# Covert 5G Enclosure Customer Success Guide

Vetted Covert Enclosure · https://vettedsecuritysolutions.com/docs/5g-covert-enclosure-customer-success-guide/

Thank you, and congratulations on the purchase of your new Vetted 5G Covert Enclosure. This guide contains the information you need leading up to the delivery and through the implementation of your new system. Please review the sections below and let your Vetted Customer Success representative know if you have questions.

### Product Information

The 5G Covert Enclosure with PTZ Camera combines a discreet 5G Enclosure with a high-performance PTZ camera from Axis. It offers advanced surveillance capabilities for various applications and can capture video covertly while reading license plates simultaneously.

The 5G covert Enclosure is designed to resemble a standard 5G Enclosure and can be easily mounted on power poles or other suitable structures. It's built to last, providing durability and protection against environmental elements. The Enclosure is designed to accommodate the Axis PTZ camera, offering a secure and discreet solution.

### Receiving your 5G Covert Enclosure

This guide provides general guidance and understanding of the delivery process for your new 5G Covert Enclosure to include roles and responsibilities for us at Vetted Security Solutions and You the Customer.

### Confirmation email of Order:

- **Vetted:** Vetted Production Team will send an email confirming PO and order details. This will include quantity, part numbers, and delivery instructions.
- **Customer:** Review Order Details and verify both order & delivery instructions are accurate.
- ***Please Note:*** *Verifying the delivery condition of your 5G Enclosure is crucial. Please unbox the Enclosure, inspect for damages, and power on to test functionality as soon as possible. If there are any issues upon delivery, please reach out to the Production Team immediately.*

**Installation of SIM card:**

- **Vetted:** Email from the Production team will provide the device IMEI and request a SIM card from the end-user during the build process.
- **Customer:** Provide SIM Card to production during the standard production cycle, or we can walk you through the installation of the SIM card after delivery.
- ***Please Note:*** *We stock AT&T FirstNet SIMs. For customers wanting a FirstNet SIM, we need an authorized FirstNet point of contact (POC) on the agency account and can then provide SIM/activation on the agency account at an additional fee.*

**Coordination of 5G Enclosure Delivery:**

- **Vetted:** Once order details are confirmed, the delivery date will be coordinated. The Vetted Production Manager will transmit delivery instructions.
- **Customer:** Provide POC for delivery and any pertinent details such as delivery hours or drop-off instructions.
- Please ensure our team has at least one primary and one alternate POC.

**Validate Camera:**

After delivery, and physical inspection of the 5G Enclosure there are a few things that can be done pre-deployment to ensure you have a functioning product and to save time in the field.

1. Remove the outer shell of the 5G Enclosure Verify all electronic components power up. *Refer to the 5G Enclosure quick start guide for Powering on your equipment.*
2. Install the SIM card if it was not provided to our production Team during the building process.
3. Obtain all necessary permissions for the pole location you will be mounting equipment and the necessary agreements for power.
4. Please note- The customer is responsible for obtaining power at the desired location and electrical hook up.

**Schedule Training:**

- **Vetted:** Vetted Customer Success Member will contact regarding training scheduling if training services were purchased.

- **Customer:** Provide a list of potential training dates/times that will work for your agency. Ideally, we have multiple operators that can operate in a train-the-trainer style approach for units responsible for deploying the 5G Covert Enclosure.

**First Time Deploying your 5G Enclosure:**

- **Customer:** If training is included, our Customer Success personnel will guide you through your initial deployment during the onsite training. If onsite services were not purchased, please coordinate with our support staff to ensure a smooth initial deployment.

**5G Enclosure Pre-deployment Setup**

Once the 5G Covert Enclosure has been unboxed, and administrative paperwork handled it is time to begin getting ready for initial deployment. Please refer to the 5G Quick Deploy Guide for step-by-step instructions.

**SIM Card**

If a SIM card was not provided to Vetted prior to delivery, you will need to activate a SIM card. To accomplish this, you will need the IMEI for the router in the 5G Covert Enclosure. Vetted Support can provide you with the IMEI number. It should also be listed on the label inside of the Enclosure.

Please contact your agency's IT department for assistance. Once you have the SIM card on hand it will need to be inserted into either the A or B slot. Please reference the Covery 5G Enclosure Quick Deployment Guide for SIM card installation and configuration of the modem.

*Please note - You will need a Phillips head precision screwdriver to access the SIM card slots*. You will also need a monitor, HDMI cable, keyboard, and Mouse for the initial setup.

**Electrical Requirements and Estimated Power Draw**

The 5G Covert Enclosure is designed to run off AC power. It can accommodate Voltage from 90-264V to give you various deployment locations. The Enclosure comes standard with a 6-foot power cord ready to be plugged into an electrical outlet. Please refer to the Quick Deployment Guide for more information on the electrical hook-up.

If your Electrical provider needs to know the power draw of the system, it is approximately 0.5 amps at 120V AC or 60 watts.

