

MOBOTIX Professional Services System Optimization

Expert advice always pays off: With optimized system and device settings, we get your existing project on the road to success together

Systems that do not operate as they should, or as required by the customer, are not only a source of frustration for the user but also for you as the Service Provider. Whilst our traditional after sales support services are available to ensure that our products are performing as expected, we can also assist you should you need **professional support that goes beyond ensuring functionality. Our specialists** can competently and rapidly **diagnose issues, reconfigure and optimize** both individual cameras and full-scale, complex MOBOTIX solutions. In addition, we can also **support you by implementing any new or specific system requirements** requested by your customer, either directly **on site or remotely**.

System optimization includes all MOBOTIX hardware and software components involved in an installed video system. 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:

- ✓ **Fast troubleshooting, correction and performance optimization**
- ✓ **Complete system check and preventive maintenance**
- ✓ **Time and resource savings through direct support from MOBOTIX experts**
- ✓ **Reduced downtime**
- ✓ **Increased customer satisfaction and loyalty**
- ✓ **Individual scope of services available**

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

☎ **+49 6302 9816-103**



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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