras and system devices as well as the **individual adaptation** of the video software used, such as MOBOTIX HUB, ManagementCenter or individual camera apps. With the offer of **detailed project documentation** and final individual **user training** for the system operators, we can reliably support you in every single phase of the project.

Project Implementation & Commissioning is available for MOBOTIX initial installations, system expansions and camera replacements and includes all MOBOTIX hardware and software components involved. For a **detailed overview** of the individual services offered, please refer to the attached table. Allow us to be part of your team and support you in the smooth and timely realization of your projects.

Your advantages at a glance:

- ✓ Complete device and system configuration
- ✓ Scope of services individually adapted to each project
- ✓ Direct support from MOBOTIX saves you time and personnel effort
- ✓ Faster and more cost-efficient project execution and increased productivity
- ✓ Handover of an optimized and fully tested complete system
- ✓ Perfect for time critical and large scale projects
- ✓ Promoting customer satisfaction and loyalty

Request a quote now:

MOBOTIX Professional Services can only be used exclusively by registered MOBOTIX partners. Our services are based on fixed hourly, daily or unit costs. For a quote, please contact your MOBOTIX Sales team by email or phone:

✉ sales@mobotix.com

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More Information:
www.mobotix.com/en/professional-services

MOBOTIX Professional Services

Services Overview

		Pre-Configuration	Project Implementation & Commissioning		System Optimization		
			On-Site	Remote	On-Site	Remote	
IoT Cameras	General						
		Software Update	✓	✓	✓	✓	
		Security	✓	✓	✓	✓	
		Hardware Configuration	✓	✓	✓	✓	
		Page Administration	✓	✓	✓	✓	
		Camera Administration	✓	✓	✓	✓	
		Audio	✓	✓	✓	✓	
		Network					
			Network Setup	✓	✓	✓	✓
			VoIP Telephony	✓	✓	✓	✓
		Image					
			Logo & Image Profiles	✓	✓	✓	✓
			General Image Settings	(✓)	✓	(✓)	✓
			Exposure Settings	-	✓	(✓)	✓
			Color Settings	-	✓	✓	✓
			JPEG Settings	✓	✓	✓	✓
			Text & Display Settings	✓	✓	✓	✓
			vPTZ Settings	✓	✓	✓	✓
		Event Handling					
			Thermal Sensor Settings <i>(depends on the model)</i>	(✓)	✓	✓	✓
			MxMessageSystem	✓	✓	✓	✓
			General Event Settings	✓	✓	✓	✓
			Event Overview	(✓)	✓	(✓)	✓
			Action Group Overview	(✓)	✓	✓	✓
		Recording					
			Storage	✓	✓	✓	✓
			Recording	✓	✓	✓	✓
		Modules					
			MxBus Modules	(✓)	✓	(✓)	✓
		Door Station					
			Video Door Station	(✓)	✓	(✓)	✓
			MxBus Modules	(✓)	✓	(✓)	✓
		Apps & Analytics					
			Activation of MOBOTIX 7 Apps <i>(depends on the model)</i>	✓	✓	✓	✓
			Configuration	(✓)	✓	✓	✓
			Optimization	-	✓	✓	✓
		System Check					
			System Health Check & Optimization	-	✓	✓	✓
			Troubleshooting & Re-config (if reqd)	-	✓	(✓)	✓
	MOVE Cameras	System					
			System	✓	✓	✓	✓
			Security <i>(password need to be changed!)</i>	(✓)	(✓)	(✓)	(✓)
			Network	✓	✓	✓	✓
			DDNS	✓	✓	✓	✓
			Mail	✓	✓	✓	✓
		FTP	✓	✓	✓	✓	
		HTTP	✓	✓	✓	✓	
		Events	(✓)	✓	(✓)	✓	
		Storage Management	(✓)	✓	✓	✓	
		Recording	✓	✓	✓	✓	
		Schedule	✓	✓	✓	✓	
		File Location	(✓)	✓	✓	✓	
		Software Upgrade	✓	✓	✓	✓	
		Streaming					
			Video Configuration	✓	✓	✓	✓
			Video Rotation	✓	✓	✓	✓
			Video Text Overlay	✓	✓	✓	✓
			Video OCX Protocol	✓	✓	✓	✓
			Audio	✓	✓	✓	✓