**Installation Process**

- Find a suitable location on a power pole or other structure for mounting the 5G Covert Enclosure. (Obtain all necessary permissions and power to the location.)
- Ensure the mounting surface is secure and stable.
- Attach the 5G Covert Enclosure securely to the mounting surface using the provided mounting brackets and hardware. (Please reference the 5G Covert Enclosure Quick Deployment Guide for pictures and recommended tools)
- Follow the electrical connection guidelines to power the 5G Covert Enclosure and camera.

Once installed, position and orient the Axis PTZ camera within the Covery 5G Enclosure for optimal coverage

**5G Enclosure FAQ’S**

*What voltage does the 5G Covert Enclosure require?*
90-264V AC

*What is the estimated power draw for the 5G Covert Enclosure?*
60 watts or approximately 0.5 amps at 120V AC

*Who is responsible for maintenance?*
All maintenance is the responsibility of the customer. Most questions or advice regarding maintenance can be found on our website under Knowledge Base. If you need further assistance our Support line will be happy to help.

**Maintenance and Troubleshooting**

Regular maintenance is crucial to ensure optimal performance and longevity of the system. Here are some guidelines to follow:

1. Periodically inspect the 5G Covert Enclosure for any physical damage or signs of tampering.
2. Keep the 5G Covert Enclosure clean by removing dust, dirt, and debris from its surface.
3. Check the Axis PTZ camera's lens and housing for any obstructions or dirt accumulation.
4. Regularly update the camera's firmware to benefit from the latest features and security enhancements.

5. If you encounter any issues, please visit our website's support tab and open a Service ticket here: https://vettedsolution.atlassian.net/servicedesk/customer/portal/1/group/1/create/1

**Support Process**

Another option for support is to create a service ticket through our website. Those steps are outlined below:

1. Go to https://vettedsecuritysolutions.com/support
2. Choose tech support
3. Choose technical support
4. Provide a summary and description of the issue you are having, and we will have a record of the ticket in our system.
5. Once the ticket is closed it will send you an email notifying you what has been done.
6. For additional technical support, call the Vetted Security Solutions at (727) 440-3245 and then dial 1. This will take you directly to our Service desk.
7. Remote Support Tool
   Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Vetted Security Solutions will, at its discretion, use an industry-standard remote support tool. Support can quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool that Vetted Security Solutions uses is available upon request.
   Please visit https://vettedsecuritysolutions.com/support/ for support or visit https://vettedsecuritysolutions.com/contact/ for inquiries on adding TechAlert to your agency's support procedures.
   TechAlert is an optional add-on that allows agency managers and power users to view all deployed equipment, receive alerts, have automated corrective actions taken in event of field level issues, and a host of other customizable features. A screenshot of the map interface and dashboard overview is included below:
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We have multiple options when technical support is required. The 5G Covert Enclosure will have a QR code that will take you to our website. We have a Support line that can be reached at 727-440-3245,

or you can follow the instructions in this guide.

To create a support ticket please click on the following link.

> Knowledge & Support

Embedded media: https://vettedsecuritysolutions.com/support/embed/#?secret=RuOg8uybmc#?secret=pHuR9zdUzH

1. Select Support ticket.
2. Select LPR technical support.
3. Please fill out all the relevant fields and any supporting information you may have (such as troubleshooting steps taken, frequency of the issue, etc.)
4. Once the ticket is created, our support team will contact you to assist or notify you that the problem has been solved.
5. You may check the ticket status anytime via email or phone.
6. Once there is a resolution, we will send you a record of what was done to resolve the issue.
7. If you are with CBP there is a separate support page that can be selected from the drop-down menu under the news and resources tab.

If you need immediate support, contact our Tech Support Line at 727-440-3245 during regular business hours Monday through Friday from 08:00 am to 5:00 pm Eastern time.

**Implementation Team Members**

**Production Team**

Vetted’s Production Team is your initial POC who will guide the process from the time a Purchase Order (PO) is received through the coordination of training. The Production Team's responsibilities include:

- Confirmation of Order Details
- Providing Router IMEI information and shipping instructions for SIM card
- Confirming 5G Covert Enclosure delivery location
- Coordinating 5G Covert Enclosure delivery instructions

- Receiving a signed Bill of Lading from the customer
- Transition to Customer Success Team

**Customer Success Team & Solutions Consultant**

Your Customer Success Team and Solutions Consultant is your technical product expert. They will help translate your goal for using Vetted 5G Covert Enclosures into a technical plan to ensure maximum uptime, system usage, and overall understanding. Your specialist will work with you to:

- Review the deployment best practices on 5G Covert Enclosures.
- Ensure that the deployment plan is set up for success from a technological standpoint in addition to meeting your goals for the 5G Covert Enclosure.
- Ensure your team is confident in quickly deploying the 5G Covert Enclosure solution.
- Quickly impact developing hotspots and solve other operational requirements for quick deployment of high-speed LPR applications.