

# IV-PROSERVICE-1B

## 1 Beyond Camera Systems Remote Professional Services



The purchase of 1 Beyond Camera Systems Remote Professional Services (IV-PROSERVICE-1B) is required with the purchase of each Automate™ VX ([IV-SAM-VXS-1B](#)) or Automate™ VX Pro ([IV-SAM-VXP-1B](#)). 1 Beyond Camera Systems Remote Professional Services is not available for purchase separately.

1 Beyond Camera Systems Remote Professional Services provides support for commissioning your Automate™ VX voice-activated camera tracking solution. An Equipment Proposal issued by Crestron's Sales Support Services team is required before placing an order for any Automate VX system. All orders must reference the Equipment Proposal number and include the complete camera system as set forth in the Equipment Proposal, including 1 Beyond Camera Systems Remote Professional Services (IV-PROSERVICE-1B).

**NOTE:** The Equipment Proposal will include the required 1 Beyond cameras, Automate VX system, and 1 Beyond Camera Systems Remote Professional Services. It will also identify third-party equipment, such as microphones, which are necessary to complete the system and must be purchased separately from the applicable manufacturer, based upon the information provided regarding room size, furniture layout, and design specifics.

For additional information or to request an Equipment Proposal, please contact [Sales Support Services](#). Refer to your order confirmation for details regarding the scheduling of professional services.

1 Beyond Camera Systems Remote Professional Services Include:

### Pre-Installation Support

The Crestron support team will review your proposed installation plan and recommend optimum placement of the Automate VX system equipment and control panel programming for the Automate VX or Automate VX Pro camera systems.

The support team will provide an overview of the remote commissioning support process and answer any questions regarding system configuration and control programming. The support team will also identify the resources required onsite for commissioning.

### Remote Commissioning and Validation

Following installation, the Crestron support team will connect remotely with your onsite team to help deploy the solution and configure the Automate VX software. The support team accesses the Automate VX system remotely with your permission and assistance. An experienced and skilled AV technician is required onsite at this stage, as the support team may require file-system permissions to access the Automate VX system remotely when deploying hardware and configuring camera tracking.

Once the Automate VX system is installed and configured, the support team will remotely perform a comprehensive validation of the camera tracking system. The support team will simulate a video conference call with your on-site technician to validate camera tracking, microphone sensitivity, lip-sync, API control from your control panel, and all other related functionality. After the successful validation, the support team will archive your configuration files for future support needs.

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](http://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 specific patents that cover Crestron products are listed online at [patents.crestron.com](http://patents.crestron.com).

Certain Crestron products contain open source software. For specific information, please visit [www.crestron.com/opensource](http://www.crestron.com/opensource).

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