

Pelco Technical Support

Reference Guide & Terms of Service

Your video surveillance system is important and no one understands this better than Pelco's support team. When you purchase from Pelco, you're also backed by one of the most experienced world-class technical support teams in the industry.

We are pleased to offer an array of support options to help ensure that you're receiving the support that you need, when you need it.

Make the Most of Your Support Experience

Our support team has members located throughout the world and we offer several different options to support you including online self-help, chat, email and phone.

We provide several local phone numbers and email addresses. For the most up to date list, please visit pelco.com/support.

We genuinely want your support experience to be as smooth as possible. We understand that waiting for a support agent is never fun or efficient for an installer or end-user. To help resolve a support incident as quickly as possible, we encourage the following.

Learn, learn, learn!

Like most manufactures, Pelco wants our products to be as user friendly and intuitive as possible. We have a never-ending quest for improvement. However, with the everchanging technological advancements, new features and enhancements – depending purely on intuition is not enough. We strongly recommend the following to all our customers who will be using or installing any of our products.

- **Utilize our online training.** Visit [My Learning Link](#)
- **Attend a Pelco in-person training session.** Visit our [PGTI portal](#) for more information.
- **Learn IP Networking.** This is very important and it's the foundation of any IP CCTV system and is vital to proper operation. Many of the issues escalated to Advanced Support are due to networking issues. Sometimes a “major” video loss issue was simply due to a bad network cable. Learning IP network troubleshooting skills will help save you and your customer time and money.
- **Learn Basic IT Skills.** Having a grasp of basic computer troubleshooting skills will go a long way. There are many free online MOOC courses available from some of largest companies and Universities.

Use self-help.

In most situations your issue has already been experienced by another customer and the documented solution is available in our knowledge base or video library. The knowledge base and other self-help tools are available for free to everyone. Please visit our Service & Support portal at pelco.com/support to access the following:

- Knowledge Base
- Video Library
- Your Personal Case History
- Manuals & Specification Sheets
- Software Downloads
- Purchase Advanced Support Entitlements
- Open a Support Case

Working with Support

We know that sometimes processes can get confusing, but we want you to know what to expect when working with our support teams.

Our Support Teams

Team	Responsibilities	Fulfilled By	Language(s)	Availability	Cost
Basic	Answers basic setup and configuration inquiries, coordinates RMA's.	Pelco Partners	English, Spanish	24 hours, Mon-Fri	<ul style="list-style-type: none"> Free
Advanced	Advanced troubleshooting, remote connections, root cause investigation for systemic issues, fulfillment of field services.	Pelco Regional Office	Primarily English and Spanish. Local language is often available.	Up to 24 hours, 7 days*	<ul style="list-style-type: none"> Free for VideoXpert Requires an entitlement for Endura and Digital Sentry**

*Advanced Support outside of normal regional hours requires an active Extended Hours & Weekend entitlement, **currently available for North America only**.

** Contact your local sales representative or visit [Pelco.com/support](https://pelco.com/support) to purchase an Advanced Support entitlement.

If you need to contact us, have this ready.

