



VIDEOGUARD SUPPORT



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1. GRAPHIC DEPICTION OF VIDEOGUARD SUPPORT

Support

VideoGuard Basic Support <ul style="list-style-type: none">• RMA• Software bugs	VideoGuard Plus Support <ul style="list-style-type: none">• Configuration support• Support for updates• Simulation in test environment• Coordination of manufacturer's tickets
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Configuration

VideoGuard Remote Support	VideoGuard PrePaid Support	VideoGuard Onsite Support
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VideoGuard Best Practices Servers & Clients

Maintenance

VideoGuard Maintenance

2. VIDEOGUARD SUPPORT

VideoGuard has its own Support Desk to assist with technical questions or troubleshooting. The VideoGuard Support Desk can preferably be contacted via the online portal, but can of course also be reached by telephone. All support is provided during the opening hours of the VideoGuard Support Desk, unless otherwise agreed. We offer a number of options for using the VideoGuard Support Desk.

2.1. VideoGuard Basic Support

VideoGuard Basic Support is always included with products purchased from VideoGuard. The following assistance is provided by VideoGuard Basic Support:

2.1.1. RMA support

RMA support will assist you with defects both under warranty and out-of-warranty. Any costs will always be discussed in advance with you, the customer. For further explanation, please see our RMA procedure.

2.1.2. Software bugs

In the event of problems with a unit or integration, VideoGuard remote (see 1.1.4) will investigate the problem and coordinate with the manufacturer(s). This service applies only to systems previously delivered and/or configured by VideoGuard, unless otherwise agreed. If the problem is not a software bug but a configuration error, lack of knowledge or something similar, you will be referred to one of the other support options.

2.1.3. Conditions for VideoGuard Basic Support

The Support Desk has an online portal that allows the customer's engineers to create tickets and view and add to these tickets. This portal also includes several manuals that may already answer your questions. You must first register to access this portal. You can do this by sending an email to support@videoguard.nl.

VideoGuard Support uses BeyondTrust Remote Support software (formerly Bomgar) to take over servers and PCs remotely. This allows us to take over the server or PC regardless of location and provide the desired or necessary service, although an internet connection is required. We always do this with the highest level of security possible. You will receive a response from VideoGuard Basic Support within 2 business days.

2.2. VideoGuard Plus Support

More comprehensive support can be provided by the VideoGuard Plus Support contract. The Support Desk can assist you with this remotely. They can assist you with:

2.2.1. Configuration support

This includes support for configuration of the entities provided by VideoGuard and/or previously set up by VideoGuard, unless otherwise agreed. Specifically, this includes: Support in linking and setting up cameras, readers, intercoms, etc. Basically, support means that the engineer observes but does not arrange the configuration. A specialized manual can be provided, if available.

2.2.2. Simulation of problems in our test environment

To find out the cause of a problem, it is sometimes useful to simulate it on an offline system so that a production system suffers as little disruption as possible, or the customer or engineer does not have to keep going to the site to run tests.

This simulation is possible on VideoGuard's lab system. This option is only possible if the following conditions apply:

- VideoGuard must have the same or similar hardware available in the LAB environment, or the supplier or customer must make demo equipment available to VideoGuard.
- VideoGuard only simulates solutions where all hardware is supplied by VideoGuard.
- VideoGuard Support Desk determines whether and for what period the simulation is desired or necessary.
- The customer does not have access to the simulation environment, unless VideoGuard determines otherwise.

2.2.3. Update support

Our Support Desk can support you with software or firmware updates if the entity was provided and/or previously set up by VideoGuard, unless otherwise agreed. The update should of course take place in the usual manner. If it turns out that the reseller did not perform the update correctly, necessitating an entirely new update, VideoGuard will charge additional fees for troubleshooting and performing the update (see VideoGuard Remote Support for how to proceed). Support is provided by VideoGuard after the customer has attempted to carry out all options within its capabilities.

2.2.4. Coordination of tickets of manufacturer

Our Support Desk can coordinate tickets with the supplier(s) for you. We then handle communication as an intermediary and will monitor progress. Any work resulting from a support ticket is not part of the support contract.

2.2.5. Conditions for VideoGuard Plus Support

VideoGuard Support uses BeyondTrust Remote Support software (formerly Bomgar) to take over servers and PCs remotely. This allows us to take over the server or PC regardless of location and provide the desired or necessary service, although an internet connection is required. We always do this with the highest level of security possible.

