1 Beyond Camera Systems Remote Professional Services

Remote Professional Services
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Crestron 1 Beyond Camera Systems Remote Professional Services (IV-PROSERVICE-1B) provides dedicated technical support for the remote deployment of Automate VX Voice-Activated Multi-Camera Switching Solutions. With the purchase of IV-PROSERVICE-1B, Crestron's Remote Professional Services team helps you deploy and validate up to three Automate VX room configurations.

> **NOTE**: 1 Beyond Camera Systems Remote Professional Services (IV-PROSERVICE-1B) includes a maximum of three (3) room configurations for each Automate VX system purchased. An additional charge will apply for systems requiring more than three room configurations. The Equipment Proposal will include the cost of deploying additional room configurations.

Purchasing Requirements

Crestron 1 Beyond Camera Systems Remote Professional Services must be purchased with each Automate VX2 (IV-SAM-VX2-S) or Automate VX2 Pro (IV-SAM-VX2-P).

To schedule Crestron Remote Professional Services, complete the Automate™ VX Professional Services Fulfillment Request Form.

Before submitting the Automate™ VX Professional Services Fulfillment Request Form, customers must obtain an Equipment Proposal from Crestron's Sales Support Services team. The Equipment Proposal will include the Automate VX system(s), Crestron 1 Beyond cameras, other third-party equipment (such as microphones), and the number of proposed room configurations required for deployment. All requests for Remote Professional Services must reference the Equipment Proposal number and customers must acquire the complete camera system as outlined in the Equipment Proposal, including 1 Beyond Camera Systems Remote Professional Services.

> **NOTE**: The purchase of Crestron Remote Professional Services and the provision of an Equipment Proposal is optional for Crestron Intelligent Video Certified Engineers (IVC-E). Refer to **Crestron Certifications** below for more information.

Crestron Certifications

Crestron Intelligent Video Certified Designers (IVC-D) are not required to submit an Equipment Proposal when purchasing Remote Professional Services. A .1BRD design file, related room drawings, and IVC-D certification number are required when submitting the Automate™ VX Professional Services Fulfillment Request Form. A design review may be required at the discretion of Crestron.

For Crestron Intelligent Video Certified Engineers (IVC-E) planning to self-deploy and self-validate a purchased Automate VX system, the purchase of Remote Professional Services is optional, subject to verification by Crestron.

To learn more about obtaining the IVC-D and IVC-E certifications, visit the Crestron Technical Institute Portal and view the Intelligent Video learning paths.

Preinstallation Support

After purchase, the Crestron support team will review your proposed installation plan and recommend the optimal placement of the Automate VX system, Crestron 1 Beyond cameras, and other third-party equipment (such as microphones).

A dedicated team member will answer questions regarding system configuration and control system programming and help identify the resources required onsite for deployment.

Remote Deployment and Validation

Following installation, the Remote Professional Services team may need to connect remotely with your onsite team to help deploy the Automate VX solution. An AV technician is required onsite during this stage, as local configuration changes to auxiliary equipment such as microphones, Digital Signal Processors (DSPs), and control processors may be required.

Once the system is configured, the Remote Professional Services team may perform a complete validation of the camera tracking system remotely. Validation of the Crestron Automate VX system involves simulating a video conference call with your onsite AV technician to validate camera tracking, microphone sensitivity, lip-sync, API control from your control panel, and all other related functionality.

This product may be purchased from select authorized Crestron dealers. To find a dealer, please contact the Crestron sales representative for your area. A list of sales representatives is available online at www.crestron.com/How-To-Buy/Find-a-Representative or contact us for additional information by visiting https://www.crestron.com/contact/our-locations for your local contact.

The original language version of this document is U.S. English. All other languages are a translation of the original document.

The specific patents that cover Crestron products are listed online at patents.crestron.com.

Certain Crestron products contain open source software. For specific information, please visit www.crestron.com/opensource.

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