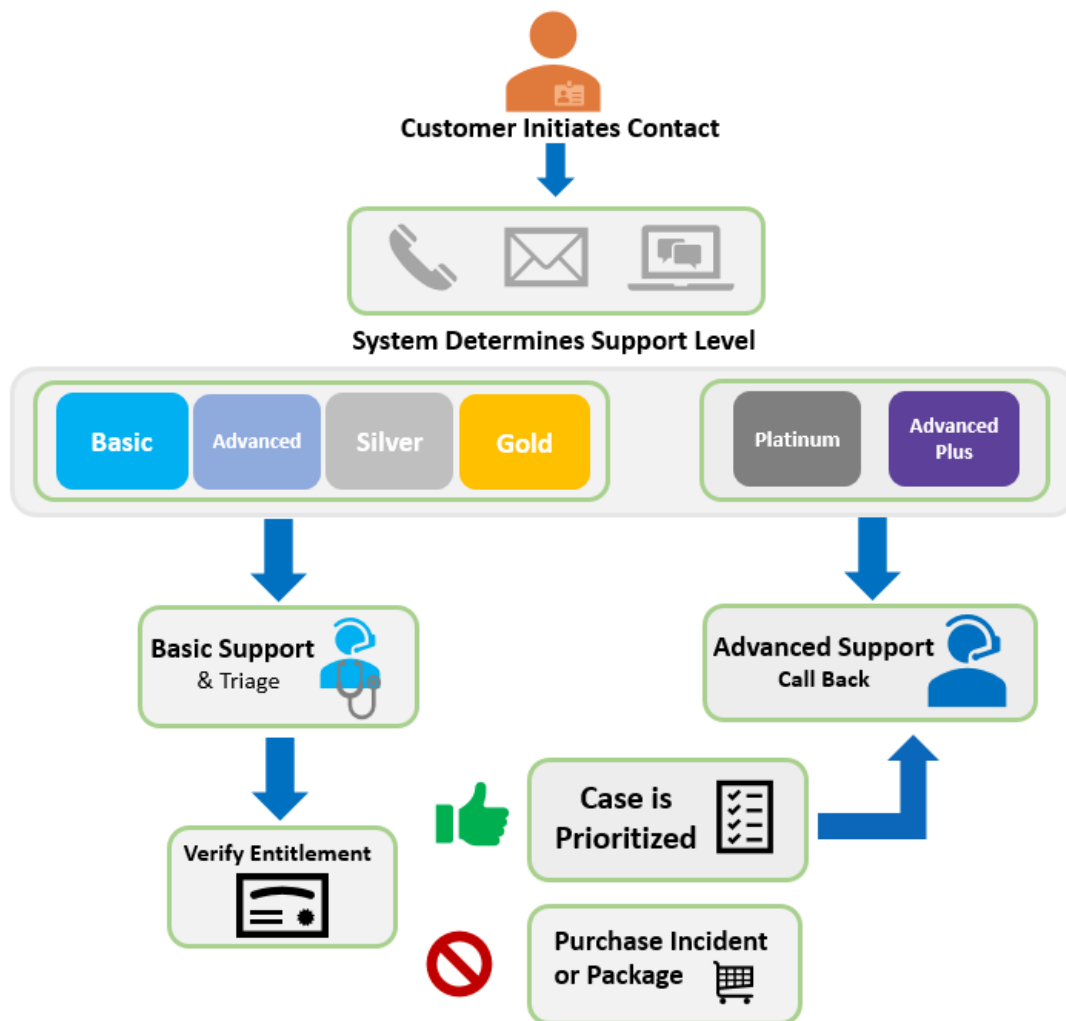
We hope that you only need to contact us for critical situations, but we understand that sometimes it helps to speak to someone live. When reaching out to us for support, please have the following ready. Please note that **all Endura and Digital Sentry escalations to Advanced Support require an active Advanced Support entitlement as of July 16th 2018.**

- **Product Serial Number**
- **Software Versions** (always include the Core or System Manager)
- **Characterization** of the symptoms experienced.
- **Frequency** of symptoms. Including when it first started.
- **What you have done so far.** Referencing knowledge base articles that you have tried is helpful.
- **Be ready to help.** We often receive calls “on behalf” of someone else and the caller does not know the issue or doesn’t have appropriate access to the equipment. If you’re contacting us, please ensure that you are the person who we can work with to resolve the issue.

- If you suspect Advanced Support will be required, ensure that you have an entitlement associated to your account before contacting us. To check this, login to our Service & Support portal located at pelco.com/support.

Case Workflow

All support incidents start with the customer initiating contact to our support team. The workflow outlined below is typical for a case. Some cases may have different touch points with sales or an installer as well.



Case Priority Level Definitions

To ensure that issues reported by our customers are addressed in a timely manner and in the order of their importance, Pelco will use the following guidelines when prioritizing incoming support requests.

Priority	Description
P1 – Critical	Critical – The system is currently not recording or most cameras within the system cannot be viewed. Complete operations have halted or are at significant risk of being halted. This is not a new unconfigured system and it was previously operating properly. Reserved for systems installed at these critical locations; School, Airport, Hospital, Casino, Jail/Corrections, Financial Institution, Police Station or Military location.
P2 – High	High - One or more devices are currently experiencing an issue that is significantly impacting operations. Non P1 recording failures and active offline issues fall under this category.
P3 – Medium	Medium - An issue is occurring that requires troubleshooting assistance. General operations can continue. Most issues that are not P4 fall under this category, including periodic recording gaps and periodic device offline issues.
P4 – Low	Low - General documentation and information questions. This includes standard configuration and usage inquiries. Basic connectivity and initial setup issues fall under this category. Customers should contact our Basic Support team for a faster response.

Initial Response Time Goals

The initial response time goals below are measured during regional business hours. Pelco Support will make a best effort attempt to ensure that the average response time for all cases combined meet the defined initial response time goal for each defined case priority.

Business Hours - Initial Response Time Goal

During normal regional business hours, the initial response time goals are as outlined below.

Priority	Initial Response Time Goal	Fulfilled By
P1 – Critical	<ul style="list-style-type: none"> 1 hour phone response. 	Advanced Support Team
P2 – High	<ul style="list-style-type: none"> 2 hour phone response. 	Advanced Support Team
P3 – Medium	<ul style="list-style-type: none"> 1 business day phone response. 	Advanced Support Team
P4 – Low	<ul style="list-style-type: none"> 2 minute chat response. 1 business day email response. 10 minute phone response. 	Basic Support Team

Extended Hours & Weekends – Initial Response Time Goal

Outside of normal regional business hours, the initial response time goals are as outlined below.