A VideoGuard Plus Support contract must be entered into per (Genetec) system. A VideoGuard Plus Support contract can only be entered into and is only valid if there is a valid SMA (Genetec Advantage) for the Genetec system. VideoGuard Plus Support provides support only if you cannot manage it yourself. We can of course configure your server, client systems and other equipment for you, both remotely and onsite. You can always contact us for this and we will offer you a customized offer.

VideoGuard Plus Support will provide a response within 1 business day.

2.3. VideoGuard Prepaid Support

If any work results from a support request, or if you are unable to make the configuration or change to the system yourself, you can pre-purchase hours. This allows the support engineer to directly adjust/perform the configuration for you without having to first sign a purchase order for the hours. After receipt of your enquiry, the support department will estimate in advance how much time is needed and what that means for your balance. You will always receive an invoice retrospectively, per ½ hour. Upon completion of the work, you will receive a statement of the amount charged and the remaining balance.

VideoGuard Prepaid Support can be combined with either VideoGuard Basic Support or VideoGuard Plus Support. If VideoGuard Basic Support is valid only in combination with VideoGuard Prepaid Support, then the work covered under VideoGuard Plus Support will also be carried out minus the purchased hours.

VideoGuard Prepaid Support is not available for VideoGuard Onsite Support work, unless otherwise agreed.

2.4. VideoGuard Remote Support

If any work results from a support request or if you are unable to make the configuration or change to the system yourself, we can perform this for you. You can receive an offer for this, but the calculation of the costs will always be on a retrospective basis.

VideoGuard Remote Support can be combined with either VideoGuard Basic Support or VideoGuard Plus Support. If only VideoGuard Basic Support is valid, then the work covered under VideoGuard Plus Support can be performed under VideoGuard Remote Support.

2.5. VideoGuard Onsite Support

At times remote support may not be possible or desired, in which case VideoGuard Onsite Support is a good option. For example, VideoGuard Onsite Support offers the ability to provide on-site support in the event of a commissioning, complex malfunction or critical migration.

2.6. VideoGuard Best Practices Servers & Clients

VideoGuard provides servers and clients that are optimally suited to the Genetec Security Center solution. In addition to standard configuration and Windows installation, servers and or clients are also configured with VideoGuard Best Practices. VideoGuard Best Practices are settings from daily practice that improve performance. Also, servers and clients are provided with the most recent firmware and updates at the time of in-house configuration.

2.7. VideoGuard Maintenance

A VideoGuard Maintenance contract allows VideoGuard to update your system to the most recent firmware and software versions at set intervals. We will always make you a customized offer for this in order to provide you with the best support.

3. RMA PROCEDURE

To ensure quick and proper handling of returns, we have an 'RMA procedure'. This RMA procedure is described below and is part of our quality improvement program, which focuses in particular on the quality of our services as well as the efficient handling of returns. We hope that you will also help us in achieving optimal service.

3.1. Warranty

If you submit a claim under the warranty, always include proof of warranty. Proof of warranty consists of a document (use the RMA form via our online portal for this purpose) stating the following:

- Amount
- Reason for return
- Which product was purchased (item and serial number)

Preferably also send proof of purchase, such as an invoice or packing slip. A handling fee will be charged when claiming under the warranty if the forms are not filled out correctly or completely. Any administration fees from suppliers will be passed on by us. No claim can be made under warranty for damage resulting from careless use, such as dropping, contact with sand or water, etc., and we will provide you with an estimate for the costs of repair.

3.2. Reparaties

You must notify us in advance if you wish to send us repairs (please use the RMA form through our online portal) stating:

- Amount
- Reason for return
- Which product was purchased (item and serial number)

Once we receive the items, we will see if it is possible to provide you with a cost estimate in advance.

3.3. General

The following applies both for warranty and repair:

- You can fill in an RMA form on our online portal (if registered). After complete registration of the RMA, you will receive an RMA number from our Support Desk. Always include the RMA number on the packaging. Whenever possible, please include the RMA form in or to the packaging
- Provide solid, protective packaging that is tightly sealed
- To prevent products from being returned unrepaired, please include a clear complaint description of the product
- Please note for yourself the serial number of your defective product in connection with enquiries about the repair status
- Clearly state the return address where you wish to receive the repaired product
- Products can be returned free of charge within 30 days, provided they are returned according to the agreed procedure and according to manufacturer guidelines (including original, undamaged and unopened packaging).
- Special bid products cannot be returned
- According to Genetec regulations, Genetec licences cannot be returned
- Shipping costs incurred for returns due to wrong orders, etc. are at your own expense

