

# Onsite Support Guidelines

AXIS Network Video Recorders and  
Workstations

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# Contents

<b><u>1.</u></b>	<b><u>INTRODUCTION</u></b>	<b><u>3</u></b>
<b><u>2.</u></b>	<b><u>DEFINITIONS</u></b>	<b><u>3</u></b>
<b><u>3.</u></b>	<b><u>SUPPORT</u></b>	<b><u>4</u></b>
<b>3.1.</b>	<b>Who to contact for support?</b>	<b>4</b>
<b>3.2.</b>	<b>Service Level offering</b>	<b>4</b>
<b>3.3.</b>	<b>When is onsite support applicable?</b>	<b>4</b>
<b>3.4.</b>	<b>When is onsite support dispatched?</b>	<b>4</b>
<b>3.5.</b>	<b>What is covered in the support process?</b>	<b>5</b>
<b><u>4.</u></b>	<b><u>INSTALLER RESPONSIBILITIES</u></b>	<b><u>6</u></b>
<b><u>5.</u></b>	<b><u>CLOSURE OF THE CASE</u></b>	<b><u>7</u></b>

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# 1. Introduction

In the modern workplace, even critical services can be delivered remotely. However, there are still times when you may need components replaced or an expert on hand to deliver support onsite. The purpose of this document is to outline the relevant definitions, promote best practices in relation to support inquiries and overview processes and responsibilities.

## 2. Definitions

### Installer

The parties who are responsible to maintain functionality and/or technical support for the AXIS Network Video Recorders and Workstations, or can also refer to the party who has opened an Axis online support case with Axis Technical Services.

### Onsite support

A support representative who is dispatched to the same location as the faulty unit to make repairs to the unit in question.

### NBD

Next Business Day where an onsite support representative can attend.

### Dispatch

A dispatch is when parts and an onsite support representative have been authorized to attend the site.

### Site

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

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# 3. Support

## 3.1. Who to contact for support?

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

Please note that the following information is required for faster assistance:

- Service Tag # or Serial # - example "B8748W0", "HW030B8748W0"
- A clear description of the issue and any error codes that are present
- Screenshots, photos or videos of the issue

## 3.2. Service Level offering

Availability may vary by geographical location, therefore, it is recommended to check the service level information for each individual product within their own respective datasheet, which can be found here:

[Video recorders and workstations | Axis Communications](#)

## 3.3. When is onsite support applicable?

NBD support is applicable when a hardware error/malfunction has occurred on an AXIS Network Video Recorder and an Axis Technical Services Engineer has verified and authorized that onsite support is necessary.

## 3.4. When is onsite support dispatched?

An Axis Technical Services Engineer needs to confirm that a hardware error/malfunction has occurred and that a component needs to be replaced before an onsite support technician can be dispatched. To be able to achieve this, initial troubleshooting needs to be performed by an Axis Technical Services Engineer and the installer. An onsite support technician can be dispatched the next business day.

Before an onsite support technician will be dispatched, the following information will be required for the site that contains the faulty unit.

- Contact person
- Telephone number
- Address

**PLEASE NOTE:** Onsite support can normally only be authorized between 09:00 – 16:30 local time via the Axis helpdesk or support phone excluding weekends and public holidays (this may vary depending on region). If a change of time is requested for the dispatch, Axis Technical Services needs to be contacted to arrange this.

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## 3.5. What is covered in the support process?

### Onsite Support

Onsite support only covers the replacement of faulty parts/hardware in accordance with Axis' warranty. Availability of onsite 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 Services should be informed to perform a TAG transfer.

### Technical Support

Axis Technical Services Engineers will assist with any configuration changes needed on the system to get a fully operational system.

**PLEASE NOTE:** *Axis Technical Services will only cover configuration as it was intended out of the box. 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 onto 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 onsite support technician.

### Relocation

Onsite support is not available at all locations. Supply of support to relocated AXIS Network Video Recorders is subject to local support availability and may be subject to additional fees as well as inspection and re-classification of the current time and material consulting rates. Installers are recommended to provide sufficient and safe access to the site at no additional cost.

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## 4. Installer responsibilities

### Authority to grant access

The installer shall obtain permission for both the installer and the onsite support technician to access and use the AXIS Network Video Recorder, the data on it, and all hardware and software components included in it, for providing onsite support. If the installer does not already have that permission, it is the installer's responsibility to obtain it, at their own expense, before asking the onsite support technician to perform the support.

### Cooperate with Axis Technical Services and onsite technician

The installer agrees to cooperate with and follow the instructions given via telephone by Axis Technical Services and/or the onsite support technician. Normally, most system problems and errors can be corrected over the telephone as a result of close cooperation between the installer and Axis Technical Services.

### Onsite recommendations

Where support requires onsite presence, the installer should (i) be contactable and/or present onsite; (ii) provide free, safe and sufficient access to the site and the AXIS Network Video Recorder. For context, sufficient access includes ample working space, electricity, and a local telephone line. Furthermore, 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 onsite and to perform a full system check after the onsite support technician has replaced the hardware components. If, for any reason, additional technical support is required, make sure to contact Axis Technical Services who will be able to help.

### Data backup recommendations

A backup of all existing data and programs on all affected systems should be completed before delivering this support. Axis Communications AB is not responsible for the loss, corruption, recovery, storage or backup of data 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.

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## **5. Closure of the case**

The installer needs to agree with the onsite support technician that the problem is solved and that the case can be closed.