Priority	Initial Response Time Goal	Fulfilled By
P1 – Critical	<ul style="list-style-type: none"> 1 hour phone response.* 	Advanced Support Team
P2 – High	<ul style="list-style-type: none"> 1 hour phone response.* 	Advanced Support Team
P3 – Medium	<ul style="list-style-type: none"> 1 hour phone response.* 	Advanced Support Team
P4 – Low	<ul style="list-style-type: none"> 2 minute chat response. 1 business day email response. 10 minute phone response. 	Basic Support Team

*Advanced Support outside of normal regional hours requires an active Extended Hours & Weekend entitlement, **currently available for North America only.**

Terms of Service & Definitions

Support Incident

A support incident is defined as a single support issue and the reasonable effort(s) needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate problems. If it can be broken down into subordinate problems, each subordinate problem shall be considered a separate incident. An incident may require multiple contacts and off-line research to achieve final resolution. The time spent in delivering these solutions is independent to the amount you will be charged.

Completion of a Support Incident

When working with Pelco support on a support incident, any related fees are for the services rendered by providing a reasonable solution to be applied by the customer to resolve the issue. Although Pelco support will work diligently to address your situation, due to the various system complexities and each customer's unique situation, not all incidents will result in a fix. A support incident is considered resolved when a support agent has provided one or more reasonable solutions. A solution may include but not limited to the replacement, repair, upgrade, reconfiguration or redesign of an installed product or system.

Support Incident Refunds

Refunds for support incidents are available for single incidents that have been linked to a confirmed product defect. Pelco, reserves the right to determine what is/not a product defect that qualifies for a refund. Refunds are only applicable for Pay As You Go services and not Unlimited packages. All refunds are provided in the form of a single support incident credit to the account of the individual who opened

the corresponding support case. Pelco will attempt to pro-actively provide a refund when applicable. Customers may request a refund or dispute a transaction by emailing pelcotechsupport@schneider-electric.com.

Business Hours

Regional business hours are defined by each Pelco office located throughout the world. All references to “business hours” exclude Pelco company holidays. Visit pelco.com/support for the most up to date regional business hours.

Initial Response Time

The initial response time is the time from when the case was first received by the appropriate support team to the time that a live agent first attempts to make phone and/or email contact with the customer to begin working on the reported incident.

Remote Connections

A remote connection allows Pelco Technical Support to more quickly and efficiently troubleshoot and identify the root cause of a problem as opposed to traditional phone-only communication. Pelco is committed to your privacy and will never release any information about your system outside of the Pelco organization. All information obtained is strictly used to diagnose, correct and prevent any product or configuration issue(s) that may be encountered. Although we utilize software that is encrypted and secure for these connections, Pelco will not be held accountable for any security breach that may be encountered on the system. The system owner is ultimately responsible for ensuring the proper security of the network, software and physical components.

Software Updates

The process and procedure related to updating a products software is not included as part of any package. Your support representative will assist with instructions on how to properly perform the first software update. Beyond this, a service quote may be required and additional fees will apply.

Software Defects

Pelco defines a software defect as any fault in our software that results in the product to behave in an unintended way as defined by the systems Product Manager. Less than 1% of support cases result in a software defect. However, they do occur. If your case is impacted by a confirmed software defect it will be escalated to our development team for future planning and prioritization among other discovered defects, feature requests and enhancements. When prioritizing a defect, we will take into consideration the impact, reproducibility, overall exposure and any safety concerns. Pelco does not guarantee that all reported defects will be addressed.

Cybersecurity

Pelco is committed to taking a proactive approach to mitigating cybersecurity risks. For more information on how we approach this concern, please visit pelco.com/cybersecurity.

Field Services

On location field services are not included or implied with any technical support offer mentioned in this document. Pelco offers a variety of field services available for an additional fee. For more information please contact your local sales representative or visit pelco.com/support.

Third-party Software and Hardware Support

Pelco does not provide a warranty or technical support for third-party non Pelco purchased hardware or software. Pelco will provide support limited to the Pelco branded software suite and hardware only. If a problem is identified to be the result of the third-party hardware performance, configuration or operating system, you may be directed to the third-party manufacture for assistance.

Product Feature Requests, Enhancements & Integrations

We understand that sometimes a product may not have a feature that you would like or it may operate differently than expected, needs to communicate with a third-party product, or maybe it's just not the right color for the installation. For these reasons, Pelco offers several options for customers who would like to customize their physical product, add or modify a software feature, or integrate a Pelco product with a third-party product. For more information on these services, please contact your local sales representative or technical sales engineer to begin the assessment process.