

THE VIRTUAL TECHNICIAN SERVICE

SYSTEM SETUP

Once you install the equipment but before you leave the site, call the Virtual Technician support queue to start system setup (it's best if you can schedule an appointment to reduce your wait time).

The tech will ask you for basic equipment information (ex: IP addresses) and site-specific details. The tech may also ask you to adjust the aim of certain cameras.

Your VT specialist will:

- Assign an IP address to the NVR
- Assign IP addresses to your camera(s)
- Adjust camera focus, image settings, FPS, and resolution for all cameras
- Add the cameras to the NVR
- Configure the cameras in the NVR and name them
- Set up an admin account and additional users as requested
- Confirm that cameras are recording to the NVR
- Configure specific actions (such as email notifications or offline alerts)
- Configure a second stream (substream) for alternative viewing resolutions
- Create a dynamic DNS hostname

Note: The Virtual Technician service provides assistance with port forwarding in basic network environments. Systems that require liaison with IT departments, VLANs, VPNs, or other advanced network configurations are outside of the scope of Virtual Technician services.

ANALYTIC CONFIGURATION

Once everything is set up and the cameras are aimed properly, the Virtual Tech service reviews system design documentation, configures analytic triggers and actions, and then tests these live.

- For example, to trigger light sensors when someone enters a customer's driveway late at night, VT configures cameras to send commands to whatever system controls outdoor lights.
- You may request alerts to be set up for specific types of events, such as line crossing or perimeter monitoring, or have them set for a particular time of day.
- We monitor alerts by testing email notifications, and make necessary adjustments for three days until we reduce false triggers by a reasonable amount. We cannot account for variables that aren't present at configuration, such as inclement weather or changes in landscaping.

Once the triggers are as accurate as possible, we turn alerts over to the homeowner's email address if desired, or just turn them off. You have up to 30 days to request minor changes.

FREQUENTLY ASKED QUESTIONS

What if I can't use analytics on a specific job? Can Virtual Technician help?

Camera field of view and environmental variables play an important role in the accuracy of analytic triggers. Virtual Technician cannot guarantee that all third-party drivers integrate with our products, or that all properties support analytic capabilities.

What do I do after the 30-day adjustment period ends?

You have two support options: You can manage any future changes yourself, with the training and tools provided on the website; or you can contact technical support. You may need to be on site for troubleshooting.