4. ESSENTIAL ELEMENTS OF OUR OFFERS

- If requirements for a project change, offer and/or database modifications may be necessary for the desired storage time, optimal functionality, etc.
- If VideoGuard NVR or the VideoGuard client systems are not chosen, minimum requirements in accordance with the management software brochure/website must still be met. Calculations are averages and deviations are possible in practice, but no rights can be derived from them
- Video management software is provided only to authorized and trained installers/system integrators/resellers, and only in conjunction with a Service Management Agreement
- Electronic equipment should be mounted shock and dust free, in accordance with the manufacturer's specifications
- Prices are net reseller price and exclusive of VAT
- Issued prices are valid for 2 weeks, unless otherwise stated
- Functionality description
- Standard functionality of software (see software manufacturer's website/description)

5. EXCLUSIONS

- VideoGuard excludes everything related to power supply
- VideoGuard excludes everything related to internet links from locations, including remote internet links
- If software and/or hardware products are purchased and used in conjunction with non-VideoGuard products, the delivered products are only supported at the component level. In that case, we do not provide support for the total solution

6. ADDED VALUE OF VIDEOGUARD

- Service
- Expertise
- Total supplier
- IP Video Specialist
- Customized video servers
- 'Open' intelligent video management solutions
- Innovative concepts
- Advice and consultancy
- Completion and support of specifications
- After Sales
- Installation support
- Helpdesk support
- Onsite services
- Technical support in contract areas

7. SPECIAL BID

For various products, it is possible to request a special bid via VideoGuard. The following agreements have been made about this:

- VideoGuard requests the special bid from manufacturer involved,
- VideoGuard charges the special bid at current prices,
- A project name will be determined for the special bid, in consultation with you,
- A special bid will be stocked/made available by VideoGuard, in consultation with you,
- The manufacturer always determines whether a special bid is possible,
- A special bid cannot be returned,
- Additional products added later may differ in price.

8. RMA PROCEDURE BOSCH PRODUCTS

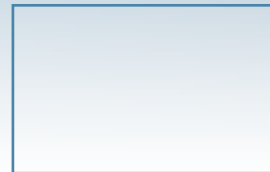
Commercial returns	Time between invoice and return date to Bosch warehouse	
	< 90 days	> 90 days
Product Category		
Brand new standard products (A, B items)*	90%	No refund
e-Licenses (not activated), warranty extensions		
EOL items**, End of life announced before order date	No refund	
Special items (Make-to-order items (C-items)) Custom made items (D-item), Batteries		

9. WEBSITE PRICES AND/OR INFORMATION

Our renewed website www.videoguard.nl allows you to create an account with your customer number. For quick indicative prices it is easy to use your web account, however for projects and/or special requests we ask you always to make your request via sales@videoguard.nl.

VideoGuard has several brochures available that you can download from our website. If the available brochure is not yet on the website, we request that you contact us at sales@videoguard.nl so that we can send you the available information.

10. TRAINING AND CERTIFICATION FOR INTEGRATORS



Genetec has several training courses available in order to best provide, install and manage a Genetec Security Center system. Some components may require certification before an integrator can deploy such a Security Center system. As your added-value distributor, Videoguard organizes and coordinates registration for the various online Genetec certification training courses and can also provide a number of non-certification training courses. Training sessions can only take place if there are a sufficient number of registrations.

10.1 Technical certification training

Basis for Security Center

Omnicast & Enterprise for Security Center (in English) – 4 days

This online certification consists of 2 days of Omnicast (video management) training (SC-OTC-001), including an exam. After this, with a satisfactory exam result of 80% or higher, you can continue with the Security Center Enterprise training (SC-ETC-001). This certification training also lasts 2 days and again concludes with a 2-hour exam requiring a score of 80% or higher for certification. Participants should have sufficient knowledge and experience in networking and Windows systems in order to properly participate during the training. A good internet connection and modern Windows PC is required to connect to the Genetec training environment.

VideoGuard always combines these two training courses because in our experience, in practice, an Omnicast certificate alone does not provide sufficient knowledge to properly implement a complete Security Center system.

Additional certification training for Security Center

Synergis for Security Center (in English) - 2 days

This online certification consists of 2 days of Synergis (access control) training (SC-STC-001), including an exam that explains how to configure and manage access control functionality within Security Center. Certification is achieved with an exam score of 80% or higher.

This training is recommended after a participant has taken the Omnicast & Enterprise for Security Center training.

AutoVu for Security Center (in English) - 1 day

Again online, this training (SC-AFS-001) is only available if the participant already has a valid certification for the (SC-OTC-001) Omnicast or Synergis (SC-STC-001) training and is sufficiently familiar with the Security Center platform. This will cover the license plate recognition module within Security Center and participants will learn how to configure SharpV ANPR cameras for optimal system operation.

