

Support Guidelines

- AXIS Camera Station S10 Recorder Series
- AXIS Camera Station S90 Desktop Terminal Series

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1 Definitions

Installer

The parties whom are responsible to maintain technical support for the AXIS S10-Series and AXIS Desktop terminals, or the party who has opened an AXIS online support case with AXIS Technical Support.

On-Site support

A support representative whom is dispatched to Site to make repairs to the unit in question.

4HR

4 Hour On-Site support where an On-Site support will be dispatched to Site.

NBD

Next Business Day support where an On-Site support will be dispatched to Site.

Dispatch

A Dispatch is when parts and an On-Site support have been authorized to attend a Site.

Site

A reference to the location where the security system is located.

2 Who to contact for support?

The Installer shall always contact AXIS Technical Support when technical support is required on an AXIS Network Video Recorder. AXIS Technical Support can be contacted via the online [support portal](#)

Please note the following information is required for faster assistance.

- Service Tag # or Serial # example *B8748W0, HW030B8748W0*
- Description of issue and any error codes that are present.
- Screenshot, Photo or Video of issue.

3 Service Level offering based per product*

Service Level per product*							
	S9001 MKII	S9002	S9101	S9201	S1016 MKII	S1032 MKII	S1048 MKII
4HR						X	X
NBD	X	X	X	X	X		

*Availability may vary by geographical location

4 When is 4 hour or Next Business Day support applicable?

4 Hour and NBD support is applicable when a hardware error/malfunction has occurred on an AXIS Network Video Recorder and an AXIS Technical Support engineer has verified and authorized that On-Site support is necessary.

5 When is On-site support dispatched? *

An AXIS Technical Support engineer needs to confirm that a hardware error/malfunction has occurred and that a component needs to be replaced before an On-Site support can be dispatched. To be able to achieve this, initial troubleshooting needs to be performed by an AXIS Technical Support Engineer and the Installer. On-Site support can either be dispatched in 4 hours or NBD, depending on service level.

Before the On-Site support will be dispatched, the following information will be required for the Site that contains the faulty unit.

- Contact Person
- Telephone number
- Address

*On-Site support can normally only be dispatched between 09:00am – 16:30pm local time via the AXIS helpdesk or phone (this may vary by region), excluding weekends and public holidays. If a change of time is requested for the Dispatch AXIS Technical Support need to be contacted to arrange this.

6 What is covered in the support process?

- On-Site support

On-Site support only covers replacement of faulty parts/hardware in accordance with Axis' Warranty. Availability of On-Site support options and response times may vary by geographical location. Warranty is only valid in the country where the product was purchased. If the product is shipped to another country AXIS Technical Support should be informed so that a TAG transfer can be performed.

- Technical Support*

AXIS Technical Support engineers will assist with any configuration changes needed on the system to get a fully operational system.

*AXIS Technical Support will only cover configuration as it was designed. Any other alterations and or customizations are not covered.

- Keep your Hard Drive service

“Keep your hard drive” is a service that allows you to hold on to a faulty hard drive and thus retain complete physical control of a failed drive to ensure that classified, proprietary or sensitive data is secured.

If after completion of standard diagnostic procedures, it is determined that the system has a faulty hard drive, the Keep Your Hard Drive service allows you to keep the faulty hard drive and receive a replacement drive installed by an On-Site support at the Site.

- **Relocation**

The On-Site support is not available at all locations. To supply the support to relocated AXIS Network Video Recorder is subject to local support availability and may be subject to additional fees, and to inspection and recertification of the relocated AXIS Network Video Recorder at the current time and materials consulting rates. Installers are recommended to provide sufficient and safe access to the Site at no additional cost.

7 Installer responsibilities

- **Authority to grant access**

The Installer shall obtain permission for both the Installer and On-Site support to access and use the AXIS Network Video Recorder, the data on it, and all hardware and software components included in it, for providing the On-Site support. If Installer does not already have that permission, it is the Installers responsibility to obtain it, at their expense, before the Installer asks the On-Site support to perform the support.

- **Cooperate with AXIS Technical Support and On-site support such as a Technician**

The Installer agrees to cooperate with and follow the instructions given by telephone by AXIS Technical Support and/or the On-Site support. Normally most system problems and errors can be corrected over the telephone as a result of close cooperation between the Installer and AXIS Technical Support.

- **On-Site requirements**

Where support requires On-Site performance, the Installer (i) should be contactable and or present on site; (ii) must provide free, safe and sufficient access to the Site and the AXIS Network Video Recorder. Sufficient access includes ample working space, electricity, and a local telephone line. Further, a monitor or display, a mouse (or pointing device), and a keyboard must also be provided if the system does not already include these items.

- **Full System Check**

The Installer is recommended to be on-site and to perform a full system check after an On-Site support has replaced the hardware components. If for any reason additional technical support is required make sure to contact AXIS Technical Support whom will be able to help.

- **Data Backup Recommendations**

Complete a backup of all existing data and programs on all affected systems prior to the delivery of this support. AXIS Communications AB WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this support or related support activities or any act or omission, including negligence, by AXIS Communications AB or a third-party support provider.

8 Closure of case

The Installer needs to agree with the On-Site support that the problem is solved and that the case can be closed.