

# First time right

with weConnect installation support



## Your benefits

- Direct support from Barco Experts
- Predictable deployment schedule and budget
- Avoid future downtime with first-time right deployment

With Barco's Installation Support for weConnect, you sell and install weConnect solutions with confidence. Save time, money and ensure customer satisfaction by avoiding tedious installation and multiple interventions due to improper set-up and configuration. You will get a Barco certified solution to make sure the system is up and running according to plan, hence maximizing the system uptime and improving the return on investment for your customer.

## Two levels of support:

- **Basic (remote or on-site)**
  - Kick-off meeting with a Barco system architect (this step is always remote)
  - Configuration support from a Barco-certified technician
  - System testing with Barco's weConnect checklist
- **Advanced (on-site)**

With the advanced support we take your weConnect installation to the next level by supporting you additionally with:

  - Room design
  - Validation of technical drawings
  - Installation the Barco AV equipment
  - Post-installation optimization

## What is included?

BASIC	ADVANCED
<p>The installation support Basic can be delivered entirely remote or part remotely, part on-site.</p> <p>Our pricing for the on-site support includes:</p> <ul style="list-style-type: none"> <li>• On-site support for up to 2 days for virtual classrooms</li> <li>• On-site support for up to 1 day for collaboration and interactive rooms</li> <li>• Travel and lodging expenses</li> </ul>	<p>The installation support Advanced is delivered part remotely, part on-site.</p> <p>Our solution architect team will discuss the requirements and expectations with you beforehand and provide a customized quotation matching the desired scope.</p>

	BASIC	ADVANCED
Kick-off meeting between Partner and Barco	•	•
Room design		•
Validation of technical drawings	•	•
Validation of technical drawings with end-user		•
Creation and naming of the institute	•	•
Assigning partner and/or end-user manager roles by Barco	•	•
Installing and connecting the Barco AV equipment and weConnect components and provisioning network as specified in the validated drawings		•
Document nodes Mac Address, DNS names and DHCP reservation		•
Pairing of the weConnect NUC's to the cloud (bonjour required)	•	•
Device configuration(s)	•	•
Room configuration(s)	•	•
DSP configuration		
System functionality testing	•	•
System functionality validation per Barco checklist	•	•
Room optimization (lightning, audio, soundproofing, etc)		•
Integration with existing systems (Lecture capture, database integration, API integration)		•

M0000-R01-0121-LF | Last updated: February 2021

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