Mission Control for Security Center (in English) – 2 days

It is recommended that the Mission Control certification training (MC-ACT-001) be taken only when a participant has sufficient experience with Security Center configurations. A valid certification is required from Genetec for Omnicast or Synergis. Participants are also asked to take the (free) online MC-OPT-001 Mission Control operator training beforehand.

Again, an exam result of at least 80% will earn certification.

System Hardening for Security Center (in English) - 6 hours

Cyber Security is becoming increasingly important, including for security systems. In this online training course (SC-SHC-001) participants will learn how to best safeguard a Genetec Security Center system against cyber risks. On completion of the 1-hour exam with an 80% or higher result, participants will receive a certification.

Plan Manager for Security Center (in English) – 3 hours

If one wants to be completely familiar with floor plans, the online SC-PM-001 training is available. This will cover placing entities on a map as well as using GIS folders and KML objects. An OTC001 or STS-001 certification is required.

Sipelia for Security Center (in English) – 1 day

Sip intercoms are increasingly used within Security Center systems. This is why Genetec offers the online training course SC-SIP-001. This covers the basic functionalities and techniques followed by another exam. An OTC-001, STS-001 or AFS-001 certificate entitles the participant to certification with a score of 80% or higher in the exam.

Advanced Sipelia Certification Training (in English) - 2 days

When SC-SIP-001 certification has been acquired, it is possible to proceed to advanced training SC-SIP-002. This includes discussion of SIP trunking, ring groups and dial plans.

Advanced Sipelia Certification Training (in English) - 2 days

When SC-SIP-001 certification has been acquired, it is possible to proceed to advanced training SC-SIP-002. This includes discussion of SIP trunking, SIP networks, ring groups and dial plans.

Industrial IoT Plug-in training (in English) – 4 hours

Linking devices and systems with industrial standards, such as BACnet, Modbus, MQTT and the like, is increasingly in demand. This certification training explains how this works within Security Center. There is no certification associated with this training and thus no exam.

Troubleshooting certification training

Do you really want to develop depth within Security Center? Then the complex troubleshooting trainings are the right ones!

Omnicast™ advanced configuration and troubleshooting - 3 days

SC-OTC-002 is the English-language training that provides in-depth knowledge of Security Center. Learn the ins and outs on how to troubleshoot any Security Center system failures as well as more about advanced features, such as links to Active Directory. The combination of OTC-001 and ETC-001 is required as well as sufficient experience within Security Center and a solid knowledge of networking. At the end of the training there is a practical exam.

Synergis™ advanced troubleshooting – 2 days

SC-STC-002 is the English-language training that provides in-depth knowledge of Security Center. Learn the ins and outs on how to troubleshoot any Security Center system failures. The certification for STC-001 is required as well as sufficient experience within Security Center and a solid knowledge of networking.

At the end of the training there is a practical exam.

10.2 Training by VideoGuard

Design Training – 1 day

Being able to correctly design Security Center systems and recognize potential bottlenecks in the process is essential for systems engineers and calculators. VideoGuard takes you through the various modules and gives you the ins and outs of what to look out for. A practical but intensive interpretation, both interactive and personal, in the Experience room in Waardenburg.

Operator Training

At VideoGuard, we see that when end users receive a clear explanation of their security system, they are able to perform their daily tasks much better and are more motivated and efficient. As an Added-Value distributor, we therefore offer the following training courses specifically aimed at end users of Genetec Security Center systems.

As an operator, you will use one or more components of Genetec's Security Center system on a daily basis. This training explains the basic operations of each Genetec system but also how this relates to your specific system. Participants can ask specific questions on how to perform certain tasks and also get tips and tricks from the experienced trainer during the explanation. Because every system is unique, there is of course the possibility of a customized training at your location or in our very well equipped Experience room in Waardenburg.

Again, less is more, so the operators are not overloaded with knowledge and technology but are given exactly what is needed to operate the system properly and no more than that. Please inquire about the options via support@videoguard.nl

VG-OperatorTraining GSC for Genetec Security Center - 2 - 4 hours (max. 6 pers.)

After operator training has been completed, it may be useful to provide interactive 'power training' for advanced users and administrators within the end users. This covers specific administrator tasks such as creating users, assigning user rights, generating reports, dashboards, etc.



VG-ManagerTraining GSC Administrator Training for Genetec Security Center - 2 - 4 hours (max. 4 pers.)

These trainings are fully customizable in time and content in order to achieve optimal knowledge transfer. Please discuss this with us via your integrator or via support@videoguard.nl