






# i3 Concierge Services Programs

| Services                               |  <b>CMS-CB</b><br>Concierge BASIC |  <b>CMS-CP</b><br>Concierge PLUS |
|--|--|---|
| Dedicated phone number                 | ✓  | ✓   |
| Remote configuration of i3 products    | ✓  | ✓   |
| Automated CMS Health Monitoring        | ✓  | ✓   |
| End-user training                      | ✓  | ✓   |
| Anti-virus protection                  | ✓  | ✓   |
| Daily server and camera monitoring     |  | ✓   |
| Quarterly monitoring report            |  | ✓   |
| Dedicated i3 Concierge project manager |  | ✓   |
| Security & critical patch management   |  | ✓   |
| Extended Advanced Replacement program  |  | ✓   |

## Dedicated phone number

- Included with: **CMS-CB** and **CMS-CP**
- Priority technical support line for i3 Concierge subscribers reduce wait times. Must have a valid i3 Media Server (NVR) serial number, service payment must be in good standing.
- Toll Free: 1-833-805-8770. Local: (647) 805-8770.

## Remote configuration of i3 products

- Included with: **CMS-CB** and **CMS-CP**
- i3 Concierge team completes remote configuration of i3 products and provides guidance for correct i3 hardware product installation, as required. Including but not limited to i3 Media Server configuration, i3 camera configuration for i3Ai detection/training and video recording, and i3Ai functionality configuration for accurate CMS data. i3 Concierge team will ensure that the product settings are consistent with customer's intended project goals. Remote i3 product configuration is accomplished through an unattended Teamviewer connection .

## Automated CMS Health Monitoring

- Included with: **CMS-CB** and **CMS-CP**
- Passive unit health monitoring with daily email notification, including server and camera status.

## End user training

- Included with: **CMS-CB** and **CMS-CP**
- Complete i3's End User [Training request form](#) to arrange a remote End User training session covering Remote Viewing (VPC, CMS Mobile) and/or CMS.

## Anti-virus protection

- Included with: **CMS-CB** ; Optional with DSP
- i3 Media Server (NVR) is secured with Anti-virus protection.

## Daily server and camera monitoring

- Included with: **CMS-CP** only.
- Dedicated i3 Concierge team daily monitors i3 Media Servers under Concierge subscription and the cameras connected to them. i3 Concierge team will first attempt to resolve any detected system health issues remotely [i](#). Issues that cannot be resolved remotely will be escalated to the system integrator/end user. Records of issues are maintained and reported on quarterly.

## Quarterly monitoring report

- Included with: **CMS-CP** only.
- Quarterly service report will be provided to the system integrator/end user with the summary of all service tickets completed during the past quarter for all i3 Media Servers under Concierge Plus subscription.

## Dedicated i3 Concierge project manager

- Included with: **CMS-CP** only.
- Dedicated i3 Concierge project manager (i3 CPM) will be assigned to each end user to oversee all i3 Media Servers under Concierge Plus subscription. i3 CPM will be available for a pre-installation discussion with the system integrator to ensure all installation requirements are met and the installation process goes smoothly. i3 CPM will review the health status of all i3 Media Servers under Concierge Plus subscriptions, troubleshoot any issues remotely and escalate the issues that require on-site technician's presence to system integrator/end user. i3 CPM will compile quarterly service reports and send them to the system integrator/end user.

## Security & critical patch management

- Included with: **CMS-CP** only.
- i3 CPM will ensure that critical and security-related OS and i3 software/firmware patches and updates are deployed to the i3 Media Servers and i3 hardware products under current i3 Concierge Plus subscription, as required.

## Extended Advanced Replacement program

- Included with: **CMS-CP** only.
- Under the Concierge Plus Extended Advanced Replacement program, clients must contact i3's Concierge for technical support and troubleshooting. If the issue cannot be resolved, i3 extends its standard 45-day Advanced Replacement policy to cover the first calendar year after purchase.
- Beyond the first year, for the remainder of the contract period (which may not exceed 5 years), if the i3 Media Server unit cannot be repaired on-site, i3 will ship a replacement unit from our repair depot to the address provided by the customer, along with a return label. The customer is responsible for packaging the original unit in the same packaging and using the provided return label to ship it back to i3's repair depot. The replacement unit will include the same licensing and configuration as the original unit.

[i](#) Customer's Firewall must be configured to allow TeamViewer unattended access. This responsibility lies with the system integrator/end user.