- ✓ Available
- (✓) Restricted available
- Not available

		Pre-Configuration	Project Implementation & Commissioning		System Optimization	
			On-Site	Remote	On-Site	Remote
MOVE Cameras						
	Camera					
	Exposure	-	✓	✓	✓	✓
	White Balance	-	✓	✓	✓	✓
	Picture Adjustment	-	✓	✓	✓	✓
	IR Function	-	✓	✓	✓	✓
	Noise Reduction	-	✓	✓	✓	✓
	WDR Function	-	✓	✓	✓	✓
	Image Stabilizer	-	✓	✓	✓	✓
	Digital Zoom	✓	✓	✓	✓	✓
	Profile	(✓)	✓	✓	✓	✓
	TV System	✓	✓	✓	✓	✓
	PTZ <i>(depends on the model)</i>					
	Preset	-	✓	✓	✓	✓
	Cruise	-	✓	✓	✓	✓
	Auto Pan	-	✓	✓	✓	✓
	Sequence	-	✓	✓	✓	✓
	Analytic <i>(depends on the model)</i>					
	Setup Analytics	-	✓	✓	✓	✓
NAS						
	General Settings					
	Partitioning	-	✓	✓	✓	✓
	QVR Pro Installation & Activation	-	✓	✓	✓	✓
	QVR Pro Settings					
	Camera Allocation	-	✓	✓	✓	✓
	Alarm Handling	-	✓	✓	✓	✓
	Event Handling	-	✓	✓	✓	✓
NVR						
	General Settings					
	Network setup	✓	✓	✓	✓	✓
	Camera Allocation	✓	✓	✓	✓	✓
CLOUD						
	General Settings					
	Network setup	✓	✓	✓	✓	✓
	Camera Allocation	✓	✓	✓	✓	✓
HUB						
	Install & Setup					
	Installation Server / Client	-	✓	✓	✓	✓
	Software / Firmware Updates	-	✓	✓	✓	✓
	Usability					
	User / Operator Training	-	✓	✓	✓	✓
	System Health Check	-	✓	✓	✓	✓
	System Optimization	-	✓	✓	✓	✓
MxMC						
	Install & Setup					
	Installation Server / Client	-	✓	✓	✓	✓
	Software / Firmware Updates	-	✓	✓	✓	✓
	Usability					
	User / Operator Training	-	✓	✓	✓	✓
	System Health Check	-	✓	✓	✓	✓
	System Optimization	-	✓	✓	✓	✓
Individual Requirements						
	Custom Services	-	✓	✓	✓	✓



✓ Available
 (✓) Restricted available
 - Not available

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Intelligent Video Security Solutions

MOBOTIX offers a comprehensive range of solutions for all aspects of video-based security systems. We develop high-quality, decentralized, energy-efficient systems that mean our customers save money on every MOBOTIX system installed.

Our motto BeyondHumanVision is also our mission: MOBOTIX is fully committed to making itself the most reliable company it can be, one that protects people and property by using intelligent, cyber-secure video technology to go beyond human vision.

We are here when you need us

In addition to our usual After Sales Support, where our Support Technicians are standing by to ensure that our products are performing as expected, our Professional Services program allows us to assist you should you need any individual assistance that goes beyond ensuring functionality.

Our MOBOTIX specialists are available to provide our certified partners, worldwide, with services ranging from pre-configuring cameras at the factory to specific technical assistance, either remotely or directly on site as required – all of which at a very fair price. You can rely on us!

EN_09/21
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